



**THE  
CAPITOL  
GROUP**

**OEM/ADVANTAGE™  
OEM/A VERSION 1.3/1.4 TROUBLESHOOTING GUIDE**



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## **Revision History**

Version 25-Nov-2010	Initial Document Release
Version 08-Dec-2010	Updated to include Vista "Hidden File" Issue
Version 27-Mar-2012	Added Encrypt/Proxy information, Updated JAVA Info Added additional "Common Issues"

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## **The OEM/A Troubleshooting Guide:**

The purpose of this guide is to provide general troubleshooting information for Users and IT staff. About 95% of the problems that Users encounter with OEM/A can be solved by using one of the techniques covered in this guide.

For those issues that cannot be resolved quickly, the guide shows how to send log information to the OEM/A Support desk so the issue can be analyzed by an Application Engineer, and further troubleshooting can be preformed.

**Should you wish to contact our Support team directly, please use the following contact information:**

**Email:**        [support@oem-advantage.net](mailto:support@oem-advantage.net)

**Phone:**        [1-888-788-7988](tel:1-888-788-7988)

**Additional Email support for FORD USERS:**

**Ford FNA:**    [cdxhelp@ford.com](mailto:cdxhelp@ford.com)

**Ford FOE:**    [gsieu@ford.com](mailto:gsieu@ford.com)

**Ford FAP:**    [foafdx@ford.com](mailto:foafdx@ford.com)



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## Section 1: Quick Functionality Test

**Issue:** How can I verify that Version 1.3 is working properly?

**Solution:** Please follow these steps:

1. Go to OEM/A at <https://ford.oem-advantage.net>
2. Login to OEM/A using your User ID and Password
3. Select the “Send File” Tab from the main page
4. Send a file to yourself
5. Select the “Mailbox” Tab from the main page
6. Download the file you just sent to yourself

**If you are able to send and receive without any errors, then you are all set and no further action is needed.**

If you receive a “Cannot Connect to Server” or “Check Firewall” error, or the JAVA Upload or Download buttons do not display properly, or you encounter some other issue, please proceed to “Section2: Troubleshooting” for additional instructions.

## Section 2: Troubleshooting Overview

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The first step in troubleshooting an issue is to be sure your system meets the minimum requirements for OEM/A Version 1.3 and to check for a couple of common issues:

### Minimum System Requirements for OEM/A Version 1.3:

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OEM/A is a Browser based application. No client side software needs to be installed or updated. However, there are some minimum Browser requirements:

- **JAVA 1.5.0\_16 or higher (Version 1.6+ is recommended)**
- **IE6 (XP, Vista) (IE7 and above is recommended)**
- **Mozilla (XP, Vista, UNIX) 1.7**

#### IMPORTANT JAVA NOTES:

- Some versions of JAVA from Oracle have known bugs/issues that may affect OEM/A as well as other applications. We recommend not using the following Versions:
  - 1.6.0\_29
  - 1.6.0\_30
- Windows 7 allows the use of 32 or 64 bit versions of JAVA. **OEM/A requires the 32 bit version.**
- Users also have to be aware of their Java settings (especially network proxy settings) to where their Java is pointing. If it is going out via a proxy configured in those settings it must be a SOCKS compliant Proxy.



## Clearing Cache Files:

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**Description:** Often taking the simple step of clearing internet cache files can solve an issue. It is also a recommend step anytime you take any of the corrective actions listed in this document.

1. Open a browser session and delete all temporary internet files and cookies
2. Close the browser session
3. Reboot your PC
4. Open a browser session and try the OEM/A operation again



## Some Common Issues User Encounter:

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### Issue: File doesn't appear to download

**Description:** You download a file, and after the operation is completed, you do not see the file.

**Solution:** This is a known issue with Vista and IE7/IE8. There is a "hidden file" issue that allows files to be downloaded, but then you can't see them as they are marked as "Hidden".

To correct the problem, use the following procedure:

- 1) Open an Internet Explorer session and go into "**Tools**" and then the "**Internet Options**".
- 2) Click on the "**Security**" tab.
- 3) Click on the "**Trusted Sites**" zone to highlight it and then click the "**Sites**" button.
- 4) Type in <https://ford.oem-advantage.net> and then click "**Add**".
- 5) Click "**Close**" and then close out of the Internet Explorer Session.
- 6) Restart Internet Explorer, login to OEM/A and download your files and they will now be visible in the destination directory you choose.

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**Issue: Icons don't appear, Application doesn't seem to function correctly**

**Description:** (Some common issues):

- One or more JAVA components do not show on the screen:
  - You may see an image with a red X instead of the image.
  - The “Upload” or “Download” buttons do not show up, or when you click on them nothing happens.
  - The file selection box does not show up.
- Even though you have selected a file to download, when you click on “Download”, the system asks you to select a file.

**Solution: Proceed to “Section 3: JAVA Issues”**

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**Issue: “Cannot connect” errors**

**Description:** You receive a “Cannot Connect to Server” or “Time out Connecting to Server” or “Check Firewall” error message or pop-up window.

**Solution: Proceed to “Section 5: Connectivity Issues”**

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**Issue: Cannot see a link to “Manage my Users”**

**Description:** Under the Admin tab, you don't have the option to manage your companies' users.

**Solution: To be able to add/change/delete users for your company, you have to be appointed as the Administrator for the company. To request Administrator status, please send a request to: [support@oem-advantage.net](mailto:support@oem-advantage.net)**

## Section 3: JAVA Issues

Version 1.3 of OEM/A uses a JAVA Applet. This Applet requires version 1.5.0\_16 of JAVA (1.6.0\_xx or higher recommended).

