# RC Gate A/RC Gate S Pro Machine Code: D459/M371

**Field Service Manual** 

# Safety and Conventions

#### **Important Safety Notices**

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

- 1. Before you start any of the procedures in this manual, disconnect all power cable and network cables.
- 2. The wall outlet should be near the equipment and easily accessible.
- 3. If any adjustment or operation check has to be made with exterior covers off or open while the main switch is turned on, keep hands away from electrified or mechanically driven components.
- 4. The inside and the metal parts of the equipment may become extremely hot during operation. Be careful to avoid touching those components with your bare hands.
- 5. Before you start any of the procedures in this manual, touch a grounded object or put on an anti-static wristband. This is to prevent static electricity from damaging the internal components.

#### **Observance of Electrical Safety Standards**

- 1. The equipment and its peripherals must be installed and maintained by a customer service representative who has completed the training course on those models.
- 2. DO NOT replace or try to recharge the lithium battery. If the battery does not operate, replace the entire mainframe. This is because the battery can explode if it is replaced incorrectly.

#### Safety and Ecological Notes for Disposal

- 1. Dispose of replaced parts in accordance with local regulations.
- 2. When keeping used lithium batteries in order to dispose of them later, do not put more than 100 batteries per sealed box. Storing larger numbers or not sealing them apart may lead to chemical reactions and heat build-up.

#### **Conventions**

This manual uses several symbols.

•	Refer to section number	
F	Screw	
	Connector	

Ş	Clamp
ℴ	Clip ring
C	E-ring

# Commonly Used Terms

In this manual, the product names for the Remote Communication Gate are referred to by the following:

Remote Communication Gate BN1	RC Gate
Remote Communication Gate S Pro	RC Gate S Pro
Remote Communication Gate A	RC Gate A

# **TABLE OF CONTENTS**

Safety and Conventions	1
Important Safety Notices	1
Conventions	1
Commonly Used Terms	2
1. Product Information	
Specifications	
Guidance for Those Who are Familiar with Predecessor Products	8
Different Points from Predecessor Products	8
Different Points between UZ-S1 Ver. ISO1.01 and ISO1.02	16
2. RC Gate A Installation	
Requirements for RC Gate A	
Environment	23
Preparation Items for RC Gate A	25
Installation Procedures for RC Gate A	26
Component Check	26
Installing RC Gate A with a Cross Cable	27
Memory and Storage Options for RC Gate A	28
Components Check	28
Installation Procedure	29
@Remote Appliance Registration for RC Gate A	36
Initial Setting Procedure	36
3. RC Gate S Pro Installation	
@Remote Activation for RC Gate S Pro	
Login to License Manager	47
Product Key Registration	50
License Code Registration	53
@Remote Appliance Registration for RC Gate S Pro	56
Before You Start	56
Initial Setting Procedure	64
Device Registration	73
Device Auto Discovery Setting	76
Device Firmware Update Method Setting Wizard	77

# 4. Managed Functions

@Remote Features for RC Gate A	79
Overview	79
IP Address Exclusion	79
RFU Enable/Disable	80
RFU Prohibition Interval	80
RFU Timeshift	81
Auto Call Notify	81
Extended Device Search	82
Remote Registration	83
User Code Counter Capturing	83
@Remote UI Guide for RC Gate A	91
CE Login Page	91
Top Screen	91
Setup Wizard	93
@Remote Service Registration Wizard	99
Auto Discovery Setting Wizard	102
Device Registration Wizard	102
Shift Device Firmware Update Time	108
Access Prohibited IP Address Settings	109
Ping Send Permission	110
RC Gate Settings	110
Auto Discovery	114
Device Management	118
Maintenance	124
Security	133
Log	135
@Remote Features and UI Guide for RC Gate S Pro	137
CE Login Page	137
Top Screen	138
Setup Wizard	139
@Remote Service Registration Wizard	142
Device Registration Wizard	144

Auto Discovery Setting Wizard	146
Device Firmware Update Method Wizard	147
RC Gate and Device Settings	148
Transition for @Remote Service	168
Overview	168
Transition Procedure	169
Reboot Tool for @Remote Service	173
@Remote Turning On/Off Procedure for RC Gate S Pro	173
@Remote Turning On/Off Procedure for RC Gate A	178
5. Replacement and Removal	
RC Gate A Removal	181
Replaceable Parts	181
LCD and LCD Board	182
SD Card	183
Device Removal	187
Device Removal Procedure	187
Appliance Removal	188
Removal Procedure	188
Appliance Replacement (Restoration)	189
Appliance Replacement (Restoration) Procedure	189
6. System Maintenance	
Service Program Mode	195
7. Troubleshooting	
Troubleshooting Guide	
Communication Error	197
How to Disable the Ping Send (RC Gate S Pro ISO1.01 only)	197
Additional Information for RC Gate A	
INDEX	205

# 1. Product Information

# **Specifications**

See "Appendices" for the following information:

• Specifications for RC Gate A/RC Gate S Pro

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# Guidance for Those Who are Familiar with Predecessor Products

RC Gate A (D459) and RC Gate S Pro (M371) are successor models to RC Gate (A768). If you have experience with the predecessor product, the following information will be of help when you read this manual.



 RC Gate S Pro mk2 (Ver. IS01.02) is released as an upgrade of RC Gate S Pro with @Remote Connector option (Ver. IS01.01).

#### **Different Points from Predecessor Products**

#### **Specifications**

Title	RC Gate	RC Gate A/RC Gate S Pro
Max. number of Monitored devices	500	RC Gate A: 500 (standard)/ 1500 (with optional SSD and DIMM) RC Gate S Pro: 5000
Max. number of Managed devices	100	RC Gate A: 100 (standard)/ 1000 (with optional SSD and DIMM) RC Gate S Pro: 5000
Periodical reboot	Adjustable; Weekly or Monthly	Unnecessary
SNMP Version	SNMP v1/v2 only	SNMP v1/v2/v3
Communication Protocol	SNMP/SOAP	SNMP/SOAP
Communication Method (between appliance and center)	SMTP (1-way) or HTTPS (2-way)	HTTPS only
Appliance ID2	J77 / (J76)Ymm00001	RC Gate A: V7800000001
		RC Gate S Pro: S5600000001
System Log	64KB	RC Gate A: 2MB
		RC Gate S Pro: 500MB

Title	RC Gate	RC Gate A/ RC Gate S Pro
Communication Log	64kB	RC Gate A: 2MB
When Appliance SC occurs,	RC Gate will reboot.	RC Gate A: Will reboot.  RC Gate S Pro: RC Gate S Pro itself does not reboot, but the internal @Remote service will reboot.

# **Appliance UI**

Title	RC Gate	RC Gate A/RC Gate S Pro
Login User Type	CE/Administrator/Registrant	RC Gate A: CE/Administrator RC Gate S Pro: CE/Administrator/ User
Password for each login	<ul> <li>Password for CE: "rst107C/S" (Can change)</li> <li>Password for Administrator: "admin" (Can change)</li> <li>Password for Registrant: "installation" (Can change)</li> </ul>	RC Gate A:  Password for CE: "rst107C/S" (Can change)  Password for Administrator: "administrator" (Can change)  RC Gate S Pro: Password for CE: "rst107C/S" (Can change)  Password for "admin": "(blank)" (Can change)  Password for User: Unnecessary
Excluded IP address	No function	Can set by IP address (Max. 255)
Firmware Update by RFU	Both Appliance and Device firmware possible.	RC Gate A: Both Appliance and Device firmware possible. RC Gate S Pro: Devices only. Appliance firmware not possible.
RFU Permission	Appliance firmware permission only.	Both Appliance (RC Gate A only) and Device firmware permission.

Title	RC Gate	RC Gate A/RC Gate S Pro
Selecting RFU Method	Via @Remote only	RC Gate A: Via @Remote only RC Gate S Pro: Can select RFU either via @Remote or onsite F/W updater.
Auto Call Notification Timing	Can change from center GUI.	Can change from center GUI.  Can read from RC Gate -@Remote UI  CE mode.
Auto Call Notification Permission	Can change from center GUI.	Can change both from center GUI and RC Gate -@Remote UI admin and CE mode.
Display of notified Auto Call in a list	No function	RC Gate A: Can see on UI RC Gate S Pro: No function
@Remote On/Off	No function	RC Gate A: No function RC Gate S Pro: Can select permission not to accept any @Remote services by administrator.
RFU Timeshift (To shift device firmware update time)	No function	RC Gate A: Can select on UI. RC Gate S Pro: No function
Ping Send Permission	Can select on UI.	RC Gate A: Can select on UI.  RC Gate S Pro (ISO1.01): Cannot select on UI, but can set by editing a properly file. For details, see "How to Disable the Ping Send" in the section p.197 "Troubleshooting Guide".  RC Gate S Pro (ISO1.02): Can select on UI.
Extended device search	No function	RC Gate A: Can select on UI. RC Gate S Pro: No function
Registered Device Counter Display	No function	RC Gate A: Can see on UI. RC Gate S Pro: No function

Title	RC Gate	RC Gate A/RC Gate S Pro
Extended Function Setting	No function	RC Gate A: Can set on UI when an optional SSD is installed. RC Gate S Pro: No function
Center Connect Check	Can be used.	RC Gate A: Can be used. RC Gate S Pro: Can be used only for ISO1.02.

#### **Center GUI**

Title	RC Gate	RC Gate A/RC Gate S Pro
RFU Prohibit Time	No function	RC Gate A: Can set prohibit time.
		RC Gate S Pro: Can set prohibit time only for IS10.02.
Auto Call Notification Timing and Retry Setting	Can change timing only.	Can change timing and retry setting.
Max. number of devices displayed in Device List	Up to 500	Up to 500
Search Function on Appliance/Device List	Search function (Ctl + F) is available.	Search function (Ctl + F) is available.
Sort Function on Appliance/Device List	Can sort by a selected column.	Can sort by a selected column.
Managed device Type	snmp/https	SNMP/HTTPS
@Remote On/Off	No function	Can see that this function is enabled or not.

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

#### Uninstallation

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

# **Auto Discovery**

Title	RC Gate	RC Gate A/RC Gate S Pro
Performing Auto Discovery	<ul> <li>Login to RC Gate UI</li> <li>Auto Discovery Setting Wizard&gt;</li> <li>1. Select Search Method;     Subnetmask range or IP address     range.</li> <li>2. Set AD interval</li> <li>3. Input search range.</li> <li>4. Searched range list is     displayed.</li> <li>5. AD starts at designated time.</li> </ul>	RC Gate A: Same as RC Gate  RC Gate S Pro: AD refers to the Discovery Setting of RC Gate S Pro (Onsite) UI.  RC Gate S Pro (@Remote) does not search new device(s) as AD. Instead, AD acquires device MIB data only from found devices at designated time.  There are two methods of device search which can be selected; "Ping Sweep" or "Broadcast".

# Registration

Title	RC Gate	RC Gate A/RC Gate S Pro
Appliance Registration	Login to RC Gate UI	RC Gate A: Same as RC Gate from
Flow	<rc gate="" registration="" wizard=""></rc>	step 2.
	Select Communication Method.	RC Gate S Pro: This needs three steps
	2. Input request number.	as below after this program has been installed in a PC.
	3. Set time zone.	<activation></activation>
	(Select permission of sending IP address).	Obtain License Code from     License Manager.
	5. Set date and time.	Type License Code in Activation
	6. Set network.	Tool.
	7. Set mail.	Login to RC Gate S Pro UI
	8. Set Proxy.	<setup wizard=""></setup>
	9. Confirm Appliance information.	1. Set Proxy.
	10. Register Appliance.	2. Set mail.
		(Select permission of sending IP address).
		Obtain Individual Certification (ID2).
		<@Remote Service Registration Wizard>
		1. Input request number.
		2. Confirm Appliance Information.
		3. Register Appliance.

13

Title	RC Gate	RC Gate A/RC Gate S Pro
Device Registration from Appliance	Login to RC Gate UI <device registration="" wizard="">  1. Select Search Method; Subnetmask range, IP address range or Host Name.  2. Input search range.  3. Searched devices list is displayed.  4. Choose desired devices to be managed from searched devices list.  5. Obtain request number.  6. Perform manage request.  7. Chosen devices are managed and listed both in Registered Device List and center GUI.  Note: These devices will be registered.</device>	RC Gate A: Same as RC Gate RC Gate S Pro: Device list which is created based on Discovery Setting of RC Gate S Pro (Onsite) is referred. (RC Gate S Pro (@Remote) does not search new devices.) Login to RC Gate S Pro (@Remote) UI <device registration="" wizard=""> 1. Searched devices list is displayed. 2. Choose desired devices to be managed from found devices list. 3. Obtain request number. 4. Perform manage request. 5. Chosen devices are managed and listed both in Registered Device List* and center GUI.</device>
Device Registration from Center GUI (Remote Registration)	"Auto-registered" function.  Operate from Center GUI  1. Open Device List.  2. Choose desired devices to be managed from devices list.  3. Perform manage request.  4. Chosen devices are managed and listed both in Registered Device List and center GUI.	Operate from Center GUI  1. Open Device List.  2. Choose desired devices to be managed from devices list.  3. Perform manage request.  4. Chosen devices are managed and listed both in Registered Device List* and center GUI.

 $<sup>\</sup>ensuremath{^{\star}}\xspace$  In case of RC Gate S Pro, it is called "Managed Device List".

## Removal

Title	RC Gate	RC Gate A/RC Gate S Pro
Device Removal Flow	"Remove Devices" from center GUI.  • Registration deleted both from Registered Device List and center GUI.	"Remove Devices" from center GUI.  • Registration deleted both from Registered Device List* and center GUI.
	Function flag (SP5816-003) and Install Status (SP5816-201) initialized.	Note (RC Gate S Pro only): This device is deleted from @Remote center, but the registration still valid at onsite (S1 main).  • Function flag (SP5816-003) and Install Status (SP5816-201) initialized.
Appliance Removal	"Remove Devices" from center GUI. See above.	"Remove Devices" from center GUI. See above.
	"Remove Appliance" from center GUI.	"Remove Appliance" from center GUI.
	Registration deleted from center GUI.	Registration deleted from center GUI.
	<ul> <li>Appliance initialized and shutdown.</li> </ul>	RC Gate A: Appliance initialized and shutdown.
		<ul> <li>RC Gate S Pro: UZ-@Remote option is no longer accessible.</li> </ul>

<sup>\*:</sup> In case of RC Gate S Pro, it is called "Managed Device List".

## **Appliance Replacement**

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

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

Title	RC Gate	RC Gate A/RC Gate S Pro
To put together two or more RC Gates into one RC Gate S Pro.	Not applicable	This can be to migrate all managed devices from multiple RC Gates to one RC Gate S Pro/RC Gate A.  For details, see p. 168 "Transition for @Remote Service".

## Different Points between UZ-S1 Ver. IS01.01 and IS01.02

RC Gate S Pro mk2 (Ver. ISO1.02) is released as an upgrade of RC Gate S Pro with @Remote Connector option (Ver. ISO1.01).

# Improved points from the IS01.01 version

## Start/Stop bat files

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

## Recovery from DB Error

	When a DB crash problem occurs, the recovery procedure is not necessary any more.
Ver. ISO 1.02.	When a DB file is corrupted accidentally in the current ISO 1.01 version, it is necessary to perform the recovery procedure by using a batch file manually. However, if a DB file crashes when starting up the @Remote service, Mk2 automatically recovers the DB file without a manual procedure.
	By the above improvement, Mk2 recovers the DB file(s) in the two cases described below. In case of the current ISO1.01 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.

#### [Mk2 can recover automatically (= Server replacement is not required).]

- 1. If the DB crashed due to Windows being shut down without using the stop batch file.
- 2. If the DB crashed due to Windows being shut down while the stop batch file does not function (@Remote processing was still in progress).

Please note that even Mk2 may not recover in the following case:

#### [Mk2 cannot recover automatically (= Server replacement is required).]

If the DB crashed due to the PC being unplugged without doing the shutdown process (internal recovery process does not work in this case).

Ver. IS01.01.	When a DB crash problem occurs, a recovery procedure is required. See RTB RM371002 for details.	
RC Gate A	When a DB crash problem occurs, a recovery procedure is not necessary. Instead, initialize the box by changing a dip switch and then performing A to A replacement.	

#### **Timeout Process at Device Registration**

Ver. IS01.02.	Reported symptom on the current ISO1.01 version:		
	When RC Gate S Pro @Remote does not receive any response from the Gateway at device registration, RC Gate S Pro maintains the waiting status until a response is received (no timer is used).		
	After modification applied:		
	When performing a device registration, RC Gate S Pro waits for a response from the Gateway only for a specified period of time (determined by the timer). If no response comes from the Gateway before the timer expires, RC Gate S Pro will detect a time-out and show an error (connection failure) on the web UI. The Gateway will also cancel the registration process according to the time-out. It is possible to perform device registration again after this.		
Ver. IS01.01.	Fixed by Version IS01.01.04.		
RC Gate A	Not occuring		

#### **@Remote Connector Termination at SQL Server Restart**

When Mk2 @Remote Connector does not receive a response from the SQL server, Mk2 monitors the SQL server every 30 minutes for a total of 3 hours.
If $Mk2$ is able to access the $SQL$ server, it resumes the service automatically.

	SQL Server	
	<ol> <li>SQL server updated and restarted by Windows Update.</li> </ol>	
	@Remote Connector	
	1. Cannot access SQL server.	
	2. Generate SC900, then restart service.	
Operation Flow	(Monitoring)	
	SQL Server	
	1. SQL server restarted.	
	@Remote Connector	
	1. Can access SQL server.	
	2. Resumes the service.	
Ver. IS01.01.	When an SQL server restarted because of Windows Update, the service of the @Remote Connector was terminated, because @Remote Connector accesses the SQL server, but without response. After 5 times of retrying, 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.	
	SQL Server	
	1. SQL server updated and restarted by Windows Update.	
	@Remote Connector	
	1. Cannot access SQL server.	
	2. Generates SC900, then restart service.	
Operation Flow	3. Cannot access SQL server.	
	4. Generates SC900, then restart service.	
	(Retries up to 5 times.)	
	1. Terminate the service.	
	SQL Server	
	1. SQL server restarted.	
RC Gate A	Not applicable	

## Fixed Limitation Items from Ver. IS01.01.

## Message at Appliance Replacement

Ver. IS01.02.	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.
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

## **Device Data Acquisition**

Ver. IS01.02.	Mk2 acquires the device data from only devices that are managed in the @Remote Center, and then sent to the center.
Ver. ISO1.01.	The current ISO1.01 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

#### **New Features**

#### **Enhanced Remote Registration**

	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.
Ver. IS01.02.	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.

Ver. IS01.01.	Normal remote registration	
RC Gate A	Available	

# **Specifications**

## **AES256 Support in SSL Communication**

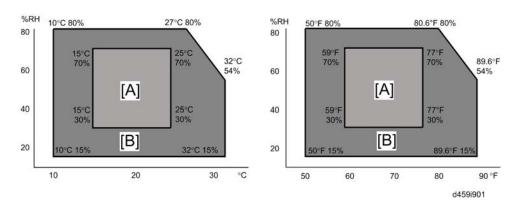
Ver. IS01.02.	Enhanced the symmetric key block cipher used for SSL communication from AES128 to AES256.
Ver. IS01.01.	Only AES128 is supported.
RC Gate A	AES256 is supported.

# 2

# 2. RC Gate A Installation

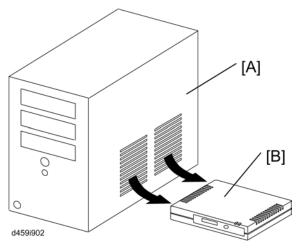
# Requirements for RC Gate A

#### **Environment**

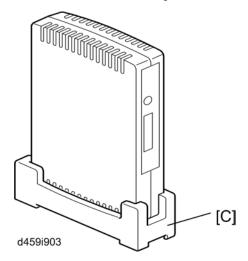


[A]: Recommended range, [B]: Operation range

- Temperature: 10°C to 32°C, 50°F to 89.6°F
- Humidity: 15 to 80% RH
- Space requirement: 1 cm (0.4") or more from front, back, left, right, and top
- Do not shake or hit the RC Gate A (D459), and keep it away from vibrations.
- Keep the RC Gate A away from direct sunlight.
- Keep the RC Gate A away from corrosive gas.
- Do not install the RC Gate A in an area where water is used.
- Do not install the RC Gate A on a floor. Foreign materials can cause damage to the RC Gate A.



 Keep the RC Gate A away from cold, cool, warm, or hot air currents. Make sure that the exhaust from other machines [A] does not get to the RC Gate A [B].



• Use the stand [C] when you put the RC Gate A on its side.

# Preparation Items for RC Gate A

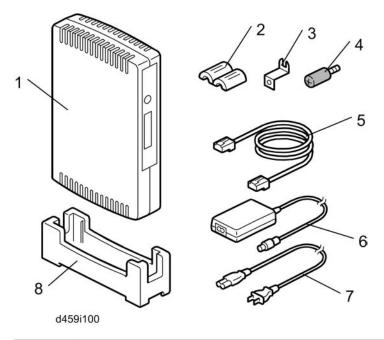
- 1. To install the RC Gate A, make sure to bring the following items to the customer site:
  - RC Gate A mainframe
    - Network Type
  - Customer survey
    - Make sure the request number from the RC Gate is written on the survey.
  - Laptop computer
    - Make sure the computer has an RJ-45 100BASE-TX/10BASE-T network port.
    - Make sure the computer has Internet Explorer 5.0 or newer.
    - If you cannot bring a laptop computer, you can use the customer's computer.
  - Network cross cable for laptop computers
- 2. Preparation at the Customer Site

To do the installation procedure, make sure you can use the following at the customer site:

- A power outlet: 1
- An open port on the hub (router): 1

# Installation Procedures for RC Gate A

# Component Check

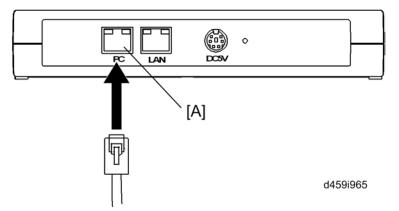


No.	Description	Q'ty
1	RC Gate A	1
2	Ferrite Core	1
3	Power Cord Anchor Bracket	1
4	Bracket Screw	1
5	Network Cable	1
6	AC Adaptor	1
7	Power Cord	1
8	Stand	1

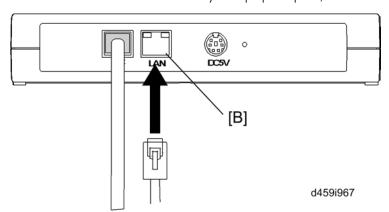
2

# Installing RC Gate A with a Cross Cable

Use a cross cable if there is only one available hub port on the customer's network.



1. Connect one end of the cross cable to your laptop computer, and the other end to the PC port [A].



- 2. Connect one end of the network cable to the network hub, and the other end to the LAN port [B].
- 3. Set your computer's IP address and subnet mask as follows:

"x" is a whole number between 2 and 254.

• IP address: 192.168.10.x

• Subnet mask: 255.255.255.0

4. To enable the new IP address and subnet mask, reboot your computer.

# Memory and Storage Options for RC Gate A

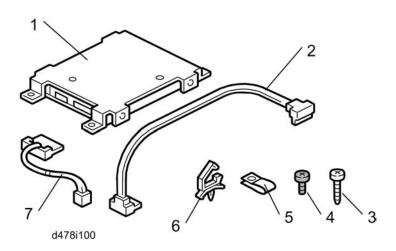
## **Components Check**

# **U** Note

- Memory option (D474) allows the RC Gate A to manage the user counters.
- Storage option (D478) can expand the maximum management devices of the RC Gate A from 100
  to 1,000 only when this option is installed with the memory option (D474). This option cannot work
  properly without the memory option (D474).

#### Memory Option (D474)

No.	Description	Q'ty
-	512MB DIMM	1
-	EMC Memo	1



#### Storage Option (D478)

No.	Description	Q'ty
1	16GB SSD	1
2	SATA Cable	1
3	Screw: M3x10	4
4	Screw: M3x6	1
5	Metal Clamp	1

9

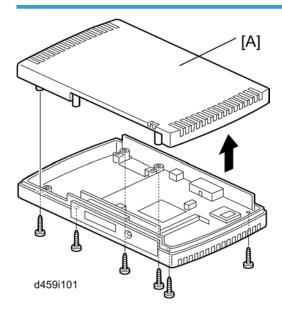
No.	Description	Q'ty
6	Clamp	1
7	Power Cable	1
-	EMC Memo	1

## Installation Procedure

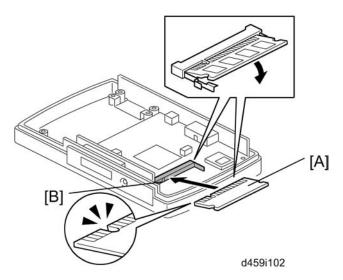


• Before installing this option, disconnect the AC adaptor from the RC Gate A.

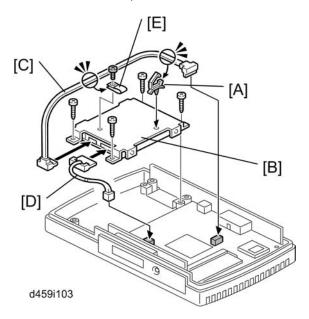
## Installation at the same time as the RC Gate A installation



1. Top cover [A] ( x 6)



- 2. Install the DIMM memory [A] in the memory slot [B].
- 3. Do the following.
  - Reattach the top cover if the 16GB SSD is not to be installed.
  - Go to the next step if the 16GB SSD is to be installed.



- 4. Attach the clamp [A] to the 16 GB SSD [B].
- 5. Attach the SATA cable [C] and power cable [D] to the 16GB SSD [B].
- 6. Clamp the SATA cable with the metal clamp [E] ( $\mathscr{F}$  x 1: M3x6).
- 7. Install the 16GB SSD [B] in the RC Gate A (F x 4: M3x10).

- 8. Attach the opposite connectors of the SATA cable [C] and power cable [D] to the main board of the RC Gate A.
- 9. Reattach the top cover (F x 6).

#### Installation after the RC Gate A installation

When Memory and Storage Options are installed after the RC Gate A has been registered at the @Remote center, follow the procedure below.

- 1. It is not necessary to remove the RC Gate A from the center.
- 2. It is possible to add only these options without removing the RC Gate A
- 3. Perform the same installation procedure as "Installation at the same time as the RC Gate A installation" after the RC Gate A has been shut down and unplugged.
- 4. Change the setting of "Extended Function Setting" to "Use" in the UI CE mode after Memory and Storage Options have been installed.

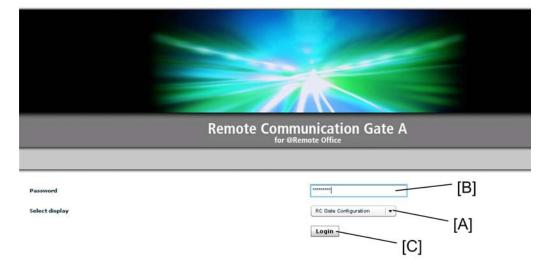
#### **Operation Check**

- 1. Connect the AC adapter to the power socket of the RC Gate A.
- 2. Plug the power cable into the wall outlet.
- 3. Connect the RC Gate A (PC port) and your laptop PC by a cross LAN cable.
- 4. Make sure that the RC Gate A starts up and goes into the "Ready" condition:
  - Check if the LCD on the RC Gate A shows "Not Set Up\_192.168.0.1".
  - · Check if the green LED is lit.



- If the RC Gate A does not go into the standby condition, retry and re-check the installation procedure described above.
- 5. Access the CE login page as follows: https://192.168.10.1:9443/CE.

irmware version

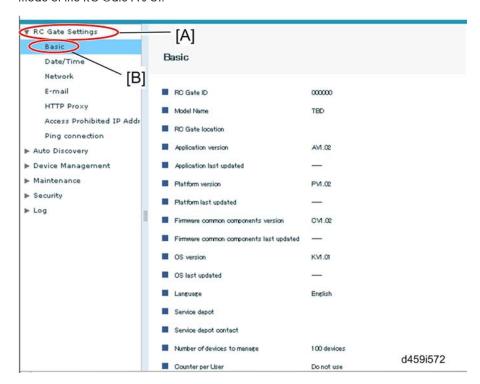


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- 6. Select "RC Gate Configuration" in the "Select display" [A].
- 7. Enter the CE password in the input bar [B], and then click the "Login" button [C] to log into the CE mode of the RC Gate A's UI.



- 8. Expand "RC Gate Settings" [A].
- 9. Click "Basic" [B] in the menu on the left side of the screen.

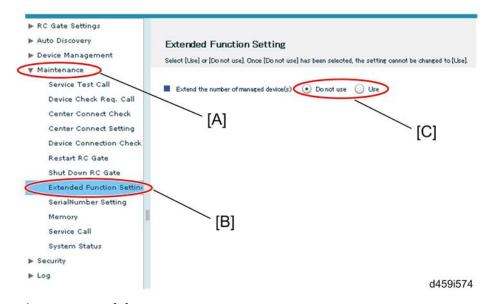


#### To check if the SSD option is properly functioning:

• Check "Storage capacity (extended)" [A] if it shows 16384 MB.

#### To check if the DIMM option is properly functioning:

• Check "Memory capacity (extended)" [B] if it shows 512MB.

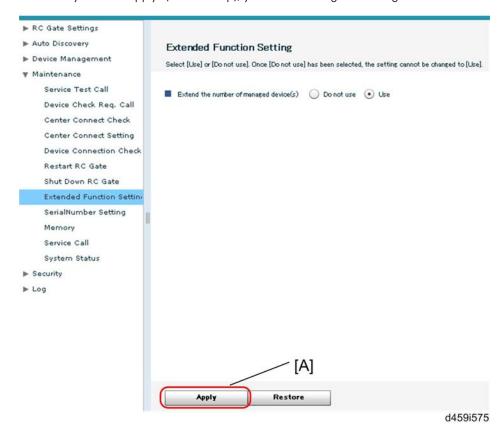


- 10. Expand "Maintenance" [A].
- 11. Click "Extended Function Setting" [B] in the menu on the left side of the screen.

12. Change the setting from "Do not use" to "Use" [C].



• After you click "Apply" (the next step), you cannot change the setting back to "Do not use".



13. Click "Apply" [A].

## Removal of Storage and Memory Options after the RC Gate A Installation

When Storage and Memory Options are removed after RC Gate A is registered at the @Remote center, follow the procedure below.

It is necessary to remove the Appliance from the center before removing these options. And after removing these options, you need to perform the Appliance Replacement procedure which is "A to A replacement".



- Only in the case when less than 100 devices are managed or less than 500 devices are monitored, it is possible to take out the options after RC Gate A has been registered at the @Remote center. If more devices than mentioned above are managed/monitored, it is not possible to restore the backedup data to the RC Gate A after removing options.
- 1. Remove the RC Gate A from the @Remote center.

- 2. Remove the Memory and Storage Options, referring to the installation procedure.
- 3. Make sure that the setting of "Extended Function Setting" is set to "Do not use".
- 4. Perform "A to A replacement".

If you remove options before removing the RC Gate A from the @Remote center, device registration data still remains in the storage option. Therefore, we recommend removing the RC Gate A from the @Remote center before removing the options. (Removing the RC Gate A from the @Remote center can erase all data in the storage option.)

# @Remote Appliance Registration for RC Gate A

#### **Initial Setting Procedure**

The following settings are required for using the RC Gate A. This section describes the initial setting procedure for the RC Gate A.

- Time Zone and Date/Time Settings
- HTTP Proxy Settings
- Email Settings
- Change IP Address Send Permission
- Entering Request No.
- Starting Registration
- 1. Access the CE login page of the RC Gate A.
  - Login page: https:// 192.168.10.1:9443/CE.

Remote Communication Gate A
for @Remote Office

Password
Select display

Initial Settings

Login

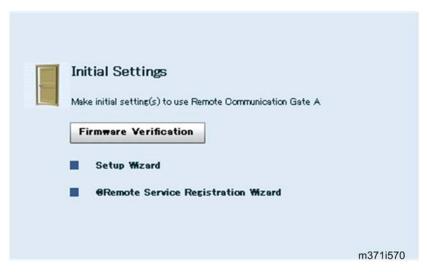
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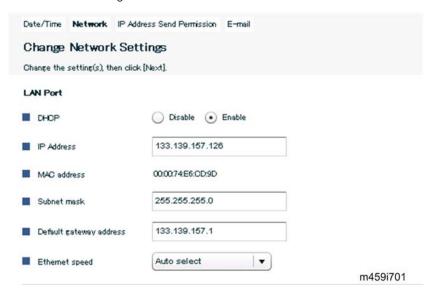
d459i501

Firmware version A1.02-C1.02-P1.02-K1.01

- 2. Select "Initial Settings" in the "Select display" pull down menu.
- 3. Enter the CE password, and then click the "Login" button to log in to the RC Gate A.



- 4. The screen shown above appears. This is known as the "Top Screen of Initial Settings".
- 5. Click "Setup Wizard" to enter the "HTTP Proxy Settings" screen.
- 6. Select the time zone.
- 7. Adjust the date and time.
- 8. Set the network settings.



- 9. Select the DHCP server setting (Disable or Enable).
  - If you select "Enable", click the "Next" button.
  - If you select "Disable", input settings (IP address, Subnet mask and Default gateway address), and then click the "Next" button.

