



XENTRY Update Service and Retail Data Storage

Operation manual
Mercedes-Benz AG, GCSP/ROX
Valid from 01/2026

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1 **Introductory notes**

Important notes on safe handling of the product.

1.1 **Reading the document**

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

1.2 **Important notes**

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



Handling recommendation.



NOTICE

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



CAUTION

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



ENVIRONMENT

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

2 XENTRY Update Service introduction and operating concept

The XENTRY Update Service provides the workshop with release updates online for diagnostic systems, control unit software and flash software.

Release updates and control unit software for the old "Regio DVD" and "Digital Operator's Manual (DiBA)" are centrally provided by Mercedes-Benz AG online.

Two options are available for this:

- XENTRY Update Service with Retail Data Storage (recommended)
- XENTRY Update Service without Retail Data Storage

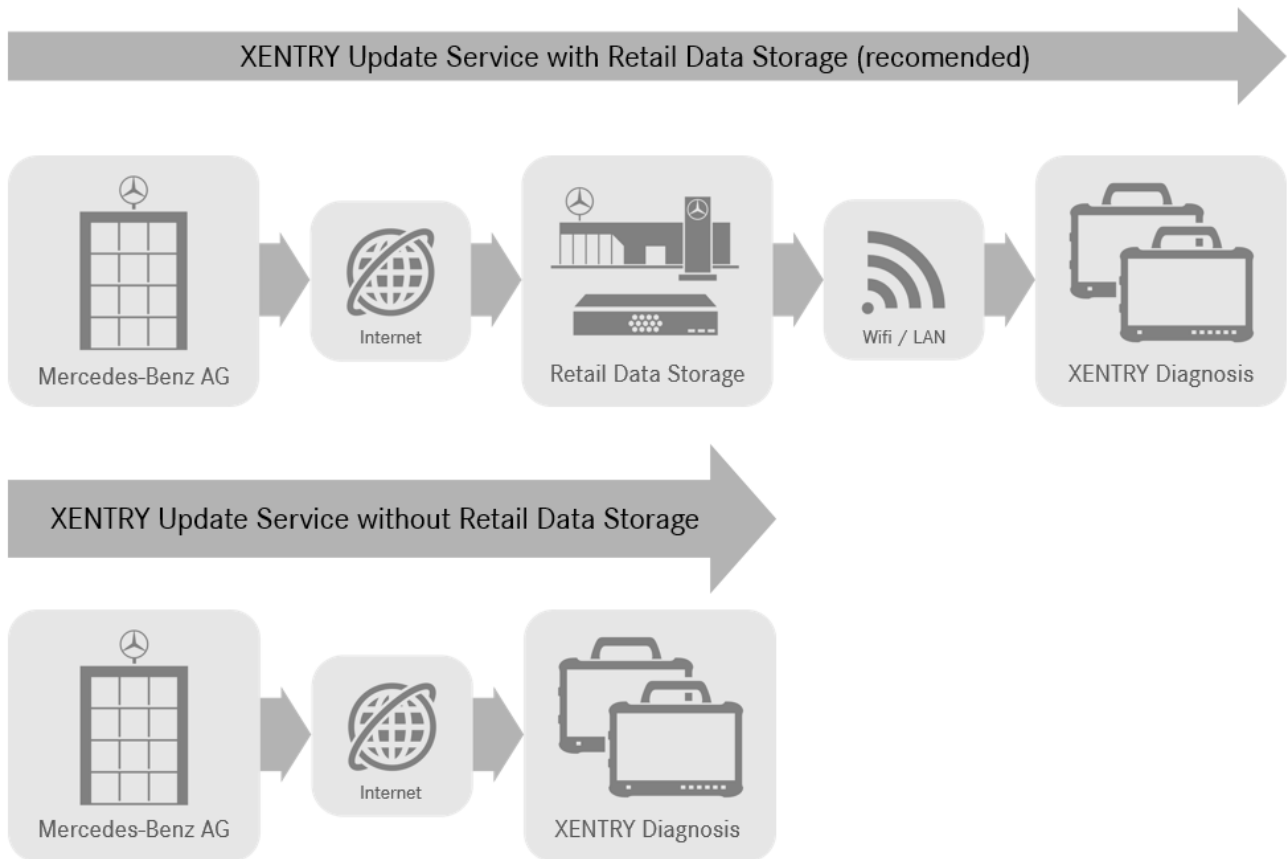


Fig. 1: Data transfer with and without Retail Data Storage

The XENTRY Update Service in combination with a Retail Data Storage 2 offers numerous advantages.

In this case, updates are downloaded to the Retail Data Storage 2 fully automatically. You can set the download period, for example at night, so that your workshop network is not burdened by downloads of large amounts of data during the day while the workshop is in operation. These are then distributed to the diagnostic systems at a time that you can freely select. This allows you to choose a time period in which the diagnostic devices are not needed, so that they are not blocked with an update. This creates a high level of availability and the downtime is only a few minutes. Due to an ever increasing amount of data, this is essential so that the latest updates do not have to be downloaded and installed while equipment is being actively operated.

If you use several diagnostic systems, the same software and updates do not have to be downloaded several times from each diagnostic system, but only once to the Retail Data Storage, which then supplies the various networked diagnostic systems.

Waiting times when using the diagnostic systems are thus reduced through the use of a Retail Data Storage unit.

3 XENTRY Update Service with Retail Data Storage 2

Release updates and control unit software for the old "Regio DVD" and "Digital Operator's Manual (DiBA)" are centrally provided by Mercedes-Benz AG online. These are provided automatically to your Retail Data Storage 2.

The Internet connection is used once for the download to the Retail Data Storage 2, in other words, release updates or control unit software are downloaded from the Internet once only.

After downloading to the Retail Data Storage 2, data is distributed to the connected XENTRY Diagnosis Kit 3 | Kit 4 diagnostic devices via your internal network.

Technical requirement: An Internet connection with at least 100 Mbit/s (lower bandwidths may result in longer download times) and a maximum latency of 60 ms.

New release updates and control unit software are automatically distributed and installed on the XENTRY Diagnosis Pad | Pad 2 in the background during regular operation.

After installation in the background, it is possible to switch between the original release version and the new release version at any given time as the XENTRY Diagnosis Pad | Pad 2 features two partitions. Please refer to the XENTRY Diagnosis Kit 3 | Kit 4 user guide for the procedure for switching between releases.

3.1 Overview of Retail Data Storage 2 hardware

Please see below for an overview of the buttons, connections and LEDs of the Retail Data Storage 2.

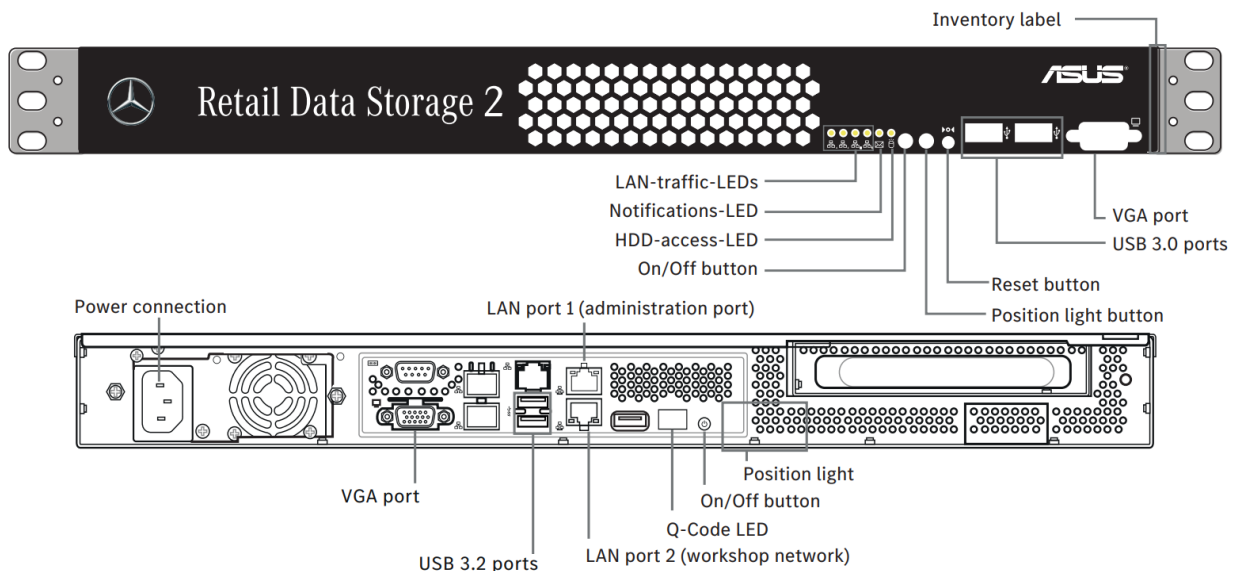


Fig. 2: Retail Data Storage 2 front and rear view

The Retail Data Storage 2 has the following hardware installed in it:

Category	Description
Device	Barebone including mainboard, power supply unit, rear panel, and fan
Operating system	Ubuntu Linux LTS (latest version)
Processor	Intel Xeon E-2314 4-Core 2.8GHz 8MB
RAM	16GB DDR4 3200 ECC UDIMM
Hard drive	18 TB HDD SATA3 Enterprise
LAN network interface	2 x RJ 45 Ports (Dual Port Intel® X710-AT2 Gigabit 10G LAN Controller)
Material of network interface	Copper

3.2 Commissioning the Retail Data Storage 2

Please read the HelpCard and commissioning instructions carefully before installing the Retail Data Storage 2.

Below you will find brief instructions for commissioning your Retail Data Storage 2.

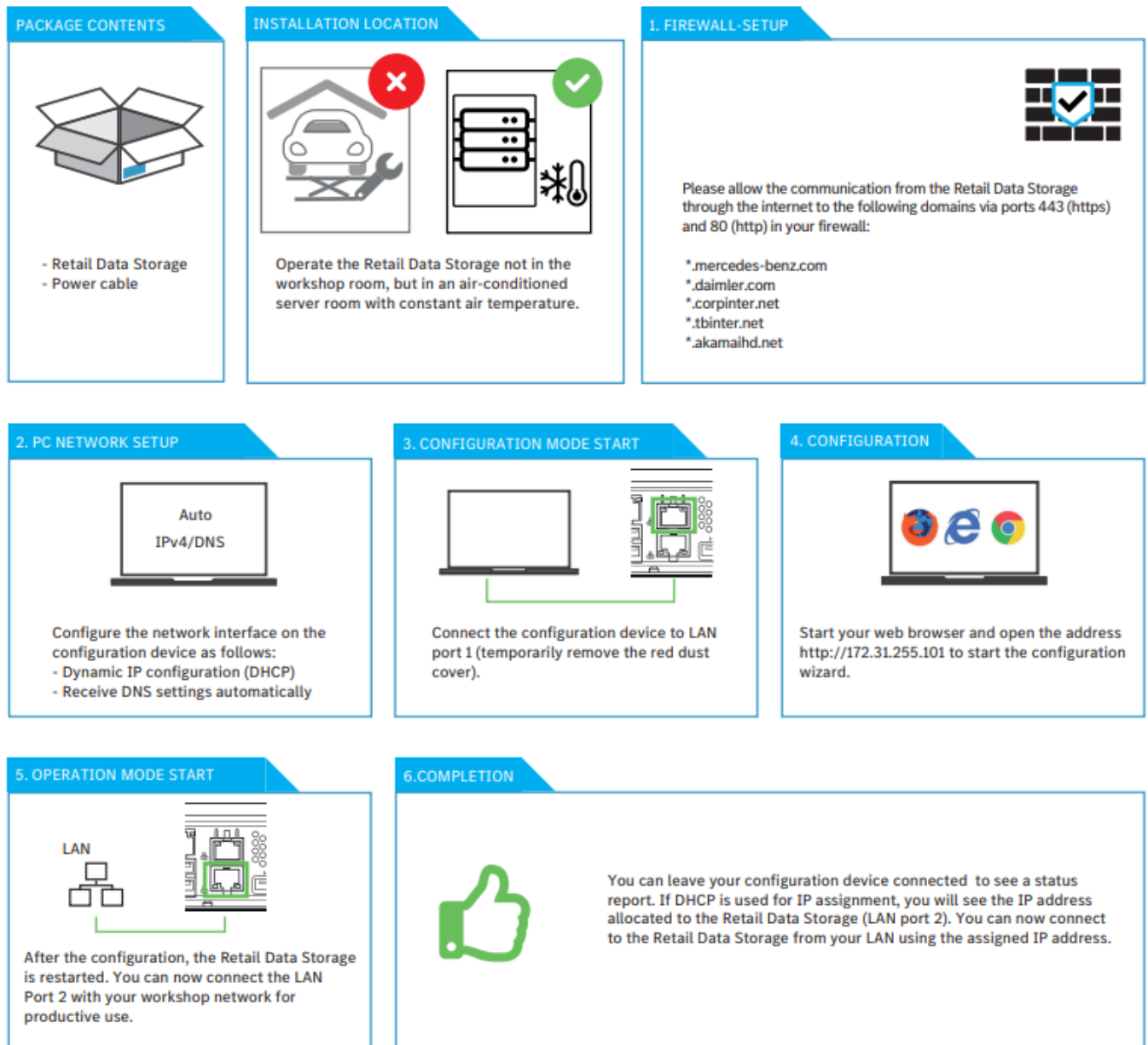


Fig. 3: Retail Data Storage 2 HelpCard

The following pages contain a comprehensive description.

3.2.1 Preparing domains and ports

The Retail Data Storage 2 must be able to reach the following domains and ports on the Internet:

- Domains:
 - *.mercedes-benz.com
 - *.daimler.com
 - *.corpinter.net
 - *.tbinter.net
 - *.akamaihd.net
- Ports:
 - 80 (http)
 - 443 (https)

The XENTRY Diagnosis Pad | Pad 2 systems must be able to reach the following connections to the Retail Data Storage 2:

- Ports:
 - 80 (http)
 - 443 (https)

- 9000 (http)
- 7001 (tcp)
- 7002 (tcp)

The latest domains and ports that must be enabled in the firewall or proxy server can also be found online in the Retail Guide:
https://xentry.mercedes-benz.com/information/content/display/xp_system_requirements

3.2.2 Export settings from a previous Retail Data Storage

If you have already used a Retail Data Storage, you can also export the existing configuration and import it into your new Retail Data Storage.

To do this, log in to the XENTRY Update Service Control Center (Retail Data Storage) as described in .

Then open the Administration menu item and the "About device" tab. Here you have the function to export the current data.

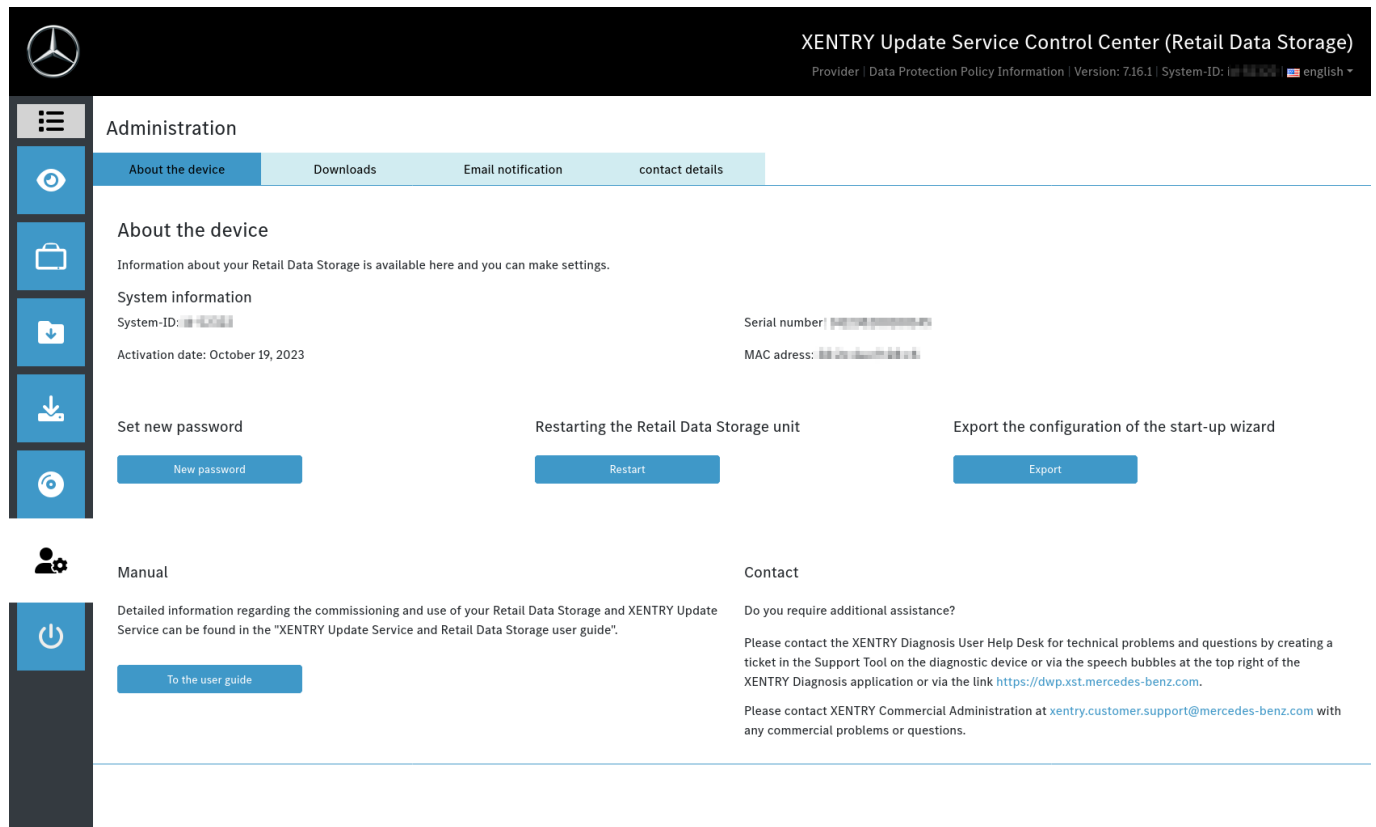


Fig. 4: Administration, About the device tab

Select the Export item to export the previous settings.