### IMPORTANT JAVA NOTES:

- Some versions of JAVA from Oracle have known bugs/issues that may affect OEM/A as well as other applications. We recommend not using the following Versions:
  - 1.6.0\_29
  - 1.6.0\_30
- Windows 7 allows the use of 32 or 64 bit versions of JAVA. [OEM/A requires the 32 bit version.](#)
- Users also have to be aware of their Java settings (especially network proxy settings) to where their Java is pointing. If it is going out via a proxy configured in those settings it must be a SOCKS compliant Proxy.

Troubleshooting OEM/A version 1.3 consists of verifying the correct JAVA version is installed on your local computer and updating your JAVA version and/or re-starting the JAVA Applet if required.

If the basic steps below do not correct the issue, please follow the directions in Section 6 to send a copy of your JAVA console log to the OEM/A Support team. An application engineer will then analyze the log and contact you will additional troubleshooting steps.



**Version 1.3 JAVA verification steps:**

- 1) Check your JAVA Version using the detailed instructions in Section 4.
- 2) **If your JAVA version is not at least 1.5.0\_16, it will need to be updated.** It is recommended you update if your version is not at least 1.6, but this is not required.
- 3) If you are a supplier, update JAVA following the instructions on your JAVA console screen. **(If you are a Ford user, simply open a SPOC help desk ticket and your local IT support will update your JAVA version)**
- 4) Force the JAVA Applet to re-load on your system following the instructions listed at the end of this Section.
- 5) Try OEM/A again and verify if it is working correctly.
- 6) If the issues persist, please send a JAVA console log to the OEM/A support desk (See section 6)



**Please use the following steps to force a re-load of the OEM/A JAVA Applet:**

1. Go to Start > Settings > Control Panel on your PC and double click on the "Java" icon. This will bring up a Java control panel.
2. Under the "General" tab you will see at the bottom of the page a section that says "Temporary Internet Files"
3. Click on the button that says "view"
4. In the Java Cache Viewer you will see a file named:  
"FileCatalystApplets.jar"
5. Click on that file to highlight it and then click on the red "X" at the top of the Cache Viewer to delete the file.
6. Close out of the cache viewer and reboot your computer.
7. Start your Web Browser and login to OEM/A.

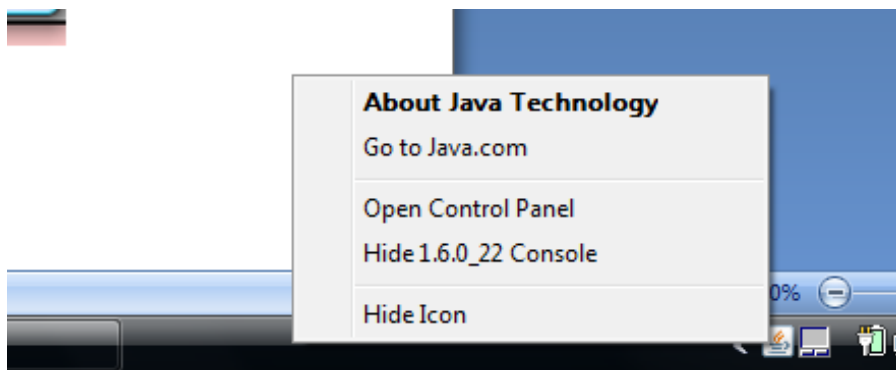
## Section 4: Checking your JAVA Version

To check your JAVA version on a Windows System, use one of the following three methods:

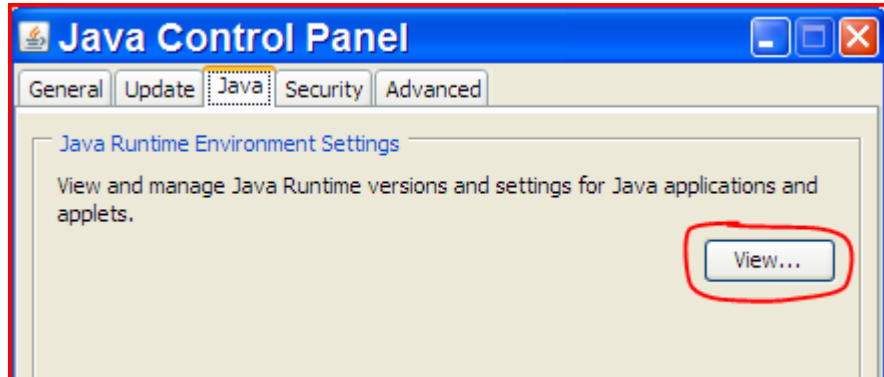
1. Bring up the Log in the browser window by going to Tools > Sun Java Console:



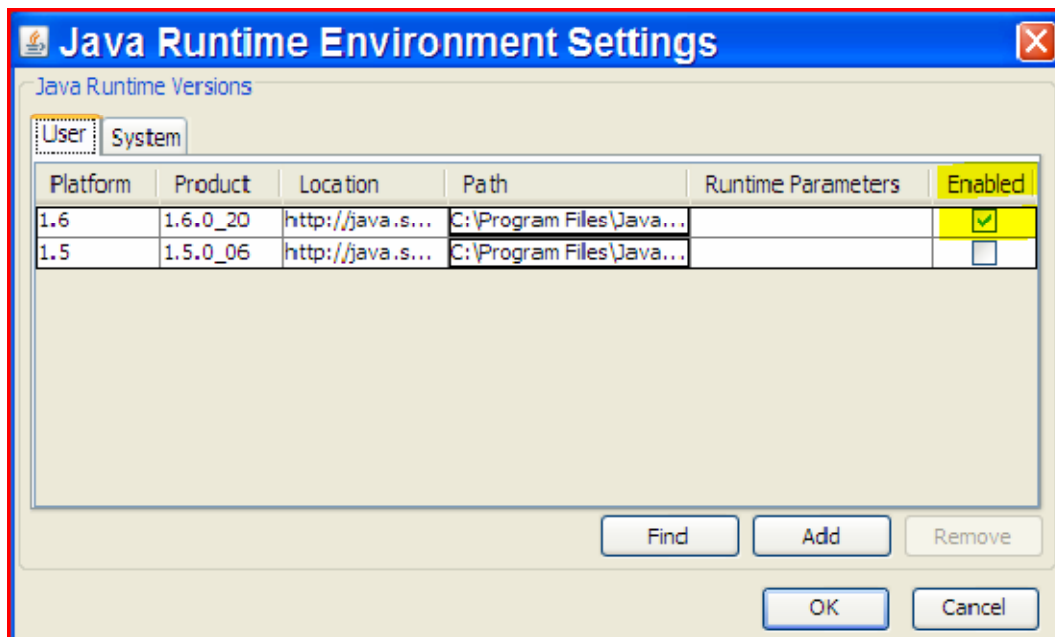
2. Or bring up the log from the Java Icon in the Windows system tray:



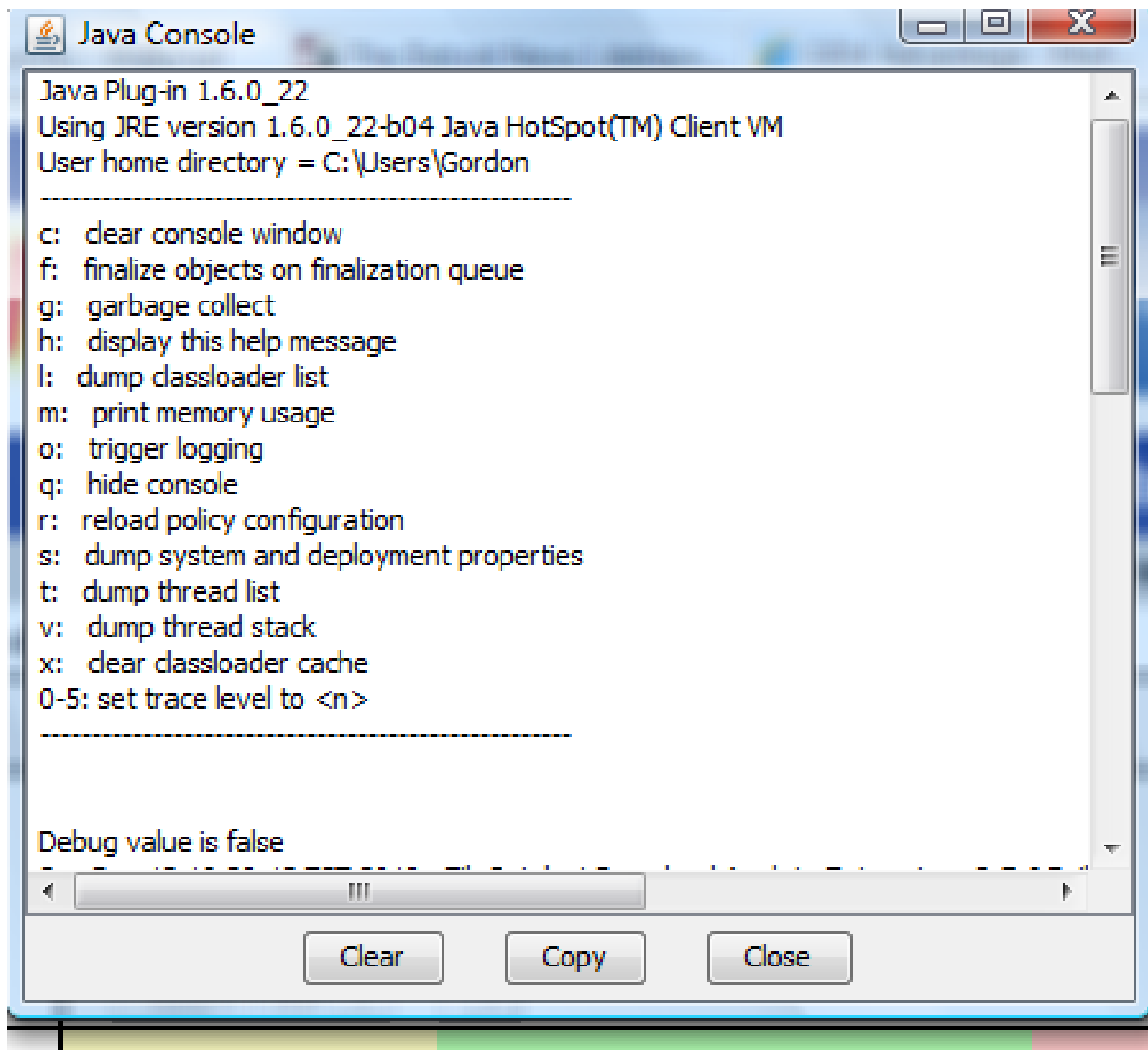
3. Or go to the **Control Panel** (getting there varies by Windows version). Double click the Java icon to open the Java Control Panel. Click on the “View” button:



4. Make sure on the highest version of JAVA is activated:

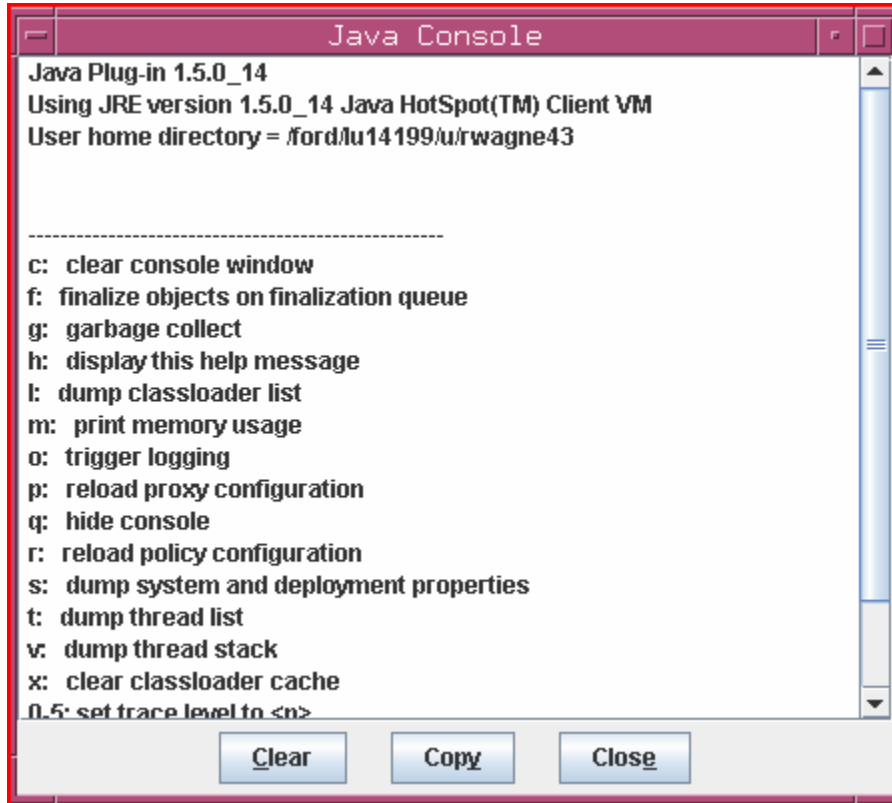


The log will open, and the JAVA version is listed at the top.





Checking JAVA Version on SUN Solaris:





## Section 5: Connectivity Issues

### Network Configuration Information for OEM/A Release 1.3

#### Overview:

This guide is intended to help Supplier IT support personnel understand the basic network mechanics of the OEM/A application and make any Firewall changes that are required.

**(Please see visual network diagram at the end of this section)**

#### OEM/A IP Address Information:

The OEM/A Application uses just two IP addresses. These two IP addresses must be accessible from the users Client machine for OEM/A to function:

- 74.200.239.157 is for the HTTPS web pages
- 74.200.239.134 is for the secure FTPS and optional UDP

#### OEM/A Initial Connection / Handshake Information:

The OEM/A Application attempts an initial handshake with the Supplier Client using FTPS over TCP Port 21. **Implicit protocol only is allowed.** Explicit cannot be used as the security certification requires there can be no negotiations of security rules between the Host and Client.

- For a Supplier to be able to make an initial connection to the OEM/A Servers, Implicit FTPS must be available over



## *Network Configuration Information for OEM/A Release 1.3*

### **OEM/A Data Transfer Protocols:**

After the initial FTPS handshake, the OEM/A application will attempt to make a UDP connection with the Client. UDP is the preferred data transfer protocol because of the greatly increased speed using multiple ports, control options and full AES Encryption. (Please see "Firewall Configuration" for Port information)

If UDP is not available from the Client side, the OEM/A Host Server will automatically fall back to the FTPS protocol, which also provides a high speed, SSL secure transfer. (Please see "Firewall Configuration" for Port information)

- **First Choice: UDP Protocol**
- **Automatic roll-over to FTSP if UDP not available**

### **OEM/A Proxy Configuration:**

If you are using an internet Proxy on your network, depending on the model and configuration, you may have to modify the rules for the two OEM/A IP addresses to allow the needed Implicit FTPS or UDP protocols, are you may have to configure a rule that allows traffic going to the two OEM/A IP addresses to go directly through the Proxy.

### **OEM/A Firewall Configuration:**

- **FTPS TCP Port 21: Implicit SSL Encryption (Required)**
- **UDP Ports 8000-8999: Implicit AES Encryption (Optional)**

**Important Note:** Because the OEM/A Application uses FTPS, any FTPS filtering must be turned off for the two OEM/A IP addresses. This includes firewall rules that limit the FTPS control command set. **(This is required even if you plan to use the UDP ports)**



## *Network Configuration Information for OEM/A Release 1.3*

**For customers using ISA and similar firewalls that have internal (very limiting) FTP filters it can help to disable the filter for the OEM/A connection rules to not limit the extended FTPS command set.**

