vCare Example Configuration Guide

bizhub C4000i, C3320i, C3300i

v1.1 9/19/2019

1

Table of Contents

1: Table of Contents..... 2
2: Requirements/Contact information.....3
vCare Requirements.....3
Network Requirements.....3
vCare Technical Support Contact Information.....3
3: Operation Panel Overview.....4
4: Administrator Mode.....5
Administrator Mode Configuration.....5
Accessing Administrator Mode 5
Date & Time Settings 5
Proxy Server Settings 6
5: Service Mode.....7
CS Remote Care Configuration.....7
Accessing CS Remote Care.....7
5-A: CS Remote Care HTTP Configuration.....8
CS Remote Care configuration Server Settings.....8
CS Remote Care configuration Detail Settings.....9, 10
Connecting the unit to the vCare System.....11
5-B: CS Remote Care 1-Way E-Mail Configuration.....12
CS Remote Care configuration Server Settings.....12, 13
CS Remote Care configuration Detail Settings.....14, 15
Connecting the unit to the vCare System.....16
6: Troubleshooting.....17
HTTP Error Codes.....17
SMTP Error Codes.....17

2

This is an example vCare configuration and connection guide.

The manual entries used in this guide are not included as they would be entered during the configuration process.

vCare Requirements:

Device Registration: The device must be registered to the vCare System for HTTP or 1-Way e-mail communication protocol.

Firmware: This model does not have a minimum requirement for firmware. The recommendation is to be sure the unit is flashed with the latest firmware level available.

If CS Remote Care(vCare) was previously configured, they must be cleared (RAM Clear (Detail Settings) and Data Initialization (Server Settings)) prior to configuration and connection processes.

Network Requirements:

HTTP Communication Protocol: For direct communication with the vCare System from the engine, port 80 or 8080 must be open with all rules and permissions allowing Internet access for the machine. If the unit needs to communicate to a Proxy Server on the network, the technician will need to be provided this information including server address, port number and any required Authentication information for configuration.

SMTP Communication Protocol: For direct communication with the vCare System from the engine, port 25 or 2525 must be open with all rules and permissions allowing communication out of the network for the machine. If the unit needs to communicate to a customer's mail server on the network, the technician will need to be provided this information including server address, port number and any required Authentication information for configuration.

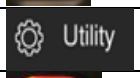
vCare Technical Support Contact Information:

Phone Support: 1-800-825-5664
Email Address: kmbsvcaresupport@kmbs.konicaminolta.us

Configuration of these models is performed using the machine's Operation Panel.

Operation Panel

Machine Operation Panel Overview

No.	Item Name	Description
1.		Return to the Home Screen
2.		Access the Utility Menu
3.		Start Operation button.
4.		Stop Operation button.

4

Administrator Mode

The Administrator Mode is used for configuration of the Date & Time settings of the MFP as well as customer Proxy Server Settings if required for the connection process.

Date & Time Settings must be entered in 24-hour format

Administrator Mode Configuration

Accessing Administrator Mode

No.	Step	Step description
1.	Press the Utility button from the Home screeen.	Access the Main Menu.
2.	Press the Administrator button.	Access the Administrator Menu.
3.	Enter the Administrator Password and then press the **[OK]** button.	Login to Administrator Mode.