3.2.3 Unpacking and setting up



Fig. 5: Panel of Retail Data Storage 2



Fig. 6: Rear side with admin port of Retail Data Storage 2

Remove the Retail Data Storage 2 from the packaging.

Please keep the cardboard box to enable the Retail Data Storage 2 to be properly packed again if any repairs are required, and to avoid any additional damage.

Place the Retail Data Storage 2 in a locked server cabinet.



Please note that the Retail Data Storage 2 must be operated in a clean and dry environment and not in an open workshop area.

The Retail Data Storage 2 serves as a network storage device in your workshop for using the XENTRY Update Service. You must have a permanent network connection at all times.

Plug the supplied power cable (IEC plug) into the Retail Data Storage 2. The Retail Data Storage 2 then switches on automatically.

You require a PC/laptop to commission the Retail Data Storage 2. However, you can also use a XENTRY Diagnosis Pad | Pad 2.

Please disconnect the network connection between the PC/laptop and your workshop WLAN and, if necessary, disable the proxy configuration beforehand.

To activate the Retail Data Storage 2, connect the Retail Data Storage 2 to your PC/laptop using a LAN cable.

Select LAN port 1 (admin port) on the Retail Data Storage 2 (upper network port!) for the connection to the PC/laptop. Upon delivery, the admin port has a red plastic cap fitted to it.

Now connect the Retail Data Storage 2 to your workshop network with another LAN cable. Here you use the lower network port (LAN port 2) of the Retail Data Storage 2.

The connection should now be set up as follows: The upper LAN plug (admin port) is connected to the PC/laptop (red marking in the graphic above), the lower LAN cable is connected to the workshop network.

Please note that the Retail Data Storage 2 must never be connected directly to the Internet without a firewall.

3.2.4 Configuration of the Retail Data Storage 2

Starting the configuration

Please check which IP address your PC/laptop has received. If it is an IP address starting with 169. (169.x.x.x), please disconnect the LAN cable, wait three seconds and plug it in again. The IP address must start with 172. before you can start the configuration of the Retail Data Storage 2.

Please note that the network card of the laptop that is used for commissioning must be set to DHCP.

A message is displayed when you open the page. Select "Advanced".

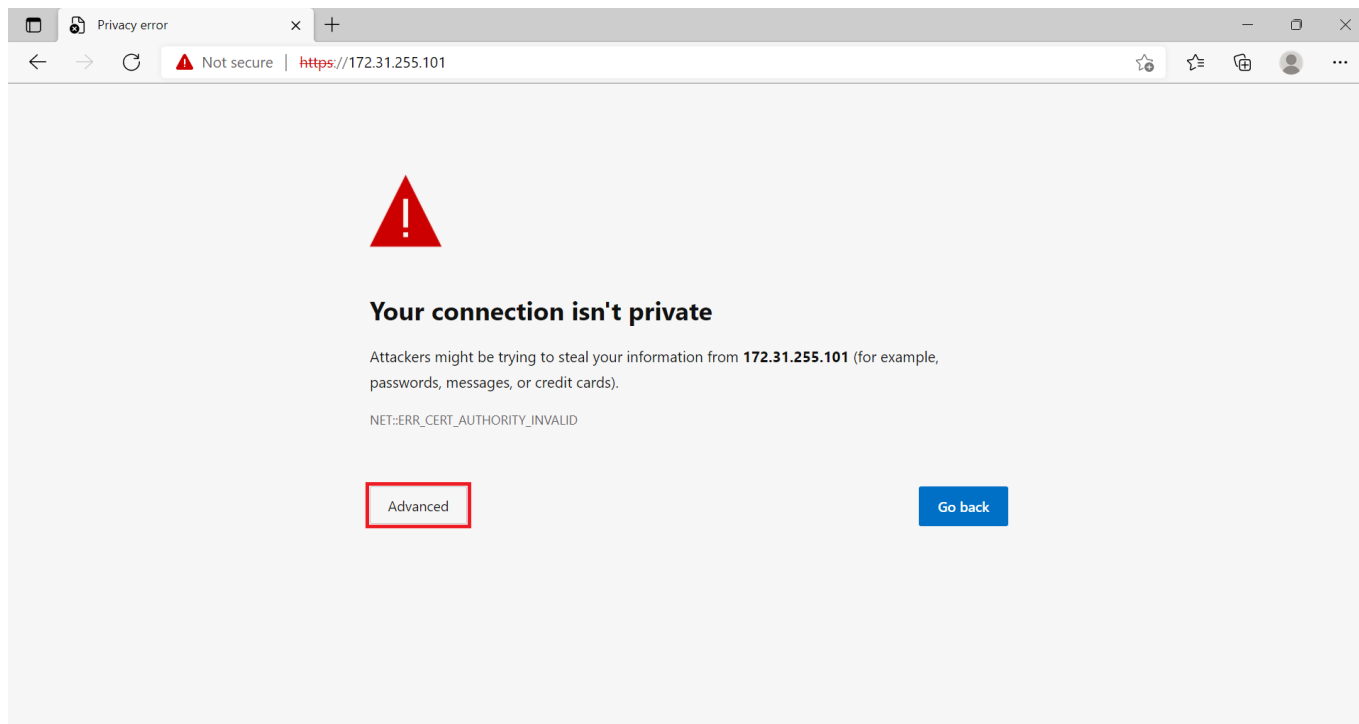


Fig. 7: Certificate note

In the section that opens, click "Continue to 172.31.255.101".

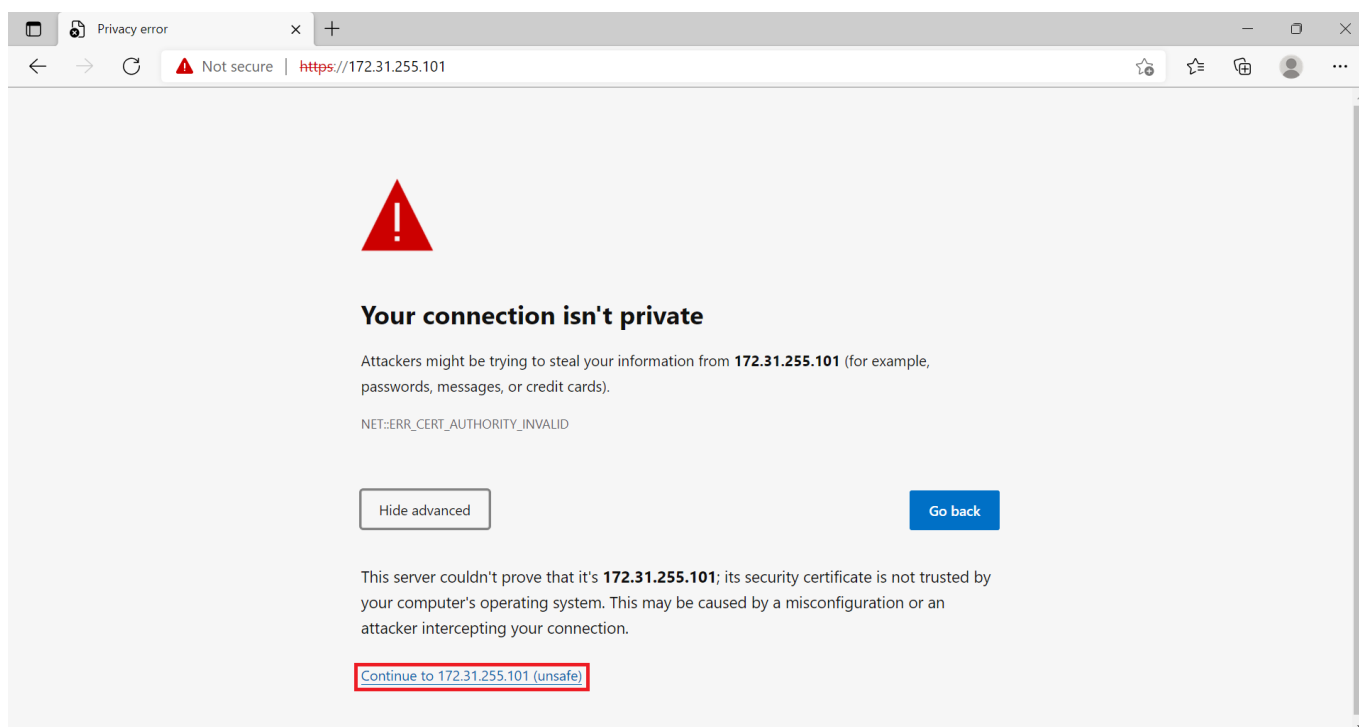


Fig. 8: Extended certificate note

The home page that now opens shows you the current status of your Retail Data Storage 2. Select the "Start setup" button or if you have already had a Retail Data Storage and were able to export the configuration, the "Import configuration" button.

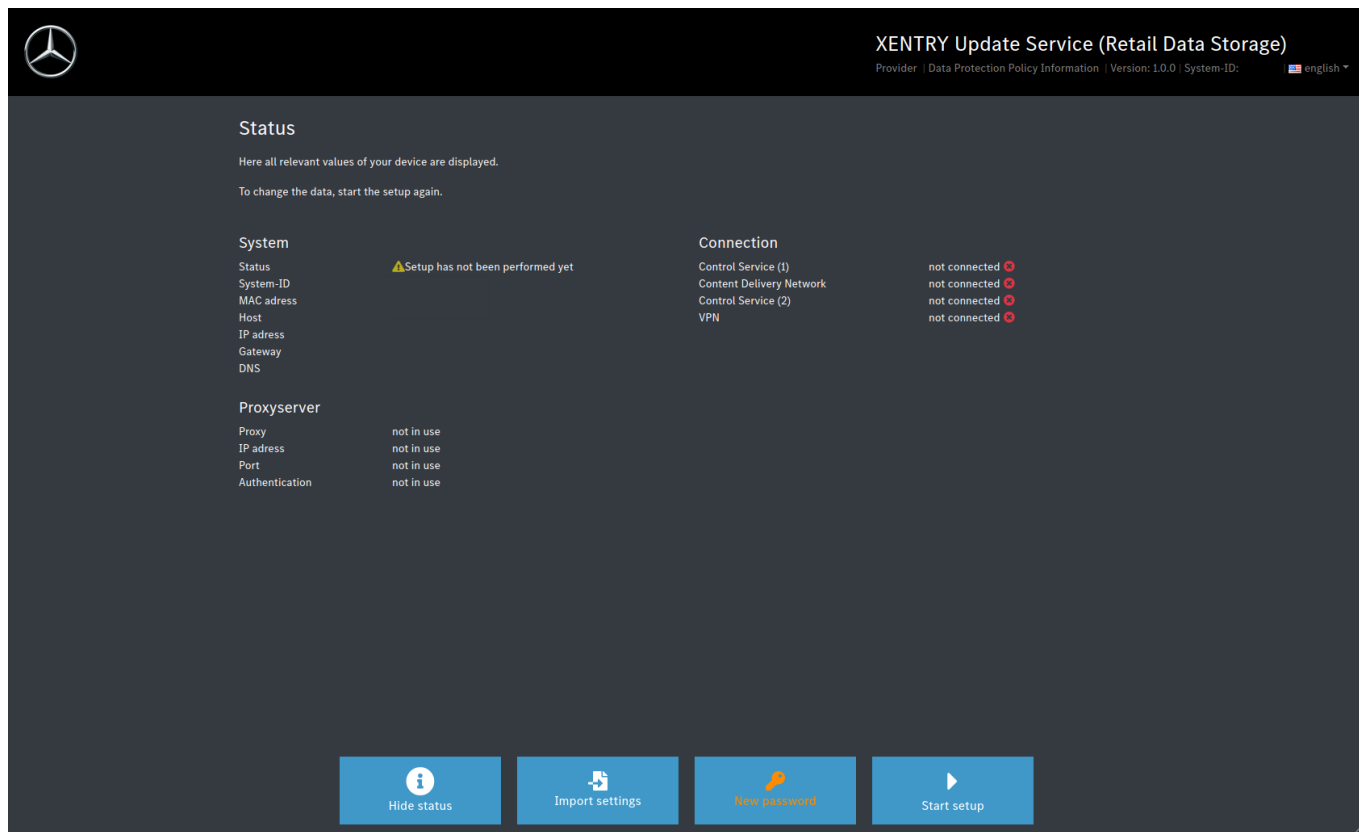


Fig. 9: Status of Retail Data Storage 2

You are now taken directly to the home screen of the setup wizard.

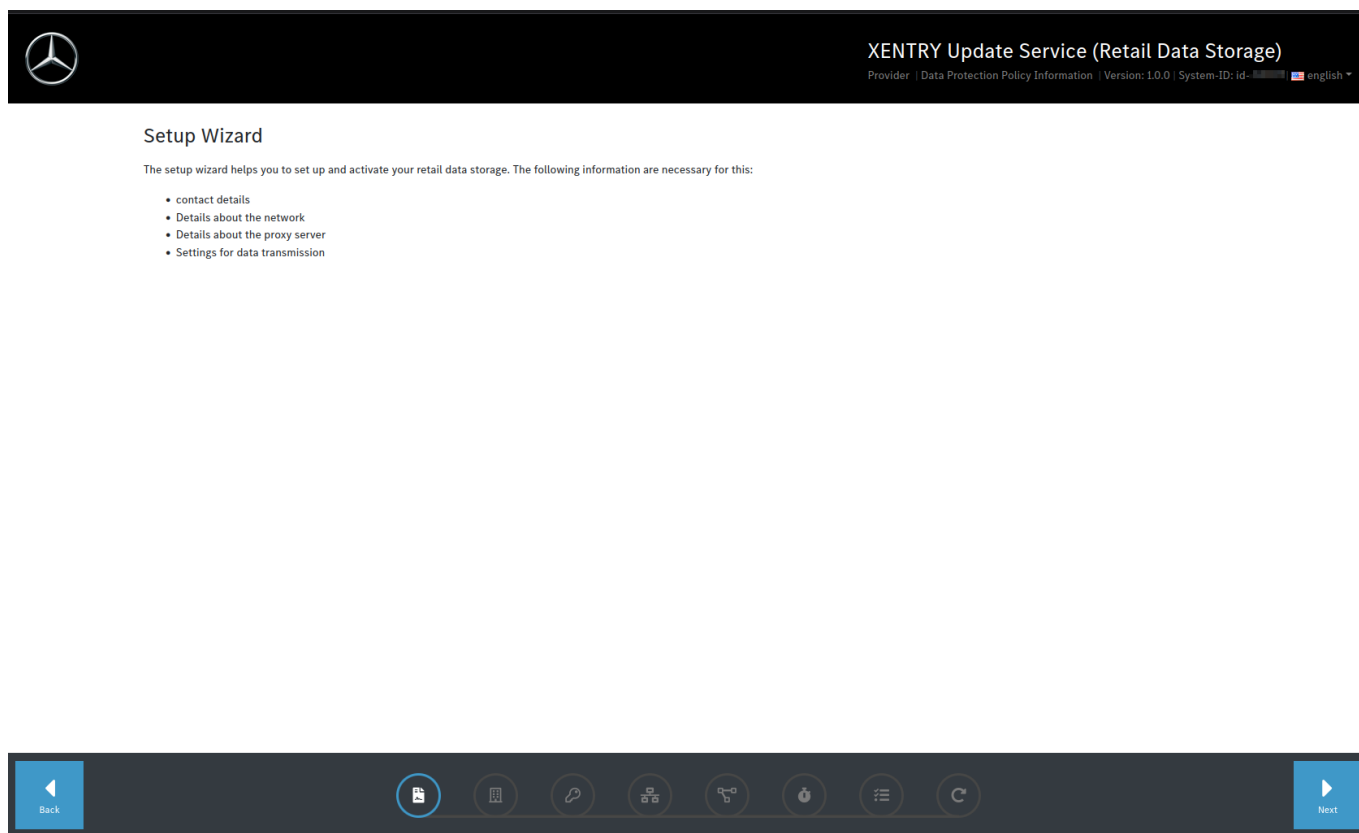


Fig. 10: Consent to data protection notes

To start the setup, click the "Next" button.

In the first step, enter your address and contact data. Please read the Mercedes-Benz AG data protection notes and confirm that you have taken note of the data protection notes.

XENTRY Update Service (Retail Data Storage)

Provider | Data Protection Policy Information | Version: 1.0.0 | System-ID: id-60009 | english

Contact and data protection

Fields denoted by an asterisk(*) are mandatory fields.

We will also use the contact data provided by you to confirm successful activation of your Retail Data Storage and to get in touch with you should your Retail Data Storage operational readiness be at risk.

Country *

United States of America

The country is mandatory

Company

Street and house number

ZIP code

Place

Email address *

The email address is required here

Enter an email address for an account that is regularly checked for new emails, furthermore, it is advisable that it is not attended to by one employee in your company only, and preferably, personal data such as first name and last name should not be used.

Phone number

Enter a telephone number here that can be easily reached at your company. It is advisable to provide a telephone number that is not attended to by one employee in your company only.

[Mercedes-Benz AG Data Protection Policy Information](#)

☐ I hereby acknowledge the Data Protection Policy Information. *

Back

Next

Fig. 11: Entry of address and contact details

After having successfully entered your data, click the "Next" button for the next step.

The next step is to configure the network.

XENTRY Update Service (Retail Data Storage)

Provider | Data Protection Policy Information | Version: 1.0.0 | System-ID: id-60009 | english

Network

Set the configuration for your network. Please be sure to specify correct values.

Each element of the hostname must be between 1 and 63 characters long. The entire hostname including periods may be a maximum of 253 characters long. Valid characters for hostnames are ASCII(7) letters from a to z, numbers from 0 to 9 and hyphens (-). A hostname cannot start with a hyphen.

Host

The Host is mandatory

If DHCP is selected, please make sure to always assign the same IP address to the device.

