# XENTRY Diagnosis Pass Thru EU

**Operation manual**

**Mercedes-Benz AG, GCSP/ORE**

**Valid from 03/2025**

Mercedes-Benz

# Table of contents

# 1 Introductory notes

**Important notes on safe handling of the product.**

## 1.1 Reading the document

Please read this document carefully to understand all the important information and safety instructions. Proper handling of the product is crucial for your safety and smooth operation.

## 1.2 Important notes

Please observe the following four important notes in this user guide, which are essential for safe and proper use of the product. You will find these notes below:

*Handling recommendation.*

**NOTICE**

A situation that can lead to property damage to the product or other property if not avoided.

**CAUTION**

A potentially imminent hazardous situation. If it is not avoided, (personal) injury may occur.

**ENVIRONMENT**

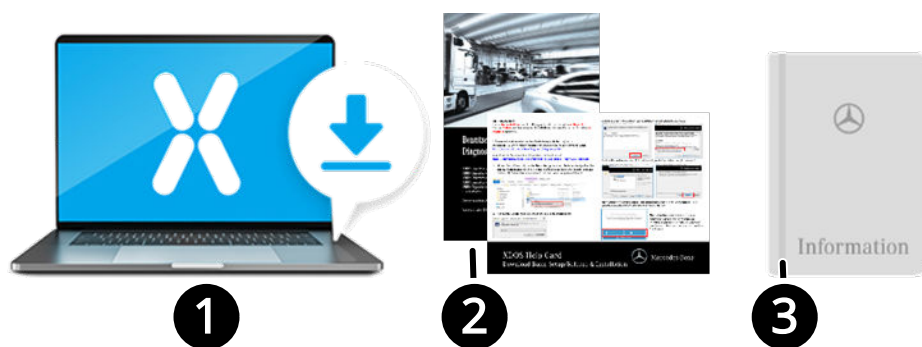A situation that can lead to damage to the environment if it is not avoided. One example would be only printing when it is really necessary.

# 2    Package contents

The delivery includes the following components:



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

The standard PC is not included in the delivery package!

# 3 Ordering StartKeys

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

## 3.1 StartKey profiles

The following StartKey profiles can be selected:

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

## 3.2 Ordering process

StartKeys can be ordered through a digital process on B2BConnect.

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

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

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



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

## 3.3 Special considerations when converting to a different operating system

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

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

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 6 of 60

# 4 Commissioning and configuration

## 4.1 Installing the software

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

### 4.1.1 Download / installation of basic setup and installation of StartKey

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

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

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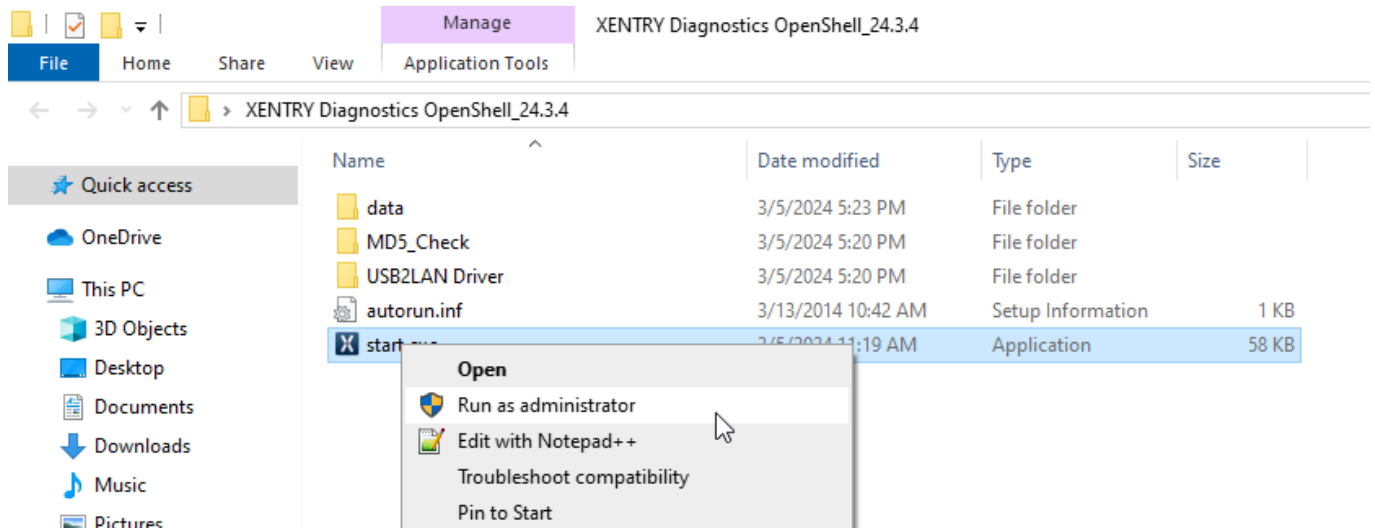


Then select the desired language and confirm installation of the following packages by clicking on "Install":

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 7 of 60
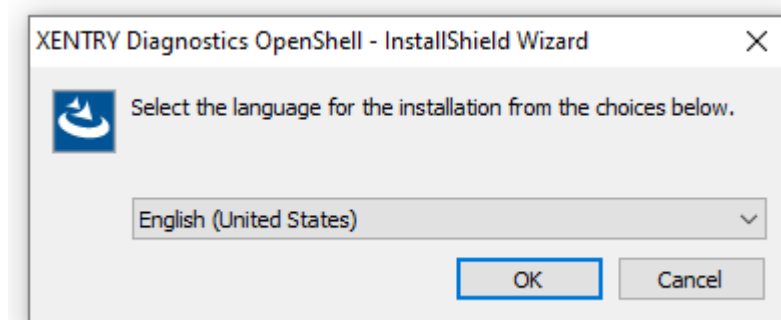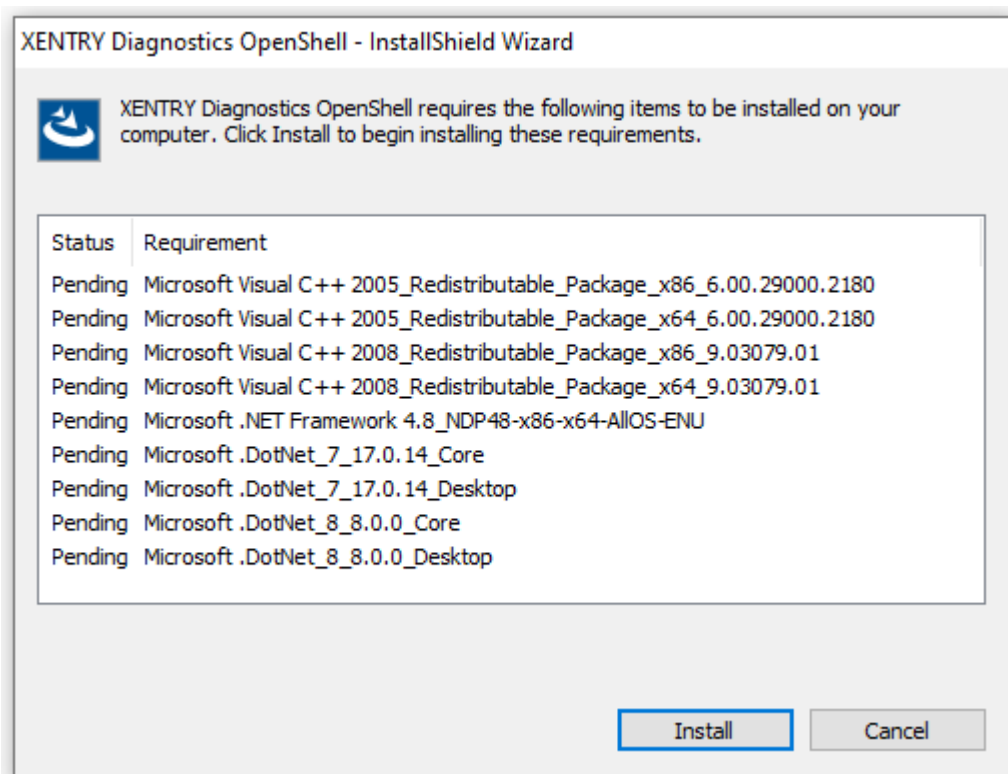
The **InstallShield Wizard** opens. Click "Next" to go to the **General Terms of Business**. Please accept them and click on "Next":
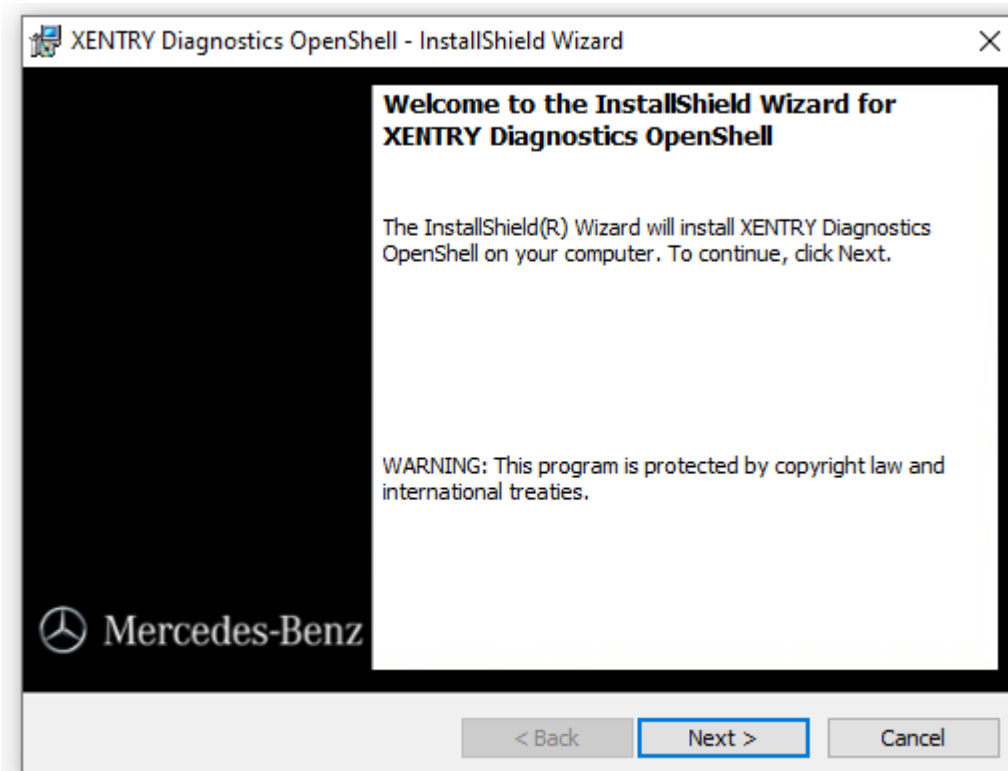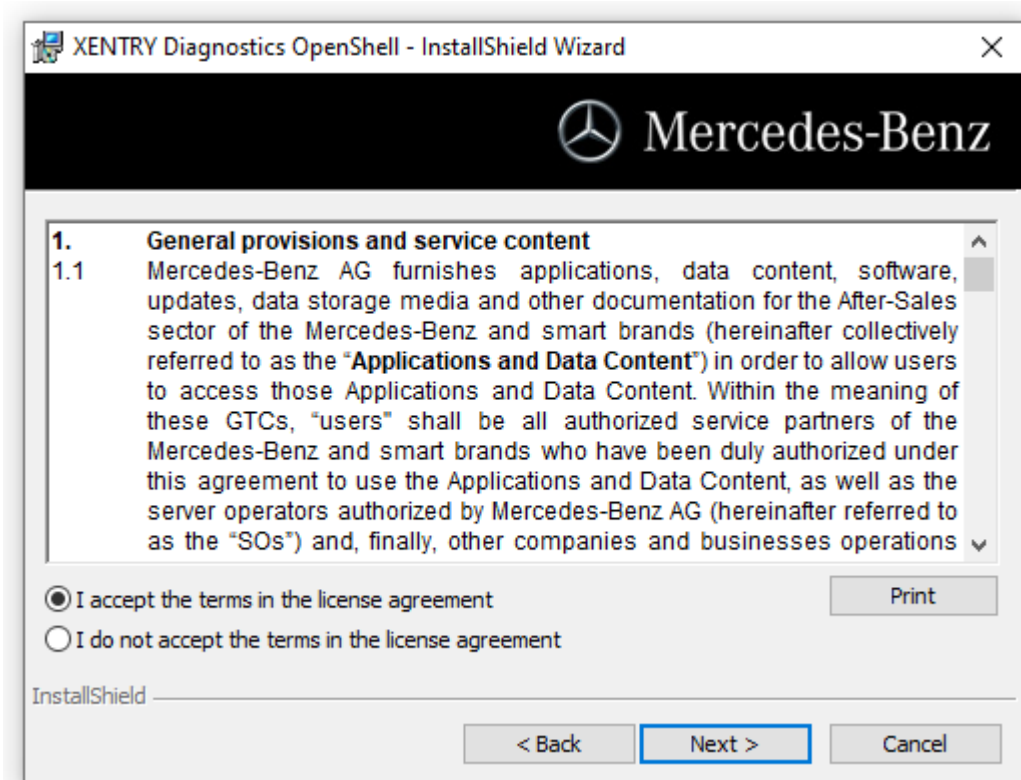
**Destination folder:** Confirm the predefined destination directory for XENTRY Diagnosis or enter a folder of your choice (if possible, the suggested path should be retained):
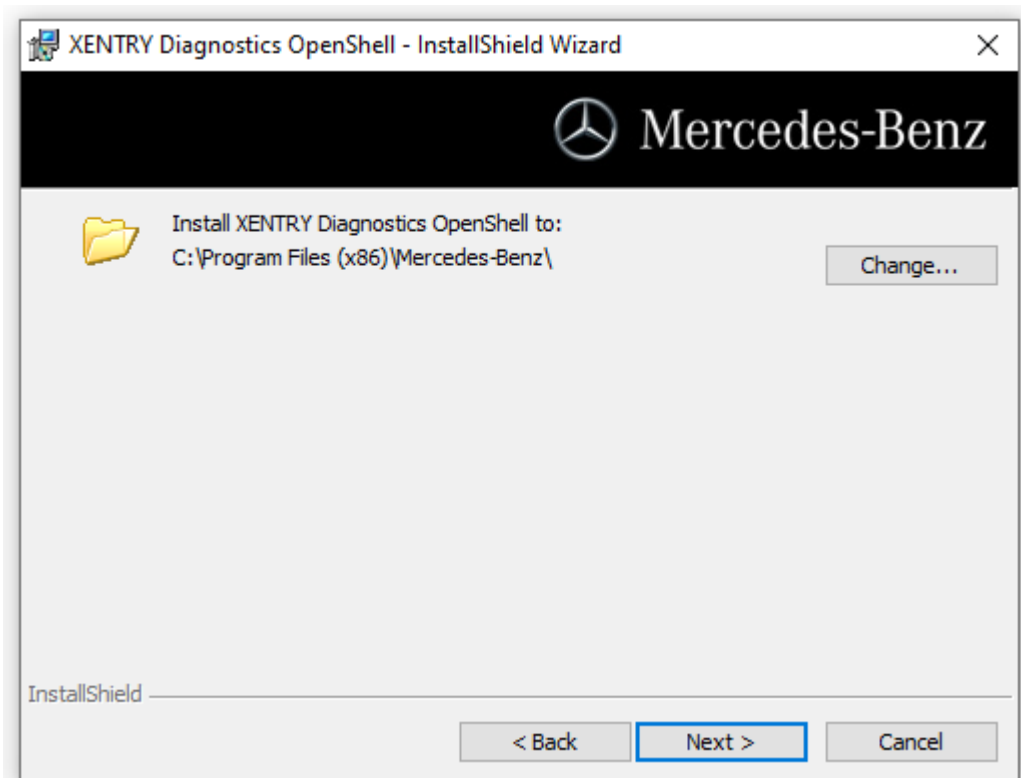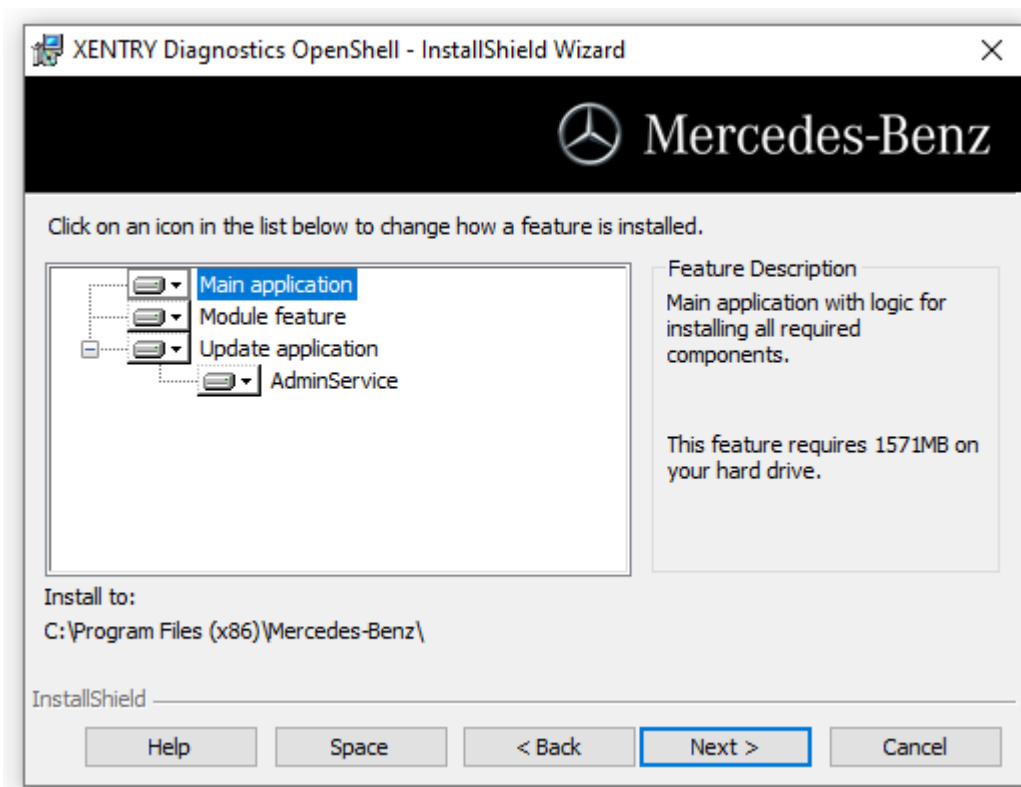
Then click "Next" to go to the installation window.

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

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 10 of 60
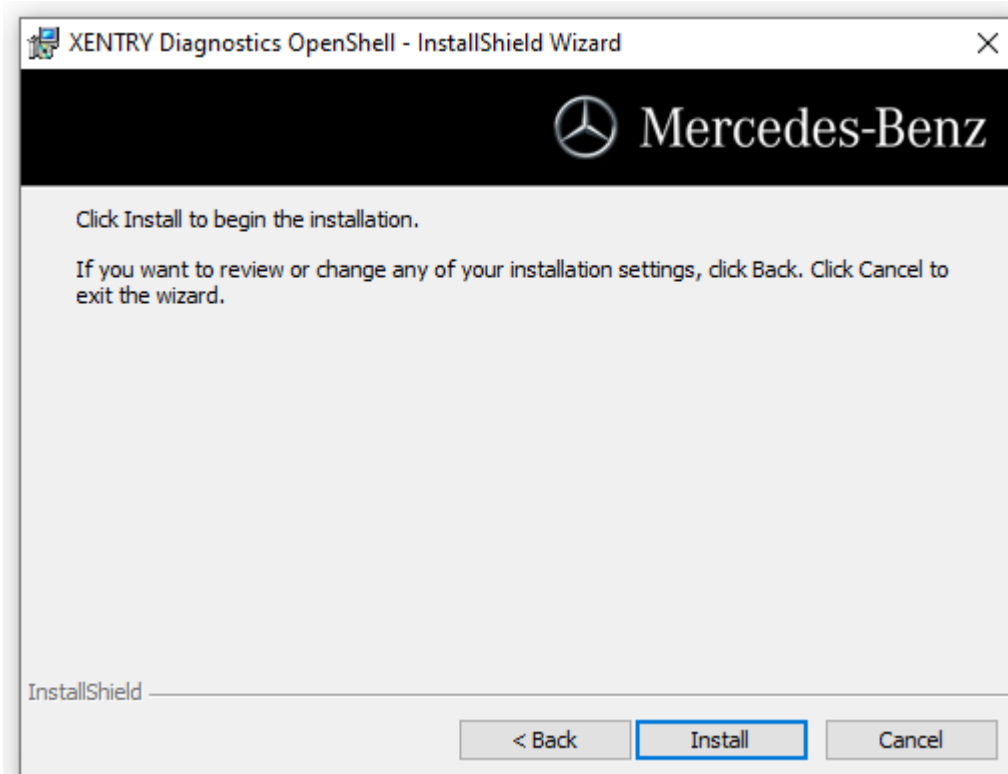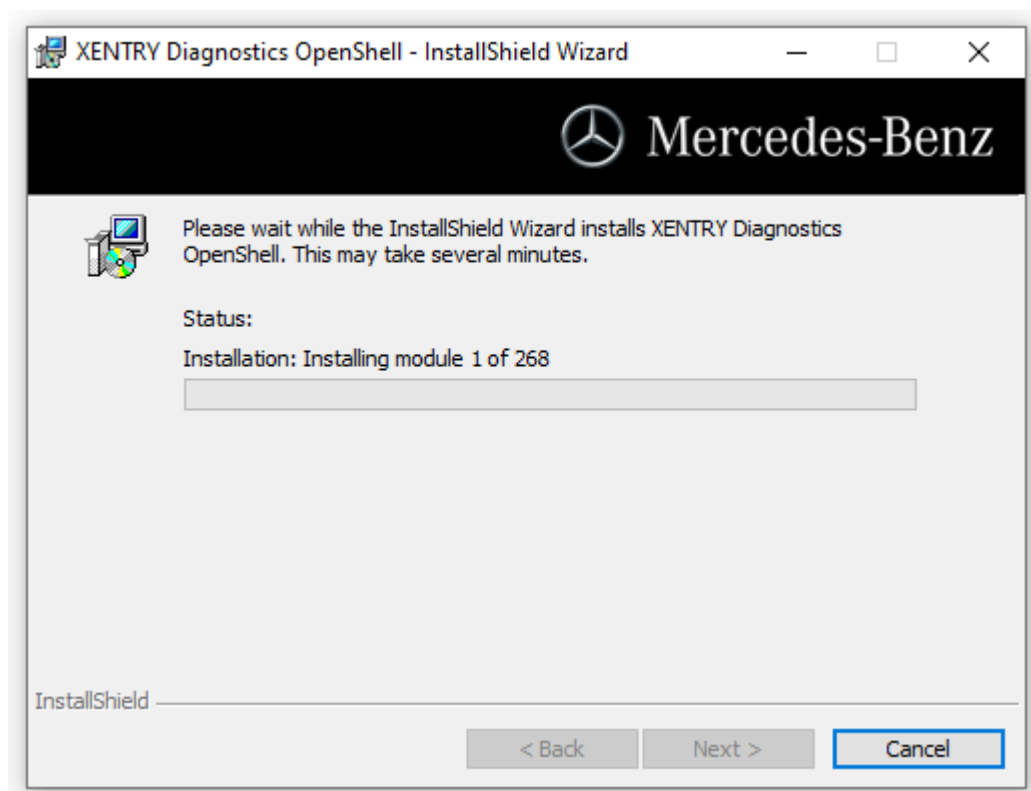
After successful installation, click "Finish" to confirm. Then restart the system.

ConfigAssist opens after the restart:



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

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

> *Initially, only the activation of XENTRY Update Service is performed here; the pairing of your VCI takes place later.*
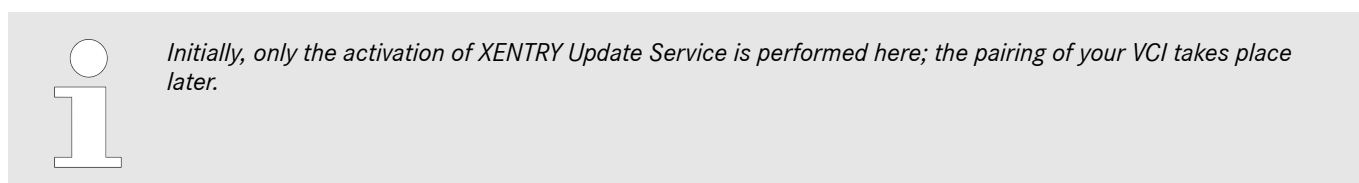
In the next window you can see information on new product features. Now click on "Continue" until you reach "Install StartKey".

