



ECS Service

USER GUIDE

HCL

TABLE OF CONTENTS

| | |
|---|----|
| 1. Preface..... | 3 |
| 2. Prerequisites | 4 |
| 2.1. Compatible platforms:..... | 4 |
| 2.2. Connection to Volvo..... | 4 |
| 2.2.1. Antivirus and Firewall..... | 4 |
| 2.2.2. Firewall Configuration | 5 |
| 3. Limitations | 5 |
| 4. Installation of client software | 6 |
| 4.1. Installation | 6 |
| 5. How to use ECS..... | 8 |
| 5.1. Connect..... | 8 |
| 5.2. Disconnect..... | 10 |
| 6. Change Password..... | 11 |
| 7. Troubleshooting | 11 |
| 7.1. Access denied – Invalid username or password | 11 |
| 7.2. I cannot reach my server through ECS | 11 |
| 7.3. I cannot reach my server through ECS, even though everything is correct in the ECS-group (IP, port and protocol), and my server is listening on correct port. | 11 |
| 7.4. I can reach my server through ECS, but cannot login to the server..... | 11 |

1. Preface

About this document

This document is a user guide for the Extranet Connect Service. It contains information about installation, configuration and use of the service. There is also a part covering the most common problems and how to deal with them.

Extranet Connect Service (ECS)

The Extranet Connect Service is a general tool for external users who need secure communication to appointed Volvo applications.

ECS gives a user access to exactly those applications that he/she is authorized to use. It also secures the data traffic during the transport over a public network, like the Internet.

ECS consists of two parts, one client software (hereafter called the ECS-client) and one central VPN-gateway (hereafter called the ECS-gateway).

The ECS-client is used to encrypt/decrypt the traffic to and from the ECS-gateway. The ECS client can be installed on a PC with Microsoft Windows operating systems.

Besides to encrypt/decrypt the traffic to and from an ECS-client, the ECS-gateway forces the user to authenticate before the communication can start. It also decides which applications a user have access to on the Volvo network.

2. Prerequisites

2.1. Compatible platforms:

| Platform | Operating System | Browsers and Java Environment |
|----------|---|--|
| Windows | Vista Enterprise/Ultimate/Business/Home Basic/Home Premium with Service Pack 1 or 2 on 32 bit or 64 bit platforms Windows 10 32/64bit Enterprise/Ultimate/Professional/Home Basic/Home Windows 8.1 32/64bit Enterprise/Ultimate/Professional/Home Basic/Home Windows 7 Enterprise/Ultimate/Professional/Home Basic/Home Premium on 32bit or 64 bit platforms XP Professional with SP2 or SP3 on 32 bit or 64 bit 2000 Professional SP4 XP Home Edition SP3 XP Media Center 2005 Windows 2003 server SP2, 32bit and 64 bit | Internet Explorer 11.0 Internet Explorer 10.0 Internet Explorer 9.0 * Internet Explorer 8.0 * Internet Explorer 7.0 * Internet Explorer 6.0 * Sun JRE 5/1.5.07 and above Microsoft JVM – for Windows 2000 |

Linux and MAC clients are available but will not be supported by Volvo IT.

More information and available versions can be found in the “Network Connect” section at: <http://www.juniper.net/techpubs/software/ive/6.x/releasenotes/SA-SupportedPlatforms-65.pdf>

User registration and authorization

ECS users must be registered in Volvos e-business directory with authorization to run appointed applications. Each ECS group has one or many approvers that are responsible for the users in his/her ECS group. Contact your approver if you have any questions about your user account.

2.2. Connection to Volvo

2.2.1. Antivirus and Firewall

The PC running ECS must have an up to date antivirus (not older than one week) and firewall software installed and running. The ECS service may enforce that both a firewall and antivirus software is installed and enabled at ECS login.

2.2.2. Firewall Configuration

The ECS service is available via Internet. Make sure that the connection is transparent for the protocols used by ECS (see Firewall configuration below).

