



"It is wise to conceal your strength from your adversaries."

— THE ART OF SECURITY™

RAIntelliShun™

/ ADVANCED SHUNNING

Troubleshooting guide v3.0

Model: **IntelliShun RAF21G** (formerly known as SkyCoal)



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About this guide

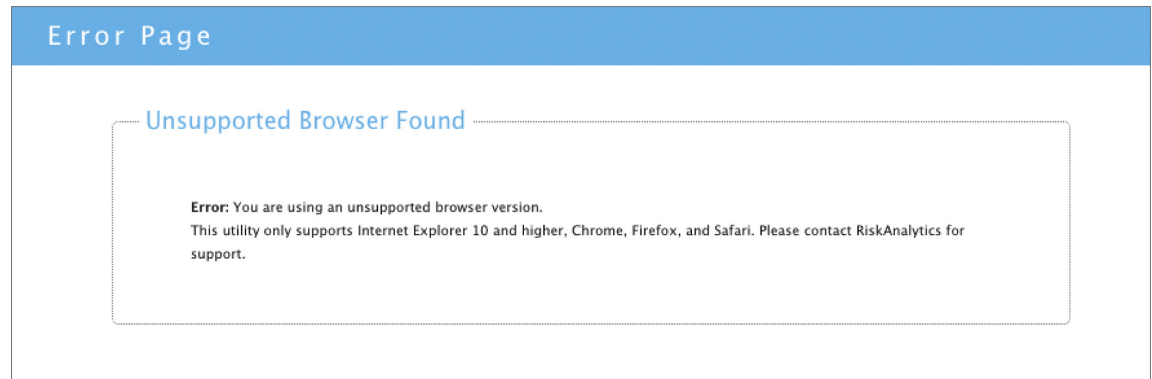
This document was created to help in explaining why an installation might run into trouble or fail entirely. Each page contains a screenshot from the setup process, accompanied by a list of potential causes for the results shown. Some of the setup stages are not represented here, as they are incapable of producing errors of their own.

During your setup, if you find an error page not covered by this guide, refer to the contact information below.

Additionally, if at any point an error message includes a "Critical Error," please contact RiskAnalytics support as soon as possible.

If you need further assistance beyond what this guide provides, email us at support@riskanalytics.com.

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Explanation

The setup and administration interface on the IntelliShun device uses JavaScript and Ajax. These two technologies are only supported on modern browsers. The supported browsers are:

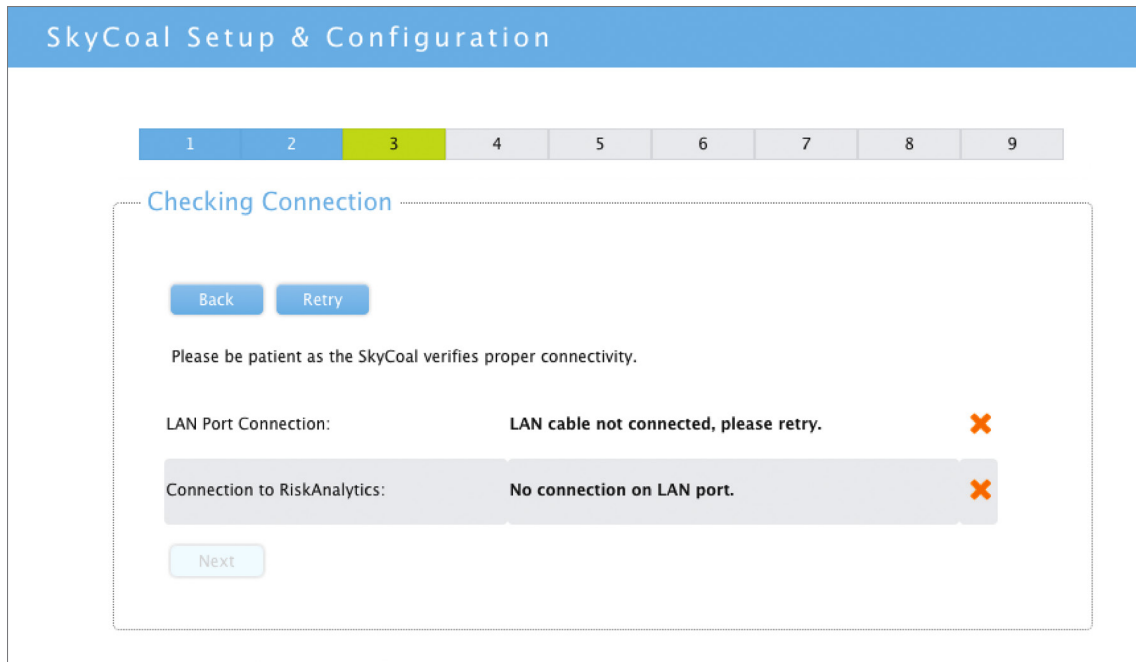
- / Google Chrome version 33 and higher
- / Firefox version 33 and higher
- / Apple Safari version 7 and higher
- / Microsoft Internet Explorer version 10 and higher

Potential causes

- A. Your browser is not on the supported list of browsers.
- B. Your Web browser might be configured to use a custom "browser string," which is impacting the detection of the browser version.
- C. JavaScript and/or Ajax are currently blocked by the security policy of your Web browser.

