OnCommand® Connection

OnCommand® Link

IT Checklist

OnCommand® Link Checklist for local IT Team

Prior to any company or school district fully adopting OnCommand® Link for health reports and programming, there is several preparation steps that are required to ensure the program is successful. The following checklist is intended for IT professionals to evaluate their existing WIFI network, and determine what changes or upgrades will be necessary to be successful with the OnCommand® Link program.

These are some steps that need to be taken by IT professionals to ensure OnCommand® Link devices connect to Internet to send health reports and to perform calibration updates.

- ☐ **Identify your network**
- ☐ **Ensure you have enough access points**
- ☐ **Ensure https://navota.navistar.com is unblocked**
- ☐ **Check for proxy settings**
- ☐ **Open ports 3199 and 3197**
- ☐ **Ensure access to OCC**
- ☐ **Ensure access to service information**

Identify your network

Identify which network the vehicles (with OnCommand® Link devices) will be connecting to. Each vehicle that connects to this network will consume approximately 0.5mb of data every day.

Ensure you have enough access points

OnCommand® Link devices need to connect to network to send health reports and perform calibration updates on your vehicle. Make sure you have enough network coverage in your parking lot to allow devices to connect to network. Vehicles will need a DIRECT LINE OF SITE within 200-250 feet of an access point to connect to Internet.

## Ensure https://navota.navistar.com is unblocked

Ensure https://navota.navistar.com is not blocked in your Wi-Fi network. OnCommand® Link device uses this address to connect to Navistar backend servers.
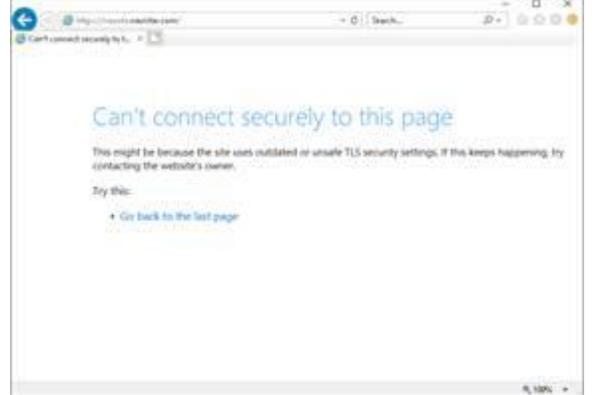
How to check?
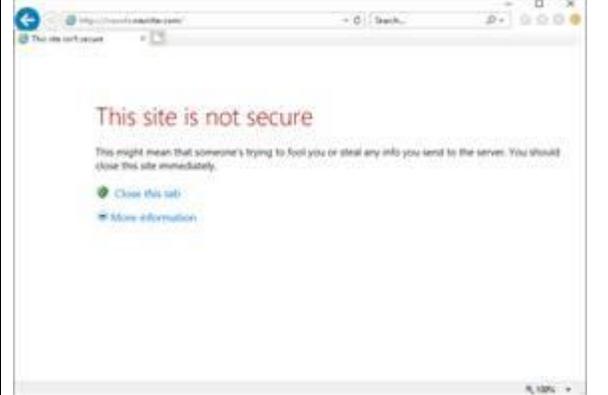1. Connect your personal device to the Wi-Fi network
2. Navigate to https://navota.navistar.com
3. The bad snapshot means that there some issue with the Wi-Fi network or https://navota.navistar.com is blocked.

4. The below good snapshot means the Wi-Fi network is good and able to communicate with Navistar servers at https://navota.navistar.com.

