



XENTRY Diagnosis Kit 4

Guide utilisateur

Mercedes-Benz AG

Valable à partir 11/2022

Mercedes-Benz



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1. Nouveautés du système XENTRY

Diagnosis Kit 4

Concept de service connu

Le nouveau concept d'appareil de diagnostic est constitué, comme pour XENTRY Diagnosis Kit 3, de l'ordinateur de diagnostic et d'un multiplexeur : XENTRY Diagnosis Pad 2 et XENTRY Diagnosis VCI.

Optimisations essentielles dans XENTRY Diagnosis Kit 4 :

- Nouveau XENTRY Diagnosis Pad 2
- Connexion Wi-Fi modifiée entre XENTRY Diagnosis Pad 2 et VCI.
- Le XENTRY Diagnosis Pad 2 présente un écran multitouch capacitif amélioré vous permettant un travail dans un environnement clair, et est pourvu de surcroît d'une image d'une plus grande netteté.
- Accumulateur interchangeable dans XENTRY Diagnosis Pad 2

Intégration informatique simple

- **Variante de connexion déjà connue :**
La connexion entre XENTRY Diagnosis Pad 2 et VCI s'effectue comme à l'accoutumée à partir de l'infrastructure informatique de l'atelier.
Nouveauté : une deuxième carte WLAN est intégrée dans le XENTRY Diagnosis Pad 2, établissant une connexion entre XENTRY Diagnosis Pad 2 et VCI.
- **Intégration WLAN :**
Tout comme le modèle précédent XENTRY Diagnosis Pad, XENTRY Diagnosis Pad 2 est intégré directement dans votre réseau d'atelier. Lors de la première mise en service, vous êtes guidé tout au long de la configuration au moyen de ConfigAssist.

Mise à jour on-line

Le XENTRY Update Service est notre standard pour fournir systématiquement à votre XENTRY Diagnosis Kit 4 des mises à jour de version, des DVD Regio et des notices d'utilisation numériques.

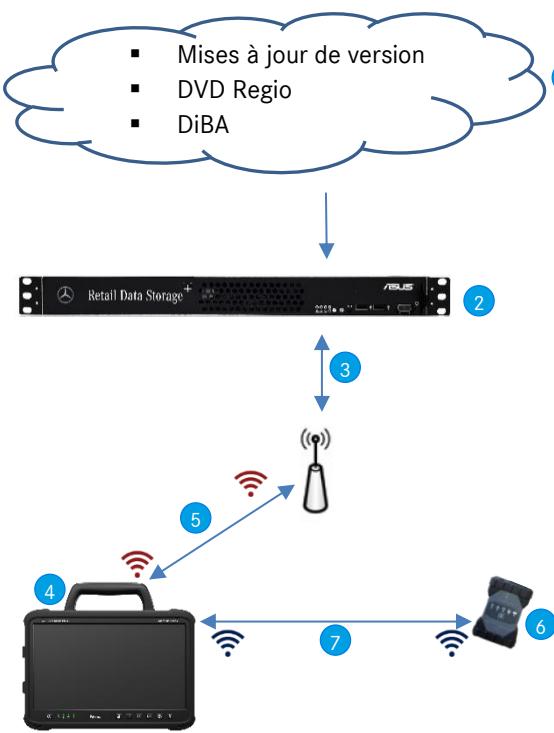
- En fonction de la configuration, les mises à jour de diagnostic sont téléchargées la nuit sur votre Retail Data Storage par le biais d'Internet et réparties à partir de là via le réseau d'atelier sur le XENTRY Diagnosis Pad | Pad 2.
- La fonction "Mise à jour immédiate" veille à ce que les mises à jour de logiciel de diagnostic soient transférées en arrière-plan sur le XENTRY Diagnosis Pad | Pad 2. Pendant ce temps, vous pouvez continuer à travailler comme d'habitude. Dès que l'opération est terminée, vous recevez une information vous signalant que vous pouvez installer la nouvelle mise à jour de logiciel. En règle générale, l'installation ne dure qu'environ 5 minutes, ensuite vous pouvez continuer à travailler comme d'habitude avec votre XENTRY Diagnosis Pad | Pad 2.
- L'Update Center vous offre en outre la possibilité de commuter rapidement entre la mise à jour de version actuelle et la mise à jour précédente.
- Outre les mises à jour du logiciel de diagnostic, des logiciels de calculateur et des notices d'utilisation numériques sont également, sur demande, mises à disposition pour le XENTRY Diagnosis Pad | Pad 2 par le biais du Retail Data Storage.

Concept de câbles adaptateurs

Comme indiqué précédemment, des câbles adaptateurs pouvant être raccordés au câble OBD sont à votre disposition en option pour des cas d'utilisation spéciaux.

Remarque : ceux-ci ne sont plus compris dans le volume de livraison de série de XENTRY Diagnosis Kit 4. Vous pouvez cependant utiliser les câbles adaptateurs de XENTRY Diagnosis Kit 3 ; ceux-ci ne doivent pas être renvoyés à l'expiration du contrat.

Structure schématique pour l'intégration dans le réseau



- 1 Les mises à jour de version, DVD Regio et notices d'utilisation numériques sont toujours disponibles en ligne à l'état actuel.
- 2 En fonction de la configuration, les données sont téléchargées la nuit.
- 3 Le Retail Data Storage est intégré dans votre réseau d'atelier, de façon à ce qu'il se trouve dans le même réseau que votre XENTRY Diagnosis Kit 4.
- 4 Le XENTRY Diagnosis Pad | Pad 2 est intégré dans votre infrastructure d'atelier (nécessaire pour les services on-line)
- 5 La connexion entre XENTRY Diagnosis Pad 2 et le réseau d'atelier peut s'effectuer via LAN ou WLAN.
- 6 XENTRY Diagnosis VCI (multiplexeur) avec forme de construction réduite et robuste sans noyau PC, sans accumulateur, sans ventilateur, sans écran
- 7 Vous pouvez connecter votre XENTRY Diagnosis Pad 2 au VCI via une connexion Wi-Fi ou par le biais d'un câble de raccordement USB.

2. Composition de la fourniture du système XENTRY Diagnosis Kit 4

La fourniture de votre système XENTRY Diagnosis Kit 4 comprend les éléments suivants :

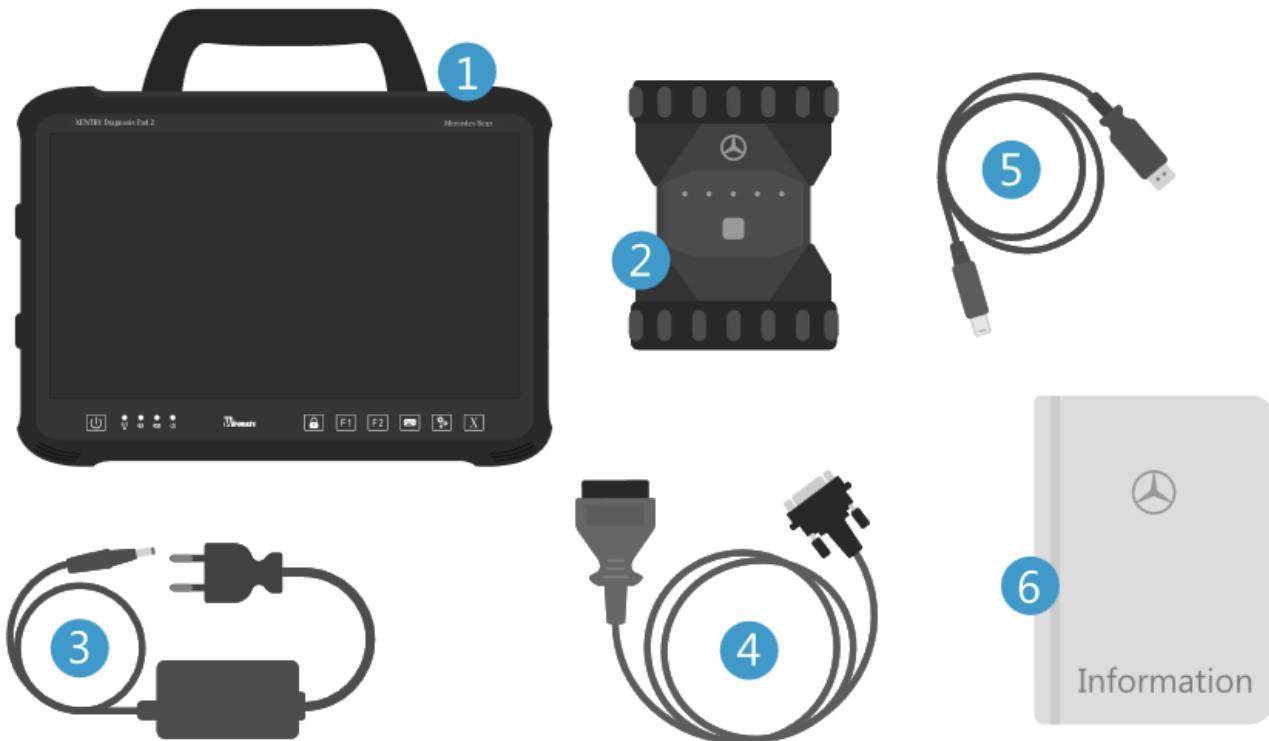


Illustration 1 : Composition de la fourniture du système XENTRY Diagnosis Kit 4

- 1 XENTRY Diagnosis Pad 2
- 2 XENTRY Diagnosis VCI
- 3 Bloc d'alimentation avec fiche secteur

- 4 Câble OBD (16 pôles)
- 5 Câble USB (5 m)
- 6 Informations pour l'utilisateur et consignes de sécurité

En option : technique de mesure XENTRY Scope

3. Première mise en service et configuration

Lors de la première mise en service du XENTRY Diagnosis Kit 4, celui-ci doit être configuré. Pour cela, l'outil ConfigAssist est démarré automatiquement à la première mise sous tension du XENTRY Diagnosis Pad 2.



ConfigAssist

Illustration 2 : Icône ConfigAssist

Vous pouvez également ouvrir directement le ConfigAssist via le chemin suivant :

Bureau > Diagnosis Toolbox > ConfigAssist

Veuillez naviguer à travers ConfigAssist via le bouton "Suivant".

Le XENTRY Diagnosis Pad 2 dispose de deux touches de fonction programmables : F1 et F2. Vous avez la possibilité d'affecter aux touches les fonctions suivantes :

- XENTRY Diagnosis AKT
- Outil XENTRY CAN
- XENTRY Scope
- XENTRY Scope NVH
- Diagnosis Stop
- ConfigAssist
- Gestionnaire VCI
- Support Tool
- PDF Center
- XENTRY Portal
- Sujets actuels

Cliquez ensuite sur "Appliquer & suivant".

Après des informations complémentaires sur votre XENTRY Diagnosis Kit 4, vous pouvez à présent intégrer le XENTRY Diagnosis Pad 2 dans votre réseau.

3.1. Configurer réseau

3.1.1.Wi-Fi

Dans le champ "Réseaux disponibles", sélectionnez le réseau WLAN de votre choix.

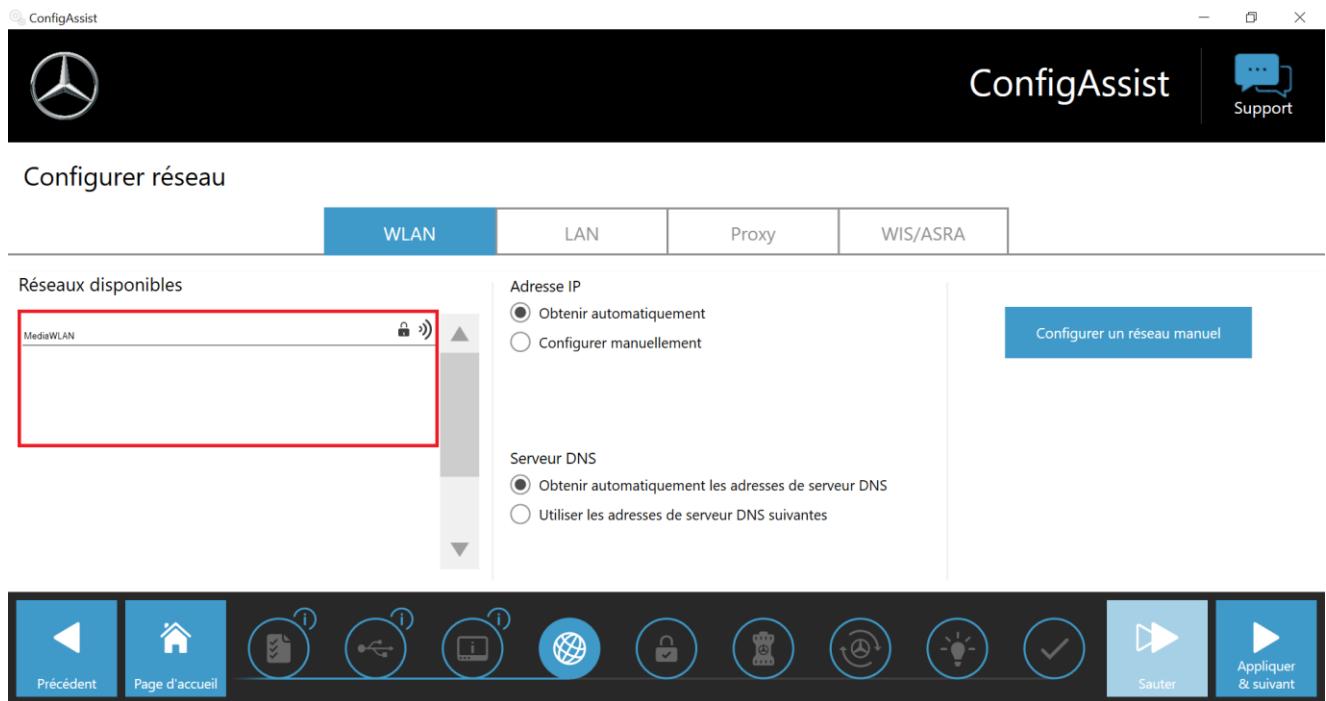


Illustration 3 : Configurer le réseau WLAN

Veuillez saisir votre clé réseau dans la fenêtre qui vient de s'ouvrir et cliquez ensuite sur "Connecter".

Dans la liste "Réseaux disponibles" qui apparaît, la mention "connecté" apparaît maintenant à côté du réseau sélectionné.

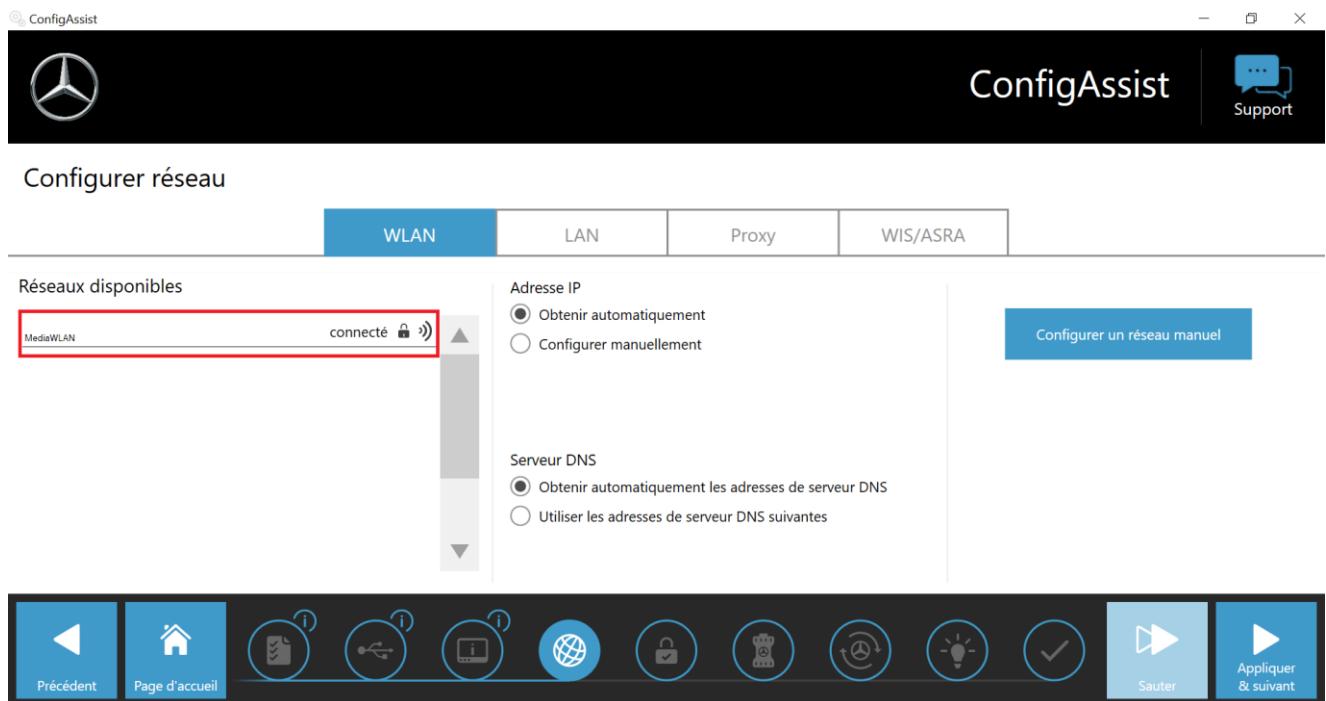


Illustration 4 : Connexion WLAN

Vous avez également ici la possibilité de configurer manuellement l'adresse IP et de sélectionner un autre serveur DNS.

Vous pouvez également configurer manuellement le réseau. Cliquez pour cela sur le bouton "Configurer un réseau manuel"

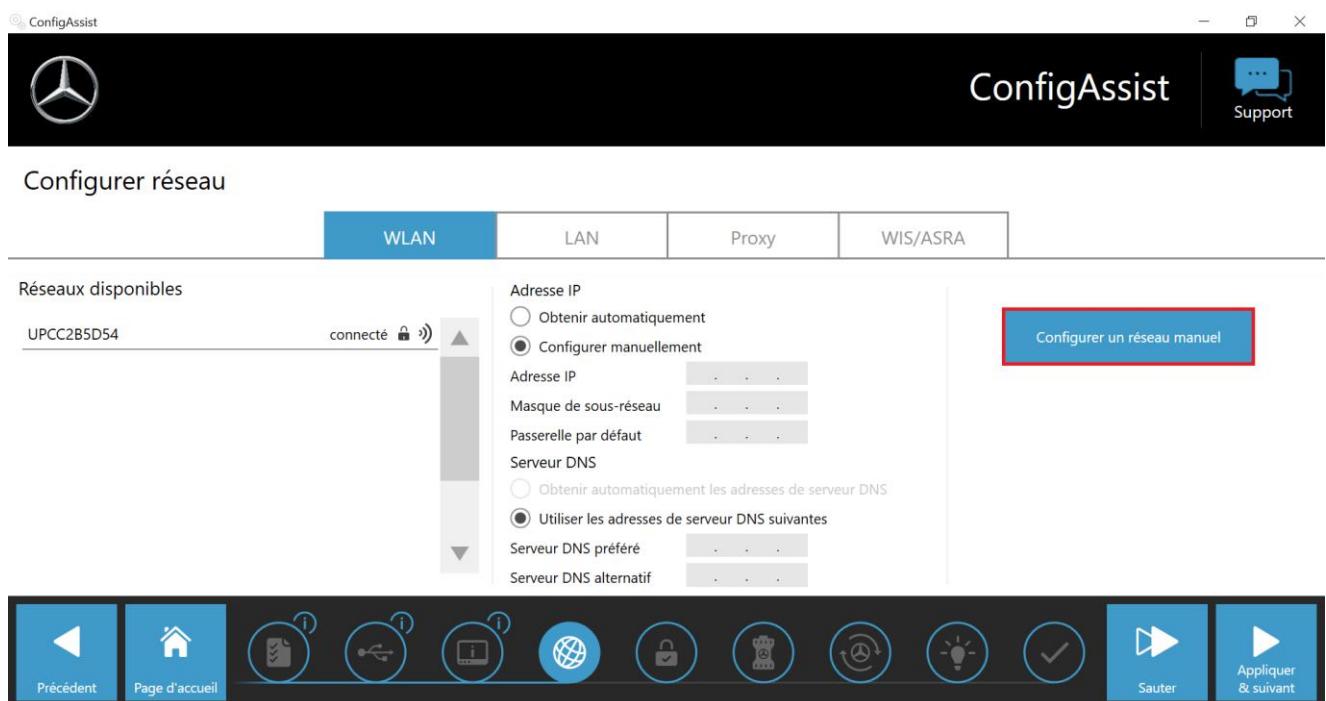


Illustration 5 : Configurer un réseau manuel

Entrez ici vos données correspondantes :

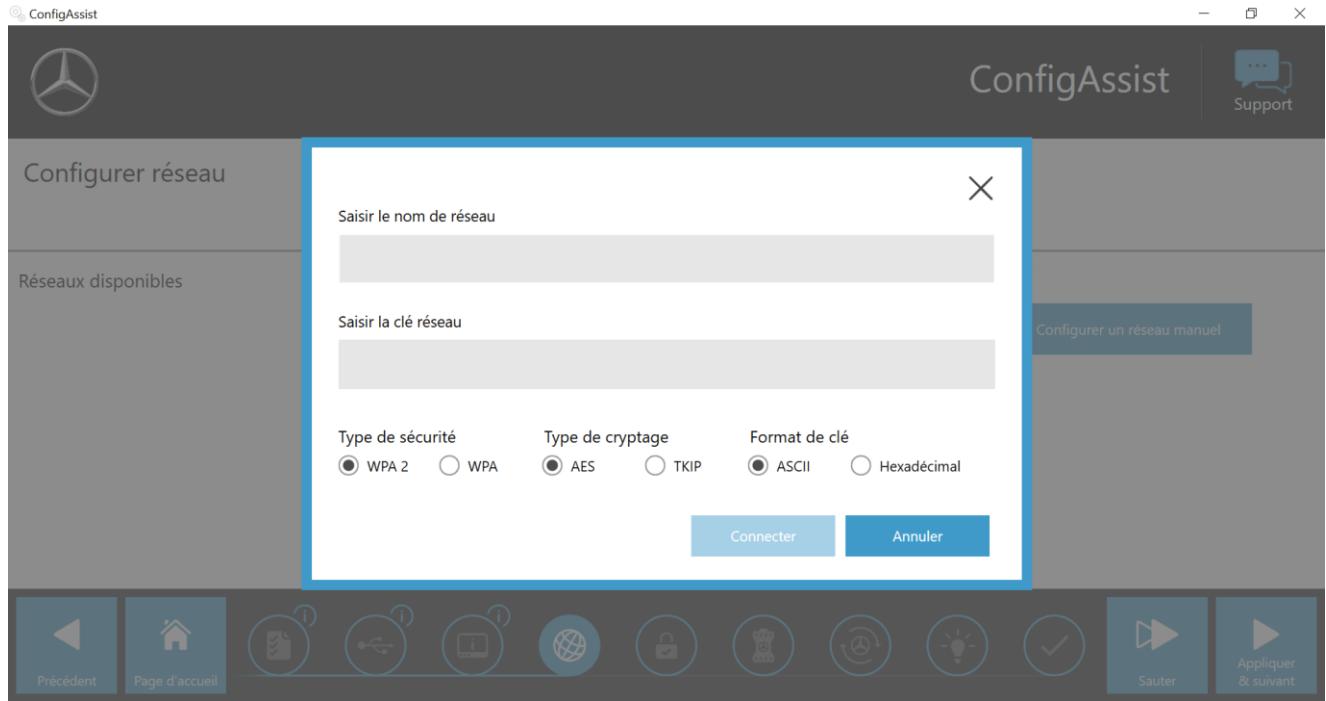


Illustration 6 : Saisie manuelle des données

Cliquez sur Appliquer & suivant.

3.1.2.LAN

Outre les réglages pour le réseau WLAN, vous pouvez également effectuer des réglages pour l'utilisation du LAN. Vous pouvez obtenir automatiquement l'adresse IP ou la configurer manuellement, et aussi régler le serveur DNS.

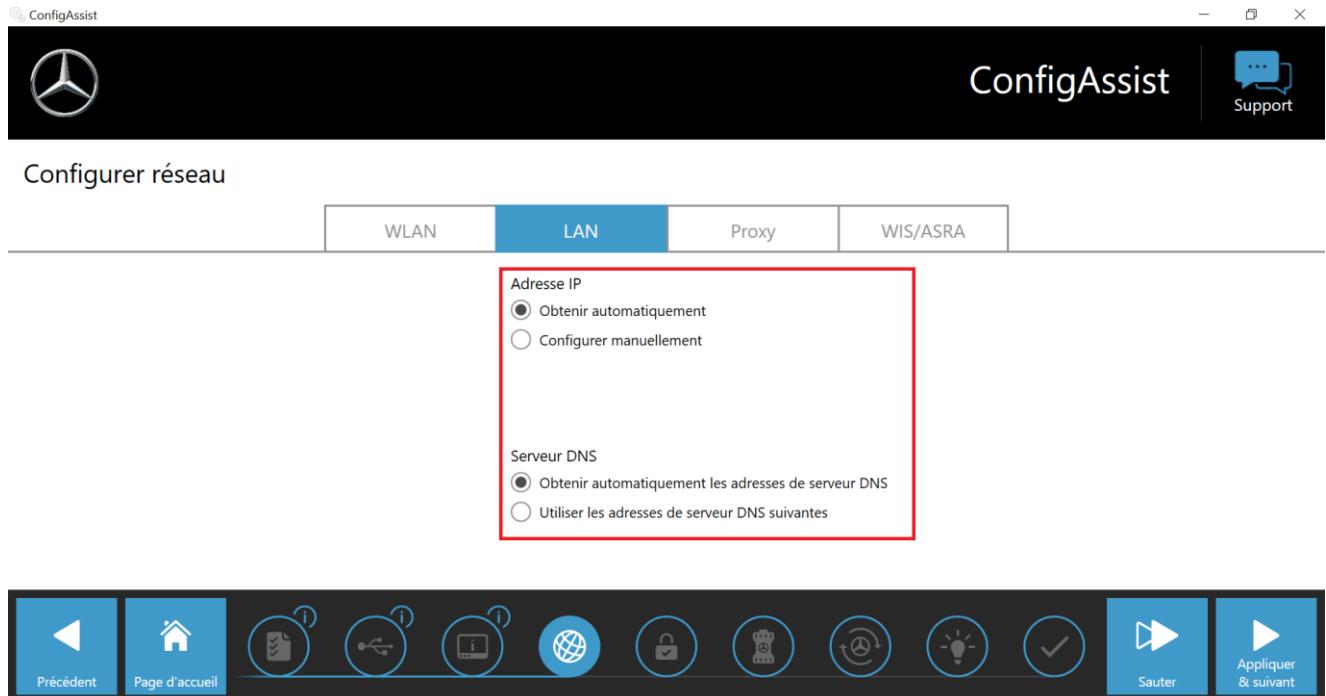


Illustration 7 : Configurer le réseau LAN

Cliquez sur Appliquer & suivant.

3.1.3.Proxy

Dans la zone Proxy, vous pouvez régler des paramètres pour le serveur proxy.

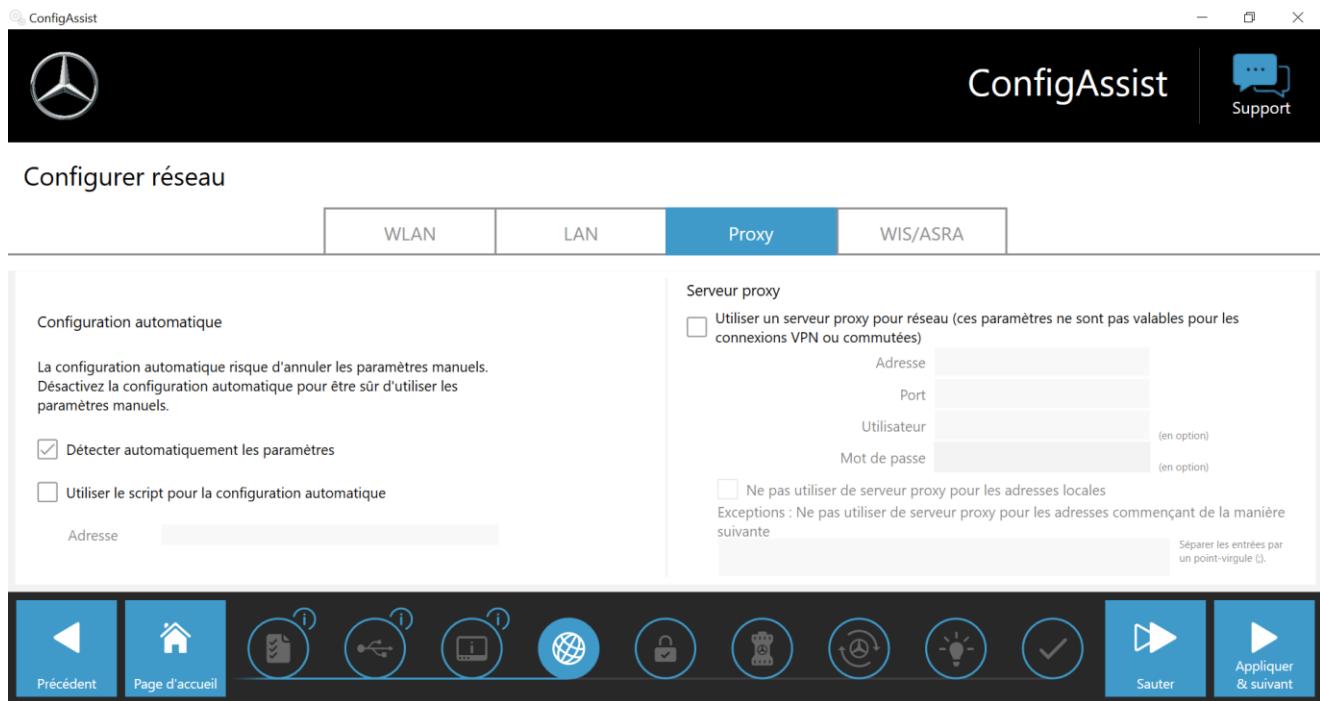


Illustration 8 : Paramètres proxy

Vous pouvez faire déterminer automatiquement les paramètres pour le serveur proxy ou utiliser un script pour la configuration automatique. Vous pouvez aussi régler ici les paramètres avancés pour le serveur proxy.

Cliquez sur Appliquer & suivant.

3.1.4.WIS/ASRA

La RetailFactory est sélectionnée par défaut comme serveur WIS/ASRA. Vous avez ici cependant la possibilité de configurer manuellement votre propre serveur WIS/ASRA.

