vCare Example Configuration Guide

bizhub PRO 1050, 1050e, 1050p

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vCare Requirements:

Device Registration: The device must be registered to the vCare System for 2-Way E-Mail communication protocol.

Firmware: The recommendation is to be sure the unit is flashed with the latest firmware level available.

Network Requirements:

POP3 and SMTP Communication Protocol: One POP3 port (110 or 10110) and one SMTP port (25 or 2525) must be open with all rules and permissions in place allowing communication to and from the machine. It is recommended that this be in place and any communication testing required be performed prior to attempting to connect a unit to the vCare System.

Non-standard connection methods are not supported for 2-Way E-Mail communication with the vCare System.

vCare Technical Support Contact Information:

Phone Support: 1-800-825-5664
Email Address: kmbsvcaresupport@kmbs.konicaminolta.us

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.

Machine Manager Mode Configuration
Machine Manager Mode Settings

```
Utility Menu
Select one of following items

Serial Number   :56UE00187          01 System Setting
< Total Check >
Total Count                          02 Function Setting
  00003077      05/07/04
Feed Paper Count                     03 Copy Setting
  00002249
Output Paper Count                   04 Scanner Setting
  00002188
Printer Total Count                  05 Touch Screen Adjustment
  00001006
Copier Total Count                   06 Machine Manager Setting
  00002071
Scanner Total Count
  00000192
< Machine Manager Name >

< Extension Number >
  00000
                  Detail

        Exit
```

Accessing Machine Manager Mode

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

Configuring Date/Time Settings

No.	Step	Step description
1.	Press the **[System Setting]** button.	Access the System Settings Menu.
2.	Press the **[Time and Date Setting]** button.	Access the Date/Time Settings.
3.	Enter Date and Time (24-hour format). Press the Set button for each.	Set the Date, Time and Time Zone.
4.	If Daylight Savings Time is active, press the **[Summer Time]** button.	Activate Summer Time if Daylight Savings Time is active based on region and time of the year.
5.	Enter the Time Zone for the location, press the **[Set]** button, press the **[OK]** button, and then press the **[Return]** button. After this, reboot the machine.	Set the local Time Zone and then reboot the machine.

Machine and Controller NIC TCP/IP settings are accessed through the Machine Manager Mode.

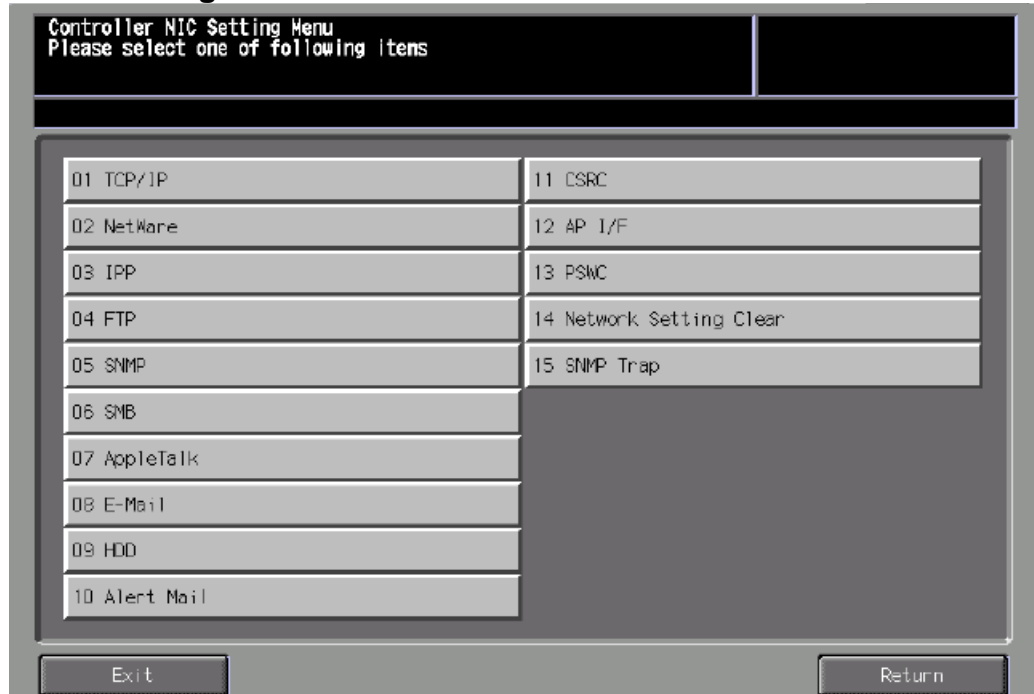## Machine Manager Mode Configuration
Network Card Settings


```
Machine Manager Setting Menu
Select one of following items

01 System Setting          01 Machine NIC Setting
02 Manager/Machine Register  02 Controller NIC Setting
03 User Auth./Volume Track
04 Network Setting
05 Copy/Printer Setting
06 System Connection
07 Security Setting
08 Scanner Address Register

Exit                              Return
```

