



XENTRY Diagnosis Kit 4

Guia do usuário

Mercedes-Benz AG

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Mercedes-Benz



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1. Novidades do XENTRY Diagnosis Kit 4

Conceito operacional conhecido

O novo conceito de dispositivos de diagnóstico é constituído, como no XENTRY Diagnosis Kit 3, do computador de diagnóstico e de um multiplexador: o XENTRY Diagnosis Pad 2 e o XENTRY Diagnosis VCI.

Aprimoramentos significativos no XENTRY Diagnosis Kit 4:

- Novo XENTRY Diagnosis Pad 2
- Conexão WiFi alterada entre o XENTRY Diagnosis Pad 2 e o VCI.
- O XENTRY Diagnosis Pad 2 possui um display multitoque capacitivo e aprimorado, que permite trabalhar em ambientes claros e exibe uma imagem mais nítida.
- Bateria substituível no XENTRY Diagnosis Pad 2

Integração TI simples

- **A variante de conexão já conhecida:**
A conexão entre o XENTRY Diagnosis Pad 2 e o VCI se realiza, como de costume, independentemente da infraestrutura de TI da oficina.
Novo: uma segunda placa WLAN é instalada no XENTRY Diagnosis Pad 2 para estabelecer a conexão entre o XENTRY Diagnosis Pad 2 e o VCI.
- **Integração WLAN:**
Da mesma forma como o modelo anterior do XENTRY Diagnosis Pad, o XENTRY Diagnosis Pad 2 também é integrado diretamente à sua rede da oficina. Na primeira colocação em serviço, você é guiado pela configuração com o ConfigAssist.

Atualização on-line

O XENTRY Update Service é nosso padrão para sempre fornecer atualizações de release ao XENTRY Diagnosis Kit 4, Regio DVD e manuais de operação digitais.

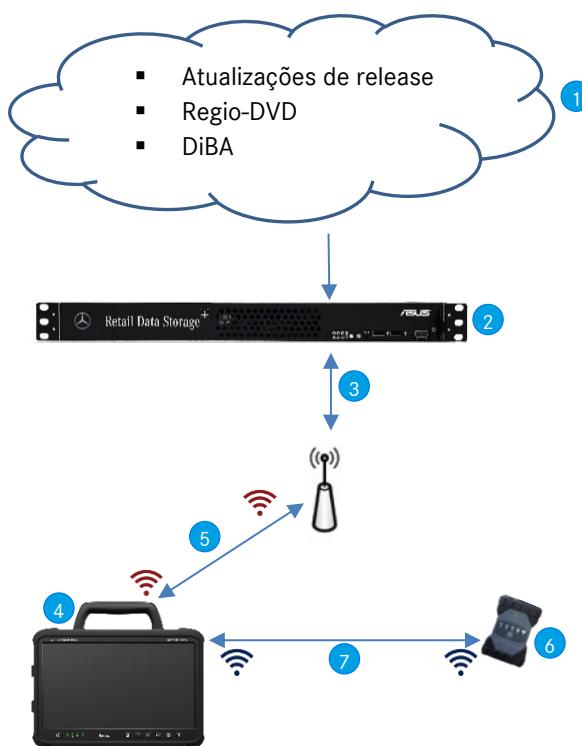
- Dependendo da configuração, o download das atualizações de diagnóstico é realizado no período noturno em seu Retail Data Storage e, de lá, distribuído para o XENTRY Diagnosis Pad | Pad 2 através da rede da oficina.
- A "Zero-Time-Update" faz com que as atualizações do software de diagnóstico sejam enviadas em segundo plano para o XENTRY Diagnosis Pad | Pad 2 . Durante esse tempo você pode continuar trabalhando como de costume. Assim que o processo tiver sido concluído, você será informado de que pode instalar a atualização de software. A instalação geralmente demora menos de 5 minutos. Em seguida, é possível continuar a trabalhar com o seu XENTRY Diagnosis Pad | Pad 2 como de costume.
- O Update Center também permite alternar entre a atualização de release atual e a atualização antecessora rapidamente.
- Além das atualizações do software de diagnóstico, através do Retail Data Storage também são disponibilizados "on demand" softwares de módulos de comando e manuais de operação digitais para o XENTRY Diagnosis Pad | Pad 2.

Conceito de cabo adaptador

Como já conhecido, cabos adaptadores para casos de aplicação especiais, que podem ser conectados com o cabo OBD, estão disponíveis como opcionais.

Nota: estes não fazem mais parte do escopo de fornecimento de série no XENTRY Diagnosis Kit 4. No entanto, você pode usar os cabos adaptadores do XENTRY Diagnosis Kit 3, pois estes não precisam ser devolvidos ao final do contrato.

Estrutura esquemática para integração à rede



- 1 Atualizações de release, Regio-DVD e manuais de operação digitais são sempre atualizados on-line.
- 2 Dependendo da configuração, o download é realizado no período noturno.
- 3 O Retail Data Storage é integrado na sua rede da oficina para que fique na mesma rede do XENTRY Diagnosis Kit 4.
- 4 O XENTRY Diagnosis Pad | Pad 2 é integrado na infraestrutura da sua oficina (necessário para serviços on-line)
- 5 A conexão entre o XENTRY Diagnosis Pad 2 e a rede da oficina pode se realizar via LAN ou WLAN.
- 6 XENTRY Diagnosis VCI (multiplexador) em formato construtivo pequeno e robusto, sem núcleo de PC, sem bateria, sem ventilador, sem display
- 7 O seu XENTRY Diagnosis Pad 2 pode ser conectado ao VCI através de WiFi ou usando cabo de conexão USB.

2. Escopo de fornecimento do XENTRY Diagnosis Kit 4

O escopo de fornecimento do seu XENTRY Diagnosis Kit 4 inclui:

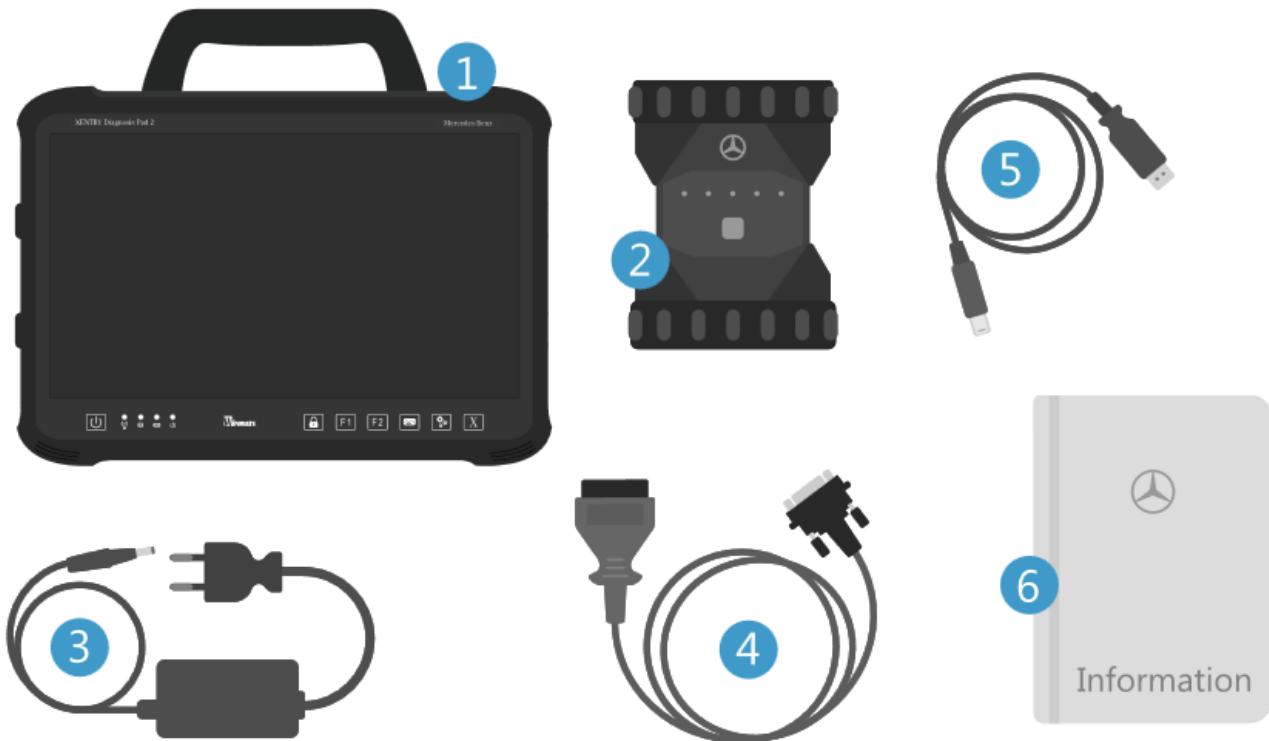


Figura 1: Escopo de fornecimento do XENTRY Diagnosis Kit 4

- 1 XENTRY Diagnosis Pad 2
- 2 XENTRY Diagnosis VCI
- 3 Fonte de alimentação incl. conector de rede

- 4 Cabo OBD (16 pinos)
- 5 Cabo de conexão USB (5 m)
- 6 Informações ao usuário e instruções de segurança

Opcional: técnica de medição XENTRY Scope

3. Primeira colocação em funcionamento e configuração

O XENTRY Diagnosis Kit 4 deve ser configurado em sua primeira colocação em funcionamento. Para tal, ao ligar o XENTRY Diagnosis Pad 2 pela primeira vez, o "ConfigAssist" é iniciado automaticamente.



Figura 2: Ícone ConfigAssist

Outra opção é abrir o ConfigAssist diretamente pelo caminho:

Desktop > Diagnosis Toolbox > ConfigAssist

Navegue no ConfigAssist usando o botão "Avançar".

O XENTRY Diagnosis Pad 2 disponibiliza duas teclas para atribuição de funções: F1 e F2. Você pode atribuir a elas as seguintes funcionalidades:

- XENTRY Diagnosis AKT
- XENTRY CAN-Tool
- XENTRY Scope
- XENTRY Scope NVH
- Diagnosis Stop
- ConfigAssist
- VCI Manager
- Programa de suporte
- PDF Center
- XENTRY Portal
- Hot Topics

Em seguida, clique em "Aplicar e continuar":

Após as demais informações sobre seu XENTRY Diagnosis Kit 4, você já pode conectar o XENTRY Diagnosis Pad 2 à sua rede.

3.1. Configurar rede

3.1.1.Wi-Fi

No campo "Redes disponíveis", selecione o Wi-Fi desejado.

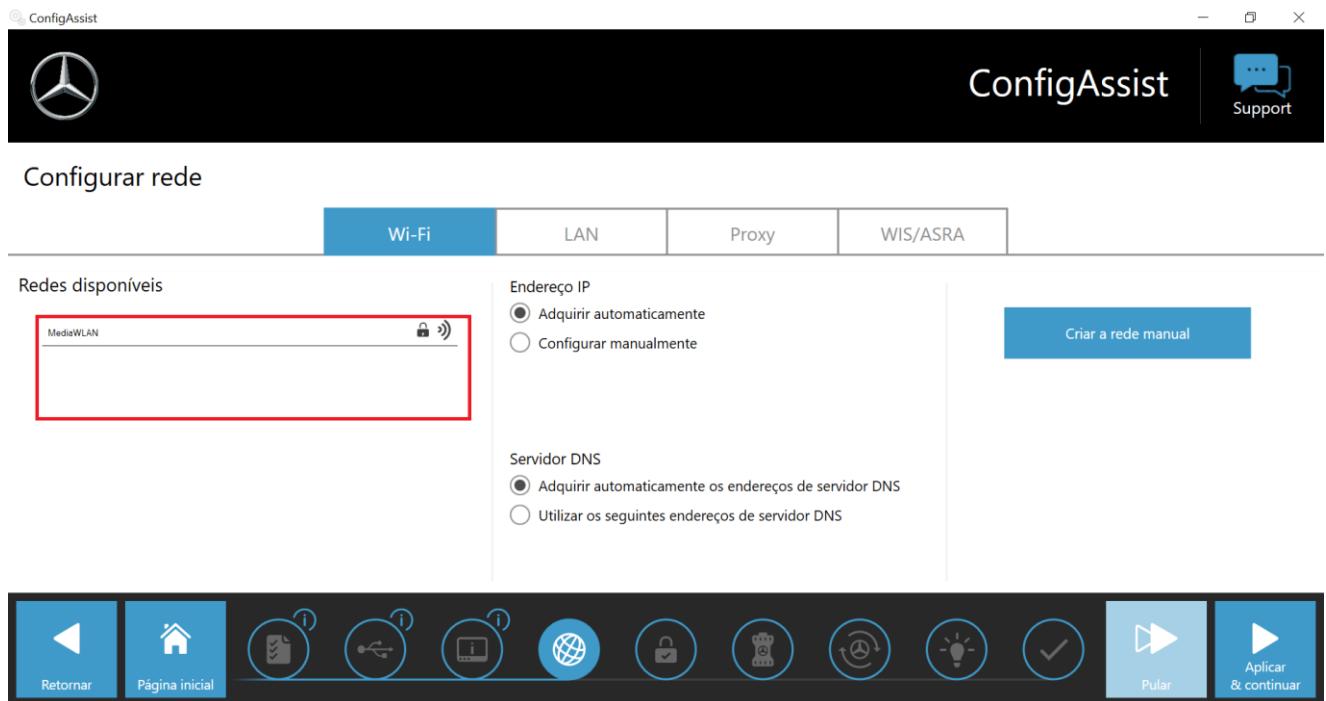


Figura 3: Configurar rede Wi-Fi

Insira a sua chave de segurança na janela que se abrirá e, em seguida, clique em "Conectar".

Na lista "Redes disponíveis" que aparecerá, ao lado da rede selecionada é exibida a nota "conectado".

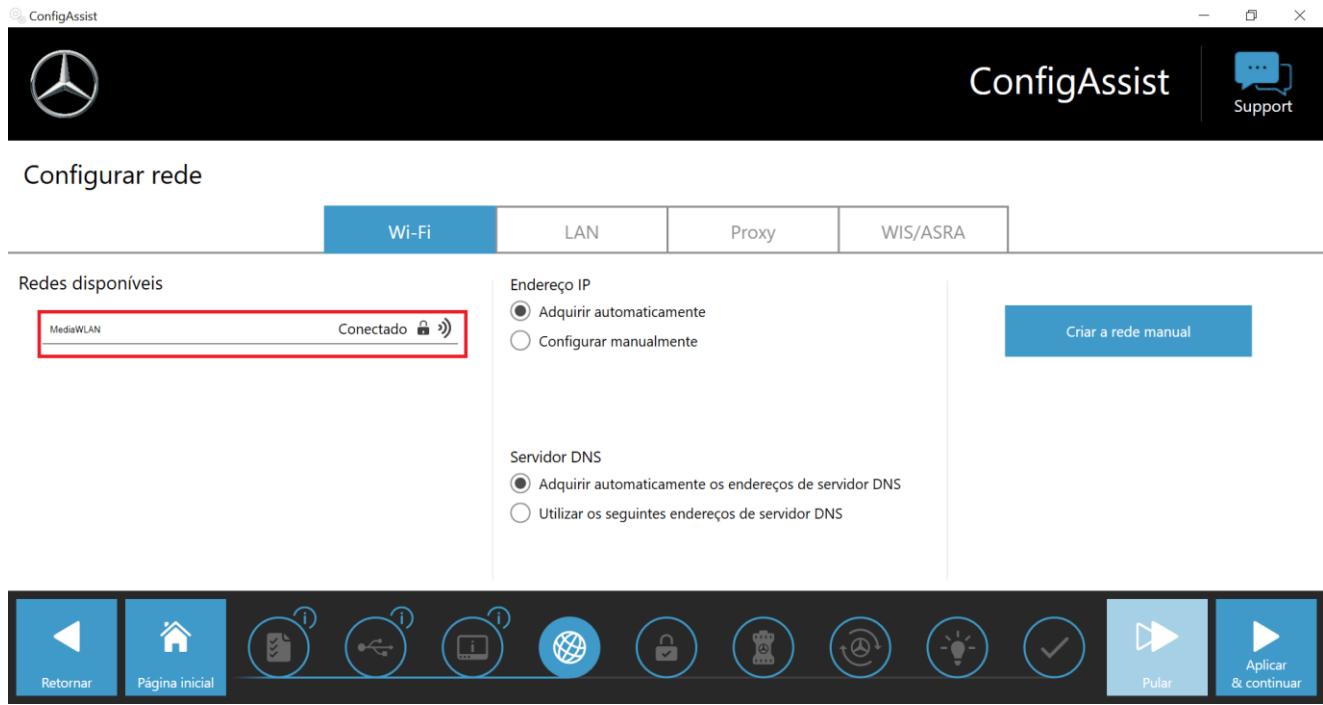


Figura 4: Wi-fi conectado

Aqui você também tem a opção de configurar seu endereço IP manualmente e escolher outro servidor DNS.

Você também pode configurar a rede manualmente. Para isso, clique no botão "Configurar a rede manualmente".

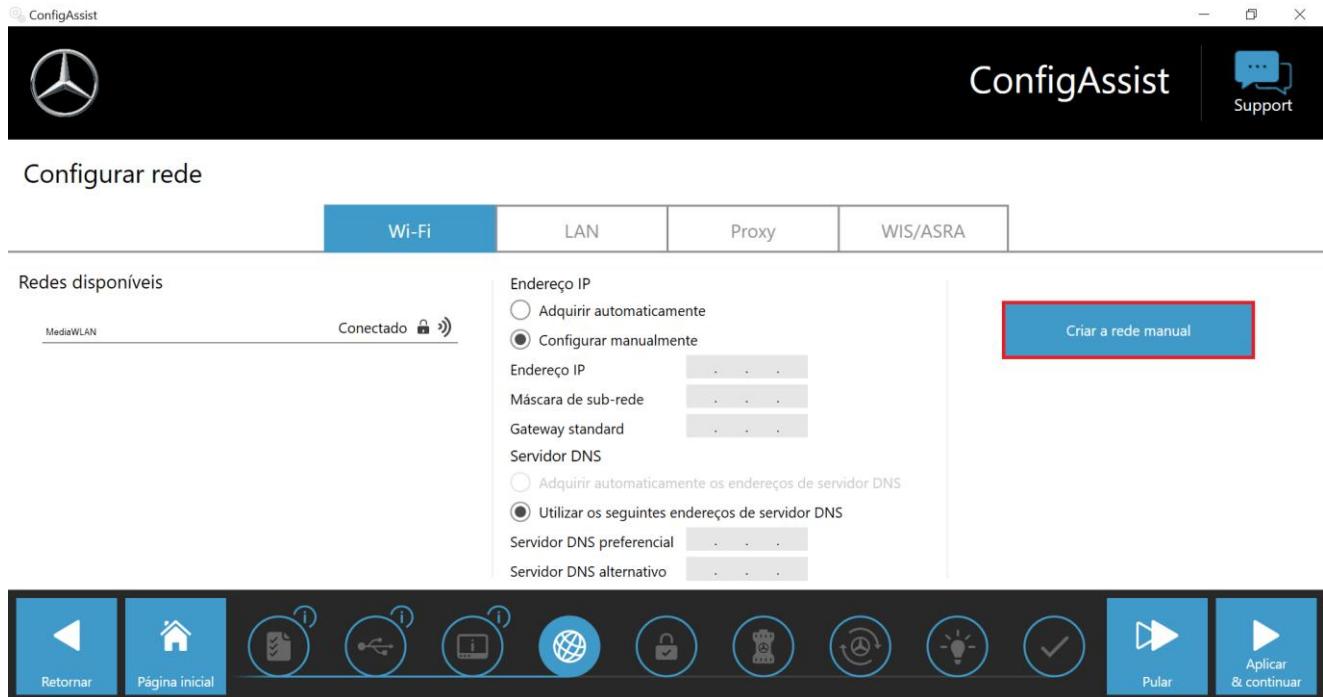


Figura 5: Configurar rede manualmente

Insira aqui seus dados:

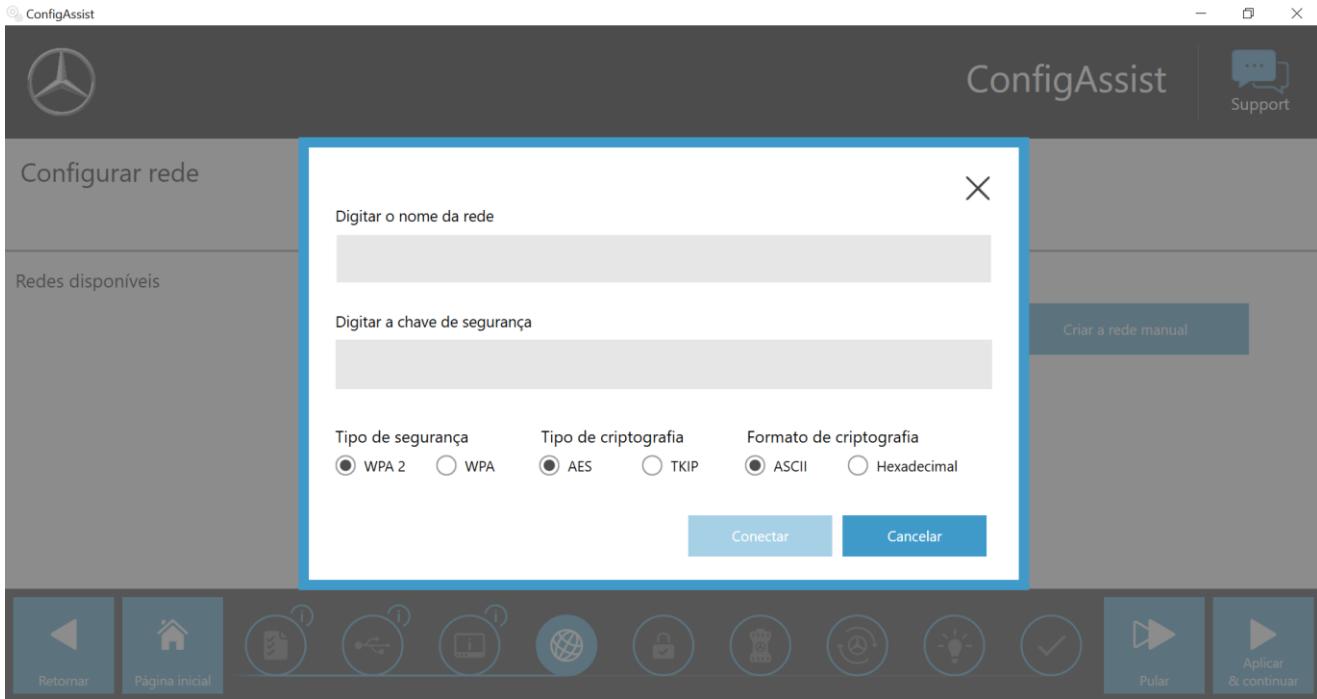


Figura 6: Inserir dados manualmente

Clique em Aplicar e continuar.

3.1.2.LAN

Além das configurações do Wi-Fi, também podem ser feitas configurações de uso do LAN. Você pode atribuir automaticamente o endereço IP ou configurá-lo manualmente, bem como o servidor DNS.



Figura 6: Configurar rede LAN

Clique em Aplicar e continuar.

3.1.3.Proxy

No campo Proxy é possível fazer algumas configurações para o servidor proxy.

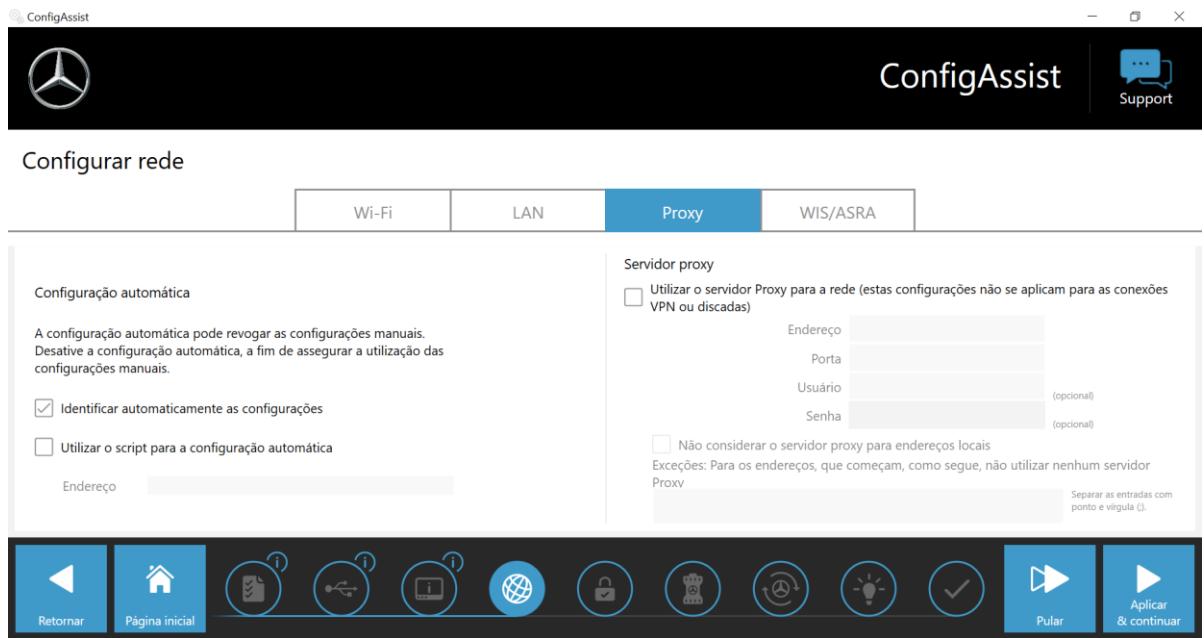


Figura 7: Configurações do proxy

Você pode optar pela configuração automática do servidor proxy ou utilizar um script para a configuração automática. Aqui também é possível fazer outras configurações para o servidor proxy.

Clique em Aplicar e continuar.

3.1.4.WIS/ASRA

RetailFactory está pré-selecionado por padrão como servidor WIS/ASRA. Aqui você tem a opção de configurar manualmente um servidor WIS/ASRA próprio.

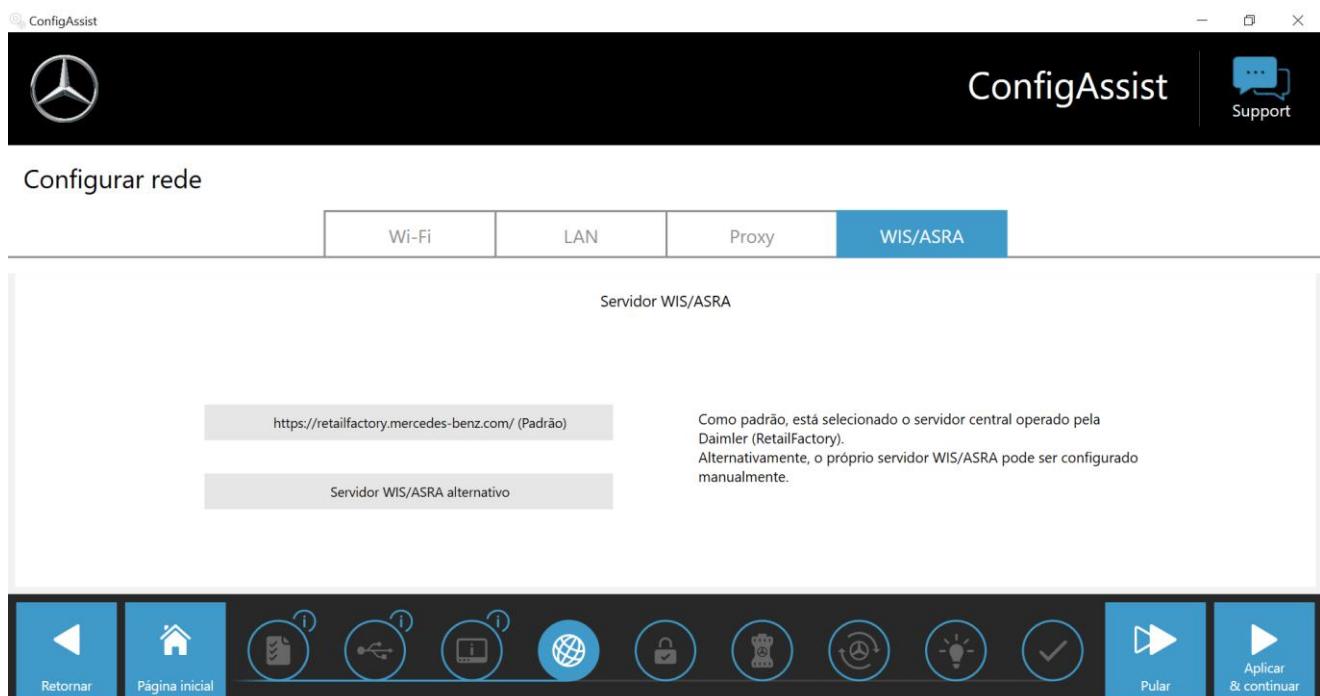


Figura 8: Servidor WIS/ASRA

3.3 Instalar a chave de acesso

A verificação de todos os dados fornecidos leva um momento, e a sua chave de acesso será consultada. Ela está localizada diretamente no servidor on-line e será acessada durante o processo de instalação, desde que a chave de acesso também tenha sido solicitada ao efetuar o pedido do XENTRY Diagnosis Kit 4.

Seu número de sistema, ID de hardware e validade da sua chave de acesso se encontram na próxima página.

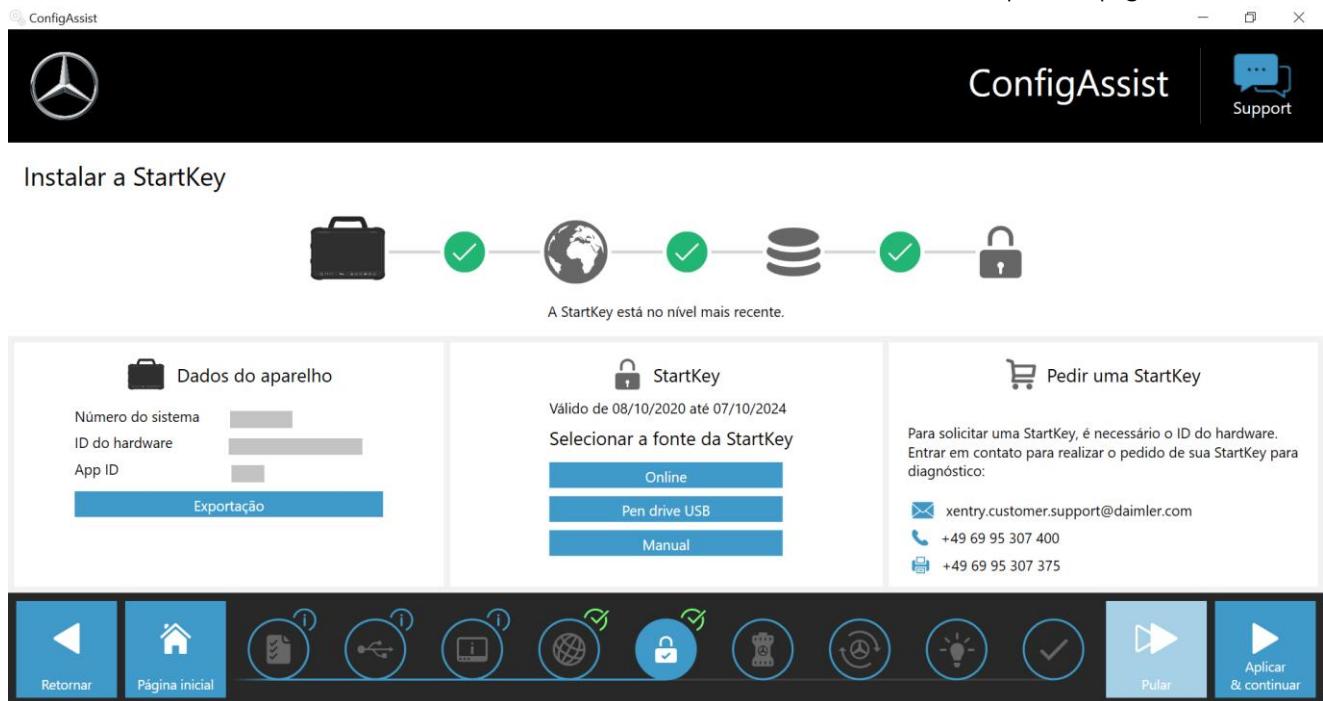


Figura 7: Visão geral da chave de acesso

Caso nenhuma chave de acesso tenha sido carregada automaticamente no seu XENTRY Diagnosis Pad 2, esta pode ser "consultada on-line", "instalada por pen drive" ou "inserida manualmente". Caso você não tenha chave de acesso, dirija-se ao seu contato comercial.

Para selecionar uma fonte alternativa da chave de acesso, proceda da seguinte maneira:

- On-line: clicando no botão "on-line", repete-se o procedimento de download da chave de acesso a partir da internet.
- Pen drive: se a sua chave de acesso estiver num pen drive, selecione este item. Se a chave de acesso não for carregada diretamente do pen drive, o Explorer se abre em seguida. Navegue até a chave de acesso no seu pen drive.
- Manualmente: além disso, você pode informar manualmente a chave de acesso. Para isso, clique em "manualmente" e informe a chave de acesso na janela que se abrirá.

3.2. Integração XENTRY Diagnosis VCI

Conecte o XENTRY Diagnosis VCI usando o cabo de conexão USB com o XENTRY Diagnosis Pad 2, aguarde o som de sinalização e, em seguida, clique em "Acoplar VCI".

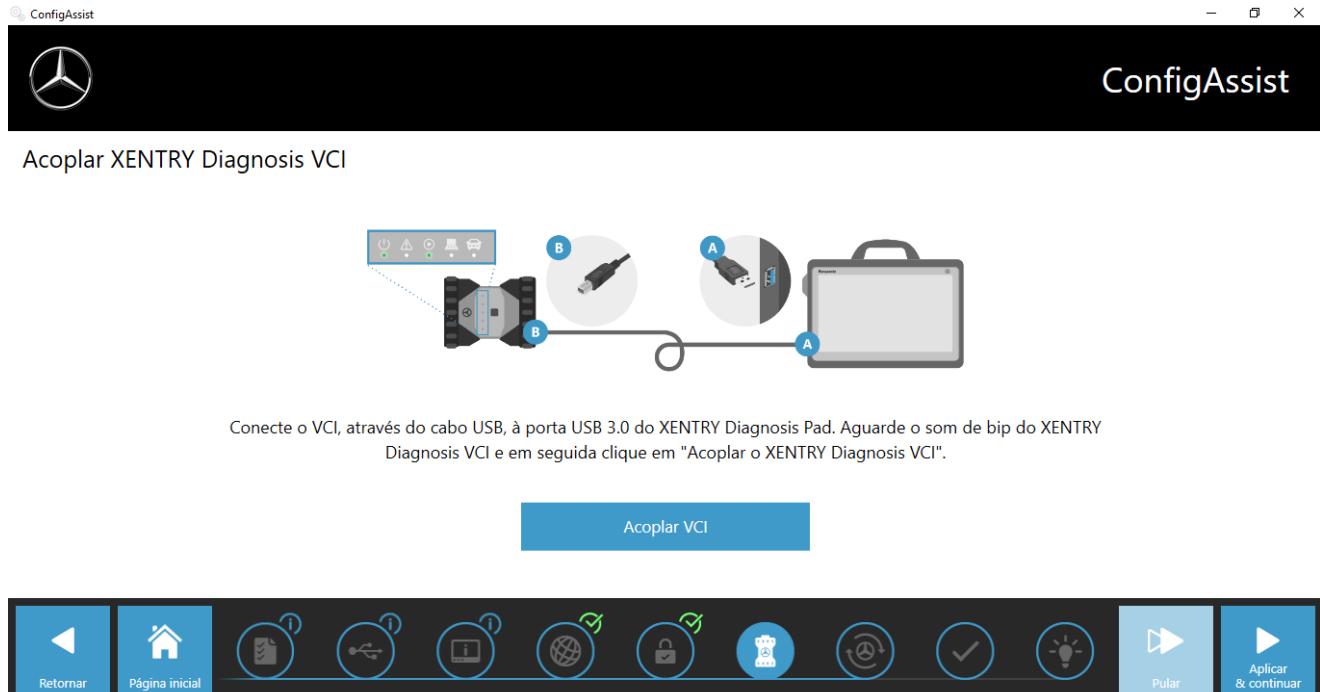


Figura 8: Acoplamento do XENTRY Diagnosis VCI

! Note que apenas exatamente um VCI pode estar acoplado ao XENTRY Diagnosis Pad 2. Durante o acoplamento de outro VCI você será informado que a configuração VCI atual será sobreescrita.

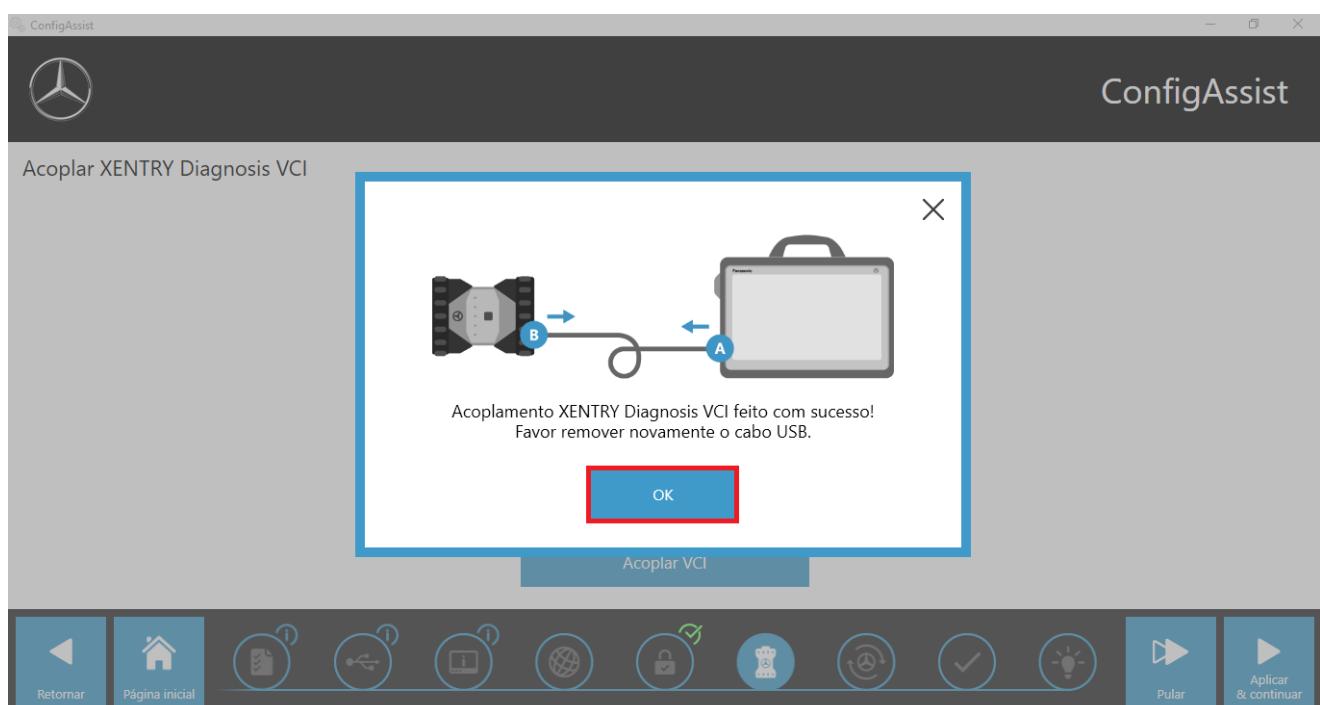


Figura 9: Acoplamento com XENTRY Diagnosis VCI bem-sucedido

Na seguinte tela, clique em "Aplicar & continuar".

3.3. Configuração XENTRY Update Service

Nesta seção você pode configurar o XENTRY Update Service.

O XENTRY Update Service define como deve ser feito o download dos dados do diagnóstico (atualização de release, Regio-DVD e manuais de operação digitais) em seu XENTRY Diagnosis Kit 4.

O XENTRY Update Service pode ser configurado em duas variantes:

Variante 1: XENTRY Update Service com Retail Data Storage

Os dados do diagnóstico (atualização de release, Regio-DVD e manuais de operação digitais) primeiro são baixados a partir da Internet para o Retail Data Storage e depois para o XENTRY Diagnosis Pad | Pad 2.

Variante 2: XENTRY Update Service sem Retail Data Storage

Os dados do diagnóstico (atualização de release, Regio-DVD e manuais de operação digitais) são baixados a partir da Internet diretamente para o XENTRY Diagnosis Pad | Pad 2.

Note: o Retail Data Storage faz parte dos Retail Standards.

3.3.1. XENTRY Update Service com Retail Data Storage

Se a sua oficina possuir um Retail Data Storage, você pode fazer as atualizações de diagnóstico, DVDs Regio e manual de operação digital (DiBA) pelo XENTRY Update Service através da internet.

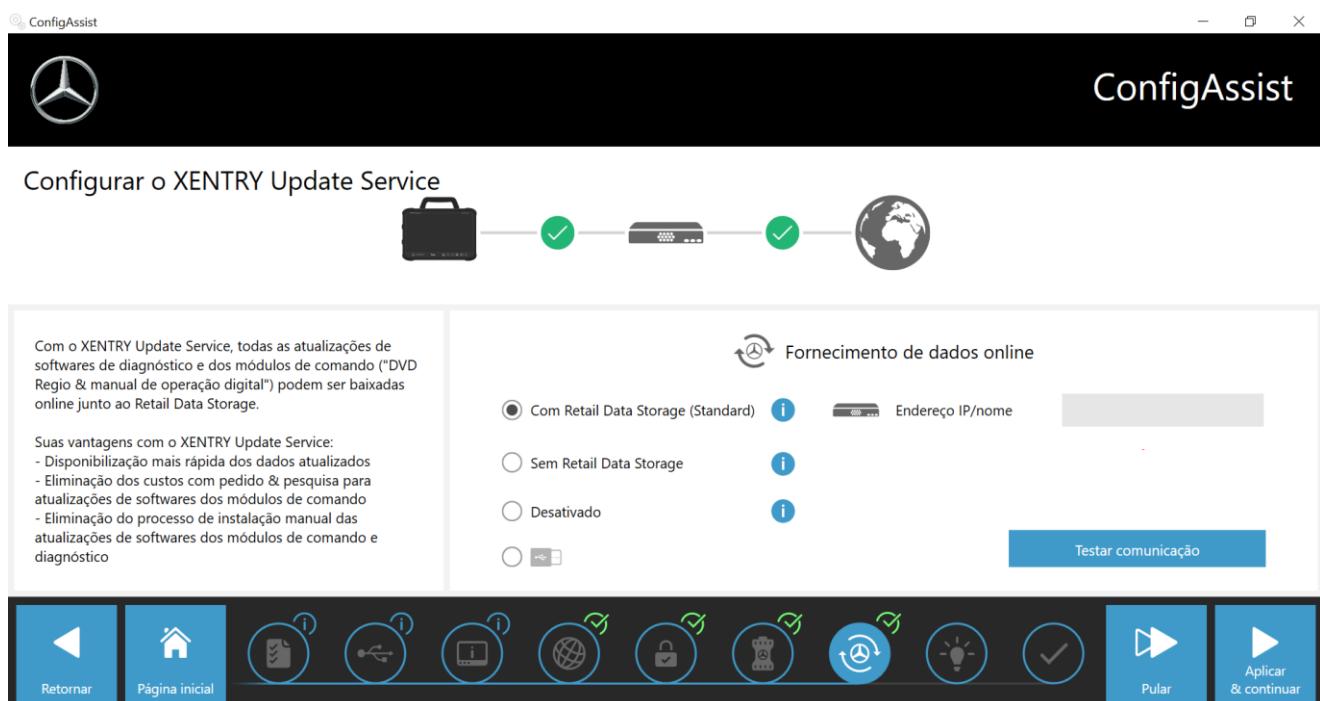


Figura 10: XENTRY Update Service com Retail Data Storage

Para estabelecer a conexão com o Retail Data Storage, selecione "**Com Retail Data Storage (Standard)**" e insira o endereço IP definido por você para o Retail Data Storage no campo "Endereço IP/nome". Em seguida, clique no botão "Testar conexão", e a conexão correta será confirmada com um sinal verde.