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 11 of 60

## 4.2 StartKey

### 4.2.1 Install StartKey

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

With the "Online" button, the online query and download of the StartKey can be repeated if, for example, no Internet connection was available when ConfigAssist was called up or in the "Install StartKey" process step.
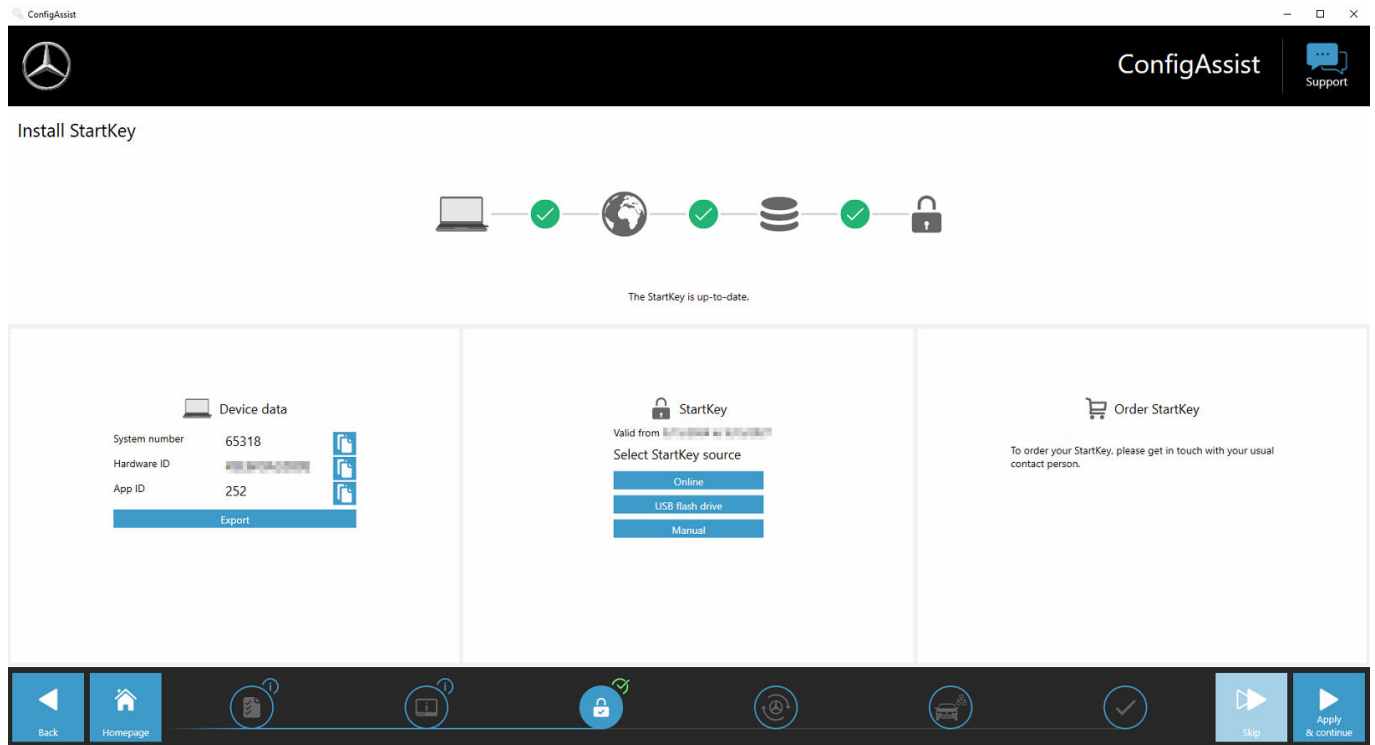


*Fig. 1: StartKey Status*

> For the online retrieval to work, please ensure that an Internet connection is established before running the function and that connection requests are not blocked by firewall settings.

Alternatively, if the system is working offline, for example, you can also install the StartKey using a USB flash drive.

Save the text file from the StartKey e-mail attachment to a USB flash drive. You can recognize the file by its name, which begins with the hardware ID of the XENTRY diagnostic system and the application ID and the txt. format.

The file with the StartKey must be located on the top level of the USB flash drive.

> Please note that the USB flash drive must not be partitioned and encryption must not be activated.

Now plug the USB flash drive into the diagnostic system and select the "USB flash drive" button:

If importing the StartKey from the USB flash drive fails, a Windows Explorer window opens. You can navigate manually to the storage folder of the StartKey file.
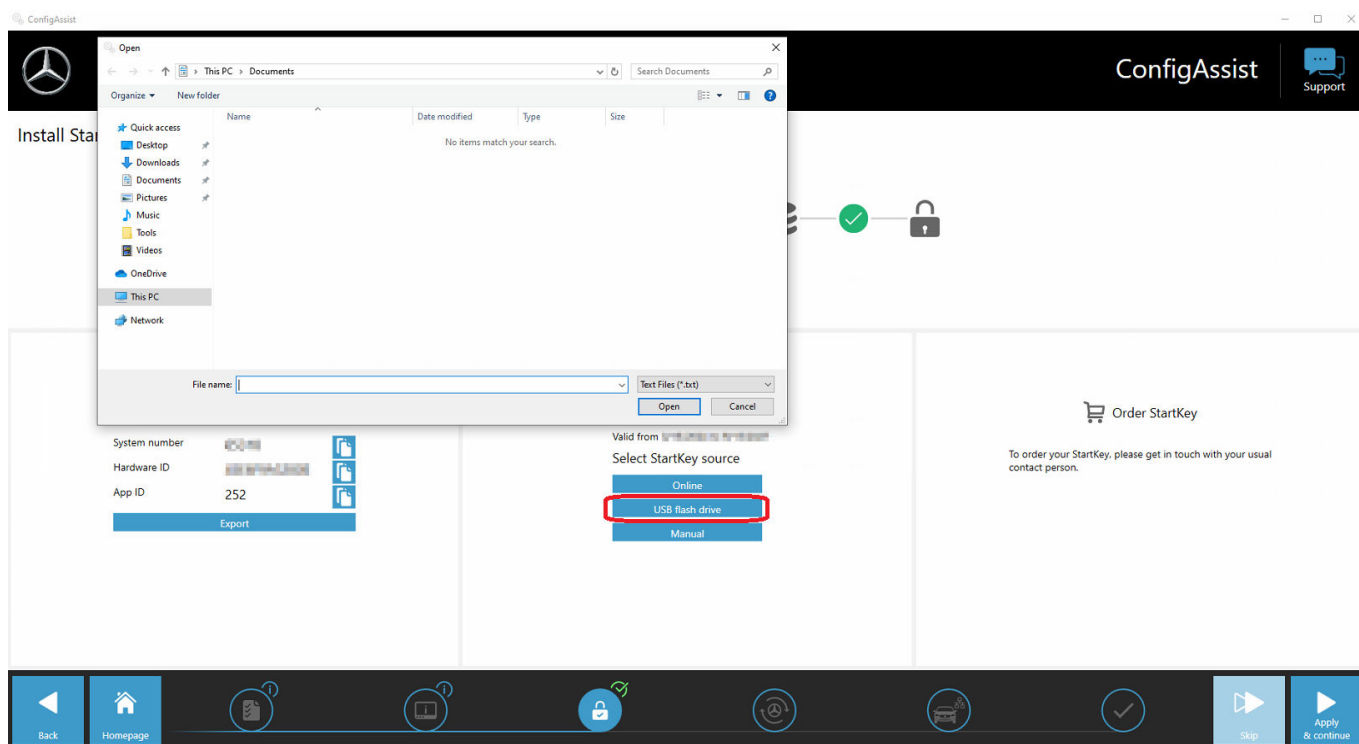
Fig. 2: Import StartKey via USB stick

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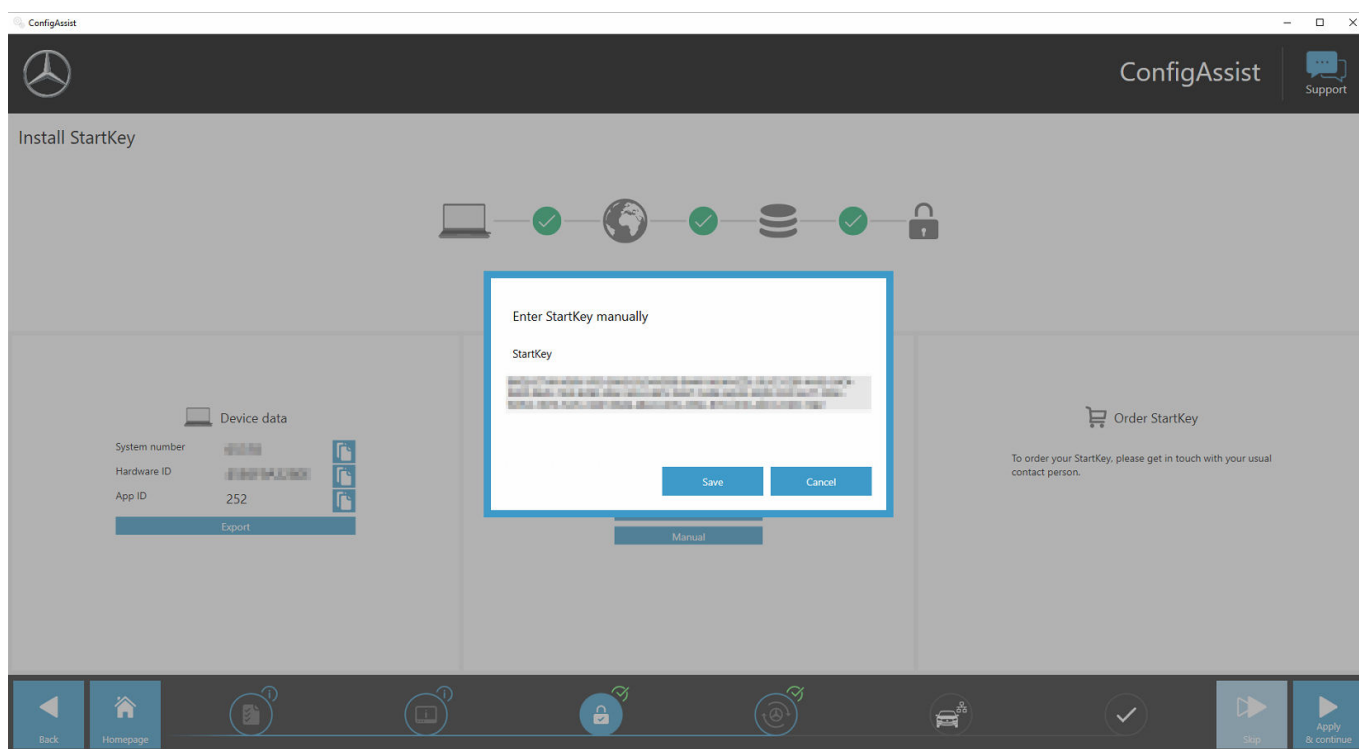


Fig. 3: Import StartKey manually

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

IMPORTANT:

The XENTRY Diagnosis Release can only be downloaded and installed in the following step if a "suitable" and valid StartKey is available. For these reasons, the system-specific StartKey must be ordered before installing XENTRY Diagnosis and installed on the diagnostic system in this step.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 13 of 60

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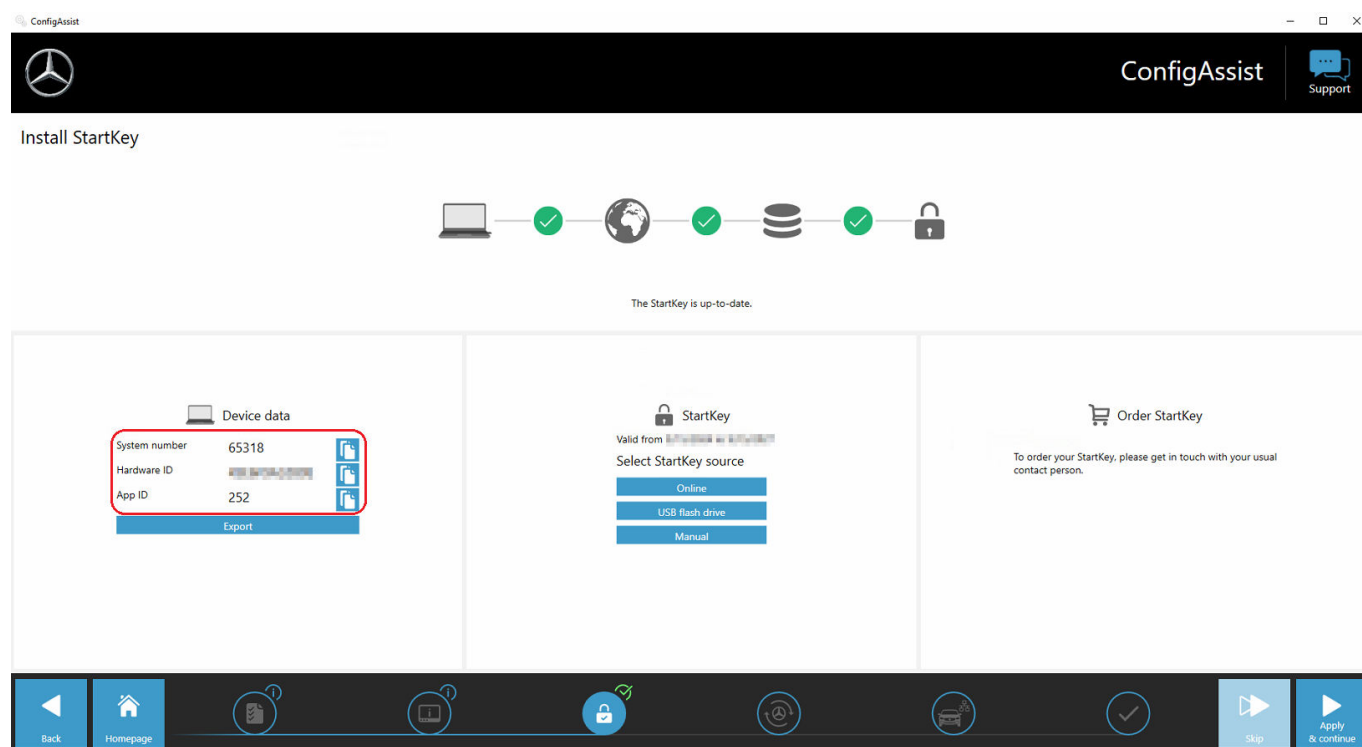


*Fig. 4: Display Hardware ID*

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

## 4.2.2    Download and installation of diagnosis release

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

Please note that the XENTRY Update Service Control Center automatically provides the latest release version. If you are updating an existing installation, the previous steps are not applicable.
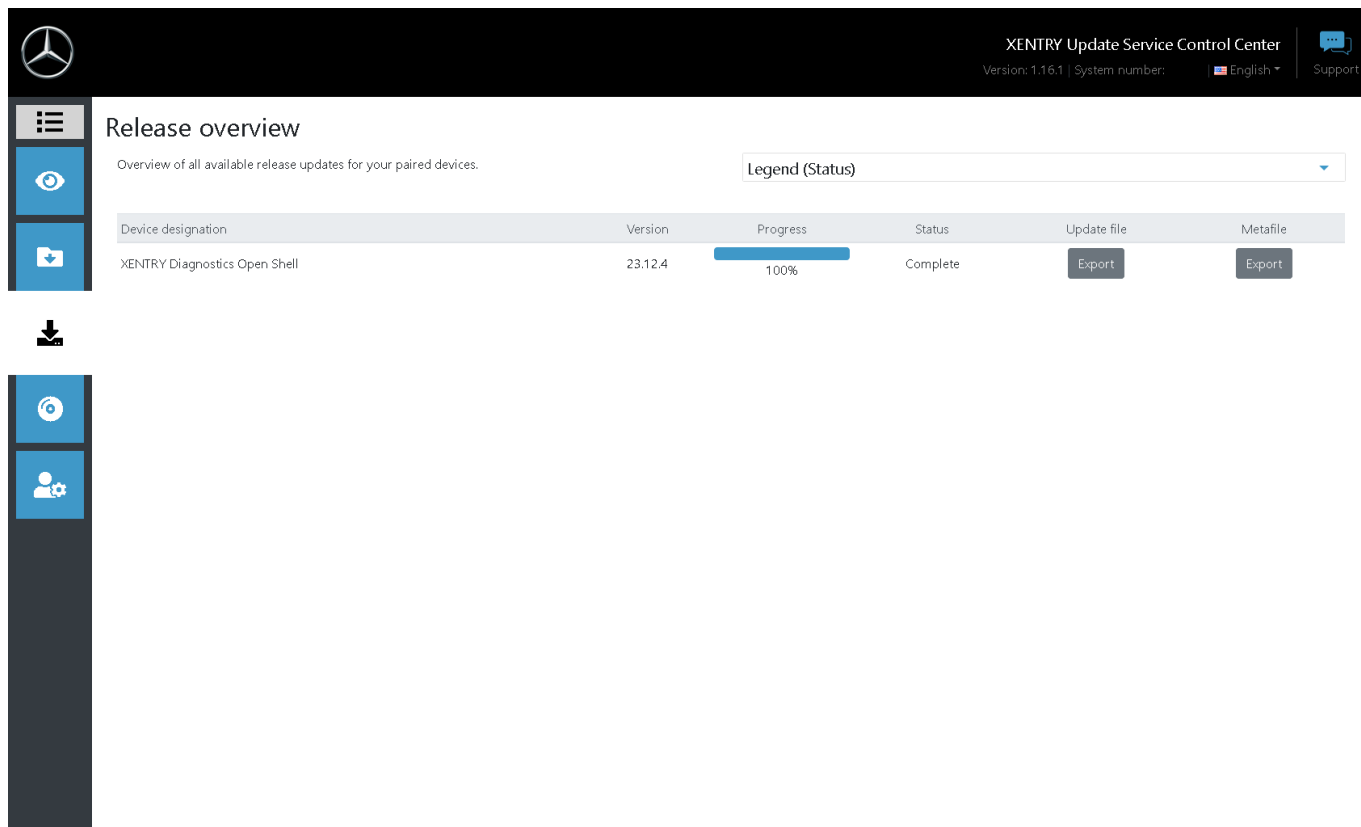
*Fig. 5: XENTRY Update Service Control Center latest release version*

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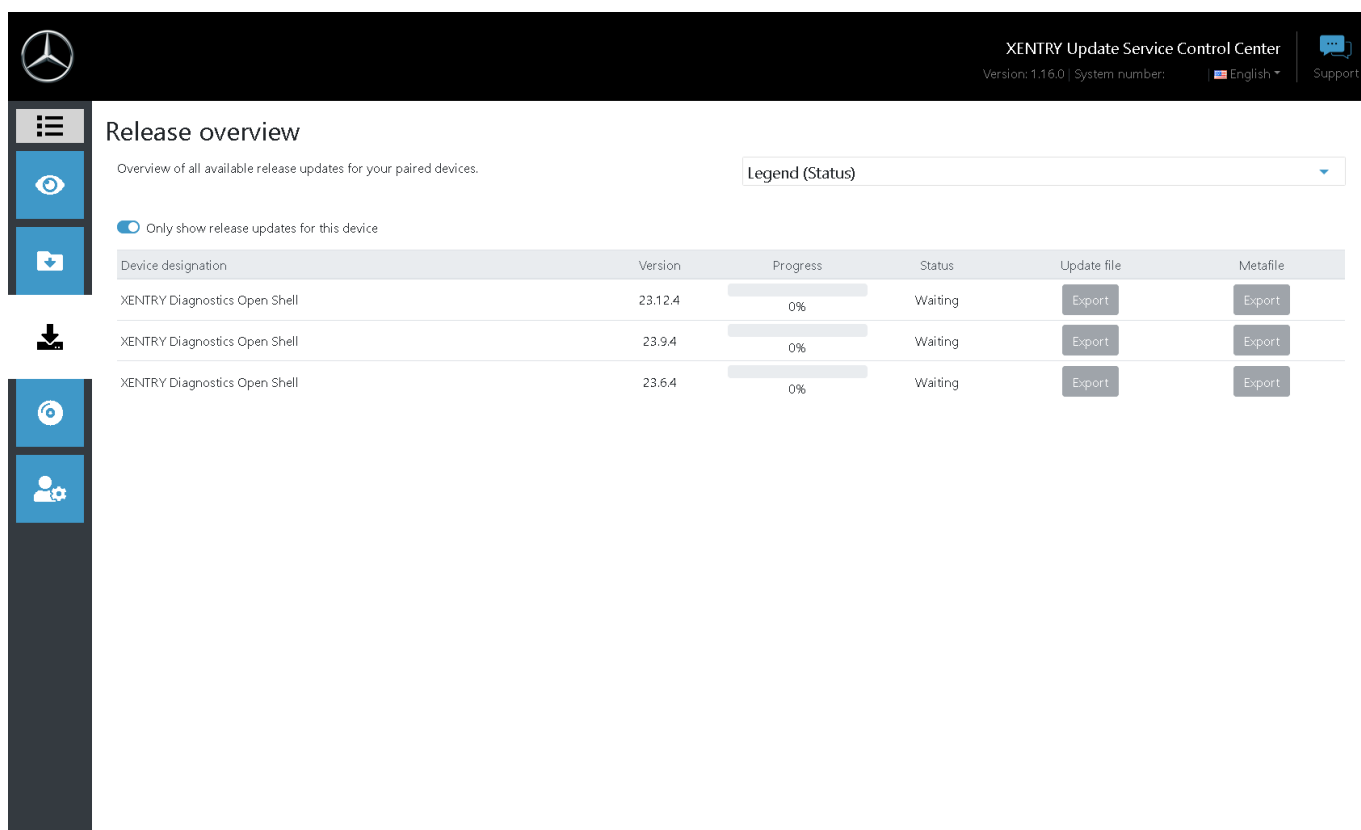


*Fig. 6: XENTRY Update Service Control Center available release version*

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

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

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



*Fig. 7: Export XENTRY Update Service Control Center release*

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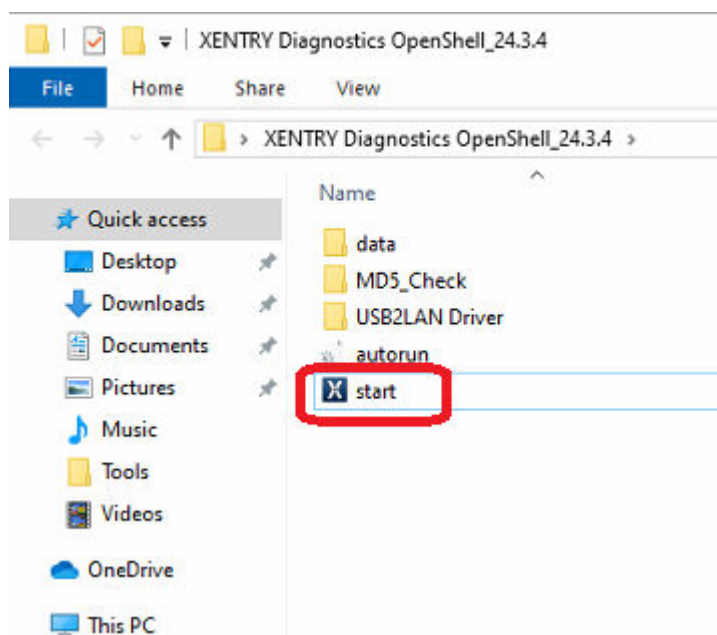


As you did previously when installing the standard release, now also perform the installation steps for the diagnosis release, including:

**1.** Language selection

**2.** Confirming the General Terms of Business

**3.** Confirming the storage location

**4.** ▶ Starting the installation

XENTRY Diagnostics OpenShell - InstallShield Wizard     ✕

Select the language for the installation from the choices below.

English (United States)

OK     Cancel

---

XENTRY Diagnostics OpenShell - InstallShield Wizard

XENTRY Diagnostics OpenShell requires the following items to be installed on your computer. Click Install to begin installing these requirements.

| Status | Requirement |
|--------|-------------|
| Pending | Microsoft Visual C++ 2005_Redistributable_Package_x86_6.00.29000.2180 |
| Pending | Microsoft Visual C++ 2005_Redistributable_Package_x64_6.00.29000.2180 |
| Pending | Microsoft Visual C++ 2008_Redistributable_Package_x86_9.03079.01 |
| Pending | Microsoft Visual C++ 2008_Redistributable_Package_x64_9.03079.01 |
| Pending | Microsoft .NET Framework 4.8_NDP48-x86-x64-AllOS-ENU |
| Pending | Microsoft .DotNet_7_17.0.14_Core |
| Pending | Microsoft .DotNet_7_17.0.14_Desktop |
| Pending | Microsoft .DotNet_8_8.0.0_Core |
| Pending | Microsoft .DotNet_8_8.0.0_Desktop |

Install     Cancel

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

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

## 4.3     Configuration using ConfigAssist

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



The following window appears on the desktop:

What device do you use for diagnosis?

