

vCare Example Configuration Guide

bizhub 4752, 4052 models



Table of Contents

1: Table of Contents	<u>2</u>
2: Requirements/Contact information.	<u>3</u>
vCare Requirements	<u>3</u>
Network Requirements	<u>3</u>
vCare Technical Support Contact Information	<u>3</u>
3: Operation Panel Overview	<u>4</u>
4: Administrator Mode	<u>5</u>
Administrator Mode Configuration	<u>5</u>
Accessing Administrator Mode	<u>5</u>
Date & Time Settings	<u>6</u>
Proxy Server Settings	<u>6</u>
5: Service Mode	<u>7</u>
CS Remote Care Configuration	<u>7</u>
Accessing CS Remote Care	<u>7</u>
5-A: CS Remote Care HTTP Configuration	<u>8</u>
CS Remote Care configuration Server Settings	
CS Remote Care configuration Detail Settings	<u>9</u> , <u>10</u>
Connecting the unit to the vCare System	<u>11</u>
5-B: CS Remote Care 1-Way E-Mail Configuration	<u>12</u>
CS Remote Care configuration Server Settings	<u>12</u> , <u>13</u>
CS Remote Care configuration Detail Settings	<u>14</u> , <u>15</u>
Connecting the unit to the vCare System	<u>16</u>
	<u>17</u>
HITP Error Codes	<u>17</u>
SMIP Effor Codes	<u>17</u>

This is an example vCare configuration and connection guide.

The manual entries used in this guide are not included as they would be entered during the configuration process.

vCare Requirements:

Device Registration: The device must be registered to the vCare System for HTTP or 1-Way e-mail communication protocol.

Firmware: This model does not have a minimum requirement for firmware. The recommendation is to be sure the unit is flashed with the latest firmware level available.

If CS Remote Care was previously configured, the entries must be cleared (RAM Clear (Detail Settings) and Data Initialization (Server Settings)) prior to configuration and connection processes.

Network Requirements:

HTTP Communication Protocol: For direct communication with the vCare System from the engine, port 80 or 8080 must be open with all rules and permissions allowing Internet access for the machine. If the unit needs to communicate to a Proxy Server on the network, the technician will need to be provided this information including server address, port number and any required Authentication information for configuration.

SMTP Communication Protocol: For direct communication with the vCare System from the engine, port 25 or 2525 must be open with all rules and permissions allowing communication out of the network for the machine. If the unit needs to communicate to a customer's mail server on the network, the technician will need to be provided this information including server address, port number and any required Authentication information for configuration.

vCare Technical Support Contact Information:

Phone Support: 1-800-825-5664 Email Address: <u>kmbsvcaresupport@kmbs.konicaminolta.us</u> Configuration of these models is performed using the machine's Operation Panel.

Operation Panel

Machine Operation Panel Overview



No.	Item Name	Description
1.	Touch Panel	Touch portion of Operation Panel.
2.	[Menu] button	Touch to change Menu Views of the Operation
		Panel.
3.	[Number Pad] button	Opens the digital Number Pad.
4.	Number Pad	The Physical Number Pad.
		Not all models have the physical number pad.
5.	[Stop] button	Stop Operation button.
6.	[Start] button	Start Operation button.

Administrator Mode

The Administrator Mode is used for configuration of the Date & Time settings of the MFP as well as customer Proxy Server Settings if required for the connection process.

Administrator Mode Configuration Accessing Administrator Mode

Function Search	Use the me	nu buttons or k	eypad to make a	a selectio	on.		N W
Bookmark	Administr	ator Settings				_	
Display Keypad				1/2	* Mack	For- >>	
Utility	1_	System Sett	ings				
	2	Administrat Hachine Set	tings	7	Copier Se	ttings	
Settings	3	One-Touch/Us Registration	er Box	8	Printer Se	ettings 🚽	
	4	User Authenti Account Track	cation/	9	System Con	nection	
	5	Network Set	tings				Access
	01/12/2017	18:04		-		Riose	Menu
1	2	3	4	9	Start	Stop	Reset

No.	Step	Step description
1.	Menu	Access the Main Menu.
	Press the 💷 button.	
2.	8	Access the Utility Menu.
	Press the button.	
3.	Press the Administrator Settings button.	Access Administrator Mode.
4.	Enter the Administrator Password and then press	Login to Administrator Mode.
	the [OK] button.	

Administrator Mode

Date & Time Settings must be entered in 24-hour format for KM Products.

Some customers only allow HTTP communication out of the network through a Proxy Server.

Administrator Mode Settings

Date/Time Settings

No.	Step	Step description
1.	Press the System Settings button	Access the System Settings
		Menu.
2.	Press the [Date/Time Settings] button.	Access the Date/Time
		Settings.
3.	Enter Date, Time (24-hour format) and Time Zone,	Set the Date, Time and Time
	and then press the [Set] button.	Zone.

Proxy Server Settings (If required for HTTP communication)



No.	Step	Step description
1.	Press the Network Settings button.	Access the Network Settings Menu.
2.	Press the for button.	Go to the next page screen.
3.	Press the WebDAV Settings button.	Access the WebDAV Settings Menu.
4.	Press the Button.	Access the WebDAV Client Settings Menu.
5.	Press the ON button.	Turn on WebDAV Client.
6.	Press the Host Address button, enter the Proxy Server Address, and press the OK	Enter the Proxy Server Host Address.
7.	Change the Proxy Server Port Number if required.	Use Required port number.
8.	Press the fara button.	Go to the next page screen.
9.	Enter [User Name] and [Password] if required and then press the OK button.	Enter Authentication Settings if required.
10.	Return to the WebDAV Settings Menu. Press the [Proxy Settings for Remote Access button], press the [on] button, and press the [Synchronization] button.	Turn on Proxy Settings for Remote Access and Synchronization.

CS Remote Care is accessed through the Service Mode.

CS Remote Care Configuration

Accessing CS Remote Care		
Service Mode	F H	CS Remote Care

		EXIL		· · ·
	Machine	Firmware Version	Job Complete	
¥338	ing Process	CS Remote Carg	Maintenance Default Settings	
	System 1	System 2	Server Settings	1 2 3
	Counter	List Output	Product Auth. Import/Export Settings	4 5 6
Sta	ate nfirmation	Test Mode		
	ADF		ID Code	7 8 9
	Finisher	Network Settings	Settings http2 Settings of Maintenance	* 0 # Access
Upsi	hine ate Setting			C Menu
	1	2 3	4 Start	Stop Reset
No.	Step			Step description
1.	Press the	e button		Access the Main Menu.
2.	Press the Counter button.			Access the Counter Menu.
3.	Press the button.			Bring up the digital keypad if required. Some models have a physical keypad.
4.	Press the button, and then on the digital			Access Service Mode.
	keypad p on the di	oress 0,0 and t gital keypad p	then the button, and ress 0,1.	
5.	Input the	Service Mode	e Password and then press	Enter Service Mode
	the EN	button.		Password.
6.	Select th	e CS Remote C	are button.	Access the CS Remote Care Main Menu.

5-A

CS Remote Care HTTP Configuration

CS Remote Care Configuration Server Settings

CS Remote Care	/Server Settings				END	-
HTTP Server Settings	URL	account	Password	Port Number	1 2 3	
SSL Settings					4 5 6	
Initialization		, 0 <u>,</u> 0 <u>,</u> 0	•••		789	
1					* 0 #	Access
	Input	IP Address	FQDN input		C	Menu
1	2	3	4	Start	Stop	Reset

No.	Step	Step description
1.	http2	Choose HTTP
	Press the Maintenance button under Maintenance	communication protocol.
	Default Settings Menu.	
2.	Server	Access the Server Setting
	Press the button.	Menu.
3.	Enter the WebDAV Server IP Address, and the	Enter the WebDAV Server
	press the FODN input button enter a "/"	URL Address.
	followed by the appropriate entry for the WebDAV	Direct:
	URL's ending provided by the vCare Administrator.	Ex: 10.10.10.10/webdav
	Press the Level button when finished.	Dealer:
		Ex: 10.10.10.10/USXXX
4.	account	Enter the Authentication
	Press the button and enter the	Credentials provided by the
	Account provided by the vCare Administrator, then	vCare Administrator.
	Password	
	press the Least button and enter the	
_	Password provided by the vCare Administrator.	Fister the LITTO Dept Number
5.	Proce the Port Number button and change the	Enter the HTTP Port Number
	nort number if necessary	(80 01 8080).
6		Disable SSI
0.	Bross the SSL Settings button and select the	Disable COL.
	No button.	
7.	DD 1	Return to the CS Remote
	Press the button when finished.	Care Menu.

Notes: Data Initialization clears the Server Settings of CS Remote Care

The Center ID is the vCare ComServerID # the unit was most recently registered to.

Note: Ram Clear will clear Detail Settings and Basic Settings. This is required to set up CS Remote Care after it has already been configured.

To do this, under CS Remote Care menu, perform the following steps:

- Under CS Remote care Menu, select Start Maintenance and enter your ID number.
- 2) Press the [END] button and then the [Detail Setting] button.
- 3) Press the [Basic Setting] button
- 4) Press [RAM Clear], [Set], and then [End] buttons.

CS Remote Care HTTP Configuration

CS Remote Care Configuration Detail Settings

CS Remote Care /Det	ail Settings	END	/ #
Completed	J.		
Basic Setting	Center/ Device ID Settings		
Date & Time Setting	Initial Transmission		
RAM Clear	Center ID 05		
Communication Log Print			
Software Switch			Access
Notification	ZXCVBNM		Menu
1	2 3 4 Start	Stop	Reset

No.	Step	Step description
1.	Press the ID code button, enter your seven-digit employee ID # and then press the ID code again.	Log in to CS Remote Care.
2.	Press the Basic Setting button and then press the button.	Access the Detail Settings.
з.	Press the Center ID button, and then enter the appropriate Center ID based on the unit's vCare registration ComServerID, and then press the button.	Enter the ComServerID for the vCare registration.
4.	Press the button, and then press the button.	Turn off Encryption under Client Settings.

The Notification Settings must be configured as shown and outlined or History/Past Data for the selected Center Notification Items will not be collected.

CS Remote Care HTTP Configuration

CS Remote Care Configuration Detail Settings (cont'd.)



No.	Step	Step description
1.	Press the Setting button, and then enter the current year/month/date, time (24-hour format) and time zone, and then press the SET button.	Configure the Date & Time Settings.
2.	Press the button.	Enter notification Settings.
3.	Press the Day button. Next, select the [Enable] and [Day] buttons and then change the "Day Frequency" to "2".	Access Schedule 1 and begin configuration.
4.	For Models Ending in 4, 4e, 7, and 8: Press the button, press the time button, enter the hour (24-hour format) and minute, and then press the SET button.	Configure the Schedule Time. Disable Schedule 2 and 3. For Color Models ending in 4, The Time button is on page 1 of schedule 1. Models Not ending in 4, 4e, 7, or 8: There is no Time button to configure for Schedule 1. Skip this step.
5.	Press the button and select 1,2,3,4,5,6,8,9. Do not select 7,10,11,or 12.	Configure the Center Notification Items.

The Initial Transmission is the first connection to the vCare System.

If successful, Start Maintenance and Maintenance Complete must be performed.

CS Remote Care HTTP Configuration Connecting the unit to the vCare System

Service Mode	Exit	CS Remote Care		/ #
Machine	Firmware Version	Job Complete		
Imaging Process Adjustment	CS Remote Care	Start Maintenance		
System 1	System 2	Server Settings	1 2 3	
Counter	List Output	Product Auth. Settings	456	
State Confirmation	Test Mode			
ADF		ID Code	7 8 9	
Finisher	Network Settings	Settings http2 Scheduled End of Maintenance	* 0 #	Access
Machine Update Setting			C	Menu
			j	
1	2 3	4 Start	Stop	Reset
				1

No.	Step	Step description
1.	Press the Basic Setting button.	Return to the Basic Setting Menu.
2.	Press the Press the button, and then at the bottom of the screen press the Printing	Initial the Initial Transmission to the vCare System.
3.	Following "Job" complete count allow a minute to pass, press the Haintenance button, enter your seven-digit Employee ID #, press END , and then press the Haintenance button.	Start Maintenance and Complete Maintenance to finish the vCare Connection process.
4.	Press the Exit button.	Exit Service Mode.

The Server Settings can be configured to communicate directly with vCare or be pointed to send to the customer's internal E-Mail server for nonstandard connections.

CS Remote Care 1-Way E-Mail Configuration CS Remote Care Configuration Server Settings

CS Remote Care /	Server Settings	0000	END	
Server for RX	SMTP Server SMTP Number	r Connection Authen Time-out on Set	l 2 3	
Receive			4 5 6	
TX/RX Test	<u>-</u> . 0. 0.		789	
Data Initialization			* 0 #	Access
	Input IP Address	FQDN input	С	Menu
1	2 3	4	Start Stop	Reset

No.	Step	Step description
1.	E-Mail2	Choose E-Mail
	Press the button.	communication protocol.
2.	Server	Access the Server Setting
	Press the Lease button and then press the	Menu and go to the Receive
	Receive button.	Settings menu.
3.	Enter the receiving E-Mail address provided by the	Enter the E-Mail address
	vCare Administrator.	which will receive the E-Mail.
	For Non-standard set up, this address may be an	
4	E-mail address for a customer's E-mail Server.	Disable the Mail sheek
4.	Press the Mail Check	Disable the Mail check.
	button, press the	
	button.	
5.	Send	Access the Send Settings
	Press the button.	Menu.
6.	Enter The SMTP Server IP address or Name. To	Enter the SMTP Server
	FQDN input	Address.
	enter a name, press the button	
	and enter the name.	
	For non-standard set up, this address may be an	
	the customer's E-mail Server address.	
7.	SHIP Hunter	Enter the SMTP port number
	Press the port number button and enter the	(25 or 2525).
	SMTP Port number.	

Notes: Data Initialization clears the Server Settings of CS Remote Care

The Authentication Settings are provided by vCare Technical Support.

5-B

CS Remote Care 1-Way E-Mail Configuration

CS Remote Care Configuration Server Settings (Cont'd.)



No.	Step	Step description
8.	Press the and configure the connection time-out.	Configure the Connection Time-Out/Change if required.
9.	Press the button and then press the button followed by the button.	Enter Authentication Setting Menu and SMTP Authentication Settings section.
10.	Press the User ID button and enter the User ID provided by the vCare Administrator. Next, press the Password button and enter the Password provided by the vCare Administrator as well as the provided by the vCare Administrator.	Enter the Authentication Credentials provided by the vCare Administrator. For non-standard set up, theses may be the credentials associated with customer's E-mail Server. They might also be turned off for non-standard configurations.
11.	Press the TX/RX Test button followed by the button.	Perform the tx/rx test. If successful, proceed to the next step. If not, troubleshoot the error code.

The Center ID is the vCare ComServerID # which the unit was registered to.

5-B

The E-Mail Address to be configured is based on which vCare ComServerID # the unit is registered to, and is not always the same for this reason.

Note: Ram Clear will clear Detail Settings and Basic Settings. This is required to set up CS Remote Care after it has already been configured.

To do this, under CS Remote Care menu, perform the following steps:

- 5) Under CS Remote care Menu, select Start Maintenance and enter your ID number.
- Press the [END] button and then the [Detail Setting] button.
- 7) Press the [Basic
- Setting] button
 Press [RAM
 Clear], [Set], and then [End]
 buttons.

CS Remote Care 1-Way E-Mail Configuration

CS Remote Care Configuration Detail Settings

CS Remote Care /Detail Settings			
Completed			
Basic Setting	Senter, Item Transmission		
Bate & Time	Center ID US Device ID	123	
RAM Clear	E-Mail Address	456	
Communication		789	
Software Switch		* 0 #	Access
Besponse	Encryption Yes No	С	Menu
1	2 3 4 Start	Stop	Reset

No.	Step	Step description
1.	ID Code	Log in to CS Remote Care.
	Press the button, enter your seven-digit	
	employee ID # and then press the	
	again.	
2.	Press the Betain button and then the	Access the Detail Settings.
	Basic Setting button.	
3.	Center ID	Enter the ComServerID for the
	appropriate Center ID based on the unit's vCare	vCare registration.
	registration ComServerID, and then press the	
	END	
4.		Configure the E-mail address for
	Press the button and enter the	the Detail Settings.
	E-mail address associated with the vCare	
	populated on and then press the button.	
	Direct Channel example:	Dealer Channel example:
	kmcorex@kmbsvcare.com	KMDcorex@kmbizhubvcare.com
	From Center ID numbers US102-US109, the x	For Dealer Channel, the via and
	becomes the last number of the Center ID	number higher than the ending
	From Center ID numbers US110-US1xx, the x	of the Center ID number
	becomes the last two numbers of the Center ID	
	From Center ID numbers US300-US3xx, the x	
	becomes the all three numbers of the Center ID	
	Press the button for Encryption.	Turn off Encryption.

The Notification Settings must be configured as shown and outlined or History/Past Data for the selected Center Notification Items will not be collected.

CS Remote Care 1-Way E-Mail Configuration

CS Remote Care Configuration Detail Settings (cont'd.)



No.	Step	Step description
1.	Press the Setting button, and then enter the current year/month/date, time (24-hour format) and time zone, and then press the SET button.	Configure the Date & Time Settings.
2.	Press the button.	Enter notification Settings.
3.	Press the button. Next, select the [Enable] and [Day] buttons and then change the "Day Frequency" to "2".	Access Schedule 1 and begin configuration.
4.	For Models Ending in 4, 4e, 7, and 8: Press the button, press the time button, enter the hour (24-hour format) and minute, and then press the SET button.	Configure the Schedule Time. Disable Schedule 2 and 3. For Color Models ending in 4, The Time button is on page 1 of schedule 1. Models Not ending in 4, 4e, 7, or 8: There is no Time button to configure for Schedule 1. Skip this step.
5.	Press the button and select	Configure the Center Notification Items.

The Initial Transmission is the first connection to the vCare System.

If successful, Start Maintenance and Maintenance Complete must be performed.

CS Remote Care 1-Way E-Mail Configuration Connecting the unit to the vCare System

Service Mode	Exit	CS Remote Care		/ #
Machine	Firmware Version	Job Complete		
Imaging Process Adjustment	CS Remote Care	Maintenance/ Default Settings		
System 1	System 2	Server Settings	1 2 3	
Counter	List Output	Product Auth. Settings	456	
State Confirmation	Test Mode			
ADF		ID Code	7 8 9	
Finisher	Network Settings	Settings E-Mail2 Scheduled End of	* 0 #	Access
Hachine Update Setting		Ŀ.	C	Menu
1	2 3	4 Start	Stop	Reset

No.	Step	Step description
1.	Press the Basic Setting button.	Return to the Basic Setting Menu.
2.	Press the Initials button, and then at the bottom of the screen press the Initials	Initial the Initial Transmission to the vCare System.
3.	Following "Job" complete count allow a minute to pass, press the Startenance button, enter your seven-digit Employee ID #, press END , and then press the Construction button.	Start Maintenance and Complete Maintenance to finish the vCare Connection process.
4.	Press the Exit button.	Exit Service Mode.

Troubleshooting

Transmission Error codes can be found under the Troubleshooting section of the Field Service Manuals for these models.

These can be viewed or downloaded from the <u>www.mykonicam</u> inolta.com website. **Common vCare Communication Error Codes**

HTTP Error Codes

No.	Code	Code Description	Recommended Action
1.	0###	Transmission error ###: http responding code (hexadecimal). For http responding code, see RFC issued by IETF after converting hexadecimal number into decimal one.	Check the http server.
2.	3002	http request result problem • Unopened client ID was specified	 Check user network environment. Check http server environment.
3.	3003	http request result problem • Receive time out occurred.	 Check user network environment. Check http server environment.
4.	3004	http request result problem • Receive error occurred. Or wrong request URL was specified.	 Check user network environment. Check http server environment.
5.	3007	http request result problem • Internal error occurred. Or due to internal reset, process was stopped.	 Check user network environment. Check http server environment.
6.	3008	http request result problem • Connection to WebDAV server failed.	 Check user network environment. Check http server environment.
7.	41FA	Control error • MIO response timed out.	Turn the main power switch OFF and then ON.

SMTP Error Codes

No.	Code	Code Description	Recommended Action
1.	0###	Transmission error ###: SMTP responding code (hexadecimal). For SMTP responding code, see RFC issued by IETF converting hexadecimal number into decimal one.	Check the SMTP server on user side.
2.	1030	Machine ID mismatching Received an e- mail which tells that machine ID mismatches.	 Check the machine ID setting. Check the machine ID setting on host side.
3.	203C	Connection timeout	Check timeout setting.
4.	2039	Socket is not connected • LAN cable on the copier side is detached.	Check the SMTP server and POP3 server on user side.
5.	4104, 4105	During e-mail transmission from MFP to the center, the SMTP channel is not in the "Ready" status and MFP cannot send e-mail.	Wait for a while and try transmitting again.
6.	5217	MIO detects error when sending an attached file.	Check the SMTP server /POP3 server environment on user's side.