

Embedded Software Remote Manager

Operation Guide

Read This First	4
Special Considerations	4
Overview	4
Installation Procedure.....	6
Environmental Requirement	6
Overview	6
Operation System.....	6
Network	6
Work Flow	9
Installation/ Activation Flow	9
Deactivation/ Uninstallation Flow	12
Installation and Activation	14
Preparation before Installation	14
Remote Manager Launching.....	15
DSDK Application Installation.....	17
Product Activation.....	25
Uninstallation Procedure	30
Deactivation and Uninstallation	30
Deactivation.....	30
DSDK Application Uninstallation	32
Remote Updating	36
DSDK Remote Updating	36

Java VM Remote Updating	41
Appendix.....	42
Appendix	42
Operation Screen	42
Getting and Returning a License without Internet Connection	46
Add From File.....	46
Importing Product Keys from File.....	47
Product Registration for DSDK Application.....	47
Work State Archive Description.....	50
Device List File Description.....	51
Troubleshooting.....	52
Troubleshooting for Installation/ Activation/ Deactivation/ Uninstallation	68
Collection of Remote Manager's Logs	70
VM Card Installation and Uninstallation	71
Uninstallation Procedure	74
Procedure for Changing a Device's Heap and Stack Sizes.....	77

Read This First

Special Considerations

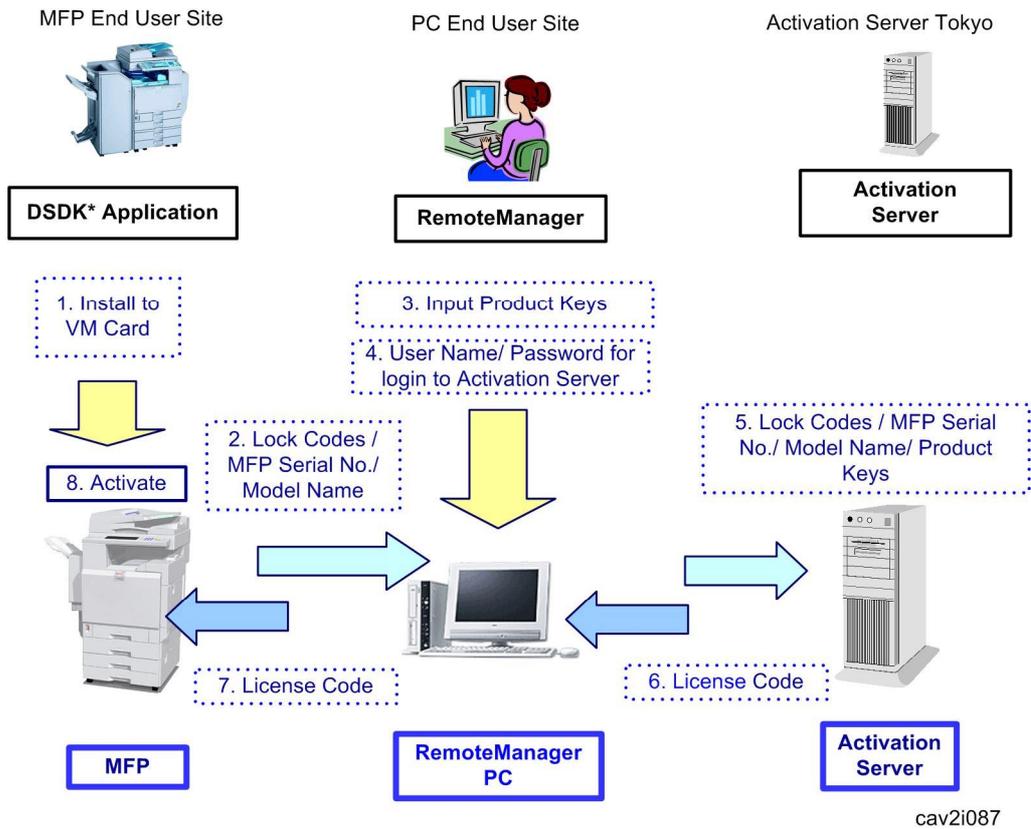
In this manual, “Embedded Software Remote Manager” applies the word to “Remote Manager”.

★ Important

- When using a client user'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 client 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 client's PC, care should be taken to not introduce a virus or other malware into the client's network.

Overview

Read This First



↓ Note

- DSDK*: A DSDK application is an application developed using the Ricoh Device SDK, based on Java technology.

Installation Procedure

Environmental Requirement

Overview

Remote Manager is a tool for activation and installation of DSDK applications.

This tool contains the following features.

- Remote installation and uninstallation of DSDK (Type J) applications
 - Remote update of DSDK (Type J) applications
 - Activation of DSDK (Type J/ Type C) applications
 - Deactivation of DSDK (Type J/ Type C) applications
 - Remote update of Java VM (Type J).
-

Operation System

- Windows 2000 SP4, Windows XP SP2 (Windows Vista is not supported)
 - Windows 2000 Server SP4
 - Windows Server 2003 SP2
-

Network

This tool can communicate to the network with the following protocols and port numbers.

Communication with Activation Server

Protocol	Port numbers
HTTPS	443

Communication with devices

Protocol	Port numbers
SNMP-V1	161, 162
HTTP	8080

Installation Procedure

Protocol	Port numbers
HTTP / HTTPS	80/ 443 *Note
Ricoh Discovery Protocol	51003, 51004, 51005

*Note: 80: When not using SSL/ 443: When using SSL

RICOH Aficio MP C3500 Web Image Monitor

SNMP

OK Cancel

■ SNMP : Enable Disable

Protocol

■ IPv4 : Enable Disable

■ IPv6 : Enable Disable

■ IPX : Enable Disable

SNMPv1/v2 Setting

■ SNMPv1/v2 Function : Enable Disable

■ SNMPv1 Trap Communication : Enable Disable

■ SNMPv2 Trap Communication : Enable Disable

■ Permit Settings by SNMPv1 and v2 : On Off

Community

No.	Community Name	Access Type	Protocol Type	Enable/Disable
1	public	read-only	IPv4	<input checked="" type="radio"/> Enable <input type="radio"/> Disable

cav2i095

1. Make sure that SNMP-V1 is enabled. (Enable the red squared areas in the screen capture above)
2. If the Community Name has been changed from the default value (public), then open the ClientActivator.ini file included in the Remote Manager ZIP file and change the Community Name as follows:
 - If the customer's Community Name is foo, the ClientActivator.ini needs to look like:

```
[MFD]
Community=foo
```

Important!

If the above settings are not correct, the following situation will occur:

- Remote Manager will not be able to gather the serial number and PnP Name (model name) from the device.

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 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 device's serial number and the Work state archive should be created as a part of normal Remote Manager operation, as is shown at step 6 in page p.28 "Storing a License in a Target Machine".

Work Flow

Installation/ Activation Flow

DSDK Application (Type-J) Installation

Preparing for installation/activation (☛ p.14)	
	<ol style="list-style-type: none"> 1. VM card installation into the device 2. Confirm the following points. <ul style="list-style-type: none"> ▪ Product key registration in the Activation Server by user. ▪ Product key for activation <p>★ Important</p> <ul style="list-style-type: none"> ▪ Check the device status using “Update device information” icon at each step. Work state archive file has to be saved at each step.
Launching Remote Manager (☛ p.15)	
	[DSDK Application Installation]
	<ol style="list-style-type: none"> 1. Add a device (MFP) on the device list.
	<ol style="list-style-type: none"> 1. Update device information (check the status on the device list).
	<ol style="list-style-type: none"> 1. Add an application on the Remote Manager. 2. Select target device on device list
	<ol style="list-style-type: none"> 1. Install an application into the device (select target application in the window). 2. Login to the appeared authentication menu

Installation Procedure

	using administrator's user name and password of the Web Image Monitor.
	1. Update device information (check the status on the device list). Installed application name should be in the application drop-down window.
	
Activation (☛ p.25)	

DSDK Application (Type-J/C) Activation

Preparing for activation (☛ p.14)	
	<ol style="list-style-type: none"> 1. VM card installation into the device 2. Application installation into the device 3. Confirm the following points. <ul style="list-style-type: none"> ▪ Product key registration in the Activation Server by user. ▪ Product key for activation
Launching Remote Manager (☛ p.15)	
	[Activation - 1st Phase] (☛ p.25) (To get the device information)
-	1. Add a device (MFP) on the device list. (If the device is on the list, it can be skipped.)
-	1. Select the target device on the device list and select an application in the window.

Installation Procedure

	<p>1. Update the device information. (To get the device information.)</p>
	
<p>Internet connection available at a customer place?</p>	
	<p>NO</p>
<p>YES</p>	<ol style="list-style-type: none"> 1. Save a Work state archive, and then change a location to get access to the internet connection. 2. Get a product license and save a Work File, and then go to a customer place again.
	
	<p>[Activation – 2nd Phase] (☛ p.26) (To get a license code from the Activation Server.)</p>
	<p>1. Add a product key in the Remote Manager.</p>
	<p>1. Get a license code from the Activation Server.</p>
	<p>[Activation – 3rd Phase] (☛ p.28) (To store license code into the device.)</p>
	<p>1. Store the license code into the target device.</p>
	<p>1. Update device information. (To get the device information.)</p>

Installation Procedure

	1. Save the device status data as a Work state archive file, and then ask the customer to keep this.
Completed	

Deactivation/ Uninstallation Flow

Launching Remote Manager (☛ p.15)	
	1. Open the Work state archive file which is already saved before.
Internet connection available at a customer place?	
	NO
YES	
[Deactivating Product] (☛ p.30)	[Deactivating Product] (☛ p.30) <ul style="list-style-type: none"> ▪ Deactivate License (Remove License from MFP).
<p>1. Remove the license information from the device at the customer place.</p> <p> Note</p> <ul style="list-style-type: none"> ▪ By checking ON the check box of "Connect to Activation Server" in the "Deactivate License" 	<p>1. Remove the license information from the device at the customer place.</p> <p> Note</p> <ul style="list-style-type: none"> ▪ Check OFF the check box of "Connect to Activation Server" in the "Deactivate License" screen. <p>2. Save a file as a Work state archive.</p>

Installation Procedure

<p>screen, "Login" to the "Activation Server" screen appears.</p> <p>2. Return the product license to the "Activation Server".</p>	
-	<p>[Changing a location to get access to the internet connection] (☛ p.30)</p> <ul style="list-style-type: none"> ▪ Return License (To Activation Server).
	<p>1. Open the Work file, and then "Deactivate" with the Remote Manager.</p> <p>↓ Note</p> <ul style="list-style-type: none"> ▪ Return the product license to the "Activation Server". <p>2. Save a Work state archive.</p>
-	<p>[Going to the customer place again]</p>
	
<p align="center">Uninstalling DSDK application (☛ p.32)</p>	
	<p>1. This uninstalls the DSDK application(s) in the target machines.</p>
<p align="center">Completed</p>	

Installation and Activation

Preparation before Installation

Requirement Environment for Operation

SNMP V1, HTTP and network connection must be required to do this installation procedure.

 Note

- SNMP V1 must be enabled in target machine(s). For details about how to enable the "SNMP V1", see p.6 "Environmental Requirement".

Preparation Tools and Applications

- Remote Manager (zipped)
- DSDK application(s) (zipped)

Confirmation Points

Confirmation Points
<ul style="list-style-type: none">▪ Confirm the installation possibility of multiple DSDK applications to a machine for your supervisor or a remote support person.▪ Prepare the Product Key(s) for DSDK application(s).▪ Check and note an IP address(es) or host name(s) for a machine(s) which a DSDK application(s) is supposed to be installed in.▪ Check and note authentication information (user name and password of an administrator) of a machine(s) which a DSDK application(s) is supposed to be installed in.▪ Check if the VM card (Java VM) is installed in a target machine and the firmware of the VM card is a latest version. If not, install the VM card in a target machine and update the firmware to the latest one. <p> Note</p> <ul style="list-style-type: none">▪ For updating the firmware of the VM card by using an SD card reader and writer, refer to RTB.▪ For updating the firmware of the VM card by using the Remote Manager via a network, refer to p.41 "Java VM Remote Updating".

Confirmation Points

- Check if the firmware (e.g. system module) of a target machine is the latest version.

Cautions about Volume License

- In case a customer has purchased a volume license, ask the customer to manage the number of the available SDK application's licenses by making a list of the available SDK application's licenses. Remote Manager (Work status archive file) cannot manage the number of the available SDK application's licenses depending on installation circumstances and how many machines an SDK application is installed in.

Remote Manager Launching

↓ Note

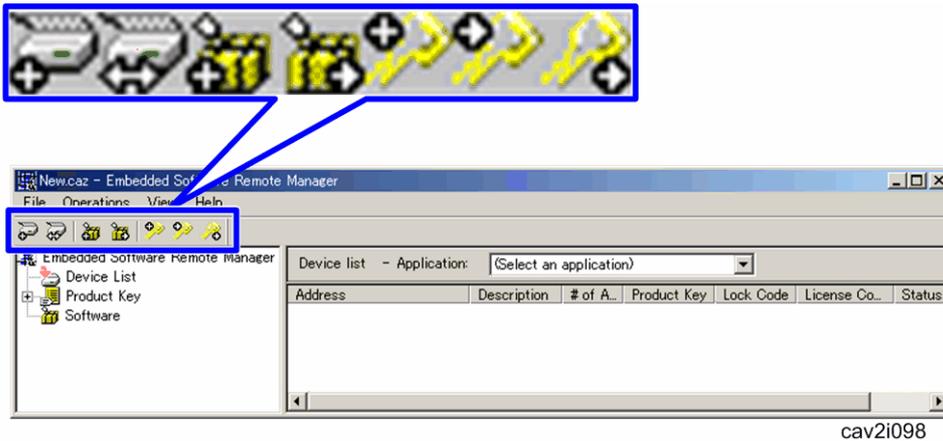
- You must install a compatible VM card in the machine(s) before you launch the "Remote Manager" from an external media such as a USB memory (no installation required in a PC).
 - Installation must be done from a PC with a network connection to a target machine with the VM Card installed.
1. Extract the "Remote Manager" zip file to an appropriate folder.
 2. Execute the "Remote Manager" utility by running (double-clicking) the "EmbeddedSoftwareRemoteManager.exe" file.
 3. The main menu screen of the "Remote Manager" appears.

↓ Note

- This application can be launched directly from an external media such as a USB memory (no installation required in a PC).

Installation and Activation Icons

Installation Procedure



There are seven icons at the upper-left on the toolbar of the Remote Manager. These icons provide easy and quick ways of the installation and activation for the SDK application. Each icon's function is described in the icon list below;

Icon	Description
	Adds a device (MFP) on the device list.
	Updates device information (checks the status on the device list).
	Adds an SDK application on the Remote Manager.
	Installs an SDK application into the target device (selects the target application in the window).
	Adds a product key in the Remote Manager.
	Gets a license code from the Activation Server.
	Stores the license code into the target device.

Status Icon List

Installation Procedure

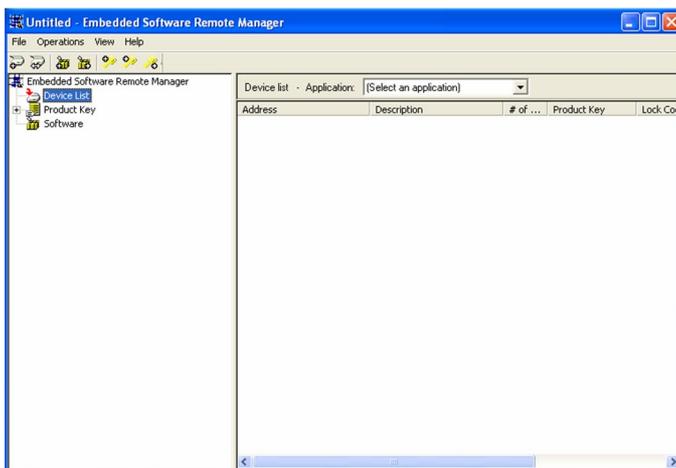
The status icons shown at the first column in the device list indicate current status of the target machines.

Icon	Description
None	Application is not installed.
?	No information is available.
💡	Application is installed.
💡	Application is installed and license is obtained from the Activation Server.
🌐	Application is installed and license is stored in the target machine.
🚫	Error Status
🗑️	License is removed from a machine, but is not returned to the activation server yet.

