

## 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

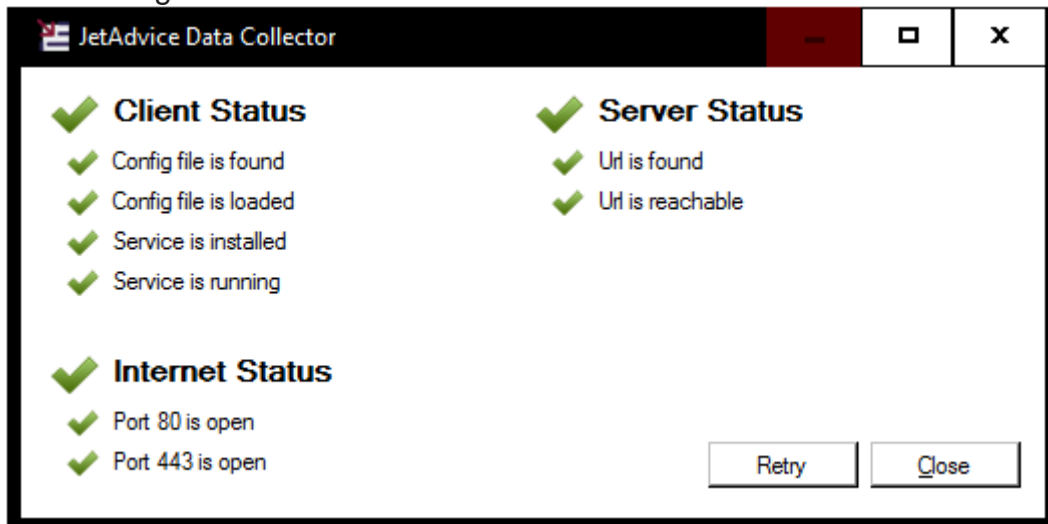
**Download Data Collector 2.2 [Here](#)**

Requirements for Data Collector 2.0: .NET Framework 3.5 SP1 - Xp and Server 2003.

**Download Data Collector 2.0 [Here](#)**

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"



Please make sure all are marked with a green **V**.

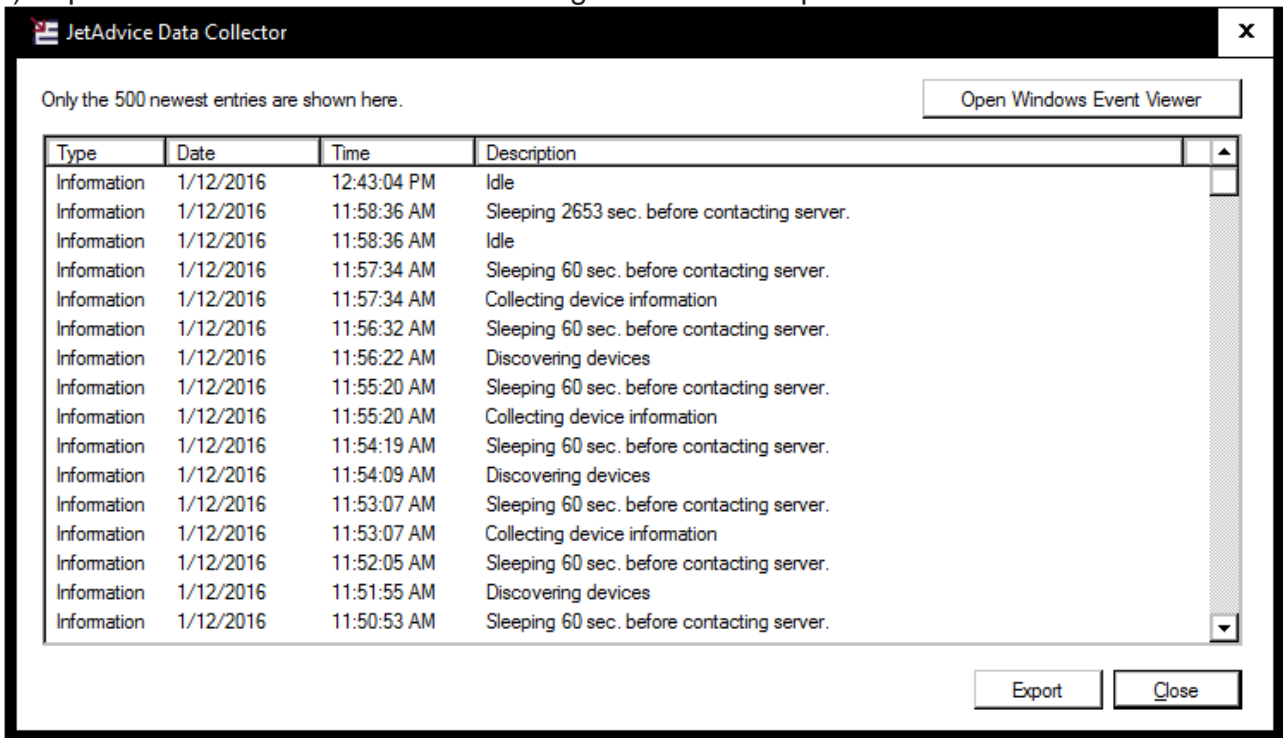
- a) Client Status - If the config file is not found, not loaded or if the service is not installed then reinstall the Data Collector.
- b) Internet Status - If port 80 or port 443 is not open, then contact your Network System Administrator to resolve the issue.

