



## FAQs

### **Which diagnosis software/hardware should I use: XENTRY Pass Thru EU or XENTRY Diagnosis Kit 4?**

The diagnosis solution for standard PCs (XENTRY Pass Thru EU) is only recommended if you already have a diagnosis PC/laptop – possibly with other diagnosis applications from other manufacturers – and if you only want to diagnose Mercedes-Benz/smart passenger cars and vans certified to Euro 5/Euro VI or Daimler Trucks (trucks, buses) certified to Euro VI. Model series/models which are not certified to Euro 5/6 or Euro VI (e.g. W210 cars or Euro VI commercial vehicles) are not covered by XENTRY Pass Thru EU.

The full scope of diagnostic functions for all model series is only available with the standard solution on the XENTRY Diagnosis Kit 4 platform.

### **Does XENTRY Pass Thru EU also include XENTRY DAS, so I can work on Euro 5/VI models from older model series?**

Yes, XENTRY Pass Thru EU includes XENTRY DAS for diagnosing older model series, but this is limited to vehicles certified to Euro 5 or VI. XENTRY DAS is fully integrated in XENTRY Pass Thru EU and can be brought up through the XENTRY user interface.

### **Can I purchase XENTRY DAS (older model series) or XENTRY Diagnosis (newer model series) separately?**

No, the diagnostic scopes are only available in XENTRY Pass Thru EU, which includes both XENTRY Diagnosis and XENTRY DAS.

### **Does XENTRY Pass Thru EU support Diagnosis over IP (DoIP)?**

Diagnosis over IP (Ethernet) “DoIP” generally available if Pass Thru device supports DoIP; otherwise no flashing of Headunit and Instrument Cluster for present PC and Van model series up to 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 adapters can be operated:

- Star Cooperation OBD2 Adapter  
<https://www.startools.de/conexiva/detail/index/sArticle/143634>
- Softing OBD Adapter on RJ45  
<https://automotive.softing.com/>

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

### **Which system requirements exist for XENTRY Pass Thru EU?**

Computers used to run XENTRY Pass Thru EU need to fulfill the following requirements:

Administrator rights for installation and updates

- Personalized login incl. standard diagnosis right (compulsory login procedure)
- Windows compatible PC or Laptop with Intel I5 processor or better, or similar type
- Operating system: Windows 10 (64 Bit)



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- Minimum of 8 GB RAM (16 GB recommended)
- Minimum of 150 GB free HDD, Solid State Drive (SSD) recommended (for performance and mechanical robustness)
- Browser: Edge for Windows
- Broadband Internet access via LAN/WiFi
- Microsoft .NET 4.0 (or higher) installed (<http://www.microsoft.com>)
- Several URLs and Ports unlocked in the local or network firewall / proxy (see table below)

Purpose	URL	Port
XENTRY Portal	<a href="https://xentry.daimler.com">https://xentry.daimler.com</a>	443
EPC, WIS/ASRA	<a href="https://retailfactory.mercedes-benz.com">https://retailfactory.mercedes-benz.com</a> (Your corresponding EPC, WIS/ASRA server may have to be enabled)	443
GoToAssist	<a href="http://gotoassist.com">http://gotoassist.com</a>	80
	<a href="https://gotoassist.com">https://gotoassist.com</a> (For provision of remote support)	443
Service24h Europe	<a href="https://compass.i.daimler.com/m4t">https://compass.i.daimler.com/m4t</a>	443
XENTRY TIPS	<a href="https://nga.aftersales.i.daimler.com/XentryFrameWeb/Welcome.do">https://nga.aftersales.i.daimler.com/XentryFrameWeb/Welcome.do</a>	443
Windows 10 update links	<a href="http://windowsupdate.microsoft.com">http://windowsupdate.microsoft.com</a> (Enabling required for *.microsoft.com)	80
XENTRY (AQT)	<a href="https://aftersales.i.daimler.com">https://aftersales.i.daimler.com</a>	443
XENTRY Flash	<a href="https://aftersales.i.daimler.com">https://aftersales.i.daimler.com</a> (For control unit commissioning)	443
AddOns	<a href="http://openshell.aftersales.daimler.com/msi-updates/*">http://openshell.aftersales.daimler.com/msi-updates/*</a>	80
	<a href="http://stardiagnosis-int.aftersales.daimler.com/*">http://stardiagnosis-int.aftersales.daimler.com/*</a>	80
	<a href="https://daimlerdownloads-a.akamaihd.net/e/*">https://daimlerdownloads-a.akamaihd.net/e/*</a>	443
	<a href="https://api-em1.emea.corpinter.net/*">https://api-em1.emea.corpinter.net/*</a>	443
	<a href="https://api-em1-int.emea.corpinter.net/*">https://api-em1-int.emea.corpinter.net/*</a>	443
XENTRY Update Service	The Retail Data Storage must be enabled for all IPs (optimum download performance). For restrictive network typologies, a download can also be configured via just one URL. The following URL addresses must be enabled for this purpose:	443
	<ul style="list-style-type: none"> <li>▪ <a href="https://daimlerdownloads-a.akamaihd.net/*">https://daimlerdownloads-a.akamaihd.net/*</a></li> <li>▪ <a href="http://stardiagnosis-int.aftersales.daimler.com/*">http://stardiagnosis-int.aftersales.daimler.com/*</a></li> <li>▪ <a href="https://api-em1.emea.corpinter.net/*">https://api-em1.emea.corpinter.net/*</a></li> <li>▪ <a href="https://api-em1-int.emea.corpinter.net/*">https://api-em1-int.emea.corpinter.net/*</a></li> <li>▪ <a href="http://akubisvpn.daimler.com">akubisvpn.daimler.com</a></li> </ul>	8080 443 443 443
Central enabling via Domains	<a href="http://daimler.de">http://daimler.de</a>	80
	<a href="https://daimler.com">https://daimler.com</a>	443
	<a href="http://mercedes-benz.com">http://mercedes-benz.com</a>	80
	<a href="http://mercedes-benz.de">http://mercedes-benz.de</a>	80
WIS Service Media	<a href="http://service-parts.mercedes-benz.com/">http://service-parts.mercedes-benz.com/</a>	80



### What is the compulsory login procedure from Rel. 03/2021?

With the 06/2020 release, a strict security concept was implemented to secure diagnostic access and backend services. Since then, a personalized login has been required for the 213 model upgrade 2020 and 223 car series.