DSDK Application Installation

Registering a Target Machine in the Remote Manager

1. Open the "Remote Manager".



2. The main menu screen of the "Remote Manager" appears.

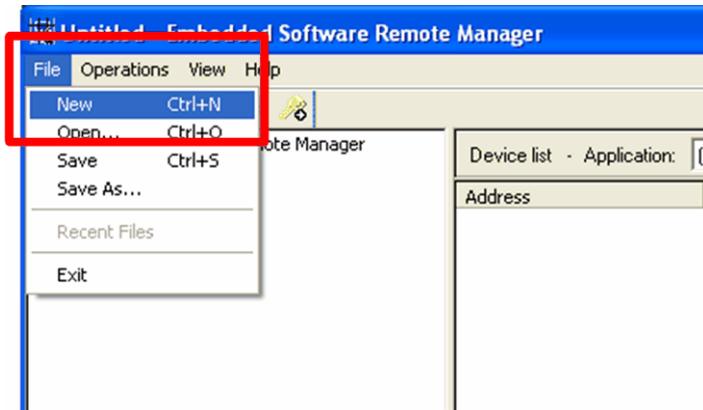


- Make sure that the PC running the "Remote Manager" must be able to connect

Installation Procedure

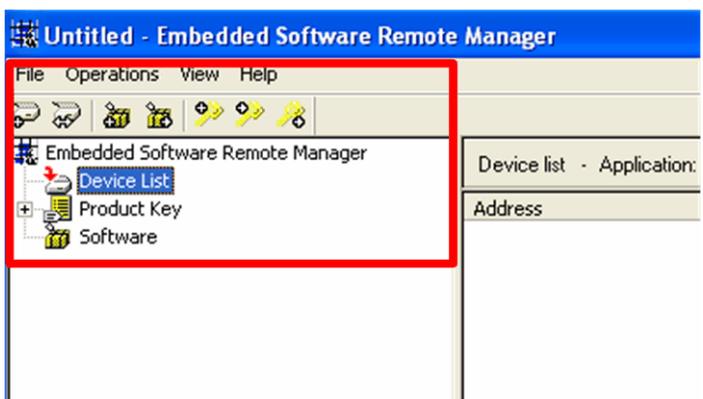
to the target machine via network.

- Check the status of the target machine(s).



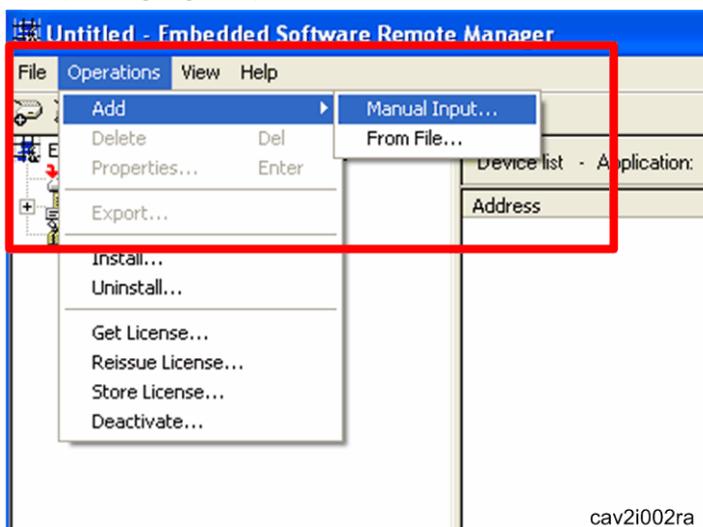
cav2i050a

- If a previous setting still appears on the screen, open the "File" and select "New" to refresh the screen.



cav2i001a

3. Click the "Device List" icon on the left window to ensure you are working on a Device List (it is highlighted).



cav2i002ra

Installation Procedure

- Open the "Operation" menu item and click the "Add" > "Manual Input...".



- You can register machines with "From File." at this point. For details, see the p.46 "Add From File" in the Appendix section.



cav2i003

- Enter the IP address or host name of the target machine and give a display name to the target machine (Description). For segment numbers less than 100, do not include a "0" before the number, as an error will occur.

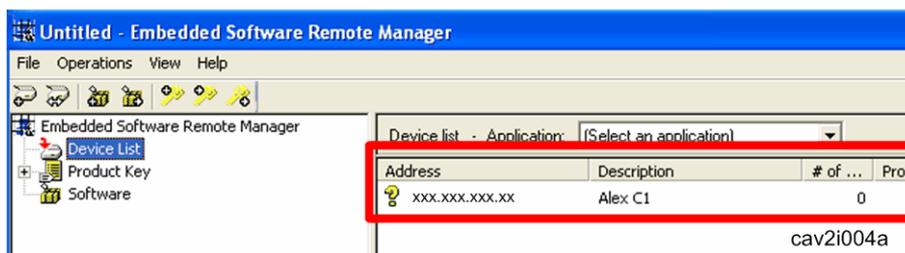


- The display name is the name shown in the "Device List" window of this utility.
- You can register multiple machines to the "Device List" with this manual input.

- Check the check box [A], and then click the "OK" button.

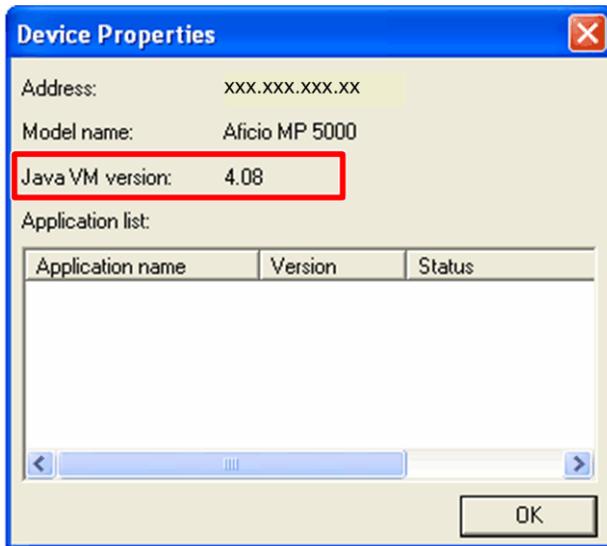


- You can get information of registered machines from the property menu once you have registered the target machines with the check box [A] filled.



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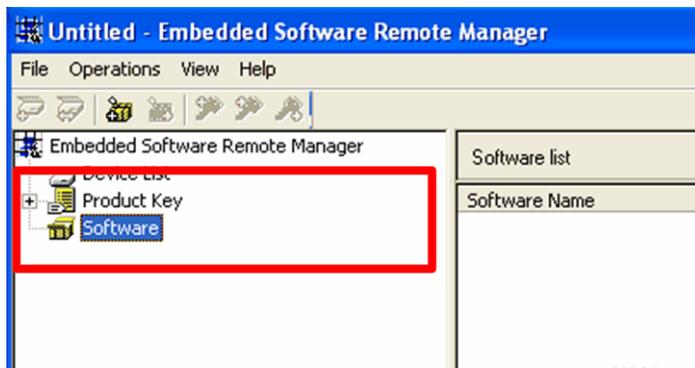
- The IP address or host name and description of the target machine appear in the "Device List" window.



cav2i096

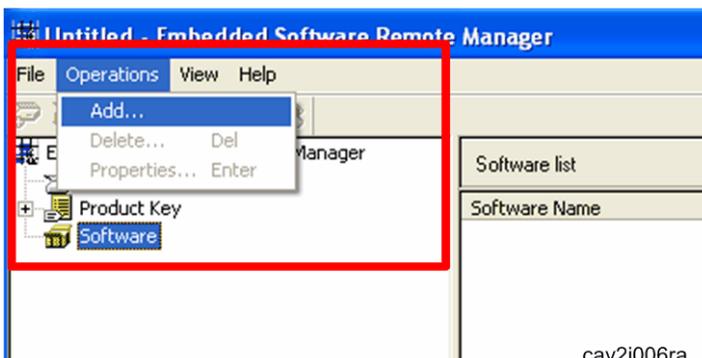
8. Check if the SDK application to be installed supports this version of the Java VM.
 - Device List > Operation > Property
 - Device List > right-clicking in the device list > Property

Adding a DSDK Application in the "Remote Manager"



cav2i005a

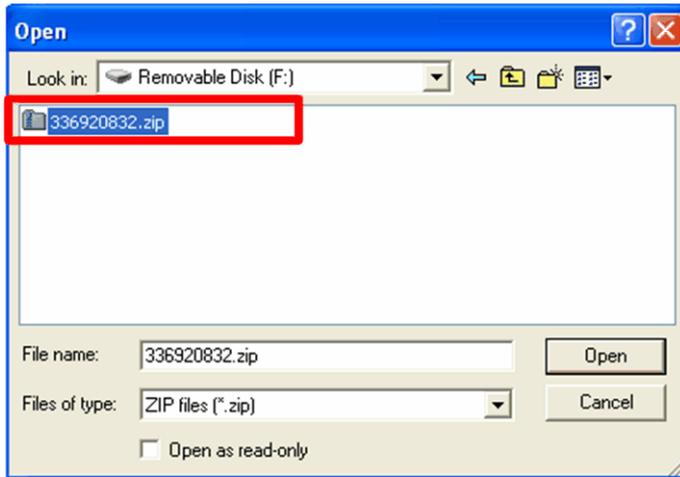
1. Click the "Software" icon in the left window to work on Software (it is highlighted).



cav2i006ra

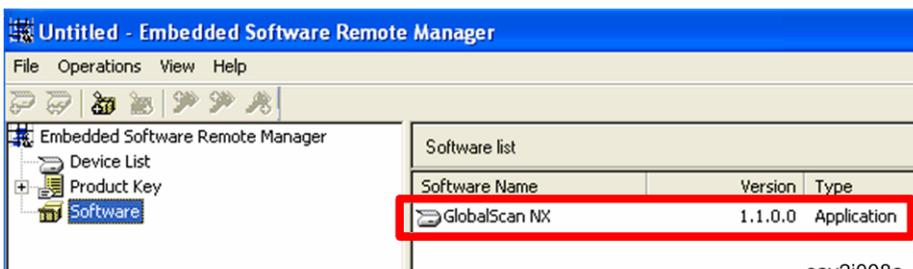
2. Select the "Operation" menu item and click the "Add...".

Installation Procedure



cav2i007

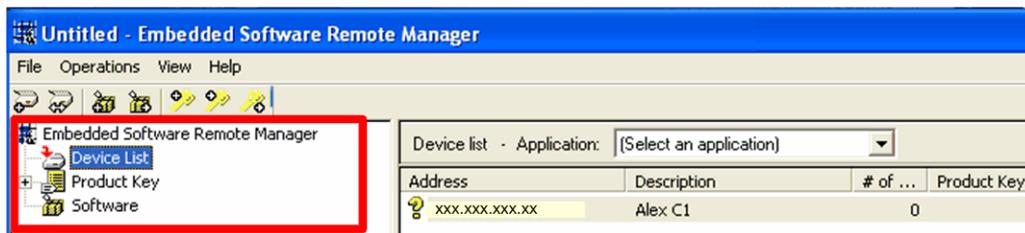
3. Select a DSDK application zip (product-ID zip) previously downloaded and click "Open" button.



cav2i008a

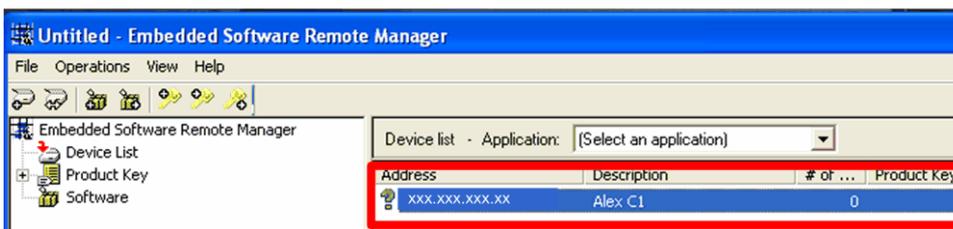
4. The software name and version now appear in the "Software List" window of this utility.

Installing the DSDK Application in the Target Machine



cav2i009a

1. Click the "Device List" icon on the left window to ensure you are working on a Device List (it is highlighted).



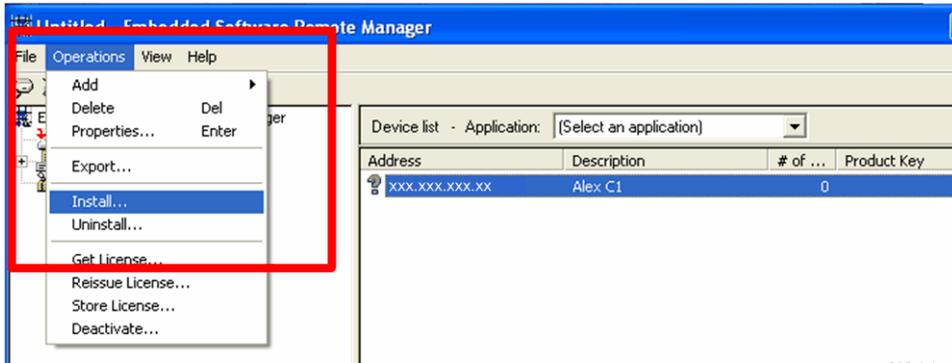
cav2i010a

Installation Procedure

- Click the display name of the target machine on the "Device List" window to install the DSDK application (it is highlighted).

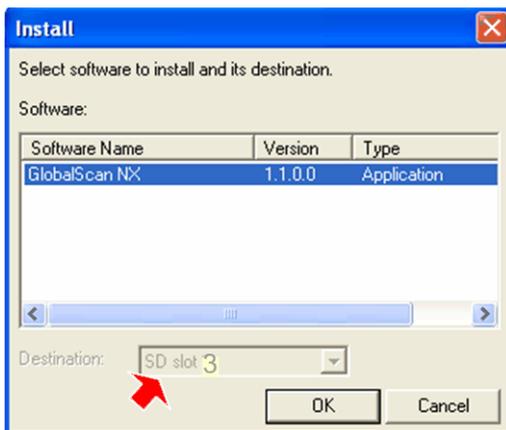


- You can select multiple target machines here with the display names highlighted.



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- Select the "Operation" menu item and click the "Install...".



cav2i012

- Select the software to be installed and the slot in the drop-down window where the VM card has already been installed.



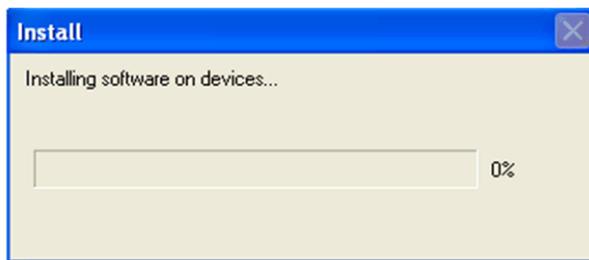
- For some DSDK applications, selecting the slot is not required (drop-down window is grey down).

- Click on the "OK" button.

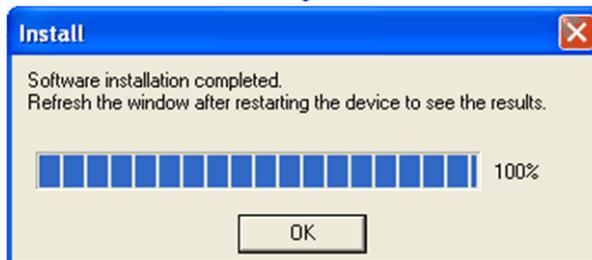


cav2i013

6. Ask a machine administrator to input a user name and password of the machine administrator.
7. Click the "OK" button.

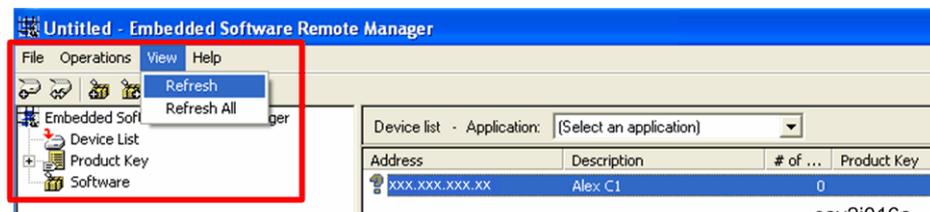


cav2i014



cav2i015

8. Click the "OK" button after the installation completion screen has appeared.



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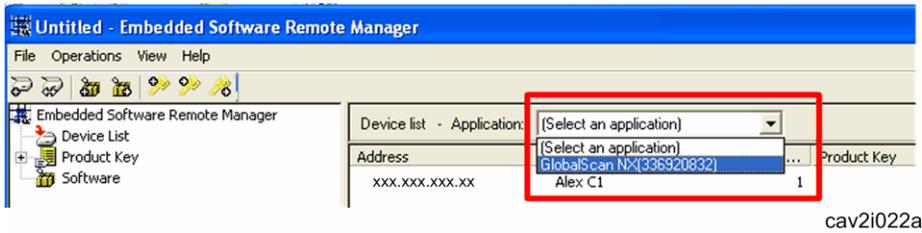
9. Select the target machine to view in the Device List.
10. Select the "View" menu item and click the "Refresh".



