## JetAdvice Data Collector troubleshooting Guide

Requirements for Data Collector 2.2: .NET Framework 4.6 or higher – Vista, Win7,8 and 10, Server 2008-2016 **Download Data Collector 2.2 Here** 

Requirements for Data Collector 2.0: .NET Framework 3.5 SP1 - Xp and Server 2003. **Download Data Collector 2.0** <u>Here</u>

After installing the Data Collector and no devices are discovered or collected, follow these steps:

1) Open JetAdvice Data Collector Manager and in the top menu select "Help" and "Troubleshooting"

🔚 JetAdvice Data Collector		_		x
V Client Status	< Server Stat	tus		
< Config file is found	💉 Url is found			
< Config file is loaded	؇ Url is reachable			
< Service is installed				
Service is running				
< Internet Status				
💉 Port 80 is open				
🔶 Port 443 is open	F	Retry	<u>C</u> los	se

Please make sure all are marked with a green V.

- a) Client Status If the config file is not found, not loaded or if the service is not installed then reinstall the Data Collector.
- b) Internet Status If port 80 or port 443 is not open, then contact your Network System Administrator to resolve the issue.

Even if the 2 check marks show that Port 80 and port 443 are open. Please note this does not test if it can send data to <u>www.jetadvice.com</u>

- If you do not use Proxy settings and have appropriate rights, the Data Collector can send data to www.jetadvice.com
- If you do use Proxy settings or need admin rights, then the Data Collector can <u>first</u> send data to www.jetadvice.com when you have defined a user on the Data Collector service which has appropriate rights to access the Proxy server. (See section 3)
- c) Server Status If the URL is not found or is unreachable, then contact your Network System Administrator to resolve the issue.

## 2) Open JetAdvice Data Collector Manager and in the top menu select "Tools" and "Events"

	enominioro.		Open windows Event view	er
Date	Time	Description		
1/12/2016	12:43:04 PM	ldle		
1/12/2016	11:58:36 AM	Sleeping 2653 sec. before contacting server.		
1/12/2016	11:58:36 AM	Idle		
1/12/2016	11:57:34 AM	Sleeping 60 sec. before contacting server.		
1/12/2016	11:57:34 AM	Collecting device information		
1/12/2016	11:56:32 AM	Sleeping 60 sec. before contacting server.		
1/12/2016	11:56:22 AM	Discovering devices		
1/12/2016	11:55:20 AM	Sleeping 60 sec. before contacting server.		
1/12/2016	11:55:20 AM	Collecting device information		
1/12/2016	11:54:19 AM	Sleeping 60 sec. before contacting server.		
1/12/2016	11:54:09 AM	Discovering devices		
1/12/2016	11:53:07 AM	Sleeping 60 sec. before contacting server.		
1/12/2016	11:53:07 AM	Collecting device information		
1/12/2016	11:52:05 AM	Sleeping 60 sec. before contacting server.		
1/12/2016	11:51:55 AM	Discovering devices		
1/12/2016	11:50:53 AM	Sleeping 60 sec. before contacting server.		- F,
	Date 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016 1/12/2016	Date     Time       1/12/2016     12:43:04 PM       1/12/2016     11:58:36 AM       1/12/2016     11:58:36 AM       1/12/2016     11:57:34 AM       1/12/2016     11:57:34 AM       1/12/2016     11:57:34 AM       1/12/2016     11:56:32 AM       1/12/2016     11:55:20 AM       1/12/2016     11:55:20 AM       1/12/2016     11:55:20 AM       1/12/2016     11:55:20 AM       1/12/2016     11:54:19 AM       1/12/2016     11:53:07 AM       1/12/2016     11:53:07 AM       1/12/2016     11:52:05 AM       1/12/2016     11:52:05 AM       1/12/2016     11:51:55 AM       1/12/2016     11:51:55 AM       1/12/2016     11:51:55 AM       1/12/2016     11:50:53 AM	Date     Time     Description       1/12/2016     12:43:04 PM     Idle       1/12/2016     11:58:36 AM     Sleeping 2653 sec. before contacting server.       1/12/2016     11:58:36 AM     Idle       1/12/2016     11:57:34 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:57:34 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:57:34 AM     Collecting device information       1/12/2016     11:56:32 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:56:22 AM     Discovering devices       1/12/2016     11:55:20 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:55:20 AM     Collecting device information       1/12/2016     11:55:20 AM     Collecting device information       1/12/2016     11:54:19 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:54:19 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:54:09 AM     Discovering devices       1/12/2016     11:53:07 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:52:05 AM     Sleeping	Date     Time     Description       1/12/2016     12:43:04 PM     Idle       1/12/2016     11:58:36 AM     Sleeping 2653 sec. before contacting server.       1/12/2016     11:58:36 AM     Idle       1/12/2016     11:58:36 AM     Idle       1/12/2016     11:57:34 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:57:34 AM     Collecting device information       1/12/2016     11:56:32 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:56:32 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:55:20 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:55:20 AM     Collecting device information       1/12/2016     11:55:20 AM     Collecting device information       1/12/2016     11:54:19 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:54:09 AM     Discovering devices       1/12/2016     11:53:07 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:53:07 AM     Sleeping 60 sec. before contacting server.       1/12/2016     11:52:05 AM     Sleeping 60 sec. before

- a) In "Events", check that the Service is started and Discover and Collecting is running. Make sure no other errors are detected in the Event view.
- 3) If the installation requires Proxy settings, then configure and check Proxy settings in the Data Collector.
- a) Open the JetAdvice Data Collector Manager, if the Data Collector is running, press "Stop" to stop the Data Collector to be able to modify the proxy settings.
- b) In the top menu, select "Tools" and "Proxy"



The Data Collector automatically tries to detect the Proxy settings.

