AUSTRALIAN DEALER ACCESS

SSL VPN

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1.0 Overview

Australian dealers currently connect to the Viking AS400 over local Autogrid connections. Dealers connect with a variety of Terminal Emulators such as IBM PC-Comms and Mochasoft. As part of the migration from Ford to JLR, dealers will now be required to connect to Viking over the JLR SSL VPN and use Mochasoft as their Terminal Emulator of choice.

1.1 Aim of Document

The aim of this document is to support dealers when connecting to the JLR Australian Dealer SSL VPN. Dealers should target the JLR SSL VPN device using Https over an Internet connection.

1.2 Initial Connectivity

When a connection is made via JLR SSL VPN, dealers authenticate, download and install java applet and run java session manager window, which enables them to access JLR dealer systems.

This document provides details around each stage of connectivity for 'first time dealers' and 'returning dealers' to facilitate dealers accessing Viking and cause minimal disruption when swapping from Autogrid.

2.0 Making a Connection

Before attempting connectivity dealers should ensure they have a valid dealer account and connectivity to the Internet on Https.

If you require a dealer account contact the **Australian helpdesk on 1800 626625 or email service.desk@au.fujitsu.com.**

Once this is confirmed, dealers should target the following URL to connect to the JLR dealer SSL VPN:

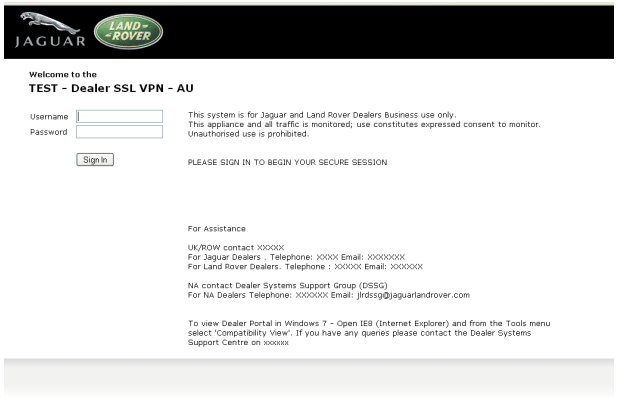
https://connect.jlrext.com/au

3.0 First Time Dealers

The first time a dealer connects to the SSL VPN they will go through the following process; authenticate, verify the certificate and allow the Java applet to be installed. If the dealer follows this procedure and then signs out after they have finished their session, the next time they connect dealers will need to go through the 'returning dealer' procedure listed in section 4.

3.1 Sign in Page

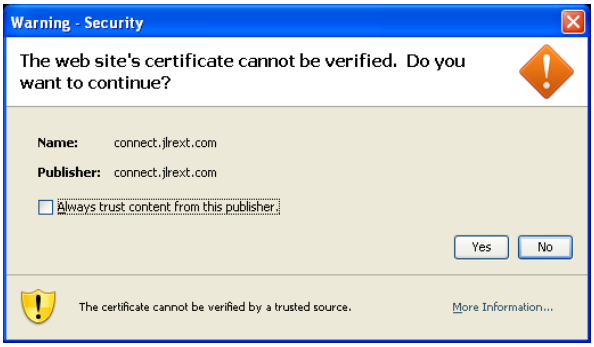
Once initial connectivity is made dealers will be presented with a sign in page as shown below:



Dealers should check they allow pop up windows from the JLR SSL VPN in order to allow the Certification Verification window to open.

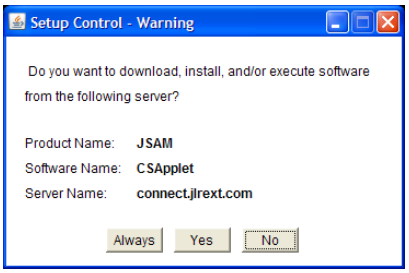
3.2 Certificate Verification

Upon successful authentication the dealer will be presented with the following warning below. Dealers need to check 'Always trust content from this publisher' and then click 'yes'.



