XENTRY Diagnosis Pass Thru North America

Operation manual
Mercedes-Benz AG, GCSP/ROX
Valid as from 02/2026

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 for ensuring smooth operation.

1.2 Important notes

Please observe the following four important types of notes in this user guide, as these 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

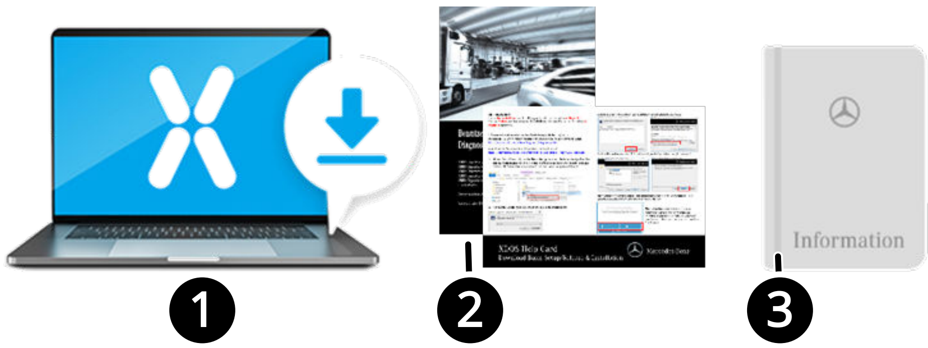
A potentially imminent hazardous situation. If this is not avoided, (personal) injury may occur.

ENVIRONMENT

A situation that can be detrimental to the environment if it is not avoided. One example of a preventive measure would be only printing something if it is really necessary to do so.

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 via your market contact person.

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):

Ihre StartKey Daten			
Bestellreferenz			
Besteller		**Nutzer**	
Kundenummer	200059[redacted]	Kundenummer	200059[redacted]
Firma	[illegible]	Firma	[illegible]
Straße	Leibnizstraße 2	Straße	Leibnizstraße 2
PLZ/Ort	71059 Sindelfingen	PLZ/Ort	71059 Sindelfingen
Land	Deutschland	Land	Deutschland
Ansprechpartner			
Name	[redacted]	Telefon	+49 [redacted]
		Fax	
		E-Mail	[redacted]
StartKey Details			
StartKey Nummer	[redacted]	Systemnummer	207005
		Hardware ID	[redacted]
Applikation	252 XENTRY Diagnostics Open Shell		
Paket/Option	XENTRY PassThru North America		
Startdatum	11.11.2020		
Ablaufdatum	11.11.2021		
Ihr StartKey	[redacted]PR-T85R-ZWSN-MJNN-79BT-NVFJ-M3CR-WBW7-AQKJ-LST4-XQU3-LB3E-RE5T-6D9C-R44X-D264-3A2F-3MCM-7K8N-3RVR-Y4YT-XURA-JFRJ		

Alternatively, you can always read out the 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.

4 Commissioning and configuration

4.1 Installing the software

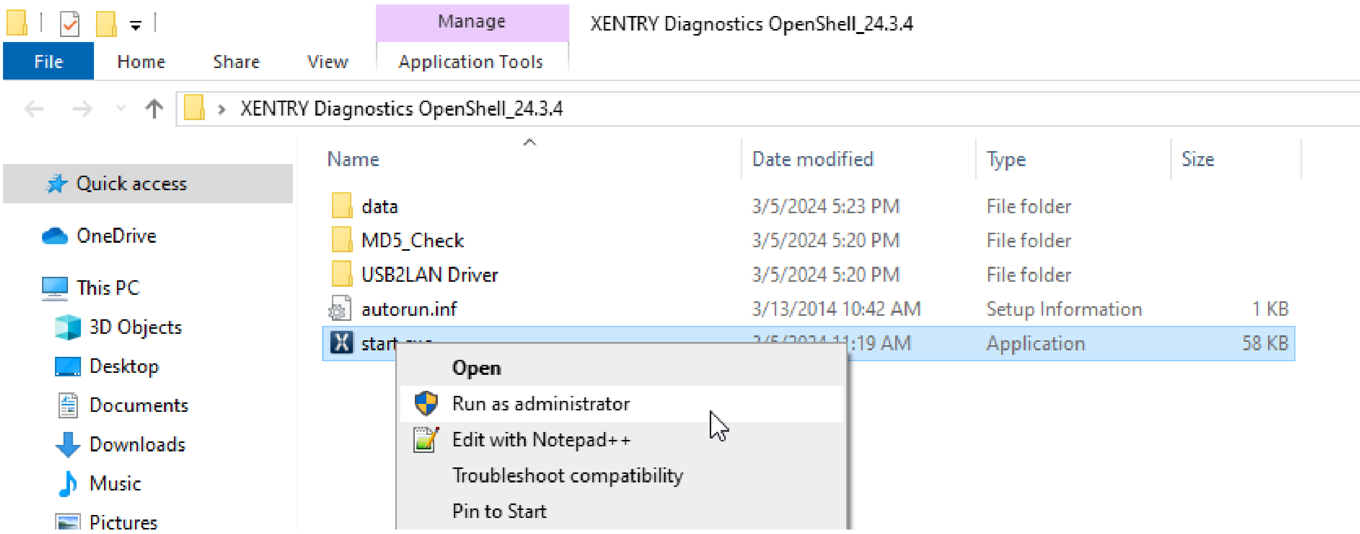
The installation of software and updates must be done under a Windows user account with administrator rights. This means that an administrator must be logged in or the setup must be initiated with "Run as administrator".

4.1.1 Download / installation of basic setup and installation of StartKey

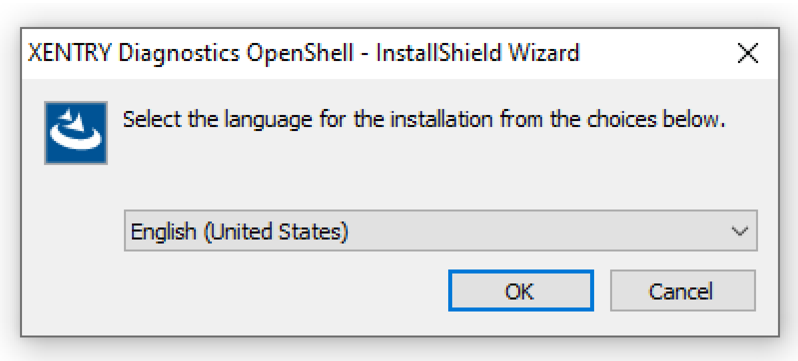
The software for XENTRY Pass Thru North America is available from your market manager. Contact them to obtain the software as a .zip file.

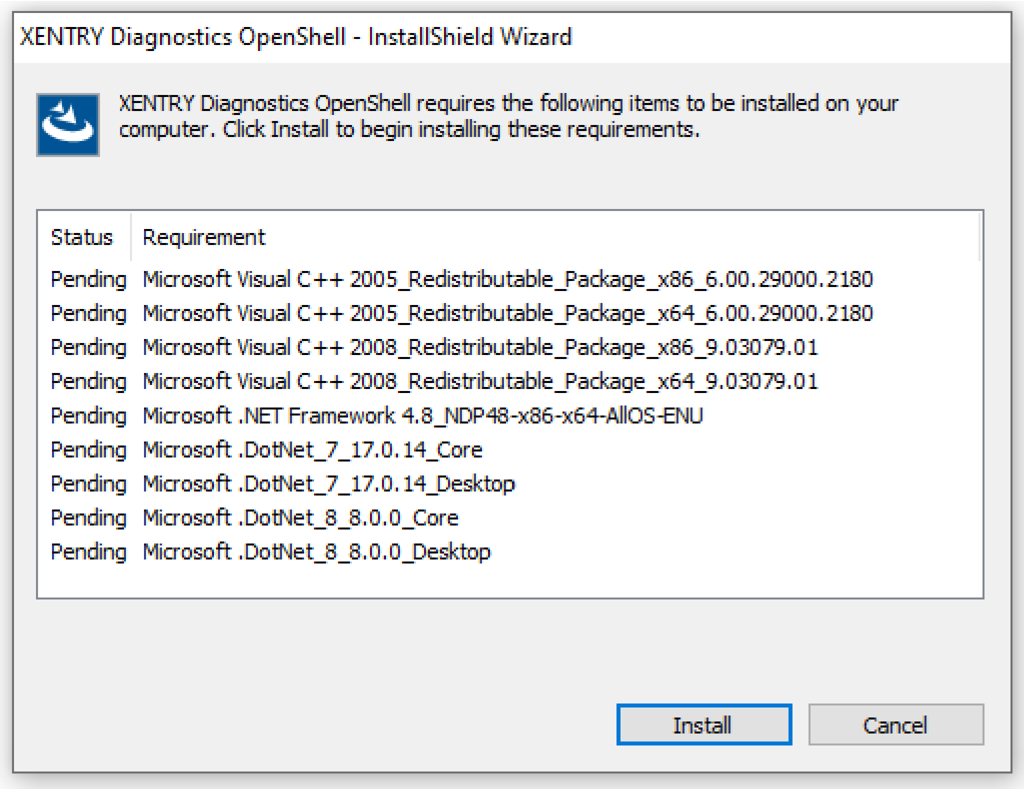
Switch on your computer and go online. You need to go online to be able to complete the installation. If necessary, configure your firewall to allow execution of the .exe file.

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

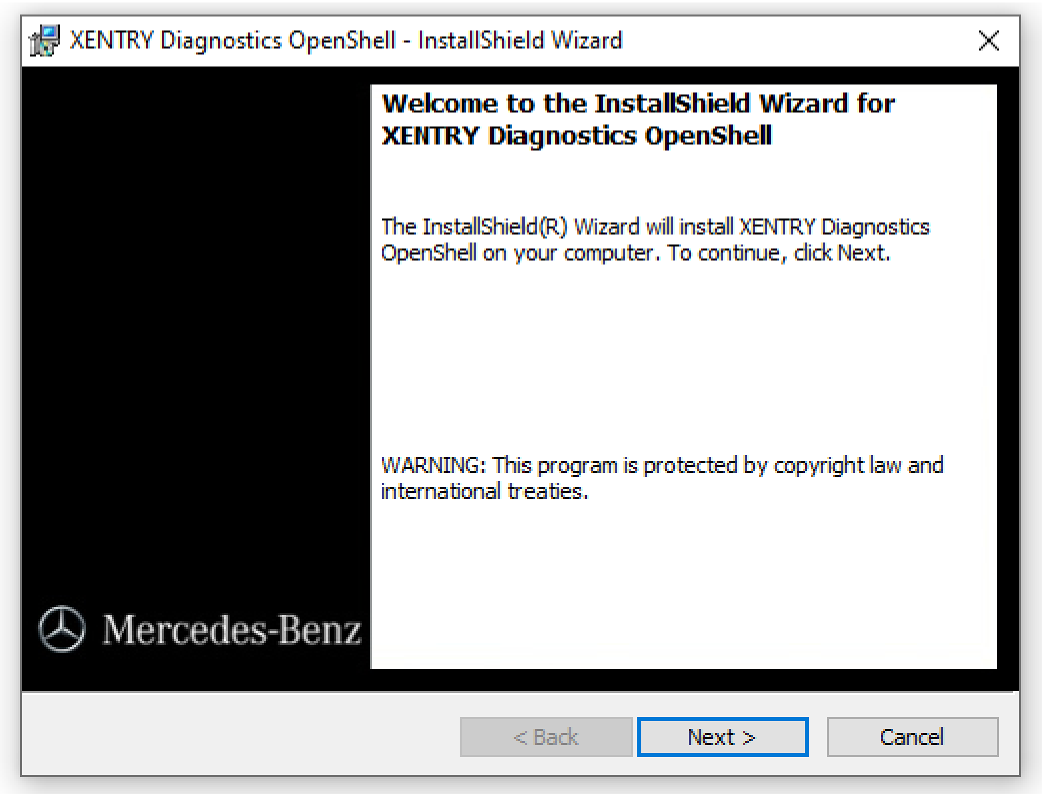


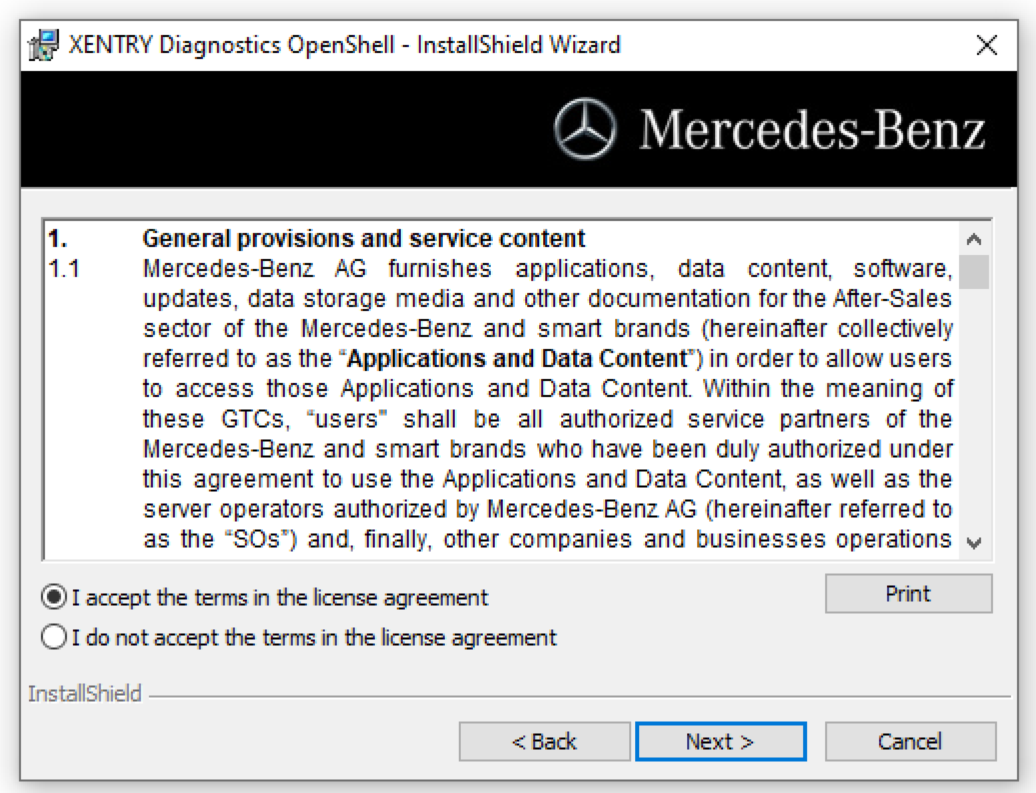
Then select the desired language and confirm installation of the following packages by clicking on "Install":



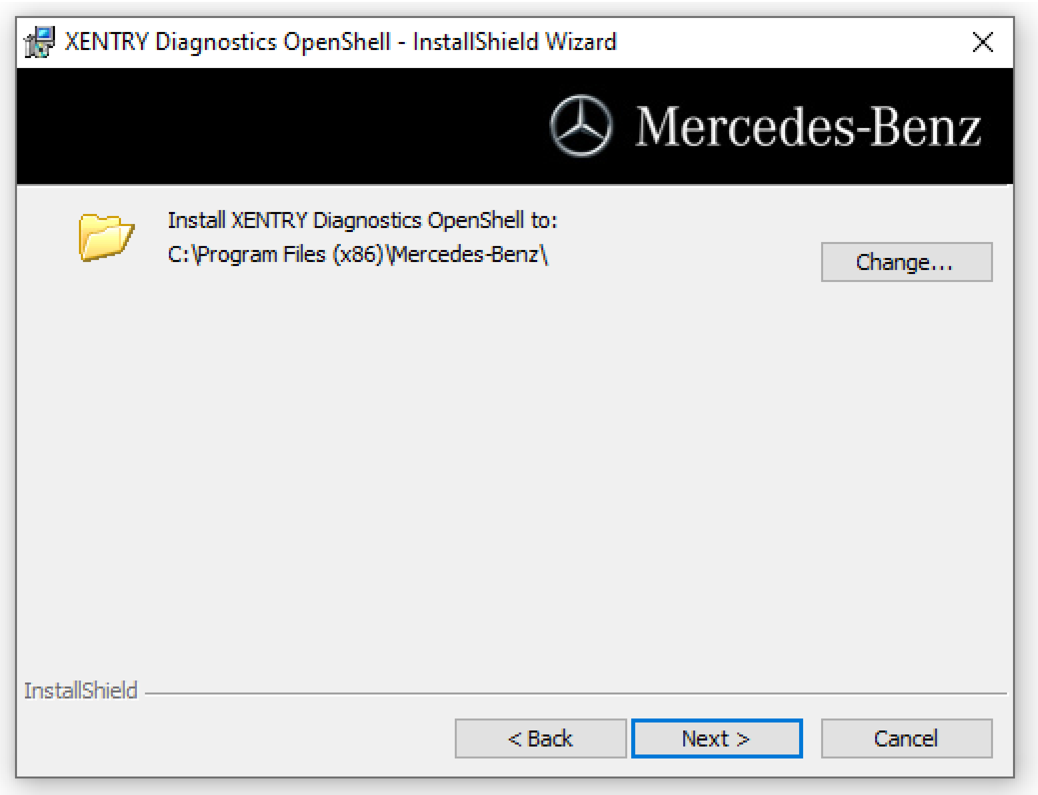


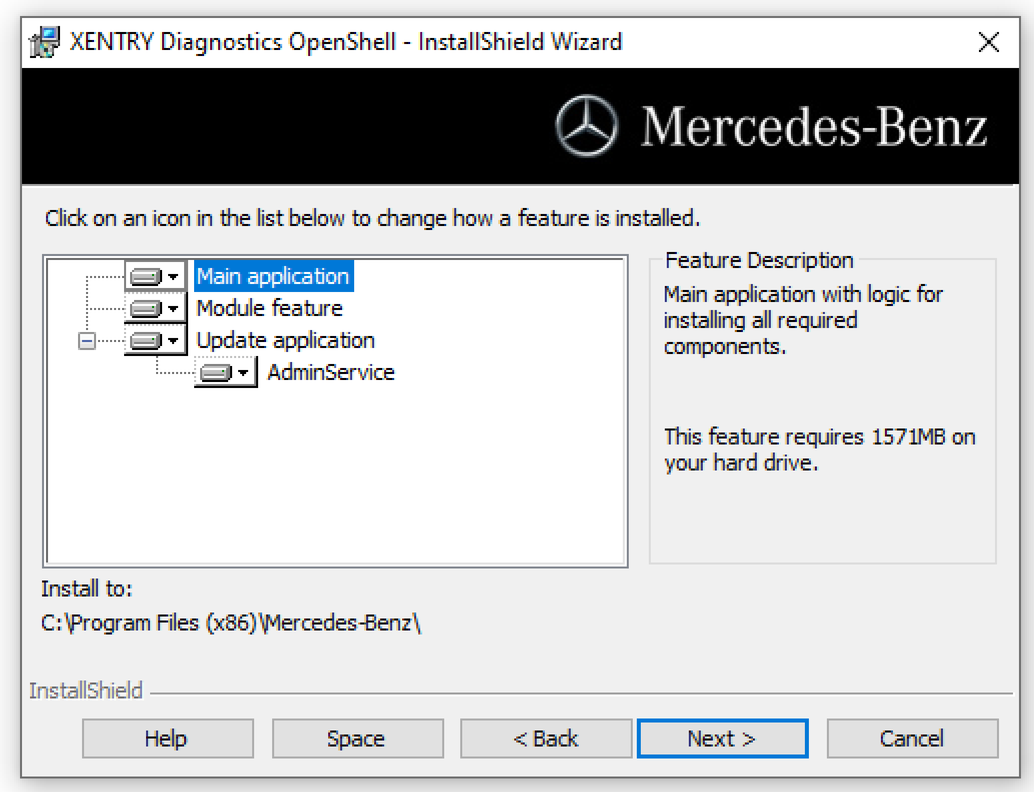
The **InstallShield Wizard** opens. Click "Next" to go to the **General Terms of Business**. Please accept them and click on "Next":





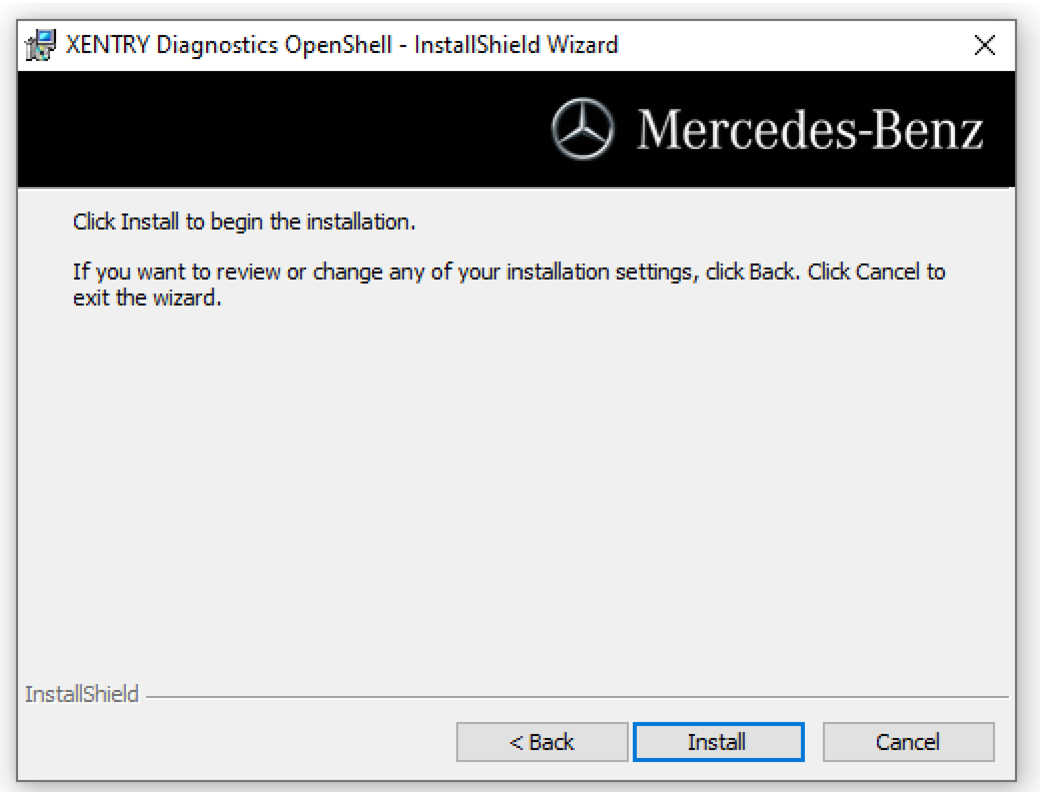
Destination folder: Confirm the predefined destination directory for XENTRY Diagnosis or enter a folder of your choice (if possible, the suggested path should be retained):

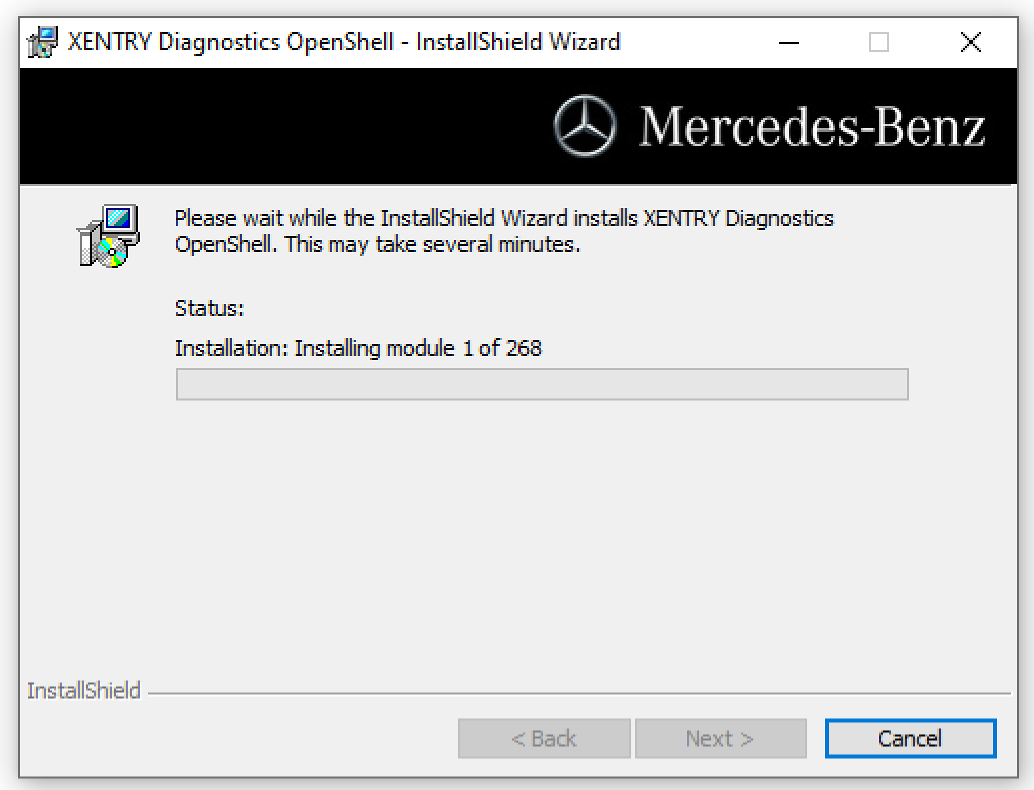




Then click "Next" to go to the installation window.

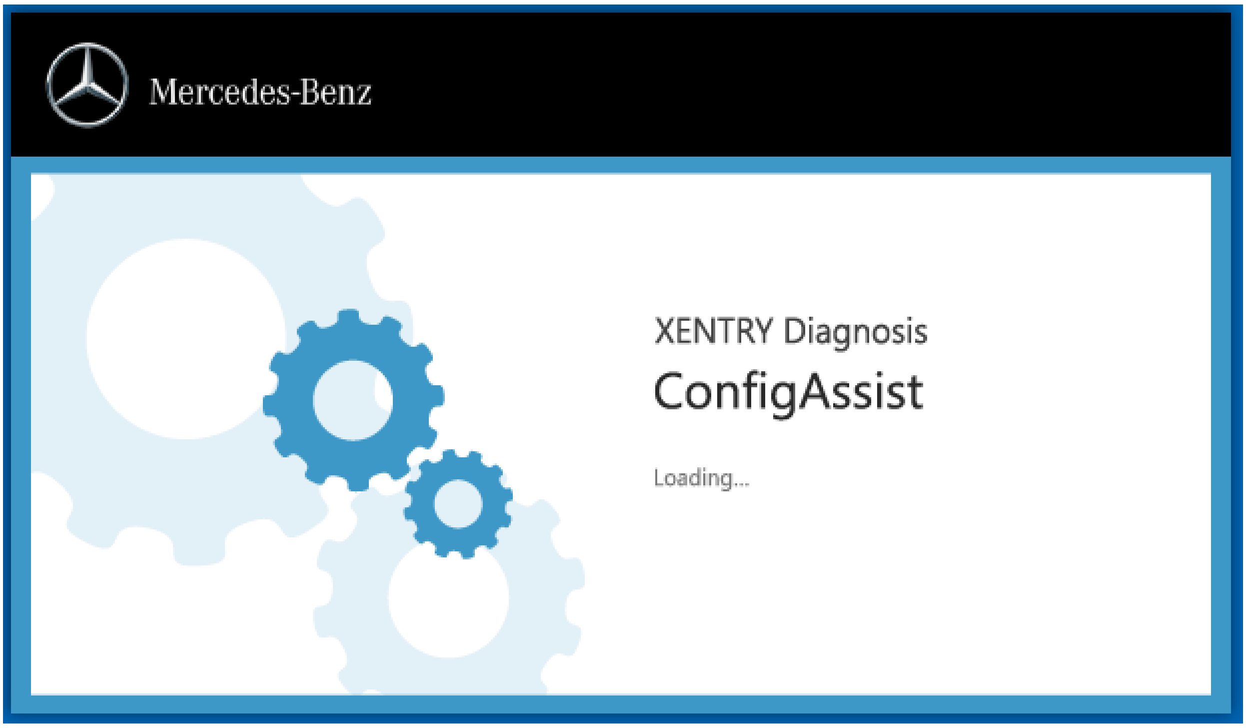
Installation: To install, click the button with the same name as soon as the assistant for the installation of the program is ready. The installation process takes some time:





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

ConfigAssist opens after the restart:



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

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

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

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

4.2 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.

Using 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 during the "Install StartKey" process step.

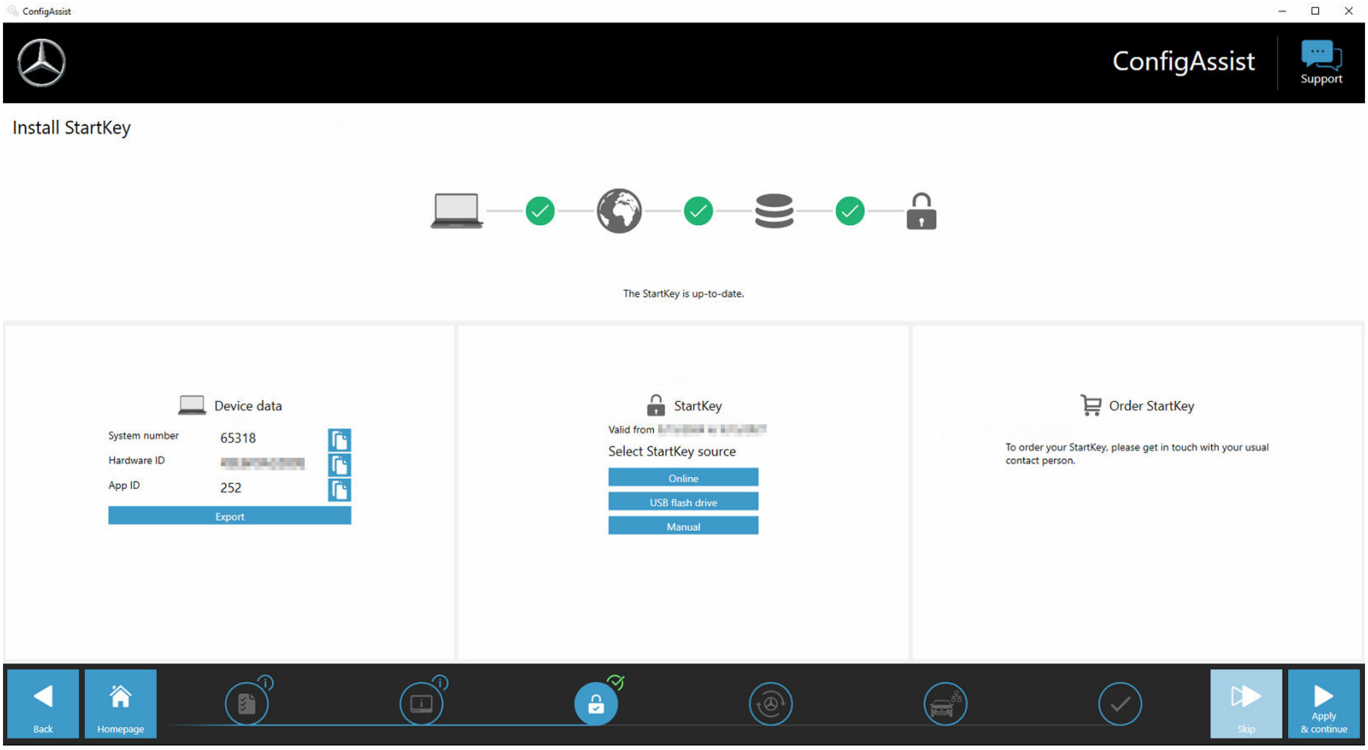


Fig. 1: StartKey status

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

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

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 includes the application ID – as well as 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.

