

# vCare Example Configuration Guide

bizhub PRO 950

**bizhub**  **care™**



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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 would be 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](mailto: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

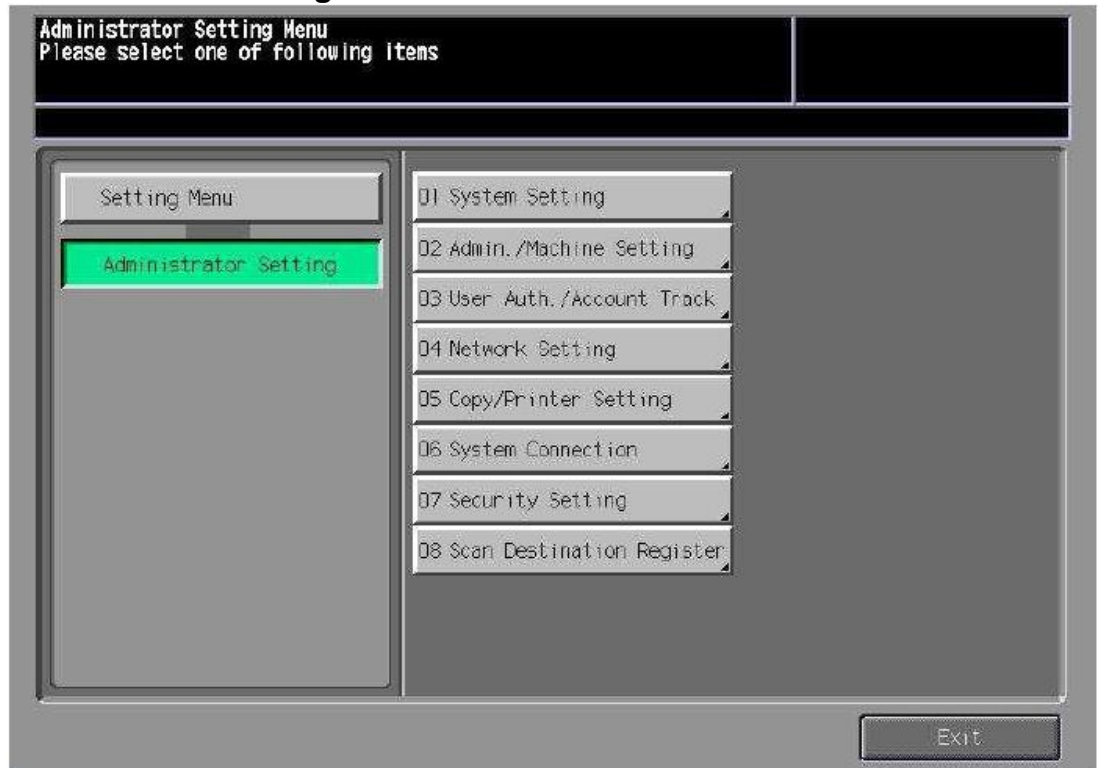
No.	Step	Step description
1.	Press the  button.	Access the Utility Menu.
2.	Press the <b>[Administrator Setting]</b> button and enter the Administrator Mode Password.	Access Administrator Mode.

### Configuring Date/Time Settings

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

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

## Administrator Mode Configuration Administrator Settings



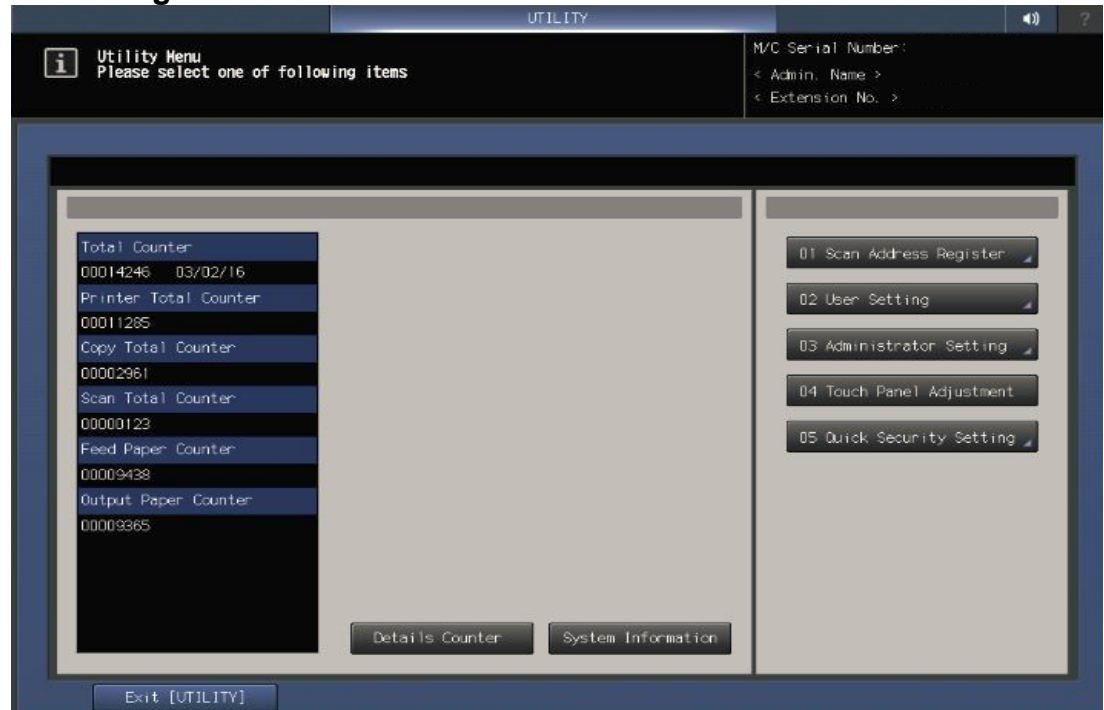
### Accessing Machine NIC TCP/IP Settings