Note: If you select a device you do not use, you have to restart ConfigAssist. The selection box will then reappear.

XENTRY Diagnosis VCI

Simulation - without VCI

You can operate XENTRY Diagnosis using either XENTRY Diagnosis VCI or as a simulation without VCI.

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

Click "Configure":



ConfigAssist

Welcome!

Import configuration

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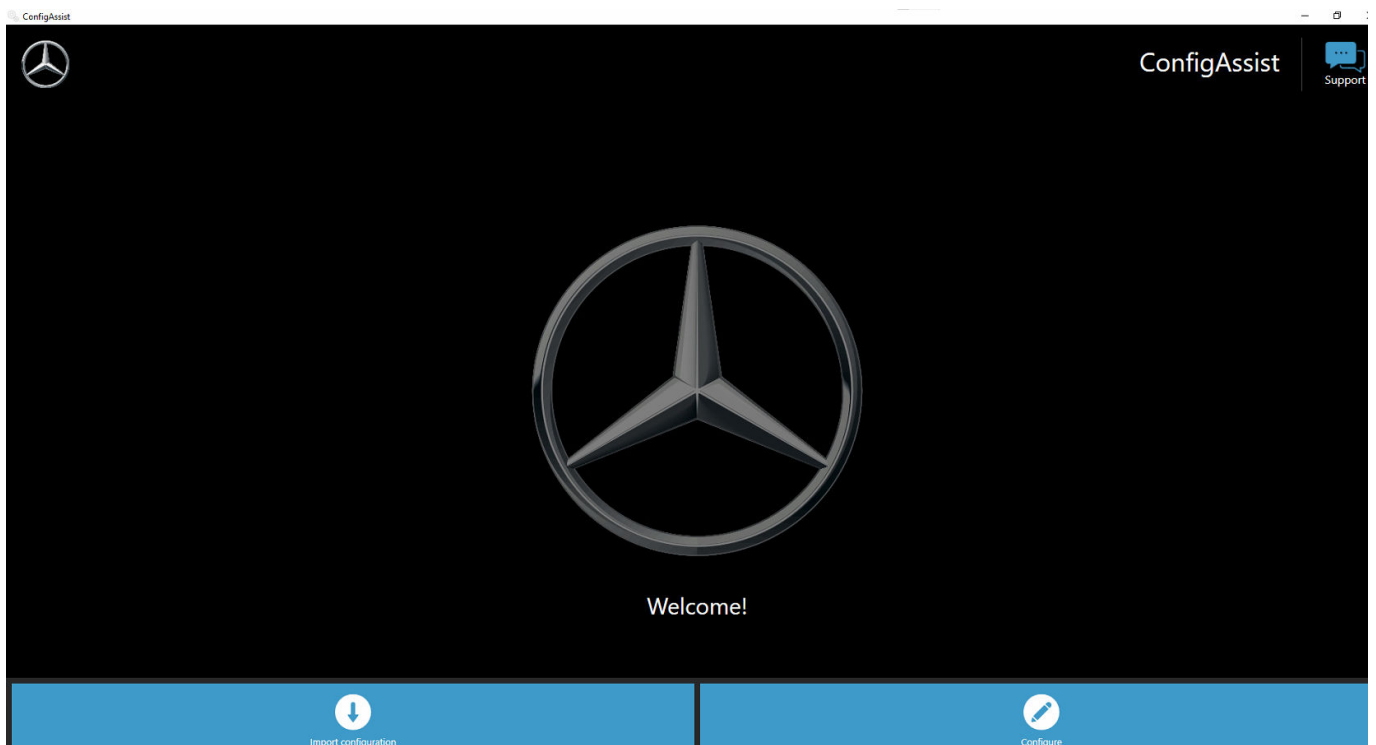
Information about the delivery package and new product features is displayed on the following screens.

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

You can now paste in a StartKey. For more information, see

In the next step, you can configure the XENTRY Update Service. For more information, see ➡ Chapter 5.1 "Configuring the XENTRY Update Service" on page 29

### 4.3.1 Configuration of the USB to LAN adapter

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

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

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

## 4.4 Pairing the XENTRY Diagnosis VCI

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

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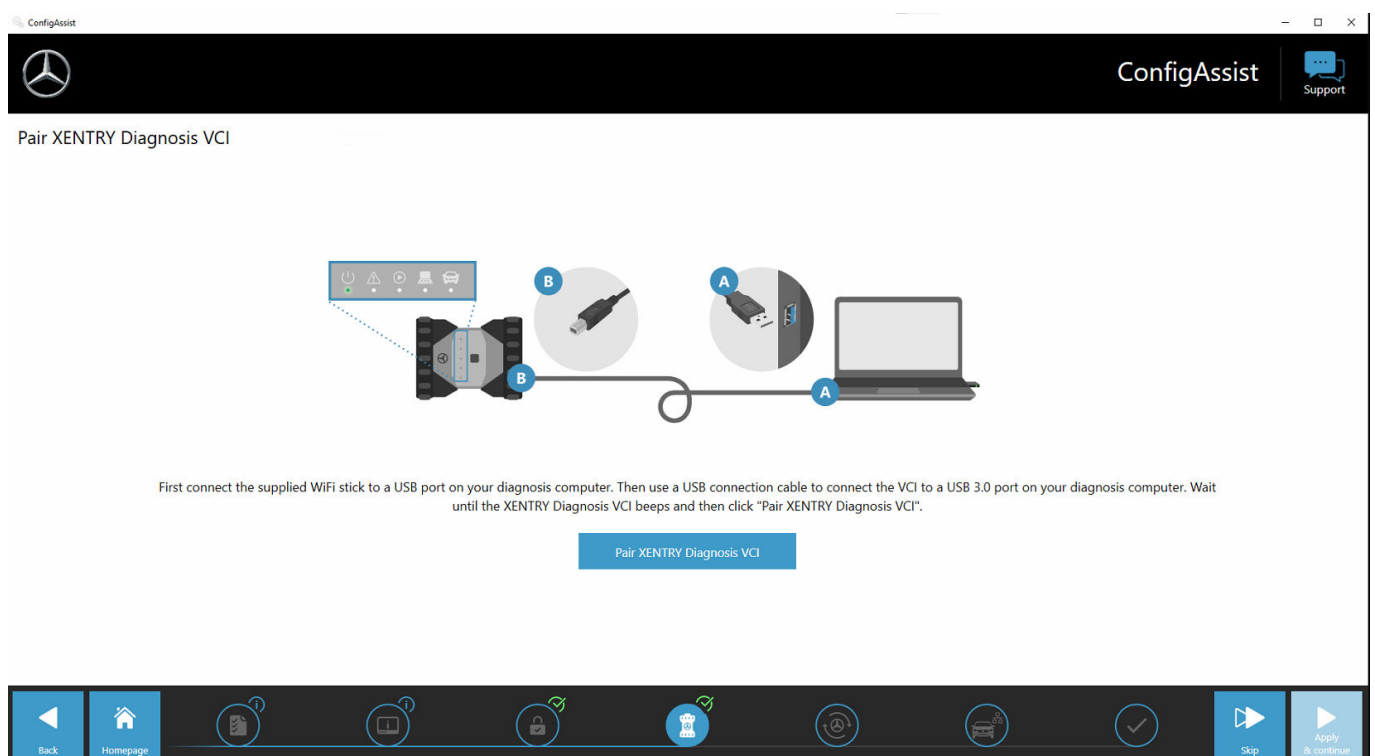


1. ▶ Connect the XENTRY Diagnosis VCI to your diagnosis computer via USB cable and wait for the beep.

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

**3.** ▸ Please remove the USB cable.

➡ The XENTRY Diagnosis VCI is now connected to your diagnosis computer via WLAN and is ready for diagnosis.

➡ You will see the VCI icon continuously on your desktop:

Click on the button "Apply and continue".

## 4.4.1 Completing the configuration

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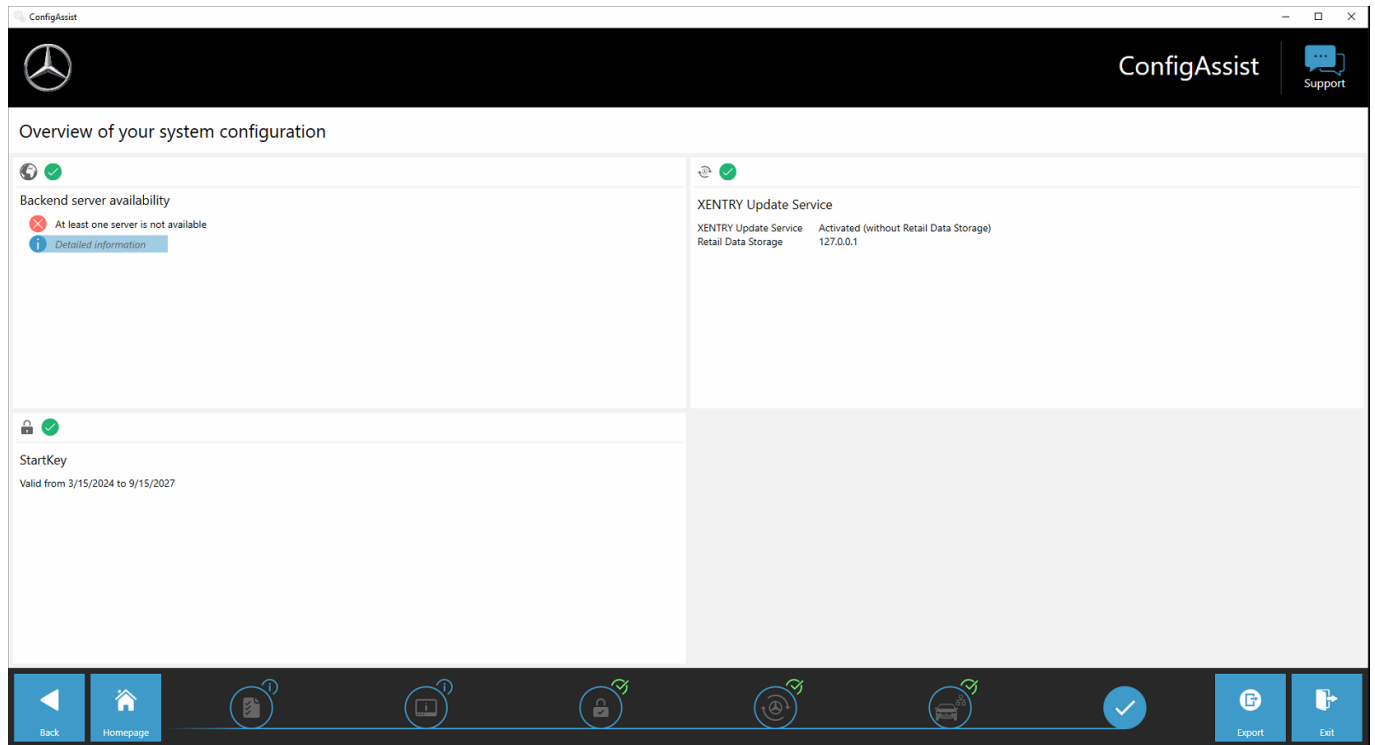


*Fig. 8: Overview of your system configuration*

Here, green ticks stand for correct configuration.

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

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

## 4.5 Configuration of the Windows firewall

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

**Configuration of the Windows Firewall for the DoIP connection**

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

About configuration of the Windows firewall:

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 21 of 60
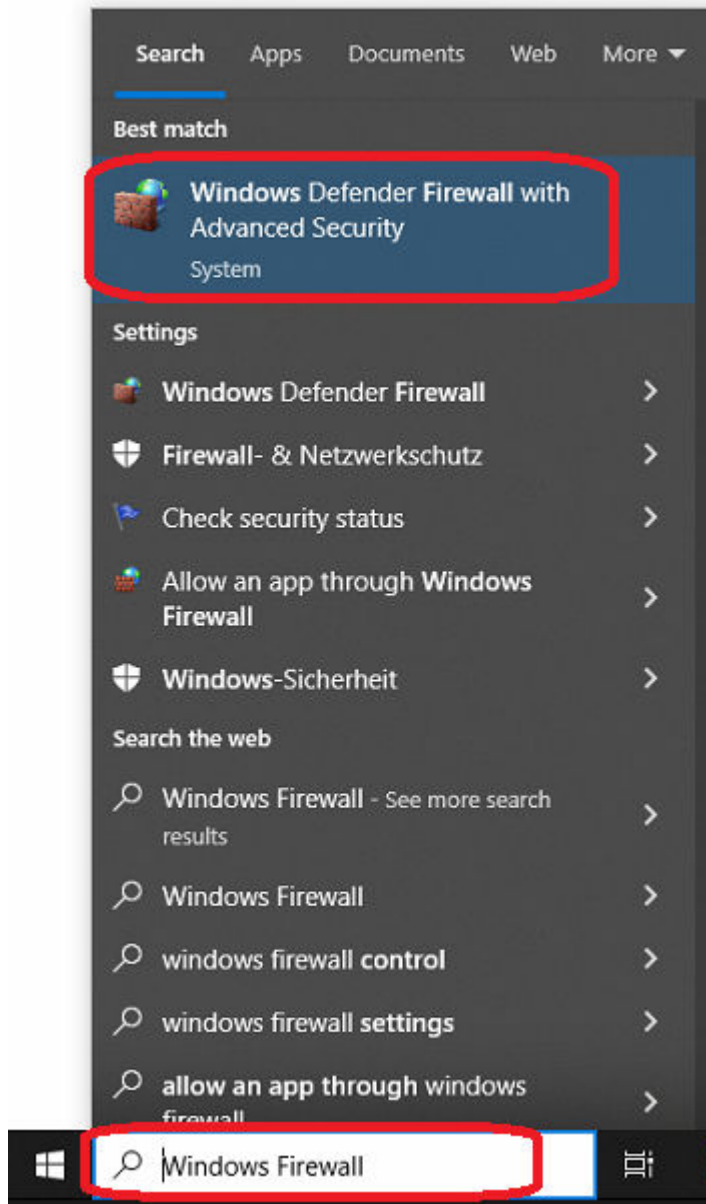
- Open the Control Panel and the "Windows Firewall" entry it contains. Select the entry "Advanced settings" in the menu bar on the left.
- You must configure the firewall both for incoming and outgoing TCP and UDP connections and fully open specific ports for this purpose.
- In other words, a total of four firewall rules are required here.
- Proceed as follows:
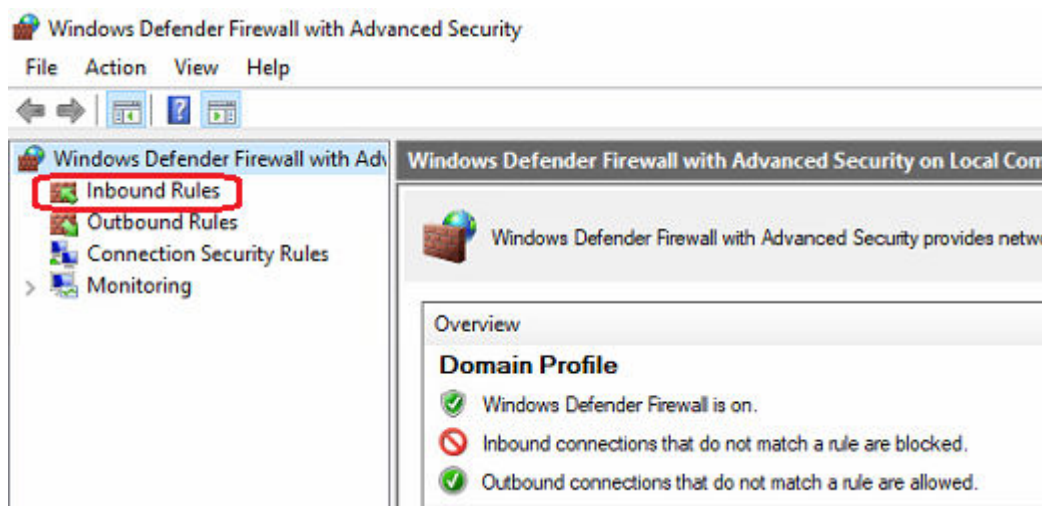


1. ▸ Select the entry "Inbound rules".

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)  
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 22 of 60
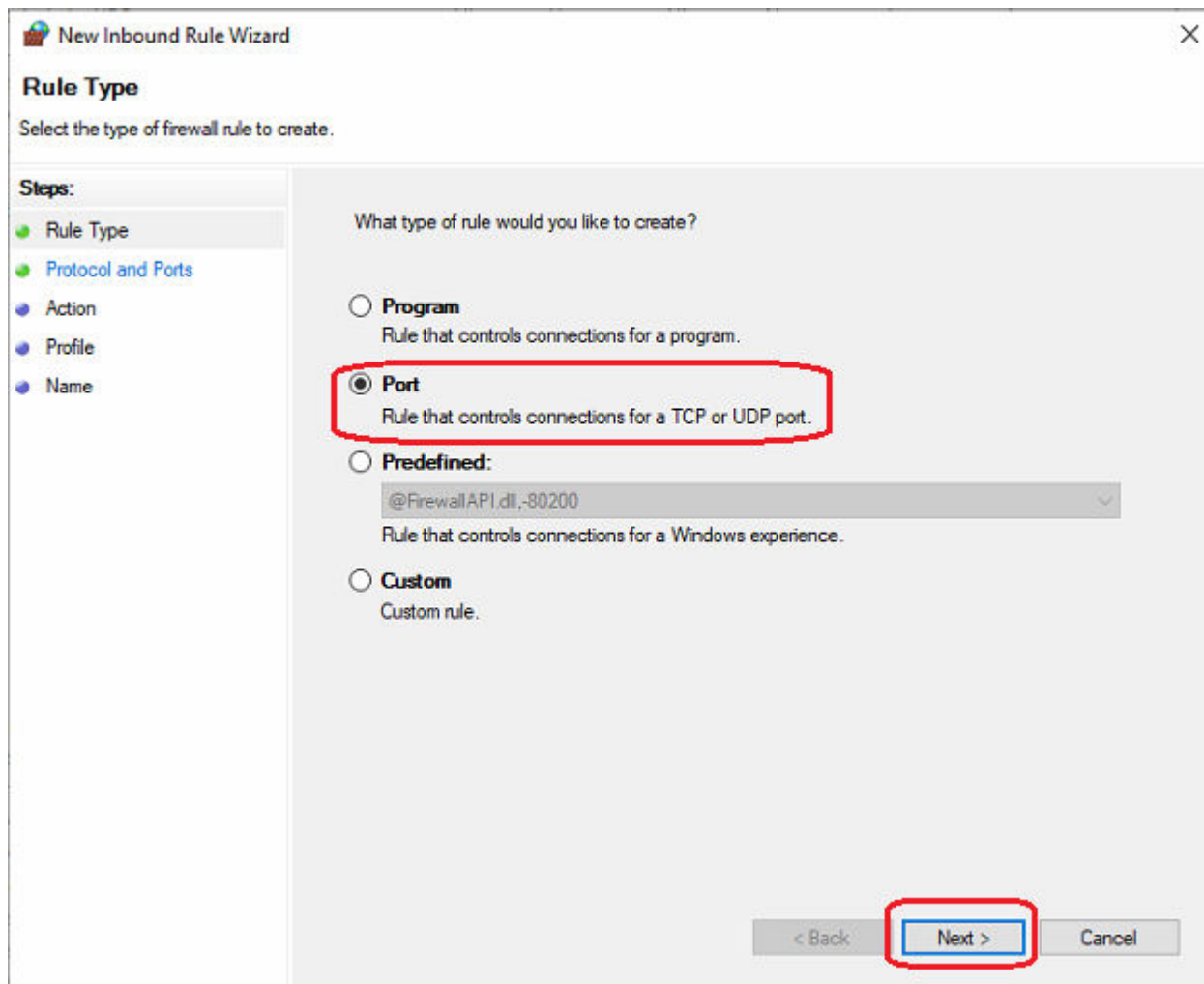
**2.** ▶ Create an inbound TCP rule first.

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

Then click on "Next".

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

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

**New Inbound Rule Wizard**

**Action**

Specify the action to be taken when a connection matches the conditions specified in the rule.

**Steps:**
- Rule Type
- Protocol and Ports
- Action
- Profile
- Name

What action should be taken when a connection matches the specified conditions?

○ **Allow the connection**
This includes connections that are protected with IPsec as well as those are not.

○ **Allow the connection if it is secure**
This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node.

[ Customize... ]

○ **Block the connection**

[ < Back ] [ Next > ] [ Cancel ]

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

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

**New Inbound Rule Wizard**

**Profile**

Specify the profiles for which this rule applies.

**Steps:**
- Rule Type
- Protocol and Ports
- Action
- Profile
- Name

When does this rule apply?

☑ **Domain**
   Applies when a computer is connected to its corporate domain.

☑ **Private**
   Applies when a computer is connected to a private network location, such as a home or work place.

☑ **Public**
   Applies when a computer is connected to a public network location.

< Back    Next >    Cancel

**5.** ▶ In the next step "Profile", select all of the options.
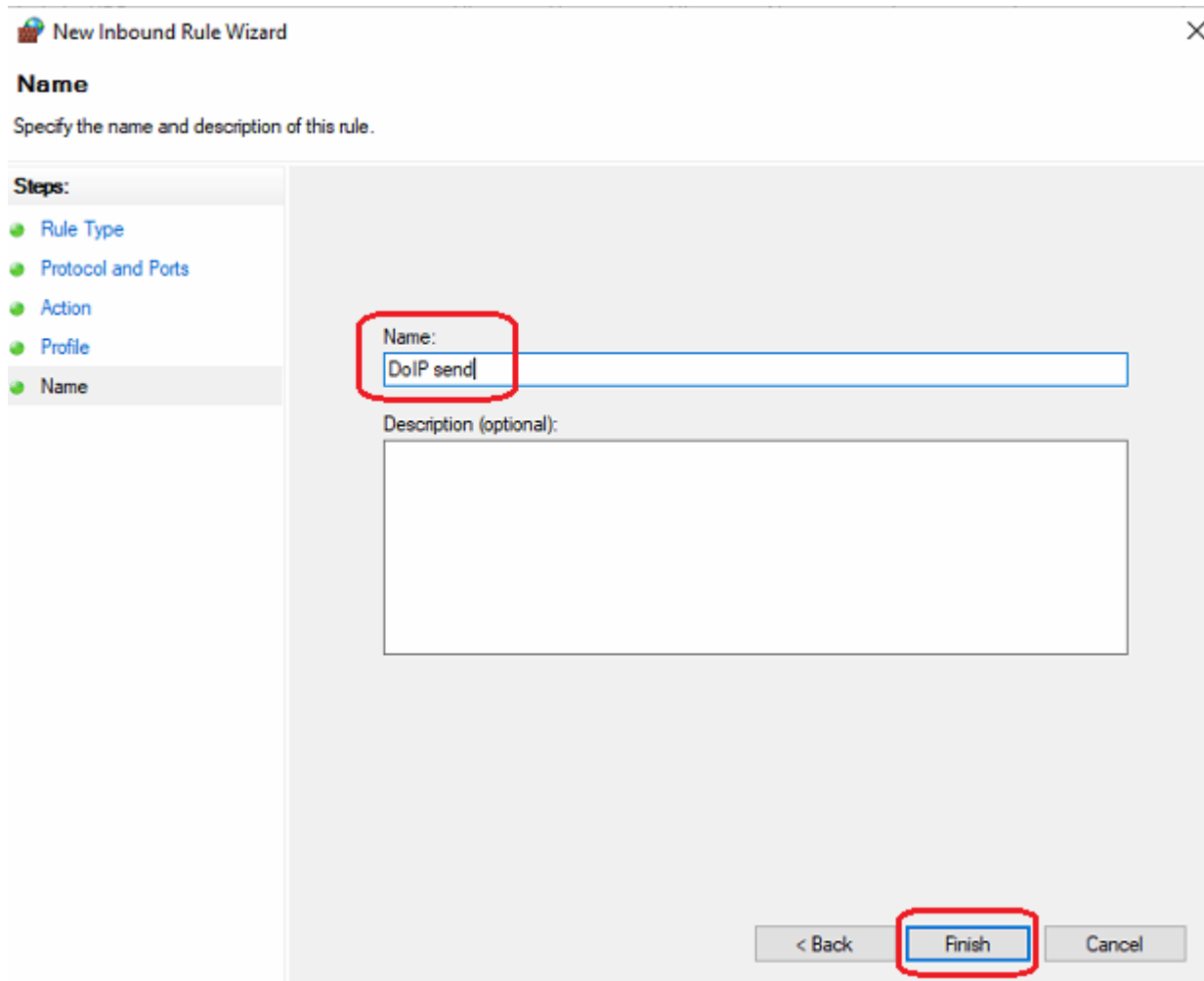
**6.** Assign a name and optional description and save the firewall rule with "Finish".

