vCare Example Configuration Guide
bizhub 4752, 4052 models

1

Table of Contents

vCare Requirements:

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

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

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

Network Requirements:

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

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

vCare Technical Support Contact Information:

Phone Support: 1-800-825-5664
Email Address: 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.	[Menu] button	Touch to change Menu Views of the Operation Panel.
3.	[Number Pad] button	Opens the digital Number Pad.
4.	Number Pad	The Physical Number Pad. Not all models have the physical number pad.
5.	[Stop] button	Stop Operation button.
6.	[Start] button	Start Operation button.

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 [Menu] button.	Access the Main Menu.
2.	Press the [Utility] button.	Access the Utility Menu.
3.	Press the [Administrator Settings] button.	Access Administrator Mode.
4.	Enter the Administrator Password and then press the **[OK]** button.	Login to Administrator Mode.

Administrator Mode Settings
Date/Time Settings

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

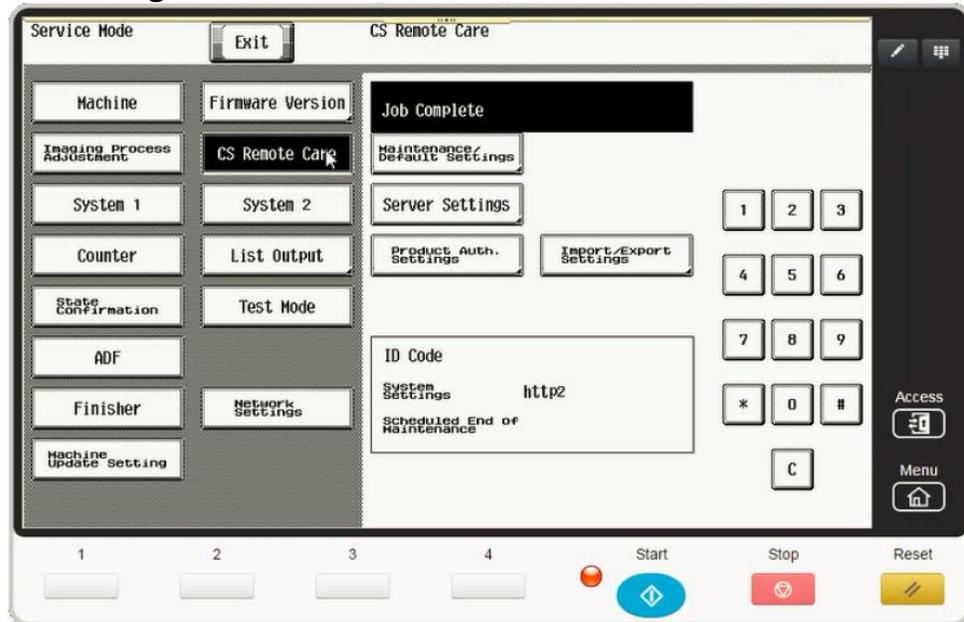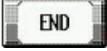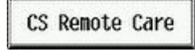### Proxy Server Settings (If required for HTTP communication)
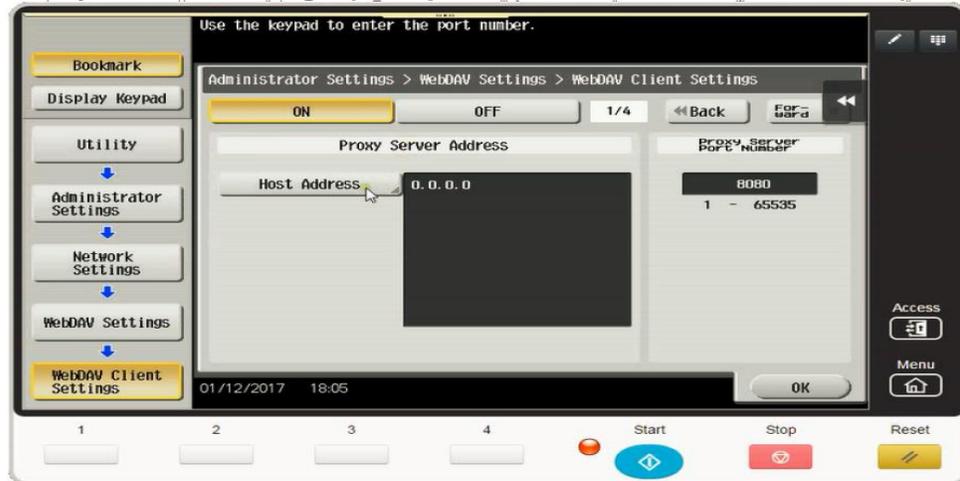
No.	Step	Step description
1.	Press the [Network Settings] button.	Access the Network Settings Menu.
2.	Press the [For-ward] button.	Go to the next page screen.
3.	Press the [WebDAV Settings] button.	Access the WebDAV Settings Menu.
4.	Press the [WebDAV Client Settings] button.	Access the WebDAV Client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

CS Remote Care is accessed through the Service Mode.