Selecione o item "Aplicar & continuar".

3.3.2.XENTRY Update Service sem Retail Data Storage

Se a sua oficina não possuir um Retail Data Storage, o download das atualizações dos softwares de diagnóstico e dos módulos de comando pode ser realizado diretamente a partir da Internet no seu XENTRY Diagnosis Kit 4.

Nota: Recomendamos esta opção somente para oficinas com um até dois equipamentos de diagnóstico.

As seguintes restrições se aplicam quando comparado ao XENTRY Update Service com Retail Data Storage:

- Maior carga da rede
 - Os dados, em particular, os softwares dos módulos de comando têm que ser baixados On-Demand da Internet, durante o horário comercial
(Comparação com o Retail Data Storage: download durante a noite)
 - É necessário o download múltiplo dos dados
 - É necessário alto volume de dados para conexão com a Internet
- Tempos de espera maiores para o cliente final, conforme a duração do download

Para esta opção, na área "Retail Data Storage" selecione o botão "**Sem Retail Data Storage**" e, em seguida, clique em "Testar conexão".

Nota: em caso de defeito no Retail Data Storage, você também pode configurar esta opção no seu XENTRY Diagnosis Kit 4 em qualquer momento.

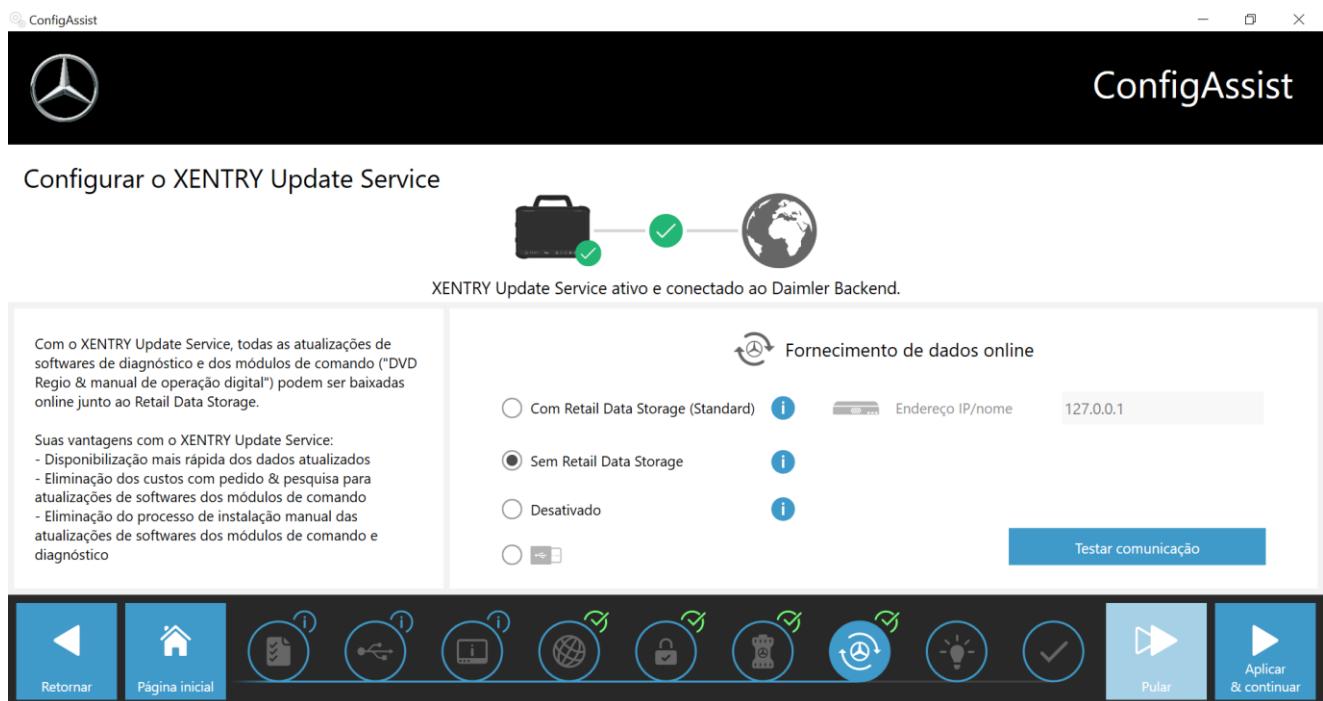


Figura 11: XENTRY Update Service sem Retail Data Storage

Clique em "Aplicar & continuar".

3.4. Final da configuração

Na página "Informações complementares", serão mostrados links que lhe conduzem a informações úteis adicionais.

Clique sobre o botão "Continuar". Você obtém uma visão geral das configurações do seu sistema.

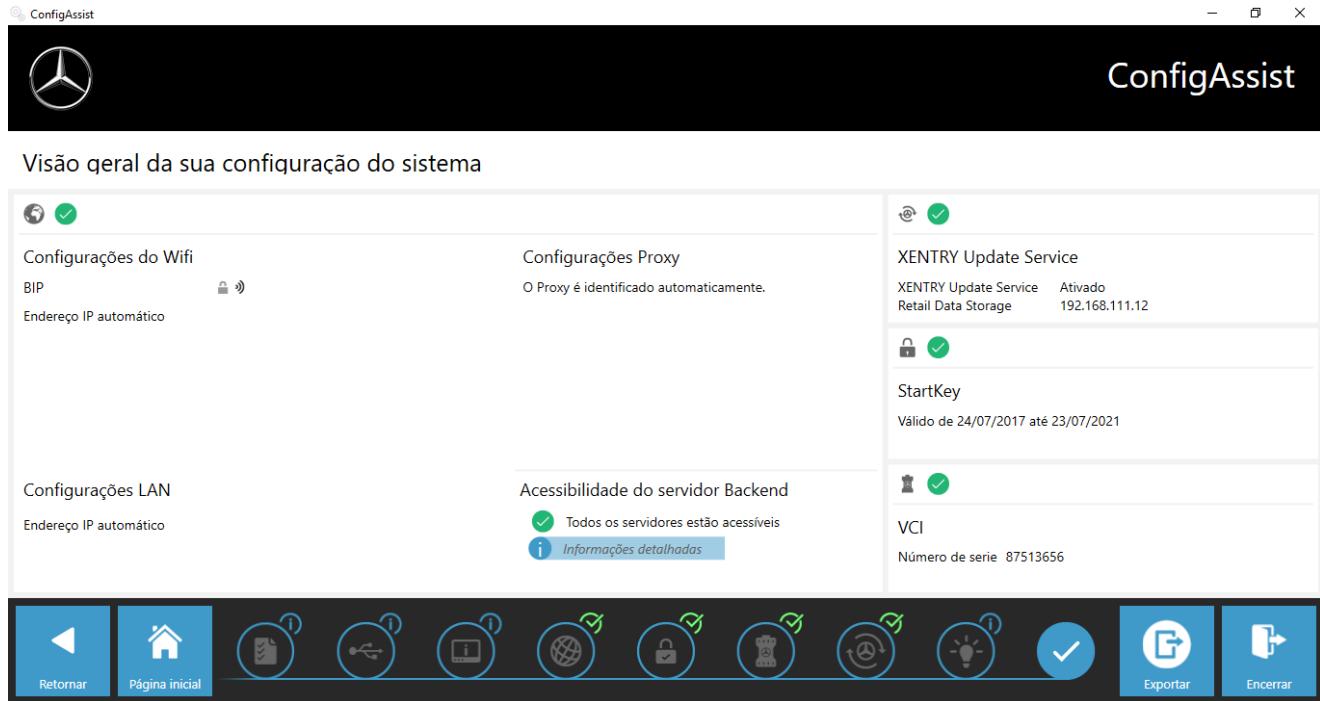


Figura 12: Tela inicial da configuração do sistema

Um "sinal de verificação" verde ao lado do globo terrestre indica uma conexão online correta. Se o símbolo ficar cinza, não há conexão online estabelecida. Nesse caso, verifique as configurações de rede. Além disso, você recebe informações sobre suas configurações de rede, o serviço XENTRY Update, a chave de acesso e o XENTRY Diagnosis VCI pareado.

3.5. Exportação da configuração

Por meio da função "Exportar" do XENTRY Diagnosis Pad 2, é possível salvar a sua configuração no disco rígido como arquivo *.XML. Se vários sistemas de diagnóstico XENTRY forem utilizados em sua empresa, é possível instalar a configuração em todos os XENTRY Diagnosis Pads | Pads 2 usando pen drive ou através da rede.

Essa função de exportação você encontra na primeira e última páginas do ConfigAssist.

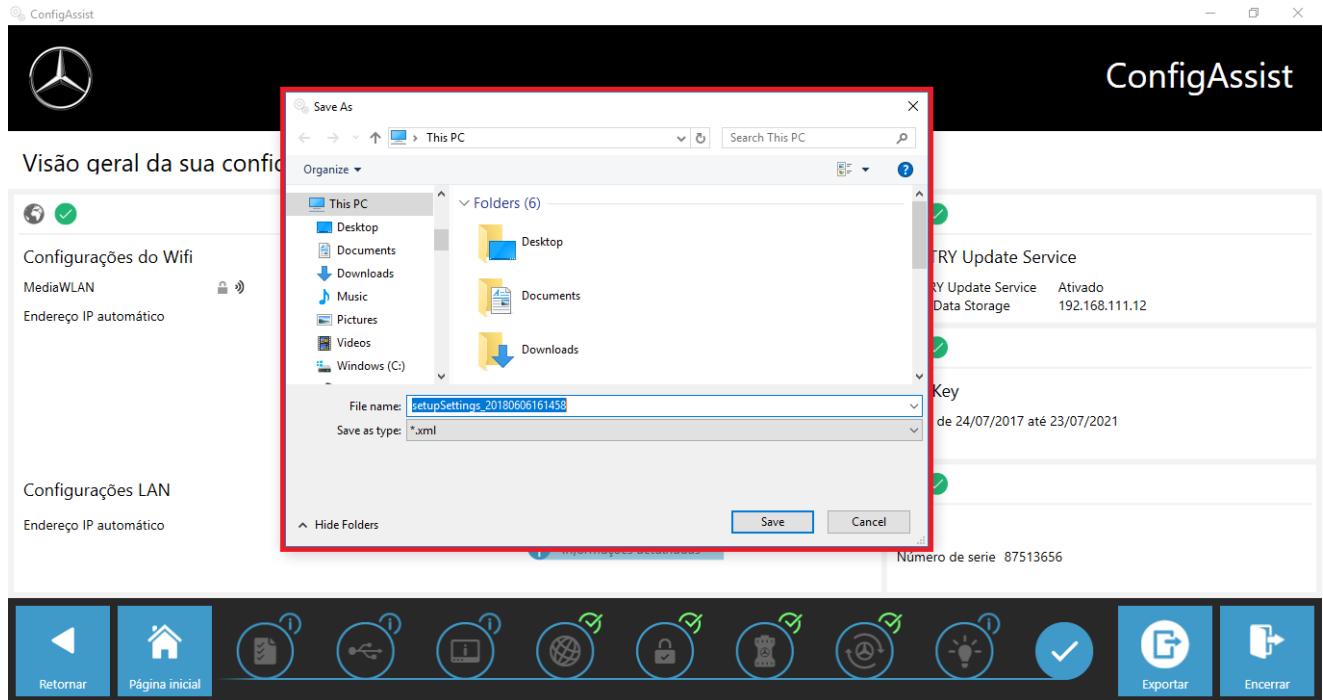


Figura 13: Exportação da configuração

Você configurou com sucesso o seu XENTRY Diagnosis Pad 2.
Feche o ConfigAssist clicando em "Fechar".

3.6. Instalação, atualização e configuração do WIS/ASRA offline/Standalone

A partir de abril de 2021 será feita a troca do processo de distribuição atual por disco Blu-ray para a instalação pelo WIS Download Portal. Essa alteração trará diversas vantagens e melhorias em relação ao procedimento atual de instalação por Blu-ray:

- Eliminação do processo de solicitação pela Logística de peças de reposição
- Sem atrasos nos envios
- Um único login para acessar o XENTRY Portal / After Sales Portal
- O pacote de instalação estará disponível imediatamente após sua publicação
- Consulta de dados e instalação disponíveis diretamente no XENTRY Diagnosis Kit 3 | Kit 4
- Correção de falhas com funcionamento imediato; eliminação dos erros de leitura causados em mídias físicas
- Sem necessidade de distribuição interna graças à autorização de acesso a consumidores múltiplos
- Sem necessidade de arquivar de mídias físicas
- Ecológico e sustentável

3.6.1. Instalação/atualização do WIS/ASRA offline/Standalone

Quando necessário e no caso de exceções justificáveis, é possível instalar o WIS/ASRA localmente no seu XENTRY Diagnosis Pad | Pad 2.

Para instalar e atualizar o software WIS/ASRA (off-line) é necessário acessar o XENTRY Portal / After Sales Portal. Só será possível solicitar a versão completa em disco Blu-ray durante o ano de 2021.

1. Solicite uma chave de acesso para WIS/ASRA através dos canais habituais (XENTRY Shop) antes de executar a instalação do WIS/ASRA off-line/Standalone.

Indicação

Observação: a instalação local do WIS/ASRA no XENTRY Diagnosis Pad | Pad 2 só é possível em casos excepcionais justificados. Ao solicitar uma chave de acesso via XENTRY Shop, é preciso informar um motivo. O ID de hardware (HW-ID) necessário para o processo de pedido pode ser consultado no ConfigAssist.

2. Conecte o XENTRY Diagnosis Pad | Pad 2 à rede elétrica através da fonte de alimentação fornecida.
3. Ligue seu XENTRY Diagnosis Pad | Pad 2.

Instalação pelo WIS/ASRA Download Portal

1. Abra o XENTRY Portal / After Sales Portal pelo navegador (<https://xentry.mercedes-benz.com/>)
2. Abra a seção de downloads do WIS/ASRA clicando na opção "WIS/ASRA Downloads"



3. Clique na versão mais recente liberada e baixe-a diretamente para o XENTRY Diagnosis Pad | Pad 2.

Indicação

Observação: o download dos dados de instalação pode demorar até 3 horas dependendo da conexão de rede. Recomendamos fazer o download de um dia para o outro. Não tente cancelar o processo de download, aguarde até que ele esteja finalizado.

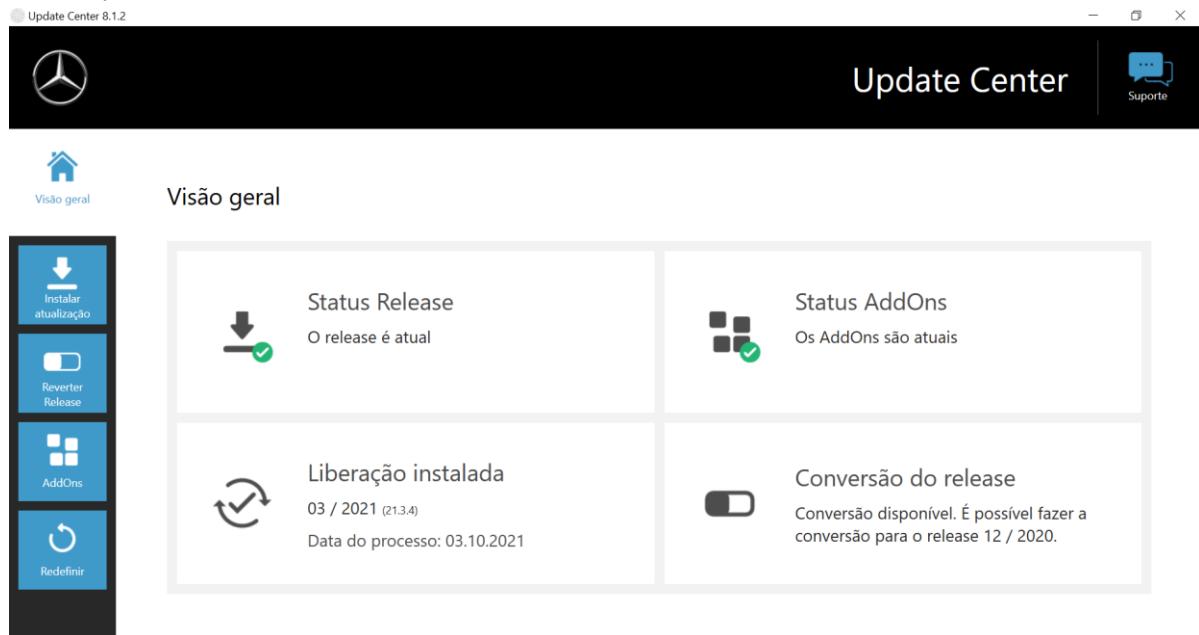
4. Após finalizar o download, dê um clique duplo para descompactar o arquivo ISO

Instalação por Blu-ray

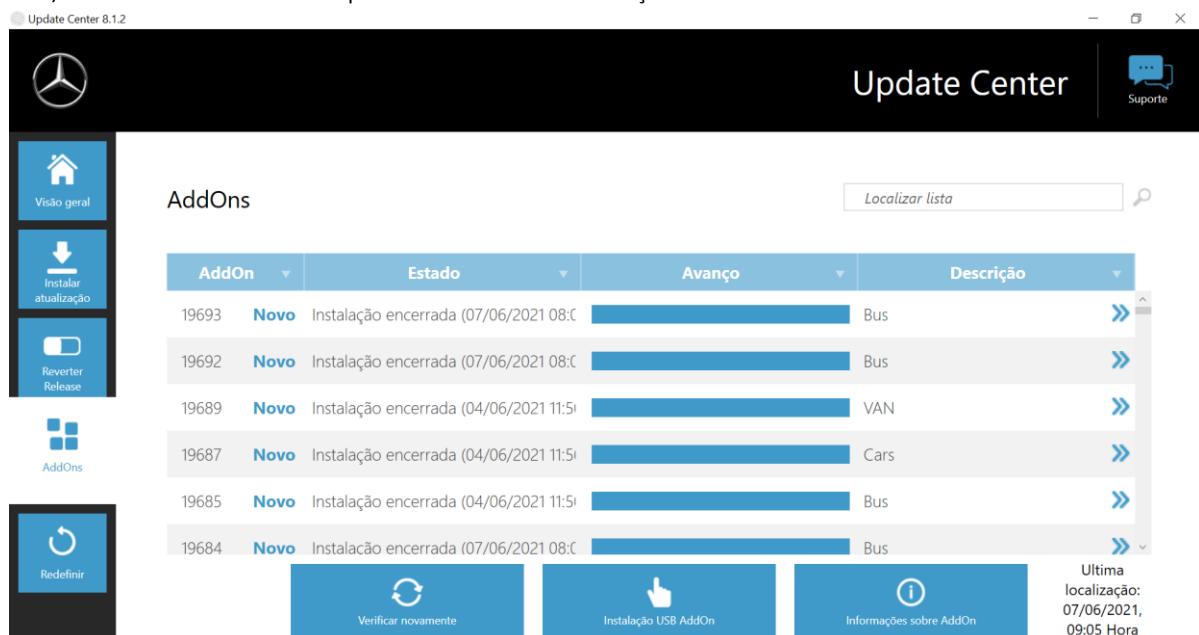
1. Conecte o drive de disco Blu-ray ao XENTRY Diagnosis Pad | Pad 2 utilizando um cabo USB.
2. Insira o disco Blu-ray WIS/ASRA no drive de Blu-ray.

Uma única vez a partir da versão de abril de 2021

1. Abra o Update Center.



2. Clique em "AddOns" na parte esquerda da navegação
3. Clique em "USB AddOn Installation" e abra o arquivo AddOn (*16000_V1.addon) no nível superior do DVD WIS/ASRA dentro da tela do Explorer. É realizada a instalação do AddOn.



A cada atualização com a versão completa

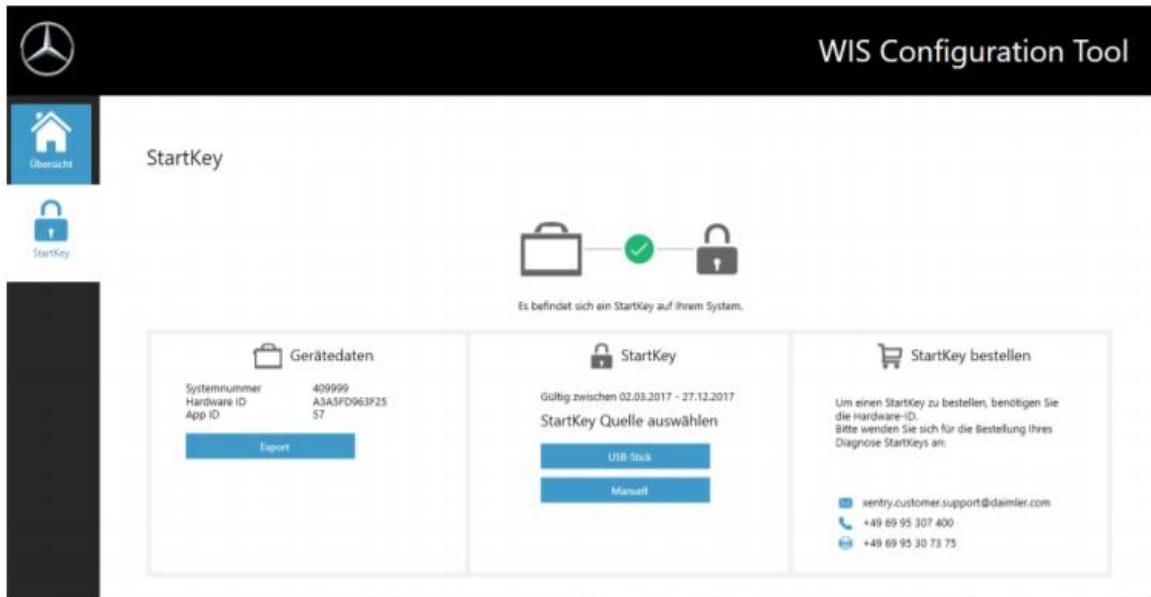
1. Inicie a instalação dando um clique duplo no arquivo *WISStandaloneSetup.exe* no caminho *ewa\xd_pad*
2. Siga as instruções padrão para a instalação.
3. Após a instalação do WIS/ASRA off-line a WIS Configuration Tool é acessada diretamente.

3.6.2. Introdução da StartKey WIS/ASRA na WIS Configuration Tool

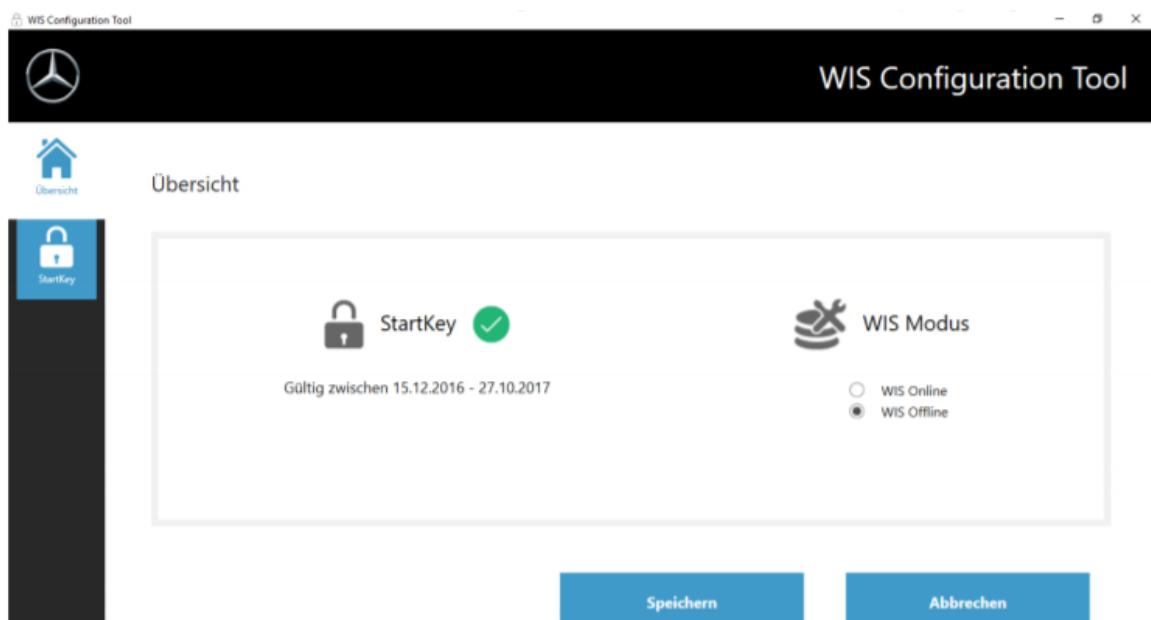
Após a primeira instalação do WIS/ASRA off-line/Standalone, prossiga com as seguintes etapas uma a uma:

Observe: O pré-requisito para a instalação do WIS/ASRA off-line é que a StartKey já ter sido enviada por e-mail como arquivo de texto (*.txt). Esse arquivo pode ser salvo em um pen drive, que pode ser conectado posteriormente no XENTRY Diagnosis Pad | Pad 2.

1. Abra a WIS Configuration Tool (na opção do menu Mercedes-Benz) dentro do menu principal após receber a StartKey.
2. No lado esquerdo, selecione o botão "StartKey" e, em seguida, clique no botão "Pen drive" para instalar a StartKey a partir do pen drive. De modo alternativo, insira a StartKey manualmente por intermédio do botão "Manual".



3. Clique na opção do menu "Visão geral" no WIS off-line como aplicativo padrão. Após a configuração, é possível iniciar o WIS/ASRA off-line através do ícone na área de trabalho ou acessá-lo de dentro do XENTRY. Esta janela também exibe o período de validade da sua StartKey WIS/ASRA.



4. Em seguida, clique em "Salvar".

4. Operação do XENTRY Diagnosis Kit 4

4.1. Início do sistema

Siga os passos abaixo para iniciar corretamente os componentes do seu XENTRY Diagnosis Kit 4:

1. Inicie o XENTRY Diagnosis Pad 2 pressionando o botão na parte dianteira do dispositivo por aprox. 5 segundos.



Figura 14: Figura do XENTRY Diagnosis Pad 2

2. Inicie o XENTRY Diagnosis VCI conectando-o a um veículo com o cabo OBD (e eventualmente um cabo adaptador).
3. Quando o VCI se ligar, será audível som de sinalização (após aprox. 10 segundos).
4. Inicie então o XENTRY Diagnosis Software para começar uma sessão de diagnóstico.

4.2. Possibilidades de conexão

As conexões à rede da oficina, ao XENTRY Diagnosis Pad 2 e ao XENTRY Diagnosis VCI podem ser selecionadas individualmente.

Variante de conexão 1: Wi-fi



Figura 15: Variante de conexão 1: Wi-fi

Variante de conexão 2: Wi-fi e USB



Figura 16: Variante de conexão 2: Wi-fi e USB

Variante de conexão 3: LAN e Wi-fi



Figura 17: Variante de conexão 3: LAN e Wi-fi

Variante de conexão 4: LAN e USB



Figura 18: Variante de conexão 4: LAN e USB

4.3. Update Center

As atualizações são controladas pelo Update Center. Você pode abri-lo pelo ícone "Update Center" na barra de tarefas do seu XENTRY Diagnosis Pad 2:



Figura 19: Ícone Update Center

A tela inicial do Update Center exibe uma visão geral de todos os dados relevantes referentes às atualizações de diagnóstico e AddOns.

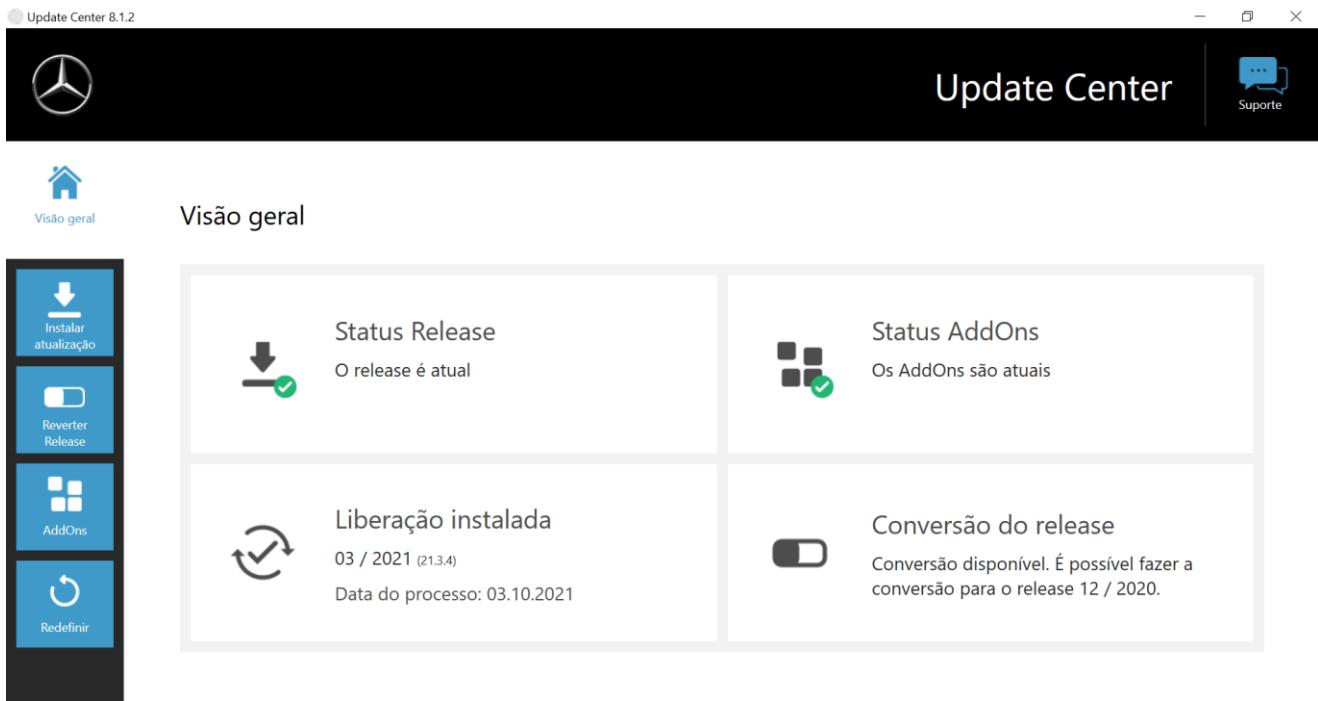


Figura 20: menu principal Update Center

4.4. Comutar o release

A comutação de release está integrada no Update Center e oferece a opção de retornar à atualização de release instalada anteriormente.

Há duas partições no disco rígido do XENTRY Diagnosis Pad | Pad 2.

Se, em casos excepcionais, for necessário mudar de uma instalação de update para a atualização do software anterior, clique no botão "Trocar Release" na área esquerda do navegador e, em seguida, clique em "Trocar".

Em geral, isso não leva mais que dez minutos.

Após uma troca, também é possível voltar para a atualização atual do software por meio desse botão.

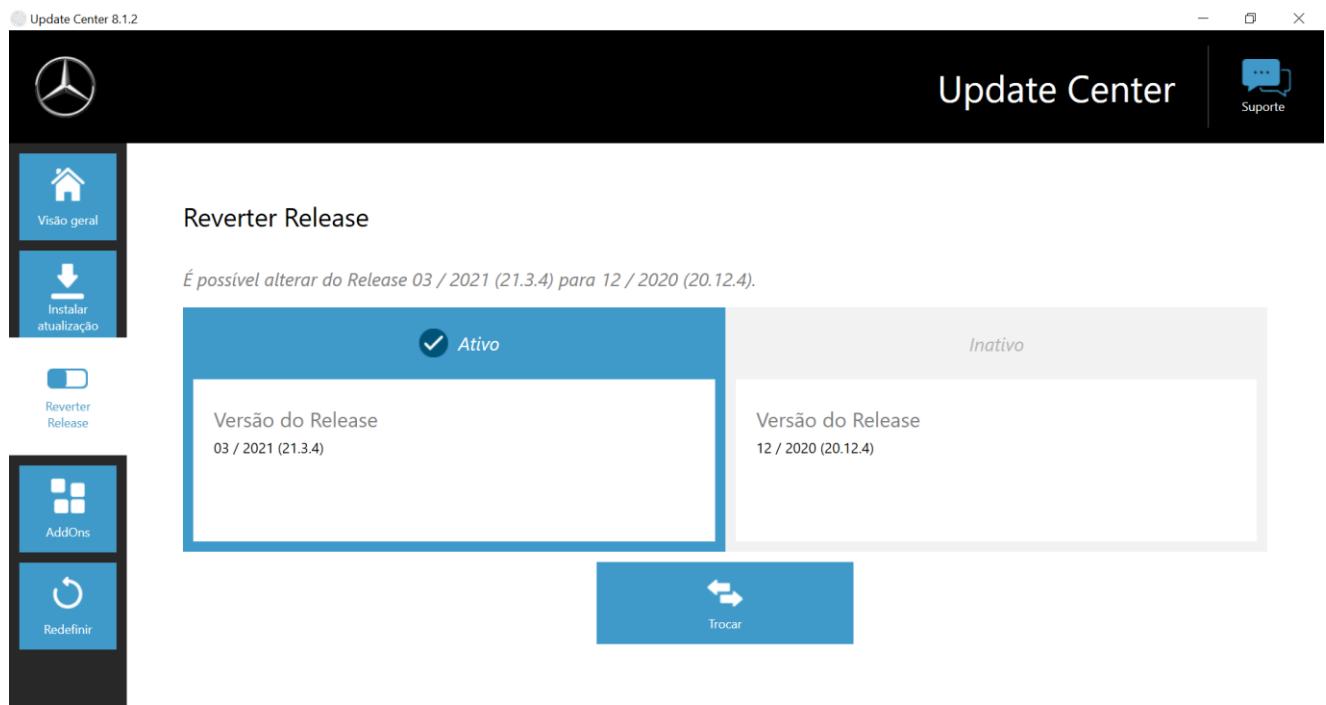


Figura 21: Alteração de versão no Update Center

! Observe que só é possível trocar o release se duas atualizações de release diferentes tiverem sido instaladas com sucesso.

4.5. AddOns

Os AddOns são instalados automaticamente no XENTRY Diagnosis Pad 2. Isto é controlado através do Update Center. Para verificar o status atual dos AddOns instalados, abra o Update Center.

Clicando na opção do menu "AddOns", você recebe uma visão geral dos AddOns instalados.

The screenshot shows the XENTRY Update Center window with the title 'Update Center 8.1.2'. On the left, there's a vertical sidebar with icons for 'Visão geral', 'Instalar atualização', 'Reverter Release', and 'Redefinir'. The main area is titled 'AddOns' and contains a table with the following data:

AddOn	Estado	Avanço	Descrição
19693	Novo	Instalação encerrada (07/06/2021 08:00)	Bus
19692	Novo	Instalação encerrada (07/06/2021 08:00)	Bus
19689	Novo	Instalação encerrada (04/06/2021 11:51)	VAN
19687	Novo	Instalação encerrada (04/06/2021 11:51)	Cars
19685	Novo	Instalação encerrada (04/06/2021 11:51)	Bus
19684	Novo	Instalação encerrada (07/06/2021 08:00)	Bus

Below the table are three buttons: 'Verificar novamente' (Check again), 'Instalação USB AddOn' (USB AddOn installation), and 'Informações sobre AddOn' (AddOn information). To the right, it says 'Última localização: 07/06/2021, 09:05 Hora'.

Figura 22: AddOns instalados

Maiores informações sobre o Update Center você encontra na seção 7.2 à página 62.

Por padrão o Update Center verifica continuamente por novos AddOns disponíveis. Você pode forçar o início dessa verificação clicando no botão "Verificar novamente".

Se um AddOn for enviado para você por e-mail por um colaborador do suporte, este pode ser copiado em um pen drive e, depois, carregado e instalado no XENTRY Diagnosis Pad 2 por meio da opção "Instalação de AddOn por USB".

4.6. Impressoras e impressão

Qualquer impressora disponível comercialmente e compatível com Windows 10 pode ser instalada no XENTRY Diagnosis Pad 2. Isso vale também para impressoras USB e impressoras em rede. Dê preferência para impressoras certificadas para Windows 10. Nesse caso a instalação não requer ferramentas especiais, ela é feita de modo simples no menu do Windows.

4.6.1. Instalação de uma impressora USB

Para a instalação de uma impressora USB, proceda da seguinte maneira:

1. Ligue a impressora USB
2. Conecte a impressora USB com o XENTRY Diagnosis Pad 2 através de um cabo de conexão USB apropriado
3. Aguarde alguns minutos
4. A impressora USB é instalada automaticamente pelo Microsoft Windows 10
5. A impressora está agora pronta para uso

Alternativamente, a instalação pode ser feita como segue:

1. Abra o painel de controle através do menu principal.

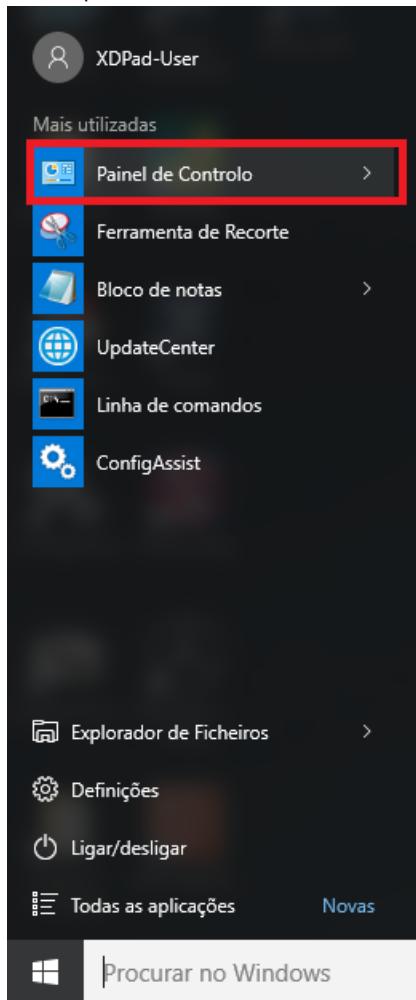


Figura 23: Abertura do painel de controle

2. Clique agora na área "Hardware e sons" no item "Exibir dispositivos e impressora".

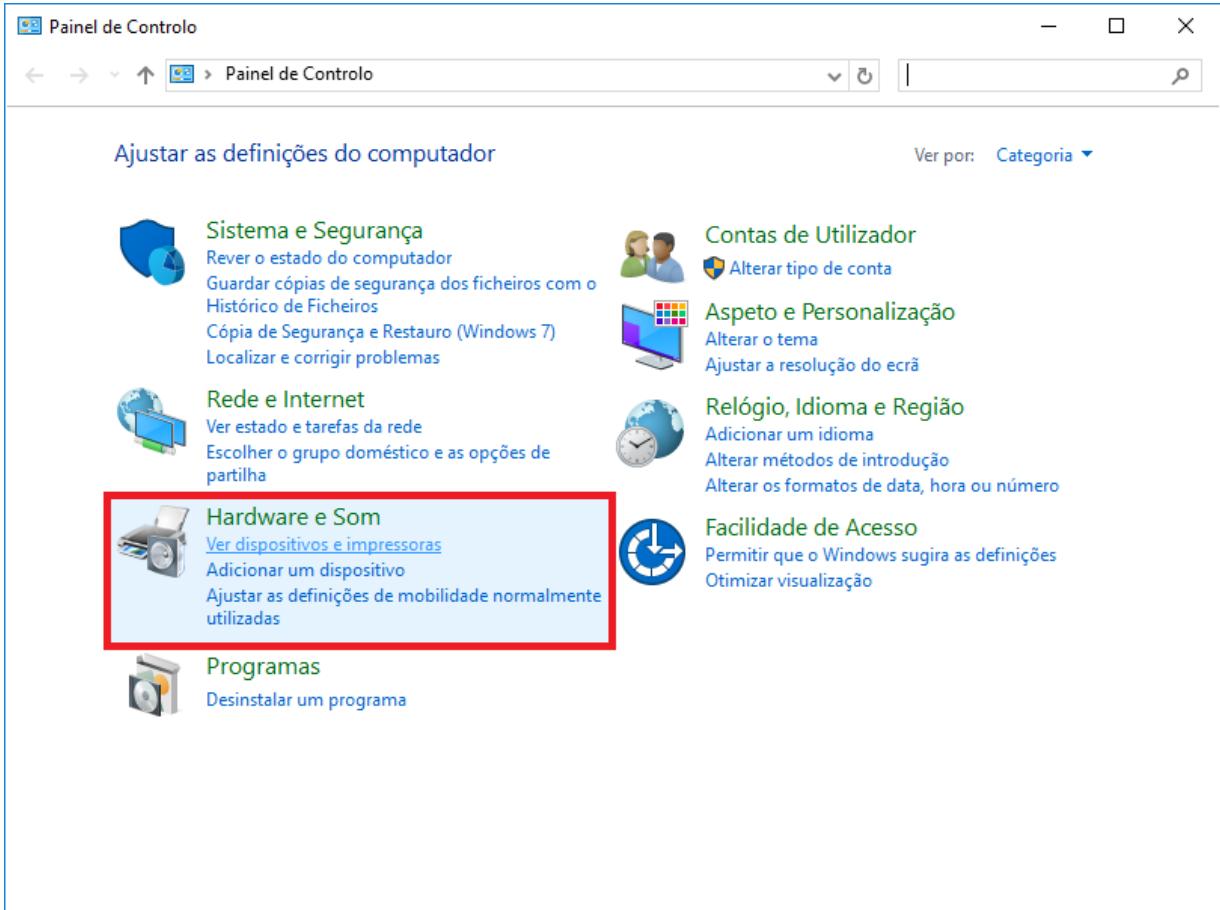


Figura 24: Hardware e sons - Exibir dispositivos e impressora

3. Em seguida é exibida aí a impressora atualmente instalada:

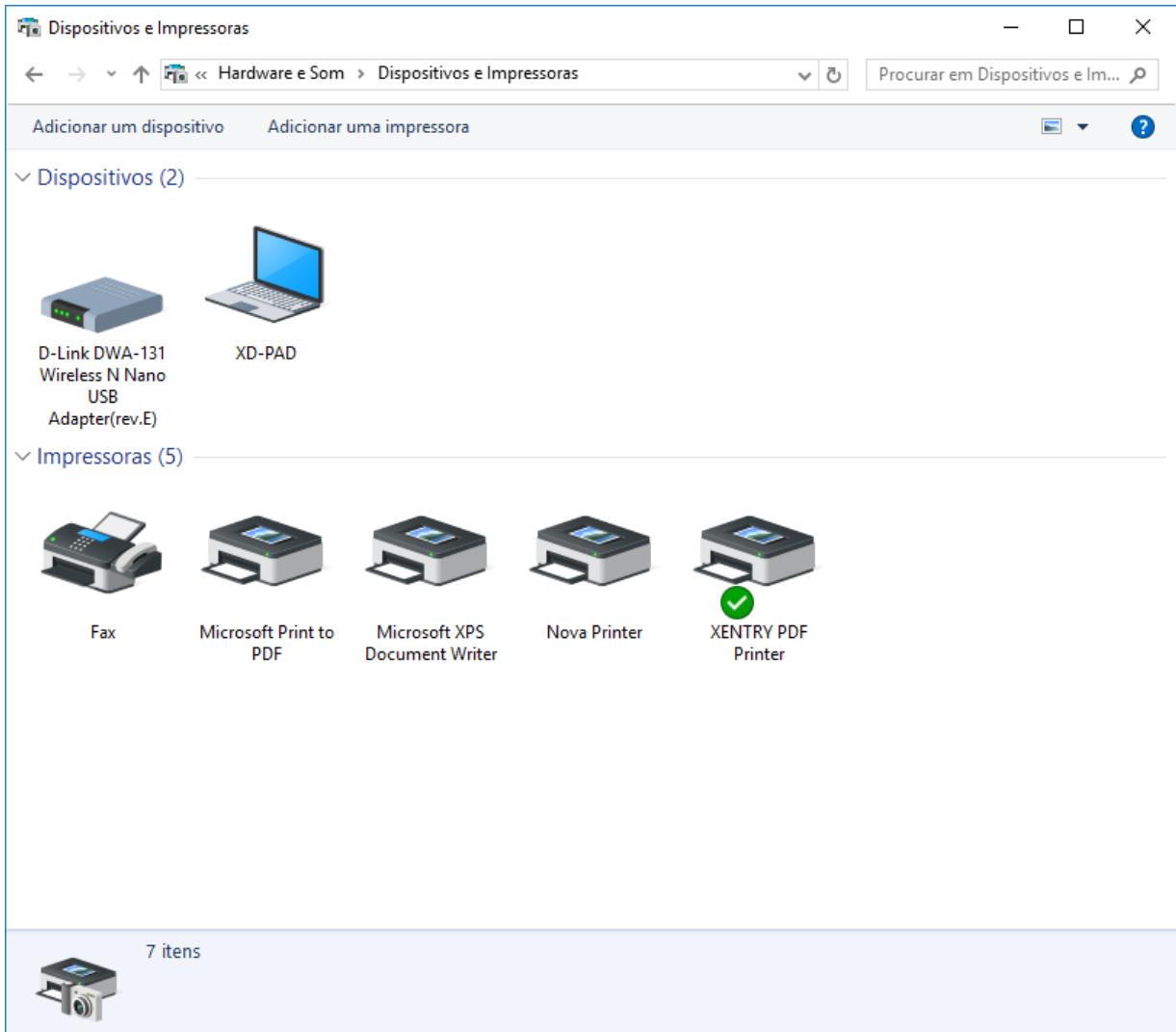


Figura 25: Impressora atualmente instalada

4. Agora ligue a impressora USB a ser usada e conecte-a com um cabo de conexão USB apropriado ao XENTRY Diagnosis Pad.
A impressora é exibida primeiramente na área "Não encontrada", e ao mesmo tempo o driver da impressora é instalado. Esse passo pode demorar alguns minutos.

