



## OnlineAVL Connectivity

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## 1 Introduction

OnlineAVL is a sophisticated front end to Navman Wireless's vehicle tracking database and access to this database is made through OnlineAVL over the Internet. Given the large amount of applications available to protect your computer from the various unknown elements of the Internet, it is possible for the OnlineAVL application to be unable to connect. As such, this document aims to highlight potential issues and provide guidelines on how to locate and resolve the problem when receiving an error message whilst trying to connect to the OnlineAVL Servers.

## 2 Types of connection error

There are 2 main types of error that can be experienced when connecting to the OnlineAVL servers, these are "Logon Failed for (NAME) Unknown user or password" and "Connection attempt failed – No Server Available"

### Unknown user or password

This error can occur in the following circumstances:

#### Account not enabled

When an account is first set up, (i.e. for a new customer) this is not activated until all financial paperwork (e.g. the confirmation of delivery) has been completed and received by Navman. Once the paperwork is received, the account can be activated by e-mailing Navman Support at [support@navmanwireless.co.uk](mailto:support@navmanwireless.co.uk) to request activation. If you are unsure whether this stage has been completed, please contact your dealership or e-mail support for confirmation.

#### Username Incorrect

Usernames are provided in the welcome letter, which is automatically sent out by Navman with the OnlineAVL software CD. Usernames are usually relevant to the company. For example, Joe Bloggs and Co would have the username of "joebloggs". If you are unable to find your username, please e-mail [support@navmanwireless.co.uk](mailto:support@navmanwireless.co.uk) specifying which company you are from and request this information.

**Note: USERNAMES ARE CASE SENSITIVE!**

#### Password Incorrect

The standard password for your account once activated will be "password" This can be changed by using the "File" → "Password" menus once logged in. We recommend all passwords are changed within 24 hours of account activation, and this is the sole responsibility of the customer. Please do not forget to inform all appropriate staff of the password change. The password can be reset by Navman Technical Support, and all requests to this end should be e-mailed to [support@navmanwireless.co.uk](mailto:support@navmanwireless.co.uk), or faxed across on headed paper to 01782 557979.

**Note: PASSWORDS ARE CASE SENSITIVE!**

## Wrong Server Selected

The username, which has been provided, will only work on the Server for which the account set up. The server that should be used is stated in your welcome letter, which will have arrived with your OnlineAVL CD. If you are unsure which server you should be using, please contact your dealership or e-mail support on [support@navmanwireless.co.uk](mailto:support@navmanwireless.co.uk) . To check which server is currently in use, load OnlineAVL, then close the "Remote Login" box. Then select "File" → "Servers". This should list all servers currently being used. Ensure that only 1 server has the "Enabled" check box ticked, and that this is against the server that should be being used. Click "Apply" then "Close" to confirm any changes. Then close and re-open OnlineAVL and try again.

If your server does not appear in this list, click "Add" and enter the correct details in, or contact support and we will be able to e-mail you a file that will update your server settings.

## 2.2 Connection attempt failed – No server available

OnlineAVL requires a direct Internet connection to be in place for the system to operate. A direct Internet connection means that the machine is plugged directly into an Internet connection, i.e. having a Modem in the machine and dialing up.

We appreciate that the majority of customers connect their client machines to the Internet using a Network, however due to the nature of networks and corporate security, often your company's own internal security systems may prevent you from obtaining a connection. This being the case, the "No Server Available" error may occur, and as such we offer the following advice.

### 2.2.1 No Internet Connection

The "No Server Available" error will occur if no Internet connection is present at all. To test if you have Internet access, try visiting [www.navman.com](http://www.navman.com) and attempt to view several different pages, or try downloading the OnlineAVL application to ensure that you have a connection. If a connection is present, then the page will appear fully and all buttons will work. If an Internet connection is not present, then a "Page can not be displayed" error will occur. If this happens, contact your IT personnel, or re establish your Internet connection.

### 2.2.2 Proxy Server being used

As OnlineAVL requires a direct Internet connection, it will not work via proxy. If you are using a Proxy Server and are experiencing difficulties connecting, then it may be necessary to bypass the proxy. Your IT staff should be able to set this up with relative ease. If your network was set up by a 3<sup>rd</sup> party, this 3<sup>rd</sup> party should be able to advise whether you have a proxy server, and if so provide you with the advice needed to allow OnlineAVL to pass through.

Regrettably, due to the large number of different proxy applications available, Navman Support Staff are unable to talk you through the process of setting this up, however we will provide the necessary settings required for this process as follows.

For the more experienced user, in order to allow OnlineAVL to bypass the proxy you may need to create a packet filter, or add a mapped port. In basic terms, you will need to allow **outgoing** access to the OnlineAVL server (See Appendix 1 for your server) for TCP/IP traffic where the destination port is port 2009.

Where a proxy server is in place, setting up OnlineAVL on the proxy server machine (provided that this is Windows based) should allow a connection. This is normally the machine that is plugged into the Internet modem. This will allow you to see whether the connection issue lies within part of the

network configuration, and will be a quick way to get OnlineAVL up and running until the appropriate changes can be made to the network to allow client machines to connect.

### **2.2.3 Firewall blocking the connection**

In most modern networks, it is common for the IT personnel who set up the Internet access structure to block outgoing connections except for those needed for known applications - i.e. Internet Explorer. Being able to access web pages does not automatically mean that OnlineAVL will be able to connect to the server. If this is the case, then the "Connection Attempt Failed – No Server Available" will appear.

