



# XENTRY Diagnosis Kit 4 Guida dell'utente

Mercedes-Benz AG

Valida a partire 11/2022

Mercedes-Benz



# Indice

1.	Novità introdotte con XENTRY Diagnosis Kit 4 .....	4
2.	Volume di fornitura XENTRY Diagnosis Kit 4 .....	6
3.	Prima messa in servizio e configurazione .....	7
3.1.	Configurazione di rete automatica .....	8
3.1.1.	WLAN.....	8
3.1.2.	LAN.....	10
3.1.3.	Proxy.....	11
3.1.4.	WIS/ASRA .....	11
3.2.	Caricamento della StartKey .....	13
3.3.	Accoppiamento XENTRY Diagnosis VCI .....	14
3.4.	Configurazione XENTRY Update Service .....	15
3.4.1.	XENTRY Update Service con Retail Data Storage.....	15
3.4.2.	XENTRY Update Service senza Retail Data Storage .....	16
3.5.	Completamento della configurazione .....	17
3.6.	Esportazione della configurazione .....	18
3.7.	Installazione e aggiornamento nonché configurazione di WIS/ASRA offline/stand-alone .....	19
3.7.1.	Installazione/aggiornamento WIS/ASRA offline/stand-alone .....	19
3.7.2.	Immissione della StartKey WIS/ASRA nel WIS Configuration Tool .....	22
4.	Usò di XENTRY Diagnosis Kit 4.....	23
4.1.	Avvio del sistema .....	23
4.2.	Possibilità di collegamento .....	24
4.3.	Update Center .....	25
4.4.	Commutazione release .....	26
4.5.	AddOn .....	27
4.6.	Stampanti e stampa.....	28
4.6.1.	Installazione di una stampante USB .....	28
4.6.2.	Installazione di una stampante di rete.....	32
4.6.3.	Assistente per l'installazione dei driver della stampante .....	41
4.7.	Utilizzo di software per centraline messo a disposizione online .....	43
4.8.	AKT – test breve automatico.....	44
4.9.	XENTRY WIS / XENTRY Operation Time .....	47
4.9.2.	XENTRY Operation Time – comando più intuitivo, ricerca più semplice, risultati più veloci.....	48
4.9.3.	Richiamo di XENTRY WIS/XENTRY Operation Time dall'ambiente XENTRY .....	49
4.9.4.	Richiamo di XENTRY WIS/XENTRY Operation Time dalla sessione di diagnosi.....	50
4.9.5.	Schemi elettrici specifici per veicolo tramite "Dynamic Wiring Diagram" .....	51
5.	Componenti hardware .....	53
5.1.	XENTRY Diagnosis Pad 2 .....	53
5.1.1.	Caratteristiche tecniche di rendimento XENTRY Diagnosis Pad 2.....	53

5.1.2.	Attacchi sul dispositivo XENTRY Diagnosis Pad 2 .....	54
5.1.3.	Tasti e spie sul dispositivo XENTRY Diagnosis Pad 2 .....	54
5.2.	XENTRY Diagnosis VCI .....	55
5.2.1.	Caratteristiche tecniche di rendimento XENTRY Diagnosis VCI .....	55
5.2.2.	Attacchi ed elementi di comando sul dispositivo XENTRY Diagnosis VCI .....	57
5.2.3.	Indicazione di stato ed elementi di comando sul dispositivo XENTRY Diagnosis VCI.....	58
6.	Accessori .....	59
6.1.	Accessori ordinabili in via opzionale .....	59
6.2.	Tecnica di misurazione XENTRY Scope.....	60
6.3.	Scanner per iniettori (scanner manuale 2D) .....	60
6.4.	Unità di diagnosi per batterie ad alto voltaggio .....	60
6.5.	SBC Flashbox.....	60
7.	Strumenti operativi .....	61
7.1.	ConfigAssist.....	61
7.2.	Update Center .....	61
7.3.	VCI Manager .....	62
7.3.1.	Chiama VCI.....	62
7.3.2.	Aggiornamento firmware XENTRY Diagnosis VCI .....	63
7.3.3.	Ripristino XENTRY Diagnosis VCI .....	65
7.4.	PDF Center.....	67
7.5.	Support Tool .....	68
7.6.	VCI Monitor.....	70
8.	Assistenza & supporto .....	71
9.	Direttive sulla licenza Windows 10 IoT LTSC Enterprise.....	73
10.	Lease Agreement for Microsoft Software Products .....	80
11.	Product Terms Windows 10 IoT CLA .....	85
12.	Certificazioni WLAN.....	105
13.	FAQ – Domande frequenti.....	111
14.	Glossario .....	114
15.	Indice delle figure.....	116

# 1. Novità introdotte con XENTRY Diagnosis Kit 4

## Strategia operativa nota

La nuova strategia di apparecchiature per la diagnosi è costituita, come per XENTRY Diagnosis Kit 3, dal computer di diagnosi e da un multiplexer: XENTRY Diagnosis Pad 2 e XENTRY Diagnosis VCI.

## Ottimizzazioni fondamentali di XENTRY Diagnosis Kit 4:

- Nuovo XENTRY Diagnosis Pad 2
- Connessione WiFi modificata tra XENTRY Diagnosis Pad 2 e VCI.
- XENTRY Diagnosis Pad 2 dispone di un migliorato display multi-touch capacitivo che permette il lavoro in ambienti luminosi e fornisce inoltre immagini più nitide.
- Accumulatore intercambiabile in XENTRY Diagnosis Pad 2

## Integrazione IT semplice

- **La variante di collegamento già nota:**  
La connessione tra XENTRY Diagnosis Pad 2 e VCI avviene come di consueto in modo indipendente dall'infrastruttura IT dell'officina.  
Novità: nel dispositivo XENTRY Diagnosis Pad 2 è montata una seconda scheda WLAN che stabilisce la connessione tra XENTRY Diagnosis Pad 2 e VCI.
- **Implementazione WLAN:**  
Il dispositivo XENTRY Diagnosis Pad 2 viene implementato direttamente nella rete dell'officina, come avveniva anche nel modello precedente XENTRY Diagnosis Pad. Al momento della prima messa in servizio l'utente viene guidato tramite ConfigAssist attraverso la procedura di configurazione.

## Aggiornamento online

Lo XENTRY Update Service è il nostro standard per fornire al vostro sistema XENTRY Diagnosis Kit 4 sempre aggiornamenti di release, DVD Regio ed Istruzioni d'uso digitali.

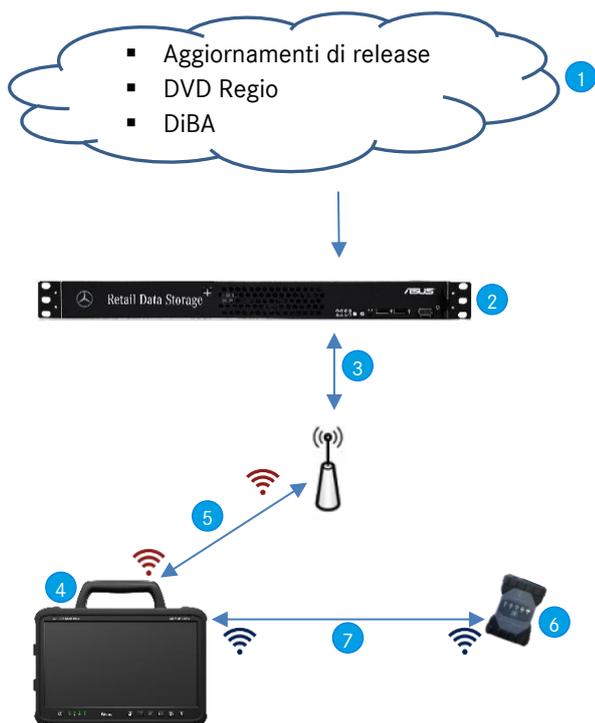
- A seconda della configurazione, gli aggiornamenti di diagnosi vengono scaricati di notte sul Retail Data Storage in uso e da lì distribuiti attraverso la rete dell'officina sui dispositivi XENTRY Diagnosis Pad | Pad 2.
- Lo "Zero Time Update" fa sì che gli aggiornamenti del software di diagnosi vengano trasmessi in background sul dispositivo XENTRY Diagnosis Pad | Pad 2. Durante questo tempo l'utente può proseguire normalmente con il lavoro. Non appena il processo è concluso, l'utente viene informato che è possibile installare il nuovo aggiornamento del software. L'installazione in genere richiede solo 5 minuti, dopodiché il dispositivo XENTRY Diagnosis Pad | Pad 2 è di nuovo pronto per proseguire normalmente con il lavoro.
- L'Update Center permette inoltre di commutare in breve tempo tra l'attuale aggiornamento di release e quello precedente.
- Oltre agli aggiornamenti del software di diagnosi, tramite il Retail Data Storage anche il software per centraline e le Istruzioni d'uso digitali vengono messi a disposizione "on demand" per i dispositivi XENTRY Diagnosis Pad | Pad 2.

## Strategia dei cavi adattatori

Come già noto, sono disponibili in via opzionale per casi applicativi speciali dei cavi adattatori che possono essere collegati al cavo OBD.

Avvertenza: questi cavi per XENTRY Diagnosis Kit 4 non sono più compresi nella dotazione di serie. È tuttavia possibile utilizzare i cavi adattatori di XENTRY Diagnosis Kit 3 che non devono essere restituiti a fine contratto.

## Struttura schematica sull'implementazione nella rete



- 1 Aggiornamenti di release, DVD Regio ed Istruzioni d'uso digitali (DiBA) vengono sempre approntati online nella versione attuale.
- 2 A seconda della configurazione i dati vengono scaricati di notte.
- 3 Il Retail Data Storage viene integrato nella rete dell'officina in modo che si trova nella stessa rete del sistema XENTRY Diagnosis Kit 4.
- 4 Il dispositivo XENTRY Diagnosis Pad | Pad 2 viene integrato nell'infrastruttura dell'officina (ciò è necessario per i servizi online).
- 5 La connessione tra XENTRY Diagnosis Pad 2 e rete dell'officina può avvenire via LAN o WLAN.
- 6 XENTRY Diagnosis VCI (multiplexer) con forma costruttiva piccola e robusta senza nucleo PC, senza accumulatore, senza ventola, senza display.
- 7 XENTRY Diagnosis Pad 2 può essere collegato con la VCI attraverso una connessione WiFi oppure tramite cavo USB.

## 2. Volume di fornitura XENTRY Diagnosis Kit 4

Il volume di fornitura di XENTRY Diagnosis Kit 4 comprende le seguenti dotazioni:

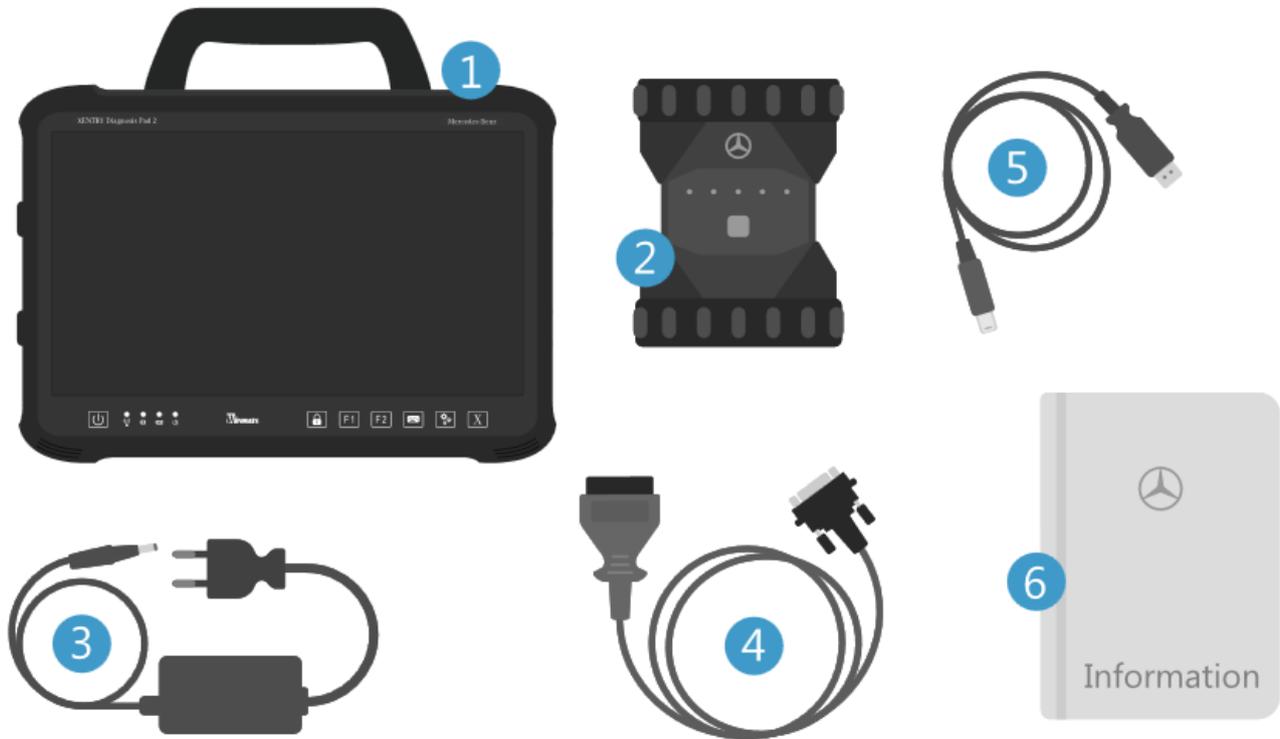


Figura 1: Volume di fornitura XENTRY Diagnosis Kit 4

- |  |  |
|--|--|
| <b>1</b> XENTRY Diagnosis Pad 2                              | <b>4</b> Cavo OBD (a 16 poli)                                |
| <b>2</b> XENTRY Diagnosis VCI                                | <b>5</b> Cavo USB (5 m)                                      |
| <b>3</b> Alimentatore incl. spina di alimentazione elettrica | <b>6</b> Informazioni per l'utente e avvertenze di sicurezza |

Opzionale: tecnica di misurazione XENTRY Scope

# 3. Prima messa in servizio e configurazione

Per la prima messa in servizio di XENTRY Diagnosis Kit 4 è necessario procedere alla configurazione. A tal fine, alla prima accensione del dispositivo XENTRY Diagnosis Pad 2, si avvia automaticamente ConfigAssist.



ConfigAssist

Figura 2: Icona ConfigAssist

In alternativa è possibile aprire ConfigAssist anche direttamente attraverso il seguente percorso:

*Desktop > Diagnosis Toolbox > ConfigAssist*

Navigare attraverso ConfigAssist tramite il pulsante "Avanti".

XENTRY Diagnosis Pad 2 dispone di due tasti funzione liberamente occupabili: F1 e F2. Esiste la possibilità di occupare i tasti con le seguenti funzioni:

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

Fare quindi clic su "Applica & avanti".

Dopo alcune altre informazioni su XENTRY Diagnosis Kit 4 si può ora implementare nella propria rete il dispositivo XENTRY Diagnosis Pad 2.

## 3.1. Configurazione di rete automatica

### 3.1.1.WLAN

Nel campo "Reti disponibili" selezionare la rete WLAN desiderata.

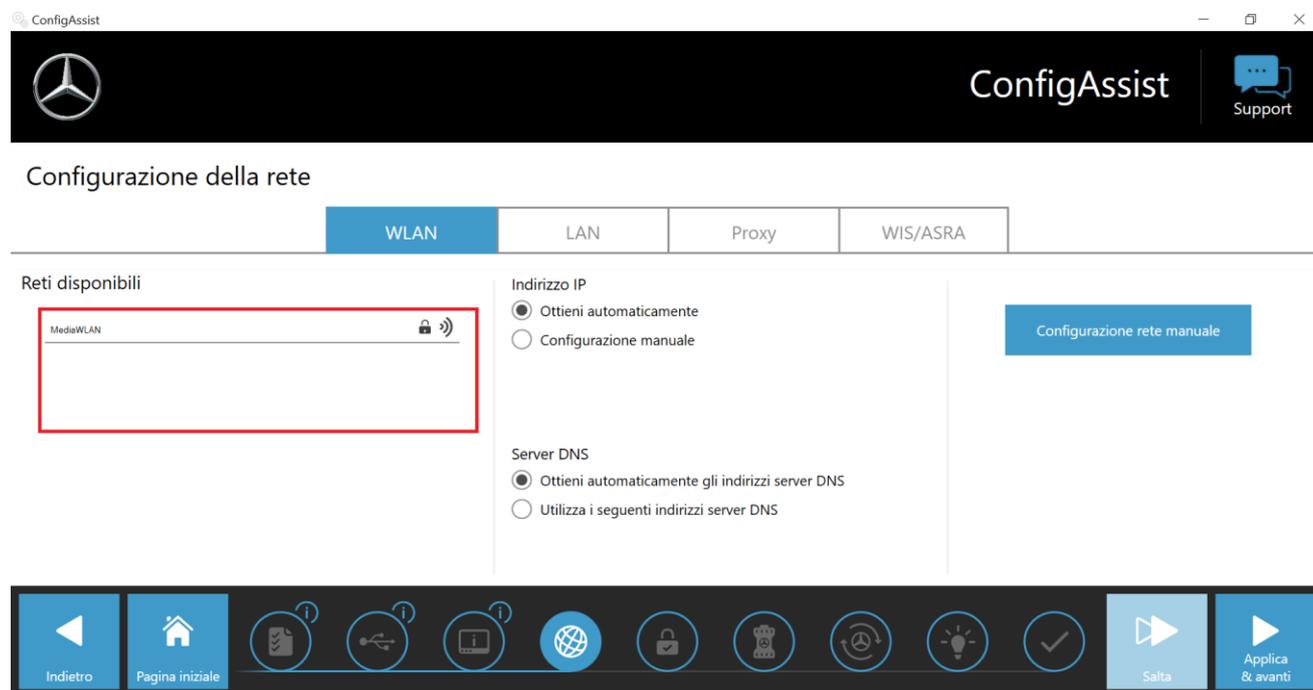


Figura 3: Configurazione della rete WLAN

Nella finestra che si sta aprendo, immettere ora la chiave di rete e fare quindi clic su "Connetti".

Nell'elenco delle reti disponibili che compare, accanto alla rete selezionata è ora riportata la nota "connesso".

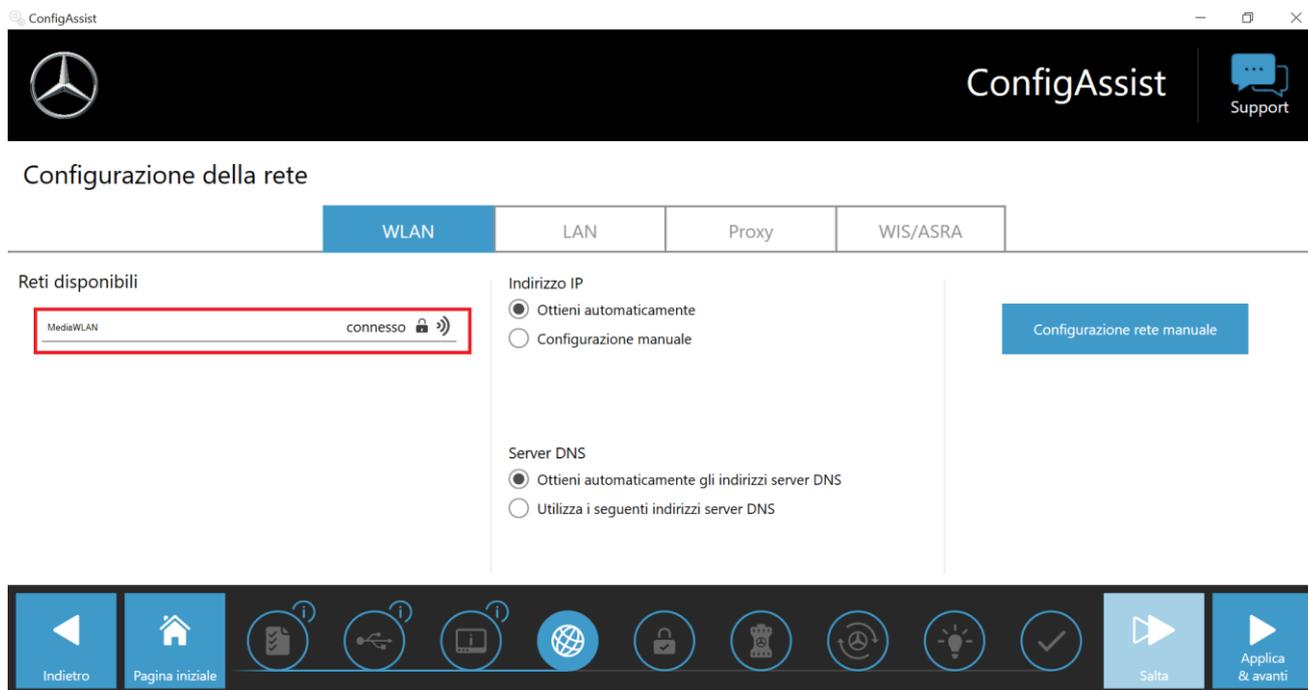


Figura 4: Rete WLAN connessa

A questo punto l'utente ha anche la possibilità di configurare l'indirizzo IP manualmente e selezionare un server DNS diverso.

In alternativa si può anche configurare manualmente la rete. Fare a tal fine clic sul pulsante "Configurazione rete manuale".

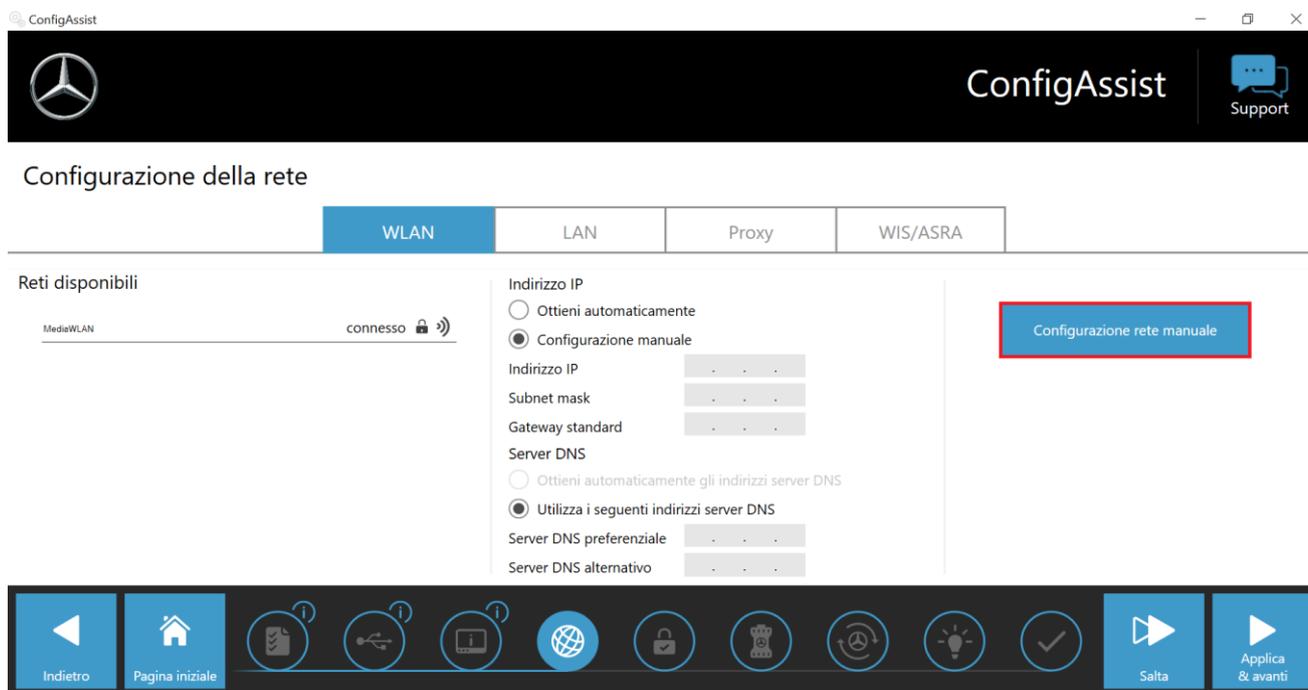


Figura 5: Configurazione rete manuale

Immettere qui i corrispondenti dati:

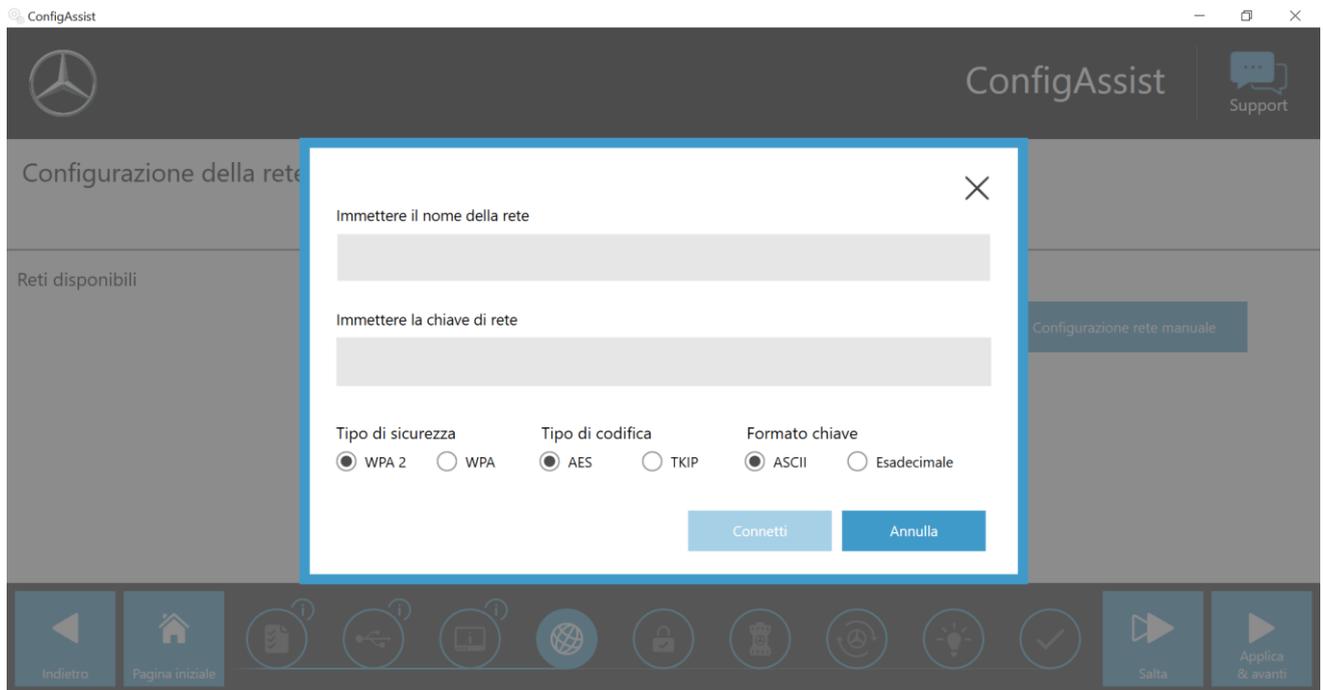


Figura 6: Immissione manuale dei dati

Fare clic su "Applica & avanti".

### 3.1.2.LAN

Oltre alle impostazioni per la rete WLAN si possono effettuare anche impostazioni per l'uso della connessione LAN. L'indirizzo IP può essere ottenuto automaticamente oppure configurato manualmente, inoltre si può impostare il server DNS.

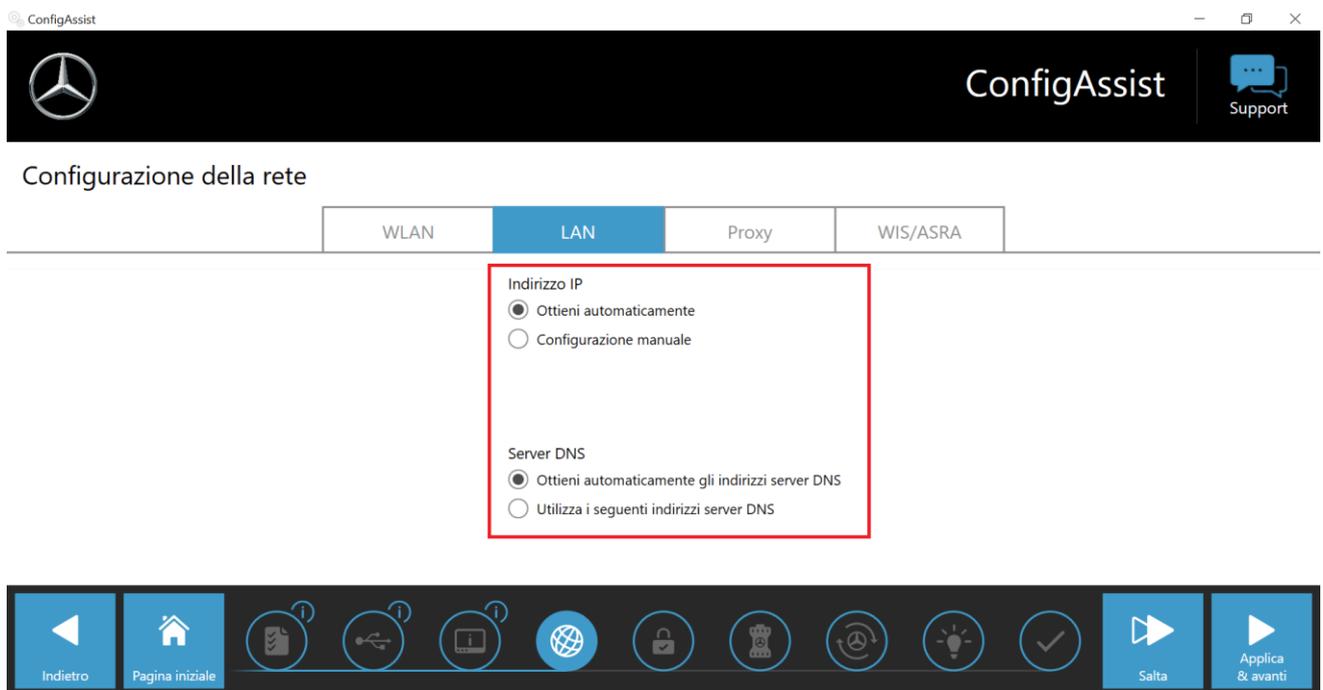


Figura 7: Configurazione della rete LAN

Fare clic su "Applica & avanti".

### 3.1.3.Proxy

Nella sezione "Proxy" si possono effettuare alcune impostazioni per il server proxy.

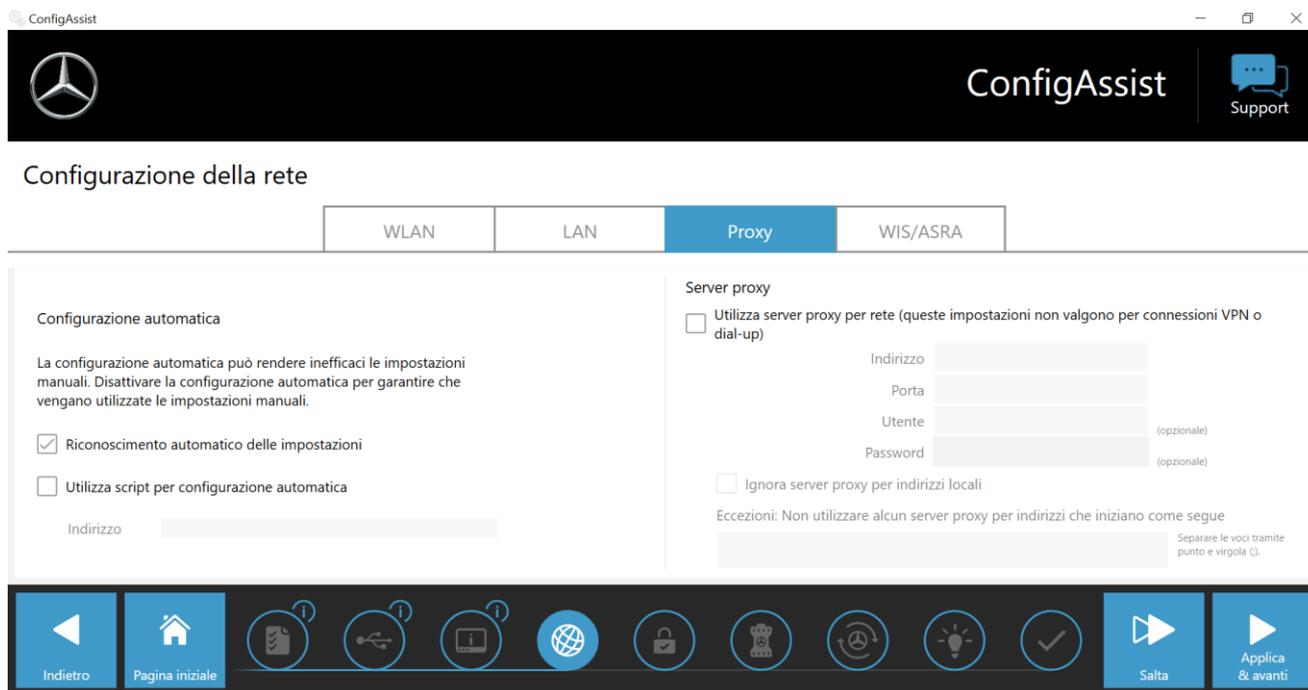


Figura 8: Impostazioni proxy

Per le impostazioni del server proxy è possibile scegliere tra riconoscimento automatico e configurazione automatica tramite script. Qui si possono inoltre definire ulteriori impostazioni per il server proxy.