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

## Service Mode Configuration

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.

## Service Mode Configuration

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

### Service Mode Settings Setting Date Input



No.	Step	Step description
1.	In Service Mode, press the <b>[System Setting]</b> button, and then press the <b>[Setting Date Input]</b> menu button.	Access the Setting Date Input Menu.
2.	Press the <b>[New Date]</b> button. Change the date to the current date by pressing the <b>[Set]</b> button for each entry, and then press the <b>[OK]</b> button.	Set the New Date to the current date (MM/DD/YY) and then return to the System Setting Menu.



## Service Mode configuration




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 <b>[Software DIPSW Setting]</b> button.	Access the Software Dipswitch Setting menu.
2.	Change Software Dipswitch <b>03-6</b> to <b>[ON(1)]</b> .	Change Software DipSW 03-6 to the On position to perform CSRC memory Initialization.
3.	Press the <b>[Return]</b> button, press the <b>[Service]</b> button, press the <b>[Machine Condition]</b> button, and then press the <b>[I/O Check Mode]</b> 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 <a href="#">troubleshoot</a> . If successful, proceed to the next step.
5.	Press the <b>[Return]</b> button, press the <b>[Close]</b> button, press the <b>[Service]</b> button, press the <b>[System Setting]</b> button, and then press the <b>[Software DipSW Setting]</b> button.	Access the Software Dipswitch Setting menu.
6.	Change Software Dipswitch <b>15-5</b> to <b>[ON(1)]</b> , <b>16-7</b> to <b>[ON(1)]</b> for an HTTP configuration or <b>[Off(0)]</b> for a 1-Way E-Mail configuration, press the <b>[Return]</b> button, press the <b>[Close]</b> button twice, Press the <b>[Exit]</b> button twice, and then cycle the power.	Change Software DipSW settings as shown.

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 <b>[CS Remote Care]</b> button from the left side menu, and then press the <b>[CS Remote Care]</b> button from the right side menu.	Access Service Mode>CS Remote Care.
2.	Press the <b>[HTTP]</b> button and then the <b>[Simplex]</b> button.	Select HTTP and Simplex options.
3.	Press the <b>[ID]</b> code button, enter the Service Engineer ID number, press the <b>[ID Code]</b> button again, and then press the <b>[Detail Setting]</b> button.	Access the Detail Setting Menu.
4.	Press the <b>[RAM Clear]</b> button, press the <b>[Execute]</b> button, and then press the <b>[Return]</b> 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.

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 <b>[Center ID]</b> 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 the Device ID number matches the Serial Number from sticker on the physical body of the unit.	Verify the Device ID.
3.	Press the <b>[Web Server]</b> 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: <a href="http://10.10.10.10/webdav">10.10.10.10/webdav</a>  Dealer Channel Example: <a href="http://10.10.10.10/USXXX">10.10.10.10/USXXX</a>
4.	Press the <b>[Cryptogram]</b> button, select " <b>Not Use Encryption</b> " and then press the <b>[OK]</b> button.	Set Cryptogram 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.)

The screenshot shows a configuration window titled "Date/Time setting". It has a dark header bar. Below the header, there are three rows of settings, each with a button on the left and a text field on the right. The first row is "Current Time" with the value "03/06/09 15:56". The second row is "Setting Time" with the value "03/06/09 15:56"; the "Setting Time" button is highlighted in green. The third row is "Time Zone" with the value "-0500". To the right of these settings is a numeric keypad with buttons for digits 1-9, 0, and a "Set" button. At the bottom of the window are "Cancel" and "OK" buttons.