Accessing Machine NIC TCP/IP Settings

No.	Step	Step description
1.	From Administrator Mode Menu, press the **[Network Setting]** button.	Access the Network Setting Menu.
2.	Press the **[Machine NIC Setting]** button, press the **[TCP/IP Setting]** button, and then press the **[IPv4 Settings]** button.	Access the Network Card Settings>IPv4 Settings Menu.
3.	Configure the Machine NIC TCP/IP settings as required.	Enter the current TCP/IP settings for the network card.
4.	Press the **[Controller NIC Setting]** button, Press the **[TCP/IP Setting]** button, and then press the **[IPv4 Settings]** button.	Access the Network Card Settings>IPv4 Settings Menu.
5.	Configure the Controller NIC TCP/IP settings as required.	Enter the current TCP/IP settings for the network card.
6.	Press the **[Return]** button.	Return to the Network Settings Menu.

Machine Manager Mode Configuration
CSRC Settings

The majority of the configuration is entered in the Machine Manager Mode.

```
Controller NIC Setting Menu
Please select one of following items
```

01 TCP/IP	11 CSRC
02 NetWare	12 AP I/F
03 IPP	13 PSWC
04 FTP	14 Network Setting Clear
05 SNMP	15 SNMP Trap
06 SMB	
07 AppleTalk	
08 E-Mail	
09 HDD	
10 Alert Mail	

Exit   Return

Accessing the Controller NIC CSRC Settings

No.	Step	Step description
1.	In the Network Setting Menu, press the [Controller Setting] button.	Access the Controller Setting Menu.
2.	Press the [CSRC Setting] button.	Access the CSRC Setting Menu.

The connection of the unit to the vCare System is sent through the machine's Controller NIC.

Machine Manager Mode Configuration
CSRC Settings (Cont'd.)

CSRC Send Setting		
CSRC Send	**On**	Off
SMTP Server Address	11.11.8.5	
Port No.	25	1-65535
Connection Time Out Time	60	30~300 seconds
Machine Manager From Address	10501ab@csrcbw.com	
Next Previous		Cancel OK

Controller NIC CSRC Settings

No.	Step	Step description
1.	Press the **[Send]** button, and then press the **[On]** button for CSRC Send.	Turn on CSRC Send.
2.	Press the **[SMTP Server Address]** button and Input the vCare E-Mail Server IP Address.	Enter the vCare E-Mail Server IP Address provided by a vCare Technical Support. Ex: 10.10.10.10
3.	Press the **[Port No.]** button and enter the SMTP Port Number.	Enter the SMTP Port Number (25 or 2525).
4.	If necessary, press the **[Connection Time Out Time]** button and change the value.	Adjust the Connection Time Out Value if necessary.
5.	Press the **[Machine Manager From Address]** button and enter the machine's E-Mail Address. Direct Channel: MachineNumber@kmbsvcare.com Machine Number is found using Pocket SCU Dealer Channel: MachineSerialNumber@kmbzihuvcare.com	Enter the Receive E-Mail address for the machine. This is the same address as the Login/User Name Credentials provided by the vCare Administrator.
6.	Press the **[Next]** button.	Advance to the SMTP Authentication Settings.