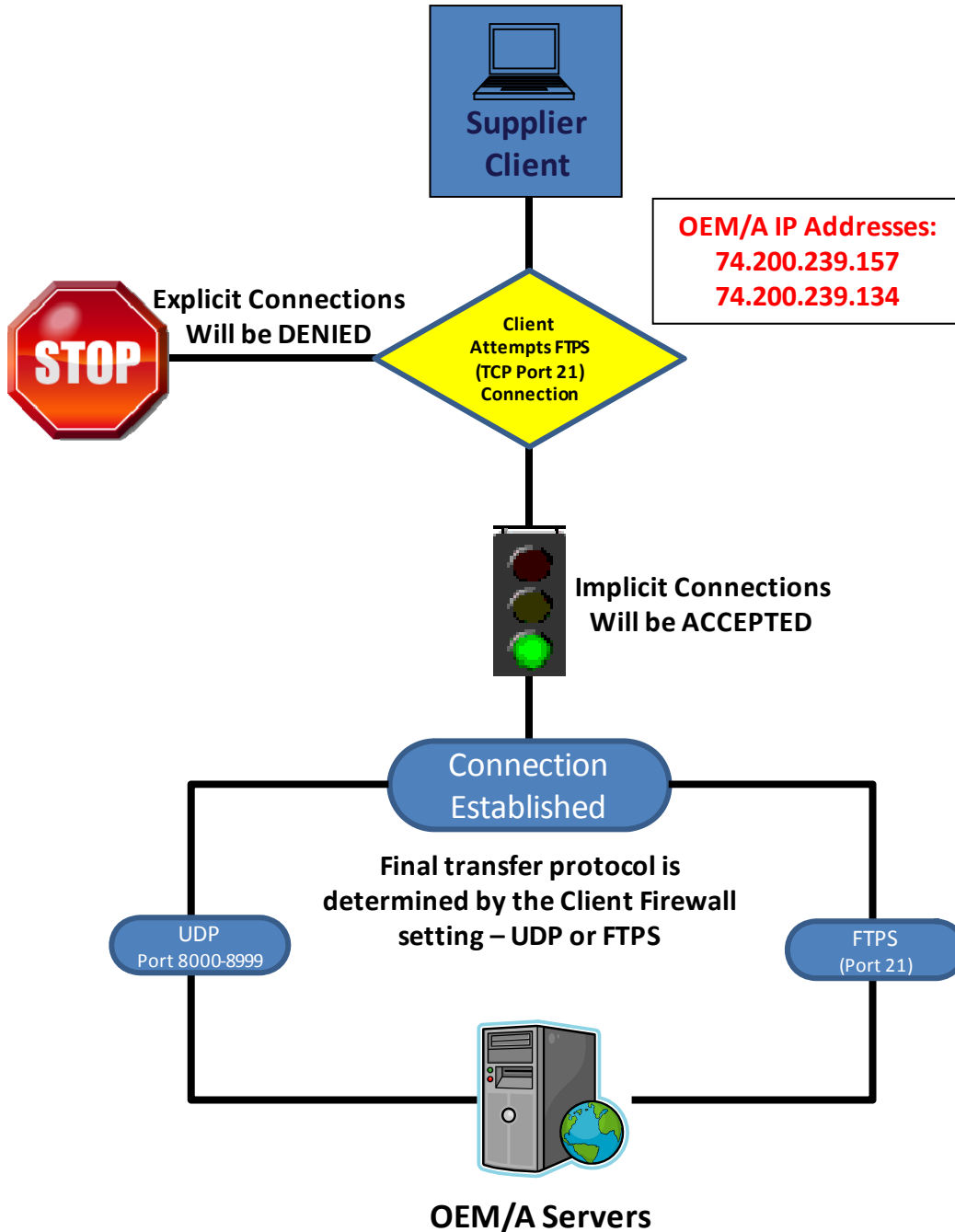
**Suggestion:** Many Suppliers have been able to solve any Firewall/Proxy issues by creating a specific Firewall/Proxy rule for the OEM/A IP Address, much as they have when setting up rules from Ford, GM, etc. While in some cases this requires IT management approval, it has proven to be a very effective solution.

### **Important Note on Hardware Compression:**

- Use of data compression hardware with encryption technology (such as a Riverbed Steelhead device) can cause connectivity issues with OEM/A for authentication and data transmission.
- This can potentially cause route and our redundant encryption scenario attempts which would cause authentication and data transmission encryption errors resulting in drops of connectivity attempts.
- It is recommended that data compression and additional encryption be disabled for IPs related to connectivity to the OEM/A environment.

If you require additional assistance on Firewall/Proxy configuration issues, please contact us at [support@oem-advantage.net](mailto:support@oem-advantage.net) and we will arrange for a network engineer to assist you.

Network Configuration Information for OEM/A Release 1.3





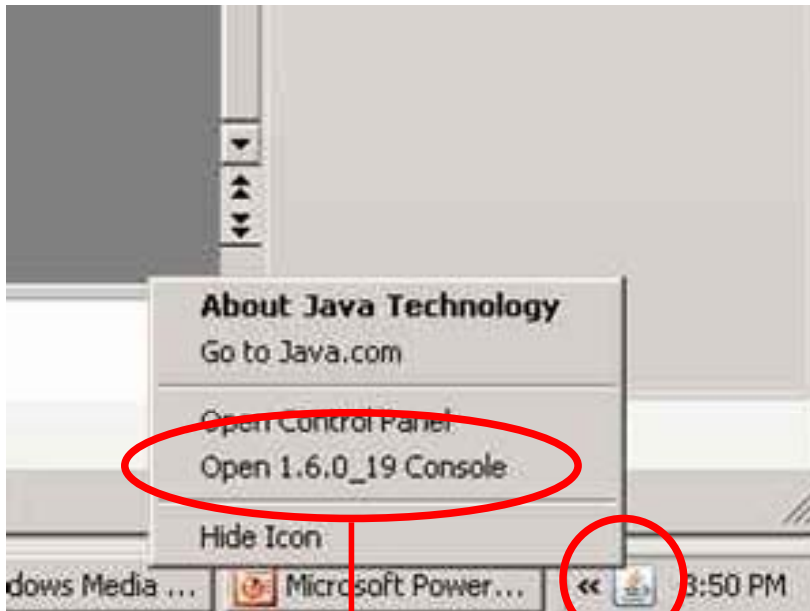
## Section 6: Sending a JAVA log to the Support Center

Two methods for retrieving a JAVA Console log are detailed in the following pages.

