

This training course is for people who are not familiar with @Remote.













In this section, we ask, 'What is @Remote?'





Business is under pressure to improve the quality and decrease the turnaround time of their products and services.

Although potential for growth has never been larger, this is a challenging time for companies everywhere — worldwide opportunities mean global competition, and businesses that want to stay ahead face complex tasks. Not the least of which is how to cut costs while staying abreast with the relentless pace of changing technology.

Weak maintenance and lack of intelligent system management can cancel the advantages of quality equipment and staff.

Much of the success or failure of a business depends directly on the quality of the equipment and services at its disposal. In big businesses especially, system control and administration is becoming more and more important.

As competition intensifies, business system costs have grown in significance and are now a major management priority.

Add to this the fact that the IT manager's workload is increasingly complex, as administration duties and IT development expands. Pressure to get the maximum from a network has never been greater. Control over devices is an elemental factor of network efficiency, since this is key to TCO (Total Cost of Ownership – the sum of three costs: start up, control/administration, and operation).









@Remote was previously known as NRS (New Remote Service). 'NRS' has now been replaced in all software messages, error codes, etc with '@Remote'.

Basic Concept □ An administrator at the customer site can use @Remote to monitor the machines on their network. Also, the service center can use @Remote to check the machines at the customer site. The status of devices on the network can be monitored in real time, required services can be delivered rapidly, breakdowns prevented, and downtime shortened. The automatic meter reading and toner ordering functions also raise the efficiency of day-to-day device management. The detailed device information that is read from the devices enables more efficient management of the customer's fleet. Slide 8

□ All this allows customers to spend more time on creative work, rather than looking after their machines.













Uses of @Remote Device Monitoring The device's operational status can be remotely ascertained, production efficiency assessed, and potential problems pre-diagnosed. TCO supervision / administration is provided also. @Remote can monitor not only Ricoh family group devices but also those of other companies, and finds new devices automatically.



In this section, we ask, 'What does @Remote do?'



□ We will study these functions briefly on the next few slides.



Traditional Process

- 1) The sales company must send post cards/faxes (monthly) to customers for meter reading/billing.
- □ 2) Customers need to check the meters of the devices.
- □ 3) Then the customers must send that meter information back to the sales company.
- 4) The sales company will manually input the meter information into the billing system.
- □ 5) The sales company will send invoices to customers after checking whether the meter information is reliable or not.

Automatic Process with @Remote

- 1) The @Remote appliance at the customer site can automatically inform the meter information of the @Remote-connected devices to the @Remote Center System.
- 2) Meter information will be automatically transferred to the billing system (system integration is required).
- \square 3) The sales company can issue the invoices to the customers.

Improvement points

- □ No need to mail, telephone, or in some cases visit customers
- □ Able to obtain the precise total counter for billing (avoid incorrect billing)



Traditional Process

- □ 1) Customers recognize that the device ran out of toner.
- □ 2) Customers contact the Call Center to order toner.
- □ 3) The Call Center must inform the Logistics Division after checking the customer's service contract, shipment history, address, etc.
- □ 4) The Logistics Division will instruct the warehouse to deliver toner to the customer.

Automatic Process with @Remote

- □ 1) The @Remote appliance at the customer site will automatically inform "Toner near end/end" information to the @Remote Center.
- □ 2) Supply Call information will be transferred to the Logistics department.
- □ 3) The Logistics department will instruct the warehouse to deliver toner to the customer.

Improvement points

- □ Automatic ordering and delivery
- □ Able to keep appropriate amounts of supplies at the customer site



Reporting Web Portal Site (@Remote.net) – also called the Reporting Center

- IT managers want to manage their machines correctly. However, if they have machines from different vendors, they have to use each vendor's management software.
- @Remote can manage not only RFG (Ricoh Family Group) Ricoh machines but also competitor models. @Remote can also find new machines automatically (including the model name, counter and device status) by using the Auto Discovery function.
 - Besides the total pages printed by each printer, the service reports contain detailed machine use information, such as use of each page size, doublesided printing rate, color/monochrome breakdown, and use in each mode (copier, printer etc.).
 - Periodic monitoring of each machine on the network keeps track of the connection status and use of each machine.
 - That information can be employed in the user's machine management, and we can also provide the user with proposals on how to use the machines, based on the environment in which they operate
 - Also, using this information, sales reps can propose the most suitable machine to meet any gaps in the customer's needs, and this should increase sales.







- □ SOAP protocol is only used for Ricoh devices. A wider range of counter data is available with SOAP than with MIB.
- □ MIB protocol is used for competitors' devices.







For pre-sales proposals, the Green Calculator can offer an energy saving comparison by replacing existing machines with new Ricoh machines. An environmental proposal will be offered to customers together with a TCO proposal to reduce both costs and environmental burden.

TCO: Total Cost of Operation

- □ After sales, @Remote can capture actual data of operating time, energy save mode time, low power mode time, etc. and make a report of energy consumption for the fleet. Also, Duplex and Combine image use can be reported by using the actual counters from the fleet.
- □ The after sales monitoring tool will be available on @Remote.net.



Traditional Process

- □ 1) Customers recognize that the machine is down for some reason.
- □ 2) Customers call the Call Center for help.
- □ 3) The Call Center transfers the problem to the Help Desk.
- □ 4) The Help Desk dispatches a CE to the customer site.
- □ 5) The CE will visit the customer to see what the problem is.

Automatic Process with @Remote system

- □ 1) The @Remote appliance at the customer site informs the machine's failure to the @Remote Center, with the detailed diagnostic data.
- 2) The Call Center/Help Desk can try to fix the problem remotely (such as by firmware update), or dispatches a CE to the customer site with the diagnostic data previously obtained.
- □ 3) The CE will visit the customer with the appropriate parts.

Improvement points

- □ Able to reduce CE visits by:
 - Knowing what the problem is in advance by remote monitoring of the machine condition (so that the CE can bring the correct parts)
 - Reducing downtime





- We will study these functions on the next few slides.
- G 'Regular Device Information' can be viewed using the Center GUI, and can be used to create reports.



- □ For the contents of Regular Device Information for the AP-C2, see the following file in the Reference Material directory.
 - > AP-C2 Regular Device Information.xls









This section explains the main components of an @Remote network, and the most important terminology that is used.




This shows the basic structure of an @Remote System.

In the next few slides, we will try to explain the functions of the main components in this system.

- @Remote Target Device, or @Remote Device (copiers and printers on the customers network)
- □ @Remote Appliance (such as RC Gate, RC Gate A)
- @Remote Gateway
- @Remote Center
- Center GUI
- Reporting Server



□ In some documentation, the term 'Communication Server' also appears. This refers to either the @Remote Gateway or the @Remote Center, or both of these.





- G '@Remote Target Device' is another term for a copier, printer, etc connected to the customers network.
 - > Shown in the green boxes in the above diagram.
- @Remote Target Devices are classified into several categories, based on how they can connect to the @Remote system. We will look at that in more detail later.



□ Here is an expanded view of the equipment at the customer's premises.





- □ If a device supports more than one protocol, the device is classified by the protocol used by the device to actually connect to the @Remote Appliance.
 - > The order of preference is HTTPS first, then MIB.
- When the connection is established, the device is defined as a device within the network.
- □ If the device contains more than one controller and/or NIC boards, then the device is handled as multiple devices.
 - Note that special conditions apply if one of these is an EFI controller. This will be explained later in this section.



- The MIB data (such as application counters, and coverage information) is held in the machine as SP mode values. The controller collects these SP values and sends them out in an XML format.
- □ HTTPS devices were previously known as NRS devices.



HTTPS devices - Machines with a GW controller 04s or newer:

- The controller contains the NRS and DESS modules. This means that the HTTPS protocol can be used.
 - NRS: New Remote Service this module allows the machine to use @Remote
 - DESS: Data Encryption Standard Service (also called the Network Data Protection Unit)

GW-MIB devices - Machines with a GW controller older than the 04s-version:

- □ The controller does not contain the NRS or DESS module. This means that the more secure HTTPS protocol cannot be used. SNMP is used instead.
- □ MIB data can be sent to the @Remote center. The number of data items that are available depends on the type of model.
- The amount of data that can be collected from MIB devices is less than from HTTPS devices.
 - GW-MIB devices also have SP modes but no NRS module, so the data cannot be sent directly to the @Remote Center like for an HTTPS device. Also, it is not sent by XML, but by e-mail
 - The additional security of HTTPS devices is a secondary consideration, because communications between the device and the @Remote Appliance are all done behind the customer's firewall.

There are two types of MIB:

- □ Standard MIB: This is industry standard. The data items for other manufacturer's products are the same as for Ricoh machines.
 - @Remote can read this data from Ricoh machines and other manufacturer's machines.
- Private MIB: The contents of this data area does not have to be the same for each manufacturer.
 - > @Remote can only read this data from Ricoh machines.



- Connect the daisy chain to the socket on the RC Gate marked 'OA IF', shown in the red square in the diagram on the slide.
- □ PI Boards are also known as CSS boards, or RSS boards.
- We will not discuss CSS devices in this training course, because there are none installed outside Japan.
 - They were available for 40ppm or higher models as options (not built-in), but they have not been made since 2005 models.
 - In addition, Embedded RC Gate (a built-in @Remote appliance) was developed as an alternative way to connect a non-networked device to @Remote, reducing the need for CSS. We will see more about Embedded RC Gate later.

L DEVICE: I X LAN			
Standard	Wireless LAN		
Network	Wireless LAN		
connection (wired connection)	is standard connection.		
	Standard		

Some older devices need SP settings to make @Remote work with IEEE 802.11x. However, if you install the latest firmware, these SP settings are not needed.



- Normally, when using Auto Discovery, the appliance finds devices by looking for the printer module of the GW controller. But, if an EFI controller is installed, the printer module of GW is deleted, so the appliance cannot find the device using Auto Discovery. This means that Remote Registration is not possible. But, using SOAP protocol, the appliance can find the devices using the Device Registration Wizard.
 - Auto Discovery, Device Registration: These are ways to register devices, as part of the installation procedure for a new @Remote system. We will study them in more detail later.
- In the RC Gate A (but not the RC Gate S Pro), there is a new feature called Extended Device Search that uses a different process to find devices. During Auto Discovery, this process looks for a different area of GW, so it can find devices that have EFI controllers (the process can take twice as long to find machines with EFI controllers, because it looks for the printer area first, then this other area, but it can find the devices with EFI controllers).

Local Connection Devices								
USB Connection								
This is not compatible with @Remote.								
Slide 15								



@Remote vs MIB Devices – Summary									
	G/W	NRS Module on board	Data table	Counter data	Comm. protocol with Appliance	Format	Auto call /Supply call		
@Remote device [HTTPS Device] 2003 Ricoh devices	Yes	Yes	Ricoh original	@Remote devices can acquire about 800 data items maximum. - G/W-MIB data - Paper Size -Paper Type etc.	HTTPS	XML	Device sends notification on its own		
G/W-MIB device [SNMP Device] 1999-2003 Ricoh devices	Yes	Νο	Private MIB (Ricoh original)	- Total - Printer Total - Fax Total - B&W Total - Color Total - Copier etc.	SNMP	МІВ	RC Gate checks device regularly and sends		
MIB device [SNMP Device] - Competitors devices - OEM devices	No	No	Standard MIB	- Total			notifications (Device can't generate notification by itself)		



- We will take a closer look at these on the next few slides.
 - NRS: New Remote Service this module allows the machine to use @Remote
 - DESS: Data Encryption Standard Service (also called the Network Data Protection Unit)



Machines with a GW controller 04s or newer:

- □ The controller contains the NRS and DESS modules.
 - NRS: New Remote Service this module allows the machine to use @Remote
 - DESS: Data Encryption Standard Service (also called the Network Data Protection Unit)
- □ This means that the HTTPS protocol can be used.
- □ @Remote can read Standard and Private MIB data.





Machines with a GW controller older than the 04s-version:

- □ The controller does not contain the NRS or DESS module.
- □ This means that the more secure HTTPS protocol cannot be used.
- □ SNMP protocol is used instead.
- @Remote can read Standard and Private MIB data. The number of data items that are available depends on the type of model.



GW Controller Models of Intermediate Status MFPs J-C1 K-C2 S-C2 TC-C1 JC-2 V-C1 MC-2.5 A-C4 R-C4 NRS A-C3 R-C3 Device NRS **Pre-installed** module DESS Pre-installed ' Pre-installed module * Before March 05 production, DESS is not pre-installed. So, please install DESS. (DESS can be downloaded from the Global Server) LPs NRS J-P3 M-P1 PL-P1 K-P4 C-P2 Ares-P2 G-P1a G-P1b J-P4 Device NRS **Pre-installed** module DESS **Pre-installed** Need to upgrade * **Pre-installed** module * DESS is not pre-installed. So, please install DESS. (DESS is provided as an option) Slide 21

These models fall in between the 'GW Controller - @Remote device' status and the 'GW Controller Board: GW MIB Device' status.

- □ In some of the MFPs (J-C1, A-C3, R-C3, K-C2, S-C2), DESS was not ready for the early production runs. It must be installed as a firmware update.
- In some of the LPs (PL-P1, K-P4, C-P2, Ares-P2, G-P1a), a DESS module must be installed from an SD card. The customer must purchase this as an option, because it provides other features (such as secure PDF), in addition to @Remote.
- Ricoh machines newer than this have all necessary modules built into the GW controller board.



□ The situation here is the same as for the early GW controller boards.

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- □ @Remote can read Standard MIB data only.
- □ SNMP protocol is used.



These files can be found in the 'Reference Material' directory.

Some older Ricoh models must be upgraded before they are @Remote compatible.

□ A-C3, R-C3, J-C1, K-C2, S-C2: As we saw earlier, models from production runs before April 2005 need to be upgraded with a security (DESS module)





- □ The @Remote Appliance is software or a small device that is installed at the customer's site to collect the data from all the machines on the network. It acts as a relay unit through which the data is sent between all the customer's devices (multifunction products, network printers, copiers) and the @Remote Center are connected.
- □ There are three types:
 - > External appliance (RC Gate, RC Gate A)
 - > Embedded appliance (Embedded RC Gate)
 - PC software (RC Gate S Pro)





Emb. RC Gate: Embedded RC Gate



D RC Gate: Remote Communication Gate

@Remote Basic Training





RC Gate Hardware Specifications

- D Platform: Linux MVL PE2.1/MIPS (Monta Vista Linux)
- □ Processor Type: MIPS RISC CPU
- D Processor Speed: 200 MHz
- □ Memory:
 - Flash ROM: 4MB
 - ≻ RAM : 32MB
- □ SD Card: 32MB
- RC Gate does not have a HDD



Correct shutdown also requires operation at the user interface when logged into the RC Gate A from a PC. The training materials for the RC Gate A have more details.

RC Gate A: Improvements over the RC Gate

- □ If optional memory is installed, up to 1000 devices can be managed (RC Gate: 500). Without memory, only 100 devices can be managed.
- Support for products with the Cosmos controller, using REST protocol. (Not available at the first product launch; to be made available in a later version)
- □ The RC Gate A can capture User code counters from the managed Ricoh devices (an optional memory must be installed in the RC Gate A) and transmit the data to @Remote.net (Fleet reporting web portal, on the Reporting Server) through the @Remote Center. @Remote.net will provide the reports in a fixed format as a priced service.
 - This feature will help customers recover costs from various departments or users.
 - > This feature is not available for the first production run of RC Gate A.
- □ The installation process is simplified.
 - The RC Gate A has an LCD, so it is easier to check the assigned IP address and status during the registration process.
- □ Remote Function Update: There are some new features available for this:
 - > a. Time shift setting for starting the update
 - b. Prohibition interval setting, to disable updates at set times such as during working hours



Communication between Embedded RC Gate and Gateway

- □ Uses HTTPS to communicate between Embedded RC Gate and Gateway.
- SSL encrypted communication employs mutual authentication, to prevent any masquerading of the RC-Gate and/or Gateway.





RC Gate S Pro: Maximum number of devices is 5000

□ This is a theoretical specification, but in practice the RC Gate S Pro can probably handle many more devices than this







- □ The @Remote Gateway is part of the equipment at the @Remote center. It is a communication server that uses secure internet protocols to gather the information sent from the @Remote Appliances in the field.
- □ The @Remote Gateway receives information from devices at the customer sites via the @Remote Appliance over the internet.
- □ It can also initialize the devices at the customer sites over the internet.
- □ It follows instructions from the @Remote Center to operate remote devices at customer sites via the @Remote Appliance.
- In some documentation, the term 'Communication Server' also appears. This refers to either the @Remote Gateway or the @Remote Center, or both of these.



- □ The @Remote Center stores all the data that is collected from devices at customer sites by the @Remote Gateway.
- □ It can also operate devices at the customer sites via the @Remote Appliances.
- □ The @Remote Gateway and @Remote Center are located in Japan.
- □ Overseas users can access the @Remote Center using a web browser.
 - > Must be Internet Explorer version 6 or later.


- □ The workstations that operate the @Remote Center are referred to as the 'Center GUI'.
 - This includes workstations that access the @Remote Center from outside Japan.



- □ The Reporting Server is at Ricoh Corporation in the USA.
 - This is more commonly known as @Remote.net. Customers can access this site to get information on their fleet of copiers.
- □ The @Remote Center in Japan transfers all data captured from the field to the reporting server once a day.
- □ The reporting server contains web applications that customers and sales reps can use (such as @Remote.net).
- □ The Center GUI accesses the data in the @Remote Center, not the data at the reporting server.
- □ Operations on the data in the reporting server will not be covered in this course.







The next few slides will explain the basic points about communication between the components of the @Remote system.

More details will be provided in a later section of the course.





Don't get confused!

- HTTPS is mentioned on the previous slide also, for communication between the customer's copiers and the @Remote Appliance. You can have SNMP between a device and the appliance, and HTTPS at the same time between the appliance and the internet.
 - All four combinations are possible. But the best way is HTTPS for each phase. This is only possible for @Remote (HTTPS) devices.
- □ SNMP is used for sending MIB data over the customer's network. SMTP is used for sending data by e-mail over the internet.

Note that, if SMTP (e-mail) is selected for communication between appliance and gateway, then the system can make no distinction between HTTPS devices and MIB devices. Only MIB data will be transmitted by email to the gateway, even for an HTTPS device.

HTTPS: The Server at the @Remote center acts at the HTTPS server, and the appliance acts as an HTTPS client.





In this section, we ask, 'What security does @Remote provide?'



On the customer's LAN, SSL is used for communication between the customer's machines and @Remote, and encrypted data is exchanged only after mutual authentication.



- ISO/IEC15408 is the only international standard in the world with respect to IT products and systems which provides the way in which security measures are to be laid out in order to prevent any occurrence of security issues, and how guarantee methods should be put in place.
- It is a standard to evaluate if security functions of products and systems are implemented "correctly", "sufficiently" and "compatibly". Evaluations of products by third party organizations are emphasized in the IT security industry.
- Since it is difficult to visually check if security functions are working correctly in many cases, it is important to have a third party guarantee that the products are implemented properly according to the specifications.
- In Europe and North America, independent criteria for evaluations had been used to conduct such security evaluations since more than a decade ago. In 1998, evaluation criteria called TCSEC in the United States, CTCPEC in Canada and ITSEC in Europe were integrated as CC (Common Criteria). It was later issued as an international standard, ISO/IEC 15408 in 1999.
- The Certification Report of Remote Communication Gate is available at the following website.
 - https://www.secure.trusted-site.de/certuvit/pdf/9240BE.pdf
- The Certificate of Remote Communication Gate is available at the following website.
 - https://www.secure.trusted-site.de/certuvit/pdf/9240UE.pdf

Which level of ISO 15408 Common Criteria Certification does Ricoh have?

Ricoh has received an EAL 3 certification, the highest level a COTS-platform (Commercial Off-the-Shelf) can achieve. Levels 1 - 4 certifications apply to technology designed for civilian applications. Levels 5 - 7 certifications apply to technology designed for military applications.

For more about ISO15408, please see the following in the Reference Material directory

CC=ISO15408.pdf

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□ SMTP mode is rare, and will not be discussed here.



□ More detail follows on the next slide.













In this section, we study the installation procedures.

- □ We will start with the RC Gate, and cover the Embedded RC Gate, based on the knowledge that we gained from studying the RC Gate.
- Installation of the RC Gate A and RC Gate S Pro is covered in the TTPs for these two models.



This section will explain the main points about installing an RC Gate at a customer site.

- □ For a detailed explanation of the installation procedure, see the following presentation, which is provided in the Reference Material folder:
 - Install_Flow_Ver4.1a.ppt



- □ The center GUI is the software used at various service stations throughout the world to access the @Remote Center in Japan.
- □ Monitored vs Managed:
 - Monitored devices can do meter reading and reporting, but only data in the Standard MIB is reported.
 - Managed devices can also do this (reporting is more detailed), but also toner replenishment, call handling, and remote firmware update.
 - Any device can be set up as 'managed'. But for MIB devices, the full range of data is not available. Also, for customers who only want the simple meter reading, 'monitored' is the setting to use.







- □ An example survey sheet is provided in the Reference Material folder.
 - RC Gate External Type Installation (Pre-Survey).doc
- Site code: Every Ricoh branch and sales company has a site code. In addition, some sales companies have more than one service depot. When registering an @Remote Appliance at the Center GUI, you must input the site code of the location that is responsible for looking after the Appliance.



This slide explains the difference between the 'managed' and 'monitored' setting.

- Any device can be set up as Managed.
- GW controller based machines have 'self managing' functions, to notify the appliance if a setting is changed, if an SC has occurred, if the power has just been turned on, etc.
- MIB devices do not have this capability, so the RC Gate checks the status of the device every 30 minutes. This is called 'status polling'. However, it is only done for Managed devices, not for Monitored devices.
- During status polling, the appliance checks a specified area within the Standard MIB, looking for troubleshooting data, whether the machine is out of toner, etc. Some devices do not have much information in this MIB area; it depends on the model. This works for non-Ricoh models as well as Ricoh models.
- □ For a managed device, a history of the device will be built up at the @Remote Center. A daily record of counters, SC codes, toner alerts, etc is kept.
- □ If a MIB device is set up as monitored, it is checked every day with Auto Discovery, and the counters are collected. That is all. Counter details are stored at the center with IP addresses, so the machine's history can be reconstructed.
- □ MIB devices cannot do detailed management so should they be 'monitored'?
 - If an MIB device is set up as 'Managed', the machine's condition can be monitored 24 hrs a day. This is not possible if it is set up as 'Monitored'



- This slide shows how many managed or monitored devices can be handled by each @Remote Appliance.
- □ For the RC Gate and RC Gate A without memory, the number of managed devices is fewer.

Managed or Monitored Devices - 3

- If detailed management of a machine is needed (detailed reporting, toner replenishment alerts, call handling, remote firmware update), then the machine must be registered as 'managed'.
 - Non-Ricoh models, and models OEM'd by Ricoh (such as from Samsung) can only report information from inside the standard MIB.
 - Even if you register these as 'managed', detailed information will not be reported.
- If detailed management of a machine is not needed (if only meter reading is needed), then it can be registered as 'monitored'. However, the counters for 'managed' mode are more reliable than for 'monitored' mode.
- □ This slide explains how to decide whether a machine should be registered as 'managed' or 'monitored'.
- □ Note that for a fully @Remote compatible device, even if 'monitored', the private MIB can be searched, so detailed information can be reported.
- □ For the differences in report contents between managed and monitored devices, please see the following file in the Reference Material directory
 - MR&ReportingCSV(20090717).xls

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The Reporting CSV tab has information about the contents of reports. Other tabs in this xls file show information about other CSVs.

Why are the counters for 'managed' mode more reliable?

- In 'managed' mode, the Billing Counters are used. These are more reliable than the Normal Counters, which are used by 'monitored' mode. This is because errors that occur during machine crashes affect the Normal Counters, but not the Billing Counters.
- Counters for 'monitored' mode should not be used for billing.



- Keep in mind that the customer may remove some of these machines or install some new ones. So you may need to change the number of RC Gates at the location.
- We shall see some example set-ups when we explain how to register the devices.



- □ For this section, we refer to the Center GUI operation manual, which is in the Reference Material directory.
 - > @Remote Center GUI V3.0 Op. Manual ver2.0.pdf



- □ This slide is an overview of the steps. More details follow on the next few slides.
- Setting up your PC to use Center GUI: This is covered in the section of the course called @Remote Center GUI.
 - Filename: @Remote_07_Center GUI.ppt

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Access the foll + <u>https://rcg.su</u>	owing URL to log i	n to the Center Gl	JI: Servlet

Logging In

Center GUI Operation Manual, iv) Log In

- □ After you input your ID and password, if you have never logged into the Center GUI before, necessary ActiveX modules will be installed.
- Please do not click anything while the screen shows that Active X modules are being installed.





Center GUI Operation Manual, Section 1-1

Registration menu

□ New Registration: Register a new @Remote Appliance

Center GUI Operation Manual, Section 1-1

Pre-installed Appliance: Check which appliances have already been registered for a particular customer

Center GUI Operation Manual, Section 1-2

Appliance Replacement: Use this before you replace an @Remote Appliance in the field.

Center GUI Operation Manual, Section 1-3

	🛊 🏟 💣 Communication Server GLB		
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Items with an asterisk must be input.

- □ Number of Registrations: If there is more than one @Remote Appliance to be installed at this customer, input the number (up to 100)
- Operation Calendar: This setting specifies the calendar that is used for this appliance. With the Maintenance menu of the Center GUI, you can specify different calendars, to suit different cultural requirements.

	Information
	(i) Request received.
	4 Request Numbers are issued.
	Request Number Customer Name/ID QSTG0102221503 ABC Company QSTG0101701124 ABC Company QSTG0101330925 ABC Company QSTG01011120806 ABC Company
	Copy Close
	Center GUI automatically issues request numbers for each @Remote Appliance that you just registered.
	 In the above example, 4 appliances were registered
	To copy these to the clipboard, click Copy.
	Then, the request numbers can be pasted to an e-mail for the technician who will install these appliances in the field.
Slide 17	

□ The registered request number cannot be deleted manually, but if the number is not used, it will automatically be deleted 90 days after being created.




- A few older Ricoh models do not have a built-in DESS module. These cannot make auto calls to the appliance when a problem occurs, so the appliance must check them to detect their condition. Also, they cannot do RFU (remote firmware update) or make SC calls. There are only a few models like this (Cassis-P2, Kir-P4, and a few others).
- Refer to the presentation '03 Components.ppt' for more detail about which models do not have built-in DESS.



DverviewIn this section, we will: Connect the RC Gate to a PC, so that we can make settings on the RC Gate. Connect the RC Gate to the customers LAN and set up the network settings Connect the RC Gate to the @Remote Gateway, to register the RC Gate with the @Remote Center



□ After you do the above operations, and plug the RC Gate's power cable in, you can make settings in the RC Gate.



- After you do the steps on the next few slides, you will be able to access the RC Gate from anywhere on the customer's LAN, and the RC Gate can also see what is on this LAN.
- □ For more information on the procedures, refer to 'Changing the IP Address (LAN2 Port)' in the operating instructions for RC Gate (starts at page 17).



□ This is the RC Gate user interface.

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RC Gate Registration Wizard

- □ Input the required information, then click Next
 - Communication method between Appliance and @Remote Gateway/@Remote Center: HTTPS or E-mail

Normally, HTTPS should be selected.

With the SMTP E-mail setting, communication can only go one-way (from RC Gate to Gateway). The RC Gate cannot receive changes from @Remote Center. The RC Gate can do auto discovery to find machines on the customers network, and can send counter data to the gateway. This data is sent by email encrypted by S/MIME. (With the HTTPS setting, data is also sent over the internet in an encrypted format, but it allows the machines to be adjusted remotely from the @Remote Center.)

Customers who want meter reading only and no other communication can use the E-mail setting.

The e-mail setting is not available for the RC Gate A/RC Gate S Pro series.

Request Number: This is the number that was issued by the @Remote Center during step 2

Prefix, then six spaces, then the serial number.

- ➤ Time Zone
- > RC Gate Registrant e-mail address: No need at this time



□ Set the date and time.

- > Check these from time to time, and correct if necessary.
- When you click 'Next', the network settings screen appears. It is time to set up the RC Gate to work on the customer's LAN.



- □ When DHCP is enabled, IP address is assigned by DHCP (you will be asked to restart the RC Gate before making the proxy server settings).
- Make a note of the IP address when DHCP assigns the IP address for the next login via LAN 2.







- Do this from any PC on the network.
- For details of what must be input with this wizard, see "Registering the Equipment" in the RC Gate operating instructions (starts at page 40 for SMTP devices, or page 47 for HTTPS devices).
 - Request number: This is the number that we got during 'Step 2. Pre-Register the RC Gate, using the Center GUI'. The technician in the field must have this number to install the RC Gate.
 - Time zone
 - > Confirm that [Permit sending IP addresses] is set to [Permit (default)]
 - Date and time
 - Network settings
 - E-mail settings
 - Proxy or dial-up settings (not required for SMTP mode)
 - SMTP server settings

kamilaru Lianiora i	Management System	Top Page
Gate Registration Wizard: Comm	unication Method Select a method to communicate with the	e Communication Server.
		> Next
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□ Same as explained earlier, with the following additions:

- Confirm that [Permit sending IP addresses] is set to [Permit (default)]: This setting can only be adjusted at this time; it cannot be changed after registration has been done
- RCGate Registrant e-mail: This item is optional. The Communication Server will send the result of registration by E-mail to this address.
- Network settings: For more details, see the operation manual, as explained in the notes for the previous slide.



te Center	■ R2 Gate Monitor - Microsoft Internet Explorer コンチェイル(2) (第二年代) 本元(2) 大阪(2)(2)(4) (2-5.07) 人の(200)	
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□ The RC Gate contacts the @Remote Center, with the request number, to confirm that it has been installed.





□ The RC Gate registers itself with the @Remote Center in Japan.





- □ If it is successfully finished, the RC Gate installation procedure at customer site is completed.
- □ RC Gate can now communicate with the @Remote Gateway.





□ We will see the procedures in more detail later.



- □ We will see the procedures in more detail later.
- During Auto Discovery, the RC Gate collects the following for each device: Device S/N, IP address, MAC address



□ We will see the procedures in more detail later.



- □ MIB and HTTPS devices can both be found by either of these methods.
- Auto Discovery data is up to a day old Timing of Auto Discovery and other features is explained in the presentation titled 'Timing'.
 - Filename: @Remote_16_Timing.ppt



- In this example, we have a mixture of Managed and Monitored devices handled by one RC Gate.
 - We use the Device Registration Wizard to set up the IP address for the Managed devices.
 - Then with the Auto Discovery Registration Wizard, we enable auto discovery and set up the IP address range for the Monitored devices.



- □ In this example, we set up RC Gate B to handle Managed and Monitored devices, in the same way as the RC Gate on the previous slide.
 - We use the Device Registration Wizard to set up the IP address for the Managed devices.
 - Then with the Auto Discovery Registration Wizard, we enable auto discovery and set up the IP address range for the Monitored devices.
- But for RC Gate A, we do not use the Auto Discovery Wizard.
 - > All devices handled by RC Gate A will be Managed devices.
 - We use the Device Registration Wizard to set up the IP address for the Managed devices.



- In this example, we set up RC Gate A to handle Managed and Monitored devices.
 - We use the Device Registration Wizard to set up the IP address for the Managed devices.
 - Then with the Auto Discovery Registration Wizard, we enable auto discovery and set up the IP address range for the Monitored devices.
- But for RC Gate B, we do not use the Device Registration Wizard. It will handle only Monitored devices.
 - We must make sure that the Auto Discovery search ranges of the two RC Gates do not overlap.





- □ In this example, RC Gates B and X are set up in the same way as the two RC Gates on the previous slide.
- □ RC Gate A is only using the Device Registration Wizard, so it will only handle Managed devices.



1 second is the maximum time to search each address. This is the time-out if no device is present at that address.





For details, see the RC Gate operation manual.

RC Gate operating instructions, section 5. Setting the Auto Discovery

	Rer	note Registration
	At 1. Enable the Auto Discovery function • Select "Use" to enable it • Select "Permit" to allow the center GUI to change the start	Image: State of the state
	2. Select the start schedule and the interval for Auto Discovery. Interval can be daily, weekly, or monthly.	Anto Discovery C Do not us G Use Penal setting of Anto Discovery from Consumication Server: C Do not penal: C Penal Anto Discovery stat schedule: C Monthly [Day [2] 00 (0.h.mm) G Weakly Sunday] [2] 00 (0.h.mm) C Daly [2] 00 (0.h.mm) C Daly [2] 00 (0.h.mm) C Daly [2] 00 (0.h.mm) C Horney T] bore(s)
	3. Input SNMP community names as necessary	SNMP commuty name : public SNMP commuty name : SNMP committy name : SNMP committy name :
Slide 47	4. Click "Next"	

- □ If there are no monitored devices, then you can select 'Do not use' for Auto Discovery.
- □ The schedule cannot be selected as 'hourly', because this causes too much network traffic. In the past, this setting was available, but it has been removed from the software.





Step 1. Initially, all IP address ranges that the RC Gate can access are listed. Note: If two or more RC Gates are installed on the same network and Auto Discovery is used on more than two RC Gates, be careful that the IP address ranges do not overlap.



