ProFusion X / XS Connectivity Troubleshooting Steps

Note: The device's Ethernet jack is rarely defective and is used during the fulfillment of the device's content. A device can't complete Fulfillment if it is defective. If a customer's IT department can "PING" the device, they have confirmed the cable and the device's Ethernet jack are properly functioning. Also, PINGing the device does not guarantee the device can to its designated FTP server.

1. Is the Ethernet cable link light ON?

- The device's link light (green LED) is located above the Ethernet jack.
  - If the Ethernet link light is OFF, proceed to step 2.
  - If the Ethernet link light in ON, skip to step 10.

2. Disconnect and reconnect the cable from the device and the customer's network equipment

- If cable is properly connected, it will remain connected if gently tugged

3. If the Ethernet link light now ON?

- The device's link light (green LED) is located above the Ethernet jack.
  - If the Ethernet link light is still OFF, proceed to step 4
  - If the Ethernet link light is now ON, skip to step 7

4. Have the customer or tech replace the Ethernet cable

- Replace the cable with a CAT5 Ethernet cable.
- Do not use a crossover cable.

5. Is the Ethernet cable link light now ON?

- The device's link light (green LED) is located above the Ethernet jack
  - If the Ethernet link light is still OFF, proceed to step 6
  - If the Ethernet link light is now ON, skip to step 7

6. Contact Product Support for additional troubleshooting assistance

- If you have a customer or a technician on the phone and need troubleshooting assistance, please phone a Product Support team member. If you do not have a technician or customer on the line and the issue is not an emergency, Product Support's preferred method of contact is to email Product Support. Please email Product Support whenever possible.

7. Have the customer or tech perform a TNC

- Using the LCD control panel, navigate to *Network Control* > *Set Configuration*, and initiate a *Test Network Connection* (TNC)

8. Was the TNC successful?

- A successful TNC will display a 3-digit PIN that will match the PIN listed in the *General* subtab of the *Network Settings* in Unity.
  - If the TNC was successful, proceed to step 9
  - If the TNC failed, skip to step 10

9. Add Comments in Unity and CRC

- Add detailed comments describing the steps taken to resolve this issue.
- (End of troubleshooting)

10. Is the device configured to use DHCP?

- This should be confirmed from the *Device* form in Unity, as well as from the device's LCD control panel menu.
- Using the LCD control panel, have the customer or tech, navigate to *Network Control* > *View Settings* and look for DHCP or STATIC at the top of the submenu.
- In Unity, navigate to the *General* subtab of the *Network Settings* tab.
    - If the device is using DHCP, proceed to step 11.
    - If the device is using STATIC, skip to step 15.

11. Did the device obtain an IP address?

- Using the LCD control panel, have the customer or tech navigate to *Network Control* > *View Settings* and check to see if the device obtained an IP address.
- If an IP address has been leased to the device, the address will appear after "IP" and if the device has not been leased an IP address; it will display "Unavailable" after "IP".
    - If the device has not obtained an IP address, proceed to step 12.
    - If the device has obtained an IP address, skip to step 20.

12. Is the network jack (hub, router, switch, etc.) live?

- This will need to be confirmed by a customer employee familiar with their network. This is usually someone in the I.T. department.
- Customer answers like, "it used to be live", or "one of the jacks should work", are not sufficient.
    - If the network jack the device is connected to is not live, proceed to step 13.
    - If the network jack the device is connected is live, skip to step 14.

13. Live network connection with access to the internet is required.

- The customer will need to provide a live network connection which allows the device access to the internet or their Update Method needs to be switched to CD Update
- (End of troubleshooting)

14. Contact Product Support for additional troubleshooting assistance

- If you have a customer or a technician on the phone and need troubleshooting assistance, please phone a Product Support team member. If you do not have a technician or customer on the line and the issue is not an emergency, Product Support's preferred method of contact is to email Product Support. Please email Product Support whenever possible.

15. Confirm the device's STATIC IP address, Subnet and Gateway

- To confirm the device has the correct IP address, Subnet, and Gateway, navigate to the *View Settings* submenu of the *Network Control* menu.
- This will need to be confirmed by a customer employee familiar with their network. This is usually someone in the I.T. department.
- We have had situations were the customer's network people have change their IP addressing but failed to update us. An old or invalid IP address, Subnet and/or Gateway will prevent a device from connecting to its designated FTP server.
- If possible, have someone familiar with the customer's network (this is usually an IT employee) confirm the STATIC IP addressing we have is correct.

16. Are the device's IP address, Subnet and Gateway correct?

- The customer or the tech on site may not be able to provide this at the time of the call. A callback may be needed.

- If the IP address, Subnet and/or Gateway need to be changed, proceed to step 17.
- If the IP address, Subnet and/or Gateway do not need to be changed, skip to step 20.

17. Correct the IP address, Subnet and/or Gateway.

- Using the LCD control panel, have the customer or tech navigate to *Network Control* > *Set Configuration*, and correct the IP address, Subnet, and/or Gateway.

  Note: IP addresses such as 10.1.0.53 will need to be entered as 010.001.000.053

18. Have the customer or tech perform a TNC

- Using the LCD control panel, have the customer or tech navigate to *Network Control* > *Set Configuration*, and initiate a *Test Network Connection* (TNC)

19. Was the TNC successful?

- A successful TNC will display a 3-digit PIN that will match the PIN listed in the *General* subtab of the *Network Settings* in Unity.
  - If the TNC failed, proceed to step 20.
  - If the TNC was successful, skip to step 22.

20. Does the customer's firewall allow the FTP protocol?

- This will need to be confirmed by a customer employee familiar with their network. This is usually someone in the I.T. department.
  - If the firewall does not allow the FTP protocol, proceed to step 21.
  - If the firewall does allow the FTP protocol, skip to step 23

21. Firewall needs to allow the FTP protocol.

- In order for the ProFusion X to successful update, the customer's firewall needs to allow the device to connect to its designated FTP server (likely FTP 66.150.6.130) using the FTP protocol.
- If the firewall continues to block the device the customer's IT department might have to watch the firewall while the device is trying to connect. This will require coordination between the site, their IT department, and Customer Satisfaction.
- Phone a Product Support team member if additional assistance is required
- (End of troubleshooting)

22. Add Comments in Unity

- Add detailed comments describing the steps taken to resolve this issue.
- (End of troubleshooting)

23. Contact Product Support for additional troubleshooting assistance

- If you have a customer or a technician on the phone and need troubleshooting assistance, please phone a Product Support team member. If you do not have a technician or customer on the line and the issue is not an emergency, Product Support's preferred method of contact is to email Product Support. Please email Product Support whenever possible.