### CS Remote Care Date/Time Setting

No.	Step	Step description
1.	Press the <b>[Date/Time Setting]</b> button. Press the <b>[Setting Time]</b> button and configure the current Date, Time (24-Hour Format) by pressing the <b>[Set]</b> button for each section.	Configure the Date and Local Time (24-Hour Format).
2.	Press the <b>[Time Zone]</b> button, configure the local Time Zone, press the <b>[Set]</b> button and then press the <b>[OK]</b> 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 <b>[Heart Beat Setting]</b> button.	Access the Heart Beat Setting Menu.
2.	Press the <b>[Heart Beat Setting]</b> button, select the <b>[Enable]</b> button, press the <b>[Heart Beat Send]</b> button, select the <b>[Disable]</b> button, press the <b>[Heart Beat Setting]</b> button, select the <b>[Disable]</b> button, and then press the <b>[OK]</b> 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 <b>[Periodical Transmission Setting]</b> button.	Access the Periodical Transmission Setting Menu.
2.	Press the <b>[Everyday]</b> button, enter the current local time in 24-Hour format, press the <b>[Set]</b> button, and then press the <b>[OK]</b> 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 <b>[Fixed Date/Time]</b> button, configure the current Date, and current local Time in 24-Hour format, pressing the <b>[Set]</b> button for each section, and then press the <b>[OK]</b> .	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 <b>[Collecting Data Setting]</b> button.	Access the Collecting Data Setting Menu.
2.	Press the buttons for <b>[Basic Data]</b> , <b>[Machine Adjustment Data]</b> , and <b>[Coverage Data]</b> , and then press the <b>[OK]</b> button.	Select the Collecting Data Setting buttons and then return to the Basic Settings Menu.

Some configuration settings must be set using Web Utilities.

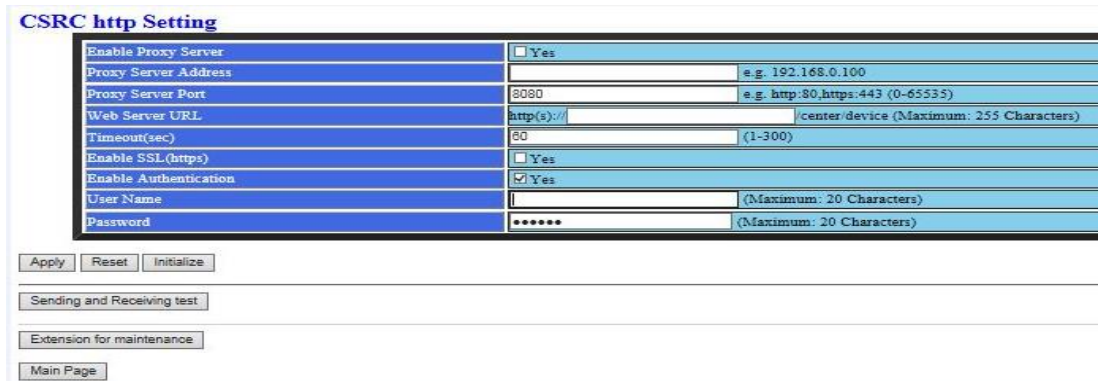
Do not perform the Sending and Receiving Test.

## CS Remote Care HTTP Configuration

### CS Remote Care configuration (Cont'd.)



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 <b>[Enter]</b> on the keyboard of the computer.	Access Web Utilities.
2.	Enter the <b>User Name: CE</b> and the <b>Password: 92729272</b> , then press the <b>[OK]</b> button.	Enter the Authentication Settings, and press the OK button.
3.	Press the <b>Extension for Maintenance</b> link and then the <b>CSRC http Setting</b> 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 and enter the User Name and Password provided by vCare Technical Support, and then press the <b>[Apply]</b> button. Note: Do not press the <b>[Sending and Receiving test]</b> button.	Enter the Authentication Settings provided by vCare Technical Support.
4.	Press the <b>[Main Page]</b> button until at the Main Menu and then close the web browser.	Return to the Main Menu and close the Web Browser.

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

The screenshot shows a configuration window with the following fields and values:

- Center ID:** LAB01
- Device ID:** ADY5011000305
- Web Server:** http(s)://  
http://ts-csnc2-db
- Cryptogram:** Not Use Encryption

Buttons at the bottom: First Call, Cancel, OK.

No.	Step	Step description
1.	Press the <b>[First Call]</b> 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 <b>[ID Code]</b> button, enter the Servicing Technician's seven digit ID code, press the <b>[ID Code]</b> button again. Wait another minute, and then press the <b>[Maintenance Comp]</b> button.	Start Maintenance, and then perform Maintenance Completion.



