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MANUAL FOR XENTRY PASS THRU

Manual for XENTRY Pass Thru

Objective

The current document contains instructions for your XENTRY Pass Thru and covers minimum PC requirements, setting up the software, credit balance, and support. You may take "Global Training" training courses if you wish to learn more about how to use XENTRY Diagnosis.

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1 Initial startup

**Switch on your computer and go online.**

You need to go online to be able to complete the installation. Make sure that you have administrator rights on your computer for the installation of the software. You also need administrator rights to use the XENTRY application.

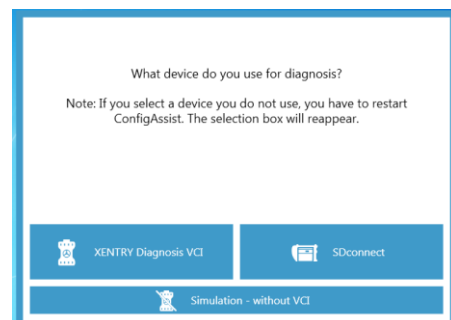**Go to XENTRY Shop to get to the download link for the basic setup:**

XENTRY Shop > Login > Products > Diagnosis solutions for standard PC > XENTRY Pass Thru EU > Basic setup

The basic setup is provided via **download link**.
If necessary, configure your firewall so that you can run the .exe file.
Now download the **basic setup**, unzip the file and install the software. Setup guides you through the installation and may take some time, depending your system performance.
Please do not use any spaces or special characters if you enter a path for the installation. The installation wizard cannot handle these. After the installation of the basic setup has been completed, you must reboot.
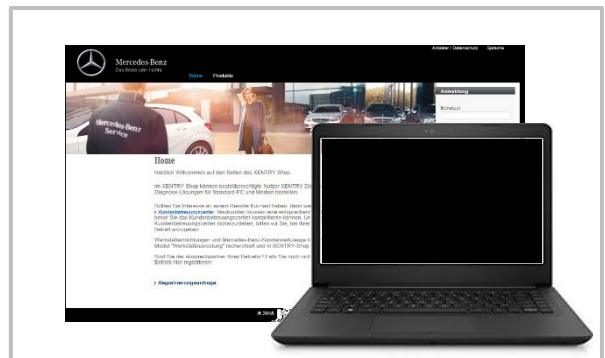
After the restart, the hardware selection window appears. Please select "Simulation - without VCI".

The ConfigAssist tool then opens.