DHCP

☒ DHCP

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Fig. 12: Network configuration of Retail Data Storage 2

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Mercedes-Benz AG, Mercedesstr. 120, 70372 Stuttgart

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- You can individually specify the host name for your Retail Data Storage 2.
- If you use a DHCP server in your network, please select "On" in the corresponding field. If not, select "Off".
- If you selected "Off", please enter the exact IP address that your IT administrator has set aside for the Retail Data Storage 2 in the "IP address" field.

To ensure reliable operation, have your IT administrator assign a permanent IP to the Retail Data Storage 2. To enter this assigned IP, select DHCP = Off.

- Complete the remaining "Netmask", "Gateway" and "DNS" fields as per your network settings.
- Now click the "Next" button.

The next step is to configure the network.

Network

Set the configuration for your network. Please be sure to specify correct values.

Host

The Host is mandatory

DHCP

☒ DHCP

Fig. 13: Network configuration of Retail Data Storage 2

- You can individually specify the host name for your Retail Data Storage 2.
- If you use a DHCP server in your network, please select "On" in the corresponding field. If not, select "Off".
- If you selected "Off", please enter the exact IP address that your IT administrator has set aside for the Retail Data Storage 2 in the "IP address" field.

To ensure reliable operation, have your IT administrator assign a permanent IP to the Retail Data Storage 2. To enter this assigned IP, select DHCP = Off.

- Complete the remaining "Netmask", "Gateway" and "DNS" fields as per your network settings.
- Now click the "Next" button.

Now you can make the proxy server settings.

If your network features proxy servers, select "On" next to the "Proxy" field and enter your proxy server data.

XENTRY Update Service (Retail Data Storage)

Provider | Data Protection Policy Information | Version: 1.0.0 | System-ID: id- | english

Proxy server

If a proxy server is used, please enter all necessary data here.

Proxy

☒ Proxy

Authentication

☐ Authentication

IP address/FQDN

This entry is mandatory

Port

0

This entry is mandatory

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Fig. 14: Proxy server settings

Click on the "Next" button.

Configuring download times:

Use the "Download times" section to specify on which day and at which time the Retail Data Storage 2 should be allowed to download control unit software and release updates. Since these are updated at regular intervals and include large amounts of data, download times outside working hours, at night if possible, are recommended. The advantage here is that your network is not overloaded during working hours.

XENTRY Update Service (Retail Data Storage)

Provider | Data Protection Policy Information | Version: 1.0.0 | System-ID: id- | english

Download behavior

Set the data rate and connection times for the Retail Data Storage.

In order to not influence the workshop operation during the day, the data transfer of the Retail Data Storage can be paused during these times.

Timezone

Australia/Lindeman UTC +10

The time zone is required

date rate: Unlimited

Inactive

Active

#	00:00	02:00	04:00	06:00	08:00	10:00	12:00	14:00	16:00	18:00	20:00	22:00	#
Monday													Monday
Tuesday													Tuesday
Wednesday													Wednesday
Thursday													Thursday
Friday													Friday
Saturday													Saturday
Sunday													Sunday

Back

Next

Fig. 15: Setting download times

Now click on the "Next" button again. This will take you to a summary.

You can now check all the settings again. If you want to make a change, click on the corresponding tab in the bottom row.



XENTRY Update Service (Retail Data Storage)
Provider | Data Protection Policy Information | Version: 1.0.0 | System-ID: id- | english

Summary

Please check your details and then apply the configuration.

Contact

Company	Street	Postcode	Place
Country	E-Mail	Phone	
Afghanistan	test-mail@gmail.com		

Network

Host	DHCP	IP address	Netmask	Gateway	DNS
	On				

Proxy server

Proxy	IP address	Port	Authentication	Username	Password
Off					

Download behavior

Timezone	date rate
Europe/Berlin UTC +1	Unlimited

Back

Apply

Fig. 16: Summary

If all the data is correct, click the "Next" button to save.

The Retail Data Storage 2 is now restarted.

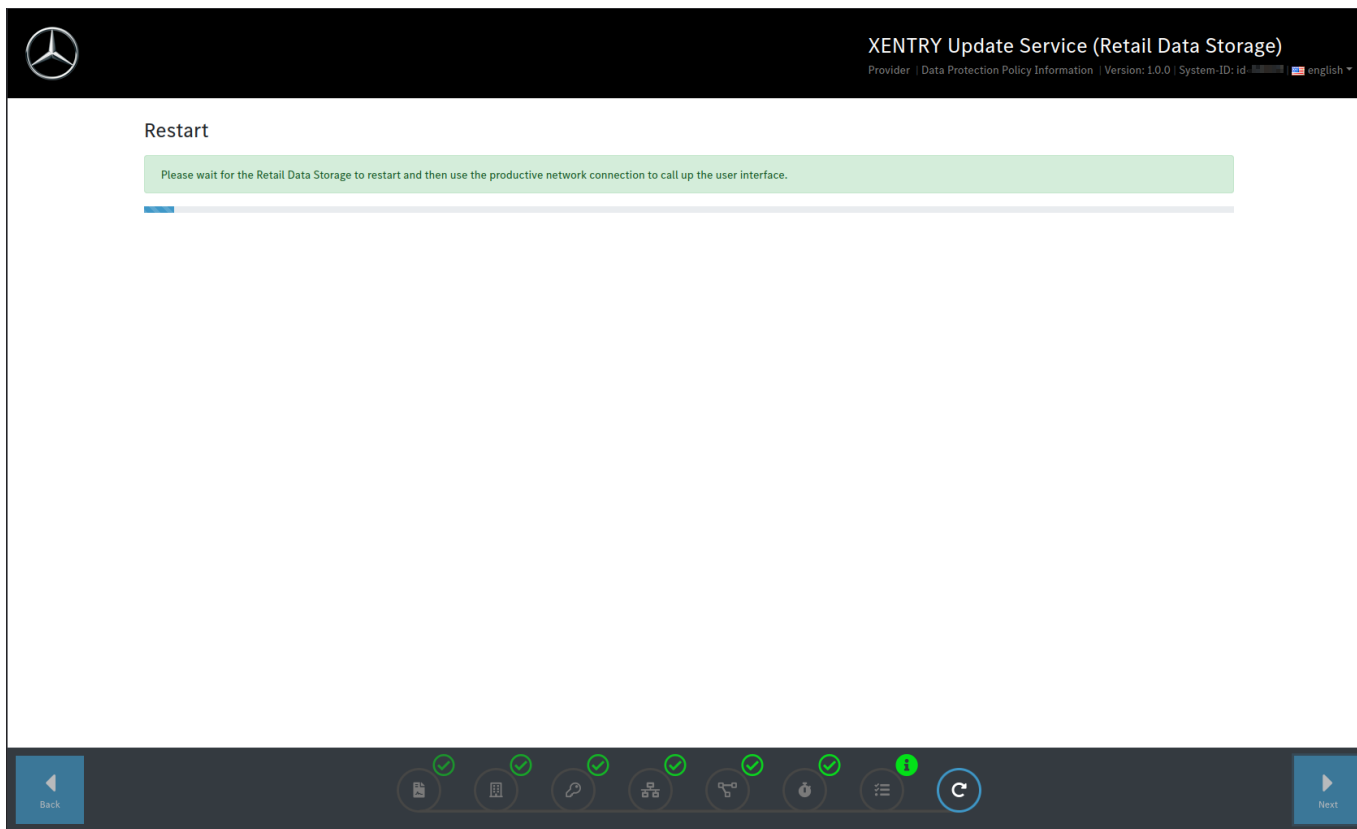


Fig. 17: Restarting the Retail Data Storage 2

Please close the setup wizard.

Now disconnect the LAN cable, which is plugged into the upper LAN port 1 (admin port) of the Retail Data Storage 2, from both the PC/laptop and the Retail Data Storage 2. Please close the admin port again with the red plastic cap to protect the device from dust.



Please leave the Retail Data Storage 2 switched on. This is the only way that the diagnostic devices can retrieve the required data from the Retail Data Storage 2.

3.2.5 Activating the Retail Data Storage 2

You are now able to activate your Retail Data Storage 2 using a PC/laptop. To do so, please enter the IP address that you have configured for the Retail Data Storage 2 in the address bar of your browser.

Please note that the Retail Data Storage 2 and the PC/laptop used must be on the same network.



When purchasing Retail Data Storage 2, the XENTRY Update Service is already included for 42 months from the activation date.

A customer who has completed the purchase of a Retail Data Storage will receive an email notification prior to the expiration of the 42-month period that the 42-month period is about to expire. If the customer wishes to continue receiving data via the XENTRY Update Service and using Retail Data Storage, he/she is able to extend the XENTRY Update Service for 12 months or purchase a new Retail Data Storage. The activation date can be read out in the XENTRY Update Service Control Center (Retail Data Storage), both in the Monitoring and Administration sections, in this case under the "About device" tab. For more information, see .

After you have connected the Retail Data Storage 2, the following page appears:



Retail Data Storage
Version: #.#.#  english

Activation Wizard

Completion of the setup

The Retail Data Storage has been successfully configured for use in your network and can now be activated. Activation can take up to one working day. When activation is completed, you will be notified via the specified e-mail address.

Please leave the Retail Data Storage switched on until you have been notified of the successful activation.

Please enter your activation code.

Code

Repeat

Fig. 18: Activating the Retail Data Storage 2

Now enter the activation key for your Retail Data Storage 2 in the "Key" and "Repeat" fields. This key was sent to you by e-mail. Then click on "Submit".

You will receive confirmation after correctly entering the activation key.



Retail Data Storage
Version: #.#.#  english

Activation Wizard

Setup is complete!

Your activation code has been sent successfully.
The Retail Data Storage unit will now be activated within the next working day and will then be operational.

 **The activation code has already been entered and accepted.**
Please leave the Retail Data Storage switched on until you have been notified of the successful activation.

 The Retail Data Storage is currently in the activation process. Activation can take up to one working day. When activation is completed, you will be informed via the specified e-mail address.

Fig. 19: Successful transfer of the activation key

The Retail Data Storage 2 will now be activated within one working day and will then be operational. After successful activation of the Retail Data Storage 2, you will receive an email at the email address you specified.



Please note: The activation of the Retail Data Storage 2 can take up to 24 hours.

3.2.6 Pairing the Retail Data Storage 2 with the XENTRY Diagnosis Pad | Pad 2

Start the XENTRY Diagnosis Pad | Pad 2 and open the ConfigAssist. Follow the steps shown on the XENTRY Diagnosis Pad | Pad 2. For more information, refer to the user guide of the XENTRY Diagnosis Kit 3 | Kit 4.

Proceed as follows if the connection between the Retail Data Storage 2 and the XENTRY Diagnosis Pad | Pad 2 should/may not be established using a proxy server:

Please note, the following settings are only necessary if a proxy server is used in your network and the connection between Retail Data Storage 2 and XENTRY Diagnosis Pad should or must **not** run via this proxy server.

Complete ConfigAssist by clicking "Next" until you have reached the network settings. In the upper section, click on "Advanced", and then on the "Proxy" field.



If you use a proxy server and the connection between the Retail Data Storage 2 and XENTRY Diagnosis Pad | Pad 2 is to run via this proxy server, please ensure that there is sufficient released bandwidth between your Retail Data Storage 2 and the XENTRY Diagnosis Pad | Pad 2. If the required bandwidth is not available, do NOT perform the step below.

Now select the checkbox next to "Bypass proxy server for local addresses". As an exception, enter the IP address that you have assigned to the Retail Data Storage 2.

Fig. 20: IP address to exclude proxy servers

3.2.7 Configuring the XENTRY Update Service

Once you reach the "Configure XENTRY Update Service" overview in ConfigAssist, set up the XENTRY Update Service.

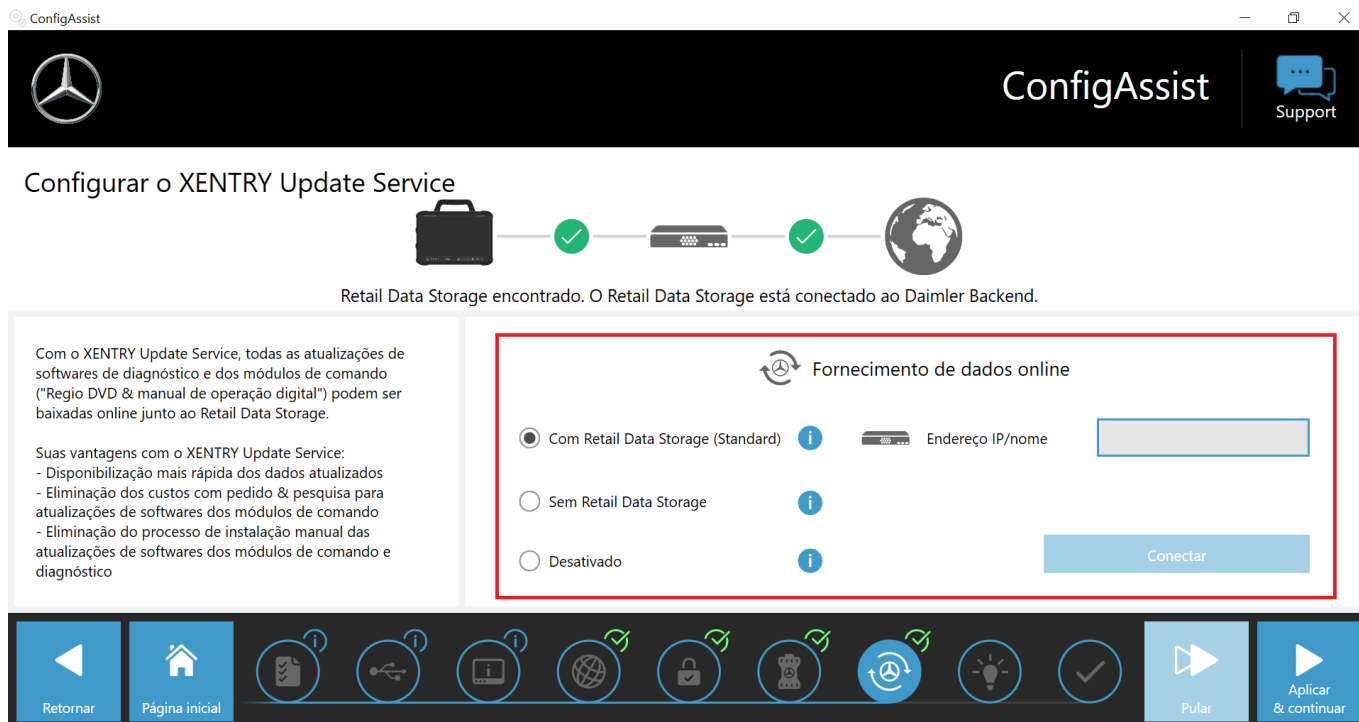


Fig. 21: Configure the XENTRY Update Service in ConfigAssist

Online data supply

In this section, you can define how diagnosis updates and control unit data available online are procured.

■ With Retail Data Storage (default):

Select the "With Retail Data Storage (default)" setting, this will automatically download diagnostic updates to your XENTRY Diagnosis Pad | Pad 2. You will be notified when you can install the new update version in the Update Center. Required release updates and Digital Operator's Manuals (DiBA) are automatically downloaded online.

– IP address / name

Enter the IP address defined for the Retail Data Storage 2 by you (or your IT administrator) here and then select "Connect".

■ Without Retail Data Storage:

If you select the "Without Retail Data Storage" setting, diagnostic updates must be searched for and downloaded manually via the Update Center on the Retail Data Storage 2. You will be notified when you can install the new update version in the Update Center.

Required release updates and Digital Operator's Manuals (DiBA) are automatically downloaded online. You can find more information in chapter 3

After you have filled in the "IP address / name" field and confirmed it by clicking the "Connect" button, you can confirm the setting by clicking "Apply & continue".

You can run through the ConfigAssist until you reach the "Overview of your system configuration". Here the XENTRY Update Service with Retail Data Storage 2 is confirmed and the configuration you selected is summarized.

You can now finish the configuration by clicking the "Finish" button.

4 XENTRY Update Service Control Center (Retail Data Storage)

The XENTRY Update Service Control Center (Retail Data Storage) gives you direct access to your Retail Data Storage. Functions and information relating to your Retail Data Storage are displayed here.

You can access the XENTRY Update Service Control Center (Retail Data Storage) via a PC / laptop or also a XENTRY Diagnosis Pad

To do so, open a browser in the same network as your Retail Data Storage unit and enter the IP address of your Retail Data Storage unit in the address bar. You entered this IP address beforehand during configuration, as described in [Chapter 3.2.4 "Configuration of the Retail Data Storage 2" on page 8](#). You can also view this IP address again in ConfigAssist in the "Configure XENTRY Update Service" section [Chapter 3.2.7 "Configuring the XENTRY Update Service" on page 17](#) if you have already paired your XENTRY diagnostic device to the Retail Data Storage.

After entering the address line, a log in window opens. At the top right, you will see that you are in the Retail Data Storage.