	Remote At the C	Registration Center GUI - 1		
1	@Remote	Search Appliance		
Appliance Replacement Search Device Disconnected List Context New Request List: Requested CSY	Logaur 22 Registration • Neae Registration • Pro-installed Appliance • Appliance Replacement Search • Appliance • Decise • Decise • Disconnected List	Servich Condition Service Depot Name PCL Service Castomer Name/ID ABC Company Appliance 3/N Tag ID Device 3/N Request Number		
		Appliance List		
	Registration 2 • Nece Registration 9 • Provisabled Appliance 4 • Appliance Replacement 8 Search 4 • Appliance 4			

Center GUI operation manual, page 2-2

Procedure (these first 5 steps are the same as for managed devices)

- Click 'Search Appliance'.
- □ Input search parameters for the @Remote Appliances that are connected to the devices that you wish to register.
- Click Search
- $\hfill\square$ Select an Appliance from the list that appears.
- □ Click Device List to see a list of devices that are under the control of this appliance.



Center GUI operation manual, page 2-26

- □ A Device List appears. This shows the devices that are being handled by this RC Gate. You have to register these, using the following procedure.
 - In the Installed Condition column, look for devices that are marked as "Monitored".

Procedure

- 6. In the Device List, select a Device that has an Installed Condition as "Monitored".
- 7. Click "Manage Devices". This will change the status from Monitored to Managed.



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6 h	Fields marked wit	h an asterisk" a	re required.		Mandatory Iten
Appliance	Service Depot Name		RCL Service		<u> </u>
Device	DI N. LIALE		- Can aput Pays Date B	eoween the 1st ana	the 20th
· Disconnected Last	Option		10.000		
Counter CSV	Device Administrator	Name Phone	Mr. Smm 123-456		
List: Requested CSV	Device Administrator	Device Administrator Phone 123-456 Device Administrator E-mail Address smith@ebc.com			
Supply CSV	Supply Administrator	Name			
New Request	Supply Administrator	Phone			
* List: Requested CSV	Supply Administrator	E-mail Address			
Service Call	rvote 1				

Procedure

- **3**. Input information for this device.
 - Service depot name
 - M/R date: Also called the 'closing date', this is the day of the month on which the counter is read every month for billing.
- **9**. Click "Regist".
 - This sends a request to the RC Gate to register these devices on the RC Gate. It does not actually register them. (See the next slide for more on this.)



- □ This is a summary of the whole remote registration process.
- □ The RC Gate carries out Auto Discovery.
- □ The devices found are indicated at the Center GUI as Monitored.
- □ The Remote Registration procedure (ending on the previous slide) sends a request to register these devices.
 - > This request goes from the Center GUI to the @Remote Center.
 - However, nothing can be done until the next polling from the RC Gate (default polling interval: 1 hour)
 - The @Remote Center cannot access appliances or devices at the customer site without a trigger from the customer site.
 - So, in the worst case, you have to wait for a hour
- □ 4. At one hour intervals, the RC Gate polls the @Remote Center.
- **5**. The RC Gate then processes the request for registration.
- **G** 6. The RC Gate registers the machines.
- □ 7. The @Remote Center changes the status of the devices from Monitored to Managed.



- □ The service call can be done at any time you want to start an operation with the RC Gate, without waiting for polling.
- But somebody has to start it at the customer site on the RC Gate or one of the devices.
- □ A service test call takes a long time to complete. Instead of this, you can do a Device Check Request Call.
 - However, there is no indication when a Device Check Request Call has been completed successfully, or if it failed.
 - A Device Check Request Call cannot be made from a device. It can only be made from an appliance.




□ Using this feature, the RC Gate can connect to the @Remote Center.







□ For details, see the RC Gate operation manual.

RC Gate operating instructions, section 6. Registering Image I/O Devices to the Communication Server



- The example shown above shows an IP address range of two addresses (two machines).
- □ In the IP address range, if you only want to select one address (one machine), you can input the same address at the start and the end of the range.
- Devices found in the IP address ranges set up with the Device Registration Wizard will become 'managed'.
- Later, we use the Auto Discovery Registration Wizard to set up detection for the 'monitored' devices.
 - AD must be on
 - Devices found in the IP address ranges set up with the Auto Discovery Registration Wizard will become 'monitored'.





Local Device Registration At the RC Gate UI - 4					
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- Devices already registered will be greyed out in the 'Select' column. These situations can be ignored.
- □ Note that if a device is already registered with Embedded RC Gate, then it is shown as SNMP.
- □ See the notes for 'At the RC Gate UI, Slide 7' for more about this.





- Request numbers are also used for managed devices, but not for monitored devices.
- In the [Connection Type] column above, the connection method between the device and the appliance (RC Gate) is shown:
 - > LAN (HTTP) indicates this device is "NRS Device".
 - LAN (SNMP) indicates this device is "MIB Device".
- **RC** Gate can automatically detect if the device is a HTTPS or a MIB device.





- □ In the [Registration Result] column above, if "Failed" is displayed, device registration failed.
 - > Click [Machine ID] and check the solution. You may find an error code.
- □ There are three basic situations in which 'Failed' can occur.
 - If the check box was greyed out ('At the RC Gate UI, Slide 4), and the Connection Type is displayed as HTTPS: The device was already registered on this appliance. Please ignore this error.
 - If the check box was normal (not greyed out), and the Connection Type is displayed as HTTPS: The device was already registered at another appliance. Check that the device was already registered with another appliance at the customer.
 - If the check box was normal, and the Connection Type is displayed as SNMP: Embedded RC Gate was enabled for this device. If this is not true, then it is possible that the common certificate was not programmed correctly.
 - 1. Execute SP5870-003 (initialize the common certificate).
 - 2. Execute SP5870-001 (rewrite the common certificate)
 - 3. Power off/on.

See @Remote_15_Changing NVRAM.ppt for more about certificates.







() @Remo	te Search Appliance
Appliance Replacement Search Appliance Device Disconnected List Counter CSV New Registration Search Device Disconnected List Search Device Device Disconnected List Device Device	Search S
SETH Site Infor LOGOUT Registration • Noise Registration • Pre-installed Appl • Appliance Repace Search • Appliance • Decice	Decice List Remove Appliance Lock Search Condition Installed Condition Rot specified C Managed C Monitored Rot specified C Managed C Monitored Rot specified C Managed C Monitored Select the Appliance Refresh Update Export SEC Tustamer Nai Appliance S/B Baguest Mar Stanice Dupt Appliance Ad Appliance Nai Set Company J750200138 CACLEDID1003 ACL Service Introvent Service RoCoste

Procedure

Center GUI operation manual, page 2-2

- 1. Click 'Search Appliance'.
- 2. Input search parameters for the @Remote Appliances that are connected to the devices that you wish to register.
- 3. Click Search
- 4. Select an Appliance from the list that appears.
- 5. Click Device List to see a list of devices that are under the control of this appliance.



Center GUI operation manual, page 2-28

A Device List appears. This shows the devices that are handled by this RC Gate. We must look for devices that are listed as 'Found' and register these devices manually.

- In the Installed Condition column, look for devices that are marked as "Managed".
- In the next column to the right, the managed devices will be listed as either "Found" or "Registered".
- "Found" means that these devices have been registered at the RC Gate user interface and found by the @Remote Center, but not yet registered by the @Remote Center.

Continued in the notes for the next slide, which is a duplicate slide of this one.



Center GUI operation manual, page 2-28

- □ "Registered" means that they have already been registered at the @Remote Center.
 - Normally "Found" is converted to Registered automatically, but if there is a network problem or many devices are being registered at the same time, they may not have been registered yet. It is important to register them as soon as possible, because meter charge counting cannot start until they have been registered at the @Remote Center.
 - When the status changes from Found to Registered, the M/R date (Closing date) automatically starts. This is an important event (the day of the month on which the counter is read every month for billing), so in the past it was considered that this should be done manually in all cases.
 - However, from Aug. 25, 2008, 'Found' devices are automatically converted to 'registered' without manual registration. This request is sent from the Gateway through the appliance to the device. Depending on the traffic conditions, if the Auto Registration is not processed instantaneously, this may be carried over to the next polling. In this case, the device will be kept as "Found" for a maximum of one hour.
- □ In some cases, "Pre Registered" will be shown instead of "Found" or "Registered". These devices have been detected by @Remote Center but have not been registered at the RC Gate user interface.

Procedure (continued)

- 6. In the Device List, select a Device that has the "Found" status.
- 7. Click "Register Devices".
- 8. Input information for this device.

Service depot name

- M/R date: Also called the 'closing date', this is the day of the month on which the counter is read every month for billing.
- 9. Click "Regist".





- ARP: Address Resolution Protocol (The ARP protocol is used to map the MAC addresses of the machines on the network to IP addresses)
- □ ICMP: Internet Control Message Protocol





This section will explain the main points about activating Embedded RC Gate at a customer site.

- □ For a detailed explanation of the installation procedure, see the following presentation, which is provided in the Reference Material folder:
 - Installation manual_EmbRCGate_Ver2.1a.ppt



Note that Embedded RC Gate is already installed (it is built-in). But in some documents you will read about "Embedded RC Gate installation". This normally means 'Embedded RC Gate registration", which will be described in the next few slides.



□ Also, when removing the Embedded RC Gate, if you remove device, this setting will automatically go to 1, and when you remove the appliance, it goes to 0.



Before F	legistering Em Gate - 2	bedded RC
The Device	e ID2 must be progran	nmed correctly.
The Device but with si	e ID2 is the same as th x spaces after the 3-d	ne serial number, igit prefix.
Device I Serial n	D2: SP5811-003 umber: SP5811-001	
5811-01 Serial N	o, Setting	Q7068801554
-02	Display	Q7068801554
-03	Code Set	Q70 68801554
		54 OTTOD 100

- The ID2 is used to make the individual certificate. Before Embedded RC Gate is activated, this certificate does not exist. During registration, the Embedded RC Gate calls the @Remote gateway to get an individual certificate.
- □ These SPs cannot be adjusted. Just check that the settings are correct.
- □ If the incorrect ID2 is set (e.g., the NV-RAM was replaced), you have to restore or newly assign the correct ID2 using the following procedure.
 - 1. Log into the center GUI
 - 2. Open "Certification/ID2" in the Maintenance menu
 - 3. Create a Certification/ID2 call
 - 4. Open "Call List" in the Service Call menu
 - 5. Select the Certification/ID2 call which you created
 - 6. Input the correct ID2 number which you wish to restore/assign
 - 7. Execute the request to the target device via an appliance
 - 8. Print out the SMC report to see if the ID2 has been correctly programmed.
- □ An appliance is required to restore/assign the ID2 of the target device. If no appliance is available at the location, you have to temporarily install an appliance there, or you have to temporarily move the target device to another location where an appliance is available.









Center GUI Operation Manual, Section 1-1

 $\hfill\square$ We discussed this earlier in this section of the course.



- □ We will study how to register the Embedded RC Gate using Web Image Monitor.
- For how to use SP modes, see the following presentation in the Reference Material folder for this section:
 - Installation manual_EmbRCGate_Ver2.1a.ppt, slides 16 to 22





4. 5.	Registering Emb with W Make sure that the Status shows Input the Request No. that you o GUI, then click [Confirm] to confi	edded RC Gate IM - 2 "Not programmed". btained from @Remote Center rm the Request No.
	Remote Communication Gate Setup Back Confirm Status Not programmed Request No. QRCL11422424 Back Confirm	2
6.	If the request number was valid, the Confirmation result will be shown as "Confirm. Remote Communication Gate information confirmation was successful.".	Remote Communication Gate Setup Confirm Remote Communication Gate information confirmation was successful.
7. Slide 79	Click [OK].	ок 4

8.	Registering Embedded RC Gate with WIM - 3 Click [Program] to register the Appliance at the @Remote Center.
	Remote Communication Gate Setup
	Back Confirm Program
	Status :Confirmed
	Request No. QRCL11422424
	RC Gate Location :
	Back Confirm Program
9.	The Registration result will be shown as "Confirm. Registration is
-	successfully complete.". Click [OK].
	Remote Communication Gate Setup
	Confirm
	Registration is successfully complete.
	OK 🖌
Slide 80	





□ For how to log in, see 'Step 2. Pre-Register the RC Gate, using the Center GUI' earlier in this presentation.

. Select "Not . Input the S	t specified" for Installed Condition and Devi Service Depot, Appliance S/N, and other sea then click 'Search'	ice Condition arch
0	Search Device	?
Search		D
 * Installed Condition Not specified 	* Device Condition Managed C Monitored © Not specified C Found C Registered	
* Service Depot Name Customer Name/ID Appliance S/N Tag ID Device S/N	STG01 Inc. Svc 	_
Flease input one Tag ID and Devid device search wi	item at least from Customer Name/10, Appliance 3/N, te S/N or enter "%" into the Device S/N Field as entire thin the service depot.	
Vendor	© Not specified C Ricoh C Others	
🔽 Search First AD Date	2009/02/01 - 2009/02/28 -	





The RC Gate A training materials explain the main points about installing an RC Gate A at a customer site. Please refer to this material. We shall not study it here.



The RC Gate S Pro training materials explain the main points about installing an RC Gate S Pro at a customer site. Please refer to this material. We shall not study it here.



In this section, we briefly explain what operations are available from the Center GUI and from the Appliance UI. There are no details of operation; we will do that in other sections.





- □ This section will briefly explain the operations that can be carried out from the Center GUI.
- For details of the operations, see the operation manual (@Remote Center GUI V3.0 Op. Manual ver2.0.pdf or later version, provided in the Reference Material folder)



- □ The @Remote Center stores all the data that is collected by the @Remote Gateway.
- □ The @Remote Gateway and @Remote Center are located in Japan. The Reporting Server is in the USA.
- □ Overseas users can access the @Remote Center using a web browser.
 - > Must be Internet Explorer version 6 or later.
- □ The workstations that operate the @Remote Center are referred to as the 'Center GUI'.
 - This includes workstations that access the @Remote Center from outside Japan.












This is to be done the first time you use Center GUI.



Setting up Internet Explorer

Center GUI Operation Manual, iii) Initial settings

G . https://rce.support.icoh.com/atre	motecenter/MainServlet	P.
👾 🕸 🔾 Communication Server GUI	<u>⊚</u> • ⊡ · ⊕ • ⊵ ≺-7@ • ⊘	y-µ@ • @• ⊡
@Remote		
Gittiote	rce.support.ricoh.com へ接続	
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	Fが必要です。 ユーザー名(D) の ###################################	
	/t29-F@)	
	✓ パスワードを記憶する(8)	
	ок *+>±и	
		2
Access the following the fo	owing URL to log in to the Center GU	:
https://rog.cl	upport right com/atromataconter/MainS	
	ipport.ncon.com/atremotecenter/main56	erviet

Logging In

Center GUI Operation Manual, iv) Log In

- □ After you input your ID and password, if you have never logged into the Center GUI before, necessary ActiveX modules will be installed.
- Please do not click anything while the screen shows that Active X modules are being installed.
- NOTE: Your existing username and password will work for the new GUI. If you have forgotten your Password, you can go to either of the website below. Enter your User ID and email Address and a new Password will be sent to you.
 - https://suid.isd.ricoh.co.jp/index_en.html



Do not click any menu item while the message is in the status bar of your web browser.

Opening page https://rcg.support.ricoh.com/atremotecenter/common/empty.jsp......

□ Click "Load Site Information" when your status bar message changes to "Done".



- □ This section will briefly explain the operations that can be carried out from the Appliance UI.
- □ For details of the operations, see the operation manuals for RC Gate, RC Gate S Pro, and RC Gate A.



- □ The Appliance UI refers to operations that can be made at the operation panel of the RC Gate, RC Gate A/RC Gate S Pro.
- □ There are no operations possible at a device with Embedded RC Gate activated. Adjustments are only possible at the Center GUI.





□ LAN2 port: This is the port on the RC Gate that is connected to the customer's network – we studied this during the Installation section.



□ This is the login screen.



RC Gate Registration Wizard: This disappears after you have registered the RC Gate (except if the RC Gate is set up for SMTP communication)



- If the RC Gate is set up for SMTP communication, Device Registration Wizard does not appear. However, RC Gate Registration Wizard remains on the screen instead.
- □ The use of the Auto Discovery Setting and Device Registration wizards was explained already in the Installation section.
- If you log on as RC Gate Administrator, only RC Gate and Device Settings appears.

Intelligent Flemote A	anagement System	Top Page
Baric	Charge setting(s), then click (A	bbja)
Basic Data/Time Data/Time Network E-mail Consumisation Arthod Met Consection Settings Met Consection Settings Device Management So Maintenace L Security	Orie ID :	- - yo y

Safe Shutdown

	SI	hut Down RC Gate To shut down Remote Communication Gate, click [Shut Down]. Shut Down
		If you need to disconnect the RC Gate, use the following safe shutdown procedure.
		 Turning off the power without safe shutdown can damage the RC Gate's hard drive and result in loss of logs up to the most recent hour.
		In the RC Gate UI menu (on the previous slide), select 'Maintenance – Shut Down RC Gate'.
		Click Shut Down to shut down the RC Gate.
		Before you turn the power of the RC Gate off and unplug it, make sure that the red and orange LEDs on the RC Gate stop flashing and the green, red and orange LEDs are lit.
de 22		

Shut Down

Click the [Shut Down] button to display the Shut Down dialog box. Then, click the [OK] button to begin shutdown. The [Shutting down RC Gate...] screen will appear.

Important

- □ Before you turn the power of the RC Gate off, make sure that the red and orange LEDs on the RC Gate stop flashing and the green, red and orange LEDs are lit.
- □ Turning off the power without shutdown can damage the RC Gate's hard drive and result in loss of logs up to the most recent hour.
- When "RC Gate and fax shared line (RC Gate priority)" has been selected with the dial-up connection method, the RC Gate does not start shutdown while the fax is in the off-hook state. The RC Gate will start shutdown after the fax is in the on-hook state. When shutdown is completed, the green, red and orange LEDs of the RC Gate will be lit. If the shutdown is not completed, check if the fax is in the on-hook state.





□ LAN port: This is the port on the RC Gate A that is connected to the customer's network.

Operating the RC Gate A – 2 After Administrator Mode Login











Remote Communication Gate	A (** *) Logout
RC date Setting Basic Device Infe Network HTTP Pray E-mail Access Prohibited IP Address Ping connection Adde Discovery Basic Settings Protocol Settings Eidf Auto Discovery Range V Device Management Extended Device Search Setting Registered Device Lift	Please select from meru.
If you login and se left appears.	ect RC Gate Configuration, the menu above
left appears.	sattings that were made proviously with other





There is also a Restart RC Gate function, to reboot the RC Gate. This may help to recover the RC Gate when it is not in good condition, such as cannot log in , or a memory leak has occurred and the system does not work properly.







The user menu is sometimes known as the 'onsite menu', and the CE menu and user administrator menu are known as the '@Remote menu', even if RC Gate S Pro Onsite is already converted to RC Gate S Pro @Remote. We will attempt to explain this later in this section.



□ It is not possible to go into the Admin menu by directly typing a URL. It is only possible to enter from the RC Gate S Pro (Onsite) menu.





- □ The administrator menu is in both the onsite and @Remote menu. It can be accessed by technicians and user administrators.
- However, if RC Gate S Pro (@Remote) has not yet been activated, it cannot be accessed from the 'onsite' menu.

Remote Communication	Gate S					🗐 🕘 👘 🖏 🖻 Logou
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Device Log Transfer Set Printers						
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Filter Settings>>	Device Display Name	+ 1P Address	System Print	er NAC Address	Registered Group	
	Aflas No C+500(133.179.117.50)	B 105.108.197.00	11 M	00-00-74-48-18-18	Ungrapped	
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If device you will device a statement of the statement	ces have alread Il not see the b	dy been i lue scre	registo en. Yo	ered on ou will s	this RC Gat ee the regis	e S Pro, tered








Safe Shu	Itdown with the Script - 1
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>Open:</u>	cpedit.msc This task will be created with administrative privileges.
	OK Cancel Browse
On the display	y, click Start > Run.
Browse to "gr	pedit.msc".
Slide 42	

- □ This feature is called 'Enhanced Shutdown'.
- □ It does the same as the batch file, but the operation for the user is simpler. Also, it can be automated as a script.





lown Properties	1×1	L CIICK OK'.	
Shutdown Scripts for Local Computer	ſ		
Iame Parameters .	Up		
	Down		
	Add		
· · · · · ·			
view the script files stored in this Group Policy Object.	press		
Show Files			
OK Cance			
	d459i641		

 On the display, click Start > Run. Browse to "gpedit.msc". 	Ke	Image: Start with the Script - 1 Image: Start with the Script - 1 Image: Type the name of a program, folder, document, or Internet resource, and Windows will open it for you. Image: Specific mase Image: Specific mase Image: OK Cancel Browse
Browse to "gpedit.msc".	□ On the dis	splay, click Start > Run.
	Browse to	gpedit.msc".









@Remote On/Off

- □ The customer can disable @Remote communication.
- □ This is supposed to be a temporary measure
 - For example, when the customer needs to isolate the cause of a problem during network troubleshooting
- While @Remote is disabled, the Center GUI can see the settings in the appliance, but can change nothing. Only the customer administrator or a technician can make changes, using the UI of the appliance.

Slide 50

- **D** RC Gate A does not have this function.
- □ When @Remote is off:
 - > The appliance does not poll the @Remote Center
 - > The appliance does not check device connections
 - > The appliance ignores requests received from the @Remote Center
 - > The appliance ignores calls from devices
 - The appliance keeps communication/system logs but doesn't make/send responses.





- □ This section will briefly explain the operations that can be carried out from the Center GUI.
- □ For details of the operations, see the operation manual (@Remote Center GUI V3.0 Op. Manual ver2.0.pdf) in the Reference Material directory.
- □ Details of various operations will be explained in various sections of this course.







- □ The @Remote Center stores all the data that is collected by the @Remote Gateway.
- □ The @Remote Gateway and @Remote Center are located in Japan.
- □ Overseas users can access the @Remote Center using a web browser.
 - > Must be Internet Explorer version 6 or later.
- □ The workstations that operate the @Remote Center are referred to as the 'Center GUI'.
 - This includes workstations that access the @Remote Center from outside Japan.

















□ If you have not yet prepared your computer to access the Center GUI, you need to do the steps on the next three slides.





Setting up Internet Explorer

Center GUI Operation Manual, iii) Initial settings

	emotecenter/MainServlet		<mark>، م</mark>
Communication Server GUL		i m. m. m. Bv. M.	2
@Remote			
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Login is being processed	10		
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	2-9-80 C #00201655	×	
	マパスワードを記さ	842(B)	
		- **>tu	
Access the foll	owing URL to log	in to the Center G	JI:
https://rcg.si	upport.ricoh.com/at	remotecenter/Mains	Servlet
<u></u>			

Logging In

Center GUI Operation Manual, iv) Log In

- After you input your ID and password, if you have never logged into the Center GUI before, necessary ActiveX modules will be installed.
- Please do not click anything while the screen shows that Active X modules are being installed.
- NOTE: Your existing username and password will work for the new GUI. If you have forgotten your Password, you can go to either of the website below. Enter your User ID and email Address and a new Password will be sent to you.
 - https://suid.isd.ricoh.co.jp/index_en.html



Do not click any menu item while the message is in the status bar of your web browser.

Opening page https://rcg.support.ricoh.com/atremotecenter/common/empty.jsp......

□ Click "Load Site Information" when your status bar message changes to "Done".



Communication Server GUI - Windows Internet Explorer	
- B Http://133139143365080/atramotecentervil/MainServiet	
A de Communication Santan (61	After you log in, you can
	select from the menu on the
@Remote	left side of the screen.
Load Site Information	Registration Menu
LOGOUT	 Search Menu
Registration	 Counter CSV Menu
New Registration	
* Pre-installed Appliance	 Supply CSV Menu
2 Appliance Replacement	Condex Coll Monu
Search	 Service Call Menu
Appliance	 Eirmuoro Monu
Device	 Firmware Menu
Disconnected List	 Maintenance Menu
Counter CSV	A distribute to Manual
New Request	 Administrator Menu
> List: Requested CSV	
Supply CSV	Access to the Maintenance
New Request	
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and the second	has a discussion of solids at a A OI
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Sall Lot	anttinga
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Firmware Main	
	 Access to these two
Maintenance	
· SiteACL	menus should be restricted
* Service Depot ACL	
Call Linail	to high-level operators.
· Solution	
Contribution (III)	

- The next few slides will briefly explain the contents of each menu. Details of operations will be explained in the relevant sections of the course.
- To access the Maintenance menu, the operator must have Site Administrator access or higher. To access the Administrator menu, the operator must have System Administrator access. In both cases, the Mt box should be checked, and 'Full' access should be given.
 - MT box? 'Full' access? These are Access control level (ACL) settings. They are explained in the presentation called 'Center GUI Maintenance Menu'.

Filename: @Remote_08_Center GUI Maintenance Menu.ppt







- Details of operation can be seen in the presentation called 'Downloading CSV Files'.
 - Filename: @Remote_10_Downloading CSV Files.ppt



- Details of operation can be seen in the presentation called 'Downloading CSV Files'.
 - Filename: @Remote_10_Downloading CSV Files.ppt





□ Filename: @Remote_11_Handling Calls.ppt





- Details can be seen in the presentation called 'Remote Firmware Update'.
 - Filename: @Remote_12_Remote Firmware Update.ppt



□ Filename: @Remote_08_Center GUI Maintenance Menu.ppt



- □ Filename: @Remote_09_Parameter Settings.ppt
- □ Site administrator access: For details about the various levels of access, see the following file: @Remote_08_Center GUI Maintenance Menu.ppt



This section explains the features in the Maintenance Menu of the Center GUI.

Maintenance Menu				
Maintenance		Site ACL, Service Depot ACL: These two items control ACL (Access Control Level)		
 Site ACL Service Depot ACL Call Email Solution Calendar Certification/ID2 		Call E-mail: When the @Remote Center receives a call from a device or appliance, it sends an email to this recipient so that the call can be handled		
 Update Device Info. by CSV Import Export Device List 		Solution: When action is taken on a call, the status of the call can be selected from the Solution menu. In the Maintenance menu, you can edit the list of Solutions that can be displayed.		
		Calendar: This allows you to set up different calendar modes for appliance operation		
		Certification/ID2: This function is necessary when the NVRAM of a device in the field has to be replaced.		
Slide 2				






Global sites: If a customer in the UK has equipment in Germany, for example, and there is a problem with a machine in Germany, you would probably wish your staff in Germany to take care of it. So, you need to set up a Global Site to handle that customer, with service depots in the UK and Germany, with groups of technicians assigned locally to each service depot.



- Access right settings (Full/Read/Write/Reject) can be made in both the Site ACL and Service Depot ACL menus: In these settings, the Service Depot ACL setting has priority over the Site ACL setting within that service depot.
- Troubleshooting note: Within the same site ACL, a user could be registered twice by mistake. If this occurs once with Reject and once with another setting, the Reject setting has priority.
- □ There are other access rights settings that can only be made with the Site ACL menu. They will be discussed in detail later in this section.
 - > System Administrator, Site Administrator, General
 - > Meter Reading, Reporting, Call Handling, Supply, Maintenance

	Maintenance->Site ACL Searc	h>Add/Modify Site ACE			_
@Remote		Add/M	odify Sit	e ACL	?
SET 8 Site Information	Apply Ad	d User Delete U	ser		(* back
	Site Name NKT01				
LOGOUT	Group Name CallTestG	roupA			
Supply CSV	ACL Info			7 So 17 M	
<u>New Request</u> <u>List: Requested CSV</u>	AGE Full	x x mo	ie rep ie cai e	ap term	
Service Call	Dep aysemicanin	2			
Call List	User ID		id		
Firmware	User List			Select A	II UnSelect All
Firmware Main	Seq UserID	UserName	Organization	Company	
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🕨 Call Email	•				
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- $\hfill\square$ We will explain these settings briefly on the next few slides.
- $\hfill\square$ Then we will take a quick look at the procedure.
- □ Then we will see an example of how to set up ACL for a multi-national customer.







@Remote		Hantman	or a file of a file and	2 si	te ACL Sear	ch				
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* Disconnected List		1	CallTestGroupA	Fut	System Admin	ON	ON	ON	ON	ON
Counter CSV	8	1	KeiseKahan	Reed	General	ON	ON	ON	ON	0
New Request List: Requested CSV		4	NKT01 Subs_Test	Read	System Admin General	ON	ON	ON	ON	OF
Supply CSV	1	7	YamaguchiTest YanoTest	Reject Full	System Admin System Admin	ON	ON ON	ON	ON ON	OF
New Request	2									
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Service Call										
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SET II Site	nformation Apply]			🔶 back
LOGO	MT O Group Name	NT01			
Device Disconnected	List	9	MR 🔽 Rep 🔽 Call 🖡	s PM	
Counter CSV	Dev System Adr	nin 💌			
List: Requeste Symphy CSV		<u> </u>			
<u>New Request</u> <u>List: Request</u>					
Service Call					کی ا
Input a	name for the gro	oup.			
Select t group.	he access rights	for techn	nicians that y	ou will put	in this
 The box 	ere are three group), and a row of ch	ps of settir eck boxes	ngs: ACL (dro to the right	p box), Dev	(drop
	oply.				

Access Rights for the Administrator menu

- Note that, to access the Administrator menu, the group must have the following settings in Site ACL.
 - Dev: System Administrator
 - Mt check box checked
 - The ACL setting can be anything in the Site ACL menu, but in the service depot where full access is required, the ACL setting in the Service Depot ACL must be Full.

Access Rights for the Maintenance menu

- Note that, to access the Maintenance menu, the group must have the following settings in Site ACL.
 - > Dev: Site Administrator or higher
 - Mt check box checked
 - The ACL setting can be anything in the Site ACL menu, but in the service depot where full access is required, the ACL setting in the Service Depot ACL must be Full.

771742/ MARIE 2857.00 8390	Maintenance->Site ACL Sea	arch->Add/Modify Site ACL			
@Remote ²	-	Add/M	odify Sit	e ACL	?
SET !! Site Information	Apply A	Add User Delete U.	ser		🔶 back
	Site Name NXT01				
LOGOUT	Group Name CallTest	GroupA			
supply CSV	ACL Info				
New Request	ACL Full	▼ F MR	Rep Call	Sp 🛛 Mt	
List: Requested CSV	Dev System Admin	•			
Service Call	Hear ID		4.4		
Can List	0.000 20		14	(
Firmware	User List	for an		Select Al	UnSelect All
	1 nrsaci01	ZACLtest1 Z1175	Organization	Company	
Maintenance	2 nrsacl2	ZACLtest2 Z1176			
Service Depot ACL					
Call Email					
) In the Site A	CI Search	window	double	-click the	aroup t
		, minaon,	acabic		group t
you want to	moairy.				
 The above 	ve window a	annears A	list of i	isers in th	e aroun
		appears. A	1151 01 1		c group
appears	at the botto	m of the so	creen.		

Site ACL Search window

 $\hfill\square$ See the slide 'Adding a Group to a Site – 1'.

ファイル(2) 編集(2) 表示(2) お芽	近入り(例) ツール(①) ヘルプ(例)				
@Remote C	Maintenance->Site ACL Sea	nch=+Add/Modify Site ACL	odifu Sit	e ACL	2
- Charles Britster	Annhu	dd User Delete U	er)		(back
SET !! Site Information	Ste Name NXT01				
LOGOUT	Group Name CallTest	GroupA (2)			
Supply CSV	ACL Info				_
New Request	ACL Full	▼ F MR	🕅 Rep 🕅 Call 🖡	Sp 🛛 Mt	
List: Requested CS	Dev System Admin				
Service Call			-		
• Call List	User ID	A	d		
Firmware	User List			Select All	UnSelect All
Firmware Main	Seq UserID	UserName ZACI text1 Z1125	Organization	Company	
Maintenance	2 nrsaci2	ZACLtest2 Z1176			
Site ACL Summing Derived ACI					
Call Email	-				
J Add users to	the group.				
 There are 	e two method	s.			
inoro are	know the upor		anut it di	roothy with the	Lloor ID fie
» ii you	know the user	iD, you carri	iput it ui	rectly with the	User ID lie
below	the access co	ntrol settings.			
» If you	do not know th	ie user ID, cli	ck Add L	lser, then see	the next sl

 $\hfill\square$ For more on the Add User window, see the next slide.

Searching for Users to Add □ In the Add User 3 Add User 2 screen, you can input Search User Add 🔶 Cl part of an ID, or you 1 can input part of a p000z1 er ID user name. tch ful er Name □ A list will appear in the lower half of the 2 Select All UnSelect All screen. User List Deq 0 □ Select the user that you want, and click 'Add'. □ The selected user is added to the group. Slide 15

7/14日 編集日 表示山 お外に	108 9-80 A878		10.5
@Remote	3	Service Depot Select	v
Local Site Information	Search Add Group	(Delote Group)	
LOGOLT	* Service Depot Name STG01 Inc. Sv	ت د	
Counter CSV	ACL Group List	PRA.	Select All UnSelect All
Nese Request List: Requested CSY	1 STG01SE 2 Text	Full Write	
Supply CSV New Request	1		
Service Call			
* Coll.Lint			
* Eirmisare Main			
Maintenance			
- Schulter			
In the Mainten	ance menu, c	lick Service Depo	t ACL.
Then select the	e Site, and se	lect a Service De	pot from this s
Click Search to	o dieplay a lie	t of aroune in thi	- Service Deno
UNCK Search l	o uispiay a lis	it of groups in this	s Service Depu
Double-click th	ne aroun that	you wish to edit	





□ This procedure shows how to set up ACL for the general technicians at a service depot. It is not for setting up ACL rights for specialists who perform special tasks (such as working with the Maintenance menu on the Center GUI).









