

Remote Install Manager V1.1 Service Manual

June 22, 2011

Special Considerations

★ Important

- When using a customer's PC, the client may be worried about information leaks or data corruption, so care must be taken to reduce such fears. Before performing operations, it may be best to ask the customer to sign a memorandum of understanding (such as a Non-disclosure agreement or a waiver of liability).
- If the service representative is using their PC or a USB device to attach a customer's PC, care should be taken to not introduce a virus or other malware into the customer's network.

Glossary

Term	Description
Activation	To make a request for a license for software to the Activation Server. In Remote Install Manager, activation is part of installation.
Deactivation	To return an acquired license to the server. In Remote Install Manager, deactivation is part of uninstallation.
eDC-i	<p>This is the name of the entire system which has the following roles:</p> <ul style="list-style-type: none"> • SDK software product delivery • Product key and license file delivery • Product activation authorization • License management on database.
Embedded Software Combination Table	<p>To check the following:</p> <ul style="list-style-type: none"> • Version compatibility of Java VM and system firmware • Supported combination of SDK applications • Necessary Heap/Stack Size <p>This table can be downloaded from the Operation UI Server.</p>
Installation	To install software on a device. In Remote Install Manager, activation is part of installation.
Operation UI Server	This server is designed to be the primary interface for the eDC-i. All functions needed by marketing, customer engineers, or technical support staff can be quickly accessed by logging in to the Operation UI Server from any web browser located on the R-WAN (some features will eventually be available from outside the R-WAN).
RIM	This stands for Remote Install Manager which enables managing software as well as installing or updating software to numerous multifunctional devices.
Uninstallation	To uninstall software from a device. In Remote Install Manager, deactivation is part of uninstallation.
Web Image Monitor	A management tool which enables checking the status of a device from a PC (web browser).

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1. Overview

Introduction

Basic Functions of Remote Install Manager

Remote Install Manager is an application which enables managing software as well as installing or updating software to numerous multifunctional devices (referred to as "device" hereafter). The following are the main basic functions.

Installation

New software for which a product key has been purchased can be installed and activated on target devices.

For details, refer to p.61 "Installation/Activation".

Update License

Licenses can be updated to convert Trial Version Licenses to Official Licenses.

For details, refer to p.83 "Updating Licenses".

Update Software

When updated software for software installed in a device released on the Component Server, it can be downloaded to update the software.

For details, refer to p.99 "Updating Software".

Uninstallation

When the deactivation of software is necessary due to the replacement of a device or the termination of a contract, software can be deactivated and uninstalled.

For details, refer to p.109 "Uninstallation/Deactivation".

Updating Java VM

The eDC-i on which the function of Remote Install Manager can be operated can update the Java VM in conjunction with a software update as a simple batch operation.

For details, refer to p.121 "Update Java VM".

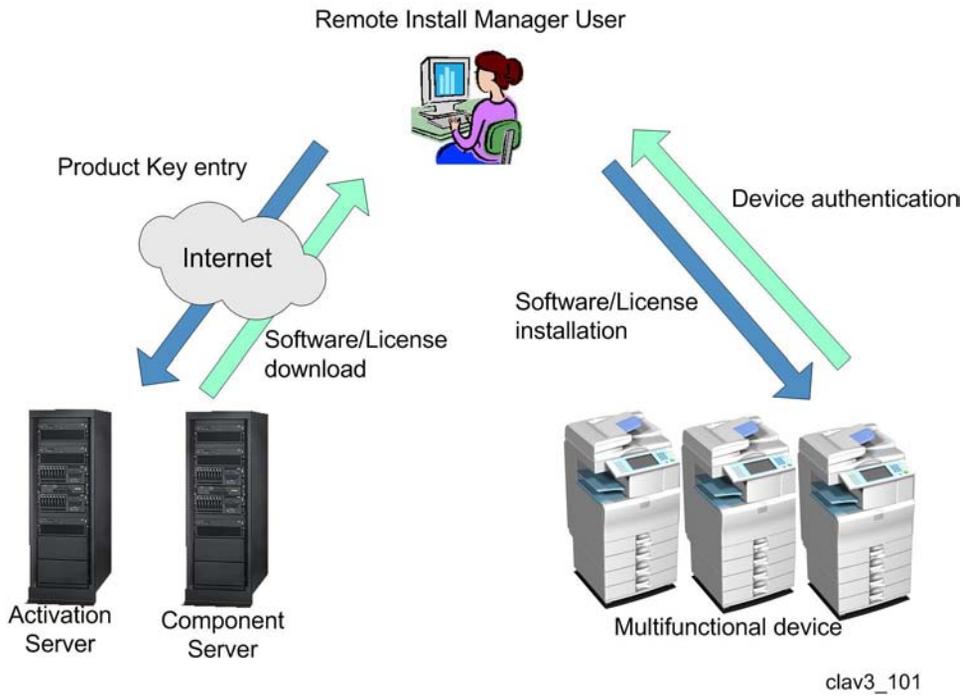
Change Heap/Stack Size

Changes the Heap/Stack Size for the devices (offline), in order to adjust the correct Heap/Stack size for the software combination used in the devices.

For details, refer to p.124 "Change Heap/Stack Size".

Operating Environment

Brief Overview of Remote Install Manager



PC

Supported Operating Systems	Windows XP Home Edition/ Professional (32-bit) (Japanese, English (U.K., U.S.A.)) Windows Vista Business / Enterprise / Ultimate (32-bit) (Japanese, English (U.K., U.S.A.)) Windows 7 Professional / Enterprise / Ultimate (32-bit) (Japanese, English (U.K., U.S.A.))
CPU	Intel Pentium4 2.80 GHz or higher (recommended)
Memory	1 GB or higher (recommended)
Monitor	XGA (1024×768 pixels) or higher, High Color (65536 colors) or higher

Hard Disk Space	Program Area: 20 MB Log Files: Several MB Software Size: Depending on components
Supported Browsers	Browsers which support WIM (Web Image Monitor)
Internet Connection	An internet connection must be available

External Systems

Devices

Remote Install Manager supports 07A or later devices.

Server

- Component Server
- Activation Server

Java VM Version

The Remote Install Manager can update the Java VM in conjunction with a software update as a simple batch operation. However, if the Java VM is a version not supported by the RIM (Remote Install Manager) system, the JavaVM must be updated to a supported version manually before the batch update function can be used.

To use this functionality, the versions of Java VM shown in the following table are required.

Online

Devices	Java VM
07A/08S models	V4.24 or later
08A models	V5.13 or later
09S models	V6.08 or later
09A models	V7.13 or later
Extended 09A models	V7.13 or later

Offline

Devices	Java VM
07A/08S models	V4.21 or later

Devices	Java VM
08A models	V5.10 or later
09S models	V6.05 or later
09A models	V7.06 or later
Extended 09A models	V7.06 or later

↓ Note

- If the Java VM is older than the version shown in the offline table above, Remote Install Manager will fail to detect the version of Java VM installed on the device.
- If an offline-supported but not online-supported Java VM version is installed, an error will occur when attempting to update it using the online method.
- To update the Java VM from an older, unsupported version, use the Version Up Tool.

Network

A network environment with the following protocols and port numbers is required for communication with external systems.

Communication with the Device

Protocol	Port Number
HTTP/HTTPS	80/443 (used when displaying properties)
HTTPS	51443 (used in all other cases)

Communication with Server

Protocol	Port Number
HTTPS	443

Limitations

The maximum number of devices/product keys

- The maximum number of devices

The maximum number of devices is limited to 100: Up to 100 devices can be added to the list. If you attempt to add more devices, you will get an error message.

- The maximum number of product keys

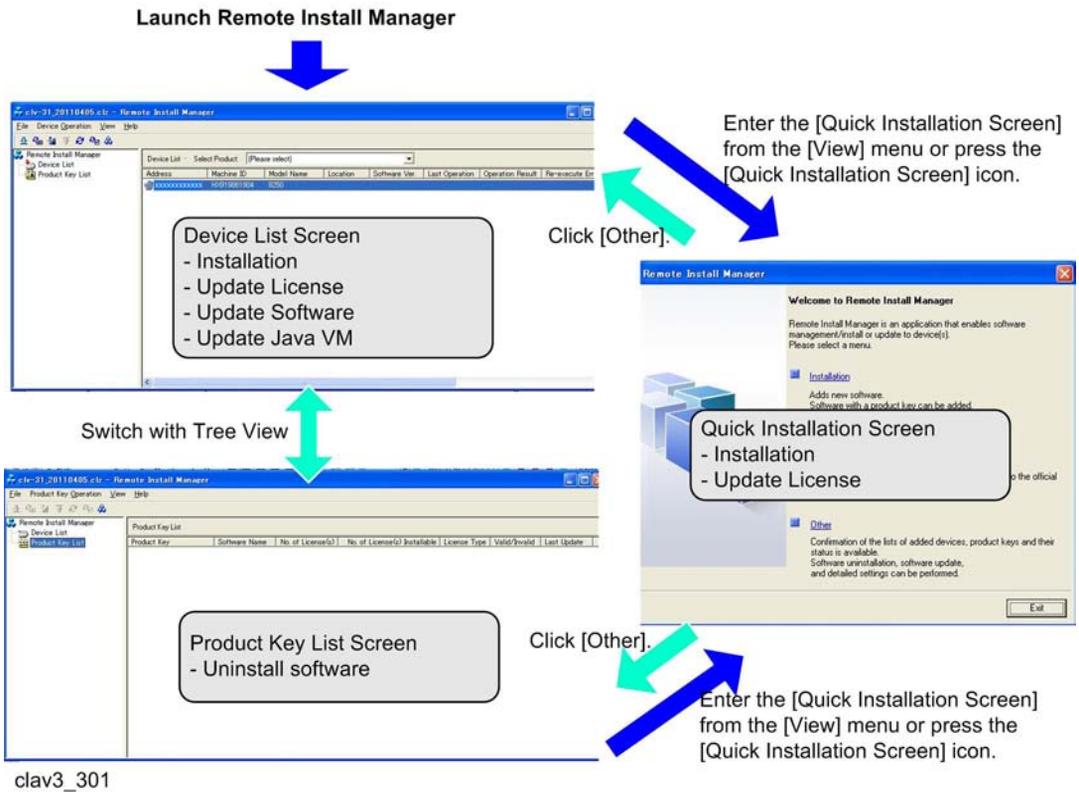
The maximum number of product keys is limited to 100: Up to 100 product keys can be added to the list. If you attempt to add more product keys, you will get an error message.

Screen and Menu Description

1

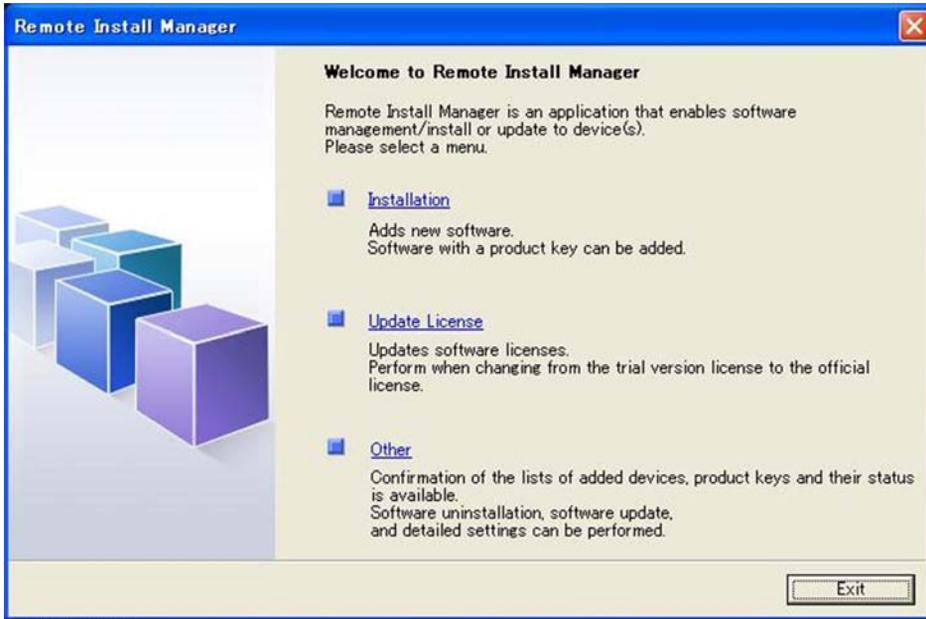
Workflow

The following is the workflow (screen transition) for Remote Install Manager and the basic functions that can be operated from each screen.



Quick Installation Screen

This screen is used to execute the procedure of Installation, Update License or Others in a series of steps.



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The following operations are available from the Quick Installation screen.

[Installation]

Installs new software for which a product key has been purchased on target devices.

For details, refer to p.63 "Online: Installation/Activation".

[Update License]

Updates licenses to convert Trial Version Licenses to Official Licenses.

For details, refer to p.83 "Online: Updating Licenses".

[Other]

Switches to the List screen and enables checking the status of the devices and product keys. Update Software and uninstallation of software are performed from the List screen.

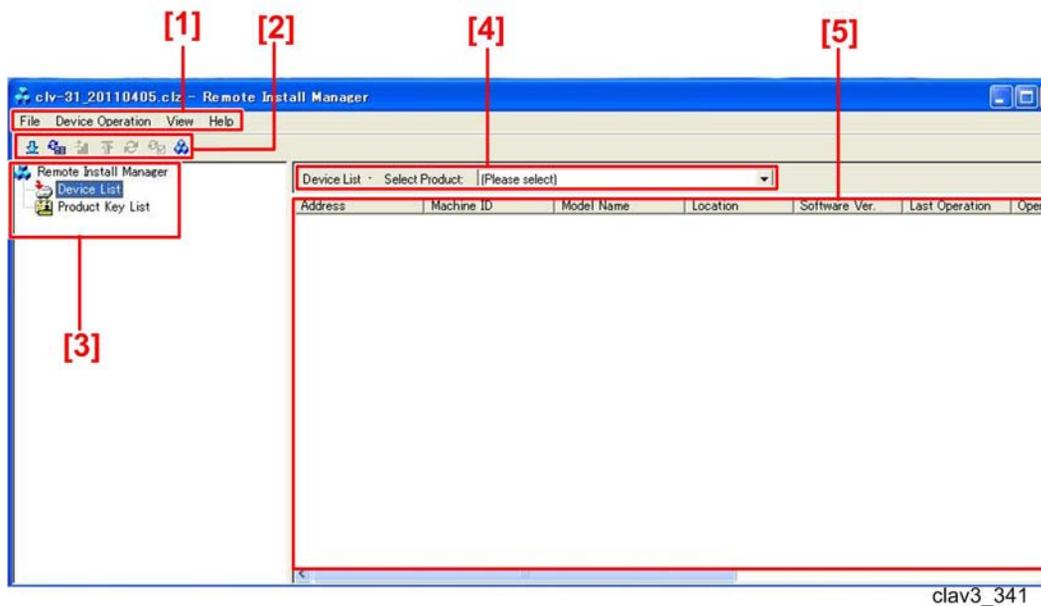
↓ Note

- Clicking [Exit] is the same as clicking [Other].
To re-display the Quick Installation screen, select [Quick Installation Screen] in the [View] menu.
- The Quick Installation screen will not appear when the work state archive (*.clz) contains one or more devices on which error re-execution is required.
- To re-display the Quick Installation screen, do either of the following:
 - - Clear the error on each device.
 - - Select [New] in the [File] menu after saving the work state archive (*.clz).

Device List Screen

This screen is used to manage, add, and check devices.

1



(1) Menu Bar

Various operations are available from the [File] menu, [Device Operation] menu, [View] menu and [Help] menu. For details, refer to the description of each menu.

(2) Tool Bar

Click the following icons to execute the corresponding functions.

Function	Description
Install	Same as [Install] of the [Device Operation] menu.
Update License	Same as [Update License] of the [Device Operation] menu.
Update Software	Same as [Update Software] of the [Device Operation] menu.
Refresh All Items	Same as [Refresh All Items] of the [View] menu.
Refresh Selected Items	Same as [Refresh Selected Items] of the [View] menu.
Quick Installation Screen	Same as [Quick Installation Screen] of the [View] menu.

(3) Tree View

The screen can be switched between the Device List and Product Key List screens.

(4) Header

A list of purchased software appears in the [Select Product] combo box. When a software program is selected, the installation status appears in [Software Status] of the List View.

(5) List View

A list of registered devices appears.

Column	Description
Address	Device IP address or host name
Machine ID	Machine ID (serial number) of the device
Model Name	Name of the device model
Location	Device installation location obtained from the device
Software Ver.	Installation version of selected software in the Select Program.
Last Operation	Status of the last operation
Operation Result	Result of the last executed operation
Re-execute Error	Status of the re-execution
Java VM Ver.	Installation version of the Java VM
Heap Size	Heap size of software installed in the device
Stack Size	Stack size of software installed in the device
Last Communication Date	Date and time of the last communication made with the device

↓ Note

- If the installation status cannot be retrieved, " " appears for [Software Status].
- The contents displayed in [Operation Results] are as follows.

[Operation Results]	Description
Processing	The device or server is still processing your request. Select [Refresh All Items] or [Refresh Selected Items] in the [View] menu to update the information.
Off-line Processing	The offline process is not completed yet.

Error	An error has occurred. Details of the error and ways to correct it can be checked in [Display Results] of the [Device Operation] menu.
Warning	Processing to the device is terminated due to a warning error.
Unprocessed	Your request was not processed.
Completed	The process was completed successfully.
" "	Process information was not retrieved. (Immediately after software installation)

[File] Menu



[New]

Creates a new work state archive for the device list and product key list.

- In the [File] menu, select [New].
 - A confirmation screen appears asking whether to save the file currently being viewed.



- Select [Yes] or [No].

↓ Note

- When saving a new file, make sure to specify ".clz" as the file extension.

[Open]

Opens the work state archive for the device list and product key list.

1. In the [File] menu, select [Open].
 - A confirmation screen appears asking whether to save the file currently being viewed.



2. Select [Yes] or [No].

Note

- When saving a new file, make sure to specify “.clz” as the file extension.
3. Select the file to be opened.
 - Select a file with the file extension “.clz”.
 4. In the [View] menu of the Device List and Product Key List screens, select [Refresh All Items] or [Refresh Selected Items].

[Save]

Overwrites and saves the information for the file currently being used.

[Save As]

Saves the current information as a file. Information for the device list and product key list are saved as one file.

Note

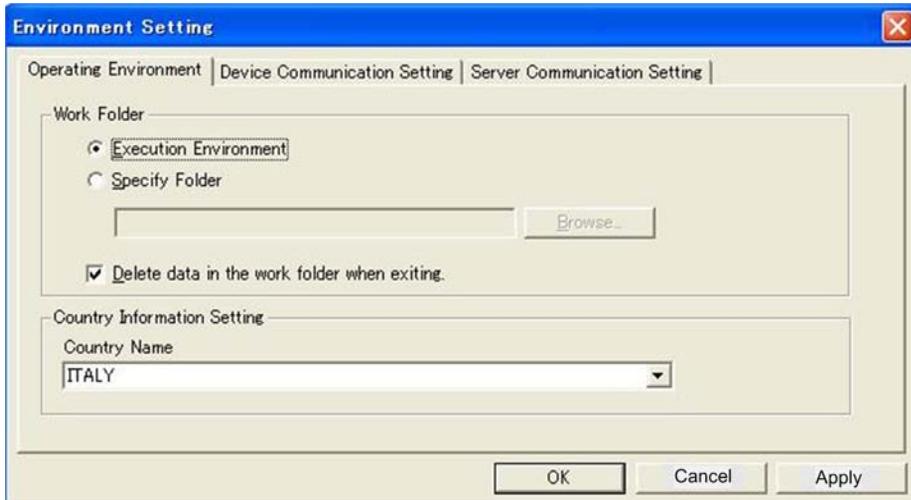
- Make sure to specify “.clz” as the file extension.

[Environment Setting...]

● Operating Environment

Configures the settings for the work folder.

1. In the [File] menu, select [Environment Setting...].
 - The Environment Setting screen appears.



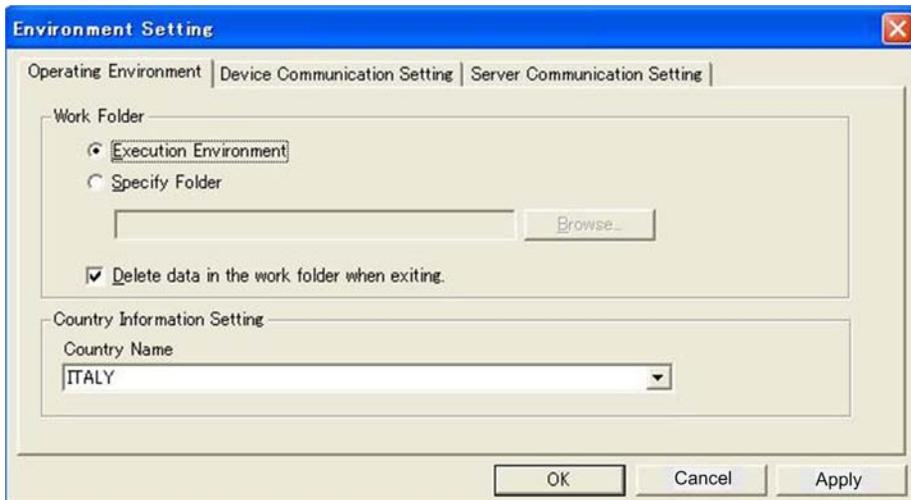
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2. Click the [Operating Environment] tab.
3. In [Execution Environment] or [Specify Folder], select [Work Folder].
 - If [Execution Environment] is selected, the folder set as the execution environment for Remote Install Manager is set as the destination (folder).
 - If [Specify Folder] is selected, a destination (folder) for saving must be specified with the [Browse...] button.
4. Select or deselect the [Delete data in the work folder when exiting.] check box.
 - If you want to delete all data in the [Work Folder] when exiting Remote Install Manager, select the check box. If you want to keep the data, deselect the check box.
5. Select a country name with the list box if the country information setting needs to be changed.
 - Customer Code can be entered. If you operates in the following conditions, select [*Others...] in [Country Name], and then enter the [Customer Code].
 - 1) No automatic verification of supported combinations (RIM (Remote Install Manager) system)
 - 2) Offline environment (no-internet access)
 - 3) Special customer having a customer code

● Device Communication Setting

Sets or changes the user name and password used to access a device.

1. In the [File] menu, select [Environment Setting...].
 - The Environment Setting screen appears.



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2. Click the [Device Communication Setting] tab.



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3. Click [Authentication Settings...].
 - The Authentication Settings screen appears.



4. Set the user name and password, and click [OK].

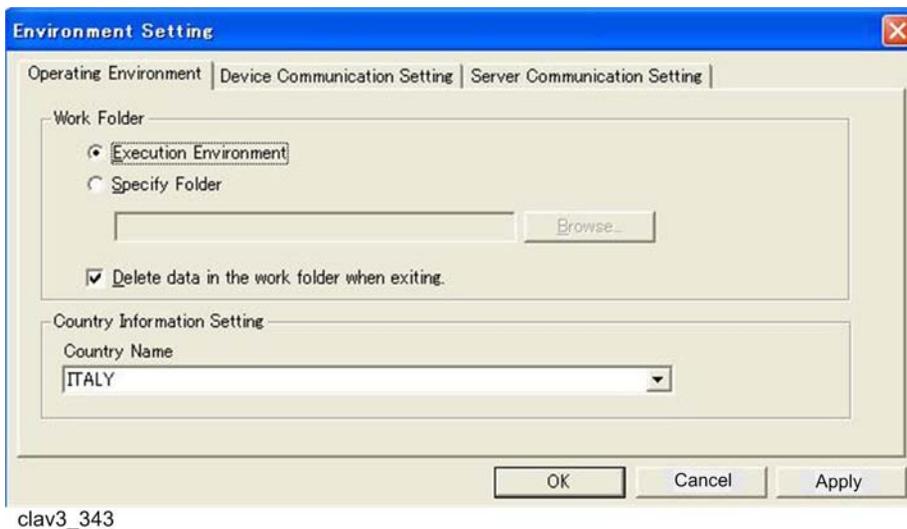
Note

- Set the user name and password used to access a device. (The user name and password must be the same as the user name and password used in Web Image Monitor.)

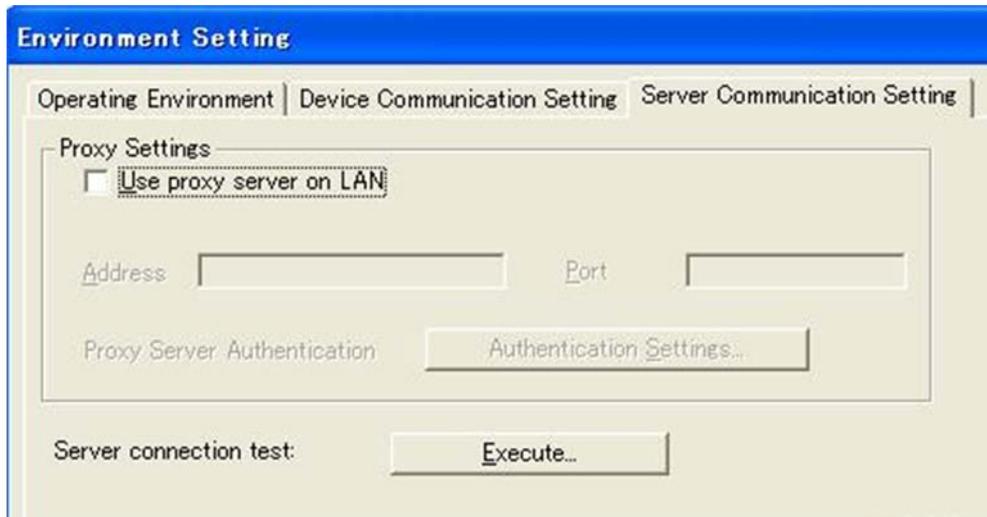
Server Communication Settings

Configures the settings for the proxy server.

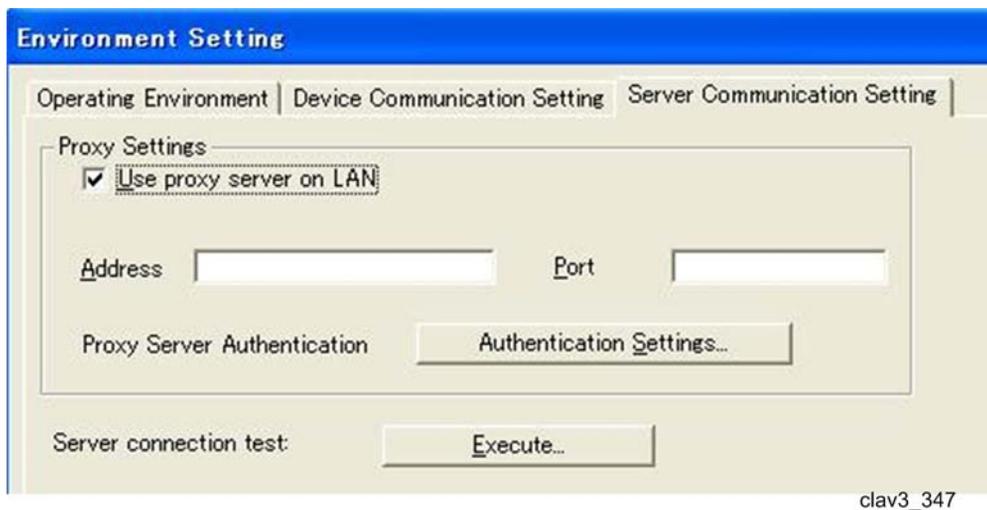
1. In the [File] menu, select [Environment Setting...].
 - The Environment Setting screen appears.



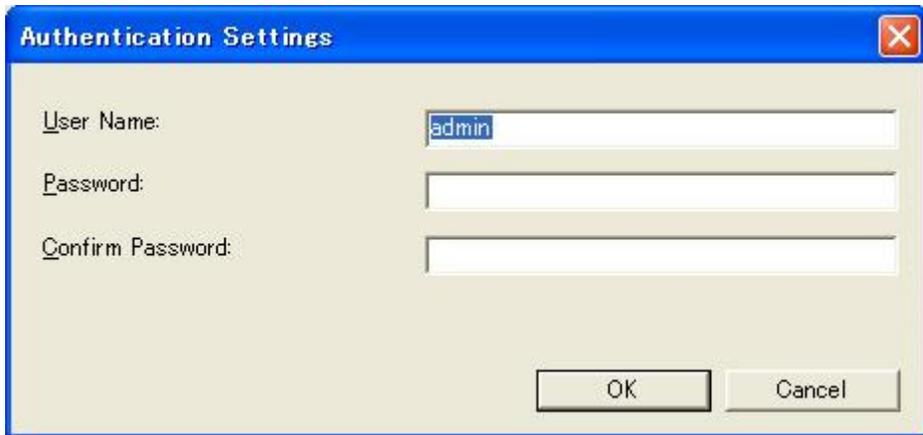
2. Click the [Server Communication Settings] tab.



3. Check the [Use proxy server on LAN] check box.



4. Click [Authentication Settings...].
 - The Authentication Settings screen appears.



- Set the user name and password, and click [OK].

Note

- Set the user name and password used to access the proxy server.
- Click [Execute] in the "Server connection test" to check if the server connection is properly set.
 - Click [OK] when the "Connected successfully." pop-up screen appears.
 - Re-configure the settings for the server communication.

[Exit]

Ends Remote Install Manager.

- In the [File] menu, select [Exit].
 - If changes were made in the Device List or Product Key List, a confirmation screen appears asking whether to save the changes.

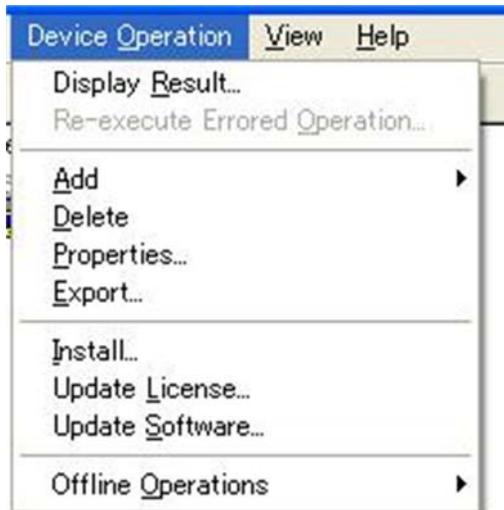


- Select [Yes] or [No].

Note

- When saving a new file, make sure to specify ".clz" as the file extension.

[Device Operation] Menu



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[Display Result...]

Displays the details of the error and ways to correct it when an error occurs during installation, updating licenses or uninstalling software.

1. Select the device on which the error you want to check occurred.
2. In the [Device Operation] menu, select [Display Result].
 - Details of the error and ways to correct it are displayed.



[Re-execute Errored Operation]

Re-executes the installation of software, update of licenses, update of software, or uninstallation of software, if an error occurred.

1. Select the device on which to re-execute the operation.

Address	Machine ID	Model Name	Location	Software V..	Last Operation	Operation Result	Re-execute Error	JavaVM Ver.
132.128.199.86	H8F088D1904	9250			Install	Error	Re-execute	1.2.1.7

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2. In the [Device Operation] menu, select [Re-execute Errored Operation].

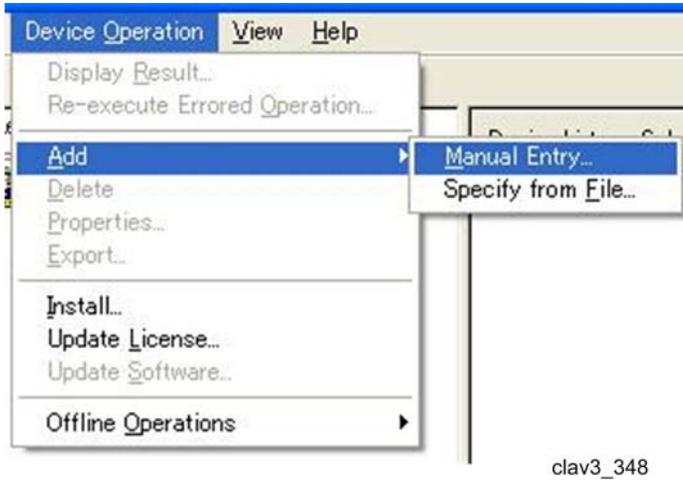
The failed operation due to an error is re-executed.

[Add]

Adds device(s) to the "Device List". You can add the device using [Manual Entry] or [Specify from File]. To add multiple devices at once, select [Specify from File].

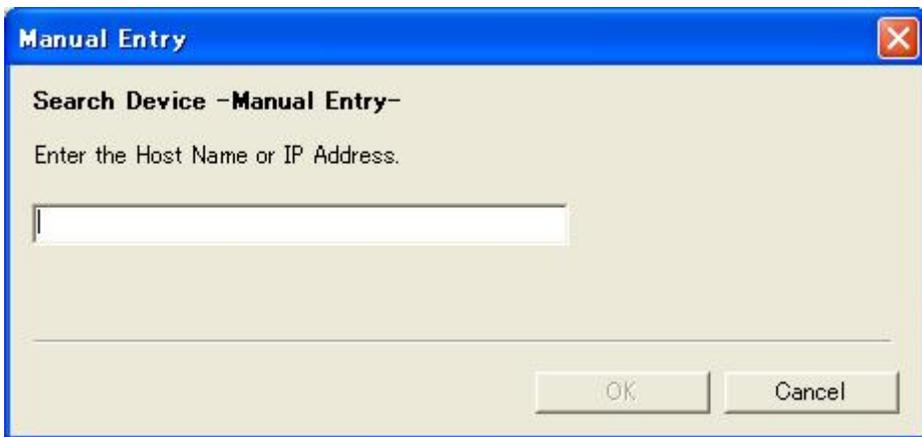
● Manual Entry

1. In the [Device Operation] menu, select [Add] and then [Manual Entry].



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- The Manual Entry screen appears.



2. Enter the host name or IP address for the device.
3. Click [OK].

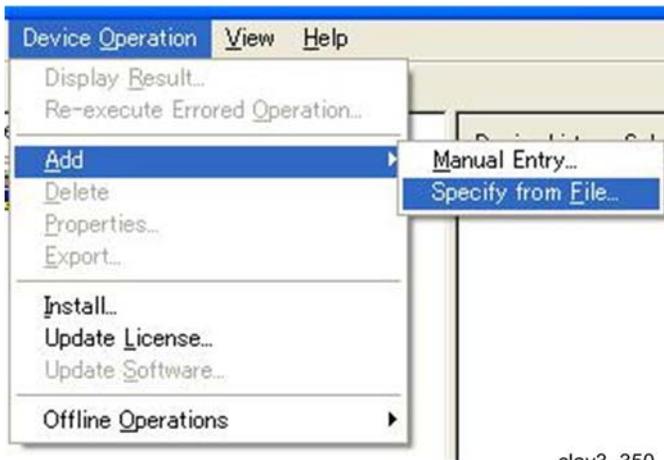
- The device is added to the List View of the Device List screen.