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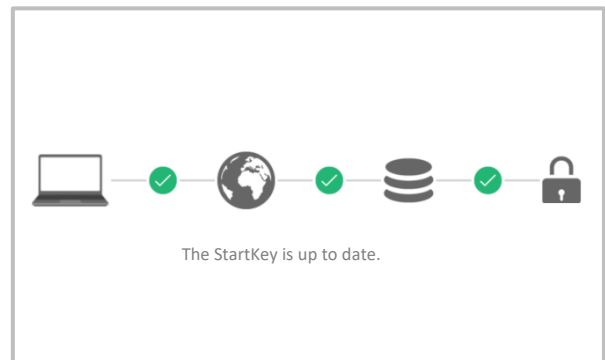|	
Go to "Install StartKey" in ConfigAssist. In the "Install StartKey" window, read out the hardware ID of your computer. You need this hardware ID to then order your StartKey in the **XENTRY Shop**.	
The system-specific StartKey is created automatically during the ordering process and made available online for download. To do this, please go to the "Install StartKey" step in ConfigAssist. Now the **access authorization (StartKey)** is checked **online**. After a successful **online check** (and automatic download, if applicable) of the StartKey, **a green tick** appears next to the globe. If the "green tick" or the "Start" button are not visible, there is probably no StartKey available or the StartKey has expired. You can order this in the **XENTRY Shop**.	
Please open ConfigAssist to activate the "**XENTRY Update Service**" tool. XENTRY Update Service will search for the current release and then download it so that you can install it on the computer. Select "Without Retail Data Storage", test the connection and click "Apply & continue". At the end you will see the configuration overview of your system incl. the XENTRY Update Service.	
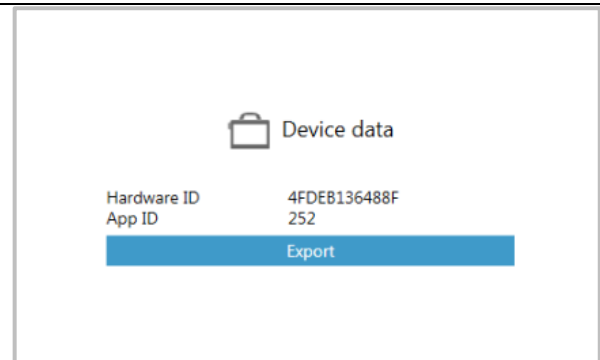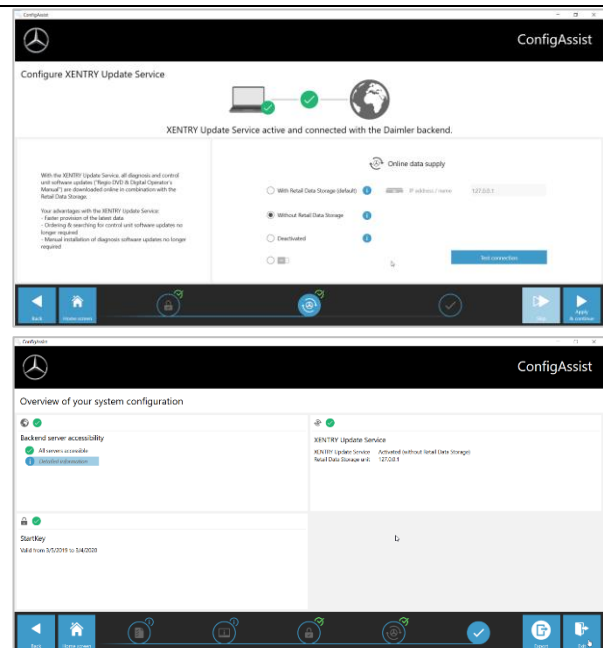
Open "XENTRY Update Service Control Center" via the icon of the same name in the Windows Start menu in the "Mercedes-Benz" folder. Go to the "Release overview" tab. XENTRY Update Service will automatically search for the latest update (release) and download it. Once the download is complete, click "Export" to save the ZIP file to your computer.	
Install the diagnosis release. Unzip the file and click on the Start.EXE file to install the diagnosis release (=diagnosis software). Please follow the instructions of the InstallShieldWizard. After the installation is completed, you will find all icons (e.g. "XENTRY Diagnosis") on your desktop.	
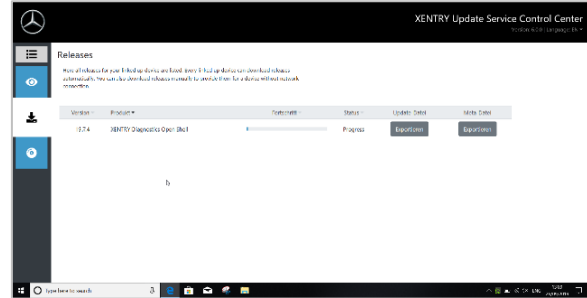
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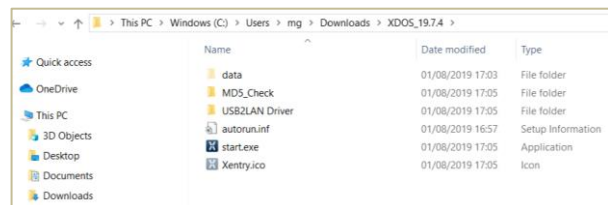
2 General information

EU Directive

In accordance with EC directives 715/2007, 692/2008, and 595/2009, as well as implementing orders 582/2011 and 64/2012, Mercedes-Benz AG offers the XENTRY Pass Thru product to perform flashing and coding processes on vehicles certified in accordance with EU5/EU6/EURO VI using a standard PC.

Credit balance

To use XENTRY Pass Thru, you need **diagnosis time credits**, which you can obtain from the XENTRY Shop https://xentry-shop.mercedes-benz.com/. The diagnosis time credit gives you the right to use the diagnostic data. The diagnosis time credit is differentiated into data packages (passenger car, commercial vehicle, etc.) and time duration (hour, day, week, month, ...). In addition, you need a Pass Thru device from the specialized trade. You cannot obtain a Pass Thru device from Mercedes-Benz AG.

