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esis MSP

1 Dealer Technical Support

Support for dealers is limited to Volkswagen infrastructure. This includes Volkswagen supplied firewall, VPN, BTAC software & VAS testers.

To obtain support please contact Genesis MSP on 1300 819 982 or support@volkswagen.com.au.

For Genesis MSP to provide support we require our Software Agent installed onto the BTAC server and VAS testers. Genesis MSP can advise where to obtain this Software Agent from.

Further, this agent communicates via outbound TCP port 5721. The Volkswagen supplied Juniper firewall already allows access to this port. If you have another firewall/router/proxy server that may be blocking this please ensure you open it up to speed up support and issue resolution.

If there is an issue with the dealer's infrastructure (routers, internet lines, BTAC server hardware) the dealer will need to contact their own IT support personnel to resolve these issues.

2   Resources via VPN

The below table details what resources dealers need to access from within their network as well as how they are accessed.

Resource	Application used	URL	Destination IP	Port	Via
Nadcon (Vehicle ordering and Logistics)	Web Browser	http://10.112.230.19	10.112.230.19	80	Volkswagen VPN
Dealer Connect (a.k.a. IBS, AS400, Mocha)	IBS Client	(Genesis MSP can assist in downloading IBS Client from FTP server)	10.112.230.6	23	Volkswagen VPN
Online Dealer Portal (Bulletins, Marketing, Contact information)	Web Browser	http://portal.volkswagen.net.au/	10.152.15.209	80	Volkswagen VPN
VW Partners	Web Browser	http://www.vwpartners.com.au/	125.7.64.49	80	Direct Internet
ELSA Pro, SAGA/2	Web Browser	http://portal.cpn.vwg/	10.112.198.242	80	Volkswagen VPN
Back Bone Service Shortcut to GeKo web site	Web Browser	http://cpnbb.cpn.vwg/	10.112.198.40	80	Volkswagen VPN
ETKA (Electronic Parts Listing)	Web Browser	https://www.etkainfo.com/myetkainfo/init.do?module=download **Access data:** https://fgst.lex-com.net/ http://update1.lex-com.net/ http://update2.lex-com.net/ https://www.etkainfo.com/ https://www.partslink24.com/ https://www.etka.com/	193.159.191.23 193.159.191.18 62.154.166.151 62.154.166.152 193.159.191.23 193.159.191.22 193.159.191.31	443 443 80 80 443 443 443	Direct Internet