**To retrieve the data needed for troubleshooting, please remember to:**

1. Start OEM/A in your browser and login
2. Continue using OEM/A until you reach the point that the issue is occurring
3. Copy & paste the log text as shown in the examples and email it to [support@oem-advantage.net](mailto:support@oem-advantage.net)

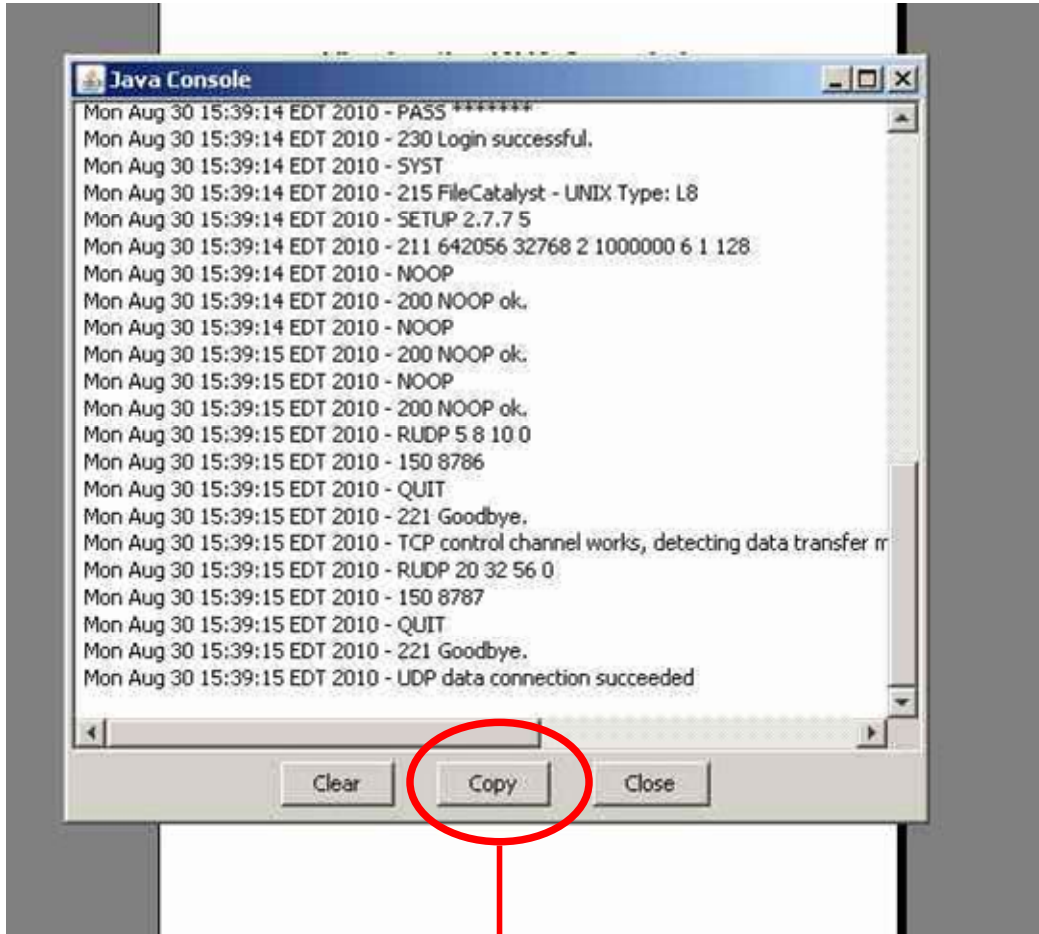
## Viewing the JAVA Console log via the “System Tray Icon