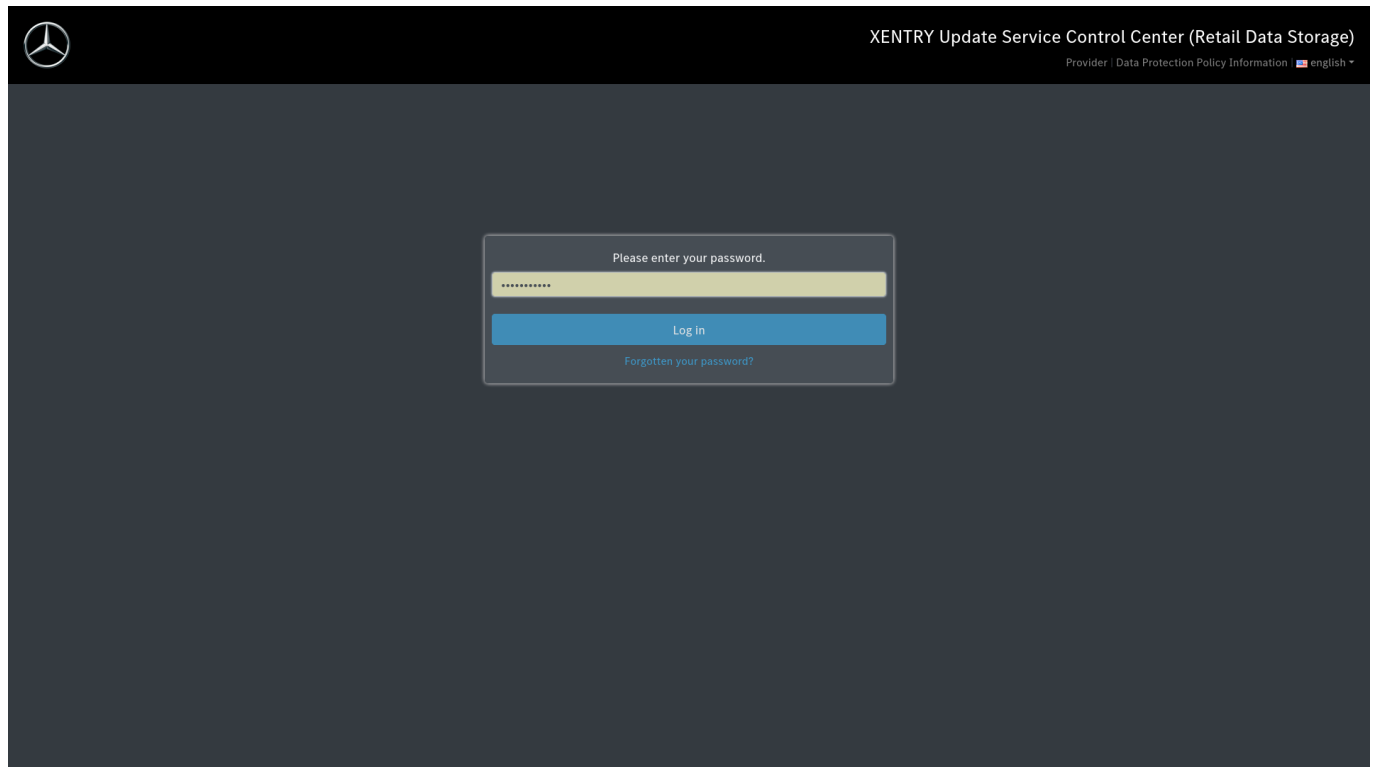


Fig. 22: Logging in to Retail Data Storage

Now enter your password and click on "Log in".

If you have forgotten your password, you can do the following provided that you have specified an email address. More information on specifying an email address is available in [Chapter 4.7 "Administration" on page 26](#).

1. Click on "Forgotten your password?"

➡ An overview page appears

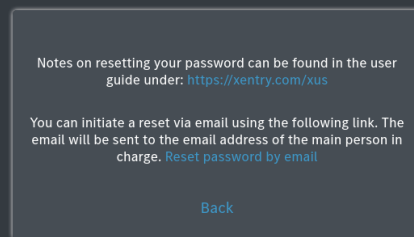


Fig. 23: Forgotten your password? overview

2. ➤ Click on "Reset password per email"

- ➡ An email is sent to the main person in charge



Please note that the link in the email is only valid for one hour. If an email has already been sent, a new email can then only be requested after 5 minutes have elapsed. The latest email is then valid.

3. ➤ Click on the link in the email that you sent to the main person in charge

- ➡ An overview page in which you can enter the password then appears

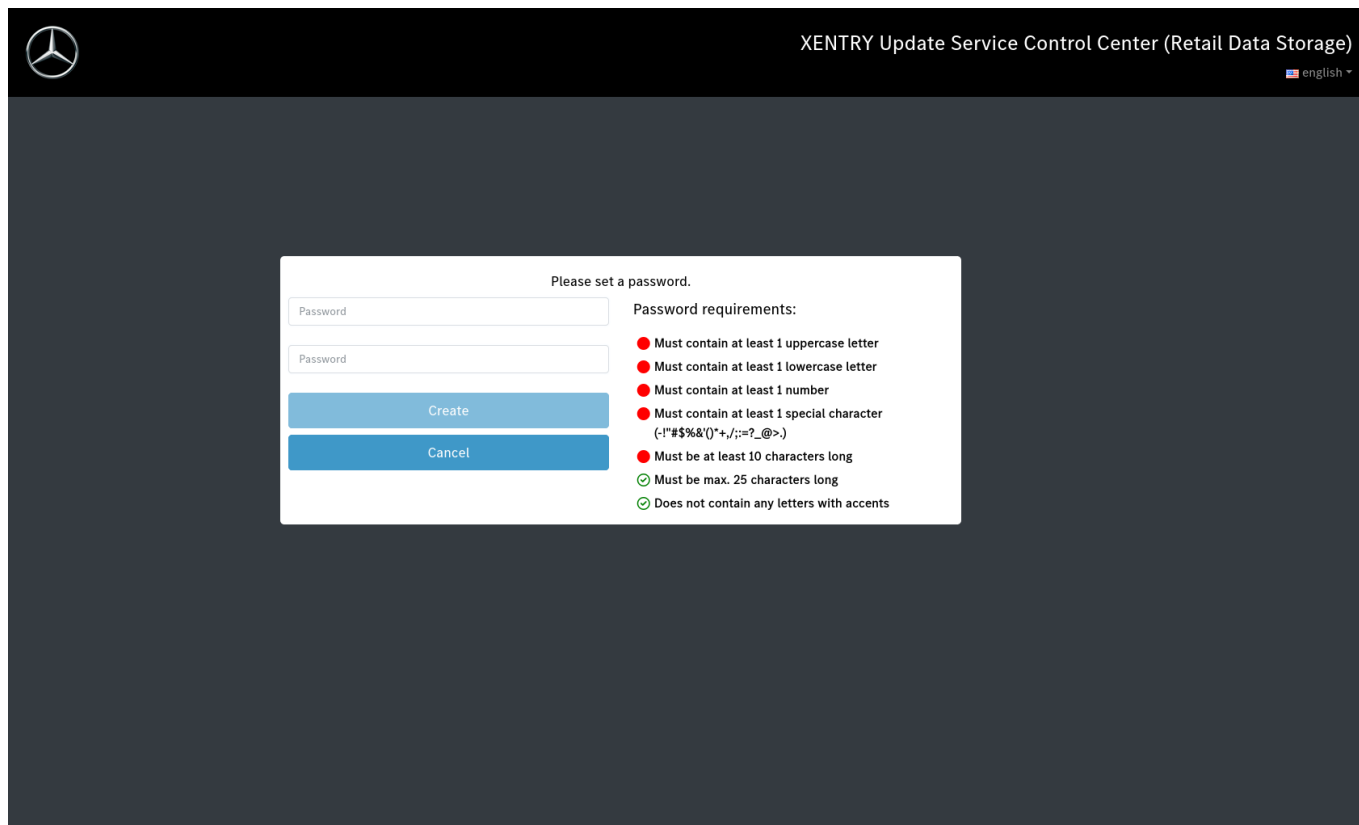


Fig. 24: Entering new password overview

4. Create a new password based on the listed criteria
5. Repeat the password in the second line
6. Click on the "Create" button to issue the new password
 - ➡ The password is then changed

4.1 Overview

The XENTRY Update Service Control Center (Retail Data Storage) provides you with several functions related to your Retail Data Storage.

- "Monitoring" shows the connection of the Retail Data Storage to the Internet. You can also view some system information here.
- The "Linked up devices" button takes you to an overview of all diagnostic systems paired with the Retail Data Storage.
- With "Release overview" you have the option of displaying all release updates available on your XENTRY Diagnosis Pad | Pad 2.
- Click on "Control Unit Software" to display the available control unit software.
- The "Administration" area can be used to subsequently adjust the download times of the Retail Data Storage.
- You can end the current session and log out via "Log out".

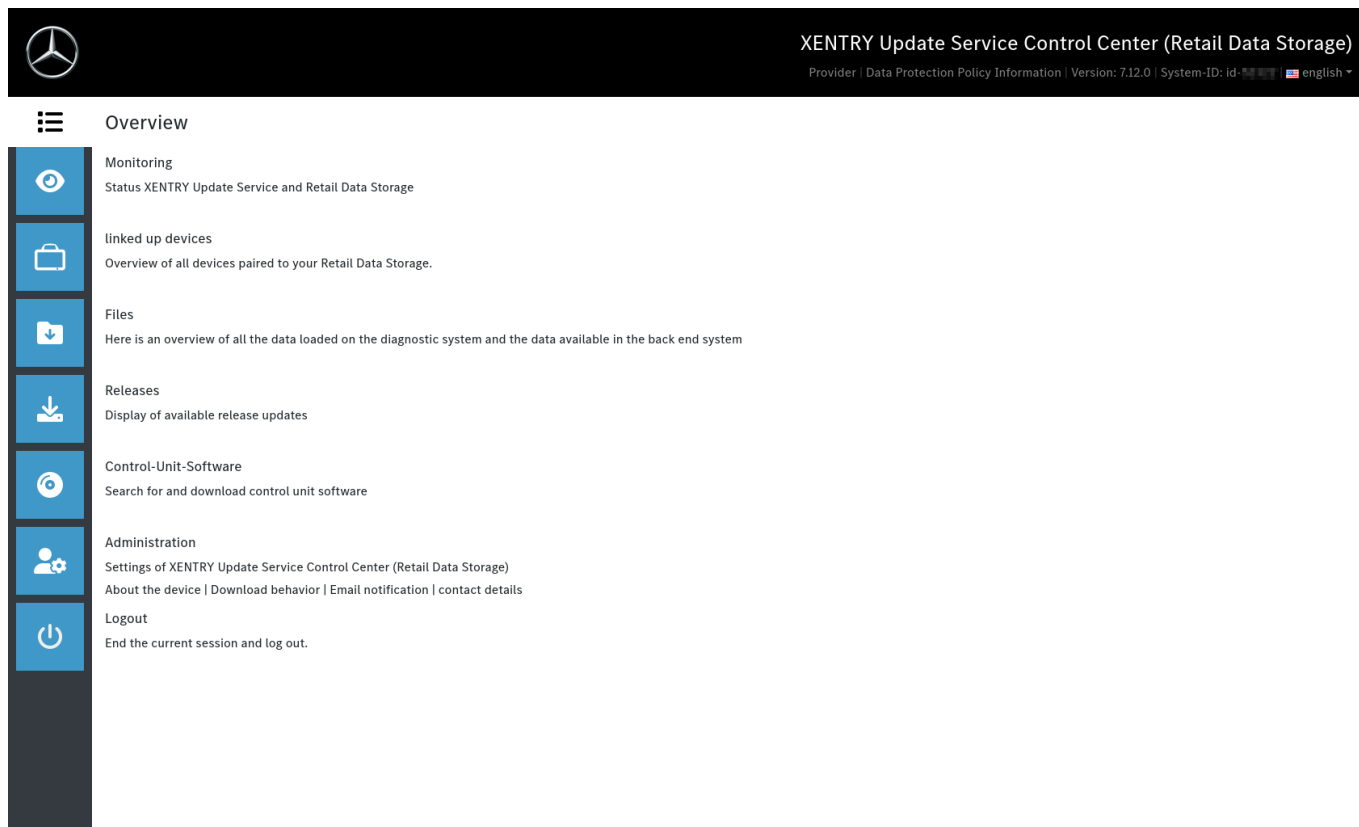


Fig. 25: Overview of XENTRY Update Service Control Center (Retail Data Storage)

4.2 Monitoring

The Monitoring section allows you to see the most relevant information about your Retail Data Storage at a glance.

Some system information may be necessary for the Diagnosis User Helpdesk in certain cases. You also have an overview of which data is stored directly on your Retail Data Storage and how many diagnostic systems are linked to this Retail Data Storage.

The connection status of the XENTRY Update Service as well as Device Control and Device Maintenance are also displayed at a glance. By clicking on the blue bars, you can then view the connection status of individual domains.

The activation date can be used to calculate how long the XENTRY Update Service will still be available. When you purchase Retail Data Storage 2, this is included for 42 months and it can then be purchased for a further 12 months.

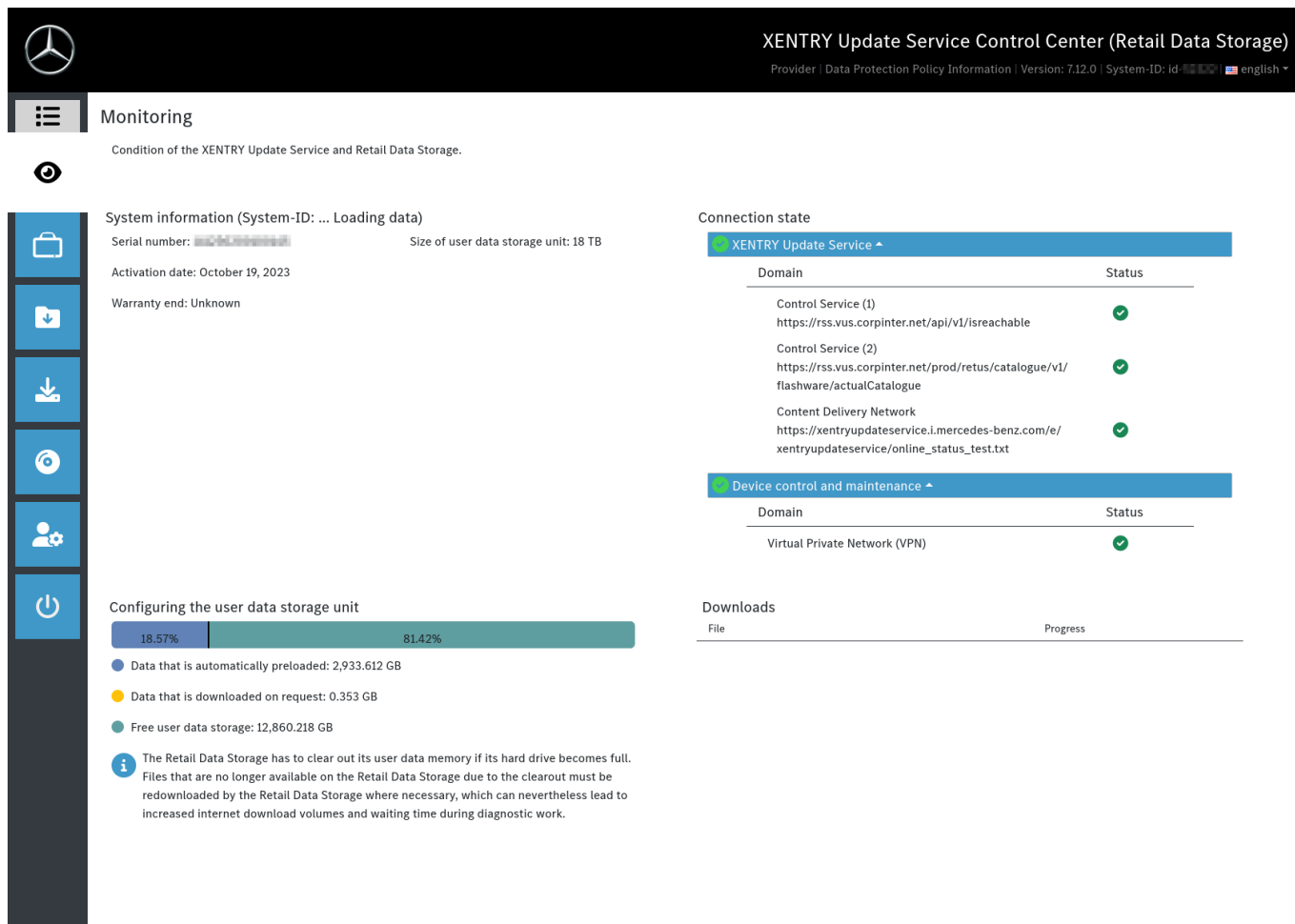


Fig. 26: Monitoring of XENTRY Update Service on the Retail Data Storage

4.3 Paired devices

This overview shows you all the diagnostic systems paired with this Retail Data Storage. It also shows which version is installed on the respective XENTRY diagnostic system, whether it is currently active and when it was last connected to this Retail Data Storage. If you want to remove a device, you can do so by clicking on the minus symbol on the right-hand side of the corresponding device.

