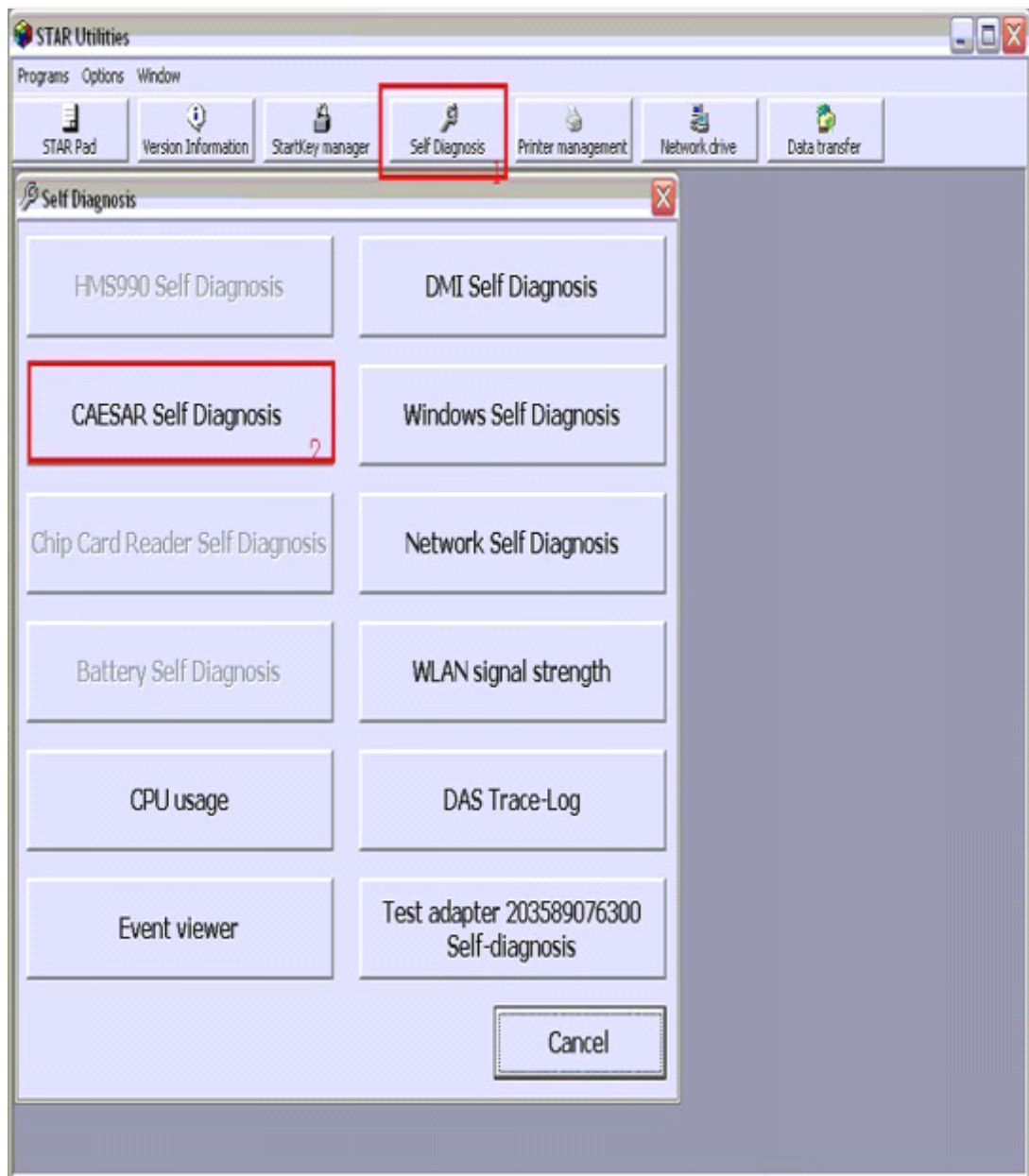# MB Star C3(SP45-F,SP117,SP45-C,SP45-FW, SP45-FZ)

Q: How to do MB Star C3 self diagnostic?

A: Please follow the next instruction to do self diagnostic.

