# @Remote Connector NX Machine Codes:D793 Field Service Manual

# **Important Safety Notices**

#### **Prevention of Physical Injury**

- 1. Before disassembling or assembling parts of the copier and peripherals, make sure that the copier power cord is unplugged.
- 2. The wall outlet should be near the copier and easily accessible.
- 3. If any adjustment or operation check has to be made with exterior covers off or open while the main switch is turned on, keep hands away from electrified or mechanically driven components.
- 4. The copier drives some of its components when it completes the warm-up period. Be careful to keep hands away from the mechanical and electrical components as the copier starts operation.
- 5. The inside and the metal parts of the fusing unit become extremely hot while the copier is operating. Be careful to avoid touching those components with your bare hands.

#### **Health Safety Conditions**

- 1. Toner and developer are non-toxic, but if you get either of them in your eyes by accident, it may cause temporary eye discomfort. Immediately wash eyes with plenty of water. If unsuccessful, get medical attention.
- 2. The copier, which use high voltage power source, can generate ozone gas. High ozone density is harmful to human health. Therefore, the machine must be installed in a well-ventilated room.

#### Observance of Electrical Safety Standards

The copier and its peripherals must be serviced by a customer service representative who has completed the training course on those models.

#### **⚠WARNING**

 Keep the machine away from flammable liquids, gases, and aerosols. A fire or an explosion might occur.

#### **ACAUTION**

- The Controller board on this machine contains a lithium battery. The danger of explosion exists if a
  battery of this type is incorrectly replaced. Replace only with the same or an equivalent type
  recommended by the manufacturer. Discard batteries in accordance with the manufacturer's
  instructions and local regulations.
- The optional fax and memory expansion units contain lithium batteries, which can explode if replaced incorrectly. Replace only with the same or an equivalent type recommended by the

manufacturer. Do not recharge or burn the batteries. Used batteries must be handled in accordance with local regulations.

#### Safety and Ecological Notes for Disposal

- 1. Do not incinerate toner bottles or used toner. Toner dust may ignite suddenly when exposed to an open flame.
- 2. Dispose of used toner, the maintenance unit which includes developer or the organic photoconductor in accordance with local regulations. (These are non-toxic supplies.)
- 3. Dispose of replaced parts in accordance with local regulations.
- 4. When keeping used lithium batteries in order to dispose of them later, do not put more than 100 batteries per sealed box. Storing larger numbers or not sealing them apart may lead to chemical reactions and heat build-up.

#### Laser Safety

The Center for Devices and Radiological Health (CDRH) prohibits the repair of laser-based optical units in the field. The optical housing unit can only be repaired in a factory or at a location with the requisite equipment. The laser subsystem is replaceable in the field by a qualified Customer Engineer. The laser chassis is not repairable in the field. Customer engineers are therefore directed to return all chassis and laser subsystems to the factory or service depot when replacement of the optical subsystem is required.

#### **<b>⚠WARNING**

• Use of controls, or adjustment, or performance of procedures other than those specified in this manual may result in hazardous radiation exposure.

#### **MARNING**

• Turn off the main switch before attempting any of the procedures in the Laser Optics Housing Unit section. Laser beams can seriously damage your eyes.

#### **CAUTION MARKING:**



#### Warnings, Cautions, Notes

In this manual, the following important symbols and notations are used.

#### **MARNING**

• A Warning indicates a potentially hazardous situation. Failure to obey a Warning could result in death or serious injury.

#### **ACAUTION**

 A Caution indicates a potentially hazardous situation. Failure to obey a Caution could result in minor or moderate injury or damage to the machine or other property.

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• Obey these guidelines to avoid problems such as misfeeds, damage to originals, loss of valuable data and to prevent damage to the machine.

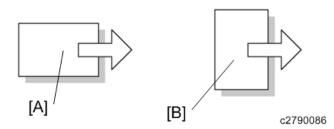


• This information provides tips and advice about how to best service the machine.

# Symbols, Abbreviations and Trademarks

This manual uses several symbols and abbreviations. The meaning of those symbols and abbreviations are as follows:

ℴ	Clip ring	
F	Screw	
	Connector	
Ţ	Clamp	
SEF	Short Edge Feed	
LEF	Long Edge Feed	



[A] Short Edge Feed (SEF)

[B] Long Edge Feed (LEF)

#### **Trademarks**

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# 1. Product Information

# **Specifications**

See "Appendices" for details.

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# **System Requirement**

# **Operating Environment**

#### For Server PC

Item	Specification	Note	
Server spec	Minimum:		
	CPU: Intel Core /Xeon or AMD Athlon /Opteron, dual core		
	Available Memory: 3 GB		
	Available HDD space: 5 GB (excluding database)		
	Recommended:		
	CPU: Intel Core/Xeon or AMD Athlon/Opteron, dual core		
	Available Memory: 5GB		
	Available HDD space: 10GB (excluding database)		
OS	Server environment:		
	Windows Server 2008 Std/Ent SP1+ (32/64-bit)		
	• Windows Server 2008 R2 Std/Ent SP1+ (64-bit)		
	Windows Server 2012 Std/Ent (64-bit)		
	Client environment:		
	Any environment with supported web browser		
Virtual	VMWare ESX 4		
environment	VMWare ESXi 4.1, 5		
	Windows Server 2008 Hyper-V 2.0		
Browser	Firefox 17 ESR or later	Touch-screen-	
	• Internet Explorer 8, 9 and 10	only browsers	
	Safari 6.0	are not recommended	

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ltem	Specification	Note	
Database	Standard:		
	Microsoft SQL Server 2012 Express Edition		
	Optional external databases:		
	Microsoft SQL Server 2008 (Workgroup, Standard, Enterprise)		
	<ul> <li>Microsoft SQL Server 2008 R2 (Workgroup, Standard, Enterprise)</li> </ul>		
	Microsoft SQL Server 2012 (Workgroup, Standard, Enterprise)		
Web Server	<ul><li>Internal web server (Jetty)</li><li>IIS 7, 7.5, 8</li></ul>		

#### For installation of FM Audit agent

ltem	Specification	Note
	CPU: Pentium4 or Higher	
Server Spec	Processor Speed: 500MHz or Higher	
	Available Memory: 512MB or Higher	
	Available HDD space for installation: 100 MB	
	Available HDD space: 200 MB	
	Windows XP (32-bit)	
OS	Windows Vista (32-bit/64-bit)	
	• Windows 7 (32-bit/64-bit)	
	• Windows 8 (32-bit/64-bit)	

#### Database Requirements

The following databases are supported:

- Microsoft® SQL Server® 2008 (Workgroup, Standard, Enterprise)
- Microsoft® SQL Server® 2008 R2 (Workgroup, Standard, Enterprise)
- Microsoft® SQL Server® 2012 (Workgroup, Standard, Enterprise)
- Microsoft® SQL Server® 2012 Express

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The database must be installed prior to the installation of @Remote Connector NX.

#### **Web Browser Support**

Device Administrators will connect to the @Remote Connector NX management interface via web browser. The following browsers are supported:

- Firefox 17 ESR or later
- Internet Explorer 8, 9, and 10
- Safari 6.0

#### **IIS Web Server Support**

@Remote Connector NX uses a Jetty Web Server by default. However, you can configure an IIS server to redirect IIS requests to Jetty if you prefer to expose IIS from the Core Server.

#### 1

# Guidance for Those Who are Familiar with Predecessor Products

# Specifications

Title	RC Gate	RC Gate A/ RC Gate S Pro	Birdie-C
Max. number of Monitored devices	500	RC Gate A: 500 (standard)/ 1500 (with optional SSD and DIMM)	Unlimited
		RC Gate S Pro: 5000	
Max. number of Managed	100	RC Gate A: 100 (standard)/ 1000 (with optional SSD and	5000* (same as Birdie-S)
devices		DIMM) RC Gate S Pro: 5000	* Can be expandable with Birdie-E
Periodical reboot	Adjustable; Weekly or Monthly	Unnecessary	No
SNMP Version	SNMP v1/v2 only	SNMP v1/v2/v3	SNMP v1/v2/v3
Communicatio n Protocol	SNMP/SOAP	SNMP/SOAP	IPv4, IPv6, TCP, UDP, SNMP v1/v2, v3, HTTP/ HTTPS, DNS, FTP/SFTP, LDAP/ LDAPS, SMTP
Communication Method (between appliance and center)	SMTP (1-way) or HTTPS (2-way)	HTTPS only	HTTPS only
Appliance ID2	J77 / (J76)Ymm00001	RC Gate A: V7800000001  RC Gate S Pro: S5600000001	G330000001
System Log	64KB	RC Gate A: 2MB	Changeable
		RC Gate S Pro: 500MB	

Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C
Communication Log	64kB	RC Gate A: 2MB RC Gate S Pro: 10MB	Changeable
When Appliance SC occurs,	RC Gate will reboot.	RC Gate A: Will reboot.  RC Gate S Pro: RC Gate S Pro itself does not reboot, but the internal @Remote service will reboot in case of SC900	@Remote service will reboot in case of xx.

# Appliance UI

Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C
Login User Type	CE/Administrator/ Registrant	RC Gate A: CE/Administrator RC Gate S Pro: CE/ Administrator/User	CE/Administrator
Password for each login	<ul> <li>Password for CE: "rst107C/S" (Can change)</li> <li>Password for Administrator: "admin" (Can change)</li> </ul>	Password for CE: "rst107C/S" (Can change) Password for Administrator: "administrator" (Can change)	<ul> <li>Password for CE (RicohATRemoteO perator): "rst107C/S" (Can change)</li> <li>Password for "Admin": "blank" (Can change)</li> </ul>
	Password for Registrant: "installation" (Can change)	RC Gate S Pro:  Password for CE: "rst107C/S" (Can change)  Password for "admin": "(blank)" (Can change)  Password for User: Unnecessary	
Excluded IP address	No function	Can set by IP address (Max. 255)	Can set by IP address (Max. 255)

Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C
Firmware Update by RFU	Both Appliance and Device firmware possible.	RC Gate A: Both Appliance and Device firmware possible. RC Gate S Pro: Devices only. Appliance firmware not possible.	Devices only.
RFU Permission	Appliance firmware permission only.	Both Appliance (RC Gate A only) and Device firmware permission.	Device firmware permission
Selecting RFU Method	Via @Remote only	RC Gate A: Via @Remote only RC Gate S Pro: Can select RFU either via @Remote or onsite F/W updater.	Can select RFU either via @Remote or onsite F/W updater.
Auto Call Notification Timing	Can change from center GUI.	Can change from center GUI.  Can read from RC Gate -  @Remote UI CE mode.	Can change from center GUI. Can read from UZ- @Remote UI CE mode.
Auto Call Notification Permission	Can change from center GUI.	Can change both from center GUI and RC Gate -@Remote UI admin and CE mode.	Can change both from center GUI and @Remote Connector NX UI admin and CE mode.
Display of notified Auto Call in a list	No function	RC Gate A: Can see on UI RC Gate S Pro: No function	Can see on list of logs.
@Remote On/Off	No function	RC Gate A: No function  RC Gate S Pro: Can select permission not to accept any @Remote services by administrator.	Can select permission not to accept any @Remote services by administrator.
RFU Time shift (To shift device firmware update time)	No function	RC Gate A: Can select on UI. RC Gate S Pro: No function	Can select on UI.

Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C
Ping Send Permission	Can select on UI.	RC Gate A: Can select on UI.  RC Gate S Pro (IS01.01): Cannot select on UI, but can set by editing a properly file  RC Gate S Pro (IS01.02): Can select on UI.	Can select on UI.
Extended device search	No function	RC Gate A: Can select on UI. RC Gate S Pro: No function	Can select on UI.
Registered Device Counter Display	No function	RC Gate A: Can see on UI. RC Gate S Pro: No function	Can select on UI.
Extended Function Setting	No function	RC Gate A: Can set on UI when an optional SSD is installed. RC Gate S Pro: No function	No function
Center Connect Check	Can be used.	RC Gate A: Can be used. RC Gate S Pro: Can be used only for IS01.02.	Can be used.

#### Center GUI

Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C
RFU Prohibit Time	No function	RC Gate A: Can set prohibit time. RC Gate S Pro: Can set prohibit time only for IS10.02.	Can set prohibit time.
Auto Call Notification Timing and Retry Setting	Can change timing only.	Can change timing and retry setting.	Can change timing and retry setting.
Max. number of devices displayed in Device List	Up to 500	Up to 500	Up to 500

Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C
Search Function on Appliance/ Device List	Search function (Ctl + F) is available.	Search function (Ctl + F) is available.	Search function (Ctl + F) is available.
Sort Function on Appliance/ Device List	Can sort by a selected column.	Can sort by a selected column.	Can sort by a selected column.
Managed device Type	SNMP/HTTPS	SNMP/HTTPS	SNMP/HTTPS
@Remote On/Off	No function	Can see that this function is enabled or not.	Yes

#### Installation

Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C
Appliance Installation	Hardware Installation  1. Locate the unit. 2. Connect LAN. 3. Plug in AC cable, etc.	RC Gate A: Same as RC Gate RC Gate S Pro: Software Installation @Remote program is included in the main program, so @Remote program is installed in the server together with the main program without exception.	Software Installation

#### Uninstallation

Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C	
Appliance Uninstallation	Hardware Uninstallation  1. Unplug AC cable,  2. Disconnect LAN,  3. Remove the unit,  4. etc.	RC Gate A: Same as RC Gate RC Gate S Pro: Software Uninstallation Need to uninstall the whole program of RC Gate S Pro.	Software Uninstallation	

#### **Auto Discovery**

Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C
Performing Auto Discovery	Login to RC Gate UI <auto discovery="" setting="" wizard="">  1. Select Search Method; Subnetmask range or IP address range.  2. Set AD interval  3. Input search range.  4. Searched range list is displayed.  5. AD starts at designated time.</auto>	RC Gate A: Same as RC Gate RC Gate S Pro: AD refers to the Discovery Setting of RC Gate S Pro (Onsite) UI. RC Gate S Pro (@Remote) does not search new device(s) as AD. Instead, AD acquires device MIB data only from found devices at designated time. There are two methods of device search which can be selected; "Ping Sweep" or "Broadcast".	There are three different methods to update device list.  1. Run Discovery and Send Information  2. Run Polling and Send Information  3. Send collected information only  4. Send information after device list import

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# Appliance Replacement

Title	RC Gate	RC Gate RC Gate A/RC Gate S Pro Birdie-	
A to B Replacement Restoration (A to A Replacement)	Special care unnecessary	RC Gate A: Same as RC Gate RC Gate S Pro: Special care may be necessary before or after. Reason 1) For the new appliance, activation and obtaining certification/ID2 must be done beforehand. Reason 2) Because it takes longer to complete restoring (10min. per 1000 managed device), some conditions and remarks have to be followed.	RTB 3 New information

# This section was modified

# Multi-in-one (Switch from multiple RC Gates to a RC Gate S Pro/RC Gate A)

Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C
To put together two or more RC Gates into one RC Gate S Pro.	Not applicable	This can be to migrate all managed devices from multiple RC Gates to one RC Gate S Pro/RC Gate A manually.	This can be to migrate all managed devices from multiple RC Gates/RC Gate S Pro/RC Gate A to one Birdie-C by semi-automated.

#### **New Features**

Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C
Data acquisition from competitive devices by FMAudit	No	No	Yes

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Title	RC Gate	RC Gate A/RC Gate S Pro	Birdie-C
Appliance Transition	Normal Appliance replacement only	Normal Appliance replacement + Manual migration	Normal Appliance replacement + Semi- Automated migration
Data acquisition from local (USB connected) printing devices	No	No	Yes

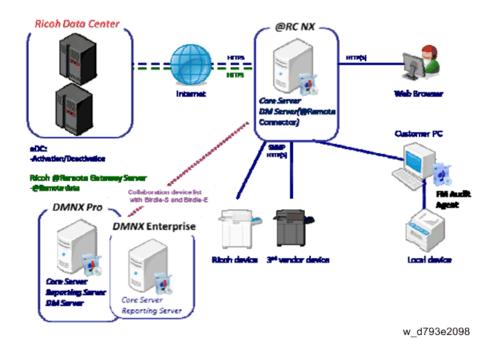
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# **System Structure**

#### Birdie-C Standalone

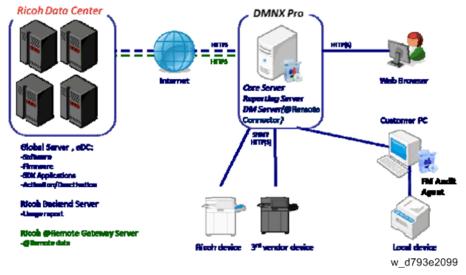
The system structure for the configuration of Birdie-C standalone is described as follows:

#### @Remote Connector NX - System Components



#### Birdie-S with C option

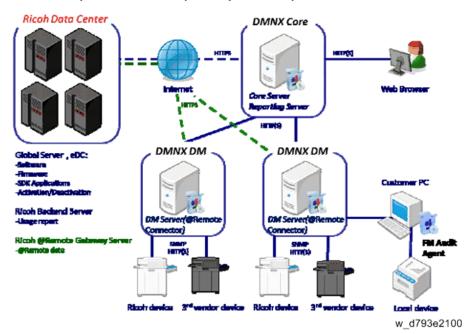
The system structures for the configurations of @Remote connector option for Birdie-S are described as follows;



#### Birdie-E with C option

The system structures for the configurations of @Remote connector option for Birdie-E are described as follows;

#### **DMNX Enterprise+ @Remote Option- System Components**



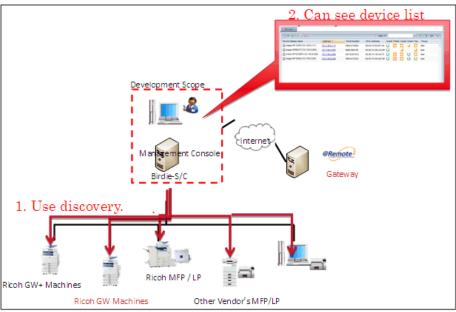
# 2. Installation

# **Basic Workflow**

Basic workflow is described below for setting the @Remote connector up.

- 1. Install and prepare the database.
  - Install SQL Server or SQL Express or SQL Express database and configure the database to allow TCP/ IP connections.
- 2. Install Birdie-C on PC.
- 3. Activate Birdie-C.
- 4. Use discovery function and see device list.

#### Dataflow for device discovery (Birdie-C)

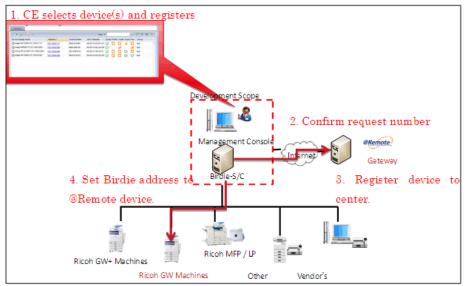


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- 5. Register @Remote connector to @Remote Center.
- 6. Set @Remote configurations.

7. See device list and register devices to @Remote Center on device list view.

#### Dataflow for device registration (Birdie-C)



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# **Program Installation**



Refer to "@Remote Connector NX Install Guide" for details.

#### @Remote Connector NX

#### Prepare the Database

Refer to the Microsoft website for full information about downloading and installing SQL or SQL Express. Ensure that you:

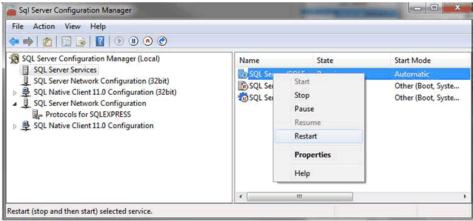
- Install the correct database version for the server architecture (i.e. x64 vs. x86)
- Verify that the installer includes the SQL Server Management Studio. These tools are required to configure the @Remote Connector NX database.
- Pre-determine the mode to use for connecting to SQL: Authentication Mode or Mixed Mode.
   Record the credentials you create for later reference.
- Complete the remainder of the installation using the defaults.

#### To Allow TCP/IP Connections

After the database software install is complete, you need to configure the database to allow TCP/IP connections:

- 1. Launch the "SQL Server Configuration Manager".
- 2. From the list on the left, select "Protocols for SQL Express", then double-click "TCP/IP" from the list on the right.
- In the TCP/IP Properties screen, Protocol tab, set "Enabled" to "Yes" and ensure the IP addresses are active on the IP Addresses tab. To use the default SQL Server port, set the TCP ports to 1433.
- 4. Click "OK" to save the changes.

5. Select the SQL Server Services option from the list on the left.



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From the list on the right, right click on "SQL Server" and select "Restart" from the menu.

You are now ready to install @Remote Connector NX.

#### @Remote Connector NX

There are two installers available to install the product:

- Setup-x64.exe
- Setup-x86.exe

Ensure you run the installer that corresponds to the architecture of the machine you are installing @Remote Connector NX on.



- You must have Administrator rights on the machine to install this software.
- 1. Double-click the .exe file to launch the installer.
- @Remote Connector NX checks for the Java Runtime Environment, a required piece of software. If the JRE is not found, you will be prompted to install it: Click "Install" to proceed.

 After the JRE install is complete (or if it was already installed), the installer extracts the MSI and you can select the components to install. Click "Next" to continue.



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4. In the "License Agreement" screen, read the license text, or click "Print" to print out the full agreement and read it offline. Click "I accept the terms in the license agreement", then click "Next".

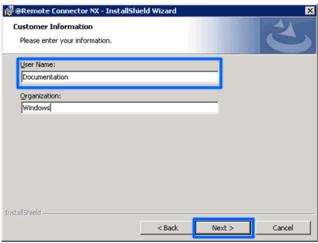


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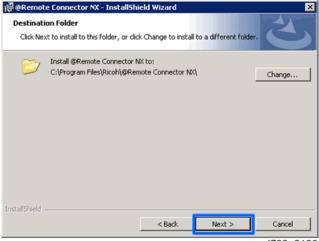
• You cannot proceed with the install until you accept this agreement.

5. In the "Customer Information" screen, type your "User Name" (for this machine) and the name of your organization, then click "Next".



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6. In the "Destination Folder" screen, choose the location where you will install the software. You can accept the default, or click "Change" to select another location. Click "Next" to continue.



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7. In the "Setup Type" screen, select "Complete" to install all components on this machine, or click "Custom" to choose the individual components.



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- A Complete install will install @Remote Connector NX and the FMAudit device monitoring
  engine, an option required to support non-Ricoh devices and USB connected devices. If you
  prefer not to install this support, choose Custom.
- Click "Next" to continue.
- 8. In the Custom Setup screen, click on a component that you do not want to install and select "This feature will not be available" from the menu. Features that will not be installed are indicated with an X, as shown in the example below.



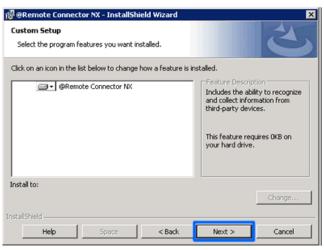
• This screen appears only if you chose Custom setup.



 The FMAudit device monitoring engine must be installed to support devices from manufacturers other than Ricoh and to enable support for USB connected devices.