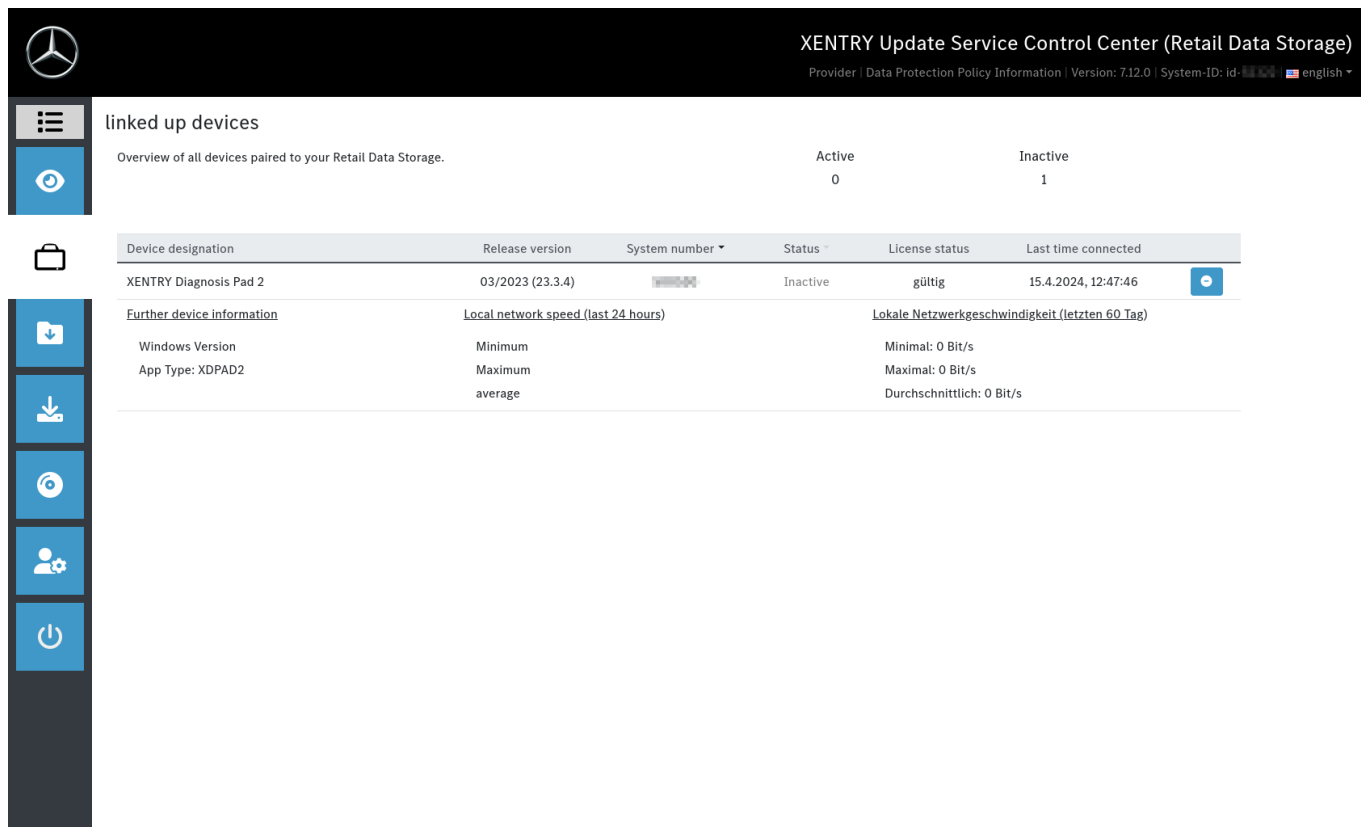


Fig. 27: Paired diagnostic systems

4.4 Files

Here you will find an overview of all files that are both loaded on the diagnostic system and available in the backend. Detailed information on the respective file can be displayed by clicking on a line.

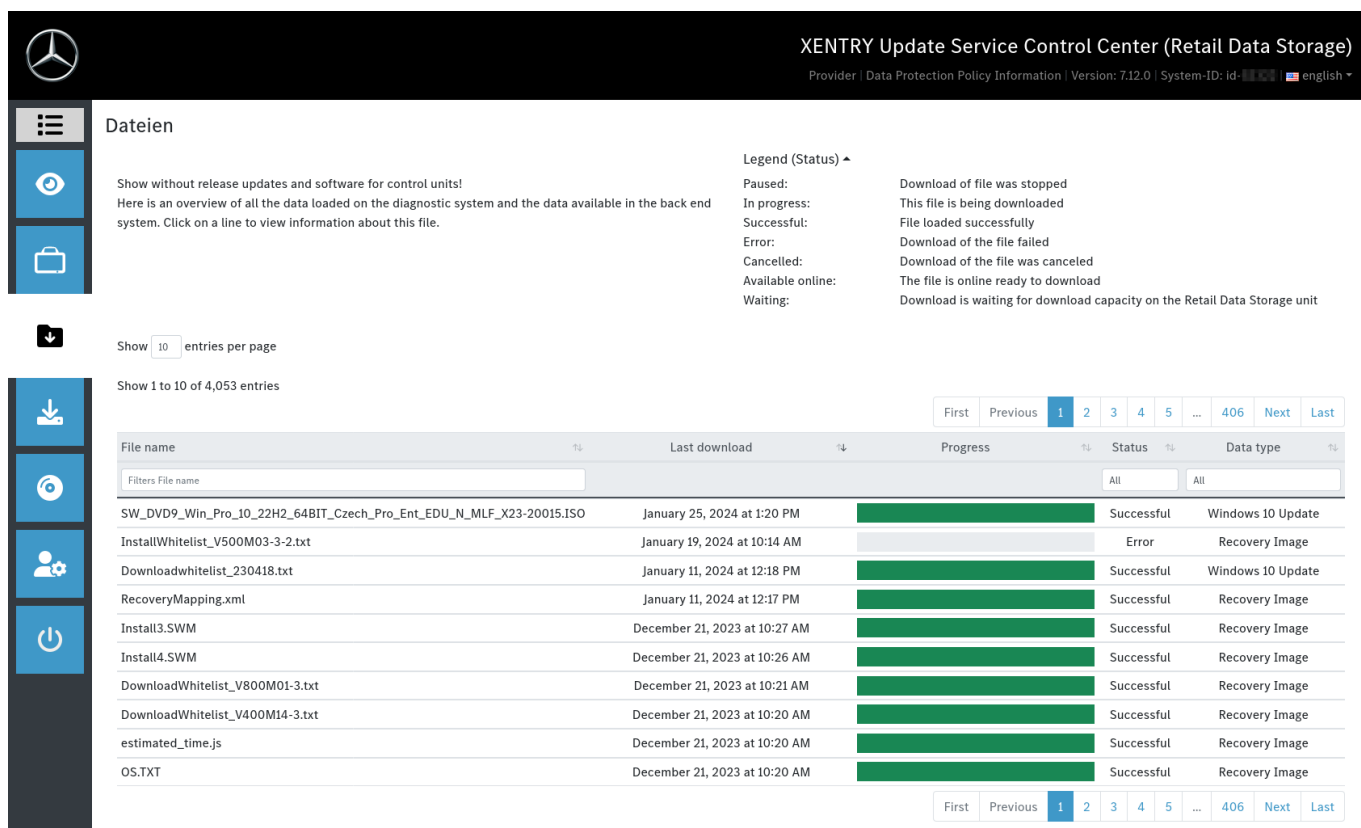


Fig. 28: Files overview in the XENTRY Update Service Control Center

4.5 Release overview

Release overview shows you which release updates are available on the Retail Data Storage. The progress bar shows the percentage of the respective release update that has already been downloaded from the Internet to the Retail Data Storage. You also have the option of exporting the individual update or meta file here.

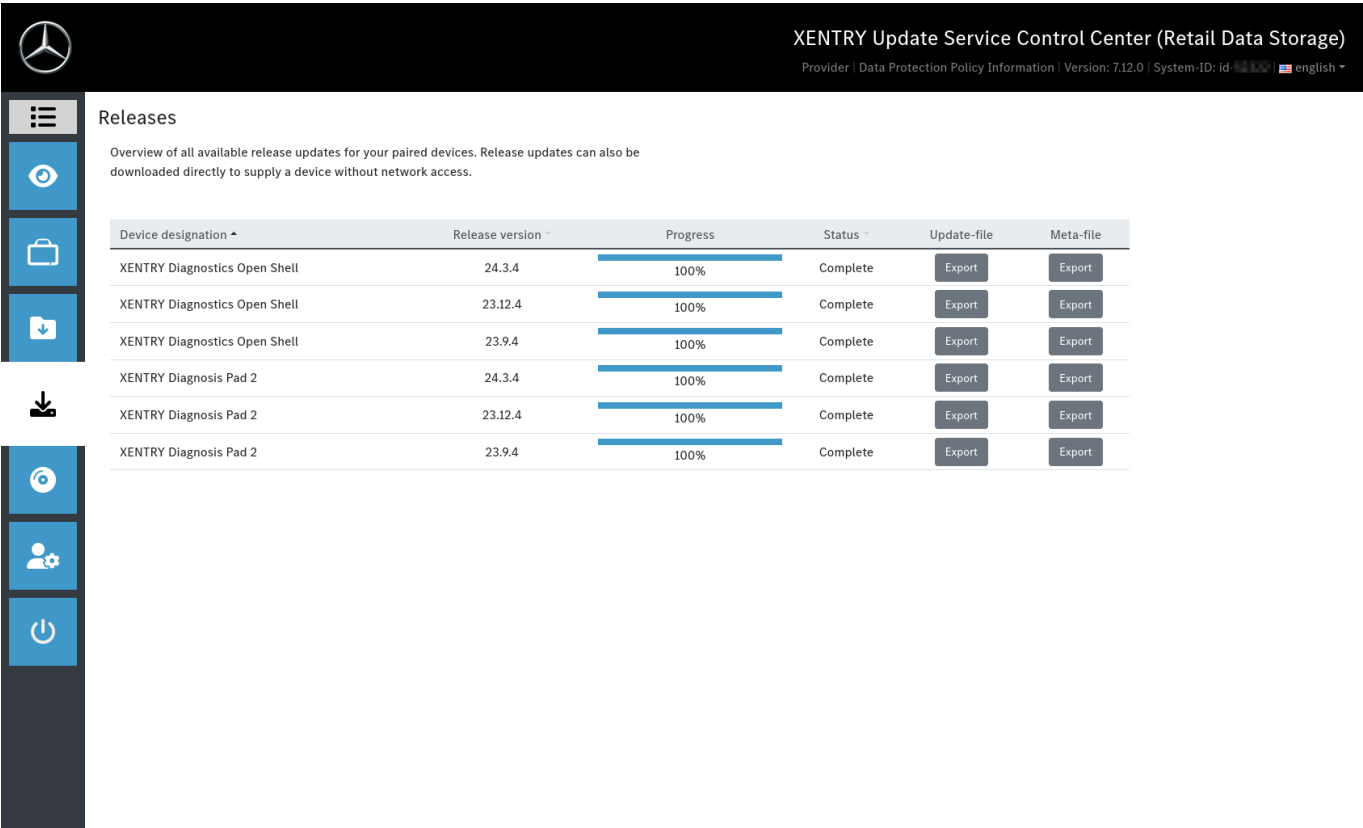


Fig. 29: Release overview in the XENTRY Update Service Control Center

4.6 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 Pad. This may be necessary, for example, if you are on the road with your XENTRY Diagnosis system during a Service 24h deployment outside the workshop network.

XENTRY Update Service Control Center (Retail Data Storage)
Provider | Data Protection Policy Information | Version: 7.12.0 | System-ID: id-1111 | english

- Control-Unit-Software
- Overview
- Downloads
- History
- Settings
- Help

Control-Unit-Software

Overview of all available control unit software. Control unit software not yet downloaded can also be manually requested.

Total entries: 136976

automatic search for 3 or more characters

Entries per page 10

Start
1
/ 13698
End

File name	Progress	Status	Request
0002527015_001-CFF-20210411_1111.zip		Complete	Request
0002527015_001-SMR-20210411_1159.zip		Complete	Request
0004420006_001-CFF-20201206_1417.zip		Complete	Request
0004420006_001-SMR-20210125_1453.zip		Complete	Request
0004420012_001-CFF-20201206_1415.zip		Complete	Request
0004420012_001-SMR-20201206_1439.zip		Waiting	Request
0004420053_001-CFF-20221108_1500.zip		Complete	Request
0004420053_001-SMR-20221108_1500.zip		Waiting	Request
0004420056_002-CFF-20201206_1406.zip		Waiting	Request
0004420056_002-SMR-20201206_1428.zip		Waiting	Request

Fig. 30: Overview of available control unit software

4.7 Administration

In the Administration area, you have the option of subsequently configuring the download times of your Retail Data Storage. These are the download times you set during initial setup in [Chapter 3.2.4 “Configuration of the Retail Data Storage 2” on page 8](#). You can also manage email notifications, contact details and passwords here. Exporting the configuration and restarting are also contained in the administration section.

The first tab gives you all the data about your Retail Data Storage. Here you also have the possibility to assign a new password via the buttons. Furthermore, you have the option to restart the Retail Data Storage. An export function for your configuration is also available.

The activation date can be used to calculate how long the XENTRY Update Service will still be available. When you purchase Retail Data Storage 2, this is included for 42 months and it can then be purchased for a further 12 months.

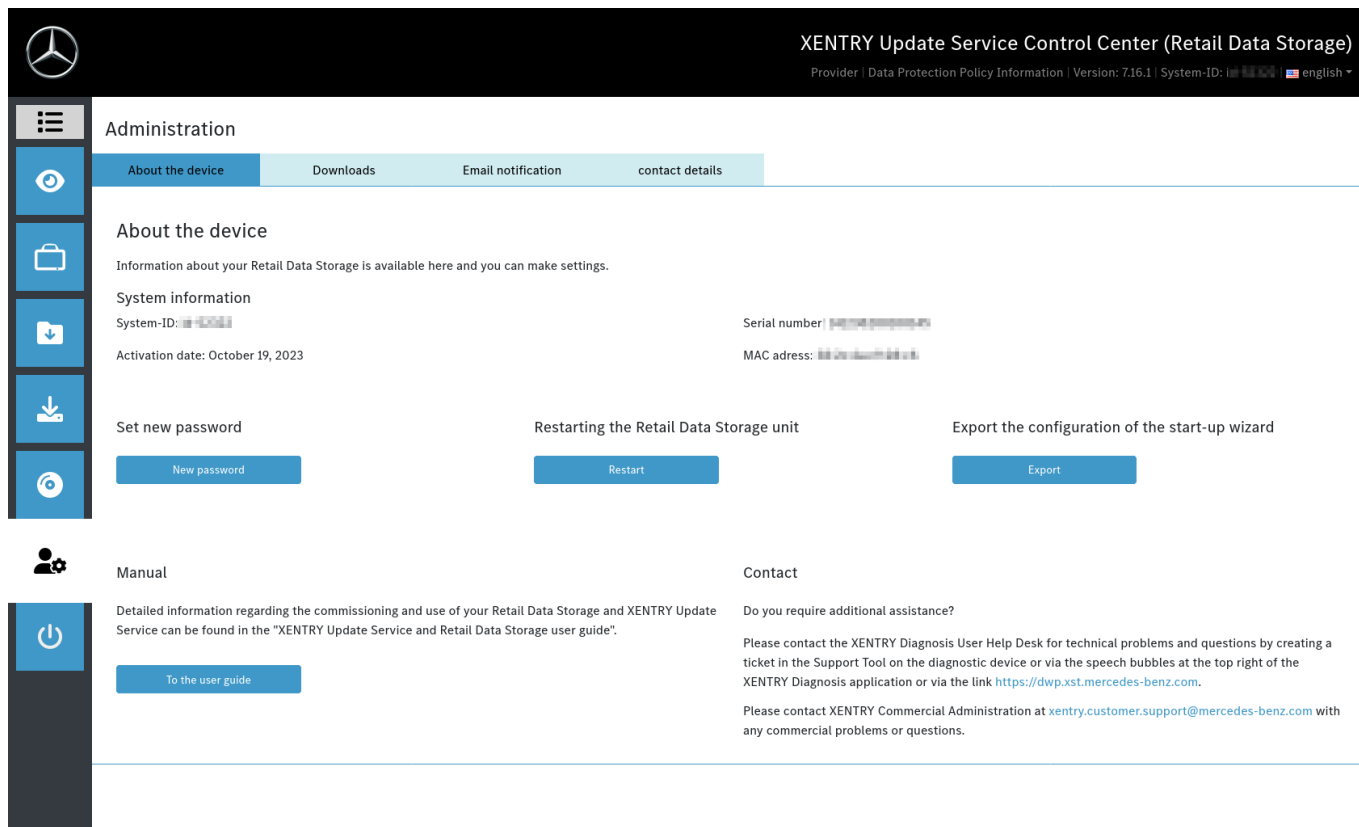


Fig. 31: Administration, About the device tab

In the event that you would like to replace your password, click on "New password". Then follow the instructions and fulfill the specified requirements to create a new password.

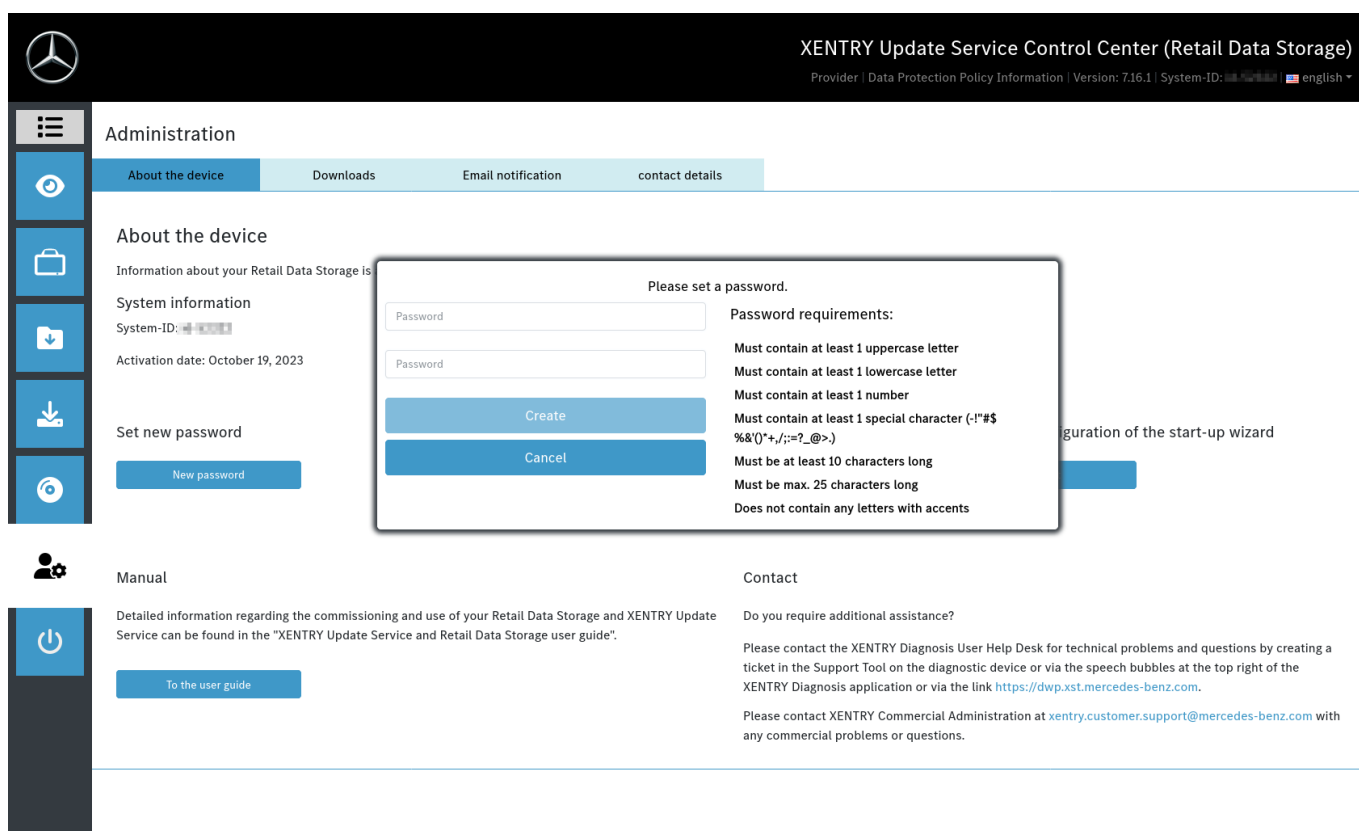


Fig. 32: Reset password

If you want to restart the Retail Data Storage, click on the "Restart" icon, then confirm by clicking on "Yes". The Retail Data Storage then performs a restart.