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 [www.jetadvice.com](http://www.jetadvice.com)**

- If you do not use Proxy settings and have appropriate rights, the Data Collector can send data to [www.jetadvice.com](http://www.jetadvice.com)
  - If you do use Proxy settings or need admin rights, then the Data Collector can **first** send data to [www.jetadvice.com](http://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.

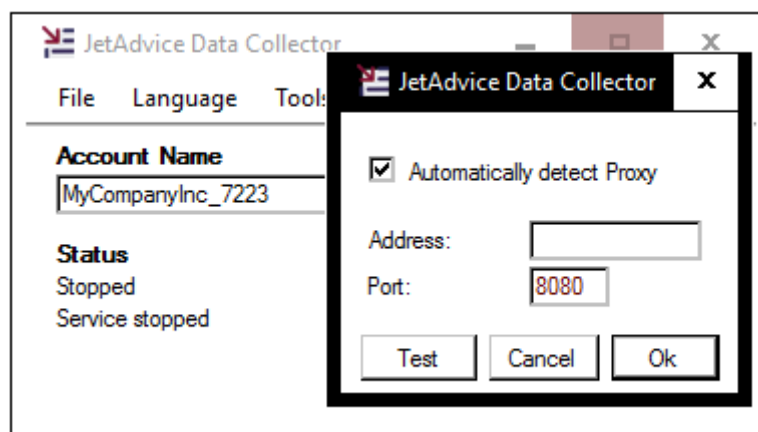
2) Open JetAdvice Data Collector Manager and in the top menu select "Tools" and "Events"



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.

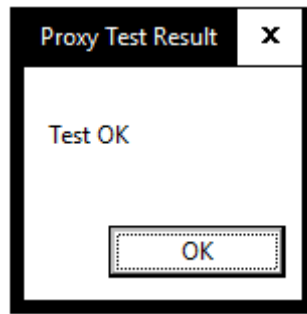
- a) Open the JetAdvice Data Collector Manager, if the Data Collector is running, press "Stop" to stop the Data Collector to be able to modify the proxy settings.
- b) In the top menu, select "Tools" and "Proxy"



The Data Collector automatically tries to detect the Proxy settings.

The Proxy settings are taken from the web browser e.g. Internet Explorer - 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



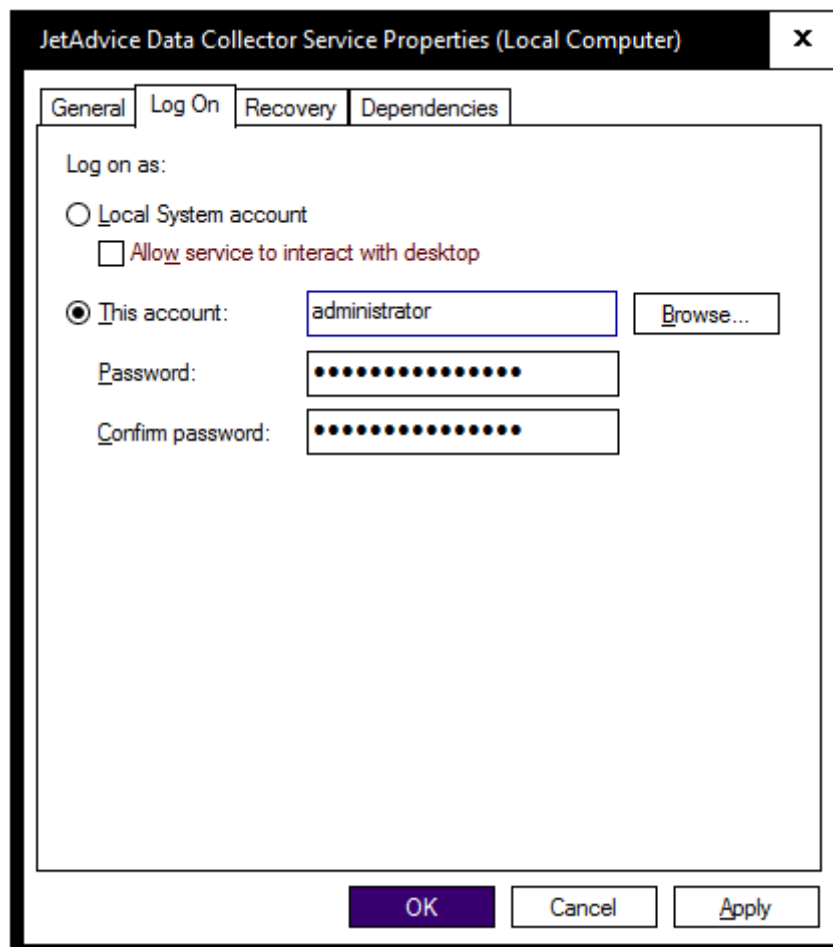
- d) If the Proxy setting is working you will receive "Test OK"
- e) If the Proxy settings test fails then try to delete the data collector configuration file.  
In Data Collector version 2.x, the Data Collector configuration files are stored in a hidden folder at the following location: C:\ProgramData\JetAdvice\Data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

