

One Technology | Limitless Potential

[Click here to learn more](#)

Powered by

OnlineAVL



OnlineAVL 2 Connectivity

Revision 3.0 December 2011

© 2008 Navman Wireless UK Ltd.

The Innovation Centre 2
Keele University Science Park
Newcastle Under Lyme
Staffordshire ST5 5NH

Tel: 0845 456 1660

Fax: 01782 557979

Web: www.navmanwireless.co.uk

E-Mail: support@navmanwireless.co.uk

This document contains confidential and proprietary information that belongs to Navman Wireless UK Ltd. Using any of the information contained herein, copying or imaging all or part of this document by any means, or disclosing any of its content to third parties is strictly forbidden without express written consent of Navman Wireless UK Ltd

Contents

1	Introduction	3
2	Minimum PC Specifications	3
3	Pre-requisites.....	3
4	Difficulties with installation.....	4
4.1	Installation steps:	4
4.2	Installation issues	5
5	Connection errors	6
5.1	Incorrect username or password.....	6
	Username Incorrect	6
	Password Incorrect.....	6
5.2	Login disabled	7
	Account not yet enabled.....	7
	Account disabled.....	7
5.3	Login failed	7
	No Internet Connection	7
	Proxy Server being used	7
	Firewall blocking the connection.....	8
	DNS Failure	9

1 Introduction

OnlineAVL 2 is a sophisticated front end to Navman Wireless's vehicle tracking database and access to this database is made through OnlineAVL 2 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 2 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.

The document also provides guidelines as to what hardware and software is required before the OnlineAVL 2 software can be used, and offers advice on installation.

2 Minimum PC Specifications

Before installing the OnlineAVL 2 application, please ensure that the PCs onto which OnlineAVL 2 is going to be installed meet the following minimum requirements:

Hardware

- 1 Ghz or higher Pentium compatible CPU
- At least 512 megabytes (MB) of available RAM - more memory may improve responsiveness.
- 2GB of available Hard Disk space or more.
- A direct Internet connection at a minimum of 128kbs. 512kpbs or higher is recommended.

Software

- Microsoft Windows XP or Vista or 7
- Microsoft Internet Explorer Browser version 6 or later required
- Microsoft .Net 2.0
- Microsoft Silverlight (required for Dashboard)

Note: OnlineAVL 2 is not supported on other Windows based operating systems

3 Pre-requisites

The following details what other pre-requisites must be met on each PC for the OnlineAVL 2 software to function correctly:

Java Script

- The mapping functionality used by the OnlineAVL 2 software is Google Earth. Google require that Java Script is enabled in Internet Explorer in order for the mapping to work correctly. Please ensure Java Script is enabled in your security settings for the Zone that is being used by OnlineAVL 2.

This is set up in "Tools" → "Internet Options" → "Security" Your IT personnel should be able to advise which zone is being used (Internet by default) and assist if required. Scripting is enabled under the "Scripting" section of "Custom level".

If you don't have access to this section of Internet Explorer settings, contact your IT department or nominated IT person and they will be able to assist.

4 Difficulties with installation

After checking that you meet all of the pre-requisites listed in sections 2 and 3, you are ready to download the OnlineAVL 2 software. Before doing this, please ensure that Internet Explorer is set as your default browser. If it isn't, this may cause issues with the automated installation.

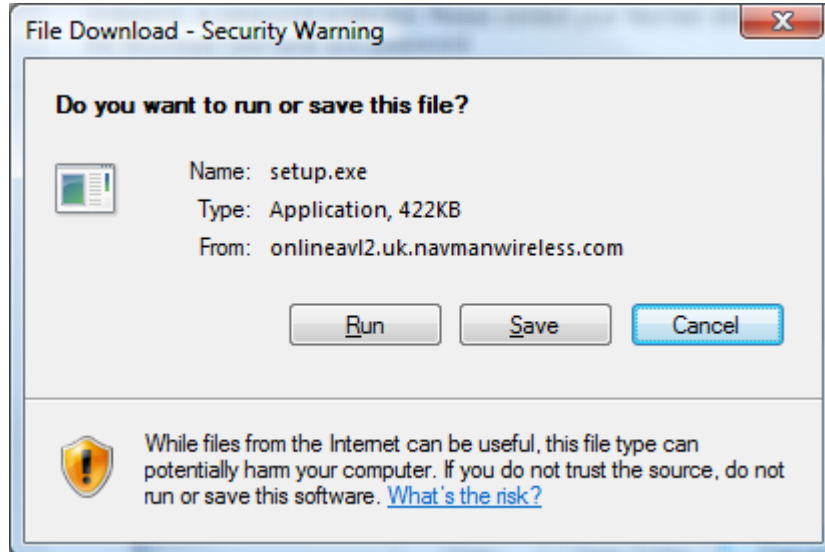
If you are unsure if Internet Explorer is your default browser, you can check this by opening Internet Explorer, go to "Tools" → "Internet Options" → "Programs" and click the "Make default" button under the default web browser section. If the button is greyed out, then Internet Explorer is already the default browser and you don't need to worry. If you don't have access to this section of Internet Explorer settings, contact your IT department or nominated IT person and they will be able to assist.

