

Mercedes me connect services cannot be activated due to APN network configuration

Topic number	LI82.85-P-074413
Version	2
Function group	82.85 - Navigation and Communication systems
Date	10/20/22
Validity	All model series with N112/9 - control unit for telematics services "HERMES" (SA code 362) operating on Mercedes me connect platform
Reason for change	Updated Picture and Remedy

Complaint

The following symptoms may be experienced:

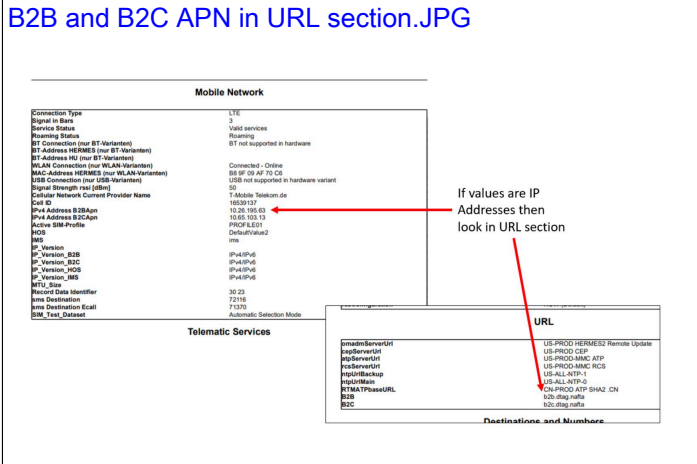
Mercedes me connect services may not activate or pending activation

Remote commands may be nonfunctional

The remote status data in the Mercedes me app may not be updating

Cause

Configuration of APNs for control unit for telematics services N112/9 (HERMES)

Attachments	
File	Description
How to check APNs in HERMES control unit log.pdf	How to check APNs in HERMES control unit log
B2B and B2C APN in URL section.JPG	

Remedy

Please carry out the step "Check configuration of the internet connection" (HERMES -> Adaptations -> Teach-in processes -> Check configuration of the internet connection) with XENTRY Diagnosis in the control unit for telematics services N112/9 (HERMES).

Note: In isolated cases it may be necessary to complete this step again if the APN configuration does not update or XENTRY Diagnosis generates an error during the process.

After the step is completed perform initial start-up of HERMES to take it through the registration process.

The APN configuration can be seen in the Control Unit Log of telematics services N112/9 (HERMES).

If the configuration remains incorrect after the teach-in and initial start-up please create a new control unit log of the HERMES and create a PTSS case.

Note: These are the scenarios where configuration requires the teach-in process as described above.

1. In "Provider" section if "IMSI" begins with the value "310..." and in "Mobile Network or URL" section, the value of "B2B" includes ".dtag.nafta", or
2. In "Provider" section if "IMSI" begins with the value "901..." and in "Mobile Network or URL" section, the value of "B2B" includes ".daimler.nafta".

See attachment for reference: "How to check APNs in HERMES control unit log.pdf".

Depending on software level the B2B and B2C values may be in URL section of the Control Unit Log.

Symptoms
Communication/information > Telematics service > Vehicle status and configuration > Remote door unlocking/locking > Malfunction
Communication/information > Telematics service > Vehicle status and configuration > Vehicle homepage > Malfunction
Communication/information > Telematics service > Vehicle status and configuration > Vehicle homepage > Limited function
Communication/information > Telematics service > Vehicle status and configuration > Vehicle homepage > Faulty function
Communication/information > Telematics service > Vehicle status and configuration > Vehicle homepage > Registration not possible
Communication/information > Telematics service > Vehicle status and configuration > Vehicle homepage > Registration faulty
Communication/information > Telematics service > Vehicle status and configuration > Remote vehicle status query > Incorrect display/message
Communication/information > Telematics service > Vehicle status and configuration > Remote vehicle status query > No display/message
Communication/information > Telematics service > Vehicle status and configuration > Remote vehicle status query > Malfunction
Communication/information > Telematics service > Vehicle status and configuration > Vehicle function programming > Programming not possible

XENTRY TIPS

Communication/information > Telematics service > Vehicle status and configuration > Vehicle function programming > Programming faulty

Communication/information > Telematics service > Vehicle status and configuration > Vehicle function programming > Malfunction

Communication/information > Telematics service > Activation/deactivation > Control unit cannot be activated/deactivated

Communication/information > Telematics service > Activation/deactivation > Telematics service cannot be activated/deactivated

Communication/information > Telematics service > Activation/deactivation > No connection possible

Communication/information > Telematics service > Activation/deactivation > Malfunction