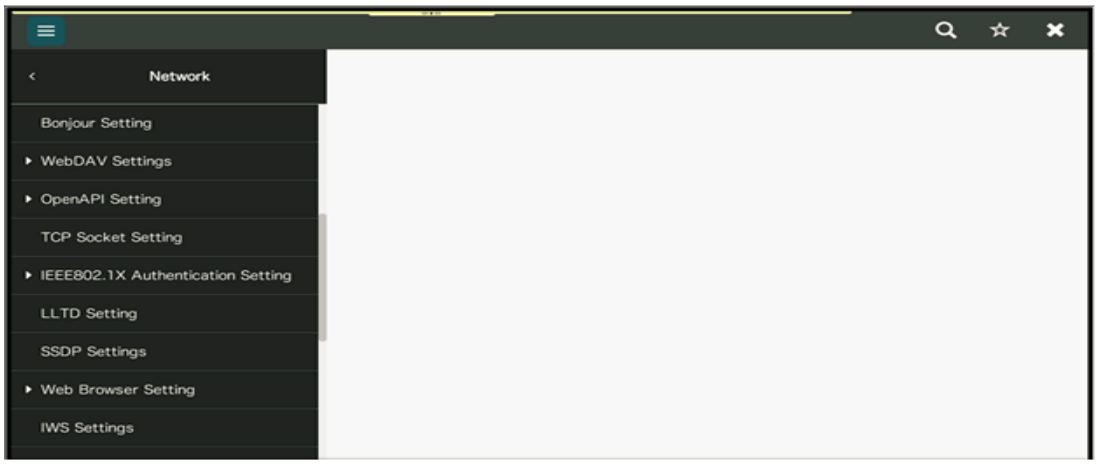
Date/Time Settings

No.	Step	Step description
1.	From the Home Menu, touch . Maintenance	Access the System Settings Menu.
2.	Press the Date/Time Setting button.	Access the Date/Time Settings.
3.	Complete all entries for Date/Time and then press the **[OK]** button.	Set the Date, Time and Time Zone.
4.	Press the Daylight Saving Time button, then configure the appropriate options. When finished, press the OK button	Configure Daylight Savings Time.

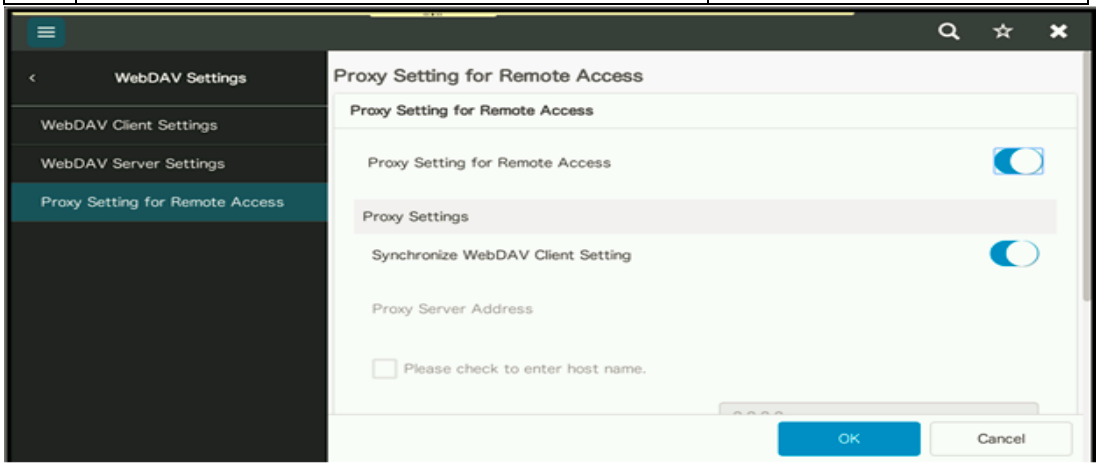
Some customers only allow HTTP communication out of the network through a Proxy Server.

Administrator Mode Settings

Proxy Server Settings (If required for HTTP communication)