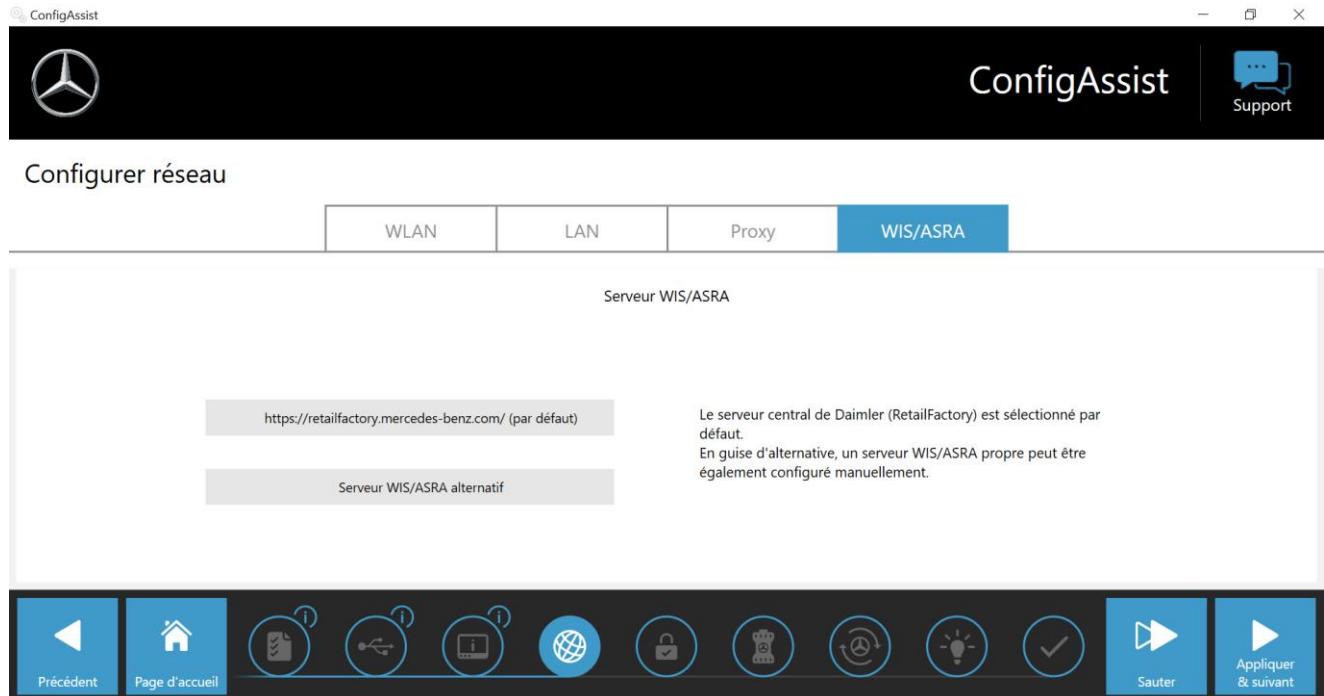


Illustration 9 : Serveur WIS/ASRA

3.2. Installer le StartKey

La vérification de toutes les données saisies dure un court instant. Votre StartKey est appelé pendant cette opération. Il est disponible directement en ligne sur le serveur StartKey et y est appelé pendant l'installation s'il a été commandé en même temps que le XENTRY Diagnosis Kit 4.

Le numéro de votre système, l'ID matériel et la validité de votre StartKey sont alors affichés dans la fenêtre suivante.

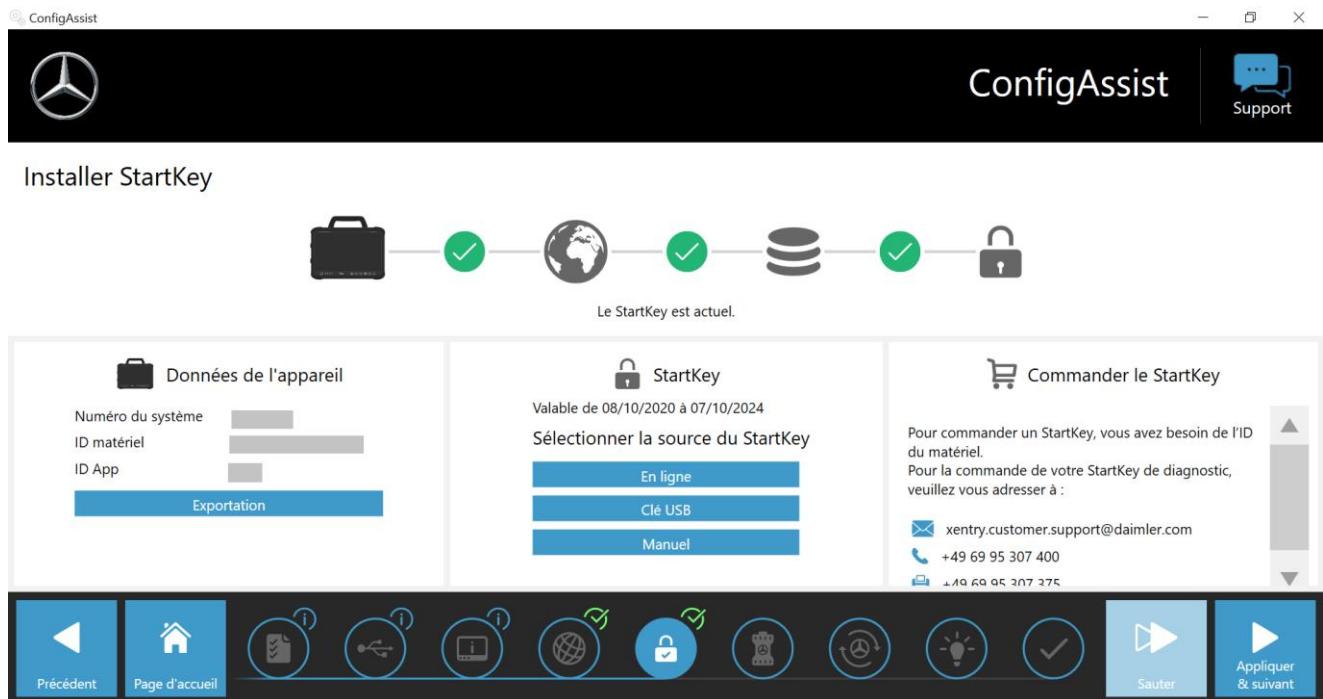


Illustration 10 : Vue d'ensemble du StartKey

En cas de non-chargement automatique d'un StartKey sur votre XENTRY Diagnosis Pad 2, vous pouvez l'appeler "en ligne", l'installer à l'aide d'une "clé USB" ou le saisir "manuellement". Si vous ne disposez pas du StartKey, veuillez vous adresser à votre contact pour la commande.

Pour sélectionner une autre source du StartKey, procédez comme suit :

- En ligne : en cliquant sur le bouton "En ligne", le téléchargement du StartKey depuis internet est répété.
- Clé USB : si le StartKey est disponible sur une clé USB, sélectionnez ce point. En cas de non-chargement automatique du StartKey depuis la clé USB, l'explorateur s'ouvre. Naviguez alors sur votre clé USB jusqu'au StartKey.
- Manuel : vous pouvez d'autre part saisir le StartKey manuellement. Cliquez pour cela sur "Manuel" et saisissez le StartKey dans la fenêtre qui s'ouvre.

3.3. Appairage XENTRY Diagnosis VCI

Connectez le système XENTRY Diagnosis VCI via le câble de raccordement USB au système XENTRY Diagnosis Pad 2, attendez le signal sonore, puis cliquez sur « Appairer VCI ».

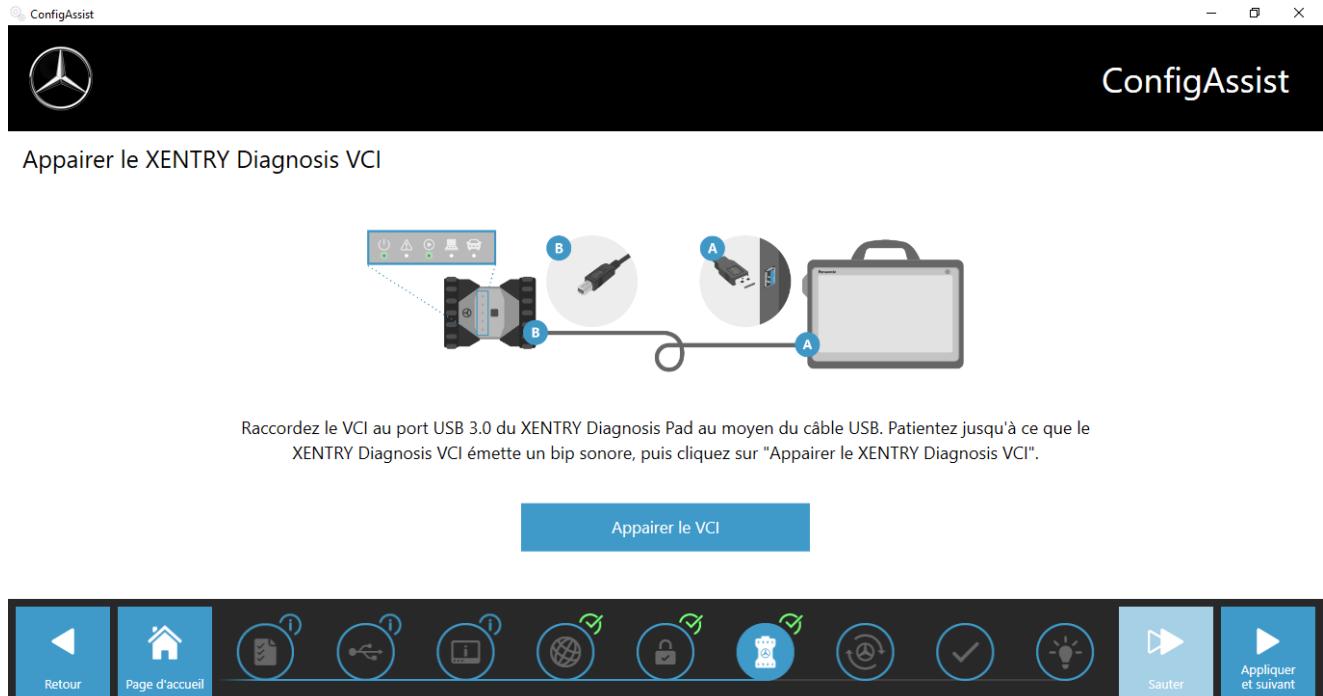


Illustration 11 : Appairage du système XENTRY Diagnosis VCI

! Veuillez noter qu'un seul VCI peut systématiquement être appairé au XENTRY Diagnosis Pad 2. En cas d'appairage d'un autre VCI, il vous est signalé que la configuration VCI actuelle sera remplacée.

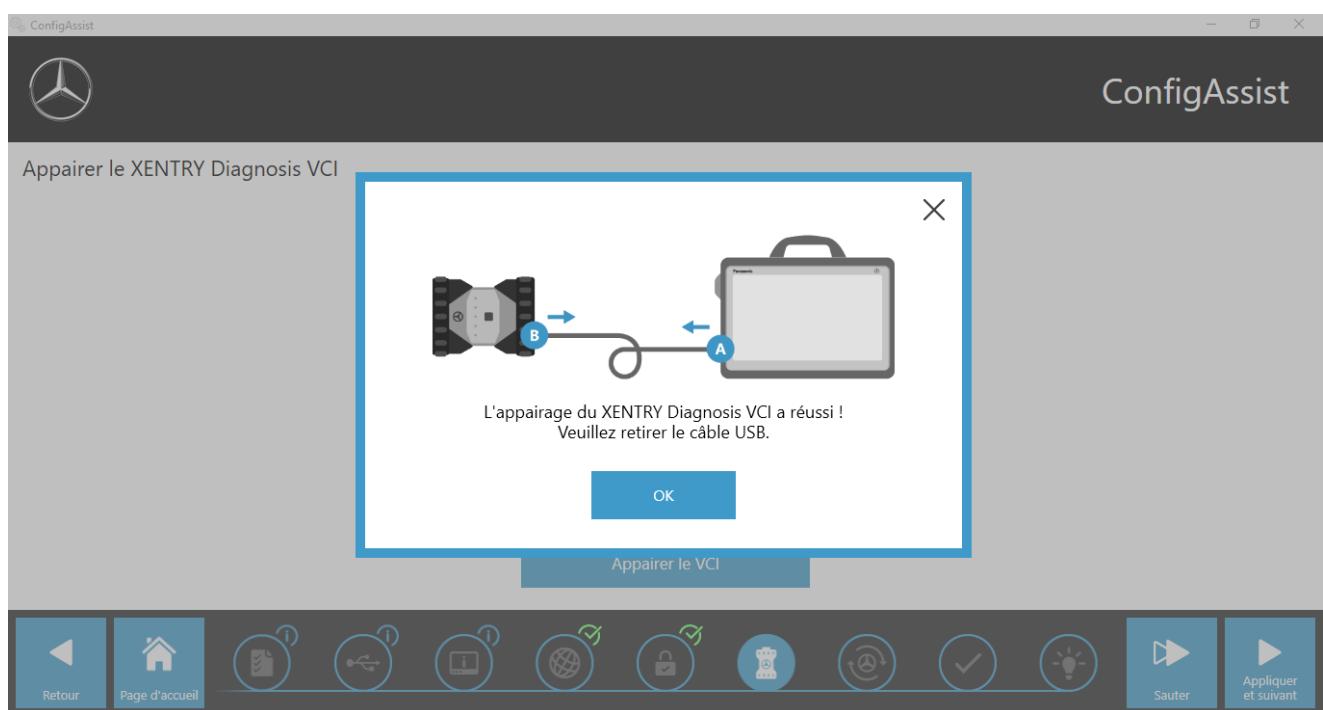


Illustration 12 : Appairage réussi avec le XENTRY Diagnosis VCI

Veuillez cliquer dans la fenêtre suivante sur « Appliquer & Suivant ».

3.4. Configuration de XENTRY Update Service

Cette section vous permet de configurer le XENTRY Update Service.

Le XENTRY Update Service définit la manière dont les données de diagnostic (mise à jour de version, DVD Regio et notices d'utilisation numériques) doivent être téléchargées sur votre XENTRY Diagnosis Kit 4.

Vous pouvez configurer le système XENTRY Update Service sur deux versions :

Version 1 : XENTRY Update Service avec Retail Data Storage

Les données de diagnostic (mises à jour de version, DVD Regio et notices d'utilisation numériques) sont d'abord téléchargées depuis Internet sur le Retail Data Storage, puis sur le XENTRY Diagnosis Pad | Pad 2.

Version 2 : XENTRY Update Service sans Retail Data Storage

Les données de diagnostic (mises à jour de version, DVD Regio et notices d'utilisation numériques) sont chargées directement à partir d'Internet sur le XENTRY Diagnosis Pad | Pad 2.

Veuillez noter que le Retail Data Storage fait partie des standards Retail.

3.4.1. XENTRY Update Service avec Retail Data Storage

Si votre atelier dispose d'un Retail Data Storage, vous pouvez vous procurer les mises à jour du diagnostic, le DVD Regio et les notices d'utilisation numériques (DiBA) en ligne sur Internet via XENTRY Update Service.

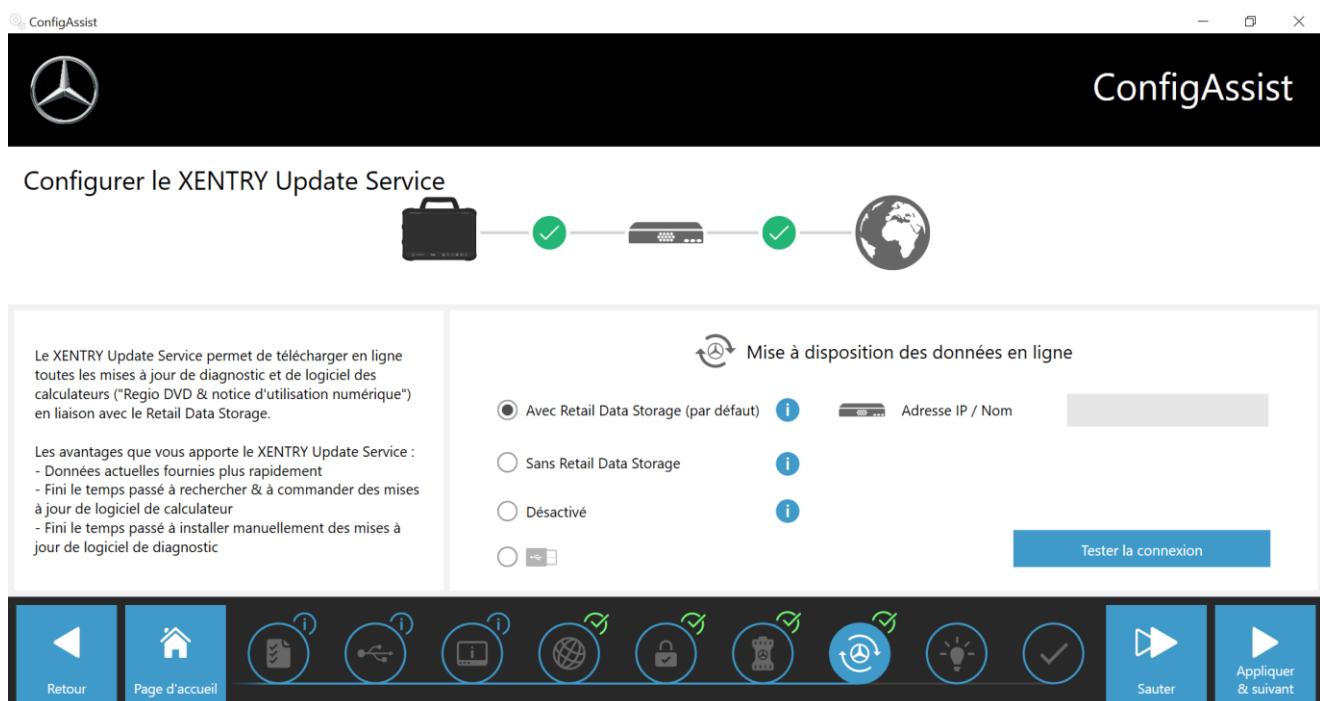


Illustration 13 : XENTRY Update Service avec Retail Data Storage

Pour établir la connexion avec Retail Data Storage, veuillez sélectionner « **Avec Retail Data Storage (standard)** » et entrez dans le champ « **Adresse IP / nom** » l'adresse IP du Retail Data Storage que vous avez définie. Cliquez ensuite sur le bouton « **Tester la connexion** ». Si la connexion est correctement établie, une coche verte le confirmera.

Cliquez maintenant sur « **Appliquer et suivant** ».

3.4.2.XENTRY Update Service sans Retail Data Storage

Si votre atelier ne dispose pas de Retail Data Storage, vous pouvez télécharger les mises à jour du logiciel de diagnostic et des logiciels de calculateur directement à partir d'internet sur votre XENTRY Diagnosis Kit 4.

Remarque : nous ne recommandons cette option que pour les ateliers avec un à deux appareils de diagnostic.

Les restrictions suivantes s'appliquent par rapport au XENTRY Update Service avec Retail Data Storage :

- Augmentation de la charge réseau
 - Les données, notamment les logiciels de calculateur, doivent être téléchargées à la demande depuis Internet, pendant le fonctionnement du système (comparaison avec Retail Data Storage : téléchargement pendant la nuit)
 - Plusieurs téléchargements des données sont nécessaires
 - Volume de données élevé nécessaire pour la connexion Internet
- Temps d'attente plus longs pour les clients finaux, en fonction de la durée du téléchargement

Pour cette option, sélectionnez le bouton « **Sans Retail Data Storage** » dans la zone « Retail Data Storage », puis cliquez sur « Tester la connexion ».

Remarque : en cas de défaut du Retail Data Storage, vous avez aussi à tout moment la possibilité de configurer votre système XENTRY Diagnosis Kit 4 sur cette option.

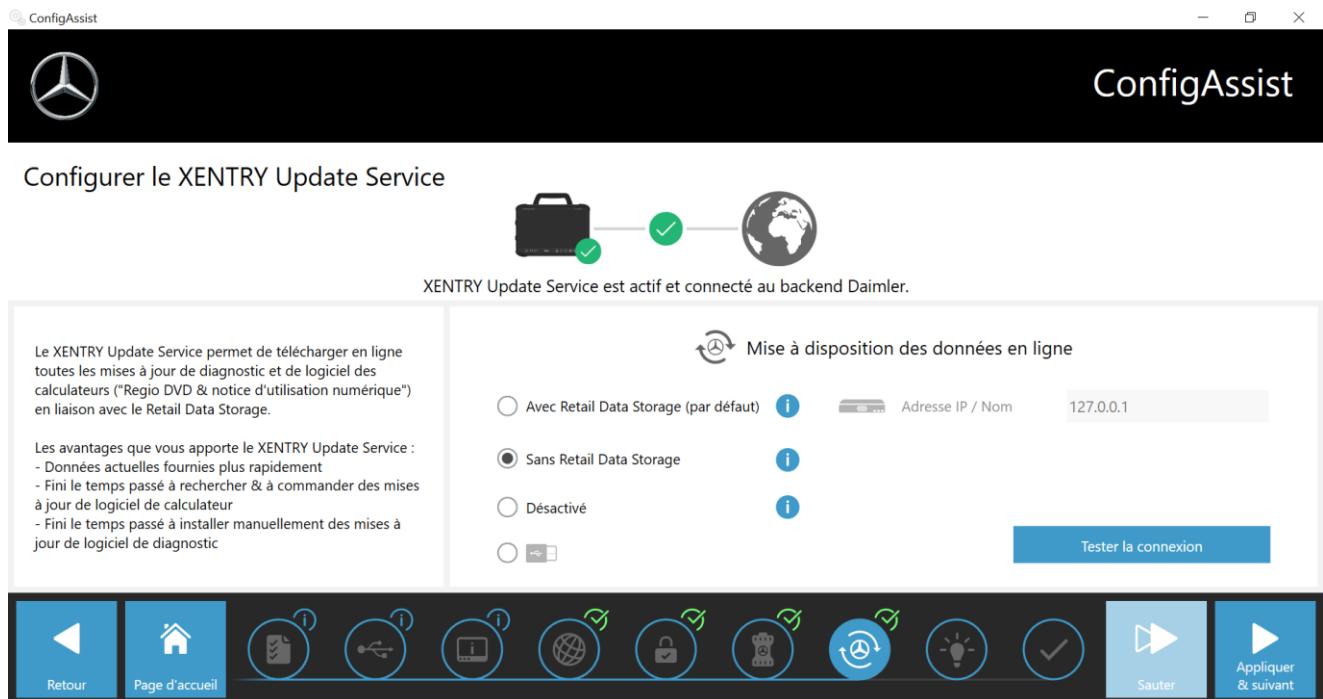


Illustration 14 : XENTRY Update Service sans Retail Data Storage

Cliquez sur « Appliquer & Suivant ».

3.5. Fin de la configuration

Sur la page « Informations complémentaires », vous trouverez des liens vers d'autres informations utiles.

Cliquez ensuite sur le bouton « Suivant ». Vous obtenez une vue d'ensemble de la configuration de votre système.

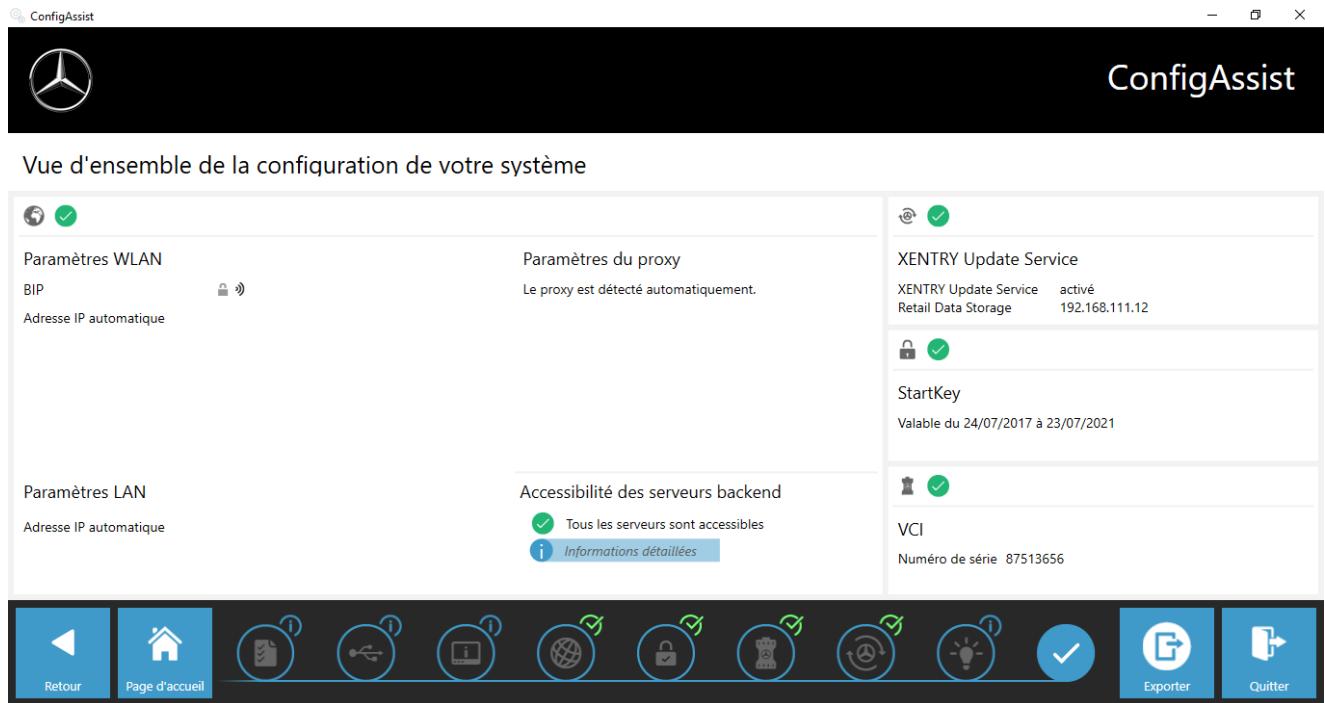


Illustration 15 : Vue d'ensemble de la configuration du système

Une « coche » verte à côté du globe indique une connexion on-line correcte. Mais si cette icône est grisée, aucune connexion on-line n'est établie. Veuillez contrôler dans ce cas vos paramètres réseau. Vous obtenez d'autre part des informations sur vos paramètres réseau, le XENTRY Update Service, StartKey et le XENTRY Diagnosis VCI appairé.

3.6. Exportation de la configuration

Vous pouvez enregistrer votre configuration avec la fonction « Exporter » sur le disque dur du XENTRY Diagnosis Pad 2 en tant que fichier *.XML. Si vous utilisez dans votre atelier plusieurs systèmes de diagnostic XENTRY, vous avez la possibilité d'installer la configuration effectuée soit au moyen de la clé USB, soit du réseau, sur chaque XENTRY Diagnosis Pad | Pad 2.

Cette fonction d'exportation se trouve sur la première et la dernière page de ConfigAssist.

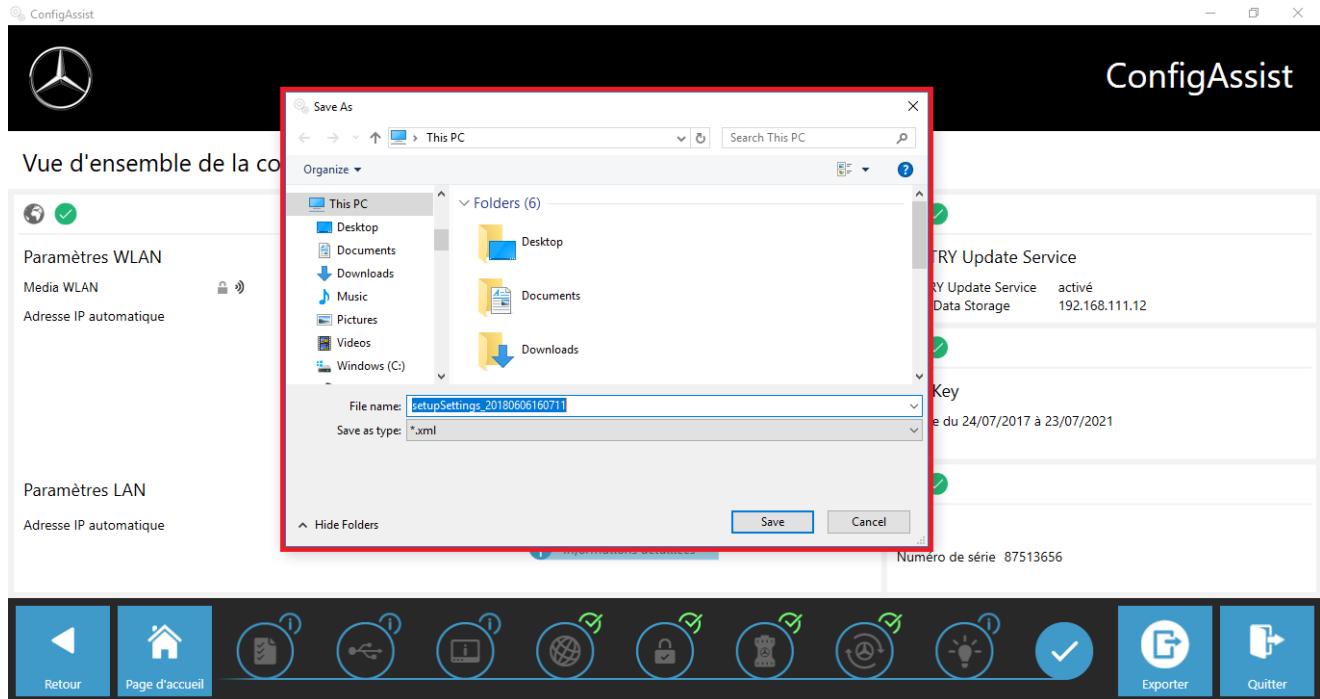


Illustration 16 : Exportation de la configuration

Vous avez configuré votre XENTRY Diagnosis Pad 2 avec succès.
Fermez à présent ConfigAssist en cliquant sur « Quitter ».

3.7. Installation, mise à jour et configuration de WIS/ASRA off-line/standalone

Le passage du processus de distribution physique de Blu-ray actuel à l'installation via le portail de téléchargement WIS a débuté en avril 2021. Cela offre une multitude d'avantages et de plus-values par rapport à l'installation actuelle par Blu-ray :

- Suppression du processus de commande via la logistique de remplacement
- Aucun retard dû à l'envoi
- Accès par Single-Sign-On au XENTRY Portal / After Sales Portal
- Pack d'installation disponible immédiatement après la publication
- Extraction des données et installation possibles directement sur XENTRY Diagnosis Kit 3 | Kit 4
- Correction des défauts immédiatement effective ; suppression des erreurs de lecture sur les supports de données physiques
- La distribution interne est supprimée en autorisant plusieurs clients
- L'archivage des supports physiques n'est plus nécessaire
- Contribution à la protection de l'environnement et durabilité

3.7.1. Installation/actualisation de WIS/ASRA off-line/standalone

Si besoin et dans des cas exceptionnels justifiés, vous avez la possibilité d'installer localement WIS/ASRA sur votre XENTRY Diagnosis Pad | Pad 2.

Pour l'installation et l'actualisation du logiciel WIS/ASRA (off-line), l'accès au XENTRY Portal / AfterSales Portal est nécessaire ; une commande de la version Blu-ray complète est possible uniquement en 2021.

1. Veuillez commander un StartKey pour WIS/ASRA par les voies habituelles (XENTRY Shop) avant de procéder à l'installation de WIS/ASRA off-line/standalone.

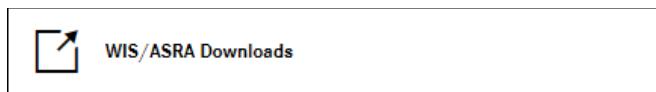
Remarque

Veuillez noter : l'installation locale de WIS/ASRA sur XENTRY Diagnosis Pad | Pad 2 est possible uniquement dans des cas exceptionnels justifiés. Une justification doit par conséquent être indiquée à la commande du StartKey via XENTRY Shop. L'ID de matériel (HW-ID) requis pour la commande est disponible dans le ConfigAssist.