- Click the "Refresh All" if you have installed software in the multiple target

Installation Procedure

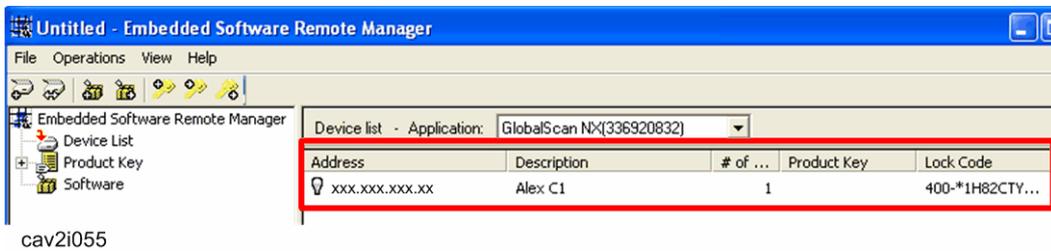
machines. This refreshes all machines listed in the "Device List".



11. Click the device in the window (it is highlighted).
12. Select the DSDK Application which is already installed from the "Application" drop-down window.



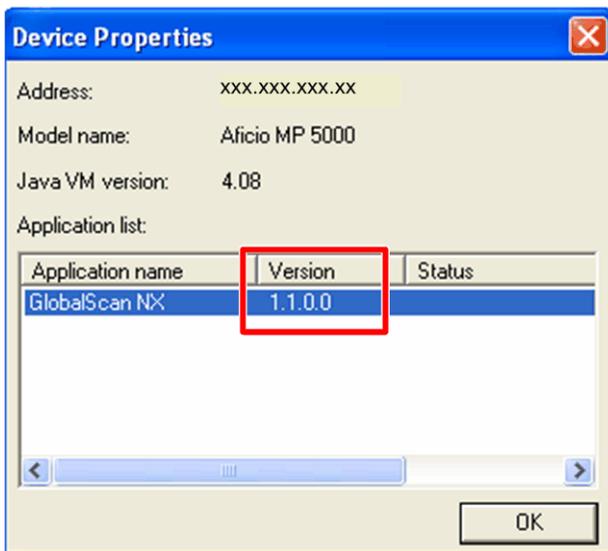
- In this example, "GlobalScan NX" is selected.



13. The white lamp icon indicates that the DSDK application is appropriately installed. Make sure that the lock code appears in the Lock Code column.



- There are some status icons shown at the left of the "Address" column in the "Device List". See p.16 "Status Icon List" in this chapter.



14. Check if the version of the installed SDK application matches the version of the

Installation Procedure

customer's SDK application in the client PC by opening the device property screen.

- Device List > Operation > Property
- Device List > right-clicking in the device list > Property

Product Activation

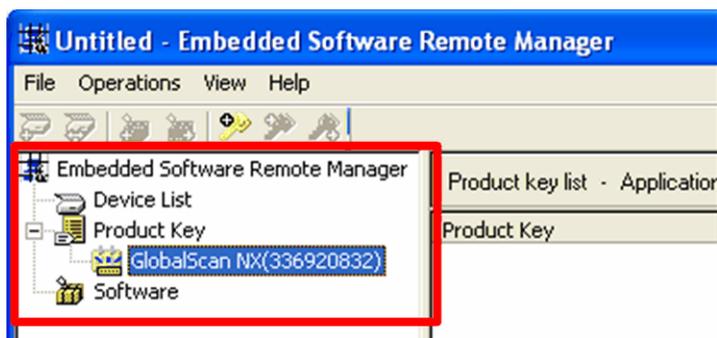
Confirmation Points

To activate DSDK Application, the followings are required:

- Product Key(s) for DSDK application(s)
- User name and password for login to the activation server
- Check the status of the target machine(s).

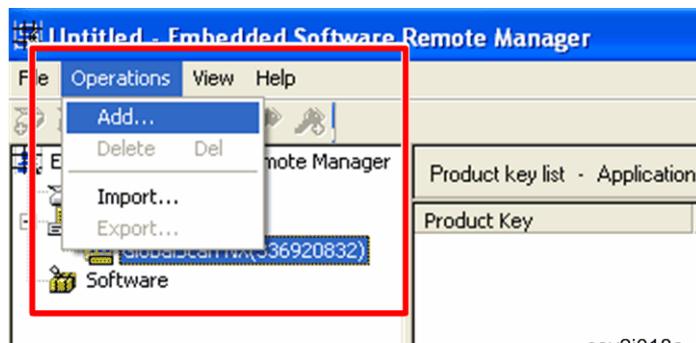
Ask a customer about the user name and password and Product Key(s) which the customer has already registered in the activation server.

Adding a Product Key for DSDK Application in the Remote Manager



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1. Click the "Product Key" icon on the left window to ensure you are working on a Product Key list.
2. Select the DSDK application you want to activate (it is highlighted).



cav2i018a

3. Select the "Operation" menu item and click on the "Add".



Installation Procedure

- Product keys can be also added by "Import..." from a file. For details, see p.47 "Importing Product Keys from File" in the Appendix section.

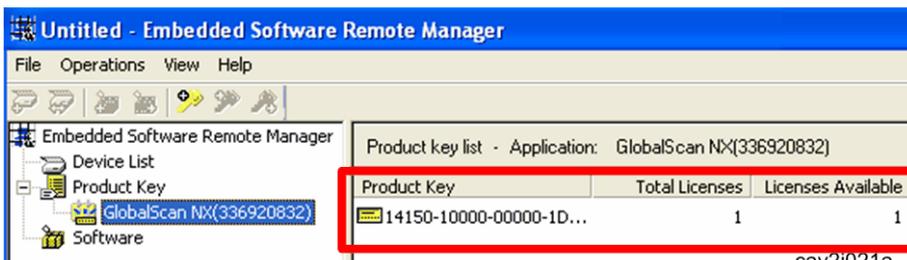


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- Enter the exact same "Product Key" provided with a product certification which a customer has received after purchasing DSDK Application.



- You can also register multiple product keys in the "Product Key List" one by one with this product key entry.



cav2i021a

- A "Product Key" appears in the "Product Key list" window.



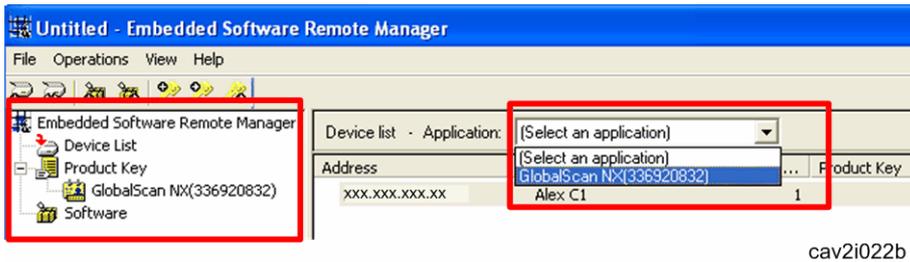
- The "Total Licenses" varies depending on a condition of product purchase.
- The available licenses are automatically used from the top line in the product key column. It is not possible to decide which product key is used.

Getting a License for DSDK Application from Activation Server

★ Important

- To get a license for DSDK Application, the internet connection is required. If it is not available, see p.46 "Getting and Returning a License without Internet Connection" in the Appendix section for details.

Installation Procedure

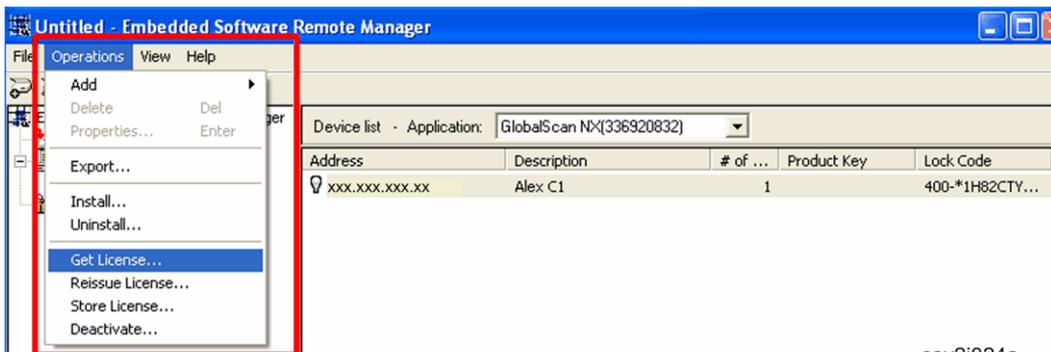


cav2i022b

1. Click the "Device List" icon on the left window to ensure you are working on a "Device List" (it is highlighted).
2. Click the device in the "Device List" window (it is highlighted).
3. Select the DSDK Application which is already installed from the "Application" drop-down window.



- In this example, "GlobalScan NX" is selected.



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4. Select the "Operation" menu item and click the "Get License".



cav2i025

5. Enter the exact same "User ID and Password" registered in the activation server.



- The "User ID and Password" have a word limitation. For details, refer to "xxx" in the Appendix section.

6. Select the "OK" button.

Installation Procedure



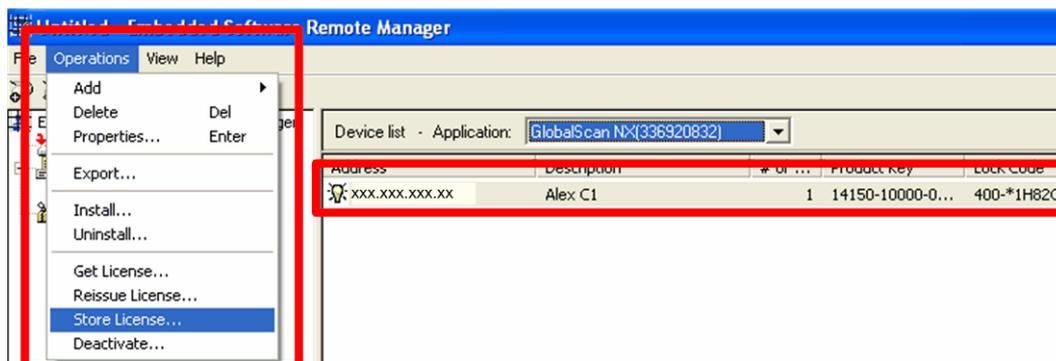
- "Register User" button is used only when a customer has not registered user information to the activation server. For details, see p.47 "Product Registration for DSDK Application" in the Appendix section.



cav2i026

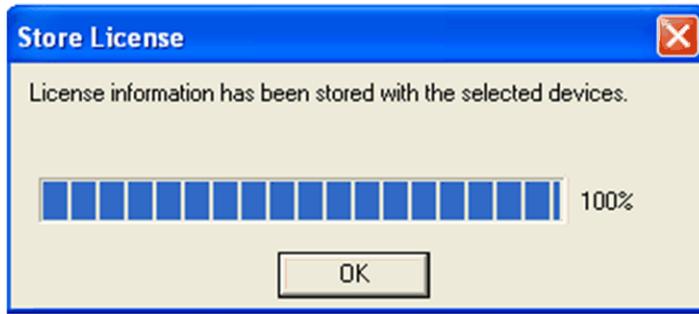
7. Click the "OK" button after the completion screen of the license publication has appeared.

Storing a License in a Target Machine



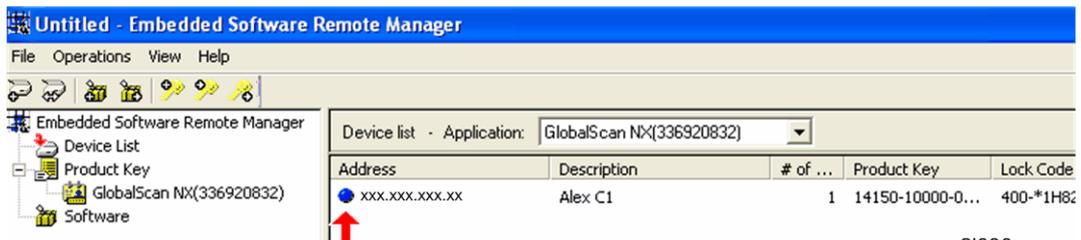
cav2i027ra

1. The picture above shows the followings:
 - The DSDK application has been installed in the target machine.
 - The product license for the selected DSDK application has already been obtained from the activation server.
2. Select the "Operation" menu item and click the "Store License..." to store the product license in the target machine.



cav2i029

3. The "Store License" process runs and displays a notification box when it is completed.
4. Click the "OK" button.



cav2i030a

5. Make sure that the blue icon appears in the "Device list" when the DSDK Application is appropriately activated (license for the selected application has already been stored in the target machine).



- If any other icon except blue appears in the "Device list", check the icon appeared in the "Device List". And then retry this procedure.

6. Save this device status data as a Work state archive (filename.caz) after storing a license in a target machine and ask a customer to keep this file.



- **This Work state archive will be necessary for the deactivation and uninstallation of DSDK application(s). Make sure that a customer keeps a Work state archive.**

7. Select the "File" menu item, and then "Exit" to close the "Remote Manager".



- Clicking the close application window button ([X] in upper right) can also close the "Remote Manager".

8. The pop-up dialogue box appears to ask you again if this device status data has to be saved to a Work state archive (filename.caz).

9. Select the "Yes" button if you have not saved the device status data (Work state archive).

10. Ask a machine administrator to check if the activated DSDK application is "Starting Up".

Uninstallation Procedure

Deactivation and Uninstallation

Deactivation

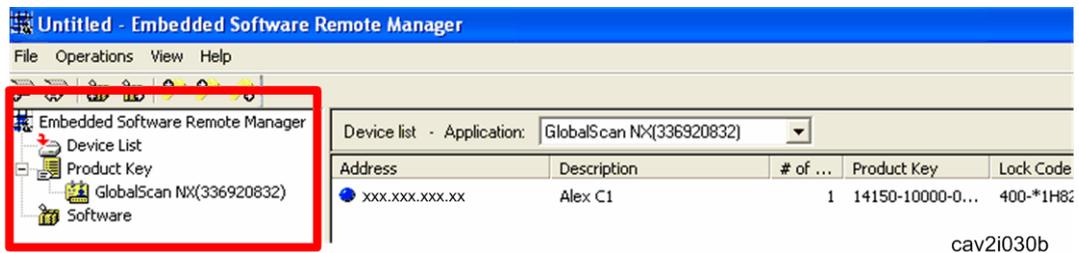
You can deactivate DSDK Application in a machine installed before, and then activate it in another machine.

Returning a License for DSDK Application to the Activation Server

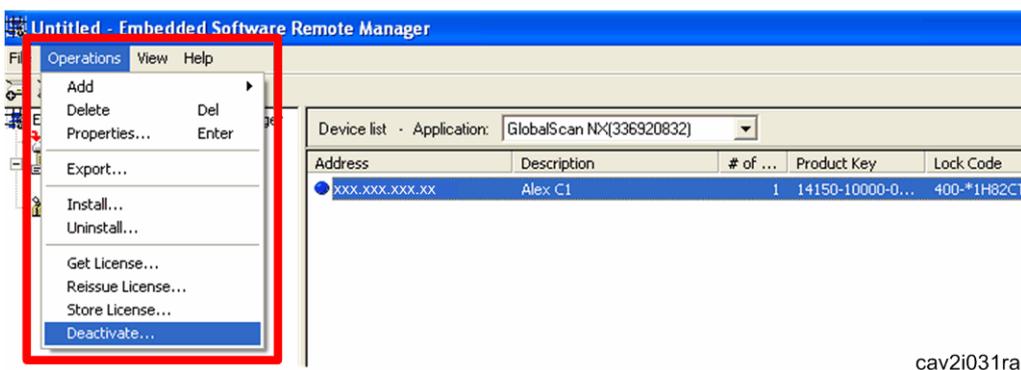
★ Important

- To return a license to the activation server, the internet connection is required. If it is not available, see p.46 "Getting and Returning a License without Internet Connection" in the Appendix section.