Fix

Change to a supported browser.



Explanation

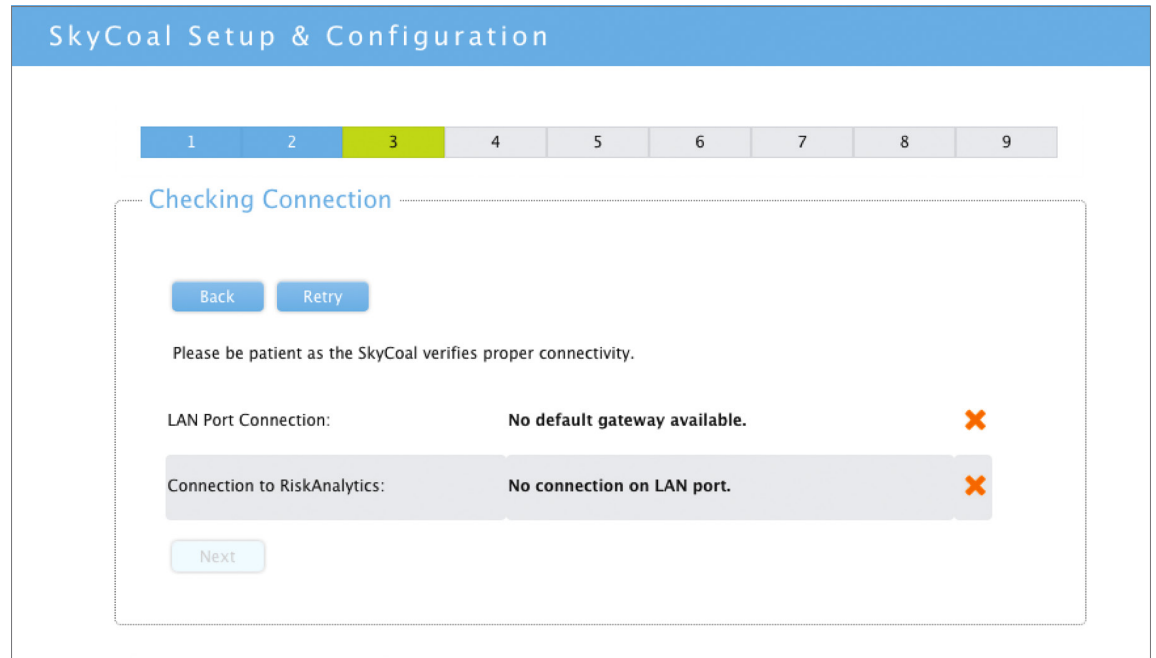
The IntelliShun device attempted to contact RiskAnalytics using a TCP connection to port 80 to api.riskanalytics.com and was unable to establish a connection.

Potential causes

- A. LAN port cable not firmly seated at either or both ends.
- B. The cable connected to the LAN port might be faulty.

Fixes

- A. Firmly plug in both ends of the cable.
- B. Replace the cable.