• To determine space requirements for a selected feature, click Space.



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Click "Next" to continue.

9. In the "Service Logon Information" screen, choose the account under which the @Remote Connector NX service(s) will run. Click "Next" to continue.



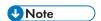
• If using Windows Authentication Mode with SQL Server, you must use a Windows account.



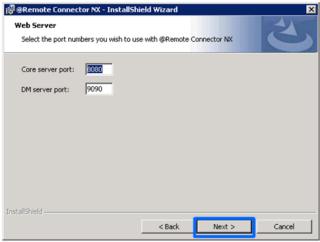
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@Remote Connector NX will validate the credentials before proceeding.

10. In the "Web Server" screen, verify the communication ports for the DM Server and Core Server. The defaults are port 8080 for the Core Server, and port 9090 for the DM Server. Click "Next" to continue.



The DM Server port is used to communicate with the monitored devices. The Core Server port
is used to communicate with the @Remote Connector NX database. If you are using IIS, the
Core Server port will also be used when IIS communicates with the Core Server.



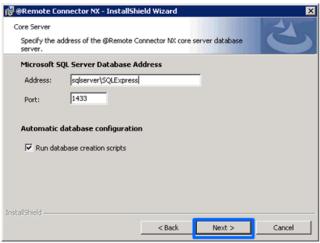
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- 11. In the "Core Server" screen, enter the SQL Server address and instance.
  - For example, if 'sqlserver' is the location and 'SQLExpress' is the database instance, enter 'sqlserver\SQLExpress'.
- 12. Also in the Core Server screen, the "Run database creation scripts" option is checked by default to allow the Installer to automatically create and configure the database tables, then start the services.

If you are using an external database, and SQL Server is already installed and configured with the instance you want, the information you provide for connecting to the database will be used to run the script when automatically installing the database from the installer.

You should uncheck the Run database creation scripts option if:

- You have not installed SQL Server on the server where it will be run and plan to do so as your next step
- You want to run the create script yourself instead of letting the installer do it.
- You are reinstalling the software



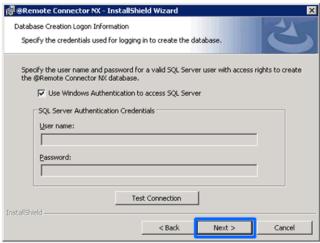
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Click "Next" to continue.

13. In the "Database Creation Logon Information" screen, provide the credentials that the Core Server will use to connect to the database.

If you previously provided Windows credentials under which the services will run, the 'Use Windows Authentication to access SQL Server' checkbox will be available. Enable the option to check for Windows Authentication to SQL Server, or leave the option unchecked to provide SQL Authentication username and password credentials.

Click "Next" to continue, then wait while the database is created.



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14. In the "Database Logon Information" screen, enter the credentials that will be used to access the SQL database.



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- 15. The installation is now ready to proceed. Click "Install" to continue.
- 16. When the installation is complete, click "Finish" to complete the process.



 The Central Manager Service is started automatically only if you left the 'Run database creation scripts checkbox' enabled in the installer.

#### FM Audit agent



- It is necessary to install the FM Audit agent in a PC connecting USB to search a Ricoh machine and other machines connected by USB.
- This function becomes effective only when FM Audit engine is installed.

To communicate with USB-connected devices, the @Remote Connector NX USB Agent must be installed on each workstation with USB-connected devices. @Remote Connector NX communicates with the USB Agent via SNMP to retrieve information about the attached devices. You must use an SNMP Access Account with a 'public' Read Community name. See the @Remote Connector NX Administration Guide for instructions to configure the SNMP Access Account.

#### Requirements

Operating System: Windows XP (32-bit) Home or Professional, Windows Vista (32-bit/64-bit)
 Premium, Business, Enterprise or Ultimate version, Windows 7 (32-bit/64-bit) Home Premium,

2

Professional, Enterprise, or Ultimate version, or Windows 8 (32-bit/64-bit) base, Professional or Enterprise version

• Memory: 500MB

• HDD Space for Installation: 100MB

• HDD Free Space: 200MB

#### **Supported Device Information**

The USB Agent supports the following device information.



• The available items differ based on brand and by model per vendor:

	Device	е Туре	
ltem	Ricoh Device	Non-Ricoh Devices	Notes
Device Information			
IP Address	supported	supported	PC's IP Address
Host Name	supported	supported	PC's Host Name
MAC Address	supported	supported	PC's MAC Address
Vendor Name	supported	supported	
Model Name	supported	supported	
Serial Number	supported	supported	
Comment		supported	
Location		supported	
Total Memory	supported	supported	
System Version	supported	supported	
Device Status			
Printer Status	supported	supported	
Printer Status Detail String	supported	supported	
Toner/Ink			

	Device Type			
ltem	Ricoh Device	Non-Ricoh Devices	Notes	
Name	(*)	supported	(*) Toner/Ink Name and	
Status (Remaining Amount)	(*)	supported	Status cannot be retrieved, however if any issues occur in Toner/Ink, the System is notified.	
Counter				
Total Counter	supported	supported		
Color/Black & White Counter	supported	supported	Only when the device is a color-capable model	

#### **Installing the Agent**

You can perform a typical Windows install, or use the silent install command to execute the install.

- 1. On the server where @Remote Connector NX is installed, browse to the drive location: <drive letter>:\Program Files\Ricoh\@Remote ConnectorNX\USB Agent.
- 2. Copy the correct installer to the workstation(s) with connected USB devices. Separate installers are provided for 32-bit and 64-bit Operating Systems.

For example: FMAAgent\_Setup\_x64

#### Silent Install

1. Run the command: msiexec /i %sfolder\_path%\fmaasetup.msi /qnwhere %folder% is the correct folder path where you copied the install executable.

#### Windows Install

- 1. On the workstation with connected devices, double-click the installer: FMAAgent\_Setup\_x64 or FMAAgent\_Setup\_x86
- 2. At the "Welcome" screen, click "Next".
- 3. At the "License Agreement" screen, read the agreement, then enable "I Agree", and click "Next" to continue.
- 4. At the "Select Installation Folder" screen, "browse to the location" where you want to store installation files. Optionally, you can enable this Agent for all users on the workstation, or you can leave the default of Just Me to prevent other users from using the Agent.

- 5. Optionally, click "Disk Cost" to determine the available diskspace and choose the account for enabling the agent. Click "Next" to continue.
- 6. At the "Confirm Installation" screen, click "Next" to install the files.
- 7. When the installation is complete, click "Close" to close the installer.

The USB Agent is now enabled and ready for use. Ensure that you create an SNMP Access Account that @Remote Connector NX will use to communicate with the USB-Connected devices. Refer to the "@Remote Connector NX Administration Guide" for instructions.

#### Limitations

- For certain devices, if some commands are issued from the Agent to a device which is in Energy Save Mode, the device is woken from Energy Saver Mode.
- If the workstation is in screen saver mode, the Agent will not receive or respond to SNMP queries.
- The Agent cannot be used if other SNMP service is installed on the workstation (such as Windows SNMP Service).

## Login

This chapter describes the login operation.

There are two ways of access.

If you are accessing @Remote Connector NX from the local server, you can use the shortcut on the Start menu to access the software.

Access the following URLs to enter the login screen.

#### With SSL disabled:

```
http://(IP Address):(port)/index.html
or
http://(Host name):(port)/index.html
```

#### With SSL enabled:

```
https://(IP Address):(port)/index.html
or
https://(Host name):(port)/index.html
```



 By default, @Remote Connector NX uses port 8080 to communicate. If you selected a different port when installing @Remote Connector NX, enter the correct port number instead.

## Login Procedure

- 1. Type your "User Name" and then your "Password".
  - The password is case-sensitive, so make sure you enter it correctly.
  - To login as a CE, there is a fixed user name that you must use: RicohAtRemoteOperator

2. Click "Login" to continue.



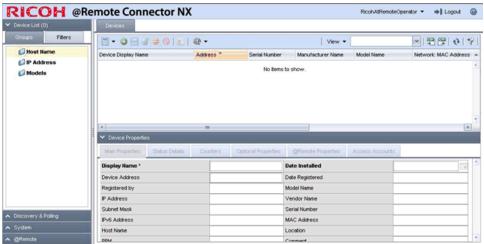
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3. Click "OK" button.



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### Login Screen



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### **Activation**

Activation can be accomplished online or offline.



- The @Remote Connector license and the FM Audit plugin license have a dependency each other in the order of activation. As a default, only @Remote Connector license is available. After the activation of the device volume license, the activation of FM Audit plugin becomes available.
- For deactivation, as opposite, at first FM Audit plugin needs to be deactivate, and then the @Remote Connector license can be deactivate.

#### Online Activation

Online activations requires internet connectivity to allow @Remote Connector NX to contact the Ricoh Activation Server (https://licensemanagement.ricoh.com/aui). You require the Product Key provided to you at time of purchase.

- 1. On the Navigation Tree, click "System".
- 2. Under Server Settings, click "Activation/Deactivation/Usage Report".
- 3. Click "Activation".
- 4. To perform online activation, select "Online", then enter the "Product Key", and select the appropriate country.



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 When @Remote Connector NX was installed, the installer referenced the Windows regional settings to determine the country settings. You may need to change this setting during activation because it determines the download location for external applications.

The product is now fully licensed and active.

#### Offline Activation

If you are unable to ensure internet connectivity on the server on which you installed @Remote Connector NX, follow these steps.

- 1. Contact Ricoh to obtain the license codes for @Remote Connector NX.
- 2. Use an internet-ready PC to enter the codes on the Ricoh Activation Server website at https://licensemanagement.ricoh.com/aui. The Activation Server will generate the required license information.
- Copy the license information for each component carefully, then login to @Remote Connector NX to enter the codes.
- 4. On the Navigation Tree, click "System".
- 5. Under Server Settings, click "Activation/Deactivation/Usage Report".
- 6. Click "Activation", then enable "Offline".

Activation			
Activation Type :	C Online	⊙ Offline	
License Code*:			
Lock Code :	+TwCwi8AP1	TkF24%9	
	ОК	Cancel	
E		S Elioti	

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7. In the Activation field, enter the "License Code", then click "OK".

If the code was successful, the product is now fully licensed and active, and device monitoring and management can occur when internet connectivity is in place.

#### **Error Code**

#### **Online Activation**

Activate the system with using Product Key and Lock code. When activation fails, error message "Activation failed due to XXX" appears with an error code of the eDC. Errors factors of the eDC are as follows.

- Indicated information is not enough for activation. (EDC error codes are E01/E02/E03/E04/E05/E06/E10/E14/E16/E17/E1 8/E20/E22/)
- No available product. (E07)
- Indicated license is over maximum number to be issued. (E09)
- Indicated license is not available. (E12)
- Invalid device serial number. (E13)
- The license is over maximum number to be re-issued. (E21)
- Indicated license is invalid date. (E23)
- Internal error (E90)
- Database access error (E95)

#### Offline Activation

Activate the system with using License Code and Lock code. When activation fails, error message "Activation failed due to XXX" appears with an error code of the eDC. Error codes are as same as online activation.

## Registration @Remote Connector NX

To set up connectivity between @Remote Connector NX and the @Remote Center System for the first time, a Ricoh Customer Engineer must complete fields on the Connector Setting, Permission Settings and Device List Update tabs.

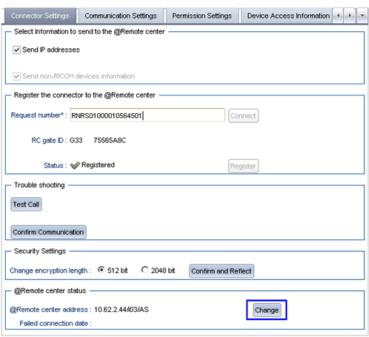
Follow this workflow:

1. On the Navigation Tree, click the "@Remote" branch.





- The Connector Settings tab opens by default. Until registration is complete, you cannot view the other five tabs.
- At the bottom of the "Connector Settings" tab, check the "@Remote Center Address" that is currently enabled.



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3. Enter the Request number in the "Request number" field, and then click "Connect".
@Remote Connector NX will acquire the correct security certificate from @Remote Center and send the request number to the @Remote Center System.

- 4. When the connection is successful, the Register button is enabled. Click "Register" to continue.
- If the registration is successful, a new window opens to indicate the additional instructions
  that you must now complete at a minimum on the Permission Settings and Device List
  Update tabs. Click "OK" to continue. The Status field will update to Registered.



6. Switch to the "Permission Settings" tab.

a. Locate the Device List Update option, and click "Permit". Enabling this option allows @Remote Connector NX to send updates in the Device List to the @Remote Center System.

b. Click "Save" on the Options Bar to save the new setting.



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#### 7. Switch to the "Device List Update" tab.

a. To determine how the device list is updated prior to sending data to the @Remote Center System, select the preferred Update Method:

Method	Description
Send information after discovery	Discovery and polling are run before sending data to the @Remote Center System
Send information after polling	Polling is run before sending data to the @Remote Centre System, but Discovery is not performed
Send information after device list method	The device list is retrieved from the server and only devices within the list are polled before the data is sent to the @Remote Center System

1. To determine how often the Device List is updated in the @Remote Center System, set the Update Schedule.



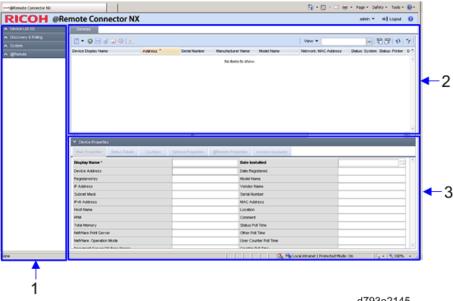
• Different schedule can be selected from the settings in the @Remote Center.

Option	Description
Daily	If you enable Daily, also select the Start Time in hours and minutes when the update will be sent.
Weekly	To send updates only once per week, enable Weekly, then select the day of the week you prefer. Select the Start Time in hours and minutes when the update will be sent.
Monthly	To send updates only once per month, select the date you want to send the update (1 through 31). Select the Start Time in hours and minutes when the update will be sent.

- 1. Click the "Save" button on the Options Bar to save the schedule update.
- 8. Initial configuration and connectivity with the @Remote Center System is now complete. If necessary, you can now update additional settings found on the remaining tabs within the @Remote branch of the Navigation Tree.

## **Main View**

The @Remote Connector NX web management interface is divided into three main areas for easy navigation.



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- 1. Navigation Tree
- 2. Active Tabs
- 3. Properties or Details of the Active Tab

#### The Navigation Tree

The Navigation Tree is anchored to the left of the screen, and contains the following branches:

- Device List
- Discovery & Polling
- System
- @Remote



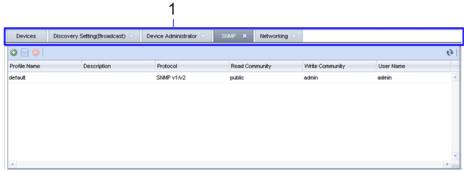
When you first launch @Remote Connector NX, the Device List branch is open at the top of the Navigation Tree. A branch is a collection of features that are grouped by function. If you click on a feature within a branch, the feature opens as new tab in the Active Tabs area.

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To open a branch, click on the branch name. The branch opens at the top of the Navigation Tree, hiding the Device List options. The branches are always shown in the same order for ease of access.

#### **Active Features**

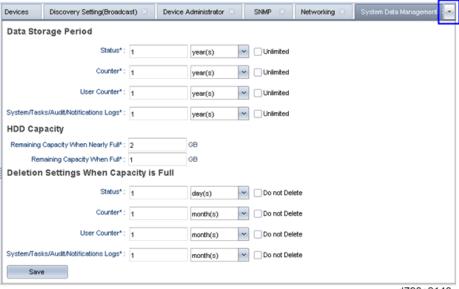
When you click on a feature within a branch, the feature opens as a new tab in the Active Tabs area.



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#### 1. Active Features

- To switch between features, simply click on the tab name.
- To close a tab, click on the "x" that appears to the right of the name.
- To close all tabs, right-click on any tab name, then choose Close All or Close All But Current from the menu.
- When you open more tabs than can fit on the screen, a drop-down arrow appears to the right of
  the tab names. Click on the arrow to view a list of all Active Tabs. The current tab is checked. Select
  another tab to make it the current view.



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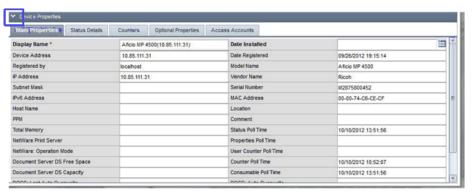
#### **Options Bar**

The Options bar contains various tools required for the active feature. Although the Options bar is always located in the same place on the active feature, the tools that are available may be slightly different depending on the requirements of the feature.



### **Properties/Details**

Each active feature may use the Properties/Detail area located below the main feature items. For example, if you view a Devices list, the upper portion of the active feature lists the device, and the bottom portion of the screen is used to present individual device details. You can click on the up or down caret to hide or show this area as needed.



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### Time and Timezones

Within @Remote Connector NX, time is handled in different ways based on the following:

- All times for device activity stored in the database is reported in the @Remote Connector NX Server's local time.
- Time displayed in the @Remote Connector NX management interface is based on the browser settings.
- Tasks are run according to the @Remote Connector NX Server local time.

# 3. @Remote Settings

# **View Connector Settings**

The Connector Settings tabs provides the connection and registration information that enables @Remote Connector NX to communicate with the @Remote Communication Server.

On this tab, the @Remote Connector NX can enable or disable the Send IP addresses option only.

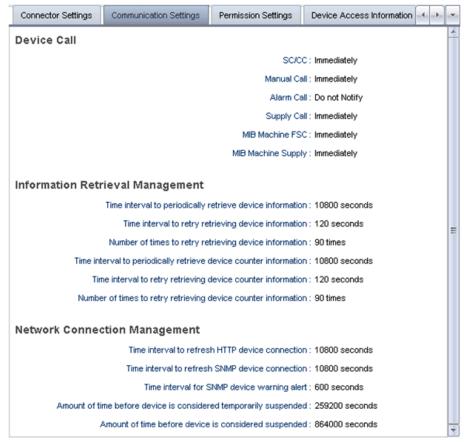


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Option	Description
Send Information to the @Remote Center	Send non-Ricoh devices information:  When enabled, sends the on-site device IP Addresses of non-Ricoh devices to Ricoh. This field is enabled by default and not editable for @Remote Connector NX.

# **View Communication Settings**

This tab provides a read-only view of the settings currently applied within the @Remote Communication Server to achieve communication between @Remote Connector NX and the @Remote Communication Server.



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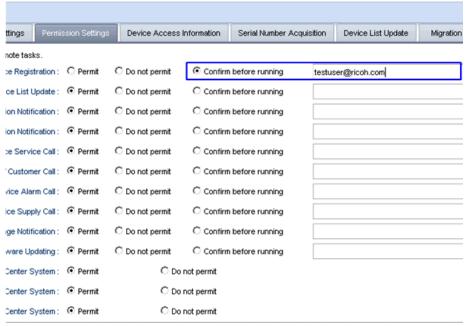
## **Configure Permission Settings**

For each @Remote task on this tab, the Administrator can set "Permit", "Do not permit", or "Confirm before running":

- Permit: Allows the task to execute automatically.
- · Do not permit: The task will not be executed
- Confirm before running: When this option is selected, the Administrator must click "Select email address" to identify an email address that will receive a message to notify them that a task is awaiting their permission. The user must login to @Remote Connector NX and confirm the task in the "Task Permit" area. See page 59 "Task Permit" for details.



• The email addresses used to confirm before running are derived from System Server Settings Email Addresses.



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The Administrator can set individual permissions for each of these tasks:

- Device Registration
- Device List Update
- Device Status Information Notification
- Device Counter Information Notification
- Device Service Call

- Device Manual Call / Customer Call
- Device Alarm Call
- Device Supply Call
- Device Information Change Notification
- Device Firmware Update
- Device Registration from @Remote Center System \*
- Information Setting Request from @Remote Center System \*
- Information Getting Request from @Remote Center System \*
- \* Confirm before running is not available for these options.

If you make changes on this tab, ensure you click "Save" 🗏 to apply the changes.

# RTB 5 Note added to this section

## **View Device Access Information**

This tab provides read-only information about the HTTP and SNMP connection settings currently applied between @Remote Connector NX and the @Remote Communication Server.



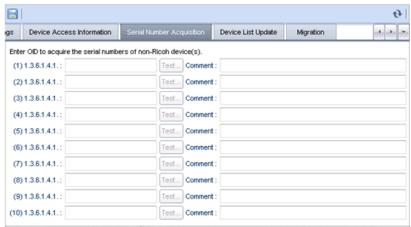
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# **Configure Serial Number Acquisition**



 Only a user logged in as a Ricoh Customer Engineer can change the settings on this tab. An @Remote Connector NX Administrator can view the settings only.

This tab is useful in situations where the FMAudit Agent is unavailable to provide connectivity to non-Ricoh devices. In this case, an Ricoh Customer Engineer can enter up to 10 different OID's that are required to obtain the serial numbers of non-Ricoh devices.



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- In each OID field, enter the MIB OID in the Acquisition field, and ensure you correctly format the number with periods between the numbers.
- 2. Click "Test" to change parameters and determine if the OID is correct.



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- In the Test MIB OID screen, enter the hostname or IP Address of the device, and enter the SNMP Community Name that is used to communicate with this device.
- 4. Click "Get MIB Value". If found, the value is reported beside the OID Value text.
- 5. Click "OK" to add the OID to the list.
- 6. Continue using this method to add up to 10 OID's. Click "Save" on the Options Bar when you are finished to save the changes.

3

# **Configure Device List Updates**

The options on this tab determine how the device list is updated prior to sending data to the @Remote Communication Server. This tab allows you to set a single update method, and set the corresponding update schedule.

Permission Settings	Device Access Information	Serial Number Acquisition	Device List Update	<b>+</b>
The settings here are	e effective only if the device I	st update task is approved to run	at <permission settings<="" td=""><td>&gt;.</td></permission>	>.
Device List Update	e Method			
C Send information	n after discovery			
Send information	n after polling			
C Send information	n after device list import			
Device List Update	e Schedule ————			
	C Daily			
Update Schedule*	: C Weekly	V		
	C Monthly 1	V		
Start Time*	: 00:00 HH:MM			

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Update Method	Description
Send information after discovery	Discovery and polling are run before sending data to the @Remote Communication Server.
Send information after polling	Polling is run before sending data to the @Remote Communication Server, but Discovery is not performed.  • If this option is selected, onsite discovery must be scheduled to run periodically in order to send new device information to the @Remote Communication Server. See Chapter 3 in the "@Remote Connector NX Administration Guide" for details.
Send information after device list method	The device list is retrieved from Device Manager NX Pro or Device Manager NX Enterprise, and only devices within the list are polled before the data is sent to the @Remote Communication Server.

To determine how often the Device List is updated in the @Remote Communication Server, set the "Update Schedule".



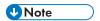
• If the time set on the @Remote Communication Server differs from the time set on the @Remote Connector NX, the value from the @Remote Communication Server is displayed.