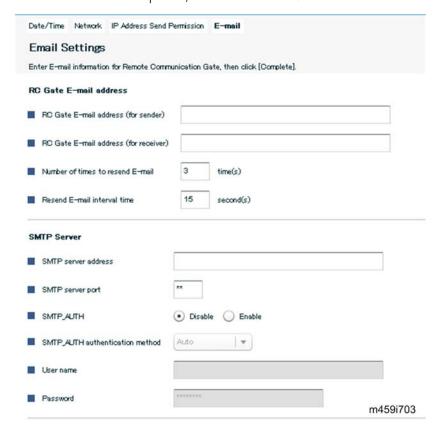


• The "IP address" setting is required for the next step.



m459i702

- 10. The "IP Address Send Permission" screen appears.
- 11. Select "Permit" or "Do not permit", and then click the "Next" button.



- 12. The "Email Settings" screen appears.
- 13. Input "SMTP server address" and "Server mail address" under "SMTP Server".
- 14. Input the settings for "Authentication" as the customer wants.
  - If you select "None", click the "Next" button.

- If you select "POP3", input the "POP server address", "POP server port" and "User name", and then click the "Next" button.
- If you select "SMTP", input the "User name" and "SMTP Server connect test address", and then click the "Next" button.



m459i704

- 15. The "Setup Complete" screen appears.
- 16. Click the "To @Remote Service Registration Wizard" button.



m459i705

- 17. The "Enter Request No." screen appears.
- 18. Enter "Request No.", and then click the "Confirm with Server" button.

Ī	Enter Request No. HTTP Proxy Confirm Settings	
	HTTP Proxy Settings	
	Specify proxy items, then click [Next].	
	Proxy server   Disable Enable	
	Proxy IP address	
	Proxy port	
	Proxy user name	
	Proxy password	
	Proxy domain name	
	Network Settings Set	m459i706
		1117331700

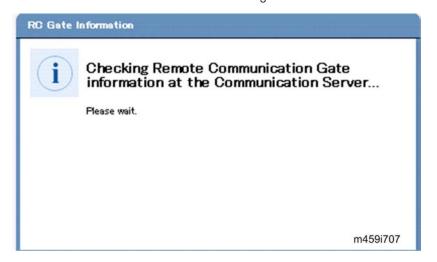
- 19. Select the proxy server setting (Disable or Enable).
  - If you select "Disable", click the "Next" button.
  - If you select "Enable", input settings (Proxy IP address, Proxy port, Proxy user name, Proxy password, Proxy domain name), and then click the "Next" button.



• The "Proxy IP address" and "Proxy port" settings are required for the next step.



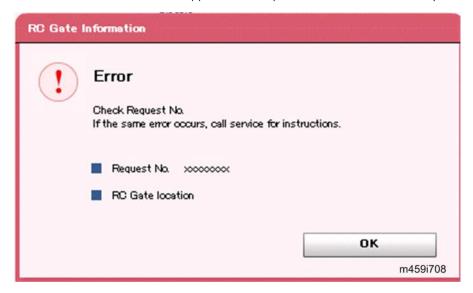
20. Click "Confirm with server" in the "Confirm Settings" screen.



- 21. The "Confirm" screen appears.
- 22. The progress bar indicates how this confirmation process is going.



23. The "Confirmation Result" screen appears if the request number is entered correctly.



- If the "Error" screen appears, click the "OK" button and retry entering the request number from step 18.
- 24. Click the "Start Registration" button.



- 25. The "Starting Registration..." screen appears.
- 26. The progress bar indicates how this registration process is going.

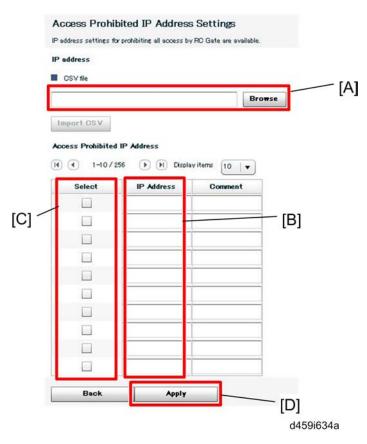


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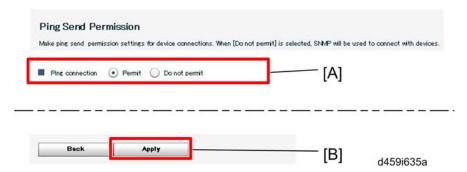
27. The "Registration Result" screen appears if the request number is correctly registered.



- If the "Registration error" screen appears, click the "Back" button and retry entering the request number from step 18.
- 28. Click the "Finish" button.



- 29. Enter the "Access Prohibited IP Address Settings" page.
  - "Initial Settings" > "Access Prohibited IP Address Settings"
- 30. Set the IP address settings by using a csv file [A] or manual IP input [B] [C] for the access prohibition from the @Remote center, as the customer wishes.
- 31. Press the "Apply" button [D].



- 32. Go to the "Ping Send Permission" page.
  - "Initial Settings" > "Ping Send Permission"

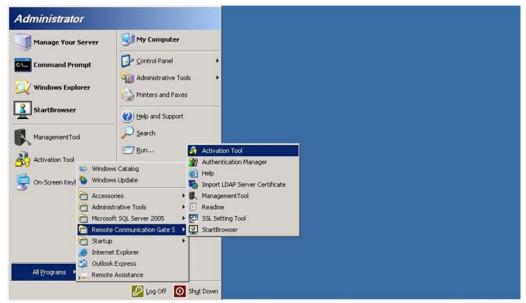
- 33. Select the "Permit" or "Do not permit" [A] in the "Ping Send Permission" setting page, as the customer wishes.
- 34. Press the "Apply" button [B].

# 3. RC Gate S Pro Installation

### @Remote Activation for RC Gate S Pro

#### Login to License Manager

The license manager is only stored in a server PC where the RC Gate S Pro has been installed. It is recommended that @Remote activation is done on the server PC for RC Gate S Pro.



M371i544

1. Execute the "Activation Tool".



M371i545

2. Click the "Next" button.



M371i546

3. Select "Internet", and click "Next".



- 4. The server PC connects to the activation server and then the product registration screen as shown above appears.
- 5. Input your "User ID and Password", and then click "Login" button.
  - If you want to keep the input password, check "Remember Password".



m371i554a

6. Click the "PC Application" line to enter the "Product Registration" page.

P Reissue your license (PC Application Only)

D Edit user information

## **Product Key Registration**

	*means required field.	
Product name*		~
Product Key* (Serial number) Locking Code*	If you can't find the target software, then click "here".  14-62F70	
Date of Purchase (year/month) Dealer Name Dealer Location	2009 11 1	
How many multi- function products/printer devices do you plan to connect with this software?		
How many employees do you have?* Which type of industry are you in?*	10000 or over   Manufacturing	
	Back	m371i547

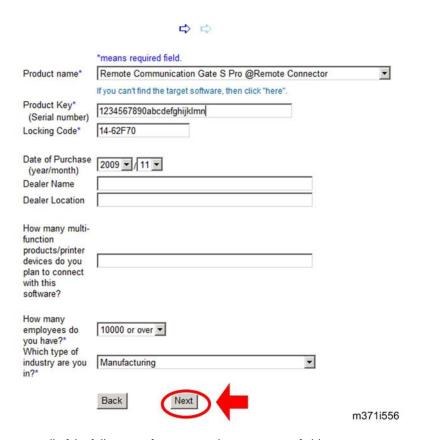
There are several input fields on the "Product Information" screen. Input the required information in each field.



- 1. Select "RC Gate S Pro @Remote Connector" in the "Product name" field to activate an @Remote option.
- 2. Enter the product key in the "Product Key (serial number)" field.
- 3. Check if the "Locking Code" in the "Locking Code" field is correct.



 If the Locking Code is not displayed in the "Locking Code" field, execute the Activation Tool", and then copy or note the displayed Locking Code.



Input all of the following information in the appropriate fields:

- Date of Purchase (month/day/year)
- Dealer Name
- Dealer Location
- How many multifunction product/printer devices do you plan to connect with this software?
- How many employees do you have?
- Which type of industry are you in?

After inputting all of the above information, click "Next" and then "OK" when the confirmation dialog appears.

This will initiate the registration process. When the registration has been completed, the following screen will be displayed. Copy the license code displayed in this screen, and then click "Close". You will copy this license code into the Activation Tool later in this procedure (see the next page).



If you are working on a client PC station, save this license code inside a text file or print it out for
inputting it into the Activation Tool.



#### Congratulations!

License code BRAGZPABQPKURW6K8FFGJXNBA4ZQASZ7TBGBSQCMV5WZCVRLQEJRS52MHL3XMSQNVIKZSUT:	S3L6YSJNU7DS#
Important Information Please cut and paste the above License Code into the license installation utility of your software.	
Close Print	
Copyright (C) 2000-2007 Ricoh Company, Ltd. All rights reserved.	m371i557

#### **License Code Registration**



m371i549

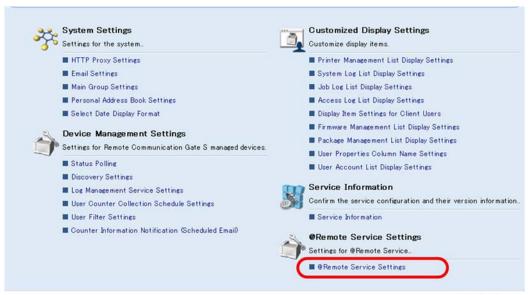


1. Open the Activation Tool, then click "Next". Paste the license code into the "License Code" field, then click "Next".



m371i551

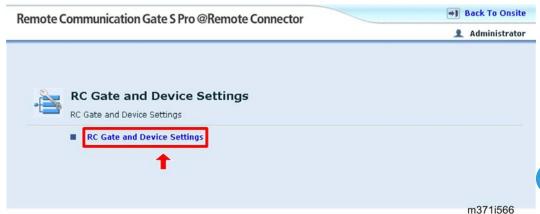
- 2. If the license code has been applied correctly, the dialog box shown above will appear:
- 3. Press the "Finish" button.
- 4. Run Explorer.
- 5. Open C:\Program Files\,,,,\Tools (C:\ is an example of the root drive where the RC Gate S Pro is installed.)
- 6. Double click "atremote\_stop\_manual.bat" to stop the RC Gate S Pro (@Remote).
- 7. Double click "atremote\_start\_auto.bat" to reboot the RC Gate S Pro (@Remote).



m371i553

8. Log in to the RC Gate S Pro in admin mode, and then check the "@Remote Service Settings".





- 9. Click "RC Gate and Device Settings" on the @Remote Service Settings page to check if the "RC Gate and Device Settings" page is displayed.
- 10. This activation procedure is successfully completed if the RC Gate and Device Settings" page is displayed.

# @Remote Appliance Registration for RC Gate S Pro

#### Mportant (

- After reviewing field experiences with the current ISO1.01 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 database 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 database 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.

#### **Before You Start**

The customer must do the following procedures before you start the registration:

Install the software



- If RC Gate S Pro IS01.02 version is to be installed in a client server where RC Gate S Pro IS01.01 version has already been installed, the updating procedure for RC Gate S Pro is required. For details about the updating procedure, refer to the procedure described below.
- Activate RC Gate S Pro (Onsite) and RC Gate S Pro (@Remote)
- Make the Device Discovery settings (device registration and auto discovery both use these settings).

#### **Updating Procedure for RC Gate S Pro**



When performing updating procedure, please avoid doing it on the M/R Date and one day prior to
the set M/R Date in order to receive and send closing counter data correctly. For example, if the M/R Date is set as the 20th, Appliance replacement should not occur on either June 19 or June 20.

#### Overview

When updating from the current ISO1.01 to Mk2 version, the restoring process to migrate all necessary files into the database for Mk2 of @Remote Connector will run after restarting the OS after completing the version update.

 Make sure that the ISO1.01 version is working properly by checking that the service has correctly started, and troubleshoot any problems that occur.



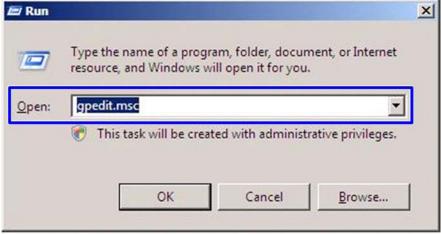
• If you perform the update without checking whether the current version works properly, the new version (Mk2) may not work properly.

#### **Important**

• 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.

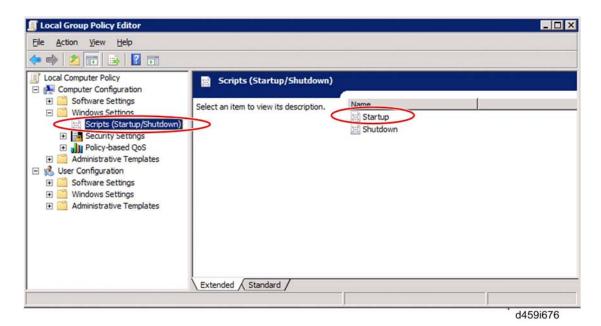
#### Before Installation (Updating): Onsite

First, you must remove the Startup and Shutdown scripts from Local Computer Policy, if they are included.



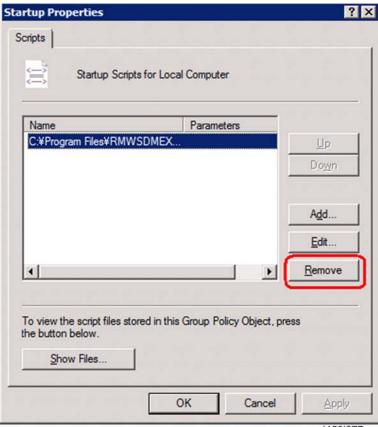
d459i637

1. In "Start" -> "Run...", open "gpedit.msc".



- 2. Open "Local Computer Policy" ->"Computer Configuration" ->"Windows Settings" ->Scripts(Startup/Shutdown).
- 3. Double click to open "Startup".





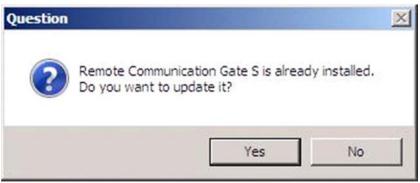
- 4. Click "Remove", then "Apply" and "OK".
- 5. Repeat steps 3 and 4 for "Shutdown".

#### Installation (Updating) Procedure: Onsite

1. Execute the setup.



 You do not need to stop the service beforehand because the program will terminate the service automatically.



2. When you start the program installation, RC Gate S Pro will ask whether the installation is for updating from the current version to Mk2 version. Click "Yes".



d459i665

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

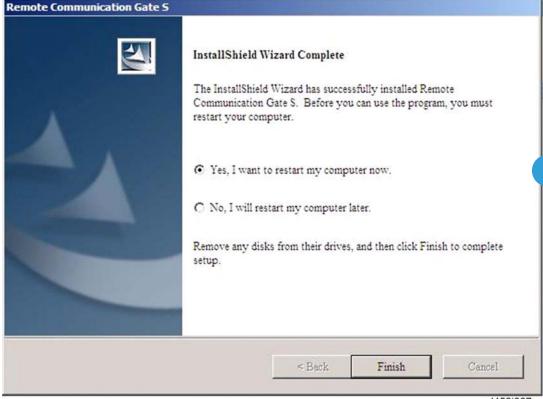


d459i666



- If the backup failed, the 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.





5. Click "Finish" to restart the OS after the installation is completed.



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

```
C\Windows\system32\cmd.exe

ifile(s) copied.
ifile(s) copied.
Started restore.

The DH AtRemoteService service is starting.

The DH AtRemoteService service was started successfully.

DH AtRemoteService
Processing...
DH AtRemoteService
I file(s) copied.

[SC1 ChangeServiceConfig SUCCESS
The DH AtRemoteService service is starting.
```

- 7. RC Gate S Pro performs the restoring process.
- 8. While the restoring process runs, a Command Prompt window appears.



- It may take some hours to complete the restoring process (the time required depends on the number of managed devices and the 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.

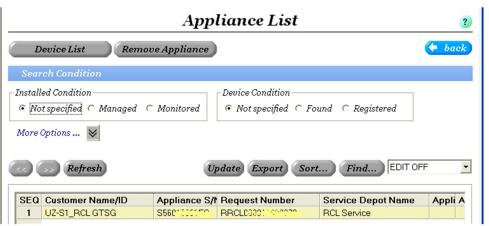


- You do not need to start the service manually.
- 10. Login to the UI in CE mode and check that it is working properly.
- 11. Notify the Center GUI operator that the upgrade of the RC Gate S Pro (from IS01.01 to IS01.02) is done.

#### Installation Procedure: Center

The upgrade operation must be recognized at the Gateway/center, so that the Gateway will replace the original backup data with the one newly created as Mk2 version.

The following procedure is to make a trigger to initiate communication between Gateway/center and Mk2.



m371i574

- 1. Log in to the center GUI and search for the target appliance.
- 2. Select the target appliance on the Appliance List and double click to open the Appliance Information.



3. In the Appliance Information, input some data in the "Location" field.



- You can just insert a space anything will do, just to make the trigger signal.
- 4. Click the [Update] button.



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5. When the "Request received" window appears, click OK to close it.

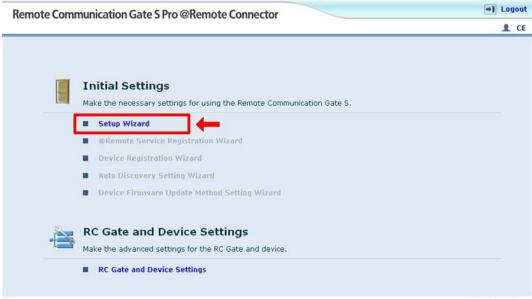
#### **Initial Setting Procedure**

The following settings are required for using the RC Gate S Pro. This section describes the initial setting procedure for the RC Gate S Pro.

- HTTP Proxy Settings
- Email Settings
- Change IP Address Send Permission
- Individual Certificate Acquisition
- Entering Request No.
- Starting Registration
- 1. Access the CE login page of the RC Gate S Pro.
  - Login page: https://<RC Gate S Pro servername or IP address>:9443/CE (e.g.: https:// 111.222.333.444:9443/CE)

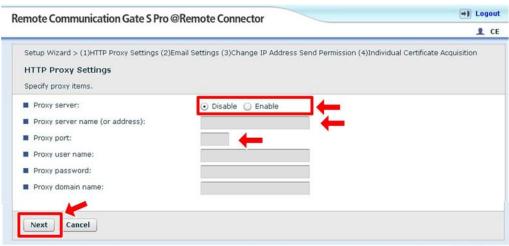


2. Enter the CE password, and then click the "Login" button to log in to the RC Gate S Pro.



m371i502

- 3. The screen shown above appears. This is known as the 'Top Screen'.
- 4. Click "Setup Wizard" to enter the "HTTP Proxy Settings" screen.

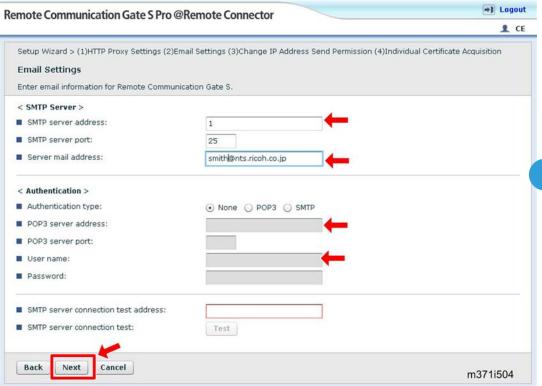


m371i503

- 5. Select the proxy server setting (Disable or Enable).
  - If you select "Disable", click the "Next" button.
  - If you select "Enable", input settings (Proxy IP address, Proxy port, Proxy user name, Proxy password, Proxy domain name), and then click the "Next" button.



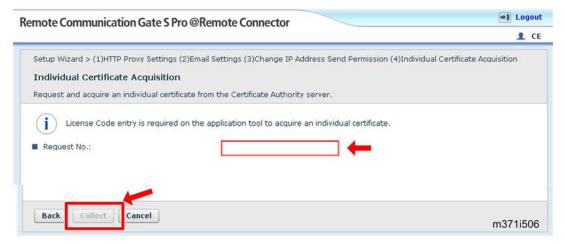
• The "Proxy IP address" and "Proxy port" settings are required for the next step.



- 6. The "Email Settings" screen appears.
- 7. Input "SMTP server address" and "Server mail address" under "SMTP Server".
- 8. Input the settings for "Authentication" as the customer wants.
  - If you select "None", click the "Next" button.
  - If you select "POP3", input the "POP server address", "POP server port" and "User name", and then click the "Next" button..
  - If you select "SMTP", input the "User name" and "SMTP Server connect test address", and then click the "Next" button.



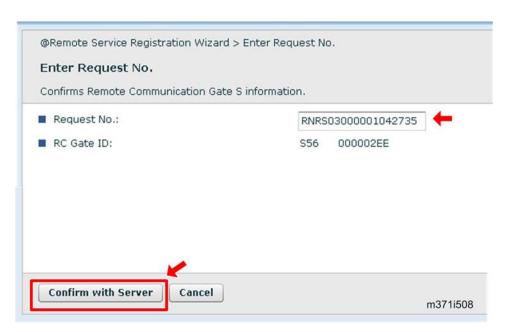
- 9. The "Change IP Address Send Permission" screen appears.
- 10. Select "Permit" or "Do not permit", and then click the "Next" button.



11. Enter "Request No.", and then click the "Collect" button.



- 12. The "Setup Complete" screen appears.
- 13. Click the "To @Remote Service Registration Wizard" button.



- 14. The "Enter Request No." screen appears.
- 15. Enter "Request No.", and then click the "Confirm with Server" button.



- 16. The "Confirm" screen appears.
- 17. The progress bar indicates how this confirmation process is going.



18. The "Confirmation Result" screen appears if the request number is entered correctly.



- 19. If the "Ask error" screen appears, click the "Back" button and retry entering the request number from step 16.
- 20. Click the "Start Registration" button.



- 21. The "Starting Registration..." screen appears.
- 22. The progress bar indicates how this registration process is going.



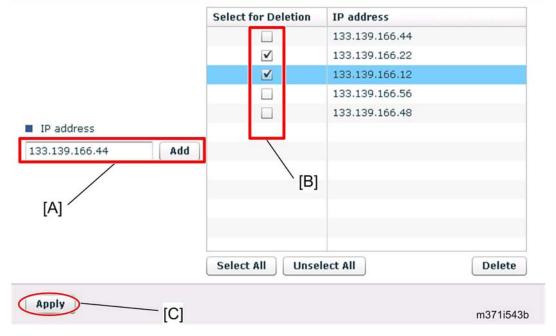
23. If the "Registration error" screen appears, click the "Back" button and retry entering the request number from step 16.



- 24. The "Registration Result" screen appears if the request number is correctly registered.
- 25. Click the "Finish" button.

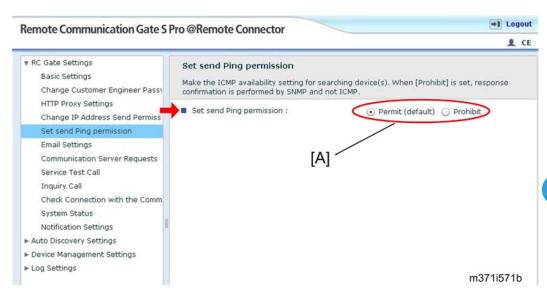
#### **Excluded IP Address Settings**

Please select IP Address(es) which will not communicate with Remote Communication Gate S.



- 26. Enter the "Excluded IP Address Settings" page.
  - "Device Management Settings" > " Excluded IP Address Settings "
- 27. Set the IP address settings by manual IP input [A] [B] for the access prohibition from the @Remote center if the customer requests.
- 28. Press the "Apply" button [C].

The following steps from 29 to 31 can be used only for ISO1.02.



- 29. Enter the "Set send Ping permission" page.
  - "RC Gate Settings" > "Set send Ping permission"
- 30. Select "Permit" or "Do not permit" [A] in the "Set send Ping permission" setting page if a customer requests.
- 31. Press the "Apply" button.

## **Device Registration**

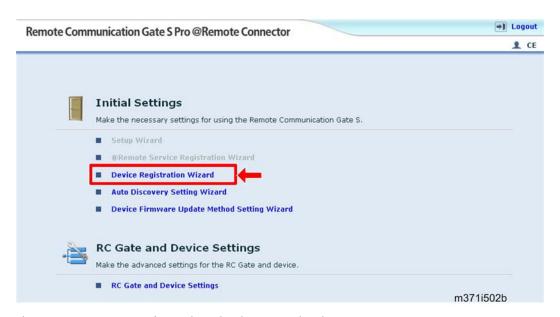
If the Device Discovery settings are not set up yet (new installation), no devices will be listed in the Select Device to Register list. The Device Discovery settings must be done before executing "Device Registration".

The device registration can be done only by a service representative. To register a device, input the following IP address to enter the RC Gate S Pro for the service representative.

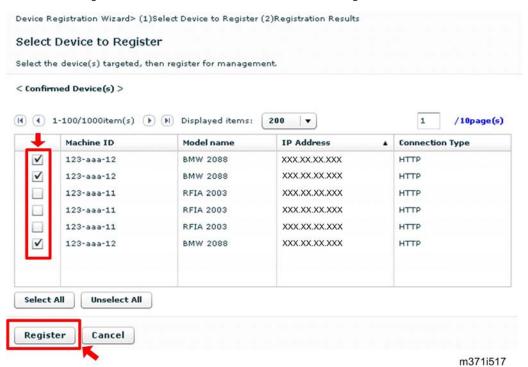
 "IP address or server name of the server PC for RC Gate S Pro" and ":9443/CE" (e.g.: https://111.222.333.444:9443/CE)

# **Important**

- The device registration must be executed after the auto discovery function in the RC Gate S Pro has been completely done.
- 1. Log in to "RC Gate S Pro" from the CE login screen.



- 2. The Top Screen appears after CE login has been completed.
- 3. Click "Device Registration Wizard" to enter the "Select Device to Register" screen.

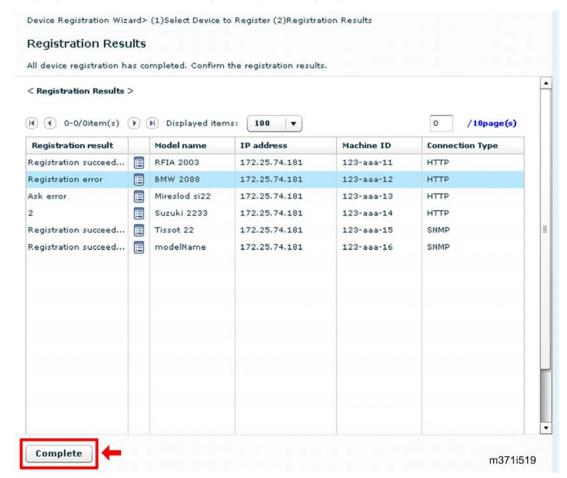


- 4. Click the check box to select the device(s) which is (are) to be registered.
- 5. Click the "Register" button after the device selection has been completed.



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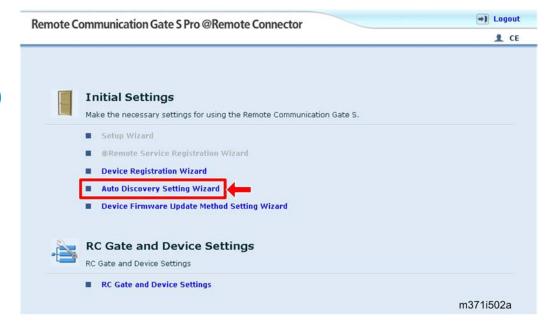
- 6. The "Registering Device..." screen appears.
- 7. The progress bar indicates how this registration process is going.



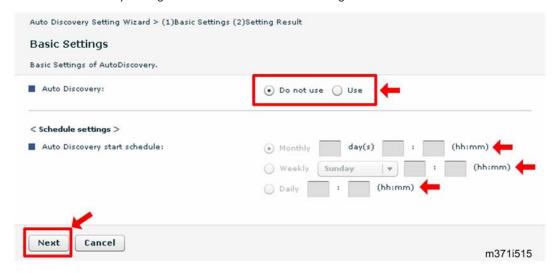
- 8. The "Registration Results" screen appears after all device registration has been completed.
- 9. Click the "Complete" button to return to the Top Screen.

## **Device Auto Discovery Setting**

If the Device Discovery settings are not set up yet, Auto Discovery will not work. This must be done by the customer.



- 1. The Top Screen appears after CE login has been completed.
- 2. Click "Auto Discovery Setting Wizard" to enter the "Basic Settings" screen.



- 3. Select "Do not use" or "Use" under the "Auto Discovery" setting.
  - If "Do not use" is selected, click the "Next" button.





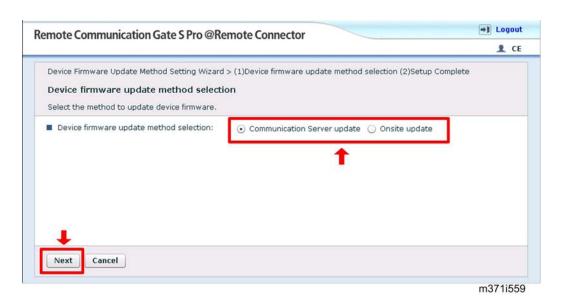
- "Auto Discovery" will not be executed.
- If "Use" is selected, fill the settings of "Auto Discover start schedule:", and then click the "Next" button.



4. Click the "Finish" button in the "Setting Result" page to complete "Auto Discovery Setting".



- 1. The Top Screen appears after CE login has been completed.
- 2. Click "Device Firmware Update Method Setting Wizard" to enter the "Device firmware update method selection" screen.



- 3. Select "Communication Server update" or "Onsite update" under the "Device firmware update method selection" setting.
  - "Communication Server update" allows a service representative to update the device firmware by RFU (Remote Firmware Update) through the @Remote.
  - "Onsite update" allows a service representative to update the device firmware only by RFU at a customer's site.



4. Click the "Finish" button in the "Setup Complete" page to complete "Device firmware update method selection".

# 4. Managed Functions

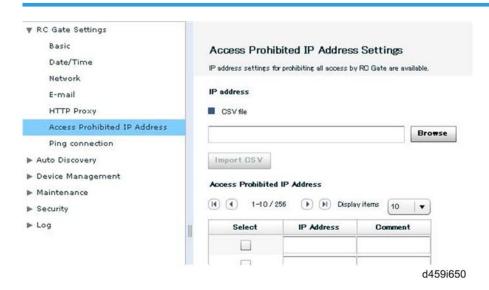
# @Remote Features for RC Gate A

#### Overview

The following functions are newly added to the RC Gate A.

- IP Address Exclusion
- RFU Enable/Disable
- RFU Prohibition Interval
- RFU Timeshift
- Auto Call Notification Timing and Retry
- Extended Device Search
- User Code Counter

#### **IP Address Exclusion**



It is possible to set IP addresses which you do not wish to be searched by the RC Gate A.

You can set up to 255 IP addresses.

During Auto Discovery, the excluded addresses are skipped.

But, if an excluded machine uses DHCP and its IP address changes into a discoverable address, it will not be skipped during the next Auto Discovery.

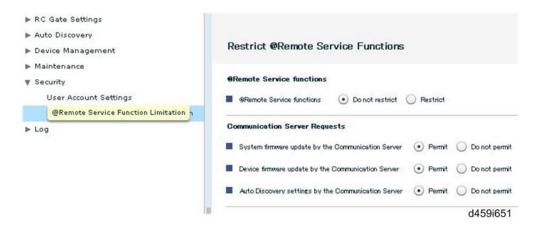
(Conversely, a device can go from a detected IP address to an excluded IP address.) So, if IP Address Exclusion is used, it is best to use fixed IP addresses for devices that need to be detected by the RC Gate A.

These IP addresses are only excluded during discovery-type sweeping operations, which ping each address within a specified range, looking for a response.

Functions that use direct communication between the RC Gate A and a managed device, by pinpointing a known IP address, will still work for an address that has been excluded.

Also, during Remote Registration, if the excluded IP addresses are changed before registration is complete, and a device happens to be one of the excluded addresses, Remote Registration will still work, because this is not a sweeping-type operation.

## **RFU Enable/Disable**



For the previous model RC Gate, RFU must be disabled at each device connected to the RC Gate.

For the RC Gate A, this can be done for all devices with a setting in the RC Gate A.

For the RC Gate A, there are two settings:

- Enable/disable RFU for the appliance
- Enable/disable RFU for the devices (this is a new function for RC Gate A)

### **RFU Prohibition Interval**

Normally, when set up at the Center GUI, RFU is set for a convenient time for the customer, and must be finished within a set period (default: 3 days).

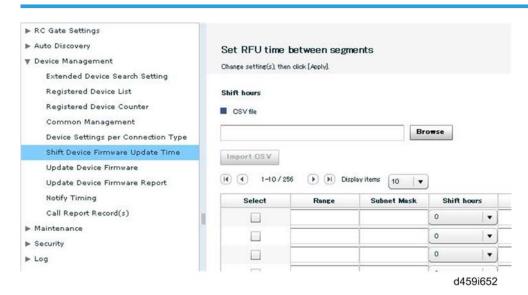
If RFU is done during office hours, it may be inconvenient for the customer.

So, with the RC Gate A appliance, it is possible to prohibit RFU during working hours.

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If RFU is still in progress when working hours start, it is suspended until the end of working hours. Then it resumes.

#### **RFU Timeshift**



An appliance can monitor devices in very remote locations. For example, the RC Gate A can be in New York, but some devices can be in Los Angeles; a different time zone.

If the RFU is set up for 2200 New York time, then the RFU on the devices in Los Angeles could start during Los Angeles office hours.