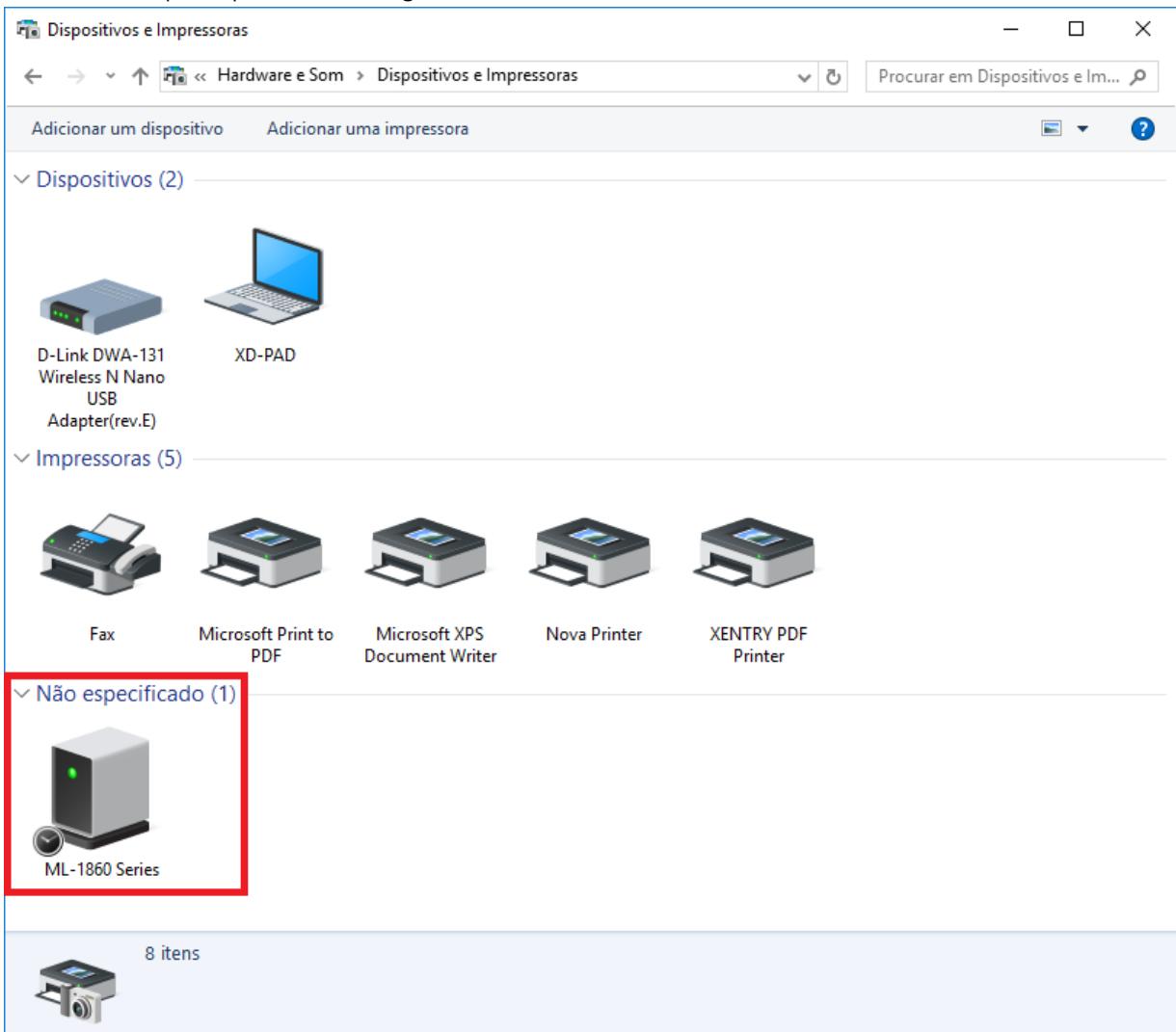


Figura 26: impressora reconhecida, a instalação prossegue

5. Após a instalação com sucesso, a impressora é exibida na área "Impressora".

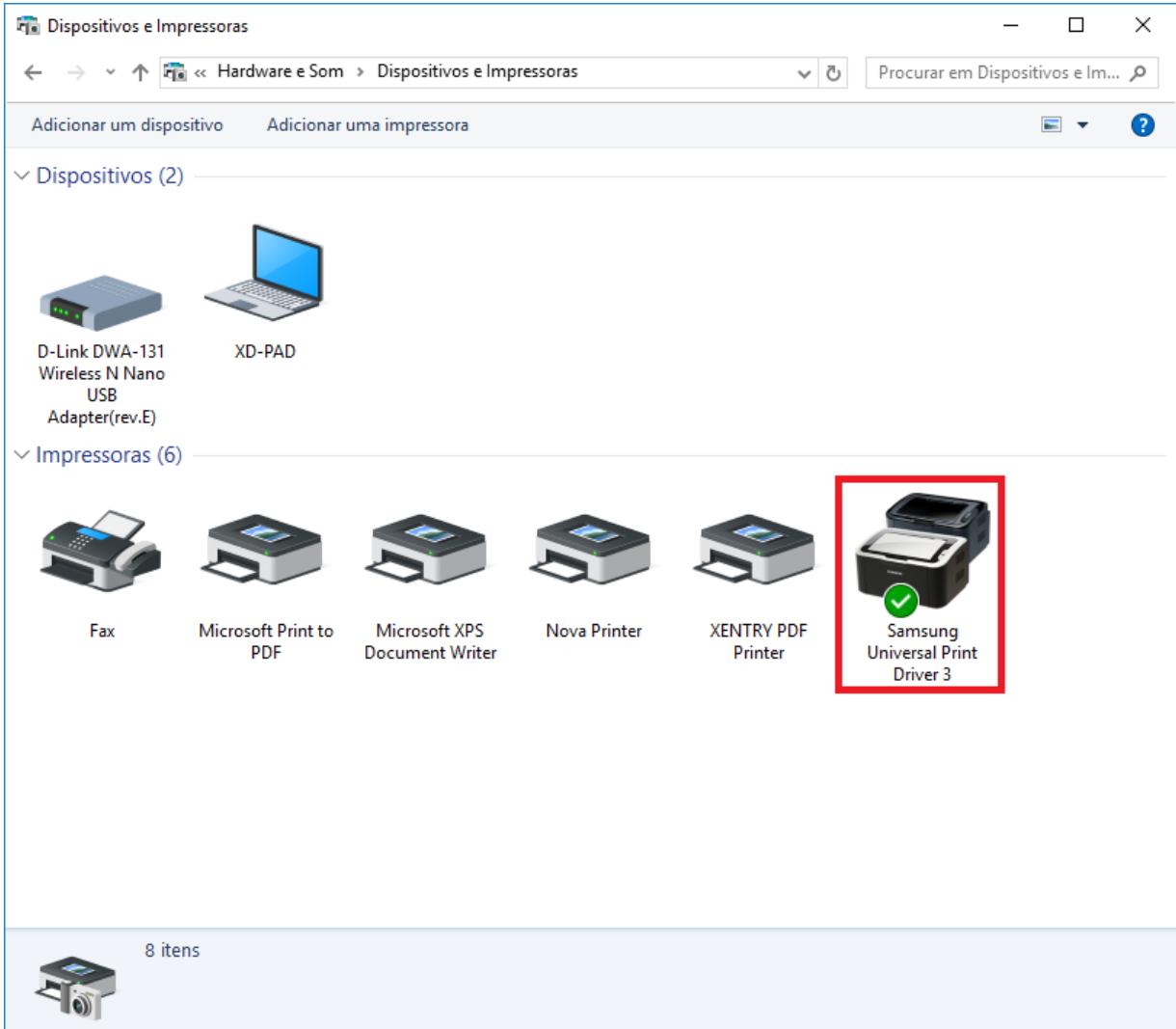


Figura 27: Impressora instalada

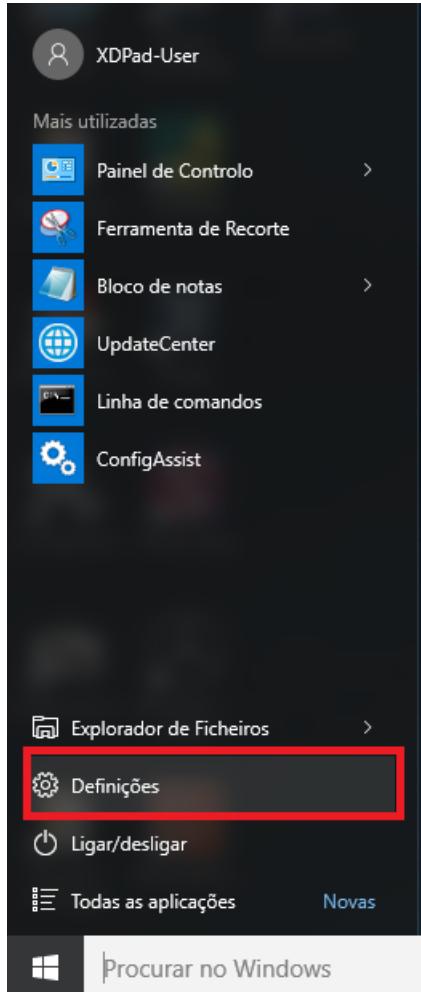
Com o XENTRY Diagnosis Kit 4 você também pode criar arquivos PDF. A descrição detalhada do PDF Center está contida no capítulo 7.4 na página 68.

4.6.2.Instalação de uma impressora em rede

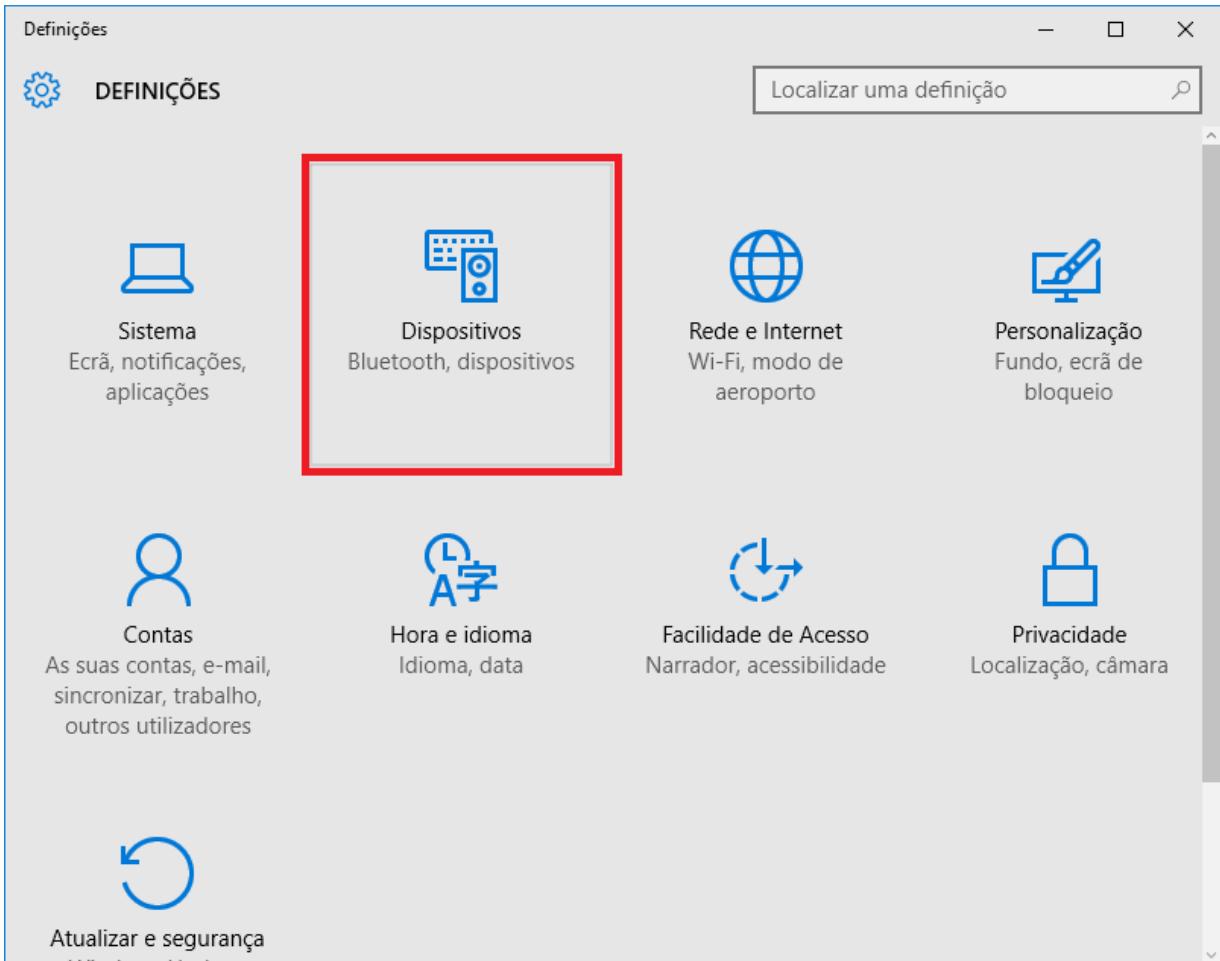
A seguir é descrita a configuração de uma impressora em rede conectada à mesma rede em que se encontra o XENTRY Diagnosis Pad 2.

Ligue a impressora em rede e conecte-a com a rede na qual se encontra o XENTRY Diagnosis Pad 2.

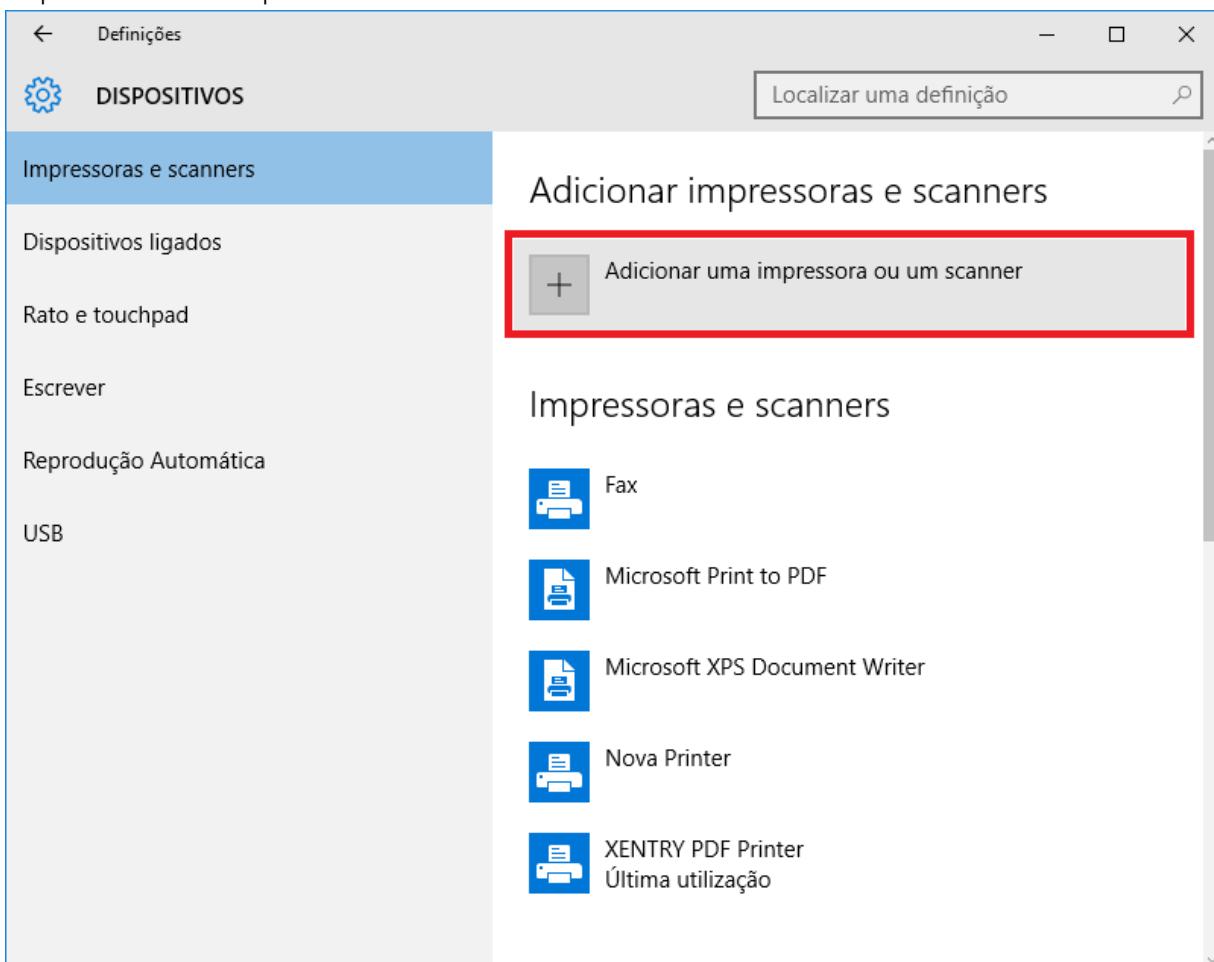
1. Abra "Configurações" no menu inicial do XENTRY Diagnosis Pad 2.



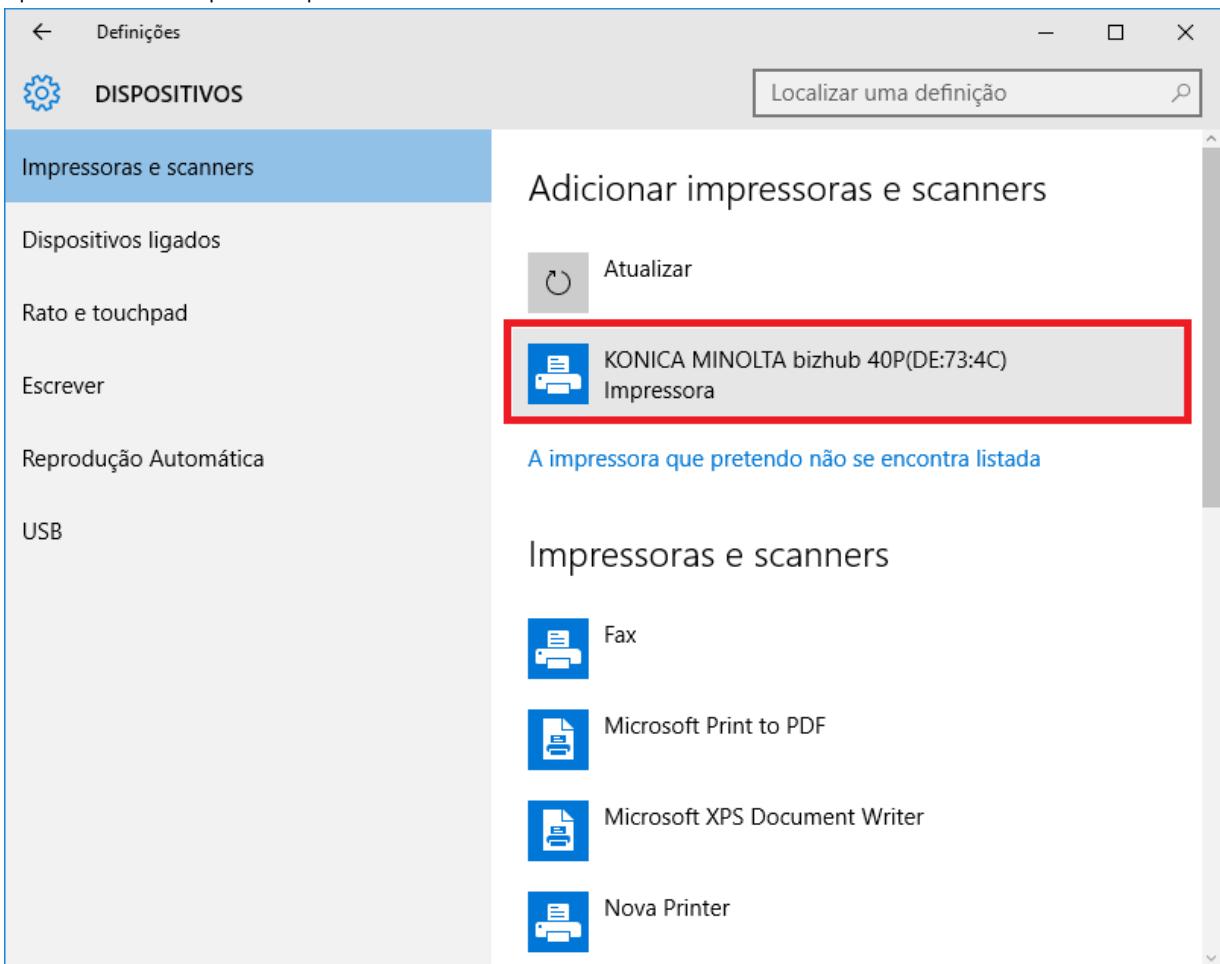
2. Selecione "Dispositivo – Bluetooth, impressora, mouse".



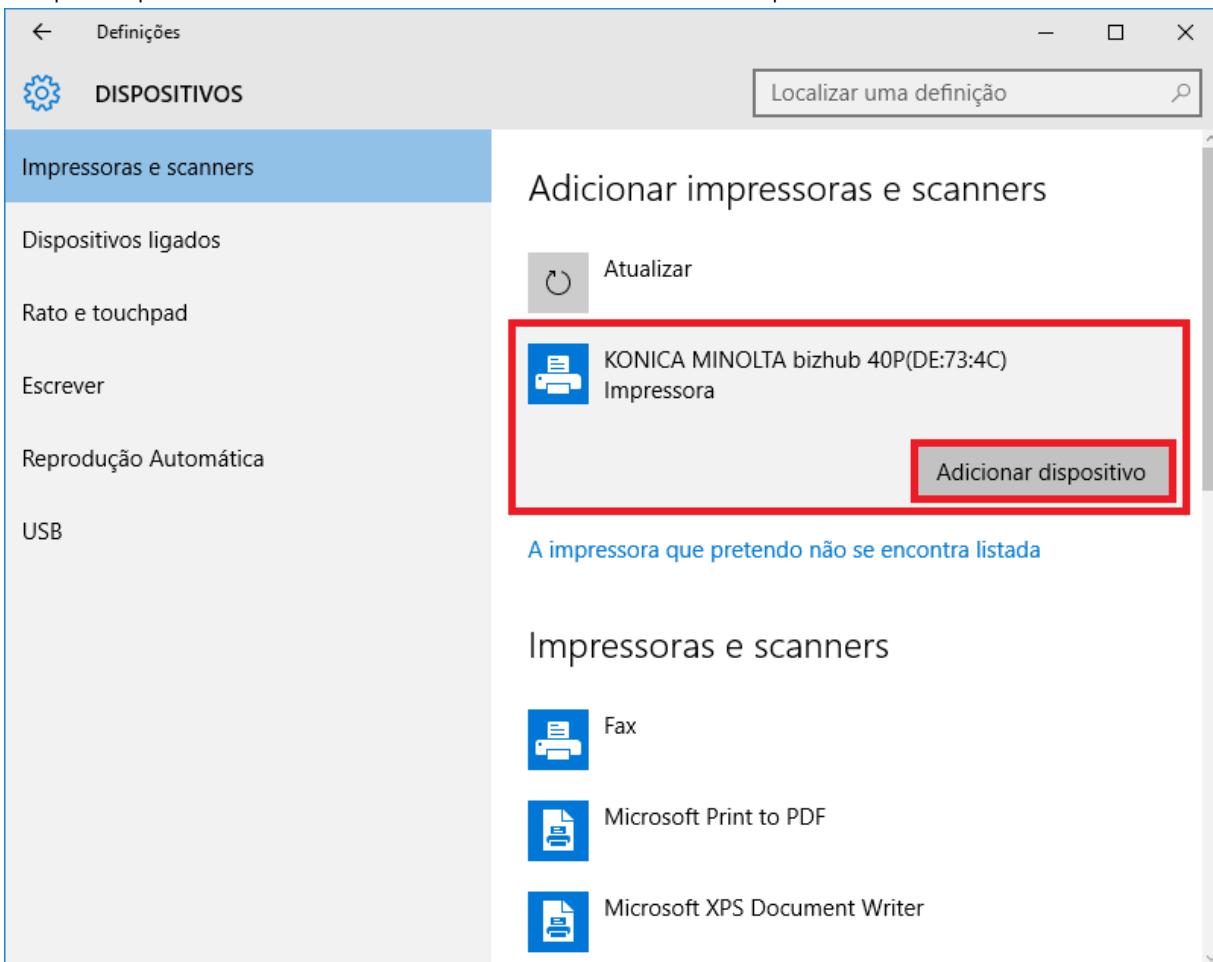
3. Clique em "Adicionar impressora ou scanner".



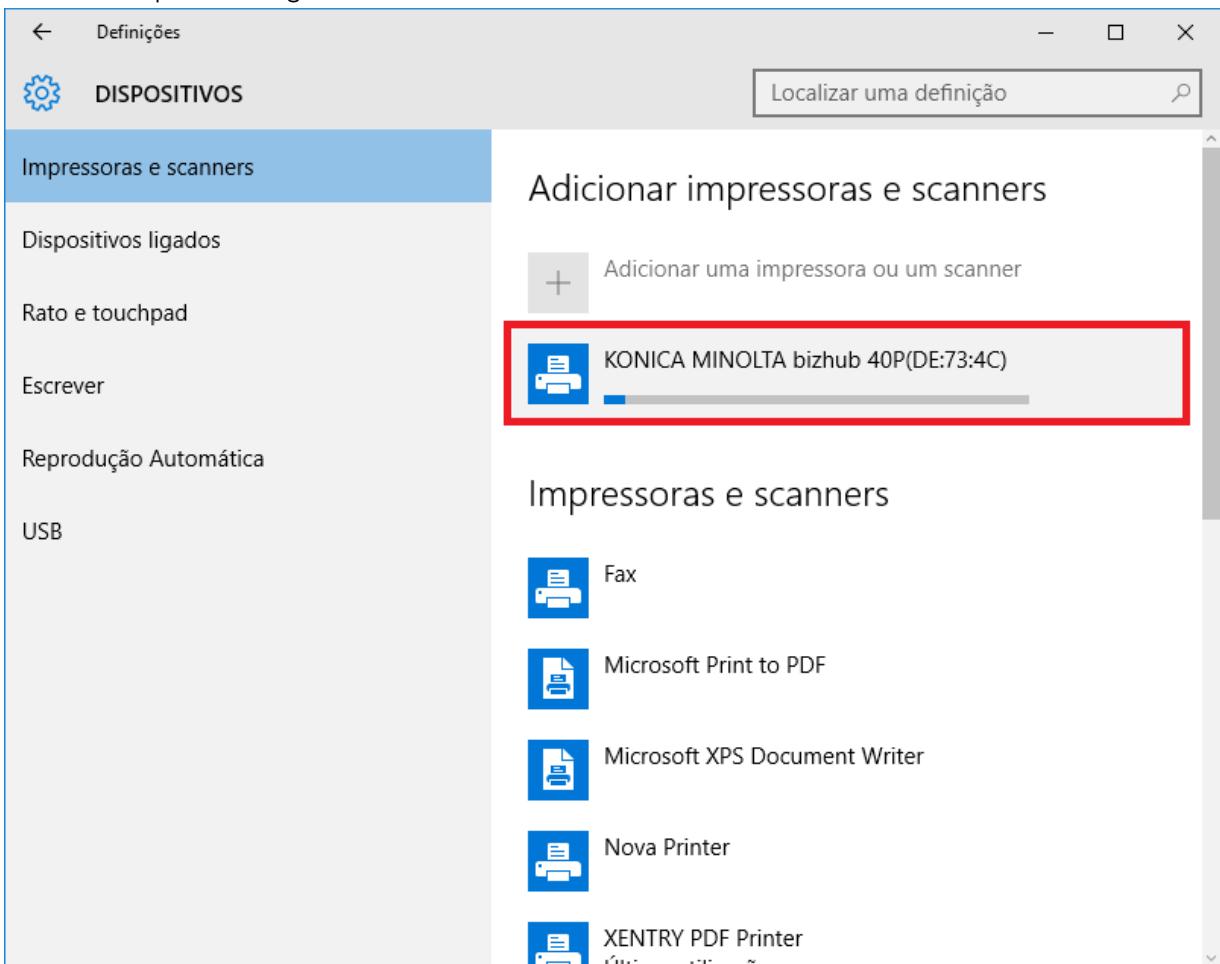
4. Após uma busca rápida a impressora em rede é exibida.



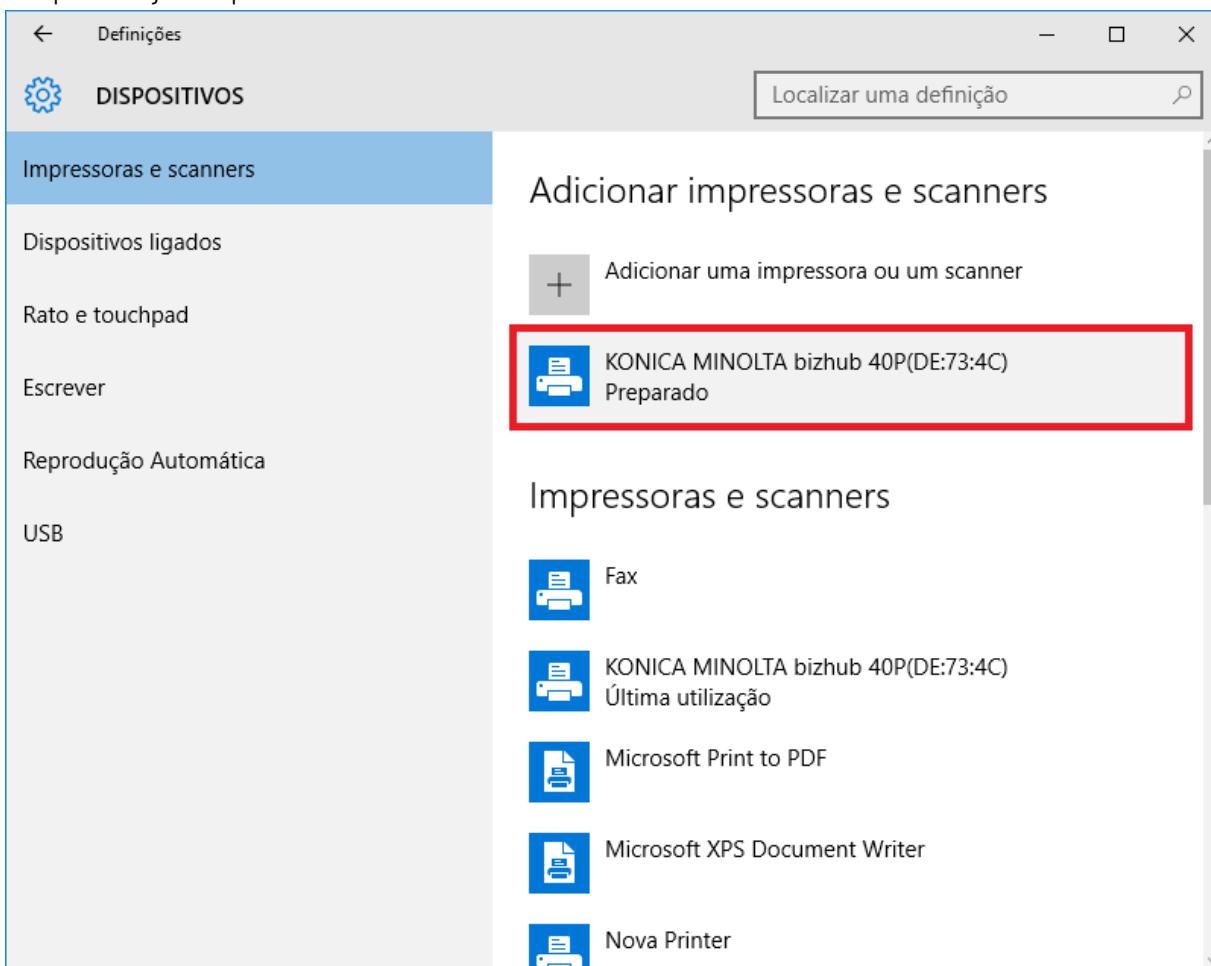
5. Marque a impressora a ser instalada e selecione também "Adicionar dispositivo".



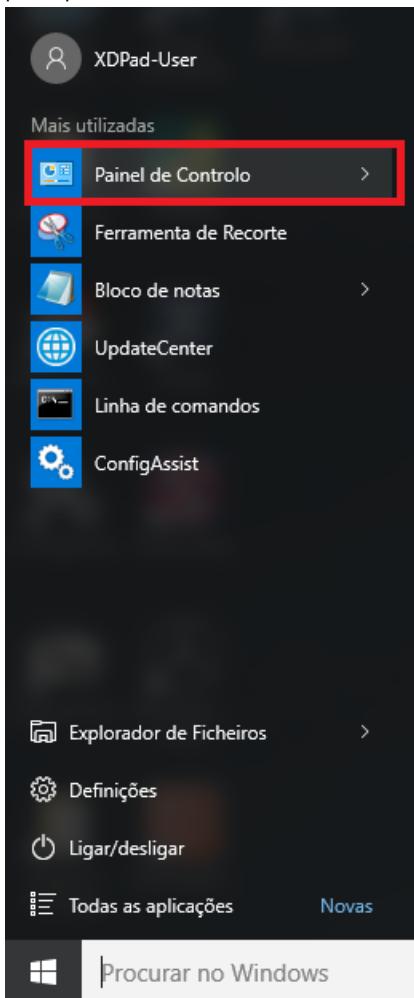
6. O driver da impressora é agora ativado e instalado automaticamente.



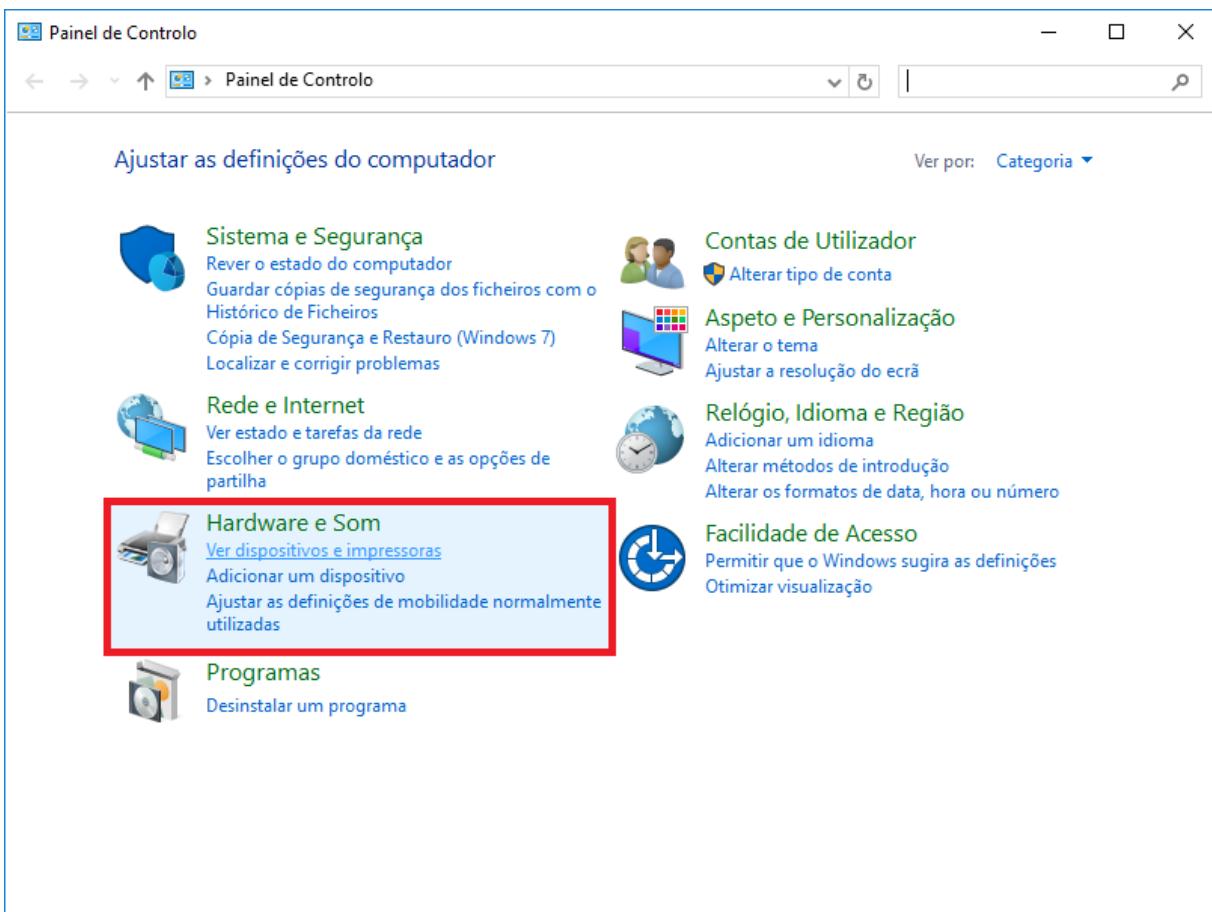
7. A impressora já está pronta.



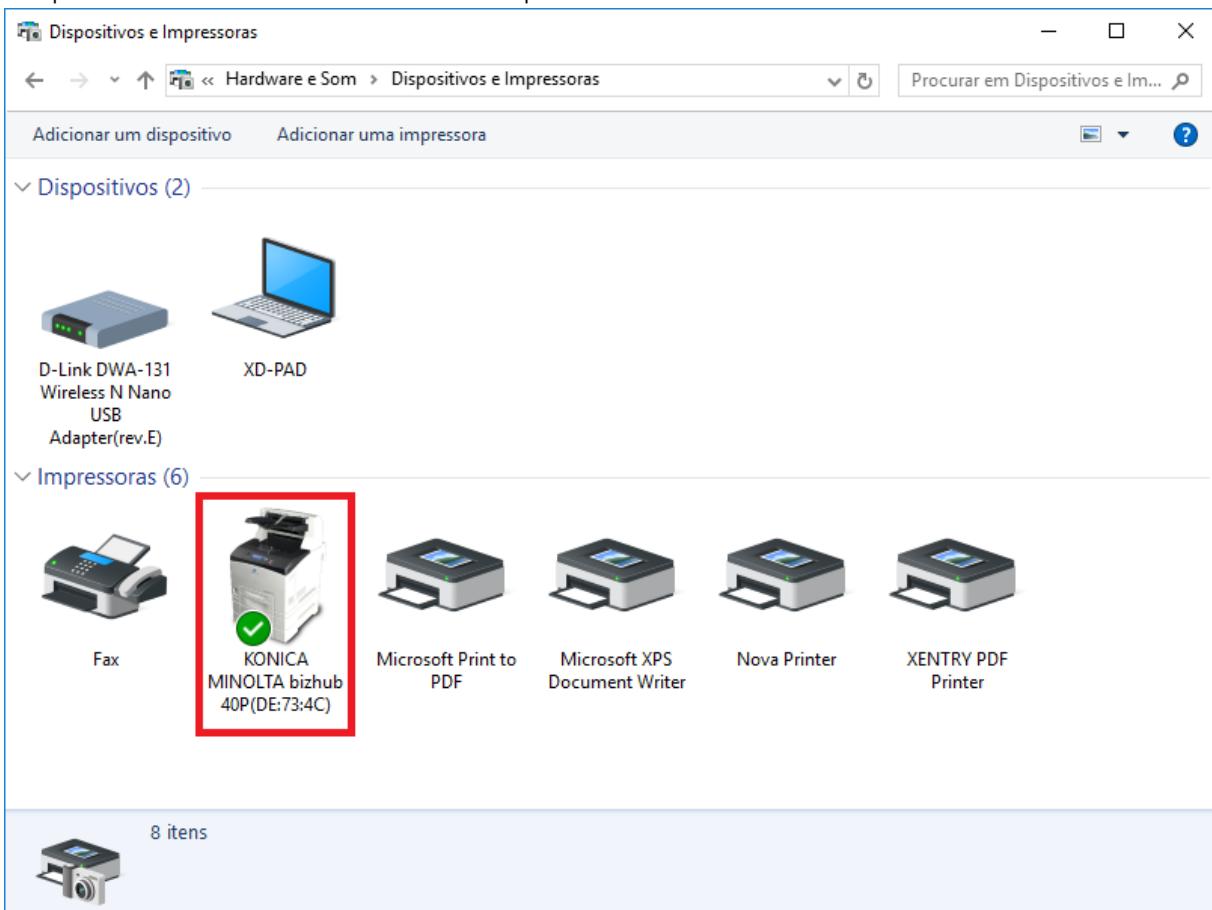
8. Então, a qualquer momento, é possível realizar um teste através do painel de controle. Para isso, clique no menu principal no botão "Painel de controlo".