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 then navigate manually to the storage folder of the StartKey file via this window.

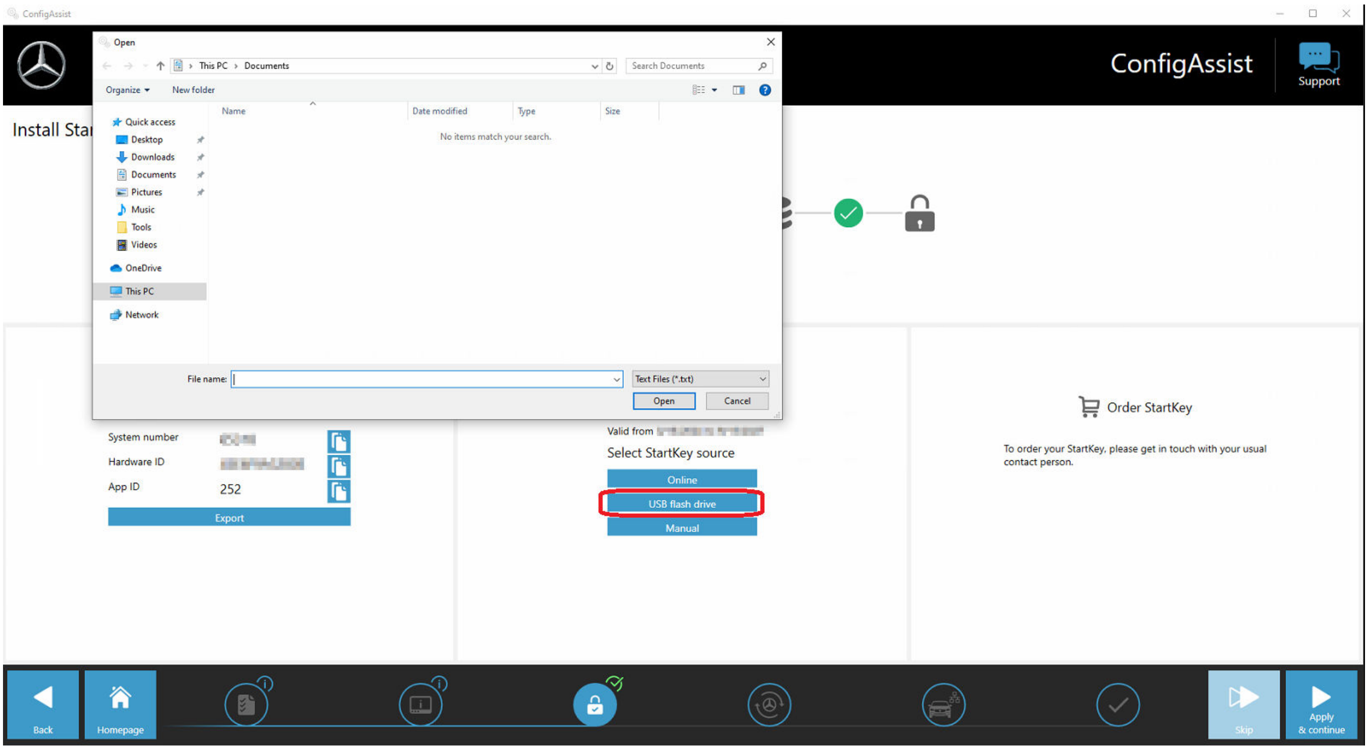


Fig. 2: Install StartKey from USB flash drive

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

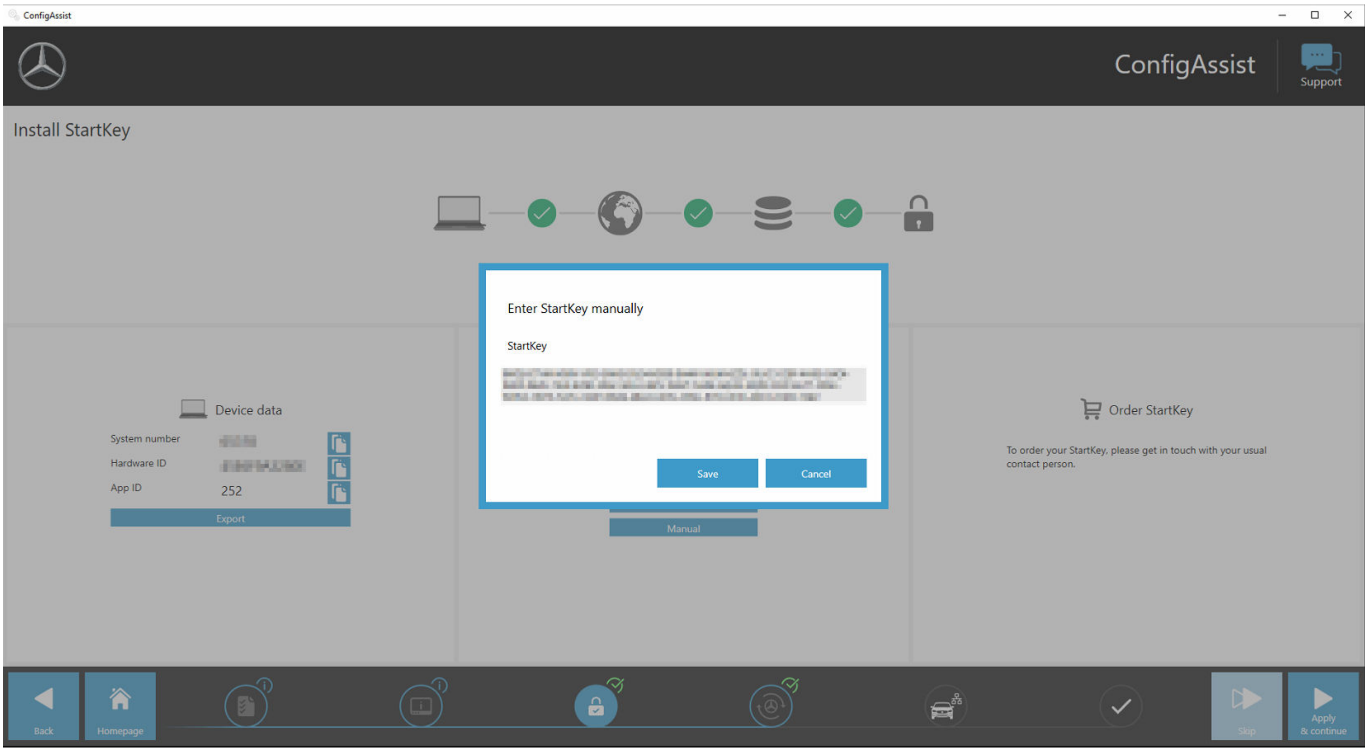


Fig. 3: Install StartKey manually

> *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.

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

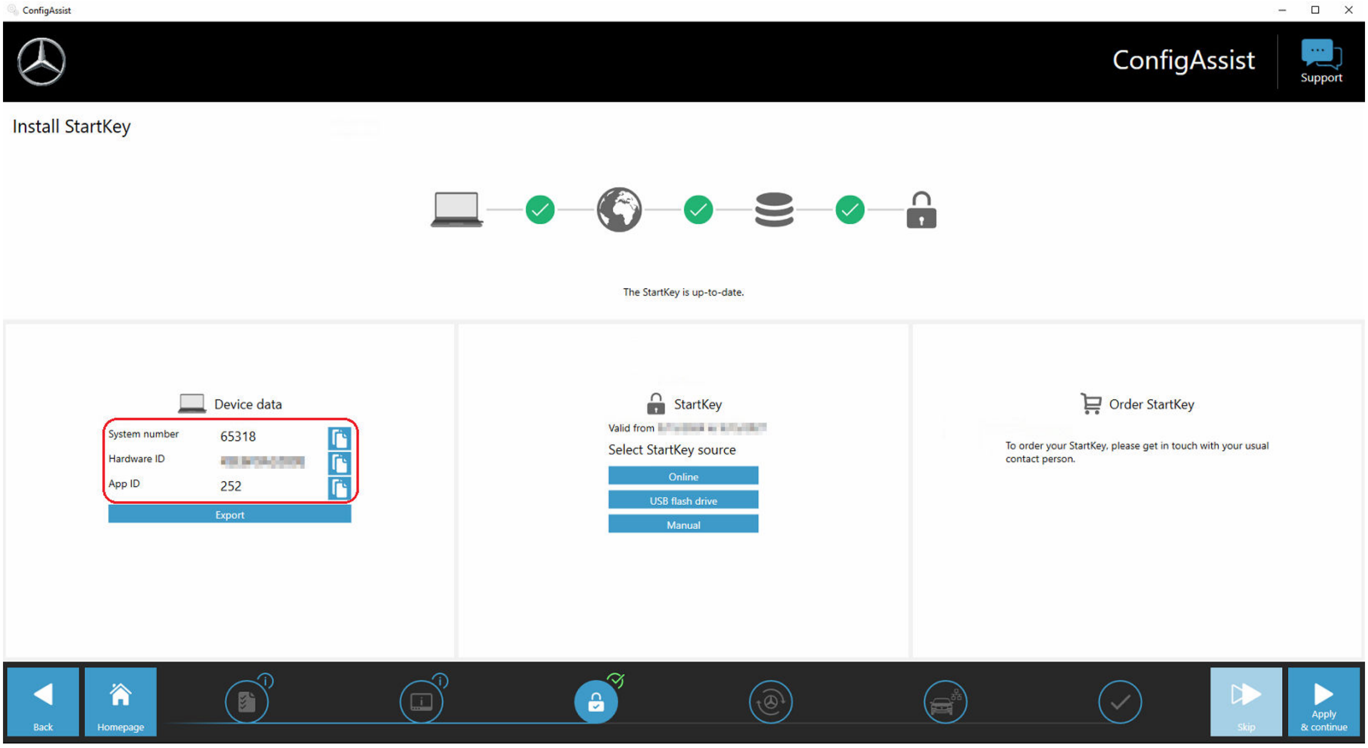


Fig. 4: Display hardware ID

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.

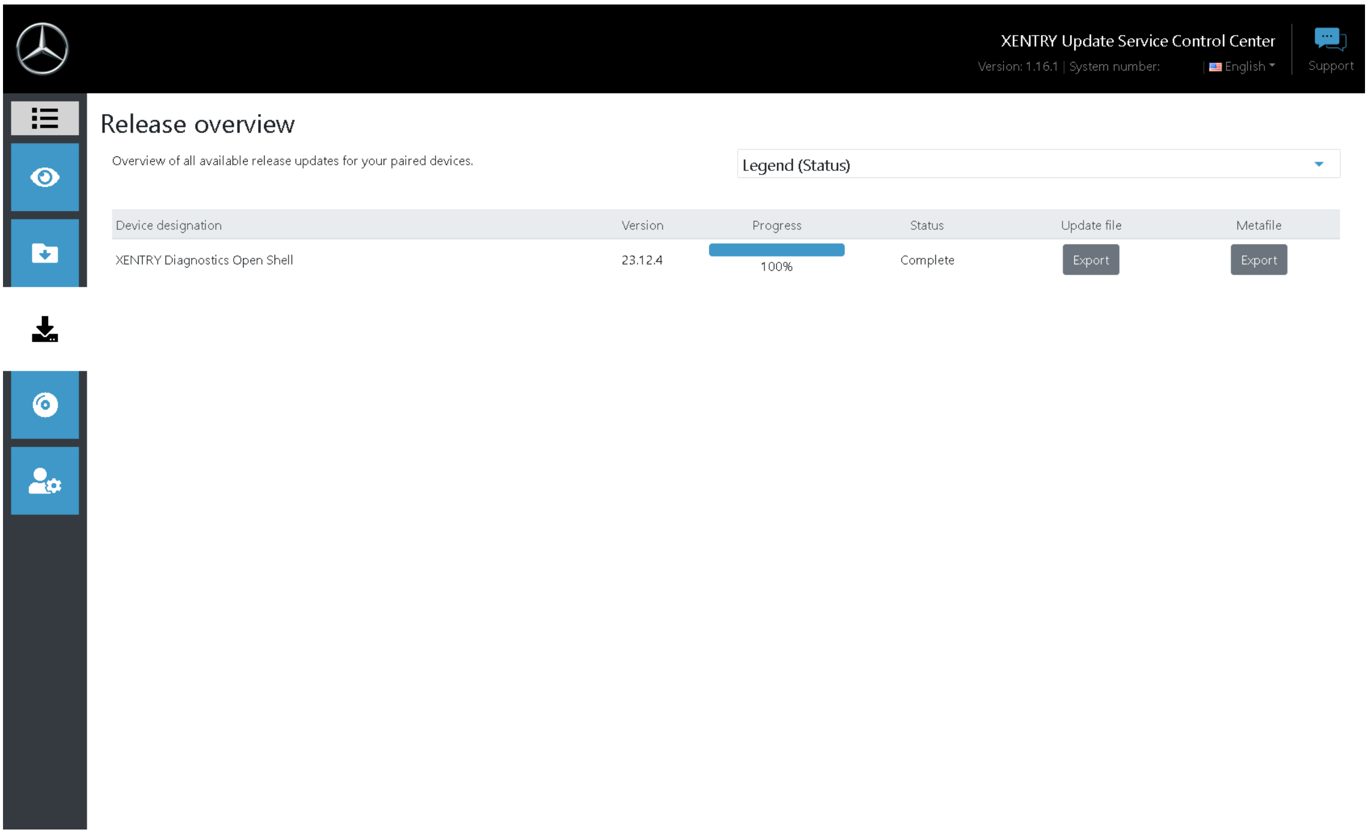


Fig. 5: XENTRY Update Service Control Center - Latest release version

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

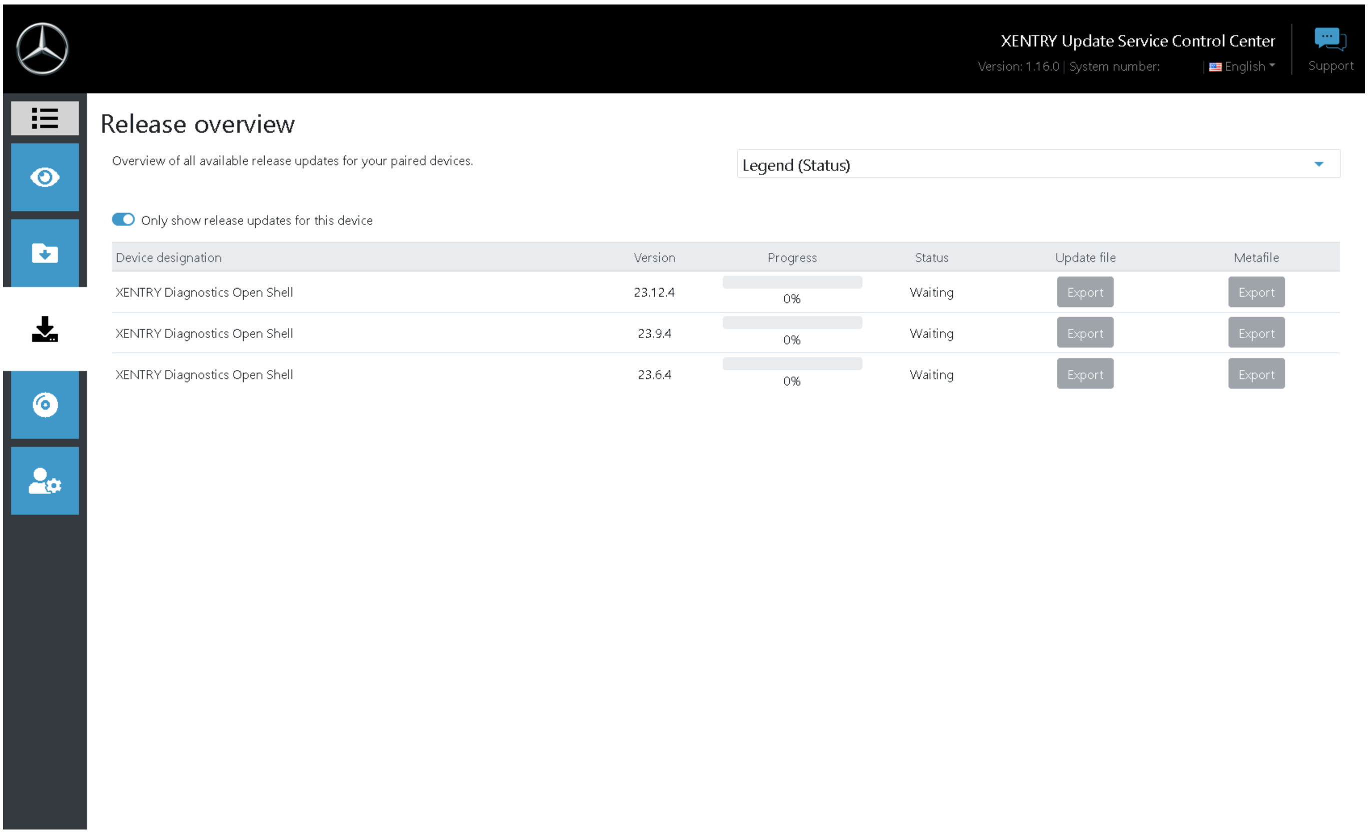


Fig. 6: XENTRY Update Service Control Center - Available release version

Once the download has been completed, click on the "Export" button to save the diagnosis release to 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

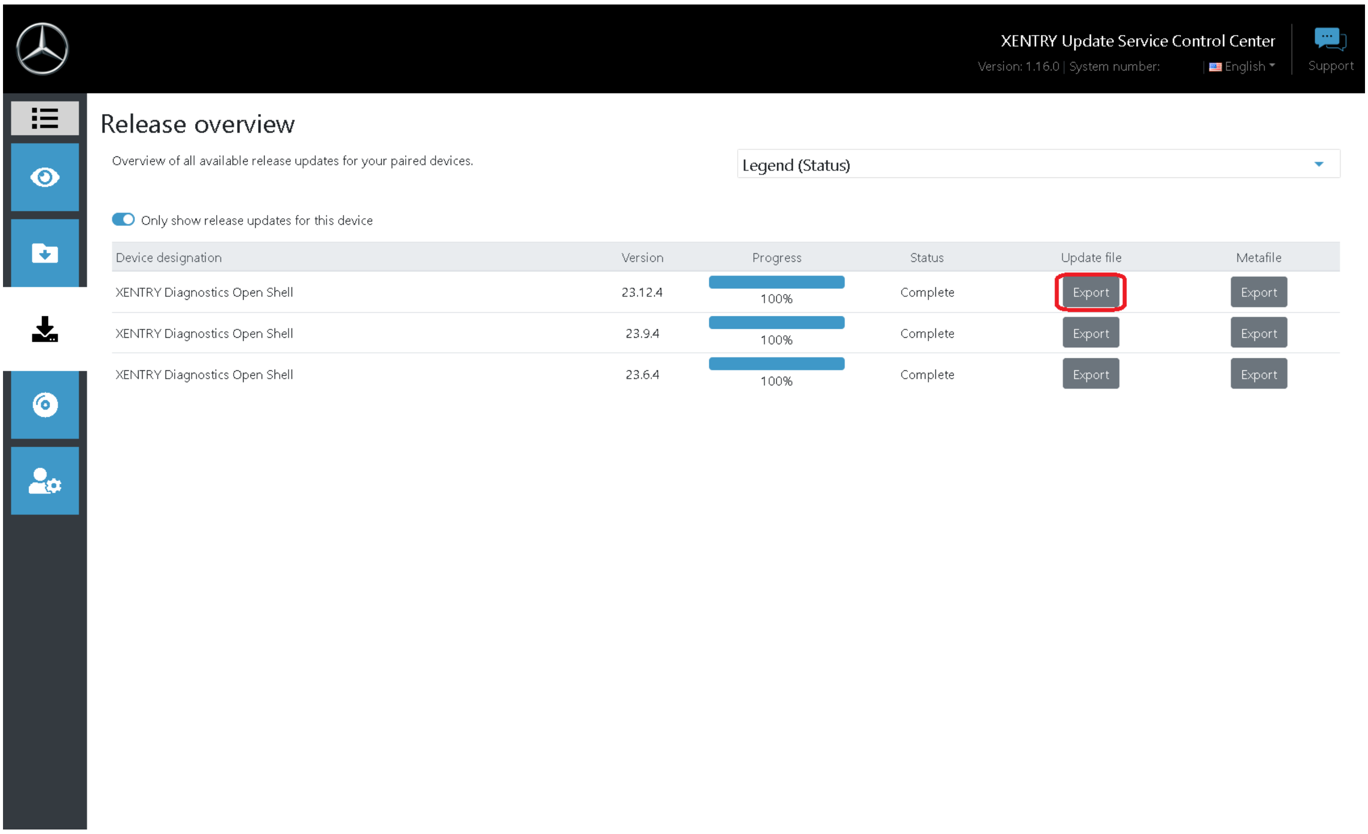
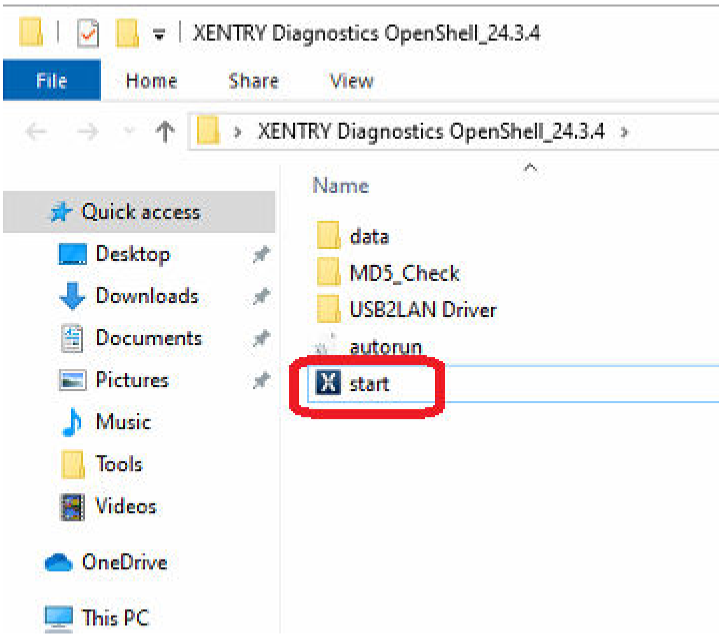


Fig. 7: XENTRY Update Service Control Center - Export release

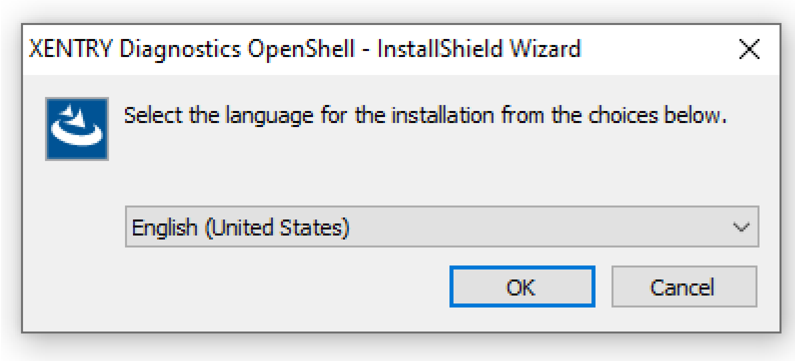
The file of the release update is downloaded and stored in the selected storage location.

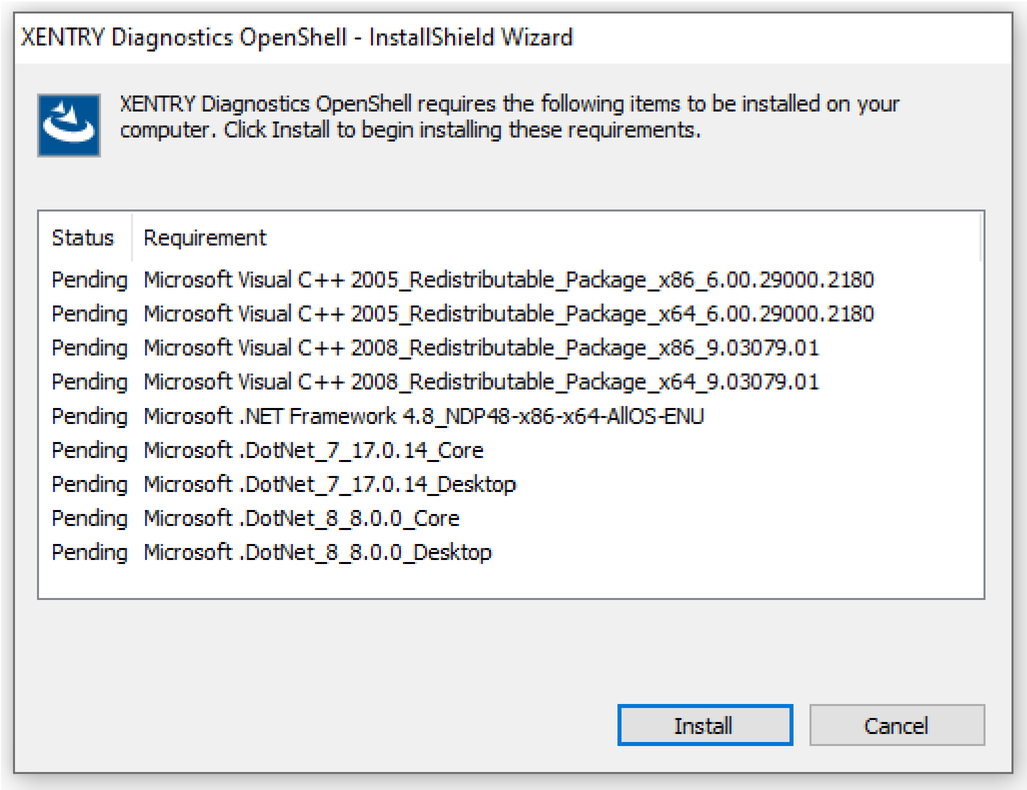


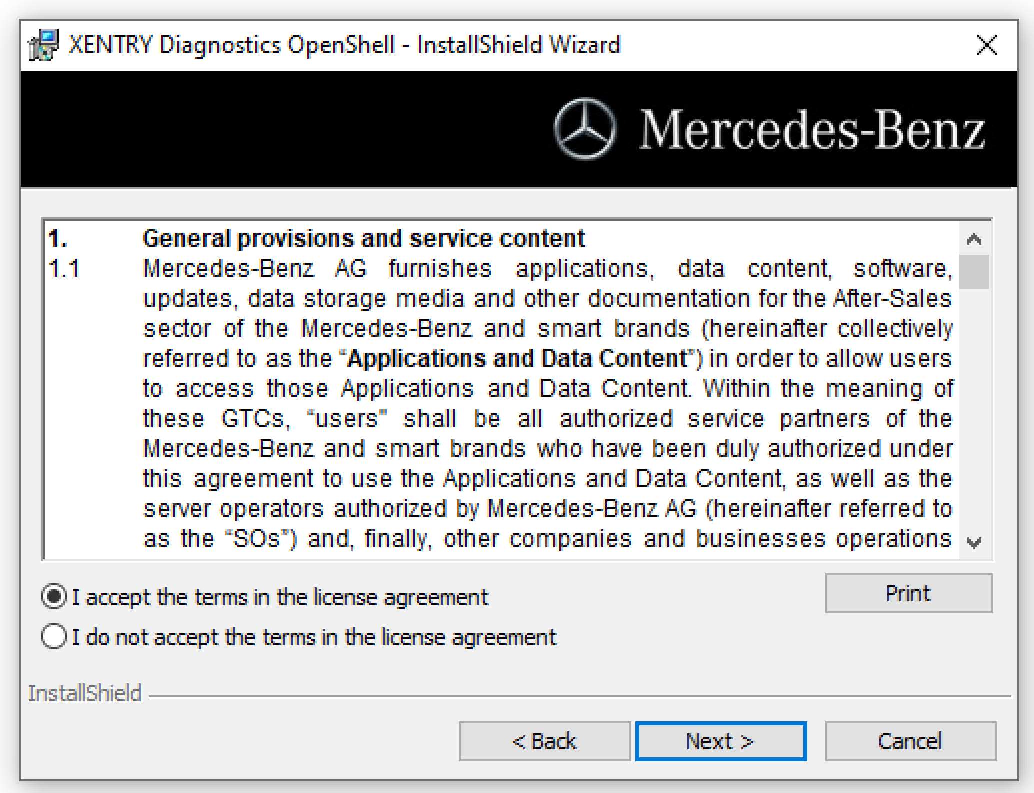
As you did previously when installing the standard release, now also perform the installation steps for the diagnosis release, including:

1. Selecting the language
2. Confirming the General Terms of Business
3. Confirming the storage location

4. Starting the installation







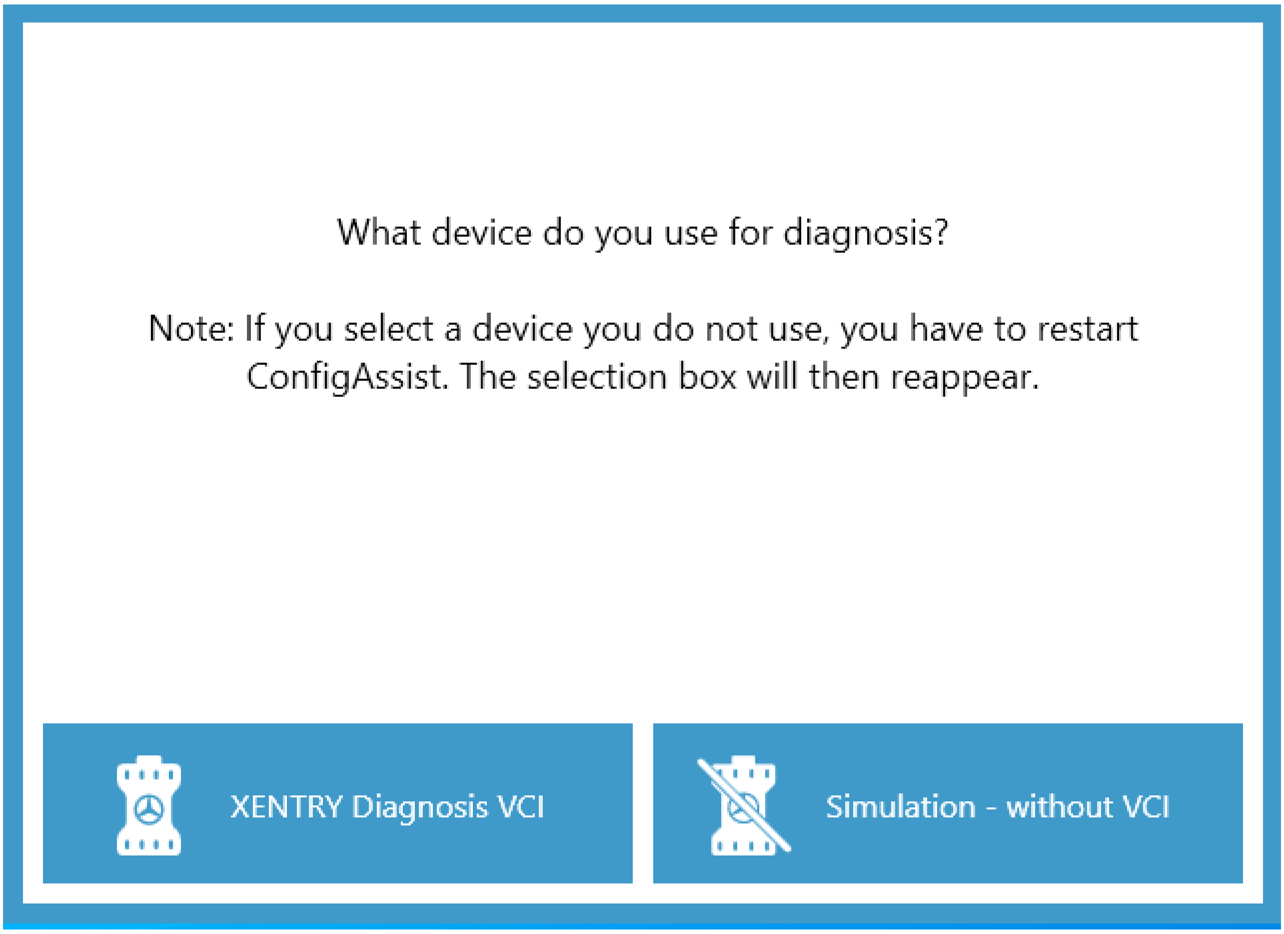
After you've completed all of the installation steps, click "**Finish**". You'll then need to restart your computer.