No action: For example, UK technicians need no service depot ACL setting in the Italy service depot

How <u>Procedure:</u> 1. To set Site ACL 1-1. Open Site ACL in Manual 1-2. Select the Site Namual 1-3. Click [Add Group].	to set Si aintenance menu of th e in your area.	ite ACL	-	
	Communication Server GUE - Windows Inte G - E Mos//stemportricohoom/staging/	rnet Explorer MakServlet/Starget_flag=0	Ma Marka	P -
This procedure shows how to allow responsible persons to access only the devices in their country.		and Direction (3) Site 1 (3) Site 1 roth (Add Group) Deleter me (Gobel Site aug List	ACL Search Group (2)	



	How to set	Site AC	L		
1-8. Input the U 1-9. Click [Add] 1-10. The user i Repeat the abo	ser ID of the technician in the , and click [OK] twice, is registered in the User List. ve steps from 1-8 to register o	"User ID" box. ther members' IDs	in this g	roup.	
Communication Server, CIII - Wes	dows Internet Explorer m/staging/MainServlet?8target_flag=0 💌 🔒 🍫				
🚖 🛠 🌈 Communication Server GUI	Naintenance->Site ACL Search->Add/Modify Site ACL	9 · 0 · 0 · 0 · 0 · 0 · 1	8		
@Remote	Add/Modify Site	ACL 3			
Load Site Information	Apply Add User Delete User Site Name Global Site	(+ back)			
LOGOUT	ACL Info ACL Info ACZ Reject P MR P Rep P Call	Mantenance-Site ACL Learch-Add/Medi Add	d/Modify	Site ACL	2
Service Call Coll List (8)	Dev General	Apply Add User	Delete User	C	• back
Firmware Firmware Main	User ID 00000001 Add	Site Name Global Site Group Name Local User			
Add/Modify Site ACL	JserlD UserName Organizi	ACL Into ACL Reject	PMR PR	p⊽Call I⊽ Sp. I⊤ Mt	
Are you sure?		User ID	Add		-
*+>t	Add/Modify Site ACL (10)	User List		Select All UnSe	lect All
Administrator	Data is added.	SEQ UserID Use 1 p000xxx1 Us	erName er A	Organization 200000000 2000000 2000000000	00 17
Slide 24					





	ter making groups in 2 Service Depots.									
For Depot U	Maintenance->Service Depot Select. Service	Depot Select 2								
	Search Add Group Delete G	roup								
	Site Name Global Site Service Depot Name Depot U									
	ACL Group List	Select All UnSelect All								
	SEQ GroupName	ACL Write								
	2 UK member 2	Read								
For Depot I	Maintenance-Service Depot Select Service I	Depot Select 3								
	Search Add Group Delete Gr	oup								
	* Site Name Global Site	•								
	* Service Depot Name Depot I	•								
	ACL Group List	Select All UnSelect All								
	SEQ GroupName	ACL								
	1 Italy member 1	Write								

- □ In the above example, we have made two groups in the UK service depot, and two groups in the Italy service depot.
- □ In each depot, we made a group for users with read status, and a group for users with write status.
- \square Now we can add users to each group, as shown on the next slide.

Maintenance->Service	Depot Select Service Den	of Select	
Search	Add Group Delete Group	Communication Server GUE - W	Fadares hiterat Episer Academic (Madaria) (%) (%) (%) (%) (%) (%) (%) (%) (%) (%
Site Name Service Depot Nam ACL Group List	Global Site e Depot U	@Remote	Mademan Deverse Med Allande James Bank
SEG GroupNar 1 UK memb 2 UK memb	er 1 er 2 (9) ense base Taket - Alf Models sense base A	LOGOLT	Service Stryot Name Deart U Graph Strate U U Art. Write V Store 20 (10)
Apply Site Name Service Depo	Add/Modify Servi Add User Dolete User Global Site tName Depot U	Ce Dej Service Call + Call List + Call List Firmmoure + Firmmoure Main	Dar Lat Constant Constant Constant
Group Name ACL User ID	UR member 1 Write	udd	OK #v:ts Add/weddy:Enroses.Beyet:Ad

- $\hfill\square$ In this slide, we register a user for the UK service depot.
- We can register users for groups in Italy after we change the Service Depot Name to Italy.



What is the Purpose of this?

- This allows you to allocate email addresses that will be informed when automatic calls come in from appliances in the field.
 - For example: Alarm calls, Supply calls
- For each email address, you can select at least one type of call.
- □ When a certain type of call comes in, the Center GUI will send an email to the addresses that have been registered for that type of call, to inform that something requires their attention.

Slide 30

- □ There are 19 types of email call.
- □ To see details on the layout and content of these emails, see the following files in the Reference Material directory.
 - E-mail Layout_20080205.xls
 - E-mail Contents List_20080205.xls

@Remote	3				Call Em	ail List	2
Land Siles Informat	_ (Sea	irch	New	Delete		
	0	Siteman	ne Picch	Company Ltd.		•	
LOGOUT	C	Call Em	sail List				Select All UnSelect All
* Nese Request	-	SEO	Call	SC Detail	Service	Appliance	Address
* List: Requested CSY		1			BCI. Service D		shingo.ono@nts.ricoh.co.jp henikoshiode@ints.ricoh.co.jp
Supplu CSV		3			RCL Service D		herukoshiode@Hest.com
New Request		4	Alarm Call		RCL Service D		Nest has a contract of the second sec
* List: Requested CSV		6	Alam Call		RCL Service D.		test
Service Call	_						
and a second							
Firmeare							
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Maintenance		-					
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· Service Depot ACL		-					
Call Emeil	>						
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. Lyslate Device Infa.	11.						
by CSV Imp	ord						
Administrator							
Appliance	_						Total 8

Load Stick Information Deside Load Stick Information * Stick Information Load Stick Information * Stick Information Nome Request * Stick Information * Load Stick Information Stick Information * Condition Stick Information * Condition Stick Information * Condition Stick Information * Status Advanced * Status Stick Information	@Re	mote			Call Em	ail List		2
Lossibility * Shree Requests Coll Loss Co	Locard Site	te Information	iearch	New	Delete)			
None Request Second SCN Supply CSN	LA	GOUT	Annual and	company Ltd.			Colored Constant	
Anar Call Service D. Wet Anar Call PCL Service D. Wet	• New Roam • List: Roam	newl SEO	Call	SCDetail	RCL Service D RCL Service D	Appliance	Address shings.ono@nts.ricoh.co.jp hen&oshiode@nts.ricoh.co.jp hen&oshiode@test.com	
Service Cell Cell Los Cell	Nupply CS New Region Lint: Region	ext 4 scated CSV 6	Alarm Call Alarm Call		RCL Service D RCL Service RCL Service D		test han&o@ricoh.ne.jp test	-
Eliminare Solar ACL Sorrise Depth ACL Configuration Solar ACL Configuration	Service Ca · Call List Firmware	<u>u</u>						
Service Depend ACL Contract Contract Solution Contender Contractor	Einmeans Maintenar Site ACL	:Main tor						
Certifloatim/IDz Salate Diverse Itol Administrator	Service D Call Lines Solution Coloudar	qpot ACL						
Administrator	• Certificati • Exstate D	ion/1Da evice_Infis_ su_CSV_Import						
* Appliance Total 6	Administr • Appliance	utor					Total	









Example: If an Appliance is Removed User C is only responsible for appliance 456.					
Call Pattern	SC Type	Service Depot	Appliance S/N	E-mail Address	
SC Call	-	-	-	Α	
SC Call	-	-	-	В	
SC Call	-	-	456	С	
SC Call	-	-	-	D	
	Removed Appliance S/N 456				Send e-mail
Call Pattern	SC Type	Service Depot	Appliance S/N	E-mail Address	SC Call
SC Call	-	-	-	Α	Appliance S/N :
SC Call	-	-	-	В	456
SC Call	-	-	- 1	D	Send e-mail
If Appliance S/ N 456 is removed, the e-mail address for C is also removed accordingly.					







□ See the presentation titled 'Handling Calls' for details on this function.






What is the Calendar

- Appliance at a customers site can pass calls on from devices to the @Remote Center.
 - For each month, you can specify the holidays, and the work start and end times for all work days during the month.
- □ If an SC call occurs when the calendar specifies that it is not a work time, an error signal is sent back to the device, and the device displays an error message. When the customer sees this, they can take action.

Slide 41

			E 1
	OR AND	Mantenance-Calendar Lief	
	eremote.	Catenaar List	<u>v</u>
	SET !! Site Information	Search New Enter Schedule	
		* Site Name NOCT01	
	LOGOUT	Seq CalendariD	
	Firmoare		
	• Firmware Main		
	Maintenance		
	Site ACL Service Depot ACL		
	Call Email		
<	Calendar		
	Continue to a		Total: 1
	n the Meintener	noo monu oliok (Oolondor)	
	n the Maintenai	nce menu, click "Calendar".	
	A list of the stor	red calendar types is displayed.	
_ /	 The Secret 	button diaplay information on the calo	adara usad bu
. ,	 The Search 	button display information on the cale	idars used by
<u> </u>	and the second to		
	appliances ir	n the selected site.	
	appliances inThe New but	n the selected site. tton allows you to program a new cale	ndar).
	appliances inThe New butWith the Ent	n the selected site. tton allows you to program a new cale er Schedule button, you can program	ndar). the holidays during

This is the Calendar List screen.

New Calendar: Ricoh recommends that you always use the DEF calendar. You can edit the defaults (for example, if your site observes different religious holidays). If you make another calendar, problems can occur, as explained in the notes on the next slide.

Site Information Site Information LOGOUT Site Information Site I	Stre Name DXT01 LOGOUT Calendar ID CEF Stre Name Data Gount 0 1 Data Gount 0 0 4 Sequence 0 0 0 5 Sequence 0 0 0 0 6 Sequence 0	Site Information Site Name LOGOLT Calendar ID DEF Statistics Site Name Site	(* bac
Site Name PCC101 LOCOULT Calendar ID DEF * Site LASM Image Month Data Court * Site LASM Image Month Data Court * Discover Ansis Image Month Image Month * Discover Ansis Image Month Image Month * Stressee Expect ACL Image Month Image Month * Calendari Image Month Image Month * Calendaria Image Month Image Month * Appliance * Image Month Image Month	Site Name DetT01 LOGOLTZ OEF Calendar ID DEF Firmware 30 Sciel List 1 Coloredar ID Des Court Firmware 30 Sciel List 0 Scistristion/Dis	Site Name PK/T01 LOGOUT Calendar ID DEF Statk Seg TargetMonh	
Locourt Colondar ID DEF * SML Lists Seg. Target Month Data Gount Firmmeare 1 00,0007 0 * Kirksson 3 04,0007 0 * Site ACL 0 0 0 * Calendaritizet ator 0 0 0 * Appliance 2 020000 0 0 * Appliance 2 020000 0 0	LOGOUT Calendar ID DEF * SutLASK A Seq Target Month Date Count * Site Addit 1 02/007 0 0 * Site Addit 2 0/0007 0 0 * Site Addit 5 66/007 0 0 * Site Addit 5 66/007 0 0 * Site Addit 7 02/007 0 0 * Site Addit 1 02/007 0 0 * Site Addit 0 02/007 0 0 * Site Addit 0 02/007 0 0 * Calenadit 0 02/007 0 0 * Calenadit 0 02/007 0 0 * Calenadit 1 12/007 0 0 * Calenadit 1 12/2007 0 0 * Calenadit 0 0 13 02/2007 0 * Calenadit 0 0 0	Calendar ID DEF	
Side ACL Sing Target Month Data Count Firmueure 1 02/2007 0 0 9 Common Count 0 0 0 9 Common Count 0 0 0 9 Maintenance 0 0 0 0 9 Secretics Depet ACL 0 0 0 0 9 Secretics Depet ACL 0 0 0 0 0 000007 0 0 0 0 0 9 000007 0	Section Dependence Section Dependence Section Dependence Observation O	Seg Target Month	
Firmware Image Nation Description 2 Diamsare Main 0 0 0 3 B 4/2007 0 0 0 3 B 4/2007 0 0 0 3 B 4/2007 0 0 0 4 G5/2007 0 0 0 5 B 6/2007 0 0 0 4 G5/2007 0 0 0 5 B 6/2007 0 0 0 6 G7/2007 0 0 0 9 B 10/2007 0 0 0 9 G4/2007 0 0 0 10 G2/2008 0 0 0 11 0/2007 0 0 0 12 0/2008 0 0 0 14 0/2008 0 0 0 14 0/2008 0 0 <th>Compose Compose <t< th=""><th>- Joed Leider works</th><th>Data Count</th></t<></th>	Compose Compose <t< th=""><th>- Joed Leider works</th><th>Data Count</th></t<>	- Joed Leider works	Data Count
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A List of months is displayed.	2 Extractors2.Statut 3 3 0.4/2007 0 Maintenance 6 0.5/2007 0 0 Stic.ACZ. 6 0.5/2007 0 0 Stic.ACZ. 7 0.6/2007 0 0 Stic.ACZ. 6 0.5/2007 0 0 Stic.ACZ. 7 0.6/2007 0 0 Stic.ACZ. 0.6/2007 0 0 0 Stic.ACZ. 0.6/2007 0 0 0 Solution 10 11/2007 0 0 0 10 11/2007 0 0 1 1 0 1 1 1 0 1	2 03/2007	0
Maintenance 5 \$60007 0 * site A2 6 07/2007 0 * Service Depot A2C 6 07/2007 0 * Callband 9 10/2007 0 0 * Callband 11/2007 0 0 0 * Autininistrator • 0 0 0 * Appliance • • 0 0	Maintenance 5 5 650007 0 Stite ACL 6 67/0007 0 0 Stite ACL 7 66/0007 0 0 Stite ACL 9 10/0007 0 0 Stite ACL 9 10/0007 0 0 Stite ACL 0 9/0007 0 0 Stite ACL 0 10 11/0007 0 10 11/2007 0 0 11 2 0/2008 0 0 13 4/ministrator 0 0/2/008 0 0 14 0/2/008 0 0 0	3 04/2007 4 05/2007	0
	: Site.ACL Service.Dept.ACL : Cult.Famil : Cult	Maintenance 5 06/2007	0
	Service Depit ACL 7 0 0(2007) 0 Solution 9 10 0(2007) 0 Solution 10 11/2007 0 Call Email 10 11/2007 0 Coloridation 11 12/2007 0 Coloridation 13 0/2008 0 Administrator 14 0/2008 0	 Site ACL 6 07/2007 	0
Solution Calculat Solution Calculat Solution Calculat Cartification/IDz Administrator Administrator Administrator Administrator Administrator	: cult.mod 9 102007 0 : cult.mod 100007 0 : cult.mod 100007 0 : cult.mod 100007 0 : cult.mod 100000 0 : cult.mod 1000000 0 : cult.mod 1000000000000000000000000000000000000	Service Depot ACL P 1 1 1	0
Solution Catardian Catardian Catardian Catardian Catardian Catardian Control on Control o		• Call Email 9 10/2007	0
Collection Contrology Certification/ID2 Administrator Appliance Alist of months is displayed.	Calendari Certification/IDe Administrator Appliance	 Solution 10 11/2007 	0
A list of months is displayed.	Certification/Dz 0 Administrator 1 Appliance 2	Calendar 11 12/2007	0
A dist of months is displayed.	Administrator	<u>Certification/IDz</u> 12 01/2008 13 02/2008	0
A list of months is displayed.	- Applance -	Administraton 14 03/2008	0
A list of months is displayed.	- olikumite	Auntinistrator	
A list of months is displayed.			
Double-click on a month to select the work start and a	A list of months is displayed.	Administrator	e work start and end ti

This screen appears if you click New in the Calendar List screen.

If you do not input any data for a month, the default settings for the DEF calendar will be applied, as explained below. This only happens for the DEF calendar. If you make a new calendar, and forget to edit it for a particular month, then there will be no calendar for that month. This will cause numerous errors with @Remote (for example, the appliance cannot acquire data from devices).

- On the first day of every month, the data set in the "DEF" calendar for the next month will automatically be applied (this will only happen if the Data Count is 0).
 - > Data Count: Number of work days in the month.
 - If the Data Count setting is not 0, the settings for the month that you specified elsewhere (see the next screen) will be applied.
- □ The default time/date setting for the DEF calendar are as follows, but can be edited if needed:
 - From Monday to Friday: Open at 9:00, Close at 18:00
 - Saturday and Sunday: Holiday
 - For example:

The calendar for April 2008 will be automatically applied at 20:00 UTC on 1st March 2008.

The calendar for May 2008 will be automatically applied at 20:00 UTC on 1st April 2008.

SET! Site Information	Apply									
									C	back
	ite Name	NKT01								
LOGOUT	alendar ID	DEF								
List: Requested CSV			_	_		_	_			
0	pen	09		00	*	Apply	to all dates			
Service Call	fose	17	-	00	*	Apply	to all dates			
· Call Last	arget	He	oliday	Open		3	Close	- 777	32	
Firmware	2/19 Mon)			09		00	• 18		00	
Firmware Main	2/20 Tue)			09	• :	00	- 18		00	
()	(/21 Wed)			09		00	- 18	× :	00	
Maintenance	2/22 Thu)			09		00	• 18		00	
• Site ACL	(/23 Fri)			09		00	- 18	1	00	
Service Depot ACL	(/24 Sel)	R		09	× :	00	- 17		00	_
Call Email	(/25 Sun)	R		09	• :	00	• 17	• :	00	
Solution	:/26 Mon)	L L	_	09		00	18		00	
Calendar	(27 Tue)		_	00		00	- 10		00	
Certification/IDz	(/zo wed)	U		09		00	10		100	-

This appears if you double-click a month in the list on the previous screen.





















In this section, we study how to change parameter settings in an @Remote Appliance, either from the Center GUI, or from the appliance UI.

□ The term 'Communication Server' is used many times in this section. This can be either the @Remote Gateway or the @Remote Center, depending on the item concerned.











		Procedure	e - 1	
Q	Control of the second sec	rece List will now be d	Search Appliance Search Appliance	0
Slide 5				

Search criteria

- □ Select or input at least one of the parameters listed under "Search Conditions".
 - Service Depot Name (It is recommended to input this parameter)
 - Customer Name/ID
 - > Appliance S/N
 - Tag ID (this is a customized serial number; usage will vary depending on the company)
 - ➢ Device S/N
 - Request Number
- □ It is possible to perform the search with only a portion of the Customer Name/ID, Appliance S/N, Tag ID or Device S/N.
 - > In such cases, add "%" at the end of the partial character string.
 - For example, "ABC%" can be input as the Customer Name/ID instead of the full "ABC Company".



- When 'EDIT OFF' is displayed, the available functions are different from when EDIT ON' is displayed.
- In this screen, EDIT OFF is displayed (see the drop-down box at the right side of the screen).
- Appliance Information: This screen is used to display and update the Appliance information.
- □ In EDIT ON mode, the list can be edited directly, without going into the Appliance Information screen.
 - This is useful if you want to edit more than one appliance at the same time. But, only three items can be edited: Customer Name, Service Depot, Appliance Administrator
 - Also, with the Export button, you can export the table, open it with Excel, edit it in Excel, and cut/paste it back into the table (only the Customer Name, Service Depot, Appliance Administrator items can be cut-andpasted)

Take care with this feature – the excel file must be have the same layout as the appliance list when you cut and paste data back into the appliance list. For example, if you delete a row in the excel file before you cut and paste, the bottom row appears on screen but not in the database at the @Remote Center any more – could be confusing

- But some items of data do not appear in this table. To get a more complete list of parameters, you must select EDIT OFF and edit the appliances one by one.
- If you edit the data in the on-screen table, the changes will be shown in red. This signifies that the changes only exist in your computer's hard disk, and have not yet been sent to the @Remote Center. To send to the center, click the Update button (do not change to Edit Off mode before you do this). Do this as soon as possible, especially if it is likely that more than operator will be working on the same set of appliances.

Continued on the next slide



- □ If you edit information in the EDIT ON screen, click the Update button before you return to EDIT OFF mode.
 - If you go back "EDIT OFF" mode without pressing the [Update] button, the following message will appear:

"The edited information will be discarded. Are you sure?"

Press [Cancel] to cancel the operation (default).

Press [OK] to discard the edited data and proceed to the next screen.

Other buttons

- > Device List: Changes to a device list, with the same search parameters
- Remove Appliance: Select an Appliance and remove it. This deletes the registration of that appliance at the @Remote Center. Do this if a customer cancels their @Remote service. Note that you have to delete the devices for that appliance first, or you will get an error.
- > Export: Export the list to a csv file



[Read] button

Issues a read request to the Appliance. At the next polling, the center will obtain the latest information from the Appliance, and then update the information displayed on the screen.

We will look at the data items in more detail on the next few slides.

rielus murkeu with un uste	risk * are required.
Request Number	QNXT0100306201
Appliance S/N	8911999930
Appliance Type	RC-Gate
Communication Method	2way
* Customer Name/ID	SIC ISHOKU TEST BASIL
Site Name	NXT01
* Service Depot Name	NXT01 Inc. Svc
* Operation Calendar	DEF
	/ID (Mandatory item)
Customer NameService Depot Name	e/ID (Mandatory item) Iame (Mandatory item)
 Customer Name Service Depot N Operation Cale 	e/ID (Mandatory item) Iame (Mandatory item) ndar (Mandatory item)

- □ Items in grey are read-only at normal user level.
- Most of them are grey at administrator level also, except for the Auto Discovery Timing settings
- □ However, administrator level has a much wider range of settings, as we shall see later.

Editable Items – 1

□ Calendar: See @Remote_08_Center GUI Maintenance Menu.ppt.

Option	
Address	1-2-3 NY
Location	12 Floor
Appliance Administrator Name	Mr. Smith
Appliance Administrator Phone	123-456
Appliance Administrator E-mail Address	smith@abc.com
Installation Date	01/23/2007 13:58:28
Note 1	Powered off every weekend
Note 2	
Note 3	
These items are all or	ptional.
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	 This menu is 	s only visible if th	e ACL is system adminis	trator
2	2. Select the Servi	ce Depot name	from the drop-down list	
3	3. Then input at lease Search.	ast one of the s	earch criteria, then click	(
	An Appliance	e List will now be	displayed	

Search criteria

- □ Select or input at least one of the parameters listed under "Search Conditions".
 - > Service Depot Name (It is recommended to input this parameter)
 - Customer Name/ID
 - ➢ Appliance S/N
 - > Tag ID
 - ➢ Device S/N
 - Request Number



Procedure - 3



List of Editable Items Information Tab



Information Tab, Editable Items

- □ Customer Name/ID Input Customer Name/ID.
- Address
- Location
- Appliance Administrator Name
- □ Appliance Administrator Phone
- □ Appliance Administrator E-mail Address
- D Note 1
- D Note 2
- D Note 3

List of Editable Items Server Tab



Server Tab

- □ Model Name, Country Code, Language Code
 - > Note: For Embedded Appliances, these items are not displayed.
- Time Zone
 - > Note: For Embedded Appliances, this is fixed as "UTC".
- boxMailAddress
 - Sender Name: This E-mail address is used to send Email to the appliance administrator's address when events occur (e.g. errors, device firmware updates, stop/recovery of the Communication Server). Default: "rc_gate"
- □ cautionNoMemory
 - The appliance generates an error message (SC) when the remaining memory reaches this value. Default: 25%
- □ cautionNoSdcard
 - The appliance generates an error message (SC) when the remaining space on the SD card reaches this value. Default: 3%
- □ CheckTiming <day,hour,min,sec>
- Interval to check "cautionNoMemory" & "cautionNoSdcard" Default: 1min
 limitNoMemory
 - The appliance reboots when the remaining memory reaches this value. Default: 15%
- □ limitNoSdcard
 - The appliance reboots when the remaining space on the SD card reaches this value. Default: 1%
- □ RebootInterval <day,hour,min,sec>
 - Interval from SC occurrence to appliance reboot. Default: 3 min
- □ regulatedCount
 - The appliance stops when SC occurrences exceed this value. Default: 100 times
- □ ResetInterval <day,hour,min,sec>
 - > Term for "regulatedCount". Default: 1 hour



Center Tab

- Polling Interval Normal: Polling interval between the appliance and the gateway under normal conditions. Default: 3600 s
- Polling Interval Emergency: Polling interval between the appliance and the gateway (Emergency: When a call has occurred, the polling interval is 60 sec).
 Default 60 s
- □ Time Out: Polling Time Out. Default: 15 s

Continued on the next page

List of Editable Items Center Tab



"Property List" field

- Connection Timeout <day,hour,min,sec>: Timeout after the appliance tries to communicate with the gateway. Default: 30 s
- Delay Interval <day,hour,min,sec>: Interval from when the request is received to when it is forwarded to the gateway. Default 5 s
 - > Even if another request is received during this interval, the appliance can perform the reception and forwarding at the same time.
- DevCheckMargin <day,hour,min,sec>: Not available. Default: 1 minute
- httpGetPostRetryCount: No. of retries when forwarding back-up data to the gateway or receiving firmware info from the gateway. Default: 3 times
- httpGetPostRetryInterval <day,hour,min,sec>: Retry interval for "httpGetPostRetryCount". Default: 5 minutes
- maxMultipartCount: No. of messages which the appliance can receive from the G/W or send to the G/W at the same time. Default: 10
- maxRetryCount: The number of connection check retries between the appliance and the G/W. Default: 3
- PrevalidityMargin <day,hour,min,sec>: The appliance informs the G/W of the certification's expiration date, and then receives new certification from the G/W. Default: 30 days
- rescueURL: This is the Center URL, which is used when an emergency connection is required between the appliance and the G/W (in cases where the usual connection method is not available). Default: https://210.173.216.47/Rescue
- RetryInterval <day,hour,min,sec>: Connection retry interval between the appliance and G/W. Default: 3 s
- SleepBackCheckInterval <day,hour,min,sec>: Connection check interval between the appliance and G/W, in cases where the connection between the appliance and G/W is re-established. Default: 1 hour
- SleepShiftTime <day,hour,min,sec>: The amount of time after which the center judges that the appliance is in Sleep Mode following a communication disconnection between the center and the appliance. Default: 7 days



□ This slide shows the display when the Network tab is

Network Tab

Slide 20

□ These items are all read-only.

selected.



Auto Discovery Tab

- Auto Discovery URL: Auto Discovery URL. Default: https://210.173.216.40/Auto/AS
- Auto Discovery Flag: Auto Discovery setting, Disable=0, Enable=1. Default: 0 (Read-only)
 - The factory default is 0 (disabled). During installation, this is changed to 1 when we set up Auto Discovery.

"Auto Discovery Timing" field

- □ Timing Type Auto discovery interval can be one of the following:
 - Fixed Time Every Month
 - Fixed Time Every Week
 - Fixed Time Every Day (default)
- Date/Interval < day, date, time >: Display and input AD date, day, or time (in local time).

List of Editable Items Common Tab

@Remot-	Appliance Information For Admin 👥 👔				
exempte	Update		(* back		
Lound Mile Information	E Information El Server El	Center 1	E Network		
	E AutoDiscours E Common E	Notification	@Remote Service User Code Counter		
LOGOUT		Lana a	(mag)		
Registration	Acquisition Interval	43200	eecond		
New Regulateration	Acquintion Ketry Count	10000	CTW .		
Pre-installed Appliance Appliance Replacement	Acquation Ketry Interval	Jeriton .	anima .		
	Requiring Counter Interval	43000	HECODE .		
Appliance	Appunton Counter Retry Count	1 Internet	time -		
* Device	- Augument Counter Ketry Interval	fermon.	PROPAG		
* Disconnected List	Exec Interval NRS	43200	record		
Counter CSV	Exec Internal MIB	43200	second		
C List: Requested CSV	Exec Interval CSS	0	incond		
Sumply CSV	Retry Interval NRS	0	second		
New Newant	Retry Counter NRS	0 Revie			
E List: Requested CNV	Retry Interval MIB	0	ercond		
Service Call	Retry Counter MIB	0 time			
* Call List	Retry Internal CSS	0	second		
Firmieare	Retry Counter CD	0 true	1. 2014 (349.07)		
* Eirmeure Main	Network Discovery Timer	43200	second		
Maintenance	Network Discovery Interval	3600	second		
* Sile ACL	Network Discovery Target	Include lixetion	-		
Coll Email	Alert Interval MIB	600	encond		
Solution Colombus	Network TimeOut	1	ercond		
Certification/IDa	Network Stop Extination Interval	269200	second		
+ Candiate Develop Infin-	Network Long Stop Extinution Interval	604900	eecond		
* Export Device List	RSe85 Stop Estimation Interval	0	second		
	RCoRe Long Stop Estimation Internal	10	second		

Common Tab – 1

- Acquisition Interval: Interval for acquisition between device and appliance. Default: 43200 s
- Acquisition Retry Count: Number of retries for acquisition of device information. Default: 1
- Acquisition Retry Interval: Retry interval for acquisition of device information. Default: 21600 s
- Acquisition Counter Interval: Interval for acquisition of device counter information: 43200 s
- Acquisition Counter Retry Count: The maximum number of retries to obtain device counter information. Default: 1
- Acquisition Counter Retry Interval: The interval between retries to obtain device counter information. Default: 21600 s
- Exec Interval NRS (or MIB, or CSS): NRS (or MIB, or CSS) device connection check interval. Default: 43200 s
- Retry Interval NRS (or MIB, or CSS): NRS (or MIB, or CSS) device connection check retry interval (in case of error occurrence). Default: 0 sec (21600 s for CSS)
- □ Retry Counter NRS (or MIB, or CSS): Number of NRS (or MIB, or CSS) device connection check retries (in case of error occurrence). Default: 0 (1 for CSS)

Continued on the next page

List of Editable Items Common Tab



Common Tab – 2

- Network Discovery Timer: Estimated time for device search (After the appliance detects a device disconnection, it tries to search for this device). Default: 43200 s
- D Network Discovery Interval: Device search interval. Default: 3600 s
- Network Discovery Target: Device IP address setting search conditions
 O: Only DHCP setting, 1 (default): Both DHCP and Fixed IP
- □ Alert Interval MIB: MIB device alert detection interval. Default: 600 s
- D Network TimeOut: MIB connection timeout. Read Only: 1 sec
- Network Stop Estimation Interval: Detection of NRS device disconnection. Default: 259200 s
- Network Long Stop Estimation Interval: Detection of NRS device disconnection. Default: 604800 sec
- RS485 Stop Estimation Interval: Detection of CSS device disconnection. Default: 259200 sec
- RS485 Long Stop Estimation Interval: Detection of CSS device disconnection. Default: 604800 sec

"Property List" field

- □ alertAlivePollingCountMIB: Not Available. Default: 20 sec ?????
- brokenWireEstimationInterval <day,hour,min,sec>: CSS disconnect call Default: 3 days
- connectMaxRetryCountNRS: No. of connection retries for an NRS device (only in the case of a device disconnection). Default: 3 s
- ConnectRetryIntervalNRS <day,hour,min,sec>: Connection retry interval for an NRS device (only in the case of a device disconnection). Default: 3 s
- ConnectTimeoutNRS <day,hour,min,sec>: Amount of time until a connection time-out with the @Remote device is declared following the last response from the @Remote device. Default: 30 s
- NotifyWakeupTimeoutNRS <day,hour,min,sec>: Device power ON notification time-out following completion of device firmware update. Default: 8 min
List of Editable Items Notification Tab

	Administrator->Search A	ppliance For Admin-Appliance L	ist For Admin	+> Angeliance	Informatio	n For Admin	
	A	ppliance Infor	matic	m For	Adn	ain	1
@Remote	Update						+ back
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	📕 Auto Discoveru	E Common E Notific	ation 📃	@Remote	Service	📰 User Co	de Counter
LOGOUT	Party of the second sec						
Registration 7	Notification Ti	ming					
* New Registration	Item Name	Timing Type	Day	Week	Hour	Minute	Secon *
Pre-installed Appliance	Alarm	Fixed Time of Every Date			23	0	
· Apphance Replacement	Counter Information	No Send					
Search	Device Status	Fixed Time of Every Date			18	29	
Appliance	MIB FSC	On Time					
Device	MIB Supply	On Time					
Disconnected List	SC/CC	On Time					_
Counter CSV	Supply	On Time					-1
C New Request	•1					and the second second	
C List: Requested CSV	Statement of Statement of Statement of Statement	1963 No.					
Sumply CSV	Retry Notifical	Karg Kanneanon					
	Item Name		B	atry	Interve	d (minute)	Count .*
List: Request	Alarm	Alarm Enable 2					4
	Counter Information	Counter Information Enable 60 3				3	
Service Call	Device Status Enable 60				3		
Call List	MIB FSC Enable 5				3		
Firminary	MIB Supply	MIB Supply Enable 5 3				3	
+ Firmmare Main	SC/CC		En	elde	2		4
	Supply		En	able	2		4 9
Maintenance	•1						
* Stin AP1							

"Notification Timing" field

- □ Alarm: Timing of alarm call notification. Default: Fixed time every day
- Counter Information *1: Timing of counter information acquisition. Default: Fixed time every day
- Device Status *1: Timing of regular device information acquisition. Default: Fixed time every day
- □ MIB FSC: Timing of MIB FSC call notification. Default: On Time
- □ MIB Supply: Timing of MIB supply call notification. Default: On Time
- □ SC/CC: Timing of SC/CC call notification. Default: On Time
- □ Supply: Timing of supply call notification. Default: On Time
- *1: When you set the time, you cannot set the time down to the minute, because the minute is randomly set by the Gateway.

Definition of Settings

- No Send: The call and/or device information is not notified. The call generated from a device is deleted.
- □ On Time: The call is notified immediately.
- Fixed Time of Every Month: The call and/or device information is notified once a month at the specified date and time. The date cannot be 29, 30, or 31.
- □ Fixed Time of Every Week: The call and/or device information is notified once a week at the specified day and time.
- □ Fixed Time of Every Date: The call and/or device information is notified every day at the specified time.