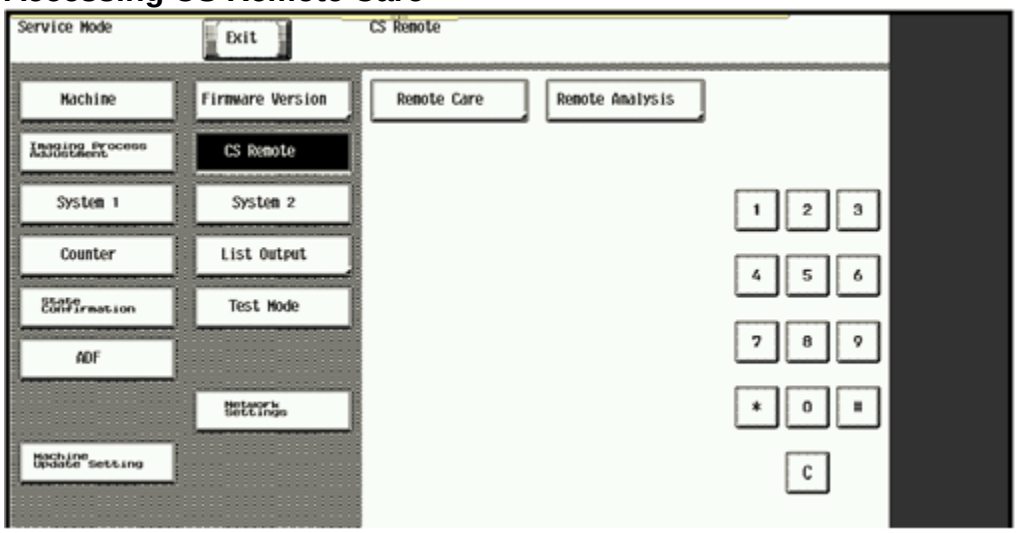
No.	Step	Step description
1.	Under **Network Settings**>**WebDAV Settings**, Press the WebDAV Client Settings button.	Access the WebDAV Client Settings Menu.
2.	Move the WebDAV TX Settings slider to the on position.	Turn on the WebDAV TX Setting to enable WebDAV Client.
3.	Enter the Proxy Server Address.	Configure the Proxy Server Address.
4.	Enter the Port Number for the Proxy Server.	Configure the Proxy Server Port Number.
5.	Press the OK button.	Confirm Settings.
6.	Touch the Proxy Setting for Remote Access button, configure the selections as shown below, and then press the OK button..	



CS Remote Care is accessed through the Service Mode.

CS Remote Care Configuration

Accessing CS Remote Care



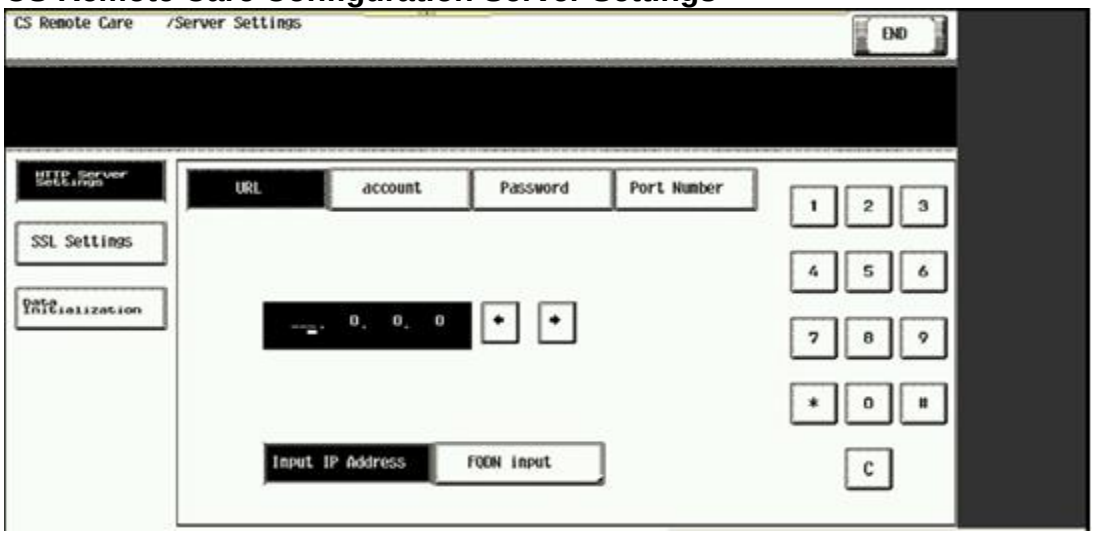
No.	Step	Step description
1.	From the Home screen, press the Utility followed by the 123 button.	Access the Counter Menu.
3.	Press the Display Keypad button.	Bring up the digital keypad if required. Some models have a physical keypad.
4.	Press the button, and then on the digital keypad press 0,0 and then the button, and on the digital keypad press 0,1.	Access Service Mode.
5.	Input the Service Mode Password and then press the END button.	Enter Service Mode Password.
6.	Select the Remote Care button.	Access the CS Remote Care Main Menu.