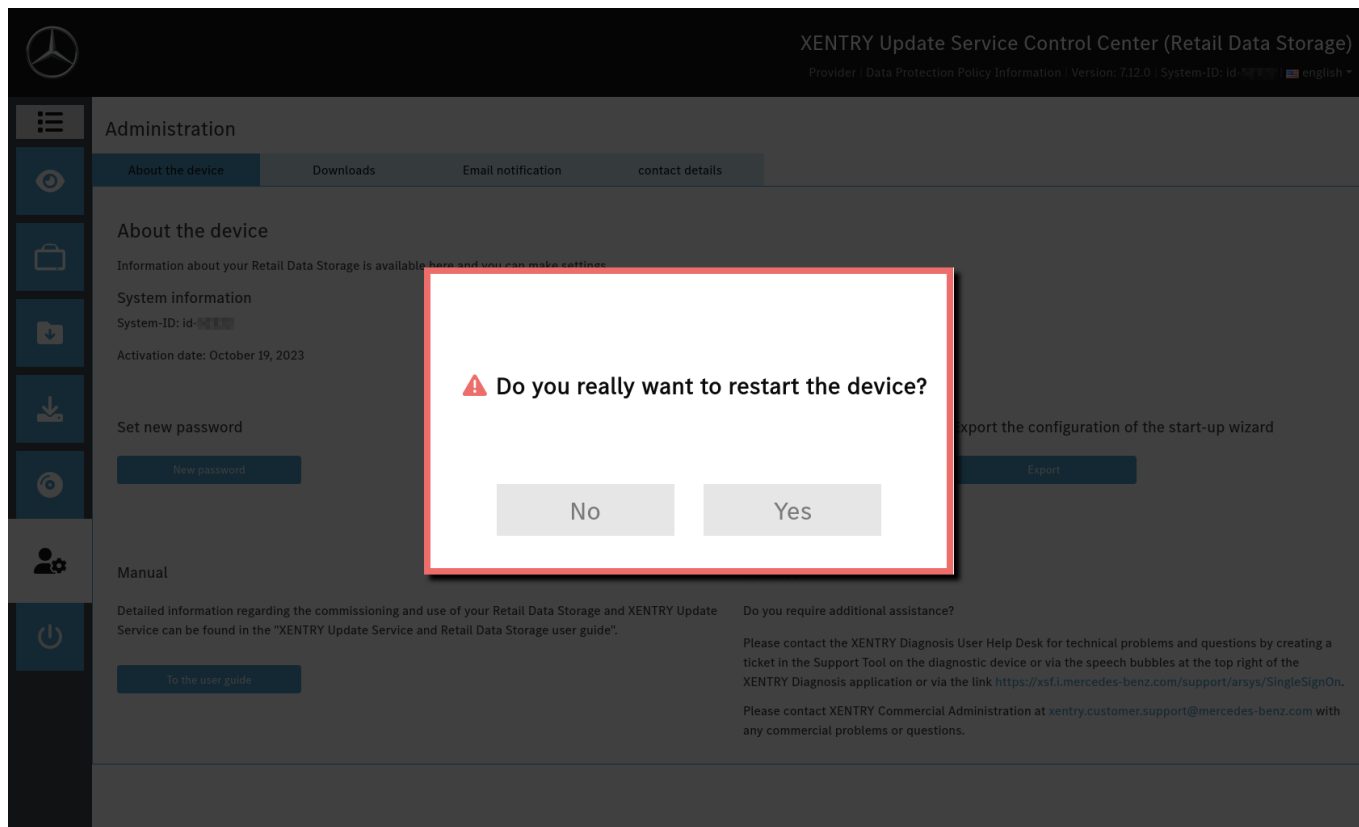


Fig. 33: Restarting the Retail Data Storage

In the Downloads tab, you can set the data transfer rate and download times for new content. Use the "Apply settings" button to save your changes

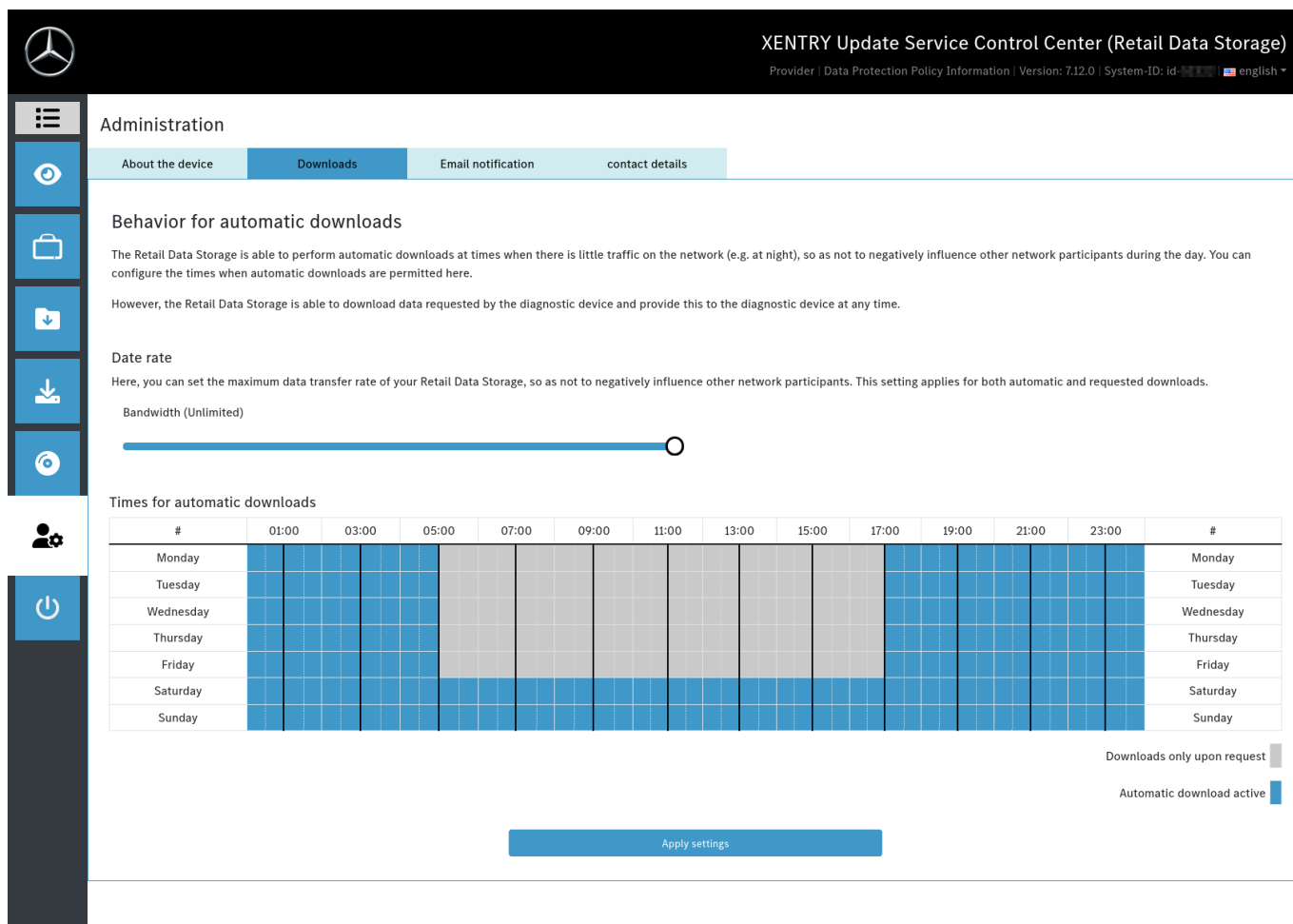


Fig. 34: Administration, Downloads tab

If you want to receive notifications about backend connection faults or authentication problems, you can store different email addresses. Up to three different email addresses are possible. To do this, fill out all the fields on the left and enter at least one email address. The email address can also be a group mailbox.

If you have forgotten the Retail Data Storage password and you have specified an email address, you can use the "Forgotten your password?" function. ➔ [Further information on page 19](#)

The screenshot shows the 'Administration' page of the 'XENTRY Update Service Control Center (Retail Data Storage)'. The 'Email notification' tab is selected. The page is divided into three main sections: 'Mail server log-in data', 'Outgoing mail server settings', and 'Receiver addresses'. The 'Mail server log-in data' section contains an 'E-Mail' field and a 'Password' field, both marked as mandatory. The 'Outgoing mail server settings' section contains 'SMTP server address', 'Port', and 'Username' fields, all marked as mandatory. The 'Receiver addresses' section contains an 'Administrator email' field (mandatory) and two optional 'E-Mail 2' and 'E-Mail 3' fields. A large information box on the right explains the purpose of email notifications and lists the events for which notifications are sent. At the bottom, there are three buttons: 'Apply settings', 'Send a test email', and 'Reset'.

XENTRY Update Service Control Center (Retail Data Storage)
Provider | Data Protection Policy Information | Version: 7.12.0 | System-ID: id-XXXX | english

Administration

About the device | Downloads | **Email notification** | contact details

Email notification

Mail server log-in data

E-Mail

This entry is mandatory

Password

This entry is mandatory

Outgoing mail server settings

SMTP server address

This entry is mandatory

Port

This entry is mandatory

Username

Receiver addresses

Administrator email

This entry is mandatory

E-Mail 2

E-Mail 3

Information: Please enter your e-mail data here if you would like to receive important information regarding the condition of your Retail Data Storage via e-mail. This helps to ensure the readiness of your Retail Data Storage.

Currently, you will be informed about the following events:

- Fault in the connection to the back end servers.
- Fault with regard to the authentication at the server.
- License status information
- Information about new logins on the Retail Data Storage
- Information about unplanned reboot
- Hardware warning for excessive temperature
- Critical hard drive capacity

If you lose the frontend password, you can reset the password by email. (An email will be sent only to the administrator)

Currently, email accounts with two-factor authentication are not supported.

Buttons: Apply settings | Send a test email | Reset

Fig. 35: Administration, Email notification tab

If you move your Retail Data Storage to a different location or if the contact person changes, you also have an option to change the contact details. Click the "Apply settings" button to save the changes

XENTRY Update Service Control Center (Retail Data Storage)
 Provider | Data Protection Policy Information | Version: 7.12.0 | System-ID: id-12345 | english

Administration

About the device | Downloads | Email notification | **contact details**

contact details

Company

Street and house number

ZIP code

Place

Email address

Enter an email address for an account that is regularly checked for new emails, furthermore, it is advisable that it is not attended to by one employee in your company only, and preferably, personal data such as first name and last name should not be used.

Phone number

Enter a telephone number here that can be easily reached at your company. It is advisable to provide a telephone number that is not attended to by one employee in your company only.

Apply settings

Fig. 36: Administration, Contact details tab

4.8 Logout

If you wish to log out of the Retail Data Storage, simply click on the corresponding icon, then confirm by clicking on "Yes".

XENTRY Update Service Control Center (Retail Data Storage)
 Provider | Data Protection Policy Information | Version: 7.12.0 | System-ID: id-12345 | english

Administration

About the device | Downloads | Email notification | contact details

About the device

Information about your Retail Data Storage is available here and you can make settings.

System information

System-ID: id-12345

Activation date: October 19, 2023

Set new password

New password

Manual

Detailed information regarding the commissioning and use of your Retail Data Storage and XENTRY Update Service can be found in the "XENTRY Update Service and Retail Data Storage user guide".

To the user guide

Do you really want to log out?

No **Yes**

Export the configuration of the start-up wizard

Export

Do you require additional assistance?

Please contact the XENTRY Diagnosis User Help Desk for technical problems and questions by creating a ticket in the Support Tool on the diagnostic device or via the speech bubbles at the top right of the XENTRY Diagnosis application or via the link <https://xsl.mercedes-benz.com/support/arsys/SingleSignOn>.

Please contact XENTRY Commercial Administration at xentry.customer.support@mercedes-benz.com with any commercial problems or questions.

Fig. 37: Logging out of Retail Data Storage

5 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.

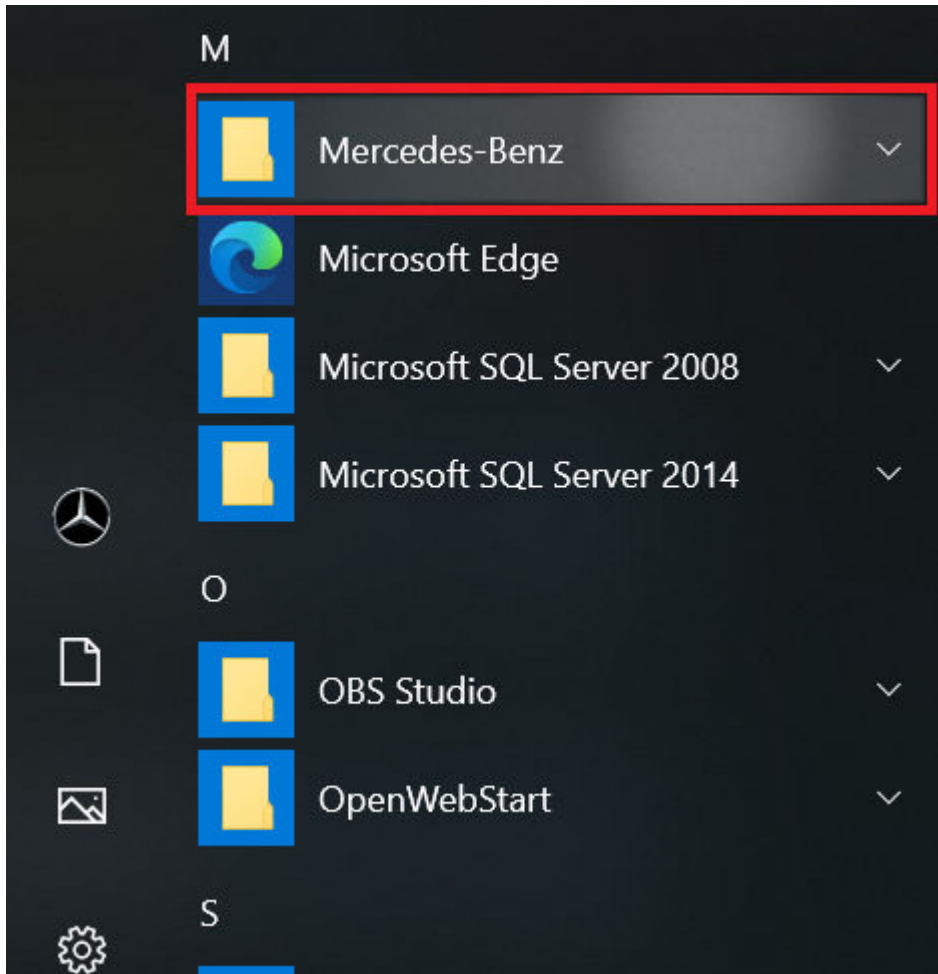


Fig. 38: Windows Start Menu Mercedes-Benz

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

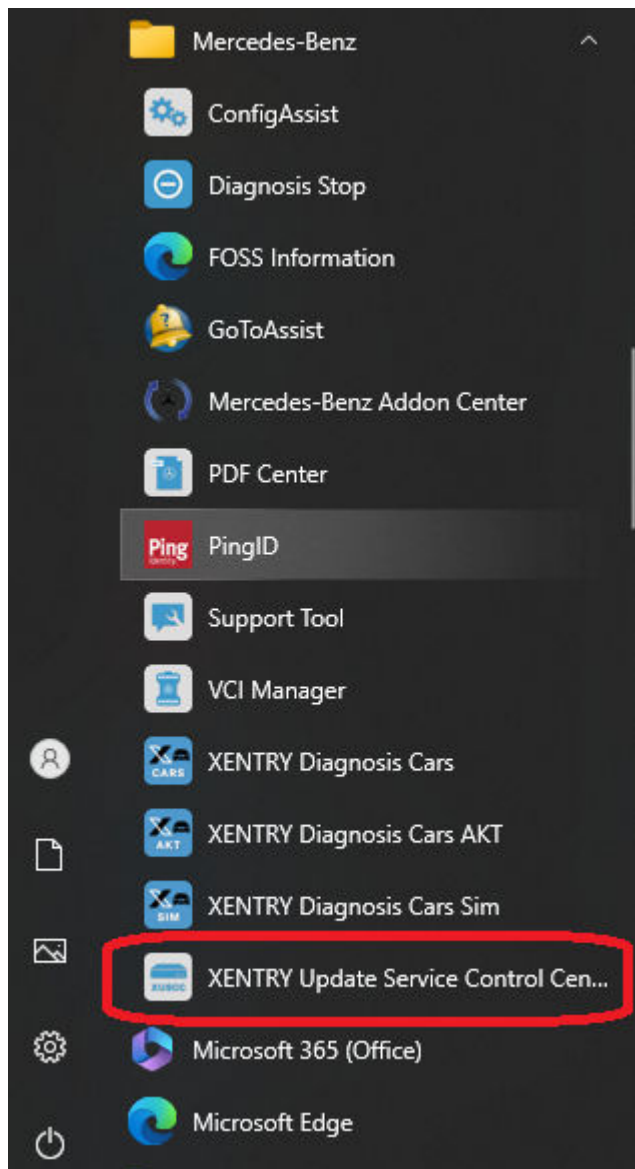


Fig. 39: Windows Start Menu Mercedes-Benz XENTRY Update Service Control Center

5.1 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.

