XENTRY Diagnosis Pass Thru EU

Operation manual

Mercedes-Benz AG, GCSP/ORE

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Mercedes-Benz

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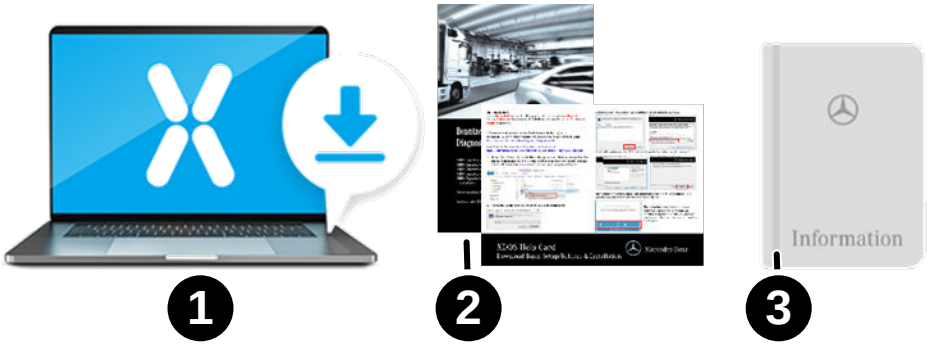
2 Delivery package

The initial order of XENTRY Diagnosis Pass Thru EU includes the download link incl. application documentation for the installation of the basic setup on Windows PCs with update service during the contract period. A contract number and a StartKey as well as time credits are required to use the software.

After installing the setup, release updates will be available four times a year. These are installed via the Update Center.

The delivery includes the following components:



1 Software (download link, updates via XENTRY Update Service)
2 HelpCard for commissioning
3 Open Shell user manual

The standard PC is not included in the delivery package!

3 Ordering StartKeys

An active StartKey is required in order to use XENTRY Diagnosis. The following chapter will explain which profiles there are and how you can order them.

3.1 StartKey profiles

The following StartKey profiles can be selected:

- New order: If you have not yet used a XENTRY Diagnosis solution, select the New Order profile
- Change order: If your hardware ID has changed due to a change of computer/change or reinstallation of the operating system, please select a change order. This also applies if you need different access authorisation to other data content
- Follow-up order: Your StartKey has expired and you need a new one

3.2 Ordering process

StartKeys can be ordered through a digital process on B2BConnect.

Within B2BConnect, select the desired profile and data content and follow the steps indicated.

If instead of a new StartKey for a new system, you want to order a StartKey for an existing system with modified data access rights, scopes or a modified hardware ID, you need to identify the data for the existing/previous StartKeys.

It is easiest to look up this data in the email that the orderer received with the old StartKey (StartKey number, system number and HW-ID):

Ihre StartKey Daten

Bestellreferenz

Besteller		**Nutzer**	
Kundennummer	200059[redacted]	Kundennummer	200059[redacted]
Firma	[redacted]	Firma	[redacted]
Straße	Leibnizstraße 2	Straße	Leibnizstraße 2
PLZ/Ort	71059 Sindelfingen	PLZ/Ort	71059 Sindelfingen
Land	Deutschland	Land	Deutschland

Ansprechpartner

Name	[redacted]	Telefon	+49 [redacted]
		Fax	
		E-Mail	[redacted]

StartKey Details

StartKey Nummer	[redacted]	Systemnummer	207005
Applikation	252 XENTRY Diagnostics Open Shell	Hardware ID	[redacted]
Paket/Option	XENTRY PassThru North America		
Startdatum	11.11.2020		
Ablaufdatum	11.11.2021		

Ihr StartKey [redacted]PR-T85R-ZWSN-MJNN-79BT-NVFJ-M3CR-WBW7-AQKJ-LST4-XQU3-LB3E-RE5T-6D9C-R44X-D264-3A2F-3MCM-7K8N-3RVR-Y4YT-XURA-JFRJ

Alternatively, you can always read out the HW-ID of the computer in ConfigAssist in the section "Install StartKey" under "Device data".

3.3 Special considerations when converting to a different operating system

When you convert your system from one Windows version to another, reinstall a current Windows system or reformat or partition the hard drive, please note: this normally changes the HW ID as well. For this reason you must order a new StartKey and download it online via ConfigAssist or install it via USB flash drive.

If you order a new StartKey after the changeover, the old (locally stored) StartKey may be displayed when you open ConfigAssist. Please select "Online" as the StartKey source. The new StartKey is now displayed in ConfigAssist.

4 Commissioning and configuration

4.1 Installing the software

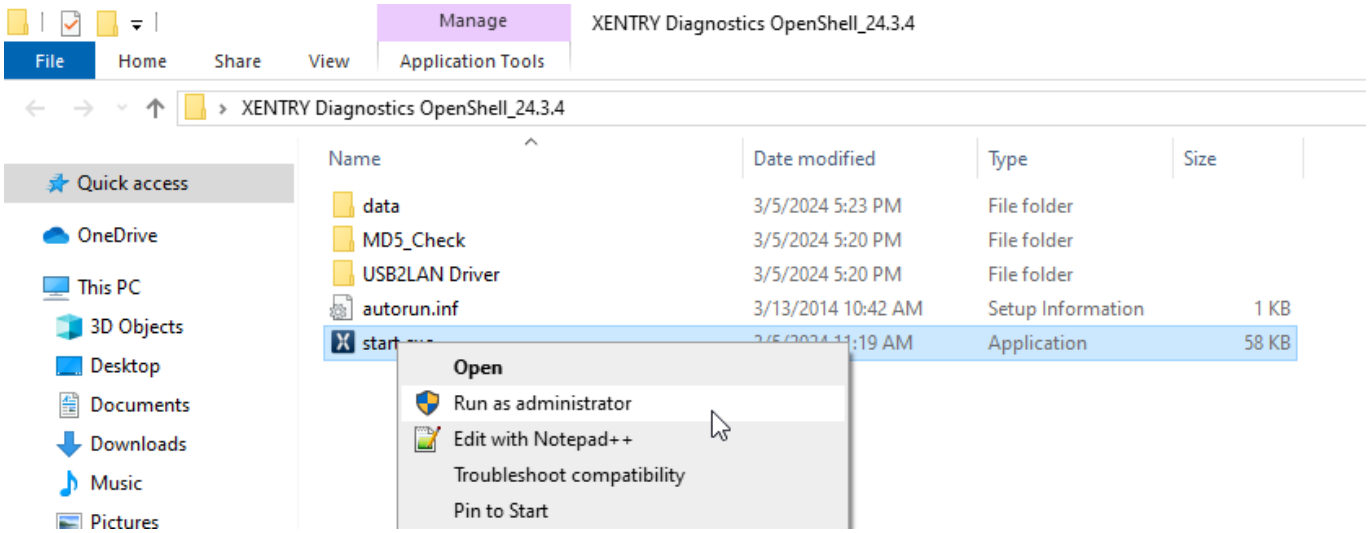
The installation of software and updates must be done under a Windows user account with administrator rights. This means that an administrator must be logged in or the setup must be initiated with "Run as administrator".

4.1.1 Download / installation of basic setup and installation of StartKey

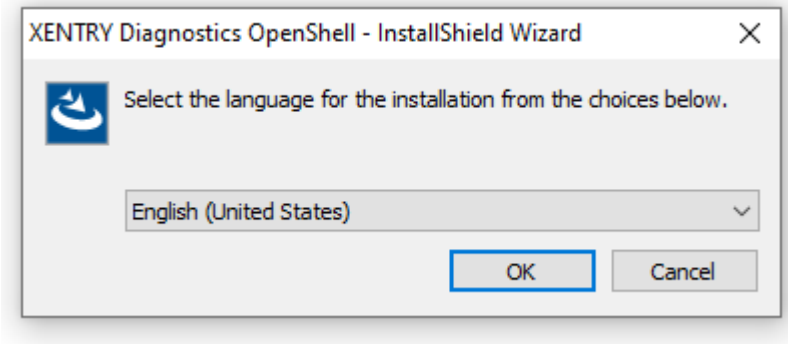
The software for XENTRY Pass Thru EU can be obtained as a download on the B2B Connect page or from the following link: https://xentryupdateservice.i.mercedes-benz.com/e/DLP_special_files/XPT_Basis.zip

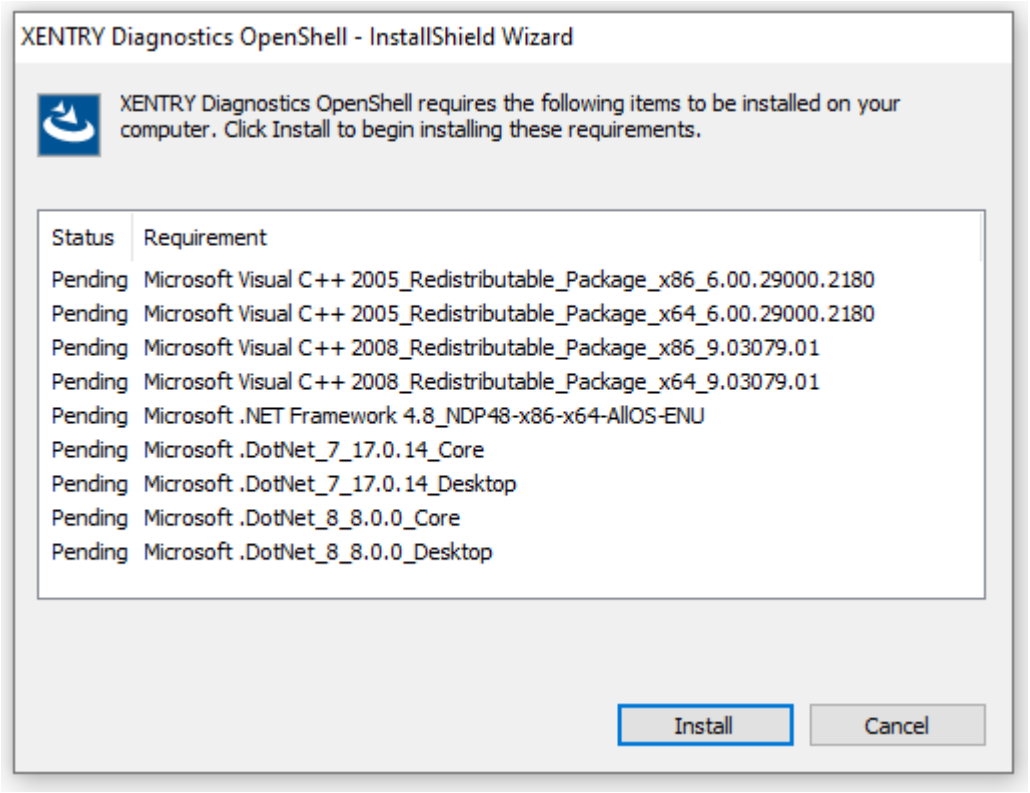
Switch on your computer and go online. You need to go online to be able to complete the installation. If necessary, configure your firewall to allow execution of the exe file.

Now download the standard setup and click on the .exe file. Alternatively, right-click on "Start" and select "Run as administrator":

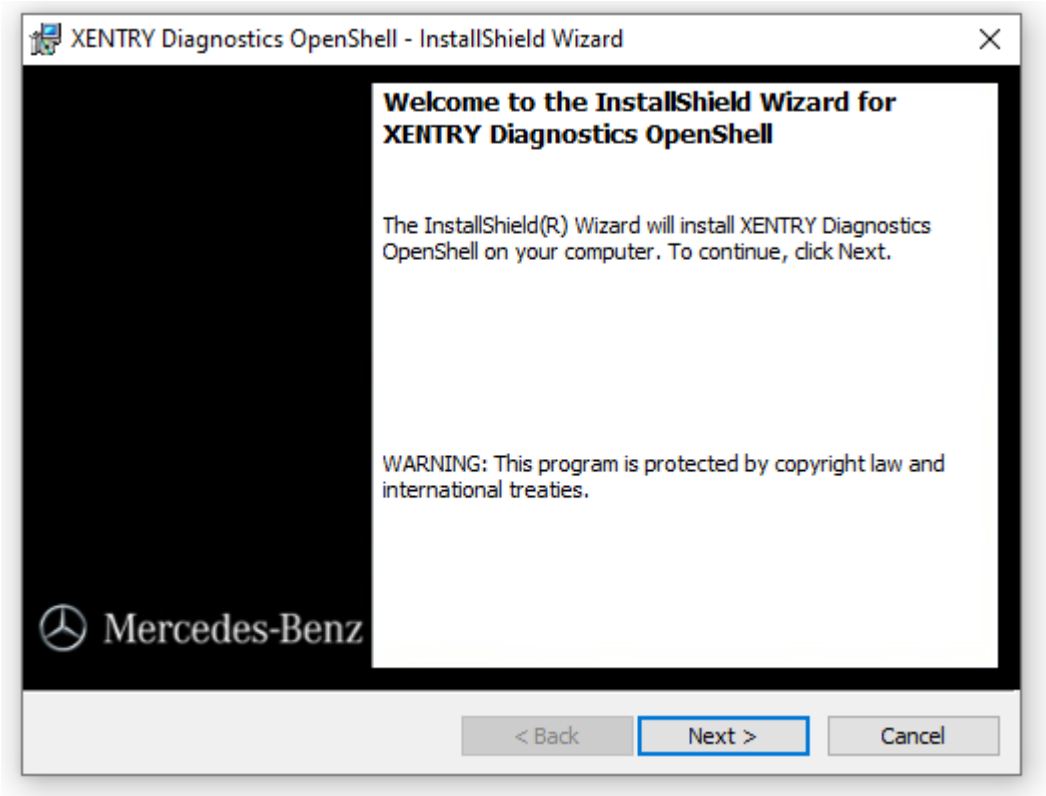


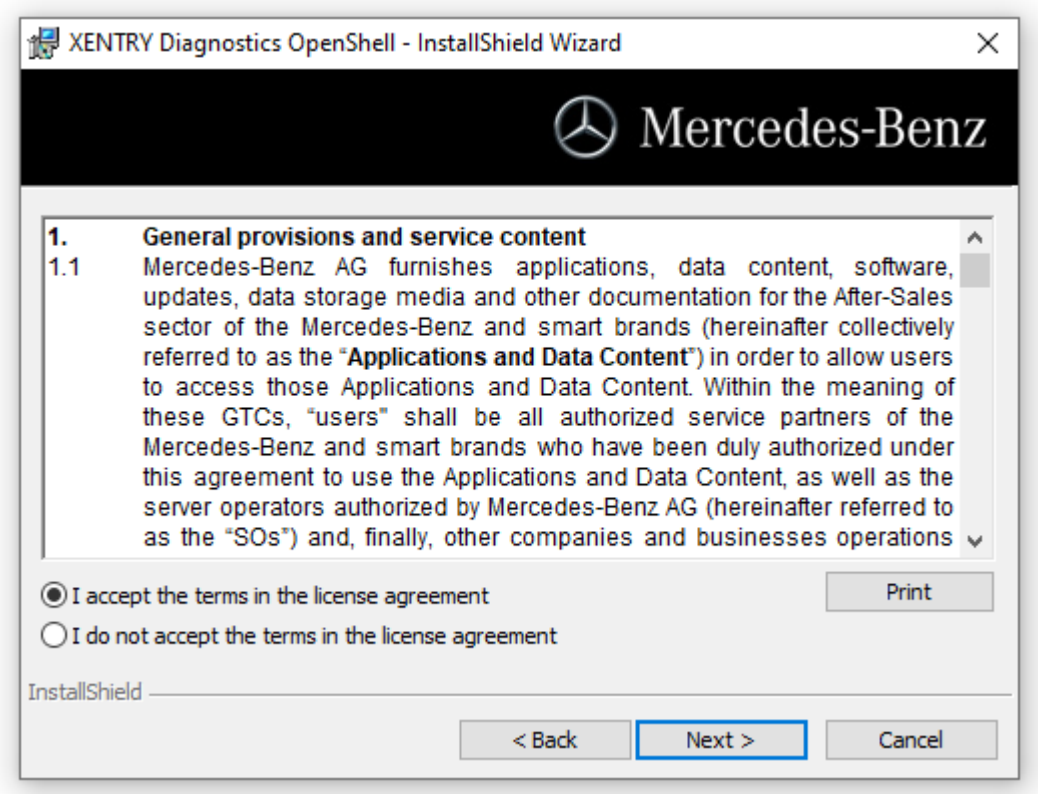
Then select the desired language and confirm installation of the following packages by clicking on "Install":



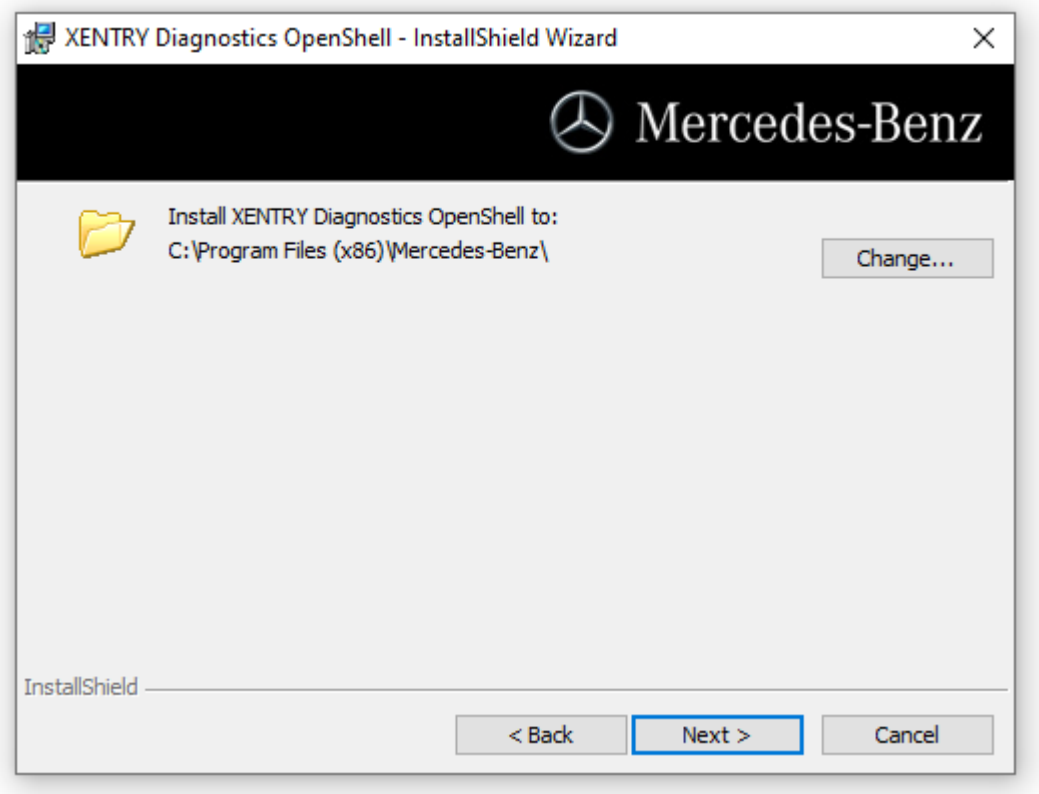


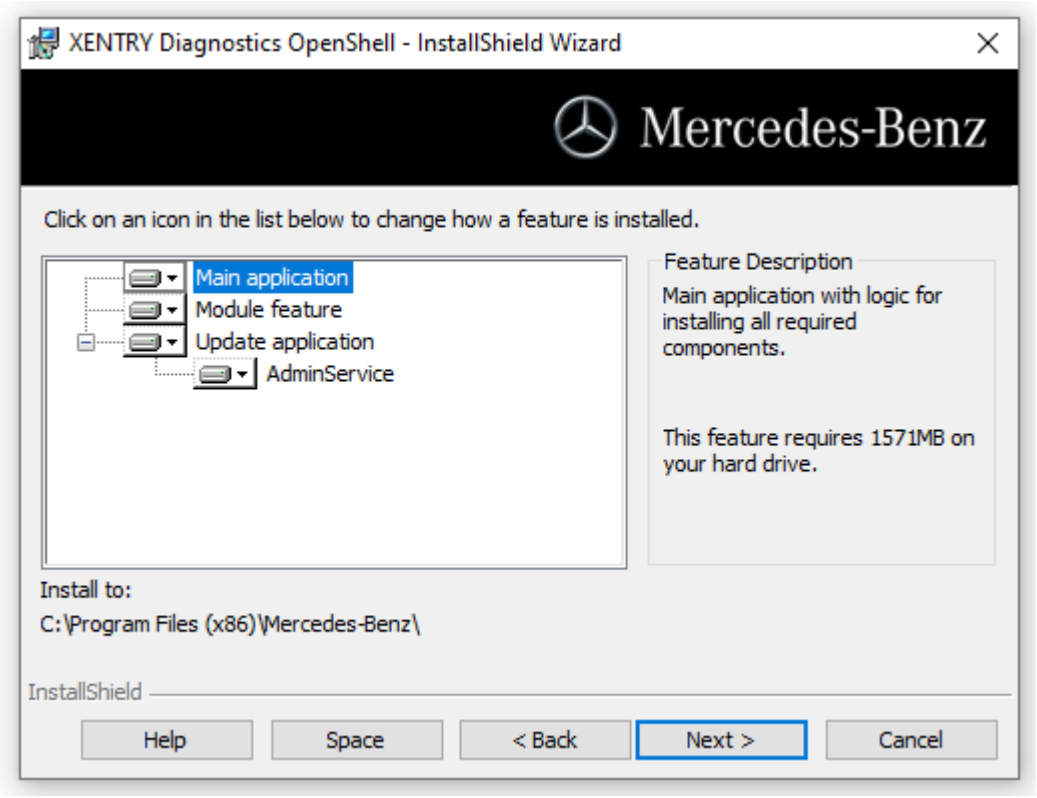
The **InstallShield Wizard** opens. Click "Next" to go to the **General Terms of Business**. Please accept them and click on "Next":





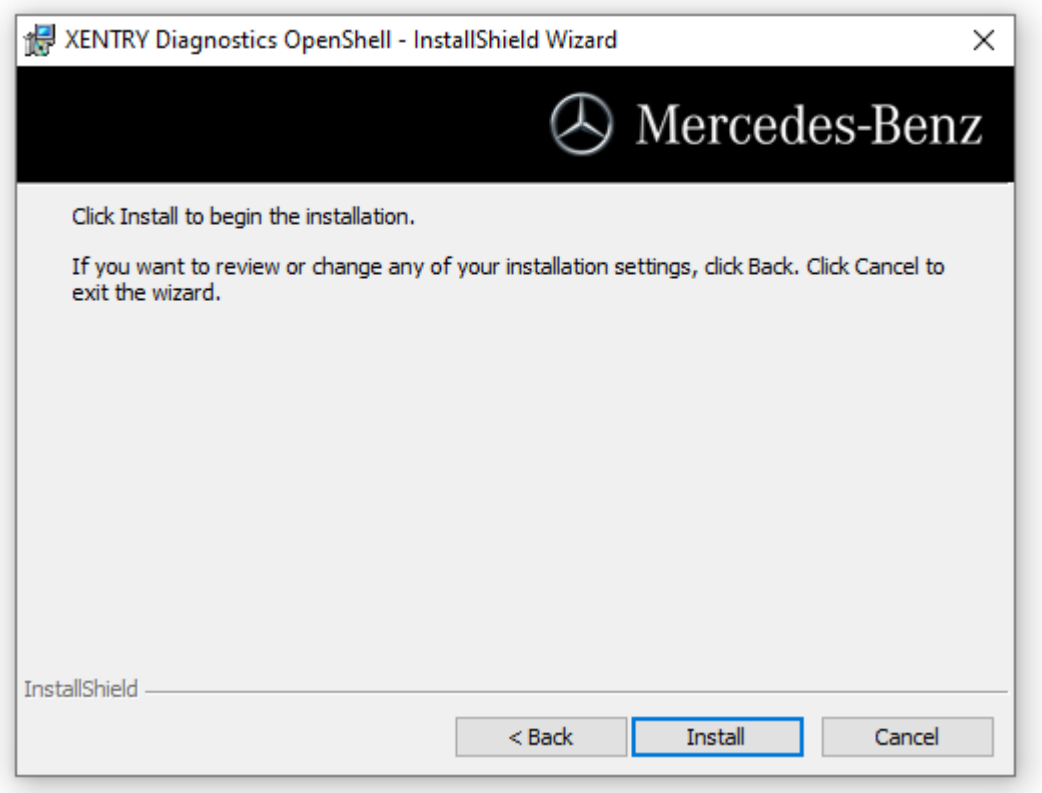
Destination folder: Confirm the predefined destination directory for XENTRY Diagnosis or enter a folder of your choice (if possible, the suggested path should be retained):

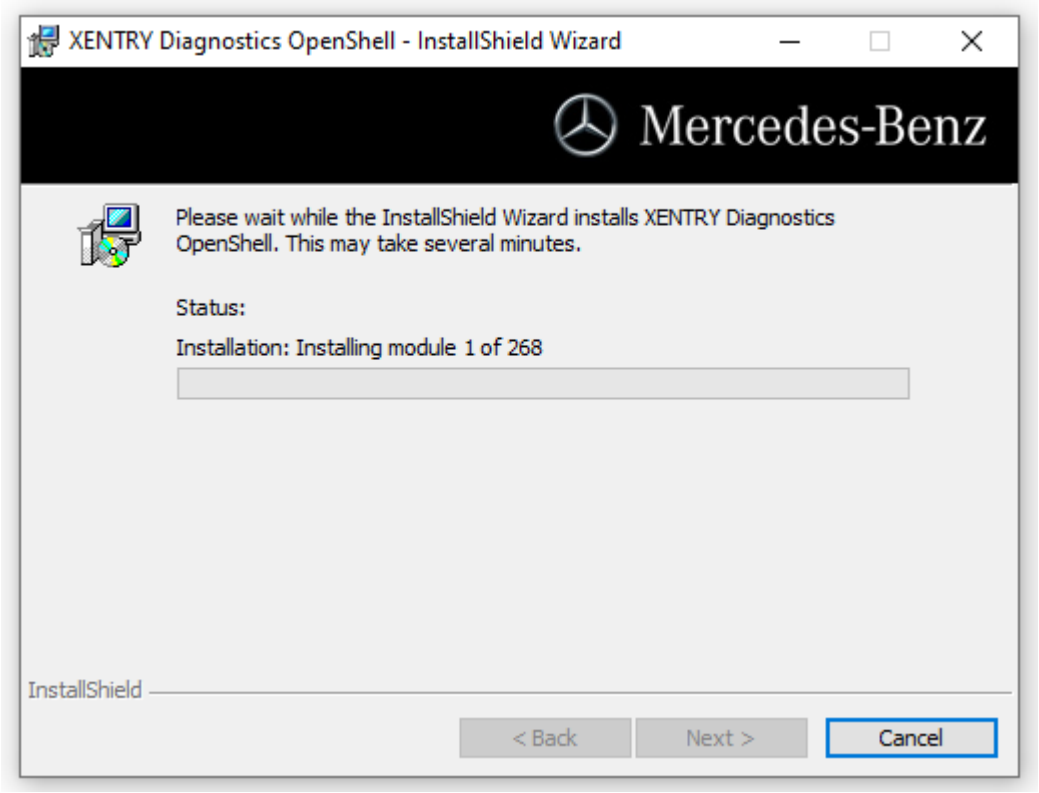




Then click "Next" to go to the installation window.