Notes: Data Initialization clears the Server Settings of CS Remote Care

HTTP configuration settings for the Server Settings is always configured to point to the vCare HTTP Server URL.

CS Remote Care HTTP Configuration

CS Remote Care Configuration Server Settings

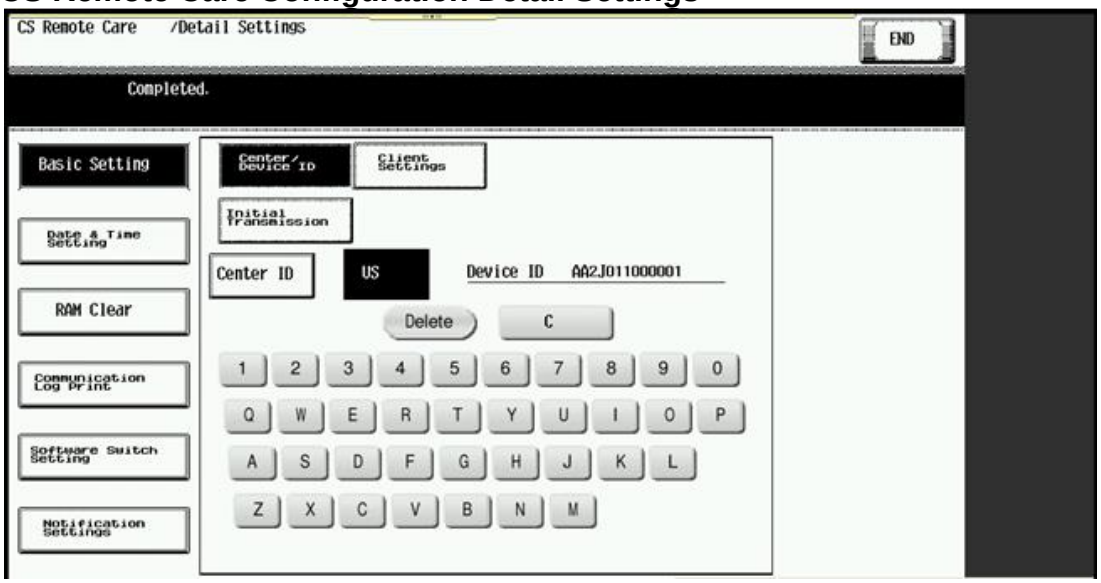


No.	Step	Step description
1.	Press the http2 button under **Maintenance Default Settings Menu**.	Choose HTTP communication protocol.
2.	Press the Server Setting button.	Access the Server Setting Menu.
3.	Enter the WebDAV Server IP Address, and the press the FQDN input button, enter a "/" followed by the appropriate entry for the WebDAV URL's ending provided by the vCare Administrator. Press the END button when finished.	Enter the WebDAV Server URL Address. Direct: Ex: 10.10.10.10/webdav Dealer: Ex: 10.10.10.10/USXXX
4.	Press the account button and enter the Account provided by the vCare Administrator, then press the Password button and enter the Password provided by the vCare Administrator.	Enter the Authentication Credentials provided by the vCare Administrator.
5.	Press the Port Number button and change the port number if necessary.	Enter the HTTP Port Number (80 or 8080).
6.	Press the SSL Settings button and select the No button.	Disable SSL.
7.	Press the END button when finished.	Return to the CS Remote Care Menu.