"(Not supported by RC Gate v3.46 or later)"

- When you open the Notification tab for the first time, you will see the above message.
- □ In 3.46 and later versions, the RC Gate has been modified to delete the "hourly" setting for AutoDiscovery (AutoDiscovery cannot be set in hourly cycles).
- □ Together with this change, the "hourly" setting was made invalid for all other notification timings as well.

List of Editable Items Notification Tab

	Administrator + Search A	Appliance For Admin = Appliance L	ist For Admin	Applance	Informatio	n For Admin	
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			control of the				
Load Site Information	Information	Server E C	enter E	^	letwork		
	Auto Discoveru	E Common E Notific	ation 📃 🗉	@Remote	Service	User Co	de Counter
LOGOUT							
Registration 🧧	Notification Ti	ming					
New Registration	Item Name	Timing Type	Day	Week	Hour	Minute	Secon.*
Pre-installed Appliance Appliance Replacement	Alarm	Fixed Time of Every Date	100.0		23	0	
a approved a second	Counter Information	No Send					
Search	Device Status	Fixed Time of Every Date			18	29	
Appliance	MIB FSC	On Time					
Device	MIB Supply	On Time					
- Discontraction Last	SC/CC	On Time					
Counter CSV	Subby	On Time					-
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Seve Request	Item Name		R	etry	Interva	I (minuto)	Count _
S List: Requested CSV	Counter Information			able	2		4
Commission Conff	Device Status			able	60		3
A Coll List	Device Status			able	60		3
Concerne .	MIB FSC MID Supply			Enable 5		3	
Firmware	MIB Supply		Er	Enable 5			
Firmearc Main	Super		E	Enable 2			
Maintenance	Subbly.		1.01	able			12
	1.						-

"Retry Notification" field (RC Gate S Pro/RC Gate A only)

- □ Alarm: Number of retries for alarm call notification. Default: 2 min. 4 times
- Counter Information: Timing of counter information acquisition. Default: 60 min. 3 times
- Device Status: Timing of regular device information acquisition. Default: 60 min.
 3 times
- □ MIB FSC: Timing of MIB FSC call notification. Default: 5 min. 3 times
- □ MIB Supply: Timing of MIB supply call notification. Default: 5 min. 3 times
- □ SC/CC: Timing of SC/CC call notification. Default: 2 min. 4 times
- □ Supply: Timing of supply call notification. Default: 2 min. 4 times

Definition of Settings

- □ Retry: Enable/disable whether notification is retried in cases where it has failed.
- □ Interval (minute): Interval for retries
- □ Count: The number of retries.

List of Editable Items Notification Tab

	Advantations Search A	nahance For Admines Anahance L	at For Adres	us dreshence	Informatio	n For Admin	
		L'AND TO C					
Remote	A	appliance Infor	matte	m roi	· Aan	un	2
Chernete	Update						(back
	Information	Server 10 C	enter MI		letwork		
Load Site Information	Auto Disconery	III Compose III Matific	ation I	@Remote	Service	III User Co	de Counter
	El Mato Discovera	EI COMMON EI HOUNC	attention and	greener			
LOGOUT	Company of the second second						
Registration	Notification T	ming					
New Registration	Item Name	Timing Type	Day	Week	Hour	Minute	Secon *
Pre-installed Appliance Appliance Replacement	Alarm	Fixed Time of Every Date			23	0	
approved a second	Counter Information	No Send					
Search	Device Status	Fixed Time of Every Date			18	29	
Appliance	MIBFSC	On Time					
Disconnected List	MIB Supply	On Time					
Counter CEV	Supply	On Time					
Conner car	al al	Loui mine					
List: Requested CSV							
Sumplu CSV	Retry Natificat	ian					-
Non Request	Item Name		R	etry	Interva	I (minuto)	Count -
List: Requested CSV	Alerm		Er	able	2		4
Remains Co.H	Counter Information		Er	able	60		3
Service Call	MIB FSC			able	60		3
Conceant	MIB FSC		Er	able	5		3
Firmware	SC/CC	MB Supply SC/CC			Enable 2		4
Elemears Main	Supply		Er	Enable 2			4
Maintenance	•					1	
							2

"Notification Timing" field

- □ Alarm: Timing of alarm call notification. Read-only, Default: On time
- Counter Information *1: Timing of counter information acquisition. Default: Fixed time every day
- Device Status *1: Timing of regular device information acquisition. Default: Fixed time every day
- □ MIB FSC: Timing of MIB FSC call notification. Read-only, Default: No Send
- □ MIB Supply: Timing of MIB supply call notification. Read-only, Default: No Send
- SC/CC: Timing of SC/CC call notification. Read-only, Default: On Time
- □ Supply: Timing of supply call notification. Read-only, Default: On Time
- *1: When you set the time, you cannot set the time down to the minute, because the minute is randomly set by the Gateway.
- All different from external appliances, except Counter Information and Device Status

List of Editable Items @Remote Service Tab



@Remote Service Tab

"Permit communication with @Remote Center System" field

- Communication with @Remote Center System: Displays whether or not @Remote service is currently enabled. Read only. Permit/Do not permit, Default: Permit
 - When @Remote Service is set to "Do not permit", the entire @Remote service is disabled.

"@Remote Service Functions" fields

- Firmware Update (Device): Displays whether or not firmware updates for Devices (RFU) are currently permitted. Read only. Permit/Do not permit, Default: Permit
- Firmware Update (Device With RC Gate S Pro/RC Gate A): Displays whether or not firmware updates for Devices with RC Gate S Pro/RC Gate A (RFU) are currently permitted. Read only. Permit/Do not permit, Default: Permit
- Firmware Update (Appliance): Displays whether or not firmware updates for Appliances (RFU) are currently permitted. Read only. Permit/Do not permit, Default: Permit
- □ Auto Discovery change setting: Displays whether or not Auto Discovery is currently permitted. Read only. Permit/Do not permit, Default: Permit



- Using this tab, you can enable or disable the user code counter service for devices.
- □ The user code counter tab has a different URL from the other tabs. The data goes to another gateway server. Do not change this URL.



□ The above operations can also be done with Search Appliance (Search Menu > Appliance). See the next two slides.

	PRemote	Appliance Type Communication Method * Outaneer Name/ZD 20th Name * Dansiae Depot Name * Gyuration Calendar	RC-Gate A Sway Uc-A1 CS Tower + User Code Counter From Company Use PIC, Service : DEF	•
Reg - N - D - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0	LOGOLT sisteration sisteration sisteration scientifield.Appliance splannee	Coprise Address Location Appliance Administrator Name Appliance Administrator Phone DataBistics Date DataBistics Date Note a Note a Note a	94000018 10 41 58	
Sug N Sup Sup Sup Sup Sup Sup Sup Sup	phy CSV for Request for Request for Requested CSV releve Call aff.Lint minuter minuter finitemance for ACL g	IP Address Acto Discoursy Ting Acto Discoursy Trining (Timing Type) Acto Discoursy Trining(Date/Detwork) Diret Code Counter Information	(12788) 3 Fixed Time of Every Date (53816)	
Doub Inforn	le click a	n appliance, the bottom c	then click Use of the screen.	r Code
A list	of manag	ged devices a	appears.	



	Remote Commun	nication Gate A
	PO (Jones Kintas) Andrá Boraura, Andrá Boraura, Andrá Boraura, Andrá Boraura, Marciana (Internación de Contente ant Internación de Internación	
_		Nerty Restore
U Or	 the RC Gate A u The feature mu 	user interface, Counter per User appears in the lhs menu ust be enabled at the Center GUI or all settings are graved out.
□ Af	ter enabled, click	con the first item in the menu
Contract Contract	unter per User R e Center GUI.	tetrieval should be 'Use' if the feature has already been enabled at

- □ This feature must be enabled at the @Remote Center GUI (Appliance Information for Admin, User Code Counter tab).
- □ If it is not enabled at the @Remote Center, all the settings are greyed out in the RC Gate A User Interface.
- □ To see how to enable, see the @Remote Core Training materials (section 9. Parameter Settings), or the center GUI manual.



□ User code and password: See the previous slide



















The display shows the settings that appear for an appliance installed for HTTPS communication with the gateway. For an appliance installed for SMTP communication, some of the items are not displayed.

Editable items

Time zone



□ Input the current date and time.



Maintenance Port – This refers to LAN1

IP address: The IP address for the LAN1 port. If you cannot use 192.168.10.1 for the LAN1 port in your environment, it is possible to change it to 192.168.1.1 or 192.168.250.1.

LAN Port – This refers to LAN2

- □ LAN type *1: Select Wired or Wireless, when using the optional Wireless LAN board.
- DHCP: Select "Enable" for an environment using a DHCP server.
- □ IP address: The IP address for the LAN2 port. If "Enable" is selected for DHCP, the IP address which the DHCP server assigned will be shown.
- □ Subnet mask: A subnet mask for the LAN2 port. If "Enable" is selected for DHCP, the subnet mask which the DHCP server assigned will be shown.
- Default gateway address: A gateway address for the LAN2 port. If "Enable" is selected for DHCP, the IP address which the DHCP server assigned will be shown.
- □ Ethernet speed: Select the Ethernet speed for the LAN2 port.

Continued on the next page



DNS Server

- Main DNS server: Enter the IP address of the DNS server which the appliance mainly uses.
 - This is not required when you enter the proxy server or SMTP server by its IP address and not by its name.
- Sub DNS server: Enter the IP address of the Sub DNS server, if you have a secondary DNS server, a server to use when the [Main DNS server] cannot be used for some reason.



- Send Test E-mail (button): Sends a test E-mail to check the settings. The RC Gate will send a test mail to [RC Gate admin's E-mail address] when you click this button.
- RC Gate E-mail address (for sender): An E-mail address for the RC Gate. Default: "rc_gate".
 - If the "E-mail (SMTP)" method is used, this E-mail address is used to send the collected information to the Communication Server.
 - If the "Internet encryption communication (HTTPS)" method is used, the Email address is used to send E-mail to the RC Gate admin's E-mail address when events occur (for example, error, updating firmware of the devices, stop/recovery of the Communication Server).
 - > Set the E-mail address within 126 characters.
- RC Gate E-mail address (for receiver): This E-mail address is used to send a reply E-mail to the RC Gate. You can set multiple addresses by putting a comma (,) between each address. Do not input more than 255 characters.
- □ RC Gate admin's E-mail address:
 - With the "E-mail (SMTP)" method, device information found by Auto Discovery will be sent to this address as well as to the Communication Server. You can set multiple addresses by putting a comma (,) between each address. Do not input more than 255 characters.
 - With the "Internet encryption communication (HTTPS)" method, an E-mail is sent to this address when an event (for example, error) occurs. Also, with the HTTPS method, you will not be able to input this address before the registration of the equipment is completed.
- Number of times to resend E-mail: This is the number of retries to the SMTP server when an E-mail transmission fails. Set it from 1 to 10.
- Resend E-mail interval time: This is the interval between retries to the SMTP server when an E-mail transmission fails. Set it from 1 to 60 seconds.



Editable/Usable Items **RC Gate Settings - E-mail** These settings appear if Send Test E-mail Apply 📉 Restore you select 'RC Gate • RC Gate E-mail address (för sender) rc_gate Settings - E-mail'. ate E-mail address (for secei • RC Gate admin's E-mail add ues to resend E-meil time(s) 15 second(s) SMTP Server • SMTP set • SMTP server nor @ Disable C Enable • SMTP_AUTH SMTP_AUTH ٠ • Pa POP Serve FOP before SMTP @ Disable C Enable · POP or • POP == • Herr • Pasewor

SMTP Server

- SMTP server address: This is the IP address or name of the SMTP server (a server to send E-mails). You must enter this when using the "E-mail (SMTP)" method.
- SMTP server port: This is the port number for the SMTP server. Usually set to 25.
- SMTP_AUTH: Select "Enable" if your SMTP Server uses SMTP authentication. Select "Disable" if your SMTP does not use SMTP authentication or uses POP before SMTP authentication.
- SMTP_AUTH authentication method: Set this item when [SMTP_AUTH] is set to "Enable". Select from among Auto, DIGEST-MD5, CRAM-MD5, LOGIN and PLAIN.
- User name: This is the user name (User ID) used for SMTP_AUTH authentication. Usually, the same E-mail address as [RC Gate E-mail address (for sender)] is applied, but it may be different for security reasons.
- Password: A password for [User name] used for SMTP_AUTH authentication. Usually, the same password as [RC Gate E-mail address (for sender)] is applied, but it may be different for security reasons.



POP Server

- POP before SMTP: Select "Enable" if your SMTP uses POP before SMTP authentication. Select "Disable" if your server does not use SMTP authentication or uses SMTP_AUTH authentication.
- □ POP server address: This is the IP address or the name of the POP server when using "POP before SMTP" authentication.
- POP server port: This is the number of the POP server port when using "POP before SMTP" authentication. Usually set to 110.
- User name: This is the user name (User ID) used for POP before SMTP authentication. Usually, the same E-mail address as [RC Gate E-mail address (for sender)] is applied, but it may be different for security reasons.
- Password: This is the password used for [User name] when using POP before SMTP authentication. Usually, the same E-mail address as [RC Gate E-mail address (for sender)] is applied, but it may be different for security reasons.
- □ Wait time after authentication: Set the wait time longer if an error occurs with POP before SMTP authentication. Set the time at 0 to 30 seconds.



Read-only

□ This setting is made during installation (see 'Connect the RC Gate to the Customer's LAN' in the Installation section of this course)



Connection Details – Always Connected

- □ Internet connection method: This shows that "Always connected" is selected.
- Proxy server: This can be set to enable the HTTP proxy. Set the items below when "Enable" is selected. If "Disable" is selected, there is no need to set the items below.
- Proxy IP address: Enter the HTTP proxy server name. If the domain name is specified by HTTP proxy server, make DNS server settings as explained in "Editable Items – 3".
- **D** Proxy port: Enter the port number of the HTTP proxy.
- Proxy user name: Enter the user name for HTTP proxy authentication, within 30 characters.
- Proxy password: Enter the password for HTTP proxy authentication, within 30 characters.
- Proxy domain name: When using Windows authentication, enter the proxy domain name, within 255 characters. Only NTLMv2 authentication is available.



Connection Details – Dial-up

- Phone No. Settings
 - > Internet connection method: This shows that "Dial-up" is selected.
 - > Access point: Select the access point from the list.
 - RC Gate phone No.: This is the telephone number for the appliance. Enter the telephone number from the country code with numerals, -, # and *. Do not use (). For example: 810312345678
 - > Line connection: Select a telephone line type for the appliance.

If the appliance exclusively uses a telephone line, select "RC Gate exclusive line."

If the appliance shares a telephone line with a fax, select "RC Gate and fax shared line (RC Gate priority)" or "RC Gate and fax shared line (Fax priority)."

- You must enable dial-tone detection in the fax machine when you select "RC Gate and fax shared line (Fax priority)."
- The "FAX" interface on the modem board will be enabled when "RC Gate and fax shared line (RC Gate priority)" or "RC Gate and fax shared line (Fax priority)" is selected.
- **D** Dialing Line Settings
 - Pulse/Tone dialing line: Select from "Tone dialing phone", "Pulse dialing phone (10PPS)" and "Pulse dialing phone (20PPS)."
 - Outside access No.: The numbers or characters (#, * or comma) to connect outside. If a pause is needed after the outside access number, add a comma. A comma gives a 2-second pause.



Auto Discovery Settings

- □ Auto Discovery: Shows whether to use Auto Discovery, or not.
- Permit setting of Auto Discovery from Communication Server: This is shown only with the "Internet encryption communication (HTTPS)" method.
 - If you select "Permit", the Communication Server will automatically register the device found by Auto Discovery in the appliance. To make this function invalid, select "Do not permit."
- Max. E-mail size: This is shown only with the "E-mail (SMTP)" method. Select the maximum capacity for each E-mail from the Communication Server. The Email contains the results of Auto Discovery.
- □ Auto Discovery Start Schedule: Select when to run Auto Discovery.
- SNMP community name: Enter an SNMP community name within 30 characters if there are SNMP compatible devices in the target devices of Auto Discovery.
 - > Input [SNMP community name] in the order of higher usage frequency.
 - > Remove any [SNMP community name] that you do not use.

Edit Auto Discovery F	(arge Delete].		💦 Refiesh 🍫 App
¢ ¢ 1/1 ¢ ¢[Display items : 10 💌			Add Dele
Total : 5				
Range	Subnet Mask	Discovery	Range Name	Comment
▲ ▼	▲ ▼	A 🔻	▲ ▼	∧ ▼
192.168.20.9	255.255.255.255	Enable 💌	Aficio 551	192.168.20.9
192.168.10.0	255.255.255.240	Enable 💌	ab	1-15
192.168.10.224	255.255.255.224	Enable 💌	cd	224-254
192.168.9.0	255.255.255.224	Enable 💌	efg	1-31
192.168.9.64	255.255.255.240	Enable 🝷	hig	65-80
 These s Discov The the (dis 	settings appea ery Range'. e window appea Auto Discover scussed later in	ar if you s ars like th y Settings this sect	select 'Auto E iis if you select s by Specifying ion).	Discovery - Edit Auto t 'Subnet mask ranges' i g Range screen

Edit Auto Discovery Range

- □ Total: Shows the total number of registered ranges.
- Range: The IP address that, with subnet mask, defines the range that will be searched during Auto Discovery. Enter the IP address in "x.x.x.x" format.
- Subnet Mask: The subnet mask for each range. Enter the subnet mask in "x.x.x.x" format.
- Discovery: Select Auto Discovery enable or disable for this range.
- □ Range Name: The network address name entered for the IP address range.
- **Comment:** You can enter comments for each [Range] within 61 characters.

				Refresh 🚁 A
φ φ 1 Λ φ φ∥	Display items : 10 💌			Add D
Total 5				
Start IP Address	End IP Address	Discovery	Range Name	Comment
~ ~	* *	A 🔻	A T	**
192.168.20.9	192.168.20.9	Enable 💌	Aficio 551	192.168.20.9
192.168.10.1	192.168.10.15	Enable 💌	ab	1-15
192.168.10.224	192.168.10.254	Enable -	cd	224-254
192.168.9.1	192.168.9.31	Enable 💌	efg	1-31
192,168,9,65	192,168,9,80	Enable .	lhia	65.90

Edit Auto Discovery Range

- □ Total: Shows the total number of registered ranges.
- Start and End IP addresses: These define the address ranges for Auto Discovery
- □ Discovery: Select Auto Discovery enable or disable for this range.
- □ Range Name: The network address name entered for the IP address range.
- □ Comment: You can enter comments for each [Range] within 61 characters.

				K Back Apply
Remaining : 256				
Range	Subnet Mask	Discovery Range Name	Commen	
J 0.0.0.0	D.O.O.O	Enable 🔻		
0.0.0.0	D.0.0.0	Enable 💌		
0.0.0.0	D.0.0.0	Enable -		
0.0.0.0	D.0.0.0	Enable 💌		
0.0.0.0	D.O.O.0	Enable 💌		
0.0.0.0	D.O.O.0	Enable 💌		
0.0.0.0	D.O.O.0	Enable 💌		
0.0.0.0	D.O.O.0	Enable 💌		
0.0.0.0	0.0.0	Enable 💌		
0.0.0.0	0.0.0.0	Enable 💌		

Add Auto Discovery Range

□ The items are the same as Edit Auto Discovery Range.

Int Display items: ID Clear All Select 1:7 Subset Mask Discovery Rarge Name Connarent Delete 8:10 255 235 255 128 Enable mao 1.127 Image Name Delete 8:10 255 235 255 128 Enable pop 128 254 Image Name Image Name <th>Clear All Select Total: 7 Rarge Name Command Delate 192.168.1.0 255.255.255.128 Enable par 1.127 [] 192.168.1.0 255.255.255.128 Enable par 1.28-254 [] 192.168.1.0 255.255.255.18 Enable par 1.28-254 [] 192.168.1.0 255.255.255.0 Enable par 1.63 [] 192.168.5.128 255.255.255.192 Enable ebc 1.63 [] 192.168.5.128 255.255.255.192 Enable ghi 1.28-191 [] 192.168.5.128 255.255.255.192 Enable ebc 1.63 [] 192.168.5.128 255.255.255.192 Enable ghi 1.28-191 [] 192.168.5.64 255.255.255.192 Enable ghi 1.28-191 []</th> <th>Image: Name Clear All Select All stat: 7 Subset Mask Discovery Range Name Comment Delte 168:10 255:255:128 Enable mano 1-1:27 Image: Name Order Image: Name Image: Name</th>	Clear All Select Total: 7 Rarge Name Command Delate 192.168.1.0 255.255.255.128 Enable par 1.127 [] 192.168.1.0 255.255.255.128 Enable par 1.28-254 [] 192.168.1.0 255.255.255.18 Enable par 1.28-254 [] 192.168.1.0 255.255.255.0 Enable par 1.63 [] 192.168.5.128 255.255.255.192 Enable ebc 1.63 [] 192.168.5.128 255.255.255.192 Enable ghi 1.28-191 [] 192.168.5.128 255.255.255.192 Enable ebc 1.63 [] 192.168.5.128 255.255.255.192 Enable ghi 1.28-191 [] 192.168.5.64 255.255.255.192 Enable ghi 1.28-191 []	Image: Name Clear All Select All stat: 7 Subset Mask Discovery Range Name Comment Delte 168:10 255:255:128 Enable mano 1-1:27 Image: Name Order Image: Name
Sibnet Mask Discovery Rarge Name Comment Delete 4	Total : 7 Range Subnet Mask Discovery Range Name Comment Delete A * A * A * A * A * A * Delete 192.168.1.0 255.255.255.128 Enable man 1.127 Image: Comment Delete 192.168.1.0 255.255.255.128 Enable pqr Image: Comment	stal : 7
Subset Mask Discovery Rage Name Comment Delete & * & * & * & * & * Pelete 8.10 255 255 255.128 Enable mao 1127 Image Name Pelete 8.11 28 255 255 255.128 Enable pop 128-254 Image Name Pelete 8.10 0 255 255 255.128 Enable pop 128-254 Image Name Pelete 8.50 255 255.192 Enable Image Name Pelete 8.5128 255 255.192 Enable ghi 128-191 Image Name Image Name Image Name Pelete 8.510 255 255 255.192 Enable ghi 128-191 Image Name	Range Subtet Mask Discovery Range Name Comment Delete 192.168.10 255.255.255.128 Enable mao 1-127 1 192.168.11.28 255.255.255.128 Enable pqr 128-254 1 192.168.10.0 255.255.255.192 Enable pqr 128-254 1 192.168.5.0 255.255.255.192 Enable pdr 128-163 1 192.168.5.128 255.255.255.192 Enable ghi 1-63 1 192.168.5.128 255.255.255.192 Enable ghi 128-191 1 192.168.5.64 255.255.255.192 Enable ghi 128-191 1	Subnet Mask Discovery Rarge Name Conoment Delete 168.10 255.255.255.128 Enable man 1-1.27 . 168.10.128 255.255.255.128 Enable pqp 128.224 . 168.10.0 255.255.255.128 Enable pqp 128.224 . . 168.10.0 255.255.255.192 Enable
A A A A A 8.10 255 255 255 128 Enable mao 1.127 1.127 8.1128 255 255 255 128 Enable pq 128-254 1.128 8.101.0 255 255 255 128 Enable IIII 8.50 255 255 192 Enable ebc 1-63 1.63 8.5128 255 255 192 Enable ghi 128-191 1.128 8.5102 255 255 192 Enable ghi 128-254 1.128 8.5128 255 255 192 Enable ghi 128-191 1.128 8.5104 255 255 192 Enable ghi 128-254 1.128 8.564 255 255 192 Disable def	A C A C A C A C A C 192.168.1.02 255.235.255.128 Enable mao 1.127 1 192.168.1.128 255.255.255.128 Enable pqr 128-254 1 192.168.10.0 255.255.255.192 Enable abc 1-63 1 192.168.5.128 255.255.255.192 Enable ghi 128-191 1 192.168.5.128 255.255.255.192 Enable ghi 128-191 1 192.168.5.128 255.255.255.192 Enable ghi 128-191 1 192.168.5.64 255.255.255.192 Enable ghi 129-254 1	Image: Non-State index in
8.10 255 235 225 128 Enable mao 1.127 Image: Constraint of the state of the sta	192.168.1.0 255.255.255.128 Enable pano 1-127 Image: Constraint of the state of	168.10 255.255.255.128 Enable nao 1-127 Image: Constraint of the state of the s
8.1 128 255 255 128 Enable pop 128-254 I 8.101.0 255 255 128 Enable IIII 8.101.0 255 255 129 Enable shc 1-63 IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	192.168.1.128 255.255.255.128 Enable pqr 128-254 Image: Constraint of the state	168.128 255.255.255.128 Enable por 128-254 □ 168.101 255.255.255.00 Enable IF 168.50 255.255.255.192 Enable abc 1-63 I IF 168.5128 255.255.255.192 Enable ghi 128-191 I 168.5129 255.255.255.192 Enable ghi 128-191 I 168.564 255.255.255.192 Enable ghi 192-254 I
8.101.0 255.255.25.0 Enable <td>192.168.101 0 255.255.255.0 Enable <!--</td--><td>L68.101.0 255 235 255.0 Enable ed. Image: Constraint of the state of the st</td></td>	192.168.101 0 255.255.255.0 Enable </td <td>L68.101.0 255 235 255.0 Enable ed. Image: Constraint of the state of the st</td>	L68.101.0 255 235 255.0 Enable ed. Image: Constraint of the state of the st
8.5 0 255 235 255 192 Enable ebc 1-63 Image: constraint of the state of the sta	192.168.5.0 255.255.255.192 Enable abc 1-63 Image: Constraint of the constraint of t	168.5.0 255.255.255.192 Enable abc 1-63 □ 168.5.128 255.255.192 Enable ghi 128-191 □ 168.5.192 255.255.192 Enable jkl 192-254 □ 168.5.64 255.255.192 Disable def 64.127 □
8.5.128 255.255.255.192 Enable ghi 128-191 [] 8.5.192 255.255.192 Enable jkl 192-254 [] 8.5.64 255.255.192 Disable def 64.127 []	192168.5128 255.255.255.192 Enable ghi 128-191 I 192168.5129 255.255.255.192 Enable jkl 192-254 I 192168.5.64 255.255.255.192 Disable def 64127 I	168.5.128 255.255.255.192 Enable ghi 128-191 □ 168.5.192 255.255.255.192 Enable jkl 192-254 □ 168.5.64 255.255.255.192 Disable def 64.127 □
8.5 192 255.255 192 Enable jkl 192.254 I 8.5.64 255.255 192 Disable def 64.127 I	192.168.5.192 255.255.255.192 Enable jkl 192.254 [] 192.168.5.64 255.255.255.192 Disable def 64.127 []	168.5 192 255 255 255 192 Enable jbl 192-254 □ 168.5 64 255 255 255 192 Disable def 64-127 □
8.5.64 255.255.255.192 Disable def 64-127	192.168.5.64 255.255.192 Disable def 64.127	168.5.64 255.255.255.192 Disable def 64.127

Delete Auto Discovery Range

□ In the Delete column, select the ranges to delete, then click Apply





Auto Discovery Settings by Specifying Range



Common Management

 Devices to repeat search (HTTP and SNMP): This selects which devices are subject to repeat searching. There are two choices: "Only auto-obtained (DHCP) IP address(es)" and "Auto-obtained (DHCP) and specified IP address(es)."

These read-only items are set up by the @Remote Gateway.

	Registered Device	List C	onfirm registered	device information.		
						Refres
	[¢ ¢ 1/ ¢	🖒 📔 Display ite	ms: 10 💌			
	Device total : 6		,			
	Machine ID	Model Name	IP Address	MAC Address	Connection Type	Status
	A 🔻	A 🔻	× •	A V	**	
	3A19-9990001	Afficio 2035e	192.168.5.10	00.00.12.34.36.78	LAN (HTTP)	Power on
	3A19-9990002	Afiicio 551	192.168.5.11	00;00:12,34,36,79	LAN (SNMP)	Poweron
	3A19-9990003	Afiicio 850			RS-485	Poweron
	3A19-9990004	Afficio 1232C	192.168.5.13	00.00.12,34,36,%	LAN (HTTP)	Poweron
	3A19-9990005	Afiicio 2232C	192.168.5.14	00,00,12,34,36,76	LAN (HTTP)	Poweron
	3A19-9990006	CL7100	192.168.5.15	00.00.12.34.36.76	LAN (SNMP)	Poweron
1	These set Registere This is a l	tings appo d Device I ist of the o	ear if you ₋ist'. devices th	select 'Devi	ce Managem tered with th	ent – is RC G
ב	If you clic registered	k 'Machin I informat	e ID' for a ion. See ti	device, you he next slide	can change	some o

Registered Device List

- Machine ID: The machine ID for the device. This is the serial number or the ID2. If it is the ID2, the six spaces are removed.
- □ Model Name: The model name of the device. If the equipment could not collect the model name, it will be shown as "---."
- □ IP Address: The IP address for the device. "---" will be shown for devices connected by RS-485 (CSS devices).
- MAC Address: The device's MAC address. "---" is displayed for devices connected by RS-485 (CSS devices).
- □ Connection Type: The connection type of each device.
 - LAN (HTTP): Devices connected on a network from which information is collected by HTTP protocol.
 - LAN (SNMP): Devices connected on the network from which information is collected by SNMP protocol.
 - > RS-485: Devices connected to the RC Gate with an RS-485 cable.
- □ Status: Shows the current status of the devices.
 - Power on
 - Power off
 - Suspended: This means 'disconnected'
- □ For details on device suspension, see the following file: Device Suspension.doc

	Apply X Restore
Machine ID	: 3A19-9990001
Device name	3
 Model name 	: Afiirio 2035e
 IP address 	: 192.160.5.10
 MAC address 	-WHILLING M
Meter Reading Date (Time)	: 31 (1.0)
Connection type Device ID (RS-485)	-0
 Method to assign IP address 	. C Specify C Auto-Obtain (DHCP)
SNMP community name	
· second community man	
Device location	
 Machine administrator's E-mail address 	3
 Supply ordering person's E-mail address 	3
 Service depot 	
 Service depot contact 	<i>t</i>
Supply order from Supply order shows Mo	
 ashbay order becare two. 	

Editable Items

- Device name: This is the name for the device. Enter the name within 30 characters.
- Meter Reading Date (Time): This is the date and time when the equipment reads the counter of the device.
- Device ID (RS-485): The ID for a device which is connected by RS-485. "0" will be shown for a device connected through the LAN.
- Method to assign IP address: The method to assign the IP address for this device on the network. Select from "Specify" or "Auto-Obtain (DHCP)."
- SNMP community name: The community name for a SNMP compatible device. Enter within 30 characters.
- Device location: The name of the place where the device is located. Enter within 30 characters.
- Machine administrator's E-mail address: The E-mail address for the device administrator. Notice E-mails such as "Updating device firmware" and "device suspension" are sent to this address. Enter within 120 characters.
- Supply ordering person's E-mail address: The E-mail address for the person responsible for keeping supplies. Enter within 120 characters. Depending on the area and service availability, the address might not be displayed.



Update Device Firmware

- Previous Update Details: Click to show the results of the latest update (see the next slide).
- In previous versions of RC Gate firmware, the Update Device Firmware screen also had a button to start an RFU operation manually (the RC Gate still has this button, but it does not work any more). An e-mail was sent to the customer for them to start the update, then the user would use this function. But this feature was deleted from the Center GUI.


- Click [Previous Update Device List] to show information about the previous update, such as the ID, status, date, and the latest result of the updated devices: See the next slide for an example
 - > If there is no previous update, only [Back] will be shown.





Reboot

- The reboot will take a few minutes to complete. Before re-starting operation, confirm that the red and orange LEDs on the RC Gate have stopped flashing and the red LED is off.
- When "RC Gate and fax shared line (RC Gate priority)" has been selected with the dial-up connection method, the RC Gate does not start rebooting while the fax is in the off-hook state. The RC Gate will start rebooting after the fax is in the on-hook state.
 - During rebooting, the red and orange LEDs of the RC Gate flash. If the red and orange LEDs of the equipment do not start flashing or continue flashing, check if the fax is in on-hook state.



Shut Down

Click the [Shut Down] button to display the Shut Down dialog box. Then, click the [OK] button to begin shutdown. The [Shutting down RC Gate...] screen will appear.

Important

- □ Before you turn the power of the RC Gate off, make sure that the red and orange LEDs on the RC Gate stop flashing and the green, red and orange LEDs are lit.
- □ Turning off the power without shutdown can damage the RC Gate's hard drive and result in loss of logs up to the most recent hour.
- When "RC Gate and fax shared line (RC Gate priority)" has been selected with the dial-up connection method, the RC Gate does not start shutdown while the fax is in the off-hook state. The RC Gate will start shutdown after the fax is in the on-hook state. When shutdown is completed, the green, red and orange LEDs of the RC Gate will be lit. If the shutdown is not completed, check if the fax is in the on-hook state.

	Editable/Usable Items Service Test Call
 Maintenance Restart RC Gate Shut Down RC Gate Communication Server Service Test Call Device Check Reg. (Communication Log Service Call System Status 	Service Test Cell Use this function only when the service requests. Start • Log Operation: Request to send test cell: Web UI Receive GW MSO : test end
 This app Server (This tes Commu 	bears if you select 'Maintenance – Communication Calls - Service Test Call'. ts the connection between the RC Gate and the nication Server.
Slide 64	

Service Test Call

- □ Log: Shows the message from the Communication Server concerning the results of the test call.
- □ The contents of the log will not be sent to the Communication Server. This is a communication test only for the RC Gate.