To prevent this, at the RC Gate A, set up the timeshift function in advance for those devices in different time

To operate this feature, you specify network segments that require a timeshift, and the timeshift that is needed You can also import a csv file containing the network segments that need the timeshift.

# **Auto Call Notify**

The RC Gate S Pro and RC Gate A can specify what to do when it receives a call from a device. There are three settings.

- No Send: The call is not passed on to the @Remote Center
- Real Time: The call is passed on immediately after it is received from the device.
- Periodic: Calls are passed on either Daily, Weekly, or Monthly.

The setting is made from the Center GUI.

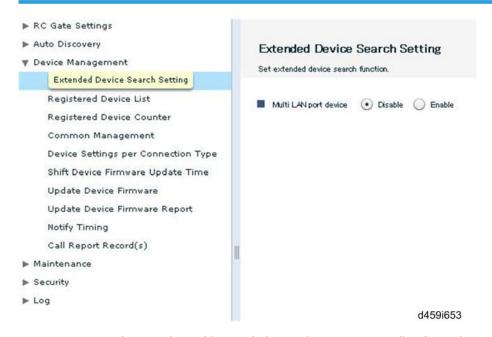
Center GUI: Administrator menu – Appliance Information for Admin – Notification tab

The RC Gate S Pro/RC Gate A are the first appliances to have this function (the previous model RC Gate cannot do this).

With this function, the Center GUI can specify how many retries (and at what interval) a RC Gate S Pro/RC Gate A can pass auto calls from devices to the @Remote Center.

• Administrator menu – Appliance Information for Admin – Notification tab

#### **Extended Device Search**



At Auto Discovery, there can be problems with devices that contain controllers from other manufacturers.

This new feature enables or disables a different type of search function that is more likely to find such devices.

The appliance looks for the MIB and recognizes the type of device in accordance with the type of MIB found.

In models with other manufacturer's controllers, the printer MIB is held in their controller, not the GW controller.

With the normal AD search (ping, followed by SNMP inquiry), the appliance finds the other controllers, because it contains the printer MIB, but cannot find the GW controller. So, this device cannot be managed as a HTTPS device by remote registration. It can only be managed as an SNMP (MIB) device.

With the new AD search function, the RC Gate A searches first using the normal search method (prtGeneralConfigChanges). Then, using another type of MIB command (ricohNetContType), it investigates the devices that it found but did not have printer MIB in the GW controller. This can find printer MIB stored in other controllers.

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This search takes twice as long.

Devices with the Cosmos controller can be found with the first search.

## **Remote Registration**

During Auto Discovery, the RC Gate collects the following for each device:

• Device S/N, IP address, MAC address

Data at the @Remote Center is normally 1 day old.

Normally, only the IP address and MAC address are used for Registration. Registration at the center can only go ahead if the RC Gate can connect to the specified IP address and the MAC address is correct.

- The center GUI sends the IP address and MAC address to the RC Gate.
- The RC Gate checks that the device with that IP address has the correct MAC address.
- Then the RC Gate registers that device at the @Remote Center.

If the device power is off at the time of registration, or if the IP address has changed due to DHCP (the data at the center is one day old), the RC Gate sends an error to the center.

If a different device responds to the IP address (i.e., the MAC address is different), or if there is no device at that IP address, the RC Gate A 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.

The RC Gate can only accept one registration request at a time from the Center GUI (up to 100 devices per request).

If there are more than 100 devices for the RC Gate, you must wait until the first batch has been registered, before you can send a registration request for the next 100. (Otherwise, the RC Gate will return an error message (busy – request not accepted).)

For the RC Gate S Pro/RC Gate A, up to 100 requests can be queued.

# **User Code Counter Capturing**

RC Gate A can capture User Code Counters from managed Ricoh devices (an optional memory must be installed and the Application version of the RC Gate A must be A2.05 or higher) and transmit the data to @Remote.net (Fleet reporting web portal) through the Center system. @Remote.net will provide reports in a fixed format.

#### **Preparation**

Before you set up the User Code Counter Capturing function, you must know the followings:

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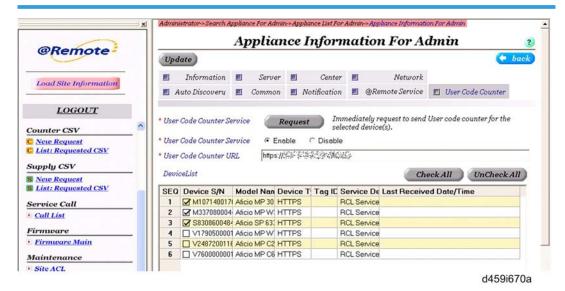
- Which RICOH devices should be set as target devices
- User name and password for all target devices
- What interval for data capturing the customer expects (Monthly or Weekly) and the start time

To use this feature, you need to do the following steps:

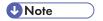
#### 1. On MFPs/LPs

- 1. Program user accounts in the address book of the MFPs/LPs.
- 2. Enable User Code Authentication.
- 3. Set a User Name and Password in each device. If you set nothing, the default setting is as follows:
  - User Name: "admin"
  - Password: "empty"

#### 2. On the Center GUI



1. Open the "User Code Counter" tab in the Appliance Information for Admin menu.



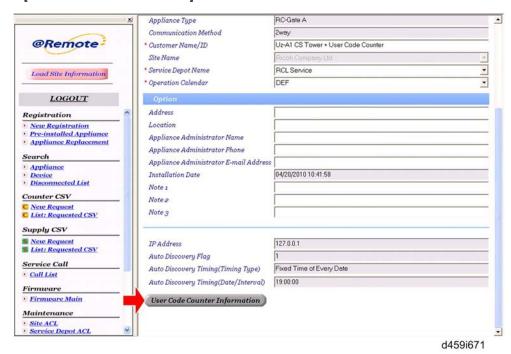
- The user code counter tab has a different URL from the other tabs. The data goes to another gateway server. Do not change this URL.
- 2. To enable the user code counter for the RC Gate A, select 'Enable' for User Code Counter Service. Then the customer can use the Counter per User feature on the RC Gate A User Interface. Until you do this, everything for this function is grayed out on the RC Gate A.

3. In the list of devices, if you click the check box, and click Update, you will enable the user code counter function for those devices.



 Only managed HTTPS devices appear in the device list, so only these machines can use the user code counter function. (You must manage devices as HTTPS devices in advance.)

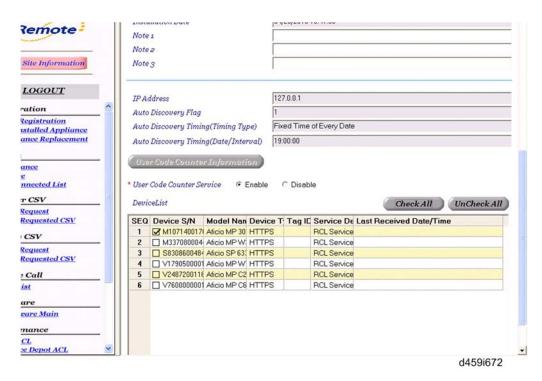
The above operations can also be done with Search Appliance > Appliance List > Appliance Information > [User Code Counter Information] button.



1. In the Search Appliance menu, search for the target RC Gate A.

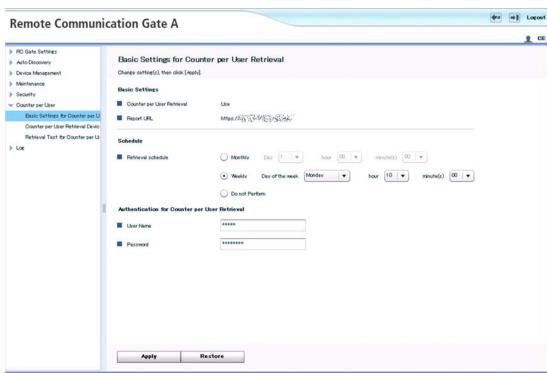


- See the Center GUI Operation Manual for details.
- 2. Double click an appliance, then click User Code Counter Information at the bottom of the screen.



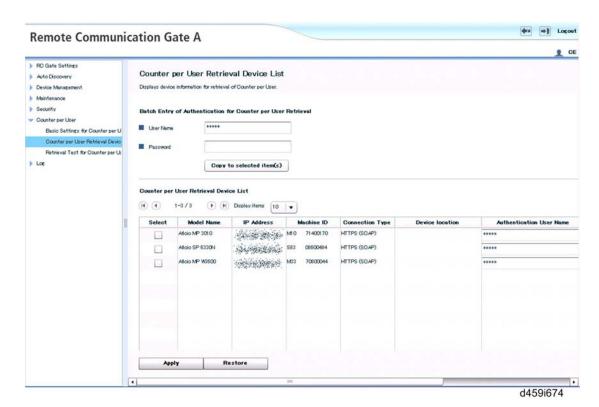
- 3. The selection to enable/disable this function and a list of managed devices appear.
- 4. From this point, operation is the same as the User Code Counter tab in Appliance Information for Admin.

#### 3. On the RC Gate A UI



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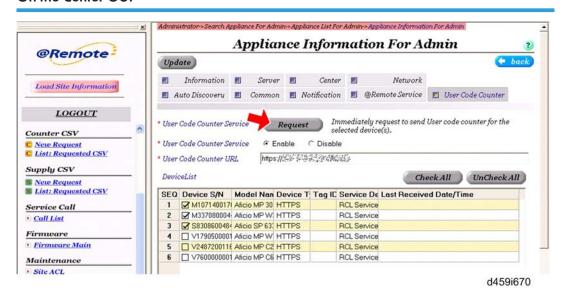
- 1. On the RC Gate A user interface, Counter per User appears in the menu at the left side of the screen.
- 2. The feature must be enabled at the Center GUI or all settings are grayed out.
- 3. After enabling, click on the first item in the menu.
- 4. Counter per User Retrieval should be 'Use' if the feature has already been enabled at the Center GUI.
- 5. Then you can set up the schedule for sending user counter data: weekly or monthly



- 6. In Counter per User Retrieval Device List, you can see a list of all devices selected by the Center GUI.
- 7. Input the User Name and Password of each device for authentication.
  - If the same User Name and Password is commonly used among all devices, you can input them
    only once in the common field to reflect the same user name and password to all devices.
  - Or, input a unique user name and password for each device separately.
- 8. The Select check boxes for the devices are only used for testing to see if the user name and password is correct for authentication.
  - Enabling/disabling user code retrieval for a certain device can only be done at the Center GUI.

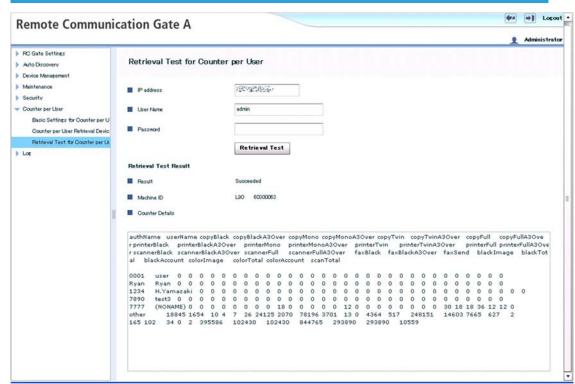
To make an acquisition test of user counter data, do the following procedure:

#### On the Center GUI



• To make a test to capture user counter data from all registered devices and send data to the Gateway/center, you can perform an immediate request. If you click the "Request" button, you can get data from the devices immediately that you have selected with the check boxes.

#### On the RC Gate A GUI



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- 1. To make a test to capture user counter data from a specific device and display the result, you can perform a Retrieval Test.
- 2. Retrieval Test: If you input the IP address of a device, you can see what data it picks up for the user code counters (display only).

## 4

# @Remote UI Guide for RC Gate A

## **CE Login Page**

There are two modes of UI (User Interface) in the RC Gate A. Each mode has a different URL.

- For CE mode; "IP address of the RC Gate A" and ":9443/CE".
   (e.g.: https:// 111.222.333.444:9443/CE)
- For Administrator mode; "IP address of the RC Gate A" and ":9443".
   (e.g.: https:// 111.222.333.444:9443)

Only a service representative can enter the CE mode.

#### Login Page of RC Gate A

	Firmware version A1.02-C1.02-P1.02-K	1.01
	All rights reserv	red
	A L	
Remote Commi	unication Gate A	
for @Rea	note Office	
	Wistory (1997)	П
Password		
Section 1		
Select display	Initial Settings	
	Login	
This SOFTWARE PRODUCT is protected by copyright laws and international copyright treaties, as we		
Any unauthorized copying of all or part of this program or unauthorized copying and distribution of	of this program is an infringement of the copyright laws and treaties.	

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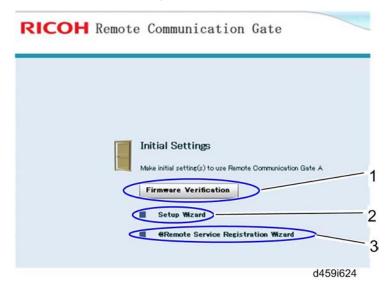
# **Top Screen**

Two setting menus can be accessed from the top screen.

- Initial Settings
- RC Gate Configuration

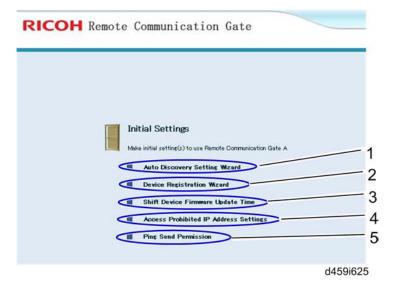
## **Initial Settings**

## Before @Remote Service Registration



1.	Firmware Verification	This can check the firmware version.
2.	Setup Wizard	This enter the "Setup Wizard" for the initial settings of RC Gate A.
3.	@Remote Service Registration Wizard	This enter the "@Remote Service Registration Wizard" for the @Remote service registration of RC Gate A.

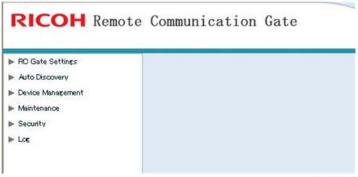
## After @Remote Service Registration



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1.	Auto Discovery Setting Wizard	Enters the setting procedure for Auto Discovery.
2.	Device Registration Wizard	Enters the registration procedure for devices.
3.	Shift Device Firmware Update Time	Configures the RFU (Remote Firmware Update) time for each segment.
4.	Access Prohibited IP Address Settings	Selects IP addresses which are prohibited from being accessed by RC Gate A.
5.	Ping Send Permission	Enables or disables the ICMP to search devices.

## **RC Gate Configuration**



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RC Gate Configuration page has several setting menus described below:

- RC Gate Settings
- Auto Discovery
- Device Management
- Maintenance
- Security
- Log

# Setup Wizard

After the initial setting has been completed, this setting does not appear and the title becomes grey.

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1.	Time zone	This selects the time zone.
2.	Set Date/Time	This adjusts date and time.

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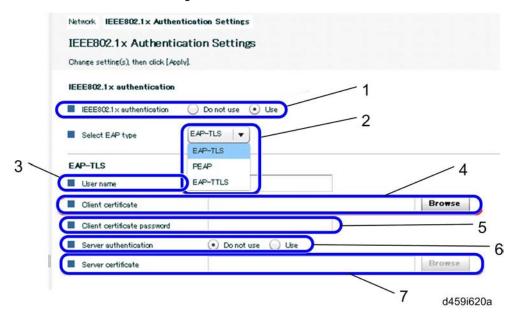
## Network

# RICOH Remote Communication Gate

Date/Time Network IP Add Change Network Set Change the setting(s), then click		
LAN Port		7
■ DHCP	Oisable • Enable	
■ IP Address	133.139.157.126	
MAC address	00:00:74:E6:CD:9D	1
Subnet mask	255.255.255.0	
Default gateway address	133.139.157.1	
Ethernet speed	Auto select ▼	
DNS Server  Main DNS server		2
Sub DNS server		
IEEE802.1× authentication	d .	3
■ IEEE802.1× Authentication	Set	
Maintenance Port		1
■ IP Address	192.168.10.1   ▼	4
MAC address	00:00:74:E6:CD:9C	4
Subnet mask	255.255.255.0	
		d459i620

1.	LAN Port	The following settings can be set and confirmed.  • DHCP: "Disable" or "Enable"  • IP Address  • MAC Address  • Subnet mask  • Default gateway address  • Ethernet speed
2.	DNS Server	The following settings can be set.  • Main DNS server  • Sub DNS server
3.	IEEEE802.1x authentication	This enters "IEEE802.1x Authentication Settings" page.
4.	Maintenance Port	The following settings can be set and confirmed.  • IP Address  • MAC address  • Subnet mask

## IEEE802.1x Authentication Settings



1.	IEEE802.1x Authentication	Enables or disables the IEEE802.1x authentication.  • "Do not use" or "Use"
2.	Select EAP type	Selects the EAP type. This setting can be activated only if the setting of IEEE802.1x Authentication is set to "Use".  • "EAP-TLS", "PEAP" or "EAP-TTLS"
3.	User name	The user name can be input.  This accepts 96 digits of ASCII text.
4.	Client certificate	Selects a client certification file with the "Browse" button.  If "EAP-TLS" is selected;  Only "PKCS#12" format file can be used.
5.	Client certificate password	The client certificate password can be input.  This accepts 128 digits of ASCII text.
6.	Server authentication	Enables or disables the server authentication.  • "Do not use" or "Use"
7.	Server certificate	Selects a server certification file with the "Browse" button.  If "EAP-TLS" or "EAP-TTLS" is selected;  Only "PEM" format file can be used.

#### **IP Address Send Permission**



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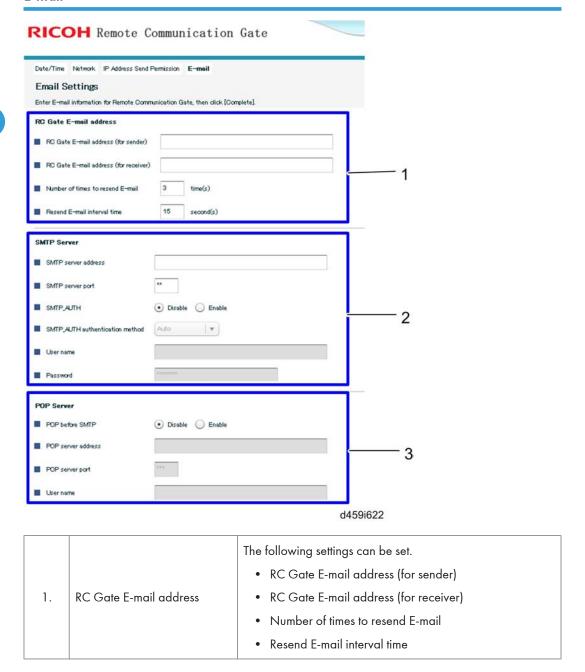
This can enable or disable "IP Address Send Permission".

If "Do not permit" is selected, some services will not be available.



 After the registration of the RC Gate A at the @Remote center is completed, this setting cannot be changed.

#### E-mail



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2.	SMTP Server	The following settings can be set.  SMTP server address  SMTP server port  SMTP_AUTH: "Disable" or "Enable"  SMTP_AUTH authentication method: "Auto", "LOGIN", "PLAIN", "CRAMHMD5" or "DIGEST-MD5"  User name  Password
3.	POP Server	The following settings can be set.  POP before SMTP: "Disable" or "Enable"  POP server address  POP server port  User name

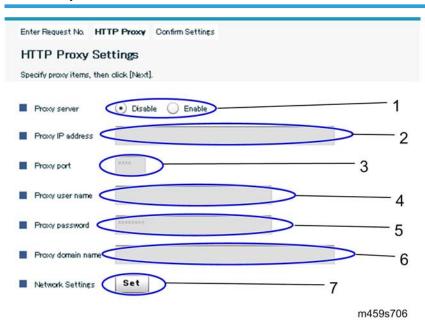
# @Remote Service Registration Wizard

After the initial setting has been completed, this setting does not appear and the title becomes grey.

## Enter Request No.



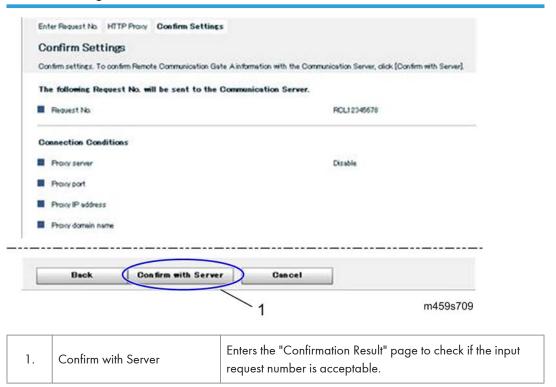
1.	Request No.	This is the input field for the request number.  This accepts 1 to 30 digits of ASCII text.
2.	RC Gate ID	Shows the serial number (ID2) of the RC Gate A.



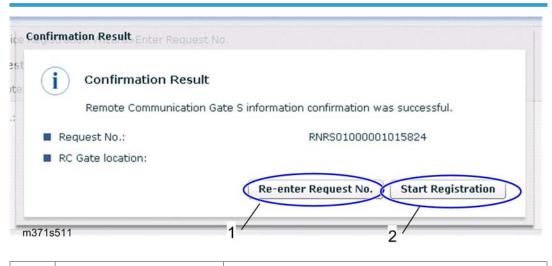
1.	Proxy server	Enables or disables the proxy server.
2.	Proxy IP address	This accepts 1 to 256 digits of ASCII text only when the setting of "Proxy server" is enabled.
3.	Proxy port	This accepts numeral(s) from 1 to 65535 only when the setting of "Proxy server" is enabled.
4.	Proxy user name	This accepts 1 to 32 digits of ASCII text only when the setting of "Proxy server" is enabled.
5.	Proxy password	This accepts 1 to 16 digits of ASCII text only when the setting of "Proxy server" is enabled.
6.	Proxy domain name	When using Windows authentication, enter the proxy domain name, within 255 characters. Only NTLMv2 authentication is available.
7	Network Settings	This returns to the "Change Network Settings" page.

### 4

## **Confirm Settings**



## **Center registration**



1.	Re-enter Request No.	Returns to the "Enter Request No." page.
2.	Start Registration	Registers the request number.

This enters the "Auto Discovery Setting Wizard". The "Auto Discovery Setting Wizard" proceeds as follows:

• Basic Settings ⇒ Protocol Setting(s) ⇒ Edit Auto Discover Range

Each setting page in this wizard is same as a setting page under "Auto Discovery" in "RC Gate Confirmation".

# **Device Registration Wizard**

This enters the "Auto Discovery Setting Wizard". The "Auto Discovery Setting Wizard" proceeds as follows:

Protocol Setting(s) ⇒ Search Range Settings ⇒ Search Results ⇒ Enter Request No. ⇒ Select Device
to Register ⇒ Registration Results

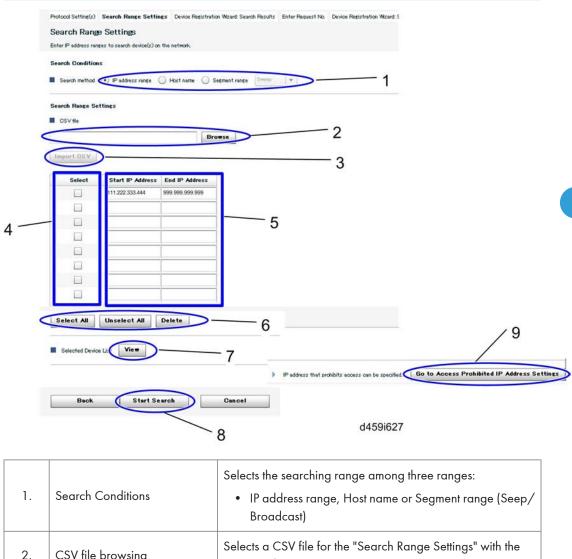
## Protocol Setting(s)

This page is same as the page under "Auto Discovery" in "RC Gate Confirmation".

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### 4

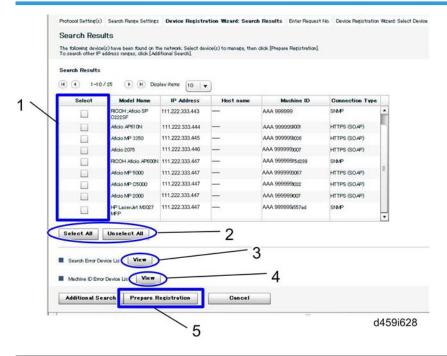
# **Search Range Settings**



1.	Search Conditions	Selects the searching range among three ranges:  • IP address range, Host name or Segment range (Seep/Broadcast)
2.	CSV file browsing	Selects a CSV file for the "Search Range Settings" with the "Browse" button.
3.	Import CSV button	Imports a CSV file selected by the "Browse" button to the searching range input fields.
4.	Selection check boxes	Selects a searching range from the searching range input fields.
5.	Searching range input fields	Displays or manually inputs a range for searching devices.

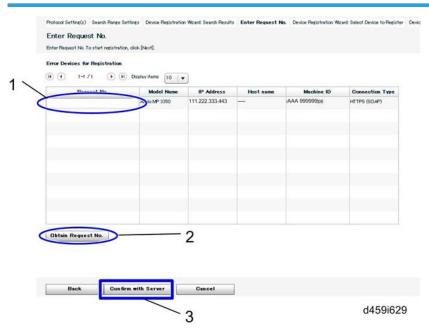
6.	Configuration buttons for selection check boxes	Selects all input ranges. Unselects all input ranges. Deletes ranges of checked boxes.
7.	View	Enters the Selected Device List page.
8.	Start Search	Starts to search devices, and then enters the "Enter Request No." page.
9.	Go to Access Prohibited IP Address Settings	Enters the "Access Prohibited IP Address Settings" page.

## **Search Results**



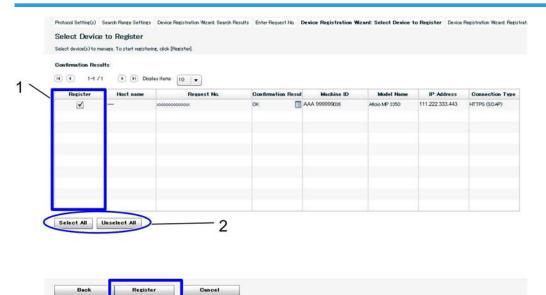
1.	Selection check boxes	Selects devices from the device list.
2.	Configuration buttons for selection check boxes	Selects all input ranges. Unselects all input ranges.
3.	Search Error Device List	Enters the "Search Error Device List" page.
4.	Machine ID Error Device List	Enters the "Machine ID Error Device List" page.
5.	Prepare Registration	Enters the "Enter Request No." page.

# Enter Request No.



1.	Request No. input field	Accepts a request number.
2.	Obtain Request No.	Inputs request numbers automatically.
3.	Confirm with Server	Enters the "Select Device to Register" page.



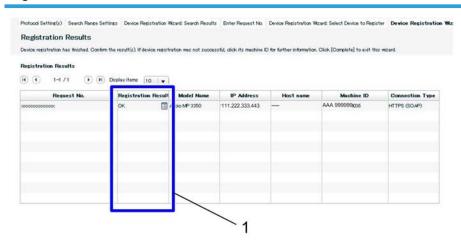


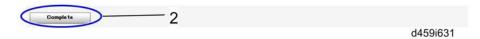
1.	Register selection check boxes	Selects devices from the device list.
2.	Configuration buttons for selection check boxes	Selects all input ranges. Unselects all input ranges.
3.	Register	Enters the "Registration Results" page.

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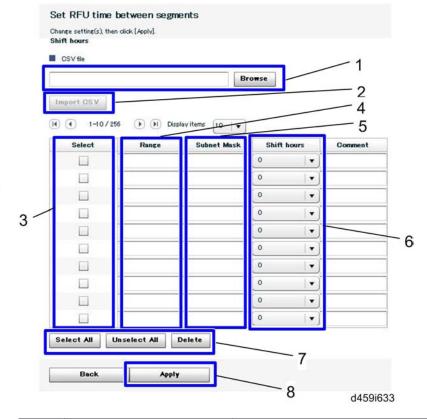
3

# **Registration Results**





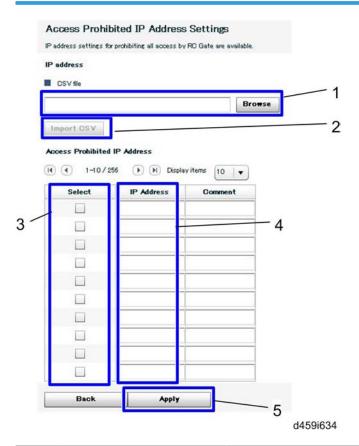
1.	Registration Result	Displays registration result for each device.
2.	Complete	Completes the device registration wizard.



1.	CSV file browsing	Selects a CSV file for the "Set RFU time between segments" with the "Browse" button.
2.	Import CSV button	Imports a CSV file selected by the "Browse" button to the searching range input fields.
3.	Selection check boxes	Selects a searching range from the searching range input fields.
4.	Range	Displays a searching IP address or manually input a searching IP address.
5.	Subnet Mask	Displays a searching subnet mask or manually input a subnet mask.
6.	Shift hours	Selects shifting time for each range.  • -12 to 12 hours (default: 0)

7.	Configuration buttons for selection check boxes	Selects all input ranges. Unselects all input ranges. Deletes ranges of checked boxes.
8.	Apply	Set the configured RFU time.

# Access Prohibited IP Address Settings



1.	CSV file browsing	Selects a CSV file for the "Access Prohibited IP Address Settings" with the "Browse" button.
2.	Import CSV button	Imports a CSV file selected by the "Browse" button to the searching range input fields.
3.	Selection check boxes	Selects IP addresses from the IP address list.
4.	IP Address	Displays a searching IP address or manually input a searching IP address.

5. Apply

Set the IP address settings for the access prohibition from the @Remote center.

# **Ping Send Permission**

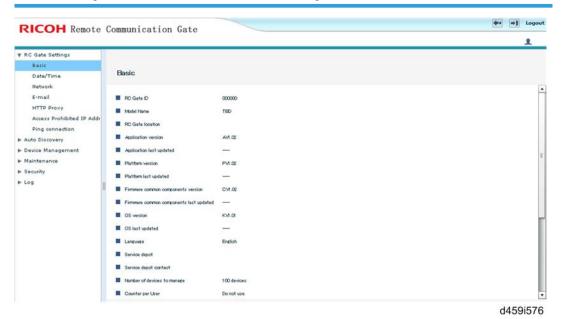




1.	Ping connection	Permit or does not permit the ping connection to devices.
2.	Apply	Set the ping connection setting to devices.

# **RC Gate Settings**

# Selection Page of the RC Gate and Device Settings



4

You can select a setting screen on the top page of the "RC Gate Settings". The following settings can be changed:

- Basic
- Data/Time
- Network
- E-mail
- HTTP Proxy
- Access Prohibited IP Address Settings
- Ping connection

# Basic

Basic	
RC Gate ID	000000
Model Name	TED
RC Gate location	
Application version	AV1.02
Application last updated	_
■ Platform version	PV1.02
■ Flatform last updated	_
Firmware common components version	CV1.02
Firmware common components last updated	_
OS version	KM.01
OS last updated	_
Language	English
Service depot	
Service depot contact	
Number of devices to manage	100 devices
Counter per User	Do not use
Storage capacity (standard)	2048 MB
Storage capacity (extended)	— мв
Memory capacity (standard)	128 MB
Memory capacity (extended)	— MB
Log max capacity	2048 KB
Log collection level	Warnings
Auth key version	1
Permit sending IP addresses	Permit (default)

d459i577

The following settings can be checked:

RC Gate ID

- Model Name
- RC Gate location
- · Application version/ Application last updated
- Platform version/ Platform last updated
- Firmware common components version/ Firmware common components last updated
- OS version/ OS last updated
- Language
- Service depot/ Service depot contact
- Number of devices to manage
- Counter per User
- Storage capacity (standard/extended)
- Memory capacity (standard/extended)
- Log max capacity/ Log collection level
- · Auth key version
- Permit sending IP addresses

#### Date/Time

This setting is same as "Date/Time" shown in the "Setup Wizard" under the "Initial Settings.

#### Network

This setting is same as "Network" shown in the "Setup Wizard" under the "Initial Settings.

#### E-mail

This setting is same as "E-mail" shown in the "Setup Wizard" under the "Initial Settings.

#### **HTTP Proxy**

This setting is same as "HTTP Proxy" shown in the "Setup Wizard" under the "Initial Settings.

#### **Access Prohibited IP Address**

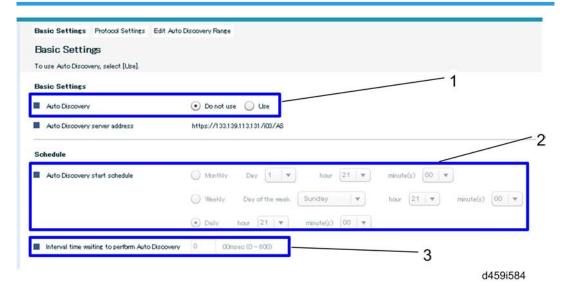
This setting is same as "Access Prohibited IP Address Settings" under the "Initial Settings.

#### **Ping connection**

This setting is same as "Ping Send Permission" under the "Initial Settings.

