

Model: RC Gate S Pro @Remote (Uz-S1 @Remote)		Date: 26-Jun-09	No.: RM371001
Subject: How to disable ping sweep on Uz-S1 @Remote		Prepared by: A. Ishiyama	
From: Service BPR Promotion Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Workaround for Disabling ICMP (Ping Sweep) on Uz-S1 @Remote

Note:

- With Uz-S1 Onsite, this ping sweep can be enabled/disabled from the GUI. However, with Uz-S1 @Remote, the following procedure is necessary.
- Uz-S1 @Remote performs a ping sweep in the following cases:
 - When searching for devices via Auto Discovery (AD)
 - When searching for lost devices via Device Connect Check

How to disable the ping sweep

1. Install the Uz-S1 program in the normal way, and then reboot the PC.
2. Perform the Program Activations for both Uz-S1 Onsite and Uz-S1 @Remote.

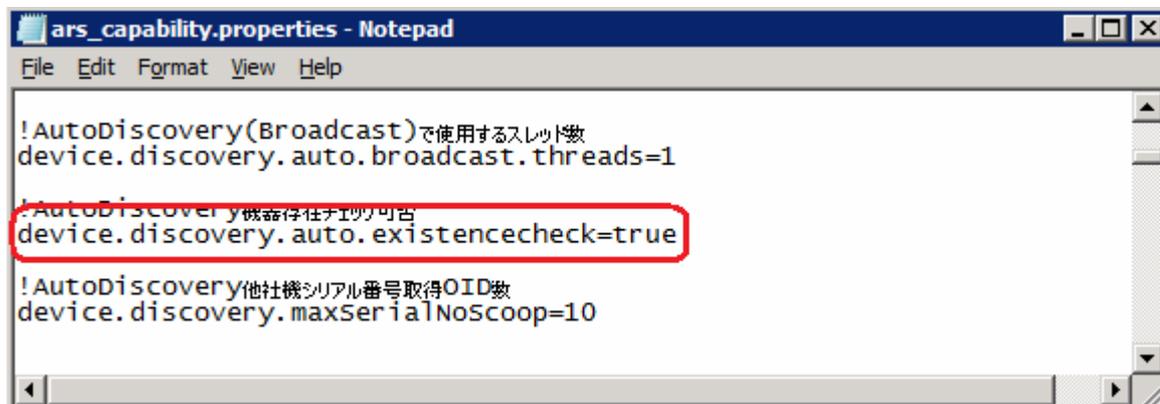
IMPORTANT:

At this point, **DO NOT** execute the “atremote_start_auto.bat” file yet. If you do, in order to disable the ping sweep, you will need to remove (uninstall) the entire Uz-S1 program from the PC, reinstall it, and then perform the Program Activations again.

3. Open the following file using Notepad or other text editor:

File name: C:\.....RMWSDMEX\atremote\conf\ars_capability.properties

- To disable the ping sweep for **Auto Discovery**:
Find the “device.discovery.auto.existencecheck=true” string and change “true” to “**false**”.



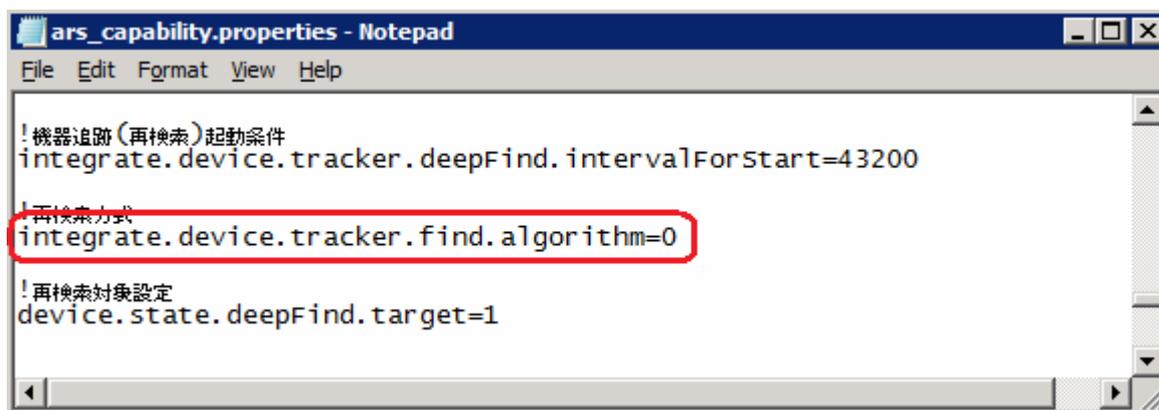
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- To disable the ping sweep for **Device Connect Check**:
Find the "integrate.device.tracker.find.algorithm=0" string and change "0" to "1" or "2".
"1": Broadcast
"2": SNMP sweep

For example, to disable ICMP and enable the SNMP sweep, edit the string as follows: "integrate.device.tracker.find.algorithm=2"



BEFORE YOU DO THE NEXT STEP:

Once you execute the "atremote_start_auto.bat" file, if you need to re-enable the ping sweep later for some reason, you will need to do the following:

- Uninstall the entire Uz-S1 program from the PC, and
 - Remove the Uz-S1 from the @Remote Center registration list (if it has already been registered with the @Remote center)
4. Double click on the "atremote_start_auto.bat" file to start the @Remote service.
Note: This file is located under C:\\.....RMWSDMEX\\tool.
 5. Continue with the Uz-S1 @Remote registration procedure in the usual way.

Model: RC Gate S Pro @Remote (Uz-S1 @Remote)		Date: 31-Mar-10	No.: RM371002
Subject: Recovery Procedure from Server Crash Problem		Prepared by: A. Ishiyama	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Recovery Procedure for crashed @Remote databases on the server PC

Overview

- This RTB contains a new procedure for recovering databases on the server PC that crashes when an error occurs with the RC Gate S Pro @Remote Connector (herein referred to as “the @Remote Connector”). See pages 2-3 below for the procedure.
- Up to now, if any of the common @Remote Connector errors (listed below) cannot be cleared with a stop/start batch file or rebooting the server, the Service Manual instructs you to uninstall/reinstall the entire program, do the reactivation, and then do an Appliance Replacement (Restoration). However, with the new procedure in this RTB, you can fix these common @Remote Connector errors **without having to uninstall/reinstall the entire program or doing any re-activations.**

Common @Remote Connector errors:

- SC700/900 occurs repeatedly
- Pink screen
- Cannot login to the @Remote Connector UI

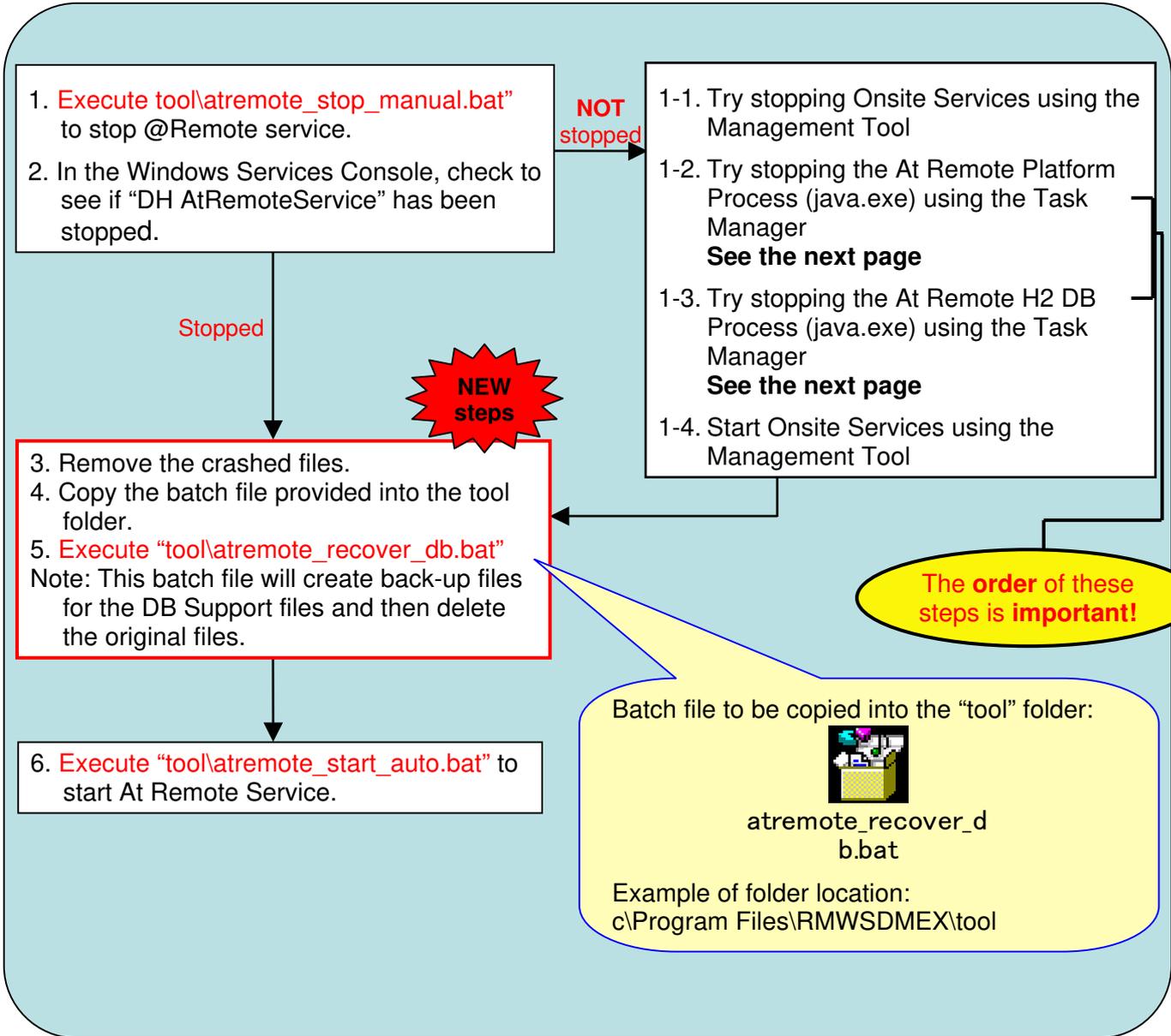
Causes: Database files damaged, data discrepancy with the @Remote database, other

- To do the procedure below, you must save a batch file to the server PC (atremote_recover_db.bat). This file is attached to the procedure itself below.

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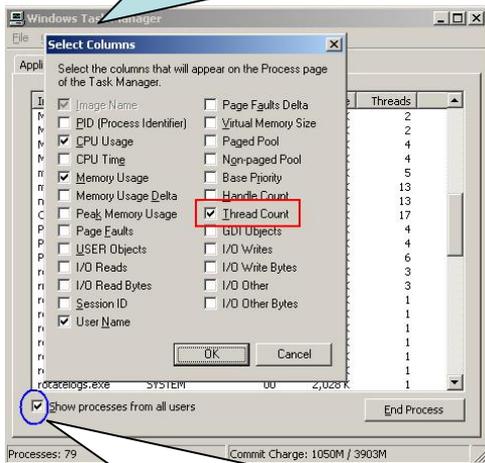
Procedure

Recovery Procedure



Stopping At Remote Processes using the Task Manager (Steps 1-2, 1-3 above)

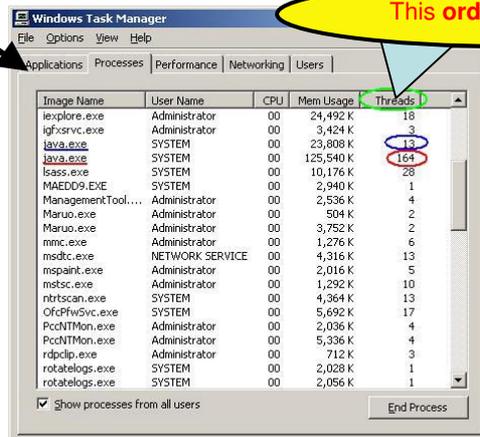
Display the "Thread Count" column in the Windows Task Manager.
[View] → [Select Columns]... → "Thread Count"



Turn ON this option to show all processes.