2. Assurez l'alimentation électrique du XENTRY Diagnosis Pad | Pad 2 au moyen du bloc d'alimentation fourni.
3. Enclenchez votre XENTRY Diagnosis Pad | Pad 2.

Installation via le portail de téléchargement WIS/ASRA

1. Ouvrez le XENTRY Portal / AfterSales Portal via le navigateur (<https://xentry.mercedes-benz.com/>)
2. Ouvrez la zone de téléchargement de WIS/ASRA via la vignette "WIS/ASRA Downloads"



3. Cliquez sur la dernière version de la publication et chargez-la directement sur le XENTRY Diagnosis Pad | Pad 2.

Remarque

Veuillez noter que le téléchargement des fichiers d'installation peut, en fonction du rattachement au réseau, durer jusqu'à 3 heures. Nous recommandons de programmer le téléchargement pendant la nuit. Ne tentez pas d'interrompre le processus de téléchargement et attendez que le téléchargement complet soit terminé.

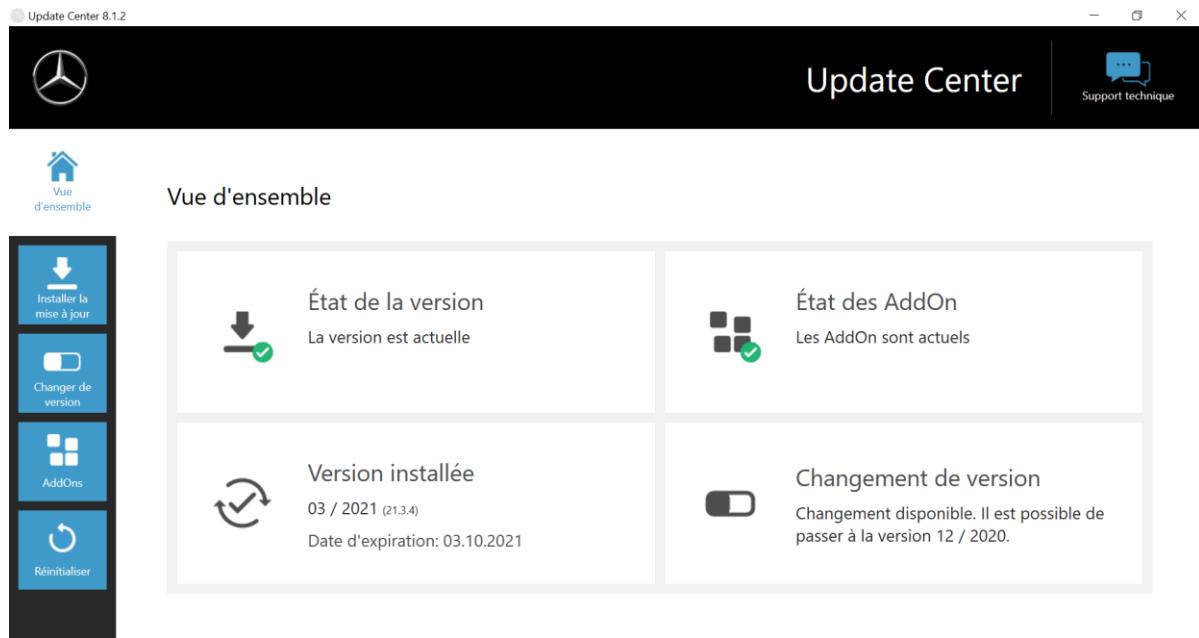
- Une fois le téléchargement terminé, double-cliquez sur le fichier ISO et dézippez-le

Installation via le Blu-ray

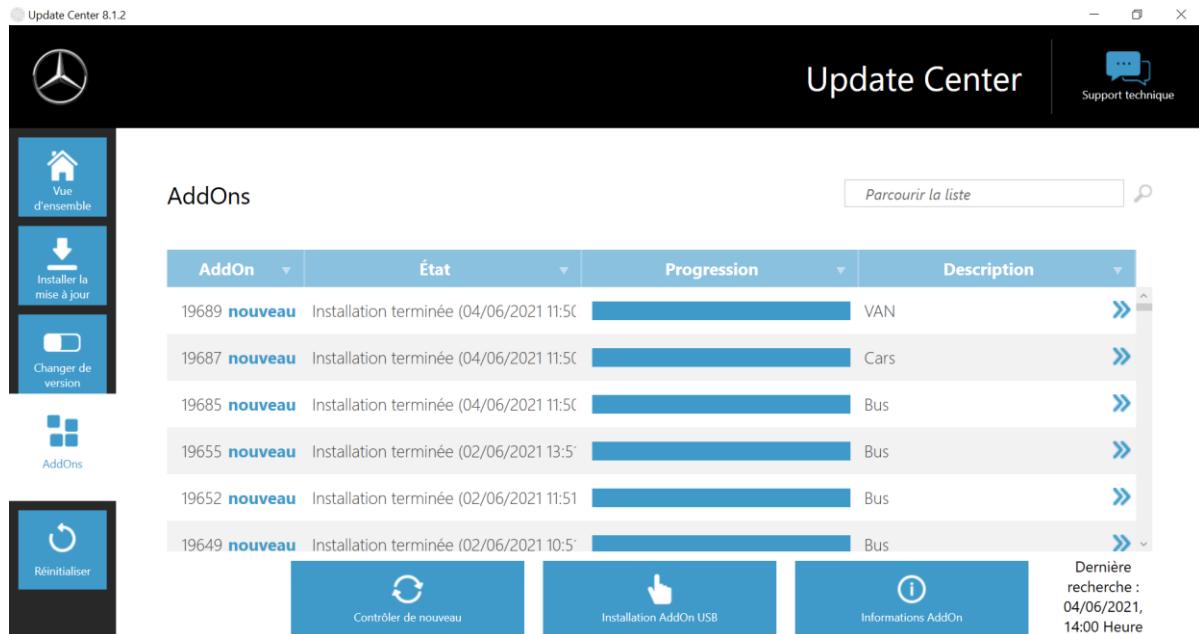
- Raccordez le lecteur Blu-ray au XENTRY Diagnosis Pad | Pad 2 à l'aide du câble USB.
- Insérez le Blu-ray WIS/ASRA dans le lecteur Blu-ray.

Une seule fois à partir de la version avril 2021

- Ouvrez l'Update Center.



- Cliquez sur "AddOns" dans la zone de navigation gauche
- Cliquez sur "USB AddOn Installation" et ouvrez le fichier AddOn (*16000_V1.addon) au niveau supérieur du pack d'installation de WIS/ASRA dans la vue Explorer. L'installation de l'AddOn s'effectue.



Pour chaque mise à jour par version complète

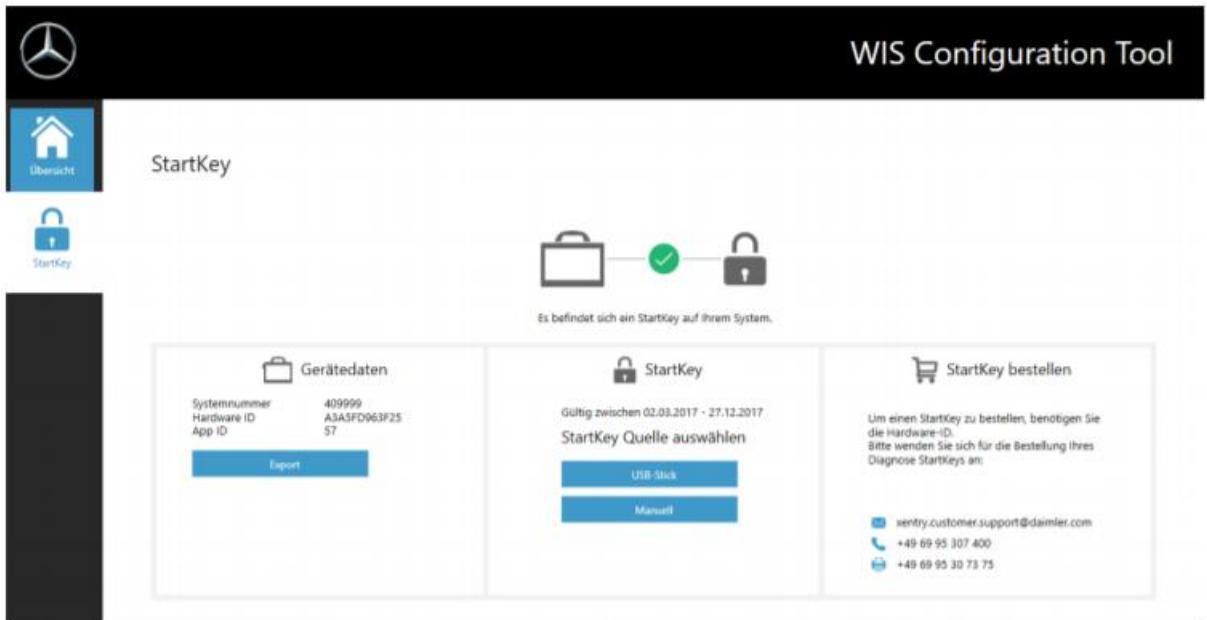
1. Lancez l'installation en double-cliquant sur le fichier *WISStandaloneSetup.exe* sous le chemin d'accès *ewa\xd_pad*
2. Suivez la suite des instructions de la routine d'installation.
3. Une fois l'installation de WIS/ASRA off-line terminée, le WIS Configuration Tool s'ouvre directement.

3.7.2. Entrée du StartKey WIS/ASRA dans le WIS Configuration Tool

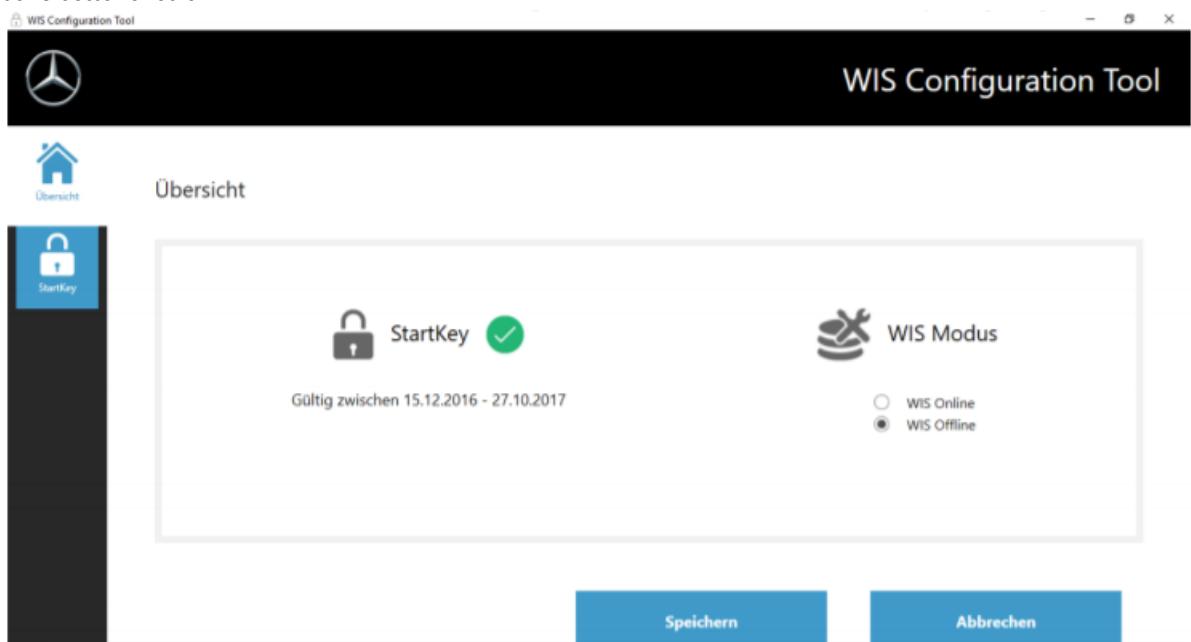
Après la première installation de WIS/ASRA off-line/standalone, veuillez exécuter les étapes suivantes les unes après les autres.

Veuillez noter : pour procéder à l'installation de WIS/ASRA off-line, le StartKey vous a été envoyé par e-mail comme fichier texte (*.txt). Vous pouvez enregistrer ce fichier sur une clé USB et brancher ultérieurement celle-ci au XENTRY Diagnosis Pad | Pad 2.

1. Ouvrez le WIS Configuration Tool (dans le point de menu Mercedes-Benz) dans le menu de démarrage après avoir reçu le StartKey.
2. Sélectionnez le bouton "StartKey" sur le côté gauche, puis cliquez sur le bouton "Clé USB" pour lire le StartKey via la clé USB. Vous pouvez également entrer le StartKey manuellement via le bouton "Manuel".



3. Dans le point de menu "Vue d'ensemble", cliquez sur WIS off-line comme application préférentielle. Après avoir procédé à la configuration, vous pouvez démarrer WIS/ASRA off-line à partir de l'icône sur le bureau ou à partir du cadre XENTRY. La période de validité de votre StartKey WIS/ASRA vous est également indiquée dans cette fenêtre.



4. Cliquez ensuite sur "Enregistrer".

4. Fonctionnement de XENTRY

Diagnosis Kit 4

4.1. Démarrage du système

Veuillez effectuer les étapes suivantes pour démarrer correctement les composants de votre système XENTRY Diagnosis Kit 4 :

1. Démarrez XENTRY Diagnosis Pad 2 en appuyant pendant env. 5 secondes sur le bouton situé sur la face avant de l'appareil.



Illustration 17 : Vue de XENTRY Diagnosis Pad 2

2. Démarrez XENTRY Diagnosis VCI en le raccordant à un véhicule avec un câble OBD (et, le cas échéant, un câble adaptateur).
3. Après le démarrage du VCI, un signal sonore retentit (au bout d'env. 10 secondes).
4. Démarrez maintenant le XENTRY Diagnosis Software pour commencer une session de diagnostic.

4.2. Possibilités de connexion

Vous pouvez sélectionner individuellement la connexion au réseau d'atelier, à XENTRY Diagnosis Pad 2 et à XENTRY Diagnosis VCI.

Variante de connexion 1 : WLAN



Illustration 18 : Variante de connexion 1 : WLAN

Variante de connexion 2 : WLAN et USB



Illustration 19 : Variante de connexion 2 : WLAN et USB

Variante de connexion 3 : LAN et WLAN



Illustration 20 : Variante de connexion 3 : LAN et WLAN

Variante de connexion 4 : LAN et USB



Illustration 21 : Variante de connexion 4 : LAN et USB

4.3. Update Center

Les mises à jour sont pilotées par l'Update Center. Vous pouvez y accéder via l'icône "Update Center" dans la barre des tâches de votre XENTRY Diagnosis Pad 2 :



Illustration 22 : Icône Update Center

La vue d'ensemble de l'Update Center indique en bref toutes les données pertinentes concernant les mises à jour de diagnostic et les AddOns.

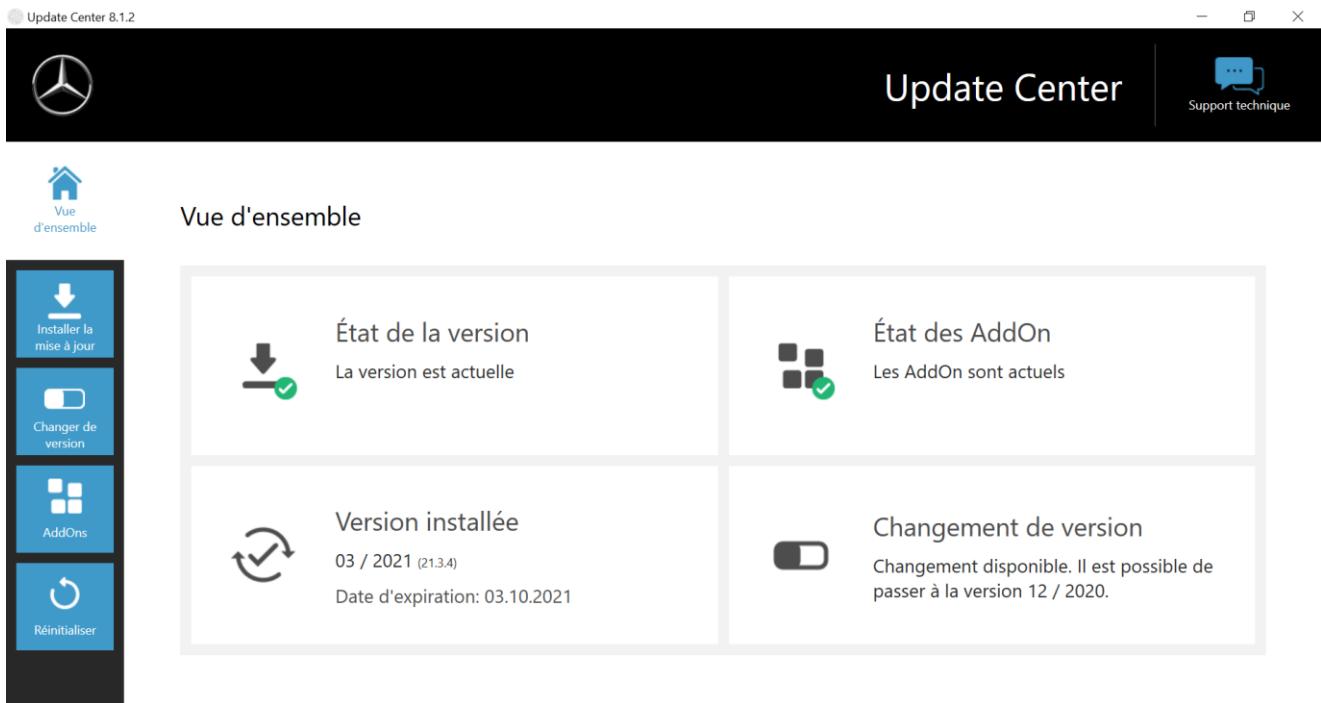


Illustration 23 : Écran de démarrage de l'Update Center

4.4. Commutation de version

Le changement de version est intégré dans l'Update Center et vous offre la possibilité de revenir à la mise à jour de version précédente déjà installée.

Deux partitions se trouvent sur le disque dur du XENTRY Diagnosis Pad | Pad 2.

S'il est nécessaire, dans des cas exceptionnels, de commuter vers la mise à jour de logiciel précédente après avoir installé une mise à jour, cliquez dans la zone de gauche de la navigation sur le bouton "Changer de version", puis cliquez sur le bouton "Commuter".

En règle générale, cela ne prend pas plus de dix minutes.

C'est également à l'aide de ce même bouton que vous pouvez revenir à la mise à jour actuelle du logiciel après le changement.

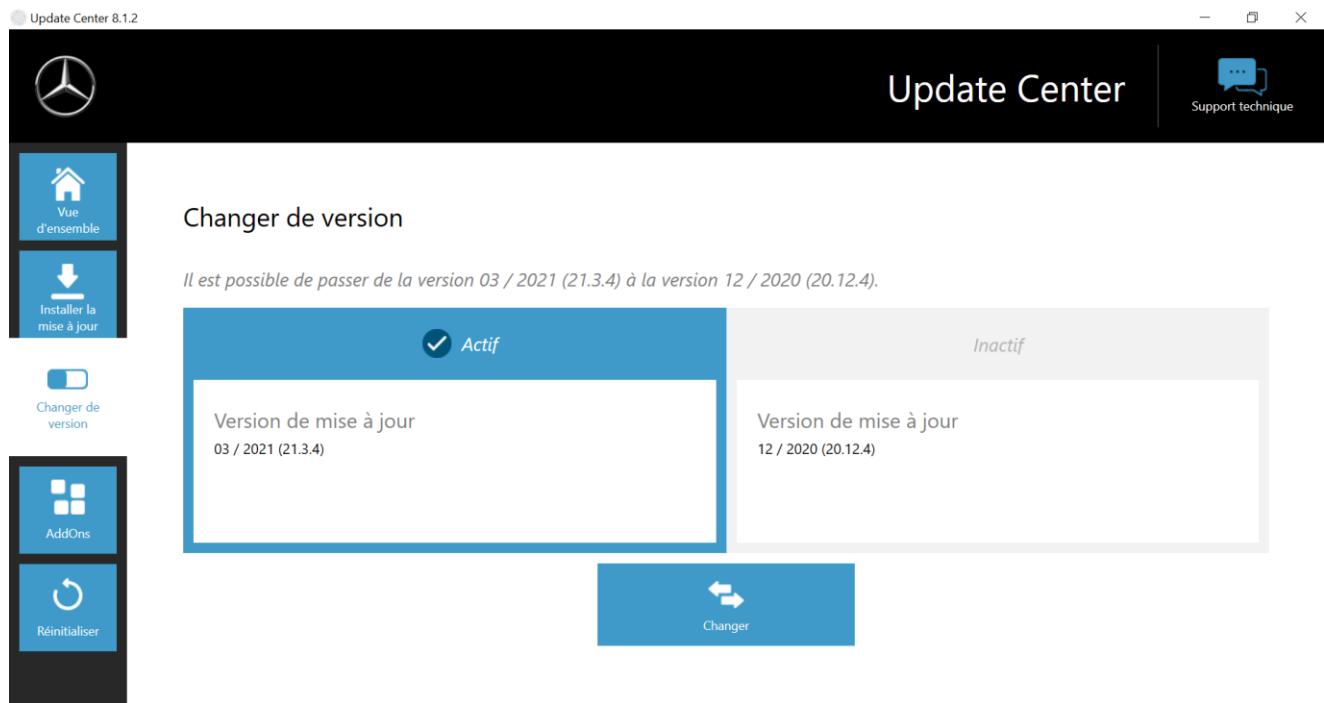


Illustration 24 : Changement de version dans l'Update Center

⚠ Veuillez tenir compte du fait qu'un changement de mise à jour n'est possible que si deux mises à jour ont été installées avec succès.

4.5. AddOns

Les AddOns sont installés automatiquement sur le XENTRY Diagnosis Pad 2. Cette opération est pilotée via l'Update Center. Pour vérifier le statut actuel des AddOns installés, veuillez ouvrir l'Update Center.

En cliquant sur le point de menu "AddOns", vous obtenez une vue d'ensemble des AddOns actuellement installés.

The screenshot shows the 'Update Center' software interface. On the left, there's a vertical sidebar with icons for 'Vue d'ensemble', 'Installer la mise à jour', 'Changer de version', 'AddOns' (which is selected and highlighted in blue), and 'Réinitialiser'. The main area is titled 'AddOns' and displays a table of installed AddOns. The columns are 'AddOn', 'État', 'Progression', and 'Description'. The table contains six rows, each representing an installed AddOn labeled 'nouveau'. The 'Description' column for all entries is 'Bus'. At the bottom of the main area, there are three buttons: 'Contrôler de nouveau' (with a circular arrow icon), 'Installation AddOn USB' (with a hand icon), and 'Informations AddOn' (with an info icon). A search bar at the top right says 'Parcourir la liste' and has a magnifying glass icon. On the far right, it says 'Dernière recherche : 04/06/2021, 14:00 Heure'.

AddOn	État	Progression	Description
19689	nouveau	Installation terminée (04/06/2021 11:50)	VAN
19687	nouveau	Installation terminée (04/06/2021 11:50)	Cars
19685	nouveau	Installation terminée (04/06/2021 11:50)	Bus
19655	nouveau	Installation terminée (02/06/2021 13:51)	Bus
19652	nouveau	Installation terminée (02/06/2021 11:51)	Bus
19649	nouveau	Installation terminée (02/06/2021 10:51)	Bus

Illustration 25 : AddOns installés

D'autres informations sur l'Update Center sont indiquées au chapitre 7.2 à la page 63.

D'une manière générale, l'Update Center recherche en permanence de nouveaux AddOns disponibles. Vous pouvez lancer ce contrôle au moyen du bouton "Contrôler de nouveau".

Si un collaborateur du support technique vous adresse un AddOn par e-mail, vous pouvez le copier sur une clé USB et le charger puis l'installer vous-même sur le XENTRY Diagnosis Pad 2 à l'aide du menu "Installer AddOn USB".

4.6. Imprimantes et impression

Il est possible d'installer sur le système XENTRY Diagnosis Pad 2 n'importe quelle imprimante du commerce, pourvu qu'elle soit compatible Windows 10. Ceci vaut à la fois pour les imprimantes USB et les imprimantes réseau. Il convient d'utiliser de préférence des imprimantes certifiées Windows 10. L'installation ne s'effectue plus avec des outils spéciaux, mais tout simplement au moyen du menu de Windows.

4.6.1. Installation d'une imprimante USB

Pour l'installation d'une imprimante USB, veuillez procéder comme suit :

1. Enclez l'imprimante USB
2. Connectez l'imprimante USB au système XENTRY Diagnosis Pad 2 au moyen d'un câble de raccordement USB adapté
3. Patientez pendant quelques minutes
4. L'imprimante USB sera automatiquement installée par Microsoft Windows 10
5. L'imprimante est ensuite opérationnelle

Alternativement, vous pouvez effectuer l'installation comme suit :

1. Ouvrez le panneau de configuration via le menu Démarrer.

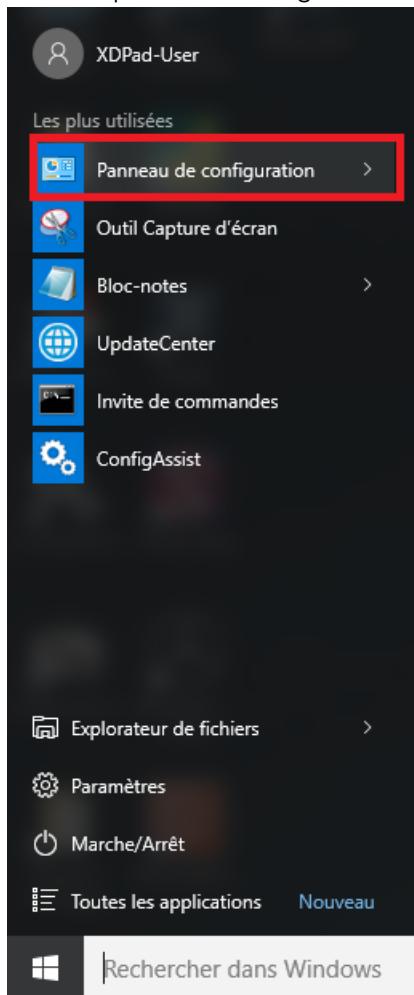


Illustration 26 : Ouverture du panneau de configuration

2. Cliquez ensuite sur le point « Afficher les périphériques et imprimantes » de la rubrique « Matériel et audio ».

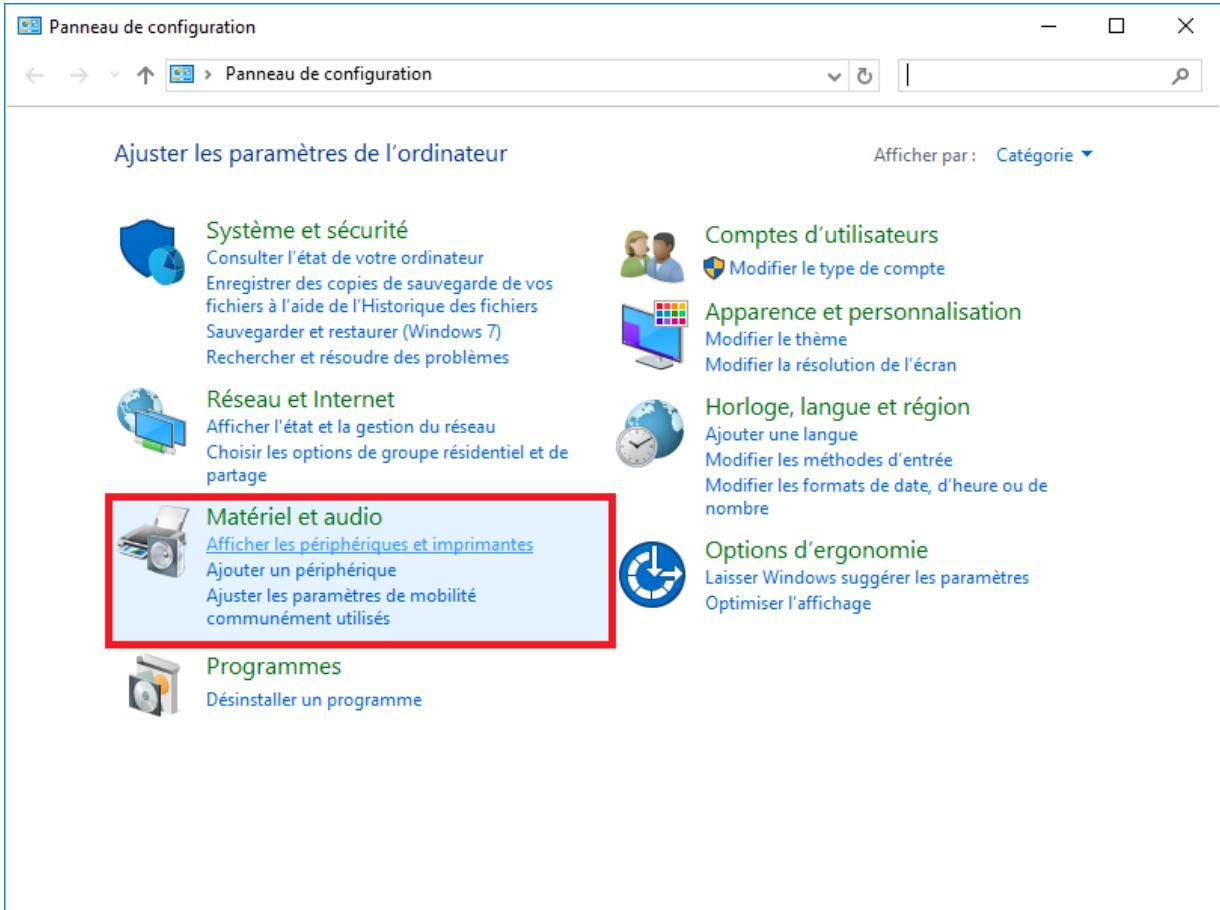


Illustration 27 : Matériel et audio - Afficher les périphériques et imprimantes

3. Vous voyez tout d'abord les imprimantes actuellement installées :

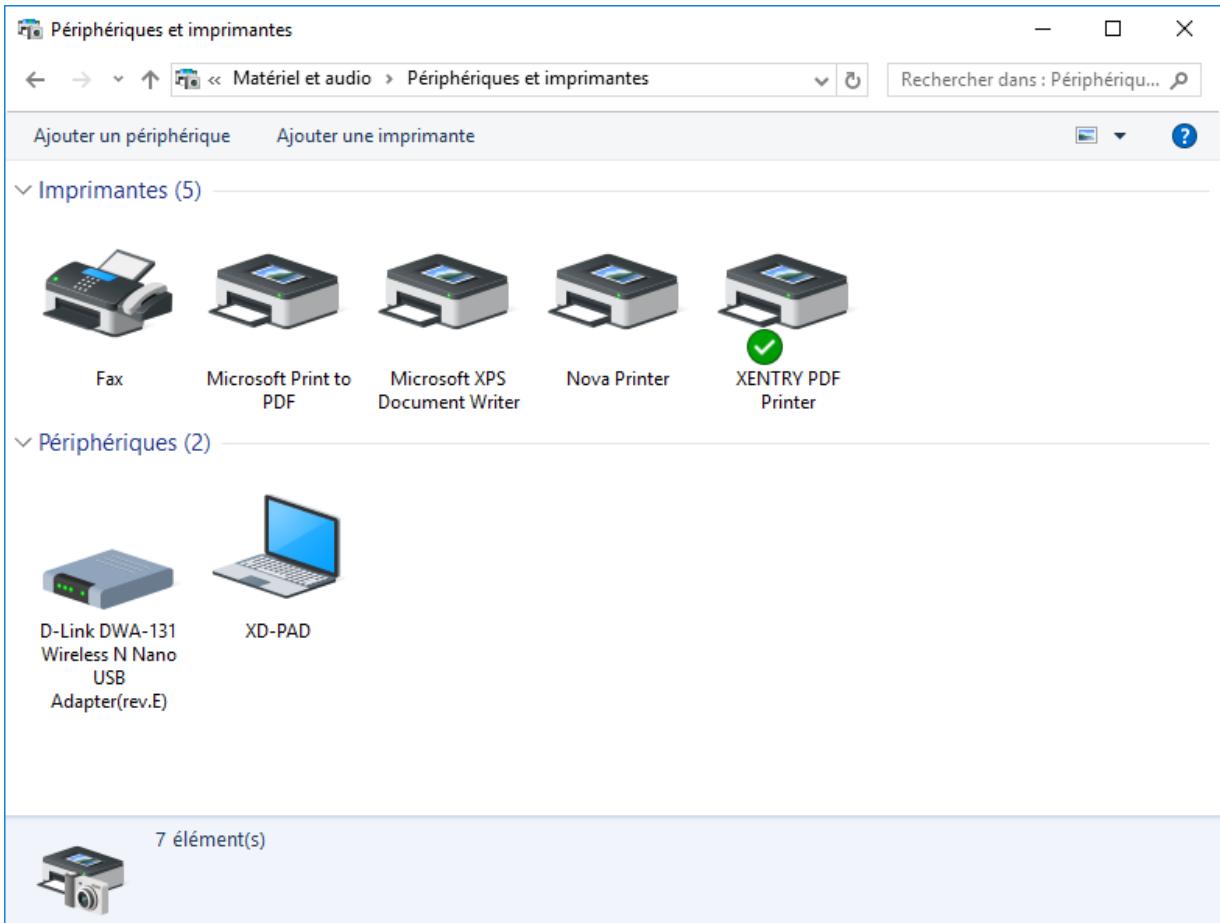


Illustration 28 : Imprimantes actuellement installées

4. Enclenchez ensuite l'imprimante USB désirée et reliez-la au XENTRY Diagnosis Pad à l'aide d'un câble USB adéquat.
L'imprimante s'affichera d'abord dans la catégorie « Non spécifié(e) », les pilotes d'imprimante s'installeront en même temps. Cette procédure peut durer quelques minutes.

