

# Volkswagen Group Australia Pty Ltd



## IT Guidelines for a New Dealership

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**Last updated** 18<sup>th</sup> October 2010

This document will provide a guideline about some IT Systems & Requirements which will be required for your new business. This is not an installation handbook. For installation instructions please refer to other documentation within the installation CD/DVDs supplied to you.

If you have any technical queries please contact us, for all operational issues please contact the relevant business contacts listed in this document.

If you have any further questions please not do hesitate to contact us.

Warm Regards,

**Jeromy Joseph**

IT-Manager

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The Lakes Business Park  
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[it@volkswagen.com.au](mailto:it@volkswagen.com.au)

Direct (02) 9695 6139  
Fax (02) 9695 6183

## First Step

### **IT Details & Internet access** ▷▷ 20 days before trading

First of all, please fill and send us the **New Dealership Application Form**, attached (Pages 7-9). Please send the completed form to [it@volkswagen.com.au](mailto:it@volkswagen.com.au) or fax to 02 9695 6183.

### **Internet**

It is recommended that the dealership has a separate internet connection to connect into the Volkswagen network. This ensures that the dealership has connectivity into the Volkswagen network with little disruption. The connection will need to be a routed DSL connection with a public IP address (no NAT) and a minimum speed of 1Mbps.

### **Server**

You need a dedicated server (BTAC Server) for all our IT applications and configuration. The minimum hardware and software requirements for a typical BTAC Server is as follows:

- HP DL380 G5R 5130 2G Server or IBM @ Server xSeries 206 IntelP4 3,2 GHz
- MS Windows 2003 R2 Server
- 3x 146 GB HDD
- CD-RW/DVD Combo
- 1GB FBD 2 x 512MB Kit
- Disk partition C: minimum 30 GB free space
- Disk partition D: minimum 20 GB free space
- Disk partition E: minimum 50 GB free space
- Microsoft Internet Information Services
- Microsoft Internet Explorer 6.0 or higher
- Adobe Reader 5.05 or higher
- WinZip or equivalent

**The router, BTAC Server and the BTAC documentation will be supplied by Volkswagen Group Australia.** Once you have the router and server please follow the BTAC documentation, and if you have any issues please contact Genesis MSP, our IT service partner.

You will also need to ensure TCP port 5721 is allowed outbound on your network as support is performed via a Software Agent that communicates via this port.



**Genesis MSP (our IT service partner)**  
Phone 1300 819 982

[support@volkswagen.com.au](mailto:support@volkswagen.com.au)

[support@skoda.com.au](mailto:support@skoda.com.au)

## **Router configuration and testing** >> **10 days before trading**

### **Local network:**

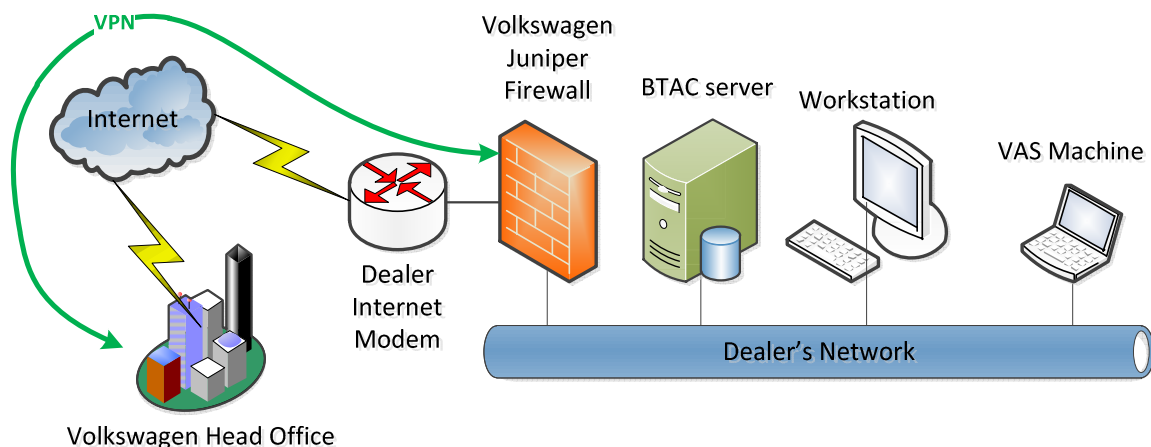
We will provide a Juniper firewall to the dealership and this sits on the network behind the switch. The purpose of the Juniper firewall is to provide an IPSEC tunnel through the internet into the Volkswagen network and do Network Address Translation from the dealership's local IP range into a range that is specified by the Volkswagen Group Australia.

Configuration of the Juniper firewall is performed by Genesis MSP and is done before it is shipped out to the dealership.

Once the Juniper firewall is plugged into the switch static routes need to be programmed into the dealership's default gateway router to ensure that any traffic trying to connect into the Volkswagen network is routed through the Juniper firewall.

Once you get the Juniper firewall please test the connectivity to VW networks. For all ongoing IT issues (VPN issues, connectivity etc.) please contact Genesis MSP directly on the number provided above.

### **Network Diagram**



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## Second Step ▷▷ 6 days before trading

### Systems and Applications

*The following systems are required for your business*

#### **Nadcon**

Nadcon is our vehicle ordering and Logistics system. It is a web based application. You will need the latest version of Java for this application. You can download it from [www.java.com](http://www.java.com). Please use <http://10.112.230.19/sec/tkt-login.jsp>. The Username and Password will be supplied by the logistics department of Volkswagen Group Australia.