The CSRC
Settings are
Server Settings
entries for
POP3 and
SMTP
communication
with the vCare
System.

Machine Manager Mode Configuration
CSRC Settings (Cont'd.)

Controller NIC CSRC Settings (Cont'd.)

No.	Step	Step description
7.	Press the **[Off]** button for **Auth. (POP before SMTP)**.	Turn off the POP Before SMTP Authentication.
8.	Press the **[On]** button for **Auth. (SMTP Auth.)**.	Turn on SMTP Authentication.
9.	Press the **[SMTP Auth. User Name]** button and enter a value. Direct Channel: MachineNumber@kmbsvcare.com Machine Number is found using Pocket SCU Dealer Channel: MachineSerialNumber@kmbizhubvcare.com	Enter the value provided by vCare Technical Support for the SMTP Authentication User Name.
10.	Press the **[Password]** button and enter a value. Direct Channel: First Four Digits of the Machine Number + PRO + the first digit of the model number. Example: 1234PRO1 Dealer Channel: Last six digits of the machine Serial Number (Ex: 123456)	Enter the value provided by vCare Technical Support for the Authentication Password.
11.	Press the **[Realm]** button and enter a value and then press the **[OK]** button. Direct: kmbsvcare.com Dealer: kmbizhubvcare.com	Enter the Domain Name for the vCare E-Mail Server and then return to the CSRC Settings Menu.

The POP3 configuration allows the machine to retrieve communication from the vCare System.

Machine Manager Mode Configuration
CSRC Settings (Cont'd.)

Controller NIC CSRC Settings (Cont'd.)

No.	Step	Step description
12.	Press the **[CSRC Receive]** button and then press the **[ON]** button.	Turn on CSRC Receive.
13.	Press the **[POP3 Server Address]** button and enter the vCare E-Mail Server Address.	Enter the vCare E-Mail Server IP Address provided by a vCare Technical Support. Ex: 10.10.10.10
14.	Press the **[User Name]** button and enter a value. Direct Channel: MachineNumber@kmbsvcare.com Machine Number is found using Pocket SCU Dealer Channel: MachineSerialNumber@kmbizhubvcare.com	Enter the value provided by vCare Technical Support for the POP3 Authentication User Name.
15.	Press the **[Password]** button and enter a value. Direct Channel: First Four Digits of the Machine Number + PRO + the first digit of the model number. Example: 1234PRO1 Dealer Channel: LastSixofSerialNumber@kmbzihuvcare.com Example: 123456	Enter the value provided by vCare Technical Support for the POP3 Password.
16.	Press the **[Off]** button for the **APOP** value.	Turn off APOP.
17.	Press the **[Port No.]** button and enter the SMTP Port Number, and then press the **[Next]** button.	Enter the POP3 Port Number (110 or 10110).

Machine Manager Mode Configuration
CSRC Settings (Cont'd.)

The Auto Check is initially configured to check for mail every minute, but must later be changed to 60 minutes.

Controller NIC CSRC Settings (Cont'd.)

No.	Step	Step description
18.	Press the **[Auto Check]** button and the **[On]** button.	Turn the Mail Check on.
19.	Change the **Interval** value to **1** minute.	Temporarily change the Mail Check Interval to one minute.
20.	Press the **[OK]** button, and then press the **[Return]** button.	Return to the CSRC Settings Menu.
21.	Cycle the Machine's Power for at least 10 seconds, allow for the IC-611 to re-initialize.	Cycle the machine's power.

Software Dipswitch Settings, I/O Check, and CS Remote Care Settings are entered in Service Mode.