Now that you're ready to install, open your welcome e-mail which will include a link from where OnlineAVL 2 can be downloaded. If you can't find your welcome e-mail, OnlineAVL 2 can be downloaded from the support section of our web site.

4.1 Installation steps:

Step 1: Visit <http://www.navmanwireless.co.uk/support/onlineavl.aspx> and follow the link to "Download and install OnlineAVL 2"

Step 2: When prompted, "Do you want to run or save this file" click "Run". (Don't click "Save" as saving the file to run later may cause issues.)



Step 3: Internet Explorer will display the following message. Click “Run” to proceed to the next stage.



Step 4: When prompted, click “Install”. This will download and install the OnlineAVL 2 software.



Once complete, OnlineAVL 2 will automatically run and prompt you to enter your username and password.

4.2 Installation issues

Should any issues occur during installation please ask your IT department or nominated IT person to follow these steps:

- i. Uninstall the OnlineAVL 2 software. It's possible that OnlineAVL 2 may have been installed on the computer previously, or that a previous install failed. To ensure a clean install, all previous versions of OnlineAVL 2 should be removed. This can be done through the Windows Control Panel under “Add / Remove Programs” for Windows XP, and “Programs and Features” for Windows Vista. Select “OnlineAVL 2” from the list of programs and then the option to remove / uninstall. Proceed to Step ii

- ii. Try downloading the software from following link: <http://www.navmanwireless.co.uk/avl2> This will perform some additional checks before install and should ensure that any other browser related issues are ignored. Should this fail, proceed to Step iii
- iii. Try clearing the temporary Internet files. Internet Explorer can store files used whilst browsing and during download, and sometimes these files can be out of date or cause conflicts with the setup of software. Clearing the temporary Internet files can resolve these conflicts. To clear the files, open Internet Explorer, go to “Tools” → “Internet Options” then locate the button to delete temporary Internet files. Should this fail, proceed to Step iv
- iv. Try deleting the “Click Once” cache directory. OnlineAVL 2 uses Microsoft’s “Click Once” technology for installation and updates. There is a known Microsoft issue whereby under certain circumstances these files can become corrupt. Removing this directory and then re-installing the application should resolve this issue. To remove the directory, first follow steps i to iii, then browse to the user’s Local Settings\Apps directory and remove the directory named “2.0”. Please note that these folders may be hidden. If you don’t know how to find this folder, please ask your IT Department / nominated IT support person for help.
- v. Attempt re-installation of the OnlineAVL 2 application.

Should the above steps have been followed and you are still not be able to install the application, please contact a member of the Navman Wireless Technical Support Team using the details listed on the front page of this document.

5 Connection errors

There are 2 main types of error that may be experienced when connecting to the OnlineAVL servers, these are “Incorrect username or password” and “Login failed”

5.1 Incorrect username or password

This error can occur in the following circumstances:

Username Incorrect

Usernames are provided in the e-mail confirming your account activation. The username is usually the e-mail address or addresses which were supplied to your dealer at the time of placing the order. For example, Joe Bloggs Transport could have the username of “traffic@joebloggstransport.co.uk”. If you are unable to find your username, please e-mail support@navmanwireless.co.uk specifying which company you are from and request this information.

Note: USERNAMES ARE CASE SENSITIVE!

Password Incorrect

The password for your account once activated will be supplied in your confirmation of account activation. On first logging in, you will be prompted to change your password immediately. We recommend all passwords meet complexity requirements and should include a combination of upper and lower case letters, numbers and symbols. A password strength monitor is provided to help you choose a suitable password. Password management 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, or faxed across on headed paper to 01782 557985.