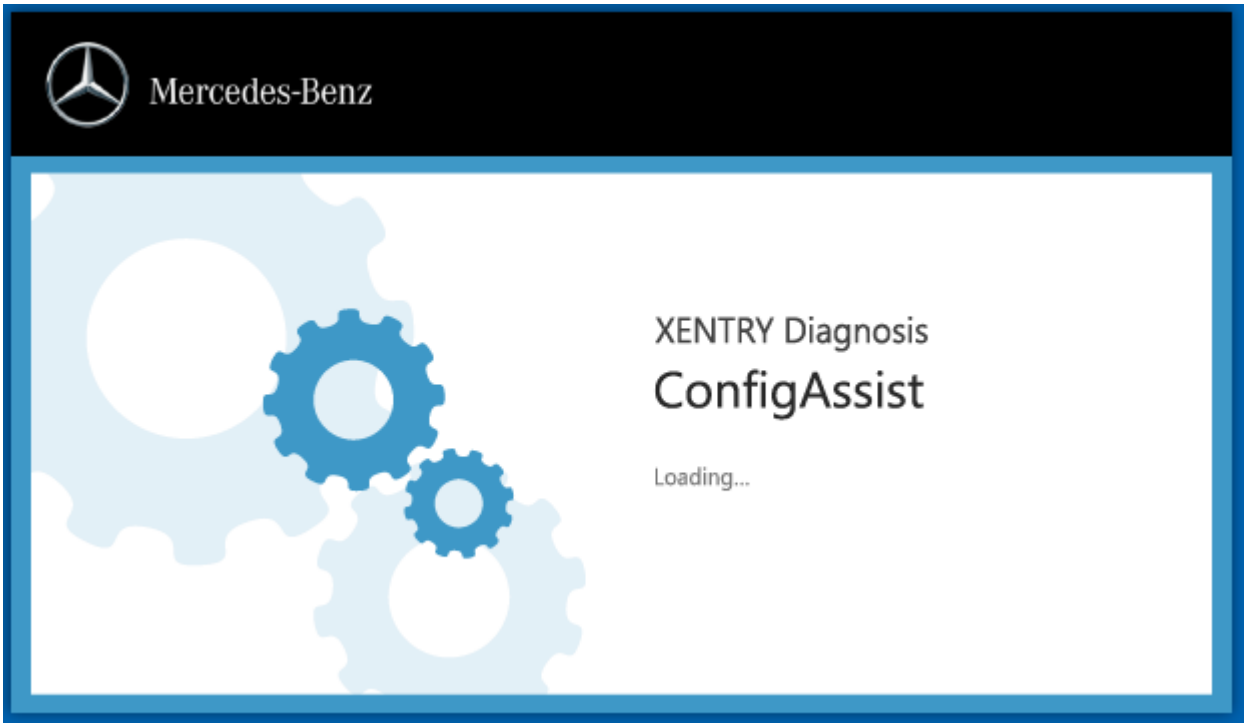
Installation: To install, click the button with the same name as soon as the assistant for the installation of the program is ready. The installation process takes some time:





After successful installation click "Finish" to confirm. Then restart the system.

ConfigAssist opens after the restart:



If ConfigAssist does not start automatically, then start it using the relevant icon on the desktop.

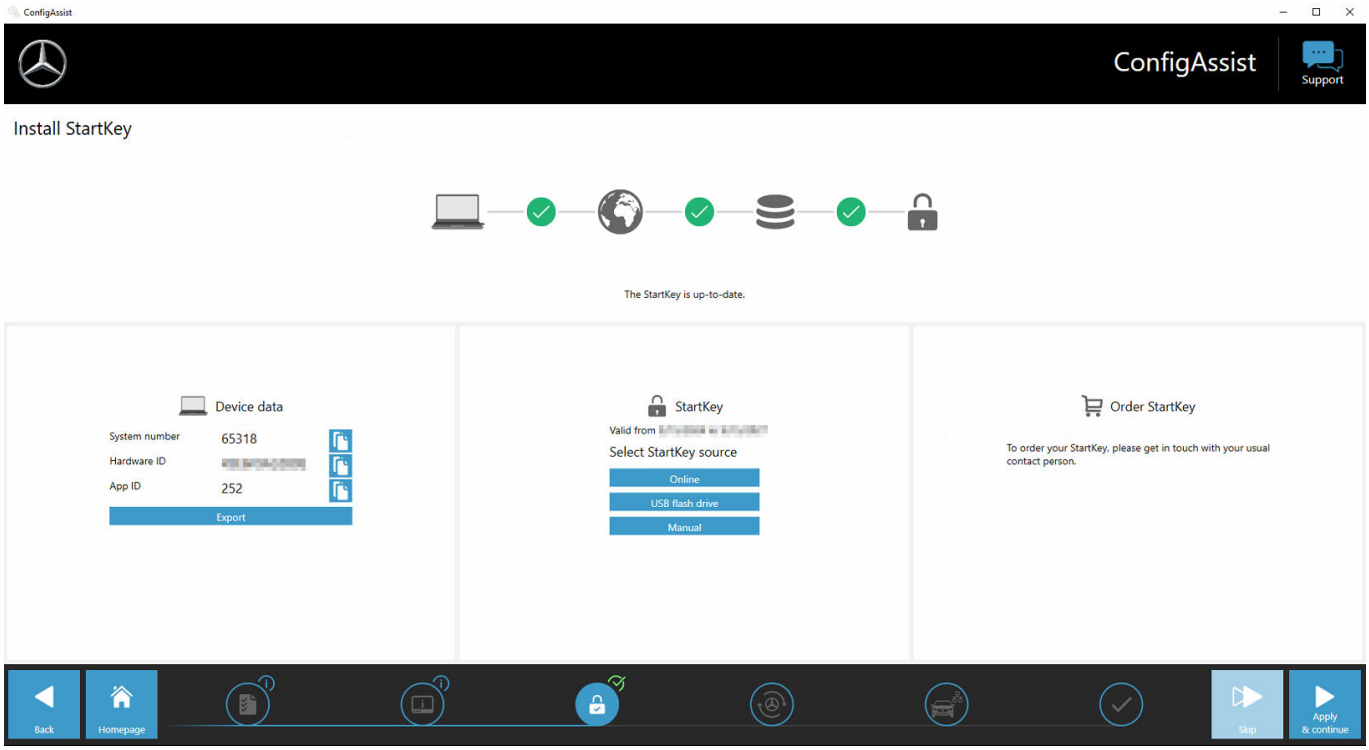
A welcome window then opens in which you select the "Configure" button. Click on "Continue" at bottom right.

Initially, only the activation of XENTRY Update Service is performed here; the pairing of your VCI takes place later.

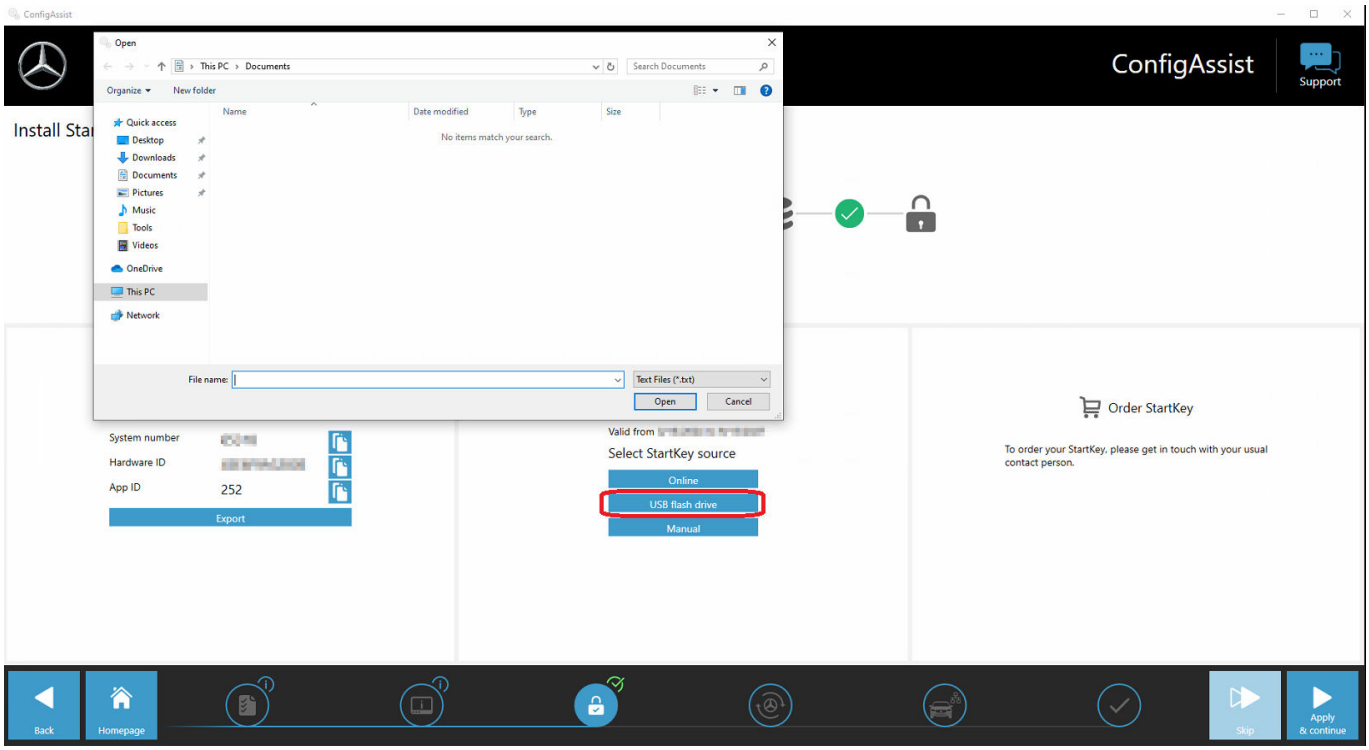
In the next window you can see information on new product features. Now click on "Continue" until you reach "Install StartKey".

4.1.2 Install StartKey

The system automatically searches for the latest StartKey on the StartKey server via the Internet connection. The StartKey is stored on the system.

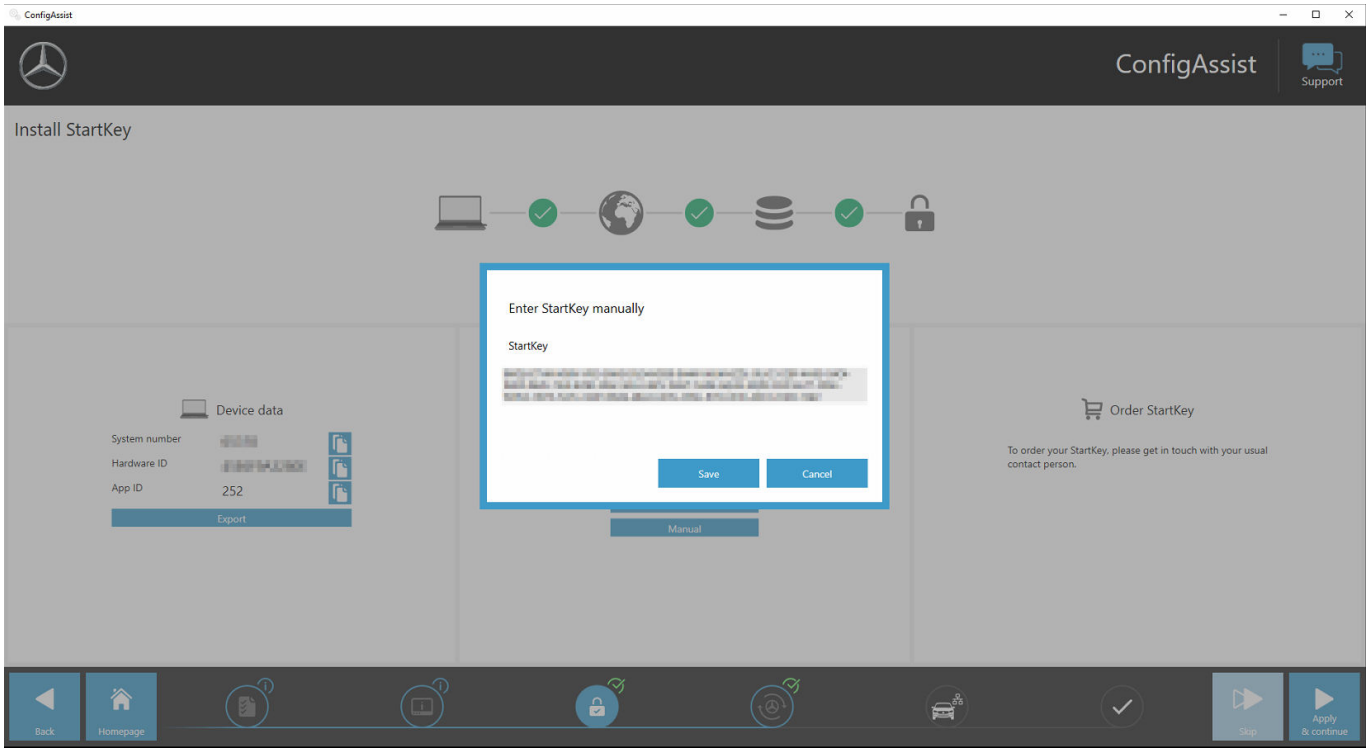


Alternatively – e.g. if the system is offline – you can also install the StartKey using a USB flash drive: To do so, select the "USB flash drive" button:



The file with the StartKey data must be at the top level of the USB flash drive.

It is also possible to manually enter the StartKey: To do so, select the "Manual" button:

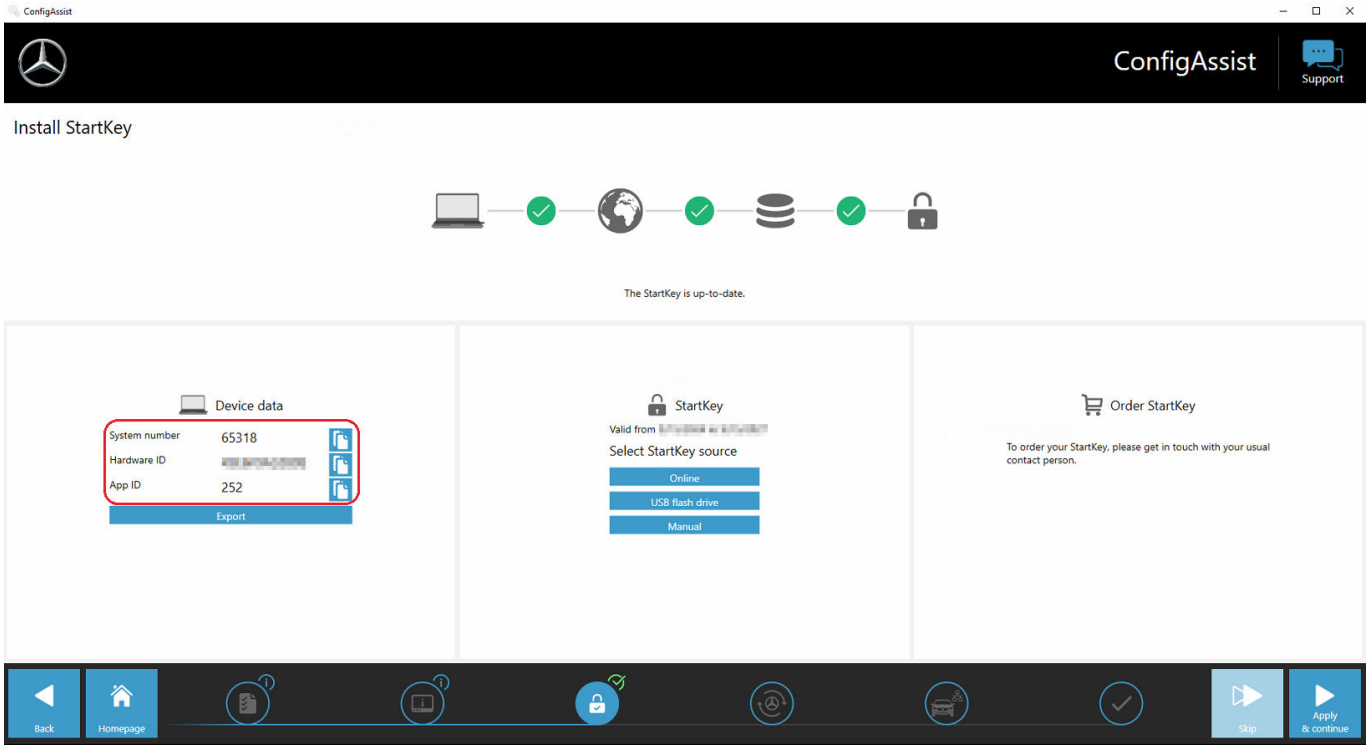


The StartKey string can be inserted by copying and pasting it. Then click on "Save".

IMPORTANT:

The XENTRY Diagnosis Release can only be downloaded and installed in the following step if a "suitable" and valid StartKey is available. For these reasons, the system-specific StartKey must be ordered and installed on the computer before installing XENTRY Diagnostics. Please inquire with your local contact person and help desk to find out how you can order a StartKey with the system data you have identified.

The HW-ID required for ordering is displayed to you here in "ConfigAssist". The corresponding field can be highlighted and copied:



If necessary, you may have to request your system number from the Customer Support Center (XCA) or from your market manager.

4.1.3 Download and installation of diagnosis release

When the XENTRY Update Service Control Center opens, bring up the third or fourth tab "Release overview" in the left menu bar. The download of the current diagnosis release starts automatically. You can monitor the status of the download in the XENTRY Update Service Control Center.

Please note that the XENTRY Update Service Control Center automatically provides the latest release version. If you are updating an existing installation, the previous steps are not applicable.

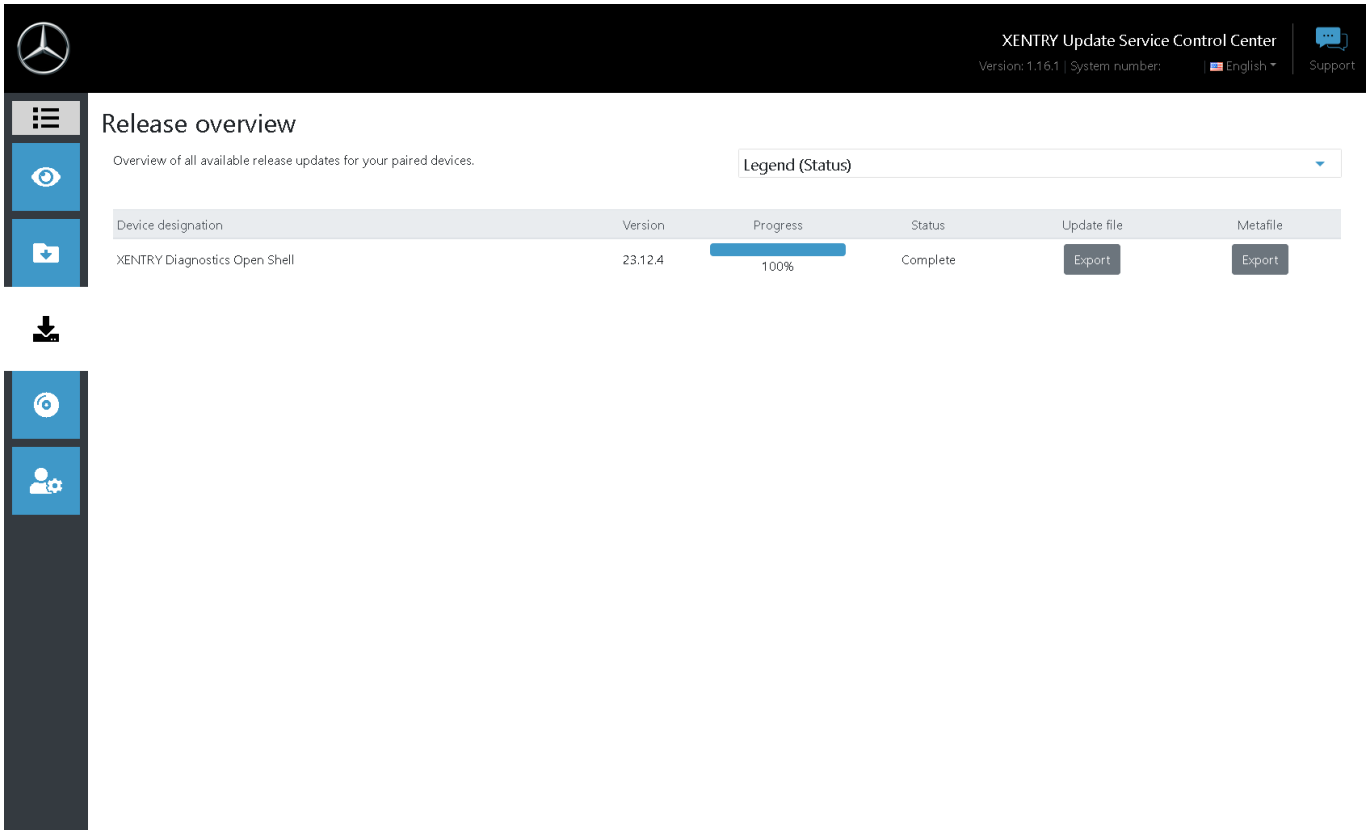


Fig. 1: Xentry Update Service Control Center

In the Release Overview area, you can find available release updates, the currently installed version and older versions.

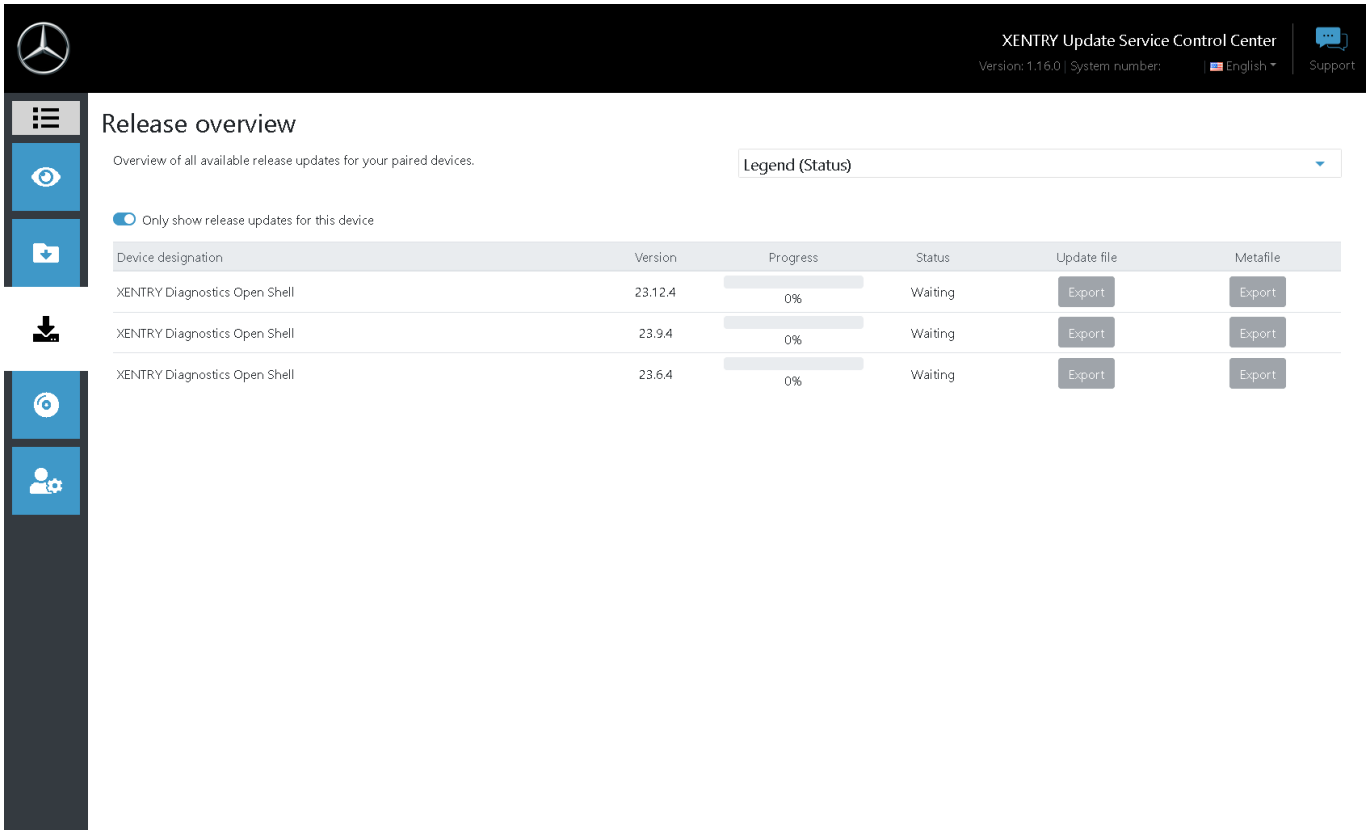
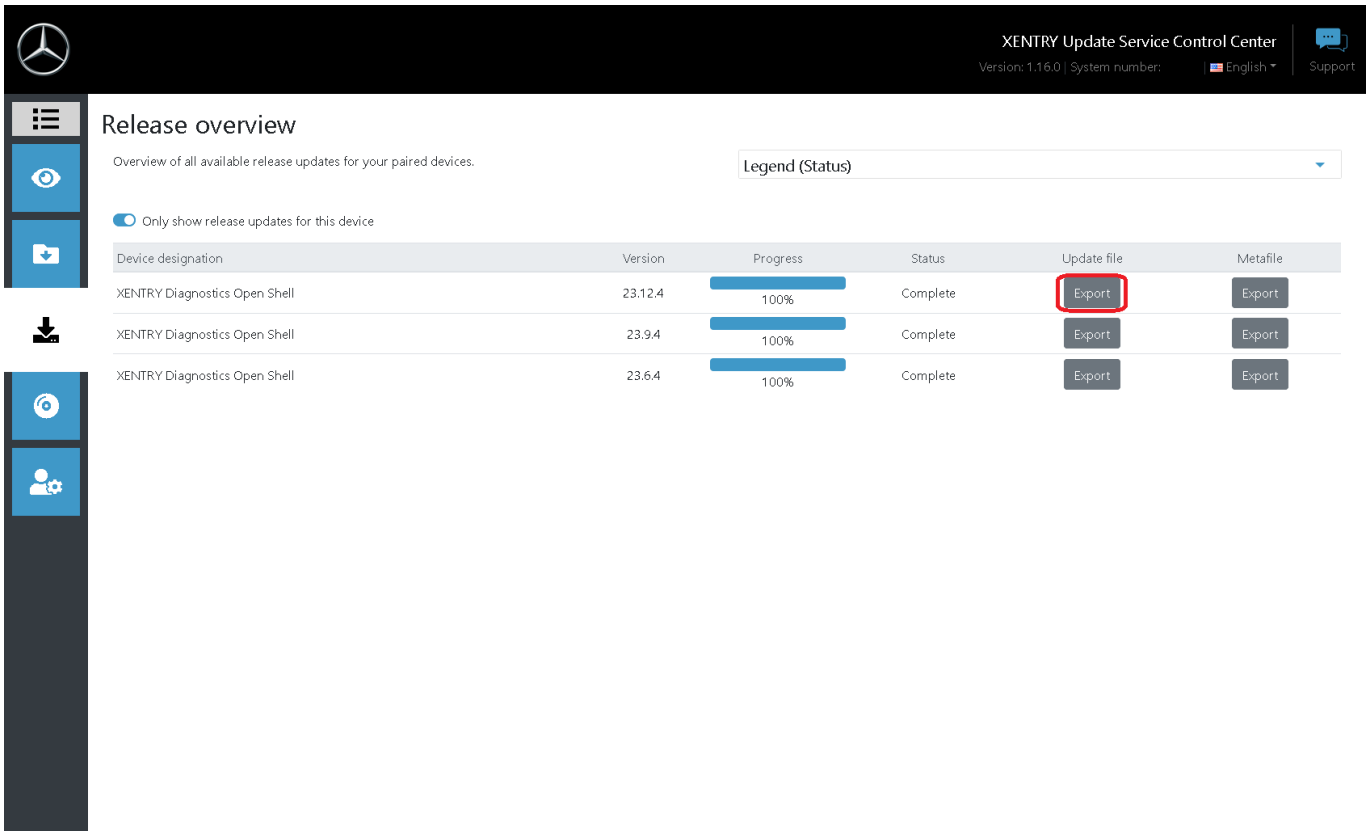


Fig. 2: Xentry Update Service Control Center

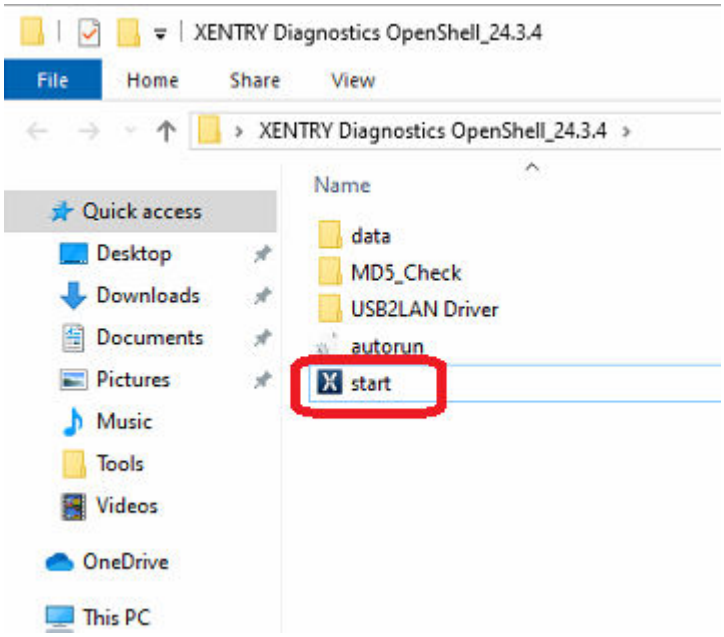
Once the download has completed, click on the "Export" button to save the diagnosis release on the hard drive and unpack it.