Service Mode Settings
Accessing Service Mode


```
Utility Menu
Select one of following items

Serial Number  :56UE00187      01 System Setting
< Total Check >
Total Count                    02 Function Setting
 00003077        05/07/04
Feed Paper Count               03 Copy Setting
 00002249
Output Paper Count             04 Scanner Setting
 00002188
Printer Total Count            05 Touch Screen Adjustment
 00001006
Copier Total Count             06 Machine Manager Setting
 00002071
Scanner Total Count
 00000192
< Machine Manager Name >

< Extension Number >
 00000
                     Detail

          Exit
```

No.	Step	Step description
1.	From the "Ready to Copy" Menu, press the [Utility/Counter] button. Next, press ⊘ 0, 0, ⊘, 0, 1.	Enter Tech Rep/Service Mode.

Software Switch 3-6 must be turned on and I/O Check must be performed prior to configuring any other Software Switches.

Software Dipswitch Settings & IO Check
Configuring Software Dipswitch Settings and I/O Check
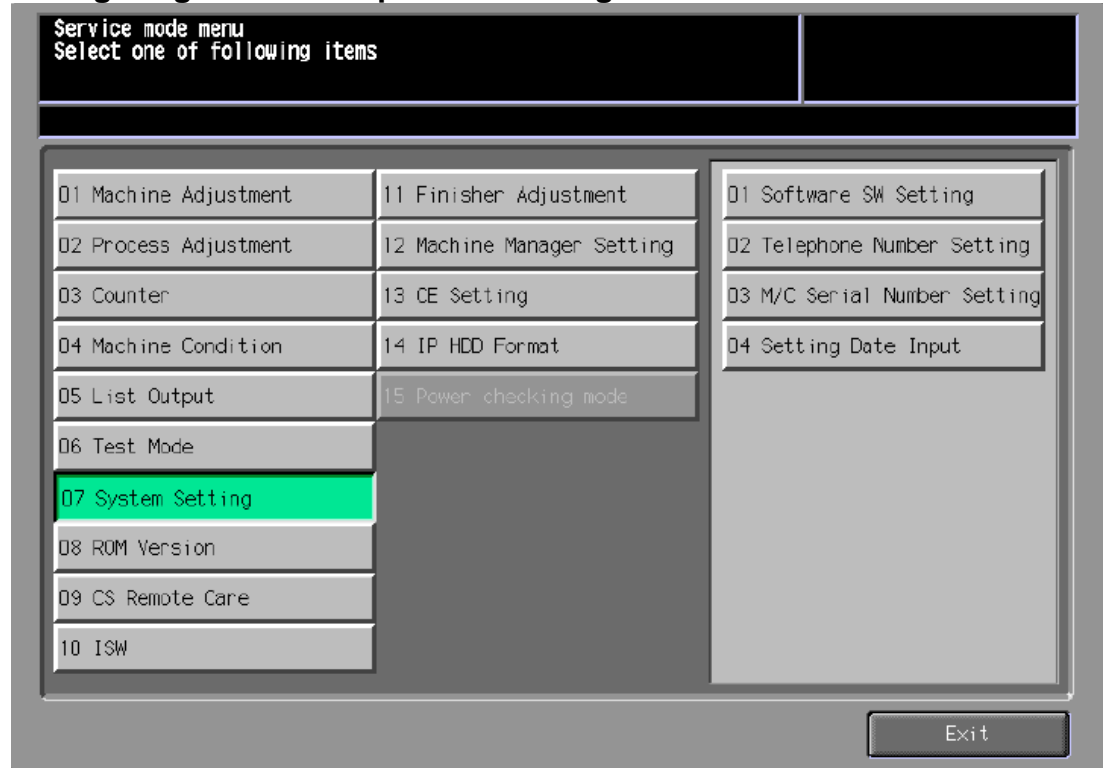
First Software DipSW Settings and I/O Check

No.	Step	Step description
1.	Press the **[System Setting]** button and then press the **[Software SW Setting]** button.	Access the Software Dipswitch Setting Menu.
2.	Change Software Switch **03 – 6** to **[On(1)]** and then press the **[Return]** button.	Set Software Switch 3-6 to the "On" position, and then return to the Service Mode.
3.	Press the **[Machine Condition]** button, and then the **[I/O Check]** button.	Access the I/O Check Menu.
4.	Using the keypad, type **15**, press the **[Access]** button, type **98** using the keypad, and then press the **[Start]** button. The panel should display "FIN" after a short time. If it does not, please begin the troubleshooting process. If it does, please proceed to the next step.	Perform the I/O Check.
5.	Press the **[Return]** button followed by the **[Close]** button.	Return to the Service Mode Menu.
6.	Press the **[System Setting]** button and then press the **[Software SW Setting]** button.	Access the Software Dipswitch Setting Menu.

