



Manual XENTRY Diagnosis Lite

Hardware Variant	Operating System	Network
XENTRY Diagnosis VCI	Windows 10 or 11 (64 Bit)	Online connection required

Objective

This document provides you with instructions for your XENTRY Diagnosis Lite and includes initial startup of the software, general information, minimum requirements for the PC, time credits and support. To learn more about the operation of XENTRY Diagnosis, you can take training courses at "Global Training".

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1 Commissioning XENTRY Diagnosis Lite

1.1 Commissioning the XENTRY Diagnosis Software

Start your computer and establish an online connection.

The online connection is necessary to perform the installation. Make sure that you have administrator rights to install the software on your computer. You also need administrator rights for the operation of the XENTRY Diagnosis application.



Click the download link to download and install the basic setup:

Mercedes-Benz B2B Connect → Software → XENTRY Diagnosis Lite → Systeme → Prepare your PC → Download basic setup...

If necessary, set your firewall so that the execution of the EXE file is guaranteed. Now download and install the so-called **basic setup**.

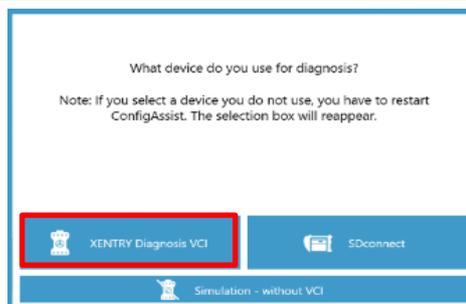
The setup guides you through the installation and can take some time depending on the system performance. If you enter your own path for installation, please do not use spaces or special characters. The installation wizard cannot process this.

After installing the basic setup, you must carry out a system restart.



After restarting, the hardware selection window appears. Please select "XENTRY Diagnosis VCI".

Then the "ConfigAssist" tool will open.





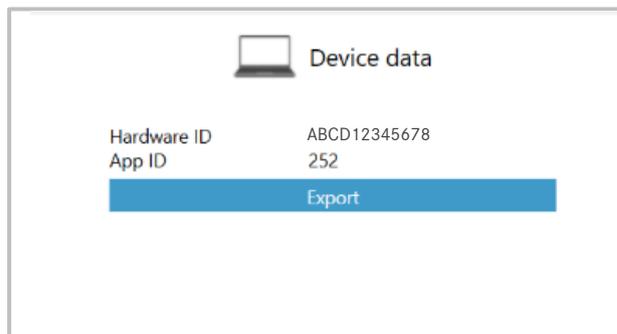
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In ConfigAssist, please go to "Install StartKey ".

In the "Install StartKey" window, read out the hardware ID of your computer.
You need this hardware ID to order your StartKey in the Mercedes-Benz B2B Connect ([Mercedes-Benz B2B Connect \(https://B2BConnect.mercedes-benz.com\)](https://B2BConnect.mercedes-benz.com)).

Log in to Mercedes-Benz B2B Connect and go to "Software → XENTRY Diagnosis Lite → Systems → Purchase system basic fee". Select "HW ID of your computer", enter the hardware ID and complete the order.

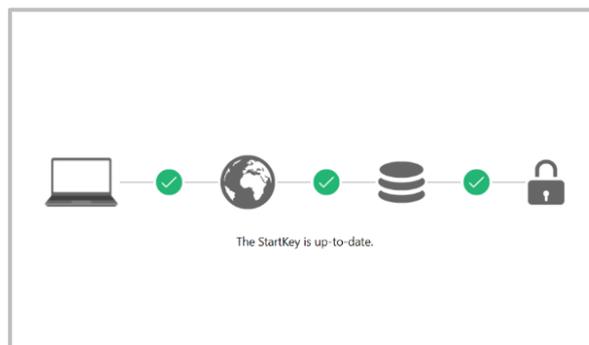
After creating the StartKey, you will receive an email.



The **access authorization** (StartKey) is then checked online. The system-specific StartKey is created automatically during the ordering process and made available online for download.