**1. Right-click on the  
JAVA icon in the  
Windows System  
Tray**

**2. Click on the “Open  
Console” Option**

## Viewing the JAVA Console log via the “System Tray Icon

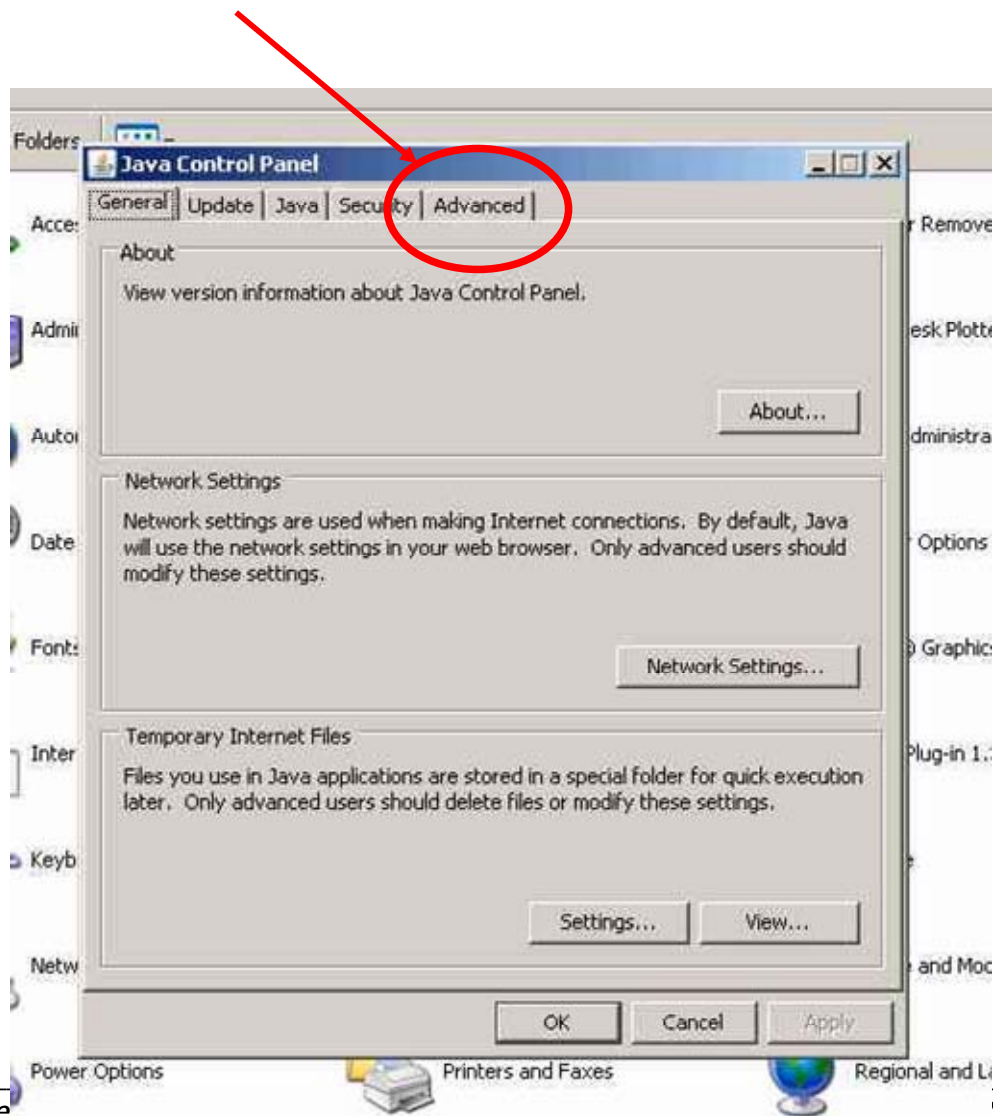


**3. The JAVA Console log  
will open on the screen**

**4. Click on “Copy” and then  
paste the log into your  
email to [support@oem-  
advantage.net](mailto:support@oem-advantage.net)**

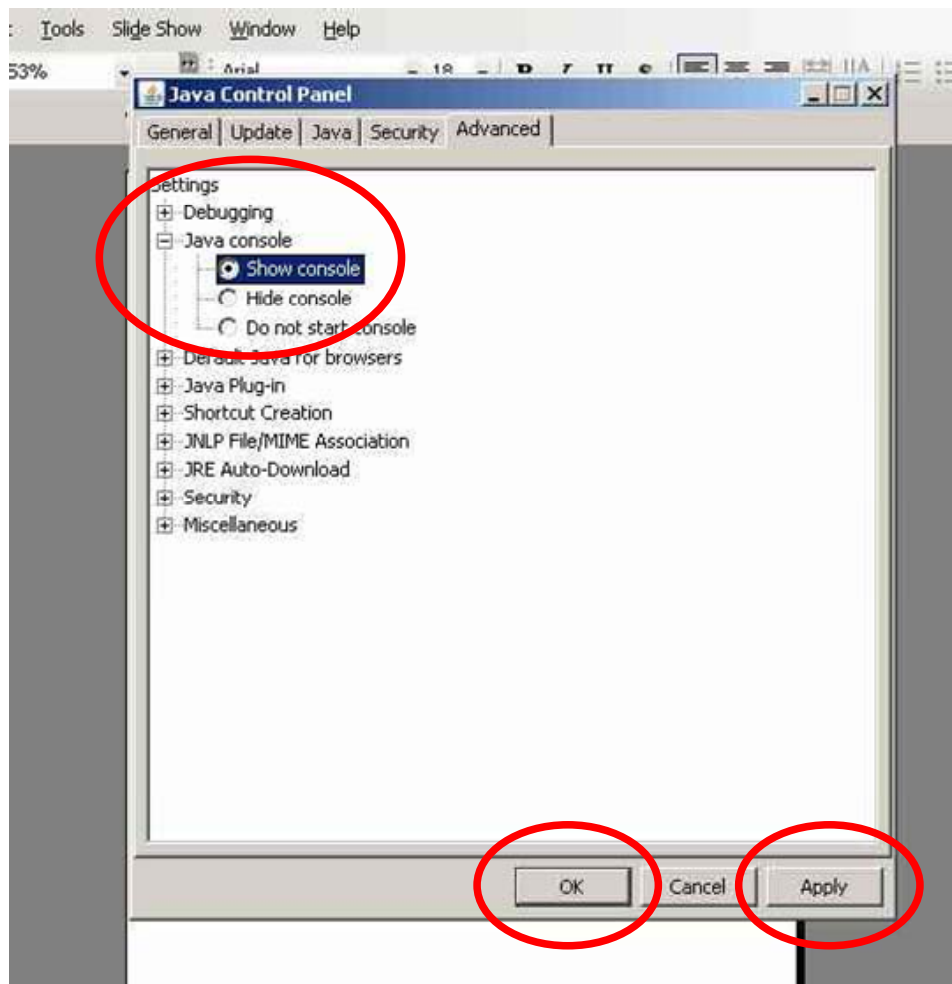
## Viewing the JAVA Console log Via the Control Panel

1. Go to Start > Settings > Control Panel to open the Windows Control Panel
2. Double-click on the “JAVA” icon to open the JAVA Control Panel
3. Click on the “Advanced” Tab