# **Auto Discovery**

#### **Basic Settings**



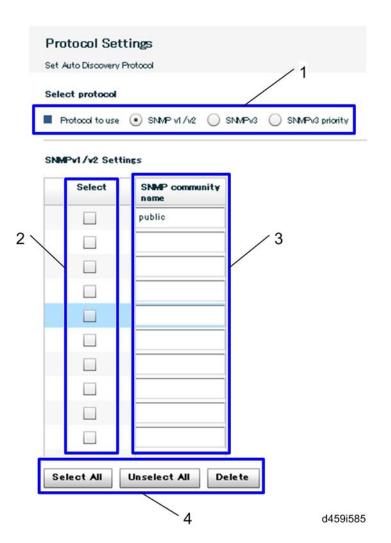
It is possible to adjust the inter-device polling interval for "Auto Discovery". This is to reduce network traffic caused by continuous access (default: 0 ms).

1.	Auto Discovery selection button	Use or do not use auto discovery.
2.	Auto Discovery start schedule selection button	One of three settings can be selected.
3.	Interval time waiting to perform Auto Discovery	Selects interval for the Auto Discovery.

#### **Protocol Settings**

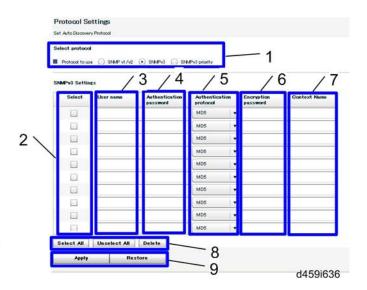
#### SNMP v1/v2 selected

4



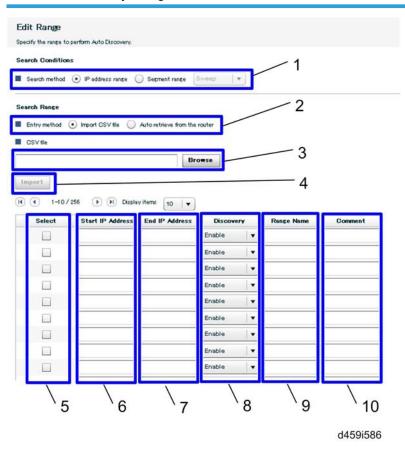
1.	Select protocol	One of three settings can be selected.  • "SNMP v1/v2", "SN <p "snmp="" or="" priority"<="" th="" v3="" v3"=""></p>
2.	SNMP community selection check boxes	SNMP community to be searched can be selected.
3.	SNMP community name	SNMP community name can be input in these fields. This accepts 1 to 30 digits of ASCII text.
4.	Configuration buttons for selection check boxes	Selects all input SNMP community names. Unselects all input SNMP community names. Deletes SNTP community name.

#### SNMP3 selected



1.	Select protocol	One of three settings can be selected.  • "SNMP v1/v2", "SNMP v3" or "SNMP v3 priority
2.	SNMP community selection check boxes	SNMP community to be searched can be selected.
3.	User name	User name can be input in these fields. This accepts 1 to 32 digits of ASCII text.
4.	Authentication password	Authentication password can be input in these fields. This accepts 1 to 32 digits of ASCII text.
5.	Authentication protocol	One of two protocol types can be selected.  • "MD5" or "SHA"
6.	Encryption password	Encryption password can be input in these fields. This accepts 1 to 32 digits of ASCII text.
7.	Context name	Context name can be input in these fields. This accepts 1 to 32 digits of ASCII text.
8.	Configuration buttons for selection check boxes	Selects all input SNMP community names. Unselects all input SNMP community names. Deletes SNTP community name.
9.	Apply/ Restore	Applies selected protocol settings or clears selected protocol settings.

# **Edit Auto Discovery Range**



1.	Search Conditions	Selects the searching range:  • "IP address range" or "Segment range (Sweep/ Broadcast)"
2.	Entry method	Selects the searching method:  • "Import CSV file" or "Auto retrieve from the router"
3.	CSV file browsing	Selects a CSV file for the "Edit Auto Discovery Range" with the "Browse" button.
4.	Import CSV button	Imports a CSV file selected by the "Browse" button to the searching range input fields.
5.	Selection check boxes	Selects a searching range from the searching range input fields.

6.	Start IP Address	Displays or manually inputs the start IP address for searching devices.
7.	End IP Address	Displays or manually inputs the end IP address for searching devices.
8.	Discovery	Selects Enable or Disable for Auto Discovery
9.	Range name	Range name can be input manually.  This accepts 1 to 61 digits of ASCII text.
10.	Comment	Any comment can be input manually.  This accepts 1 to 61 digits of ASCII text.

# **Device Management**

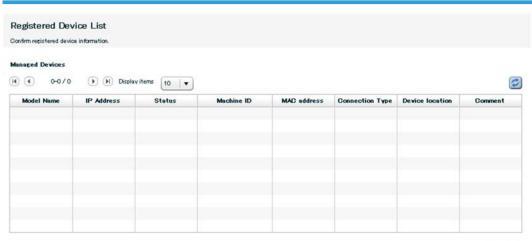
# **Extended Device Search Setting**



#### d459i587

This setting enables or disables a different type of search function that is more likely to find such devices.

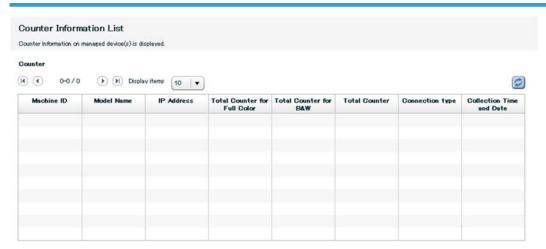
# **Registered Device List**



d459i588

This shows the registered device list by this appliance.

# **Registered Device Counter**



d459i589

This shows the counter (full color, B/W and total) of the registered devices by this appliance.

# **Common Management**

Common Management	
Confirm device common management information.	
Device Information Collection Management	
Interval time to retrieve device information	86400 second(s)
Interval time to re-retrieve device information	3600 second(s)
Number of times to re-retrieve device information	5 time(s)
Counter Information Collection Management	
Interval time to retrieve device counter information	86400 second(s)
■ Interval time to re-retrieve device counter information	3600 second(s)
Number of times to re-retrieve device counter information	5 time(s)
Network Connection Management	
Interval time to refresh device connection (HTTP)	720 second(s)
■ Interval time to refresh device connection (SNMP)	720 second(s)
Interval time to detect device warning (SNMP)	3600 second(s)
■ Interval time to start repeat search function for devices (HTTP and SNMP)	43200 second(s)
Interval time to start repeat search devices (HTTP and SNMP)	3600 second(s)
Time lapse before devices are considered temporarily suspended (HTTP and SNMP)	5184000 second(s)
■ Time lapse before devices are considered suspended (HTTP and SNMP)	10368000 second(s)
Devices to repeat search (HTTP and SNMP)	Only auto-obtained (DHCP) IP address(es)     Auto-obtained (DHCP) and specified IP address(es).
Repeat search method	Sweep
Settings on Firmmare Update	
Interval time for FTP connection retry (sec.)	30 second(s)

d459i590

This shows the common settings of the registered devices by this appliance.

#### **Device Settings per Connection Type**

#### Device Settings per Connection Type

Please confirm device settings.

#### (LAN(HTTP)>

- Interval time for device to HTTP connection retry 3 second(s)
- Number of retries for device to HTTP connection 3 time(s)

#### CLAN(SNMP)>

- Interval time for device to SNMP connection retry 1 second(s)
- Number of retries for device to SNMP connection 1 time(s)

#### d459i591

This shows the communication parameter to the devices for each device type.

#### **Shift Device Firmware Update Time**

This setting is same as "Shift Device Firmware Update Time" shown in the "Device Registration Wizard" under the "Initial Settings.

#### **Update Device Firmware**

#### Update Device Firmware

Check the update details.

No firmware(s) are available for update.

#### d459i593

This updates the firmware. However, any firmware for updating is not found, "No firmware(s) are available for update." message is displayed.

# **Update Device Firmware Report**

# Update Device Firmware Report Check the update details. Update allowable from Update allowable period - Day UFL to download firmware(s) Message List of Device(s) to Update (H) (H) 0-0/0 ▶ N Display items 10 Machine ID Date/Time Result

d459i594

This shows the firmware update logs.

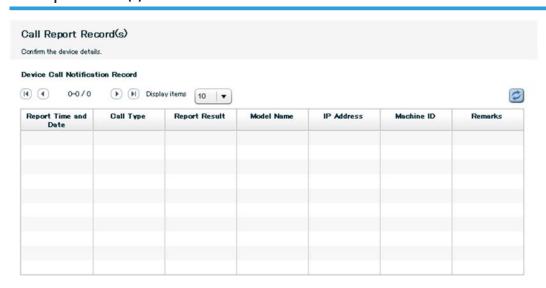
# **Notify Timing**



d459i595

This shows the timing for the notification from the registered devices to the @Remote center.

# Call Report Record(s)



d459i596

This shows the call report logs.

#### **Service Test Call**

#### Service Test Call

Use this function only when the service requests.

Click [Start].

Start

Log

d459i597

This checks the call from the appliance to the @Remote center.

# Device Check Req. Call

# Device Check Request Call

Use this function only when the service requests.

Start

d459i598

This is a confirmation call to the @Remote center.

4

#### **Center Connect Check**

#### Center Connect Check

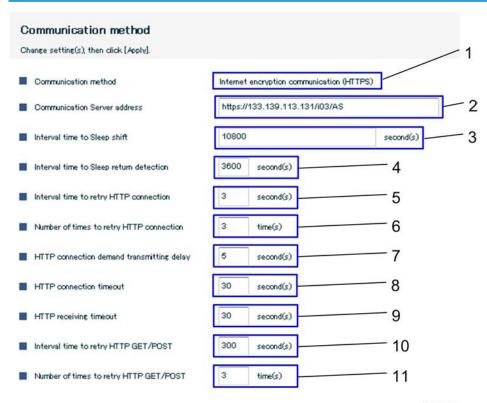
To check center connection, Click [Start].

Start

d459i599

This checks the connection from the appliance to the @Remote center.

#### **Center Connect Setting**



d459i600

1.	Communication method	Shows the communication method to @remote center.	
2.	Communication Server address	Communication server address can be input. This accepts 126 digits of ASCII text	

3.	Interval time to Sleep shift	Specifies interval for entering sleep mode after any communication to @Remote center has failed.  • 0 to 999999999 (default: 10800)
4.	Interval time to Sleep return detection	Specifies polling interval to @Remote center during operating or sleeping of RC Gate A.  • 0 to 99999 (default: 3600)
5.	Interval time to retry HTTP connection	Specifies interval for retrying HTTP connection to @Remote center.  • 0 to 99999 (default: 3)
6.	Number of times to retry HTTP connection	Specifies number of times for retrying HTTP connection to @Remote center.  • 0 to 99999 (default: 3)
7.	HTTP connection demand transmitting delay	Specifies delay time for HTTP transmitting to @Remote center.  • 0 to 99999 (default: 5)
8.	HTTP connection timeout	Specifies timeout time for HTTP connection to @Remote center.  • 1 to 90 (default: 30)  Important  • The maximum value of this setting is "90" seconds. This setting cannot accept more than "90" seconds.
9.	HTTP receiving timeout	Specifies timeout time for receiving from @Remote center.  • 1 to 60 (default: 30)  Important  • The maximum value of this setting is "90" seconds. This setting cannot accept more than "90" seconds.
10.	Interval time to retry HTTP GET/POST	Specifies interval for retrying HTTP GET/POST connection to @Remote center.  0 to 600 (default: 300)
11.	Number of times to retry HTTP GET/POST	Specifies number of times for retrying HTTP GET/POST connection to @Remote center.  0 to 99 (default: 3)

#### **Device Connection Check**

# Device Connection Check Check connection between Remote Communication Gate to device. Select the Connection type. And input the IP address at the LAN(SNMP) or LAN(HTTP), then click(Start). Connection Type NRS 1 IP address 2

d459i601

1.	Connection Type	Selects the connection type from the appliance to a selected device.  • "NRS" or "MB"
2.	IP address	Specified the IP address to communicate with.

#### **Restart RC Gate**



d459i602

This can restart RC Gate A manually.

Shut down of the Remote Communication Gate A will be performed.

Click [Shut Down].

Shut Down

d459i603

This can shut down RC Gate A manually.

#### **Extended Function Setting**



- If "Extended Function Setting" is enabled, you can never cancel this setting.
- The optional storage unit is required if this setting is to be enabled. Otherwise, the radio buttons of setting are gray out (not selectable).

### Extended Function Setting

Select [Use] or [Do not use]. Once [Do not use] has been selected, the setting cannot be changed to [Use].

Extend the number of managed device(s) 

Do not use 
Use

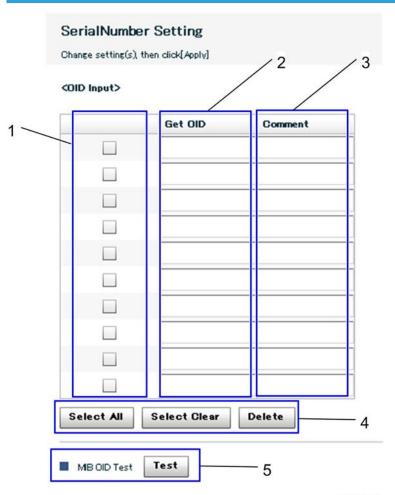
d459i604

This can extend the number of managed devices for RC Gate A.

When you install the storage and memory options to expand the maximum number of managed devices from 100 to 1000, change the setting to "Use".

After the registration of the RC Gate A to @Remote center is completed, this setting cannot be changed.

# **Serial Number Setting**



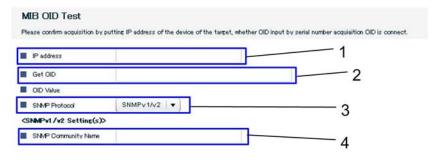
d459i605

1.	Selection check boxes	Selects MIB device(s) to be managed by Auto Discovery.
2.	Get OID	The OID can be input.  This accepts 64 digits of ASCII numeric and ".".
3.	Comment	A comment can be input.  This accepts 61 digits of ASCII test.
4.	Configuration buttons for selection check boxes	Selects all input MIB devices. Unselects all input MIB devices. Deletes selected MIB device.

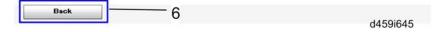
5.

MIB OID Test button

# "MIB OID Test" page







1.	IP address	IP address can be input.
2.	Get OID	The OID can be input.  This accepts 64 digits of ASCII numeric and ".".
3.	SNMP Protocol	Selects the protocol type.  • "SNMP v1/v2" or "SNMP v3"

1

	SNMP Community Name (SNMP v1/v2 setting(s))	SNMP community name can be input. This accepts 30 digits of ASCII text.
	User Name (SNMP v3 setting (s))	User name can be input. This accepts 32 digits of ASCII text.
4.	Authentication Protocol	Selects the protocol type. "MD5" or "SHA"
4.	Authentication Password	Authentication password can be input. This accepts 32 digits of ASCII text.
	Encryption password	Encryption password can be input. This accepts 32 digits of ASCII text.
	Context Name	Context name can be input.  This accepts 32 digits of ASCII text.
5.	MIB OID Test button	Enters the "MIB OID Test" page.

# Memory

# Memory

■ Used RAM area 46076 KB
■ Free RAM area 80596 KB

■ Used storage area 40832 KB

Free storage area 1926400 KB

#### d459i606

This shows the memory information of the RC Gate A.

#### Service Call

# Service Call

Check error information.

No error has occurred.

d459i607

This shows the service call information. This is shown only when the RC Gate A has a problem.

# System Status



d459i608

This shows the communication status between RC Gate A and @Remote center.

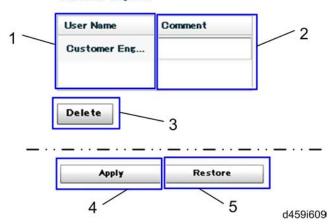
# Security

# **User Account Settings**

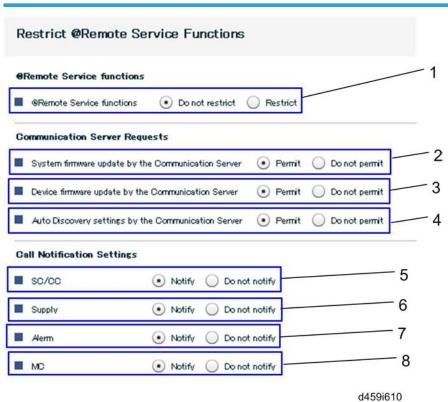
# User Account Settings

Set user account information.

#### **Customer Engineer**



1.	User Name	Shows user account name(s) for RC Gate A.  Clicking "Customer Eng" enters the editing page for the user account settings.
2.	Comment	Comment can be input.  This accepts 61 digits of ASCII text.
3.	Delete	Initializes a service engineer password of RC Gate A.
4.	Apply	Saves the changed settings.
5.	Restore	Clears the changed settings.



1.	@Remote Service functions	Enables or disables the restriction for the @Remote service.  • "Do not restrict" or "Restrict"
2.	System firmware update by the Communication Server	Permits or does not permit the system firmware update by the communication server.  • "Permit" or "Do not permit"
3.	Device firmware update by the Communication Server	Permits or does not permit the device firmware update by the communication server.  • "Permit" or "Do not permit"
4.	Auto Discovery settings by the Communication Server	Permits or does not permit the Auto Discovery settings controlled by the communication server.  • "Permit" or "Do not permit"
5.	sc/cc	Notifies or does not notify the SC/CC.
6.	Supply	Notifies or does not notify the supply.

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7.	Alarm	Notifies or does not notify the alarm.
8.	MC	Notifies or does not notify the MC.

# Log

#### Logsetup



d459i611

This shows the log settings of the RC Gate A.

		Selects the log collection level.
1.	Log collection level	TRACE", "DEBUG", "INFO", "WARN (default)",  "ERROR", "FATAL"

# **Important**

Do not set "TRACE" or "DEBUG" under normal use. One of these settings should be used only when
you are requested in case of failure and needed for analysis in a designated period. Otherwise, it
may influence daily device data acquisition and the lifetime of the SD Card due to heavy access.

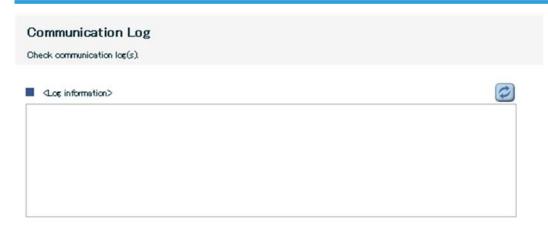
#### System Log



d459i612

This shows the system log(s) of the RC Gate A.

#### **Communication Log**



d459i613

This shows the communication log(s) of the RC Gate A.

# @Remote Features and UI Guide for RC Gate S Pro

# **CE Login Page**

Only a service representative can enter the @Remote Connector for the service representative. To enter the RC Gate S Pro (@Remote) for the service representative:

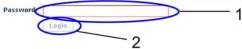
• Input the "IP address or server name of the server PC for RC Gate S Pro" and ":9443/CE/" (e.g.: 111.222.333.444:9443/CE/) in the "Password" box.

#### Login Page of RC Gate S Pro



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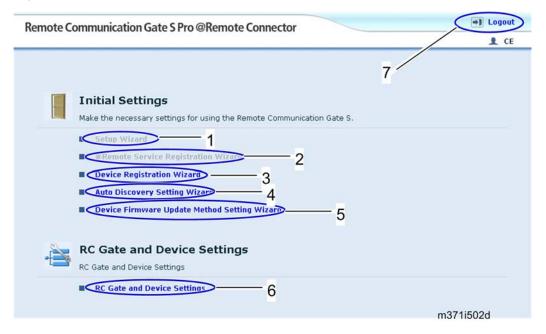
This SOFTWARE PRODUCT is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties.

Any unauthorized copying of all or part of this program or unauthorized copying and distribution of this program is an infringement of the copyright laws and treaties.

m371i552

1.	Password input box	Can change the password.  This input box accepts 13 digits of ASCII text.
2.	Login button	Enters the top screen of the @Remote Connector.

#### Top Screen of RC Gate S Pro



# Initial Settings:

The necessary initial and registration settings can be changed with the following setting wizard.

1.	Setup Wizard	Enters the "HTTP Proxy Settings" page.
2.	@Remote Service Registration Wizard	Enters the "Setup Wizard" page.
3.	Device Registration Wizard	Enters the "Select Device To Register" page.
4.	Auto Discovery Setting Wizard	Enters the "Basic Settings" page for "Auto Discovery Setting".
5.	Device Firmware Update Method Setting Wizard	Enters the "Device firmware update method selection" page.

#### RC Gate and Device Settings:

The various settings can be changed with the following page.

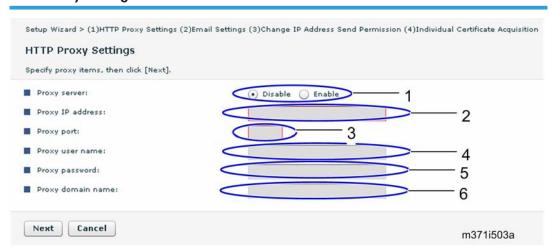
6.	RC Gate and Device Settings	Enters the "RC Gate and Device Settings" page		
Function Button				
7.	Logout button	Logs out from the @Remote Connector setting page.		

4

# Setup Wizard

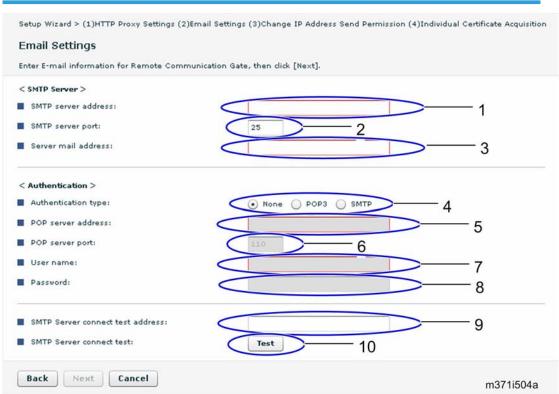
After the initial setting has been completed, this setting does not appear and the title becomes grey.

#### **HTTP Proxy Settings**



When a customer wants to use a proxy server to connect to the internet, proxy settings can be adjusted.

1.	Proxy server selection button	Enables or disables the proxy server.
2.	Proxy IP address input box	This accepts 1 to 256 digits of ASCII text only when the setting of "Proxy server" is enabled.
3.	Proxy port input box	This accepts numeral(s) from 1 to 65535 only when the setting of "Proxy server" is enabled.
4.	Proxy user name input box	This accepts 1 to 32 digits of ASCII text only when the setting of "Proxy server" is enabled.
5.	Proxy password input box	This accepts 1 to 16 digits of ASCII text only when the setting of "Proxy server" is enabled.
6.	Proxy domain name input box	This accepts 1 to 256 digits of ASCII text only when the setting of "Proxy server" is enabled.

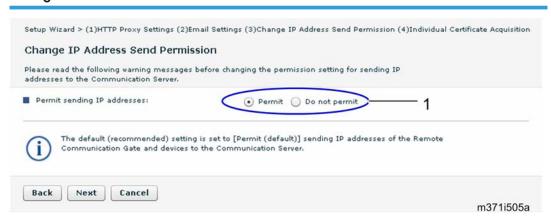


The e-mail notification is used to communicate between appliance and center. The e-mail settings can be adjusted.

1.	SMTP server address input box	This accepts 1 to 256 digits of ASCII text.
2.	SMTP server port input box	This accepts numerals from 1 to 65535.
3.	Server mail address	This accepts 1 to 256 digits of ASCII text.
4.	Authentication type selection button	One of three settings can be selected.
5.	POP server address input box	This accepts 1 to 256 digits of ASCII text only when "POP3" is selected.
6.	POP server port input box	This accepts numeral(s) from 1 to 65535 only when "POP2" is selected.
7.	User name input box	This accepts 1 to 32 digits of ASCII text only when "POP3" or "SMTP" is selected.

8.	Password input box	This accepts 1 to 16 digits of ASCII text only when "POP3" or "SMTP" is selected.
9.	SMTP Server connect test address	This accepts 1 to 256 digits of ASCII text.
10.	Test button	This executes the connect test for the SMTP server.

#### **Change IP Address Send Permission**



On this setting screen, you can specify whether RC Gate S Pro sends IP address information about your network when it communicates with the @Remote.





• If this setting is set to "Do not permit", several @Remote functions will not work, such as restoring device information after reinstalling RC Gate S Pro.

#### **Individual Certificate Acquisition**

Setup Wizard > (1)HTTP Proxy Settings (2)Email Settings (3)Change IP Address Send Permission (4)Individual Certificate Acquisition

Individual Certificate Acquisition

Request and acquire an individual certificate from the Certificate Authority server.

License Code entry is required on the application tool to acquire an individual certificate.

Request No.:

1

Back Collect Cancel m371i506a

1. Request No. input box This accepts 1 to 30 digits of ASCII text.

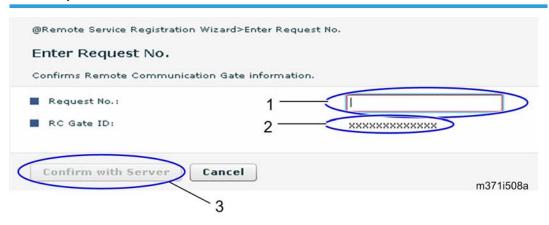
#### **Setup Complete**



# @Remote Service Registration Wizard

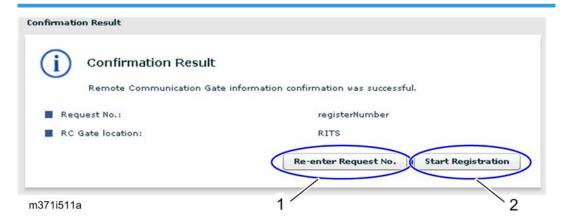
After the initial setting has been completed, this setting does not appear and the title becomes grey.

# Enter Request No.



1.	Request No. input box	This accepts 1 to 30 digits of ASCII text.
2.	RC Gate ID display	Shows the serial number of the RC Gate.
3.	Confirm with Server button	Enters the "Confirmation Result" page to check if the input request number is acceptable.

#### **Confirmation Result**



1.	Re-enter Request No.	Returns to the "Enter Request No." page.
2.	Start Registration	Registers the request number.

Registration Result



# Registration Result

Registration was successfully completed.

m371i520

Finish

1. Finish button Returns to the "Top Screen".

# **Device Registration Wizard**

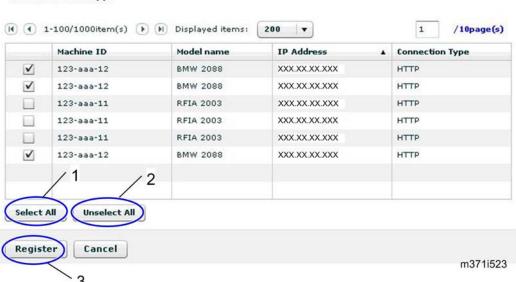
#### **Select Device to Register**

Device Registration Wizard> (1)Select Device to Register (2)Registration Results

#### Select Device to Register

Select the device(s) targeted, then register for management.

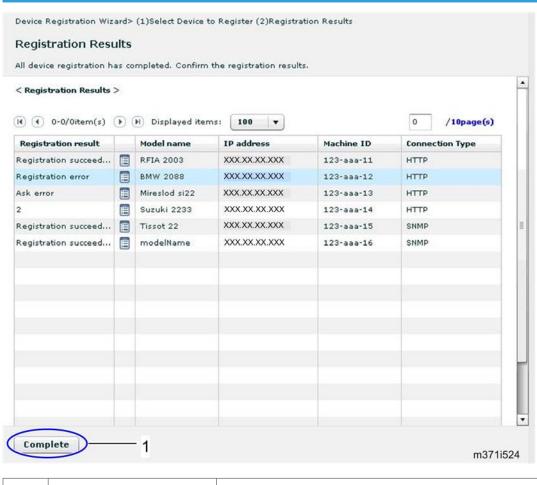
#### < Confirmed Device(s) >



You can select target devices manually in this page. The displayed machine IDs are searched by the "Auto Discovery" function in the RC Gate S Pro.

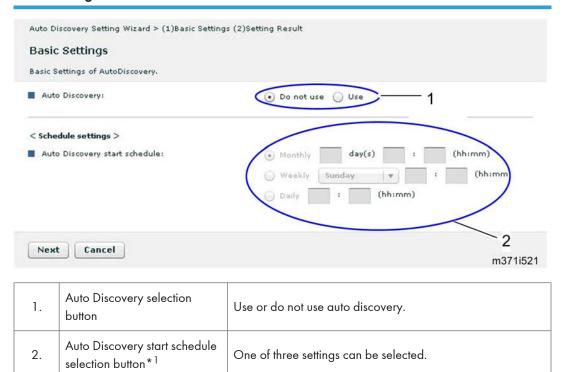
1.	Select All	Selects all device targets.
2.	Unselect All	Unselects all device targets.
3.	Register	Registers the "PopWindow".

#### **Registration Results**



1. Complete button Returns to the top screen.

#### **Basic Settings**



\* 1: If the input value does not exist in a target month, the last day in the target month is the execution day for the "Auto Discovery".

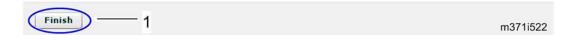
For example, the input value is "31" and the target month is February. In this case, 28th or 29th (leap year) is the execution day for the Auto Discovery,

# **Setting Result**

Auto Discovery Setting Wizard > (1)Basic Settings (2)Setting Result

Setting Result

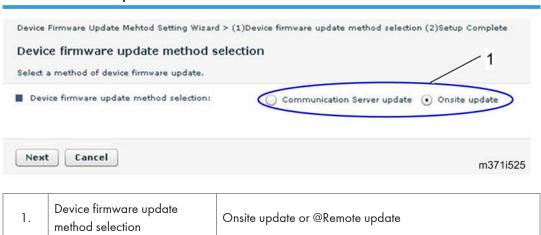
AutoDiscoverySetting is finished successfully.



1. Finish button Returns to the "Top Screen".

# **Device Firmware Update Method Wizard**

#### **Device Firmware Update Method Selection**



#### There are two settings:

- "Communication Server update": Allows a technician to update the device firmware by RFU (Remote Firmware Update) through @Remote.
- "Onsite update": Allows a technician to update the device firmware only by RFU at a customer's site.

#### Setup Complete

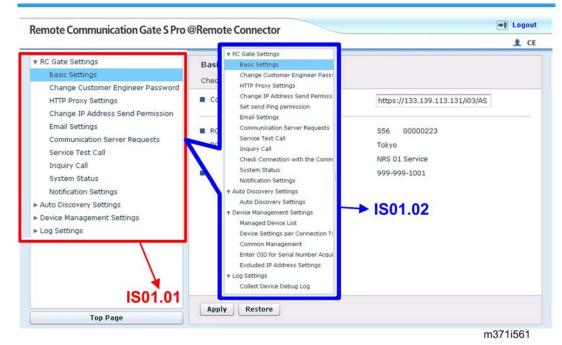
Device Firmware Update Mehtod Setting Wizard > (1)Device firmware update method selection (2)Setup Complete

#### Setup Complete

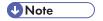
Setup has completed.



# Selection Page of the RC Gate and Device Settings

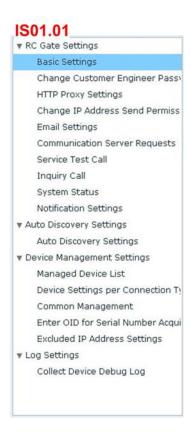


You can select a setting screen on the top page of the "RC Gate and Device Settings".



• The setting menu for ISO1.02 is slightly different from ISO1.01.

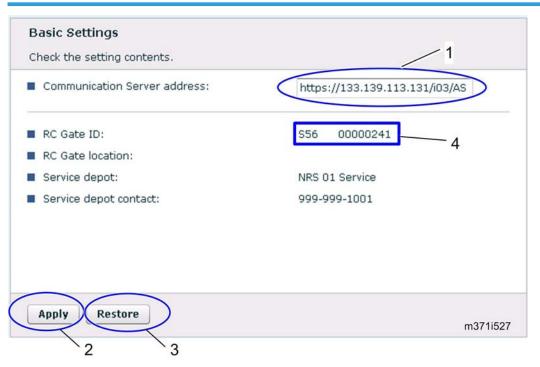






m371i561a

"Set send Ping permission" and "Check Connection with the Communication Server" have been added to ISO1.02.



1.	Communication Server address	This accepts 1 to 256 digits of ASCII text. (Do not change the initial address.)
2.	Apply	Applies the newly input server address.
3.	Restore	Returns to the previous server address.
4.	RC Gate ID	Shows the ID2*.

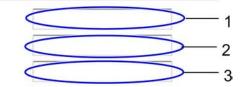
<sup>\*:</sup> This ID2 is newly created from the product key and license code whenever the initial setting has been completed.

# **Change Customer Engineer Password**

# Change Customer Engineer Password

Change the Customer Engineer password.

- Old Customer Engineer Password:
- New Customer Engineer Password:
- Confirm Customer Engineer Password:



Apply

m371i538

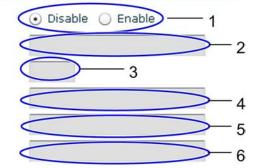
1.	Old Customer Engineer Password	This accepts 1 to 13 digits of ASCII text.
2.	New Customer Engineer Password	This accepts 1 to 13 digits of ASCII text.
3.	Confirm Customer Engineer Password	This accepts 1 to 13 digits of ASCII text.

# ,

Specify proxy items.