3.3 Install JSAM – Java Session Manager

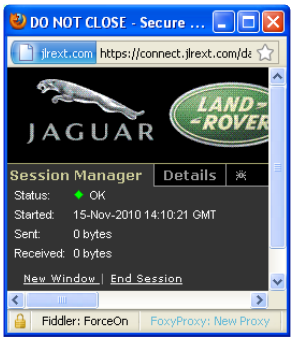
After the successful authentication and trusting the publisher, dealers will be prompted with the screen below. Please click on 'Always' which will install the Java Session Manager Applet required to allow the connection to Viking.



3.4 Auto start the Java Applet Session Manager

Dealers should check they allow pop up windows from the JLR SSL VPN session (in order to allow this window to automatically start). If connectivity issues are experienced please refer to the basic troubleshooting section 7.

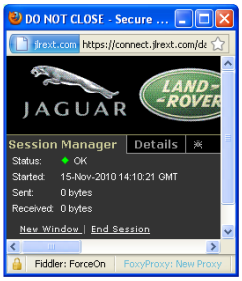
Upon successful installation, a Java session manager window should automatically start and open, as indicated below. **Do not close this browser window whilst using SSL VPN access to Viking.**



This will allow dealer Terminal Emulators such as Mochasoft, to tunnel traffic through this window to the Viking system.

3.5 Manually starting the Java Applet Session Manager

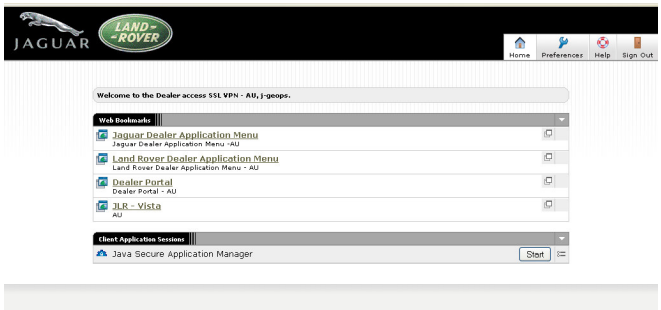
If this window doesn't automatically start.



Dealers should manually start the Java Secure Application Manager by clicking on 'start' under the client Application Sessions title bar. **Do not close this browser window whilst using SSL VPN access to Viking.**

3.6 Authenticated Dealers

Upon successful authentication the dealer will be presented with the following screen (***ensure the Java session manager window is open in a separate browser window before connecting to Viking see above/ Do not close this browser window whilst using SSL VPN access to Viking***).



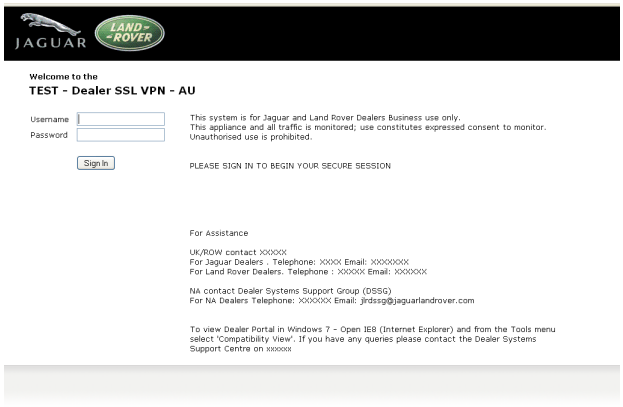
Once this stage of connectivity has been accomplished and dealers have a Java session manager window open, connectivity can be tested to the Viking system. See section 5.

4.0 Returning Dealers

A returning customer is a dealer that has already followed the first time user procedure and doesn't need to download the Juniper Java Client, and always trust the publisher again. See section 3.

4.1 Sign in Page

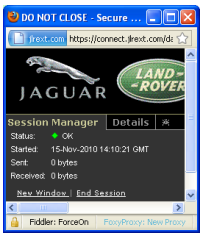
Once initial connectivity is established, dealers will be presented with a sign in page as shown below:



A dealer account will be required to authenticate the dealer and allow access through to the dealer portal and other web links listed in the above screenshot.