Chrome:
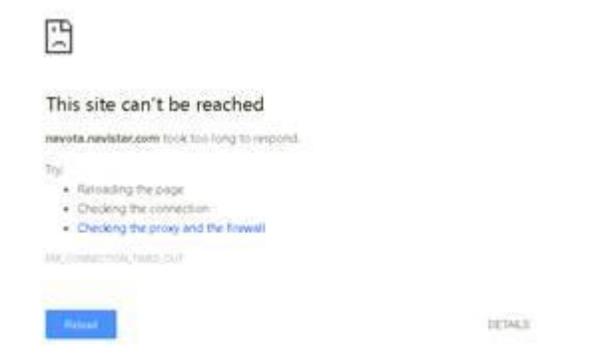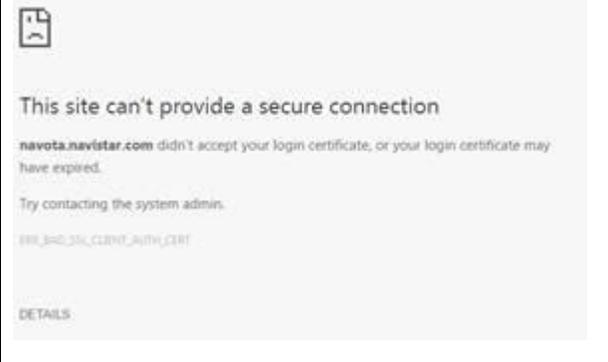
✗ Site is Blocked	✓ Site is Reachable

Internet Explorer:

✗ Site is Blocked	✓ Site is Reachable

Firefox:
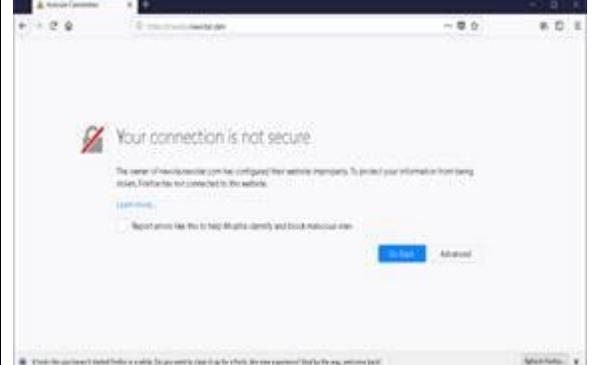
✗ Site is Blocked	✓ Site is Reachable

Microsoft Edge:

✖ Site is Blocked	✔ Site is Reachable
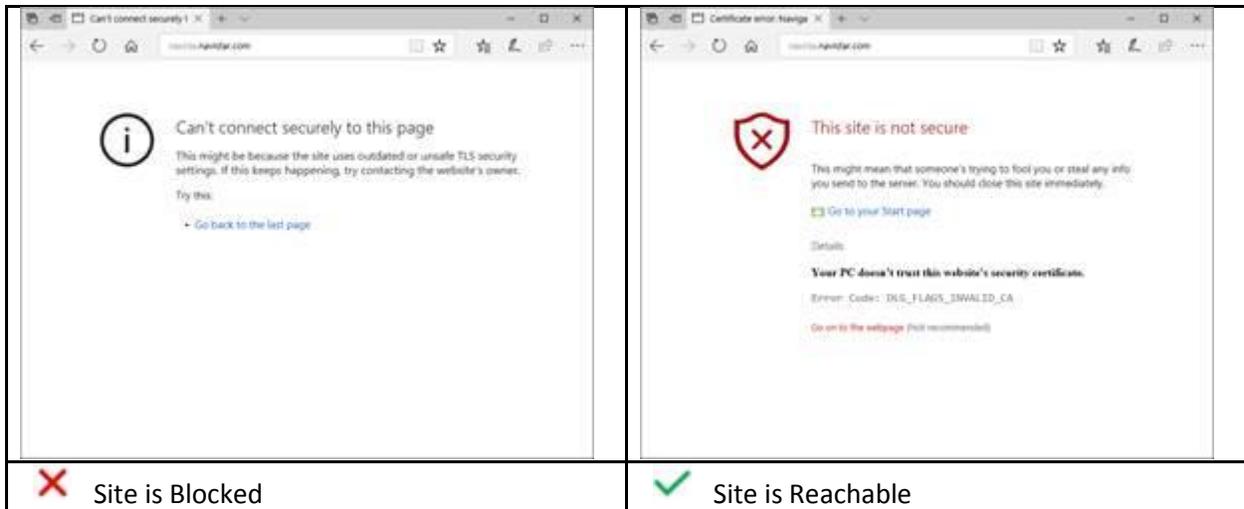
Check for proxy settings

If your network needs proxy settings, please provide the 'Proxy Address' and 'Port' that is required to connect to Internet. To update proxy settings, user can enable the checkbox that says 'Use a proxy for this network' under Network Settings in OnCommand® Link UI and enter Proxy Address and Port.