9. Por meio do item "Hardware e sons – Exibir dispositivos e impressoras" são exibidas todas as impressoras instaladas.



10. A impressora instalada estará visível na área "Impressora".



4.6.3.Assistente de instalação de drives de impressora

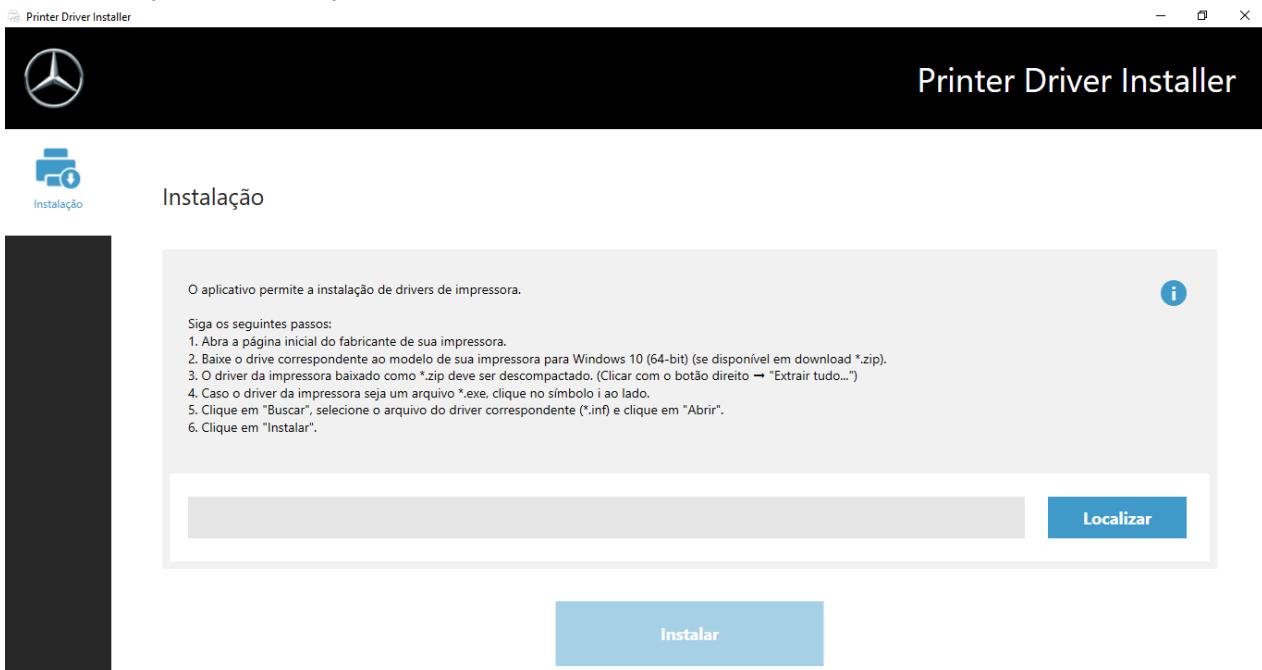
Caso haja uma solicitação para que você informe sua senha de administrador durante a instalação da impressora, existem duas possibilidades:

Instale o driver de impressora pelo ícone do desktop "Printer Driver Installer". O processo será descrito a seguir:

1. Abra o Printer Driver Installer pelo ícone do desktop no seu XENTRY Diagnosis Pad.



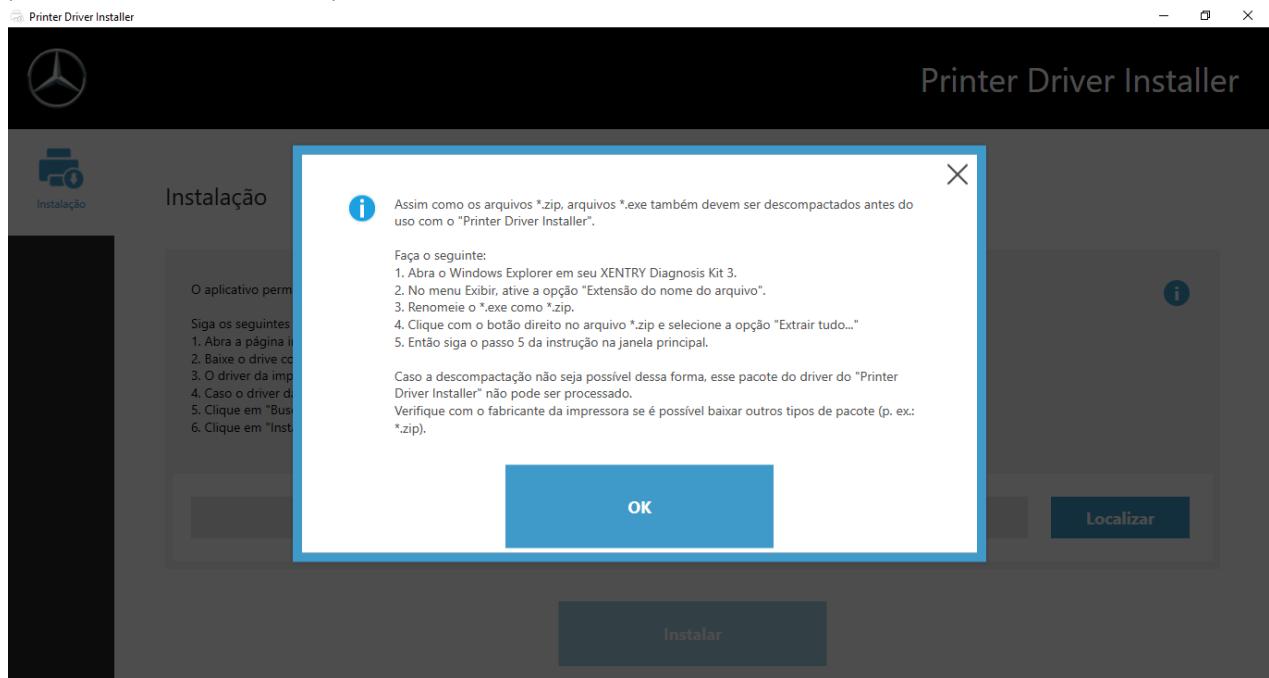
2. É aberta uma janela de instalação:



Aqui você pode carregar e instalar diretamente o driver de impressora no XENTRY Diagnosis Pad 2.

Note que no presente momento o Printer Driver Installer processa apenas arquivos *.INF.

Se o driver de impressora estiver disponível apenas como arquivo *.EXE, clique no lado direito da tela sobre o botão  para entender melhor o outro procedimento:



4.7. Uso de software de módulo de comando comprado online

Se você utiliza um Retail Data Storage na sua empresa, você pode realizar online a colocação em funcionamento de módulos de comando (sem DVDs ou discos Blu-ray), pois agora o software de módulos de comando está disponível através do Retail Data Storage.

O software do módulo de comando disponível é visível no XENTRY Update Service Control Center.

The screenshot shows the XENTRY Update Service Control Center interface. On the left, there is a sidebar with icons for navigation (list, search, download) and a Mercedes-Benz logo. The main title is 'XENTRY Update Service Control Center' with a language setting 'Versão: PTB'. Below the title, it says 'Total de entradas: 82498'. A search bar contains 'Termo de pesquisa (pesquisa autom. a' and a 'Localizar' button. Underneath, there is a table with three rows of data:

Nome do arquivo	Avanço	Estado	Solicitar
0002527015_001-CFF-20190126_1221.zip	[progress bar]	Aguarde	<button>Solicitar</button>
0002527015_001-SMR-20190126_1221.zip	[progress bar]	Aguarde	<button>Solicitar</button>
0004420060_001-CFF-20200117_1312.zip	[progress bar]	Aguarde	<button>Solicitar</button>

Figura 28: Softwares de módulos de comando disponíveis

Você encontra informações mais detalhadas no manual do usuário "XENTRY Update Service - Colocação em funcionamento do Retail Data Storage".

4.8. AKT – Teste rápido automático

Para poder realizar um teste rápido automático (AKT) na recepção do serviço, o XENTRY Diagnosis Pad 2 deve estar conectado à rede da recepção de serviço de sua empresa e possuir acesso à internet.

Ao trabalhar na recepção de serviço, cuide para que o XENTRY Diagnosis VCI e o XENTRY Diagnosis Pad 2 estejam próximos um do outro para que a conexão entre os componentes de hardware possa ser mantida por intermédio de WLAN. Alternativamente, os componentes de hardware podem ser conectados por cabo USB.

No mais, você deve um acesso ao XENTRY Portal. Mais informações podem ser consultadas no XENTRY Portal em Recepção de serviço > Diagnóstico na recepção (teste rápido automático)

Para ativar o modo AKT, abra o atalho "XENTRY Diagnosis AKT" na área de trabalho do XENTRY Diagnosis Pad 2.



Figura 29: Ícone XENTRY Diagnosis AKT

Você será solicitado a fornecer uma vez o seu usuário e a sua senha:

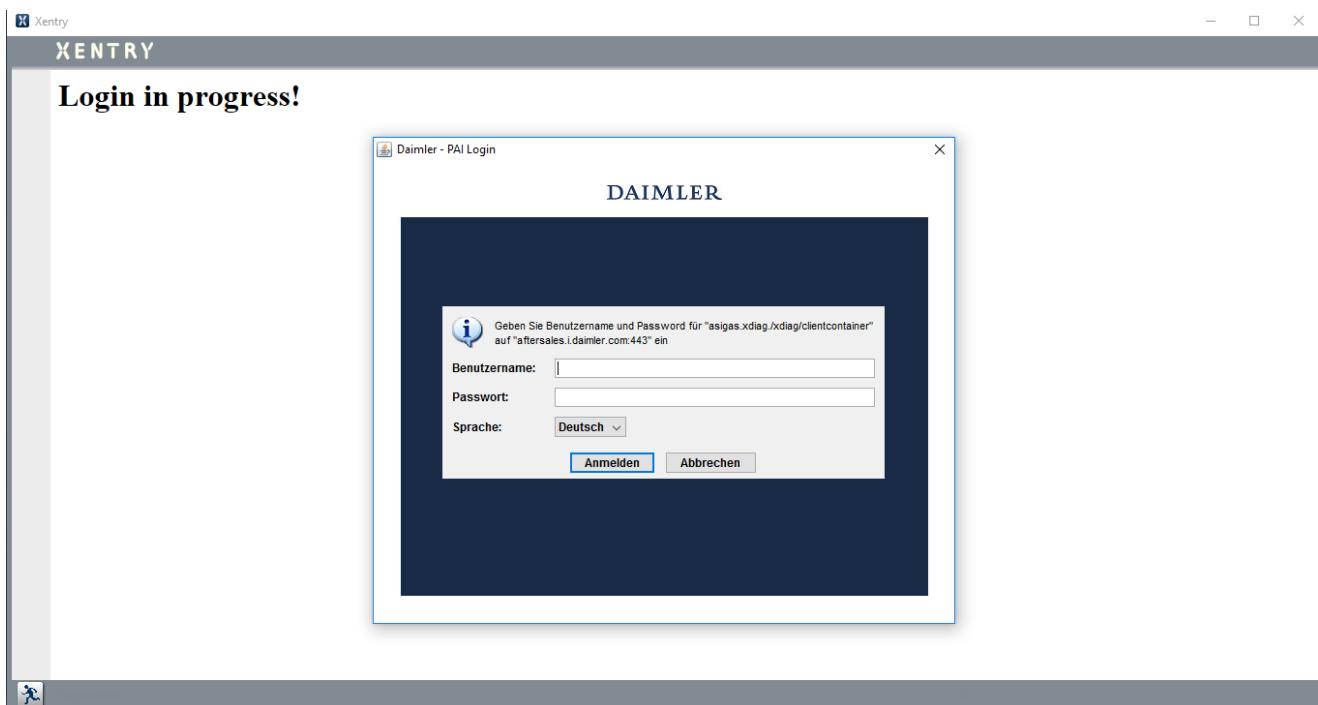


Figura 30: Login XENTRY Diagnosis AKT

O XENTRY Diagnosis VCI está agora pronto para realizar um AKT.

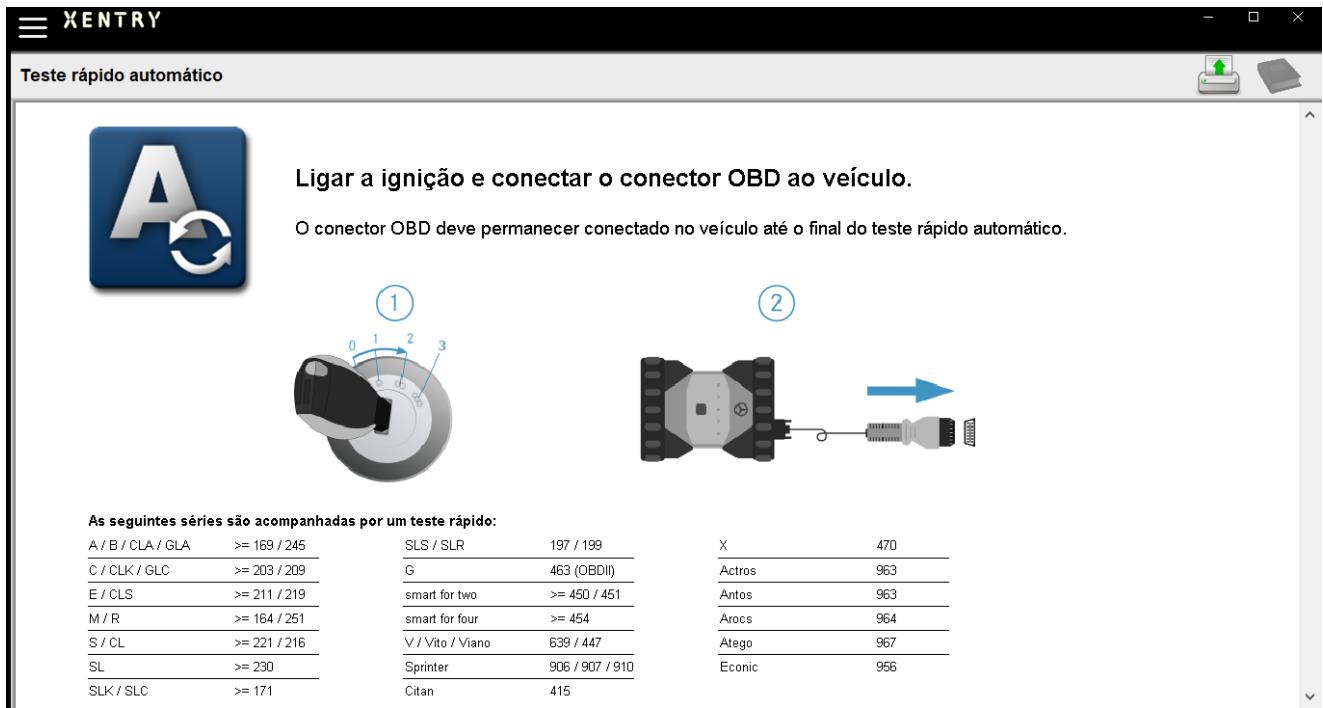


Figura 31: Tela inicial XENTRY AKT

Proceda como a seguir:

1. Ligue a ignição do veículo (importante!)
2. Conecte o XENTRY Diagnosis VCI com a tomada OBD do veículo
3. O teste rápido inicia, e você pode acompanhá-lo no XENTRY Diagnosis Pad:

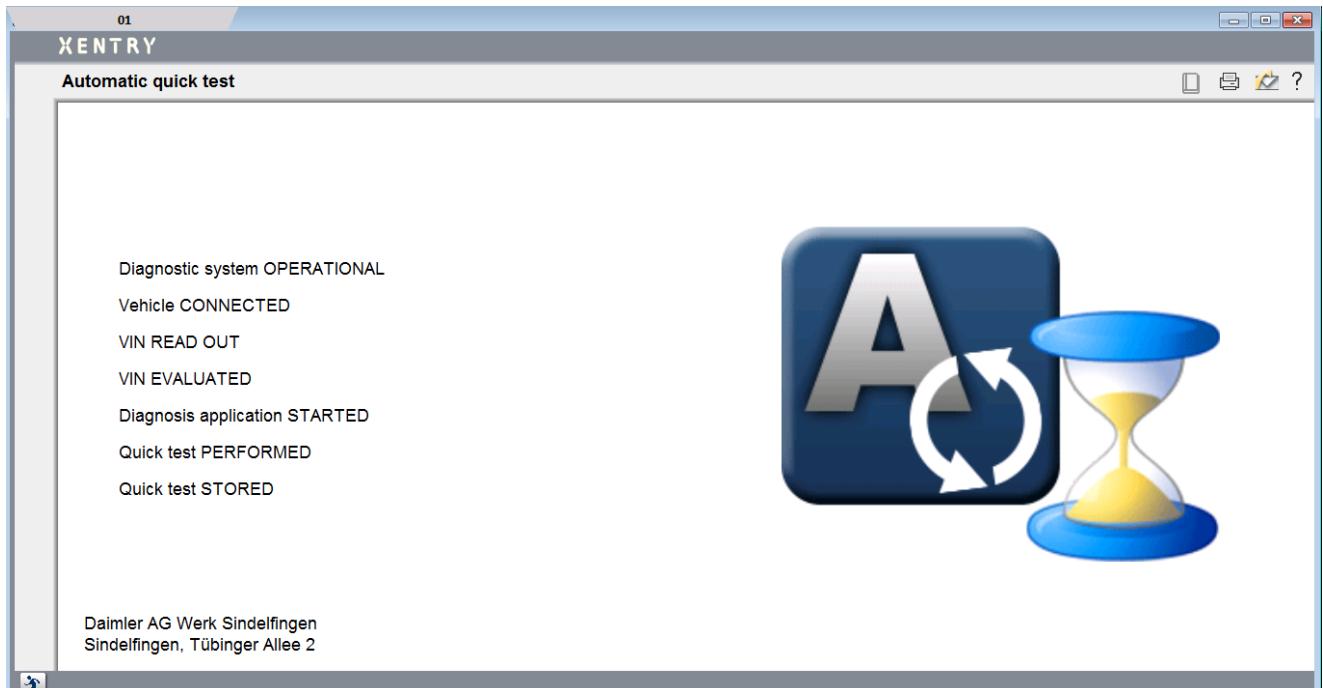


Figura 32: Realização do XENTRY AKT

4. Após poucos minutos (dependendo da série e do acabamento do veículo), o teste rápido está realizado e será transmitido automaticamente através da rede para o XENTRY Portal (a indicação do status do teste rápido pode ser lida no XENTRY Diagnosis Pad)
5. Depois da solicitação "Remover conector OBD" no display do XENTRY Diagnosis Pad, desfaça a conexão com o veículo.
6. O teste rápido está disponível agora no XENTRY Portal.

Você pode utilizar o XENTRY Diagnosis VCI no próximo veículo.

Depois do último teste rápido automático, você pode fechar o modo AKT. Para isso, feche o programa "XENTRY AKT" no XENTRY Diagnosis Pad.

4.9. XENTRY WIS / XENTRY Operation Time

4.9.1.0 novo sistema de informação da oficina (XENTRY WIS)

Informações ao toque de um botão com XENTRY WIS

Todas as descrições técnicas, instruções de trabalho e informações necessárias para sua manutenção ou reparo estão agora disponíveis no novo **XENTRY WIS**. Seu moderno sistema de informação de oficina impressiona com um novo design, é convenientemente integrado ao **XENTRY Portal** e também pode ser usado em seus **dispositivos móveis**. Ao toque de um botão, você recebe dados atuais e precisos sobre sua **ordem de serviço, a qualquer momento e em qualquer lugar**. Isso permite que você processe sua ordem de serviço com eficiência e aja de maneira direcionada.



Figura 33: acesso direto ao XENTRY WIS

Funcionalidades otimizadas em um design moderno

Beneficie-se de seu novo sistema de informação da oficina:

- Integração no cenário de sistemas existentes e processos de pós-venda: design uniforme, aplicação simplificada e interligação mais forte de informações de pós-venda
- Os clientes JAVA/OWS não são mais necessários
- O mesmo conceito operacional permite uma rápida familiarização
- Informações de reparo e manutenção específicas do veículo de uma única fonte
- Informações atualizadas para serviços ideais de manutenção e reparo de acordo com as especificações do fabricante
- Novo design de produto: pesquisa de informações da oficina em um design novo e simplificado
- Uso em dispositivos móveis

https://xentry.mercedes-benz.com/information/content/display/xentry_wis_overview

Nota: WIS/ASRA Offline/Standalone

A partir de janeiro de 2023, o WIS/ASRA Offline/Standalone não será mais suportado. A possibilidade de encomenda dos vários produtos offline na XENTRY Shop já foi descontinuada em dezembro de 2021. Altere sua configuração na WIS Configuration Tool; no máximo até o momento em que as chaves de acesso atuais expirem (WIS Configuration Tool -> Visão Geral -> Modo WIS -> "Online").

4.9.2.XENTRY Operation Time – Operar de forma mais intuitiva, procurar mais rápido, encontrar melhor

A partir de agora, você pode pesquisar todas as informações necessárias sobre os **itens de trabalho e horários de trabalho** necessários no menor tempo possível. **XENTRY Operation Time fornece dados diários baseados em FIN/VIN da mais alta qualidade.**

A nova interface gráfica do usuário, intuitiva e moderna, mostra todas as informações relevantes em apenas duas telas. O XENTRY Operation Time está perfeitamente integrado ao XENTRY Portal / XENTRY Diagnosis e também pode ser usado em outros dispositivos móveis.

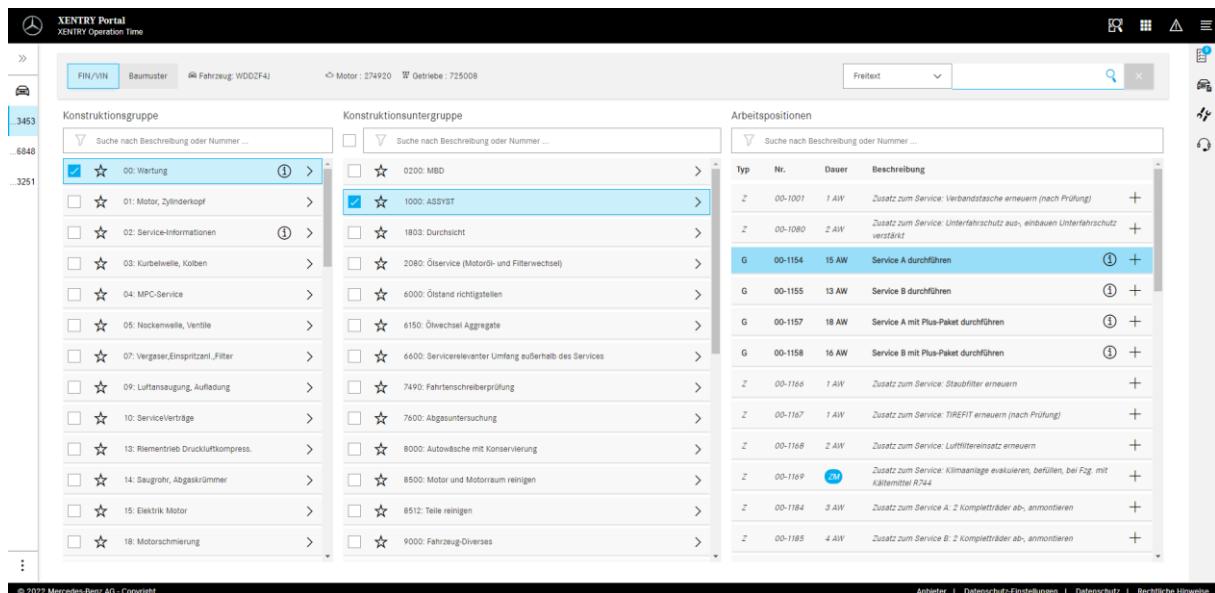


Figura 34: acesso direto ao XENTRY Operation Time

Visão geral de todas as vantagens:

- Informações atualizadas diariamente sobre itens e horários de trabalho
- Opções de filtros específicos para FIN/VIN
- Funções de busca melhoradas e intuitivas
- O desenvolvimento contínuo permite correções diárias de dados
- Uso em dispositivos móveis
- Integração ao XENTRY Portal / XENTRY Diagnosis para interligação ideal de aplicações e informações
- Os clientes JAVA/OWS não são mais necessários

https://xentry.mercedes-benz.com/information/content/display/xentry_operation_time_overview

4.9.3.Acessar o XENTRY WIS/XENTRY Operation Time a partir do quadro do XENTRY

Você tem a possibilidade de abrir o XENTRY WIS e XENTRY Operation Time a partir do quadro XENTRY.

Você deve se identificar com seu ID de usuário EMEA e inserir a senha correspondente por meio de um único login.

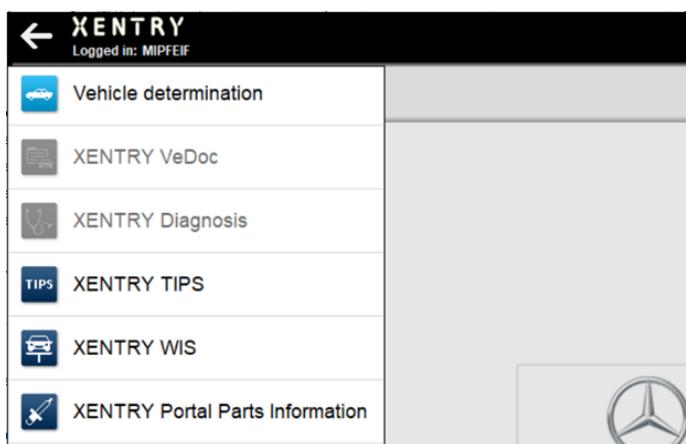


Figura 35: acesso direto ao XENTRY WIS/Operation Time a partir do quadro XENTRY

Nota

Observe: assim que um contexto de veículo estiver definido no quadro do XENTRY (visível nos dados do veículo no rodapé do XENTRY), estes serão transferidos para as aplicações. O XENTRY WIS e o XENTRY Operation Time definem esses dados do veículo como o contexto de pesquisa.

4.9.4. Acessar o XENTRY WIS/ XENTRY Operation Time a partir da sessão de diagnóstico

Além de acessar o WIS/ASRA a partir do XENTRY, em que o contexto do veículo é enviado ao WIS/ASRA, também é possível acessar o WIS/ASRA da sessão de diagnóstico a partir de diversas telas de módulos de comando ou de funções.



Figura 36: acesso direto ao XENTRY WIS/Operation Time a partir da sessão de diagnóstico

4.9.5.Esquemas de conexões específicos para cada veículo com o "Dynamic Wiring Diagram"

A partir de 12/10/2021, estará disponível para todos os usuários WIS o novo módulo "Dynamic Wiring Diagram" no XENTRY Portal e no XENTRY Diagnosis no contexto do lançamento do XENTRY WIS.

Graças ao modelo de representação "Dynamic Wiring Diagram" específico para cada FIN, o usuário terá acesso apenas ao esquema de conexões correspondente a seu veículo. Não será mais necessário gastar tempo pesquisando os itens do acabamento do veículo nem pulando de uma tela para outra no sistema. Além de ajudar o usuário, essa e outras funções de busca e filtro também contribuem significativamente para evitar erros durante a pesquisa de operações de reparo e diagnóstico. Informações detalhadas, por exemplo, sobre componentes também podem ser visualizadas com apenas um clique.

O "Dynamic Wiring Diagram" é disponibilizado junto com o WIS, não sendo necessário solicitá-lo separadamente. Observe que, a partir do final de 2021, os esquemas de conexões referente a novas produções e reestilizações estarão disponíveis exclusivamente no módulo "Dynamic Wiring Diagram". Por isso, recomendamos que dê preferência a esse módulo ao pesquisar esquemas de conexões.

Acesso ao Dynamic Wiring Diagram a partir da tela inicial e do teste rápido

1. Abra o "Dynamic Wiring Diagram" clicando sobre o ícone do livro localizado no canto superior direito.

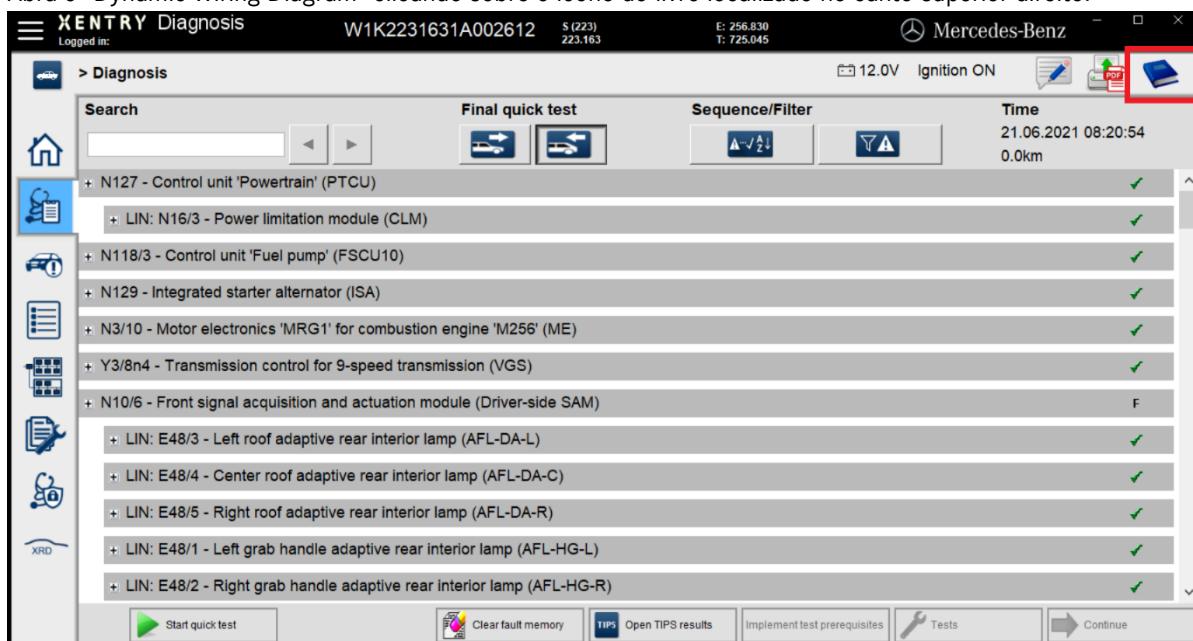


Figura 37: Diagramas de fiação específicos para veículos via "Diagrama de fiação dinâmico"

2. Abra a lista com todos os módulos de comando do teste rápido. Quando um esquema de conexões é aberto, são exibidos todos os componentes dentro do esquema.
É possível filtrar os componentes exibidos através do campo de busca.

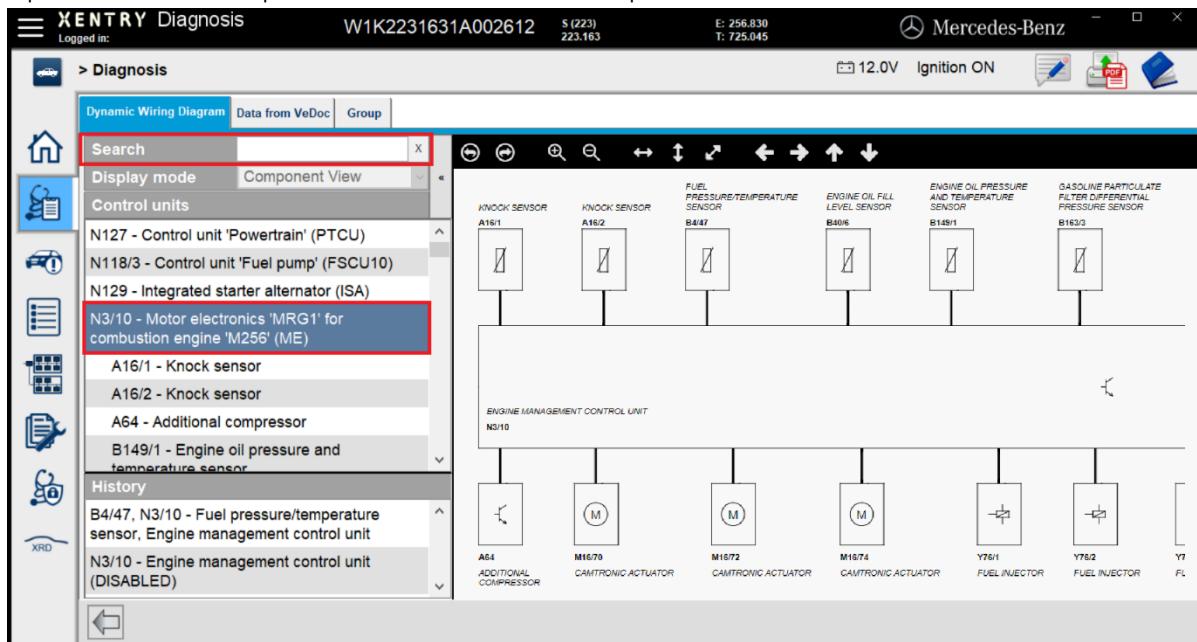


Figura 38: Visão geral dos componentes dentro do diagrama de circuito

3. Selecione o componente desejado. O local de instalação desse componente é exibido no campo direito da tela.

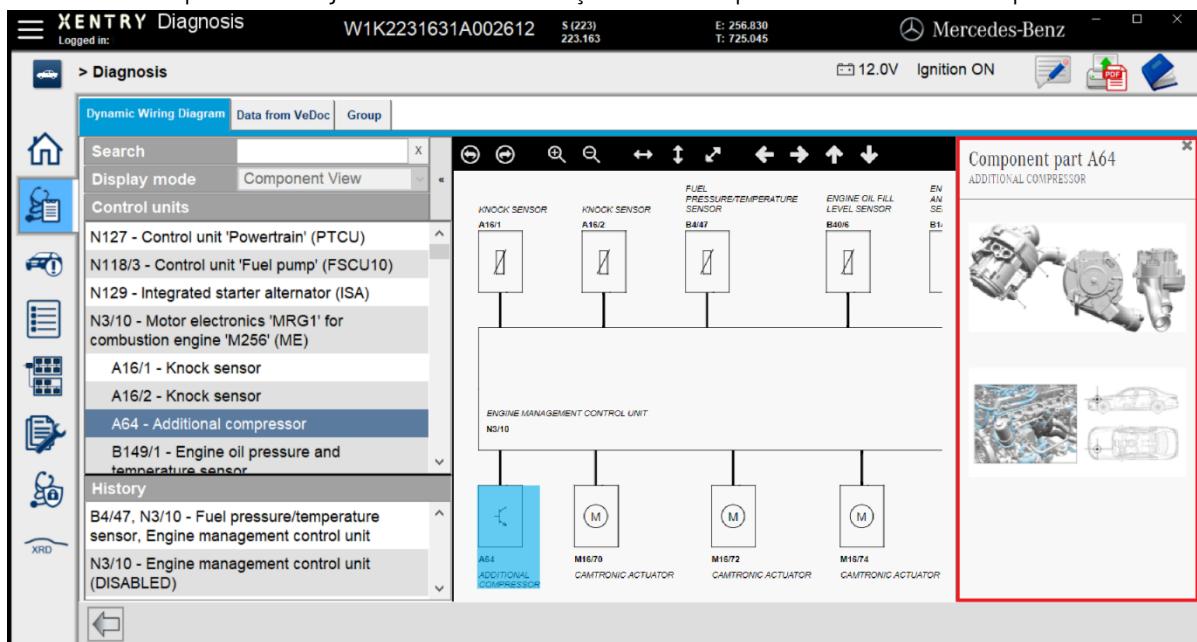


Figura 39: Seleção de componentes e respectivo local de instalação

5. Componentes de hardware

5.1. XENTRY Diagnosis Pad 2

5.1.1. Características técnicas de desempenho do XENTRY Diagnosis Pad 2



Figura 40: Vista do XENTRY Diagnosis Pad 2

- Disco rígido: 1 TB SSD
- Memória RAM: 16 GB DDR4
- Processador: Intel ® Core™ i5
- Sistema operacional: Windows 10 IoT
- Dimensões: aprox. 338 x 240 x 33 mm (largura x comprimento x altura)
- Peso: aprox. 2,3 kg
- Operação confortável devido a:
 - Montador de regulagem contínua
 - Display multitoque Full HD capacitivo
 - Boa legibilidade do display

5.1.2. Conexões no XENTRY Diagnosis Pad 2

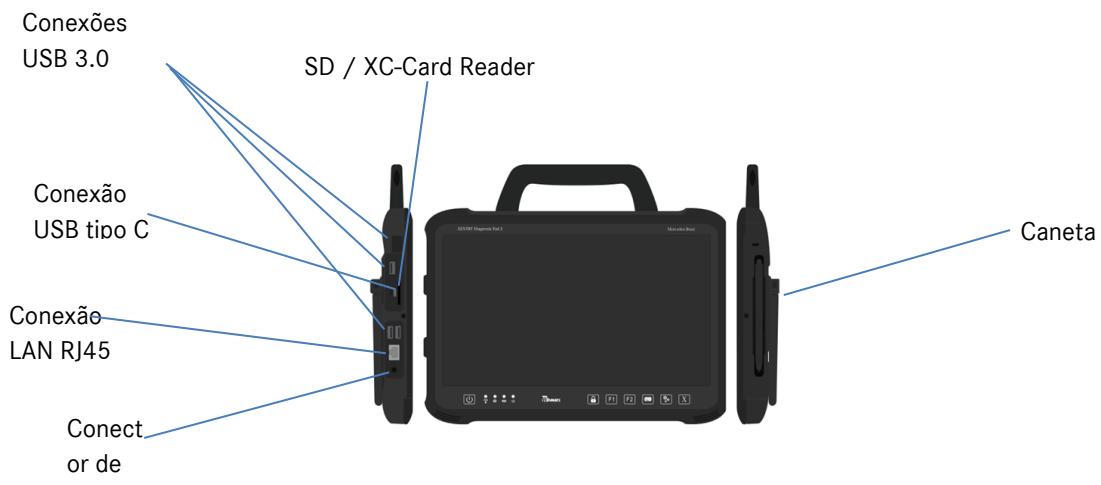
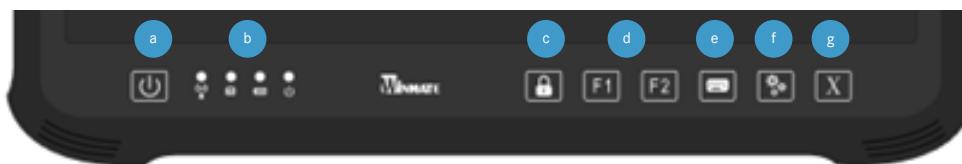


Figura 41: Conexões do XENTRY Diagnosis Pad 2

5.1.3. Teclas e indicações no XENTRY Diagnosis Pad 2

O XENTRY Diagnosis Pad 2 possui as seguintes teclas e indicações:



- | | |
|--|---|
| <p>a Aqui você pode ligar o XENTRY Diagnosis Pad 2</p> | <p>e Exibir e ocultar o teclado virtual</p> |
| <p>b LED de indicação de status para WLAN, operação do disco rígido, bateria, estado operacional</p> | <p>f Configurações</p> |
| <p>c Bloqueio de tela</p> | <p>g Abrir o software do XENTRY Diagnosis</p> |
| <p>d Teclas de função F1 e F2, de atribuição livre</p> | |

5.2. XENTRY Diagnosis VCI

5.2.1. Características técnicas de desempenho do XENTRY Diagnosis VCI



Figura 42: XENTRY Diagnosis VCI

- Material: policarbonato com capa de borracha
- Sem bateria
- Sem display
- Conexão VCI com Pad via Wi-Fi, adaptador Wi-Fi USB, nenhuma infraestrutura de Wi-Fi prévia necessária
- No XENTRY Diagnosis VCI encontra-se uma tecla de operação. Essa tecla de função é empregada em casos especiais de utilização na XENTRY CAN-Tool.
- O VCI não precisa de fonte de alimentação para fornecimento externo de energia
- O VCI desliga automaticamente se não estiver conectado a um veículo ou a um cabo OBD/USB. Ele liga automaticamente se houver novamente uma alimentação de tensão.

Característica	Valor / faixa
Interface host	
Por cabo	High speed USB 2.0
Adaptador Wireless Wi-fi USB	802.11b/g/n
Sistema processador	
Microprocessador	Intel MX6 Solo
Clock	800 MHz
RAM	512 MB DDR3 RAM
ROM	512 MB Flash
Armazenador de massa (opc.)	Pen drive USB
Interface do usuário	
LEDs	5 LEDs de status
Emissor de sinal	Som de sinalização acústico
Fornecimento de energia elétrica	
A partir da bateria do veículo por meio do cabo de ligação de diagnóstico ou por um cabo USB conectado.	OBD: 8 bis 28 VDC; 750 mA USB: 5 VDC; 700 mA
Atenção:	
A bucha de diagnóstico do veículo deve estar protegida por um fusível de no máximo 6 A / 32 V.	
Características mecânicas	
Medidas	168 x 115 x 45 mm
Peso	0,41 kg
Temperatura de serviço	-20 °C - +60 °C
Temperatura de armazenagem	-40 °C - +80 °C
Umidade do ar até 25 °C	30 % - 95 %
Altura máxima para operação	4000 m
Classe de proteção em caso de cabo de ligação de diagnóstico desconectado	IP 30
Classe de proteção em caso de cabo de ligação de diagnóstico rosqueado conforme IEC60529	IP 54; Categoria 2
Grau de sujeira	2
Cabo de ligação de diagnóstico	
J1962 (ISO 15031-3)	26 pinos; Rating 28V; CAT O
Certificações VCI	
EU	
EUA	
Coreia do Sul	 MSIP-REM-BO2-XENTRY-VCI
Rússia	
Austrália	
Ucrânia	

Tabela 1: Dados técnicos do XENTRY Diagnosis VCI

Área de aplicação

O XENTRY Diagnosis VCI foi projetado exclusivamente para o uso em áreas internas.

- Grau de sujeira 2, manter o entorno do XENTRY Diagnosis VCI sempre limpo
- Evitar orvalho, não expor o XENTRY Diagnosis VCI a chuva ou umidade

5.2.2. Conexões e elementos operacionais no XENTRY Diagnosis VCI

No XENTRY Diagnosis VCI encontram-se as seguintes conexões e elementos operacionais:



Figura 43: Conexão do XENTRY Diagnosis VCI

5.2.3. Indicação do status e elementos operacionais no XENTRY Diagnosis VCI



Figura 44: Indicação do status e elementos operacionais do XENTRY Diagnosis VCI

Indicações de status

	Indicação de operação, LED verde
	Indicação de erro, LED vermelho
	LED vermelho/verde/laranja
	Indicação de conexão VCI ↔ Pad, LED verde piscando
	Indicação de conexão VCI ↔ veículo, LED verde piscando

Figura 45: Indicações de status VCI

Elemento operacional



Figura 46: Tecla de operação VCI

No XENTRY Diagnosis VCI encontra-se uma tecla de operação. Essa tecla de função é empregada em casos especiais de utilização na XENTRY CAN-Tool.

6. Acessórios

6.1. Acessórios encomendáveis opcionalmente

- 6 Durante o processo de configuração, serão mostrados a você acessórios encomendáveis opcionalmente.