Editable/Usable Items Device Check Request Call



□ In the RC Gate S Pro, this is called the 'Inquiry Call'.

Device Check Request Call (Inquiry Call) vs Service Test Call

- □ The Device Check Request Call tests the connection to the @Remote Center.
 - > The @Remote Center responds.
 - RC Gate A/RC Gate S Pro: After a successful test, "Status is normal* is displayed.
 - RC Gate: The response cannot be seen on screen. The only way to check the result is to dig around in the Communication Log, but it is all rather cryptic.
- □ Service Test Call: This tests all communication protocols between the appliance and the @Remote Center. There are many message/response cycles.
- □ The Service Test Call takes much longer than the Device Check Request Call.
- Because of this, the Device Check Request Call is a better way to initiate manual polling.
 - Manual polling: When you need to initiate a communication between the appliance and the @Remote Center.





Communication Log

- □ The log is shown sorted by time. The contents are in the order of; IP address, communication date and time, sent or received and communication contents.
- Date and time will be shown as UTC, equivalent to Greenwich mean time.



ntenance	Service Call	Check error information.
tart RC Gate t Down RC Gate	Error(s) have occurred	
munication Server	• 50 mil	.000
ervice Test Call	 SC code Datail code 	: 900 • .1390
Device Check Req. (Occurrence date/time	: Dec 8, 2005 4 49 10 PM
nmunication Log	Communication Server notif	ization : Notifying
vice Call	 Service depot 	4
	• Service depot contact	ror appears if you select 'Maintenan
tem Status The m Servic	• Service depot context	ror appears if you select 'Maintenand
 The m Servic If the shown 	• server depot contact nost recent er ce Call'. error has occ n.	ror appears if you select 'Maintenand urred, "Error(s) have occurred." is

- Communication Server notification: This shows the status of the notification to the Communication Server.
 - > Unnecessary
 - Notifying
 - Notified
 - ➤ Failed

Editable/Usable Items Maintenance – System Status

➢ Maintenanc	ce
> Restart RC	Clate System Status Check the system status
> Shut Down	n RC Gate
💝 Communica	ration Server (1) The system has been suspended.
> Service T	Test Call
Device C	Check Reg. 6 Reason Cannot connect to the Communication Server.
Communica	tation Log Disk (Time - Communication - 10/202004.12:12/22
> Service Call	11
> System Sta	atus
	This appears if you select 'Maintenance – System Status'. Shows if the equipment is in operation or in suspension. If the equipment is operating normally, the items below will not be shown.
Slide 68	

- □ Reason Shows the major reason for the suspension, and required action.
- Date/Time of suspension: Shows the date and time when the suspension occurred.
- $\hfill\square$ If a suspension occurs, check the following
 - Make sure that the proxy settings, such as the password, have not changed.
 - > Make sure that the Ethernet cable of the RC Gate has not been pulled out.
 - > Make sure that the power of network devices, such as the hub, is not off.
- □ If the items above have no problem, repair the RC Gate.
- Appliance suspension: For more information, see the following presentation in this course: @Remote_13_Disconnected Appliances.ppt

	<u> </u>	
K	CO	

	Editable/Usable Items Security - Password
😽 Security	Password Enter password, then click [Apply].
 Password Permissions 	🔬 Apply 🔀 Restore
	Current password : New password : Confirm password :
🗆 This	appears if you select 'Security - Password'.
This	is the password for the RC Gate Monitor login.
Slide 69	





Access time (in UTC), IP address, User (permission name), and login results will be shown.



- □ E-mail (SMTP) is also known as 'one-way'.
- □ RC Gate A and RC Gate S Pro do not have the E-mail (SMTP) mode.







v RC Gate Settings Basic Settings Change Customer Proincer Pacss	Basic Settings Check the setting contents.		<u>1</u> cr
HTTP Proxy Settings Change IP Address Send Permiss Email Sottings Communication Server Requests Service Test Call Inquiry Call System Status Notification Settings ► Auto Discovery Settings ► Device Management Settings ► Log Settings	Communication Server address: RC Gate ID: RC Gate location: Service depot: Service depot contact:	https://	
Top Page	Apply Restore		
□ Select from	the menu on the lef	t side of the screen.	

- □ In the top right of the screen, you can see a 'CE' mark. This indicates that the RC Gate S Pro is in CE (technician) mode.
- □ If you see "Administrator", it is in user administrator mode.
- Inquiry Call: This has the same function as the Device Check Request Call in RC Gate and RC Gate A.



Check the setting contents. Communication Server address: RC Gate ID: RC Gate location: Service depot: Service depot contact:
Communication Server address: https:// RC Gate ID: S56 RC Gate location: Service depot: Service depot contact: Service depot contact:
RC Gate ID: S56 0100 RC Gate location: Service depot: Service depot contact:
RC Gate location: Service depot: Service depot contact:
Service depot: Service depot contact:
Service depot contact:
Apply Restore

□ RCGate ID: Shows the ID2 of the RC Gate S Pro.



Change Customer Engineer Pass Change the Customer Engineer passwo	word rd.
 Old Customer Engineer Password: New Customer Engineer Password: Confirm Customer Engineer Password 	l:
Apply	
hese settings appear if you	u select 'Change Customer

HTTP Proxy Settings	ixy Settings
Specify proxy items.	
 Proxy server: Proxy server name (or address): Proxy port: Proxy user name: Proxy password: Proxy domain name: 	Disable Enable
Apply	
These settings appear if your settings appear if yo	ou select 'HTTP Proxy Setting

Proxy domain name: When using Windows authentication, enter the proxy domain name, within 255 characters. Only NTLMv2 authentication is available.



- □ When "Permit (default)" is selected, the IP addresses of the appliance and registered devices are sent to the @Remote Center.
- □ If you set 'Do not permit', the operation of the RC Gate S Pro will be extremely restricted, because all IP addresses will be informed as 0.0.0.0.
 - See the following file in the Reference Material directory for full details of the limitations on operation: Limitations if 'IP Address Sending Permission' is set to 'Do Not Permit'.doc



Editable/Usable Items **E-mail Settings** Email Settings □ These settings Enter E-mail infor appear if you select < SMTP Server > SMTP server address: 123.456.789.100 'E-mail Settings'. SMTP server port: Server mail address: smith@abc.com These are the settings for the SMTP < Authentication > Authentication type: None O POP3 O SMTP Server. POP3 server address: POP3 server port: Password: SMTP server connection test address SMTP server connection test: Apply Slide 80

- SMTP server: Enter the IP address or host name of the SMTP server to use for sending event notification e-mail.
- SMTP port No.: Enter the port number to use for communicating with the SMTP server. Default: 25
- Server mail address: Enter the e-mail address for the server. This e-mail address is the sender address when the RC Gate S Pro sends e-mails.
- □ Authentication type: Select an authentication method.
 - > [None]: Authentication is not applied. This is the default setting.
 - > [POP3]: Authentication is through the POP3 server.
 - [SMTP]: Authentication is through the SMTP server specified in [SMTP server:].
- POP3 server: Enter the IP address or host name of the POP3 server that will provide authentication. Only available if [POP3] is selected for the Authentication Type.
- POP3 port No.: Enter the port number to use when communicating with the POP3 server. Only available if [POP3] is selected for the Authentication Type.
- Authentication account: Enter the user name for authentication with the POP3 server. Only available if [POP3] or [SMTP] is selected for the Authentication Type.
- Authentication password: Enter the password for authentication with the POP3 server. Only available if [POP3] or [SMTP] is selected for the Authentication Type.
- Email address for SMTP server connection test: Enter an e-mail address. A test e-mail will be sent to the address to confirm that the SMTP server settings are correct.
- SMTP server connection test: Click [Perform]. A test e-mail will be sent to the email address specified in [Email address for SMTP server connection test:].



- @Remote Connector function availability: Select this to accept or refuse all requests from the @Remote Center.
- Communication Server Requests: Select this to accept Auto Discovery settings from the @Remote.
 - If "Restrict" is selected for the "@Remote Connector function availability" setting, the "Communication Server Requests" setting cannot be used.



- □ This function is not available in the RC Gate A.
- □ The RC Gate S Pro has it because it is a server. If there is a problem on the customer's network, the customer may wish to stop equipment on the network one at a time to see what is causing the problem.
- □ This function causes the RC Gate S pro to cease all operations, so that it can be 'eliminated from the enquiries'.





□ In the RC Gate, the Inquiry Call is known as the Device Check Request Call.





Notification Settings			This appears if you
Displays notification timing and notific	cation setting.		select 'Notification
< Notification timing >			Settings'
SC/CC:	Immediately		Settings .
Manual call:	Immediately		This setting screen
Alarm call:	Daily (14:40)	-	This setting screen
Supply order:	Immediately		displays information
MIB device FSC/Supply:	Immediately		about when the
< Notification Settings >			various notifications
SC/CC:	 Notify Do not notify 		are sent to the
Manual call:	 Notify O Do not notify 		@Remote Center
Alarm call:	 Notify O Do not notify 		enemote ochten.
Supply order:	Notify Do not notify		You can also specify
MIB device FSC/Supply:	Notify Do not notify		whether or not to
			send or these
			notifications

Auto Discovery Settings Make basic settings for Auto Discove	ry.
Auto Discovery:	⊙ Do not use ○ Use
< Schedule settings >	
Auto Discovery start schedule:	Monthly day(s) : (hh:mm)
	O Weekly Sunday - : (hh:mr
	O Daily : (hh:mm)
Apply	
his appears if you se	elect 'Auto Discovery Settings'.
hese are the basic Δ	uto Discovery settings for the BC

- □ The IP address ranges for Auto Discovery are inout with Device Discovery settings.
- $\hfill\square$ This is different from RC Gate and RC Gate A.
- □ For more on this, see Device Discovery Settings in @Remote_05_Installation.ppt

Confirm	Managed Device List Confirm registered device information.			
	1-1/litem(s) 🕑 🖲 D	isplayed items: 100	•	1 /1page(s)
Detail	Machine ID	Model name	IP address	Connection Type
Refre	sh			
This app Managed	ears if you I Device Lis	select 'Devic st'.	e Managem	ent Settings
The list s	hows devi	ces that were	detected b	y Auto Disc
Click Ref	resh to upo	date the list.		



Common Management

 Devices to repeat search (HTTP and SNMP): This selects which devices are subject to repeat searching. There are two choices: "Only auto-obtained (DHCP) IP address(es)" and "Auto-obtained (DHCP) and specified IP address(es)."

These read-only items are set up by the @Remote Gateway.

	- BC Color Colores				£ (6	
	Basic Settings	-	Enter OID for Serial Number Acquisition			
	Change Customer Engineer Password		Enter the OID to ac	ours the senal numbers of	non-Ficoh MB device(s).	
	HTTP Proxy Settings Change IP Address Send Permission Email Settings Communication Server Requests Service Test Call		(1) 136141	11.2.4.3.10.0.0	Commerci:	
			(3) 136141		Commert:	
			(4) 1.3.6.1.4.1.	<u></u>	Comment:	
	Inquiry Call		(5) 1.3.6.1.4.1.		Comment:	
	System Status	1	(6) 1.3.6.1.4.1.		Comment:	
	Auto Discovery Settings		(7) 136.1.4.1		Commert:	
	* Device Management Settings		(0) 136141		Comment:	
	Managed Device List Device Sattings per Connection Type		(9) 136141		Commerc:	
	Common Management		(10) 1.3.8.1.4.1.		Conners)	
	Enter OID for Serial Multiber Acquisition					
	Excluded IP Address Settings + Log Settings	H				
	Collect Device Debug Log		MIB OID Test	Apply Restore		
	Top Page			and the second s		

- □ This is a way to get serial numbers of non-Ricoh devices during Auto Discovery.
- Normally, the MAC Address of these devices is reported, instead of the serial number.
- But, if you specify the OID for a non-Ricoh device, Auto Discovery can pick-up the serial number of that device.
 - An OID (Object Identifier) is a data location within the device's Private MIB area. Because this information belongs to another company, it may not be easy to find out which OID is the correct one for the serial number for a particular model.
- When you find the OID for the serial number of a non-Ricoh device on the customer's network, input it into one of the spaces on the screen. Add the model name in the Comment field.
 - Click the MIB OID Test button to see what data comes back from the device. If it is the serial number, then you have the correct OID. See the next slide for how to use this feature.
- □ If there is more than one non-Ricoh model, how does the RC Gate S know which OID to use for which model? The RC Gate S looks inside these OIDs for all the non-Ricoh models, and looks for data that is in the format of a serial number.
 - You can also use the MIB OID Test feature to see if you got the correct data. See the next slide.
- □ For more information on this feature, see RC Gate RTB 4 (the RTBs are in the Reference Material directory)

	Editable/Usable Items Enter OID for Serial Number Acquisition
	MIB OID Test
	I P address: SNMP Community Name: DID: OID Value: Start Back Back
	Input the IP address of the non-Ricoh model in question. Input the OID where you think the serial number is. Click 'Start'.
Slide 91	The contents of the OID will be displayed.





Details of the procedure are shown in the service manual for the RC Gate S Pro/RC Gate A, in the following section.

@Remote Connector Features, RC Gate and Device Settings, Collect Device Debug Log





- □ The adjustments are similar to the RC Gate S Pro, which we have seen earlier in this presentation. We shall have a look at the most important differences.
- □ In addition, some functions are covered in the TTP for RC Gate A.




٦

You can set up to 255 IP addr	esses. Prohibited IP Address Settings Product a prohibited in a cost by PC Sets are available.
1	IP address
	COV 94
Remote Communication Gate A	Browse
	Import OSV
C Gate Settings	Access Prohibited IP Address
Basic	(H) (4) 1-10/255 (F) (H) Display items: 10 (W)
Date/Time	Select IP Address Comment
Network	
HTTP Proxy	
E-mail	
Access Prohibited IP Address	
Ping connection	
uto Discovery	
Basic Settings	
Protocol Settings	
Edit Auto Discovery Range	
vice Management	
stended Device Search Setting	Select All Unselect All Delete
Registered Device List	

- □ You have to select one at a time.
 - With the RC Gate A, it is also possible to import a set of addresses as a csv file.
- You will also have a chance to set up this function during setting up Auto Discovery.

IP Address Exclusion

- During Auto Discovery, the excluded addresses are skipped.
- But, if an excluded machine uses DHCP and its IP address changes into a discoverable address, it will not be skipped during the next Auto Discovery.
 - Conversely, a device can go from a detected IP address to an excluded IP address.
- So, if you use IP Address Exclusion, it is best to used fixed IP addresses for devices that need to be detected by the RC Gate A.

Slide 98

Auto Discovery in the new models

- □ RC Gate A is like the previous model 'RC Gate' (range setting, on/off)
- RC Gate S Pro does not have an independent range setting function. Auto Discovery uses a RC Gate S Pro function known as Onsite Discovery, which makes a list of detected devices. Auto Discovery and Device Registration both use data from this list.

IP Address Exclusion

- These IP addresses are only excluded during discovery-type sweeping operations, which ping each address within a specified range, looking for a response.
- Functions that use direct communication between the RC Gate A and a managed device, by pinpointing a known IP address, will still work for an address that has been excluded.
 - Also, during Remote Registration, if the excluded IP addresses are changed before registration is complete, and a device happens to be one of the excluded addresses, Remote Registration will still work, because this is not a sweeping-type operation.

Slide 99



- □ There is no way to do this from the UI of the RC Gate S Pro.
- The RC Gate A/RC Gate S Pro service manual contains a procedure for how to this: Troubleshooting Guide, How to Disable the Ping Send (RC Gate S Pro only).
- Some customers disable the Ping command to reduce network traffic. If an RC Gate is installed in this environment, AD and device connection check do not work, because Ping is not available.
- □ If Ping is disabled, SNMP is used to check the IP address instead of ping.





□ Initial settings menu: See 'How to Access the Settings – 1'. Select Initial settings in the drop box menu instead of RC Gate Configuration.

Extended Device Search - 1

- At Auto Discovery, there can be problems with Ricoh devices that contain controllers from other manufacturers (such as EFI or Samsung).
- This new feature enables or disables a different type of search function that is more likely to find such devices.
- Normal Ricoh MFPs have a GW controller that contains Printer MIB, Fax MIB, Copier MIB, and so on. The appliance looks for the MIB and recognizes the type of device in accordance with the type of MIB found.
- □ In models with EFI controllers, the printer MIB is held in the EFI controller, not the GW controller.
- □ This is in the RC Gate A only, not in the RC Gate S Pro.

Slide 102

Extended Device Search - 2

- With the normal AD search (ping, followed by SNMP inquiry), the appliance finds the EFI or other controller, because it contains the printer MIB, but cannot find the GW controller. So, this device cannot be managed as a HTTPS device by remote registration. It can only be managed as an SNMP (MIB) device.
 With the new AD search function, the RC Gate A searches
- first using the normal search method (prtGeneralConfigChanges). Then, using another type of MIB command (ricohNetContType), it investigates the devices that it found but did not have printer MIB in the GW controller. This can find printer MIB stored in other controllers, such as EFI or Samsung controllers.
- □ This search takes twice as long.
- Devices with the Cosmos controller can be found with the first search.

Slide 103

Remote Commun	cation Gate A	CE
RO Gate Settings Baic Date/Time Natrock E-mal HTTP Prov Access Prohibited P Address Price Constraints Access Prohibited P Address Protocol Settings Edit Auto Discovery Baics Settings Edit Auto Discovery Pange Protocol Settings Edit Auto Discovery Pange Protocol Settings Registreed Device Lott Registreed Device Lott Registreed Device Lott Registreed Device Lott Registreed Device Conter Dorson Management Lotade Device Fimmere Baice Lotade	Extended Device Search Setting Set extended device search function: Multi LANport device	

RFU Timeshift

- An appliance can monitor devices in very remote locations. For example, the RC Gate A can be in New York, but some devices can be in Los Angeles; a different time zone.
- □ If the RFU is set up for 2200 New York time, then the RFU on the devices in Los Angeles could start during Los Angeles office hours.
- To prevent this, at the RC Gate A, set up the timeshift function in advance for those devices in different time zones.

Slide 105

□ RC Gate S Pro does not have this feature.





- □ This feature is for device firmware only. Appliance firmware update starts automatically.
- In previous versions of RC Gate firmware, the Update Device Firmware screen also had a button to start an RFU operation manually (the RC Gate still has this button, but it does not work any more). An e-mail was sent to the customer for them to start the update, then the user would use this function. But this feature was deleted from the Center GUI.



RFU Enable/Disable Protocil Settings Edit Auto Discresery Range reside Management Extended Device Saurth Setting Registreed Device List Registreed Device Counter Common Management Shift Device Timmare Update Time Update Device Timmare Report Istimbarune Restrict @Remote Service Functions ote Service functions> GRemote Service functions On not restrict Restrict nication Server Requests> Update Device Firmvare iaintenace Service Test Call Device Check Req. Call Restart RC Gate Shut Down RC Gate Service Call System Status System firmware update by the Communication Server 💿 Permit 🔘 Do not permit Device firmware update by the Communication Server 💿 Permit 🔘 Do not permit . 1784 curity User Account Settings Remote Service Function Lim Security Log □ For the RC Gate A, there are two settings: • Enable/disable RFU for the appliance · Enable/disable RFU for the devices (this is a new function for RC Gate S Pro/RC Gate A) Slide 109

- Previous model (RC Gate): Has enable/disable RFU for its own firmware but not for devices.
- □ RC Gate S Pro has no appliance update function.

RFU Prohibition Interval

- Normally, when set up at the Center GUI, RFU is set for a convenient time for the customer, and must be finished within a set period (default: 3 days).
- □ If RFU is done during office hours, it may be inconvenient for the customer.
- □ So, with the RC Gate A appliance, it is possible to prohibit RFU during working hours.
- □ If RFU is still in progress when working hours start, it is suspended until the end of working hours. Then it resumes.

Slide 110

RC Gate S Pro version IS01.01 does not have this feature. RC Gate S Pro version IS01.02 has it.

@Remote On/Off

- □ The customer can disable @Remote communication.
- □ This is supposed to be a temporary measure
 - For example, when the customer needs to isolate the cause of a problem during network troubleshooting
- While @Remote is disabled, the Center GUI can see the settings in the appliance, but can change nothing. Only the customer administrator or a technician can make changes, using the UI of the appliance.

Slide 111

- **RC** Gate S Pro also has this function.
- □ When @Remote is off:
 - The appliance does not poll the @Remote Center
 - > The appliance does not check device connections
 - > The appliance ignores requests received from the @Remote Center
 - > The appliance ignores calls from devices
 - The appliance keeps communication/system logs but doesn't make/send responses.



	Permissions
 IPD Barks Settings And Davoient Berkinsteinet Mehranzo Security Berkinsteinet Berkinsteinet	Permitanang be source Commensation Game.
D. This coloris what	
Gate A.	ner to allow the technician to operate the RC
This setting ca CE (technician	n only be made by user administrator mode, not in) mode.

RD Gate Settings					
Auto Discovery	SerialNumbe	r Setting			
Device Management	Change setting(s), t	hen dick[Apply]			
 Maintenance 	<00 logut>				
Service Test Call					
Device Oneok Heg. Call		Get OID		Comment	1
Denter Donnect Setting		(1)1.3.6.1.4.1.	236.15.5.1.1.1.4.0	Samsung Products	1
Device Connection Check		(2) 1.3.6.1.4.1.			+4
Restart RC Gate		(2) 1 2 5 1 4 1			
Shut Down RD Gate		(3) 1.3.0.1.4.1.			
Extended Function Setting		(4) 1.3.6.1.4.1.			
SerialNumber Setting		(5) 1.3.6.1.4.1.]
Memory		(6) 1.3.6.1.4.1.			1
Service Call		(7) 1.3.6.1.4.1.	_		
System Status		(8)136141			
Security		(0) 1.00.1.1.1.			
Counter per User		(9) 1.3.6.1.4.1.			
, ut		(10) 1.3.6.1.4.1.]
	Salact All	Salact Blaar	Delete		
	JERECT AI	Select Olean	Dente		
	MB OID Test	Test			
	Apply	Res	tore		

- □ This is a way to get serial numbers of non-Ricoh devices during Auto Discovery.
- Normally, the MAC Address of these devices is reported, instead of the serial number.
- But, if you specify the OID for a non-Ricoh device, Auto Discovery can pick-up the serial number of that device.
 - An OID (Object Identifier) is a data location within the device's Private MIB area. Because this information belongs to another company, it may not be easy to find out which OID is the correct one for the serial number for a particular model.
- When you find the OID for the serial number of a non-Ricoh device on the customer's network, input it into one of the spaces on the screen. Add the model name in the Comment field. And check the check box next to the device if you want it to be handled by Auto Discovery.
 - Click the MIB OID Test button to see what data comes back from the device. If it is the serial number, then you have the correct OID. See the next slide for how to use this feature.
- □ If there is more than one non-Ricoh model, how does the RC Gate S know which OID to use for which model? The RC Gate S looks inside these OIDs for all the non-Ricoh models, and looks for data that is in the format of a serial number.
 - You can also use the MIB OID Test feature to see if you got the correct data. See the next slide.
- For more information on this feature, see RC Gate RTB 4 (the RTBs are in the Reference Material directory)

Enter OID for Seri	al	Number Acquisition
BED Test Pesse continuous/sectors by porting P address of the sheets of the latest Praderse Der 00 Do War Do War Do War BRMPr 1/c2 Do War BRMPr 1/c2 SRAP Community Here BRAP Community Here BRAP Community Here BRAP		Input the IP address of the non-Ricoh model in question. Input the OID where you think the serial number is. Click 'Start'. The contents of the OID will be displayed.
Slide 115		

Center Connection Check RC Gate Settings Auto Discovery Center Connect Check Device Management To check center connection, Click [Start]. Maintenance Service Test Call Start Device Check Reg. Ca Center Connect Check neot Setun Device Connection Check Restart RD Gate **Center Connect Check: Tests the communication** between the appliance and the @Remote Center. □ Center Connect Setting: Sets up the parameters for communication with the @Remote Center. Slide 116

 Auto Executive Auto Executive Device Management Maintenance Senice Test Oall Device Check Re. Oall Oenter Connect Check Device Check Setting Device Connection Check Device Connection Check Retart RD date Shut Down RD date Extended Function Setting Serial Under Setting 	Device Connection Check Check connection between Remote Communication Gate to device. Select the Connection type. And input the IP eddress at the LANSHMP) or LANPHTTP), then click(Start). Connection Type P address Start
 Device Conn the appliance Select the NRS: (ection Check: Tests the communication between e and a specified device. e connection type @Remote, HTTPS devices IIB devices IP address and click Start.

 RC Gate Settings Auto Discovery Device Management 	Memory
 Maintenance Service Test Dall Device Check Rea, Dall Center Connect Deck Device Connection Dheck Device Connection Dheck Restart RD Gate Shut Dom RD Gate Extended Function Setting SerialNumber Setting Memory Serial Dall 	Lised RAM area 186832 KB Free RAM area 459164 KB Lised storage area 44735 KB Free storage area 1922496 KB
Use this t	to check how much memory the RC Gate A ha

Most Recent Error C	ode
---------------------	-----

▶ RC Gate Settings		
▶ Auto Discovery	Service Call	
▶ Device Management	Obert and demonstra	
▼ Maintenance	oneos enormanas.	
Service Test Call	No error has occurred.	
Device Check Reg. Call	Error(s) have occurred.	
Center Connect Check	SC code 500	
Center Connect Setting	Detail code -5730	
Device Connection Check	Occurrence date/time 16/3/2009 13:20:08	5
Restart RC Gate	Communication Server notification 1890	
Shut Down RC Gate	Service depot	
Extended Function Setting		
SerialNumber Setting		
Memory		
Service Oll		
Sustan Status		
The most recent en Service Call'.	ror appears if you sel	ect 'Maintenance –
119		

□ The RC Gate S Pro does not have this feature.

Auto Discovery Device Management	Call Report Record(s Confirm the device details.	s)					
Extended Device Search Set Registered Device List	Device Gall Notification Re	cord					
Registered Device Counter		Display items	10 •				Ø
Device Settings per Connect	Report Time and Date 23/04/201015.32	Call Type Service Call	Report Result	Model Name Aficio MP 3010	IP Address	Machine ID Millio 71400	Remarks SO(792)
Ubdate Device Firmware							
Update Device Firmware Rep: Notific Timing							
Call Report Record's)							
				calle t	onor su	nnly c	alle oto
This feat	ure gives a	list of	service	cans, t	uner su	ppiy c	uno, etc

□ The RC Gate S Pro does not have this feature.



- □ This section will briefly explain how to download CSV files using the Center GUI.
- □ It also explains what CSV files are made by the @Remote Center and what data is sent to the Reporting Center.
- □ Also, the Center GUI operator can make csv files from the data obtained from the Center GUI. We will take a look at these also.
- For details of the operations, see the operation manual (@Remote Center GUI V3.0 Op. Manual ver2.0.pdf)







- □ For details about timing for collecting and sending data, see the presentation called 'Timing'.
 - @Remote_16_Timing.ppt



□ The CSV data is also sent to another server in Europe.

What Ty	ype of CS	V Files are	Sent?
---------	-----------	-------------	-------

Service Type	Remark.
Meter Reading	Meter Reading (Billing)
Reporting Detail	Detailed information such as Counter by Printer Driver, Duplex Counter, P/J and Dot coverage info in addition to "Meter Reading" data. This is the 'Regular Device Information'.
Toner	Toner Call data such as near-end and end alerts.
All Supply	Supply Call data.
le 6	

- □ Reporting Detail: This is automatically generated and sent to the reporting center
- □ The others must be made at the Center GUI (on demand, or set up for automatic report generation)



M/R Date: The day of the month on which the counter is read every month for billing.

Counter	Type and its	Acquisition Interval
---------	--------------	----------------------

occantor Typo	Monitored Device	SNMP Device	HTTPS Device
Closing Counter	Not available	Available	Available
Latest Counter	Not available	Not available	Available
AD Counter	Available	Available	Available
Acquisition interva	Monitored Device	SNMP Device	HTTPS Device
Acquisition interva	al		
Closing Counter	Not available	Once a month	Once a month
Latest Counter	Not available	Not available	Every day (*3,4)
AD Counter (*1)	Daily (*2)	Daily (*2)	Daily ^(*2)
: AD counter is availa	able only when AD is ena depends on the AD set ii	bled. hterval.	

- □ For an example of how counter data is included in CSV files, please refer to the following file:
 - Closing counter for MIB device_20080611.ppt



What CSVs can be Made at the Center GUI?

- □ As stated before, from the data at the Center GUI, the following CSVs files can be made:
 - Counter CSV: Counter data and reporting data
 - Supply CSV: Toner and other consumable-related data
- With the Center GUI, each of these CSVs has two templates (making 4 possible reports).
- Counter CSV:
 - Meter Reading (M/R) CSV: This is only the counter data, for billing purposes
 - Reporting CSV: In addition to the counter data, this has the full range of Regular Device Information
- Supply CSV:
 - Toner: Toner end alerts
 - Other: Other alerts for consumables
- Slide 10
- □ For details on the format and contents of the M/R and Reporting CSV files, see the following file in the Reference Material directory:
 - MR&ReportingCSV(20090717).xls
 - In this file, see the 'MR CSV not obtained' tab. This contains information on devices that could not be contacted for counter data. This helps identify missing information when it is time for billing.
 - Also, there is a 'New Auto Discovery CSV' tab. This report is not used at this time.





□ This section briefly explains the operations that can be made from the Counter CSV Menu of the Center GUI.


- Reporting: this uses Regular Device Information (See the presentation called 'Services Provided by @Remote').
- □ For details on the format and contents of the M/R and Reporting CSV files, see the following file in the Reference Material directory:
 - MR&ReportingCSV(20090717).xls
 - In this file, see the 'MR CSV not obtained' tab. This contains information on devices that could not be contacted for counter data. This helps identify missing information when it is time for billing.
 - Also, there is a 'New Auto Discovery CSV' tab. This report is not used at this time.



Center GUI Operation Manual, Section 3-1



- □ The 'Download to Back-end' feature is not available at this time.
- Immediate or Scheduled: If you select 'Scheduled', you can select whether to prepare counter every month, every day, or every week (for some features, only 'every month' is available).
- □ After you click Request, it takes a few minutes to get the data from the @Remote Center, depending on the amount of data.



0	Counter CIV Menu + Lint Requested CIV	
@Remote	List: Requested Counter-CSV	2)
SET Site Information	Refresh Delete	
LOGOUT	🖬 Immediate 📕 Scheduled	
Registration Menu	The list is displayed up	to 200 requests.
New Registration Check: Request Number Search Menu Appliance(App)		
Device(Dev) App/Dev: Disconnected Replacement Menu Application (App)		
Counter CSV Menu		
New Request List: Requested CSV Supply CSV Menu		
New Request List: Requested CSV		
	Time Zone Asin/Tokyo X Site Name NRS 01	
0	6	10,1533.91

□ CSV files can be saved in the "List: Requested CSV" for max. 2 weeks (calendar days) or up to 100 files

Making a CSV File @Remote List: Requested Counter-CSV Site Information Rofresh Delote D Immediate 🗉 Scheduled LOGOUT quested D Oper Reques Requested 5. File. FileSize. Service Menu CSV Type Ste No. NR NR NR Aaid/Tokyo NRS81 Time Sone Site Name • □ A list appears. Each line represents one record. □ To save a record as a CSV file, double click it. Slide 17

□ For the layout of the csv file, see the CSV Contents.xls file in the Reference Material folder.



It is not possible for the same device to be managed on two different appliances. After a device is registered as 'managed' at the center, it is not possible to register the same device with another appliance.





□ This section briefly explains the operations that can be made from the Supply CSV Menu of the Center GUI.



SP modes to set up supply calls: See the file 'SP Mode Settings for Reading Supply CSV Data.xls'



Center GUI Operation Manual, Section 4



- There is no 'CSV type' setting, because Supply CSV does not work for machines found by Auto Discovery.
- □ The 'Download to Back-end' feature is not available at this time.
- □ Immediate or Scheduled:
 - If you select 'Immediate', you input a specified period of up to 1 week. Data is collected from the calls that occurred during that period.
 - If you select 'Scheduled', data is collected from the calls that occurred during the previous calendar day (between 00:00 and 23:59).
- Mandatory Search Parameters
 - > Site Name: Select a site name from the drop-down list.
 - Search Range (only for 'Immediate'; see above)
- Optional Search Parameters
 - "Customer Name/ID": Input the Customer Name/ID that you would like to create a CSV file for.
 - "Device S/N": Input the Device S/N that you would like to create a CSV file for.