Open ports 3199 and 3197

Open ports 3199 and 3197, if they are blocked in your network. This helps OnCommand® Link to connect to device management server so that our support team can help with any device issues.
NOTE: The device still works in its full functionality even if these ports (3199 and 3197) are not opened, however it may make remote support more difficult.

Ensure access to OCC

Vehicle health reports are an overview of the overall health and status of vehicles. After your vehicles are connected to the internet, they will begin sending health reports automatically. This information is of great benefit to your maintenance staff, but it is important to ensure that they can access this information from the terminals or mobile devices that they perform their work from. The best way to support this is to ensure that all access the site below (including all site extensions) is whitelisted on your entire network.
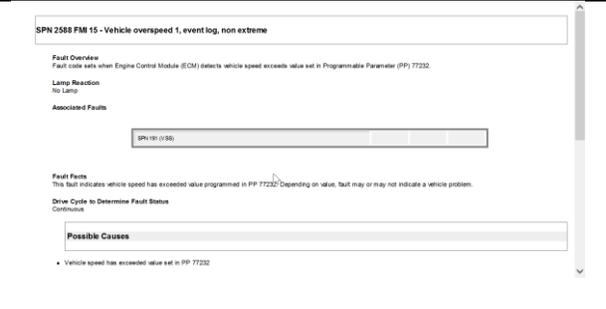https://evalue.internationaldelivers.com

Ensure access to service information

When maintenance staff views health reports, they will have access to Fault Code Action Plans (FCAPs) that provide technicians with all the information they need to diagnose and repair the vehicle. One of the most helpful components of this is the *service information* that provide the technicians with diagnostic and repair instructions. In order to access this information, they will need to have a "CYY" log in to OnCommand Fleet information. More information about this subscription can be found here https://www.internationaltrucks.com/support/oncommand-service-information. If you do not have access to this, reach out to your local dealer salesman or Navistar representative.

If you already have access to service information, you will need to ensure that the computers being used to access it are able to view this information. The way that Service Information is provided requires the use of Compatibility Mode in IE 11 or older, or certain IE plug ins in other browsers. Please follow the link below to see if your browser is compatible (you will need to log in to test this).

https://evalue.internationaldelivers.com/service/SVCDOCS/Navistar/engine/0000002161_x2588x15fcap.xml

SPN 2588 FMI 15 - Vehicle overspeed 1, event log, non extreme Fault OverviewFault code sets when Engine C FactsThis fault indicates vehicle speed has exceeded value programmed in PP 77232. Depending on value, faul Check for Associated Faults Decision Use Electronic Service Tool (EST) with ServiceMaxx™ software, check Repair Associated Faults. After repairs are complete, retest for SPN 2588 FMI 15. End Diagnostic Test After p	SPN 2588 FMI 15 - Vehicle overspeed 1, event log, non extreme Fault Overview Fault code sets when Engine Control Module (ECM) detects vehicle speed exceeds value set in Programmable Parameter (PP) 77232. Lamp Reaction No Lamp Associated Faults SPN 191 (VSS) Fault Facts This fault indicates vehicle speed has exceeded value programmed in PP 77232. Depending on value, fault may or may not indicate a vehicle problem. Drive Cycle to Determine Fault Status Continuous Possible Causes • Vehicle speed has exceeded value set in PP 77232
✗ Compatibility view not active	✓ Compatibility view active