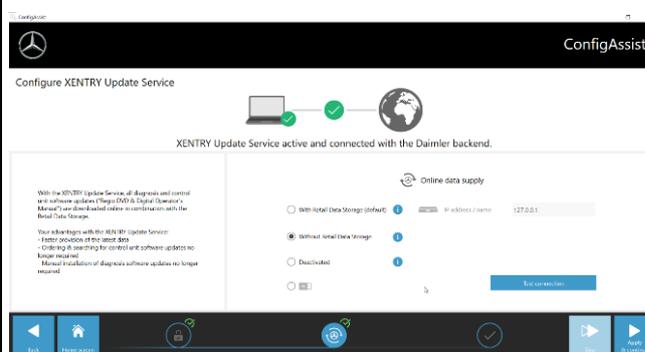
After successful **online check** (and if necessary. Automatic download) of the StartKey, a **green checkmark** ✓ is displayed next to the globe.

If the "green check mark" or the "Start" button is not visible, there is probably no StartKey or the StartKey has expired. You can order this in the **Mercedes-Benz B2B Connect** (see previous paragraph).



Please open ConfigAssist to activate the **"XENTRY Update Service"** tool. XENTRY Update Service will search for the current **diagnosis release** and then download it so that you can install it on the computer.

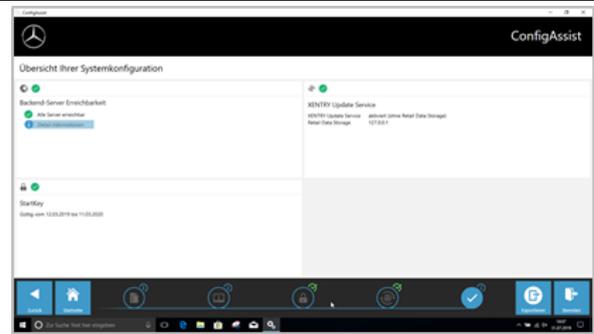
Select "Without Retail Data Storage", test the connection and click "Apply & Continue ".





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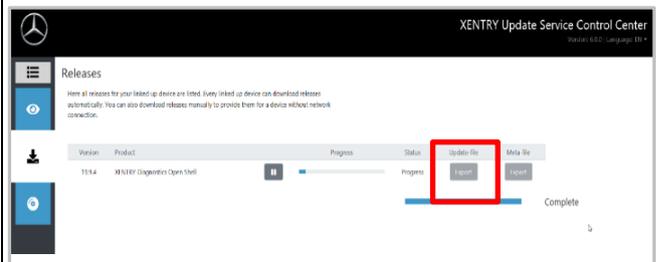
Finally, you will see the configuration overview of your system including the XENTRY Update Service.



Please open "XENTRY Update Service" by the icon with the same name on your desktop.

Go to the "Release Overview" tab. XENTRY Update Service will automatically search for the latest update (diagnosis release) and download it.

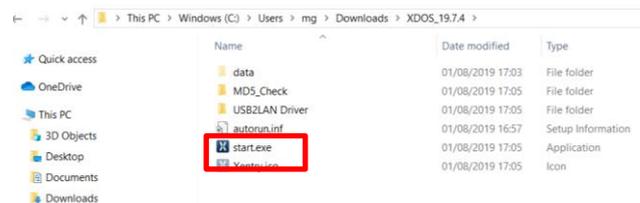
Once the download is complete, click "Export" to save the ZIP file on your computer.



Install the current diagnosis release.

Unpack the file and click on the Start.EXE file to install the current release (=diagnosis release). Please follow the instructions of the InstallShield Wizard.

PLEASE NOTE: Make sure that you have enough storage space (approx. **150 GB**) on your hard drive!



As before, perform the installation steps for the diagnosis release as part of the installation of the basic release.

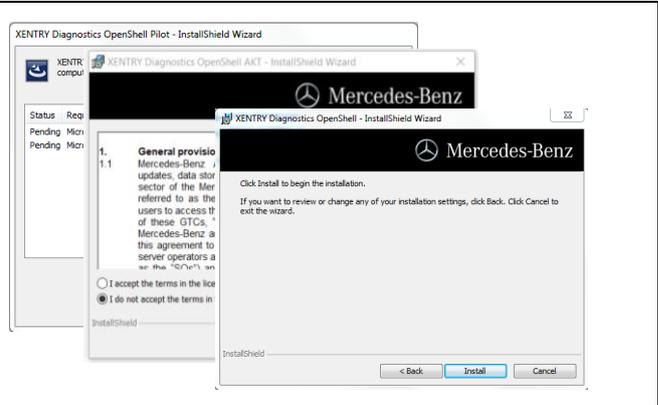
After performing all installation steps, click on "Finish". Then, you need to restart your computer.