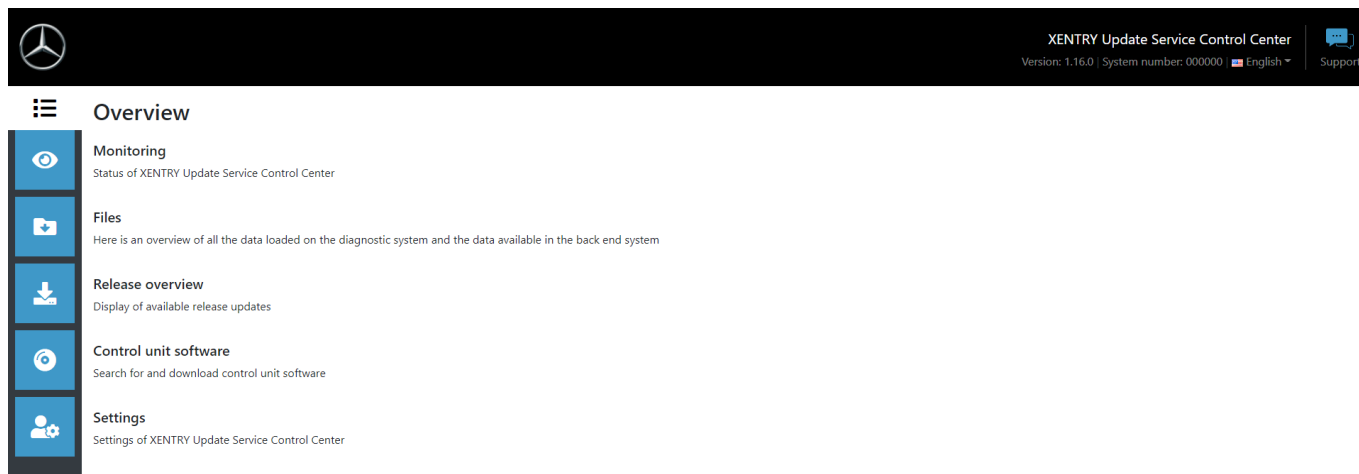


Fig. 40: Overview of XENTRY Update Service Control Center

5.2 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.

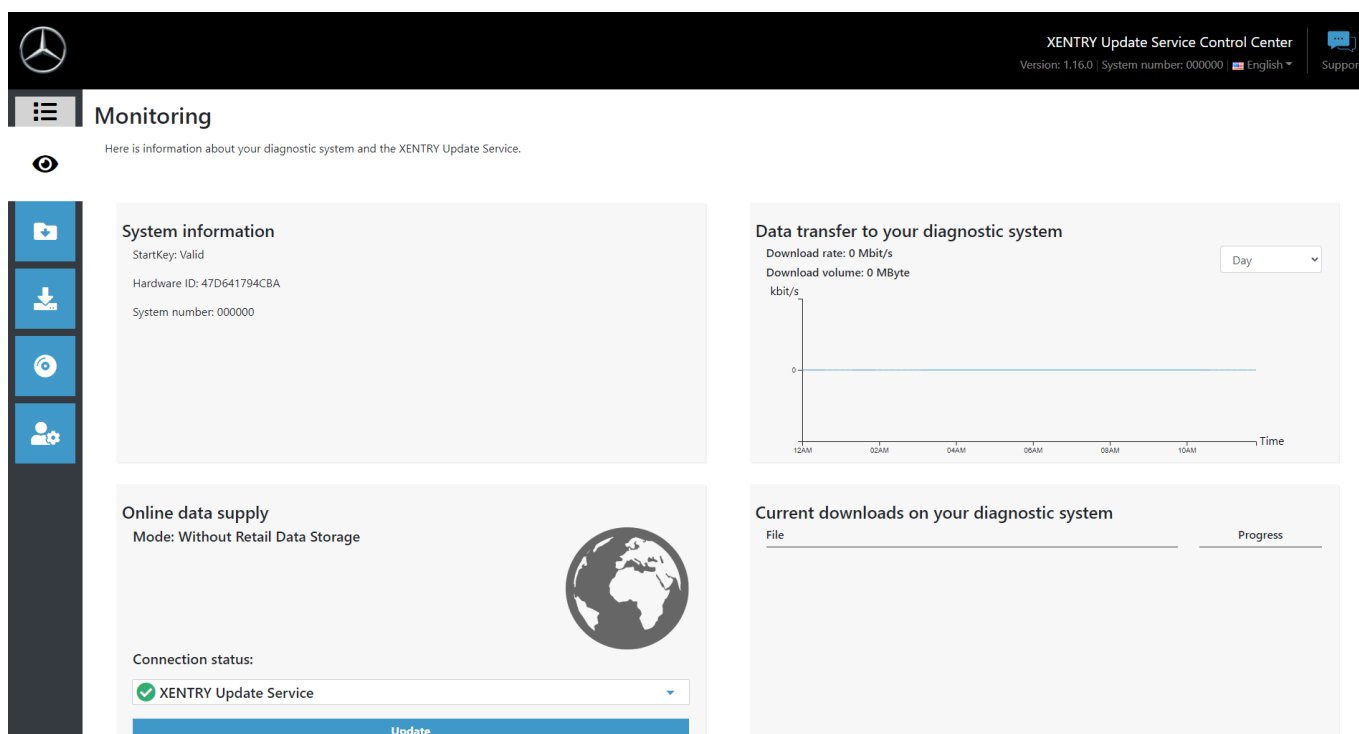


Fig. 41: Monitoring of data supply via XENTRY Update Service

5.3 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 5.4 "Release overview" on page 34](#).

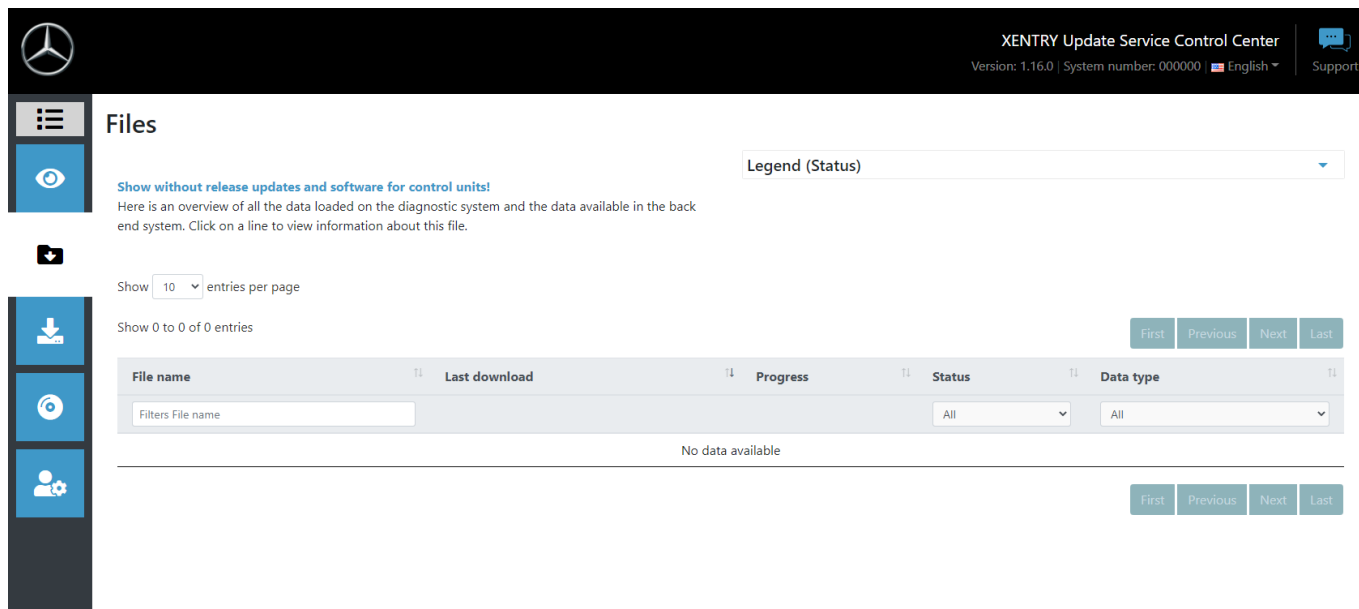


Fig. 42: Files available in the XENTRY Update Service

5.4 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.

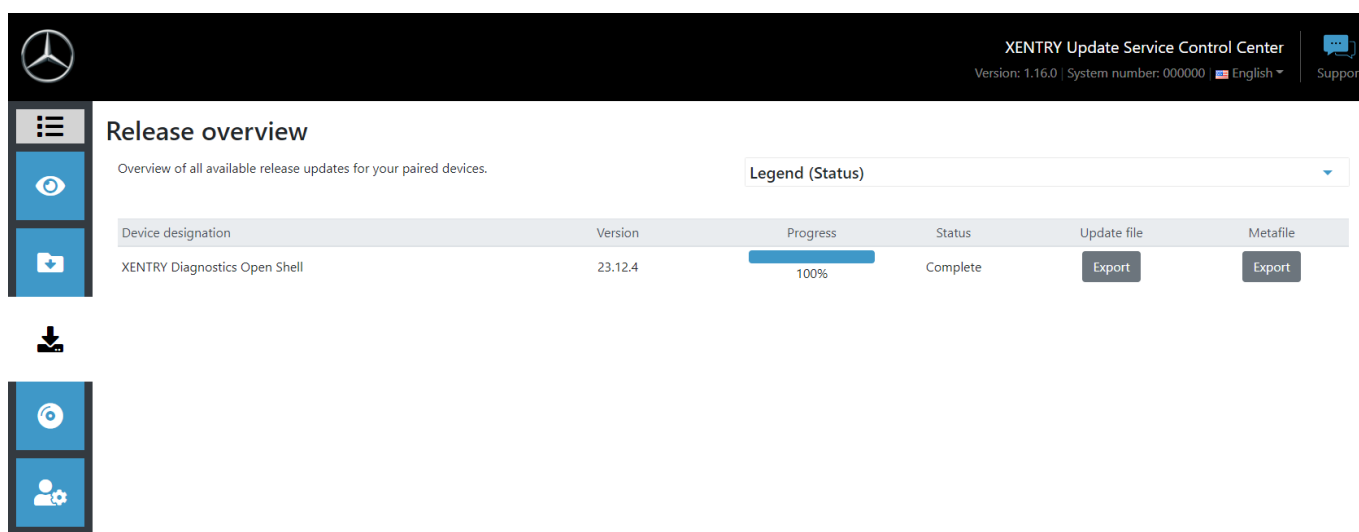


Fig. 43: Release overview in the XENTRY Update Service Control Center (2)

5.5 Control unit software

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

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

XENTRY Update Service Control Center
Version: 1.16.0 | System number: 000000 | English | Support

Control unit software

Overview of all available control unit software. Control unit software not yet downloaded can also be manually requested.

Search term

Search

automatic search for 3 or more characters

Entries per page

10

Legend (Status)

Start < 1 / 13642 > End

File name	Progress	Status	Retrieve
0002527015_001-CFF-20210411_1111.zip		Waiting	Retrieve
0002527015_001-SMR-20210411_1159.zip		Waiting	Retrieve
0004420006_001-CFF-20201206_1417.zip		Waiting	Retrieve

Fig. 44: Overview of available control unit software

5.6 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.

XENTRY Update Service Control Center
Version: 1.20.1 | System number: 000000 | English | Support

Settings

Mode

24h mode

Configure XENTRY Update Service

Data supply via the XENTRY Update Service can be used with or without Retail Data Storage. We recommend the operating mode with Retail Data Storage, as this allows your workshop to work more efficiently:

- Less waiting time when working with your XENTRY diagnostic device because the Retail Data Storage automatically downloads new control unit software, release updates and add-ons automatically from the Internet (e.g. at night outside of workshop opening hours) and then distributes them to the XENTRY diagnostic devices connected to the Retail Data Storage. The download of data from the Retail Data Storage and installation then take place in the background on your diagnostic device.
- Reduced Internet download volume and thus less demand

Online data supply

☐ With Retail Data Storage (default)

IP address / name

☒ Without Retail Data Storage

Connect

Fig. 45: 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).

XENTRY Update Service and Retail Data Storage, Operation manual, Issue date 01/2026 (valid until revoked)
Mercedes-Benz AG, Mercedesstr. 120, 70372 Stuttgart

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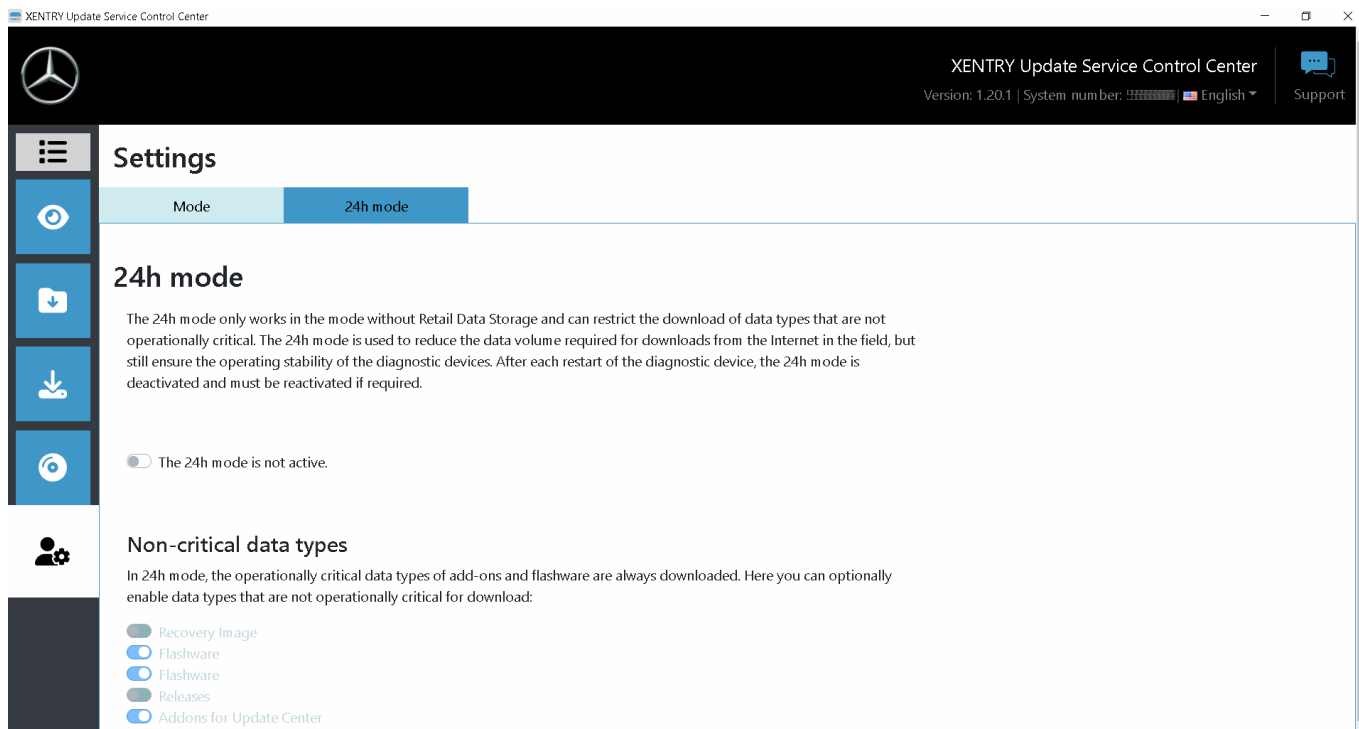


Fig. 46: 24h mode not active

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.

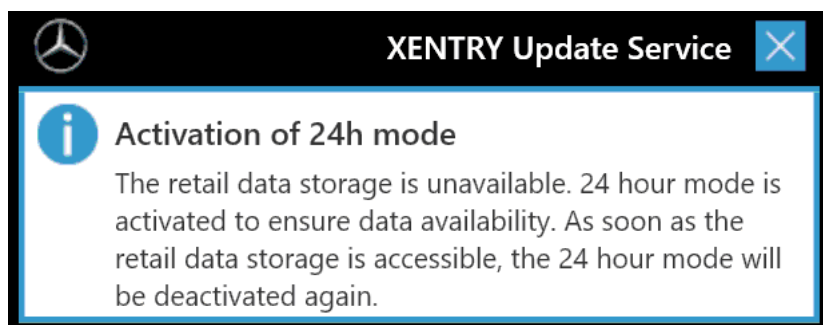


Fig. 47: Note for 24h mode activated

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.

