



AUSTRALIAN DEALER ACCESS

SSL VPN

Ver: V2.0 Date: 26/01/11 Author: Nick Bourne - GEOPS



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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.



JLR - AU Dealer Access v2.0 **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:

Welcome to the	7DN - 411
Username	This spylam is for Jaguar and Land Rover Dealers Business use only. This appliance and all traffic is monitored; use constitutes expressed consent to monitor. Unauthorised use is prohoted.
Sign In	PLEASE SIGN IN TO BEGIN YOUR SECURE SESSION
	For Assistance
	UK/ROW contact XXXXX For Jaguar Dealers , Telephone: XXXXX Email: XXXXXXXX For Land Pover Dealers , Telephone : XXXXXXX Email: XXXXXXX
	NA contact Dealer Systems Support Group (DSSG) For NA Dealers Telephone: XXXXXX Email: jirdssg@jaguarlandrover.com
	To view Dealer Portal in Windows 7 - Open IE8 (Internet Explorer) and from the Tools menu select 'Compatibility View'. If you have any queries please contact the Dealer Systems Support Centre on socions

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.

🗟 Setup Control - Warning
Do you want to download, install, and/or execute software from the following server?
Product Name: JSAM Software Name: CSApplet Server Name: connect.jlrext.com
Always Yes No

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.

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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.

Client Application Sessions	▼
🐴 Java Secure Application Manager	Start 💴

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*).

	Home Prefere
Welcome to the Dealer access SSL VPN - AU, j-geops.	
Web Bookmarks	-
Jaguar Dealer Application Menu Jaguar Dealer Application Menu -AU	Ø
Land Rover Dealer Application Menu Land Rover Dealer Application Menu - AU	Q
Dealer Portal Dealer Portal - AU	e
JLR - Vista AU	Ø
Client Application Sessions	
🐴 Java Secure Application Manager	Stort 8

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.



JLR – AU Dealer Access v2.0 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:

Welcome to the TFST - Dealer SSL V	/PN - All
Username	This system is for Jaquar and Land Rover Dealers Business use only. This appliance and all traffic is monitored; use constitutes expressed consent to monitor. Unauthorised use is prohibited.
Sign In	PLEASE SIGN IN TO BEGIN YOUR SECURE SESSION
	For Assistance
	UK/ROW contact X000X For Jaguar Dealers . Telephone: X000X Email: X00000X For Land Rover Dealers. Telephone : X000X Email: X0000X
	NA contact Dealer Systems Support Group (DSSG) For NA Dealers Telephone: X00000X Email: jrdssg@jaguarlandrover.com
	To view Dealer Portal in Windows 7 - Open 168 (Internet Explorer) and from the Tools menu select 'Compatibility View'. If you have any queries please contact the Dealer Systems

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.





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*):

JA	AR -ROVER	Home	Preferences	O Help	Sign Ou
	Welcome to the Dealer access SSL VPN - AU, j-geops.				
	Web Doolenafe	-	-		
	Jaguar Dealer Application Menu Jaguar Dealer Application Neru - AU		9		
	Land Rover Dealer Application Menu Land Rover Dealer Application Menu - Au		9		
	Dealer Portal Dealer Portal - AU		0		
	ILR - Vista Au		Ø		
	Client Application Sessions				
	A Java Secure Application Manager	S	=: Ind		

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. 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*





6.1 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



JLR - AU Dealer Access v2.0 7.0 Troubleshooting

7.1 Flow Chart

JSAM (Java Session Manager) does not install or run, how do I troubleshoot the issue?	
Confirm Platform / Browser / Java version are supported See section 6.	
Confirm Java is enabled	
Confirm JSAM pop-ups are allowed	
Collect Logs for support	



JLR – AU Dealer Access v2.0 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:





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:

Settings	connections sses ntranet addr coded addres et> (requires IML*	esses sses restart)	
Use HTP 1.1 through proxy Thermational* Always show encoded addres Send IDM server names for IT Send IDM server names for IT Send UTF-9 URLs Send UTF-9 URLs Java (SIN) Use VTF-9 for matice Inls Java (SIN) Use XE 1.6.0.22 for capple Muture1 Always use Caetarype for HTP Always use Caetarype for HTP	connections sses ntranet addr coded addres et> (requires :ML*	esses sses : restart)	
Always use Clear type for HT	INF.		
 Linaue automatic mage resizi 	ing		
Play animations in webpages'	*		>
*Takes effect after you restart Intern	net Explorer	-	
Reset Internet Explorer settings Resets Internet Explorer's settings to I condition. You should only use this if your browse	<u>R</u> estore their default er is in an uni	advanced so Re <u>s</u> e usable state	ettings at

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.





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Safari - navigate to Safari > Preferences.

Click on the Security Tab and verify that the checkbox next to Enable Java is checked.

000	Security	0
[l] 🌆	🔇 🔤 🗾 🙈 🌼	
General Appearance	Bookmarks Tabs AutoFill Security Advanced	
Web Con	tent: 🗹 Enable plug-ins	
	🗹 Enable Java	
	🗹 Enable JavaScript	
	Block pop-up windows	
Accept Coo	kies: 💽 Always	
	O Never	
	Only from sites you navigate to For example, not from advertisers on those si	tes
	Show Cookies	
🗹 Ask befo	re sending a non-secure form to a secure webs	ite
3000 (1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1		0

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: <u>http://www.autogrid.com.au/downloads.html</u>

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.

JLR Properties		? ×	VOLVO Propertie:	5	? ×
General Shortc	ut Compatibility Security		General Shorton	ut Compatibility Security	1
JL	R		vo Z	DLV0	
Target type:	Application		Target type:	Application	
Target location:	Mochasoft		Target location:	Mochasoft	
<u>⊺</u> arget:	C:\Mochasoft\mtn5250.exe /H 127.0.10.3	/P 23	∐arget:	ochasoft\mtn5250.exe /H 136.9.246.20 /	2 5041
<u>S</u> tart in:	[<u>S</u> tart in:	_	_
Shortcut key:	None		Shortcut <u>k</u> ey:	None	
<u>B</u> un:	Normal window	•	<u>R</u> un:	Normal window	•
Comment:	MochaSoft TN5250		Comment:	MochaSoft TN5250	_
Eind	Target Advanc	ed	<u>Eind</u>	Target _ Qhange Icon Advanc	ed
	OK Cancel	Apply		OK Cancel	Apply



JLR - AU Dealer Access v2.0 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