1). Click "STAR UTILITIES"
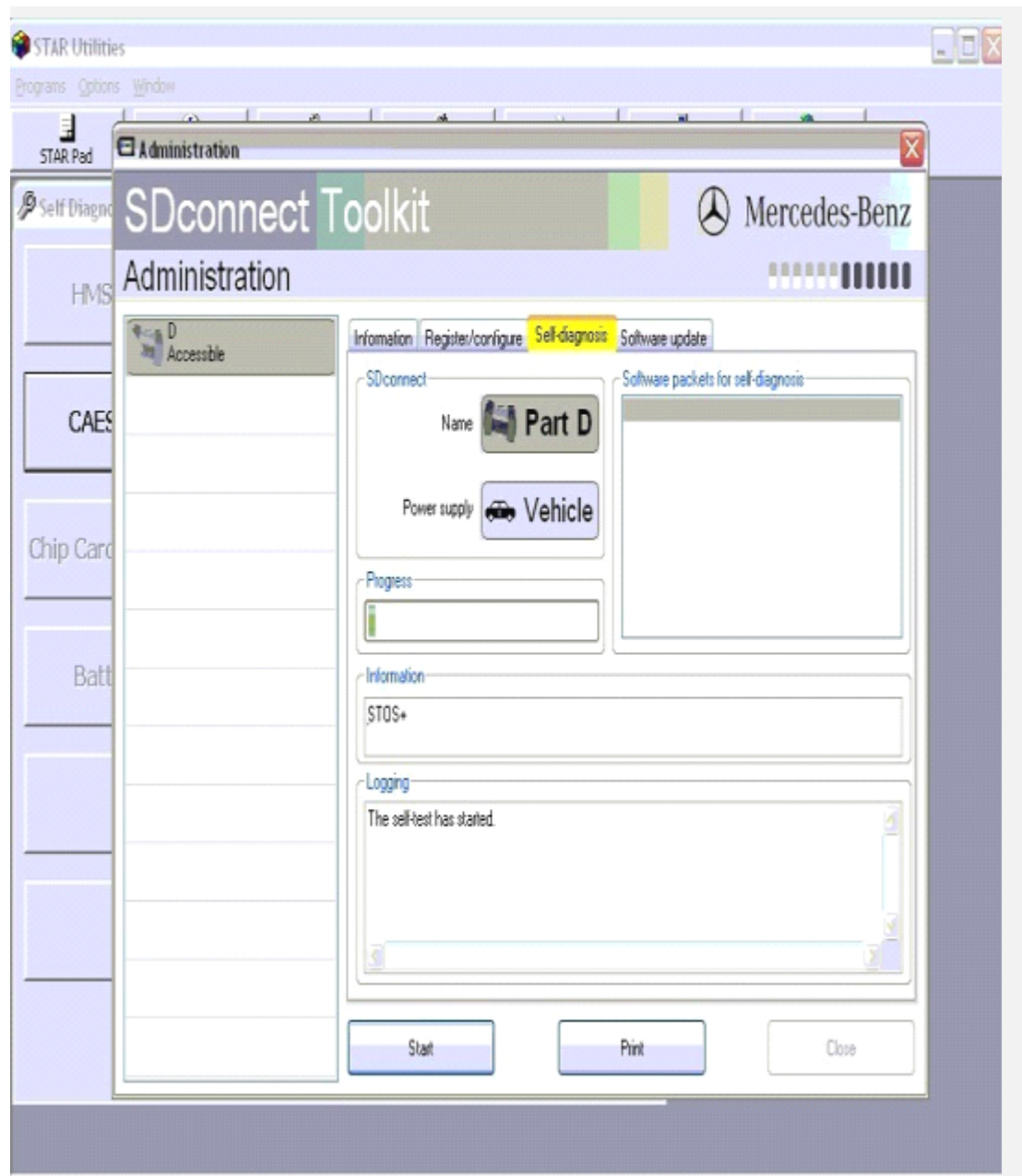

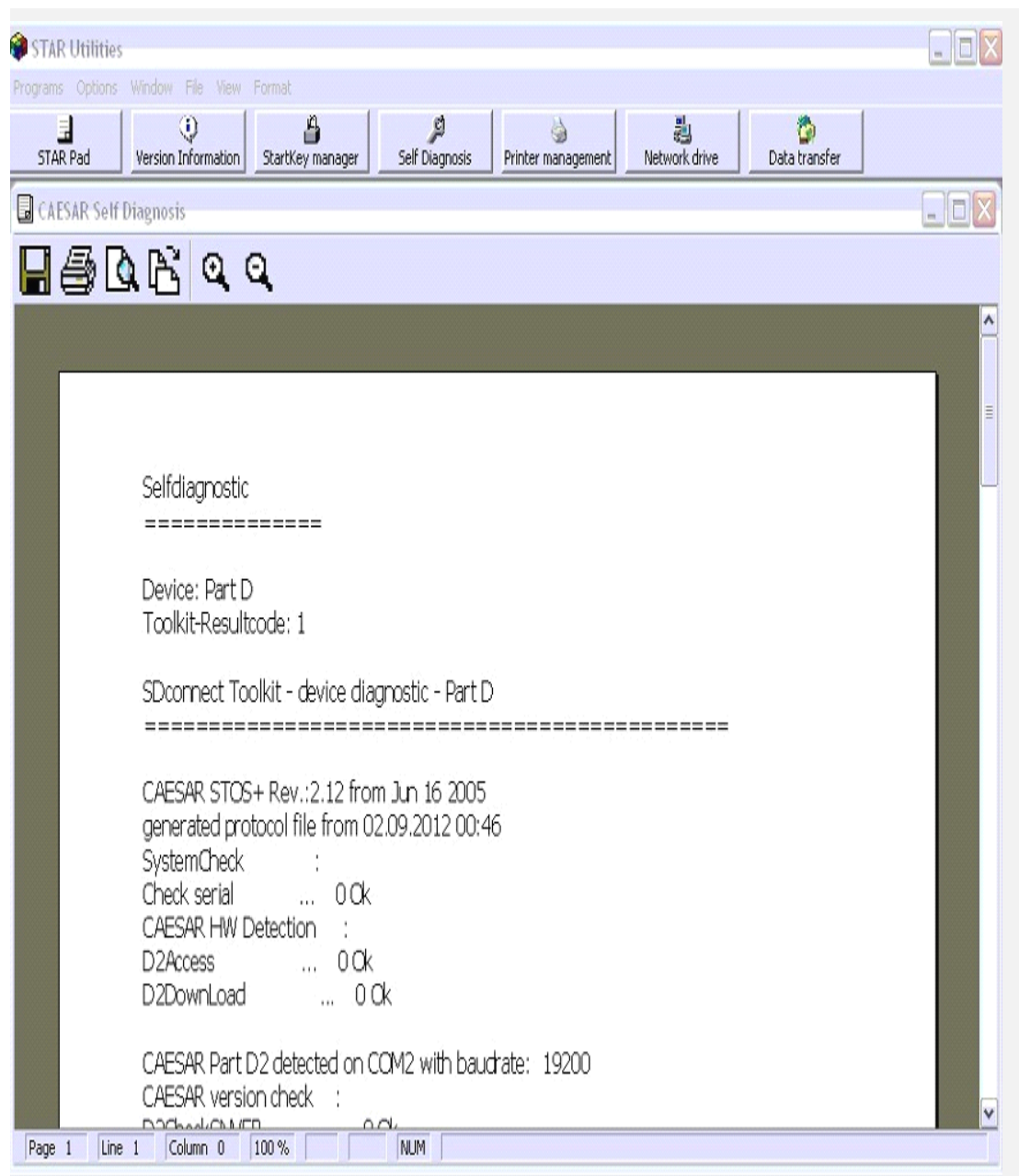2) Enter "Star