The Center ID is the vCare ComServerID # the unit was most recently registered to.

CS Remote Care HTTP Configuration

CS Remote Care Configuration Detail Settings



Note: Ram Clear will clear Detail Settings and Basic Settings. This is required to set up CS Remote Care after it has already been configured.

To do this, under CS Remote Care menu, perform the following steps:

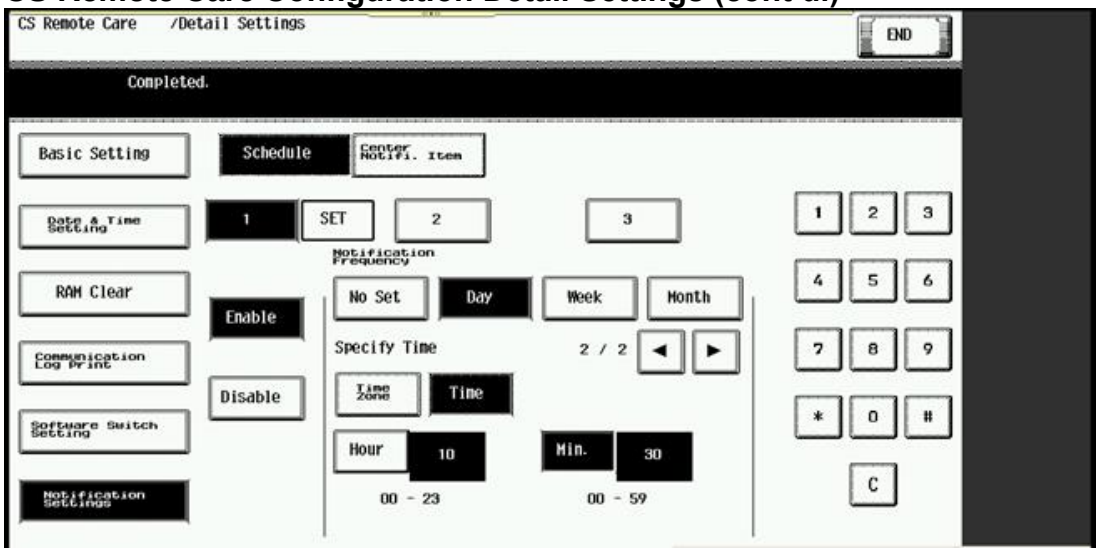
1) Under CS Remote care Menu, select Start Maintenance and enter your ID number.
2) Press the **[END]** button and then the **[Detail Setting]** button.
3) Press the **[Basic Setting]** button
4) Press **[RAM Clear]**, **[Set]**, and then **[End]** buttons.

No.	Step	Step description
1.	Press **[Maintenance Default Settings]** button, the ID Code button, enter your seven-digit employee ID # and then press the ID Code again.	Log in to CS Remote Care.
2.	Press the Detail Setting button, and then the Basic Setting button.	Access the Detail Settings.
3.	Press the Center ID button, and then enter the appropriate Center ID based on the unit's vCare registration ComServerID, and then press the END button.	Enter the ComServerID for the vCare registration.
4.	Press the Client Settings button, and then press the No button.	Turn off Encryption under Client Settings.

The Notification Settings must be configured as shown and outlined or History/Past Data for the selected Center Notification Items will not be collected.

CS Remote Care HTTP Configuration

CS Remote Care Configuration Detail Settings (cont'd.)



