Subject: Troubleshooting tips for P80 internet issues

This Tech Tip covers frequently asked questions Precor receives regarding networking failures related to the P80 console. Many times, network type issues are caused by the infrastructure of a facility or a networking configuration and not the P80 itself. Below is a list of questions and initial investigations to isolate the cause and provide resolution to the issue.

Frequently Asked Questions

- **One of the consoles won't connect to the internet-**
    - External cables and wall outlets are the leading cause of sudden failures.
        - Check for any external cable damage. If there is any sign of damage replace the cable.
        - Plug the network cable from the machine into another outlet to see if you regain functions. If functionality is regained, work with the facility to get the outlet replaced.
    - The port at the base of the machine may become damaged due to maintenance/cleaning and daily use. If the port is damaged have the outlet replaced.
- **All of the machines have suddenly lost internet connections-**
    - If all the machines in the building or in a row of equipment lose internet connection, it is an indication of a network hardware problem.
    - Understanding the facilities networking system is an important first step.
    - If an Exinda cache server is in use at this facility, you can bypass the Exinda system to see if that resolves the issue. If this resolves the issue you have isolated it to the Exinda device. For Exinda support please use the following contact information:
        - Web - http://www.exinda.com/support/log-a-case
        - Email - support@exinda.com
        - Phone - 1-877-4-EXINDA (1-877-439-4632)
- **YouTube is not loading or fails to play**
    - This problem can arise from out-of-date Exinda software or configuration. Bypassing the Exinda caching device can help isolate the problem. See above for Exinda contact information.
    - If all machines are affected, check other internet functions to see if the network is experiencing issues.
    - Check with the facility I.T. person to validate any networking issues you may have.
- **What network settings are required for proper functioning of networked P80 equipment?**
    - Outbound communication must be enabled for ports 80, 123, and 443.
    - Spanning tree protocol must be disabled in order to communicate with Preva.
    - In the event of facility content filtering please ensure the following are white listed sites.
        - https://na.preva.precor.com - https://na.preva.precor.com
        - https://pbs.preva.com - https://my.preva.com
        - precor-atlas-prod.c1kfutru38lf.us-east-1.rds.amazonaws.com
        - precor-atlas-prod-replica.c1kfutru38lf.us-east-1.rds.amazonaws.com

Please contact Precor Customer Support with any questions regarding this service bulletin @ 1-800-786-8404