Fare clic su "Applica & avanti".

### 3.1.4.WIS/ASRA

Di default è selezionata la RetailFactory come server WIS/ASRA. Qui esiste tuttavia la possibilità di configurare manualmente un proprio server WIS/ASRA.

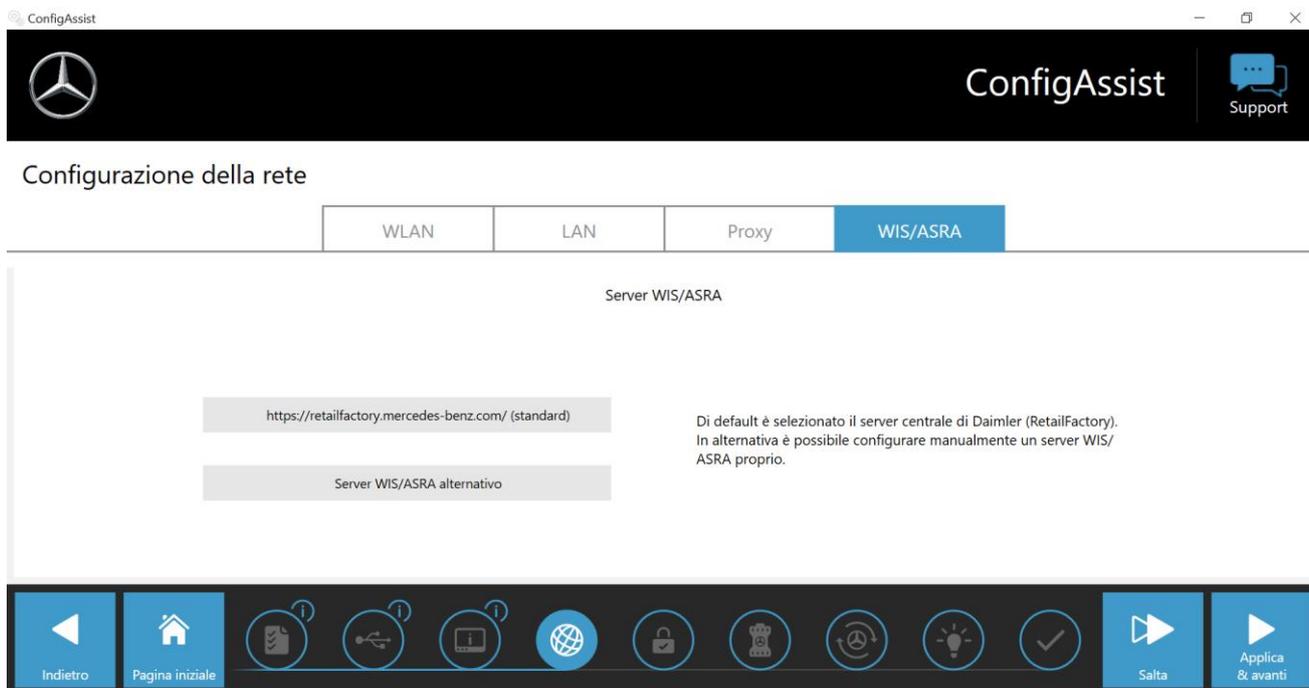


Figura 9: Server WIS/ASRA

## 3.2. Caricamento della StartKey

La verifica di tutti i dati immessi richiede un attimo di tempo; durante questo processo viene anche richiamata la StartKey. La StartKey si trova direttamente sul server online per StartKey da dove viene richiamata durante la procedura di installazione, a patto che sia stata ordinata contestualmente a XENTRY Diagnosis Kit 4.

Il numero di sistema, l'ID hardware e la validità della propria StartKey vengono visualizzati nella schermata che segue.

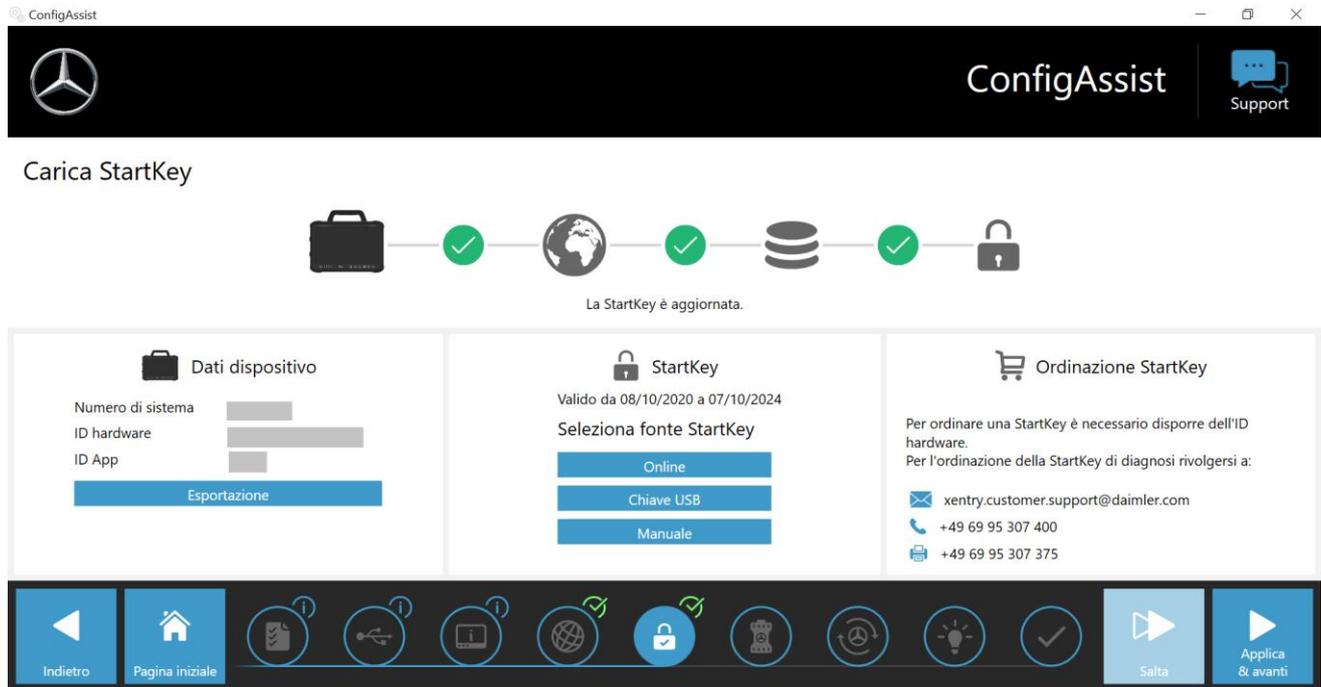


Figura 10: Panoramica StartKey

Se non ha avuto luogo il caricamento automatico della StartKey sul dispositivo XENTRY Diagnosis Pad 2, è possibile scegliere una tra le opzioni "Online", "Chiave USB" e "Manuale". In mancanza di una StartKey, rivolgersi al proprio contatto per l'ordinazione.

Per selezionare una fonte alternativa per la StartKey, procedere nel modo seguente:

- Online: facendo clic sul pulsante "Online" viene ripetuta la procedura di download della StartKey da Internet.
- Chiave USB: se si dispone della StartKey su una chiave USB, selezionare questa voce. Se la StartKey non dovesse essere caricata automaticamente dalla chiave USB, successivamente si apre Esplora risorse. All'interno della chiave USB portarsi quindi sulla StartKey.
- Manuale: la StartKey può essere inoltre immessa manualmente. A tal fine fare clic su "Manuale" e immettere la StartKey nella finestra che si apre.

### 3.3. Accoppiamento XENTRY Diagnosis VCI

Collegare il dispositivo XENTRY Diagnosis VCI tramite il cavo USB con il dispositivo XENTRY Diagnosis Pad 2, attendere che venga emesso il segnale acustico e fare quindi clic su "Accoppia VCI".

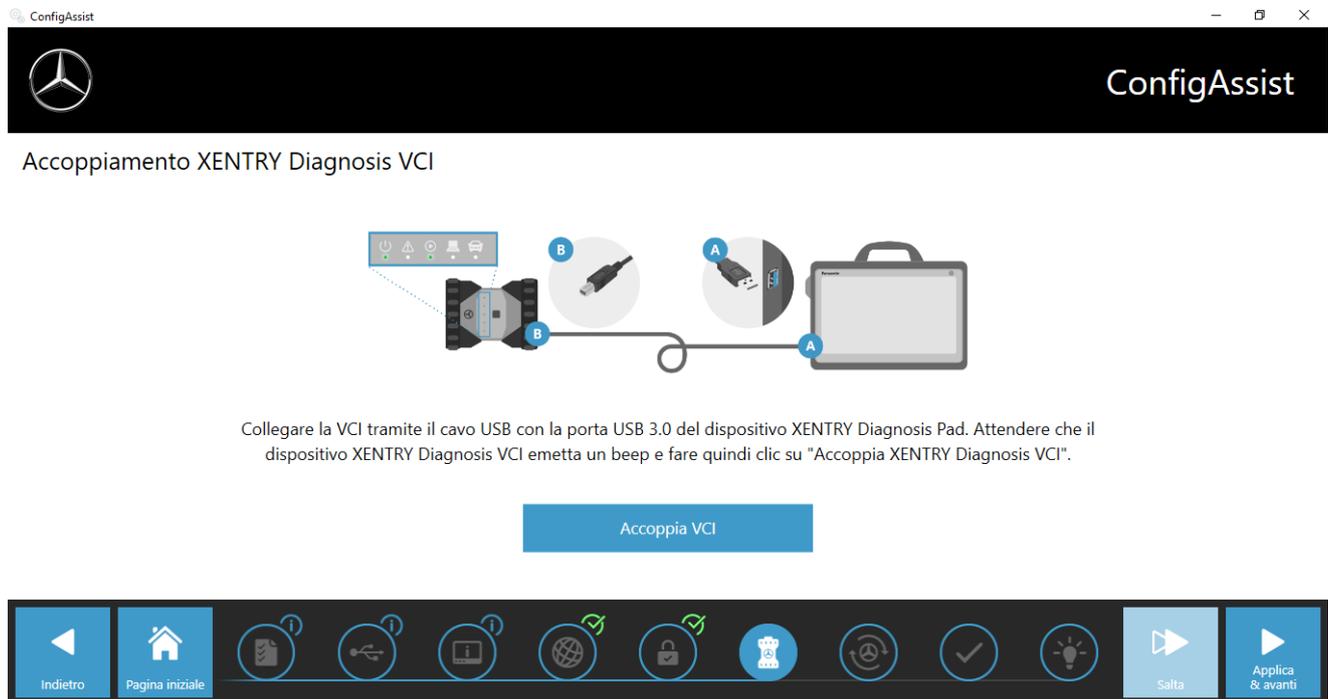


Figura 11: Accoppiamento di XENTRY Diagnosis VCI

**!** Considerare che sempre solo una VCI può essere accoppiata con il dispositivo XENTRY Diagnosis Pad 2. In caso di accoppiamento di una VCI diversa, un avviso segnalerà all'utente che la configurazione VCI attuale verrà sovrascritta.

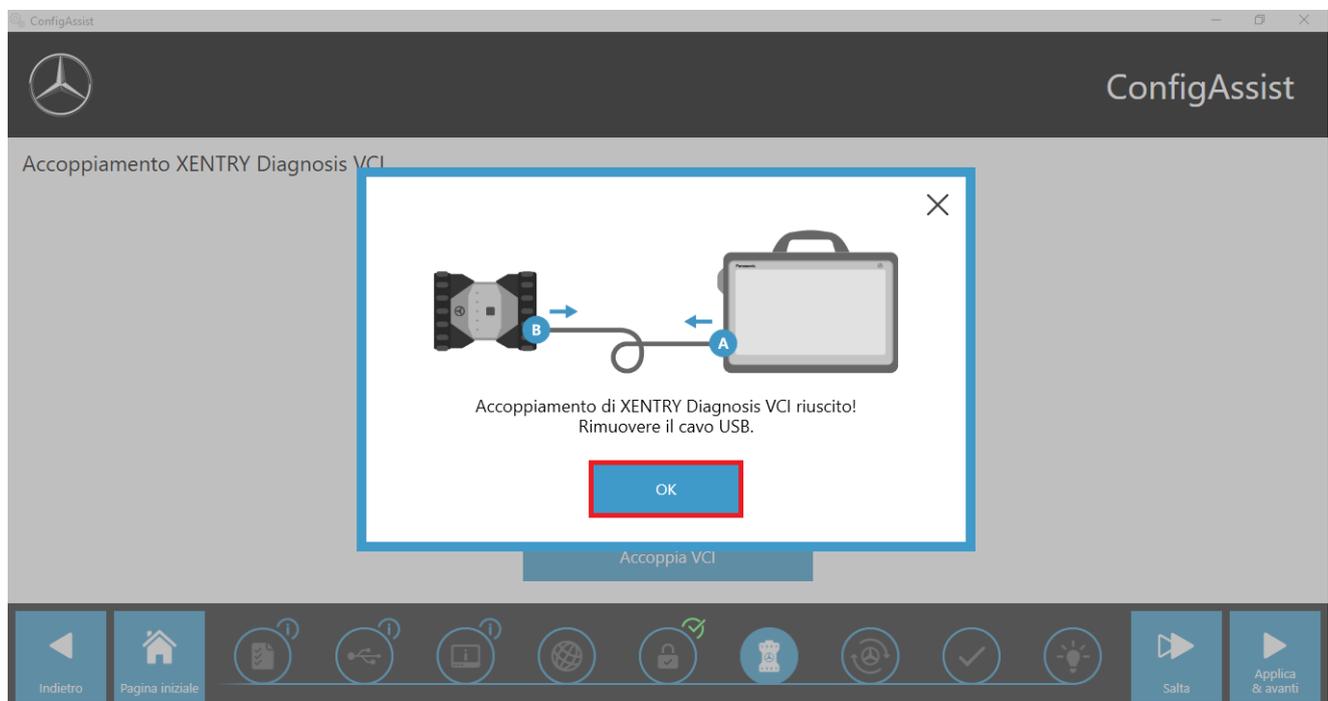


Figura 12: Accoppiamento con XENTRY Diagnosis VCI riuscito

Nella schermata seguente fare clic su "Applica & avanti".

### 3.4. Configurazione XENTRY Update Service

In questa sezione è possibile configurare XENTRY Update Service.

Tramite XENTRY Update Service viene definita la modalità di download per i dati di diagnosi (aggiornamenti di release, DVD Regio ed Istruzioni d'uso digitali) sul sistema XENTRY Diagnosis Kit 4.

Esistono due varianti di configurazione per XENTRY Update Service:

#### Variante 1: XENTRY Update Service con Retail Data Storage

I dati di diagnosi (aggiornamenti di release, DVD Regio ed Istruzioni d'uso digitali) vengono scaricati da Internet dapprima sul Retail Data Storage e poi sui dispositivi XENTRY Diagnosis Pad | Pad 2.

#### Variante 2: XENTRY Update Service senza Retail Data Storage

I dati di diagnosi (aggiornamenti di release, DVD Regio ed Istruzioni d'uso digitali) vengono scaricati direttamente da Internet sul dispositivo XENTRY Diagnosis Pad | Pad 2.

Si tenga presente che il Retail Data Storage fa parte degli standard per il retail.

#### 3.4.1. XENTRY Update Service con Retail Data Storage

Se l'officina dispone di un Retail Data Storage, gli aggiornamenti di diagnosi, i DVD Regio e le Istruzioni d'uso digitali (DiBA) possono essere scaricati online attraverso Internet tramite lo XENTRY Update Service.

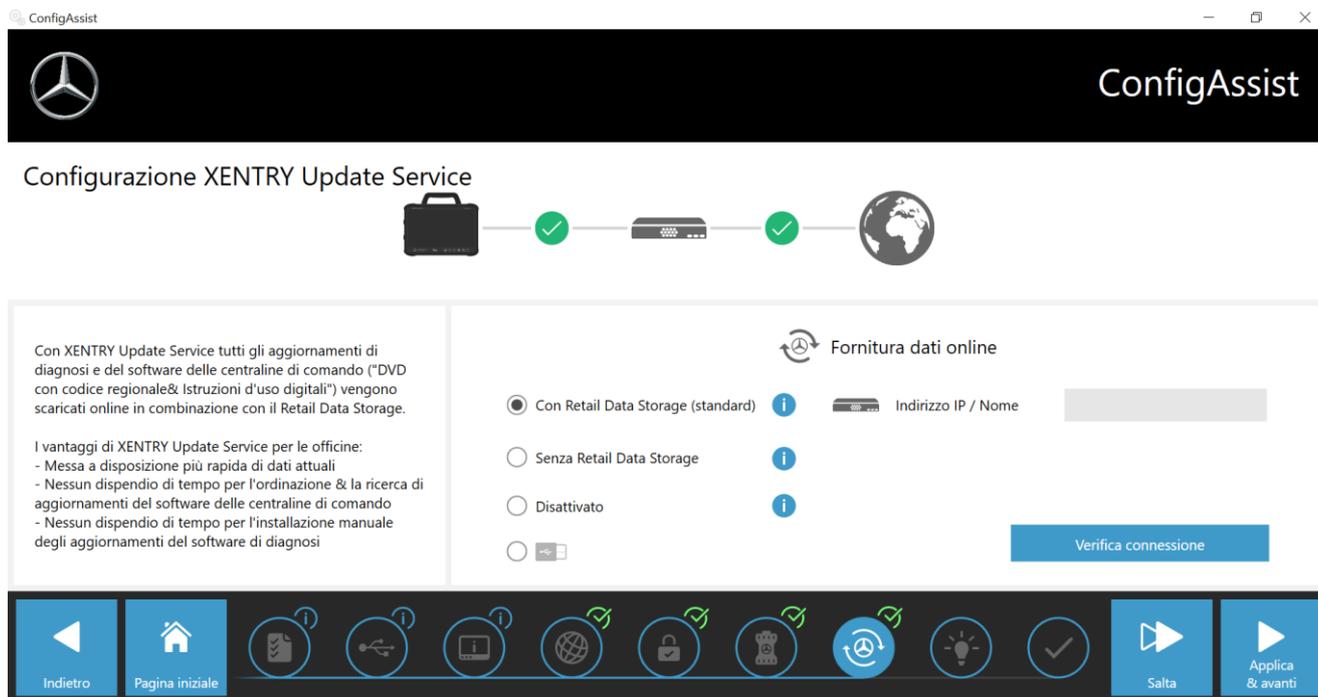


Figura 13: XENTRY Update Service con Retail Data Storage

Per stabilire la connessione al Retail Data Storage, selezionare "**Con Retail Data Storage (standard)**" e inserire nel campo "Indirizzo IP / Nome" l'indirizzo IP del Retail Data Storage definito dall'utente. Fare poi clic sul pulsante "Verifica connessione", la connessione corretta viene confermata tramite segno di spunta verde.

Selezionare ora la voce "Applica & avanti".

### 3.4.2.XENTRY Update Service senza Retail Data Storage

Qualora l'officina non dovesse disporre di un Retail Data Storage, gli aggiornamenti di diagnosi e del software delle centraline di comando possono essere scaricati direttamente da Internet sul sistema XENTRY Diagnosis Kit 4 in uso.

Osservare quanto segue: questa opzione è consigliata solo per officine con uno o due apparecchi di diagnosi. Esistono le seguenti restrizioni rispetto a XENTRY Update Service con Retail Data Storage:

- Maggiore sollecitazione della rete
  - I dati, in particolare il software delle centraline di comando, devono essere scaricati on demand da Internet durante i lavori in corso (confronto Retail Data Storage: download durante la notte)
  - È necessario il download multiplo dei dati
  - È richiesto un maggiore volume di dati per la connessione Internet
- Tempi di attesa più lunghi per i clienti finali a seconda della durata del download

Selezionare per questa opzione nell'area "Retail Data Storage" il pulsante "**Senza Retail Data Storage**" e fare poi clic su "Verifica connessione".

Avvertenza: in caso di guasto del Retail Data Storage esiste comunque la possibilità di impostare in qualsiasi momento questa opzione per XENTRY Diagnosis Kit 4.

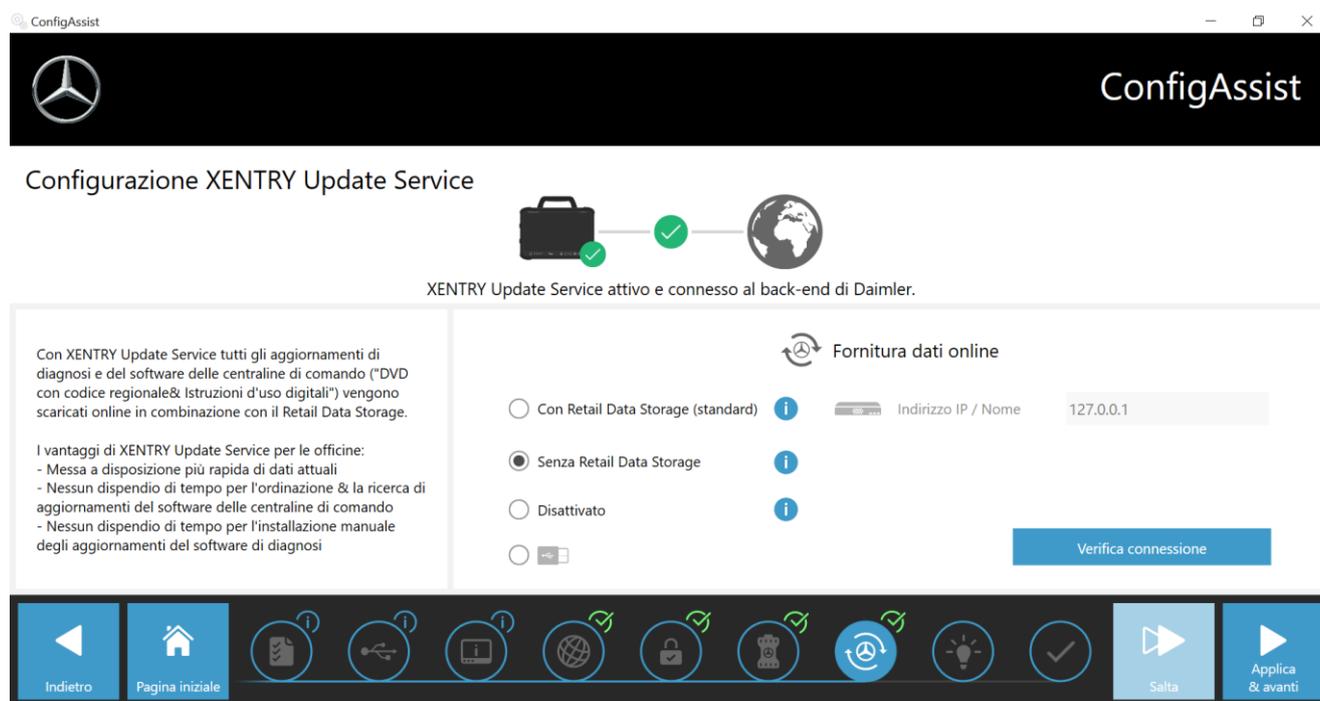


Figura 14: XENTRY Update Service senza Retail Data Storage

Fare ora clic su "Applica & avanti".

### 3.5. Completamento della configurazione

Nella schermata "Informazioni dettagliate" vengono visualizzati alcuni link che portano ad ulteriori informazioni utili.

Fare ora clic sul pulsante "Avanti". Viene fornita una panoramica della configurazione del sistema.

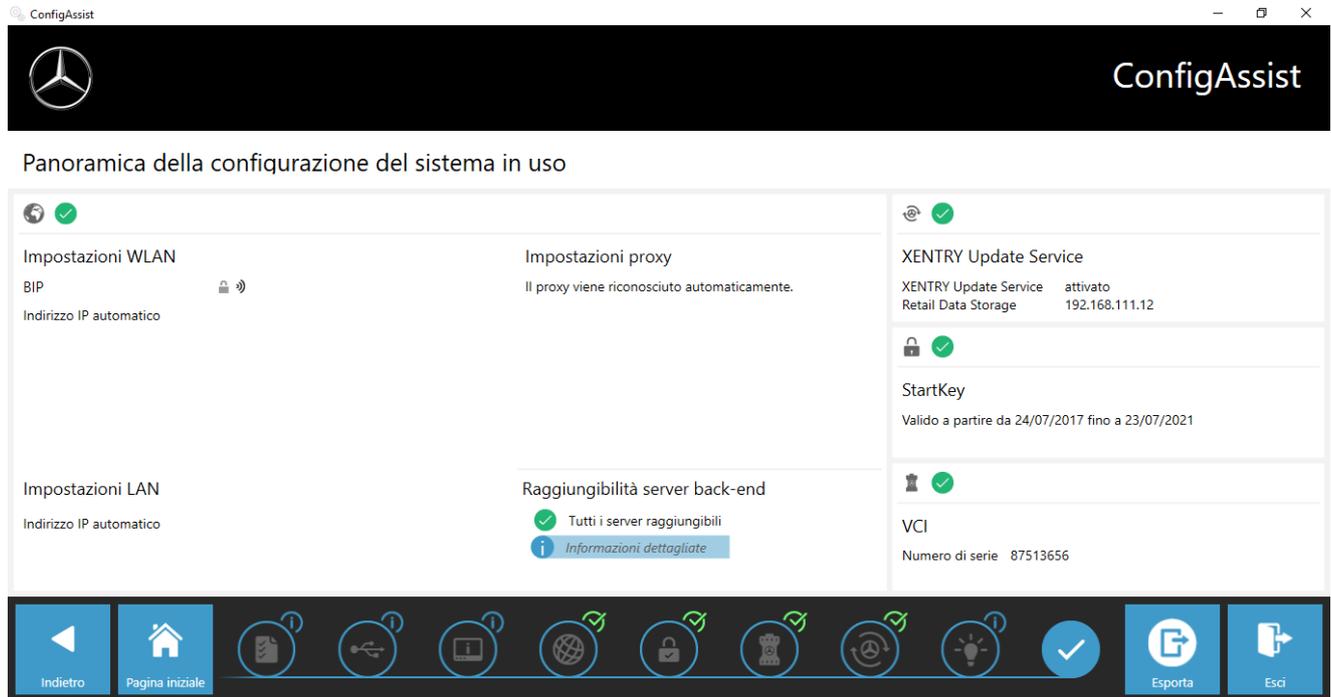


Figura 15: Panoramica configurazione del sistema

Un segno di spunta verde accanto al globo terrestre segnala la corretta connessione online. Se il simbolo dovesse essere invece grigio, la connessione online è assente. In quel caso controllare le impostazioni di rete. Vengono inoltre fornite informazioni sulle impostazioni di rete, su XENTRY Update Service, sulla StartKey e sul dispositivo XENTRY Diagnosis VCI accoppiato.

### 3.6. Esportazione della configurazione

È possibile salvare la propria configurazione tramite la funzione "Esporta" sul disco fisso del dispositivo XENTRY Diagnosis Pad 2 sotto forma di file \*.XML. Se nella propria azienda vengono utilizzati diversi sistemi di diagnosi XENTRY, esiste la possibilità di installare la configurazione tramite chiave USB o attraverso la rete su ogni singolo dispositivo XENTRY Diagnosis Pad | Pad 2.

Questa funzione di esportazione è disponibile sulla prima e sull'ultima schermata di ConfigAssist.

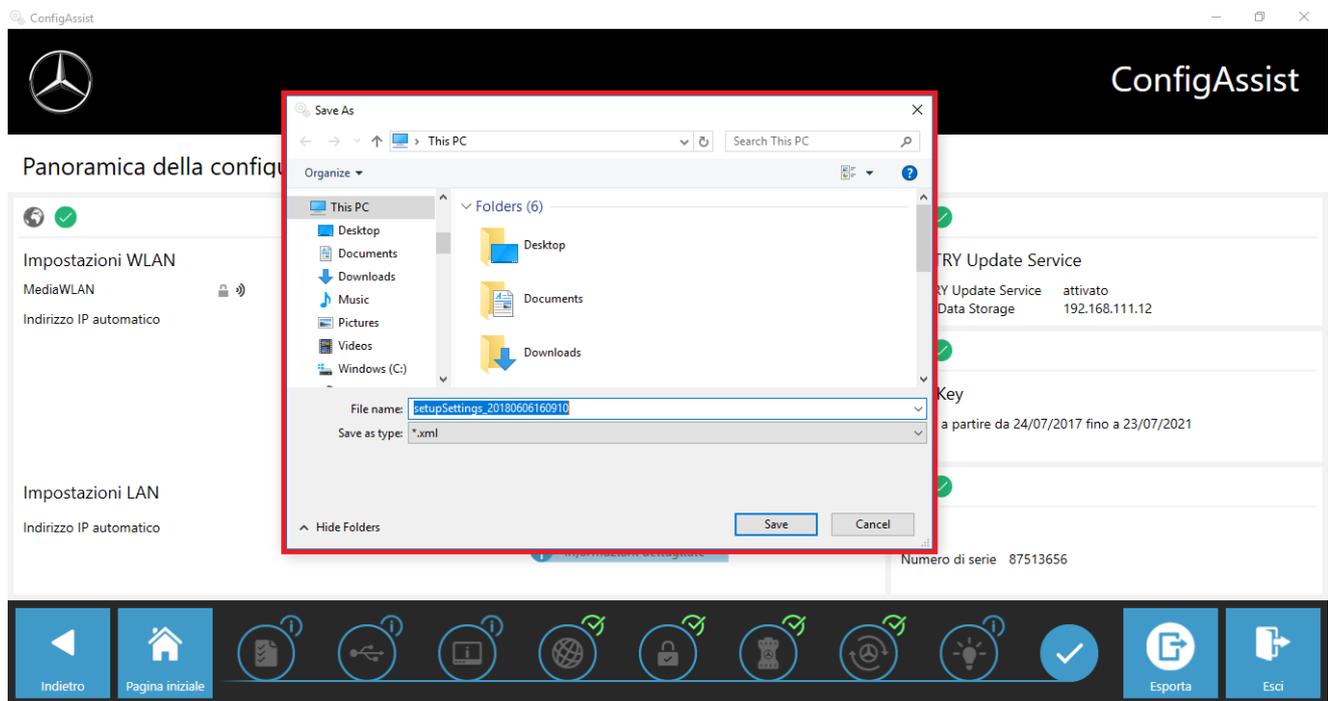


Figura 16: Esportazione della configurazione

La configurazione del dispositivo XENTRY Diagnosis Pad 2 in uso è stata conclusa con successo. Terminare ora ConfigAssist facendo clic su "Esci".

## 3.7. Installazione e aggiornamento nonché configurazione di WIS/ASRA offline/stand-alone

Da aprile 2021 inizia il passaggio dal precedente processo fisico di distribuzione di Blu-ray Disc all'installazione attraverso il portale di download WIS. Questa conversione permette di ottenere una molteplicità di vantaggi e valori aggiunti rispetto all'odierna installazione tramite Blu-ray Disc:

- Soppressione del processo di ordinazione attraverso la logistica ricambi
- Nessun ritardo dovuto alla spedizione
- Accesso tramite Single-Sign-On in XENTRY Portal / After-Sales Portal
- Il pacchetto di installazione è disponibile direttamente dopo la pubblicazione
- L'interrogazione di dati e l'installazione sono possibili direttamente su XENTRY Diagnosis Kit 3 | Kit 4
- L'eliminazione di errori ha effetto immediato; vengono meno gli errori di lettura dei supporti dati fisici
- Viene meno la distribuzione interna grazie all'autorizzazione di diversi acquirenti
- Viene meno la necessità di archiviazione di supporti multimediali fisici
- Contributo alla tutela ambientale e sostenibilità

### 3.7.1. Installazione/aggiornamento WIS/ASRA offline/stand-alone

In caso di necessità è possibile installare WIS/ASRA sul dispositivo XENTRY Diagnosis Pad | Pad 2 in uso.

Per l'installazione e l'aggiornamento del software WIS/ASRA (offline) è necessario ordinare la versione completa e l'aggiornamento più recenti. Il software WIS/ASRA può essere installato su XENTRY Diagnosis Pad con l'ausilio del lettore Blu-ray.

Ordinare una StartKey per WIS/ASRA tramite le consuete modalità (LOP/LOT/XENTRY Shop) prima di procedere all'esecuzione dell'installazione di WIS/ASRA offline/stand-alone.

In caso di necessità e in casi eccezionali motivati è possibile installare WIS/ASRA localmente sul dispositivo XENTRY Diagnosis Pad | Pad 2 in uso.

Per l'installazione e l'aggiornamento del software WIS/ASRA (offline) è necessario l'accesso a XENTRY Portal / After-Sales Portal; l'ordinazione della versione completa su Blu-ray Disc rimane possibile solo nel 2021.

1. Ordinare una StartKey per WIS/ASRA tramite le consuete modalità (XENTRY Shop) prima di procedere all'esecuzione dell'installazione di WIS/ASRA offline/stand-alone.