The Proxy settings are taken from the web browser e.g. Internet Explore - Internet Options --> Connections --> Local Area Network (LAN) Settings.

c) Select "Test" to check the Proxy settings in JetAdvice Data Collector Manager, to see if the automated Proxy settings is working

Proxy Test Result	x
Test OK	
OK	

- d) If the Proxy setting is working you will receive "Test OK"
- e) If the Proxy settings test fails then try to delete the data collector configuration file. In Data Collector version 2.x, the Data Collector configuration files are stored in a hidden folder at the following location: C:\ProgramData\JetAdvice\Data Collector\

Before you delete the configurations.xml file make sure data collector service is stopped and data collector UI is closed in Help -> Exit.

When configuration.xml has been deleted then open the data collector, check Proxy settings and click the start button.

f) If the Proxy settings test fails then contact the Network System Administrator.

If Proxy settings are required then the **JetAdvice Data Collector Service** needs to be started with a User which has appropriate rights to access the Proxy server. **A Local System account cannot be used so contact the network system administrator**.

JetAdvice	Data Col	lector	Servi	ice Properties (l	local Com	puter)	x
General	Log On	Recov	ery	Dependencies			
Log on	as:						
O <u>L</u> oca ∤	al System a No <u>w</u> servio	account ce to int	eract	with desktop			
⊙ <u>T</u> his	account:		adm	inistrator		Browse	]
<u>P</u> ase	sword:		•••	•••••	•		
<u>C</u> onf	firm passw	ord:	•••	•••••	•		
				ОК	Cancel	<u>A</u> pply	,

f) If **Proxy is used as a System Policy** then Proxy settings in the JetAdvice Data Collector shall not be used.

🔚 JetAdvi	x	
🗌 Automa	atically detect Proxy	
Address: Port:	8080	
Test	Cancel Ok	

The JetAdvice Data Collector Service also needs to be started with a User which has appropriate rights to access the Proxy server. A Local System account cannot be used so contact the network system administrator.

JetAdvice Data Collector Service Properties (Local Computer)					
General Log On Rec	overy Dependencies				
Log on as:					
Local System according Allow service to	unt interact with desktop				
① This account:	administrator <u>B</u> rowse	]			
Password:	•••••				
<u>C</u> onfirm password:	•••••				
	OK Cancel Apply	/			

- 3) If still no data is received on the account make sure that a Firewall is not blocking the data from the JetAdvice data Collector to the JetAdvice server.
- a) If required the customer can add the full URL to the JetAdvice server or add the IP of the JetAdvice server to the Firewall.

## URL: https://jadcws.jetadvice.com/v2/service1.svc

IP: 104.40.223.100

When the Data Collector is sending data to the JetAdvice server it is encrypted and the data is sent on port 443.

 Devices not updated with counters and supplies after a certain date.
If the Account has a Billing End Date defined then the counters, supplies and all other devices information will not be updated after the Billing End date is passed.

To remove the Billing End date you have to contact support@euroform.com

You can change the Billing End date if the End date hasn't been reached.

Edit Customer					
Overview	Users	Alerts	Setup	Admin	
Customer	Informa	tion			
Company name	* M	y Company	Inc		
Contract ID	1(	100-1345			
Level	-	- Euroform test accounts			
Contact	E	Euroform Inte Support			•
Comment					/
Billing 🕜	C	Custom Perio	od ▼		
Start				Included	
End	3	1-12-2015		Included	
* =Mandatory Fiel	d	UPDATE			
	C	HIDE			
	Ē	DELETE			

When the Billing End date has is passed the status in the JetAdvice log will be "GetAlertSetupRequest" every time the Data Collector is contacting the JetAdvice server.

з	26-11-2012 13:01:20	GetAlertSetupRequest
з	22-11-2012 10:19:48	GetAlertSetupRequest
з	22-11-2012 10:17:42	GetAlertSetupRequest
з	22-11-2012 10:12:08	GetAlertSetupRequest
3	22-11-2012 10:10:13	GetAlertSetupRequest
з	22-11-2012 09:54:07	GetAlertSetupRequest
3	22-11-2012 09:50:47	GetAlertSetupRequest
з	21-11-2012 14:02:43	GetAlertSetupRequest
3	21-11-2012 13:38:33	GetAlertSetupRequest