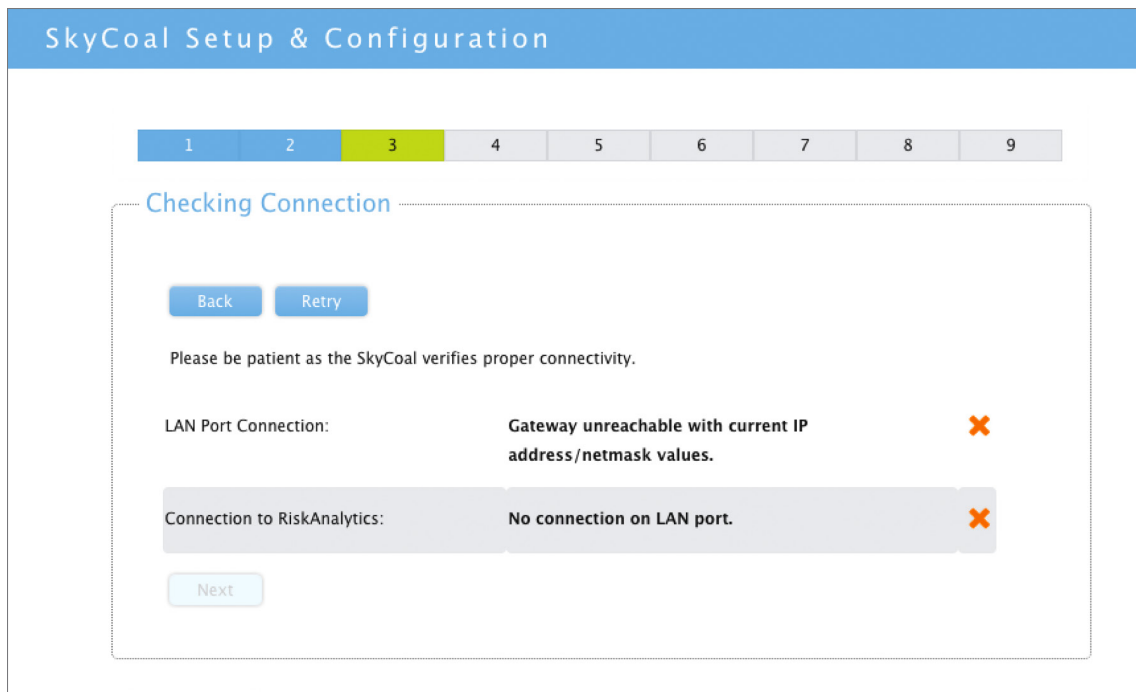


Potential cause

If the IntelliShun device was configured to use DHCP, the DHCP server did not provide a default gateway.

Testing

Connect the IntelliShun device end of the cable to a computer configured with the same settings as the device. Check whether the computer gets a valid default gateway. If it doesn't, troubleshoot the cause.

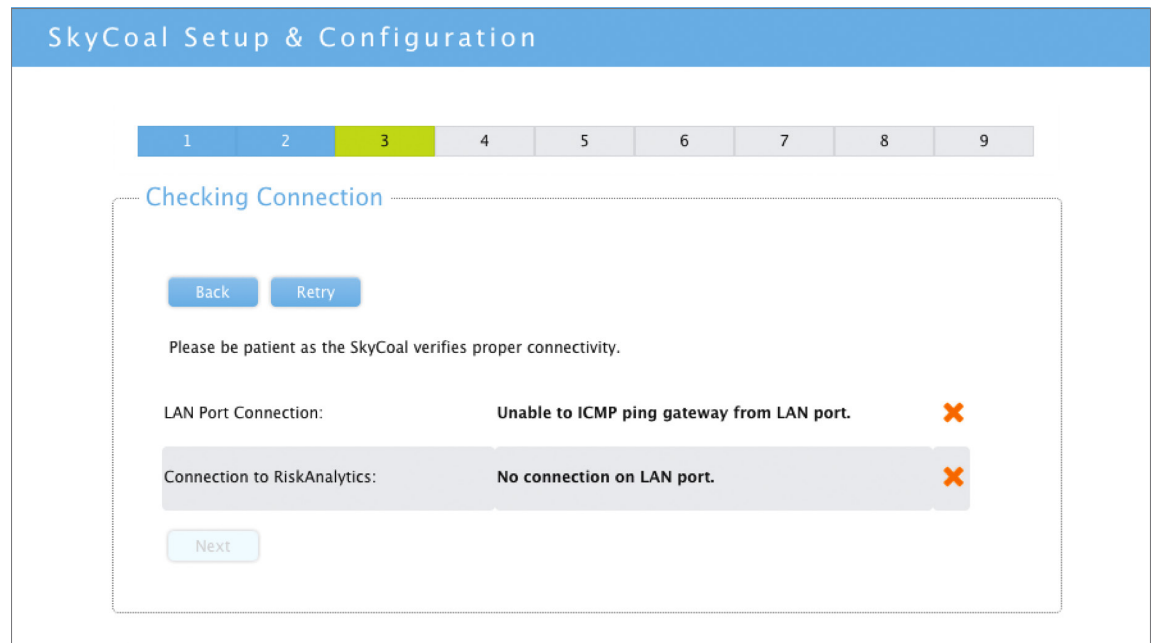


Potential causes

- A. If the IntelliShun device was configured to use DHCP for LAN connection, this error indicates that the default gateway provided by the DHCP server is not on the same LAN as the interface IP address and netmask combination provided by DHCP.
- B. If the device was configured to use "Static" for LAN connection, this error indicates that the gateway you provided is not on the same LAN as the interface IP address and netmask combination configured.

Fixes

- A. Configure the DHCP server with proper addresses and netmask.
- B. Configure the static settings with proper addresses and netmask.