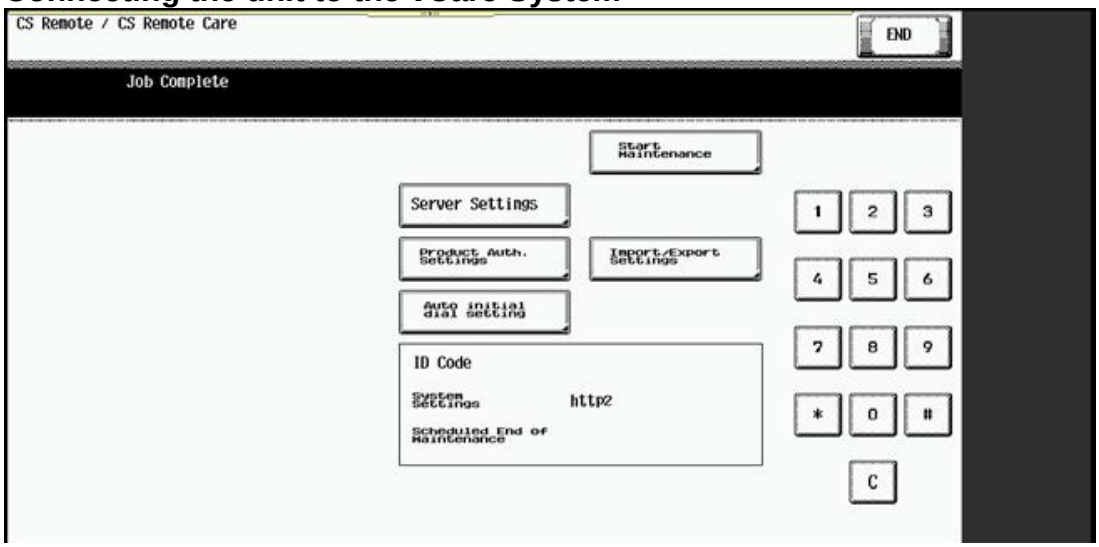
No.	Step	Step description
1.	Press the [Date & Time Setting] button, and then enter the current year/month/date, time (24-hour format) and time zone, and then press the [SET] button.	Configure the Date & Time Settings.
2.	Press the [Notification Settings] button.	Enter notification Settings.
3.	Press the [1] button. Next, select the **[Enable]** and **[Day]** buttons and then change the "Day Frequency" to "2".	Access Schedule 1 and begin configuration.
4.	Press the [▶] button, press the [Time] button, enter the hour (24-hour format) and minute, and then press the [SET] button. Disable Schedule 2 and 3. For Color Models ending in 4, The Time button is on page 1 of schedule 1.	Configure the Schedule Time.
5.	Press the [Center Notifi. Item] button and select 1,2,3,4,5,6,8,9. **Do not press #7, 10, 11 or 12.**	Configure the Center Notification Items.

The Initial Transmission is the first connection to the vCare System.

If successful, Start Maintenance and Maintenance Complete must be performed.