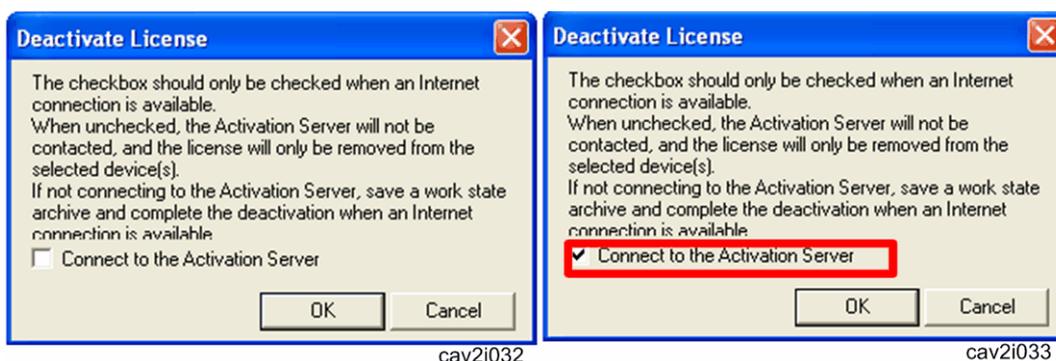
1. Execute the "Remote Manager".
2. Open the Work state archive (filename.caz) which is already saved before.



3. Click the "Device List" icon on the left window to ensure you are working on a Device list.
4. Select the DSDK Application you want to deactivate (it is highlighted).



5. Select the "Operation" menu item and click the "Deactivate".



6. If a machine and "Remote Manager" are in internet connection, click the check box to connect to the activation server.
If not, continue this procedure without clicking the check box.
7. Click the "OK" button.



8. Click the "OK" button after the "Deactivate" from the target machine has been completed.
9. **SAVE this deactivation data** from the target machine as a Work state archive file if the machine and "Remote Manager" are not in the internet connection or you quit this deactivation procedure now.

★ Important

- This deactivation data must be necessary for deactivating the license from the activation server later.



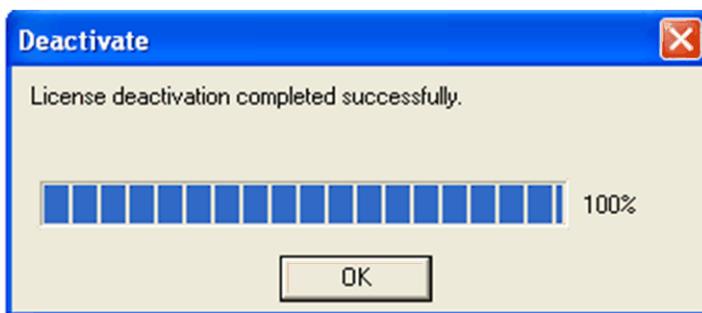
10. Enter the exact same "User ID and Password" registered in the activation server.

Uninstallation Procedure

↓ Note

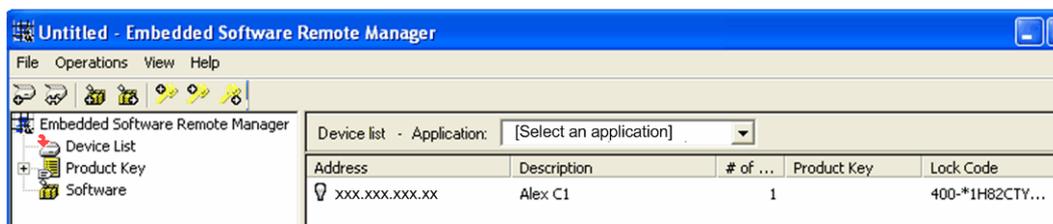
- The "User ID and Password" have a word limitation. For details, refer to "xxx" in the Appendix section.

11. Click the "OK" button.



cav2i081

12. Click the "OK" button after "Deactivate" from the activation server has been completed.



cav2i055a

13. The white lamp icon appears in the Device list if the DSDK Application is appropriately deactivated.

14. Go to step 2 in the "DSDK Application Uninstallation" to continue the deactivation and uninstalltion procedure.

15. If you want to quit here before the uninstallation procedure, save this device status data as a Work state archive (filename.caz) and ask a customer to keep this file.

★ Important

- This Work state archive (filename.caz) will be necessary for the uninstallation of DSDK application(s).

DSDK Application Uninstallation

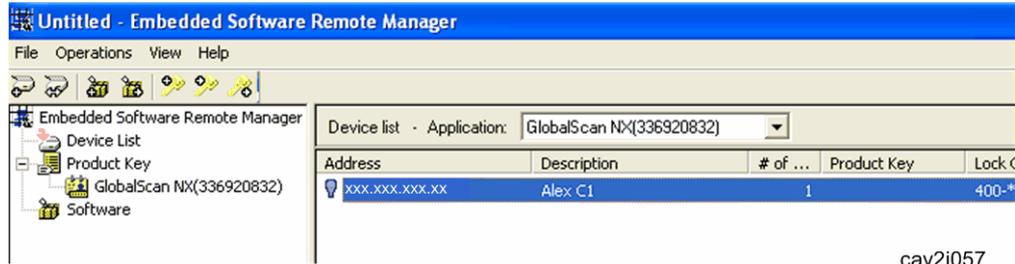
★ Important

- Unistallation must be executed from a PC with a network connection to a target machine.
- Before this uninstallation procedure, deactivation must be done. Otherwise, product key will be wasted.

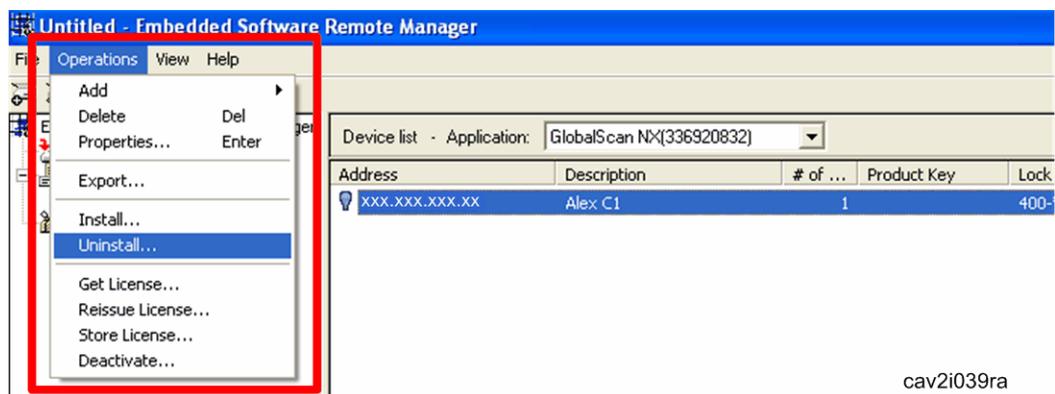
1. Execute the "Remote Manager" and open the Work state archive (filename.caz) which is already saved before if you have closed the "Remote Manager" after the deactivation

Uninstallation Procedure

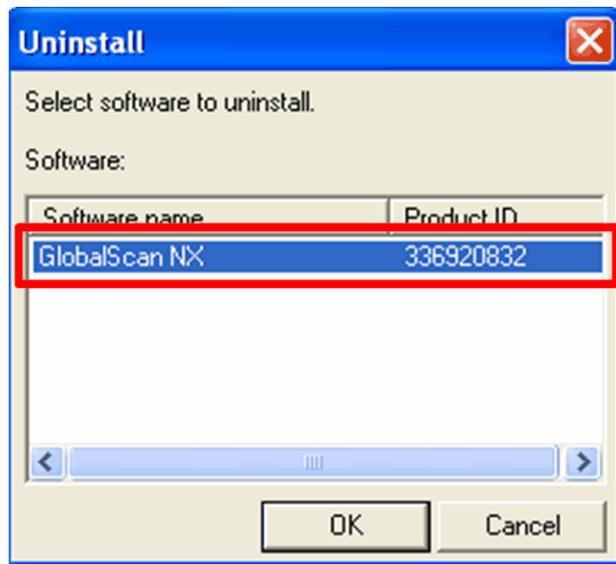
procedure.



2. Click a target machine to uninstall DSDK Application in a Device List on the right window (it is highlighted).



3. Select the "Operation" menu item and click "Uninstall".

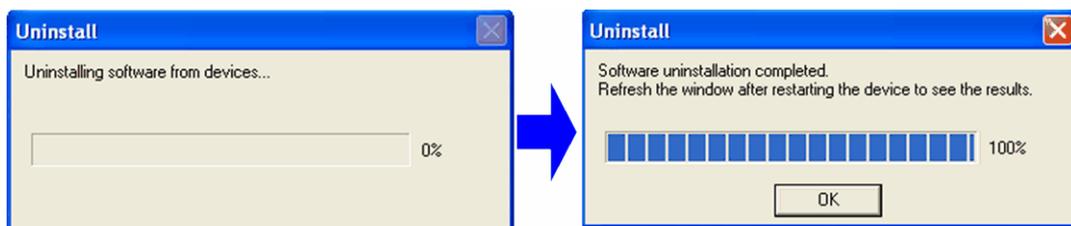


4. Select software to uninstall and click the "OK" button.



cav2i013

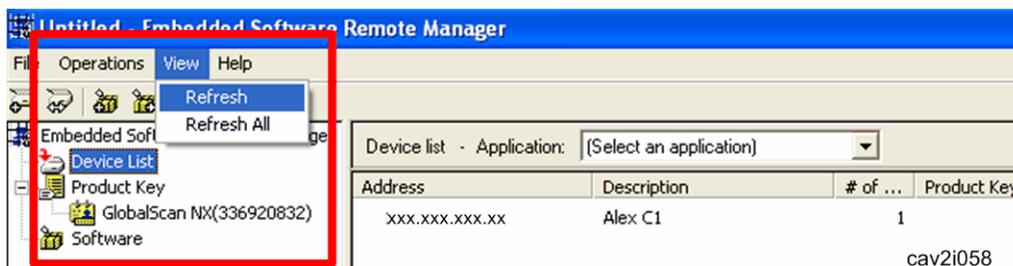
5. Ask a machine administrator to input a user name and password of the machine administrator.
6. Click the "OK" button.



cav2i042

cav2i043

7. Click the "OK" button after the uninstallation completion screen has appeared.



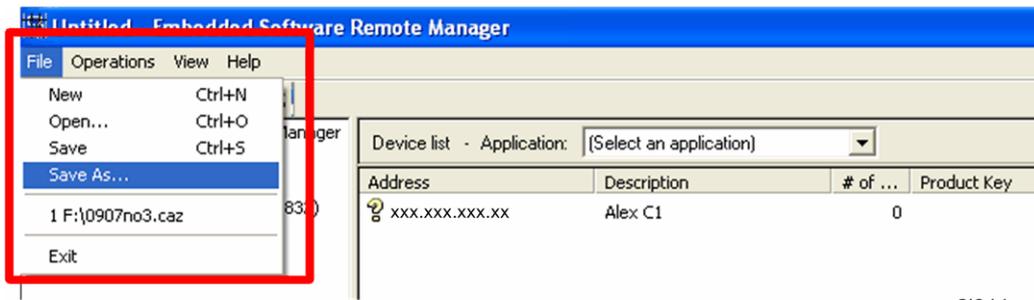
cav2i058

8. Select the target machine to view in the Device List.
9. Select the "View" menu item and click the "Refresh".



- Click the "Refresh All" if you have installed software in the multiple target machines. This refreshes all machines listed in the "Device List".

Uninstallation Procedure



cav2i044a

10. Select the "File" menu item, and then "Exit" to close the "Remote Manager".



- Clicking the close application window button ([X] in upper right) can also close the "Remote Manager".
11. The pop-up dialogue box appears to ask you if this device status data has to be saved to a Work state archive (filename.caz).
 12. Select the "Yes" button if you have not saved the device status data (Work state archive).
 13. Ask a customer to keep this Work state archive (filename.caz).

Remote Updating

DSDK Remote Updating

★ Important

- **First update the DSDK/J Platform if the DSDK/J Platform and DSDK application are supposed to be updated at the same time.**

Remote Manager can update a DSDK application in the target machine. To update a DSDK application with the Remote Manager, follow the procedure below.

1. Ask a machine administrator to stop the DSDK application with the operation panel (the procedure for stopping a DSDK application is described below for reference).

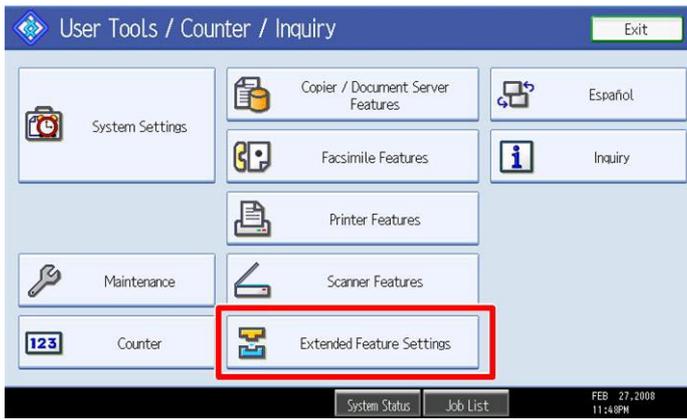
↓ Note

- Stop other SDK applications if they have been installed in the machine.
 - You can also stop the DSDK application with the web image monitor (the procedure for stopping a DSDK application is described below for reference).
2. Launch the Remote Manager.
 3. Add a DSDK application for updating in the Remote Manager (see p.20 "Adding a DSDK Application in the "Remote Manager"").
 4. Install the DSDK application for updating in the target machine (see p.21 "Installing the DSDK Application in the Target Machine").
 5. Turn off and on the target machine.
 6. Ask a machine administrator to check if the version of the DSDK application is updated and if the installed DSDK application is "Starting Up".

To stop a DSDK application with Operation Panel

1. Press User Tools/Counter key on the machine's operation panel.
2. Log in the "User Tools" using a machine administrator account (user name and password).

Uninstallation Procedure



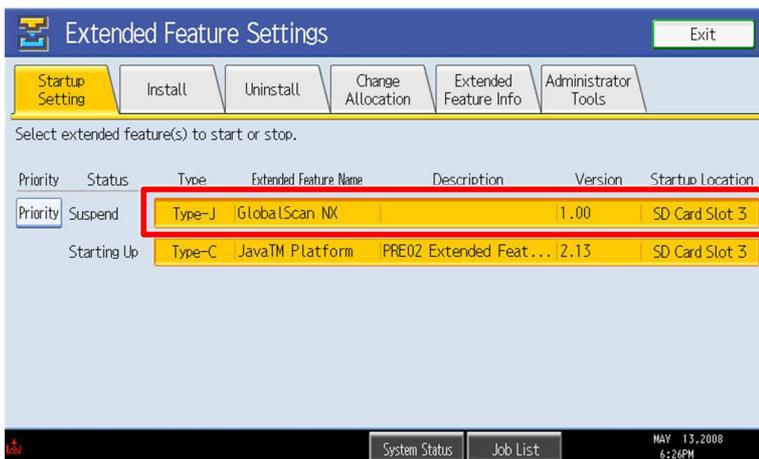
cav2i063

3. The screen shown above is displayed.
4. Press "Extended Features Settings".



cav2i064

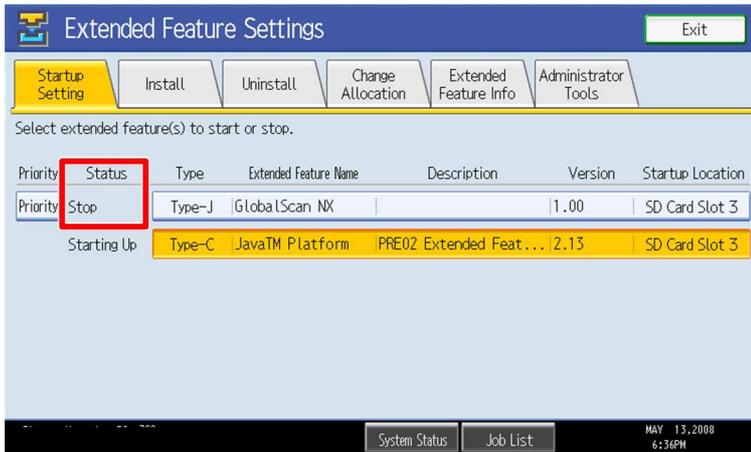
5. The screen shown above is displayed.
6. Press "Extended Features Settings".



cav2i093

7. Press a bar of the target DSDK application to stop.

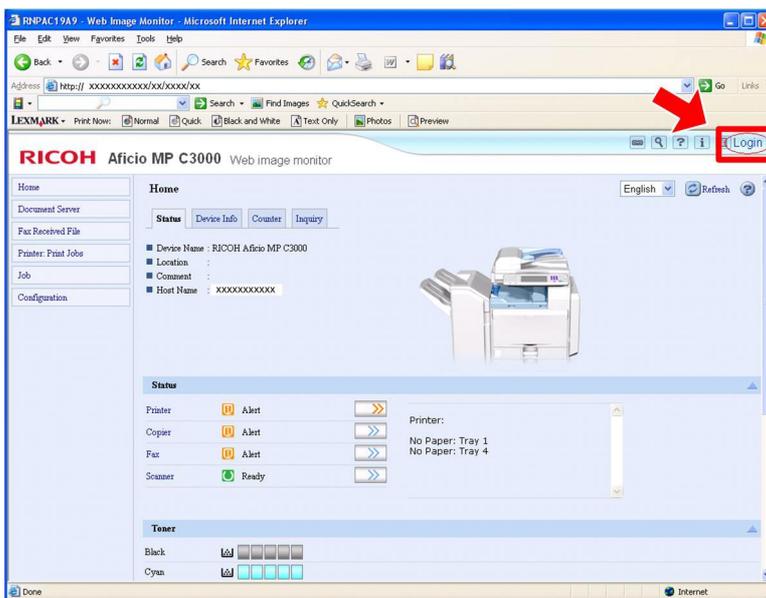
Uninstallation Procedure



cav2i094

8. "Stop" is displayed in the Status column and DSDK application bar turns white if a target DSDK application is stopped.