INTEL Information LOCKDUT Registration Menu None Registration Menu Replacement Menu ApplinanceCopy I Counter CSV Menu None Required State None Required State Suppl CSV Menu None Required CSV Suppl CSV Menu None Required CSV None Required CSV The is to Members of Regional HeadDuarters and Ricch Company.Limited only. Time Zore AustrTologia	@Remote	Petrosh	List: Requ	ested Supply-CSV	2
LOGOLT The lasts deployed up to 100 requests Keylstrottion Menu List Requested Bupply CDV(Innesdate) New Readistrottion Innesdate MaphilanceCAup2 Construction DeviceDatol Requested Bupply CDV(Innesdate) MaphilanceCAup2 Construction Construct CSV Menu Second Menu Nov. Request List Requested Bupply CDV(Innesdate) Maph DeviceDatol Replacement Menu Nov. Request List New Menu Nov. Request List New Menu Nov. Request This is for Members of Regional HeadOunters and Ricch Company.Limited only. Time Zone AutorTology Contract Contact Company.Limited only. The Zone	SET #] Site Information	Immediate Sci	heduled]		
Registration Menu New Registration Search Menu Search Menu Applicacion Mappin Sectory Device (Sboo) Applicacion Mappin Sectory Counter CSV Menu Mappin Sectory Supple CSV Menu Mappin Sectory This is for Members of Regional HeadOunters and Ricch Company.Limited only. * Time Zone	LOGOUT	-List Baruss	ad Supply (SV(Immediate)	The list is displaye	d up to 100 requests.
New Request Number: Check: Request Number: Search Menu Appliance(App) Device(Dev) Appl/Dev: Disconnected Replacement Menu Appliance(App) Counter CS V Menu Now Request List: Requested CSY Supphy CSV Menu This is for Members of Regional HeadDuarten and Ricch Company Limbed only. * Time Zone Asin/Tokyo	Registration Menu	Findhan	and and held and a further many		
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	 オージがあテキカキ(た) 	 Time Zone 	Asia/Tołyo	2	一 1 人 股 数 新 现 算 二
	Construction of the second				A PROVIDENCE AND A PROVIDENCE

 $\hfill\square$ After this point, operation is the same as for Counter CSV.





□ This section briefly explains the CSV files that can be made from other menus of the Center GUI.



□ RFU: Remote Firmware Update



For details on how to migrate to a RC Gate A or RC Gate S Pro, see the TTP for the RC Gate A.



Center GUI Operation Manual, Section 2-1



- When 'EDIT OFF' is displayed, the available functions are different from when EDIT ON' is displayed.
- □ To export a CSV file, make sure that EDIT OFF is selected.
- When the [Export] button is pressed to create a CSV file, the screen data is checked to see if any changes have been made. If there are any changes made that have not yet been applied to the @Remote Center, an asterisk and space are added in front of each changed item inside the CSV file.



Center GUI Operation Manual, Section 2-2

□ AD = Auto Discovery

					Devi	ice Lis	st				?
	Upda	te Devices	Manag	ge Device:	s Registe	er Devices	Rem	ove De	evices		back
(>> Refres	2 1	/1 3	ump 🕕	Export	Sort		Find	EDIT OFF	T
	SEQ	Device S/N	Mode	Name	Custome	r Nai Insta	llec De	vice E)ev M/	Appliance S	Ser F
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	2	3A84617496	RICOH	;imagio MP	Omatatest	1 Moni	ore			J7750300033	STG
	3	45Q1115657	RICOH	IPSiO NX8	5 Omatatest	1 Moni	ore			J7750300033	STG
	4	45Q1115657	RICOH	IPSiO NX8	o Omatatest	1 Moni	ore			8911110111	STG
	5	4844000004	RICOH	IPSIU SPIC	Omatatest	1 Moni 1 Moni	ore			17750300033	STG
	7	M004000001	BICOH	Pro 1357E0	Omatatest	1 Moni	orei			.17750300033	STG
	8	MAC00007464	Ricoh		Omatatest	1 Moni	orei			8911110111	STG
	9	MAC00007464	Ricoh		Omatatest	1 Moni	orei			J7750300033	STG
Clic Clic to dev	ck 'l De get /ice	Export' t efault filer a device s, first d	o sa name sta oub	e: Devi tus or	e list to ceList. call hi k the d	a CS csv istory levice	/ file list l on t	ist fo	or oi st.	ne of the	ese

- $\hfill\square$ To export a CSV file, make sure that EDIT OFF is selected.
- □ When the [Export] button is pressed to create a CSV file, the screen data is checked to see if any changes have been made. If there are any changes made that have not yet been applied to the @Remote Center, an asterisk and space are added in front of each changed item inside the CSV file.
- □ When pasting back in from the CSV file, it can only be done one row at a time.

Upo	late Devices	Manage Devices	Register D	evices Remove.	Devices)	back
(KK	Refres	h 1 /1 J	ump Ex	port Sort	Find	EDIT OFF	•
To gr	0 Device S/M 3198610041 3198610041 3138617496 4501115657 4501115657 4501115667 48AA000004 48AA000001 MAC0000746 MAC0000746 MAC0000746 MAC0000746 ett a dev get the	Model Name RICOHImagio Net RICOHImagio MP RICOHIPSIO NAME RICOHIPSIO NAME RICOHIPSIO SP C RICOHIPSIO S	Customer Na Omatatest1 Omatatest1 Omatatest1 Omatatest1 Omatatest1 Omatatest1 Omatatest1 Omatatest1 Omatatest1 Omatatest1 S Or Ca St, as e2	I Installet Device Monitore Monitore Monitore Monitore Monitore Monitore Monitore Monitore Monitore Monitore Monitore Monitore Monitore Monitore Monitore	list l	Appliance S 891110111 17750300033 17750300033 8911110111 8911110111 17750300033 8911110111 17750300033 8911110111 17750300033 1555 for 16 prev	STC STC STC STC STC STC STC STC STC STC
Then devic	i, find th ce on th	ne device le list.	on the	list, and	dou	ble-clio	ck th



- □ #################: Device serial number
- □ The call history list can also be obtained from the Call List menu, which we discuss in a different section of the course.



Center GUI Operation Manual, Section 2-3



□ The Disconnected Device List is similar.

Constanting Registration Constanting
Display Tayler Tayler Tennester Labertal Unitedent Registration 21 R
Bioscience Bioscience Bioscience Bioscience Compare
Registration 2 Display 12:15 Adopting 12:00000 Display 12:000000 Display 12:0000000000 Display 12:000000000000000000000000000000000000
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To do this operation with the Maintenance Menu, you need to have the following ACL Access Rights. These are set up with Site ACL and Service Depot ACL in the Maintenance menu of the Center GUI.

- □ Site ACL
 - > The ACL setting must be 'Full'
 - > The Dev setting must be 'Site Administrator' or higher.
 - In the row of check boxes, Mt must be checked. The status of the other boxes can be either checked or unchecked.
- □ Service Depot ACL
 - The ACL setting must be 'Full'

1.	Move to Export Device List menu.
2.	Select List Type; Detail or Simple.
3.	Select Service Depot Name.
4.	Type the target Customer. *Lit (2) * Low ? : Similar * (2) * Similar * (2)
5.	Click [Export].
6.	Click [OK] twice.
7.	Requested list is shown up.
8.	Double-click the data to save the CSV file.
9.	Exported CSV file can be created.
D S D M G S	www.eds.Exh.edu/artific/Countering/Instanting/Counteri

Use of % as a wild card: For example, if the customer names are registered as ABC Germany, ABC France, and ABC Italy, you can select all these names by inputting 'ABC%' as the target customer in step 4.

Maintenance Menu – Importing Device Information Click "Update Device Info by CSV Import" in the Maintenance menu of 1. the center GUI. 2. Select the Site Name. Select the CSV file to import. 3. Click [Update Device]. 4. · O · R R C Open the Device List in the 5. 0 G-3 = - 3 0 Center GUI, and check that D all updates are correct. @Remote (4) Update Device Info. by CSV Imp es Delet Mate (2) (3)LOGOUT ne) C;(Se e.act (1) Slide 39



- □ This section will briefly explain how to see what calls are still open for a customer site, and how to close the calls if necessary.
- □ It will also explain how to read a device's current settings, change them, or execute a process remotely (such as forced toner supply).

	Searching for Open Calls
	Trino with the Net XNU to The Constraint of the C
0	LOGOUT Site Name Not101 Disconnected List Data TDays If Close all calls, received before the selected call, on the same S/N Counter CSV AppDisconnect SC/MC/CC Appliance SC Fields Service FW Update Failure Certification/D2 Als MapDisconnect SC/MC/CC Appliance SC Fields Service FW Update Failure Certification/D2 Als MapDisconnect SC/MC/CC Appliance SC Fields Service FW Update Failure Supply CSV New Request List: Requested CSY List: Requested CSY Control CSU
	In the Service Call menu, click Call List.
	 Then, select the following Site name: If this is kept blank, all sites will be searched Date: This is the search period; the past 3 days, the past 7 days, or all calls (max. 1 month) Check boxes: Select the call types that you are interested in
	Then click 'Refresh'.

Call Pattern_20071105.xls explains the types of call in the check boxes.

- □ Only items with 'yes' in the email column are handled by the center GUI.
- Supply calls are handled in the Supply CSV menu, explained in another section of this course.
- Alarm call: This means that the total number of SCs has reached the default (5) until then, they are only logged. If there is no SC for a certain number of pages printed, the counter will decrement
- MC (manual call): A knowledgeable customer can use this if they have a problem (regular device information is also sent to the center at this time, so that the device's condition can be seen at the center). Then an operator at the center can call back. However, this feature is normally not used by customers (only by technicians for manual polling).
- □ Fields Service: In the xls file, this is Auto Call MIB CC
- CC Auto Call not used
- CC User Call 3 types: When one of these conditions occurs, an alert is displayed for the customer. When the customer presses a button in response to this, a CC Call occurs.
 - ➢ 5 jams in a row
 - > Jam remains for x minutes
 - Cover open for 10 minutes

For more about service call handling, see section 6. Service Call Handling Process in the following file: Call & Firm appendix for @remote SLG_v1.0_Final.doc





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	LOGGUZT Prophronium Non Gradiencente Provisional Applement Provisional Applement Provisional Applement Provision Consumer CNV Provision Consumer CNV Provision Provision Provision Provision Provision Provision Provision Provision Provision Provision Provision Provision Provision Provision Provisi	zhihole Zatamar Nana / D: Agglerer Adostineter Reus Guinere glores multe Guinere glores multe Genere 1918 Statione Sta	C CORAD TST FARME For Aut Part Aut Part Aut Part Aut Part Auto Part Auto Par	
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	Commu	Inication Main' Screen
	ファイル(の) 編集(の) 表示(の) お気に入り	0@ 7~s@ ^s7@
	@Remote	Communication Main 2
	SET 11 Site Information	Read Write Execute (back
	LOGOUT	Customer EMAL_TEST_02 Appliance S/N PortDIEMLAPP004
	Disconnected List	Appliance Location
	Counter CSV New Request	Device S/N NetT01EMLDEV00001
	• List: Requested CSV	Device Location NKT01 Inc
	Supply CSV New Request	Delete Refresh
	• List: Requested CSV	SEU Appliance S/N Device S/N Process Operation Time Status
	Service Call	
	Firmware	
	• Firmware Main	
	Maintenance Site ACL	
	This screen anne	ars if you click the [Comm] button in the Call
	Dotaile coroon	ars in you click the [oonlin] button in the oan
	Details Scieen.	
	The box at the bo	ttom shows a list of communications made
	between the center	er and this device.
	 Double click or 	no of those to show details on the communication
	that was made	
	that was made	5.
	Start a new call by	y clicking 'Read', 'Write' or 'Execute'.
Slide 6		

	 Communication Server GUI - Microsoft in ファイルビ 編集(E) 表示(M) お気(Z) 	ternet Explorer 10 (8) - У-16 (Ф. А.67 (8)				
	@Remote	Communication Main 2				
	SET Site Information	Read Write Execute • back				
	LOGOUT	Customer Appliance S/N Appliance Location	EMAIL_TEST_02 NoTO1EMLAPP004			
	Counter CSV New Request List: Requested CSV	Tag ID Device S/N Device Location	NACTO1EMLDEV00001 NACTO1 Inc			
	Supply CSV	Delete Refre	esh) Processi Operation Time: Status			
	 There are three Read Requ Write Requ settings) Execute Re supply') 	e types of c lest: Reads i lest: Writes i equest: Do a	enter command: information from the device information to the device (changes SP in operation remotely (such as 'forced toner			
7	You can initiat clicking the Re screen.	e a new Rea ead, Write, c	ad, Write, or Execute Request by or Execute button at the top of the			

	Making a 'Read' Request
	Consectation Same Col & Horizontal Same Colored The Same Colored Same Col
	Customer Cu
	Counter (SV) Data Bostived Time • Score Request Near Filing Time • Atta Requested CON: Appliance Deformation Supply CSV Direle Enformation Display
	Nore Request Service Cut Service Cut Service Cut Cut Control Let Date Leg Inter Service Cut Service Cut C
	* Amount All and All a
_	screen.
	Use the check boxes to select the items that you want to collect.
	Click 'Start' to begin the communication.
lide 8	A list of results will be displayed in the lower part of the screen.

- □ 'Read' reads the regular device information from the device. This includes counter information and service information, which are both sent to the reporting site daily.
- 'Read' also reads certain items of data that are not sent to the reporting center daily, and cannot be extracted by the Center GUI. An example is the firmware version. The Center GUI uses this information, but the operator cannot access it manually. Later GUI software versions could change this situation.


□ Before we change a setting, we have to know the current setting. So, we do 'Read Start' first, then 'Write Start'.

Making an 'Execute' Request		
Execute		Making an 'Execute' Request
Star Star Image: Star Information Continue Image: Star Information Display Image:		@Remote 2 Execute
LOCIOLIT Physical and Physi		Stort Stort Children
A constant of the second		LOGOUX Tog ID 124
Constre CSV Note Request Note Request Print Poling Time Note Request Device 2/dynamics Device 2/dynamics Device 2/dynamics Print Device 2/dynamics Pri		Applann 21 Device (N STM
- Source Annuel An		Counter CSV Next Polling Time A Social Report Appliance Explormation Display
List: Research CSV Service Cull Cull List Cull List Firmurare Cull List To Insta Constant		Control Contro Control Control Control Control Control Control Control Control Co
Formular Dres • Ensures, Mais 10 Inter Maintenance 10 First free hepty/Al 2 First free hepty/CR 2 First free hepty/CR 2 First free hepty/CR		Lati:Reported CSX Service Cull Cull Lie
Service Report ACK Control Report Cont		Formasser Tore ClonesserMotic Image: Clonesser topp/Al A internance Image: Clonesser topp/Al 2 Frees tore topp/Al 2 Frees tore topp/Al 2 Frees tore topp/Al 3 Solution 4 Frees tore topp/Al 4 Frees tore topp/Al 5 Solution 6 Frees tore topp/Al 6 Frees topp/Al 7 Frees tore topp/Al
This appears if you click 'Execute' in the Communication Main screen.		This appears if you click 'Execute' in the Communication Main screen.
A list of executable items appears in the bottom part of the screen, with a check box by each one.		A list of executable items appears in the bottom part of the screen, with a check box by each one.
Select the item that you want to execute, then click 'Start'.		Select the item that you want to execute, then click 'Start'.
Slide 10	Slide 10	

- □ Each product has a different set of executable procedures.
- □ These are registered in advance (with the relevant SP numbers) at the @Remote Center for each product.
- □ Then, when an Execute call is made for a certain product, the available operations appear in the bottom part of the screen.



- □ In this section, we study how @Remote can update the firmware in the customer's machines.
- G 'Remote firmware update' is commonly known as 'RFU' for short.





□ MIB devices: RFU is not possible.





- Previous model (RC Gate): Has enable/disable RFU for its own firmware but not for devices.
- □ RC Gate S Pro has no appliance update function.



- □ Instead of an enable/disable feature, the RC Gate S Pro has this feature.
- This wizard is not available for the RC Gate A. The 'onsite update' feature is only available for the RC Gate S Pro. Communication server update is the only way to do RFU in the RC Gate A, like for the RC Gate.



- RC Gate firmware 3.57 can use a 64 MB SD card. Previous versions can only use a 32 MB SD card. Older RC Gates in the field may need to have the internal 32 MB SD card replaced with a 64 MB SD card. Recently shipped RC Gates already have a 64 MB card.
- □ The bigger SD card is only needed if RFU will be used, so that large firmware modules can be uploaded.
- The 64 MB SD card needs special formatting before use. See RC Gate RTB 8 for how to do this.

Operation Overview

- □ For each firmware module that must be updated, a separate operation must be set up at the center GUI.
- □ If two modules must be updated, then two operations are set up at the Center GUI and sent to the appliance. The appliance completes the first operation first (updates the first module on all the devices) before it starts the next operation.
 - If two modules must be updated, and one device is disconnected, the appliance will attempt all retries to update the first module on the disconnected device before it starts to update the next module.
- □ After the appliance completes each operation, it reports to the Center concerning success or failure.

Slide 8







Customers cannot be notified by e-mail through the @Remote system. This function was planned, but did not operate correctly, so was removed from Center GUI v 2.2.



□ The procedure will be outlined on the next few slides.

ファイル(色) 編集(色) 表示(公) お気に入り(合) ツール(日) ヘルブ	<u>ا</u>
@Remote	2) Firmware Main 👔
SET Site Information New Update	Export-CSV Dolete Refresh
Firmware Main	Select All UnSelect All
LOGOUT	
Disconnected List	
Sounter CSV	
List: Requested CSV	
Supply CSV	
New Request	
Call List	
irmpare	
Firmware Main	
laintenance	
Site ACL	
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Operati	on at the	Center G	iUI - 2
 Communication Server GUI - Microsoft Interne ファイル(E) 編集(E) 表示(V) お気に入り(A) 	Explorer ツール① ヘルブ(出)		
@Remote	nware->Firmware Main->Model Select	Model Select	2
SET !! Site Information	Next	()	(back
LOGOUT	rand RICOH Todel L37_Aficio MP C2500/3000	\geq	¥
Counter CSV でのでした			
Select the Brain Sel	and and Model, t	hen click Next.	
Slide 14			

ファイルモン 編集(日) 表示(い) お気に入り(4)) 7-HD 14769
@Remote 3	muuare-shrmuuare Matri-Model Belecto-Swarch Denne 20
	Search Next (* back)
	Fields marked with an asterisk * are required.
LOGOUT	* Installed Condition
Disconnected List	Not specified Managed Monitored Monitored Registered
Counter CSV	Service Depot Name ROL Service
New Request	
List: Requested CSV	Customer Name/ID
Supply CSV	Appliance S/N
List: Requested CSV	Tag ID
Service Call	Please input one item at least from Customer Name/ID, Appliance S/N,
Call List	Tag ID and Device S/N.
Firmware	Select All UnSelect All
Firmware Main	
Maintenance	
Site ACL Service Depot ACL	
ページが表示されました	
Make sure that the Se	rvice Depot Name is correct.
From the RFU target li	st made with the Help Desk software, input the serial nur
of a device that needs	the firmware to be updated, then click 'Search'.
Popost the search unt	il you find all devices of the same model name that need
firmware module und	if you find all devices of the same model name that need
minute module uput	

C. C	Permuare-spermuare Matris-Model Select-Search Denice
whemote.	2 Search Debice y
SET !! Site Information	Search Next
	Fields marked with an asterisk * are required.
LOGOUT	Installed Condition Device Condition
Disconnected List	What speched What aged What speched What speched
Counter CSV	* Service Depot Name RCL Service
New Request List: Requested CSV	
	Customer Name/ID
Supply CSV	Appliance S/N
List: Requested CSV	Tag ID
e	Device S/N L37 00000074
Call List	Tag ID and Device S/N.
	Select All UnSelect All
Firmware	SEQ Device S/N Model Non Customer Nor Installed Coi Device Co Device T M/B dat Too I
	1 L3700000074 RICOH Aficia Ishiyama_Test Managed Registered HTTPS 20
Maintenance	
Service Depot ACL	K
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From the list	. select the device(s) that you want to upd



@Remote	F/W U	pdate	3		
	Update		🗢 back		
Load Site Information	Target RICOH Aficio 3260C/Aficio Color 5560				
LOGOUT	Total 1				
Device Disconnected List	Part No LR0068				
Counter CSV	Update Target Information	U			
New Request List: Requested CSV	Devices that do not support RFU Prohibition:				
Supply CSV	Target S/N Customer Name/ID Tag ID Module No ✓ L2170300159 @TC-SED2 Feithem Ut system	LR0068	an Part No		
New Request State Requested CSV					
Service Call	-				
Firmware					
Elemente Main	-		<u>></u>		
Site ACL	Option				
Service Depot ACL Call Email	Start Date/Time 2009/03/17 22:00:00	Start Time 8.00.00	3		
Solution	Retry Period 3 day(s)	End Time 18:00:00 -			

- □ The Regular Device Information collected from each device every day and sent to the @Remote Center contains the firmware versions and part numbers installed in the machine.
- □ The @Remote Center compares the part numbers of the firmware in the machine and the latest firmware to be installed.

@Remote -	F/W Update	2
	Update	(back
To	PICOH Aficio 3260C/Aficio Color 5560	
LOGOUT Fi	rmuare system	
Disconnected List	art No LR0068	-
Counter CSV	Update Target Information	
New Request Det List: Requested CSV	vices that do not support RFU Prohibition:	urrent Part No
Supply CSV	L2170300159 @TC-SED2 Feltham UI system LR0068	Surrent Part No
New Request List: Requested CSV		
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I IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII		<u> </u>
Site ACL	Ontion	<u>ר</u> ו
Service Depot ACL	t Date/Time 2009/03/17 V 22:00:00	
Solution Calendar Ret	ry Period 3 day(s) Ind Time 180000	
1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1		
specify a late	r time for the BELL check the 'Unda	te I ater' k
opeony a later		

- □ If a Retry Period is not set, then 3 days will be set as the default.
- □ If the RFU operation cannot be completed within the retry period, an error is generated.

@Remote	F/W Update 2
	Update (Update
Load Site Information	- Target RICOH Aficio 3260C/Aficio Color 5560
LOGOUT	Total 1
Device Disconnected List	Part No LR0060
Counter CSV	Update Target Information
C New Request	Devices that do not support RFU Prohibition:
Sumply CSV	Target S/N Customer Name/ID Tag ID Module Name New Version Current Version Current Part No
S New Request	, , , , , , , , , , , , , , , , , , ,
S List: Requested CSV	
Call List	
Firmware	
• Eirmeare Main	۰
Maintenance Site ACL	Option
Service Depot ACL	Update Later
Solution	Start Date/Time 2009/03/17 22:00:00 Start Time 8:00:00
Calendar	Retry Period 3 day(s) End Time 18.00.00

71500 880 870 870 890 985 - 9 3 3 3 3 880 71530 8 06 - 715 8 0 3 3 3 880	ranaran arayan 1 Teerra Gera Gran Core Core Cores Cores Cores (1988 - 2-20 - 2528	Lifendi Funcia 2) (2) Han
Constant and a second and	Updating List Court Deper CD Aptions Courts Data Generics Data Proper	
The Update List is dis operation.	splayed. This shows the s	status of the RFU
Status column:		
 (Center) Processir This includes wa (Center) Successf (Center) Not Succ 	ng: Update is in progress aiting for a retry. ul: Updated successfully essful: Update failed	

- If the updates were not all finished by the time that the customer starts work the next day, delete the operations that are not finished yet (if the status is Center Processing, or Queuing). You will have to set them up again in the evening.
- □ Note that the 'Delete' button on this screen behaves differently from the 'Delete' button on the 'Firmware Main' screen.





			pplia Firm	nce, ware l	anc Main	l one N	/IFP dev	ice
ion New Update Export-C		Export CSV	SV Delete Refresh Select .			UnSelec		
	Operation Date 08/31/2007 10:05 08/29/2007 16:37 08/29/2007 12:08	Target PICOH Alicio 326 PICOH Alicio 326 PICOH Alicio 326	Firmware D. Engine D. Engine D. Engine	Perts No. B132540. B132540. B132540.	0/1 1/1 1/1	Center/Procee (Center/Procee (Center/Not Suc	ssin constul coesstul	
C	DB Status Center Sy	in the vstem	S "Fi	tatus rmwa scro	on th re Ma een	ne ain"	Displa "Progr	ly in ess"
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U Si Fa	ucceeded ailed tandby		(Center) Not S a	Succe	55101	0/1	
U Si Fa Si U	ucceeded ailed tandby nder cance	llation	(Center Queuin Canceli) Not S g ing	Succe	ssiui	0/1	

			Firm	ware 1	Main						
on	New Update Export-CSV Delete Refresh				h			Note:			
- 4	Firmware Main Operation Date 08/31/2007 10:05 08/23/2007 16:37 08/23/2007 12:08	Target RICOH Alicio 326 RICOH Alicio 326 RICOH Alicio 326	Firmware 0. Engine 0. Engine	Perts No. B132540. B132540. B132540.	Progress 0, 1/1 1/1	Store (Center) (Center)	Proceeding Proceeding Not Successful Not Successful	If the RFU request is s from one appliance to multiple devices,			
-	DB Status i Center Sys	n the	Status on the "Firmw Main" screen			ware	Display in "Progress"	 a) Center system sends RFU request to the appliance as one bat (includes request for multiple devices). 			
Un	der proces	sing ((Center) Processing (Center) Successful				0/2	b) Center system rece			
Su	cceeded	(2/2	the RFU result from			
Fai	led	(Center)	Not S	ucces	sful	2/2	appliance as one b			
Sta	andby		Queuing	I			0/2	multiple devices)			
Un	der cancel	lation	Cancelir	ng			0/2	For this reason, the Co			
0	ncelled		Contor)	Canor	hod		0/0	GUI is unable to displa			



Slide 27

Summary of the Procedure

- □ 1. The technician must call the @Remote Center operator to ask for an immediate RFU.
- 2. The technician must make sure that the power is switched on and the network is operating for both the device and the appliance.
- □ 3. The operation must be set up on the Center GUI.
- □ 4. After that has been done, the technician must make a manual call from the machine, to initiate the RFU.
- □ 5. The technician must check that the update was done successfully.
- □ There are no retries for immediate mode. If there is a technician at the customer site, then this should not be a problem.









- □ According to data from the Japanese market, it takes about 4 minutes to update firmware if a RC Gate is connected (7 minutes for Embedded RC Gate).
- This step is also known as a manual call (MC): A knowledgeable customer can use this if they have a problem (regular device information is also sent to the center at this time, so that the device's condition can be seen at the center). Then an operator at the center can call back. However, this feature is normally not used by customers (only by technicians for manual polling).
- If step 4 is not done (i.e., no technician at the site), RFU will start at the time of the next hourly polling.





RFU: Remote Firmware Update

RFU Prohibition Interval

- Normally, when set up at the Center GUI, RFU is set for a convenient time for the customer, and must be finished within a set period (default: 3 days).
- □ If RFU is done during office hours, it may be inconvenient for the customer.
- □ So, with the RC Gate A appliance, it is possible to prohibit RFU during working hours.
- □ If RFU is still in progress when working hours start, it is suspended until the end of working hours. Then it resumes.

Slide 34

□ RC Gate S Pro does not have this feature. RC Gate S Pro Mk2 may have it.




RFU Timeshift

- An appliance can monitor devices in very remote locations. For example, the RC Gate A can be in New York, but some devices can be in Los Angeles; a different time zone.
- □ If the RFU is set up for 2200 New York time, then the RFU on the devices in Los Angeles could start during Los Angeles office hours.
- To prevent this, at the RC Gate A, set up the timeshift function in advance for those devices in different time zones.

Slide 37

□ RC Gate S Pro does not have this feature. RC Gate S Pro Mk2 may have it.





This section will explain some details about Center GUI operation for RFU that were not covered earlier.

For full details, see the Center GUI v2.2 operation manual version 1.8.

Communication Server GUI - Microsoft In	vternet Explorer					-
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@Remote			Firmware	e Main		3
SET! Site Information	New Update	Export-CSV	Delete Re	fresh		
	Firmware Main		_		Select	UnSelect All
LOGOUT	Operation Date	Target	Firmware	Parts No	Progress	Status
	03/05/2007 21:59	Aficio MP C2500/3	Engine	B238553	0/1	(Center)Not Succes
Registration	03/05/2007 21:59	Aficio MP 5500/650	System/Copy	B247510	1/1	(Center)Successful
New Registration	03/05/2007 21:58	Aficio MP C2508/3	SD Scanner	B238560	0/1	(Center)Not Succes
Pre-installed Appliance	03/05/2007 21:57	Afreia MD EE00/650	Engine	D24/512	10	(Center)Succession
Appliance Replacement	03/05/2007 02:48	Aficio MP 0300/030	Web Support	8238560	0/1	(Center)Canceled
And the second states of the	03/05/2007 02:46	Aficio MP 5500/650	Network DocBox	B841553	0/1	(Center)Canceled
Search	03/05/2007 02:44	Aficio MP C2500/3	System/Copy.	B238560	0/1	(Center)Not Succes
Appliance	03/05/2007 02:30	Aficio MP C2500/3	SD Printer	B788560	1/1	(Center)Successful
Device	03/05/2007 02:29	Aficio MP 5500/650.	Fex	B247510	1/1	(Center)Not Succes
Disconnected List	03/05/2007 02:25	Aficio MP 5500/650	Engine	B247512	0/1	(Center)Not Succes
	03/05/2007 02:22	Aficio MP C2500/3	Engine	B238553	1/1	(Center)Successful
Counter CSV						
Non Provid						
List: Remented CSV						
List. Requested Cor						
Sumplu CSV						
North Research						
Sele Request						
List: Requested CSV						
and a gall						
service Call						
Call List						
firmware						
Firmware Main	*					
						Total 10

[New Update] button

□ Create a New Firmware Update request. Move to the Model Select Screen.

[Export-CSV] button

□ Export the displayed list as a CSV file.

Default file name: RFU_Status_List.csv

[Delete] button

□ Delete the selected records.

[Refresh] button

□ Refreshes the screen to show the latest firmware update status.

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N 2	mware-firmware Han-s Model Select Model Se	last
@Remote	Next	heer a
Load Site Information	rand Destation	
LOGOUT	fodel J26_NOSITE	
Appliance Replaceme Search Appliance Applianc		

[Next] button

- □ This button takes you to the Search Device screen or Search Appliance screen, depending on what model you selected from the list of models.
 - > You can update the firmware of @Remote Appliances with RFU.

'Search Device' Screen **Inputting Search Criteria** Search Device @Remote Search Next Land Olta Inform ON LOGOUT C Eo led Ap s/h Tag ID er CSV % ce S/N Please input of Tag ID and De ly CSV Select All UnSelect All Slide 42

Input or select the following items:

- □ Service Depot Name pull-down menu (Mandatory item)
- □ Customer Name/ID (option)
- □ Appliance S/N (option)
- □ Tag ID (option): This is used by Ricoh Corporation the Tag ID is the number on the metal plate that is attached to the front of the machine. This is easier to locate than the serial number.
- Device S/N: (option) The Prefix for the model that you selected on the Select Screen will be shown to the left of the input area.

[Search] button

Search for the Devices that meet all the criteria that you entered, and display the result.

[Next] button

□ Move to the "Firmware Select" screen

'Search Device' Screen **Results of the Search** GO- Rhtps: * 60 -JUD) Search Device @Remote Search Next (b Load Site Informatio Fields marked wit Device Condition
 Not specified * Installed Condition LOGOUT Not specified
 Managed C Found C R talled Appl Service Depot Name RCL Service ٠ Search Customer Name/ID Appliance S/N Tag ID d List Counter CSV % Device S/N M10 New Request List: Requested CSV m Custo Please input one item at least fro Tag ID and Device S/N. ne/ID, Applia Supply CSV ect All UnSe ct All New Request List: Request dest SEO Device S/N Model Nan Customer Name/ID Installed Co Device Co Device T M/R dat Tag IC Applic
1 M1071400170 Africo MP 30 Uz-A1 CS Tower + User Managed Registered |HTTPS | 1 V78930 Service Call
Call List Fir Total: Slide 43

□ To go to the next screen, you must select one or more device from the displayed search results.

Communication Server GUI - Windo	wa Internet Explorer		
Communication Server GUI	attemptecenter/maincerviet		-ブ(1) - (3 ツール(1) -
B Firm	ware->Pirmware Main->Model Select->Search De	wice->Firmurare Select	
	F	ïrmware Select	?
@Remote -			(1-1-1-1)
	lext		- back
Load Site Information		00-100-	
Ta	rget MP 2510/D/Sm725e/MP 3010	/DSm/30e	
LOGOUT			
Pre-installed Applian Appliance Replaceme			
Samuel	ields marked with an asterisk * are re	quired.	
Appliance	e		
• Device	mware Fax		
Disconnected List	Fex(option)		
Counter CSV	Font EXP GWECLI3-604040		
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	Network Support Option PCL		
Supply CSV	Option PCL Font		
S New Request List: Requested CSV	SBCU		
a	SD Printer		
Service Call	SD Scanner Security Module		
	System/Copy.		
Firmware	Web Support		
Firmieare Main	(
Maintenance			
Site ACL			

"Target"

□ Displays the name of target Appliance/Device. Unchangeable.

"Total"

□ Displays the total number of target Appliances/Devices. Unchangeable.

"Firmware" pull-down menu

□ Select the Firmware module that you need to update in the target product.

[Next] button

□ Move to the F/W Update Screen.

Communication Server GUI - V	Vindows Internet Ex	oplorer			
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Communication Server GU	1				ジモ)・ ③ ツールロ)・
<u> </u>	Farnware->Farnware	Main->Model Select->Search Device->P	rmware Select->F/W U	pdate	
@Remote		F/	W Update		?
	Update				(+ back
Load Site Information					
	Target	MP 2510/DSm725e/MP 3010/DSm730	e		
LOGOUT	Total	1			
Registration 🔷	Firmware	SBCU			
New Registration	- Part No	D50322201-			-
Appliance Replaceme	Update Tarae	t Information			
Search	Devices that suppo	ort RFU Prohibition:			
Appliance Device	Target S/N	Customer Name/IE Tag ID	Module Name I	New Ver Current V Current	LF.
Disconnected List		OL AT OUT OWER OIL	0000	1.01.1.00	_
Counter CSV					
List: Requested CSV					
Supply CSV	1				
S New Request	1				
B List: Requested Cov					
Call List	1				
Firmware	Option				1
Firmware Main	Update Later		RFU P	rohibition Interval	
	Start Date/Time	2010/04/27 22:00:00	Start Tim	e 8:00:00	

"Target"

□ Displays the update target Appliance/Device name. Cannot change.