#### **Avvertenza**

Osservare quanto segue: l'installazione locale di WIS/ASRA su XENTRY Diagnosis Pad | Pad 2 è possibile solo in casi eccezionali adeguatamente motivati. Al momento dell'ordinazione della StartKey via XENTRY Shop va quindi indicata una motivazione. L'ID hardware (HW-ID) necessario per il processo di ordinazione è reperibile in ConfigAssist.

2. Provvedere all'alimentazione elettrica del dispositivo XENTRY Diagnosis Pad | Pad 2 tramite l'alimentatore fornito in dotazione.
3. Accendere il dispositivo XENTRY Diagnosis Pad | Pad 2 in uso.

#### **Installazione tramite portale di download WIS/ASRA**

1. Aprire XENTRY Portal / After-Sales Portal tramite il browser (<https://xentry.mercedes-benz.com/>).
2. Aprire l'area di download di WIS/ASRA tramite il riquadro "WIS/ASRA Downloads".



3. Fare clic sulla versione di pubblicazione più recente e caricarla direttamente sul dispositivo XENTRY Diagnosis Pad | Pad 2.

### Avvertenza

Nota bene: a seconda della connessione di rete, il download dei file di installazione può richiedere fino a 3 ore. Raccomandiamo pertanto di programmare il download di notte. Non tentare di interrompere il processo di download ma attenderne il completamento.

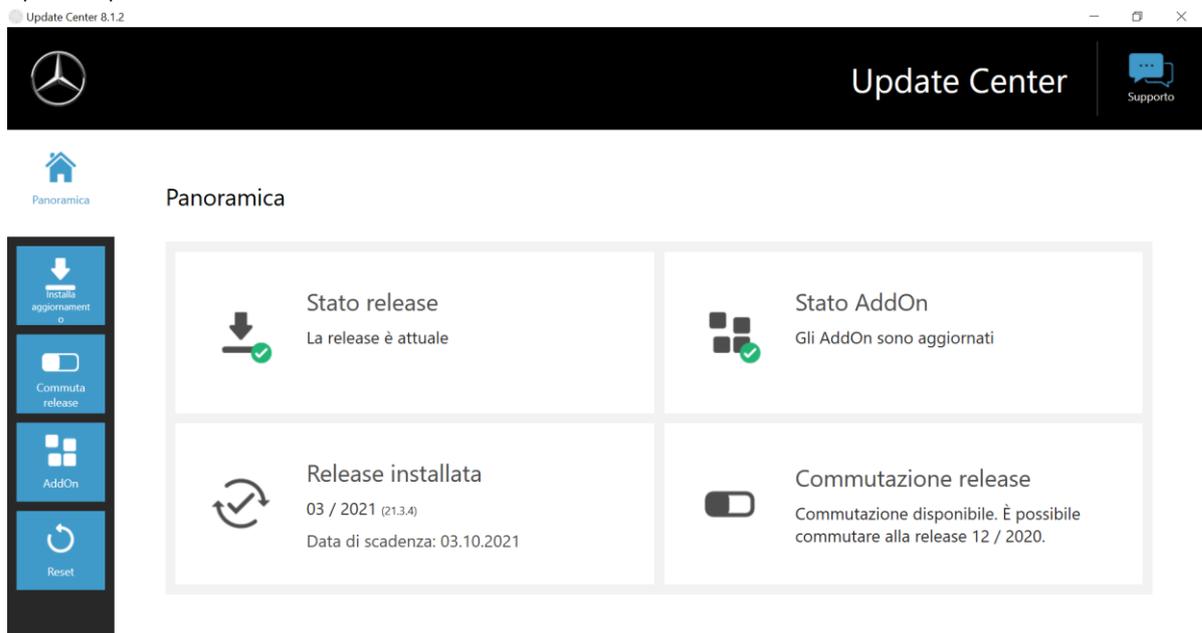
4. Al termine del download fare doppio clic e decomprimere il file ISO.

### Installazione tramite Blu-ray Disc

1. Collegare il lettore di Blu-ray Disc con il cavo USB al dispositivo XENTRY Diagnosis Pad | Pad 2.
2. Inserire il Blu-ray Disc di WIS/ASRA nel lettore di Blu-ray Disc.

### Solo una tantum a partire dalla versione aprile 2021

1. Aprire l'Update Center.



2. Fare clic sulla voce "AddOn" nell'area di navigazione a sinistra.
3. Fare clic su "Installazione AddOn via USB" e aprire il file AddOn (\*16000\_V1.addon) al livello più alto del pacchetto di installazione WIS/ASRA all'interno della visualizzazione di Esplora risorse. Ha luogo l'installazione dell'AddOn.

Update Center 8.1.2

Update Center

Supporto

Panoramica

Installa aggiornamenti

Commuta release

AddOn

Reset

AddOn

Sfoglia elenco

AddOn	Stato	Avanzamento	Descrizione
19693	nuovo	Installazione completata (07/06/2021)	
19692	nuovo	Installazione completata (07/06/2021)	
19689	nuovo	Installazione completata (04/06/2021)	VAN
19687	nuovo	Installazione completata (04/06/2021)	Cars
19685	nuovo	Installazione completata (04/06/2021)	Bus
19684	nuovo	Installazione completata (07/06/2021)	

Ripeti controllo

Installazione AddOn via USB

Informazioni sugli AddOn

Ultima ricerca: 07/06/2021, 08:03 ore

### **Ad ogni aggiornamento tramite versione completa**

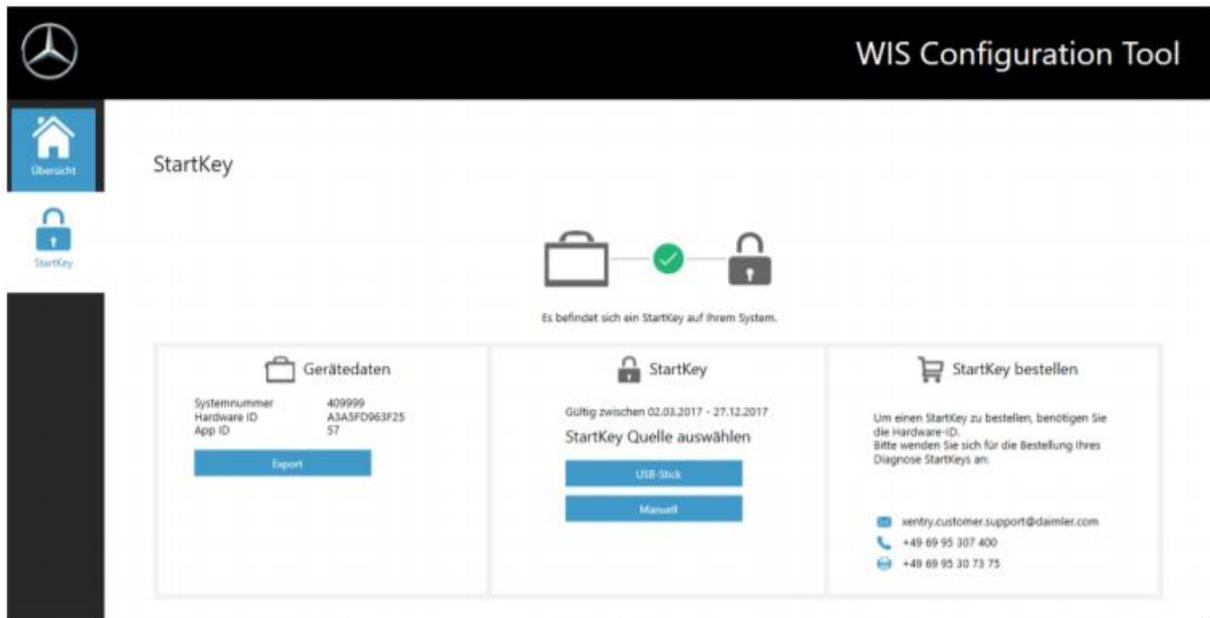
1. Avviare l'installazione tramite doppio clic sul file *WISStandaloneSetup.exe* al percorso *ewa\xd\_pad*
2. Seguire le ulteriori istruzioni fornite durante la routine di installazione.
3. Al termine dell'installazione di WIS/ASRA offline viene direttamente richiamato il WIS Configuration Tool.

### 3.7.2. Immissione della StartKey WIS/ASRA nel WIS Configuration Tool

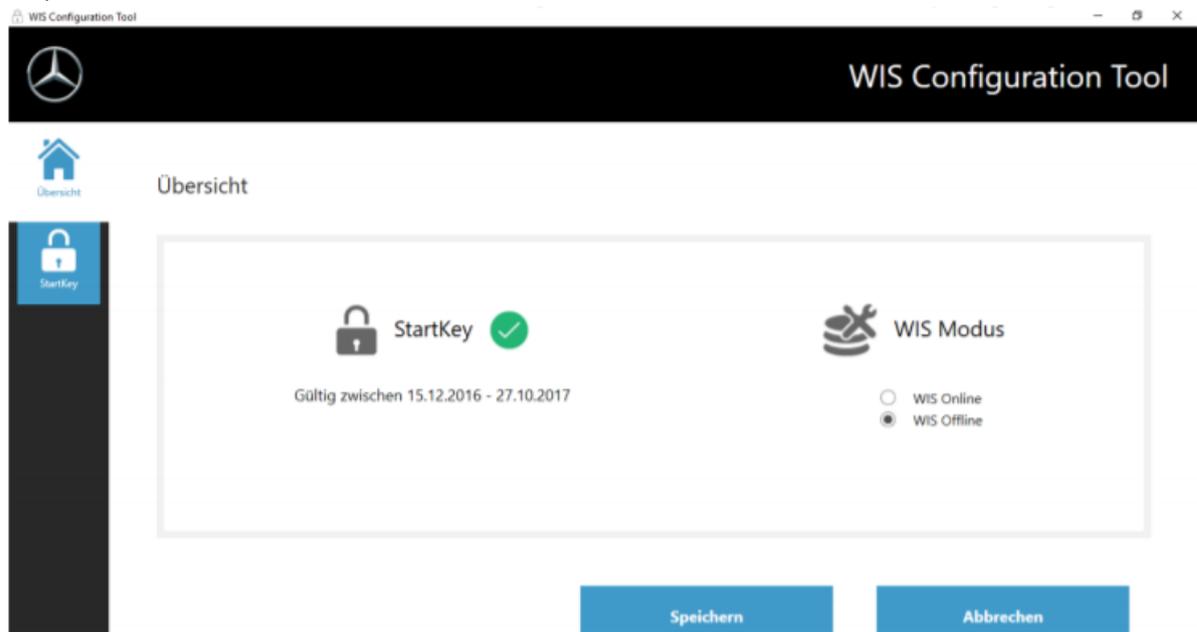
Dopo l'installazione iniziale di WIS/ASRA offline/stand-alone, eseguire in sequenza i seguenti passi.

Osservare quanto segue: per poter installare WIS/ASRA offline è necessario avere già ricevuto la StartKey per e-mail come file di testo (\*.txt). È possibile salvare questo file su una chiave USB e collegare quindi la chiave USB al dispositivo XENTRY Diagnosis Pad | Pad 2.

1. Aprire il WIS Configuration Tool (alla voce di menu Mercedes-Benz) all'interno del menu Start dopo aver ricevuto la StartKey.
2. Selezionare sul lato sinistro il pulsante "StartKey" e fare poi clic sul pulsante "Chiave USB" per installare la StartKey tramite la chiave USB. In alternativa installare manualmente la StartKey tramite il pulsante "Manuale".



3. Fare clic alla voce di menu "Panoramica" sull'opzione "WIS offline" come applicazione preferita. Una volta completata la configurazione, è possibile avviare WIS/ASRA offline tramite l'icona sul desktop o richiamarlo dall'ambiente XENTRY. In questa finestra sarà inoltre visualizzato il periodo di validità della StartKey di WIS/ASRA.



4. Fare quindi clic su "Salva".

# 4. Uso di XENTRY Diagnosis Kit 4

## 4.1. Avvio del sistema

Procedere con i seguenti passi per avviare correttamente i componenti del proprio sistema XENTRY Diagnosis Kit 4:

1. Avviare il dispositivo XENTRY Diagnosis Pad 2 premendo per circa 5 secondi il pulsante disposto sul lato anteriore dell'apparecchio.



Figura 17: Raffigurazione XENTRY Diagnosis Pad 2

2. Avviare il dispositivo XENTRY Diagnosis VCI collegandolo ad un veicolo tramite il cavo OBD (ed un eventuale cavo adattatore aggiuntivo).
3. Una volta avviata la VCI, viene emesso un segnale acustico (dopo circa 10 secondi).
4. Avviare ora lo XENTRY Diagnosis Software per iniziare con una sessione di diagnosi.

## 4.2. Possibilità di collegamento

Il collegamento tra rete dell'officina, XENTRY Diagnosis Pad 2 e XENTRY Diagnosis VCI può essere scelto in base alle proprie esigenze.

### Variante di collegamento 1: WLAN



Figura 18: Variante di collegamento 1: WLAN

### Variante di collegamento 2: WLAN e USB



Figura 19: Variante di collegamento 2: WLAN e USB

### Variante di collegamento 3: LAN e WLAN



Figura 20: Variante di collegamento 3: LAN e WLAN

### Variante di collegamento 4: LAN e USB



Figura 21: Variante di collegamento 4: LAN e USB

### 4.3. Update Center

Gli aggiornamenti vengono gestiti attraverso l'Update Center. Quest'ultimo può essere aperto tramite l'icona "Update Center" nella barra delle applicazioni del dispositivo XENTRY Diagnosis Pad 2 in uso:

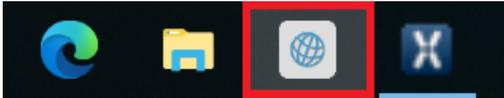


Figura 22: Icona Update Center

La panoramica dell'Update Center mostra in un'unica schermata tutti i dati rilevanti per quanto riguarda aggiornamenti di diagnosi e AddOn.

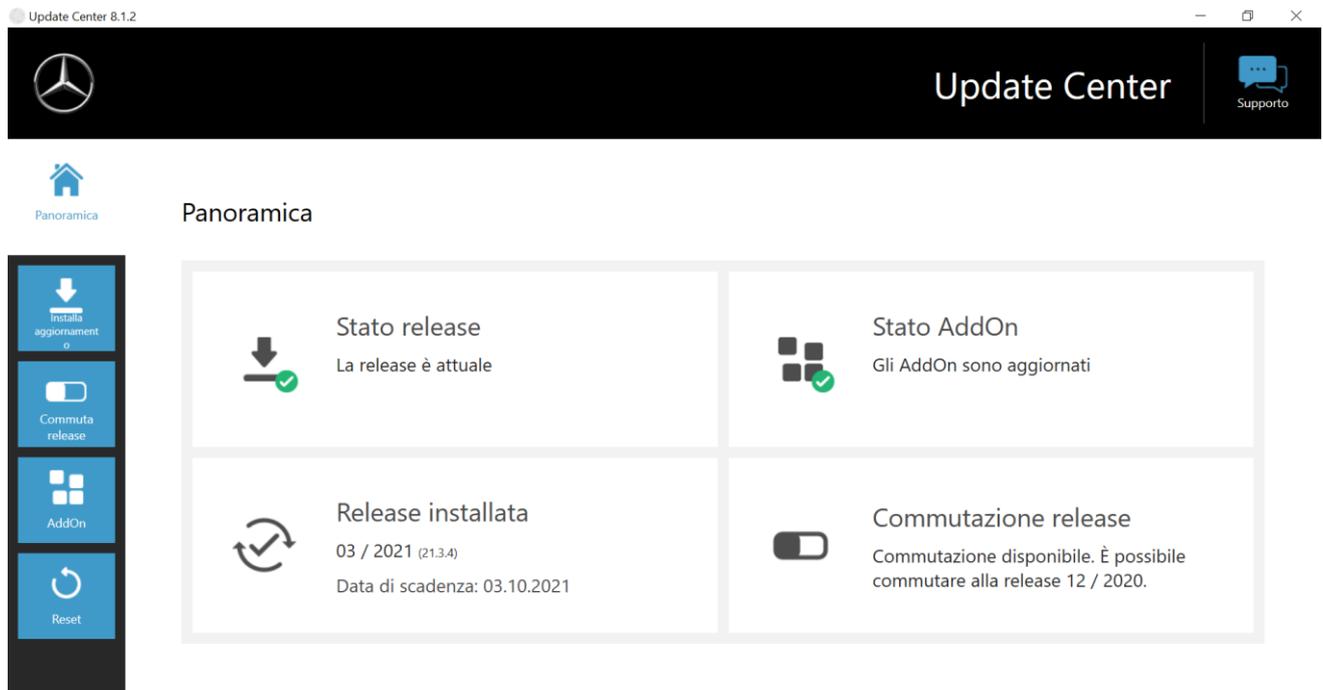


Figura 23: Schermata iniziale Update Center

## 4.4. Commutazione release

Sul disco fisso del dispositivo XENTRY Diagnosis Pad | Pad 2 sono predisposte due partizioni.

Qualora, in casi eccezionali, dovesse rendersi necessario commutare dopo l'installazione di un aggiornamento all'aggiornamento software precedente, fare clic su "Commuta release" nella parte sinistra della navigazione e poi sul pulsante "Commutazione".

In genere questa operazione non richiede più di dieci minuti.

Con lo stesso pulsante dopo una commutazione è anche possibile ritornare di nuovo all'aggiornamento software attuale.

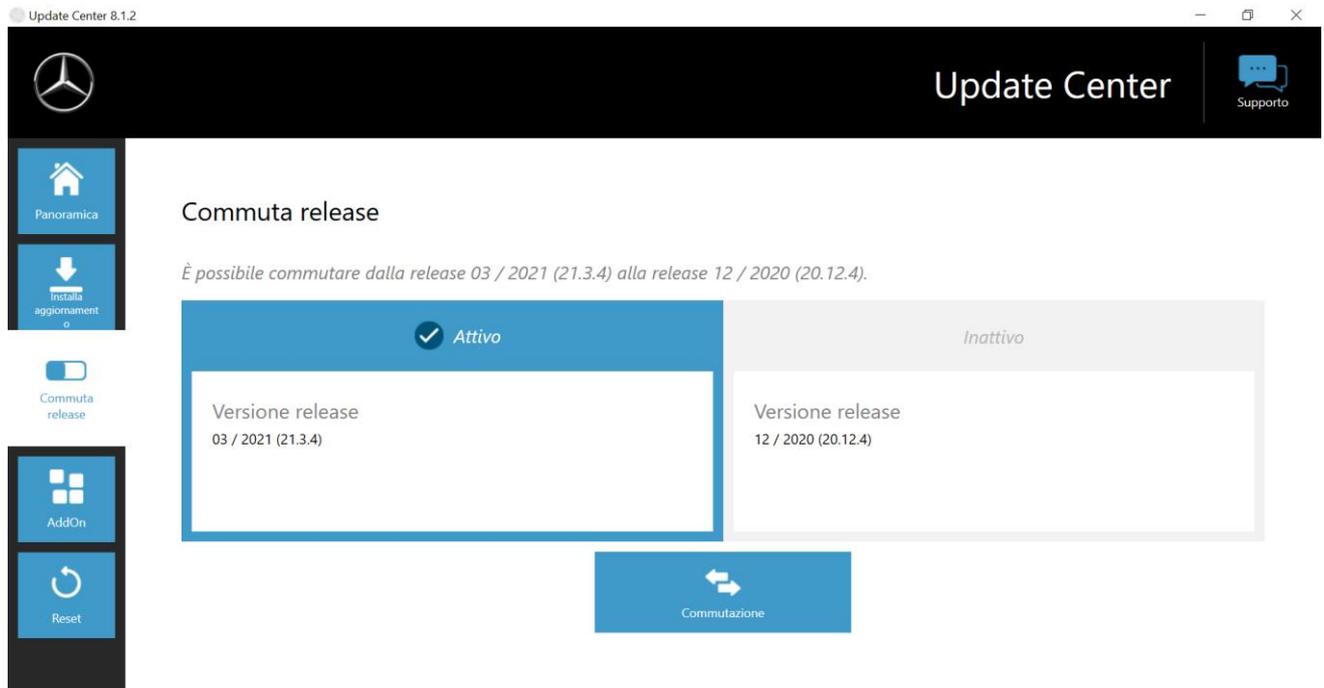


Figura 24: Commutazione release nell'Update Center

 Va considerato che la commutazione release è possibile solo dopo aver installato con successo due release.

## 4.5. AddOn

Gli AddOn vengono automaticamente installati sul dispositivo XENTRY Diagnosis Pad 2. Questo processo viene gestito tramite l'Update Center. Per verificare lo stato attuale degli AddOn installati, aprire l'Update Center.

Facendo clic sulla voce di menu "AddOn" viene fornita una panoramica degli AddOn attualmente installati.

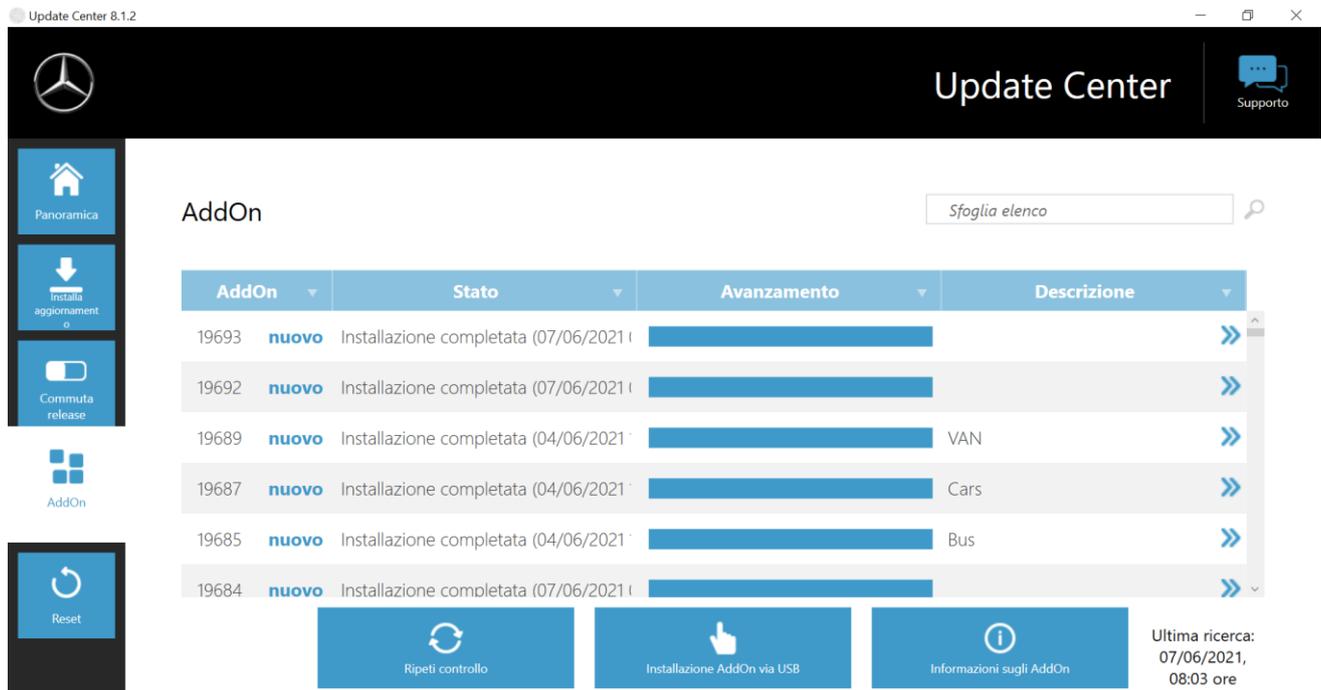


Figura 25: AddOn installati

Ulteriori informazioni sull'Update Center sono reperibili nel capitolo 7.2 a pagina 61.

L'Update Center verifica costantemente la disponibilità o meno di nuovi AddOn. Tramite il pulsante "Ripeti controllo" l'utente può avviare questo controllo.

Ricevendo un AddOn via e-mail da un dipendente dell'assistenza tecnica, è possibile copiarlo su una chiave USB e caricarlo ed installarlo autonomamente tramite l'opzione "Installazione AddOn via USB" sul dispositivo XENTRY Diagnosis Pad 2.

## 4.6. Stampanti e stampa

Sul dispositivo XENTRY Diagnosis Pad 2 è possibile installare qualsiasi stampante comunemente reperibile in commercio che sia compatibile con Windows 10. Ciò vale sia per stampanti USB sia per stampanti di rete. Sono preferibili stampanti certificate per Windows 10. L'installazione non avviene più tramite strumenti particolari, bensì semplicemente attraverso il menu di Windows.

### 4.6.1. Installazione di una stampante USB

Per l'installazione di una stampante USB, procedere nel modo seguente:

1. Accendere la stampante USB
2. Collegare la stampante USB con il dispositivo XENTRY Diagnosis Pad 2 tramite un cavo USB idoneo
3. Attendere alcuni minuti
4. La stampante USB viene autonomamente installata da Microsoft Windows 10
5. La stampante è ora pronta per l'uso

In alternativa è possibile procedere all'installazione nel modo seguente:

1. Aprire il pannello di controllo tramite il menu Start.

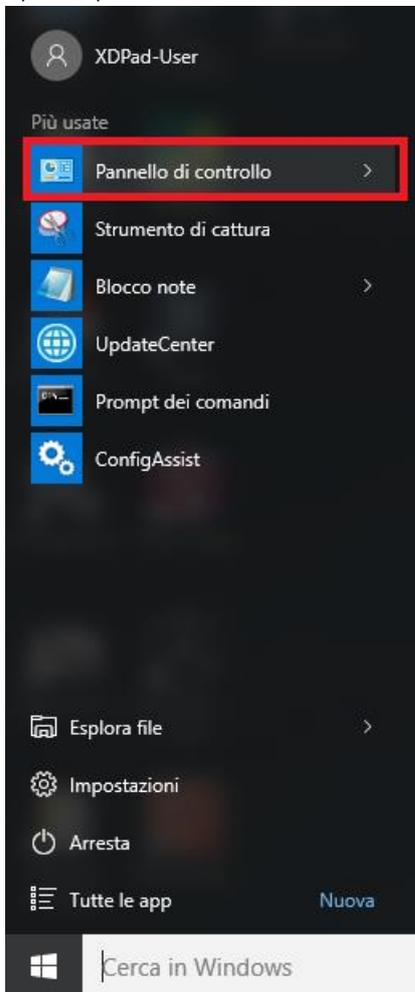


Figura 26: Apertura del pannello di controllo

2. Fare ora clic, nell'area "Hardware e suoni", sulla voce "Visualizza dispositivi e stampanti".

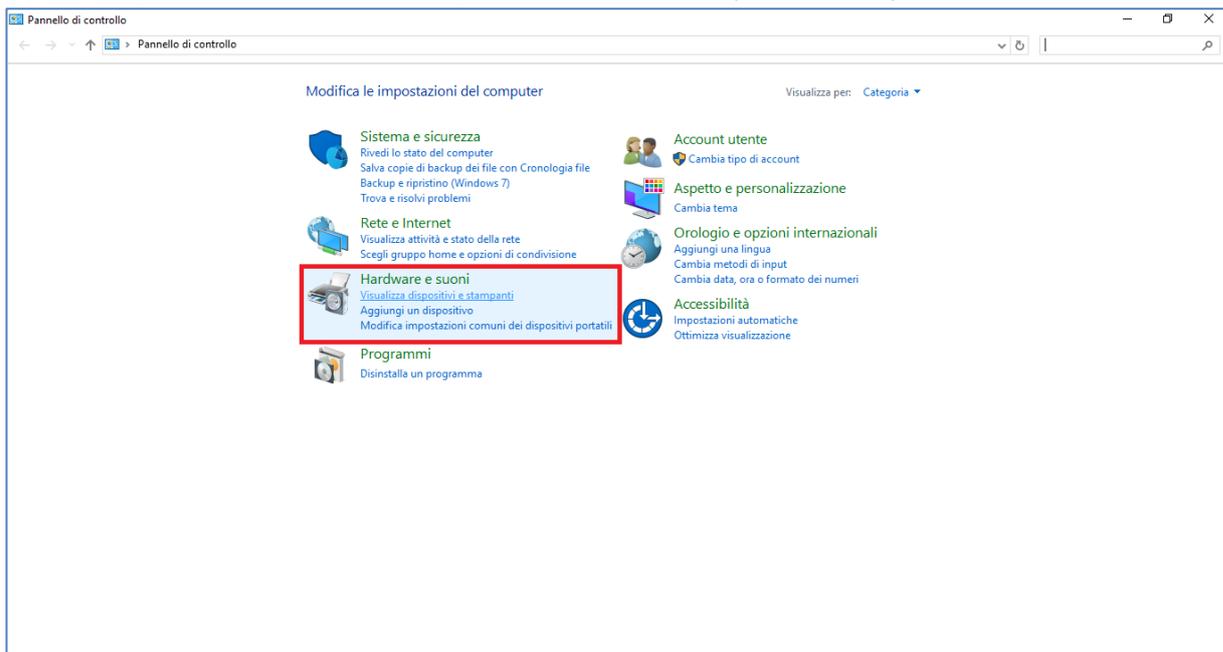


Figura 27: Hardware e suoni - Visualizza dispositivi e stampanti

3. In quella sede vengono visualizzate in un primo momento le stampanti attualmente installate:

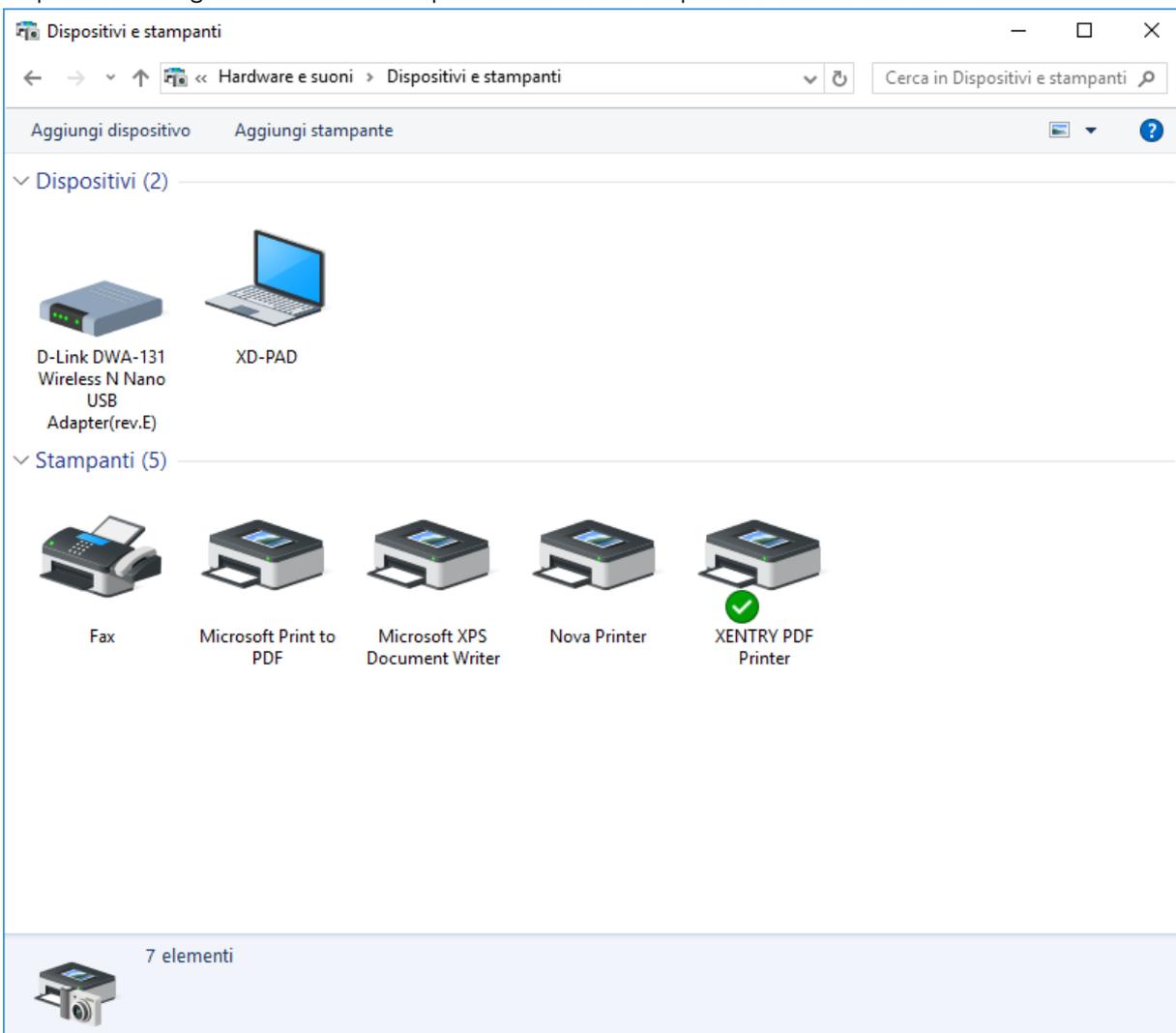


Figura 28: Stampanti attualmente installate

4. A questo punto accendere la stampante USB desiderata e collegarla tramite un cavo USB idoneo con il dispositivo XENTRY Diagnosis Pad.
- La stampante viene visualizzata inizialmente nell'area "Non specificato", contemporaneamente vengono installati i driver della stampante. Questo processo può richiedere alcuni minuti.