Option	Description
Daily	If you enable Daily, also select the Start Time in hours and minutes when the update will be sent.
Weekly	To send updates only once per week, enable Weekly, then select the day of the week you prefer.  Select the Start Time in hours and minutes when the update will be sent.
Monthly	To send updates only once per month, select the date you want to send the update (1 through 31).  Select the Start Time in hours and minutes when the update will be sent.

Click "Save" 🗎 on the Options Bar to save the schedule update.

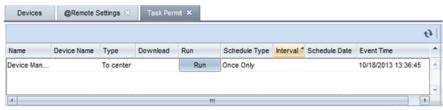
## **Task Permit**

If the @Remote Connector NX Administrator enabled any "Confirm before running" setting in the @Remote Settings Permission settings tab, they identified a user who received an email notification regarding a task awaiting in the @Remote Connector NX web management portal requiring their approval. Identified users are Administrators who are responsible for particular areas of the product, and have a valid Full Admin user role assigned to their user account.



• See page 53 "Configure Permission Settings" for details about the tasks that can require approval.

After receiving the notification message, the user can login to the @Remote Connector NX web management portal with a valid account. On the Navigation Tree, click the "@Remote" branch, then click "Task Permit".



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The task remains in the Task Permit tab until the Administrator runs the task, or until an event occurs to match the automated delete condition, as described in the table below.

Task	Automatic Delete Condition	Schedule Type	Notes
Device Registration	On next update	Once Only	
Device List Update	On next update	Interval	
Device Status Information Notification	On next update	Interval	
Device Counter Information Notification	On next update	Interval	
Device Service Call	On next update	Once Only	Per Device
Device Manual Call / Customer Call	On next update	Once Only	Per Device
Device Alarm Call	On next update	Once Only	Per Device
Device Supply Call	On next update	Once Only	Per Device

Task	Automatic Delete Condition	Schedule Type	Notes
Device Information Change Notification	On next update	Interval	Per Device
Device Firmware Updating	Schedule Expired	Once Only	

### Columns in the Task Permit tab include:

Column	Description
Name	Task name that is waiting for permission to run.
Device Name	For tasks that are applicable Per Device, the device name of IP Address of the target device.
Туре	The task type (To Center or To Device).  • Only the Device Updating Firmware Task is 'To Device' type.
Download	Click to download the data that will be sent to the @Remote Communication Server.  Note  This option is not applicable to Device Firmware Updating tasks.
Run	Click Run to execute the task.
Schedule Type	The task schedule type (Interval or Once Only).
Interval	The task interval, shown in the NN hours/days/weeks/months format  Note  This option is not applicable to Device Firmware Updating tasks.
Schedule Date	The @Remote Communication Server specified schedule date.
Event Time	The date/time when the call or notification should be sent the @Remote Communication Server.

# 4. Device Registration

## Add Devices to Manage



• Refer to the chapter 3 in the "@Remote Connector NX Administration Guide" for details.

#### **Access Profiles**

- 1. Click the "Discovery & Polling" tab.
- 2. Click the "Device Administrator" menu for the device administrator registration.
  - Initial registration

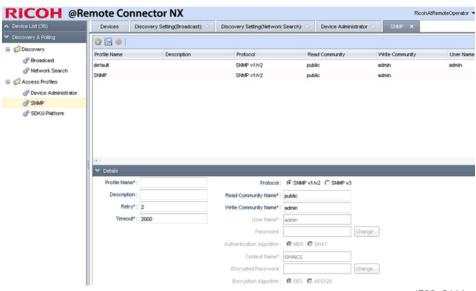
    Click the "+" button. And then input the "Details" and click the "Save" button.
  - Change of registration details
     Click the registered name of the "profile name". And then input the "Details" and click the "Save" button.



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- 3. Click the "SNMP" menu for the SNMP setting.
  - Initial setting

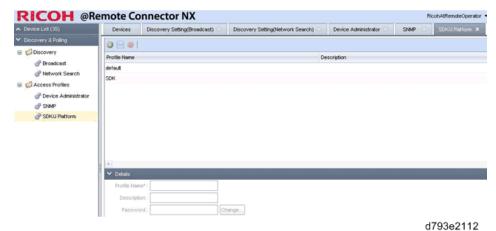
    Click the "+" button. And then input the "Details" and click the "Save" button.
  - Change of setting
     Click the registered name of the "profile name". And then input the "Details" and click the
     "Save" button.



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- 4. Click the "SDK/J Platform" menu for the SDK/J platform registration.
  - Initial registration

    Click the "+" button. And then input the "Details" and click the "Save" button.
  - Change of registration details
     Click the registered name of the "profile name". And then input the "Details" and click the "Save" button.



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#### Broadcast

1. Click the "Broadcast" menu for the discovery setting.

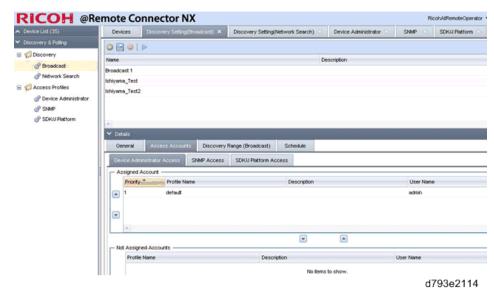
- 2. Click the "General" tab of "Details" for the general registration.
  - Initial registration

    Click the "+" button. And then input the "Details" and click the "Save" button.
  - Change of registration details
     Click the registered name of the "Name". And then input the "Details" and click the "Save" button.



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3. Click the "Access Accounts" tab of "Details" to confirm the access accounts.

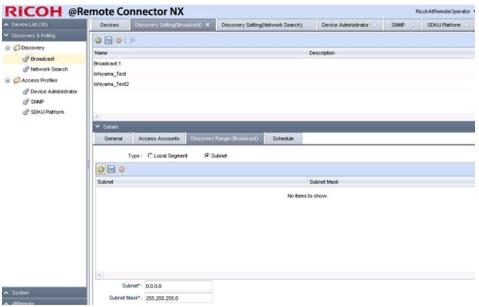


- 4. Click the "Discovery Range (Broadcast)" tab of "Details" for the discovery range setting.
  - Initial setting
    - 1. Click the registered name of the "Name".
    - 2. Select the "Subnet".

- 3. Click the "+" button.
- 4. Input the "Subnet" and "Subnet Mask". And then click the "Save" button.

#### · Change of setting

- 1. Click the registered name of the "Name".
- 2. Select the "Subnet".
- 3. Click the address.
- 4. Input the "Subnet" and "Subnet Mask". And then click the "Save" button.

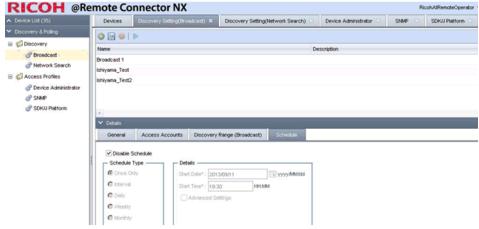


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#### 5. Click the "Schedule" tab of "Details" for the schedule setting.

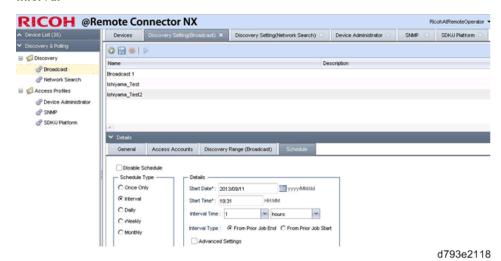
- 1. Click the registered name of the "Name".
- 2. Clear the check box of the "Disable Schedule".
- 3. Select the "Schedule Type".

#### **Once Only**



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#### Interval

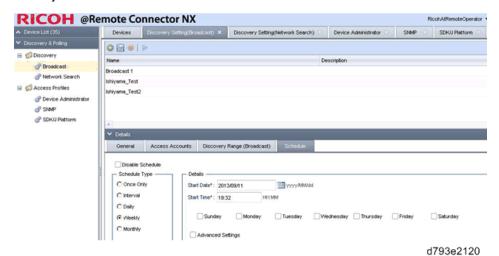


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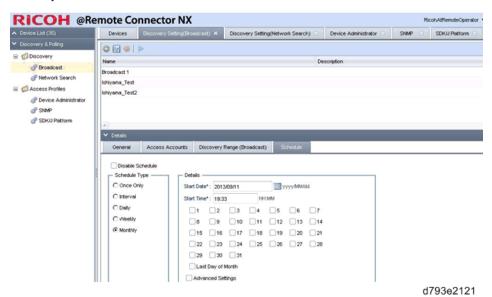
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### Weekly



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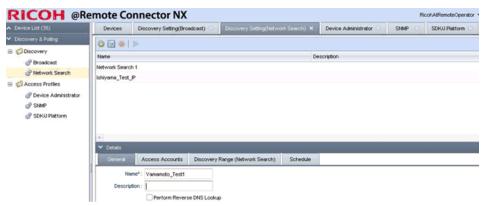
#### Monthly



1. Input the "Details" and click the "Save" button.

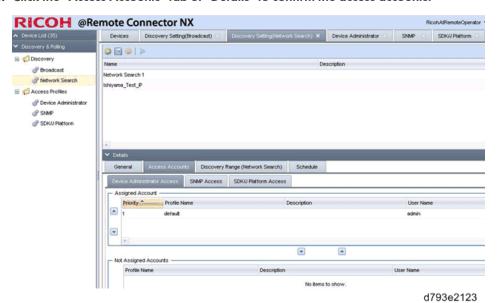
#### **Network Search**

- 1. Click the "Discovery & Polling" tab.
- 2. Click the "Network Search" menu for the discovery setting.
- 3. Click the "General" tab of "Details" for the general registration.
  - Initial registration
     Click the "+" button. And then input the "Details" and click the "Save" button.
  - Change of registration details
     Click the registered name of the "Name". And then input the "Details" and click the "Save" button.



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4. Click the "Access Accounts" tab of "Details" to confirm the access accounts.



5. Click the "Discovery Range (Network Search)" tab of "Details" for the discovery range setting.

#### Initial setting

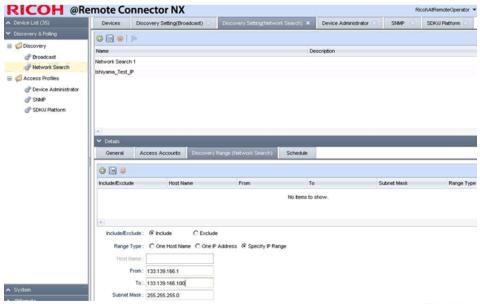
- 1. Click the registered name of the "Name".
- 2. Click the "+" button.
- 3. Select the "Include" and "Specify IP Range".
- 4. Input the address. And then click the "Save" button.

#### Change of setting

- 1. Click the registered name of the "Name".
- 2. Click the registered discovery range.

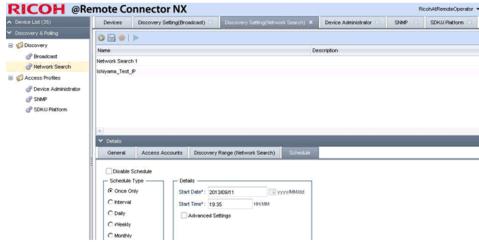


- 3. Select the "Include" and "Specify IP Range".
- 4. Input the address. And then click the "Save" button.



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- 6. Click the "Schedule" tab of "Details" for the schedule setting.
  - 1. Click the registered name of the "Name".
  - 2. Clear the check box of the "Disable Schedule".
  - 3. Select the "Schedule Type".
  - 4. Input the "Details" and click the "Save" button.



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# 5. Migration

## Migration/Replacement

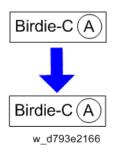
Data migrations from the previous models or old machine have three migrating procedures depending on the pattern to replace.

#### Pattern 1

RTB 3: Title was changed

Replacement from the same model (Replacement)

#### Pattern 1





- When it is necessary to replace the data due to failure of the server is this pattern.
- 1. Execute the Replacement Appliance at the Center GUI.

Input the same ID in both "Old Appliance S/N" and "New Appliance S/N". And click the "Replace" button.

Center image (Refer to the @Remote Center GUI V3.0 for Center operation.)



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2. Execute the Migration.

Input the RC gate ID of Birdie-C (A) in "RC gate ID". And click the "Connect" button.

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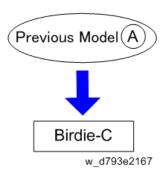
Pattern2

RTB 3: Title was changed

Replacement from a previous model (Replacement)

Example: RC gate (A)  $\rightarrow$  Birdie-C (A)

#### Pattern2



1. Execute the Replacement Appliance at the Center GUI.

- 1. Input the RC gate (A) ID in "Old Appliance S/N".
- 2. Input the Birdie-C (A) ID in "New Appliance S/N".
- 3. Click the "Replace" button.

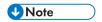
## 5

## Center image (Refer to the @Remote Center GUI V3.0 for Center operation.)

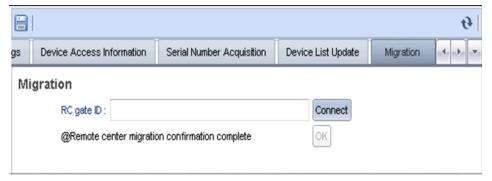
	Replace Appliance		Migrate Appliance			
Re	eplace					
Fi	elds marked with	an ast	erisk <b>*</b> are required			
* Old	Appliance S/N					
* Nev	v Appliance S/N					

2. Execute the Migration.

Input the RC gate (A) ID in "RC gate ID". And click the "Connect" button.



• Right before executing the migration, switch off the RC gate (A).



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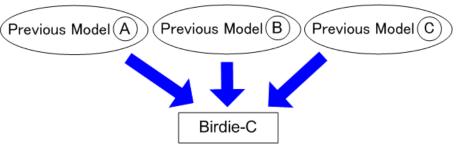
Pattern3

RTB 3: Title was changed

Replacement from plural previous model (Replacement and Migration)

Example: RC gate (A), (B) and (C)  $\rightarrow$  Birdie-C (A)

#### Pattern3



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- Set one of the previous models as a host. Because only the @Remote setting of the host machine is migrated to the Birdie-C, set the standard machine as a host.
- 1. Execute the Replacement Appliance at the Center GUI.
  - 1. Input the RC gate (A) ID in "Old Appliance S/N".
  - 2. Input the Birdie-C (A) ID in "New Appliance S/N".
  - 3. Click the "Replace" button.

## Center image (Refer to the @Remote Center GUI V3.0 for Center operation.)



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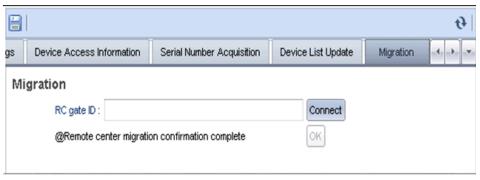
### 2. Execute the Migration.

Input the RC gate (A) ID in "RC gate ID". And click the "Connect" button.



• Right before executing the migration, switch off the RC gate (A).





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- 3. Execute the Migration at the Center GUI.
  - 1. Input the RC gate (B) ID in "Old Appliance S/N".
  - 2. Input the Birdie-C (A) ID in "New Appliance S/N".
  - 3. Click the "Migrate" button.

## Center image (Refer the @Remote Center GUI V3.0 for Center operation.)



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#### 4. Execute the Migration.

Input the RC gate (B) ID in "RC gate ID". And click the "Connect" button.



• Right before executing the migration, switch off the RC gate (B).

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5. For RC gate (C), repeat step 3 and 4.



- For RC gate (B) and (C): Only list of devices data is migrated, and the @Remote setting is not transferred.
- For RC gate (B) and (C): Because their appliance is not replaced automatically, be sure to execute the cancellation of registration at the center GUI.

## 6. Log Data

## Task Log

A log entry is added to the task log each time a new task begins. While executing the task, @Remote Connector NX continuously updates the log. When the task is complete, the log is updated with the final result. Each log entry appears in the upper portion of the screen. Columns include Start Date & Time, End Date & Time, Task Name, Category, Event, Progress, Result, Cause, Error Code, and Owner.

When you click on an entry from the upper area of the Task Log, additional details about specific devices are displayed in the Log Details area. The details listed depend on the task category:

- Discovery: Result Details are shown only for newly discovered devices.
- Polling: Result Details are shown only for failed devices.

Columns in the Result Details include Template Name, Start Date & Time, End Date & Time, Model Name, Address, Serial Number, Function (i.e. Network Device Discovery, Device Monitoring, Device Preference, etc.), Function Details (i.e. Status, Polling, Check, Apply, etc.), Result, Cause, and Error Code.

When viewing individual device details, the columns include Item Name, Template Value, Value Retrieved from Device, Result, Cause, and Error Code.

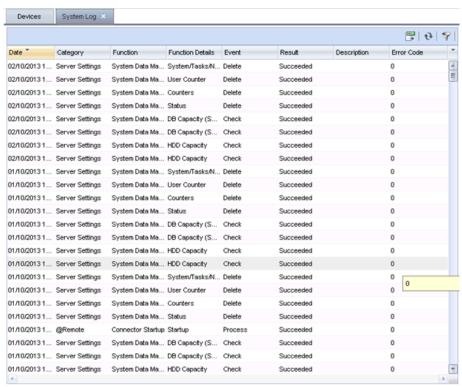
For information about filtering the log, see page 81 "Filtering Log Data". For details about exporting the log data, see page 82 "Exporting Log Data".

## **System Log**

The System Log displays a record of internal system behavior. Each log entry includes information about the event category, function, details, event type, result, a description (if available), and the error code (if applicable). Click the Refresh button to obtain the most current log data.

The following events may be logged:

- Device Management/Monitoring: Device, Counter, User counters are added/updated/deleted into/from database\*
- System Setting: Historical Data is deleted, Activation/Deactivation is performed, Usage report/ Software update notification is performed
- System: System start up/shutdown
- · Authentication: Login/Logout
- @Remote: Confirm communication, settings updates
- \* These entries are written only when the process failed.



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The following columns are included in the system log.

Column	Description
Date and Time	Date and time when the log entry occurred.
Category Function category: discovery, device monitoring, device configuration etc.	
Function	Function name: device configuration, SDK application management, etc.
Function Details	Details of the function.
Event	Event content: start, end, add.
Result	Result of the function: started, failed, failed partially.
Description	Details of the log: reasons of failure when execution failed.
Error code The specific error code if the execution failed.	

For information about filtering the log, see page 81 "Filtering Log Data". For details about exporting the log data, see page 82 "Exporting Log Data".

# **Audit Log**

The read-only Audit log records user actions made to the system, and provides a trail to associate actions with a particular user. In cases where you have multiple administrators working within the same system, this log can provide a valuable method to track changes made in the system.

This log contains the following columns:

Column	Description			
User Name	Login name of the user that made the change.			
Date	Date and time the change was made.			
Action	The action taken may include Add, Delete, Edit, or Update.			
Target	The location where the action was taken:  Discovery Profile  Device  Device Group  Device Category  System Settings  @Remote Settings  Authentication and Accounts			
Audit Log Details	Specific information related to the Action taken.			

For information about filtering the log, see page 81 "Filtering Log Data". For details about exporting the log data, see page 82 "Exporting Log Data".

## 6

## Filtering & Exporting Log Data

## Filtering Log Data

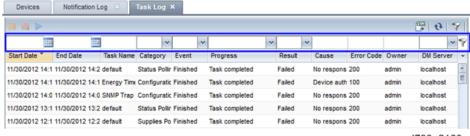
The Quickfilter option allows you to filter the log entries based on the values you enter for one or more columns. Use this feature as a search tool when looking for specific log entries in the Task, Audit, or System Log.

- 1. Open the log you want to filter. This example filters the Task Log.
- 2. Click the "Filters" button on the Options bar.



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The Filter fields appear above the columns in the log.



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Type the filter criteria in the text entry fields, or click the drop-down list in any of the fields with pre-set criteria (such as Event or Category). Ensure you press the entry key after typing or making your selection to force the results to load.

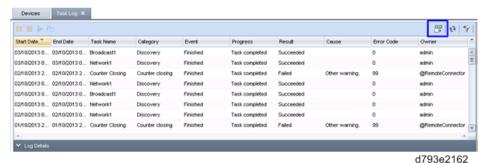
In this example, we filtered the list to view only Configuration Notification entries.

You can further filter the list by entering criteria in additional columns. For example, we could also filter based on the Result column if there were many entries still in the list to sort through.

## **Exporting Log Data**

You can export the data from any log to a CSV file. The log is exported according the current view, so if you have applied any filters, the log exports only the filtered data, not all data in the log. The log includes the date and time generated, the log type (Task, Audit, or System) and columns appropriate to the log type.

- 1. Open the log you want to filter. This example filters the Task Log.
- 2. Click the "Export" button on the Options bar.



Select the location where you want to save the file, or open the file in the selected external application.

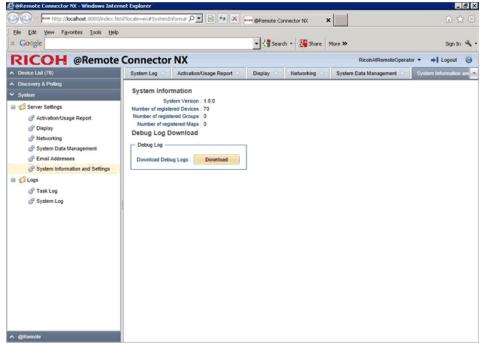
## 6

## **Debug Log**

## **Appliance Log (Birdie-C)**

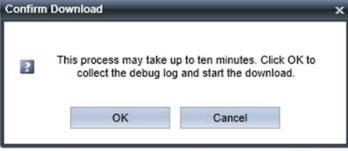
If you need to collect the debug log about a customer environment (including device information), do the following procedure.

- 1. On the Navigation tree, click "System" then locate the Server Settings folder.
- 2. Click "System information and settings".
- 3. Click "Download".



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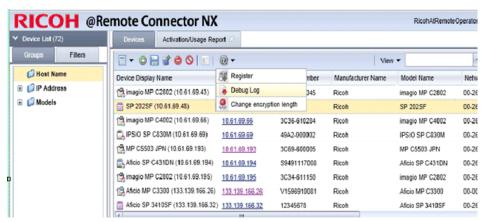
4. Click "OK".



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## **Device log**

- 1. On the Navigation tree, click "Device list".
- 2. Click "@ mark" and select "Debug log".



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3. Enter the controller log key code.



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4. Download the log data.

