Guide to TT Network Update & Install (for Version 2.6 & 2.7)

General Installation Notes
You must be logged in to the PC as “Administrator” or have admin rights to install.
Make sure all Microsoft patches are up to date prior to install.
You must turn off User Access Controls during the install.
Disable all toolbars and pop-up blockers prior to install.
You must have an Internet connection during the install and ensure that firewall and proxy requirements
are met prior to the install.
If the machine is locked down by domain policies (folder or registry write permissions, BIOS read, MS-
SQL password complexity restrictions, etc.), you’ll need to do the install off of the domain with these
restrictions removed.
Some anti-virus products will view the code used during install as malware, blocking the install. Disable
your antivirus prior to beginning the install and re-enable when complete.

Firewall Openings
Tech Tool requires that the firewall be open for outbound connections on ports 80 and 443 for the
following URLs/IP addresses:
  - secureweb.volvo.com (IP 153.112.167.191)
  - sws.it.volvo.com (IP 153.112.167.146) required for 2.03 and 2.04
  - networkupdatemetadata.it.volvo.com (IP 153.112.163.252)
  - networkupdatefilespublic.it.volvo.com (IP 153.112.162.194)
  - hmg.it.volvo.com (IP 153.112.166.184)
  - viftng.volvo.com (IP 153.112.167.185)

Important Note: The development group strongly recommends that access is “permitted by domain
name” (*.volvo.com) rather than by IP address in both the firewall and proxy. The above specific
addresses are provided (and may change) in the event that your organization’s security policies do not
allow this.

Proxy Requirements
Tech Tool runs as 2 different users: the human that is at the keyboard and LOCAL SYSTEM (i.e., the
machine name). This can create connectivity problems with both the central systems and the network
update sites, particularly at fleet sites with web filtering proxies and authentication requirements. While
PTT provides a means of letting the end user automatically authenticate, it doesn’t allow the LOCAL
SYSTEM to do the same. The result is that network updates don’t work or verification of Internet
connectivity fails (no option to “Connect to Central Systems”).

There are two methods to fix this problem:
1. The LOCAL SYSTEM, i.e., machine name, MUST be allowed to pass through or bypass the
   proxy without authentication (This may require Active Directory setup and/or proxy rule changes.).
2. The “baf” system service can be started with a userid that is allowed to access the Internet
   without authentication (i.e., not the service tech’s ID).

The service tech’s User ID can still be forced to authenticate, so he can’t surf to “less than desirable” web
sites. If the proxy software is capable, it may be possible to configure it to allow unauthenticated access
to *.volvo.com sites. The proxy must permit access to these URLs (HTTP and HTTPS) for both the
service tech’s userid and for LOCAL SYSTEM (or the userid employed to start “baf”):
Finally, proxied DNS is not supported (PTT must be able to resolve the above URLs directly), and proxy configurations that terminate HTTPS tunnels (man-in-the-middle) and forward after decryption/re-encryption will cause PTT to fail. The application must be allowed to tunnel HTTPS using the CONNECT method for SYSTEM CONTENT.

Test URLs (verify that the USER has access through proxy and firewall; there is no means of testing if the MACHINE as LOCAL SYSTEM has access, other than review of drops/denies in the proxy and firewall logs):

Using IE, surf to these sites. You should get a splash page or XML code.

http://secureweb.volvo.com – if this fails, you will not be able to log into Central Systems
https://hmg.it.volvo.com/hmgLite/ws/wsmq?wsdl - if this fails, so will client updates
https://networkupdatefilespublic.it.volvo.com/ping.htm - if this fails, so will client updates
https://networkupdatemetadata.it.volvo.com/manifests_v21/Diagnostic%20Communication%20Database%20(M)%20000.009/master/mastermanifest.xml - if this fails, so will updates
https://viftng.volvo.com/ - if this fails, so will VCADS updates

(appplies to PTT 2.04.61 and later, as of 09/20/16)