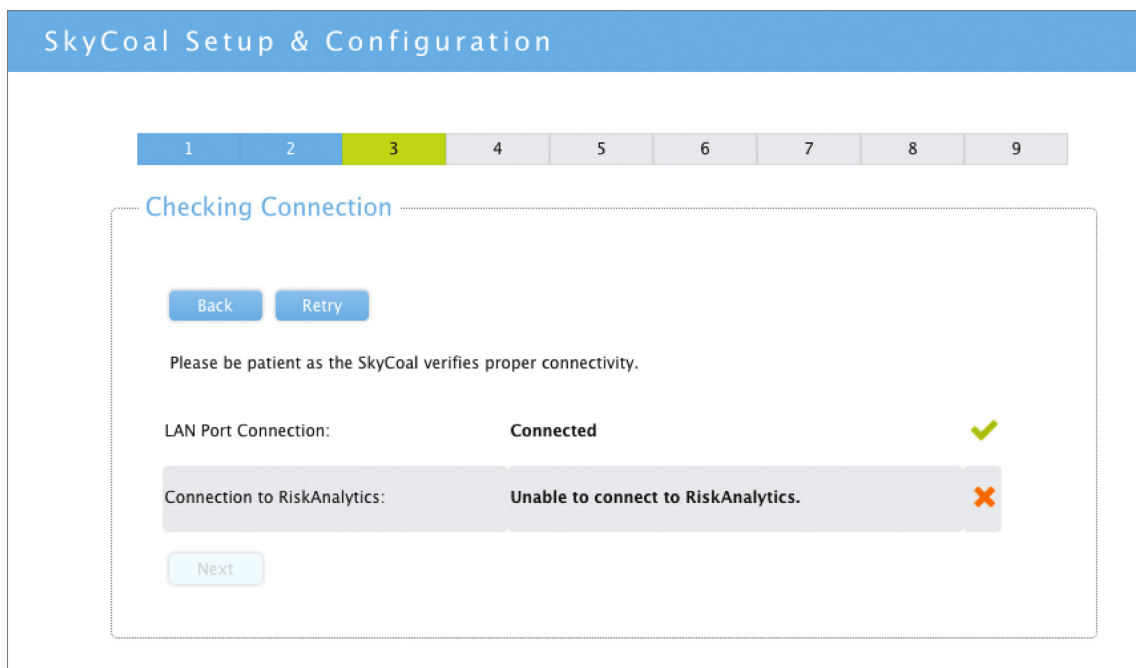


Potential Causes

- A. Wrong default gateway address.
- B. Gateway is down.
- C. Gateway does not allow pings.

Fixes

- A. Provide correct gateway address.
- B. Fix gateway.
- C. Some networks do not allow pings to the default gateway. You can test by trying to ping the gateway from a functioning computer. If it also fails, contact your network administrator, who will need to configure the default gateway to accept pings from the IntelliShun device IP address.



Explanation

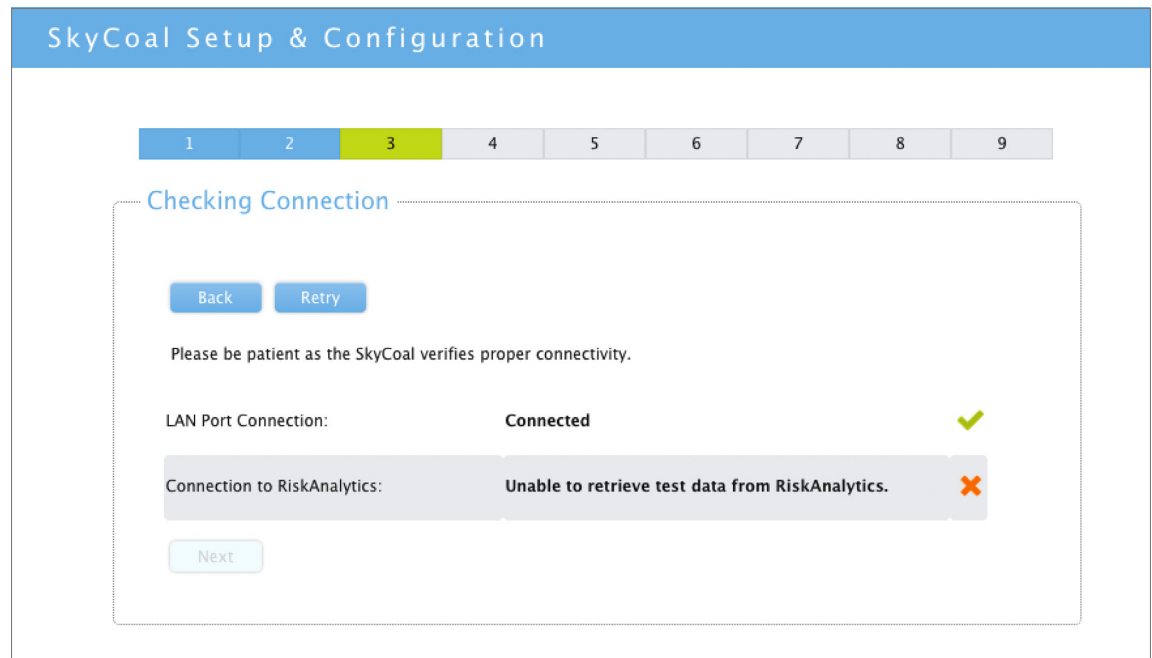
The IntelliShun device attempted to contact RiskAnalytics using a TCP connection on port 80 to `api.riskanalytics.com` and was unable to establish a connection.

Potential causes

- A. Egress filters may be in place, preventing this communication from completing.
- B. The configured DNS server, either from DHCP or manually entered, is incorrect and the IntelliShun device is unable to resolve the hostname "api.riskanalytics.com."
- C. Proxy configured on the network is causing interference with the IntelliShun device.

Fixes

- A. Change the egress filters to allow port 80 and 443 to `api.riskanalytics.com`.
- B. Change the DNS servers to servers that are capable of resolving `api.riskanalytics.com`
- C. Configure so the IntelliShun device has full outbound access to the Internet without the proxy causing interference.



Explanation

The IntelliShun device attempted to download a test file from www.riskanalytics.com. The data retrieved was not the expected result.

Potential causes

- A. Egress filters might be in place, preventing this communication from completing correctly.
- B. A proxy might be in place, preventing the device from communicating via port 80 using the HTTP protocol.

Fixes

- A. Change the egress filters to allow ports 80 and 443 to www.riskanalytics.com.
- B. Configure so the IntelliShun device has full outbound access to the Internet without the proxy causing interference.

SkyCoal Setup & Configuration

Basic information has been configured.

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Registering And Updating Appliance

Back

Retry

Please be patient as the SkyCoal verifies proper connectivity.

LAN Port Connection:	Connected	✓
Connection to RiskAnalytics:	Connected	✓
Appliance Registration:	Invalid Username and/or Password. Code: 160	✗
System Updates:	Unable to register appliance.	✗

Next

Potential cause

The credentials provided on the previous screen were not valid.

Fix

Confirm that your username and password allow you to log in to RiskTool.
The login credentials used here are the same RiskTool credentials used to log in to your RiskTool URL. Contact support if you don't have your credentials.

SkyCoal Setup & Configuration

Basic information has been configured.

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Registering And Updating Appliance

Back

Retry

Please be patient as the SkyCoal verifies proper connectivity.

LAN Port Connection:	Connected	✓
Connection to RiskAnalytics:	Connected	✓
Appliance Registration:	Invalid License Key, please verify your license key email for the correct value. Code: 140	✗
System Updates:	Unable to register appliance.	✗

Next

Potential causes

- A. The license key provided on the previous page isn't associated with your organization.
- B. Your user login is not authorized to register an IntelliShun device.

Fixes

- A. Check the license key. If it is correct, contact support to resolve this.
- B. Work with your RiskTool administrator or support to resolve this.

SkyCoal Setup & Configuration

Basic information has been configured.

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Registering And Updating Appliance

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Retry

Please be patient as the SkyCoal verifies proper connectivity.

LAN Port Connection:	Connected	✓
Connection to RiskAnalytics:	Connected	✓
Appliance Registration:	Invalid License Key, license is already in use. Please verify your license key email for the correct value. Code: 170	✗
System Updates:	Unable to register appliance.	✗

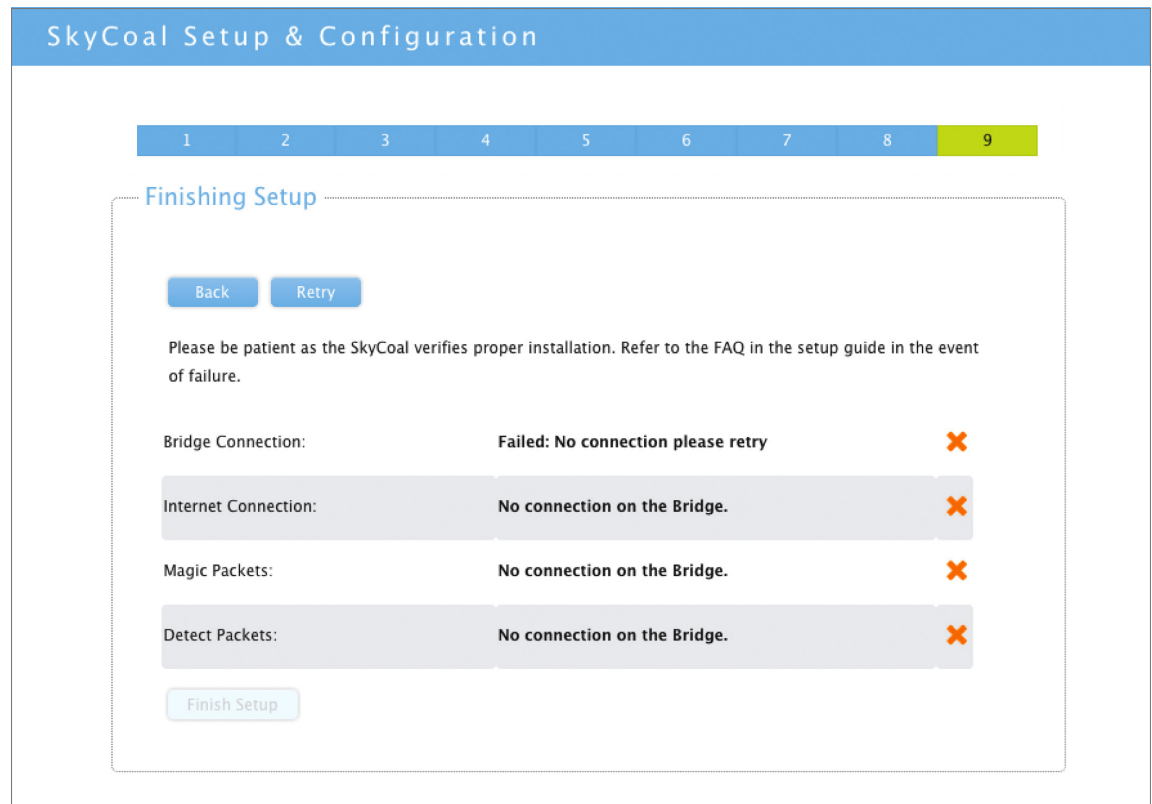
Next

Potential cause

Your organization has multiple license keys, and the one you provided in the previous step is already in use on another device.

Fix

Emails providing the license key also included the serial number of the device. Use the license key provided for the serial number of the IntelliShun device you are trying to set up. If it is correct, contact support to resolve this.



Explanation

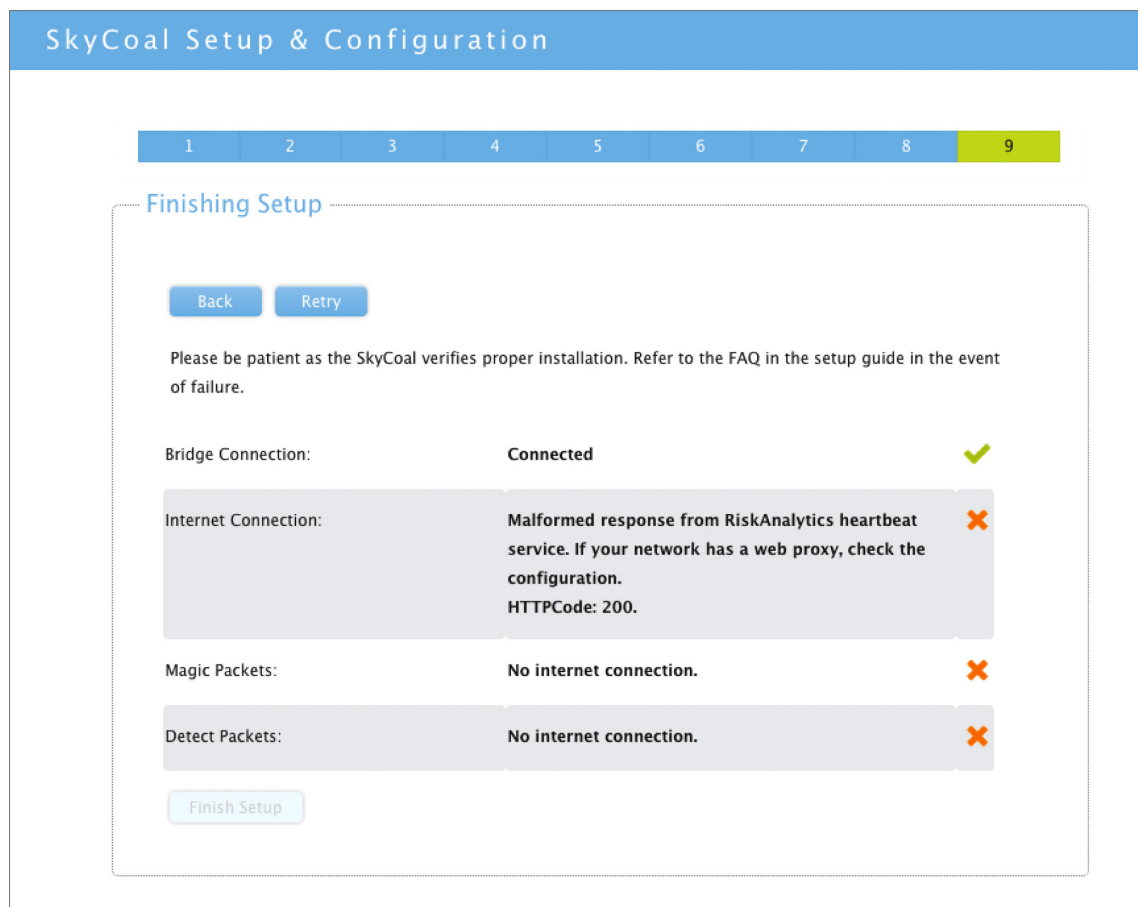
The IntelliShun device was unable to detect an active link on the bridge ports.

Potential causes

- A. Loose connection at one or more of the four connections.
- B. Bad cables.
- C. The devices on either side of the bridge might not be powered on.
- D. Connection(s) requires a crossover cable.

Fixes

- A. Check that the cables are firmly connected to the Bridge ports of the IntelliShun device at one end and that they are also firmly connected to the appropriate devices at the other end.
- B. Replace cable.
- C. Power the devices on.
- D. Try replacing each of the two bridge cables with a crossover cable one at a time. If that fails, replace both at the same time.



Explanation

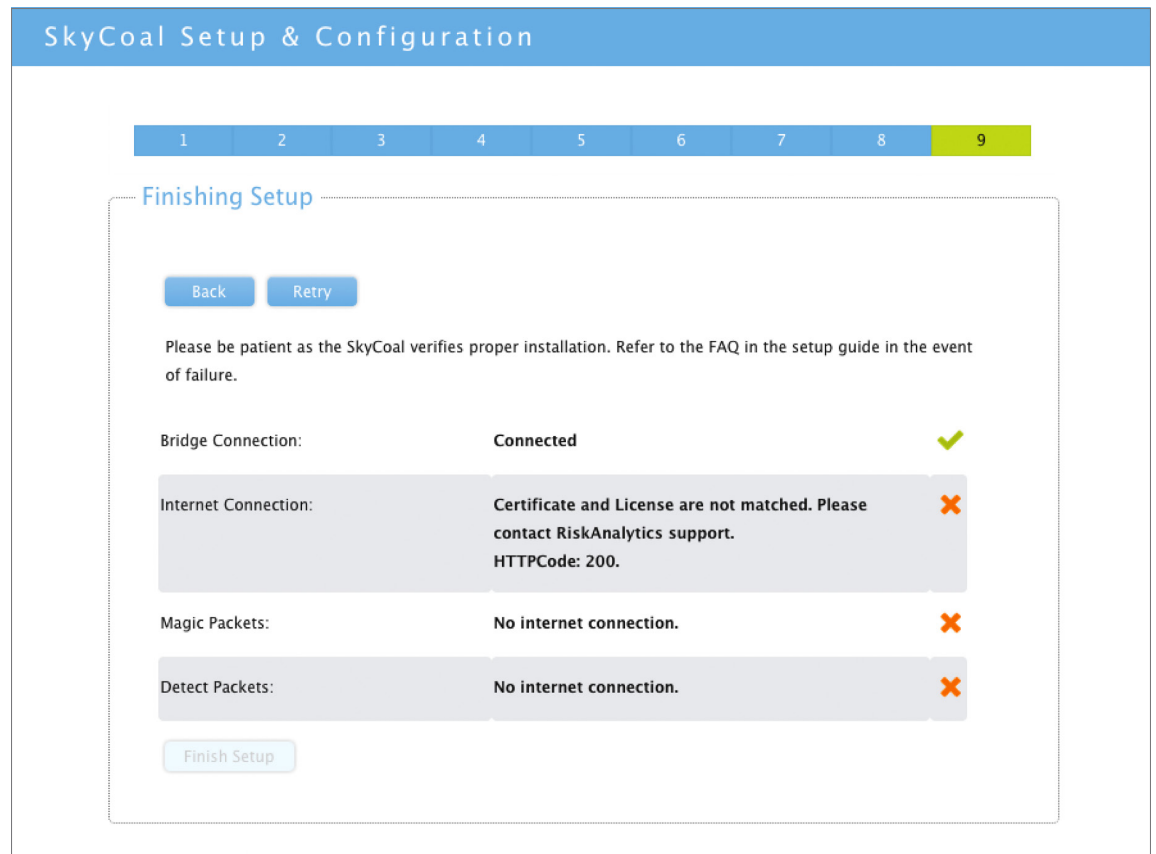
The IntelliShun device attempted to contact RiskAnalytics with initial heartbeat and setup information. The response or the request was malformed.

Potential causes

- A. A Web proxy might be intercepting and modifying requests from the device.
- B. A misconfigured DNS server might be sending requests to unexpected servers.

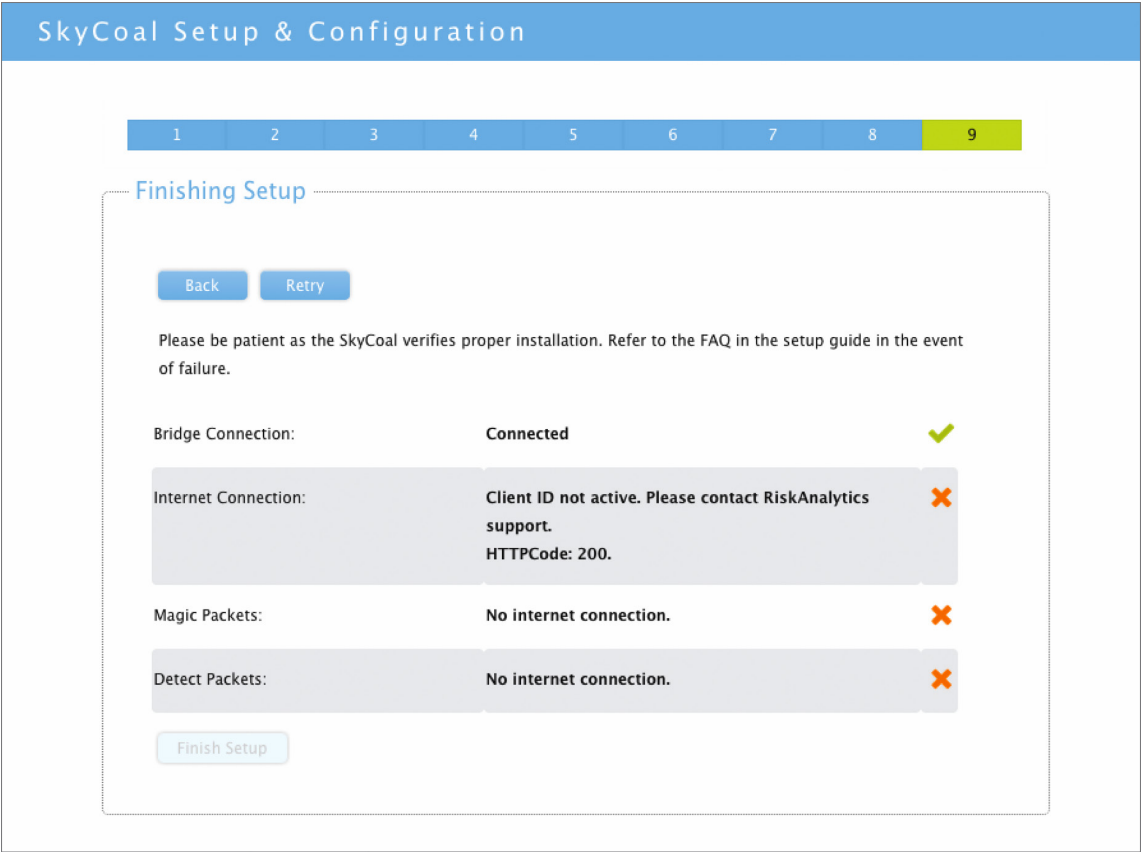
Fixes

- A. Configure network so the IntelliShun device does not use the Web proxy.
- B. Check the DNS servers for proper resolution of `api.riskanalytics.com` and `www.riskanalytics.com`



Explanation

Although the license key to register the IntelliShun device was correct, the certificate provided during the registration process is mismatched. Please contact support to resolve this.



Explanation

Your organization’s account has been misconfigured. Please contact support to resolve this.

SkyCoal Setup & Configuration

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Finishing Setup

Back

Retry

Please be patient as the SkyCoal verifies proper installation. Refer to the FAQ in the setup guide in the event of failure.

Bridge Connection:	Connected	✓
Internet Connection:	Device ID not active. Please contact RiskAnalytics support. HTTPCode: 200.	✗
Magic Packets:	No internet connection.	✗
Detect Packets:	No internet connection.	✗

Finish Setup

Fix

Please contact support to resolve this.

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Invalid License Key, license is already in use	12
Invalid License Key, please verify your license key email	11
Invalid Username and/or Password	10
Unable to register appliance	10–12

Unsupported Browser Found 3

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

