vCare Example Configuration Guide

bizhub PRESS C1100, C1085

V2.0 5/5/2017

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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.

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: kmbsvcaresupport@kmbs.konicaminolta.us

Configuration of these models is performed using the machine's Operation Panel.

Operation Panel

Machine Operation Panel Overview

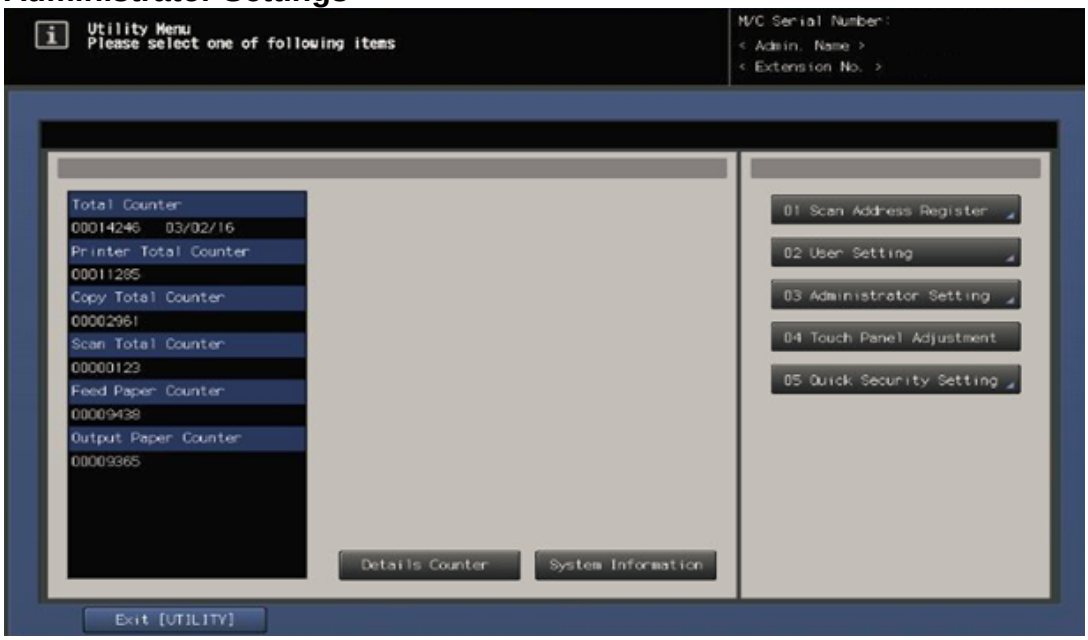
No.	Item Name	Description
1.	Touch Panel	Touch portion of Operation Panel.
2.	**[Utility/Counter]** button	Accesses the Utility/Counter Menu.
3.	Number Pad	The physical Number Pad.
4.	**[Access]** button	The Sub Menu.
5.	**[Stop]** button	Stop Operation button.
4.	**[Start]** button	Start Operation button.

Date & Time Settings must be entered in 24-hour format for Konica Minolta products.

Date & Time Settings must be entered in 24-hour format for Konica Minolta products.

Administrator Mode Configuration

Administrator Settings



Accessing Administrator Mode

No.	Step	Step description
1.	Press the button.	Access the Utility Menu.
2.	Press the **[Administrator Setting]** button and enter the Administrator Mode Password.	Access Administrator Mode.

Configuring Date/Time Settings

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

Configuring Power Save Setting

No.	Step	Step description
1.	Press the **[System Setting]** button.	Access the System Settings Menu.
2.	Press the **[Power Save]** button, press the **[ERP Setting]** button, press the **[Do Not Switch]** button, and then press the **[OK]** button.	Access the Power Save>ERP Setting Menu, disable ERP Setting (European Power Save Setting).

Machine NIC TCP/IP Settings are accessed through the Administrator Mode under NIC Settings>TCP/IP Settings>IPv4 Settings.

Administrator Mode Configuration

Administrator Settings

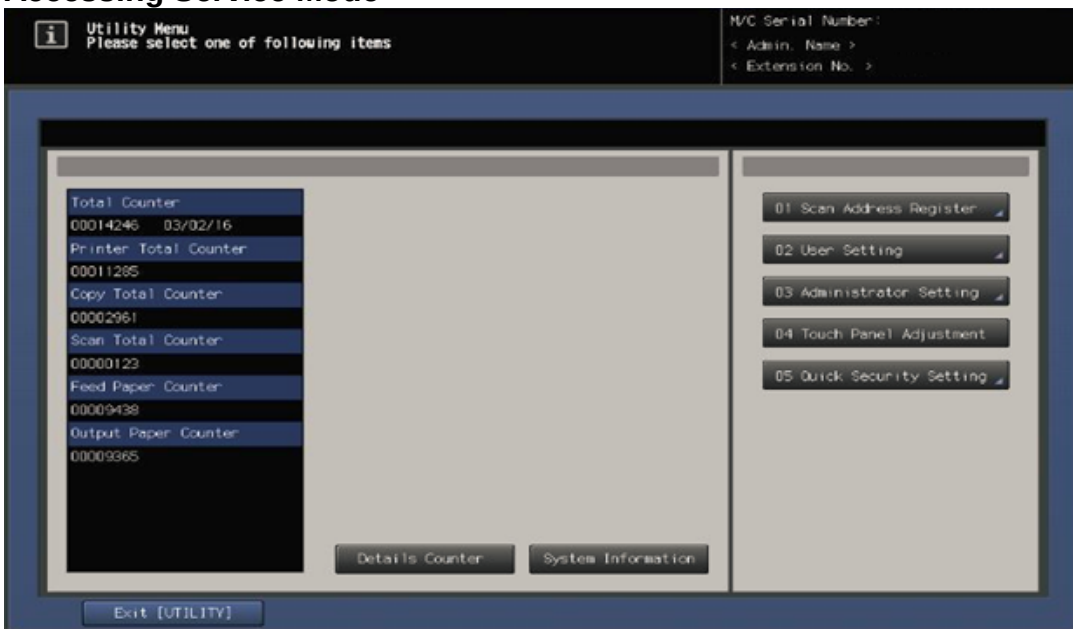
Accessing Machine NIC TCP/IP Settings

No.	Step	Step description
1.	From Administrator Mode Menu, press the **[Network Setting]** button.	Access the Network Setting Menu.
2.	For HTTP configuration, press the **[NIC Settings]** button, press the **[TCP/IP Setting]** button, and then press the **[IPv4 Settings]** button.	Access the Network Cart Settings>IPv4 Settings Menu.
3.	Configure the NIC TCP/IP settings as required and then press the Set button.	Enter the current TCP/IP settings for the network card.
4.	Press the OK button.	Return to the Network Settings Menu.

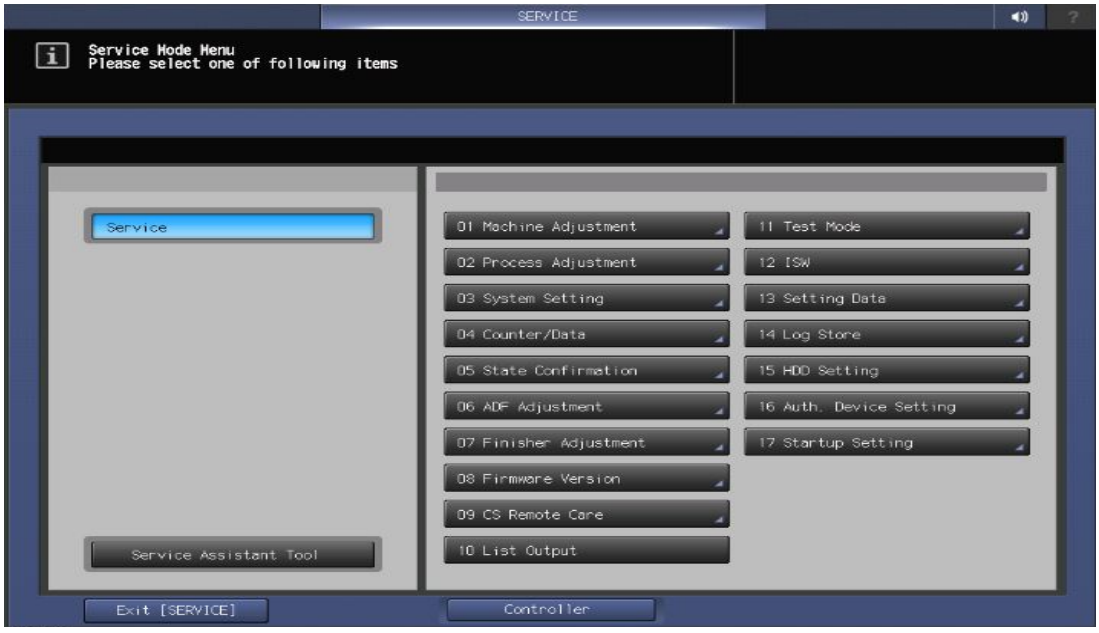
Software Dipswitch Settings and CS Remote Care Settings are accessed through the Service Mode.

Service Mode Settings

Accessing Service Mode



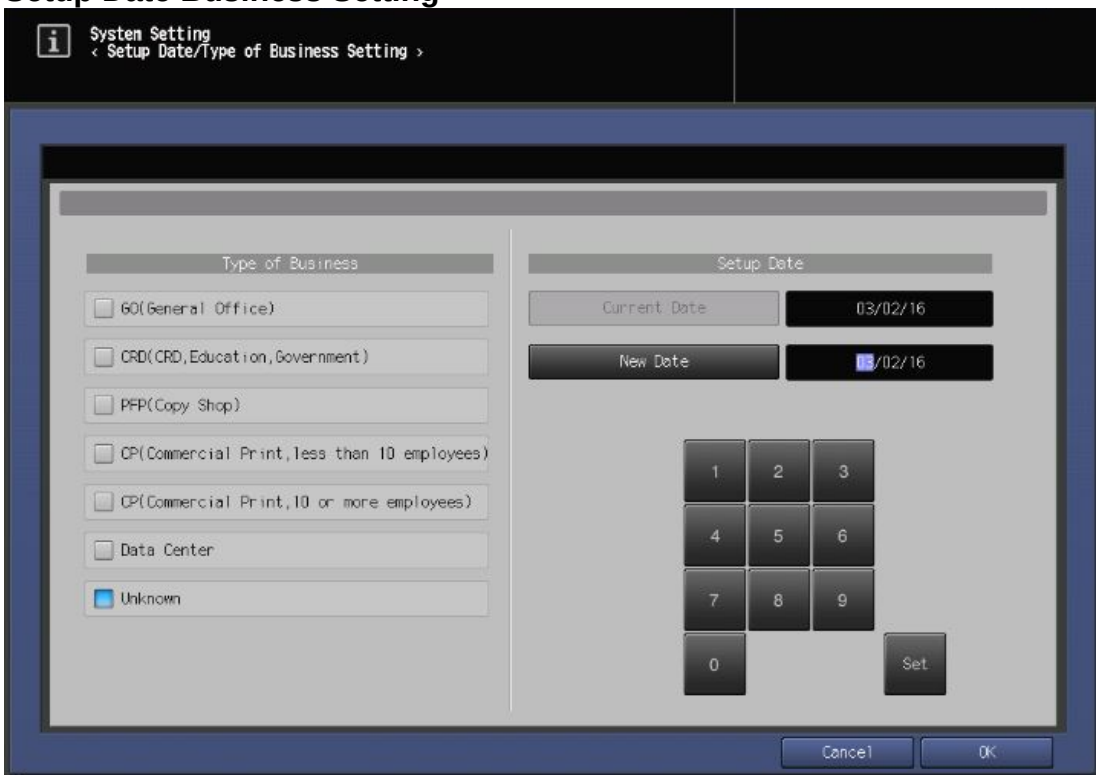
No.	Step	Step description
1.	From the “Ready to Copy” Menu, press the button. Next, press 0, 0, , 0, 1.	Enter Tech Rep/Service Mode.



Setup Date Business Setting should be updated when configuring the unit to connect to vCare.

Service Mode Settings

Setup Date Business Setting

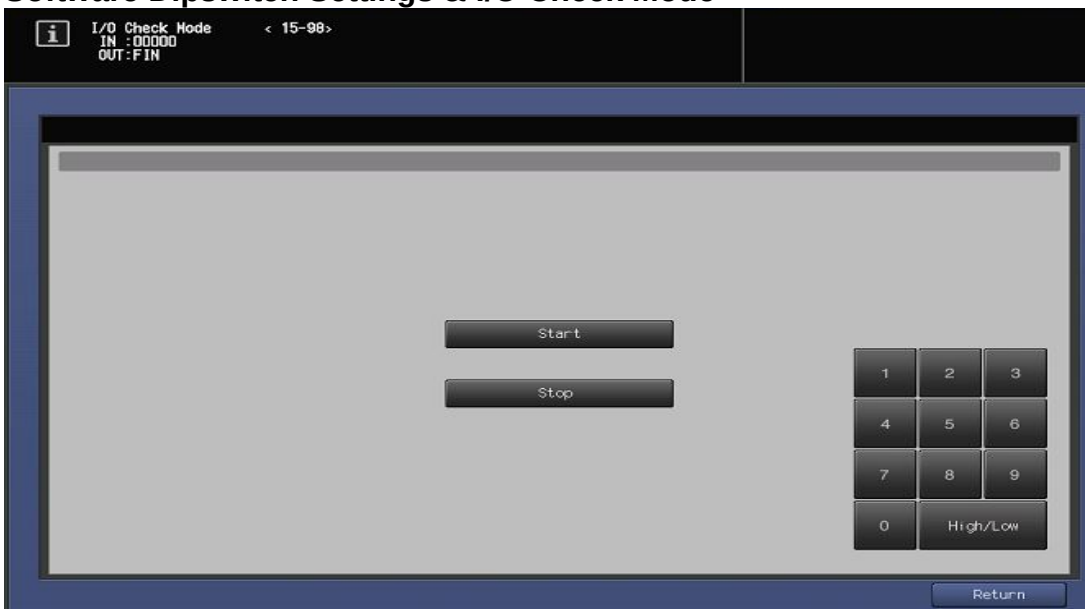


No.	Step	Step description
1.	In Service Mode, press the **[System Setting]** button and then press the **[Setup Date/Business Setting]** menu.	Access the Setup Date/Business Setting Menu.
2.	Select the Type of Business appropriate radio button for the type of business for the machine's location.	Select the Type of Business.
3.	Press the **[New Date]** button. Change the date to the current date by pressing the **[Set]** button for each entry, and then press the **[OK]** button.	Set the New Date to the current date (MM/DD/YY) and then return to the System Setting Menu.

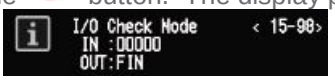
The first steps after setting Software Dipswitch 03-6 to “On” initializes CSRC Memory.

Service Mode Settings

Software Dipswitch Settings & I/O Check Mode



Software Dipswitch Settings & I/O Check

No.	Step	Step description
1.	From the System Setting Menu, press the **[Software DIPSW Setting]** button.	Access the Software Dipswitch Setting menu.
2.	Change Software Dipswitch **03-6** to **[ON(1)].**	Change Software DipSW 03-6 to the “On” position to perform CSRC memory initialization.
3.	Press the **[Return]** button, press the **[Service]** button, press the **[State Confirmation]** button, and then press the **[I/O Check Mode]** button.	Access the I/O Check Mode Menu.
4.	Type “**15”**, press the button, Type “**98”** and then press the button. The display panel should show  if successful.	Perform the I/O Check. If failed, proceed to troubleshoot. If successful, proceed to the next step.
5.	Press the **[Return]** button, press the **[Close]** button, press the **[Service]** button, press the **[System Setting]** button, and then press the **[Software DipSW Setting]** button.	Access the Software Dipswitch Setting menu.
6.	Change Software Dipswitch **15-5** to **[ON(1)]**, press the **[Return]** button, press the **[Close]** button twice, Press the **[Exit]** button twice, and then cycle the power.	Change Software DipSW 15-5 to the “On” position to enable CSRC Communication for the engine.

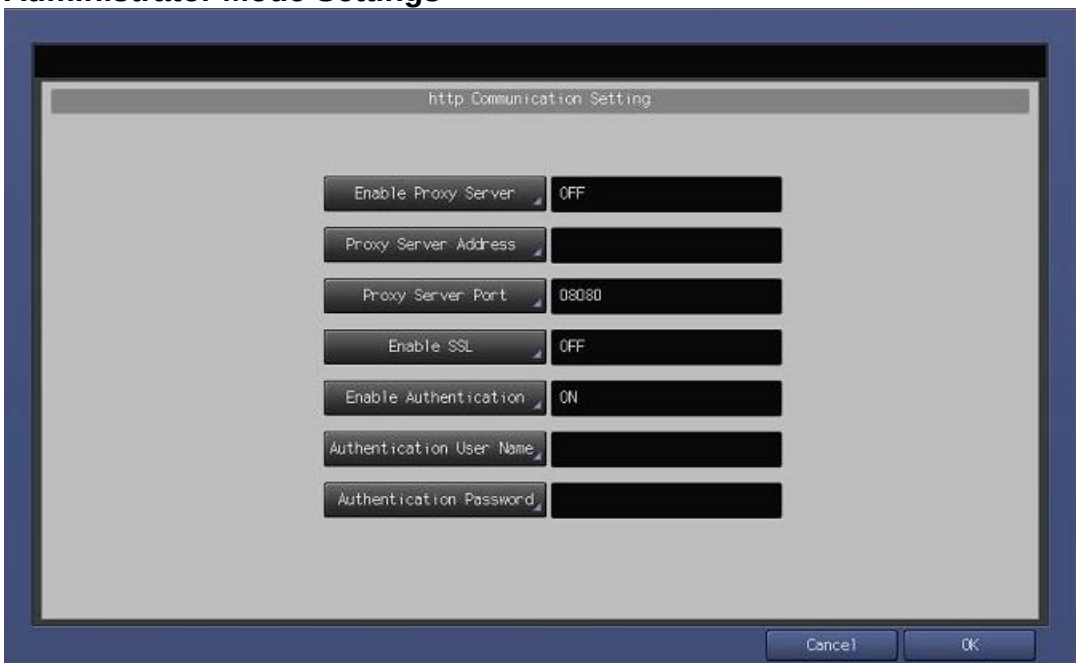
5-A

HTTP Configuration

If HTTP communication on the customer's network must go through a Proxy Server, the settings are configured in the Administrator Mode.

CS Remote Care HTTP Configuration

Administrator Mode Settings



HTTP Communication Settings

No.	Step	Step description
1.	Access the Administrator Setting Menu.	Access the Administrator Setting Menu.
2.	Press the **[Network Setting]** button, and then press the **[HTTP Communication Setting]** button.	Access the Network Setting>HTTP Communication Setting Menu.
3.	If the customer's network requires Proxy Server settings to be entered for successful communication to the vCare System, obtain the settings, press the **[Enable Proxy Server]** button, select **[ON]** and then proceed to enter the Proxy Server Settings and Authentication (if required).	If required, Enable Proxy Server and enter the customer's Proxy Server settings. Skip this step if it is not required.
4.	Press the **[Enable SSL]** button and select **[OFF]**.	This selection is not required for connection to vCare and will trigger a failed connection.
5.	Press the **[Enable Authentication]** button, select **[ON]**, and then enter the **Authentication User Name** and **Authentication Password** provided by vCare Technical Support. When completed, press the **[OK]** button.	Turn on Authentication, enter the authentication settings, and then return to the "Ready to Copy" Menu.

HTTP Communication to the vCare Server is always Simplex.

CS Remote Care HTTP Configuration

Configuring CS Remote Care

Accessing CS Remote Care

No.	Step	Step description
1.	From the Ready to Copy screen, access Service Mode, press the **[CS Remote Care]** button from the Left side menu, and then press the **[CS Remote Care]** button from the right side menu.	Access Service Mode>CS Remote Care.
2.	Press the **[HTTP]** button and then the **[Simplex]** button.	Select HTTP and Simplex options.
3.	Press the **[ID]** code button, enter the Service Engineer ID number, press the **[ID Code]** button again, and then press the **[Detail Setting]** button.	Access the Detail Setting Menu.
4.	Press the **[RAM Clear]** button, press the **[Execute]** button, and then press the **[Return]** button.	Perform RAM Clear and then return to the CS Remote Care Menu.
5.	Repeat Steps 1-3.	Repeat the steps to choose HTTP, Simplex, and to log in to CS Remote Care Detail Settings.

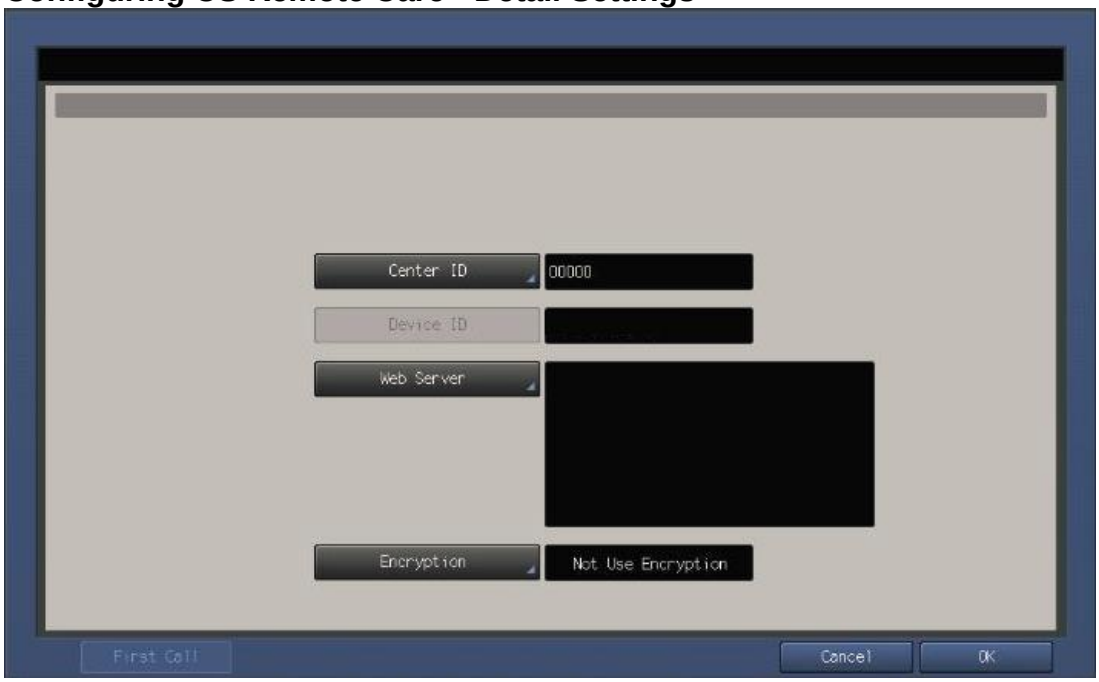
5-A

HTTP Configuration

The Center ID is the vCare ComServer ID Number for the registration of the machine in the vCare System and must be entered using capital letters.

CS Remote Care HTTP Configuration

Configuring CS Remote Care - Detail Settings



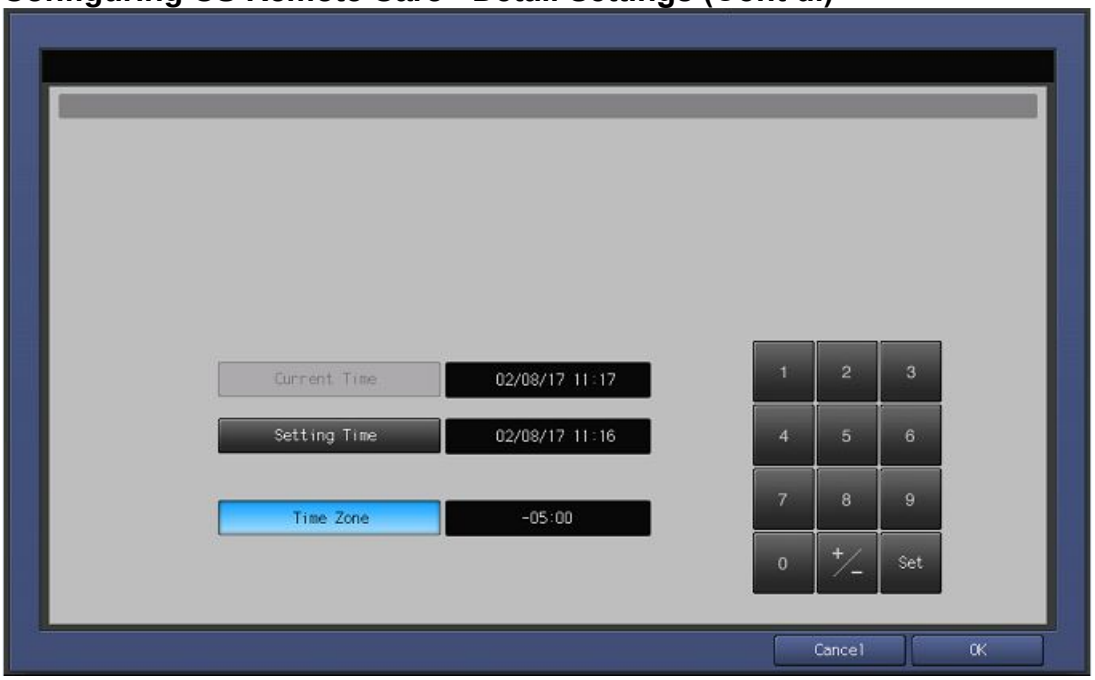
CS Remote Care Basic Settings

No.	Step	Step description
1.	Press the **[Center ID]** button and enter the vCare ComServerID number associated with the machine's vCare registration.	Enter the Center ID using capital letters for the "US".
2.	Verify that the Device ID number matches the serial number from the sticker on the physical body of the unit.	Verify the Device ID.
3.	Press the **[Web Server]** button and enter the Web Server URL address for the vCare HTTP Server as provided by vCare Technical Support.	Enter the Web Server Address provided by vCare Technical Support. Direct Channel Example: 10.10.10.10/webdav Dealer Channel Example: 10.10.10.10/USXXX
4.	Press the **[Encryption]** button and select **"Not Use Encryption"** and then press the **[OK]** button.	Set Encryption to "Not Use Encryption," and then return to the Basic Settings Menu.

CS Remote Care has a Date/Time Setting which is separate from the Administrator Setting Date/Time Setting. Both must be in sync.

CS Remote Care HTTP Configuration

Configuring CS Remote Care - Detail Settings (Cont'd.)



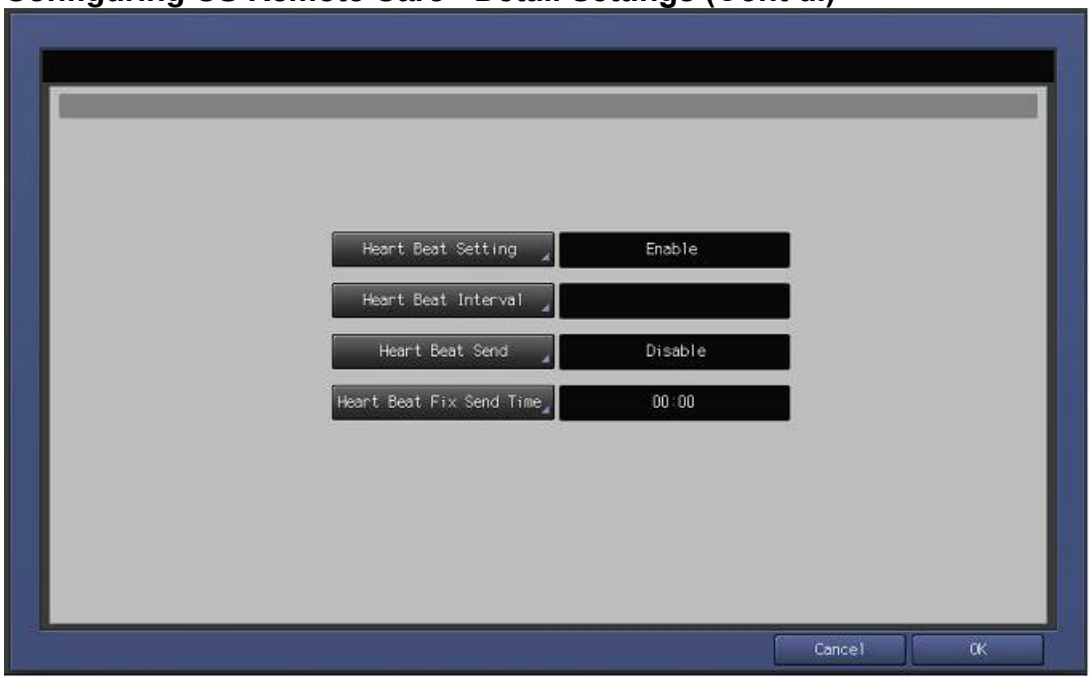
CS Remote Care Date/Time Setting

No.	Step	Step description
1.	Press the **[Date/Time Setting]** button. Press the **[Setting Time]** button and configure the current Date, Time (24-Hour Format) by pressing the **[Set]** button for each section.	Configure the Date and Local Time (24-Hour Format).
2.	Press the **[Time Zone]** button, configure the local Time Zone, press the **[Set]** button and then press the **[OK]** button.	Configure the local Time Zone and then return to the Basic Settings Menu.

The Heart Beat must be Disabled as shown in the image on this page.

CS Remote Care HTTP Configuration

Configuring CS Remote Care - Detail Settings (Cont'd.)



Heart Beat Setting

No.	Step	Step description
1.	Press the **[Heart Beat Setting]** button.	Access the Heart Beat Setting Menu.
2.	Press the **[Heart Beat Setting]** button, select the **[Enable]** button, press the **[Heart Beat Send]** button, select the **[Disable]** button, press the **[Heart Beat Setting]** button, select the **[Disable]** button, and then press the **[OK]** button.	Disable Heart Beat Send and Heart Beat Setting, and then return to the Basic Setting Menu.

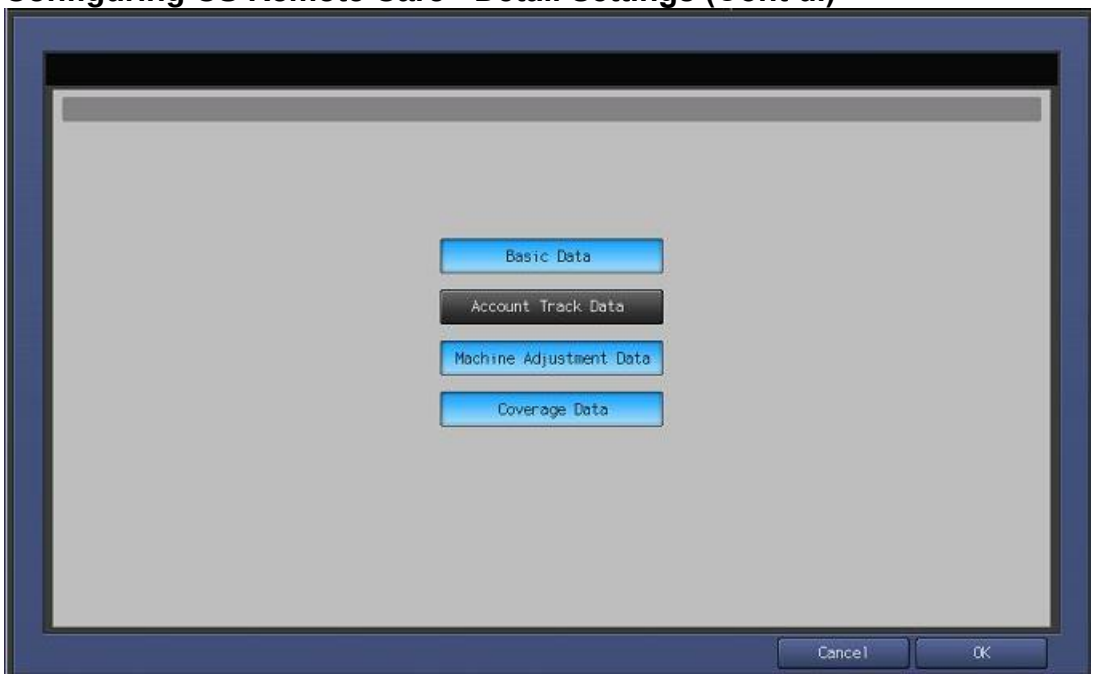
Periodical Transmission Setting

No.	Step	Step description
1.	Press the **[Periodical Transmission Setting]** button.	Access the Periodical Transmission Setting Menu.
2.	Press the **[Everyday]** button, enter the current local time in 24-Hour format, press the **[Set]** button, and then press the **[OK]** button.	Configure the Periodical Transmission Settings and then return to the Basic Settings Menu.

The Collecting Data Settings must be selected as shown on this page.

CS Remote Care HTTP Configuration

Configuring CS Remote Care - Detail Settings (Cont'd.)



Fixed Date/Time Setting

No.	Step	Step description
1.	Press the **[Fixed Date/Time]** button, configure the current Date, and current local Time in 24-Hour format, pressing the **[Set]** button for each section, and then press the **[OK]**.	Configure the Fixed Date/Time settings and then return to the Basic Settings Menu.
2.		

Collecting Data Setting

No.	Step	Step description
1.	Press the **[Collecting Data Setting]** button.	Access the Collecting Data Setting Menu.
2.	Press the buttons for **[Basic Data]**, **[Machine Adjustment Data]**, and **[Coverage Data]**, and then press the **[OK]** button.	Select the Collecting Data Setting buttons and then return to the Basic Settings Menu.

5-A

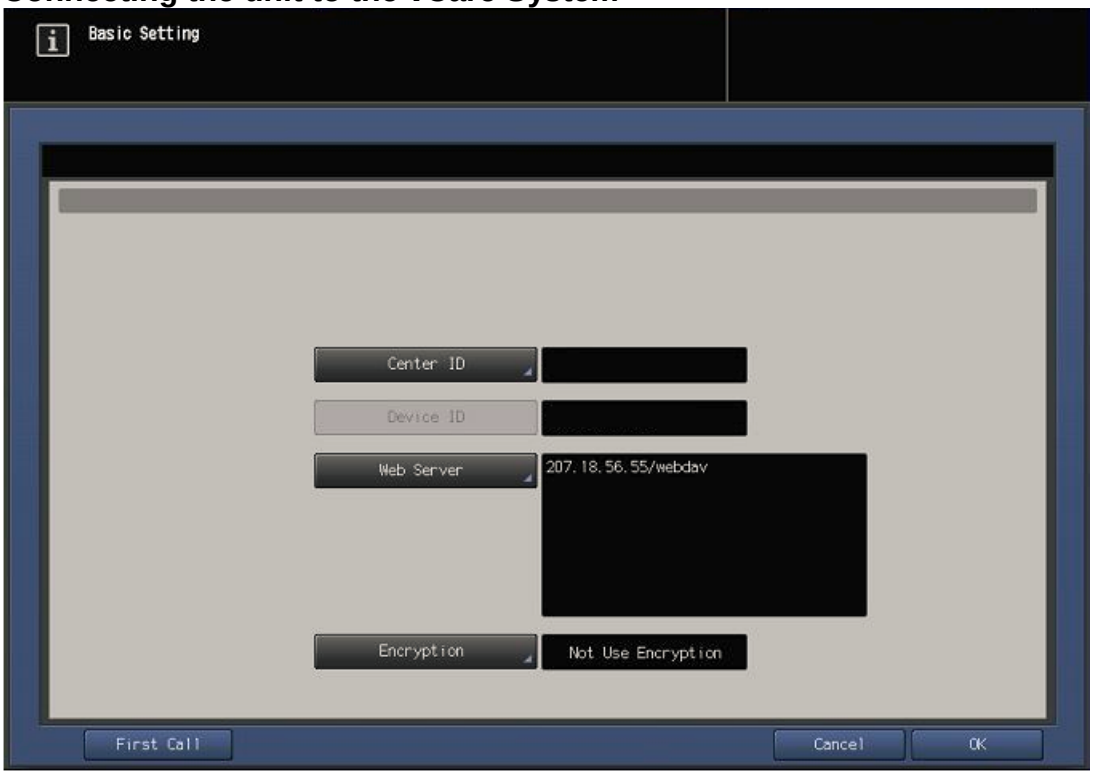
HTTP Configuration

The First Call is the Initial Transmission to the vCare System.

Following the First Call, Start Maintenance and Maintenance Complete must be performed as well.

CS Remote Care HTTP Configuration

Connecting the unit to the vCare System



No.	Step	Step description
1.	Press the **[First Call]** button. If there is an error code, begin troubleshooting. If not, proceed to the next steps.	Perform the First Call.
2.	Wait about a minute, then press the **[ID Code]** button, enter the Servicing Technician's seven digit ID code, press the **[ID Code]** button again. Wait another minute and then press the **[Maintenance Comp]** button.	Start Maintenance and then perform Maintenance Completion.

5-A

HTTP Configuration

Some configuration settings can be set using Web Utilities.

This is not intended to be a replacement for the standard configuration process.

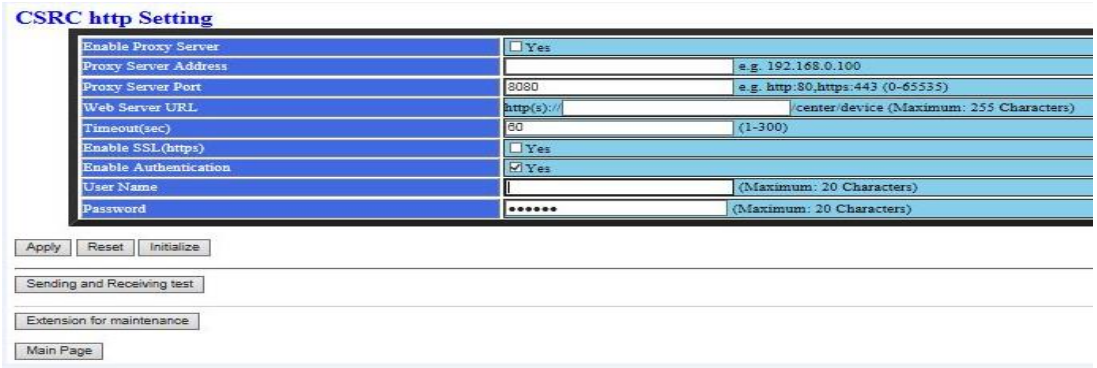
Do not perform the Sending and Receiving Test.

CS Remote Care HTTP Configuration

Alternate CS Remote Care Settings configuration option

This is not a replacement for the entire configuration process.

No.	Step	Step description
1.	Using a web browser on a computer with a separate network connection, enter the Machine NIC IP address (IPv4) in the address bar and press **[Enter]** on the keyboard of the computer.	Access Web Utilities.
2.	Enter the **User Name**: **CE** and the **Password**: **92729272**, then press the **[OK]** button.	Enter the Authentication Settings and press the OK button.
3.	Press the **Extension for Maintenance** link and then the **CSRC http Setting** link.	Access the CSRC http Setting Menu.



No.	Step	Step description
1.	Follow the previously outlined steps to configure Proxy Server Settings if required.	Configure Proxy Server Settings if required.
2.	Configure the Web Server URL for the vCare HTTP Server provided by vCare Technical Support. Direct Channel example: 10.10.10.10/webdav Dealer Channel example: 10.10.10.10/USXXX	Configure the vCare HTTP Web Server URL Address.
3.	Enable Authentication, enter the User Name and Password provided by vCare Technical Support, and then press the **[Apply]** button. Do not press the **[Sending and Receiving test]** button.	Enter the Authentication Settings provided by vCare Technical Support.
4.	Press the **[Main Page]** button until at the Main Menu and then close the web browser.	Return to the Main Menu and close the web browser.

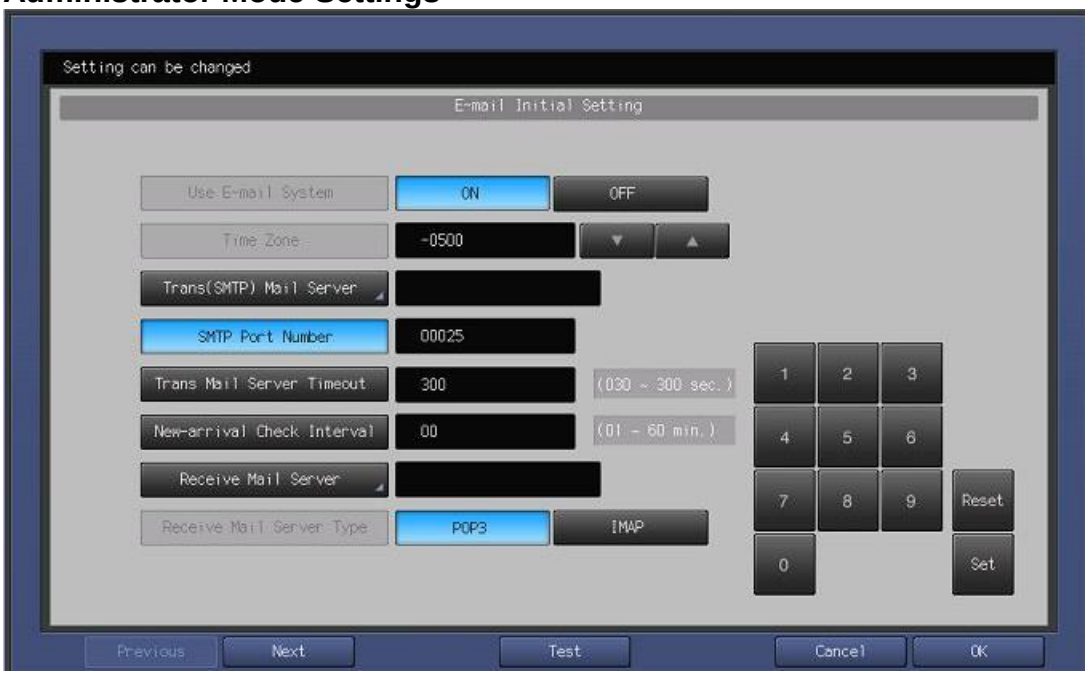
5-B

1-Way E-Mail Configuration

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 non-standard connections.

CS Remote Care 1-Way E-Mail Configuration

Administrator Mode Settings



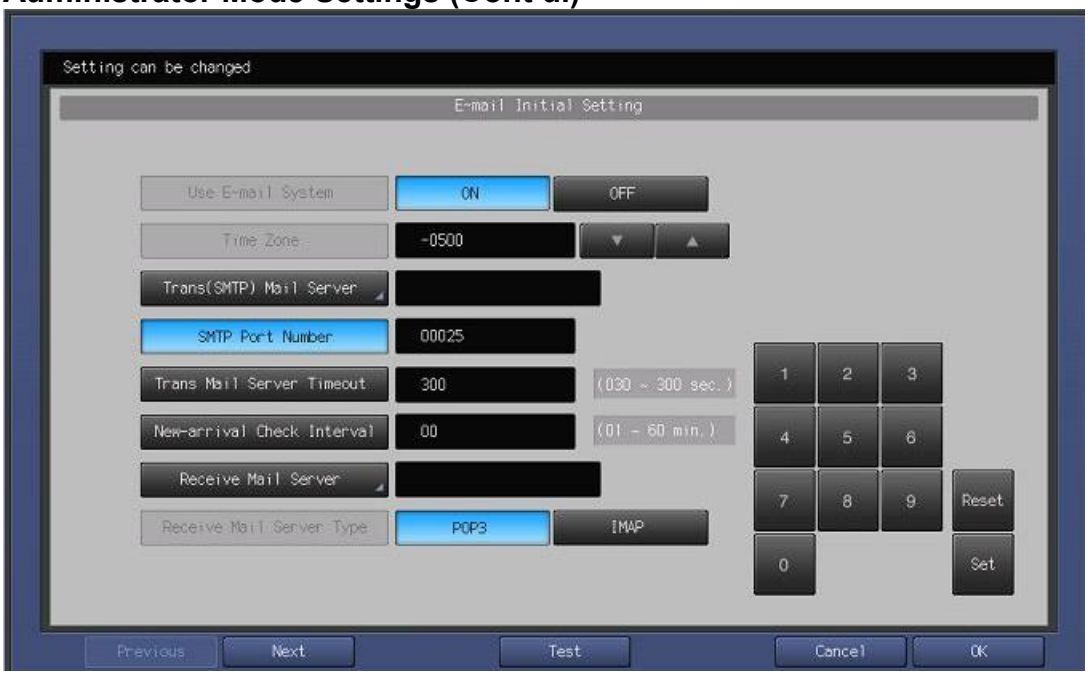
E-Mail Initial Setting

No.	Step	Step description
1.	Access the Administrator Settings Menu.	Access the Administrator Settings Menu.
2.	Press the [**Network Settings]** Menu and then press the **[E-Mail Initial Setting]** Menu.	Access the E-Mail Initial Setting Menu.
3.	Press the **[Use E-mail System]** button and press the **[On]** button.	Turn on the E-Mail System.
4.	Press the **[Time Zone]** button, configure the local Time Zone, and press the **[Set]** button.	Configure the Time Zone.
5.	Press the **[Trans(SMTP) Mail Server]** button and enter the vCare SMTP Server IP address. For non-standard configurations, a customer's E-Mail server can be configured in this location.	Configure the SMTP Server address.
6.	Change the SMTP Port number if required.	Configure the SMTP Port number.
7.	**If required**, press the **[Trans Mail Server Timeout]**, enter the new timeout value and then press the **[Set]** button.	If necessary, change the Time Out value.

E-Mail Initial Setting contains entry fields for Sending and Receiving Server Settings.

CS Remote Care 1-Way E-Mail Configuration (Cont'd).

Administrator Mode Settings (Cont'd.)



E-Mail Initial Setting (Cont'd).

No.	Step	Step description
8.	Do not change the value for the **[New-arrival Check Interval]** setting.	Leave the default value for the mail check.
9.	Do not change the value for the **[Receive Mail Server Type]** setting.	Leave the default Value (POP3) for the Receive Mail Server Type setting.
10.	Press the **[Next]** button.	Proceed to the next menu.

These fields are for the Receive Settings entries.

CS Remote Care 1-Way E-Mail Configuration (Cont'd).

Administrator Mode Settings (Cont'd.)

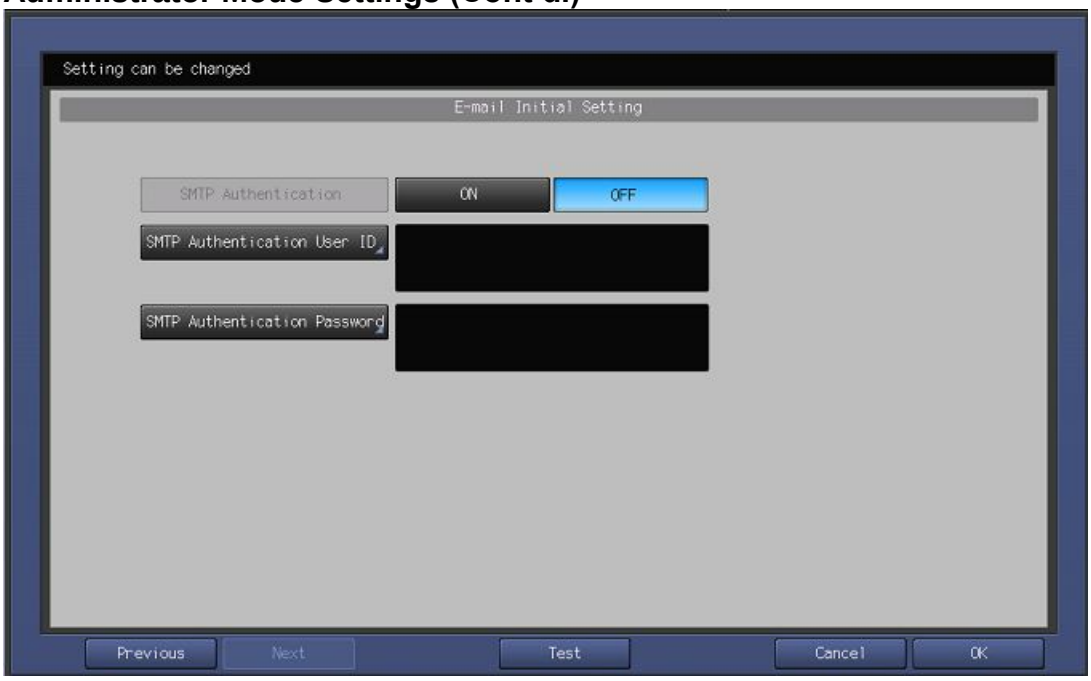
E-Mail Initial Setting (Cont'd).

No.	Step	Step description
11.	Do not change the default value for the **[POP3/IMAP Port Number]** setting.	Leave the default value for the POP3/IMAP Port Number.
12.	Press the **[E-mail Address for Machine]** button, enter the e-mail address provided by vCare Technical Support, and press the **[OK]** button. For non-standard configurations, this entry may be related to the Customer's Mail Server.	Enter a value for the Receive E-Mail Address (RX Setting E-Mail Address).
13.	Press the **[Next]** button.	Proceed to the next Menu.

These fields are for the SMTP Authentication Settings.

CS Remote Care 1-Way E-Mail Configuration (Cont'd).

Administrator Mode Settings (Cont'd.)



E-Mail Initial Setting (Cont'd).

No.	Step	Step description
14.	Press the **[ON]** button for **SMTP Authentication**. Non-standard configurations may require settings related to the customer's E-Mail Server or SMTP Authentication may need to remain **[Off]**.	Turn on SMTP Authentication.
15.	If SMTP Authentication is **[ON]**, then press the **[SMTP Authentication User ID]** button, enter the value provided by vCare Technical Support and then press the **[OK]** button. Next, press the **[SMTP Authentication Password]** button, enter the value provided by vCare Technical Support, press the **[OK]** button and then press the **[OK]** button again. Non-standard configurations may require settings related to the customer's E-Mail Server or SMTP Authentication may need to remain **[Off]**.	Enter the Authentication values provided by vCare Technical Support and then return to the Network Setting Menu.
16.	Press the **[Close]** button until returning to the Ready to Copy screen.	Return to the Ready to Copy screen.

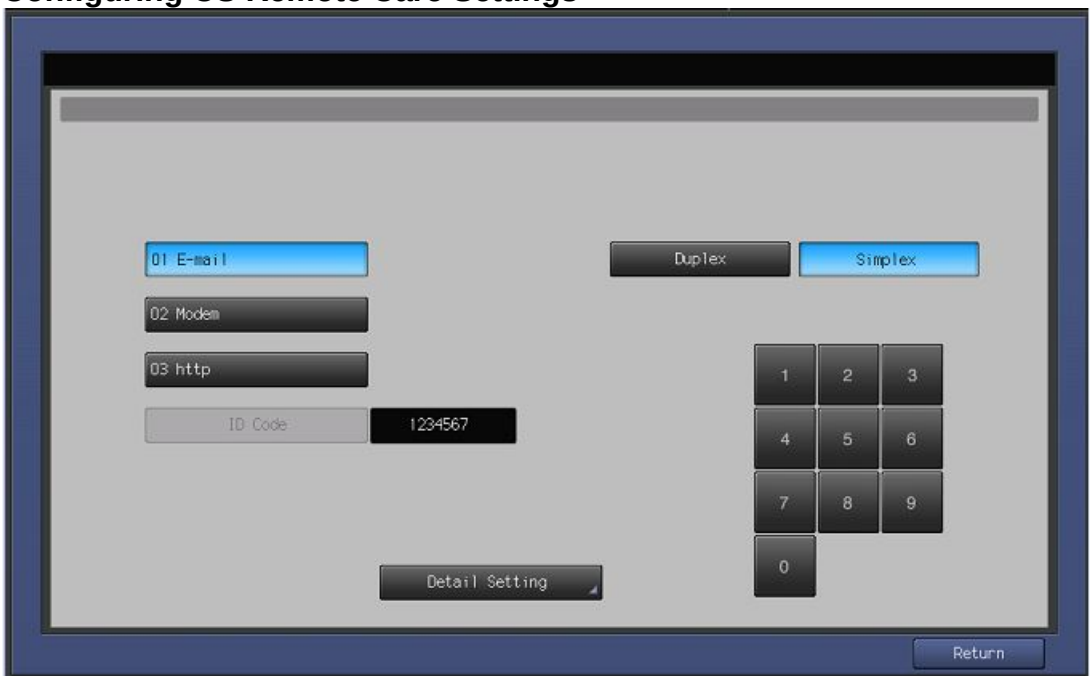
5-B

1-Way E-Mail Configuration

E-Mail communication with the vCare Server for these models would use E-Mail and Simplex selections.

CS Remote Care 1-Way E-Mail Configuration

Configuring CS Remote Care Settings



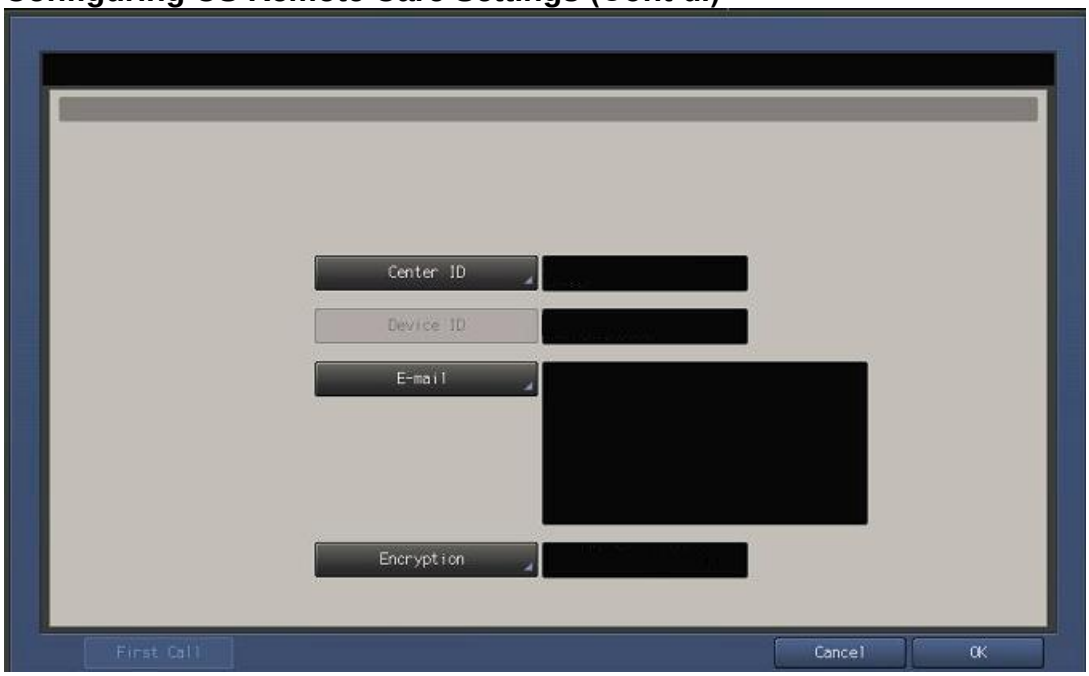
Accessing CS Remote Care

No.	Step	Step description
1.	From the “Ready to Copy” screen, access Service Mode, press the **[CS Remote Care]** button from the left side menu, and then press the **[CS Remote Care]** button from the right side menu.	Access Service Mode>CS Remote Care.
2.	Press the **[E-Mail]** button and then the **[Simplex]** button.	Select Email and Simplex options.
3.	Press the **[ID]** code button, enter the Service Engineer ID number, press the **[ID Code]** button again, and then press the **[Detail Setting]** button.	Access the Detail Setting Menu.
4.	Press the **[RAM Clear]** button, press the **[Execute]** button, and then press the **[Return]** button.	Perform RAM Clear and then return to the CS Remote Care Menu.
5.	Repeat Steps 1-3.	Repeat the steps to choose E-Mail, Simplex, and to log in to CS Remote Care Detail Settings.

The Center ID is the vCare ComServer ID Number for the registration of the machine in the vCare System and must be entered using capital letters.

CS Remote Care 1-Way E-Mail Configuration

Configuring CS Remote Care Settings (Cont'd.)



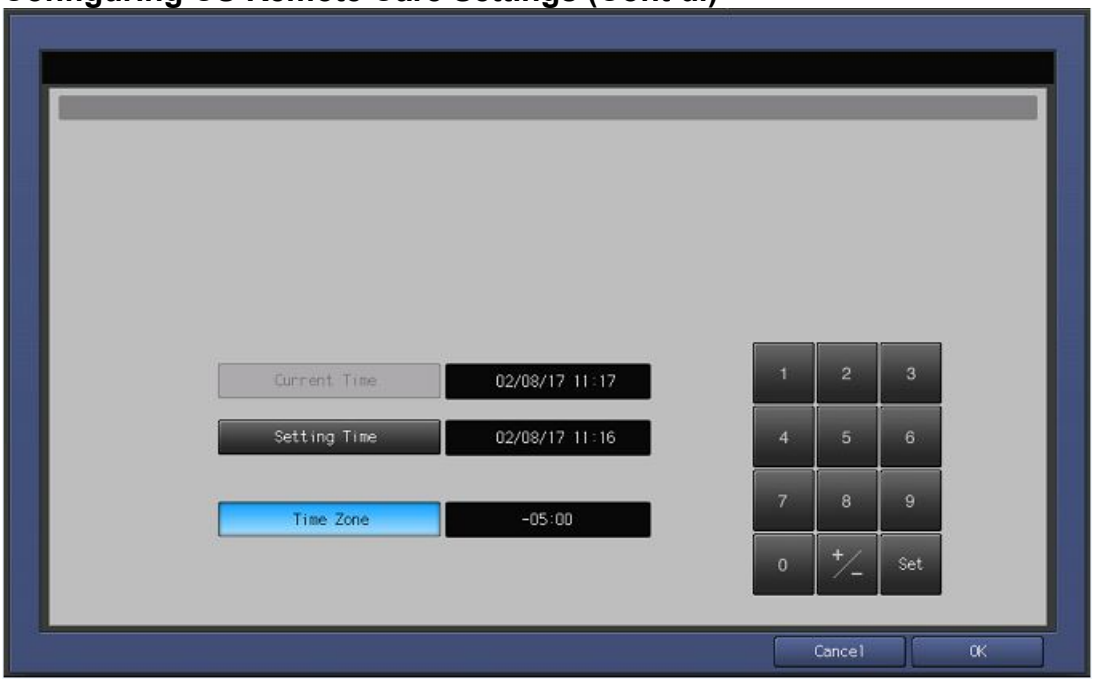
CS Remote Care Basic Settings

No.	Step	Step description
1.	Press the **[Center ID]** button and enter the vCare ComServerID number associated with the machine's vCare registration.	Enter the Center ID using capital letters for the "US".
2.	Verify that the Device ID number matches the serial number from the sticker on the physical body of the unit.	Verify the Device ID.
3.	Press the **[E-Mail]** button and enter the E-Mail address value associated with the vCare ComServer ID number. Direct Channel example: kmcorex@kmbsvcare.com From Center ID numbers US300-US3xx, the x becomes the last three numbers of the Center ID. Dealer Channel example: KMDcorex@kmbizhubvcare.com For Dealer Channel the x is one number higher than the ending of the Center ID number.	Enter the E-Mail address corresponding with the vCare Comserver ID number for the vCare registration of this machine.
4.	Press the **[Encryption]** button and select **"Not Use Encryption"** and then press the **[OK]** button.	Set Encryption to Not Use Encryption and then return to the Basic Settings Menu.

CS Remote Care has a Date/Time Setting which is separate from the Administrator Setting Date/Time Setting. Both must be in sync.

CS Remote Care 1-Way E-Mail Configuration

Configuring CS Remote Care Settings (Cont'd.)



CS Remote Care Date/Time Setting

No.	Step	Step description
1.	Press the **[Date/Time Setting]** button. Press the **[Setting Time]** button and configure the current Date, Time (24-Hour Format) pressing the **[Set]** button for each section.	Configure the Date and Local Time (24-Hour Format).
2.	Press the **[Time Zone]** button, configure the local Time Zone, press the **[Set]** button and then press the **[OK]** button.	Configure the local Time Zone and then return to the Basic Settings Menu.

The Periodical Transmission Setting will be performed at the specified time every day.

CS Remote Care 1-Way E-Mail Configuration

Configuring CS Remote Care Settings (Cont'd.)

Periodical Transmission Setting

No.	Step	Step description
1.	Press the **[Periodical Transmission Setting]** button.	Access the Periodical Transmission Setting Menu.
2.	Press the **[Everyday]** button, enter the current local time in 24-Hour format, press the **[Set]** button, and then press the **[OK]** button.	Configure the Periodical Transmission Settings and then return to the Basic Settings Menu.

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

Configuring CS Remote Care Settings (Cont'd.)

Fixed Date/Time Setting

No.	Step	Step description
1.	Press the **[Fixed Date/Time]** button, configure the current Date, and current local Time in 24-Hour format, pressing the **[Set]** button for each section, and then press the **[OK]**.	Configure the Fixed Date/Time settings and then return to the Basic Settings Menu.
2.		

Collecting Data Setting

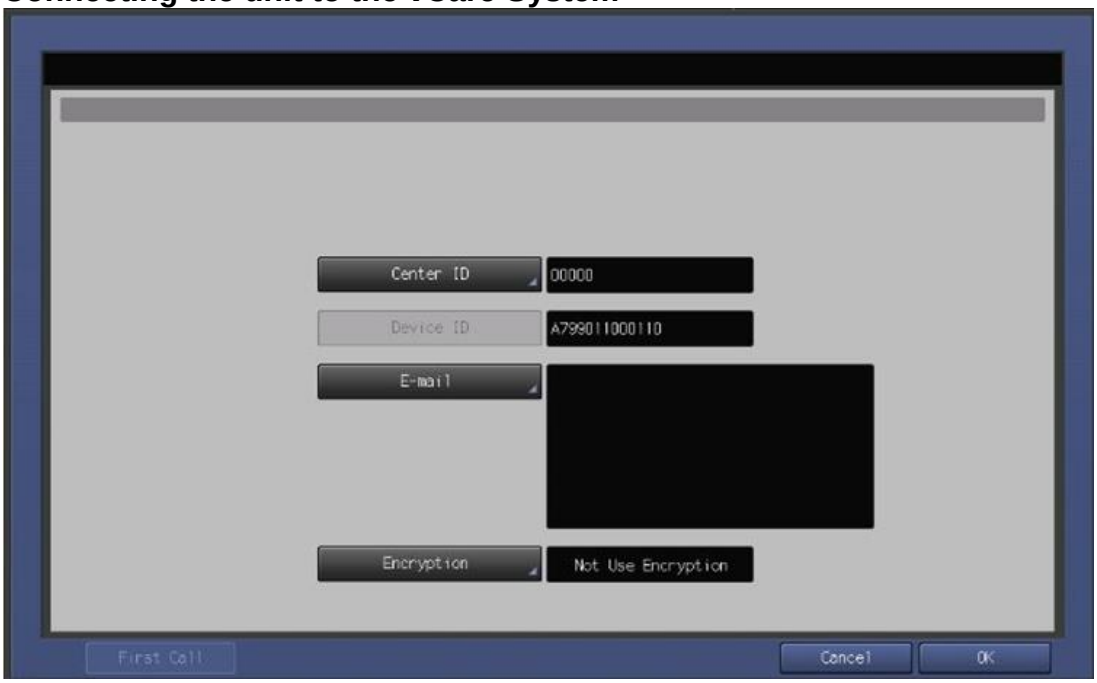
No.	Step	Step description
1.	Press the **[Collecting Data Setting]** button.	Access the Collecting Data Setting Menu.
2.	Press the buttons for **[Basic Data]**, **[Machine Adjustment Data]**, and **[Coverage Data]**, and then press the **[OK]** button.	Select the Collecting Data Setting buttons and then return to the Basic Settings Menu.

The First Call 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



Connecting the unit to the vCare System

No.	Step	Step description
1.	From the CS Remote Care Main Menu, press the **[Basic Setting]** button.	Access the Basic Setting Menu.
2.	Press the **[First Call]** button from the lower left side of the screen.	Perform the First Call to the vCare System.
3.	If the panel displays an error code, proceed to troubleshoot. If the panel returns to the CS Remote Care Setting Menu and displays “Finished Normally,” proceed to the next step.	Proceed to the next step or begin troubleshooting.
4.	Wait about one minute, press the **[ID Code]** button, enter the Service Engineer’s seven-digit ID number, and then press the **[ID Code]** button again.	Start Maintenance.
5.	Wait about one minute and then press the **[Maintenance Comp]** button.	Complete Maintenance, and return to Service Mode.
6.	Press the **[Close]** button until the panel displays the Ready to Copy screen.	Return to Ready to Copy.

5-B

1-Way E-Mail Configuration

Some configuration settings can be set using Web Utilities.

This is not intended to be a replacement for the standard configuration process.

Do not perform the Sending and Receiving Test.

CS Remote Care 1-Way E-Mail Configuration

Alternate CS Remote Care Settings configuration option

This is not a replacement for the entire configuration process.

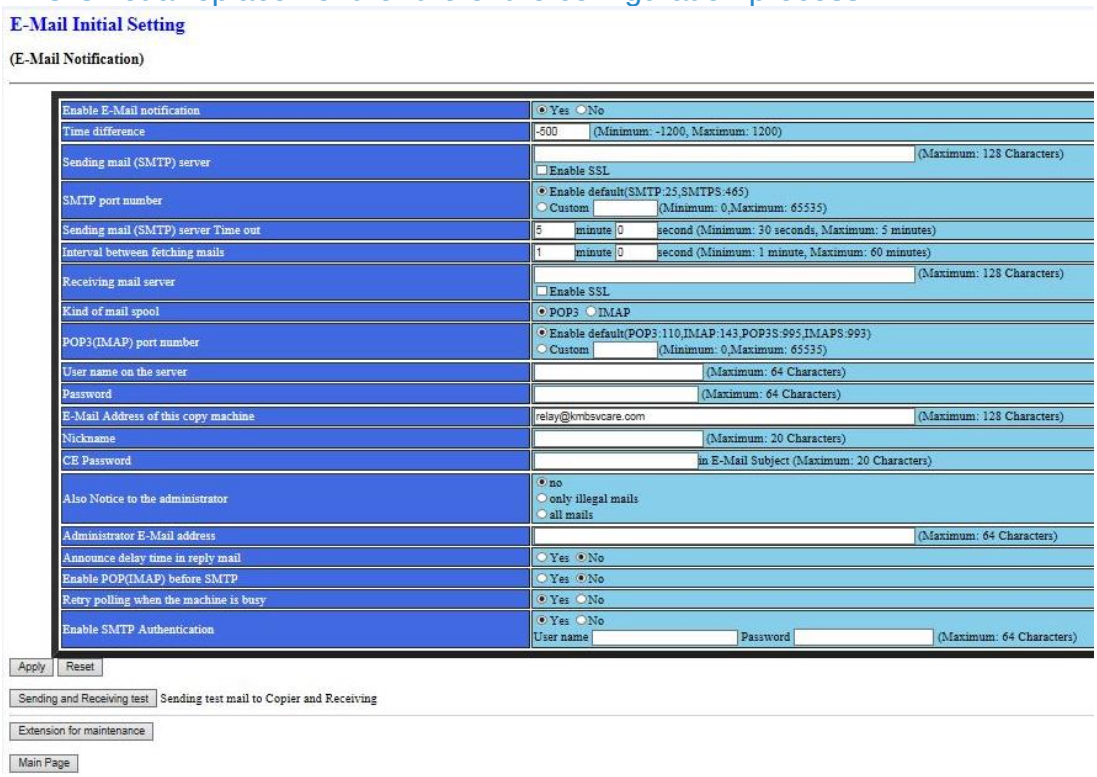
No.	Step	Step description
1.	Using a web browser on a computer with a separate network connection, enter the Machine NIC IP address (IPv4) in the address bar and press **[Enter]** on the keyboard of the computer.	Access Web Utilities.
2.	Enter the **User Name**: **CE** and the **Password**: **92729272**, then press the **[OK]** button.	Enter the Authentication Settings and press the OK button.
3.	Press the **Extension for Maintenance** link and then the **E-Mail Initial Setting** link.	Access the CSRC http Setting Menu.

The screens to follow allow entry for all settings with exception to Software Dipswitch settings and CS Remote Care Settings.

CS Remote Care 1-Way E-Mail Configuration (Cont'd.)

Alternate CS Remote Care Settings configuration option

This is not a replacement for the entire configuration process.



No.	Step	Step description
1.	For **Enable E-Mail Notification**, press the **Yes** radio button.	Enable E-Mail Notification.
2.	Configure the **Time difference** to be the local Time Zone.	Configure the Time Zone.
3.	Configure the **Sending mail (SMTP) server** with the vCare E-Mail Server IP address provided by the vCare Administrator. For non-standard configurations, this entry may be related to the Customer's Mail Server.	Configure the Receiving Mail Server address.
4.	Change the SMTP Port number if required.	Configure the SMTP Port number.
5.	**If required**, configure the **Sending mail (SMTP) server Time out** with a timeout value.	If necessary, change the Time Out value.
6.	Change the value for **[Interval between fetching mails.]** to **0**.	Change the Mail Check to 0.

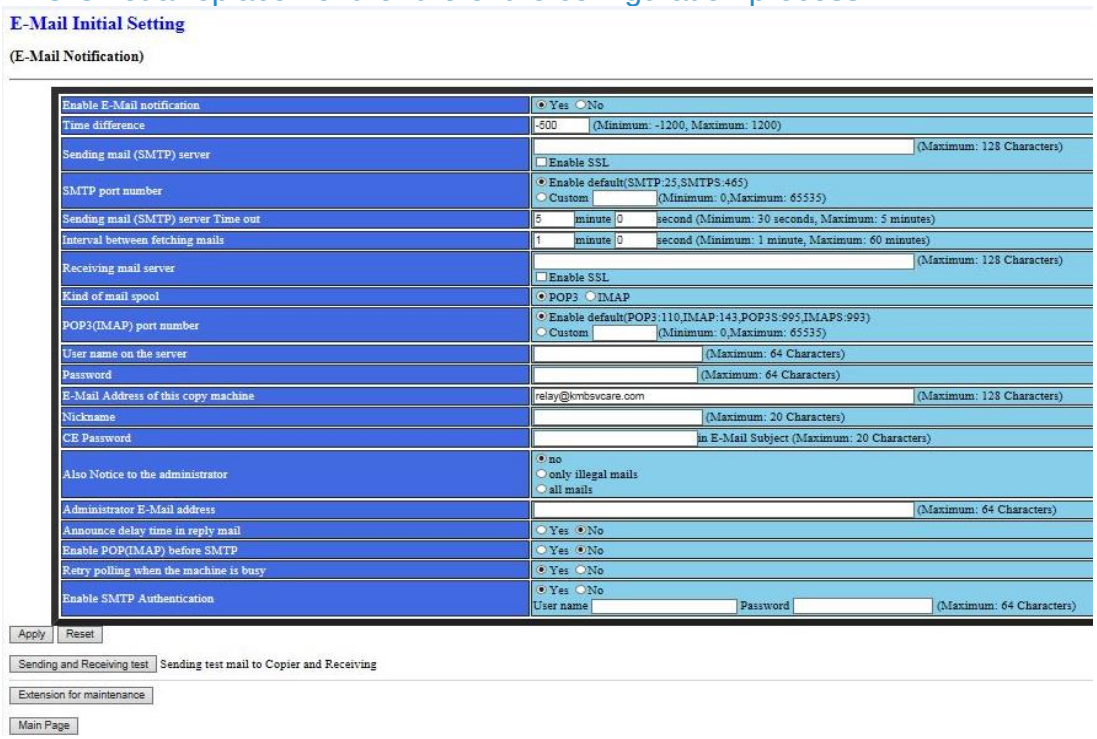
These settings are generally provided by vCare Technical Support.

For non-standard configurations, they may be associated with a customer's mail server.

CS Remote Care 1-Way E-Mail Configuration (Cont'd.)

Alternate CS Remote Care Settings configuration option

This is not a replacement for the entire configuration process.



No.	Step	Step description
7.	For the **Receiving mail server**, enter the server address provided by vCare Technical Support. For non-standard connections, this may be related to the customer's Mail Server.	Enter the value for the Receiving mail server.
8.	Do not change the **Kind of mail spool** value.	Leave the default value for the Kind of Mail Spool (POP3).
9.	Do not change the value for **POP3(IMAP) port number**.	Leave the default value for the POP3(IMAP) port number.
10.	For the **User name on the server** enter the receive e-mail address provided by vCare Technical Support. For non-standard connections, this may be related to the customer's Mail Server.	Enter the vCare Email Address provided by vCare Technical Support.
11.	For the **Password**, enter the receiving mail box password provided by vCare Technical Support.	Enter the vCare mail box password provided by vCare Technical Support.

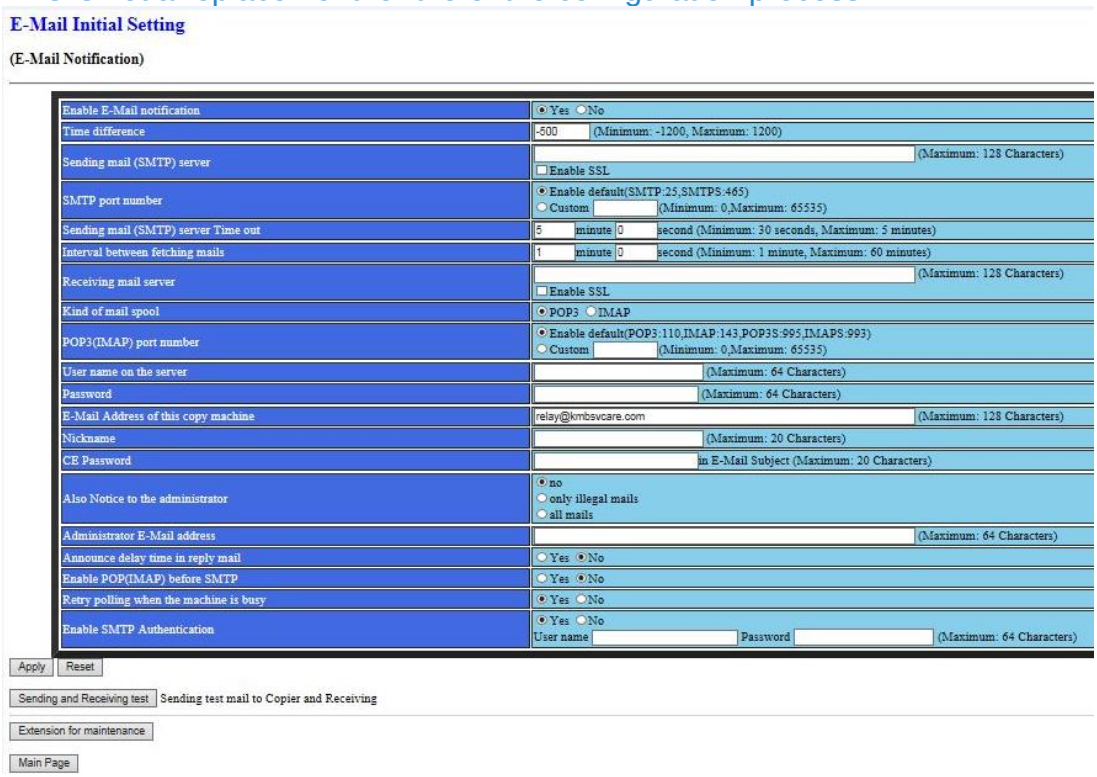
These settings are generally provided by vCare Technical Support.

For non-standard configurations, they may be associated with a customer's mail server.

CS Remote Care 1-Way E-Mail Configuration (Cont'd.)

Alternate CS Remote Care Settings configuration option

This is not a replacement for the entire configuration process.



No.	Step	Step description
12.	For the **E-Mail Address of this copy machine**, enter the receive E-Mail address provided by vCare Technical Support. For non-standard connections, this may be related to the customer's E-Mail server.	Enter the vCare Email Address provided by vCare Technical Support (Receive Setting).
13.	For **Nickname**, enter **"CE"**.	Enter the Nickname.
14.	For **CE Password**, enter **"92729272"**.	Enter the CE Password.
15.	For **Also Notice to the administrator**, select "**No**."	Set Also Notice to the administrator to "No."
16.	For **Administrator E-Mail address**, enter the E-mail address provided by vCare Technical Support. For non-standard connections, this may be related to the customer's E-Mail server.	Enter the vCare Email Address provided by vCare Technical Support (SMTP Setting).
17.	For **Announce delay time in reply mail**, select **No**.	Set Announce delay time in reply mail to no.
18.	For **Enable POP(IMAP) before SMTP**, select **No**.	Set Enable POP(IMAP) before SMTP to no.
19.	For **Retry polling when the machine is busy**, select **No**.	Set Retry polling when the machine is busy to no.

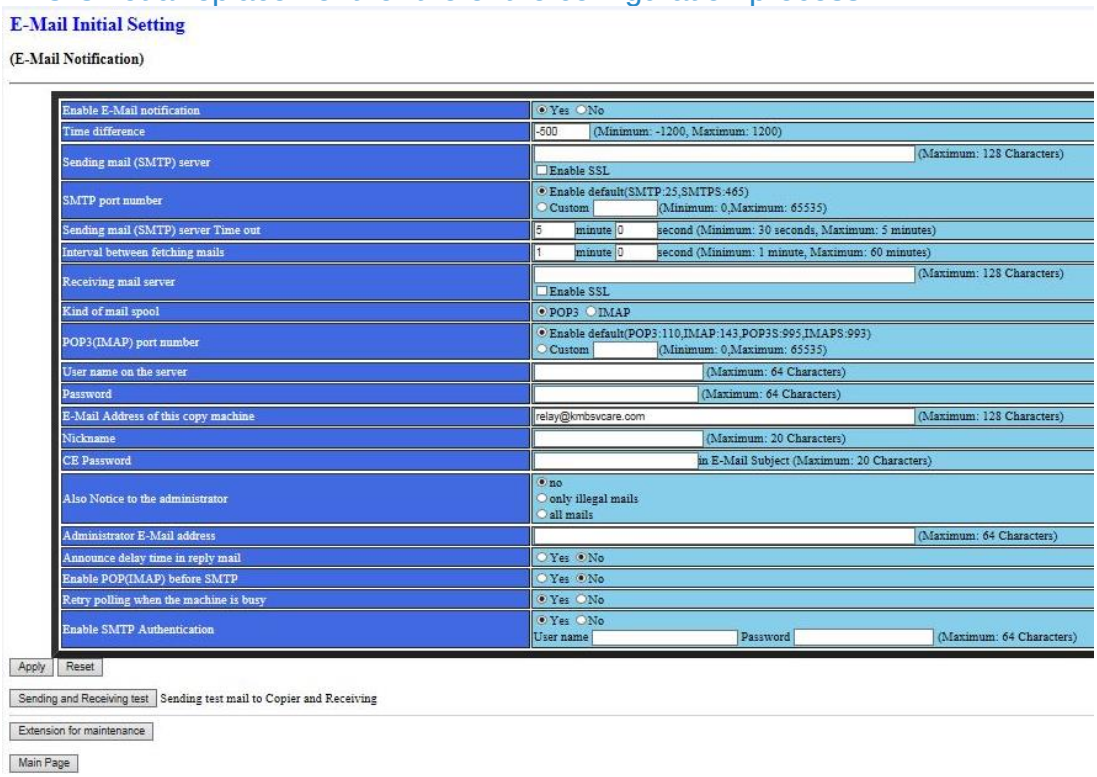
These settings are generally provided by vCare Technical Support.

For non-standard configurations, they may be associated with a customer's mail server.

CS Remote Care 1-Way E-Mail Configuration (Cont'd.)

Alternate CS Remote Care Settings configuration option

This is not a replacement for the entire configuration process.



No.	Step	Step description
1.	To **Enable SMTP Authentication**, select **Yes**.	Turn on SMTP Authentication.
2.	If SMTP Authentication is set to "**Yes**," then enter the values provided by vCare Technical Support for User name and Password, press the **[Apply]** button, and then press the **[Main Page]** button until the first menu is displayed and close the web browser. Do not press the [Sending and receiving test] button. Non-standard configurations may require settings related to the customer's e-mail server or SMTP Authentication may need to be disabled by selecting "**No"** for **Enable SMTP Authentication**.	Enter the Authentication values provided by vCare Technical Support, press Apply, use the **[Main Page]** button to return to the first menu, and close the web browser.
3.	Reboot the machine and return to Service Mode on the machine.	Reboot the machine and return to Service Mode on the machine.

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

They can be viewed or downloaded from the www.mykonicaminolta.com website.

Troubleshooting

Observing the SMTP Log

```
----------Sending Part (SMTP LOG)----------

== No.1==
To:
Subject:
Date:        Thu, 30 Apr 2009 11:26:44
Kind:        Test Mail
Result:      Succeed

== No.2==
To:          host@csrc.konicaminolta.com
Subject:     AAB_LAB01_A0U0011000024_RQZRZRZR
Date:        Thu, 30 Apr 2009 11:21:23
Kind:        CSRC Mail
Result:      Succeed

== No.3==
To:          host@csrc.konicaminolta.com
Subject:     AAB_LAB01_A0U0011000024_RQZRZRZR
Date:        Thu, 30 Apr 2009 11:21:09
Kind:        CSRC Mail
Result:      Succeed

== No.4==
To:          host@csrc.konicaminolta.com
Subject:     AAB_LAB01_A0U0011000024_USZRZRZR
Date:        Thu, 30 Apr 2009 11:19:23
Kind:        CSRC Mail
Result:      Succeed
```

Observe the HTTP Communication results listed in the “SMTP LOG” and have the results on hand when calling vCare technical support.

A Communication Log can be saved to a USB storage device.

Troubleshooting (Cont'd).

Saving the Communication Log on to a USB Storage Device

No.	Step	Step description
1.	Access Service Mode from the Ready to Copy screen.	Access Service Mode.
2.	Press the **[List Output]** button. If the "Communication Log List" button does not appear, in [Service Mode] > select [System Setting] > [Software DIPSW Setting] and set [30-1] to On(1).	Access the List Output Menu.
3.	Press the **[Output All to USB]** button and press the **[OK]** button.	Perform the Output All to USB function.
4.	Press the **[OK]** button when the "Batch Output to USB Memory is complete" message is displayed.	Complete the function.
5.	Remove the USB Device and then exit Service Mode. The save file will include all management list information. The file name should start with "listprint." The following is Remote Diagnostic Report section of the list output file.	Complete the process. The file opens in Notepad or an equivalent application. Perform find using the following string: "Remote diagnostic report" to access log.

A Communication Log can also be printed by following these instructions.

Troubleshooting (Cont'd).

Printing a vCare Communication Log

No.	Step	Step description
1.	Access Service Mode from the Ready to Copy screen.	Access Service Mode.
2.	Press the **[List Output]** button. If the "Communication Log List" button does not appear, in [Service Mode] > select [System Setting] > [Software DIPSW Setting] and set [30-1] to On(1).	Access the List Output Menu.
3.	Press the **[Communication Log List]** button, press the **[Print Mode]** button, and then press the button.	Print out the Communication Log List.
4.	Press the **[Exit PrintMode]** button and then press the **[Close]** button until the Ready to Copy screen is displayed.	Exit Print Mode and return to the Ready to Copy screen.