Once you've restarted, you will find the XENTRY Diagnosis icon along with 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:

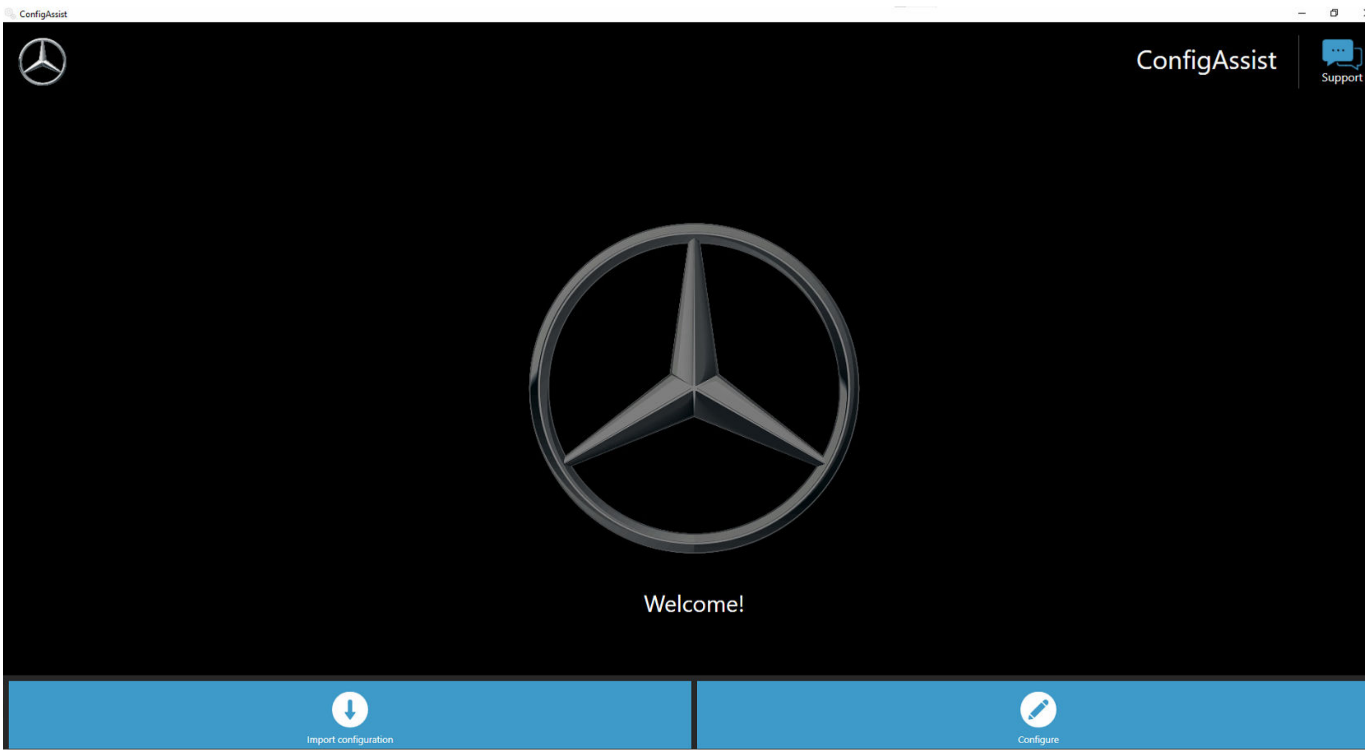
The following window appears on the desktop:



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":



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 31

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.

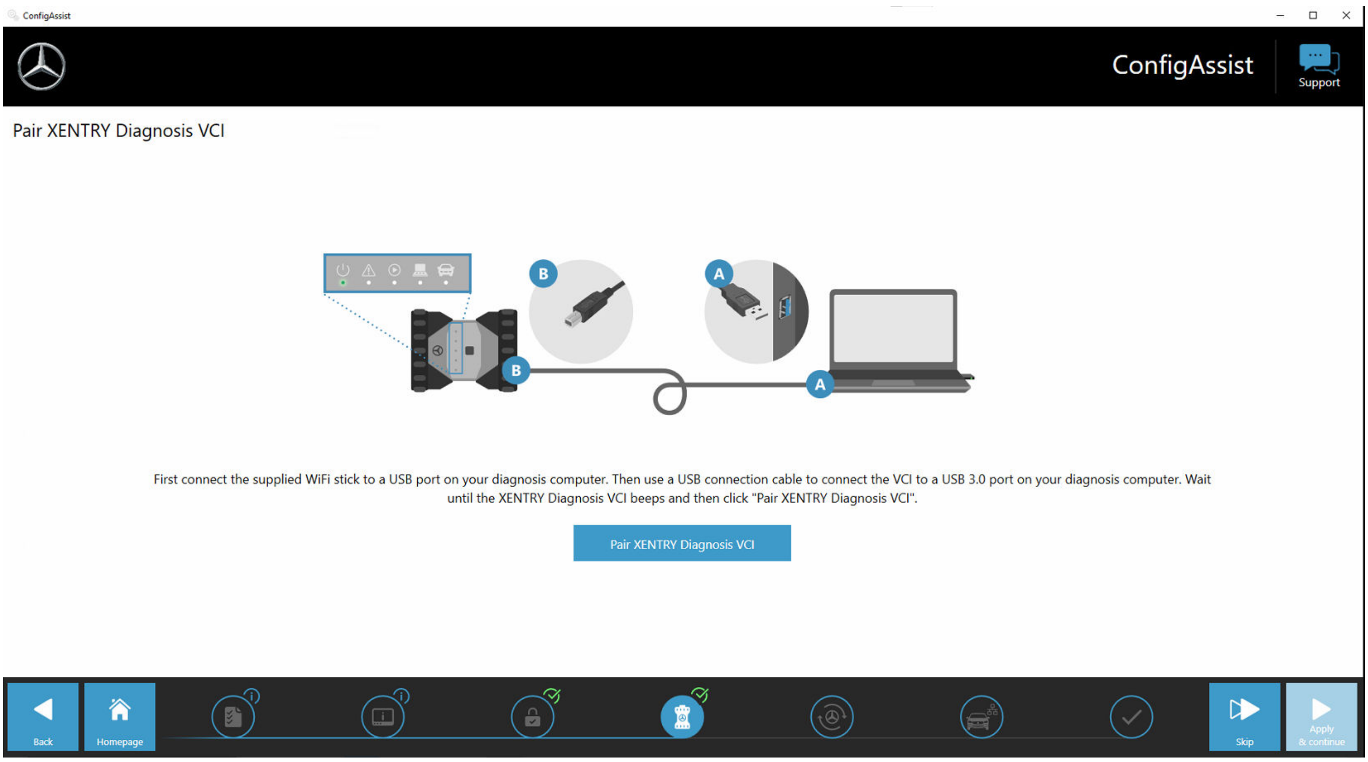
You can find more information about the product on the B2B Connect homepage, as well as other information such as the user guide, which provides you with a detailed overview of the configuration process.

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

4.4 Pairing the XENTRY Diagnosis VCI

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

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



1. Connect the XENTRY Diagnosis VCI to your diagnosis computer via USB cable and wait for the beep.
2. Then click on "Pair XENTRY Diagnosis VCI" and wait for the connection to be established.

3. Please remove the USB cable.

- The XENTRY Diagnosis VCI is now connected to your diagnosis computer via WLAN and is ready for diagnosis.
- You will see the VCI icon continuously on your desktop:

Click on the button "Apply and continue".

4.4.1 Completing the configuration

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

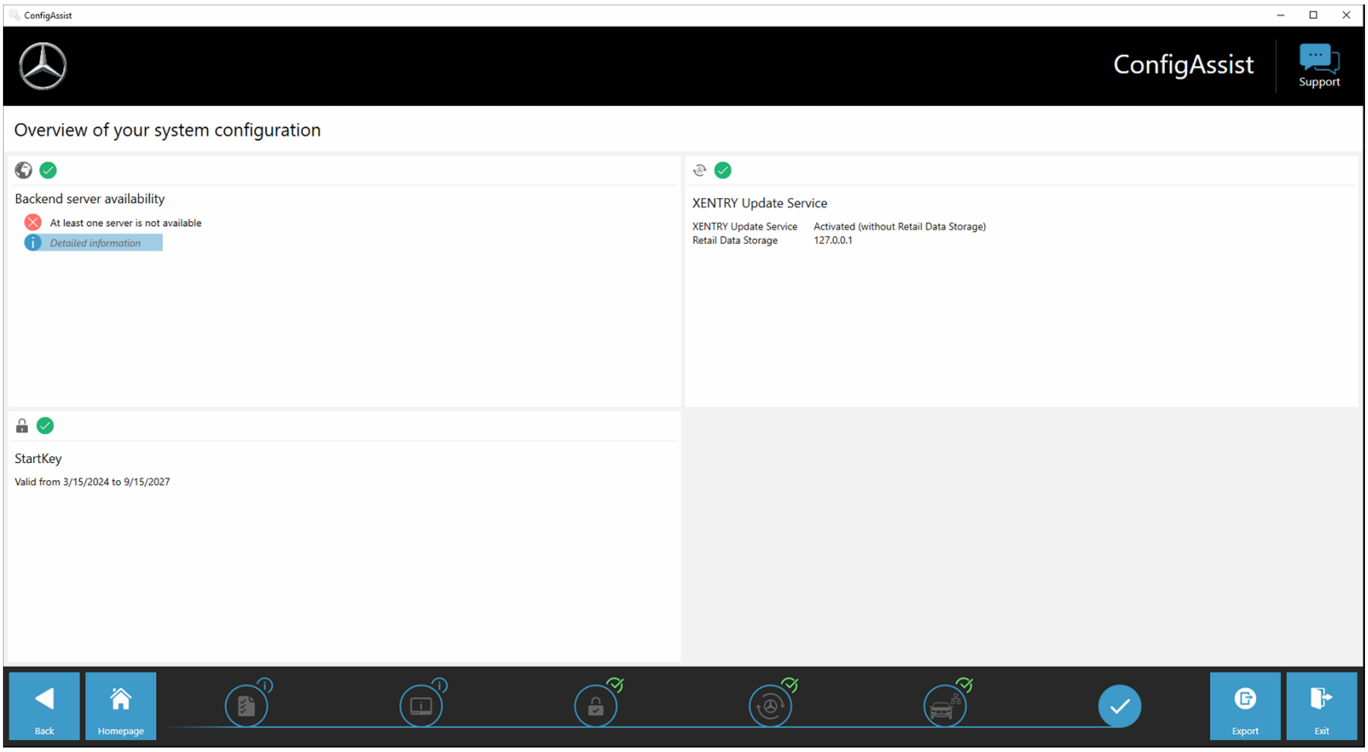


Fig. 8: Overview of your system configuration

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.

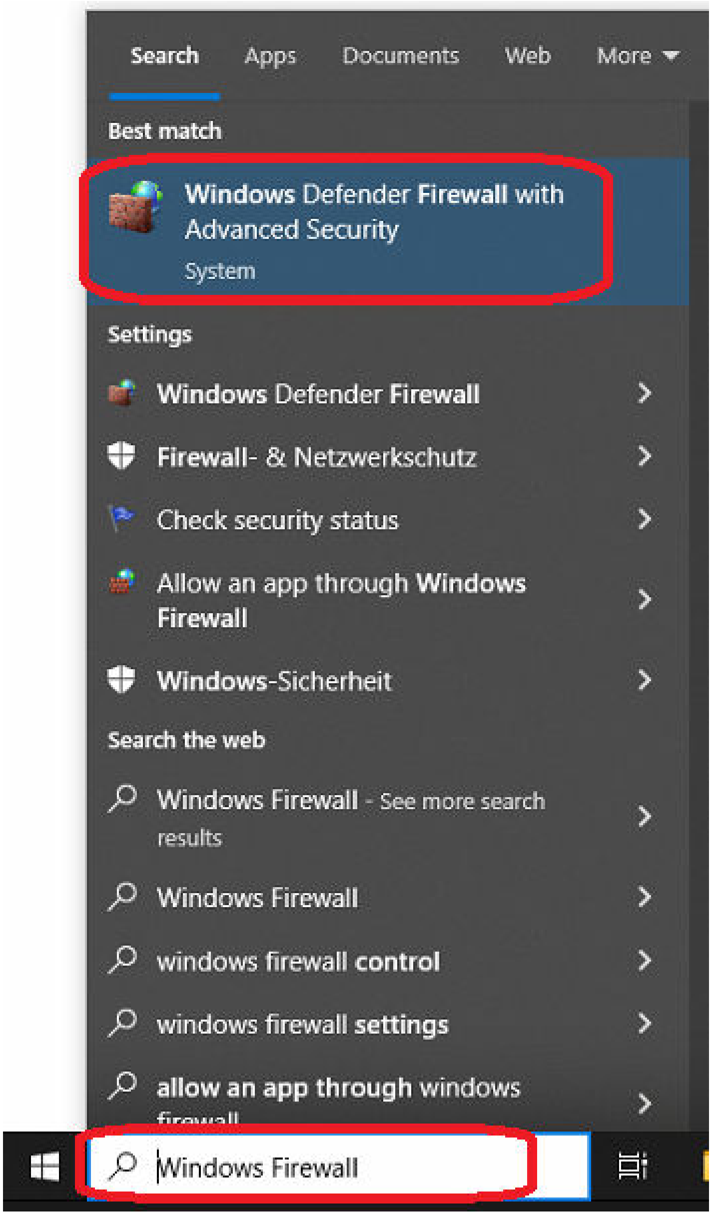
4.5 Configuration of the Windows firewall

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

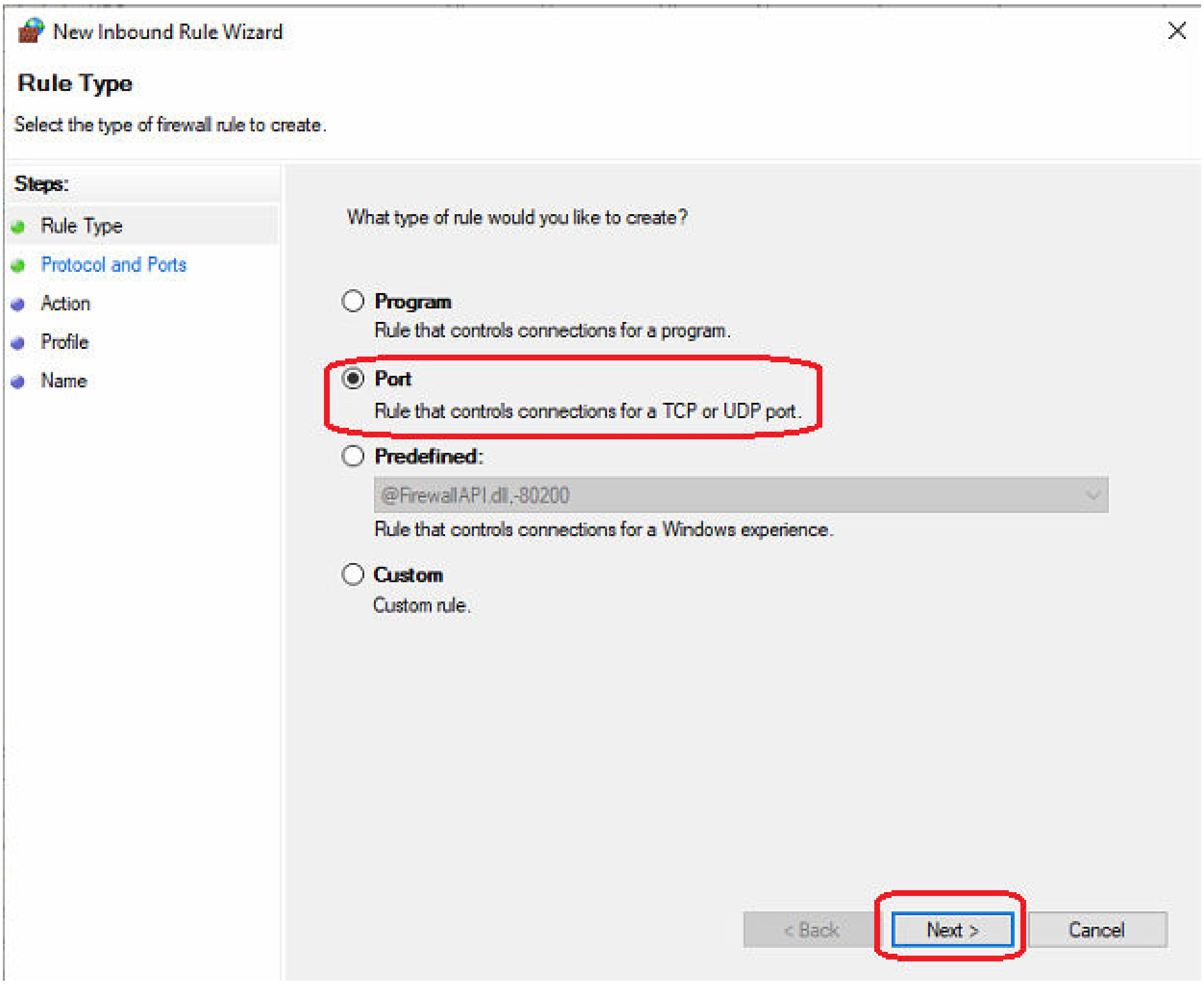
To allow the smooth exchange of data between the DoIP-capable vehicle and the Open Shell diagnostic system, the Windows Firewall must be enabled at specific additional communication ports.

About configuration of the Windows firewall:



- 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:

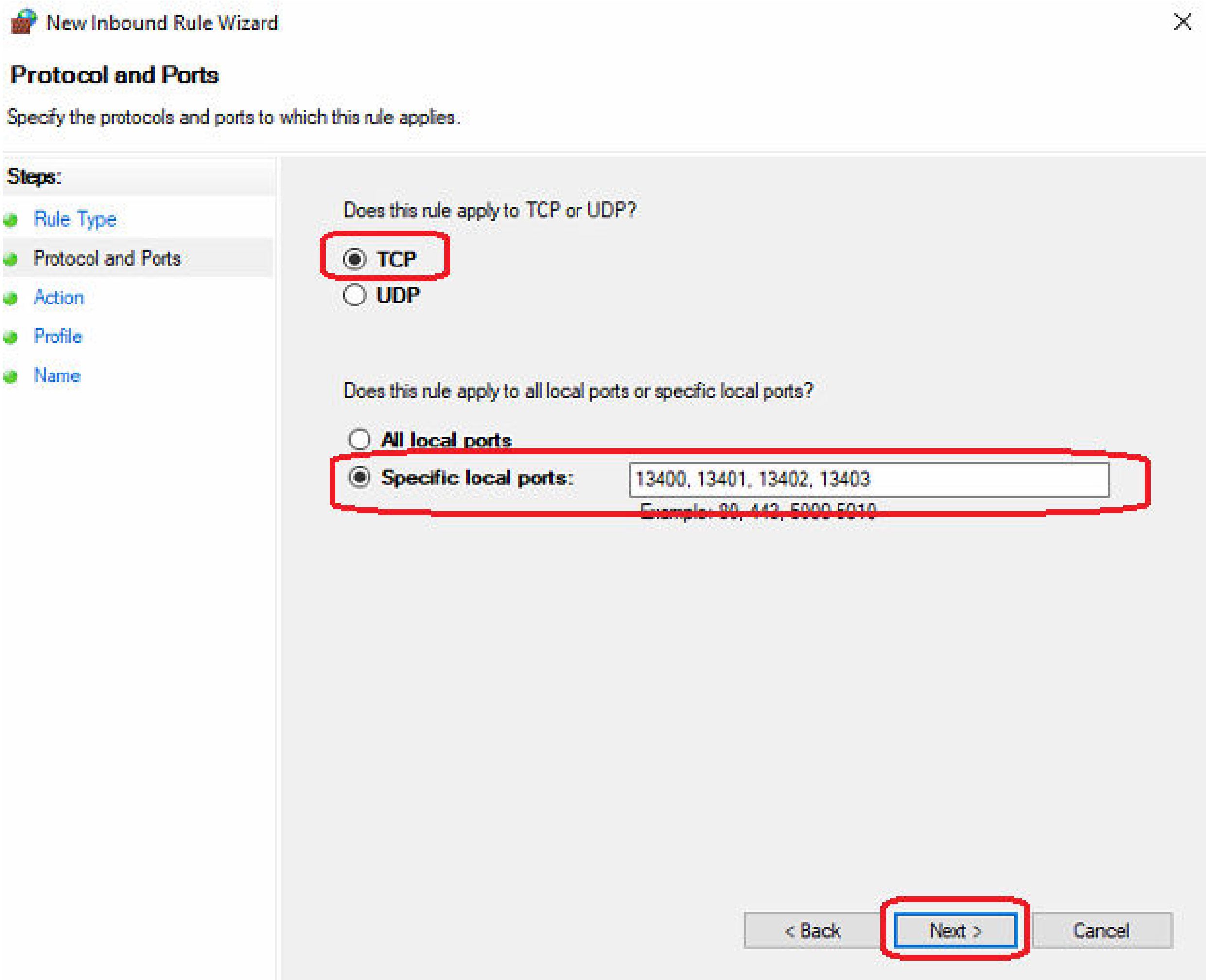
1. Select the entry "Inbound rules".



2. Create an inbound TCP rule first.

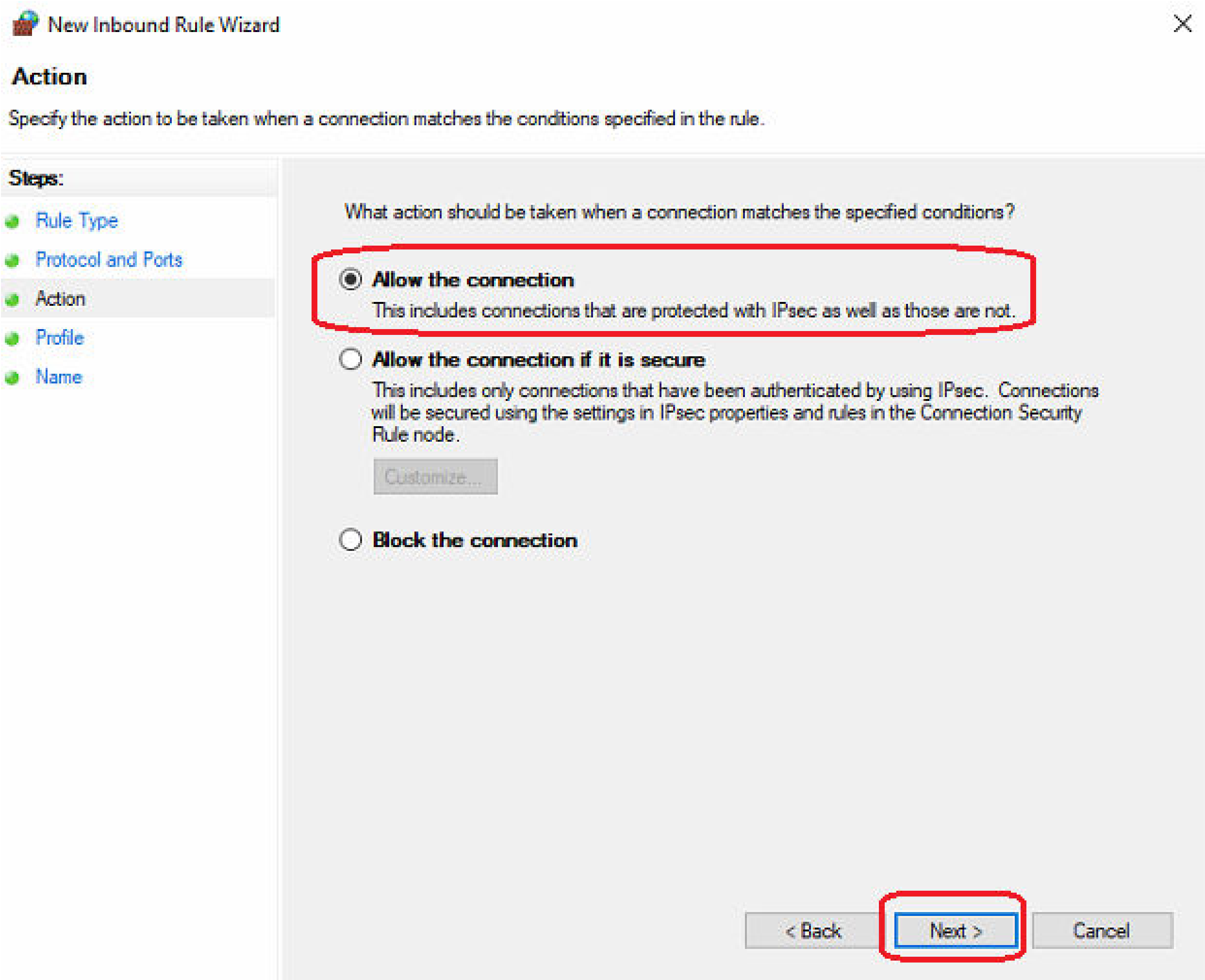
Make sure that you are in the "Rule type" step (left) and select the "Port" option on the right.

Then click on "Next".