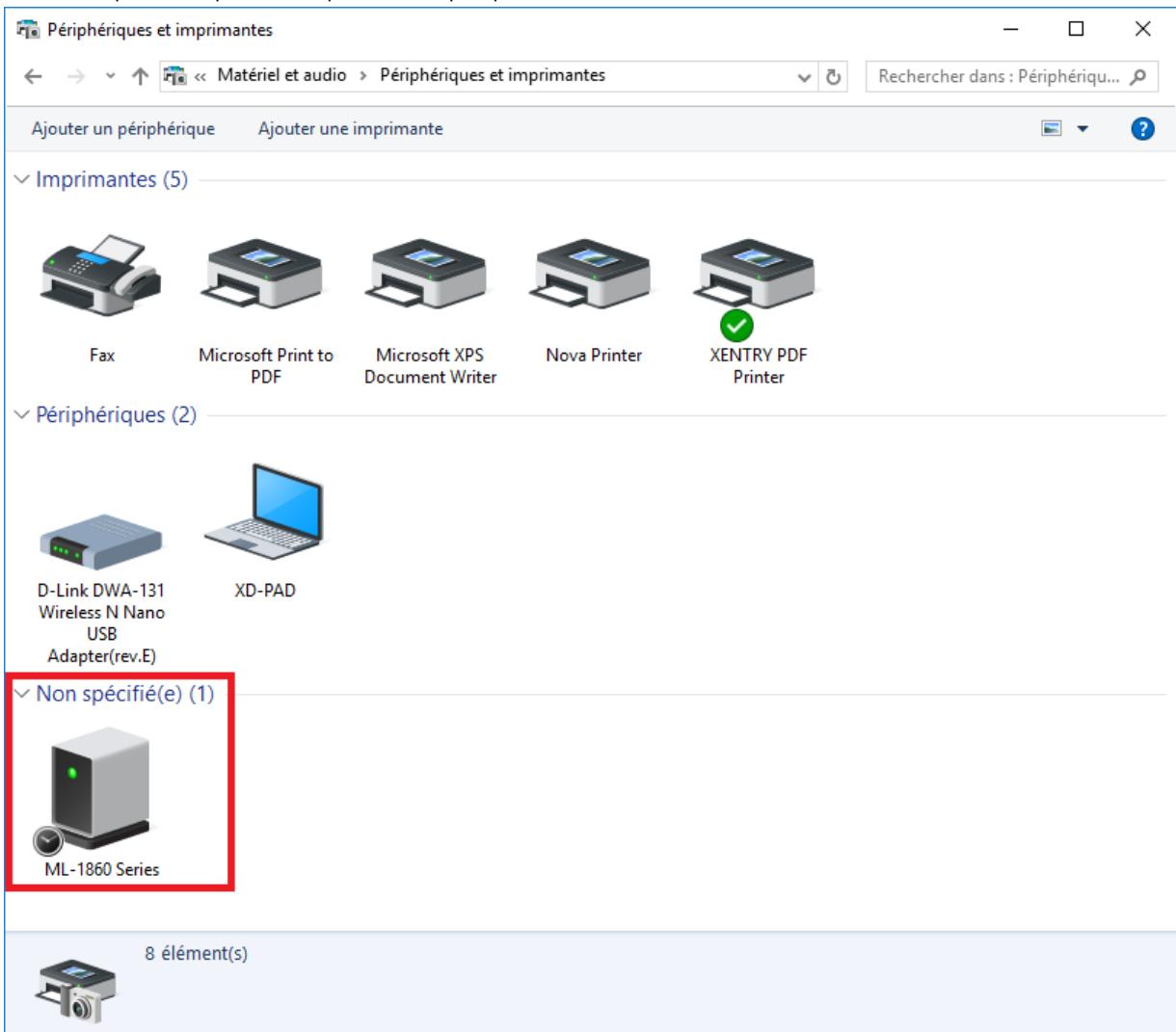


Illustration 29 : Imprimante détectée, installation en cours

5. Une fois l'installation terminée, l'imprimante sera affichée dans la catégorie « Imprimantes ».

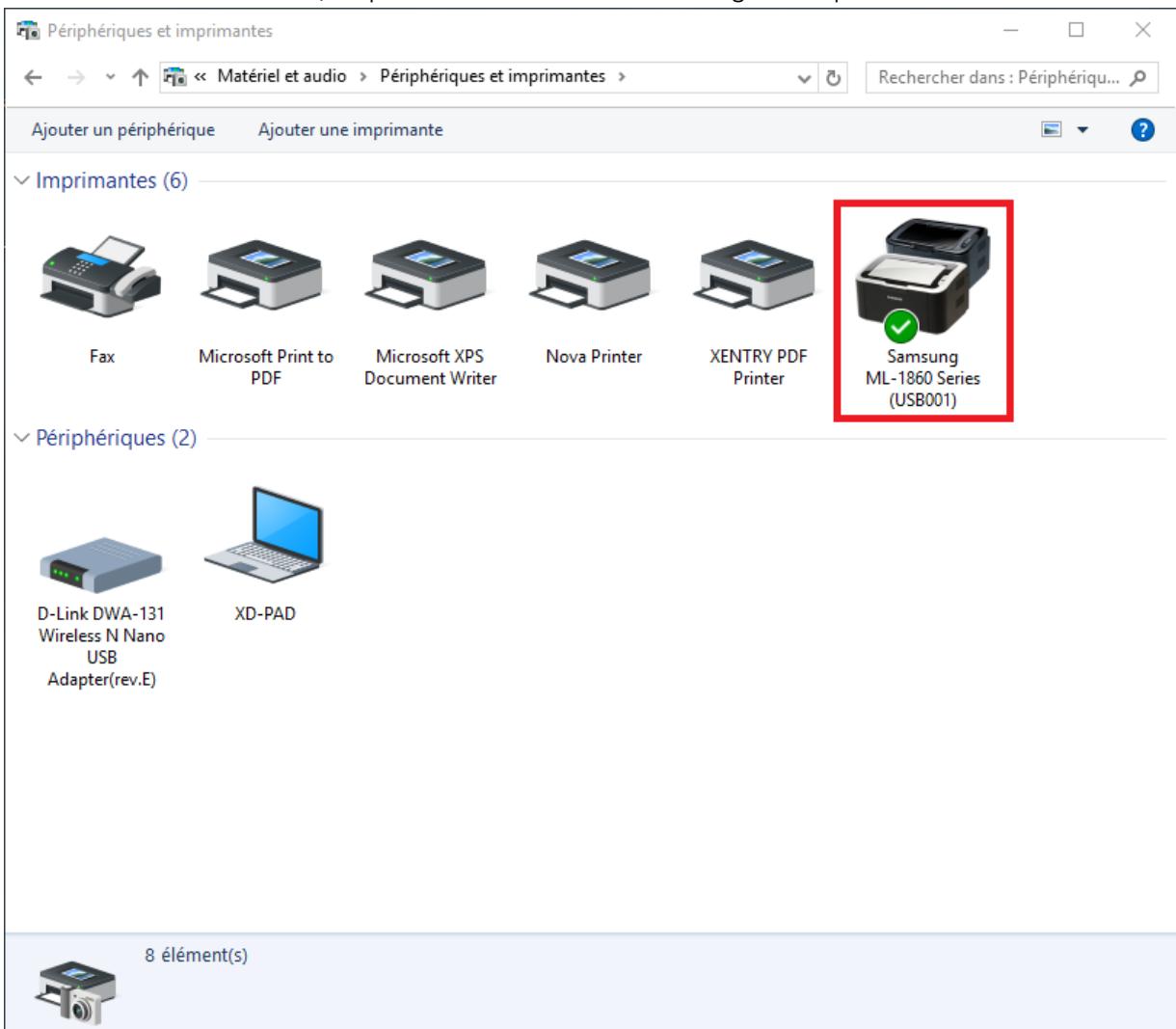


Illustration 30 : Imprimante installée

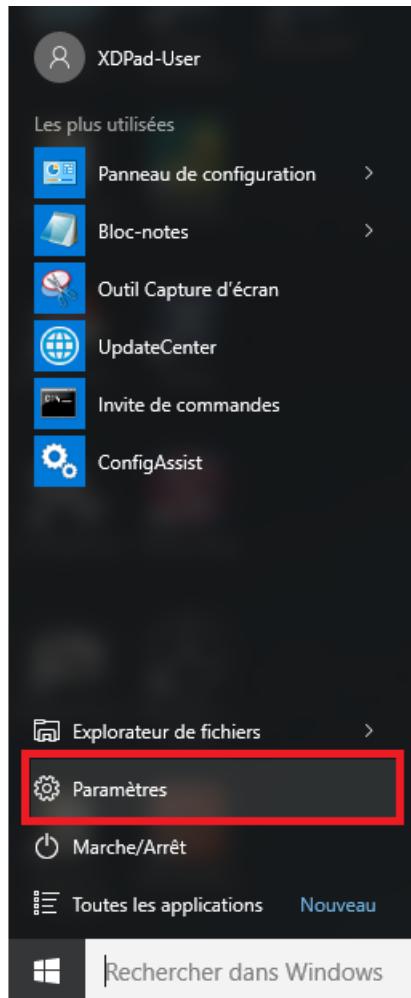
Avec XENTRY Diagnosis Kit 4, vous avez aussi la possibilité de créer des fichiers PDF. Vous trouverez une description détaillée du PDF Center au chapitre 7.4, page 69.

4.6.2. Installation d'une imprimante réseau

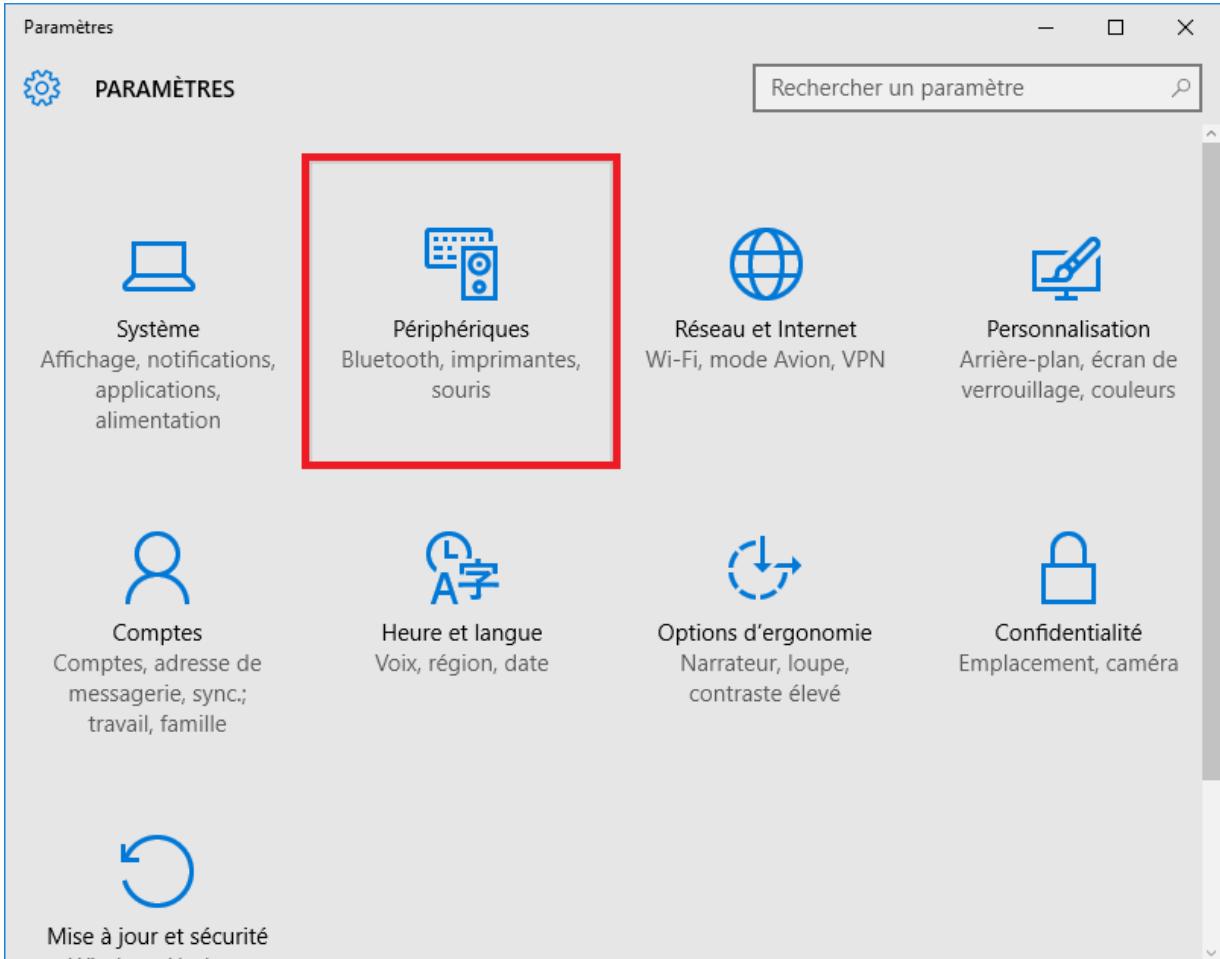
La section suivante décrit la configuration d'une imprimante réseau qui se trouve dans le même réseau que le système XENTRY Diagnosis Pad 2.

Enclenchez l'imprimante réseau et connectez-la au réseau dans lequel se trouve le système XENTRY Diagnosis Pad 2.

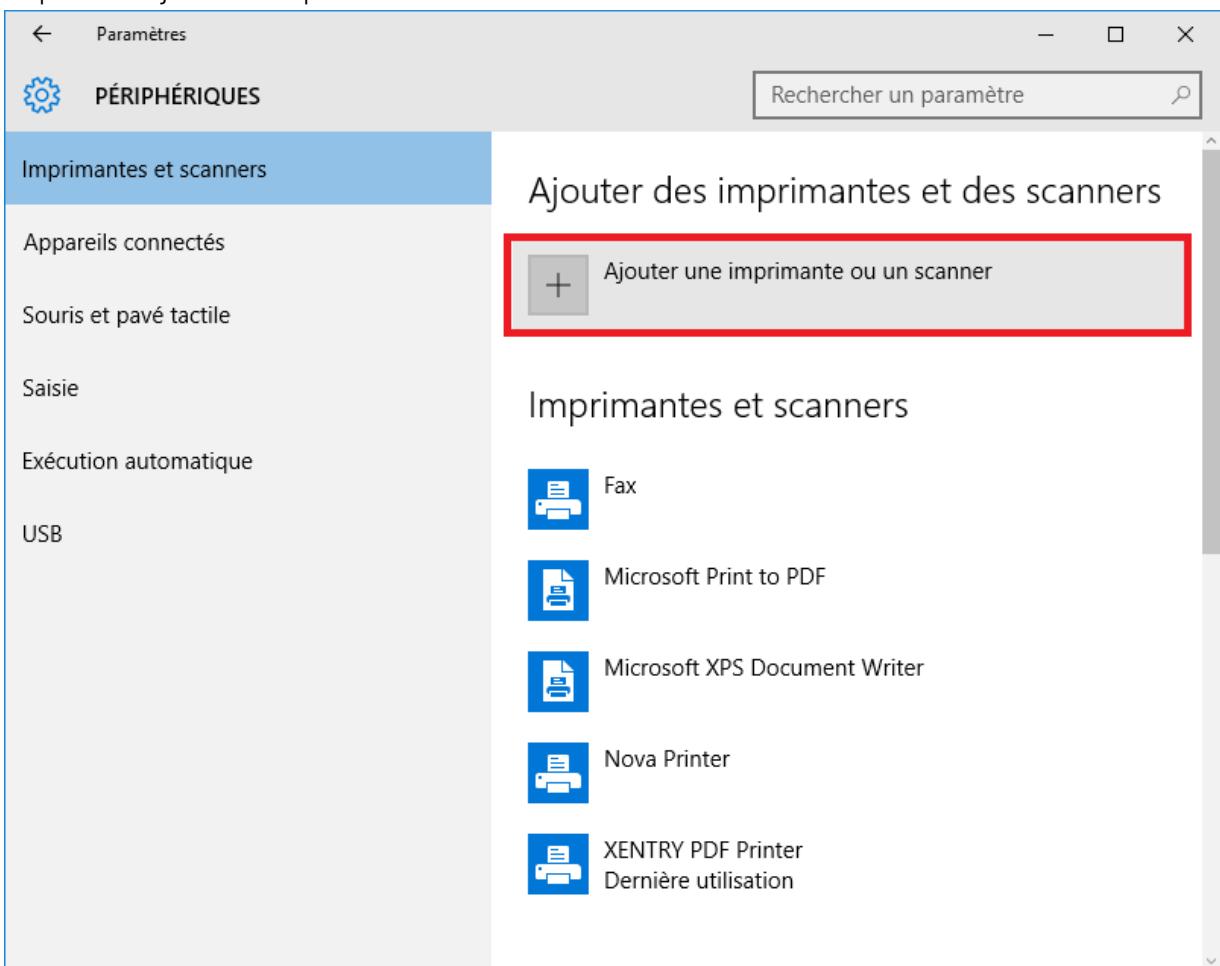
1. Ouvrez « Paramètres » dans le menu de démarrage sur XENTRY Diagnosis Pad 2.



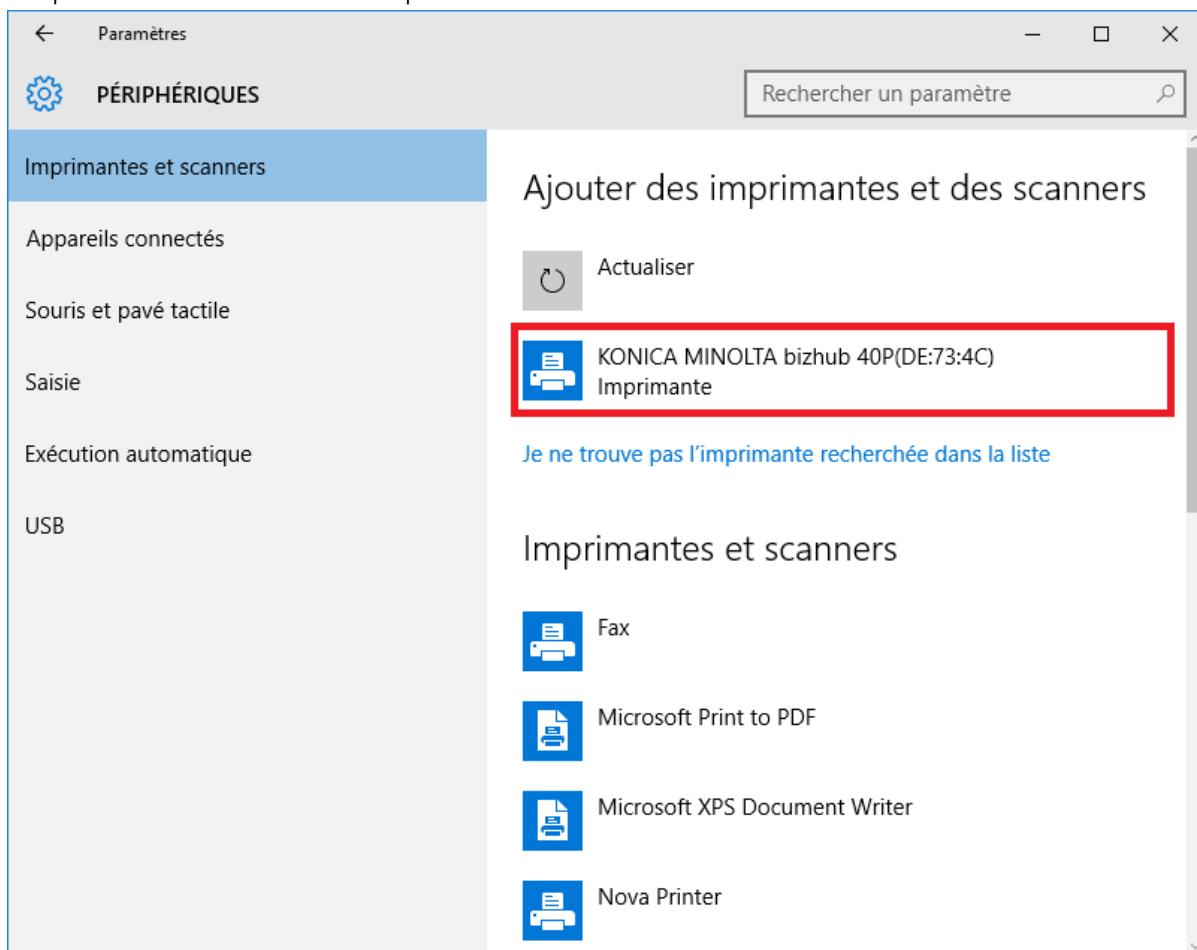
2. Sélectionnez ensuite « Périphériques – Bluetooth, imprimantes, souris ».



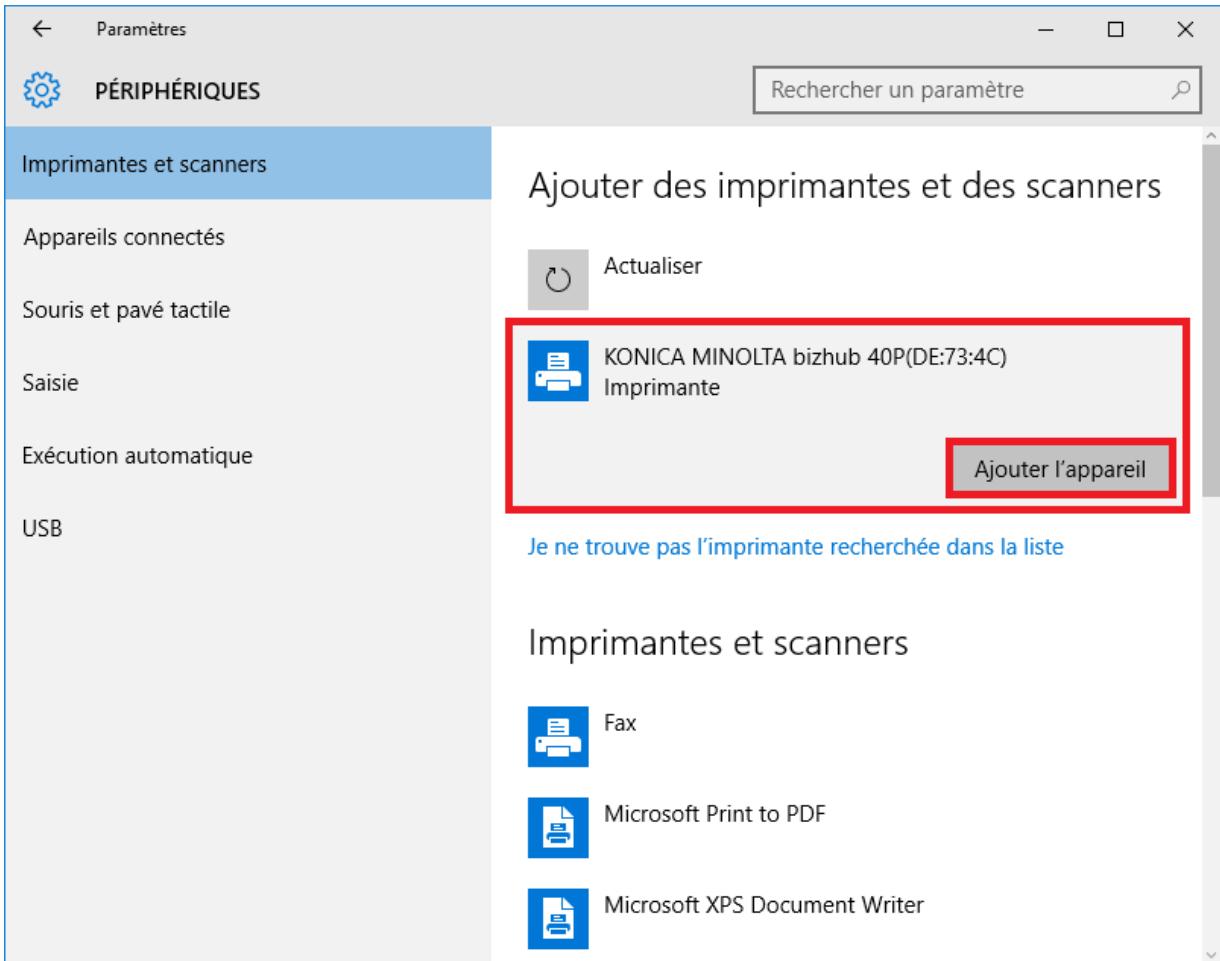
3. Cliquez sur « Ajouter une imprimante ou un scanner ».



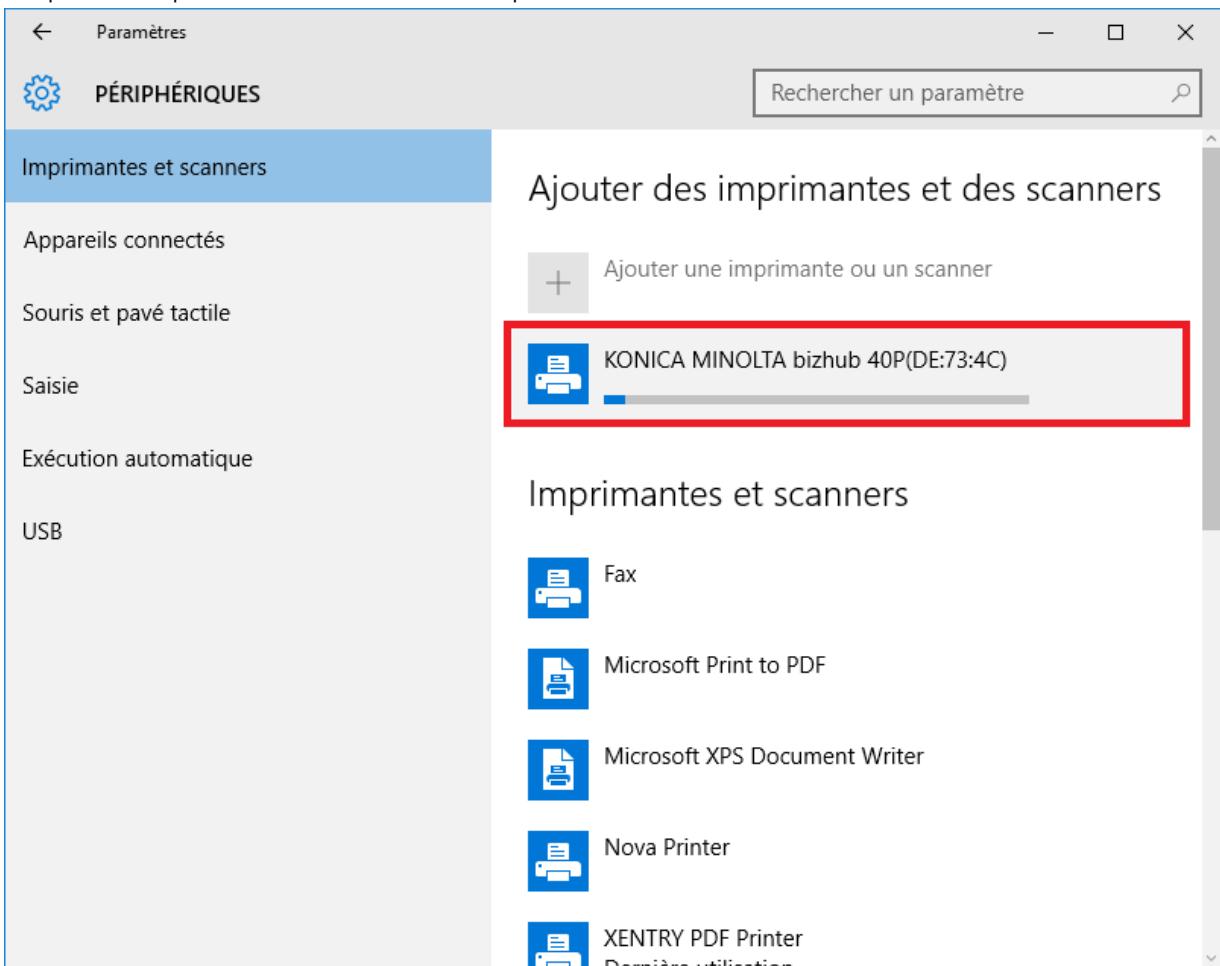
4. L'imprimante réseau s'affichera dès qu'elle aura été détectée.