# @Remote Connector NX Machine Codes:D793 Appendices

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# 1. Appendix: Specifications

# **Specifications**

## Birdie-C

ltem	Specification
Туре:	Server type
Protocol	IPv4, IPv6*, TCP, UDP, SNMP v1/v2/v3, HTTP/HTTPS, DNS, FTP/SFTP, LDAP/LDAPS, SMTP  * IPv6 is supported through the use of hostnames only; no discovery is supported.
Number of devices to be managed:	Unlimited in monitored mode*  5,000 managed  * monitored: polling of devices only, no configuration tasks
Max number of devices to be monitored by Auto Discovery:	Not regulated
Option:	No
Managing devices:	Digital MFPs, copiers, and laser printers compatible with the service

# 2. Appendix: Troubleshooting Guide

# **Troubleshooting Guide-1**

## SC Codes

Definition Name	SC No.	Description	Auto Reboot	Center Notification
SC_KERNEL_PANIC	1	Kernel panic	No	No
SC_NO_XML _MEMORY	2	Insufficient Memory	Yes	Yes
SC_BAD _ENVIRONMENT	100	Setting environment error	No	Yes
SC_NO_SDCARD	200	Insufficient SD card capacity error	No	Yes
SC_NO_RAMDISK	201	RAM disc error	Yes	Yes
SC_SD_BROKEN _FREE_AREA	202	SD card defective error: No usage area	-	-
SC_SD_BROKEN _DATA_AREA	203	SD card defective error: Usage area	-	-
SC_BAD_DEVICE	300	Device error	-	-
SC_BAD_FLASHROM	400	Flash ROM error	-	-
SC_BAD_ CERTIFICATE	500	Authentication error	No	Yes
SC_BAD _COMMUNICATE _NRS	600	Communication error: SNMP/ SOAP	No	Yes

Definition Name	SC No.	Description	Auto Reboot	Center Notification
SC_BAD _COMMUNICATE _CSS	601	Communication error : CSS	-	-
SC_DATABASE	700	Database error	No	Yes
sc_internal_no _continuance	900	Internal error: continuance prohibited	Yes	Yes
sc_internal _continuance	901	Internal error: continuance allowed	No	Yes

## Common General Error Codes-1

Here are the tables for the general error messages and codes for Birdie-C. Check the description and related SC code for each error message and error code.

## Interface

Error Message	Classification	Description	Related SC
NRS_RESULT_OK	-	Normal	-
NRS_OVERTIME	-	Out of business time	-
NRS_SEND _ERROR	-	Call execution failure	-
COMMON_IO _ERROR	-	Hardware error	-
COMMON_DATABASE_ER ROR	-	Database error	-
COMMON_SOAP _SERVER	-	No classified error	-

Error Message	Classification	Description	Related SC
COMMON_SOAP _CLIENT	-	No classified client error	-
COMMON_FILE _ERROR	-	File error	-
NRS_RESULT_NO _SUCH_BOX	-	No Birdie-C corresponding with machine serial number	-
NRS_RESULT_NO _SUCH_DEVICE	-	No device corresponding with machine serial number	-
NRS_RESULT_NO _SUCH_USER	-	No target user	-
NRS_RESULT_BUSY	-	Processing	-
NRS_RESULT_EXIST _DEVICE	-	Double registrations	-
NRS_RESULT_NOT _REGIST	-	Cannot register.	-
NRS_RESULT_NOT _REGISTERED _DEVICE	-	Cannot register Birdie-C with a device.	-
NRS_RESULT_ LENGTH_OVER	-	Item size over error	-
NRS_BAD _PARAMETER / COMMON_BAD _PARAMETER	-	Parameter error	-
NRS_RESULT _CONNECTION _SYSTEM_ERROR	-	Not supported connection method	-

Error Message	Classification	Description	Related SC
NRS_RESULT_MAIL _SETTING_ERROR	-	Mail transmission setting is not completed.	-
NRS_RESULT_DL _SIZE_ERROR	-	Downloaded file size is abnormal.	-
NRS_RESULT _SCHEDULE_NOT _EXIST	-	No selected file exists.	-
NRS_RESULT_EXPIRE	-	Term expires.	-
NRS_USER_CANCEL	-	CE cancel	-
NRS_CANCEL	-	Center cancel	-
NRS_RESULT_DL _ERROR	-	Fails to download.	-
NRS_RESULT_CODE _ACQUISITION _ERROR	-	Fails to get "errlog.txt".	-
SERVER_TIMEOUT	-	Communication timeout	-
NRS_RESULT_FTP _LOGIN_FAILURE	-	Fails to log in FTP.	-
NRS_RESULT_FTP _SESSION_CLOSE	-	Fails to get "PUT file" in FTP.	-
NRS_RESULT_PL _NO_SUCH_ITEM	-	Selected item does not exist in property list.	-
NRS_RESULT_PL _READONLY_ITEM	-	ReadOnly item in property list is selected.	-
NRS_RESULT_PL _LENGTH_OVER	-	Values of property list are out of range.	-

Error Message	Classification	Description	Related SC
NRS_RESULT_NG	-	Error due to device firmware updating failure	-
NRS_RESULT_FTP _CONNECTION _REFUSED	-	Fails to configure password setting.	-
NRS_RESULT_EXIST _DEVICE_IP	-	Device IP addresses of devices already exist.	-
NRS_RESULT_NOT _CHANGE	-	Setting change is prohibited.	-
NRS_RESULT_CSS _SPECIFIED	-	CSS devices are requested to be registered as target devices for Auto Discovery management.	-
NRS_INTERNAL _ERROR	-	Internal error in Birdie-C	-
NRS_RESULT _RESCUE	-	Rescue error	-
NRS_RESULT_TEST_NG	-	Communication test error	-
NRS_MACHINE_STAT_ERR OR/ NRS_IF_RESULT_MAX_NO	-	Non device energy saver error/ Maximum number	-

# **Troubleshooting Guide-2**

## Common General Error Codes-2

Here are the tables for the general error codes for Birdie-C. Check the description for each error code.

## System Critical Authentication error (500xxx)

Error Code	Description	
500001	DM SC: Incorrect authentication	
500002	DM SC: Authentication retrieval/update/deletion error	
500003	DM SC: Authentication searching error	
500004	DM SC: Authentication check MAC error	
500005	DM SC: Authentication registration error	
500501	Core SC: Incorrect authentication	
500502	Core SC: Authentication retrieval/update/deletion error	
500503	Core SC: Authentication searching error	
500504	Core SC: Authentication check MAC error	
500505	Core SC: Authentication registration error	

## System Critical Communication error (600xxx)

Error Code	Description
600001	DM SC: Failed to parse the NRS device's SOAP message.
600002	DM SC: Failed to parse the MIB device's SNMP data.
600003	DM SC: Timeout error of execution notification
600004	DM SC: Failed to retrieve/set information from/to an NRS device.
600005	DM SC: Failed to retrieve/set information from/to an MIB device.

Error Code	Description
600006	DM SC: Failed to send a notification to @Remote Center.
600007	DM SC: Failed to get a response from @Remote Center.
600008	DM SC: DM cannot communicate with Core.
600501	Core SC: Failed to parse the NRS device's SOAP message.
600502	Core SC: Failed to parse the MIB device's SNMP data.
600503	Core SC: Timeout error of execution notification
600504	Core SC: Failed to retrieve/set information from/to an NRS device.
600505	Core SC: Failed to retrieve/set information from/to an MIB device.
600506	Core SC: Failed to send a notification to @Remote Center.
600507	Core SC: Failed to get a response from @Remote Center.
600508	Core SC: DM cannot communicate with Core.

## System Critical Database error (700xxx)

Error Code	Description	
700001	DM SC: Database has been corrupted.	
700002	DM SC: Database access error	
700003	DM SC: Cannot get table definition.	
700004	DM SC: Failed to retrieve box ID.	
700005	DM SC: Database backup/restore/rollback failure	
700006	DM SC: Failed to retrieve the host name for Discovery.	
700007	DM SC: Failed to configure the host name for Discovery.	
700008	DM SC: Failed to delete the host name for Discovery.	
700009	DM SC: Failed to initialize the IP address range for Discovery.	
700010	DM SC: Failed to retrieve the IP address range for Discovery.	

Error Code	Description
700011	DM SC: Failed to configure the IP address range for Discovery.
700012	DM SC: Failed to initialize a segment of the IP address range for Discovery.
700501	Core SC: Database has been corrupted.
700502	Core SC: Database access error
700503	Core SC: Cannot get table definition.
700504	Core SC: Failed to retrieve box ID.
700505	Core SC: Database backup/restore/rollback failure
700506	Core SC: Failed to retrieve the host name for Discovery.
700507	Core SC: Failed to configure the host name for Discovery.
700508	Core SC: Failed to delete the host name for Discovery.
700509	Core SC: Failed to initialize the IP address range for Discovery.
700510	Core SC: Failed to retrieve the IP address range for Discovery.
700511	Core SC: Failed to configure the IP address range for Discovery.
700512	Core SC: Failed to initialize a segment of the IP address range for Discovery.

## System Critical Internal error (901xxx)

Error Code	Description
901001	DM SC: Out of memory.
901002	DM SC: Failed to get the table definition.
901003	DM SC: Access file does not exist.
901004	DM SC: Cannot read start-up files.
901005	DM SC: System is terminated due to abnormal error.
901006	DM SC: Application down (DB, service, notification, counter and scheduler)
901007	DM SC: Application down (DipSW, network settings, Apache wrapper, Birdie-C firmware update and image I/O device firmware revision)

Error Code	Description
901008	DM SC: Failed to execute command request.
901009	DM SC: Received an illegal null pointer.
901010	DM SC: Activation error
901011	DM SC: Failed to configure the settings of the hardware clock.
901012	DM SC: Start up error
901013	DM SC: Restore operation failed.
901014	DM SC: Failed to parse the restore files.
901015	DM SC: URL update failed.
901016	DM SC: Failed to send an inquiry for a request number of @Remote.
901017	DM SC: Failed to send a registration request to @Remote.
901018	DM SC: Failed to send an inquiry for a device request number.
901019	DM SC: Failed to send device registration information.
901020	DM SC: Failed to send a service call.
901021	DM SC: Cannot find/read the mail format.
901022	DM SC: Cannot find/read stringTable.properties.
901501	Core SC: Out of memory.
901502	Core SC: Failed to get the table definition.
901503	Core SC: Access file does not exist.
901504	Core SC: Cannot read start-up files.
901505	Core SC: System is terminated due to abnormal error.
901506	Core SC: Application down (DB, service, notification, counter and scheduler)
901507	Core SC: Application down (DipSW, network settings, Apache wrapper, Birdie-C firmware update and image I/O device firmware revision)
901508	Core SC: Failed to execute command request.
901509	Core SC: Received an illegal null pointer.

Error Code	Description
901510	Core SC: Activation error
901511	Core SC: Failed to configure the settings of the hardware clock.
901512	Core SC: Start up error
901513	Core SC: Restore operation failed.
901514	Core SC: Failed to parse the restore files.
901515	Core SC: URL update failed.
901516	Core SC: Failed to send an inquiry for a request number of @Remote.
901517	Core SC: Failed to send a registration request to @Remote.
901518	Core SC: Failed to send an inquiry for a device request number.
901519	Core SC: Failed to send device registration information.
901520	Core SC: Failed to send a service call.
901521	Core SC: Cannot find/read the mail format.
901522	Core SC: Cannot find/read stringTable.properties.

# **Troubleshooting Guide-3**

## Common General Error Codes-3

Here are the tables for the general error codes.

## **Device Collector**

Error Code	Classification	Description	Related SC
11001	-	Fails to get information about the communication parameter of a MIB device.	SC900
11002	-	Fails to get information about the communication parameter of an @Remote device.	SC900
11003	-	Fails to get additional information of a MIB device.	SC900
11004	-	Fails to get additional information of an @Remote device.	SC900
11005	-	Fails to parse SOAP of a device.	SC600
11006	-	Fails to get the counter data of a device.	SC600
11007	Collector Engine	Fails to get the collector setting data.	SC700
11008	<b>\</b>	Fails to get the setting data of plug-in application(s) in a device.	SC700
11009	<b>\</b>	Fails to make connection between collector and user.	SC900
11010	<b>\</b>	Fails to get the collected data result from a device.	SC700
11011	<b>\</b>	Fails to initialize the collected data result from a device.	SC700

Error Code	Classification	Description	Related SC
11012	<b>\</b>	Fails to make iterator of collected data result from a device.	SC700
11013	<b>\</b>	Fails to access the data repository of devices in the Birdie-C.	SC700
11014	<b>\</b>	Fails to save the collected data result from a device.	SC700
11015	Setting Save	Fails to read the communication parameter and additional communication information from a device.	SC700
11016	<b>\</b>	Fails to save the communication parameter and additional communication information from a device.	SC700
11017	<b>\</b>	Fails to delete the communication parameter and additional communication information from a device.	SC700

## **Device Discovery**

Error Code	Classification	Description	Related SC
11101	Discovery	Fails to save the status data of the device discovery.	SC700
11102	<b>\</b>	Fails to delete the status data of the device discovery.	SC700
11103	Discovery Execution	Fails to initialize the database when executing the device discovery.	SC700
11104	<b>\</b>	Fails to save the setting data of the device discovery.	SC700

Error Code	Classification	Description	Related SC
11105	<b>\</b>	Fails to delete the setting data of the device discovery.	SC700
11106	<b>\</b>	Fails to initialize the progress status data of the device discovery.	SC700

## **Device Group**

Error Code	Classification	Description	Related SC
11201	Device Group Management	Fails to access the data repository of devices in the Birdie-C.	SC700
11202	Device Gathered Group Management	Fails to read the group information in the Birdie-C.	SC700
11203	<b>+</b>	Fails to save the group information in the Birdie-C.	SC700
11204	<b>\</b>	Fails to change the group information in the Birdie-C.	SC700
11205	<b>\</b>	Fails to access the database of the group information in the Birdie-C.	SC700
11206	Device Group Information	Fails to access the data repository of the device information in the Birdie-C.	SC901
11207	Device Group Information Scanning	Fails to access the data repository of the device information in the Birdie-C.	SC700
11208	Data Bind	Fails to access the database of the device information in the Birdie-C.	SC700
11209	<b>+</b>	Fails to parse data from the database in the Birdie-C.	SC700
11210	<b>\</b>	Fails to delete the information data from the database.	SC700

Error Code	Classification	Description	Related SC
11211	<b>\</b>	Fails to read the bind data from the database.	SC700
11212	<b>\</b>	Fails to delete the bind data from the database.	SC700
11213	Device Gathered Group Management	Fails to execute the on-hook calling.	SC901
11214	<b>\</b>	Fails to execute the pre-processing before deleting the group information in the Birdie-C.	SC901

## **Device Monitor**

Error Code	Classification	Description	Related SC
11301	Monitor	Fails to register the event listener data in the Birdie-C.	SC901
11302	<b>\</b>	Fails to delete the event listener data in the Birdie-C.	SC901
11303	<b>+</b>	Fails to execute the polling to devices.	SC901
11304	<b>\</b>	Fails to access the data repository of the device information in the Birdie-C.	SC700
11305	Plug-in	Fails to configure the setting of a plug-in application.	SC700
11306	<b>\</b>	Fails to update and add the setting of a plug-in application.	SC700
11307	<b>\</b>	Fails to get the setting of a plug-in application.	SC700
11308	<b>\</b>	Fails to start monitoring by polling.	SC901
11309	<b>\</b>	Fails to read the setting of the polling task.	SC700

Error Code	Classification	Description	Related SC
11310	<b>\</b>	Fails to configure the setting of the polling task.	SC700
11311	<b>\</b>	Fails to change the setting of the polling task.	SC700
11312	<b>\</b>	Fails to access the data repository in the Birdie-C.	SC700

# **Device Operate**

Error Code	Classification	Description	Related SC
11401	-	Fails to access the data repository in the Birdie-C.	SC700

# **Device Proxy**

Error Code	Classification	Description	Related SC
11502	-	Fails to generate the default value of the communication parameter.	SC901
11503	Additional Information Operation	Fails to read the additional information.	SC700
11504	<b>4</b>	Fails to update and add the additional information.	SC700
11505	<b>+</b>	Fails to delete the additional information.	SC700
11506	<b>\</b>	Fails to get the additional information.	SC700
11507	<b>\</b>	Fails to run the receiver transmission thread.	SC901

Error Code	Classification	Description	Related SC
11508	<b>\</b>	An unexpected error occurs during running the receiver transmission thread.	SC900
11509	Communication Parameter Operation	Fails to generate the default value of the communication parameter.	SC100
11510	<b>\</b>	Fails to get the communication parameter.	SC700
11511	<b>\</b>	Fails to update and add the communication parameter.	SC700
11512	<b>\</b>	Fails to delete the communication parameter.	SC700
11516	@Remote Device: Command-through	Fails to get the authentication of the @Remote.	SC500
11517	FTP Relations	Value of the capability cannot be converted into figures.	SC100
11518	<b>+</b>	Fails to access the database.	SC700

# **Device Repository**

Error Code	Classification	Description	Related SC
11601	-	Fails to prepare for embedding the device information.	SC901
11602	-	Fails to embed the device information.	SC700
11604	-	Fails to generate the iterator which can be reactivated.	SC901
11605	Device List Operation	Fails to initialize the database.	SC700
11606	<b>\</b>	Fails to register the device information.	SC700
11607	<b>\</b>	Fails to register the device information.	SC700
11608	<b>+</b>	Fails to save the data repository.	SC700

Error Code	Classification	Description	Related SC
11609	<b>\</b>	Fails to get the device information from the database.	SC700
11610	<b>\</b>	Fails to delete the device information.	SC700
11611	<b>+</b>	Fails to delete the data repository.	SC700
11612	<b>\</b>	Fails to read the device information from the device list.	SC700
11613	Reactivating Iterator	Fails to initialize the database.	SC700

### **Device State**

Error Code	Classification	Description	Related SC
11701	Device Plug-in (@Remote)	Fails to initialize the database table.	SC700
11702	<b>\</b>	The setting value of the capability is incorrect.	SC100
11703	<b>+</b>	Fails to save the setting of the device plug-in status.	SC700
11704	<b>+</b>	Fails to get the device activity status.	SC700
11705	<b>\</b>	Fails to read the device plug-in status in the database.	SC700
11706	<b>\</b>	Fails to write the device plug-in status to the database.	SC700
11707	<b>\</b>	Fails to read the setting of the device plug-in.	SC700
11708	<b>\</b>	Fails to generate the device status.	SC900
11709	<b>\</b>	Fails to link the data repository with the device status information.	SC700
11710	<b>\</b>	Fails to save the initial setting of the device plug-in.	SC700

### Device

Error Code	Classification	Description	Related SC
11801	Backup Restore	Fails to restore.	SC900
11802	<b>\</b>	Fails to prepare for the roll back.	SC900
11803	<b>+</b>	Fails to restore the proxy information.	SC900
11804	<b>\</b>	Fails to restore the setting of the auto discovery.	SC900
11805	<b>\</b>	Fails to restore the device monitor information.	SC900
11806	<b>\</b>	Fails to restore the device status information.	SC900
11807	<b>\</b>	Fails to parse the restore information.	SC900
11808	<b>\</b>	The data repository has already existed when trying to restore.	SC900
11809	<b>\</b>	Fails to access the device data repository.	SC900
11810	<b>\</b>	Fails to restore the setting of the collector.	SC900
11811	<b>+</b>	Fails to restore the GroupTodoBinde.	SC900
11812	<b>\</b>	Fails to delete the data repository.	SC900
11813	<b>\</b>	Fails to configure the setting of the connection information.	SC900
11901	<b>\</b>	Fails to initialize the table of the database.	SC700
11902	<b>+</b>	Fails to get a device ID error status.	SC700
11903	<b>\</b>	Fails to generate a device ID error status.	SC700

# Integrate Certificate

Error Code	Classification	Description	Related SC
12001	Monitor Plug-in Start	Monitor plug-in does not start due to a time-out error.	SC900
12002	Monitor Plug-in Stop	Monitor plug-in does not stop due to a time-out error.	SC900

# Integrate Tracker

Error Code	Classification	Description	Related SC
12201	Backup Restore	Fails to restore.	SC900
12202	<b>\</b>	Fails to prepare for the roll back.	SC900
12203	<b>\</b>	Fails to restore the tracker setting.	SC900
12204	<b>\</b>	Fails to parse the restore data.	SC900
12206	<b>\</b>	Fails to link the data repository with the device list.	SC700
12208	Device Tracker Setting	Fails to initialize the database.	SC700
12209	<b>\</b>	Fails to get the tracker setting.	SC700
12210	<b>\</b>	Fails to update the tracker setting.	SC700
12212	<b>\</b>	Fails to retry the probe processing.	SC900
12213	Reactivating Iterator	Fails to access the data repository.	SC900
12215	<b>\</b>	Fails to process the reception of the device activation notification.	SC900
12216	<b>\</b>	Fails to access the data repository, but can continue the next process.	SC901

# Integrate Updater

Error Code	Classification	Description	Related SC
12301	-	Fails to access the database.	SC700
12302	-	Fails to change the setting.	SC901
12303	-	Fails to operate the iterator.	SC700

# Integrate Registration

Error Code	Classification	Description	Related SC
12401	-	Fails to operate the database.	SC700
12402	-	Fails to change the setting.	SC901

# Platform

Error Code	Classification	Description	Related SC
13001	Backup Restore	Fails to restore.	SC900
13002	<b>\</b>	Fails to prepare for the roll back.	SC900
13003	<b>+</b>	Fails to restore the authentication monitor.	SC900
13004	<b>\</b>	Fails to restore the rescue monitor.	SC900
13005	<b>\</b>	Fails to restore the log setting.	SC900
13007	<b>\</b>	Fails to restore the TodoCollection.	SC900
13008	<b>\</b>	Fails to restore the CompositeTodo.	SC900
13009	<b>\</b>	Fails to parse the restore files.	SC900
13010	Import	Fails to initialize the database.	SC700

Error Code	Classification	Description	Related SC
13011	<b>\</b>	An unexpected error occurs during importing.	SC900
13016	<b>\</b>	Fails to save the import status.	SC700
13019	<b>\</b>	Fails to parse the figures of the restore data.	SC900

# **Platform Capability**

Error Code	Classification	Description	Related SC
13101	-	Fails to initialize the database.	SC700
13102	-	Fails to get the ID of the Birdie-C.	SC700
13103	-	Fails to update the ID of the Birdie-C.	SC700

# **Platform Certificate**

Error Code	Classification	Description	Related SC
13201	Authentication Management	Fails to get the authentication.	SC500
13202	<b>+</b>	Fails to update the authentication.	SC500
13203	<b>+</b>	Fails to delete the authentication.	SC500
13204	<b>\</b>	Fails to register the authentication.	SC500
13207	<b>\</b>	The name of the authentication is blank when getting the additional information.	SC500
13208	<b>+</b>	Fails to get the additional information due to the failure to get the authentication.	SC500
13210	<b>\</b>	Fails to update the URL.	SC900

Error Code	Classification	Description	Related SC
13212	Authentication Monitor	Fails to initialize the database.	SC700
13213	<b>\</b>	Fails to read the setting of the authentication validity term monitor.	SC700
13214	<b>\</b>	Fails to configure the monitor parameter of the authentication monitor service.	SC900
13215	<b>\</b>	Fails to update the configuration of the authentication monitor.	SC700

### **Platform Fault Monitor**

Error Code	Classification	Description	Related SC
13301	-	Fails to initialize the database.	SC700
13302	-	Fails to read the setting of the resource monitor.	SC700
13303	-	Fails to save the setting of the resource monitor.	SC700
13304	-	The memory reaches the limit value.	SC201
13305	-	The memory reaches the warning value.	SC201
13306	-	The storage reaches the limit value.	SC200
13307	-	The storage reaches the warning value.	SC200
13308	-	Fails to save the setting values of the SC reporter.	SC700
13309	-	Fails to get the SC key.	SC700
13310	-	Fails to save the SC information.	SC700
13311	-	Fails to delete the SC information.	SC700
13312	-	Fails to save the SC log.	SC700