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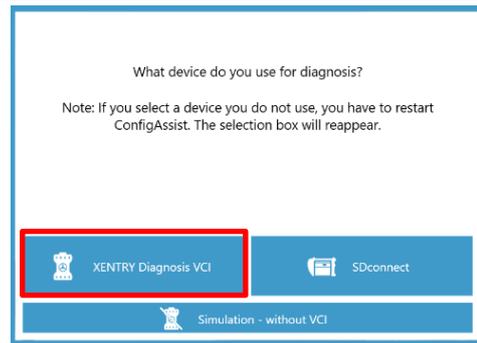
After restarting, you will find the XENTRY Diagnosis icon as usual and all other icons on your desktop.



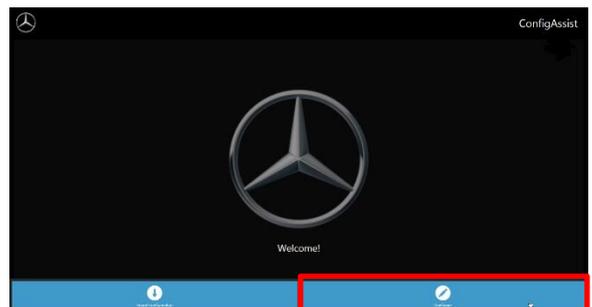
1.2 Commissioning the XENTRY Diagnosis VCI

After restarting, the hardware selection window opens automatically on the desktop.

Please select "XENTRY Diagnosis VCI".



Then please select "Configure".





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Coupling the XENTRY Diagnosis VCI

PLEASE NOTE: Please insert the Wi-Fi stick into your diagnostic computer!

Connect the XENTRY Diagnosis VCI to your diagnosis computer via USB cable and wait for the beep.

Then click on "Pair XENTRY Diagnosis VCI" and wait for the connection to be made.

Please remove the USB cable again. The XENTRY Diagnosis VCI is now connected to your diagnosis computer via Wi-Fi and ready for diagnosis.

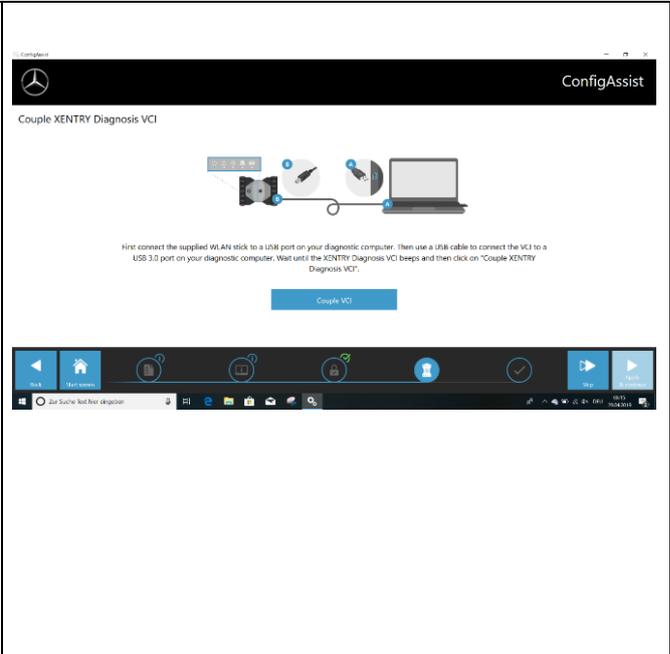
You will continuously see the VCI icon on your desktop:



Connected VCI via Wi-Fi (VCI must be connected to power supply/vehicle)



Connected VCI via USB cable

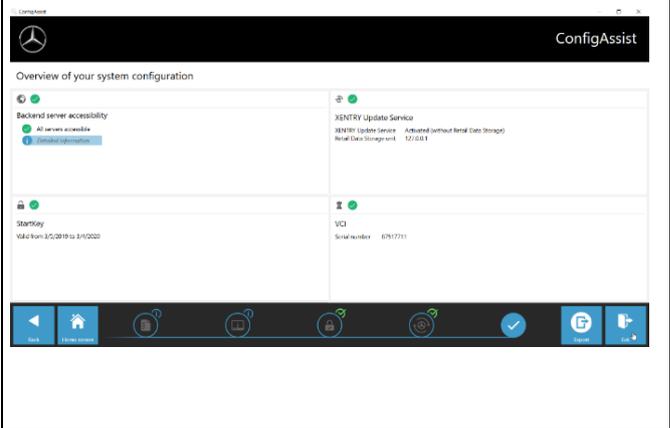


Completing the configuration

Finally, the overview of the system configuration is displayed with VCI.