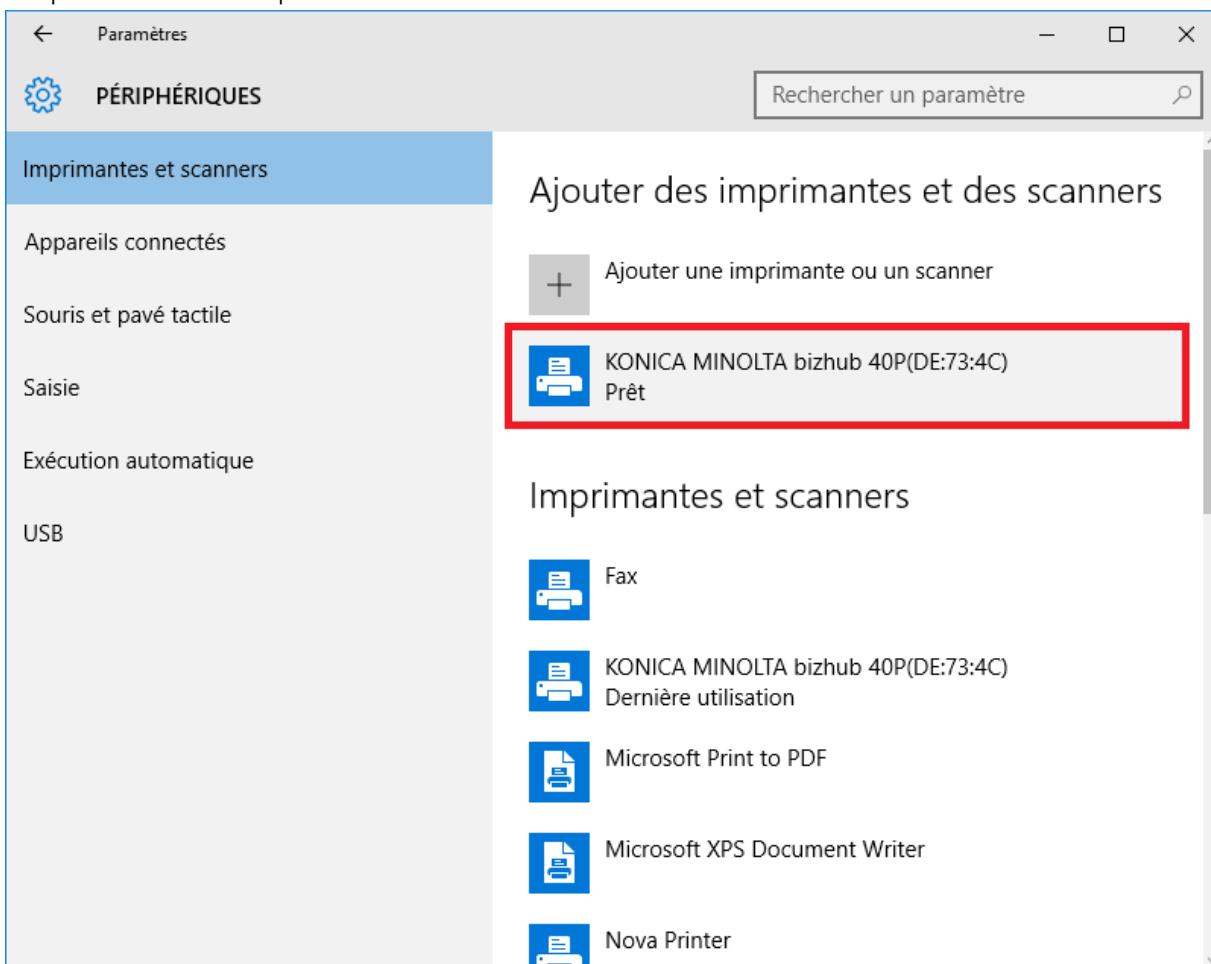
5. Sélectionnez l'imprimante à installer et cliquez sur « Ajouter l'appareil ».



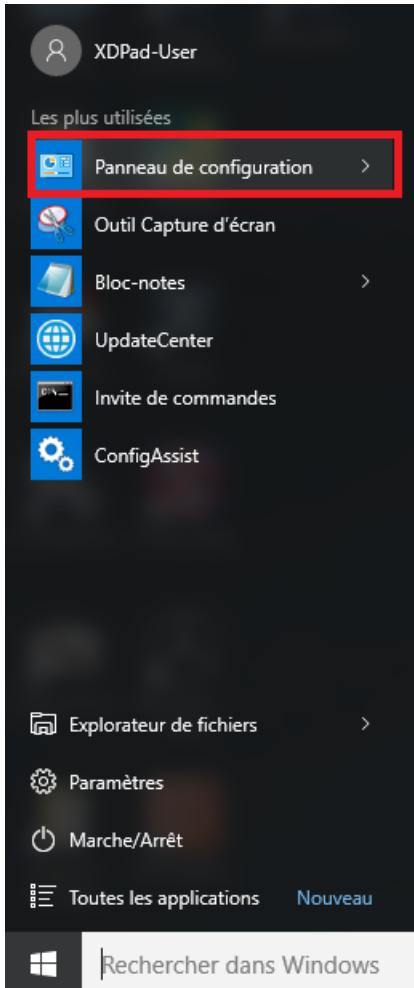
6. Les pilotes d'imprimante seront alors automatiquement recherchés et installés.



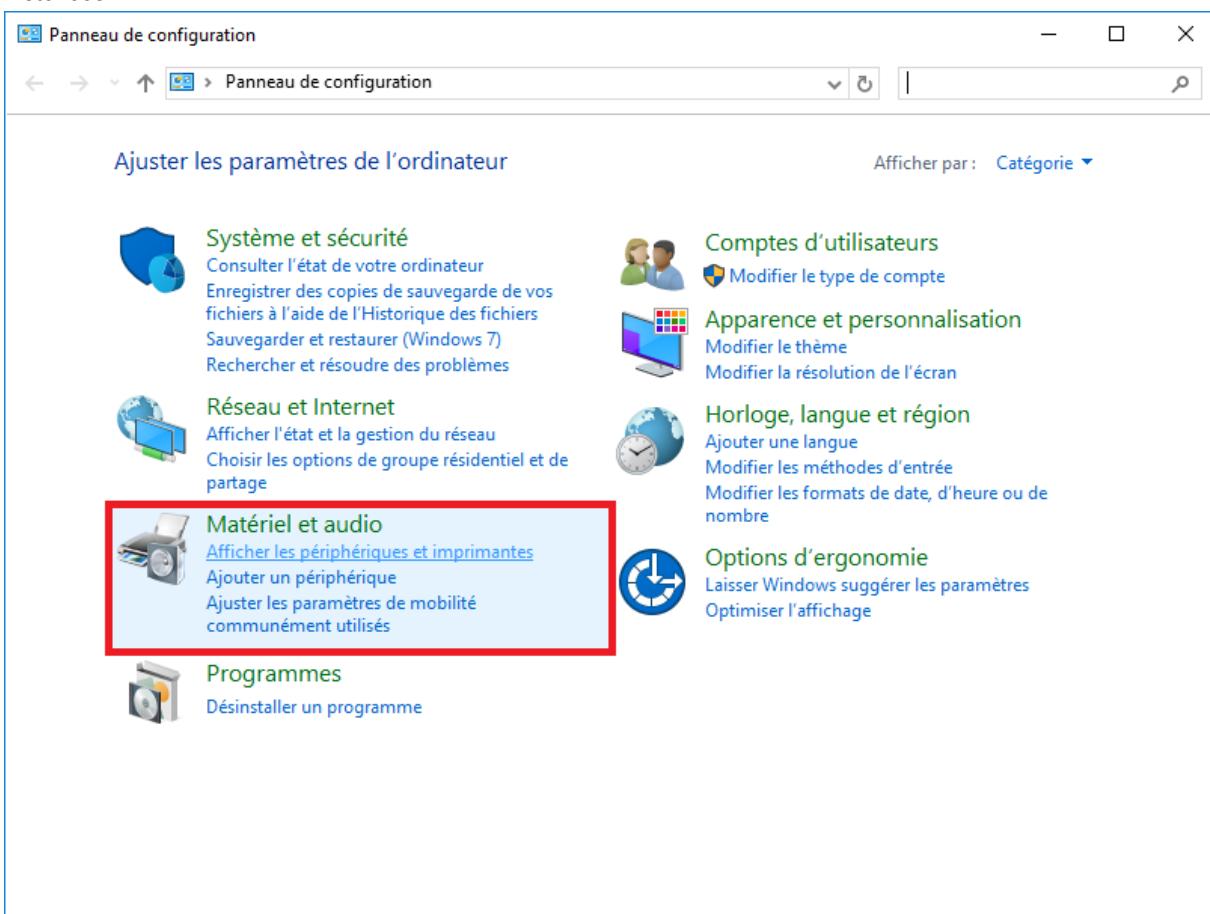
7. L'imprimante est ensuite prête à fonctionner.



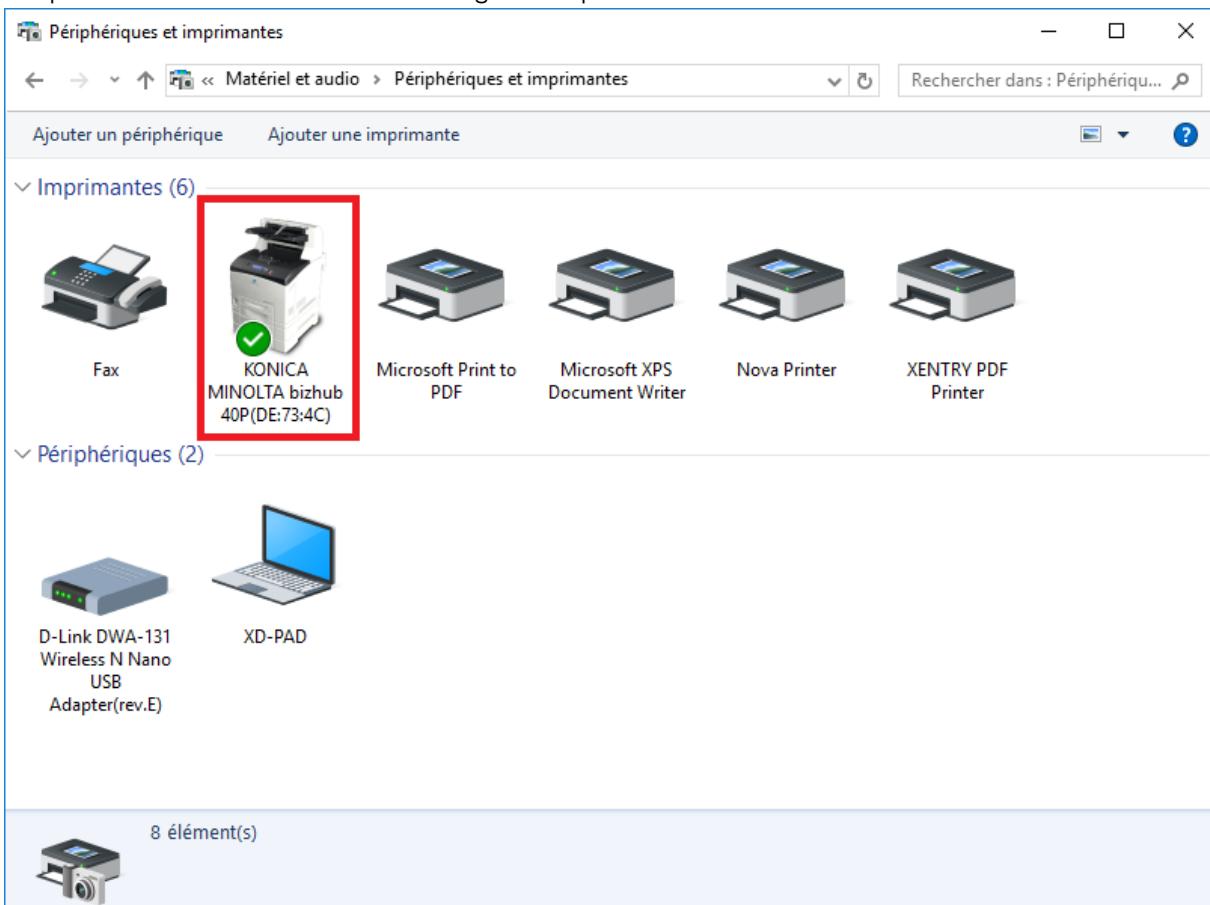
8. Si vous le désirez, vous pouvez effectuer une vérification par le biais du panneau de configuration. Cliquez pour cela sur le bouton « Panneau de configuration » du menu Démarrer.



9. Le point « Matériel et audio – Afficher les périphériques et imprimantes » vous indique toutes les imprimantes installées.



10. L'imprimante installée s'affiche dans la catégorie « Imprimantes ».



4.6.3.Assistant d'installation des pilotes d'imprimante

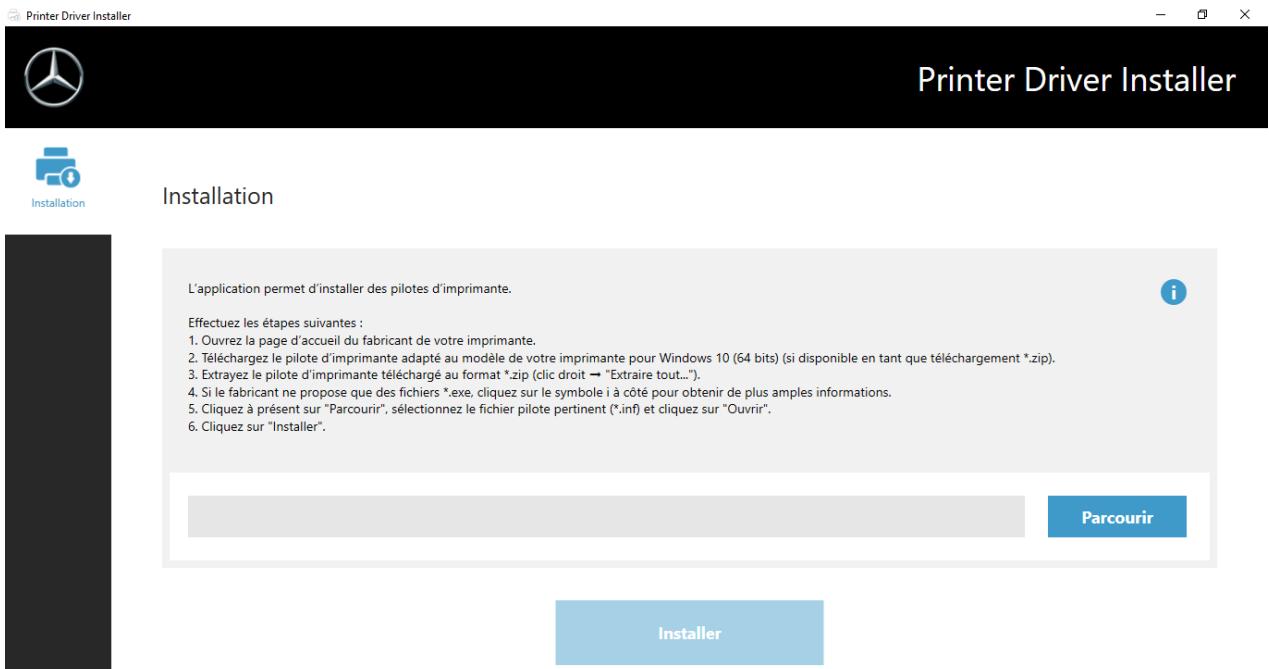
Si vous êtes invité à entrer un mot de passe d'administrateur pendant l'installation de l'imprimante, vous disposez ici de deux possibilités :

Installez le pilote d'imprimante à partir du lien « Printer Driver Installer » sur le bureau. La procédure correspondante est décrite dans ce qui suit :

1. Ouvrez le Printer Driver Installer à partir du lien sur le bureau de votre XENTRY Diagnosis Pad.



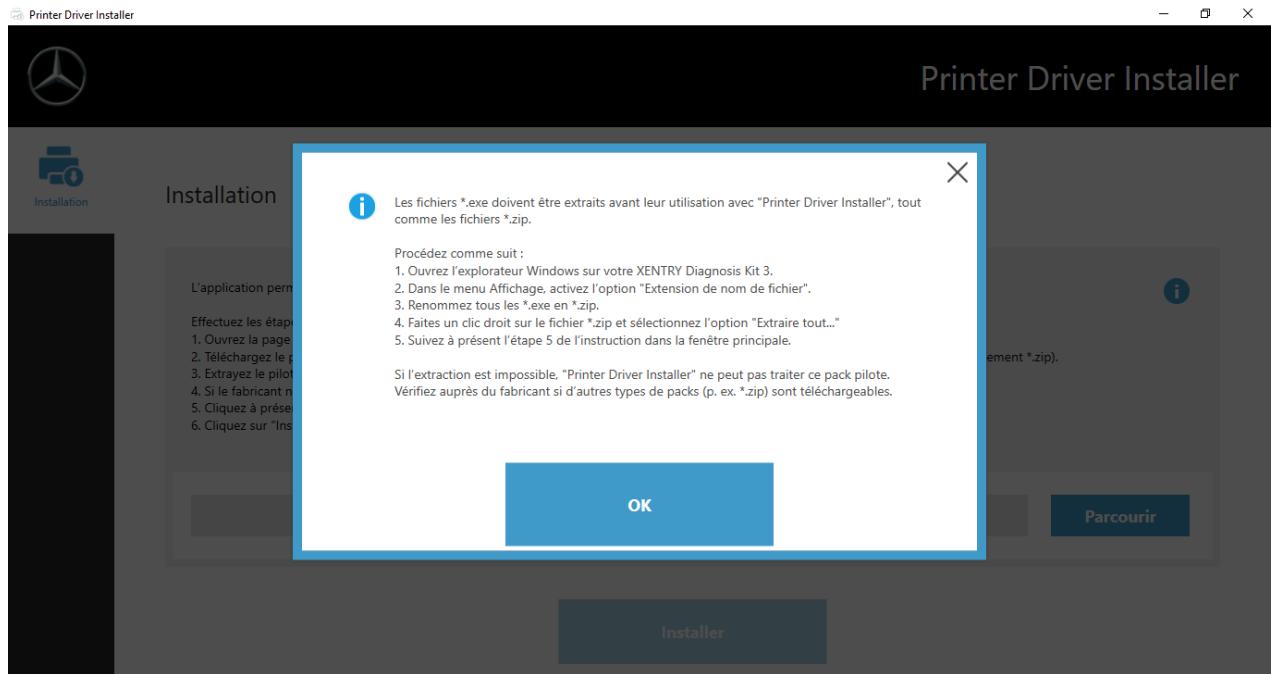
2. La page d'installation s'ouvre :



Vous avez ici la possibilité de charger directement le pilote d'imprimante sur le système XENTRY Diagnosis Pad 2 et de l'installer.

Veuillez noter que le Printer Driver Installer ne traite actuellement que les fichiers *.INF.

Si le pilote d'imprimante est disponible exclusivement en fichier *.EXE, veuillez cliquer sur le côté droit sur le bouton i pour clarifier la suite de la procédure :



4.7. Utilisation de logiciels de calculateur mis à disposition en ligne

Si vous utilisez un Retail Data Storage dans votre atelier, vous avez la possibilité de procéder à la mise en service on-line de calculateurs (sans DVD ou Blu-ray), étant donné que le logiciel de calculateur est désormais mis à disposition par le biais du Retail Data Storage.

Le logiciel de calculateur disponible peut être consulté dans le centre de contrôle XENTRY Update Service.

The screenshot shows the XENTRY Update Service Control Center interface. The top navigation bar includes a Mercedes-Benz logo, the title 'XENTRY Update Service Control Center', and language settings ('Version: | Langue: FR'). On the left, there's a sidebar with icons for navigation, search, and download. The main content area is titled 'Logiciels de calculateur'. It displays a list of available calculator software packages, each with a progress bar and a 'Demander' (Request) button. The list includes:

Nom du fichier	Progression	Statut	Demande
0002527015_001-CFF-20190126_1221.zip	[progress bar]	Attendre	<button>Demander</button>
0002527015_001-SMR-20190126_1221.zip	[progress bar]	Attendre	<button>Demander</button>
0004420060_001-CFF-20200117_1312.zip	[progress bar]	Attendre	<button>Demander</button>

Illustration 31 : logiciels de calculateur disponibles

Vous trouverez des informations plus détaillées dans le guide utilisateur « XENTRY Update Service - Mise en service du Retail Data Storage ».

4.8. AKT – Test rapide automatique

Avant de pouvoir effectuer un test rapide automatique (AKT) à la réception SAV, il faut que le système XENTRY Diagnosis Pad 2 soit intégré au réseau de la réception SAV de votre entreprise et connecté à Internet.

Pour votre travail au niveau de la réception SAV, veillez à ce que les systèmes XENTRY Diagnosis VCI et XENTRY Diagnosis Pad 2 se trouvent à proximité immédiate, de sorte que la connexion entre les composants du matériel puisse être assurée via WLAN. Alternativement, les composants du matériel peuvent être reliés par câble USB.

Vous devez par ailleurs avoir accès au XENTRY Portal. Vous trouverez des informations complémentaires sur XENTRY Portal sous Réception SAV > Diagnostic à la réception (test rapide automatique)

Pour l'activation du mode AKT, ouvrez sur le bureau du XENTRY Diagnosis Pad 2 le raccourci « XENTRY Diagnosis AKT ».



Illustration 32 : Icône XENTRY Diagnosis AKT

Il vous sera demandé de vous connecter une seule fois avec votre nom d'utilisateur et votre mot de passe :

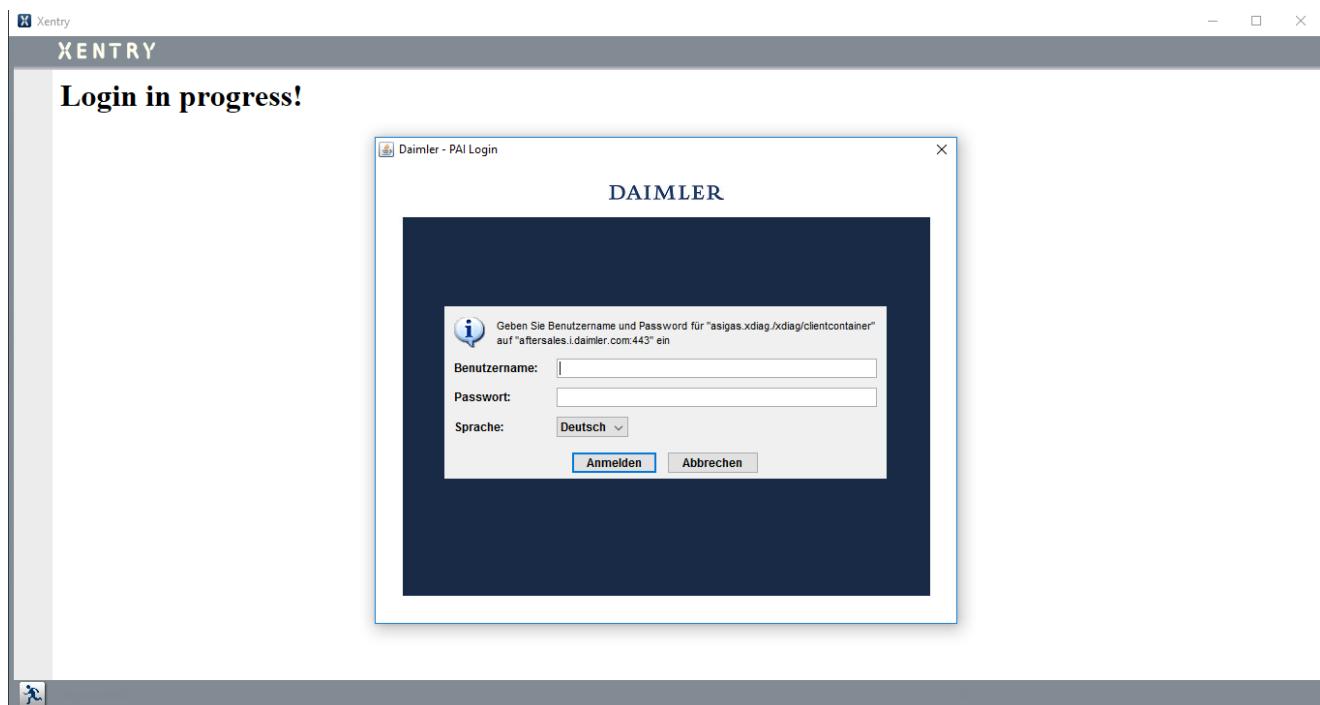


Illustration 33 : Ouverture de session XENTRY Diagnosis AKT

Le système XENTRY Diagnosis VCI est maintenant prêt à effectuer le test rapide automatique.

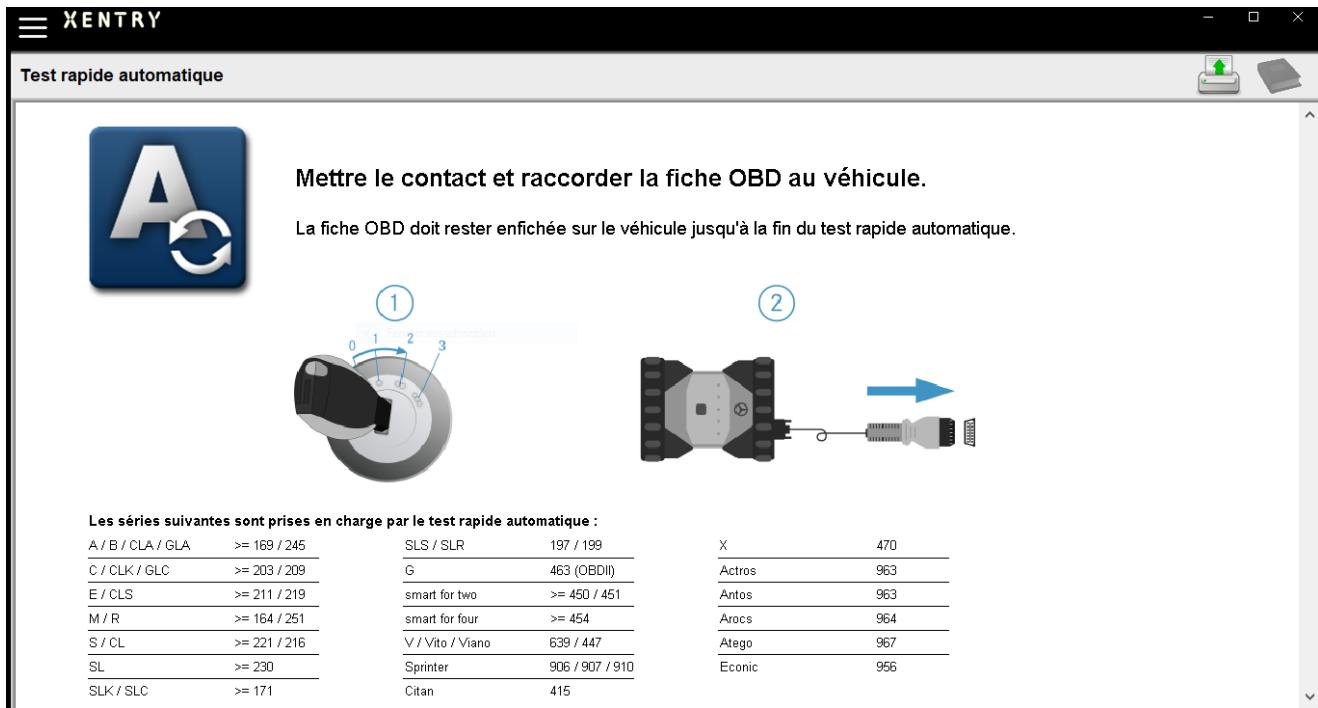


Illustration 34 : Écran de démarrage XENTRY AKT

Procédez comme suit :

1. Mettez le contact sur le véhicule (important !)
2. Raccordez le système XENTRY Diagnosis VCI à la prise OBD sur le véhicule
3. Le test rapide démarre et vous pouvez suivre sa progression sur le XENTRY Diagnosis Pad :

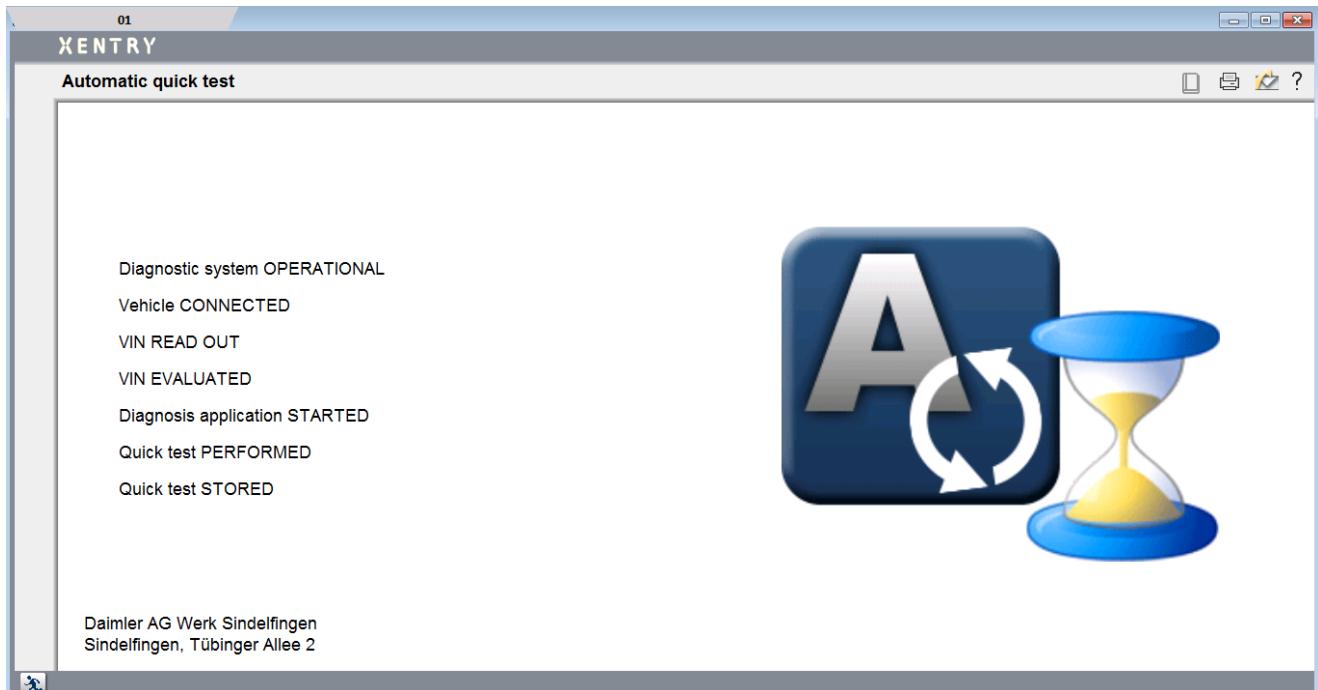


Illustration 35 : Réalisation de XENTRY AKT

4. Quelques minutes plus tard (en fonction de la série et de l'équipement du véhicule), le test rapide est achevé puis automatiquement transféré au XENTRY Portal par le biais du réseau (vous pouvez lire l'affichage du statut du test rapide sur le XENTRY Diagnosis Pad)
5. Lorsque le message « Débrancher la fiche OBD » apparaît à l'écran du XENTRY Diagnosis Pad, mettez fin à la connexion avec le véhicule.
6. Le test rapide est alors disponible sur le XENTRY Portal.

Vous pouvez maintenant utiliser le XENTRY Diagnosis VCI sur le prochain véhicule.

À l'issue du dernier test rapide automatique, vous pouvez alors de nouveau mettre fin au mode AKT. Fermez pour cela le programme « XENTRY AKT » sur le XENTRY Diagnosis Pad.

4.9. XENTRY WIS / XENTRY Operation Time

4.9.1. Le nouveau système d'information atelier (XENTRY WIS)

Toutes les informations en un clic avec XENTRY WIS

Toutes les descriptions techniques, consignes de travail et informations pour la maintenance ou la réparation sont à présent disponibles dans le nouveau **XENTRY WIS**. Ce système d'information atelier moderne saura vous convaincre par son nouveau design, son intégration pratique dans **XENTRY Portal** et son utilisation confortable sur les **terminaux mobiles**. Sur un simple clic, vous obtenez partout et à tout moment des **données actuelles et précises sur votre ordre d'atelier**. Cela vous permet de gérer votre ordre de manière efficace et ciblée.