Vehicles included

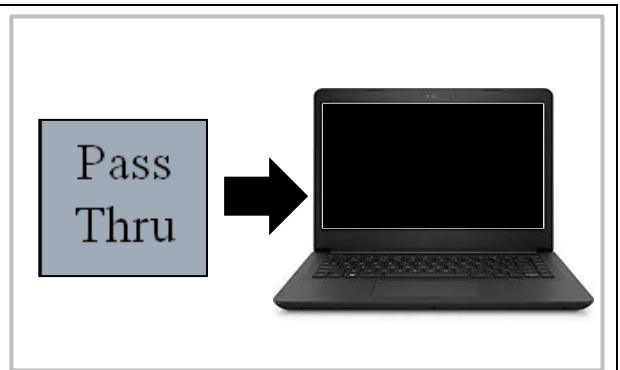XENTRY Pass Thru only covers assemblies that are fitted into vehicles which are certified in accordance with the EURO 5/6/VI directive. For flashing and coding operations with other vehicles, you require a XENTRY Diagnosis Kit 3 / 4 system. Diagnostic functions beyond flashing and coding are also only possible with a XENTRY Diagnosis Kit 3 / 4 system.

You need a Pass Thru device in addition to the software.

You can obtain a Pass Thru device from a specialist retailer; it cannot be purchased from Mercedes-Benz AG. Installation instructions for the Pass Thru device can be obtained from the manufacturer.
Note: Diagnosis cannot be started without a Passthru device installed.

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Diagnosis over IP feature:

Diagnosis over IP (Ethernet) "DoIP" is supported in general if the used Pass Thru device is DoIP enabled. Otherwise, no flashing of headunit and instrument cluster is possible for recent passenger car and van model series until the introduction of model series 206 and 223.

Please note: For pure DoIP model series (with the introduction of model series 206 and 223), these DoIP adapters can be operated:

Star Cooperation Adapter
https://startools.de/conexiva/detail/index/sArticle/143634

Softing OBD Adapter on RJ45
https://automotive.softingcom/

These DoIP adapters have been tested by Mercedes-Benz AG and must be operated with XENTRY Pass Thru **exclusively** for DoIP vehicles. Mercedes-Benz AG is not liable for any other adapters.

Please select "DoIP only" in the tool "SelectPTDevice" on your desktop to use the DoIP mode.
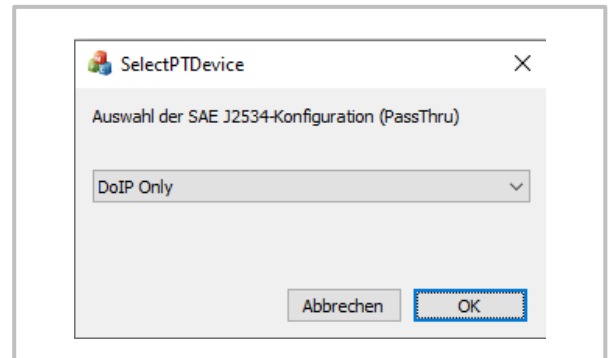
Visit the website "XENTRY Shop" https://xentry-shop.mercedes-benz.com/ and order diagnosis time credits.

You will need sufficient diagnosis time credits for the vehicle category with which you wish to work.

Instructions on how to order the credits can be found in the XENTRY Shop or also in the Support Tool.
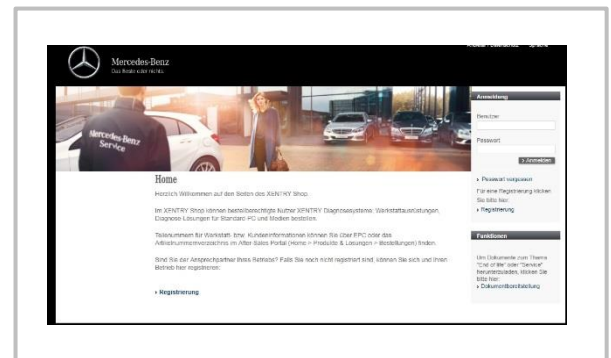
Connect the Pass Thru device to the vehicle and start XENTRY Diagnosis from the icon on your desktop.

Setup is completed and the system is ready to use.