4.2 Auto start the Java Applet Session Manager

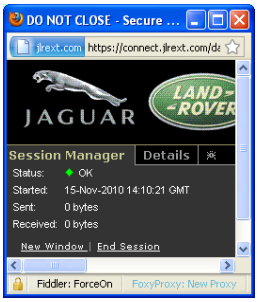
Dealers should check they allow pop up windows from the JLR SSL VPN in order to allow this window to automatically start. If connectivity issues are experienced please refer to the basic troubleshooting section 7.
Upon successful installation dealers should automatically start and open the Java session manager window as indicated below. **Do not close this browser window whilst using SSL VPN access to Viking.**



This will allow dealer Terminal Emulators such as Mochasoft to tunnel traffic through this window to the Viking system.

4.3 Manually starting the Java Applet Session Manager

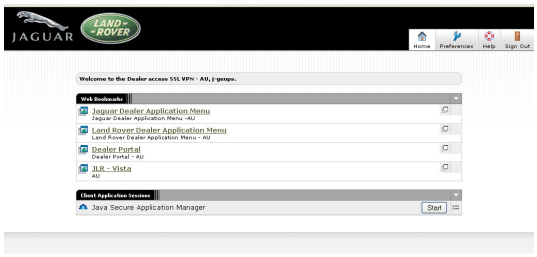
If this window doesn't automatically start.



Dealers should manually start the Java Secure Application Manager by clicking on 'start' under the client Application Sessions title bar. **Do not close this browser window whilst using SSL VPN access to Viking.**

4.4 Authenticated Dealers

Upon successful authentication and the dealer will be presented with the following screen (*ensure the Java session manager window is open in a separate browser window before connecting to Viking*):



If connectivity issues are experienced please refer to the basic troubleshooting section 7.

Once this stage of connectivity has been accomplished and dealers have a Java session manager window open, connectivity can be tested to the Viking system.

5.0 Viking

5.1 Viking Access

Access to Viking system is achieved by tunnelling traffic through the Java session manager. It looks for Telnet traffic destined for the 127.x.x.x addresses listed below. It then captures this traffic and tunnels it down the browser to the VPN at JLR and then onto relevant systems such as Viking.

5.2 Terminal Emulator configuration

The Mochasoft Terminal Emulator should target the following IP addresses listed below to access the relevant system.

127.0.10.3 - *PRODUCTION*
127.0.10.4 - *QA*

6.0 Supported Client Software

6.1 Supported Browser / Java / Operating Systems

Although the SSL may work with versions of Java, Browser and OS that aren't listed below, if problems are experienced and this is the case, support cannot be offered. Dealers must ensure the versions listed below are met before seeking support.

All browsers are 32-bit browsers unless otherwise specified

Compatible platforms:

Platform
Operating System / list of browsers and Java Environment

6.1.1 Windows

- XP Professional SP3 32 bit/ Internet Explorer 7.0, 8.0 and Firefox 3.0.Sun JRE 6
- Vista Enterprise SP1 32 bit/ Internet Explorer 7.0, 8.0 and Firefox 3.0.Sun JRE 6
- Windows 7 Enterprise 32 bit/ Internet Explorer 8.0 and Firefox 3.5 Sun JRE 6 (6.5R2 and above)