Illustration 36 : Accès direct à XENTRY WIS

Fonctionnalités optimisées et design moderne

Profitez de votre nouveau système d'information atelier :

- Intégration dans le paysage système et les processus d'après-vente existants : design harmonisé, utilisation simplifiée et mise en réseau plus poussée des informations d'après-vente
- Les clients JAVA/OWS ne sont plus nécessaires
- Le concept d'utilisation homogène facilite la prise en main
- Informations de maintenance et de réparation spécifiques au véhicule d'une seule source
- Informations à jour pour des prestations de maintenance et de réparation optimales selon les indications du fabricant
- Nouveau design du produit : recherche d'informations d'atelier dans un design nouveau et épuré
- Utilisation sur des terminaux mobiles

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

Remarque : WIS/ASRA Offline/Standalone

À partir de janvier 2023, WIS/ASRA Offline/Standalone ne sont plus supportés. Depuis décembre 2021, il n'est plus possible de commander les différents produits Offline dans XENTRY Shop. Veuillez modifier votre configuration dans WIS Configuration Tool ; au plus tard à l'échéance de la startkey actuelle (WIS Configuration Tool -> Vue d'ensemble -> Mode WIS -> "Online").

4.9.2. XENTRY Operation Time – Utilisation plus intuitive, recherche plus rapide et meilleurs résultats

Recherchez à présent plus rapidement toutes les informations concernant les **positions de travail** et les **temps de travail** requis. **XENTRY Operation Time fournit également des données à jours et de qualité, basées sur le FIN/VIN.**

La nouvelle interface utilisateur moderne et intuitive présente toutes les informations pertinentes sur deux écrans seulement.

XENTRY Operation Time est intégré sans couture dans XENTRY Portal/XENTRY Diagnosis et peut être utilisé sur d'autres terminaux mobiles.

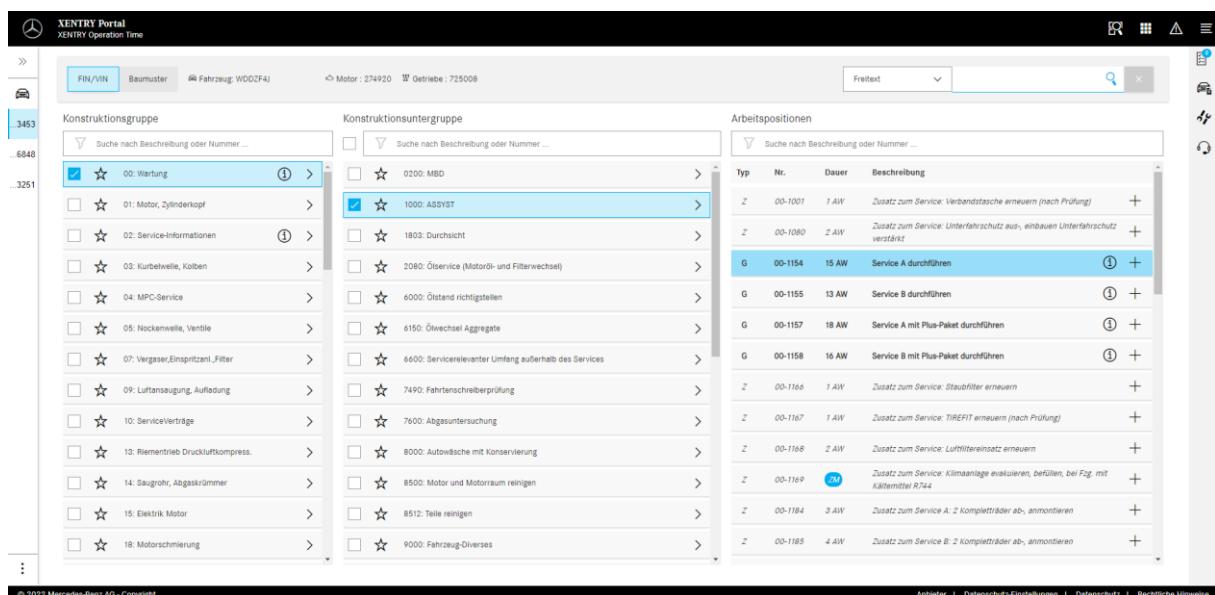


Illustration 37 : Accès direct à XENTRY Operation Time

Tous les avantages en un coup d'œil :

- Informations à jour des positions et temps de travail
- Possibilités de filtre spécifique au FIN/VIN
- Fonctions de recherche améliorées et intuitives
- Développement continu pour des corrections de données chaque jour
- Utilisation sur des terminaux mobiles
- Intégration dans XENTRY Portal/XENTRY Diagnosis pour une mise en réseau optimale des applications et informations
- Les clients JAVA/OWS ne sont plus nécessaires

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

4.9.3.Appel de XENTRY WIS/XENTRY Operation Time depuis le cadre XENTRY

Vous avez la possibilité d'ouvrir XENTRY WIS et XENTRY Operation Time depuis le cadre XENTRY.

Pour cela, vous devez vous connecter avec votre ID utilisateur EMEA et le mot de passe correspondant par Single-Sign-On.

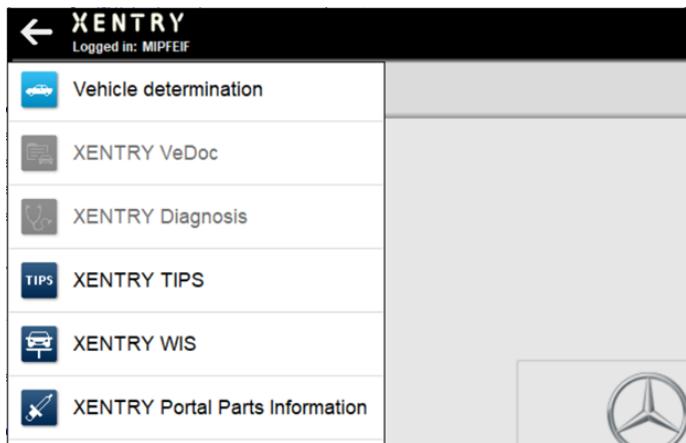


Illustration 38 : Appel direct de XENTRY WIS/Operation Time à partir du cadre XENTRY

Remarque

Attention : dès qu'un contexte de véhicule est défini dans le cadre XENTRY (signalé par les données du véhicule dans la ligne du bas), celui-ci est transmis aux applications. XENTRY WIS et XENTRY Operation Time définissent alors ces données du véhicule comme contexte de recherche.

4.9.4. Appel de XENTRY WIS/XENTRY Operation Time depuis la session de diagnostic

En plus de l'ouverture de WIS/ASRA à partir du cadre XENTRY, au cours de laquelle le contexte de véhicule est transmis à WIS/ASRA, il est aussi possible d'ouvrir WIS/ASRA à partir de la session de diagnostic dans diverses vue de calculateurs ou de fonctions.

The screenshot shows the official Mercedes-Benz website for service and parts. At the top, there's a navigation bar with links to Daimler AG, FAQ, Contact, Conditions générales de vente, Sprache/Language, Accueil, Info service et pièces, Le monde du diagnostic, Atelier & Outils, Info-Center, and Liens. Below the navigation, a banner reads "Service & Parts net - Informations ateliers d'origine du constructeur sur les véhicules Mercedes-Benz et smart". A large image of a silver Mercedes-Benz car parked in front of a modern building is displayed. To the right of the image is a login form titled "Ouverture de session vers les systèmes EPC, WIS, ASRA". It includes fields for "Nom d'utilisateur" and "Mot de passe", and buttons for "Connexion", "Mot de passe oublié ?", and "S'enregister". Below the login form is a "Accès rapide" section with links to "Accès Outils spéciaux", "Accès TechInfo-Shop", "Recherche de distributeur", and "Informations nationales". A note at the bottom left says "For DSB use only Microsoft Internet Explorer (version 8 or higher)!" and a note at the bottom center says "Notre portail s'adresse aux ateliers indépendants et aux sociétés au sein de l'Union Européenne qui assurent la réparation et l'entretien des véhicules Mercedes-Benz et smart".

Illustration 39 : accès direct à XENTRY WIS/Operation Time depuis la session de diagnostic

4.9.5.Schémas spécifiques au véhicule par "Schéma électrique dynamique"

À partir du 12.10.2021, dans le cadre du lancement de XENTRY WIS, le module "Schéma électrique dynamique" sera disponible pour chaque utilisateur WIS dans XENTRY Portal et XENTRY Diagnosis.

L'affichage spécifique FIN du "Schéma électrique dynamique" permet à l'utilisateur de voir uniquement le schéma pertinent pour son véhicule. La recherche fastidieuse de l'équipement du véhicule et les sauts de système sont ainsi supprimés. Cette fonction, ainsi que d'autres fonctions de recherche et de filtre, aident l'utilisateur et contribuent à la réduction significative d'éventuelles erreurs de recherche dans le processus de réparation et de diagnostic. En outre, des informations complémentaires, relatives p. ex. aux composants, peuvent être affichées en un seul clic.

Le "Schéma électrique dynamique" est relié aux droits WIS, une commande séparée n'est ainsi pas nécessaire. Veuillez noter qu'à partir de fin 2021, tous les schémas relatifs aux nouvelles mises en service et aux restylages seront uniquement disponibles dans le module "Schéma électrique dynamique". Nous vous recommandons donc d'utiliser ce module pour la recherche de schémas.

Appel du Schéma électrique dynamique depuis l'écran d'accueil et test rapide

- Ouvrez le "Schéma électrique dynamique" via l'icône de livre en haut à droite.

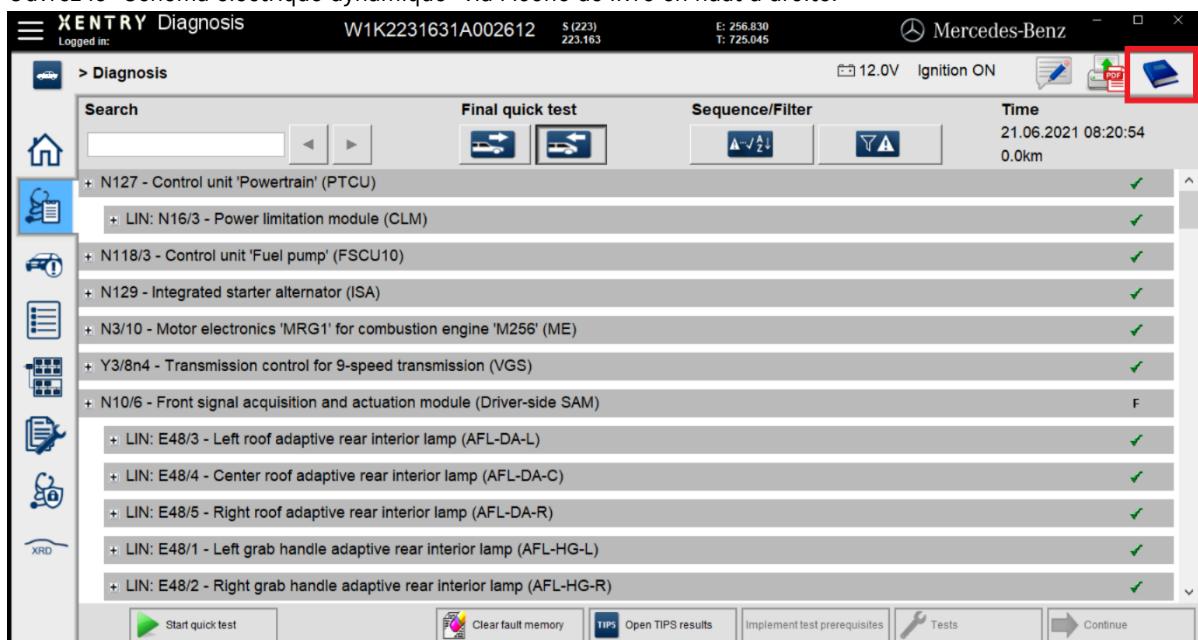


Illustration 40: Schémas de câblage spécifiques au véhicule par "Dynamic Wiring Diagram"

2. Ouvrez la liste de tous les calculateurs du test rapide. Une fois un schéma ouvert, tous les composants sont représentés dans le schéma.

Les composants affichés peuvent être filtrés via le champ de recherche.



Illustration 41: Aperçu des composants au sein du schéma électrique

3. Sélectionnez les composants que vous souhaitez. L'emplacement de montage correspondant s'affichera dans la partie droite.

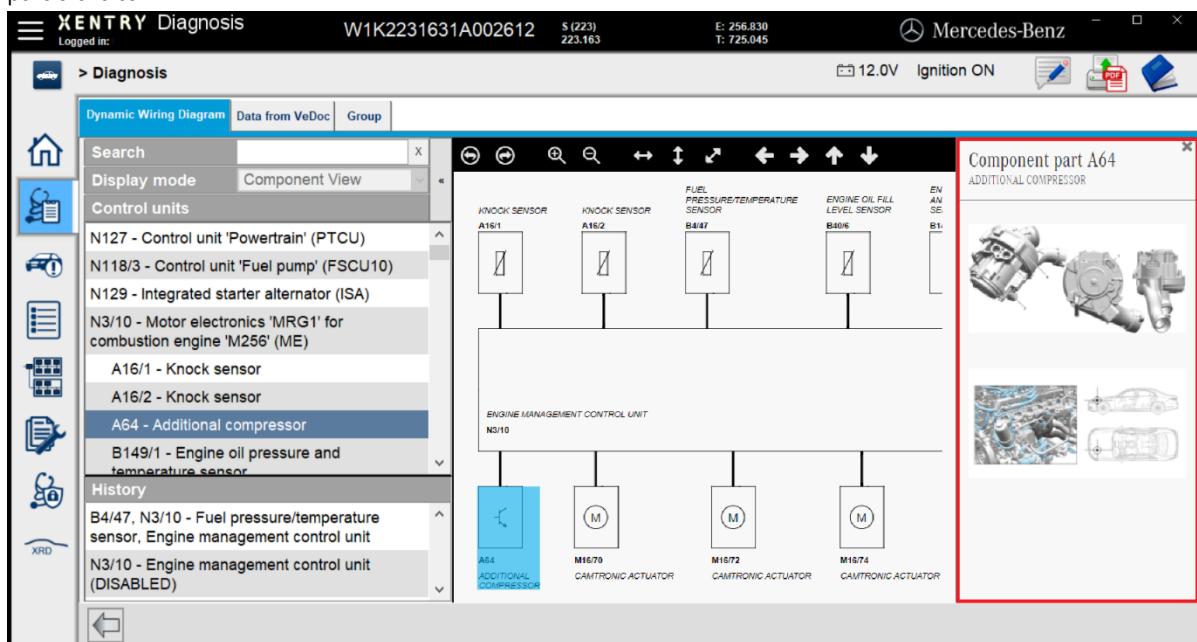


Illustration 42: Choix des composants et de leur emplacement

5. Composants matériels

5.1. XENTRY Diagnosis Pad 2

5.1.1. Caractéristiques techniques de XENTRY Diagnosis Pad 2



Illustration 43 : Vue XENTRY Diagnosis Pad 2

- Disque dur : SSD 1 To
- Mémoire de travail : DDR4 16 Go
- Processeur : Intel ® Core ™ i5
- Système d'exploitation : Windows 10 IoT
- Dimensions : env. 338 x 240 x 33 mm (l x L x H)
- Poids : environ 2,3 kg
- Utilisation conviviale grâce :
 - au support multi-angles
 - à l'écran full HD multitouch capacitif
 - à la bonne lisibilité de l'écran

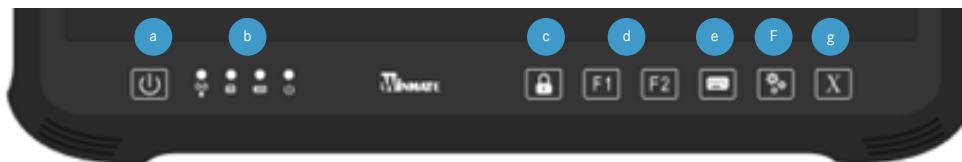
5.1.2.Raccords sur le XENTRY Diagnosis Pad 2



Illustration 44 : Raccords XENTRY Diagnosis Pad 2

5.1.3.Touches et affichages sur le XENTRY Diagnosis Pad 2

Le système XENTRY Diagnosis Pad 2 dispose des touches et affichages suivants :



- a Permet de mettre en marche le XENTRY Diagnosis Pad 2
- b Affichages d'état à LED pour WLAN, mode disque dur, accumulateur, état de fonctionnement
- c Blocage d'écran
- d Touches de fonction F1 et F2, à affectation libre
- e Pour afficher et masque le clavier virtuel
- f Paramètres
- g Ouverture de XENTRY Diagnosis Software

5.2. XENTRY Diagnosis VCI

5.2.1. Caractéristiques techniques du XENTRY Diagnosis VCI



Illustration 45 : XENTRY Diagnosis VCI

- Matière : polycarbonate avec protections caoutchouc
- Pas d'accumulateur
- Pas d'écran
- Connexion VCI au Pad par WLAN, par le biais de clés USB WLAN, pas d'infrastructure WLAN nécessaire
- Une touche se trouve sur le XENTRY Diagnosis VCI. Cette touche est utilisée pour des cas d'application spéciaux dans l'outil XENTRY CAN.
- Le VCI n'a pas besoin de bloc d'alimentation à des fins d'alimentation électrique externe
- Le VCI est désactivé automatiquement s'il n'est pas connecté à un véhicule ou à un câble OBD/ USB. Il s'enclanche automatiquement en cas de nouvelle alimentation en tension.

Caractéristiques	Valeur / Plage
Interface hôte	
Filaire	USB 2.0 haute vitesse
Clé USB WiFi sans fil	802.11b/g/n
Système de processeur	
Micropuce	Intel MX6 Solo
Cadence	800 MHz
RAM	RAM DDR3 512 Mo
ROM	Flash 512 Mo
Mémoire de masse (opt.)	Clé mémoire USB
Interface utilisateur	
LED	5 LED d'état
Transmetteur de signal sonore	Signal sonore
Alimentation électrique	
À partir de la batterie du véhicule via le câble de raccordement de diagnostic ou d'un câble USB raccordé.	OBD : 8 à 28 VDC ; 750 mA USB : 5 VDC ; 700 mA
Attention :	
La douille de diagnostic du véhicule doit être protégée avec un fusible de 6 A / 32 V au maximum.	
Propriétés mécaniques	
Dimensions	168 x 115 x 45 mm
Poids	0,41 kg
Température de service	-20 °C à +60 °C
Température de stockage	-40 °C à +80 °C
Humidité de l'air à 25 °C	30 % - 95 %
Altitude de service maximale	4 000 m
Type de protection avec câble de raccordement de diagnostic non enfiché	IP 30
Type de protection avec câble de raccordement de diagnostic vissé selon IEC60529	IP 54 ; catégorie 2
Degré d'encrassement	2
Câble de raccordement de diagnostic	
J1962 (ISO 15031-3)	26 broches ; calibre 28 V ; CAT O
Certifications VCI	
UE	
États-Unis	
Corée du Sud	 MSIP-REM-BO2-XENTRY-VCI
Russie	
Australie	
Ukraine	

Tableau 1 : Caractéristiques techniques du système XENTRY Diagnosis VCI

Champ d'application

Le système XENTRY Diagnosis VCI est exclusivement prévu pour une utilisation à l'intérieur.

- Degré d'encrassement 2, maintenir l'environnement du XENTRY Diagnosis VCI propre
- Éviter la condensation, n'exposer le XENTRY Diagnosis VCI ni à la pluie, ni à l'humidité

5.2.2. Raccords et éléments de commande du XENTRY Diagnosis VCI

Les raccords et éléments de commande suivants se trouvent sur le XENTRY Diagnosis VCI :



Illustration 46 : Raccords XENTRY Diagnosis VCI

5.2.3.Affichage d'état et éléments de commande du système XENTRY Diagnosis VCI



Illustration 47 : Affichage d'état et éléments de commande du XENTRY Diagnosis VCI

Affichages d'état

	Indicateur de marche, LED verte
	Indicateur de défaut, LED rouge
	LED rouge/verte/orange
	Affichage de connexion VCI ↔ Pad, LED verte clignotante
	Affichage de connexion VCI ↔ véhicule, LED verte clignotante

Illustration 48 : Affichages d'état VCI

Élément de commande



Illustration 49 : Touche VCI

Une touche se trouve sur le XENTRY Diagnosis VCI. Cette touche est utilisée pour des cas d'application spéciaux dans l'outil XENTRY CAN.

6. Accessoires

6.1. Accessoires pouvant être commandés en option

Les accessoires pouvant être commandés en option s'affichent pendant la configuration.

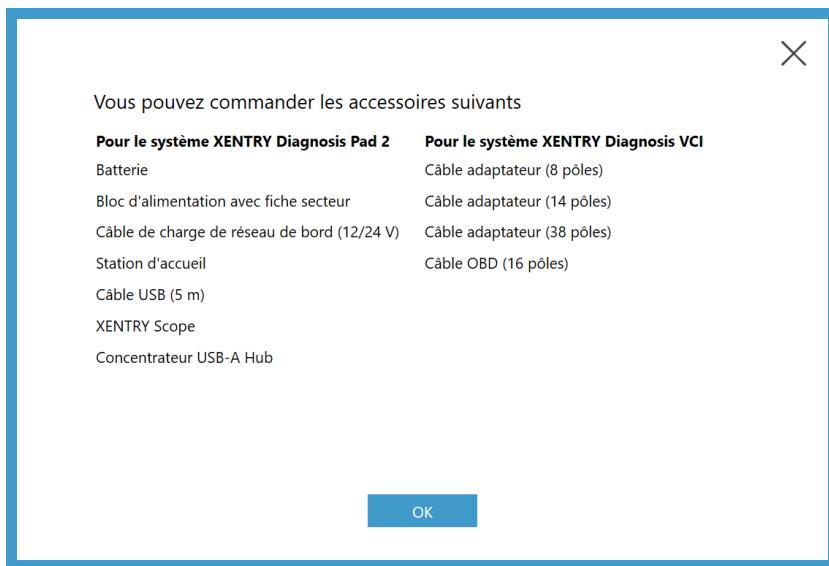


Illustration 50 : Accessoires pouvant être commandés en option

La docking station offre des raccords supplémentaires, p. ex. des prises USB et une possibilité de raccordement pour un écran ou un projecteur.



Illustration 51 : Docking station

6.2. Technique de mesure XENTRY Scope

Vous trouverez des informations complémentaires sur la technique de mesure XENTRY Scope dans les documents concernant XENTRY Scope ou directement au niveau du logiciel XENTRY Scope. Celui-ci est déjà installé sur votre XENTRY Diagnosis Pad | Pad 2.



Illustration 52 : XENTRY Scope

6.3. Scanner injecteurs (scanner portatif 2D)

Le scanner injecteurs (scanner portatif 2D) se raccorde par USB au XENTRY Diagnosis Pad | Pad 2. Le logiciel fait l'objet d'une installation automatique et peut être utilisé après le redémarrage du XENTRY Diagnosis Pad | Pad 2.

6.4. Unité de diagnostic pour batteries HT

L'unité de diagnostic se raccorde au XENTRY Diagnosis Pad | Pad 2 via le câble OBD. La procédure de contrôle de la batterie HT s'effectue à l'aide du XENTRY Diagnosis Software.

6.5. Flashbox SBC

La flashbox SBC se raccorde au XENTRY Diagnosis Pad | Pad 2 au moyen d'un adaptateur RS232-USB.

7. Outils d'exploitation

7.1. ConfigAssist

Le ConfigAssist vous guide tout au long de la configuration et de la première mise en service de votre nouvel appareil de diagnostic XENTRY. Vous trouverez la procédure de configuration précise au chapitre 3, page 7.

ConfigAssist propose les fonctions suivantes :

1. Introduction au matériel
2. Configuration réseau
3. Appairage de XENTRY Diagnosis Pad 2 et VCI
4. Chargement du StartKey
5. Configuration de XENTRY Update Service
6. Informations complémentaires

7.2. Update Center

L'Update Center sert à l'installation de nouvelles mises à jour de logiciel, à la commutation entre les mises à jour installées ainsi qu'à l'installation et à la gestion des AddOns.

La vue d'ensemble de l'Update Center vous indique la mise à jour actuellement installée, un changement de version disponible, l'état actuel de la mise à jour et le dernier AddOn installé.

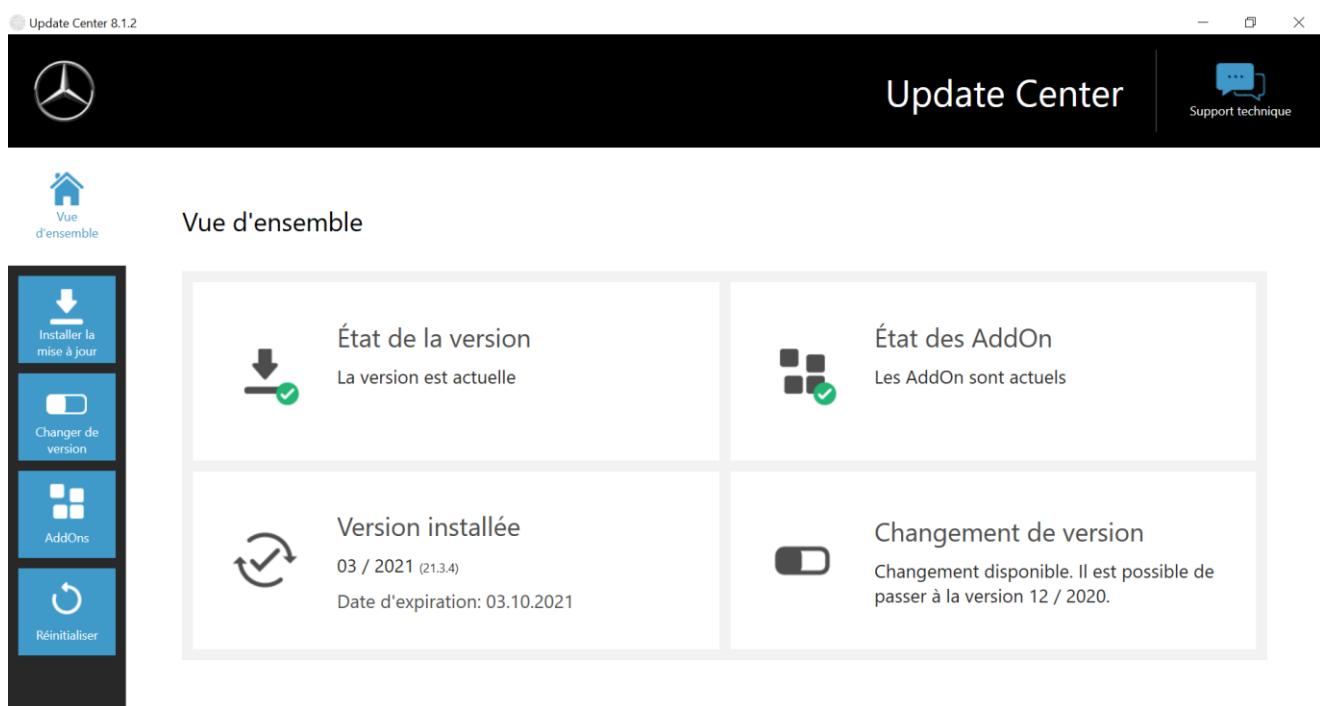


Illustration 53 : Vue d'ensemble de l'Update Center

7.3. Gestionnaire VCI

Le gestionnaire VCI sert à la mise à jour du firmware et à la restauration du XENTRY Diagnosis VCI. La vue d'ensemble sous "Général" vous indique l'état de la connexion entre le XENTRY Diagnosis Pad | Pad 2 et le XENTRY Diagnosis VCI.



Illustration 54 : Icône gestionnaire VCI

Vous trouverez la description de l'appairage de XENTRY Diagnosis Pad et VCI au chapitre 3.4, page 20.

7.3.1. Appel de VCI

Pour vérifier la connexion entre XENTRY Diagnosis Pad 2 et VCI ou tout simplement déterminer quel VCI est appairé à XENTRY Diagnosis Pad, vous pouvez utiliser la fonction « Appel VCI ».

! Veuillez noter que cette fonction est seulement disponible après l'appairage de XENTRY Diagnosis Pad 2 et de VCI.

Pour appeler le VCI, ouvrez le gestionnaire VCI via le raccourci sur le bureau de votre XENTRY Diagnosis Pad 2. Le système XENTRY Diagnosis VCI actuellement appairé est affiché sur la page d'aperçu. Vous y trouvez aussi le bouton « Appeler le VCI ». Cliquez sur celui-ci. Le VCI appairé émet des bips sonores.

! Attention : le VCI ne dispose pas d'une propre alimentation électrique. Vous pouvez donc exclusivement appeler le VCI s'il est raccordé à une source de courant. Cela est possible avec un câble OBD sur un véhicule ou un câble USB sur le XENTRY Diagnosis Pad 2.