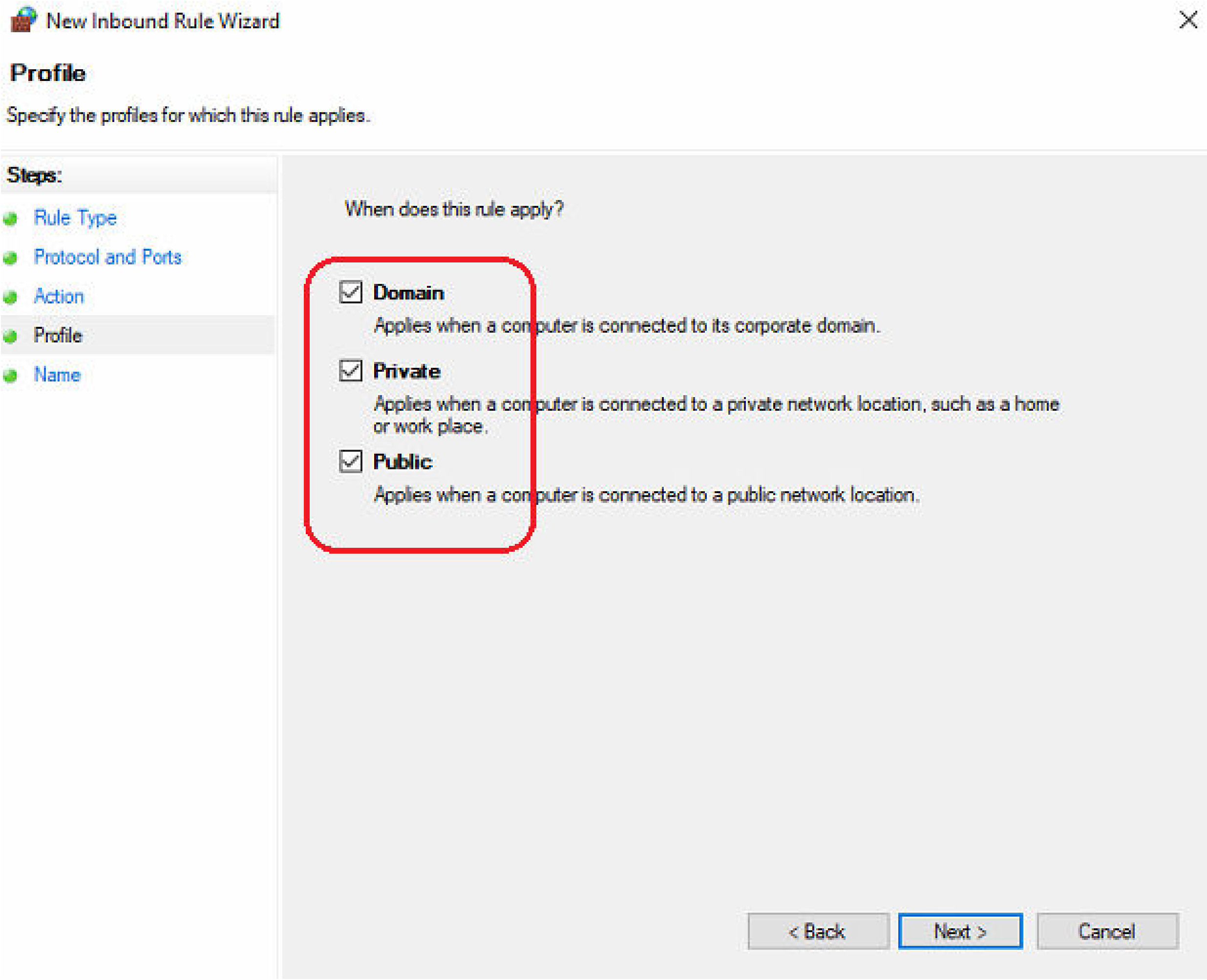
3. In the following step, select the "TCP" option and then the option "Specific local ports" underneath.

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**

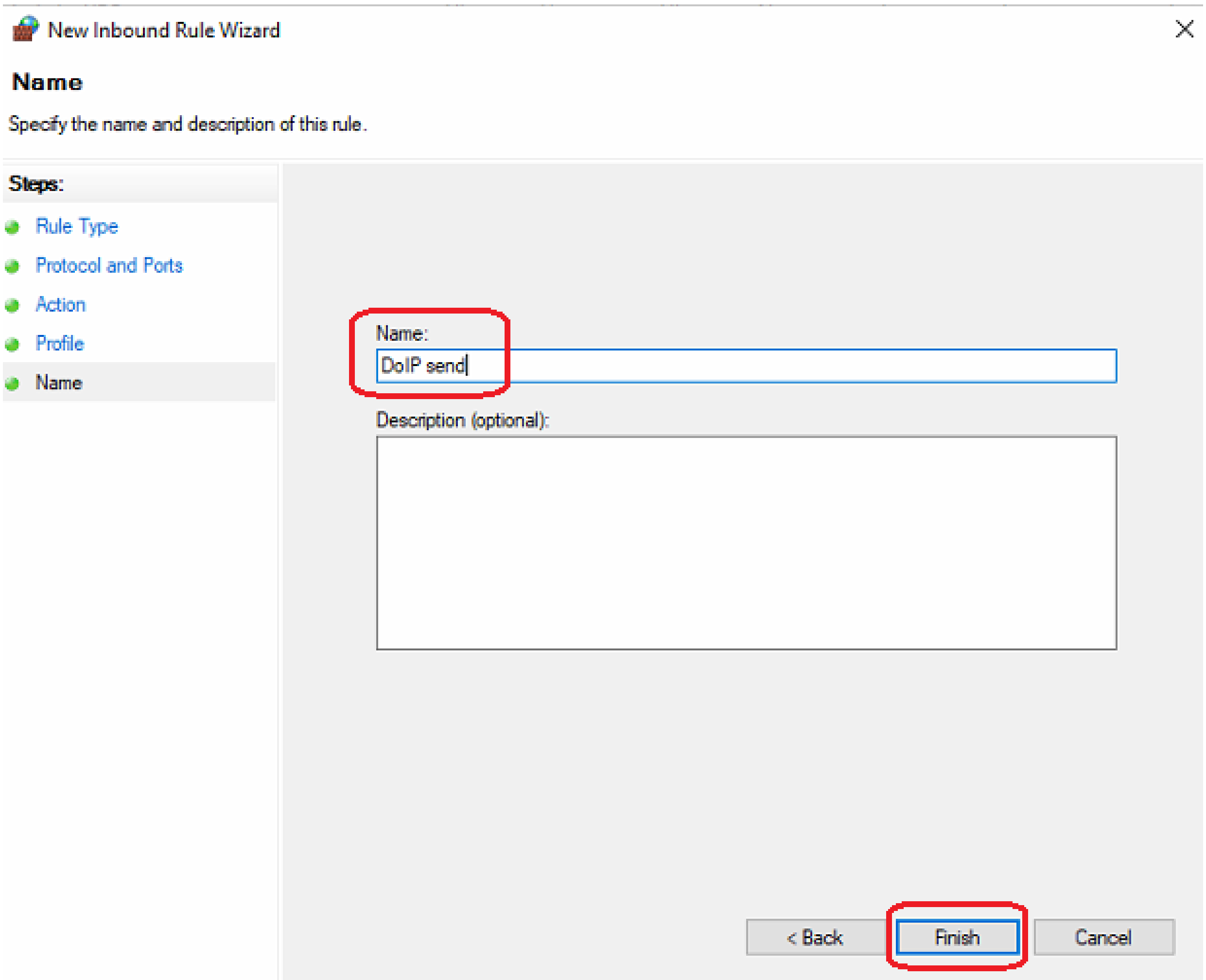


4. After clicking on "Next", you are taken to the action configuration screen.

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



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



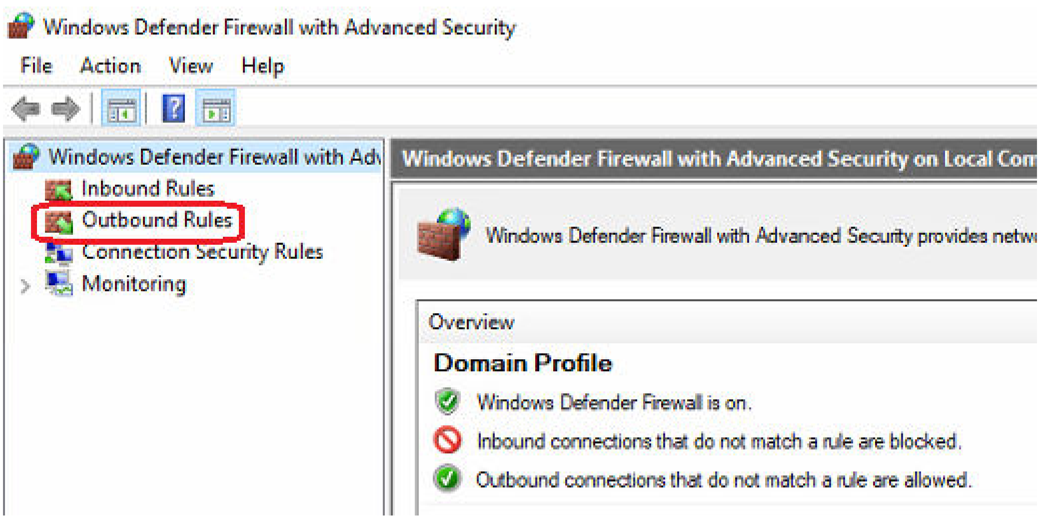
6. Assign a name and optional description and save the firewall rule with "Finish".

7. **Inbound UDP rule:**

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

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

13400, 13401, 13402, 13403



8. **Outbound TCP rule:**

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

Make all of the same settings as described above.

9. Outbound UDP rule:

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

Otherwise, enter the data unchanged.

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

4.6 Multi-factor authentication

Multi-factor authentication (MFA) increases security by requiring more than one proof of authentication when logging in. You will need your personal login details, consisting of your user name and password and a code for verification.

4.6.1 New features as of Release 03/2026

You now log in as soon as XENTRY Diagnosis starts. Thanks to the Single Sign-On (SSO) process, you only have to log in once with multi-factor authentication. You do not need to log in again until you exit XENTRY Diagnosis, restart the diagnostic device or after 10 hours have elapsed. The prerequisite is that your diagnostic device has an Internet connection and that this remains active while you log in. After successfully logging in online, you can also operate the device without an Internet connection.

Helpful information on how to set up an Internet connection, for example for 24-Hour Service, can be found in the "Configuring a hotspot" chapter of the operator's manual.

4.6.2 Options for multi-factor authentication

There are several options available for multi-factor authentication:

- **Using a smartphone app**
  For authentication, we recommend using the PingID authentication app (described in the following guide), which is available free of charge in the Apple App Store and Google Play Store. Other authentication apps also work, but have to correspond with the RFC6238 TOTP standard.

- **Using a USB security key**
  As an alternative to the smartphone app, you can use a USB security key for authentication. In this guide, we describe how to use a USB security key from Yubico. Other USB security keys also work, provided that they support the FIDO2 standard or UFC. You can order a USB security key from an electronics retailer or directly from the manufacturer. These are not marketed by Mercedes-Benz.

4.6.3 Initial setup of the second factor for XENTRY Diagnosis

If you have not yet added a second factor for authentication to your user account, you can do this via "Identity & Access Management" (IAM).

To do this, go to the relevant website and follow the steps on the website: ➦ https://login.mercedes-benz.com/password/mfa-settings

4.6.4 Initial setup of the PingID smartphone app

You can view the current smartphone requirements directly on the PingID website: ➦ https://www.pingidentity.com/

Once you have installed the PingID app on your smartphone via the Apple Store or Google Play Store, proceed as follows.

1. Log in to a XENTRY application or visit the following website: ➦ https://login.mercedes-benz.com/password/mfa-rollout
2. Open the PingID app.
3. The app will ask you to allow access to push notifications and the camera

   ➡ The QR code scanner then starts directly within the app

4. Scan the QR code or enter the pairing key manually

➡ Successful pairing is confirmed with a message.

You can find detailed instructions and further information at ➦ https://login.mercedes-benz.com/password/mfa/guide

4.6.5 Initial setup of a USB security key

1. Log in to a XENTRY application or visit the following website: ➦ https://login.mercedes-benz.com/password/mfa-rollout
2. Please log in with your user name and password

   ➡ You will now be automatically redirected to the page for activating the security key
3. Click on the "Rollout" tab

   ➡ You will now be taken back to the page for activating the security key
4. In the window that opens, select the "YubiKey" authentication method
5. Make sure that your security key is inserted in your device and connected. Now click on the contact of the YubiKey

   ➡ An automatic pairing key is generated and saved

You can find detailed instructions and further information at ➦ https://login.mercedes-benz.com/password/mfa/guide

4.6.6 General use

1. Make sure your chosen multi-factor authentication method is to hand (smartphone) or that the YubiKey is inserted
2. Open a XENTRY application
3. Please log in with your user name and password

   ➡ You will now be automatically redirected to the page for entering the security key
4. Now open PingID to obtain a security key and enter it. If you are using a YubiKey, press the integrated button.

   ➡ You will receive a message about successful authentication

4.6.7 Change of smartphone

If you change your smartphone, you can transfer the PingID as follows:

1. Install the PingID app on your new smartphone and open it
2. Now open the PingID app on your old smartphone and click on the menu in the top left-hand corner
3. Click on the "Change device" menu item on your old smartphone
4. Follow the instructions on your smartphone

4.6.8 Further topics and support

You can find more information and support addresses on the topic of multi-factor authentication on the IAM platform. To do this, go to the following page: https: ➦ //login.mercedes-benz.com/password/mfa/guide.

User guides are available on the following topics:

- Using the smartphone app and a USB security key
- Managing new and additional devices

- Deleting and resetting devices
- Contact details for multi-factor authentication support

5 Operating tools

5.1 Configuring the XENTRY Update Service

In this section, you can configure 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:

- **Way 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 unit first, 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 has been completed, you will be notified that you can now install the new diagnosis update. Generally, the installation takes no more than a few minutes; once this has been done, you can then continue to work as usual with your XENTRY Diagnosis Pad.
- **Way 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, you can obtain diagnosis updates, control unit software and Digital Operator's Manuals (DiBA) via the XENTRY Update Service online on the Internet.

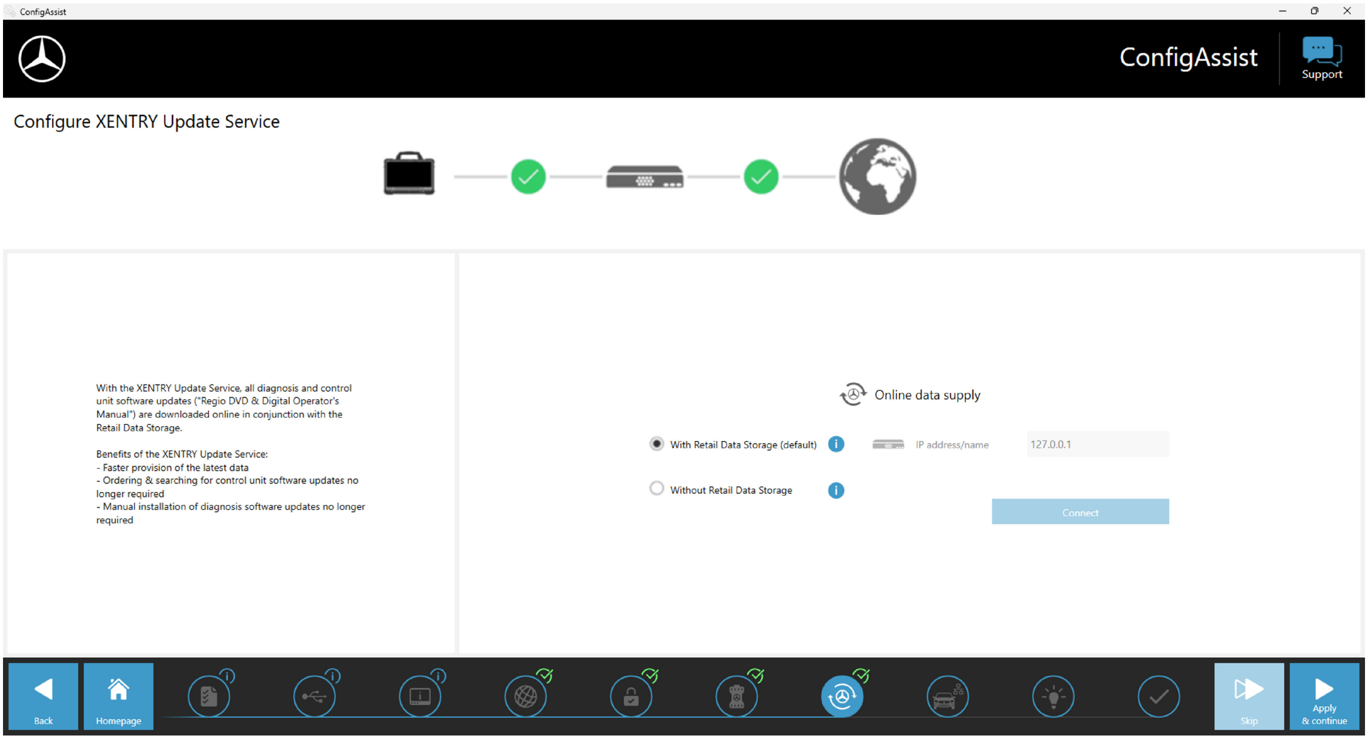


Fig. 9: XENTRY Update Service with Retail Data Storage

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

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

   ➡ A successful connection will be denoted by a green tick.
4. Once this has been done, select the "Apply and continue" button.

5.1.2 XENTRY Update Service without Retail Data Storage

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

We recommend that this option is only used by workshops with one or two diagnostic devices. This option entails the following limitations in comparison to the XENTRY Update Service with Retail Data Storage:

- ***Higher network load***
  - *Data, especially control unit software, will need to be downloaded on demand from the Internet while the unit is running (in contrast to the Retail Data Storage unit, which downloads this 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 option of XENTRY Update Service without Retail Data Storage, proceed as follows:

1. Go to the "Retail Data Storage" area.
2. Select the button **"Without Retail Data Storage"**.
3. Click on "Test connection".
4. Click on "Apply and continue".

➡ Your XENTRY diagnostic device has now been configured for the XENTRY Update Service without Retail Data Storage, and will download release updates and control unit software automatically.

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

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 to the LAN interface on the LAN port of the workshop network (the Retail Data Storage unit must be on the same network).

Then click on "Test connection"; provided that 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 section.

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 in order 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.

- In the start menu of your XENTRY Diagnosis system, click on the "Mercedes-Benz" folder.

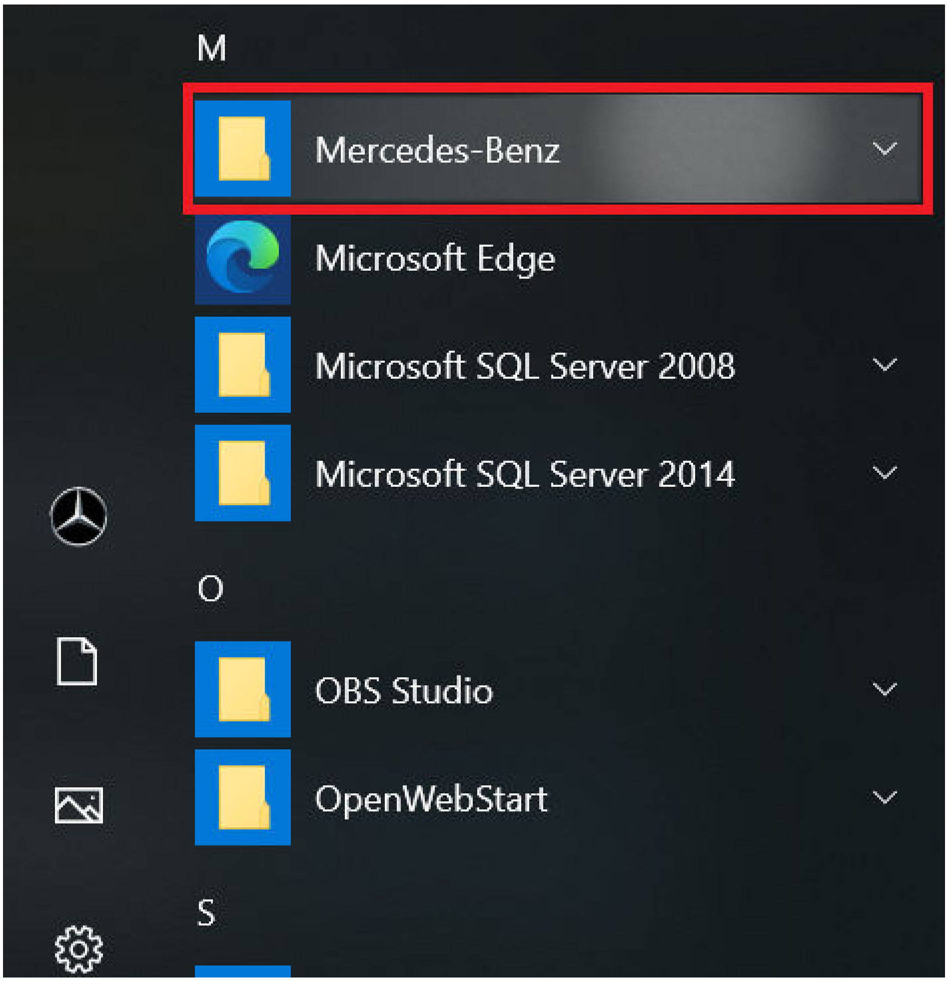


Fig. 10: Windows Start Menu Mercedes-Benz

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

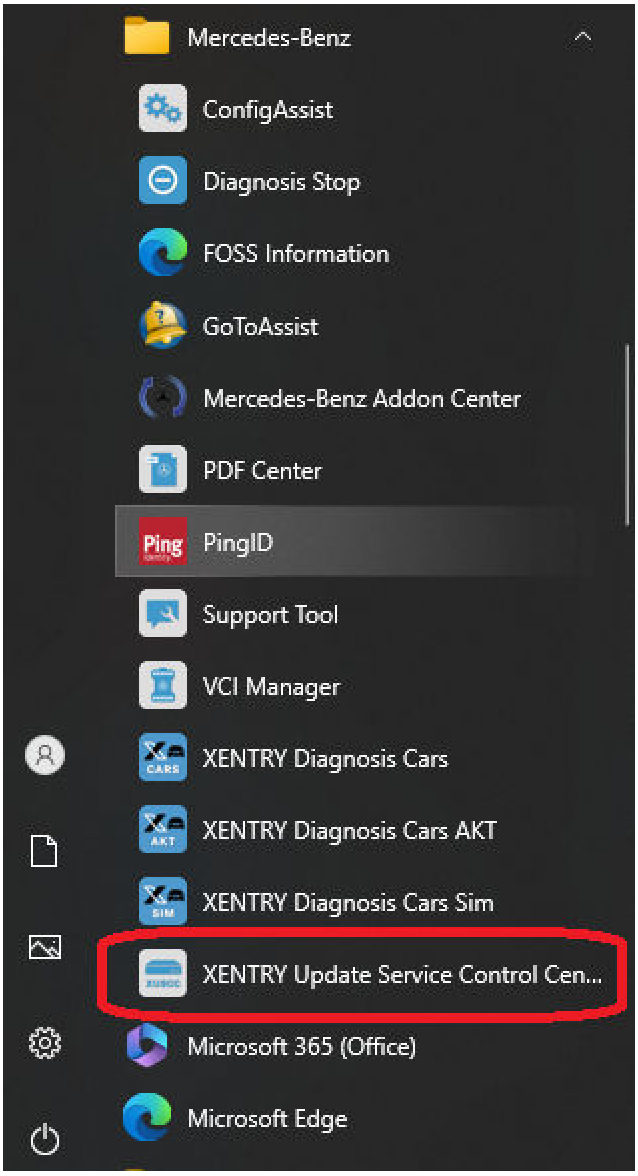


Fig. 11: Windows Start Menu Mercedes-Benz XENTRY Update Service Control Center

5.2.1 Overview

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

- 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, as well as 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.

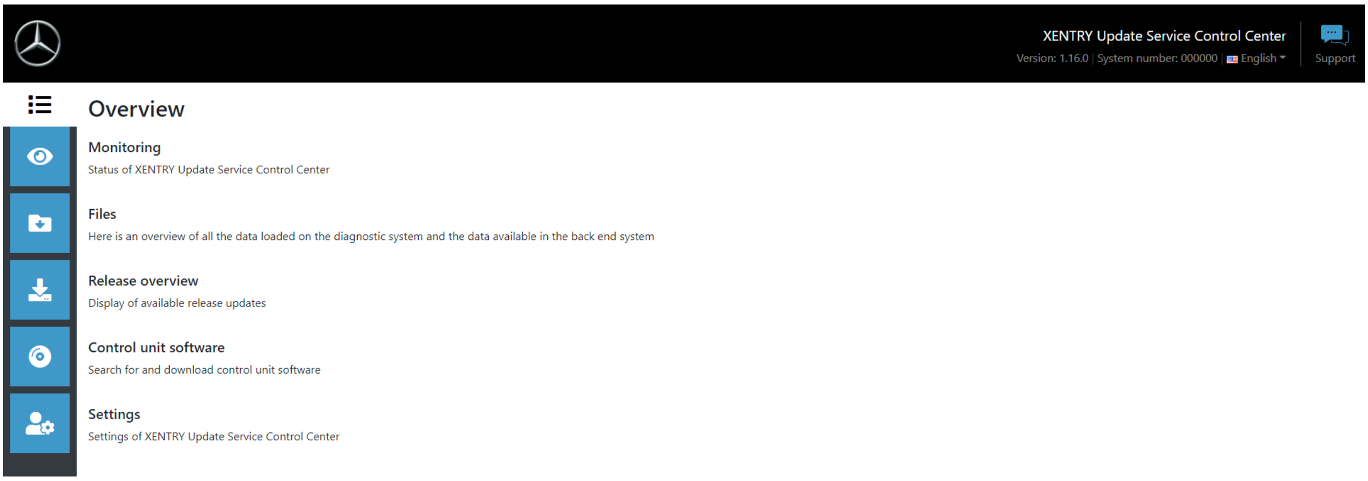


Fig. 12: Overview of XENTRY Update Service Control Center

5.2.2 Monitoring

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

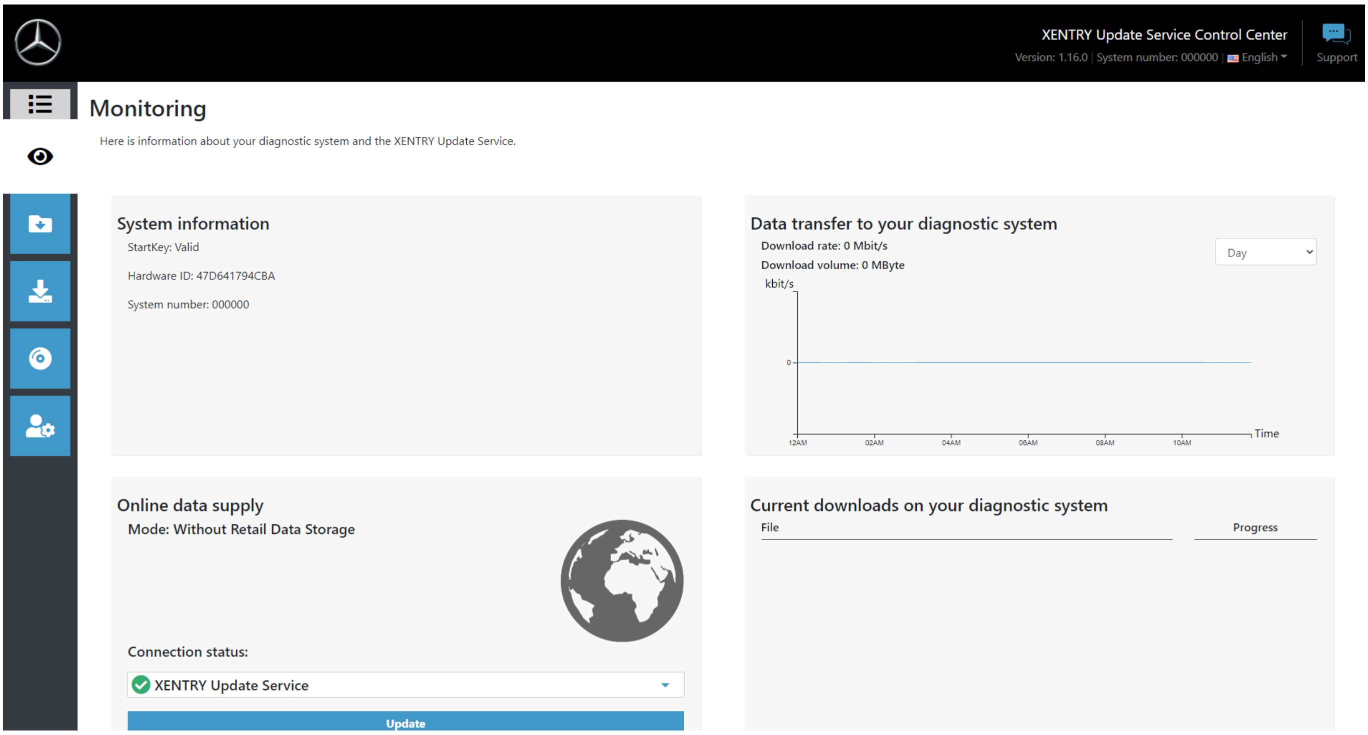


Fig. 13: Monitoring of data supply via XENTRY Update Service

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 36.

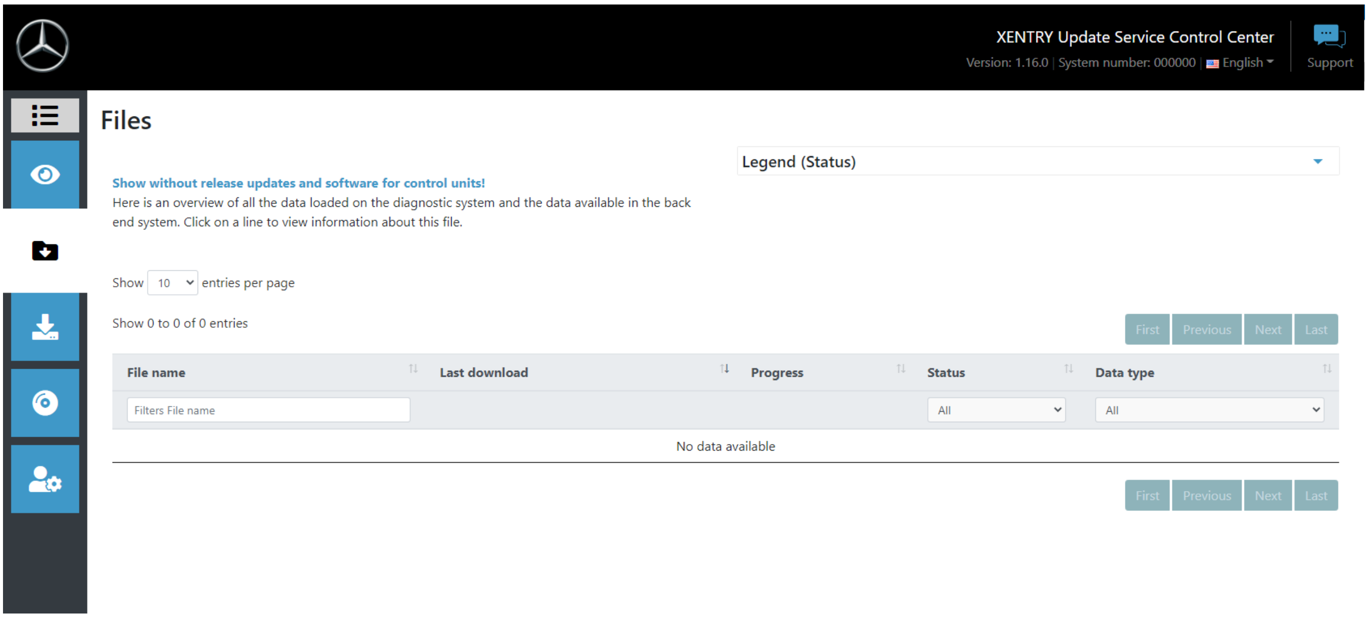


Fig. 14: Files available in the XENTRY Update Service

5.2.4 Release overview

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

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.