Utilities", click "Self Diagnosis" and then click "Caesar Self Diagnosis".
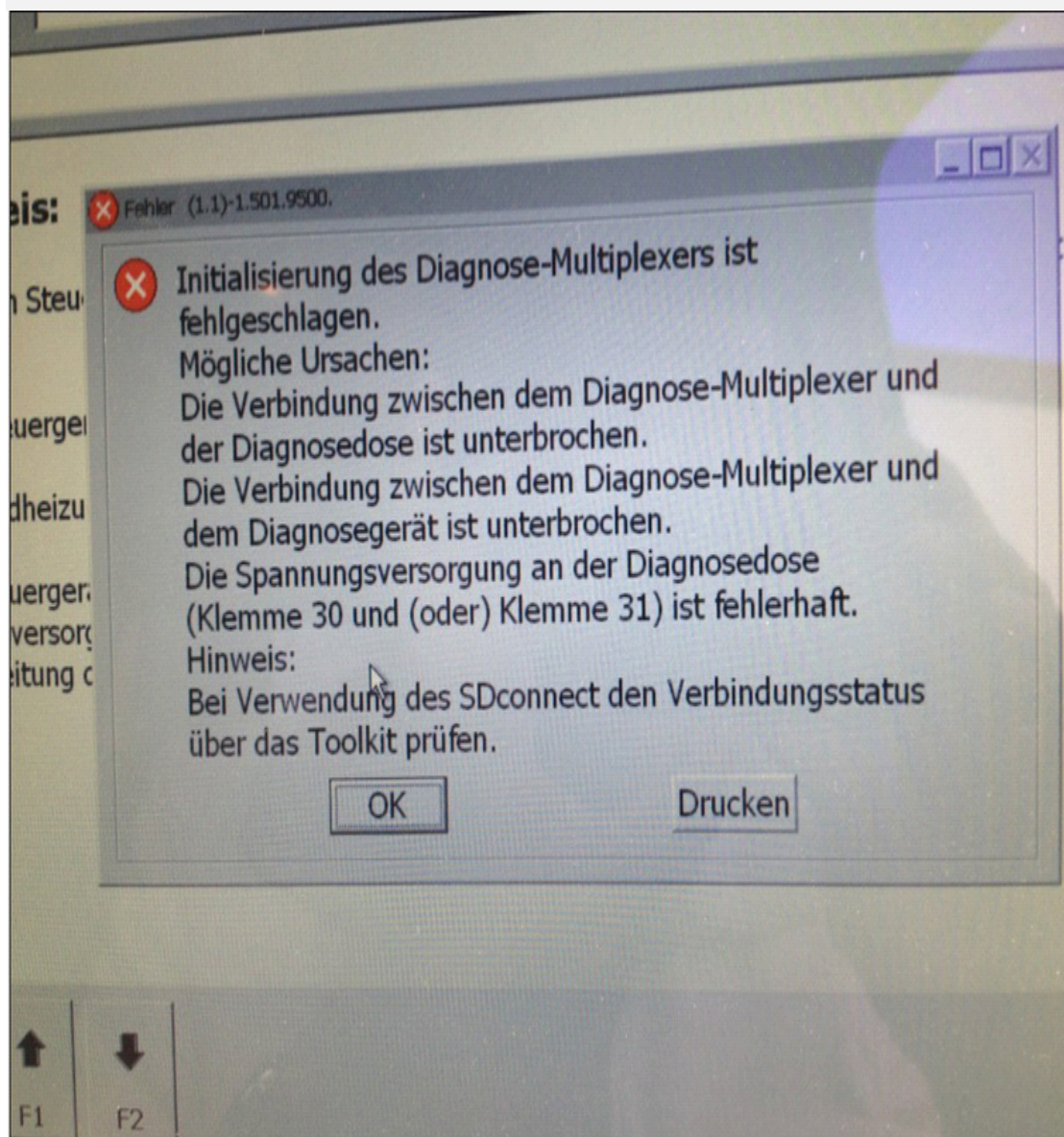
STAR Utilities

