

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

Topic number	LI82.85-P-069789
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	05-20-2019
Validity	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)
Reason for change	
Reason for block	

Complaint:

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

Attachments	
File	Description
Error During Authentication.jpg	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
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

XENTRY TIPS

Control unit/fault code		
Control unit	Fault code	Fault text
A26/17 - Audio or COMAND (Head unit) (HU55)	-	-
A26/17 - Audio or COMAND (Head unit) (HU55ENTRY)	-	-

Attachments

Error During Authentication.jpg:

