



e-Maintenance

# Troubleshooting Guide

iR Advance Series

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## Introduction

Below is a list of things you can try on your iR Advance series device to try to re-enable communication to the Canon eMaintenance server.

This document is primarily designed for your IT department so if you are unsure as to what settings your device should have please contact them.

If you require assistance trying to troubleshoot the problem and have consulted your IT department please contact Canon.

## Possible Causes

- Device is not connected to the network or internet
- Incorrect date, time and or GMT settings on the device
- A change in network settings and the device has not been updated
- Device relocation causing a change in network settings
- Internal network fault (Proxy Server, Firewall, Security settings)
- The Device is not enabled to send data (Requires a Canon Service Technician to enable)

## Models Supported by this Document

iR Advance (iRADV) and iR Advance Colour (iRADVC) devices \*.

*\* Please note when performing a communication test, some models may require a firmware upgrade to be able to access the "Communication Test" button.*

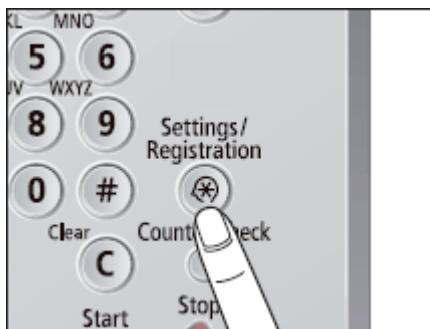
*Canon does not monitor notifications sent via the "Service Call" button which is located on the same screen as the "Communication Test" button.*

## Things to check

- Is the device connected to the network?
- Does the network have internet access?
- Are the date, time and GMT settings on the device correct?
- Is the network settings on the device correct (IP, Gateway, DNS)?
- Do you use a Proxy Server? If so, does the device have the correct Proxy information?
- Do you use a Firewall, if so is port 443 (HTTPS) blocked?  
<https://a01.ugwdevice.net/ugw/agentif010>

## How to check if the date, time and GMT settings are correct

1. Press the “Settings & Registration” button located on the control panel.



2. Now using the touch screen, press “Preferences”.
3. Press “Timer / Energy Settings”.
4. Press “Date & Time Settings”.

*Please ensure date, time and GMT are set correctly. The time must be set in the 24 hour format.*

## How to check if the correct Network settings are registered

1. Press the “Settings & Registration” button located on the control panel.
2. Now using the touch screen, press “Login” located at the bottom left.
3. If “Login” button is inactive go to step 6.
4. By default the administrator ID and password is 7654321, enter the ID and password.
5. Press “Login”.
6. Press “Preferences”.
7. Press “Network”.
8. Press “TCP/IP Settings”.

Please ensure the device has the correct IP Address (IPv4), Gateway Address and DNS Server settings. If you are in doubt about the settings, please consult your IT department.

## Proxy Server Test

Using a web browser on your PC (computer) open the following link:

<https://a01.ugwdevice.net/ugw/agentif010>

If you receive a HTTP 404 error “Page cannot be found” or “Page cannot be displayed”, this means your proxy server is restricting access to the eMaintenance server. Contact your IT department.

If you receive the message “This page is not for browsing”, this suggests the proxy server is configured correctly to allow communication with the eMaintenance server. However unlike your PC (computer) the Canon device may not have the correct proxy information entered into it.

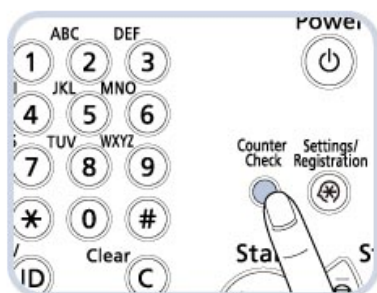
## How to check if the correct Proxy settings are registered

1. Press the “Settings & Registration” button located on the control panel.
2. Now using the touch screen, press “Login” located at the bottom left.
3. If “Login” button is inactive go to step 6.
4. By default the administrator ID and password is 7654321, enter the ID and password.
5. Press “Login”.
6. Press “Preferences”.
7. Press “Network”.
8. Press “TCP/IP Settings”.
9. Press “Proxy Settings”.

Please ensure the device has the correct Proxy details including user name and password if required. If you are in doubt about the settings, please consult your IT department.

## Checking if a device is communicating to the eMaintenance server

1. Restart the device if any changes were made.
2. Press the “Counter Check” button located on the control panel.



3. If required confirm the serial number of the device on the lower left side of the touch screen.
4. Press “Monitoring Service” \*.
5. Press “Communication Test”.
6. Press “Start Test”.

If the result is “Communication Successful” the device is now communicating again, otherwise an error message is displayed. Please refer to the table below for the most common errors.

\* Note if “**Monitoring Service**” cannot be found please contact Canon.

## Common Error Code List

Error Code	Error Description	Resolution
8xxx0304	Device is busy, try later	Wait 5 minutes then retry the test
8xxx2000	Unknown error	Restart the device and try again, if this error persists please contact Canon
8xxx2003	Network is not ready, try later	Wait 5 minutes then retry the test
8xxx2004		Restart the device and try again, if this error persists please contact Canon
8xxx200B	Server address resolution error	Check DNS settings
8xxx200A	Server connection error	Check IP, DNS, Gateway and Proxy settings
8xxx2014	Proxy connection error	Check DNS and Proxy settings
8xxx201E	Proxy authentication error	Check Proxy setting has correct username and password
8xxx2015	Proxy address resolution error	Check Proxy name is correct, if it is correct check DNS settings
8xxx2046	Server certificate expired	Check device has correct date, time and GMT settings
8xxx2047	Server response time out	Wait 5 minutes then retry the test

[illegible]