**HTTP Proxy Settings** 

- Proxy server:
- Proxy server name (or address):
- Proxy port:
- Proxy user name:
- Proxy password:
- Proxy domain name:



Apply m371i528

1.	Proxy server selection button	Enables or disables the proxy server.
2.	Proxy IP address input box	This accepts 1 to 256 digits of ASCII text only when the setting of "Proxy server" is enabled.
3.	Proxy port input box	This accepts numeral(s) from 1 to 65535 only when the setting of "Proxy server" is enabled.
4.	Proxy user name input box	This accepts 1 to 32 digits of ASCII text only when the setting of "Proxy server" is enabled.
5.	Proxy password input box	This accepts 1 to 16 digits of ASCII text only when the setting of "Proxy server" is enabled.
6.	Proxy domain name input box	When using Windows authentication, enter the proxy domain name, within 255 characters. Only NTLMv2 authentication is available.

## 4

## **Change IP Address Settings**

#### Change IP Address Send Permission

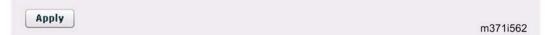
Please read the following warning messages before changing the permission setting for sending IP addresses to the Communication Server.

Permit sending IP addresses:



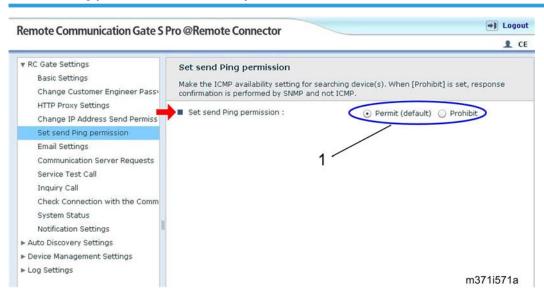


The default (recommended) setting is set to [Permit (default)] sending IP addresses of the Remote Communication Gate and devices to the Communication Server.



- When "Permit (default)" is selected, the IP addresses of the appliance and registered devices are sent
  to the @Remote.
- When "Do not permit" is selected, the masked IP addresses (0.0.0.0) of the appliance and registered devices are sent to the @Remote. In this case, some of the services will be unavailable.

## Set send Ping permission (ISO1.02 only)



- When "Permit (default)" is selected, ICMP communication can be used.
- When "Prohibit" is selected, the confirmation response is performed by SNMP (not ICMP).

# **Email Settings**

Enter E-mail information for Remote Communication Gate S

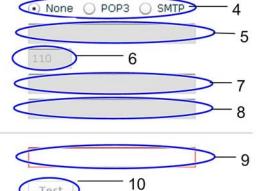
#### < SMTP Server >

- SMTP server address:
- SMTP server port:
- Server mail address:

# 165.96.170.160 1 25 2 smith@nts.ricoh.co.jp 3

#### < Authentication >

- Authentication type:
- POP server address:
- POP server port:
- Authentication account:
- Password:
- Email address for SMTP server connection test:
- SMTP server connection test:



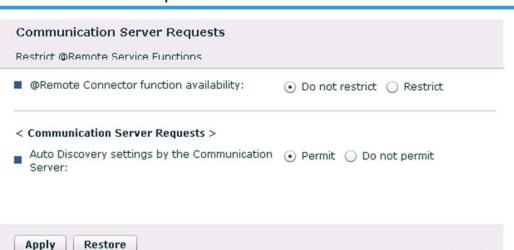
Apply	074500
	m371i529

1.	SMTP server address input box	This accepts 1 to 256 digits of ASCII text.
2.	SMTP server port input box	This accepts numerals from 1 to 65535.
3.	Server mail address	This accepts 1 to 256 digits of ASCII text.
4.	Authentication type selection button	One of three settings can be selected.
5.	POP server address input box	This accepts 1 to 256 digits of ASCII text only when "POP3" is selected.
6.	POP server port input box	This accepts numeral(s) from 1 to 65535 only when "POP2" is selected.

m371i563

7.	User name input box	This accepts 1 to 32 digits of ASCII text only when "POP3" or "SMTP" is selected.
8.	Password input box	This accepts 1 to 16 digits of ASCII text only when "POP3" or "SMTP" is selected.
9.	SMTP Server connect test address	This accepts 1 to 256 digits of ASCII text.
10.	Test button	This executes the connect test for the SMTP server.

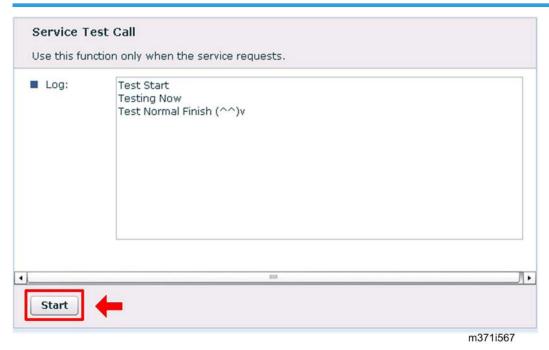
# **Communication Server Requests**



- @Remote Connector function availability:
   Select this to accept or refuse all requests from the @Remote.
- Communication Server Requests:
   Select this to accept Auto Discovery settings from the @Remote.



• If "Restrict" is selected in the "@Remote Connector function availability" setting, the "Communication Server Requests" setting cannot be used.



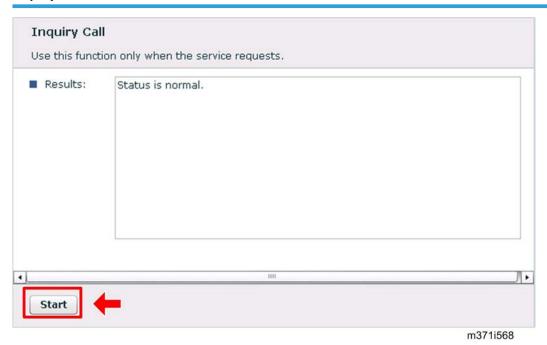
To execute the "Service Test Call", press the "Start" button.

• This calls the Gateway (not the @Remote Server), and then displays the test call status in the "Log:" box.



• This test call must be done only when necessary for service.

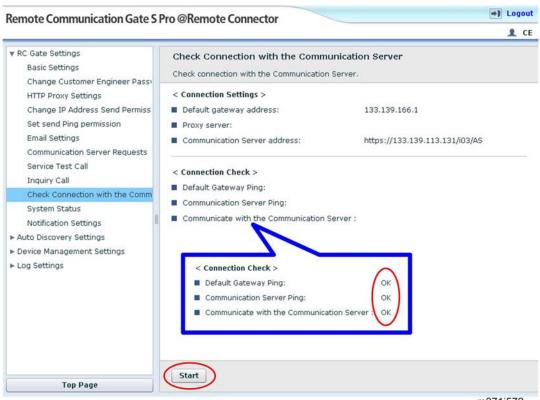
# **Inquiry Call**



To execute the "Inquiry Call", press the "Start" button.

• This call is a trigger for the Gateway to execute the polling. The result of this call is displayed in the "Results:" box.





m371i572

To check the communication with the Communication Server, press "Start".

- The result is displayed as follows;
  - OK: Communication to the Communication Server is established.
  - NG: Communication to the Communication Server is not established. Check the network settings.

## 4

# **System Status**

# System Status Check the system status. System Status: The system is working properly. m371i569

• This shows the system status of the RC Gate S Pro.

# **Notification Settings**

Displays notification timing and notification setting.

#### < Notification timing >

SC/CC: Immediately
 Manual call: Immediately
 Alarm call: Daily (14:40)
 Supply order: Immediately
 MIB device FSC/Supply: Immediately

#### < Notification Settings >

SC/CC:

Notify Do not notify 1

Manual call:

Notify Do not notify 2

Alarm call:

Notify Do not notify 3

Notify Do not notify 3

■ MIB device FSC/Supply: 

(•) Notify ○ Do not notify 5

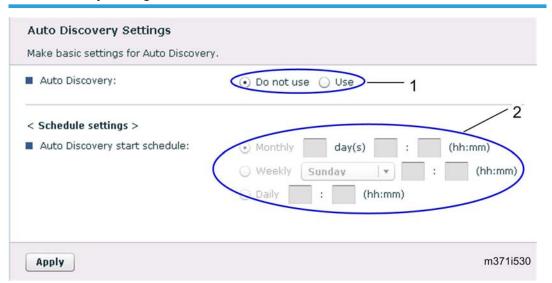
Apply Restore m371i541

This setting screen displays information about when the various notifications are sent to the @Remote. You can also specify whether to send or these notifications.

1.	sc/cc	Notify or do not notify for the SC/CC.
2.	Manual call	Notify or do not notify for the Manual call.
3.	Alarm call	Notify or do not notify for the Alarm call.
4.	Supply order	Notify or do not notify for the Supply order.
5.	MIB Machine FSC/Supply	Notify or do not notify for the MIB Machine FSC/Supply.

#### 4

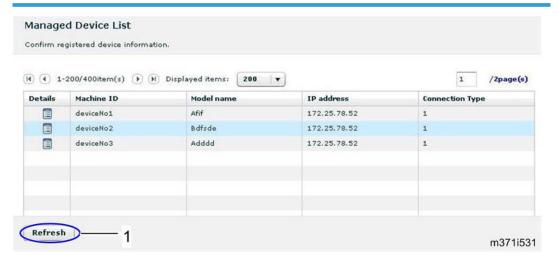
#### **Auto Discovery Setting**



It is possible to adjust the inter-device polling interval for "Auto Discovery". This is to reduce network traffic caused by continuous access (default: 0 ms).

1.	Auto Discovery selection button	Use or do not use auto discovery.
2.	Auto Discovery start schedule selection button	One of three settings can be selected.

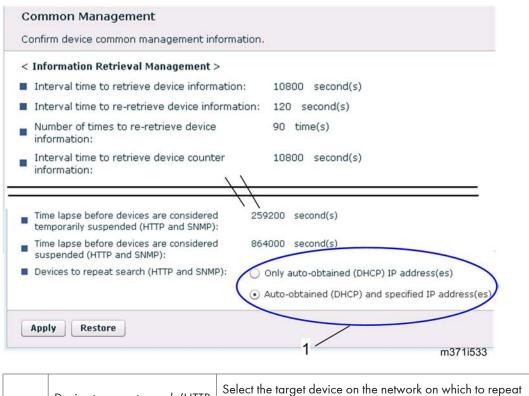
#### **Managed Device List**



This shows the device list which has been detected by the inter-device polling.

1. Refresh button Updates registered device information.

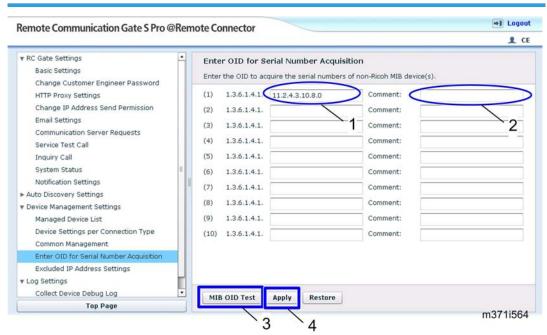
#### **Common Management**



Device to repeat search (HTTP and SNMP) selection button

Select the target device on the network on which to repeat searching from "Only auto-obtained (DHCP) IP address(es)" and "Auto-obtained (DHCP) and specified IP address(es)."

# **Enter OID for Serial Number Acquisition**



1.	MIB OID input field	This accepts a 64-byte number + [.].
2.	Comment	This accepts 1 to 61 digits of ASCII text.
3.	MIB OID Test	Enters the "MIB OID Test" screen.
4.	Apply	Applies the settings of the multiple non-Ricoh MIBs. RC Gate S Pro will capture the MIB serial numbers at the next Auto Discovery.



• The MIB serial numbers are not fully applied until after they are captured at the next Auto Discovery and are then sent to the @Remote Center at the next communication with the center.

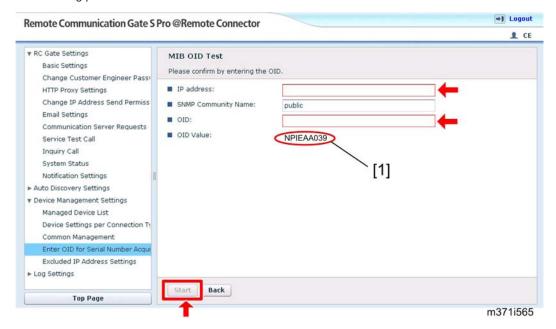
#### MIB OID Test button



1.	IP address	Inputs the IP address.
2.	SNMP Community Name	This accepts 1 to 30 digits of ASCII text.
3.	OID	This accepts a 64-byte number + [.].

#### MIB OID Test:

If you want to check if one of the serial number OIDs is correct before you input the serial number OID, do the following procedure.



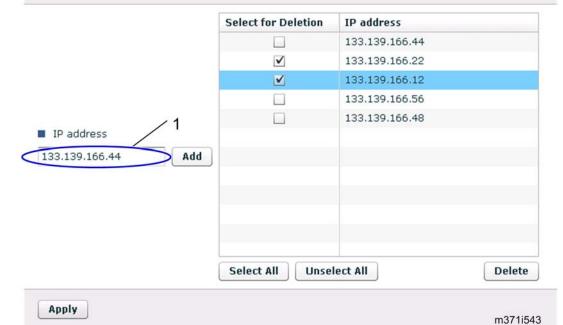
1. Press "MIB OID Test".

- 2. In the MIB OID Test screen, enter the IP address and then the serial number OIDs for the device(s). Then, click "Start".
- 3. The RC Gate S Pro will then check to see if the serial number OID is correct for the specified device.
- 4. If the serial number OID is correct, the MIB serial number [1] is displayed next to "OID value".
- 5. Click "Back" to return to the settings screen.

#### **Excluded IP Address Settings**

# Excluded IP Address Settings

Please select IP Address(es) which will not communicate with Remote Communication Gate S.

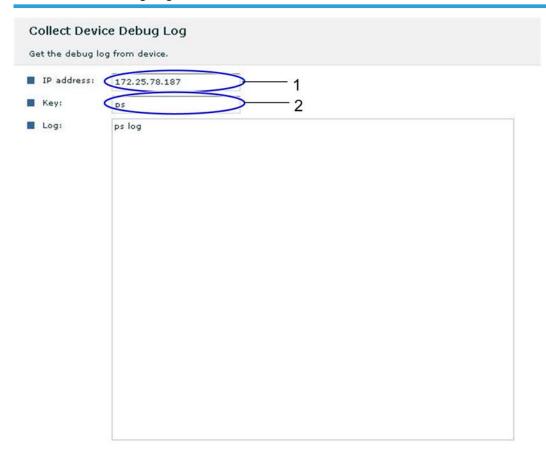


When the @Remote performs "Auto Discovery", communication might not be established with some devices that should exist. If this happens, the @Remote performs Auto Discovery again after a specified period of time elapses.

Using this setting screen, you can exclude some IP addresses from Auto Discovery.

1. IP address Inputs the excluded IP address.	
---	--

# **Collect Device Debug Log**



**Collect** m371i534

1.	IP address display	This accepts RFC952/RFC1123 text.
2.	Key box	This accepts 1 to 256 digits of ASCII text.

#### Creating a Device Debug Log

Do this procedure to create a "Device Debug Log" in the RC Gate S Pro. The RC Gate S Pro will get the data from the device, and then send it to the PC.



- Make sure to do this procedure before you turn OFF the device main power. This is because the data
  is stored in volatile memory in the device. As a result, it is erased when the device main power is turned
  OFF.
- 1. Log in to the RC Gate S Pro in CE Mode.

- 2. Go to: "RC Gate and Device Settings" > "Collect Device Debug Log".
- 3. Input the device's IP address in the IP Address field.
- 4. Input "ps" in the Log Key field.
- 5. Click on the "Collect" button.
- 6. Press [Ctrl +C] to copy all of the log data.
- 7. Paste the log data into a text file, and save the file as "ps.txt".
- 8. Do Steps 4-7 again (total six times), with these different keys:
  - 2nd time: Input "syslog" in the Log Key field, and save the log file as "syslog.txt"
  - 3rd time: Input "2222" in the Log Key field, and save the log file as "2222.txt"
  - 4th time: Input "8181" in the Log Key field, and save the log file as "8181.txt"
  - 5th time: Input "8186" in the Log Key field, and save the log file as "8186.txt"
  - 6th time: Input "8187" in the Log Key field, and save the log file as "8187.txt"
  - 7th time: Input "7777" in the Log Key field, and save the log file as "7777.txt"
  - 8th time: Input "2000" in the Log Key field, and save the log file as "2000.txt"
  - 9th time: Input "2022" in the Log Key field, and save the log file as "2022.txt"

# **Transition for @Remote Service**

#### Overview

The transition for @Remote service can be done to migrate all managed devices from multiple RC Gates to one RC Gate S Pro/RC Gate A. Do the transition procedure in cooperation with @Remote center staff.

It takes approximately 2 hours to 3 hours to complete the transition procedure for ten RC Gates and one thousand devices.

There are two methods for the transition procedure from multiple RC Gates to an RC Gate A or RC Gate S Pro.

#### Basic Transition Procedure by using Device Registration Wizard

- Remove registered devices from the RC Gate(s).
- Run Device Registration Wizard, and set a device search range from the RC Gate A or RC Gate S
   Pro.
- Register the target devices from the RC Gate A or RC Gate S Pro.
- Remove the RC Gate(s) from the center GUI.



 Basically, you should register devices by this method as much as you can. This is dependable if compared with Remote Registration which is shown below (Remote Registration).

# Transition Procedure by Remote Registration (Optional)

- Select the devices to be registered from AD discovered devices.
- Perform Remote Registration from the center GUI.



Remote Registration is performed using the Auto Discovered device data. In most cases, the AD data
is from the previous day, and so the success ratio is lower than the Basic Transition Procedure explained
above. However, this method can be useful in some cases, as it does not require a site visit to be
made.

#### 4

#### Transition Procedure

#### **Basic Transition to RC Gate A**

#### Preparation before Transition at @Remote Center

- Download Device List CSV: Detail & Simple by Export Device List menu (CSV is used for backup and retrieving device information.)
- Download Reporting CSV if needed
- · Download Supply CSV if needed
- · Download Call History if needed
- Send downloaded CSV files, especially exported Device Lists, to the field engineer.

#### Onsite Procedure

- 1. Install the RC Gate A product. (See Setup Guide packed with the RC Gate A.)
- 2. As necessary, refer to the RC Gate settings and parameters, and set them in the RC Gate A.
- 3. Register the RC Gate A at the Center. (See p.23 "RC Gate A Installation")
- 4. Login to the RC Gate A UI in CE mode.
  - URL= https://(IP address or server name):9443/CE
- 5. Set the Auto Discovery settings (use the settings from the settings and parameters you referenced in Step 2 above, or ask the customer).
- 6. Notify the center operator that the RC Gate A registration is finished.

#### Center Procedure

- 7. Set the same parameters as for the RC Gate in the RC Gate A if needed.
- 8. Remove all managed devices from the center GUI. If there are multiple RC Gates, remove them one by one.
- 9. Make sure that all target devices are removed.



- It may occur that one or some devices could not be removed. The reason why the device was
  not removed is that there may be a possibility that the Gateway has its device data with failed
  status remained. In this case, it is not possible to remove the device at site, and only the solution
  is to ask IT/S in R-Japan to delete the error data from Gateway.
- 10. Notify a field engineer that all devices have been removed, and that device registration can now be performed under the RC Gate A.

#### **Onsite Procedure**

- 11. Register devices using the RC Gate A Device Registration Wizard and the device list provided by the customer (showing all devices' IP addresses or network segments). Or, you can use the latest Reporting CSV to refer to the IP addresses of each device.
- 12. If one or more devices are still "Found" in the Device List of the center GUI after device registration, perform "Service Test Call" or "Device Check Req. Call" onsite from the RC Gate A UI. This will prevent having to wait a maximum of an hour for the next polling cycle.

#### Center Procedure

- 13. Make sure that all target devices are registered and managed.
  - If onsite device registration is difficult, perform remote registration from center GUI.
- 14. Import CSV for retrieving device information using the Export Device List: Simple.
- 15. Edit M/R Date of each registered device using the Export Device List: Detail.
- 16. Remove the RC Gates from Center GUI.

#### Onsite Procedure

17. Collect the RC Gates from the customer's site.

#### **Basic Transition to RC Gate S Pro**

#### Preparation before Transition at @Remote Center

- Download Device List CSV: Detail & Simple by Export Device List menu (CSV is used for backup and retrieving device information.)
- · Download Reporting CSV if needed
- Download Supply CSV if needed
- Download Call History if needed
- Send downloaded CSV files, especially exported Device Lists, to field engineer.

#### Onsite Procedure

- 1. Install the software
- 2. Activate the RC Gate S Pro (Onsite) and RC Gate S Pro (@Remote).
- 3. As necessary, refer to the RC Gate settings and parameters, and set them in the RC Gate S Pro.
- 4. Register the RC Gate S Pro at the Center. (See p.47 "RC Gate S Pro Installation".)
- 5. Log in to the Onsite UI of the RC Gate S Pro.
  - URL= http://(IP address or server name):8080/wsdm/pc/basic.Login
- 6. Make the Device Discovery settings in the Onsite UI (device registration and auto discovery both use these settings).
- 7. Login to the RC Gate S Pro UI in CE mode.
  - URL= https://(IP address or server name):9443/CE

- 8. Set the Auto Discovery settings (use the settings from the settings and parameters you referenced in Step 3 above, or ask the customer).
- 9. Notify the center operator that the RC Gate S Pro registration is finished.

#### Center Procedure

- 10. Set the same parameters as for the RC Gate to the RC Gate S Pro if needed.
- 11. Remove all managed devices from the center GUI. If there are multiple RC Gates, remove them one by one.
- 12. Make sure that all target devices are removed.



- It may occur that one or some devices could not be removed. The reason why the device was not removed is that there may be a possibility that the Gateway has its device data with failed status remained. In this case, it is not possible to remove the device at site, and only the solution is to ask IT/S in R-Japan to delete the error data from Gateway.
- 13. Notify a field engineer that all devices have been removed, and that device registration can now be performed under the RC Gate S Pro.

#### **Onsite Procedure**

- 14. Register devices using the RC Gate S Pro Device Registration Wizard and the device list provided by the customer (showing all devices' IP addresses or network segments to be managed). Or, you can use the latest Reporting CSV to refer to detail information of each device.
- 15. If one or more devices are still "Found" in the Device List of the center GUI, perform "Service Test Call" or "Inquiry Call" onsite from the RC Gate S Pro UI. This will prevent having to wait a maximum of an hour for the next polling cycle.

#### Center Procedure

- 16. Make sure that all target devices are registered and managed.
  - If device registration onsite is difficult, perform remote registration from center GUI.
- 17. Import CSV for retrieving device information using the Export Device List: Simple.
- 18. Edit M/R Date of each registered device using the Export Device List: Detail.
- 19. Remove the RC Gates from Center GUL

#### Onsite Procedure

20. Collect the RC Gates from the customer's site.

# Optional Procedure for Transition to RC Gate A/RC Gate S Pro

#### **Onsite Procedure**

 If Auto Discovery Setting was not set, use the setting from step 2 (for the RC Gate A) or step 3 (for the RC Gate S Pro), or ask the customer.

- 2. Log in to the RC Gate A or the RC Gate S Pro UI in CE mode.
- 3. Set Auto Discovery Setting.
  - This operation should be done during the RC Gate A or RC Gate S Pro registration to prevent an extra site visit.

#### Center Procedure

- 4. Center should start operation 24 hours after the AD setting is done.
- 5. Before performing remote registration, make sure that all target devices are discovered and listed in the Device List of center GUI as "Monitored".
  - If one or more devices is not listed, check the device condition, and recover it.
- 6. Register devices from Center GUI.
  - i) Select device(s), ii) Click [Manage Devices]
  - iii) Input M/R Date, iv) Click [Register].
- 7. Wait some minutes or an hour to finish device registration. It depends on the number of devices and timing of hourly polling.
- 8. If one or some devices are failed, check the device condition, and recover it. (May need to visit customer site.)
- 9. Compare with Exported Device List: Detail CSV. If there are still devices not registered yet, go back to the above step 6 and repeat the remote registration.
- 10. Make sure that all target devices are registered and managed.
- 11. Import CSV for retrieving device information using Export Device List: Simple.
- 12. Edit M/R Date of each registered device using Export Device List: Detail.
- 13. Remove the RC Gates from Center GUI

#### **Onsite Procedure**

14. Collect the RC Gates from the customer's site.

# **Reboot Tool for @Remote Service**

# @Remote Turning On/Off Procedure for RC Gate S Pro

# Mportant !

- IS01.02 does not require the Start/Stop.bat files be used to start/stop the @Remote service by hand before shutting down or after starting up the OS.
- Also, the batch files described below (to turn the @Remote service on and off) must be removed from the "Local Computer Policy" script for ISO1.02.
- IS01.02 now suspends the @Remote service automatically when shutting down the OS, and starts
  the @Remote service automatically after starting up the OS.
- However, if @Remote is processing one of the events such as device registration or device removal,
  that event may be interrupted or completed incorrectly. In order to prevent such a situation, it is
  recommended that the @Remote service be manually suspended using the
  "atremote\_stop\_manual.bat" file.

#### **Turning Off @Remote Service**

- 1. Run Explorer on the server PC for the RC Gate S Pro.
- 2. Open C:\Program Files\,,,\Tools (C:\ is an example of the root drive where the UZ-\$1 is installed.)
- 3. Double click "atremote\_stop\_manual.bat" to stop the RC Gate S Pro (@Remote).

#### **Turning On @Remote Service**

- 1. Run Explorer on the server PC for the RC Gate S Pro.
- 2. Open C:\Program Files\,,,\Tools (C:\ is an example of the root drive where the RC Gate S Pro is installed.)
- 3. Double click "atremote\_start\_auto.bat" to reboot the RC Gate S Pro (@Remote).

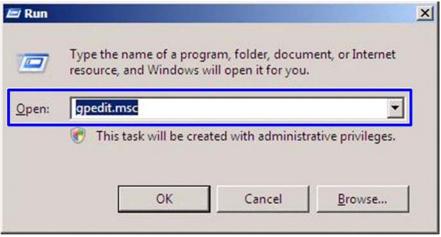
# Enhanced Turning Off/On @Remote Service: ISO1.01 only



• This setting is required only for ISO 1.01.

#### Procedure for configuration of the Shutdown script in the "Local Computer Policy"

@Remote service can be stopped when shutting down the OS without having to manually execute "atremote\_stop\_manual.bat".

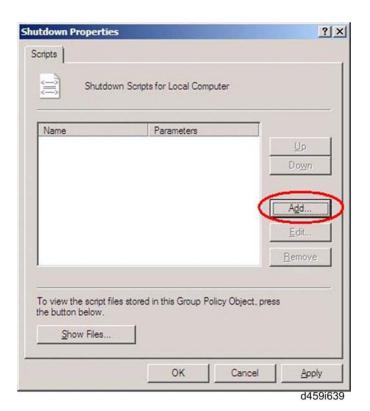


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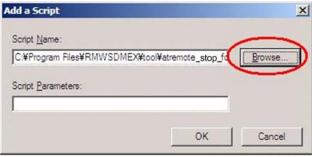
1. In "Start" -> "Run...", open "gpedit.msc".



2. Open "Local Computer Policy" ->"Computer Configuration" ->"Windows Settings" ->Scripts(Startup/Shutdown), then double click "Shutdown".

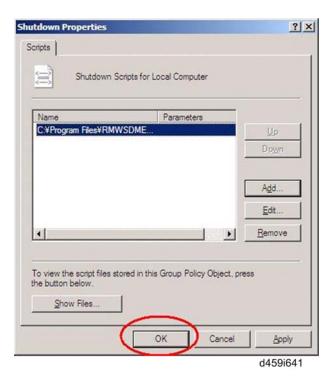


3. Click "Add" in the Shutdown Properties window.



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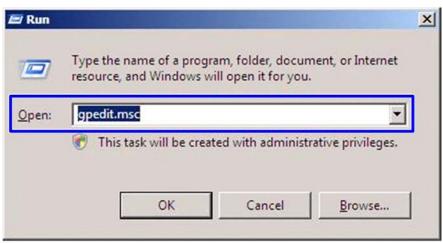
- 4. Select "Browse", and choose the Script Name.
  - C://Program File/..../tool/atremote\_stop\_manual.bat



5. Click "OK".

## Procedure for configuration of the Startup script

@Remote service can be started when starting up the OS without having to manually execute "atremote\_start\_auto.bat".



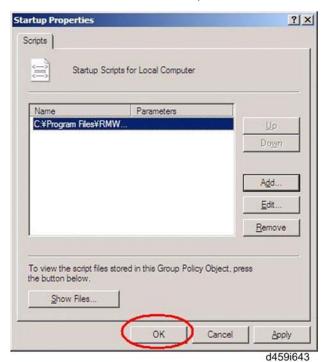
d459i637

1. In "Start" -> "Run...", open "gpedit.msc"





2. Open "Local Computer Policy" ->"Computer Configuration" ->"Windows Settings" ->Scripts(Startup/Shutdown), then double click "Startup".



3. Click "Add" in the Startup Properties window.



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- 4. Select "Browse", and choose the Script Name
  - C://Program Files/..../tool/atremote\_start\_auto.bat
- 5. Click "OK".

# @Remote Turning On/Off Procedure for RC Gate A

## **Turning Off @Remote Service**

There are two methods to shutdown the RC Gate A.

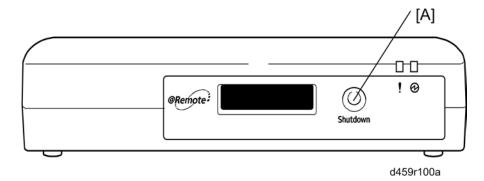
#### Procedure to shutdown from the UI (User Interface) of the RC Gate A

- 1. Select "Shut Down RC Gate" in the Maintenance menu of the RC Gate A UI.
- 2. Click the [Shut Down] button.
- 3. Make sure that the "Shutdown" message is displayed on the LCD.
- 4. Unplug the power cord of the RC Gate A.

OR

# Procedure to shut down by pressing the "Shutdown" button

1. Hold the "Shutdown" button [A] on the front of the RC Gate A for 5 seconds or longer.



- 2. Make sure that the LCD turns off after displaying the "Shutdown" message.
- 3. Unplug the power cord of the RC Gate A.

#### **Turning On @Remote Service**

1. Plug in the power cord of the RC Gate A. There is no power switch.



• The IP address of the RC Gate A may be changed after turning the RC Gate A off and on, if the customer uses "DHCP".

# 5. Replacement and Removal

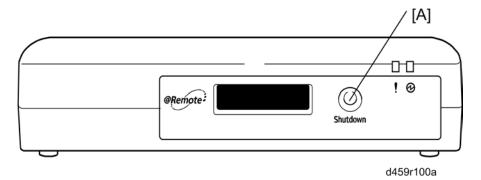
#### RC Gate A Removal

#### Replaceable Parts

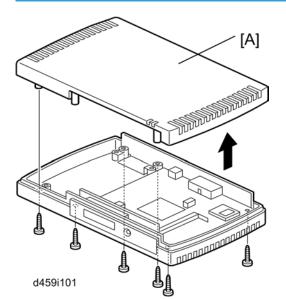
There are some replaceable parts in this product (see the Parts Catalog).

#### Basic replacement policy for hardware problems

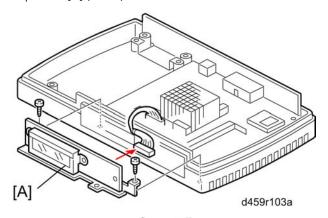
1. Do the Service Test Call ( Service Test Call under p.124 "Maintenance").



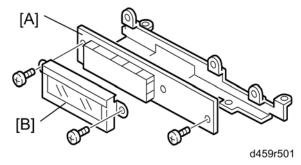
- If this does not repair the problem, reboot the machine with the shutdown button [A] on the RC Gate A.
- 3. If this does not repair the problem, do the memory clear with the DIP switch (\*\*Additional Information for RC Gate A in the p. 197 "Troubleshooting Guide" section).
- 4. If this does not repair the problem, replace the RC Gate A.



1. Top cover [A] ( x 6)



2. LCD board bracket [A] ( F x 2, 🕮 x 1)

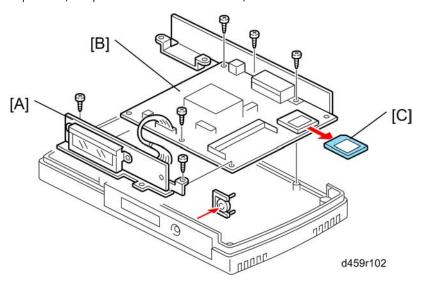


3. LCD board [A] ( 🗗 x 2)

4. LCD [B] ( x 1)

#### SD Card

1. Top cover ( p.182 "LCD and LCD Board")



- 2. LCD board bracket [A] ( x 2)
- Main board [B] ( x 4)
- 4. SD card [C]

#### How to Initialize or Replace an SD Card in case of SD Card Failure



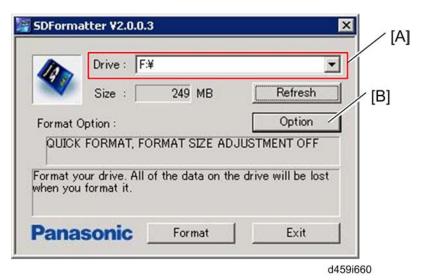
• For formatting an SD card, it may take about half an hour or more.