Software Dipswitch Settings & IO Check
Configuring Software Dipswitch Settings and I/O Check (Cont'd.)

Software Dipswitch Settings & CS Remote Care RAM Clear

No.	Step	Step description
7.	Change Software Switch **15 – 5** to **[On(1)]**, then change Software Switch **16 – 7** to **[Off(0)]** (required when using the IC-611).	Set Software Switch 15-5 to the "On" position, 16-7 to the "Off" position, and then return to the Service Mode.
8.	Press the **[Return]** button	Return to the Service Mode menu.
9.	Press the **[CS Remote Care]** button on the left side menu and then press the **[CS Remote Care]** button on the right side menu.	Access the CS Remote Care menu.
10.	Press the **[Email]** button.	Select the Communication Protocol.
11.	Press the **[No. Code]** button, enter a Servicing Technician ID number, press the **[No. Code]** button again, and then press the **[Detail Setting]** button.	Access the Detail Setting menu.
12.	Press the **[RAM Clear]** button, press the **[Execute]** button, and then press the **[End]** button.	Perform RAM Clear.
13.	Cycle the Machine's Power for at least 10 seconds, allow for the IC-611 to re-initialize.	Cycle the machine's power.

CS Remote Care Configuration
Accessing CS Remote Care

These models can only communicate with the vCare System using 2-Way E-Mail communication protocol.

```
CS Remote Care setting
Select one of following items

01 E-Mail
02 Modem

No. Code        1111199

1  2  3
4  5  6
7  8  9
   0

Detail setting

Return
```

Accessing CS Remote Care

No.	Step	Step description
1.	Follow the previously described steps to access Service Mode.	Access Service Mode.
2.	Press the **[CS Remote Care]** button on the left side menu and then press the **[CS Remote Care]** button on the right side menu.	Access the CS Remote Care Menu.
3.	Press the **[Email]** button.	Select the Communication Protocol.
4.	Press the **[No. Code]** button, enter a Servicing Technician ID number, press the **[No. Code]** button again, and then press the **[Detail Setting]** button.	Access the Detail Setting Menu.

Service Mode Configuration

The CS Remote Care Date and Time Setting must be accurate to the current local time and entered in 24-Hour format.

CS Remote Care Configuration
Configuring the Detail and Basic Settings

```
Date and time setting


       Present Time        10/21/06 11:39        1    2    3

       Setting Time        10/21/06 11:39        4    5    6

                                                 7    8    9

       Time Zone              -0500             +↔-  0   Set



                                           Cancel        OK
```

Configuring Detail Settings

No.	Step	Step description
1.	Press the **[Date and Time Setting]** button.	Access the Date and Time Setting Menu.
2.	Press the **[Setting Time]** button; enter the current Date, and local Time (24-Hour Format). Press the **[Set]** button between each entry.	Enter and Set the current Setting Time information.
3.	Press the **[Time Zone]** button; enter the local Time Zone, and press the **[Set]** button.	Enter and set the local Time Zone.
4.	Press the **[OK]** button.	Return to the Detail Settings menu.
5.	Press the **[Basic Setting]** button.	Access the CS Remote Care Basic Setting menu.

The only CS Remote Care configuration entries are for Date/Time Settings and Center ID.

Device ID should display the machine's Serial Number.

The E-Mail Address will populate after successful connection.