To stop a DSDK application with Web Image Monitor



cav2i052

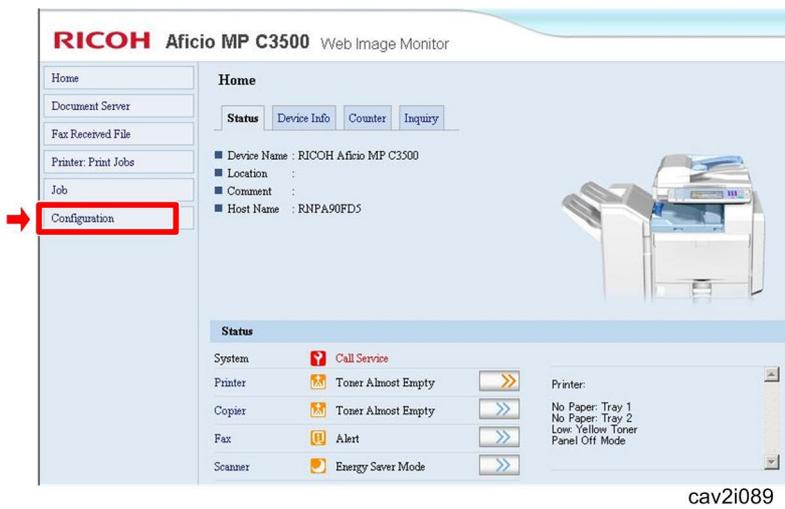
1. Access the "Web Image Monitor" of the target machine using your web browser.
2. Click the "Login" button.

Uninstallation Procedure



The image shows the login screen for the RICOH Web Image Monitor. At the top left is the RICOH logo. Below it is a decorative banner with a blue and green light effect and the text "Web Image Monitor". Underneath the banner is a login form with two input fields: "Login User Name" and "Login Password". A "Login" button is positioned below the password field. A red rectangular box highlights the entire login form area. At the bottom left of the page is a "Cancel" button. The text "cav2i088" is located at the bottom right of the image.

3. Login the target machine using a machine administrator name and password.



The image shows the dashboard of the RICOH Aficio MP C3500 Web Image Monitor. The title bar reads "RICOH Aficio MP C3500 Web Image Monitor". On the left is a navigation menu with options: Home, Document Server, Fax Received File, Printer: Print Jobs, Job, and Configuration. The "Configuration" option is highlighted with a red box and a red arrow pointing to it. The main content area has a "Home" section with tabs for "Status", "Device Info", "Counter", and "Inquiry". Below these tabs, device information is displayed: Device Name: RICOH Aficio MP C3500, Location, Comment, and Host Name: RNPA90FD5. To the right of this information is an image of the Aficio MP C3500 printer. Below the device info is a "Status" section with a "Call Service" button and a list of system alerts: Printer (Toner Almost Empty), Copier (Toner Almost Empty), Fax (Alert), and Scanner (Energy Saver Mode). On the right side of the status section, there is a "Printer:" dropdown menu and a list of printer alerts: No Paper: Tray 1, No Paper: Tray 2, Low Yellow Toner, and Panel Off Mode. The text "cav2i089" is located at the bottom right of the image.

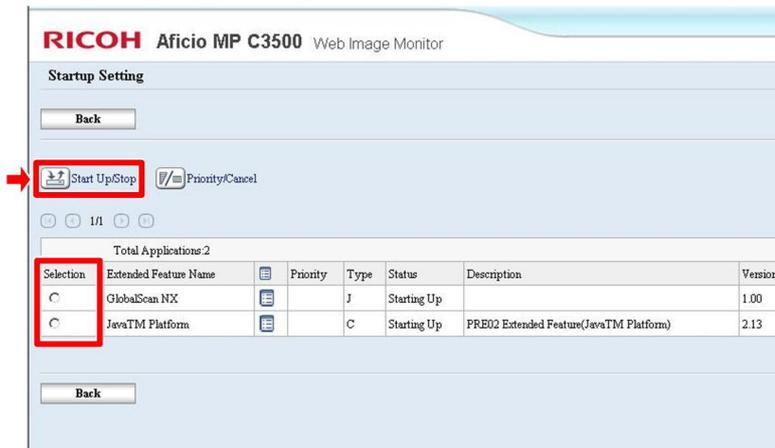
4. Click the "Configuration".

Uninstallation Procedure



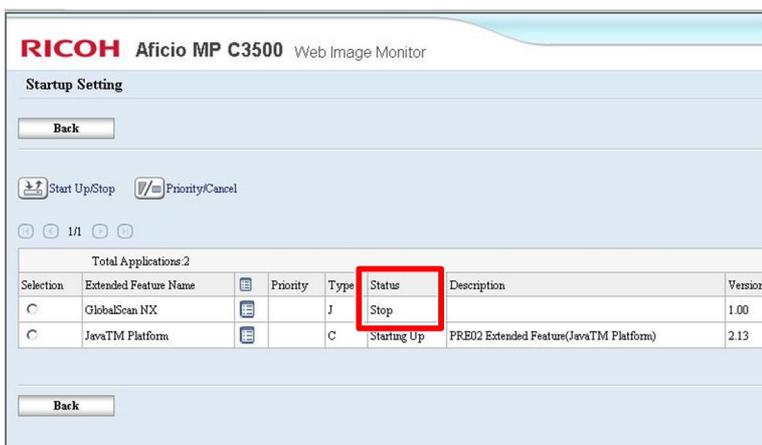
cav2i090

5. Click the "Startup Setting" in the "Extended Feature Settings".



cav2i091

6. Check the radio button of a DSDK application to be updated, and then click the "Start Up/Stop".



cav2i092

7. "Stop" is displayed in the Status column if a target DSDK application is stopped.

Java VM Remote Updating

★ Important

- **First update the DSDK/J Platform if the DSDK/J Platform and DSDK application are supposed to be updated at the same time.**

Remote Manager can update a DSDK/J Platform in the target machine. To update a DSDK/J Platform with the Remote Manager, follow the procedure below.

1. Ask a machine administrator to stop the DSDK application with the operation panel (the procedure for stopping a DSDK application is described below for reference).

↓ Note

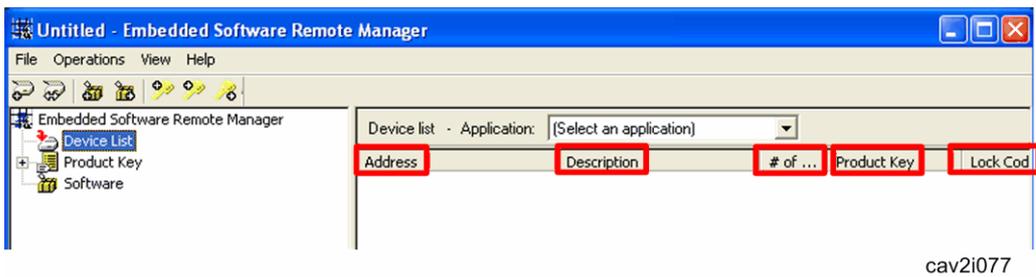
- Stop other DSDK applications if they have been installed in the machine.
 - You can also stop the DSDK application with the web image monitor (the procedure for stopping a DSDK application is described below for reference).
2. Launch the Remote Manager.
 3. Add a DSDK/J Platform for updating in the Remote Manager (see p.20 "Adding a DSDK Application in the "Remote Manager"").
 4. Install the DSDK/J Platform for updating in the target machine (see p.21 "Installing the DSDK Application in the Target Machine").
 5. Turn off and on the target machine.
 6. Ask a machine administrator to check if the version of the DSDK/J Platform is updated and if the installed DSDK/J Platform is "Starting up".

Appendix

Appendix

Operation Screen

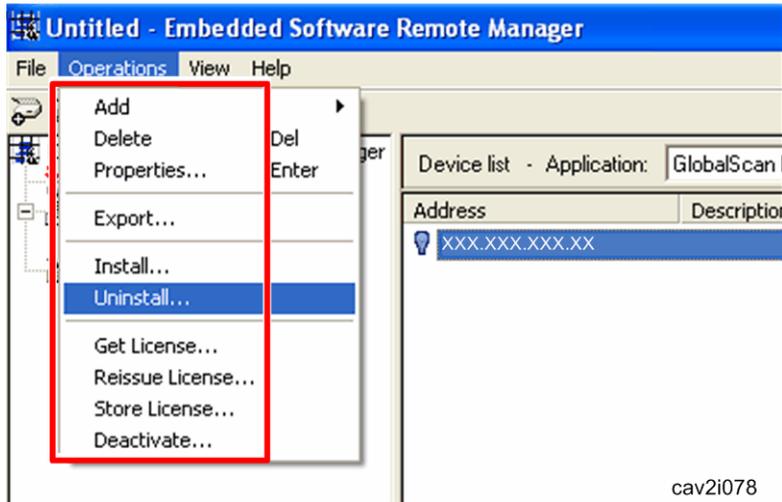
Device List: Column Description and Menu Description



Up to 100 devices can be registered in the Device List.

Column Name	Description
Address	Displays IP address(es) or host(s) name of added target machines.
Description	Displays description(s) of the target machines.
# of ...	Displays the number of installed applications in the target machine.
Product Key	Displays a product key added for the target machine.
Lock Code	Displays the lock code of the target machine.
License Code (not shown)	Displays "Exists" if a product license is added to the target machine. Displays "Removed" if a product license is returned from the target machine.
Status (not shown)	Displays the result (message and error code) of the latest operation for the target machine. For details about error code, see the "Troubleshooting" following this content.

Appendix

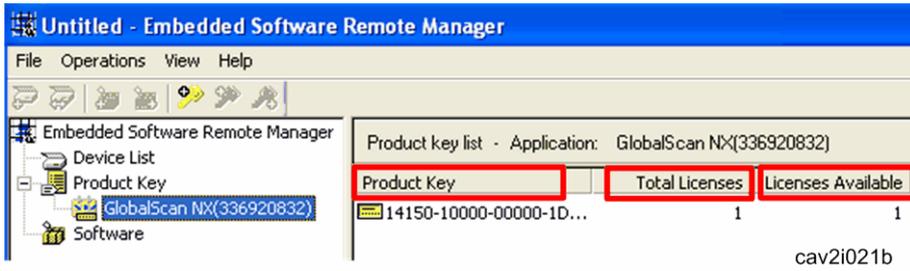


cav2i078

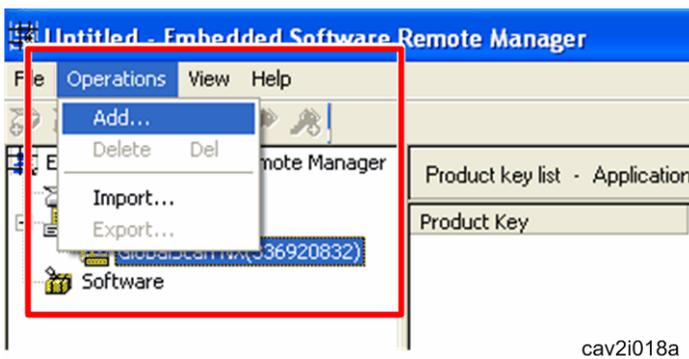
Menu Item	Description
Add – Manual Input...	Adds a machine (device) manually.
Add – From File...	Adds a machine from a CSV file or hosts file.
Delete	Deletes a machine in the device list.
Properties...	Opens a machine's information screen.
Export...	Exports a device list as a CSV file format.
Install...	Installs or updates a DSDK application in the target machine.
Uninstall...	Uninstalls a DSDK application from the target machine.
Get License...	Gets a product license for the target machine.
Recover License...	Not supported.
Store License...	Stores an obtained product license in the target machine.
Deactivate...	Deactivates the product license in the target machine.

Product Key: Column Description and Menu Description

Appendix



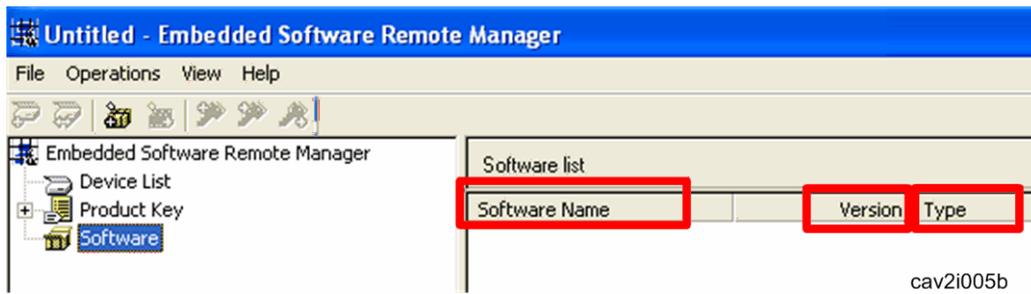
Column	Description
Product Key	Product key
Total License	The number of licenses included in the product key
Unused License	The number of licenses not yet assigned



Menu item	Description
Add...	Adds a product key to the list
Delete	Deletes the product keys selected from the list
Import...	Imports product keys from the product key list files.
Export...	Exports the product key list to one or more files.

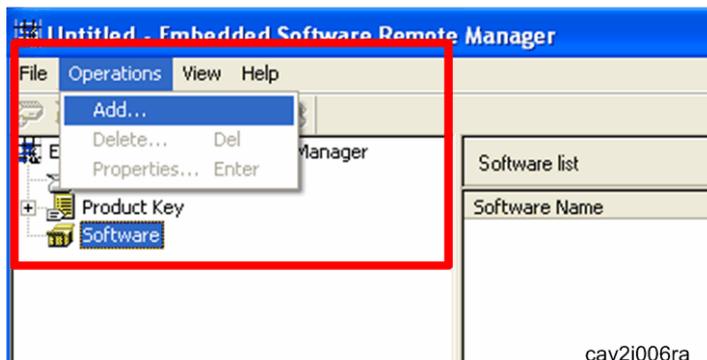
Software: Column Description and Menu Description

Appendix



Up to 64 software can be registered in the Software list.

Column	Description
Name	Software name
Version	Software version
Type	Software type There are the following software types: <ul style="list-style-type: none"> ▪ Application: Application (New install) ▪ Application update: Application (Update install) ▪ DSDK/J Platform update: DSDK/J Platform (Update install)



Menu item	Description
Add...	Adds new software to the list
Delete	Removes the software selected from the list
Property...	Shows the properties of the software selected from the list

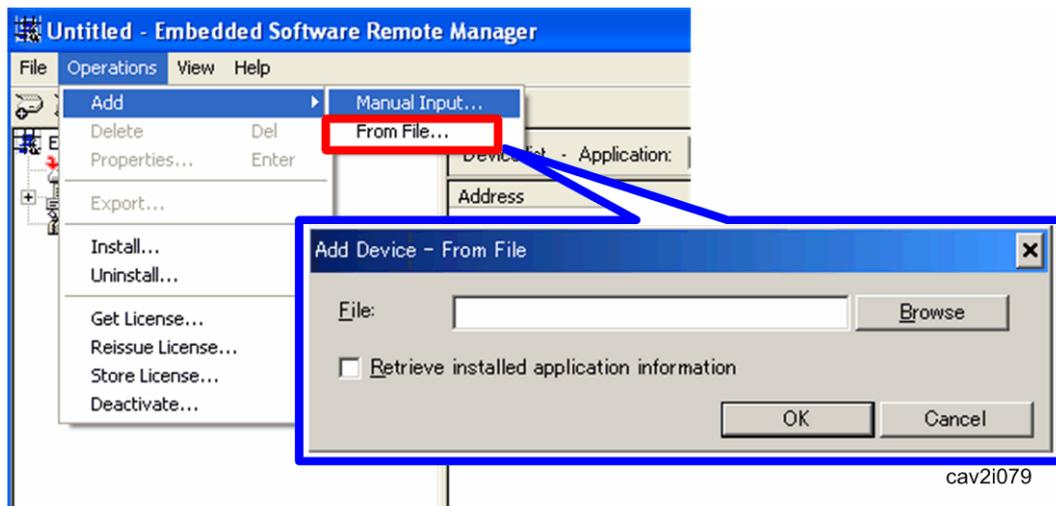
Getting and Returning a License without Internet Connection

To get or return a license for DSDK Application, the internet connection is required. If it is not available, follow the procedure below;

1. Open the Work state archive (filename.caz) which is already saved before.
2. Get or return a license in anyplace where you can access the internet with the "Remote Manager".
3. Save a Work state archive (filename.caz).
 - File > Save or Save as

Add From File

You can add devices from a CSV file (Remote Manager format) or a hosts file exported from the "SmartDeviceMonitor for Admin".

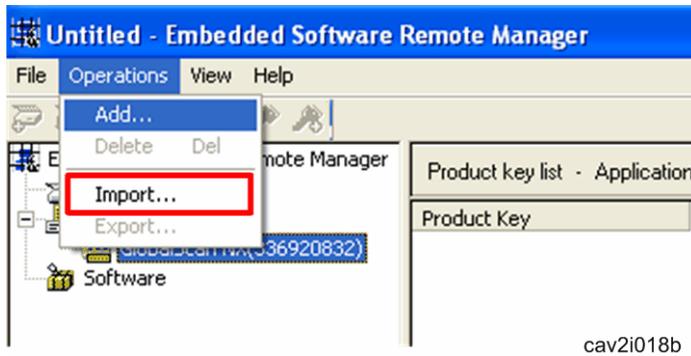


The dialogue above is displayed when "From File" menu is selected (Operation > Add > From File).

Menu List

Menu item	Description
File	Path of CSV file or hosts file Maximum character strings: 260
Retrieve installed application information	When check box is checked, device information is updated after pressing [OK].

Importing Product Keys from File



Product keys can also be added by importing from a file (Operation > Import...). The file that can be imported is text file with one line per product key as shown below.

```
12345-67890-xxxxx-xxxxx-xxxxx
12345-67890-xxxxx-xxxxx-xxxxx
.
.
.
```

cav2i061

Note

- Each product key must be typed in each line in a ".text" formatted file. Otherwise, importing product keys from a file may fail.

Product Registration for DSDK Application

If you are asked to register a user name and password and product key(s) by a customer, follow this procedure.

1. Access the following URL.
 - URL: <https://www.onlineactivation.net/marketplace>
2. Select the language to display from the drop-down list.

Appendix

Registered User

User ID:

Password:

Remember Password

[Product addition](#)

[Edit user information](#)

New Customer

[Click here](#)

cav2i082

3. Under "New Customer", click [Click here].

*means required field.

Company Name*

Address Street1

Address Street2

City

Province/State*

Postal Code/Zip Code

Country*

Create Log-in information (User ID and Log-in Password will be needed for registering new products, updating/reissuing license, and editing user information)

User ID*

Log-in Password (6-14 characters)*

Password Confirmation*

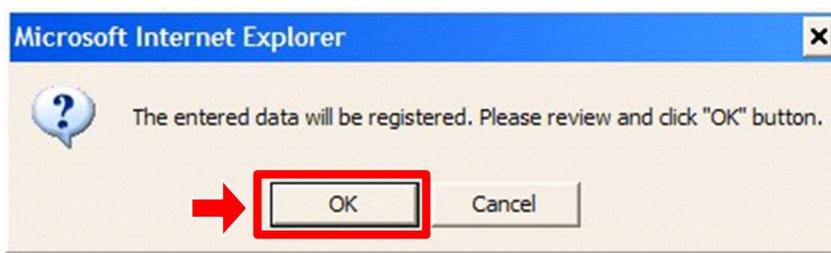
cav2i083

4. Enter all required information (arrow marks indicate a required field).

[Note](#)

- After entering User ID and Password of customer's choice, instruct a customer to keep the information in a safe place. This information must be necessary for changing the registration information in the future.

5. Click [Next].



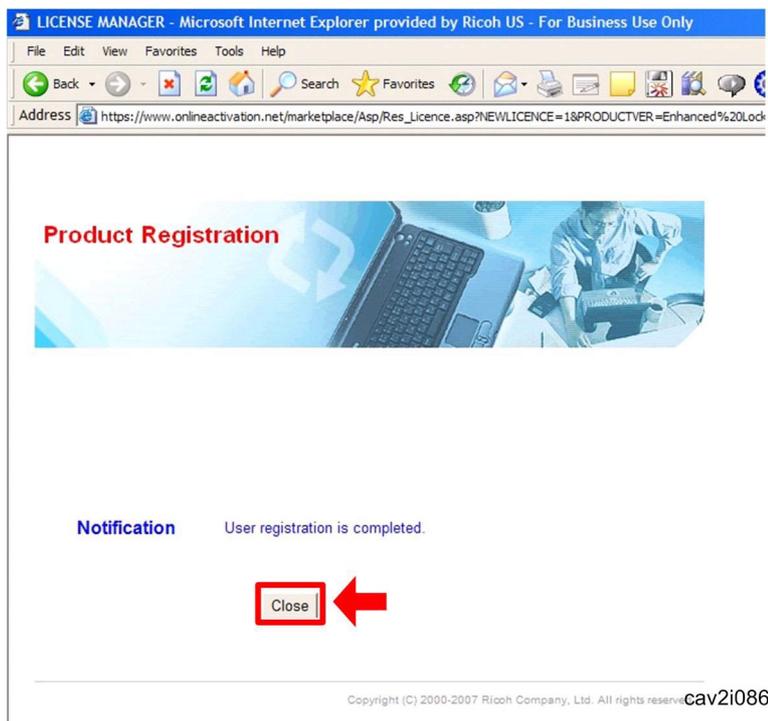
cav2i084

6. Click [OK] after the Data Confirmation message has appeared.

cav2i085

7. Fill in all fields, and then click [Next].
8. The Data Confirmation message appears. Click [OK].
9. The Product Key and User information are successfully registered.

Appendix



10. Click [Close].

Work State Archive Description

Device list, product key list and software list can be saved in a Work state archive. All the Work state archives are archived in zip but with the extension caz.

Device list

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

Product key list

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

Software list

All the contents in the software list window are saved into SoftwareList.csv.

Reading files

Retrieve each file from a caz file and update all the lists.

Saving files

Appendix

Save all the Work state archives into a .caz file (archived in zip).

Device List File Description

The following is the configuration of the Device List File (CSV file) exported by Remote Manager. The first line should describe the following:

CSV file configuration

Column	Value	Comments
1	Device Address	
2	Device Description	
3	Product ID	
4	Feature Name	
5	Product Key	
6	Software Name	
7	Lock Code	
8	License Code	
9	Status Code	
10	Device Serial Number	
11	Model Name (PnP Name)	
12	Java VM Version	
13	Activation Status	Following values are input in this field <ul style="list-style-type: none">▪ none: Not activated▪ Invalid: Activation is invalid▪ et: License is obtained from Activation Server▪ cancel: License code is deactivated▪ success: Activated successfully

Appendix

Column	Value	Comments
14	Application Version	
15	Uninstall is possible	Whether if uninstall is possible or not <ul style="list-style-type: none">▪ enable: possible▪ disable: impossible
16	Device error code	Error code obtained from device (decimal number)

Troubleshooting

Error Messages

Error Message	Comment
An unknown error occurred.	This uncommon error typically indicates an unstable system. Reboot or use a different PC.
Reading file failed.	Remote Manager was not able to read the selected file. Please verify that the file is the correct format and exists at the target location.
Writing file failed.	Remote Manager was not able to write the file. Please check the available space and access privileges for the target location.
Initialization failed.	Remote Manager was unable to initialize its file library. Reboot or use a different PC.
An internal processing error occurred.	An invalid value was encountered. This is a critical error, and the log file should be sent to RCL.
A timeout error occurred.	Check the network environment.
There is insufficient memory.	Add more virtual memory.
File compression failed.	Unable to compress file due to lack of disk space or

Appendix

Error Message	Comment
	system error. Verify the available disk space and try again.
File decompression failed.	Remote Manager was unable to decompress the targeted file. Verify that the file is not corrupt, and that there is enough space on the disk for a temporary file.
There has been a sharing violation.	The target device maybe in use. Please try again later.
You do not have access privileges for this operation.	The current user does not have access privileges. Please log in as an administrator.
The process could not be completed because the disk is full.	There is not enough space on the HDD to save the temporary files. Create some free space before retrying.
A network communication error occurred.	Check the network environment.
Authentication failed.	The entered username/password is incorrect. Please verify the login information.
File name has not been specified.	A target file has not been selected.
The target device does not exist.	The targeted device(s) have already performed the selected operation. Please choose a different device.
The specified file could not be opened.	The targeted file is in the wrong format.
The device is not yet ready.	Device is on but unable to receive information (i.e. device is warming up). Wait for a while then retry.
The process could not be completed because the device is in use.	Wait for the device to become available then retry.

Appendix

Error Message	Comment
The specified device is turned off or is not supported.	Make sure the selected device is a supported type and is turned on.
Enter the address of the device.	No IP address was entered. Please enter an IP address then retry.
The specified device is already added.	The device is currently registered. Please specify a different device.
There are not enough licenses available.	All licenses of a registered product key are in use. Add a different product key, or deactivate an active device.
Failed to make a request for license publication to Activation Server.	The local network environment has a problem, or the Activation Server is down.
Failed to obtain license code.	The local network environment has a problem, or the Activation Server has detected an error or timed out.
Device information could not be updated.	There was a network error. Please try again later.
The product key entered is invalid.	The product key is incorrect. Please verify and try again.
The product key entered does not match with the application selected.	The product key was correct but for a different application. Please select the correct application or a different product key.
The product key entered is already added.	Please verify that the correct key was input, or enter a different product key.
The product key specified cannot be deleted because it is being used.	Please deactivate all licenses before attempting to delete the key.
The product key has not been added.	The current operation was unable to complete because no corresponding product key has been

Appendix

Error Message	Comment
	registered. Please add a product key to complete the operation.
There are not enough product keys. Please add more license(s). Do you want to continue anyway?	There are not enough licenses available to activate on all selected machines. Please add more licenses/product keys, or deactivate any undesired devices.
The software specified is invalid.	The selected package contains unsupported software. Please select a different package, or verify the contents of the desired package.
The software specified is already added.	The selected application is currently registered.
Some of the devices could not be imported because the maximum number of devices has been reached. Check the results of the operation.	<ul style="list-style-type: none"> ▪ Remote Manager was unable to import all devices from a Work state archive, a CSV file, or a Hosts file as the maximum number of registered devices has been reached. Determine which devices were added, then manually add/remove as desired.
Some of the software could not be imported because the maximum number of software has been reached. Check the results of the operation.	<ul style="list-style-type: none"> ▪ Remote Manager was unable to import all applications from a Work state archive as the maximum number of registered applications has been reached. Determine which applications were added, then manually add/remove as desired.
There is some invalid device information in the file. Check the results of the operation.	<ul style="list-style-type: none"> ▪ The selected Work state archive, hosts file or CSV file contains invalid device information. Please verify that all device information in the selected file is correct.
There are some invalid product keys in the file. Check the results of the operation.	<ul style="list-style-type: none"> ▪ The selected Work state archive or text file contains an invalid product key. Please verify that all product keys in the selected file are

Appendix

Error Message	Comment
	correct.
There is some invalid software in the file. Check the results of the operation.	<ul style="list-style-type: none"> The selected Work state archive contains invalid application data. Please verify that all application data in the selected file is correct.
The software selected does not exist.	Remote Manager was unable to detect the selected application for uninstallation. Please verify that the application is currently installed on the device.
Software is not selected.	No application was chosen. Please be sure to chose an application for removal.
Necessary modules are not found.	Necessary components of the application package are missing. Please contact RCL for a new application package.

Error Code

Error code is displayed in the "Status" column of Remote Manager's operation screen. If an error still appears after taking action, collect all of Remote Manager's logs that are saved in the folder (default folder name: temp) where EmbeddedSoftwareRemoteManager.exe is located so that they may be used for analysis. (See p.70 "Collection of Remote Manager's Logs ")

Error Code	Description
E00	ERROR: Operation progress could not be obtained.
	<p><Action>: Try again later.</p> <p><Remarks>: This is a rare case. This might occur when sending a license request to the Activation Server immediately after registering the product key on the Activation Server.</p>

Error Code	Description
E01	ERROR: Authentication failed.
	<Action>: Verify that the User ID and Password are correct then try again.
E02	ERROR: The product key is invalid.
	<Action>: Verify that the product key is correct and is registered with the Activation Server.
E03	ERROR: The product name is invalid.
	<Action>: Contact the administrator of the Activation Server because this error is caused by a mistake made when the product was added to the Activation Server.
E04	ERROR: The lock code is invalid.
	<Action>: Reboot the device. If the error still appears, the device in question is the source of the trouble.
E05	ERROR: [Get/Reissue License] Database write error
	<Action>: Contact the administrator of the Activation Server. <Remarks>: This is a rare case and caused by an internal error on the Activation Server. The license was issued by the Activation Server but failed to be written to the Activation Server's DB.
E06	ERROR: [Get License] A license has already been issued by the Activation Server.

Error Code	Description
	<p><Action>: Save the current status in a work state archive, and then restart Remote Manager.</p> <p><Remarks>: This is a rare case and caused by an internal error in Remote Manager.</p>
E07	<p>ERROR: [Reissue License] A license has not been issued by the Activation Server.</p>
	<p><Action>: Save the current status in a work state archive, and then restart Remote Manager.</p> <p><Remarks>: This is a rare case and caused by an internal error in Remote Manager.</p>
E08	<p>ERROR: [Get/Reissue License] The license has expired.</p>
	<p><Action>: Contact the administrator of Activation Server because at this time there is no product with a limited-time license.</p>
E12	<p>ERROR: [Get/Reissue License] The Activation Server failed to generate a license code.</p>
	<p><Action>: Contact the administrator of the Activation Server because this error is caused by an internal error on the Activation Server.</p>
E13	<p>ERROR: Failed to read product key file.</p>
	<p><Action>: Contact the administrator of the Activation Server because this error is caused by an internal error on the Activation Server.</p>
E14	<p>ERROR: Failed to read lock code.</p>

Error Code	Description
	<p><Action>: Contact the administrator of the Activation Server because this error is caused by an internal error on the Activation Server.</p>
E15	<p>ERROR: Failed to read license code file.</p>
	<p><Action>: Contact the administrator of the Activation Server because this error is caused by an internal error on the Activation Server.</p>
E16	<p>ERROR: The maximum number of devices allowed for batch registration has been exceeded.</p>
	<p><Action>: Save the current status in a work state archive, and then restart Remote Manager. <Remarks>: This is caused by an internal error in Remote Manager.</p>
E17	<p>ERROR: Product key information does not match.</p>
	<p><Action>: Save the current status in a work state archive, and then restart Remote Manager. <Remarks>: This is caused by an internal error in Remote Manager.</p>
E18	<p>ERROR: Failed to delete uploaded files.</p>
	<p><Action>: Contact the administrator of the Activation Server because this error is caused by an internal error on the Activation Server.</p>
E19	<p>ERROR: License data was not found.</p>

Appendix

Error Code	Description
	<p><Action>: Save the current status in a work state archive, and then restart Remote Manager.</p> <p><Remarks>: This is caused by an internal error in Remote Manager.</p>
E20	<p>ERROR: POST data could not be received.</p> <p><Action>: Contact the administrator of the Activation Server because this error is caused by an internal error on the Activation Server.</p>
E21	<p>ERROR: USERID is invalid.</p> <p><Action>: Input a valid user ID.</p>
E22	<p>ERROR: PASSWORD is invalid.</p> <p><Action>: Input a valid password.</p>
E23	<p>ERROR: PROCESSNAME is invalid.</p> <p><Action>: Save the current status in a work state archive, and then restart Remote Manager.</p> <p><Remarks>: This is caused by an internal error in Remote Manager.</p>
E24	<p>ERROR: PROCESSFLG is invalid.</p> <p><Action>: Save the current status in a work state archive, and then restart Remote Manager.</p> <p><Remarks>: This is caused by an internal error in Remote Manager.</p>
E25	<p>ERROR: PRODUCTNAME is invalid.</p>