The green checkmark symbols indicate an existing, current StartKey, the activated XENTRY Update Service and a correct connection between XENTRY Diagnosis VCI and diagnosis computer.

Exit ConfigAssist with "Exit" and confirm with "Yes".





2 General information

Diagnostic time credits

To be able to use XENTRY Diagnosis Lite, you need diagnostic time credits that you receive in the B2B Connect Portal (<https://B2BConnect.mercedes-benz.com/gb>). With the diagnostic time credit, you acquire usage rights for diagnosis data. The diagnostic time credit is differentiated into data packages and duration (hour, day, week, month, year).

Included vehicles

All brands and divisions of Mercedes-Benz (Mercedes-Benz- passenger cars, VAN, smart, EQ, Maybach) are included in XENTRY Diagnosis Lite. You can diagnose all installed control units of all model series (incl. DAS series up to 2002 as well as all XENTRY model series - HHTWin is not supported).

XENTRY Diagnosis Lite contains the functions quick test, basic diagnosis (actual values, actuations), initial startup (flashing, coding, and parameterization), reading/deleting fault memories as well as guided and functional diagnosis.

Please note that you must apply separately for the initial startup of XENTRY Flash user rights control units (see Mercedes-Benz B2B Connect).

Hardware

The delivery scope includes the standard hardware XENTRY Diagnosis VCI (incl. hardware case and accessories), which communicates with the vehicle during diagnosis. Please note that both **guarantee and warranty are limited to 42 months** for the hardware.





3 New mandatory login procedure

All explanations of the necessary authorizations (e.g. Flash rights, the Standard Diagnosis right, multi-factor authentication) as well as mandatory authentications and identifications that you need to use the XENTRY Diagnosis applications can be found at:

<https://b2bconnect.mercedes-benz.com/gb/workshop-solutions/diagnosis/xentry-flash>

**4 Minimum PC requirements**

A PC for the operation of the diagnostic application is not included in the scope of delivery. You can use a commercially available computer. At least, however, it shall meet the following requirements:

- Administrator rights for installation and updates
- Personalized login incl. standard diagnosis right (compulsory login procedure)
- Windows compatible PC or Laptop with Intel i5 processor or better, or similar type
- Operating system: Windows 10 (64 Bit) or Windows 11 (64 Bit)
- Minimum of 8 GB RAM (16 GB recommended)
- Minimum of 150 GB free HDD, Solid State Drive (SSD) recommended (for performance and mechanical robustness)
- Browser: Edge for Windows
- One USB 3.0 port to connect XENTRY Diagnosis VCI via USB cable
- One free USB port for the WiFi stick for wireless communication between diagnosis PC and VCI
- Broadband Internet access via LAN/WiFi
- Microsoft .NET 4.0 (or higher) installed (<http://www.microsoft.com>)
- Several URLs and Ports unlocked in the local or network firewall / proxy (see below)
-

The following URLs and ports must be enabled for a XENTRY Diagnosis Open Shell computer in the firewall or proxy server. Please talk to your IT responsible and make sure that all activations have been made.

Purpose	URL/Domain	Port
XENTRY Portal	https://xentry.mercedes-benz.com	443 (https)
EPC, WIS/ASRA	https://retailfactory.mercedes-benz.com (Your corresponding EPC, WIS/ASRA server may have to be enabled)	443 (https)
GoToAssist (For provision of remote support)	http://gotoassist.com https://gotoassist.com https://goto.com	80 (http) 443 (https)
Service24h Europe	https://compass.i.daimler.com/m4t	443 (https)
XENTRY TIPS	https://xentry-tips.mercedes-benz.com/neo-reader/index.html	443 (https)
Windows update links	http://windowsupdate.microsoft.com (Enabling required for *.microsoft.com)	80 (http)
XENTRY (AQT)	https://aftersales.mercedes-benz.com	443 (https)
XENTRY Flash	https://aftersales.mercedes-benz.com (For control unit commissioning)	443 (https)
XENTRY Diagnosis Domains	For operation of the XENTRY Diagnosis Software with and without RDS, the following domains must always be accessible and must not be blocked, even if no communication has taken place over them for a longer period of time: <ul style="list-style-type: none"> ▪ *.daimler.com ▪ *.daimler.de ▪ *.mercedes-benz.com ▪ *.mercedes-benz.de ▪ *.corpinter.net ▪ *.akamaihd.net ▪ *.fastsupport.com ▪ *.go2assist.me ▪ *.gofastchat.com ▪ *.gotoassist.com ▪ *.gotoassist.at ▪ *.gotoassist.me ▪ *.goto.com 	80 (http) 443 (https)