# **Platform Initializer**

Error Code	Classification	Description	Related SC
13401	Database Accessor Initialization	Fails to delete the table.	SC700
13402	-	Fails to delete the table information.	SC700

# **Platform Log Access**

Error Code	Classification	Description	Related SC
13501	-	Fails to save the logging setting.	SC700

# **Platform Persistence**

Error Code	Classification	Description	Related SC
13601	-	Fails to parse the number of items which are excluded for the backup.	SC100

### **Platform Software**

Error Code	Classification	Description	Related SC
13701	Software Information Management	Fails to initialize the database of the software information.	SC700
13702	<b>\</b>	Fails to read the software information.	SC700
13703	<b>+</b>	Fails to save the software information.	SC700

# **Platform System**

Error Code	Classification	Description	Related SC
13801	-	Fails to read the time zone.	SC700
13802	Network Information	Fails to initialize the network information.	SC700
13803	<b>+</b>	Fails to read the network information.	SC700
13804	<b>+</b>	Fails to save the network information.	SC700
13805	<b>\</b>	Fails to read the network information.	SC700

# Platform Todo

Error Code	Classification	Description	Related SC
13901	-	Fails to initialize the database.	SC700
13902	-	Fails to operate the database.	SC700

### Remote @Remote

Error Code	Classification	Description	Related SC
14001	Backup Restore	Fails to restore.	SC900
14002	<b>+</b>	Fails to prepare for the roll back.	SC900
14003	<b>+</b>	Fails to parse the restore data.	SC900
14004	<b>\</b>	Fails to operate the database.	SC700

### Remote Service Info

Error Code	Classification	Description	Related SC
14101	Service Information	Fails to operate the database.	SC700

# **Remote Configuration**

Error Code	Classification	Description	Related SC
14301	-	Fails to initialize the database table.	SC700
14302	-	Fails to generate the instance specified by data.	SC901

### **Remote Communicator**

Error Code	Classification	Description	Related SC
14401	Center Command Limitation	Fails to read the limitation information from the database.	SC700
14402	<b>\</b>	Fails to update the limitation information.	SC700
14405	<b>+</b>	Fails to restore the channel information.	SC901

# Remote Agent Frame

Error Code	Classification	Description	Related SC
14501	Agent Management	Fails to generate the agent instance.	SC900
14502	<b>\</b>	Fails to save the inquiry status for the request number.	SC700

# Remote Agent Server

Error Code	Classification	Description	Related SC
14601	Backup	Fails to operate the database.	SC700
14602	Server Information Setting	Fails to operate the database.	SC700
14603	Center Information Setting	Fails to operate the database.	SC700
14604	Authentication Update	Fails to operate the database.	SC700
14605	Notification Timing Information	Fails to operate the database.	SC700
14606	Register	Fails to operate the database.	SC700
14607	Trouble	Fails to operate the database.	SC700
14608	Server Firmware Update	Fails to operate the database.	SC700

# **Remote Agent Device**

Error Code	Classification	Description	Related SC
14701	Auto Discovery Collection	Fails to operate the database.	SC700
14702	Auto Discovery Register	Fails to operate the database.	SC700
14703	<b>+</b>	Fails to access the data repository.	SC901
14704	<b>\</b>	Fails to delete the devices from the data repository.	SC900
14705	<b>\</b>	An unexpected exception is sent from the data repository.	SC901
14706	<b>+</b>	Fails to register the devices.	SC900
14707	Accounting Counter Collection	Fails to operate the database.	SC700
14708	Device Firmware Update	Fails to operate the database.	SC700

Error Code	Classification	Description	Related SC
14710	Individual Device Management Information	Fails to operate the database.	SC700
14711	Call Notification	Fails to operate the database.	SC700
14712	User Counter Collection	Fails to operate the database.	SC700
14713	User Counter Settings	Fails to operate the database.	SC700

# General Error Codes

### Web

Error Code	Classification	Description	Related SC
34001	At Start-up	Fails to open a port.	SC900
34002		Cannot get a socket.	SC900
34003		Fails to close a port.	SC600
34004		Cannot get authentication.	SC900
34005		Cannot get authentication.	SC900
34006	At Access	Cannot get an input stream.	SC600
34007		Cannot get an output stream.	SC600
34008	At Post/Put	Cannot get all data before time-out.	SC600
34009	At Log-in	Cannot get the account of a service technician.	SC901
34010		Cannot get the account of an administrator.	SC901
34011		Cannot get the account of a user.	SC901
34012		Cannot get access information of a service technician.	SC901

Error Code	Classification	Description	Related SC
34013		Cannot get the encryption algorithm function.	SC900
34014	At Upload	Cannot get the registered classification of servlet.	SC900

### Center

Error Code	Classification	Description	Related SC
34101		Cannot get @Remote service.	SC900
34102		Cannot start @Remote service.	SC900
34103		Cannot get SB event management.	SC900
34104		Fails to send an inquiry for a request number of @Remote.	SC901
34105		Fails to send a registration for @Remote.	SC901
34106		Fails to send an inquiry for a device request number.	SC901
34107		Fails to send a registration for devices.	SC901
34108		Fails to send a test call.	SC901
34109		Fails to send a request call.	SC901
34110		Fails to send a service call.	SC901
34111		Fails to send user confirmation for device firmware.	SC901
34112		Fails to send an execution result for system firmware.	SC901
34113		Cannot get the version.	SC901
34114		Cannot get authentication management service.	SC900

Error Code	Classification	Description	Related SC
34115		Fails to get authentication.	SC900
34116		Cannot get server settings.	SC900
34117		Fails to cancel an inquiry for a request number.	SC900
34118		Fails to cancel a registration.	SC900

### Box

Error Code	Classification	Description	Related SC
34201		Cannot get network status.	SC901
34202		Cannot get network settings.	SC901
34203		Cannot configure LCD setting.	SC901
34204		Cannot configure LED setting.	SC901
34205		Cannot get Birdie-C system information.	SC900
34206	Tact Switch	Error occurs when managing a tact switch.	SC901

# Mail

Error Code	Classification	Description	Related SC
34301	Settings	Cannot get mail server information.	SC900
34302		Cannot get network information.	SC901
34303		Cannot get Birdie-C system information.	SC900
34304		Cannot get server settings.	SC900
34305	Mail Format	Cannot find the mail format.	SC901
34306		Cannot read the mail format.	SC900

Error Code	Classification	Description	Related SC
34307	Support Language Properties	Cannot find stringTable.properties.	SC901
34308		Cannot read stringTable.properties.	SC900
34309	Language Code Properties	Cannot find mailInterfaceprop.properties.	SC901
34310		Cannot read mailInterfaceprop.properties.	SC900

### Account

Error Code	Classification	Description	Related SC
36001	Account	Cannot get a user account.	SC901
36002		Cannot configure a user account.	SC901
36003		Cannot delete a user account.	SC901
36004		Cannot get an administrator account.	SC901
36005		Cannot configure an administrator account.	SC901
36006		Cannot delete an administrator account.	SC901
36007		Cannot get a customer engineer account.	SC901
36008		Cannot configure a customer engineer account.	SC901
36009		Cannot get access information of a customer engineer.	SC901
36010		Cannot configure access information of a customer engineer.	SC901

# **Birdie-C Configuration**

Error Code	Classification	Description	Related SC
36201	Extended Function	Cannot get information of an option enabler.	SC901
36202		Cannot configure information of an option enabler.	SC901
36203	LAN Settings	Cannot get information of access prohibited IP addresses.	SC901
36204		Cannot configure information of access prohibited IP addresses.	SC901
36205		Cannot get information of ping send permission.	SC901
36206		Cannot configure information of ping send permission.	SC901
36207		Cannot get information of serial number OID.	SC901
36208		Cannot configure information of serial number OID.	SC901
36209		Cannot get property information of extended device search.	SC901
36210		Cannot configure property information of extended device search.	SC901
36211	Mail	Cannot get information of SMTP server.	SC901
36212		Cannot configure information of SMTP server.	SC901
36213		Cannot get information of POP server.	SC901
36214		Cannot configure information of POP server.	SC901
36215		Cannot get information of mail addresses.	SC901
36216		Cannot configure information of mail addresses.	SC901

Error Code	Classification	Description	Related SC
36217		Cannot get information of mail delivery.	SC901
36218		Cannot configure information of mail delivery.	SC901
36219	Network Settings	Cannot get network information.	SC901
36220		Cannot configure network information.	SC901
36221	Time and Date Settings	Cannot configure time and date setting.	SC901
36222		Cannot get time zone setting.	SC901
36223		Cannot configure time zone setting.	SC901
36224	Display Language	Cannot get information of display language.	SC901
36225		Cannot configure information of display language.	SC901
36226		Cannot get @Remote service.	SC900
36227		Cannot get service of interfacing system control.	SC900
36228		Cannot get Birdie-C system information.	SC900

# @ Remote

Error Code	Classification	Description	Related SC
36401	Notification Information	Fails to initialize information related to notification.	SC700
36402		Fails to get information related to notification.	SC700
36403	Request Number Information	Fails to configure information related to notification.	SC700
36404		Fails to initialize request number information.	SC700
36405		Fails to get request number information.	SC700

Error Code	Classification	Description	Related SC
36406		Fails to configure request number information.	SC700
36407	Service Call	Fails to initialize service call information.	SC700
36408		Fails to get service call information.	SC700
36409		Fails to configure service call information.	SC700
36410		Cannot find an error code list.	SC100
36411		Cannot read an error code list.	SC100
36412		Cannot find an SC code list.	SC100
36413		Cannot read an SC code list.	SC100
36414		Cannot get SC report information.	SC901
36415		Setting of scheduler is incorrect.	SC901
36416	@Remote	Cannot get network information.	SC901
36417		Cannot get @Remote service.	SC900
36418		Cannot get @Remote settings.	SC900
36419		Cannot get Birdie-C system information.	SC900
36420		Cannot get server settings.	SC900
36421		Cannot get an SB event management.	SC900
36422		Cannot get an error management.	SC900
36423	Center Information	Cannot configure center information.	SC901
36424	IP Address Send Permission Settings	IP Address Send Permission.	SC901
36425	Extended Function	Cannot get option enabler information.	SC901
36426		Cannot configure option enabler information.	SC901
36427		Cannot get serial number OID information.	SC901

Error Code	Classification	Description	Related SC
36428		Cannot configure serial number OID information.	SC901
36429		Fails to read a backup file.	SC901
36430		Fails to write a backup file.	SC901
36431		Cannot configure the extended device search setting.	SC901
36432		Cannot get ping send permission information.	SC901
36433		Cannot configure ping send permission information.	SC901
36434		Cannot get authentication management service.	SC900
36435		Fails to get authentication.	SC900
36436		Cannot get common authentication information of user counters.	SC901
36437		Cannot configure common authentication information of user counters.	SC901

# **Management Devices**

Error Code	Classification	Description	Related SC
36501	Auto Discovery Devices Information	Fails to initialize information of auto discovery devices.	SC700
36502		Fails to get information of auto discovery devices.	SC700
36503		Fails to configure information of auto discovery devices.	SC700
36504		Fails to delete information of auto discovery devices.	SC700

Error Code	Classification	Description	Related SC
36505	Auto Discovery Devices Result Information	Fails to initialize result information of auto discovery devices.	SC700
36506		Fails to get result information of auto discovery devices.	SC700
36507		Fails to configure result information of auto discovery devices.	SC700
36508		Fails to delete result information of auto discovery devices.	SC700
36509	Search Condition Information	Fails to initialize search condition information.	SC700
36510		Fails to get search condition information.	SC700
36511		Fails to configure search condition information.	SC700
36512		Fails to initialize auto discovery protocol information.	SC700
36513	Auto Discovery Protocol	Fails to get auto discovery protocol information.	SC700
36514		Fails to configure auto discovery protocol information.	SC700
36515		Fails to initialize host name discovery information.	SC700
36516	Host Name Discovery Information	Fails to get host name discovery information.	SC700
36517		Fails to configure host name discovery information.	SC700
36518		Fails to delete host name discovery information.	SC700
36519		Fails to initialize IP address discovery range information.	SC700

Error Code	Classification	Description	Related SC
36520	IP Address Discovery Range Information	Fails to get IP address discovery range information.	SC700
36521		Fails to configure IP address discovery range information.	SC700
36522		Fails to initialize segment discovery range information.	SC700
36523	Segment Discovery Range Information	Fails to get segment discovery range information.	SC700
36524		Fails to configure segment discovery range information.	SC700
36525	Registration Target Devices information	Fails to initialize information of selected devices to register.	SC700
36526		Fails to get information of selected devices to register.	SC700
36527		Fails to configure information of selected devices to register.	SC700
36528		Fails to delete information of selected devices to register.	SC700
36529	Management Devices	Cannot get network information.	SC901
36530		Cannot convert date of deadline.	SC901
36531		Cannot get device information.	SC901
36532		Cannot configure device information.	SC901
36533		Cannot get Birdie-C system information.	SC900
36534		Cannot get device status engine.	SC900
36535		Cannot get device repository.	SC900
36536		Cannot get information of an option enabler.	SC901
36537		Cannot get server settings.	SC900

Error Code	Classification	Description	Related SC
36538		Cannot get server ID.	SC901
36539		Cannot get B2DObjectFactory.	SC901
36540		Fails to get instance of ProxyCollection.	SC901
36541		Cannot get ProxyNRS.	SC901
36542		Cannot get ProxyREST.	SC901
36543		Cannot get auto discovery service.	SC900
36544		Cannot get DeviceListService.	SC900
36545		Cannot get Capability.	SC900
36546		Cannot get access prohibited IP addresses information.	SC901
36547	LAN Settings	Cannot get ping send permission information.	SC901
36548		Cannot get registration engine with auto discovery.	SC900
36549		Cannot get settings of registration engine with auto discovery.	SC901
36550		Cannot configure settings of registration engine with auto discovery.	SC901
36551	Device Communication Check	Cannot get FTP service.	SC900
36552		Cannot get Repository service.	SC900
36553		Fails to get instance of Configuration.	SC901
36554		Fails to get instance of LanAccessConfigure.	SC901
36555		Cannot get AtRemoteGatewayProber.	SC901
36556		Cannot get ProxyNrsRescue.	SC901
36557		Cannot get ProxyFactory.	SC901

Error Code	Classification	Description	Related SC
36558		Cannot get ProxyRestRescue.	SC901
36559		Cannot configure proxy configuration of device communication.	SC901

# **Device Monitor**

Error Code	Classification	Description	Related SC
36601	Device Service Call Log	Fails to initialize service call logs.	SC700
36602		Fails to get service call logs.	SC700
36603		Fails to configure service call logs.	SC700
36604		Fails to delete service call logs.	SC700
36605	Device Monitor Control Information	Cannot get polling information.	SC901
36606		Cannot get device tracker information.	SC901
36607		Cannot configure device tracker information.	SC901
36608		Cannot get ping send permission information.	SC901
36609		Cannot get device tracker engine.	SC900
36610		Cannot get device search engine.	SC900
36611		Cannot get device status engine.	SC900
36612		Cannot get an SB event management.	SC900
36613		Cannot get @Remote service.	SC900
36614		Cannot get proxy configuration of device communication.	SC900

Error Code	Classification	Description	Related SC
36615		Cannot configure proxy configuration of device communication.	SC901
36616		Cannot get Birdie-C system information.	SC900

# **Auto Discovery**

Error Code	Classification	Description	Related SC
36701	Auto Discovery	Fails to initialize AutoDiscovery initialization setting information.	SC700
36702		Fails to get AutoDiscovery initialization setting information.	SC700
36703		Fails to configure AutoDiscovery initialization setting information.	SC700
36704		Fails to get AutoDiscovery setting information.	SC901
36705		Fails to configure AutoDiscovery setting information.	SC901
36706		Cannot get ping send permission information.	SC901
36707		Incorrect search protocol is selected.	SC100
36708		Incorrect security level is selected.	SC100
36709		Incorrect authentication method is selected.	SC100
36710		Incorrect schedule is selected.	SC100
36711		Cannot get @Remote service.	SC900
36712		Cannot get AutoDiscovery service.	SC900
36713		Cannot get ICMP communication parameter information.	SC900

Error Code	Classification	Description	Related SC
36714		Cannot configure ICMP communication parameter information.	SC900
36715		Cannot get RegistrationEngine.	SC900
36716		Cannot get RegistrationConfiguration.	SC901
36717		Cannot configure RegistrationConfiguration.	SC901

### **Device Information Collection**

Error Code	Classification	Description	Related SC
36801	Device Information	Cannot get collection engine.	SC900
36802		Cannot get device repository.	SC900
36803		Cannot get information about scheduled information search settings.	SC901
36804		Cannot get accounting counter collection information.	SC901
36807	Device Logs	Fails to execute a shell command.	SC901
36808		Cannot get device list information.	SC901
36809		Cannot get Birdie-C system information.	SC900

# **Device Operation**

Error Code	Classification	Description	Related SC
36901	Device Firmware Update Request Information	Fails to initialize device firmware update request information.	SC700
36902		Fails to get device firmware update request information.	SC700

Error Code	Classification	Description	Related SC
36903		Fails to configure device firmware update request information.	SC700
36904		Fails to delete device firmware update request information.	SC700
36905	Firmware Update Target Devices Information	Fails to initialize information about target devices for firmware update.	SC700
36906		Fails to get information about target devices for firmware update.	SC700
36907		Fails to configure information about target devices for firmware update.	SC700
36908		Fails to delete information about target devices for firmware update.	SC700
36909	Firmware Update Time Differences Information	Fails to initialize information about time differences for firmware update.	SC700
36910		Fails to get information about time differences for firmware update.	SC700
36911		Fails to configure information about time differences for firmware update.	SC700
36912	Device Firmware Update	Cannot get FTP communication information.	SC901
36913		Cannot configure FTP communication information.	SC901
36914		Cannot get information about firmware update confirmation for target devices.	SC901
36915	Settings	Cannot get proxy configuration of device communication.	SC901
36916		Cannot get @Remote service.	SC900
36917		Cannot get user confirmation function for @Remote.	SC900

Error Code	Classification	Description	Related SC
36918		Cannot get an SB event management.	SC900
36919		Cannot get device firmware engine.	SC900
36920		Cannot encode IP addresses.	SC901

# **Diagnostic Tool**

Error Code	Classification	Description	Related SC
37001	Router Search	Fails to initialize Hop number information.	SC700
37002		Fails to get Hop number information.	SC700
37003		Fails to configure Hop number information.	SC700
37004		Cannot get network information.	SC901
37005		Cannot get information about access prohibited IP addresses.	SC901
37006		Cannot get information about AutoDiscovery settings.	SC901
37007		Cannot get RNetCoreJ service.	SC901
37008		Cannot get network segment information.	SC901
37009		Cannot get Birdie-C system information.	SC900
37010		Cannot get AutoDiscovery service.	SC900
37011	Center Communication Check	Cannot get @Remote settings.	SC900
37012		Cannot get server settings.	SC900
37013		Cannot get AtRemoteGatewayProber.	SC901
37014		Fails to get configuration instance.	SC901
37015	Test Mail	Cannot get @Remote service.	SC900

Error Code	Classification	Description	Related SC
37016		Cannot get SMTP server information.	SC901
37017		Cannot get POP server information.	SC901

#### Common

Error Code	Classification	Description	Related SC
37201		Cannot get an SB event management.	SC900
37202		Cannot get collection engine.	SC900
37203		Cannot get device repository.	SC900
37204		Cannot get an error management.	SC900
37205		Cannot get system management of Birdie-C.	SC900
37206		Log deadlock.	SC901
37207		Cannot get common authentication information of user counters.	SC901
37208		Cannot get Capability.	SC900

### **User Counter**

Error Code	Classification	Description	Related SC
37301		Cannot get Birdie-C system information.	SC900
37302		Cannot get network information.	SC901
37303		Cannot get DeviceListService.	SC900
37304		Cannot get server settings.	SC900
37305		Cannot get ServerID.	SC901
37306		Cannot get B2DObjectFactory.	SC901

Error Code	Classification	Description	Related SC
37307		Fails to get instance of ProxyCollection.	SC901
37308		Cannot get ProxyNRS.	SC901
37309		Cannot get ProxyREST.	SC901
37310		Cannot get @Remote settings.	SC900
37311		Cannot get @Remote service.	SC900
37312		Cannot get collected information of user counters.	SC901
37313		Cannot get common authentication information of user counters.	SC901
37314		Cannot configure common authentication information of user counters.	SC901
37315		Cannot get Capability.	900

#### 3

# 3. Appendix: SP Mode Tables

# @Remote Related SP Modes-1

### Call Related SPs

### For 04S/A Models

5501	[PM Alarm]	*CTL	-
001	PM Alarm Level	[0 to 9999 / 0 / 1 / step]  0: Alarm off  1 to 9999: Alarm goes off when Value (1 to 9999) x  1000 ≥ PM counter	
002	Original Count Alarm	1: Alarm	1 / -]  urm sounds  sounds after the number of originals passing  ne ARDF ≥ 10,000

5504	[Jam Alarm]	*CTL	-	
	Sets the alarm to sound for the specified jam level (document misfeeds are not included).			
	[0 to 3 / <b>3</b> / 1 /step]			
001	0: Zero (Off)			
001	1: Low (2.5K jams)			
	2: Medium (3K jams)			
	3: High (6K jams)			

5505	[Error Alarm]	*CTL	-	
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001

3

Sets the error alarm level. The error alarm counter counts "1" when any SC is detected. However, the error alarm counter decreases by "1" when an SC is not detected during a set number of copied sheets (for example, default 1500 sheets). The error alarm occurs when the SC error alarm counter reaches "5".

[0 to 255 / **0 to 255** / 100 copies /step]

A default value is different depending on the machine model.

5507	[Supply Alarm]	*CTL	-		
3307	Enables or disables the notifying o	a supply ca	ll via the @Remote.		
001	Paper Supply Alarm	<b>0: Off</b> , 1:	On		
002	Staple Supply Alarm	<b>0: Off</b> , 1:	On		
003	Toner Supply Alarm	<b>0: Off</b> , 1:	On		
128	Interval :Others				
132	Interval :A3				
133	Interval :A4	[250 to 10000 / <b>1000</b> / 1 /step]			
134	Interval :A5				
141	Interval :B4				
142	Interval :B5				
160	Interval :DLT				
164	Interval :LG				
166	Interval :LT				
172	Interval :HLT				

5508*	[CC Call]	*CTL	-
001*	Jam Remains	MFP: 0: Disable, 1: Enable  LP: 0: Disable, 1: Enable	
	Enables/disables initiating a call for an unattended paper jam.		·

002*	Continuous Jams	MFP: 0: Disable, 1: Enable LP: 0: Disable, 1: Enable		
	Enables/disables initiating a call	Enables/disables initiating a call for consecutive paper jams.		
003*	Continuous Door Open	MFP: 0: Disable, 1: Enable LP: 0: Disable, 1: Enable		
	Enables/disables initiating a call	when the front door remains open.		
011*	Jam Detection: Time Length	[3 to 30 / <b>10</b> / 1 minute /step]		
	Sets the time a jam must remain before it becomes an "unattended paper jam".			
012*	Jam Detection: Continuous Count	[2 to 10 / <b>5</b> / 1 /step]		
	Sets the number of consecutive paper jams required to initiate a call.			
013*	Door Open: Time Length	[3 to 30 / <b>10</b> / 1 /step]		
	Sets the length of time the door remains open before the machine initiates a call.			