Programs Options Window

STAR Pad | Version Information | StartKey manager | Self Diagnosis | Printer management | Network drive | Data transfer

Self Diagnosis

HMS990 Self Diagnosis	DMI Self Diagnosis
CAESAR Self Diagnosis	Windows Self Diagnosis
Chip Card Reader Self Diagnosis	Network Self Diagnosis
Battery Self Diagnosis	WLAN signal strength
CPU usage	DAS Trace-Log
Event viewer	Test adapter 203589076300 Self-diagnosis

Cancel

3) The self-test has started, please wait.

STAR Utilities

Programs Options Window

STAR Pad

Self Diagno

Administration

SDconnect Toolkit

Mercedes-Benz

Administration

D
Accessible

Information | Register/configure | Self-diagnosis | Software update

SDconnect

Name   Part D

Power supply   Vehicle

Software packets for self-diagnosis

Progress

Information

STOS+

Logging

The self-test has started.

Start   Print   Close

4) This is Self-diagnostic report

Q: I connect Star C3 to the car and the computer, the COM port is also set, but I got the following error.

n Steu

uerge

dheizu

uerger
versorg
eitung c

Fehler (1.1)-1.501.9500.

Initialisierung des Diagnose-Multiplexers ist
fehlgeschlagen.
Mögliche Ursachen:
Die Verbindung zwischen dem Diagnose-Multiplexer und
der Diagnosedose ist unterbrochen.
Die Verbindung zwischen dem Diagnose-Multiplexer und
dem Diagnosegerät ist unterbrochen.
Die Spannungsversorgung an der Diagnosedose
(Klemme 30 und (oder) Klemme 31) ist fehlerhaft.
Hinweis:
Bei Verwendung des SDconnect den Verbindungsstatus
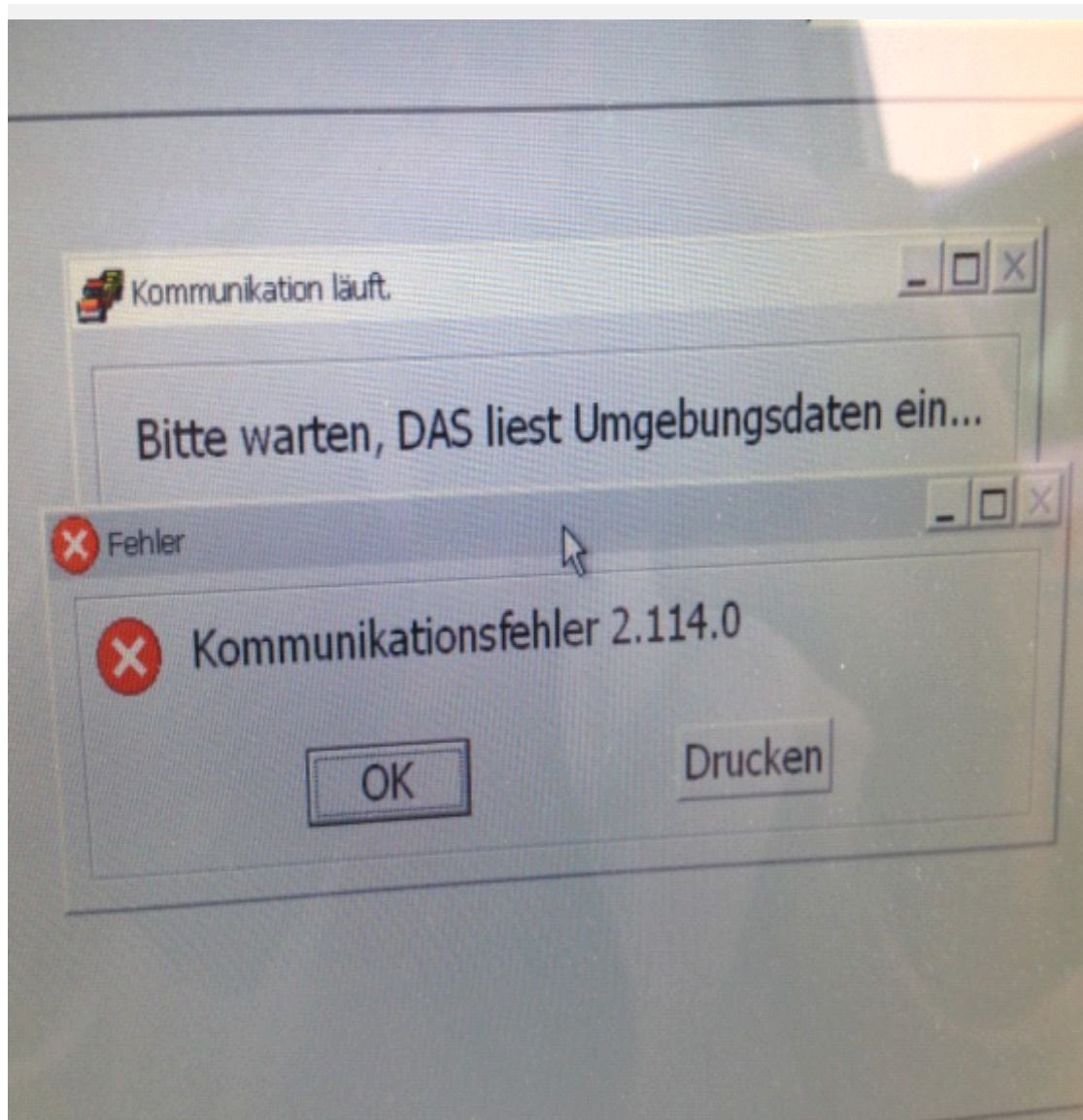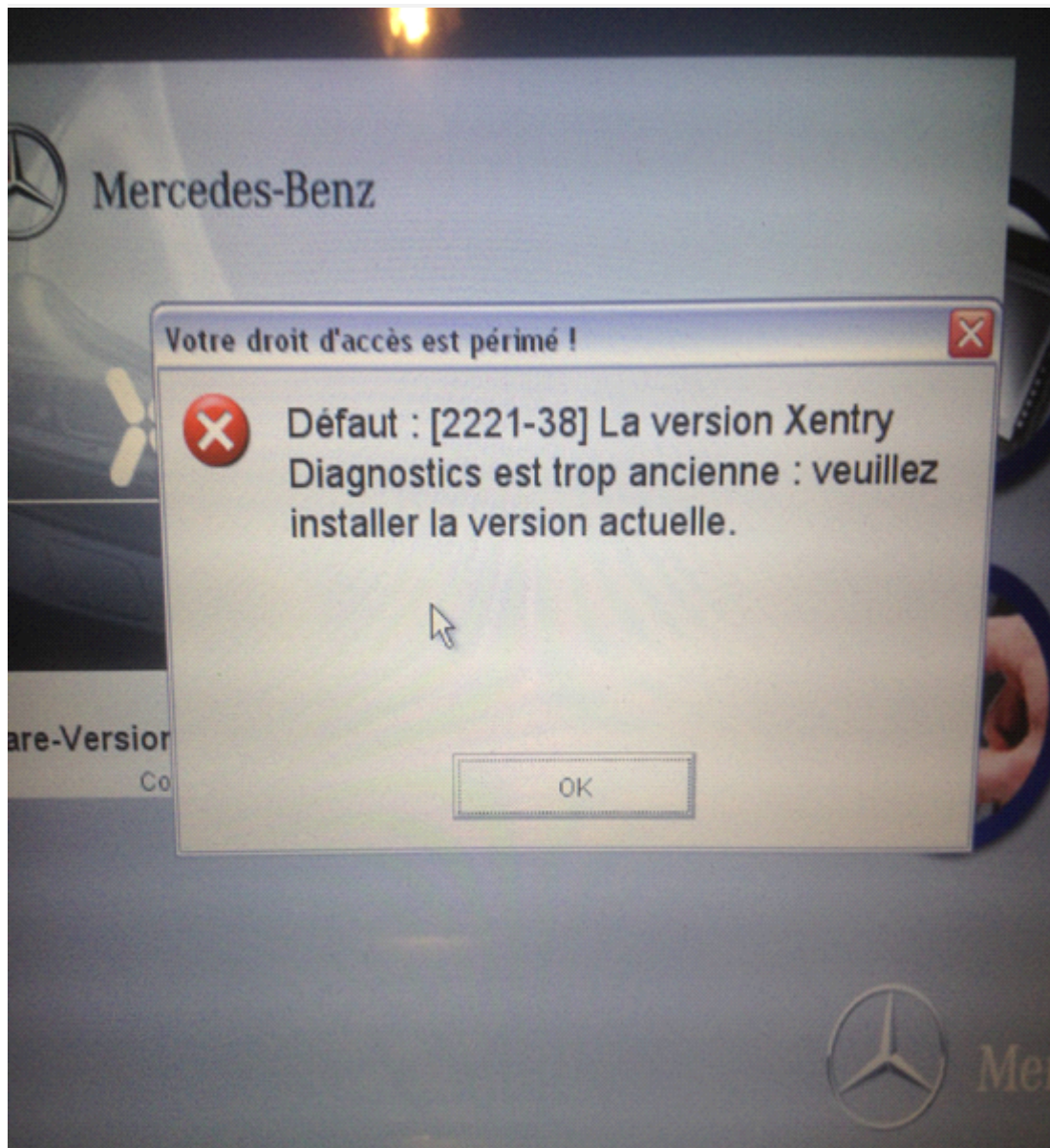über das Toolkit prüfen.