Device List		Select Product: (Please select)				
Address	Machine ID	Model Name	Location	Software Ver.	Last Operation	
192.168.1.106	HW-SPW001904	9250				

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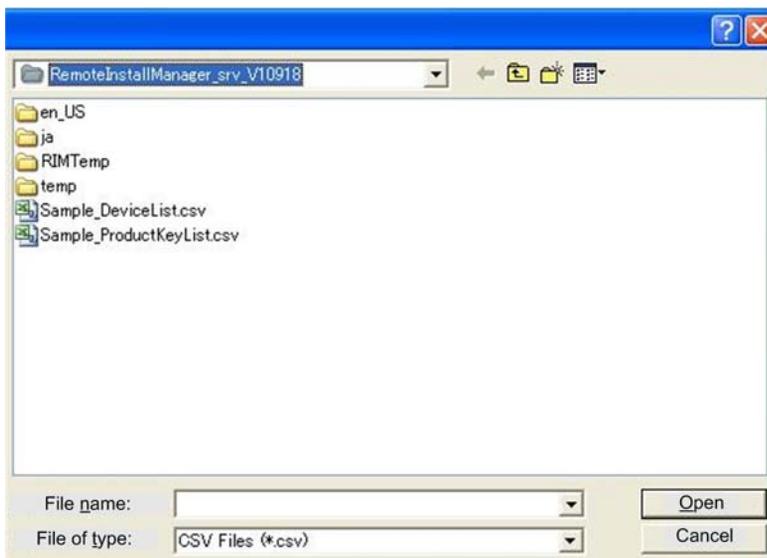
● Specify from File

1. In the [Device Operation] menu, select [Add] and then [Specify from File].



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- The screen for specifying the file appears.



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2. Select the file to be added.

- The following types of files can be selected:

Device list information files for Remote Install Manager

The format of information csv files is as follows.

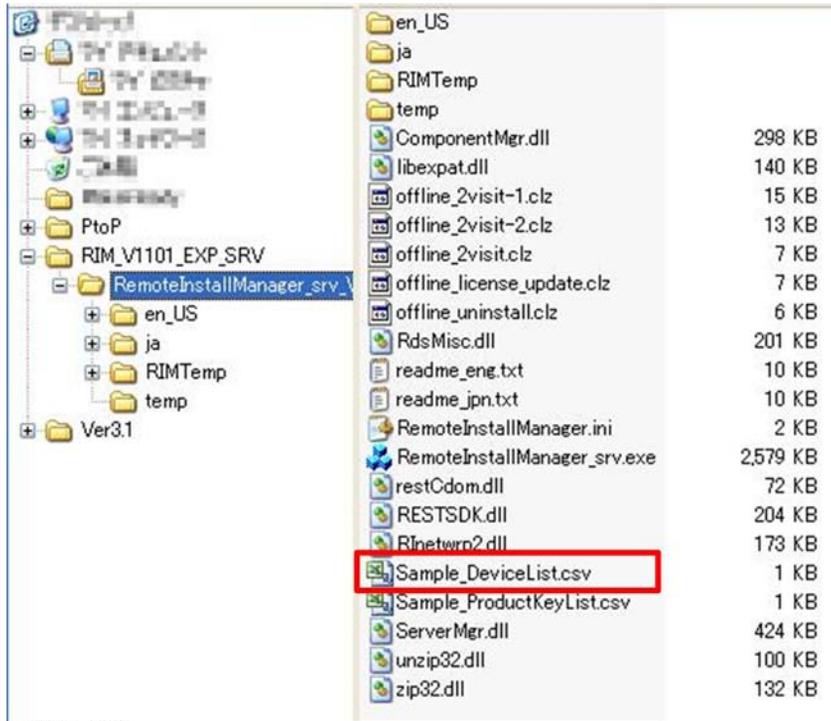
Data	Description	Required
Address	Device IP address or host name	Required item
Machine ID	Machine ID (serial number)	

Data	Description	Required
Model Name	Name of the device model	
Location	Device installation location obtained from the device	
Software Ver.	Installation version of the software	
Last Operation	Status of the last operation	
Operation Results	Results of the last executed operation	
Re-execute Error	Status of the re-execution	
JavaVM Ver.	Installation version of the Java VM	
Heap Size	Heap size	
Stack Size	Stack size	
Last Communication Date	Date and time of the last communication made with the device	

Host files (the addresses or host names included in the file are added as devices)

Note

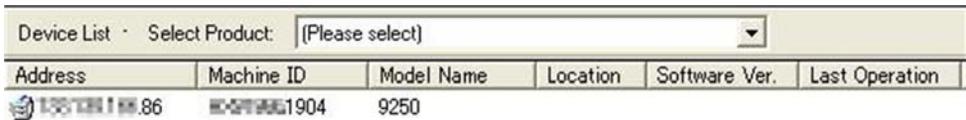
- For details, refer to Sample_Devicelist.csv as shown below which is stored in an unzipped folder of the RIM (Remote Install Manager) zip file.



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3. Click [OPEN].

- The devices are added to the List View of the Device List screen.



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Note

- If [Specify from File] is selected, all devices listed in the specified file are added. The following descriptions are displayed for [Result].



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[Result]	Description
Communication error	The device is not turned on. Or, this is not the target device.
Authentication error	An authentication error has occurred.
Added	The selected device is already registered.
Non-target device	The version of Java VM is not a supported version.
Cancelled	The process was not completed because it was cancelled.

[Delete]

Deletes the selected device from the Device List.

↓ Note

- Multiple devices can be selected.

[Properties]

Displays the Extended Feature Info page of the specified device on the Web Image Monitor.

Extended Feature Info
Refresh

Back

1/1

Total Applications:2								
Extended Feature Name	Priority	Type	Status	Description	Version	Allocated to	Startup Location	
Web Image Monitor		J	Stop	Web Image Monitor	1.30	----	SD Card Slot 2	
JavaTM Platform		C	Starting Up	Java Platform	4.00-10	Other Functions	SD Card Slot 2	

Back

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Note

- Web Image Monitor is a management tool which enables checking the status of a device from a PC (web browser). You can view the Web Image Monitor, without using Remote Install Manager, just by entering the IP address of the device as the web browser address. Consumable replacement schedules can also be checked.
- If the Web Image Monitor is not displayed after selecting [Properties], a network setting of the customer site does not meet the network setting requirements of the Web Image Monitor. For details about configuring the network settings of the Web Image Monitor, see "SSL Setting for Web Image Monitor" in the "Appendixes".

[Export]

Exports a list of information on registered devices in CSV file format.

[Installation]

Installs new software on target devices with a product key and activates the software.

For details, refer to p.63 "Online: Installation/Activation".

[Update License]

Updates licenses to convert Trial Version Licenses to Official Licenses.

For details, refer to p.83 "Online: Updating Licenses".

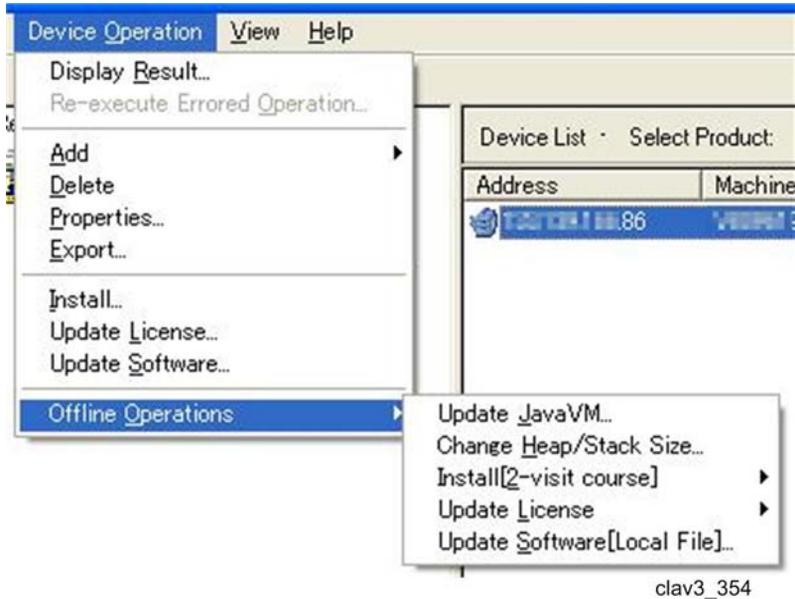
[Update Software]

Enables downloading and performing update for software installed in a device when updates are released on the Component Server.

For details, refer to p.99 "Online: Updating Software".

[Offline Operations]

This menu is mainly used for customers who have no internet connection environment or domains which are not allowed to the use automatic verification of supported combinations.



1. Update Java VM...

Updates the Java VM on the devices (offline), in order to update Java VM to convert the current version to a new version. For details, refer to p.121 "Update Java VM".

2. Change Heap/Stack Size...

Changes the Heap/Stack Size for the devices (offline), in order to adjust the proper Heap/Stack size for the software combination used in the devices. For details, refer to p.124 "Change Heap/Stack Size".

3. Install[2-visit course]

Installs new software on target devices with a product key at the customer site using two visits. For details, refer to p.72 "Offline: Installation/Activation".

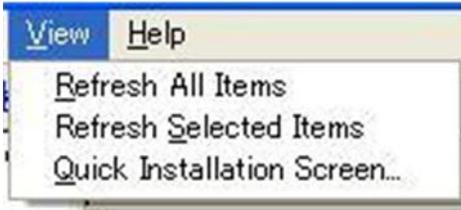
4. Update License

Obtains updated license files from the Activation Server (online) and updates the license on the devices (offline), in order to update licenses to convert Trial Version Licenses to Official Licenses. For details, refer to p.90 "Offline: Updating Licenses".

5. Update Software[Local File]...

Obtains updated software from the Component Server (online) and updates the software on the devices (offline), in order to update software to convert current version software to new version software. This is mainly used for a customer who has no internet connection environment. For details, refer to p.105 "Offline: Updating Software".

[View] Menu



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[Refresh All Items]

Updates information for all registered devices.

[Refresh Selected Items]

Updates information for selected device(s).

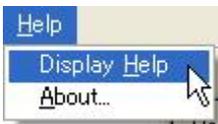
↓ Note

- Multiple devices can be selected.

[Quick Installation Screen]

Displays the Quick Installation screen.

[Help] Menu



[Display Help]

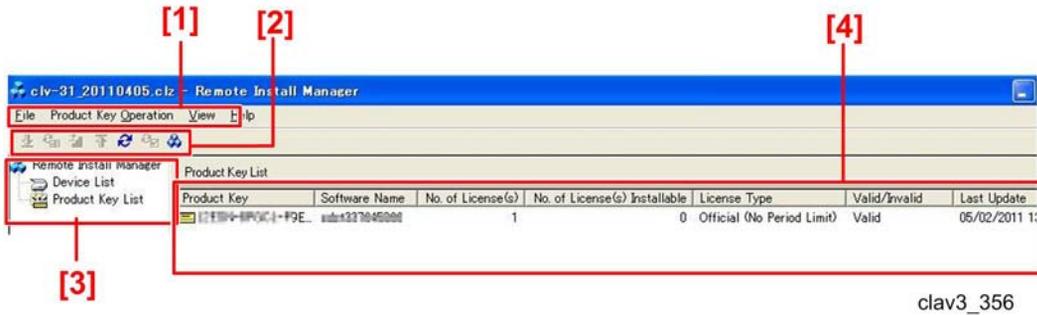
Displays the Remote Install Manager Instruction Manual (this file).

[About]

Displays the Remote Install Manager version information.

Product Key List Screen

This screen is used to manage, add, and check product keys.



(1) Menu Bar

Various operations are available from the [File] menu, [Product Key Operation] menu, [View] menu and [Help] menu. For details, refer to the description of each menu.

(2) Tool Bar

Click the following icons to execute the corresponding functions.

Function	Description
Uninstallation	Same as [Uninstall] of the [Product Key Operation] menu.
Refresh All Items	Same as [Refresh All Items] of the [View] menu.
Refresh Selected Items	Same as [Refresh Selected Items] of the [View] menu.
Quick Installation Screen	Same as [Quick Installation Screen] of the [View] menu.

(3) Tree View

The screen can be switched between the Device List and Product Key List screens.

(4) List View

A list of product keys appears.

Column	Description
Product Key	Product Key
Software Name	Software Name
No. of License(s)	Number of purchased licenses
No. of License(s) Installable	Number of unused licenses that can be installed
License Type	Official License (No Period Limit), Trial Version License
Valid/Invalid	Status of software

Last Update	Date and time the information regarding the license was last updated (the date and time the Activation Server was last accessed)
-------------	--

1

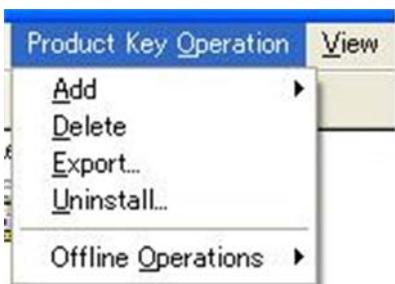
Note

- If the license type cannot be determined, " " appears for [License Type].

[File] Menu

Menu items are the same as the [File] menu in the Device List screen.

[Product Key Operation] Menu



clav3_357

[Add]

Adds product key(s) to the list. You can add the product key using [Manual Entry] or [Specify from File]. To add multiple product keys at once, select [Specify from File].

Manual Entry

1. In the [Product Key Operation] menu, select [Add] and then [Manual Entry].



clav3_358

- The Manual Entry screen appears.



clav3_334

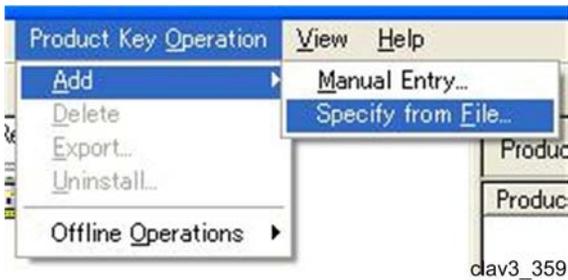
2. Enter the product key.
3. Click [OK].
 - The product key is added to the List View of the Device List screen.

Product Key	Software Name	No. of Licens...	No. of Licens...	License Type	Valid/Invalid	Last Update
sample1		50	50	Official License (No Period Limit)/Vol...	Valid	

clav3_335

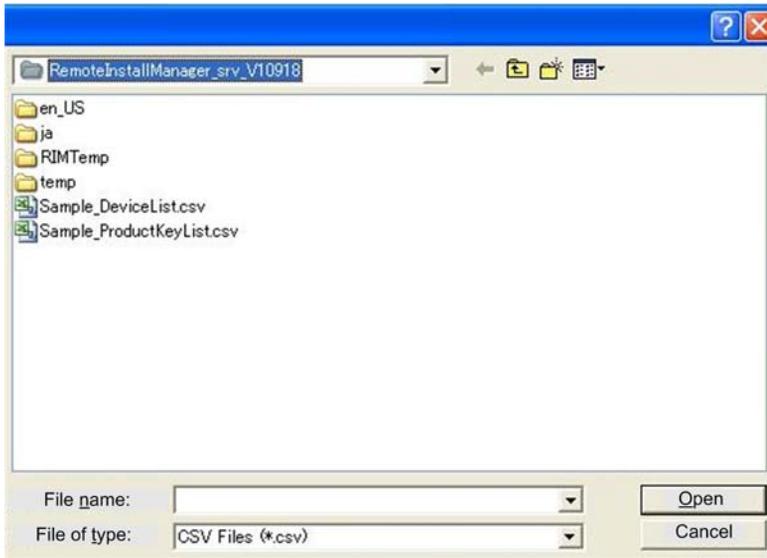
Specify from File

1. In the [Product Key Operation] menu, select [Add] and then [Specify from File].



clav3_359

- The screen for specifying the file appears.



clav3_351

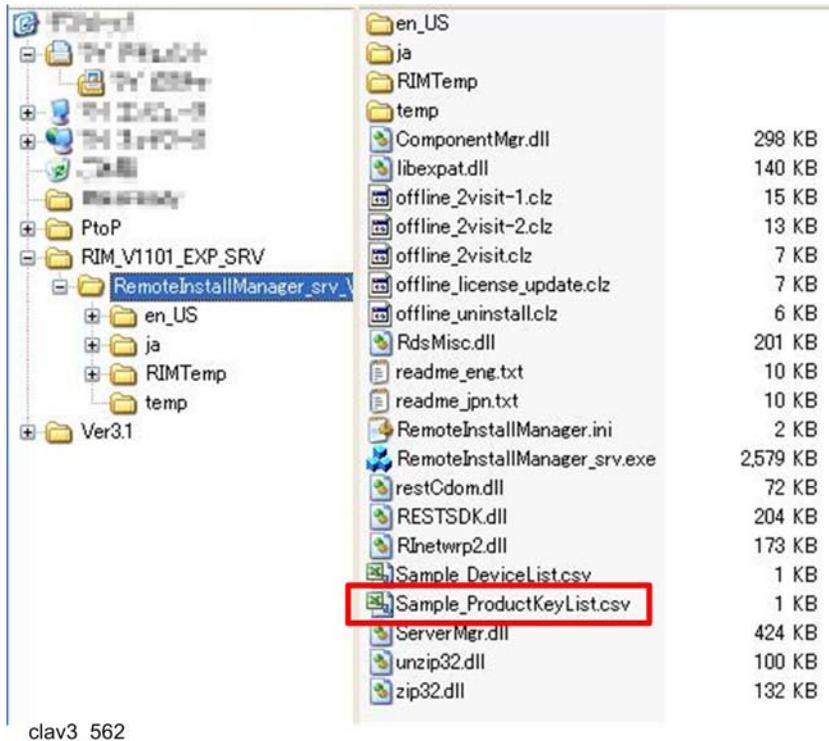
2. Select the file to be added.

- The following types of files can be selected:
 Product key list information files for Remote Install Manager
 The format of information csv files is as follows.

Data	Description	Required
Product Key	Product Key	Required item
Software Name	Software Name	
Number of License(s)	Number of purchased licenses	
Number of License(s) Installable.	Number of unused licenses that can be installed	
License Type	Official License (No Period Limit), Trial Version License	
Valid/Invalid	Status of software	
Last Update	Date and time the information regarding the license was last updated (the date and time the server was last accessed)	

Note

- For details, refer to Sample_ProductKeyList.csv as shown below which is stored in an unzipped folder of the RIM (Remote Install Manager) zip file.



3. Click [OPEN].

- The product keys are added to the List View of the Product key List screen.

Product Key						
Product Key	Software Name	No. of Licens...	No. of Licens...	License Type	Valid/Invalid	Last Update
sample1	sample1	50	50	Official License (No Period Limit)/Vol...	Valid	

clav3_335

Note

- If [Specify from File] is selected, all product keys listed in the specified file are added.
- If an error occurs, the following screen appears.



clav3_326

The following descriptions are displayed for [Results].



clav3_338

[Result]	Description
Invalid	The selected product key is invalid.
Added	The selected product key is already registered.

4. Select the added product key(s) and then select [Refresh All Items] or [Refresh Selected Items] in the [View] menu.
5. In Tree View, select [Device List] to display the Device List screen.
6. In the [View] menu, select [Refresh All Items] or [Refresh Selected Items].

[Delete]

Deletes the selected product key(s) from the list.

↓ Note

- Multiple product keys can be selected.

[Export]

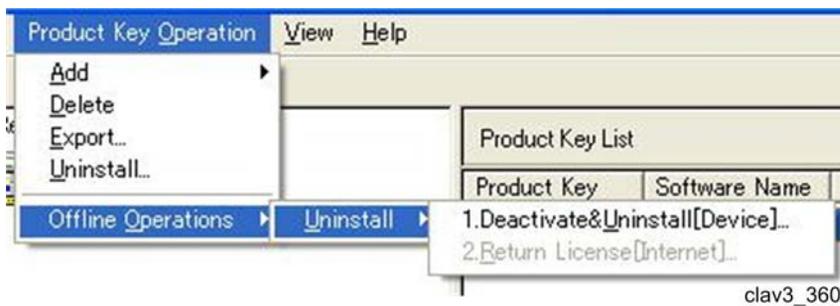
Exports a list of information on registered product keys in CSV file format.

[Uninstall]

Deactivates and uninstalls software when the deactivation of software is necessary due to the replacement of a device or the termination of a contract.

For details, refer to p.109 "Online: Uninstallation/Deactivation".

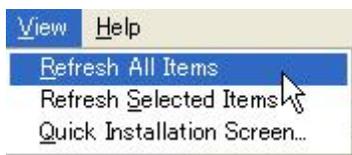
[Offline Operations]



● Uninstallation

Deactivates and uninstalls software from devices (offline) and returns the license file to the "Activation Server" (online). For details, refer to p.114 "Offline: Uninstallation/Deactivation".

[View] Menu



[Refresh All Items]

Updates information for all registered product keys.

[Refresh Selected Items]

Updates information for the selected product key(s).

↓ Note

- Multiple product keys can be selected.

[Quick Installation Screen]

Displays the Quick Installation screen.

[Help] Menu

Menu items are the same as the [Help] menu in the Device List screen.

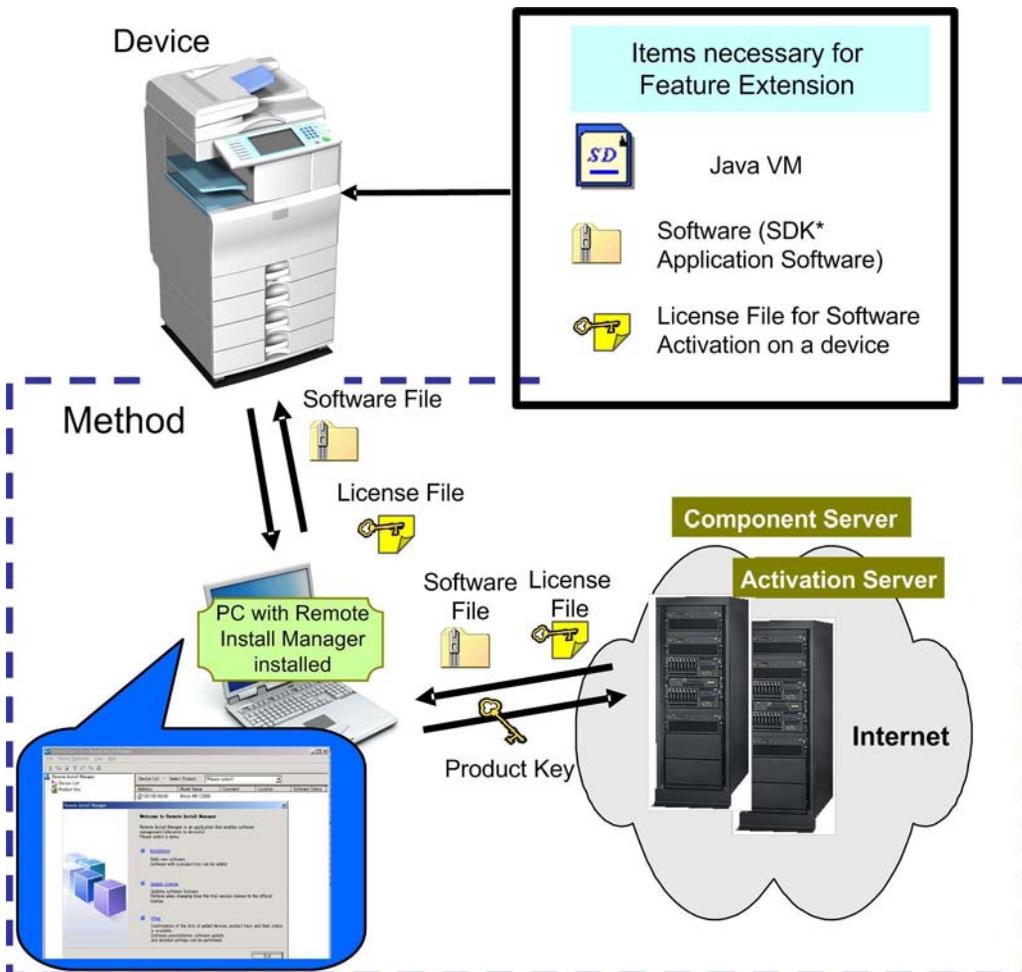
Basic Functions of Remote Install Manager

System Outline of Remote Install Manager

1

Remote Install Manager is a utility that helps to extend the feature of one or more devices with licensed software products.

- Software Installation/Activation
- Update License
- Update Software
- Software Deactivation and Uninstallation



clav3_201

SDK*:

- An SDK application is an application developed using the Ricoh Device SDK, based on Java Technology. Before installing an SDK application, a Java VM card needs to be installed in the device.

1

Terms List around Remote Install Manager

	Item	Explanation
 <p>clav3_202</p>	<p>eDC-i (electronic distribution and charge infrastructure)</p>	<ul style="list-style-type: none"> • The name of the entire system which has the role of: <ul style="list-style-type: none"> - SDK software product delivery - Product key and license file delivery - Product activation authorization - License management on database. • Actually the Component Server (see below) and Activation Server (see below) are located inside the eDC-i system.
 <p>clav3_203</p>	<p>License File</p>	<ul style="list-style-type: none"> • A file that can activate a software program (or a group of software programs) which is already installed on a specific device. • This file is issued by the Activation Server (see below). • One license file can be used for one software program (or one group of software programs) on a device.
 <p>clav3_204</p>	<p>Component Server (On the Internet)</p>	<ul style="list-style-type: none"> • A server where the latest version of SDK (Type J) application software is stored for download. • By an access from Remote Install Manager with the product key, the SDK application software stored in the server can be downloaded to the device.

	Item	Explanation																																										
 <p>clav3_205</p>	<p>Activation Server (On the Internet)</p>	<p>Product key reference information is registered and updated on this server.</p> <ul style="list-style-type: none"> • Software Name • Vender Name • License Type • Expiration date • Total number of licenses available with the key. • Activation Status: Licenses which are under use (activated) are listed with the device information (Model ID/ Machine ID (Serial Number)/ Expiration day) <p>This server has a role of issuing license files when a license file request is coming from the Remote Install Manager with a product key and device information.</p>																																										
	<p>Product key Image:</p> <table border="1" data-bbox="454 1074 1157 1195"> <thead> <tr> <th>Product Key</th> <th>License File</th> <th>Status</th> <th>Model ID</th> <th>Device S/N</th> <th>Expiry</th> </tr> </thead> <tbody> <tr> <td>AAAAABBBBCCCCDDDDDEEEEE</td> <td>1/5</td> <td>Activated</td> <td>Model ABC</td> <td>P0123051519</td> <td>No</td> </tr> <tr> <td>AAAAABBBBCCCCDDDDDEEEEE</td> <td>2/5</td> <td>Activated</td> <td>Model ABC</td> <td>P0123051515</td> <td>No</td> </tr> <tr> <td>AAAAABBBBCCCCDDDDDEEEEE</td> <td>3/5</td> <td>Not in use / Deactivated</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>AAAAABBBBCCCCDDDDDEEEEE</td> <td>4/5</td> <td>Not in use / Deactivated</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>AAAAABBBBCCCCDDDDDEEEEE</td> <td>5/5</td> <td>Not in use / Deactivated</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>BCBCBADADAEBDBDABCEEDCBA</td> <td>1/1</td> <td>Activated</td> <td>Model BBC</td> <td>A0345555234</td> <td>20-Jan-11</td> </tr> </tbody> </table> <p style="text-align: right;">clav3_206</p>	Product Key	License File	Status	Model ID	Device S/N	Expiry	AAAAABBBBCCCCDDDDDEEEEE	1/5	Activated	Model ABC	P0123051519	No	AAAAABBBBCCCCDDDDDEEEEE	2/5	Activated	Model ABC	P0123051515	No	AAAAABBBBCCCCDDDDDEEEEE	3/5	Not in use / Deactivated	-	-	-	AAAAABBBBCCCCDDDDDEEEEE	4/5	Not in use / Deactivated	-	-	-	AAAAABBBBCCCCDDDDDEEEEE	5/5	Not in use / Deactivated	-	-	-	BCBCBADADAEBDBDABCEEDCBA	1/1	Activated	Model BBC	A0345555234	20-Jan-11	
Product Key	License File	Status	Model ID	Device S/N	Expiry																																							
AAAAABBBBCCCCDDDDDEEEEE	1/5	Activated	Model ABC	P0123051519	No																																							
AAAAABBBBCCCCDDDDDEEEEE	2/5	Activated	Model ABC	P0123051515	No																																							
AAAAABBBBCCCCDDDDDEEEEE	3/5	Not in use / Deactivated	-	-	-																																							
AAAAABBBBCCCCDDDDDEEEEE	4/5	Not in use / Deactivated	-	-	-																																							
AAAAABBBBCCCCDDDDDEEEEE	5/5	Not in use / Deactivated	-	-	-																																							
BCBCBADADAEBDBDABCEEDCBA	1/1	Activated	Model BBC	A0345555234	20-Jan-11																																							
 <p>clav3_207</p>	<p>Firmware Download Site</p>	<ul style="list-style-type: none"> • When internet access is not possible at the customer site, SDK software should be downloaded from the firmware download site before visiting the customer site. • In the above case, Offline operation should be done with Remote Install Manager. (See p.72 "Offline: Installation/Activation") 																																										

Functions List of Remote Install Manager

Feature	Explanation
Software Installation and Activation	This feature installs new SDK software on device(s) and makes the software on the device(s) ready to use, by using a product key and license file.
Update License	If the license type which is currently used on the device is "Trial version", then the period that the customer can use the software on the device is limited (for example, 30 days). This feature will convert the Trial version licenses on the devices to Official licenses for the continuous usage of the software.
Update Software	This feature updates an SDK that is already installed and activated on a device with a newer version of the software, if newer software is available on the Component Server.
Software Deactivation and Uninstallation	This feature firstly removes the license file from the device and returns the license file to the Activation server. Then, software uninstallation will be done.

Work State Archive File

Device list, product key list and software list can be saved in a work state archive. All the work state archives are archived in a zip file but with the extension "**.clz**".

We strongly recommend that a work state archive file (*.clz) be kept in your service station. This is because it might take much time and effort to recover information for target devices if the work state archive file is lost.

Device list

The format is the same as those created by Remote Manager. The file name is Devicelist.csv.

Product key list

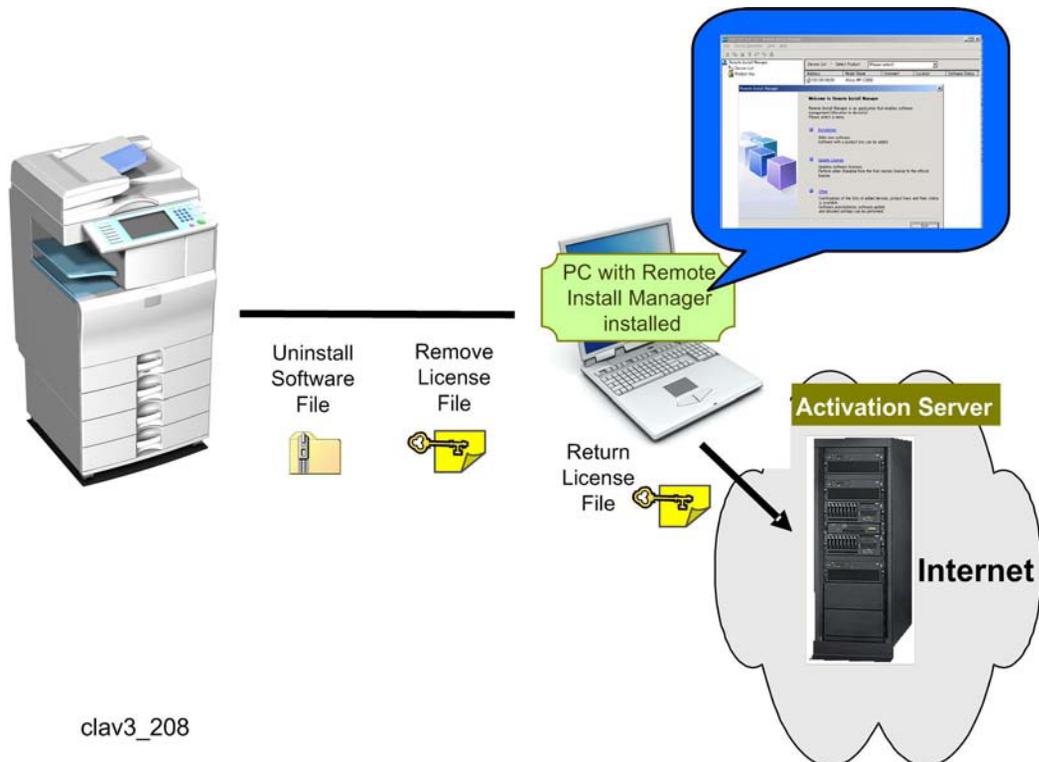
One file is created per feature as "Feature name".txt. Each file contains its product keys, with one line per product key.

Importance of Deactivation

When using Remote Install Manager, you can perform Software Uninstallation and Deactivation by selecting "Uninstallation".

Unless deactivation is completely performed, you are not able to do the following:

1. The same product key cannot be re-used for
 - a.) software re-installation/re-activation on the same device.
 - b.) software installation/activation on other devices.
2. On the same device (with the same machine ID (serial number)), the same product cannot be activated, even when preparing another unused product key. (Additional activation for the same product with a new product key will be refused by the Activation Server.)



< Device Status of Database on the Activation Server >

Before deactivation

- Status column: Activated

After deactivation is completed (= license file is returned to the Activation Server.)

- Status column: Not in use / Deactivated

A product key whose column is "Not in use / Deactivated" can be re-used for the next activation.

Overview of eDC-i system and Remote Install Manager

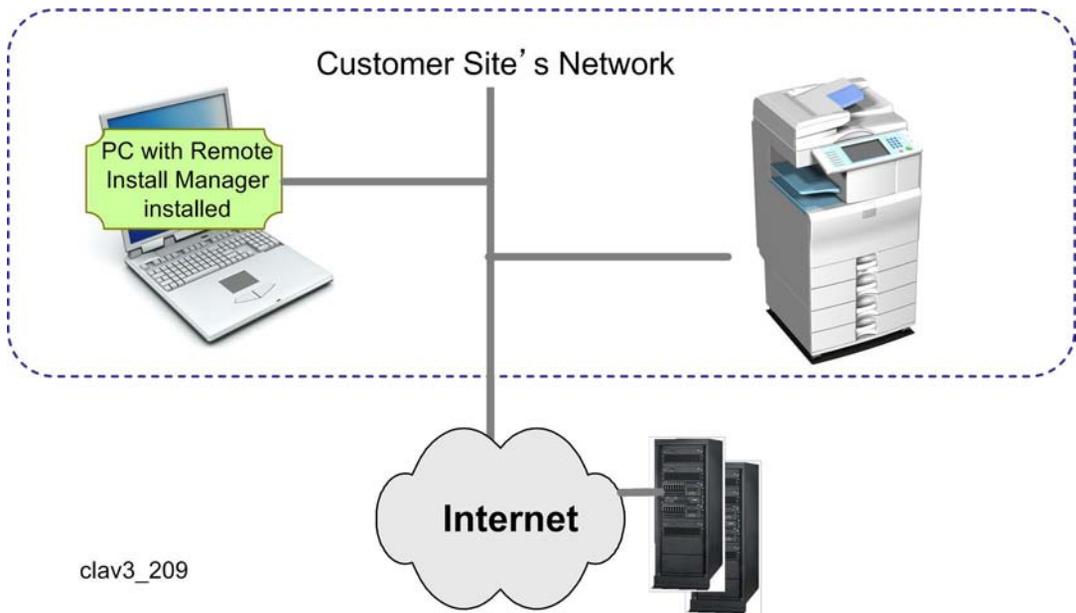
1

What you can do with the eDC-i system and Remote Install Manager, or the actual operation you must perform will differ depending on the internet access environment at the customer site.

Firstly check if your customer site environment is **Online** or **Offline**.