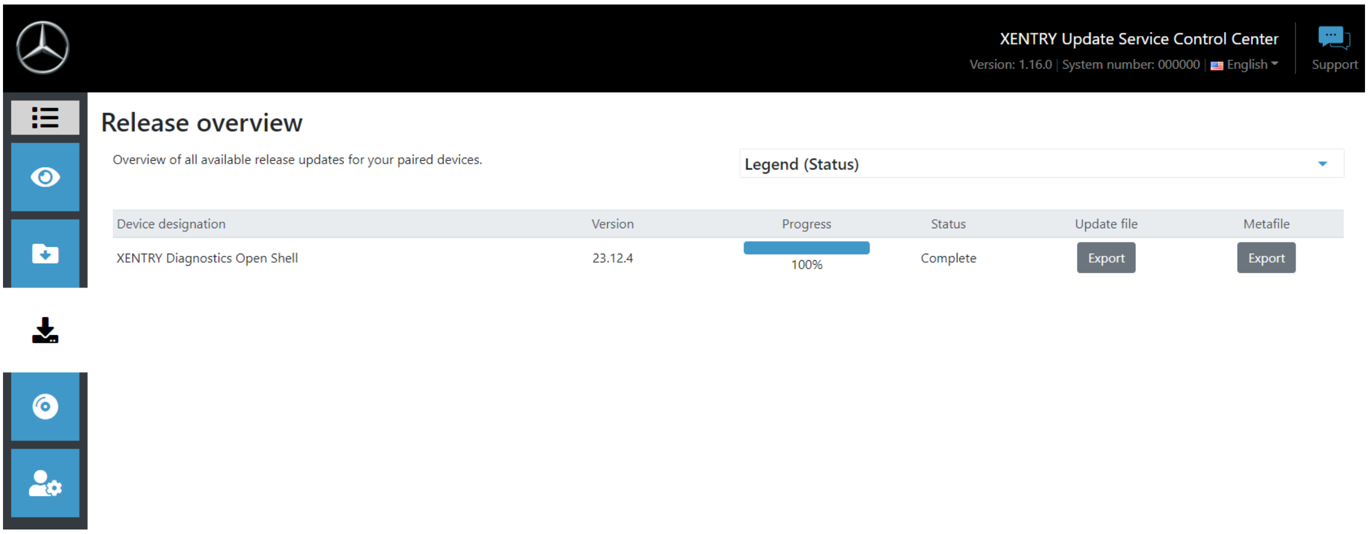


Fig. 15: Release overview in the XENTRY Update Service Control Center (2)

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.

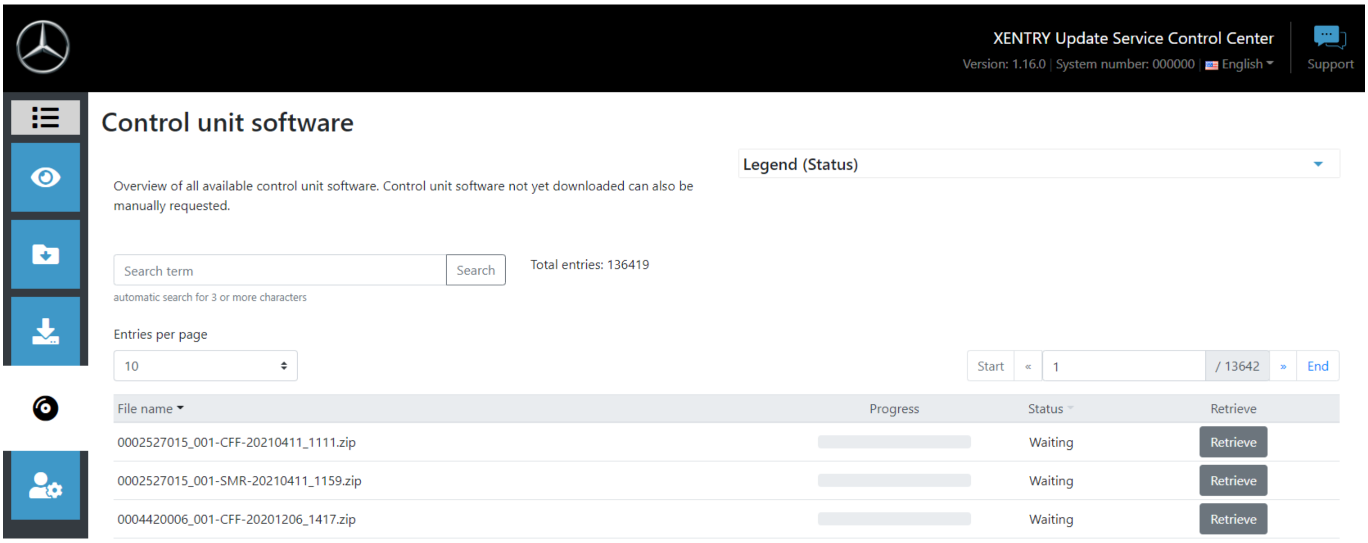


Fig. 16: Overview of available control unit software

5.2.6 Settings and 24h mode

In the "Settings" area, there are two tabs: "Mode" and "24h mode".

The "Mode" tab shows you the current configuration of the XENTRY Update Service and allows you to adjust this. You can decide whether the online data supply should be used with or without Retail Data Storage. If you select the option "With Retail Data Storage (Standard)", you'll need to enter the IP address of your Retail Data Storage. This setting can be changed at any time here or in the ConfigAssist.

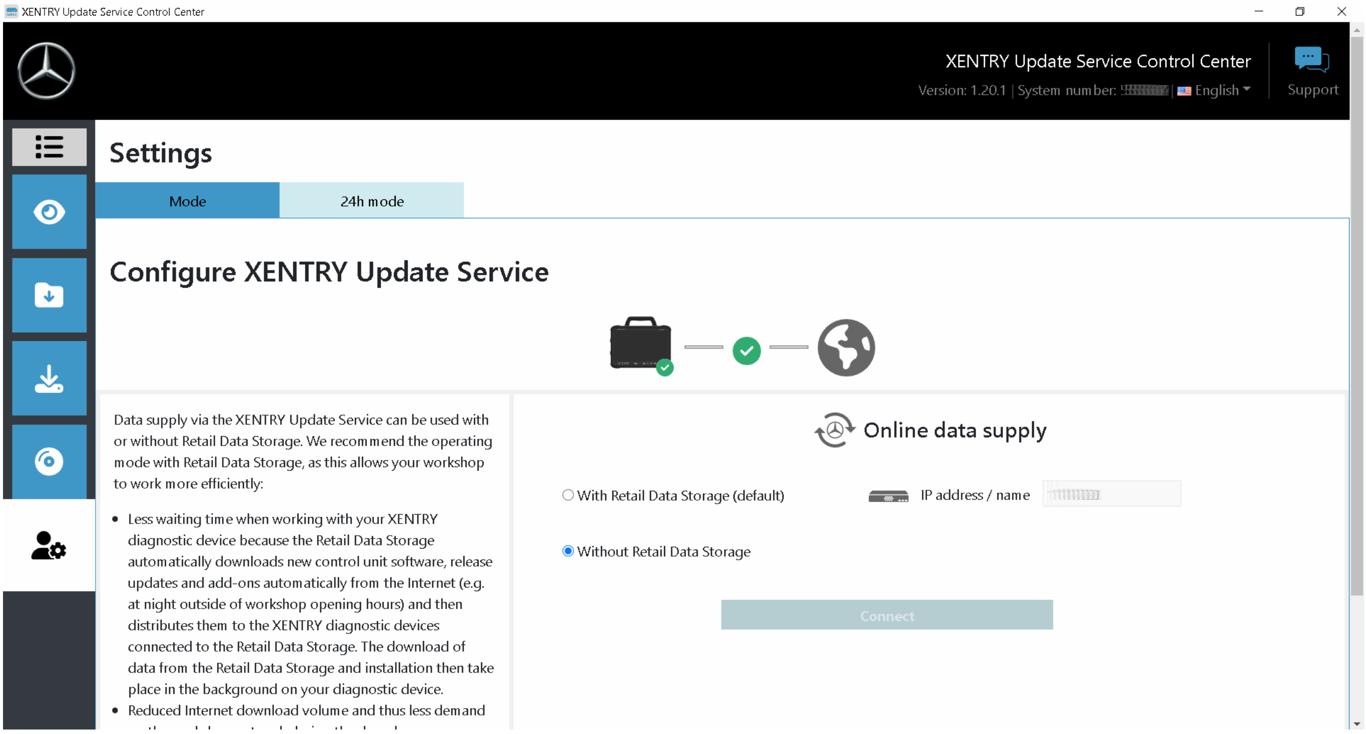


Fig. 17: XUS mode

The "24h mode" tab is where 24h mode can be switched on and off. This mode is used to reduce the data volume required for Internet downloads in the field, while maintaining the operating 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 the 24h mode is activated, the online connection of the XENTRY Update Service will automatically switch to the "without Retail Data Storage" variant (if this is not already being used).

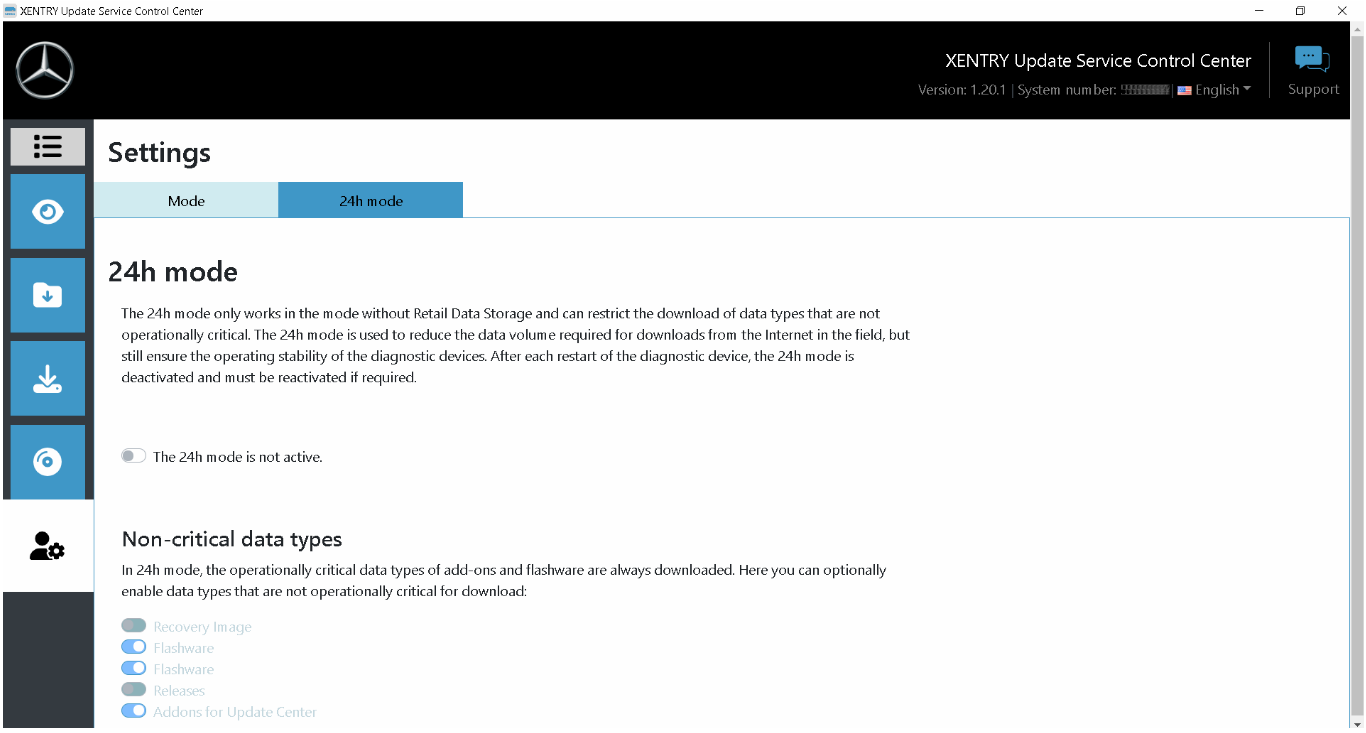


Fig. 18: 24h mode not active

24h mode is activated automatically whenever the diagnostic device cannot establish a connection to the Retail Data Storage within 60 minutes. This happens whether it is due to a change of network or a fault on the Retail Data Storage. A note appears when the mode changes.

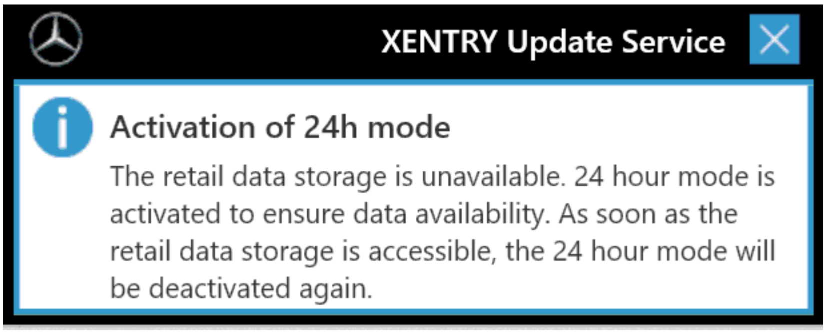


Fig. 19: Note for 24h mode activated

Once the 24h mode is active, you can set which data types should be downloaded: recovery image, flashware and releases. Only the option "Add-ons for Update Center" is permanently active and cannot be switched off, in order to ensure the add-ons are always kept up to date.

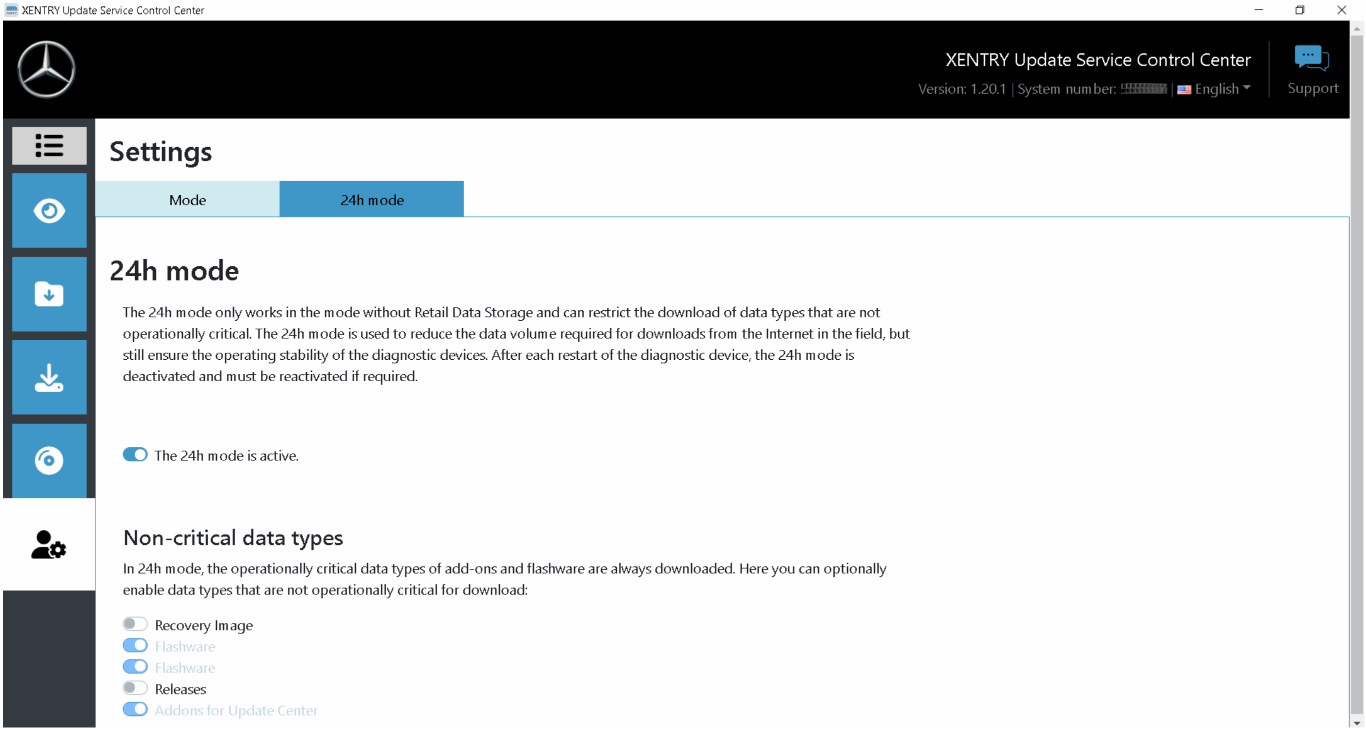


Fig. 20: 24h mode active

Once the field operation has been completed and you deactivate the 24h mode, the online data supply will automatically switch back to the connection "with Retail Data Storage (Standard)" if this connection was used before the 24h mode was activated.

At the same time, 24h mode is automatically terminated as soon as a connection to the Retail Data Storage is established for more than five minutes. Checking takes place every minute. A note appears when the mode changes.

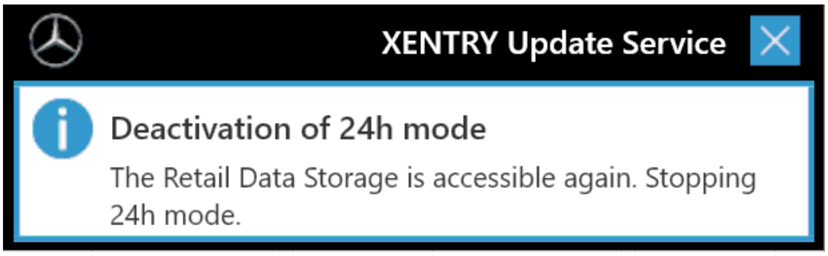


Fig. 21: Note for 24h mode deactivated

You can recognize whether or not the 24h mode is active by means of the XUS symbol in the taskbar at the bottom right. Be aware that you may need to first click the "up arrow" to be able to see all the icons.

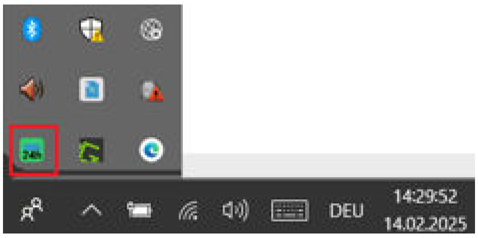


Fig. 22: XUS-24h active in task bar

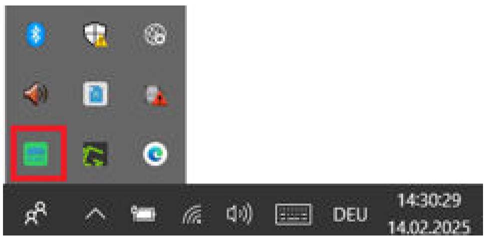


Fig. 23: XUS-24h not active in task bar

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. 24: VCI Manager icon

5.3.1 Launch VCI

You can use the "Launch VCI" function to check the connection between the XENTRY Diagnosis system and the 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 the 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 the OBD cable on a vehicle or the 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.

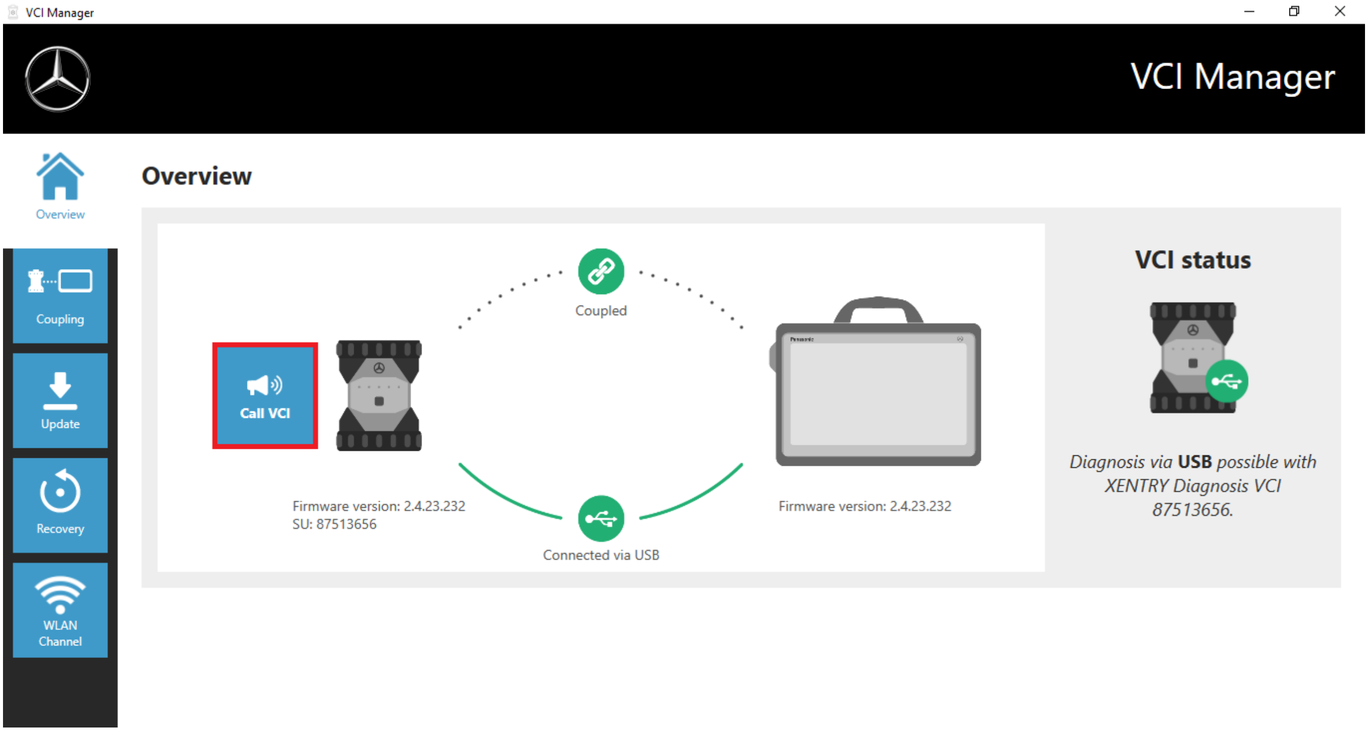


Fig. 25: Launch VCI

5.3.2 XENTRY Diagnosis VCI firmware update

After updating the XENTRY Diagnosis system, a firmware update of the XENTRY Diagnosis VCI may be required. Among other indicators, this is shown by a yellow exclamation mark in the VCI Manager on the overview page:

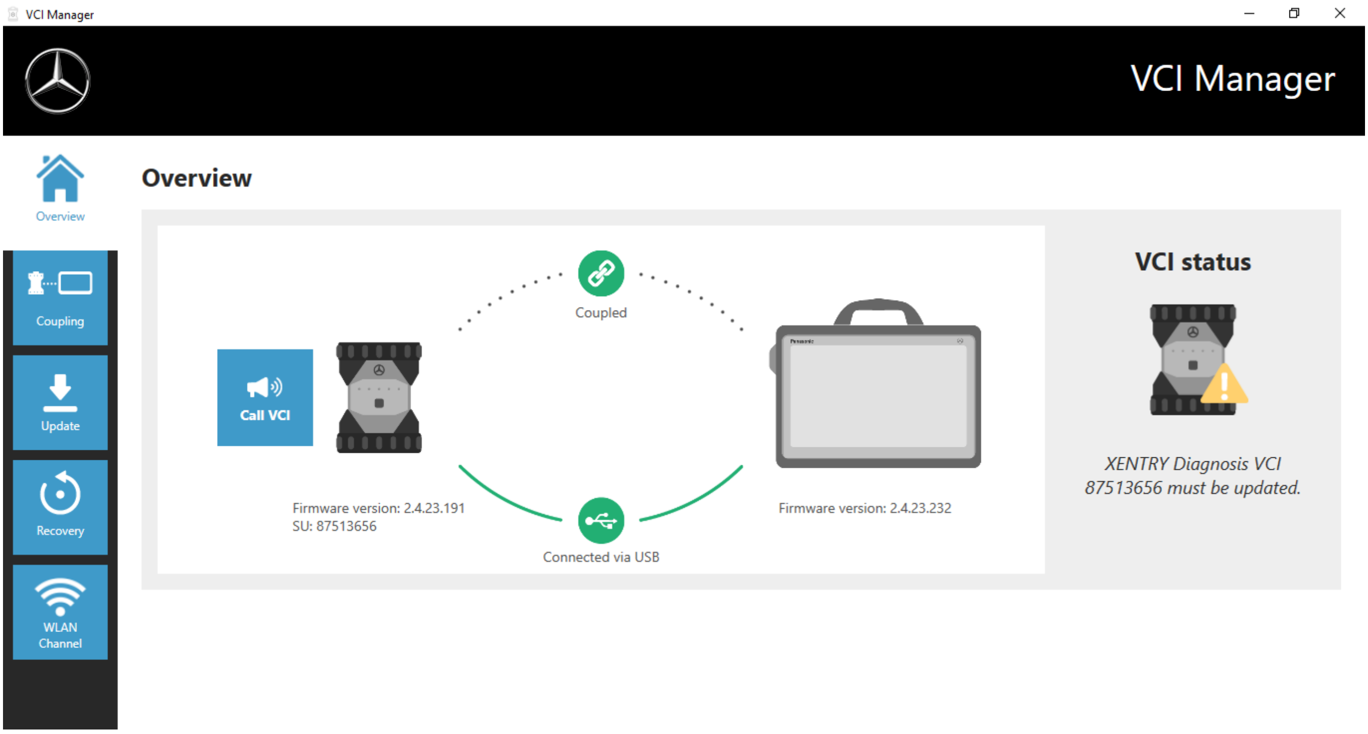


Fig. 26: Update note

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

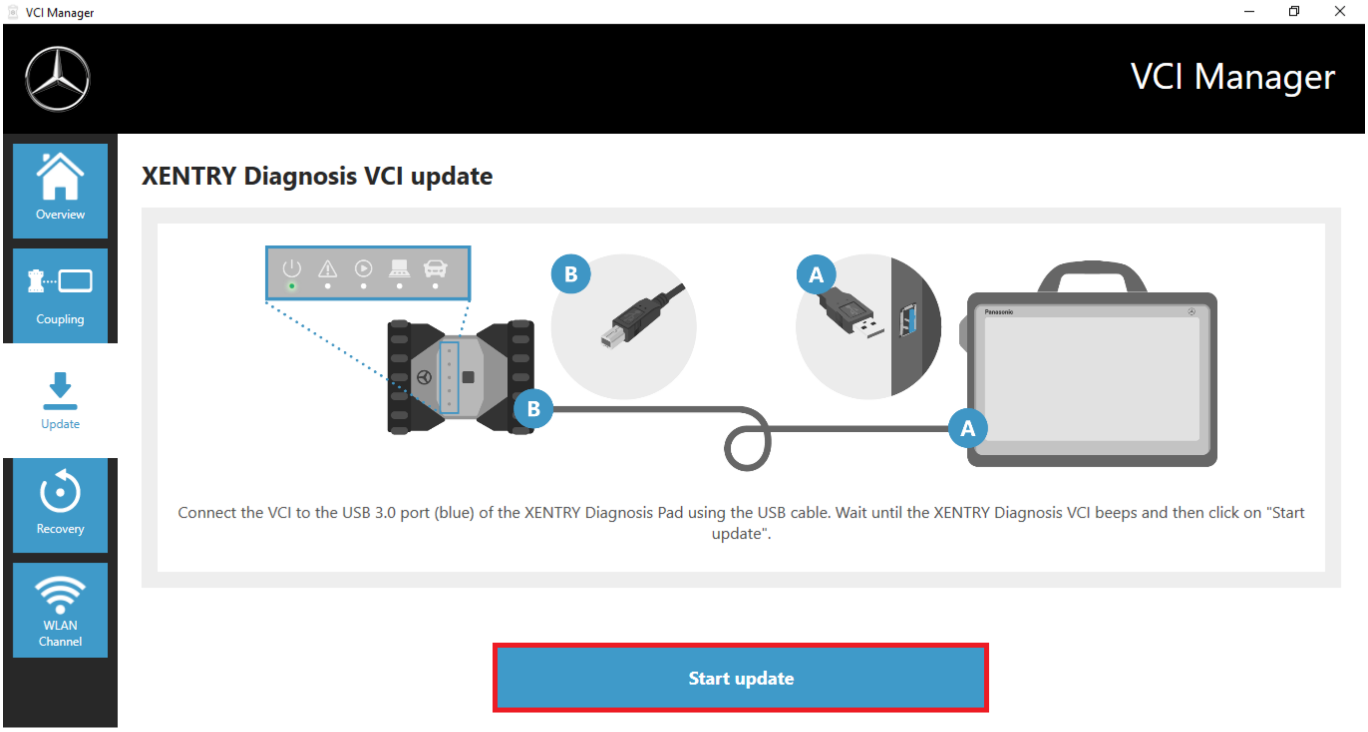


Fig. 27: Start update

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

After the update has been completed, you can work with your XENTRY Diagnosis system as usual.