There are two processes displayed as "java.exe".
First, stop the "java.exe" process whose thread count is **much higher** than the other (this is the At Remote Platform Process)
Next, stop the other "java.exe" process (this is the At Remote H2 DB Process)

This order is important!



If only one "java.exe" process appears, simply stop this process.

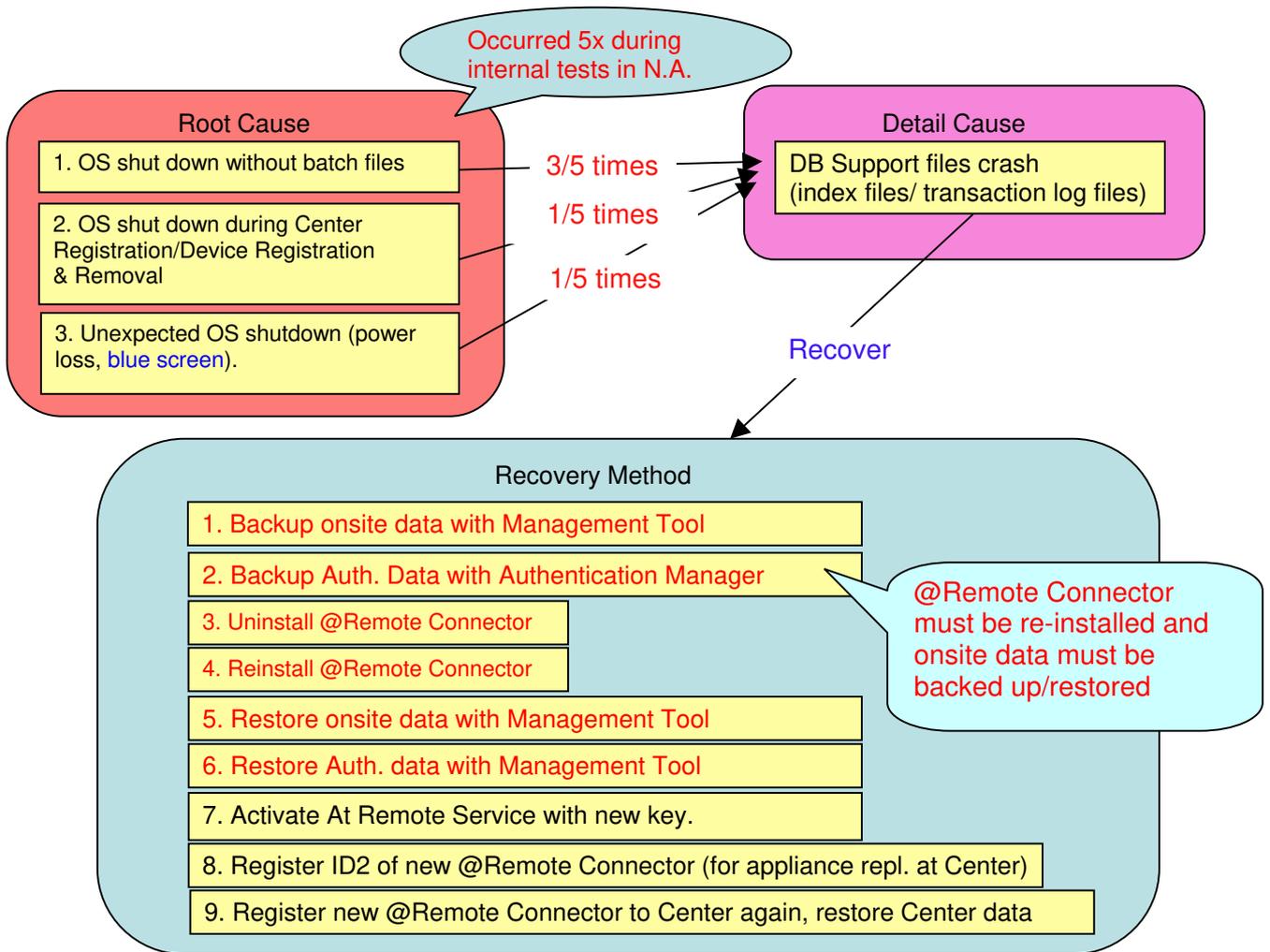
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APPENDIX

Please see the following for supplementary background information on this issue.

1. Old procedure for dealing with this issue in the field

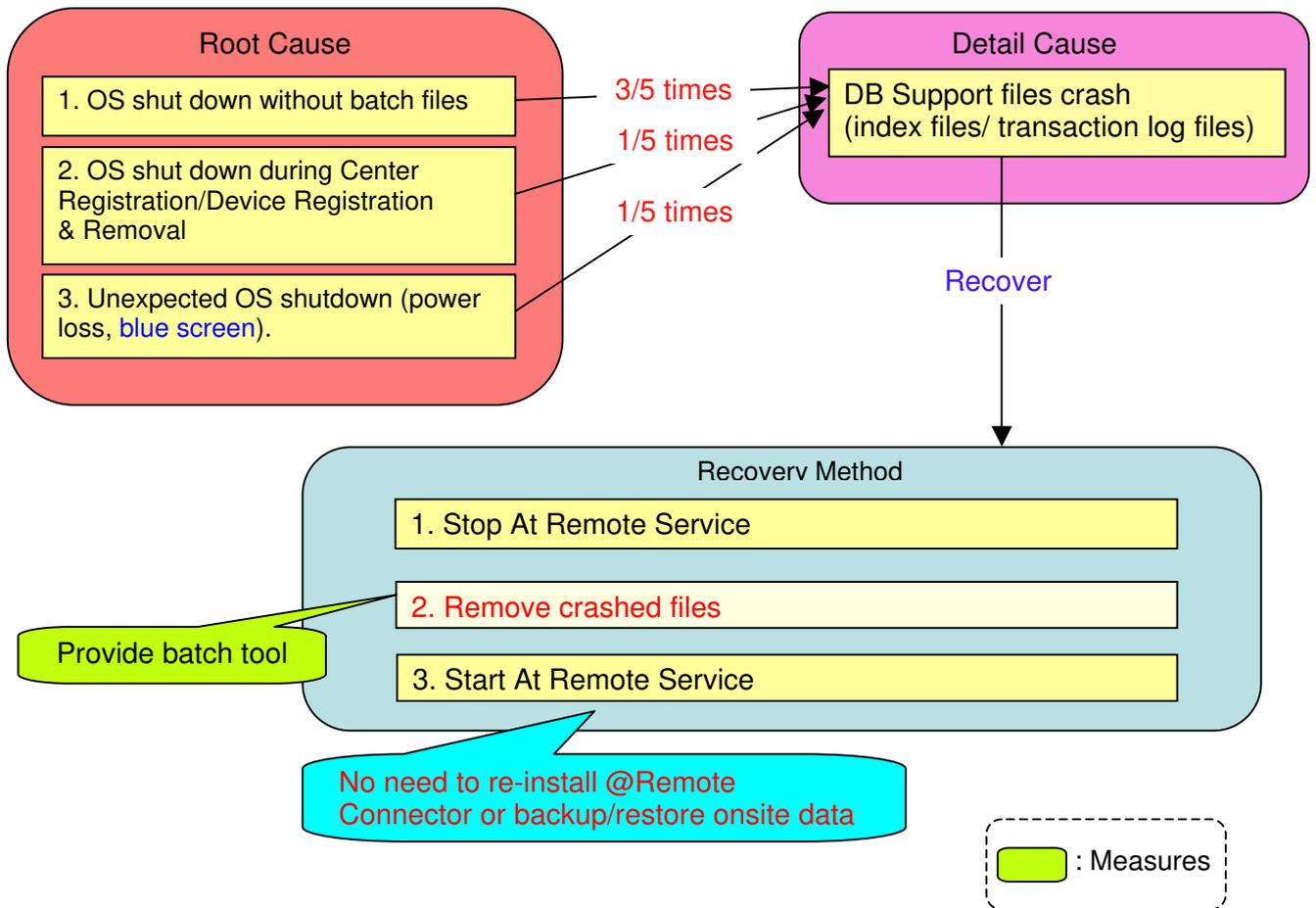
Old procedure: Having to uninstall/reinstall the entire program



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2. Temporary solution

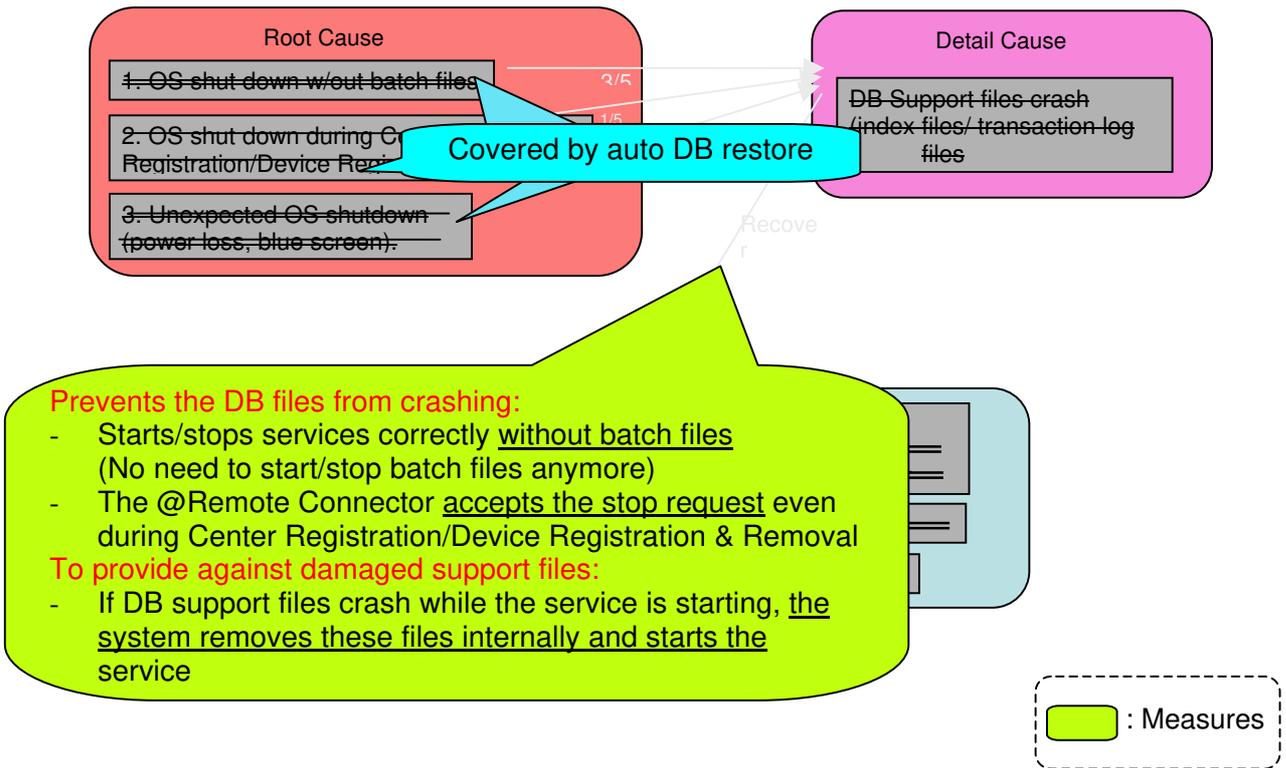
Improved recovery procedure (Temporary solution)