Error Code	Description
	<p><Action>: Save the current status in a work state archive, and then restart Remote Manager.</p> <p><Remarks>: This is caused by an internal error in Remote Manager.</p>
E26	<p>ERROR: [Reissue License] License reissuing is not supported for this application.</p>
	<p><Action>: Contact the administrator of the Activation Server to determine if the current license is capable of being forcibly deactivated (allowing for a new license to be issued).</p>
E30	<p>ERROR: Failed to access database.</p>
	<p><Action>: Contact the administrator of the Activation Server because this error is caused by an internal error on the Activation Server.</p>
E41	<p>ERROR: The product key has not been registered with the Activation Server by the specified user.</p>
	<p><Action>: The current product key is not registered with the currently logged in user. Register the product key with the Activation Server.</p>
E43	<p>ERROR: [Deactivate (Activation Server)] No record of the License exists in the Activation Server.</p>
	<p><Action>: Save the current status in a work state archive, and then restart Remote Manager.</p> <p><Remarks>: This is caused by an internal error in Remote Manager.</p>
E44	<p>ERROR: [Deactivate (Activation Server)] This product key has been activated too many times and may not be deactivated.</p>

Error Code	Description
	<p><Action>: Use another product key to activate the product, or contact the administrator of the Activation server if you feel you have received this message in error.</p>
E45	<p>ERROR: [Deactivate (Activation Server)] The maximum number of licenses for use in a batch operation has been exceeded.</p>
	<p><Action>: Save the current status in a work state archive, and then restart Remote Manager.</p> <p><Remarks>: This is caused by an internal error in Remote Manager.</p>
E51	<p>ERROR: [Store License] An error occurred during data transmission.</p>
	<p><Action>: - Remote Manager might have failed to write the output file. Check the available space and access privileges for the target media.</p>
E52	<p>ERROR: Could not obtain information about the installed applications.</p>
	<p><Action>: - Check that the device is turned on and that the device is connected to the network. - Check if the IP address or the host name of the device is correct. - Make sure that a VM card is attached to the device and that Java VM is started up.</p>
E54	<p>ERROR: [Store License] There was a network communication error.</p>
	<p><Action>: If using a host name, verify that the host name is correct. If the host name is correct, check the network environment and the network settings of the device.</p>
E55	<p>ERROR: [Store License] Device preprocessing failed.</p>
	<p><Action>: Restart the device.</p>

Appendix

Error Code	Description
E56	ERROR: [Store License] Application information could not be obtained.
	<Action>: Verify that the application is installed on the device.
E57	ERROR: [Store License] There was a communication error with the device.
	<Action>: Check the network environment and the network settings of the device.
E58	ERROR: [Store License] The target application was not found.
	<Action>: Make sure that the application is installed on the device.
E70	ERROR: [Deactivate (Devices)]
	<Action>: - Remote Manager might have failed to write the output file. Check the available space and access privileges for the target media. - Remote Manager might have failed to stop the application. Retry after stopping the application.
E72	ERROR: [Deactivate (Devices)] There was a network communication error.
	<Action>: If using a host name, verify that the host name is correct. If the host name is correct, check the network environment and the network settings of the device.
E73	ERROR: [Deactivate (Devices)] Device preprocessing failed.
	<Action>: Restart the device.
E74	ERROR: [Deactivate (Devices)] Failed to get application information.

Appendix

Error Code	Description
	<p><Action>: Make sure that the application is installed on the device.</p>
E75	<p>ERROR: [Deactivate (Devices)] There was a device communication error.</p>
	<p><Action>: Check the network environment and the network settings of the device.</p>
E76	<p>ERROR: [Deactivate (Devices)] The target application was not found.</p>
	<p><Action>: The Java VM Platform might not be operating correctly. Restart the device.</p>
E77	<p>ERROR: [Deactivate (Activation Server)] A license was not issued for the selected product key.</p>
	<p><Remarks>: The license may have been deactivated already.</p>
E99	<p>An unknown error occurred.</p>
	<p><Action>: Save the current status in a work state archive, and then restart Remote Manager. <Remarks>: This is a rare case and is caused by an internal error in Remote Manager.</p>
E100	<p>ERROR: [Installation] Could not communicate with devices.</p>
	<p><Action>: Check the network environment and the network settings of the device.</p>
E101	<p>ERROR: [Installation] There was an internal processing error.</p>

Error Code	Description
	<p><Action>: Save the current status in a work state archive, and then restart Remote Manager.</p> <p><Remarks>: This is a rare case and is caused by an internal error in Remote Manager.</p>
E102	<p>ERROR: [Installation] There was a memory error.</p>
	<p><Action>: Increase the size of the Heap memory or stop the active application. (See p.77 "Procedure for Changing a Device's Heap and Stack Sizes")</p> <p><Remarks>: The available Heap memory is insufficient. If the file size of an application is large, memory is used when installing an application.</p>
E103	<p>ERROR: [Installation] An I/O error occurred on the device.</p>
	<p><Action>: Remote Manager may have failed to write the file. Check the available space and access privileges for the target media.</p>
E104	<p>ERROR: [Installation] A network error occurred on the device.</p>
	<p><Action>: The Java VM Platform might not be operating correctly. Restart the device.</p>
E105	<p>ERROR: [Installation] A communication error occurred on the device.</p>
	<p><Action>: The Java VM Platform might not be operating correctly. Restart the device.</p>
E106	<p>ERROR: [Installation] The application failed to install.</p>

Error Code	Description
	<p><Action>: The Java VM Platform might not be operating correctly. Restart the device.</p>
E107	<p>ERROR: [Installation] The jar files are invalid.</p>
	<p><Action>: Contact the application design section. If the application is released from Japan, contact the Service Support Department of Ricoh Japan.</p> <p><Remarks>: The software package was incorrectly prepared.</p>
E108	<p>ERROR: [Installation] The device's serial number is invalid.</p>
	<p><Action>: Select the correct device for the chosen serial number, or verify that the serial number is correct for the selected device.</p> <p><Remarks>: This error appears if the application's license is limited to a specified device.</p>
E109	<p>ERROR: [Installation] An internal file transfer error occurred on the device.</p>
	<p><Action>: Remote Manager might have failed to save a file on the target device when updating Java VM. Check the available space and access privileges for the target media.</p>
E110	<p>ERROR: [Installation] A zip file handling error occurred on the device.</p>
	<p><Action>: The uploaded file might not be a zip file. Verify that the uploaded file is a zip file.</p>

Error Code	Description
E111	ERROR: [Installation] Zip file decompression error occurred on the device.
	<Action>: The zip file might be damaged or corrupted. Obtain another zip file.
E112	ERROR: [Installation] An unknown error occurred on the device.
	<Action>: The Java VM Platform might not be operating correctly. Restart the device.
E200	ERROR: [Uninstallation] Could not communicate with the device.
	<Action>: Check the network environment and the network settings of the device.
E201	ERROR: [Uninstallation] There was an internal processing error.
	<Action>: Save the current status in a work state archive, and then restart Remote Manager. <Remarks>: This is a rare case and caused by an internal error in Remote Manager.
E202	ERROR: [Uninstallation] A memory error occurred on the device.
	<Action>: Increase the size of the Heap memory or stop the active application. <Remarks>: The available Heap memory is insufficient. If the file size of an application is large, memory is used when installing an application.
E204	ERROR: [Uninstallation] A network error occurred on the device.

Error Code	Description
	<p><Action>: The Java VM Platform might not be operating correctly. Restart the device.</p>
E205	<p>ERROR: [Uninstallation] A communication error occurred on the device.</p>
	<p><Action>: The Java VM Platform might not be operation correctly. Restart the device.</p>
E206	<p>ERROR: [Uninstallation] The application failed to uninstall.</p>
	<p><Action>: The application may have been uninstalled already. If the application is not uninstalled, uninstall the application from the device using its operation panel or Web Image Monitor. If uninstallation still fails, the registration information or an application file is probably damaged. In this case, replace the VM card.</p>
E212	<p>ERROR: [Uninstallation] An unknown error occurred on the device.</p>
	<p><Action>: The Java VM Platform might not be operating correctly. Restart the device.</p>

Troubleshooting for Installation/ Activation/ Deactivation/ Uninstallation

Remote Manager Installation/ Activation/ Deactivation/ Uninstallation Procedure:

<Installation/Activation>:

1. Registering a Target Machine in the Remote Manager
2. Adding a DSDK Application in the Remote Manager
3. Installing the DSDK Application in the Target Machine
4. Adding a Product Key for DSDK Application in the Remote Manager.
5. Getting a License for DSDK Application from Activation Server
6. Storing a License in a Target Machine

<Deactivation/Uninstallation>:

Appendix

1. Deactivate a License from machine
2. Deactivate a License from Activation Server
3. Uninstalling the DSDK Application from the Target Machine

Case 1

<Installation/Activation>:

- (1) If a work state archive is not saved during steps 1-4, it is not a problem. Input the information again.
- (2) If a work state archive is not saved between steps 5 and 6, you cannot perform step 6. As a result, the product key will be wasted until further action is taken. In this case, ask the administrator of the Activation Server to forcibly deactivate the license.
- (3) If a work state archive is not saved after step 6, reregister the machine with Remote Manager. However, the following problems may happen:
 - If the machine gets damaged, replaced, or discarded, it becomes extremely difficult to identify the machine in question.
 - Volume license information (remaining number of license number activations) cannot be obtained.
 - Deactivation Step 2 will not be doable without identifying the "Product key" used in activation step 5 to obtain the license.

<Deactivation/Uninstallation>:

- (1) If a work state archive is not saved between steps 1 and 2, you cannot perform step 2. As a result, the product key will be wasted until further action is taken. In this case, ask the administrator of the Activation Server to forcibly deactivate the license.
- (2) If a work state archive is not saved between steps 2 and 3, reregister the machine with Remote Manager and use "refresh" from the View menu. Then, select the installed DSDK application and uninstall it from the target machine.

Case 2: If an IP address has changed between steps 5 and 6.

If a work state archive was saved, it is possible to update the IP address shown under the "MFD Address" column in the Device List (csv file), and then import the Device List into Remote Manager.

Case 3: If an IP address has changed after step 6.

Reregister the machine using the new IP address with Remote Manager, and proceed normally to deactivation step 1. To finish deactivation step 2, the "Product Key" must be entered again to complete deactivation with Remote Manager.

Case 4: If an IP address has changed between deactivation steps 1 and 2.

If a work state archive was saved, open the work state archive and select "Deactivate" from the Operations menu. Then, step 2 (Deactivating a license from Activation server) can be completed even if the IP address has been changed.

Case 5: If an IP address has changed between deactivation step 2 and uninstallation step 3.

Reregister the machine using the new IP address with Remote Manager, and proceed to uninstallation step 3.

Collection of Remote Manager's Logs

If a problem occurs in Remote Manager, collect the following logs that are saved in the folder (default folder name: temp) where "EmbeddedSoftwareRemoteManager.exe" file is located so that they may be used for analysis:

- EmbeddedSoftwareRemoteManager.exe.log
- InstallApple.exe.log
- UninstallApple.exe.log

Log collection settings can be changed by editing the ClientActivator.ini file located in the Remote Manager folder. The relevant section of the ClientActivator.ini file has been copied below for your reference:

[Log]

Dir=.%temp

Remove=0

;Note:

;By default, log files collected by Remote Manager are saved.

;The log is stored in one of three files: a general

EmbeddedSoftwareRemoteManager.exe.log,

;and separate logs containing details for Installation and Uninstallation operations.

;Each time Remote Manager is run, new information is appended to these logs.

;As a result, it is recommended that the files be moved, edited, or deleted periodically to

;reduce the size and increase the readability of the logs.

;If a ";" is added before Remove=0, the log file will be deleted when Remote Manager is closed.

;The above settings will store logs in a folder called "Temp".

;The folder is automatically created by Remote Manager

;according to the path set by Dir=.%temp.

VM Card Installation and Uninstallation

Installation Procedure

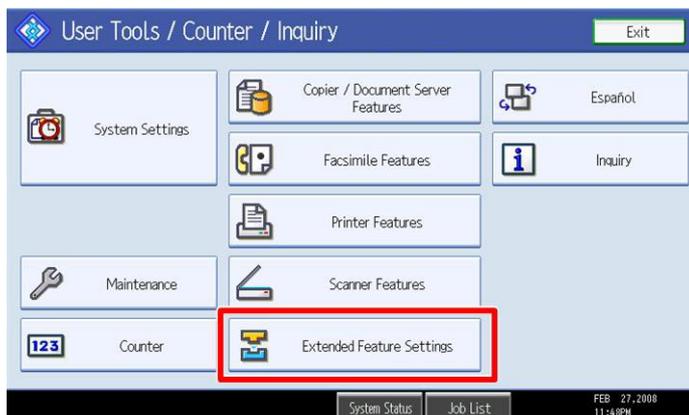
★ Important

- The VM Card should be kept in the machine. The card is only removed after uninstalling the DSDK application.
 - The VM Card should **NEVER** be removed from the machine while the machine is turned on or while power is being supplied to the machine via the main power switch. Doing so can damage the VM Card, and this may result in damage to the machine, requiring a technician.
 - The SDK/J Platform should be kept in the SD Card and NEVER copied to the hard disk drive (HDD). Copying to the HDD can result in damage to the SD Card or machine.
 - There is one JAVATM Platform, which auto-installs from the SD Card.
 - If no slot is available, move the Printer/Scanner application to the PostScript SD Card.
 - The SDK/J Platform cannot be moved to any other SD Card. If the SDK/J Platform is moved to any other SD Card, the SDK/J Platform can be damaged.
1. Turn off the operation switch, and then off the main power switch if the machine is turned on.
 2. Insert the SDK/J Platform Type C SD Card into an available slot on the machine.

Note

- See "Important" at the beginning of this section.
3. Turn on the machine.
 4. The SDK/J Platform auto-installs on the machine.

Confirm that the SDK/J Platform has been successfully installed, as follows:



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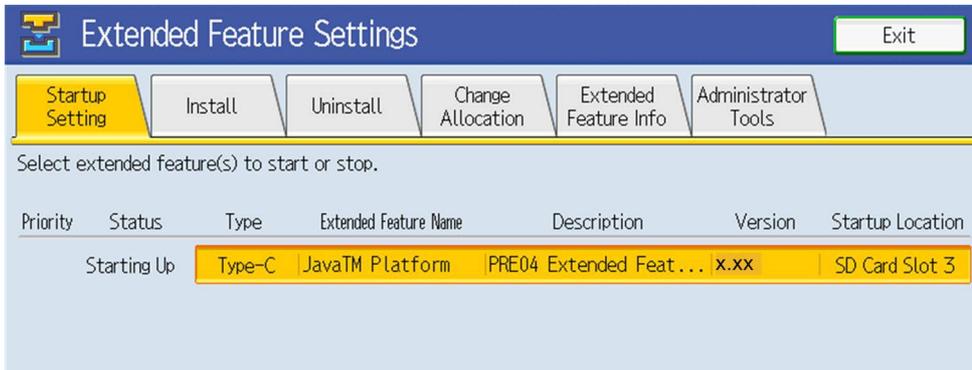
Appendix

5. Press User Tools/Counter key on the machine's operation panel.
6. The screen shown above is displayed.
7. Press "Extended Features Settings".



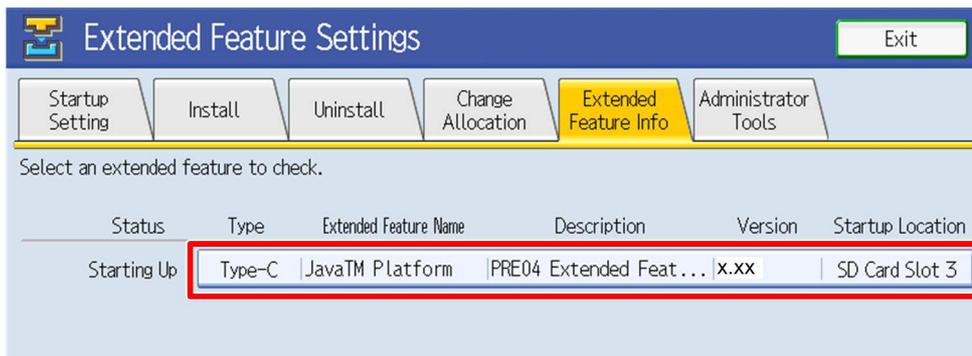
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8. The screen shown above is displayed.
9. Press "Extended Features Settings".