CS Remote Care Configuration
Accessing CS Remote Care

No.	Step	Step description
1.	Press the [Menu] button.	Access the Main Menu.
2.	Press the [Counter] button.	Access the Counter Menu.
3.	Press the [▦] button.	Bring up the digital keypad if required. Some models have a physical keypad.
4.	Press the [⊘] button, and then on the digital 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 and then press the [END] button.	Enter Service Mode Password.
6.	Select the [CS Remote Care] button.	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 Server Settings

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

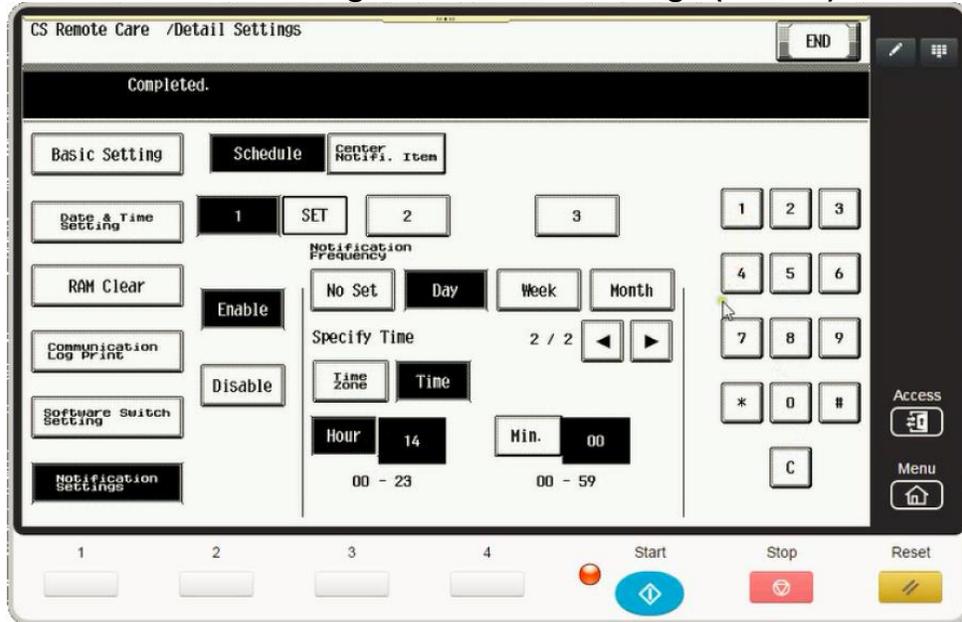Notes: Data Initialization clears the Server Settings of CS Remote Care
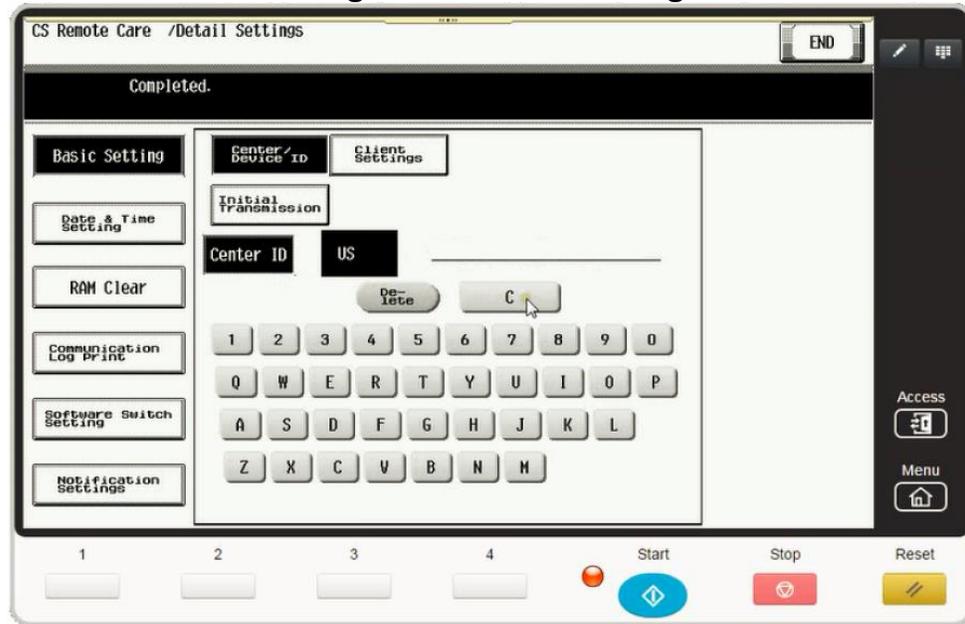
Note: Ram Clear will clear Detail Settings and Basic Settings. This is required to set up CS Remote Care after it has already been configured.