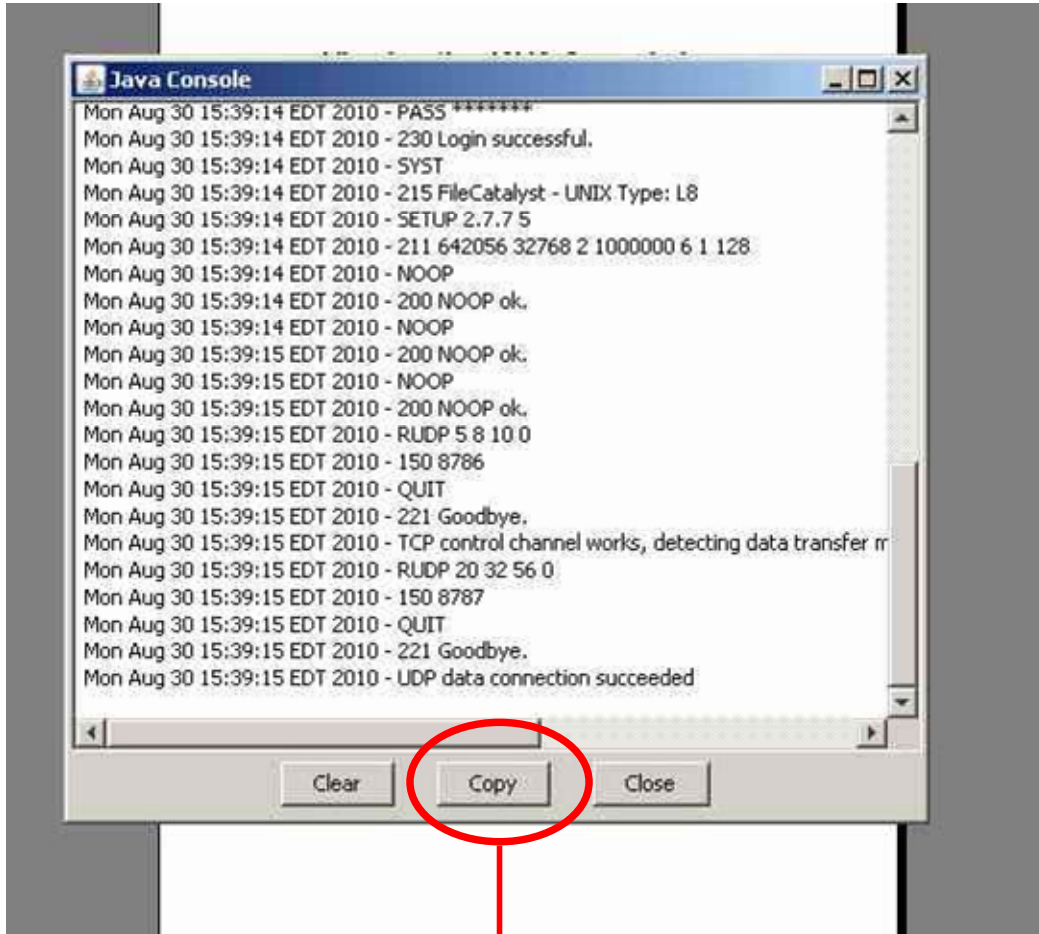


## Viewing the JAVA Console log Via the Control Panel

1. Expand the “JAVA console” Tree by clicking on the “+” sign
2. Select “Show Console”
3. Click “apply” and the “OK”. This will close the JAVA Control Panel
4. Reboot your PC and start OEM/A – the JAVA console will appear when JAVA starts.



## Viewing the JAVA Console log Via the Control Panel



5. The JAVA Console log will open when JAVA is started by the OEM/A application

6. Click on “Copy” and then paste the log into your email to [support@oem-advantage.net](mailto:support@oem-advantage.net)



## Section 7: Supplier FAQ's about OEM/A

For your reference, the following is a copy of the "Supplier FAQ's" listed on the web site

### OEM/A Supplier FAQ's

#### What is OEM/A?

- OEM/A is a File Based Transfer tool that Ford has selected as the tool to be used by Ford and Suppliers who are using File Based Transfer. Normally, these are Suppliers who are not directly connected to Team Center.

#### Do I have to use OEM/A?

- No. Most direct connected Suppliers will not need to use OEM/A. However, if you work with a Ford program that sends data via File Based Transfer, you may need to get it. As a rule of thumb, if you used Ford's previous File Based Transfer system, you probably do need to get OEM/A.

#### Do I have to Sign Up?

- Yes. Suppliers must register to set up an account on the OEM/A system. If you previously used Ford's File Based Transfer system, your account WILL NOT be migrated to OEM/A. You must take the appropriate steps to sign up (please see the Sign Up process below)



## Is there a cost?

- Yes. OEM/A is a fee based service. You pay an annual fee. The amount is based on the number of sites you have and the number of users you require.
- **Overview:**
  - Supplier Licenses are divided first by location. Each business location must purchase a license.
  - The base location license covers up to (5) users for that location.
  - The cost of the base license is \$775.00 annually.
  - The supplier will provide Capitol with an "Administrator" user for each business location. This user will have the ability to add/remove/suspend the company's users as needed. This allows each company to be compliant with both Ford and their own internal security policies regarding control of access.
  - Should a supplier's business location need additional users, they can be added in blocks of (5) at an additional cost of \$775.00 annually. The Supplier administrator can apply for the additional licenses directly on line. Once an updated Supplier contract is completed, the administrator will be able to assign the additional users to the account.



## Is additional information available on the web?

- Yes. For new, **unregistered users**, there are several documents available covering OEM/A.
- If you are already a **registered user**, you will find additional documents such as the User Manual, Training Material and additional products available to you.
- To access the site, go to: <https://ford.oem-advantage.net>

## How can I contact somebody at Capitol regarding OEM/A?

- Our customer service representatives and system engineers are available to help you.
  - **Via phone at:**
    - 1-313-564-4820 (press 1)
  - **Via email at:**
    - [support@oem-advantage.net](mailto:support@oem-advantage.net)



## What is the Application Process?

- For Suppliers, the Registration process is as follows:
- Go to the web site at: <https://ford.oem-advantage.net>
- Under “Not a Registered User?” click on the “Suppliers Click Here” link.
- Click on the **“Standard Supplier Registration”** option, in which you fill out an online application and submit it. Our Supplier Support Team then supplies you a formal proposal with the terms & conditions and total price.
  - You sign and return the contract
  - You complete your payment
  - Your service is then activated.



**END OF OEM/A Troubleshooting Guide**