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3. Permanent solution, to be applied from Mk2 (successor to the @Remote Connector)

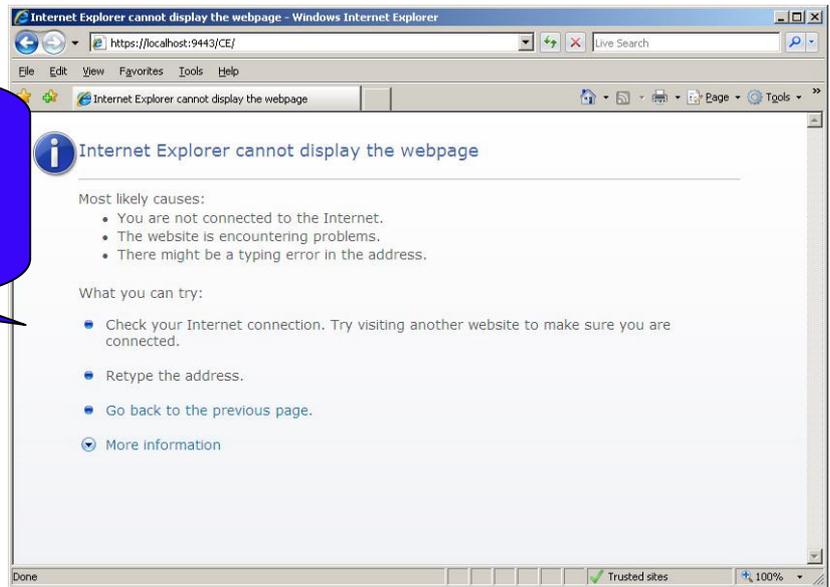
Mk2: Automatic DB Restore (Permanent solution)



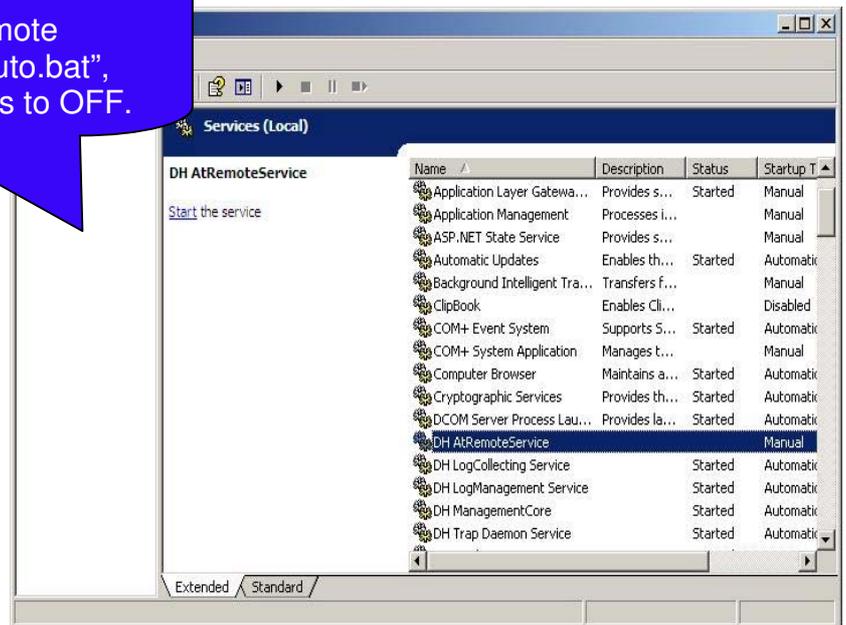
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3. Examples of when to use the new recovery procedure

Example 1:
 After starting At Remote Service with "atremote_start_auto.bat", the UI is not displayed.

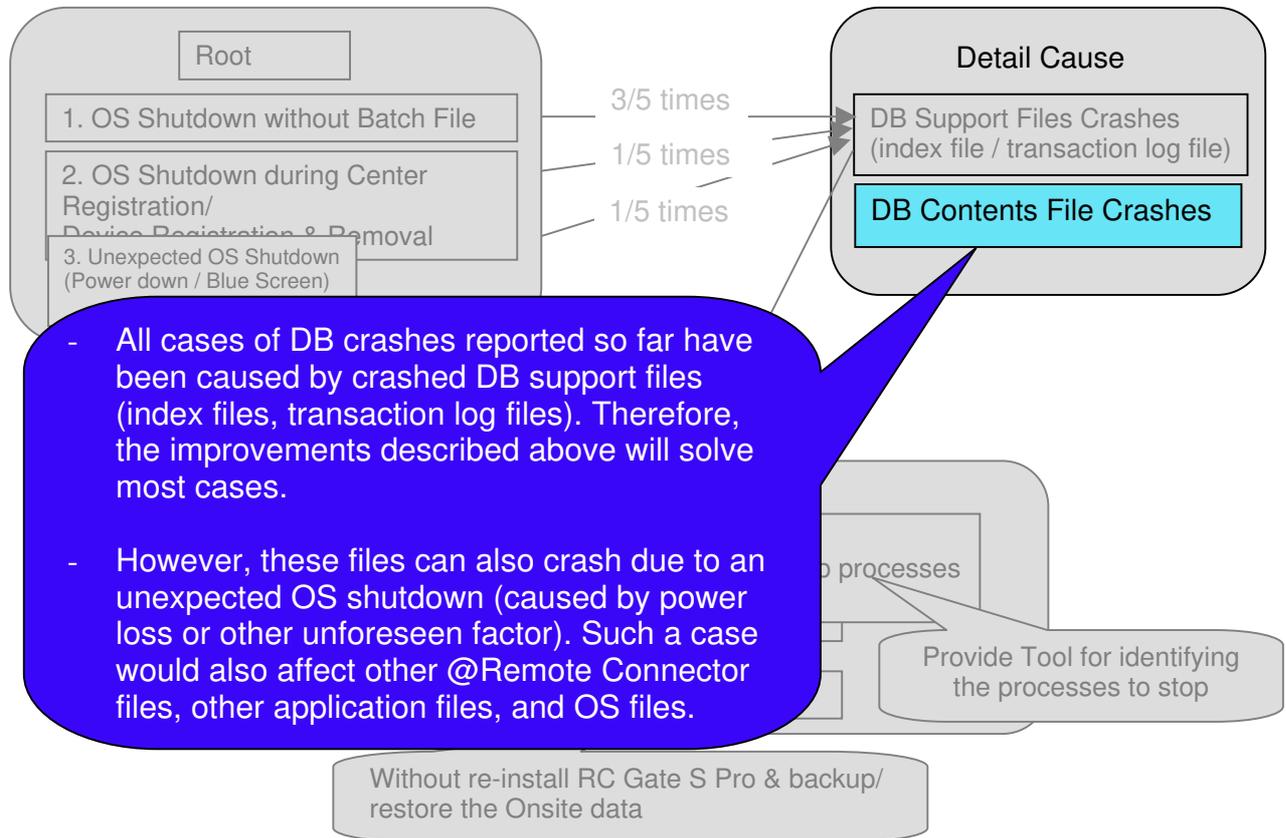


Example 2:
 Shortly after starting the At Remote Service with "atremote_start_auto.bat", "DH AtRemoteService" switches to OFF.



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4. Additional information about DB file crashes



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RTB Reissue

The items in ***bold italics*** were corrected or added.

Subject: Field Service Manual Correction with the release of Mk2		Prepared by: A. Ishiyama	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

As the revision up of RC Gate S Pro with @Remote Connector option, RC Gate S Pro mk2 will be released.

This RTB contains the Field Service Manual (FSM) corrections.

Equivalence and Abbreviation:

- The current version: Version IS01.01.00-00
- **Mk2 version: Version IS01.02.00-00**

Different points from predecessor products

[1. Improved from the current IS01.01 version]

i) Start/Stop.bat files to start/stop @Remote service is not necessary		Remarks
Ver IS01.02.	<p>Mk2 does not require to execute Start/Stop.bat files to start/stop the @Remote service by hand before shutdown and/or after start up OS.</p> <p>Also, it is not necessary to add a script of Local Computer Policy beforehand for turning on and off the @Remote service.</p> <p>Mk2 suspends the @Remote service automatically when shutting down OS, and starts the @Remote service automatically after starting up OS.</p>	
Ver IS01.01.	<p>When starting/stopping the @Remote service, it is necessary to execute start batch file (atremote_start_auto.bat) to start @Remote service, and/or to execute stop batch file (atremote_stop_manual.bat) to stop @Remote service.</p> <p>Or, it is necessary to add a script of Local Computer Policy to synchronize turning on and off the @Remote service with starting up and shutting down OS.</p>	
RC Gate A	<p>When shut down the box, press Shutdown button, or select Shut Down by operating the web UI.</p> <p>When start up the box, plug in the power cord.</p>	

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ii) When a DB crash problem occurs, Mk2 recovers automatically.		Remarks
Ver IS01.02.	<p>When a DB crash problem occurs, recovery procedure is not necessary anymore.</p> <p>When a DB file corrupted accidentally at the current IS01.01 version, it is necessary to perform the recovery procedure by using a batch file manually. However, if a DB file is crashed when starting up the @Remote service, Mk2 automatically recovers the DB file without manual procedure.</p> <p>By the above improvement, Mk2 recovers DB file(s) in the two cases described below. In case of the current IS01.01 version, server replacement is required to fix the failure. * Server replacement means backup onsite data, uninstall/reinstall the entire program of RC Gate S Pro, and re-activate and then perform Appliance replacement.</p> <p><u>[Mk2 can recover automatically (= Server replacement is not required)]</u> 1. In case when DB crashed due to Windows being shut down without using the stop batch. 2. In case when DB crashed due to Windows being shut down while the stop batch does not function (@Remote processing was still in progress).</p> <p>Please note that even Mk2 may not recover in the following case: <u>[Mk2 cannot recover automatically (= Server replacement is required)]</u> In case when DB crashed due to the PC being unplugged without doing the shutdown process (internal recovery process does not work in this case).</p>	RTB RM371002
Ver IS01.01.	When a DB crash problem occurs, recovery procedure is required. See RTB RM371002 for details.	
RC Gate A	When a DB crash problem occurs, recovery procedure is not necessary. Instead, initialize the box by changing a dipswitch and then performing A to A replacement.	