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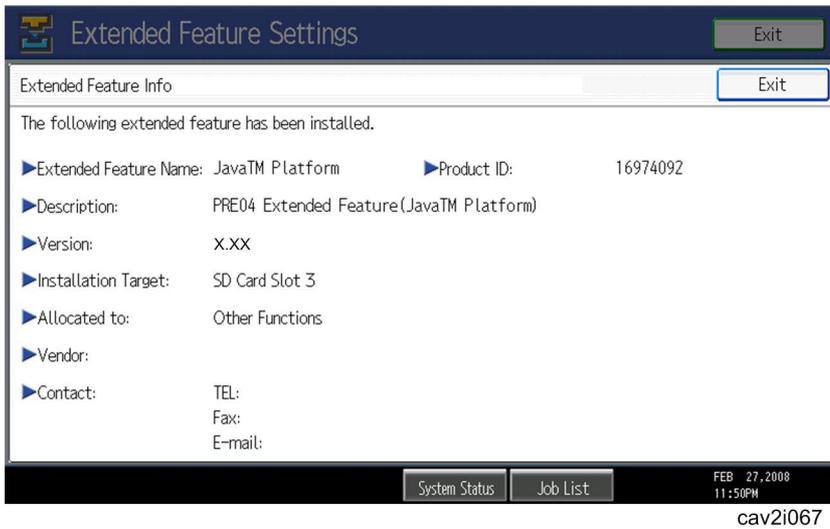
10. Java™ Platform field appears.



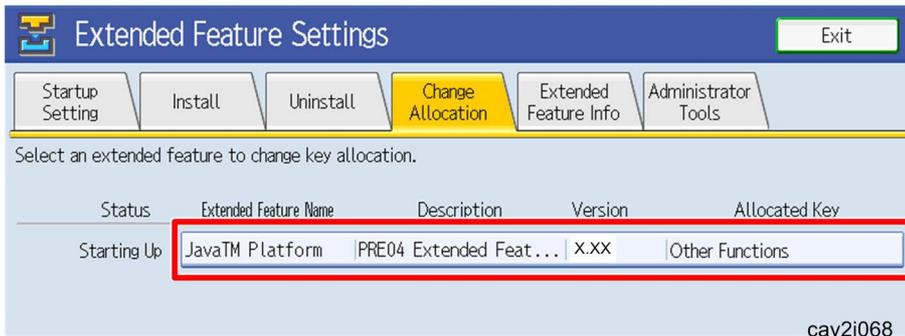
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11. Press "Extended Feature Info" tab to confirm settings.
12. Press "Extended Feature Name" line.

Appendix



13. Confirm that the JavaTM Platform settings are correct.
14. Press "Exit" to return to the previous screen.
15. If you would like to change the function key allocation, go to the next step. Otherwise, press "Exit" several times to go back to the main screen.

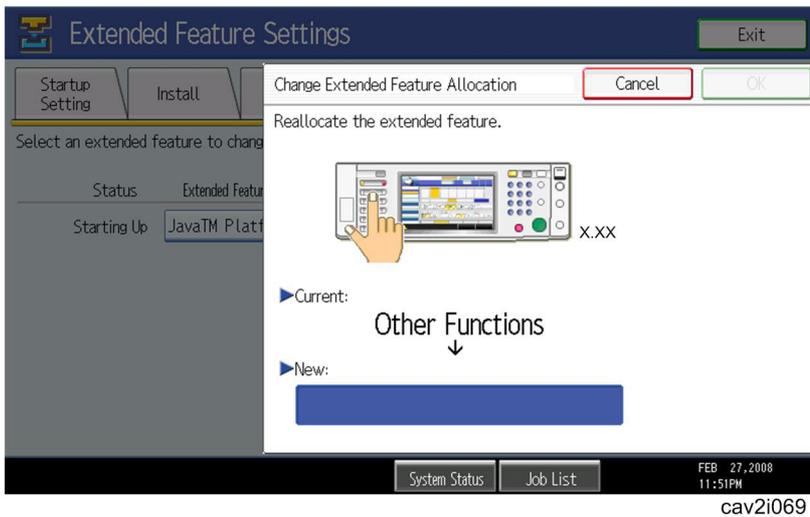


16. Press "Change Allocation" tab.
17. Press "JavaTM Platform" line.

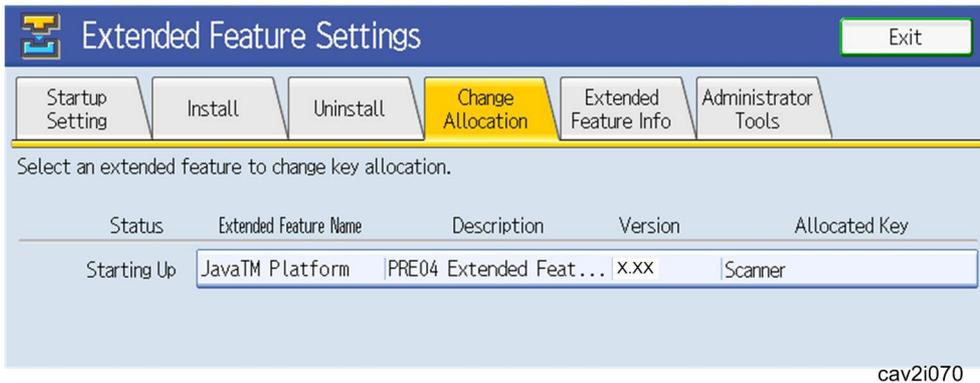


- The Other Functions key is allocated by default. Select whichever key you like to access the Java Platform.

Appendix



18. Press a function key to allocate a key (e.g., Copy, Printer or Scanner), and then press "OK".



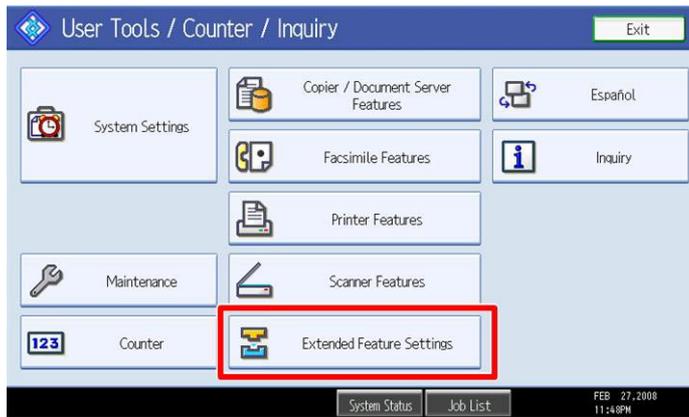
19. Press "Exit" twice to exit out of "Extended Feature Settings" and "User Tools".

Uninstallation Procedure

★ Important

- When uninstalling the SDK/J Platform, first uninstall the DSDK application(s) and Configuration Utility firmware from the machine. After the firmware is uninstalled, the SDK/J Platform can then be uninstalled.
 - Do not remove the VM Card before the SDK/J Platform is safely uninstalled. Otherwise, the SDK/J Platform may be damaged and also the machine may be damaged.
 - The VM Card should **NEVER** be removed from the machine while the machine is turned on or while power is being supplied to the machine via the main power switch. Doing so will damage the VM Card; this may result in damage to the MFD, requiring a technician visit.
1. Press "User Tools/Counter" key on the operation panel of the machine.

Appendix



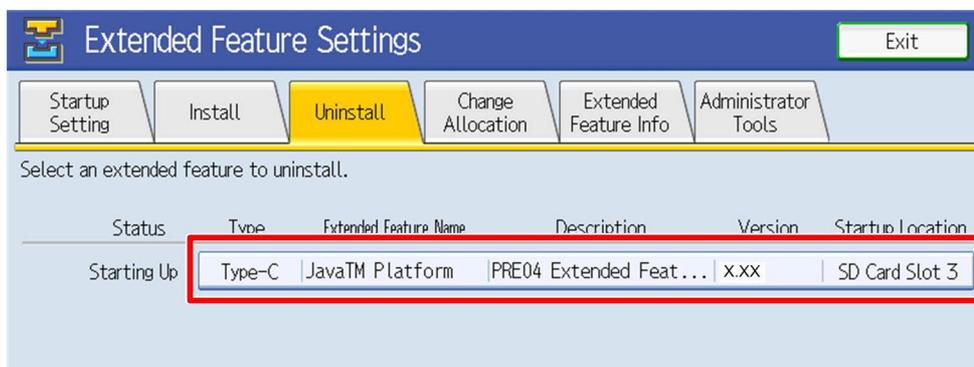
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2. Press "Extended Feature Settings".



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3. Press "Extended Features Settings".

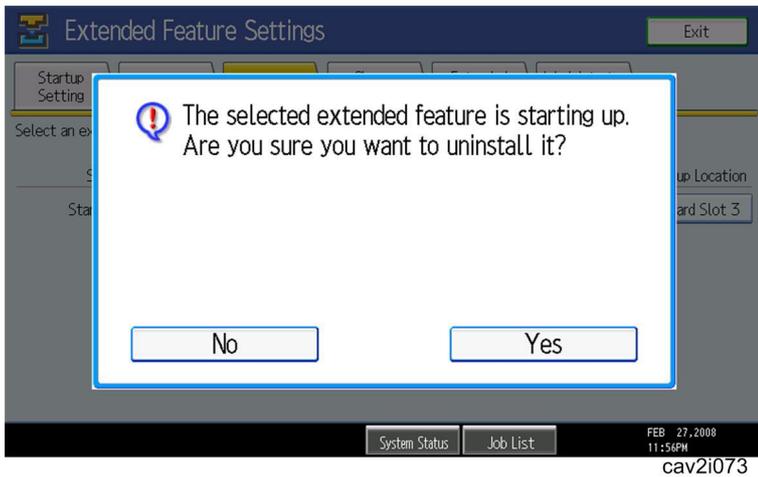


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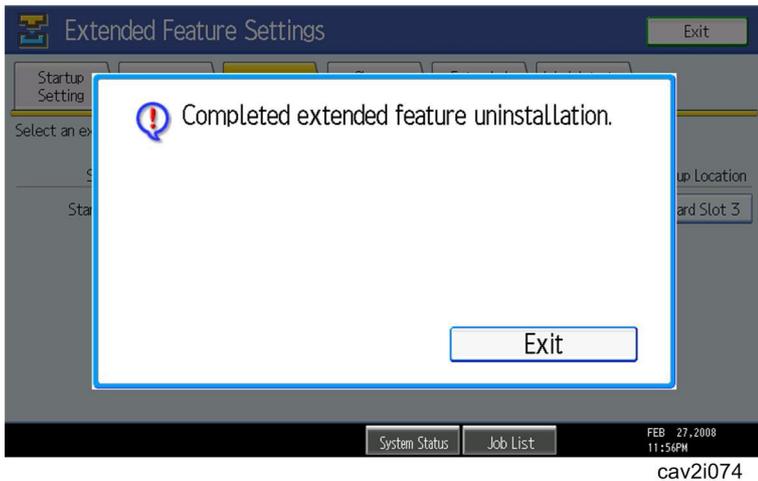
4. Press "Uninstall" Tab.
5. Press "JavaTM Platform" line.



- 6. Selection screen is displayed on the LCD.
- 7. Press "Yes" to uninstall.

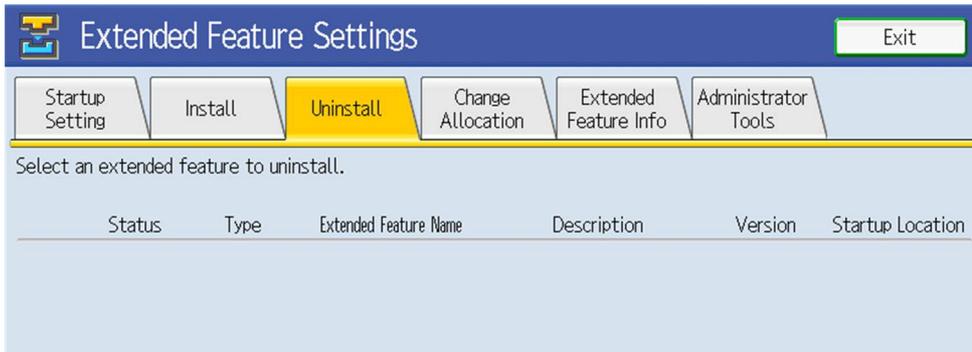


- 8. Confirmation screen is displayed on the LCD.
- 9. Press "Yes" to proceed the uninstallation procedure.



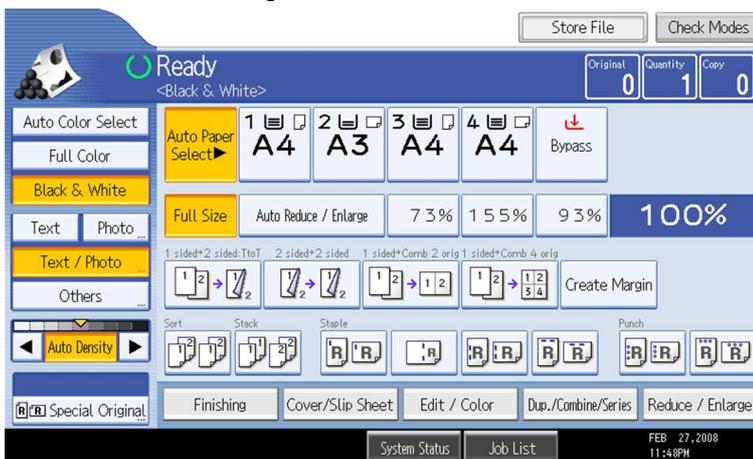
- 10. Completion screen is displayed on the LCD.

11. Press "Yes" to terminate the uninstallation.



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12. Press "Exit" twice to get out of Extended Features and User Tools.



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13. Turn off the operation switch of the machine.

14. Wait until the green LED stops blinking, and then turn off the main power switch.

15. Wait 30 seconds and remove the VM Card.

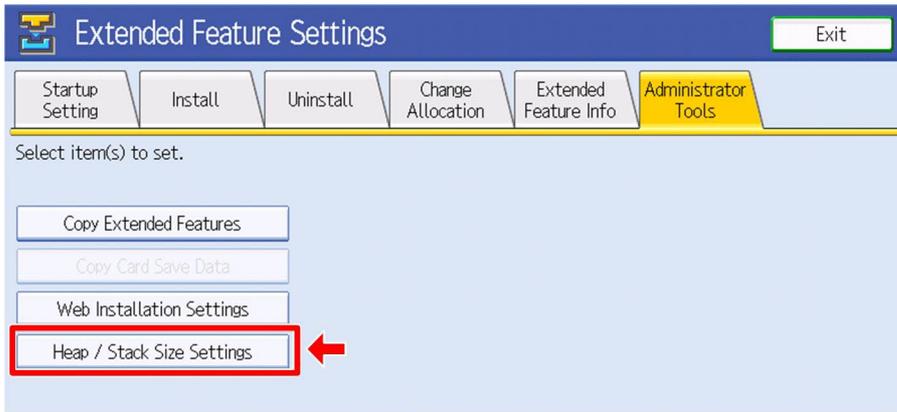
★ Important

- Turn on the machine before installing a new SDK/J Platform.

Procedure for Changing a Device's Heap and Stack Sizes

Step 1: From Administrator Tools → Heap / Stack Size Settings

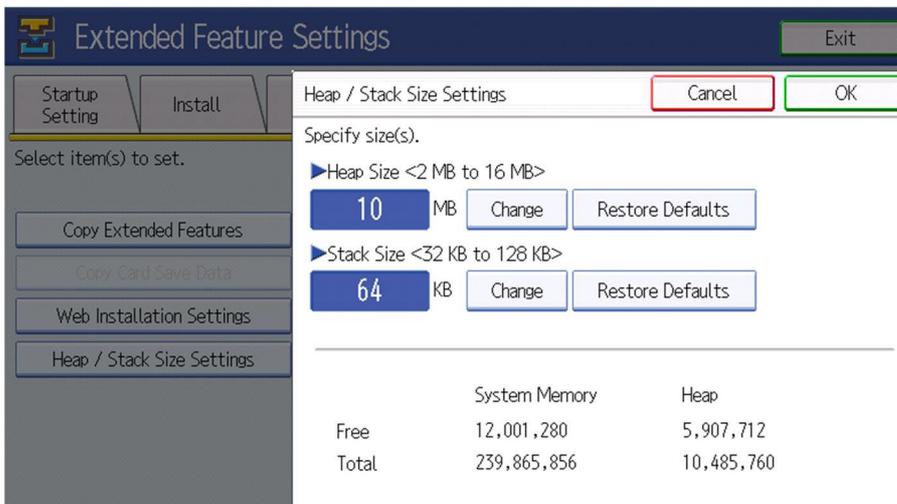
Appendix



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Step 2: Edit Heap and Stack size settings using the “Change” or “Restore Defaults” buttons.

07A and 08S models:	Default Heap Size 10MB, Default Stack Size 64MB.
05A models:	Default Heap Size 8 MB, Default Stack Size 64MB.



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