First make sure that you have enough storage space (approx. 150 GB) on your hard drive!

When the progress bar for the desired version is at 100%, click on the 'Export' button

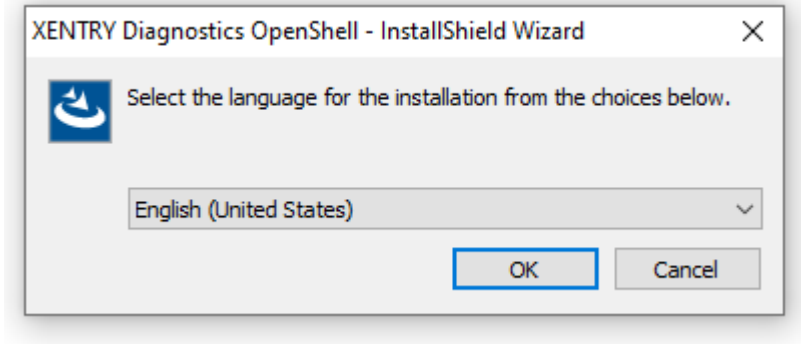


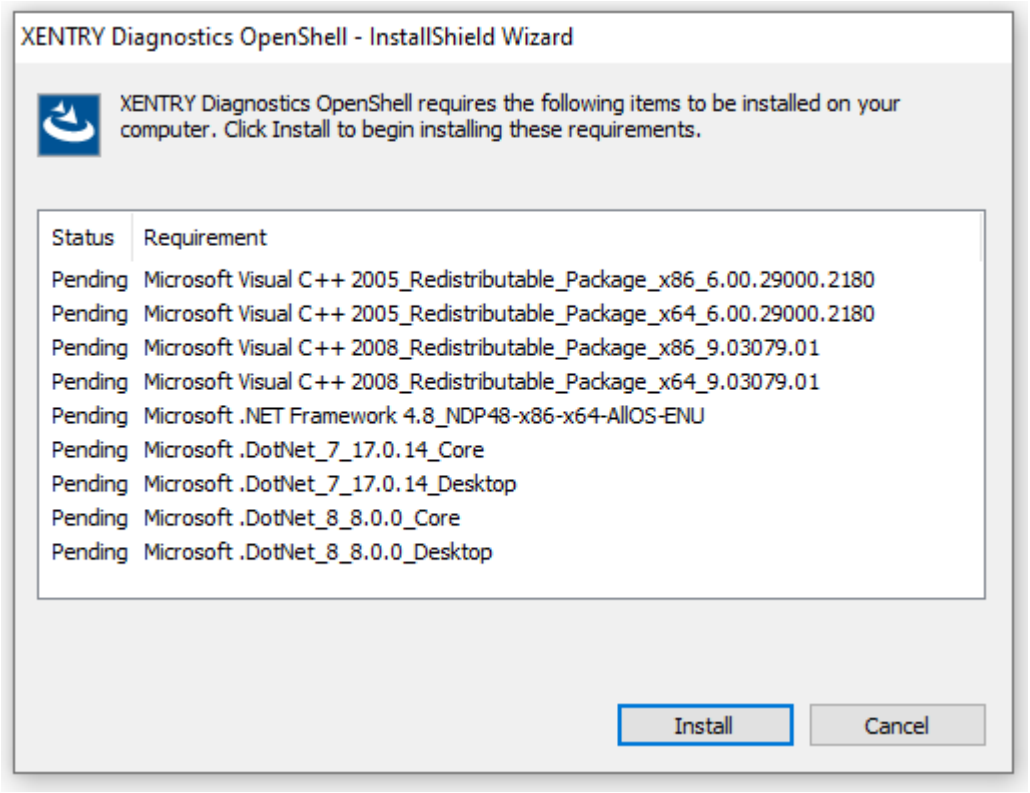
The file of the release update is downloaded and stored in the selected storage location.

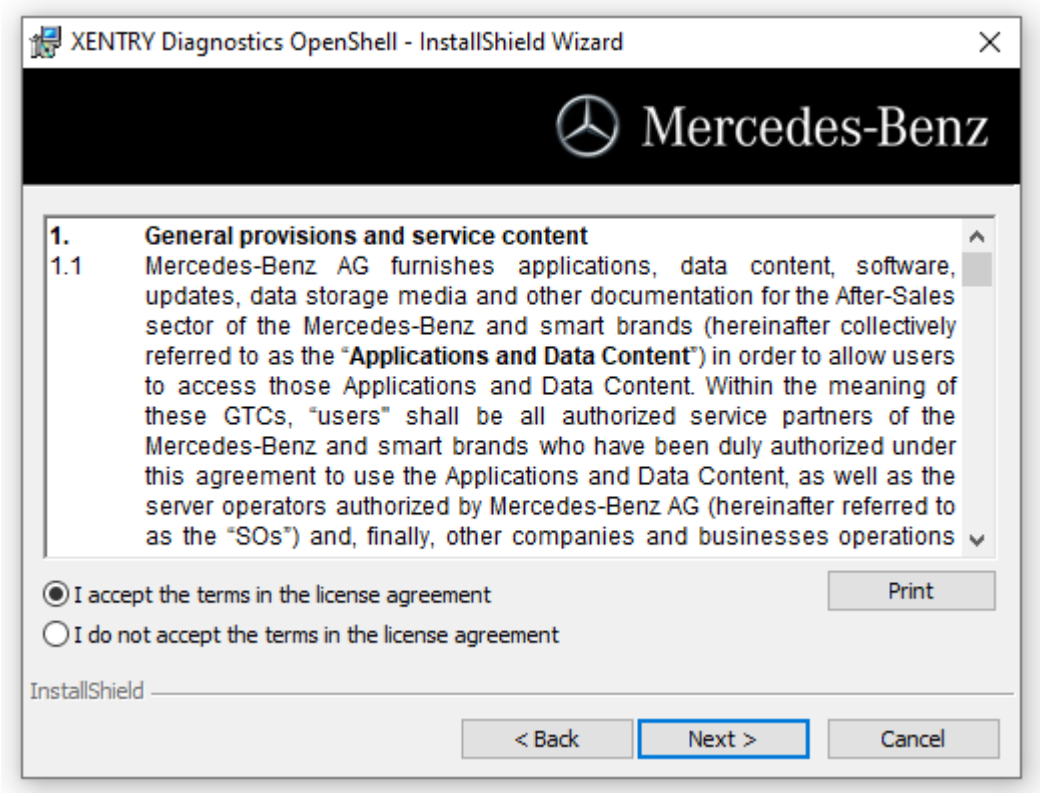


As you did previously when installing the standard release, now also perform the installation steps for the diagnosis release, including:

1. Language selection
2. Confirming the General Terms of Business
3. Confirming the storage location
4. Starting the installation







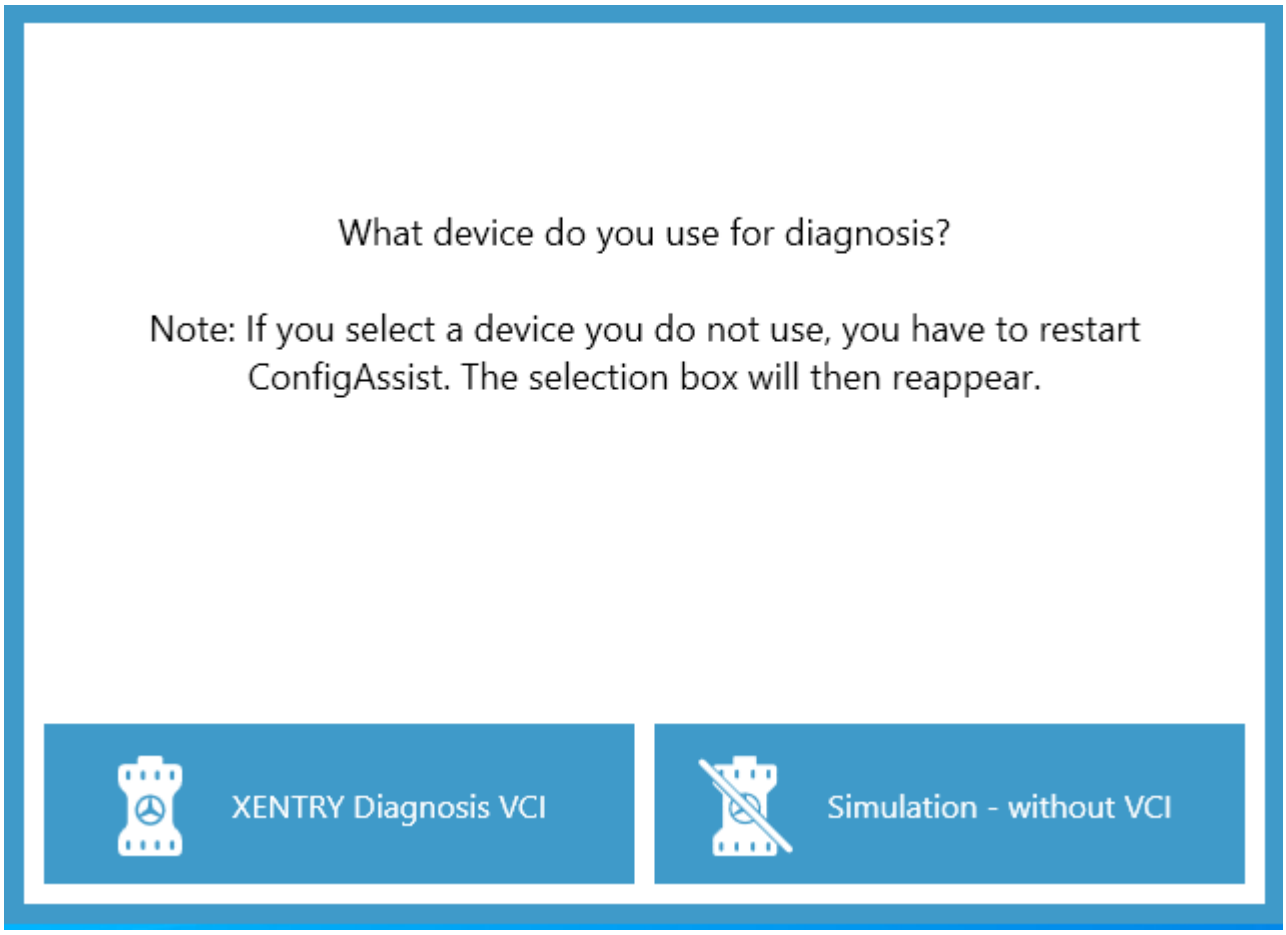
After completing all of the installation steps, click "**Finish**". You then have to restart your computer.

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

4.2 Configuration using ConfigAssist

The ConfigAssist tool guides you step-by-step through the configuration and commissioning process for the multiplexer you are using. Click on this icon on your desktop:

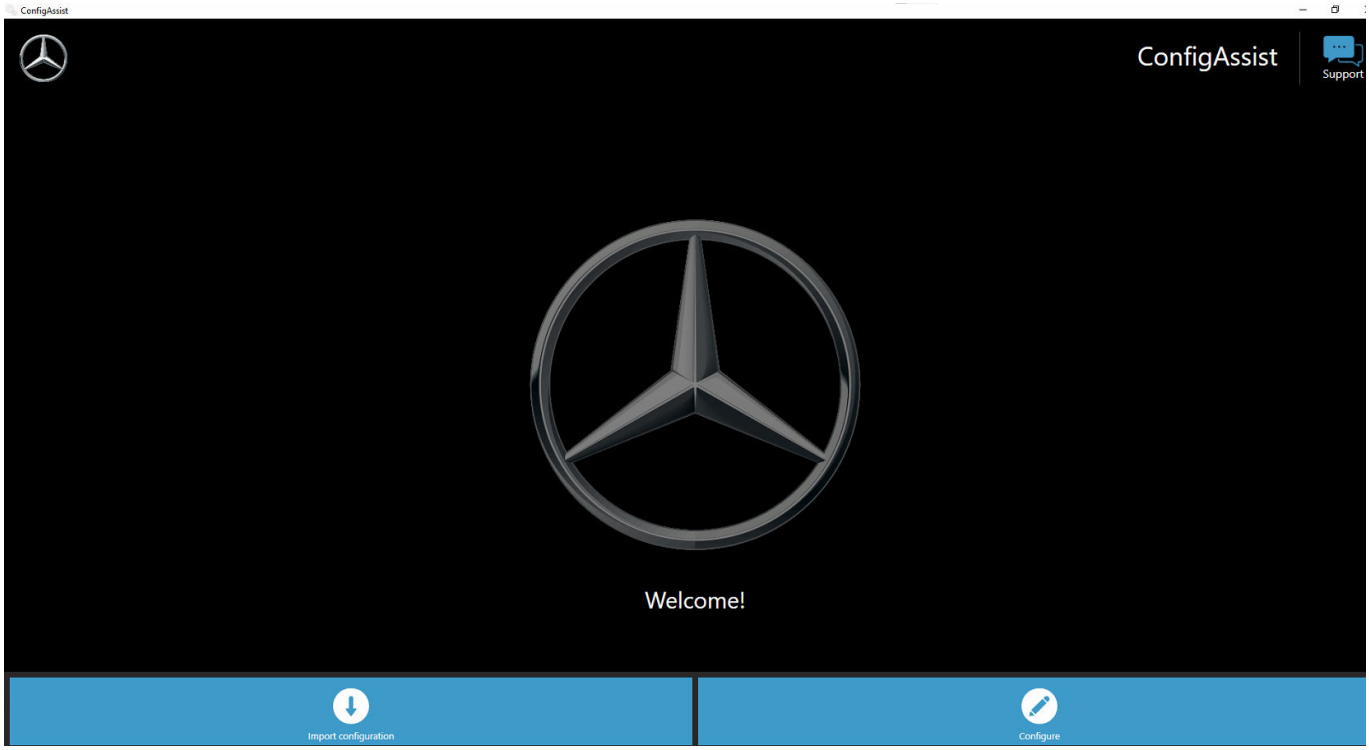
The following window appears on the desktop:



You can operate XENTRY Diagnosis either with XENTRY Diagnosis VCI or Simulation - without VCI.

This window appears whenever you start ConfigAssist and after installing updates.

Click "Configure":



Information about the delivery package and new product features is displayed on the following screens.

Click on the "Next" button until you reach the "Install StartKey" screen.

You can now paste in a StartKey. For more information, see ➦ Chapter 4.1.2 “Install StartKey” on page 12

In the next step, you can configure the XENTRY Update Service. For more information, see ➦ Chapter 5.1 “Configuring the XENTRY Update Service” on page 28

4.2.1 Configuration of the USB to LAN adapter

The USB to LAN adapter is an additional product that is not included. It is used to transfer control unit software more quickly to a vehicle.

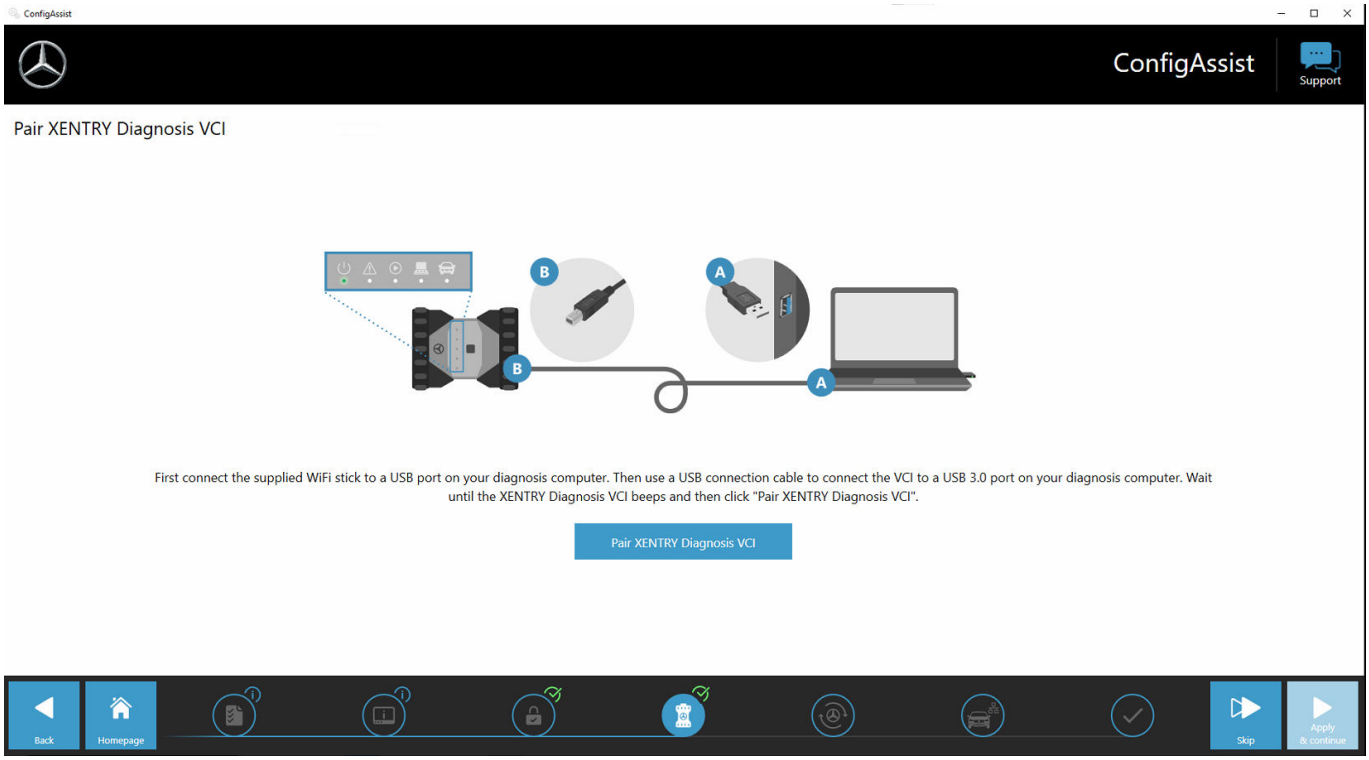
You can find more information about the product on the B2B Connect homepage, as well as other information such as the user guide, which provides you with a detailed overview of the configuration process.

You need a Retail Data Storage unit to be able to use the product!

4.3 Coupling the XENTRY Diagnosis VCI

IMPORTANT: Plug the Wi-Fi stick into your diagnosis computer!

Once you have successfully installed the StartKey in ConfigAssist, click on "Apply & continue". You will then see the following screen:



1. Connect the XENTRY Diagnosis VCI to your diagnosis computer via USB cable and wait for the beep.
2. Then click on "Pair XENTRY Diagnosis VCI" and wait for the connection to be established.
3. Please remove the USB cable.
   - ➡ The XENTRY Diagnosis VCI is now connected to your diagnosis computer via WLAN and is ready for diagnosis.
   - ➡ You will see the VCI icon continuously on your desktop:

Click on the button "Apply and continue".

4.3.1 Completing the configuration

At the end of the configuration, an overview of your system configuration appears.

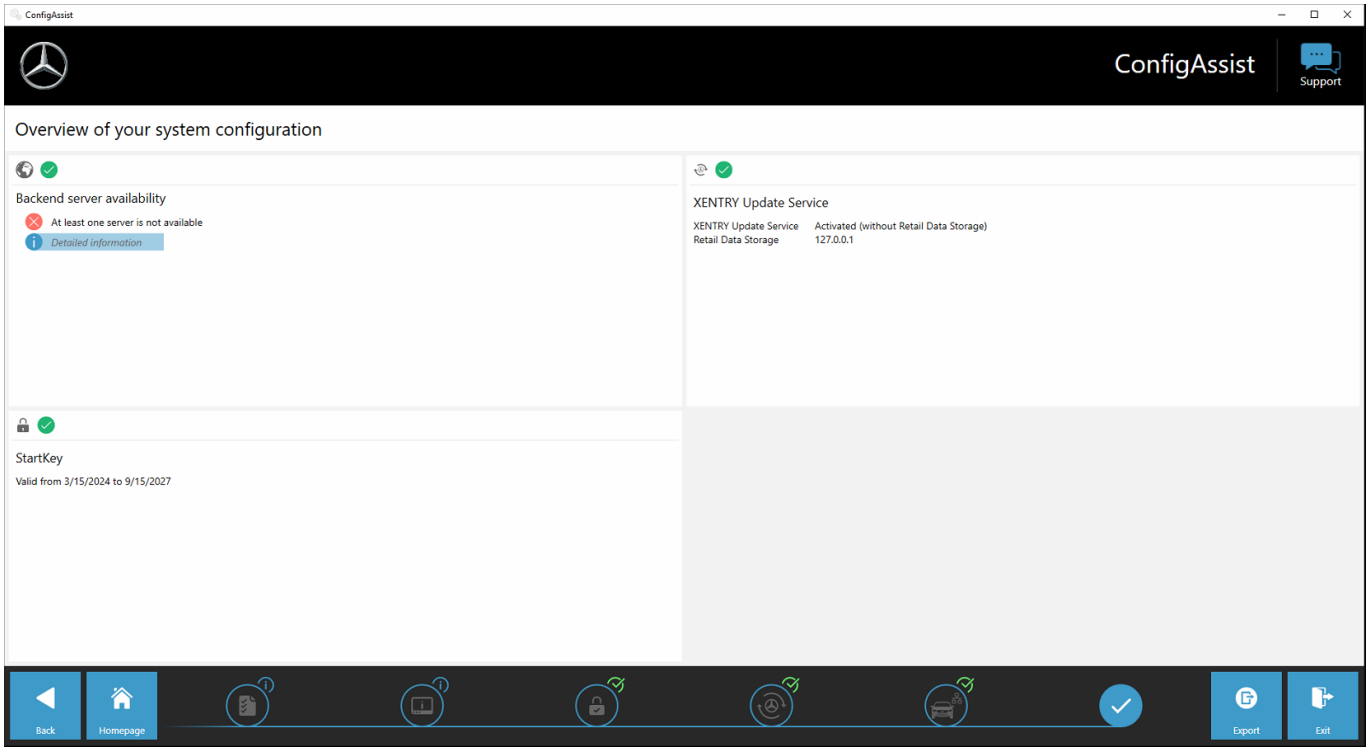


Fig. 3: Overview of your system configuration

Here, green ticks stand for correct configuration.

With the "Export" button, you can export the settings in order to import them to another device.

Clicking the "Exit" button finishes the configuration and ConfigAssist closes.