To enable OnlineAVL to connect to the server, the following changes will need to be made:

Create a new **OUTGOING** rule to allow:

- OUTGOING TCP/IP Traffic
- For all client machines which will be using the OnlineAVL software
- Where the Destination IP is (See appendix 1 for your server address)
- And the destination port is port 2009

This is common procedure for IT personnel when a new application is introduced into an organisation, and only takes a few minutes to set up. Again, if your network was set up by a 3<sup>rd</sup> party, those responsible for the IT in your organisation should be able to set this up, or get the appropriate 3<sup>rd</sup> party company to make the changes.

Unfortunately, the support staff at Navman will not be able to talk you through making these changes, as there are many variations of firewall software. Therefore we recommend that all changes be made by an appropriately qualified IT person

#### **IMPORTANT NOTE:**

**Many newer virus software packages include a "personal firewall" (such as Norton), as does Windows XP (SP2), and this may also block the connection if not configured correctly. Check with your IT staff to ensure that an outgoing connection is allowed for OnlineAVL to ensure that no connection errors occur. Temporarily disabling the personal firewall / virus software may allow for the OnlineAVL connection to be tested, however your system may be vulnerable during this time, and as such we DO NOT recommend this action unless alternate precautions have been taken.**

### **2.2.4 DNS Failure**

Servers called DNS are part of the Internet structure and are used to divert your Internet traffic to the appropriate place. Effectively, they translate Internet URL's (e.g. [www.navmanwireless.co.uk](http://www.navmanwireless.co.uk)) into addresses (e.g. 212.57.235.4). This means that when you connect to the OnlineAVL servers, you are being directed to the correct place. If one of the DNS servers fails or is not configured correctly on your machine, connection may fail. This being the case, the majority of web pages will be unavailable also. Your IT personnel should be able to confirm that DNS is functioning correctly.

Below is a list of servers and addresses for these servers. Your IT staff may require this information for the correct set up of your network.

Server: Wasp0  
Address: wasp0.onlineavl.co.uk  
IP: 217.171.101.53:2009

Server: Wasp12  
Address: wasp12.onlineavl.co.uk  
IP: 217.171.101.62:2009

Server: Wasp24  
Address: wasp24.onlineavl.co.uk  
IP: 217.171.101.114:2009

Server: Wasp1  
Address: wasp1.onlineavl.co.uk  
IP: 217.171.101.50:2009

Server: Wasp13  
Address: wasp13.onlineavl.co.uk  
IP: 217.171.101.34:2009

Server: Wasp25  
Address: wasp25.onlineavl.co.uk  
IP: 217.171.101.115:2009

Server: Wasp2  
Address: wasp2.onlineavl.co.uk  
IP: 217.171.101.52:2009

Server: Wasp14  
Address: wasp14.onlineavl.co.uk  
IP: 217.171.101.35:2009

Server: Wasp26  
Address: wasp26.onlineavl.co.uk  
IP: 217.171.101.116:2009

Server: Wasp3  
Address: wasp3.onlineavl.co.uk  
IP: 217.171.101.49:2009

Server: Wasp15  
Address: wasp15.onlineavl.co.uk  
IP: 217.171.101.36:2009

Server: Wasp27  
Address: wasp27.onlineavl.co.uk  
IP: 217.171.101.117:2009

Server: Wasp4  
Address: wasp4.onlineavl.co.uk  
IP: 217.171.101.54:2009

Server: Wasp16  
Address: wasp16.onlineavl.co.uk  
IP: 217.171.101.37:2009

Server: Wasp28  
Address: wasp28.onlineavl.co.uk  
IP: 217.171.101.118:2009

Server: Wasp5  
Address: wasp5.onlineavl.co.uk  
IP: 217.171.101.55:2009

Server: Wasp17  
Address: wasp17.onlineavl.co.uk  
IP: 217.171.101.38:2009

Server: Wasp29  
Address: wasp29.onlineavl.co.uk  
IP: 217.171.101.119:2009

Server: Wasp6  
Address: wasp6.onlineavl.co.uk  
IP: 217.171.101.56:2009

Server: Wasp18  
Address: wasp18.onlineavl.co.uk  
IP: 217.171.101.39:2009

Server: Wasp30  
Address: wasp30.onlineavl.co.uk  
IP: 217.171.101.120:2009

Server: Wasp7  
Address: wasp7.onlineavl.co.uk  
IP: 217.171.101.57:2009

Server: Wasp19  
Address: wasp19.onlineavl.co.uk  
IP: 217.171.101.40:2009

Server: Wasp31  
Address: wasp31.onlineavl.co.uk  
IP: 217.171.101.121:2009

Server: Wasp8  
Address: wasp8.onlineavl.co.uk  
IP: 217.171.101.58:2009

Server: Wasp20  
Address: wasp20.onlineavl.co.uk  
IP: 217.171.101.110:2009

Server: Wasp32  
Address: wasp32.onlineavl.co.uk  
IP: 217.171.101.122:2009

Server: Wasp9  
Address: wasp9.onlineavl.co.uk  
IP: 217.171.101.59:2009

Server: Wasp21  
Address: wasp21.onlineavl.co.uk  
IP: 217.171.101.111:2009

Server: Wasp33  
Address: wasp33.onlineavl.co.uk  
IP: 217.171.101.123:2009

Server: Wasp10  
Address: wasp10.onlineavl.co.uk  
IP: 217.171.101.60:2009

Server: Wasp22  
Address: wasp22.onlineavl.co.uk  
IP: 217.171.101.112:2009

Server: Wasp34  
Address: wasp34.onlineavl.co.uk  
IP: 217.171.101.124:2009

Server: Wasp11  
Address: wasp11.onlineavl.co.uk  
IP: 217.171.101.61:2009

Server: Wasp23  
Address: wasp23.onlineavl.co.uk  
IP: 217.171.101.113:2009

Server: Wasp35  
Address: wasp35.onlineavl.co.uk  
IP: 217.171.101.125:2009