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			8209Z	

Correct APN for AT&T SIM

IMSI starts with “310”
&
B2B has value “x.daimler.nafta”

Provider	
EUICC	8903302
ICCID	8901170
IMEI	3541890
IMSI	3101702
MSISDN	FFFFFFFFFFFF
Mobile Network	
Connection Type	UMTS (WCDMA)
Signal in Bars	5
Service Status	Valid services
Roaming Status	Roaming
BT Connection (nur BT-Varianten)	BT not supported in hardware
BT-Address HERMES (nur BT-Varianten)	
BT-Address HU (nur BT-Varianten)	
WLAN Connection (nur WLAN-Varianten)	WLAN and WCC Connected
MAC-Address HERMES (nur WLAN-Varianten)	B8 9F 09 C0 F2 A6
USB Connection (nur USB-Varianten)	USB not supported in hardware variant
Signal Strength rssi [dBm]	55
Cellular Network Current Provider Name	â µ
Cell ID	79333156
IPv4 Address B2BApn	
IPv4 Address B2CApn	
Active SIM-Profile	PROFILE01
B2B	b2b.daimler.nafta
B2C	b2c.daimler.nafta

Incorrect APN for AT&T SIM

IMSI starts with “310”
&
B2B has value “x.dtag.nafta”

Provider	
EUICC	8903302
ICCID	8901170
IMEI	3541890
IMSI	3101702
MSISDN	FFFFFFFFFFFF
Mobile Network	
Connection Type	UMTS (WCDMA)
Signal in Bars	5
Service Status	Valid services
Roaming Status	Roaming
BT Connection (nur BT-Varianten)	BT not supported in hardware
BT-Address HERMES (nur BT-Varianten)	
BT-Address HU (nur BT-Varianten)	
WLAN Connection (nur WLAN-Varianten)	Not Connected
MAC-Address HERMES (nur WLAN-Varianten)	98 49 14 3F 6D 76
USB Connection (nur USB-Varianten)	USB not supported in hardware variant
Signal Strength rssi [dBm]	47
Cellular Network Current Provider Name	â µ
Cell ID	1746430
IPv4 Address B2BApn	
IPv4 Address B2CApn	
Active SIM-Profile	PROFILE01
B2B	b2b.dtag.nafta
B2C	b2c.dtag.nafta

Correct APN for Telekom (T-Mobile) SIM

IMSI starts with "901"
&
B2B has value "x.dtag.nafta"

Provider	
EUICC	8903302
ICCID	8988228
IMEI	3541890
IMSI	9014052
Mobile Network	
Connection Type	UMTS (WCDMA)
Signal in Bars	5
Service Status	Valid services
Roaming Status	Roaming
BT Connection (nur BT-Varianten)	BT not supported in hardware
BT-Address HERMES (nur BT-Varianten)	
BT-Address HU (nur BT-Varianten)	
WLAN Connection (nur WLAN-Varianten)	Not Connected
MAC-Address HERMES (nur WLAN-Varianten)	98 49 14 3F 6D 76
USB Connection (nur USB-Varianten)	USB not supported in hardware variant
Signal Strength rssi [dBm]	47
Cellular Network Current Provider Name	ä µ
Cell ID	1746430
IPv4 Address B2BApn	
IPv4 Address B2CApn	
Active SIM-Profile	PROFILE01
B2B	b2b.dtag.nafta
B2C	b2c.dtag.nafta

Incorrect APN for Telekom (T-Mobile) SIM

IMSI starts with "901"
&
B2B has value "x.daimler.nafta"

Provider	
EUICC	8903302
ICCID	8988228
IMEI	3541890
IMSI	9014052
Mobile Network	
Connection Type	UMTS (WCDMA)
Signal in Bars	5
Service Status	Valid services
Roaming Status	Roaming
BT Connection (nur BT-Varianten)	BT not supported in hardware
BT-Address HERMES (nur BT-Varianten)	
BT-Address HU (nur BT-Varianten)	
WLAN Connection (nur WLAN-Varianten)	WLAN and WCC Connected
MAC-Address HERMES (nur WLAN-Varianten)	B8 9F 09 C0 F2 A6
USB Connection (nur USB-Varianten)	USB not supported in hardware variant
Signal Strength rssi [dBm]	55
Cellular Network Current Provider Name	ä µ
Cell ID	79333156
IPv4 Address B2BApn	
IPv4 Address B2CApn	
Active SIM-Profile	PROFILE01
B2B	b2b.daimler.nafta
B2C	b2c.daimler.nafta