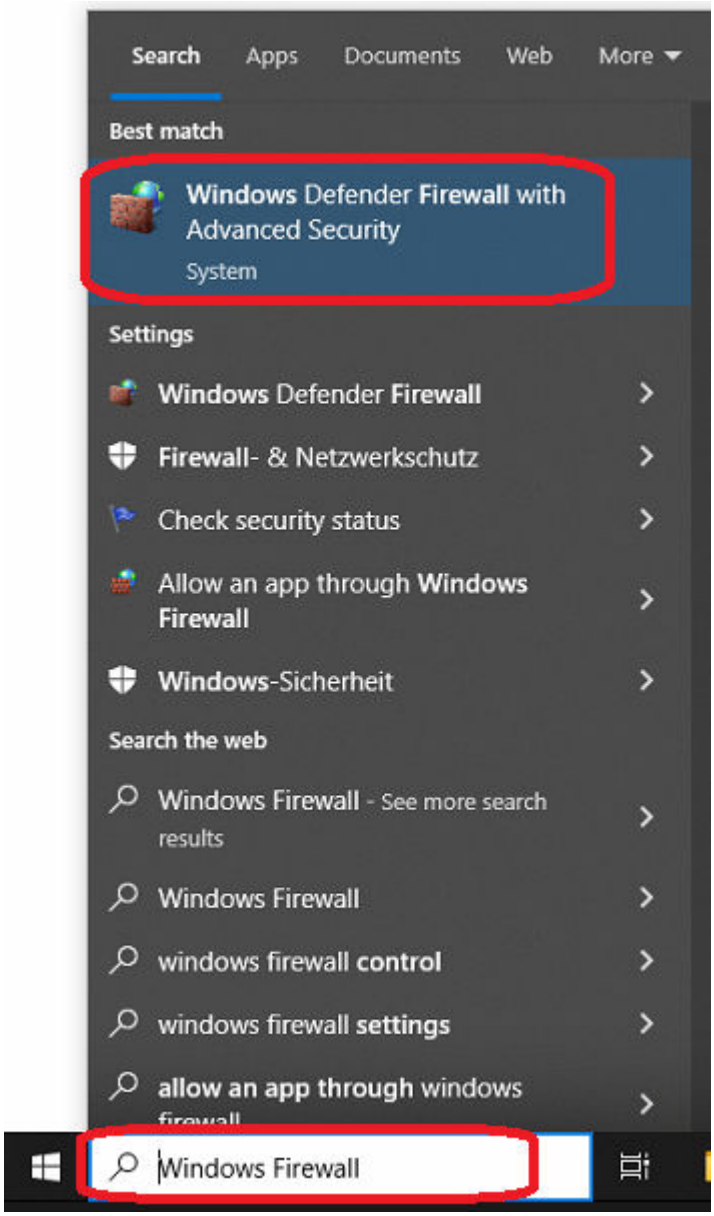
4.4 Configuration of the Windows firewall

Please note: If you are using a firewall from third-party supplier in addition to or instead of the Windows Firewall (this may be integrated in a virus scanner product), consult the corresponding configuration instructions in order to make the same settings there.

Configuration of the Windows Firewall for the DoIP connection

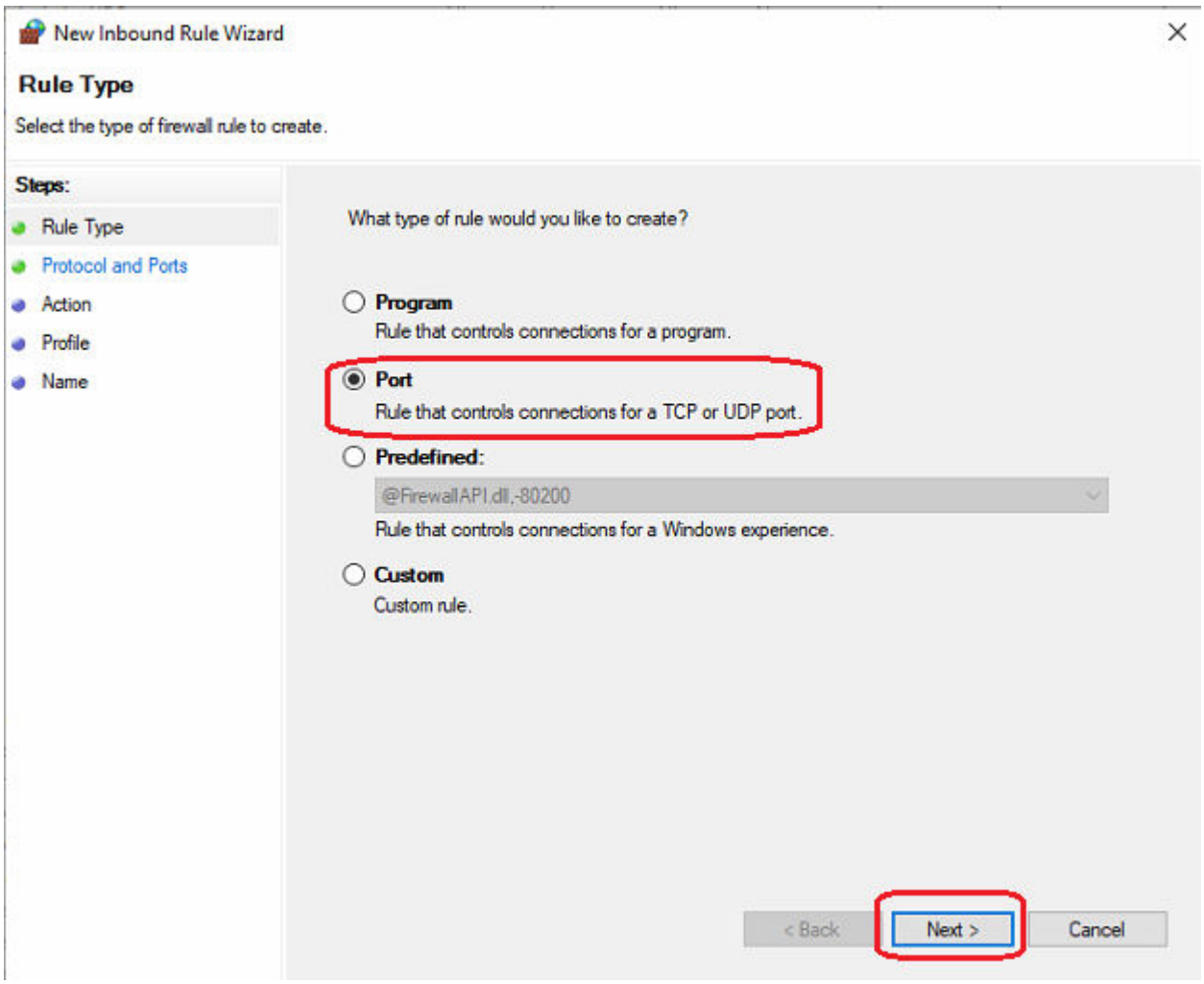
To allow the smooth exchange of data between the DoIP-capable vehicle and the Open Shell diagnostic system, the Windows Firewall must be opened on specific additional communication ports.

About configuring the Windows firewall:



- Open the Control Panel and the "Windows Firewall" entry it contains. Select the entry "Advanced settings" in the menu bar on the left.
- You must configure the firewall both for incoming and outgoing TCP and UDP connections and fully open specific ports for this purpose.
- You thus need a total of four firewall rules.
- Proceed as follows:

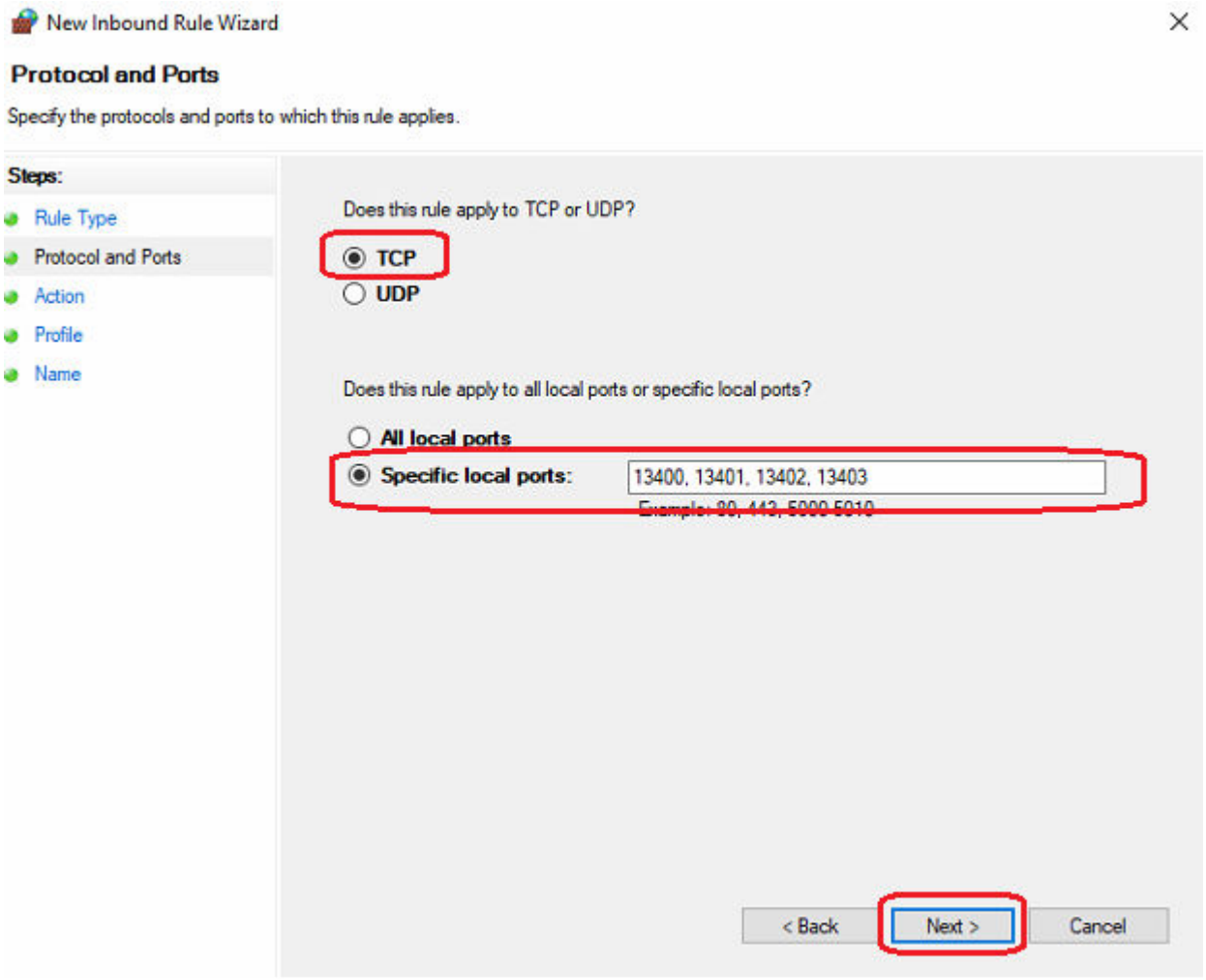
1. Select the entry "Inbound rules".



2. You first create an inbound TCP rule.

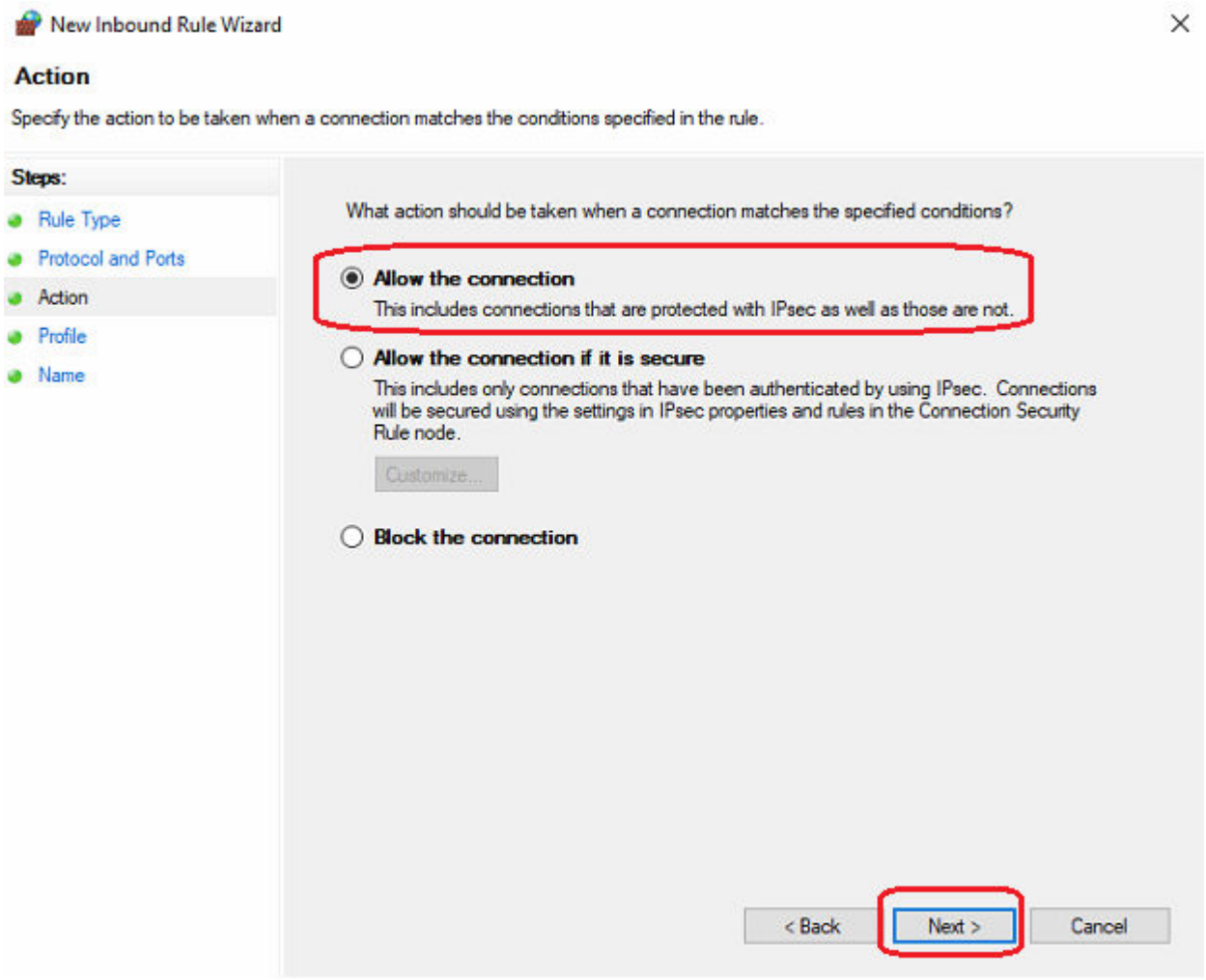
Make sure that you are in the "Rule type" step (left) and select the "Port" option on the right.

Then click on "Next".



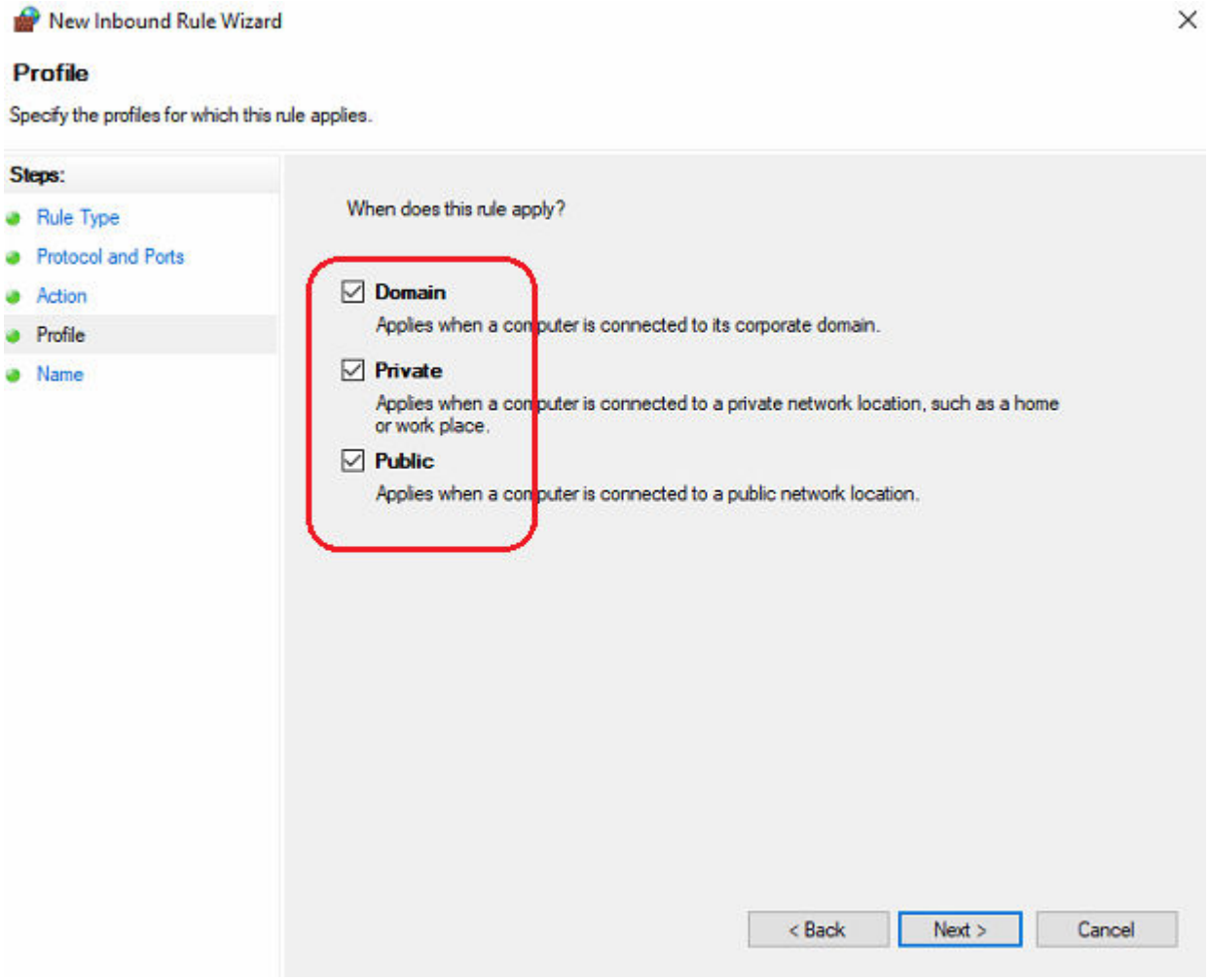
3. In the following step, select the "TCP" option and then the option "Specific local ports" underneath.

In the following step, select the "TCP" option and then the option "Specific local ports" underneath. Enter the following port numbers into the text field, separated by commas: **13400, 13401, 13402, 13403**

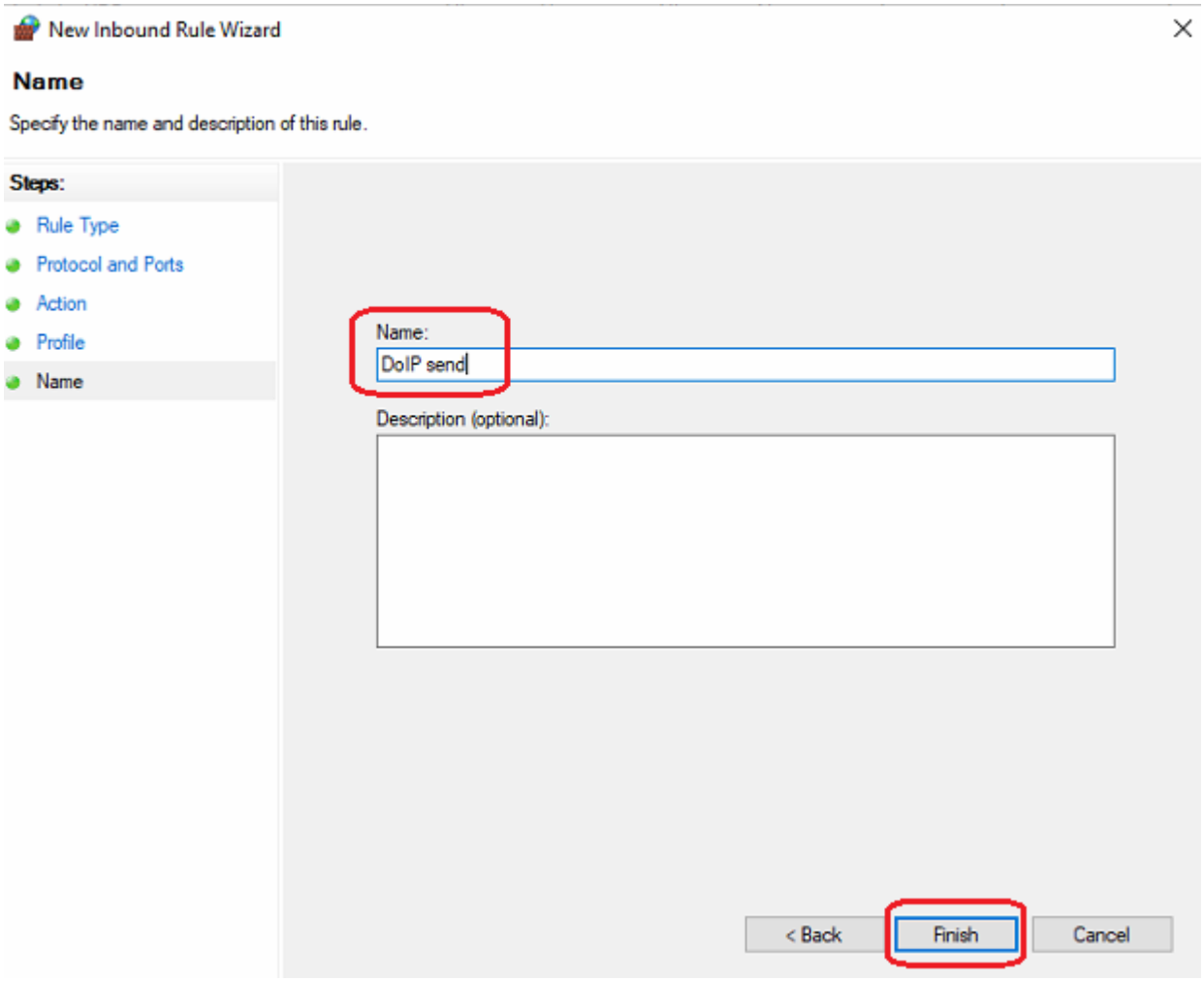


4. After clicking on "Next", you are taken to the action configuration screen.

There you should select the "Allow the connection" option and then confirm again with "Next".



5. In the next step "Profile", select all of the options.



6. Assign a name and optional description and save the firewall rule with "Finish".

7. **Inbound UDP rule:**

   Repeat steps 1 to 6 but select the option "UDP" instead of "TCP" in step 3.

   Under "Specific local ports" enter the same port numbers, separated by commas, as for the previous inbound TCP rule (please note that the ports do not differ for inbound and outbound connections):

   13400, 13401, 13402, 13403

8. **Outbound TCP rule:**

   Repeat steps 1 to 6 but select the option "Outbound rules" in step 1.

   Make all of the same settings as described above.

9. Outbound UDP rule:

Repeat steps 1 to 6 but select the option "Outbound rules" in step 1 and select the option "UDP" again in step 3.

Otherwise enter the data unchanged.

After completing the IP address and Windows Firewall configuration, your Open Shell system is additionally configured for DoIP.

5 Operating tools

5.1 Configuring the XENTRY Update Service

In this section you can configure the XENTRY Update Service. The XENTRY Update Service defines how the diagnostic data (Release Updates, Regio-DVD, and Digital Operator's Manuals) should be downloaded to your XENTRY Diagnosis system.

There are two ways to configure the XENTRY Update Service:

- **Variant 1:** XENTRY Update Service with Retail Data Storage

  The diagnostic data (release updates, Regio-DVDs and Digital Operator's Manuals) are downloaded from the Internet onto the Retail Data Storage first, and then onto the XENTRY Diagnosis system.
- **Variant 2:** XENTRY Update Service without Retail Data Storage

  The diagnostic data (release updates, Regio-DVDs and Digital Operator's Manuals) are downloaded directly from the Internet onto the XENTRY Diagnosis system.

5.1.1 XENTRY Update Service with Retail Data Storage

If your workshop has Retail Data Storage, then you can obtain diagnosis updates, Regio-DVDs and Digital Operator's Manuals (DiBA) online through the XENTRY Update Service on the Internet.

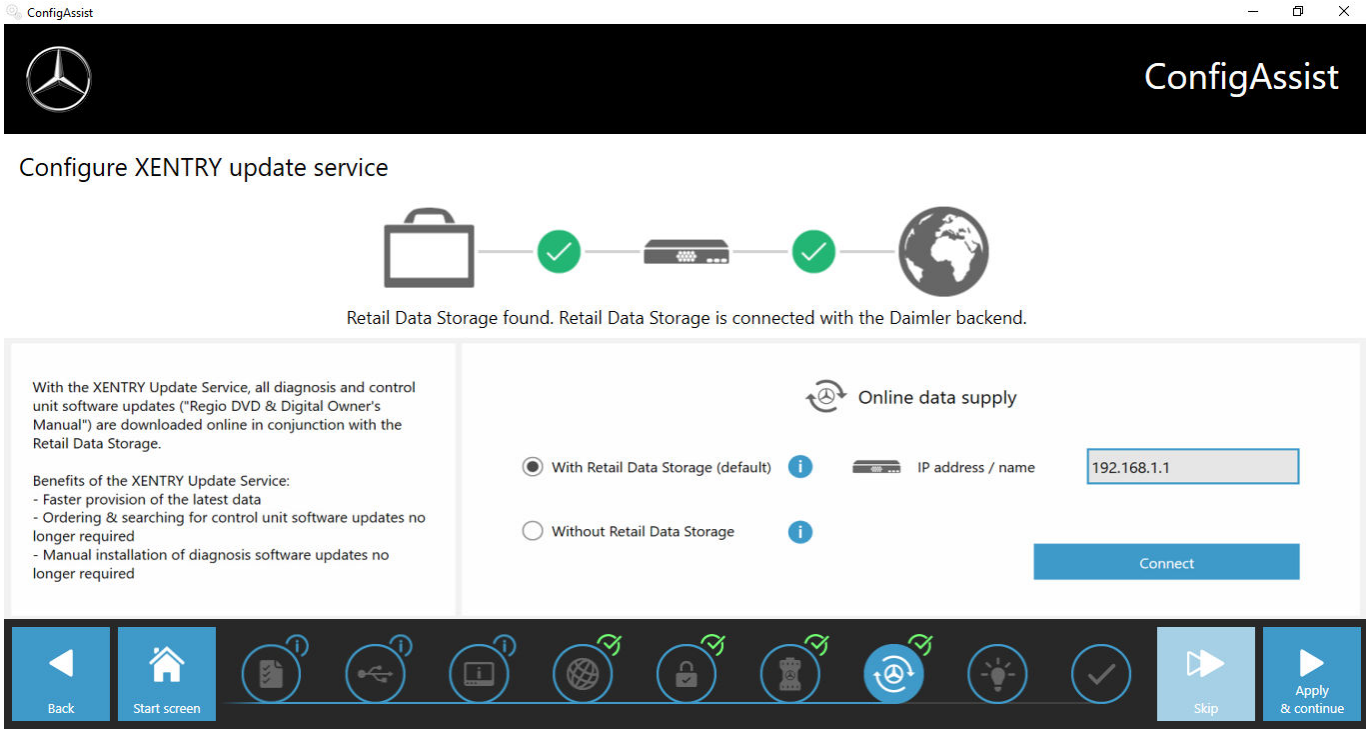


Fig. 4: XENTRY Update Service with Retail Data Storage

To establish a connection to Retail Data Storage, proceed as follows:

1. In ConfigAssist, in the section "Configure XENTRY Update Service", select **"With Retail Data Storage (Standard)"**
2. Enter the IP address you have defined for Retail Data Storage into the "IP address / Name" field.
3. Then click on the "Test connection" button

   ➡ A correct connection is denoted by a green check mark.
4. Now select the point "Apply & Continue".

