

vCare Example Configuration Guide

bizhub C25



Table of Contents

1: Table of Contents	2
2: Requirements/Contact information	3
vCare Requirements.....	3
Network Requirements.....	3
vCare Technical Support Contact Information.....	3
3: Operation Panel Overview	4
4: Administrator Mode	5
Administrator Mode Configuration.....	5
Accessing Administrator Mode	5
Date & Time Settings	5
5: Service Mode	6
CS Remote Care Configuration.....	6
Accessing CS Remote Care.....	6
5-A: CS Remote Care HTTP Configuration (Panel)	7
CS Remote Care configuration Detail Settings.....	7 , 8
Connecting the unit to the vCare System.....	9
CS Remote Care configuration Detail Settings (Cont'd).....	10 , 11
5-B: CS Remote Care HTTP Configuration (Pagescope)	12
CS Remote Care configuration Detail Settings.....	13
CS Remote Care configuration Detail Settings (Cont'd.) & Init. Connection.....	14
CS Remote Care configuration Detail Settings (Cont'd).....	15 , 16
6: Troubleshooting	17
HTTP Error Codes.....	17

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: There is no minimum firmware required related to vCare for this model. It is recommended to flash the firmware to the latest available level 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.

vCare Technical Support Contact Information:

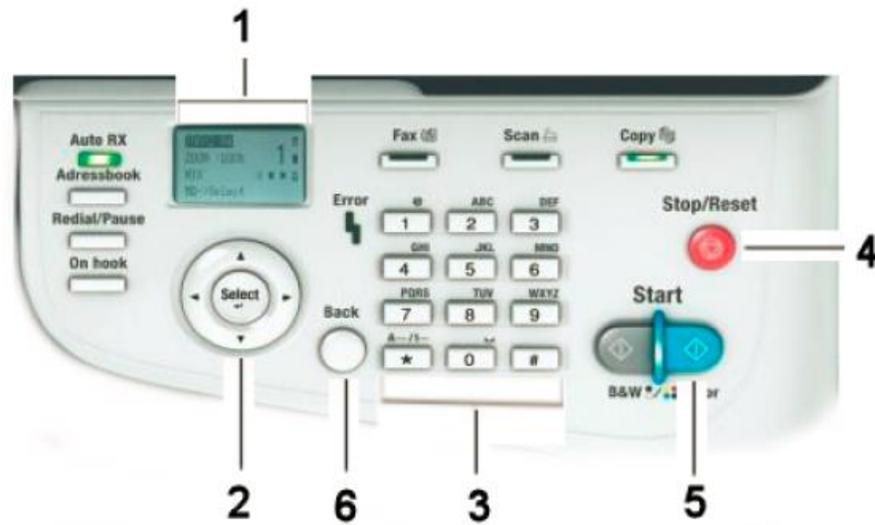
Phone Support: 1-800-825-5664

Email Address: kmbsvcaresupport@kmbs.konicaminolta.us

Configuration of the model shown in this guide are performed using the machine's Operation Panel.

They can also be configured using the CSRC pages of the Pagescope interface.

Operation Panel Machine Operation Panel Overview



No.	Item Name	Description
1.	Digital Display	Digital display for the Operation Panel.
2.	[Select] button	This button is used to access the various menus and select operation items.
3.	Number Pad	The physical Number Pad.
4.	[Stop] button	Stop Operation button.
5.	[Start] button	Start Operation button.
6.	[Back] button	This button accesses the previous Menu option.

When entering settings, the  button will change key entries between numbers, letters and symbols. The physical Number Pad acts like additional key presses on the same key in the same way as older touch-tone telephones with physical buttons or older mobile phones with physical number pads in that they will change the entry with each repeated key press.

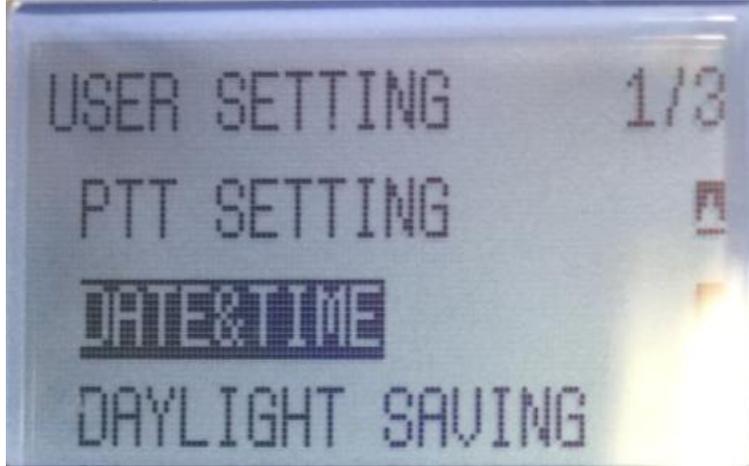
For example, press  once, and capital "A" will appear. Press it again, "B", and then "C" will appear with continued presses of the same key. Press a fourth time, and lower case "a", followed by "b" and "c" will appear for entry with continued key presses of the same key.

Using the  button right and left arrows will change entry/replace/delete points for each entry.

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



No.	Step	Step description
1.	 Press the down and then press the [Select] button when "User Setting" is highlighted.	Access the User Setting Menu.

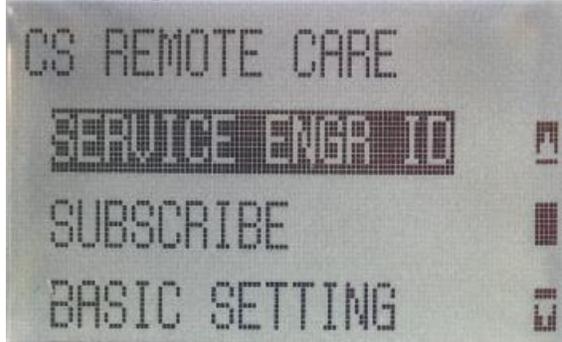
Date/Time Settings

No.	Step	Step description
1.	 Press the down and then press the [Select] button when "Date&Time" is highlighted.	Access the Date&Time settings Menu.
2.	Change the Date, Time (24-Hour Format), and Time Zone to the current local information, and then press the  button to return to the Main Menu .	Change the Date & Time settings and then return to the Main Menu.

CS Remote Care is accessed through the Service Mode.

CS Remote Care Configuration

Accessing CS Remote Care

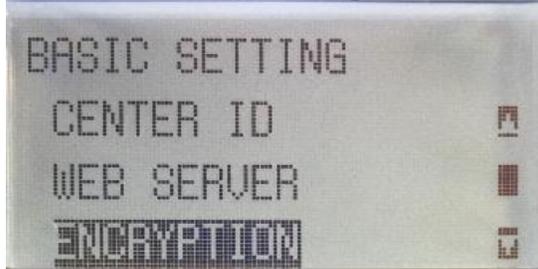


No.	Step	Step description
1.	Press the  down and then press the [Select] button when “ Report/Status ” is highlighted.	Access the Report/Status Menu.
2.	Press the  button, and then on the digital keypad press 0,0 and then the  button and on the digital keypad press 0,1.	Access Service Mode.
3.	Press the  down and then press the [Select] button when “ PS/PCL ” is highlighted.	Access the PS/PCL Menu.
5.	Press the [Select] button when “ CS Remote Care ” is highlighted.	Access the CS Remote Care Main Menu.

HTTP configuration settings for the Server Settings is always configured to point to the vCare HTTP Server URL.

CS Remote Care HTTP Configuration

CS Remote Care Configuration Detail Settings

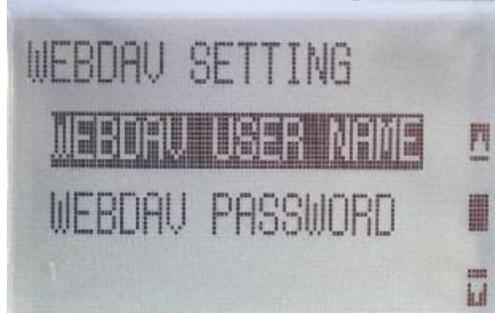


No.	Step	Step description
1.	Press the [Select] button when “ Service Engineer ID ” is highlighted, enter the Servicing Technician’s seven digit ID number, and then press the [Select] button again.	Enter the Servicing Technician’s ID number.
2.	Use the  to highlight “ Basic Setting ” and then press the [Select] button. <i>Perform RAM Clear if the unit has previously entered settings. If not, proceed to the next step.</i>	Access the Basic Setting Menu.
3.	Use the  to highlight “ Center ID ” and then press the [Select] button. Enter the vCare ComServerID number, which the device is registered to in the vCare System and then press the [Select] button.	Enter a Center ID for CS Remote Care and then return to the Basic Settings Menu.
4.	Use the  to highlight [Web Server] and then press the [Select] button. Enter the WebDAV Server IP Address provided by vCare Technical Support, and then press the [Select] button.	Enter the Web Server URL Address and then return to the Basic Settings Menu. <i>Direct Channel example:</i> 10.10.10.10/webdav <i>Dealer Channel Example:</i> 10.10.10.10/USXXX
5.	Use the  to highlight “ Encryption ” highlight “ No ”, press the [Select] button, highlight “ NO ”, and then press the [Select] button.	Turn off Encryption, and then return to the Basic Settings Menu.
6.	Use the  to highlight “ Comm. Method ”, press the [Select] button, highlight “ Simplex ”, and then press the [Select] button.	Select Simplex Communication Method and then return to the CS Remote Care Menu.
7.	Use the  to highlight “ WebDAV Settings ”, press the [Select] button, highlight “ Enable SSL ”, highlight “ No ” and then press the [Select] button.	Turn off SSL and then return to the WebDAV Setting Menu.

The WebDAV Authentication settings are provided by vCare Technical Support.

CS Remote Care HTTP Configuration

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

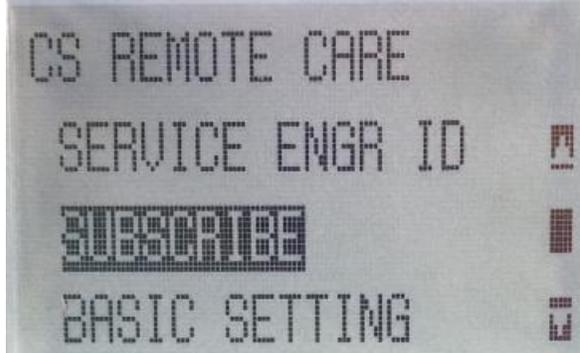


No.	Step	Step description
1.	 <p>If required, use the  to highlight “Proxy Server” related options, configure the settings for the customer’s Proxy Server and Authentication (if required), pressing the [Select] button to set them, and then return to the WebDAV Settings menu.</p>	<p>Enter the customer’s Proxy Server and Proxy Server Authentication Settings if required.</p> <p><i>If not required, skip this step.</i></p>
2.	 <p>Use the  button to highlight “WebDAV Auth.” and press the [Select] button. Highlight “ON” and then Press the [Select] button.</p>	<p>Turn on WebDAV Authentication and then return to the WebDAV Settings Menu.</p>
3.	 <p>Use the  button to highlight “WebDAV User Name” and press the [Select] button. Enter the User Name provided by vCare Technical Support and then press the [Select] button.</p>	<p>Enter the Authentication User Name and then return to the WebDAV Settings Menu.</p>
4.	 <p>Use the  button to highlight “WebDAV Password” and press the [Select] button. Enter the WebDAV Password provided by vCare Technical Support, press the [Select] button, and then press the [Select] button again.</p>	<p>Enter the WebDAV Password and then return to the CS Remote Care Menu.</p>

Subscribe is the first connection to the vCare System.

After successful connection, Additional configuration for Report Settings should be configured.

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

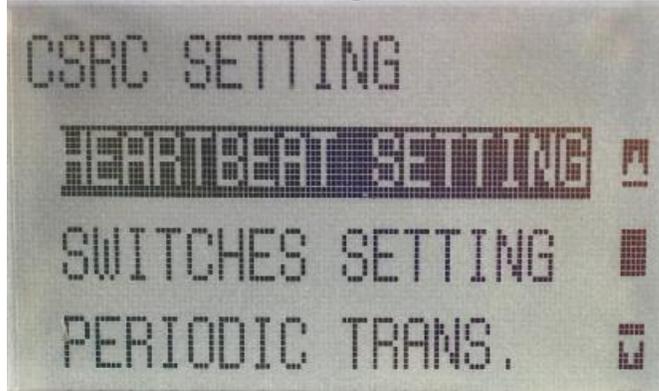


No.	Step	Step description
1.	 <p>Use the  button to highlight “Subscribe,” press the [Select] button, highlight “Yes”, and then press the [Select] button to begin Subscribe.</p> <p>If “Completed” is displayed, proceed to the next step. If not, begin troubleshooting.</p>	Perform Subscribe to connect the unit to vCare, and then return to the CS Remote Care Menu.
2.	 <p>Use the  button to highlight “Service Engr ID”, press the [Select] button, delete the number displayed, enter a Service Engr. ID number and then press the [Select] button.</p>	Enter the Service Engineer’s ID number, and then return to the CS Remote Care Menu.
3.	 <p>Use the  button to highlight “Maintenance Start”, press the [Select] button, highlight “Yes”, and then press the [Select] button.</p>	Start Maintenance and then return to the CS Remote Care Menu.
4.	 <p>Use the  button to highlight “CSRC Clock”, press the [Select] button. Change the Date, Time (24-Hour Format), and Time Zone to the current local information, and then press the  button to return to the CS Remote Care menu.</p>	Change the Date & Time settings, and then return to the CS Remote Care Menu.
5.	 <p>Use the  button to highlight “CSRC Setting”, and then press the [Select] button</p>	Access the CS Remote Care Setting Menu.

The Heartbeat must be disabled, and the Periodic Transmission should be enabled for daily.

CS Remote Care HTTP Configuration

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

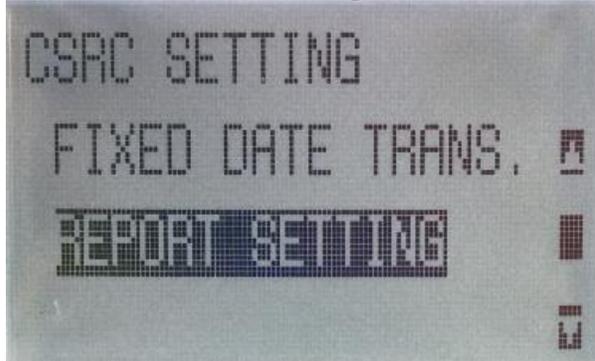


No.	Step	Step description
1.	 <p>Use the Select button to highlight “CSRC Settings”, and then press the [Select] button.</p>	Access the CSRC Settings Menu.
2.	 <p>Use the Select button to highlight “Heartbeat Settings”, highlight [No], and then press the [Select] button. Next, highlight “Enable Heartbeat”, press the [Select] button, highlight “No”, and then press the [Select] button again.</p>	Disable Heartbeat Settings and then return to the CSRC Settings Menu.
3.	 <p>Use the Select button to highlight “Switches”, and then press the [Select] button. Highlight SC Error [SC], press the [Select] button, highlight “ON”, and then press the [Select] button.</p> <p>Repeat this process for the following Switches options: Specify Date [A5], Parts Life [TP], Warning [TT], Toner Rep. [TN], Waste Full T0], Paper Jam Warning, Jam History</p>	Enable the specified Switches Settings.
4.	 <p>Use the Select button to highlight “Periodic Trans”, and then press the [Select] button.</p>	Access the Periodic Transmission Menu.
5.	 <p>Use the Select button to highlight “Enable Trans.” button, and press the [Select] button. Next, highlight [Yes], and then press the [Select] button.</p>	Enable Periodic Transmission and then return to the Periodic Transmission Menu.
5.	 <p>Use the Select button to highlight “Interval” button, and press the [Select] button. Next, highlight [Daily], and then press the [Select] button.</p>	Change the Interval to Daily, and then return to the Periodic Transmission Menu.

The Switches and Report Settings are configured in the sections to follow.

CS Remote Care HTTP Configuration

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



No.	Step	Step description
1.	Press the [Close] button and then press the [Report] settings button.	Access the Report Settings Menu.
2.	<p>Use the  button to highlight “Report Settings”, and then press the [Select] button. Highlight “Sales Count”, press the [Select] button, highlight “ON”, and then press the [Select] button.</p> <p>Repeat this process for the following Switches options: Service Count, Life Count, System Data, History Data, Adjustment Data, Coverage Data</p> <p>When finished, press the [Back] button to return to the CS Remote Care Menu.</p>	Turn on the listed Reports Settings and then return to the CS Remote Care Menu.
3.	<p>Use the  button to highlight “Maintenance End”, Highlight “Yes”, and then press the [Select] button to complete set up.</p>	Perform Maintenance End to complete the set up process.

CSRC Pagescope Setup

CS Remote Care can be configured for the unit using Pagescope Web Connection.

CS Remote Care HTTP Configuration

Accessing the Pagescope Interface



No.	Step	Step description
1.	<p>In the Web Browser of a computer on the same network as the unit, enter the machine's IP Address followed by "/index.html" and press [Enter] on the keyboard.</p> <p>Example: 10.10.10.10/csrc_index.html</p> <p>This must be done on a computer connected to the network. It cannot be performed using a Crossover connection method.</p>	Access the CSRC Page of Pagescope Web Connection for the unit.
2.	<p>At the password prompt, enter the following:</p> <p>For bizhub C25: KMBC25 For bizhub C35, 42, and 36: 92729272 For bizhub C35P: KMBC35</p> <p>Press the [OK] button when done.</p>	Enter the Authentication Password for access.

The Switches and Report Settings are configured in the sections to follow.

CS Remote Care HTTP Configuration Configuring the Detail Settings

CS Remote Care	WebDAV Settings
▶ Maintenance Mode	Proxy server <input type="text" value="Disable"/>
▼ CSRC Settings	Proxy server address <input type="text"/>
▶ Subscription Settings	Proxy server port <input type="text" value="8080"/>
▶ WebDAV Settings	Proxy Authentication <input type="text" value="Disable"/>
▶ CSRC Clock Settings	Proxy Username <input type="text"/>
▶ Retry Settings	Proxy Password <input type="text"/>
▶ Switches Settings	SSL <input type="text" value="Disable"/>
▶ Fixed Date and Time	WebDAV Authentication <input type="text" value="Enable"/>
Transmission Settings	WebDAV Username <input type="text" value="test"/>
▶ Large Size Paper Mode	WebDAV Password <input type="text" value="....."/>
▶ Manual Transmission	

No.	Step	Step description
1.	Press the [CSRC Settings] menu button and then the [WebDAV Settings] menu button.	Access the WebDAV Settings Menu.
2.	Enable the Proxy Server option; configure the customer's Proxy Server Address, Proxy Server Port if required for connection on the customer's network. Enable Proxy Authentication and enter the customer's Proxy Server Authentication information if required.	Enter Proxy Server Settings if required. <i>If not required, skip this step.</i>
3.	Change SSL to " Disable ".	Disable SSL.
4.	Change WebDAV Authentication to " Enable ".	Enable WebDAV Authentication.
5.	Enter the WebDAV Username , and WebDAV password, and then press the [Apply] button.	Enter the Authentication Settings provided by vCare Technical Support, and apply them.

The Switches and Report Settings are configured in the sections to follow.

CS Remote Care HTTP Configuration Configuring the Detail Settings (Cont'd) & Initial Connection

CS Remote Care	Basic Settings
▶ Maintenance Mode	Center ID <input type="text" value="US001"/>
▼ CSRC Settings	Device ID <input type="text" value="A2YF011000031"/>
▶ Subscription Settings	Web Server URL <input type="text" value="http(s):// 10.15.1.237/webdav"/>
▶ WebDAV Settings	Communication Method <input type="text" value="Simplex"/>
▶ CSRC Clock Settings	Encryption <input type="text" value="Disable"/>
▶ Retry Settings	Heartbeat Settings
▶ Switches Settings	Enable Heartbeat <input type="text" value="No"/>
▶ Fixed Date and Time	Interval <input type="text" value="30"/> 1 ~ 256 min.
Transmission Settings	Enable Fixed Time Transmission <input type="text" value="Yes"/>
▶ Large Size Paper Mode	Fixed Time <input type="text" value="00"/> : <input type="text" value="00"/> 24-hr format
▶ Manual Transmission	<input type="button" value="Subscribe"/> <input type="button" value="Unsubscribe (RAM Clear)"/> <input type="button" value="Clear"/>

No.	Step	Step description
1.	Press the [CSRC Settings] menu button and then the [Subscription Settings] menu button.	Access the Subscription Settings Menu.
2.	For Center ID enter the vCare ComServer ID number associated with the machine's registration.	Enter the Center ID using capital letters.
3.	The Device ID must display the machine's Serial Number properly. Verify this or correct it before proceeding to the next step.	Verify the Device ID.
4.	Enter the Web Server URL as provided by vCare Technical Support for the vCare HTTP Server. Direct Channel example: 10.10.10.10/webdav Dealer Channel example: 10.10.10.10/USXXX	Enter the vCare HTTP Server URL Address.
5.	Change the Communication Method to Simplex .	Change the communication method to Simplex.
6.	Change Enable Heartbeat to "Yes", Change Enable Fixed Time Transmission to "No", and then change Enable Heartbeat to "No".	Disable the Heartbeat.
7.	Press the [Subscribe] button.	Initiate First Connection to the vCare System.
8.	The [Subscribe] button will change to a greyed-out button "Apply". If the [Subscribe] button returns within about a minute, the connection was not successful. If it does not return, proceed to the next step.	Perform Subscribe to the vCare System to begin the Initial Connection process.

The Switches and Report Settings are configured in the sections to follow.

CS Remote Care HTTP Configuration Configuring the Detail Settings (Cont'd.)

KONICA MINOLTA

Ready

KONICA MINOLTA bizhub
C25

PAGE SCOPE Web Connection

Logout

CS Remote Care	Maintenance Mode
▶ Maintenance Mode	Service Engineer ID <input type="text" value="1234567"/>
▶ CSRC Settings	
▶ Manual Transmission	

No.	Step	Step description
1.	Press the [Maintenance Mode] button.	Enter Maintenance Mode.
2.	Enter the Service Engineer ID number and then press the [Start Maintenance] button.	Enter the Service Engineer's ID number and start Maintenance.

The Switches and Report Settings are configured in the sections to follow.

CS Remote Care HTTP Configuration Configuring the Detail Settings (Cont'd.)

CS Remote Care	Report Settings
▶ Maintenance Mode	Sales Count Data <input checked="" type="radio"/> Enable <input type="radio"/> Disable
▼ CSRC Settings	Error Count Data <input checked="" type="radio"/> Enable <input type="radio"/> Disable
▶ Subscription Settings	Service Count Data <input checked="" type="radio"/> Enable <input type="radio"/> Disable
▶ WebDAV Settings	Life Count Data <input checked="" type="radio"/> Enable <input type="radio"/> Disable
▶ Report Settings	System Data <input checked="" type="radio"/> Enable <input type="radio"/> Disable
▶ CSRC Clock Settings	History Data <input checked="" type="radio"/> Enable <input type="radio"/> Disable
▶ Retry Settings	EKC Data <input type="radio"/> Enable <input checked="" type="radio"/> Disable
▶ Switches Settings	Adjustment Data <input checked="" type="radio"/> Enable <input type="radio"/> Disable
▶ Fixed Date and Time	Coverage Data <input checked="" type="radio"/> Enable <input type="radio"/> Disable
Transmission Settings	
▶ Periodic Transmission Settings	
▶ Large Size Paper Mode	
▶ Manual Transmission	

No.	Step	Step description
1.	Press the [CSRC Settings] button and then press the [Report Settings] button.	Enter Report Settings Menu.
2.	Press the radio buttons to Enable all options except for “EKC Data” , and then press the [Apply] button.	Enable all Report options except for EKC Data and apply them.
3.	Press the [Periodic Transmission Settings] menu button.	Access the Periodic Transmission Settings Menu.
4.	Change the Interval selection to Daily , enter the current local Time in 24-hour format , and then press the [Apply] button.	Set the Periodic Transmission to “Daily” at the current time.
5.	Press the [Maintenance Mode] button.	Enter Maintenance Mode.
6.	Press the [End Maintenance] button.	Perform Maintenance Completion to complete the set up process.

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 www.mykonicaminolta.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	<ul style="list-style-type: none"> • Check user network environment. • Check http server environment.
3.	3003	http request result problem • Receive time out occurred.	<ul style="list-style-type: none"> • Check user network environment. • Check http server environment.
4.	3004	http request result problem • Receive error occurred. Or wrong request URL was specified.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Check user network environment. • Check http server environment.
6.	3008	http request result problem • Connection to WebDAV server failed.	<ul style="list-style-type: none"> • 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.

The communication log from the machine may not show these codes, but rather provide other HTTP communication errors like 0404 which are not Konica Minolta error codes.