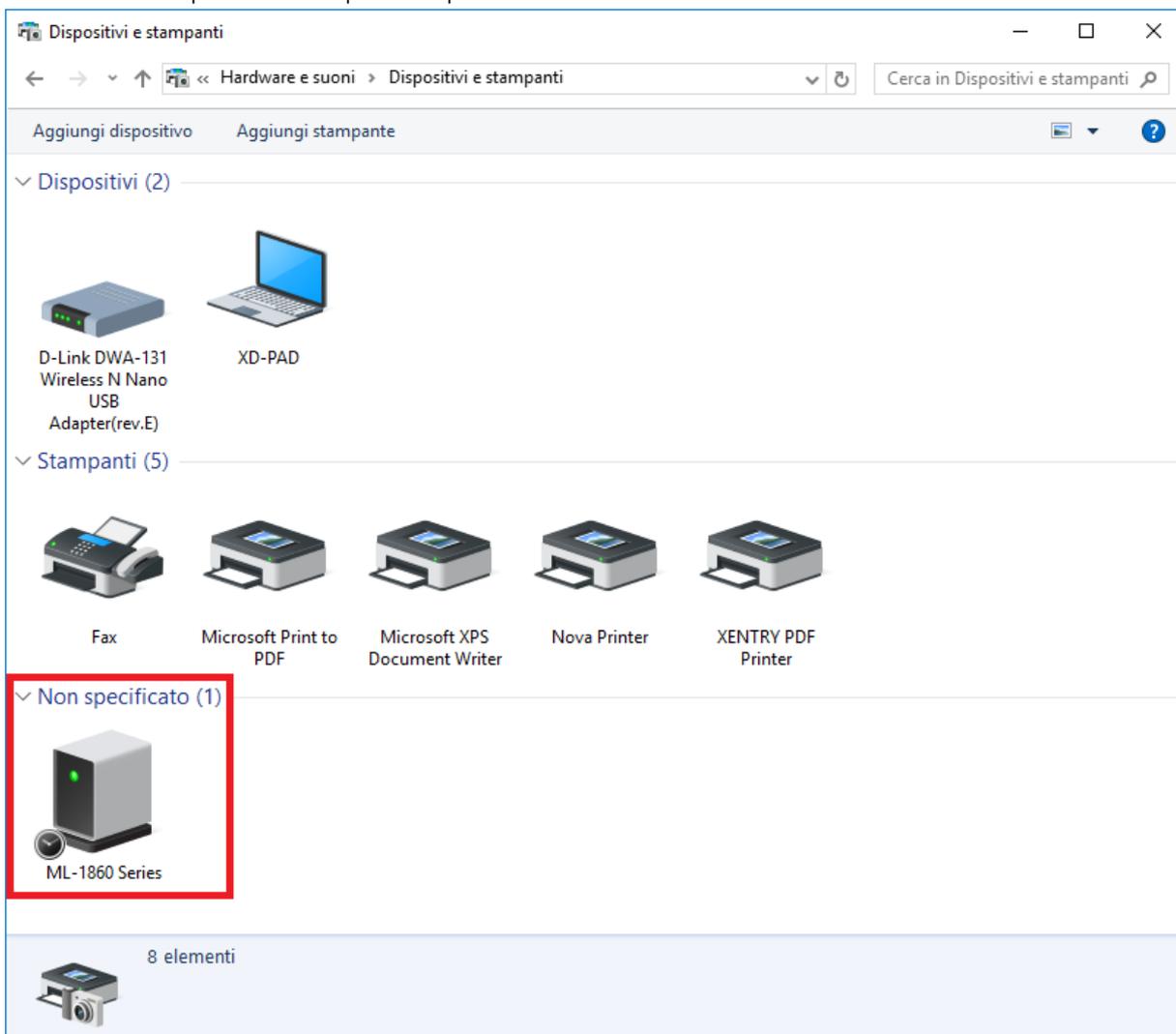


Figura 29: Stampante riconosciuta, installazione in corso

5. Una volta conclusa con successo l'installazione, la stampante viene visualizzata nell'area "Stampanti".

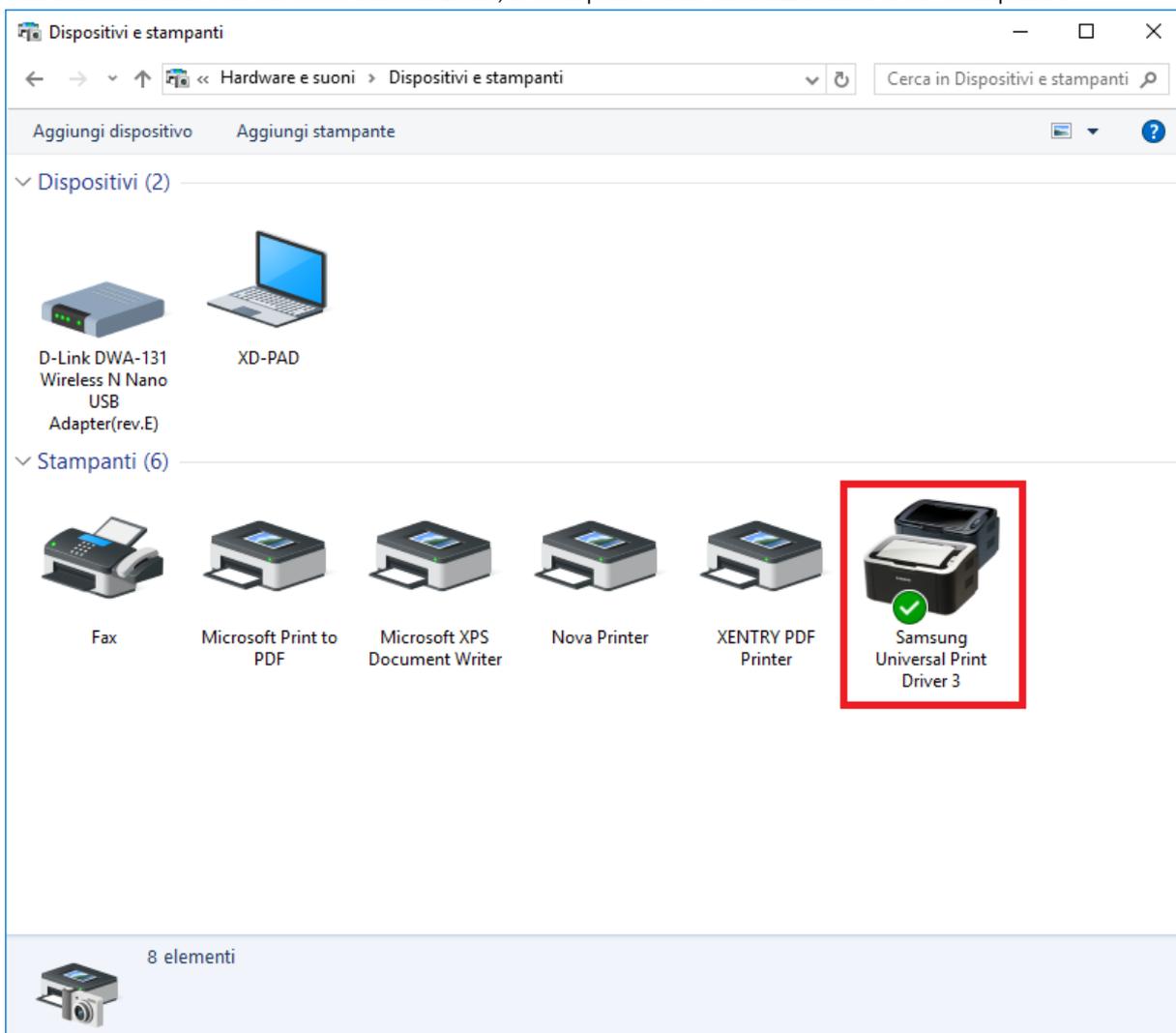


Figura 30: Stampante installata

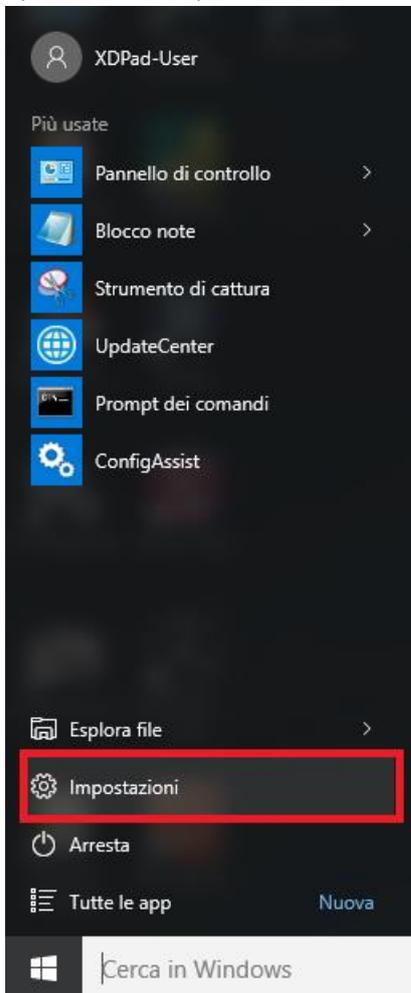
Anche con XENTRY Diagnosis Kit 4 esiste la possibilità di creare file PDF. Una descrizione dettagliata del PDF Center è contenuta nel capitolo 7.4 a pagina 67.

## 4.6.2. Installazione di una stampante di rete

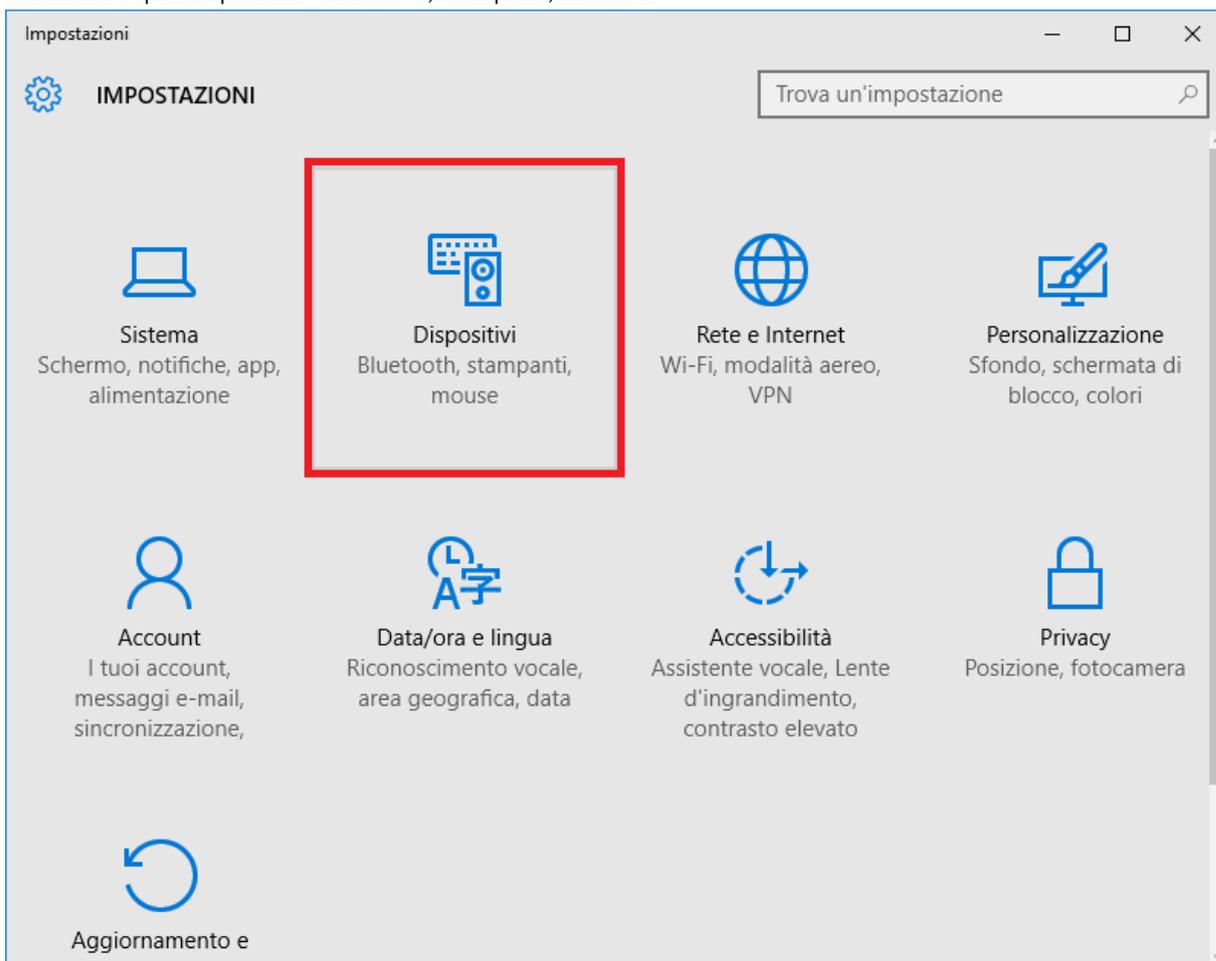
Segue qui la descrizione della configurazione di una stampante di rete che si trova nella stessa rete del dispositivo XENTRY Diagnosis Pad 2.

Accendere la stampante di rete e stabilire la connessione con la rete in cui si trova il dispositivo XENTRY Diagnosis Pad 2.

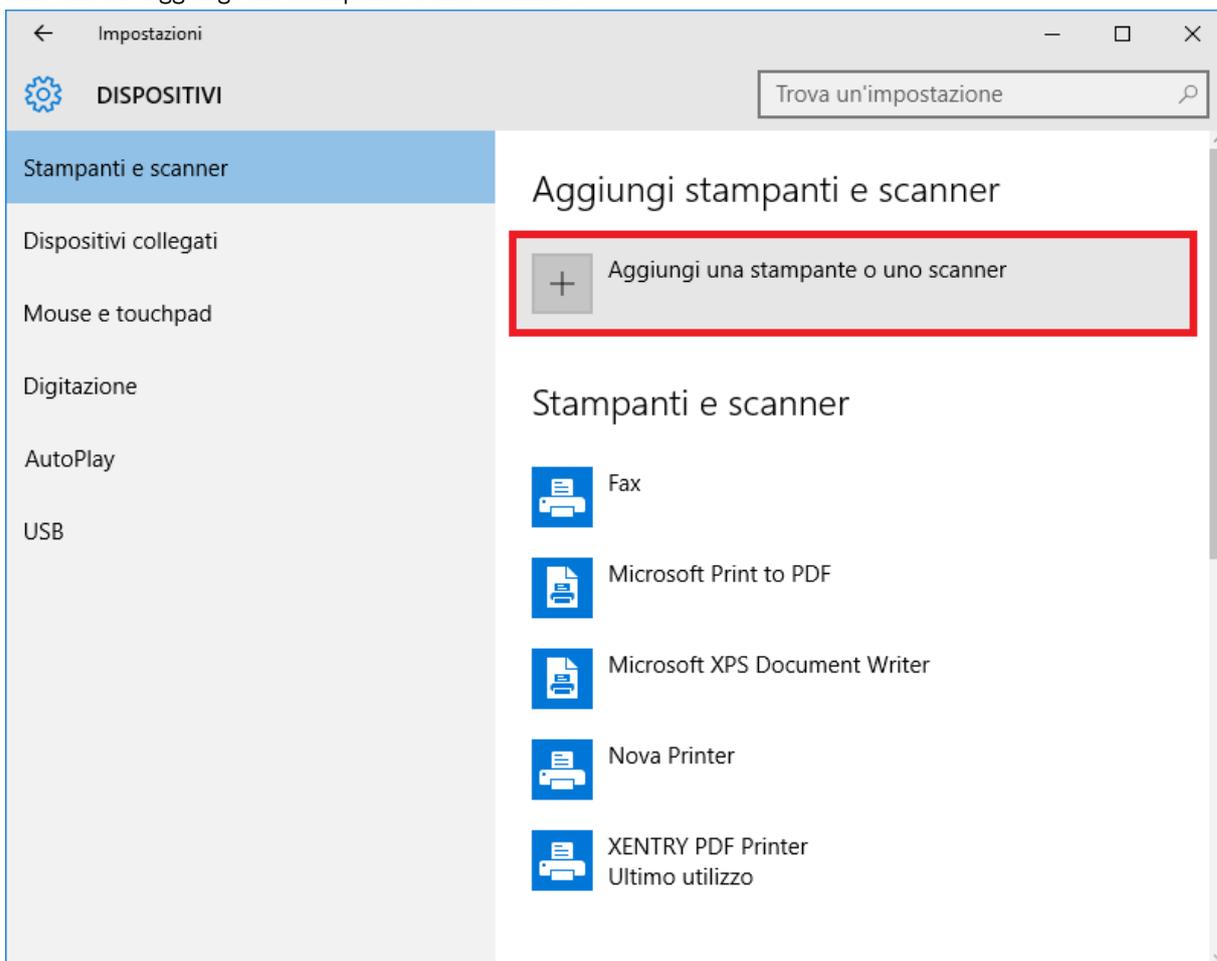
1. Aprire la voce "Impostazioni" tramite il menu Start sul dispositivo XENTRY Diagnosis Pad 2.



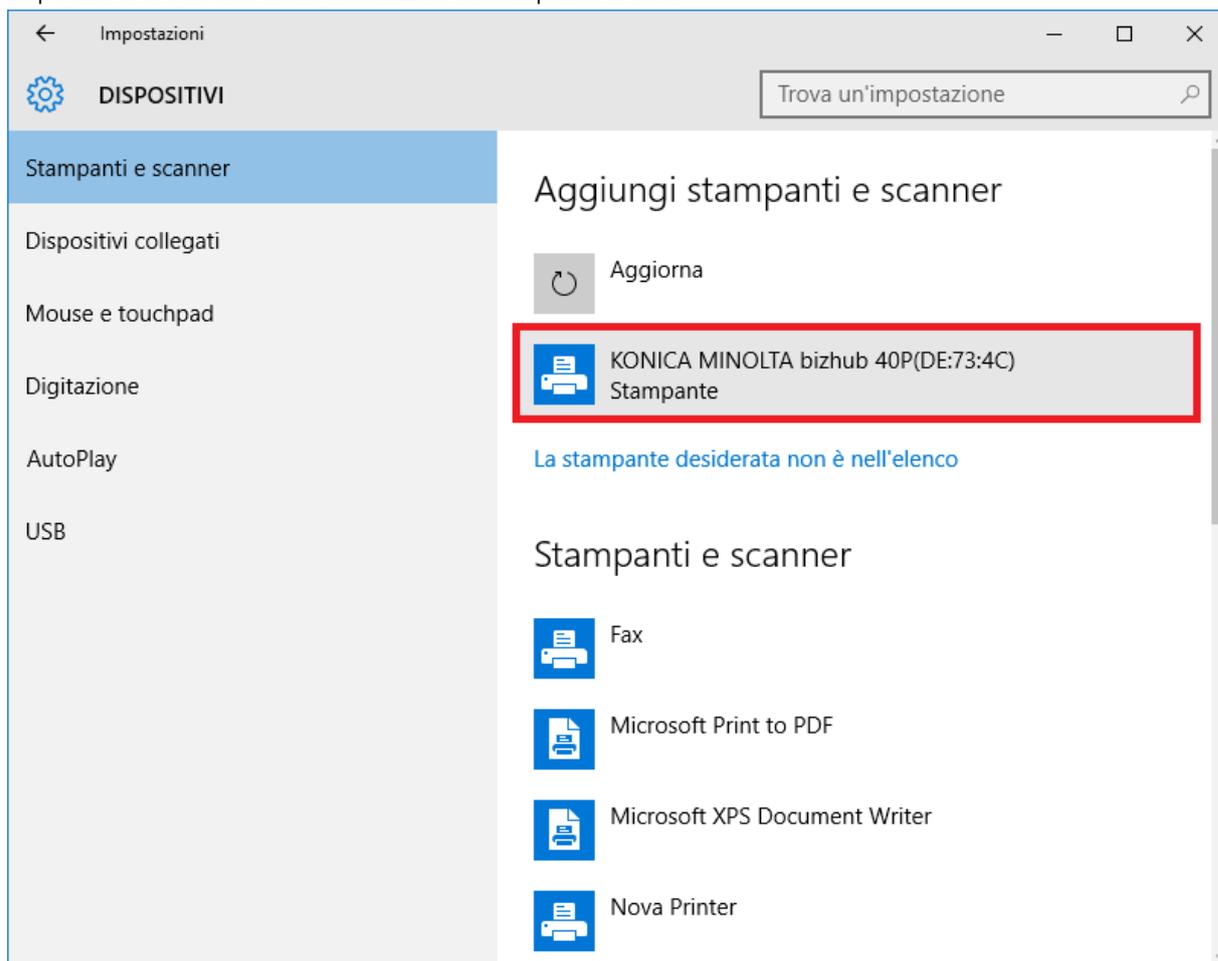
2. Selezionare qui "Dispositivi – Bluetooth, stampanti, mouse".



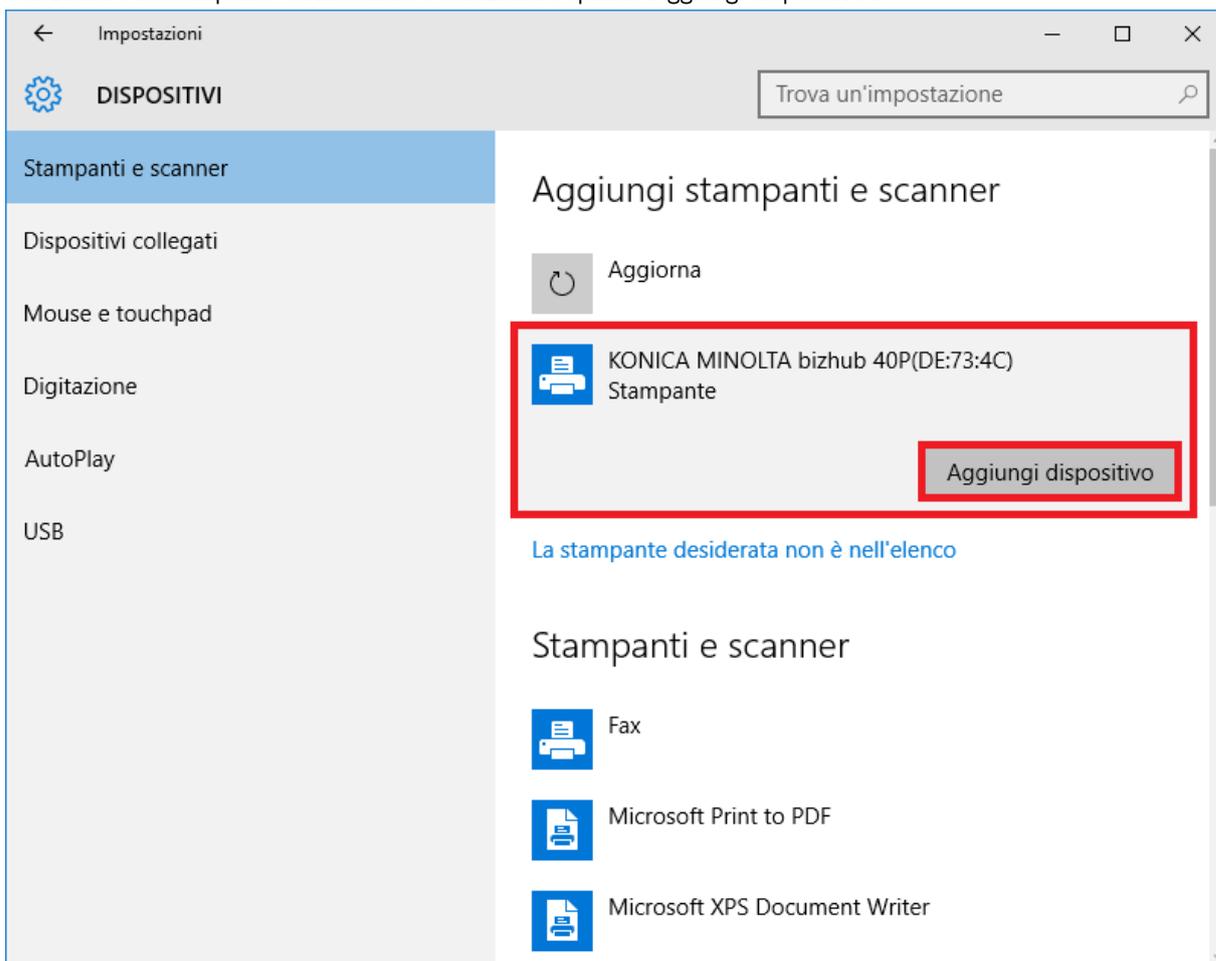
3. Fare clic su "Aggiungi una stampante o uno scanner".



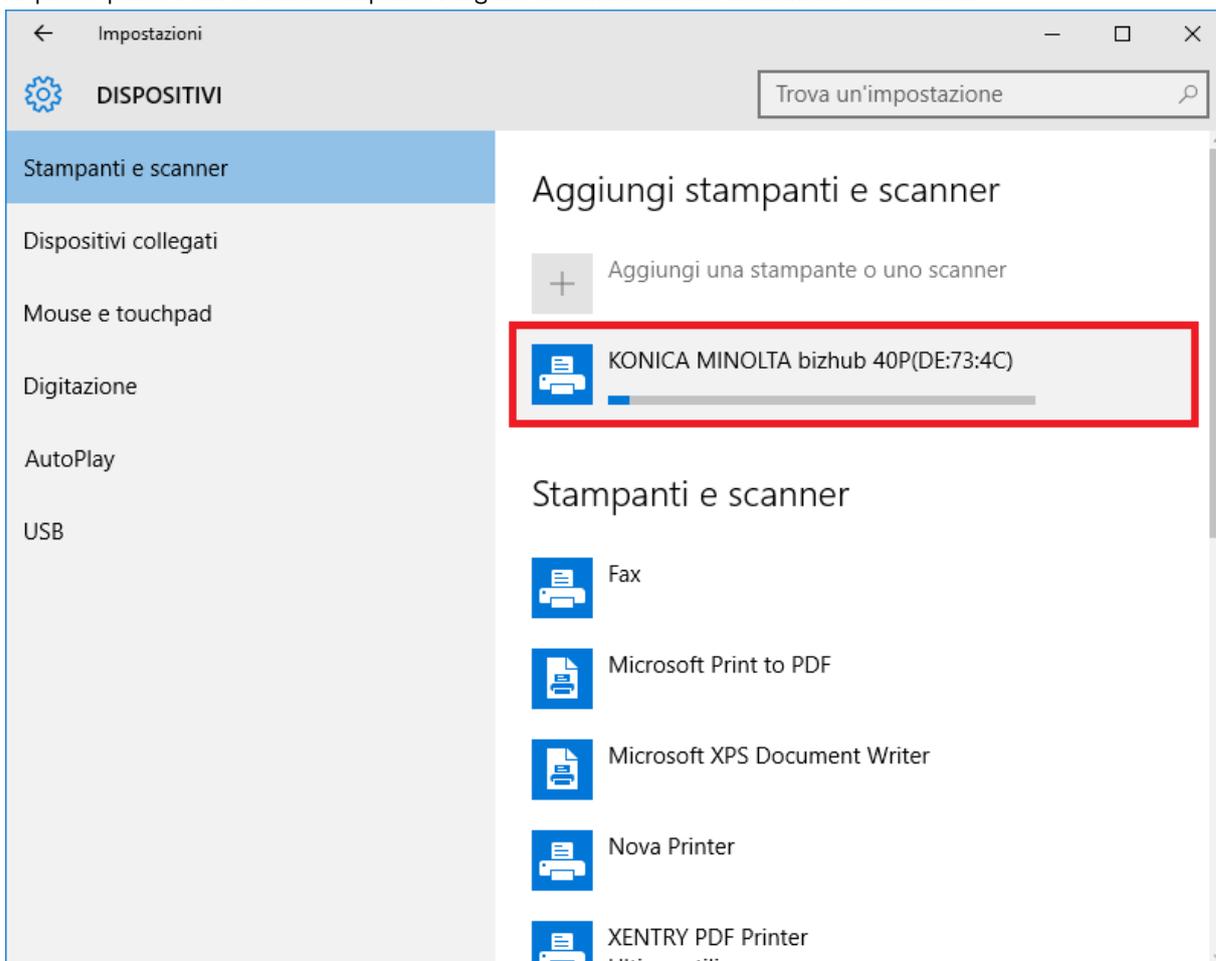
4. Dopo una breve ricerca viene visualizzata la stampante di rete.



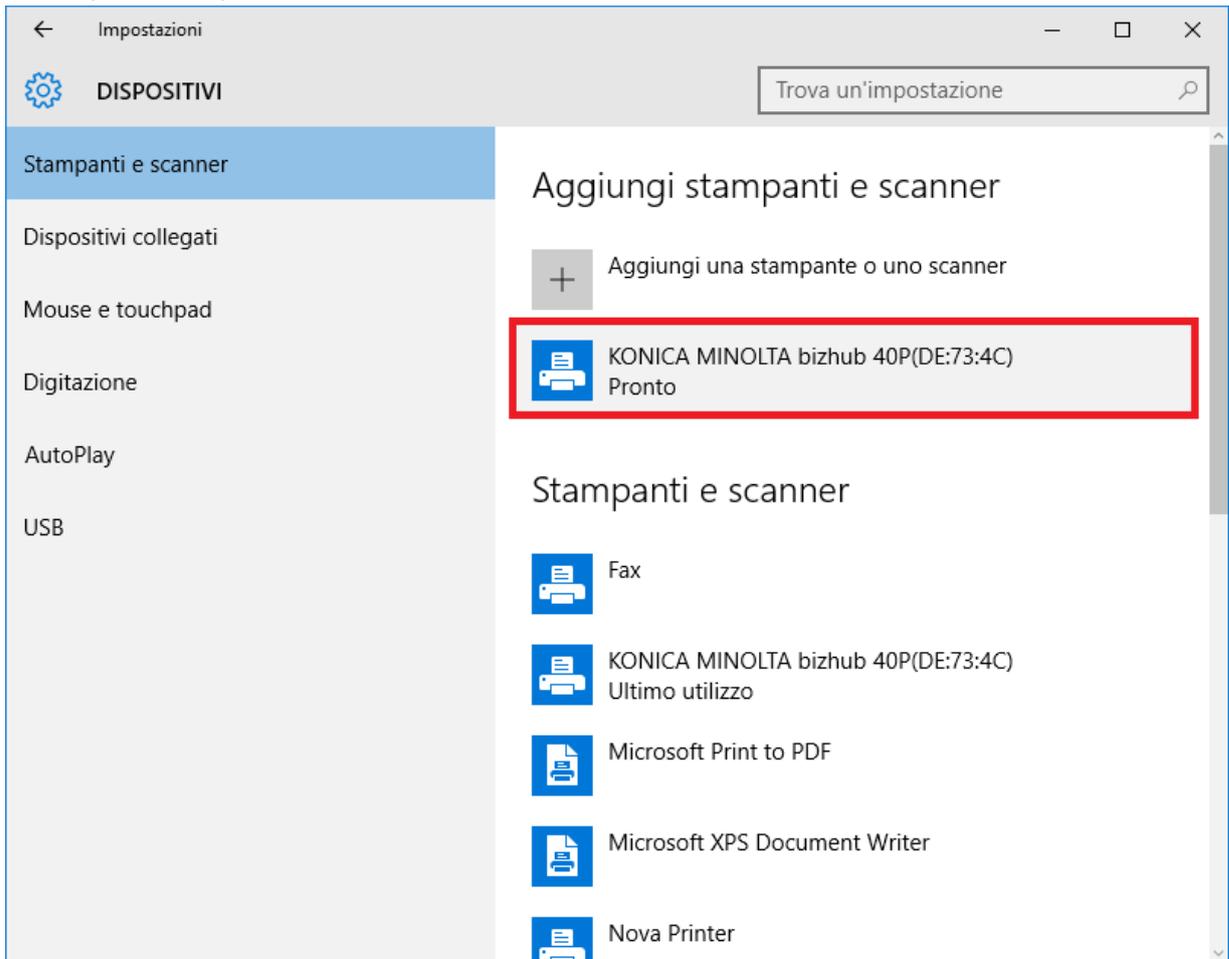
5. Selezionare la stampante da installare e selezionare quindi "Aggiungi dispositivo".



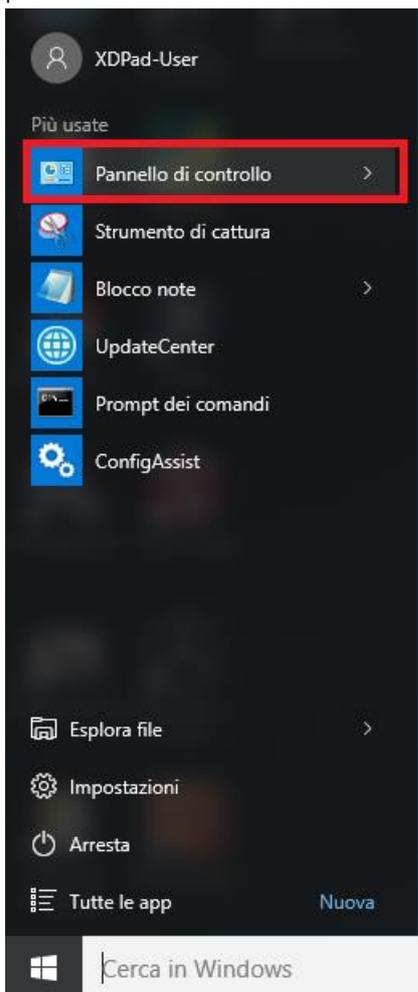
6. A questo punto i driver della stampante vengono automaticamente richiamati ed installati.