Note: PASSWORDS ARE CASE SENSITIVE!

5.2 Login disabled

This error should only occur in the following circumstances:

Account not yet enabled

When an account is first set up, (i.e. for a new customer) this is not activated until all financial paperwork (confirmation of delivery) has been completed and received by Navman Wireless. Once the paperwork is received, the account can be activated by completing the Online Activation form available through the welcome e-mail, or from the support section of the Navman Wireless website: <http://www.navmanwireless.co.uk/support/ActivateAccount.aspx> Alternatively, you can request activation by e-mailing the Navman Wireless accounts department accounts@navmanwireless.co.uk with your First Name, Surname, Company Name, E-Mail Address and Contact Number. If you are unsure whether this stage has been completed, please contact your Navman Wireless authorised dealer or our accounts department for confirmation.

Account disabled

This may occur if your account is on Stop. Accounts may be put on stop if payment is outstanding or if there is another dispute which is pending resolution. When an account is put on stop, the person who placed the order or your accounts department will be informed. The status of your account can be confirmed by e-mail accounts@navmanwireless.co.uk

5.3 Login failed

OnlineAVL 2 requires an Internet connection to be in place for the system to operate. 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 "Login failed" error may occur. In these circumstances, we would recommend that you ask your IT department or nominated IT person for assistance in order to check the following issues are not present:

No Internet Connection

The "Login failed" error will occur if no Internet connection is present at all. To test if you have Internet access, try visiting www.navmanwireless.co.uk and attempt to view several different pages, or try downloading the OnlineAVL 2 application to ensure that you have a connection. If a connection is present, then the pages 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.

Proxy Server being used

If a proxy server is being used, OnlineAVL 2 picks up the proxy server settings as defined in Internet Explorer. Please ensure that these settings are configured correctly. OnlineAVL 2 requires an un-authenticated outbound connection, if your IT policy requires that authentication is used, this should be detected automatically. If issues are encountered then configuration changes can be made manually to the .NET settings so that the details for the currently logged in user are passed to the proxy server. This procedure is as follows:

1. Edit the file "machine.config" which resides in the following directory.
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\CONFIG
2. Scroll to the bottom of the file
3. Insert the text following between the tags </system.web> and </configuration>
<system.net>
<defaultProxy useDefaultCredentials="true" />
</system.net>
4. Save and close the file

This will ensure that the application uses the default credentials for authentication, so should resolve any authentication related issues

If following making the above changes you are still experiencing difficulties connecting, then it may be that your proxy server also serves as a firewall. Please refer to the following section for firewall configuration. Your IT staff should be able to make these changes with relative ease. If your network was set up by a 3rd party, this 3rd party should be able to advise whether you have a proxy server, and if so provide you with the advice needed to allow OnlineAVL 2 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 configuring your proxy server..

Where a proxy server is in place, setting up OnlineAVL 2 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.

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 "Login failed" error will appear.

To enable OnlineAVL 2 to connect to the Navman Wireless servers and work correctly, the following changes will need to be made:

- i. Create a new **OUTBOUND** rule to allow OnlineAVL 2 access to **product updates and reporting**:
 - **OUTBOUND HTTP** Traffic
 - For all client machines which will be using the OnlineAVL software
 - Where the Destination is **onlineavl2svc-uk.navmanwireless.com**
 - Where the Destination is **onlineavl2rpt-uk.navmanwireless.com**
 - And the destination port is port **80**
- ii. Create a new **OUTBOUND** rule to allow OnlineAVL 2 access to **vehicle activity and reporting**:
 - **OUTBOUND HTTPS** Traffic
 - For all client machines which will be using the OnlineAVL software
 - Where the Destination is **onlineavl2svc-uk.navmanwireless.com**
 - Where the Destination is **onlineavl2rpt-uk.navmanwireless.com**
 - And the destination port is port **443**

iii. Create a new **OUTBOUND** rule to allow OnlineAVL 2 access to **Google mapping**:

- OUTBOUND HTTP Traffic
- For all client machines which will be using the OnlineAVL software
- Where the Destination is ***.google.com**
- And the destination port is port **80**

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 3rd party, those responsible for the IT in your organisation should be able to set this up, or get the appropriate 3rd 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 hardware and 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 2 to ensure that no connection errors occur. Temporarily disabling the personal firewall / virus software may allow for the OnlineAVL 2 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.

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) into addresses (e.g. 62.233.100.120). 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.