**7.** **Inbound UDP rule:**

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

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

**13400, 13401, 13402, 13403**
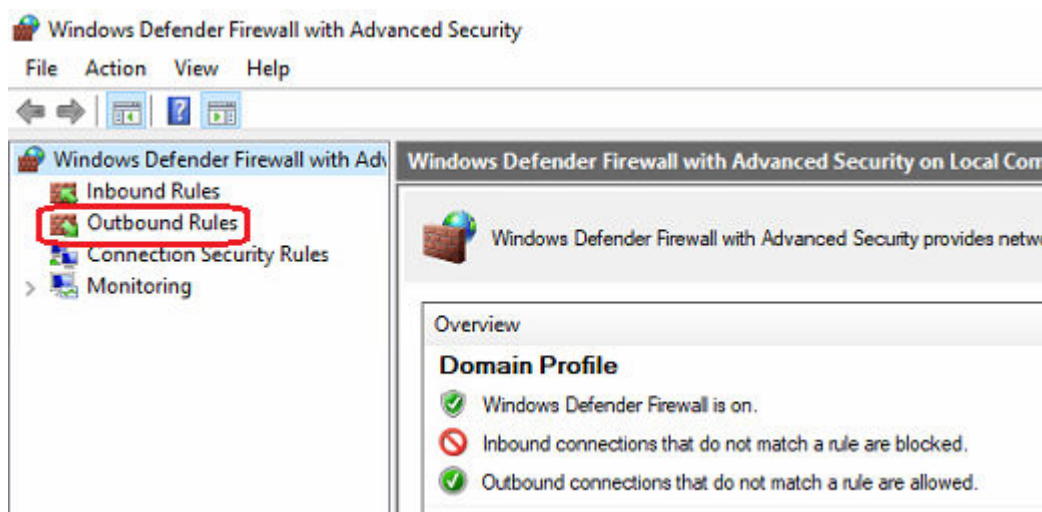


**8.** **Outbound TCP rule:**

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

Make all of the same settings as described above.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 27 of 60

**9.** ▸ **Outbound UDP rule:**

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

Otherwise, enter the data unchanged.

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

# 5 Operating tools

## 5.1 Configuring the XENTRY Update Service

In this section you can configure the XENTRY Update Service. The XENTRY Update Service defines how the diagnostic data (release updates and control unit software) should be downloaded to your XENTRY Diagnosis system.

There are two ways to configure the XENTRY Update Service:

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

The diagnostic data (release updates and control unit software) are downloaded from the Internet onto the Retail Data Storage first, and then onto the XENTRY Diagnosis system.

▪ "Zero-time update" ensures that release updates are transferred to the XENTRY Diagnosis Pad in the background. During this time, you can continue to work as usual. As soon as the process is completed, you will be notified that you can now install the new diagnosis update. Generally, the installation lasts no more than a few minutes, after this you can then continue to work as usual with your XENTRY Diagnosis Pad.

▪ **Variant 2:** XENTRY Update Service without Retail Data Storage

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

### 5.1.1 XENTRY Update Service with Retail Data Storage

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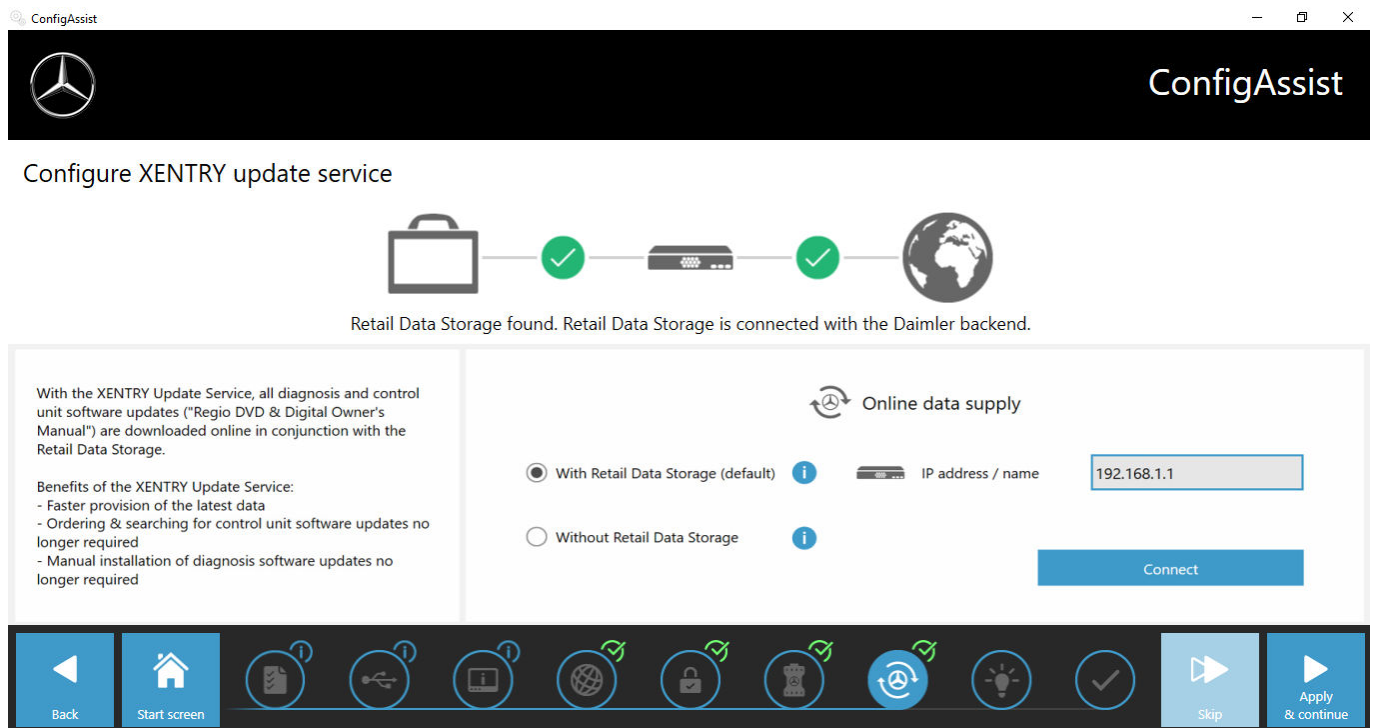


*Fig. 9: XENTRY Update Service with Retail Data Storage*

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

1. In ConfigAssist, in the section "Configure XENTRY Update Service", select **"With Retail Data Storage (Standard)"**.

2. Enter the IP address you have defined for Retail Data Storage into the "IP address / Name" field.

3. Then click on the "Test connection" button.

   ➡ A correct connection is denoted by a green check mark.

4. Now select the "Apply & Continue" button.

### 5.1.2 XENTRY Update Service without Retail Data Storage

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

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 29 of 60

> *We recommend this option only be used by workshops with one or two diagnostic devices. There are the following limitations compared to the XENTRY Update Service with Retail Data Storage:*
>
> – **Higher network load**
>   – *Data, esp. control unit software, must be downloaded on demand from the Internet while the unit is running (in contrast to Retail Data Storage, which downloads overnight).*
>   – *Multiple downloads of data required.*
>   – *High data volume required for Internet connection.*
>
> – **Longer waiting times for end customers, depending on download duration.**

To use the XENTRY Update Service option without Retail Data Storage, proceed as follows:

**1.** ⊳ Go to the "Retail Data Storage" area.

**2.** ⊳ Select the **"Without Retail Data Storage"** button.

**3.** ⊳ Then click on "Test connection".

**4.** ⊳ Click on "Apply & Continue".

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

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

## 5.1.3    Configuration of the USB to LAN adapter

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

To set up the adapter, connect it to the USB-C interface on the Pad and the LAN interface on the LAN port of the workshop network (the Retail Data Storage must be on the same network).

Then click on "Test connection" and, if the connection is successful, click on "Apply and continue".

If you do not want to set up a USB to LAN adapter, you can skip this point.

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

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

## 5.2    XENTRY Update Service Control Center

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

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

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart
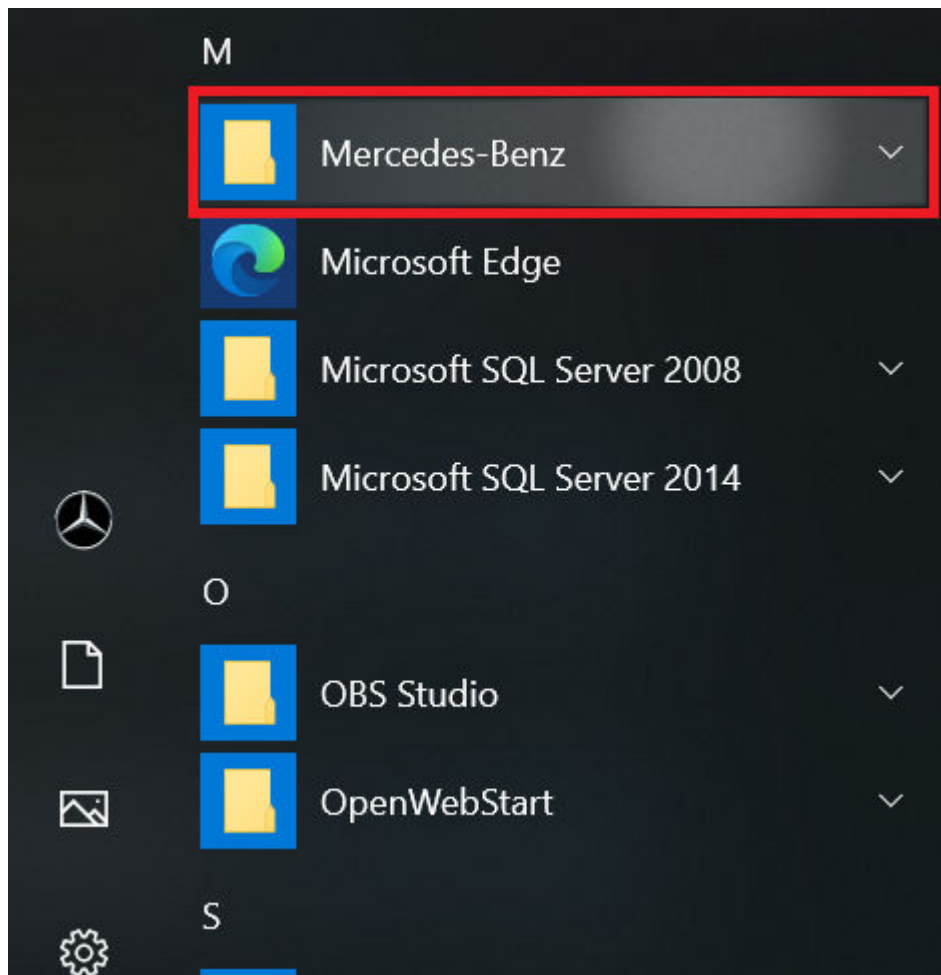
Page 30 of 60

*Fig. 10: Windows Start Menu Mercedes-Benz*

- Select "XENTRY Update Service Control Center" in the "Mercedes-Benz" folder. This opens accordingly.
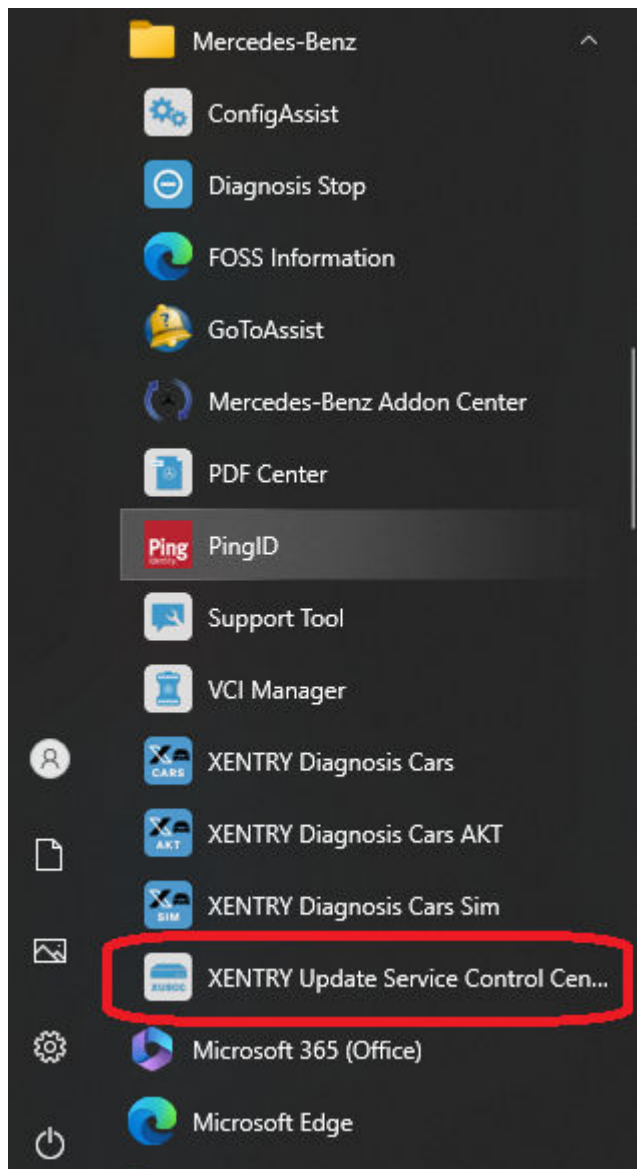
Fig. 11: Windows Start Menu Mercedes-Benz XENTRY Update Service Control Center

## 5.2.1 Overview

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

- The status of the XENTRY Update Service is displayed on your XENTRY Diagnosis system via "Monitoring".
- The "Files" button takes you to an overview of all data that is loaded onto your XENTRY Diagnosis system and data that is available in the back end. Release updates and control unit software are not displayed here.
- Via "Release overview" you have the option of displaying all release updates available on your XENTRY Diagnosis system.
- Click on "Control Unit Software" to display the available control unit software.
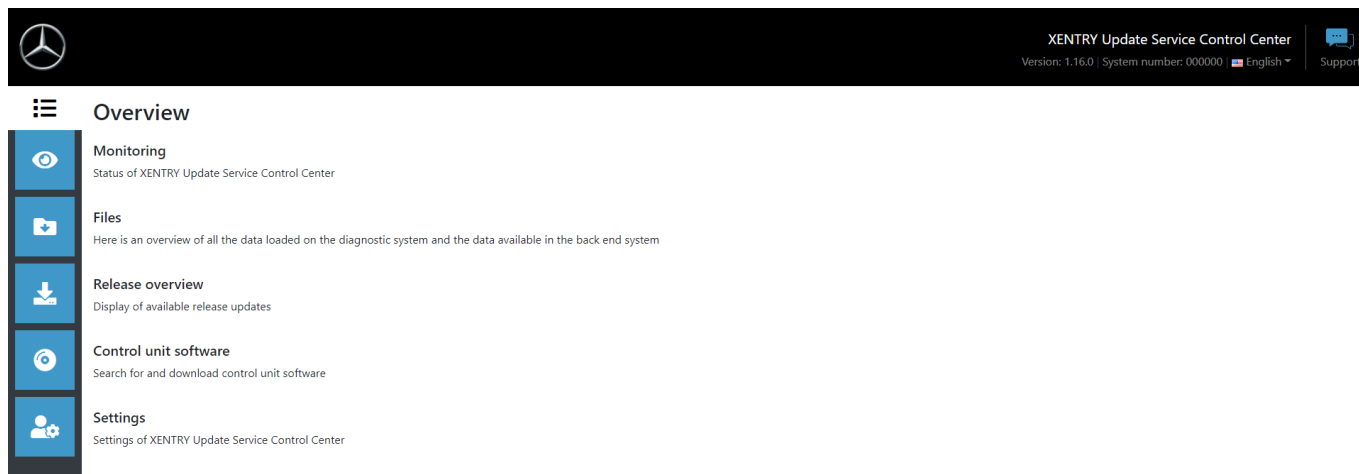
Fig. 12: Overview of XENTRY Update Service Control Center

## 5.2.2 Monitoring

The "Monitoring" menu item tells you if the connection between the Retail Data Storage unit and the internet is set up correctly. System information about your XENTRY Diagnosis system is also displayed.
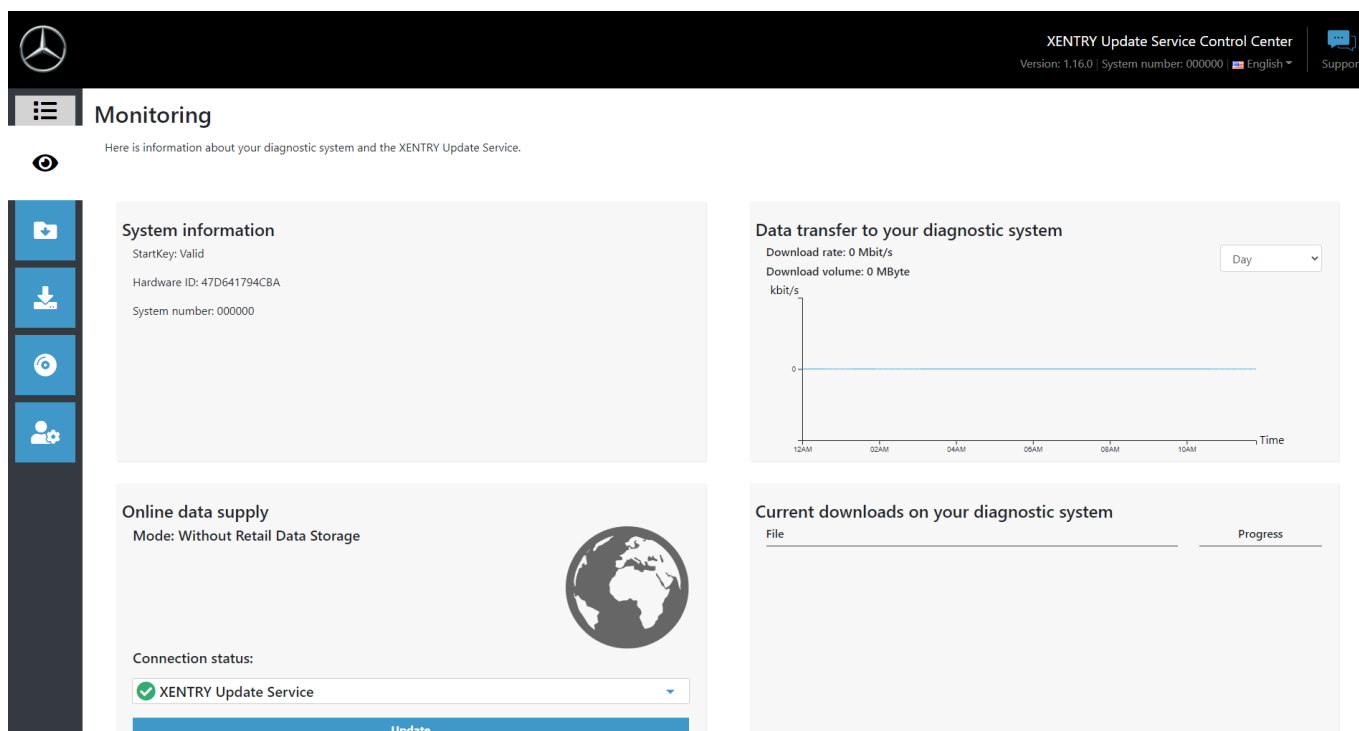


Fig. 13: Monitoring of data supply via XENTRY Update Service

## 5.2.3 Files

In the "Files" area, an overview of all data that is loaded onto your XENTRY Diagnosis system and data that is available in the back end is displayed. Release updates and control unit software are not displayed in this area; release updates are available in the "Release overview" section in ➡ Chapter 5.2.4 "Release overview" on page 34.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 33 of 60

*Fig. 14: Files available in the XENTRY Update Service*

## 5.2.4 Release overview

Release overview shows you which release updates are available on the Retail Data Storage. The progress bar shows the percentage of the respective release update that has already been downloaded from the Internet to the Retail Data Storage.
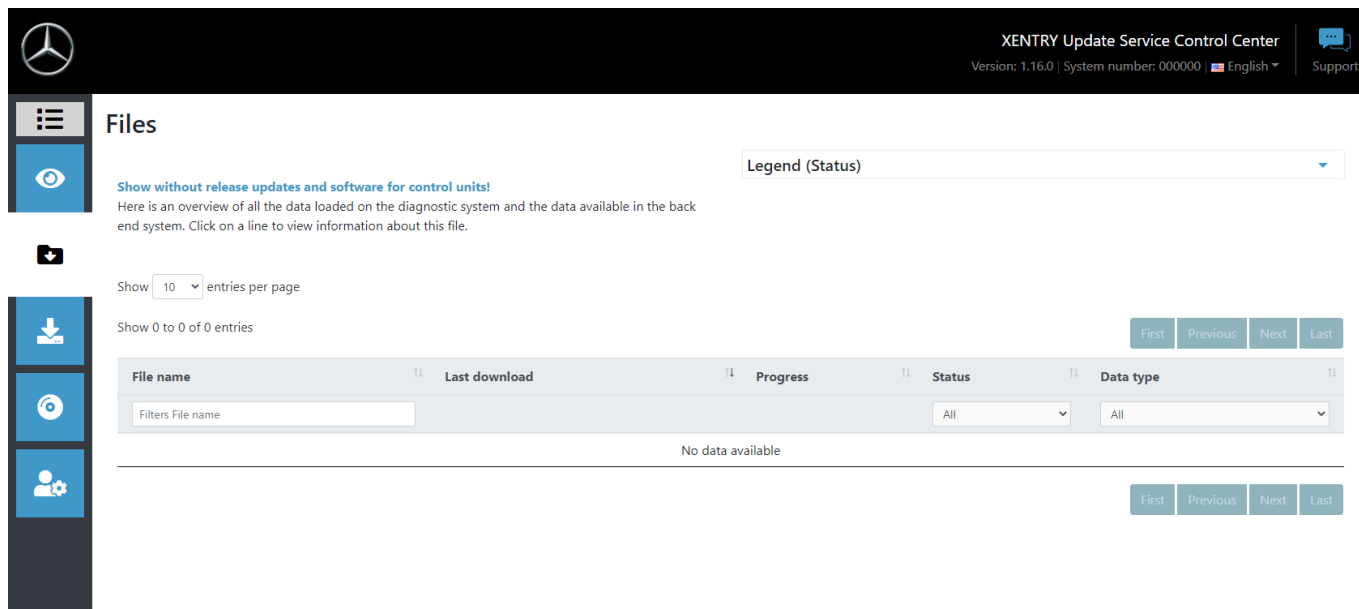
You also have the option, via the function button, to only display the release updates that are suitable for the XENTRY Diagnosis system you are currently using. For example, a distinction is then made here between the release update for the XENTRY Diagnosis Pad and XENTRY Diagnosis Pad 2.
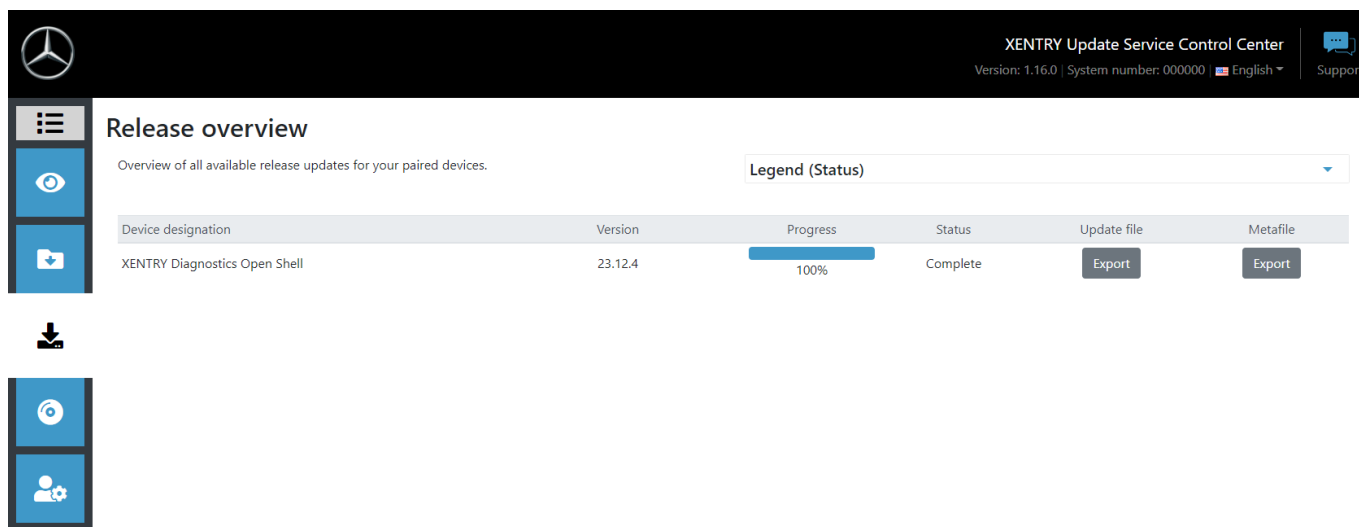


*Fig. 15: Release overview in the XENTRY Update Service Control Center (2)*

## 5.2.5 Control unit software

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

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

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 34 of 60

*Fig. 16: Overview of available control unit software*

## 5.2.6 Settings and 24h mode

There are two tabs in the "Settings" area: "Mode" and "24h mode".