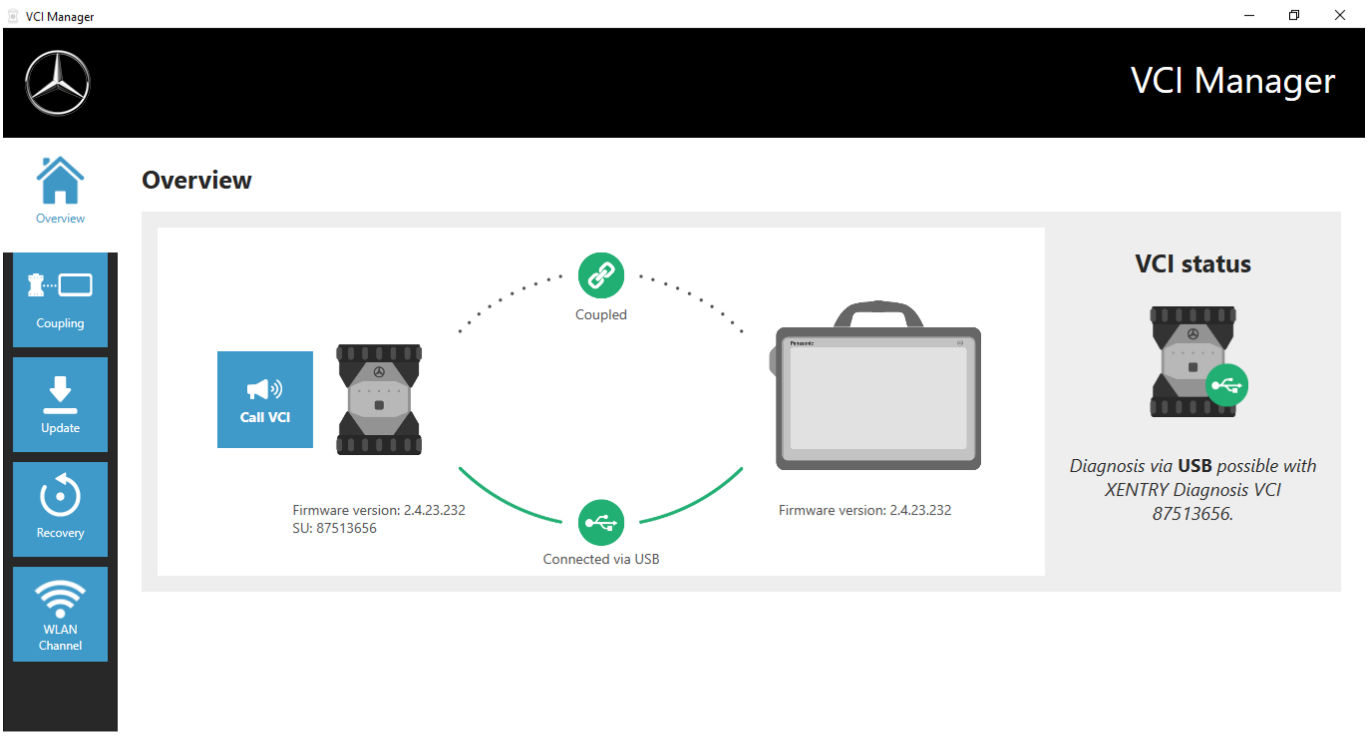


Fig. 28: Confirmation after firmware update

5.3.3 XENTRY Diagnosis VCI recovery

Recovery must only ever be performed if you are 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 .

To carry out the VCI recovery, proceed as follows:

1. Connect the XENTRY Diagnosis VCI to the XENTRY Diagnosis system via 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. In the VCI Manager, click on the "Start recovery" button.

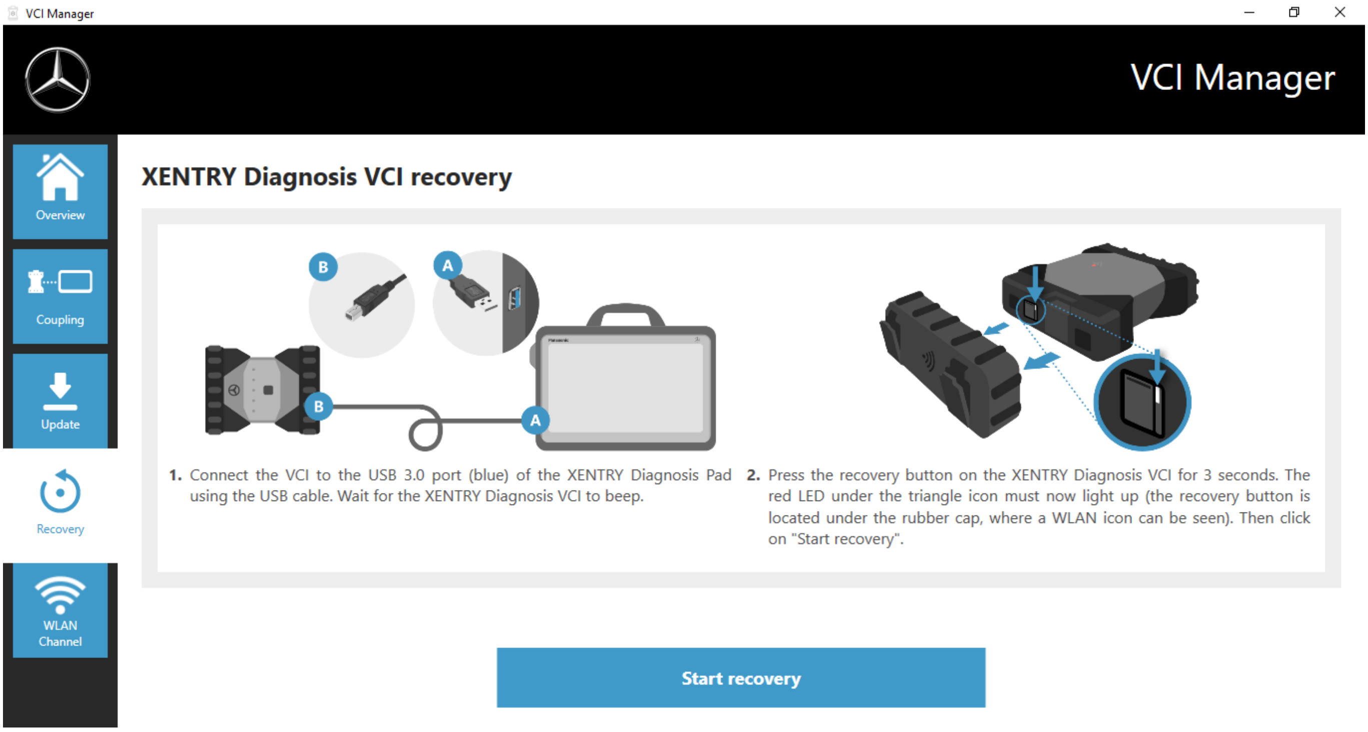


Fig. 29: Recovery of XENTRY Diagnosis VCI

Ensure that the connection between the 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 occurs on your premises, it is possible to manually configure the WLAN channel between the XENTRY Diagnosis system and the VCI. Proceed as follows:

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

3. Follow the instructions shown.

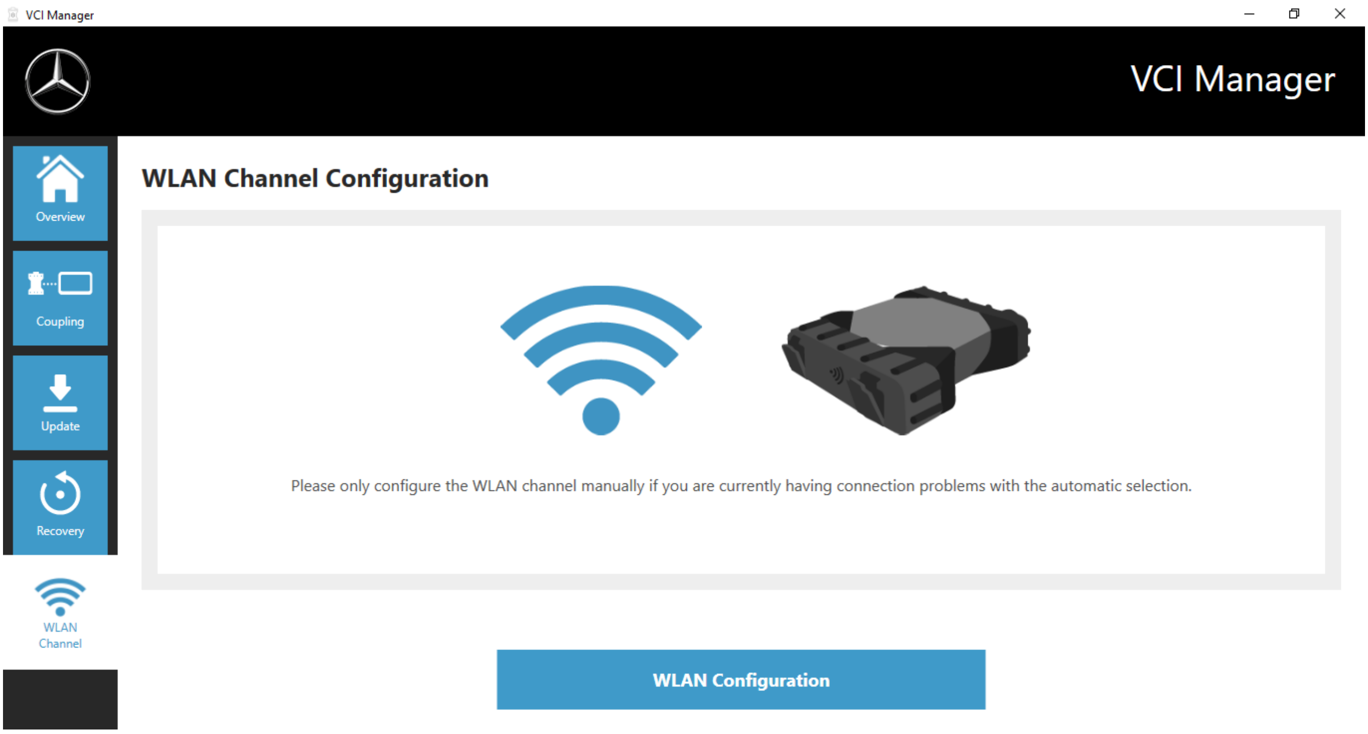


Fig. 30: Configuration of WLAN channel

5.4 VCI Monitor

The VCI Monitor shows 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 via USB ▪ VCI is not visible via WLAN	▪ Supply power to the VCI
	Pairing lost	▪ VCI is not connected via USB ▪ VCI visible via WLAN ▪ Pairing missing	▪ Connect the VCI via a USB connection cable ▪ Pair the VCI through the VCI Manager
	VCI firmware older than PC software	▪ Firmware of the VCI outdated	▪ Update the VCI via VCI Manager
	PC software older than VCI firmware	▪ VCI is not connected via USB ▪ VCI visible via WLAN ▪ PC software outdated	▪ Downgrade the VCI firmware by carrying out the "Update" in the VCI Manager
	VCI in recovery mode	▪ VCI connected via USB ▪ VCI in recovery mode	▪ Carry out recovery in the VCI Manager

Icon	Status/cause	Description	Remedy
	VCI in use	▪ VCI in use by (another) application	
	VCI in use via WLAN	▪ VCI in use via WLAN by (another) application	
	VCI accessible via USB	▪ VCI is connected via USB connection cable	
	VCI accessible via WLAN	▪ VCI accessible via WLAN ▪ WLAN connection quality visible via 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 Wi-Fi flash drive..."
	VCI in use via cable connection	▪ VCI in use by (another) application	
	Flight mode	▪ Wi-Fi stick is deactivated	▪ Deactivate flight mode on the Pad ▪ Activate Wi-Fi 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 that you have pre-defined
- Forward PDF documents to a printer
- Compile multiple PDF documents into a single file
- Export PDF documents
- Upload PDF documents to the XENTRY Portal

During the initial setup, it is advisable to specify in the settings of the PDF Center which actions should be performed by default whenever you create a PDF document. For more information, see chapter ➦ Chapter 5.5.3 "PDF Center settings" on page 51.

5.5.1 Logging in to the PDF Center

To use the full range of PDF Center functions on your XENTRY Diagnosis Kit, you must first log in to XENTRY Diagnosis. XENTRY Diagnosis automatically sends the login to the PDF Center, eliminating the need for a separate login in the PDF Center. This step is required to use the "Upload" function; you can find more information on this in chapter ➦ Chapter 5.5.5 "PDF Center Paperless (Upload)" on page 55.

Due to security specifications, users must be logged into the PDF Center in order to upload PDF documents to XENTRY Portal.

In many markets, automatic uploading is pre-selected by default. 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.

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.

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

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

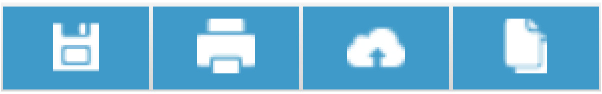
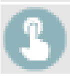


Fig. 31: Document list processing forms

The PDF Center uses the following symbols to indicate 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.

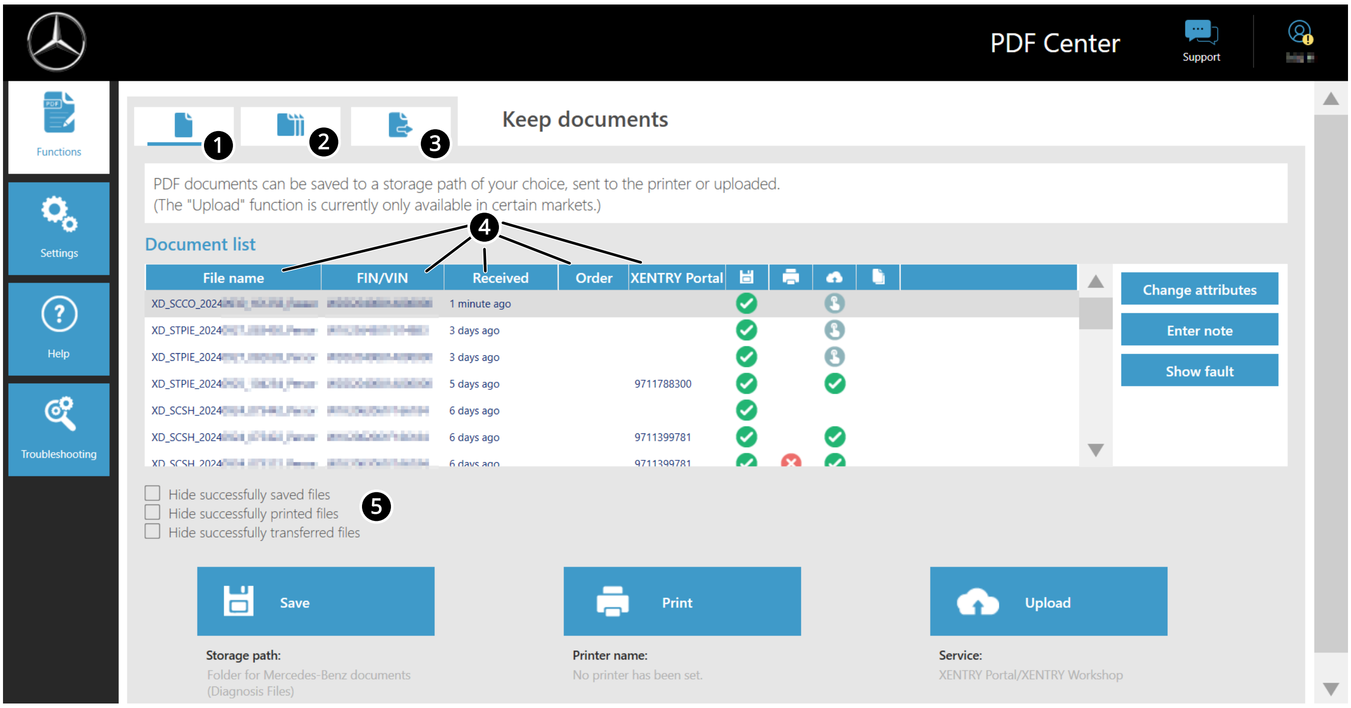


Fig. 32: PDF Center functions – Keep documents 2

(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.

Upload (PDF Center Paperless):

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

In many markets, automatic uploading is pre-selected by default. 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.

When 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:

Any known attributes are prefilled 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.

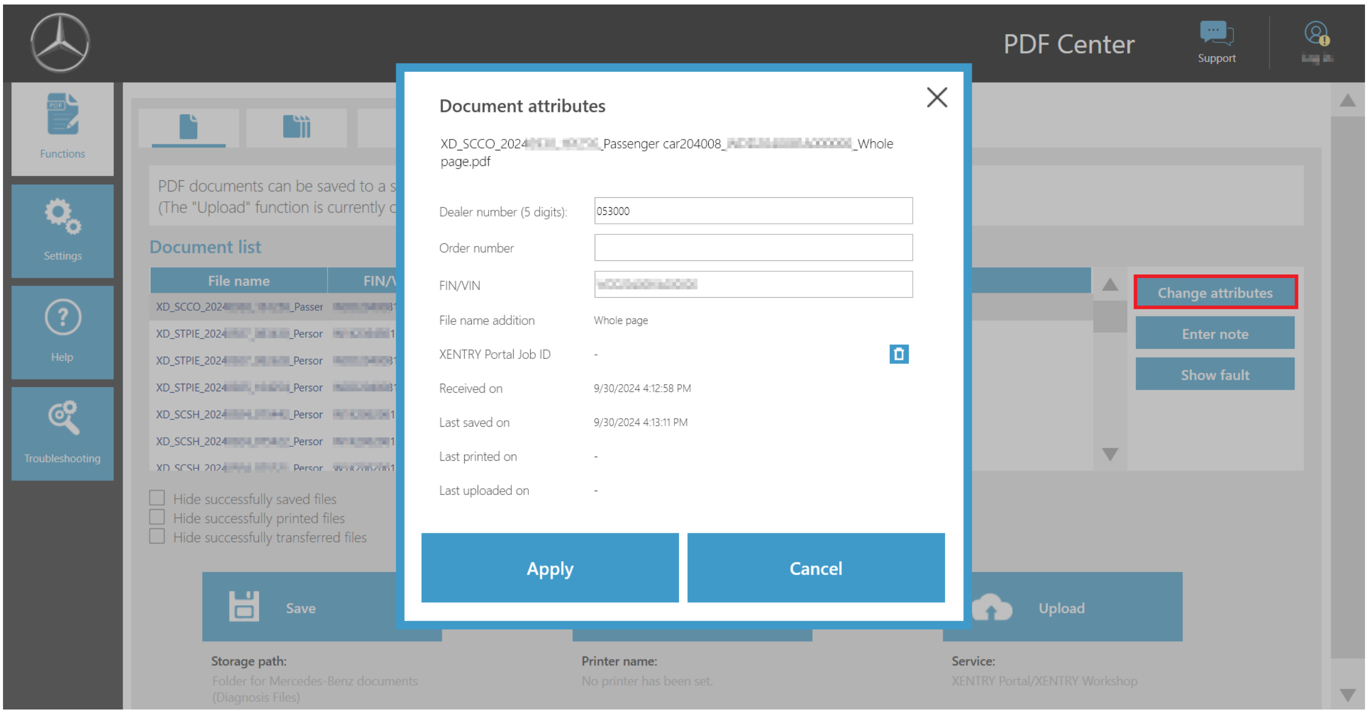


Fig. 33: PDF Center – Document attributes

After clicking on the "Change attributes" button, the corresponding overview opens to change the attributes. Once the data has been entered and completed, 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", write the note that you want to add, then accept the note by clicking on "Save".

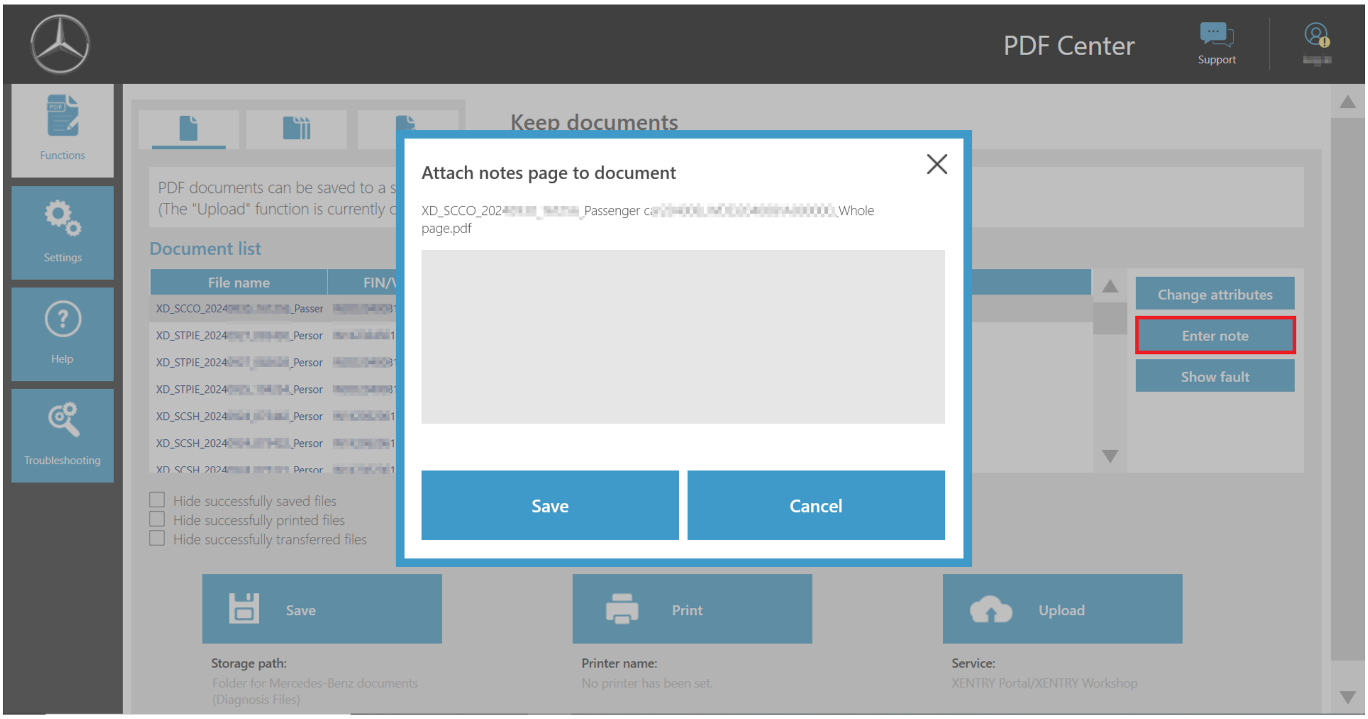


Fig. 34: PDF Center – Create note

Show errors:

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

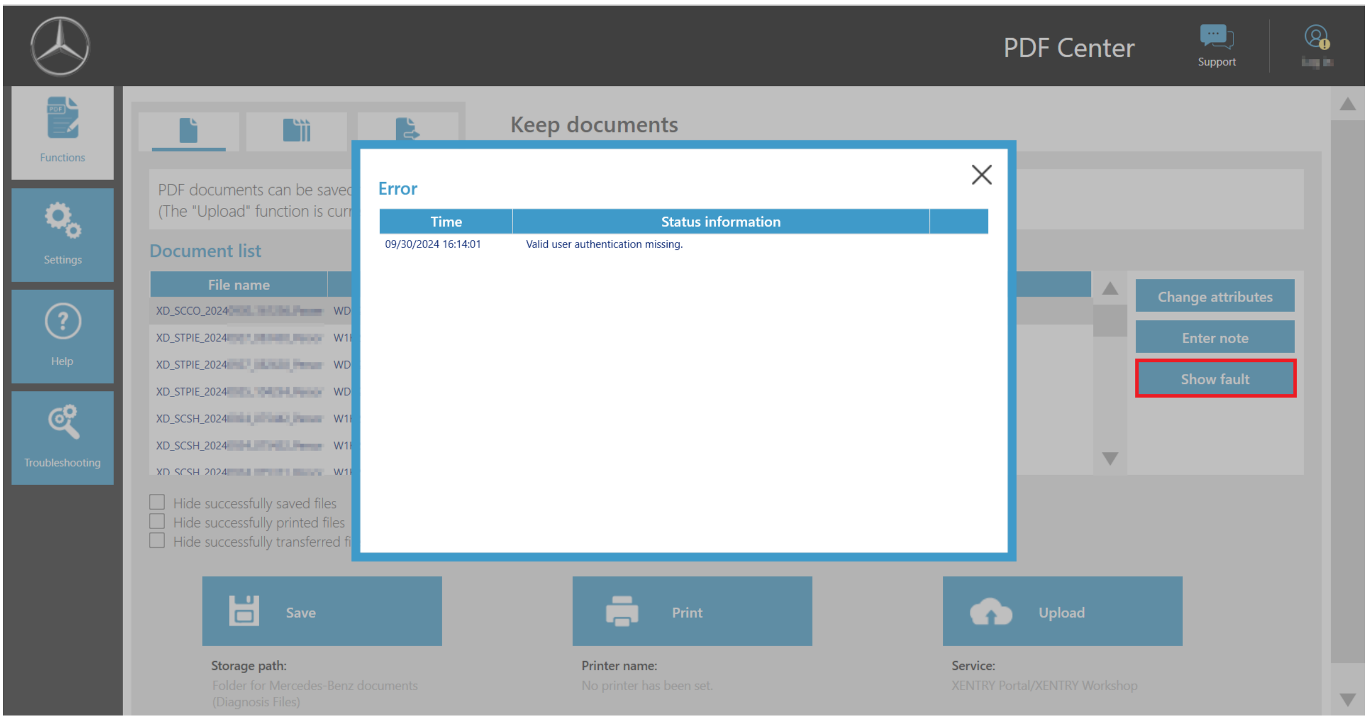


Fig. 35: Show errors – User login required

b. Compile documents

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

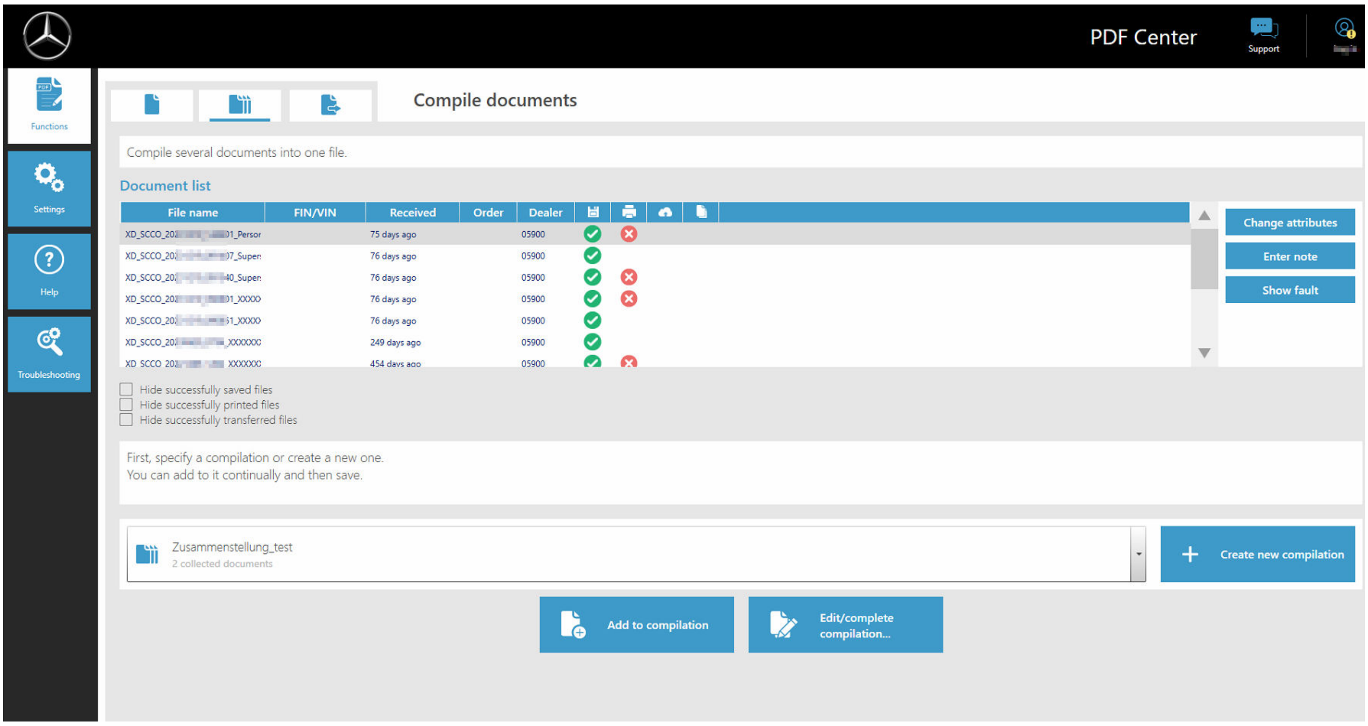


Fig. 36: PDF Center functions – Compile documents

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 also the FIN/VIN.
3. Save the setting with the "Apply" button.
4. Now select the documents in the document list that you want to compile.
   - ➡ The selected files are then highlighted in purple in the document list.
5. To add further documents, click on the "Add 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.

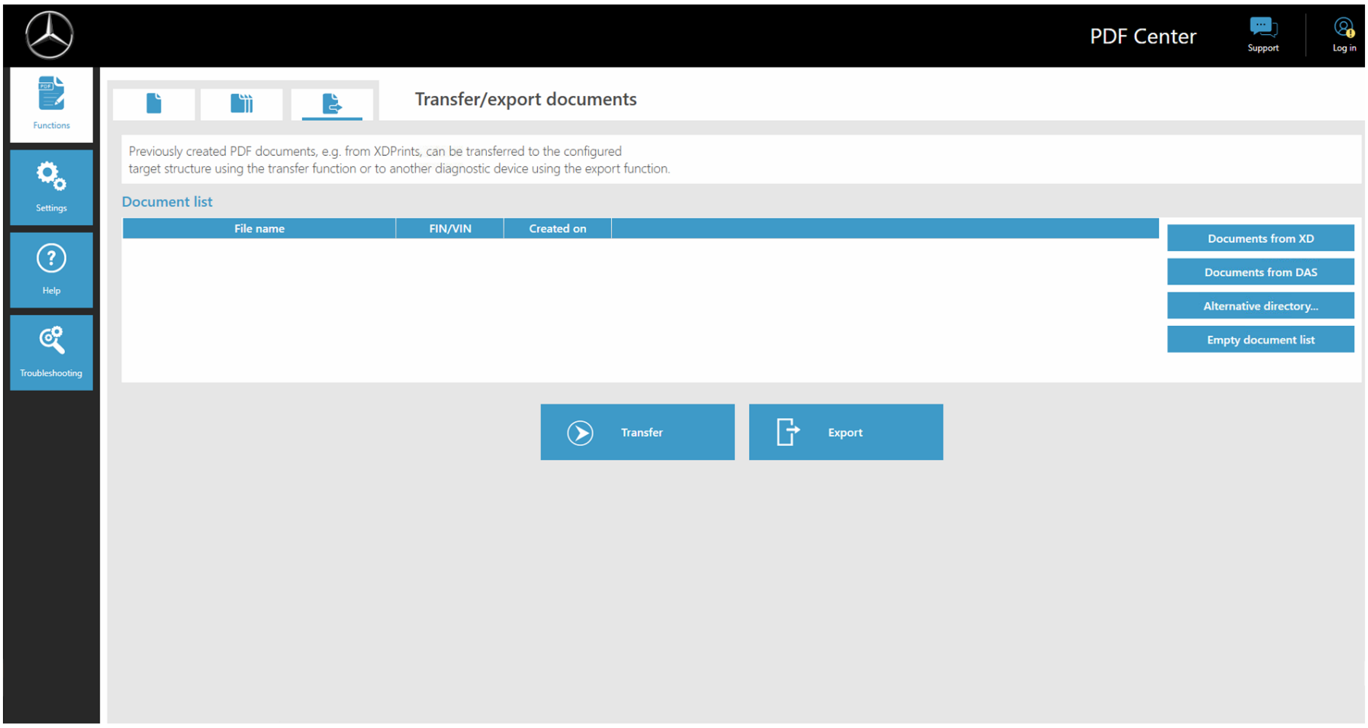


Fig. 37: PDF Center – Transfer/export documents

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 set as the default printer.