CS Remote Care HTTP Configuration

Connecting the unit to the vCare System

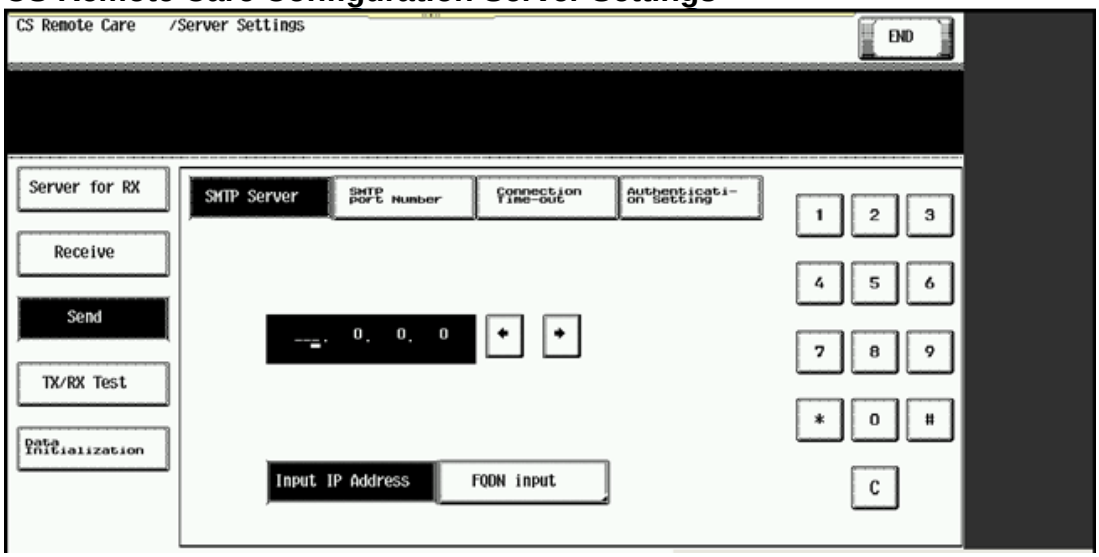


No.	Step	Step description
1.	Press the Basic Setting button.	Return to the Basic Setting Menu.
2.	Press the Initial Transmission button, and then at the bottom of the screen press the Initial Transmission button.	Initial the Initial Transmission to the vCare System.
3.	Following “Job” complete count allow a minute to pass, press the Start Maintenance button, enter your seven-digit Employee ID #, press END, and then press the Maintenance Completion button.	Start Maintenance and Complete Maintenance to finish the vCare Connection process.
4.	Press the Exit button.	Exit Service Mode.

The Server Settings can be configured to communicate directly with vCare or be pointed to send to the customer's internal E-Mail server for non-standard connections.