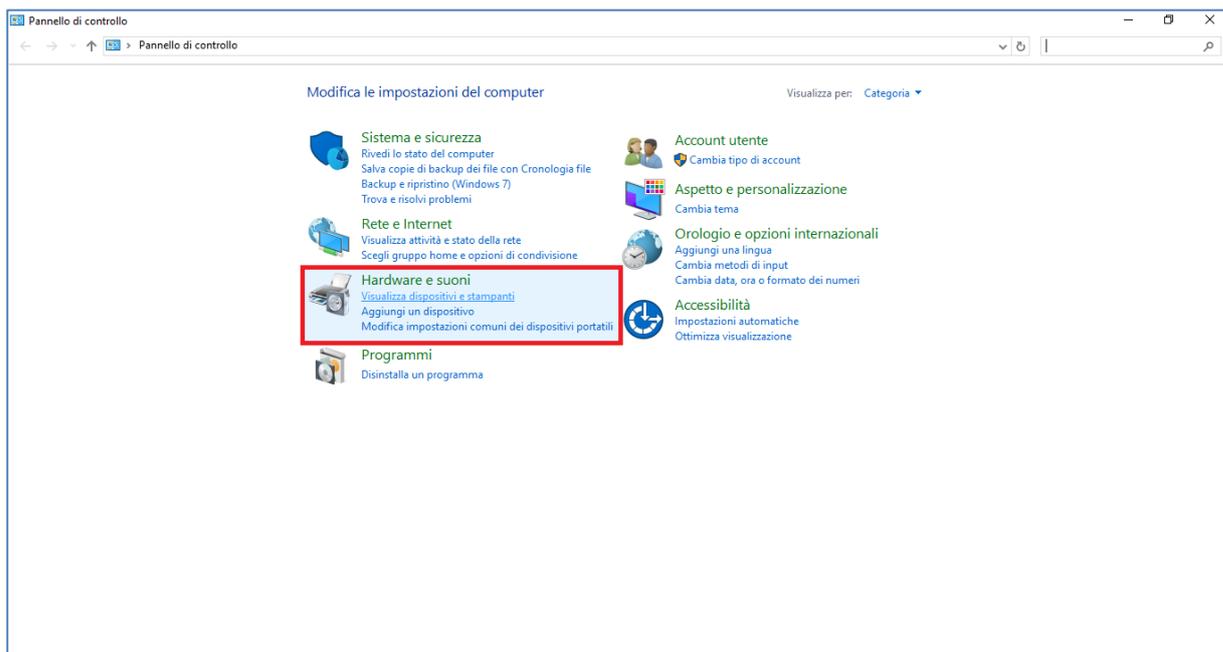
7. La stampante è ora pronta.



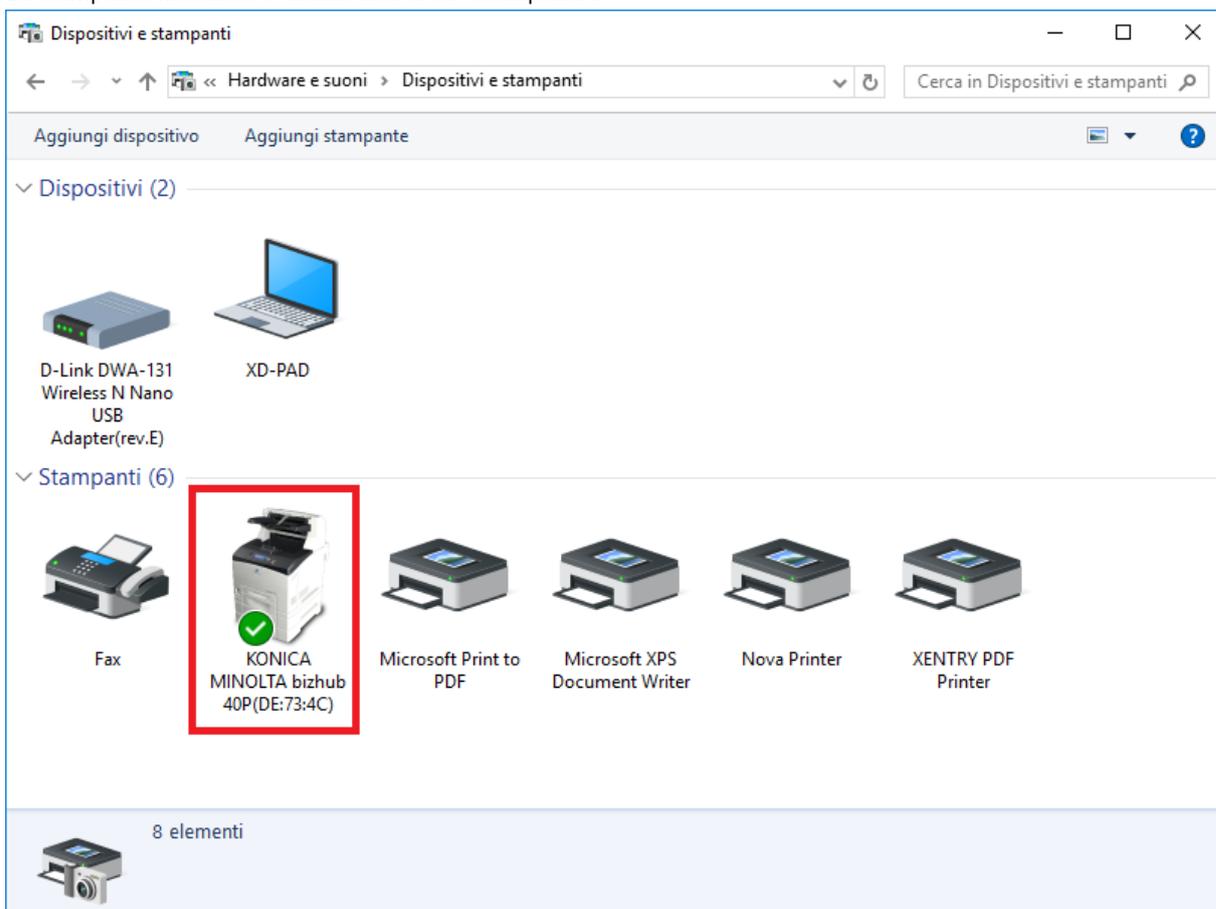
8. Volendo, è possibile effettuare un controllo tramite il pannello di controllo. Fare a tal fine clic nel menu Start sul pulsante "Pannello di controllo".



9. Al punto "Hardware e suoni" - "Visualizza dispositivi e stampanti" vengono visualizzate tutte le stampanti installate.



10. La stampante installata è visibile nell'area "Stampanti".



### 4.6.3. Assistente per l'installazione dei driver della stampante

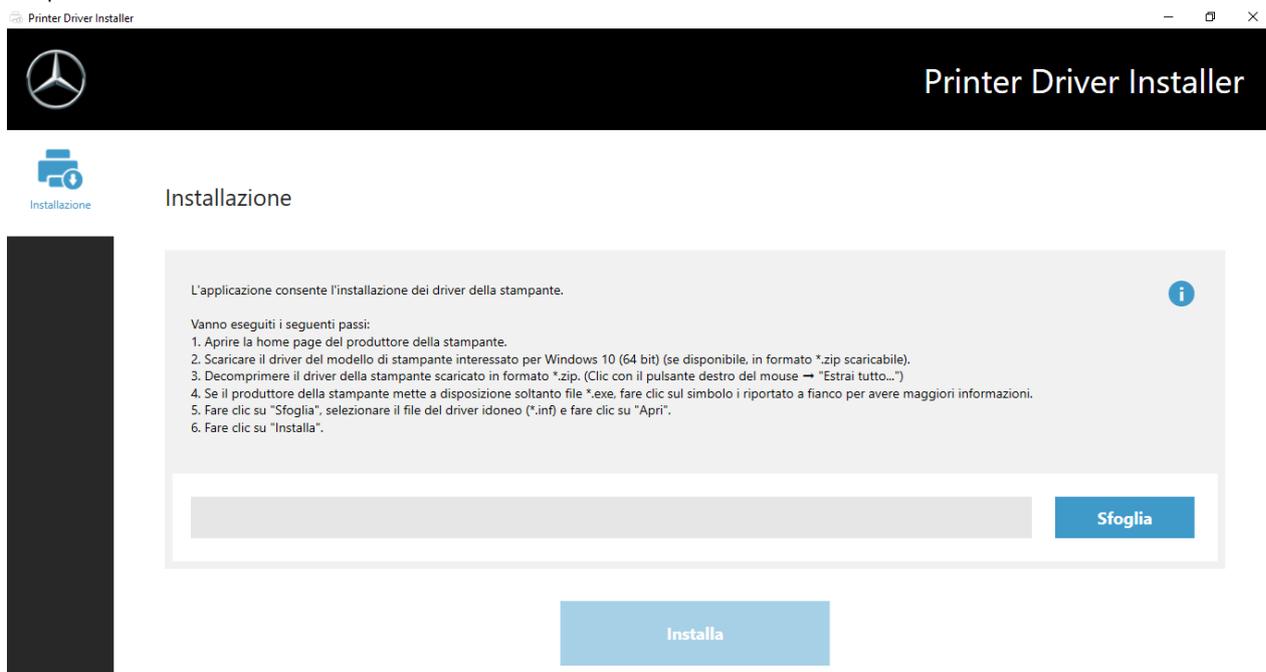
Se durante l'installazione della stampante il sistema richiede l'inserimento di una password Admin, è possibile procedere in due modi:

Installare il driver della stampante attraverso il collegamento sul desktop "Printer Driver Installer". Il relativo procedimento viene descritto qui di seguito:

1. Aprire Printer Driver Installer tramite il collegamento sul desktop del proprio dispositivo XENTRY Diagnosis Pad.



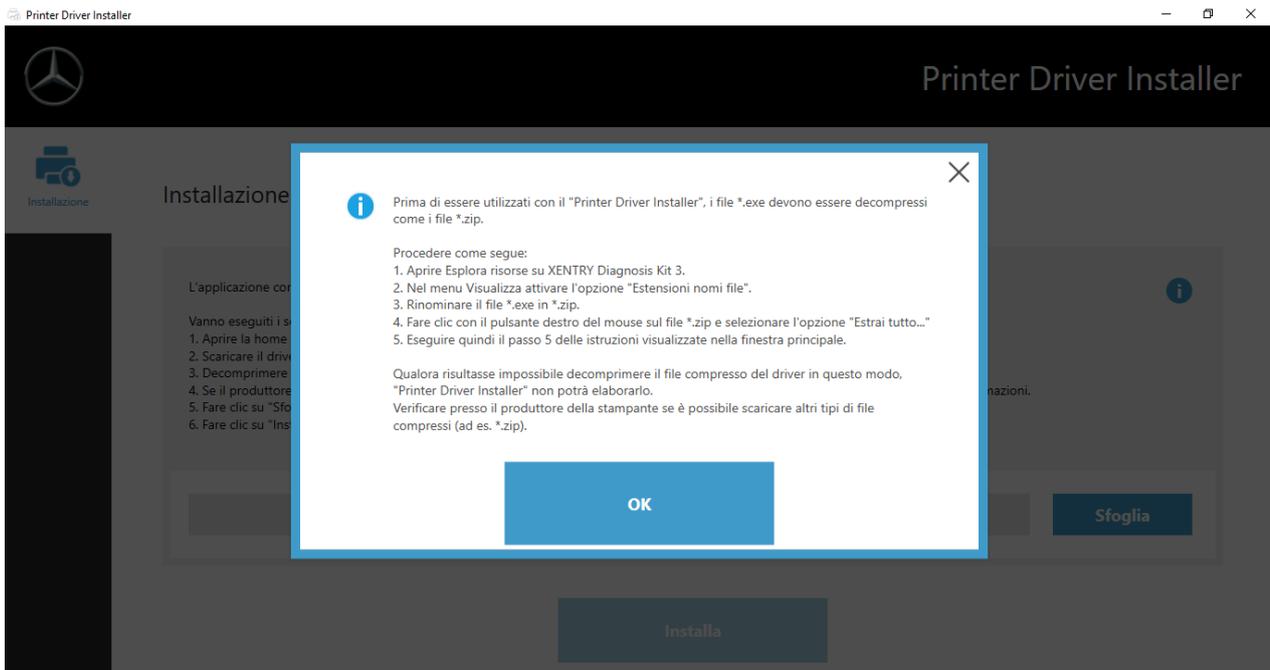
2. Si apre la schermata di installazione:



Qui è possibile scaricare e installare direttamente il driver della stampante sul dispositivo XENTRY Diagnosis Pad 2.

Va considerato che al momento il Printer Driver Installer è in grado di elaborare esclusivamente file \*.INF.

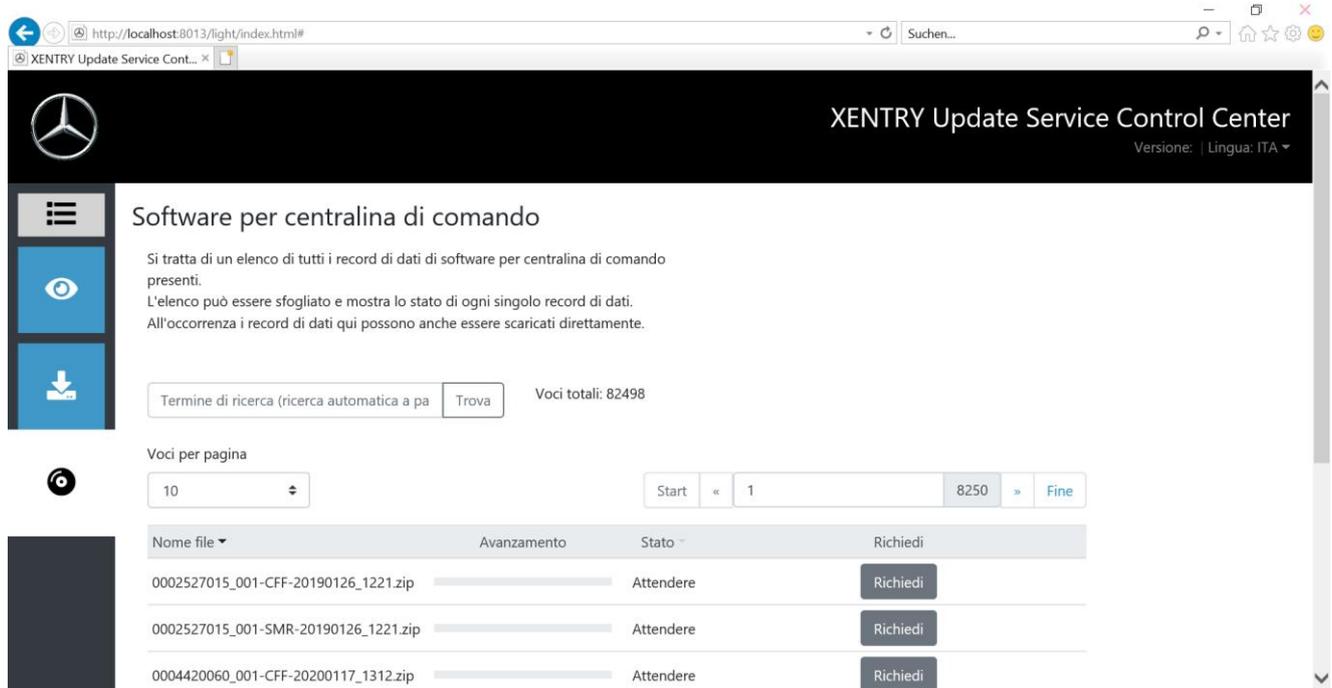
Qualora il driver della stampante fosse disponibile soltanto come file \*.EXE, fare clic a destra sul pulsante  per ricevere informazioni su come procedere:



## 4.7. Utilizzo di software per centraline messo a disposizione online

Se in azienda si utilizza un Retail Data Storage, esiste la possibilità di effettuare la messa in servizio di centraline di comando online (senza DVD o Blu-ray Disc), poiché in quel caso il software per centraline viene scaricato tramite il Retail Data Storage.

Il software per centraline disponibile è visionabile nello XENTRY Update Service Control Center.



The screenshot shows the XENTRY Update Service Control Center web interface. The page title is "Software per centralina di comando". Below the title, there is a search bar with the text "Termine di ricerca (ricerca automatica a pa" and a "Trova" button. To the right of the search bar, it says "Voci totali: 82498". Below the search bar, there is a "Voci per pagina" dropdown menu set to "10". To the right of the dropdown menu, there is a pagination control with "Start", "«", "1", "8250", "»", and "Fine". Below the pagination control, there is a table with the following columns: "Nome file", "Avanzamento", "Stato", and "Richiedi". The table contains three rows of data:

Nome file	Avanzamento	Stato	Richiedi
0002527015_001-CFF-20190126_1221.zip	<div style="width: 100%;"></div>	Attendere	Richiedi
0002527015_001-SMR-20190126_1221.zip	<div style="width: 100%;"></div>	Attendere	Richiedi
0004420060_001-CFF-20200117_1312.zip	<div style="width: 100%;"></div>	Attendere	Richiedi

Figura 31: Software per centraline disponibile

Per maggiori informazioni in merito, consultare la guida dell'utente "XENTRY Update Service - Messa in servizio del Retail Data Storage".

## 4.8. AKT – test breve automatico

Per poter effettuare un test breve automatico (AKT) nell'accettazione del Servizio Assistenza, il dispositivo XENTRY Diagnosis Pad 2 deve essere implementato nella rete dell'accettazione del Servizio Assistenza della relativa azienda e deve disporre di connessione Internet.

Durante il lavoro nell'accettazione del Servizio Assistenza, assicurare che il dispositivo XENTRY Diagnosis VCI e il dispositivo XENTRY Diagnosis Pad 2 si trovino in immediata vicinanza, in modo che la connessione via WLAN tra i componenti hardware venga mantenuta. In alternativa è possibile collegare i componenti hardware tramite cavo USB.

Inoltre si deve disporre di un accesso a XENTRY Portal. Ulteriori informazioni sono reperibili in XENTRY Portal al percorso Accettazione del Servizio Assistenza > Diagnosi in fase di accettazione (test breve automatico)

Per attivare la modalità AKT, aprire sul desktop del dispositivo XENTRY Diagnosis Pad 2 il collegamento "XENTRY Diagnosis AKT".



Figura 32: Icona XENTRY Diagnosis AKT

Viene richiesto di effettuare un unico log-in immettendo il proprio nome utente e la password:

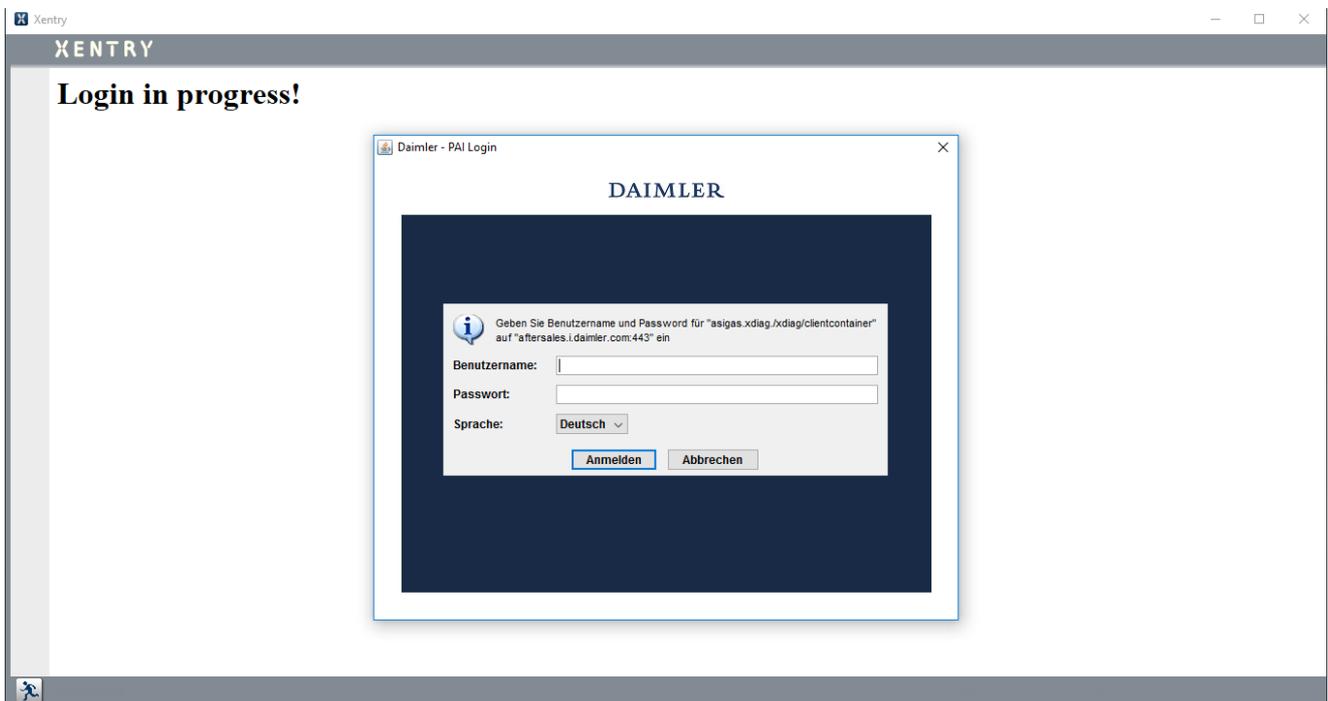


Figura 33: Log-in XENTRY Diagnosis AKT

A questo punto il dispositivo XENTRY Diagnosis VCI è pronto per l'esecuzione dell'AKT.

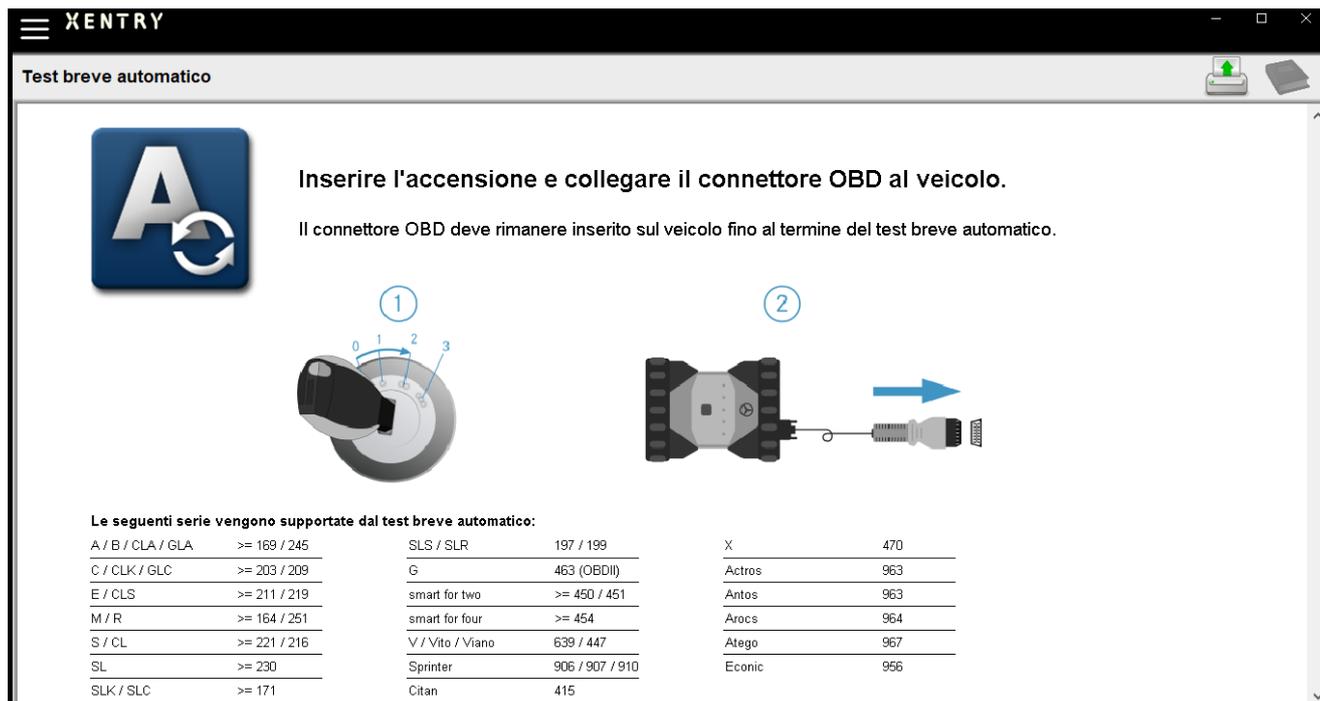


Figura 34: Schermata iniziale XENTRY AKT

Procedere nel modo seguente:

1. Inserire l'accensione sul veicolo (importante!)
2. Collegare il dispositivo XENTRY Diagnosis VCI con la presa OBD sul veicolo
3. Il test breve si avvia e il relativo andamento può essere osservato sul dispositivo XENTRY Diagnosis Pad:

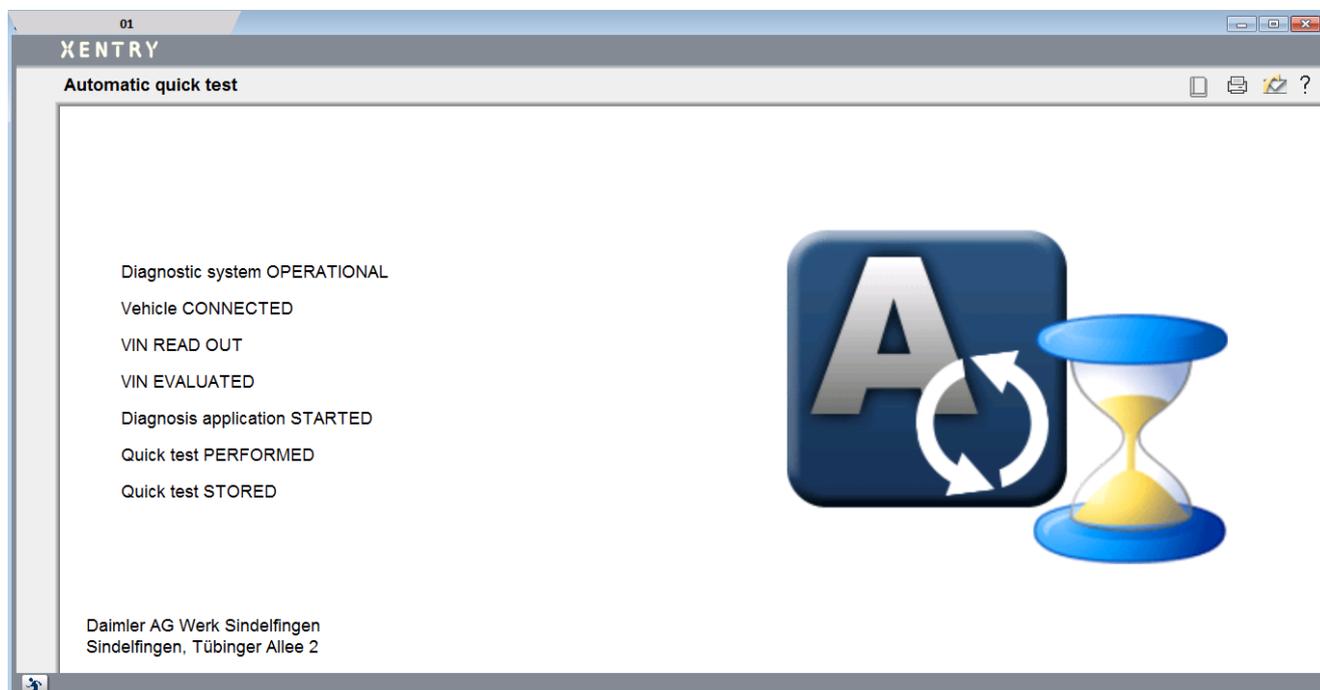


Figura 35: Esecuzione XENTRY AKT

4. Dopo pochi minuti (a seconda della serie e dell'equipaggiamento del veicolo) il test breve è concluso e viene automaticamente trasmesso attraverso la rete a XENTRY Portal (l'indicazione di stato per il test breve può essere rilevata sul dispositivo XENTRY Diagnosis Pad).
5. Su apposito invito "Staccare il connettore OBD" sul display del dispositivo XENTRY Diagnosis Pad, staccare il collegamento al veicolo.
6. Il test breve ora è disponibile in XENTRY Portal.

Il dispositivo XENTRY Diagnosis VCI ora può essere utilizzato per il prossimo veicolo.

Dopo l'ultimo test breve automatico la modalità AKT può essere terminata. A tal fine chiudere il programma "XENTRY AKT" sul dispositivo XENTRY Diagnosis Pad.

## 4.9. XENTRY WIS / XENTRY Operation Time

### 4.9.1. Il nuovo sistema di informazione per l'officina (XENTRY WIS)

Informazioni con XENTRY WIS premendo semplicemente un pulsante

Tutte le descrizioni tecniche, le istruzioni operative e le informazioni necessarie per la manutenzione o la riparazione, sono ora disponibili nel nuovo **XENTRY WIS**. Il moderno sistema di informazione per l'officina ha un nuovo design accattivante, è confortevolmente **integrato in XENTRY Portal** e può essere utilizzato anche sui **dispositivi mobili**. Premendo semplicemente un pulsante si possono ottenere in qualsiasi momento e luogo **dati attuali e precisi riguardanti la commessa d'officina**. Ciò consente di evadere l'ordine in maniera efficiente e di intraprendere misure mirate.

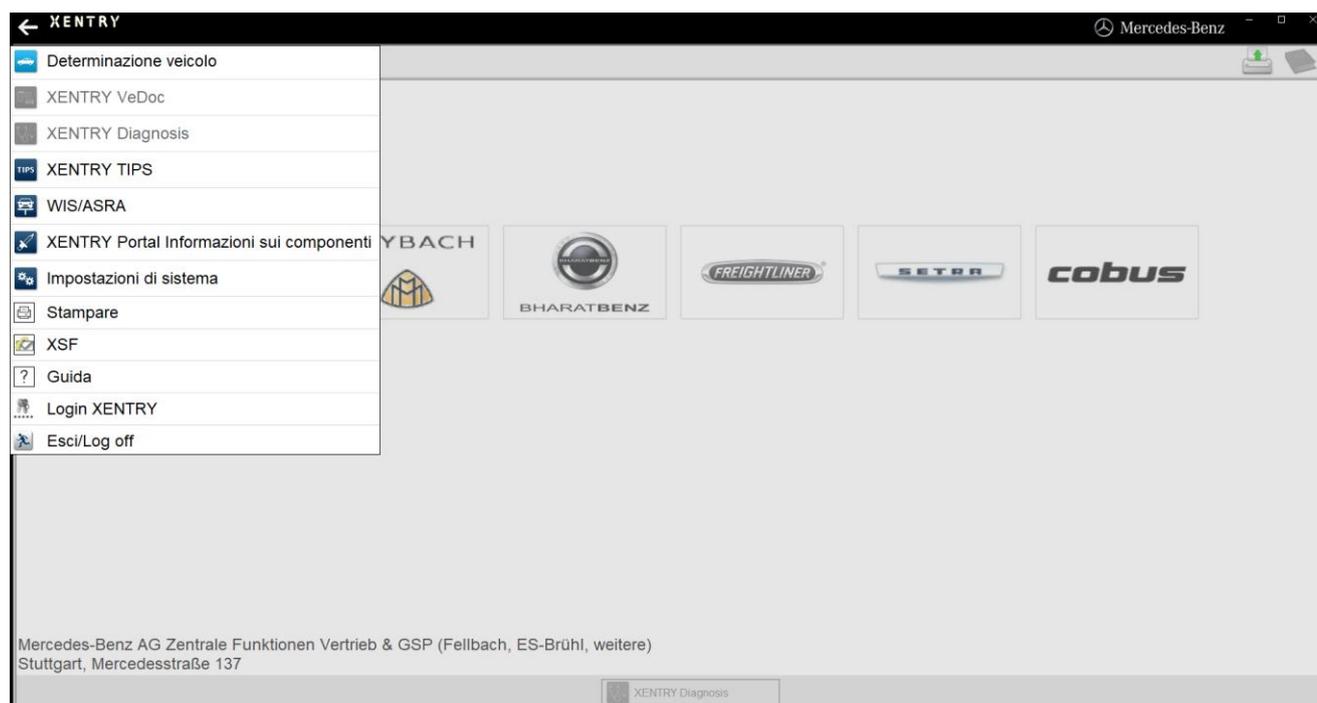


Figura 36: Richiamo diretto da XENTRY WIS

#### Funzionalità ottimizzate in un design moderno

Approfittate del nuovo sistema di informazione per l'officina:

- Integrazione nell'ambiente di sistema esistente e nei processi After-Sales: design unitario, modalità d'uso semplificata e maggiore interconnessione delle informazioni After-Sales
- JAVA/OWS client non sono più necessari
- Strategia di comando identica per impraticarsi velocemente
- Informazioni di riparazione e manutenzione specifiche per il veicolo da un'unica fonte
- Informazioni sempre aggiornate per servizi di manutenzione e riparazioni ottimali secondo le specifiche del costruttore
- Nuovo design del prodotto: ricerca di informazione sull'officina in un design snello e rinnovato
- Utilizzo su dispositivi mobili

[https://xentry.mercedes-benz.com/information/content/display/xentry\\_wis\\_overview](https://xentry.mercedes-benz.com/information/content/display/xentry_wis_overview)

### **Avvertenza:** WIS/ASRA Offline/Standalone

A partire da gennaio 2023 WIS/ASRA Offline/Standalone non verrà più supportato. Già da dicembre 2021 diversi prodotti Offline non sono più ordinabili in XENTRY Shop. Si prega di modificare la configurazione nel WIS Configuration Tool al più tardi alla scadenze delle attuali StartKey (WIS Configuration Tool -> Panoramica -> Modalità WIS -> "Online").