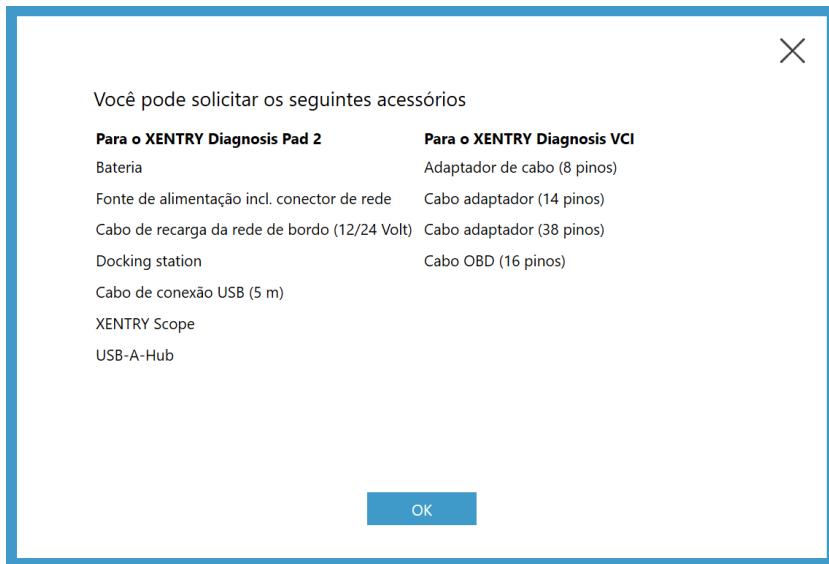


Figura 47: Acessórios encomendáveis opcionalmente

A Dockingstation oferece outras conexões, como p. ex. conexões USB e a possibilidade de conectar uma tela ou projetor.



Figura 48: Dockingstation

6.2. Técnica de medição do XENTRY Scope

Mais informações sobre a técnica de medição XENTRY Scope podem ser consultadas nos documentos referentes ao XENTRY Scope ou diretamente no software XENTRY Scope. O software já está instalado no seu XENTRY Diagnosis Pad | Pad 2.



Figura 49: XENTRY Scope

6.3. Scanner de injetores (scanner manual 2D)

O leitor de injetores (scanner manual 2D) é conectado por USB ao XENTRY Diagnosis Pad | Pad 2. O software é instalado automaticamente e pode ser utilizado após a reinicialização do XENTRY Diagnosis Pad | Pad 2.

6.4. Unidade de diagnóstico para baterias de alta tensão

A unidade de diagnóstico é conectada ao XENTRY Diagnosis Pad | Pad 2 através do cabo OBD. O procedimento de verificação da bateria de alta tensão é feito pelo software XENTRY Diagnosis.

6.5. SBC-Flashbox

O SBC Flashbox é conectado ao XENTRY Diagnosis Pad | Pad 2 através de um adaptador USB RS232.

7. Ferramentas de operação

7.1. ConfigAssist

O ConfigAssist irá guiar você ao longo da configuração e primeira colocação em funcionamento do seu novo equipamento de diagnóstico XENTRY. O procedimento exato de configuração você encontra na seção 3 à página 8.

O ConfigAssist oferece as seguintes funções:

1. Introdução ao hardware
2. Configuração da rede
3. Acoplamento do XENTRY Diagnosis Pad 2 e VCI
4. Carga da chave de acesso
5. Configuração do XENTRY Update Service
6. Informações complementares

7.2. Update Center

O Update Center serve para instalar novas atualizações de software, alternar entre os releases instalados, instalar e gerenciar AddOns.

A tela inicial do Update Center lhe mostra a versão atual instalada, a possível mudança de versão, o status atual de atualização e o último AddOn instalado.

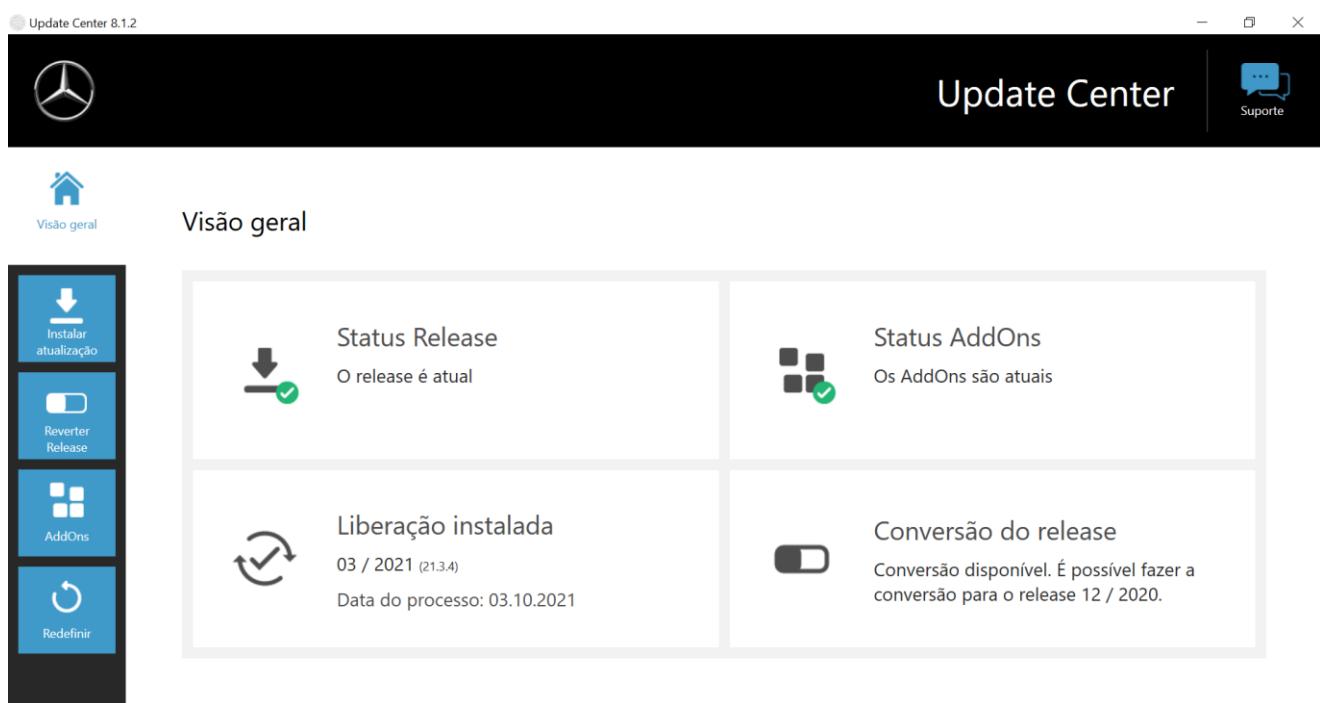


Figura 50: Tela inicial Update Center

7.3. VCI Manager

O gerenciador VCI serve para a atualização do firmware e para recuperação do XENTRY Diagnosis VCI. A visão geral em "Geral" mostra o status da conexão entre o XENTRY Diagnosis Pad | 2 e o XENTRY Diagnosis VCI.



Figura 51: Ícone gerenciador VCI

7.3.1. Chamar VCI

Para verificar a conexão entre o XENTRY Diagnosis Pad 2 e o VCI ou para simplesmente constatar qual VCI está acoplado ao XENTRY Diagnosis Pad, você pode utilizar a função "Chamar VCI".

⚠️ Note que esta função só estará disponível se você já tiver acoplado o XENTRY Diagnosis Pad 2 com o VCI.

Para chamar o VCI, abra o VCI Manager através do atalho na área de trabalho do seu XENTRY Diagnosis Pad 2. O XENTRY Diagnosis VCI atualmente acoplado é exibido na página de visão geral. Ali se encontra o botão "Chamar VCI". Clique nesse botão e o VCI acoplado emitirá um bipe.

⚠️ Atenção: O VCI não tem fornecimento de energia próprio. Isso significa que o VCI só pode ser chamado se estiver conectado a uma fonte de corrente. Isso pode ser feito por cabo OBD conectado a um veículo ou cabo USB ao XENTRY Diagnosis Pad 2.

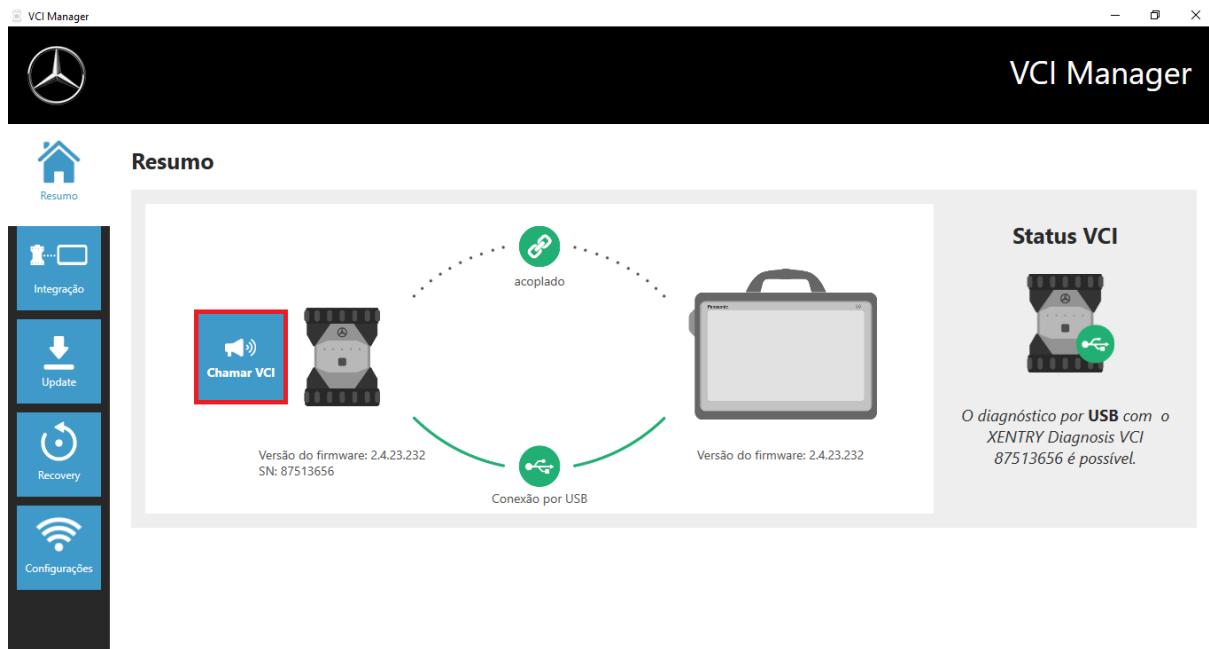


Figura 52: Chamar VCI

7.3.2. Atualização do firmware do XENTRY Diagnosis VCI

Após a atualização do XENTRY Diagnosis Pad 2, pode ser necessário realizar uma atualização do firmware do XENTRY Diagnosis VCI. Isto pode ser visto, dentre outros, na página de visão geral do VCI Manager:

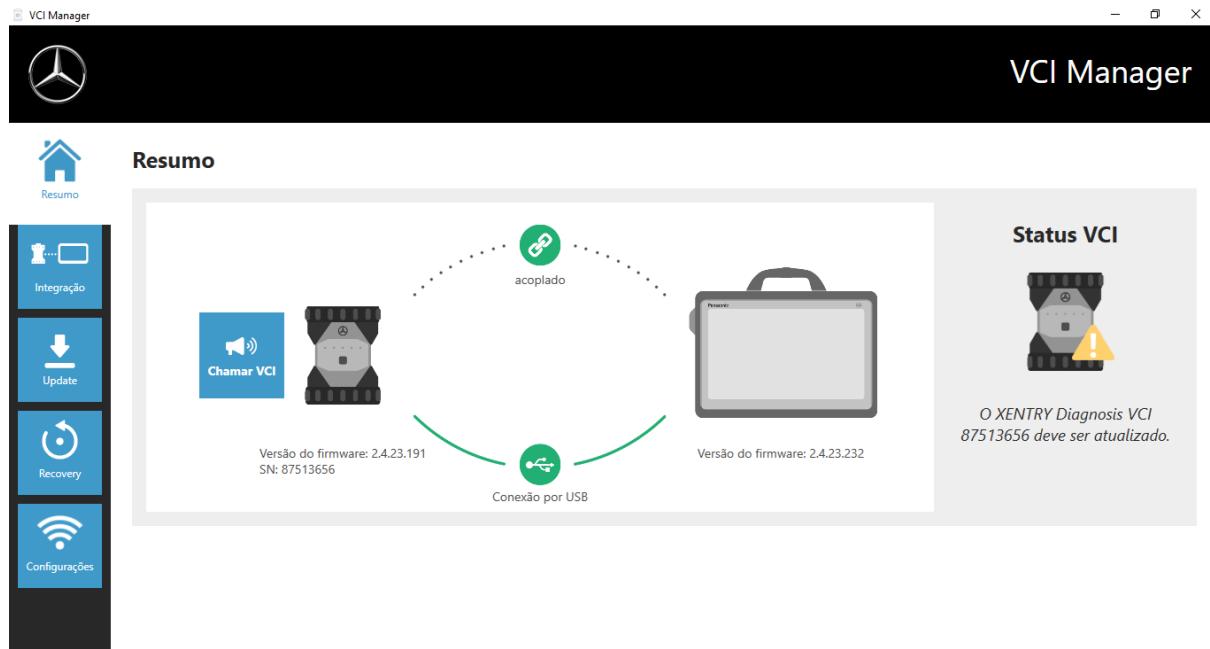


Figura 53: Nota de atualização

Clique na opção do menu "Atualização" no VCI-Manager e lá no botão "Iniciar atualização".

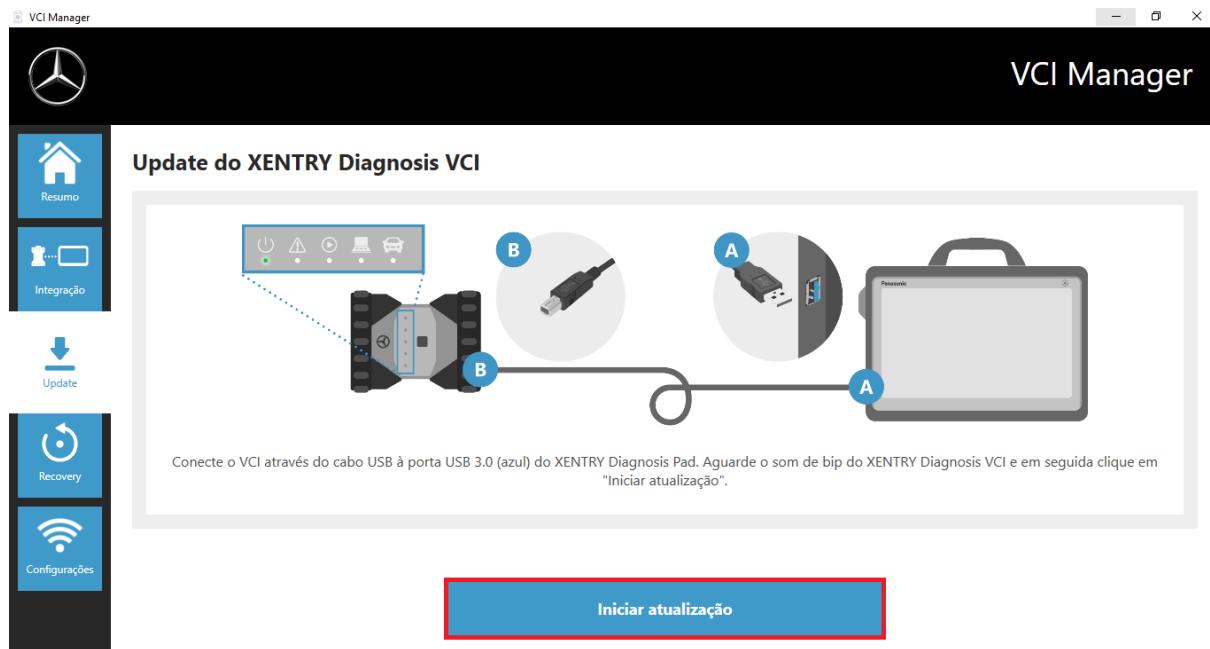


Figura 54: Iniciar atualização

Durante a atualização, cuide para que a conexão USB entre XENTRY Diagnosis Pad e VCI não seja interrompida.

Após a conclusão da atualização você poderá trabalhar com o seu XENTRY Diagnosis Kit 4 conforme o habitual.

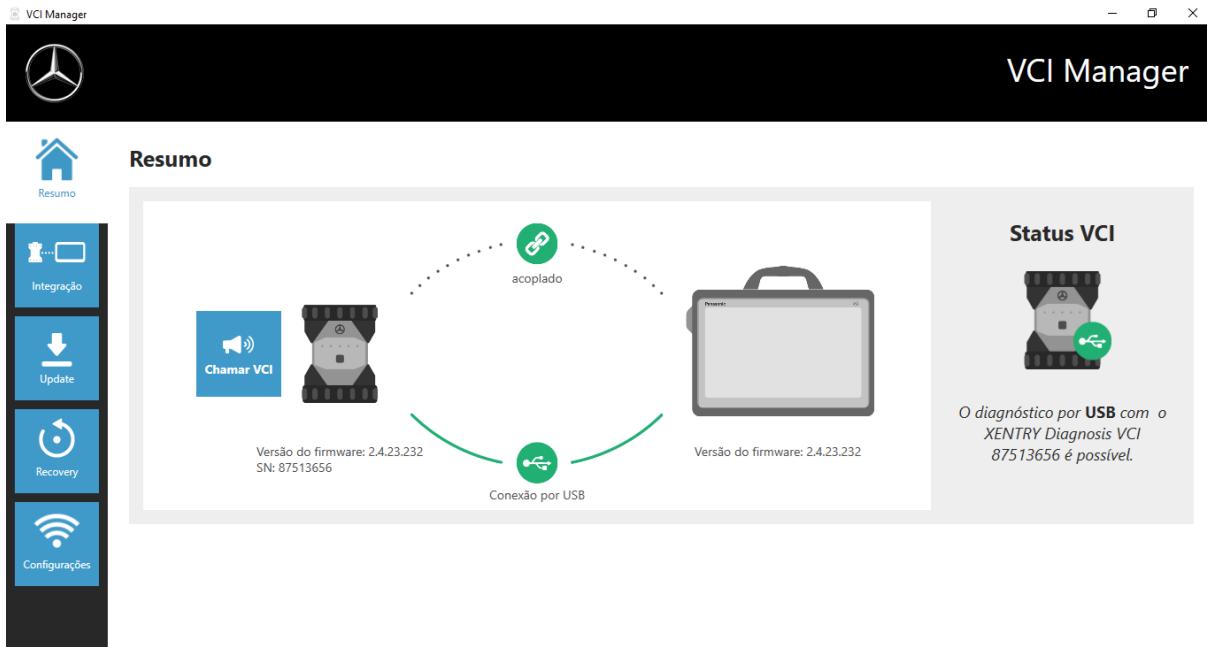


Figura 55: Confirmação após atualização de firmware

7.3.3.Recuperação do XENTRY Diagnosis VCI

⚠️ Atenção: Realize uma recuperação apenas se isso for solicitado explicitamente pela central de atendimento ao cliente de diagnóstico!

Com esta função, a versão do firmware do XENTRY Diagnosis VCI é revertida para a versão de firmware correspondente do XENTRY Diagnosis Pad. Esta função de comutação de release está descrita no capítulo 4.3.3.

A recuperação só é necessária se você tiver comutado a versão do XENTRY Diagnosis Pad para a versão anterior e eventualmente a versão do firmware no XENTRY Diagnosis VCI tiver que ser reduzida.

Para realizar a recuperação, no gerenciador VCI clique no botão "Recuperação" no gerenciador VCI. Conecte o XENTRY Diagnosis VCI por meio do cabo USB com o XENTRY Diagnosis Pad.

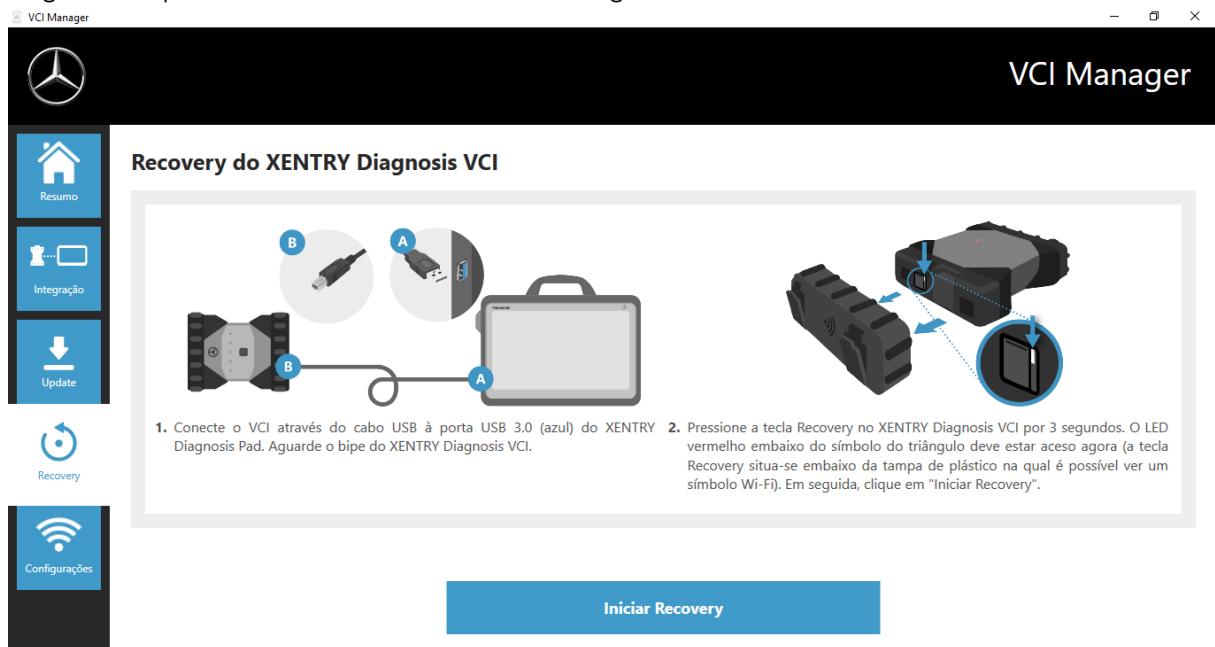


Figura 56: Recuperação do XENTRY Diagnosis VCI

O XENTRY Diagnosis VCI deve estar no modo de recuperação. Para isso, remova a cobertura de borracha com símbolo Wi-Fi impresso do XENTRY Diagnosis VCI e pressione a tecla de recuperação por 3 segundos. O LED vermelho abaixo do símbolo de triângulo deve acender. Clique em seguida sobre „OK“.

⚠️ Cuide para que durante a recuperação a conexão entre XENTRY Diagnosis Pad e XENTRY Diagnosis VCI não seja interrompida.

7.3.4 Canal WLAN

Em raros casos as redes internas de Wi-Fi da oficina podem causar interferência entre si. Se isso ocorrer, você tem a opção de configurar manualmente a rede Wi-Fi entre o XENTRY Diagnosis Pad e o VCI.

Para tal, selecione a opção do menu "Canal WLAN" e lá clique no botão "Configuração WLAN".

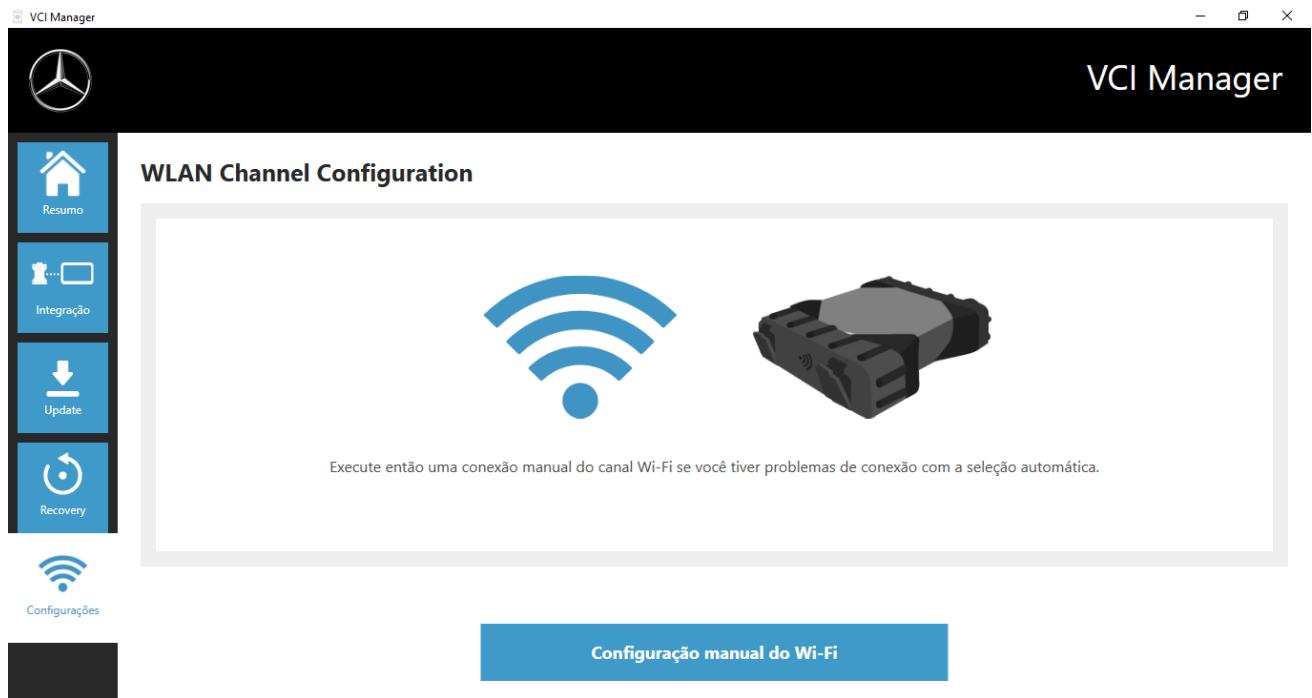


Figura 57: Configuração do canal WLAN

7.4. PDF Center

Com o PDF Center você tem a possibilidade de

- transferir documentos para uma determinada impressora,
- em um local de armazenamento definido por você,
- organizar em um arquivo
- para exportação.

Defina de maneira simples nas configurações do PDF Center quais ações precisam ser normalmente executadas quando criar um documento PDF.

Novidade do PDF Center e Release Update 03/2020

Observe as seguintes indicações:

A função "Imprimir no arquivo" do XENTRY Diagnosis e DAS foi adaptada:

- A pasta "DASPrints" e "XDprint" não serão mais utilizadas.
- Será utilizada a pasta de trabalho do PDF.

Oficinas que têm trabalhado com a Diagnosis PDF Printer até o momento, serão informadas sobre a seguinte alteração: o armazenamento de seus documentos agora será repetido até que seja bem-sucedido. Isso significa que você pode interromper o sistema de diagnóstico ou retirá-lo de sua rede a qualquer momento. Assim que o local de armazenamento estiver novamente disponível, haverá uma nova tentativa de salvar o documento. O status correspondente pode ser visualizado na nova representação, na 1^a aba.

Oficinas que não usavam a Diagnosis PDF Printer serão informadas para fazer isso a partir de agora.

Configure o PDF Center conforme suas preferências e transfira os documentos das Release Updates anteriores – se desejado – nesta estrutura. Os novos documentos PDF podem ser salvos automaticamente nesta estrutura.

Recomendamos isso para as oficinas que imprimem em papel. Com o PDF Center, você pode realizar as duas opções de forma automática.

7.5. Programa de suporte

Você pode abrir o Support Tool por meio do atalho na área de trabalho:

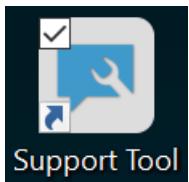


Figura 58: Ícone da ferramenta de suporte

Após abrir a ferramenta de suporte, a guia "Ticket XSF" já estará selecionada. Essa página auxiliará na criação de um ticket XSF.

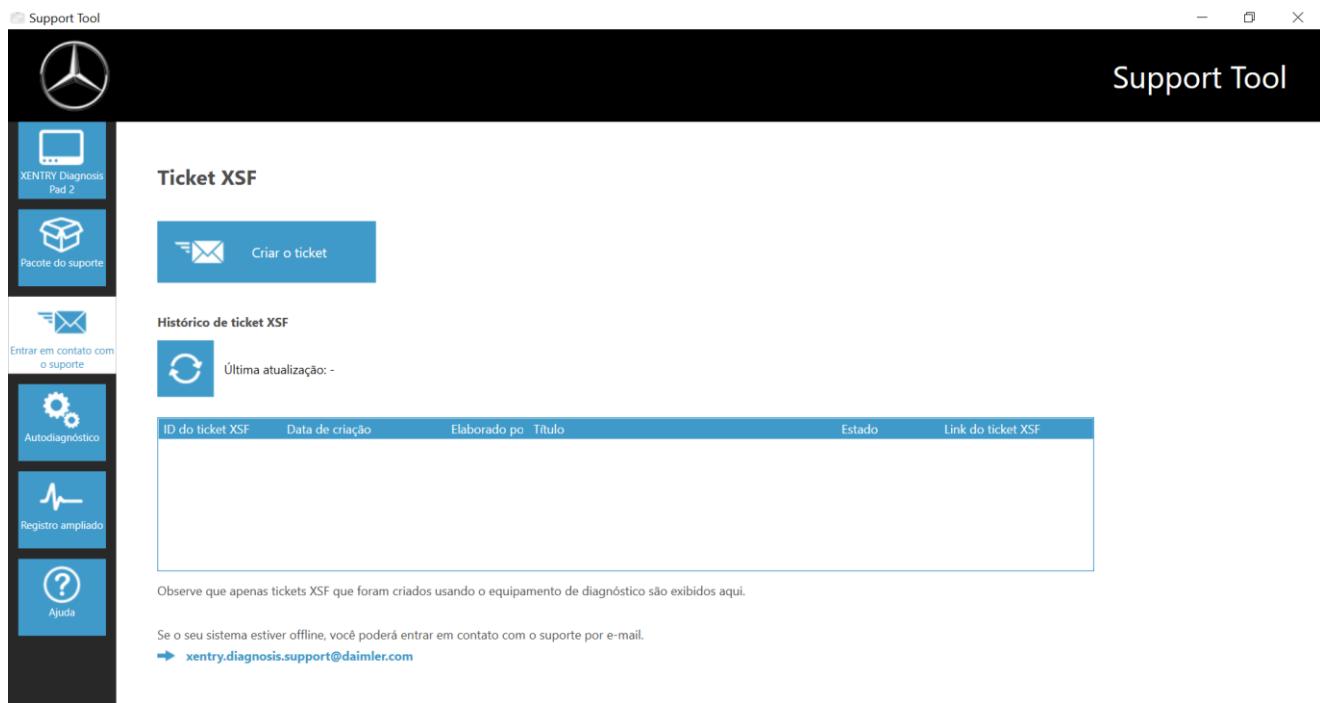


Figura 59: Criar tickets XSF

- Na opção de menu "XENTRY Diagnosis Pad 2" podem ser encontradas informações de sistema
- Através da segunda opção "Pacotes de suporte", é possível criar facilmente pacotes de suporte, reunindo todas as informações relevantes de sistema para encaminhar ao suporte.
- Na opção "Autodiagnóstico" é listado o status de acessibilidade do servidor de backend
- A central de atendimento ao cliente de diagnóstico pode pedir que você modifique o "Logging avançado" que você seleciona aqui
- Em "Ajuda", a última opção da barra de navegação, você encontra links para ofertas on-line, documentos de ajuda, guias e as notas de versão.

Os pacotes de suporte criados estarão disponíveis na parte inferior do campo "packages" na biblioteca "Diagnosis Files". O atalho para essa opção se encontra na área de trabalho do seu XENTRY Diagnosis Pad 2.

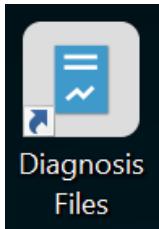


Figura 60: Ícone biblioteca "Diagnosis Files"

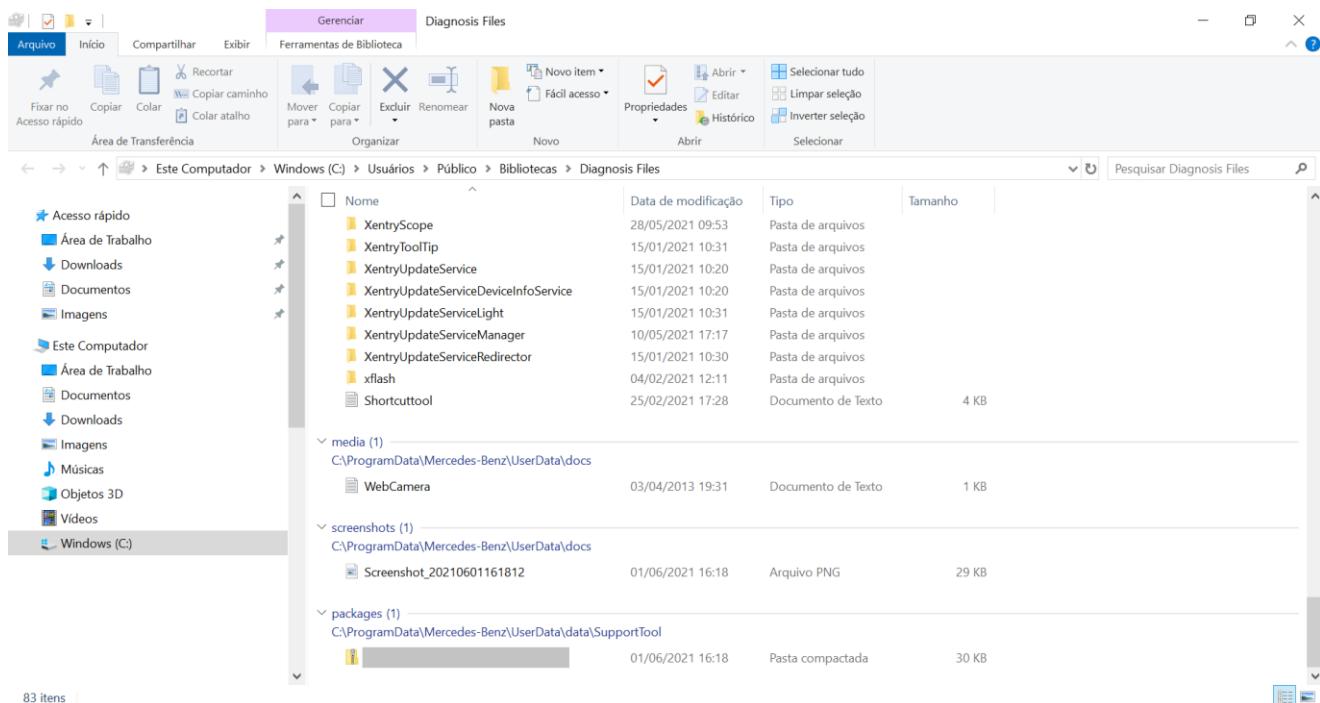


Figura 61: Localização dos pacotes de suporte

7.6. Monitor VCI

O VCI Monitor mostra a qualidade da conexão entre XENTRY Diagnosis Pad e XENTRY Diagnosis VCI.

O seguinte status é mostrado pela ferramenta "VCI Monitor":

Ícone	Status / Causa	Descrição	Recurso auxiliar
 	VCI não acoplado	<ul style="list-style-type: none"> ▪ VCI não acoplado 	<ul style="list-style-type: none"> ▪ Acople o VCI
	VCI (via Wi-fi) não está acessível	<ul style="list-style-type: none"> ▪ VCI não conectado por USB ▪ VCI não está visível via Wi-Fi 	<ul style="list-style-type: none"> ▪ Conecte a energia no VCI
 	"Acoplamento perdido"	<ul style="list-style-type: none"> ▪ VCI não conectado por USB ▪ VCI está visível via Wi-Fi ▪ Acoplamento faltando 	<ul style="list-style-type: none"> ▪ Conecte o VCI com um cabo USB ▪ Acople o VCI por meio do gerenciador VCI
	O firmware do VCI é mais antigo que o software do PC	<ul style="list-style-type: none"> ▪ Firmware do VCI antigo demais 	<ul style="list-style-type: none"> ▪ Realize uma atualização do VCI pelo gerenciador VCI
	O software do PC é mais antigo que o firmware do VCI	<ul style="list-style-type: none"> ▪ VCI não conectado por USB ▪ VCI está visível via Wi-Fi ▪ Software do PC antigo demais 	<ul style="list-style-type: none"> ▪ Realize um downgrade do firmware do VCI por meio da "Atualização" no gerenciador VCI
	VCI em recuperação	<ul style="list-style-type: none"> ▪ VCI conectado por USB ▪ VCI em modo de recuperação 	<ul style="list-style-type: none"> ▪ Realize a recuperação no gerenciador VCI
	VCI em uso	<ul style="list-style-type: none"> ▪ VCI está sendo usado por um (outro) aplicativo 	
	VCI em uso via Wi-fi	<ul style="list-style-type: none"> ▪ VCI está sendo usado por um (outro) aplicativo via Wi-Fi 	
	VCI acessível por USB	<ul style="list-style-type: none"> ▪ O VCI está conectado por cabo USB 	
	VCI acessível via Wi-Fi	<ul style="list-style-type: none"> ▪ VCI acessível via Wi-Fi ▪ Qualidade da conexão Wi-fi visível por barras 	
	Adaptador Wi-fi sem função	<ul style="list-style-type: none"> ▪ Não é possível comunicação entre VCI e Pad via Wi-fi 	<ul style="list-style-type: none"> ▪ Reiniciar o adaptador Wi-Fi por meio da janela oculta "Reiniciar adaptador Wi-Fi" ou clicando com o botão direito do mouse na indicação do status e depois em "Reiniciar adaptador Wi-Fi..."
	VCI em uso via Wi-fi via conexão por cabo	<ul style="list-style-type: none"> ▪ VCI está sendo usado por um (outro) aplicativo 	
	Modo avião	<ul style="list-style-type: none"> ▪ O adaptador Wi-Fi está desativado 	<ul style="list-style-type: none"> ▪ Desative o modo avião ▪ Ative o adaptador Wi-Fi
	Superaquecimento do VCI	<ul style="list-style-type: none"> ▪ Em temperaturas acima de 65 °C, o adaptador Wi-Fi é desativado 	<ul style="list-style-type: none"> ▪ Em temperaturas de até 85 °C, utilize o cabo de conexão USB. ▪ Utilize o VCI em temperaturas ambiente inferiores

Tabela 2: Status do monitor VCI

8. Atendimento e Suporte

Para criar um ticket XSF, recomendamos utilizar uma ferramenta de abertura de tickets. Essa ferramenta pode ser executada diretamente no software do XENTRY Diagnosis. Para isso, clique no ícone de balão no canto superior direito.

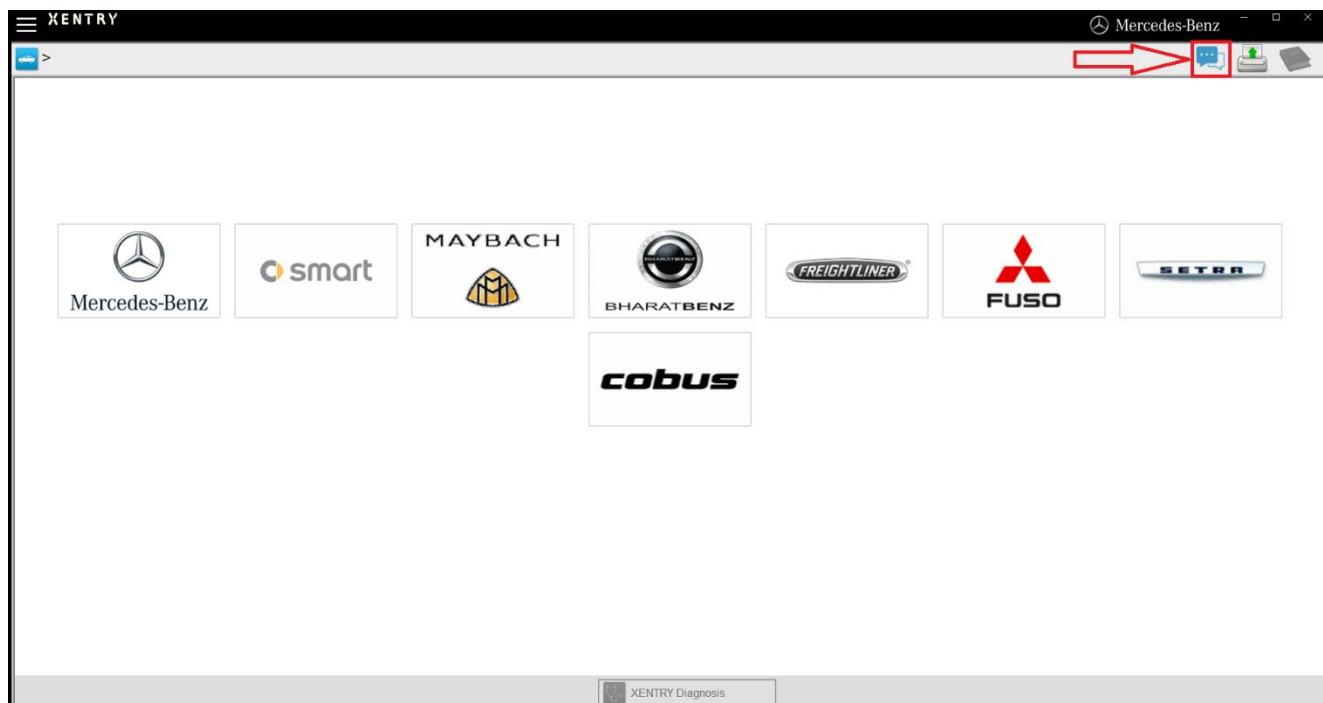


Figura 71: Criar ticket XSF no XENTRY Diagnosis

Na janela seguinte, faça o login e selecione o componente para o qual deseja criar o ticket XSF.

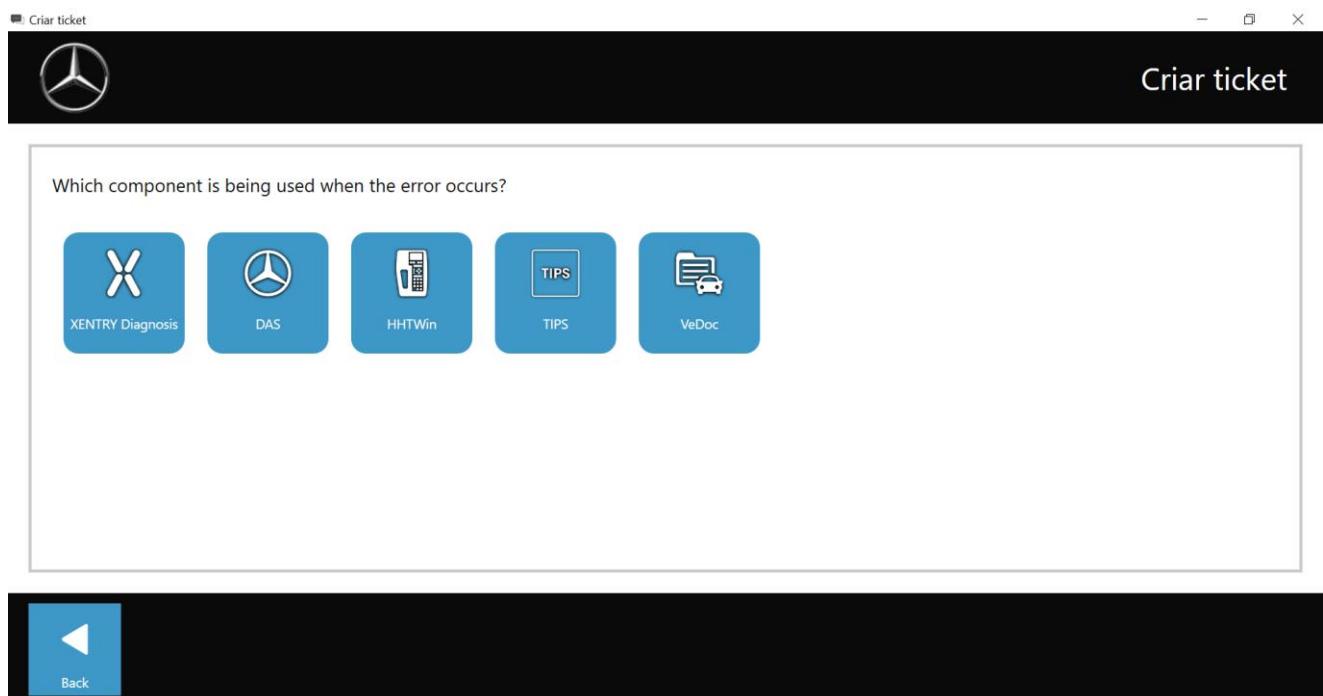


Figura 62: Ticket XSF seleção de componentes

Responda todas as perguntas durante o processo.