5.1.2 XENTRY Update Service without Retail Data Storage

If your workshop does not have Retail Data Storage, you can download diagnosis and control unit software updates directly from the Internet onto your XENTRY Diagnosis system.

We recommend this option only be used by workshops with one or two diagnostic devices. There are the following limitations compared to the XENTRY Update Service with Retail Data Storage:

- **Higher network load**
  - Data, esp. control unit software, must be downloaded on demand from the Internet while the unit is running (in contrast to Retail Data Storage, which downloads overnight)
  - The data must be downloaded multiple times
  - High data volume required for the Internet connection
- **Longer waiting times for customers, depending on the download duration**

To use this option, proceed as follows:

1. Go to the "Retail Data Storage" area
2. Select the **"Without Retail Data Storage"** button
3. Then click on "Test connection".

   Click on "Apply & Continue".
4. Complete the configuration.

   ➡ The "Additional information" page has links on it that lead you to helpful additional information.
5. Now click the "Next" button.

   ➡ An overview of your system configuration appears.
6. You can now finish the configuration by clicking the "Finish" button.

   ➡ Your XENTRY diagnostic device is now configured for the XENTRY Update Service without Retail Data Storage and automatically downloads release updates and control unit software.

Note: It is also possible to configure your XENTRY Diagnosis Kit to this option at any given time in the event of a Retail Data Storage malfunction.

5.1.3 Configuration of the UBS to LAN adapter

The USB to LAN adapter is an additional product that is not included. It is used to transfer control unit software more quickly to a vehicle.

You can find more information about the product via the B2B Connect homepage, as well as other information such as the user guide, which provides you with a detailed overview of the configuration process.

You need a Retail Data Storage unit to be able to use the product!

5.2 XENTRY Update Service Control Center

In the XENTRY Update Service Control Center, you have the option of displaying specific information about the download of data to your XENTRY Diagnosis system via the XENTRY Update Service.

- Click in the start menu on the "Mercedes-Benz" folder on your XENTRY Diagnosis system.

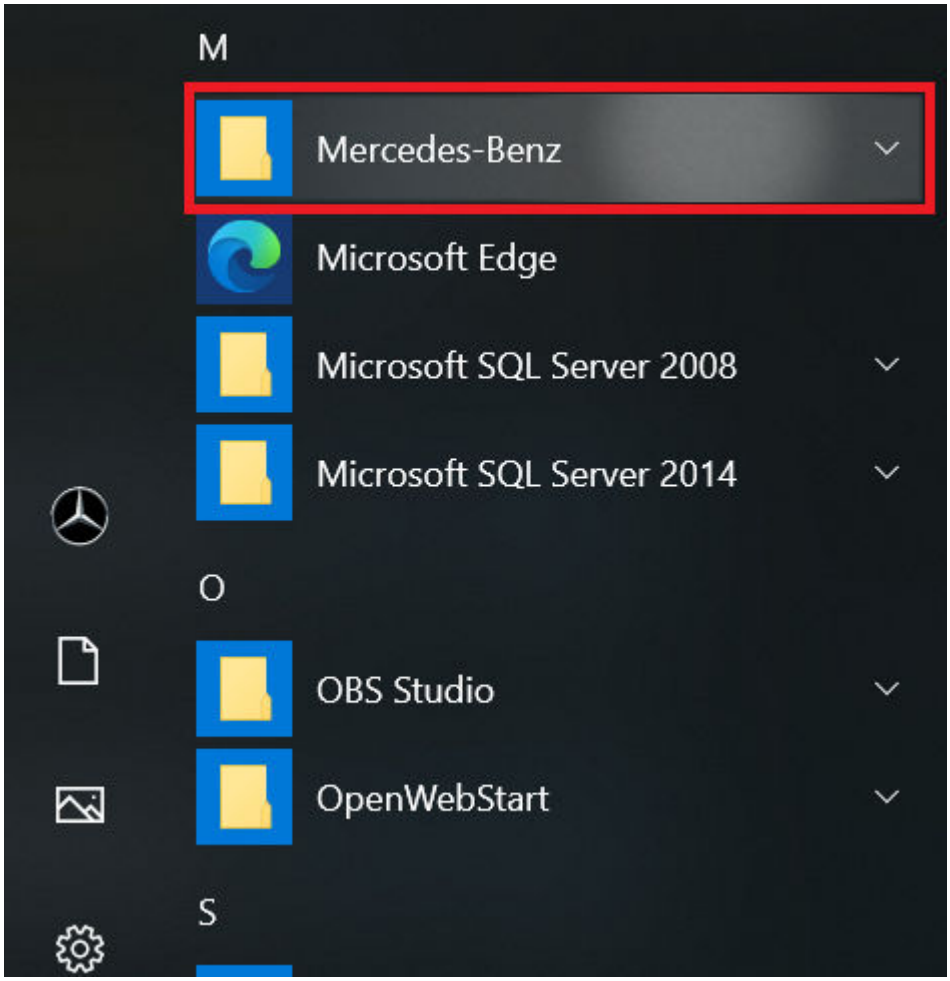


Fig. 5: Windows Start Menu Mercedes-Benz

- Select "XENTRY Update Service Control Center" in the "Mercedes-Benz" folder. This opens accordingly.

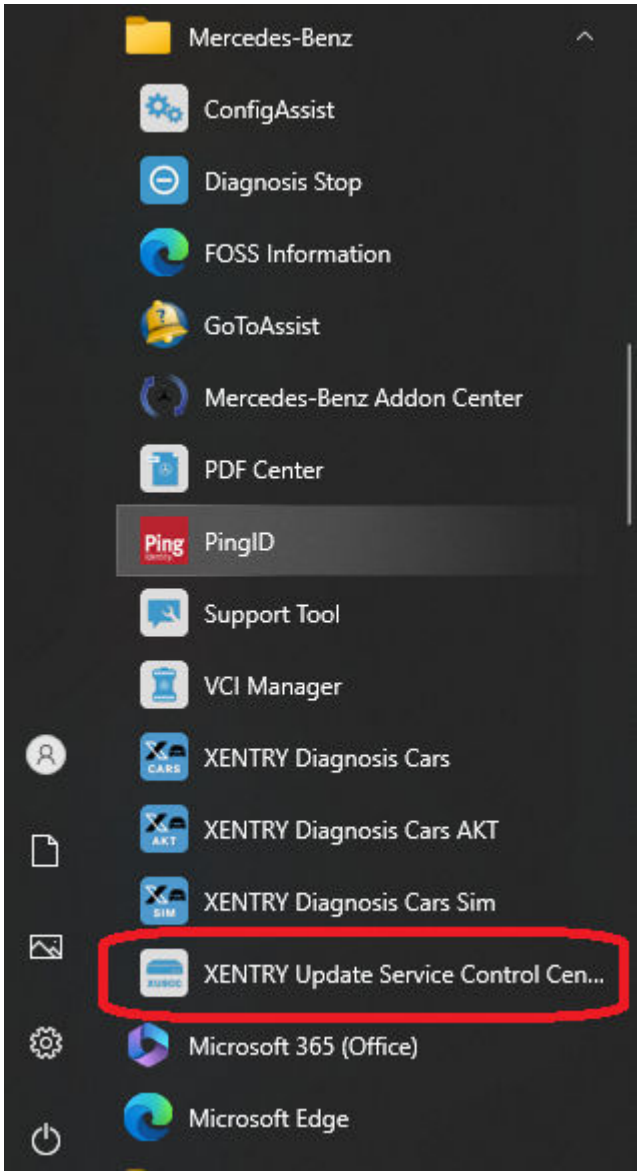


Fig. 6: Windows Start Menu Mercedes-Benz XENTRY Update Service Control Center

5.2.1 Overview

This overview page shows you a summary of the options that the XENTRY Update Service Control Center offers you.

- The status of the XENTRY Update Service is displayed on your XENTRY Diagnosis system via "Monitoring".
- The "Files" button takes you to an overview of all data that is loaded onto your XENTRY Diagnosis system and data that is available in the backend. Release updates and control unit software are not displayed here.
- Via "Release overview" you have the option of displaying all release updates available on your XENTRY Diagnosis system.
- Click on "Control unit software" to display the available control unit software.

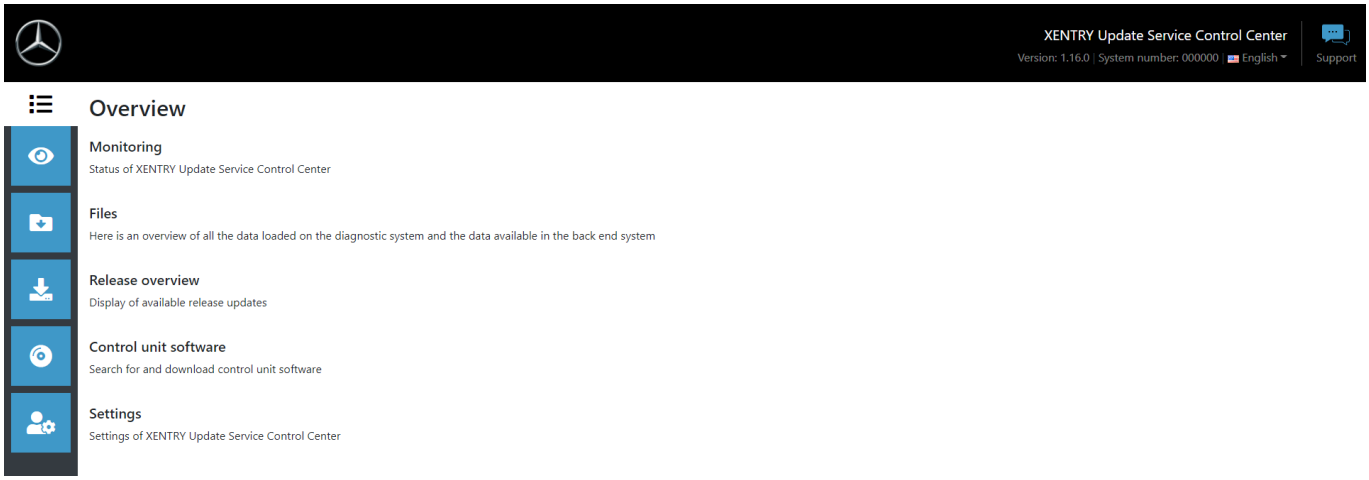


Fig. 7: Overview of XENTRY Update Service Control Center

5.2.2 Monitoring

The "Monitoring" menu item tells you whether the connection between the Retail Data Storage unit and the internet is set up correctly. In addition, system information of your XENTRY Diagnosis system is displayed.

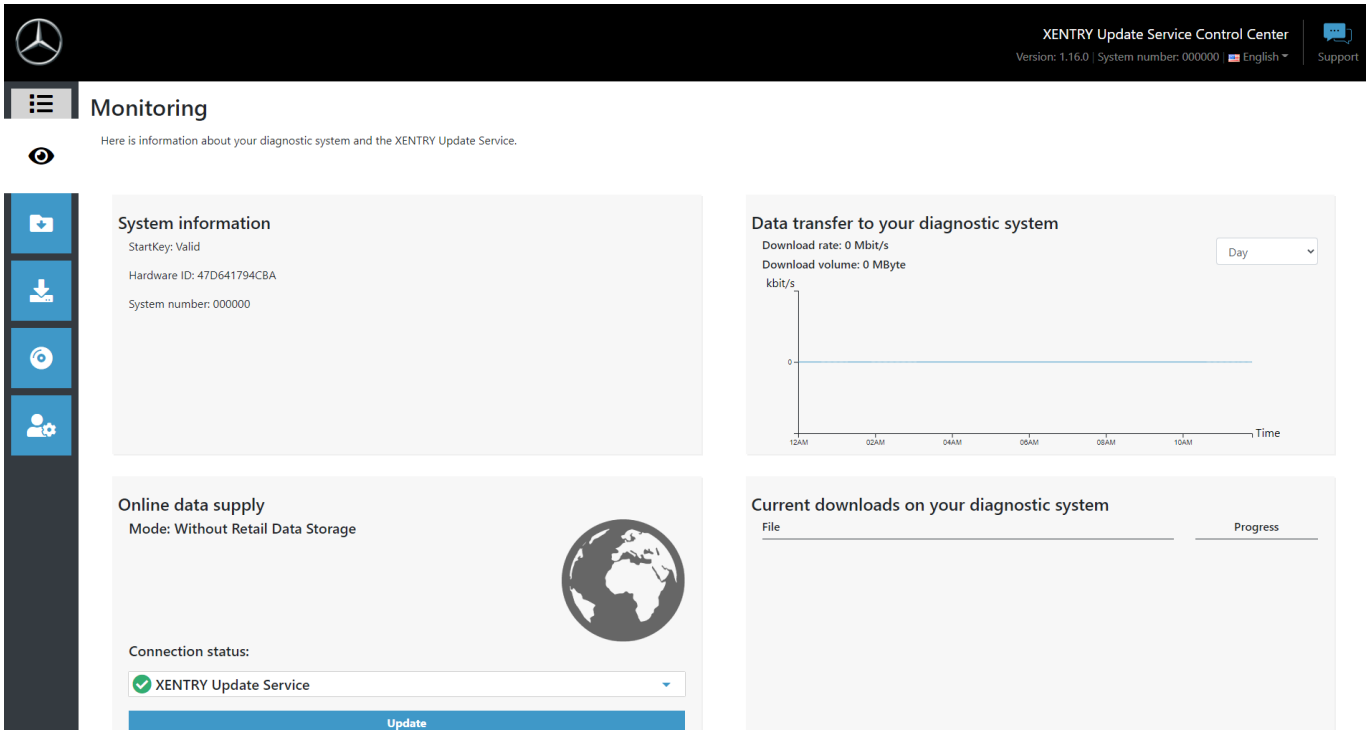


Fig. 8: Monitoring of data supply via XENTRY Update Service

5.2.3 Files

In the "Files" area, an overview of all data that is loaded onto your XENTRY Diagnosis system and data that is available in the backend is displayed. Release updates and control unit software are not displayed in this area; release updates can be found in the "Release overview" section in ➦ Chapter 5.2.4 “Release overview” on page 33.

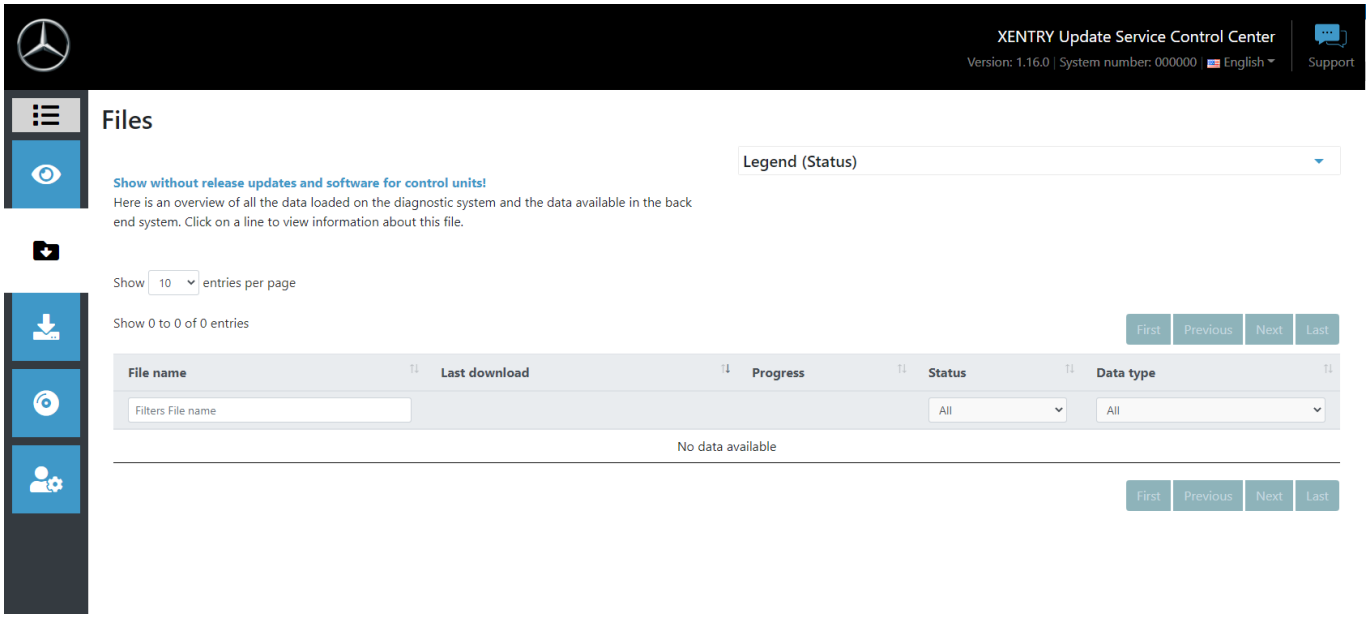


Fig. 9: Files available in the XENTRY Update Service

5.2.4 Release overview

The release overview shows you which release updates are available on the Retail Data Storage. The progress bar shows the percentage of the respective release update that has already been downloaded from the Internet to the Retail Data Storage.

You also have the option, via the function button, to only display the release updates that are suitable for the XENTRY Diagnosis system you are currently using. For example, a distinction is then made here between the release update for the XENTRY Diagnosis Pad and XENTRY Diagnosis Pad 2.

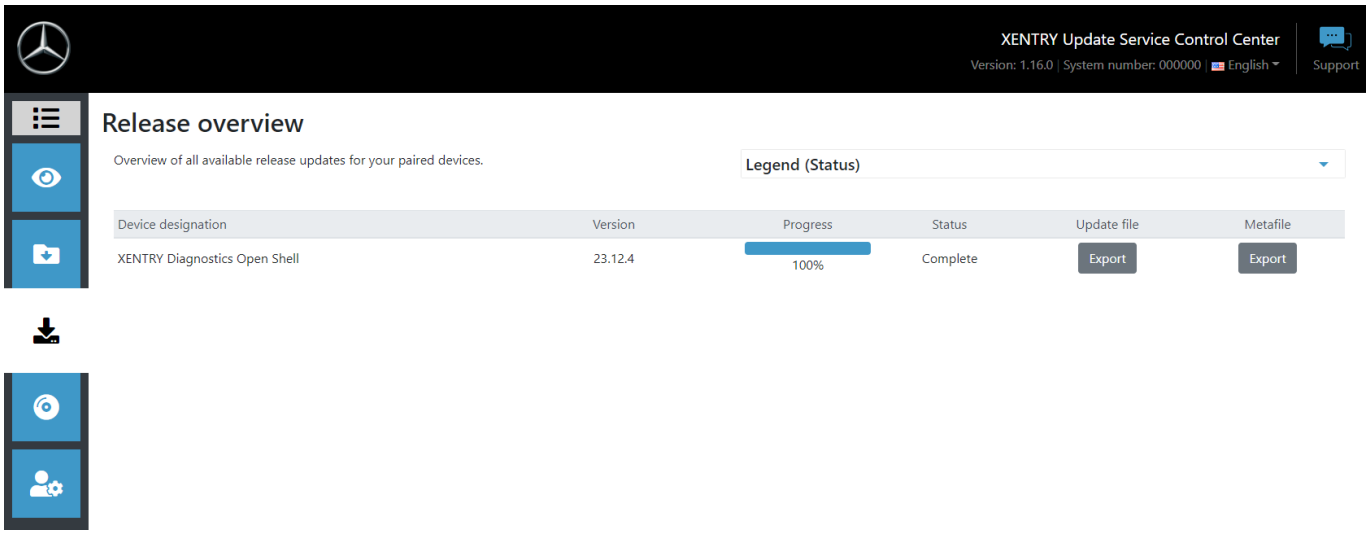


Fig. 10: Release overview in the XENTRY Update Service Control Center (2)

5.2.5 Control unit software

This overview shows you which control unit software is available for download. The status of the respective file shows you whether the file is already on your XENTRY Diagnosis system or can still be downloaded.

The "Request" button allows you to manually initiate the download of control unit software that has not yet been downloaded to your XENTRY Diagnosis system. This may be necessary, for example, if you are on the road with your XENTRY Diagnosis system for a Service 24h deployment outside the workshop network and know that you will need exactly this data.

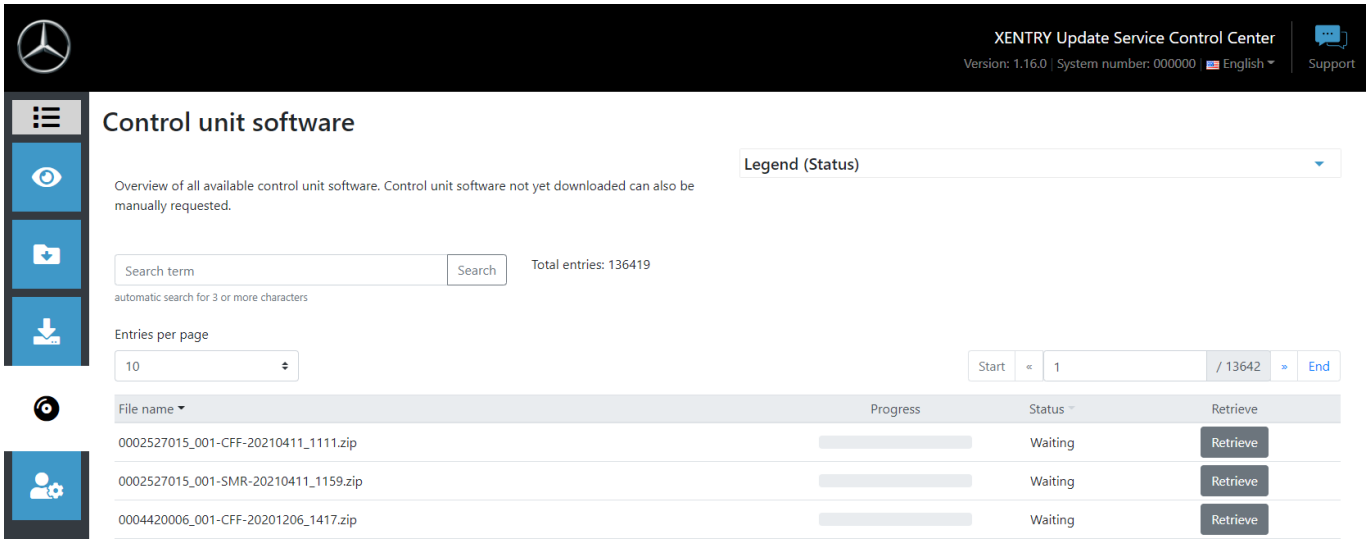


Fig. 11: Overview of available control unit software

5.3 VCI Manager

The VCI Manager is used for firmware updates and recovery of the XENTRY Diagnosis VCI. The overview under "General" shows you the connection status between the diagnostic device and the XENTRY Diagnosis VCI.

Fig. 12: VCI Manager icon

5.3.1 Launching VCI

You can use the "Call VCI" function to check the connection between XENTRY Diagnosis system and VCI or simply to determine which VCI is connected to the XENTRY Diagnosis system.

Please note that this function is only available if you have already paired the XENTRY Diagnosis system and VCI.

Note: The VCI does not have its own power supply. This means that the VCI can only be launched if it is connected to a power source. This can be via OBD cable on a vehicle or via USB cable on the XENTRY Diagnosis system.

To launch the VCI, proceed as follows:

1. Open the VCI Manager via the shortcut on the desktop of your XENTRY Diagnosis system.
2. You can see the currently paired XENTRY Diagnosis VCI on the overview page. The "Launch VCI" button is available there. Click on it
3. The paired VCI beeps.