The "Mode" tab shows you the current configuration of the XENTRY Update Service and allows you to change it. You can decide whether to use the online data supply with or without Retail Data Storage. If you select the option "With Retail Data Storage (default)", you must enter the IP address of your Retail Data Storage. The setting can be changed here or in ConfigAssist at any time.



*Fig. 17: XUS mode*

The "24h mode" tab allows you to switch 24h mode on and off. This serves to reduce the volume of data required for downloads from the Internet in the field, while still ensuring the operational stability of the diagnosis. The 24h mode only works in the mode without Retail Data Storage and can restrict the download of data types that are not operationally critical. When activating 24h mode, the Internet connection of the XENTRY Update Service is automatically switched to the "Without Retail Data Storage" variant, if this is not already in use.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 35 of 60
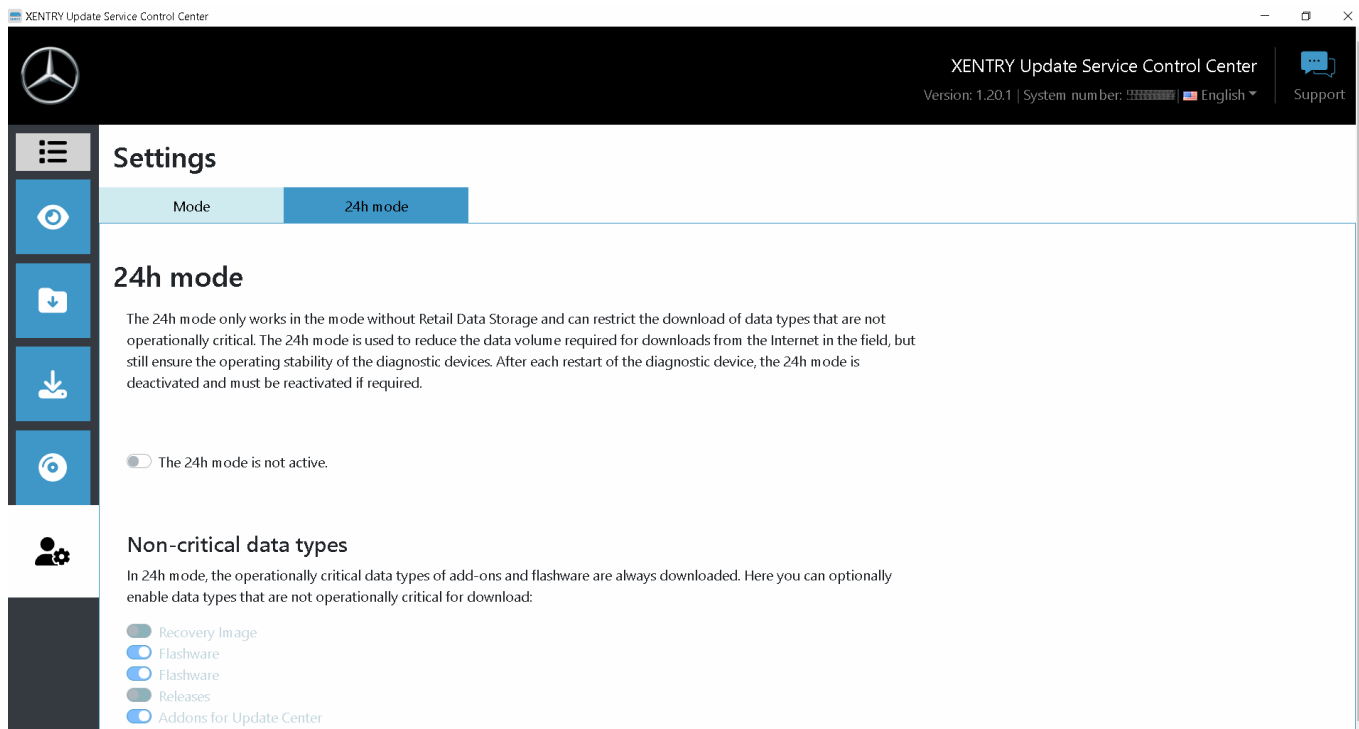
*Fig. 18: 24h mode inactive*

As soon as 24h mode is active, you can set which data types are to be downloaded: Recovery Image, Flashware and Releases. Only the "Add-ons for Update Center" option is always active and cannot be switched off to ensure that the add-ons are up to date.
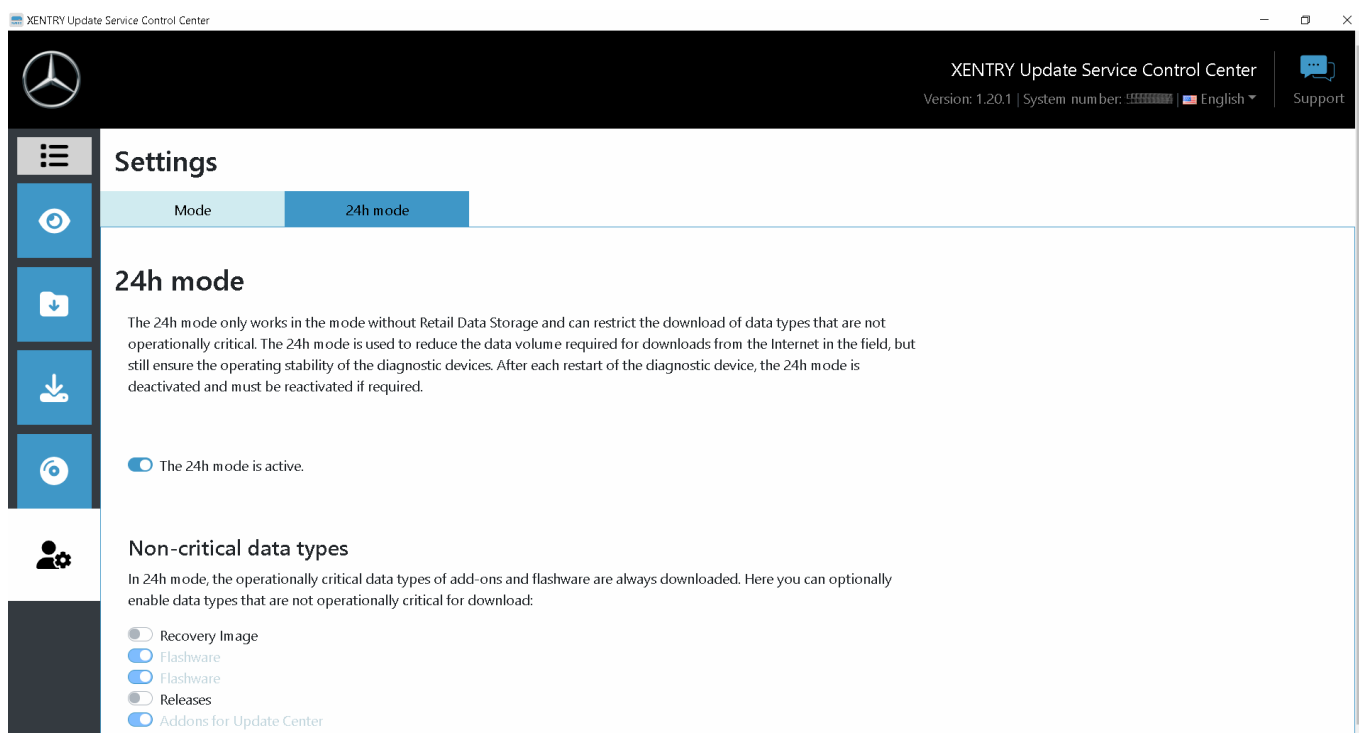

*Fig. 19: 24h mode active*

When the field deployment has ended and you deactivate 24h mode, the online data supply automatically switches back to the "With Retail Data Storage (default)" connection if this was in use before 24h mode was switched on.

You can tell whether or not 24h mode is active by the XUS icon in the taskbar at the bottom right. You may first have to click on the "Up arrow" to display all the symbols.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 36 of 60

*Fig. 20: XUS-24h active in taskbar*



*Fig. 21: XUS-24h not active in taskbar*

## 5.3 VCI Manager

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



*Fig. 22: VCI Manager icon*

### 5.3.1 Launching VCI

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

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

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

To launch the VCI, proceed as follows:

**1.** ▸ Open the VCI Manager via the shortcut on the desktop of your XENTRY Diagnosis system.

**2.** ▸ You can see the currently paired XENTRY Diagnosis VCI and its serial number (SN) on the overview page. The "Launch VCI" button is available there. Click on it.

**3.** ▸ The paired VCI beeps.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 37 of 60
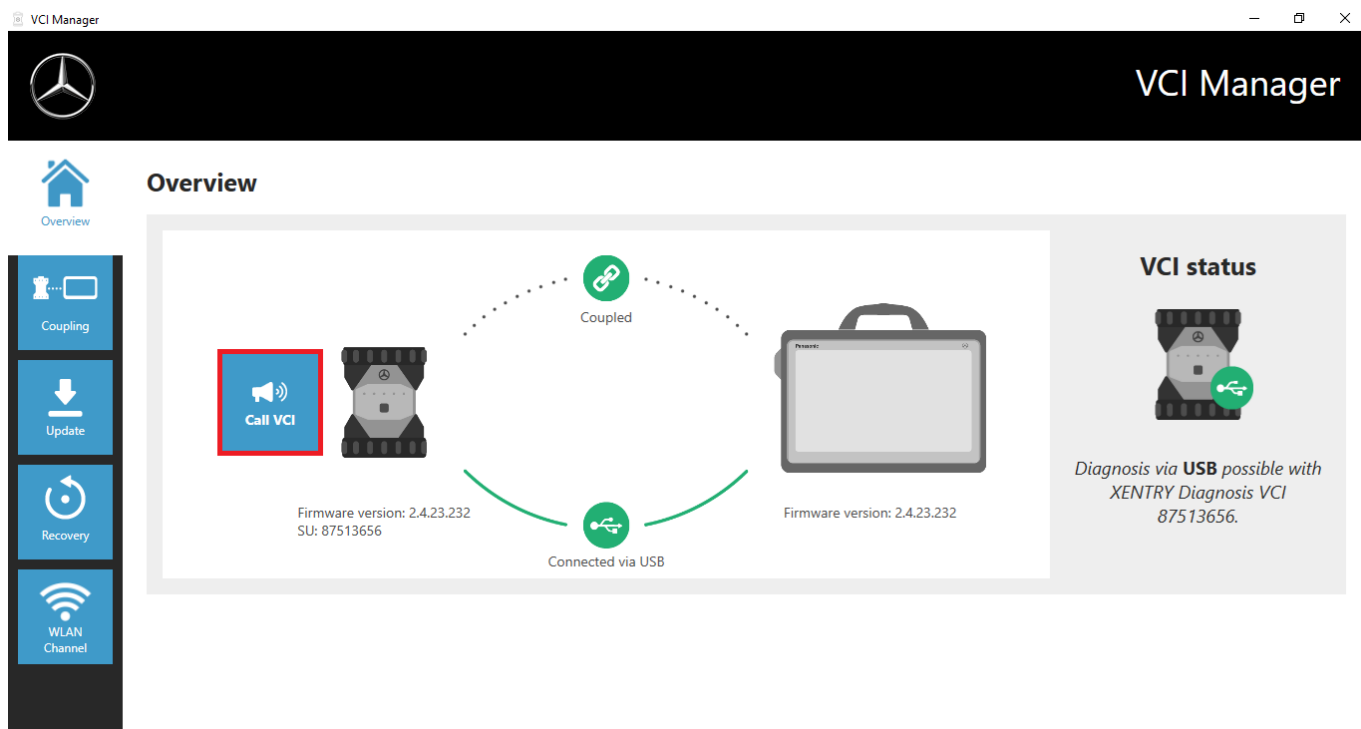
Fig. 23: Launching VCI

## 5.3.2    XENTRY Diagnosis VCI firmware update

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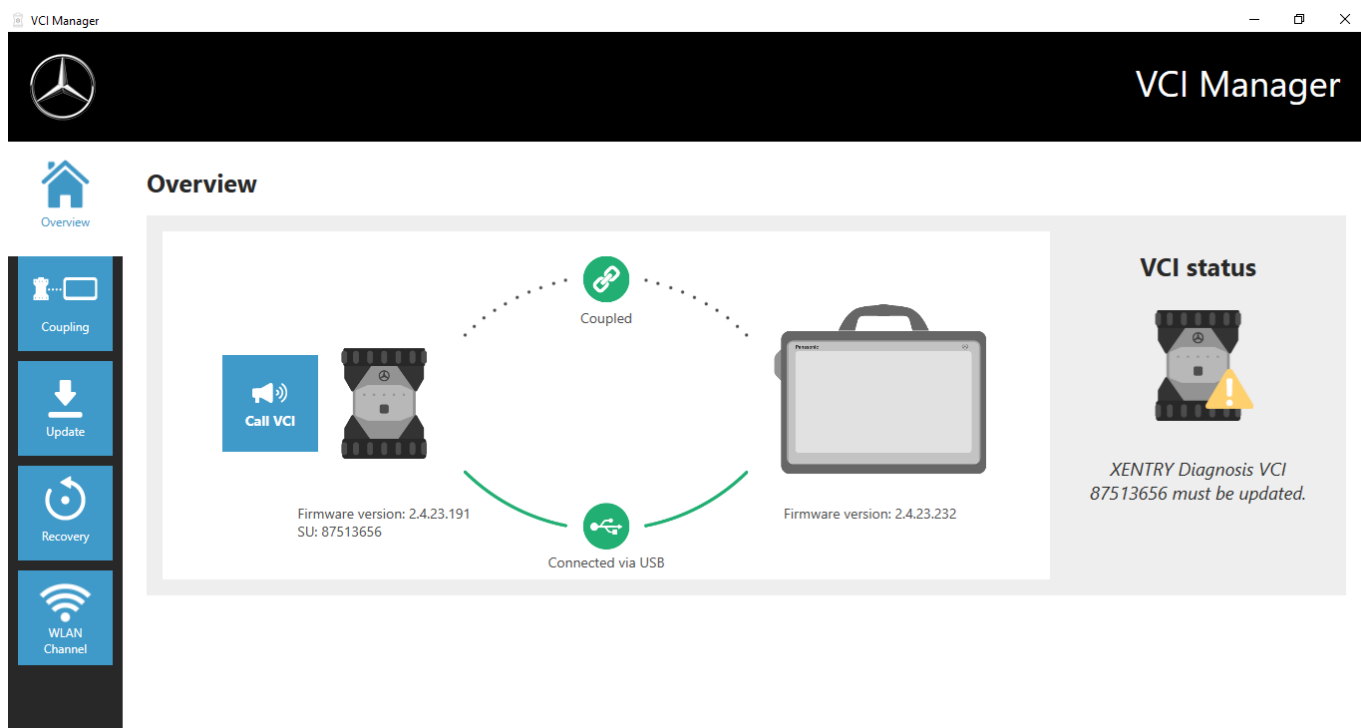


Fig. 24: Update note

1. Click on the "Update" menu item in the VCI Manager.

   ➡ Another window opens.

2. Select the "Start update" button.

Fig. 25: Start update

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

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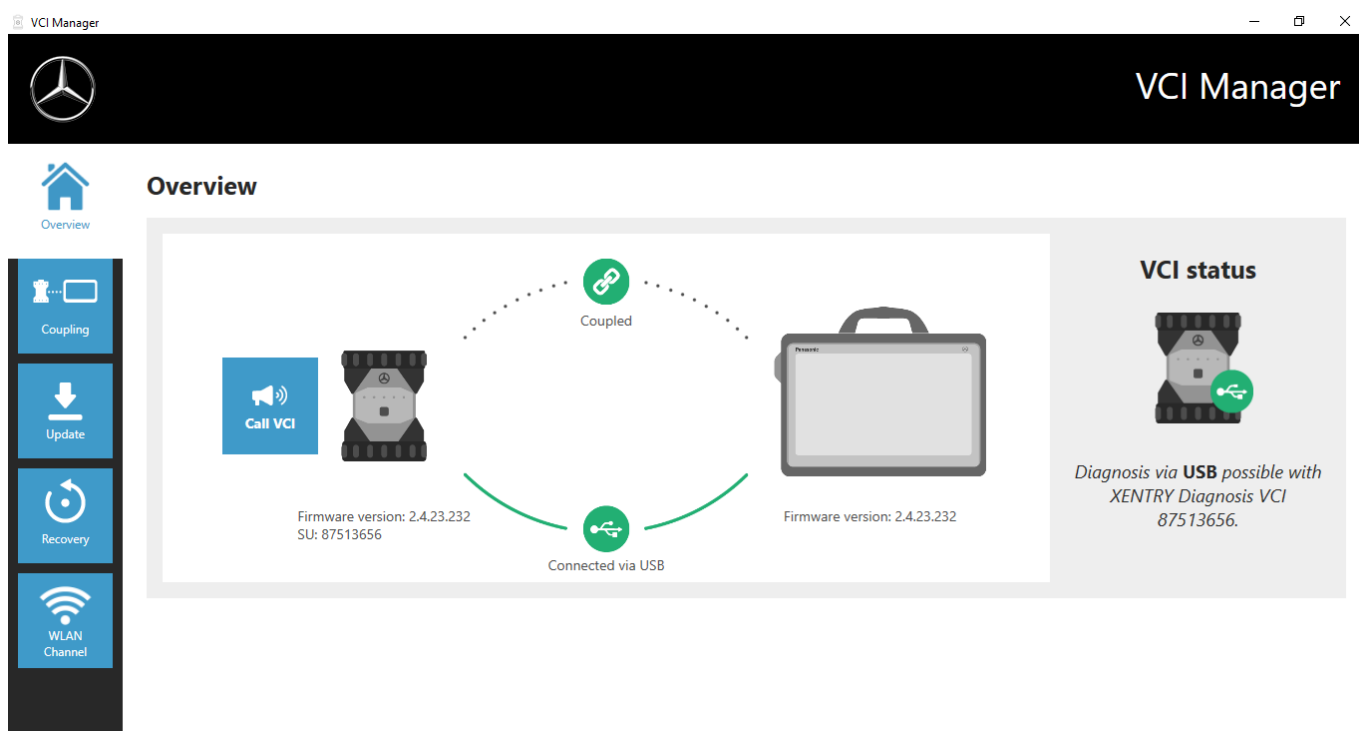


Fig. 26: Confirmation after firmware update

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 39 of 60

### 5.3.3 XENTRY Diagnosis VCI recovery

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

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

VCI recovery is only necessary if you have switched the release on the XENTRY Diagnosis system to the preceding version and, where applicable, need to reduce the firmware version on the XENTRY Diagnosis VCI. This release switching function is described in .

Proceed as follows for a VCI recovery:

1. Connect the XENTRY Diagnosis VCI to the XENTRY Diagnosis system through a USB connection cable.

2. For this, the XENTRY Diagnosis VCI must be in recovery mode. To do so, remove the rubber cover with printed WLAN symbol from the XENTRY Diagnosis VCI and press the recovery button for 3 seconds.
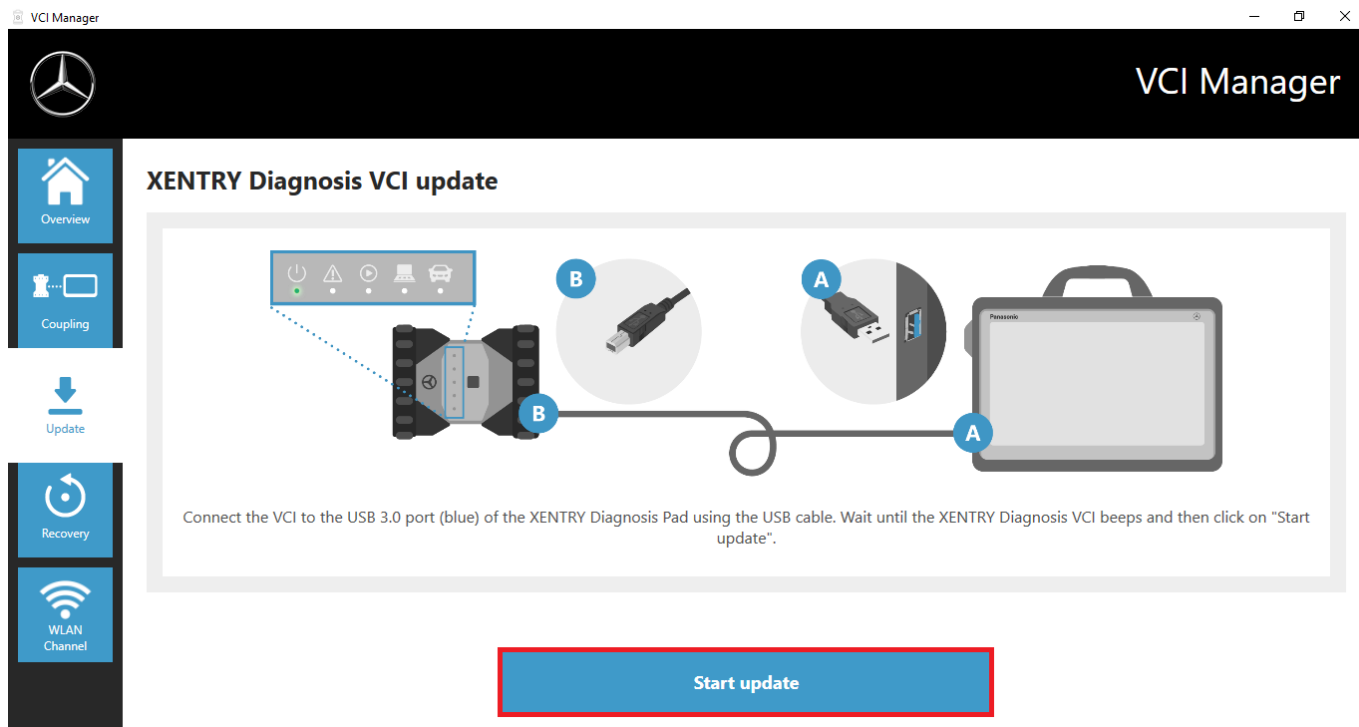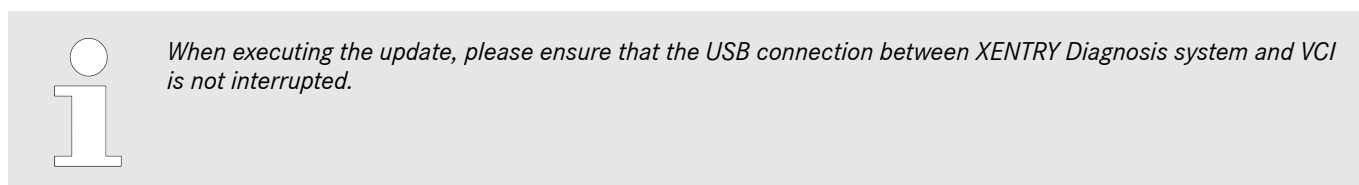
   ➡ The red LED below the triangle symbol should now light up.