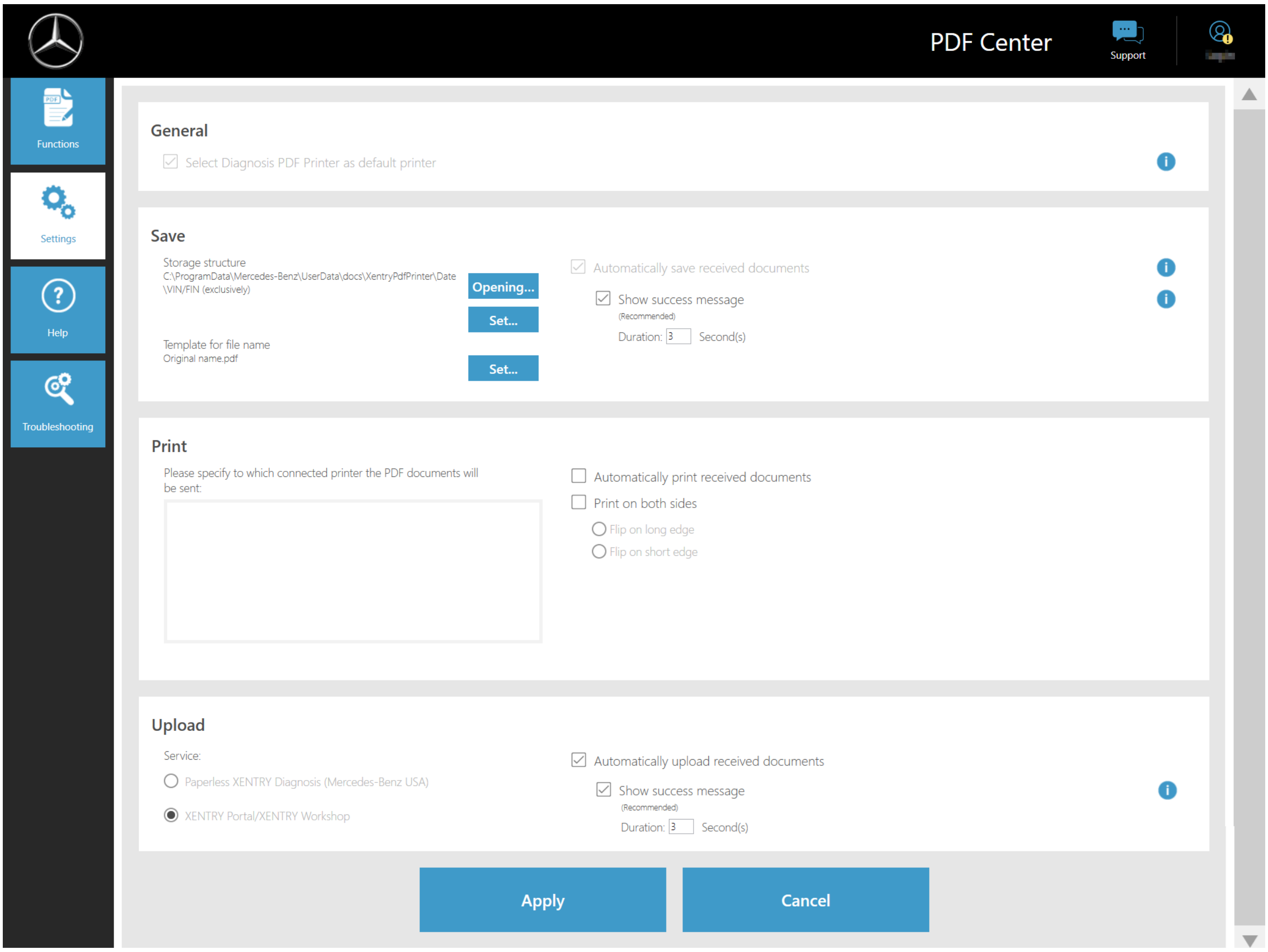


Fig. 38: PDF Center Settings

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 at which messages should be displayed. The success message tells you whether the processing and saving of a document was successful.

By creating 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 alone, 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. Select the directory to be used.
4. Confirm the entry with the "Select folder" button.
   - ➡ The Explorer window closes again.
5. The setting can now permanently be saved using the "Apply" button.

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

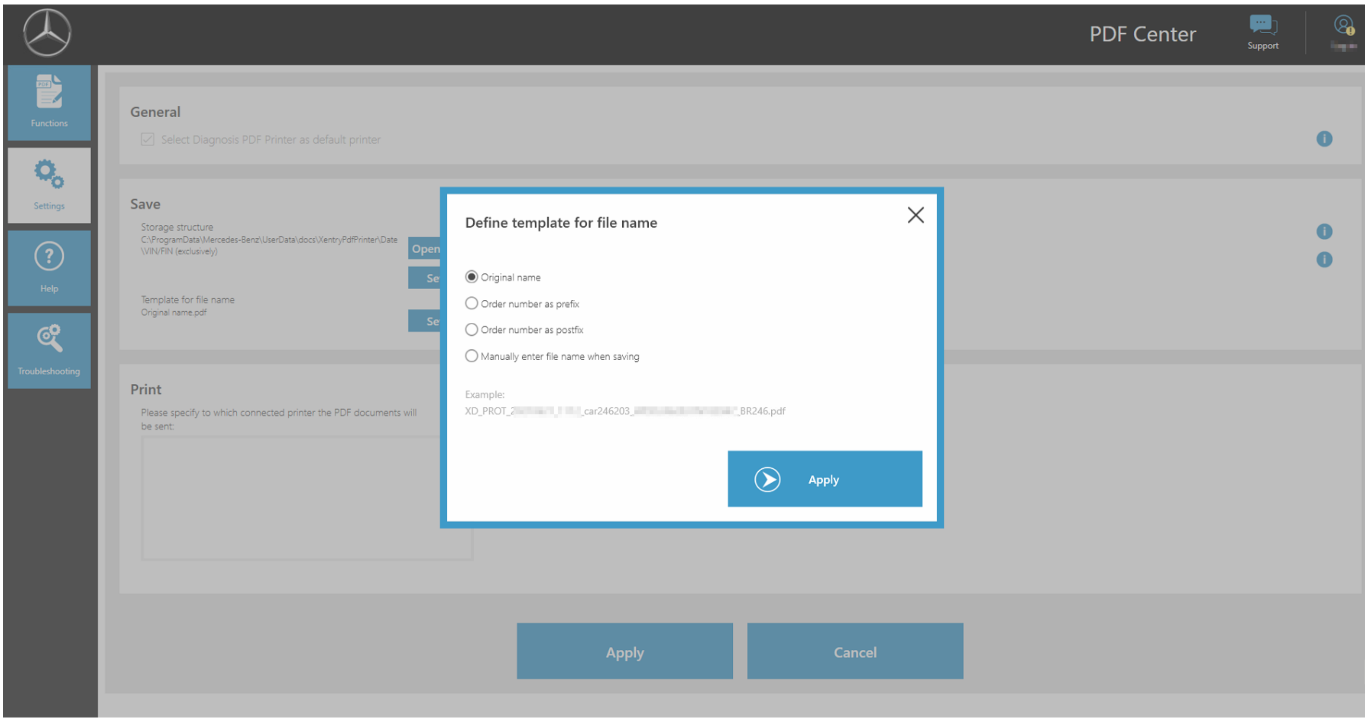


Fig. 39: Set file name

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

Before you implement printer settings, please consider whether you really need the documents in paper form.

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

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 tick 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.

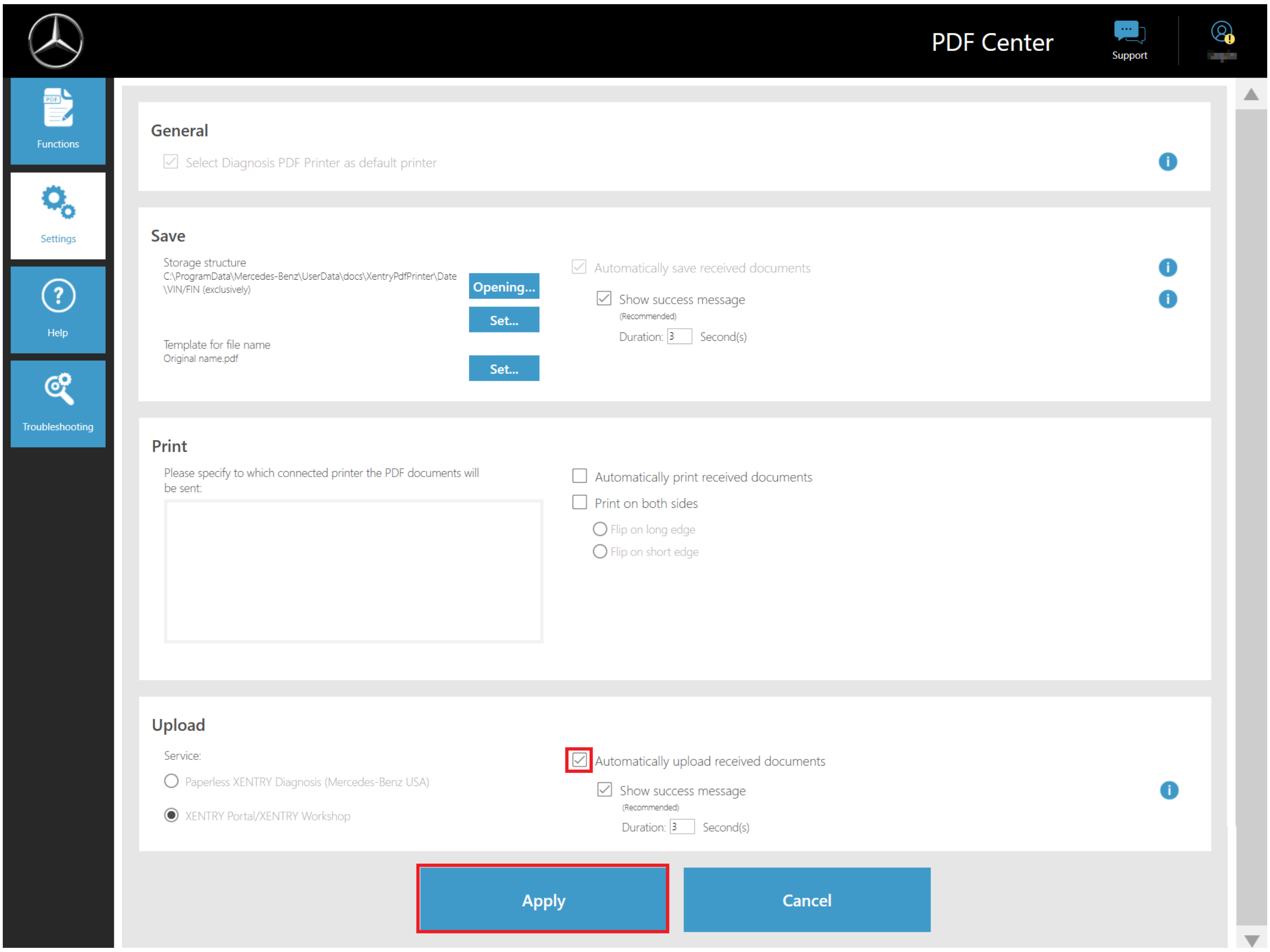


Fig. 40: PDF Center settings "Upload"

3. A new window will then open for you to confirm the deactivation of the automatic uploading.
4. To confirm the process, enter the system number of your XENTRY Diagnosis Kit and the reason for deactivating the automatic uploading.
5. Click on the "Deactivate" button to confirm the entries and close the window.
6. Finally, click on "Apply" to save the setting.

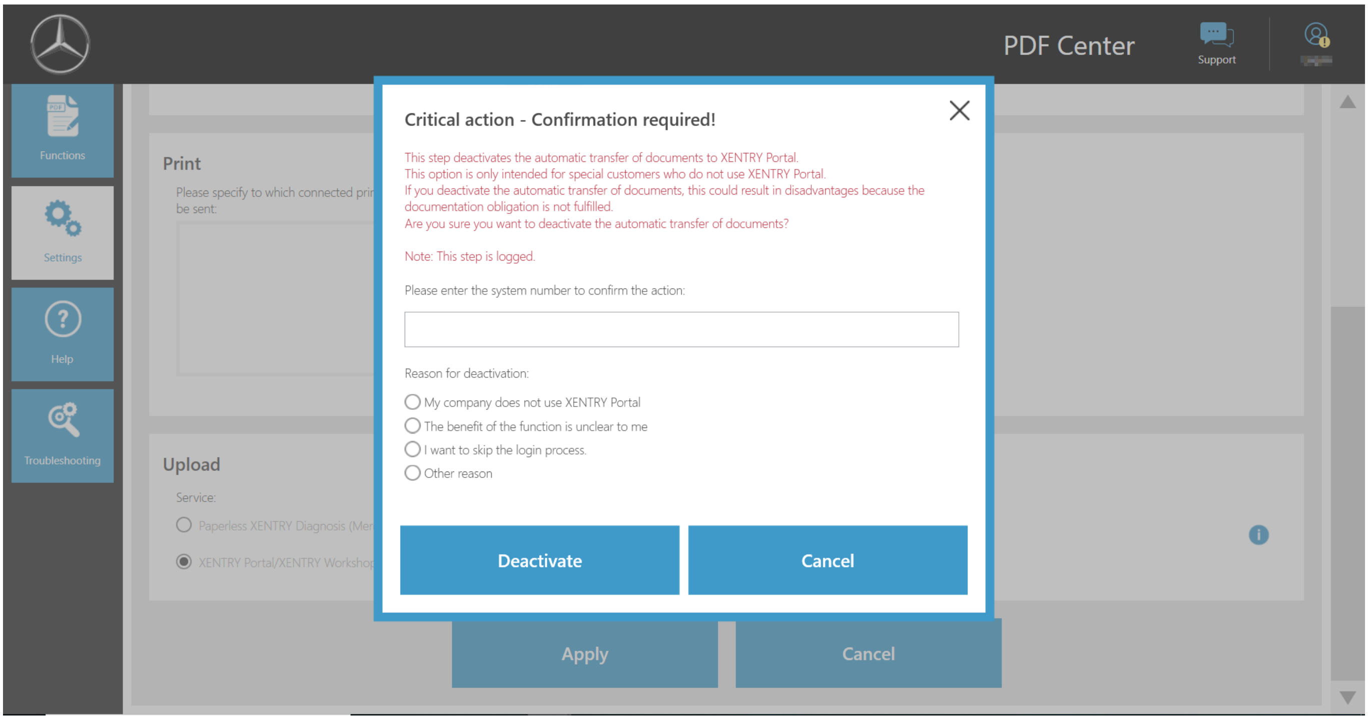


Fig. 41: PDF Center – Change upload settings – Confirmation prompt

5.5.4 PDF Center Help

In the "Help" section, you will find information on a comprehensive range of help topics.

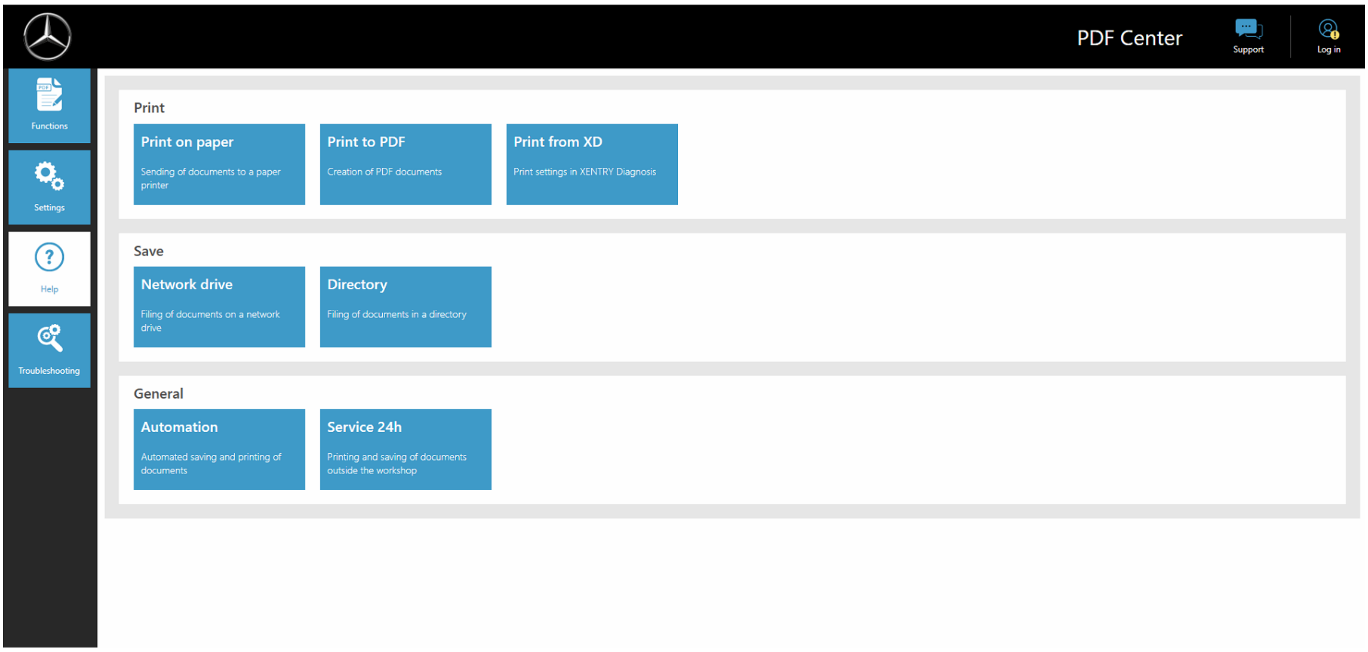


Fig. 42: PDF Center Help

5.5.5 PDF Center Paperless (Upload)

The PDF Center Paperless offers you the option of automatically and digitally attaching the diagnostic documents of your XENTRY Diagnosis Kit to an existing order in XENTRY Portal / XENTRY Workshop. The automatic upload of your documents is carried out for each diagnostic document from XENTRY Diagnosis, regardless of your settings in the PDF Center for the storage location of the diagnostic documents.

a. Requirements for uploading

The following prerequisites must be fulfilled for automatic uploading:

- **Online use of the XENTRY Diagnosis Kit**

Using the XENTRY Diagnosis Kit in online mode is a basic requirement for using the paperless "Upload" function.

- **User logged in to the PDF Center**

  Due to security specifications, the PDF Center can only upload diagnostic documents if a user has logged in. To use the full range of PDF Center functions on your XENTRY Diagnosis Kit, you must first log in to XENTRY Diagnosis. XENTRY Diagnosis automatically sends the login to the PDF Center, eliminating the need for a separate login in the PDF Center.

- **Presence of an order/a job ID in the XENTRY Portal**

  To upload diagnostic documents to XENTRY Workshop, an order or a job ID must first be present. To do this, begin by creating and finalizing the reception report in XENTRY Order. After creating the order, you can start the diagnostic process in XENTRY Diagnosis as usual.

  Without an existing order in the XENTRY Portal, the diagnostic documents cannot be uploaded automatically. In this case, uploading must be started manually as soon as an order has been created in XENTRY Portal for the corresponding vehicle. The upload can be started manually via the corresponding "Upload" button in the PDF Center.

The "Upload" 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.

b. Procedure for uploading

1. Create an order in XENTRY Portal and complete the reception report.
2. Start the XENTRY Diagnosis application on your XENTRY Diagnosis Kit as usual and continue with the diagnostic process.
3. Click on the "Print" button to send the diagnostic documents to the PDF Center for further processing.
4. After successful printing, the diagnostic documents are saved in the PDF Center and listed in the document list.
5. In addition, the documents are now also automatically uploaded to XENTRY Portal. Successful uploads are indicated by tooltip notifications and a green tick under the cloud symbol.

   In addition, tooltip notifications inform you of possible remedies in the event of a failed upload.

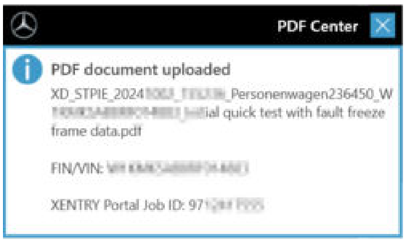


Fig. 43: Tooltip notification – Upload completed

6. After a successful upload, you will find your diagnostic documents in XENTRY Workshop as an attachment to your order.

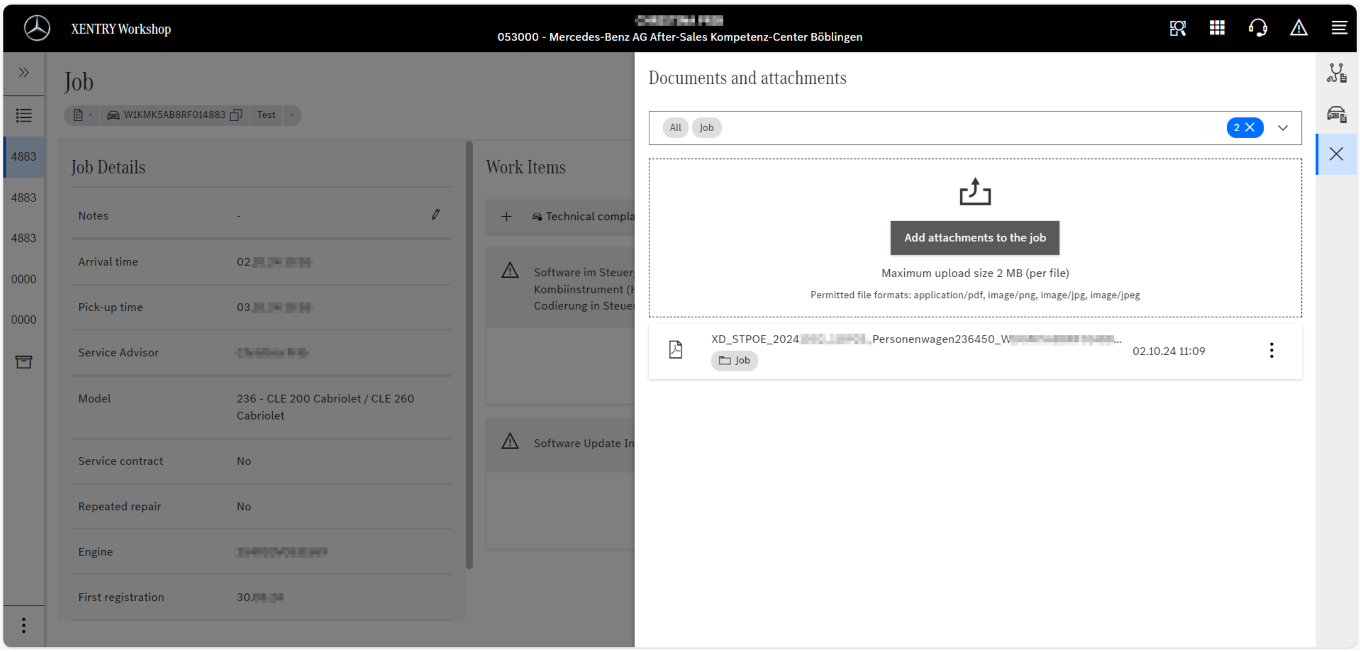


Fig. 44: XENTRY Workshop – Documents and attachments

7. You can always check the status of your documents in the document list in the PDF Center.

To do this, check the symbol in the cloud column.

Icon	Description
	The queue symbol – a clock sign – means that the document is still in the queue and is waiting to be uploaded.
	The waiting symbol – a circle with dots – shows you that the document is currently being uploaded.
	A finger symbol indicates that you still need to perform an action for the upload to be completed successfully.
	The green tick indicates that the document has been successfully attached to an order in XENTRY Workshop. You can now call up the document in XENTRY Workshop.

c. Change attributes

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 error.

Any known attributes are prefilled 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.

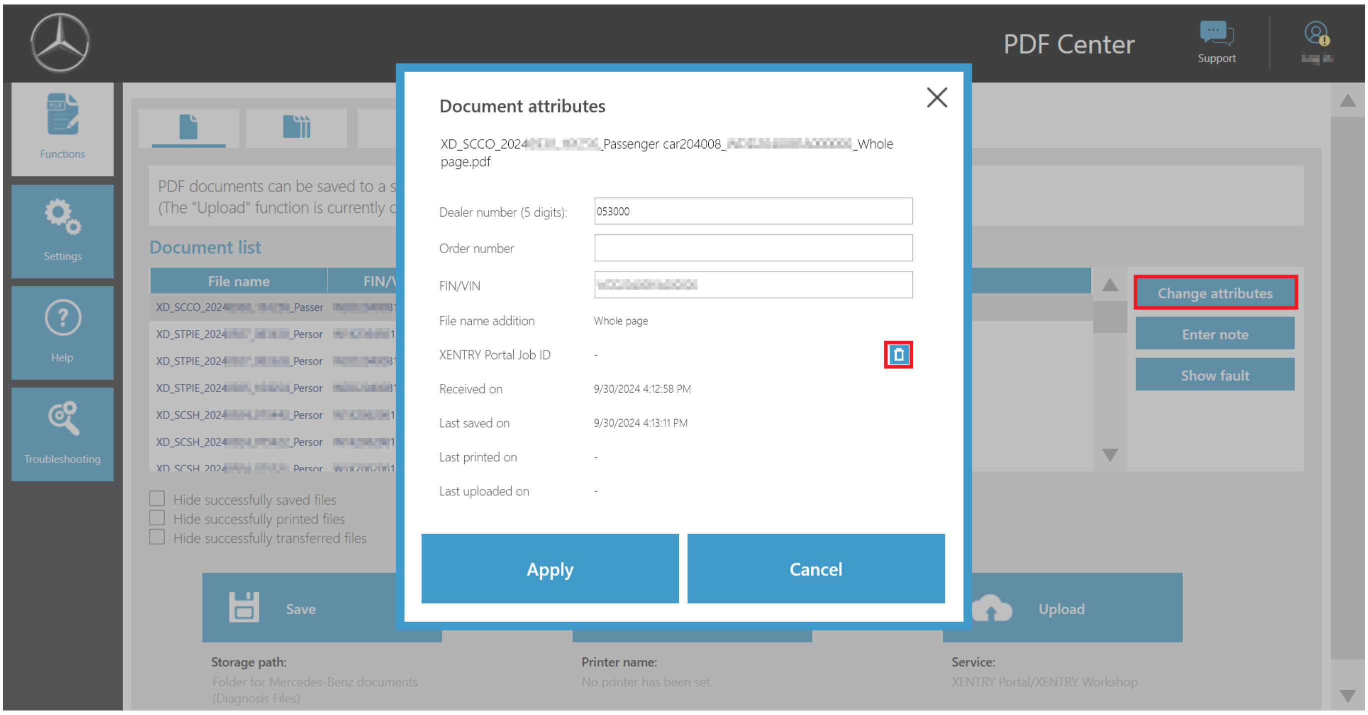


Fig. 45: PDF Center – Change document attributes

1. Click on the "Change attributes" button.

   ➡ The corresponding overview opens to change the attributes.

2. Make the necessary changes.

   If your market is enabled for the "Upload" function, an entry in the "XENTRY Portal Job ID" field is required to use the "Upload" function. The XENTRY Portal Job ID is automatically taken from the last order created in XENTRY Workshop and cannot be changed manually.

   ➡ If the XENTRY Portal Job ID needs to be changed, select the bin symbol (marked red in Fig. 45) to first remove the XENTRY Portal Job ID and then reassign it.

   ➡ Select the order associated with the document from the available XENTRY Portal orders and click on "Apply".

3. Once all changes have been made, click on "Apply" to save the new attributes.

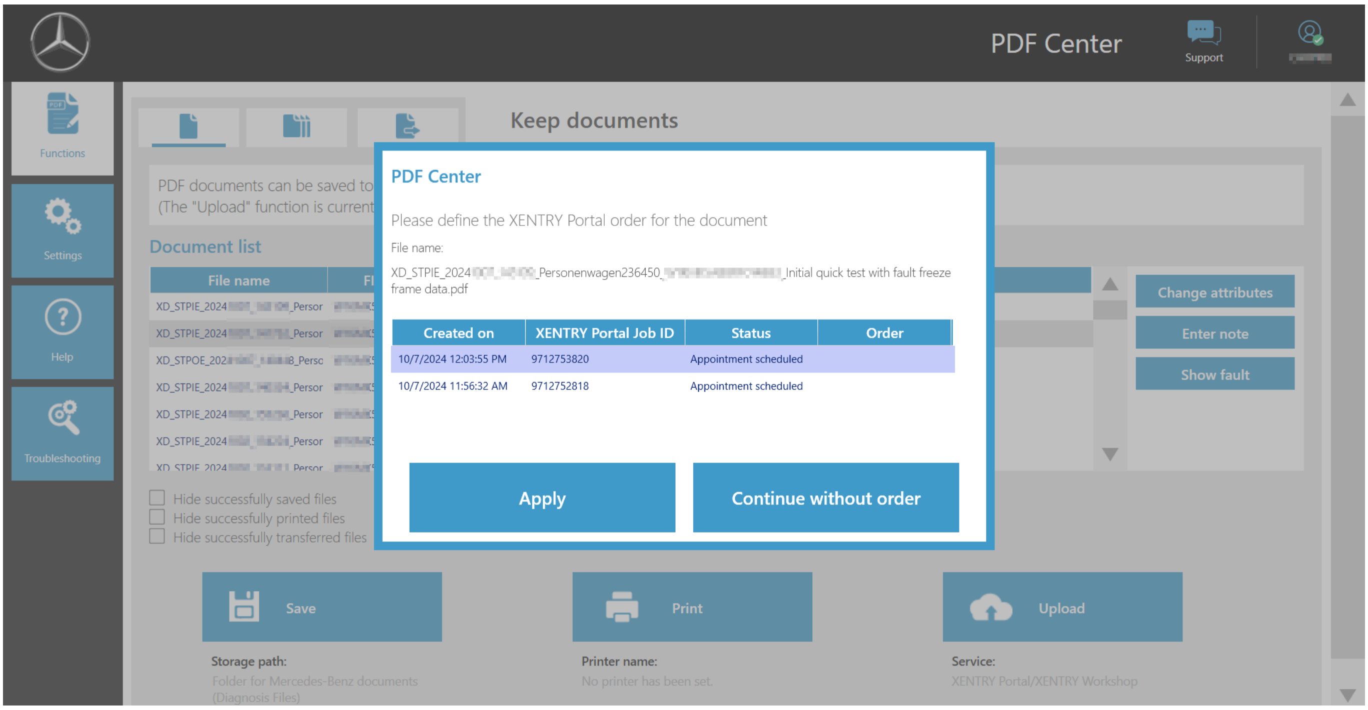


Fig. 46: PDF Center – Set XENTRY Portal Job ID

You can also continue without making a selection. To do this, click on the "Continue without order" button.