iii) Timeout process is added on Mk2 in case of device registration		Remarks
Ver IS01.02.	<p>Reported symptom on the current IS01.01 version: When RC Gate S Pro @Remote does not receive any response from Gateway at device registration, RC Gate S Pro maintains the waiting status until a response is received (no timer is used).</p> <p>After modification applied: When performing a device registration, RC Gate S Pro waits for a response from Gateway only for a specified period of time (determined by the timer). If no response comes from Gateway before the timer expires, RC Gate S pro will detect a time-out and show an error (connection failure) on the web UI. Gateway will also cancel the registration process according to the time-out. It is possible to perform device registration again after this.</p>	
Ver IS01.01.	Fixed by Version IS01.01.04.	
RC Gate A	Not occur	

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iv) When SQL server restarted, Mk2 does not terminate the service of @Remote Connector		Remarks												
<p>Ver IS01.02.</p>	<p>Reported symptom and cause on the current IS01.01 version: When SQL server restarted because of Windows Update, the service of the @Remote Connector was terminated, because @Remote Connector accesses SQL server, but without response. After 5 times of retry, with SC900 occurring within one hour, @Remote Connector suspended the service. If this occurs, it is necessary to restart the OS to resume the service.</p> <table border="1" data-bbox="411 589 1334 1050"> <thead> <tr> <th data-bbox="411 589 874 622">SQL Server</th> <th data-bbox="874 589 1334 622">@Remote Connector</th> </tr> </thead> <tbody> <tr> <td data-bbox="411 622 874 1050"> <ul style="list-style-type: none"> ● SQL server updated and restarted by Windows Update </td> <td data-bbox="874 622 1334 1050"> <ul style="list-style-type: none"> ● Cannot access SQL server ● Generate SC900, then restart service ● Cannot access SQL server ● Generate SC900, then restart service ⋮ ⋮ (Retries up to 5 times) ⋮ ● Terminate the service </td> </tr> <tr> <td data-bbox="411 1050 874 1084"> <ul style="list-style-type: none"> ● SQL server restarted </td> <td data-bbox="874 1050 1334 1084"></td> </tr> </tbody> </table> <p>After modification applied: When Mk2 @Remote Connector does not receive a response from SQL server, Mk2 monitors the SQL server every 30 minutes for a total of 3 hours. If Mk2 is able to access SQL server, it resumes the service automatically.</p> <table border="1" data-bbox="411 1234 1334 1807"> <thead> <tr> <th data-bbox="411 1234 874 1267">SQL Server</th> <th data-bbox="874 1234 1334 1267">@Remote Connector</th> </tr> </thead> <tbody> <tr> <td data-bbox="411 1267 874 1807"> <ul style="list-style-type: none"> ● SQL server updated and restarted by Windows Update </td> <td data-bbox="874 1267 1334 1807"> <ul style="list-style-type: none"> ● Cannot access SQL server ● Generate SC900, then restart service <p>(Monitoring)</p> <ul style="list-style-type: none"> ● Can access SQL server ● Resume the service </td> </tr> <tr> <td data-bbox="411 1807 874 1841"> <ul style="list-style-type: none"> ● SQL server restarted </td> <td data-bbox="874 1807 1334 1841"></td> </tr> </tbody> </table>	SQL Server	@Remote Connector	<ul style="list-style-type: none"> ● SQL server updated and restarted by Windows Update 	<ul style="list-style-type: none"> ● Cannot access SQL server ● Generate SC900, then restart service ● Cannot access SQL server ● Generate SC900, then restart service ⋮ ⋮ (Retries up to 5 times) ⋮ ● Terminate the service 	<ul style="list-style-type: none"> ● SQL server restarted 		SQL Server	@Remote Connector	<ul style="list-style-type: none"> ● SQL server updated and restarted by Windows Update 	<ul style="list-style-type: none"> ● Cannot access SQL server ● Generate SC900, then restart service <p>(Monitoring)</p> <ul style="list-style-type: none"> ● Can access SQL server ● Resume the service 	<ul style="list-style-type: none"> ● SQL server restarted 		
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<ul style="list-style-type: none"> ● SQL server restarted 														
Ver IS01.01.	When SQL server restarted, the service may stop. It is necessary to restart the OS to resume the service.													
RC Gate A	Not applicable													

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[2. Fixed Limitation Items from Ver IS01.01.]

i) When performing an Appliance replacement, a message about "It may take some time to complete replacement" is shown		Remarks
Ver IS01.02.	<i>When performing an Appliance Replacement for an appliance, a message 'When there are many devices the server replacement function may take time to complete and the browser might timeout. If this happens restart the browser and confirm that the "@Remote Service Registration Wizard" on the top page is grayed down.' is shown, in order to make sure that the replacement has been completed or is still in progress.</i>	
Ver IS01.01.	When performing an Appliance Replacement for an appliance that manages a large number of devices, sometimes, the UI declares a login timeout if the replacement is not completed within the 15-minute limit. However, the replacement process continues internally without any sign. Therefore, this may confuse the operator as to whether or not the replacement is performed.	
RC Gate A	Not applicable	

ii) Mk2 acquires the device data from only devices that are managed in the @Remote Center		Remarks
Ver IS01.02.	<i>Mk2 acquires the device data from only devices that are managed in the @Remote Center, and then sent to the center.</i>	
Ver IS01.01.	The current IS01.01 version acquires the device data from all devices that it discovers onsite, regardless of which of these devices are actually included in the @Remote Center's Managed Device List.	
RC Gate A	Not applicable.	

[3. New Features]

i) "Center Connect Check" function is newly added in the menu of Web UI.		Remarks
Ver IS01.02.	<i>"Center Connect Check" function is newly applied. This is the same feature as in RC Gate A.</i>	
Ver IS01.01.	Not available	
RC Gate A	Available	

ii) RFU Prohibition Interval feature is newly applied.		Remarks
Ver IS01.02.	<i>RFU Prohibition Interval feature is newly applied. This is the same feature as in RC Gate A.</i>	
Ver IS01.01.	Not available	
RC Gate A	Available	

iii) Enhanced device registration from the center remotely (Enhanced remote registration).		Remarks
Ver IS01.02.	<i>When performing remote registration, the IP address and MAC address are used, which are normally one day old. If the IP address has changed due to DHCP (because the data at the center is one day old), registration may fail. However, if there is no device at the IP address or a different device responds to the IP address, Mk2 searches again within the same segment for a device that has the MAC address in question. This only works within the same segment. So, if the device was moved to another room, it may be in another segment, and will not be found.</i>	
Ver IS01.01.	Normal remote registration	
RC Gate A	Available	

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iv) Ping on/off setting is added in menu of the Web UI.		Remarks
Ver IS01.02.	Ping on/off setting is newly added to the menu of the Mk2 UI in the same way as for RC Gate A.	RTB RM371001
Ver IS01.01.	It is only possible to disable sending ping at installation by editing a file. See RTB RM371001 for details.	
RC Gate A	Available	

[4. Specifications]

i) AES256 support in SSL communication		Remarks
Ver IS01.02.	Enhanced the symmetric key block cipher used for SSL communication from AES128 to AES256.	
Ver IS01.01.	Only AES128 is supported.	
RC Gate A	AES256 is supported.	

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Installation

[1. New Installation]

Same as the current IS01.01 version.

[2. Updating from the current IS01.01 to IS01.02 version in cases where the @Remote Connector option is already installed]

Overview:

When updating from the current IS01.01 to Mk2 version, the restoring process to migrate all necessary files in to the database for Mk2 of @Remote Connector will run after restarting the OS after completing the version update.

Note:

Make sure that the IS01.01 version is working properly by checking that the service has correctly started, and troubleshoot any problems that occur.

If you perform the update without checking whether the current version works properly, the new version (Mk2) may not work properly.

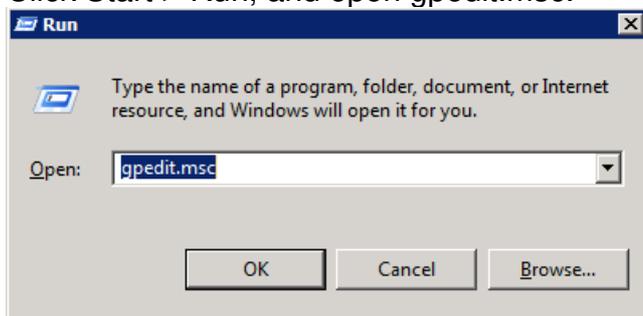
If the RC Gate S Pro IS01.01 is not working, do not start the update to IS01.02. If you can log in to the UI, the IS01.01 is working and you can go ahead with the update.

(First recover the IS01.01, then log in to the IS01.01, and then start the update procedure to IS01.02.)

<Before installation>

First, you must remove the Startup and Shutdown scripts from Local Computer Policy (page 146 in the FSM), if they are included.

- i) Click Start > Run, and open gpedit.msc.



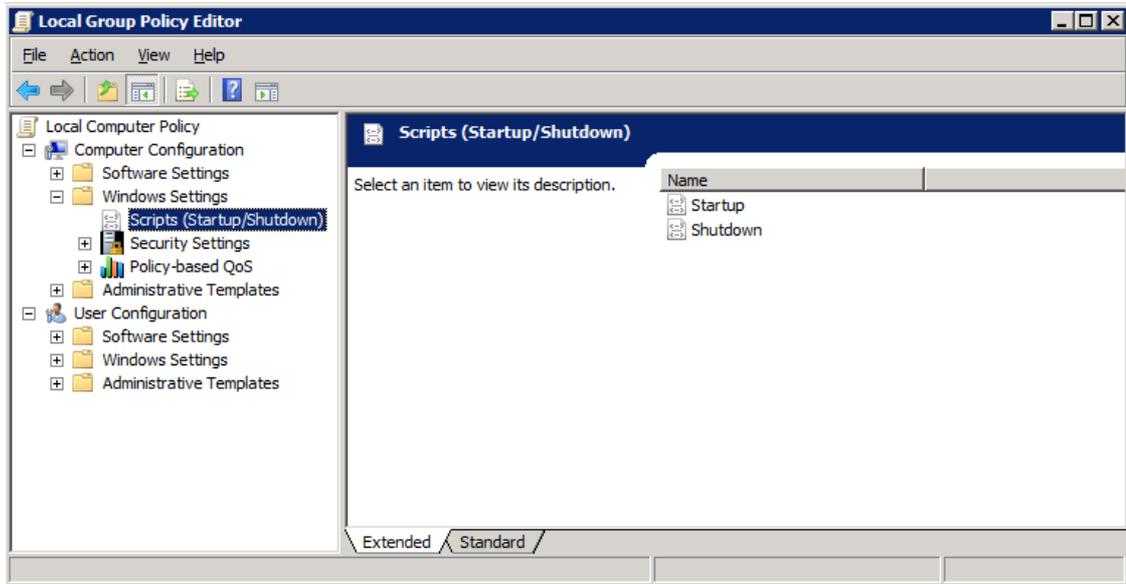
- ii) Open "Local Computer Policy" ->"Computer Configuration" ->"Windows Settings" ->Scripts (Startup/Shutdown).

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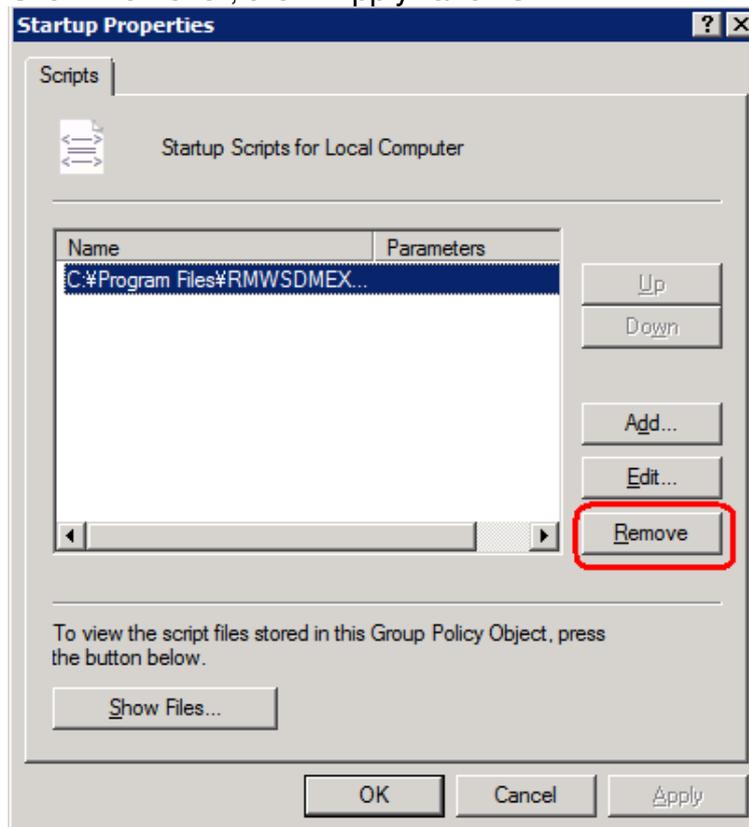
Model: RC Gate S Pro with @Remote Connector (Mk2)

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- iii) Double click to open "Startup".
- iv) Click "Remove", then "Apply" and "OK".



- v) Repeat steps iii) and iv) for "Shutdown".

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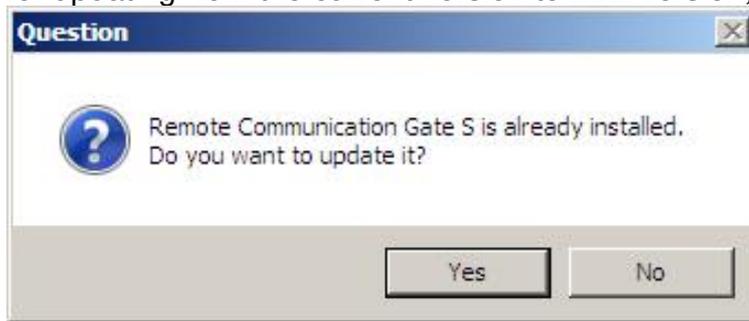
Model: RC Gate S Pro with @Remote Connector (Mk2)

Date: 2-June-10

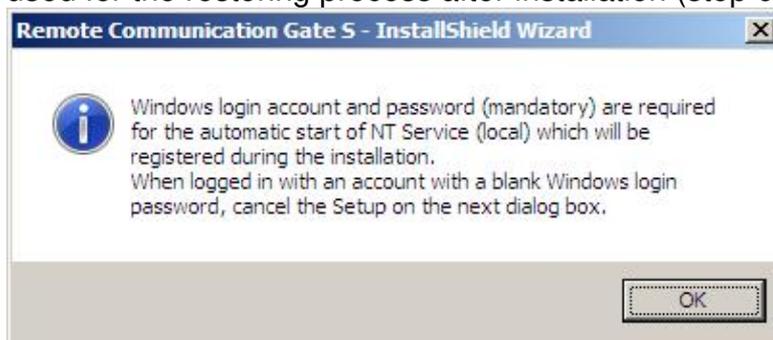
No.: RM371003b

<Installation (Updating) Procedure>

1. Execute the setup.
Note: You do not need to stop the service beforehand as the program will terminate the service automatically.
2. When you start the program installation, RC Gate S Pro will ask that the installation is for updating from the current version to Mk2 version, click Yes.



3. The program will backup database files and store them locally. The backed up files are used for the restoring process after installation (step 6 below).



Note: If the backup is failed, error message; "Cannot install to the currently installed package. Installation will be cancelled" will be displayed.

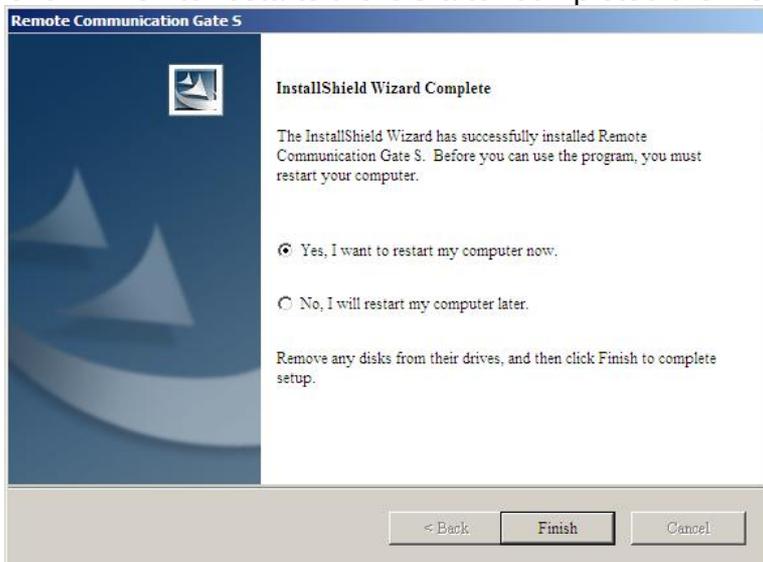


4. The program will be installed by overwriting the current program.

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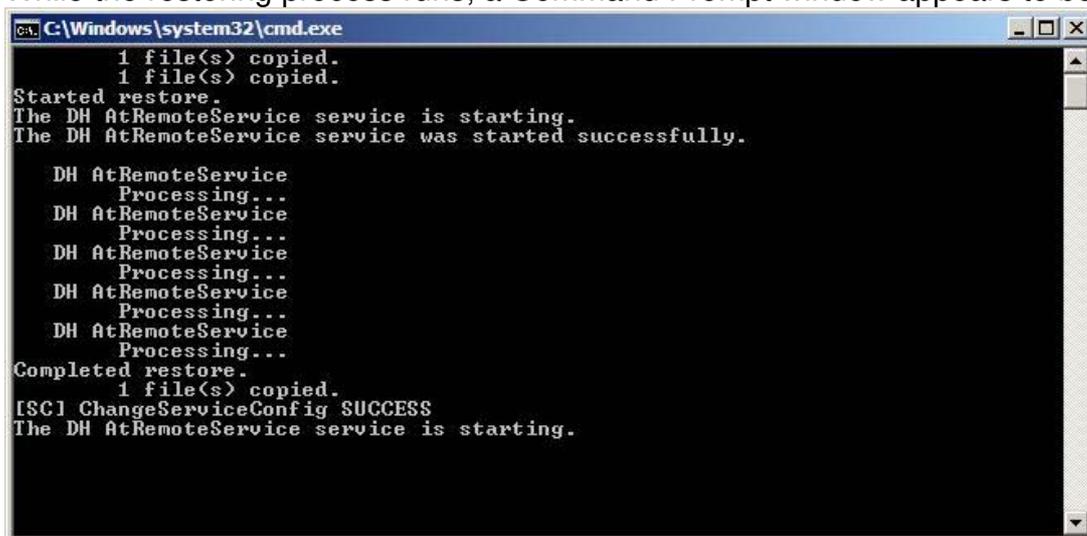
- Click Finish to restarts the OS after completed the installation.



- After the OS is restarted, RC Gate S Pro requires the setting for Authentication Method, password and so on. Then the RC Gate S Pro installation is completed. Click OK.



- RC Gate S Pro performs the restoring process.
- While the restoring process runs, a Command Prompt window appears to be noticed.



Note: It may take some hours to complete restoring process (the time required

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depends on number of managed devices and network condition).

Do not perform any operations until the Command Prompt Window disappears.

9. When the restoring process is completed, the Command Prompt Window disappears, and the service for @Remote Connector will restart and resume automatically.

Note: You do not need to start the service manually.

10. ***Login to the UI in CE mode and check that it is working properly.***

The procedure after here was cancelled (because it was not necessary).

<Important>

After reviewing field experiences with the current IS01.01 version support, it is strongly recommended that the server PC be equipped with a **UPS (Uninterruptible Power Supply)**, in order to prevent the @Remote Connector from DB file corruption due to a sudden loss of power (e.g., such as when Windows does not shut down correctly). If the server PC is powered down without going through the normal Windows shutdown process and the DB file becomes corrupted, the entire program may have to be re-installed and re-activated in order to resume using the @Remote Connector.

So please set up the server PC so that the OS automatically shuts down before the **UPS** runs out of power.

Model: RC Gate S Pro with @Remote Connector		Date: 1-July-10	No.: RM371004
Subject: Version IS01.01.04 Patch Installation Guide		Prepared by: A. Ishiyama	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This patch file can be used with IS version 01.01.xx (the latest version is IS01.01.04). It contains various modifications to fix reported bugs and failures.

Please note that Mk2 (IS01.02.00) has been released. IS01.02.00 already includes all the modifications that are included in this patch file as well as other improvements. Therefore, the best option is to update from IS01.01 to IS01.02 (see RTB RM371003a).

However, if IS01.02 is not available in your region, and the customer needs an update, please install this patch file and use it until IS01.02 is available in your region. It is our strong recommendation that customers be upgraded to IS01.02 as soon as it is available.

Please contact your regional subsidiary via your service section for the release notes and the patch file.

RC Gate S Pro IS01.01.04 Patch Installation Procedure

Preparation

1. Stop all Onsite Windows Services using the Management Tool.
2. Verify that 1GB of free space is available on the drive where RC Gate S Pro is installed.
3. If @Remote is also installed:
 - Stop the @Remote services using "atremote_stop_manual.bat".

Note: If you need to verify that the services are stopped, they can be checked using the Server Manager's Services function.

Model: RC Gate S Pro with @Remote Connector

Date: 1-July-10

No.: RM371004

Installation

1. Install the patch data.
 - a. Unzip the patch zip archive, Patch_for010104_201006.zip.
 - b. Copy the unzipped files to the RMWSDMEX folder. Overwrite all duplicate files.
2. Apply the patch.
 - a. Run the file "updateH2to1.2.bat", which is now located under RMWSDMEX\DBExchange.
 - i. It will take about 3 minutes for the patch to be applied if Uz-S1 has 5,000 devices registered in its database.
 - ii. A command dialog will appear during the patch process. It will close automatically as a part of the process, so please do not close it manually as there could be an error.
 - b. Any errors that appear during the patch installation process should be handled locally.
3. Restart Onsite's services using the Management Tool.
4. Restart @Remote's services using "atremote_start_auto.bat".
 - a. Please verify that the customer is able to login to the @Remote service.
 - b. Please verify that
\\RMWSDMEX\atremote\permanent_data\user\database\install\h2 contains the ARS.data.db file. It should have a file size larger than 0kB.
5. Delete the RMWSDMEX\DBExchange folder.