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

The screenshot shows the 'CSRC Send Setting' dialog box. It has a title bar 'CSRC Send Setting' and a subtitle '<CSRC Send Setting>'. The main area contains several rows of settings:

- CSRC Send Setting:** A dropdown menu showing 'CSRC Send Setting' and two buttons: 'Enable' (highlighted in green) and 'Disable'.
- SMTP server address:** A dropdown menu showing 'SMTP server address' and three buttons: 'IPv4' (highlighted in green), 'IPv6', and 'Host Name'. Below this is a text field containing '11. 11. 8. 5'.
- Port number:** A dropdown menu showing 'Port number' and a text field containing '25'.
- Admin. From Address:** A dropdown menu showing 'Administrator From Address' and a text field containing '9501ab2@vcare.knbs.com'.
- Connection time out:** A dropdown menu showing 'Connection time out' and a text field containing '60'.
- Authentication setting:** A dropdown menu showing 'POP Before SMTP' and two buttons: 'Enable' and 'Disable' (highlighted in green). Below this is another dropdown menu showing 'Authentication setting' and two buttons: 'Enable' (highlighted in green) and 'Disable'.

At the bottom of the dialog, there are four buttons: 'Next', 'Previous', 'Cancel', and 'OK'.

## E-Mail Initial Setting

No.	Step	Step description
1.	Access the Administrator Settings Menu.	Access the Administrator Settings Menu.
2.	Press the <b>[Network Settings]</b> Menu button, <b>[Controller NIC Setting]</b> button, and then press the <b>[CSRC Setting]</b> Menu button.	Access the CSRC Setting Menu.
3.	Press the <b>[CSRC Send]</b> button and press the <b>[Enable]</b> button.	Turn on the E-Mail System.
4.	Press the <b>[Time Zone]</b> button, configure the local Time Zone, and press the <b>[Set]</b> button.	Configure the Time Zone.
5.	Press the <b>[CSRC Send Setting]</b> button, and press the <b>[Enable]</b> button. In the "SMTP Server Address" section, press the <b>[IPV4]</b> button and enter the vCare SMTP Server IP address provided by vCare Technical Support. <a href="#">For non-standard configurations, a customer's E-Mail Server can be configured in this location.</a>	Configure the SMTP Server address.
6.	Change the SMTP Port number if required.	Configure the SMTP Port number.
7.	Enter the "Administrator From Address" provided by vCare Technical Support. <a href="#">For non-standard configurations, a customer's E-Mail Server can be configured in this location.</a>	Configure the SMTP Port number.

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.)

The screenshot shows the 'CSRC Send Setting' dialog box with the following configuration:

- CSRC Send Setting:** Enable
- SMTP server address:** 11. 11. 8. 5 (IPv4 selected)
- Port number:** 25
- Admin. From Address:** 9501ab2@vcare.knbs.com
- Connection time out:** 60
- Authentication setting:** POP Before SMTP, Disable
- Authentication setting:** Enable

### E-Mail Initial Setting (Cont'd).

No.	Step	Step description
8.	Press the <b>[Disable]</b> button for POP Before SMTP.	Disable POP before SMTP.
9.	Press the <b>[Enable]</b> button for Authentication Setting and press the <b>[Next]</b> button at the lower left. For non-standard configurations, Authentication Settings may not be required. In those situations, press <b>[Disable]</b> for Authentication Setting.	Enable SMTP Authentication.

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
12.	Do not change the default value for the “ <b>POP Before SMTP Time</b> ” setting.	Leave the default value for the before SMTP Time.
13.	If SMTP Authentication is <b>[ON]</b> , then press the <b>[User ID]</b> button and enter the value provided by vCare Technical Support. Next, press the <b>[Password]</b> button and enter the value provided by vCare Technical Support. Next, press the <b>[Realm]</b> button and enter the value provided by vCare Technical Support.  <a href="#">Non-standard configurations may require settings related to the customer's E-Mail Server or SMTP Authentication may need to remain <b>[Off]</b>.</a>	Enter values for SMTP Authentication if required.
14.	Press the <b>[Next]</b> button twice.	Proceed to the CSRC Communication Test.

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
17.	Press the [ <b>CSRC Communication Test</b> ] button.	Access the CSRC Communication Test Menu.
18.	Press the [ <b>Start</b> ] button.  The status of the CSRC Communication test, will be displayed at the upper left. If the TX test does not succeed, verify the SMTP Email settings and print out a vCare Communication log and begin troubleshooting.  If successful, cycle the power and proceed to the next section.	Perform the communication test.  <b>Note:</b> The CSRC Receive Settings may have the Auto Check on. Turn that off.