## **4.9.2.XENTRY Operation Time – comando più intuitivo, ricerca più semplice, risultati più veloci**

D'ora in poi tutte le informazioni essenziali sulle **posizioni di lavoro** e i **tempi di lavoro** necessari possono essere ricercate in tempo brevissimo. **XENTRY Operation Time fornisce a tal fine dati aggiornati giornalmente basati sui numeri FIN/VIN della massima qualità.**

Il nuovo interfaccia utente intuitivo e moderno mostra tutte le informazioni rilevanti su due sole schermate. XENTRY Operation Time è integrato senza soluzione di continuità in XENTRY Portal / XENTRY Diagnosis e può essere utilizzato anche su altri dispositivi terminali mobili.

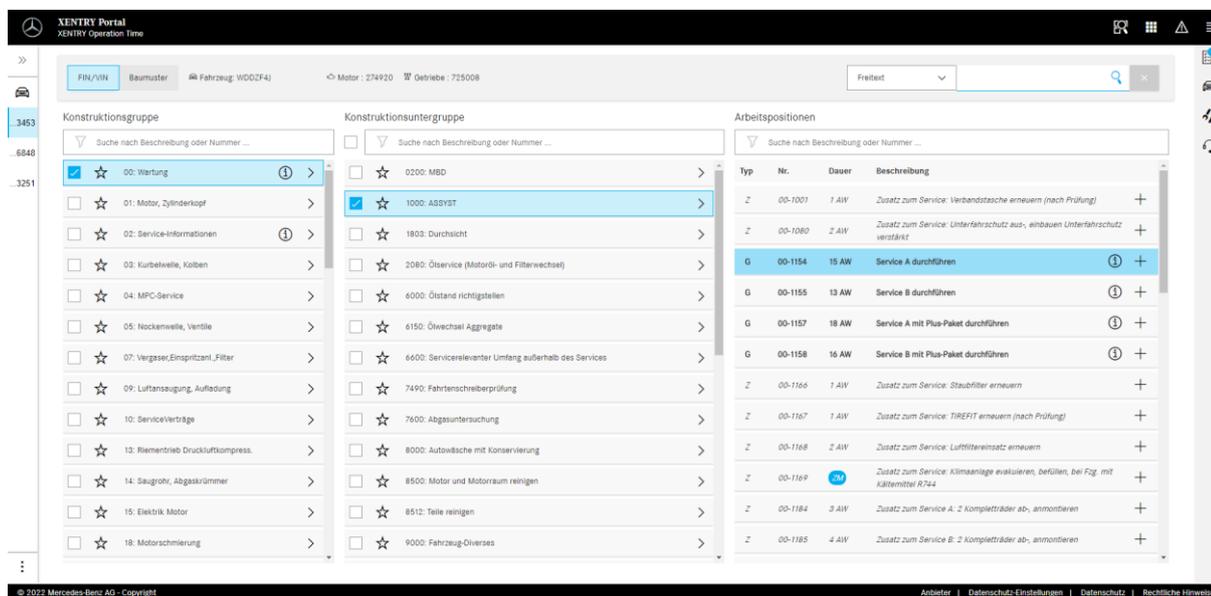


Figura 37: Richiamo diretto da XENTRY Operation Time

### **Tutti i vantaggi in sintesi:**

- Informazioni aggiornate giornalmente su posizioni e tempi di lavoro
- Possibilità di filtraggio in base ai numeri FIN/VIN
- Funzione di ricerca migliorata e intuitiva
- Correzione e aggiornamento giornalieri dei dati grazie allo sviluppo continuo
- Utilizzo su dispositivi mobili
- Integrazione in XENTRY Portal / XENTRY Diagnosis per l'interconnessione ottimale di applicazioni e informazioni
- JAVA/OWS client non sono più necessari

[https://xentry.mercedes-benz.com/information/content/display/xentry\\_operation\\_time\\_overview](https://xentry.mercedes-benz.com/information/content/display/xentry_operation_time_overview)

### 4.9.3. Richiamo di XENTRY WIS/XENTRY Operation Time dall'ambiente XENTRY

Esiste la possibilità di aprire XENTRY WIS e XENTRY Operation Time dall'ambiente XENTRY. A tal fine occorre effettuare il log-in con il proprio ID utente EMEA e la relativa password mediante Single-Sign-On.

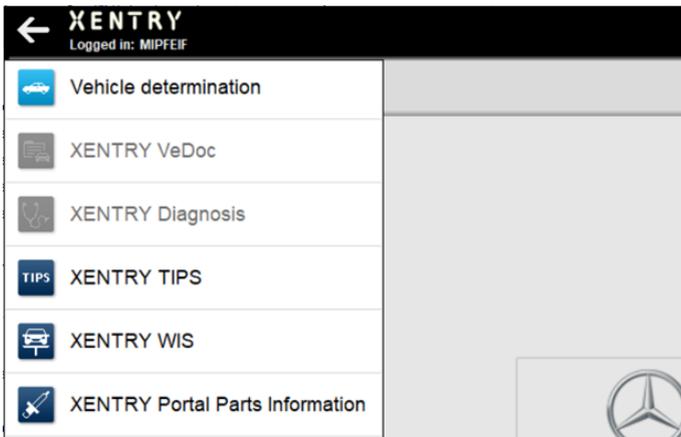


Figura 38: Richiamo diretto di XENTRY WIS/Operation Time dall'ambiente XENTRY

#### Avvertenza

Nota bene: non appena nell'ambiente XENTRY è definito un contesto veicolo (visibile dai dati del veicolo nella riga inferiore di XENTRY), i relativi dati vengono inoltrati all'applicazione. XENTRY WIS e XENTRY Operation Time imposta quindi questi dati del veicolo come contesto per la ricerca.

## 4.9.4. Richiamo di XENTRY WIS/XENTRY Operation Time dalla sessione di diagnosi

Oltre al richiamo di WIS/ASRA dall'ambiente XENTRY, dove il contesto di veicolo viene trasferito a WIS/ASRA, è anche possibile richiamare WIS/ASRA da una sessione di diagnosi, da diverse schermate di centraline di comando o di funzioni.



The screenshot displays the Mercedes-Benz website interface. At the top, there is a navigation bar with the Mercedes-Benz logo and the text 'Mercedes-Benz'. To the right, there are links for 'Daimler AG', 'FAQ', 'Contatto', 'Condizioni Generali di Vendita', and 'Sprache/Language'. Below this, a secondary navigation bar includes 'Home', 'Informazioni su assistenza e ricambi', 'Il mondo della diagnosi', 'Officina & Attrezzi', 'Info-Center', and 'Link'.

The main content area features a section titled 'Service & Parts net - Informazioni per l'officina per veicoli Mercedes-Benz e smart'. Below the title is a photograph of a silver Mercedes-Benz sedan parked in front of a modern building with large glass windows and blue banners. To the right of the image is a login form for 'Login ai sistemi EPC, WIS, ASRA'. The form includes fields for 'Nome Utente' and 'Password', a 'Login' button, and links for 'Avete dimenticato la password?' and 'Registrare'.

Below the image, there is a note: 'For DSB use only Microsoft Internet Explorer (version 8 or higher) !'. Underneath this, a paragraph states: 'Il nostro portale si rivolge alle officine e ai concessionari indipendenti all'interno dell'Unione Europea che offrono servizi professionali di riparazione e manutenzione di veicoli Mercedes-Benz e smart'.

At the bottom right of the page, there is a link for 'Login ai sistemi DSB,'.

Figura 39: Richiamo diretto di XENTRY WIS/Operation Time dalla sessione di diagnosi

## 4.9.5. Schemi elettrici specifici per veicolo tramite "Dynamic Wiring Diagram"

A partire dal 12.10.2021 nell'ambito del roll-out di XENTRY WIS sarà disponibile per ogni utente WIS il nuovo modulo "Dynamic Wiring Diagram" in XENTRY Portal e XENTRY Diagnosis.

Grazie alla rappresentazione specifica per numero FIN di "Dynamic Wiring Diagram", all'utente viene visualizzato esclusivamente lo schema elettrico rilevante per il veicolo in questione. Vengono così meno la ricerca dispendiosa dell'equipaggiamento del veicolo e passaggi ad altri sistemi. Questa caratteristica ed ulteriori funzioni di ricerca e filtro aiutano l'utente e contribuiscono notevolmente alla riduzione di possibili errori di ricerca durante le attività di riparazione e diagnosi. È inoltre possibile la visualizzazione con un solo clic di informazioni più specifiche, ad es. per singoli componenti.

La funzione "Dynamic Wiring Diagram" è correlata al diritto per WIS, per cui non è necessaria l'ordinazione a parte. Si tenga presente che a partire dalla fine del 2021 gli schemi elettrici per modelli di nuovo lancio e sottoposti a restyling saranno disponibili esclusivamente nel modulo "Dynamic Wiring Diagram". È pertanto opportuno prediligere questo modulo per la ricerca di schemi elettrici.

Richiamo di Dynamic Wiring Diagram dalla schermata Home e dal test breve

1. Aprire la funzione "Dynamic Wiring Diagram" tramite il simbolo a forma di libro in alto a destra.

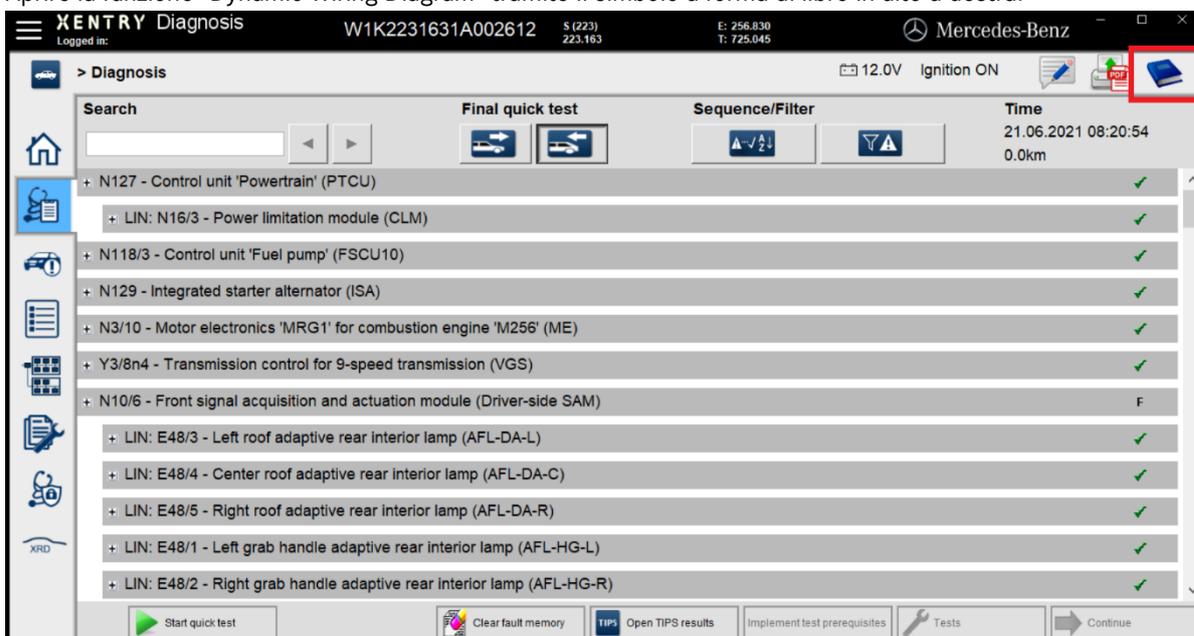


Figura 40: Schemi elettrici specifici per il veicolo tramite "Dynamic Wiring Diagram"

2. Aprire l'elenco di tutte le centraline di comando del test breve. Dopo l'apertura di uno schema elettrico tutti i componenti vengono visualizzati all'interno dello schema elettrico. Tramite il campo di ricerca si possono filtrare i componenti visualizzati.

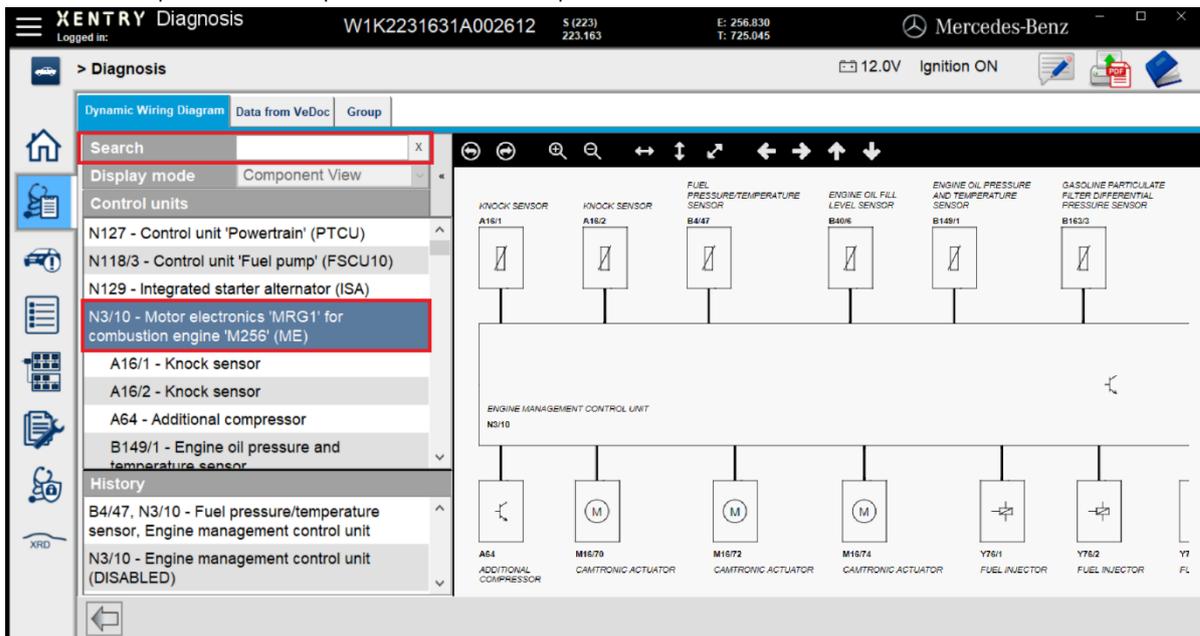


Figura 41: Panoramica dei componenti all'interno dello schema circuitale

3. Selezionare il componente desiderato. La rispettiva sede di montaggio viene visualizzata nell'area a destra.

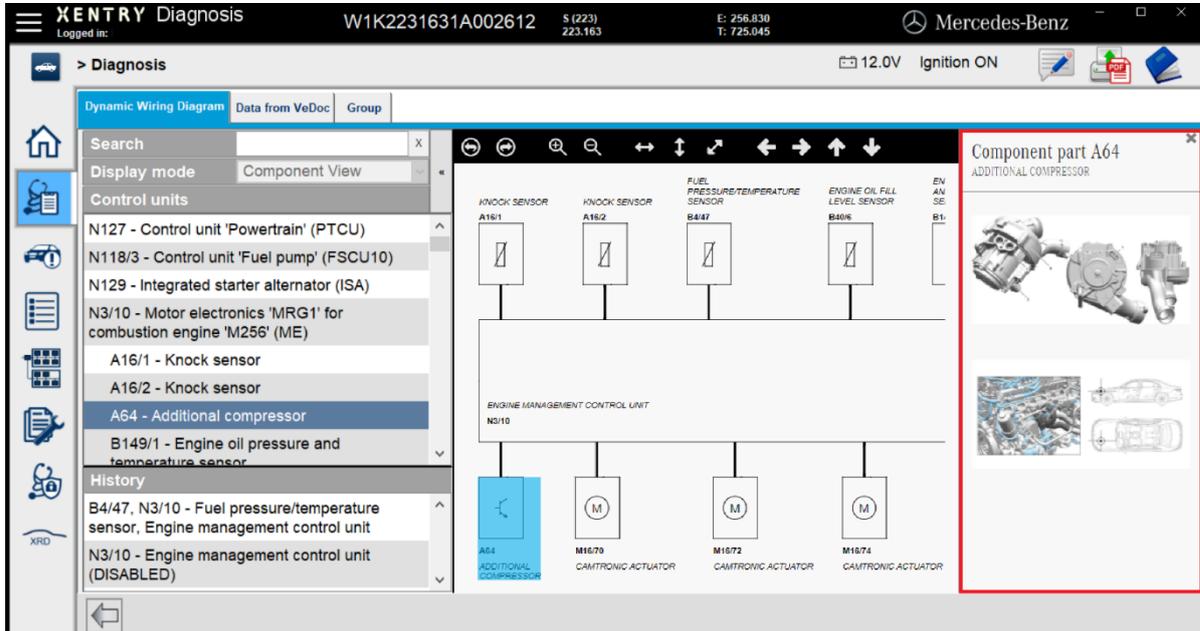


Figura 42: Selezione dei componenti e relativa posizione di installazione

# 5. Componenti hardware

## 5.1. XENTRY Diagnosis Pad 2

### 5.1.1. Caratteristiche tecniche di rendimento XENTRY Diagnosis Pad 2



Figura 43: Vista XENTRY Diagnosis Pad 2

- Disco fisso: SSD da 1 TB
- Memoria di lavoro: DDR4 da 16 GB
- Processore: Intel ® Core™ i5
- Sistema operativo: Windows 10 IoT
- Dimensioni: Circa 338 x 240 x 33 mm (largh. x lungh. x alt.)
- Peso: Circa 2,3 kg
- Comando confortevole grazie a:
  - dispositivo di supporto regolabile in continuo
  - display multi-touch Full HD capacitivo
  - ottima leggibilità del display

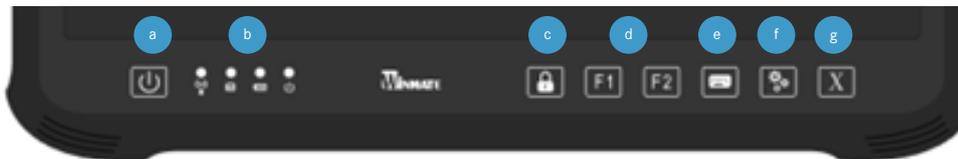
## 5.1.2. Attacchi sul dispositivo XENTRY Diagnosis Pad 2



Figura 44: Attacchi XENTRY Diagnosis Pad 2

## 5.1.3. Tasti e spie sul dispositivo XENTRY Diagnosis Pad 2

Il dispositivo XENTRY Diagnosis Pad 2 dispone dei seguenti tasti e spie:



- a Qui è possibile accendere il dispositivo XENTRY Diagnosis Pad 2
- b Indicazioni di stato a LED per WLAN, attività del disco fisso, accumulatore, stato di esercizio
- c Blocco schermo
- d Tasti funzione F1 e F2, liberamente occupabili
- e Visualizzare e nascondere la tastiera virtuale
- f Impostazioni
- g Apertura XENTRY Diagnosis Software

## 5.2. XENTRY Diagnosis VCI

### 5.2.1. Caratteristiche tecniche di rendimento XENTRY Diagnosis VCI



Figura 45: XENTRY Diagnosis VCI

- Materiale: policarbonato con cappucci in gomma
- Nessun accumulatore
- Nessun display
- Connessione VCI con Pad attraverso WLAN, tramite chiavette USB WLAN, nessuna necessità di infrastruttura WLAN esistente
- Sul dispositivo XENTRY Diagnosis VCI è disposto un tasto di comando. Questo tasto funzione viene utilizzato per casi applicativi speciali nello strumento CAN di XENTRY.
- La VCI non necessita di alimentatore per l'alimentazione elettrica esterna
- La VCI si spegne automaticamente quando non è collegata con un veicolo o un cavo OBD/USB. Si accende poi automaticamente quando è nuovamente collegata a una fonte di alimentazione elettrica.

Caratteristica	Valore / Campo
<b>Interfaccia host</b>	
Via cavo	High speed USB 2.0
Wireless, chiavetta USB WiFi	802.11b/g/n
<b>Sistema processore</b>	
Microprocessore	Intel MX6 Solo
Frequenza di clock	800 MHz
RAM	RAM da 512 MB DDR3
ROM	512 MB Flash
Memoria di massa (ottica)	Chiave USB di memoria
<b>Interfaccia utente</b>	
LED	5 LED di stato
Emettitore di segnale acustico	Segnale acustico
<b>Alimentazione di corrente</b>	
Dalla batteria del veicolo attraverso il cavo di collegamento della diagnosi o tramite un cavo USB collegato.	OBD: da 8 a 28 VDC; 750 mA USB: 5 VDC; 700 mA
Attenzione: La presa di diagnosi del veicolo deve essere protetta con un fusibile di al massimo 6 A / 32 V.	
<b>Caratteristiche meccaniche</b>	
Dimensioni	168 x 115 x 45 mm
Peso	0,41 kg
Temperatura di esercizio	da -20 °C a +60 °C
Temperatura di stoccaggio	da -40 °C a +80 °C
Umidità dell'aria a 25 °C	30% - 95%
Massima altitudine di esercizio	4000 m
Tipo di protezione con cavo di collegamento diagnosi non innestato	IP 30
Tipo di protezione con cavo di collegamento diagnosi avvitato secondo IEC60529	IP 54; categoria 2
Grado di imbrattamento	2
<b>Cavo di collegamento diagnosi</b>	
J1962 (ISO 15031-3)	26 pin; Rating 28V; CAT O
<b>Certificazioni VCI</b>	
UE	
USA	
Corea del Sud	 MSIP-REM-BO2-XENTRY-VCI
Russia	
Australia	
Ucraina	

Tabella 1: Dati tecnici XENTRY Diagnosis VCI

## Campo di impiego

Il dispositivo XENTRY Diagnosis VCI è previsto esclusivamente per l'uso in ambiente interno.

- Grado di imbrattamento 2, mantenere pulita la zona intorno al dispositivo XENTRY Diagnosis VCI
- Evitare la condensazione, non esporre il dispositivo XENTRY Diagnosis VCI a pioggia o umidità

## 5.2.2. Attacchi ed elementi di comando sul dispositivo XENTRY Diagnosis VCI

Sul dispositivo XENTRY Diagnosis VCI sono disposti i seguenti attacchi ed elementi di comando:



Figura 46: Collegamento XENTRY Diagnosis VCI

## 5.2.3.Indicazione di stato ed elementi di comando sul dispositivo XENTRY Diagnosis VCI



Figura 47: Indicazione di stato ed elementi di comando XENTRY Diagnosis VCI

### Indicazioni di stato

	Indicazione di stato, LED verde
	Indicazione di guasto, LED rosso
	LED rosso/verde/arancione
	Spia connessione VCI ↔ Pad, LED verde lampeggiante
	Spia connessione VCI ↔ veicolo, LED verde lampeggiante

Figura 48: Indicazioni di stato VCI

### Elemento di comando



Figura 49: Tasto di comando VCI

Sul dispositivo XENTRY Diagnosis VCI è disposto un tasto di comando. Questo tasto funzione viene utilizzato per casi applicativi speciali nello strumento CAN di XENTRY.

# 6. Accessori

## 6.1. Accessori ordinabili in via opzionale

Durante il processo di configurazione vengono visualizzati gli accessori ordinabili in via opzionale.

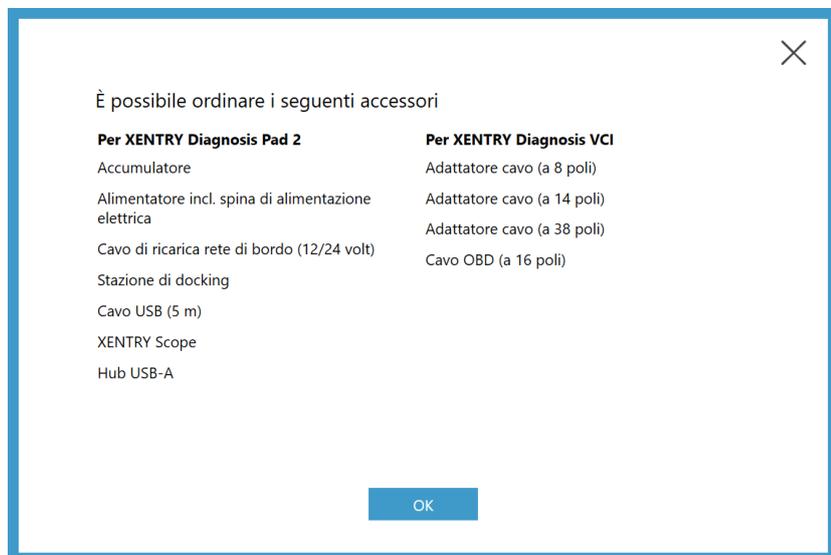


Figura 50: Accessori ordinabili in via opzionale

La stazione di docking offre ulteriori attacchi, come ad es. attacchi USB ed una possibilità di collegamento per uno schermo o un proiettore.



Figura 51: Stazione di docking

## 6.2. Tecnica di misurazione XENTRY Scope

Ulteriori informazioni sulla tecnica di misurazione XENTRY Scope sono reperibili nella documentazione relativa a XENTRY Scope oppure direttamente nel software XENTRY Scope. Quest'ultimo è già preinstallato sul dispositivo XENTRY Diagnosis Pad | Pad 2.



Figura 52: XENTRY Scope

## 6.3. Scanner per iniettori (scanner manuale 2D)

Lo scanner per iniettori (scanner manuale 2D) viene collegato via USB al dispositivo XENTRY Diagnosis Pad | Pad 2. Il software viene installato automaticamente e può essere utilizzato dopo un riavvio del dispositivo XENTRY Diagnosis Pad | Pad 2.

## 6.4. Unità di diagnosi per batterie ad alto voltaggio

L'unità di diagnosi viene collegata tramite il cavo OBD al dispositivo XENTRY Diagnosis Pad | Pad 2. Il processo di controllo della batteria ad alto voltaggio si svolge attraverso lo XENTRY Diagnosis Software.

## 6.5. SBC Flashbox

La SBC Flashbox viene collegata tramite l'adattatore RS232 USB al dispositivo XENTRY Diagnosis Pad | Pad 2.

# 7. Strumenti operativi

## 7.1. ConfigAssist

ConfigAssist guida l'utente attraverso la configurazione e la prima messa in servizio del nuovo apparecchio di diagnosi XENTRY. Il procedimento esatto per la configurazione è descritto nel capitolo 3 a pagina 7.

ConfigAssist offre le seguenti funzioni:

1. Introduzione nell'hardware
2. Configurazione di rete
3. Accoppiamento di XENTRY Diagnosis Pad 2 e VCI
4. Caricamento della StartKey
5. Configurazione dello XENTRY Update Service
6. Informazioni dettagliate

## 7.2. Update Center

L'Update Center serve all'installazione di nuovi aggiornamenti del software, alla commutazione tra diverse release installate e all'installazione e alla gestione degli AddOn.

La panoramica nell'Update Center mostra la release attualmente installata, un'eventuale commutazione su una release disponibile, l'attuale stato di aggiornamento e l'ultimo AddOn installato.

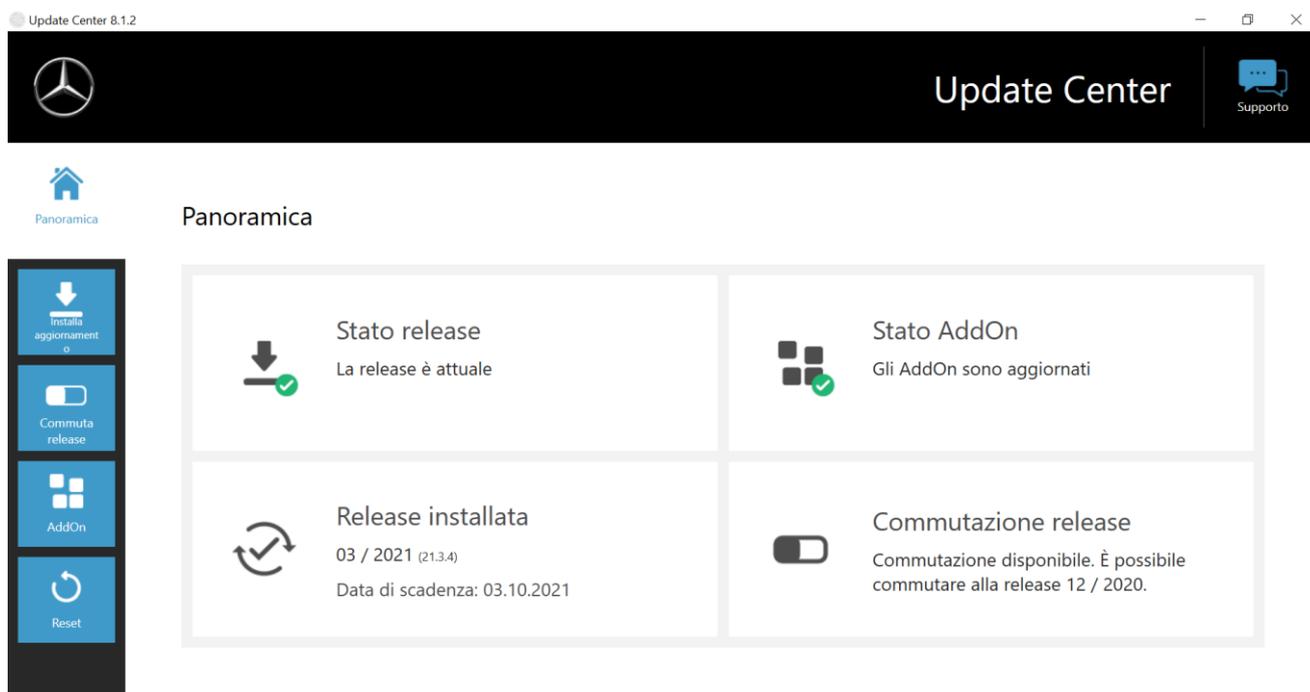


Figura 53: Panoramica Update Center

## 7.3. VCI Manager

Il VCI Manager serve all'aggiornamento del firmware e al ripristino del dispositivo XENTRY Diagnosis VCI. La panoramica alla voce "Generalità" indica lo stato della connessione tra XENTRY Diagnosis Pad | Pad 2 e XENTRY Diagnosis VCI.



Figura 54: Icona VCI Manager

### 7.3.1. Chiama VCI

Per verificare la connessione tra XENTRY Diagnosis Pad 2 e VCI o semplicemente per individuare la VCI accoppiata al dispositivo XENTRY Diagnosis Pad, è possibile ricorrere alla funzione "Chiama VCI".

**!** Va considerato che questa funzione è disponibile solo dopo aver effettuato l'accoppiamento tra XENTRY Diagnosis Pad 2 e VCI.

Per chiamare la VCI, aprire il VCI Manager tramite il collegamento sul desktop del dispositivo XENTRY Diagnosis Pad 2 in uso. Sulla schermata panoramica viene indicato il dispositivo XENTRY Diagnosis VCI accoppiato al momento. Su questa schermata è disposto il pulsante "Chiama VCI". Facendo clic su questo pulsante, la VCI accoppiata inizia a emettere un bip.

**!** Occorre tuttavia considerare che la VCI non dispone di alimentazione di corrente propria. Ciò significa che la VCI può essere chiamata solo quando è collegata ad una fonte di alimentazione elettrica. Tale condizione è soddisfatta in caso di collegamento tramite cavo OBD ad un veicolo o tramite cavo USB al dispositivo XENTRY Diagnosis Pad 2.