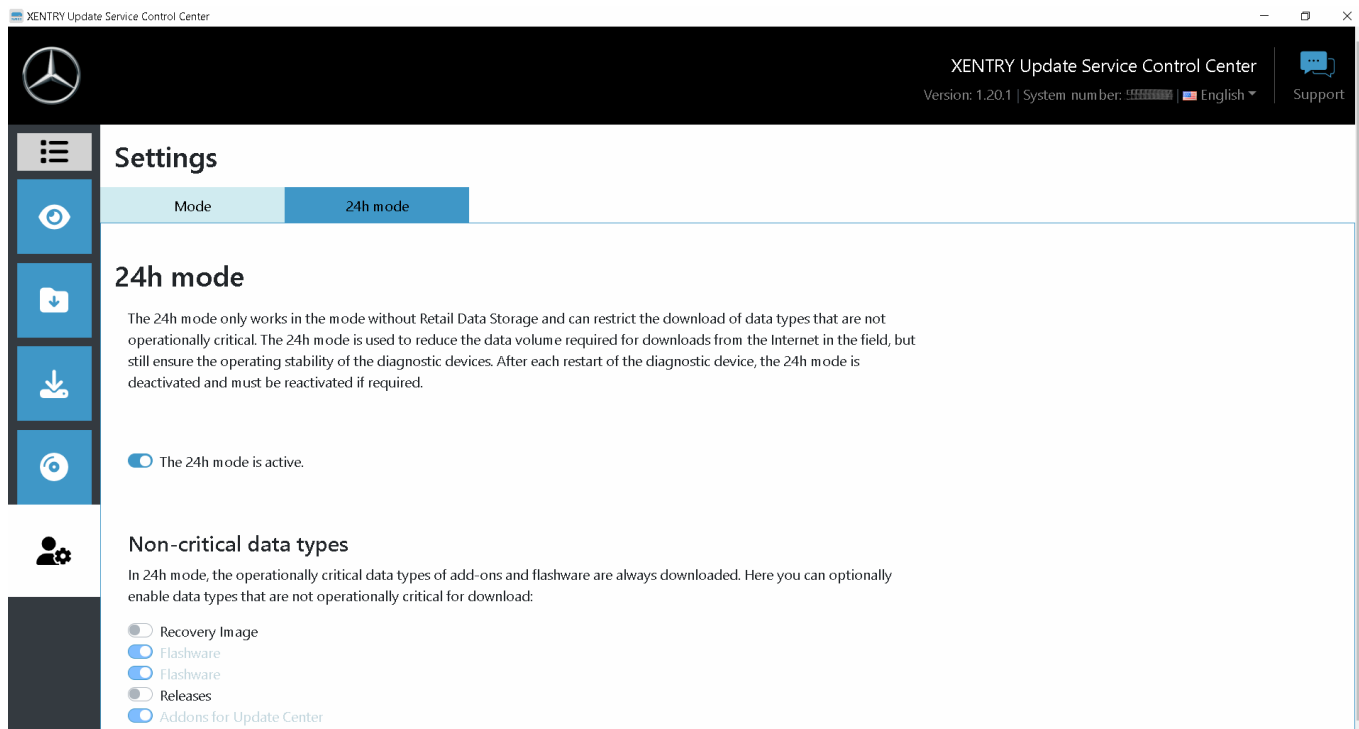


Fig. 48: 24h mode active

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.

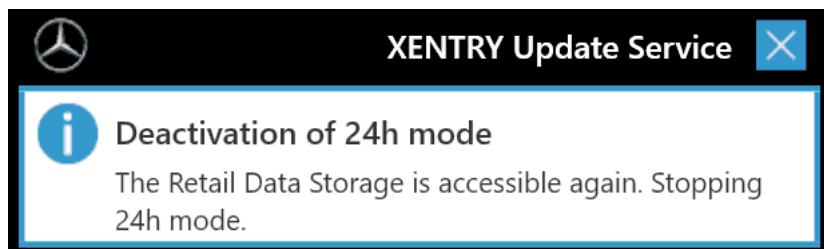


Fig. 49: Note for 24h mode deactivated

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. 50: XUS-24h active in task bar



Fig. 51: XUS-24h not active in task bar

6 Overview of Retail Data Storage+ hardware

Please note that the Retail Data Storage+ can no longer be ordered. Please see below for an overview of the buttons, connections and LEDs of the Retail Data Storage+:



Fig. 52: Retail Data Storage + front view

- | | |
|------------------|-------------------------------|
| 1 LAN LEDs | 5 LED location button |
| 2 Message LED | 6 USB 2.0 ports (deactivated) |
| 3 HDD access LED | 7 VGA port |
| 4 Power button | |

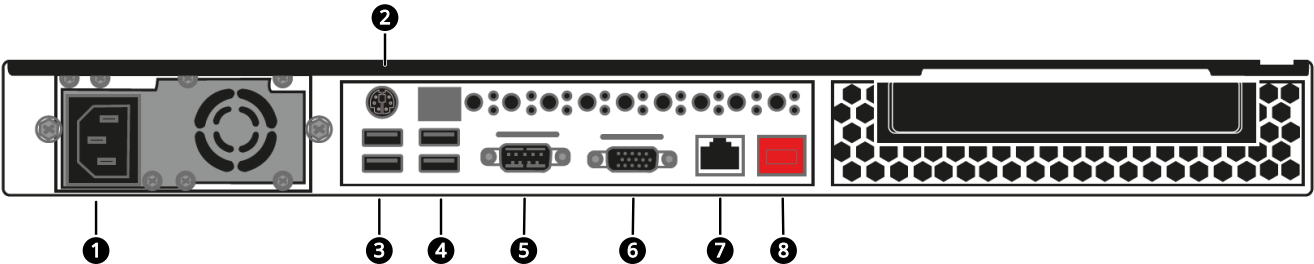


Fig. 53: Retail Data Storage + rear view

- | | |
|-------------------------------|-----------------------------|
| 1 AC power socket | 5 Serial port (deactivated) |
| 2 P/S 2 port | 6 VGA port |
| 3 USB 2.0 ports (deactivated) | 7 LAN port |
| 4 USB 3.0 ports (deactivated) | 8 Admin port |

The Retail Data Storage+ has the following hardware installed in it:

Category	Description
Device	Barebone including mainboard, power supply unit, rear panel, and fan
Operating system	Ubuntu Linux LTS (latest version)
Processor	Intel 2 Core i3
RAM	8 GB ECC Premium
Hard drive	18 TB HDD Enterprise
LAN network interface	2 x RJ 45 ports (1 x Intel® I210AT + 1 x Mgmt. LAN)
Material of network interface	Copper

7 Password reset via the Admin port

A password is required to access the graphical interface. If you have forgotten your password, you have the option to reset it. The steps here vary depending on the Retail Data Storage model.

7.1 Retail Data Storage 2

Connect to the admin port of the Retail Data Storage 2 as described in [Further information on page 8](#). Below you will find a schematic representation of the connection setup.

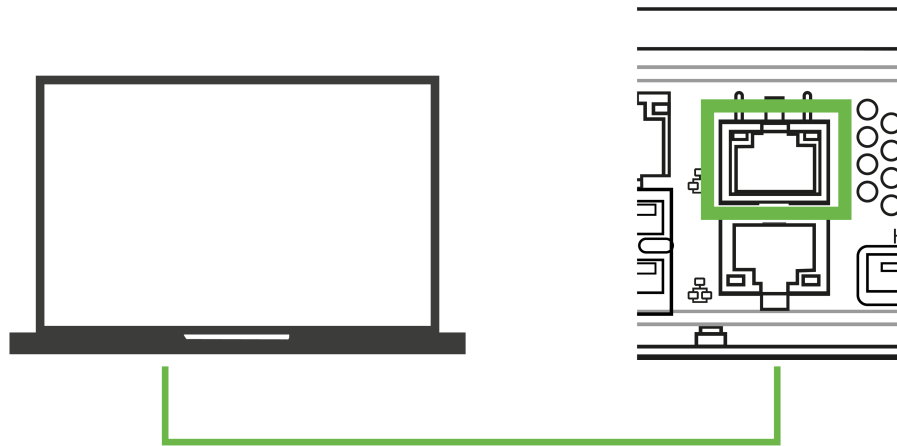


Fig. 54: Schematic connection of Retail Data Storage 2

Once connected to the admin port (LAN port with red cover), open a web browser and connect to the Retail Data Storage 2. All of the detailed steps are described in [Chapter 3.2.4 “Configuration of the Retail Data Storage 2” on page 8](#).

When you have established the connection, the home page will then open. Select the item New Password, in the lower area.

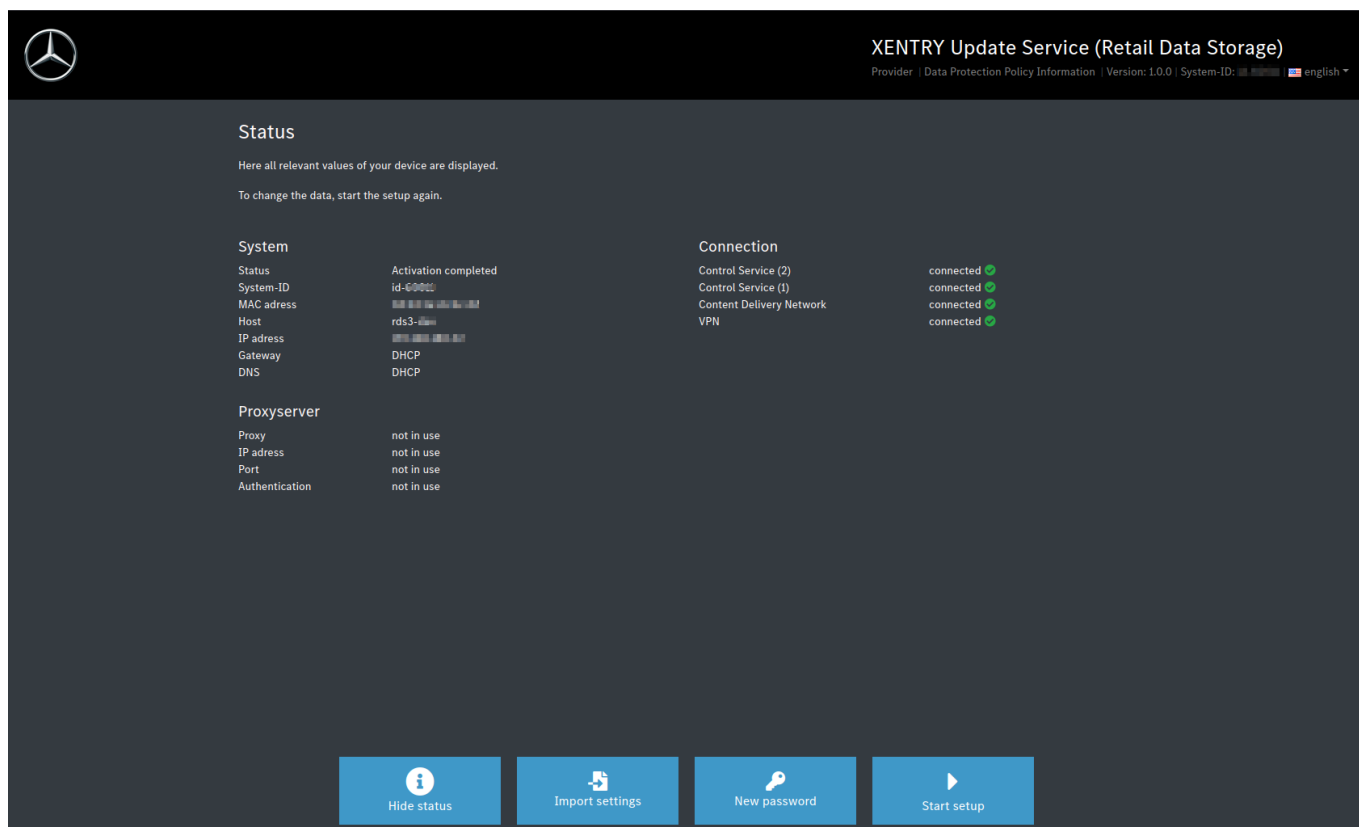


Fig. 55: Status of Retail Data Storage 2 connected

An input window opens where you can enter the new password. After you have repeated the password, you can save the newly assigned password using the Create button.

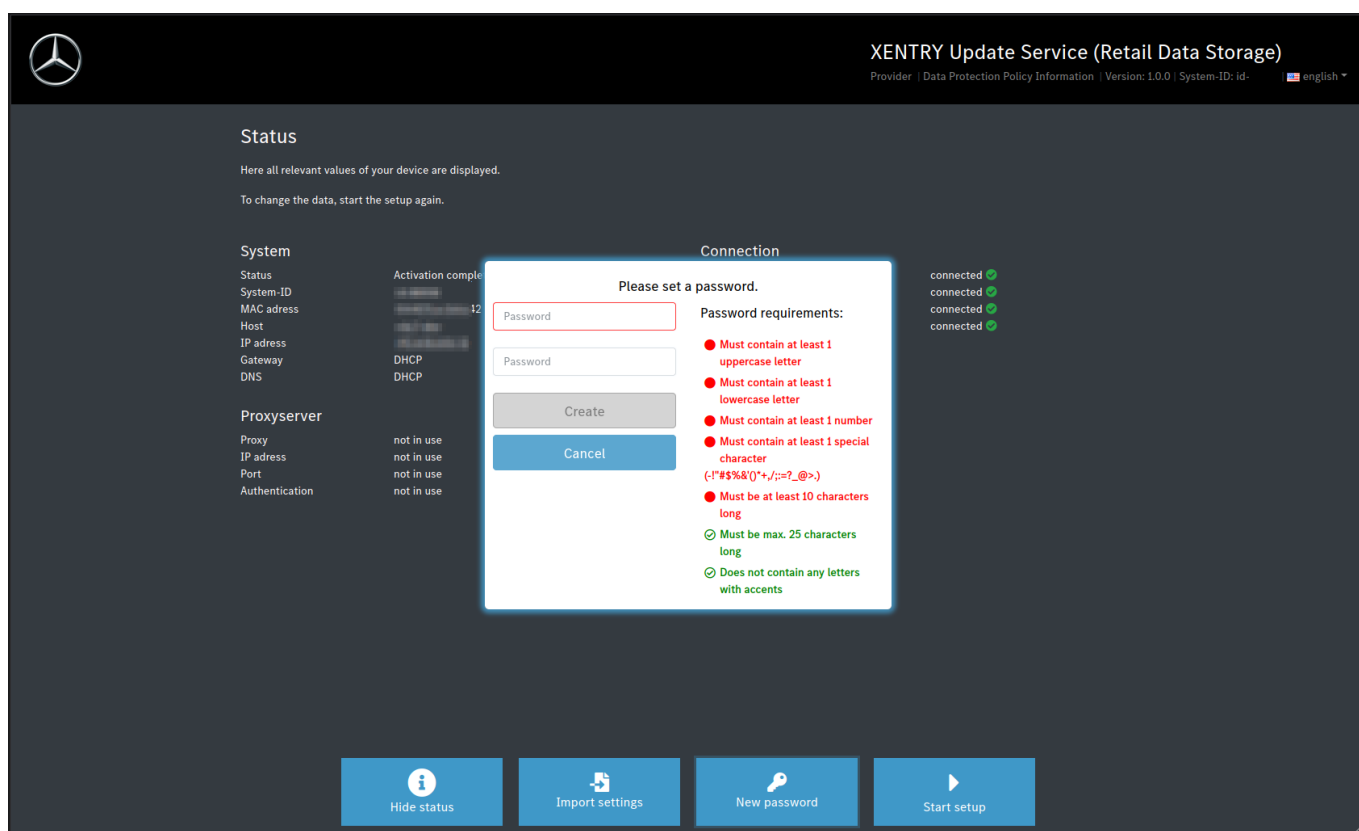


Fig. 56: Assign new password



Please note the criteria for the password. These are displayed to you during the assignment process. As soon as a criterion is fulfilled, it is displayed in green. Red entries indicate a criterion that has not been met

7.2 Retail Data Storage 4TB and Retail Data Storage +

Connect to the admin port of the Retail Data Storage 2 as described in [Further information on page 7](#).



NOTICE

Your LAN ports are not on top of each other, but side by side. Accordingly, use the admin port, which is located on the right side.

Below you will find a schematic representation of the connection setup.

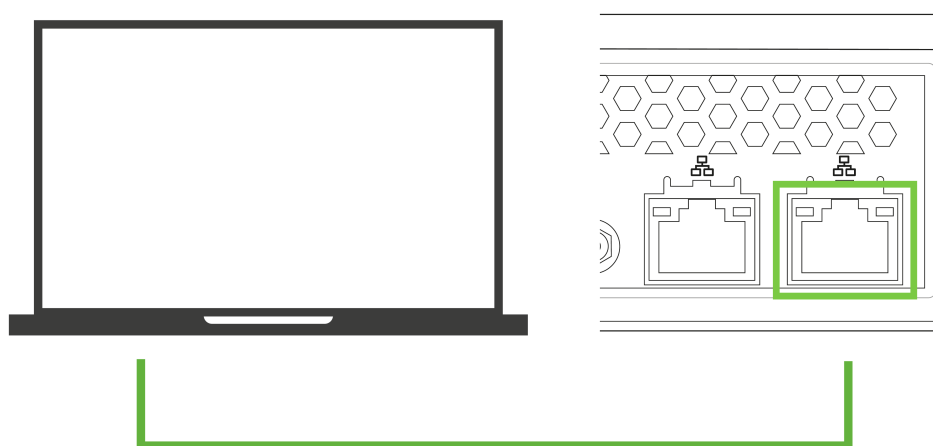


Fig. 57: Schematic connection of Retail Data Storage 4TB and Retail Data Storage +

1. Now open a browser.
2. In the browser, call up the address <http://172.31.255.101/password-reset/>.
 - ➡ You will now be taken to the password reset page.
3. Set your password according to the specified criteria and repeat the password in the second input field.
4. Confirm your input with Create
 - ➡ Your password has been successfully changed.



Please set a password.

Password

Password

Create

Cancel

Password requirements:

- Must contain at least 1 uppercase letter
- Must contain at least 1 lowercase letter
- Must contain at least 1 number
- Must contain at least 1 special character
(!#\$%&'()*+,-./:;=?_@>.)
- Must be at least 10 characters long
- Must be max. 25 characters long
- Does not contain any letters with accents

Fig. 58: Assign new password on Retail Data Storage 4TB and Retail Data Storage +

8 Disposal

As Retail Data Storage is a purchased product, you do not need to send it back after the period of use. Mercedes-Benz imposes no requirements for the disposal of Retail Data Storage. Please dispose of your old Retail Data Storage according to the legal requirements in your country.



기자재 명칭(모델명):

SERVER(RS100-E11-TKM)

등록번호: R-R-MSQ-RS100-E11-TKM

적합성평가를 받은 자의 상호:

ASUSTEK COMPUTER INC.

제조사 및 제조국가:

ASUSTEK COMPUTER INC. / 대만, 중국, 홍콩

Fig. 59: KC label