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

```
Basic setting

                    Center ID        KMLAB

                    Device ID        56UE99113

                    E-Mail


                                        Cancel        OK
```

Configuring Basic Settings

No.	Step	Step description
1.	Press the **[Center ID]** button and enter the vCare ComServer ID number which the unit was assigned to following the registration process.	Enter the Center ID value.
2.	Note the Device ID displayed. This should match the serial number for the physical S/N sticker on the machine and the Device ID for the registration in the vCare System. If it does not, correct the serial number in Service Mode.	Verify the Device ID displays the machine's serial number correctly.
3.	Press the **[OK]** button, exit Service Mode, and return to the Machine Manager Setting.	Return to the Machine Manager Setting.

The
Communication
Test must be
successful
before issuing
the Ini. Connect
E-Mail.

Connecting the unit to vCare
Performing the Communication Test

```
CSRC Communication Test
Finished normally <Test Mail>



                        Start




                                              Return
```

Performing the Communication Test

No.	Step	Step description
1.	In the Machine Manager Setting Menu, press the **[Network Setting]** button, press the **[Controller Setting]** button, and then press the **[CSRC]** button.	Access the CSRC Menu in the Machine Manager Mode.
2.	Press the **[CSRC Communication Test]** button. The communication test may take a few minutes. If successful, proceed to the next steps. If the test fails, print a Communication Log and begin troubleshooting.	Perform the Communication Test.

Issue the Ini. Connect E-Mail

No.	Step	Step description
1.	Direct Channel: Using Pocket SCU on the Hand Held Device: Select Action, and then Send Initial Connect. This should only be done one time after a successful CSRC Communication Test. Dealer Channel: Use the vCare Web Application to issue the Ini. Connect E-Mail. If this is not possible, please contact vCare Technical Support to have a vCare Administrator issue the Ini. Connect E-Mail.	Issue the Initial Connect E-Mail.

Connecting the unit to vCare
Maintenance Start and Completion


```
CS Remote Care setting
Select one of following items

  01 E-Mail
  02 Modem

  No. Code      1111199        1  2  3
                               4  5  6
                               7  8  9
                                  0

         Detail setting

                               Return
```

Performing Start Maintenance and Maintenance Complete

No.	Step	Step description
1.	**Confirm connection of the unit to the vCare System before proceeding to the next step.**	Verify the connection of the unit to the vCare System.
2.	Return to CS Remote Care in Service Model	Access the CS Remote Care Menu in the Service Mode.
3.	Press the **[No. Code]** button, enter a Servicing Technician ID number, press the **[No. Code]** button again. **Wait about a minute** and then press the **[Maintenance Comp]** button.	Perform Start Maintenance and then perform Maintenance Completion.

Change the Mail check to 60 minutes

No.	Step	Step description
1.	Return to Machine Manager Mode. In the Machine Manager Setting Menu, press the **[Network Setting]** button, press the **[Controller Setting]** button, and then press the **[CSRC]** button.	Access the CSRC Menu in the Machine Manager Mode.
2.	Press the **[CSRC Receive Setting]** button.	Access the CSRC Receive Settings.
3.	Press the **[Next]** button until the **Auto Check menu** is displayed, and change the **Auto check Interval** to **60 minutes**.	Change the Auto Check Interval to 60 minutes.
4.	Cycle the Machine's Power for at least 10 seconds, allow for the IC-611 to re-initialize.	Cycle the machine's power.

Troubleshooting
Printing a vCare Communication Log

No.	Step	Step description
1.	Access Service Mode from the Ready to Copy screen.	Access Service Mode.
2.	Press the **[List Output]** button. If the "Communication Log List" button does not appear, in [Service Mode] > select [System Setting] > [Software DIPSW Setting] and set [30-1] to On(1).	Access the List Output Menu.
3.	Press the **[Communication Log List]** button, press the **[Copy]** button at the upper left, select 8.5x11 paper size and then press the ⬦ button.	Print out the Communication Log List.
4.	Press the **[Service Mode]** button at the upper right and then press the **[Close]** button until the Ready to Copy screen is displayed.	Exit Print Mode and return to the Ready to Copy screen.

Troubleshooting
Observing the SMTP Log

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

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

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

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

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

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

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

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