

ETKAmobile – Troubleshooting

Dear Sir or Madam,

This document lists the most common problems encountered with ETKAmobile after commissioning and the appropriate solutions for them.

Please ensure that you went through all the steps of the "**ETKAmobile – Commissioning**" manual before proceeding.

If the error persists after you applied the described solution or if you need further assistance, please contact our customer service at <u>etkamobile@lexcom.de</u> or call +49 (0) 89 547 15-111.

1) Checklist to correctly use ETKAmobile

- ✓ You have at least one brand specific ETKAmobile licence. The ETKAmobile licence is assigned to an active ETKA user and you use this user to sign in to ETKAmobile.
- You have installed ETKAmobile according to the setup document "ETKAmobile Commissioning".
- ✓ You have a stable internet or WLAN connection with sufficient signal strength
- ✓ To submit ETKAmobile shopping carts to ETKA, the ETKAmobile user needs to have the user role "Buyer" assigned in partslink24.
- To process orders transferred by ETKAmobile to your ETKA system, the option "Edit NORA Order Form" must be activated in the ETKA settings and the user role "Orderentry" must be assigned.
- Check if your mobile operating system needs an update even if it is above the minimal system requirements.
- ✓ The connection with the ETKAmobile service to use the DMS functions is optional. The device must be in the same network as the ETKA system.

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2) Connection Problems with the optional ETKAmobile service

Note: Please ask you system administrator for assistance if you are not sure how to apply the suggested solution.

Problem: Auto discovery does not find the ETKAmobile Service or a connection cannot be established.

Possible Solutions

→ Check if your mobile device is connected to the network of your ETKA system, e.g. by Wi-Fi or VPN tunnel. A Ping from mobile device to the ETKA System's IP address (and vice versa) should be possible. You can use an app for pinging on your device, for example Ping & DNS on Android or Ping - network utility on iOS. The IP



- → Broadcast messages must be allowed within the local network for Auto discovery.
- → Restart the mobile device as well as the system running the ETKAmobile Service.
- → Check if the Firewall on the ETKA System is configured to open the required ETKAmobile Service ports. Configured ports can be found in the "ETMobile.ini" file. This file is located at "C:\Program Files (x86)\ETKAmobile\". In the file, look for:

TCPPort (inbound & outbound)

BCASTPort (inbound)

Alternatively, for testing purposes, try deactivating the Firewall and check again.

➔ If the Firewall is correctly configured, check if any proxy or antivirus are blocking the ports.

ETMobile - Notepad
<u>File Edit Format View H</u> elp
[MAIN]
TCPPort=12345
BCASTPort=7654
DebugModus=0
DebugFile=%INSTALL_PATH%\GetEtData.log
NotEncoded=0
EtkaIni=C:\ETKA\PROG\ETKA_VW.ini
<pre>HgPics=C:\Program Files (x86)\ETKAmobile\HgPics</pre>
Temp=C:\Program Files (x86)\ETKAmobile\Temp
Data=C:\Program Files (x86)\ETKAmobile\Data

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Problem: Connection with the ETKAmobile Service can be established, but login procedure fails.

Possible Solutions

→ In the Windows Services panel of the ETKA System, check if the service "LexCom ETKA Mobile Service" has administrative rights (local admin user/password – same as used to log on to ETKA System entered in the service "Properties" > "Log On" tab).

Services			Actions
LexCom ETKA Mobile Service	Name Autom ETKA Mobile Service	Description Sta ^	Services 🔺
Stop the service Restart the service	LexCom ETKA Mobile Ser	vice Properties (Loca	al Compu
Description: LexCom ETKA Mobile Service	General Log On Recovery Log on as: ○ Local System account ○ Alog service to interact ③ This account Password: ♀ Confirm password:	Dependencies with desktop veradmin	Browse

→ On the device and the ETKA System, check if the entered user credentials are valid. If necessary, create a new ETKAmobile user. Also check if the user has a valid ETKAmobile license. Note that ETKAmobile and the ETKA system must use the same ETKAinfo ID but different users.

AREAS	
Current settings	
COMMUNICATION	
Connections in general	
ETKA - ELSA communication	A second data for her second
DMS connections	Access data for Internet
Other connections	User name
NORA Order Form Configuration	
INTERNET	Password
User Identification	
AutoPart	
FI Search	ETKA Online Services / partslink24
Service-Net	micTXAlate ID / partellek24 ID
GENERAL	ingendation of partitication
Remarks	
Order Form	User name
Customized Sale	and to
System Date	Password
Country settings	******
Other	Apply for all brends
	IEST STORE

ETKA service:
myETKAinfo ID / partslink24 ID
robertha
Username
Password
Show password
Save user data
CANCEL LOGIN

→ Restart the mobile device as well as the system running the ETKAmobile Service.







3) Data Problems

Problem: Entering a VIN or order number does not result in getting the vehicle information for the purchased brands.

Possible solution

- → Check if the VIN is working on the ETKA system. If not, contact the LexCom support.
- → Check on www.etkainfo.com if the appropriate brand license is assigned to the ETKAmobile user.

User- and li	cence-admini	stration				Add
Filter	Volkswagen	*	ETKA/m PET2			
			Volkswagen	Audi	Seat	Škoda
First Name	Last Name	User Name	1/10	3/10	3/10	3/10
Mobile	User	etkamobileuser	0	0	⊘	0
		combox1	0	0	0	0
Michael	Mechanic	Michael	0	0	0	0

- ➔ If no licenses are available, ask the LexCom customer support if the purchased brand licenses were correctly assigned.
- ➔ If brands were installed later on the ETKA system (on FatClient or DVD installation) the ETKAmobile Service must also be reinstalled. If not, these brands will not be found in ETKAmobile.

Problem: ETKAmobile won't show depot/stock states while connected to the ETKAmobile service.

Possible Solutions

→ On the device and the ETKA System, check if the entered user credentials are valid. If necessary, create a new ETKAmobile user. Also check if the user has a valid ETKAmobile license. Note that ETKAmobile and the ETKA system must use the same ETKAinfo ID but different users.

	SETTINGS	? <mark>></mark>
AREAS Current settings		
COMMUNICATION Connections in general		
ETKA - ELSA communication DMS connections Other connections	Access data for Internet User name	
NORA Order Form Configuration INTERNET	Password	
AutoPart FI Search	ETKå Online Services / partslink24	
Service-Net GENERAL	myETKAinfo ID / partslink24 ID	
Customized Sale	User name	
System Date Country settings	Password	
Other	Apply for all brands	
EXIT	ŢEST	STORE

ET	(A service:
	myETKAinfo ID / partslink24 ID
	robertita
	username
	Password
	•••••
	Show password
	Save user data
	CANCEL LOGIN

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- → Check in ETKA if the stock query is possible. If not, contact LexCom Customer Service.
- → In the Windows Services panel of the ETKA System, check if the service "LexCom ETKA Mobile Service" has administrative rights (local admin user/password entered in the service "Properties" > "Log On" tab).





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