3. Click in VCI Manager on the "Start recovery" button.
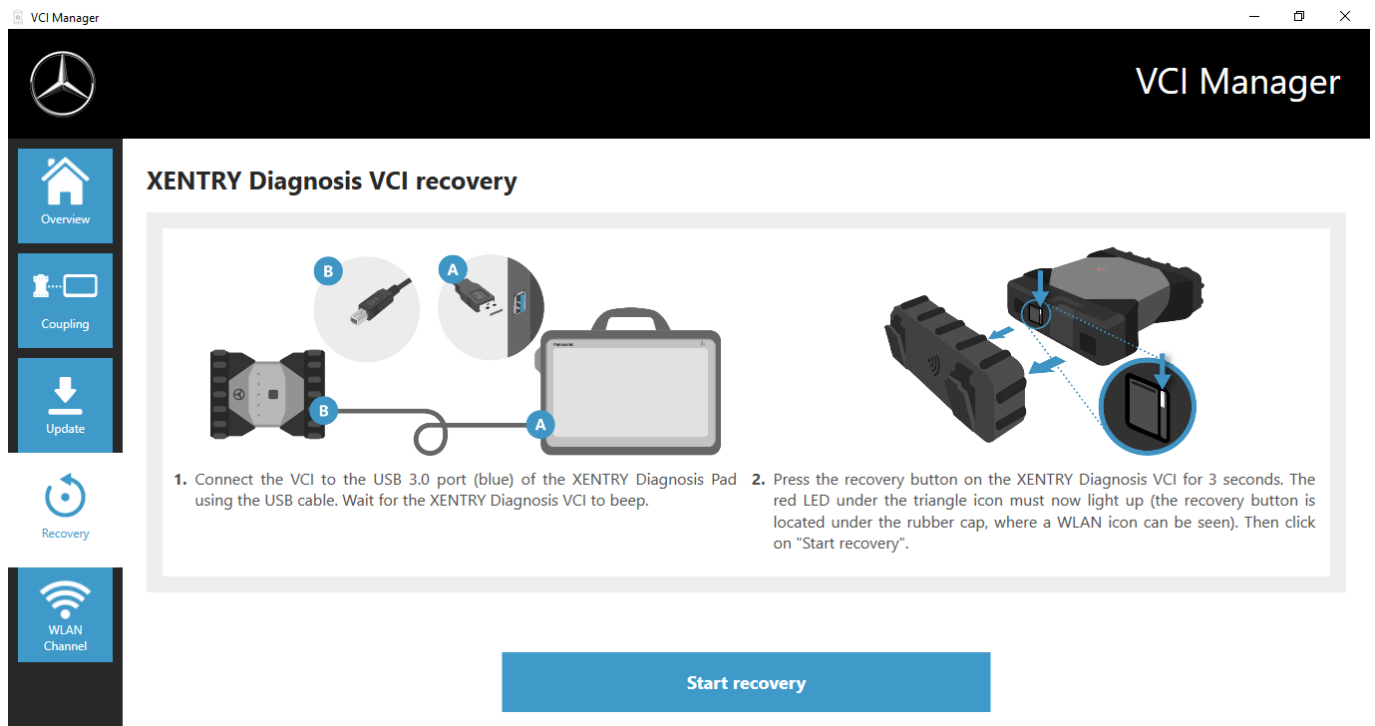


Fig. 27: Recovery of XENTRY Diagnosis VCI

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

### 5.3.4 WLAN channel

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

1. Choose the "WLAN channel" menu item.

2. Click there on the "WLAN configuration" button.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 40 of 60

**3.** ▸ Follow the instructions shown.
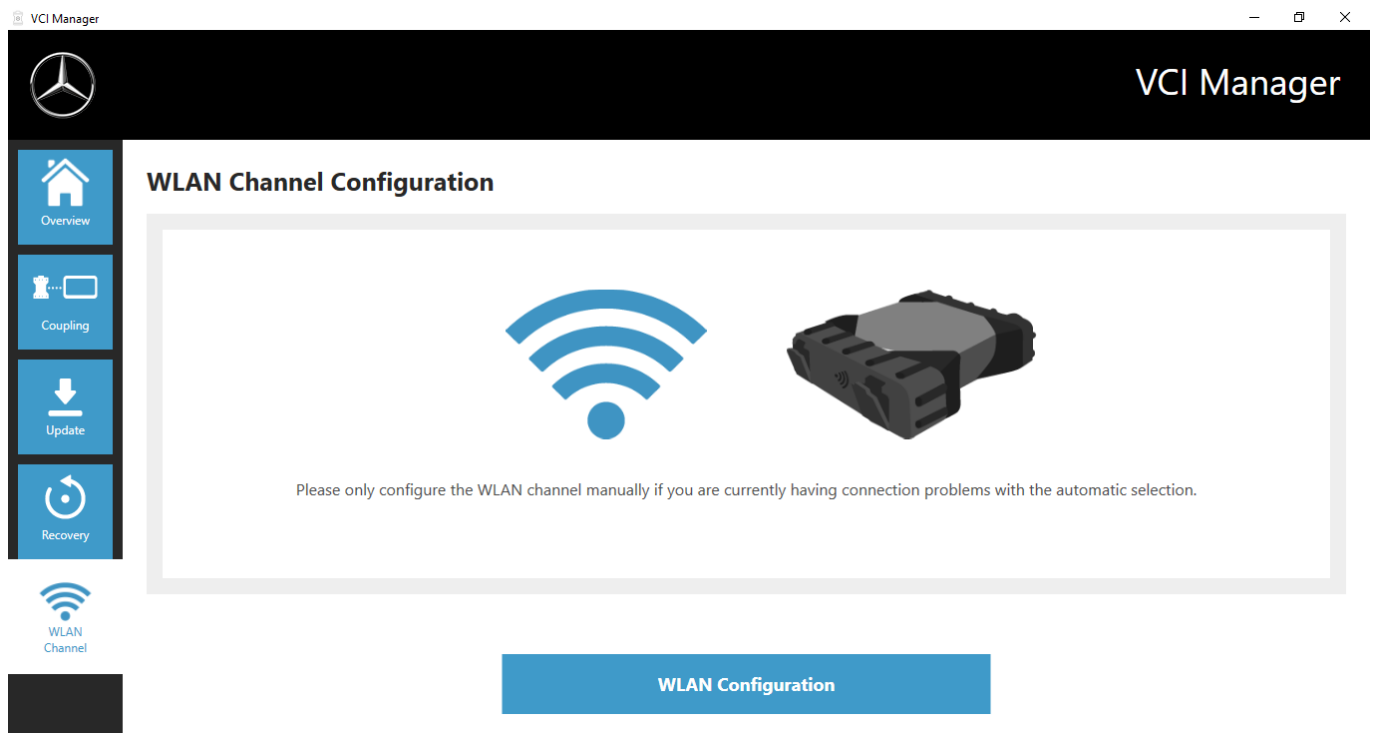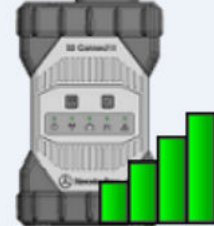


Fig. 28: Configuration of WLAN channel

## 5.4    VCI Monitor

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

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

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

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

## 5.5 PDF Center

The PDF Center is an application on XENTRY Diagnosis devices for generating and processing diagnostic documents from XENTRY Diagnosis. As a printing center, the PDF Center offers you the following processing options:

- Save PDF documents in a storage location you have predefined
- Forward PDF documents to a printer
- Compile several PDF documents into one file
- Export PDF documents
- Upload PDF documents to the XENTRY Portal

When setting up for the first time, it is advisable to specify in the settings of the PDF Center the actions which should be performed by default whenever you create a PDF document. You can find information on this in chapter ➡ Chapter 5.5.3 "PDF Center settings" on page 48.

### 5.5.1 Logging in to the PDF Center

To be able to use all the functions of the PDF Center on your XENTRY Diagnosis Kit, you must log in to the PDF Center every time you restart your XENTRY Diagnosis Kit, but at least once a day. This step is required to use the "Upload" function; you can find more information on this in chapter .

> *Logging in is not required when using the PDF Center on Open Shell devices or for users and markets where the "Upload" function is not available.*

Due to security regulations, it is necessary for users to be logged into the PDF Center in order to upload PDF documents to XENTRY Portal. This step is not necessary for users and markets that do not have access to XENTRY Portal applications.

**1.** Double-click on the PDF Center icon on the desktop to open the PDF Center. Alternatively, you can click on the PDF Center icon in the task bar.



**2.** As soon as the PDF Center has opened, click on the "Log in" profile icon in the top right-hand corner (see red box in Fig. 29).

➡ The XENTRY login screen opens.

**3.** Log in with your user ID.

➡ A successful login is indicated by a green tick.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 43 of 60
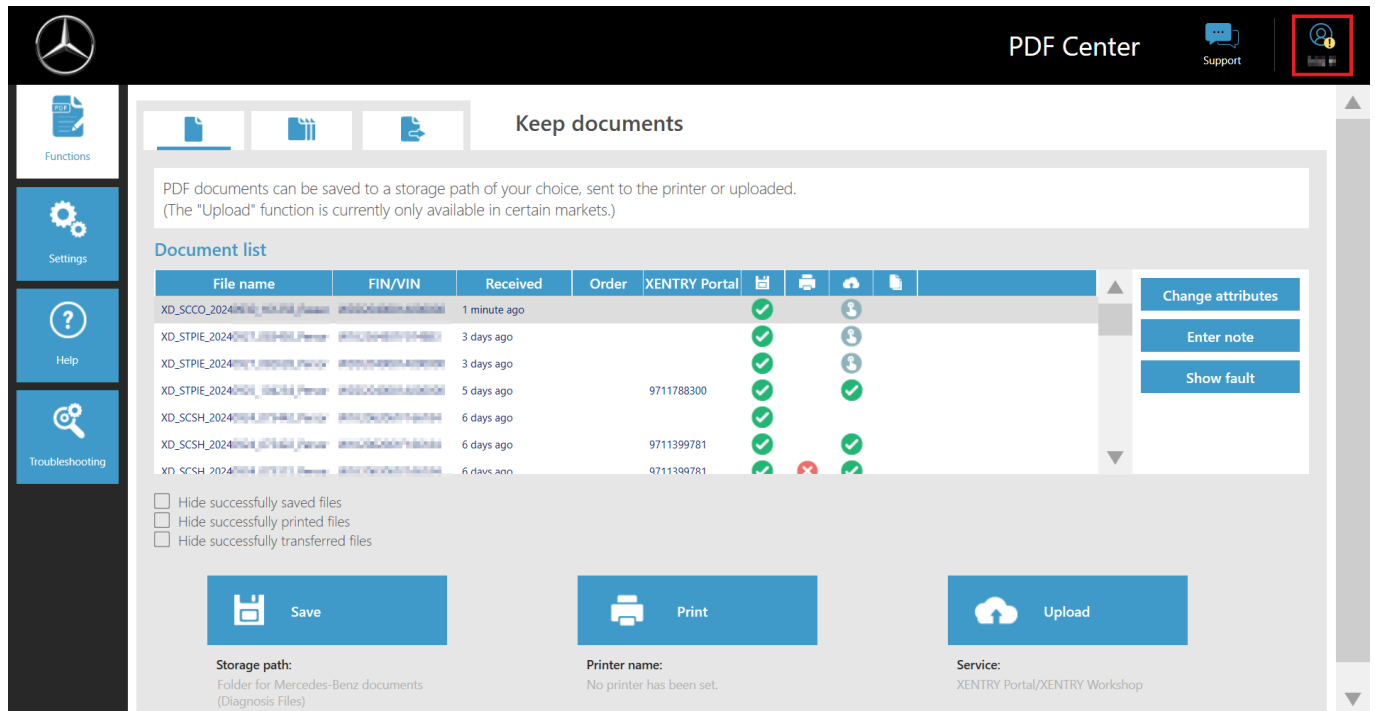
Fig. 29: PDF Center functions - Keep documents 1

## 5.5.2 Functions of the PDF Center

Three tabs with the main functions are available in the "Functions" area of the PDF Center:

- Keep documents,
- Compile documents and
- Transfer/export documents.

You can select the desired main function by clicking on the respective tab.

At the heart of the PDF Center is the **document list**, which provides an overview of all generated diagnostic documents on the XENTRY Diagnosis device. The following columns in the document list provide you with information on the processing form of the PDF documents, whether they were...

- saved,
- printed on paper,
- uploaded or
- compiled with further documents.



Fig. 30: Document list processing forms

The PDF Center uses the following symbols to inform you about the status of the documents:

| Icon | Description |
|---|---|
|  | A green tick indicates a successful action. |
|  | A spinning circle symbol indicates that the process is currently in progress. |
|  | A finger symbol indicates that an action is required from you for the upload. |

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 44 of 60
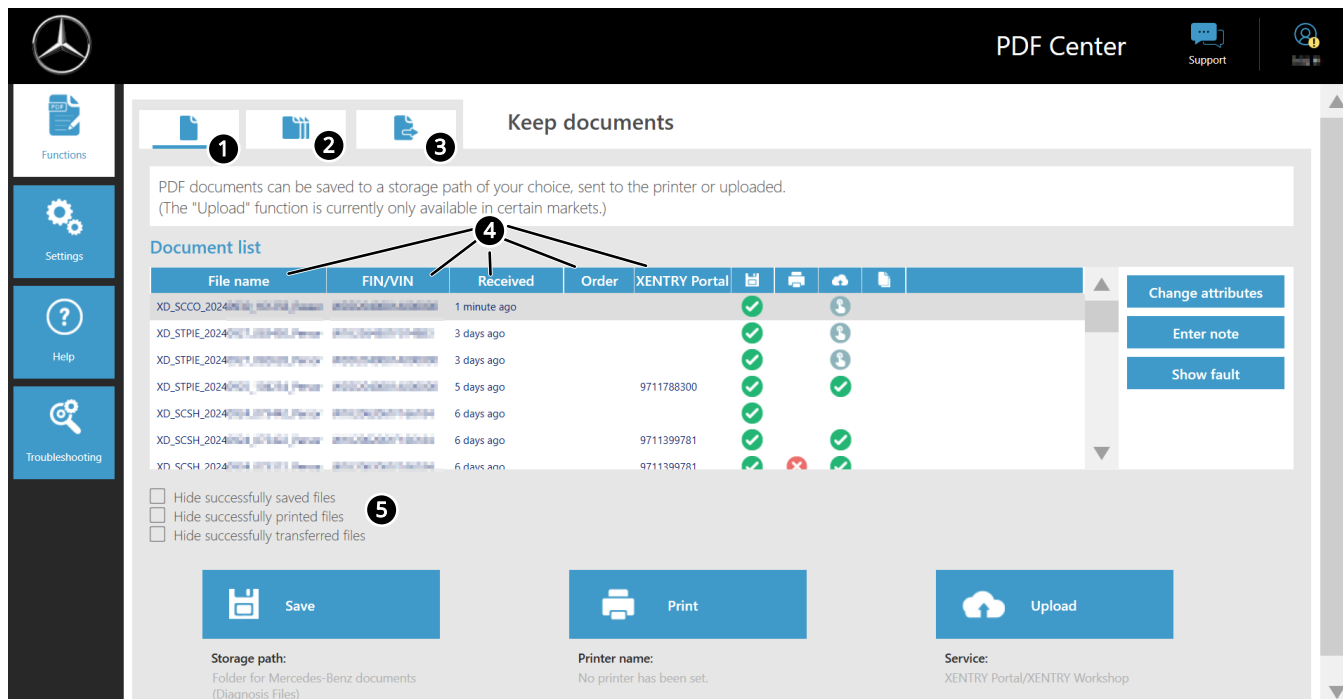
*Fig. 31: PDF Center functions - Keep documents 2*

(1) "Keep documents" tab
(2) "Compile documents" tab
(3) "Transfer/export documents" tab
(4) Change sort order by clicking on the headings
(5) Filter options

By clicking on the headings in the blue bar (4), you can sort the documents according to the selected attribute in ascending or descending order.

You can also filter the view of the document list by clicking on the checkboxes (5) so that you have a simpler overview. The PDF documents are hidden according to the selected checkboxes:

▪ Hide successfully saved files
▪ Hide successfully printed files
▪ Hide successfully transferred files

### a. Keep documents

The "Keep documents" main function allows you to save, print or upload documents using the document list and the buttons below it. To do this, click on the relevant button at the bottom.

**Save**:

After clicking the "Save" button, the PDF document is saved to the preset storage path, which is also displayed under the button.

**Print**:

The PDF document is sent to the configured printer for printing on paper. The name of the printer is displayed under the "Print" button.

For users and markets where the "Upload" function is available, diagnostic documents are automatically uploaded from XENTRY Diagnosis. You can also initiate the upload process manually using the "Upload" button.

> *Automatic uploading is preselected by default in many markets. The function is only available to markets that also have access to XENTRY Portal. If the button is grayed out, the function is not yet available in your market.*

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

**Change attributes:**

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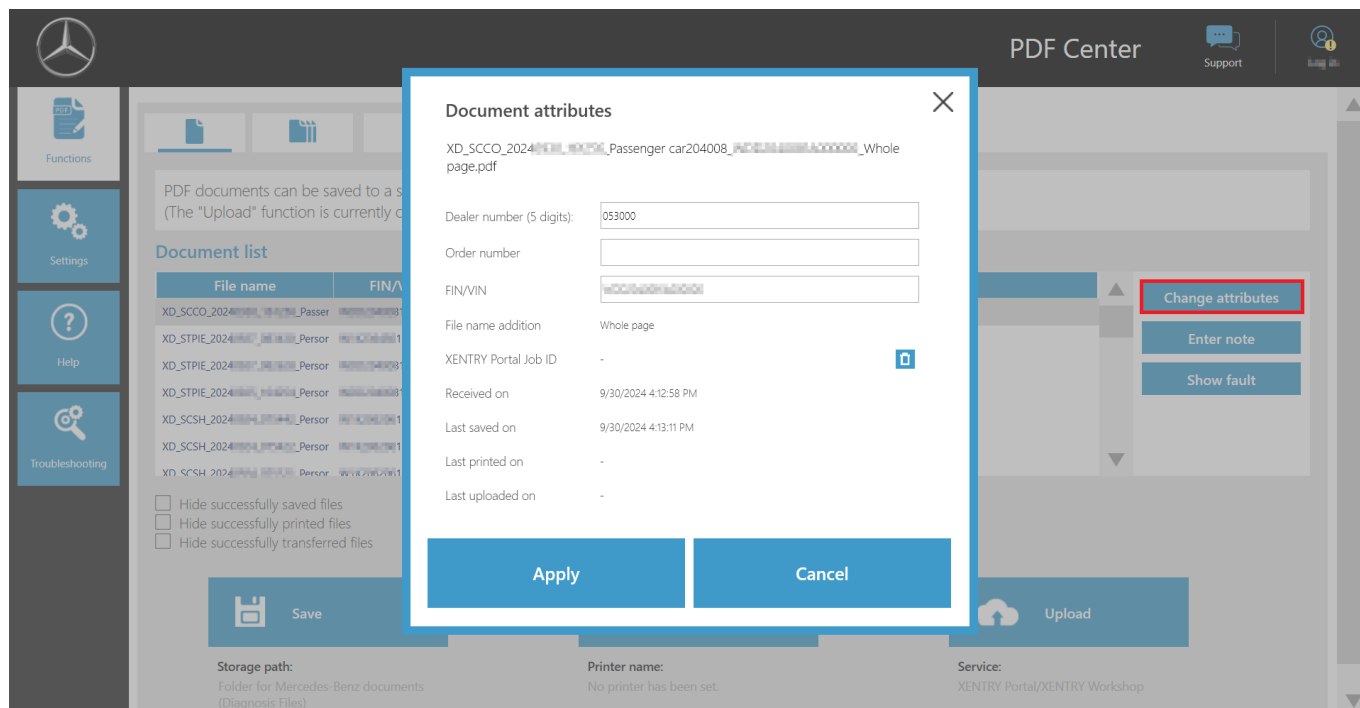


*Fig. 32: PDF Center - Attributes of document*

After clicking on the "Change attributes" button, the corresponding overview opens to change the attributes. After entering and completing the data, you can save it by clicking the "Apply" button.

**Enter note:**

You can add your notes to a document using the "Enter note" button. This adds another page with the note to the PDF document. The original document remains unchanged. To do this, first click on "Enter note", describe the note you want to add and accept the note by clicking on "Save".
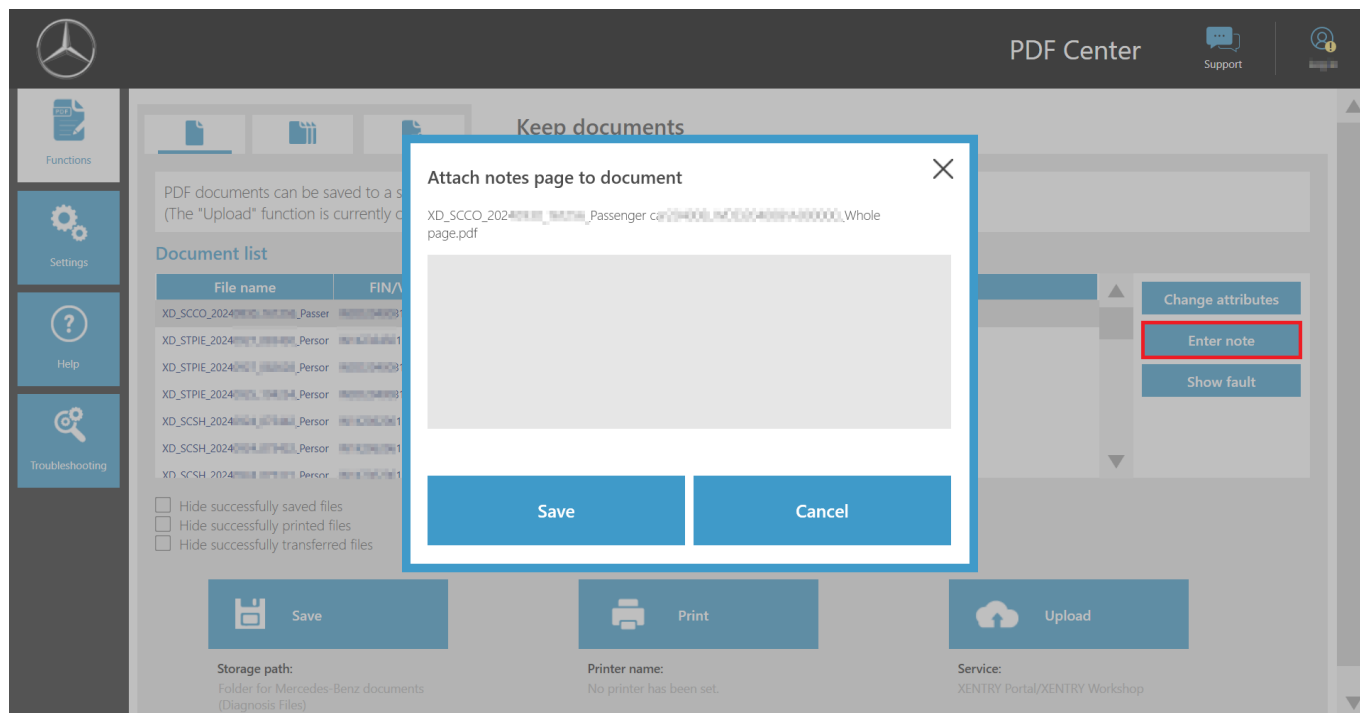


*Fig. 33: PDF Center - Create note*

**Show errors:**

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 46 of 60

The "Show errors" button displays possible errors for the PDF documents and their processing.
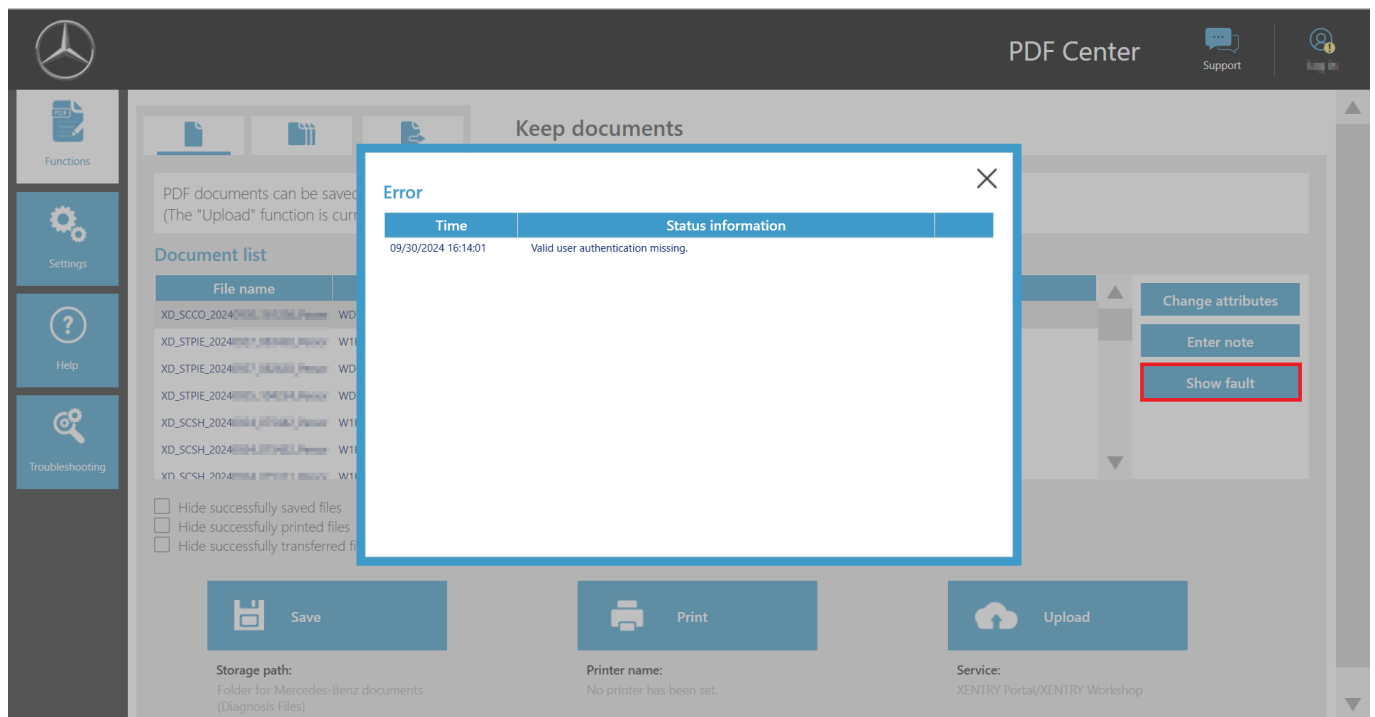


Fig. 34: Show errors - User login required

## b. Compile documents

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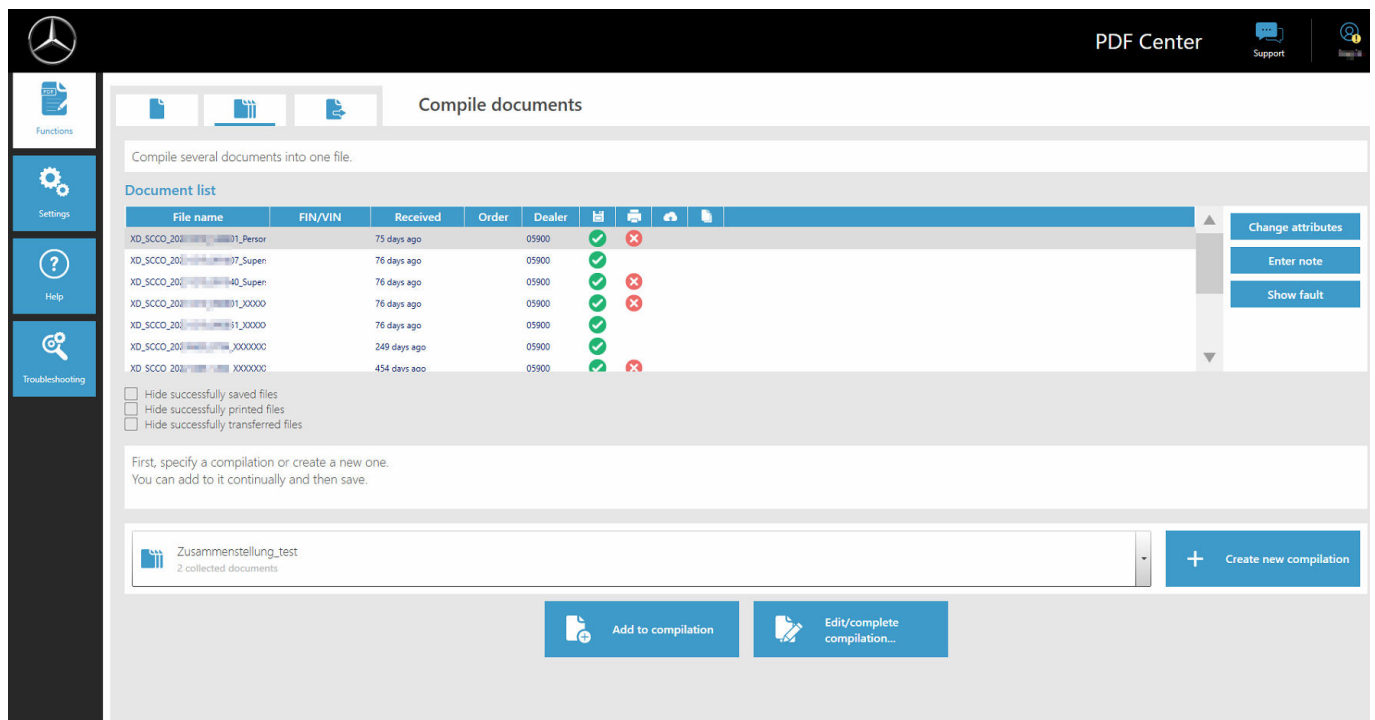


Fig. 35: PDF Center functions - Compile documents

1. ▸ To compile a PDF, click on the "Create new compilation" button.

   ➡ An input window opens.

2. ▸ In the input window, you can enter the name of the compilation and optionally the FIN/VIN.

3. ▸ Save the setting with the "Apply" button.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 47 of 60

**4.** ➧ Now select the documents in the document list that you want to compile.

➡ The selected files are then highlighted in purple in the document list.

**5.** ➧ To add further documents, click on the "Add to compilation" button.

**6.** ➧ Once you have selected all documents, click on "Edit/finalize compilation".

➡ An input window opens.

**7.** ➧ Select "Finalize compilation" to merge the documents.

### c. Transfer/export documents

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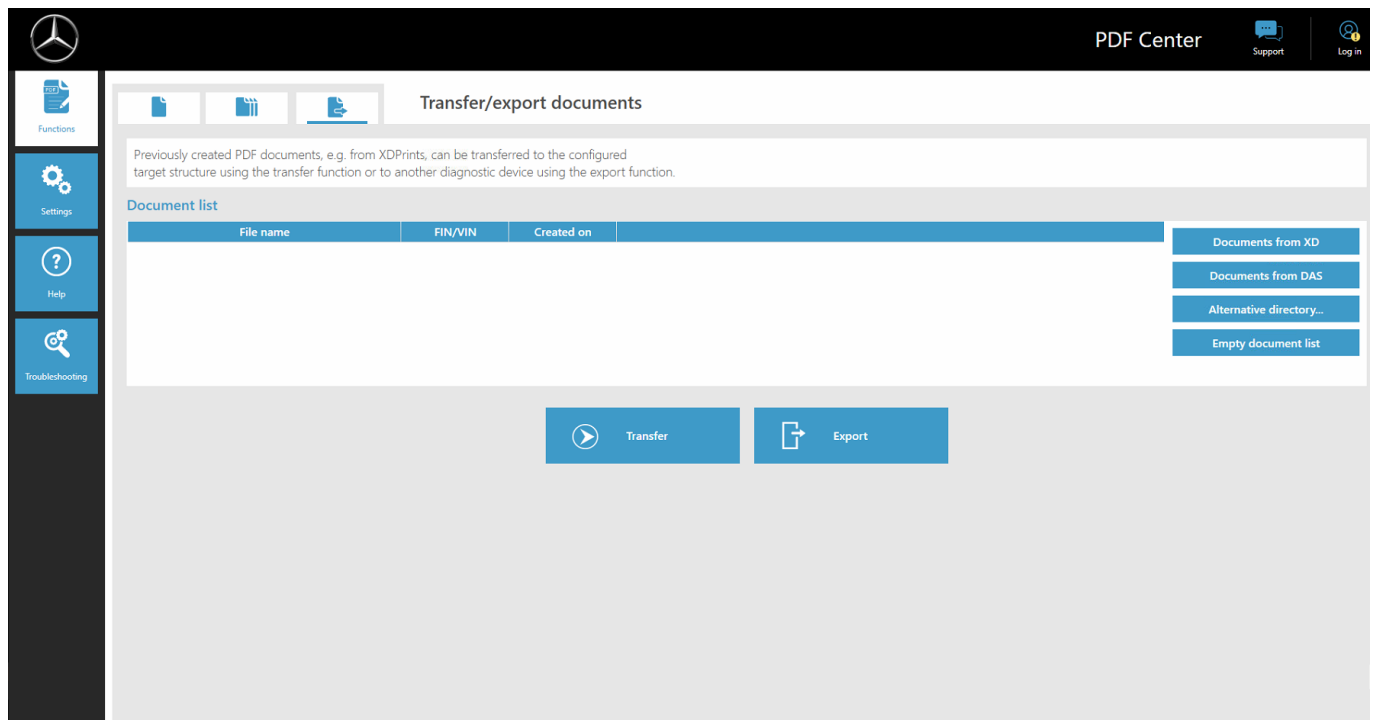


*Fig. 36: PDF Center - Transfer/export documents*

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

## 5.5.3    PDF Center settings

In the PDF Center settings, you can define the basic settings and adapt them according to your requirements.

In the XENTRY Diagnosis Kit, the PDF Printer is stored as a printer by default.
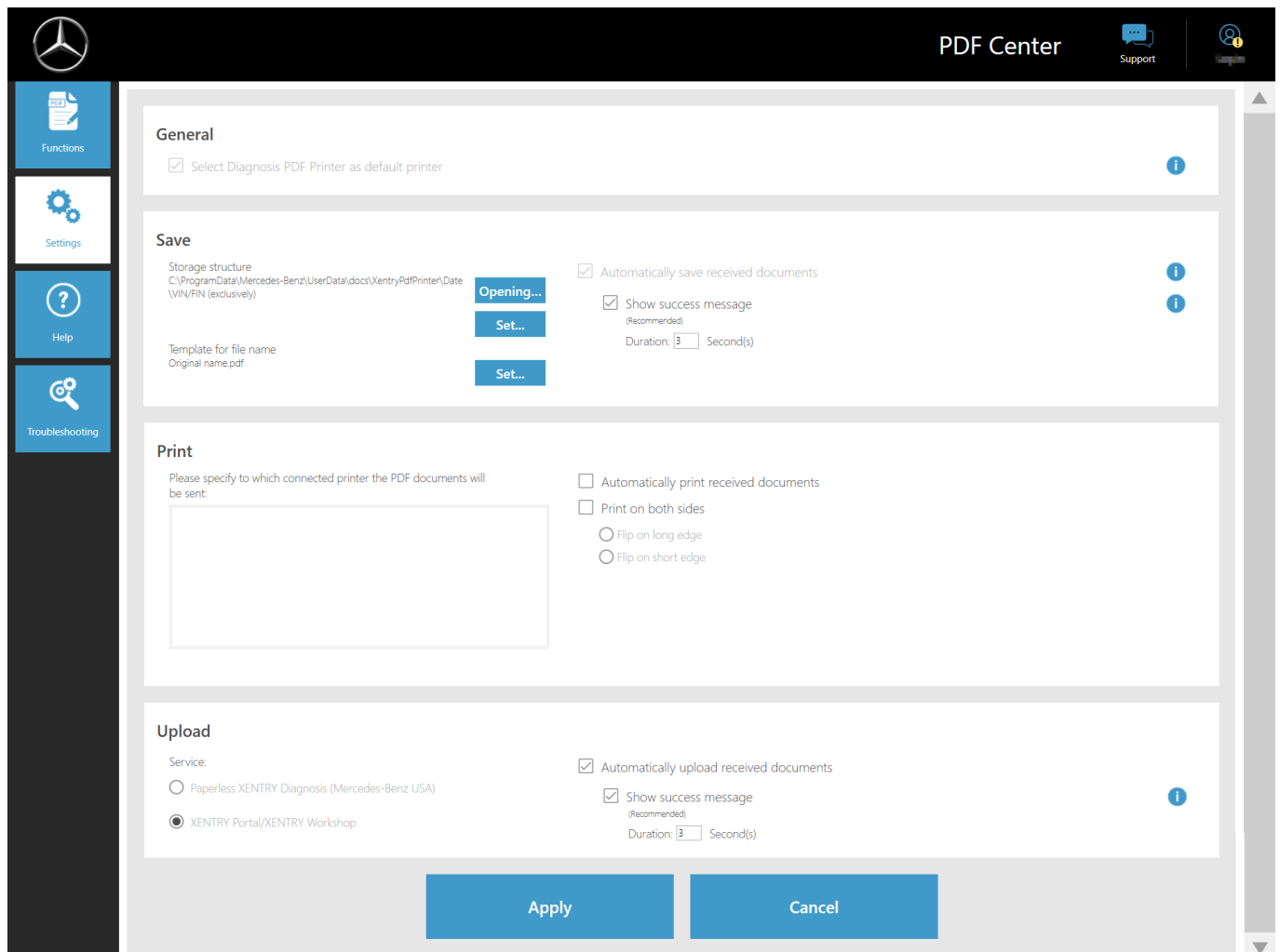
*Fig. 37: PDF Center Settings*

### a. Save

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

You can also specify whether you want to receive success messages and define the time for which the message should be displayed. The success message tells you whether the processing and saving of a document was successful.

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

1. Click the "Set..." button in the "Save" section to define your filing structure.

   ➡ An input window opens.

2. You can choose whether you want to save the base directory or the base directory including structure.

   ➡ The Explorer window opens and all connected data storage media are displayed. These can be, for example, a USB flash drive or an external hard drive, as well as the data storage media of the diagnostic system.

3. Now select the directory to be used.

4. Confirm the entry with the "Select folder" button.

   ➡ The Explorer window closes again.

5. Now save the setting permanently using the "Apply" button.


You can also set the file name of the generated PDF file.
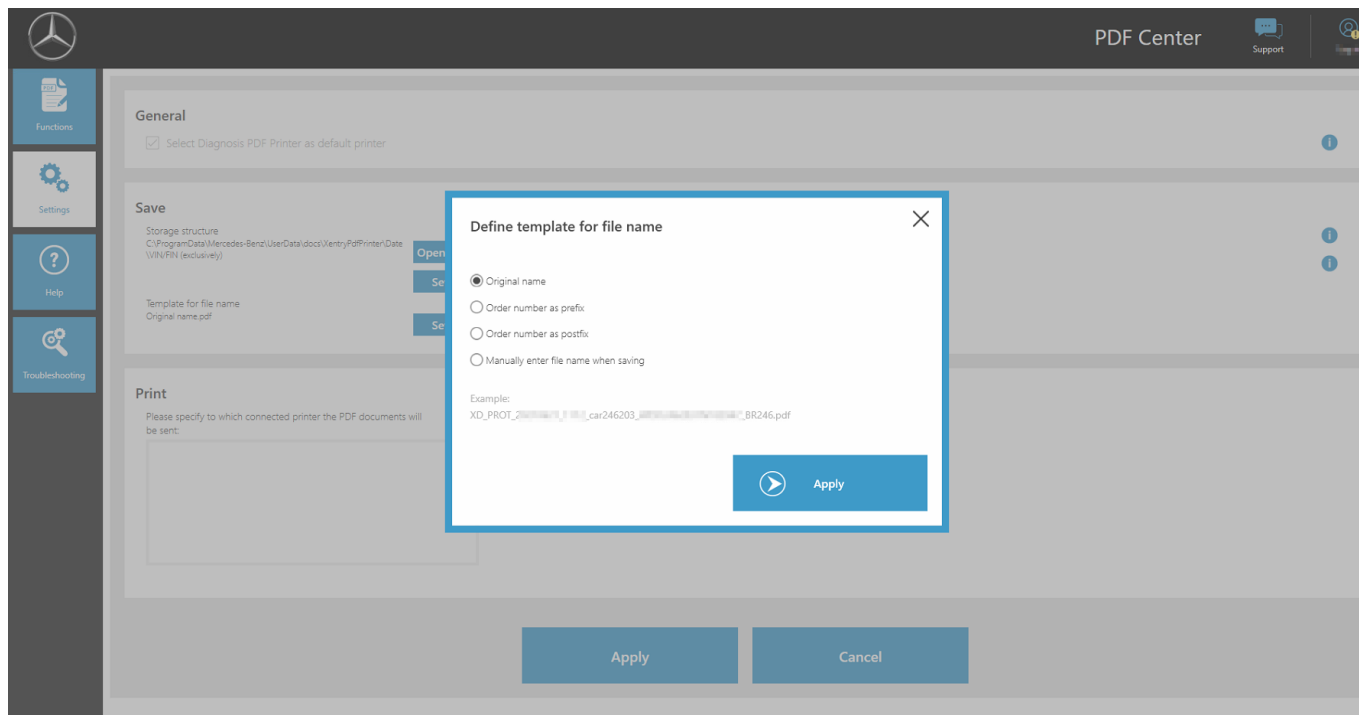
*Fig. 38: Set file name*

**1.** ▸ In the "Save" area, click the "Set..." button next to "Template for file name original name.pdf".

    ➡ An input window opens.

**2.** ▸ Select the desired function.

**3.** ▸ Save the setting using the "Apply" button.

### b. Print (set and remove printer)

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

    **ENVIRONMENT**

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

If required, you can also remove the selected printer here.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)  
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 50 of 60

## c. Deactivation of automatic uploading

Deactivation of automatic uploading is intended for special customers and Independent Operators (IO).

**1.** ▸ In the "Settings" tab, navigate to the "Upload" section.

**2.** ▸ Remove the checkmark next to "Automatically upload received documents".

> *You can still upload your documents manually using the "Upload" button in the "Functions" tab. In this case, the PDF Center will ask you to log in.*



*Fig. 39: PDF Center settings "Upload"*

**3.** ▸ A new window will then open in which you must confirm that automatic uploading should actually be deactivated.

**4.** ▸ To confirm the process, enter the system number of your XENTRY Diagnosis Kit and the reason for deactivation of automatic uploading.

**5.** ▸ Click on the "Deactivate" button to confirm the entries and the window then closes.

**6.** ▸ Finally, click on "Apply" to save the setting.
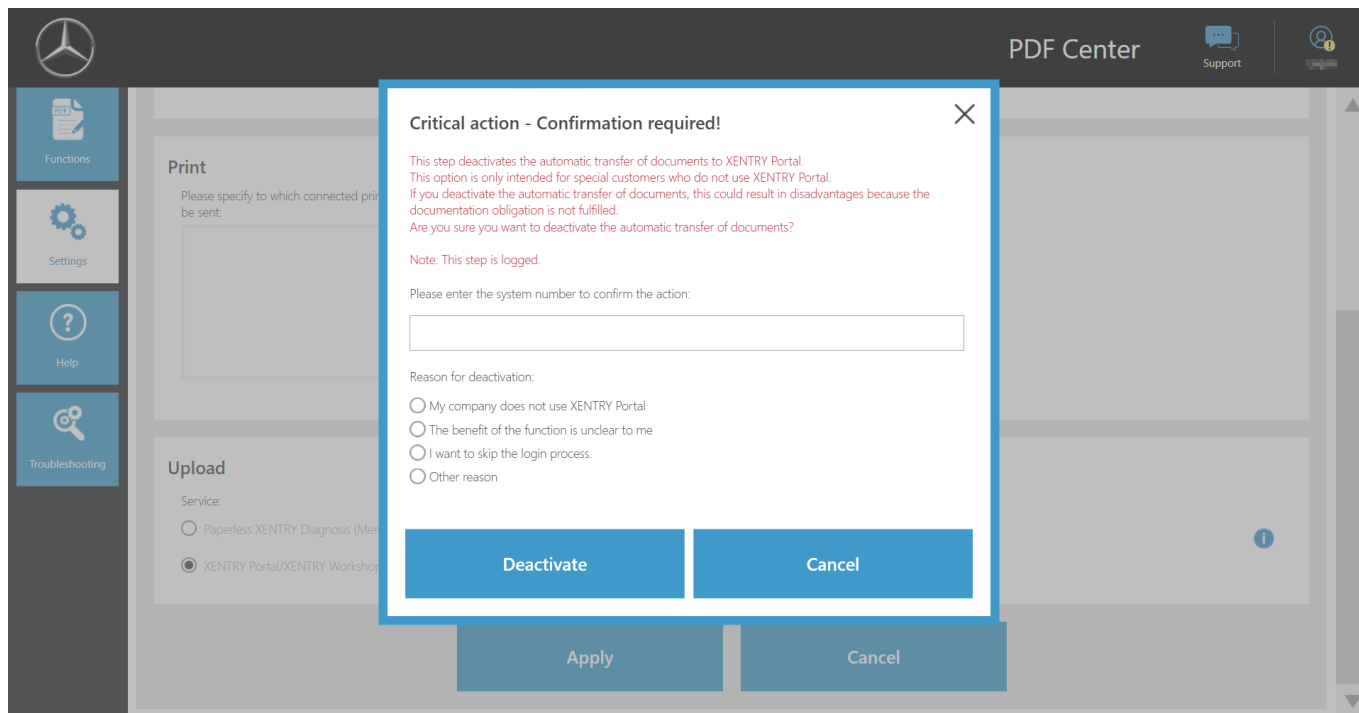
*Fig. 40: PDF Center – Change upload settings – Confirmation prompt*

## 5.5.4    PDF Center Help

In the "Help" section, you will find a comprehensive document for self-help.
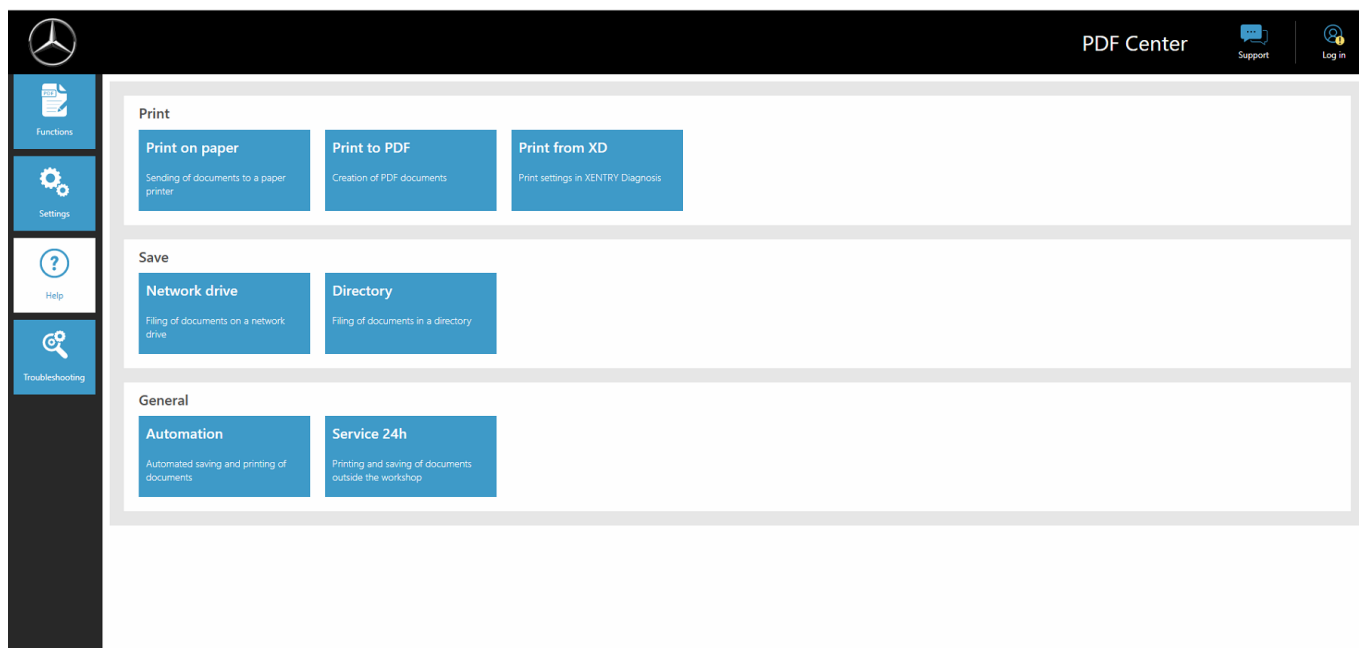


*Fig. 41: PDF Center Help*

## 5.5.5    Printouts on paper

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

**1.** ▷ Open the PDF Center.

**2.** ▷ Go to the "Settings" area.

**3.** ▷ Select the desired printer in the "Print" area.

**4.** ▷ If documents created are to be printed automatically, check the box "Print received documents automatically". You also have the option of printing documents on both sides by selecting the "Print paper on both sides" setting.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 52 of 60

**5.** ▸ Save the setting by clicking on the "Apply" button.

➡ The settings you have made are then applied.



**ENVIRONMENT**

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

## 5.5.6    Compile multiple PDF documents

You can compile PDF documents as follows:

**1.** ▸ Open the PDF Center.

**2.** ▸ To compile a PDF, click on "Create new compilation".

➡ An input window opens.

**3.** ▸ In the input window, you can enter the name of the compilation and optionally the FIN/VIN.

**4.** ▸ Save the setting using the "Apply" button.

**5.** ▸ Now select the documents in the document list that you want to compile.

➡ The selected files are then highlighted in purple in the document list.

**6.** ▸ To add further documents, click on the "Add to compilation" button.

**7.** ▸ Once you have selected all documents, click on "Edit/finalize compilation".

➡ An input window opens.

**8.** ▸ Select "Finalize compilation" to merge the documents.

**9.** ▸ Click on the "Diagnosis files" shortcut on your desktop to open documents or on the storage location where you save your documents.