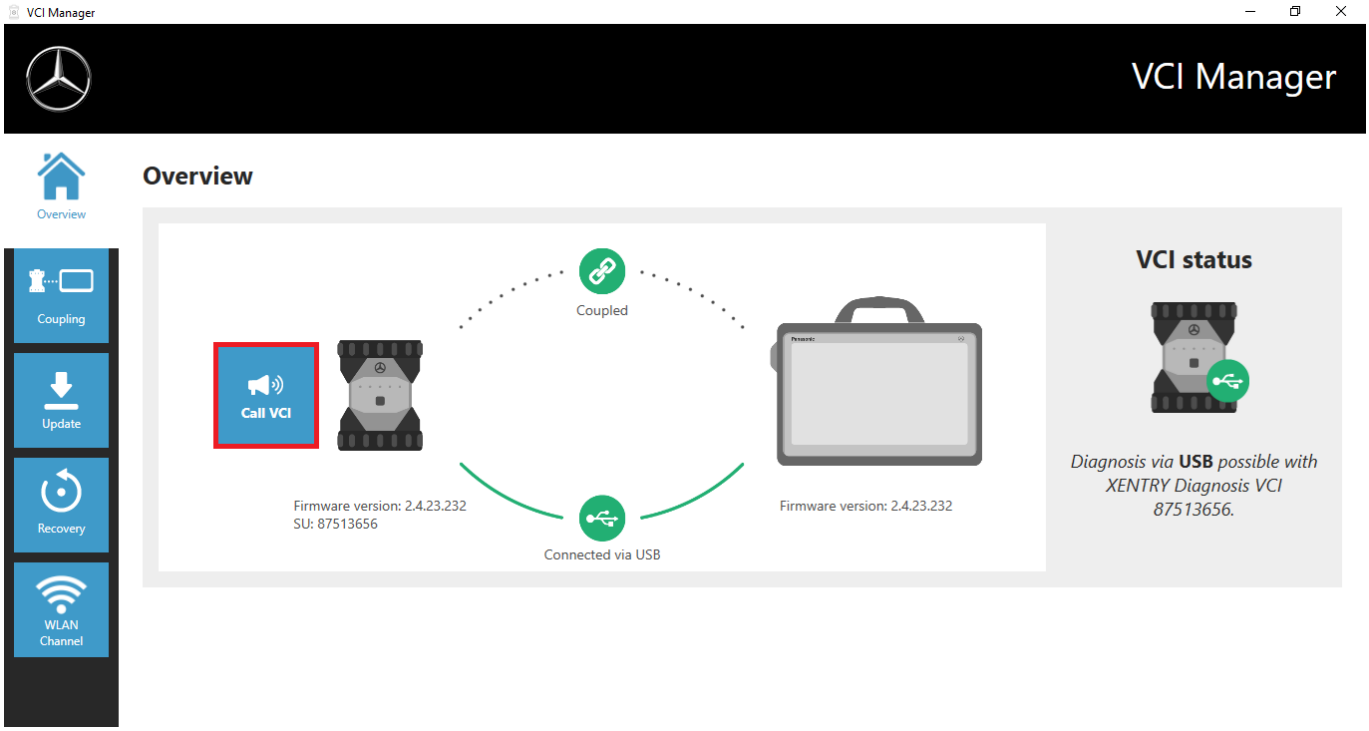


Fig. 13: Launching VCI

5.3.2 XENTRY Diagnosis VCI firmware update

Firmware update of the XENTRY Diagnosis VCI may be required after updating the XENTRY Diagnosis system. You can see this in the VCI Manager on the overview page, among other things, by a yellow exclamation mark:

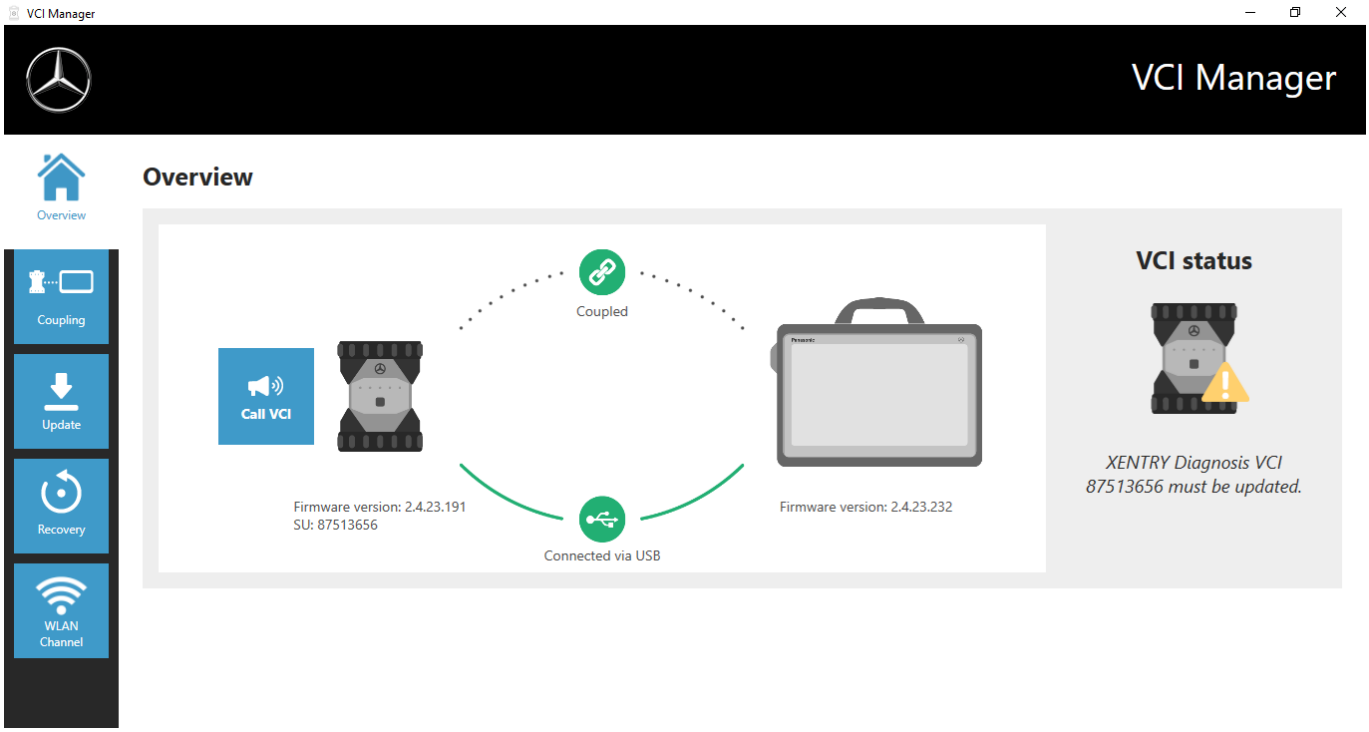


Fig. 14: Update note

1. Click on the "Update" menu item in the VCI Manager.
   ➡ Another window opens
2. Select the "Start update" button.

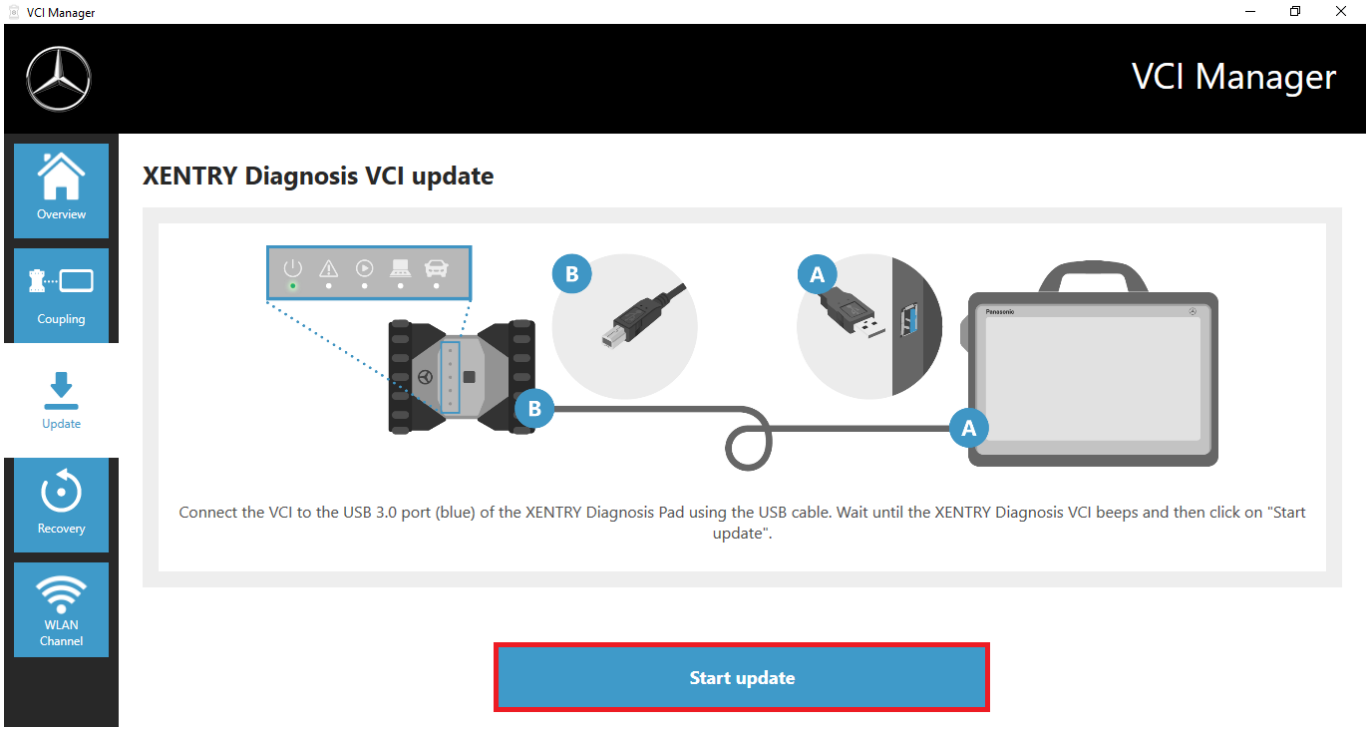


Fig. 15: Start update

When executing the update, please ensure that the USB connection between XENTRY Diagnosis system and VCI is not interrupted.

After completing the update you can work with your XENTRY Diagnosis system as usual.

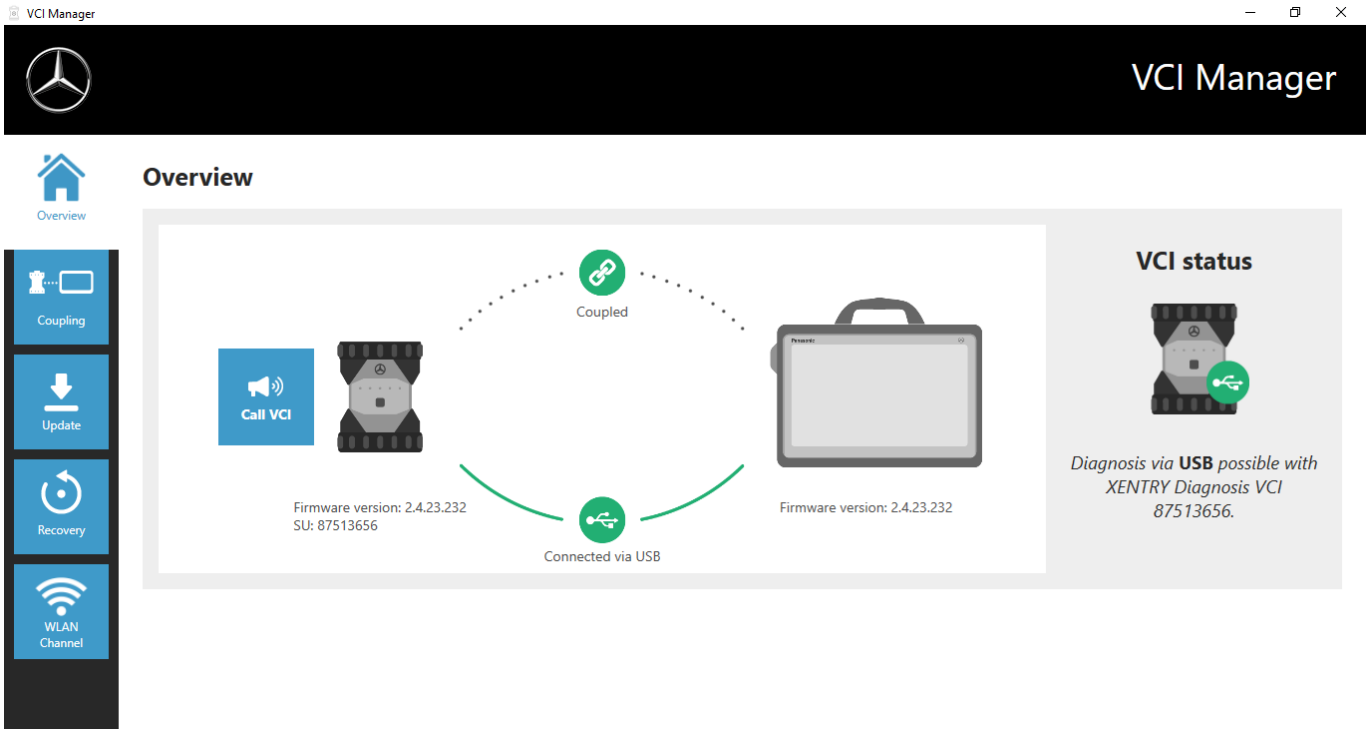


Fig. 16: Confirmation after firmware update

5.3.3 XENTRY Diagnosis VCI recovery

Recovery should only ever be performed, when explicitly requested to do so by the Diagnosis User Help Desk!

This function is used to adapt the firmware version of the XENTRY Diagnosis VCI to the corresponding firmware version of the XENTRY Diagnosis solution. This release switching function is described in .

Recovery is only necessary if you have switched the release on the XENTRY Diagnosis system to the preceding version and, where applicable, need to reduce the firmware version on the XENTRY Diagnosis VCI.

Proceed as follows.

1. Connect the XENTRY Diagnosis VCI to the XENTRY Diagnosis system through a USB connection cable.
2. For this, the XENTRY Diagnosis VCI must be in recovery mode. To do so, remove the rubber cover with printed WLAN symbol from XENTRY Diagnosis VCI and press the recovery button for 3 seconds.
   ➡ The red LED below the triangle symbol should now light up.
3. Click in VCI Manager on the "Start recovery" button

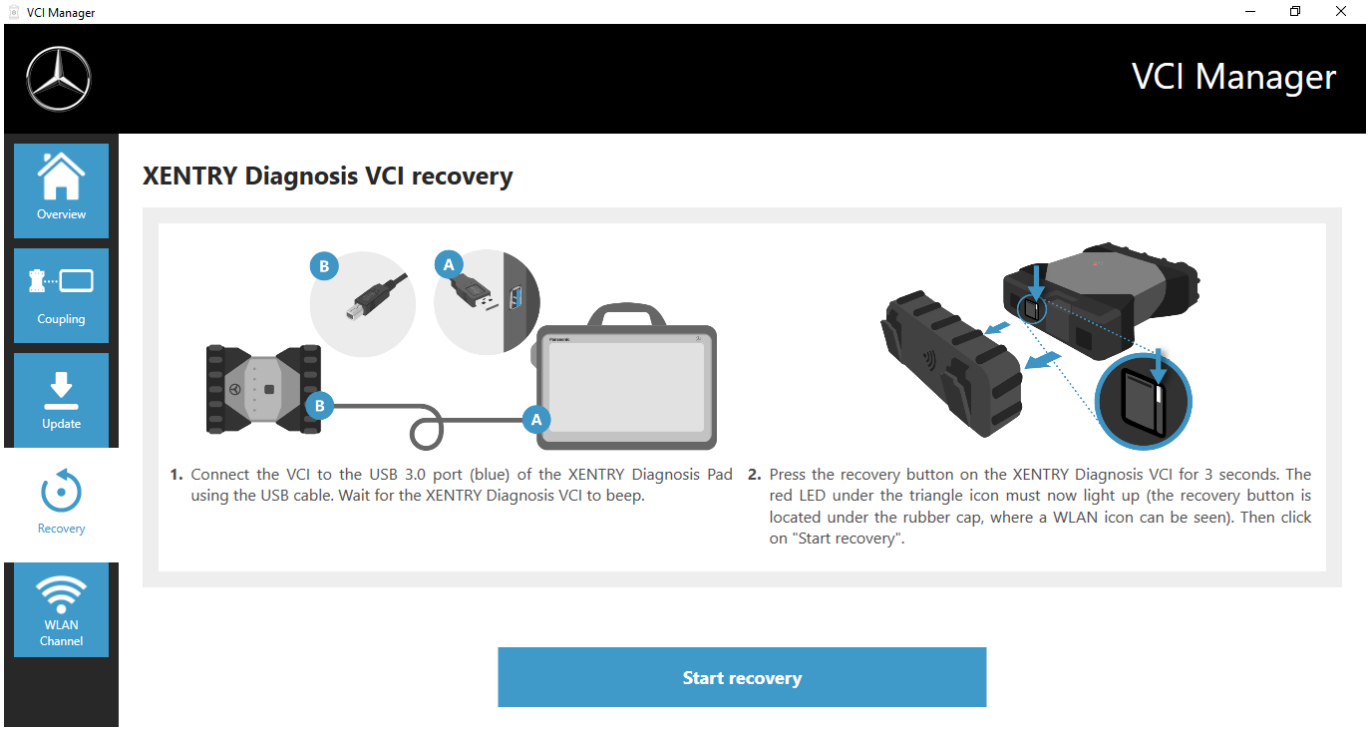


Fig. 17: Recovery of XENTRY Diagnosis VCI

Ensure that the connection between XENTRY Diagnosis system and XENTRY Diagnosis VCI is not interrupted during recovery.

5.3.4 WLAN channel

In rare cases, the WLAN channels within the workshop can interfere with each other. If this is the case, it is possible to manually configure the WLAN channel between the XENTRY Diagnosis system and VCI. Proceed as follows:

1. Choose the "WLAN channel" menu item
2. Click there on the "WLAN configuration" button

3. Follow the instructions shown

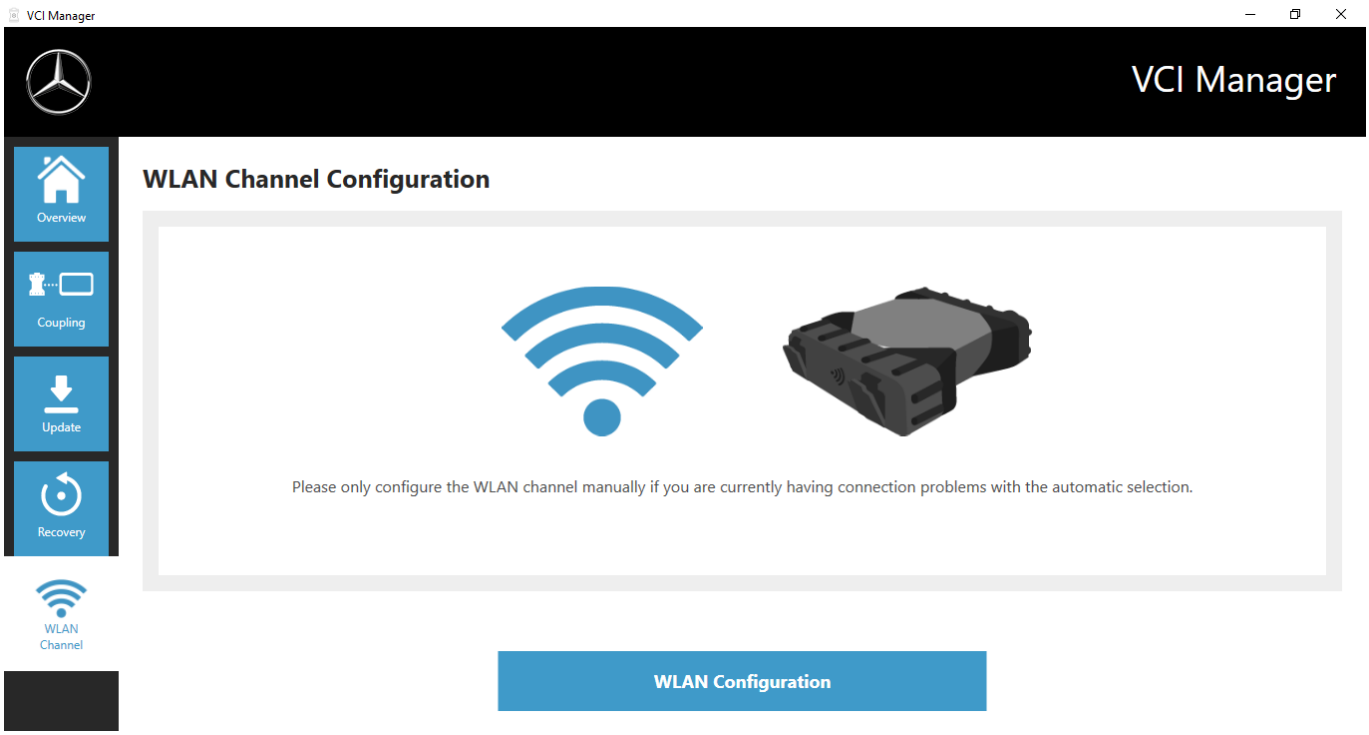


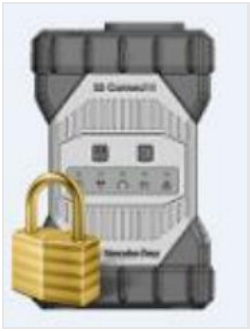
Fig. 18: Configuration of WLAN channel

5.4 VCI Monitor

The VCI Monitor shows you the connection quality between the XENTRY Diagnosis system and the XENTRY Diagnosis VCI.

The following states are displayed by the "VCI Monitor" tool:

Icon	Status/cause	Description	Remedy
	VCI not paired	▪ VCI not paired	▪ Pair the VCI
	VCI not accessible (via WLAN)	▪ VCI is not connected through USB ▪ VCI is not visible via WLAN	▪ Supply power to the VCI
	"Pairing lost"	▪ VCI is not connected through USB ▪ VCI visible via WLAN ▪ Pairing missing	▪ Connect the VCI through USB connection cable ▪ Pair the VCI through the VCI Manager
	VCI firmware older than PC software	▪ Firmware of the VCI outdated	▪ Update the VCI through VCI Manager
	PC software older than VCI firmware	▪ VCI is not connected through USB ▪ VCI visible via WLAN ▪ PC software outdated	▪ Downgrade the VCI firmware by carrying out the "Update" in the VCI Manager
	VCI in recovery	▪ VCI connected through USB ▪ VCI in recovery mode	▪ Carry out recovery in the VCI Manager

Icon	Status/cause	Description	Remedy
	VCI in use	▪ VCI in use by (another) application	
	VCI in use via WLAN	▪ VCI in use via WLAN by (another) application	
	VCI accessible through USB	▪ VCI is connected through USB connection cable	
	VCI accessible via WLAN	▪ VCI accessible via WLAN ▪ WLAN connection quality visible through bar graph	
	WLAN adapter inoperative	▪ No communication possible between VCI and Pad via WLAN	▪ Reset WLAN adapter through "Reset WLAN adapter" window or right click the status display and then click "Reset WiFi flash drive..."
	VCI in use through cable connection	▪ VCI in use by (another) application	
	Flight mode	▪ WiFi stick is deactivated	▪ Deactivate flight mode ▪ Activate WiFi stick

5.5 PDF Center

With the PDF Center you have the following options:

- Save documents in a user-defined storage location
- Forward documents to a particular printer
- Compile documents into one file
- Export documents

It is easiest to specify in the settings of the PDF Center the actions which should be performed by default whenever you create a PDF document.

5.5.1 Logging in to the PDF Center

Double-click on the PDF Center icon to open the PDF Center. Alternatively, click the icon in the taskbar

Fig. 19: PDF Center Icon

As soon as you open the PDF Center you have the possibility to log in.

Please note that in some markets, logging in is required to use all functions.

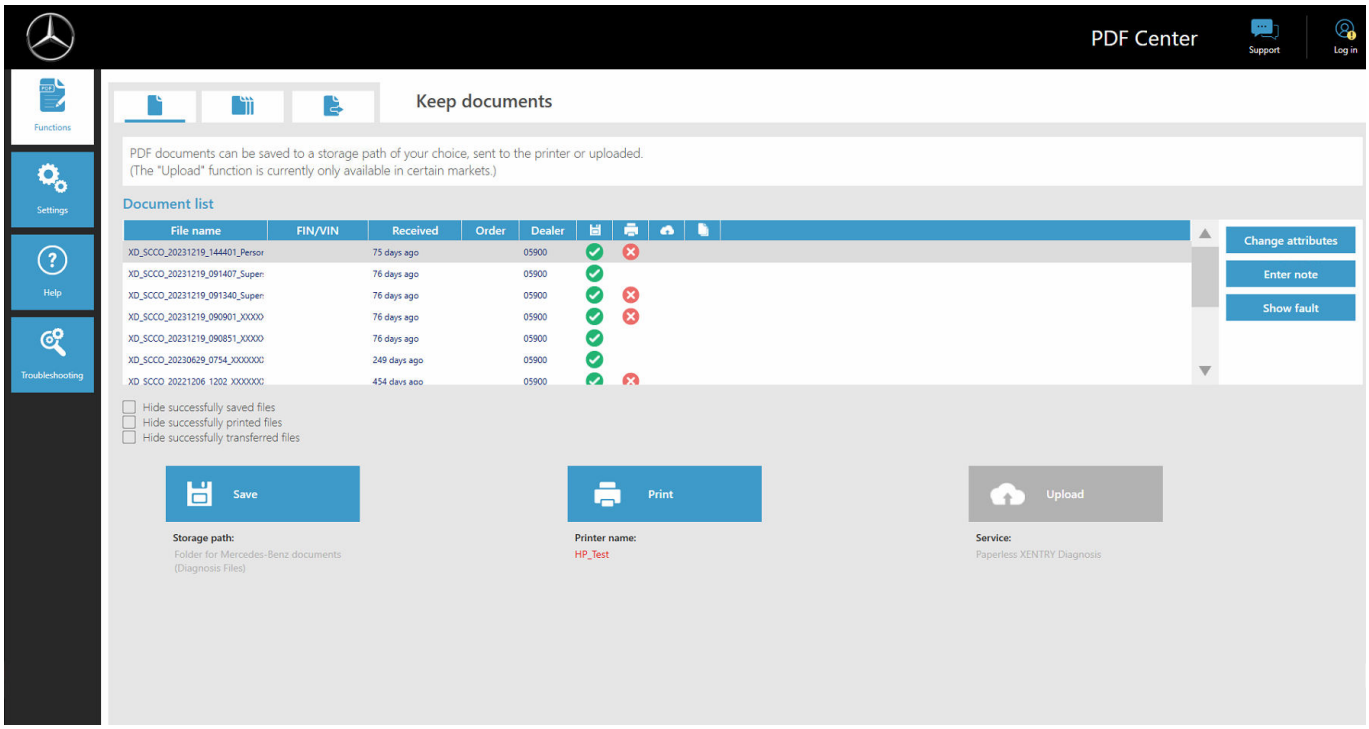


Fig. 20: PDF Center functions - Save documents

1. Click on the "Log in" button at the top right
   ➡ The XENTRY login screen opens
2. Log in as usual
   ➡ You will now see a green tick in the top right-hand corner

5.5.2 Functions of the PDF Center

Within the PDF Center, in the Functions section, you have three main functions at your disposal.

By clicking on the respective tab, you can select the main function Save documents, Compile documents and Transfer/export documents and make settings there.

In the Save documents area, you will find an overview of all documents that have been printed with the PDF Center. You will also see the status of the documents, whether they are saved, printed on paper, uploaded (not available in all countries) or included in a compilation. A green tick indicates a successful action, a red X indicates an action that has failed and a rotating symbol indicates that the process is currently in progress.