The ECS client communicates on different ports to establish a secure VPN tunnel to the ECS gateway. If there is a traffic filtering device (e.g. firewall) or software protecting the ECS client PC the following traffic must be allowed through to Internet:

- TCP port 443 (HTTPS)

For better performance it is also recommended to allow:

- UDP port 500 (IKE)
- UDP port 4500 (NAT-T)

The client will automatically try to use the best connection method available.

3. Limitations

- ECS can only be used on standard Windows single user PC's (multi user environments like Citrix may not work)
- The ECS-client software does not protect the PC from attacks from e.g. the Internet. No security for the PC itself is included in the ECS service.
- Other installed VPN clients can interfere with the ECS VPN client. Before calling support you need to uninstall other VPN clients to make sure they do not interfere.
- A user-ID can only be used by one user at a time. Multiple sessions with the same user-ID Causes unexpected behaviors and are NOT allowed

Installation of client software

Before you start

The installation must be done from a user account with Administrator privileges.

3.1. Installation

The VPN-client can be found at:

[Download ECS VPN-client](#)

Select which OS you are running, download and install the application.

If you are running on a Windows system, please also install the

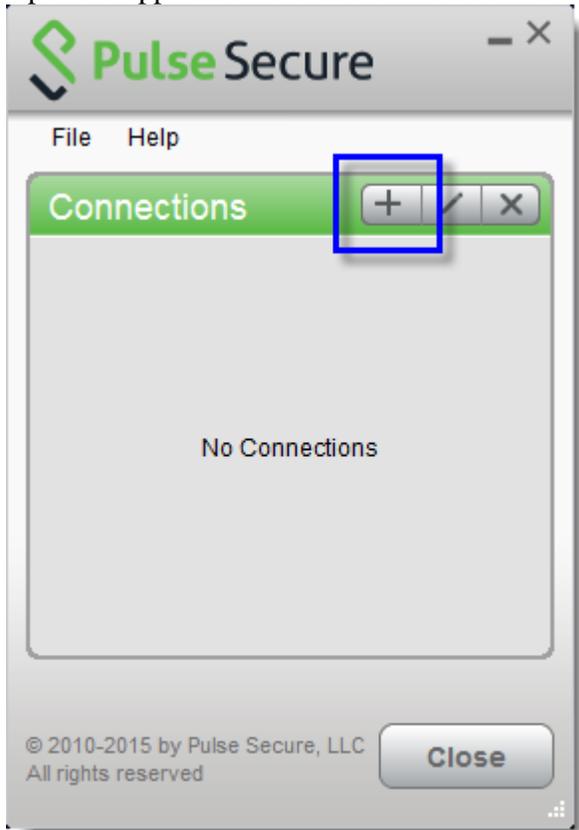
PulseSecureInstallerService_x.xRx.msi

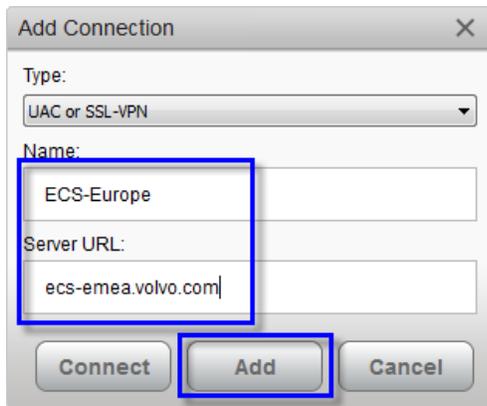
(Mac and Linux software is available, but not supported by HCL.)

When the installation is complete, the Pulse icon will appear in the taskbar.