"Total"

Displays the number of update target Appliances/Devices. Cannot change.

"Firmware"

Displays the name of the firmware module that will be updates in the target. Cannot change.

"Part No" pull-down menu

□ Select the Part No. of the update target Firmware. (Mandatory item)

Update Target Information Field

- "Check Box": All selected devices are checked, initially. Uncheck the boxes for the devices that should not be updated.
- □ "New Version": Displays the latest version of the target firmware. (This is the new version information in the Global Server.)
- □ "Current Version": Displays the Current Version of the target Appliance/Device.
 - Note: If the name of the firmware module that is managed by New Version and Current version is not same, Current version will be blank. We explained how to use the "Check Version" button earlier in this presentation.
- Current Part No.": Displays the current part number of the firmware in the target Appliance/Device.

[Update] button

Click this to perform RFU on the selected devices and move to the Update List.

'Firmware Update' Screen - 2

Start Date/Time Retry Period	2010/04/27 3	•	ition Interval 8:00:00 18:00:00	•	

"Option" functions

- Update Later: This is to select the firmware update in scheduled mode. It is necessary to set up the starting date, time, and the number of days to re-try if the update does not succeed first time.
 - "Update Later" Check Box: Tick this check box to enable the scheduled mode. The default setting is "On".
 - Start Date/Time": This is the Start date and Start time to update the firmware. The date format varies and is defined by the setting of the local PC. The time is initially set at 22:00 local time as the default.
 - "Retry Period": Set this to the period (number of days) for retrying a firmware update in cases where the first attempt has failed (range: 1-7 days; default: 3).

If you click the [Update] button after you enter a number other than 1 to 7, a pop-up error message will appear on the screen. It does not allow you to go to the next screen.

- **G** RFU Prohibition Interval (New Function from RC Gate A)
 - "RFU Prohibition Interval" Check Box: Tick this check box to enable this mode (default: "Off"). During the specified interval, as defined by the Start Time and End Time below, remote firmware updates will be prohibited.
 - Start Time: Default: 8:00:00
 - "End Time": Default: 18:00:00

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@Remote	Parnsware -> Parnson	rre Main » Model	Select » Search Device ». $Up($	dating	t=P/WUpdate=UpdatingList List	
SET " Site Information	Cancel	xport-CSV	Appliance Queu	e List	Delete Refresh	(🔶 ba
LOGOUT Seurch • Appliance • Device • Disconnected List	Operation Date Target Progress Firmware Parts No/Suffix		03/15/2007 23:55:36 Adicio MP C2500/3000 0/1 Engine B2385530G			
Counter CSV New Request Lint: Requested CSV Supply CSV	Appliance S/N J7641000012	Device S/N L3700000074	Status (Center)Procce	Detail	Customer Name/ID Ishiyama_v3.34	Service Depot STG01 Inc. Svi
New Request List: Requested CSV Service Call						
• Call List Firmware						
Firmware Main Maintenance Sile ACL						
Concact.						

- [Cancel] button: Select a record and click this button to cancel the update request.
- [Export-CSV] button: Press this button to export the list as a CSV file on the local PC.
 - Default file name: RFU_Status_List.csv
- □ [Delete] button: Select the record and press [Delete] button.
 - If the request is now being processed, it is necessary to cancel it with the [Cancel] button before you can delete the record.
- □ "Operation Date": Displays the requested update time.
- □ "Target": Display the target Device/Appliance name.
- "Progress": Displays the total number of completed updates and the total number of requested update.
- □ "Firmware": Displays the name of the firmware module to update.
- □ "Parts No/Suffix": Display the Part No/Suffix of the target firmware.
- Status": Displays the current status of the target Appliance/Device Firmware update request.
 - If the status of the current update is "Not Successful", the following Update request will remain in the "Queuing" status. To restart the update request, move to the "Appliance Update Queue List" Screen and click the [Restart Queue] button. See the next slide.
- [Appliance Queue List] button: Click this button after selecting a Device/Appliance from the Update list, and move to the Appliance Update Queue List Screen.
 - Also possible to move "Appliance Queue List" by double clicking the record in the list.

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Apphance Inform	ration			
Request Number		OSTG0100730479		
Appliance S/N		J7641000012		
Appliance Type		RC-Gate		
Communication Meth	od			
Oustomer Name/ID		Ishiyama_v3.34		
Site Name		STG01		
Service Depot Name		STG01 Inc. Svc		
Operation Calendar		DEF		
Address		1-3-6.Naka-magom	a,OMa-ku,Tokyo	
Location		10F		
Appliance Administre	itor Name	masaichi.sawada		
Appliance Administre	tor Phone	03-6890-3116	ate dank on la	
Appliance Administre	itor E-mail Address	masaichi.sawada@	nts.ncon.co.jp	
Installation Date		0272372007 05.07		
Note a				
Note o				

[Restart Que] button

- □ When an error occurs, press the button to restart the update request.
- □ NOTE: If you click the [Restart Que] button when the update request item status is "Processing", the following error message will appear on the screen.
 - "Restart Que" will not be executed when there are requests under "Processing".





	@Remote							
	NUT II Dite Information				Firmware	Main		3
			New Update	Export-CSV	Delete Re	ofresh		
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1	LOGOUT		Operation Uate	Afric MD C15002	Featies	Praits NO	Progress 04	(Costor/Mat Costo
	Registration	-	03/05/2007 21:59	Africa MP C2500/3.	SystemCore	8247510	1/1	(Center)Not Successful
I			03/05/2007 21:58	Aticio MP C2500/3	SD Scenner	8238560	0/1	(Center)Not Succe
	 Nete Registration 		03/05/2007 21:57	Aficio MP 5500/650	Engine	B247512	1/1	(Center)Successful
1	 Pre-installed Appliance 		03/05/2007 21:54	Aficio MP 5500/650	Fax	B247510	1/1	(Center)Not Succe
	 Appliance Replacement 		03/05/2007 02:48	Aficio MP C2500/3	Web Support	B238560	0/1	(Center)Canceled.
l			03/05/2007 02:46	Aficio MP 5500/650	Network DocBox	B841553	0/1	(Center)Canceled.
1	Search		03/05/2007 02:44	Aficio MP C2500/3	System/Copy.	8238560	0/1	(Center)Not Succe
J	Appliance		03/05/2007 02:30	Aficio MP C2500/3	SD Printer	B788560	1/1	(Center)Successfu
1	• Device		03/05/2007 02:29	Aficio MP 5500/650	Fax	B247510	1/1	(Center)Not Succe
	1 Disconnected List		03/05/2007 02:25	Aficio MP 5500/650	Engine	B247512	0/1	(Center)Not Succe
	2 Machinetted List		03/05/2007 02:22	Aficio MP C2500/3	Engine	B238553	1/1	(Center)Successfu
J	Counter CSV							
	See the Sta However, th the current	tu nis Io	is colur s only s ogin ID)	nn in the hows th	e Firmw e statu	are N s of y	lain sc ⁄our op	reen. erations
	Also, each export you	er r s	ntry on status li	the list o st as a C	only has SV eve	s a lif ery 3 (e of 3 c days.	lays. So



□ For a list of error messages and how to solve the problems, see the file 'Followup Manual_RFU_20100326.ppt'.



Firmware Failure Calls Details screen

- □ You will only see an error code if the error occurred after the appliance accessed the device. If the error occurred before that, you will not see an error code.
- □ 0 means that no error code was sent.
- □ For details of the error codes, see the file 'Follow-up Manual_RFU_20100326.ppt'.

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		Call En	ail List	
Search	New	Delete		
* Site Name Picci	Company Ltd.		12	-
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SEO Call	SCDetail	Service	Appliance	Address shingo.ono@nts.ricoh.co.jp
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Dat	e 7Days	•		☑ Close all call	s, received before	e the selected call,	, on the same S/N
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SEC	Time Receiv Custo 04/23/2010 14:	omer Name/I	IE S Call Typ FailFW	ModelName RICOH Aficio S	Tagi S/N S37870	Appliance 1	S/I Detail _
SEC 1 2	Time Receiv Custo 04/23/2010 14: 04/23/2010 13:	omer Name/I	C S Call Typ FailFW	ModelName RICOH Aficio S RICOH Aficio S	Tagi S/N S37870 S3889	Appliance 3 \$56010 \$56010	S/I Detail (55)
SEC 1 2	Time Receiv Custo 04/23/2010 14: 04/23/2010 13:	omer Name/I	E S Call Typ FailFW FailFW	ModelName RICOH Aficio S RICOH Aficio S	Tagi S/N S37870 S3889	Appliance 3 S56010 S56010	S/I Detail (55) (55) (55)
SEC 1 2	Time Receiv Custo 04/23/2010 14: 04/23/2010 13: RFU was execu	omer Name/I	E S Call Typ FailFW FailFW FailFW	ModelName RICOH Africio S RICOH Africio S RICOH Africio S	Tagi S/N S37870 S3889 erating or st	Appliance 5 S56010 S56010 andby mode	S/I Detail (55) (55) (55)
SEC 1 2	Time Receiv Custo 04/23/2010 14: 04/23/2010 13: RFU was execu An SP for RFU	omer Name/I uted while Timing (S	E S Call Typ FailFW FailFW the devic SP5816-01	ModelName RICOH Aficio S RICOH Aficio S e was in op 3) was newl	Tagi S/N S37870 S3889 erating or st y added in 0	Appliance S S56010 S56010 andby mode 7S and later	S/I Detail • [55]] [55]] models.
SEC 1 2	Time Receiv Custo 04/23/201014: 04/23/201013: RFU was execu An SP for RFU • SP5816-0	uted while Timing (S	E S Call Typ FailFW FailFW the devic SP5816-01	ModelName RICOH Aficio S RICOH Aficio S e was in op 3) was newl	Tagl S/N S37870 S3889 erating or st y added in 0	Appliance 3 S56010 S56010 andby mode 7S and later	S/I Detail (55) (55) (55) models.
SEC 1 2	Time Receiv Custo 04/23/201014: 04/23/201013 RFU was exect An SP for RFU • SP5816-0 0: RFU is 1: BEU is	uted while Timing (S	C S Call Typ FailFW FailFW the devic SP5816-01	ModelName RICOH Aficio S RICOH Aficio S RICOH Aficio S e was in op 3) was newl an update re	Tagi S/N S37870 S3889 erating or st y added in 0 equest is rece	Appliance 1 S56010 S56010 andby mode 7S and later ived.	S/ Detail • (55) (55) models.
SEC 1 2	Time Receiv Custo 04/23/2010 14: 04/23/2010 13: RFU was exect An SP for RFU SP5816-0 0: RFU is 1: RFU is	uted while Timing (S 113: executed s executed	E S Call Typ FailFW FailFW the devic SP5816-01: whenever d only whe	ModelName RICOH Africio S RICOH Africio S RICOH Africio S e was in op 3) was newl an update re en the mach	Tagl S/N S37870 S3889 erating or st y added in 0 equest is rece ine is in ene	Appliance 3 S56010 S56010 andby mode 7S and later ived. rgy save mod	S/ Detail (55)
• • • • •	Time Receiv Custo 04/23/201014 04/23/201013 RFU was execu An SP for RFU • SP5816-0 0: RFU is 1: RFU is You must perfo Or change the	uted while Timing (S 113: executed s executed orm RFU v setting of	t S Call Typ FailFW FailFW FailFW FailFW FailFW the devic SP5816-01: whenever d only whe while the c SP5816.0	e was in op 3) was newl an update re on the mach levice is in (1)	Tagl S/N S37870 S3889 erating or st y added in 0 equest is rece ine is in ene energy save	Appliance 1 S56010 S56010 andby mode 7S and later rived. rgy save mode.	S/I Detail (55) (55) (55) (55) (55) (55) (55) (55)



- This section will briefly explain how the @Remote system detects when devices or appliances have been disconnected, and how this is reported on the Center GUI.
- □ For details of the operations, see the operation manual (@Remote Center GUI V3.0 Op. Manual ver2.0.pdf) in the Reference Material folder.









RC Gate

□ If the RC Gate cannot detect a certain device for three days, the RC Gate waits for 12 more hours.

- □ Then it does a device connection check. If the device is still disconnected, it then notifies the center of a disconnected device.
 - The device connection check is necessary because SNMP devices do not automatically notify the RC Gate after their power is turned on.
 - HTTPS devices automatically notify the RC Gate after their power is turned on.

□ If the device is detected again within this 12 hours, the disconnection is not notified to the center.

Slide 6







- □ G/W: Gateway
- D Every three hours, a Server at the G/W checks for disconnected appliances.
 - There are 4 servers dedicated to this task. The timing for each server is different, so the time that any particular appliance is checked depends on which server is in charge of that appliance. See the next slide for more on this.
- □ The first time that the server detects no response from a particular appliance, that appliance is flagged as 'possible disconnected appliance'.
- □ Then, three hours later, if there is still no polling response from that appliance, the center decides that this appliance is disconnected.
- Therefore, it can take between 3 hours and 5 hours + 59 minutes from the time an Appliance is actually disconnected to the time the G/W detects that the Appliance is indeed disconnected.
 - In the above example, the RC Gate was disconnected for about 4 hours before the center was informed.



Each server has a list of appliances. It looks for each appliance on the list in a batch process.

SETT Site Inform LOGOUT Registration	Search Applia	nce) Search Device)	
LOGOUT Registration	• Site Name		
New Registration Pre-installed Applia Appliance Replaced Search Appliance Disconnected List Counter CSV New Request List: Remested CS	Appliance S/N Device S/N Device S/N Service Depot War Please input	N-T01 20027017 20027017 20027017 20027017 2002702716 2002702702716 2002702716 2002702716 2002702716 2002702716 2002702716 2002702716 2002702716 2002702716 2002702716 2002702716 2002702716 2002702716 2002702702	
Click "Dis	Service Depot Na Please inp Customer	me [NetTOI Inc. Suc ut or select one item at least from Appliance S/N, Device S/N, Tag ID, Name/ID and Service Depot Name. st" in the "Search" menu.	×
□ Input sea "Search I	rch conditions Device" .	s, then click "Search Appliance"	or
A list will	appear. It sho	ows all devices that match the se	arch

- Center GUI Operation Manual, Section 2-3
- □ This shows operation at the Center GUI to check for disconnected devices and appliances.

Load Site Information Date Range COUNTING COUNTING The list displays up to soo App LOGGOUT The list displays up to soo App Registration 0 New Registration The list displays up to soo App Pre-installed Appliance Nous Registration The list displays up to soo App 0 New Registration Transaction 0 Pre-installed Appliance The list displays up to soo App 17770500371 SOTRENOR To so appliance 17770500370 DOLANE_T To so appliance
LOGOUT The list displays up to soo App Registration Appliance S/N Customer N. 28 29 30 31 1 2 3 4 5 6 7 8 9 10 1 Pre-instalide Appliance JP77030071 SOTTENOR Appliance Replacement JP77030070 OFLOGEE Appliance Contract JP77000070 OFLOGEE
Appliance S/N Customer N 28 29 30 31 1 2 3 4 5 6 7 8 9 10 1 New Registration J7770300401 USTL J77703017 SOTTENDR J
Applicance Applicance Approximation Approximation
Netro Request : Recourered (AM) : Recourered (FM) : Operating List: Requested CSY :: Disconnected<=>>Recovered(Same day)

□ The Disconnected Device List is similar.



- In versions of the GUI software before July 2007, RC Gate-C was not shown as disconnected, because the list only showed appliances which started the disconnected status within the set date search range.
- □ There is a plan to show the date of disconnection on the display, if it is outside the set date search range.





The vertical green arrows show when the final check for the day was done. In each case, the status was disconnected. However, on some days, the appliance was connected for some parts of the day. But each day is reported as 'disconnected'.
CSV File			
COV FILE			
	Acquisition Date		
Device Serial Number	(mm/dd/yyyy)	Acquisition Time	
L5560800226	07/02/2007	11:37	Device data could be
_5560800226	07/03/2007	11:56	contured on come days
_556U8UU226	0770672007	13:20	captured on some days
_5560800226	0770972007	11:48	between July 2 and 10
Notified CAL	.L		
CALL PATTERN DONNEC CALL PATTERN DONNEC CALL PATTERN DISCOM CALL PATTERN DISCOM	L T. APPLIANCE NECT. APPLIANCE T. APPLIANCE NECT. APP	2007/6/27 12:32 2007/6/27 23:08 2007/6/28 12:45 2007/6/28 11:25 2007/6/28 11:25 2007/7/2 11:37 2007/7/2 23:41 2007/7/2 23:41 2007/7/2 11:66 2007/7/4 2:08 2007/7/5 23:41 2007/7/5 23:41	Reconnect Calls were





Appliance Suspension Mode

- □ If an RC Gate cannot communicate with the center for 1 week, it automatically enters this mode.
 - This might happen due to a disconnected cable, or a problem related to a company's firewall.

This is similar to a sleep mode (polling is only done once a day, instead of once an hour). But, if the connection is recovered, the RC Gate automatically resumes normal operation after the next daily polling.

- Or, the customer can turn power off/on after solving the problem (e.g., re-connecting the cable).
- Then, the RC Gate will send a power-on notice to the center. If that is successful, normal operation resumes immediately (polling every hour).
- Slide 19
- □ Normally, the center detects the disconnected appliance after 3 hours, and a technician should attend to the matter before 7 days have passed.
- □ The center sends an e-mail every day to remind that the appliance is disconnected.





□ On the RC Gate A. the LCD shows 'Off Line' in appliance suspension mode.





Continued on the next slide





This section explains the steps to be taken if an @Remote Appliance needs to be replaced at a customer site.





	@Remote	Replace Appliance
	SET 1 Site Information Replace	
	Fields mark	sed with an asterisk • are required.
	LOGOUT • Old Appliance	s/N
Re	gistration	e a/tr
	The installed styp linear	
4	Appliance Replacement	
Se	arch	
	Device	
	When an @Remote procedure must be	Appliance needs to be replaced, this done at the Center GUI before the
	appliance is physic	ally replaced.

'A to B': A defective appliance (A) is replaced with a new appliance (B).

Center GUI Operation Manual, Section 1-3

This method cannot be used to replace the following types of @Remote Appliance:

- □ An Appliance installed for SMTP (one-way) communication there are very few of these in the field, so we shall not discuss this.
- Embedded RC Gate- replacement is not possible (it is built into the device as part of the GW controller)



- □ If all memory in the Appliance had to be cleared, due to an Appliance SC for example, the appliance is initialized and all data is lost.
- In this case, you need to reinstall the Appliance. If you install the Appliance from the beginning, all registered device data and Auto Discovery information at the @Remote center will be cleared.
- To avoid losing this data, you can use the "Replacing an @Remote Appliance" procedure: In the screen shown on this slide, input the Appliance's serial number for "Old Appliance" and for "New Appliance". This makes sure that the correct data goes to the new appliance after installation (the Center software checks for this new serial number before it downloads any data to the new appliance).

In the case of RC Gate S Pro

- RC Gate S Pro has no serial number. The ID2 is used instead. How to replace a RC Gate S Pro is explained in the section of the course about Installation, in the section related to the RC Gate S Pro.
- Install the software on the PC first, before doing the A to B replacement procedure.
- During registration, the data will be copied to the new RC Gate S Pro from the backup data in the gateway.

		Appliance List	2
		Device List Remove Appliance	(🔶 back
lace	e Appliance 🔼	Search Condition	
~		Installed Condition Device Condition	n
U.	Request received	Not specified C Managed C Monitored Not specifi	ed C Found C Registered
		() Refresh Update Export	EDIT OFF
(m)			
		SEQ Appliance S/ Request Num Service Depa Appliance Av	Appliance typ Requested State RC-Gate Replacing
	The computer w replace an appli	vill show that a request was re	Appliance typ Requested State RC-Gate Replacing
	The computer w replace an appli • "Replacing" i	vill show that a request was re iance. Click OK. n the Appliance List indicates th	Appliance by Requested State RC-Gate Replacing
	The computer w replace an appli • "Replacing" i replacement	vill show that a request was re iance. Click OK. n the Appliance List indicates th request was issued for this app	cceived to at a liance.
	The computer w replace an appli • "Replacing" i replacement The replacement	vill show that a request was re iance. Click OK. n the Appliance List indicates th request was issued for this app nt request is valid for four hou	Appliance by Arquested State RC-Gate Replacing
	The computer w replace an appli • "Replacing" i replacement The replacement	vill show that a request was re iance. Click OK. In the Appliance List indicates the request was issued for this app nt request is valid for four hou	Appliance by Arquested State RC-Gate Replacing

- □ The appliance list on the right is obtained using the Search menu of the Center GUI.
- To cancel the replacement procedure, remove the old appliance from the GUI. The replacement request is canceled, so a new appliance can be installed if required.
- NOTE: After the replacement procedure for an individual RC Gate is performed at the center, this RC Gate has to be installed as the New S/N for the replacement procedure. If this RC Gate is newly installed on site with a completely new request number, an error code -2387 will be shown.



RC Gate Service Manual, Replacement and Adjustment, Replacing the RC Gate with a New One

- The request number issued in this step is a special request number format with a '#' at the start. The '#' tells the gateway to send all backed up data from the old appliance A to the new appliance B during the registration process.
- Backup Data: A table of this data can be found in the above section of the RC Gate Service Manual.









- □ These procedures convert the appliance into a brand-new one, that can be used again for another customer.
- D RC Gate Service Manual. Troubleshooting, Memory Clear
- □ This section of the service manual explains how to use the bit switches to reset the memory on the @Remote Appliance.

How does the technician at the customer site know that remote initialization has finished?

- RC Gate: The LEDs are in the 'shut down' state. They all start blinking, then remain lit.
- □ RC Gate A: The LCD shows "Not set up" followed by an IP address.









□ 'Onsite Data': See @Remote_18_RC Gate S Pro Data Handling.ppt



- Step 1: For temporary uninstallation or installation on another PC, this step is not needed.
- When the removal procedure at the Center GUI is completed, Setup Wizard will no longer be greyed out in the initial screen of CE mode. The screen appears the same as during installation, before setup and registration.
- If the removal of RC Gate S Pro is permanent, a technician does not have to attend the customer site, because there is no hardware to retrieve. So, the customer can do steps 2 and 3 at any time (before or after step 1; it doesn't matter).
- **□** Removing devices from RC Gate Pro when replacing the device:
 - When you delete a device using the Center GUI, you delete it from the Managed Device List in the @Remote part of RC Gate S Pro.
 - However, the data still remains in the Network Device List in the 'Onsite Data'. It must be deleted from the All Printers list in the onsite menu of the RC Gate S Pro.
 - If the customer will cancel @Remote service but continue Onsite (free program), or cancel the RC Gate S Pro completely, it is not necessary to remove the device(s) from the onsite data. But they must be removed using the Center GUI, to remove them from the @Remote Center databases.
 - For more about this, see @Remote_18_RC Gate S Pro Data Handling.ppt



In addition to the above, even if you want to re-register RC Gate S Pro (@Remote), you must uninstall the complete program. For RC Gate, it is possible to initialize it by changing dip switch no. 2 and power on/off.







- □ The A to B replacement procedure is explained earlier in this presentation.
 - We never use A to A for a RC Gate S Pro, because the ID2 is always different when re-installing.
- □ After this procedure, there are a few slides to show what happens to the ID2 in various situations.



- While the data is being copied from the @Remote Center to the new RC Gate S Pro installation, 'Replacing' is shown on the Center GUI for this appliance. When the data transfer is finished, 'Replacing' disappears.
- While the data is being copied, the customer can login to the RC Gate S Pro, but Ricoh recommends that they wait until the next day before attempting any operations.



Login Timeout during Replacement

- This function is available for RC Gate A and RC Gate S Pro, but not RC Gate.
- When doing an appliance replacement for an appliance that has a large number of devices, the UI may declare a timeout if the replacement takes longer than 15 minutes.
 - It is estimated that this may occur if there are more than 2000 devices.
- □ However, the appliance replacement continues, even though the UI has timed out.
- □ If @Remote Service Registration Wizard" is not grayed out in the main menu, the Appliance Replacement is still in progress.
- □ The following shows the estimated amount of time needed to complete replacements of various quantities of registered devices.
 - > 100 devices: Approx.1 min.

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- > 300 devices: Approx.2 min.
- > 500 devices: Approx.3 min.
- > 1,000 devices: Approx.10 min.
- > More than 1,000 devices: Not examined

From	1x RC Gate	RC Gate S Pro (Onsite)	RC Gate S Pro @Remote Connector	RC Gate A (Case 1)	RC Gate A (Case 2)	RC Gate A (Case 3)
1x RC Gate	Possible	Not possible	Not possible	Possible	Possible	Not possible
Multiple RC Not possible Gates		Not possible Available as Special Operation. Ref in the RC Gate A/S Pro service man			er to "Transition for @Remote Servioual.	
RC Gate S Pro (Onsite)	Not possible	Possible *4	Not possible	Not possible	Not possible	Not possible
RC Gate S Pro @Remote Connector	Not possible	Not possible	Possible	Not possible	Not possible	Not possible
RC Gate A (Case 1) *1	Not possible	Not possible	Not possible	Possible	Possible	Not possible
RC Gate A (Case 2) *2	Not possible	Not possible	Not possible	Not possible	Possible	Not possible
DO 0.11	Not possible	Not possible	Not possible	Not possible	Not possible	Possible
(Case 3) *3						

Replacing Appliances

- □ This table shows what appliances you can use to replace another appliance.
- □ *1: Only "RC Gate A" is installed (no memory or storage options).
- *2: RC Gate A with Memory and Storage Options are installed and the setting of "Extended Function Setting" is kept at the default setting ("Do not use").
- *3: RC Gate A with Memory and Storage Options are installed and the setting of "Extended Function Setting" is set to "Use".
- *4: For RC Gate S Pro, activating the @Remote Connector is required before performing Appliance Replacement.
- In the rest of this presentation, we will concentrate on the 'Special Operation' needed to switch a customer from multiple RC Gates to one RC Gate A or RC Gate S Pro.



This presentation explains what we need to know when we replace a GW Controller Board, Engine Board, or NVRAM in a device that is connected to @Remote.



Overview

- When we replace a GW Controller Board, Engine Board, or NVRAM for a machine not connected to an @Remote Appliance, the machine can be recovered to normal operation after using some SP modes.
- However, if an @Remote Appliance is connected, in some cases there are some parameters that cannot be reset by SP mode. Action from the Center GUI may be needed.
- □ This presentation will examine these situations.

No additional notes

Slide 3








Note: If NVRAM data backup/restore (SP5824/5825) are done before/after replacement, all previous data will be kept in the new NVRAM. No action is required on any of the above items.

What is a 'dummy appliance'?

- To restore the ID2, an external appliance must be connected to the machine. This can be any RC Gate, including the customer's RC Gate in its current set-up (no need to disconnect from the network, for example).
- If the machine is connected to @Remote with Embedded RC Gate, and there is no RC Gate available at the customer site, then the technician has to carry an RC Gate to the customer site to do this procedure. This is known as a 'dummy RC Gate'.

The Cert./ID2 Call procedure is explained later in this presentation.





□ Note that this is the same as case B, except for the Certificate, which was cleared and must now be restored.





- □ Note: NVRAM data backup (SP5824, 5825) is required before replacement.
- □ The data in the NVRAM on the engine board is not related to @Remote.







This is the same as for external appliances, except for the procedure for restoring the certificate.

- □ This assumes a new controller board is used when installing a new part.
- □ If the controller board is a used one and has not been used with Embedded RC Gate, there is no problem.
- But if the controller was previously used with Embedded RC Gate and registered, some special treatment is needed. This is explained later in this presentation, in the slides starting with 'What Happens if you Replace a GW Board with an Old GW Board'.



Note: If NVRAM data backup/restore (SP5824/5825) are done before/after replacement, all previous data will be kept in the new NVRAM. No action is required on any of the above items.



□ Note that this is the same as case B, except for the Certificate, which was cleared and must now be restored.





□ Note: NVRAM data backup (SP5824, 5825) is required before replacement.



The next few slides show some parameters that should be automatically set to the correct values, However, if there are problems after replacement, check the values are correct.



- □ I/F Setting [SP5816-001]: Must be set to 2.
- □ Function Flag [SP5816-003]: Must be set to 0.
- □ Installation Flag [SP5816-201]: Must be 0.
 - If not, make sure that this machine is not registered in any appliance, then execute SP5816-209 (install clear) and turn the power off/on.
- Device S/N [SP5811-001]: The correct S/N must be stored here. If it is not correct, input the S/N.
- Device ID2 [SP5811-003]: Correct ID2 must be set. If not, program ID2 by using a dummy appliance (use the Cert/ID2 Call procedure).
- Certificate [SP5816-089]: Common certificate (000000____) must be set.
 - If not, execute SP5870-001 (rewrite) and turn the power off/on. If this fails, execute -003 (initialize) first then -001.
- □ IP Address of @Remote Appliance [SP5821-002]: Must be 0.0.0.0
- The next few slides explain the items to check at installation, with and without an @Remote Appliance connected.
- □ The notation 000000_____ is not the actual common certificate it just indicates that a common certificate is present. If you do not see this notation, the common certificate is not there.

What is a dummy appliance?

Slide 16

- To restore the ID2, an external appliance must be connected to the machine. This can be any RC Gate, including the customer's RC Gate in its current set-up (no need to disconnect from the network, for example).
- If the machine is connected to @Remote with Embedded RC Gate, and there is no RC Gate available at the customer site, then the technician has to carry an RC Gate to the customer site to do this procedure. This is known as a 'dummy RC Gate'.

The Cert./ID2 Call procedure is explained later in this presentation.



- □ The underlined portions on the slide show the differences from installing a machine with no @Remote Appliance.
- □ The notes on the slide apply for RC Gate A, RC Gate S Pro, and RC Gate.
- □ SP 5816-209 resets 5816-201, 5816-003, and others.
 - It may be necessary to use this SP if a device was not connected to an RC Gate, and the Center GUI tried to remove this device.



- □ The underlined portions on the slide show the differences from installing a machine with an External @Remote Appliance.
- □ The IP address of an embedded @Remote appliance (Embedded RC Gate) is 0.0.0.0. Anyway, SP5821-002 is not used if Embedded RC Gate is activated.



4. Summary

	Device une	der RC Gate	Embedded R	C Gate Device
Usual Case	Before installed	After installed	Before installed	After installed
I/F Setting [SP5816-001]	Must be set to 2. If not, o	change to 2.	Same as left.	,
Function Flag [SP5816-003]	Must be set to 0. If not, change to 0.	Must be set to 1. If not, change to 1.	Must be set to 0. If not, change to 0.	Must be set to 1. If not, change to 1.
Installation Flag [SP5816-201]	Must be 0. If not, make sure not to be registered by any appliance, then execute SP5816-209 (install clear) and power off/on.	Must be 3. If not, remove this device from center GUI (if necessary, execute SP5816-209), then install again.	Must be 0. If not, make sure not to be registered by any appliance, then execute SP5816-209 (install clear) and power off/on.	Must be 2. If not, remove this device and appliance from center GUI (if necessary, execute SP5816-209), then install again.
Device S/N [SP5811-001]	Correct S/N must be pro S/N.	grammed. If not, type	Same as left.	
Device ID2 [SP5811-003]	Correct ID2 must be set. using a dummy RC Gate	If not, program ID2 by	Same as left.	
Certificate [SP5816-089]	Common certificate (000 If not, execute SP5870-0 off/on. If -001is failed, ex then -001.	000) must be set. 01 (rewrite) and power tecute -003 (initialize) first	Same as left.	Individual certificate (specific format based on ID2) must be set.
RCG IP [SP5821-002]	0.0.0.0 is displayed. F If not input 0.0.0.0.	C Gate IP address.	Not used.	





□ Equipment that communicates only with SNMP does not need a certificate.





□ Authentication server – Also called the CA server.





Rescue mode: Explained later in this section.