#### Preparation:

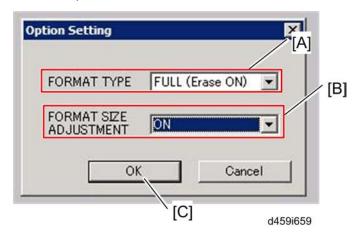
- SD Formatter (http://www.sdcard.org/consumers/formatter/)
- SD Card USB Read/Writer (P/N: B6456820)
- SD Card (P/N: D4595120)
- "rcgaupd\_all.zip" file (Download from the Global Server or back-up from the SD card of the RC Gate
  A.)
- "permanent\_data" folder
   (Back-up the "permanent\_data" folder from the SD card of the RC Gate A or copy the "permanent\_data" folder from another RC Gate A.)

#### Format Procedure

- 1. Connect the SD Card USB Read/Writer to a PC.
- 2. Insert an SD card in the SD Card USB Read/Writer.
- 3. Run the SD Formatter.



- 4. Select the drive [A] which contains the SD card.
- 5. Click the "Option" button [B].



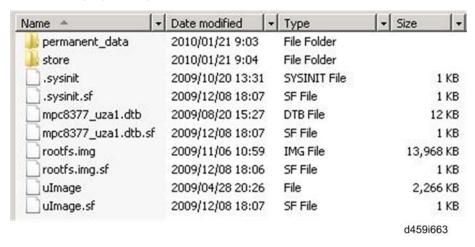
- 6. Change the setting of "FORMAT TYPE" [A] to "FULL (Erase ON)".
  - There are three selections in the format type setting. For details, download the "Instruction Manual
    for the SD Memory Card Formatting Software" from the download site (http://
    www.sdcard.org/consumers/formatter/), and then refer to it.
- 7. Change the setting of "FORMAT SIZE ADJUSTMENT" [B] to "ON".
- 8. Click the "OK" button [C].



- 9. Click the "Format" button [A].
- 10. Click the "OK" button on the confirmation screen to start formatting.
- 11. The status screen of formatting is displayed while the formatting is proceeding.
- 12. Click the "OK" button on the completion screen.

#### SD Card Data Restoring Procedure

1. Extract the "rcgaupd\_all.zip" file on the PC.



- 2. Copy the "permanent\_data" folder and extracted files (shown above) to the SD card.
- 3. Remove the SD card from the SD card slot of the PC.
- 4. Install the SD card in the RC Gate A.
- 5. Clear the setting data of RC Gate A with the dip switches (\*\* Dip Switches/ Function2: "Additional Information for RC Gate A" in the section p.197 "Troubleshooting Guide").

6. Perform the example 2 of "Replacement Procedure for RC Gate A" in the section p.189 "Appliance Replacement (Restoration)".

## **Device Removal**

#### **Device Removal Procedure**

This procedure is used when the registration of managed devices in the RC Gate A or RC Gate S Pro is deleted from the @Remote center.

- 1. Execute "Remove Devices" from Center GUI.
- 2. The registration of the managed device is automatically deleted both from the Managed Device List and Center GUI.



- For RC Gate S Pro only: This device is deleted from the @Remote center, but the registration still valid onsite (RC Gate S Pro Onsite).
- If you want to delete the target device completely from RC Gate S Pro, delete the device from Onsite too.
- 3. Function flag (SP5816-003) and Install Status (SP5816-201) are initialized.

## **Appliance Removal**

#### Removal Procedure

The appliance (RC Gate S Pro (@Remote) or RC Gate A) removal can be executed only by the center GUI. You cannot remove the RC Gate S Pro (@Remote) or RC Gate A on site. The following procedure shows an outline of the appliance removal procedure.

- 1. Execute "Remove Devices" from center GUI.
- 2. Execute "Remove Appliance" from center GUI.
- 3. Registration is automatically deleted from center GUI.
- 4. The appliance is no longer accessible.

## **Appliance Replacement (Restoration)**

#### **Appliance Replacement (Restoration) Procedure**

The appliance replacement and restoration can be executed for the following cases.

#### For RC Gate A

- When the appliance is damaged or broken
- When the data in the SD Card of the RC Gate A is damaged or initialized

#### For RC Gate S Pro

- Replacement from one to another server PC
- Replacement once and restoration to the same server PC

However, special care may be necessary before replacement or after restoration.

- Reason 1): For the new appliance, activation and obtaining certification/ID2 must be done beforehand.
- Reason 2): Because it takes longer to complete restoring (10min. per 1000 managed devices), some
  conditions and remarks have to be followed. For details, refer to the manual of the center GUI.

#### Replacement Procedure for RC Gate S Pro

#### Important

- Data backup is necessary for restoring the onsite data in a new or another RC Gate S Pro. Back up
  the onsite data first before doing the replacement procedure for RC Gate S Pro. Otherwise, the onsite
  data in RC Gate S Pro will be lost after installing or uninstalling the software.
- When performing an Appliance Replacement for an appliance that manages a large number of devices, sometimes, the UI cannot be operated due to the timeout or an error message is displayed if the replacement is not completed within the 15-minute limit.
- Appliance Replacement may take several hours depending on the number of registered devices or network condition.
- When Appliance Replacement must be performed, please avoid doing it on the M/R Date and one
  day prior to the set M/R Date in order to receive and send closing counter data correctly. For example,
  if the M/R Date is set as the 20th, Appliance replacement should not occur on either June 19 or June
  20.

The customer must do the following procedures first:

- Back up the onsite data by using the "Management Tool" before doing the replacement procedure for RC Gate S Pro.
- Install the software. (Uninstall old software first if replacing and restoring on the same PC.)

- Activate RC Gate S Pro (Onsite) and RC Gate S Pro (@Remote).
- Make the Device Discovery settings (device registration and auto discovery both use these settings).
- 1. Access the CE login page of the RC Gate S Pro.
  - Login page: https://< RC Gate S Pro servername or IP address>:9443/CE (e.g.: https:// 111.222.333.444:9443/CE)
- 2. Enter the CE password, and then click the "Login" button to log in to the RC Gate S Pro.
- 3. Click "RC Gate and Device Settings".
- 4. Click "Basic Settings" in the menu on the left side of the screen.
- 5. Make a note of the ID2 that is displayed. This is the new ID2. Inform this to the @Remote Center.
- 6. The @Remote Center operator now has to perform a procedure. After that, when instructed by the @Remote Center operator, do the "@Remote Appliance Registration for RC Gate S Pro" procedure. When you are asked for the request number, input # followed by the old ID2.
- 7. After you click "Finish" at the end of this procedure, the data from the previous RC Gate S Pro will be automatically sent from the gateway.
  - This may take an hour at minimum when 5000 devices are managed. It is not possible to see
    the progress on the screen, or when the data transfer is finished.
- 8. To be safe, do not attempt to operate the RC Gate S Pro until the next day.

#### Mportant !

 When performing an Appliance Replacement for an appliance which manages a large number of devices, sometimes, the UI declares a login timeout if the replacement is not completed within the 15minute limit.



- The replacement procedure itself is not interrupted. It continues normally even after the UI logs out.
- It is estimated that this can happen when performing the replacement of about 2000 managed devices at the same time.

The following shows the estimated amount of time needed to complete replacements of various quantities of registered devices.

Number of managed devices under the RC Gate S Pro	Time required to complete Appliance replacement	
100	Approx. 1 min.	
300	Approx. 2 min.	
500	Approx. 3 min.	
1,000	Approx. 10 min.	

More than 1,000 Not examined
------------------------------

#### Confirming the results of the Appliance Replacement

- 1. Close the RC Gate S Pro (@Remote) UI.
- 2. Log in the UI in CE mode.
- 3. Confirm whether "@Remote Service Registration Wizard" is grayed out.
- If it is grayed out, the Appliance Replacement was completed successfully.
- If it is not grayed out yet, this means that the replacement procedure is still underway. Log out of the UI and confirm the status again later, using steps 1 to 3 above.



• Even while the replacement procedure is underway, it is possible for the operator to initiate the screen operations for newly registering the RC Gate S Pro data with the @Remote Center. However, do not make any operations during a replacement procedure. Otherwise, duplicated requests will cause a data restoration error since the original replacement is running in the background.

#### Replacement Procedure for RC Gate A

Do the following procedure if you replace the RC Gate A with a new one.

- 1. Contact the @Remote Center and tell them that you will replace the RC Gate A.
- 2. Replace the RC Gate A.
- 3. Input the new request number as follows:
  - Use the serial number of the old RC Gate A
  - Put a "#" at the beginning
  - Put 6 spaces in between the 3 digit-prefix and the remaining digits.

#### Example 1:

When RC Gate XX (V7800000010) is replaced with RC Gate YY (V7800000020);

Old Appliance S/N (RC Gate XX):	V7800000010
New Appliance S/N (RC Gate YY):	V7800000020
Request number to be input in RC Gate YY:	#V7800000010

#### [Center GUI]

## Replace Appliance

# | Replace | Fields marked with an asterisk \* are required. | | \* Old Appliance S/N | V78 | 00000010 | | \* New Appliance S/N | V78 | 00000020 | | d459i646

#### [RC Gate A UI]



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#### Example 2:

When RC Gate XX (V7800000010) is replaced with the same RC Gate A;

Old Appliance S/N (RC Gate XX):	V7800000010
New Appliance S/N (RC Gate XX):	V7800000010
Request number to be input in RC Gate XX:	#V7800000010

#### [Center GUI]

### Replace Appliance



#### [RC Gate A UI]

Enter Requ	est No.	
Enter Request No.	, then click [Next].	
Request No.	#V78 00000010	
RC Gate ID	00000	

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#### **Various Cases for Appliance Replacement**

There are various types of appliances in the field. Refer to the availability table for the various replacement cases shown below when you replace an appliance with a different appliance.

To - From	1x RC Gate	RC Gate S Pro (Onsite)	RC Gate S Pro @Remote Connector	RC Gate A (Case 1)	RC Gate A (Case 2)	RC Gate A (Case 3)
1x RC Gate	Possible	Not possible	Not possible	Possible* <sup>5</sup>	Possible* <sup>5</sup>	Not possible
Multiple RC Gates	Not possible	Not possible	Available as Special Operation. Refer to "Transition for @Remote Service".			ansition for
RC Gate S Pro (Onsite)	Not possible	Possible* <sup>4</sup>	Not possible	Not possible	Not possible	Not possible
RC Gate S Pro @Remote Connector	Not possible	Not possible	Possible	Not possible	Not possible	Not possible
RC Gate A (Case 1)*1	Not possible	Not possible	Not possible	Possible	Possible	Not possible
RC Gate A (Case 2)*2	Not possible	Not possible	Not possible	Not possible	Possible	Not possible
RC Gate A (Case 3)*3	Not possible	Not possible	Not possible	Not possible	Not possible	Possible

- \*1: Only "RC Gate A" is installed (no memory or storage options).
- \*2: RC Gate A with Memory and Storage Options are installed and the setting of "Extended Function Setting" is kept the default setting ("Do not use").

- \*3: RC Gate A with Memory and Storage Options are installed and the setting of "Extended Function Setting" is set to "Use".
- \*4: Activating the @Remote Connector is required before performing Appliance replacement.
- \*5: This case is only possible if the firmware version of the RC Gate is Ver. 3.51 or higher. If not, first update the firmware version of the RC Gate.

# 6. System Maintenance

## Service Program Mode

See "Appendices" for the "@Remote Related SP Modes".

## 7. Troubleshooting

## **Troubleshooting Guide**

See "Appendices" for the "Error Code Tables".

#### Communication Error

#### No Communication with @Remote Center (RC Gate S Pro only)

When the @Remote center cannot acquire the device information and call notification at all, access the administrator page of the RC Gate S Pro, and then check the @Remote On/Off setting under RC Gate Settings > Permit Communication with Communication Server.

If "Do not permit" is selected in the @Remote On/Off settings, ask an administrator to change this setting to "Permit (default)".

#### No Request from @Remote Center to Appliance

When the @Remote center cannot make a request (such as RFU request and Appliance information update) to the RC Gate A or RC Gate S Pro (@Remote) at all even though the device information (such as device counter information) can be acquired from the RC Gate A or RC Gate S Pro (@Remote), check the setting shown below for each appliance.

- For RC Gate A: Security > @Remote Service Functions
- For RC Gate S Pro: RC Gate Settings > Communication Server Requests

If "Restrict" is selected, ask an administrator to change this setting to "Do not restrict".

#### How to Disable the Ping Send (RC Gate S Pro IS01.01 only)

The "Ping Send Permission" setting in the RC Gate S Pro is set to "Permit" by default. However, the "Ping Send Permission" setting cannot be changed by the GUI of @Remote. If you want to change the "Ping Send Permission" setting with the GUI of @Remote, follow the procedure below.

#### Mportant !

- DO NOT launch the RC Gate S Pro @Remote before completing the procedure of disabling the "Ping Send". Otherwise, the disabling the "Ping Send" will not be changed and you will need to remove (uninstall) the entire RC Gate S Pro program from the PC, reinstall it, and then perform the Program Activations again to disable the ping sweep.
- Once the RC Gate S Pro is launched, the setting of "Ping Send" will not be changed

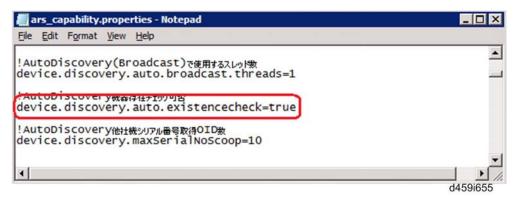
- 1. Install the RC Gate S Pro program in the normal way, and then reboot the PC.
- 2. Perform the Program Activations for both RC Gate S Pro Onsite and @Remote.



- 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 RC Gate S Pro program from the
  PC, reinstall it, and then perform the Program Activations again.
- 3. Open the following file using Notepad or other text editor:

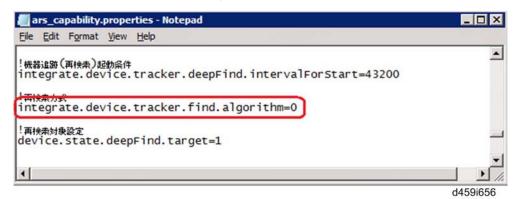
File name: C:\\.....RMWSDMEX\atremote\conf\ars\_capability.properties

To disable the ping sweep for Auto Discovery



Find the "device.discovery.auto.existencecheck=true" string and change "true" to "false".

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 or "2": SNMP sweep



For example, to disable the 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:

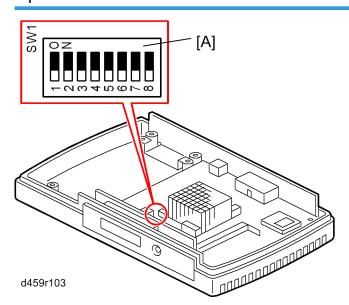
- Uninstall the entire RC Gate S Pro program from the PC.
- Remove the RC Gate S Pro from the @Remote Center registration list (if it has already been registered with the @Remote center).
- 4. Double click on the "atremote\_start\_auto.bat" file to start the @Remote service.



- This file is located under C:\\.....RMWSDMEX\tool.
- 5. Continue with the RC Gate S Pro @Remote registration procedure in the usual way.

#### Additional Information for RC Gate A

#### **Dip Switches**



The main board has dip switches [A]. The dip switches must be set as shown in the table below. Number 4 is the switch for the lithium battery. If you turn off this switch, the data in the SD card is erased.

- Function 1: Deletes the registered IP address in the RC Gate A.
- Function 2: Clears the settings of the RC Gate A.

Switch Number	Default	Function 1	Function 2
1	OFF	Not used	Not used

#### LCD

There are two lines on the LCD. See the following descriptions about each displayed message.

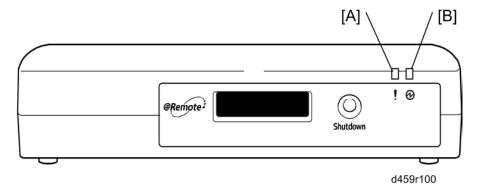
#### **Upper Line**

LCD Display Message	System Status Description
"Warming Up"	The machine starts to boot the system.
"Pre-shpmt Status"	The machine stays in the default status.
"Not Set Up"	The machine is operating, but the machine has not been registered.
"Normal"	The machine is operating, and the machine has been registered completely.
"Off-line"	The machine is in the off-line mode.
"Error"	The machine has an error.
"Call Service Rep"	The machine has an error and does not operate properly.
"Not in Service"	The machine does not get any service.
"Reboot"	The machine is rebooting.
"Shutdown"	The machine starts to turn off the system.

#### **Lower Line**

LCD Display Message	System Status Description		
"SC: xxx"	The system of RC Gate A stops due to the machi error.		
"Cable Disconnect"	The machine cable is disconnected.		
"802 Server Error"	The communication error has occurred due to the IEEE802.1x authentication server error.		
"802Auth.Failure"	The communication error has occurred due to the IEEE802.1x authentication failure.		
"DHCPServerError"	The communication error has occurred because any IP address has not been allocated to the machine by DHCP server.		
""	The machine stays in the following state;  • During boot  • Before shipment  • During reboot  • During shut down		
пп	The machine has an error and does not operate properly.		
"Not in Service"	The machine does not get any service.		
"Reboot"	The machine is rebooting.		
"111.222.333.444"	The machine operates normally and displays the IP address of RC Gate A.		

#### **LED**



There are two LEDs on the front of the RC Gate A. Two LEDs show the following status.

- [A]: Error LED
- [B]: Power LED

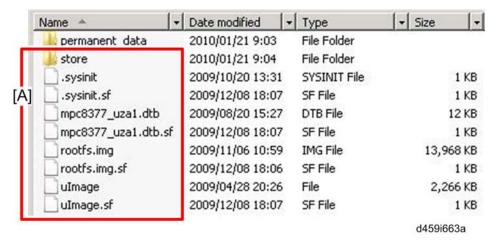
#### How to Update the Firmware in the SD Card

#### Preparation:

• "rcgaupd\_all.zip" file (downloaded from the Global Server)

#### **Updating Procedure:**

- 1. Remove the SD card in the RC Gate A ( p.183).
- 2. Insert the SD card in the SD slot of a PC.

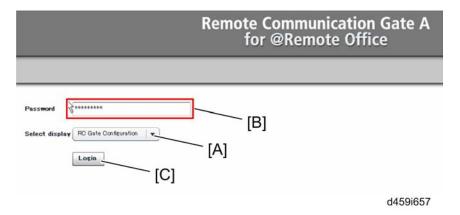


- 3. Delete all files and folder [A] except "permanent\_data".
- 4. Extract the "rcgaupd\_all.zip" file on the PC.

Name A	▼ Type	▼ Compressed size ▼
🍌 store	File Folder	
sysinit	SYSINIT File	1 KB
sysinit.sf	SF File	1 KB
mpc8377_uza1.dtb	DTB File	2 KB
mpc8377_uza1.dtb.sf	SF File	1 KB
rootfs.img	IMG File	13,914 KB
rootfs.img.sf	SF File	1 KB
uImage	File	2,265 KB
uImage.sf	SF File	1 KB
		4450;662

d459i662

- 5. Copy the extracted files (shown above) to the SD card.
- 7. Turn on the RC Gate A.



- 8. Select the RC Gate Configuration [A] on the CE login page of the Remote Communication Gate A.
- 9. Enter the CE password in the input bar [B], and then click the "Login" button [C].



- 10. Click the "Date/Time" [A] under the RC Gate Settings.
- 11. Set the time zone and date/time, and then click the "Apply" button.

# RC Gate A/ RC Gate S Pro Machine Code: D459/M371 Appendices

# **TABLE OF CONTENTS**

1. Appendix: Specifications	
Specifications	3
RC Gate A/ RC Gate S Pro	3
2. Appendix: Troubleshooting Guide	
Troubleshooting Guide-1	
SC Codes	5
Common General Error Codes-1	6
Troubleshooting Guide-2	21
Common General Error Codes-2	21
Troubleshooting Guide-3	46
Common General Error Codes-3	46
General Error Codes for RC Gate A	62
3. Appendix: SP Mode Tables	
@Remote Related SP Modes-1	79
Call Related SPs	79
@Remote Related SP Modes-2	109
Setting Related SPs	109
INDEX	123

# 1. Appendix: Specifications

## **Specifications**

#### RC Gate A/RC Gate S Pro

	RC Gate A	RC Gate S Pro	
Туре:	Box type	Software type	
Protocol	TCP/IP, SNMP v1/v2/v3, HTTPS, SOAP, SMTP, DHCP	TCP/IP, SNMP v1/v2/v3, HTTPS, SOAP, SMTP, DHCP	
Number of	Max. Standard: 100 Max. with optional DIMM: 1000	Max.: 5000	
devices to be managed:	Device registration number  500 by Device Registration Wizard  100 by Remote Registration		
Max number of devices to be monitored by Auto Discovery:	Standard: 500 With optional DIMM: 1500 (including managed devices)	Max.: 5000 (including managed devices)	
Option:	• 512MB DIMM • 16GB SSD	No	
Indicator:	<ul><li>LED x 2 (Green and Red)</li><li>LCD: 2 lines x 16 digits</li></ul>	No	
Managing devices:	Digital MFPs, copiers, and laser printers compatible with the service	Digital MFPs, copiers, and laser printers compatible with the service	
Environment:	10-32°C (50-89.6°F), 15-80%RH	Not applicable	
AC Power:	NA: 120V/20A, 60Hz EU: 220-240V/10A, 50/60Hz	Not applicable	
DC Power:	DC 5.0V/4.0A	Not applicable	

	RC Gate A	RC Gate S Pro	
AC Power Consumption:	20W or less	Not applicable	
	Excluding Stand:		
Dimensions (WxDxH):	253 x 160 x 48 mm		
	(10.0" x 6.3" x 1.9")	Not applicable	
	Including Stand: 260 x 192 x 77 mm		
	(10.2" x 7.6" x 3.0")		
Weight:	Excluding. Stand: Under 800g	NI . P. II	
	(Stand: Under 200g)	Not applicable	

# 2. Appendix: Troubleshooting Guide

## **Troubleshooting Guide-1**

#### SC Codes

Definition Name	SC No.	Description	Auto Reboot	Center Notification
SC_KERNEL_PANIC	1	Kernel panic (A1 only)	No	No
SC_NO_XML _MEMORY	2	Insufficient Memory	Yes	Yes
SC_BAD _ENVIRONMENT	100	Setting environment error	No	Yes
SC_NO_SDCARD	200	Insufficient SD card capacity error	No	Yes
SC_NO_RAMDISK	201	RAM disc error	Yes	Yes
SC_SD_BROKEN _FREE_AREA	202	SD card defective error: No usage area (A1 only)	-	-
SC_SD_BROKEN _DATA_AREA	203	SD card defective error: Usage area (A1 only)	-	-
SC_BAD_DEVICE	300	Device error (A1 only)	-	-
SC_BAD_FLASHROM	400	Flash ROM error (A1 only)	-	-
SC_BAD_ CERTIFICATE	500	Authentication error	No	Yes
SC_BAD _COMMUNICATE _NRS	600	Communication error: SNMP/ SOAP	No	Yes

Definition Name	SC No.	Description	Auto Reboot	Center Notification
SC_BAD _COMMUNICATE _CSS	601	Communication error : CSS (A1 only	-	-
SC_DATABASE	700	Database error	No	Yes
sc_internal_no _continuance	900	Internal error: continuance prohibited	Yes	Yes
sc_internal _continuance	901	Internal error: continuance allowed	No	Yes

All SCs can be recovered basically by rebooting the RC Gate. However, follow the recovery procedure below if the same SC is issued after rebooting the RC Gate.

1. Execute the "@Remote Turning On/Off Procedure" (see "@Remote Turning On/Off Procedure" in the Main Chapters).

#### Go to the next step if this does not solve the problem (SC).

- 2. Execute "Appliance Replacement (Restoration)" (see "4. Replacement and Removal" in the Main Chapters).
  - Uninstall, then reinstall and activate the @Remote Connector.
  - Perform Appliance replacement (Restoration).

#### Common General Error Codes-1

Here are the tables for the general error messages and codes for RC Gate, RC Gate A and RC Gate S1 Pro. Check the description and related SC code for each error message and error code.

#### Interface

Error Message	Classification	Description	Related SC
NRS_RESULT_OK	-	Normal	-
NRS_OVERTIME	-	Out of business time	-

Error Message	Classification	Description	Related SC
NRS_SEND _ERROR	-	Call execution failure	-
COMMON_IO _ERROR	-	Hardware error	-
COMMON_DATABASE_ER ROR	-	Database error	-
COMMON_SOAP _SERVER	-	No classified error	-
COMMON_SOAP	-	No classified client error	-
COMMON_FILE _ERROR	-	File error	-
NRS_RESULT_NO _SUCH_BOX	-	No RC Gate corresponding with machine serial number	-
NRS_RESULT_NO _SUCH_DEVICE	-	No device corresponding with machine serial number	-
NRS_RESULT_NO _SUCH_USER	-	No target user	-
NRS_RESULT_BUSY	-	Processing	-
NRS_RESULT_EXIST _DEVICE	-	Double registrations	-
NRS_RESULT_NOT _REGIST	-	Cannot register.	-
NRS_RESULT_NOT _REGISTERED _DEVICE	-	Cannot register RC Gate with a device.	-

Error Message	Classification	Description	Related SC
NRS_RESULT_ LENGTH_OVER	-	Item size over error	-
NRS_BAD _PARAMETER / COMMON_BAD _PARAMETER	-	Parameter error	-
NRS_RESULT _CONNECTION _SYSTEM_ERROR	-	Not supported connection method	-
NRS_RESULT_MAIL _SETTING_ERROR	-	Mail transmission setting is not completed.	-
NRS_RESULT_DL _SIZE_ERROR	-	Downloaded file size is abnormal.	-
NRS_RESULT _SCHEDULE_NOT _EXIST	-	No selected file exists.	-
NRS_RESULT_EXPIRE	-	Term expires.	-
NRS_USER_CANCEL	-	CE cancel	-
NRS_CANCEL	-	Center cancel	-
NRS_RESULT_DL _ERROR	-	Fails to download.	-
NRS_RESULT_CODE _ACQUISITION _ERROR	-	Fails to get "errlog.txt".	-
SERVER_TIMEOUT	-	Communication timeout	-
NRS_RESULT_FTP _LOGIN_FAILURE	-	Fails to log in FTP.	-

Error Message	Classification	Description	Related SC
NRS_RESULT_FTP _SESSION_CLOSE	-	Fails to get "PUT file" in FTP.	-
NRS_RESULT_PL _NO_SUCH_ITEM	-	Selected item does not exist in property list.	-
NRS_RESULT_PL _READONLY_ITEM	-	ReadOnly item in property list is selected.	-
NRS_RESULT_PL _LENGTH_OVER	-	Values of property list are out of range.	-
NRS_RESULT_NG	-	Error due to device firmware updating failure	-
NRS_RESULT_FTP _CONNECTION _REFUSED	-	Fails to configure password setting.	-
NRS_RESULT_EXIST _DEVICE_IP	-	Device IP addresses of devices already exist.	-
NRS_RESULT_NOT _CHANGE	-	Setting change is prohibited.	-
NRS_RESULT_CSS _SPECIFIED	-	CSS devices are requested to be registered as target devices for Auto Discovery management.	-
NRS_INTERNAL _ERROR	-	Internal error in RC Gate	-
NRS_RESULT _RESCUE	-	Rescue error	-
NRS_RESULT_TEST_NG	-	Communication test error	-
NRS_MACHINE_STAT_ERR OR/ NRS_IF_RESULT_MAX_NO	-	Non device energy saver error/ Maximum number	-

#### **LAN Communication**

Error Code	Classification	Error Message/ Description	Related SC
0001	LAN cable disconnected	<ul><li>LAN cable is not connected.</li><li>Router or hub is defective or turned off.</li></ul>	-
0002	No IP Address	DHCP setting is correct but one of the following happens.  • DHCP server is down.  • Settings of DHCP server are incorrect.	-
0003	Connection failure to the IEEE802.1X authentication server	"Cannot authenticate IEEE802.1x. Confirm with the network administrator. If the same error occurs, please call service for instructions." is displayed.  • IEEE802.1X authentication server does not work.	-
0004	IEEE802.1X authentication failure	Network setting of RC Gate A     (IEEE802.1X settings) is not correct.	-
0005	Proxy host name error	"Cannot connect to the Network.Check DNS on the network settings. If the same error occurs, call service for instructions." is displayed.  • DNS server is down.  • Settings of DNS server are incorrect.  • Network setting of RC Gate A (DNS server) is not correct.	-
0006	Connection failure to the Proxy server	"Cannot connect to the network. Confirm the proxy server name and port number." is displayed.  • Proxy server address is not correct.  • Proxy server is down.	

Error Code	Classification	Error Message/ Description	Related SC
0007	Proxy authentication failure	"Cannot connect to the Network. Check proxy user name, proxy password or proxy domain name." is displayed.  • Proxy server does not support the authentication method defined by RC Gate A settings.  • Proxy setting of RC Gate A (user name, password or domain name) is not correct.	

## Utility

Error Code	Classification	Description	Related SC
500	-	The data length which DB access utility has acquired is "O".	-
501	-	Memory error occurs in the DB access utility.	-
503	-	Timeout error	-
506	-	Obtained value is incorrect.	-

#### Database

Error Code	Classification	Description	Related SC
1000	-	Cannot get table definition.	SC901

Error Code	Classification	Description	Related SC
1001	-	Cannot get the table definition.	-
	Only for RC Gate A: Connection failure to the Gateway	"Cannot connect to the Communication Server. If the same error occurs, please call service for instructions." is displayed.  • Proxy settings are required but these settings are invalid or incorrect.  • Gateway does not work.  • Center settings of RC Gate A are incorrect.  • LAN cable is not connected or router/ hub is defective.	
1002	-	Access file does not exist.	SC901
	Only for RC Gate A: Incorrect client authentication	"Cannot connect to the Communication Server. If the same error occurs, please call service for instructions." is displayed. Client authentication is incorrect.	-
1003	-	The specified record is intact.	-
	Only for RC Gate A: SSL Connection failure to Gateway	"Cannot connect to the Communication Server. If the same error occurs, please call service for instructions." is displayed.  SSL communication error occurs.  • Center settings of RC Gate A are incorrect.  • Problem on the network path during SSL communication.	-
1004	-	Field name setting error	-
	Only for RC Gate A: Incorrect server authentication	CommonName in the server authentication is incorrect.	-

Error Code	Classification	Description	Related SC
1005	-	Field size setting error	-
	Only for RC Gate A: Connection error to Gateway	"Cannot communicate with the Network. Please call service for instructions." is displayed.  • HTTP response is not 200 (OK).  • HTTP response is 200 (OK) but is not NRS_RESULT_OK.	-
1006	-	Field number setting error	-
	Only for RC Gate A: Inquiry time-out/ registration time-out	RC Gate A cannot receive a response from the center server.	-
1007	-	Cannot get memory.	-
1008	-	There is no empty record.	-
1009		Search condition setting error	-
1010		Database open error	-
1011		Database close error	-
1012		DB destruction is detected.	SC700
1013		HTTPS communication error	SC900
1020		Environmental variable is not defined.	-
1021		Cannot generate files	-
1022		Command execution error	-
1023		Access file control error	-

#### Service Main

Error Code	Classification	Description	Related SC
1100	-	HTTPS communication error	SC900

#### Scheduler

Error Code	Classification	Description	Related SC
1200	-	Selected scheduler does not exist.	-
1201	-	The method of selection is wrong. (Parameter error)	-
1202	-	GW to IPC connection error	SC900
1203	-	The number of registered schedules goes beyond the maximum register number.	-
1204	-	HTTPS communication error	SC900

#### System Maintenance

Error Code	Classification	Description	Related SC
1300	-	Cannot connect to the database.	-
1301	-	Child process start error	-
1302	-	Child process stop error	-
1303	-	Insufficient memory error	-
1304	-	Shut down level is not correct.	-
1305	-	Shut mode level is not correct.	-
1306	-	Waiting time for termination is incorrect.	-
1307	-	Thread start error	-

Error Code	Classification	Description	Related SC
1308	-	Thread stop error	-
1309	-	Timeout error of thread execution	-
1310	-	Status transition error	-
1311	-	Cannot read startup files.	SC100
1312	-	Double execution error	-
1313	-	Timeout error of execution notification	SC900
1314	-	Cannot open the selected file.	-
1315	-	Environmental variable is not defined.	SC100
1316	-	System is terminated due to abnormal error.	SC900
1317	-	Fails to read the database.	-
1318	-	Fails to write to the database.	-
1319	-	Exclusive function number is incorrect.	-
1320	-	LED device opening error occurs.	SC300
1321	-	LED device ioctl error occurs.	SC300
1329	-	No LED device files exist.	SC300
1340	-	Reset SW device open error occurs.	SC300
1341	-	Reset SW device ioctl error occurs.	SC300
1342	-	Reset SW device select error occurs.	SC300
1349	-	No reset SW device files exist.	SC300
1350	-	SD Card in the RC Gate is defective (Unused sector). <b>A1 only</b>	SC202
1351	-	SD Card in the RC Gate is defective (Used sector). A1 only	SC203
1381	-	Command execution error	-

Error Code	Classification	Description	Related SC
1390	-	Application down (DB, service, notification, counter and scheduler)	SC900
1391	-	Application down (DipSW, network settings, Apache wrapper, RC Gate firmware update and image I/O device firmware revision)	SC901
1392	-	HTTPS communication error	SC900

### **Call Management**

Error Code	Classification	Description	Related SC
1400	-	Thread creation error	-
1401	-	Call list of selected ID does not exist at call transmission.	-
1402	-	Call data of selected ID does not exist at call transmission.	-
1403	-	GW IPC error to notification	-
1404	-	Pause status	-
1405	-	Stop status	-
1406	-	Incorrect ID causing call	-
1407	-	Request management error	
1408	-	Parameter error	
1409	-	DB error	

### **Command Management**

Error Code	Classification	Description	Related SC
1500	-	Thread creation error	-
1501	-	Parameter error	-
1502	-	Requesting management error	-

### **Device Discovery**

Error Code	Classification	Description	Related SC
1600	-	Thread creation error	-
1601	-	GW IPC error to setup application	
1602	-	This mode does not allow the device discovery.	
1603	-	Parameter error	
1604	-	DB error	
1605	-	Ping communication error	
1606	-	Fails to get MAC address.	
1607	-	Cannot find any devices.	