## 5.5.7 Best practice for printing from XENTRY Diagnosis

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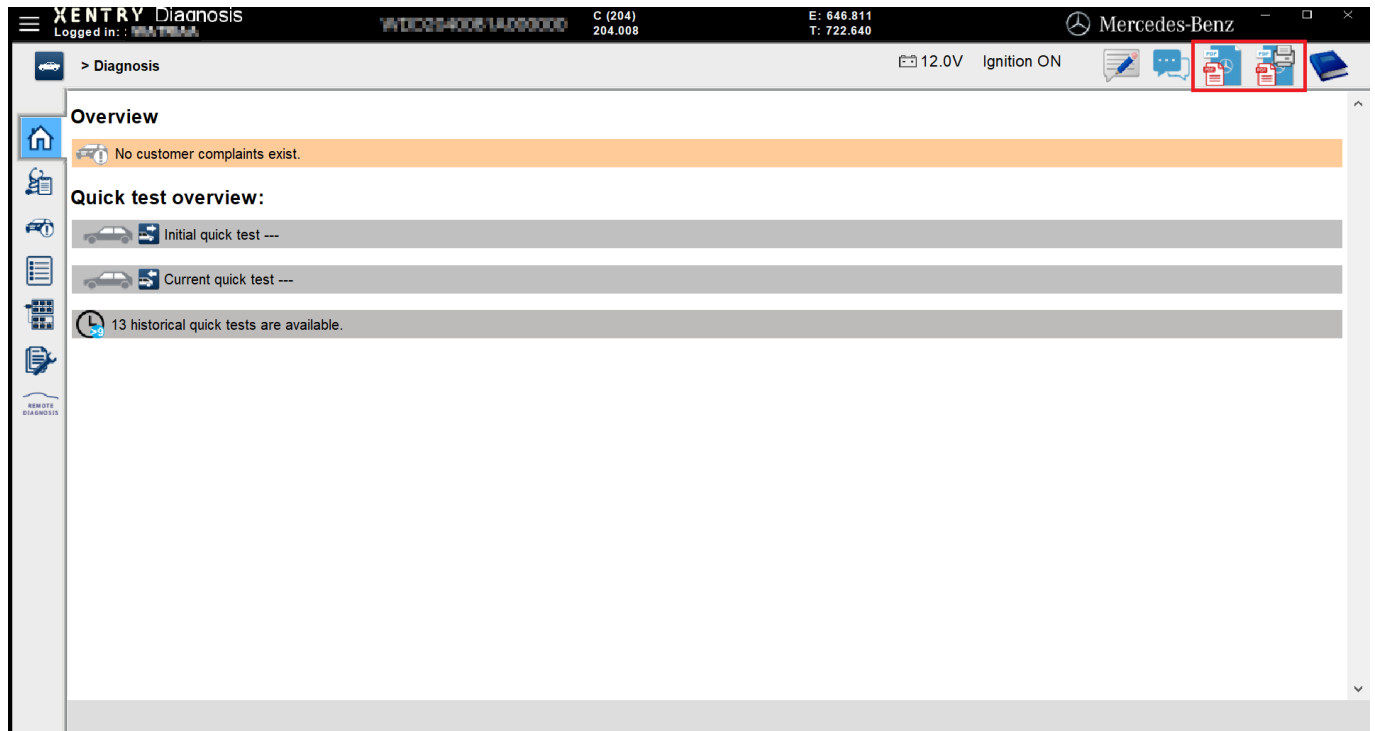


*Fig. 42: Printing from XENTRY Diagnosis*

- The symbol on the left creates a PDF document.

  Click on it to start creating the document. Depending on the setting, a success message will be displayed to inform you of the successful creation.

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

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

- You also have the option of making a setting for how the automatic quick test should be created. You can select the "Start and print quick test automatically" option in the automatic quick test if you want to print it out on paper. If you have selected automatic creation of a PDF file in the automatic quick test, the PDF Center is then used.

## 5.5.8 Best practice for network drive

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

**1.** ▸ Open the desired drive in Explorer.

**2.** ▸ Now select the desired folder where you also want to store the documents in the future on the left-hand side with a right mouse click.

  ➡ A selection window opens.

**3.** ▸ Select the "Pin to quick-access" option.

**4.** ▸ Open the PDF Center.

**5.** ▸ Go to the "Settings" area.

**6.** ▸ Click the "Set..." button in the "Save" section to define your filing structure.

  ➡ An input window opens.

**7.** ▸ You can choose whether you want to save the base directory or the base directory including structure.

  ➡ The Explorer window opens and all connected data storage media are displayed. These can be, for example, a USB flash drive or an external hard drive, as well as the data storage media of the diagnostic system.

**8.** ▸ Now select the network that you have attached to the quick-access that is to be used.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 54 of 60

**9.** ▸ Confirm the entry with the "Select folder" button.

➡ The Explorer window closes again.

**10.** ▸ Now save the setting permanently using the "Apply" button.

### 5.5.9 Best practice for directory

To store documents in a directory, proceed as follows.

**1.** ▸ Open the PDF Center.

**2.** ▸ Go to the "Settings" area.

**3.** ▸ Click the "Set..." button in the "Save" section to define your filing structure.

➡ An input window opens.

**4.** ▸ You can choose whether you want to save the base directory or the base directory including structure.

➡ The Explorer window opens and all connected data storage media are displayed. These can be, for example, a USB flash drive or an external hard drive, as well as the data storage media of the diagnostic system.

**5.** ▸ Now select the directory to be used.

**6.** ▸ Confirm the entry with the "Select folder" button.

➡ The Explorer window closes again.

**7.** ▸ Now save the setting permanently using the "Apply" button.

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

### 5.5.10 Best practice for automation

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

**1.** ▸ Open the PDF Center.

**2.** ▸ Go to the "Settings" area.

**3.** ▸ Check the box "Automatically save received documents" in the "Save" section.

➡ The PDF documents you create will then automatically be saved at your defined storage location.

**4.** ▸ You have the option of activating or deactivating a success message by checking the box "Show success message".

➡ The success message shows that the Diagnosis PDF Printer was used for saving and which VIN/FIN was assigned for the document.

**5.** ▸ Now save the setting permanently using the "Apply" button.

**6.** ▸ Open XENTRY Diagnosis.

**7.** ▸ For example, run a quick test and click on the print symbol in the top right-hand corner.

➡ The pop-up window confirms the save. Storage path: The document was filed here. Storage structure: The PDF document was filed in this sub-folder. Current document: This file name was used.

**8.** ▸ Click on the "Diagnosis files" shortcut on your desktop to open documents or on the storage location where you have saved your documents.

**9.** ▸ Alternatively, the created PDF document is displayed in the PDF Center in the "Functions" area in the "Keep documents" tab.

### 5.5.11 Best practice for Service 24h

PDF documents can also be created offline, for example for Service 24h, and printed and uploaded later.

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 55 of 60

1. ▸ Open the PDF Center.

2. ▸ Go to the "Settings" area.

3. ▸ Open XENTRY Diagnosis.

4. ▸ Print the documents using the print symbol in the top right-hand corner.

5. ▸ To print the documents on paper or upload them to XENTRY Workshop afterwards, open the PDF Center.

6. ▸ Go to the "Functions" tab.

   ➜ You will now see all documents with the respective status. Documents that have not been printed or uploaded have the status in the queue.

7. ▸ As soon as you are connected to a printer again, the document will be printed out and as soon as you are online again, the document will be uploaded.

   ➜ This is indicated by a green tick on the printer symbol or in the cloud column in the document list.

## 5.5.12    PDF Center troubleshooting

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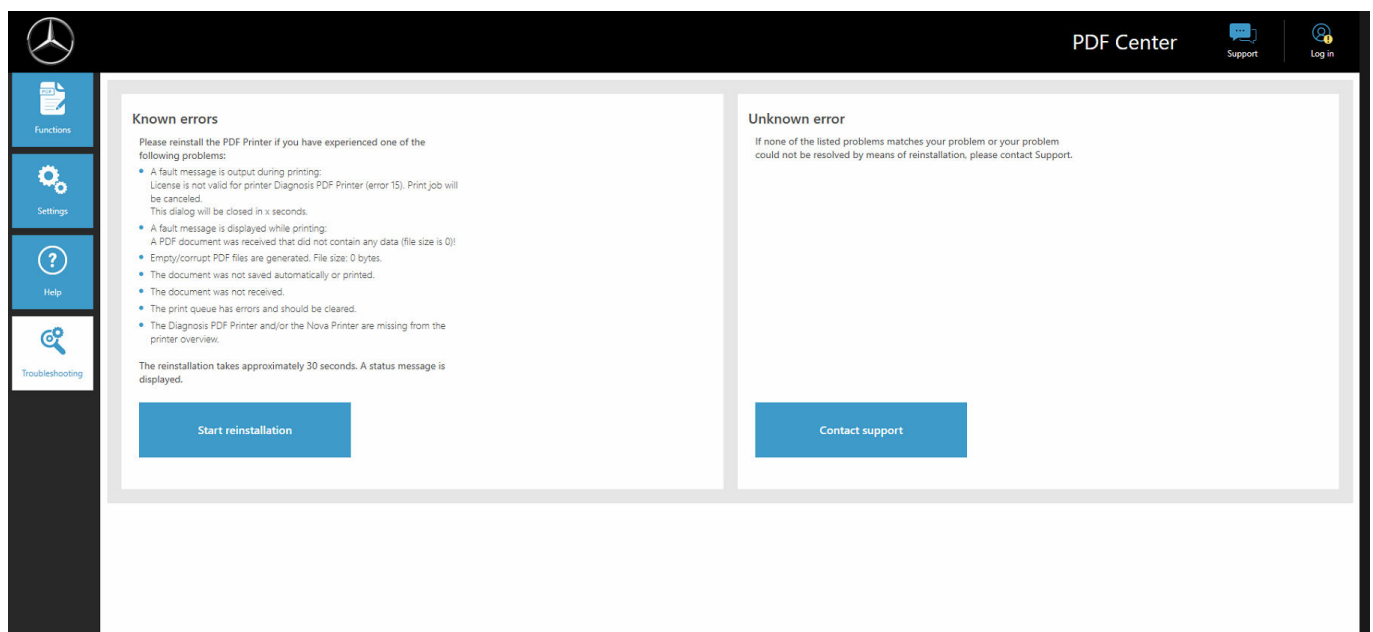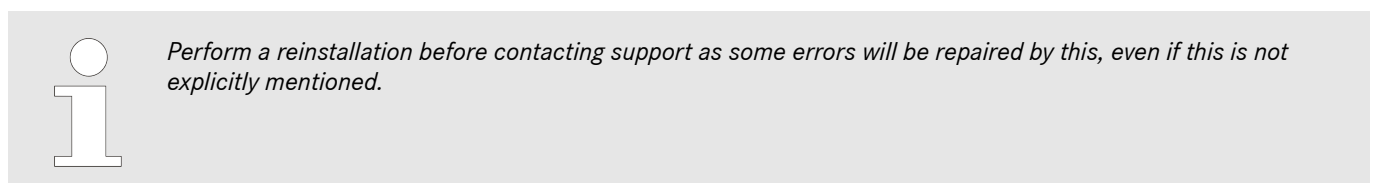


*Fig. 43: PDF Center Troubleshooting*

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

You also have the option of contacting support. Click on the "Contact support" button to do so.

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

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

## 5.6    Support Tool

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

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart
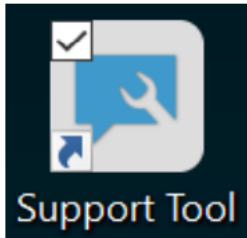
Page 56 of 60

*Fig. 44: Support Tool icon*

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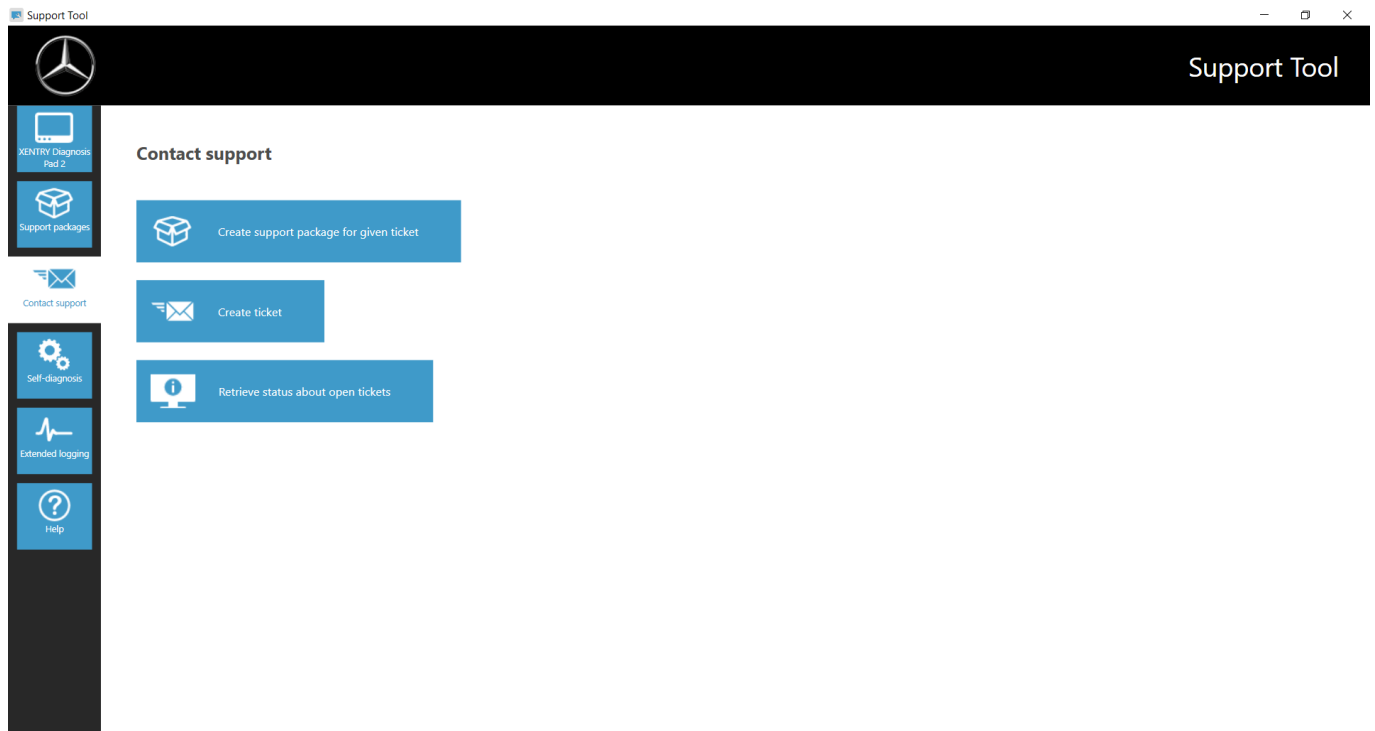


*Fig. 45: Creation of XSS tickets*

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

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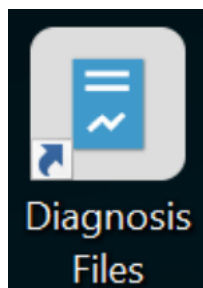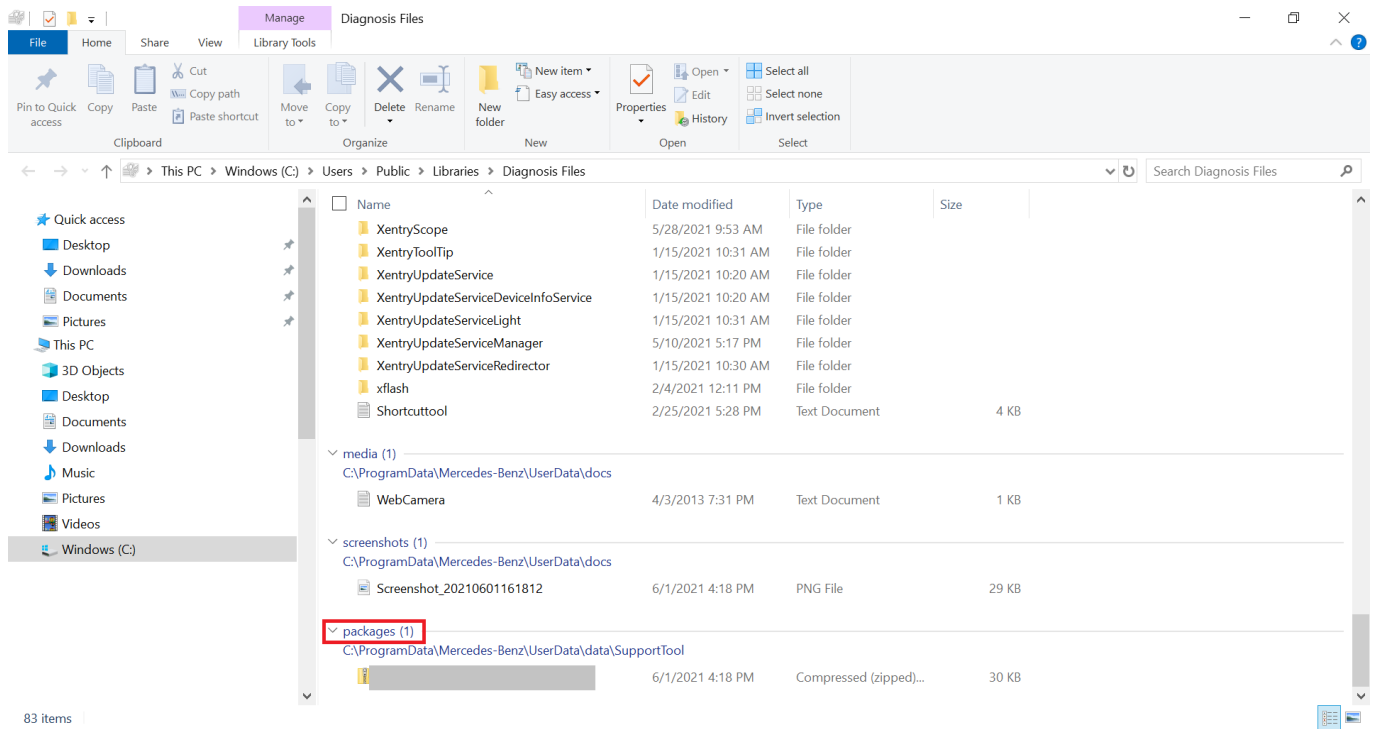


*Fig. 46: "Support Files" library icon*

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 57 of 60

Fig. 47: Storage location for support packages

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)  
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 58 of 60

# 6     Service & support

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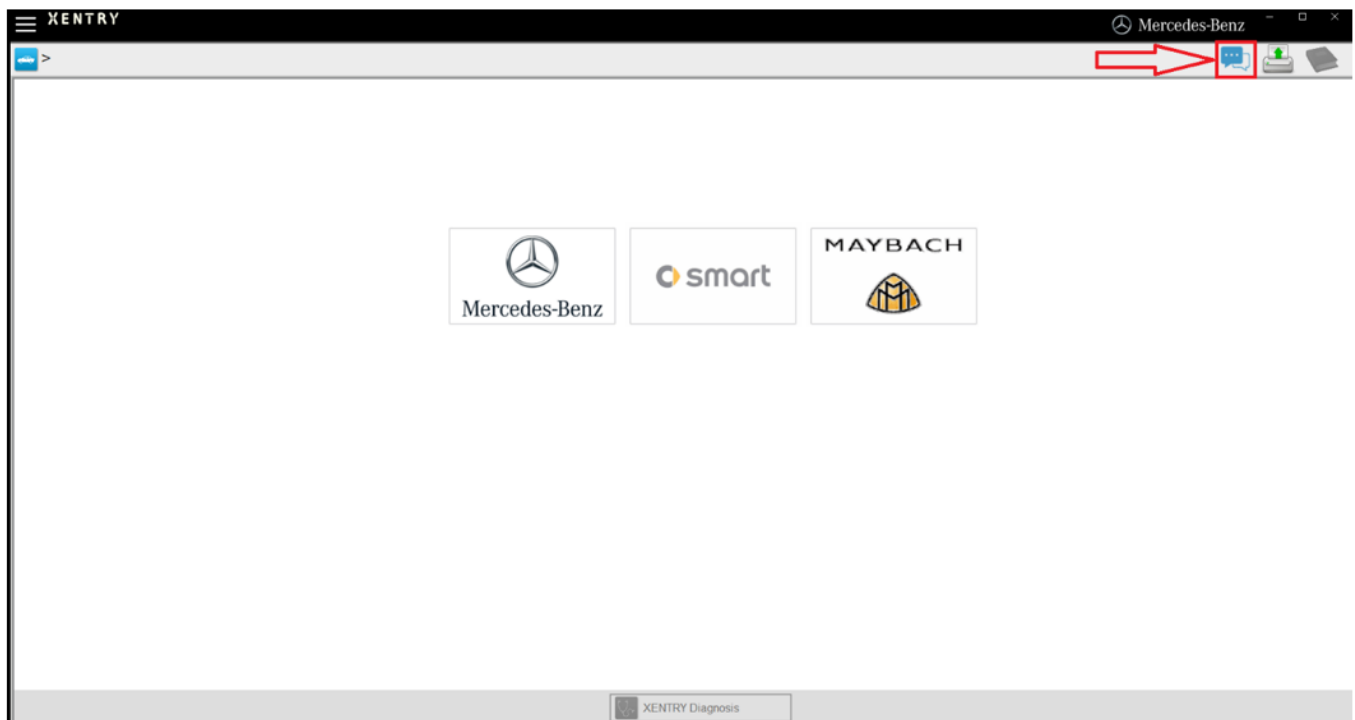


*Fig. 48: Create XSS ticket in XENTRY Diagnosis*

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



*Fig. 49: XSS ticket component selection*

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

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

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
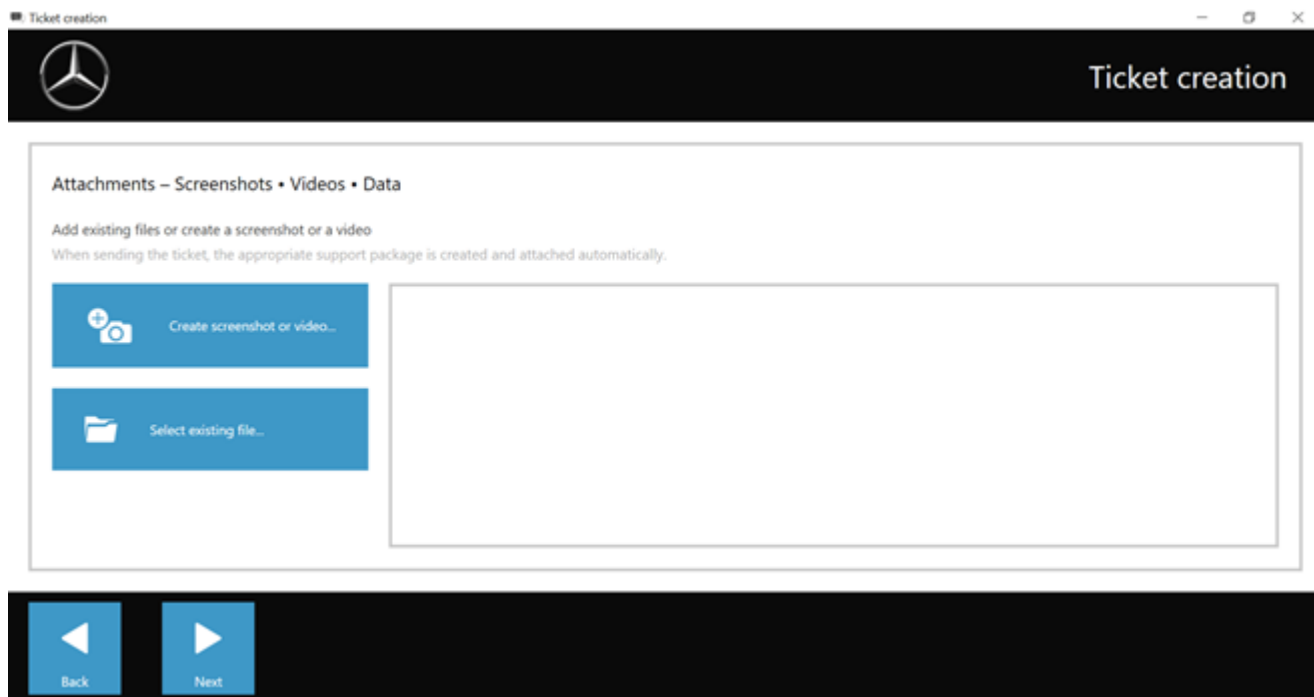Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 59 of 60

*Fig. 50: XSS ticket file attachments*

XENTRY Diagnosis Pass Thru EU, Operation manual, Issue date 03/2025 (valid until revoked)
Mercedes-Benz AG, Mercedesstr.120, 70372 Stuttgart

Page 60 of 60