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 <b>[CS Remote Care]</b> button from the Left side menu, and then press the <b>[CS Remote Care]</b> button from the right side menu.	Access Service Mode>CS Remote Care.
2.	Press the <b>[E-Mail]</b> button, and then the <b>[Simplex]</b> button.	Select Email and Simplex options.
3.	Press the <b>[ID]</b> code button, enter the Service Engineer ID number, press the <b>[ID Code]</b> button again, and then press the <b>[Detail Setting]</b> button.	Access the Detail Setting Menu.
4.	Press the <b>[RAM Clear]</b> button, press the <b>[Execute]</b> button, and then press the <b>[Return]</b> 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.

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

#### CS Remote Care Basic Settings

No.	Step	Step description
1.	Press the <b>[Center ID]</b> 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 the Device ID number matches the Serial Number from sticker on the physical body of the unit.	Verify the Device ID.
3.	Press the <b>[E-Mail]</b> button, and enter the E-Mail address value associated with the vCare ComServer ID number.  Direct Channel example: kmc0rex@kmbsvcare.com From Center ID numbers US300-US3xx, the x becomes the all three numbers of the Center ID.  Dealer Channel example: KMDc0rex@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 <b>[Cryptogram]</b> button and select <b>"Not Use Encryption"</b> and then press the <b>[OK]</b> button.	Set Cryptogram to Not Use Encryption, and then return to the Basic Settings Menu.

## 1-Way E-Mail Configuration

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.)

The screenshot shows a 'Date/Time setting' menu with the following elements:

- Current Time:** 03/06/09 15:56
- Setting Time:** 03/06/09 15:56 (highlighted in green)
- Time Zone:** -0500
- Keypad:** A numeric keypad with buttons for 1-9, 0, and a 'Set' button.
- Navigation:** 'Cancel' and 'OK' buttons at the bottom.

### CS Remote Care Date/Time Setting

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

## 1-Way E-Mail Configuration

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

Every day

Every week

\*\*\*\* \*\* 16:00

Every month

1 2 3

4 5 6

7 8 9

0 Set

Mon. Tue. Wed. Thu. Fri. Sat. Sun.

EM

Cancel OK

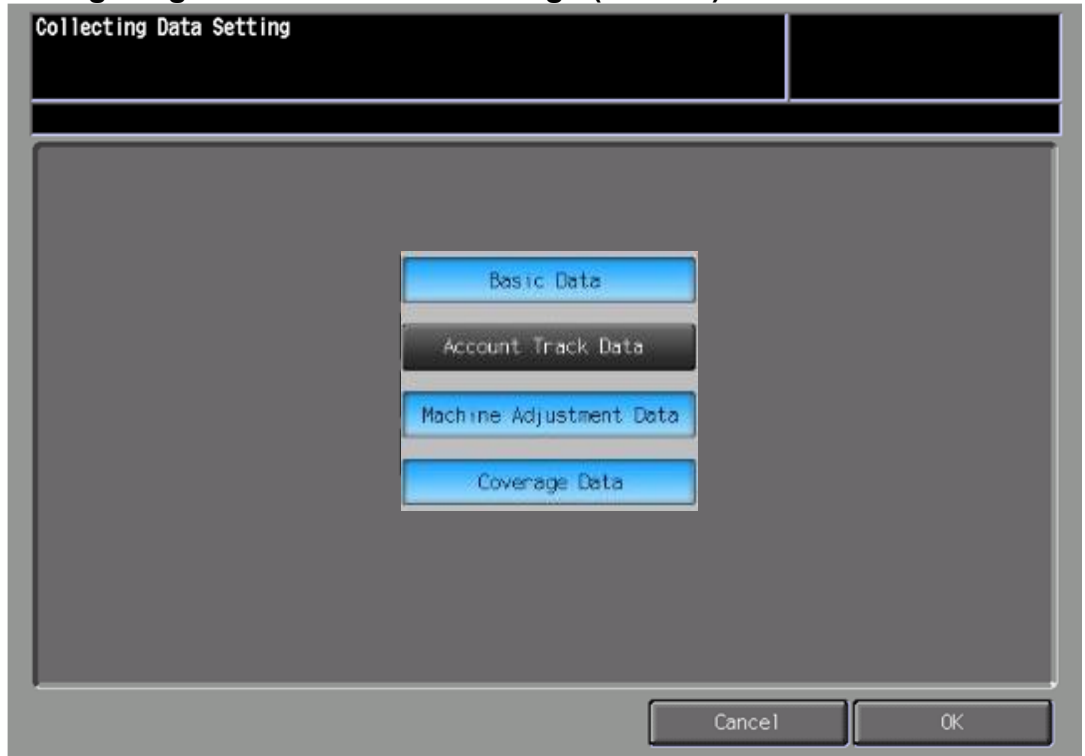
#### Periodical Transmission Setting

No.	Step	Step description
1.	Press the [ <b>Periodical Transmission Setting</b> ] button.	Access the Periodical Transmission Setting Menu.
2.	Press the [ <b>Everyday</b> ] button, enter the current local time in 24-Hour format, press the [ <b>Set</b> ] button, and then press the [ <b>OK</b> ] 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 <b>[Fixed Date/Time]</b> button, configure the current Date, and current local Time in 24-Hour format, pressing the <b>[Set]</b> button for each section, and then press the <b>[OK]</b> .	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 <b>[Collecting Data Setting]</b> button.	Access the Collecting Data Setting Menu.
2.	Press the buttons for <b>[Basic Data]</b> , <b>[Machine Adjustment Data]</b> , and <b>[Coverage Data]</b> , and then press the <b>[OK]</b> button.	Select the Collecting Data Setting buttons and then return to the Basic Settings Menu.