Anexe prints ou vídeos. O pacote de suporte adequado será criado e anexado automaticamente ao enviar o ticket XSF.

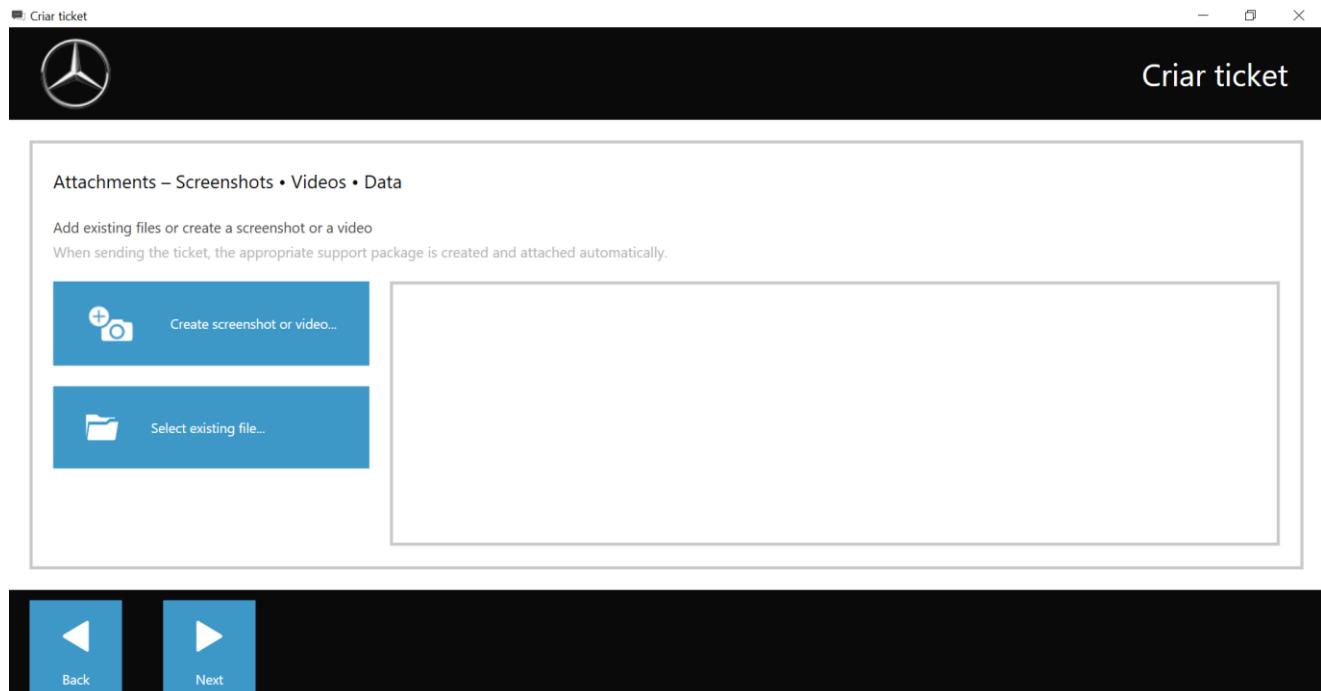


Figura 63: Ticket XSF arquivos em anexo

9. Diretrizes de licença do Windows 10 IoT LTSC Enterprise

Updated May 2020

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WINDOWS 10 IOT ENTERPRISE & MOBILE (ALL EDITIONS)

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 - (i) Some Windows apps provide an access point to, or rely on, online services, and the use of those services is sometimes governed by separate terms and privacy policies, such as the Microsoft Services Agreement at (aka.ms/msa). You can view these terms and policies by looking at the service terms of use or the app's settings, as applicable; please read them. The services may not be available in all regions.
 - (ii) The manufacturer or installer may also preinstall apps, which will be subject to separate license terms.

- (iii) The software may include third party software such as Adobe Flash Player that is licensed under its own terms. You agree that your use of Adobe Flash Player is governed by the license terms for Adobe Systems Incorporated at (aka.ms/adobeflash). Adobe and Flash are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.
- (iv) The software may include third party programs that are licensed to you under this agreement, or under their own terms. License terms, notices and acknowledgements, if any, for the third party program can be viewed at (aka.ms/thirdpartynotices).

2. Installation and Use Rights.

- a. **License.** The software license is permanently assigned to the device with which you acquired the software. You may only use the software on that device.
- b. **Device.** In this agreement, “device” means a physical hardware system) with an internal storage device capable of running the software. A hardware partition or blade is considered to be a device.
- c. **Restrictions.** The manufacturer or installer and Microsoft reserve all rights (such as rights under intellectual property laws) not expressly granted in this agreement. For example, this license does not give you any right to, and you may not:
 - (i) use or virtualize features of the software separately;
 - (ii) publish, copy (other than the permitted backup copy), rent, lease, or lend the software;
 - (iii) transfer the software;
 - (iv) work around any technical restrictions or limitations in the software;
 - (v) use the software as server software, for commercial hosting, make the software available for simultaneous use by multiple users over a network, install the software on a server and allow users to access it remotely, or install the software on a device for use only by remote users;
 - (vi) reverse engineer, decompile, or disassemble the software, or attempt to do so, except and only to the extent that the foregoing restriction is (a) permitted by applicable law; (b) permitted by licensing terms governing the use of open source components that may be included with the software; or (c) required to debug changes to any libraries licensed under the GNU Lesser General Public License which are included with and linked to by the software; and
 - (vii) when using Internet-based features you may not use those features in any way that could interfere with anyone else’s use of them, or to try to gain access to or use any service, data, account, or network, in an unauthorized manner.
- d. **Multi use scenarios.**
 - (i) Multiple versions. If when acquiring the software, you were provided with multiple versions (such as 32-bit and 64-bit versions), you may install and activate only one of those versions at a time.
 - (ii) Multiple or pooled connections. Hardware or software you use to multiplex or pool connections, or reduce the number of devices or users that access or use the software, does not reduce the number of licenses you need. You may only use such hardware or software if you have a license for each instance of the software you are using.
 - (iii) Device connections. You may allow up to 20 other devices to access the software installed on the licensed device for the purpose of using the following software features: file services, print services, Internet information services, and Internet connection sharing and telephony services on the licensed device. The 20 connection limit applies to devices that access the software indirectly through “multiplexing” or other software or hardware that pools connections. You may allow any number of devices to access the software on the licensed device to synchronize data between devices. This section does not mean, however, that you have the right to install the software, or use the primary function of the software (other than the features listed in this section), on any of these other devices.
 - (iv) Remote access. Users may access the licensed device from another device using remote access technologies, but only on devices separately licensed to run the same or higher edition of this software.
 - (v) Remote assistance. You may use remote assistance technologies to share an active session without obtaining any additional licenses for the software. Remote assistance allows one user to connect directly to another user’s computer, usually to correct problems.
 - (vi) POS application. If the software is installed on a retail point of service device, you may use the software with a point of service application (“POS Application”). A POS Application is a software

application which provides only the following functions: (i) process sales and service transactions, scan and track inventory, record and/or transmit customer information, and perform related management functions, and/or (ii) provide information directly and indirectly to customers about available products and services. You may use other programs with the software as long as the other programs: (i) directly support the manufacturer's specific use for the device, or (ii) provide system utilities, resource management, or anti-virus or similar protection. For clarification purposes, an automated teller machine ("ATM") is not a retail point of service device.

- (vii) Cloud Computing Devices. If your device uses Internet browsing functionality to connect to and access cloud hosted applications: (i) no desktop functions may run locally on the device, and (ii) any files that result from the use of the desktop functions may not be permanently stored on the system. "Desktop functions," as used in this agreement, means a consumer or business task or process performed by a computer or computing device. This includes but is not limited to email, word processing, spreadsheets, database, scheduling, network or internet browsing and personal finance.
- (viii) Desktop Functions. If your system performs desktop functions, then you must ensure that they: (i) are only used to support the application, and (ii) operate only when used with the application.

e. Windows 10 IoT Enterprise Features for Development and Testing Only.

- 1. Device Health Attestation. You may only implement Device Health Attestation in a commercial use if you execute a Microsoft Windows IoT Core Services Agreement at:
<https://azure.microsoft.com/en-us/services/windows-10-iot-core/>.

f. Specific Use. The manufacturer designed the licensed device for a specific use. You may only use the software for that use.

- 3. **Privacy; Consent to Use of Data.** Your privacy is important to us. Some of the software features send or receive information when using those features. Many of these features can be switched off in the user interface, or you can choose not to use them. By accepting this agreement and using the software you agree that Microsoft may collect, use, and disclose the information as described in the Microsoft Privacy Statement available at (aka.ms/privacy), and as may be described in the user interface associated with the software features.
- 4. **Authorized Software and Activation.** You are authorized to use this software only if you are properly licensed and the software has been properly activated with a genuine product key or by other authorized method. When you connect to the Internet while using the software, the software will automatically contact Microsoft or its affiliate to confirm the software is genuine and the license is associated with the licensed device. You can also activate the software manually by Internet or telephone. In either case, transmission of certain information will occur, and Internet, telephone and SMS service charges may apply. During activation (or reactivation that may be triggered by changes to your device's components), the software may determine that the installed instance of the software is counterfeit, improperly licensed or includes unauthorized changes. If activation fails the software will attempt to repair itself by replacing any tampered Microsoft software with genuine Microsoft software. You may also receive reminders to obtain a proper license for the software. Successful activation does not confirm that the software is genuine or properly licensed. You may not bypass or circumvent activation. To help determine if your software is genuine and whether you are properly licensed, see (aka.ms/genuine). Certain updates, support, and other services might only be offered to users of genuine Microsoft software.
- 5. **Updates.** You may obtain updates only from Microsoft or authorized sources, and Microsoft may need to update your system to provide you with those updates. The software periodically checks for system and app updates, and may download and install them for you. To the extent automatic updates are enabled on your device, by accepting this agreement, you agree to receive these types of automatic updates without any additional notice.
- 6. **Geographic and Export Restrictions.** If your software is restricted for use in a particular geographic region, then you may activate the software only in that region. You must also comply with all domestic and international export laws and regulations that apply to the software, which include restrictions on destinations, end users, and end use. For further information on geographic and export restrictions, visit (aka.ms/exporting).
- 7. **Support and Refund Procedures.** For the software generally, contact the device manufacturer or installer for support options. Refer to the support number provided with the software. For updates and supplements obtained directly from Microsoft, Microsoft may provide limited support services for properly licensed software as described at (aka.ms/mssupport). If you are seeking a refund, contact the manufacturer or installer to determine its refund policies. You must comply with those policies, which might require you to return the software with the entire device on which the software is installed for a refund.
- 8. **Binding Arbitration and Class Action Waiver if You Live in (or if a Business Your Principal Place of Business is in) the United States.**

We hope we never have a dispute, but if we do, you and we agree to try for 60 days to resolve it informally. If we can't, you and we agree to binding individual arbitration before the American Arbitration Association ("AAA") under the Federal Arbitration Act ("FAA"), and not to sue in court in front of a judge or jury. Instead, a neutral arbitrator will decide and the arbitrator's decision will be final except for a limited right of appeal under the FAA. Class action lawsuits, class-wide arbitrations, private attorney-general actions, and any other proceeding where someone acts in a representative capacity aren't allowed. Nor is combining individual proceedings without the consent of all parties. "We," "our," and "us" includes Microsoft, the device manufacturer, and software installer.

- a. **Disputes covered—everything except IP.** The term "dispute" is as broad as it can be. It includes any claim or controversy between you and the manufacturer or installer, or you and Microsoft, concerning the software, its price, or this agreement, under any legal theory including contract, warranty, tort, statute, or regulation, **except disputes relating to the enforcement or validity of your, your licensors', our, or our licensors' intellectual property rights.**
- b. **Mail a Notice of Dispute first.** If you have a dispute and our customer service representatives can't resolve it, send a Notice of Dispute by U.S. Mail to the manufacturer or installer, ATTN: LEGAL DEPARTMENT. If your dispute is with Microsoft, mail it to Microsoft Corporation, ATTN: LCA ARBITRATION, One Microsoft Way, Redmond, WA 98052-6399. Tell us your name, address, how to contact you, what the problem is, and what you want. A form is available at (aka.ms/disputeform). We'll do the same if we have a dispute with you. After 60 days, you or we may start an arbitration if the dispute is unresolved.
- c. **Small claims court option.** Instead of mailing a Notice of Dispute, and if you meet the court's requirements, you may sue us in small claims court in your county of residence (or if a business your principal place of business) or our principal place of business—King County, Washington USA if your dispute is with Microsoft. We hope you'll mail a Notice of Dispute and give us 60 days to try to work it out, but you don't have to before going to small claims court.
- d. **Arbitration procedure.** The AAA will conduct any arbitration under its Commercial Arbitration Rules (or if you are an individual and use the software for personal or household use, or if the value of the dispute is \$75,000 USD or less whether or not you are an individual or how you use the software, its Consumer Arbitration Rules). For more information, see (aka.ms/adr) or call 1-800-778-7879. To start an arbitration, submit the form available at (aka.ms/arbitration) to the AAA; mail a copy to the manufacturer or installer (or to Microsoft if your dispute is with Microsoft). In a dispute involving \$25,000 USD or less, any hearing will be telephonic unless the arbitrator finds good cause to hold an in-person hearing instead. Any in-person hearing will take place in your county of residence (or if a business your principal place of business) or our principal place of business—King County, Washington if your dispute is with Microsoft. You choose. The arbitrator may award the same damages to you individually as a court could. The arbitrator may award declaratory or injunctive relief only to you individually to satisfy your individual claim.
- e. **Arbitration fees and payments.**
 - (i) Disputes involving \$75,000 USD or less. The manufacturer or installer (or Microsoft if your dispute is with Microsoft) will promptly reimburse your filing fees and pay the AAA's and arbitrator's fees and expenses. If you reject our last written settlement offer made before the arbitrator was appointed, your dispute goes all the way to an arbitrator's decision (called an "award"), and the arbitrator awards you more than this last written offer, the manufacturer or installer (or Microsoft if your dispute is with Microsoft) will: (1) pay the greater of the award or \$1,000 USD; (2) pay your reasonable attorney's fees, if any; and (3) reimburse any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration. The arbitrator will determine the amounts unless you and we agree on them.
 - (ii) Disputes involving more than \$75,000 USD. The AAA rules will govern payment of filing fees and the AAA's and arbitrator's fees and expenses.
 - (iii) Disputes involving any amount. If you start an arbitration we won't seek our AAA or arbitrator's fees and expenses, or your filing fees we reimbursed, unless the arbitrator finds the arbitration frivolous or brought for an improper purpose. If we start an arbitration we will pay all filing, AAA, and arbitrator's fees and expenses. We won't seek our attorney's fees or expenses from you in any arbitration. Fees and expenses are not counted in determining how much a dispute involves.
- f. **Must file within one year.** You and we must file in small claims court or arbitration any claim or dispute (except intellectual property disputes – see Section 9.a.) within one year from when it first could be filed. Otherwise, it's permanently barred.

- g. **Severability.** If the class action waiver is found to be illegal or unenforceable as to all or some parts of a dispute, those parts won't be arbitrated but will proceed in court, with the rest proceeding in arbitration. If any other provision of Section 9 is found to be illegal or unenforceable, that provision will be severed but the rest of Section 9 still applies.
- h. **Conflict with AAA rules.** This agreement governs if it conflicts with the AAA's Commercial Arbitration Rules or Consumer Arbitration Rules.
- i. **Microsoft as party or third-party beneficiary.** If Microsoft is the device manufacturer or if you acquired the software from a retailer, Microsoft is a party to this agreement. Otherwise, Microsoft is not a party but is a third-party beneficiary of your agreement with the manufacturer or installer to resolve disputes through informal negotiation and arbitration.
9. **Governing Law.** The laws of the state or country where you live (or if a business where your principal place of business is located) govern all claims and disputes concerning the software, its price, or this agreement, including breach of contract claims and claims under state consumer protection laws, unfair competition laws, implied warranty laws, for unjust enrichment, and in tort, regardless of conflict of law principles. In the United States, the FAA governs all provisions relating to arbitration.
10. **Consumer Rights, Regional Variations.** This agreement describes certain legal rights. You may have other rights, including consumer rights, under the laws of your state or country. You may also have rights with respect to the party from which you acquired the software. This agreement does not change those other rights if the laws of your state or country do not permit it to do so. For example, if you acquired the software in one of the below regions, or mandatory country law applies, then the following provisions apply to you:
- a. **Australia.** References to "Limited Warranty" are references to the express warranty provided by Microsoft or the manufacturer or installer. This warranty is given in addition to other rights and remedies you may have under law, including your rights and remedies in accordance with the statutory guarantees under the Australian Consumer Law.
In this section, "goods" refers to the software for which Microsoft or the manufacturer or installer provides the express warranty. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- b. **Canada.** You may stop receiving updates on your device by turning off Internet access. If and when you reconnect to the Internet, the software will resume checking for and installing updates.
- c. **Germany and Austria.**
- (i) **Warranty.** The properly licensed software will perform substantially as described in any Microsoft materials that accompany the software. However, the manufacturer or installer, and Microsoft, give no contractual guarantee in relation to the licensed software.
 - (ii) **Limitation of Liability.** In case of intentional conduct, gross negligence, claims based on the Product Liability Act, as well as, in case of death or personal or physical injury, the manufacturer or installer, or Microsoft is liable according to the statutory law.
- Subject to the preceding sentence, the manufacturer or installer, or Microsoft will only be liable for slight negligence if the manufacturer or installer or Microsoft is in breach of such material contractual obligations, the fulfillment of which facilitate the due performance of this agreement, the breach of which would endanger the purpose of this agreement and the compliance with which a party may constantly trust in (so-called "cardinal obligations"). In other cases of slight negligence, the manufacturer or installer or Microsoft will not be liable for slight negligence.
- d. **Other regions.** See (aka.ms/variations) for a current list of regional variations
11. Additional Notices.
- a. **Networks, data and Internet usage.** Some features of the software and services accessed through the software may require your device to access the Internet. Your access and usage (including charges) may be subject to the terms of your cellular or internet provider agreement. Certain features of the software may help you access the Internet more efficiently, but the software's usage calculations may be different from your service provider's measurements. You are always responsible for (i) understanding and complying with the terms of your own plans and agreements, and (ii) any issues arising from using or accessing networks, including public/open networks. You may use the software to connect to networks, and to share access information about those networks, only if you have permission to do so.
- b. **H.264/AVC and MPEG-4 visual standards and VC-1 video standards.** The software may include H.264/MPEG-4 AVC and/or VC-1 decoding technology. MPEG LA, L.L.C. requires this notice:

THIS PRODUCT IS LICENSED UNDER THE AVC, THE VC-1, AND THE MPEG-4 PART 2 VISUAL PATENT PORTFOLIO LICENSES FOR THE PERSONAL AND NON-COMMERCIAL USE OF A CONSUMER TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE ABOVE STANDARDS (“VIDEO STANDARDS”) AND/OR (ii) DECODE AVC, VC-1, AND MPEG-4 PART 2 VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL AND NONCOMMERCIAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE SUCH VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE WWW.MPEGLA.COM

- c. Malware protection. Microsoft cares about protecting your device from malware. The software will turn on malware protection if other protection is not installed or has expired. To do so, other antimalware software will be disabled or may have to be removed.
12. Entire Agreement. This agreement (together with the printed paper license terms or other terms accompanying any software supplements, updates, and services that are provided by the manufacturer or installer, or Microsoft, and that you use), and the terms contained in web links listed in this agreement, are the entire agreement for the software and any such supplements, updates, and services (unless the manufacturer or installer, or Microsoft, provides other terms with such supplements, updates, or services). You can review this agreement after your software is running by going to (aka.ms/useterms) or going to Settings - System - About within the software. You can also review the terms at any of the links in this agreement by typing the URLs into a browser address bar, and you agree to do so. You agree that you will read the terms before using the software or services, including any linked terms. You understand that by using the software and services, you ratify this agreement and the linked terms. There are also informational links in this agreement. The links containing notices and binding terms are:
- Windows 10 Privacy Statement (aka.ms/privacy)
 - Microsoft Services Agreement (aka.ms/msa)
 - Adobe Flash Player License Terms (aka.ms/adobeflash)

NO WARRANTY

THE SOFTWARE ON YOUR DEVICE (INCLUDING THE APPS) IS LICENSED “AS IS.” TO THE MAXIMUM EXTENT PERMITTED BY YOUR LOCAL LAWS, YOU BEAR THE ENTIRE RISK AS TO THE SOFTWARE’S QUALITY AND PERFORMANCE. SHOULD IT PROVE DEFECTIVE, YOU ASSUME THE ENTIRE COST OF ALL SERVICING OR REPAIR. NEITHER THE DEVICE MANUFACTURER NOR MICROSOFT GIVES ANY EXPRESS WARRANTIES, GUARANTEES, OR CONDITIONS FOR THE SOFTWARE. TO THE EXTENT PERMITTED UNDER YOUR LOCAL LAWS, THE MANUFACTURER AND MICROSOFT EXCLUDE ALL IMPLIED WARRANTIES AND CONDITIONS, INCLUDING THOSE OF MERCHANTABILITY, QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. YOU MAY HAVE ADDITIONAL CONSUMER RIGHTS OR STATUTORY GUARANTEES UNDER LOCAL LAWS THAT THESE TERMS CANNOT CHANGE.

IF YOUR LOCAL LAWS IMPOSE A WARRANTY, GUARANTEE, OR CONDITION EVEN THOUGH THIS AGREEMENT DOES NOT, ITS TERM IS LIMITED TO 90 DAYS FROM WHEN THE FIRST USER ACQUIRES THE SOFTWARE. IF THE MANUFACTURER OR MICROSOFT BREACHES SUCH A WARRANTY, GUARANTEE, OR CONDITION, YOUR SOLE REMEDY, AT THE MANUFACTURER’S OR MICROSOFT’S ELECTION, IS (I) REPAIR OR REPLACEMENT OF THE SOFTWARE AT NO CHARGE, OR (II) RETURN OF THE SOFTWARE (OR AT ITS ELECTION THE DEVICE ON WHICH THE SOFTWARE WAS INSTALLED) FOR A REFUND OF THE AMOUNT PAID, IF ANY. THESE ARE YOUR ONLY REMEDIES FOR BREACH OF A WARRANTY, GUARANTEE, OR CONDITION YOUR LOCAL LAWS IMPOSE.

TO THE EXTENT NOT PROHIBITED BY YOUR LOCAL LAWS, IF YOU HAVE ANY BASIS FOR RECOVERING DAMAGES, YOU CAN RECOVER FROM THE MANUFACTURER OR MICROSOFT ONLY DIRECT DAMAGES UP TO THE AMOUNT YOU PAID FOR THE SOFTWARE (OR UP TO \$50 USD IF YOU ACQUIRED THE SOFTWARE FOR NO CHARGE). YOU WILL NOT, AND WAIVE ANY RIGHT TO, SEEK TO RECOVER ANY OTHER DAMAGES OR REMEDY, INCLUDING LOST PROFITS AND DIRECT, CONSEQUENTIAL, SPECIAL, INDIRECT, OR INCIDENTAL DAMAGES, UNDER ANY PART OF THIS AGREEMENT OR UNDER ANY THEORY. THIS LIMITATION APPLIES TO (I) ANYTHING RELATED TO THIS AGREEMENT, THE SOFTWARE (INCLUDING THE APPS), THE DEVICE, SERVICES, CORRUPTION OR LOSS OF DATA, FAILURE TO TRANSMIT OR RECEIVE DATA, CONTENT (INCLUDING CODE) ON THIRD PARTY INTERNET SITES OR THIRD PARTY PROGRAMS, AND (II) CLAIMS FOR BREACH OF CONTRACT, WARRANTY, GUARANTEE, OR CONDITION; STRICT LIABILITY, NEGLIGENCE, OR OTHER TORT; VIOLATION OF A STATUTE OR REGULATION; UNJUST ENRICHMENT; OR UNDER ANY OTHER THEORY.

THE DAMAGE EXCLUSIONS AND REMEDY LIMITATIONS IN THIS AGREEMENT APPLY EVEN IF YOU HAVE NO REMEDY (THE SOFTWARE IS LICENSED “AS IS”), IF REPAIR, REPLACEMENT, OR A REFUND (IF REQUIRED BY YOUR LOCAL LAW) DOES NOT FULLY COMPENSATE YOU FOR ANY LOSSES, IF THE MANUFACTURER OR MICROSOFT KNEW OR SHOULD HAVE KNOWN ABOUT THE POSSIBILITY OF THE DAMAGES, OR IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

Check with your device manufacturer to determine if your device is covered by a warranty.

10. Lease Agreement for Microsoft Software Products



Agreement for leasing or renting certain Microsoft Software Products

IMPORTANT—READ CAREFULLY: This agreement (“Agreement”) is between you, a legal entity (“COMPANY”), and Microsoft Corporation or one of its affiliates (“Microsoft”). This Agreement grants COMPANY limited rights to: (i) lease to third parties personal computers (“PCs”) that COMPANY acquires with the original equipment manufacturer (“OEM”) versions of the Windows 10 Pro/Pro for Workstations, Windows 8 Pro, or Windows 7 Professional desktop operating system, and, as applicable, Microsoft Office 2019, Microsoft Office 2016, Microsoft Office 2013, or Microsoft Office 2010 (“Microsoft Software Products”) preinstalled by a PC manufacturer (“OEM”), and (ii) rent the OEM and Volume Licensing versions of certain Microsoft Software Products. By exercising rights under this Agreement, COMPANY agrees to its terms. If COMPANY does not agree, COMPANY may not lease PCs with Microsoft Software Products preinstalled and may not rent Microsoft Software Products. COMPANY may not exercise rights under this Agreement if either (1) COMPANY has a valid OEM License Agreement with Microsoft or a Microsoft affiliate or (2) COMPANY qualifies as an OEM affiliate under an OEM License Agreement. For purposes of this Agreement, “qualifies as an OEM affiliate” means that COMPANY is controlled by, or is under common control with, an entity that has a valid OEM License, where control means direct or indirect majority ownership. COMPANY also agrees that it will not exercise rights as an end user under the Microsoft Software License Terms for the units of Microsoft Software Products leased or rented under this Agreement (“License Terms”).

1. Lease rights and obligations

1.1. License grant, limitations, and obligations

Notwithstanding anything to the contrary in the applicable License Terms for each Microsoft Software Product, Microsoft hereby grants to COMPANY the right to lease Microsoft Software Products on Leased PCs to its customers, each under a Lease (each as defined below). This grant is subject to COMPANY’s continuing compliance with the terms of this Agreement and all applicable license terms.

COMPANY must fully own the leased PCs (“Leased PCs”) and also must enter into a lease agreement (“Lease”) with each of its customers (“Lessees”). The Leased PCs must have Microsoft Software Products preinstalled and each Leased PC can be leased only to a single Lessee. Each Lease must (i) prohibit subleasing or sublicensing of the Leased PCs, (ii) have a term of at least three years, and (iii) automatically terminate upon transfer of ownership of the Leased PC to the Lessee.

Use of each Microsoft Software Product by the Lessee shall be governed by the applicable License Terms for that Microsoft Software Product. COMPANY shall instruct each Lessee to use each Microsoft Software Product in accordance with the applicable License Terms.

This Section 1 does not grant any right to COMPANY to (1) lease Microsoft Software Products on a stand-alone basis; (2) lease or otherwise provide shared access to software products that are accessed from a host device that provides resources, services, and/or information to multiple client computers/workstations; or (3) lease Microsoft Software Products other than under a Lease, except as allowed in Section 2 below.

1.2. Distribution of the Microsoft Software Products

COMPANY shall market and distribute Microsoft Software Products to Lessees only as installed on the Leased PCs as outlined in this Agreement and **not** as “standalone” products. If COMPANY acquires Leased PCs that include a copy of Microsoft Software Products on

separate OEM branded media (for example, CD-ROM) for recovery purposes, such recovery media may be provided to Lessee with the Leased PCs.

1.3. Obligations upon expiration or termination of Leases

When a Lease ends, COMPANY shall keep records of whether ownership of the Leased PCs is transferred to Lessee or to a Microsoft Authorized Refurbisher, or whether the Leased PCs with all Microsoft Software Products and related materials are destroyed. COMPANY does not have the right to transfer the Leased PCs to a different party or to re-lease the Microsoft Software Products under this Agreement. Any further use or transfer is limited to the Lessee of the Microsoft Software Products and is governed solely by the applicable License Terms. COMPANY may re-lease Leased PCs at the end of a Lease provided COMPANY first properly acquires the right to do so.

2. Rental Rights

For each desktop or other personal computer on which COMPANY is licensed to run one of the qualifying applications identified in section 2.1 below (each, a “Qualifying Device”), Microsoft grants COMPANY the limited rental rights in this section 2.

2.1. Qualifying applications for Rental Rights – Office and Windows

Qualifying applications are limited to certain applications acquired through specific Microsoft Programs. The qualifying applications (each, a “Qualifying Application”) by program type are:

Office products

	License Agreement that applies to COMPANY's license:				
Qualifying versions of Office for Rental Rights	OEM	PIPC (Japan only)	Microsoft Products and Services Agreement ¹	Open License ¹	Select or Select Plus Agreement ¹
Office Standard 2019			X	X	X
Office Standard 2016			X	X	X
Office Standard 2013			X	X	X
Office Standard 2010			X	X	X
Office Professional Plus 2019			X	X	X
Office Professional Plus 2016			X	X	X
Office Professional Plus 2013			X	X	X
Office Professional Plus 2010			X	X	X
Office Personal 2019	X				
Office Personal 2016	X				
Office Personal 2013	X				
Office Home & Business 2019	X				
Office Home & Business 2016	X				
Office Home & Business 2013	X				
Office Professional 2019	X				
Office Professional 2016	X				
Office Professional 2013	X				
Office Mobile (Licensed for personal, noncommercial use, unless the end user has commercial use rights under a separate agreement)	X				

Windows products

	License Agreement that applies to COMPANY's license:			
Qualifying versions of Windows for Rental Rights	OEM	Microsoft Products and Services Agreement ¹	Open License ¹	Select or Select Plus Agreement ¹

Windows 10 Pro (N, KN) (32-bit or 64-bit)	X	X	X	X
Windows 10 IoT Enterprise, Pro for Workstations	X			
Windows 8 and Windows 8.1 (32-bit or 64-bit) – Pro (K, KN)	X	X	X	X
Windows 7 (32-bit or 64-bit) – Professional (K, KN)	X		X	X
Windows Mobile	X			

¹ For Microsoft Software Products purchased under this type of agreement, the “License Terms” are the Volume Licensing Product Terms and the associated terms under which COMPANY licensed the Microsoft Software Products. Effective July 1, 2016, in markets where the Microsoft Products and Services Agreement (MPSA) is available, Microsoft will stop accepting new orders and Software Assurance renewals through existing commercial Select Plus agreements at your next agreement anniversary date. This retirement does not apply to government and academic Select Plus agreements. More information is at www.microsoft.com/en-us/licensing/licensing-programs/select.aspx.

2.2. License grant for Rental Rights – Office and Windows

Notwithstanding anything to the contrary in the applicable License Terms for each Microsoft Software Product (Qualifying Application) identified in section 2.1, Microsoft hereby grants to COMPANY the right to exercise the rental rights allowed in Section 2.3 below. This grant is subject to COMPANY’s continuing compliance with the terms of this Agreement and all applicable license terms.

2.3. Rental Rights

For each Qualifying Device, Microsoft waives the prohibition in the License Terms against renting or leasing the Qualifying Application(s) for Leases and rentals that comply with the terms of this Agreement.

Use of each Qualifying Application by each user will be governed by the License Terms for that Qualifying Application. COMPANY must (1) require each user to accept the License Terms for each Qualifying Application in writing or electronically and (2) notify each user that Microsoft offers no warranty for the Qualifying Application and that Microsoft will not defend the user against any third-party claims or be liable for any damages arising from use of the software.

2.4. Additional requirements for rentals

The Qualifying Application may not be used in a virtual environment.

The Qualifying Application may not be accessed remotely, or in any other manner that enables a user to use the software on a device other than the device for which it is licensed, except as required for technical support purposes using Remote Assistance or similar technologies.

Commercial use: The rights in this section 2 may be exercised for commercial use only.

COMPANY agrees to indemnify, defend, and hold Microsoft harmless, including attorneys’ fees, for claims related to any use of a Qualifying Application under the rental rights granted in this section 2.

3. Additional obligations of COMPANY

3.1. Acquisition of Microsoft Software Products

All Microsoft Software Products, including those on Leased PCs must be genuine Microsoft Software Products, properly acquired and, if an OEM version of a product, preinstalled by an OEM.

3.2. Compliance with license requirements

COMPANY agrees to inform its employees and other individuals who have access to the Microsoft Software Products that the Microsoft Software Products: (i) are licensed by Microsoft and the OEMs, (ii) may be used only subject to the terms and conditions contained in this Agreement (including the applicable License Terms), and (iii) may not be copied, transferred, or otherwise used in violation of such terms and conditions. COMPANY agrees to use all commercially reasonable efforts to prevent any unauthorized distribution, use, duplication, or pirating of the Microsoft Software Products.

3.3. Term and termination of Agreement

This Agreement shall take effect on the date on which COMPANY enters into its first Lease or first exercises the rental rights in section 2 (if earlier) and will remain in effect until terminated by Microsoft. If Microsoft provides notice of termination, then COMPANY's rights under this Agreement will terminate 90 days following the date of the notice; provided, however, that the rights granted by this Agreement with regard to Leases in effect at the time of termination shall survive for the entire length of those Leases. Microsoft also may terminate this Agreement immediately, upon notice, if COMPANY breaches this Agreement. If this Agreement is terminated, COMPANY and its affiliates may not enter into another version of this Agreement without Microsoft's prior written consent.

4. Limitation of liability

There may be situations in which COMPANY has the right to claim damages from Microsoft or its affiliates. Whatever the basis for COMPANY's claim (such as breach of contract or tort), liability of Microsoft and its affiliates will be limited to direct damages up to US\$50.00. This monetary limitation will not apply to (i) liability for damages caused by Microsoft's or its affiliates', or their employees' or agents', recklessness or willful misconduct and awarded by a court of final adjudication or (ii) liability for personal injury or death caused by Microsoft's or its affiliates', or their employees' or agents', negligence or for fraudulent misrepresentation.

Neither Microsoft, its affiliates, nor anyone else who has been involved in the creation, production, or delivery of the Microsoft Software Products, shall be liable for any indirect, consequential, or incidental damages (including damages for loss of business profits, business interruption, loss of business information, and the like) arising out of the use or inability to use the Microsoft Software Products even if Microsoft has been advised of the possibility of such damages.

COMPANY, its affiliates, and its franchisees must not make to any Lessee, or any user of rental rights, any representation with respect to the Microsoft Software Products or the use thereof, except as is explicitly set forth in the License Terms. COMPANY agrees to defend, indemnify, and hold harmless Microsoft and its affiliates from and against any and all claims arising from or relating to COMPANY's breach of this Agreement or any negligent act or omission related to COMPANY's activities under this Agreement.

5. Verifying compliance

5.1. Right to verify compliance

COMPANY must keep records relating to the Leased PCs, its Leases, exercise of rental rights, and implementation of COMPANY's obligations under this Agreement. Microsoft has the right to verify compliance with the Agreement, at Microsoft's expense, during the term of the Agreement, and for a period of one year thereafter.

5.2 Verification process and limitations

To verify compliance, Microsoft will engage an independent accountant from an internationally-recognized public accounting firm, which will be subject to a confidentiality obligation. Verification will take place upon not fewer than 30-days' notice, during normal business hours and in a manner that does not interfere unreasonably with COMPANY's operations. COMPANY must promptly provide the accountant with any information the accountant reasonably requests in furtherance of the verification. As an alternative, Microsoft can require COMPANY to complete Microsoft's self-audit

questionnaire relating to the Leased PCs COMPANY leased, and rental rights COMPANY exercised, under this Agreement, but Microsoft reserves the right to use a verification process as set out above.

If Microsoft undertakes verification and does not find material unauthorized leasing, rental, or failure to keep records required under this Agreement (unauthorized leasing or rental, or records deficiency of 5 percent or more), Microsoft will not undertake another verification of the same entity for at least one year. Microsoft and Microsoft's auditors will use the information obtained in compliance verification only to enforce Microsoft's rights and to determine whether COMPANY is in compliance with the terms of this Agreement. By exercising its rights under this section 5.2, Microsoft does not waive its rights to enforce this Agreement or to protect its intellectual property by any other means permitted by law.

5.3 Remedies for noncompliance

If verification or self-audit reveals any unauthorized leasing or recording deficiencies, COMPANY must promptly acquire the necessary rights to reflect its leasing and rental activities. If material unauthorized leasing or failure to keep required records by COMPANY is found, COMPANY must reimburse Microsoft for the costs Microsoft has incurred in verification within 30 days of the finding.

6. General

This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and assigns, provided that COMPANY may not assign its rights or obligations under this Agreement in any way without the prior written consent of Microsoft.

If COMPANY is located in Europe, the Middle East, or Africa, this Agreement shall be construed under, and controlled by, the laws of Ireland, and COMPANY consents to jurisdiction and venue in the courts sitting in Ireland. Otherwise, this Agreement shall be construed under, and controlled by, the laws of the State of Washington, United States, exclusive of its choice of law rules, and COMPANY consents to jurisdiction and venue in the courts sitting in King County, State of Washington, United States. Process may be served on either party in the manner as is authorized by applicable law or court rule. Sections 1.3, 3.3, 4, 5, 6, and 7 of this Agreement, as well as the prohibition on exercising rights as an end user under the License Terms for the units of Microsoft Software Products leased under this Agreement, will survive termination or expiration of this Agreement. If any provision of this Agreement is held by a court of competent jurisdiction to be illegal, invalid, or unenforceable, the remaining provisions shall remain in full force and effect.

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11. Product Terms Windows 10 IoT CLA

ADDITIONAL TERMS FOR WINDOWS 10 IoT ENTERPRISE AND WINDOWS 10 IoT CORE DEVICE LICENSES

Additional Terms contained in this document are only applicable to CLA 6.0. For successor versions of the CLA please see the applicable Product Terms documents available on the Licensing and Programs Resource Center of the Partner Portal.

Product Name and Version	Applicable Additional Terms	Product End of License
Windows® 10 IoT Enterprise 2019 LTSC High End (Virtualization Only for Qualified Operating System) (ESD)	(1), (2), (4), (5), (7), (10), (11), (12), (13), (14), (15), (16), (17), (18), (27), (28), (29), (30), (31), (35), (36), (37), (39), (40), (41), (42), (43), (44), (45), (49)	Nov 30, 2028
Windows® 10 IoT Enterprise 2019 LTSC High End (Virtualization Only for Non-Qualified Operating System) (ESD)	(1), (2), (4), (5), (7), (10), (11), (12), (13), (14), (15), (16), (17), (18), (27), (28), (29), (30), (31), (35), (36), (37), (39), (40), (41), (42), (43), (44), (45), (49)	Nov 30, 2028
Windows® 10 IoT Enterprise 2019 LTSC High End (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (35), (36), (37), (39), (40), (41), (42), (43), (44), (45), (49)	Nov 30, 2028
Windows® 10 IoT Enterprise 2019 LTSC Value (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (34), (36), (37), (39), (40), (41), (42), (43), (44), (45), (49)	Nov 30, 2028
Windows® 10 IoT Enterprise 2019 LTSC Entry (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (33), (36), (37), (39), (40), (41), (42), (43), (44), (45), (49)	Nov 30, 2028
Windows® 10 IoT Enterprise 2019 LTSC Upgrade High End (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (35), (36), (37), (39), (40), (41), (42), (43), (44), (45), (49)	Nov 30, 2028
Windows® 10 IoT Enterprise 2019 LTSC Upgrade Value (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (34), (36), (37), (39), (40), (41), (42), (43), (44), (45), (49)	Nov 30, 2028
Windows® 10 IoT Enterprise 2019 LTSC Upgrade Entry (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (33), (36), (37), (39), (40), (41), (42), (43), (44), (45), (49)	Nov 30, 2028
Windows® 10 IoT Enterprise 2016 LTSB High End (Virtualization Only for Qualified Operating System) (ESD)	(1), (2), (4), (5), (7), (10), (11), (12), (13), (14), (15), (16), (17), (18), (27), (28), (29), (30), (31), (35), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2026
Windows® 10 IoT Enterprise 2016 LTSB High End (Virtualization Only for Non-Qualified Operating System) (ESD)	(1), (2), (4), (5), (7), (10), (11), (12), (13), (14), (15), (16), (17), (18), (27), (28), (29), (30), (31), (35), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2026

Windows® 10 IoT Enterprise 2016 LTSB High End (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (35), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2026
Windows® 10 IoT Enterprise 2016 LTSB Value (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (34), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2026
Windows® 10 IoT Enterprise 2016 LTSB Entry (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (33), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2026
Windows® 10 IoT Enterprise 2016 LTSB Upgrade High End (from 2015 LTSB only) (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (35), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2026
Windows® 10 IoT Enterprise 2016 LTSB Upgrade Value (from 2015 LTSB only) (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (34), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2026
Windows® 10 IoT Enterprise 2016 LTSB Upgrade Entry (from 2015 LTSB only) (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (33), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2026
Windows® 10 IoT Enterprise 2016 LTSB Upgrade High End (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (35), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2026
Windows® 10 IoT Enterprise 2016 LTSB Upgrade Value (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (34), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2026
Windows® 10 IoT Enterprise 2016 LTSB Upgrade Entry (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (33), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2026
Windows® 10 IoT Enterprise SAC High End (Virtualization Only for Qualified Operating System) (ESD)	(1), (2), (4), (5), (7), (10), (11), (12), (13), (14), (15), (16), (17), (18), (27), (28), (29), (30), (31), (35), (36), (37), (38), (39), (40), (41), (42), (43), (44), (45), (49)	N/A
Windows® 10 IoT Enterprise SAC High End (Virtualization Only for Non-Qualified Operating System) (ESD)	(1), (2), (4), (5), (7), (10), (11), (12), (13), (14), (15), (16), (17), (18), (27), (28), (29), (30), (31), (35), (36), (37), (38), (39), (40), (41), (42), (43), (44), (45), (49)	N/A
Windows® 10 IoT Enterprise SAC High End (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (35), (36), (37), (38), (39), (40), (41), (42), (43), (44), (45), (49)	N/A
Windows® 10 IoT Enterprise SAC Value (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (34), (36), (37), (38), (39), (40), (41), (42), (43), (44), (45), (49)	N/A
Windows® 10 IoT Enterprise SAC Entry (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (33), (36), (37), (38), (39), (40), (41), (42), (43), (44), (45), (49)	N/A

Windows® 10 IoT Enterprise SAC Upgrade High End (from 2015 LTSB only) (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (35), (36), (37), (38), (39), (40), (41), (42), (43), (44), (45), (49)	July 31, 2025
Windows® 10 IoT Enterprise SAC Upgrade Value (from 2015 LTSB only) (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (34), (36), (37), (38), (39), (40), (41), (42), (43), (44), (45), (49)	July 31, 2025
Windows® 10 IoT Enterprise SAC Upgrade Entry (from 2015 LTSB only) (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (33), (36), (37), (38), (39), (40), (41), (42), (43), (44), (45), (49)	July 31, 2025
Windows® 10 IoT Enterprise SAC Upgrade High End (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (35), (36), (37), (38), (39), (40), (41), (42), (43), (44), (45), (49)	N/A
Windows® 10 IoT Enterprise SAC Upgrade Value (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (34), (36), (37), (38), (39), (40), (41), (42), (43), (44), (45), (49)	N/A
Windows® 10 IoT Enterprise SAC Upgrade Entry (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (33), (36), (37), (38), (39), (40), (41), (42), (43), (44), (45), (49)	N/A
Windows® 10 IoT Enterprise 2015 LTSB High End (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (35), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2025
Windows® 10 IoT Enterprise 2015 LTSB Value (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (34), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2025
Windows® 10 IoT Enterprise 2015 LTSB Entry (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (20), (28), (29), (30), (31), (33), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2025
Windows® 10 IoT Enterprise 2015 LTSB Upgrade High End (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (35), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2025
Windows® 10 IoT Enterprise 2015 LTSB Upgrade Value (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (34), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2025
Windows® 10 IoT Enterprise 2015 LTSB Upgrade Entry (ESD)	(1), (2), (4), (5), (6), (7), (9), (10), (11), (12), (13), (14), (15), (17), (18), (23), (28), (29), (30), (31), (33), (36), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2025
Windows® 10 IoT Enterprise 2015 LTSB High End (Virtualization Only for Qualified Operating System) (ESD)	(1), (2), (3), (4), (5), (7), (10), (11), (12), (13), (14), (15), (16), (17), (18), (19), (28), (27), (29), (30), (31), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2025
Windows® 10 IoT Enterprise 2015 LTSB High End (Virtualization Only for Non-Qualified Operating System) (ESD)	(1), (2), (3), (4), (5), (7), (10), (11), (12), (13), (14), (15), (16), (17), (18), (19), (27), (28), (29), (30), (31), (37), (39), (40), (41), (42), (43), (44), (49)	July 31, 2025

Windows® 10 IoT Core (ESD)	(1), (2), (5), (13), (15), (18), (29), (30), (37), (40), (45), (46), (47), (49)	N/A
Windows® 10 IoT Core Services (ESD)	(1), (2), (5), (13), (15), (18), (20), (29), (30), (37), (40), (45), (46), (48), (49)	N/A

The following Additional Terms (“AT”) apply to the Products as indicated above and are in addition to terms of Company’s Microsoft OEM Customer License Agreement for Embedded Systems (“Agreement”). Capitalized terms used below and not otherwise defined have the meaning set in the Agreement. These ATs supersede any inconsistent terms in the Agreement.