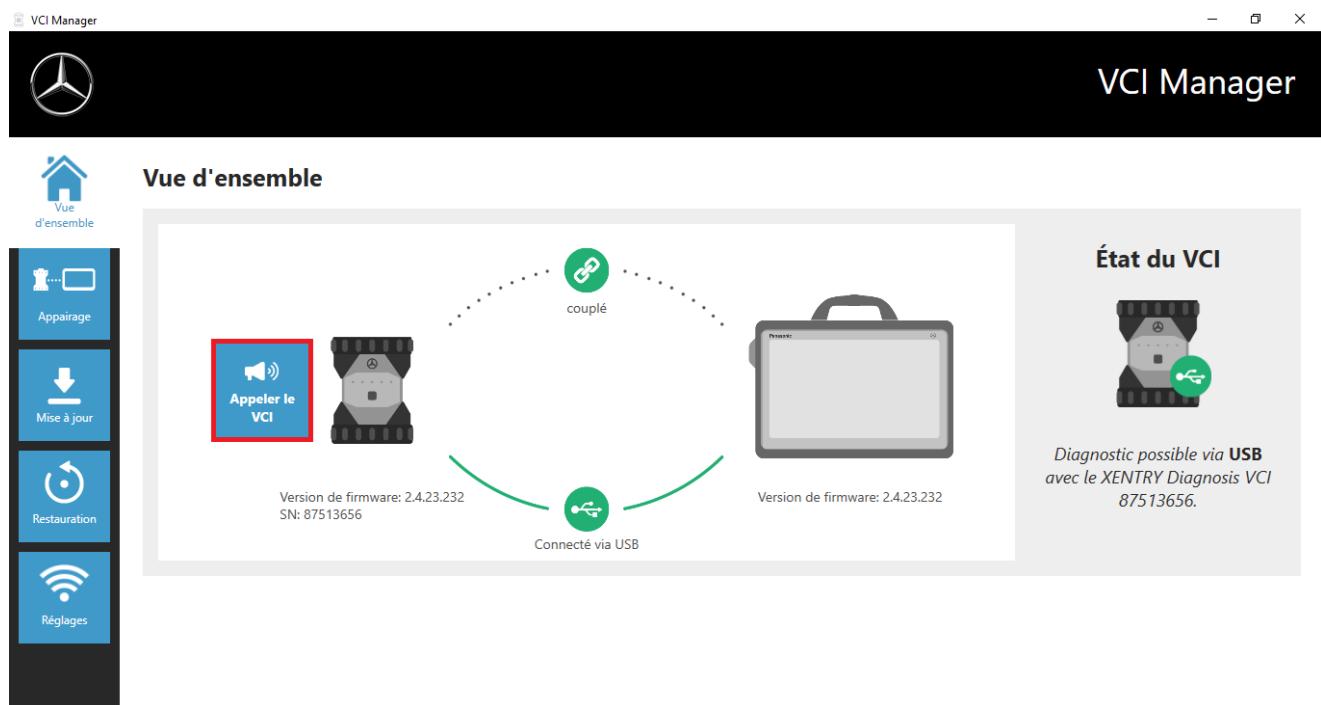


Illustration 55 : Appel du VCI

7.3.2. Mise à jour du firmware XENTRY Diagnosis VCI

Après la mise à jour du XENTRY Diagnosis Pad 2, une mise à jour du firmware de XENTRY Diagnosis VCI peut être nécessaire. Cela est entre autres visible dans le gestionnaire VCI au niveau de la page d'aperçu :

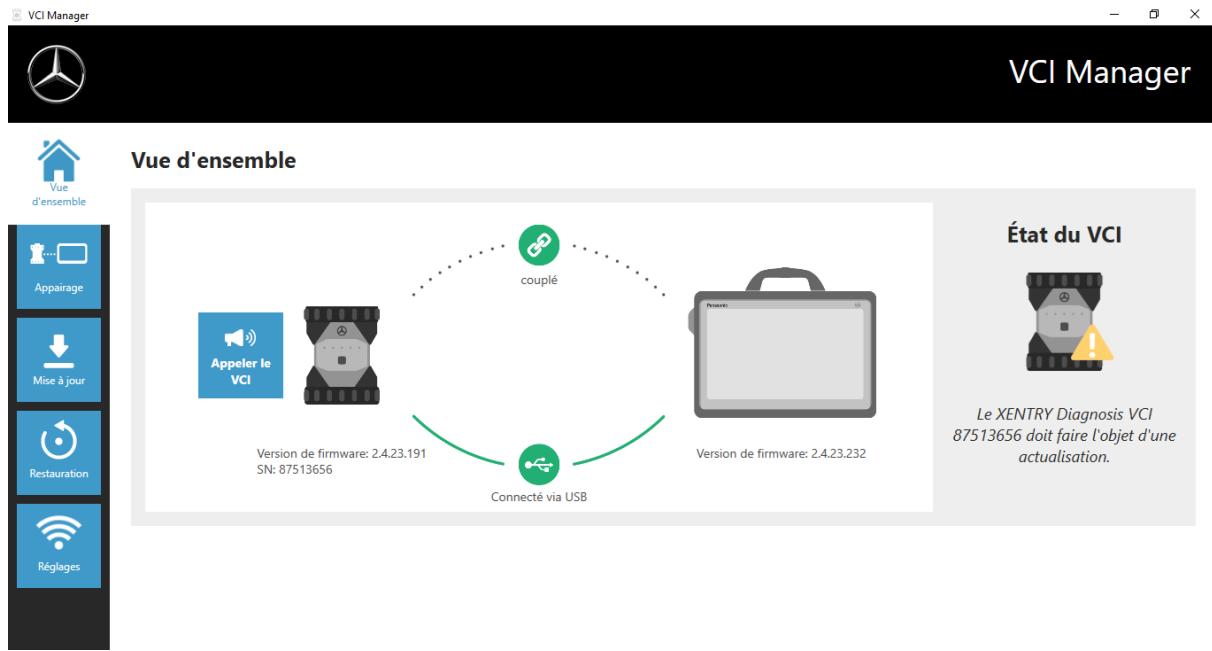


Illustration 56 : Message d'actualisation

Cliquez sur le point de menu « Actualisation » dans le gestionnaire VCI, puis sur le bouton « Démarrer actualisation ».

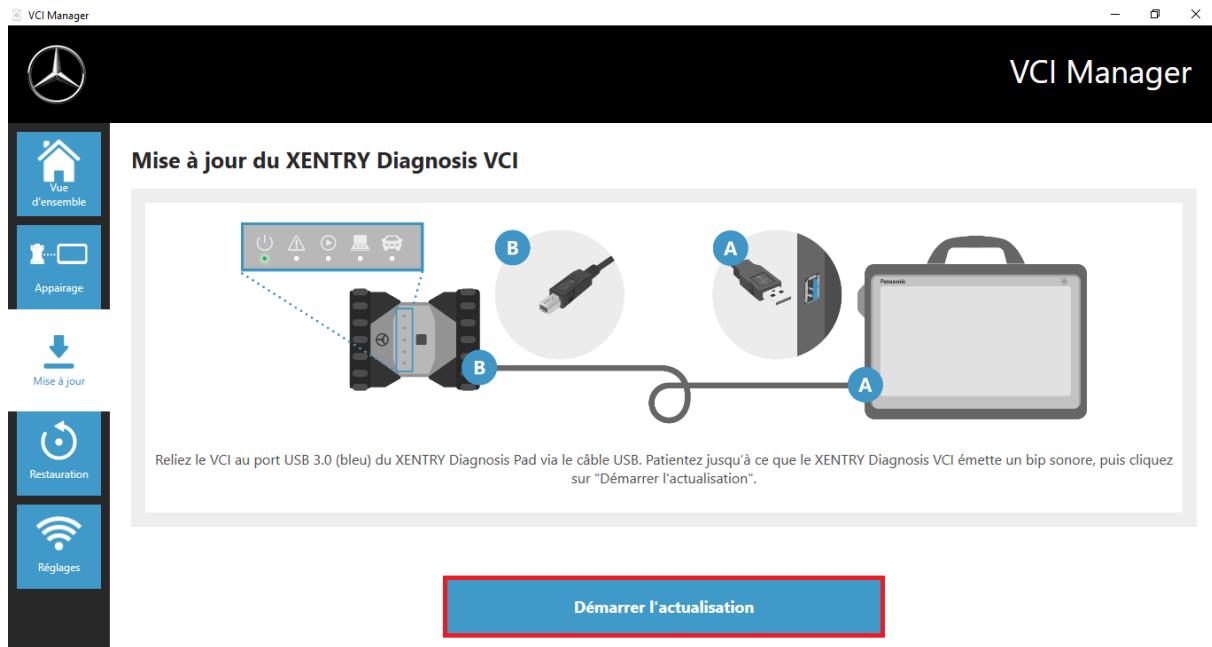


Illustration 57 : Démarrer l'actualisation

Pendant l'exécution de la mise à jour, veillez à ce que la connexion USB entre le XENTRY Diagnosis Pad et le VCI ne soit pas interrompue.

Après la fin de la mise à jour, vous pouvez travailler comme d'habitude avec votre XENTRY Diagnosis Kit 4.

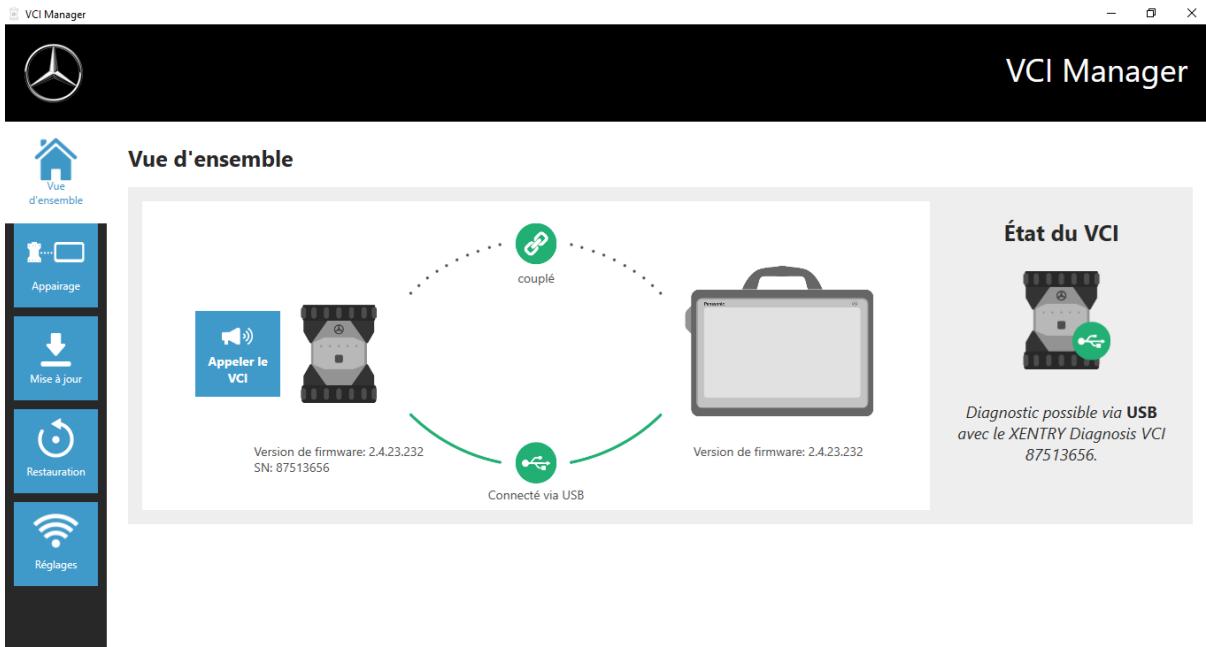


Illustration 58 : Confirmation après la mise à jour du firmware

7.3.3. Restauration du XENTRY Diagnosis VCI

⚠️ Attention : veuillez toujours effectuer une restauration seulement si l'User Help Desk de diagnostic vous y invite expressément !

Cette fonction permet d'adapter la version de firmware du XENTRY Diagnosis VCI à la version de firmware correspondante du XENTRY Diagnosis Pad. Cette fonction de commutation de mise à jour est décrite au chapitre 4.3.3.

Une restauration n'est nécessaire que si vous avez commuté de la mise à jour sur le XENTRY Diagnosis Pad à la version précédente et si le cas échéant la version de firmware du XENTRY Diagnosis VCI doit être ramenée à la version précédente.

Pour exécuter la restauration, veuillez cliquer dans le gestionnaire VCI sur le bouton « Restauration ». Connectez le système XENTRY Diagnosis VCI avec un câble USB au XENTRY Diagnosis Pad.

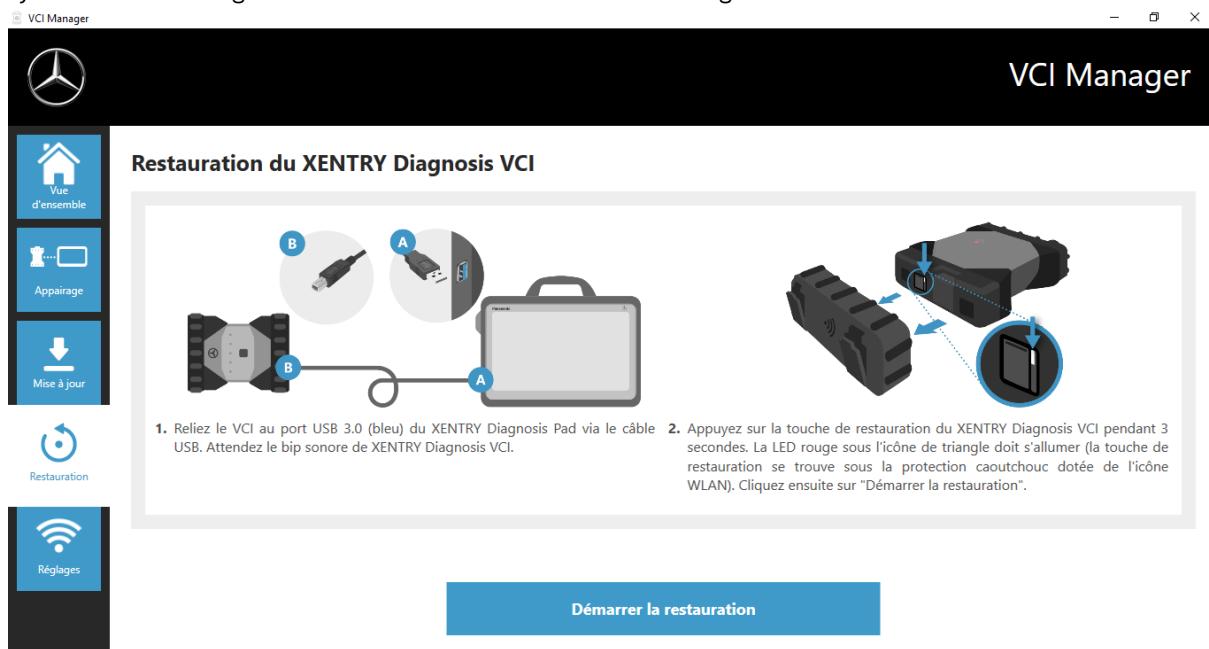


Illustration 59 : Restauration du XENTRY Diagnosis VCI

Le XENTRY Diagnosis VCI doit se trouver pour cela en mode restauration. Pour cela, veuillez retirer la protection caoutchouc du XENTRY Diagnosis VCI dotée d'un symbole WLAN imprimé, et appuyer sur la touche restauration pendant 3 secondes. La LED rouge sous l'icône du triangle doit maintenant s'allumer. Cliquez ensuite sur « OK ».

⚠️ Veillez à ne pas interrompre la connexion entre le XENTRY Diagnosis Pad et le XENTRY Diagnosis VCI pendant la restauration.

7.3.4 Canal WLAN

Dans certains cas, des interférences peuvent être constatées entre les canaux WLAN d'un atelier. Si cela se produit, vous pouvez configurer manuellement le canal WLAN entre le XENTRY Diagnosis Pad et VCI.

Veuillez le sélectionner pour cela sous le point de menu « Canal WLAN » et cliquez sur le bouton « Configuration WLAN ».

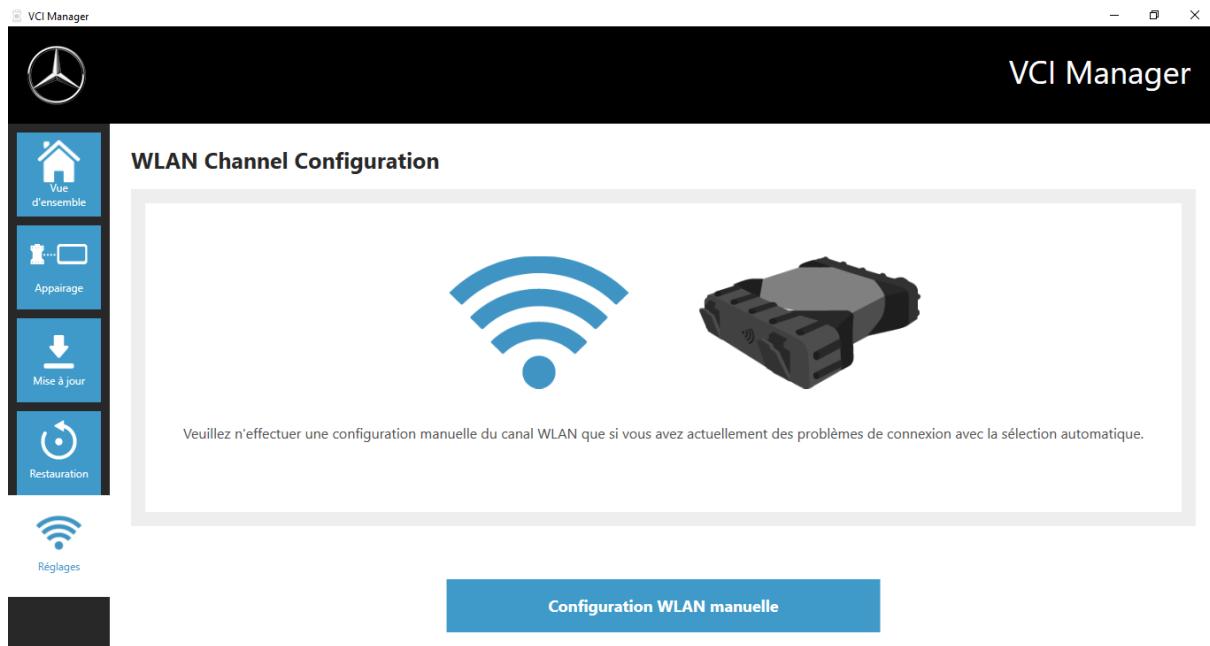


Illustration 60 : Configuration canal WLAN

7.4. PDF Center

Le PDF Center vous offre la possibilité de

- transférer des documents vers une imprimante définie,
- les enregistrer à l'emplacement que vous avez défini,
- les regrouper dans un fichier,
- les exporter.

Il vous suffit de définir une seule fois dans les paramètres du PDF Center les actions à effectuer de manière standard lorsque vous créez un document PDF.

Nouveautés concernant le PDF Center et la mise à jour 03/2020

Veuillez tenir compte des remarques suivantes :

La fonction « Imprimer dans un fichier » de XENTRY Diagnosis et DAS a été adaptée :

- Les dossiers « DASPrints » et « XDprint » ne sont plus utilisés.
- Le dossier de travail du PDF Center est utilisé.

Les ateliers ayant jusqu'ici utilisé le Diagnosis PDF Printer doivent prendre connaissance de la modification suivante : l'enregistrement de vos documents se répète désormais jusqu'à ce que l'opération réussisse. Cela veut dire que vous pouvez arrêter à tout moment le système de diagnostic XENTRY ou le déconnecter de votre réseau. Dès que l'emplacement est de nouveau accessible, le système tente d'enregistrer le document. L'état correspondant est visible dans la nouvelle vue du 1er onglet.

Les ateliers qui n'ont pas encore utilisé le Diagnosis PDF Printer sont invités à le faire dès maintenant.

Configurez le PDF Center comme vous le souhaitez et transférez si nécessaire les documents venant des mises à jour précédentes vers cette structure. Tous les nouveaux documents PDF peuvent être enregistrés automatiquement dans cette structure. Nous le recommandons également pour les ateliers qui impriment les documents sur papier.

Le PDF Center vous permet de faire les deux de façon automatisée.

7.5. Support Tool

Vous ouvrez le Support Tool au moyen du raccourci sur le bureau :



Illustration 61 : Icône du Support Tool

Après le démarrage du Support Tool, l'onglet "Ticket XSF" est déjà sélectionné. Cette page vous aide à créer un ticket XSF.

A screenshot of the Support Tool application window. The title bar says "Support Tool". On the left is a vertical sidebar with icons for "XENTRY Diagnosis Pad 2", "Packs de support technique", "Contacter le support technique", "Autodiagnostic", "Journalisation étendue", and "Aide". The main area has a header "Ticket XSF" with a "Créer ticket" button. Below it is a section "Historique ticket XSF" with a "Dernière mise à jour: -" message and a refresh icon. A table lists ticket details: ID ticket XSF, Date de création, Crée par, Titre, État, and Lien ticket XSF. The table is currently empty. At the bottom, there's a note about viewing only XSF tickets created via the diagnostic device, contact information for offline support, and an email address: xentry.diagnosis.support@daimler.com.

Illustration 62 : Création de tickets XSF

- Vous trouverez les informations système dans le point de menu "XENTRY Diagnosis Pad 2"
- Le deuxième point de menu "Packs de support technique" vous permet de créer confortablement des packs assistance et ainsi de regrouper toutes les informations système pour le support technique.
- Le point "Autodiagnostic" indique l'état de l'accessibilité des serveurs backend
- Si le User Help Desk de diagnostic vous invite à modifier la "Journalisation étendue", cliquez sur ce point de menu
- Sous "Aide", le tout dernier point de la barre de navigation, vous trouverez des liens vers l'offre on-line, des documents d'aide, des notices et des notes de mise à jour.

Les packs assistance créés sont disponibles dans la bibliothèque "Diagnosis Files", tout en bas dans la zone "packages". Le raccourci correspondant se trouve sur le bureau de votre XENTRY Diagnosis Pad 2.

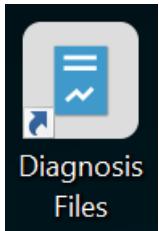


Illustration 63: Icône bibliothèque "Diagnosis Files"

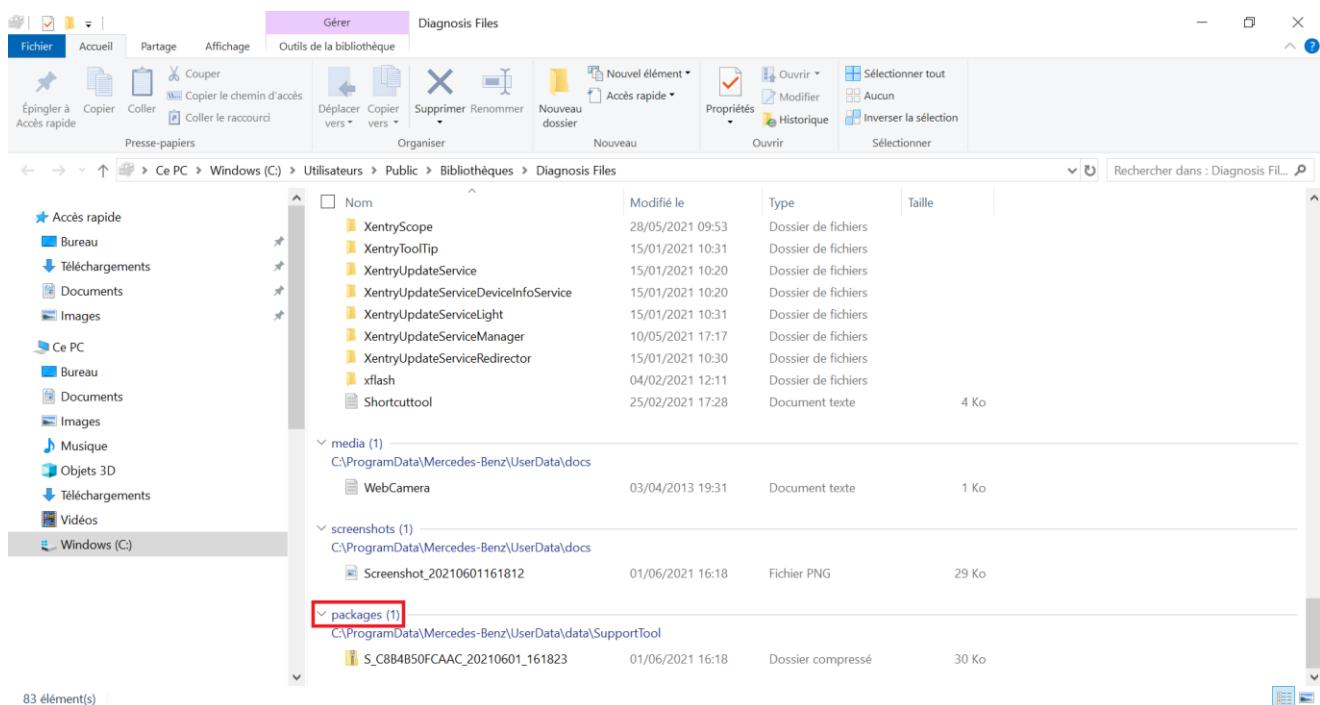


Illustration 64 : Emplacement des packs assistance

7.6. VCI Monitor

Le VCI Monitor vous indique la qualité de la connexion entre le XENTRY Diagnosis Pad et le XENTRY Diagnosis VCI.

L'outil « VCI Monitor » indique l'état suivant :

Icône	État/Cause	Description	Remède
	VCI non appairé	<ul style="list-style-type: none"> ▪ VCI non appairé 	<ul style="list-style-type: none"> ▪ Appairez le VCI
	VCI (via WLAN) non accessible	<ul style="list-style-type: none"> ▪ VCI non raccordé via USB ▪ VCI non visible via WLAN 	<ul style="list-style-type: none"> ▪ Alimentez le VCI en tension
	« Perte d'appairage »	<ul style="list-style-type: none"> ▪ VCI non raccordé via USB ▪ VCI visible via WLAN ▪ L'appairage fait défaut 	<ul style="list-style-type: none"> ▪ Connectez le VCI avec un câble USB ▪ Appairez le VCI par le biais du gestionnaire VCI
	Firmware VCI plus ancien que logiciel PC	<ul style="list-style-type: none"> ▪ Firmware du VCI obsolète 	<ul style="list-style-type: none"> ▪ Effectuez une mise à jour du VCI par le biais du gestionnaire VCI
	Logiciel PC plus ancien que le firmware du VCI	<ul style="list-style-type: none"> ▪ VCI non raccordé via USB ▪ VCI visible via WLAN ▪ Logiciel PC trop ancien 	<ul style="list-style-type: none"> ▪ Effectuez une mise à niveau inférieure du firmware du VCI via la « mise à jour » dans le gestionnaire VCI
	VCI en mode restauration	<ul style="list-style-type: none"> ▪ VCI raccordé via USB ▪ VCI en mode restauration 	<ul style="list-style-type: none"> ▪ Effectuez la restauration dans le gestionnaire VCI
	VCI en cours d'utilisation	<ul style="list-style-type: none"> ▪ VCI en cours d'utilisation par une (autre) application 	
	VCI en cours d'utilisation via WLAN	<ul style="list-style-type: none"> ▪ VCI en cours d'utilisation via WLAN par une (autre) application 	
	VCI accessible via USB	<ul style="list-style-type: none"> ▪ VCI est raccordé par câble USB 	
	VCI accessible via WLAN	<ul style="list-style-type: none"> ▪ VCI accessible via WLAN ▪ Qualité de connexion WLAN visible au moyen des segments 	
	Adaptateur WLAN hors fonction	<ul style="list-style-type: none"> ▪ Communication impossible entre VCI et Pad via WLAN 	<ul style="list-style-type: none"> ▪ Réinitialiser l'adaptateur WLAN à l'aide de la fenêtre « Réinitialiser l'adaptateur WLAN » qui s'affiche ou via un clic droit sur l'affichage d'état puis en sélectionnant « Réinitialiser clé Wi-Fi... »
	VCI en cours d'utilisation par connexion de câbles	<ul style="list-style-type: none"> ▪ VCI en cours d'utilisation par une (autre) application 	
	Mode avion	<ul style="list-style-type: none"> ▪ La clé Wi-Fi est désactivée 	<ul style="list-style-type: none"> ▪ Désactivez le mode avion ▪ Activez la clé Wi-Fi
	Surchauffe du VCI	<ul style="list-style-type: none"> ▪ La clé Wi-Fi est désactivée en cas de températures supérieures à 65 °C 	<ul style="list-style-type: none"> ▪ Si les températures atteignent jusqu'à 85 °C, utiliser un câble USB. ▪ Utiliser le VCI lorsque la température environnante est plus froide

Tableau 2 : État VCI Monitor

8. Maintenance et support technique

Pour créer un ticket XSF, nous vous recommandons d'utiliser un outil de création de tickets. Vous pouvez le démarrer directement dans le XENTRY Diagnosis Software. Cliquez pour cela sur le symbole "bulle de texte" en haut à droite.

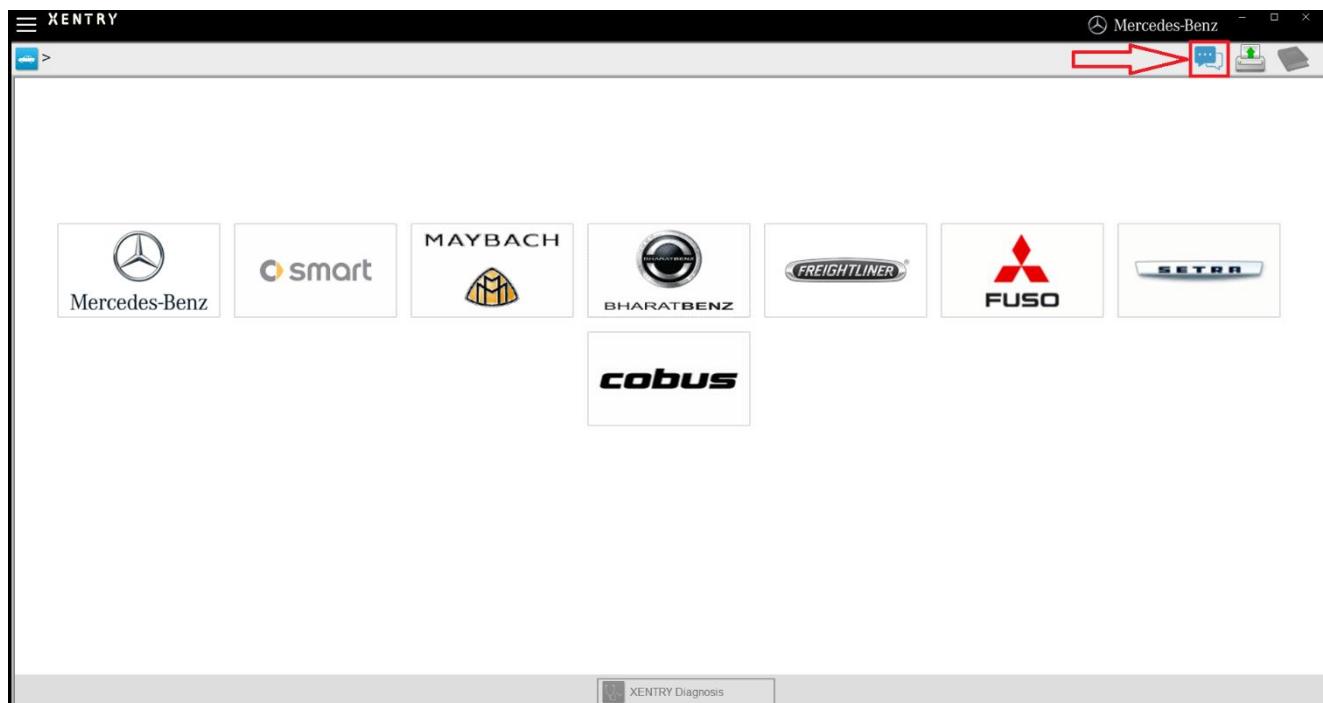


Illustration 71 : Créer un ticket XSF dans XENTRY Diagnosis

Connectez-vous le cas échéant dans la fenêtre suivante puis sélectionnez le composant pour lequel vous souhaitez créer le ticket XSF.