#### **VW Logistics Department**

Derek Wolfenden

Direct 02 9695 6075

[derek.wolfenden@volkswagen.com.au](mailto:derek.wolfenden@volkswagen.com.au)

#### **IBS (Dealer Connect System)**

IBS is the enterprise system used for parts, vehicle, finance, etc. For this you will need "Terminal Emulation Software/Telnet Software" called "IBM iSeries Access". The installer is located on the desktop of your BTAC server in a folder called "Software\CA400". If the BTAC Server is not supplied by us, then please contact [it@volkswagen.com.au](mailto:it@volkswagen.com.au) for the obtaining this software. Use the IP address **10.112.230.6** and test the connection. **If you use any other emulation software there can be configuration issues and errors and we will not be able to support you.**

Usernames and passwords will be supplied by the IT department of Volkswagen Group Australia. For any other issues please contact the IBS helpdesk.



#### **IBS Helpdesk**

Phone 02 8875 9177

[support@ids.com.au](mailto:support@ids.com.au)

### **Online Dealer Portal (<http://portal.volkswagen.net.au>)**

Online Dealer Portal is a Portal where we publish all the bulletins, reports and other contents that is relevant for the dealerships. In each dealership, the access for the all the key users are issued from the VW head office and department managers are issued Dealer Admin access to add/remove users, edit details, and/or reset passwords.

Department Managers with Dealer Admin access include:

- Operators (Dealer Principals/General Managers)
- Sales Managers
- Service Managers
- Part Managers
- IT Managers



#### **Online Dealer Portal**

Lisa Barakat

Direct 02 9695 6046

[lisa.barakat@volkswagen.com.au](mailto:lisa.barakat@volkswagen.com.au)

#### **Genesis MSP (our IT service partner)**

Phone 1300 81 99 82

[support@volkswagen.com.au](mailto:support@volkswagen.com.au)

[support@skoda.com.au](mailto:support@skoda.com.au)

### **VW Partners**

VW Partners is our extranet site. Please go to [www.vwpartners.com.au](http://www.vwpartners.com.au) and request a login. After you submit the registration form, you will receive an email with your password.



#### **VW Marketing Department**

Mel Chavez

Direct 02 9695 6053

Fax 02 9695 6188

[mel.chavez@volkswagen.com.au](mailto:mel.chavez@volkswagen.com.au)

### **ElsaPro, SAGA/2 (<http://portal.cpn.vwg>)**

SAGA/2 is our warranty system. Please access SAGA/2 through the Volkswagen Portal, <http://portal.cpn.vwg>



#### **VW Service Department**

Phone 02 9695 6045

Fax 02 9695 6188

[technicalsupport@volkswagen.com.au](mailto:technicalsupport@volkswagen.com.au)

### Third Step ▷▷ 5 days before trading

#### **BTAC**

BTAC (Basic Technical Architecture Concept) which is a standard network configuration and set of applications for VW dealer networks. You get the latest BTAC DVD (installation instructions are in the DVD) from Service Department. The documentation *BTAC\_Dealer\_Guide\_2.4.pdf* can you find in the top directory.

#### **ElsaPro**

***(Please note that this application is already installed on your BTAC server, supplied by Volkswagen Group Australia)***

ElsaPro is an application used for service and is currently accessible through the Volkswagen Portal, <http://portal.cpn.vwg> . Please check with your local administrator of the portal to grant access.



#### **VW Service Department**

Phone 02 9695 6045

Fax 02 9695 6188

[technicalsupport@volkswagen.com.au](mailto:technicalsupport@volkswagen.com.au)

#### **ETKA**

Etka is our electronic parts listing for original Volkswagen & Skoda parts. You will get a 2 CDs-Package and a USB-Dongle (Key), the program will be updated through the internet. A short instruction is in the booklet. The description how to connect for updates you will find on the CD1 in the Folder "connect".



#### **VW Parts Department**

Phone 02 9735 9900

[parts@volkswagen.com.au](mailto:parts@volkswagen.com.au)



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## New Dealership Application Form

(Please complete all the details and send to [it@volkswagen.com.au](mailto:it@volkswagen.com.au) or fax to 02 96956183)

The following form is to be filled out when a Dealership requires a new VPN to be provisioned for access to Central IT services. If you have any problems filling this form out, please contact our helpdesk on 1300 819 982 and our friendly staff will be happy to assist you.

### Dealership Information

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|                          |  |
|--------------------------|--|
| Dealership Contact Name: | <input type="text"/>                         |
| Phone Number(s):         | <input type="text"/>                         |
| Preferred Contact Times: | <input type="text"/><br><input type="text"/> |
| Technical Contact Name:  | <input type="text"/>                         |
| Phone Number(s):         | <input type="text"/>                         |
| Preferred Contact Times: | <input type="text"/>                         |

Dealership Type (please circle or highlight):

**Volkswagen**

**Skoda**

|                   |  |
|-------------------|--|
| Dealership Name:  | <input type="text"/>   |
| Dealer Code:      | <input type="text"/>   |
| Shipping Address: | <input type="text"/><br><input type="text"/><br><input type="text"/> |
| Reception Phone:  | <input type="text"/>   |
| Go Live Date:     | <input type="text"/>   |

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### *LAN Information*

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Network diagram available?  
(If so, please provide)

**YES**

**NO**

Current DHCP Server?

**YES**

**NO**

Local Gateway(s):

Local Subnet(s):

Netscreen IP Address:

Will the Netscreen be  
the default gateway for  
local computers?

**YES**

**NO**

DNS:

VAS Machines IP and MAC  
addresses:  
(up to seven)

BTAC Server IP Address:  
(if available)

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### *WAN Information*

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WAN Provisioned?:

**YES**

**NO**





Authentication Type?

**PPPoE**

**Static**

Who is your Internet Service Provider and what type of technology is to be used.

Date:

Is there a modem onsite? If not, do we need to provide one?

Username and Password, or Static IP and Gateway. (please include the static IP address even if assigned by DHCP)

DNS: