

vCare Example Configuration Guide

bizhub C35, 42, 36 models



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: The device must be registered to the vCare System for HTTP communication protocol.

Firmware: bizhub C35 has a minimum requirement of special firmware level 30G0062605. The other models included for this guide do not have a minimum required firmware level.

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:

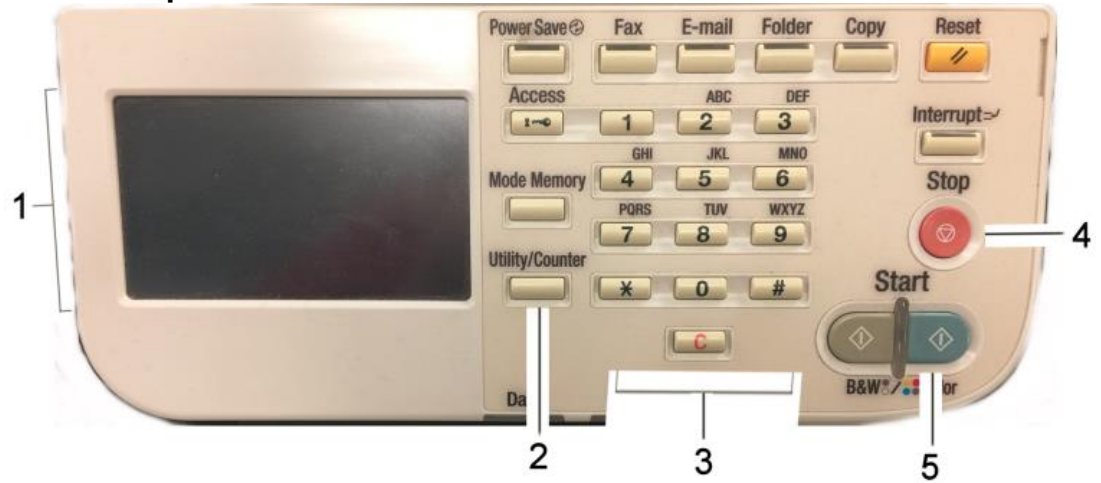
Phone Support: 1-800-825-5664

Email Address: kmbsvcaresupport@kmbs.konicaminolta.us

Configuration of the models 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

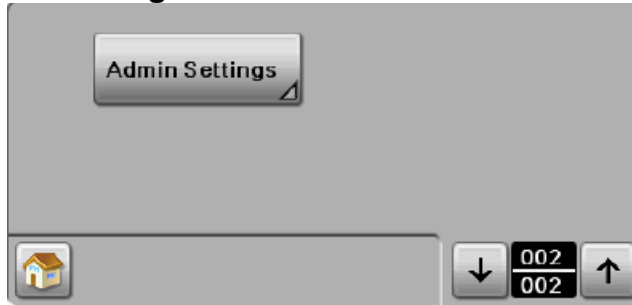




No.	Item Name	Description
1.	Touch Panel	Touch portion of Operation Panel.
2.	[Utility/Counter] button	Access the Utility/Counter Menu.
3.	Number Pad	The physical Number Pad.
4.	[Stop] button	Stop Operation button.
5.	[Start] button	Start Operation button.

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



No.	Step	Step description
1.	Press the  button.	Access the Utility/Counter Menu.
2.	Press the  button.	Access the Utility Menu.
3.	Press the [Admin Settings] button.	Access Administrator Mode.
4.	Enter the Administrator Password and then press the [OK] button twice. % Press the [C] key to clear all characters.% Touch [Delete] to delete the last character entered.% Touch [↑] to show the upper case screen.% Touch [!#?/] to show the symbol screen.	Login to Administrator Mode.

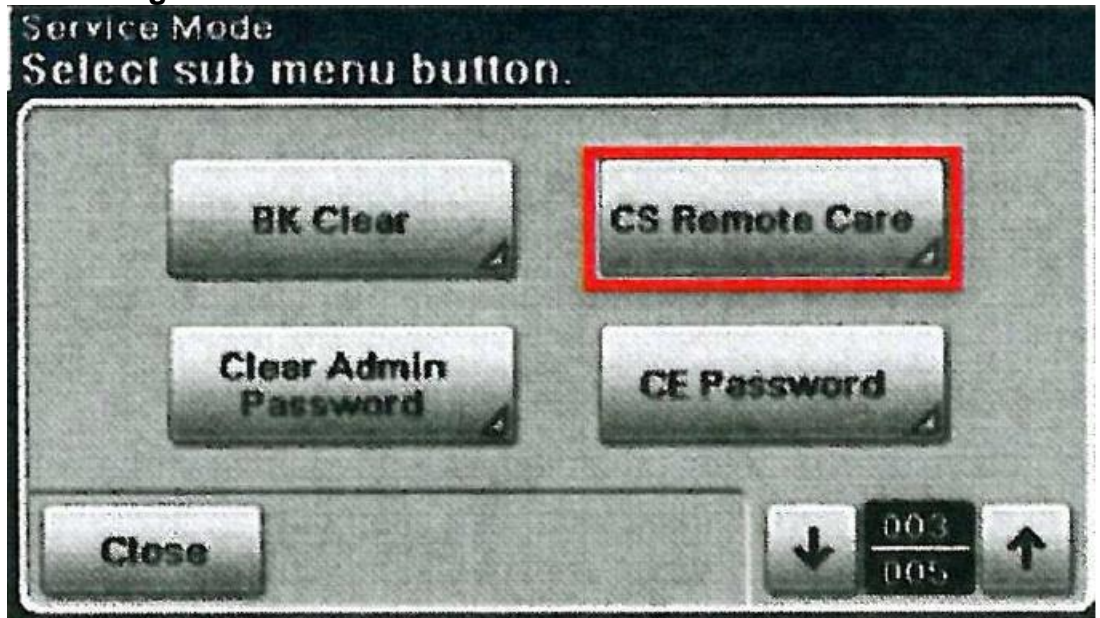
Date/Time Settings





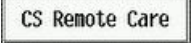

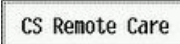
No.	Step	Step description
1.	Press the [Machine Settings] button.	Access the Machine Settings Menu.
2.	Press the [Date & Time Settings] button.	Access the Date/Time Settings.
3.	Enter Date, Time (24-hour format) and Time Zone, and then press the [Set] button, and then press the [OK] button twice.	Set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

CS Remote Care is accessed through the Service Mode.


CS Remote Care Configuration

Accessing CS Remote Care



No.	Step	Step description
1.	Press the  button.	Access the Main Menu.
2.	Press the [Meter Count] button.	Access the Counter Menu.
3.	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.
5.	Input the Service Mode Password 92729272, and then press the [OK] button twice.	Enter Service Mode Password.
6.	Press the  twice, and then press the  button.	Access the CS Remote Care Main Menu.
7.	Press the  , press the [RAM Clear] button, [Yes] button, and then the [OK] button.	Perform RAM Clear to Unsubscribe.
8.	Press the  button.	Access the CS Remote Care Menu again.


CS Remote Care Clock Settings

No.	Step	Step description
1.	Press the [CSRC Clock] button.	Access the CSRC Clock Menu
2.	Press the [Date] button twice. Correct the Date, Time (24-Hour format), and Time Zone using current local information and then press the [Close] button twice to exit Time settings.	Configure the Date & Time Settings for CS Remote Care, and then return to the previous Menu.
3.	Press the  button.	

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

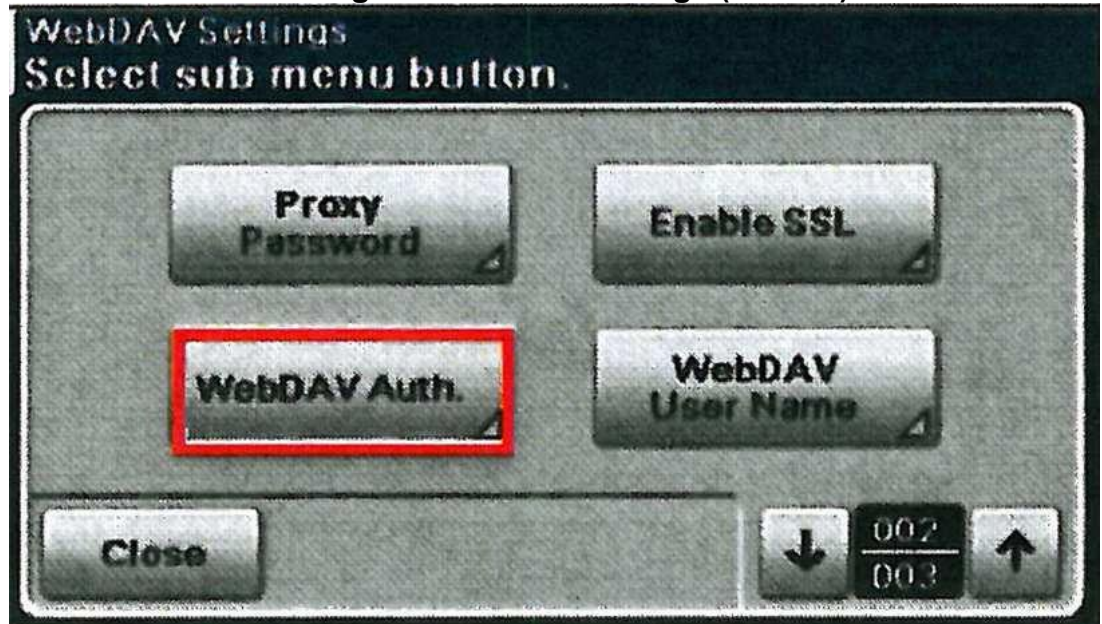


No.	Step	Step description
1.	Press the [Basic Settings] button.	Access the Basic Settings Menu.
2.	Press the [Center ID] button twice and enter the vCare ComServerID number which the device is registered to in the vCare System, and then press the [OK] button twice.	Enter a Center ID for CS Remote Care and then return to the Basic Settings Menu.
3.	Press the [Web Server] button twice. Enter the WebDAV Server IP Address provided by vCare Technical Support and then press the [OK] button twice.	Enter the Web Server URL Address and then return to the Basic Settings Menu. Direct Channel example: 10.10.10.10/webdav Dealer Channel Example: 10.10.10.10/USXXX
4.	Press the [Encryption] button, press the [No] button, and then press the [OK] button.	Turn off Encryption, and then return to the Basic Settings Menu.
5.	Press the [Comm. Method] button, press the [Simplex] button, press the [OK] button, and then press the [Close] button.	Select Simplex Communication Method and then return to the CS Remote Care Menu.
6.	Press the [WebDAV Settings] button, press the  button, press the [Enable SSL] button, press the [No] button, and then press the [OK] button.	Turn off SSL and then return to the CS Remote Care Menu.

The WebDAV Authentication settings are provided by vCare Technical Support.

CS Remote Care HTTP Configuration

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

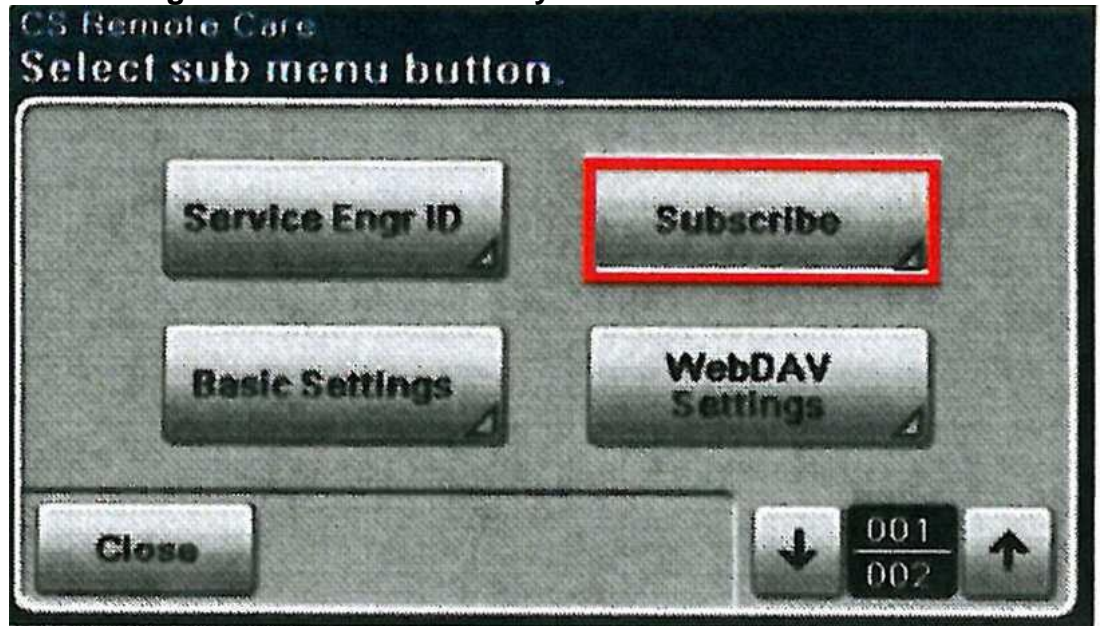


No.	Step	Step description
1.	If required, select the Proxy Server related buttons, configure the settings for the customer's Proxy Server and Proxy Server Authentication (if required).	Enter the customer's Proxy Server and Proxy Server Authentication Settings if required. If not required, skip this step.
2.	Press the [WebDAV Auth.] button, press the [On] button, and then press the [OK] button.	Turn on WebDAV Authentication and then return to the WebDAV Settings Menu.
3.	Press the [WebDAV User Name] button twice. Enter the User Name provided by vCare Technical Support and then press the [OK] button.	Enter the Authentication User Name and then return to the WebDAV Settings Menu.
4.	Press the [WebDAV Password] button twice. Enter the WebDAV Password provided by vCare Technical Support, press the [OK] button and then the [Close] button.	Enter the WebDAV Password and then return to the CS Remote Care Menu.

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.	Press the [Subscribe] button, press the [Yes] button, and then press the [OK] button. If "Completed" is displayed, proceed to the next step. If not, begin troubleshooting.	Perform Subscribe to connect the unit to vCare, and then return to the CS Remote Care Menu.
2.	Press the [Service Engr ID] button, press the [Number] button, delete the number displayed, enter a Service Engr. ID number and then press the [OK] button.	Enter the Service Engineer's ID number and then return to the CS Remote Care Menu.
3.	Press the [Maintenance Start] button, press the [Yes] button, and then press the [OK] button.	Start Maintenance and then return to the CS Remote Care 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.	Press the  button and then press the [CSRC Settings] button	Access the CSRC Settings Menu.
2.	Press the [Heartbeat Settings] button, press the [No] button, and then press the [OK] button.	Disable Heartbeat Settings and then return to the CSRC Settings Menu.
3.	Press the [Periodic Trans.] button,	Access the Periodic Transmission Menu.
4.	Press the [Enable Trans.] button, press the [Yes] button, and then press the [OK] button.	Enable Periodic Transmission and then return to the Periodic Transmission Menu.
5.	Press the [Interval] button, press the [Daily] button, and then press the [OK] button.	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 [Switches Settings] button.	Access the Switches Settings Menu.
2.	For the following Switches, press the corresponding button, press the [On] button, and then the [OK] button: SC Error [SC], Specify Date [A5], Parts Life [TP], Warning [TT], Toner Rep. [TN], Waste Full T0], Paper Jam Warning, Jam History Press the  button to find the corresponding Switch button if it is not on the selection screen.	Turn on the listed Switches Settings.
3.	Press the [Close] button and then press the [Report] settings button.	Access the Report Settings Menu.
4.	For the following Reports, press the corresponding button, press the [On] button, and then the [OK] button: Sales Count, Service Count, Life Count, System Data, History Data, Adjustment Data, Coverage Data Press the  button to find the corresponding Switch button if it is not on the selection screen. Press the [Close] button when completed.	Turn on the listed Reports Settings and then return to the CS Remote Care Menu.
5.	Press the  button and location the [Maintenance End.] button. Press the button, press the [Yes] button, and then press the [OK] button to complete set up.	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] 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	
▶ Maintenance Mode	
▼ CSRC Settings	
▶ Subscription Settings	
▶ WebDAV Settings	
▶ Report Settings	
▶ CSRC Clock Settings	
▶ Retry Settings	
▶ Switches Settings	
▶ Fixed Date and Time	
Transmission Settings	
▶ Periodic Transmission Settings	
▶ Large Size Paper Mode	
▶ Manual Transmission	
Report Settings	
Sales Count Data	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Error Count Data	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Service Count Data	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Life Count Data	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
System Data	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
History Data	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
EKC Data	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Adjustment Data	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Coverage Data	<input checked="" type="radio"/> Enable <input type="radio"/> Disable


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.

Checking the Transmission Log:



For Bizhub C35 Only:


 KONICA MINOLTA

 Web Connection

Model Name: bizhub C35

CS Remote Care Logout

 Ready 

 Ready

- ▶ Maintenance
- ▶ CSRC Settings
- ▶ Manual Transmission
- ▼ Transmission Log
- ▶ Transmission Log

CSRC Transmission Logs

No.	Date/Time	Trans. Type	Result	From Address
1	2011.04.29 13:55	Registration	Transmission Success	device@csrc.konicam
2	2011.04.29 13:57	Maintenance Start	Transmission Success	device@csrc.konicam

Refresh

No.	Step	Step description
1.	Press the [Transmission Log] menu button and then press the [Transmission Log] button.	Access the Transmission Log.
2.	Troubleshoot based on the result information.	Begin Troubleshooting if needed.

Note: For the other models, print a communication log before beginning Troubleshooting steps.