

2018 Mercedes Benz E63S AMG 4MATIC Sed (213.089) V8-4.0L Turbo (177.980)

Vehicle > Technical Service Bulletins

## NTG 5.5 HEAD UNIT - BROWSER SHOWS "FAULT DURING AUTHENTICATION" MESSAGE



Mercedes-Benz

# - NTG 5.5 head unit - Browser shows "Fault during authentication" message -

<b>Topic number</b>	LI82.85-P-069789
<b>Version</b>	1
<b>Function group</b>	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
<b>Date</b>	05-20-2019
<b>Validity</b>	Model 213, 238 with SA code 531 or SA code 506 Model 205 facelift as of modification year 18/1 (SA code 809) Model 222, 217 facelift as of modification year 17/1 (SA code 808)
<b>Reason for change</b>	

## Complaint

When launching some individual webpages using the head unit's Internet browser, the message "Fault during authentication" may be shown.

### File

Error During Authentication.jpg

### Designation

Error message displayed in head unit

## Cause

The head unit's operating system only supports TLS1.0 encryption.

Webpages that use newer encryption methods cannot be shown on the head unit's internet browser.

## Remedy

Unit is operating as designed, behavior corresponds to series status.

NOTE: Please do not replace any parts.

## Symptoms

### Symptom

Communication/information / Entertainment / Display message / Function not available

Communication/information / Communication / Internet/email / Internet function / No connection possible

Communication/information / Communication / Internet/email / Internet services / Surfing the Internet is unavailable

## Control unit/fault code

### Control unit

A26/17 - Audio or COMAND  
(Head unit) (HU55)

### Fault code

-

### Fault code description

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A26/17 - Audio or COMAND  
(Head unit) (HU55ENTRY)

### Error During Authentication