OK   Drucken

F1   F2

A: Firstly try to do a self-diagnostic to see whether Star C3 is connected well with the computer and the car, whether it has communication between Star C3 and the software driver, whether the settings is correct, then according to the self-diagnostic report you can reset the incorrect operation.
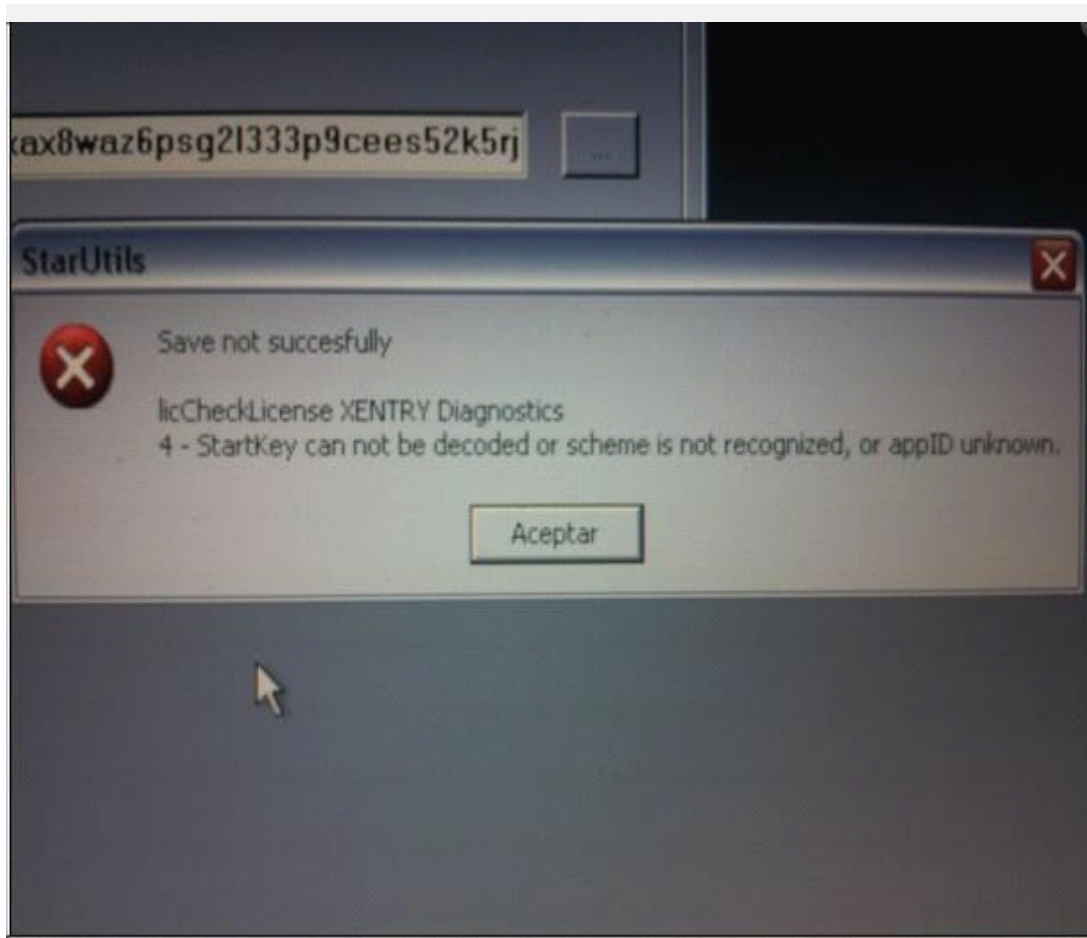
About reset computer system time