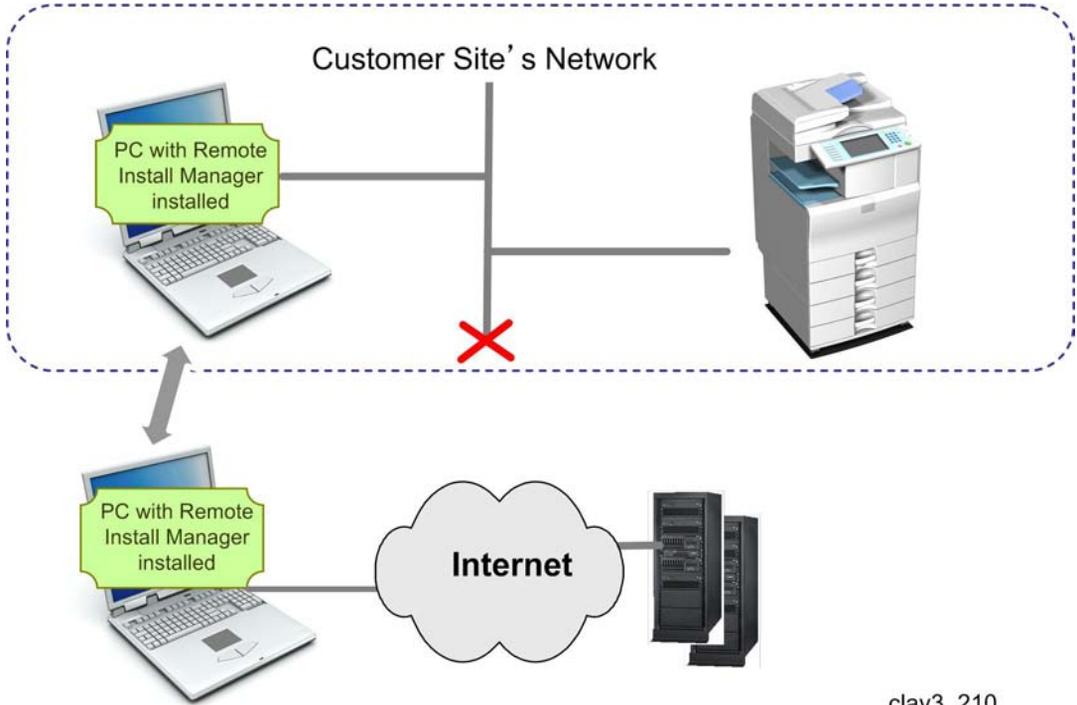
Case 1: Online Environment

While Remote Install Manage on a PC is accessing a device at the customer site over a network, internet access is also possible.



Case 2: Offline Environment

While accessing the device, internet access is not possible at the customer site.



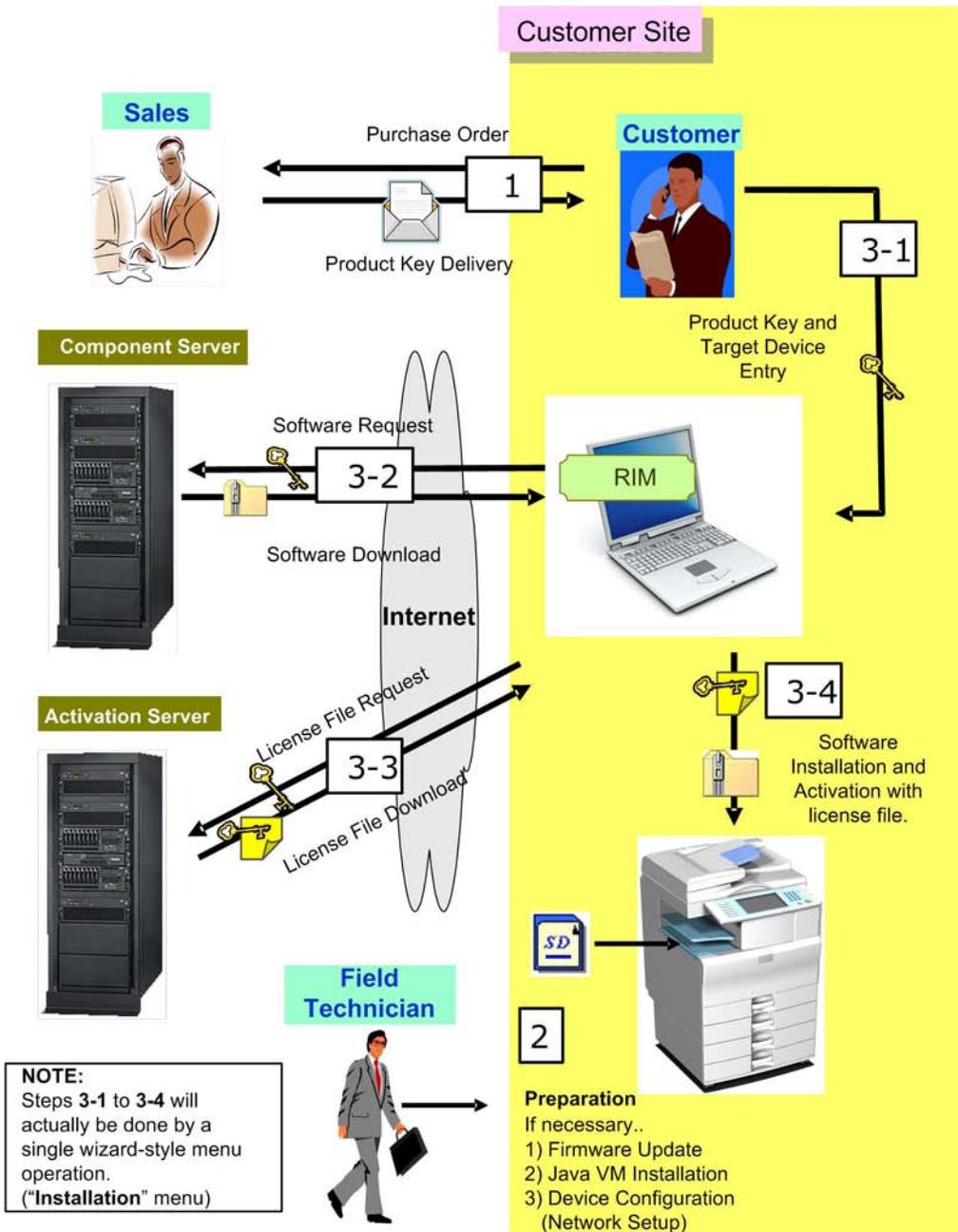
1

clav3_210

Online Environment: Installation/Activation

1

Process Image of Online Environment: Installation/Activation

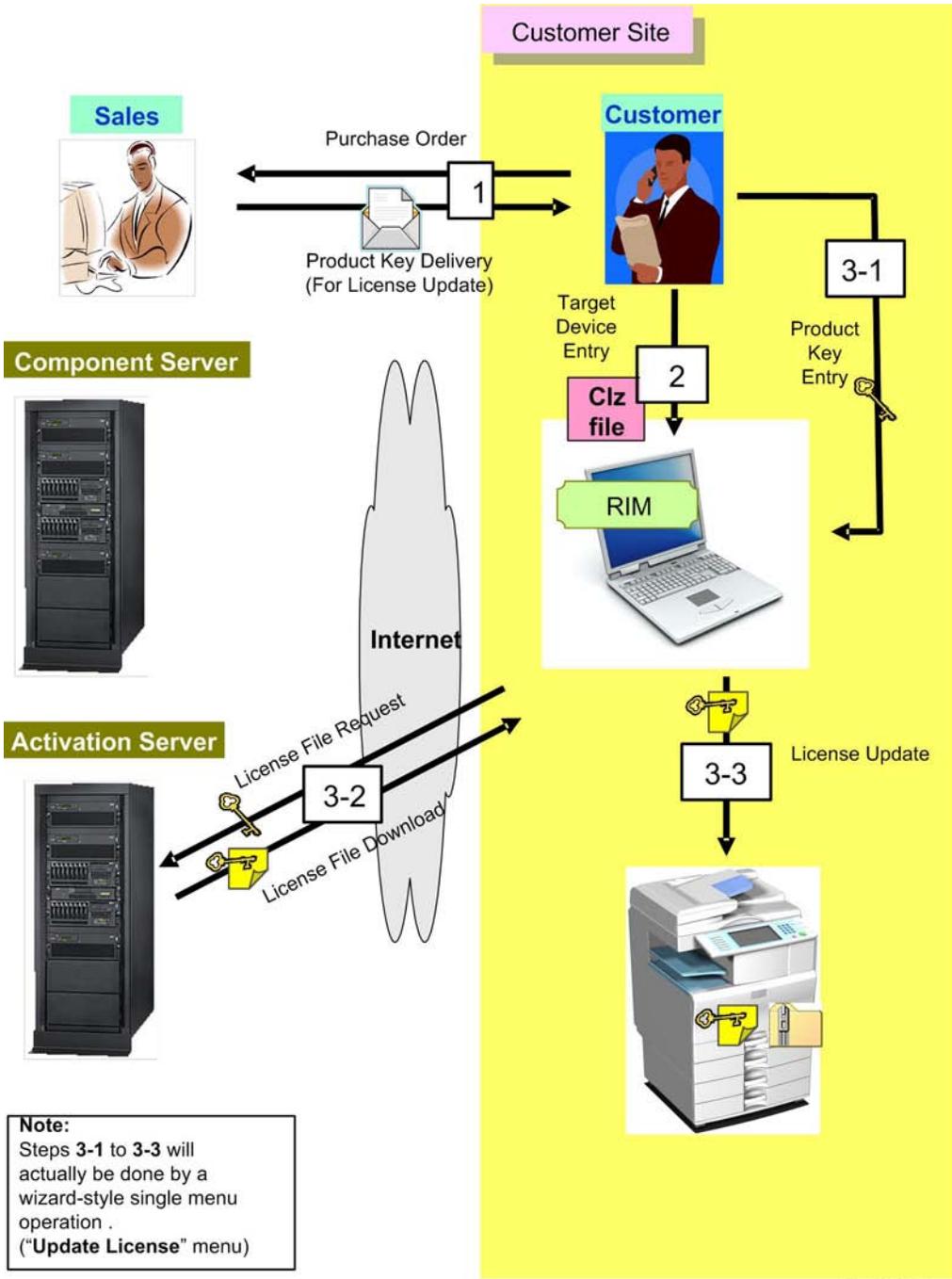


clav3_211

Online Environment: License Update

Process Image of Online Environment: License Update

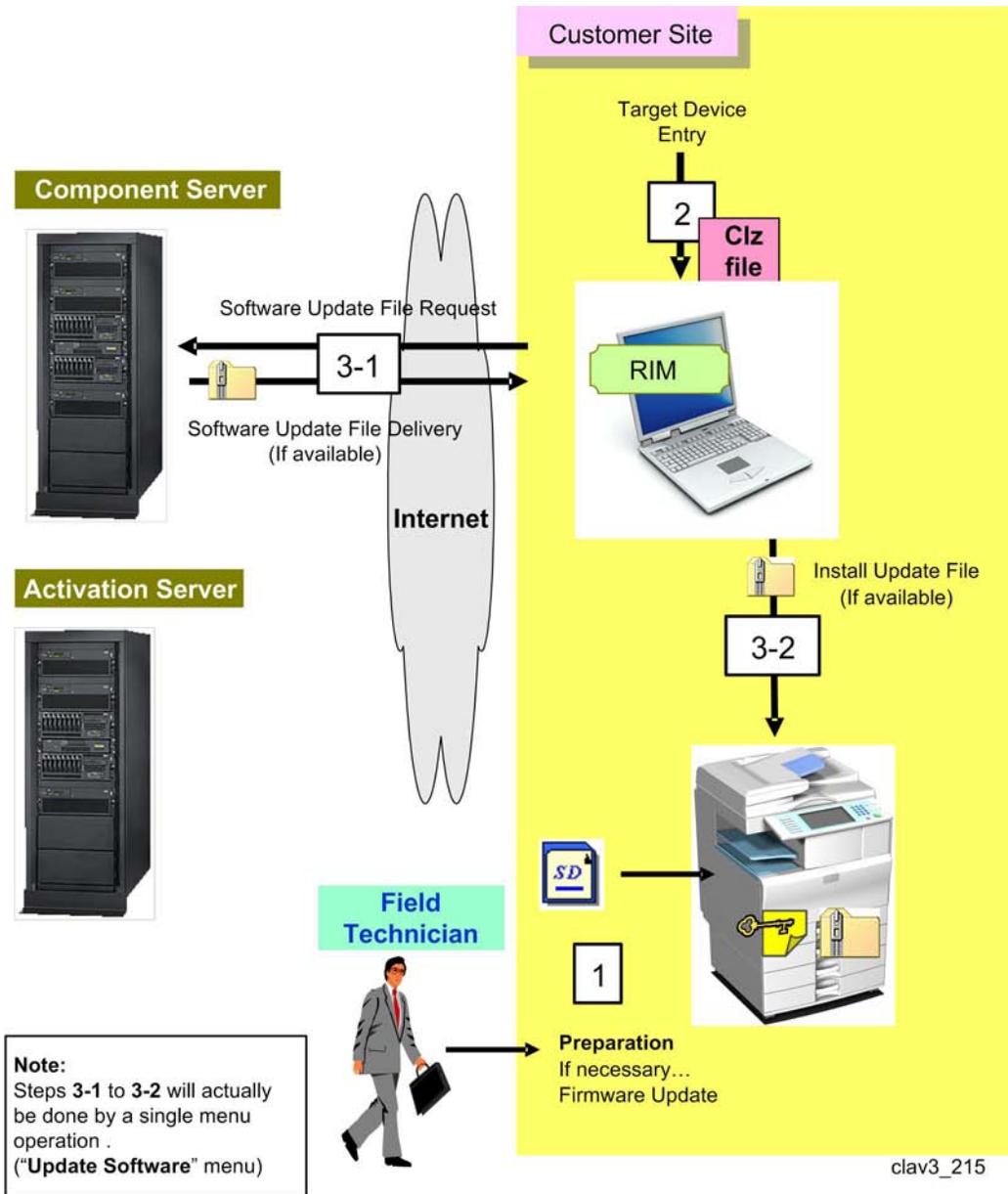
1



clav3_213

Online Environment: Software Update

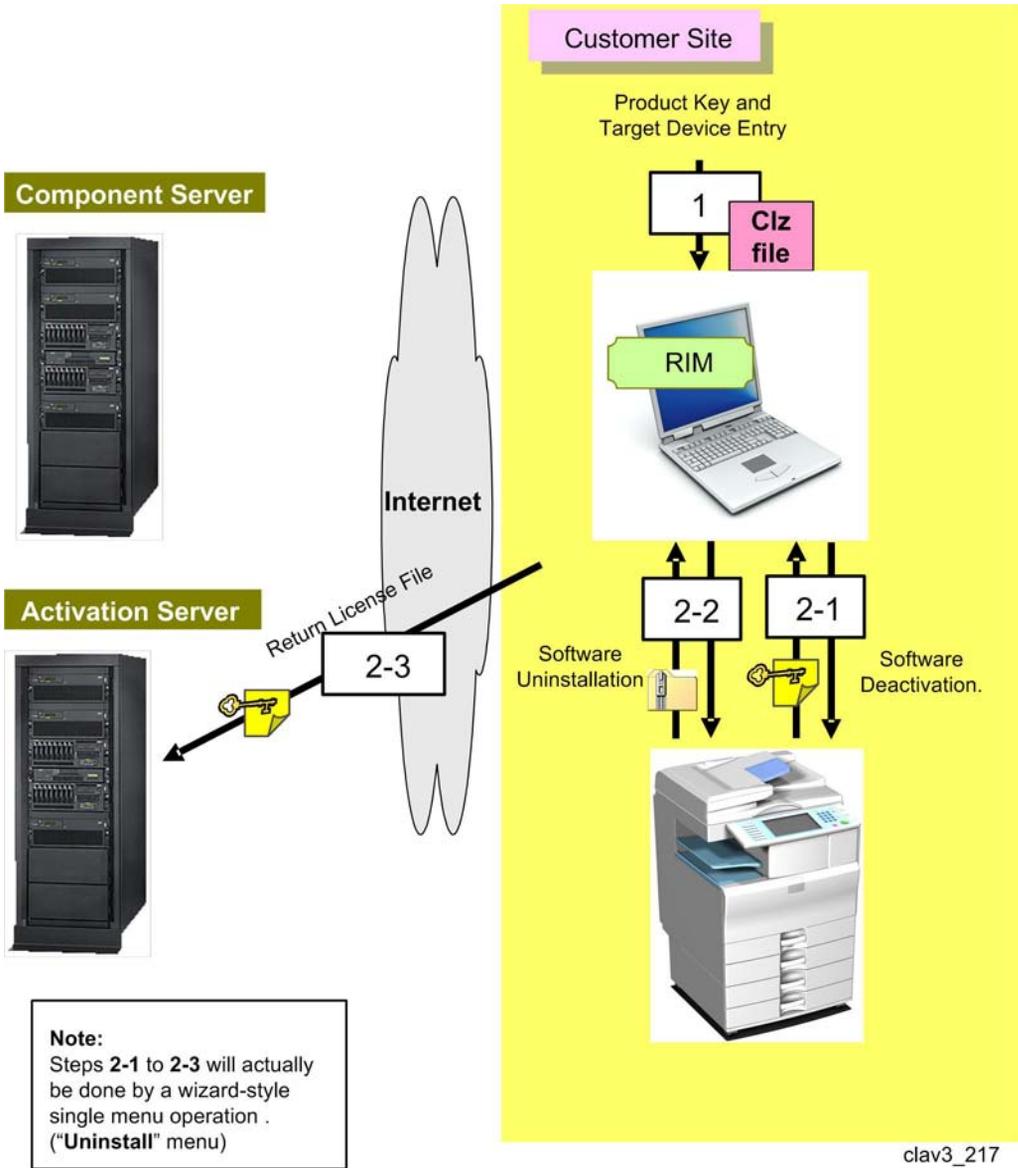
1 Process Image of Online Environment: Software Update



Online Environment: Uninstallation/Deactivation

Process Image of Online Environment: Uninstallation/Deactivation

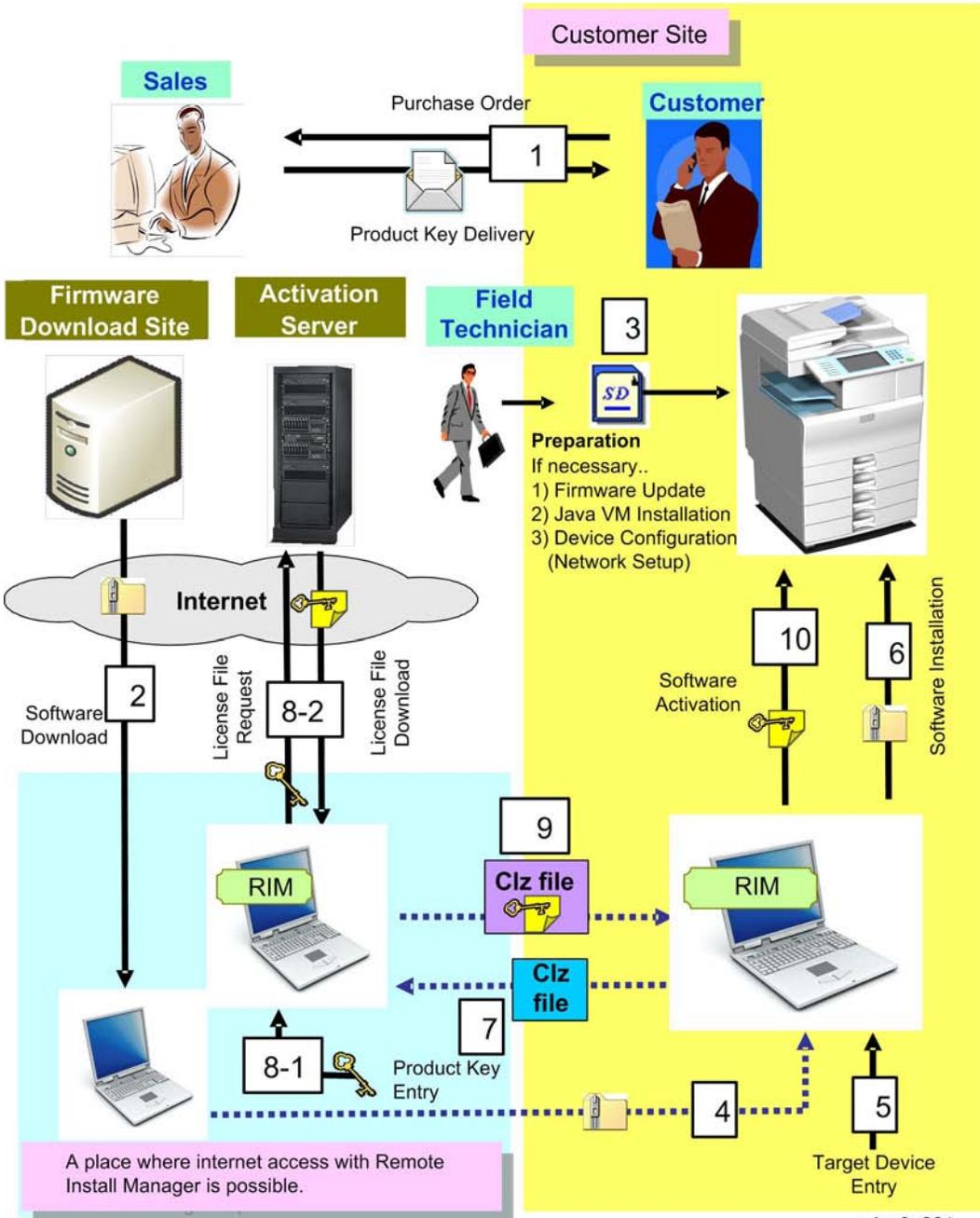
1



Offline Environment: Installation/Activation (2 visit-course)

1

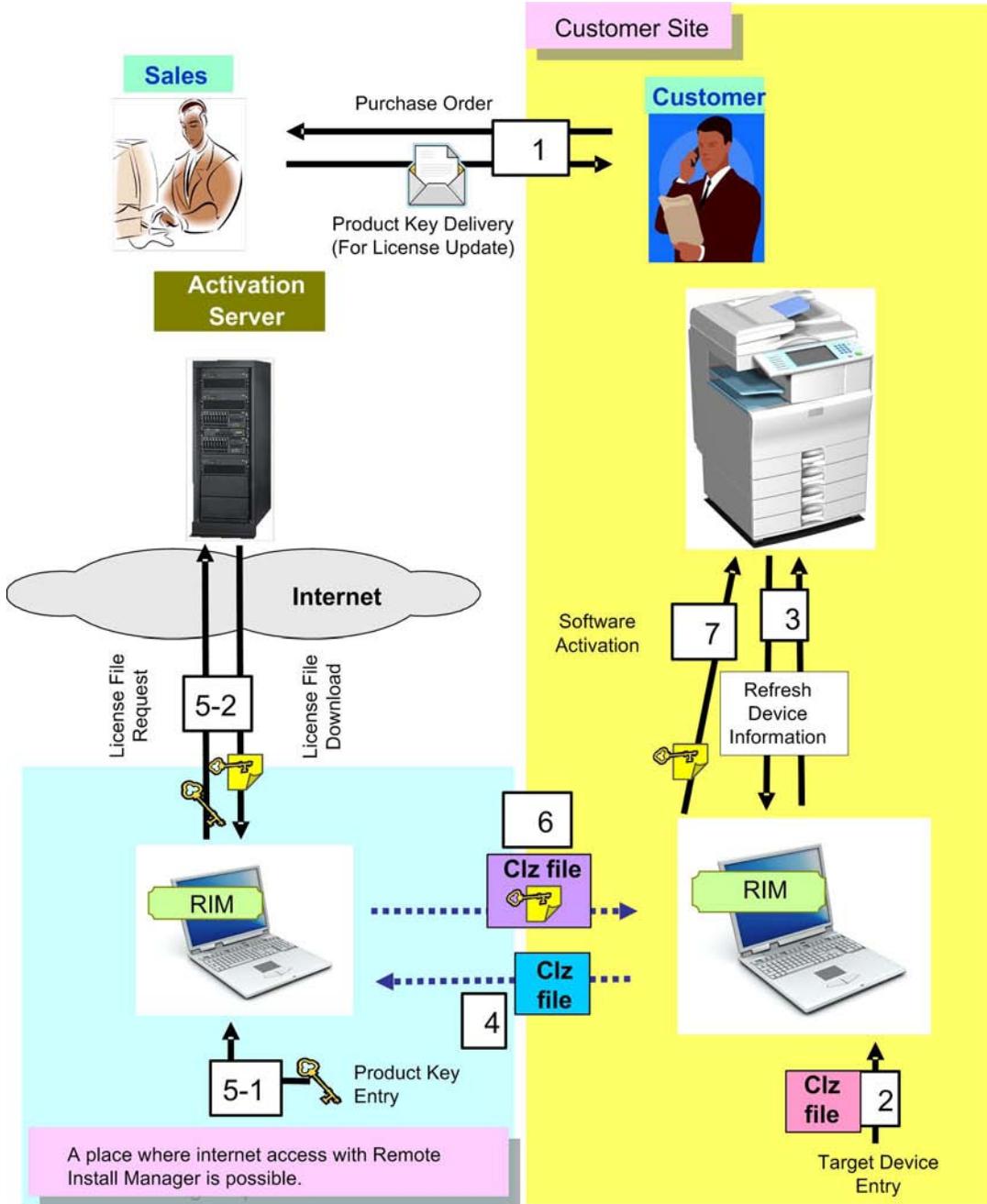
Process Image of Offline Environment: Installation/Activation (2 visit-course)



Offline Environment: License Update

Process Image of Offline Environment: License Update

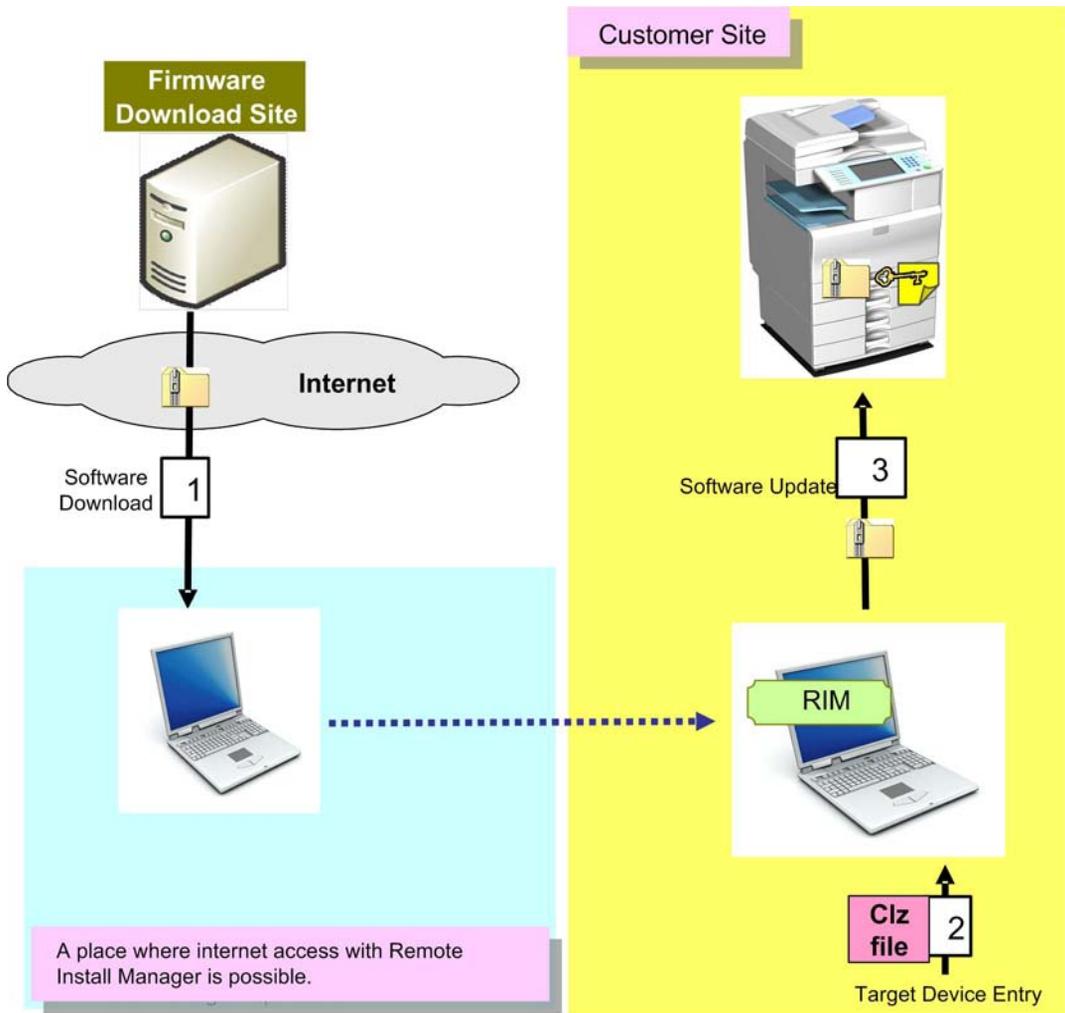
1



clav3_223

Offline Environment: Software Update

1 Process Image of Offline Environment: Software Update

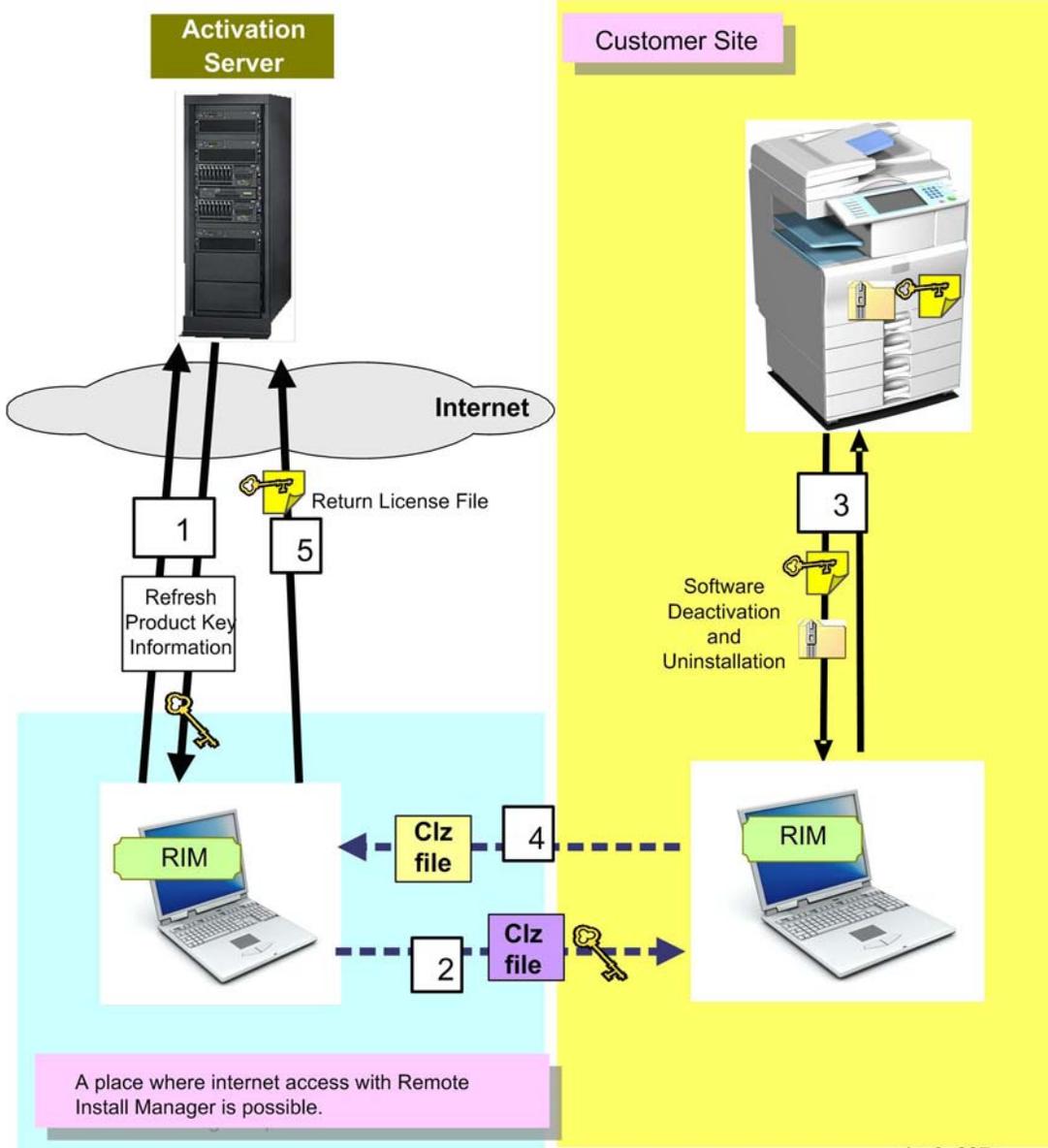


clav3_225

Offline Environment: Uninstallation/Deactivation

Process Image of Offline Environment: Uninstallation/Deactivation

1



clav3_227a

2. Preparation

Prior Confirmation

Environmental Check

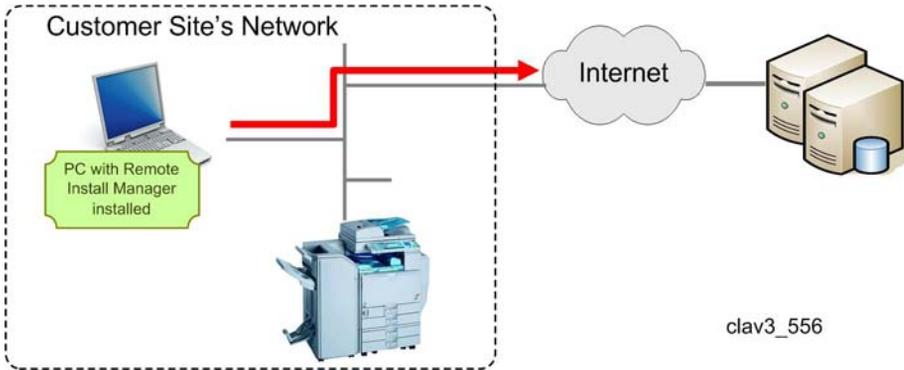
Online/Offline

Check if the internet connection is available or not at the customer site.

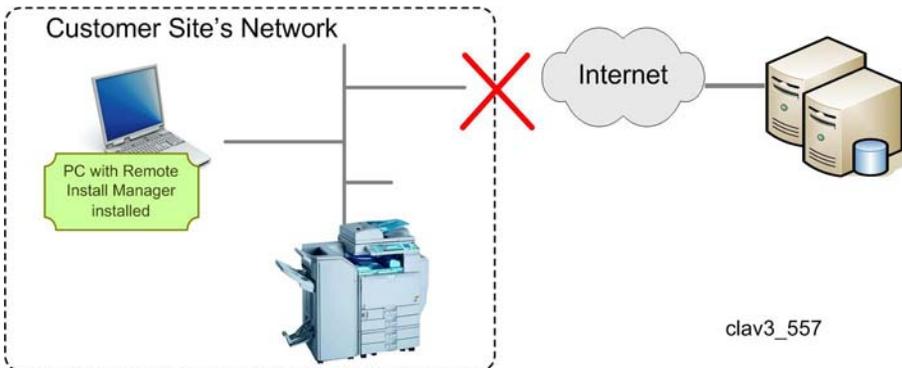
- If the customer does not allow internet connection, the field technician will have to preliminarily download necessary software packages from the Firmware Download Site.

Note

- Using multiple network interfaces is NOT supported by Remote Install Manager. This means that both the access to devices and internet connection must be achieved using a network interface.



There is a "2-visit course" for Offline installation.



In the case of the Online configuration with the automatic verification of supported combinations disabled or the Offline configuration, download the Embedded Software Combination Table from the Operation UI Server to check the following:

- Version compatibility of Java VM and system F/W
- Supported combination of SDK applications
- Necessary Heap/Stack size

*** Call center menu**

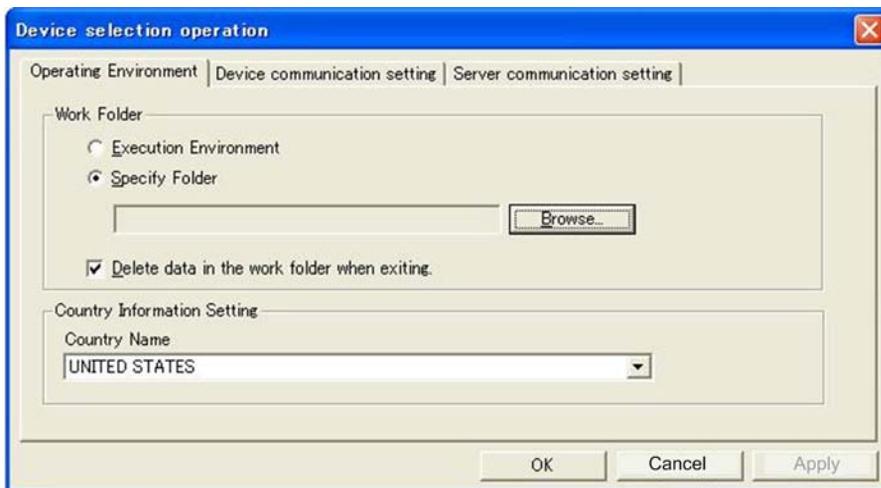
[Browse activation status by product key](#)

[Browse activation status by model/machine ID](#)

[Download embedded software combination table](#)

clav3_558

Country Name

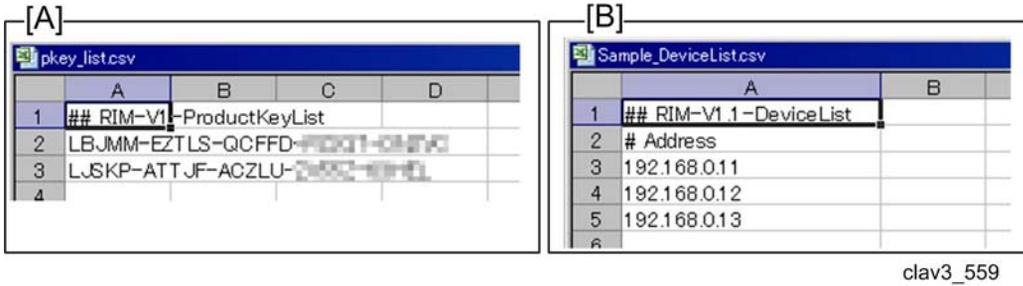


clav3_553

[Country Name] is required for the operation of Remote Install Manager. Ask your sales staff for the correct customer country (domain) before visiting a customer site.

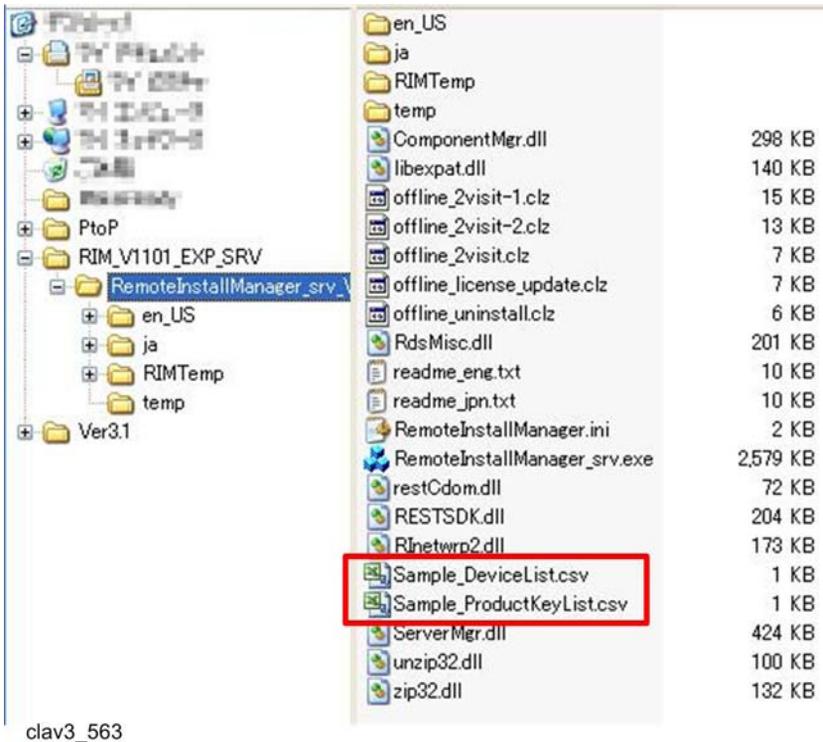
Product Key(s) and Device List/ Work Archive File

Ask the customer to prepare a product key list (CSV file) and a device list (CSV file), or a Work Archive file (CLZ file).



- [A]: Product Key List
- [B]: Device List

A sample product key list and device list are stored in a unzipped folder of the Remote Install Manager zip file as shown below.



Note

- When a software update or uninstallation is performed, using the Work Archive File is strongly recommended because it contains all the necessary information about all previous operations.

Java VM Version Check

Check if the online-supported Java VM version is installed.

- If an offline-supported but not online-supported Java VM version (e.g. V4.21-23) is installed, the online-supported version of the Java VM package for the Offline environment must be prepared.
- If a not offline-supported Java VM version (e.g. V4.20 or earlier) is installed, the online-supported version of Java VM Version-up Tool must be prepared.

Java VM must be updated manually to the online-supported version using the following method.

Note

- The Java VM module (*.ifu) will be obtained from the Firmware Download Site.

Type-C Application Check

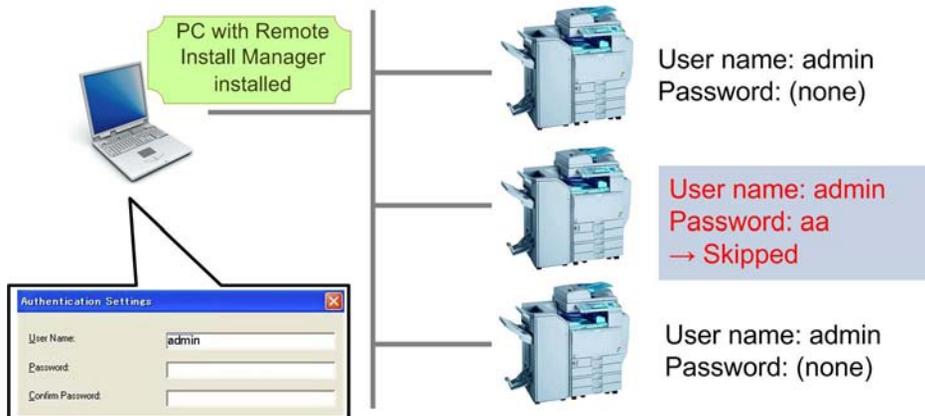
Check if an SDK application that contains a Type-C module (i.e. modules developed using C++) is going to be installed/updated/uninstalled.

- ELP-NX includes a Type-C module (FR Filter).
- This kind of application requires additional operations on the MFP/LP operation panel in order to move the Type-C module stored on the VM card to the target machine's HDD.
- Therefore, in cases where the target MFP/LP is installed in a remote location, it is necessary to have a person on-site who is capable of moving the module at the operation panel.

Device Authentication

Ask the customer if all the target devices have the same login user name and password.

- If the device's user name or password differs from that of Remote Install Manager, software installation/update/uninstallation will be skipped.



clav3_560

3. Installation/Activation

Launching Remote Install Manager

★ Important

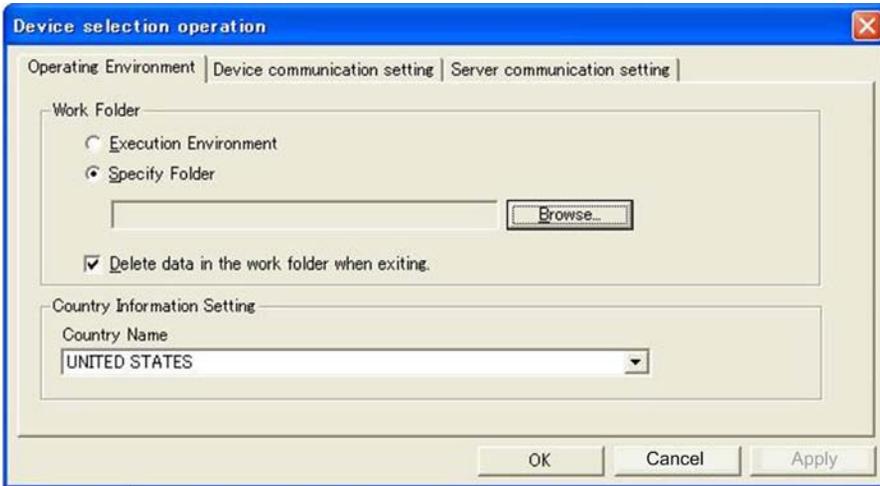
- Do not execute Remote Install Manager in a folder which is encrypted. Otherwise, Remote Install Manager will not work properly.
1. Download Remote Install Manager.
 2. Extract the downloaded file to a folder.
 - Do not extract the downloaded file to a folder which is encrypted.
 3. Double-click the RemoteInstallManager.exe icon.



- Remote Install Manager is launched and the Environment Setting screen appears.
4. The Environment Setting screen appears the first time that you launch Remote Install Manager.
 - Configure the settings for [Operating Environment], [Device Communication Setting] or [Server Communication Setting].
 - Customer Code can be entered. If you want to use Customer Code, select [*Others...] in [Country Name], and then enter the [Customer Code].

★ Important

- [Country Name] is required for Remote Install Manager. Ask your sales staff for the correct customer country (domain) before visiting a customer site.



clav3_553

5. Click [OK] after completing the settings for Environment Setting.

Note

- From the second time on, you only need to perform step 3 to launch Remote Install Manager.

Online: Installation/Activation

Purpose:

- Install new SDK application software on a device and make the software on the device ready for use (= activate the software with license information).

↓ Note

- With a volume license product key, it is possible to install and activate SDK application software on multiple devices at once.

3

Important Notices

About Network Environment and Server Operation

The eDC-i can optimize the Java VM version and adjust the correct Heap/Stack size for a combination of several SDK software items automatically when the automatic verification of supported combinations is turned on. However, a correct Java VM version and Heap/Stack size for software to be installed have to be checked by a field technician if the automatic verification of supported combinations of eDC-i is not turned on or a customer site does not have internet access. Follow the one of two actions below;

- Download the Embedded Software Combination Table from the Operation UI Server.
- Consult with your sales staff about a correct Java VM version and Heap/Stack size for software to be installed before visiting a customer site.

About SDK Software Type

Remote Install Manager can complete the installation and uninstallation only for Type J software. If software to be installed has mixed type software (type C and J), Type C software has to be installed from the operation panel of the target machine. Check if software to be installed includes Type C software.

About Operations to Multiple Devices

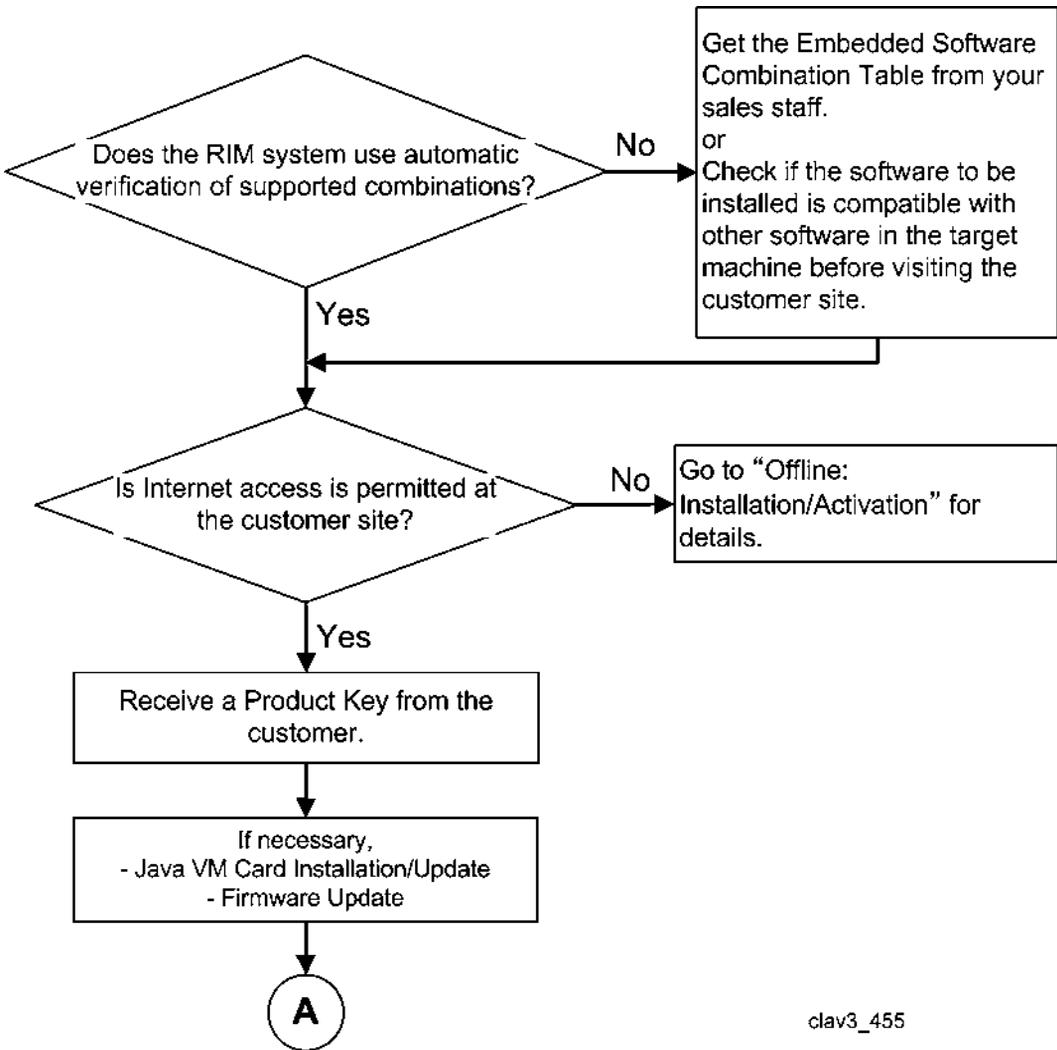
Operation from Remote Install Manager is effective only for devices which have the same administration authentication settings (user name and password) as the ones in the Environment Settings of Remote Install Manager. If some devices have different administrator authentication settings from the ones in the Environment Settings of Remote Install Manager, operation to those devices is cancelled.

About Installation Limitations of Type C Applications

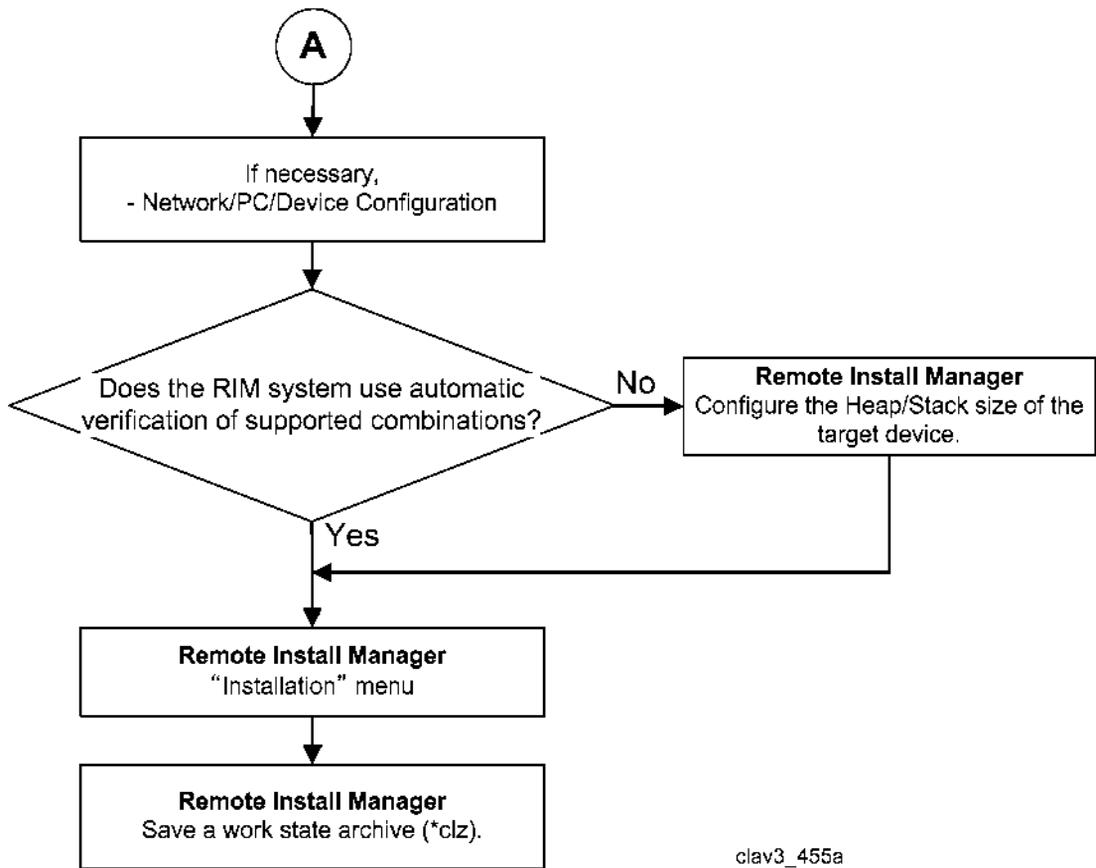
Four Type C applications or more can not be installed in a device. Make sure of this limitation when installing SDK software package with Remote Install Manager. Installing four Type C applications in the device can cause an installation error.

Work Flow

3



clav3_455



Installation/Activation Procedure

★ Important

- If the device gets damaged, replaced, or discarded, you will be UNABLE to de-activate the product license, as the Activation Server administrator requires the machine ID (device serial number) to forcibly de-activate the license. This will make the product key affected to the license unusable. To avoid this situation, please ask the customer to keep a copy of the machine ID (device serial number), and the work state archive (*clz) should be created as a part of normal Remote Install Manager operation.
- Four or more Type C applications cannot be installed in a device. Make sure of this limitation when installing an SDK software package with Remote Install Manager. Installing four Type C applications in the device can cause an installation error.

1. Prepare as follows.

Items (Confirm with the customer):

- A PC with Remote Install Manager

- Product Keys
- IP addresses and host names for target devices
- User name and password of the machine administrator account for each target devices
- Embedded Software Combination Table or information about supported software combinations in the target machine

Action:

- Check if the VM Card (Java VM) is installed in the target devices and the version of the VM card is compatible for the use of Remote Install Manager.
If not, install the VM card in a target machine and update the VM program to a supported program version.
- Check if the firmware (e.g. system module) of the target devices is the latest version.
If not, update the firmware.
- Check if the Network/PC/Device meets the Environmental Requirement.
If not, configure the required environment.
- Make sure that the target devices are not used by the customer during the following operation.

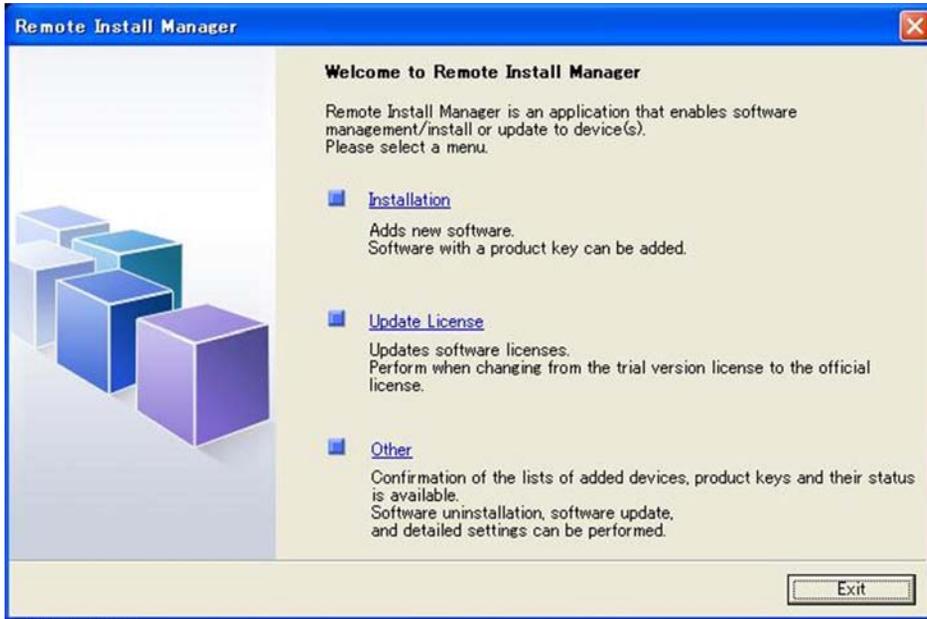
2. If the Remote Install Manager system does not use the automatic verification of supported combinations, follow the steps below:

- 1) Check if the Java VM in the target machine agrees with the online-supported version for Remote Install Manager. (For details, see p.9 "Java VM Version".) If not, update the Java VM in the target machine to a correct version referring to Embedded Software Combination Table or information about supported software combinations in the target machine.
- 2) Select [Change Heap/Stack Size] in [Offlien Operations] under [Device Operation].
- 3) Change the Heap/Stack size to the correct value for the target device which you have already checked. If no information about a correct Heap/Stack size is available, change the Heap/Stack size to the maximum value of the target device.

3. You can perform installation from the Device List screen or the Quick Installation screen.

Installation from the Quick Installation screen:

Launch Remote Install Manager and click [Quick Installation Screen] under the [View] menu.



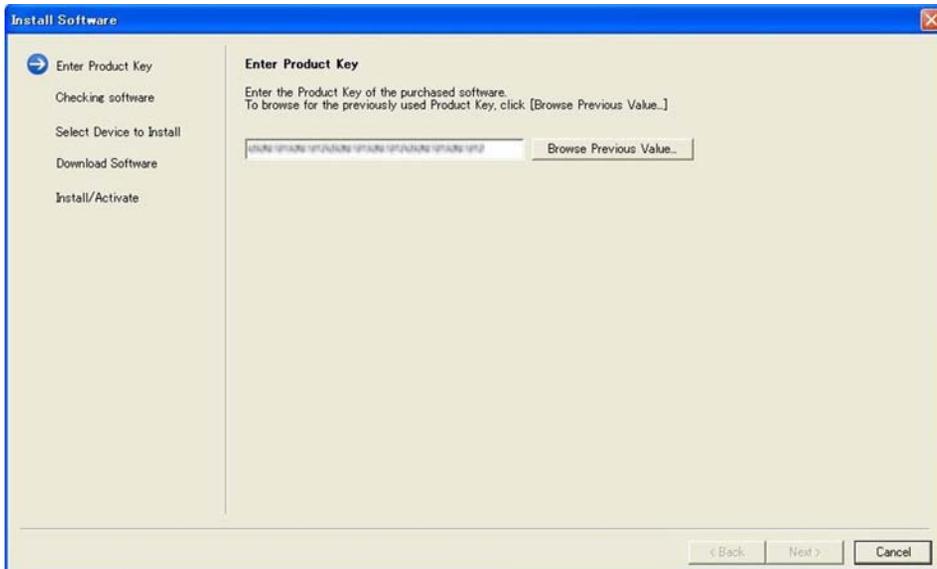
clav3_302e

3

Installation from the Device List screen:

In the [Device Operation] menu of the Device List screen, select [Install...].

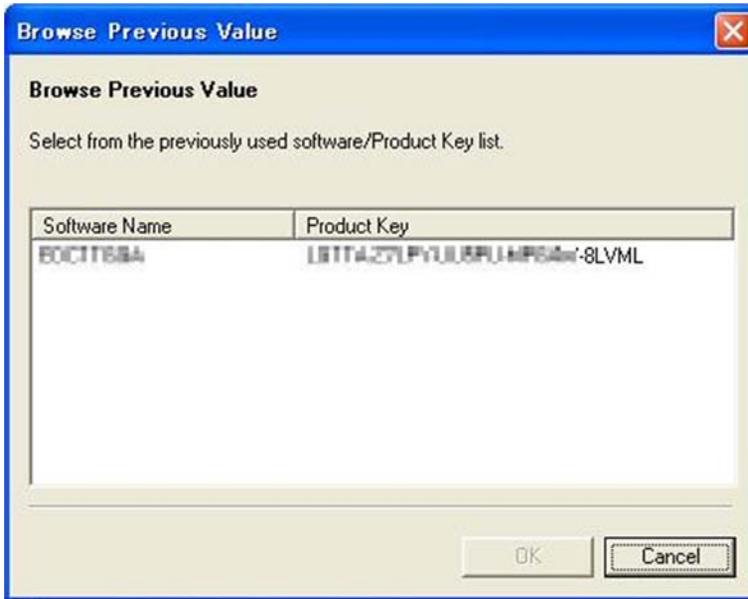
4. On the [Install Software] screen, enter the product key for the software to be installed.



clav3_403e

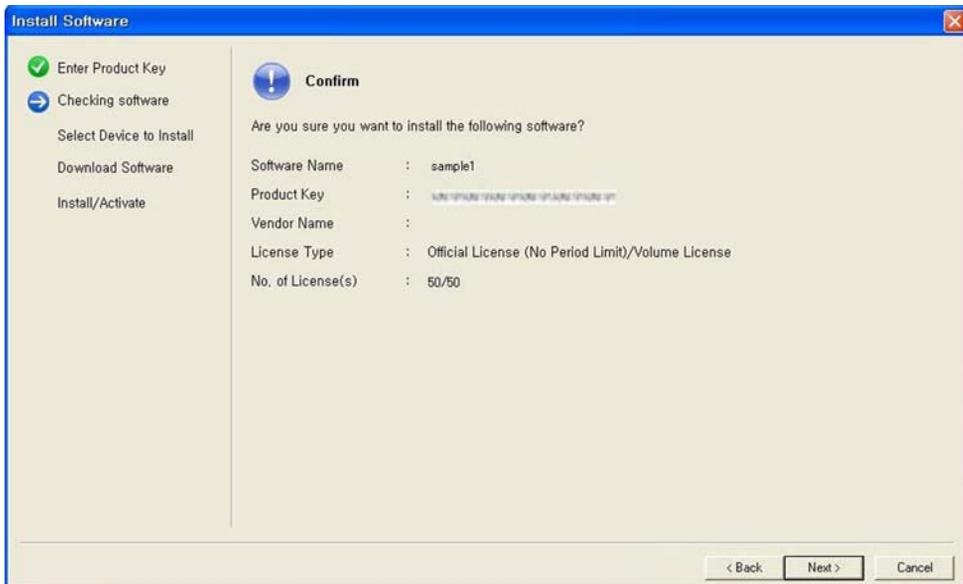
- To refer to a product key used previously, click [Browse Previous Value]. Select the product key to use and click [OK].

3



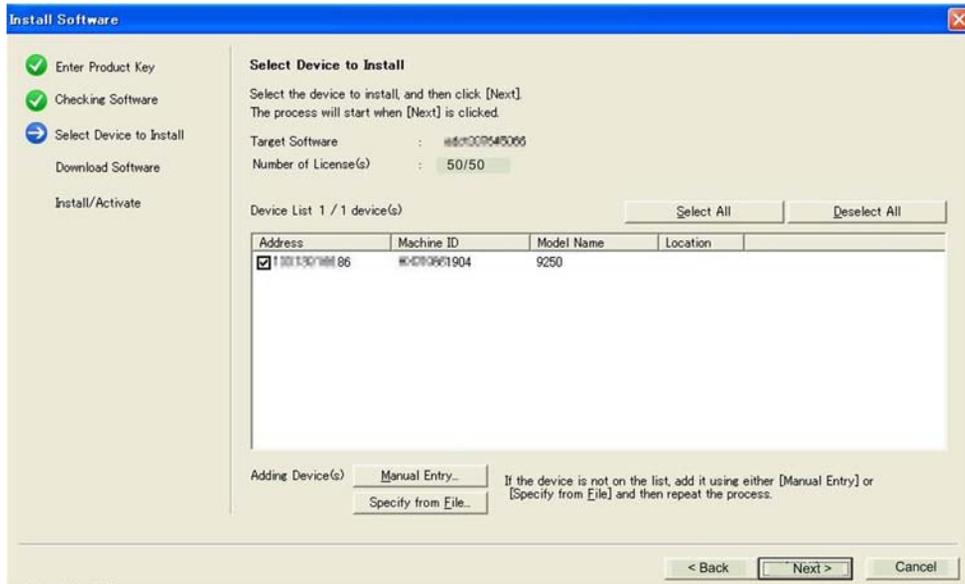
404_e

5. Click [Next].
 - Communication with the "Activation Server" begins. When communication is complete, a confirmation screen appears.
6. Check the contents and click [Next].



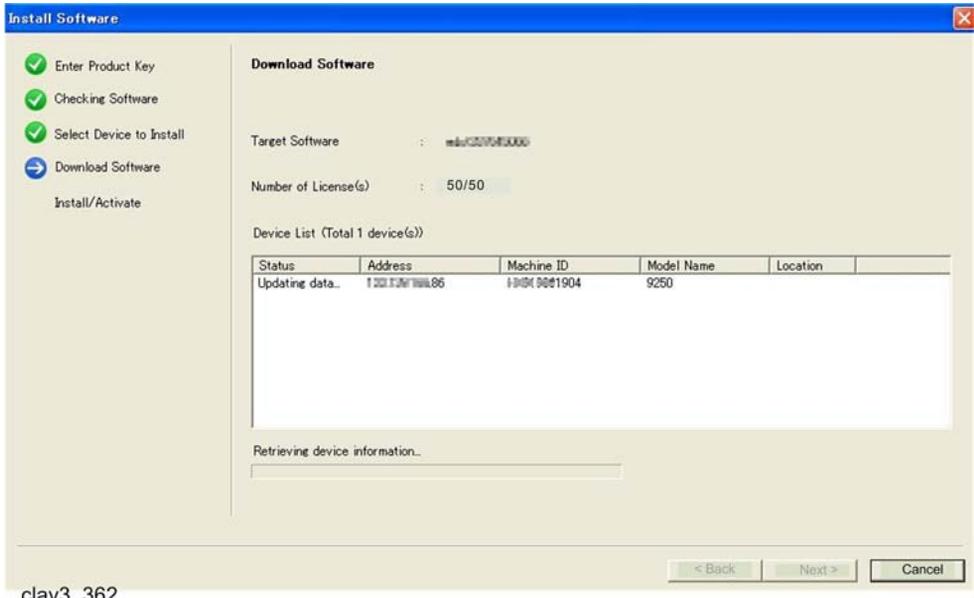
clav3_405e

7. Select the check boxes for the devices onto which to install the software.



clav3_361

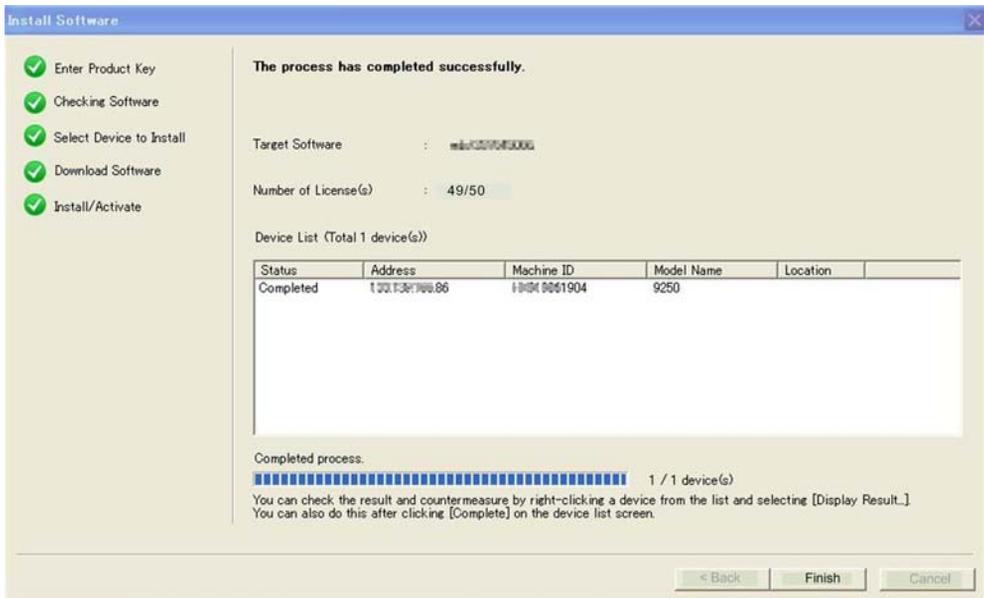
- Multiple devices can be selected.
 - Click [Select All] or [Deselect All] to select or deselect all of the devices displayed.
 - To view the Properties screen for the device, double-click the device column or select [Properties] in the right-click menu.
 - To add devices, click [Manual Entry...] or [Specify from File...] under [Adding Device(s)]. Subsequent operations are the same as [Add] of the [Device Operation] menu.
8. Click [Next].
- The downloading, installation or activation of the software starts.



9. Click [OK] after the pop-up message has been displayed.



10. When the downloading, installation or activation is complete, click [Finish].



clav3_364

- If a result other than [Completed] is displayed in [Operation Results], right-click on the device column and select [Display Result...] to view a description of the error and ways to correct it.
11. Double-click the target device in the Device List screen, and then check if the target software has been installed in the target device with WIM.



clav3_475

Offline: Installation/Activation

Important Notices

About Network Environment and Server Operation

A correct Java VM version and Heap/Stack size for software to be installed have to be checked by a field technician if a customer site does not have internet access. Follow one of the two actions below:

- Download the Embedded Software Combination Table from the Operation UI Server.
- Consult with your sales staff about a correct Java VM version and Heap/Stack size for software to be installed before visiting a customer site.

About SDK Software Type

Remote Install Manager can complete the installation and uninstallation only for Type J software. If software to be installed has mixed type software (type C and J), Type C software has to be installed from the operation panel of the target machine. Check if software to be installed includes Type C software.

About Operations to Multiple Devices

Operation from Remote Install Manager is effective only for devices which have the same administration authentication settings (user name and password) as the ones in the Environment Settings of Remote Install Manager. If some devices have different administrator authentication settings from the ones in the Environment Settings of Remote Install Manager, operation to those devices is cancelled.

About Installation Limitations of Type C Applications

Four or more Type C applications cannot be installed in a device. Make sure of this limitation when installing an SDK software package with Remote Install Manager. Installing four Type C applications in the device can cause an installation error.

2-visit Course

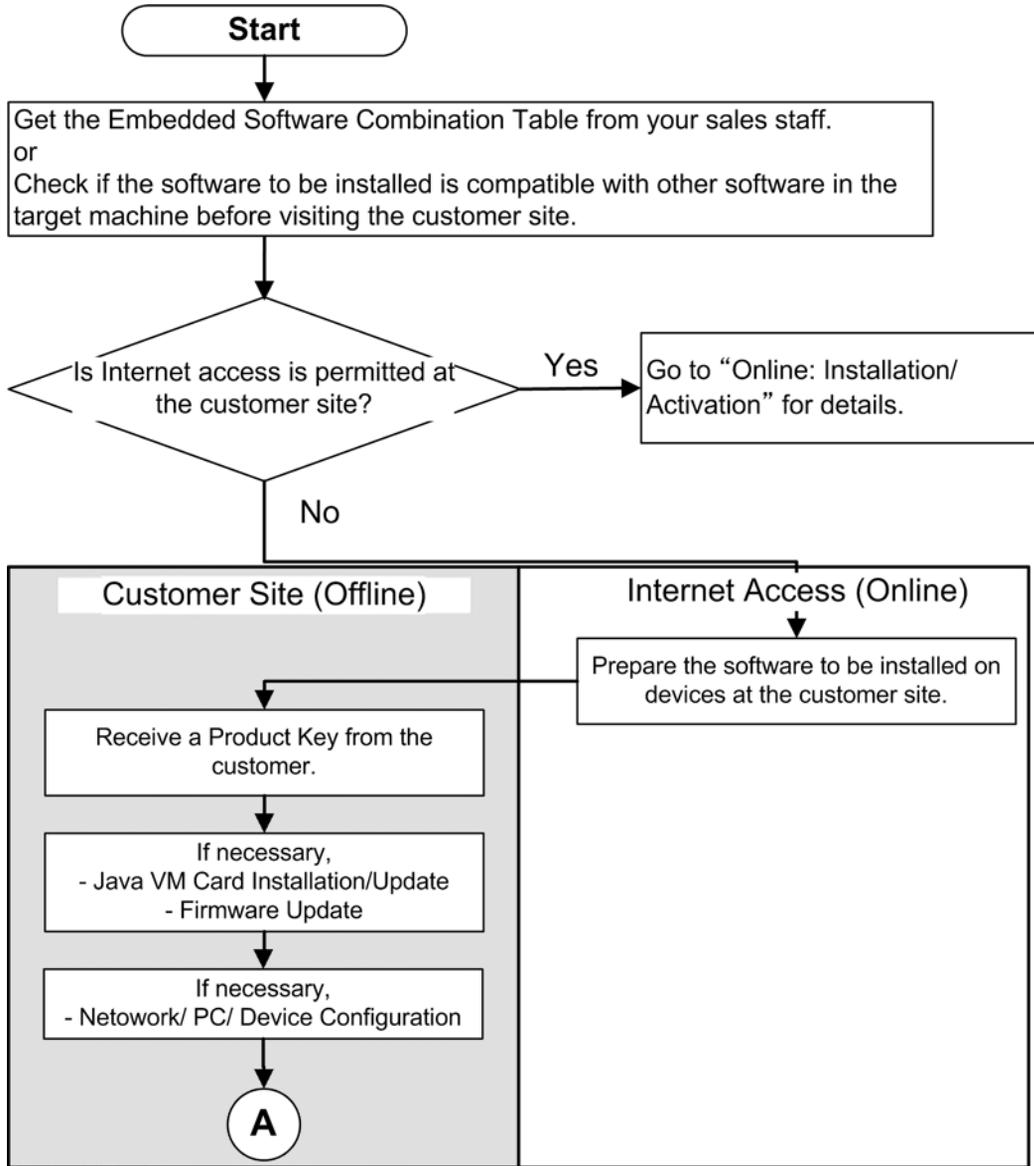
Purpose:

- Install new SDK application software on a device and make the software on the device ready for use (= activate the software with license information).

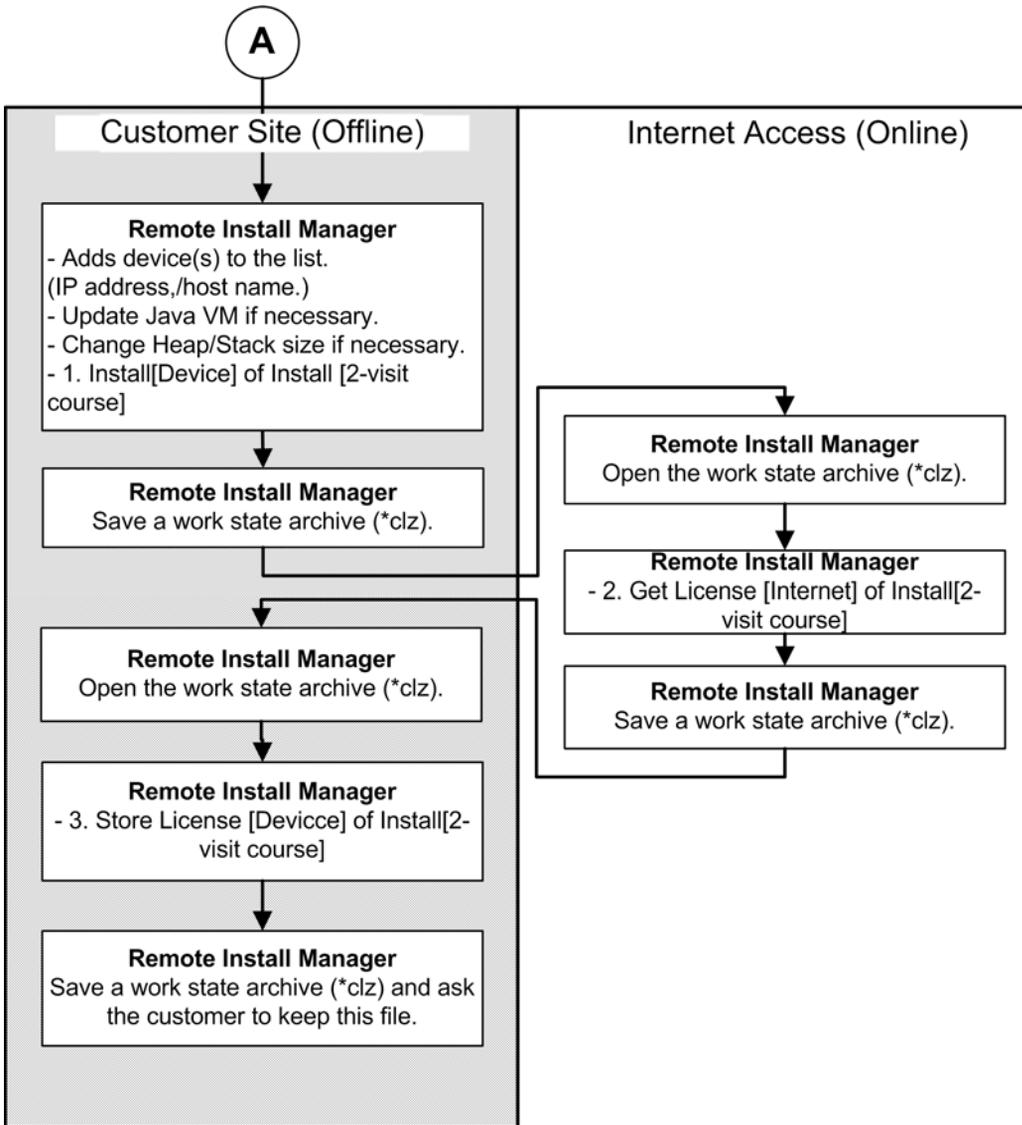
Note

- With a volume license product key, it is possible to install and activate SDK application software on multiple devices at once.

Work Flow



clav3_497



clav3_498

Installation Procedure

★ Important

- If the device gets damaged, replaced, or discarded, you will be UNABLE to de-activate the product license, as the Activation Server administrator requires the machine ID (device serial number) to forcibly de-activate the license. This will make the product key affected to the license unusable. To avoid this situation, please ask the customer to keep a copy of the machine ID (device serial number), and the work state archive (*.clz) should be created as a part of normal Remote Install Manager operation.

- **Four or more Type C applications cannot be installed in a device. Make sure of this limitation when installing SDK software package with Remote Install Manager. Installing four Type C applications in the device can cause an installation error.**

1. Prepare as follows.

Items (Confirm with the customer):

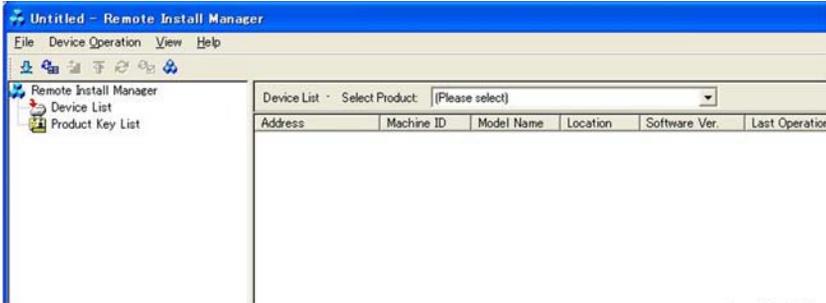
- A PC with Remote Manager Installer
- A SDK application software file (*.zip) to install
- Product Keys
- IP addresses and host names for target devices
- User name and password of the machine administrator account for each target devices.
- Embedded Software Combination Table or information about supported software combinations on the target device

Action:

- Check if the VM Card (Java VM) is installed in the target devices and the firmware version of the VM card is compatible for the use of Remote Installer Manager.
If not, install the VM card in a target device and update the firmware to a supported program version.
- Check if the firmware (e.g. system module) of target devices is in the latest version.
If not, update the firmware.
- Check if the Network/PC/Device meets the Environmental Requirement.
If not, configure the required environment.
- Make sure that the target devices are not used by the customer during the following operation.

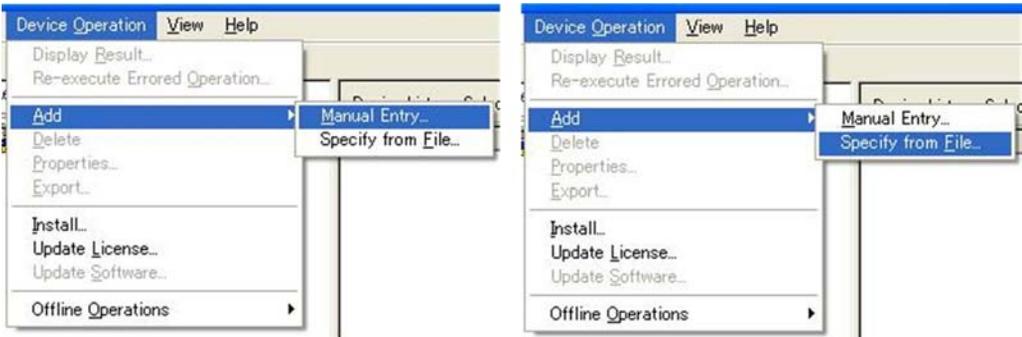
<Customer Site>

2. Check if the Java VM in the target machine agrees with the online-supported version for Remote Install Manager. (For details, see p.9 "Java VM Version".) If not, update the Java VM in the target machine to a correct version referring to Embedded Software Combination Table or information about supported software combination to the target machine.
3. Launch "Remote Install Manager" at the customer site.



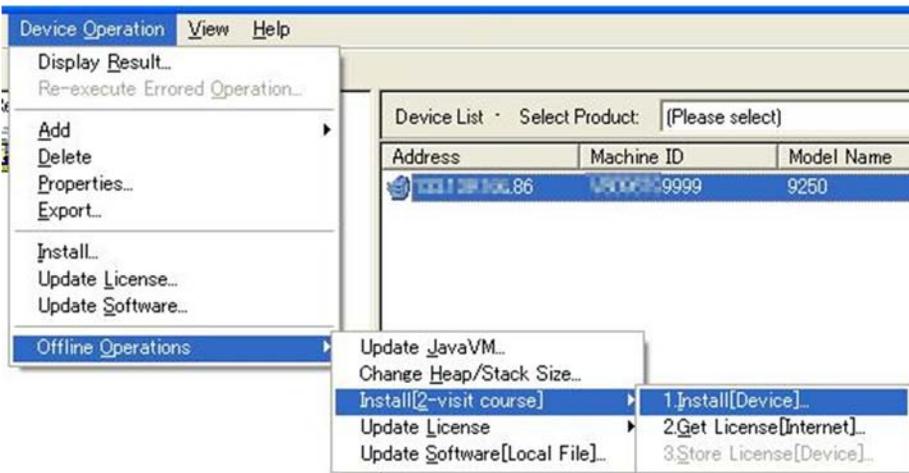
clav3_499

- 3 4. Add a device to the "Device List" by using [Manual Entry] or [Specify from File].



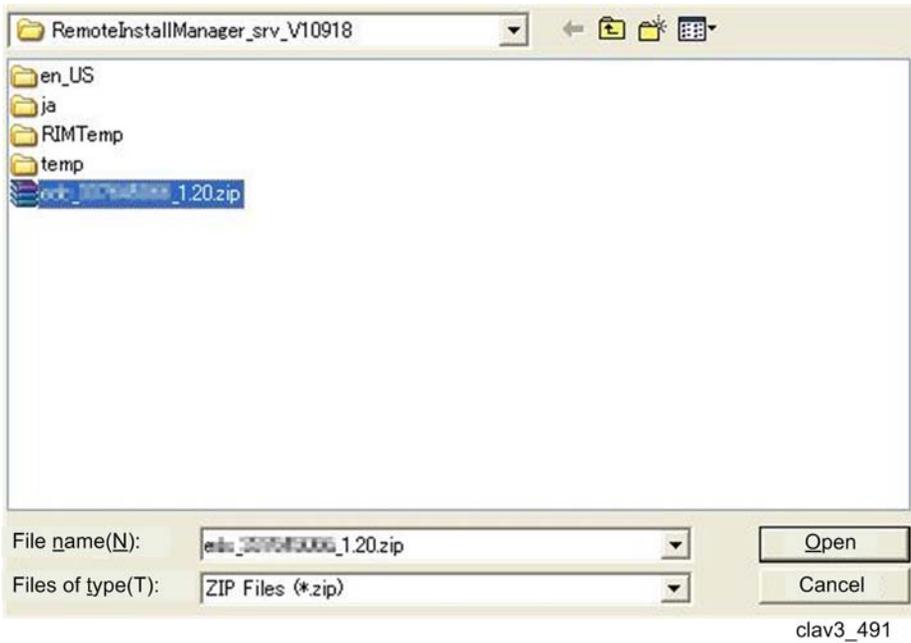
clav3_489

5. Select the device to install a product which has been prepared.
6. Select [Change Heap/Stack Size] in [Offline Operations] under [Device Operation].
7. Change the Heap/Stack size to the correct value for the target device which you have already checked. If no information about a correct Heap/Stack size is available, change the Heap/Stack size to the maximum value of the target device.
8. Select [Install[2-visit course]] under [Offline Operations].



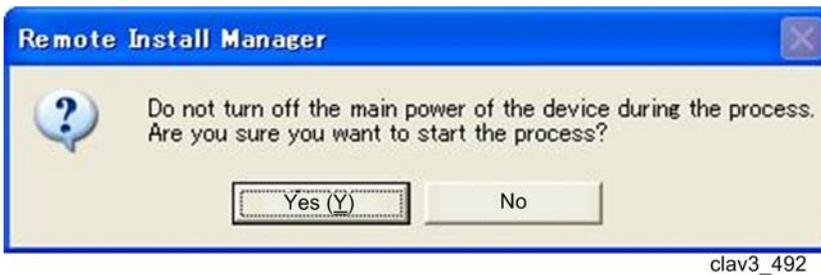
clav3_500

9. Select the product (zip file), and then click the [Open] button.



- The confirmation pop-up appears.

10. Click the [Yes] button.



- The progress indicator pop-up appears.

11. Save the work state archive (*clz).



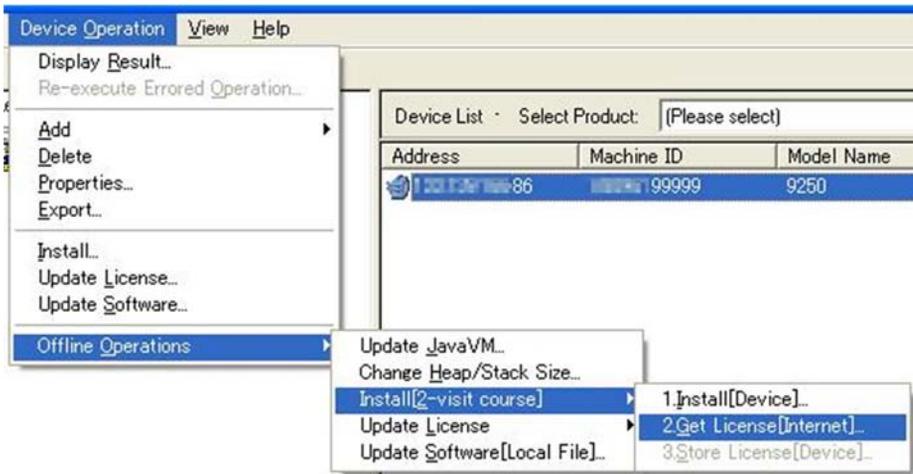
12. Move to an online environment to get internet access.

Activation Procedure

<Internet Environment>

3

1. Launch "Remote Install Manager" and open the work state archive file (*.clz) which was saved at the customer site.
2. Select [2.Get License[Internet]] in [Install[2-visit course]] under [Offline Operations].



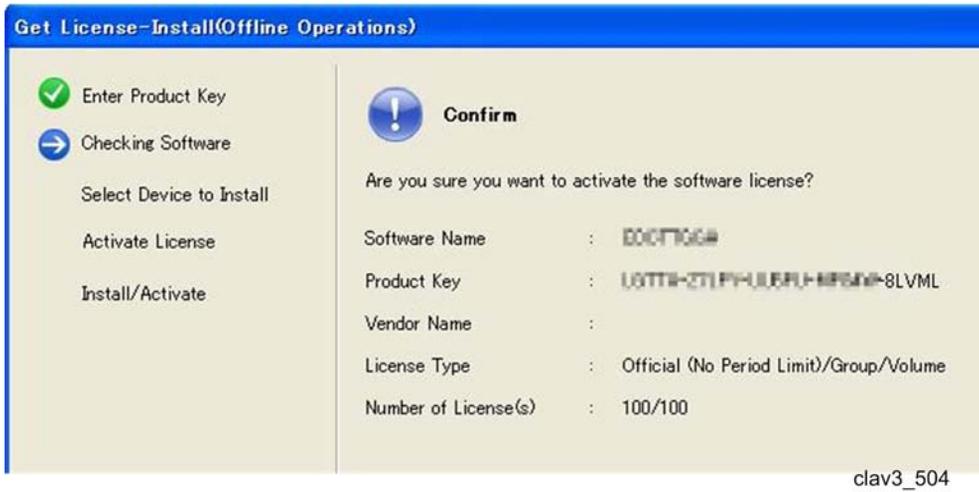
clav3_502

- The Get License (Online) screen appears.
3. Enter the product key for the installed software in the device.



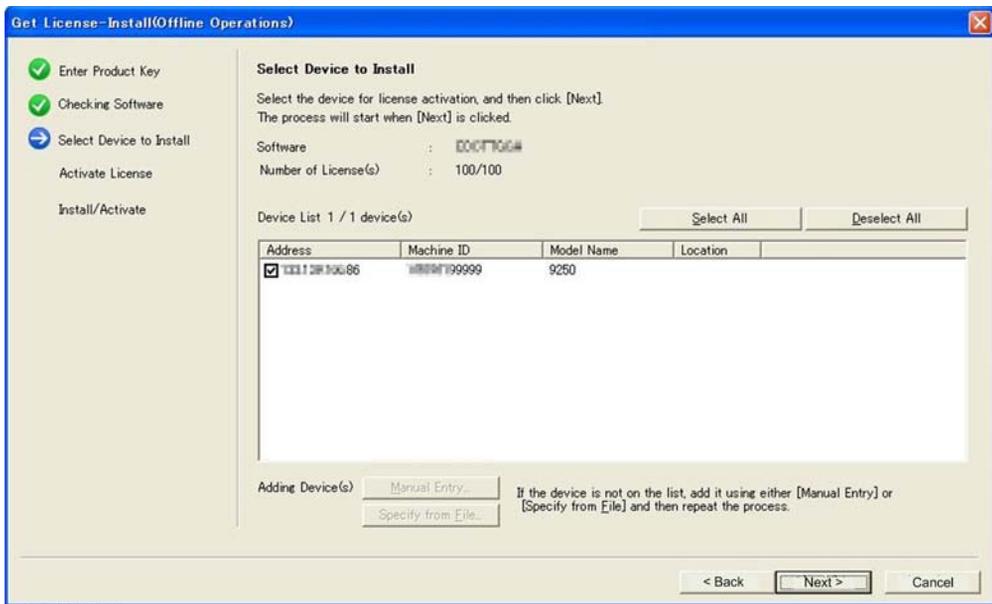
clav3_503

- The confirmation screen appears.
4. Click the [Next] button.



- The Select Device to Install screen appears.

5. Select the check box for the device to be activated.

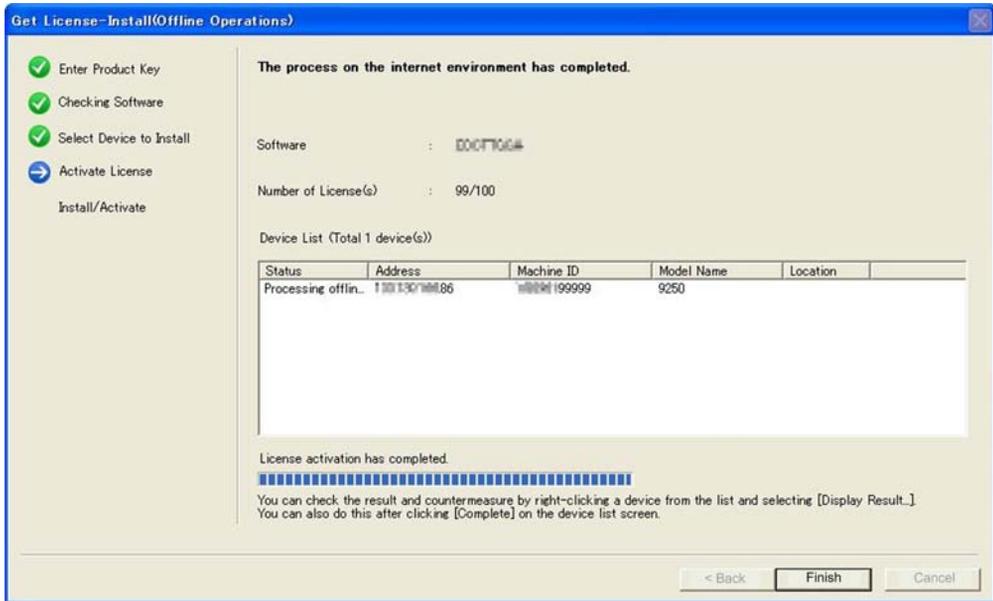


- Multiple devices can be selected.
- Click [Select All] or [Deselect All] to select or deselect all of the devices displayed.

6. Click the [Next] button.

- Activation starts, and then the Process Completion screen appears.

7. Click the [Finish] button.



clav3_506

8. Save the work state archive (*clz).
9. Move to the customer site.

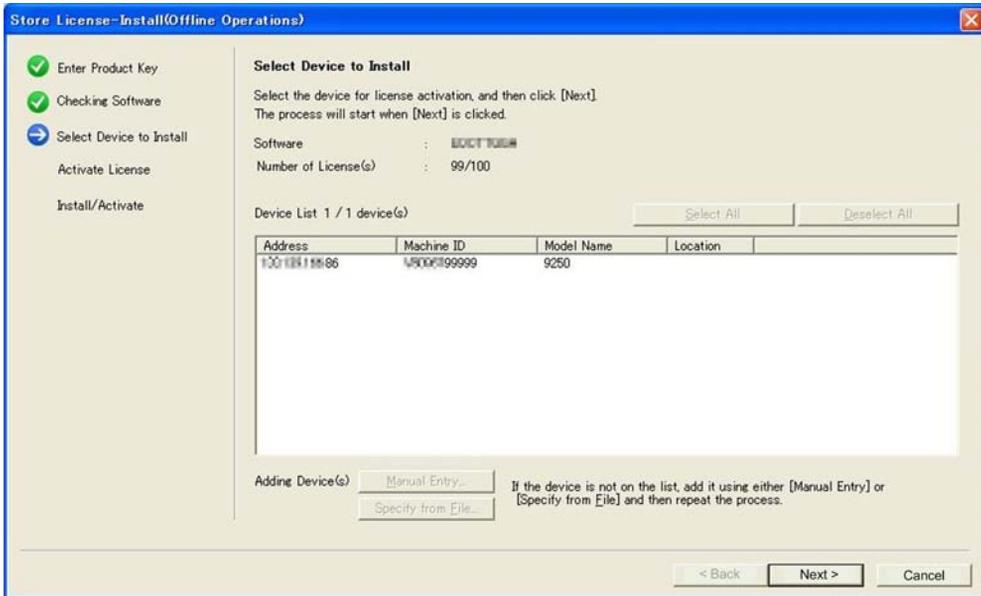
<Customer Site>

10. Launch "Remote Install Manager" and open the work state archive (*clz) at the customer site.
 - The "Operation Instruction Message" pop-up appears.
11. Click the [OK] button.



clav3_507

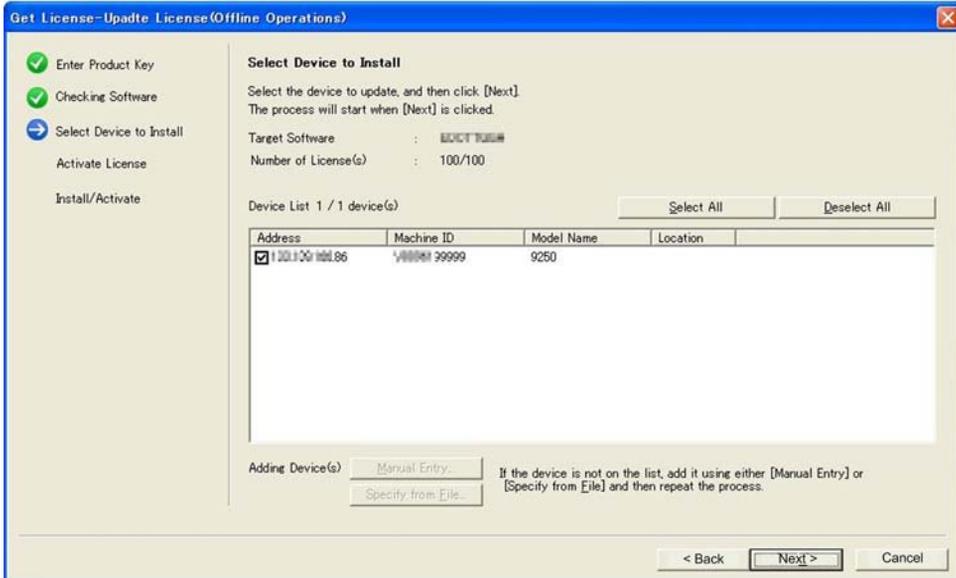
12. Select [3.Store License[Internet]] in [Install[2-visit course]] under [Offline Operations].



clav3_508

- The Select Device to Install screen appears.

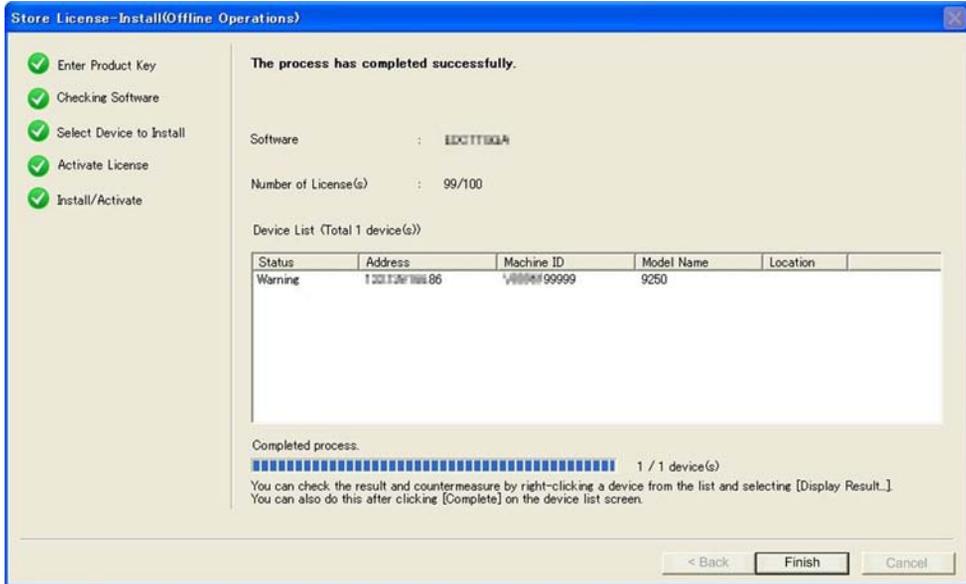
13. Click the [Next] button.



clav3_530

- Storage of the software starts, and then the Process Completion screen appears.

14. Click the [Finish] button.



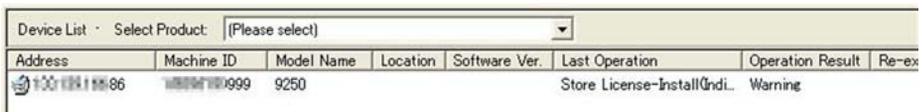
clav3_509

15. The Installation/Activation Warning screen appears if the software to be installed has a Type C application.



clav3_232

- A Type C application has to be installed in the target device from its operation panel manually. "Warning" is displayed in the Device List until the Type C application is properly installed.



clav3_233

16. Save the work state archive (*clz), and ask the customer to keep it.

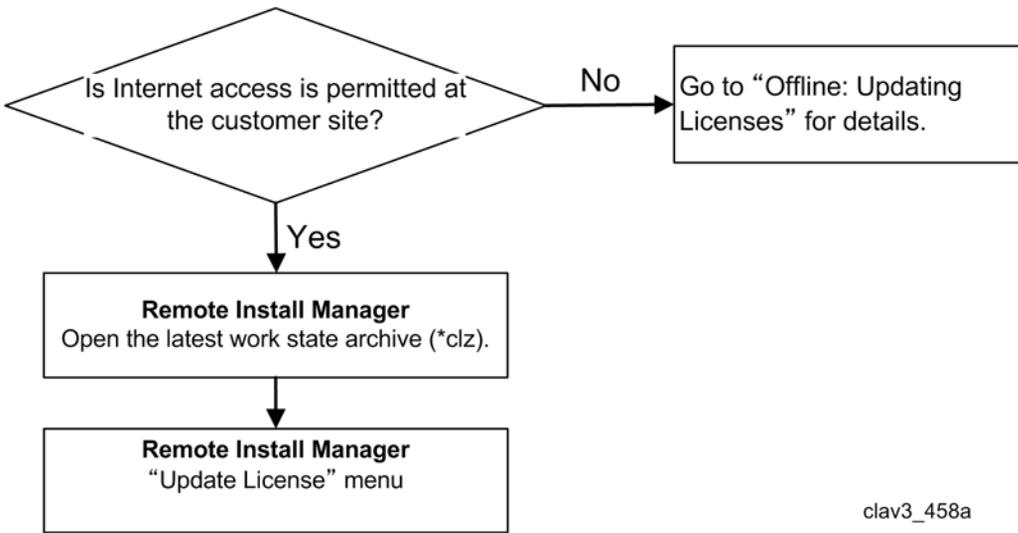
4. Updating Licenses

Online: Updating Licenses

Purpose:

- Convert Trial Version Licenses to Official Licenses for the continuous usage of the software.

Work Flow



Update Licenses Procedure

Note

- The license type can be checked in [License Type] in the Product Key List screen.

1. Prepare as follows.

Items (Confirm with the customer):

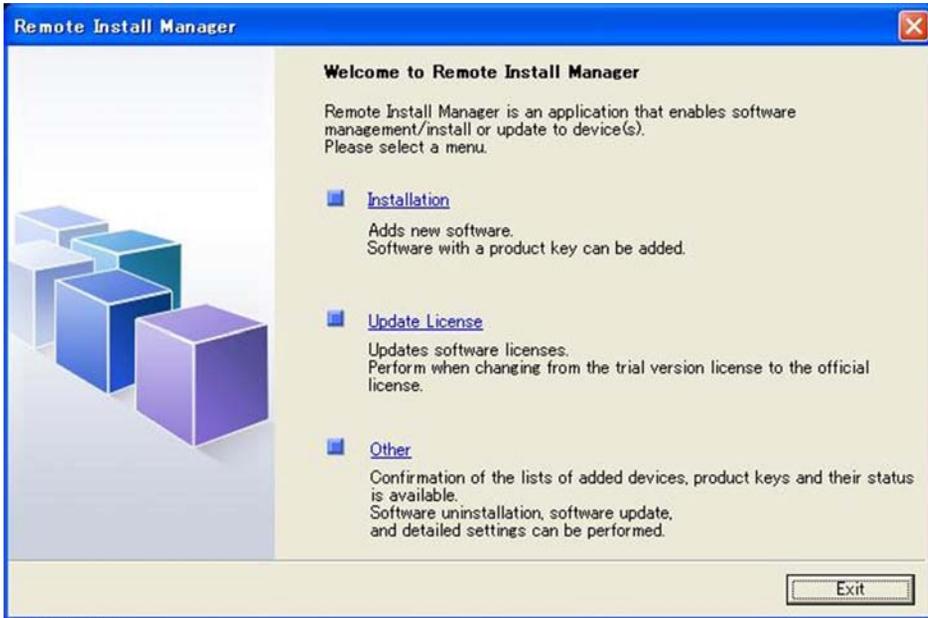
- A PC with Remote Install Manager
- Product Keys for updating the licenses
- IP addresses and host names for target devices
- The latest Work State Archive file (*.clz) that was saved and kept at the customer site.
- User name and password of the machine administrator account for each target device.

Action:

- Make sure that the target devices are not used by the customer during the following operation.
2. You can update licenses from the Device List screen or the Quick Installation screen.

Updating licenses from the Quick Installation screen:

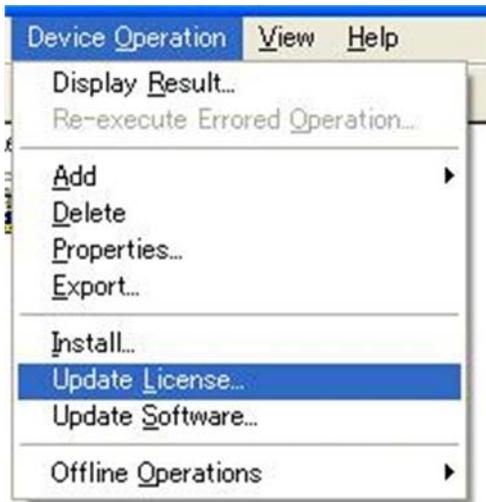
Launch Remote Install Manager and click [Update License] on the Quick Installation screen.



clav3_302e

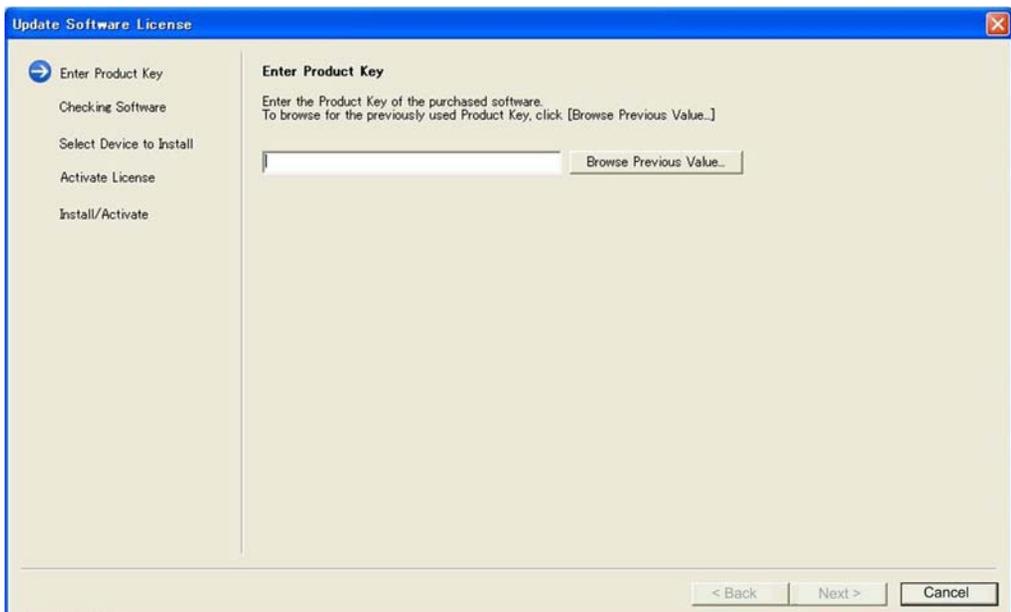
Updating licenses from the Device List screen:

In the [Device Operation] menu of the Device List screen, select [Update License].



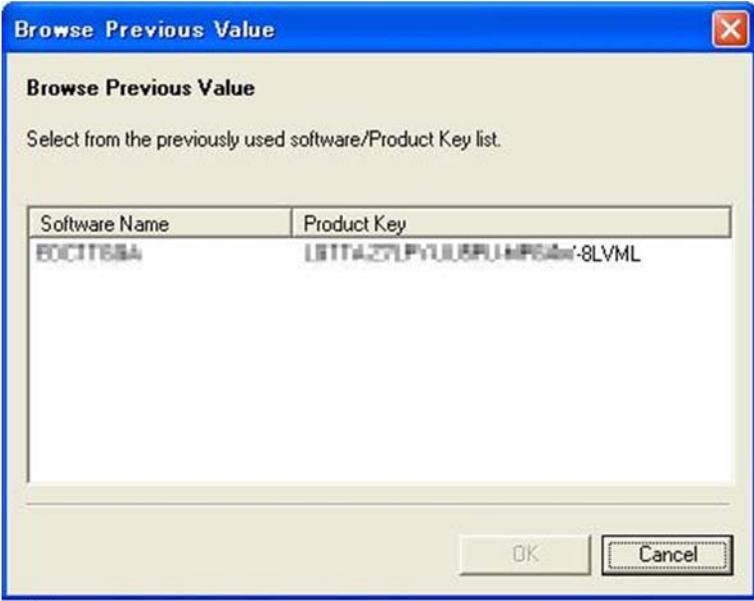
clav3_460

3. Enter the product key for the updated license.



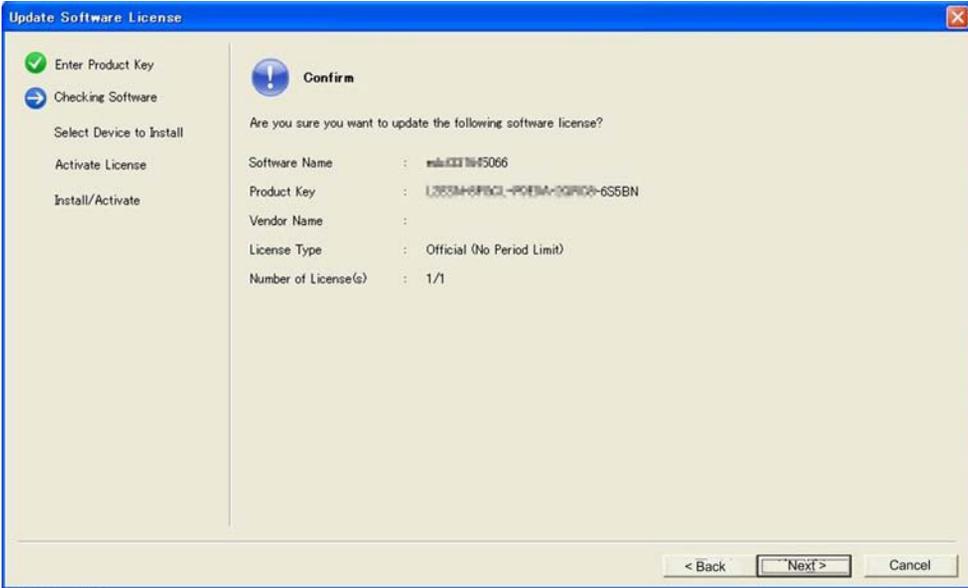
clav3_300

- To refer to a product key used previously, click [Browse Previous Value]. Select the product key to use and click the [OK] button.



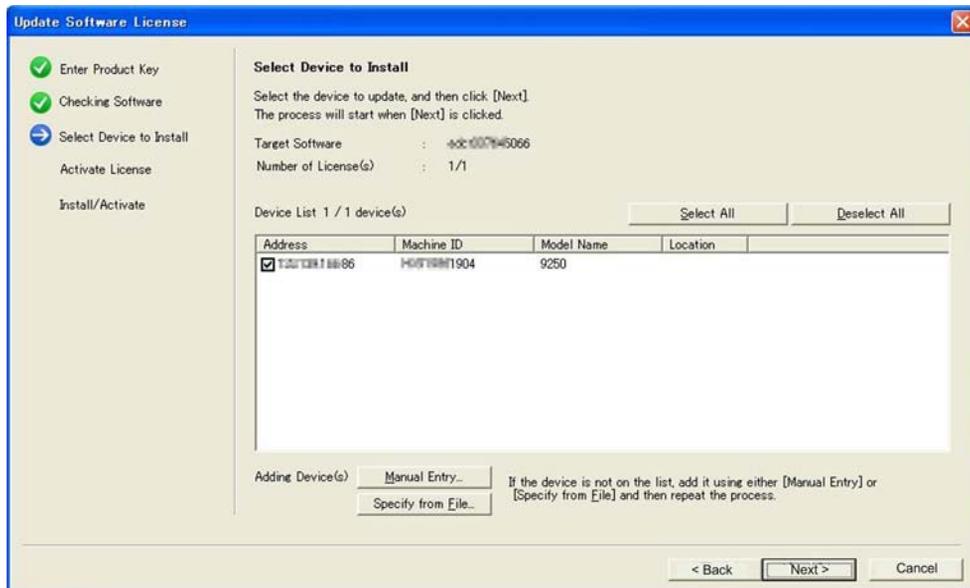
404_e

4. Click the [Next] button.
 - Communication with the server begins. When communication is complete, a confirmation screen appears.
5. Check the contents and click the [Next] button.



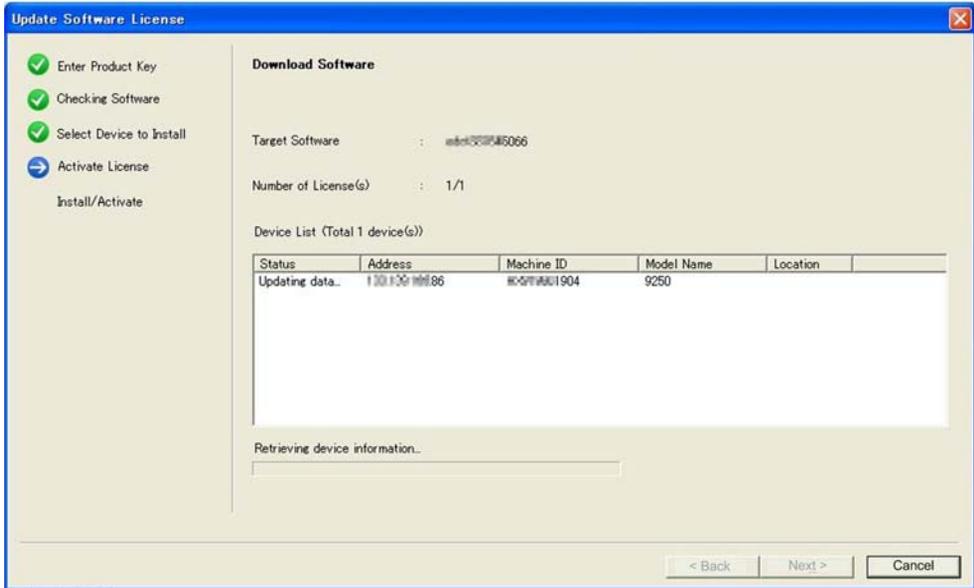
clav3_519

6. Select the check boxes for the devices in which to update the licenses.



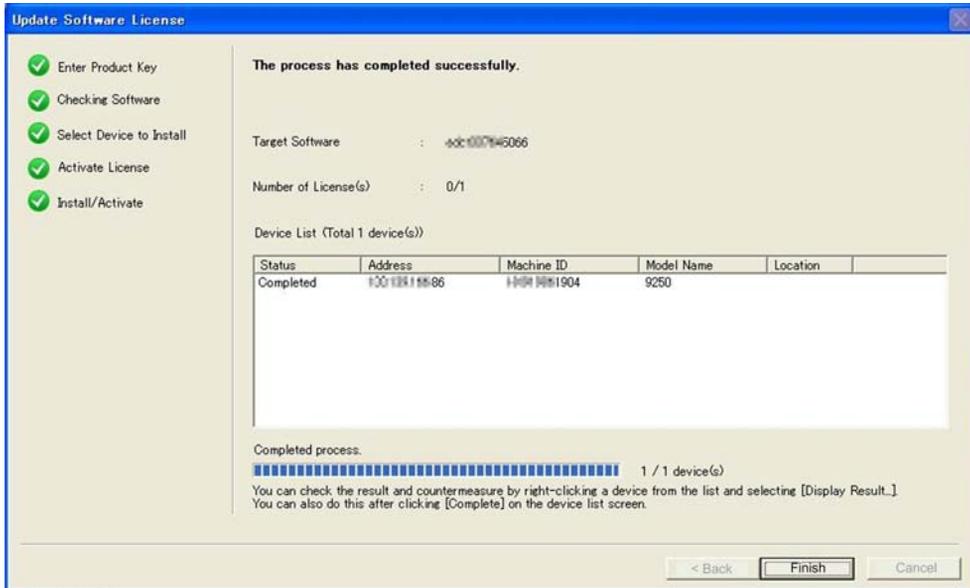
clav3_520

- Multiple devices can be selected.
 - Click [Select All] or [Deselect All] to select or deselect all of the devices displayed.
 - To view the Properties screen for the device, double-click the device column or select [Properties] in the right-click menu.
 - To add devices, click [Manual Entry] or [Specify from File] under [Adding Device(s)]. Subsequent operations are the same as [Add] in the [Device Operation] menu.
7. Click the [Next] button.
- The downloading, installation or activation of the software starts.



clav3_521

8. When the downloading, installation or activation is complete, click the [Finish] button.



clav3_522

- If a result other than [Completed] is displayed in [Status], right-click on the device column and select [Display Result(s)] to view a description of the error and ways to correct it.

9. Check the target device in the Device List screen, and then check if the "License update" of the target has been completed.

Device List · Select Product: (Please select) ▼

Address	Machine ID	Model Name	Location	Software Ver.	Last Operation	Operation Result	Re-execute Err...	JavaVer
192.168.1.86	1-100-1904	9250			License update	Completed		4.2.23

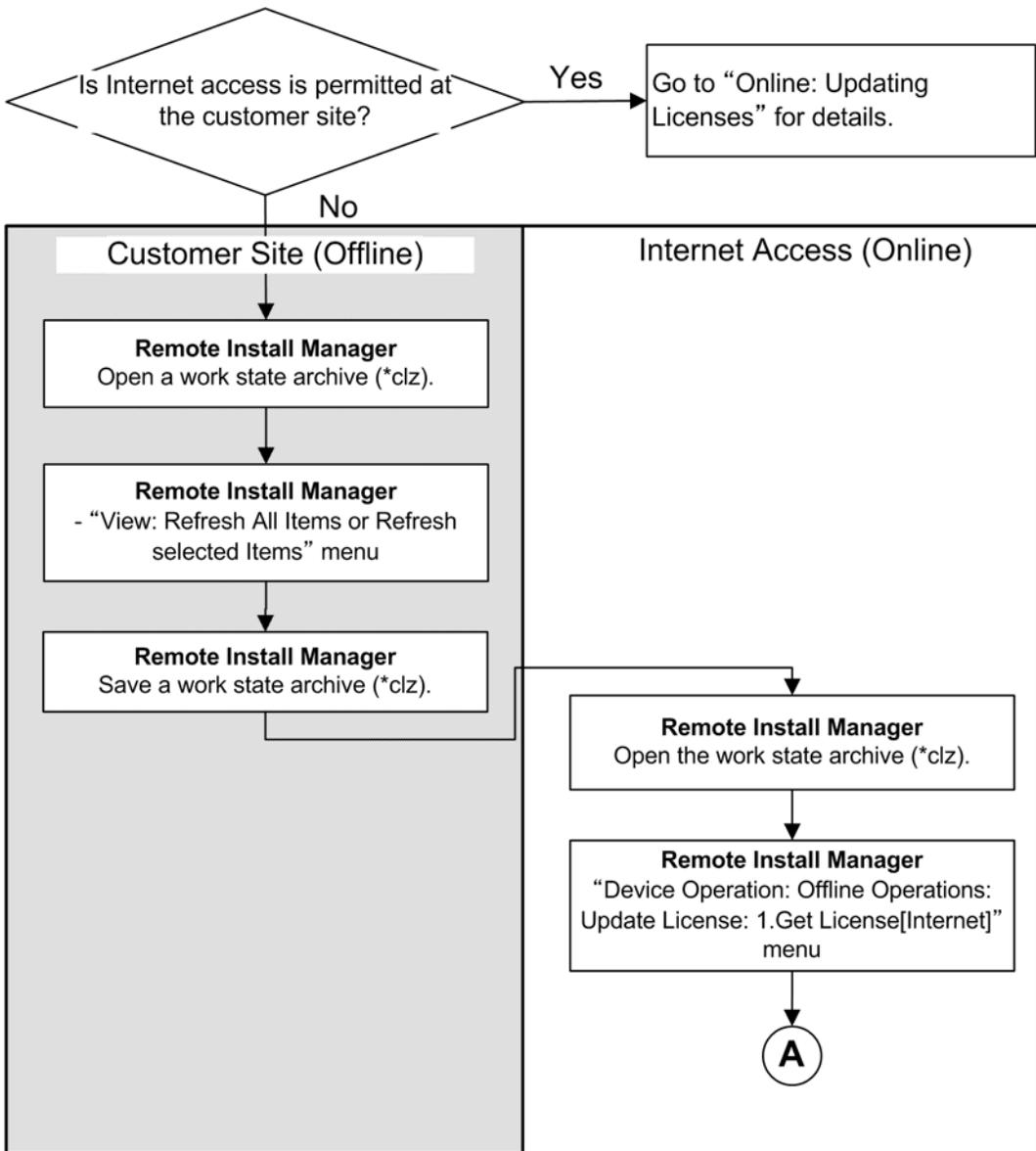
clav3_523

Offline: Updating Licenses

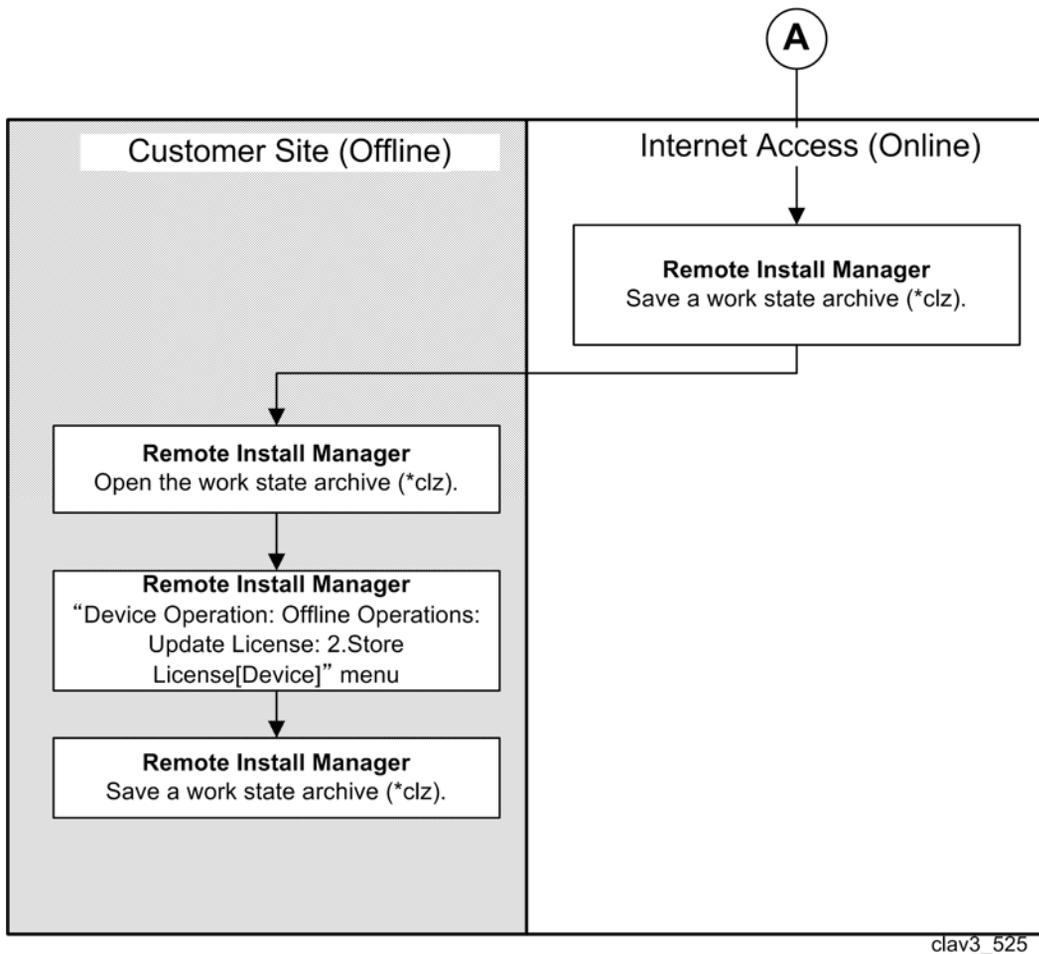
Purpose:

- Convert Trial Version Licenses to Official Licenses for the continuous usage of the software.

Work Flow



clav3_524



This procedure shows how to update a Trial Version License or term license of a device in an offline environment.

Update License Procedure

1. Prepare as follows.

Items (Confirm with the customer):

- A PC with Remote Install Manager
- Product Keys for updating the licenses
- IP addresses and host names for target devices
- The latest Work State Archive file (*.clz) that was saved and kept at the customer site.
- User name and password of the machine administrator account for each target device.

Action:

- Make sure that the target devices are not used by the customer during the following operation.

<Customer Site>

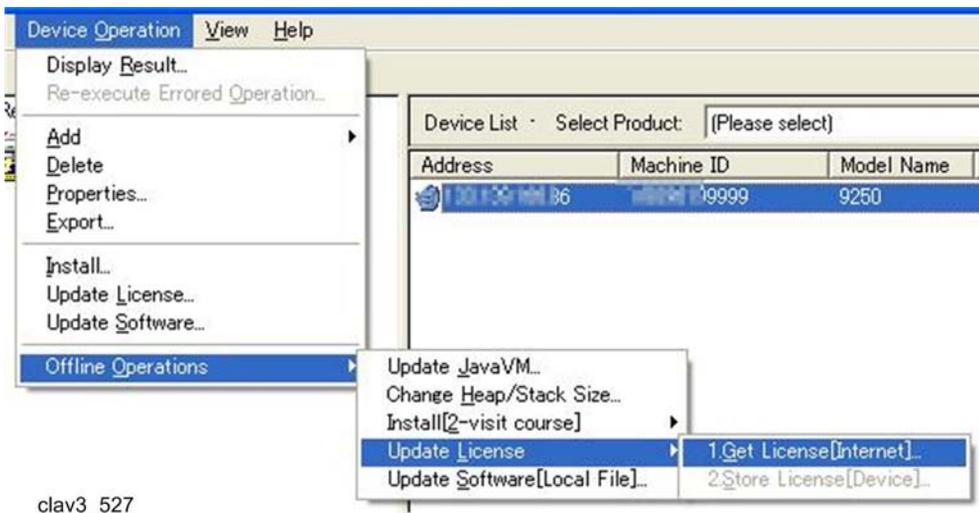
2. Launch the "Remote Install Manager" and open the work state archive (*clz) at the customer site.
3. Select a device to be updated in the Device List screen.
4. In the [View] menu of the Device List, select [Refresh All Items] or [Refresh Selected Items].



5. Save a work state archive (*clz).
6. Move to an online environment to get internet access.

<Internet Environment>

7. Open the work state archive (*clz) which was saved at the customer site.
8. Select a device to be updated.
9. Select [1.Get License[Internet]] in [Update License] under [Offline Operations].



- The Update License (Offline) screen appears.

10. Enter the product key which the customer has purchased for the license update.



clav3_528

- The confirmation screen appears.

11. Click the [Next] button.

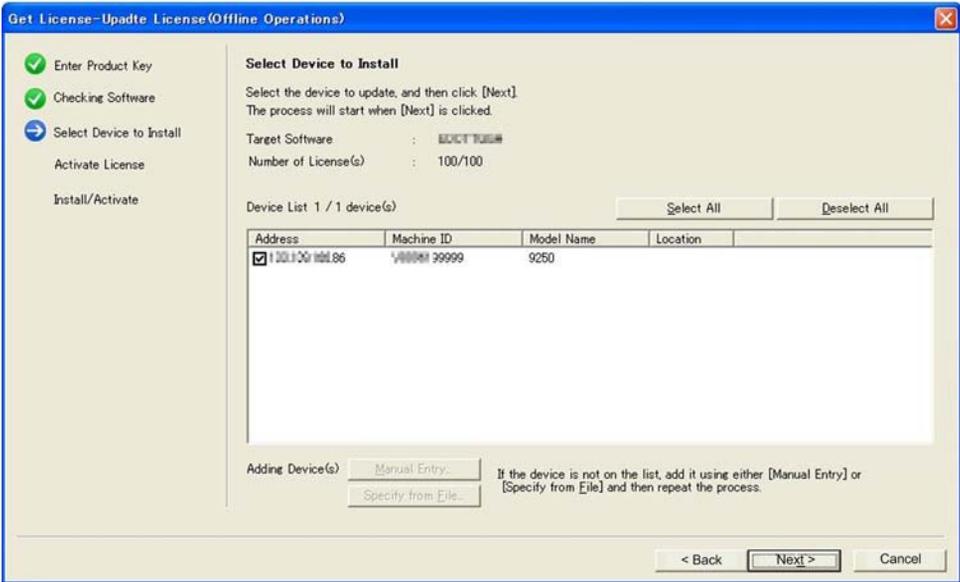
4



clav3_529

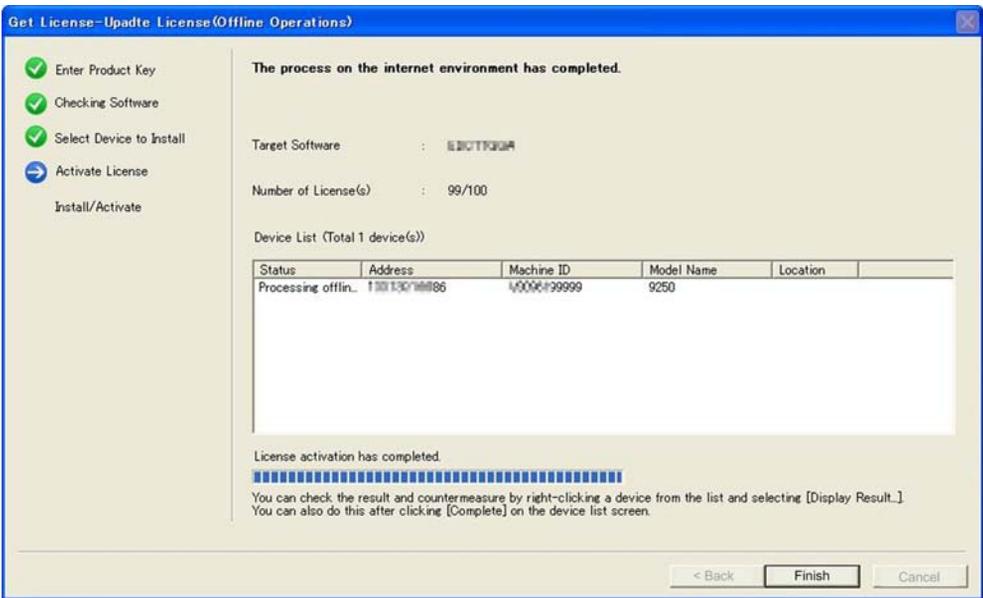
- The Select Device to Install screen appears.

12. Select the check box for the device to be updated on which to update the license.



clav3_530

- Multiple devices can be selected.
 - Click [Select All] or [Deselect All] to select or deselect all of the devices displayed.
13. Click the [Next] button.
 - Update of the license starts, and then the Process Completion screen appears.
 14. Click the [Finish] button.



clav3_531

15. Save a work state archive (*.clz).

Device List		Select Product: (Please select)							
Address	Machine ID	Model Name	Location	Software Ver.	Last Operation	Operation Result	Re-execute Err...	JavaVM	
130.130.1.86	H087881904	9250			Get License-Up...	Processing offline...		4223	

clav3_532

16. Move to the customer site.

<Customer Site>

17. Launch "Remote Install Manager" and open the work state archive (*clz) at the customer site.

- The operation instruction pop-up appears.

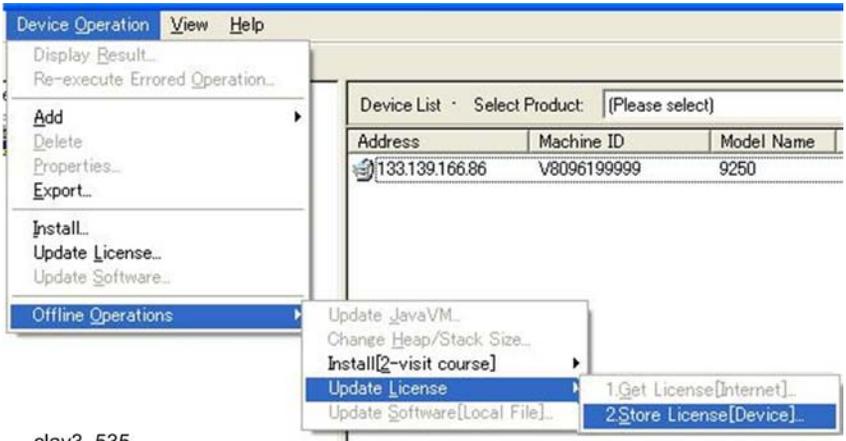
18. Click the [OK] button.



19. Select the target device in the Device List.



20. Select [2.Store License[Device]] in [Update License] under the [Offline Operations] menu.

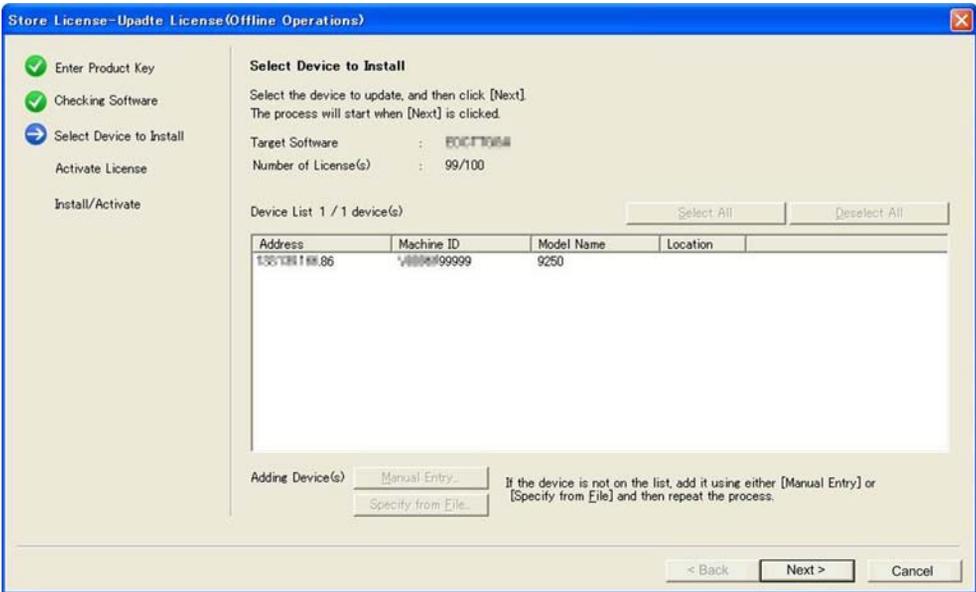


4

clav3_535

- The Select Device to Install screen appears.

21. Click the [Next] button.



clav3_536

- Update of the license starts, and then the Process Completion screen appears.

22. Click the [Finish] button.

5. Updating Software

Online: Updating Software

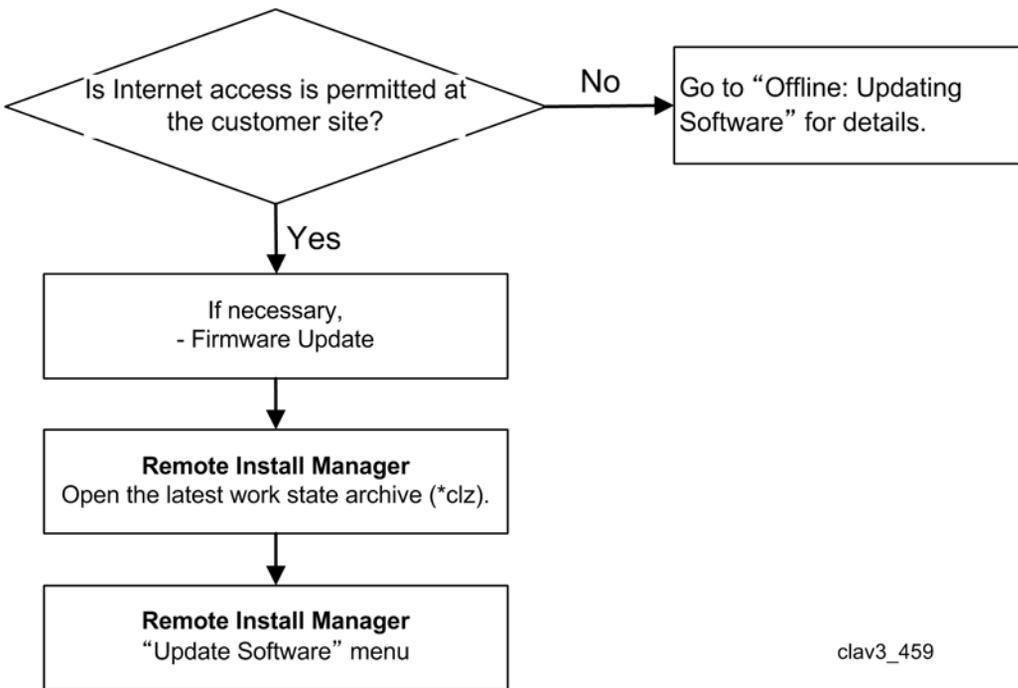
Purpose at the customer site:

- Update SDK software that is already installed and activated on a device with a newer version of the software.

Note

- This function will work only if newer version software is stored in the Component Server.

Work Flow



Update Software Procedure

1. Prepare as follows.

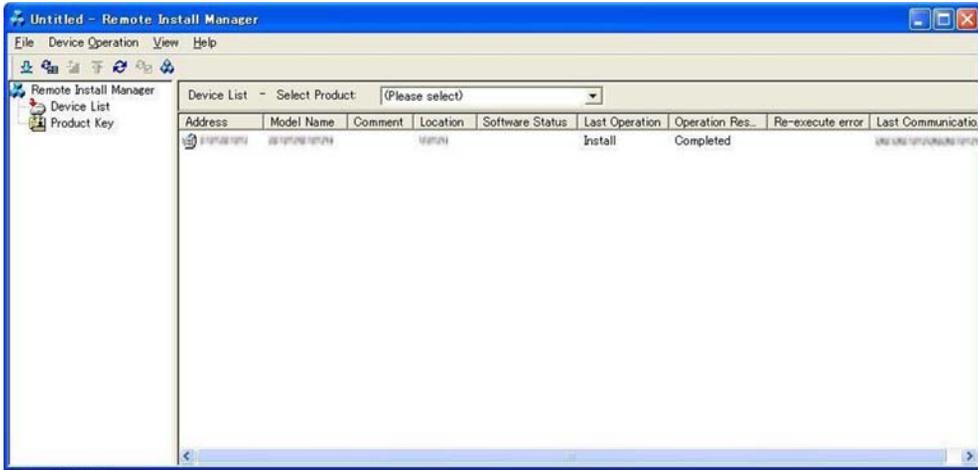
Items (Confirm with the customer):

- A PC with Remote Manager Installer
- IP addresses and host names for target devices, in which the software should be updated.

- The latest Work State Archive file (*.clz) that was saved and kept at the customer site.
- User name and password of the machine administrator account for each target devices.

Action:

- Check if the firmware (e.g. system module) of target devices is the latest version.
If not, update the firmware.
 - Make sure that the target devices are not used by the customer during the following operation.
2. Launch "Remote Install Manger" and open the latest work state archive (*.clz).
 3. On the Device List screen, select the device on which the software to be updated is installed.



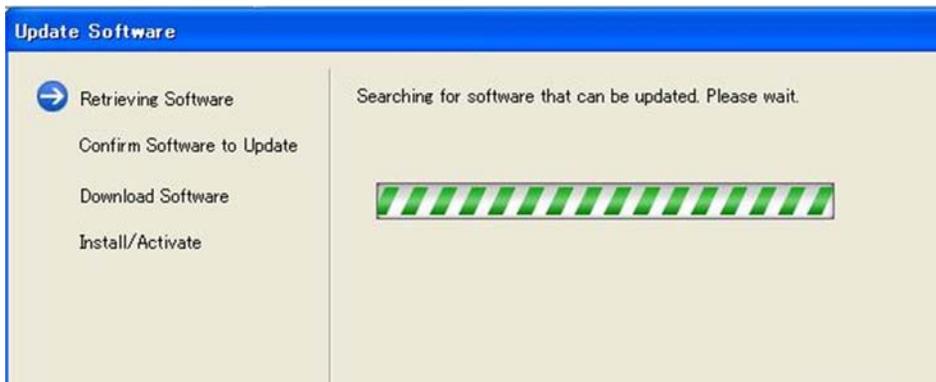
Note

- Multiple devices can be selected.
4. In the [Device Operation] menu, select [Update Software].



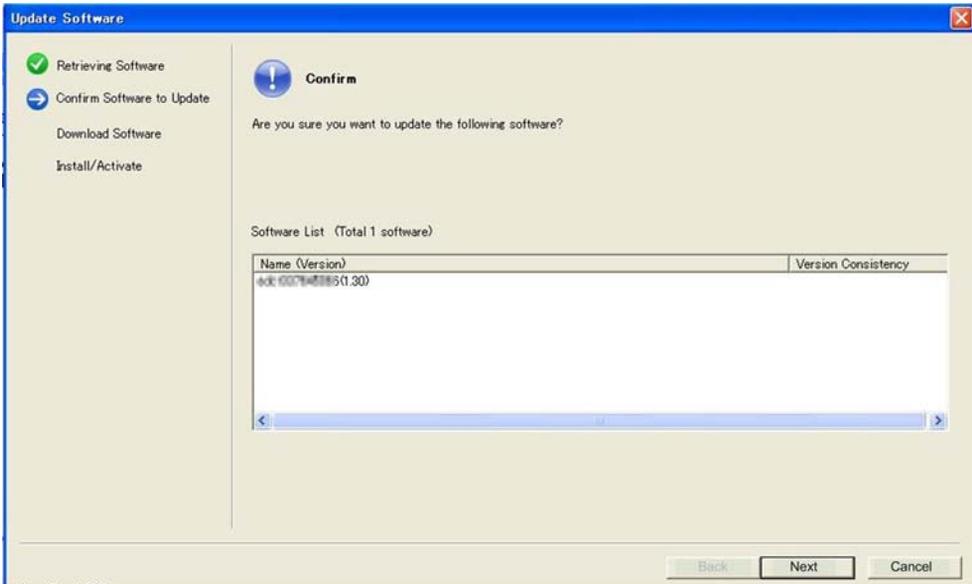
5

- Remote Install Manager searches for software for which updated software is available.



5. Check the contents and click the [Next] button.
 - The confirmation screen appears when the search is complete.

5



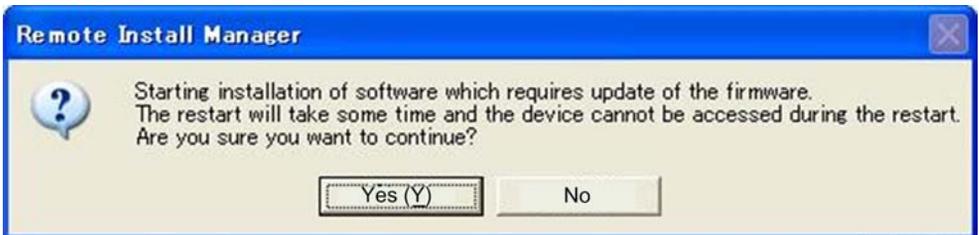
clav3_463

- The Version Consistency column for each software item indicates whether version matching is required for it.
- If any one of the software programs requires version matching, a warning is displayed.



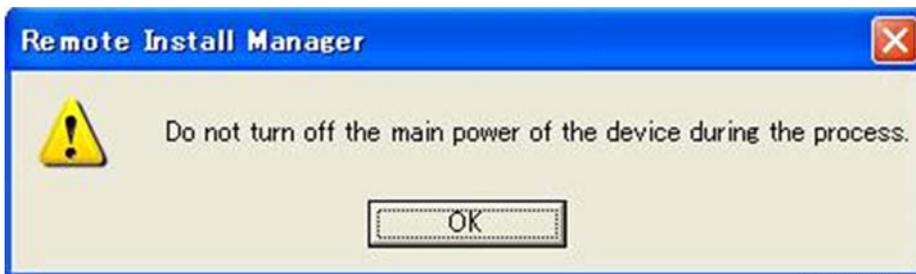
clav3_554

- If update of the device firmware (JavaVM) is required, a confirmation screen appears.



clav3_555

6. Click the [OK] button after a pop-up dialog for confirmation appears.



clav3_464

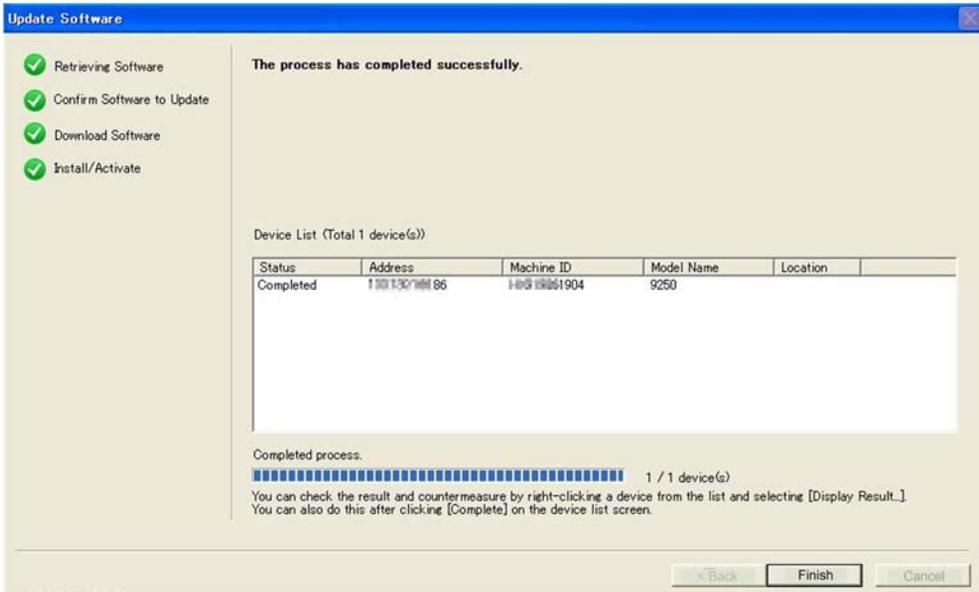
- Update of software starts.



5

clav3_465

- When update of software is complete, the Status column indicates "Completed".



clav3_466

- Right-click on the device column and select [Display Result(s)] to view a description of the error and ways to correct it.

7. Check the contents and click the [Finish] button.
8. Double-click the target device in the Device List screen, and then check if the target software has been updated with WIM.

Device List · Select Product: [Please select]											
Address	Machine ID	Model Name	Loc...	Sof...	Last Operation	Operation Result	R...	JavaVM Ver.	Heap Size	Stac...	Last Comm
192.168.1.100	HARDWARE1904	9250			Software update	Completed		4.223	10	64	05/10/201

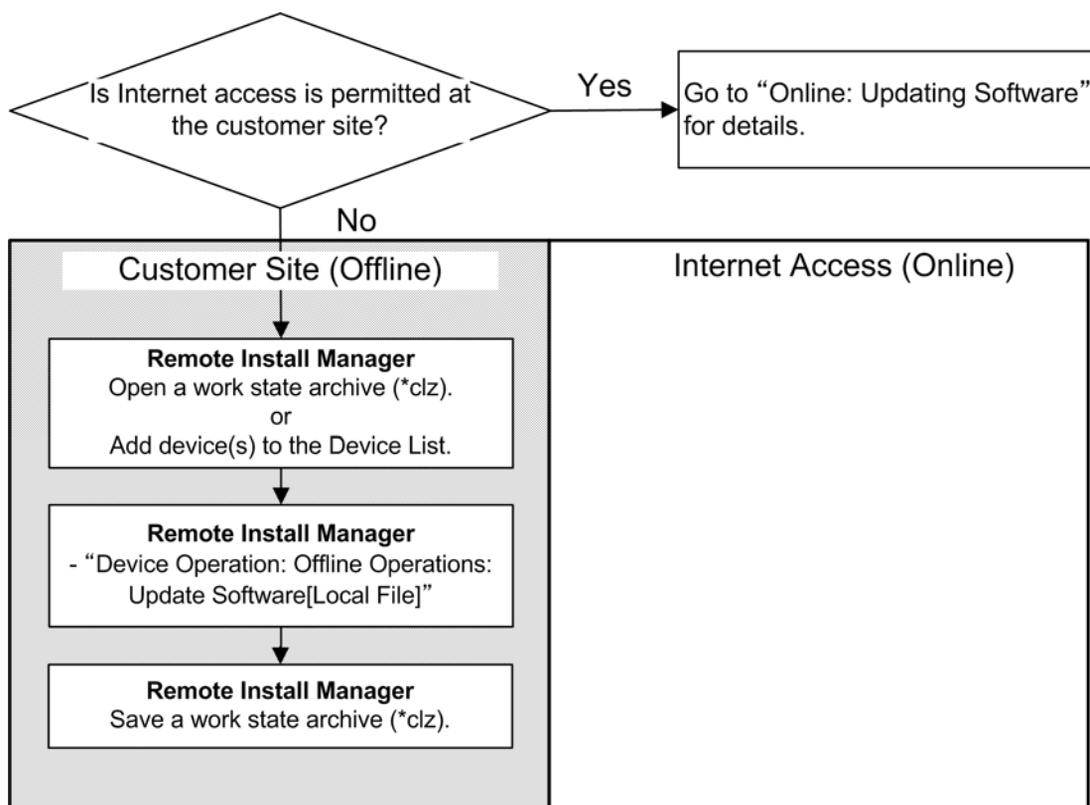
clav3_467

Offline: Updating Software

Purpose:

- Update software installed in the device(s) in an offline environment.

Work Flow



clav3_551a

This procedure shows how to update software of a device in an offline environment.

Update Software Procedure

1. Prepare as follows.

Items (Confirm with the customer):

- A PC with Remote Install Manager
- Updated software
- IP addresses and host names for target devices

- The latest Work State Archive file (*.clz) that was saved and kept at the customer site.
- User name and password of the machine administrator account for each target device.

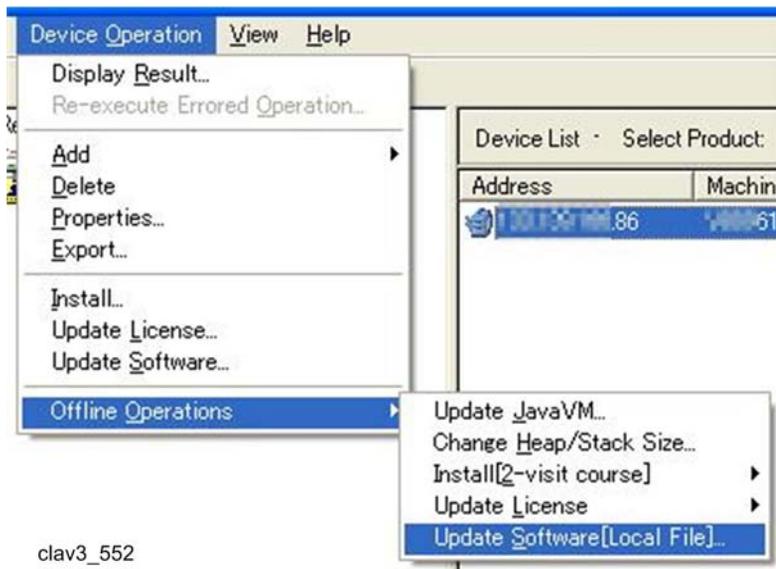
Action:

- Make sure that the target devices are not used by the customer during the following operation.

<Customer Site>

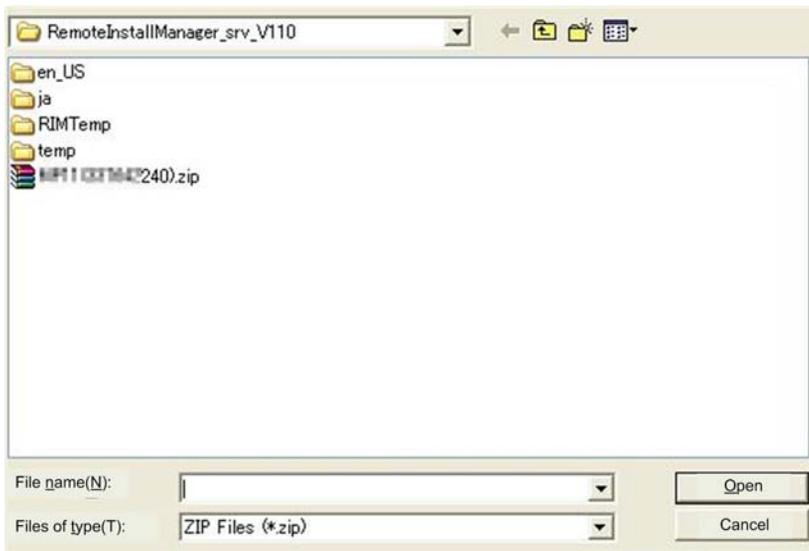
2. Launch "Remote Install Manager" and open the work state archive (*.clz) at the customer site.
3. Select a device to be updated in the Device List screen.
 - Multiple devices can be selected.
 - Click [Select All] or [Deselect All] to select or deselect all of the devices displayed.
4. Select [Update Software[Local File]] in [Update License] under [Offline Operations].

5



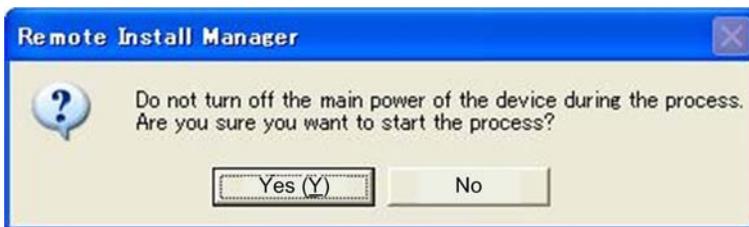
- The file selection screen appears.

5. Select the updated software.



clav3_229

- The confirmation screen appears.



clav3_230

6. Click the [Yes] button.
 - Update of the software starts, and then the Update Software screen appears.



clav3_231

7. The main screen automatically returns to the Device List screen after completing software updating.
 - Check if the operation result in the Device List is "Completed".
8. Save a work state archive (*.clz).

Device List		Select Product: (Please select) ▾							
Address	Machine ID	Model Name	Location	Software Ver.	Last Operation	Operation Result	Re-execute Err...	JavaVM	
192.168.1.106	H017881904	9250			Get License-Up...	Processing offline...		4223	

clav3_532

6. Uninstallation/Deactivation

Online: Uninstallation/Deactivation

Purpose:

- Deactivate and uninstall SDK software from devices due to replacement of the device or termination of the contract, etc.

Note

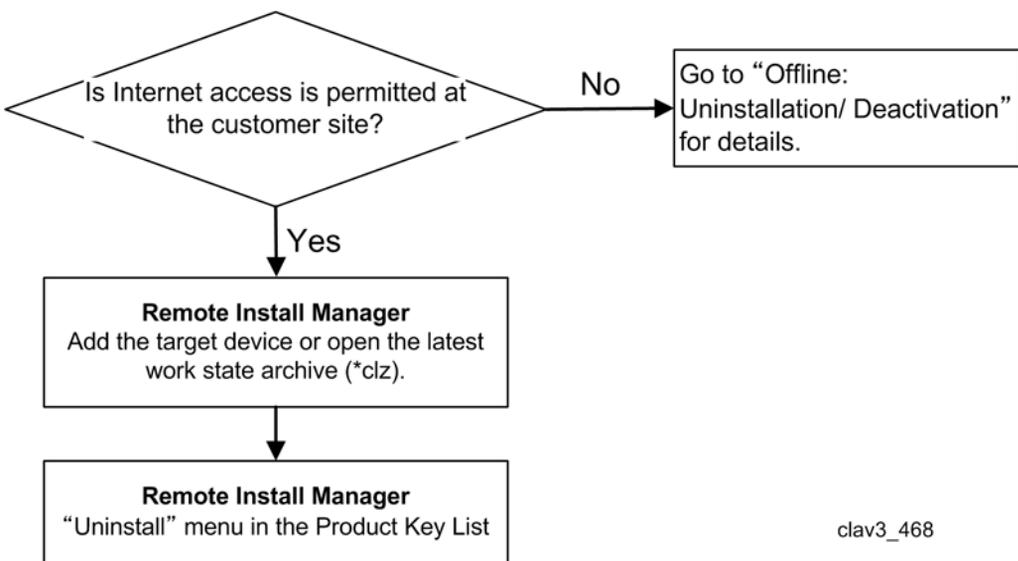
- One software program can be uninstalled/deactivated from multiple devices at once.
- When executing [Uninstall...] menu with Remote Install Manager, three processes (Uninstallation/ Deactivation/ Return License) are executed sequentially at a time.

Important Notices

About Uninstallation/Deactivation

Uninstallation from the operation panel or WIM cannot be allowed because deactivation operation must be done before uninstallation. If you do so, some special operation is required to recover the lost volume license.

Work Flow

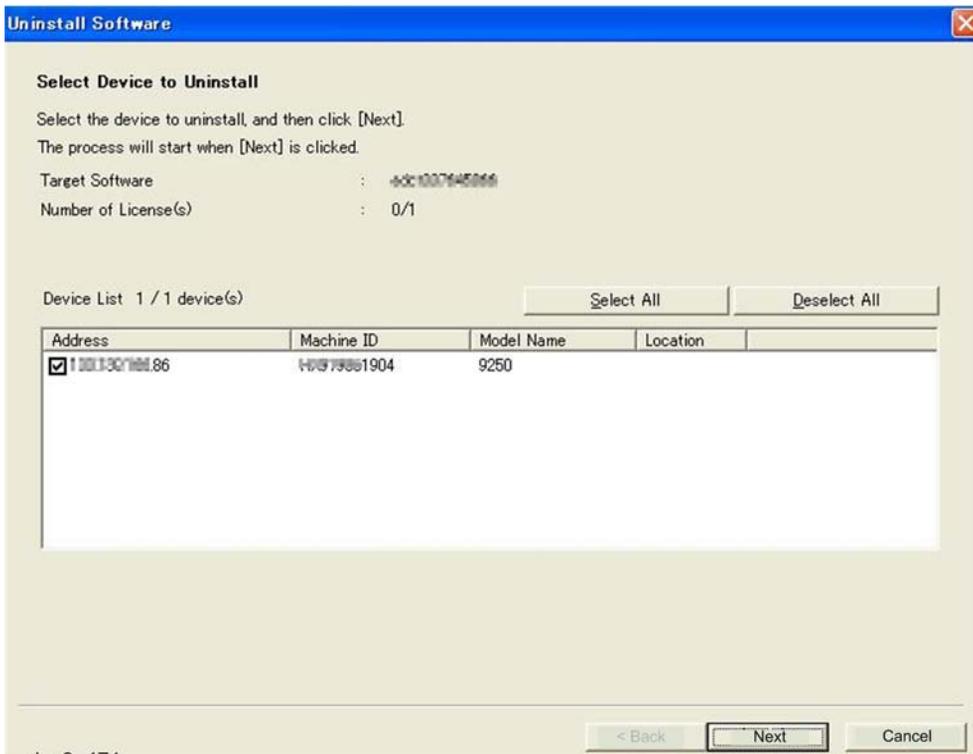


clav3_468



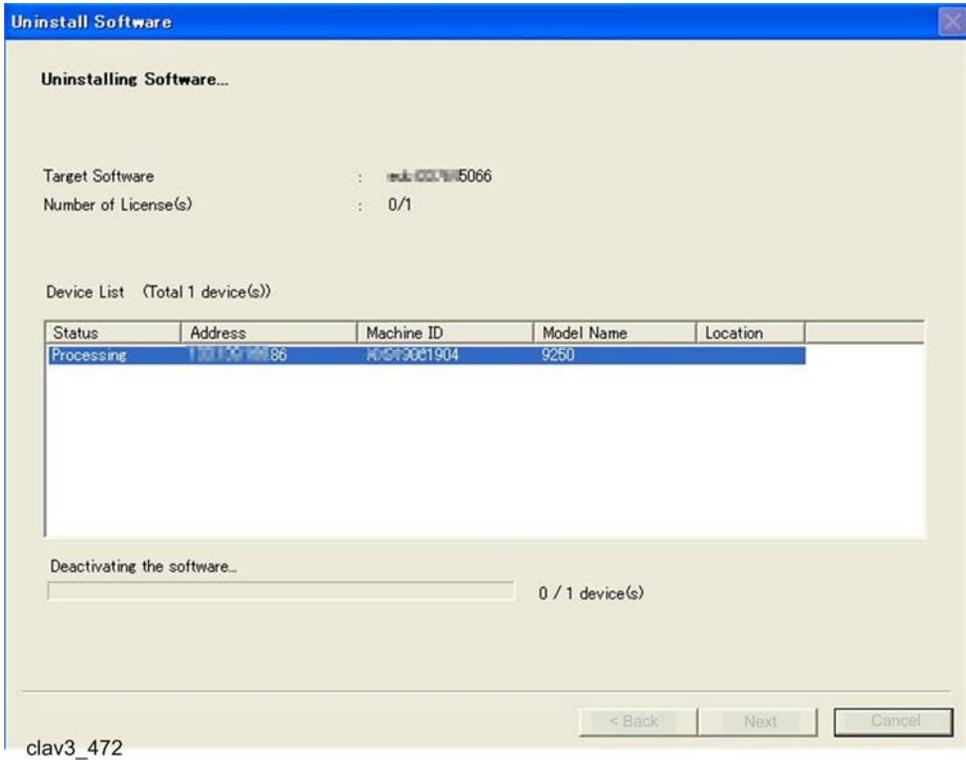
clav3_469

5. Select the check boxes for the devices from which to uninstall the software.



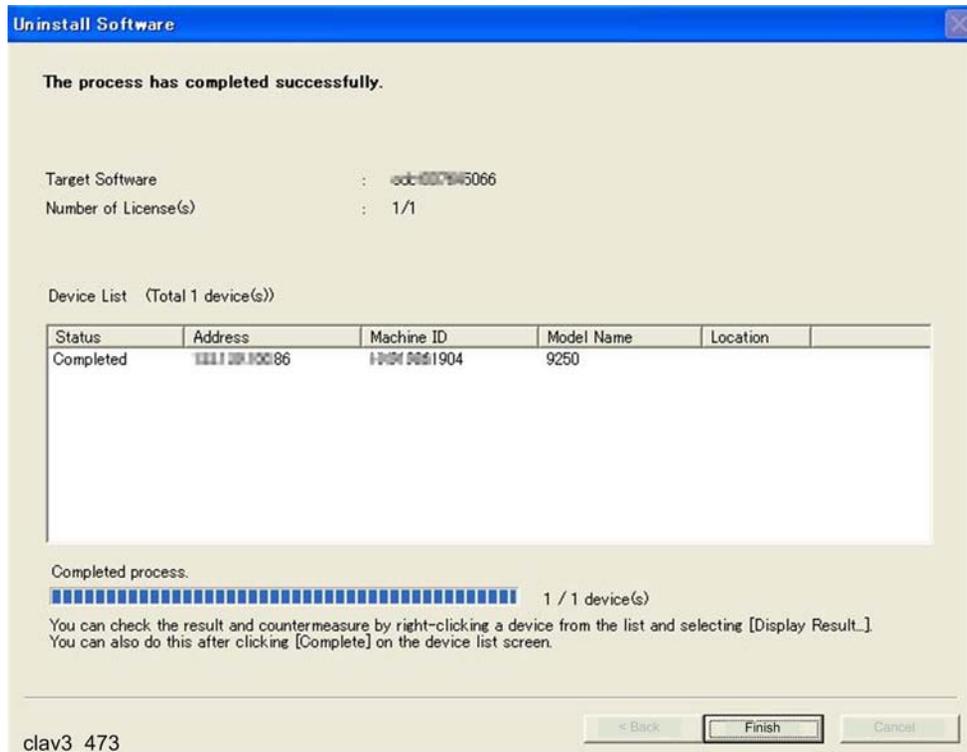
clav3_471

- Multiple devices can be selected.
 - Click [Select All] or [Deselect All] to select or deselect all of the devices displayed.
6. Click the [Next] button.
 - Uninstallation of the software starts.



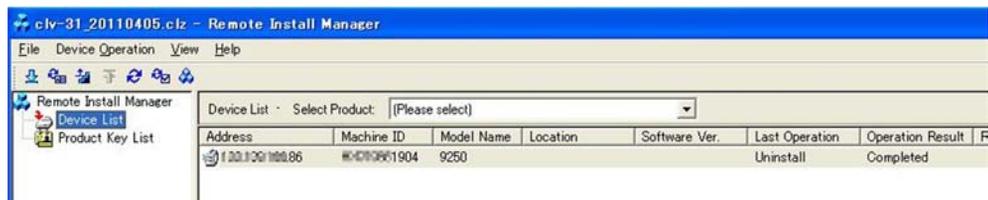
6

7. When uninstallation is complete, click the [Finish] button.



- If a result other than [Completed] is displayed in [Status], right-click on the device column and select [Display Result] to view a description of the error and ways to correct it.

8. In the Tree View of the Product List screen, select [Device List] to display the Device List screen.



- You can check the result of the uninstallation operation in [Last Operation] and [Operation Result] of the List View or by double-clicking the target device in the Device List screen with WIM.

Offline: Uninstallation/Deactivation

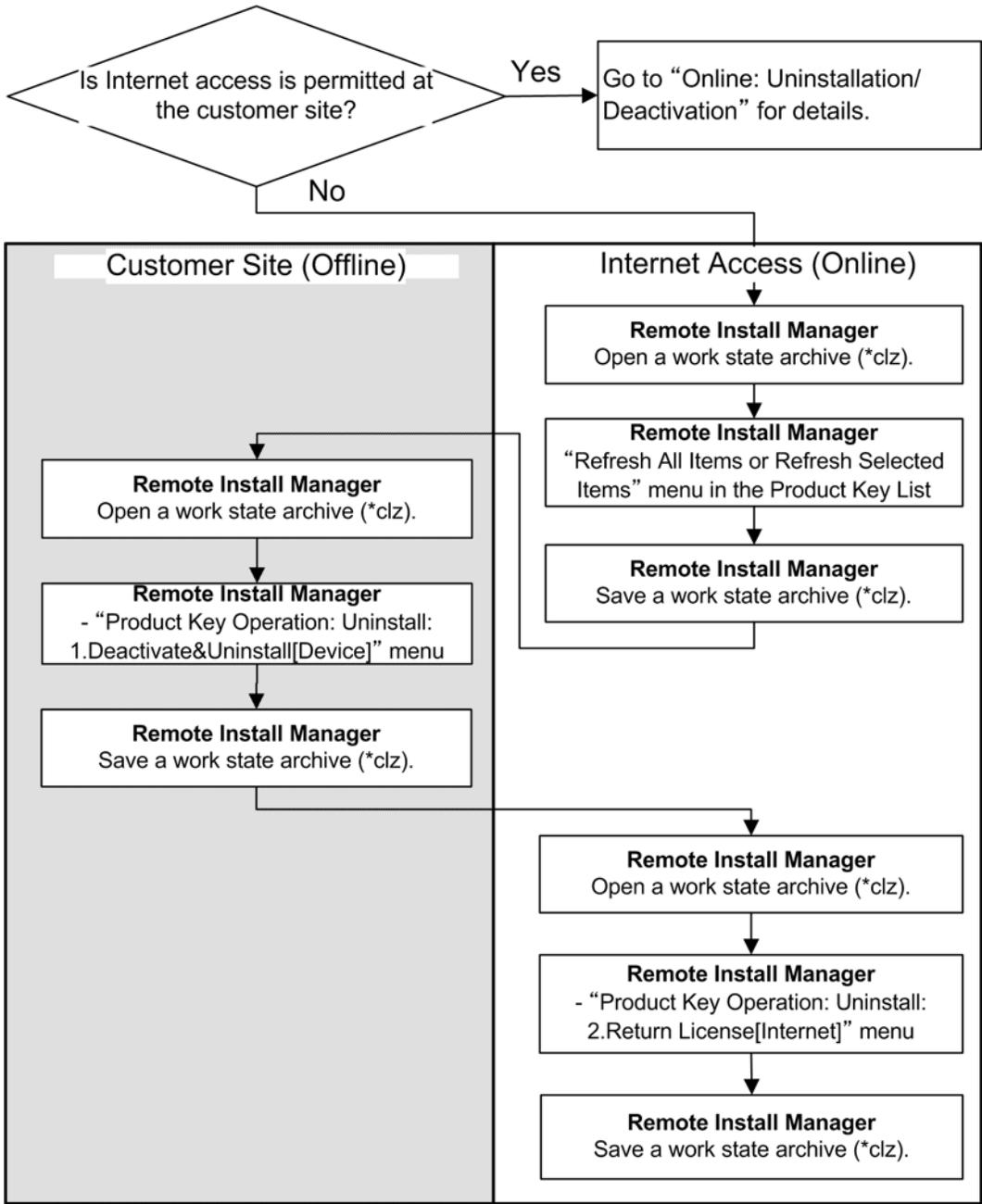
Purpose:

- Deactivate and uninstall SDK software from devices due to replacement of the device or termination of the contract, etc.

↓ Note

- One software program can be uninstalled/deactivated from multiple devices at once.

Work Flow



clav3_538a

Uninstallation/Deactivation Procedure

1. Prepare as follows.

Items (Confirm with the customer):

- A PC with Remote Install Manager
- Product Keys for which the software should be uninstalled/deactivated.
- IP addresses and host names for target devices in which the software should be uninstalled/deactivated.
- The latest Work State Archive file (*.clz) that was saved and kept at the customer site.
- User name and password of the machine administrator account for each target device.

Action:

- Make sure that the target devices are not used by the customer during the following operation.

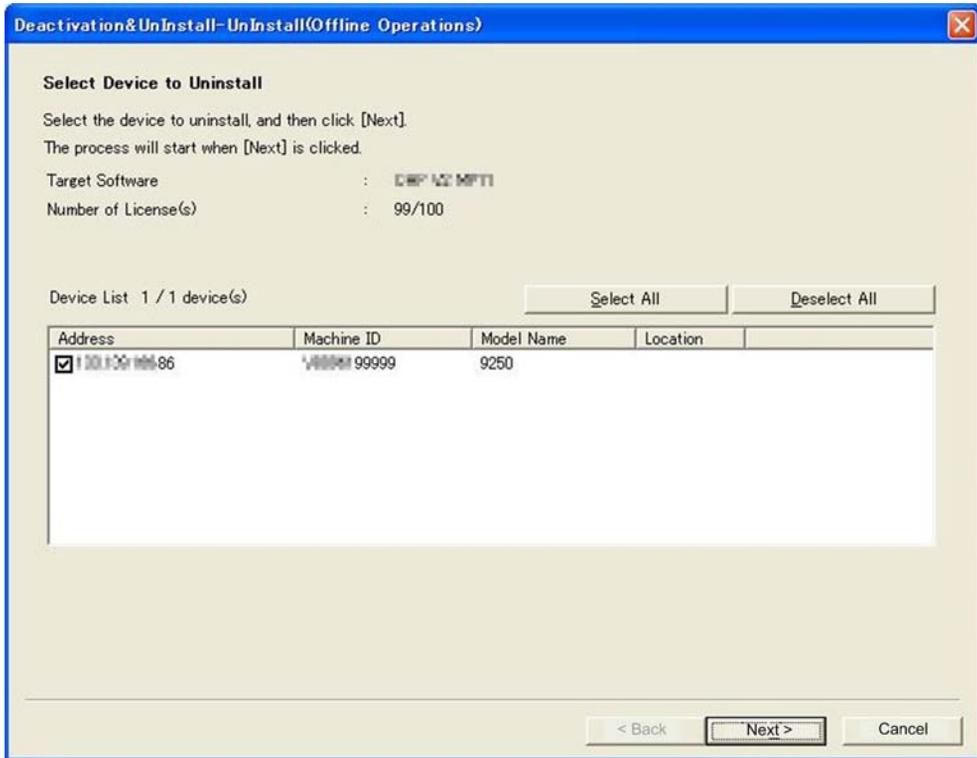
<Customer Site>

6

2. Launch "Remote Install Manager" and open a work state archive (*.clz).
3. Select the product key for the installed software in the target device.
4. Select [1.Deactivate&Uninstall[Device]] in [Uninstall] under [Offline Operations].

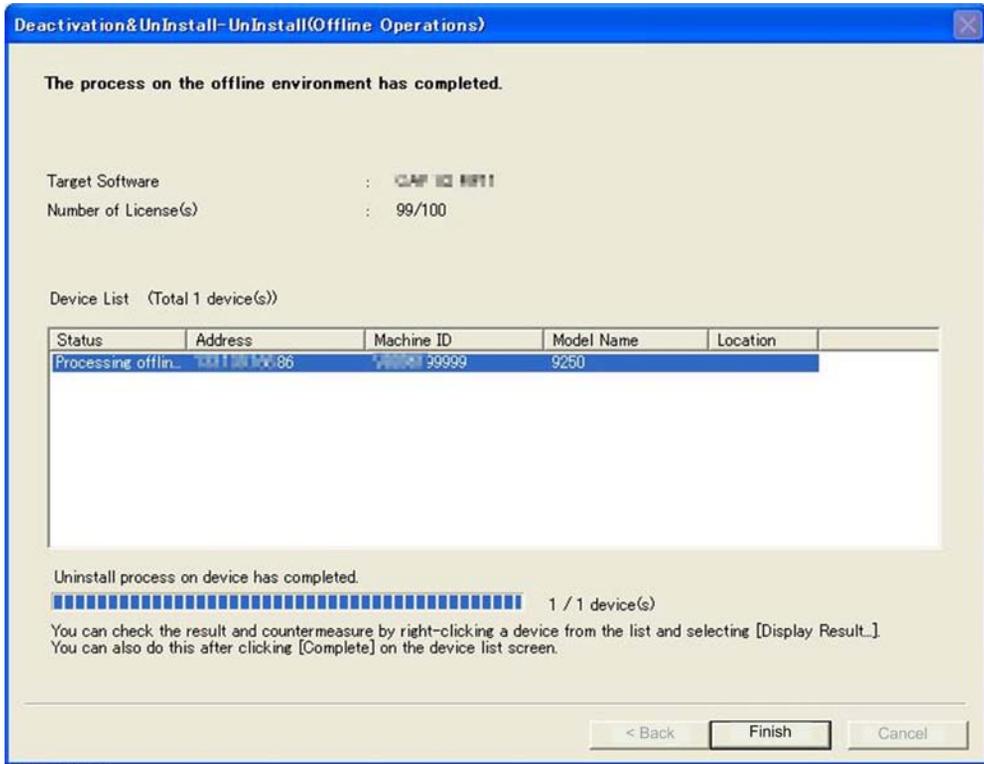


5. Select the check boxes for the devices on which to uninstall the software.



clav3_512

- Multiple devices can be selected.
 - Click [Select All] or [Deselect All] to select or deselect all of the devices displayed.
6. Click the [Next] button.
 - The uninstallation of the software starts.
 7. When the uninstallation is complete, click the [Finish] button.



clav3_513

- If a result other than [Processing offline] is displayed in [Status], right-click on the device column and select [Display Result(s)] to view a description of the error and ways to correct it.

8. Save a work state archive (*clz).
9. Move to an online environment to get the internet access.

<Internet Environment>

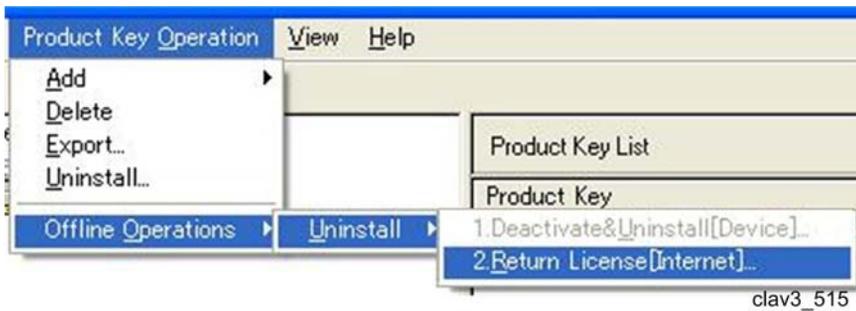
10. Launch "Remote Install Manager" and open the work state archive (*clz) at the customer site.
 - The "Operation Instruction Message" pop-up appears.
11. Click the [OK] button.