## 1-Way E-Mail Configuration

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

The screenshot shows a configuration window with the following fields and values:

- Center ID:** LAB01
- Device ID:** A0Y5011000035
- E-mail:** lab01kmcare1@vcare.knbs.com
- Cryptogram:** Not Use Encryption

Buttons at the bottom: First Call, Cancel, OK.

### Connecting the unit to the vCare System

No.	Step	Step description
1.	From the CS Remote Care Main Menu, press the <b>[Basic Setting]</b> button.	Access the Basic Setting Menu.
2.	Press the <b>[First Call]</b> 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 <b>[ID Code]</b> button, enter the Service Engineer's seven digit ID number, and then press the <b>[ID Code]</b> button again.	Start Maintenance.
5.	Wait about one minute and then press the <b>[Maintenance Comp]</b> button.	Complete Maintenance, and return to Service Mode.
6.	Press the <b>[Close]</b> button until the panel displays the Ready to Copy screen.	Return to Ready to Copy.

## 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 <b>[Enter]</b> on the keyboard of the computer.	Access Web Utilities.
2.	Enter the <b>User Name: CE</b> and the <b>Password: 92729272</b> , then press the <b>[OK]</b> button.	Enter the Authentication Settings, and press the OK button.
3.	Press the <b>Extension for Maintenance</b> link and then the <b>E-Mail Initial Setting</b> link.	Access the CSRC http Setting Menu.

## 1-Way E-Mail Configuration

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.

## E-Mail Initial Setting

(E-Mail Notification)

Enable E-Mail notification	<input checked="" type="radio"/> Yes <input type="radio"/> No
Time difference	-500 (Minimum: -1200, Maximum: 1200)
Sending mail (SMTP) server	<input type="checkbox"/> Enable SSL (Maximum: 128 Characters)
SMTP port number	<input checked="" type="radio"/> Enable default(SMTP:25,SMTPS:465) <input type="radio"/> Custom (Minimum: 0,Maximum: 65535)
Sending mail (SMTP) server Time out	5 minute 0 second (Minimum: 30 seconds, Maximum: 5 minutes)
Interval between fetching mails	1 minute 0 second (Minimum: 1 minute, Maximum: 60 minutes)
Receiving mail server	<input type="checkbox"/> Enable SSL (Maximum: 128 Characters)
Kind of mail spool	<input checked="" type="radio"/> POP3 <input type="radio"/> IMAP
POP3(IMAP) port number	<input checked="" type="radio"/> Enable default(POP3:110,IMAP:143,POP3S:995,IMAPS:993) <input type="radio"/> Custom (Minimum: 0,Maximum: 65535)
User name on the server	(Maximum: 64 Characters)
Password	(Maximum: 64 Characters)
E-Mail Address of this copy machine	relay@kmbvscare.com (Maximum: 128 Characters)
Nickname	(Maximum: 20 Characters)
CE Password	in E-Mail Subject (Maximum: 20 Characters)
Also Notice to the administrator	<input type="radio"/> no <input type="radio"/> only illegal mails <input type="radio"/> all mails
Administrator E-Mail address	(Maximum: 64 Characters)
Announce delay time in reply mail	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable POP(IMAP) before SMTP	<input type="radio"/> Yes <input checked="" type="radio"/> No
Retry polling when the machine is busy	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable SMTP Authentication	<input type="radio"/> Yes <input checked="" type="radio"/> No User name (Maximum: 64 Characters) Password (Maximum: 64 Characters)

Apply Reset

Sending and Receiving test Sending test mail to Copier and Receiving

Extension for maintenance

Main Page

No.	Step	Step description
1.	For <b>Enable E-Mail Notification</b> , press the <b>Yes</b> radio button.	Enable E-Mail Notification.
2.	Configure the <b>Time difference</b> to be the local Time Zone.	Configure the Time Zone.
3.	Configure the <b>Sending mail (SMTP) server</b> 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 <b>Sending mail (SMTP) server Time out</b> with a timeout value.	If necessary, change the Time Out value.
6.	Do not change the value for <b>[Interval between fetching mails.]</b>	Leave the default value for the Mail Check.