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	<ul style="list-style-type: none">▪ *.helpme.net▪ *.logmeinrescue.com▪ *.tokbox.com▪ *.opentok.com▪ *.pingone.eu▪ *.pingidentity.eu▪ *.startekinfo.com (MBUSA)▪ *.microsoft.com▪ *.windowsupdate.com▪ *.windows.com▪ *.time.windows.com	123 (UDP)
AddOns	http://openshell.aftersales.daimler.com/msi-updates/*	80 (http) 443 (https)
Retail Data Storage to the Internet	<ul style="list-style-type: none">▪ *.daimler.com▪ *.mercedes-benz.com▪ *.corpinter.net▪ *.akamaihd.net	80 (http) 443 (https)
XENTRY Diagnosis to Retail Data Storage		80 (http) 443 (https) 9000 (http) 7001 (tcp) 7002 (tcp)
WIS Service Media	http://service-parts.mercedes-benz.com/	80 (http)



5 Software

The following applications and tools can be accessed via the Windows Start menu or via icons on the desktop of your diagnostic computer.

➔ **Please note:** Mercedes-Benz AG excludes the assumption of liability for the flash and coding processes if other software is operated in parallel with XENTRY. Liability for the other software and its work processes is also excluded. If you are working with XENTRY, you must quit all other applications and tools beforehand. If you want to work with other applications and tools, quit XENTRY beforehand. The parallel operation of XENTRY with other software has not been tested.

5.1 Overview of included software

XENTRY Diagnosis Lite

This is the central application for flash and coding operations. You can also find the icon to start on the desktop. The use of XENTRY Diagnosis Lite requires trained personnel and you can take advantage of the training offered at the Training Academy of Mercedes-Benz AG "Global Training". Training and Computer-Based Trainings (CBT) can be found on the website:

<http://gt.mercedes-benz.com/>

To use XENTRY Diagnosis Lite on your computer, you must be logged in as an administrator.

XENTRY DAS

The diagnostic assistance system is to be used for the flash and coding processes of older series. It is integrated into XENTRY and cannot be called separately. As for XENTRY Diagnosis Lite, the use of XENTRY requires THE trained personnel and you can attend training courses at the Training Academy of Mercedes-Benz AG "Global Training".

XENTRY Update Service

Via XENTRY Update Service you can download and install the current setup (= diagnostic release). Furthermore, you will also receive all Flash data.

Mercedes-Benz AddOn Center

This tool downloads add-ons and allows them to be installed. Instructions can be found in the Support Tool.

ConfigAssist

ConfigAssist checks whether the ZBUS Online Server is reachable and the StartKey for XENTRY is available. You already need the tool when you order the StartKey, as you have to read the required HW-ID. You can call up ConfigAssist via the icon on the desktop or by Start > Programs > Mercedes-Benz to test the accessibility of the Mercedes-Benz Backend Server.

With ConfigAssist, you can also connect the XENTRY Diagnosis VCI with the computer.





Support Tool

The Support Tool can be found as a shortcut on the desktop and accessed from there. It offers a quick way to compile all the necessary data and information for support, as well as to access online offers, help documents and instructions.

It also provides an easy way to take screenshots. This tool is primarily used to compile the data required for a support ticket for the support agency that needs it for rapid analysis and remedy.

5.2 Messages in XENTRY (on StartKey and time credit)

For a complete explanation of the XENTRY application, you can attend training courses at the Training Academy of Mercedes-Benz AG "Global Training".

For the version, XENTRY Diagnosis Lite there are a few special user hints, which are briefly presented here.

When starting the XENTRY Application

[2221-47: No connection to the server possible.](#)

The server with the StartKey must be reachable for diagnostics. Please restart XENTRY later. If the server has been temporarily shut down for a planned maintenance measure, you have received maintenance information in advance. If you have any questions, please contact the UHD.