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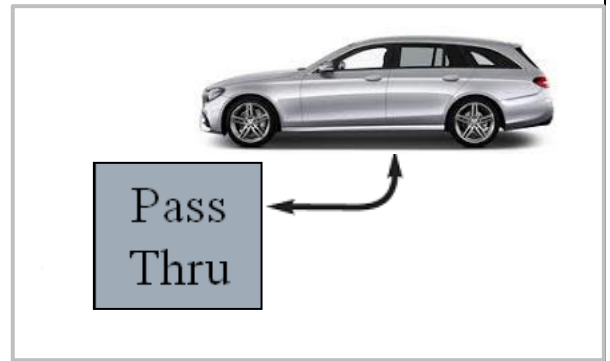
3 New mandatory login procedure for more security from 2021 onwards

With Release 06/2020, a stringent security concept was implemented for validation of diagnosis access and back end services. Since then a personalized login is required for car model series 213 facelift 2020 as well as 223.

As of Release 03/2021, this security level will be extended to include all brands and divisions, i.e. all diagnosis users must log in personally at each diagnostic device. This means that anonymous access to vehicles and back end services is no longer possible.

As of Release 09/2021, the standard diagnostic role is always required for diagnostic activities. The new extended XENTRY Flash role will be required for CU commissioning.

The Standard Diagnosis role is assigned as follows:

Every Diagnosis user must independently request Standard Diagnosis rights via https://umas.daimler.com/umas and perform one-time identification. If you are an Independent Service Provider (independent workshop) and do not yet have a User ID, you can apply for one via the following link: https://umas.daimler.com/orgprocess/
Please select the item New registration if you are not yet registered as a Daimler customer. Or select Registered Organization if your organization is a registered customer but you do not yet have a user ID.

Please contact your local IT administrator. Alternatively, you can contact Support by clicking the Support button 🎧 on the right of the UMAS page (headset icon).

All information can also be found in **Service & Parts net** under Diagnosis World > Diagnosis User Rights or in the **Mercedes-Benz B2Bconnect Portal** below workshop solutions > Diagnosis > XENTRY Pass Thru EU.

Note:
As of Release 09/2021, users will no longer be able to perform diagnostic work on a vehicle without a personalized login.
After you have been assigned the above-mentioned diagnosis access right, you must activate the access right once.
To do so, log in at a XENTRY Diagnosis device that is connected to the Internet (the diagnostic device does not have to be connected to a vehicle). Click in the XENTRY Diagnosis menu at the top left and select "XENTRY Login".
After you have logged in, access is activated automatically – this process can take up to 4 hours.
You can continue to use the diagnostic device in the meantime, and multiple users can also log in and out here in succession.
The process has to be performed on only **one device** and not on all devices used in the workshop!

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4 Minimum PC requirements

A PC to operate the diagnostic application is not included in the scope of delivery. You may use any commercially available computer. It must, however, satisfy at least the following requirements:

- Administrator rights for installation and updates
- Windows-compatible PC or laptop with at least an Intel I5 processor or comparable type
- Operating system: Windows 10 (64 bit)
- Min. 8 GB RAM, 16 GB recommended
- Min. 150 GB of free storage capacity, SSD hard drive recommended (due to performance and mechanical durability)
- Browser: Edge for Windows
- Broadband Internet connection via LAN/WLAN
- Microsoft .NET 4.0 (or higher) installed (http://www.microsoft.com)
- Various ports in the local or network firewall enabled (see table below)

Purpose	URL	Port
EPC, WIS/ASRA	https://retailfactory.mercedes-benz.com (Where applicable, your EPC, WIS/ASRA server must be activated)	443
GoToAssist	http://gotoassist.com https://gotoassist.com (To receive remote support)	80 443
Service24h Europe	https://compass.i.daimler.com/m4t	443
XENTRY TIPS	https://nga.aftersales.i.daimler.com/ XentryFrameWeb/Welcome.do	443
Windows 10 update links	http://windowsupdate.microsoft.com (Activation required for *.microsoft.com)	80
XENTRY (AQT)	https://after-sales.i.daimler.com	443
XENTRY Flash	https://after-sales.i.daimler.com (For initial startup of control units)	443
Add-ons	http://openshell.aftersales.daimler.com/msi-updates/* http://stardiagnosis-int.aftersales.daimler.com/* https://daimlerdownloads-a.akamaihd.net/* https://api-em1.emea.corpinter.net/* https://api-em1-int.emea.corpinter.net/*	80 80 443 443 443
XENTRY Update Service	In order to use the XENTRY Update Service with or without RDS, the following URLs must be always available and must not be blocked, even when no communication has occurred over them for long periods: ▪ xentryvpn01.daimler.com ▪ xentryvpn02.daimler.com ▪ xentryvpn03.daimler.com ▪ xentryvpn04.daimler.com ▪ xentryvpn05.daimler.com	443 443 443 443 443

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	▪ xentryvpn06.daimler.com	443
	▪ retaildatastoragesupport01.daimler.com	443
	▪ retaildatastoragesupport02.daimler.com	443
	▪ https://daimlerdownloads-a.akamaihd.net/*	443
	▪ http://stardiagnosis-int.aftersales.daimler.com/*	80
	▪ https://api-em1.emea.corpinter.net/*	443
	▪ https://api-em1-int.emea.corpinter.net/*	443
	▪ akubisvpn.daimler.com	443
Central activation via domain	http://daimler.de	80
	https://daimler.com	443
	http://mercedes-benz.com	80
	http://mercedes-benz.de	80
WIS Service Media	http://service-parts.mercedes-benz.com/	80

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5 Software

The following applications and tools can be opened from the Windows Start Menu or via icons on the desktop of your diagnosis computer.

➔ **Note**: Mercedes-Benz AG does not accept any liability for the flash programming and coding processes if other software is being operated in parallel with XENTRY. nor is liability accepted for the other software and its work processes. You must first quit all other applications and tools if you wish to work with XENTRY. If you wish to work with other applications and tools, quit XENTRY first. Parallel operation of XENTRY with other software has not been tested.

5.1 Overview of the software supplied

XENTRY Pass Thru
This is the central application for flash programming and coding processes. The icon to launch it is also on the desktop. The use of XENTRY Pass Thru requires trained personnel, and you can make use of the training provided by Mercedes-Benz AG's "Global Training" academy. Training courses and Computer-Based Training (CBT) can be found on the website: **http://gt.mercedes-benz.com/.**
This manual gives a first impression.
You must be logged on as the administrator to be able to use XENTRY Pass Thru on your computer.

XENTRY DAS
The Diagnosis Assistance System must be used for flash programming and coding processes on older model series. It is integrated into XENTRY and cannot be accessed separately. As is the case for XENTRY Pass Thru, trained personnel are necessary for the use of XENTRY DAS, and you can take advantage of the training provided by Mercedes-Benz AG's "Global Training" academy.

XENTRY Update Service Control Center
You can download and install the latest release setup (=diagnostic software) via XENTRY Update Service Control Center. Furthermore, you can now obtain flash data via this tool.

Mercedes-Benz Add-on Center
This tool downloads add-ons and enables their installation. You can find the Mercedes-Benz AddOn Center in the Start menu under Mercedes-Benz > Mercedes-Benz AddOn Center or in the Systray under the Mercedes-Benz star icon.

ConfigAssist
ConfigAssist checks whether it is possible to access the ZBUS server and whether the StartKey for XENTRY is available. You require this tool as soon as you order the StartKey, as you need it to read out the required HW ID. You can launch ConfigAssist via the icon on the desktop or via Start > All Programs > Mercedes-Benz, to test the accessibility of the Mercedes-Benz diagnostic servers.

Support Tool
You can find a series of instructions for the various components of XENTRY Pass Thru via the icon of the same name on the desktop (or via Start > All Programs > Mercedes-Benz > Support Tool).

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5.2   Messages for XENTRY Pass Thru in XENTRY (regarding StartKey and credit balance)

You can attend training courses offered by Mercedes-Benz AG's "Global Training" academy for a complete explanation of the XENTRY application.

There are some particular user notes for the XENTRY Pass Thru version that will be briefly presented here.

When starting the XENTRY application

2221-47: Not possible to connect to the server.

The server holding the StartKey must be accessible for diagnosis to be possible. Please start XENTRY again later. If the server is temporarily shut down for scheduled maintenance, you will receive prior warning in a maintenance information bulletin. Please contact the User Help Desk (UHD) if you have any questions.

2221- 45: No access authorization for XENTRY found on the server.

The server is active and has not found your StartKey. Make sure that you are logged on to your computer as the administrator when you use XENTRY. If you are logged on as an administrator, and no StartKey is found, please call the Customer Support Center (CSC) to clarify matters. See Chapter 7 Support.

2221-54: The access authorization has been updated and XENTRY must now be restarted.

The server has provided a new StartKey which has been downloaded. Please close XENTRY and restart it. You do not need to reboot the entire PC. The StartKey will only be updated very rarely.

When opening a product group

2173-43: The available time credit is (…) minutes. The available time credit for this product group is (…) minutes.

When you open a product group, XENTRY will show you a message indicating how much credit you have remaining for this product group.

2173-42 and 44: No credit is available for this product group

When you open a product group, XENTRY will show you a message if you no longer have any credit remaining for this product group.

When starting the diagnosis function

2173-42 and 44: No diagnosis time credit is available for this product group.

You must obtain new diagnosis time credits for the product group before you can start this diagnostic function. Instructions for purchasing diagnosis time credits can be found in the XENTRY Shop.

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General errors

2173-39: There is a local network problem or network connection failure. Please contact your local IT administrator.

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

2173-40 An error occurred while checking the access authorization or diagnosis time credit.

This error message is very general, as XENTRY was not able to determine a cause for the unknown error. The error may be in the operating system or in another application. Rebooting the computer can help to restabilize the entire system. And make sure that you are logged on to your computer as the administrator when using XENTRY.

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6 Diagnosis time credit

In addition to the XENTRY software, you will also need diagnosis time credits to be able to use XENTRY Pass Thru, which you can obtain from the XENTRY Shop. The diagnosis time credit gives you the right to use the diagnostic data. The diagnosis time credit is divided between data packages (passenger cars, commercial vehicles) and duration (hours, days, months, year).

Instructions on how to acquire the diagnosis time credit can be found in the XENTRY Shop: https://xentry-shop.mercedes-benz.com/

XENTRY messages on diagnosis time credits are described in Chapter 5 Software.

Please take note of the general conditions relating to the diagnosis time credits:

- Time credits purchased in error or no longer needed cannot be returned or refunded.

- In addition, unused or unactivated time credits cannot be refunded once the contract expires. If the contract is extended, however, the credits can be carried over.

- Mercedes-Benz AG is responsible only for the accessibility of the back end server (StartKey and diagnosis time credit online server), and not for the Internet connection in general.

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7 Support

Updates / add-ons

For XENTRY Pass Thru, updates are provided online 4 times per year. You will receive these updates via the **XENTRY Update Service**. Add.ons are downloaded as usual via the Mercedes-Benz AddOn Center.

Your system thus always remains up to date. The updates must be installed: If the data status is out of date, XENTRY will inform you of this.

The number of updates will be kept to a minimum so that we are able to offer you the product and service at a favorable price.

UHD & CSC

Commercial and technical queries are handled separately.

- Commercial questions

  You can contact the Customer Support Center (CSC) for commercial matters (e.g. ordering, order processing, time credits, specific processes for XENTRY Pass Thru, StartKeys, deliveries, shipments, invoices, and payment options).
  You can reach the CSC by email at xentry.customer.support@daimler.com.

  The Customer Support Center deals with support queries during the office hours: Mon-Fri 8 a.m. – 6 p.m. (CET)
  You may submit queries to the Customer Support Center in German or English.

- Technical questions

  Please consult the Diagnosis User Help Desk (UHD) for all technical matters, such as questions relating to installation, configuration, application, software and relating to all data content.
  You can reach the UHD by email at xentry.diagnosis-support@daimler.com.

  Please note that no support can be provided for your own hardware (e.g. Pass Thru device) and network infrastructure.

  If necessary, you can ask for your contract number (=system number) from the Customer Support Center (CSC) or view it in XENTRY Shop under "My Account" → "My Systems".

Information & Shop

Current information, credits and products can be obtained from the XENTRY Shop:
https://xentry-shop.mercedes-benz.com/

Online server

The service also includes the online services of XENTRY Flash (flashing and parameterization of control units) and the backend systems for required StartKeys and credits. These online functions are all incorporated into XENTRY Diagnosis.

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