### Server Management

Error Code	Classification	Description	Related SC
1700	-	Command request name error (It is not defined.)	-
1701	-	Fails to execute command request.	SC901
1702	-	Receives illegal null pointer	SC901

Error Code	Classification	Description	Related SC
1703	-	RC Gate registration is already done.	-
1704	-	Cannot create command response.	-
1705	-	Fails to read log data.	-
1706	-	DB access error	SC700
1707	-	No inquiry by @Remote device	-
1708	-	Fails to register a schedule.	-
1709	-	Input parameter from GW is incorrect.	-
1710	-	Firmware update has been already requested.	-
1711	-	Fails to transmit a call; Request management.	-
1712	-	Cannot create call data.	-
1713	-	Call register is denied.	-
1714	-	Fails to open "/tmp/web/ComLog.txt".	-
1715	-	Initialization error for Client of GW IPC.	-
1716	-	Insufficient SD card memory	-
1717	-	Fails to start other process.	-
1718	-	Fails to get correct memory.	-
1719	-	Fails to open a parameter file of authentication updating.	-
1720	-	Fails to reboot or restart.	-
1721	-	Fails to send an e-mail.	-
1722	-	Fails to restore a list of FROM information.	-
1723	-	The method of selection is wrong. (Parameter error)	-
1724	-	Command execution error	-

Error Code	Classification	Description	Related SC
1725	-	Fails to get the SD card file size data.	-

#### **Device Maintenance**

Error Code	Classification	Description	Related SC
1800	-	Target device does not exist.	-
1801	-	Target request information dada does not exist.	-
1802	-	Cannot copy request information data.	SC200
1803	-	Cannot write request information data.	SC200
1804	-	Cannot add request information data.	SC200
1805	-	Cannot delete request information.	-
1806	-	Target device information does not exist.	-
1807	-	Target notification information does not exist.	-
1808	-	Target device common information does not exist.	-
1809	-	Serial number of device is incorrect.	-
1810	-	Serial number of device is blank.	-
1811	-	Serial number of device does not exist.	-
1812	-	Address of device cannot be registered.	-
1813	-	Memory error	-
1814	-	DB error	-
1815	-	The method of selection is wrong. (Parameter error)	-
1816	-	Fails to create a temporary file at @Remote regular notification.	-

Error Code	Classification	Description	Related SC
1817	-	Other module error	-
1818	-	GW IPC error to setup application	-
1819	-	Data from @Remote center is incorrect.	-
1820	-	Two devices have the same IP address.	-

#### 2

# **Troubleshooting Guide-2**

#### Common General Error Codes-2

Here are the tables for the general error messages and codes for RC Gate, RC Gate A and RC Gate S1 Pro. Check the description and related SC code for each error message and error code.

#### Resource Obtain (RC Gate A only)

Error Code	Classification	Description	Related SC
2000	-	Fails to load a screen (SWF module).	-
2001	-	Fails to load a screen definition resource (xml).	-
2002	-	XML bus error	-

#### **MIB**

Error Code	Classification	Description	Related SC
2100	-	Queue creation error	-
2101	-	Thread creation error	-
2102	-	Communication error	-
2103	-	Memory error	-
2104	-	Session creation error	-
2105	-	Target OID cannot be found.	-
2106	-	Timeout	-
2107	-	List creation error	-
2108	-	The method of selection is wrong. (Parameter error)	-

Error Code	Classification	Description	Related SC
2109	-	Other process error	-
2110	-	This is not a printer.	-
2111	-	Not available due to exclusive setting specified by other command	-
2116	-	Error during processing (transition is not possible.)	-
2117	-	Error during stop	-
2118	-	Control code is included.	-

## LADP (CSS)

Error Code	Classification	Description	Related SC
2200	-	Queue creation error	-
2201	-	Thread creation error	-
2202	-	Serial line error	SC300
2203	-	Memory error	-
2204	-	System error	SC300
2205	-	Parity check error	-
2208	-	The method of selection is wrong. (Parameter error)	-
2209	-	Other process error	-
2211	-	Not available due to exclusive setting specified by other command	-
2216	-	Error during processing (transition is not possible.)	-
2217	-	Error during stop	-

Error Code	Classification	Description	Related SC
2218	-	Control code is included.	-

#### Web UI

Error Code	Classification	Description	Related SC
2300	-	Cannot create XML file.	SC201
2301	-	FMT file is abnormal or cannot be found.	-
2302	-	Memory error	SC201
2303	-	Internal system error	-
2304	-	DB error	SC700
2305	-	Cannot create file in Temp directory	-
2306	-	Database default setting(s) are not correctly set.	-
2307	-	Cannot initialize with processing interface.	SC901
2308	-	HTTP connection error to @Remote center	-
2309	-	PPP connection error to @Remote center	-
2310	-	Internal program error	-
2311	-	Tries to change to constant connection during dial-up connection.	-
2312	-	No definition resource files exist or cannot be opened.	-
2320	-	Tries to register a device after the limit for the number of devices is reached.	-
2321	-	Data of selected devices is already deleted.	-
2322	-	DB setting error (normal processing)	-

Error Code	Classification	Description	Related SC
2323	-	Selects device setting for device registration without selecting target device.	-
2324	-	Asks for device request file information without selecting target device.	-
2325	-	Registers device without selecting target device.	-
2326	-	XSLT file error or user is executing incorrect request.	-
2327	-	Requests many data accesses to database over maximum number of available settings.	-
2328	-	The operator makes an incorrect request or data requested by an operator does not correspond with stored data.	-
2329	-	Cannot accept request information due to some calling.	-
2330	-	Incorrect date is set.	-
2331	-	Incorrect time is set.	-
2340	-	Cannot connect to the communication server (https).	-
2341	-	Cookies are disabled on the PC.	-
2342	-	User access is prohibited.	-
2343	-	Wrong user access error	-
2344	-	CONTENT_LENGTH of request data is "0" or less.	
2345	-	Correct IP address is not obtained by DHCP.	-
2346	-	Cannot access a wireless LAN access point.	-
2348	-	Incorrect form is set.	-
2349	-	Fails to get log.	-

Error Code	Classification	Description	Related SC
2350	-	Cannot get log due to unmanaged device.	-
2351	-	Same IP addresses exist.	-
2352	-	Stop status or processing status	-
2353	-	LAN disconnection	-
2354	-	CSS disconnection	-
2355	-	CSS device of same address exists.	-
2356	-	Cannot accept shutdown request.	-
2357	-	Incorrect file is imported.	-
2358	-	Executes import for files beyond size limitation.	-
2359	-	Available number of files for import exceeds the maximum limit.	-
2360	-	Cannot import files due to incorrect file.	-
2385	-	GW error (when installing in any place except Japan, the international dial prefix in the box TEL number is incorrect.)	-
2386		GW error (Already programmed a device that has the same IP address at the center)	-
2387	-	GW error (Center does not support.)	-
2388	-	GW error (Value is blank.)	-
2389	-	GW error (DB problem)	-
2390	-	GW error (Program problem)	-
2391	-	GW error (Device is registered twice.)	-
2392	-	GW error (Parameter problem)	-
2393	-	GW error (RC Gate is not registered.)	-
2394	-	GW error (Device is not registered.)	-

Error Code	Classification	Description	Related SC
2395	-	GW error (BoxID of RC Gate is incorrect.)	-
2396	-	GW error (DeviceID of RC Gate is incorrect.)	-
2397	-	GW error (ID2 format is not correct.)	-
2398	-	GW error (Request No. format is not correct.)	-
2399	-	GW error (Other problem)	-

#### **Memory Management**

Error Code	Classification	Description	Related SC
2400	-	GW to IPC connection error	SC901
2401	-	GW to IPC disconnection error	SC901
2402	-	Fails to read database.	SC700
2403	-	Fails to write to database.	SC700
2405	-	Cannot connect to memory management server within specific time.	-
2406	-	Cannot connect database.	SC700
2407	-	Process for memory management already exists.	-
2409	-	Activation error	-
2410	-	Process name is not selected.	-
2411	-	Selected process for memory management is not used.	-
2412	-	Selected process for memory management and selected ID do not match.	-
2413	-	Freeing memory for memory management is requested by unauthorized process.	-

Error Code	Classification	Description	Related SC
2414	-	HTTPS communication error	SC900
2420	-	Memory allocation area is extremely insufficient, and then reboot is required.	SC900
2421	-	Memory allocation area is almost becoming insufficient.	-
2430	-	SD card capacity is extremely insufficient.	SC200
2431	-	SD card capacity is almost becoming insufficient.	-
2440	-	Fails to access library of TO DO.	-
2441	-	Reboot information is incorrect.	-

#### @Remote

Error Code	Classification	Description	Related SC
2500	-	Queue creation error	-
2501	-	Thread creation error	-
2502	-	Communication error	-
2503	-	Memory error	-
2504	-	Session creation error	-
2505	-	Target OID cannot be found.	-
2506	-	Timeout	
2507	-	List creation error	
2508	-	The method of selection is wrong. (Parameter error)	-
2509	-	Other process error	-

Error Code	Classification	Description	Related SC
2511	-	Not available due to exclusive setting specified by other command	-
2512	-	Compression error	SC201
2513	-	Decompression error	SC201
2514	-	Cannot find processing files.	SC200
2515	-	Error due to device problem	-
2516	-	Error during processing (transition is not possible.)	-
2517	-	Error during stop	-
2518	-	Lack of SD RAMDISK memory area	SC201
2519	-	XML parse error	-
2520	-	Error due to non energy save mode	-

### Request Management

Error Code	Classification	Description	Related SC
2600	-	Fails to get enough memory area.	-
2601	-	Internal error	-
2602	-	@Remote center is not correctly selected.	-
2603	-	Fails to connect.	-
2604	-	Fails to read.	-
2605	-	Fails to write.	-
2606	-	During retry processing	-
2607	-	Status error	-
2608	-	Not used	-

Error Code	Classification	Description	Related SC
2610	-	Fails to execute SSL connection.	-
2611	-	Fails to execute SSL connection with new authentication.	-
2612	-	RC Gate authentication error	-
2620	-	Proxy server authentication error	-
2644	-	Not used	-
2650	-	Server message is incorrect.	-
2651	-	Receives SOAP fault.	-
2670	-	Cannot connect to PPP line.	-
2671	-	PPP authentication fails.	-
2680	-	Same request ID in pool	-
2690	-	Fails to get boxID.	SC700
2691	-	Fails to configure settings of hardware clock.	SC300
2698	-	Used memory area is beyond memory limit.	-
2699	-	Message still remains in pool.	-

#### Distribute

Error Code	Classification	Description	Related SC
2700	-	Message delivery error	-
2701	-	Message parse error	-
2703	-	Memory error	-
2708	-	The method of selection is wrong. (Parameter error)	-
2714	-	Processed file missing error	-

#### Status Management

Error Code	Classification	Description	Related SC
2800	-	DB error	-
2801	-	Parameter error	-
2802	-	Cannot connect access application for authentication file management via GW to IPC connection.	-

### **Palling**

Error Code	Classification	Description	Related SC
2900	-	Thread creation error	-

### **Segment Information Acquisition Service**

Error Code	Classification	Description	Related SC
3000	-	DB error	-
3001	-	Gets invalid network mask.	-
3002	-	Cannot get ping response from default gateway.	-
3003	-	Cannot access installation application via GW to IPC connection.	-
3004	-	Thread is already activated.	-
3005	-	Thread activation error	-
3006	-	Memory error	-

### Screen Initialization (RC Gate A only)

Error Code	Classification	Description	Related SC
3000	-	Fails to get settings of RC Gate A.	-
3001	-	XML bus error	-

## **Device Discovery Service**

Error Code	Classification	Description	Related SC
3101	-	Error during processing (transition is not possible.)	-
3102	-	The method of selection is wrong. (Parameter error)	-
3103	-	DB error	-
3104	-	Thread creation error	-
3105	-	Other module error	-
3106	-	File open error	-
3107	-	File write error	-
3108	-	Writing file error of device detection ending	SC201
3109	-	Cannot access auto discovery application via GW to IPC connection.	-
3110	-	Memory error	-

### **Discovery Notification Service**

Error Code	Classification	Description	Related SC
3200	-	DB error	-
3201	-	Thread creation error	-

Error Code	Classification	Description	Related SC
3202	-	Memory error	-
3203	-	Device information file in auto discovery error	-
3204	-	Other module error	-

#### **Notification Management**

Error Code	Classification	Description	Related SC
3300	-	Fails to activate task.	-
3301	-	Fails to end task	-
3302	-	Fails to get proper memory.	-
3303	-	DB error	SC700
3304	-	Input parameter error	-
3305		Error occurs in request management task.	-
3306		Activation is impossible.	-
3307		Other error	

### **SMTP Request Management**

Error Code	Classification	Description	Related SC
3400	-	Internal error in SMTP request management	-
3401	-	Execution is denied.	-
3402	-	Parameter error	-
3403	-	Destination address is not set.	-
3404	-	Message for transmission does not exist.	-

Error Code	Classification	Description	Related SC
3405	-	Mail delivery error	-
3406	-	Insufficient XML area	-

## **Communication Check Service**

Error Code	Classification	Description	Related SC
3501	-	Same IP addresses exist.	-
3502	-	Fails to check data.	-
3503	-	The method of selection is wrong. (Parameter error)	-
3504	-	Thread creation error	-
3505	-	Fails to open result file.	-
3506	-	Fails to close result file.	-
3507	-	Fails to write to result file.	-
3508	-	Fails to check target management file.	-
3509	-	Fails to get data.	-
3510	-	Two threads are executed.	-
3511	-	Fails to check communication.	-
3512	-	DHCP error	-
3513	-	Wireless LAN error	-
3514	-	DB error	-
3515	-	GW to IPC connection error	-
3516	-	LAN connection is disconnected.	-
3517	-	CSS connection is disconnected.	-

Error Code	Classification	Description	Related SC
3518	-	Same device addresses of CSS connection exist.	-
3519	-	CSS error	-

### Communication between Client PC and RC Gate A (RC Gate A only)

Error Code	Classification	Description	Related SC
4000	-	Socket error	-
4001	-	Time-out error	-
4002		Accesses a server out of the security sound box.	-
4099		Other communication error	-
4100 to 4600		Error other than HTTP status 200.	-

## **Notification Application**

Error Code	Classification	Description	Related SC
5000	-	The method of selection is wrong. (Parameter error)	-
5001	-	GW to IPC connection error	SC900
5002	-	Fails to read from database.	SC900
5003	-	Fails to write to database.	SC900
5004	-	Fails to delete database.	-
5005	-	Notification type is incorrect.	-
5006	-	HTTPS communication error	SC900

# Installation Application

Error Code	Classification	Description	Related SC
5300	-	The method of selection is wrong. (Parameter error)	-
5301	-	GW to IPC connection error	-
5302	-	Fails to read from database.	-
5303	-	Fails to write to database.	-
5304	-	Fails to delete database.	-
5305	-	Notification type is incorrect.	-
5306	-	HTTPS communication error	SC200
5307	-	Process is running or sopped.	-
5308	-	Thread creation error	-
5309	-	Mail delivery error	-
5310	-	Another communication process is running	-
5311	-	Mutex error	-
5312	-	Direct operation error	-
5313	-	Input regulation violation	-
5314	-	Maximum data number error	-
5315	-	Fails to open a file.	-
5316	-	Internal process error	-
5317	-	HTTPS communication error	SC900

# **Authentication Control Application**

Error Code	Classification	Description	Related SC
5400	-	The method of selection is wrong. (Parameter error)	-
5401	-	Request is denied due to process running.	-
5402	-	MAC password check error	-
5403	-	RC Gate ID check error	-
5404	-	Authentication read error	SC400
5405	-	Authentication write error	SC400
5406	-	Authentication information error	-
5407	-	DB error	-
5408	-	GW to IPC connection error	SC901
5409	-	Fails to connect rescue authentication with rescue URL due to authentication error.	SC500
5410	-	HTTPS communication error	SC900
5498	-	Incorrect authentication	SC500
5499	-	Internal process error	-

### **Counter Application**

Error Code	Classification	Description	Related SC
5500	-	GW to IPC connection error	SC900
5501	-	Fails to read database.	SC901
5502	-	Fails to write to database.	SC900
5503	-	Count data is incorrect.	-
5504	-	HTTPS communication error	SC900

#### 2

# Apache Wrapper

Error Code	Classification	Description	Related SC
5600	-	GW to IPC connection error	SC901
5601	-	GW to IPC disconnection error	SC901
5602	-	Fails to read database.	SC700
5603	-	Fails to write to database.	SC700
5604	-	Environmental variable is not defined.	-
5605	-	FROM flag reading error	SC400
5606	-	FROM flag writing error	SC400
5607	-	Authentication reading error	SC400
5608	-	Authentication writing error	SC400
5609	-	Start up error	SC901
5610	-	Apache start up error	SC901
5611	-	HTTP configuration setting error	-
5612	-	HTTPS communication error	SC900

### **Network Setting**

Error Code	Classification	Description	Related SC
5700	-	GW to IPC connection error	SC901
5701	-	GW to IPC disconnection error	SC901
5702	-	Fails to read database.	SC700
5703	-	Fails to write to database.	SC700
5704	-	Environmental variable is not defined.	-
5705	-	Network type is not specified.	-

Error Code	Classification	Description	Related SC
5706	-	Reboot execution error occurs.	-
5707	-	Fork execution error occurs.	-
5708	-	Execution error occurs.	-
5709	-	Time zone setting error occurs.	-
5710	-	Version setting error occurs.	-
5711	-	HTTPS communication error	SC900
5720	-	Ifconfig execution error	-
5721	-	Dhcpcd execution error	-
5730	-	Authentication reading error	SC500
5731	-	Authentication writing error	SC500
5732	-	Authentication searching error	SC500
5733	-	Authentication check MAC error	SC500
5740	-	FROM flag reading error	SC400
5741	-	FROM flag writing error	SC400
5750	-	Wireless LAN: ESSID is not defined.	-
5751	-	Wireless LAN: WEPKEY is not defined.	-
5752	-	DHCP setting error	-
5760	-	DNS: Resolv.conf open error	-
5761	-	DNS: Resolv.conf writing error	-

#### **DIP Switch Monitor**

Error Code	Classification	Description	Related SC
5800	-	GW to IPC connection error	SC901

Error Code	Classification	Description	Related SC
5801	-	GW to IPC disconnection error	SC901
5802	-	Fails to read database.	SC700
5803	-	Fails to write to database.	SC700
5804	-	DB initializing error	SC700
5805	-	Environmental variable is not defined.	-
5806	-	Authentication initializing error	SC400
5807	-	HTTPS communication error	SC900
5809	-	Start up error occurs.	-
5850	-	T Dip SW device open error	SC300
5851	-	Dip SW device ioctl error	SC300
5859	-	HTTPS communication error	SC300

### **Backup Restore**

Error Code	Classification	Description	Related SC
5900	-	Fails to post backup file.	-
5901	-	Fails to get backup file.	-
5902	-	Fails to overwrite backup file.	-
5903	-	Fails to create DB backup file.	-
5904	-	Other SD command is executed (exclusion).	-
5905	-	@Remote center denies connection at requesting restore.	-
5906	-	Parameter error	-
5907	-	Fails to receive backup request.	-
5908	-	Fails to start up backup restore process.	-

Error Code	Classification	Description	Related SC
5909	-	Fails to get GW to IPC connection.	SC901
5910	-	No request for restore via web is done.	-
5911	-	Fails to read backup processing DB.	SC700
5912	-	Fails to write to backup processing DB.	SC700
5913	-	HTTPS communication error	SC900

### **Device Firmware Updating**

Error Code	Classification	Description	Related SC
6000	-	GW to IPC connection error	SC901
6001	-	Fails to read database.	SC700
6002	-	Fails to write to database.	SC700
6003	-	Fails to delete database.	SC700
6004	-	Fails to create directly for downloading.	-
6005	-	HTTPS communication error	SC900

## **RC Gate Firmware Updating**

Error Code	Classification	Description	Related SC
6400	-	GW to IPC client initializing error	-
6401	-	Cannot get BoxID of RC Gate.	-
6402	-	Downloaded URL is incorrect.	-
6403	-	Connection error occurs at HTTP request.	-
6404	-	Header write error occurs at HTTP request.	-

Error Code	Classification	Description	Related SC
6405	-	Body write error occurs at HTTP request.	-
6406	-	Body read error occurs at HTTP request.	-
6407	-	Selected file does not exist.	-
6408	-	Downloaded file is incorrect.	-
6409	-	DB access error	-
6410	-	Option setting error occurs at HTTP request.	-
6411	-	TimeOut Setting error	-
6412	-	Authentication setting error	-
6413		Fails to save firmware.	-
6414		Fails to connect with PPP dial-up.	-
6415		HTTPS communication error	SC900

### **Auto Discovery Application**

Error Code	Classification	Description	Related SC
6500	-	Event is incorrect.	-
6501	-	Event is ignored.	-
6502	-	DB error	SC700
6503	-	Fails to register schedule.	-
6504	-	Fails to delete schedule.	-
6505	-	Date of schedule is incorrect.	-
6506	-	GW to IPC connection error	SC900
6507	-	HTTPS communication error	SC900

# **Communication Check Application**

Error Code	Classification	Description	Related SC
6600	-	GW to IPC connection error	-
6601	-	Event is incorrect.	-
6602	-	Data confirmation result is incorrect.	-
6603	-	Process is running or sopped.	-
6604	-	Parameter of result notification error	-
6605	-	HTTPS communication error	SC900

### Rescue Service

Error Code	Classification	Description	Related SC
6700	-	Fails to create thread.	-
6701	-	Incorrect parameter	-
6702	-	File reading error	-
6703	-	Message creation error	-
6704	-	Fails to transmit.	-

#### **Call Transmission Service**

Error Code	Classification	Description	Related SC
6800	-	Fails to create thread.	-
6801	-	Incorrect parameter	-
6802	-	ID creation error	-
6803	-	Message creation error	-

Error Code	Classification	Description	Related SC
6804	-	Fails to transmit.	-

## Request Management for HTTP

Error Code	Classification	Description	Related SC
7100	-	100 Continue	-
7101	-	101 Switching Protocols	-
7200	-	200 OK	-
7201	-	201 Created	-
7202	-	202 Accepted	-
7203	-	203 Non-Authoritative Information	-
7204	-	204 No Content	-
7205	-	205 Reset Content	-
7206	-	206 Partial Content	-
7300	-	300 Multiple Choices	-
7301	-	301 Moved Permanently	-
7302	-	302 Found	-
7303	-	303 See Other	-
7304	-	304 Not Modified	-
7305	-	305 Use Proxy	-
7306	-	306 (Unused)	-
7307	-	307 Temporary Redirect	-
7400	-	400 Bad Request	-
7401	-	401 Unauthorized	-

Error Code	Classification	Description	Related SC
7402	-	402 Payment Required	-
7403	-	403 Forbidden	-
7404	-	404 Not Found	-
7405	-	405 Method Not Allowed	-
7406	-	406 Not Acceptable	-
7407	-	407 Proxy Authentication Required	-
7408	-	408 Request Timeout	-
7409	-	409 Conflict	-
7410	-	410 Gone	-
7411	-	411 Length Required	
7412	-	412 Precondition Failed	-
7413	-	413 Request Entity Too Large	-
7414	-	414 Request-URI Too Long	-
7415	-	415 Unsupported Media Type	-
7416	-	416 Request Range Not Satisfied	-
7417	-	417 Expectation Failed	-
7500	-	500 Internal Server Error	-
7501	-	501 Not Implemented	-
7502	-	502 Bad Gateway	-
7503	-	503 Service Unavailable	-
7504	-	504 Gateway Timeout	-
7505	-	505 HTTP Version Not Supported	-

#### Macro for HTTP

Error Code	Classification	Description	Related SC
7000	-	NIA	-
7999	-	NIA	-

## **Troubleshooting Guide-3**

## Common General Error Codes-3

Here are the tables for the general error messages and codes.

#### **Device Collector**

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

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

## **Device Discovery**

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

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

## **Device Group**

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

Error Code	Classification	Description	Related SC
11211	<b>\</b>	Fails to read the bind data from the database.	SC700
11212	<b>\</b>	Fails to delete the bind data from the database.	SC700
11213	Device Gathered Group Management	Fails to execute the on-hook calling.	SC901
11214	4	Fails to execute the pre-processing before deleting the group information in the RC Gate.	SC901

#### **Device Monitor**

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

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

## **Device Operate**

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

## **Device Proxy**

Error Code	Classification	Description	Related SC
11502	-	Fails to generate the default value of the communication parameter.	SC901
11503	Additional Information Operation	Fails to read the additional information.	SC700
11504	<b>\</b>	Fails to update and add the additional information.	SC700
11505	<b>\</b>	Fails to delete the additional information.	SC700
11506	<b>\</b>	Fails to get the additional information.	SC700
11507	<b>+</b>	Fails to run the receiver transmission thread.	SC901
11508	<b>+</b>	An unexpected error occurs during running the receiver transmission thread.	SC900

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

## **Device Repository**

Error Code	Classification	Description	Related SC
11601	-	Fails to prepare for embedding the device information.	SC901
11602	-	Fails to embed the device information.	SC700
11604	-	Fails to generate the iterator which can be reactivated.	SC901
11605	Device List Operation	Fails to initialize the database.	SC700
11606	<b>+</b>	Fails to register the device information.	SC700
11607	<b>\</b>	Fails to register the device information.	SC700
11608	<b>\</b>	Fails to save the data repository.	SC700
11609	<b>\</b>	Fails to get the device information from the database.	SC700

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

#### **Device State**

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

#### Device

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

## Integrate Certificate

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

## Integrate Tracker

Error Code	Classification	Description	Related SC
12201	Backup Restore	Fails to restore.	SC900
12202	<b>\</b>	Fails to prepare for the roll back.	SC900
12203	<b>\</b>	Fails to restore the tracker setting.	SC900
12204	<b>\</b>	Fails to parse the restore data.	SC900
12206	<b>+</b>	Fails to link the data repository with the device list.	SC700
12208	Device Tracker Setting	Fails to initialize the database.	SC700
12209	<b>+</b>	Fails to get the tracker setting.	SC700
12210	<b>+</b>	Fails to update the tracker setting.	SC700
12212	<b>\</b>	Fails to retry the probe processing.	SC900
12213	Reactivating Iterator	Fails to access the data repository.	SC900
12215	<b>4</b>	Fails to process the reception of the device activation notification.	SC900
12216	<b>4</b>	Fails to access the data repository, but can continue the next process.	SC901

## Integrate Updater

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

## Integrate Registration

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

#### Platform

Error Code	Classification	Description	Related SC
13001	Backup Restore	Fails to restore.	SC900
13002	<b>\</b>	Fails to prepare for the roll back.	SC900
13003	<b>\</b>	Fails to restore the authentication monitor.	SC900
13004	<b>\</b>	Fails to restore the rescue monitor.	SC900
13005	<b>\</b>	Fails to restore the log setting.	SC900
13007	<b>\</b>	Fails to restore the TodoCollection.	SC900
13008	<b>\</b>	Fails to restore the CompositeTodo.	SC900
13009	<b>\</b>	Fails to parse the restore files.	SC900
13010	Import	Fails to initialize the database.	SC700
13011	<b>4</b>	An unexpected error occurs during importing.	SC900

Error Code	Classification	Description	Related SC
13016	<b>+</b>	Fails to save the import status.	SC700
13019	<b>\</b>	Fails to parse the figures of the restore data.	SC900

## **Platform Capability**

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

#### **Platform Certificate**

Error Code	Classification	Description	Related SC
13201	Authentication Management	Fails to get the authentication.	SC500
13202	<b>\</b>	Fails to update the authentication.	SC500
13203	<b>\</b>	Fails to delete the authentication.	SC500
13204	<b>\</b>	Fails to register the authentication.	SC500
13207	<b>\</b>	The name of the authentication is blank when getting the additional information.	SC500
13208	<b>+</b>	Fails to get the additional information due to the failure to get the authentication.	SC500
13210	<b>\</b>	Fails to update the URL.	SC900
13212	Authentication Monitor	Fails to initialize the database.	SC700

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

#### **Platform Fault Monitor**

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

#### Platform Initializer

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

#### **Platform Log Access**

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

#### **Platform Persistence**

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

#### **Platform Software**

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

## **Platform System**

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

#### Platform Todo

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

#### Remote @Remote

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

#### Remote Service Info

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

## **Remote Configuration**

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

#### **Remote Communicator**

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

## Remote Agent Frame

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

## Remote Agent Server

Error Code	Classification	Description	Related SC
14601	Backup	Fails to operate the database.	SC700
14602	Server Information Setting	Fails to operate the database.	SC700
14603	Center Information Setting	Fails to operate the database.	SC700

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

## **Remote Agent Device**

Error Code	Classification	Description	Related SC
14701	Auto Discovery Collection	Fails to operate the database.	SC700
14702	Auto Discovery Register	Fails to operate the database.	SC700
14703	<b>+</b>	Fails to access the data repository.	SC901
14704	<b>\</b>	Fails to delete the devices from the data repository.	SC900
14705	<b>\</b>	An unexpected exception is sent from the data repository.	SC901
14706	<b>\</b>	Fails to register the devices.	SC900
14707	Accounting Counter Collection	Fails to operate the database.	SC700
14708	Device Firmware Update	Fails to operate the database.	SC700
14710	Individual Device Management Information	Fails to operate the database.	SC700
14711	Call Notification	Fails to operate the database.	SC700
14712	User Counter Collection	Fails to operate the database.	SC700
14713	User Counter Settings	Fails to operate the database.	SC700

## General Error Codes for RC Gate A

#### Web

Error Code	Classification	Description	Related SC
34001	At Start-up	Fails to open a port.	SC900
34002		Cannot get a socket.	SC900
34003		Fails to close a port.	SC600
34004		Cannot get authentication.	SC900
34005		Cannot get authentication.	SC900
34006	At Access	Cannot get an input stream.	SC600
34007		Cannot get an output stream.	SC600
34008	At Post/Put	Cannot get all data before time-out.	SC600
34009	At Log-in	Cannot get the account of a service technician.	SC901
34010		Cannot get the account of an administrator.	SC901
34011		Cannot get the account of a user.	SC901
34012		Cannot get access information of a service technician.	SC901
34013		Cannot get the encryption algorithm function.	SC900
34014	At Upload	Cannot get the registered classification of servlet.	SC900

#### Center

Error Code	Classification	Description	Related SC
34101		Cannot get @Remote service.	SC900

9

Error Code	Classification	Description	Related SC
34102		Cannot start @Remote service.	SC900
34103		Cannot get SB event management.	SC900
34104		Fails to send an inquiry for a request number of @Remote.	SC901
34105		Fails to send a registration for @Remote.	SC901
34106		Fails to send an inquiry for a device request number.	SC901
34107		Fails to send a registration for devices.	SC901
34108		Fails to send a test call.	SC901
34109		Fails to send a request call.	SC901
34110		Fails to send a service call.	SC901
34111		Fails to send user confirmation for device firmware.	SC901
34112		Fails to send an execution result for system firmware.	SC901
34113		Cannot get the version.	SC901
34114		Cannot get authentication management service.	SC900
34115		Fails to get authentication.	SC900
34116		Cannot get server settings.	SC900
34117		Fails to cancel an inquiry for a request number.	SC900
34118		Fails to cancel a registration.	SC900

#### Box

Error Code	Classification	Description	Related SC
34201		Cannot get network status.	SC901
34202		Cannot get network settings.	SC901
34203		Cannot configure LCD setting.	SC901
34204		Cannot configure LED setting.	SC901
34205		Cannot get UZ-A1 system information.	SC900
34206	Tact Switch	Error occurs when managing a tact switch.	SC901

#### Mail

Error Code	Classification	Description	Related SC
34301	Settings	Cannot get mail server information.	SC900
34302		Cannot get network information.	SC901
34303		Cannot get UZ-A1 system information.	SC900
34304		Cannot get server settings.	SC900
34305	Mail Format	Cannot find the mail format.	SC901
34306		Cannot read the mail format.	SC900
34307	Support Language Properties	Cannot find stringTable.properties.	SC901
34308		Cannot read stringTable.properties.	SC900
34309	Language Code Properties	Cannot find mailInterfaceprop.properties.	SC901
34310		Cannot read mailInterfaceprop.properties.	SC900

#### Account

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

## **UZ-A1** Configuration

Error Code	Classification	Description	Related SC
36201	Extended Function	Cannot get information of an option enabler.	SC901
36202		Cannot configure information of an option enabler.	SC901
36203	LAN Settings	Cannot get information of access prohibited IP addresses.	SC901
36204		Cannot configure information of access prohibited IP addresses.	SC901
36205		Cannot get information of ping send permission.	SC901