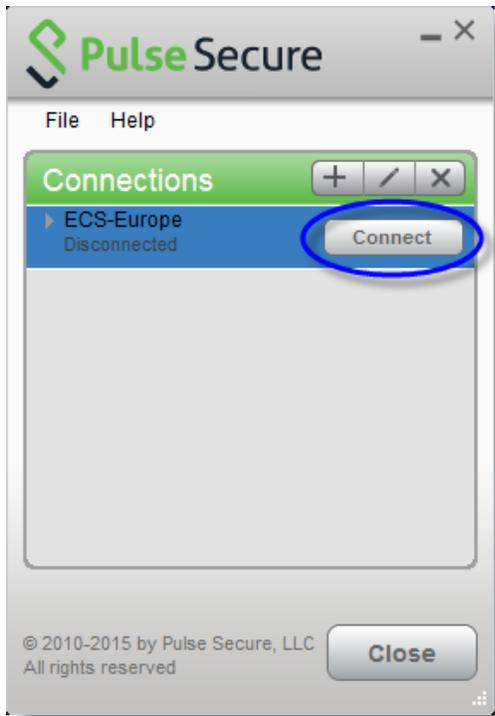


Open the application and add an ECS connection





Add the Server URL to which your ECS group has been configured;
<https://ecs-emea.volvo.com> (Europe)
<https://ecs-america.volvo.com> (Americas)
<https://ecs-asia.volvo.com> (Asia)
<https://ecs-australia.volvo.com> (Australia)
<https://ecs-sa.volvo.com> (South America)

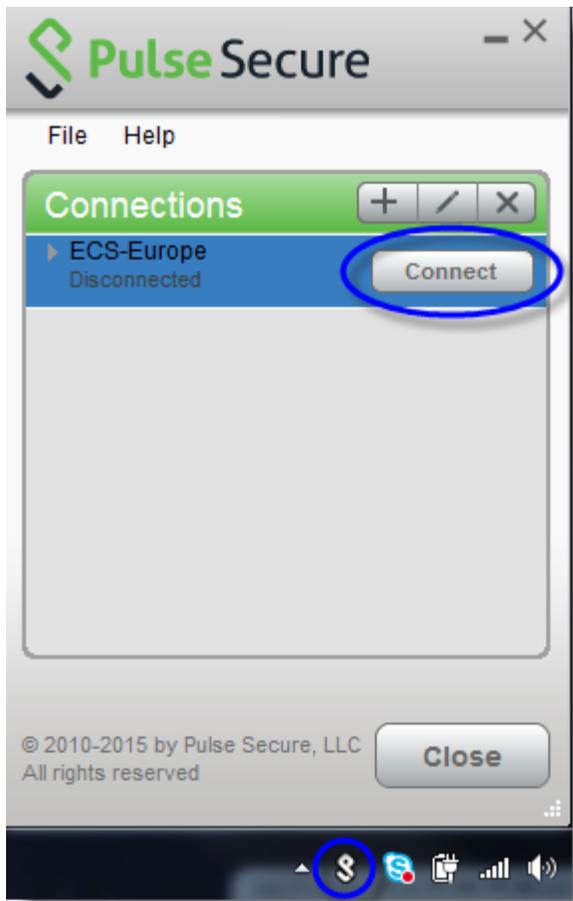


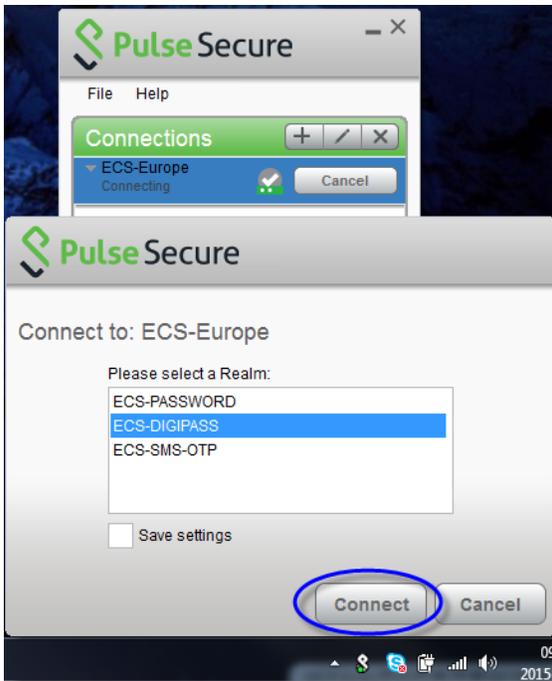
4. How to use ECS

4.1. Connect

Note! You need to change your initial password before you can start using ECS. This can be done at the password change page at www.volvogroup.com/ecs