6.1.2 Mac

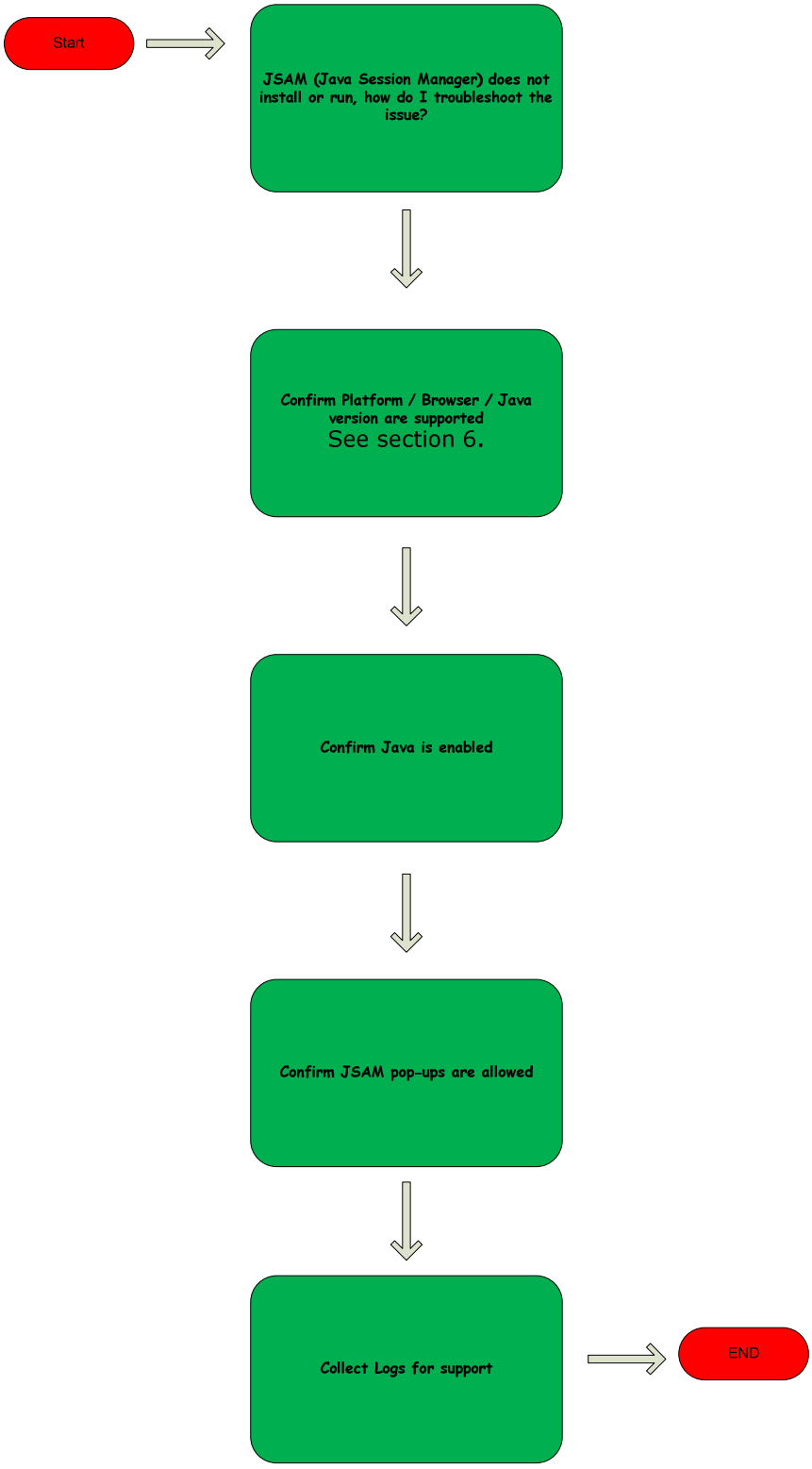
- Mac OS X 10.5.0, 32 bit and 64 bit: Safari 3.2 Sun JRE 6
- Mac OS X 10.4.3, 32 bit only/ Safari 2.0. Sun JRE 5

6.1.3 Linux

- OpenSuse 11, 32 bit only/ Firefox 3.0.Sun JRE 6
- Ubuntu 8.10, 32 bit only/ Firefox 3.0.Sun JRE 6

7.0 Troubleshooting

7.1 Flow Chart

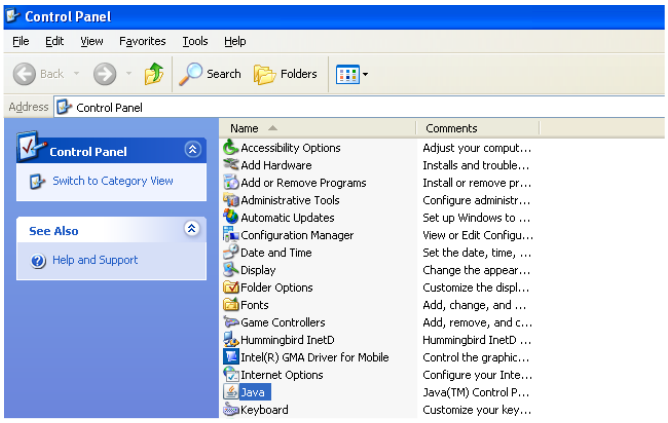


7.2 Client Software versions

Dealers must be on a supported platform (OS, Browser, Java version) for JSAM. See section 6.

7.2 JAVA

Dealers must have Java Installed. Go into control panel and check that you can see Java as shown below.

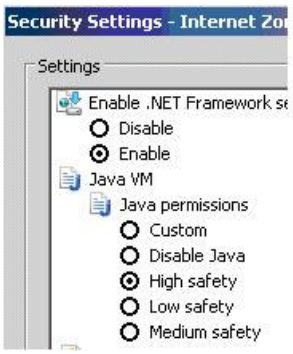


7.2.1 Is Java Enabled?

Dealers must have Java enabled. To verify that Java is enabled, use the following steps based on the version of browser used:

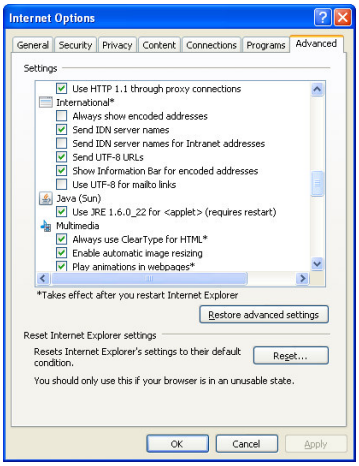
7.2.2 Java Enabled IE7

IE7 - navigate to Tools > Internet Options.
Click on the Security Tab, and then click on Custom Level. Scroll down to the following section and verify that the Disable Java radio button is not selected:



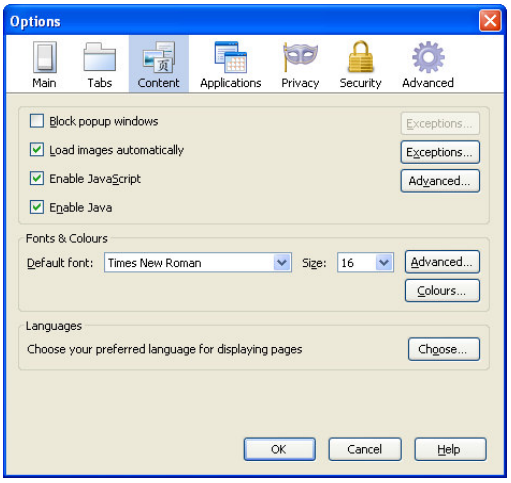
7.2.3 Java Enabled IE8

IE8 - navigate to Tools > Internet Options.
Click on the Advanced Tab and scroll down to the following section and verify that either the checkbox for the Java (Sun) is checked or the checkbox for the Microsoft VM is checked:



7.2.4 Java Enabled Firefox

Firefox - navigate to Tools > Options.
Click on the Content Tab and verify that the checkbox next to Enable Java is checked.



7.2.5 Java Enabled Safari

Safari - navigate to Safari > Preferences.
Click on the Security Tab and verify that the checkbox next to Enable Java is checked.

7.3 POPUP Blockers

Dealers must also allow the JSAM popup window to open when JSAM initializes. This requires that any popup blocker either be disabled or allow the popup from the site. Check with the internal Network Administrator to verify that any popup blockers are either disabled or allowing the popup.

7.4 Log Files

If dealers are unable to run/launch JSAM, there is a log that is created on the end dealers machine that will need to be collected for troubleshooting. Based on the platform used, the log is located at (if it exists):

- Windows platforms: the log is located in: C:\Documents and Settings\<name of dealer>\Application Data\Juniper Networks\Java Secure Application Manager

- Macintosh platforms: the log is located in: ~Library\Logs\Juniper Networks\Java Secure Application Manager

- Linux platforms: the log is located in: ~\.juniper_networks

8.0 Mochasoft

8.1 Obtaining Mochasoft Client

Download the client from: http://www.autogrid.com.au/downloads.html

Click on PAG Mocha Emulator and download.

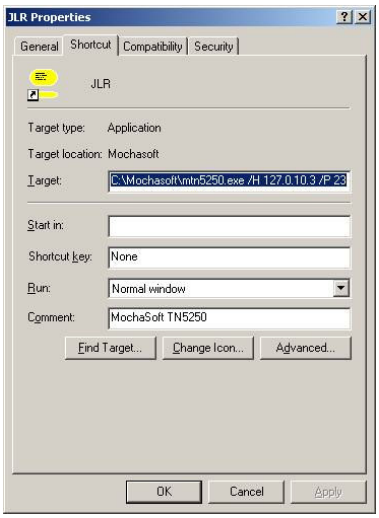
8.2 Mochasoft Configuration for multiple Profiles

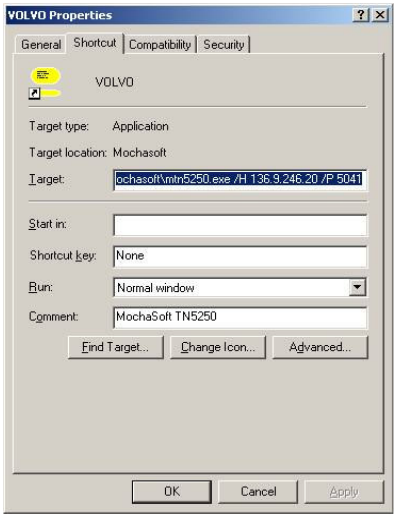
If dealers require connections to multiple profiles, create desktop shortcuts and add different IP addresses to the properties-shortcut-Target of the shortcuts as below:

Shortcut1 to **'Volvo'** properties Target
C:\Mochasoft\mtn5250.exe /H 136.9.246.20 /P 5041

Shortcut2 to **'JLR for Viking'** properties Target
C:\Mochasoft\mtn5250.exe /H 127.0.10.3 /P 23

Where /H = host and /P = port number.





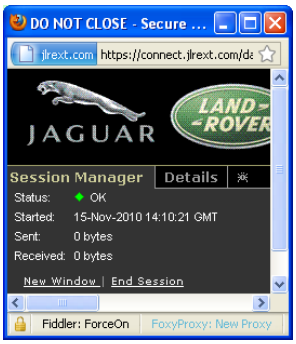
9.0 Question and Answers

Q.How do I know if my client system meets the compatibility requirements to access the SSL VPN?

A.See section 6

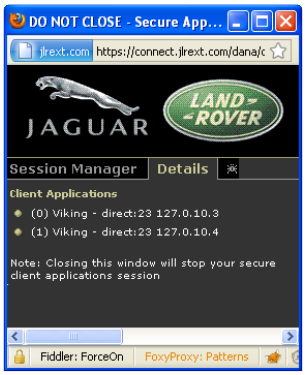
Q.How do I know if my client system is sending traffic?

A.See Session Manager Window, look at bytes sent and received.



Q.Where can I find target IP addresses for Viking?

A.See Session Manager 'Details' Window.



Q. How can I obtain a Dealer account?

A. Contact the Australian helpdesk on 1800 626625 or email service.desk@au.fujitsu.com