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

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

CS Remote Care HTTP Configuration
CS Remote Care Configuration Detail Settings

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

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

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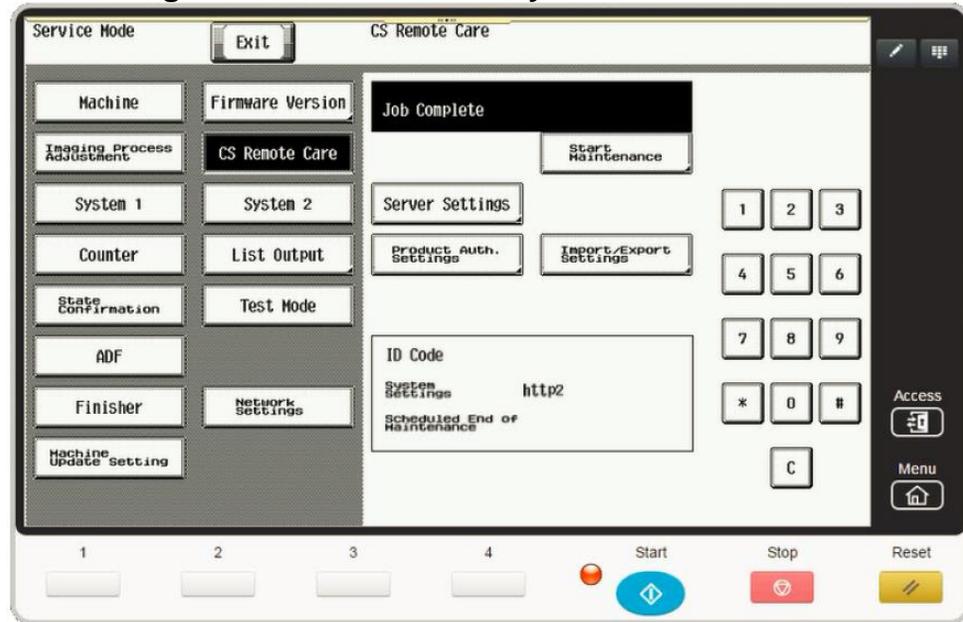## CS Remote Care Configuration Detail Settings (cont'd.)

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

Service Mode

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

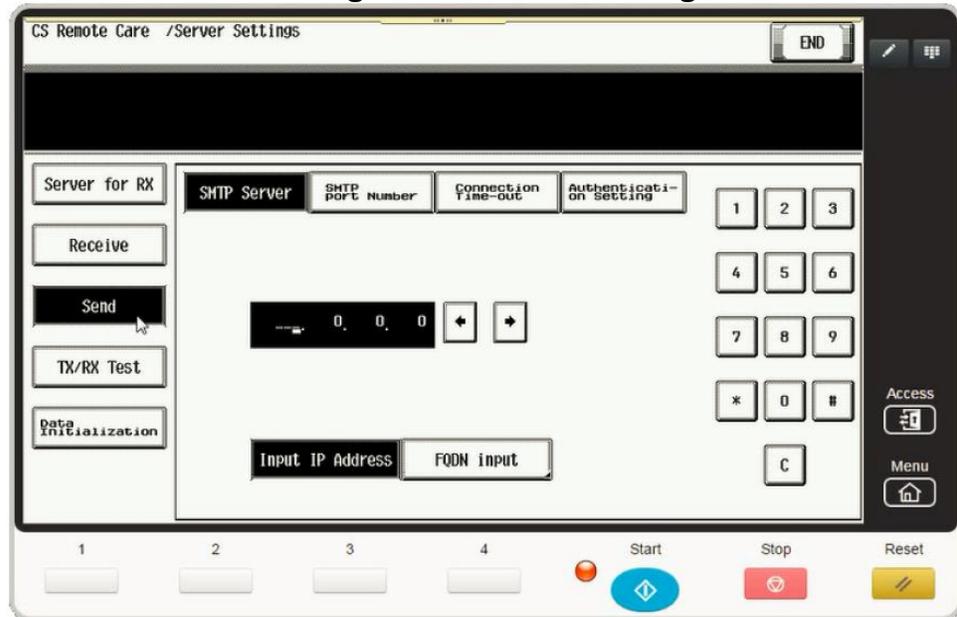If successful, Start Maintenance and Maintenance Complete must be performed.