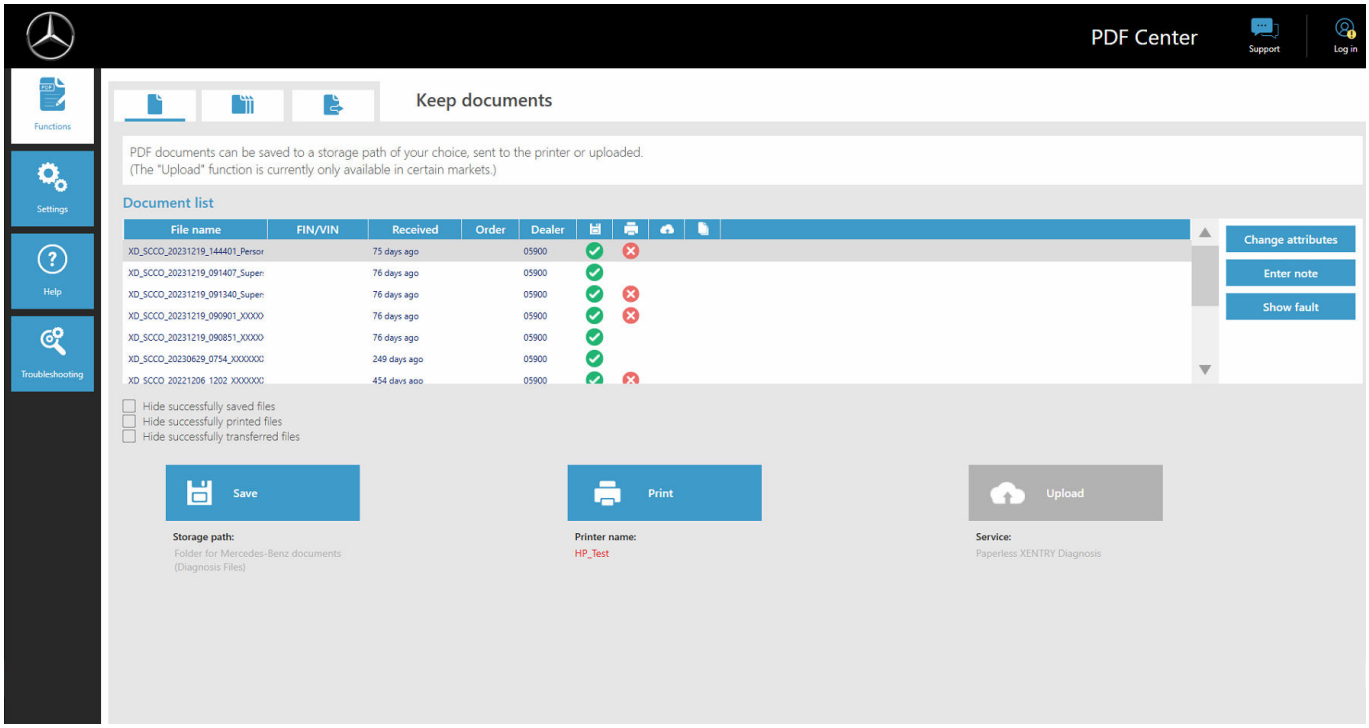


Fig. 21: PDF Center functions - Save documents

You can change the view of the document list by clicking the checkboxes

- Hide successfully saved files
- Hide successfully printed files
- Hide successfully transferred files

Filter so that you have a simpler overview. The documents are hidden according to the selected checkboxes.

You can also filter the documents by the selected attribute in ascending or descending order by clicking on the headings in the blue bar.

To save, print or upload documents, click on the respective button at the bottom.

The Upload function is not available in every market. If the button is grayed out, the function is not yet available in your market.

By clicking on a document in the file list, you can use the buttons on the right-hand side to change the attributes, enter a note or display a possible error. A gray background of the respective file indicates that you have selected it.

Already known attributes are pre-filled when the documents are created from XENTRY Diagnosis. If you still want to change the dealer number, the order number or the FIN/VIN afterwards, you can do this using the "Change attributes" button.

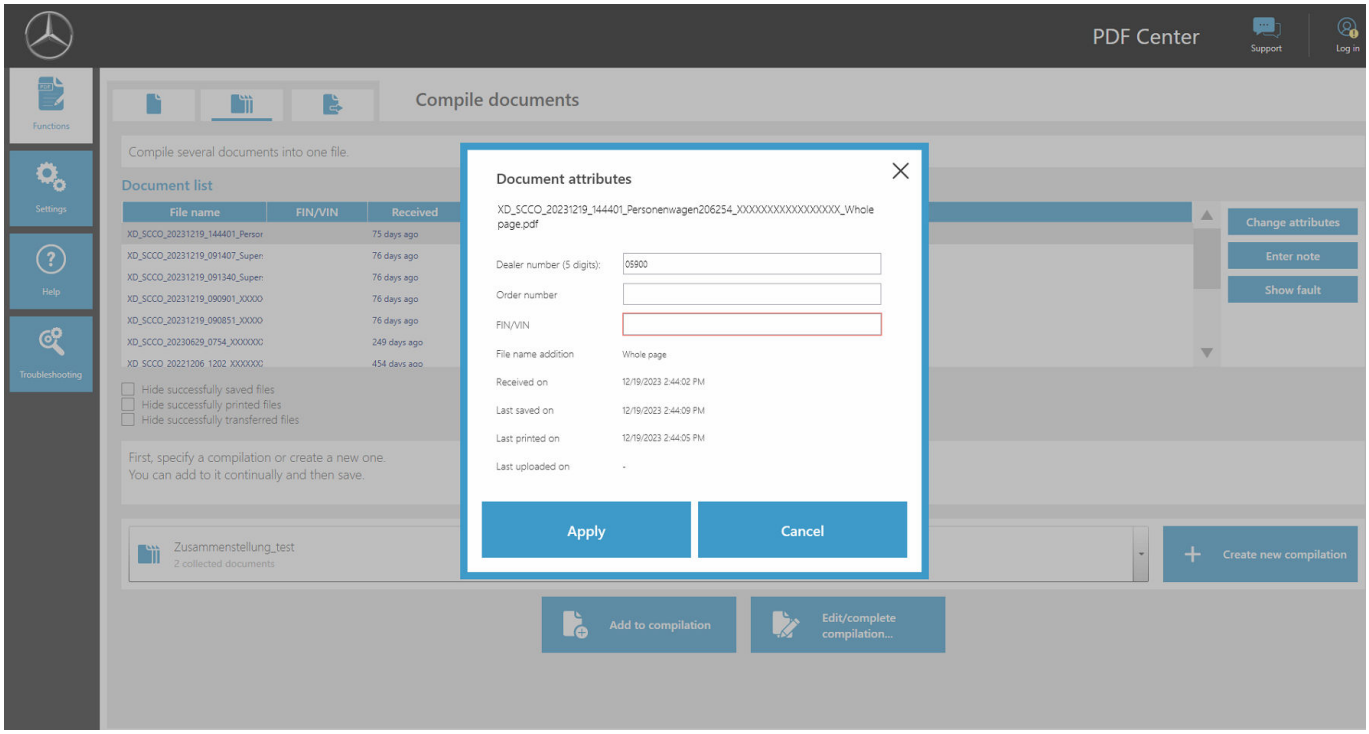


Fig. 22: PDF Center - Attributes of document

After clicking on the "Change attributes" button, the corresponding overview opens to change the attributes. After entering and completing the data, you can save it by clicking the "Apply" button. If your market is enabled for the upload function, these fields are mandatory in order to be able to use the upload function.

You can add relevant notes to the document using the "Enter note" button. The original document remains unchanged, only an additional page with your notes is added to your original document.

The "Show errors" button displays possible errors for the documents and their processing. You will also see these highlighted with a red X in the document list.

In the Compile documents area, you have the option of combining several documents and merging them into one file.

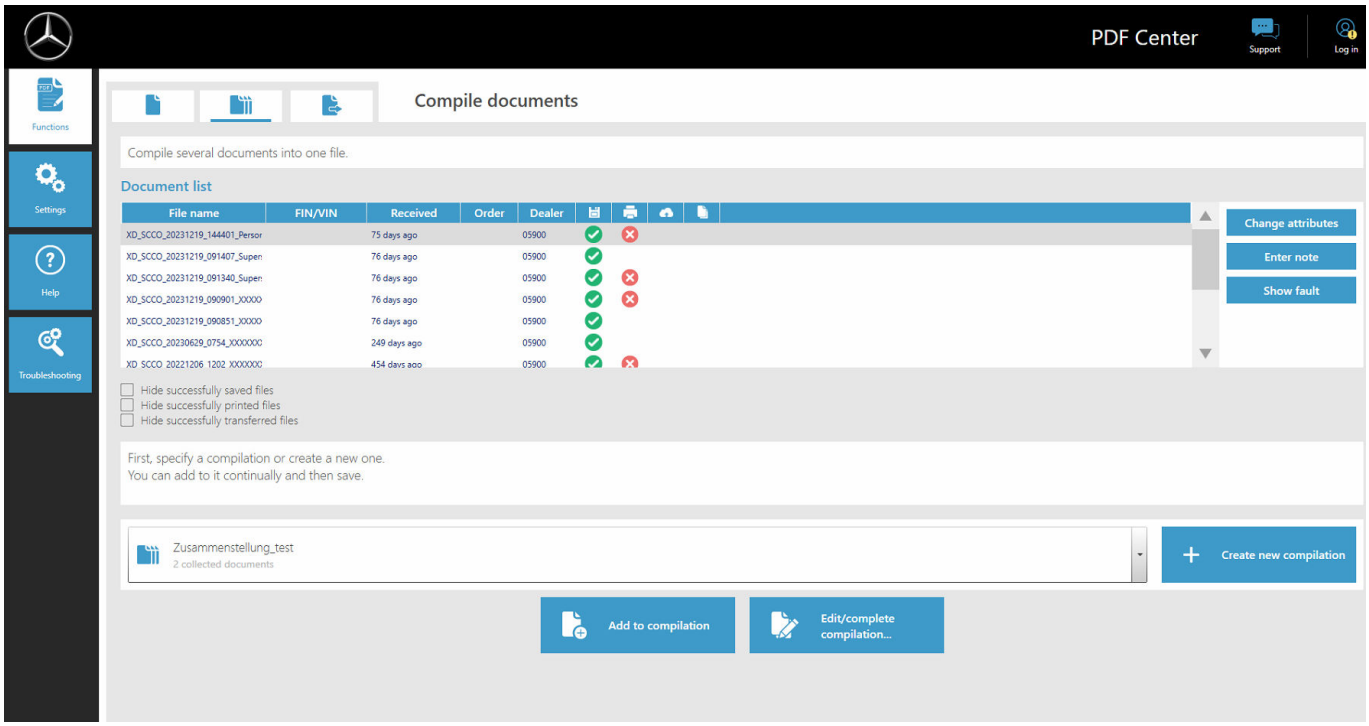


Fig. 23: PDF Center functions - Compile documents

1. To compile a PDF, click on the "Create new compilation" button
   ➡ An input window opens
2. In the input window, you can enter the name of the compilation and optionally the FIN/VIN
3. Save the setting with the "Apply" button
4. Now select the documents in the document list that you want to compile
   ➡ The selected files are then highlighted in purple in the document list
5. To add further documents, click on the "Add compilation" button
6. Once you have selected all documents, click on "Edit/finalize compilation"
   ➡ An input window opens
7. Select "Complete compilation" to merge the documents

In the Documents area, you have the option of exporting documents that have already been created to another diagnostic device or transferring them to another target structure.

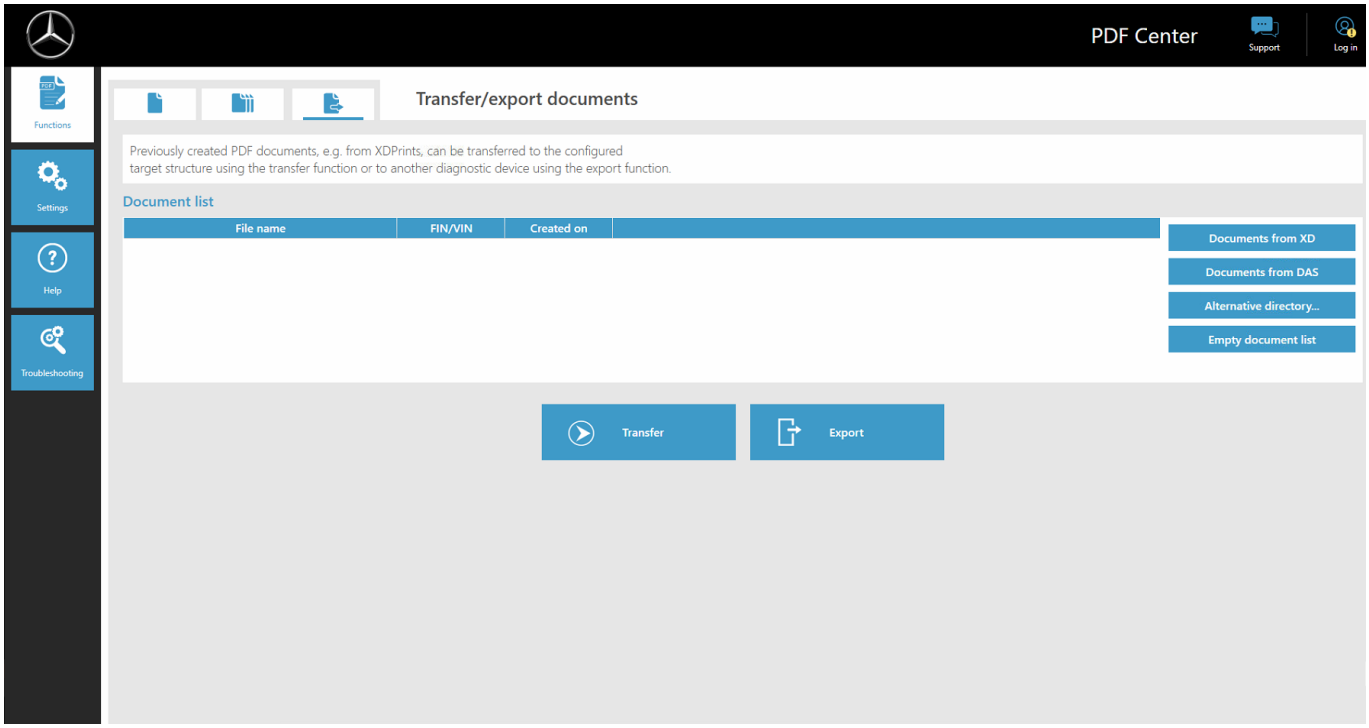


Fig. 24: PDF Center - Transfer/export documents

To do this, select a file. You can export the file via the "Export" button and transfer it accordingly via the "Transfer" button, for example to another diagnostic device.

5.5.3 PDF Center settings

You can define basic settings in the PDF Center settings.

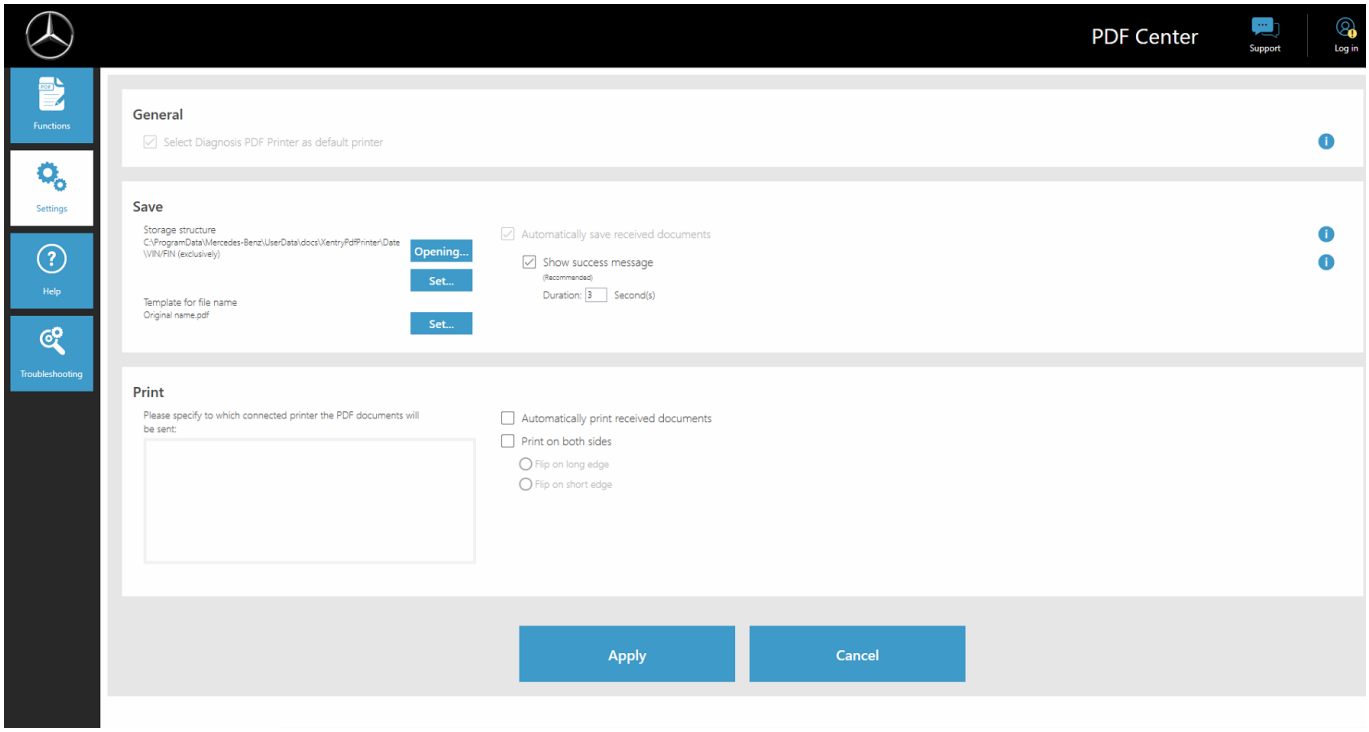


Fig. 25: PDF Center Settings

The PDF Printer is generally defined as the default printer.

You can change the storage location and the template for the file name in the Save area.

You can also display the success message and define the time for which the message is displayed. The message informs you whether the document was stored successfully.

By storing a filing structure, generated PDFs are stored directly in the defined folder. This saves you time in the workshop process.

1. Click the "Set" button in the Save section to define your filing structure
   ➡ An input window opens
2. You can choose whether you want to save the base directory or the base directory including structure
   ➡ The Explorer window opens and all connected data storage media are displayed. These can be, for example, a USB flash drive or an external hard drive, as well as the data storage media of the diagnostic system
3. Now select the directory to be used
4. Confirm the entry with the "Select folder" button
   ➡ The Explorer window closes again
5. Now save the setting permanently using the "Apply" button

You can also set the file name of the generated PDF file.

1. In the Save area, click the "Set" button next to "Template for file name original name.pdf"
   ➡ An input window opens
2. Select the desired function
3. Save the setting using the "Apply" button

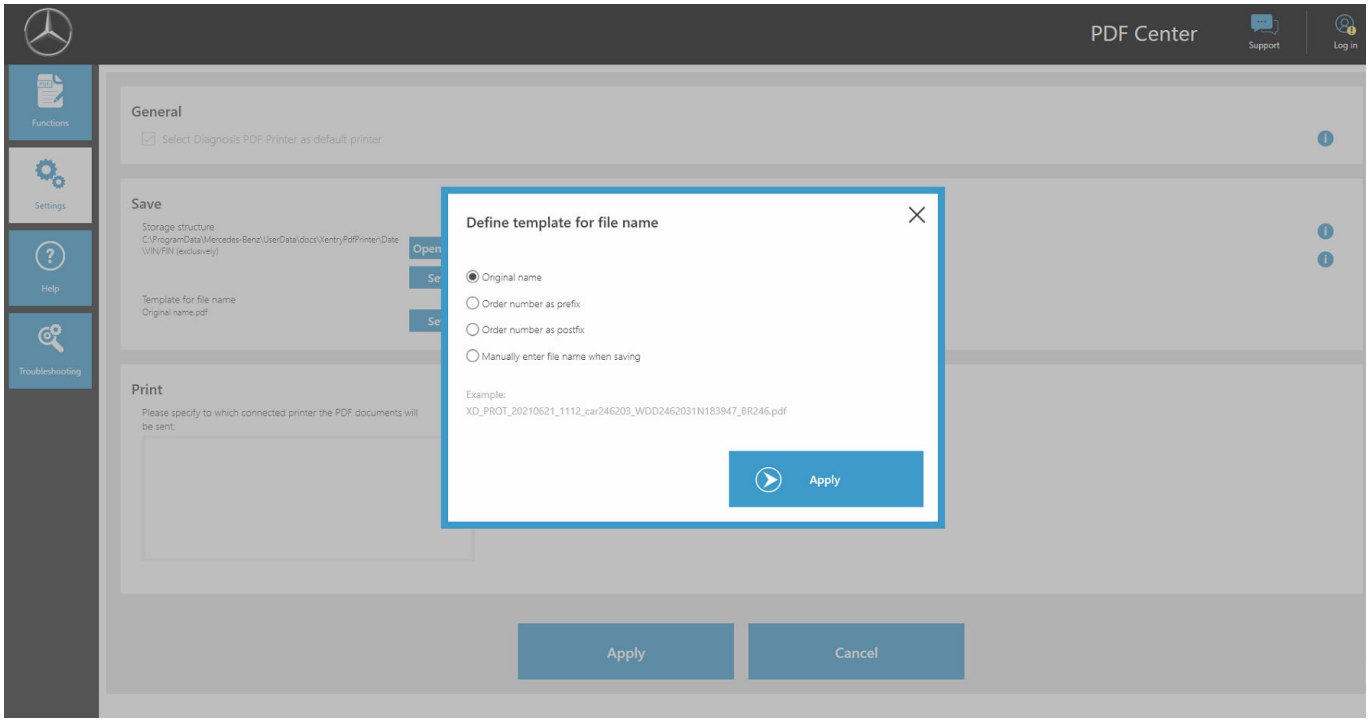


Fig. 26: Set file name

In the Print area, you can specify a hardware printer to print the documents. You can also specify whether the paper should be printed on both sides.

ENVIRONMENT

Please consider whether you really need the documents in paper form before you set a printer.

5.5.4 PDF Center Help

In the Help section, you can view various documents for self-help and best practices.

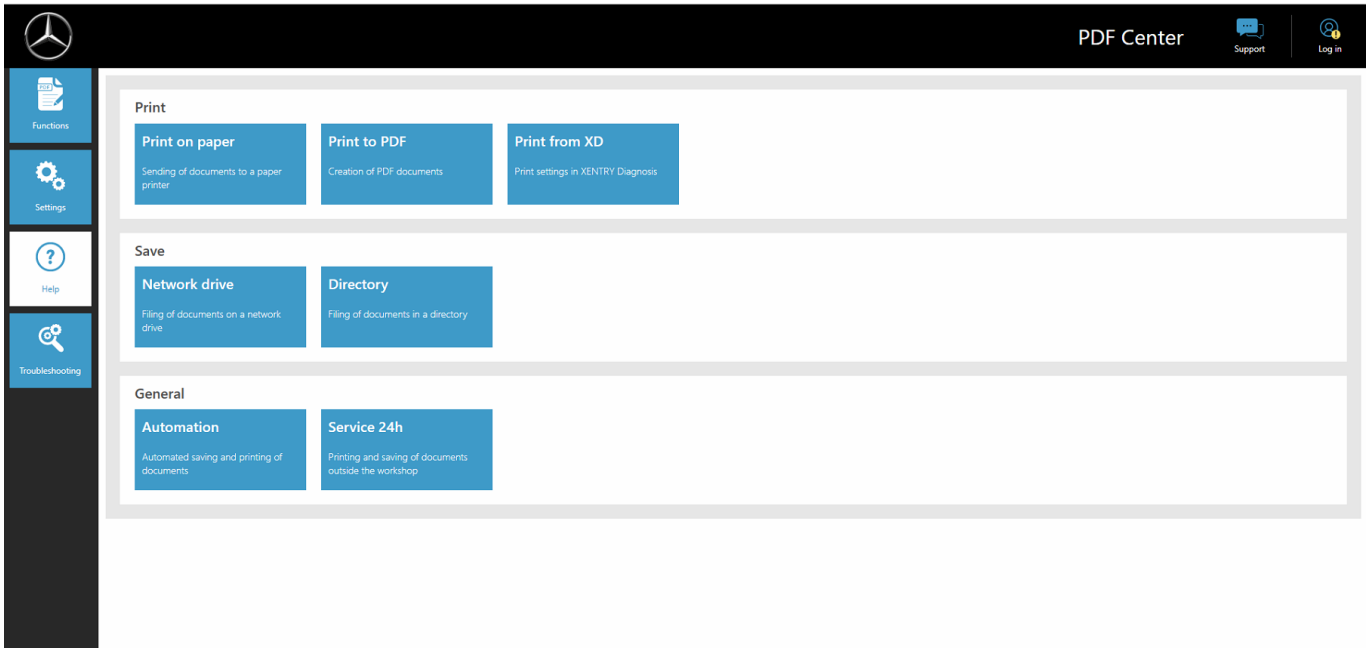


Fig. 27: PDF Center Help

By clicking on the respective topic, another document will open and provide you with further information on the respective topics. The topics provide practical tips to give you work procedures and best practices.

5.5.5 Best practice for paper printing

It is also possible to create documents in paper form using the PDF Center.

1. Open the PDF Center
2. Go to the Settings area
3. Select the desired printer in the "Print" area.
4. If documents created are to be printed automatically, check the box "Print received documents automatically". You also have the option of printing documents on both sides by selecting the "Print paper on both sides" setting
5. Save the setting by clicking on the "Apply" button

   ➡ The settings you have made are then applied

ENVIRONMENT

Please consider whether you really need the documents in paper form before you create a document.

5.5.6 Best practice for PDF printing (compile PDF)

You can compile PDF documents as follows:

1. Open the PDF Center
2. To compile a PDF, click on Create new compilation

   ➡ An input window opens
3. In the input window, you can enter the name of the compilation and optionally the FIN/VIN
4. Save the setting using the "Apply" button
5. Now select the documents in the document list that you want to compile

   ➡ The selected files are then highlighted in purple in the document list
6. To add further documents, click on the "Add compilation" button
7. Once you have selected all documents, click on "Edit/finalize compilation"

   ➡ An input window opens
8. Select "Complete compilation" to merge the documents
9. Click on the "Diagnosis Files" shortcut on your desktop to open documents or on the storage location where you save your documents

5.5.7 Best practice for printing from XD

Within the XENTRY Diagnosis application, you have two "Print" symbols at the top right.