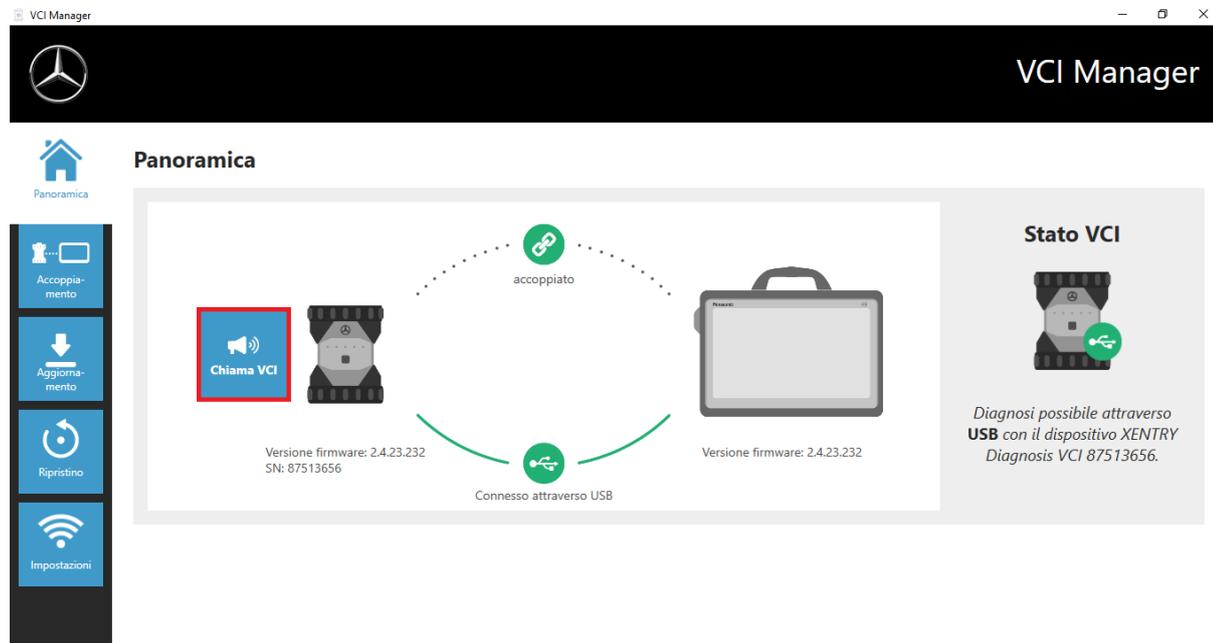


Figura 55: Chiama VCI

## 7.3.2. Aggiornamento firmware XENTRY Diagnosis VCI

Dopo l'aggiornamento del dispositivo XENTRY Diagnosis Pad 2 può rendersi necessario un aggiornamento del firmware del dispositivo XENTRY Diagnosis VCI. Questa condizione si vede ad es. sulla schermata panoramica del VCI Manager:

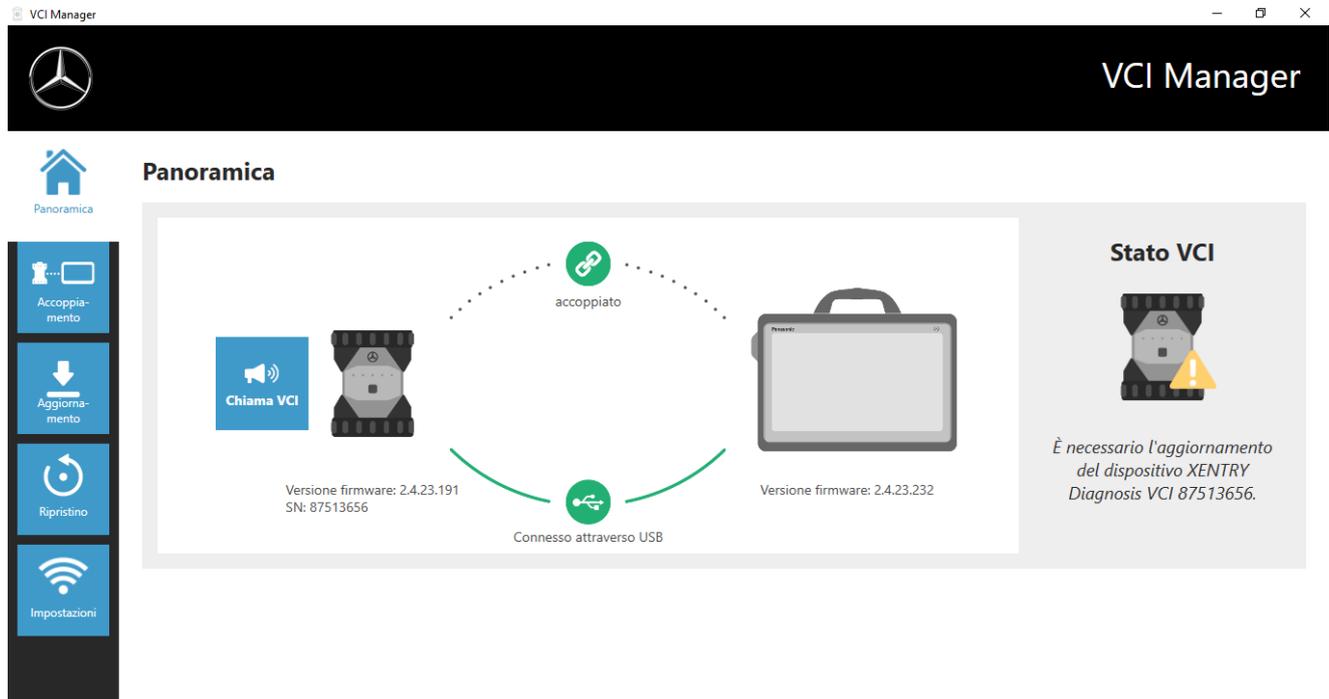


Figura 56: Avvertenza relativa alla necessità di aggiornamento

Fare clic sulla voce di menu "Aggiornamento" nel VCI Manager e quindi sul pulsante "Avvia aggiornamento".

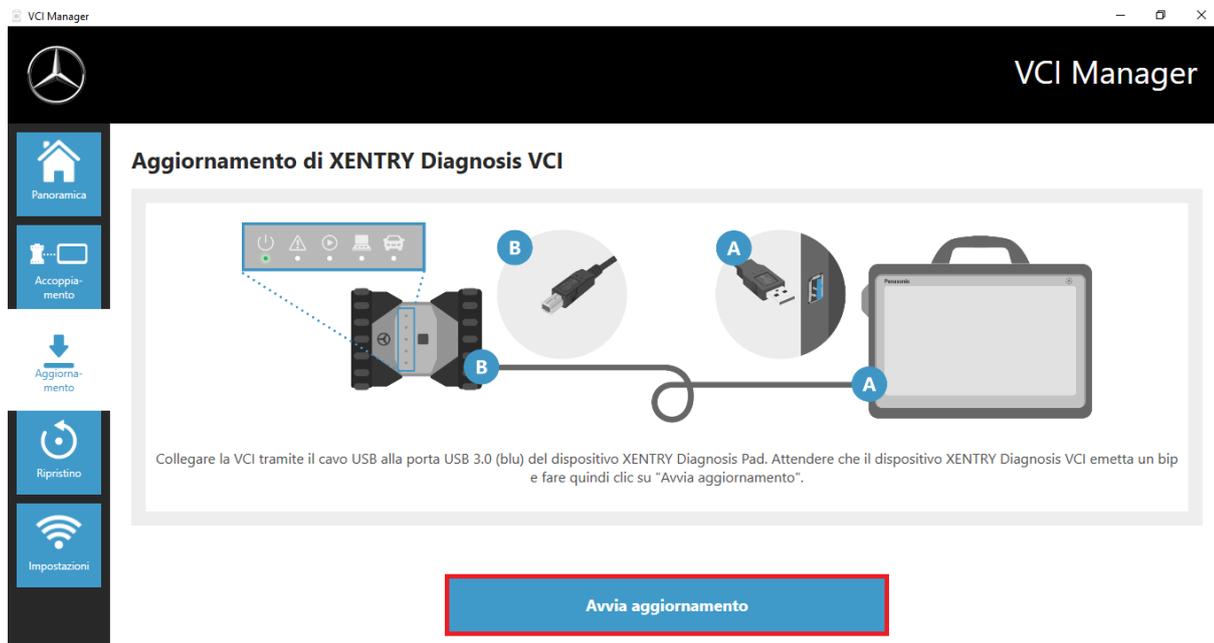


Figura 57: Avvia aggiornamento

Durante l'esecuzione dell'aggiornamento assicurare che non venga interrotto il collegamento USB tra XENTRY Diagnosis Pad e VCI.

Al termine dell'aggiornamento è possibile lavorare come di consueto con XENTRY Diagnosis Kit 4.

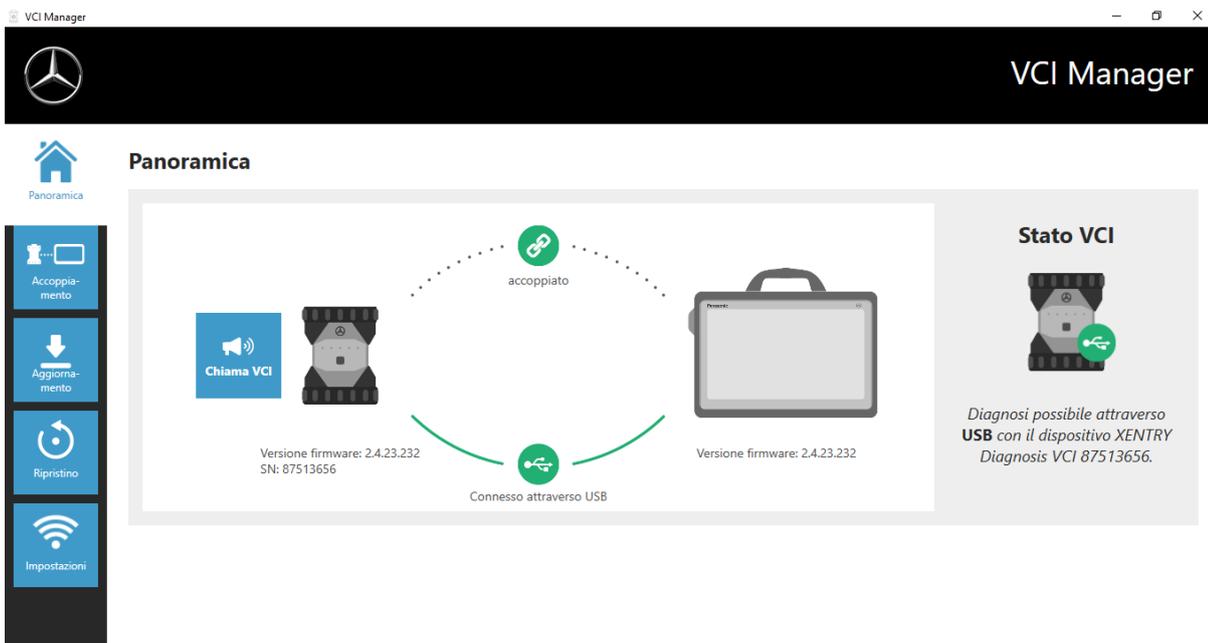


Figura 58: Conferma dopo l'aggiornamento del firmware

### 7.3.3. Ripristino XENTRY Diagnosis VCI

**⚠ Attenzione: eseguire un ripristino sempre soltanto su esplicito invito da parte dello User Help Desk di diagnosi!**

Con questa funzione la versione firmware del dispositivo XENTRY Diagnosis VCI viene adattata alla corrispondente versione firmware del dispositivo XENTRY Diagnosis Pad. Questa funzione è descritta nella commutazione release nel capitolo 4.3.3.

Un ripristino è necessario solo se la release sul dispositivo XENTRY Diagnosis Pad è stata commutata alla versione precedente e occorre eventualmente ridurre la versione firmware sul dispositivo XENTRY Diagnosis VCI.

Per l'esecuzione del ripristino fare clic nel VCI Manager sul pulsante "Ripristino". Collegare il dispositivo XENTRY Diagnosis VCI tramite cavo USB con il dispositivo XENTRY Diagnosis Pad.

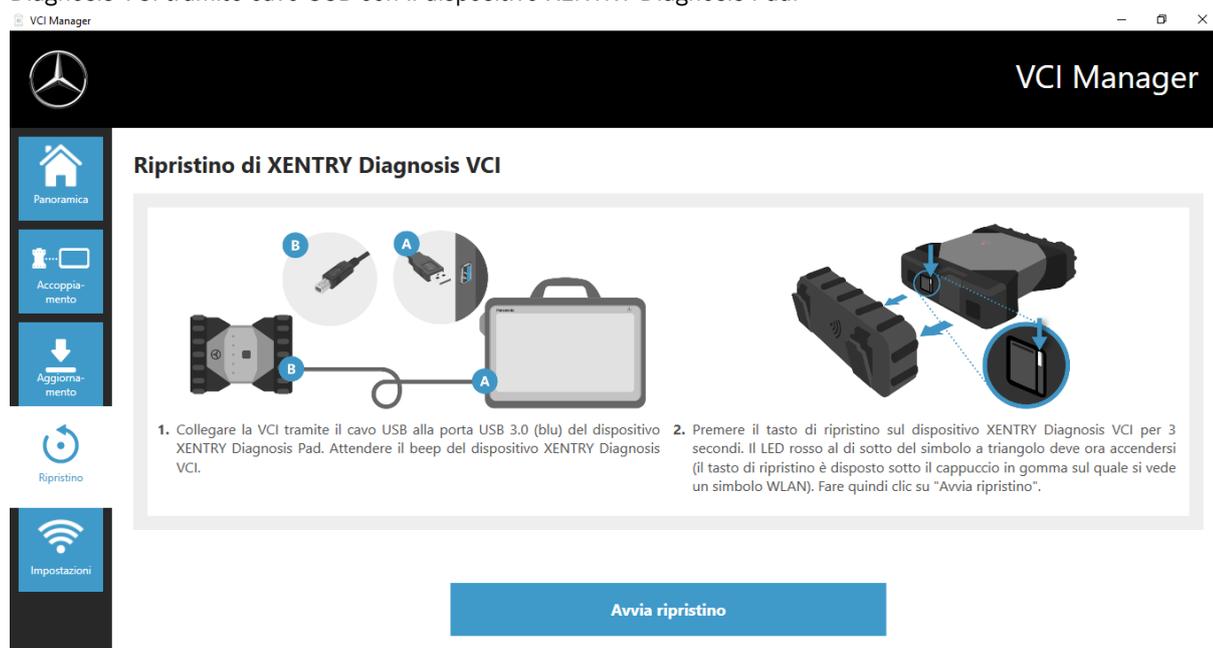


Figura 59: Ripristino del dispositivo XENTRY Diagnosis VCI

Il dispositivo XENTRY Diagnosis VCI deve trovarsi nella modalità di ripristino. Rimuovere a tal fine dal dispositivo XENTRY Diagnosis VCI la copertura in gomma con il simbolo WLAN stampigliato e premere il tasto di ripristino per 3 secondi. A questo punto si deve accendere il LED rosso disposto al di sotto del simbolo a triangolo. Fare quindi clic su "OK".

**⚠** Va osservato che durante il ripristino la connessione tra il dispositivo XENTRY Diagnosis Pad e il dispositivo XENTRY Diagnosis VCI non deve essere interrotta.

## 7.3.4 Canale WLAN

In rari casi è possibile che i canali WLAN all'interno dell'officina si disturbino a vicenda. Se si presenta questo caso, esiste la possibilità di configurare manualmente il canale WLAN tra XENTRY Diagnosis Pad e VCI.

A tale scopo selezionare la voce di menu "Canale WLAN" e fare quindi clic sul pulsante "Configurazione WLAN manuale".

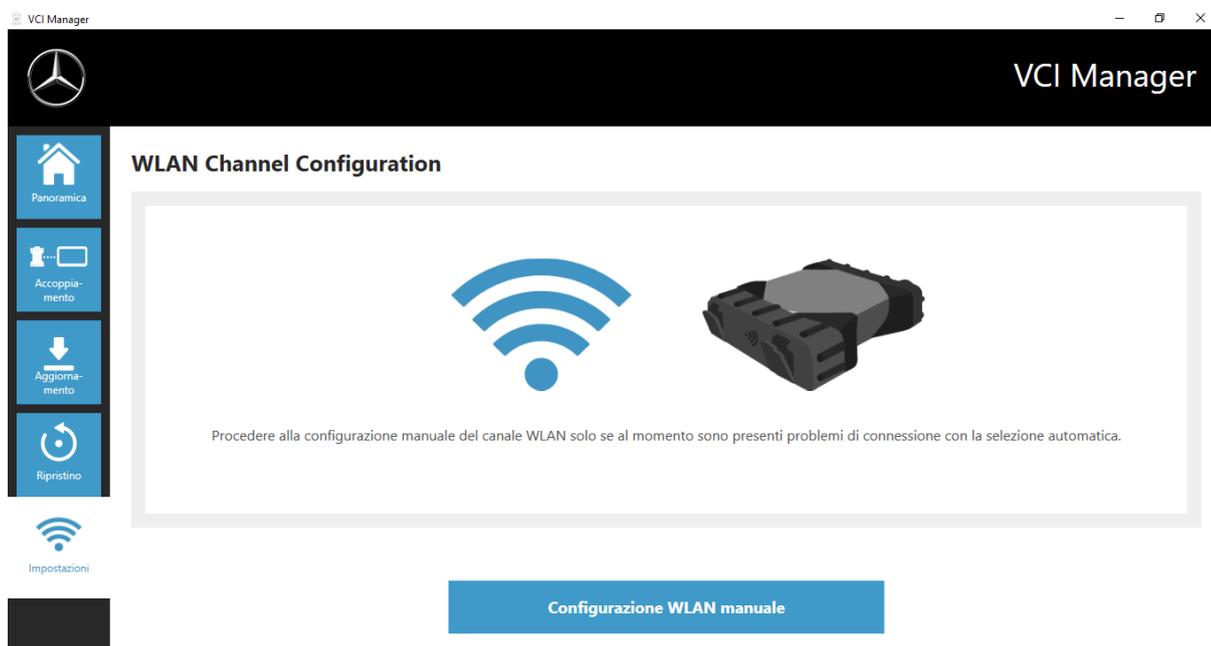


Figura 60: Configurazione canale WLAN

## 7.4. PDF Center

Con il PDF Center avete la possibilità di

- inoltrare documenti ad una determinata stampante,
- salvare documenti con un percorso di salvataggio definito dall'utente,
- raccogliere documenti in un file,
- esportare documenti.

È consigliabile definire una tantum nelle impostazioni del PDF Center quali operazioni si vuole che vengano effettuate di default alla creazione di un documento PDF.

### Novità introdotte con il PDF Center e l'aggiornamento di release 03/2020

Osservare le seguenti avvertenze:

La funzione "Stampa in file" di XENTRY Diagnosis e DAS è stata adattata:

- Le cartelle "DASPrints" e "XDprint" non vengono più utilizzate.
- Si ricorre invece alla cartella di lavoro del PDF Center.

Le officine che in passato hanno già lavorato con Diagnosis PDF Printer devono tener conto del seguente cambiamento: il salvataggio dei propri documenti ora viene ripetuto finché non va a buon fine. Ciò significa che il sistema di diagnosi XENTRY può essere arrestato o disconnesso dalla rete in qualsiasi momento. Non appena la posizione di salvataggio è di nuovo raggiungibile, viene tentato il salvataggio del documento. Il rispettivo stato può essere rilevato nella nuova rappresentazione alla prima scheda.

Le officine che in passato non hanno fatto uso di Diagnosis PDF Printer, con la presente vengono invitate a farlo con decorrenza immediata.

A tale scopo configurare il PDF Center in base alle proprie esigenze e all'occorrenza trasferire in questa struttura i documenti degli aggiornamenti di release precedenti. Tutti i nuovi documenti PDF possono essere automaticamente salvati in questa struttura. Raccomandiamo questo procedimento anche alle officine che eseguono la stampa su carta. Con il PDF Center è possibile procedere in modo automatizzato per entrambe le opzioni.

## 7.5. Support Tool

Il Support Tool viene aperto tramite il collegamento sul desktop:

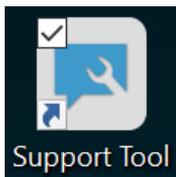


Figura 61: Icona Support Tool

Dopo l'avvio del Support Tool la scheda "Ticket XSF" risulta già preselezionata. Questa schermata supporta l'utente durante la creazione di un ticket XSF.

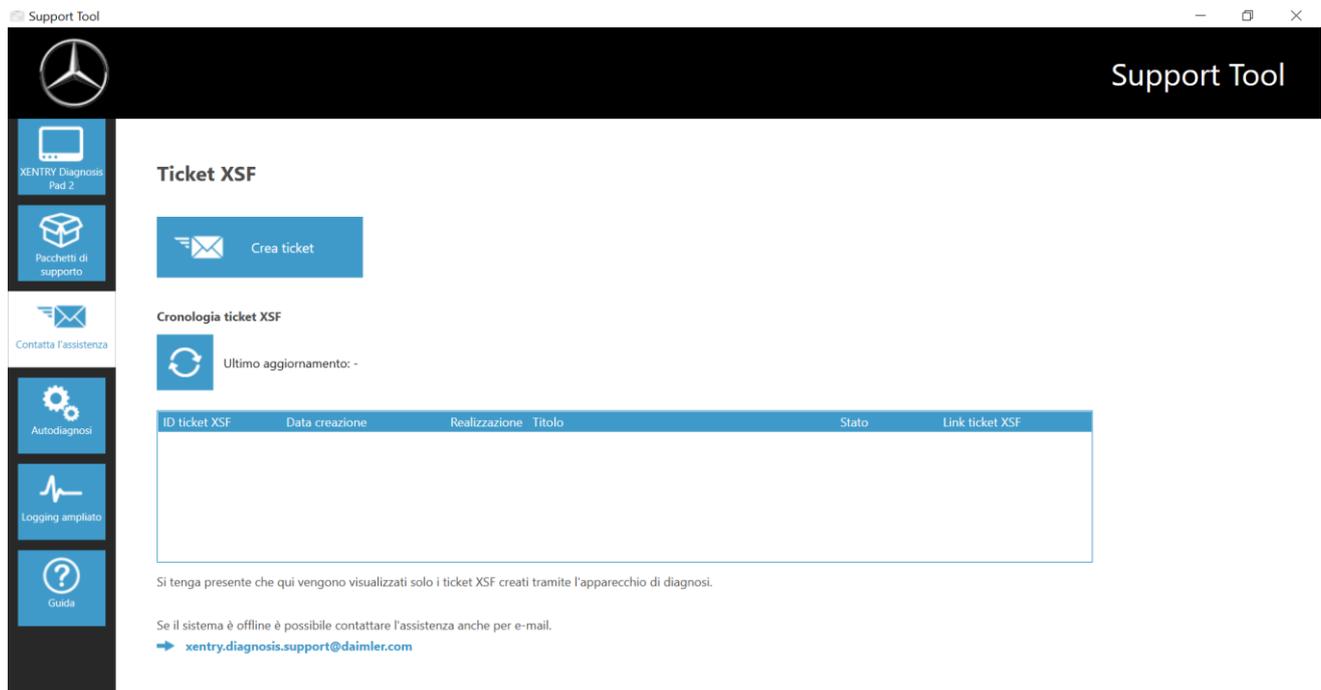


Figura 62: Creazione di ticket XSF

- Alla voce di menu "XENTRY Diagnosis Pad 2" sono reperibili informazioni di sistema.
- Alla seconda voce "Pacchetti di supporto" si possono creare in modo confortevole pacchetti di supporto e raggruppare in questo modo tutte le informazioni di sistema rilevanti per l'assistenza.
- Alla voce "Autodiagnosi" viene indicato lo stato di raggiungibilità dei server back-end.
- Lo User Help Desk per la diagnosi può richiedere la modifica del "Logging ampliato" che può essere selezionato qui.
- Alla voce "Guida", il punto più in basso nella barra di navigazione, sono reperibili dei link che rimandano all'offerta online, a documenti ausiliari, istruzioni e alle note di rilascio.

I pacchetti di supporto creati sono reperibili nella libreria "Diagnosis Files", completamente in basso nell'area "packages". Il relativo collegamento è disponibile sul desktop del dispositivo XENTRY Diagnosis Pad 2 in uso.

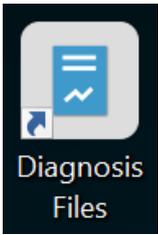


Figura 63: Icona libreria "Diagnosis Files"

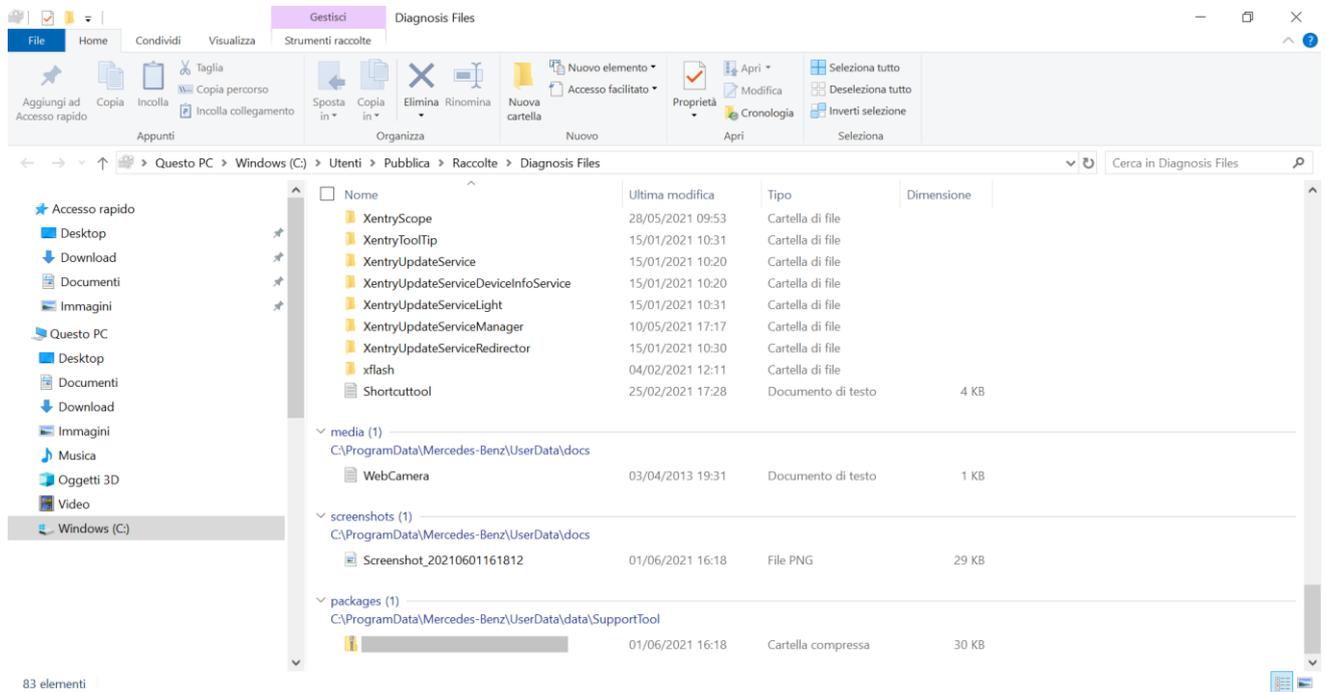


Figura 64: Posizione di salvataggio pacchetti di supporto

## 7.6. VCI Monitor

Il VCI Monitor mostra la qualità di connessione tra XENTRY Diagnosis Pad e XENTRY Diagnosis VCI.

I seguenti stati vengono indicati dallo strumento "VCI Monitor":

Icona	Stato / Causa	Descrizione	Rimedio
	VCI non accoppiata	<ul style="list-style-type: none"> <li>VCI non accoppiata</li> </ul>	<ul style="list-style-type: none"> <li>Provvedere all'accoppiamento della VCI</li> </ul>
	VCI non raggiungibile (attraverso WLAN)	<ul style="list-style-type: none"> <li>VCI non collegata attraverso USB</li> <li>VCI non visibile attraverso WLAN</li> </ul>	<ul style="list-style-type: none"> <li>Alimentare la VCI con tensione</li> </ul>
	"Accoppiamento perso"	<ul style="list-style-type: none"> <li>VCI non collegata attraverso USB</li> <li>VCI visibile attraverso WLAN</li> <li>Accoppiamento mancante</li> </ul>	<ul style="list-style-type: none"> <li>Collegare la VCI tramite un cavo USB</li> <li>Accoppiare la VCI tramite il VCI Manager</li> </ul>
	Firmware VCI meno recente del software PC	<ul style="list-style-type: none"> <li>Firmware della VCI troppo vecchio</li> </ul>	<ul style="list-style-type: none"> <li>Eseguire un aggiornamento della VCI tramite il VCI Manager</li> </ul>
	Software PC meno recente del firmware VCI	<ul style="list-style-type: none"> <li>VCI non collegata attraverso USB</li> <li>VCI visibile attraverso WLAN</li> <li>Software PC troppo vecchio</li> </ul>	<ul style="list-style-type: none"> <li>Eseguire un downgrade del firmware VCI eseguendo l'aggiornamento nel VCI Manager</li> </ul>
	VCI in corso di ripristino	<ul style="list-style-type: none"> <li>VCI collegata attraverso USB</li> <li>VCI nella modalità di ripristino</li> </ul>	<ul style="list-style-type: none"> <li>Eseguire il ripristino nel VCI Manager</li> </ul>
	VCI in uso	<ul style="list-style-type: none"> <li>VCI in uso da parte di un'applicazione (diversa)</li> </ul>	
	VCI in uso attraverso WLAN	<ul style="list-style-type: none"> <li>VCI in uso attraverso WLAN da parte di un'applicazione (diversa)</li> </ul>	
	VCI raggiungibile attraverso USB	<ul style="list-style-type: none"> <li>La VCI è collegata tramite cavo USB</li> </ul>	
	VCI raggiungibile attraverso WLAN	<ul style="list-style-type: none"> <li>VCI raggiungibile attraverso WLAN</li> <li>Qualità della connessione WLAN visibile tramite indicazione a barre</li> </ul>	
	Adattatore WLAN non funzionante	<ul style="list-style-type: none"> <li>Nessuna comunicazione possibile attraverso WLAN tra VCI e Pad</li> </ul>	<ul style="list-style-type: none"> <li>Eseguire il reset dell'adattatore WLAN tramite la finestra visualizzata "Reset adattatore WLAN" o tramite clic con il pulsante destro del mouse sull'indicazione di stato e quindi clic su "Reset chiavetta WiFi..."</li> </ul>
	VCI in uso attraverso connessione via cavo	<ul style="list-style-type: none"> <li>VCI in uso da parte di un'applicazione (diversa)</li> </ul>	
	Modalità aereo	<ul style="list-style-type: none"> <li>La chiavetta WiFi è disattivata</li> </ul>	<ul style="list-style-type: none"> <li>Disattivare la modalità aereo</li> <li>Attivare la chiavetta WiFi</li> </ul>
	VCI surriscaldato	<ul style="list-style-type: none"> <li>La chiavetta WiFi è disattivata con temperature superiori a 65 °C</li> </ul>	<ul style="list-style-type: none"> <li>In caso di temperature fino a 85 °C ricorrere al cavo USB</li> <li>Utilizzare la VCI con una temperatura ambiente più bassa</li> </ul>

Tabella 2: Stato VCI Monitor

## 8. Assistenza & supporto

Per creare un ticket XSF consigliamo di ricorrere all'utilizzo di uno strumento per la creazione di ticket. Questo strumento può essere avviato direttamente all'interno dello XENTRY Diagnosis Software. A tal fine fare clic sul simbolo a forma di nuvoletta di notifica in alto a destra.

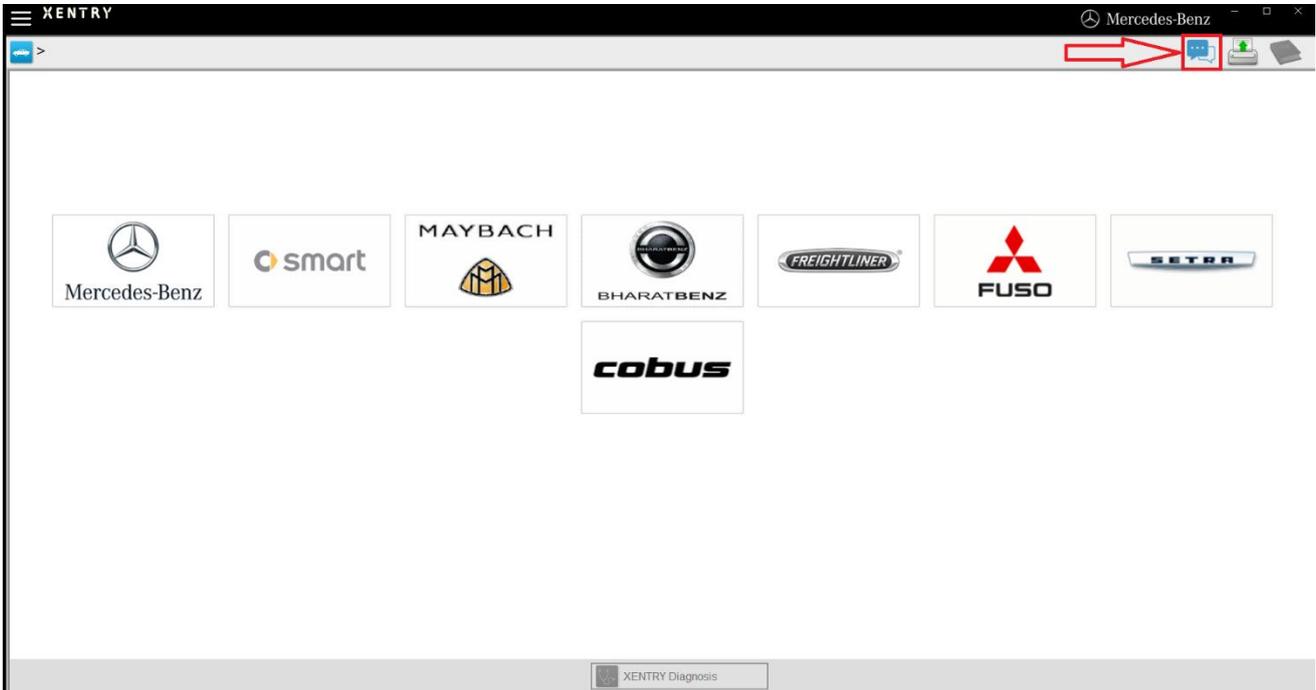


Figura 71: Creazione di un ticket XSF in XENTRY Diagnosis

All'occorrenza effettuare il log-in nella finestra che segue e selezionare quindi la componente per la quale si vuole creare il ticket XSF.