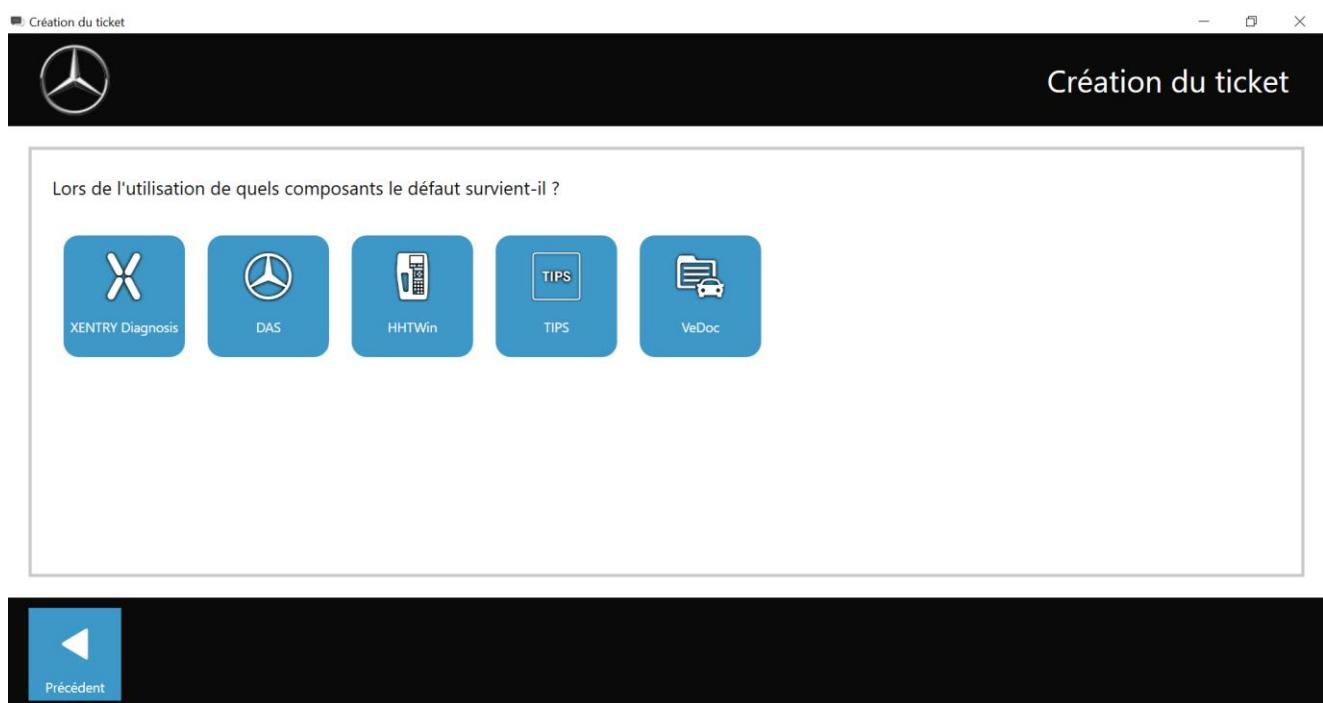


Illustration 65 : Sélection du composant pour ticket XSF

Veuillez répondre à toutes les questions qui vous seront posées dans le processus en cours.

Ajoutez des captures d'écran ou des vidéos. Le pack assistance adéquat est créé et joint automatiquement lors de l'envoi du ticket XSF.

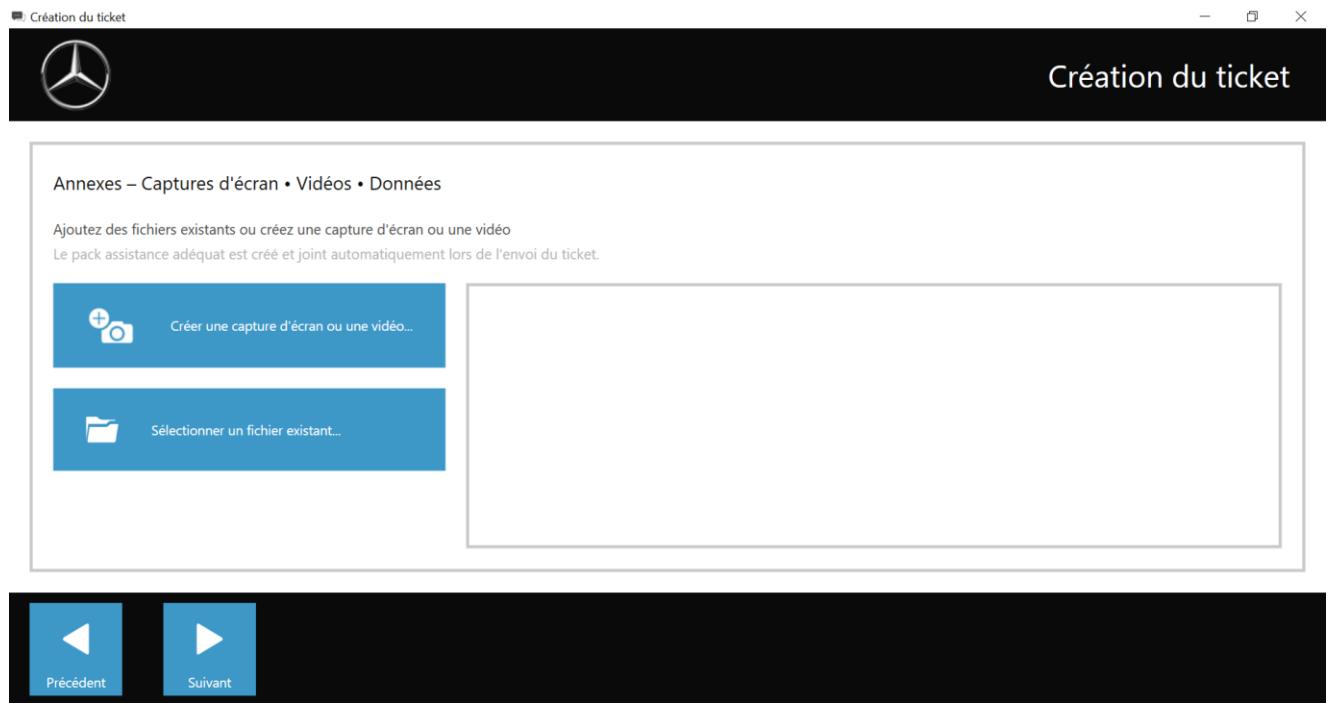


Illustration 66 : Annexes de fichiers pour ticket XSF

9. Politique de licences 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). Adobe and Flash are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.
- (iv) The software may include third party programs that are licensed to you under this agreement, or under their own terms. License terms, notices and acknowledgements, if any, for the third party program can be viewed at (aka.ms/thirdpartynotices).

2. Installation and Use Rights.

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

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

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

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

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

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

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

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

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

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

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

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

NO WARRANTY

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

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

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

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

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

10. Lease Agreement for Microsoft Software Products



Agreement for leasing or renting certain Microsoft Software Products

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

1. Lease rights and obligations

1.1. License grant, limitations, and obligations

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

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

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

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

1.2. Distribution of the Microsoft Software Products

COMPANY shall market and distribute Microsoft Software Products to Lessees only as installed on the Leased PCs as outlined in this Agreement and **not** as "standalone" products. If COMPANY acquires Leased PCs that include a copy of Microsoft Software Products on separate OEM branded media (for example, CD-ROM) for recovery purposes, such recovery media may be provided to Lessee with the Leased PCs.

1.3. Obligations upon expiration or termination of Leases

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

2. Rental Rights

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

2.1. Qualifying applications for Rental Rights – Office and Windows

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

Office products

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

Windows products

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

		Services Agreement ¹		
Windows 10 Pro (N, KN) (32-bit or 64-bit)	X	X	X	X
Windows 10 IoT Enterprise, Pro for Workstations	X			
Windows 8 and Windows 8.1 (32-bit or 64-bit) – Pro (K, KN)	X	X	X	X
Windows 7 (32-bit or 64-bit) – Professional (K, KN)	X		X	X
Windows Mobile	X			

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

2.2. License grant for Rental Rights – Office and Windows

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

2.3. Rental Rights

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

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

2.4. Additional requirements for rentals

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

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

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

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

3. Additional obligations of COMPANY

3.1. Acquisition of Microsoft Software Products

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

3.2. Compliance with license requirements

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

3.3. Term and termination of Agreement

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

4. Limitation of liability

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

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

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

5. Verifying compliance

5.1. Right to verify compliance

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

5.2 Verification process and limitations

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

furtherance of the verification. As an alternative, Microsoft can require COMPANY to complete Microsoft's self-audit questionnaire relating to the Leased PCs COMPANY leased, and rental rights COMPANY exercised, under this Agreement, but Microsoft reserves the right to use a verification process as set out above.

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

5.3 Remedies for noncompliance

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

6. General

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

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

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11. Product Terms Windows 10 IoT CLA

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

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

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

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

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

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

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

1. General Terms

(a) Valid Agreement

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

(b) License Terms

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

(c) Windows Preinstallation Environment

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

(d) Language Versions

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

(e) Definitions

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

2. Permitted Use of Deliverables

Company may only use the Deliverables to:

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

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

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

3. Terminal Services Protocols

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

4. Product Keys

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

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

6. Virtualization

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

7. Use of USB Drive for Embedded Systems

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

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

(f) **Replacement USB Drives**

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

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

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

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

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

8. [Intentionally left blank]

9. Connection Limit

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

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

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

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

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

11. End User Interface and Embedded Applications

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

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

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

13. Processors

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

14. 32-Bit and 64-Bit Installations

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

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

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

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

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

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

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

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

15. Assessment and Deployment Kit

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

16. Processors

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

17. Adobe® Flash® Player.

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

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

18. Default Settings

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

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

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

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

19. Cloud Computing Devices

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

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

20. Field Upgrade

This Product may not be used in Field Upgrade Images.

21. [Intentionally left blank]

22. [Intentionally left blank]

23. Field Upgrade Existing Image Change

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

"Existing Image" means:

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

24. [Intentionally left blank]

25. [Intentionally left blank]

26. [Intentionally left blank]

27. Virtualization Rights and Limitations

- (a) For purposes of this AT:

(1) Additional Definitions.

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

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

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

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

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

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

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

29. Windows 10 IoT App Servicing.

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

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

30. Audio Visual (AV) Technologies

- (a) AV Technologies for Windows 10 IoT Products

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

31. Windows 10 IoT Enterprise Product Disclaimers / Notices.

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

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

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

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

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

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

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

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

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

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

32. [Intentionally left blank].

33. Entry Embedded Systems Hardware Requirements

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

34. Value Embedded Systems Hardware Requirements

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

35. High End Embedded Systems Hardware Requirements

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

36. Thin Client Device Limitations

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

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

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

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

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

38. Windows as a Service

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

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

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

40. Hardware Requirements for Windows 10 IoT Products

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

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

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

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

MIGRATION RIGHTS SCHEDULE

1. ADDITIONAL DEFINITIONS

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

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

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

"Migration Period" means the shorter of:

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

OR

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

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

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

2. Migration Systems Distribution

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

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

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

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

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

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

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

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

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

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

DOWNGRADE RIGHTS SCHEDULE

1. ADDITIONAL DEFINITIONS

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

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

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

2. Additional Rights

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

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

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

4. DOWNGRADE IMAGES INSTALLED BY COMPANY.

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

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

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

FIELD UPGRADE RIGHTS SCHEDULE

1. ADDITIONAL DEFINITIONS.

"Existing Image" means

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

"Field System" means

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

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

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

3. Design.

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

4. COAs

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

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

5. Distribution and Installation.

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

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

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

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

LEASING SCHEDULE

1. OEM Leases to End Users

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

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

2. OEM Finance Lease

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

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

- (b) Company shall defend, indemnify, and hold MS harmless from and against all claims and damages, including, without limitation, attorneys' fees, arising from or related to any violation by Company or the Affiliate Lessor of the terms of this Leasing Schedule, and
- (c) Company shall remain the licensing party to the End User under the License Terms for the leased Product.

3. Enterprise Customer Lease to Franchisee.

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

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

4. Re-Distribution of Embedded Systems

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

(a) Same Product

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

45. Windows containers

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

46. No COAs

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

47. Zero Royalty Terms

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

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

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

48. Windows 10 IoT Core Services

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

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

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

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

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

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

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

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

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

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

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

(c) Core Services Duration, Extension and Expiration

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

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

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

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

49. Retail Point of Service Application

(a) Definitions

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

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

12. Certifications WLAN

Pays	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Açores	certifié	certifié
Afghanistan	non certifié	certifié
Afrique du Sud	certifié	certifié
Albanie	certifié	certifié
Algérie	certifié	certifié
Allemagne	certifié	certifié
Andorre	certifié	certifié
Angola	non certifié	certifié
Antigua-et-Barbuda	certifié	certifié
Antilles néerlandaises - Curaçao	certifié	certifié
Antilles néerlandaises - Saint-Martin	certifié	certifié
Arabie saoudite	certifié	certifié
Argentine	certifié	certifié
Arménie	certifié	certifié
Aruba	non certifié	certifié
Australie	certifié	certifié
Autriche	certifié	certifié
Azerbaïdjan	certifié	certifié
Bahamas	certifié	certifié
Bahreïn	non certifié	certifié
Bangladesh	certifié	certifié
Barbade	non certifié	certifié
Belgique	certifié	certifié
Belize	non certifié	certifié
Bénin	non certifié	certifié
Bermudes	certifié	certifié
Bhoutan	non certifié	certifié
Biélorussie	certifié	non certifié
Bolivie	non certifié	certifié
Bonaire	non certifié	certifié
Bosnie-Herzégovine	certifié	certifié
Botswana	non certifié	certifié
Brésil	certifié	certifié
Brunei	certifié	certifié
Bulgarie	certifié	certifié
Burkina Faso	certifié	certifié
Burundi	non certifié	certifié
Cambodge	non certifié	certifié

Pays	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Cameroun	non certifié	certifié
Canada	certifié	certifié
Ceuta/Melilla	certifié	certifié
Chili	certifié	certifié
Chypre	certifié	certifié
Chypre du Nord	certifié	certifié
Colombie	certifié	certifié
Comores	non certifié	certifié
Congo	non certifié	certifié
Corée du Sud	certifié	certifié
Costa Rica	non certifié	certifié
Côte d'Ivoire	non certifié	certifié
Croatie	certifié	certifié
Cuba	non certifié	non certifié
Danemark	certifié	certifié
Djibouti	non certifié	certifié
Dominique	certifié	certifié
Égypte	certifié	certifié
Émirats arabes unis	certifié	certifié
Équateur	non certifié	certifié
Érythrée	non certifié	certifié
Espagne	certifié	certifié
Estonie	certifié	certifié
Eswatini	non certifié	certifié
États-Unis	certifié	certifié
Éthiopie	non certifié	certifié
Fidji	non certifié	certifié
Finlande	certifié	certifié
France	certifié	certifié
Gabon	certifié	certifié
Gambie	non certifié	certifié
Géorgie	certifié	certifié
Ghana	certifié	certifié
Gibraltar	certifié	certifié
Grande-Bretagne	certifié	certifié
Grèce	certifié	certifié
Grenade	certifié	certifié
Groenland	certifié	certifié
Guadeloupe	non certifié	certifié
Guatemala	non certifié	certifié

Pays	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Guernesey	certifié	certifié
Guinée Bissau	non certifié	certifié
Guinée équatoriale	non certifié	certifié
Guyane française	certifié	certifié
Haïti	non certifié	certifié
Honduras	non certifié	certifié
Hong Kong	certifié	certifié
Hongrie	certifié	certifié
Île de Man	certifié	certifié
Îles Aland	non certifié	certifié
Îles Caïmans	certifié	certifié
Îles Canaries	certifié	certifié
Îles Féroé	non certifié	certifié
Îles Malouines	certifié	certifié
Îles Marshall	certifié	certifié
Îles Pitcairn	certifié	certifié
Îles Salomon	certifié	certifié
Îles Turques-et-Caïques	certifié	certifié
Îles Vierges britanniques	certifié	certifié
Îles Vierges des États-Unis	certifié	certifié
Inde	certifié	certifié
Indonésie	certifié	certifié
Irak	non certifié	certifié
Iran	non certifié	non certifié
Irlande	certifié	certifié
Islande	certifié	certifié
Israël	certifié	certifié
Italie	certifié	certifié
Jamaïque	non certifié	certifié
Japon	certifié	certifié
Jersey	certifié	certifié
Jordanie	certifié	certifié
Kazakhstan	certifié	certifié
Kenya	certifié	certifié
Kirghizistan	non certifié	certifié
Kiribati	non certifié	non certifié
Koweït	non certifié	certifié
Laos	certifié	certifié
Lesotho	non certifié	certifié
Lettonie	certifié	certifié

Pays	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Liban	certifié	certifié
Liberia	non certifié	certifié
Libye	non certifié	certifié
Liechtenstein	certifié	certifié
Lituanie	certifié	certifié
Luxembourg	certifié	certifié
Macao	non certifié	certifié
Macédoine	certifié	certifié
Madagascar	non certifié	certifié
Madère	certifié	certifié
Malaisie	non certifié	certifié
Malawi	certifié	certifié
Maldives	non certifié	certifié
Mali	non certifié	certifié
Malte	certifié	certifié
Maroc	certifié	certifié
Martinique	certifié	certifié
Maurice	non certifié	certifié
Mauritanie	non certifié	certifié
Mayotte	certifié	certifié
Mexique	certifié	certifié
Micronésie	certifié	certifié
Moldavie	certifié	non certifié
Mongolie	certifié	certifié
Monténégro	certifié	certifié
Mozambique	non certifié	certifié
Myanmar (Birmanie)	non certifié	certifié
Namibie	non certifié	certifié
Nauru	non certifié	certifié
Népal	non certifié	certifié
Nicaragua	certifié	certifié
Niger	non certifié	certifié
Nigeria	certifié	certifié
Norvège	certifié	certifié
Nouvelle-Calédonie	certifié	certifié
Nouvelle-Zélande	certifié	certifié
Océanie américaine	certifié	certifié
Océanie australienne	certifié	certifié
Océanie néo-zélandaise	certifié	certifié
Oman	non certifié	certifié

Pays	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Ouganda	non certifié	certifié
Ouzbékistan	non certifié	non certifié
Pakistan	certifié	certifié
Panama	certifié	certifié
Papouasie-Nouvelle-Guinée	non certifié	certifié
Paraguay	non certifié	certifié
Pays-Bas	certifié	certifié
Pérou	certifié	certifié
Philippines	certifié	certifié
Pologne	certifié	certifié
Polynésie française	certifié	certifié
Porto Rico	certifié	certifié
Portugal	certifié	certifié
Qatar	certifié	certifié
Rép. centrafricaine	non certifié	certifié
Rép. dém. du Congo	non certifié	certifié
Rép. pop. de Corée (du Nord)	non certifié	non certifié
République coopérative du Guyana	non certifié	certifié
République de Guinée	non certifié	certifié
République dominicaine	certifié	certifié
République du Cap-Vert	certifié	certifié
République slovaque	certifié	certifié
République tchèque	certifié	certifié
Réunion	certifié	certifié
Roumanie	certifié	certifié
RP de Chine	certifié	certifié
Russie	certifié	certifié
Rwanda	non certifié	certifié
Saint-Barthélemy	non certifié	certifié
Sainte-Hélène	certifié	certifié
Sainte-Lucie	non certifié	certifié
Saint-Martin	certifié	certifié
Saint-Martin (partie française)	certifié	certifié
Saint-Pierre	certifié	certifié
Saint-Vincent	non certifié	certifié
Salvador	certifié	certifié
Samoa	non certifié	certifié
São Tomé-et-Principe	non certifié	certifié
Sénégal	non certifié	certifié
Serbie	certifié	certifié

Pays	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad 2
Seychelles	certifié	certifié
Sierra Leone	certifié	certifié
Singapour	certifié	certifié
Slovénie	certifié	certifié
Somalie	non certifié	certifié
Soudan	non certifié	certifié
Soudan du Sud	non certifié	certifié
Sri Lanka	non certifié	certifié
Suède	certifié	certifié
Suisse	certifié	certifié
Suriname	non certifié	certifié
Syrie	non certifié	non certifié
Tadjikistan	non certifié	certifié
Taïwan	certifié	certifié
Tanzanie	certifié	certifié
Tchad	non certifié	certifié
Territoire britannique de l'océan indien	certifié	certifié
Territoires autonomes palestiniens	non certifié	non certifié
Thaïlande	non certifié	certifié
Timor oriental	non certifié	certifié
Togo	non certifié	certifié
Tonga	non certifié	certifié
Trinité-et-Tobago	non certifié	certifié
Tunisie	non certifié	certifié
Turkménistan	non certifié	certifié
Turquie	certifié	certifié
Tuvalu	non certifié	certifié
Ukraine	certifié	certifié
Uruguay	certifié	certifié
Vanuatu	non certifié	non certifié
Vatican	certifié	certifié
Venezuela	non certifié	certifié
Vietnam	non certifié	certifié
Wallis-et-Futuna	non certifié	certifié
Yémen	certifié	certifié
Zambie	certifié	certifié
Zimbabwe	non certifié	certifié

Tableau 3 : Certifications WLAN

13.FAQ – Foire aux questions

Nouveautés du concept d'appareil

- Qu'est-ce qui a été modifié par rapport à XENTRY Diagnosis Kit 3 et XENTRY Diagnosis Kit 4 ?
 - Le concept d'appareil a été conservé comme pour XENTRY Diagnosis Kit 3. Le système XENTRY Diagnosis Pad 2 a été fondamentalement modifié.
 - La connexion WiFi entre XENTRY Diagnosis Pad 2 et VCI n'est plus établie au moyen de deux sticks WiFi, une deuxième carte WLAN est intégrée dans XENTRY Diagnosis Pad 2. Ceci permet de garantir une connexion stable sur des distances plus éloignées.
 - Le système XENTRY Diagnosis Pad 2 dispose d'un écran multitouch full HD de 13,3 pouces, avec une luminosité de 400 nits, de quatre ports USB de type A 3.0 et d'un port USB de type C
- Qu'est-ce qui est fondamentalement nouveau sur le système XENTRY Diagnosis Kit 4 ?
 - La nouveauté est l'écran multitouch full HD de 13,3 pouces,
 - d'autre part une deuxième carte WLAN a été intégrée, garantissant une connexion stable sur des distances plus éloignées entre XENTRY Diagnosis Pad 2 et VCI.
- De quels raccords dispose le système XENTRY Diagnosis Pad 2 ?
 - Le système XENTRY Diagnosis Pad 2 dispose de quatre ports USB de type A 3.0 et d'un port USB de type C

Mise en service

- À quoi dois-je faire attention lors de la mise en service du système XENTRY Diagnosis Kit 4 ?
 - La mise en service du système XENTRY Diagnosis Kit 4 s'effectue comme pour XENTRY Diagnosis Kit 3 via ConfigAssist. Celui-ci est démarré automatiquement lors de la première mise en service et vous guide à travers la mise en service. Vous pouvez le redémarrer à tout moment via l'icône sur le bureau.
- Combien de temps dure la mise en service de XENTRY Diagnosis Kit 4 ?
 - Habituellement, la première mise en service est possible en moins de 15 minutes.

Utilisation

- Puis-je également utiliser la docking station de XENTRY Diagnosis Kit 3 pour XENTRY Diagnosis Kit 4 ?
 - Le système XENTRY Diagnosis Pad 2 est fondamentalement différent du système XENTRY Diagnosis Pad prédecesseur, par conséquent il n'est pas possible d'utiliser la même docking station. Vous trouverez des informations concernant les accessoires sur XENTRY Portal.
- Quelles sont les accessoires disponibles pour XENTRY Diagnosis Kit 4 ?
 - Les accessoires disponibles sont listés de façon centralisée sur XENTRY Portal.

- Pourquoi le volume de livraison ne comprend-il plus les mêmes câbles adaptateurs que pour XENTRY Diagnosis Kit 3 ?
 - La faible utilisation de ces câbles a été décisive, puisque seules env. 5 % des sessions de diagnostic dans le monde entier sont effectuées avec des câbles adaptateurs. En outre, tous les ateliers sont déjà équipés des adaptateurs, en partie même plusieurs fois. Vous pouvez continuer d'utiliser les câbles adaptateurs du volume de livraison de XENTRY Diagnosis Kit 3 et vous ne devez pas les renvoyer à la fin de la durée du contrat. Vous pouvez les utiliser pour le système XENTRY Diagnosis Kit 4. Vous avez par ailleurs la possibilité de commander séparément tous les câbles adaptateurs. Vous trouverez une liste des câbles adaptateurs sur XENTRY Portal.

Mise à jour

- Comment puis-je effectuer une mise à jour de mon système XENTRY Diagnosis Kit 4 ?
 - La mise à jour du système XENTRY Diagnosis Kit 4 s'effectue comme d'habitude via XENTRY Update Service avec Retail Data Storage.
- Existe-t-il encore la possibilité d'effectuer une actualisation du système XENTRY Diagnosis Kit 4 au moyen de disques Blu-ray ?
 - Depuis fin 2019, les systèmes de diagnostic XENTRY ne peuvent plus être actualisés que par la voie on-line via XENTRY Update Service.

Réseau

- Comment puis-je connecter entre eux les systèmes XENTRY Diagnosis Pad 2 et XENTRY Diagnosis VCI ?
 - Il existe deux possibilités :
 - Connexion WLAN : vous pouvez établir comme d'habitude une connexion directe via WLAN. Pour cela, il faut procéder à un appairage. Ceci s'effectue soit lors de la première mise en service à l'aide de ConfigAssist, soit ultérieurement dans le gestionnaire VCI.
 - Liaison par câble : à l'aide du câble USB livré.
- Quels types de cryptage WLAN dois-je utiliser à l'atelier pour le système XENTRY Diagnosis Kit 4 ?
 - WPA2 (recommandé) et WPA
- Existe-t-il une vue d'ensemble des pays certifiés pour l'utilisation en mode WLAN ?
 - Vous trouverez une vue d'ensemble des pays certifiés dans la fiche technique IT téléchargeable dans l'espace de téléchargement.

Commande

- Puis-je remplacer prématulement mon système existant par le nouveau système XENTRY Diagnosis Kit 4 ?
 - Non. Les contrats de location pour les systèmes XENTRY Diagnosis Kit 3 sont toujours en vigueur conformément à la durée du contrat convenue. Une résiliation prématulement ou un remplacement prématulement ne sont pas possibles. Après la fin de la durée de contrat, les appareils peuvent être remplacés via une commande de renouvellement par les nouveaux systèmes XENTRY Diagnosis Kit 4.
- Où puis-je commander le système XENTRY Diagnosis Kit 4 ?
 - Veuillez vous renseigner auprès de votre représentation nationale au sujet du processus de commande spécifique à votre pays.

- Quelles sont les variantes de produit qui peuvent être commandées ?
 - Les variantes suivantes peuvent être commandées :
 - XENTRY Diagnosis Kit 4 (constitué de XENTRY Diagnosis Pad 2 et de XENTRY Diagnosis VCI)
 - XENTRY Diagnosis Kit 4 Scope (y compris technique de mesure XENTRY Scope). Vous pouvez également commander séparément XENTRY Scope.
- Qu'est-ce qui fait partie de la fourniture initiale du système XENTRY Diagnosis Kit 4 ?
 - La fourniture initiale comprend :
XENTRY Diagnosis Pad 2 avec bloc d'alimentation, y compris fiche secteur, XENTRY Diagnosis VCI, câble de raccordement USB (5 m), câble OBD (16 pôles), Informations pour l'utilisateur et consignes de sécurité. Veuillez noter que les câbles adaptateurs ne font plus partie du volume de livraison standard et qu'ils peuvent être commandés individuellement selon les besoins.
- Quels modèles de location/d'achat sont-ils disponibles ?
 - Il existe encore toujours la possibilité de louer ou d'acheter le système XENTRY Diagnosis Kit 4. Veuillez vous renseigner auprès de votre représentation nationale concernant le processus de commande spécifique à votre pays

14. Glossaire

Terme	Description	Chapitre
AddOns	<ul style="list-style-type: none"> ▪ Les AddOns sont automatiquement enregistrés sur votre XENTRY Diagnosis Pad 2 et actualisent votre système. Cela à condition que le XENTRY Diagnosis Pad 2 soit connecté à Internet. ▪ Veuillez noter que tous les AddOns devraient toujours être installés sur le XENTRY Diagnosis Pad 2 	4.5
AKT	<ul style="list-style-type: none"> ▪ Test rapide automatique 	4.8
ASRA	<ul style="list-style-type: none"> ▪ Libellés de travail, textes standard, normes de durée et unités de travail ▪ Les données déterminées avec ASRA servent de base pour l'établissement précis de devis, ordres, factures et demandes en garantie 	4.9
ConfigAssist	<ul style="list-style-type: none"> ▪ Aide pour configurer progressivement le système de diagnostic, du raccordement des câbles au chargement du StartKey en passant par la configuration du réseau ▪ Est automatiquement appelé lors de la première mise en service et rouvert en cas de besoin 	3
Mises à jour du logiciel de diagnostic	<ul style="list-style-type: none"> ▪ Les mises à jour du logiciel de diagnostic sont pilotées par l'Update Center. Ces dernières s'effectuent soit en ligne à l'aide du Retail Data Storage soit à titre d'exception sans Retail Data Storage 	3.4
PDF Center	<ul style="list-style-type: none"> ▪ Imprimante PDF pour une création pratique de documents PDF 	7.4
DiBA	<ul style="list-style-type: none"> ▪ Les notices d'utilisation numériques sont nécessaires pour la mise en service de calculateurs. En cas d'utilisation d'un Retail Data Storage, il vous est possible de contrôler la disponibilité de DiBA par le biais du centre de contrôle XENTRY Update Service 	4.7
Mise à jour du firmware	<ul style="list-style-type: none"> ▪ Occasionnellement, le firmware du XENTRY Diagnosis VCI aura besoin d'être actualisé après une mise à jour du logiciel de diagnostic. 	7.3.2
Appairage/appairer	<ul style="list-style-type: none"> ▪ Une connexion 1:1 via Wifi est établie entre le XENTRY Diagnosis Pad 2 et le VCI. Ce processus est appelé « appairage ». 	3.3
OBD	<ul style="list-style-type: none"> ▪ Diagnostic embarqué 	2
Regio DVD	<ul style="list-style-type: none"> ▪ Les Regio DVD sont nécessaires pour la mise en service de calculateurs. En cas d'utilisation d'un Retail Data Storage, il vous est possible de contrôler la disponibilité de DiBA par le biais du centre de contrôle XENTRY Update Service 	4.7
Retail Data Storage	<ul style="list-style-type: none"> ▪ Mémoire réseau pour l'enregistrement provisoire de mises à jour de diagnostic pour XENTRY Update Service 	
StartKey	<ul style="list-style-type: none"> ▪ Sans StartKey, aucune utilisation des applications de diagnostic n'est possible. Il définit vos droits d'utilisation. Il peut être commandé en même temps que le XENTRY Diagnosis Kit 4. 	
Mise en service de calculateurs	<ul style="list-style-type: none"> ▪ Par la mise en service d'un calculateur, on entend la programmation d'un calculateur de véhicule avec l'utilisation du XENTRY Diagnosis Software 	
Support Tool	<ul style="list-style-type: none"> ▪ Outil avec des informations en cas d'assistance technique et pour l'établissement de packs assistance 	7.5
Update Center	<ul style="list-style-type: none"> ▪ L'Update Center sert à l'installation de nouvelles mises à jour de logiciel, à la commutation entre les mises à jour (gestion des mises à jour), ainsi qu'à l'installation et à la gestion d'AddOns 	7.2
Gestionnaire VCI	<ul style="list-style-type: none"> ▪ Le gestionnaire VCI permet l'appairage des systèmes XENTRY Diagnosis Pad 2 et XENTRY Diagnosis VCI 	7.3
WIS	<ul style="list-style-type: none"> ▪ Système d'information atelier ▪ Il contient des informations détaillées et des consignes de travail pour des travaux de réparation et de maintenance sur les marques Mercedes-Benz, Maybach et smart 	4.9
XENTRY Diagnosis Kit 4	<ul style="list-style-type: none"> ▪ Pack produit : XENTRY Diagnosis Pad 2 & XENTRY Diagnosis VCI 	5
XENTRY Diagnosis Pad 2	<ul style="list-style-type: none"> ▪ PC compatible atelier sur lequel le XENTRY Diagnosis Software est installé 	5.1

XENTRY Diagnosis VCI	▪ Multiplexeur ou Vehicle Communication Interface (VCI) constituant l'interface entre le véhicule et le système XENTRY Diagnosis Pad 2, par le biais de l'interface OBD, et « traduisant » les données du véhicule pour que le logiciel puisse les traiter	5.2
XENTRY Update Service	▪ XENTRY Update Service permet de charger des mises à jour depuis Internet sur le système XENTRY Diagnosis Pad 2. Les disques Blu-ray ne peuvent plus être utilisés	3.4

Tableau 4 : Glossaire

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