Q: MB Star C3 prompts "Xentry Diagnostic version is too old: Please install the current version."

Mercedes-Benz

Votre droit d'accès est périmé !

Défaut : [2221-38] La version Xentry Diagnostics est trop ancienne : veuillez installer la version actuelle.

OK

A: Please reset the computer date to 2011.8.30 (usually, three months later than the C3 version)

Q: Star C3 got error reading: StarUtils "Save not successfully-licCheckLicense XENTRY Diagnostics

4 - StartKey can not be decoded or scheme is not recognized, or appID unknown.

A:

1. "Xentry can't active, save not successfully"?

1) please reset your computer date to a specific date that three months later than the C3 version (for example, if the C3 is 2013.05, then the computer date should be reset to 2013.08. 2), then active again, there is a .pdf file named "Open your Star 2013.05" on the C3 operation window, which step-by-step shows how to active MB star and also we have video demo at "video " column.
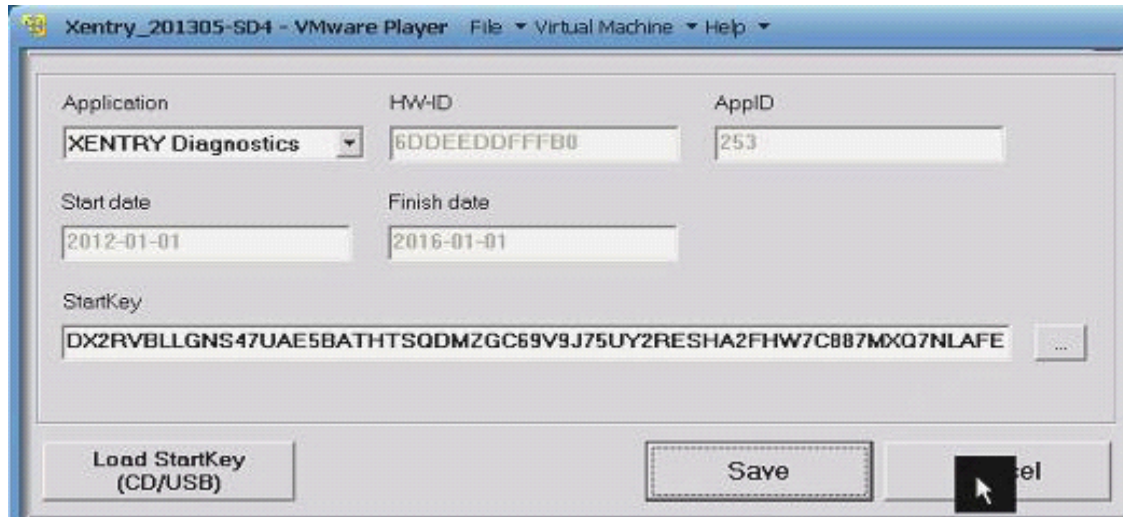
2) Still can't active after you reset the computer system time? Go to Local Disk (: C) and delete "lic-key2", then try to active again.