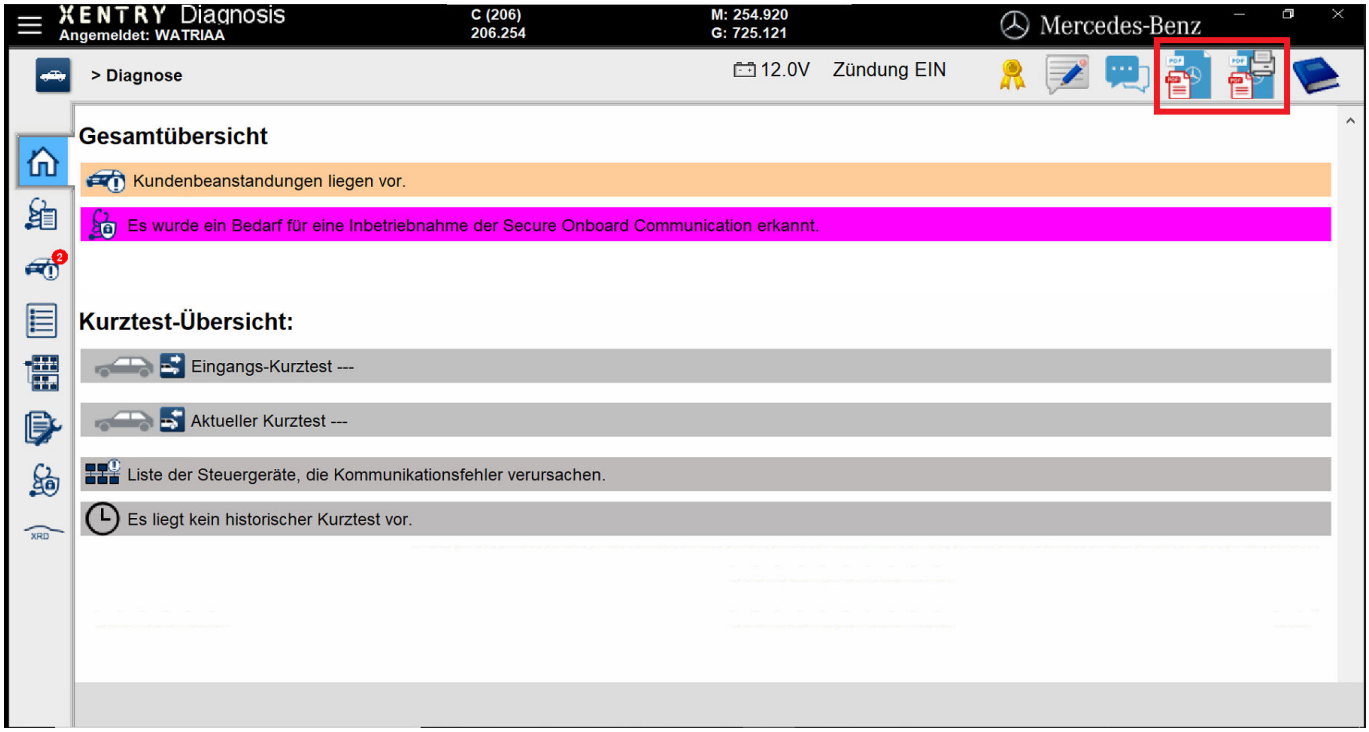


Fig. 28: Printing from XENTRY Diagnosis

The symbol on the left creates a PDF. The symbol on the right creates a PDF within the PDF Center and also creates a printout on the printer you have defined.

Click on the corresponding symbol to start creating the document. Depending on the setting, the successful creation of the document is indicated by a success message.

If you start using the symbol on the right and have not yet saved a printer, a message will appear at the bottom right indicating that no printer has been saved yet. You can add a printer using the "Configure now" button.

You also have the option of making a setting for how the automatic quick test should be created.

You can select the Start and print quick test automatically option in the Automatic quick test if you want to print it out on paper.

If you have selected automatic creation of a PDF file in the automatic quick test, the PDF Center is then used

5.5.8 Best practice for network drive

Created PDF documents can also be stored on a network drive of your choice. With Windows 10 and Windows 11, proceed as follows.

1. Open the desired drive in Explorer
2. Now select the desired folder where you also want to store the documents in the future on the left-hand side with a right mouse click.
   - ➡ A selection window opens
3. Select the "Pin to quick-access" item
4. Open the PDF Center
5. Go to the Settings area
6. Click the "Set" button in the Save section to define your filing structure
   - ➡ An input window opens
7. You can choose whether you want to save the base directory or the base directory including structure
   - ➡ The Explorer window opens and all connected data storage media are displayed. These can be, for example, a USB flash drive or an external hard drive, as well as the data storage media of the diagnostic system
8. Now select the network that you have attached to the quick-access that is to be used
9. Confirm the entry with the "Select folder" button
   - ➡ The Explorer window closes again
10. Now save the setting permanently using the "Apply" button

5.5.9 Best practice for directory

To store documents in a directory, proceed as follows.

1. Open the PDF Center
2. Go to the Settings area
3. Click the "Set" button in the Save section to define your filing structure
   ➡ An input window opens
4. You can choose whether you want to save the base directory or the base directory including structure
   ➡ The Explorer window opens and all connected data storage media are displayed. These can be, for example, a USB flash drive or an external hard drive, as well as the data storage media of the diagnostic system
5. Now select the directory to be used
6. Confirm the entry with the "Select folder" button
   ➡ The Explorer window closes again
7. Now save the setting permanently using the "Apply" button

Saving a drive using the "Pin to quick-access" function as described above is recommended. However, the outdated method of "Connect network drive" is not recommended.

5.5.10 Best practice for automation

You have the option of saving documents automatically when you create them from XENTRY Diagnosis, for example. To do this, make the following setting in the PDF Center.

1. Open the PDF Center
2. Go to the Settings area
3. Check the box "Automatically save received documents" in the Save section
   ➡ The PDF documents you create will then automatically be saved at the defined storage location
4. You have the option of activating or deactivating a success message by checking the box "Show success message"
   ➡ The success message shows that the Diagnosis PDF Printer was used for saving and which VIN/FIN was assigned for the document
5. Now save the setting permanently using the "Apply" button
6. Open XENTRY Diagnosis
7. For example, run a quick test and click on the print symbol in the top right-hand corner
   ➡ The pop-up window confirms the save: Save path: This is where the document was saved. Storage structure: The PDF document was filed in this sub-folder. Current document: This file name was used
8. Click on the "Diagnosis Files" shortcut on your desktop to open documents or on the storage location where you store your documents.
9. Alternatively, the created PDF document is displayed in the PDF Center in the Functions area in the Save/Print tab.

5.5.11 Best practice for Service 24h

PDF documents can also be created offline, for example for 24-hour service, and printed later.

1. Open the PDF Center
2. Go to the Settings area
3. Open XENTRY Diagnosis
4. Print the documents using the print symbol in the top right-hand corner
5. To print the documents on paper afterwards, open the PDF Center

6. Go to the Functions tab

   ➡ You will now see all documents with the respective status. Documents that have not been printed have the status in the print queue

7. As soon as you are connected again to a printer, the document is printed out

   ➡ This is indicated by a green tick on the printer symbol in the document list

5.5.12 Best practice for troubleshooting the PDF Center

In the Troubleshooting section, you can perform a new installation and contact support.

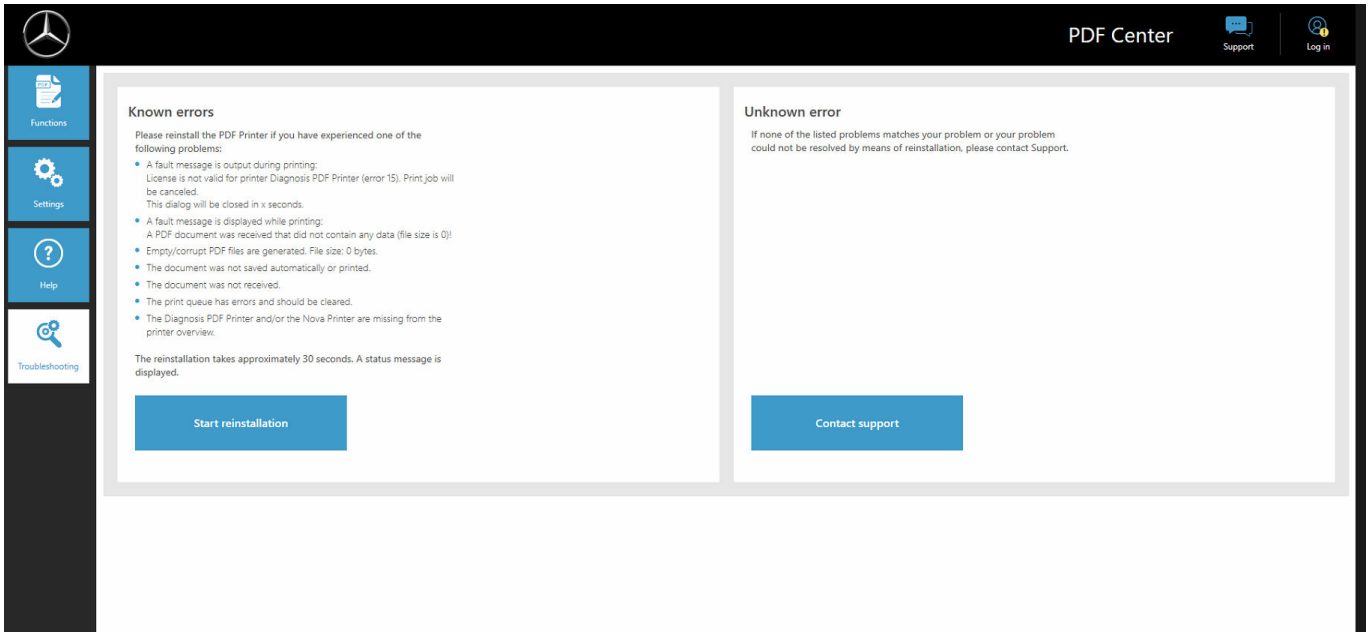


Fig. 29: PDF Center Troubleshooting

You can see an overview of known error cases that can occur. A reinstallation is recommended here, which in most cases solves the problems. Do this even if your error is not described. Once you have clicked the "Start reinstallation" button, the installation will start immediately. Existing documents will be retained.

You also have the option of contacting support by clicking on the "Contact support" button.

A XENTRY Support and Feedback ticket will then open, which you can fill out.

Perform a reinstallation before contacting support as some errors will be repaired by this, even if this is not explicitly mentioned.

5.6 Support Tool

You can open the Support Tool through the link on the desktop:

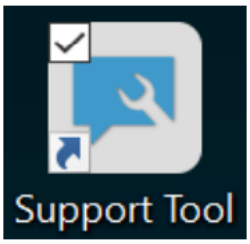


Fig. 30: Support Tool icon

After launching Support Tools, the "XSF-Ticket" is already selected. This page helps you to create an XSF ticket.

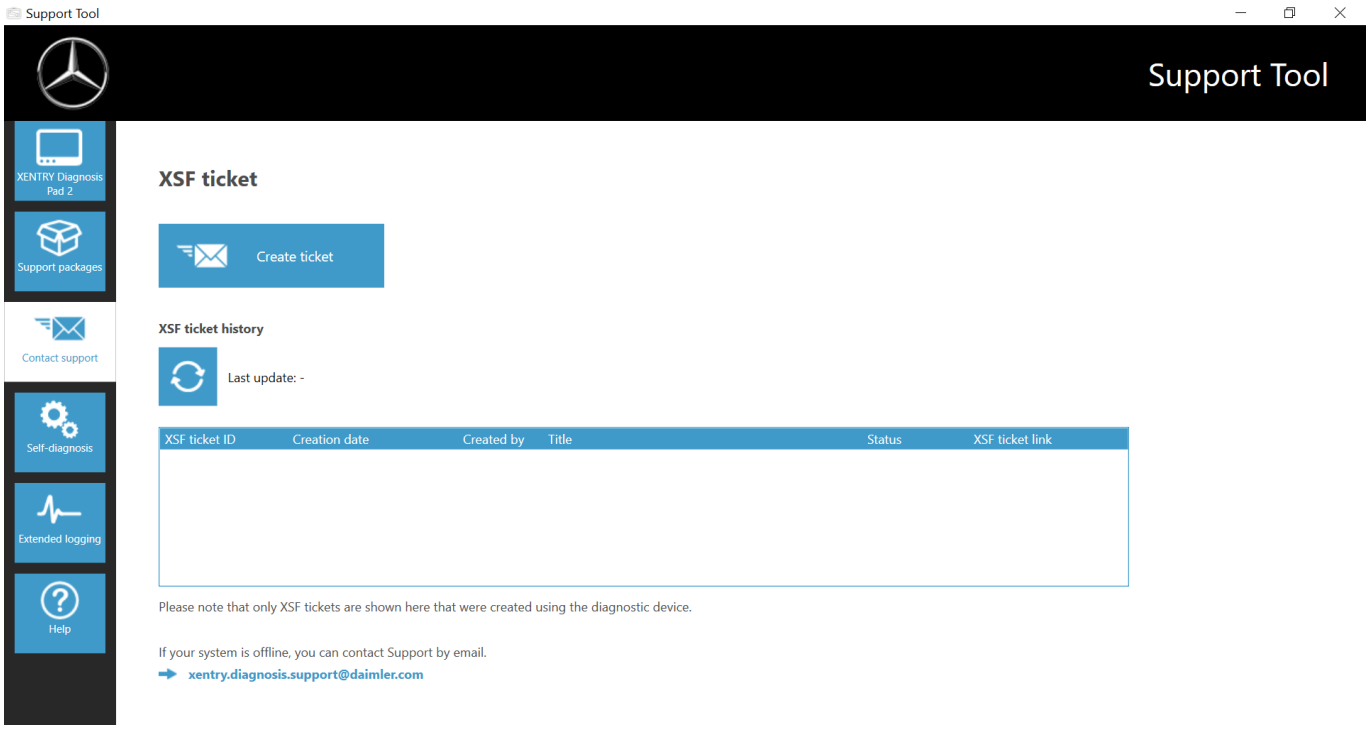


Fig. 31: Creating XSF tickets

- You will find system information in the "XENTRY Diagnosis" menu item
- The second item "Support Packages" makes it easy for you to create support packages and therefore to compile all the relevant system information for Support.
- The status of back-end server availability is listed under the "Self-diagnosis" menu item
- The Diagnosis User Help Desk may ask you to make a change to "Extended logging"; this is selected here
- You can find links to the online offer, help documents, instructions and release notes under "Help", the bottom menu item in the navigation bar.

Created support packages are available in the "Diagnosis Files" library, at the very bottom of the "Packages" area. The link for this is available on the desktop of your XENTRY Diagnosis Pad 2.

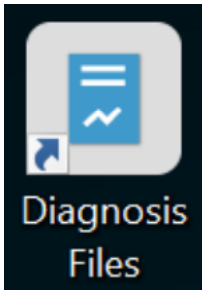


Fig. 32: "Support Files" library icon

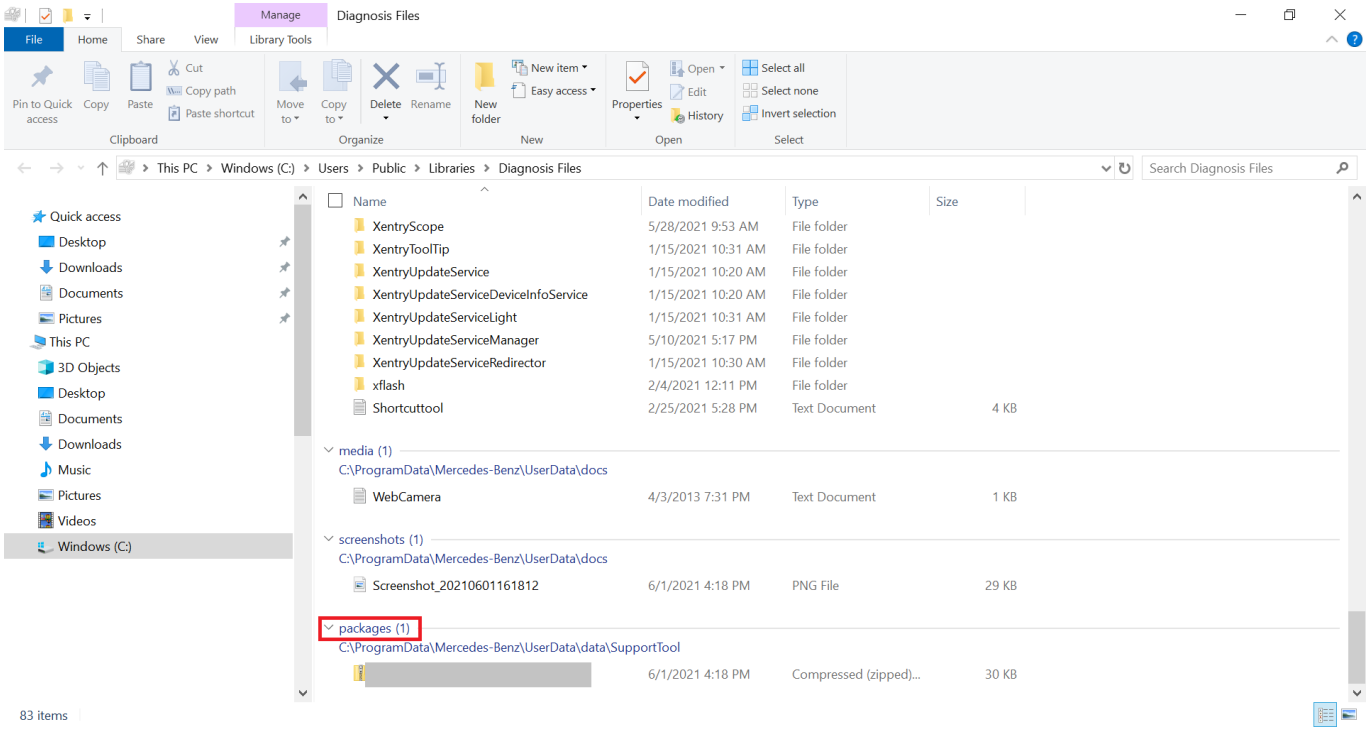


Fig. 33: Support packages storage location

6 Service & support

- To create an XSF ticket, we recommend using a tool for ticket generation. You can start this directly within the XENTRY Diagnosis Software. To do so, click on the speech bubble symbol at top right.

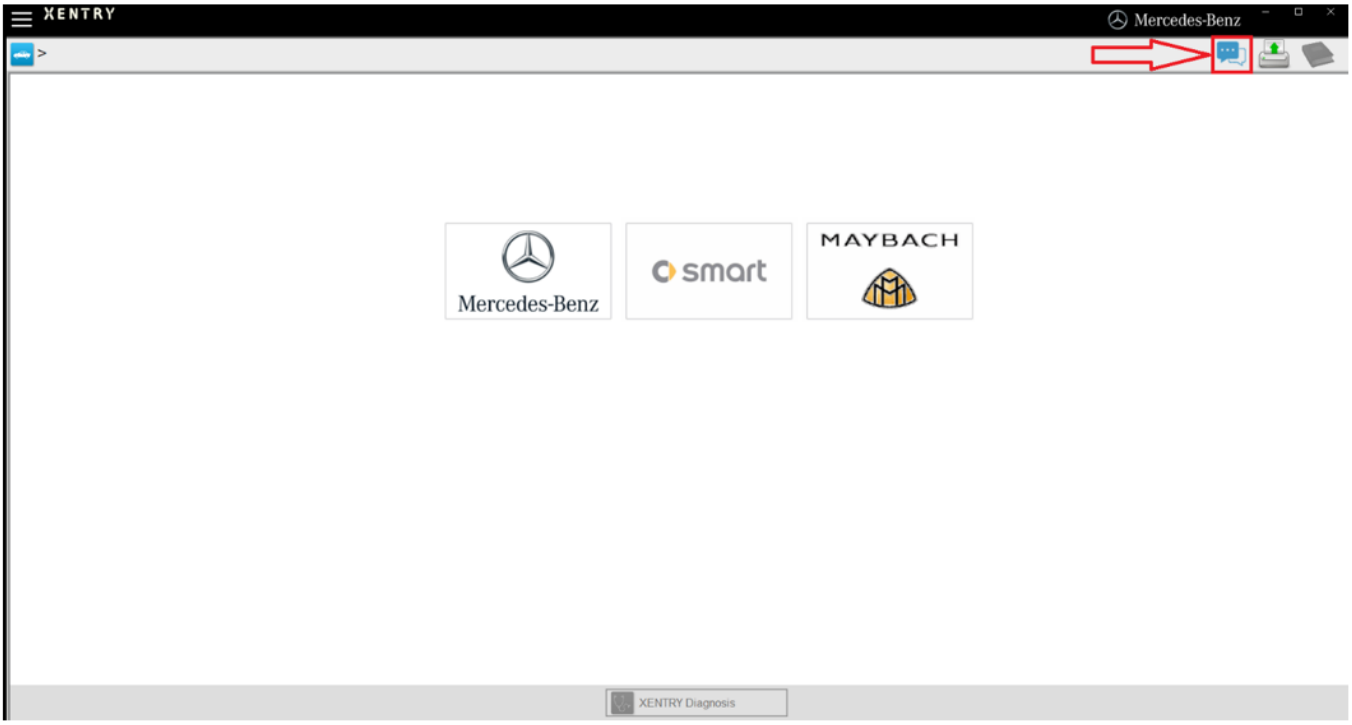


Fig. 34: Create XSF ticket in XENTRY Diagnosis

- If necessary, log on in the following window and then select the component for which you would like to create the XSF ticket.

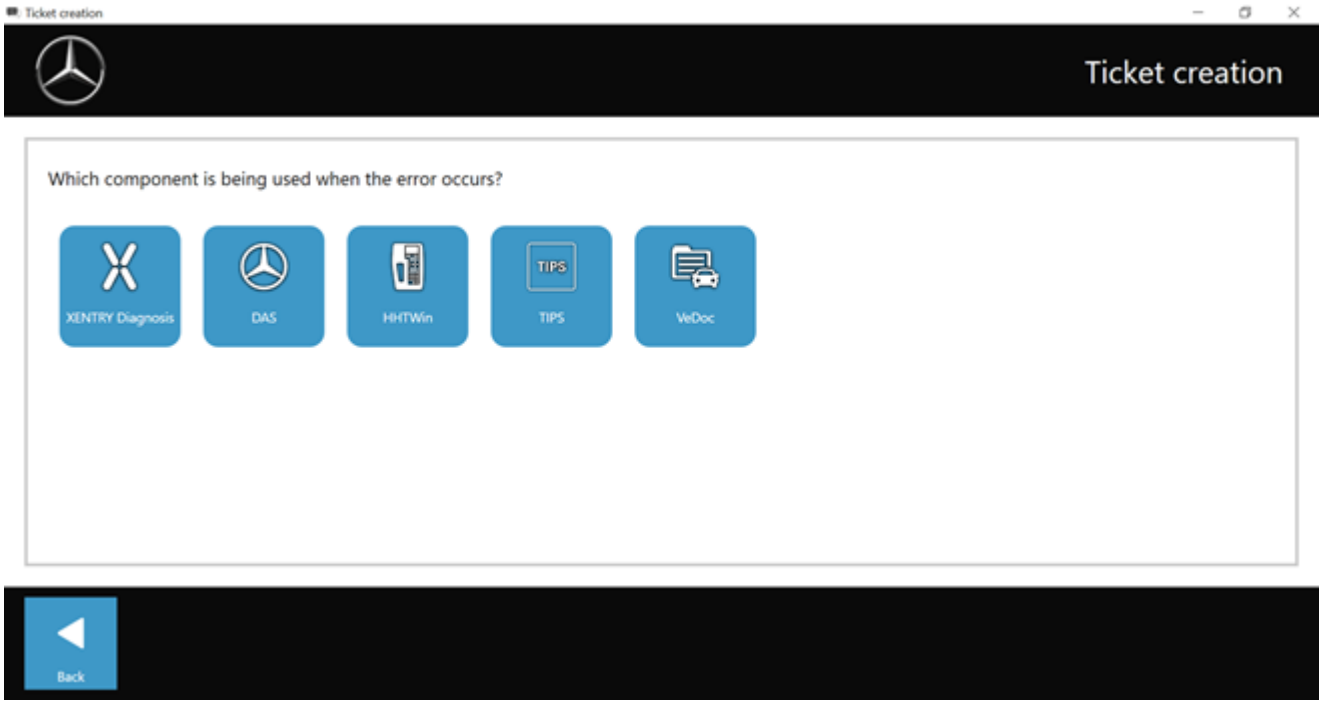


Fig. 35: XSF ticket component selection

Please answer all of the questions that you are asked during the process.

- Attach screenshots or videos. When sending the XSF ticket, the appropriate support package is created and attached automatically.

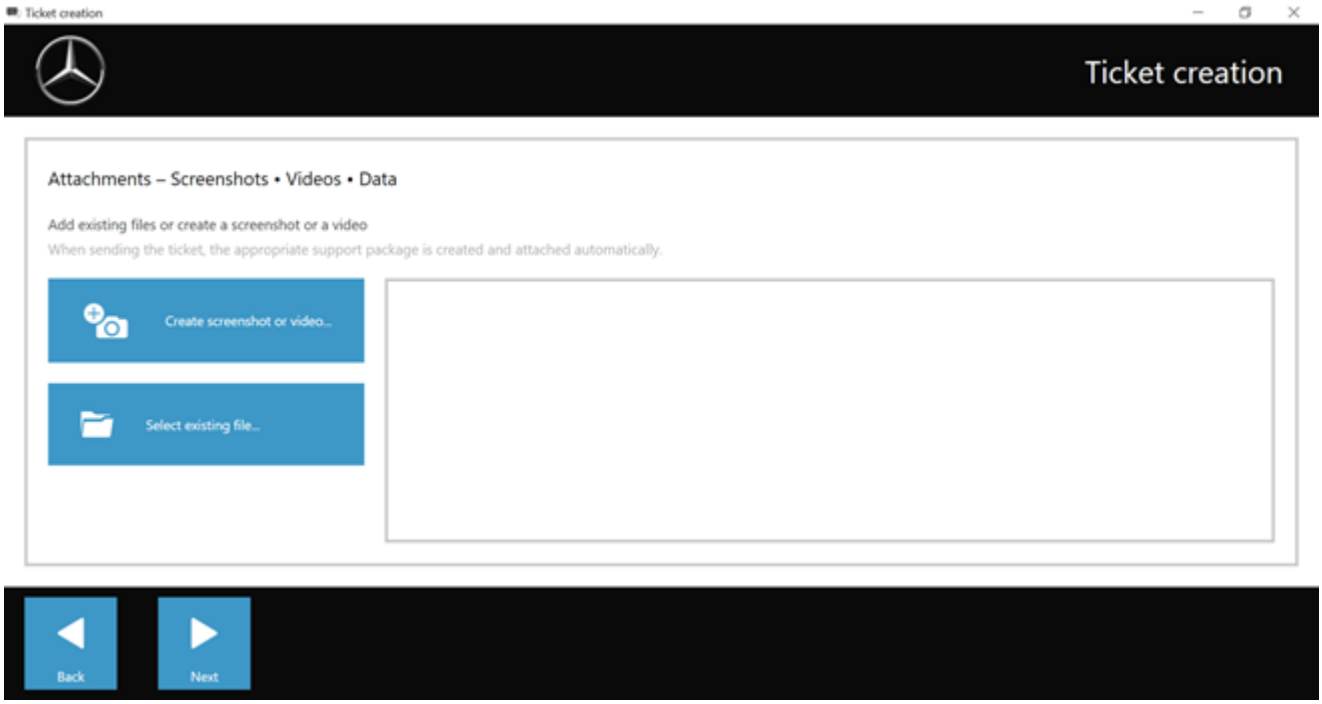


Fig. 36: XSF ticket file attachments