

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 etkamobile@lexcom.de 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.

2) Connection Problems with the optional ETKAmobile service

Note: Please ask your 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

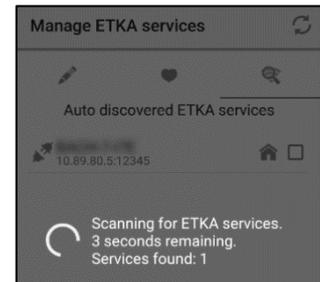
- Check if your mobile device is connected to the network of your ETKA system, e.g. by Wi-Fi or VPN tunnel. A Ping from mobile device to the ETKA System's IP address (and vice versa) should be possible. You can use an app for pinging on your device, for example [Ping & DNS](#) on Android or [Ping - network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

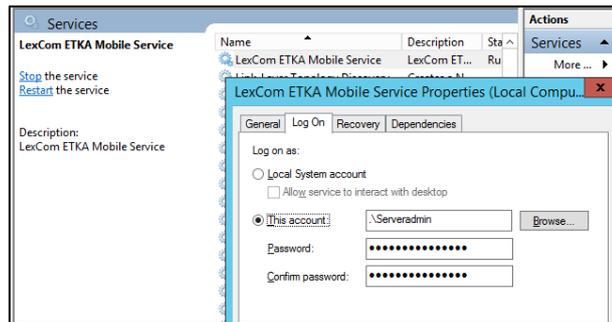


```
ETMobile - Notepad
File Edit Format View Help
[MAIN]
TCPPort=12345
BCASTPort=7654
DebugModus=0
DebugFile=%INSTALL_PATH%\GetEtData.log
NotEncoded=0
EtkaIni=C:\ETKA\PROG\ETKA_VW.ini
HgPics=C:\Program Files (x86)\ETKAmobile\HgPics
Temp=C:\Program Files (x86)\ETKAmobile\Temp
Data=C:\Program Files (x86)\ETKAmobile\Data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

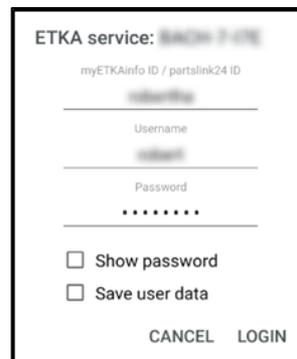
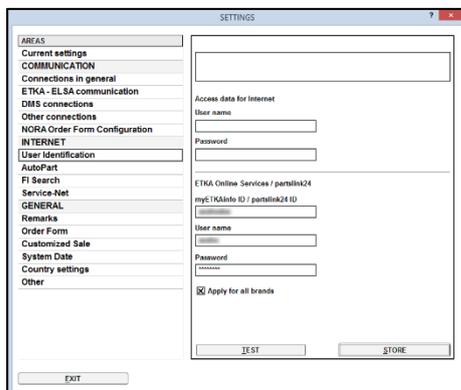
Problem: Connection with the ETKAmobile Service can be established, but login procedure fails.

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).



- ➔ 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.



- ➔ 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 licence-administration						
Filter	Volkswagen		ETKA/m	PET2		
First Name	Last Name	User Name	Volkswagen 1/10	Audi 3/10	Seat 3/10	Skoda 3/10
Mobile	User	etkamobileuser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		combox1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Michael	Mechanic	Michael	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- ➔ 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.

LexCom Support

- ➔ 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).