In the future, this security level will be extended to all brands and sectors, i.e. all diagnostic users must log in personally to the diagnostic device. This means that anonymous access to vehicles and backend services is no longer possible. In 2021, this security level will be extended to all brands and sectors, i.e. all diagnostic users will have to log in personally to the diagnostic device. This means that anonymous access to vehicles and backend services is no longer possible.

In the future, you will generally need the **standard diagnosis role** for diagnosis activities. The new, extended **XENTRY Flash** role is required for CU commissioning.


The respective rights are assigned as follows:

#### 1. XENTRY standard diagnosis role:

Each diagnosis user must independently apply for the standard diagnosis role via <https://umas.daimler.com/umas> and carry out the one-time identification.

If you as an Independent Service Provider (independent workshop) 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 you choose 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 via the support button  on the far right on the UMAS page (headset icon).

#### 2. XENTRY Flash authorization

Flash rights already available: Each Flash user must independently carry out the one-time identification via <https://umas.daimler.com/umas>.

Flash rights not available: The user must apply for XENTRY Flash rights via the market-specific channel. The identification must then be carried out via <https://umas.daimler.com/umas>.

All information can also be found in the Mercedes-Benz B2Bconnect Portal Diagnosis > Diagnosis > XENTRY Flash / Diagnosis user rights.

### Where and how can I obtain XENTRY Pass Thru EU? Only via XENTRY Shop or also from the national representative, MPC, general distributor or other sources?

XENTRY Pass Thru EU can only be ordered and paid for in XENTRY Shop.

### What are the contract periods for XENTRY Pass Thru EU?

XENTRY Pass Thru EU is initially leased to users for a flat-rate usage fee for 12 months. The contract ends automatically after this period, but can be extended through the purchase of additional flat-rate services for an additional year.



**Why are additional time credits required in addition to the flat-rate usage fees for diagnostic data for XENTRY Pass Thru EU?**

Diagnosis time credits are only used to pay for the actual time-based use of diagnostic content; costs that accrue for users are therefore based on usage and not calculated as a lump sum. This makes it possible to charge lower flat-rate fees, which are used for all fixed costs such as administration, sales and ongoing support, thanks to separate billing of time credits for actual diagnostic content.

**How can I find out my current "time credit balance"?**

Remaining time credit – for selected vehicle categories – is shown once you begin diagnosis (after launching diagnosis in XENTRY Frame).

The time credit balance is also shown in the XENTRY Shop under “My account” > “My time credits” after entering the system number.

**How does the time credit process work?**

The diagnostic account balance is checked every time diagnosis is launched for a specific vehicle from the XENTRY frame. If there is no credit unit that is currently active or "running", the next available unit will be used. The credit unit will then start to run from this time on, even once the diagnostic process, or XENTRY, is terminated. This means, for example that a one-hour credit is valid for exactly one hour after activation, even if the user only performs a few minutes of diagnostic work and then exits XENTRY. If the user launches the diagnostic program after this one-hour time frame, a new credit unit will be activated. If a credit unit expires during a diagnosis session, the diagnosis can be continued until the user switches to the next vehicle.

**What do I have to do if my hardware (Hardware-ID) changes?**

In XENTRY Shop under “My account” > “My systems“ by selecting the respective system number, the Hardware-ID can be changed by the customer.

**Who can I contact if I have questions or problems related to time credits for diagnostic data?**

Please contact the commercial support team (Customer Support Center) at [xentry.customer.support@daimler.com](mailto:xentry.customer.support@daimler.com). Please note that all questions relating to diagnosis time credits should be directed to the commercial support team and not the technical support team.

**Do I always need to be online when using XENTRY Pass Thru EU?**

Yes. XENTRY Pass Thru EU is an online diagnostic solution: when starting XENTRY Pass Thru EU, access authorizations and application data are compared online; without an online connection, this check will fail and it will not be possible to start XENTRY. When launching diagnosis from the XENTRY frame, available time credits for the user account will also be queried online; if the credit balance cannot be checked online, it will not possible to start diagnosis.

**Who can I contact if I have other problems and questions relating to XENTRY Pass Thru EU?**

If you have commercial queries (StartKey, diagnosis time credits etc.), please contact the commercial support team at [support\\_dtag@snapon.com](mailto:support_dtag@snapon.com).



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For technical queries (software, hardware, updates etc.), please contact the technical support team at [xentry.diagnosis.support@daimler.com](mailto:xentry.diagnosis.support@daimler.com).

The support team will also gladly return your call and assist you with further troubleshooting.

**Is XENTRY Pass Thru EU also available for service operations outside of the EU?**

No, the products are only available for companies inside the EU as well as Iceland, Liechtenstein and Norway.

Note: Users, whose business location is in Switzerland, are not eligible to purchase XENTRY Pass Thru EU.