[2221- 45: No access authorization for XENTRY was found on the server.](#)

The server is active and could not find your StartKey. Please make sure that you are logged on to your computer as an administrator when using XENTRY. If you are logged in as an administrator and no StartKey is found, please call the Customer Support Centre (XCA) to clarify the matter. Please see [Chapter 7 Support](#).

[2221-54: The access authorization was updated and XENTRY needs to be restarted.](#)

The server has provided a new StartKey and it has been downloaded. Please close and restart XENTRY. You do not have to restart the whole PC. An update of the StartKey will only take place very rarely.

When opening a product group

[2173-43: Available time credit amounts to \(...\) minutes. Available time credit for this product group amounts to \(...\) minutes.](#)

When you open a product group, XENTRY will show you an indication of how much credit you have available for that product group.

[2173-42 and 44: There is no time credit available for this product group](#)

When you open a product group, XENTRY will indicate if you do not have any time credits available for this product group.





When starting the diagnosis function

2173-42 and 44: [There is no time credit available for this product group.](#)

You must purchase new diagnostic time credit for the product group before you can start this diagnostic function. Instructions for purchasing diagnostic time credits can be found in Mercedes-Benz B2B Connect Portal which can be accessed with the following link:

<https://B2BConnect.mercedes-benz.com/gb>

General errors

2173-39: [There is a local network problem or a malfunction of the network connection. Please contact your local IT administrator.](#)

If the server cannot be reached, there is a local network problem on your computer, in your network or with your Internet provider. The UHD for XENTRY cannot help you with this. Please contact your local IT administrator.

2173-40: [An error occurred while checking the access authorization or the diagnostic time credit.](#)

This error message is very general because XENTRY could not determine the cause of the unknown error. The error may be in the operating system or another application. A restart of the entire computer can help to stabilize the entire system again. Moreover, please make sure that you are logged in to your computer as an administrator when using XENTRY.





6 Diagnostic time credits

In order to use XENTRY Diagnosis Lite, you need diagnostic time credits in addition to the XENTRY software, which you can also purchase in the B2B Connect Portal. With the diagnostic time credit, you acquire usage rights for the diagnostic data. The diagnostic time credit is divided into data packages and duration (hour, day, week, month, and year).

Instructions on how to purchase the diagnostic time credit can be found in the B2B Connect Portal: <https://B2BConnect.mercedes-benz.com/gb>

XENTRY Notification messages for the diagnostic time credit are described in [Chapter 5 Software](#).

Please note the general conditions for the diagnostic time credit:

- Time credits purchased or no longer needed by mistake cannot be returned or refunded.
- Time credits that have not been used up or not opened at the time of expiry of the contract cannot be refunded either. However, in the event of a contract extension, the transfer is possible.
- Mercedes-Benz AG is only responsible for the accessibility of the backend server (StartKey and diagnostic time credit online server) and not for the Internet connection in general.



7 Support

Updates / AddOns

For XENTRY Diagnosis Lite, updates are provided online 4 times a year. You can get these updates via the XENTRY Update Service. AddOns are downloaded from the Mercedes-Benz AddOn Center.

Thus, your system is always up to date.

The updates must be installed. If the data is outdated, XENTRY will indicate this. In order to offer to you a product and service at a low price, the number of updates is reduced to a minimum.

XCA (XENTRY Commercial Administration) & UHD (User Help Desk)

Commercial and technical requests are dealt with separately.

- Commercial requests

For commercial matters (e.g. ordering, order processing, time credits, specific processes for XENTRY Diagnosis Lite, StartKeys, deliveries, shipping, invoices and payment options) can be contacted at the Customer Support Centre (XCA).

E-Mail: xentry.customer.support@mercedes-benz.com.

XCA handles support requests during business hours: Mon-Fri 08:00 - 18:00 (CET). Inquiries to XCA can be made in German or English.

- Technical requests

For all technical matters such as inquiries about installation, configuration, application, software, hardware and all data content, please contact the Diagnostic User Help Desk (UHD).

E-Mail: xentry.diagnosis.support@mercedes-benz.com.

Please note that no support is provided for your own hardware (e.g. standard PC) and network infrastructure.

If required, you can ask the Customer Support Centre (XCA) for your contract number (= system number) or look it up in Mercedes-Benz B2B Connect under "My workshop".