Error Code	Classification	Description	Related SC
36206		Cannot configure information of ping send permission.	SC901
36207		Cannot get information of serial number OID.	SC901
36208		Cannot configure information of serial number OID.	SC901
36209		Cannot get property information of extended device search.	SC901
36210		Cannot configure property information of extended device search.	SC901
36211	Mail	Cannot get information of SMTP server.	SC901
36212		Cannot configure information of SMTP server.	SC901
36213		Cannot get information of POP server.	SC901
36214		Cannot configure information of POP server.	SC901
36215		Cannot get information of mail addresses.	SC901
36216		Cannot configure information of mail addresses.	SC901
36217		Cannot get information of mail delivery.	SC901
36218		Cannot configure information of mail delivery.	SC901
36219	Network Settings	Cannot get network information.	SC901
36220		Cannot configure network information.	SC901
36221	Time and Date Settings	Cannot configure time and date setting.	SC901
36222		Cannot get time zone setting.	SC901
36223		Cannot configure time zone setting.	SC901
36224	Display Language	Cannot get information of display language.	SC901
36225		Cannot configure information of display language.	SC901

Error Code	Classification	Description	Related SC
36226		Cannot get @Remote service.	SC900
36227		Cannot get service of interfacing system control.	SC900
36228		Cannot get UZ-A1 system information.	SC900

#### @ Remote

Error Code	Classification	Description	Related SC
36401	Notification Information	Fails to initialize information related to notification.	SC700
36402		Fails to get information related to notification.	SC700
36403	Request Number Information	Fails to configure information related to notification.	SC700
36404		Fails to initialize request number information.	SC700
36405		Fails to get request number information.	SC700
36406		Fails to configure request number information.	SC700
36407	Service Call	Fails to initialize service call information.	SC700
36408		Fails to get service call information.	SC700
36409		Fails to configure service call information.	SC700
36410		Cannot find an error code list.	SC100
36411		Cannot read an error code list.	SC100
36412		Cannot find an SC code list.	SC100
36413		Cannot read an SC code list.	SC100
36414		Cannot get SC report information.	SC901
36415		Setting of scheduler is incorrect.	SC901

Error Code	Classification	Description	Related SC
36416	@Remote	Cannot get network information.	SC901
36417		Cannot get @Remote service.	SC900
36418		Cannot get @Remote settings.	SC900
36419		Cannot get UZ-A1 system information.	SC900
36420		Cannot get server settings.	SC900
36421		Cannot get an SB event management.	SC900
36422		Cannot get an error management.	SC900
36423	Center Information	Cannot configure center information .	SC901
36424	IP Address Send Permission Settings	IP Address Send Permission.	SC901
36425	Extended Function	Cannot get option enabler information.	SC901
36426		Cannot configure option enabler information.	SC901
36427		Cannot get serial number OID information.	SC901
36428		Cannot configure serial number OID information.	SC901
36429		Fails to read a backup file.	SC901
36430		Fails to write a backup file.	SC901
36431		Cannot configure the extended device search setting.	SC901
36432		Cannot get ping send permission information.	SC901
36433		Cannot configure ping send permission information.	SC901
36434		Cannot get authentication management service.	SC900
36435		Fails to get authentication.	SC900

Error Code	Classification	Description	Related SC
36436		Cannot get common authentication information of user counters.	SC901
36437		Cannot configure common authentication information of user counters.	SC901

## **Management Devices**

Error Code	Classification	Description	Related SC
36501	Auto Discovery Devices Information	Fails to initialize information of auto discovery devices.	SC700
36502		Fails to get information of auto discovery devices.	SC700
36503		Fails to configure information of auto discovery devices.	SC700
36504		Fails to delete information of auto discovery devices.	SC700
36505	Auto Discovery Devices Result Information	Fails to initialize result information of auto discovery devices.	SC700
36506		Fails to get result information of auto discovery devices.	SC700
36507		Fails to configure result information of auto discovery devices.	SC700
36508		Fails to delete result information of auto discovery devices.	SC700
36509	Search Condition Information	Fails to initialize search condition information.	SC700
36510		Fails to get search condition information.	SC700
36511		Fails to configure search condition information.	SC700

Error Code	Classification	Description	Related SC
36512		Fails to initialize auto discovery protocol information.	SC700
36513	Auto Discovery Protocol	Fails to get auto discovery protocol information.	SC700
36514		Fails to configure auto discovery protocol information.	SC700
36515		Fails to initialize host name discovery information.	SC700
36516	Host Name Discovery Information	Fails to get host name discovery information.	SC700
36517		Fails to configure host name discovery information.	SC700
36518		Fails to delete host name discovery information.	SC700
36519		Fails to initialize IP address discovery range information.	SC700
36520	IP Address Discovery Range Information	Fails to get IP address discovery range information.	SC700
36521		Fails to configure IP address discovery range information.	SC700
36522		Fails to initialize segment discovery range information.	SC700
36523	Segment Discovery Range Information	Fails to get segment discovery range information.	SC700
36524		Fails to configure segment discovery range information.	SC700
36525	Registration Target Devices information	Fails to initialize information of selected devices to register.	SC700
36526		Fails to get information of selected devices to register.	SC700

Error Code	Classification	Description	Related SC
36527		Fails to configure information of selected devices to register.	SC700
36528		Fails to delete information of selected devices to register.	SC700
36529	Management Devices	Cannot get network information.	SC901
36530		Cannot convert date of deadline.	SC901
36531		Cannot get device information.	SC901
36532		Cannot configure device information.	SC901
36533		Cannot get UZ-A1 system information.	SC900
36534		Cannot get device status engine.	SC900
36535		Cannot get device repository.	SC900
36536		Cannot get information of an option enabler.	SC901
36537		Cannot get server settings.	SC900
36538		Cannot get server ID.	SC901
36539		Cannot get B2DObjectFactory.	SC901
36540		Fails to get instance of ProxyCollection.	SC901
36541		Cannot get ProxyNRS.	SC901
36542		Cannot get ProxyREST.	SC901
36543		Cannot get auto discovery service.	SC900
36544		Cannot get DeviceListService.	SC900
36545		Cannot get Capability.	SC900
36546		Cannot get access prohibited IP addresses information.	SC901
36547	LAN Settings	Cannot get ping send permission information.	SC901
36548		Cannot get registration engine with auto discovery.	SC900

Error Code	Classification	Description	Related SC
36549		Cannot get settings of registration engine with auto discovery.	SC901
36550		Cannot configure settings of registration engine with auto discovery.	SC901
36551	Device Communication Check	Cannot get FTP service.	SC900
36552		Cannot get Repository service.	SC900
36553		Fails to get instance of Configuration.	SC901
36554		Fails to get instance of LanAccessConfigure.	SC901
36555		Cannot get AtRemoteGatewayProber.	SC901
36556		Cannot get ProxyNrsRescue.	SC901
36557		Cannot get ProxyFactory.	SC901
36558		Cannot get ProxyRestRescue.	SC901
36559		Cannot configure proxy configuration of device communication.	SC901

#### **Device Monitor**

Error Code	Classification	Description	Related SC
36601	Device Service Call Log	Fails to initialize service call logs.	SC700
36602		Fails to get service call logs.	SC700
36603		Fails to configure service call logs.	SC700
36604		Fails to delete service call logs.	SC700
36605	Device Monitor Control Information	Cannot get polling information.	SC901
36606		Cannot get device tracker information.	SC901

Error Code	Classification	Description	Related SC
36607		Cannot configure device tracker information.	SC901
36608		Cannot get ping send permission information.	SC901
36609		Cannot get device tracker engine.	SC900
36610		Cannot get device search engine.	SC900
36611		Cannot get device status engine.	SC900
36612		Cannot get an SB event management.	SC900
36613		Cannot get @Remote service.	SC900
36614		Cannot get proxy configuration of device communication.	SC900
36615		Cannot configure proxy configuration of device communication.	SC901
36616		Cannot get UZ-A1 system information.	SC900

## **Auto Discovery**

Error Code	Classification	Description	Related SC
36701	Auto Discovery	Fails to initialize AutoDiscovery initialization setting information.	SC700
36702		Fails to get AutoDiscovery initialization setting information.	SC700
36703		Fails to configure AutoDiscovery initialization setting information.	SC700
36704		Fails to get AutoDiscovery setting information.	SC901
36705		Fails to configure AutoDiscovery setting information.	SC901
36706		Cannot get ping send permission information.	SC901
36707		Incorrect search protocol is selected.	SC100

Error Code	Classification	Description	Related SC
36708		Incorrect security level is selected.	SC100
36709		Incorrect authentication method is selected.	SC100
36710		Incorrect schedule is selected.	SC100
36711		Cannot get @Remote service.	SC900
36712		Cannot get AutoDiscovery service.	SC900
36713		Cannot get ICMP communication parameter information.	SC900
36714		Cannot configure ICMP communication parameter information.	SC900
36715		Cannot get RegistrationEngine.	SC900
36716		Cannot get RegistrationConfiguration.	SC901
36717		Cannot configure RegistrationConfiguration.	SC901

#### **Device Information Collection**

Error Code	Classification	Description	Related SC
36801	Device Information	Cannot get collection engine.	SC900
36802		Cannot get device repository.	SC900
36803		Cannot get information about scheduled information search settings.	SC901
36804		Cannot get accounting counter collection information.	SC901
36807	Device Logs	Fails to execute a shell command.	SC901
36808		Cannot get device list information.	SC901
36809		Cannot get UZ-A1 system information.	SC900

## **Device Operation**

Error Code	Classification	Description	Related SC
36901	Device Firmware Update Request Information	Fails to initialize device firmware update request information.	SC700
36902		Fails to get device firmware update request information.	SC700
36903		Fails to configure device firmware update request information.	SC700
36904		Fails to delete device firmware update request information.	SC700
36905	Firmware Update Target Devices Information	Fails to initialize information about target devices for firmware update.	SC700
36906		Fails to get information about target devices for firmware update.	SC700
36907		Fails to configure information about target devices for firmware update.	SC700
36908		Fails to delete information about target devices for firmware update.	SC700
36909	Firmware Update Time Differences Information	Fails to initialize information about time differences for firmware update.	SC700
36910		Fails to get information about time differences for firmware update.	SC700
36911		Fails to configure information about time differences for firmware update.	SC700
36912	Device Firmware Update	Cannot get FTP communication information.	SC901
36913		Cannot configure FTP communication information.	SC901

Error Code	Classification	Description	Related SC
36914		Cannot get information about firmware update confirmation for target devices.	SC901
36915	Settings	Cannot get proxy configuration of device communication.	SC901
36916		Cannot get @Remote service.	SC900
36917		Cannot get user confirmation function for @Remote.	SC900
36918		Cannot get an SB event management.	SC900
36919		Cannot get device firmware engine.	SC900
36920		Cannot encode IP addresses.	SC901

## Diagnostic Tool

Error Code	Classification	Description	Related SC
37001	Router Search	Fails to initialize Hop number information.	SC700
37002		Fails to get Hop number information.	SC700
37003		Fails to configure Hop number information.	SC700
37004		Cannot get network information.	SC901
37005		Cannot get information about access prohibited IP addresses.	SC901
37006		Cannot get information about AutoDiscovery settings.	SC901
37007		Cannot get RNetCoreJ service.	SC901
37008		Cannot get network segment information.	SC901
37009		Cannot get UZ-A1 system information.	SC900
37010		Cannot get AutoDiscovery service.	SC900

Error Code	Classification	Description	Related SC
37011	Center Communication Check	Cannot get @Remote settings.	SC900
37012		Cannot get server settings.	SC900
37013		Cannot get AtRemoteGatewayProber.	SC901
37014		Fails to get configuration instance.	SC901
37015	Test Mail	Cannot get @Remote service.	SC900
37016		Cannot get SMTP server information.	SC901
37017		Cannot get POP server information.	SC901

#### Common

Error Code	Classification	Description	Related SC
37201		Cannot get an SB event management.	SC900
37202		Cannot get collection engine.	SC900
37203		Cannot get device repository.	SC900
37204		Cannot get an error management.	SC900
37205		Cannot get system management of UZ-A1.	SC900
37206		Log deadlock.	SC901
37207		Cannot get common authentication information of user counters.	SC901
37208		Cannot get Capability.	SC900

#### **User Counter**

Error Code	Classification	Description	Related SC
37301		Cannot get UZ-A1 system information.	SC900
37302		Cannot get network information.	SC901
37303		Cannot get DeviceListService.	SC900
37304		Cannot get server settings.	SC900
37305		Cannot get ServerID.	SC901
37306		Cannot get B2DObjectFactory.	SC901
37307		Fails to get instance of ProxyCollection.	SC901
37308		Cannot get ProxyNRS.	SC901
37309		Cannot get ProxyREST.	SC901
37310		Cannot get @Remote settings.	SC900
37311		Cannot get @Remote service.	SC900
37312		Cannot get collected information of user counters.	SC901
37313		Cannot get common authentication information of user counters.	SC901
37314		Cannot configure common authentication information of user counters.	SC901
37315		Cannot get Capability.	900

#### 3

# 3. Appendix: SP Mode Tables

## @Remote Related SP Modes-1

#### Call Related SPs

#### For 04S/A Models

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

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

5505	[Error Alarm]	*CTL	-	
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001

Sets the error alarm level.

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

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

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

A default value is different depending on the machine model.

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

	5508*	[CC Call]	*CTL	-
		Laura Da ara aire a	MFP: 0: Disable, 1: Enable	
	001*	Jam Remains	LP: <b>O: Disc</b>	able, 1: Enable
		Enables/disables initiating a call for an unattended paper jam.		

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

## For 05S Models

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

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

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

001

1: Low (2.5K jams)

0: Zero (Off)

2: Medium (3K jams)

3: High (6K jams)

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

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

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

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

Door Open:

Time Length

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

## For 05A Models (MFP models only)

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

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

5505	[Error Alarm]	*CTL	-
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4

This SP demands SP5-515-008 is enabled.

Sets the error alarm level.

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

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

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

A default value is different depending on the machine model.

5507	[Supply Alarm]	*CTL	-
3307	Enables or disables the notifying a supply call via the @Remote.		
001	Paper Supply Alarm	<b>0: Off</b> , 1:	On
002	Staple Supply Alarm	<b>0: Off</b> , 1:	On
003	Toner Supply Alarm	<b>0: Off</b> , 1:	On
128	Interval :Others		
132	Interval :A3		
133	Interval :A4		
134	Interval :A5		
141	Interval :B4		
142	Interval :B5	[230 to 1	0000 / <b>1000</b> / 1 /step]
160	Interval :DLT		
164	Interval :LG		
166	Interval :LT		
172	Interval :HLT		

5508*	[CC Call]	*CTL	-
001*	Jam Remains	This SP demands SP5-515-012 is enabled.  O: Disable, 1: Enable	
	Enables/disables initiating a call for an unattended paper jam.		

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

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

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

5516	[Individual PM Part Alarm Call]	*CTL	These SPs are activated only for AT-C1, AP-C1, B-C3 and B-C3.5.
		This SP de	emands SP5-515-008 is enabled.
		Enables o	or disables the PM part alarm call.
		AT-C1, A	P-C1:
001	Disable /Facility Contract	[0 or 1 /	1/-]
001	Disable/Enable Setting	0: Not Se	end, 1: Send
		B-C3, B-C	C3.5:
		[0 or 1 /	0/-]
		0: Not Se	end, 1: Send
		Displays t	he condition of the PM part alarm call.
002	Alarm Flag	[0 or 1 /	1/-]
		0: Ready	(to send), 1: Already Send
		Clears the	e alarm flag (SP5-516-002).
003	Alarm Flag Clear	Do this SP	Pafter servicing for PM parts. So, SP5-516-002 D".

## For 06S/A Models

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

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

5504	[Jam Alarm]	*CTL	-
	This SP demands SP5-515-008	8 is enable	d.
	Sets the alarm to sound for the	specified jo	am level (document misfeeds are not included).
	[0 to 3 / <b>3</b> / 1 /step]		
001	0: Zero (Off)		
	1: Low (2.5K jams)		
	2: Medium (3K jams)		
	3: High (6K jams)		

5505	[Error Alarm]	*CTL	-
	This SP demands SP5-515-008	3 is enable	d.
	Sets the error alarm level.		
001		an SC is no	any SC is detected. However, the error alarm of detected during a set number of copied sheets
	The error alarm occurs when th	e SC error	alarm counter reaches "5".
	[0 to 255 / <b>0 to 255</b> / 100 co	opies /step	·]
	A default value is different dep	ending on	the machine model.

5507	[Supply Alarm]	*CTL	-
5507	Enables or disables the notifying a supply call via the @Remote.		

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

5508* [CC Call] *CTL -
------------------------

		MFP:	
	Jam Remains	This SP demands SP5-515-012 is enabled.	
001*		0: Disable, 1: Enable	
		LP: <b>0: Disable</b> , 1: Enable	
	Enables/disables initiating a c	all for an unattended paper jam.	
		MFP:	
	Continuos lorro	This SP demands SP5-515-012 is enabled.	
002*	Continuous Jams	0: Disable, 1: Enable	
		LP: <b>0: Disable</b> , 1: Enable	
	Enables/disables initiating a c	all for consecutive paper jams.	
		MFP:	
	Continuous Door Open	This SP demands SP5-515-012 is enabled.	
003*		0: Disable, 1: Enable	
		LP: <b>0: Disable</b> , 1: Enable	
	Enables/disables initiating a call when the front door remains open.		
	Jam Detection:	[0.00/10/in/]	
011*	Time Length	[3 to 30 / 10 / 1 minute /step]	
	Sets the time a jam must remain	n before it becomes an "unattended paper jam".	
012*	Jam Detection: Continuous Count	[2 to 10 / <b>5</b> / 1 /step]	
	Sets the number of consecutive paper jams required to initiate a call.		
	Door Open:	[0. 00 /10 /1 /. ]	
013*	Time Length	[3 to 30 / 10 / 1 /step]	
		1	

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

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

## For 07S/A Models

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

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

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

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

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

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

#### For black and white machines

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

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

#### B/W

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

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

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

Toner near end or end is detected.

#### For color machines

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

• Tone bottle is replaced.

#### Color

• Front doors are closed.

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

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

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

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

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

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

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

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

## For 08S/A Models

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

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

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

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

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

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

#### For black and white machines

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

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

#### B/W

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

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

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

#### For color machines

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

• Tone bottle is replaced.

#### Color

• Front doors are closed.

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

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

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

5508*	[CC Call]	*CTL	-
	Jam Remains	This SP de	mands SP5-515-012 is enabled.
001*	Julii Kelliullis	MFP only:	O: Disable, 1: Enable
	Enables/disables initiating a co	all for an ur	nattended paper jam.
	Continuous lams	This SP de	mands SP5-515-012 is enabled.
002*	Commodus jams	MFP only:	0: Disable, 1: Enable
	Enables/disables initiating a call for consecutive paper jams.		
	Continuous Door Open	This SP de	mands SP5-515-012 is enabled.
003*		MFP only:	0: Disable, 1: Enable
	Enables/disables initiating a call when the front door remains open.		
	Jam Detection:	[3 to 30 /	'10 / 1 minute /step]
011*	Time Length	[3 10 30 7	10 / Tillillole / sieb]
	Sets the time a jam must remain before it becomes an "unattended paper jam".		ecomes an "unattended paper jam".
012*	Jam Detection: Continuous Count	[2 to 10 /	'5 / 1 /step]
	Sets the number of consecutive	paper jam:	s required to initiate a call.

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

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

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

# For 09S Models (MFP only)

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

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

[0 to 3 / 3 / 1 /step]

0: Zero (Off)

1: Low (2.5K jams)

2: Medium (3K jams)

3: High (6K jams)

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

5507	[Supply Alarm]	*CTL	-
5507	Enables or disables the notifying a supply call via the @Remote.		
001	Paper Supply Alarm	0: Off, 1: On	
003	Toner Supply Alarm	0: Off, 1:	On
005	PCU Supply Alarm	0: Off, 1:	On
080	Toner Call Timing		
	Changes the timing of the "Toner Supply Call" via the @Remote, when the following conditions occur. This SP is activated only when the setting of SP5515-010 is set to "1" and the setting of SP5507-003 is set to "1".		
	[0 or 1 / <b>0</b> / -] 0: At replacement, 1: At near end		

#### For black and white machines

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

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

#### B/W

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

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

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

#### For color machines

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

• Tone bottle is replaced.

#### Color

• Front doors are closed.

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

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

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

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

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

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

5516	[Individual PM Part Alarm Call]	*CTL	-
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001	Disable/Enable Setting	Not used
002	Alarm Flag	Not used
003	Alarm Flag Clear	Clears the alarm flag (SP5-516-002).  Do this SP after servicing for PM parts. So, SP5-516-002 is set to "O".

# @Remote Related SP Modes-2

## **Setting Related SPs**

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

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

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

5816	[Remote Service]	*CTL	-		
	Function Flag				
	Enables or disables the ren	note servic	e function.		
003	[0 to 1 / <b>0</b> / 1 /step]				
	0: Disabled, 1: Enabled				
	NOTE: This SP setting is ch	anged to "	11" after @Remote registor has been completed.		
	SSL Disable				
	Uses or does not use the RG	CG certific	cation by SSL when calling the RCG.		
007	[0 to 1 / 0 / 1 /step]				
	0: Uses the RCG certification				
	1: Does not use the RCG certification				
	RCG Connect Timeout				
800	Specifies the connect timed	ut interval	when calling the RCG.		
	[1 to 90 / <b>10</b> / 1 second	/step]			
	RCG Write Timeout				
009	Specifies the write timeout	interval wh	nen calling the RCG.		
	[1 to 100 / <b>60</b> / 1 second /step]				

	RCG Read Timeout		
010			W. J. 200
010	Specifies the read timeout i		calling the RCG.
	[1 to 100 / <b>60</b> / 1 second	a / siebl	
	Port 80 Enable		
	Enables/disables access v	ia port 80 to	the SOAP method.
	[0 or 1 / <b>0</b> / – ]		
	0: Disabled, 1: Enabled		
	Displays a number that ind	icates the stat	us of the @Remote service device.
	0: Neither the @Remote de	vice nor Emb	edded RCG Gate is set.
	1: The Embedded RCG Ga @Remote device cannot co	•	C. Only Box registration is completed. In this status, with this device.
	2: The Embedded RCG Ga with this device.	te is set. In this	s status, the @Remote device cannot communicate
	3: The @Remote device is b	peing set. In th	is status the Embedded RCG Gate cannot be set.
	4: The @Remote module ha	as not started.	
011		-12002	Inquiry, registration attempted without acquiring device status.
		-12003	Attempted registration without execution of an inquiry and no previous registration.
		-12004	Attempted setting with illegal entries for certification and ID2.
	Operation Error, Incorrect Setting	-12005	@Remote communication is prohibited. The device has an Embedded RC gate-related problem.
		-12006	A confirmation request was made after the confirmation had been already completed.
		-12007	The request number used at registration was different from the one used at confirmation.
		-12008	Update certification failed because mainframe was in use.

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

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

### For Models after 05S

5811	[Machine Serial] Machine	Serial Nun	nber (ID2) Display
002	Display	*CTL	Displays the machine serial number.
004	Set:BICU	CIL	Inputs the machine serial number.
5816	[Remote Service]	*CTL	-

	I/F Setting
	Selects the remote service setting.
001	[0 to 2 / <b>2</b> / 1 /step]
	O: Remote service off
	1: CSS remote service on
	2: @Remote service on
	CE Call
	Performs the CE Call at the start or end of the service.
002	[0 or 1 / <b>0</b> / 1 /step]
	0: Start of the service
	1: End of the service
	NOTE: This SP is activated only when SP 5816-001 is set to "2".
	Function Flag
	Enables or disables the remote service function.
003	[0 to 1 / 0 / 1 /step]
	0: Disabled, 1: Enabled
	NOTE: This SP setting is changed to "1" after @Remote registor has been completed.
	SSL Disable
	Uses or does not use the RCG certification by SSL when calling the RCG.
007	[0 to 1 / 0 / 1 /step]
	0: Uses the RCG certification
	1: Does no use the RCG certification
	RCG Connect Timeout
800	Specifies the connect timeout interval when calling the RCG.
	[1 to 90 / 10 / 1 second /step]
	RCG Write Timeout
009	Specifies the write timeout interval when calling the RCG.
	[1 to 100 / <b>60</b> / 1 second /step]

	RCG Read Timeout
010	Specifies the read timeout interval when calling the RCG.  [1 to 100 / 60 / 1 second / step]
	Port 80 Enable
011	Enables/disables access via port 80 to the SOAP method.  [0 or 1 / 0 / -]  O: Disabled, 1: Enabled
	RFU (Remote Firmware Update) Timing
013	Selects the RFU timing.  [0 or 1 / 1 / -]  0: RFU is executed whenever update request is received.
	1: RFU is executed only when the machine is in the sleep mode.
	RCG – C Registed
021	This SP displays the Embedded RC Gate installation end flag.  O: Installation not completed  1: Installation completed
	RCG – C Regist Detail
022	This SP displays the Embedded RC Gate installation status.  0: RCG device not registered  1: RCG device registered  2: Device registered
	Connect Type (N/M)
023	This SP displays and selects the Embedded RC Gate connection method.  [0 or 1 / 0 / 1 /step]  O: Internet connection  1: Dial-up connection
	Cert. Expire Timing <b>DFU</b>
061	Proximity of the expiration of the certification.

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

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

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

090	CERT: Subject	Displays the common name of the @Remote certification subject. CN = the following 17 bytes. Spaces are displayed as underscores (_). Asterisks (*) indicate that no @Remote certification exists. "000000" indicates "Common certification".		
091	CERT: Serial No.	Displays serial number for the @Remote certification.  Asterisks (*) indicate that no @Remote certification exists.		
092	CERT: Issuer	Displays the common name of the issuer of the @Remote certification. CN = the following 30 bytes. Asteriskes () indicate that no @Remote certification exists.		
093	CERT: Valid Start	Displays the start time of the period for which the current @Remote certification is enabled.		
094	CERT: Valid End	Displays the end time of the period for which the current @Remote certification is enabled.		
150	Selection Country			
150	Not used	Not used		
151	Line Type Automatic Judgment			
131	Not used			
152	Line Type Judgment Result			
102	Not used			
153	Selection Dial/Push			
133	Not used			
154	Outside Line/Outgoing Num	ber		
154	Not used			
156	Dial Up User Name			
130	Not used			
1.57	Dial Up Password			
157	Not used			

1./1	Local Phone Number			
161	Not used			
1.40	Connection Timing Adjustment: Incoming			
162	Not used			
1.40	Access Point			
163	Not used			
1.44	Line Connecting			
164	Not used			
1.70	Modem Serial Number			
173	Not used			
174	Retransmission Limit			
174	Not used			
107	FAX TX Priority	FAX TX Priority -		
187	Not used			
	Manual Polling - Not used			
200	Manual Polling	-	Not used	
200	Manual Polling Regist: Status	-	Not used	
200	Regist: Status	icates the s	Not used tatus of the @Remote service device.	
200	Regist: Status		tatus of the @Remote service device.	
200	Regist: Status  Displays a number that indi  O: Neither the @Remote de	vice nor Er te is being	tatus of the @Remote service device. nbedded RCG Gate is set. set. Only Box registration is completed. In this status,	
	Regist: Status  Displays a number that indi O: Neither the @Remote de 1: The Embedded RCG Ga @Remote device cannot co	vice nor Er te is being ommunicate	tatus of the @Remote service device. nbedded RCG Gate is set. set. Only Box registration is completed. In this status,	
	Regist: Status  Displays a number that indi O: Neither the @Remote de 1: The Embedded RCG Ga @Remote device cannot co 2: The Embedded RCG Ga with this device.	vice nor Er te is being ommunicate te is set. In t	tatus of the @Remote service device.  nbedded RCG Gate is set.  set. Only Box registration is completed. In this status,  with this device.	
	Regist: Status  Displays a number that indi O: Neither the @Remote de 1: The Embedded RCG Ga @Remote device cannot co 2: The Embedded RCG Ga with this device.	vice nor Er te is being ommunicate te is set. In t	tatus of the @Remote service device.  nbedded RCG Gate is set.  set. Only Box registration is completed. In this status,  e with this device.  his status, the @Remote device cannot communicate  this status the Embedded RCG Gate cannot be set.	
	Regist: Status  Displays a number that indi O: Neither the @Remote de 1: The Embedded RCG Ga @Remote device cannot co 2: The Embedded RCG Ga with this device. 3: The @Remote device is b	vice nor Er te is being mmunicate te is set. In peing set. Ir	tatus of the @Remote service device.  nbedded RCG Gate is set.  set. Only Box registration is completed. In this status, with this device.  his status, the @Remote device cannot communicate this status the Embedded RCG Gate cannot be set.  ed.  try of the request number needed for the Embedded	
201	Regist: Status  Displays a number that indi O: Neither the @Remote de 1: The Embedded RCG Ga @Remote device cannot co 2: The Embedded RCG Ga with this device. 3: The @Remote device is b 4: The @Remote module ho	vice nor Er te is being ommunicate te is set. In the peing set. Ir as not starte Allows en RCG Gat	tatus of the @Remote service device.  nbedded RCG Gate is set.  set. Only Box registration is completed. In this status, with this device.  his status, the @Remote device cannot communicate this status the Embedded RCG Gate cannot be set.  ed.  try of the request number needed for the Embedded	
201	Regist: Status  Displays a number that indi 0: Neither the @Remote de 1: The Embedded RCG Ga @Remote device cannot co 2: The Embedded RCG Ga with this device. 3: The @Remote device is b 4: The @Remote module ho	vice nor Er te is being ommunicate te is set. In the peing set. Ir as not starte Allows en RCG Gat	tatus of the @Remote service device.  nbedded RCG Gate is set.  set. Only Box registration is completed. In this status, with this device.  his status, the @Remote device cannot communicate this status the Embedded RCG Gate cannot be set.  ed.  try of the request number needed for the Embedded e.	

	Displays a number that indicates the result of the confirmation executed with SP5816-203					
	0: Succeeded					
	1: Confirmation number error					
	2: Registration in progress					
	3: Proxy error (proxy enabled)					
	4: Proxy error (proxy disabled)					
	5: Proxy error (Illegal user name or password)					
	6: Communication error					
	7: Certification update error					
	8: Other error					
	9: Confirmation executing					
	Confirm Place					
205	Displays the result of the notification sent to the device from the Gateway in answer to the confirmation request. Displayed only when the result is registered at the Gateway.					
206	Register Execute	Executes "En	nbedded RCG Registration".			
	Register Result					
	Displays a number that indicates the registration result.					
	Displays a number that indi	icates the regi	stration result.			
	Displays a number that indi	icates the regi	stration result.			
		icates the regi	stration result.			
	0: Succeeded		stration result.			
207	0: Succeeded 2: Registration in progress	led)	stration result.			
207	0: Succeeded 2: Registration in progress 3: Proxy error (proxy enab	led) bled)				
207	0: Succeeded 2: Registration in progress 3: Proxy error (proxy enab 4: Proxy error (proxy disab	led) bled)				
207	0: Succeeded 2: Registration in progress 3: Proxy error (proxy enab 4: Proxy error (proxy disab 5: Proxy error (Illegal user	led) pled) name or pass				
207	O: Succeeded 2: Registration in progress 3: Proxy error (proxy enab 4: Proxy error (proxy disab 5: Proxy error (Illegal user 6: Communication error	led) pled) name or pass				
207	O: Succeeded 2: Registration in progress 3: Proxy error (proxy enab 4: Proxy error (proxy disab 5: Proxy error (Illegal user 6: Communication error 7: Certification update error	led) pled) name or pass				
207	O: Succeeded 2: Registration in progress 3: Proxy error (proxy enab 4: Proxy error (proxy disab 5: Proxy error (Illegal user 6: Communication error 7: Certification update erro 8: Other error	led) pled) name or pass				
207	O: Succeeded 2: Registration in progress 3: Proxy error (proxy enab 4: Proxy error (proxy disab 5: Proxy error (Illegal user 6: Communication error 7: Certification update erro 8: Other error 9: Registration executing Error Code	led) pled) name or pass or				
	O: Succeeded 2: Registration in progress 3: Proxy error (proxy enable) 4: Proxy error (proxy disable) 5: Proxy error (Illegal user 6: Communication error 7: Certification update error 8: Other error 9: Registration executing Error Code Displays a number that descent	led) pled) name or pass or	word)			

		-11001	Chat parameter error
	Illegal Modem Parameter	-11002	Chat execution error
		-11003	Unexpected error
	Operation Error, Incorrect Setting	-12002	Inquiry, registration attempted without acquiring device status.
		-12003	Attempted registration without execution of an inquiry and no previous registration.
		-12004	Attempted setting with illegal entries for certification and ID2.
		-12005	@Remote communication is prohibited. The device has an Embedded RC gate-related problem.
		-12006	A confirmation request was made after the confirmation had been already completed.
		-12007	The request number used at registration was different from the one used at confirmation.
		-12008	Update certification failed because mainframe was in use.
	Error Caused by Response from GW URL	-2385	Attempted dial up overseas without the correct international prefix for the telephone number.
		-2387	Not supported at the Service Center
		-2389	Database out of service
		-2390	Program out of service
		-2391	Two registrations for same device
		-2392	Parameter error

Error Caused by Response from GW URL	-2393	RCG device not managed
	-2394	Device not managed
	-2395	Box ID for RCG device is illegal
	-2396	Device ID for RCG device is illegal
	-2397	Incorrect ID2 format
	-2398	Incorrect request number format
Instl Clear	Releases the machine from its Embedded RCG Gate setup.	
	<b>NOTE:</b> Turn off and on the main power switch after this setting has been changed.	
CommLog Print	Prints the communication log.	
	Response from GW URL  Instl Clear	-2394 -2395 Response from GW URL -2396 -2397 -2398 Releases the NOTE: Turn has been che

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