### For 05S Models

5501	[PM Alarm]	*CTL	-
	PM Alarm Level	[0 to 999	9 / <b>0</b> / 1 / step]
001		0: Alarm	off
001			9: Alarm goes off when Value (1 to 9999) x M counter
002	Original Count Alarm	[0 or 1 /	1 / -]
		0: No ala	ırm sounds
			sounds after the number of originals passing ne ARDF ≥ 10,000

5504	[Jam Alarm]	*CTL	-
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Sets the alarm to sound for the specified jam level (document misfeeds are not included).

[0 to 3 / **3** / 1 /step]

0: Zero (Off)

1: Low (2.5K jams)

2: Medium (3K jams)

3: High (6K jams)

5505	[Error Alarm]	*CTL	-		
Sets the error alarm level.  The error alarm counter counts "1" when any SC is detected. How counter decreases by "1" when an SC is not detected during a se (for example, default 1500 sheets).					
	The error alarm occurs when the SC error alarm counter reaches "5".				
	[0 to 255 / 0 to 255 / 100 copies /step]  A default value is different depending on the machine model.				

5507	[Supply Alarm]	*CTL	-
	Enables or disables the notifying a supply call via the @Remote.		
001	Paper Supply Alarm	<b>0: Off</b> , 1:	On
002	Staple Supply Alarm	<b>0: Off</b> , 1:	On
003	Toner Supply Alarm	<b>0: Off</b> , 1:	On

128	Interval :Others	
132	Interval :A3	
133	Interval :A4	
134	Interval :A5	
141	Interval :B4	[250 to 10000 / <b>1000</b> / 1 /step]
142	Interval :B5	[230 to 10000 / <b>1000</b> / 1 / step]
160	Interval :DLT	
164	Interval :LG	
166	Interval :LT	
172	Interval :HLT	

5508*	[CC Call]	*CTL -	
001*	Jam Remains	MFP: 0: Disable, 1: Enable LP: 0: Disable, 1: Enable	
	Enables/disables initiating a call for an unattended paper jam.		
002*	Continuous Jams	MFP: 0: Disable, 1: Enable  LP: 0: Disable, 1: Enable	
	Enables/disables initiating a call for consecutive paper jams.		
003*	Continuous Door Open	MFP: 0: Disable, 1: Enable  LP: 0: Disable, 1: Enable	
	Enables/disables initiating a call when the front door remains open.		
011*	Jam Detection: Time Length	[3 to 30 / <b>10</b> / 1 minute /step]	
	Sets the time a jam must remain before it becomes an "unattended paper jam".		
012*	Jam Detection: Continuous Count	[2 to 10 / 5 / 1 /step]	
	Sets the number of consecutive paper jams required to initiate a call.		

Door Open:

Time Length

Sets the length of time the door remains open before the machine initiates a call.

# For 05A Models (MFP models only)

5501	[PM Alarm]	*CTL	-
001	PM Alarm Level	This SP demands SP5-515-008 is enabled.	
		[0 to 9999 / <b>0</b> / 1 / step]	
		0: Alarm off	
			P: Alarm goes off when <b>Value (1 to 9999) x</b> <b>M counter</b>
002	Original Count Alarm	This SP de	emands SP5-515-008 is enabled.
		[0 or 1 /	1 / -]
		0: No alarm sounds	
			sounds after the number of originals passing ne ARDF ≥ 10,000

5504	[Jam Alarm]	*CTL	-
001	This SP demands SP5-515-008 Sets the alarm to sound for the [0 to 3 / 3 / 1 /step] 0: Zero (Off) 1: Low (2.5K jams) 2: Medium (3K jams) 3: High (6K jams)		d. am level (document misfeeds are not included).

5505 [Error Alarm] *CTL -	
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3

This SP demands SP5-515-008 is enabled.

Sets the error alarm level.

The error alarm counter counts "1" when any SC is detected. However, the error alarm counter decreases by "1" when an SC is not detected during a set number of copied sheets (for example, default 1500 sheets).

The error alarm occurs when the SC error alarm counter reaches "5".

[0 to 255 / 0 to 255 / 100 copies / step]

A default value is different depending on the machine model.

5507	[Supply Alarm]	*CTL	*CTL -	
Enables or disables the notifying a supply call via the @Remot		call via the @Remote.		
001	Paper Supply Alarm	<b>0: Off</b> , 1:	On	
002	Staple Supply Alarm	<b>0: Off</b> , 1:	On	
003	Toner Supply Alarm	<b>0: Off</b> , 1:	On	
128	Interval :Others			
132	Interval :A3			
133	Interval :A4			
134	Interval :A5			
141	Interval :B4	[250+- 1	0000 / 1000 / 1 /1	
142	Interval :B5	[230 to 1	0000 / <b>1000</b> / 1 /step]	
160	Interval :DLT			
164	Interval :LG			
166	Interval :LT			
172	Interval :HLT			

5508*	[CC Call]	*CTL	-
001*	Jam Remains		emands SP5-515-012 is enabled. e, 1: Enable
	Enables/disables initiating a co	all for an u	nattended paper jam.

002*	Continuous Jams	This SP demands SP5-515-012 is enabled.  O: Disable, 1: Enable	
	Enables/disables initiating a call for consecutive paper jams.		
003*	Continuous Door Open	This SP demands SP5-515-012 is enabled.  O: Disable, 1: Enable	
	Enables/disables initiating a co	all when the front door remains open.	
011*	Jam Detection: Time Length	[3 to 30 / <b>10</b> / 1 minute /step]	
	Sets the time a jam must remain before it becomes an "unattended paper jam".		
012*	Jam Detection: Continuous Count	[2 to 10 / 5 / 1 /step]	
	Sets the number of consecutive paper jams required to initiate a call.		
013*	Door Open: Time Length	[3 to 30 / <b>10</b> / 1 /step]	
	Sets the length of time the door remains open before the machine initiates a call.		

	[SC/Alarm Setting]			
5515	With @Remote in use, these SP codes can be set to issue an SC call when an SC error occurs. If this SP is switched off, the SC call is not issued when an SC error occurs.			
001	SC Call	[0 or 1 / 1 / - ] 0: Off, 1: On		
002	Service Parts Near End Call	[0 or 1 / 1 / - ] 0: Off, 1: On		
003	Service Parts End Call	[0 or 1 / 1 / - ] 0: Off, 1: On		
004	MC Call (User call)	[0 or 1 / 1 / - ] 0: Off, 1: On		
008	Alarms Notice	[0 or 1 / 1 / - ] 0: Off, 1: On		
006	Test Call	This SP demands SP5-515-004 is enabled. [0 or 1 / 1 / -] 0: Off, 1: On		
007	Inquiry Call	This SP demands SP5-515-004 is enabled. [0 or 1 / 1 / -] 0: Off, 1: On		

009	Fake Toner Alarm	[0 or 1 / 1 / - ] 0: Off, 1: On
010	Supply Automatic Ordering Call	[0 or 1 / 0 / -] 0: Off, 1: On
011	Supply Management Report Call	[0 or 1 / 0 / -] 0: Off, 1: On
012	Jam/Door Open Call	[0 or 1 / 1 / - ] 0: Off, 1: On

5516	[Individual PM Part Alarm Call]	*CTL	These SPs are activated only for AT-C1, AP-C1, B-C3 and B-C3.5.
			emands SP5-515-008 is enabled.
		Enables o	r disables the PM part alarm call.
		AT-C1, A	P-C1:
001	Diamble /Enmble Sauina	[0 or 1 /	1/-]
001	Disable/Enable Setting	0: Not Se	nd, 1: Send
		B-C3, B-C	23.5:
		[0 or 1 /	0/-]
		0: Not Se	<b>nd,</b> 1: Send
		Displays t	he condition of the PM part alarm call.
002	Alarm Flag	[0 or 1 /	1/-]
		0: Ready	(to send), 1: Already Send
	Alarm Flag Clear	Clears the	alarm flag (SP5-516-002).
003			after servicing for PM parts. So, 002 is set to "0".

# For 06S/A Models

5501	[PM Alarm]	*CTL	-
	This SP de	emands SP5-515-008 is enabled.	
		[0 to 999	9 / <b>0</b> / 1 / step]
001	PM Alarm Level	0: Alarm	off
			9: Alarm goes off when <b>Value (1 to 9999) x</b> <b>M counter</b>

	This SP demands SP5-515-008 is enabled.
	O6S (LP only):
	[0 or 1 / 1 / -]
	0: No alarm sounds
Original Count Alarm	1: Alarm sounds after the number of originals passing through the ARDF ≥ 10,000
	O6A (MFP/LP):
	[0 or 1 / <b>0</b> / -]
	0: No alarm sounds
	1: Alarm sounds after the number of originals passing through the ARDF ≥ 10,000
	Original Count Alarm

5504	[Jam Alarm]	*CTL	-
	This SP demands SP5-515-00	8 is enable	d.
	Sets the alarm to sound for the specified jam level (document misfeeds are not included).		
	[0 to 3 / <b>3</b> / 1 /step]		
001	0: Zero (Off)		
1: Low (2.5K jams)			
	2: Medium (3K jams)		
	3: High (6K jams)		

5505	[Error Alarm]	*CTL	-
	This SP demands SP5-515-008 is enabled.		d.
Sets the error alarm level.  The error alarm counter counts "1" when any SC is detected. However, the erro counter decreases by "1" when an SC is not detected during a set number of co sheets (for example, default 1500 sheets).			
		ot detected during a set number of copied	
	The error alarm occurs when th	ne SC error	alarm counter reaches "5".
[0 to 255 / <b>0 to 255</b> / 100 copies /step]		]	
	A default value is different dep	ending on	he machine model.

5507	) <del>7</del>	[Supply Alarm]	*CTL	-
	) <i>/</i>	Enables or disables the notifying a supply call via the @Remote.		

001	Paper Supply Alarm	0: Off, 1: On
002	Staple Supply Alarm	
003	Toner Supply Alarm	[06S models] <b>0: Off</b> , 1: On
004	Maintenance Kit Supply Alarm	[06A models] 0: Off, 1: On
005	PCU Supply Alarm	
006	Waste Toner Bottle Supply Alarm	
007	Image Transfer Unit Supply Alarm	[06S models] <b>0: Off</b> , 1: On [06A models] 0: Off, <b>1: On</b>
008	Fusing Unit Supply Alarm	
009	AIO Cartridge Supply Alarm	[06A models only] 0: Off, 1: On
128	Interval :Others	
132	Interval :A3	
133	Interval :A4	
134	Interval :A5	
141	Interval :B4	[250 to 10000 / <b>1000</b> / 1 /ston]
142	Interval :B5	[250 to 10000 / <b>1000</b> / 1 /step]
160	Interval :DLT	
164	Interval :LG	
166	Interval :LT	
172	Interval :HLT	

5508* [CC Call] *CTL -
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001*	Jam Remains  Enables/disables initiating a co	MFP: This SP demands SP5-515-012 is enabled. 0: Disable, 1: Enable LP: 0: Disable, 1: Enable all for an unattended paper jam.		
002*	Continuous Jams	MFP: This SP demands SP5-515-012 is enabled. 0: Disable, 1: Enable LP: <b>0: Disable</b> , 1: Enable		
	Enables/disables initiating a co	all for consecutive paper jams.		
003*	Continuous Door Open	MFP: This SP demands SP5-515-012 is enabled. 0: Disable, 1: Enable LP: <b>0: Disable</b> , 1: Enable		
	Enables/disables initiating a call when the front door remains open.			
011*	Jam Detection: Time Length	[3 to 30 / 10 / 1 minute /step]		
	Sets the time a jam must remain before it becomes an "unattended paper jam".			
012*	Jam Detection: Continuous Count	[2 to 10 / <b>5</b> / 1 /step]		
	Sets the number of consecutive paper jams required to initiate a call.			
013*	Door Open: Time Length	[3 to 30 / <b>10</b> / 1 /step]		
	Sets the length of time the door remains open before the machine initiates a call.			

[SC/Alarm Setting]				
	5515	With @Remote in use, these SP codes can be set to issue an SC call when an SC error occurs. If this SP is switched off, the SC call is not issued when an SC error occurs.		
	001	SC Call MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On		

002	Service Parts Near End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
003	Service Parts End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On  LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
004	MC Call (User call)	[0 or 1 / 1 / - ] 0: Off, 1: On	
006	Test Call	MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On	
007	Inquiry Call	MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On	
008	Alarms Notice	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
009	Fake Tonner Alarm	MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On	
010	Supply Automatic Ordering Call	For 06S models  [0 or 1 / 0 / -] 0: Off, 1: On  For 06A models  [0 or 1 / 1 / -] 0: Off, 1: On	
011	Supply Management Report Call	For 06S models  [0 or 1 / 0 / -] 0: Off, 1: On  For 06A models  [0 or 1 / 1 / -] 0: Off, 1: On	
012	Jam/Door Open Call	MFP only: [0 or 1 / 1 / - ] 0: Off, 1: On	

## For 07S/A Models

5501	[PM Alarm]	*CTL	-
		This SP de	emands SP5-515-008 is enabled.
	001 PM Alarm Level	[0 to 999	9 / <b>0</b> / 1 / step]
001		0: Alarm	off
			P: Alarm goes off when <b>Value (1 to 9999) x</b> <b>M counter</b>

		This SP demands SP5-515-008 is enabled.
	[0 or 1 / <b>0</b> / -]	
	002 Original Count Alarm	0: No alarm sounds
002		1: Alarm sounds after the number of originals passing through the ARDF ≥ 10,000
		This SP is used for (MFP): AL-C1, R-C5, Be-C1, (LP): AG-P1.

5504	[Jam Alarm]	*CTL	-
	This SP demands SP5-515-008		
		specitied jo	am level (document misfeeds are not included).
[0 to 3 / <b>3</b> / 1 /step]			
001 0: Zero (Off)			
	1: Low (2.5K jams)		
2: Medium (3K jams)			
3: High (6K jams)			

5505	[Error Alarm]	*CTL	-	
	This SP demands SP5-515-008 is enabled.			
	Sets the error alarm level.			
001	The error alarm counter counts "1" when any SC is detected. However, the error alarm counter decreases by "1" when an SC is not detected during a set number of copied sheets (for example, default 1500 sheets).			
	The error alarm occurs when th	e SC error	alarm counter reaches "5".	
[0 to 255 / <b>0 to 255</b> / 100 copies /step]				
A default value is different depending on the machine model.			the machine model.	

5507	[Supply Alarm]	*CTL	-	
3307	Enables or disables the notifying a supply call via the @Remote.		call via the @Remote.	
001	Paper Supply Alarm	0: Off, 1: On		
002	Staple Supply Alarm	0: Off, 1: On		
003	Toner Supply Alarm	0: Off, 1: On		

004	Maintenance Kit Supply Alarm	[07A models only] 0: Off, 1: <b>On</b>		
005	PCU Supply Alarm			
006	Waste Toner Bottle Supply Alarm	0: Off, 1: On		
007	Image Transfer Unit Supply Alarm			
800	Fusing Unit Supply Alarm			
009	AIO Cartridge Supply Alarm	[07A models only] 0: Off, 1: <b>On</b>		
010	Maintenance Kit A Supply Alarm			
011	Maintenance Kit B Supply Alarm			
	Toner Call Timing			
080	Changes the timing of the "Toner Supply Call" via the @Remote, when the following conditions occur. This SP is activated only when the setting of SP5515-010 is set to "1" and the setting of SP5507-003 is set to "1".  [0 or 1 / 0 / -]			
	0: At replacement, 1: At near end			

### For black and white machines

When "0: At replacement" is selected, the toner supply call will be issued only if the following conditions are met.

- Toner near end or end has been detected before.
- Tone bottle is replaced.
- Front doors are closed.
- Toner near end or end condition is cleared.

#### B/W

 1000 sheets or more are printed after the toner near end or end condition has been cleared.

When "1: At near end" is selected, the toner supply call will be issued only if the following conditions are met.

- Toner near end or end condition has been cleared before.
- 1000 sheets or more are printed after the toner near end or end condition has been cleared.

Toner near end or end is detected.

#### For color machines

When "0: At replacement" is selected, the toner supply call will be issued only if the following conditions are met.

• Tone bottle is replaced.

#### Color

• Front doors are closed.

When "1: At near end" is selected, the toner supply call will be issued only if the following conditions are met.

- Toner near end or end condition has been cleared before.
- Toner near end or end is detected.

128	Interval :Others	
132	Interval :A3	
133	Interval :A4	
134	Interval :A5	
141	Interval :B4	[250 to 10000 / <b>1000</b> / 1 /step]
142	Interval :B5	[230 to 10000 / 1000 / 1 / step]
160	Interval :DLT	
164	Interval :LG	
166	Interval :LT	
172	Interval :HLT	

5508*	[CC Call]	*CTL	-	
		MFP:		
		This SP de	This SP demands SP5-515-012 is enabled.	
001*	Jam Remains	0: Disable	e, 1: Enable	
		LP: <b>0: Dis</b> e	able, 1: Enable (Only for AG-P1)	
	Enables/disables initiating a c	all for an u	nattended paper jam.	
	Continuous Jams	MFP:		
		This SP demands SP5-515-012 is enabled.		
002*		0: Disable	e, 1: Enable	
		LP: <b>0: Disable</b> , 1: Enable (Only for AG-P1)		
	Enables/disables initiating a call for consecutive paper jams.			
		MFP:		
	Continuous Door Open	This SP demands SP5-515-012 is enabled.		
003*		0: Disable, 1: Enable		
		LP: <b>O: Dis</b> e	able, 1: Enable (Only for AG-P1)	
	Enables/disables initiating a call when the front door remains open.			

011*	Jam Detection: Time Length	[3 to 30 / <b>10</b> / 1 minute /step]	
	-	n before it becomes an "unattended paper jam".	
012*	Jam Detection: Continuous Count	[2 to 10 / <b>5</b> / 1 /step]	
	Sets the number of consecutive paper jams required to initiate a call.		
013*	Door Open: Time Length	[3 to 30 / <b>10</b> / 1 /step]	
013	Sets the length of time the door	remains open before the machine initiates a call.	

5515	With @Remote in use, these SP codes can be set to issue an SC call when an SC error occurs. If this SP is switched off, the SC call is not issued when an SC error occurs.		
001	SC Call	MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On	
002	Service Parts Near End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
003	Service Parts End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On  LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
004	MC Call (User call)	[0 or 1 / 1 / - ] 0: Off, 1: On	
006	Test Call	This SP demands SP5-515-004 is enabled.  MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On	
007	Inquiry Call	This SP demands SP5-515-012 is enabled.  MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On	
008	Alarms Notice	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
009	Fake Toner Alarm	MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On This is used for AG-C1, V-C2, Al-C1, R-C5 (MFP) and AG-P1 (LP).	
010	Supply Automatic Ordering Call	[0 or 1 / 1 / - ] 0: Off, 1: On	

011	Supply Management Report Call	[0 or 1 / 1 / - ] 0: Off, 1: On
012	Jam/Door Open Call	MFP only: [0 or 1 / 1 / - ] 0: Off, 1: On

5517	[Failure Prediction]	*CTL	These SPs are activated only for 07S models.		
	Alarm On/Off Setting				
	Enables or disables the failure prediction alarm for the @Remote.				
001	[0 or 1 / <b>0</b> / - ]				
001	0: Off, 1: On				
	The failure prediction alarm for @Remote is activated (1: On) only if the setting of SP5515-008 is set to "ON". The timing of the failure prediction alarm can be adjusted with SP5517-002.				
	Alarm Interval				
	Specifies the interval of the failure prediction alarm for the @Remote. The failure prediction alarm will be issued at specified value intervals.				
002	[0 to 1000 / <b>10</b> / 100 sheets/step]				
	e.g. If the setting of this SP is set to "10", the failure prediction alarm will be issued at multiples of 1000 sheets (1000, 2000, 3000 and so on). The number of outputs is counted by the total counter (SP8581-001).				

# For 08S/A Models

5501	[PM Alarm]	*CTL	-
			emands SP5-515-008 is enabled.
001	PM Alarm Level	0: Alarm	off
			9: Alarm goes off when <b>Value (1 to 9999) x</b> M counter

		MFP only:
002 Original Count Alarm		This SP demands SP5-515-008 is enabled.
	Original Count Alarm	[0 or 1 / <b>0</b> / -]
		0: No alarm sounds
		1: Alarm sounds after the number of originals passing through the ARDF ≥ 10,000

5504	[Jam Alarm]	*CTL	-	
	Sets the alarm to sound for the specified jam level (document misfeeds are not included).			
	[0 to 3 / <b>3</b> / 1 /step]			
001	0: Zero (Off)			
001	1: Low (2.5K jams)			
	2: Medium (3K jams)			
	3: High (6K jams)			

5505	[Error Alarm]	*CTL	-	
	This SP demands SP5-515-008 is enabled.			
	Sets the error alarm level.			
The error alarm counter counts "1" when any SC is detected. However, the error counter decreases by "1" when an SC is not detected during a set number of counter sheets (for example, default 1500 sheets).		ot detected during a set number of copied		
	The error alarm occurs when the SC error alarm counter reaches "5".		alarm counter reaches "5".	
[0 to 255 / <b>0 to 255</b> / 100 copies /step]		]		
	A default value is different depending on the machine model.			

5507	[Supply Alarm]	*CTL	-
3307	Enables or disables the notifyin	g a supply	call via the @Remote.
001	Paper Supply Alarm	<b>0: Off</b> , 1:	On
002	Staple Supply Alarm	0: Off, 1:	On
003	Toner Supply Alarm	0: Off, 1:	On

004	Maintenance Kit Supply Alarm		
005	PCU Supply Alarm		
006	Waste Toner Bottle Supply Alarm	0: Off, <b>1: On</b>	
007	Image Transfer Unit Supply Alarm		
008	Fusing Unit Supply Alarm		
009	AIO Cartridge Supply Alarm		
010	Maintenance Kit A Supply Alarm	[000   1   1   0   1   0	
011	Maintenance Kit B Supply Alarm	[08S models only] 0: Off, 1: <b>On</b>	
080	Toner Call Timing		
	Changes the timing of the "Toner Supply Call" via the @Remote, when the following conditions occur. This SP is activated only when the setting of SP5515-010 is set to "1" and the setting of SP5507-003 is set to "1".  [0 or 1 / 0 / -]		
	0: At replacement, 1: At near end		

### For black and white machines

When "0: At replacement" is selected, the toner supply call will be issued only if the following conditions are met.