- Open the Pulse Secure application, and click connect



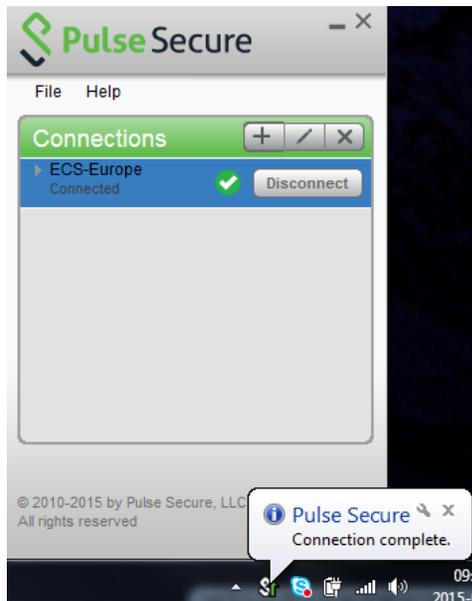


- If you have been told to use one time passwords using Digipass or SMS-OTP, you shall select ECS-DIGIPASS or ECS-SMS-OTP option.
- Press the Connect button.
- Fill in the username and password/Digipass password, and press Connect.



If you login with SMS-OTP, a new window will be displayed to enter the OTP-password, which you have received in your phone.

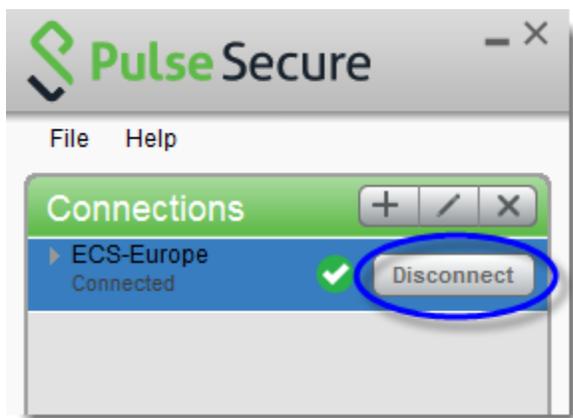
- The green sign indicates that you have a safe tunnel to the ECS gateway. The tunnel will only permit traffic to the resources that you are registered for. Traffic to all other resources will be sent out to the local network as usual (split tunneling).



- You are able to resolve Internet as well as internal DNS names when connected.
- Start your applications or tools that you want to use. Traffic to all resources that you are allowed to reach will be sent down the secure tunnel to the ECS gateway and then further to the final destination.

4.2. Disconnect

Press the Disconnect button to log off and end the secure session.



5. Change Password

- If you receive a new password it must be changed before you can use ECS.
- If you have forgotten your password Please contact your approver.
- Please provide a valid email address.
- For more information please visit the password page at: www.volvogroup.com/ecs

6. Troubleshooting

6.1. Access denied – Invalid username or password

If you recently have received a new password make sure that you have changed it. If you are using SMS-OTP to login, also make sure that your phone number is registered on you user account.

Please contact your approver.

6.2. I cannot reach my server through ECS

Make sure that correct IP, port and protocol is ordered for your ECS-group. Please contact your approver.

6.3. I cannot reach my server through ECS, even though everything is correct in the ECS-group (IP, port and protocol), and my server is listening on correct port.

A DICA may be required in this case, depending on the circumstances. Please contact a delivery coordinator to investigate the need for a DICA request. Also for investigating the correct measure, please contact cs@volvo.com

6.4. I can reach my server through ECS, but cannot login to the server

ECS only provides a communication link to the server, not the login. Please contact the server owner to be able to login to the server.