Important

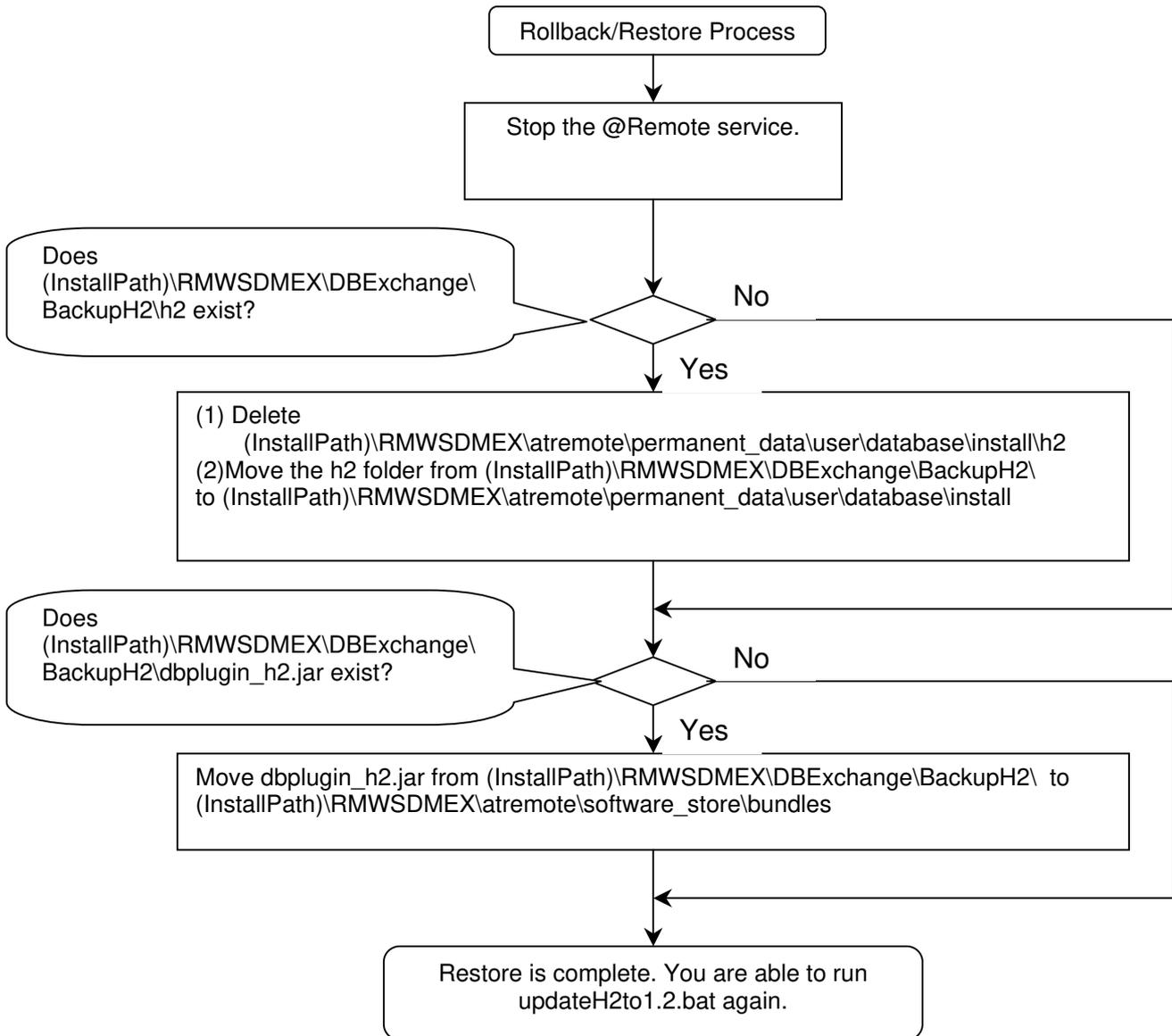
After reviewing field experiences with the current IS01.01 version support, it is strongly recommended that the server PC be equipped with a **UPS (Uninterruptible Power Supply)**, in order to prevent the @Remote Connector from DB file corruption due to a sudden loss of power (e.g., such as when Windows does not shut down correctly). If the server PC is powered down without going through the normal Windows shutdown process and the DB file becomes corrupted, the entire program may have to be re-installed and re-activated in order to resume using the @Remote Connector.

So please set up the server PC so that the OS automatically shuts down before the **UPS** runs out of power.

Model: RC Gate S Pro with @Remote Connector	Date: 1-July-10	No.: RM371004
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Batch File Error

If the batch file encounters the “Failed to run the script. Please contact Ricoh Japan through your Regional Head Quarter.” error message, the patch will have failed to install. Please use the following process to rollback/restore the software to the pre-patch version.



Model: Uz-S1 (RC Gate S Pro) IS01.01 and IS01.02	Date: 13-Oct-10	No.: RM371005
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Subject: Summary of Uz-S1 crash/SC limitaton for all versions		Prepared by: T. Takahashi	
From: : Innovation Planning Sec. S S Innovation Dep.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (comparison table)	<input checked="" type="checkbox"/> Tier 2

Summary of the Uz-S1 Crash/SC Limitation for all Uz-S1 versions

This RTB summarizes the probability of a crash or SC error (a production limitation) occurring on each Uz-S1 version.

● **Limitation/Symptom**

The Uz-S1 may crash or an SC error may be triggered when a combination of conditions are met, which are shown in detail in the tables below. In each case, the probability of occurrence depends on the specific combination of these conditions and Uz-S1 version.

● **Probability of occurrence, occurrence conditions:**

As shown in **Tables 1-3** below, this limitation may occur when the customer performs any of the following “Operations 1, 2, 3” under the following “Conditions A, B, or C”.

“**Operation 1**”: The server main power is cut (main power is turned off, power plug is removed)

“**Operation 2**”: The OS is shut down manually

“**Operation 3**”: An SQL update is performed.

“**Condition A**”: Remote registration, removal, or certificate rewrite is being performed

“**Condition B**”: Device search, information collection, or error notification is being performed

“**Condition C**”: The Uz-S1 is in the Standby condition

● **Recovery procedure for restoring operation if the crash occurs:**

See **Table 4** below.

Model: Uz-S1 (RC Gate S Pro) IS01.01 and IS01.02	Date: 13-Oct-10	No.: RM371005
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Table 1: Probability of a **crash** when **Operation 1** is performed:

	IS01.01.04	IS01.01.04+Patch	IS01.02.xx (Any Mk2)
Condition A	High	Medium-High Note: The probability can be lowered by updating the source version.	Medium Note: The probability can be lowered by updating the source version.
Condition B	Medium	Low-medium	Low-medium
Condition C	Low	Low	Low

Table 2: Probability of a **crash** when **Operation 2** is performed:

	IS01.01.04	IS01.01.04+Patch	IS01.02.xx (Any Mk2)
Condition A	100% (Will always occur)	100% (Will always occur)	0% Note: However, with this version, a data discrepancy may occur between the Center and Uz. A tool to fix this will be released (release date: TBA).
Condition B	With script: 0% Without script: 100%	With script: 0% Without script: 100%	0% Note: Script is not required with the Mk2.
Condition C	With script: 0% Without script: 100%	With script: 0% Without script: 100%	0% Note: Script is not required with the Mk2.

Note: The “script” mentioned above is for configuring the start-up/shutdown process, in accordance with local computer policy, so that the “start.bat” file and “stop.bat” file do not have to be manually executed.

Table 3: Probability of an **SC error** when **Operation 3** is performed:

	IS01.01.04	IS01.01.04+Patch	IS01.02.xx (Any Mk2)
Condition A	100% Note: Uz-S1 operations can still be performed.	100% Note: Uz-S1 operations can still be performed.	0%
Condition B	Operations stopped if SC occurs 5 times within one hour. Note: Uz-S1 operations can be restored by using the “start.bat” file.	Operations stopped if SC occurs 5 times within one hour. Note: Uz-S1 operations can be restored by using the “start.bat” file.	100% Note: Uz-S1 operations can still be performed.
Condition C	0%	0%	0%

Model: Uz-S1 (RC Gate S Pro) IS01.01 and IS01.02	Date: 13-Oct-10	No.: RM371005
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Table 4: Recovery procedure for restoring operation if the crash occurs

	Step 1	Step 2	Step 3
IS01.01.04	Reboot service using "stop.bat" and "start.bat".	Restore operation using "atremote_recover_db.bat"	Perform server replacement
IS01.01.04+Patch	Reboot service using "stop.bat" and "start.bat".	Restore operation using "atremote_recover_db.bat"	Perform server replacement
IS01.02.xx (Any MK2)	Reboot service using "stop.bat" and "start.bat".	Perform server replacement	-

Important: See RTB RM371002 for details about restoring operation using the *atremote_recover_db.bat* file, and see the Service Manual about performing a server replacement.

Model: Uz-S1 (RC Gate S Pro) IS01.01 and IS01.02	Date: 13-May-10	No.: RM371006
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Subject: A failure with registration on Uz-S1		Prepared by: T. Takahashi	
From: : Innovation Planning Sec. S S Innovation Dep.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (comparison table)	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

A device can be registered with RC Gate Pro and the Gateway, but not with the @Remote Center.

Note: This does not occur with the RC Gate or RC Gate A. This is because these appliances do not send the host name to the Gateway or center (see below).

CAUSE

RC Gate S Pro and the Gateway accept host names that are longer than 15 characters, but the @Remote Center does not.

SOLUTION

1. Register the device via Remote Registration.
Auto Discovery, the first step of Remote Registration, refers to the IP address (range) and not to the host name.

Or,

2. Use a host name of 15 characters or less.

Note: In some cases, even if the length of the host name is 15 characters or less, the device registration may not succeed. This is because the information that is required by this field originally is the IP address.

Model: Uz-S1 (RC Gate S Pro) IS01.01 and IS01.02	Date: 28-March-12	No.: RM371007
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Subject: Default Setting Change of Alarm Call Notification		Prepared by: T. Takahashi	
From: : 1st Tech. Service Sec. MFP/P Technical Service Dep			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Installation)	<input checked="" type="checkbox"/> Tier 2

Important Information:

Default for Alarm Call Notification will be Changed to “No Send”

Overview

- The default setting of the Alarm Call notification will be changed from “Every Date” to “**No Send**” for all appliances newly registered on **March 29, 2012 onward**. The setting for appliances registered before this date will not change.
- This is because the large volume of Alarm Calls is taxing the Center system. Currently, Alarm Calls make up 25% of the total call volume. If this continues, soon the Center system will be overloaded with high network traffic. In addition, 95% of all Alarm Calls are automatically closed, which means that most Alarm Calls are unnecessary.

ACTION

- If you want to use Alarm Call notifications on appliances newly registered on or after March 29, change the Alarm setting when you register the appliance.
See the procedure below.
 - Examples of when Alarm Call notifications are needed:
 - To remind you about periodic PM visits (PM alarm)
 - To inform you of problems anticipated on PP products (error prediction)
 - To continue using Error Alarms
- If you **do not need** to use Alarm Call notifications on appliances **already installed** in the field, change the setting back to “**No Send**”.