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

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

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

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.

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

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

The Authentication Settings are provided by vCare Technical Support.

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

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

Service Mode

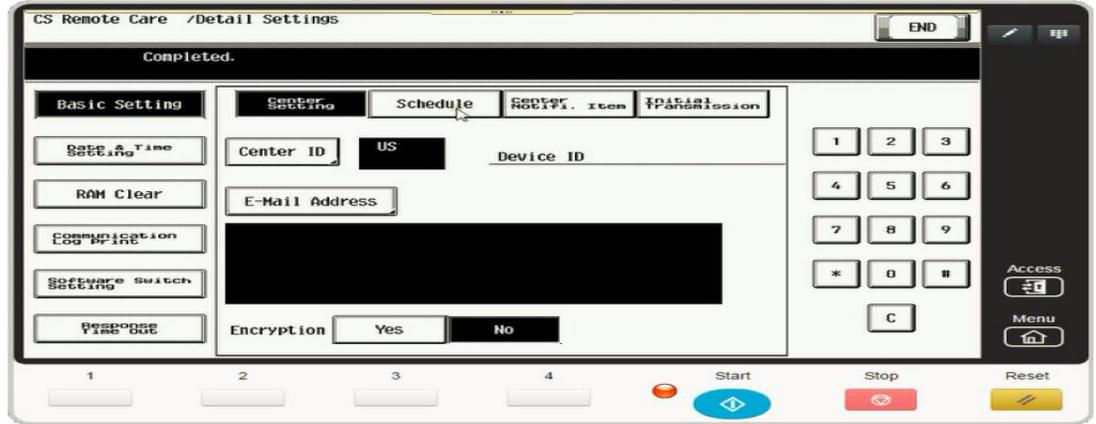The Center ID is the vCare ComServerID # which the unit was registered to.

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

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

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

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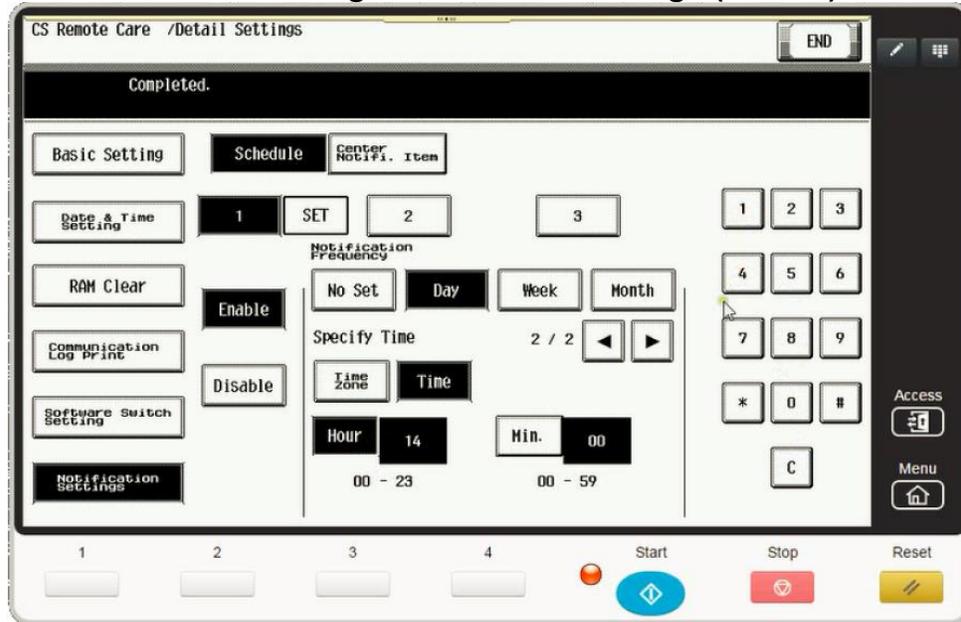8) Press [**RAM Clear]**, [**Set]**, and then [**End]** buttons.