The "XENTRY Portal Job ID" column in the document list is now empty; see Fig. 47.

This procedure is not recommended, as the documents will then be unable to be assigned to the corresponding order.

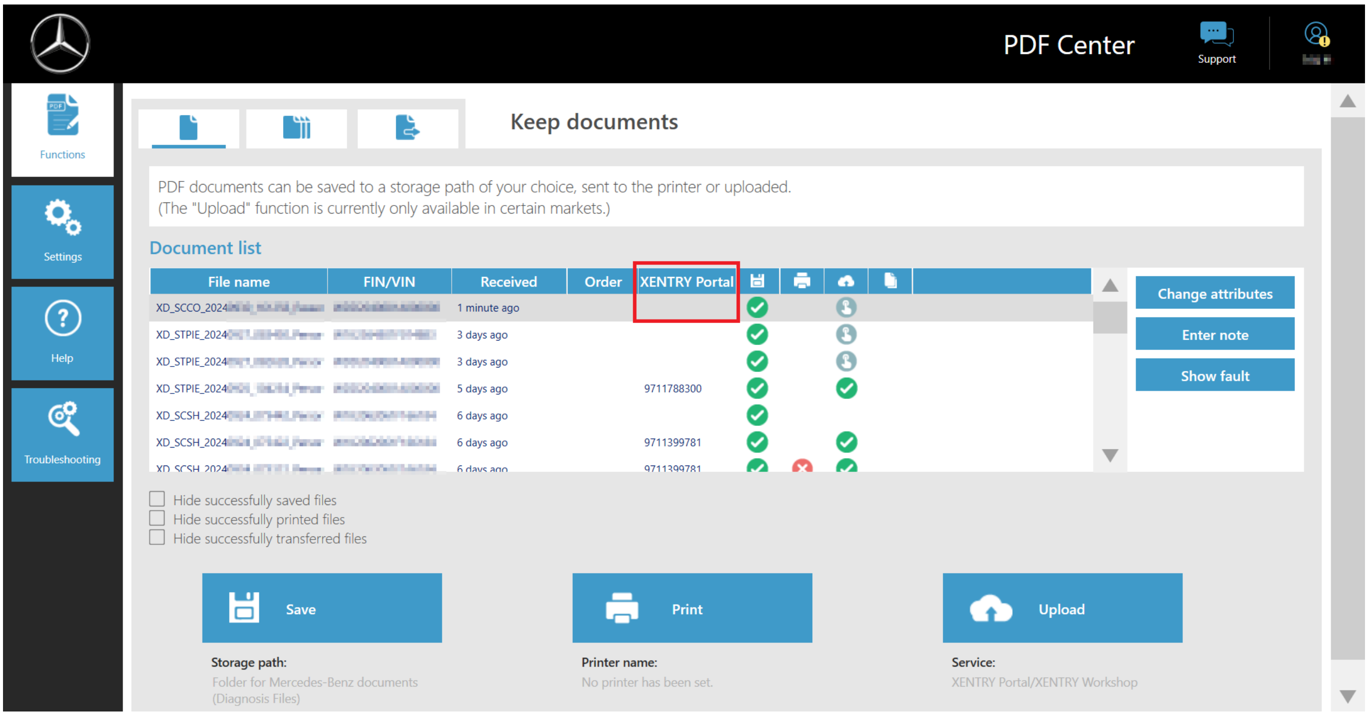


Fig. 47: PDF Center – Document attributes – XENTRY Job ID removed

d. Manual upload (in XENTRY Workshop)

The maximum size for uploading diagnostic documents to the PDF Center is 150 MB. If the document is larger, you'll need to perform a direct manual upload via XENTRY Workshop.

1. To do this, open the order in XENTRY Workshop.
2. Select the "Attachments" tab by clicking on the document icon on the right-hand side.

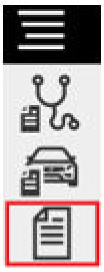


Fig. 48: XENTRY Workshop – Attachments icon

3. Add the relevant diagnostic document by clicking on "Add attachments to order"; see Fig. 44.

   Here, you also have the option of adding further documents that were not created using the XENTRY Diagnosis Kit.

5.5.6 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 the documents that are created are to be printed automatically, tick the box for "Print received documents automatically". You also have the option of printing documents on both sides by selecting the "Print paper on both sides" setting.

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

➡ The settings you have made are then applied.

ENVIRONMENT

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

5.5.7 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 also 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.

5.5.8 Best practice for printing from XENTRY Diagnosis

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

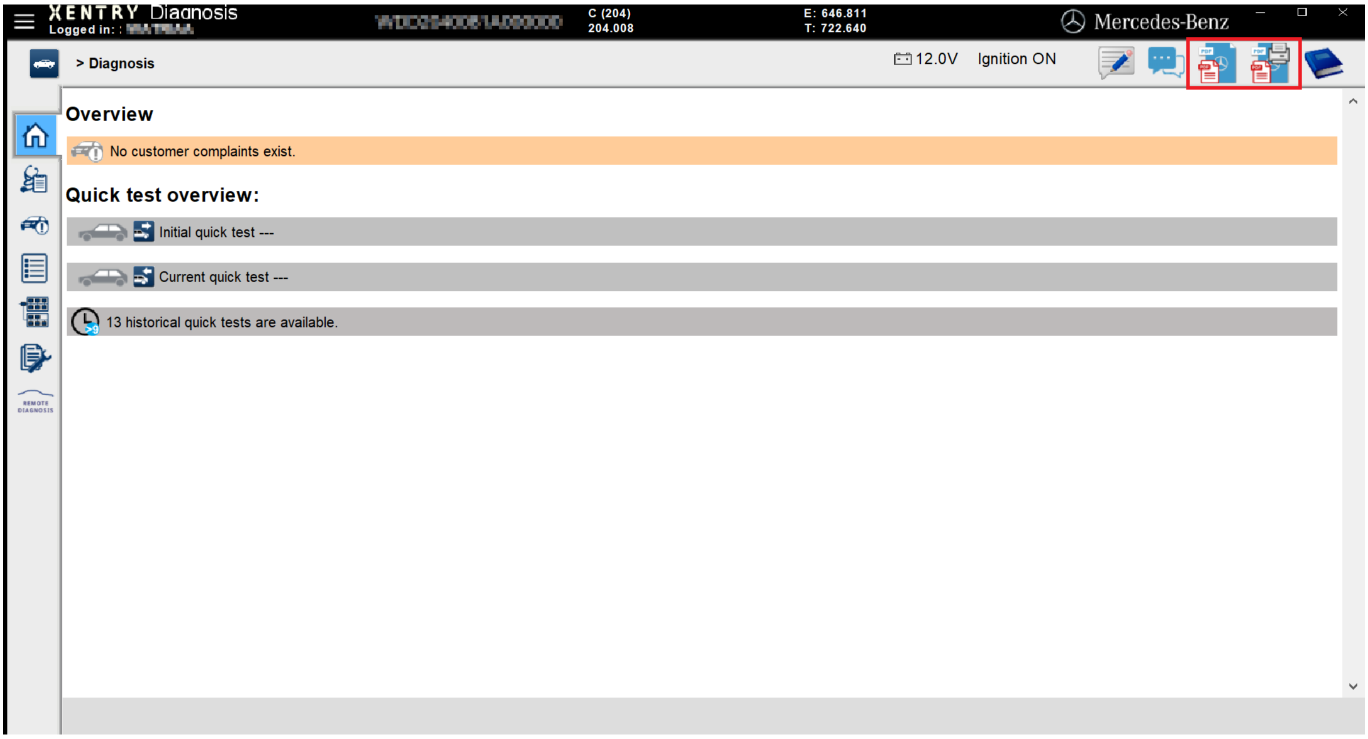


Fig. 49: Printing from XENTRY Diagnosis

- 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 that the creation was successful.
- 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 configuring 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.

5.5.9 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. On the left-hand side, right-click on the desired folder where you want to store the documents in future.

   ➡ 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 alone, or the base directory including structure.

   ➡ The Explorer window opens and all connected data storage media are displayed. These can be, for example, a USB flash drive or an external hard drive, as well as the data storage media of the diagnostic system.
8. Now select the network that you have attached to the quick-access that is to be used.
9. Confirm the entry with the "Select folder" button.

   ➡ The Explorer window closes again.

10. The setting can now permanently be saved using the "Apply" button.

5.5.10 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 alone, 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. Select the directory to be used.
6. Confirm the entry with the "Select folder" button.
   - ➡ The Explorer window closes again.
7. The setting can now permanently be saved using the "Apply" button.

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

5.5.11 Best practice for automation

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

1. Open the PDF Center.
2. Go to the "Settings" area.
3. Tick the box for "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 ticking the box for "Show success message".
   - ➡ The success message indicates that the Diagnosis PDF Printer was used for saving, as well as which VIN/FIN was assigned for the document.
5. The setting can now permanently be saved using the "Apply" button.
6. Open XENTRY Diagnosis.
7. Run a quick test, for example, and then 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 the 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.

5.5.12 Best practice for Service 24h

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

1. Open the PDF Center.
2. Go to the "Settings" area.

3. Open XENTRY Diagnosis.
4. Print the documents using the print symbol in the top right-hand corner.
5. To print the documents on paper or upload them to XENTRY Workshop afterward, 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 a queued status.
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 respectively indicated by a green tick on the printer symbol and/or in the cloud column in the document list.

5.5.13 PDF Center troubleshooting

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

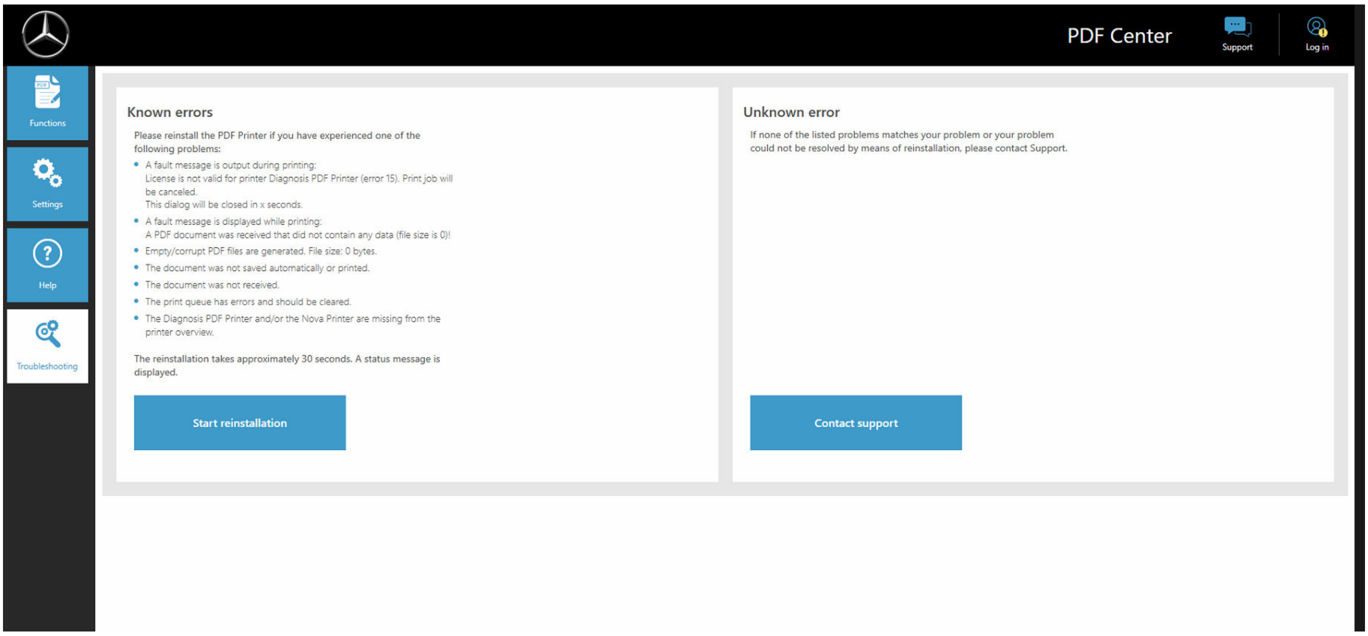


Fig. 50: PDF Center troubleshooting

You can see an overview of known error cases that can occur. A reinstallation is recommended here, which in most cases solves the problems. Perform these steps even if your specific error is not listed. 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 for you to fill out.

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

5.6 Support Tool

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

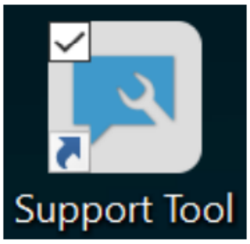


Fig. 51: Support Tool icon

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

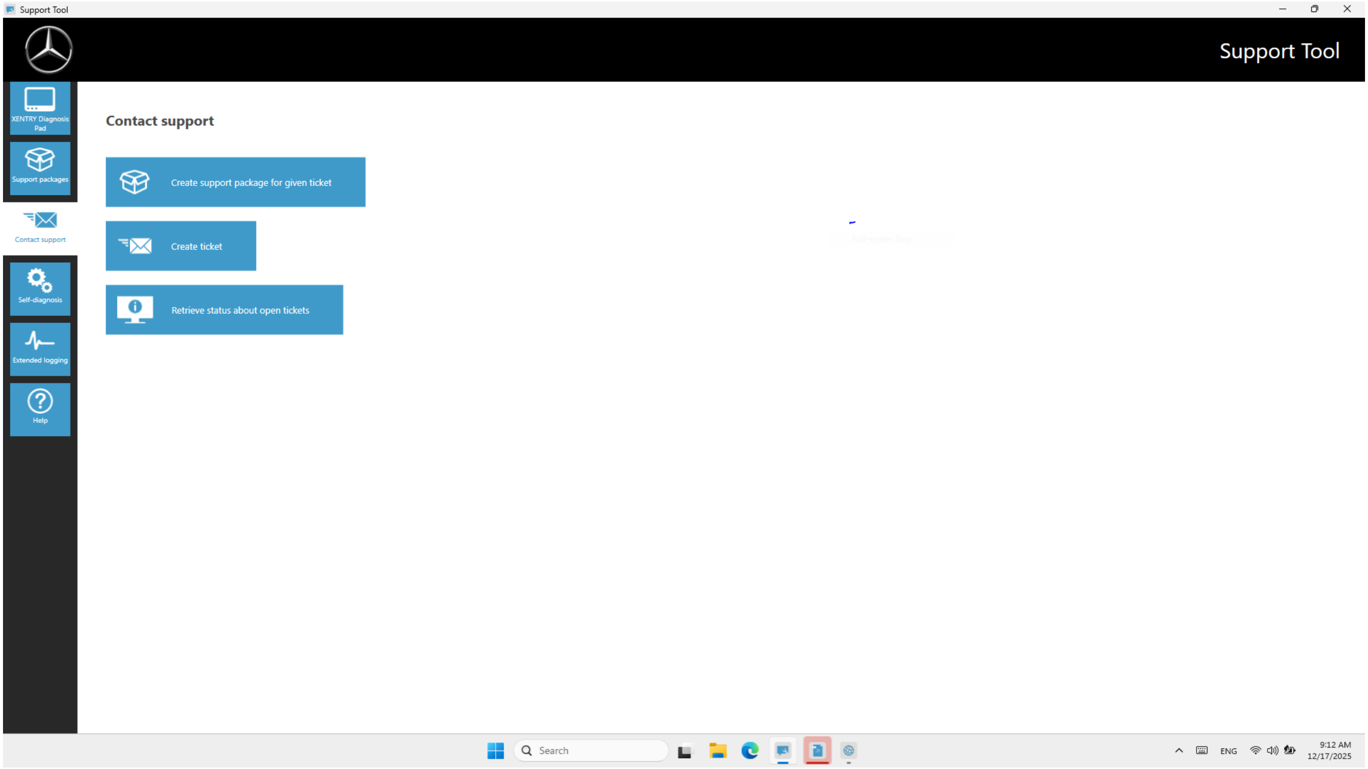


Fig. 52: Creating XSS tickets

- 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 back end server availability is listed under the "Self-diagnosis" menu item.
- The Diagnosis User Help Desk may ask you to make a change to "Extended logging"; this is selected here.
- You can find links to the online offer, help documents, instructions and release notes under "Help", the bottom menu item in the navigation bar.

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

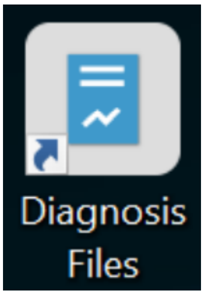


Fig. 53: "Support Files" library icon

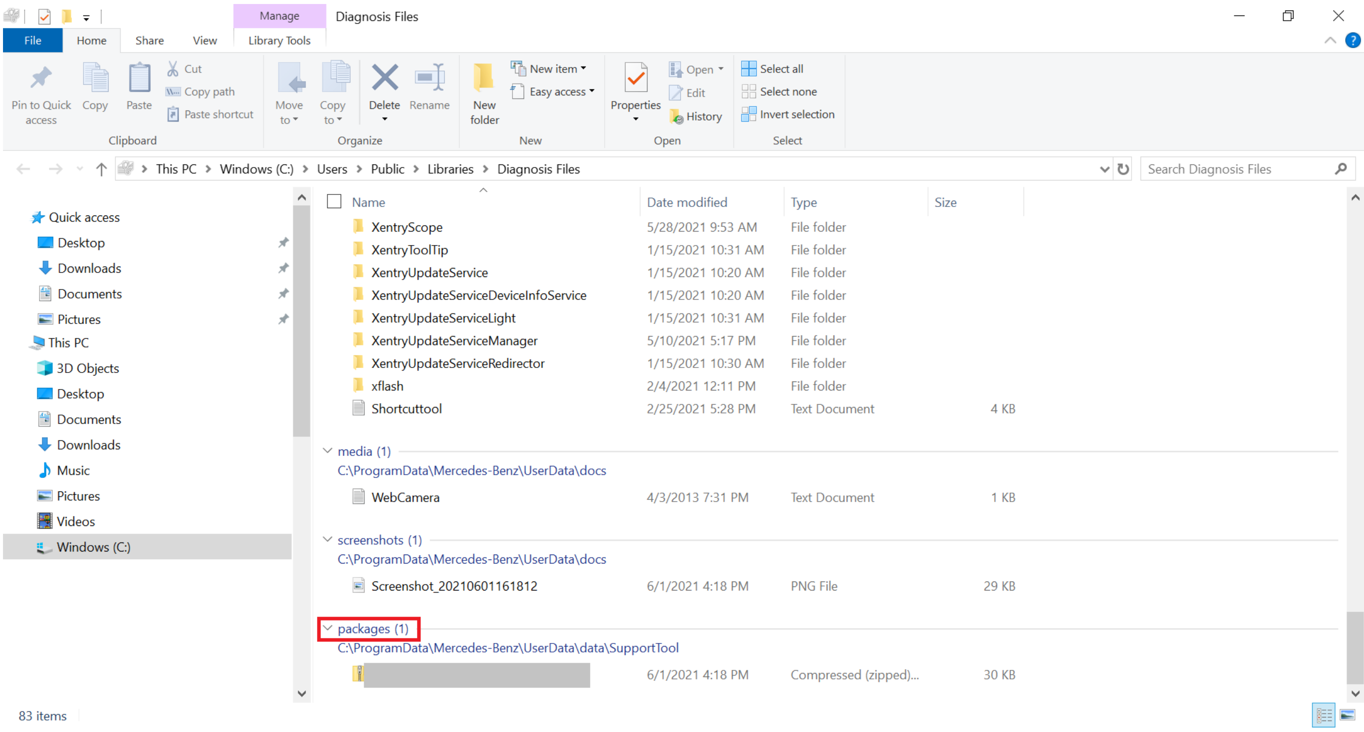


Fig. 54: Storage location for support packages

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.

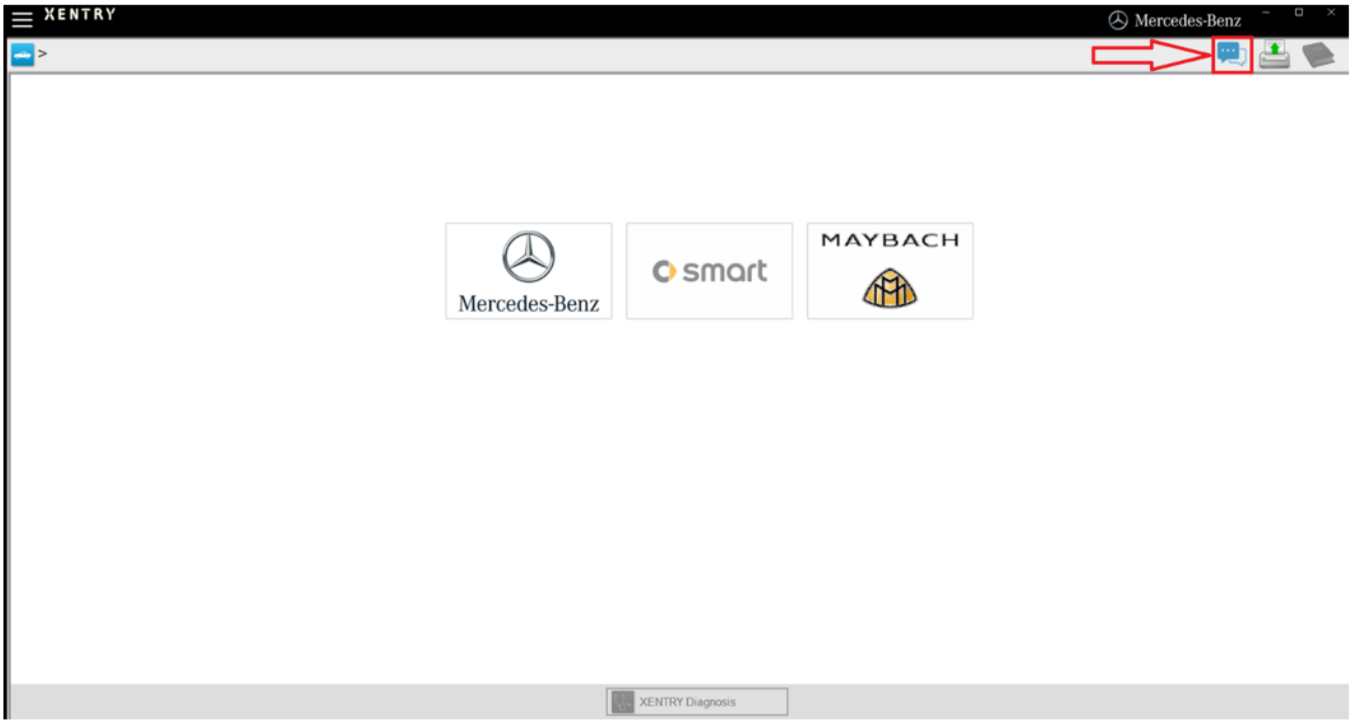


Fig. 55: Create XSS ticket in XENTRY Diagnosis

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

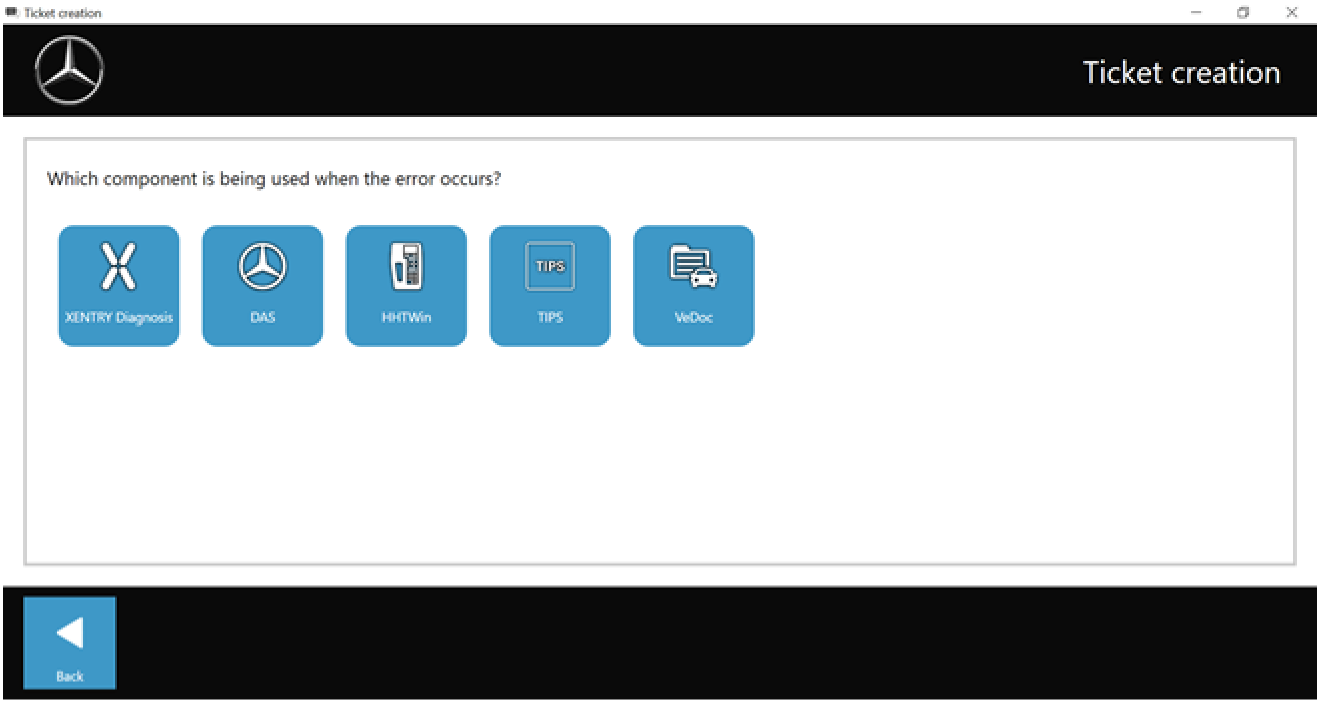


Fig. 56: XSS ticket component selection

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.

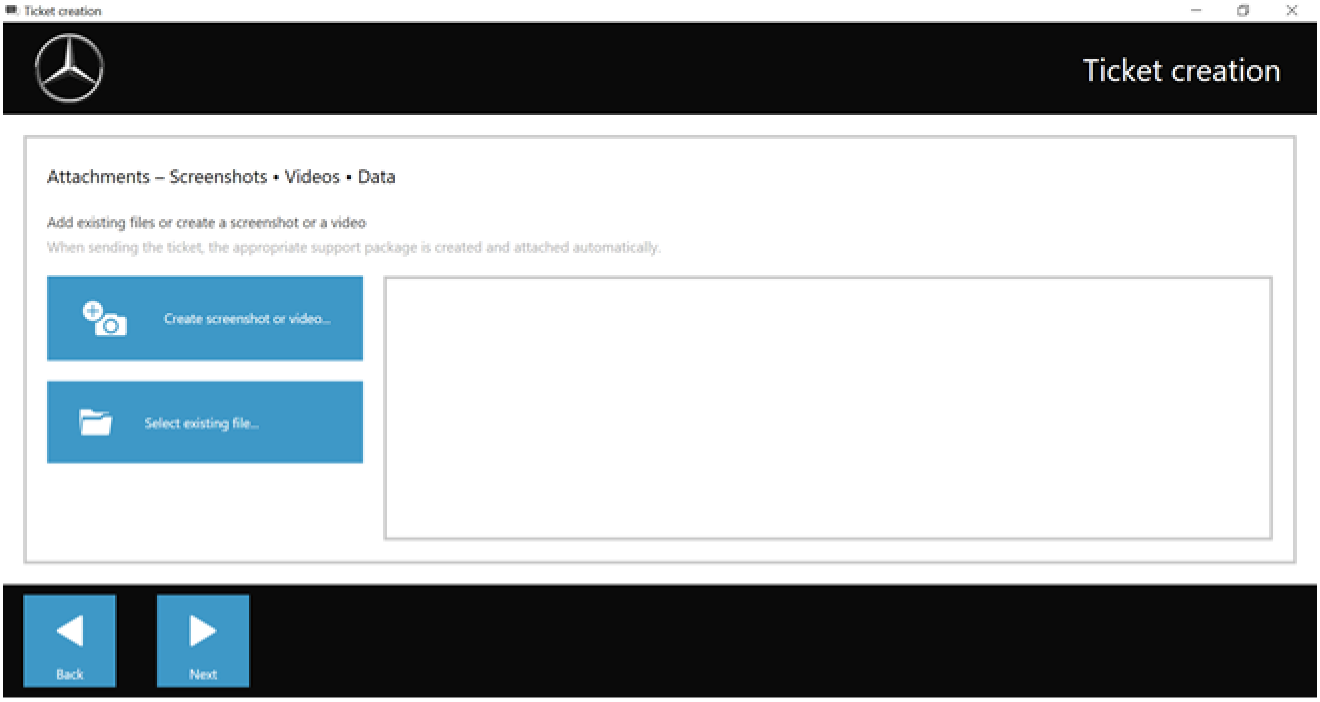


Fig. 57: XSS ticket file attachments