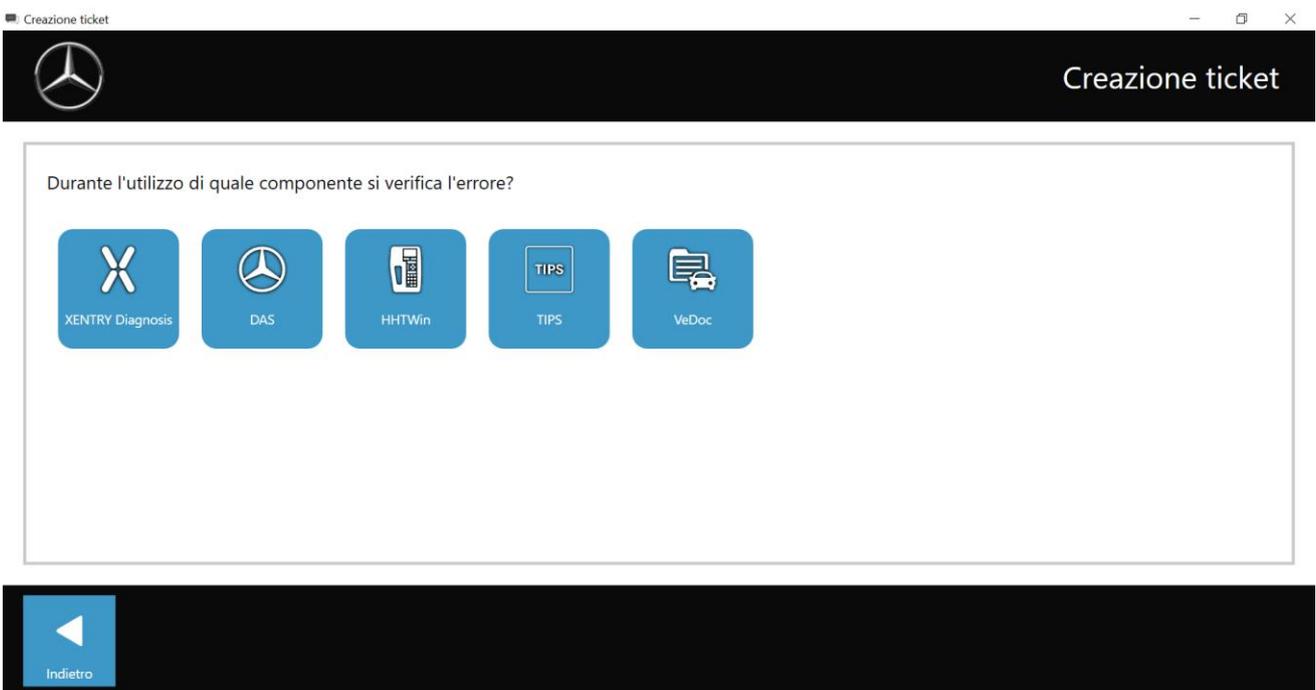


Figura 65: Selezione componente ticket XSF

Rispondere quindi a tutte le domande che vengono poste nel corso del processo.

Allegare screenshot o video. Il pacchetto di supporto adatto viene creato e allegato automaticamente al momento dell'invio del ticket XSF.



Figura 66: Allegati file ticket XSF

# 9. Direttive sulla licenza Windows 10 IoT LTSC Enterprise

Updated May 2020

## MICROSOFT SOFTWARE LICENSE TERMS (SAMPLE TEMPLATE)

### WINDOWS 10 IOT ENTERPRISE & MOBILE (ALL EDITIONS)

**IF YOU LIVE IN (OR IF YOUR PRINCIPAL PLACE OF BUSINESS IS IN) THE UNITED STATES, PLEASE READ THE BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER IN SECTION 8. IT AFFECTS HOW DISPUTES ARE RESOLVED.**

#### Thank you for choosing Microsoft!

Depending on how you obtained the Windows software, this is a license agreement between (i) you and the device manufacturer or software installer that distributes the software with your device; or (ii) you and Microsoft Corporation (or, based on where you live or if a business where your principal place of business is located, one of its affiliates) if you acquired the software from a retailer. Microsoft is the device manufacturer for devices produced by Microsoft or one of its affiliates, and Microsoft is the retailer if you acquired the software directly from Microsoft.

This agreement describes your rights and the conditions upon which you may use the Windows software. You should review the entire agreement, including any supplemental license terms that accompany the software and any linked terms, because all of the terms are important and together create this agreement that applies to you. You can review linked terms by pasting the ([aka.ms/](#)) link into a browser window.

**By accepting this agreement or using the software, you agree to all of these terms, and consent to the transmission of certain information during activation and during your use of the software as per the privacy statement described in Section 3. If you do not accept and comply with these terms, you may not use the software or its features.** You may contact the device manufacturer or installer, or your retailer if you purchased the software directly, to determine its return policy and return the software or device for a refund or credit under that policy. You must comply with that policy, which might require you to return the software with the entire device on which the software is installed for a refund or credit, if any.

#### 1. Overview.

- a. **Applicability.** This agreement applies to the Windows software that is preinstalled on your device, or acquired from a retailer and installed by you, the media on which you received the software (if any), any fonts, icons, images or sound files included with the software, and also any Microsoft updates, upgrades, supplements or services for the software, unless other terms come with them. It also applies to Windows apps developed by Microsoft that provide functionality such as mail, calendar, contacts, music and news that are included with and are a part of Windows. If this agreement contains terms regarding a feature or service not available on your device, then those terms do not apply.
- b. **Additional terms.** Depending on your device's capabilities, how it is configured, and how you use it, additional Microsoft and third party terms may apply to your use of certain features, services and apps.
  - (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](http://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 view at ([aka.ms/thirdpartynotices](http://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](https://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](https://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](https://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](https://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](https://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](https://aka.ms/adr)) or call 1-800-778-7879. To start an arbitration, submit the form available at ([aka.ms/arbitration](https://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](https://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](http://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](http://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 \(aka.ms/privacy\)](http://aka.ms/privacy)
  - [Microsoft Services Agreement \(aka.ms/msa\)](http://aka.ms/msa)
  - [Adobe Flash Player License Terms \(aka.ms/adobe-flash\)](http://aka.ms/adobe-flash)

## **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

Qualifying versions of Office for Rental Rights	License Agreement that applies to COMPANY’s license:				
	OEM	PIPC (Japan only)	Microsoft Products and Services Agreement <sup>1</sup>	Open License <sup>1</sup>	Select or Select Plus Agreement <sup>1</sup>
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

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

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			

<sup>1</sup> 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](http://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.

© 2018 Microsoft Corporation. All rights reserved.

# 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)	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 5/10/18
  - (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). 6/10/18
- (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. 7/10/18

## 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 supportReverting 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](http://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. 10/10/18

## 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.mpegla.com](http://www.mpegla.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](mailto: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](http://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](http://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 and 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 Our 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. Certificazioni WLAN

Paese	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Afghanistan	non certificato	certificato
Albania	certificato	certificato
Algeria	certificato	certificato
Andorra	certificato	certificato
Angola	non certificato	certificato
Antigua/Barbuda	certificato	certificato
Antille olandesi - Curacao	certificato	certificato
Antille olandesi - St. Maarten	certificato	certificato
Arabia Saudita	certificato	certificato
Argentina	certificato	certificato
Armenia	certificato	certificato
Aruba	non certificato	certificato
Australia	certificato	certificato
Austria	certificato	certificato
Azerbaijan	certificato	certificato
Bahamas	certificato	certificato
Bahrein	non certificato	certificato
Bangladesh	certificato	certificato
Barbados	non certificato	certificato
Belgio	certificato	certificato
Belize	non certificato	certificato
Benin	non certificato	certificato
Bermuda	certificato	certificato
Bhutan	non certificato	certificato
Bielorussia	certificato	non certificato
Bolivia	non certificato	certificato
Bonaire	non certificato	certificato
Bosnia-Erzegovina	certificato	certificato
Botswana	non certificato	certificato
Brasile	certificato	certificato
Brunei	certificato	certificato
Bulgaria	certificato	certificato
Burkina Faso	certificato	certificato
Burundi	non certificato	certificato
Cambogia	non certificato	certificato
Camerun	non certificato	certificato
Canada	certificato	certificato
Ceuta/Melilla	certificato	certificato

Paese	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Ciad	non certificato	certificato
Cile	certificato	certificato
Cina, Repubblica Popolare	certificato	certificato
Cipro	certificato	certificato
Cipro del Nord	certificato	certificato
Città del Vaticano	certificato	certificato
Colombia	certificato	certificato
Comore	non certificato	certificato
Congo	non certificato	certificato
Costa d'Avorio	non certificato	certificato
Costa Rica	non certificato	certificato
Croazia	certificato	certificato
Cuba	non certificato	non certificato
Danimarca	certificato	certificato
Dominica	certificato	certificato
Ecuador	non certificato	certificato
Egitto	certificato	certificato
El Salvador	certificato	certificato
Emirati Arabi Uniti	certificato	certificato
Eritrea	non certificato	certificato
Estonia	certificato	certificato
Etiopia	non certificato	certificato
Figi	non certificato	certificato
Filippine	certificato	certificato
Finlandia	certificato	certificato
Francia	certificato	certificato
Gabon	certificato	certificato
Gambia	non certificato	certificato
Georgia	certificato	certificato
Germania	certificato	certificato
Ghana	certificato	certificato
Giamaica	non certificato	certificato
Giappone	certificato	certificato
Gibilterra	certificato	certificato
Gibuti	non certificato	certificato
Giordania	certificato	certificato
Gran Bretagna	certificato	certificato
Grecia	certificato	certificato
Grenada	certificato	certificato
Groenlandia	certificato	certificato

Paese	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Guadalupa	non certificato	certificato
Guatemala	non certificato	certificato
Guernsey	certificato	certificato
Guinea Bissau	non certificato	certificato
Guinea Equatoriale	non certificato	certificato
Guyana francese	certificato	certificato
Haiti	non certificato	certificato
Honduras	non certificato	certificato
Hong Kong	certificato	certificato
India	certificato	certificato
Indonesia	certificato	certificato
Iran	non certificato	non certificato
Iraq	non certificato	certificato
Irlanda	certificato	certificato
Islanda	certificato	certificato
Isle Of Man	certificato	certificato
Isole Aland	non certificato	certificato
Isole Azzorre	certificato	certificato
Isole Canarie	certificato	certificato
Isole Cayman	certificato	certificato
Isole Falkland	certificato	certificato
Isole Faroe	non certificato	certificato
Isole Marshall	certificato	certificato
Isole Pitcairn	certificato	certificato
Isole Turks/Caicos	certificato	certificato
Isole Vergini americane	certificato	certificato
Isole Vergini britanniche	certificato	certificato
Israele	certificato	certificato
Italia	certificato	certificato
Jersey	certificato	certificato
Kazakistan	certificato	certificato
Kenya	certificato	certificato
Kirghizistan	non certificato	certificato
Kiribati	non certificato	non certificato
Kuwait	non certificato	certificato
Laos	certificato	certificato
Lesotho	non certificato	certificato
Lettonia	certificato	certificato
Libano	certificato	certificato
Liberia	non certificato	certificato

Paese	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Libia	non certificato	certificato
Liechtenstein	certificato	certificato
Lituania	certificato	certificato
Lussemburgo	certificato	certificato
Macao	non certificato	certificato
Macedonia	certificato	certificato
Madagascar	non certificato	certificato
Madera	certificato	certificato
Malawi	certificato	certificato
Maldive	non certificato	certificato
Malesia	non certificato	certificato
Mali	non certificato	certificato
Malta	certificato	certificato
Marocco	certificato	certificato
Martinica	certificato	certificato
Mauritania	non certificato	certificato
Mauritius	non certificato	certificato
Mayotte	certificato	certificato
Messico	certificato	certificato
Micronesia	certificato	certificato
Moldavia	certificato	non certificato
Mongolia	certificato	certificato
Montenegro	certificato	certificato
Mozambico	non certificato	certificato
Myanmar (Birmania)	non certificato	certificato
Namibia	non certificato	certificato
Nauru	non certificato	certificato
Nepal	non certificato	certificato
Nicaragua	certificato	certificato
Niger	non certificato	certificato
Nigeria	certificato	certificato
Norvegia	certificato	certificato
Nuova Caledonia	certificato	certificato
Nuova Zelanda	certificato	certificato
Oceania americana	certificato	certificato
Oceania australiana	certificato	certificato
Oceania neozelandese	certificato	certificato
Oman	non certificato	certificato
Paesi Bassi	certificato	certificato
Pakistan	certificato	certificato

Paese	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Panama	certificato	certificato
Papua Nuova Guinea	non certificato	certificato
Paraguay	non certificato	certificato
Perù	certificato	certificato
Polinesia francese	certificato	certificato
Polonia	certificato	certificato
Portogallo	certificato	certificato
Puerto Rico	certificato	certificato
Qatar	certificato	certificato
Rep. Centrafricana	non certificato	certificato
Rep. Dem. del Congo	non certificato	certificato
Repubblica Ceca	certificato	certificato
Repubblica di Capo Verde	certificato	certificato
Repubblica di Corea (Corea del Sud)	certificato	certificato
Repubblica di Guinea	non certificato	certificato
Repubblica di Guyana	non certificato	certificato
Repubblica Dominicana	certificato	certificato
Repubblica popolare di Corea (Corea del Nord)	non certificato	non certificato
Repubblica Slovacca	certificato	certificato
Reunion	certificato	certificato
Romania	certificato	certificato
Ruanda	non certificato	certificato
Russia	certificato	certificato
Saint Barthélemy	non certificato	certificato
Saint Martin (territorio francese)	certificato	certificato
Saint Pierre	certificato	certificato
Saint Vincent	non certificato	certificato
Salomone	certificato	certificato
Samoa	non certificato	certificato
Santa Lucia	non certificato	certificato
Sant'Elena	certificato	certificato
São Tomè e Príncipe	non certificato	certificato
Senegal	non certificato	certificato
Serbia	certificato	certificato
Seychelles	certificato	certificato
Sierra Leone	certificato	certificato
Singapore	certificato	certificato
Sint Maarten	certificato	certificato
Siria	non certificato	non certificato
Slovenia	certificato	certificato

Paese	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Somalia	non certificato	certificato
Spagna	certificato	certificato
Sri Lanka	non certificato	certificato
Sudafrica	certificato	certificato
Sudan	non certificato	certificato
Sudan del Sud	non certificato	certificato
Suriname	non certificato	certificato
Svezia	certificato	certificato
Svizzera	certificato	certificato
Swaziland	non certificato	certificato
Tagikistan	non certificato	certificato
Taiwan	certificato	certificato
Tanzania	certificato	certificato
Territori Autonomi Palestinesi	non certificato	non certificato
Territorio Brit. Oceano Indiano	certificato	certificato
Thailandia	non certificato	certificato
Timor Leste	non certificato	certificato
Togo	non certificato	certificato
Tonga	non certificato	certificato
Trinidad e Tobago	non certificato	certificato
Tunisia	non certificato	certificato
Turchia	certificato	certificato
Turkmenistan	non certificato	certificato
Tuvalu	non certificato	certificato
Ucraina	certificato	certificato
Uganda	non certificato	certificato
Ungheria	certificato	certificato
Uruguay	certificato	certificato
USA	certificato	certificato
Uzbekistan	non certificato	non certificato
Vanuatu	non certificato	non certificato
Venezuela	non certificato	certificato
Vietnam	non certificato	certificato
Wallis e Futuna	non certificato	certificato
Yemen	certificato	certificato
Zambia	certificato	certificato
Zimbabwe	non certificato	certificato

Tabella 3: Certificazioni WLAN

# 13. FAQ – Domande frequenti

## Novità nella strategia degli apparecchi

- Cosa cambia nel confronto tra XENTRY Diagnosis Kit 3 e XENTRY Diagnosis Kit 4?
  - La strategia degli apparecchi è rimasta invariata rispetto a XENTRY Diagnosis Kit 3. Ha invece subito modifiche sostanziali XENTRY Diagnosis Pad 2.
  - La connessione WiFi tra XENTRY Diagnosis Pad 2 e VCI non viene più stabilita tramite due chiavette WiFi, ma in XENTRY Diagnosis Pad 2 è integrata una seconda scheda WLAN. Questa garantisce una connessione stabile su distanze maggiori.
  - XENTRY Diagnosis Pad 2 dispone di un display multi-touch Full HD da 13,3 pollici con una luminosità di 400 nits, quattro attacchi USB di tipo A 3.0 e un attacco USB di tipo C
  
- Qual è la principale novità con XENTRY Diagnosis Kit 4?
  - Di nuova introduzione è il display multi-touch Full HD da 13,3 pollici,
  - inoltre è stata integrata una seconda scheda WLAN che permette una connessione stabile su distanze maggiori tra XENTRY Diagnosis Pad 2 e VCI.
  
- Di quali attacchi dispone XENTRY Diagnosis Pad 2?
  - XENTRY Diagnosis Pad 2 dispone di quattro attacchi USB di tipo A 3.0 e di un attacco USB di tipo C

## Messa in servizio

- Cosa devo considerare nell'ambito della messa in servizio di XENTRY Diagnosis Kit 4?
  - La messa in servizio di XENTRY Diagnosis Kit 4 si svolge con le modalità già note da XENTRY Diagnosis Kit 3, tramite ConfigAssist. Quest'ultimo si avvia automaticamente alla prima messa in servizio e guida l'utente attraverso la procedura di messa in servizio. È comunque possibile avviarlo nuovamente in qualsiasi momento tramite l'apposita icona sul desktop.
  
- Quanto dura la messa in servizio di XENTRY Diagnosis Kit 4?
  - In genere la prima messa in servizio è possibile in meno di 15 minuti.

## Uso

- Posso utilizzare la stazione di docking di XENTRY Diagnosis Kit 3 anche per XENTRY Diagnosis Kit 4?
  - XENTRY Diagnosis Pad 2 si differenzia notevolmente dal dispositivo precedente XENTRY Diagnosis Pad, pertanto non è possibile utilizzare la stessa stazione di docking. Informazioni in merito agli accessori sono reperibili in XENTRY Portal.
  
- Quali accessori sono disponibili per XENTRY Diagnosis Kit 4?
  - Gli accessori disponibili sono reperibili in un elenco centrale in XENTRY Portal.

- Perché non sono più compresi nel volume di fornitura gli stessi adattatori cavi come per XENTRY Diagnosis Kit 3?
    - Determinante per questa decisione è il loro scarso utilizzo, solo il 5% circa delle sessioni di diagnosi in tutto il mondo viene eseguito con adattatori cavi. Inoltre tutte le officine dispongono ormai di questi adattatori, talvolta anche in diversi esemplari. È comunque possibile continuare a utilizzare gli adattatori cavi della dotazione di XENTRY Diagnosis Kit 3 che non devono essere restituiti a fine contratto. Si possono quindi utilizzare per XENTRY Diagnosis Kit 4.
- Esiste inoltre la possibilità di ordinare tutti gli adattatori cavi separatamente. Un elenco degli adattatori cavi è reperibile in XENTRY Portal.

## Aggiornamento

- Come posso eseguire l'aggiornamento di XENTRY Diagnosis Kit 4?
  - L'aggiornamento di XENTRY Diagnosis Kit 4 avviene come di consueto tramite lo XENTRY Update Service con il Retail Data Storage.
- Esiste tuttora la possibilità di aggiornare XENTRY Diagnosis Kit 4 tramite Blu-ray Disc?
  - Da fine 2019 i sistemi di diagnosi XENTRY possono essere aggiornati solo online tramite lo XENTRY Update Service.

## Rete

- Come posso collegare tra loro XENTRY Diagnosis Pad 2 e XENTRY Diagnosis VCI?
  - Esistono due possibilità:
    - Connessione WLAN: come di consueto è possibile stabilire una connessione diretta via WLAN. A tale scopo occorre effettuare un accoppiamento. Ciò avviene o al momento della prima messa in servizio tramite ConfigAssist o in un momento successivo nel VCI Manager.
    - Collegamento via cavo: tramite il cavo USB fornito in dotazione.
- Quali tipi di codifica devono essere utilizzati in officina per XENTRY Diagnosis Kit 4?
  - WPA2 (consigliato) e WPA
- Esiste una panoramica dei Paesi certificati per la funzionalità WLAN?
  - Una panoramica dei Paesi certificati è riportata nel foglio riepilogativo IT scaricabile nell'area di download.

## Ordinazione

- Posso sostituire il mio sistema esistente prima del tempo con il nuovo XENTRY Diagnosis Kit 4?
  - No. I contratti di noleggio per i sistemi XENTRY Diagnosis Kit 3 continuano a essere efficaci fino alla fine della durata contrattuale pattuita. Non sono possibili la disdetta anticipata o una sostituzione prima del tempo. Al termine della durata contrattuale gli apparecchi possono essere rimpiazzati con i nuovi sistemi XENTRY Diagnosis Kit 4 tramite un'ordinazione di rinnovo.
- Dove posso ordinare XENTRY Diagnosis Kit 4?
  - Per informazioni sul processo di ordinazione specifico nazionale rivolgersi alla propria Rappresentanza nazionale.

- Quali varianti di prodotto sono ordinabili?
  - Si possono ordinare le seguenti varianti:
    - XENTRY Diagnosis Kit 4 (costituito da XENTRY Diagnosis Pad 2 e XENTRY Diagnosis VCI)
    - XENTRY Diagnosis Kit 4 Scope (inclusa tecnica di misurazione XENTRY Scope). Anche XENTRY Scope può essere ordinato separatamente.
  
- Che cosa è compreso nel volume di fornitura iniziale di XENTRY Diagnosis Kit 4?
  - Il volume di fornitura iniziale comprende:  
XENTRY Diagnosis Pad 2 con alimentatore inclusa spina di alimentazione elettrica, XENTRY Diagnosis VCI, cavo USB (5 m), cavo OBD (a 16 poli), informazioni per l'utente e avvertenze di sicurezza. Si tenga presente che gli adattatori cavi non sono più compresi nel volume di fornitura standard e devono pertanto essere ordinati singolarmente in base alle proprie esigenze.
  
- Quali modelli di noleggio/acquisto esistono?
  - Continua a esistere la possibilità di noleggiare o acquistare XENTRY Diagnosis Kit 4. Per informazioni sul processo di ordinazione specifico nazionale rivolgersi alla propria Rappresentanza nazionale.

# 14. Glossario

Termine	Descrizione	Capitolo
AddOn	<ul style="list-style-type: none"> <li>▪ Gli AddOn vengono scaricati in automatico sul dispositivo XENTRY Diagnosis Pad 2 e aggiornano il sistema in uso. Presupposto è che il dispositivo XENTRY Diagnosis Pad 2 sia connesso ad Internet.</li> <li>▪ Osservare che dovrebbero essere installati sul dispositivo XENTRY Diagnosis Pad 2 sempre tutti gli AddOn disponibili</li> </ul>	4.5
AKT	<ul style="list-style-type: none"> <li>▪ Test breve automatico</li> </ul>	4.8
ASRA	<ul style="list-style-type: none"> <li>▪ Testi di lavoro &amp; test standard, tempi indicativi e unità di lavoro</li> <li>▪ I dati rilevati con ASRA costituiscono la base per la creazione precisa di preventivi spese, ordini, fatture e richieste di rimborso in garanzia</li> </ul>	4.9
ConfigAssist	<ul style="list-style-type: none"> <li>▪ Aiuta nell'ambito della configurazione a singoli passi del sistema di diagnosi, dal collegamento dei cavi alla configurazione della rete e al caricamento della StartKey</li> <li>▪ Viene richiamato in automatico durante la prima messa in servizio e all'occorrenza può essere aperto nuovamente anche in un momento successivo</li> </ul>	3
Aggiornamenti del software di diagnosi	<ul style="list-style-type: none"> <li>▪ Gli aggiornamenti del software di diagnosi vengono gestiti tramite l'Update Center. Essi avvengono come aggiornamenti online con Retail Data Storage oppure in via eccezionale senza Retail Data Storage</li> </ul>	3.4
PDF Center	<ul style="list-style-type: none"> <li>▪ Stampante PDF per la creazione confortevole di documenti PDF</li> </ul>	7.4
DiBA	<ul style="list-style-type: none"> <li>▪ Le Istruzioni d'uso digitali sono necessarie per la messa in servizio di centraline di comando. Utilizzando un Retail Data Storage è possibile verificare la disponibilità di DiBA tramite lo XENTRY Update Service Control Center</li> </ul>	4.7
Aggiornamento del firmware	<ul style="list-style-type: none"> <li>▪ Occasionalmente occorre aggiornare il firmware del dispositivo XENTRY Diagnosis VCI dopo un aggiornamento del software di diagnosi.</li> </ul>	7.3.2
Accoppiamento/accoppiare	<ul style="list-style-type: none"> <li>▪ Tra XENTRY Diagnosis Pad 2 e VCI viene stabilita una connessione 1:1 via WLAN. Il relativo processo viene chiamato "accoppiamento".</li> </ul>	3.3
OBD	<ul style="list-style-type: none"> <li>▪ Diagnosi di bordo</li> </ul>	2
DVD Regio	<ul style="list-style-type: none"> <li>▪ I DVD Regio (DVD con codice regionale) sono necessari per la messa in servizio di centraline di comando. Utilizzando un Retail Data Storage è possibile verificare la disponibilità di DVD Regio tramite lo XENTRY Update Service Control Center</li> </ul>	4.7
Retail Data Storage	<ul style="list-style-type: none"> <li>▪ Storage di rete per il salvataggio temporaneo degli aggiornamenti di diagnosi con lo XENTRY Update Service</li> </ul>	
StartKey	<ul style="list-style-type: none"> <li>▪ Senza StartKey non è possibile utilizzare le applicazioni di diagnosi. Essa definisce i diritti di utilizzo. La StartKey può essere ordinata al momento dell'ordinazione di XENTRY Diagnosis Kit 4.</li> </ul>	
Messa in servizio di centraline di comando	<ul style="list-style-type: none"> <li>▪ Con messa in servizio di centraline di comando si intende la programmazione di centraline di comando di un veicolo con l'uso dello XENTRY Diagnosis Software</li> </ul>	
Support Tool	<ul style="list-style-type: none"> <li>▪ Tool con informazioni per il caso di richiesta di supporto e per la creazione di pacchetti di supporto</li> </ul>	7.5
Update Center	<ul style="list-style-type: none"> <li>▪ L'Update Center serve all'installazione di nuovi aggiornamenti del software, alla commutazione tra diverse release (Gestione release) e all'installazione e alla gestione degli AddOn</li> </ul>	7.2
VCI Manager	<ul style="list-style-type: none"> <li>▪ Il VCI Manager consente l'accoppiamento tra XENTRY Diagnosis Pad 2 e XENTRY Diagnosis VCI</li> </ul>	7.3
WIS	<ul style="list-style-type: none"> <li>▪ Sistema di informazione per l'officina</li> <li>▪ Contiene informazioni dettagliate ed istruzioni di lavoro per lavori di manutenzione e riparazione delle marche Mercedes-Benz, Maybach e smart</li> </ul>	4.9
XENTRY Diagnosis Kit 4	<ul style="list-style-type: none"> <li>▪ Bundle di prodotti: XENTRY Diagnosis Pad 2 e XENTRY Diagnosis VCI</li> </ul>	5

XENTRY Diagnosis Pad 2	<ul style="list-style-type: none"> <li>▪ Un PC adatto all'uso in officina sul quale è installato lo XENTRY Diagnosis Software</li> </ul>	5.1
XENTRY Diagnosis VCI	<ul style="list-style-type: none"> <li>▪ Il multiplexer, ossia la Vehicle Communication Interface (VCI), che costituisce l'interfaccia dal veicolo al dispositivo XENTRY Diagnosis Pad 2 attraverso l'interfaccia OBD "traducendo" i dati provenienti dal veicolo in modo che possano essere utilizzati dal software</li> </ul>	5.2
XENTRY Update Service	<ul style="list-style-type: none"> <li>▪ XENTRY Update Service è la possibilità di caricare aggiornamenti attraverso Internet sul dispositivo XENTRY Diagnosis Pad 2. Non è più possibile l'utilizzo di Blu-ray Disc</li> </ul>	3.4

Tabella 4: Glossario

# 15. Indice delle figure

Figura 1: Volume di fornitura XENTRY Diagnosis Kit 4 .....	6
Figura 2: Icona ConfigAssist.....	7
Figura 3: Configurazione della rete WLAN.....	8
Figura 4: Rete WLAN connessa .....	9
Figura 5: Configurazione rete manuale .....	9
Figura 6: Immissione manuale dei dati.....	10
Figura 7: Configurazione della rete LAN.....	10
Figura 8: Impostazioni proxy .....	11
Figura 9: Server WIS/ASRA.....	12
Figura 10: Panoramica StartKey.....	13
Figura 11: Accoppiamento di XENTRY Diagnosis VCI .....	14
Figura 12: Accoppiamento con XENTRY Diagnosis VCI riuscito.....	14
Figura 13: XENTRY Update Service con Retail Data Storage .....	15
Figura 14: XENTRY Update Service senza Retail Data Storage .....	16
Figura 15: Panoramica configurazione del sistema .....	17
Figura 16: Esportazione della configurazione.....	18
Figura 17: Raffigurazione XENTRY Diagnosis Pad 2 .....	23
Figura 18: Variante di collegamento 1: WLAN.....	24
Figura 19: Variante di collegamento 2: WLAN e USB.....	24
Figura 20: Variante di collegamento 3: LAN e WLAN .....	24
Figura 21: Variante di collegamento 4: LAN e USB .....	24
Figura 22: Icona Update Center .....	25
Figura 23: Schermata iniziale Update Center.....	25
Figura 24: Commutazione release nell'Update Center.....	26
Figura 25: AddOn installati.....	27
Figura 26: Apertura del pannello di controllo.....	28
Figura 27: Hardware e suoni - Visualizza dispositivi e stampanti .....	29
Figura 28: Stampanti attualmente installate .....	29
Figura 29: Stampante riconosciuta, installazione in corso.....	30
Figura 30: Stampante installata .....	31
Figura 31: Software per centraline disponibile.....	43
Figura 32: Icona XENTRY Diagnosis AKT.....	44
Figura 33: Log-in XENTRY Diagnosis AKT .....	44
Figura 34: Schermata iniziale XENTRY AKT .....	45
Figura 35: Esecuzione XENTRY AKT .....	45
Figura 36: Richiamo diretto da XENTRY WIS .....	47
Figura 37: Richiamo diretto da XENTRY Operation Time.....	48
Figura 38: Richiamo diretto di XENTRY WIS/Operation Time dall'ambiente XENTRY .....	49
Figura 39: Richiamo diretto di XENTRY WIS/Operation Time dalla sessione di diagnosi.....	50
Figura 40: Schemi elettrici specifici per il veicolo tramite "Dynamic Wiring Diagram" .....	51
Figura 41: Panoramica dei componenti all'interno dello schema circuitale .....	52
Figura 42: Selezione dei componenti e relativa posizione di installazione .....	52
Figura 43: Vista XENTRY Diagnosis Pad 2.....	53
Figura 44: Attacchi XENTRY Diagnosis Pad 2.....	54
Figura 45: XENTRY Diagnosis VCI .....	55
Figura 46: Collegamento XENTRY Diagnosis VCI .....	57
Figura 47: Indicazione di stato ed elementi di comando XENTRY Diagnosis VCI .....	58
Figura 48: Indicazioni di stato VCI.....	58
Figura 49: Tasto di comando VCI .....	58
Figura 50: Accessori ordinabili in via opzionale .....	59
Figura 51: Stazione di docking .....	59
Figura 52: XENTRY Scope .....	60

Figura 53: Panoramica Update Center .....	61
Figura 54: Icona VCI Manager .....	62
Figura 55: Chiama VCI.....	62
Figura 56: Avvertenza relativa alla necessità di aggiornamento .....	63
Figura 57: Avvia aggiornamento.....	63
Figura 58: Conferma dopo l'aggiornamento del firmware.....	64
Figura 59: Ripristino del dispositivo XENTRY Diagnosis VCI .....	65
Figura 60: Configurazione canale WLAN .....	66
Figura 61: Icona Support Tool .....	68
Figura 62: Creazione di ticket XSF .....	68
Figura 63: Icona libreria "Diagnosis Files" .....	69
Figura 64: Posizione di salvataggio pacchetti di supporto .....	69
Figura 65: Selezione componente ticket XSF.....	71
Figura 66: Allegati file ticket XSF .....	72

#### Indice delle tabelle

Tabella 1: Dati tecnici XENTRY Diagnosis VCI .....	56
Tabella 2: Stato VCI Monitor .....	70
Tabella 3: Certificazioni WLAN .....	110
Tabella 4: Glossario .....	115

Mercedes-Benz AG, Mercedesstr. 120, 70372 Stuttgart

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