- Toner near end or end has been detected before.
- Tone bottle is replaced.
- Front doors are closed.
- Toner near end or end condition is cleared.

#### B/W

 1000 sheets or more are printed after the toner near end or end condition has been cleared.

When "1: At near end" is selected, the toner supply call will be issued only if the following conditions are met.

- Toner near end or end condition has been cleared before.
- 1000 sheets or more are printed after the toner near end or end condition has been cleared.
- Toner near end or end is detected.

#### For color machines

When "0: At replacement" is selected, the toner supply call will be issued only if the following conditions are met.

• Tone bottle is replaced.

#### Color

• Front doors are closed.

When "1: At near end" is selected, the toner supply call will be issued only if the following conditions are met.

- Toner near end or end condition has been cleared before.
- Toner near end or end is detected.

128	Interval :Others	
132	Interval :A3	
133	Interval :A4	
134	Interval :A5	
141	Interval :B4	[250 to 10000 / <b>1000</b> / 1 /step]
142	Interval :B5	[230 to 10000 / 1000 / 1 / step]
160	Interval :DLT	
164	Interval :LG	
166	Interval :LT	
172	Interval :HLT	

5508*	[CC Call]	*CTL	-		
001*	Jam Remains		This SP demands SP5-515-012 is enabled.  MFP only: 0: Disable, 1: Enable		
	Enables/disables initiating a co	all for an ur	nattended paper jam.		
002*	Continuous Jams		mands SP5-515-012 is enabled. O: Disable, <b>1</b> : Enable		
	Enables/disables initiating a call for consecutive paper jams.				
003*	Continuous Door Open	This SP demands SP5-515-012 is enabled.  MFP only: 0: Disable, 1: Enable			
	Enables/disables initiating a call when the front door remains open.				
011*	Jam Detection: Time Length	[3 to 30 /	10 / 1 minute /step]		
	Sets the time a jam must remain before it becomes an "unattended paper jam".				
012*	Jam Detection: Continuous Count	[2 to 10 /	5 / 1 /step]		
	Sets the number of consecutive paper jams required to initiate a call.				

013*	Door Open: Time Length	[3 to 30 / <b>10</b> / 1 /step]
	Sets the length of time the door	remains open before the machine initiates a call.

	[SC/Alarm Setting]			
5515	With @Remote in use, these SP codes can be set to issue an SC call when an SC error occurs. If this SP is switched off, the SC call is not issued when an SC error occurs.			
001	SC Call	MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On		
002	Service Parts Near End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On  LP: [0 or 1 / 0 / - ] 0: Off, 1: On		
003	Service Parts End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On LP: [0 or 1 / 0 / - ] 0: Off, 1: On		
004	MC Call (User call)	[0 or 1 / 1 / - ] 0: Off, 1: On		
006	Test Call	This SP demands SP5-515-004 is enabled.  MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On		
007	Inquiry Call	This SP demands SP5-515-004 is enabled.  MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On		
008	Alarms Notice	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On  LP: [0 or 1 / 0 / - ] 0: Off, 1: On		
009	Fake Toner Alarm	MFP/LP: [0 or 1 / 1 / - ] 0: Off, 1: On		
010	Supply Automatic Ordering Call	[0 or 1 / 1 / - ] 0: Off, 1: On		
011	Supply Management Report Call	[0 or 1 / 1 / - ] 0: Off, 1: On		
012	Jam/Door Open Call	MFP only: [0 or 1 / 1 / - ] 0: Off, 1: On		

5516	[Individual PM Part Alarm Call]	^(	These SPs are activated only for At-C2, AP-C2, Katana-C2, Katana-P1 and AP-P2.
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001	Disable/Enable Setting	Enables or disables the PM part alarm call.  AT-C2, AP-C2:  [0 or 1 / 1 / -]  0: Not Send, 1: Send  Katana-C2, Katana-P1, AP-P2:  [0 or 1 / 0 / -]  0: Not Send, 1: Send
004	Percent yield for triggering PM alert	Sets the percentage of yield (used service life) to trigger the PM alert.  [1 to 255 / 75 / 1 % step]  Do not set a number more than 100.

# For 09S/A Models

5501	[PM Alarm]	*CTL	-
	PM Alarm Level	This SP de	emands SP5-515-008 is enabled.
		[0 to 999	9 / <b>0</b> / 1 / step]
001		0: Alarm	off
			9: Alarm goes off when <b>Value (1 to 9999) x</b> <b>M counter</b>
	Original Count Alarm	This SP de	emands SP5-515-008 is enabled.
		[0 or 1 /	0 / -]
002		0: No alc	ırm sounds
			sounds after the number of originals passing ne ARDF ≥ 10,000

5504	[Jam Alarm]	*CTL	-
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Sets the alarm to sound for the specified jam level (document misfeeds are not included).

[0 to 3 / 3 / 1 /step]

0: Zero (Off)

1: Low (2.5K jams)

2: Medium (3K jams)

3: High (6K jams)

5505	[Error Alarm]	*CTL	-	
	This SP demands SP5-515-008 is enabled.  Sets the error alarm level.			
The error alarm counter counts "1" when any SC is detected. However, the error of counter decreases by "1" when an SC is not detected during a set number of sheets (for example, default 1500 sheets).				
	The error alarm occurs when th	alarm counter reaches "5".		
	[0 to 255 / <b>0 to 255</b> / 100 co	]		
	A default value is different dep	ending on	he machine model.	

5507	[Supply Alarm]	*CTL	-
5507	Enables or disables the notifying a supply call via the @Remote.		
001	Paper Supply Alarm	<b>0:</b> Off, 1:	On
002	Staple Supply Alarm	0: Off, 1:	On
003	Toner Supply Alarm	0: Off, 1:	On
004	Maintenance Kit Supply Alarm		
005	PCU Supply Alarm	0: Off, 1: On	
006	Waste Toner Bottle Supply Alarm		On
007	Image Transfer Unit Supply Alarm		
008	Fusing Unit Supply Alarm		
009	AIO Cartridge Supply Alarm		

010	Maintenance Kit A Supply Alarm			
011	Maintenance Kit B Supply Alarm	0: Off, 1: On		
080	Toner Call Timing			
	For black and white machines			
	When "0: At replacement" is se following conditions are met.	elected, the toner supply call will be issued only if the		
	Toner near end or end has been detected before.			
	Tone bottle is replaced.			
	Front doors are closed.			
	Toner near end or end condition is cleared.			
B/W	1000 sheets or more are printed after the toner near end or end condition has been cleared.			
	When "1: At near end" is selected, the toner supply call will be issued only if the following conditions are met.			
	<ul> <li>Toner near end or end condition has been cleared before.</li> </ul>			
	<ul> <li>1000 sheets or more are printed after the toner near end or end condition has been cleared.</li> </ul>			
	Toner near end or end is detected			
	For color machines			
	When "O: At replacement" is selected, the toner supply call will be issued only if the following conditions are met.			
	Tone bottle is replaced.			
Color	Front doors are closed.			
	When "1: At near end" is selected, the toner supply call will be issued only if the following conditions are met.			
	Toner near end or end co	ndition has been cleared before.		
	Toner near end or end is a	detected.		

097	Interval:841mm	
098	Interval :594mm	
099	Interval :420mm	
100	Interval :297mm	
101	Interval :210mm	
102	Interval :660mm	For wide format machines
103	Interval :440mm	
104	Interval :880mm	[100 to 10000 / <b>300</b> / 1 /step]
105	Interval :800mm	
106	Interval :728mm	
107	Interval :515mm	
108	Interval :364mm	
109	Interval :257mm	
128	Interval :Others	
132	Interval :A3	
133	Interval :A4	
134	Interval :A5	
141	Interval :B4	[250 to 10000 / <b>1000</b> / 1 /stern]
142	Interval :B5	[250 to 10000 / <b>1000</b> / 1 /step]
160	Interval :DLT	
164	Interval :LG	
166	Interval :LT	
172	Interval :HLT	
174	Interval :ANSIC	For wide format machines
175	Interval :12×18	[250 to 10000 / <b>1000</b> / 1 /step]

225	Interval :36 inch	
226	Interval :24 inch	
227	Interval :18 inch	
228	Interval :12 inch	
229	Interval :9 inch	For wide format machines
234	Interval :34 inch	[100 to 10000 / <b>300</b> / 1 /step]
235	Interval :22 inch	
236	Interval :17 inch	
237	Interval:11 inch	
238	Interval :8.5 inch	

5508*	[CC Call]	*CTL -		
001*	Jam Remains	MFP only: This SP demands SP5-515-012 is enabled.  O: Disable, 1: Enable		
	Enables/disables initiating a c	ll for an unattended paper jam.		
002*	Continuous Jams  Enables/disables initiating a c	MFP only: This SP demands SP5-515-012 is enabled.  O: Disable, 1: Enable		
003*	Continuous Door Open	MFP only: This SP demands SP5-515-012 is enabled.  O: Disable, 1: Enable		
011*	Jam Detection: Time Length	when the front door remains open.  3 to 30 / 10 / 1 minute /step]		
	Sets the time a jam must remain	before it becomes an "unattended paper jam".		

012*	Jam Detection: Continuous Count	[2 to 10 / 5 / 1 /step]
	Sets the number of consecutive paper jams required to initiate a call.	
013*	Door Open: Time Length	[3 to 30 / <b>10</b> / 1 /step]
	Sets the length of time the door remains open before the machine initiates a call.	

5513	[PartsAlermlevelCount]	*CTL	These SPs are activated only for 09A models.	
	Normal	[1 to 9999 / <b>300</b> / 1K/step]		
001*	Call in at the point that the counter of "PM Parts Counter Display: Normal (SP7-617-001)" reaches this level (K).			
	DF	[1 to 999	9 / <b>300</b> / 1 K/step]	
002*	Call in at the point that the counter of "PM Parts Counter Display: DF (SP7-617-002)" reaches this level (K).			

5514	[PartsAlermlev]	*CTL	These SPs are activated only for 09A models.		
		[0 or 1 / <b>1</b> / 1/step]			
	Normal	0: OFF	0: OFF		
001*		1: ON	1: ON		
	PM report alarm for each CSS parts: Sets normal paper feed criteria On/Off (report or not).				
		[0 or 1 /	0 / 1 /step]		
	DF	0: OFF			
002*		1: ON			
PM report alarm for each CSS parts: Set		parts: Sets	DF paper feed criteria On/Off (report or not).		

	[SC/Alarm Setting]		
5515	With @Remote in use, these SP codes can be set to issue an SC call when an SC error occurs. If this SP is switched off, the SC call is not issued when an SC error occurs.		
001	SC Call [0 or 1 / 1 / - ] 0: Off, 1: On		

002	Service Parts Near End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
003	Service Parts End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
004	MC Call (User call)	[0 or 1 / 1 / - ] 0: Off, 1: On	
006	Test Call	This SP demands SP5-515-004 is enabled.  [0 or 1 / 1 / - ] 0: Off, 1: On	
007	Inquiry Call	This SP demands SP5-515-004 is enabled.  [0 or 1 / 1 / - ] 0: Off, 1: On	
008	Alarms Notice	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
010	Supply Automatic Ordering Call	[0 or 1 / 1 / - ] 0: Off, 1: On	
011	Supply Management Report Call	[0 or 1 / 1 / - ] 0: Off, 1: On	
012	Jam/Door Open Call	MFP only: [0 or 1 / 1 / - ] 0: Off, 1: On	

5516	[Individual PM Part Alarm Call]	*CTL -		
001	Disable/Enable Setting	Not used		
002	Alarm Flag	Not used		
003	Alarm Flag Clear	Clears the alarm flag (SP5-516-002).  Do this SP after servicing for PM parts. So, SP5-516-002 is set to "0".		
004	Percent yield for triggering PM alert	Sets the percentage of yield (used service life) to trigger the PM alert.  [1 to 255 / 75 / 1 % step]  Do not set a number more than 100.		

5517 [Failure Prediction]
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	Alarm On/Off Setting
	Enables or disables the failure prediction alarm for the @Remote.
001	[0 or 1 / 0 / -]
001	0: Off, 1: On
	The failure prediction alarm for @Remote is activated (1: On) only if the setting of SP5515-008 is set to "ON". The timing of the failure prediction alarm can be adjusted with SP5517-002.
	Alarm Interval
	Specifies the interval of the failure prediction alarm for the @Remote. The failure prediction alarm will be issued at specified value intervals.
002	[0 to 1000 / <b>10</b> / 100 sheets/step]
	e.g. If the setting of this SP is set to "10", the failure prediction alarm will be issued at multiples of 1000 sheets (1000, 2000, 3000 and so on). The number of outputs is counted by the total counter (SP8581-001).

# For 11A/12S Models

5501	[PM Alarm]	*CTL	-	
	PM Alarm Level	This SP de	emands SP5-515-008 is enabled.	
		[0 to 999	9 / <b>0</b> / 1 / step]	
001		0: Alarm	0: Alarm off	
			9: Alarm goes off when <b>Value (1 to 9999) x</b> <b>M counter</b>	
	Original Count Alarm	This SP de	emands SP5-515-008 is enabled.	
		[0 or 1 /	0 / -]	
002		0: No alc	ırm sounds	
			sounds after the number of originals passing ne ARDF ≥ 10,000	

5504	[Jam Alarm]	*CTL	-
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Sets the alarm to sound for the specified jam level (document misfeeds are not included).

[0 to 3 / 3 / 1 /step]

0: Zero (Off)

1: Low (2.5K jams)

2: Medium (3K jams)

3: High (6K jams)

5505	[Error Alarm]	*CTL	-	
	This SP demands SP5-515-008 is enabled.  Sets the error alarm level.			
001	The error alarm counter counts "1" when any SC is detected. However, the error alarm counter decreases by "1" when an SC is not detected during a set number of copied			
			alarm counter reaches "5".	
	[0 to 255 / <b>0 to 255</b> / 100 copies /step]			
	A default value is different dep	ending on	the machine model.	

5507	[Supply Alarm]	*CTL	-
5507	Enables or disables the notifying a supply call via the @Remote.		
001	Paper Supply Alarm	<b>0: Off</b> , 1:	On
002	Staple Supply Alarm	0: Off, 1:	On
003	Toner Supply Alarm	0: Off, 1: On	
004	Maintenance Kit Supply Alarm		
005	PCU Supply Alarm	0: Off, <b>1: On</b>	
006	Waste Toner Bottle Supply Alarm		
007	Image Transfer Unit Supply Alarm		
800	Fusing Unit Supply Alarm		
009	AIO Cartridge Supply Alarm		

010	Maintenance Kit A Supply Alarm	0.011.0			
011	Maintenance Kit B Supply Alarm	0: Off, 1: On			
080	Toner Call Timing				
	Changes the timing of the "Toner Supply Call" via the @Remote, when the following conditions occur. This SP is activated only when the setting of SP5515-010 is set to "1" and the setting of SP5507-003 is set to "1".  [0 or 1 / 0 / -]				
	0: At replacement, 1: At near 6	end			
	For black and white machines				
	When "0: At replacement" is set following conditions are met.	elected, the toner supply call will be issued only if the			
	Toner near end or end has been detected before.				
	Tone bottle is replaced.				
	Front doors are closed.				
	Toner near end or end condition is cleared.				
B/W	<ul> <li>1000 sheets or more are printed after the toner near end or end condition has been cleared.</li> </ul>				
	When "1: At near end" is selected, the toner supply call will be issued only if the following conditions are met.				
	Toner near end or end condition has been cleared before.				
	<ul> <li>1000 sheets or more are printed after the toner near end or end condition has been cleared.</li> </ul>				
	Toner near end or end is detected				
	For color machines				
	When "0: At replacement" is selected, the toner supply call will be issued only if the				
	following conditions are met.				
	Tone bottle is replaced.				
Color	Front doors are closed.				
	When "1: At near end" is selected, the toner supply call will be issued only if the following conditions are met.				
	Toner near end or end condition has been cleared before.				
	Toner near end or end is detected.				
	I.				

097	Interval:841mm	
098	Interval :594mm	
099	Interval :420mm	
100	Interval :297mm	
101	Interval :210mm	
102	Interval :660mm	For wide format machines
103	Interval :440mm	
104	Interval :880mm	[100 to 10000 / <b>300</b> / 1 /step]
105	Interval :800mm	
106	Interval :728mm	
107	Interval :515mm	
108	Interval :364mm	
109	Interval :257mm	
128	Interval :Others	
132	Interval :A3	
133	Interval :A4	
134	Interval :A5	
141	Interval :B4	[250 to 10000 / <b>1000</b> / 1 /step]
142	Interval :B5	[250 to 10000 / 1000 / 1 / step]
160	Interval :DLT	
164	Interval :LG	
166	Interval :LT	
172	Interval :HLT	
174	Interval :ANSIC	For wide format machines
175	Interval:12×18	[250 to 10000 / 1000 / 1 /step]
	<u> </u>	

225	Interval :36 inch	
226	Interval :24 inch	
227	Interval :18 inch	
228	Interval:12 inch	
229	Interval :9 inch	For wide format machines
234	Interval :34 inch	[100 to 10000 / <b>300</b> / 1 /step]
235	Interval :22 inch	
236	Interval :17 inch	
237	Interval:11 inch	
238	Interval :8.5 inch	

5508*	[CC Call]	*CTL	-		
001*	Jam Remains	MFP only: This SP demands SP5-515-012 is enabled. O: Disable, 1: Enable			
	Enables/disables initiating a co	all for an u	nattended paper jam.		
002*	MFP only:  Continuous Jams  This SP demands SP5-515-012 is enabled.  O: Disable, 1: Enable				
	Enables/disables initiating a call for consecutive paper jams.				
003*			emands SP5-515-012 is enabled.		
	Enables/disables initiating a call when the front door remains open.				
011*	Jam Detection: Time Length	[3 to 30 / 10 / 1 minute /step]			
	Sets the time a jam must remain	n before it k	pecomes an "unattended paper jam".		

012*	Jam Detection: Continuous Count	[2 to 10 / 5 / 1 /step]
	Sets the number of consecutive paper jams required to initiate a call.	
013*	Door Open: Time Length	[3 to 30 / <b>10</b> / 1 /step]
	Sets the length of time the door remains open before the machine initiates a call.	

5513	[PartsAlermlevelCount]	*CTL				
	Normal	[1 to 999	[1 to 9999 / <b>300</b> / 1K/step]			
001*	Call in at the point that the counter of "PM Parts Counter Display: Normal (SP7-617-001)" reaches this level (K).		Parts Counter Display: Normal			
	DF	[1 to 9999 / <b>300</b> / 1K/step]				
002*	Call in at the point that the counter of "PM Parts Counter Display: DF (SP7-617-002)" reaches this level (K).					

5514	[PartsAlermlev]	*CTL	-	
		[0 or 1 / 1 / 1/step]		
	Normal	0: OFF		
001*		1: ON		
	PM report alarm for each CSS parts: Sets normal paper feed criteria On/Off (report or not).			
	[0 or 1 / <b>0</b> / 1/step]		0 / 1 /step]	
	DF	0: OFF		
002*		1: ON		
	PM report alarm for each CSS	parts: Sets	DF paper feed criteria On/Off (report or not).	

	[SC/Alarm Setting]		
5515	With @Remote in use, these SP codes can be set to issue an SC call when an SC error occurs. If this SP is switched off, the SC call is not issued when an SC error occurs.		
001	SC Call [0 or 1 / 1 / - ] 0: Off, 1: On		

002	Service Parts Near End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
003	Service Parts End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On  LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
004	MC Call (User call)	[0 or 1 / 1 / - ] 0: Off, 1: On	
006	Test Call	This SP demands SP5-515-004 is enabled.  [0 or 1 / 1 / - ] 0: Off, 1: On	
007	Inquiry Call	This SP demands SP5-515-004 is enabled.  [0 or 1 / 1 / - ] 0: Off, 1: On	
008	Alarms Notice	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On LP: [0 or 1 / 0 / - ] 0: Off, 1: On	
010	Supply Automatic Ordering Call	[0 or 1 / 1 / - ] 0: Off, 1: On	
011	Supply Management Report Call	[0 or 1 / 1 / - ] 0: Off, 1: On	
012	Jam/Door Open Call	MFP only: [0 or 1 / 1 / - ] 0: Off, 1: On	

5516	[Individual PM Part Alarm Call]	*CTL	-		
001	Disable/Enable Setting	Not used			
002	Alarm Flag	Not used	Not used		
003	Alarm Flag Clear	Clears the alarm flag (SP5-516-002).  Do this SP after servicing for PM parts. So, SP5-516-002 is set to "0".			
004	Percent yield for triggering PM alert	Sets the percentage of yield (used service life) to trigger the PM alert.  [1 to 255 / <b>75</b> / 1 % step]  Do not set a number more than 100.			

## For Models after 12A

5501	[PM Alarm]	*CTL	-
		This SP de	emands SP5-515-008 is enabled.
		[0 to 999	9 / <b>0</b> / 1 / step]
001	PM Alarm Level	0: Alarm	off
		9: Alarm goes off when <b>Value (1 to 9999) x</b> <b>M counter</b>	
		This SP de	emands SP5-515-008 is enabled.
002	Original Count Alarm	[0 or 1 /	0 / -]
		0: No alc	ırm sounds
			sounds after the number of originals passing ne ARDF ≥ 10,000

5504	[Jam Alarm]	*CTL	-
	Sets the alarm to sound for the	specified jo	am level (document misfeeds are not included).
	[0 to 3 / <b>3</b> / 1 /step]		
001	O: Zero (Off)		
001 1: Low (2.5K jams) 2: Medium (3K jams)			
	3: High (6K jams)		

5505	[Error Alarm]	*CTL	-		
001	This SP demands SP5-515-008 is enabled.  Sets the error alarm level.				
	The error alarm counter counts "1" when any SC is detected. However, the error alarm counter decreases by "1" when an SC is not detected during a set number of copied sheets (for example, default 1500 sheets).				
	The error alarm occurs when the SC error alarm counter reaches "5".				
	[0 to 255 / <b>0 to 255</b> / 100 copies /step]				
	A default value is different depending on the machine model.				

5507	[Supply Alarm]	*CTL -		
5507	Enables or disables the notifying a supply call via the @Remote.			
001	Paper Supply Alarm	0: Off, 1: On		
002	Staple Supply Alarm	0: Off, <b>1: On</b>		
003	Toner Supply Alarm	0: Off, 1: On		
004	Maintenance Kit Supply Alarm	0: Off, 1: <b>On</b> , 2: CC call On		
005	PCU Supply Alarm			
006	Waste Toner Bottle Supply Alarm			
007	Image Transfer Unit Supply Alarm	0: Off, <b>1: On</b>		
008	Fusing Unit Supply Alarm			
009	AIO Cartridge Supply Alarm			
010	Maintenance Kit A Supply Alarm	0: Off, <b>1: On</b>		
011	Maintenance Kit B Supply Alarm			
080	Toner Call Timing			
	Changes the timing of the "Toner Supply Call" via the @Remote, when the following conditions occur. This SP is activated only when the setting of SP5515-010 is set to "1" and the setting of SP5507-003 is set to "1".			
	[0 or 1 / 0 / -] 0: At replacement, 1: At near end			

### For black and white machines

When "0: At replacement" is selected, the toner supply call will be issued only if the following conditions are met.