1. General Terms

(a) Valid Agreement

In order to obtain Runtime License Envelopes, Company must have a valid, current Agreement.

(b) License Terms

- (1) Company shall sublicense rights to use the Product to each End User by means of License Terms. MS License Terms for each Product are posted on the Partner Portal. For purposes of this subsection, “MS License Terms” means the Product License Terms available on the Partner Portal. Company may use different terms or additional terms, as long as they are no less protective of MS than the MS License Terms.
- (2) If Company elects to use the MS License Terms, Company should substitute its name for “[OEM]” in the MS License Terms. Company may also substitute the term “[Company]’s software suppliers” for the term “MS” in the MS License Terms.
- (3) Company must notify each End User before or at the time of purchase that the
 - (i) Embedded System contains software that is subject to the License Terms; and
 - (ii) End User must agree to the License Terms before using the Embedded System.
- (4) Company must distribute License Terms in a manner that forms a contract binding the End User under applicable law.
- (5) From time to time, MS may update the MS License Terms for a Product. Any such updates will be posted on the Partner Portal. For each Product, Company may use any version of the applicable MS License Terms that has been posted on the Partner Portal during the term of this Agreement. Certain updates to the MS License Terms may be required as provided in Section 2 (License Grant Limitations) of the Agreement.

(c) Windows Preinstallation Environment

- (1) Company may include Microsoft® Windows® Preinstallation Environment, Version 3.0 or any successor version (“WinPE 3.0”) in the recovery solution for the Product..
- (2) No royalty is owed for WinPE 3.0 included in recovery solutions pursuant to this Section 1(d).
- (3) WinPE 3.0 may not function properly with the Product. If Company includes WinPE 3.0 in a recovery solution, then the following terms apply:
 - (i) Despite any other terms in the Agreement, MS and its Suppliers provide WinPE 3.0 “AS IS” and with all faults. MS and its Suppliers make no warranties, conditions or guarantees with respect to these products and disclaim all warranties and conditions, whether express, implied or statutory, including but not limited to any warranties or conditions of or related to merchantability and fitness for a particular purpose, the entire risk arising out of use or performance of these products and any support services remains with Company and the End User. The foregoing limitations, exclusions and disclaimers will apply to the maximum extent permitted by applicable law; and 5 10/1/18
 - (ii) Company must provide prominent notice to End Users indicating that the recovery solution may not function properly.

(d) Language Versions

Language versions other than English are licensed on an “if and as available” basis.

(e) Definitions

“Partner Portal” means the website designated by Microsoft through which Microsoft may provide access to tools, documents and communications to Company, as updated by Microsoft from time to time.
 “Processor” means a central processing unit, including dual core and multi-core processors.
 “Processor Requirements” means the document posted at <https://go.microsoft.com/fwlink/?linkid=847781> (or updated URL).

2. Permitted Use of Deliverables

Company may only use the Deliverables to:

- (a) perform internal testing of Embedded Systems, and

- (b) install the MS Binaries on Embedded Systems. Company shall preinstall the MS Binaries in accordance with the instructions in the Deliverables. Company shall not change or delete any part of the Product unless expressly allowed by such instructions.

Such testing and installation shall be conducted only on Company premises by Company employees or Contractors. Company shall make no changes or deletions to the Product except as expressly permitted in the Agreement or in the Deliverables.

3. Terminal Services Protocols

Company may use terminal services protocols to enable an Embedded System to connect to and access applications running on a server. These include Remote Desktop Protocol, Remote Assistance and Independent Computer Architecture. If Company uses these protocols on an Embedded System, then Company shall not allow any Desktop Functions to run locally on that system, except for network/Internet browsing functions. Company shall advise its End Users of this requirement.

4. Product Keys

Company may install and use the Product to develop and test prototype Embedded Systems. Company may use the test Product Key included in the Deliverables to install the test Images. Any Images installed using the test Product Key will not function more than 30 days after Company first boots an Image on a prototype system. Company must use Embedded Product Key Entry Activation ("EPKEA") or Product Key Entry Activation ("PKEA") with Images that will be distributed.

5. Product End of License. Company's license for the Product ends on the earlier of the date included in the Product Table, or end of the Agreement.

6. Virtualization

Company may only preinstall this Product configured to run directly on a physical hardware system. Company must not install this Product within any virtual (or otherwise emulated) hardware system.

7. Use of USB Drive for Embedded Systems

Company may incorporate up to two internal USB Drives into the design of its Embedded Systems under the following terms:

- (a) The USB Drives must be mounted inside the Embedded System.
(b) If Company includes two USB Drives, one of them may be used for recovery purposes only (see Section (e) below). 6 10/1/18
(c) Each internal USB Drive must work only on Company's applicable Embedded System and must use commercially reasonable authentication of each USB Drive to ensure the foregoing.
(d) Each Embedded System must bear a COA that meets the requirements of the Agreement.
(e) **Recovery Image Rights.** Company's rights regarding Recovery Images are included in Section 2(f) of the Agreement. Company may distribute Recovery Images on an internal Recovery Image USB Drive. The Recovery Image USB Drive must include only the Recovery Image and the Recovery Image USB Drive must not be rewriteable. (In other words, the internal USB Drive must be "write once, read many".) All other requirements for Recovery Images remain unchanged.

(f) **Replacement USB Drives**

- (1) **Replacement.** If Company removes or replaces an internal USB Drive, then Company:

- (i) must destroy the replaced internal USB Drive or refurbish it as provided in Section (f)(3) below.
- (ii) may distribute replacement USB Drives separate from an Embedded System only directly to an Enterprise Customer (cannot be distributed through Company's Channel partners) for replacement of existing internal USB Drive. OEM must require an Enterprise Customer to internally mount the replacement USB Drive in the Embedded System and prohibit any use of the replacement USB Drive externally. Company must instruct Enterprise Customers to destroy each replaced internal USB Drive or return it to Company.
- (iii) must distribute replacement internal USB Drives directly to Enterprise Customers at no charge, except for the reasonable costs Company incur for materials, shipping, and handling.

- (2) **Royalty.** No additional royalty shall accrue to MS for replacement internal USB Drives, provided that:

- (i) Company complies with Section (f)(1) above, and
- (ii) the replaced units are returned or destroyed (as specified under Section (f)).

- (3) **Refurbishment.** Company may repair or refurbish internal USB Drives replaced by Company or an Enterprise Customer. Company may redistribute those repaired or refurbished internal USB Drives as allowed in this Section (f). Company must destroy any replaced internal USB Drives that are not repaired or refurbished.

8. [Intentionally left blank]

9. Connection Limit

Company may permit up to 20 computers or other devices to connect via Server Message Block (“SMB”) to the Embedded System to use one or more of the following services of the Product:

- (a) File services,
- (b) Print services,

This 20-connection limit applies to computers and devices that access the software indirectly through “multiplexing” or other software or hardware that pools connections. The 20-connection limit does not apply to other uses of the Product. Unlimited inbound connections are allowed via TCP/IP (Transmission Control Protocol (“TCP”) and the Internet Protocol (“IP”)).

10. No Retail Channel Distribution. Embedded Systems containing this Product shall:

- (a) be marketed solely to business (including Enterprise Customer) and government entities;
- (b) be sold directly by Company or via the Channel to business (including Enterprise Customer) and government entities;
- (c) not be distributed individually to consumer end users; and
- (d) not be kept in stock at consumer retailers. 7 10/1/18

11. End User Interface and Embedded Applications

- (a) Company may use the shell included in the Deliverables as the End User interface to support Windows 10 compatible Embedded Applications.
- (b) Company must comply with the ‘Guidelines for Designing Embedded Systems with Windows 10 IoT Enterprise’ white paper posted on the Partner Portal which may be updated from time to time.
- (c) To take advantage of the Windows 10 shell or user interface, Company may add one or more Embedded Applications that End Users can access and execute via the user interface.

12. Embedded Product Key Entry Activation (“EPKEA”)

- (a) Company may implement EPKEA to pre-activate the MS Binaries during the Embedded System manufacturing process.
- (b) Company must comply with the following requirements:
 - (1) Company must comply with all EPKEA requirements contained in the Embedded Activation application and process documentation located on the Partner Portal.
 - (2) The Recovery Image for this Product must include EPKEA.
 - (3) Company shall pay MS, as the Default Charge, an amount equal to 130% of the royalty for this Product for each Embedded System activated with an EPKEA key lost by Company. MS also reserves the right to terminate Company’s right to implement and distribute EPKEA or immediately terminate this Agreement. In addition, MS may require Company to re-create Images with a new EPKEA key.

13. Processors

No Embedded System shall be designed to support this Product with more than two Processors. Company shall not distribute this Product on any Embedded System that supports more than two Processors.

14. 32-Bit and 64-Bit Installations

- (a) **32 Bit and 64 Bit.** The OPK for this Product includes 32- and 64-bit versions.
 - (1) If the Embedded System uses a compatible 32-bit processor, Company may only install the 32-bit version.
 - (2) If the Embedded System uses a compatible 64-bit processor, Company may install either the 64- or the 32-bit version, or both.
- (b) **Documentation.** For Embedded Systems pre-installed with Product, Company may document the fact Embedded Systems contain both the 64-bit and 32-bit versions of the Products with the right for End Users to switch between the 64-bit and 32-bit versions. Any documentation must clearly indicate that the End User may only use one of these versions at a time and that switching between these versions requires uninstalling the other version. If End Users chooses to switch between the 64-bit and 32-bit versions, End User must comply with the License Terms of the Product.
- (c) **Selection Utility.** If Company includes both the 32-bit and 64-bit versions in an Embedded System, Company must include a utility for End Users to select one of these versions. After selection, the utility must delete the other version.
- (d) **Recovery.** An End User may use Company’s Recovery Image to switch between 32-bit and 64-bit versions. If an End User of an Embedded System with a compatible 64-bit Processor requests Recovery Image media with the 32-bit or 64-bit version, Company may provide the media even if that version was not preinstalled on that Embedded System. Company’s Recovery Image and media must be in a format that deletes the other

version of the Product, excluding data folders with End User's settings and configurations. Company must notify the End User to back-up data and applications prior to installing the other version. This notice may be inside the Embedded System package or with the media. For Embedded Systems preinstalled with Windows Embedded 8 or successor versions, Company must: 8 10/1/18

- (1) Provide the following notice in a clear and conspicuous manner to each End User with the recovery media, and on Company's support webpage:

"Installing the 32-bit version of <Product> on this system requires a change to the BIOS settings to legacy BIOS mode. Switching back to the 64-bit version of <Product> from the 32-bit version of <Product> will require you to revert back to the original BIOS settings. If you do not revert back to these BIOS settings the following Windows 8 functionalities will not work as they rely on a native UEFI mode boot:

- (i) Secure Boot
- (ii) Seamless Boot experience
- (iii) Network unlock for Bitlocker for systems with a Trusted Platform Module ("TPM")
- (iv) eDrive support

Reverting back to UEFI mode will require a hard drive reformat. All data and personal settings will be lost. It is highly recommended that you back up your data before you revert back to UEFI mode."

(2) Provide clear instructions to each End User in the Embedded System packaging, with Recovery Images and on Company's support website detailing how to switch from Unified Extensible Firmware Interface ("UEFI") + Compatibility Support Module ("CSM") or legacy BIOS mode to native UEFI with Secure Boot enabled. The CSM can be used in two ways: (1) it can be used by firmware in the boot path to boot into a compatible BIOS mode or (2) it can be loaded during UEFI boot to provide support for legacy services. When Secure Boot is enabled Windows CSM should not be installed for any other purpose.

(3) Company's Recovery Image for each Embedded System may include each LP and LIP available for the preinstalled Product.

15. Assessment and Deployment Kit

For clarity, the Windows 10 Product Assessment and Deployment Kit ("ADK") is considered part of the Product such that references to the OPK are applicable to the ADK (as appropriate). MS may modify the ADK from time to time. In the event of any conflict between the online ADK license terms and the Agreement, the terms of the Agreement shall control.

16. Processors

Company may install the Product on an Embedded System or Partitioned Embedded System in a virtual Instance configured to support no more than two processors.

17. Adobe® Flash® Player.

- (a) This Product includes Adobe Flash Player technology from Adobe Systems Incorporated. Company shall have the right to distribute the Adobe Flash Player in the Products that include Internet Explorer and/or Microsoft Edge; provided that: (i) Company disables the Adobe Flash Player in compliance with the instructions in the 'Guidelines for Designing Embedded Systems with Windows Embedded 8' or 'Guidelines for Designing Embedded Systems with Windows 10 IoT Enterprise' white paper (as applicable) posted on the Partner Portal and (ii) does not re-enable or use the Adobe Flash Player without a separate license from Adobe or an authorized Adobe partner.
- (b) Company will indemnify and hold harmless Microsoft Parties for any claim from Adobe resulting from any unauthorized use of Adobe Flash Player in breach of this AT.
- (c) For purposes of this AT, "Thin Client Device" means an Embedded System that depends heavily on some other computer (may be a server) to fulfill its computational roles; and "Desktop Functions" means consumer or general purpose tasks or processes (such as using word processing, spreadsheet, or slide show presentation software) performed exclusively or primarily by a PC device. If this Product is included on Embedded Systems that are designed and marketed as Thin Client Devices, then the below terms apply: 9 10/1/18

This Product includes Adobe Flash Player technology from Adobe Systems Incorporated. Company shall have the right to distribute the Adobe Flash Player in the Products that include Internet Explorer and/or Microsoft Edge on Embedded Systems where Thin Client is the primary functionality; provided that Company must notify each End User before or at the time of purchase that the Embedded System contains Third Party software that is subject to the license terms for Adobe Systems Incorporated/Adobe Systems Software Ireland Limited, which license terms can be found at go.microsoft.com/fwlink/?linkid=248532. Adobe and Flash are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

18. Default Settings

In some cases, OEMs may configure default settings on this Product on behalf of the End User, including without limitation turning on by default the Location Services and Input Personalization features as described in <http://go.microsoft.com/fwlink/?LinkId=521839>.

OEMs who turn these features on by default in the images distributed to End Users must:

- Notify End Users that these features have been enabled and provide End Users with links to <http://go.microsoft.com/fwlink/?LinkId=521839> or equivalent instructions on how to disable these features; AND
- Secure consent from the relevant End Users to enable such features by default, if required by and to the extent required by applicable law.

In the event that Company has configured the image or device provided to End Users such that the end user is no longer able to disable Location Services or Input Personalization, these features must be turned off by Company. Nothing in AT (18) is intended to limit Company's obligations to comply with all applicable data protection and privacy laws applying to the Products or their performance under this Agreement.

19. Cloud Computing Devices

Company may allow an Embedded System to use Internet browsing functionality to connect to and access cloud hosted applications (for example, Microsoft Office 365), provided that:

- (a) Company shall not allow any Desktop Functions to run locally on the Embedded System;
- (b) Any files that result from the use of Desktop Functions must not be permanently stored on the Embedded System; and
- (c) Company shall advise End Users of the requirements in (a) and (b) in the License Terms for the Product.

20. Field Upgrade

This Product may not be used in Field Upgrade Images.

21. [Intentionally left blank]

22. [Intentionally left blank]

23. Field Upgrade Existing Image Change

Field Upgrade terms for this Product are edited as follows. Section 1. Additional Definitions "Existing Image" is edited to read:

"Existing Image" means:

- (a) An Image that includes a prior version of the MS Binaries, or
- (b) A software image that includes an operating system different from the Product contained in the Field Upgrade Image; excluding Microsoft Windows products distributed on general purpose personal computing devices. 10 10/1/18

24. [Intentionally left blank]

25. [Intentionally left blank]

26. [Intentionally left blank]

27. Virtualization Rights and Limitations

- (a) For purposes of this AT:

(1) Additional Definitions.

- (i) "Instance" means an instance of software (including Product software) created by executing the software's setup or install procedure or by duplicating an existing Instance. To "run an Instance" means to load an Instance of the software into memory and execute one or more of its instructions. Once running, an "Instance" is considered to be running (whether or not its instructions continue to execute) until it is removed from memory.
- (ii) "Non-Qualified Operating System" or "Non-QOS" means any non-Microsoft operating system, or one of the following previous versions of Microsoft embedded operating system Products, which may be used as an Embedded System Physical OSE under the terms of this AT:
 - Windows® 7 Professional for Embedded Systems;
 - Windows® 7 Ultimate for Embedded Systems;
 - Windows® Embedded 8 Pro; and
 - Windows® Embedded 8.1 Pro.
 - Microsoft® Windows Server® 2008 R2 for Embedded Systems Standard (all versions)
 - Microsoft® Windows Server® 2008 R2 for Embedded Systems Enterprise (all versions)

- Microsoft® Windows Server®Hyper-V
- (iii) “Operating System Environment” or “OSE” means all or part of an operating system Instance, or all or part of a virtual (or otherwise emulated) operating system Instance which enables separate machine identity (primary computer name or similar unique identifier) or separate administrative rights, and instances of applications, if any, configured to run on the operating system Instance or parts identified above. There are two types of OSEs, physical and virtual. A physical hardware system can have one Physical OSE and/or one or more Virtual OSEs.
- (iv) “Physical OSE” means an OSE that is configured to run directly on a physical hardware system. The operating system Instance used to run hardware virtualization software (e.g. Microsoft Hyper-V or similar third-party technologies) or to provide hardware virtualization services (e.g. Microsoft virtualization technology or similar third-party technologies) is considered part of the Physical OSE.
- (v) “Qualified Operating System” or “QOS” means the following latest generation Microsoft embedded operating system Products which may be used as an Embedded System Physical OSE under the terms of this AT:
 - Windows® 10 Enterprise [LTSB, LTSC, or SAC] for IoT High End or successor Product; or
 - Windows Server® 2012 / 2012 R2 for Embedded Systems [Standard or Datacenter] or successor Product.
- (vi) “Virtual OSE” means an OSE that is configured to run on a virtual hardware system. Product to which this AT applies must be deployed as a Virtual OSE.

(2) An embedded system must not be a thin client or mobile device.

- (b) The rights granted in this AT are in addition to the rights granted in the Embedded Agreement. For clarification purposes, Company’s embedded solutions must comply with the definition of Embedded system and all terms and conditions related to Embedded Systems including Section 2 (License Grant and Limitations) of the Embedded Agreement. 11 10/1/18
- (c) For Embedded systems where the Physical OSE is a QOS, Company must use the applicable Products containing ‘Virtualization Only for Qualified Operating System’ as part of the Product Name and pay the corresponding royalty for such Products. Company may only Distribute a QOS as a Physical OS with an Embedded System that meets the Processor Requirements for the QOS.
- (d) For Embedded Systems where the Physical OSE is a Non-QOS, Company must use the applicable Products containing ‘Virtualization Only for Non-Qualified Operating System’ as part of the Product Name and pay the corresponding royalty for such Products. Company may only Distribute a Non-QOS as a Physical OS with an Embedded System that meets the Processor Requirements for Non-QOSes that are previous versions of Microsoft embedded operating system Products.
- (e) Company must not add or remove a Virtual OSE or move a Virtual OSE from the Embedded System to another Embedded System after final configuration and delivery of the Embedded System to an End User. However, an existing Virtual OSE may be replaced with an identical Virtual OSE for recovery purposes.
- (f) Only one user at a time may access the Embedded System.
- (g) With the exception of access for administration and technical support purposes, using the Windows remote assistance feature or similar technology is prohibited. Company does not need a license to access Instances only to administer the Product software.
- (h) An OSE must not contain a non-embedded version of a Microsoft operating system product.
 - (1) For non-OA 3.0 Product, Company must affix a separate COA and pay a separate royalty rate for each Instance of the Product installed (excluding recovery solutions allowed under the Embedded Agreement). For OA 3.0 Product, Company must install only one Instance of the Product utilizing a DPK and affix the appropriate GML. For any additional Instances of the Product, Company must affix a COA, and pay a separate royalty for each Instance (excluding recovery solutions allowed under the Embedded Agreement).
- (j) There is no limit on the number of Virtual OSEs allowed, however Company must comply with the COA/GML and payment requirements in subsection (i) above.
- (k) Migration rights as described in Section 7 of the Licensing Appendix do not apply to Embedded Systems containing one or more Virtual OSEs.
- (l) A Virtual OSE must not be utilized to perform the functions of a thin client device.
- (m) Any Product virtualization rights not explicitly granted in this AT are prohibited including, but not limited to:
 - (1) Application virtualization (i.e., no App-V);
 - (2) Presentation virtualization (i.e., no functioning as a Virtual Desktop Infrastructure server); and
 - (3) Software appliances (i.e., no shipping Virtual OSE without hardware; no hosting Virtual OSE on a server, in a datacenter or in the cloud).
- (n) Company must include the following additional terms in the License Terms distributed with Embedded Systems in compliance with this AT and otherwise comply with the requirements stated in Section 4(c) of the Licensing Appendix.
 - (1) “Instance” means an instance of software created by executing the software’s setup or install procedure or by duplicating an existing Instance. To “run an Instance” means to load an Instance of the software

- into memory and execute one or more of its instructions. Once running, an “Instance” is considered to be running (whether or not its instructions continue to execute) until it is removed from memory.
- (2) “Operating System Environment” or “OSE” means all or part of an operating system Instance, or all or part of a virtual (or otherwise emulated) operating system Instance which enables separate machine identity (primary computer name or similar unique identifier) or separate administrative rights, and 12 10/1/18 instances of applications, if any, configured to run on the operating system Instance or parts identified above. There are two types of OSEs, physical and virtual. A physical hardware system can have one Physical OSE and/or one or more Virtual OSEs.
- (3) “Physical OSE” means an OSE that is configured to run directly on a physical hardware system. The operating system Instance used to run hardware virtualization software (e.g. Microsoft Hyper-V or similar technologies) or to provide hardware virtualization services (e.g. Microsoft virtualization technology or similar technologies) is considered part of the Physical OSE.
- (4) “Virtual OSE” means an OSE that is configured to run on a virtual hardware system.
- (5) This is a single user device. Only one user at a time may access Instance(s) running on the device.
- (6) You must not add or remove a Virtual OSE or move a Virtual OSE from the device to another device or system.
- (7) With the exception of access for administration and technical support purposes, using of Remote Assistance or similar technology is prohibited. You do not need a license to access Instances only to administer the software.
- (8) Your rights to use the software as permitted hereunder expire when the applicable device is retired from service.

28. Language Packs (LPs) and Language Interface Packs (LIPs)

- (a) **Language Packs.** Company must distribute these Products with at least one LP preinstalled. The LP defines the base language of the user interface. Some LPs are not fully localized. Company may install more than one LP for these Products and allow the End User to select the language version. Where more than one base LP is preinstalled, Company may treat any one of the LPs as the base language.
- (b) **LIPs.** Company may distribute one or more LIPs licensed as supplements to these Products. LIPs are not fully localized and must be applied to a base LP. LIPs may not be marketed as full language versions. Refer to MSDN for a complete list of LPs and LIPs available for these Products and the base LP required for each LIP.
- (d) **Recovery.** Company's recovery solution for each Embedded Systems may include each LP and LIP available for the preinstalled Product.
- (e) **Windows Products with Language Switching Rights.**
- (1) Language Selection. Company may give End Users the right to switch between language versions included in the Product by Company. This right must be granted in the License Terms for the Product.
 - (2) Advertising. Company may advertise the ability for End Users to select between more than one LP and to switch between LPs.

29. Windows 10 IoT App Servicing.

The Windows 10 IoT App servicing program (“App Servicing Program”) is an optional program for Embedded Systems preinstalled with this Product. The App Servicing Program provides Company the opportunity to obtain certification of Apps, preinstall such Apps on Embedded Systems and service the Apps via the Windows Store. For purposes of this AT:

- (a) “Apps” mean applications that:
- (1) are Embedded Applications, Additional Software or Support Software;
 - (2) have been built using the APIs at the link indicated in the ‘Windows Store OEM Program Guide’ posted on the Partner Portal;
 - (3) are processed and serviced or updated via the Windows Store infrastructure; and
 - (4) are preinstalled on Embedded Systems. 13 10/1/18
- (b) “Windows Store” is a feature of this Product and is an internet-based service provided by MS or an MS Affiliate that allows Company to submit Apps for MS certification, and then download and preinstall certified Apps.
- (c) **Program Requirements.** To participate in the App Servicing Program, Company must comply with the terms of this AT and the ‘Windows Store OEM Program Guide.’
- (d) **Enrollment.** Company must follow the enrollment process as outlined in the ‘Windows Store OEM Program Guide.’
- (e) **Warranties.** MS provides the Windows Store “as is.” Company understands and acknowledges that Embedded Systems and telecommunications systems are not fault-free and occasional periods of downtime may occur. Company further agrees that MS will not have any responsibility or liability related to availability, speed, security, errors, or data loss arising out of use of the Windows Store. Windows Store use (including Apps submission) by End Users or developers is governed by separate terms.

30. Audio Visual (AV) Technologies

- (a) AV Technologies for Windows 10 IoT Products

- (1) For H.264/AVC Visual Standard, the VC-1 Video Standard, and the MPEG-4 Visual Standard, MPEG LA, LLC requires this notice:
 This Product is licensed under the AVC, the VC-1 and the MPEG-4 Part 2 Visual patent portfolio licenses for the personal and non-commercial use of a consumer to (i) encode video in compliance with the above standards (“Video Standards”) and/or (ii) decode AVC, VC-1 and MPEG-4 Part 2 Visual that was encoded by a consumer engaged in personal and non-commercial activity or was obtained from a video provider licensed to provide such video. None of the licenses extend to any other product regardless of whether such product is included with this product in a single article. No license is granted or will be implied for any other use. Additional information may be obtained from MPEG LA, LLC. See www.mpegl.com.
 To the extent that non-Product software includes AV Technologies licensed by MPEG LA, LLC under a product category, such license agreement will determine any royalties due for AV Technologies included in non-Product software.
- (2) **High Efficiency Video Coding / H.265 Codec.** Windows 10 IoT Enterprise Products include an implementation of the High Efficiency Video Coding (HEVC) / H.265 video compression standard. Company agrees that it is responsible for any licensing obligations related to HEVC/H.265.
- (3) **Dolby Codecs.** Dolby Laboratories, Inc. requires the following notice:
 “This Product includes audio encoding and decoding technology from Dolby Laboratories. Microsoft has licensed Dolby’s two-channel decoder for use in this Product. Company is not licensed for Dolby Digital Plus decoder for decoding more than two channels and the Dolby Digital consumer encoder, and Company must separately license such technologies from Dolby. Company agrees to obtain the license(s) and to pay applicable royalties and other fees. Dolby considers failure to obtain such licenses to be infringement of Dolby Laboratories intellectual property rights. Company may apply for a license from Dolby Laboratories using the following URL:
<http://www.dolby.com/professional/technology/licensing/getting-licensed.html>
 If you have questions for Dolby Laboratories, Company may contact Dolby Laboratories at the following email address:
 licensinginquiries@dolby.com
 Dolby, Dolby Digital Plus, Dolby Digital Stereo Creator and the double-D symbol are registered trademarks of Dolby Laboratories. Any use of those marks requires a separate license from Dolby.” 14 10/1/18
- (4) **MPEG-2 Transport Stream.** This Product supports processing of data in an MPEG-2 Transport Stream container. Company agrees that it is responsible for any licensing obligations related to the MPEG 2 Transport Stream.
- (5) **MPEG-2 Codec.** Windows 10 IoT Enterprise Products also include MPEG-2 visual decoding and encoding technologies, which are disabled. Company agrees that it is responsible for any licensing obligations related to the MPEG-2 codec.
- (6) **Opus, VP9 Codec and Successors.** Starting with Product releases in 2016, Windows 10 IoT Products also include Opus audio decoding and encoding technologies and VP9 (and successor) visual decoding and encoding technologies. Company agrees that it is responsible for any licensing obligations related to such technologies.

31. Windows 10 IoT Enterprise Product Disclaimers / Notices.

All notices required under this AT must be provided in a clear and conspicuous manner to End Users before they acquire the Product. For example, Company may provide the notice on Websites and/or in sales and marketing materials. Company may modify the notices below and substitute a different URL, if the modified statement and the Web pages to which the URL links provide disclosures that conform to the requirements of this AT. All notices required under this AT must at a minimum be in the base language of the Product preinstalled on the Embedded Systems.

In addition to the specific notices set forth in this AT, Company must distribute Embedded Systems with all other consumer disclosures and notices required under applicable laws. MS may require that Company provide to its End Users such additional notices as MS deems reasonably necessary. If MS determines that any such additional End User notice is necessary, Company will provide the notice to End Users within a commercially reasonable time after MS informs Company of the requirement, unless MS otherwise specifies the time by which the notice must be provided

- (a) An Embedded Systems preinstalled with a Windows 10 IoT Enterprise Product that is distributed with a DirectX 9 class Graphics Processor Unit (GPU) must include notice of that fact and the fact that some advanced games and programs may need a DX10 or higher GPU for superior performance and graphics. Company must use the following or substantially similar notice:
 “Graphics processor supports DirectX 9. Some games and programs may require DirectX 10 or higher for superior performance and graphics. Check www.windows.com/Windows10specs for details.”

- (b) An Embedded Systems that does not include hardware components required to support all the features of Windows 10 IoT Enterprise Products must include notice of the fact that advanced hardware may be required to take advantage of the advanced features of the Windows 10 Family Products. Company must use the following or substantially similar notice:

“Some [insert Product edition name] features – such as [insert feature capability description, e.g., Windows Hello, Cortana with voice, support for 5-point touch, USB peripheral support] – may require advanced hardware. Check [oem.com/pagename] for details.”
- (c) For Windows 10 IoT Enterprise Products distributed into Iran, Company must provide to End Users, and cause its Channel Partners to provide to End Users, as applicable, the following or substantially similar notice:

“Some features and functionality of Windows that are dependent on electronic transactions may not be supported in Iran. Examples include, but are not limited to, Windows Store apps, games, music and movies & tv purchases.”

Company agrees that it will not market or advertise, and will cause its Channel Partners not to market or advertise, any features or functionality that are unavailable in Iran, including Windows Store apps, games (and any preinstalled apps that cannot be updated or reinstalled), music and movies & tv purchases. 15 10/1/18
- (d) For Products that include Cortana, Company agrees that it will not market or advertise, and will cause its Channel Partners not to market or advertise, Cortana in countries where the service is unavailable. Cortana is currently available in the United States, the United Kingdom, China, France, Italy, Germany, and Spain. Check www.microsoft.com/Windows10specs for updates. When marketing where Cortana is available, add:

“Cortana experience may vary by device.”
- (e) An Embedded Systems preinstalled with a Windows 10 IoT Enterprise Product that is marketed and distributed with the Skype translator feature must include notice that this is not available in all languages. Company must use the following or substantially similar notice:

“Skype translator feature is only available in the all-in-one desktop app in Spanish, English, French, Italian, German, and simplified Chinese.”
- (f) An Embedded Systems preinstalled with a Windows 10 IoT Enterprise Product that is marketed and distributed with the People feature must include notice that this feature is only supported per mobile operator availability. Company must use the following or substantially similar notice:

“One-touch video call within the People feature is only available with supported mobile operators.”

32. [Intentionally left blank].

33. Entry Embedded Systems Hardware Requirements

- (a) Company may only distribute this Product on Embedded Systems (or Field Systems, if upgrade Product) that utilize an approved processor listed on the “Entry” Section of the Processor List, posted on Partner Portal, as updated from time to time.
- (b) **Default Charges.** Each Embedded Systems (or Field Upgrade Image, if upgrade Product) distributed by or for Company that does not comply with the requirements of section (a) of this AT is subject to a Default Charge equal to 130% of the royalty associated with the Product eligible to be distributed with the Embedded Systems (as identified on the appropriate Processor List).

34. Value Embedded Systems Hardware Requirements

- (a) Company may only distribute this Product on Embedded Systems (or Field Systems, if upgrade Product) that utilize an approved processor listed on the “Value” Section of the Processor List, posted on the Partner Portal, as updated from time to time.
- (b) **Default Charges.** Each Embedded Systems (or Field Upgrade Image, if upgrade Product) distributed by or for Company that does not comply with the requirements of section (a) of this AT is subject to a Default Charge equal to 130% of the royalty associated with the Product eligible to be distributed with the Embedded Systems (as identified on the appropriate Processor List).

35. High End Embedded Systems Hardware Requirements

- (a) Company may only distribute this Product on Embedded Systems (or Field Systems, if upgrade Product) that utilize an approved processor listed on the “High End” Section of the Processor List, posted on the Partner Portal, as updated from time to time.
- (b) **Default Charges.** Each Embedded Systems (or Field Upgrade Image, if upgrade Product) distributed by or for Company that does not comply with the requirements of section (a) of this AT is subject to a Default Charge equal to 130% of the Windows 10 IoT Enterprise High End Product.

36. Thin Client Device Limitations

- (a) For Embedded Systems that are designed and marketed as Thin Client Devices, Company may include terminal services protocols (such as Remote Desktop Protocol or Independent Computer Architecture) to enable Thin Client Devices to connect to and access applications running on a server.
- (b) Company may allow Thin Client Devices to use Internet browsing functionality to connect to and access cloud hosted applications (for example, Microsoft Office 365). 16 10/1/18

- (c) Company shall not allow any Desktop Functions to run locally on Thin Client Devices and shall advise End Users of this requirement in the License Terms for the Product.
- (d) For Embedded Systems that are designed and marketed as Thin Client Devices, Company may run one or more of the following applications locally:
 - (i) Remote desktop software (e.g. RDP client, Citrix);
 - (ii) Device management software (e.g. SCCM, MDM, security apps);
 - (iii) Media player;
 - (iv) Browser;
 - (v) Anti-malware software; or
 - (vi) Anti-virus software;
 - (vii) PDF Viewers., provided that Viewers do not offer productivity functionality or the ability for end users to upgrade the Viewers to offer productivity functionality.

For purposes of this AT, "Thin Client Device" means an Embedded Systems that depend heavily on some other computer (may be a server) to fulfill its computational roles; and "Desktop Functions" means consumer or general purpose tasks or processes (such as using word processing, spreadsheet, or slide show presentation software) performed exclusively or primarily by a PC device.

37. Intellectual Property Infringement. Section 6(a)(2) Coverage and 6(b)(2) (Patent Claims) of the Agreement are replaced with the following:

- (a) **Coverage**
 - (1) infringe any patents (except for patents that are alleged to be infringed by or essential to an implementation of any Standards) or of any visual or audio decoding or encoding technologies; and
- (b) **Patent Claims**
 - (1) **Generally.** MS obligations for any patent Claims are limited to patent Claims where the Product (excluding Sample Code) software alone, without combination or modification, either: (i) directly infringes an asserted patent claim; or (ii) embodies all the essential inventive elements of an asserted patent claim.
 - (2) **Standards-Based Patent Claim.** Notwithstanding the foregoing, MS has no obligation or liability with regard to infringement Claims for any patents that are alleged to be infringed by, or essential to, the implementation of any Standards, the Opus audio codec, the VP9 video codec and any visual or audio decoding or encoding technologies.

38. Windows as a Service

- (a) To maintain serviceability support, Company must meet all requirements as outlined in this AT.
- (b) Company must pre-configure this Product for Servicing in alignment with the Semi-Annual Channel (formerly known as the Current Branch for Business) as outlined at <https://docs.microsoft.com/en-us/windows/deployment/update/waas-configure-wufb>
- (c) Microsoft will release Product Supplements to support the Semi-Annual Servicing (SAC) servicing model. Each SAC is a Required Supplement to the Product.
- (d) Notices. Company must ensure that End Users of this Product are notified of all servicing requirements. Company must use the following or substantially similar notice:
 "To maintain Operating System (OS) servicing support from Microsoft, this product requires ongoing installation of new upgrades and updates. Contact the device manufacturer for more information or refer to the following details on microsoft.com: <https://docs.microsoft.com/en-us/windows/deployment/update/>"

39. Additional Processor Requirements for Windows 10 IoT and Windows Embedded Products

- (a) **General.** Company may only Distribute these Products with an Embedded System that meets the Processor Requirements for these Products.
- (b) **Updates.** Microsoft may add new Processors to the Processor Requirements at any time with notice to Company. Microsoft may modify the Processor Requirements upon no less than 90 days' notice to Company.
- (c) **Other Requirements.** The requirements in this AT are in addition to other hardware requirements, including processor limitations associated with Product pricing, and processor limitations in the Minimum Hardware Requirements for this Product.

40. Hardware Requirements for Windows 10 IoT Products

All Embedded Systems that include Windows 10 IoT Products must meet:

- (a) The hardware configuration requirements (listed by applicable Product) in the Processor List. If a Windows 10 IoT Product has a Processor requirement, Company must only use a Processor listed on the designated Processor List for that Product.
- (b) The Minimum Hardware Requirements for Windows 10 IoT Products specified in the document located at [https://msdn.microsoft.com/library/windows/hardware/dn915086\(v=vs.85\).aspx](https://msdn.microsoft.com/library/windows/hardware/dn915086(v=vs.85).aspx) (or updated URL) ("Minimum Hardware Requirements").

- (c) Microsoft may update the Minimum Hardware Requirements for Windows 10 IoT Products upon no less than 120 days' notice to Company.
- (d) Embedded Systems installed with Downgrade Software must follow all the Minimum Hardware Requirements for Windows 10 IoT, unless otherwise noted in such requirements or Additional Terms.

41. Migration Rights. The terms of the CLA Migration Rights Schedule are hereby replaced with the following:

MIGRATION RIGHTS SCHEDULE

1. ADDITIONAL DEFINITIONS

"Delivery Date" means the date when the Migration System is distributed to the End User.

"Extended Support End Date" means the last date that Microsoft offers extended support for the Product as published at Microsoft Lifecycle Policy at <https://support.microsoft.com/en-us/lifecycle/search>

"Final Software" means the Product in the Image licensed under the Agreement that must be permanently installed on the Migration System before the end of the Migration Period. Final Software is a successor version of Prior Software.

"Migration Period" means the shorter of:

- (a) either:
 - (i) the 12-month period following the Delivery Date of the Migration System; or
 - (ii) for Migration Systems requiring industry certification or industry regulatory compliance authorization post-delivery, the 24-month period following the Delivery Date of the Migration System;

OR

- (b) the period from Delivery Date to the Extended Support End Date.

"Migration System(s)" means Embedded System(s) that have not been previously distributed and that comply with the descriptions set forth in Sections 2(i) and (ii) below.

"Prior Software" means a Product in the Image licensed under the Agreement installed on the Migration System temporarily, either before or during the Migration Period.

2. Migration Systems Distribution

Upon the specific written request of an End User, Company may distribute Migration Systems as described in (i) through (iii) below, provided that Company complies with all the terms of this Schedule.

- (i) distribute Migration Systems to that End User that contain an Image that includes the Prior Software on a temporary basis, and then migrate those Migration Systems by installing them with an Image containing the Final Software within the Migration Period;
- (ii) distribute Migration Systems to that End User that contain an Image that includes the Final Software, migrate those Migration Systems on a temporary basis to an Image containing the Prior Software, and then migrate those Migration Systems back to an Image containing the Final Software by installing the Final Software within the Migration Period; and
- (iii) both Final Software and Prior Software must be distributed with the Migration System at the same time.

3. Migration Table and Processor Requirements. The Final Software must be associated with the Prior Software as listed in the Migration Table posted on the Partner Portal. If Company is Distributing an Embedded System under the terms of this Migration Rights section, that Embedded System must meet both: (i) the Processor Requirements for the Final Software; and (ii) the Processor Requirements for the Prior Software. For clarity, if an Embedded System has a Processor that does not meet the Processor Requirements for the Prior Software requested, Company may not Distribute the Embedded System with Migration Rights. For example, Company may only Distribute an Embedded System with Windows 7 Professional for Embedded Systems (the Prior Software) and Windows 10 IoT Enterprise SAC High End (the Final Software), if that Embedded System meets both the Processor Requirements for Windows 7 Professional for Embedded Systems and the Processor Requirements for the Windows 10 IoT Enterprise SAC High End licensed Product.