Model: Uz-S1 (RC Gate S Pro) IS01.01 and IS01.02	Date: 28-March-12	No.: RM371007
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Old default setting (before March 29, 2012):

Appliance Information For Admin

Update

<input type="checkbox"/> Information	<input type="checkbox"/> Server	<input type="checkbox"/> Center	<input type="checkbox"/> Network	<input type="checkbox"/> @Remote Service
<input type="checkbox"/> Auto Discovery	<input type="checkbox"/> Common	<input checked="" type="checkbox"/> Notification	<input type="checkbox"/> Device Auto Allocation	<input type="checkbox"/> User Code Counter

Notification Timing

Item Name	Timing Type	Day	Week	Hour	Minute	Second
Alarm	Fixed Time of Every Date			14	30	
Counter Information	Fixed Time of Every Month	1		16	38	
Device Status	Fixed Time of Every Date			1	48	
MIB FSC	On Time					
MIB Supply	On Time					
SC/CC	On Time					
Supply	On Time					



New default setting (from March 29, 2012):

Appliance Information For Admin

Update

<input type="checkbox"/> Information	<input type="checkbox"/> Server	<input type="checkbox"/> Center	<input type="checkbox"/> Network	<input type="checkbox"/> @Remote Service
<input type="checkbox"/> Auto Discovery	<input type="checkbox"/> Common	<input checked="" type="checkbox"/> Notification	<input type="checkbox"/> Device Auto Allocation	<input type="checkbox"/> User Code Counter

Notification Timing

Item Name	Timing Type	Day	Week	Hour	Minute	Second
Alarm	No Send					
Counter Information	Fixed Time of Every Month	1		16	38	
Device Status	Fixed Time of Every Date			1	48	
MIB FSC	On Time					
MIB Supply	On Time					
SC/CC	On Time					
Supply	On Time					

Model: Uz-S1 (RC Gate S Pro) IS01.01 and IS01.02	Date: 28-March-12	No.: RM371007
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Procedure

Do the following if you want to enable the Alarm Notification when you register a new appliance on or after March 29, 2012.

Note: Although you can see the Alarm Notification setting from the Appliance GUI, this is read only. To change the setting, you must access the Admin menu on the Center GUI.

1. Register the new Appliance on-site with the Center System.
2. Login to the Center GUI and access the Admin menu.
3. Select the appliance from the list displayed.
4. Click on the "Notification" box.
5. Double-click on the "Alarm" row listed under "Notification Timing".

Appliance Information For Admin

Update

<input type="checkbox"/> Information	<input type="checkbox"/> Server	<input type="checkbox"/> Center	<input type="checkbox"/> Network	<input type="checkbox"/> @Remote Service
<input type="checkbox"/> Auto Discovery	<input type="checkbox"/> Common	<input checked="" type="checkbox"/> Notification	<input type="checkbox"/> Device Auto Allocation	<input type="checkbox"/> User Code Counter

Notification Timing						
Item Name	Timing Type	Day	Week	Hour	Minute	Second
Alarm	No Send					
Counter Information	Fixed Time of Every Month	1		16	38	
Device Status	Fixed Time of Every Date			1	48	
MIB FSC	On Time					
MIB Supply	On Time					
SC/CC	On Time					
Supply	On Time					

3-4. Select the "Notification Timing Type" and "Notification Date/Interval".

Alarm - Setting Notification Timing

* Notification Timing Type: (Dropdown menu open showing: No Send, On Time, Fixed Time of Every Month, Fixed Time of Every Week, Fixed Time of Every Date)

* Notification Date/Interval:

3-5. Click [OK] to complete the procedure.

Model: Uz-S1 (RC Gate S Pro)	Date: 24-Sep-12	No.: RM371008
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Subject: Security concern after Microsoft Update		Prepared by: T. Takahashi	
From: : 1st Tech. Service Sec. MFP/P Technical Service Dep			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Installation)	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

RC Gate series appliances (RC Gate, RC Gate A, RC Gate S pro @Remote) cannot be accessed from the Web UI.

Note: This has **no effect** on @Remote functionality. Acquisition of counter data, Auto Call Notification, and all other features are completely unaffected.

CAUSE

The following update released by Microsoft blocks RSA certificates with security keys that are less than 1024 bits long:

<http://support.microsoft.com/kb/2661254>

The RC Gate series (RC Gate/ RC Gate A/ RC Gate S pro @Remote) uses RSA certificates with a security key that is 512 bits long. As a result, after the Microsoft update is applied, the user will not be able to access an RC Gate series appliance from the Web browser.

Note: This update was released by Microsoft on August 14, 2012, and will be included in Windows Updates from October 9.

SOLUTION

Temporary solution:

Modify the size of the keys that are blocked by the client PC.

See procedure below.

Permanent solution:

To be announced at a later date.

Model: Uz-S1 (RC Gate S Pro)

Date: 24-Sep-12

No.: RM371008

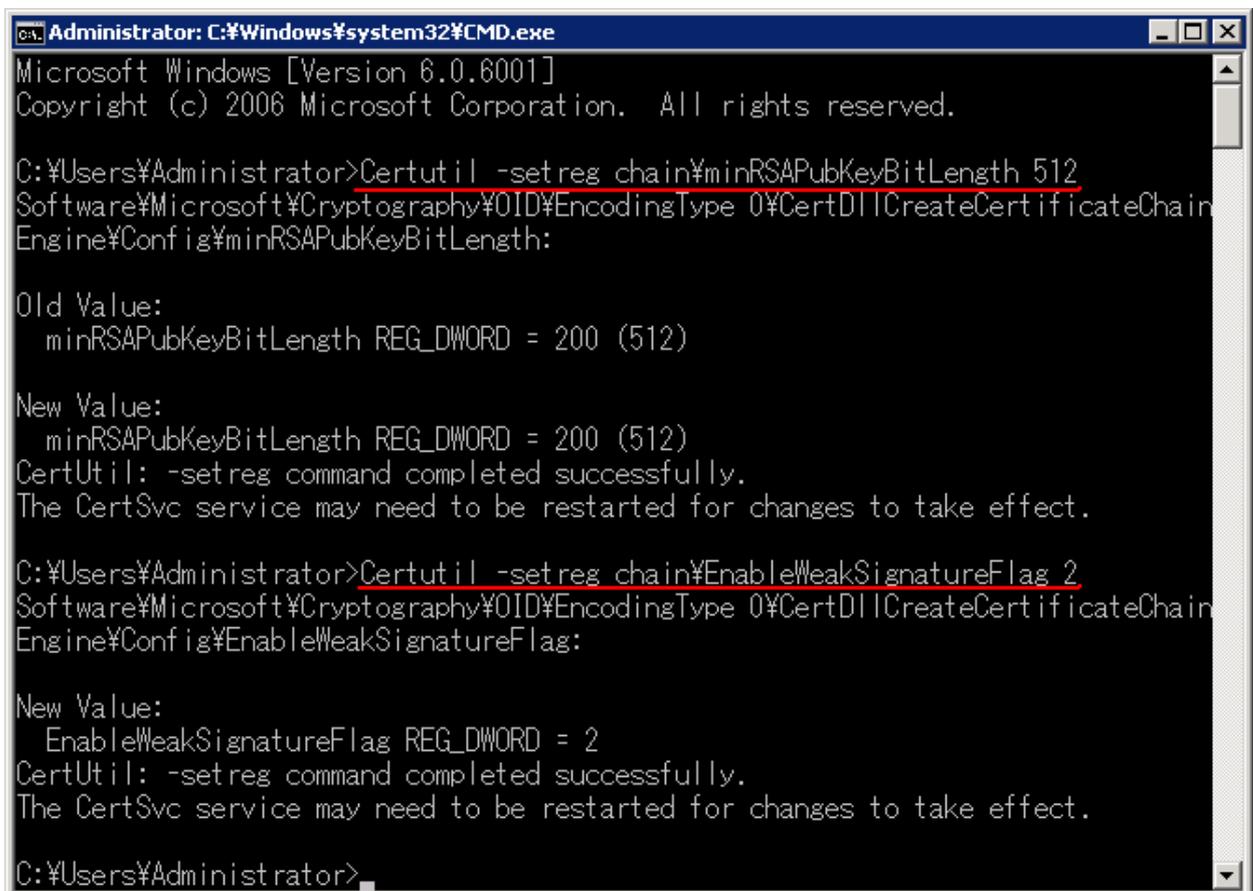
Procedure

Do the following on the **client PC**.

Important: This solution is not effective if performed on the server PC that houses the Uz-S1. It must be performed on the client PC.

Windows 7/Vista:

1. Access the DOS command prompt.
2. Type the following command, and then press Enter:
Certutil -setreg chain\minRSAPubKeyBitLength 512
3. Type the following command, and then press Enter:
Certutil -setreg chain\EnableWeakSignatureFlag 2



```
Administrator: C:\Windows\system32\CMD.exe
Microsoft Windows [Version 6.0.6001]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>Certutil -setreg chain\minRSAPubKeyBitLength 512
Software\Microsoft\Cryptography\OID\EncodingType 0\CertDllCreateCertificateChain
Engine\Config\minRSAPubKeyBitLength:

Old Value:
  minRSAPubKeyBitLength REG_DWORD = 200 (512)

New Value:
  minRSAPubKeyBitLength REG_DWORD = 200 (512)
CertUtil: -setreg command completed successfully.
The CertSvc service may need to be restarted for changes to take effect.

C:\Users\Administrator>Certutil -setreg chain\EnableWeakSignatureFlag 2
Software\Microsoft\Cryptography\OID\EncodingType 0\CertDllCreateCertificateChain
Engine\Config\EnableWeakSignatureFlag:

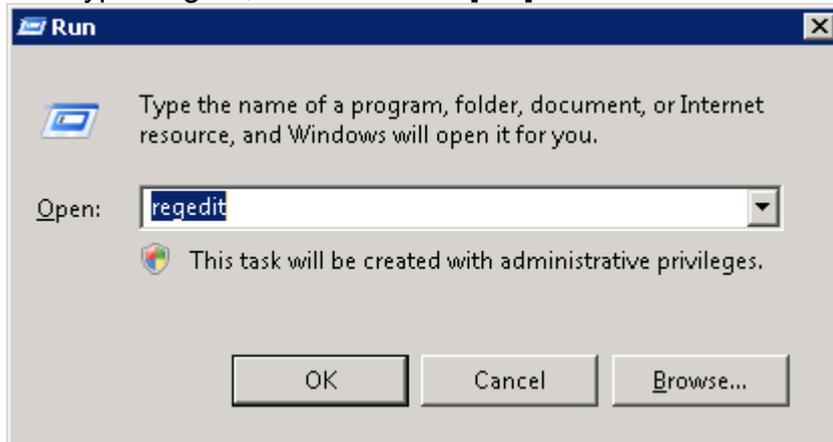
New Value:
  EnableWeakSignatureFlag REG_DWORD = 2
CertUtil: -setreg command completed successfully.
The CertSvc service may need to be restarted for changes to take effect.

C:\Users\Administrator>
```