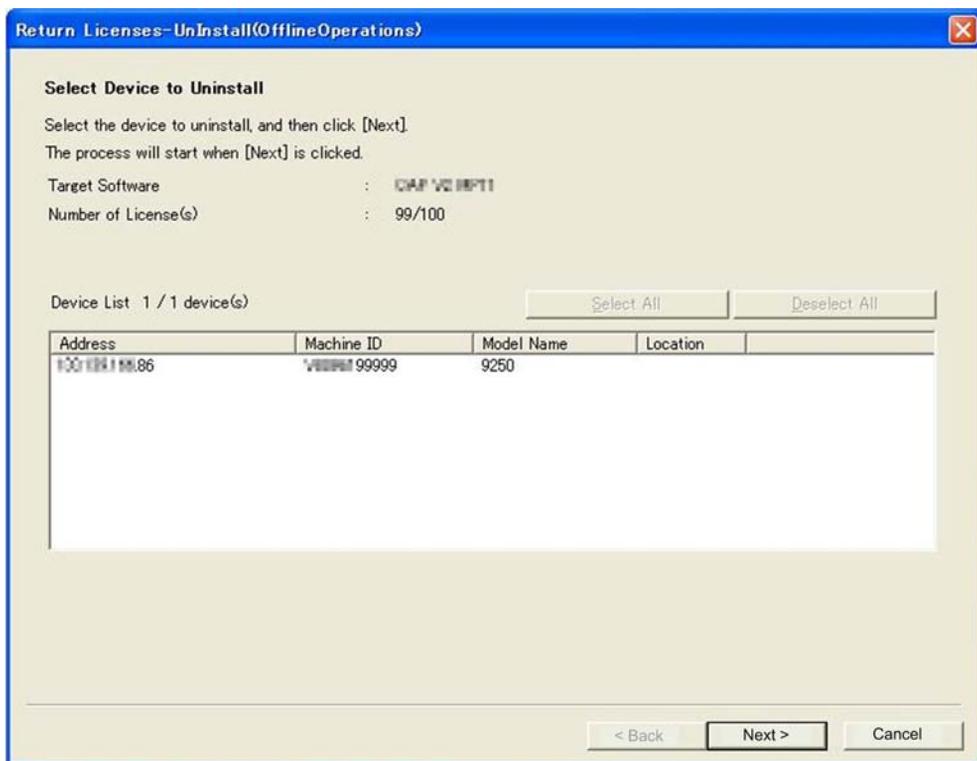
clav3_514

12. Select [Product Key] to display the Product Key List.

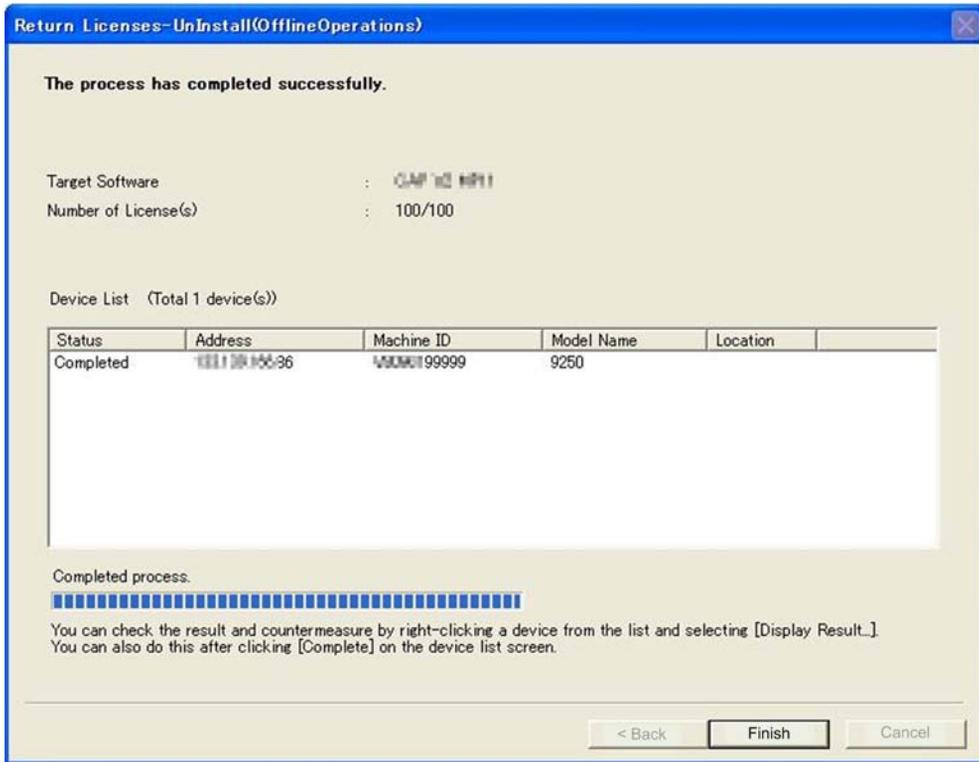
13. Select [2.Return License[Internet]] of [Uninstall] under [Offline Operations].



14. Select the device from which to uninstall the software.



- Multiple devices can be selected.
 - Click [Select All] or [Deselect All] to select or deselect all of the devices displayed.
15. Click the [Next] button.
- Uninstallation of the software starts.
16. When uninstallation/deactivation is complete, click the [Finish] button.



clav3_517

- If a result other than [Completed] is displayed in [Operation Results], right-click on the device column and select [Display Result(s)] to view a description of the error and ways to correct it.

17. Save a work state archive (*.clz), and ask the customer to keep it.

7. Other Operations

Offline Operations

The menus under Offline Operations are mainly used for devices located in the no-internet connection environment.

These menus are the following:

- Update Java VM
- Change Heap/Stack Size
- Install [2-visit course]
- Update License
- Update Software

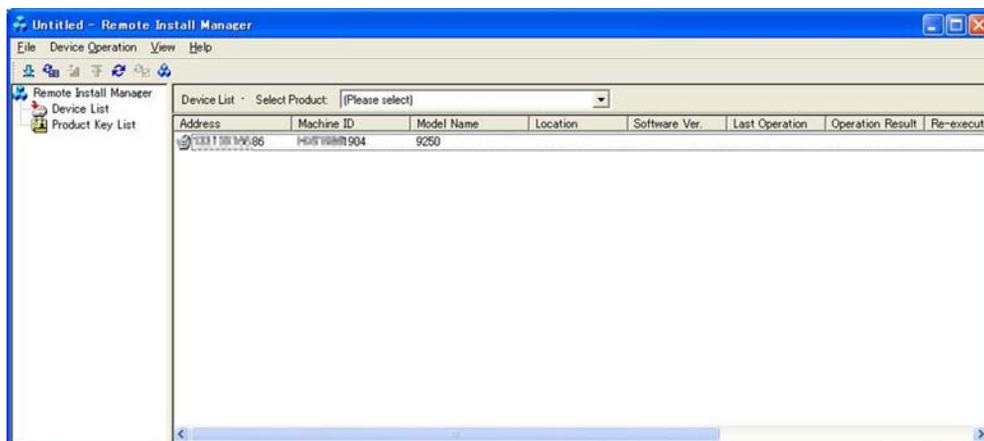
Update Java VM

This menu updates the Java VM on the devices (offline), in order to update Java VM to convert the current version to a new version.

7

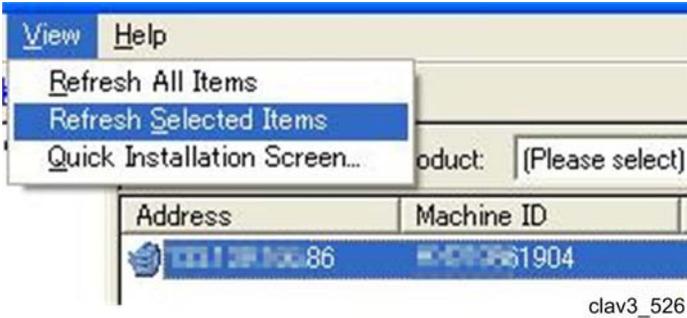
Updating Procedure

1. Launch "Remote Install Manger" and open the latest work state archive (*.clz), or add devices with the [Add] menu under [Device Operation].
2. On the Device List screen, select the device on which the Java VM to be updated is installed.



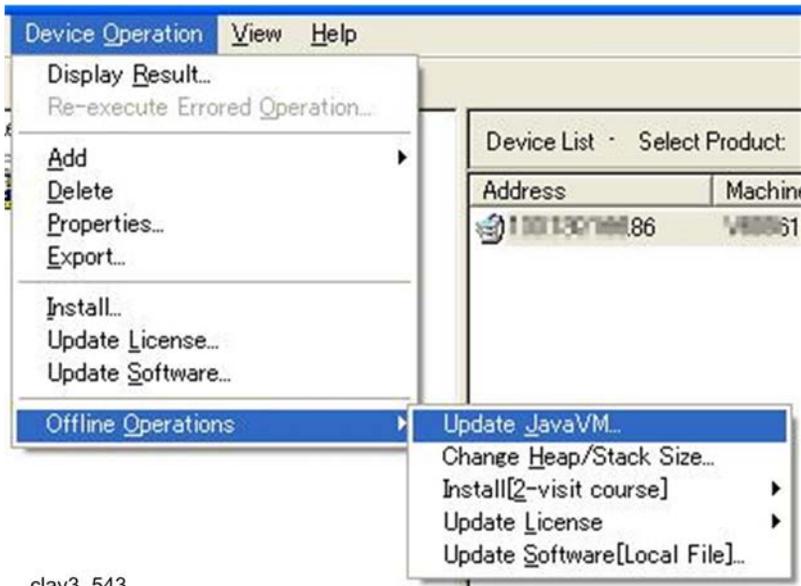
clav3_542

- If you want to refresh the Device List, select [Refresh All Items] or [Refresh Selected Items] in the [View] menu of the Device List. The necessary time to refresh all devices differs depending on the number of registered devices.



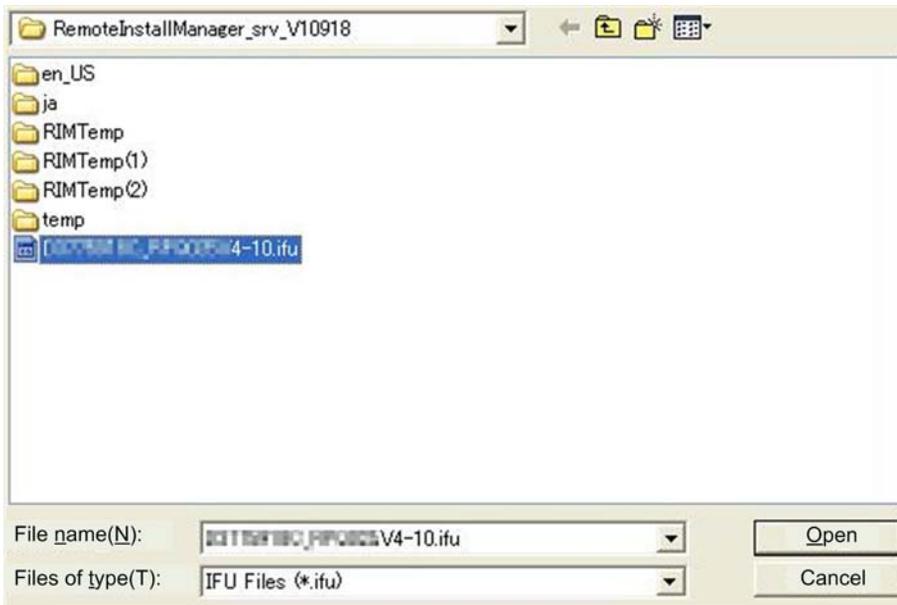
clav3_526

3. Select [Update JavaVM] of [Offline Operations] under [Device Operation].



clav3_543

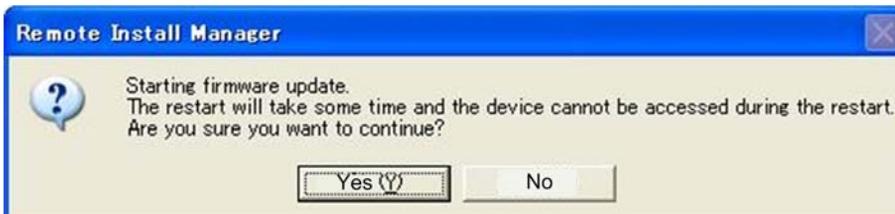
4. Select an updated firmware file (*.ifu), and then click the [Open] button.



clav3_544

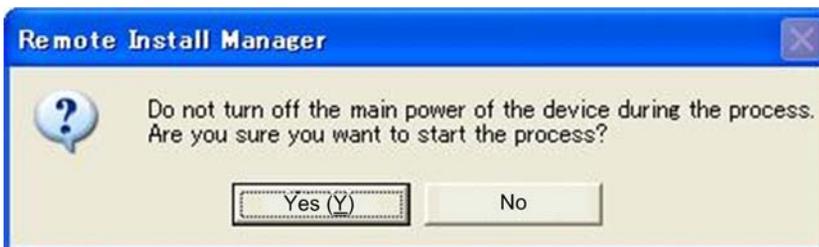
- The confirmation pop-up appears.

5. Click the [Yes] button.



clav3_545

6. Click the [Yes] button.



clav3_492

7. Check if the Java VM update is completed in the Device List screen.

Device List		Select Product: (Please select)							
Address	Machine ID	Model Name	Loc..	Soft..	Last Operation	Operation Result	Re-..	JavaVM Ver.	Heap Size
192.168.1.100	1904	9250			Update JavaVM(Individual Operations)	Completed		4.2.23	10

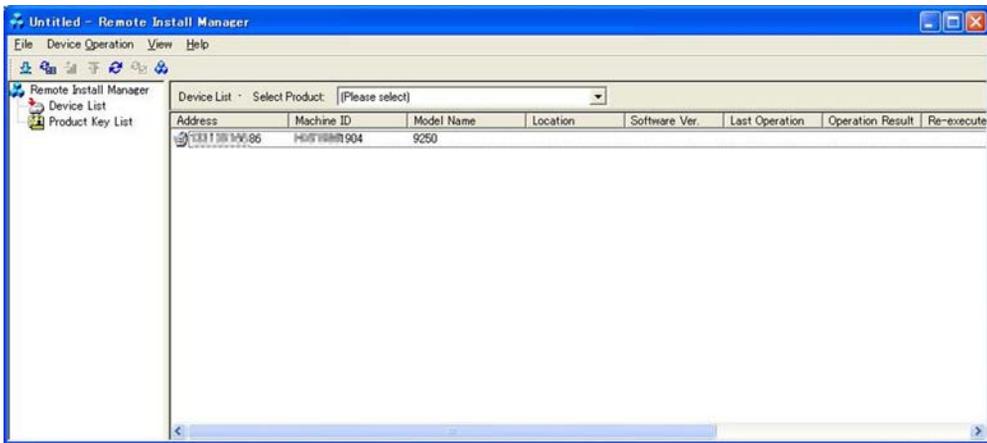
clav3_546

Change Heap/Stack Size

This menu changes the Heap/Stack size for each device if the installation or updating of software is done in a no-internet connection (offline) environment.

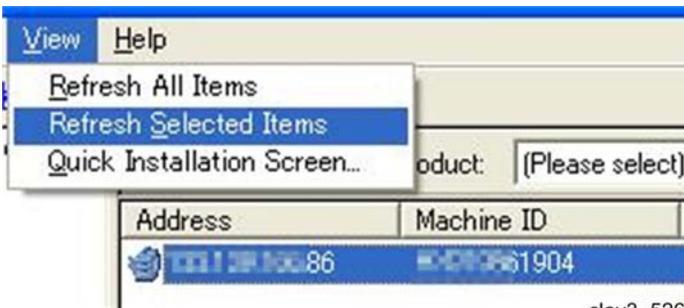
Changing Heap/Stack Size Procedure

1. Launch the "Remote Install Manger" and open the latest work state archive (*clz) or add devices with the [Add] menu under the [Device Operation].
2. On the Device List screen, select the device for which changing Heap/Stack Size is required.



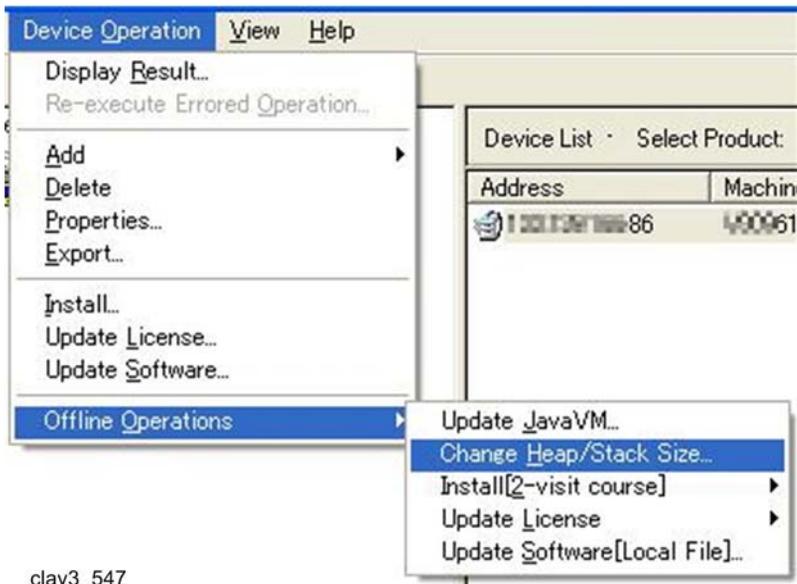
clav3_542

- If you want to refresh the Device List, select [Refresh All Items] or [Refresh Selected Items] in the [View] menu of the Device List. The necessary time to refresh all devices differs depending on the number of registered devices.



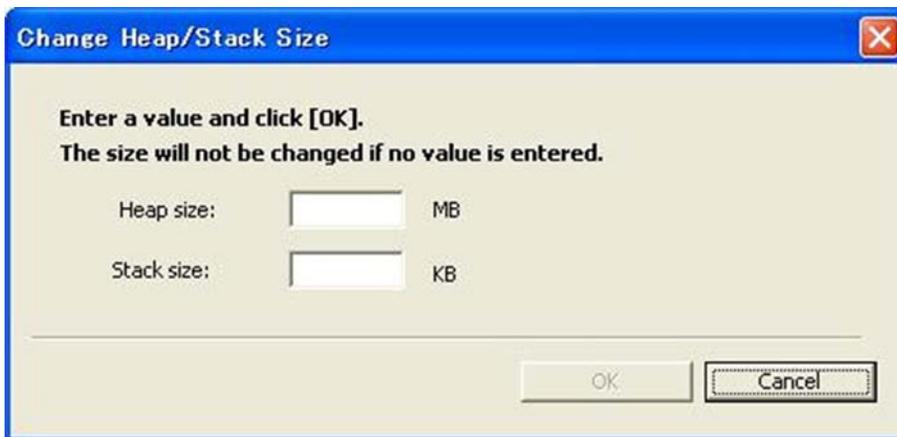
clav3_526

3. Select [Change Heap/Stack Size] of [Offline Operations] under [Device Operation].



clav3_547

4. Enter the correct value for the [Heap size] and [Stack size].
 - Check the correct value for the combination of software to be installed.



clav3_548

- The confirmation pop-up appears.
5. Click the [Yes] button.



clav3_549

6. Check the Heap and Stack size of the target device in the Device List screen.

A screenshot of the "Device List" screen. At the top, there is a "Select Product:" dropdown menu with "(Please select)" as the current selection. Below this is a table with the following columns: Address, Machine ID, Model Name, Location, Software V., Last Oper., Operat., Re-e., JavaVM Ver., Heap Size, and Stack Size. The table contains one row of data.

Address	Machine ID	Model Name	Location	Software V.	Last Oper.	Operat.	Re-e.	JavaVM Ver.	Heap Size	Stack Size
192.168.1.86	1904	9250			Change H.	Compl.		4.2.3	10	64

clav3_550

8. Troubleshooting

Troubleshooting Guide

Error Code List

Note

- For error codes displayed on the [Display Results] screen, follow the operations shown on the screen for [Handling Method].
- "RIM" stands for Remote Install Manager.

Error Codes for Remote Install Manager

Error Code	Descriptions	Solutions
ERR-001	No response from a device	Check the device or network condition at a customer site.
ERR-002	<ul style="list-style-type: none">• Request error from RIM.• Device error	<ul style="list-style-type: none">• See p.138 "Detailed Device Error Number List" about "Cxx" displayed on the pop-up window.• Ask your supervisor if "Cxx" is not displayed on the pop-up window.
ERR-004	Error from a device	Check the device status at the customer site.
ERR-006	Error with suffix [S03] from the Activation or Component Server	Check with the server maintenance section when the maintenance for servers is completed.
ERR-007	No response from a device within specified time	Check the device status at the customer site.
ERR-008	Failure or incompleteness of downloading from the Activation or Component Server due to network problem or insufficient memory on a PC	Check the network condition. Stop other applications on your PC, and then reboot your PC and RIM.
ERR-009	Failure of name resolution to DNS server	Check the DNS server or network condition.

Error Code	Descriptions	Solutions
ERR-010	<p>Connection error to servers due to following causes</p> <ul style="list-style-type: none"> • Wrong proxy settings • Connection Interruption by firewall software • Connection port (443) closed • Connection error to servers due to network problem • Wrong server information on "ini" file 	Do the correct countermeasure for each cause.
ERR-043	<ul style="list-style-type: none"> • License file write error • Component data file write error • Received data error from servers 	<ul style="list-style-type: none"> • Check if free space exists in HDD. • Check if the folder where RIM has been installed has restrictions for read and write.
RTY-001	No response from a device	Check the device or network condition at the customer site.
RTY-002	<ul style="list-style-type: none"> • Request error from RIM. • Device error 	<ul style="list-style-type: none"> • See p.138 "Detailed Device Error Number List" about "Cxx" displayed on the pop-up window. • Ask your supervisor if "Cxx" is not displayed on the pop-up window.
RTY-003	No response from a device within specified time	Check the device status at the customer site.
RTY-004	Error from a device	Check the device status at the customer site.
RTY-005	Error with suffix [S01] from the Activation or Component Server	Check with the server maintenance section when the maintenance for servers is completed. (HTTP 500 error)
RTY-006	Error with suffix [S01] from the Activation or Component Server	Check with the server maintenance section when the maintenance for servers is completed. (HTTP 503 error)

RTB 2
ERR-044 added

Error Code	Descriptions	Solutions
RTY-008	<ul style="list-style-type: none"> • Incorrect product key information • Incorrect data of the automatic verification of supported combination 	<p>Try the operation again.</p> <p>If this does not solve the error, ask your supervisor.</p>
RTY-010	Error from the Activation or Component Server	Check with the server maintenance section when the maintenance for servers is completed.
RTY-012	Failure of name resolution to DNS server	Check the DNS server or network condition.
RTY-013	<p>Connection error to servers due to following causes</p> <ul style="list-style-type: none"> • Wrong proxy settings • Connection Interruption by firewall software • Connection port (443) closed • Connection error to servers due to network problem • Wrong server information on "ini" file 	Do the correct countermeasure for each cause.
RTY-014	<ul style="list-style-type: none"> • License file write error • Component data file write error • Received data error from servers 	<ul style="list-style-type: none"> • Check if free space exists in HDD. • Check if the folder where RIM has been installed has restrictions for read and write.
RTY-017	Error with suffix [S01]	Execute [Re-execute Errored Operation] menu with RIM.
PRO-004	No response from a device within specified time	Check if the processing to the target device is completed by refreshing the target device in RIM.
SRV-001 SRV-002	Internal error at creating a request data	<ul style="list-style-type: none"> • Check if free space exists in HDD. • Check if the folder where RIM has been installed has restrictions for read and write. • Reboot RIM again.

Error Code	Descriptions	Solutions
SRV-003	Error from the Activation or Component Server	<ul style="list-style-type: none"> Check with the server maintenance section when the maintenance for servers is completed.
SRV-004	Wrong user name and password of the device administrator authentication	<ul style="list-style-type: none"> Check if the user name and password of the device administrator authentication are correct. Ask your supervisor if the user name and password are correct.
SRV-005	Error from the Activation or Component Server	<p>Retry the operation with RIM.</p> <p>If this does not solve the error, reboot or reinstall RIM.</p>
SRV-007	<ul style="list-style-type: none"> Write error of component data file Server received data error 	<ul style="list-style-type: none"> Check if free space exists in HDD. Check if the folder where RIM has been installed has restrictions for read and write.
SRV-008	<ul style="list-style-type: none"> Error at Product key entry Unexpected error from the 	<p>Retry the operation.</p>
SRV-009	Result error of the automatic verification of supported combinations from the Component Server	<ul style="list-style-type: none"> Check if free space exists in HDD. Check if the folder where RIM has been installed has restrictions for read and write. <p>If these do not solve the error, ask your supervisor.</p>
SRV-010	Connection error to the Activation or Component Server	<p>Wait for a moment, and then retry the operation.</p> <p>If this does not solve this error, check the server condition.</p>
SRV-012 SRV-028	Failure of name resolution to DNS server	<p>Check the DNS server or network condition.</p>
SRV-014	Error with suffix [S01]	<p>Execute [Re-execute Errored Operation] menu with RIM.</p>

Error Code	Descriptions	Solutions
SRV-015	Product key addition error to the Product Key List	Check the Product Key List.
SRV-016	Software installation error at updating software	There is no software to be updated in the target device. Check the installed software in the target device.
SRV-018	Product key entry error of trial license at updating license	A trial license cannot be used for updating license. Use a correct product key for an updated license.
SRV-019	Error at product key entry	The product key has non-supported characters. Enter the correct product key with RIM.
SRV-029	<p>Connection error to servers due to following causes</p> <ul style="list-style-type: none"> • Wrong proxy settings • Connection Interruption by firewall software • Connection port (443) closed • Connection error to servers due to network problem • Wrong server information on "ini" file 	Do the correct countermeasure for each cause.
DEV-002	Error at creating request	Ask your supervisor.
DEV-003	<p>Error from a device</p> <ul style="list-style-type: none"> • User name and password of the target device administrator authentication is different from ones registered in RIM. 	Enter the correct user name and password of the target device administrator authentication with RIM.
DEV-007	Device addition error to the Device List	Check the Device List again.
DEV-009	Target device error at uninstallation	There is no target device in the Device List which corresponds with the product key for uninstallation.
DEV-011	Process incomplete device error	Refresh incomplete devices with RIM.

Error Code	Descriptions	Solutions
DEV-012	Incorrect machine ID (serial number) error	Enter the correct machine ID (serial number).
DEV-013	Non-supported Java VM error for eDC-i1.2	Update the Java VM to a correct version for eDC-i1.2.
RIM-001	RIM internal process error	<ul style="list-style-type: none"> • Check if free space exists in HDD. • Check if the folder where RIM has been installed has restrictions for read and write.
RIM-002	RIM internal process error	<ul style="list-style-type: none"> • Check if free space exists in HDD. • Check if the folder where RIM has been installed has restrictions for read and write.
RIM-003	Read and write restriction error	<ul style="list-style-type: none"> • Check if free space exists in HDD. • Check if the folder where RIM has been installed has restrictions for read and write.
RIM-004	File format error	Select the correct formatted file for RIM operation.
RIM-005	No help file error	Check if RIM has a help file installed.
RIM-006	Property display error	Check if the default browser operates correctly.
RIM-009	Device display error	<p>100 devices have already been registered in the Device List.</p> <p>If you want to operate other devices than the 100 in the Device List, use a new work state archive file.</p>
RIM-010	Product key display error	<p>100 product keys have already been registered in the Product Key List.</p> <p>If you want to operate other product keys than the 100 in the Product Key List, use a new work state archive file.</p>

Error Code	Descriptions	Solutions
RIM-011	Work state archive file saving error	<ul style="list-style-type: none"> • Check if free space exists in HDD. • Check if the folder where RIM has been installed has restrictions for read and write.
RIM-012	Wrong entry of device administrator authentication	Enter the same password in the text boxes for "Password" and "Confirm Password".
RIM-013	WIM operation error	Check if the IP address (host name) of the target device is entered with RIM.
RIM-014	Two RIM operation error	Check if two instances of RIM are operating on the same PC.

Error Codes for Device

Error Code	Descriptions	Solutions
ERR-002	<ul style="list-style-type: none"> • Request error from RIM. • Device error 	<ul style="list-style-type: none"> • See p.138 "Detailed Device Error Number List" about "Cxx" displayed on the pop-up window.
ERR-031	404 response from a device	Java VM in the target device is not the correct version for RIM v3.1 and eDC-i1.2. Update the Java VM in the target device.
ERR-032	Error from a device	<p>When using [Offline Operations] menu, check the following:</p> <ul style="list-style-type: none"> • Heap/Stack size is correct. • Target device is correct. <p>If the error occurs again after checking the points above, ask your supervisor.</p>
RTY-018	<p>Trial license error</p> <ul style="list-style-type: none"> • License is already expired. • The clock timer in the target device is shifted more than three days. 	Adjust the clock timer in the target device.

Error Code	Descriptions	Solutions
DEV-001	<ol style="list-style-type: none"> 1. Target device is turned off. 2. Wrong IP address of the target device 3. Network cable to the target device is disconnected. 4. Network is blocked by firewall software. 5. Target device is out of support by eDC-i1.2. 	<ol style="list-style-type: none"> 1. Turn on the target device. 2. Enter the correct IP address of the target device. 3. Connect the network cable to the target device. 4. Check if the network port is available as described in the Operation Instructions. 5. Check if the target device is supported, referring to the Operation Instructions.
DEV-006	Error from a device	Check the target device condition.

Error Codes for Component Server or Activation Server

Error Code	Descriptions	Solutions
ERR-005	This occurs when trying to operate devices more than licenses which a product key has. (Activation Server error)	<ul style="list-style-type: none"> • Check the rest of the licenses and devices to be operated. • Buy a new product key or uninstall and deactivate other devices.
ERR-011	Server internal process error from the Activation or Component Server	Check the Activation or Component Server condition.
ERR-012	Error from the Activation Server	Check the start date for license updating.
ERR-013	Error from the Activation Server	<ul style="list-style-type: none"> • Check the entered product key with RIM. • Check if the installed software in the target device is a trial license.
ERR-014	Error from the Activation Server <ul style="list-style-type: none"> • License re-issue is executed more than 100 times. This is an acceptable operation. 	Try to install again after deactivation with RIM or forced deactivation by an operator of the Operation UI Server.
ERR-015	Error from the Activation Server	Check the expiration date of the license.

Error Code	Descriptions	Solutions
ERR-016	Error from the Activation Server	A trial license cannot be installed twice. Check the entered product key with RIM. Buy a new product key for an updated license.
ERR-018	Error from the Component Server	Check the compatibility between software to be installed and the software installed in the target device.
ERR-020	Error from the Component Server	No problem
ERR-021	Error from the Component Server	<ul style="list-style-type: none"> Selected software or Java VM to be updated may not be uploaded to the Component Server. Check if the selected country code in RIM is correct.
ERR-022	Error from the Component Server	Check the software installed in the target device. Install necessary software if supported combinations of SDK applications are not installed in the target device.
ERR-024	Error from the Component Server	Check the software to be installed in the target device. The special modified software may already be installed in the target device.
ERR-026	Error from the Activation Server <ul style="list-style-type: none"> Entered product key is not issued by the Activation Server. 	Check the product key, and then re-enter the product key with RIM.
ERR-027	Error from the Activation Server <ul style="list-style-type: none"> Entered product key is invalidated by the Activation Server. 	Check the entered product key status by referring to the Operation UI Server. Use another product key.
ERR-028	Error from the Activation Server	Ask your supervisor.

Error Code	Descriptions	Solutions
ERR-029	Error from the Activation Server	<ul style="list-style-type: none"> Use the product key which was used in the previous operation, and then try to operate again. To update a trial license, buy a new product key for an updated license.
ERR-030	Error from the Activation Server	Check the machine ID (serial number) of the target device.
ERR-033	Supported combination error of SDK applications	<ul style="list-style-type: none"> Check the compatibility between software to be installed and the software installed in the target device. Ask your supervisor to correct the Embedded Software Combination Table and upload it to the Operation UI Server if the compatibility among SDK software items is approved. Check if the selected country code in RIM is correct.
ERR-034	System firmware error for supported combination of SDK applications	Update to the correct system firmware version in the target device for supported combinations of SDK applications.
ERR-035	Target device error	The SDK software to be installed does not support the target device.
ERR-036	Error from the Activation or Component Server <ul style="list-style-type: none"> The data transmitted by RIM is wrong. 	<p>Try to operate again.</p> <p>If the same error occurs, ask your supervisor.</p>
ERR-037	Server internal process error from the Activation or Component Server	Wait until the operation of the Activation or Component Server is recovered.
ERR-038	Error from the Activation Server	The character number of the product key is not correct. Enter a correct product key with RIM.

Error Code	Descriptions	Solutions
ERR-039	<p>Error from the Activation Server or error in RIM</p> <ul style="list-style-type: none"> Other product key has been registered for the target device on the Activation Server. Previous license update operation may fail. 	<ul style="list-style-type: none"> Use the product key which was used in the previous operation, and then try to update license again. Check the Operation UI Server to confirm the product key which has been used for the target device.
ERR-041 ERR-042	Server internal process error from the Activation Server	Check the Activation Server condition.
RTY-005	Error from the Activation Server	Wait until the operation of the Activation Server has recovered.
	Error between getting a license and installing on a device	<ul style="list-style-type: none"> Use the product key which has been used in the previous operation, and then try to update the license again. Check the Operation UI Server to confirm the product key which has been used for the target device.
	Server internal process error from the Activation Server	Check the Activation Server condition.
RTY-011	<p>Error from the Activation Server</p> <ul style="list-style-type: none"> The data transmitted by RIM is wrong. 	<p>Try to operate again.</p> <p>If the same error occurs, ask your supervisor.</p>
RTY-015	Server internal process error from the Activation Server	Wait until the operation of the Activation Server is recovered.
SRV-006 SRV-011 SRV-013	<ul style="list-style-type: none"> Error at getting product key information Error at downloading updated software 	Check the Activation or Component Server condition. This is an internal error during server processing.
SRV-021	<p>Error at Product key entry</p> <ul style="list-style-type: none"> Entered product key is invalidated by the Activation Server. 	Check the entered product key status by referring to the Operation UI Server.
SRV-022	Error at product key entry	The character number of the product key is not correct. Enter a correct product key with RIM.

Error Code	Descriptions	Solutions
SRV-023	Error at product key entry <ul style="list-style-type: none"> The data transmitted by RIM is wrong. 	Try to operate again. If the same error occurs, ask your supervisor.
SRV-024	Error at product key entry	Server internal process error of the Activation Server. Wait until the operation of the Activation Server is recovered.
SRV-025	Error at product key entry <ul style="list-style-type: none"> Entered product key is not issued by the Activation Server. 	Check the product key, and then re-enter the product key with RIM.
SRV-026	Error at product key entry <ul style="list-style-type: none"> Entered product key is invalidated by the Activation Server. 	<ul style="list-style-type: none"> Check the entered product key status by referring to the Operation UI Server. Use another product key.

Detailed Device Error Number List

Error Number	Descriptions	Solutions
C05	Target device can not accept SDK application and SDK/Java platform package.	Error at Installation <ul style="list-style-type: none"> If the software to be operated is installed in the target device, uninstall it from the WIM or operation panel of the target device. Check if the installed SD card in the target device is correct or the installed SD card is not write-protected. Error at Offline Installation <ul style="list-style-type: none"> Check if the Java VM in the target device is the version supported by eDC-i1.2.
C13	<ul style="list-style-type: none"> License file is expired. Clock timer in the target device is not correct. 	Check if the clock timer in the target device is correct.

Error Number	Descriptions	Solutions
C16 C17	Writing some registries to the target device fails.	<ul style="list-style-type: none"> • Reboot the target device, and then try to operate again. • If the software to be operated is installed in the target device, uninstall it from the WIM or operation panel of the target device.
C19	Shortage of free space in SD card	<ul style="list-style-type: none"> • Reboot the target device, and then try to operate again. • If the software to be operated is installed in the target device, uninstall it from the WIM or operation panel of the target device. • Make free space in SD card manually.
C27	Target device does not accept a request from RIM because other operation is still processing.	<ul style="list-style-type: none"> • Wait until the other operation of the target device is completed. • Check that the SP or UP mode is not activated in the target device.
C35	Heap/Stack size is not correct.	<ul style="list-style-type: none"> • Configure the settings of Heap/Stack size in the target machine. • Enter correct values in the Heap/Stack size setting if something other than the correct value is entered. • Enter correct values in the Heap/Stack size setting if the entered values are out of the setting range for the target device.

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