4. End of License. Company may not, in any event, distribute either the Prior Software or the Final Software after its respective Microsoft End of License date.

5. Updates. Company must include all required Updates for the Prior Software on any Migration System distributed with the Prior Software, and for the Final Software on any Migration System distributed with the Final Software.

6. COA/APM Distribution. In accordance with the Agreement, Company

- (a) shall affix a COA for the Final Software to each Migration System, and
- (b) shall distribute any required APM with each Migration System.

7. **Recovery Images.** Company shall distribute a Recovery Image containing the Final Software (“Final Software Image”) and a Recovery Image containing the Prior Software (“Prior Software Image”) to the End User together with the Migration System. Company shall distribute Final Software Images either on Recovery Media or via Company’s website as a download in accordance with the Agreement. Company may only distribute the Prior Software Image on the Embedded System, either on a separate partition or a separate hard disk drive on the Embedded System.
8. **End User Requirements**
 - (a) Company must advise the End User that the Final Software Image may only be installed onto additional units of the same model of Migration System if:
 - (i) Company elects to provide the End User with only a single copy of the Final Software Image on external media for installation on more than one Migration System, or
 - (ii) End User installs the Final Software Image via the End User’s internal network.
 - (b) Company shall establish a commercially reasonable procedure to ensure End Users do not concurrently use both the Final Software and the Prior Software on the Migration Systems. Without limitation of the foregoing requirement, Company shall require the End User to destroy the Image containing the Prior Software and to erase any and all copies of the Prior Software after the installation of the Image containing the Final Software on the Migration System. Prior Software must be removed from the Migration System on or before the end of the Migration Period.
9. **License Terms.** For Migration Systems, Company must include the following additional terms in the “Grant of Software License” section of the License Terms for the Final Software:

“Use of Previous Version of the Product. If the Certificate of Authenticity that accompanies the DEVICE identifies the SOFTWARE as Microsoft® Windows® <name of Final Software> (the “Final Software”), then in lieu of using Final Software, you may request that [OEM Parties] install [[or, if agreed, in writing, with [OEM Parties] you may install yourself]], and may temporarily use, Microsoft® Windows® <name and version of Prior Software> (the “Prior Software”) on the DEVICE, provided: (1) the Prior Software is deemed “SOFTWARE” for the purposes of these License Terms and use of the Prior Software shall be in compliance with all the terms of these License Terms; (2) you do not simultaneously use both versions of the SOFTWARE on the DEVICE; (3) you do not loan, rent, lease, lend or otherwise transfer the recovery media or back-up copy of either version of the SOFTWARE to another end user, except as otherwise provided in the transfer provisions of these License Terms; (4) [unless otherwise agreed with [OEM Parties]], you allow only [OEM Parties] perform the upgrade from the Prior Software to the Final Software; and (5) upon upgrading to the Final Software you erase any and all system copies of the Prior Software.”

42. **Downgrade Rights.** The terms of the CLA Downgrade Rights Schedule are hereby replaced with the following:

DOWNGRADE RIGHTS SCHEDULE

1. ADDITIONAL DEFINITIONS

“Downgrade Image” means an Image customized for a specific Enterprise Customer that includes Downgrade Software, and may include customer-requested applications, drivers and other customizations to the Embedded Application or Embedded System.

“Downgrade Image System” means an Embedded System with a preinstalled Downgrade Image.

“Downgrade Software” means a prior version of the Product that is no longer available for distribution by Company under the Agreement.

2. Additional Rights

- (a) Subject to the terms of this Downgrade Rights Schedule and Company’s compliance with those terms, Company may, at the specific request of an Enterprise Customer:
 - create a Downgrade Image using an image provided by the Enterprise Customer;
 - preinstall that Downgrade Image on Embedded Systems; and
 - distribute the Downgrade Image System directly to the requesting Enterprise Customer.

Downgrade Rights only apply to a Downgrade Image System that has not been distributed.

3. **Software Versions.** The Product included in the Downgrade Image must be listed as an End of Licensed Product to the Eligible Product on the Downgrade Table as posted on Partner Portal. The Eligible Product listed on the Downgrade Table must appear on the affixed COA distributed with the Downgrade Image System. The foregoing also applies to Recovery Solutions for a Downgrade Image System.

4. DOWNGRADE IMAGES INSTALLED BY COMPANY.

- (a) Company must be licensed for the Product that appears on the affixed COA distributed with the Downgrade Image System.
- (b) If Company was previously licensed for Downgrade Software and has retained the Installation Tools for the Downgrade Software, then Company may only use the preinstallation tools in the Installation Tools

- for the Downgrade Software to capture and install the Downgrade Image on the Downgrade Image System.
- (c) An Enterprise Customer must provide an image that includes Downgrade Software to the Company.
 - (d) Company may choose not to provide a Recovery Solution.
5. **Indemnity.** Company will indemnify and defend Microsoft and Microsoft Affiliates from and against any damages, claims, costs, judgments (or settlements to which Company consents) and expenses (including reasonable attorneys' fees) arising from any unlicensed software on the Downgrade Image (including all Microsoft software, unless Company has taken commercially reasonable steps to verify the Enterprise Customer has a valid license for those products). Microsoft reserves the right, in its sole discretion, to assume at any time the defense of any such claim arising from any unlicensed Microsoft software installed on the Downgrade Image. Any amount due to Microsoft or Microsoft Affiliates under this section will be reduced by the amount, if any, of any Default Charges already paid to Microsoft by Company for the unlicensed software products on the Downgrade Image(s). The indemnity in this section will survive termination or expiration of the Agreement.
6. **No Support.** Microsoft has no obligation to provide support for Downgrade Software under this Agreement.
7. **Other Duties.** Company must comply with the Agreement with respect to the release of any required Updates for the Product included in the Downgrade Image.
8. **Processor Requirements.** A Downgrade Image System must meet both: (i) the Processor Requirements for the licensed Product eligible for downgrade; and (ii) the Processor Requirements for the Downgrade Software. For clarity, if Downgrade Image System has a Processor that does not meet the Processor Requirements for the Downgrade Software requested, Company may not Distribute the Downgrade Image System.

43. Field Upgrade Rights. The terms of the CLA Field Upgrade Rights Schedule are hereby replaced with the following:

FIELD UPGRADE RIGHTS SCHEDULE

1. ADDITIONAL DEFINITIONS.

"Existing Image" means

- (1) an Image that includes a prior version of the Microsoft Binaries, or
- (2) a software image that includes an operating system different from the Product contained in the Field Upgrade Image.

"Field System" means

- (1) an Embedded System, or
- (2) another company's system that meets the requirements for an Embedded System (except that it does not include a Product or other Microsoft operating system product), that has been distributed to an End User and that contains an Existing Image.

"Field Upgrade Image" means an Image containing a Product licensed under the Agreement that Company distributes to End Users of Field Systems.

2. Field Upgrade License and Processor Requirements. Microsoft grants Company the right to copy and distribute Field Upgrade Images directly to End Users for the purpose of replacing existing software on certain Field Systems if all of the conditions below are, and remain, satisfied. In addition, Field Upgrade Images may only be distributed on Field Systems that meet the Processor Requirements for the Field Upgrade Image.

3. Design.

- (a) Company may engage an Authorized Subcontractor to create Field Upgrade Images on its behalf, provided that Company ensures that the Authorized Subcontractor distributes the resulting Field Upgrade Image only to Company.
- (b) Company (or its Authorized Subcontractor acting on its behalf) must ensure that the Field Upgrade Image is useable only on the applicable Field System. Before the End User can use the Field Upgrade Image, Company (or its Authorized Subcontractor) must ensure that a commercially reasonable authentication of the Field System is performed.
- (c) When installed, the Field Upgrade Image must completely replace the Existing Image (End User data and/or End User configuration settings may remain intact). The Field Upgrade Image must erase or permanently disable the Existing Image.
- (d) Upon installation of the Field Upgrade Image on a Field System, the Field System must meet all requirements of an Embedded System as set forth in the Agreement.

4. COAs

Company must distribute one COA affixed to the External Media packaging of each copy of a Field Upgrade Image. However, COAs are not required for:

- (a) copies of Field Upgrade Images placed in use on additional units of the same model of Field System over an End User's network (such as a server) as allowed in this section;
 - (b) copies of Field Upgrade Images downloaded by an End User as allowed under Section 3(f) (End User Downloads); or
 - (c) copies of Field Upgrade Images for Products that do not require COAs.
- Notwithstanding subsection (a) through (c) above, if Company elects to obtain COAs for Field Upgrade Images, Company must affix a COA on the Embedded System or distribute a COA on a card, as specified in the IoT Operations Handbook.

5. Distribution and Installation.

- (a) Company and its Channel Partners may distribute one Field Upgrade Image to each End User of a Field System only to upgrade the End User's Field System. The Field Upgrade Image must be installed only on a Field System. Field Upgrade Images may be distributed in either:
 - (i) on External Media, or
 - (ii) via Company's restricted access website as a download, as provided in Section 3(f) (End User Downloads).
- (b) Multiple Units
 - (i) Some End Users may have more than one unit of the same Field System with the same Existing Image. Such End Users may use one copy of the Field Upgrade Image to install such Field Upgrade Image on to multiple units of the same Field System through a server deployment.
 - (ii) Company shall advise such End Users that the Field Upgrade Image may only be installed onto additional units of the same model of Field System. Company agree to include in the License Terms for such End Users the number of units authorized. (For example, "Authorized Number of Installations of Software = ____").

6. **End User Notices.** Company will require End Users to keep the Field Upgrade Image if originally delivered on separate media. Once a Field Upgrade Image is installed, the End User may use the Field Upgrade Image on its original media as a Recovery Image. Company shall establish a commercially reasonable procedure to assure the return or destruction of any replaced Recovery Image media.

7. **License Terms.** Company must use the License Terms to license a Field Upgrade Image distributed in accordance with this Schedule (Field Upgrade Rights).

44. Leasing Schedule. The terms of the Leasing Schedule are hereby replaced with the following:

LEASING SCHEDULE

1. OEM Leases to End Users

Company may install and distribute the Product on Embedded Systems that Company rents or leases to End Users ("Lessees"), including leases intended to create a security interest consistent with Section 2 of this Leasing Schedule subject to the following requirements:

- (a) Company must enter into a written lease agreement with each Lessee ("Lease"):
 - (1) The Lease must be for a term of at least six consecutive months;
 - (2) The Lessee must make payments over the term of the Lease;
 - (3) The Lessee cannot terminate its payment obligations; and
 - (4) At the end of the Lease, the Lessee must renew the Lease, purchase the Embedded Systems, or return them to Company, with all copies of the Product, the COA and any APM.
- (b) Any returned Embedded System must include the COA and any APM. Company may not return the COAs for credit. Company must destroy, and keep records of the destruction of, any returned COAs or recovery media or APM unless Company redistributes it as allowed in Section 4 (Re-Distribution of Embedded Systems) of this Licensing Schedule.
- (c) At the end of this Agreement, Company may allow each Lessee to continue to use the Product for the remaining term of its then-current Lease. This Section 1(c) will survive termination or expiration of this Agreement.
- (d) Except as provided in this Leasing Schedule, Company may not rent or lease Embedded Systems to End Users.

2. OEM Finance Lease

In addition to the lease rights above, in accordance with Section 1(a) of this Leasing Schedule, Company may only engage an entity that is an Affiliate Lessor (as defined below) to lease or rent Embedded Systems to Lessees, provided that:

- (a) "Affiliate Lessor" is an entity that directly or indirectly controls, is controlled by, or is under common control with Company,

- (b) Company shall defend, indemnify, and hold MS harmless from and against all claims and damages, including, without limitation, attorneys' fees, arising from or related to any violation by Company or the Affiliate Lessor of the terms of this Leasing Schedule, and

- (c) Company shall remain the licensing party to the End User under the License Terms for the leased Product.

3. Enterprise Customer Lease to Franchisee.

In the License Terms, Company may grant an Enterprise Customer the right to rent or lease Embedded Systems to entities that have a valid current franchise agreement with the Enterprise Customer ("Franchisee"), subject to the following:

- (a) Enterprise Customer must enter into a written lease agreement complying with the lease requirements in Section 1(a) of this Leasing Schedule with the Franchisee for each Embedded System.
- (b) Each lease shall terminate if the Franchisee loses its Franchisee status.
- (c) Enterprise Customer may re-lease each Embedded System. Each re-lease must also meet the requirements of this Section 3. The re-lease must include all copies of the Product, the COA and any APM.

4. Re-Distribution of Embedded Systems

If Company complies with Sections 1 (OEM Leases to End Users) and 2 (OEM Finance Lease) of this Schedule, then Company may re-lease, resell, or transfer a returned or previously-leased Embedded System. Each re-lease or sale must include all copies of the Product, the COA, and any APM.

(a) Same Product

- (1) Company may preinstall a copy of the Product that corresponds to the Product version and edition originally licensed for the Embedded System, as long as Company is licensed for that Product at the time of installation.
 - (2) If the Product version originally licensed for the Embedded System is for a Product that is not licensed in the Agreement at the time of installation, then Company may install that Product only (i) if it is licensed to do so under a separate agreement with MS or an MS Affiliate; or (ii) by exercising rights as an end user of that Product under the License Terms. Company may use the recovery media returned by the Lessee or the End User to exercise those rights or use any extended OPK rights granted in this Agreement or ATs.
 - (3) No royalty will accrue for a re-installation and redistribution under this Section 4(a).
 - (4) Company may purchase replacement APM, if available, to distribute with each Embedded System.
 - (5) Company may not return the COA from a previously leased Embedded System for credit.
- (b) Different Product. Company may preinstall and distribute a different Product on the Embedded System, so long as the Embedded System meets the Processor Requirements for the Product. In addition, Company must:**
- (1) Removes the original Product, destroys any APM and keeps records of each removal and destruction;
 - (2) Affixes the COA for the Product preinstalled under this Section 4(b) directly to the Embedded System over the COA previously affixed to the Embedded System; and
 - (3) Pays the royalty rate for the Product installed under this Section 4(b).

45. Windows containers

- (a) Customers may use any number of virtual Operating System Environments (OSE) instantiated as Windows containers by the Microsoft Azure IoT Edge runtime on the device.
- (b) Available for commercial use when used with Microsoft Azure IoT Edge.

46. No COAs

There are no COAs for this Product. However, there is an optional tracking label for the Windows 10 IoT Core Product that may be acquired from a MS Distributor. Optional tracking label is not required to be affixed for the Product.

47. Zero Royalty Terms

- (a) **Default Charge.** The Default Charge for this Product is \$0.00.
- (b) **Amounts Owed; Audit Costs.** Section 8(d)(2)(Amounts Owed; Audit Costs) of the Agreement is replaced with the following:
 - (2) MS will bear the cost of audit expenses for verifying compliance with Section 15(b) (Anti-Corruption and Anti-Money Laundering Prohibition). For any other audit, if the audit reveals a Material Discrepancy, Company must pay MS the costs of the audit, in addition to any unpaid amounts due. "Material Discrepancy" means a material breach of this Agreement.
- (c) **Limitations of Liability.** Section 5 (MS Liability) of the Agreement are replaced with the following:
 - (a) **MS Liability.** Each party's total cumulative liability (if any) to the other party under this Agreement (and the other party's exclusive remedy for any such liability) shall be limited to the other party's direct damages for claims arising under this Agreement up to an amount not to exceed \$1,000,000 U.S. Dollars under the Agreement. The preceding sentence does not apply, however, to (i) Company's unauthorized use of Microsoft or an MS Affiliates intellectual property (including violation of any part of Section 2 (License Grant Limitations), (ii) Microsoft's liability under Section 6

(Intellectual Property Infringement), (iii) breach of Section 9 (Non-Disclosure), or (iv) breach of Section 15 (Government Regulations).

- (b) Updates.** If connected to the Internet, the Image will periodically check, download and install Updates to enhance Embedded System functionality and security. Company agrees to receive automatic Updates without any additional notice. MS recommends that Embedded Systems are periodically connected to the Internet at least once every month in order to check for and install any Updates. Company agrees not to disable, programmatically manipulate, or redirect the automatic updating capability of the Image. Only the Windows 10 IOT Core Product enables Company to change the Update settings for the Image.

48. Windows 10 IoT Core Services

This Product includes the following components: **(i)** MS Binaries and **(ii)** the Windows services more fully described below in this AT (“**Core Services**”). Company may distribute the MS Binaries and provision Core Services solely on new Embedded Systems in accordance with the terms of this AT (each, a “**Core Services Device**”).

- (a) MS Binaries.** MS will release separate MS Binaries for each LTSC of this Product (each, a “**MS Binaries LTSC Release**”). Company’s license to distribute any given MS Binaries LSTC Release on Core Services Devices ends the earlier of the End of License Date for such MS Binaries LTSC Release (as specified in the table below) or the expiration or termination of the Agreement.

Windows 10 IoT Core Services MS Binaries LTSC Release Date	MS Binaries LTSC Release End Item Part Number	MS Binaries LTSC Release End Item Description	MS Binaries LTSC Release End of License Date
October 1, 2018	X21-96389	SW DVD9 Windows 10 IoT Core 1809 ARM32/ARM64/32/64 EMB English OEM	November 30, 2028

MS will update this AT with each subsequent MS Binaries LTSC Release prior to the release date of each subsequent MS Binaries LTSC Release.

- (b) Core Services.** Subject to the terms of this AT, Company may also provision Core Services on a Core Services Device on which the MS Binaries have been installed for distribution to an End User. This Product includes the following Core Services for managing the delivery of updates and monitoring device health over-the-air (OTA) when distributed to an End User and connected to the Internet. For information related to Core Services SLA please refer to <https://azure.microsoft.com/en-us/support/legal/sla/>.

- (1) Update Control** is a service that provides Company the ability to create, customize and control the delivery of updates to a distributed Core Services Device as outlined in the DUC Deployment Guide on the Partner Portal. For purposes of this AT, updates may include the following:

- (i) MS Binaries update(s)
- (ii) Company Binaries
- (iii) Subsequent MS Binaries LTSC Release(s)

Company may only deliver updates to a distributed Core Services Device that has paid Core Services coverage as defined in (c) below. In addition, subsequent MS Binaries LTSC Release(s) may only be delivered to a distributed Core Services Device provided the device:

- (i) technically supports the Update
- (ii) meets the Processor Requirements

- (2) Device Health Attestation (DHA)** is a service that evaluates device health and can be combined with a device management system (e.g., Azure IoT Device Management). Based on DHA report data, the device management system can take corrective actions.

MS may make additional Core Services available from time to time. MS will update this AT with additional Core Services prior to their release.

(c) Core Services Duration, Extension and Expiration

- (1) Duration.** Each Core Services Device distributed by Company under this AT, is entitled to receive Core Services for a period of 10 years, beginning as of the date of Product purchase from MS, as defined and specified within Company’s submitted Sales Order Report (SOR).

- (2) Extension of Core Services on Core Services Devices.** MS will notify Company within 180 days of Core Services duration expiration to purchase additional period(s) of Core Services. For Core Services Devices distributed by Company under this AT, any additional extension of Core Services period(s) will

only be offered by MS under a separate agreement and through a separate Microsoft services commerce platform.

- (3) **Expiration of Core Services on Core Services Devices.** If Company has not purchased additional Core Services to extend the Core Services for Core Services Devices prior to the 10-year expiration date, MS reserves the right to disable Core Services for any Core Services Device or DUC for which the original 10-year services have expired.

49. Retail Point of Service Application

(a) Definitions

- (1) "POS" means point of service.
 - (2) A "Retail POS System" means a Embedded System that performs functions substantially similar to that of a point of sale, kiosk (informational or transactional), digital signage, or similar types of devices; is designed for use solely with a POS Application; and is distributed to a Retail Environment.
 - (3) A "POS Application" means a software application which provides only the following functions:
 - (i) process sales and service transactions, scan and track inventory, record and/or transmit customer information, and perform related management functions; and/or
 - (ii) provide information directly and indirectly to customers about available products and services.
 - (4) A "Retail Environment" means physical location where the primary activity is the sale of goods and services to consumers; examples include grocery stores, retail pharmacies, department stores, hotels, and restaurants.
- (b) Company are not required to distribute an Embedded Application as part of an Image that includes this Product when distributing Product with a Embedded System that is a Retail POS System.
- (c) Company may enable their End Users and Channel Partners to install POS Applications on Retail POS Systems. Company also may enable their End Users and Channel Partners to install Viewers to support use of the POS Application. A "Viewer" is a utility program that allows a user to view a file in its native format without providing the functions to make changes to files. Each End User must be separately licensed to use each Viewer.
- (d) Microsoft is not responsible for testing or ensuring that POS Applications are suitable for the Retail POS Systems. Microsoft also will not provide technical support for the installation or use of the POS Application.
- (e) Microsoft has not tested Windows Updates with POS Applications, and does not warrant or guarantee that Windows Updates will work with POS Applications. Windows Updates may not be suitable for use with POS Applications and may malfunction and/or cause harm to the Retail POS System or persons or property.

Company therefore acknowledge and agree that Microsoft has no responsibility for any such harm or malfunction.

12. Certificações de Wi-fi

País	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Açores	certificado	certificado
Afeganistão	não certificado	certificado
África do Sul	certificado	certificado
Albânia	certificado	certificado
Alemanha	certificado	certificado
Amer. Ilhas Virgens	certificado	certificado
Amer. Oceania	certificado	certificado
Andorra	certificado	certificado
Angola	não certificado	certificado
Antígua/ Barbuda	certificado	certificado
Arábia Saudita	certificado	certificado
Argélia	certificado	certificado
Argentina	certificado	certificado
Armênia	certificado	certificado
Aruba	não certificado	certificado
Austr. Oceania	certificado	certificado
Austrália	certificado	certificado
Áustria	certificado	certificado
Azerbaijão	certificado	certificado
Bahamas	certificado	certificado
Bangladesh	certificado	certificado
Barbados	não certificado	certificado
Barein	não certificado	certificado
Bélgica	certificado	certificado
Belize	não certificado	certificado
Benim	não certificado	certificado
Bermuda	certificado	certificado
Bielorrússia	certificado	não certificado
Bolívia	não certificado	certificado
Bonaire	não certificado	certificado
Bósnia-Herzegovina	certificado	certificado
Botsuana	não certificado	certificado
Brasil	certificado	certificado
Brit. Ilhas Virgens	certificado	certificado
Brit.Geb.Oceano Ind.	certificado	certificado
Brunei	certificado	certificado
Bulgária	certificado	certificado
Burquina Faso	certificado	certificado

País	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Burundi	não certificado	certificado
Butão	não certificado	certificado
Camarões	não certificado	certificado
Camboja	não certificado	certificado
Canadá	certificado	certificado
Catar	certificado	certificado
Cazaquistão	certificado	certificado
Ceuta/ Melila	certificado	certificado
Chade	não certificado	certificado
Chile	certificado	certificado
China, RP	certificado	certificado
Chipre	certificado	certificado
Chipre do norte	certificado	certificado
Colômbia	certificado	certificado
Comores	não certificado	certificado
Congo	não certificado	certificado
Coreia VDR (Norte)	não certificado	não certificado
Costa do Marfim	não certificado	certificado
Costa Rica	não certificado	certificado
Croácia	certificado	certificado
Cuba	não certificado	não certificado
Dem. Rep. Congo	não certificado	certificado
Dinamarca	certificado	certificado
Djibuti	não certificado	certificado
Dominica	certificado	certificado
Egito	certificado	certificado
El Salvador	certificado	certificado
Emirados Árabes Unidos	certificado	certificado
Equador	não certificado	certificado
Eritreia	não certificado	certificado
Eslovênia	certificado	certificado
Espanha	certificado	certificado
Estônia	certificado	certificado
Etiópia	não certificado	certificado
EUA	certificado	certificado
Faroé	não certificado	certificado
Fiji	não certificado	certificado
Filipinas	certificado	certificado
Finlândia	certificado	certificado
Franc.- Polinésia	certificado	certificado

País	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
França	certificado	certificado
Gabão	certificado	certificado
Gâmbia	não certificado	certificado
Gana	certificado	certificado
Geórgia	certificado	certificado
Gibraltar	certificado	certificado
Grã-Bretanha	certificado	certificado
Granada	certificado	certificado
Grécia	certificado	certificado
Groenlândia	certificado	certificado
Guadalupe	não certificado	certificado
Guatemala	não certificado	certificado
Guernsey	certificado	certificado
Guiana Francesa	certificado	certificado
Guiné Equatorial	não certificado	certificado
Guiné-Bissau	não certificado	certificado
Haiti	não certificado	certificado
Honduras	não certificado	certificado
Hong Kong	certificado	certificado
Hungria	certificado	certificado
Iêmen	certificado	certificado
Ilha de Man	certificado	certificado
Ilhas Alan	não certificado	certificado
Ilhas Caimã	certificado	certificado
Ilhas Canárias	certificado	certificado
Ilhas Marshall	certificado	certificado
Ilhas Pitcairn	certificado	certificado
Ilhas Salomão	certificado	certificado
Ilhas Turks/ Caicos	certificado	certificado
Índia	certificado	certificado
Indonésia	certificado	certificado
Irã	não certificado	não certificado
Iraque	não certificado	certificado
Irlanda	certificado	certificado
Islândia	certificado	certificado
Israel	certificado	certificado
Itália	certificado	certificado
Jamaica	não certificado	certificado
Japão	certificado	certificado
Jersey	certificado	certificado

País	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Jordânia	certificado	certificado
Kuwait	não certificado	certificado
Laos	certificado	certificado
Lesoto	não certificado	certificado
Letônia	certificado	certificado
Líbano	certificado	certificado
Libéria	não certificado	certificado
Líbia	não certificado	certificado
Liechtenstein	certificado	certificado
Lituânia	certificado	certificado
Luxemburgo	certificado	certificado
Macau	não certificado	certificado
Macedônia	certificado	certificado
Madagáscar	não certificado	certificado
Madeira	certificado	certificado
Maiote	certificado	certificado
Malásia	não certificado	certificado
Malawi	certificado	certificado
Maldivas	não certificado	certificado
Mali	não certificado	certificado
Malta	certificado	certificado
Malvinas	certificado	certificado
Marrocos	certificado	certificado
Martinica	certificado	certificado
Maurícia	não certificado	certificado
Mauritânia	não certificado	certificado
México	certificado	certificado
Micronésia	certificado	certificado
Moçambique	não certificado	certificado
Moldávia	certificado	não certificado
Mongólia	certificado	certificado
Montenegro	certificado	certificado
Myanmar (Birma)	não certificado	certificado
Namíbia	não certificado	certificado
Nauru	não certificado	certificado
Nepal	não certificado	certificado
Nicarágua	certificado	certificado
Níger	não certificado	certificado
Nigéria	certificado	certificado
NL Ant.- Curaçau	certificado	certificado

País	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
NL Ant.- São Martinho	certificado	certificado
Noruega	certificado	certificado
Nova Caledônia	certificado	certificado
Nova Zelândia	certificado	certificado
Nova Zelândia. Oceania	certificado	certificado
Omã	não certificado	certificado
Países Baixos	certificado	certificado
Panamá	certificado	certificado
Papua-Nova guiné	não certificado	certificado
Paquistão	certificado	certificado
Paraguai	não certificado	certificado
Peru	certificado	certificado
Polônia	certificado	certificado
Porto Rico	certificado	certificado
Portugal	certificado	certificado
Quênia	certificado	certificado
Quirguistão	não certificado	certificado
Quiribati	não certificado	não certificado
Rep. Central Africana.	não certificado	certificado
Rep. Guiana	não certificado	certificado
República Checa	certificado	certificado
República da Coreia do Sul	certificado	certificado
República da Guiné	não certificado	certificado
República de Cabo Verde	certificado	certificado
República Dominicana	certificado	certificado
República Eslovaca	certificado	certificado
Reunião	certificado	certificado
Romênia	certificado	certificado
Ruanda	não certificado	certificado
Rússia	certificado	certificado
Samoa	não certificado	certificado
Santa Lúcia	não certificado	certificado
São Bartolomeu	não certificado	certificado
São Marinho (parte francês)	certificado	certificado
São Martim	certificado	certificado
São Tomé/Príncipe	não certificado	certificado
Seicheles	certificado	certificado
Senegal	não certificado	certificado
Serra Leoa	certificado	certificado
Sérvia	certificado	certificado

País	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Singapura	certificado	certificado
Síria	não certificado	não certificado
Somália	não certificado	certificado
Sri Lanka	não certificado	certificado
St. Pierre	certificado	certificado
Sta. Helena	certificado	certificado
Sto. Vicente	não certificado	certificado
Suazilândia	não certificado	certificado
Sudão	não certificado	certificado
Sudão do Sul	não certificado	certificado
Suécia	certificado	certificado
Suíça	certificado	certificado
Suriname	não certificado	certificado
Tadjiquistão	não certificado	certificado
Tailândia	não certificado	certificado
Taiwan	certificado	certificado
Tanzânia	certificado	certificado
Territórios palestinianos	não certificado	não certificado
Timor-Leste	não certificado	certificado
Togo	não certificado	certificado
Tonga	não certificado	certificado
Trinidade/Tobago	não certificado	certificado
Tunísia	não certificado	certificado
Turquemenistão	não certificado	certificado
Turquia	certificado	certificado
Tuvalu	não certificado	certificado
Ucrânia	certificado	certificado
Uganda	não certificado	certificado
Uruguai	certificado	certificado
Uzbequistão	não certificado	não certificado
Vanuatu	não certificado	não certificado
Vaticano	certificado	certificado
Venezuela	não certificado	certificado
Vietnã	não certificado	certificado
Wallis/ Futuna	não certificado	certificado
Zâmbia	certificado	certificado
Zimbábue	não certificado	certificado

Tabela 3: Certificações de Wi-fi

13.FAQ – Perguntas frequentes

Inovações no conceito do equipamento

- O que foi alterado na comparação entre o XENTRY Diagnosis Kit 3 e o XENTRY Diagnosis Kit 4?
 - O conceito do equipamento foi mantido como no XENTRY Diagnosis Kit 3. Foi alterado, fundamentalmente, o XENTRY Diagnosis Pad 2.
 - A conexão WiFi entre o XENTRY Diagnosis Pad 2 e o VCI não é mais estabelecida através de dois adaptadores de WiFi, o XENTRY Diagnosis Pad 2 possui uma segunda placa WLAN. Esta garante uma conexão estável em distâncias maiores.
 - O XENTRY Diagnosis Pad 2 possui display multitoque Full HD de 13,3 polegadas com brilho de 400 Nits, quatro conexões USB 3.0 tipo A e uma conexão USB tipo C
- O que é fundamentalmente novo no XENTRY Diagnosis Kit 4?
 - Fundamentalmente novo é o display multitoque Full HD de 13,3 polegadas,
 - além disto encontra-se instalada uma segunda placa WLAN, que permite uma conexão estável entre o XENTRY Diagnosis Pad 2 e o VCI em distâncias maiores.
- Quais conexões estão presentes no XENTRY Diagnosis Pad 2?
 - O XENTRY Diagnosis Pad 2 possui quatro conexões USB 3.0 tipo A e uma conexão USB tipo C

Colocação em funcionamento

- O que devo observar ao colocar o XENTRY Diagnosis Kit 4 em funcionamento?
 - Como já conhecido a partir do XENTRY Diagnosis Kit 3, a colocação em funcionamento do XENTRY Diagnosis Kit 4 é realizada através do ConfigAssist. Este é iniciado automaticamente na primeira colocação em serviço e irá guiar você ao longo da colocação em funcionamento. Ele pode ser iniciado novamente em qualquer momento usando o ícone na área de trabalho.
- Quanto tempo demora a colocação em funcionamento do XENTRY Diagnosis Kit 4?
 - De modo geral, a primeira colocação em serviço é possível dentro de 15 minutos.

Oficina

- Posso usar a Dockingstation do XENTRY Diagnosis Kit 3 também para o XENTRY Diagnosis Kit 4?
 - O XENTRY Diagnosis Pad 2 é bastante diferente do seu antecessor XENTRY Diagnosis Pad, portanto não é possível usar a mesma Dockingstation. As informações sobre os acessórios podem ser consultadas no XENTRY Portal.
- Quais acessórios estão disponíveis para o XENTRY Diagnosis Kit 4?
 - Os acessórios disponíveis estão listados centralmente no XENTRY Portal.

- Por que os mesmos cabos adaptadores não estão incluídos no escopo de fornecimento como habitual no XENTRY Diagnosis Kit 3?
 - O fator decisivo é o baixo uso, apenas aprox. 5% das sessões de diagnóstico em todo o mundo são realizadas com um adaptador de cabo. Além disto, todas as oficinas já são equipadas com adaptadores, algumas delas com diversos deles. Os adaptadores de cabo do escopo de fornecimento do XENTRY Diagnosis Kit 3 poderão continuar a ser usados e não precisam ser devolvidos ao final do tempo de vigência do contrato. Eles podem ser usados para o XENTRY Diagnosis Kit 4.
Além disto, é possível solicitar todos os adaptadores de cabo em separado. Uma listagem dos adaptadores de cabo pode ser consultada no XENTRY Portal.

Atualização

- Como posso atualizar o meu XENTRY Diagnosis Kit 4?
 - A atualização do XENTRY Diagnosis Kit 4 é realizada como de costume através do XENTRY Update Service com Retail Data Storage.
- Há ainda a opção de atualizar o XENTRY Diagnosis Kit 4 por meio de disco Blu-ray?
 - Desde o final de 2019, os sistemas de diagnóstico XENTRY só podem ser atualizados online através do XENTRY Update Service.

Rede

- Como posso conectar o XENTRY Diagnosis Pad 2 com o XENTRY Diagnosis VCI?
 - Há duas possibilidades:
 - Conexão WLAN: é possível estabelecer uma conexão direta por WLAN como de costume. Para isso é necessário realizar um acoplamento. Isso é feito ou na primeira colocação em funcionamento por meio do ConfigAssist ou posteriormente no gerenciador VCI.
 - Conexão por cabo: através do cabo USB fornecido.
- Quais tipos de codificação WLAN devo utilizar na oficina para o XENTRY Diagnosis Kit 4?
 - WPA2 (recomendada) e WPA
- Há uma visão geral dos países certificados para a operação Wi-fi?
 - Uma visão geral dos países certificados pode ser consultada na folha de instruções de TI, que pode ser baixada na área de download.

Encomenda

- Posso trocar meu sistema existente mais cedo pelo novo XENTRY Diagnosis Kit 4?
 - Não. Os contratos de locação para os sistemas XENTRY Diagnosis Kit 3 continuarão vigentes pelo tempo contratual acordado. Uma rescisão ou substituição antecipada não é possível. Após o término do prazo, os equipamentos poderão ser substituídos pelos novos sistemas XENTRY Diagnosis Kit 4 por meio de pedido de renovação.
- Onde posso solicitar o XENTRY Diagnosis Kit 4?
 - Informe-se junto à representação do seu país por meio do processo de encomenda específico do seu país.

- Quais variantes de produto estão disponíveis?
 - Podem ser solicitadas as seguintes variantes:
 - XENTRY Diagnosis Kit 4 (composto de XENTRY Diagnosis Pad 2 e XENTRY Diagnosis VCI)
 - XENTRY Diagnosis Kit 4 Scope (inclusive técnica de medição XENTRY Scope). XENTRY Scope também pode ser solicitado separadamente.
- O que está incluído no primeiro escopo de fornecimento do XENTRY Diagnosis Kit 4?
 - No primeiro escopo de fornecimento estão incluídos:
XENTRY Diagnosis Pad 2 com fonte de alimentação incluindo conector de rede, XENTRY Diagnosis VCI, cabo de conexão USB (5m), cabo OBD (16 polos), informações para o usuário e instruções de segurança. Note: os adaptadores de cabo não fazem mais parte do escopo de fornecimento padrão e podem ser solicitados em separado conforme a necessidade.
- Quais são os modelos de locação/compra?
 - Continuam a existir as opções de locar ou comprar o XENTRY Diagnosis Kit 4. Informe-se junto ao representante local autorizado sobre o processo de encomenda específico do seu país

14. Glossário

Definição	Descrição	Capítulo
AddOns	<ul style="list-style-type: none"> ▪ AddOns são carregados automaticamente no seu XENTRY Diagnosis Pad 2 e atualizam o seu sistema. Pré-requisito para isso é que o XENTRY Diagnosis Pad 2 esteja conectado à Internet. ▪ Observe que todos os AddOns devem sempre ser instalados no XENTRY Diagnosis Pad 2 	0
AKT	<ul style="list-style-type: none"> ▪ Teste rápido automático 	4.8
ASRA	<ul style="list-style-type: none"> ▪ Textos de trabalho e textos padrão, tempos padrão e unidades de tempo ▪ Os dados obtidos com ASRA formam a base para a criação precisa de orçamentos, solicitações, faturas e pedidos de garantia 	4.9
ConfigAssist	<ul style="list-style-type: none"> ▪ Auxilia na instalação gradual do sistema de diagnóstico desde a conexão dos cabos, passando pela configuração da rede, até a carga da chave de acesso ▪ É chamada automaticamente durante a primeira colocação em funcionamento e pode ser aberta novamente em caso de necessidade 	3
Atualizações de software de diagnóstico	<ul style="list-style-type: none"> ▪ As atualizações do software de diagnóstico são controladas pelo Update Center. Estas são realizadas como uma atualização online com Retail Data Storage ou, como exceção, sem Retail Data Storage 	3.3
PDF Center	<ul style="list-style-type: none"> ▪ Impressoras PDF para a criação confortável de documentos PDF 	7.4
DiBA	<ul style="list-style-type: none"> ▪ Manuais de operação digitais necessários para colocação em funcionamento dos módulos de comando. Ao utilizar um Retail Data Storage, você pode verificar a disponibilidade de DiBAs pelo XENTRY Update Service Control 	4.7
Atualização de firmware	<ul style="list-style-type: none"> ▪ Eventualmente o firmware do XENTRY Diagnosis VCI deve ser atualizado após uma atualização do software de diagnóstico. 	7.3.2
Acoplamento / acoplar	<ul style="list-style-type: none"> ▪ Entre o XENTRY Diagnosis Pad 2 e o VCI é estabelecida uma conexão 1:1 por Wi-Fi. O procedimento é chamado de "acoplamento". 	3.2
OBD	<ul style="list-style-type: none"> ▪ Diagnóstico On-Board 	2
Regio DVD	<ul style="list-style-type: none"> ▪ DVDs Regio são necessários para colocação em funcionamento dos módulos de comando. Ao utilizar um Retail Data Storage, você pode verificar a disponibilidade de DiBAs pelo XENTRY Update Service Control 	4.7
Retail Data Storage	<ul style="list-style-type: none"> ▪ Armazenador de rede para armazenamento temporário de atualizações de diagnóstico no XENTRY Update Service 	
StartKey	<ul style="list-style-type: none"> ▪ Sem chave de acesso, não é possível utilizar os aplicativos de diagnóstico. Ela define seus direitos de uso. Ela pode ser solicitada com o Kit XENTRY Diagnosis 4. 	
Colocação em funcionamento de módulos de comando	<ul style="list-style-type: none"> ▪ Colocação em funcionamento de módulos de comando significa a programação de módulos de comando de um veículo por meio do XENTRY Diagnosis Software 	
Programa de suporte	<ul style="list-style-type: none"> ▪ Programas com informações para casos de suporte e para a criação de pacotes de suporte 	7.5
Update Center	<ul style="list-style-type: none"> ▪ O Update Center serve para a instalação de novas atualizações do software, a mudança entre os releases (gestão de release), a instalação e gestão de AddOns 	7.2
VCI Manager	<ul style="list-style-type: none"> ▪ O gestor VCI possibilita o acoplamento entre XENTRY Diagnosis Pad 2 & XENTRY Diagnosis VCI 	7.3
WIS	<ul style="list-style-type: none"> ▪ Sistema de Informações da Oficina ▪ contém informações detalhadas e manuais de instrução para trabalhos de reparos e manutenção das marcas Mercedes-Benz, Maybach e smart 	4.9
XENTRY Diagnosis Kit 4	<ul style="list-style-type: none"> ▪ Pacote de produtos: XENTRY Diagnosis Pad 2 & XENTRY Diagnosis VCI 	5

XENTRY Diagnosis Pad 2	▪ um PC apropriado para uso em oficinas no qual será instalado o XENTRY Diagnosis Software	5.1
XENTRY Diagnosis VCI	▪ o multiplexador ou Vehicle Communication Interface (VCI), que faz a interface do veículo para o XENTRY Diagnosis Pad 2 por meio da interface OBD e "traduz" os dados do veículo para que possam ser avaliados pelo software	5.2
XENTRY Update Service	▪ O XENTRY Update Service é a possibilidade de carregar atualizações no XENTRY Diagnosis Pad 2 através da internet . Discos Blu-ray não podem mais ser utilizados	3.3

Tabela 4: Glossário

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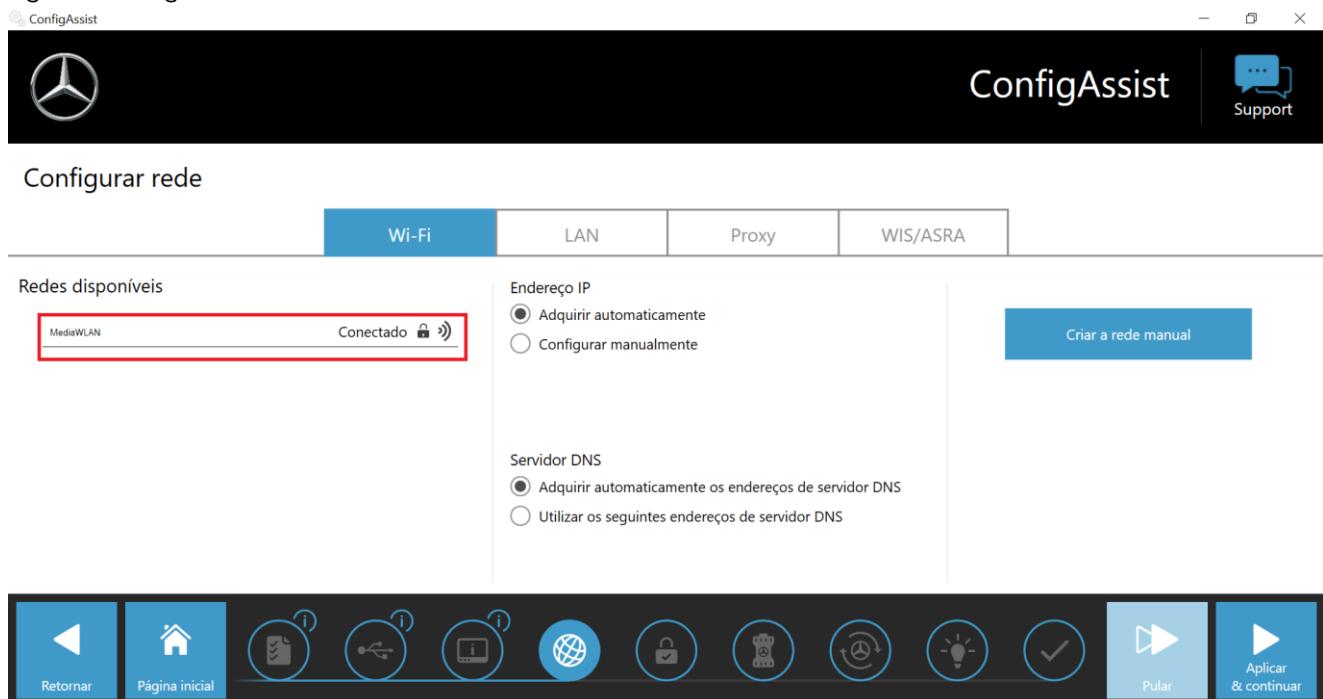


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