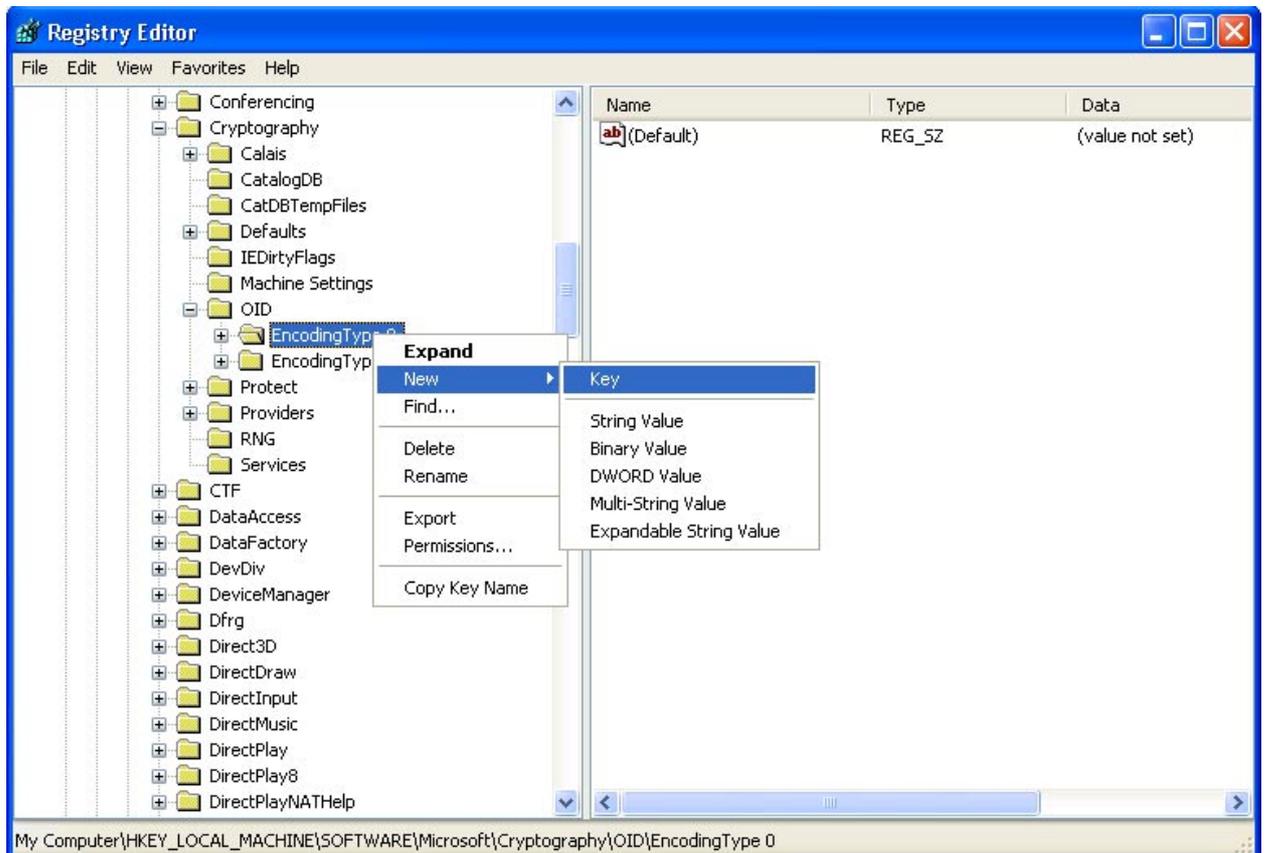
Model: Uz-S1 (RC Gate S Pro)	Date: 24-Sep-12	No.: RM371008
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Windows XP

1. Click [Start], then [Run].
2. Type "regedit", and then click [OK].

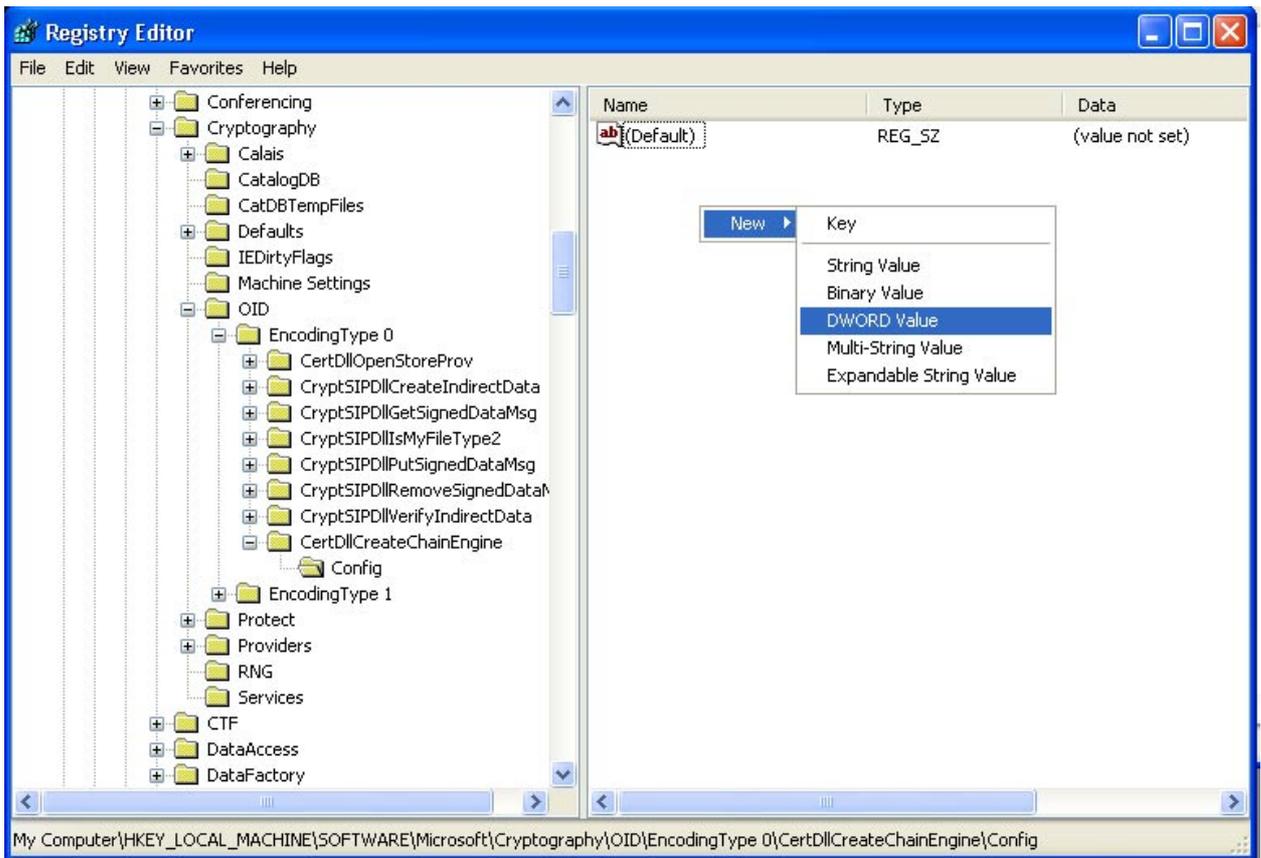


3. Right-click on the "Encoding Type 0" folder, select "New", and then select "Key".
Location of this folder:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Cryptography\OID\EncodingType 0
4. Add the key, "CertDllCreateCertificateChainEngine".



Model: Uz-S1 (RC Gate S Pro)	Date: 24-Sep-12	No.: RM371008
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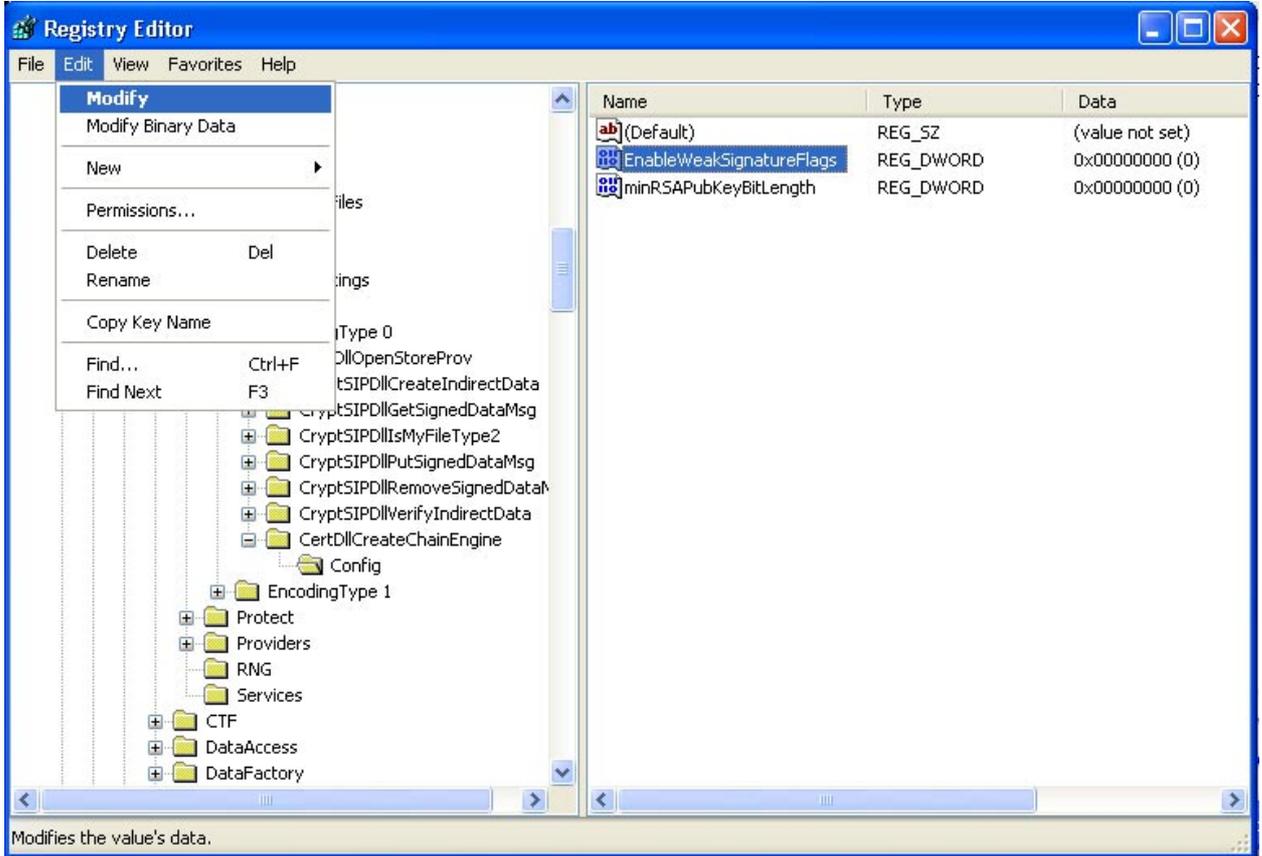
5. In the same way, add the key “Config” under:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Cryptography\OID\EncodingType 0\CertDllCreateCertificateChainEngine”
6. Right click anywhere inside the right part of the window (where files are displayed).
7. Select “New”, and then select “REG_DWORD”.
8. Create by the following file by inputting its name:
EnableWeakSignatureFlags
9. Repeat **Steps 6–8**, creating the following file in Step 8:
minRSAPubKeyBitLength



Model: Uz-S1 (RC Gate S Pro)	Date: 24-Sep-12	No.: RM371008
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10. Single-click on the first file you created (“EnableWeakSignatureFlags”), and then select “Modify” from the Edit menu.

Note: This can also be done by right-clicking on either file and then selecting “Modify”.



11. Set the “Value data” to: **2** (Hexadecimal or Decimal).



Model: Uz-S1 (RC Gate S Pro)

Date: 24-Sep-12

No.: RM371008

- Repeat **Steps 10 and 11** for the second file you created (“minRSAPubKeyBitLength”), setting “Value data” to: **512 (decimal)**.