2. StartKey can not be decoded or scheme is not recognized, or appID unknown?
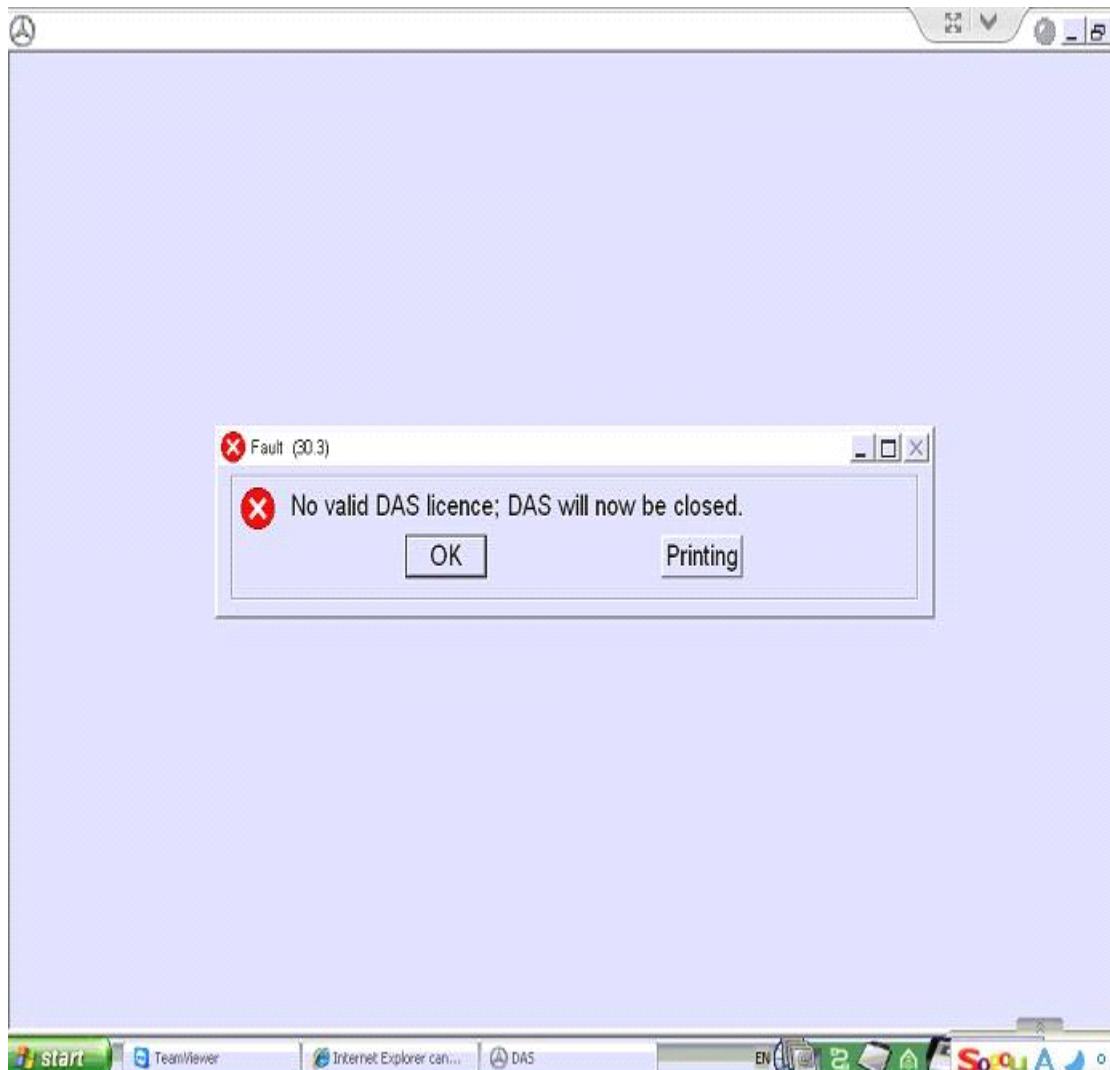Please restart your computer or wait for a longer time, and it will display.

Q: When I active Xentry, the "Start date" is not as the same as the date you give me, does it need to set time firstly?
A: you only need to set the computer system date, the "Start Date" and "Finish date" is set by us, just ignore them.

About Activation

Q: after open Benz C3 DAS, I got error "No valid DAS license: DAS will now be closed"

A: Please register Lan-ID for DAS, and calculate Startkey again. After open the C3

operation window, you will find a .pdf file named "Open your Star 2013.05" it step-by-step shows how to active MB star.

Q: Star C3 got error "Unknown Lan-ID"
A: Network card (NIC) driver should be successfully installed, otherwise the Lan-ID will not be gotten.

About function

Q: Can MB Star C3 support speed change?
A: Only super MB STAR c3 can support speed change for truck, and the other MB STAR can't do.
Q: Which tool can clear ABS/SRS fault codes for Mercedes S 430 2006?
A: Star c3, star c4 and sdc4..
Q: Dose MB Star C3 contain Xentry?
A: Star C3 contains: DAS, Xentry, EPC, WIS, ST Finder, Star Utilities, etc.
Q: Do I need to buy additional tool to work with C3?
A: No, you needn't, but please choose or note which kind of HDD you want when you place order(we have External HDD fit all computer，T30 HDD fit T30 and Dell D630 HDD fit Dell)