-87	CERT:Macro Ver.	1
-88	CERT:PAC Ver.	1.1.1
-89	CERT:ID2Code	000000
-90	CERT:Subject	000000
-91	CERT:SerialNo.	0000000000000661
-92	CERT:Issuer	Ricoh Remote Service CA
	OFINTAL OLA	2002/12/31
-93	GERT:Valid Start	
-93 -94	CERT:Valid Start CERT:Valid End	2032/12/31
-93 -94 dividual	CERT:Valid Start CERT:Valid End Certificate	2032/12/31
-93 -94 dividual -87 -88	CERT:Vaid Start CERT:Vaid End CERT:Macro Ver. CERT:Macro Ver. CERT:PAC Ver.	2032/12/31
-93 -94 dividual -87 -88 -89	CERT:Valid Start CERT:Valid End CERT:Macro Ver. CERT:Macro Ver. CERT:PAC Ver. CERT:D2Code	2032/12/31 1 1,1,1 V24 01000021
-93 -94 dividual -87 -88 -89 -90	CERT:Valid Start CERT:Valid End CERT:Macro Ver. CERT:PAC Ver. CERT:D2Code CERT:Subject	2032/12/31 1 1.1.1 V24 01000021 V24 01000021
-93 -94 -87 -88 -89 -90 -91	CERT:Valid Start CERT:Valid End CERT:Macro Ver, CERT:PAC Ver, CERT:D2Code CERT:Subject CERT:Subject CERT:SerialNo,	1 1.1.1 V24 0100021 V24 01000021 000000000032BFB
-93 -94 -87 -88 -89 -90 -91 -92	CERT:Valid Start CERT:Valid End CERT:Macro Ver. CERT:PAC Ver. CERT:PAC Ver. CERT:Subject CERT:Subject CERT:SerialNo. CERT:SerialNo.	1 1.1.1 V24 01000021 V24 01000021 000000000032BFB Ricoh Remote Service CA
-93 -94 dividual -87 -88 -89 -90 -91 -92 -93	CERT:Vaiid Start CERT:Valid End CERT:Macro Ver, CERT:PAC Ver, CERT:D2Code CERT:Subject CERT:Subject CERT:Subject CERT:SerialNo, CERT:Issuer CERT:Valid Start	1 2032/12/31 1.1.1 1.1.1 V24 01000021 V24 01000021 000000000032BFB Ricoh Remote Service CA 2002/12/31

- □ These examples are printouts of the SMC report for each type of certificate.
- □ The notation 000000_____ is not the actual common certificate it just indicates that a common certificate is present. If you do not see this notation, the common certificate is not there.

escue (Certificate	
	Jontinouto	
87	CERT:Macro Ver,	1
88	CERT:PAC Ver.	1.1.1
89	CERT:ID2Code	RESCUE
90	CERT:Subject	RESCUE
91	CERT:SerialNo,	00000000000639
92 ·	CERT:Issuer	Ricoh Rescue Service CA
93	CERT:Valid Start	energian in a
	control to the second	2002/12/31
94	CERT:Valid End	2002/12/31
o Certif	CERT:Valid End	2002/12/31 2032/12/31
94 • Certif -87	CERT:Valld End	2002/12/31 2032/12/31
94 • Certif -87 -88	CERT:Valld End	2002/12/31 2032/12/31
94 • Certif -87 -88 -89	CERT:Valld End icate written in CERT:Macro Ver. CERT:PAC Ver. CERT:ID2Code	2002/12/31 2032/12/31
94 • Certif -87 -88 -89 -90	CERT:Valid End CERT:Macro Ver. CERT:Macro Ver. CERT:PAC Ver. CERT:D2Code CERT:Subject	2002/12/31 2032/12/31
94 -87 -88 -89 -90 -91	CERT:Valid End CERT:Valid End CERT:Macro Ver. CERT:PAC Ver. CERT:ID2Code CERT:Subject CERT:Subject CERT:Subject	2002/12/31 2032/12/31
-87 -88 -89 -90 -91 -92	CERT:Valid End CERT:Macro Ver. CERT:Macro Ver. CERT:PAC Ver. CERT:ID2Code CERT:Subject CERT:Subject CERT:SorialNo. CERT:Issuer	2002/12/31 2032/12/31
-87 -88 -89 -90 -91 -92 -93	CERT:Valid End CERT:Macro Ver, CERT:Macro Ver, CERT:PAC Ver, CERT:ID2Code CERT:Subject CERT:SorialNo, CERT:SorialNo, CERT:Valid Start	2002/12/31 2032/12/31

□ The example at the bottom of this slide shows the SMC report printout when there is no certificate in the device.







- Normally, a rescue procedure is not needed for the RC Gate or RC Gate A. These have an individual certificate stored at the factory.
- □ In theory, something may happen to the RC Gate to make rescue necessary, but it has never happened in the field.
 - The individual certificate for the RC Gate expires after 30 years. This manual rescue procedure could become useful at that time. A procedure using the Certificate/ID2 call is necessary at this time, as explained later in this presentation.



How to do the Rescue

- When the Auth Key Change Call is received, the Center GUI operator must restore the original certificate.
- □ To do this, use the Authkey Change Call function in the Call List menu of the Center GUI.
 - The procedure is outlined on the next few slides.
- The CA terminal at the @Remote center will issue the original certificate (individual certificate based on the device ID2), and send it to the Embedded @Remote Appliance.
- □ This will overwrite the rescue certificate that is currently stored in the machine.
- Details of the procedure follow on the next few slides.

Slide 31









- □ The NVRAM from the old board must be removed and installed on the new board.
- No individual certificate is written, but there is a common certificate, as in all hardware. So, the situation with the certificate has gone back to the status that existed before Embedded RC Gate registration (we have ID2, but no individual certificate).









- □ In this example, we remove a defective GW board from device A.
- □ We then take a GW board that has already been used in device B, and install it in Device A.
- □ We then remove the NVRAM from defective board A, and install it on board B.


- □ When power is turned on, the certificate is copied to the ID2 on the NVRAM.
 - > This is a specification of the embedded appliance.
- □ The ID2 for board A is overwritten with the ID2 for board B.
- □ Why is this bad? See the next slide.



- Device A now looks to the @Remote Center like another Device B.
- □ So, the @Remote Center thinks that there are two Device Bs.
- This problem never happens with an external appliance (RC Gate or RC Gate S Pro/RC Gate A). Even if the device has an individual certificate after the GW board (Embedded RC Gate activated) is installed, the individual certificate in the appliance takes priority.





Countermeasure If you have to remove a correctly-working GW controller board, perform certificate initialization (SP5870-003) before you remove the board. This will return the board to its "brand new" condition.







□ The dummy appliance does not have to be an RC Gate – you can use an RC Gate A also. But most depots will already have an RC Gate for this purpose.

New Works Control Cont
Create Certification/11/2 Call
Tanget Information
Targer Office: O Applance @ Device
* Appliance 2/N
Appliance Notification
* Access Type P Address * Macro Version 1 * Device Model Orde
IP Address
MACAddreen



- □ Auth Key: This means 'certificate'.
- When restoring or newly assigning the ID2 to a device, select Device and Lost ID2
- When renewing the certification information for an appliance, select Appliance and Lost Auth Key. This will become necessary when the individual certificate for the RC Gate becomes out of date (this occurs after 30 years).

) 7+1ル(2) 編集(2) 表示(2) お気に	An (4) -9-14-00 All 769 Bennice Call-Scall Sect
@Remote	Call List 3
SET II Site Information	(Refresh) (Update
LOGOUT	Site Name P4KT01
	Date 7Days Close all calls, received before the selected call, on the same S/N
Call List	AppDisconnect SC/MC/CC Appliance SC Fields Service FW Update Failure Certification/ID2 Alarm DevDisconnect
Firmware	
Firmware Main	
Maintenance	
Site ACL Service Depot ACL	
Call Email Solution	
• Calendar	
 Certification/ID2 	
Administrator	
Appliance	

27-1%	Ð 編集(2) 表示(2) お	#######12000# WL2A9後) ツール① ヘルプ後
@	Remote	Call List
SEI	Site Information	Refresh Update
	LOGOUT	Site Name STG01
Servic	e Call	AppDisconnect SC/MC/CC Appliance SC Fields Service FW Update Failure Certification/ID2 Narm DevDisconnect
Firms Firms Maint Site Site	vare ware Main enance ACL ice Depot ACL	SED Time Received Customer Name/ID SC Level Call Type Mo To S/N Detail Close Solution 1 05/15/2007 22:23 Inhyema.Staging ContD2 S0059900001 0 Double-click
4.	Select t	he Certificate/ID2 check box, then click Refresh.
5.	This dis register	plays a list of Certificate/ID2 calls that were ed.
		and the second

@Remote	Charles Control Contro	Authkey Change Call Detail	2000 7.	In this screen, input the serial number prefix
LOGOUT	Solution			and the corial
legistration	Customer Name/ID	luhiyama, Daging		and the senal
Nese Registration	Appliance Administrator Name			a a da
Applance Replacement	Outomer address		2	coae.
	Customer phone number			
earch	Model name	[
Appendix Device	740 ID			Then click
Disconnected List	Receive date and time	05/15/2007 22:23:14		THEIT CHER
menton CHN	Denice S/W	53###H00001		Execute
New Roomst	Dennil Industrian			Execute.
List: Requested CNY	Data	(
marks CNV	Datus Change Date	Incom		
New Research	Tandat Okievt	Device		The Certification/
List: Requested CSV	Connect Type	Always		
	Error Tupe	Last C2		ID2 Call request
Coll List	Access Type	P Addess		IDZ Gan request
Cart Lon	D' Address	133 138 166.64		will be easily to the
irmusare	MACAddress			will be sent to the
firmiore.Main	Note			
taintenance	duto Search Type	1		target device via
SIM ACL	Return Code			tal got ao mo
Service Deput ACL Coll Famal	Macra Versian(Appliance)			the appliance at
Solution	Macro Version/Denice)	1		the apphance at
Colember	Description of the second			the next nelling
Certification/JBW	Core IDa Deb	-		the next poining.
doministrator	development before	Total association		
Appliance	+ Dafe			
	 Service Confer 			

- □ The service technician should verify whether the device ID2 has been successfully restored/assigned. To do this, print out the SMC report and check the values listed under SP5811-003. (This information cannot be viewed on the operation panel).
- □ Prefix: The first three digits of the ID2
- □ Serial Code: The eight digit serial number the last eight digits of the ID2.
- □ The ID2 has 6 spaces between the prefix and the serial code we do not input the spaces here.



This section explains the timing for @Remote various processes, such as Auto Discovery, counter data collection, and forwarding data from the @Remote Center to the Reporting Center.



Polling From appliance to @Remote Center This is done every hour. If the appliance receives an SC alert, CC or MC from a device, the polling interval changes temporarily to 1 minute (called "Polling Interval Emergency" on the Center GUI). When the appliance receives an SC Recovery call, the polling interval returns to 1 hour. » If no SC Recovery call is received, the polling interval automatically returns to 1 hour after a short time (between 10 and 20 minutes, depending on the conditions). □ From appliance to device The appliance checks the status of MIB devices that are Managed (not Monitored). This is called 'status polling' Slide 3

- □ The 1-hour and 1-minute polling intervals can be adjusted for an appliance by a center GUI operator who has access to the Administrator menu.
 - Administrator menu Appliance 'Center' tab
- Status polling: This is needed for MIB devices because they cannot automatically inform the appliance if a setting is changed, if an SC has occurred, if the power has just been turned on, etc.
- MC (manual call): A knowledgeable customer can use this if they have a problem (regular device information is also sent to the center at this time, so that the device's condition can be seen at the center). Then an operator at the center can call back. However, this feature is normally not used by customers (only by technicians for manual polling).
- CC User Call 3 types: When one of these conditions occurs, an alert is displayed for the customer. When the customer presses a button in response to this, a CC Call occurs.
 - ➢ 5 jams in a row
 - > Jam remains for x minutes
 - Cover open for 10 minutes





- □ The explanation will be in the form of a timing chart.
- Each step of the process will be explained on an individual slide, with a red square around the part of the timing chart we are discussing, and a description in the notes page.



Auto Discovery (AD) is done once a day by each appliance.

- □ This can be adjusted at the appliance UI to once a week, or once a month.
- □ The Auto Discovery start time can also be adjusted at the appliance UI by the user.

When the start time comes, the appliance starts to search for devices in the set segment range.

When it has found 10 machines, the appliance forwards the information to the @Remote Center (the Gateway does not store or handle this data).

The start of AD must be timed so that it finishes before 04:00. We will see the reason for this later.

The start of AD is shown in the above diagram by a blue square with a black border. Subsequent blue boxes show the transmission of blocks of data for 10 devices from the appliance to the gateway.

In our example, we have 4 appliances in different time zones. They start AD at different times.

O 00:30, 12:30, 15:00, and 17:30. These are just examples.

All times on the diagram are shown as Japan Standard Time (JST).

The red box in the diagram shows the situation for a machine in Japan.



The appliance collects Regular Device Information from the devices at a regular interval during the day, and stores it.

- □ The first collection time is 0000 hrs local time. This cannot be adjusted.
 - The devices' power should be kept on during the night (they can be kept in energy saver mode).
- The interval between collections is 12 hours. This can be adjusted at the Center GUI.
- □ If a collection fails, it is retried after 6 hours.

The appliance sends this data to the gateway at a set time once a day.

- □ The timing can be adjusted at the Center GUI.
- □ Like AD, this must also be timed so that the data transmission is finished before 04:00. We will see the reason for this later.
- □ In this example, it starts at 13:00.
- □ However, if there are many devices, this can take several hours.
- For a guideline as to how long it takes to collect data and send it to the gateway, see the file Uz-A1_S1 Measurement Result.xls
 - "Multiple job" row: this shows how long it takes to send from the appliance to the center
 - "Regular Device Info Acquisition" row: this shows how long it takes to get data from the connected devices

Additional notes are attached to the next slide (blank slide)



Every hour, the Center asks the Gateway if it has received new Regular Device Information. The Gateway sends data that was received 2 hours before the request was made. The data could be 3-4 hours old.

- When the Center asks the Gateway every hour, it will receive the data that was collected from the RC Gate during the previous hour. In this way, data is collected in blocks of one hour.
- The Gateway sends data that was received 2 hours before the request was made. It takes 1 hour to collect the data, so the data will be 3-4 hours old (maximum).
- □ The Gateway sends counter data/regular device information to the @Remote Center in packets. Each packet contains data for 2 machines.

The green arrow in the diagram (on the previous slide) shows the appliance start to collect regular device information from the devices.

□ This starts at 00:00 local time always. The collection at twelve-hourly intervals is not shown in this diagram, in an attempt to simplify matters.

The orange arrow in the diagram (on the previous slide) shows the data being sent to the gateway (this happens once a day). In our example, this occurs at 03:00.

- Hourly requests of data from the center to the gateway are not shown on the diagram due to lack of space. It is represented by a pair of pale blue arrows (thin arrow – request for data, thick arrow – transmission of data). This happens once an hour.
- Note the main difference from Auto Discovery. In Auto Discovery, the appliance communicates with the @Remote Center at the same time as collecting data (after collecting data from every 10 machines). However, with regular device information, these two communications are independent.



At 04:00 Japan time (JST), the @Remote Center starts to make a CSV file, containing the AD and Regular Device Information that it has collected.

- The AD data and the Regular Device Information both contain counters. Which counters are included in the CSV file? See "Two Kinds of Counter" later in this section.
- A CSV file is made four times a day: 04:00, 14:00, 16:00, 19:00 (Japan time). These times are intended to capture the latest data from Asia, Europe, USA (Eastern), and USA (Pacific) respectively. At any time, the CSV file will contain the latest data from all regions.
- Collection and transmission of AD data and Regular Device Information must be timed so that they finish in time to make sure that the data is sent before this deadline.

Additional notes are attached to the next slide (blank slide)



After making the CSV file, the Center sends it to the Reporting Site.

- □ The data is sent four times a day: 07:00, 17:00, 19:00, 22:00 (Japan time).
- □ If all AD data from a particular appliance is not received by the set time, then it sends what it has collected.
- If some data did not arrive from the RC Gate in time for the transmission to the Reporting Center, it will be sent next time the Center sends data to the Reporting Center.
- □ So, if recent data is missing from a particular customer at the reporting center, you need to fine tune the IP address intervals for AD, or the start time.
 - Start Auto Discovery earlier, so as to meet the deadline. The default start time is noon local time.
- □ This might seem bad, but with previous versions of the software, if the complete data was not received by the set time (e.g. 0400 JST), nothing was sent to the reporting center (at the end of the data, the appliance sends an 'end flag'; if the center did not receive an end flag, no data was forwarded to the reporting center)
- □ The center determines that AD has been completed if it does not receive any data for two hours straight, even if the "End Flag" is not received.

The Center timestamps the data when it starts to receive it.

If the time stamp on the data is more than 2 days old, the data is not included in the CSV file.



At 07:00 Japan Time, the Center sends the collected data to the reporting site in the USA.

- □ The file is sent to the reporting center 4 times a day, as a failsafe, at the following times: 7:00/17:00/19:00/22:00 (JST).
- Remote Registration uses the data stored in the @Remote Center, not at the Reporting Center.

It normally takes less than an hour to update the data at the reporting site.

The new data can be seen on the Center GUI at 8:00/18:00/20:00/23:00 (JST).

Note however that at 8:00, when the new data is available for viewing on the Center GUI, some of it is already 8 hours old.



M/R Date: The day of the month on which the counter is read every month for billing.

Not available		IIIII O Device
	Available	Available
Not available	Not available	Available
Available	Available	Available
Monitored Device	SNMP Device	HTTPS Device
Monitored Device	SNMP Device	HTTPS Davica
Not available	Once a month	Once a month
Not available	Not available	Every day (*3,4)
Daily (*2)	Daily (*2)	Daily ^(*2)
	Available Monitored Device Not available Not available Daily (*2)	AvailableAvailableMonitored DeviceSNMP DeviceNot availableOnce a monthNot availableNot availableDaily (*2)Daily (*2)

For an example of how counter data is included in CSV files, please refer to the following file:

□ Closing counter for MIB device_20080611.ppt





□ Some of the intervals can be adjusted with the Center GUI (Administrator menu, Appliances, Common tab)



Notification type	Timing	Recommendation	Number of Retries	Retry Interval
RC Gate request number confirmation	Immediate	Immediate	-	-
RC Gate registration	Immediate	Immediate	-	-
Device request number confirmation	Immediate	Immediate	-	-
Device registration (Managing device)	Immediate	Immediate	-	-
RC Gate restore request	Immediate	Immediate	-	-
Setting change notification	Immediate/Regular/	Immediate	3 times	5 min.
- RC Gate setting change notification	Not sent			
- RC Gate setting change notification; Device manage info				
- RC Gate setting change notification; Device info				
- RC Gate setting change notification; Schedule executed result				
Device F/W information	Immediate/Regular/ Not sent	Immediate	3 times	5 min.
Device F/W update result	Immediate/Regular/ Not sent	Immediate	3 times	5 min.
RC Gate F/W update result	Immediate/Regular/ Not sent	Immediate	3 times	5 min.



Notification type	Timing	Recommendation	Number of Retries	Retry Interval
Regular device information - NRS regular device information	Immediate/Regular/Not sent	Regular	3 times	60 min.
Device counter information	Immediate/Regular/Not sent	Regular	3 times	60 min.
Wake-up information	Immediate/Regular/Not sent	Immediate	-	-
Service Test call	Immediate	Immediate	-	-
Device status information	Immediate/Regular/Not sent	Immediate	3 times	5 min.
lllegal counter call	Immediate/Regular/Not sent	Immediate	3 times	5 min.
RC Gate restore result information	Immediate	Immediate	3 times	5 min.
RC Gate SC information	Immediate	Immediate	3 times	5 min.
Illegal device ID (serial no.) information	Immediate/Regular/Not sent	Immediate	3 times	5 min.
Device Check Req. Call	Immediate	Immediate	-	-
CSS connecting device information	Immediate	Immediate	4 times	2 min.



RC Gate (3)

MIB FSC Immediate/Regular/ Not sent Immediate/Regular/ Immediate 3 times MIB supply call Immediate/Regular/ Not sent Immediate 3 times Certificate/ID2 update request; Certificate validity notification Immediate Immediate 3 times Certificate update information; RC Gate Immediate Immediate 3 times Certificate update information; Device Immediate Immediate 3 times Certificate update information; Device Immediate/Regular/ Not sent Immediate 4 times SC/CC call Immediate/Regular/ Not sent Immediate -	Notification type	Timing	Recommendation	Number of Retries	Retry Interval
MIB supply callImmediate/Regular/ Not sentImmediate3 timesCertificate/ID2 update request;ImmediateImmediate3 timesCertificate validity notificationImmediateImmediate3 timesCertificate update information; RC GateImmediateImmediate3 timesCertificate update information; DeviceImmediateImmediate3 timesSC/CC callImmediate/Regular/ Not sentImmediate4 timesMC callImmediate/Regular/ Not sentImmediate-	FSC I	Immediate/Regular/ Not sent	Immediate	3 times	5 min.
Certificate/ID2 update request; Certificate validity notificationImmediateImmediate3 timesCertificate update information; RC GateImmediateImmediate3 timesCertificate update information; DeviceImmediateImmediate3 timesCertificate update information; DeviceImmediateImmediate3 timesSC/CC callImmediate/Regular/ Not sentImmediate4 timesMC callImmediate/Regular/ Not sentImmediate-	supply call	Immediate/Regular/ Not sent	Immediate	3 times	5 min.
Certificate validity notification Immediate Immediate Certificate update information; RC Gate Immediate Immediate 3 times Certificate update information; Device Immediate Immediate 3 times SC/CC call Immediate/Regular/ Not sent Immediate 4 times MC call Immediate/Regular/ Not sent Immediate -	ficate/ID2 update request;	Immediate	Immediate	3 times	5 min.
Certificate update information; RC GateImmediateImmediate3 timesCertificate update information; DeviceImmediateImmediate3 timesSC/CC callImmediate/Regular/ Not sentImmediate4 timesMC callImmediate/Regular/ Not sentImmediate-	ficate validity notification				
Certificate update information; Device Immediate Immediate 3 times SC/CC call Immediate/Regular/ Not sent Immediate/Regular/ Immediate/Regular/ Not sent Immediate 4 times	iicate update information;	Immediate	Immediate	3 times	5 min.
SC/CC call Immediate/Regular/ Not sent Immediate 4 times MC call Immediate/Regular/ Not sent Immediate -	ficate update information; Device	Immediate	Immediate	3 times	5 min.
MC call Immediate/Regular/ Immediate -	C call	Immediate/Regular/ Not sent	Immediate	4 times	2 min.
	all I	Immediate/Regular/ Not sent	Immediate	-	-
Supply call Immediate/Regular/ Immediate 4 times 4 times	ly call	Immediate/Regular/ Not sent	Immediate	4 times	2 min.
Alarm call Immediate/Regular/ Immediate 4 times 4 times	n call I	Immediate/Regular/ Not sent	Immediate	4 times	2 min.

Notification type	Timing	Recommendation	Number of Retries	Retry Interval
RC Gate request number confirmation	Immediate	Immediate	-	-
RC Gate registration	Immediate	Immediate	-	-
Device request number confirmation	Immediate	Immediate	-	-
Device registration (Managing device)	Immediate	Immediate	-	-
RC Gate restore request	Immediate	Immediate	-	-
Setting change notification	Immediate/Regular	Immediate	14 times	15min.
- RC Gate setting change notification	/Not sent			
- RC Gate setting change notification; Device manage info				
- RC Gate setting change notification; Device info				
- RC Gate setting change notification; Schedule executed result				
Device F/W information	Immediate	Immediate	-	-
Device F/W update result	Immediate/Regular /Not sent	Immediate	3 times	5 min.
RC Gate F/W update result	Immediate/Regular /Not sent	Immediate	3 times	5 min.

Differences from RC Gate

Device F/W information – Immediate only

Embedded RC Gate (2)

Notification type	Timing	Recommendation	Number of Retries	Retry Interval
Regular device information - NRS regular device information	Immediate/Regular /Not sent	Regular	-	-
Device counter information	Immediate/Regular /Not sent	Regular	-	-
Wake-up information	Immediate	Immediate	-	-
Service Test call	Immediate	Immediate	-	-
Device status information	Immediate/Regular /Not sent	Immediate	-	-
Illegal counter call	Immediate/Regular /Not sent	Immediate	-	-
RC Gate restore result information	Immediate	Immediate	-	-
RC Gate SC information	Immediate	Immediate	-	-
Illegal device ID (serial no.) information	Immediate/Regular /Not sent	Immediate	-	-
Device Check Req. Call	Immediate	Immediate	-	-
CSS connecting device information	Immediate	Immediate	-	-

Differences from RC Gate

□ Wake up information – Immediate only

Embedded RC Gate (3)

MIB FSC Immediate/Regular/ Not sent Immediate/Regular/ Immediate/Regular/ Not sent Immediate - MIB supply call Immediate/Regular/ Not sent Immediate Immediate - - Certificate/ID2 update request; Certificate validity notification Immediate Immediate 3 times 5 min. Certificate update information; RC Gate Immediate Immediate - - Certificate update information; Device Immediate Immediate - - SC/CC call Immediate Immediate 4 times 65 sec	Notification type	Timing	Recommendation	Number of Retries	Retry Interval
MIB supply call Immediate/Regular/ Not sent Immediate/ Immediate Immediate · · · · · Certificate/ID2 update request; Certificate validity notification Immediate Immediate 3 times 5 min. Certificate update information; RC Gate Immediate Immediate - · · · · - · · · Certificate update information; Device Immediate Immediate - · · · · - · · · SC/CC call Immediate Immediate - · · · · · - · · · · ·	FSC	Immediate/Regular/ Not sent	Immediate	-	-
Certificate/ID2 update request; Immediate Immediate 3 times 5 min. Certificate validity notification Immediate Immediate - - Certificate update information; RC Immediate Immediate - - Certificate update information; Device Immediate Immediate - - SC/CC call Immediate Immediate 4 times 65 sec.	supply call	Immediate/Regular/ Not sent	Immediate	-	-
Certificate update information; RC Immediate Immediate - - Certificate update information; Device Immediate Immediate - - - SC/CC call Immediate Immediate 4 times 65 sec.	ficate/ID2 update request; ficate validity notification	Immediate	Immediate	3 times	5 min.
Certificate update information; Device Immediate Immediate - - SC/CC call Immediate Immediate 4 times 65 sec.	ficate update information; RC	Immediate	Immediate	-	-
SC/CC call Immediate Immediate 4 times 65 sec.	ficate update information; Device	Immediate	Immediate	-	-
No coll	C call	Immediate	Immediate	4 times	65 sec.
infinediate infinediate	all	Immediate	Immediate	-	-
Supply call Immediate Immediate 5 times 10 min	oly call	Immediate	Immediate	5 times	10 min.
Alarm call Immediate Immediate 4 times 65 sec.	n call	Immediate	Immediate	4 times	65 sec.

Differences from RC Gate

- $\hfill\square$ The following are all Immediate only
 - ➢ SC/CC call
 - ➢ Device MC call
 - Supply call
 - > Alarm call

Notification type	Timing	Recommendation	Number of Retries	Retry Interval
RC Gate request number confirmation	Immediate	Immediate	-	-
RC Gate registration	Immediate	Immediate	-	-
Device request number confirmation	Immediate	Immediate	-	-
Device registration (Managing device)	Immediate	Immediate	3 times	5 min.
RC Gate restore request	Immediate	Immediate	-	-
Setting change notification	Immediate/Regular/	Immediate	3 times	5 min.
- RC Gate setting change notification	Not sent			
- RC Gate setting change notification; Device manage info				
- RC Gate setting change notification; Device info				
- RC Gate setting change notification; Schedule executed result				
Device F/W information	Immediate/Regular/ Not sent	Immediate	3 times	5 min.
Device F/W update result	Immediate/Regular/ Not sent	Immediate	3 times	5 min.
RC Gate F/W update result	Immediate/Regular/ Not sent	Immediate	3 times	5 min.

RC Gate A / RC Gate S Pro (2)

Notification type	Timing	Recommendation	Number of Retries	Retry Interval
Regular device information - NRS regular device information	Immediate/Regular /Not sent	Regular	3 times	60 min.
Device counter information	Immediate/Regular /Not sent	Regular	3 times	60 min.
Wake-up information	Immediate/Regular /Not sent	Immediate	-	-
Service Test call	Immediate	Immediate	-	-
Device status information	Immediate/Regular /Not sent	Immediate	3 times	5 min.
Illegal counter call	Immediate/Regular /Not sent	Immediate	3 times	5 min.
RC Gate restore result information	Immediate	Immediate	3 times	5 min.
RC Gate SC information	Immediate	Immediate	-	
Illegal device ID (serial no.) information	Immediate/Regular /Not sent	Immediate	3 times	5 min.
Device Check Req. Call	Immediate	Immediate	-	-
CSS connecting device information	Immediate	Immediate	-	
de 23				

RC Gate A / RC Gate S Pro (3)

Notification type	Timing	Recommendation	Number of Retries	Retry Interval
AIB FSC	Immediate/Regular/ Not sent	Immediate	3 times	5 min.
/IB supply call	Immediate/Regular/ Not sent	Immediate	3 times	5 min.
Certificate/ID2 update request; Certificate validity notification	Immediate	Immediate	3 times	5 min.
Certificate update information; RC Gate	Immediate	Immediate	3 times	5 min.
Certificate update information; Device	Immediate	Immediate	3 times	5 min.
C/CC call	Immediate/Regular/ Not sent	Immediate	4 times	2 min.
IC call	Immediate/Regular/ Not sent	Immediate	-	-
Supply call	Immediate/Regular/ Not sent	Immediate	4 times	2 min.
larm call	Immediate/Regular/ Not sent	Immediate	4 times	2 min.


In this section, we take a closer look at communication protocol between the various components of the @Remote system.





- □ The next few slides will explain the basic points about communication between the components of the @Remote system.
- □ More details will be provided later in this section.







Don't get confused!

- HTTPS is mentioned on the previous slide also, for communication between the customer's copiers and the @Remote Appliance. You can have SNMP between a device and the appliance, and HTTPS at the same time between the appliance and the internet.
- □ SNMP is used for sending MIB data over the customer's network. SMTP is used for sending data by e-mail over the internet.

Note that, if SMTP (e-mail) is selected for communication between appliance and gateway, then the system can make no distinction between HTTPS devices and MIB devices. Only MIB data will be transmitted by email to the gateway, even for an HTTPS device.

HTTPS: The Server at the @Remote center acts at the HTTPS server, and the appliance acts as an HTTPS client.







□ First, we will look at HTTPS, starting on the next slide.

HTTPS

- Communication between appliance and device is in SSL (Secure Socket Layer) format.
- Data is encrypted.
 - The appliances (RC Gate V3.34 or later) support Triple-DES (Data Encryption Standard) Cipher 168-bit key.
 - But, if the device supports only DES 56-bit key, the encryption level must be reduced to DES 56-bit key.
 - This key is created and changed each and every session
- □ Both appliance and device have RSA 512-bit certificates for @Remote and use security authentication checks.
- □ For each communication, a mutual authentication procedure is completed before the data is sent.
- The appliance cannot gain access to customer server/client computers, because the appliance recognizes only printer MIB.

Slide 9







- D PKI: Public Key Infrastructure
- HTTPS: Hypertext Transfer Protocol Security (HTTP over SSL Secure Socket Layer)
- D Post: Refers to sending (posting) a message to the receiver.



- D PKI: Public Key Infrastructure
- HTTPS: Hypertext Transfer Protocol Security (HTTP over SSL Secure Socket Layer)
- D Post: Refers to sending (posting) a message to the receiver.

SNMP The appliance polls the device at regular intervals (default: 10 minutes) to obtain device **MIB** information. • Examples: » Counter information » Emergency call (Device failure call or Toner end/near end call) □ The device cannot initiate communication with the appliance. □ Available SNMP versions are different for each type of appliance: • For RC Gate: v1/v2 only • For RC Gate A: v1/v2/v3 For RC Gate S Pro: v1/v2/v3 Slide 13 No additional notes



- □ SNMP: Simple Network Management Protocol
- OID: Object Identifier
- □ MIB: Management Information Base





□ First, we will look at HTTPS, starting on the next slide.

HTTPS

- Communication between appliance and device is in SSL (Secure Socket Layer) format.
- Data is encrypted.
 - The appliances (RC Gate V3.34 or later) support Triple-DES (Data Encryption Standard) Cipher 168-bit key.
 - But, if the device supports only DES 56-bit key, the encryption level must be reduced to DES 56-bit key.
 - This key is created and changed each and every session
- Both appliance and device use security authentication checks.
- □ For each communication, a mutual authentication procedure is completed before the data is sent.

Slide 17



Action when an error occurs

- □ SC type A: Center is notified
- □ SC type B: Center notified
- □ SC type C: Center is not notified, but the error is logged in the machine
- SC type D: If two type D codes occur, then the center is notified. A recovery call will be sent if the machine can recover automatically after power goes off/on, then the type D code counter at the center is reset.

If no SC Recovery is received, the polling interval automatically returns to 1 hour after a set time.

- □ The set time is between 10 and 20 minutes, as follows.
 - > When 1-minute polling starts, the gateway sets a flag.
 - > The center checks the condition of this flag every 10 minutes.
 - The first time that the center detects the flag, it does nothing (this can be up to 10 minutes after the SC Alert occurred).
 - But, 10 minutes later, if the flag has not been reset (i.e., no SC Recovery signal was received from the device), the center resets the appliance to one-hour polling (this can be between 10 and 20 minutes after the SC Alert occurred).









□ This communication is explained on two slides – go to the next slide to see the end of the communication.



SMTP





- □ The Remote Communication Gate supports two types of authentication:
 - SMTP authentication
 - > POP before SMTP authentication
- □ SMTP: Simple Mail Transfer Protocol
- D POP: Post Office Protocol
- This communication is only done for Auto Discovery, so the timing is the same as for Auto Discovery.











Remote Firmware Update

- The appliance can collect new firmware from the Global Server, and send it to each machine in the customer's network that needs it.
- □ This only works for @Remote devices (HTTPS Devices).
- □ Firmware of SNMP devices cannot be updated using @Remote.
- □ The appliance can update the firmware of the appliance itself, except for RC Gate S Pro.
- □ There is a setting to enable or disable firmware update via @Remote.

No additional notes

Slide 29





- We will look at each step in detail on the next few slides.
- $\hfill\square$ The firmware update is done for each device, one at a time.
- □ How does the @Remote Center know that there is new firmware to apply?
 - An operation must be done from the Center GUI to set up the firmware update operation, after the new firmware has been posted on the global server. This is explained in the presentation called 'Remote Firmware Update (RFU)'.

Filename: @Remote_12_Remote Firmware Update.ppt



 Remember that communication between appliance and @Remote Center is initiated only by the appliance. If there is some new firmware to apply, the @Remote center must wait for the appliance to contact it before the process can start.





Note that this phase of the communication (transfer of the firmware to the machine from the appliance) is done using FTP.












OID: Object Identifier