## 1-Way E-Mail Configuration

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.

## E-Mail Initial Setting

(E-Mail Notification)

Enable E-Mail notification	<input checked="" type="radio"/> Yes <input type="radio"/> No
Time difference	-500 (Minimum: -1200, Maximum: 1200)
Sending mail (SMTP) server	<input type="text"/> (Maximum: 128 Characters)
SMTP port number	<input type="checkbox"/> Enable SSL <input checked="" type="radio"/> Enable default(SMTP:25,SMTPS:465) <input type="radio"/> Custom <input type="text"/> (Minimum: 0,Maximum: 65535)
Sending mail (SMTP) server Time out	5 minute <input type="text"/> second (Minimum: 30 seconds, Maximum: 5 minutes)
Interval between fetching mails	1 minute <input type="text"/> second (Minimum: 1 minute, Maximum: 60 minutes)
Receiving mail server	<input type="text"/> (Maximum: 128 Characters)
Kind of mail spool	<input type="checkbox"/> Enable SSL <input checked="" type="radio"/> POP3 <input type="radio"/> IMAP
POP3(IMAP) port number	<input checked="" type="radio"/> Enable default(POP3:110,IMAP:143,POP3S:995,IMAPS:993) <input type="radio"/> Custom <input type="text"/> (Minimum: 0,Maximum: 65535)
User name on the server	<input type="text"/> (Maximum: 64 Characters)
Password	<input type="text"/> (Maximum: 64 Characters)
E-Mail Address of this copy machine	relay@kmbvscare.com (Maximum: 128 Characters)
Nickname	<input type="text"/> (Maximum: 20 Characters)
CE Password	<input type="text"/> in E-Mail Subject (Maximum: 20 Characters)
Also Notice to the administrator	<input type="radio"/> no <input type="radio"/> only illegal mails <input type="radio"/> all mails
Administrator E-Mail address	<input type="text"/> (Maximum: 64 Characters)
Announce delay time in reply mail	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable POP(IMAP) before SMTP	<input type="radio"/> Yes <input checked="" type="radio"/> No
Retry polling when the machine is busy	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable SMTP Authentication	<input type="radio"/> Yes <input checked="" type="radio"/> No User name <input type="text"/> Password <input type="text"/> (Maximum: 64 Characters)

Apply Reset

Sending and Receiving test Sending test mail to Copier and Receiving

Extension for maintenance

Main Page

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

## 1-Way E-Mail Configuration

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.

## E-Mail Initial Setting

(E-Mail Notification)

Enable E-Mail notification	<input checked="" type="radio"/> Yes <input type="radio"/> No
Time difference	-500 (Minimum: -1200, Maximum: 1200)
Sending mail (SMTP) server	<input type="text"/> (Maximum: 128 Characters)
SMTP port number	<input checked="" type="radio"/> Enable default(SMTP:25,SMTPS:465) <input type="radio"/> Custom <input type="text"/> (Minimum: 0,Maximum: 65535)
Sending mail (SMTP) server Time out	5 minute 0 second (Minimum: 30 seconds, Maximum: 5 minutes)
Interval between fetching mails	1 minute 0 second (Minimum: 1 minute, Maximum: 60 minutes)
Receiving mail server	<input type="text"/> (Maximum: 128 Characters)
Kind of mail spool	<input checked="" type="radio"/> POP3 <input type="radio"/> IMAP
POP3(IMAP) port number	<input checked="" type="radio"/> Enable default(POP3:110,IMAP:143,POP3S:995,IMAPS:993) <input type="radio"/> Custom <input type="text"/> (Minimum: 0,Maximum: 65535)
User name on the server	<input type="text"/> (Maximum: 64 Characters)
Password	<input type="text"/> (Maximum: 64 Characters)
E-Mail Address of this copy machine	relay@kmbvscare.com (Maximum: 128 Characters)
Nickname	<input type="text"/> (Maximum: 20 Characters)
CE Password	<input type="text"/> in E-Mail Subject (Maximum: 20 Characters)
Also Notice to the administrator	<input type="radio"/> no <input type="radio"/> only illegal mails <input type="radio"/> all mails
Administrator E-Mail address	<input type="text"/> (Maximum: 64 Characters)
Announce delay time in reply mail	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable POP(IMAP) before SMTP	<input type="radio"/> Yes <input checked="" type="radio"/> No
Retry polling when the machine is busy	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable SMTP Authentication	<input type="radio"/> Yes <input checked="" type="radio"/> No User name <input type="text"/> Password <input type="text"/> (Maximum: 64 Characters)