- Toner near end or end has been detected before.
- Tone bottle is replaced.
- Front doors are closed.
- Toner near end or end condition is cleared.

#### B/W

 1000 sheets or more are printed after the toner near end or end condition has been cleared.

When "1: At near end" is selected, the toner supply call will be issued only if the following conditions are met.

- Toner near end or end condition has been cleared before.
- 1000 sheets or more are printed after the toner near end or end condition has been cleared.
- Toner near end or end is detected

#### For color machines

When "0: At replacement" is selected, the toner supply call will be issued only if the following conditions are met.

• Tone bottle is replaced.

#### Color

• Front doors are closed.

When "1: At near end" is selected, the toner supply call will be issued only if the following conditions are met.

- Toner near end or end condition has been cleared before.
- Toner near end or end is detected.

128	Interval :Others	
132	Interval :A3	
133	Interval :A4	
134	Interval :A5	[250 to 10000 / <b>1000</b> / 1 /step]
141	Interval :B4	
142	Interval :B5	
160	Interval :DLT	
164	Interval :LG	
166	Interval :LT	
172	Interval :HLT	

5508*	[CC Call]	*CTL	-	
001*	Jam Remains	MFP only: This SP demands SP5-515-012 is enabled. O: Disable, 1: Enable		
	Enables/disables initiating a call for an unattended paper jam.			
002*	Continuous Jams	MFP only: This SP demands SP5-515-012 is enabled. 0: Disable, 1: Enable		
	Enables/disables initiating a call for consecutive paper jams.			
003*	Continuous Door Open		emands SP5-515-012 is enabled. e, 1: Enable	
	Enables/disables initiating a call when the front door remains open.			
011*	Jam Detection: Time Length	[3 to 30 / <b>10</b> / 1 minute /step]		
	Sets the time a jam must remain before it becomes an "unattended paper jam".			

012*	Jam Detection: Continuous Count	[2 to 10 / <b>5</b> / 1 /step]	
	Sets the number of consecutive paper jams required to initiate a call.		
013*	Door Open: Time Length	[3 to 30 / <b>10</b> / 1 /step]	
	Sets the length of time the door remains open before the machine initiates a call.		

5513	[PartsAlermlevelCount]	*CTL	These SPs are activated only for 09A models.		
	Normal	[1 to 9999 / <b>300</b> / 1K/step]			
001*	Call in at the point that the counter of "PM Parts Counter Display: Normal (SP7-617-001)" reaches this level (K).				
	DF	[1 to 9999 / <b>300</b> / 1K/step]			
002*	Call in at the point that the counter of "PM Parts Counter Display: DF (SP7-617-002)" reaches this level (K).				

5514	[PartsAlermlev]	*CTL	These SPs are activated only for 09A models.	
		[0 or 1 /	1 / 1 / step]	
	Normal	0: OFF		
001*		1: ON		
	PM report alarm for each CSS parts: Sets normal paper feed criteria On/Off (report or not).			
		[0 or 1 /	0 / 1 / step]	
	DF	0: OFF		
002*	1: ON			
	PM report alarm for each CSS	parts: Sets	DF paper feed criteria On/Off (report or not).	

	[SC/Alarm Setting]	[SC/Alarm Setting]		
With @Remote in use, these SP codes can be set to issue an SC call when an SC occurs. If this SP is switched off, the SC call is not issued when an SC error occurs.				
00	1 SC Call	[0 or 1 / 1 / - ] 0: Off, 1: On		

002	Service Parts Near End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On  LP: [0 or 1 / 0 / - ] 0: Off, 1: On
003	Service Parts End Call	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On  LP: [0 or 1 / 0 / - ] 0: Off, 1: On
004	MC Call (User call)	[0 or 1 / 1 / - ] 0: Off, 1: On
006	Test Call	This SP demands SP5-515-004 is enabled.  [0 or 1 / 1 / - ] 0: Off, 1: On
007	Inquiry Call	This SP demands SP5-515-004 is enabled.  [0 or 1 / 1 / - ] 0: Off, 1: On
008	Alarms Notice	MFP: [0 or 1 / 1 / - ] 0: Off, 1: On  LP: [0 or 1 / 0 / - ] 0: Off, 1: On
010	Supply Automatic Ordering Call	[0 or 1 / 1 / - ] 0: Off, 1: On
011	Supply Management Report Call	[0 or 1 / 1 / - ] 0: Off, 1: On
012	Jam/Door Open Call	MFP only: [0 or 1 / 1 / - ] 0: Off, 1: On

5516	[Individual PM Part Alarm Call]	CTL -		
001	Disable/Enable Setting	Not used		
002	Alarm Flag	Not used		
003	Alarm Flag Clear	Clears the alarm flag (SP5-516-002).  Do this SP after servicing for PM parts. So, SP5-516-002 is set to "0".		
004	Percent yield for triggering PM alert	Sets the percentage of yield (used service life) to trigg the PM alert.  [1 to 255 / <b>75</b> / 1 % step]  Do not set a number more than 100.		

<i>5517</i>	[Failure Prediction]	*CTL	-
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	Alarm On/Off Setting
001	Enables or disables the failure prediction alarm for the @Remote.  [0 or 1 / 0 / -]  0: Off, 1: On  The failure prediction alarm for @Remote is activated (1: On) only if the setting of
	SP5515-008 is set to "ON". The timing of the failure prediction alarm can be adjusted with SP5517-002.
	Alarm Interval
	Specifies the interval of the failure prediction alarm for the @Remote. The failure prediction alarm will be issued at specified value intervals.
002	[0 to 1000 / <b>10</b> / 100 sheets/step]
	e.g. If the setting of this SP is set to "10", the failure prediction alarm will be issued at multiples of 1000 sheets (1000, 2000, 3000 and so on). The number of outputs is counted by the total counter (SP8581-001).
	Get Custom Ppr Info: Retry Interval
021	[0 to 255 / 10 / 1 minute/step]
	When ID info collect is interrupt, retries during the time between receiving Request for obtaining custom paper info, to value set with this setting.
	Get SMC Info: Retry Interval
031	[0 to 255 / 10 / 1 minute/step]
	When SMC info collect is interrupt, retries during the time between receiving Request for obtaining SMC info, to value set with this setting.
	Get SMC Info: On/Off Setting
032	Enables or disables getting SMC info via the @Remote.
332	[0 or 1 / <b>0</b> / - ]
	0: Off, 1: On

# @Remote Related SP Modes-2

### **Setting Related SPs**

This section shows descriptions of SP5-811, 5-816 and 5-821 for each model. It depends on the model groups if these SPs are activated or not

#### For Models before 05S (04S/A)

5811	[Machine Serial] Machine Serial Number (ID2) Display			
002	Displays the machine serial number.			
003	ID2 Code Display	lay Displays the machine ID2 number.		

5816	[Remote Service]	*CTL	-			
	Function Flag					
	Enables or disables the rem	Enables or disables the remote service function.				
003	[0 to 1 / <b>0</b> / 1 /step]					
	<b>0: Disabled</b> , 1: Enabled					
	NOTE: This SP setting is ch	anged to "	1" after @Remote registor has been completed.			
	SSL Disable					
	Uses or does not use the RCG certification by SSL when calling the RCG.					
007	[0 to 1 / 0 / 1 /step]					
	0: Uses the RCG certification					
	1: Does not use the RCG certification					
	RCG Connect Timeout					
008	Specifies the connect timeout interval when calling the RCG.					
	[1 to 90 / <b>10</b> / 1 second /step]					
	RCG Write Timeout	RCG Write Timeout				
009	Specifies the write timeout interval when calling the RCG.					
	[1 to 100 / <b>60</b> / 1 second /step]					

3

	RCG Read Timeout			
010	Specifies the read timeout	interval when	calling the RCG.	
	[1 to 100 / <b>60</b> / 1 second /step]			
	Port 80 Enable			
	Enables/disables access v	ia port 80 to	the SOAP method.	
	[0 or 1 / <b>0</b> / – ]			
	<b>0: Disabled</b> , 1: Enabled			
	Displays a number that ind	icates the stat	us of the @Remote service device.	
	0: Neither the @Remote de	evice nor Emb	edded RCG Gate is set.	
	1: The Embedded RCG Go status, @Remote device ca	-	et. Only Box registration is completed. In this icate with this device.	
	2: The Embedded RCG Gate is set. In this status, the @Remote device cannot communicate with this device.			
	3: The @Remote device is being set. In this status the Embedded RCG Gate cannot be set.			
	4: The @Remote module has not started.			
011	Operation Error, Incorrect Setting	-12002	Inquiry, registration attempted without acquiring device status.	
		-12003	Attempted registration without execution of an inquiry and no previous registration.	
		-12004	Attempted setting with illegal entries for certification and ID2.	
		-12005	@Remote communication is prohibited. The device has an Embedded Birdie-C-related problem.	
		-12006	A confirmation request was made after the confirmation had been already completed.	
		-12007	The request number used at registration was different from the one used at confirmation.	
		-12008	Update certification failed because mainframe was in use.	

		-2385	Attempted dial up overseas without the correct international prefix for the telephone number.
		-2387	Not supported at the Service Center
		-2389	Database out of service
		-2390	Program out of service
	Error Caused by Response from GW URL	-2391	Two registrations for same device
011		-2392	Parameter error
		-2393	RCG device not managed
		-2394	Device not managed
		-2395	Box ID for RCG device is illegal
		-2396	Device ID for RCG device is illegal
		-2397	Incorrect ID2 format
		-2398	Incorrect request number format

5821	[Remote Service Address]		
002	RCG IP Address	*CTL	Sets the IP address of the RCG (Remote Communication Gate) destination for call processing at the remote service center.

#### For Models after 05S

5811	[Machine Serial] Machine Serial Number (ID2) Display			
002	Display	* 671	Displays the machine serial number.	
004	Set:BICU	*CTL	Inputs the machine serial number.	

5812	[Service Tel. No. Setting]	*CTL	-
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	Service
001	[-/-/-] Inputs the telephone number for a service representative. This number would be displayed when a service call condition occurs.
	Facsimile
002	[- / - / -] Sets the fax or telephone number for a service representative. This number is printed on the Counter List.
	Supply
003	[- / - / -] Use this to input the telephone number of your supply contractor. Enter the number and press #.
	Operation
004	[- / - / -] Use this to input the telephone number of your sales agency. Enter the number and press #.

5816	[Remote Service]	*CTL	-		
	I/F Setting				
	Selects the remote service setting.				
001	[0 to 2 / 2 / 1 /step]  O: Remote service off				
	1: CSS remote service on				
	2: @Remote service on				
	CE Call				
	Performs the CE Call at the start or end of the service.				
002	[0 or 1 / 0 / 1 /step]				
	0: Start of the service				
	1: End of the service				
	NOTE: This SP is activated	only when	SP 5816-001 is set to "2".		

	Function Flag
	Enables or disables the remote service function.
003	[0 to 1 / <b>0</b> / 1 /step]
	0: Disabled, 1: Enabled
	NOTE: This SP setting is changed to "1" after @Remote registor has been completed.
	SSL Disable
	Uses or does not use the RCG certification by SSL when calling the RCG.
007	[0 to 1 / <b>0</b> / 1 /step]
	0: Uses the RCG certification
	1: Does no use the RCG certification
	RCG Connect Timeout
800	Specifies the connect timeout interval when calling the RCG.
	[1 to 90 / <b>10</b> / 1 second /step]
	RCG Write Timeout
009	Specifies the write timeout interval when calling the RCG.
	[1 to 100 / <b>60</b> / 1 second /step]
	RCG Read Timeout
010	Specifies the read timeout interval when calling the RCG.
	[1 to 100 / <b>60</b> / 1 second /step]
	Port 80 Enable
011	Enables/disables access via port 80 to the SOAP method.
	[0 or 1 / <b>0</b> / – ]
	0: Disabled, 1: Enabled

	@Remote Communication Permission Setting
	*This is user mode.
012	This code is designed to allow the operator to disable @Remote communication the printer function manually before copying confidential or sensitive documents.  [0 to 2 / 1 / 1/step]
0.2	O: Disabled. Machine is not temporarily disconnected from network.
	Enabled. Machine is temporarily disconnected from network and the machine will not print while confidential or sensitive documents are being copied.
	2: Control mode. Only some SP codes can be used to acquire or write data.
	RFU (Remote Firmware Update) Timing
013	Selects the RFU timing.  [0 or 1 / 1 / -]
	0: RFU is executed whenever update request is received.
	1: RFU is executed only when the machine is in the sleep mode.
	RCG – C Registed
021	This SP displays the Embedded Birdie-C installation end flag.
	0: Installation not completed
	1: Installation completed
	RCG – C Regist Detail
	This SP displays the Embedded Birdie-C installation status.
022	0: RCG device not registered
	1: RCG device registered
	2: Device registered
	Connect Type (N/M)
	This SP displays and selects the Embedded Birdie-C connection method.
023	[O or 1 / 0 / 1 /step]
	0: Internet connection
	1: Dial-up connection
061	Cert. Expire Timing <b>DFU</b>
	Proximity of the expiration of the certification.

## Use Proxy 062 This SP setting determines if the proxy server is used when the machine communicates with the service center. Proxy Host This SP sets the address of the proxy server used for communication between Embedded Birdie-C -N and the gateway. Use this SP to set up or display the customer proxy server address. The address is necessary to set up Embedded Birdie-C-N. 063 Note • The address display is limited to 128 characters. Characters beyond the 128 character are ignored. This address is customer information and is not printed in the SMC report. Proxy Port Number This SP sets the port number of the proxy server used for communication between Embedded Birdie-C -N and the gateway. This setting is necessary to set up Embedded 064 Birdie-C -N. Note • This port number is customer information and is not printed in the SMC report. Proxy User Name This SP sets the HTTP proxy certification user name. **Note** 065 • The length of the name is limited to 31 characters. Any character beyond the 31st character is ignored. This name is customer information and is not printed in the SMC report. Proxy Password This SP sets the HTTP proxy certification password. **Note** 066 • The length of the password is limited to 31 characters. Any character beyond the 31st character is ignored. • This name is customer information and is not printed in the SMC report.

	CERT: Up State			
	Displo	ays the status of the certification update.		
	0	The certification used by Embedded Birdie-C is set correctly.		
	1	The certification request (setAuthKey) for update has been received from the GW URL and certification is presently being updated.		
	2	The certification update is completed and the GW URL is being notified of the successful update.		
	3	The certification update failed, and the GW URL is being notified of the failed update.		
	4	The period of the certification has expired and new request for an update is being sent to the GW URL.		
	11	A rescue update for certification has been issued and a rescue certification setting is in progress for the rescue GW connection.		
067	12	The rescue certification setting is completed and the GW URL is being notified of the certification update request.		
	13	The notification of the request for certification update has completed successfully, and the system is waiting for the certification update request from the rescue GW URL.		
	14	The notification of the certification request has been received from the rescue GW controller, and the certification is being stored.		
	15	The certification has been stored, and the GW URL is being notified of the successful completion of this event.		
	16	The storing of the certification has failed, and the GW URL is being notified of the failure of this event.		
	17	The certification update request has been received from the GW URL, the GW URL was notified of the results of the update after it was completed, but a certification error has been received, and the rescue certification is being recorded.		
	18	The rescue certification of No. 17 has been recorded, and the GW URL is being notified of the failure of the certification update.		

	CERT: Error			
	Displays a number code that describes the reason for the request for update of the certification.			
	0	Normal. There is no request for certification update in progress.		
	1	Request for certification update in progress. The current certification has expired.		
068	2	An SSL error notification has been issued. Issued after the certification has expired.		
	3	Notification of shift from a common authentication to an individual certification.		
	4	Notification of a comm	non certification without ID2.	
	5	Notification that no ce	rtification was issued.	
	6	Notification that GW	URL does not exist.	
069	CERT	: Up ID	The ID of the request for certification.	
083	Firmv	vare Up Status	Displays the status of the firmware update.	
084	Non-HDD Firm Up		This setting determines if the firmware can be updated, even without the HDD installed.  O: Not allowed update  1: Allowed update	
085	Firm Up User Check		This SP setting determines if the operator can confirm the previous version of the firmware before the firmware update execution. If the option to confirm the previous version is selected, a notification is sent to the system manager and the firmware update is done with the firmware files from the URL.	
086	Firmware Size		Allows the service technician to confirm the size of the firmware data files during the firmware update execution.	
087	CERT: Macro Ver.		Displays the macro version of the @Remote certification.	
088	CERT	: PAC Ver.	Displays the PAC version of the @Remote certification.	
089	CERT: ID2 Code		Displays ID2 for the @Remote certification. Spaces are displayed as underscores (_). Asterisks (*) indicate that no @Remote certification exists. "000000" indicates "Common certification".	

090	CERT: Subject	Displays the common name of the @Remote certification subject. CN = the following 17 bytes. Spaces are displayed as underscores (_). Asterisks (*) indicate that no @Remote certification exists. "000000" indicates "Common certification".
091	CERT: Serial No.	Displays serial number for the @Remote certification.  Asterisks (*) indicate that no @Remote certification exists.
092	CERT: Issuer	Displays the common name of the issuer of the @Remote certification. CN = the following 30 bytes. Asteriskes () indicate that no @Remote certification exists.
093	CERT: Valid Start	Displays the start time of the period for which the current @Remote certification is enabled.
094	CERT: Valid End	Displays the end time of the period for which the current @Remote certification is enabled.

#### For models after 12A

[1 to 7 / **7** / 1/step]

Restricts the NRSGateway destinations that are used when Birdie-C operating. If NRS operating, the setting will be deactivated and the destinations will not be restricted. The detail is shown below.

	Input value	Host name	IPv6 address	IPv4 address		
104	1	Disabled	Disabled	Enabled		
	2	Disabled	Enabled	Disabled		
	3	Disabled	Enabled	Enabled		
	4	Enabled	Disabled	Disabled		
	5	Enabled	Disabled	Enabled		
	6	Enabled	Enabled	Disabled		
	7	Enabled	Enabled	Enabled		
1.50	Selection Country					
150	150					

Not used

151	Line Type Automatic Judgment			
131	Not used			
152	Line Type Judgment Result			
132	Not used			
153	Selection Dial/Push			
155	Not used			
154	Outside Line/Outgoing Number			
134	Not used			
156	Dial Up User Name			
136	Not used			
157	Dial Up Password			
137	Not used			
161	Local Phone Number			
101	Not used			
162	Connection Timing Adjustment: Incoming			
102	Not used			
163	Access Point			
103	Not used			
164	Line Connecting			
104	Not used			
173	Modem Serial Number			
1/3	Not used			
174	Retransmission Limit			
174	Not used			
187	FAX TX Priority -			
18/	Not used			

200	Manual Polling	-	Not used	
	Regist: Status			
	Displays a number that indicates the status of the @Remote service device.			
	0: Neither the @Remote device nor Embedded RCG Gate is set.			
201	1: The Embedded RCG Gate is being set. Only Box registration is completed. In this status, @Remote device cannot communicate with this device.			
	2: The Embedded RCG Gate is set. In this status, the @Remote device cannot communicate with this device.			
	3: The @Remote device is being set. In this status the Embedded RCG Gate cannot be set.			
	4: The @Remote module has not started.			
202	Letter Number	Allows entry of the request number needed for the Embedded RCG Gate.		
203	Confirm Execute	Executes the confirmation request to the @Remote Gateway.		
204	Confirm Result			
	Displays a number that indicates the result of the confirmation executed with SP5816-203.			
	0: Succeeded			
	1: Confirmation number error 2: Registration in progress 3: Proxy error (proxy enabled) 4: Proxy error (proxy disabled) 5: Proxy error (Illegal user name or password) 6: Communication error 7: Certification update error 8: Other error			
	9: Confirmation executing			
	Confirm Place			
205	Displays the result of the notification sent to the device from the Gateway in answer to the confirmation request. Displayed only when the result is registered at the Gateway.			
206	Register Execute	Executes '	'Embedded RCG Registration".	

	Register Result				
	Displays a number that indicates the registration result.				
	0: Succeeded				
	2: Registration in progress				
	3: Proxy error (proxy enab	led)			
207	4: Proxy error (proxy disab	oled)			
	5: Proxy error (Illegal user name or password)				
	6: Communication error				
	7: Certification update error				
	8: Other error				
	9: Registration executing				
	Error Code				
208	Displays a number that describes the error code that was issued when either SP5816-204 or SP5816-207 was executed.				
	Cause	Code	Meaning		
	Illegal Modem Parameter	-11001	Chat parameter error		
		-11002	Chat execution error		
		-11003	Unexpected error		

	Operation Error, Incorrect Setting	-12002	Inquiry, registration attempted without acquiring device status.
		-12003	Attempted registration without execution of an inquiry and no previous registration.
		-12004	Attempted setting with illegal entries for certification and ID2.
		-12005	@Remote communication is prohibited. The device has an Embedded RC gate-related problem.
		-12006	A confirmation request was made after the confirmation had been already completed.
		-12007	The request number used at registration was different from the one used at confirmation.
		-12008	Update certification failed because mainframe was in use.
	Error Caused by Response from GW URL	-2385	Attempted dial up overseas without the correct international prefix for the telephone number.
		-2387	Not supported at the Service Center
		-2389	Database out of service
		-2390	Program out of service
		-2391	Two registrations for same device
		-2392	Parameter error
	Error Caused by Response from GW URL	-2393	RCG device not managed
		-2394	Device not managed
		-2395	Box ID for RCG device is illegal
		-2396	Device ID for RCG device is illegal
		-2397	Incorrect ID2 format
		-2398	Incorrect request number format

209	Instl Clear	Releases the machine from its Embedded RCG Gate setup.  NOTE: Turn off and on the main power switch after this setting has been changed.
250	CommLog Print	Prints the communication log.

5821	[Remote Service Address]		
002	RCG IP Address	*CTL	Sets the IP address of the RCG (Remote Communication Gate) destination for call processing at the remote service center.

58 <b>7</b> 0	[Common Key Info Writing]	*CTL	-		
001	Writing				
	Writes to flash ROM the common key info for device authentication used for @Remote (NRS).  [Execute]				
003	Initialize				
	Initializes the set certification. [Execute]				
004	Writing: 2048bit				
	For models after 11A Writes to flash ROM the common ke (NRS). [Execute]	y info for dev	ice authentication used for @Remote		

5886	[Farm Update Setting]	*CTL	-
	Permit ROM update		
001	[0 or 1 / <b>0</b> / 1 /step]		
	0: Permit, 1: Not permit		

	Package update: version check
	For models after 12A
100	Sets whether to check the version up, when updating the firmware in the package.
100	[0 or 1 / <b>0</b> / 1 /step]
	0: On. Updates only if the version is up.
	1: Off. Updates in any case.
	Package update: LR check
	For models after 12A
101	Sets whether to check the individual firmware, when updating the firmware in the package.
	[0 or 1 / 0 / 1 /step]
	0: On. Updates only if the firmware is not individual.
	1: Off. Updates in any case.

MEMO