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

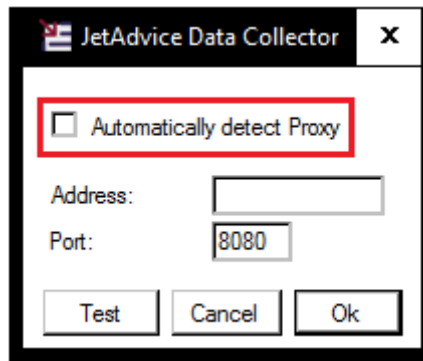
When configuration.xml has been deleted then open the data collector, check Proxy settings and click the start button.

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

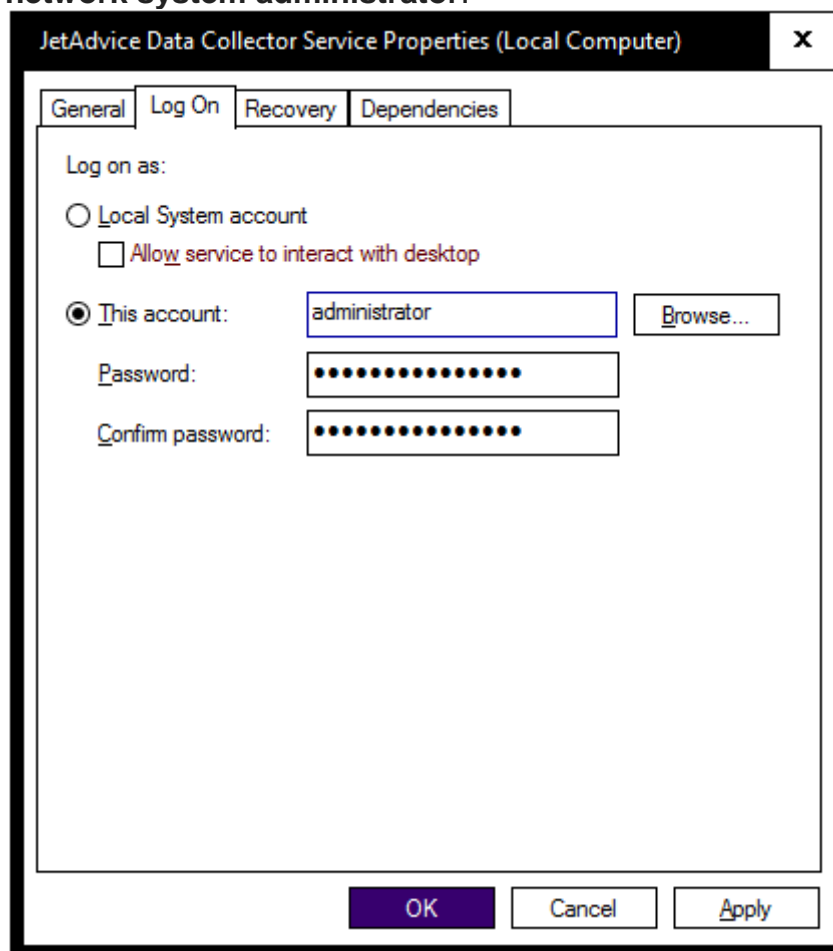
If Proxy settings are required then the **JetAdvice Data Collector Service** needs to be started with a User which has appropriate rights to access the Proxy server. **A Local System account cannot be used so contact the network system administrator.**



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



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.**



- 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.

4) 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](mailto:support@euroform.com)

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

## Edit Customer

OverviewUsersAlertsSetupAdmin

### Customer Information

Company name *	<input type="text" value="My Company Inc"/>
Contract ID	<input type="text" value="100-1345"/>
Level	<input type="text" value="- Euroform test accounts"/>
Contact	<input type="text" value="Euroform Inte.. - Support"/>
Comment	<input type="text"/>

**Billing ?**

Start	<input type="text"/>	<input type="checkbox"/> Included
End	<input type="text" value="31-12-2015"/>	<input checked="" type="checkbox"/> Included

\* =Mandatory Field

UPDATE

HIDE

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.

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