Apply Reset

Sending and Receiving test Sending test mail to Copier and Receiving

Extension for maintenance

Main Page

No.	Step	Step description
12.	For the <b>e-mail address of this copy machine</b> , 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 ( <a href="#">Receive Setting</a> ).
13.	For <b>Nickname</b> , enter "CE".	Enter the Nickname.
14.	For <b>CE Password</b> , enter "92729272".	Enter the CE Password.
15.	For <b>Also Notice to the administrator</b> , select <b>no</b> .	Set Also Notice to the administrator to "No."
16.	For <b>Administrator E-Mail address</b> , 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 ( <a href="#">SMTP Setting</a> ).
17.	For <b>Announce delay time in reply mail</b> , select <b>No</b> .	Set Announce delay time in reply mail to no.
18.	For <b>Enable POP(IMAP) before SMTP</b> , select "No."	Set Enable POP(IMAP) before SMTP to no.
19.	For <b>Retry polling when the machine is busy</b> , select <b>No</b> .	Set Retry polling when the machine is busy to no.

## 1-Way E-Mail Configuration

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.

#### E-Mail Initial Setting

(E-Mail Notification)

Enable E-Mail notification	<input checked="" type="radio"/> Yes <input type="radio"/> No
Time difference	-500 (Minimum: -1200, Maximum: 1200)
Sending mail (SMTP) server	(Maximum: 128 Characters)
SMTP port number	<input type="checkbox"/> Enable default(SMTP:25,SMTPS:465) <input checked="" type="radio"/> Custom (Minimum: 0,Maximum: 65535)
Sending mail (SMTP) server Time out	5 minute 0 second (Minimum: 30 seconds, Maximum: 5 minutes)
Interval between fetching mails	1 minute 0 second (Minimum: 1 minute, Maximum: 60 minutes)
Receiving mail server	(Maximum: 128 Characters)
Kind of mail spool	<input type="checkbox"/> Enable SSL <input checked="" type="radio"/> POP3 <input type="radio"/> IMAP
POP3(IMAP) port number	<input checked="" type="radio"/> Enable default(POP3:110,IMAP:143,POP3S:995,IMAPS:993) <input type="radio"/> Custom (Minimum: 0,Maximum: 65535)
User name on the server	(Maximum: 64 Characters)
Password	(Maximum: 64 Characters)
E-Mail Address of this copy machine	relay@kmbvscare.com (Maximum: 128 Characters)
Nickname	(Maximum: 20 Characters)
CE Password	In E-Mail Subject (Maximum: 20 Characters)
Also Notice to the administrator	<input type="radio"/> no <input type="radio"/> only illegal mails <input type="radio"/> all mails
Administrator E-Mail address	(Maximum: 64 Characters)
Announce delay time in reply mail	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable POP(IMAP) before SMTP	<input type="radio"/> Yes <input checked="" type="radio"/> No
Retry polling when the machine is busy	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable SMTP Authentication	<input type="radio"/> Yes <input checked="" type="radio"/> No User name: Password: (Maximum: 64 Characters)

Apply Reset

Sending and Receiving test Sending test mail to Copier and Receiving

Extension for maintenance

Main Page

No.	Step	Step description
1.	To <b>Enable SMTP Authentication</b> , select “ <b>Yes.</b> ”	Turn on SMTP Authentication.
2.	If SMTP Authentication is set to “ <b>Yes,</b> ” then enter the values provided by vCare Technical Support for User name and Password, press the <b>[Apply]</b> button, and then press the <b>[Main Page]</b> button until the first menu is displayed and close the web browser.  <b>Do not press the [Sending and Receiving test] button.</b>  Non-standard configurations may require settings related to the customer's e-mail server or SMTP Authentication may need to be disabled by selecting “ <b>No</b> ” for <b>Enable SMTP Authentication</b> .  <b>Note: Do not press the [Sending and Receiving test] button.</b>	Enter the Authentication values provided by vCare Technical Support, press Apply, use the <b>[Main Page]</b> 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](http://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\_AOU0011000024\_RQZRZRZR  
Date: Thu, 30 Apr 2009 11:21:23  
Kind: CSRC Mail  
Result: Succeed

== No.3==

To: host@csrc.konicaminolta.com  
Subject: AAB\_LAB01\_AOU0011000024\_RQZRZRZR  
Date: Thu, 30 Apr 2009 11:21:09  
Kind: CSRC Mail  
Result: Succeed

== No.4==

To: host@csrc.konicaminolta.com  
Subject: AAB\_LAB01\_AOU0011000024\_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 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 <b>[List Output]</b> 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 <b>[Communication Log List]</b> button, press the <b>[Copy]</b> button at the upper left, and then press the  button.	Print out the Communication Log List.
4.	Press the <b>[Service Mode]</b> button at the upper right, and then press the <b>[Close]</b> button until the Ready to Copy screen is displayed.	Exit Print Mode and return to the Ready to Copy screen.