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

No.	Step	Step description
1.	Press the **ID Code** button, enter your seven-digit employee ID # and then press the **ID Code** again.	Log in to CS Remote Care.
2.	Press the **Detail Setting** button and then the **Basic Setting** button.	Access the Detail Settings.
3.	Press the **Center ID** button, and then enter the appropriate Center ID based on the unit's vCare registration ComServerID, and then press the **END** button.	Enter the ComServerID for the vCare registration.
4.	Press the **E-Mail Address** button and enter the E-mail address associated with the vCare ComServer ID number the registration is populated on and then press the **END** button. Direct Channel example: kmcore**x**@kmbsvcare.com From Center ID numbers US102-US109, the **x** becomes the last number of the Center ID From Center ID numbers US110-US1**xx**, the **x** becomes the last two numbers of the Center ID From Center ID numbers US300-US3**xx**, the **x** becomes the all three numbers of the Center ID	Configure the E-mail address for the Detail Settings. Dealer Channel example: KMDcore**x**@kmbizhubvcare.com For Dealer Channel, the **x** is one number higher than the ending of the Center ID number
	Press the **No** button for Encryption.	Turn off Encryption.

CS Remote Care 1-Way E-Mail Configuration
CS Remote Care Configuration Detail Settings (cont'd.)
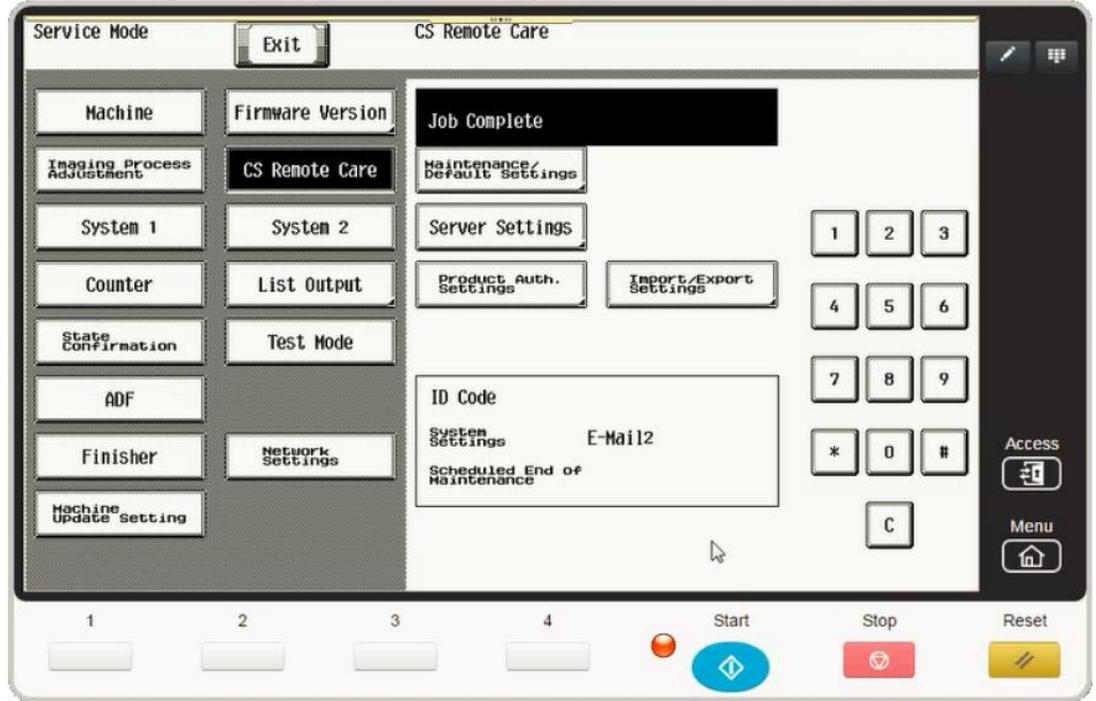

No.	Step	Step description
1.	Press the **Date & Time Setting** button, and then enter the current year/month/date, time (24-hour format) and time zone, and then press the **SET** button.	Configure the Date & Time Settings.
2.	Press the **Notification Settings** button.	Enter notification Settings.
3.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

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

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

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

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

6

Troubleshooting

Common vCare Communication Error Codes

HTTP Error Codes

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

SMTP Error Codes

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