eMaintenance Connections

Information, activation and troubleshooting for eMaintenance

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This document outlines the process of (re)activating eMaintenance communication between a Canon (MFP) device and the eMaintenance server. This document applies to communication via eRDS and CCA.

eMaintenance is a customer driven solution, which is embedded (pre-installed) in the Canon device. This solution takes care of consumables management, automated meter readings and remote diagnostics for our Service department.

Data collected and stored securely

The data collected by eMaintenance is non personally identifiable device data such as device name, serial number, meter readings, parts counters and alerts. This data is stored encrypted within the AWS cloud service. The eMaintenance service is hosted on the AWS platform located in Frankfurt, Germany.

Communication check

Restart the device first if any changes were made.

1. Press the 123 button, or 'Check Counter' button
2. Press 'Monitoring Service'
3. Press 'Communication Test'
4. Press 'Start Test'

If the result is 'Communication Successful' the device is now connected to eMaintenance, no further action needed. Otherwise an error message is displayed. Please refer to the information below for the most common checks, errors and resolutions.

Connection URLs

We recommend the use of the following wildcards in your Firewall exclusions. These URL's allow connection for all of our eMaintenance solutions.

*.srv.ygles.com
*.amazonaws.com
*.c-cdsknn.net
*.ugwdevice.net

INDIVIDUAL CONNECTION URLS	PORTS USED
a01.ugwdevice.net (eRDS)	Port 443
b01.ugwdevice.net (eRDS)	Port 443
hbp-ec1l.srv.ygles.com	Port 443
hbpm-ec1l.srv.ygles.com	Port 443
kinesis.eu-central-1.amazonaws.com	Port 443
cognito-identity.eu-central-1.amazonaws.com	Port 443
a2etju7iem1tgc-ats.iot.eu-central-1.amazonaws.com	Port 443 or Port 8883
rgt.srv.ygles.com	Port 443
-- The list continues on the next page --	

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camapi.srv.ygles.com	Port 443
camapi-ec1.srv ygles.com	Port 443

Below is a list of common things you can check on your Canon device to try to re-enable communication to the eMaintenance server. For specific error messages, check the table below. If you have consulted your IT department and require assistance trying to troubleshoot the problem please contact the Service department of Canon Business Center Nederland.

Possible causes

- The device does not have an active network connection
- Incorrect network settings in the device;
    - o IP address
    - o DNS (Perhaps try an open DNS, like Google: 8.8.8.8)
    - o Gateway
- Internal network fault (firewall, proxy, security settings), check the URLs and ports described in this document
- Date, time and/or GMT settings in the device are incorrect

How to check if the correct network settings are registered in the device

1. Login to the device with an Administrator account. (By default both the Administrator ID and password is 3214789. When using uniFLOW Online, you must log in with a uniFLOW Online account that has administrator privileges)
2. Press the 'Settings & Registration' ⊛ button located on the control panel
3. Press 'Preferences'
4. Press 'Network'
5. Press 'TCP/IP Settings'

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

1. Press the 'Settings & Registration' ⊛ button located on the control panel.
2. Press 'Preferences'
3. Press 'Timer / Energy Settings'
4. Press 'Date & Time Settings'

Common errors

ERROR CODE	ERROR DESCRIPTION	RESOLUTION
-	No tenant registered	Press 'Setup/registration status' button, and enter code **8487-8244**. And perform the communication test again
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 Business Center Nederland
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 CBC Nederland
8xxx200B	Server address resolution error	Check DNS settings

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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 respons time out	Wait 5 minutes then retry the test
02-0002	An internal error occurred. Contact your service representative.	A timeout occurred while processing ATP. Try again later.
02-0003 02-0015 02-0017	Could not connect to the server. Check Proxy Settings in Settings/Registration ⚙, as well as the other network settings for this device.	An invalid proxy network error occurred during ATP processing. Check network and proxy settings.
02-0004	An internal error occurred. Contact your service representative.	ATP was too busy to process. Try again later.
02-0013 02-0014 02-0016	Could not connect to the server. Check Proxy Settings in Settings/Registration ⚙, as well as the other network settings for this device.	A proxy enable network error occurred during ATP processing. Check network and proxy settings.
02-0018	Could not connect to the server. Check DNS Settings in Settings/Registration ⚙.	DNS name resolution failed during ATP Processing. Check DNS settings of device.
02-0020	No tenant is registered.	Contact the Service department of CBC Nederland.
02-1006	The entered device activation key is incorrect. Check the key.	Enter the correct device activation key in service mode or on the device activation key entry screen.