CS Remote Care 1-Way E-Mail Configuration

CS Remote Care Configuration Server Settings

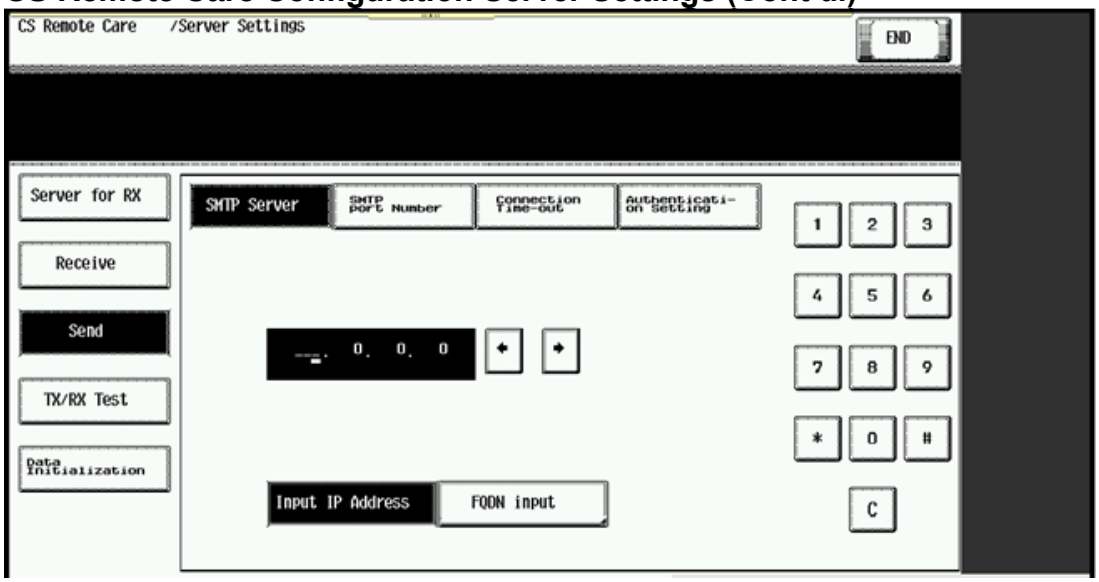


No.	Step	Step description
1.	Press the E-Mail2 button **under Maintenance Default Settings Menu**.	Choose E-Mail communication protocol.
2.	Press the Server Setting button and then press the Receive button.	Access the Server Setting Menu and go to the Receive Settings menu.
3.	Enter the receiving E-Mail address provided by the vCare Administrator. For Non-standard set up, this address may be an E-mail address for a customer's E-mail Server.	Enter the E-Mail address which will receive the E-Mail.
4.	Press the Mail Check button, press the No button.	Disable the Mail check.
5.	Press the Send button.	Access the Send Settings Menu.
6.	Enter The SMTP Server IP address or Name. To enter a name, press the FQDN input button and enter the name. For non-standard set up, this address may be an the customer's E-mail Server address.	Enter the SMTP Server Address.
7.	Press the SMTP port Number button and enter the SMTP Port number.	Enter the SMTP port number (25 or 2525).

The Authentication Settings are provided by vCare Technical Support.

CS Remote Care 1-Way E-Mail Configuration

CS Remote Care Configuration Server Settings (Cont'd.)



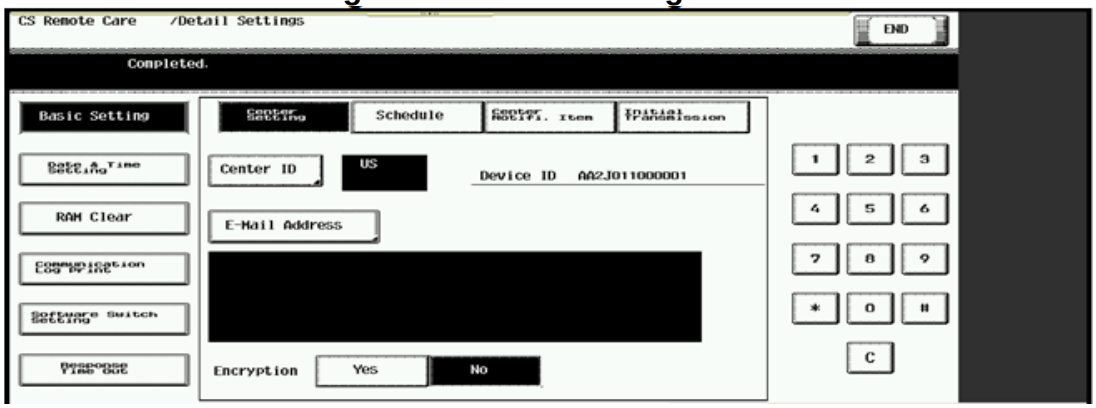
No.	Step	Step description
8.	Press the Connection Time-out and configure the connection time-out.	Configure the Connection Time-Out/Change if required.
9.	Press the Authenticati-on Setting button and then press the SMTP Authentication button followed by the Setting Check button.	Enter Authentication Setting Menu and SMTP Authentication Settings section.
10.	Press the User ID button and enter the User ID provided by the vCare Administrator. Next, press the Password button and enter the Password provided by the vCare Administrator as well as the Domain Name provided by the vCare Administrator.	Enter the Authentication Credentials provided by the vCare Administrator. For non-standard set up, theses may be the credentials associated with customer's E-mail Server. They might also be turned off for non-standard configurations.
11.	Press the TX/RX Test button followed by the button.	Perform the tx/rx test. If successful, proceed to the next step. If not, troubleshoot the error code.

The Center ID is the vCare ComServerID # which the unit was registered to.

The E-Mail Address to be configured is based on which vCare ComServerID # the unit is registered to, and is not always the same for this reason.

CS Remote Care 1-Way E-Mail Configuration

CS Remote Care Configuration Detail Settings



No.	Step	Step description
1.	Under Maintenance **Default Settings Menu**, Press the ID Code button, enter your seven-digit employee ID # and then press the ID Code again.	Log in to CS Remote Care.
2.	Press the Detail Setting button and then select **[Basic Settings]**.	Access the Detail Settings and then access the Basic Settings.
3.	Press the Center ID button, and then enter the appropriate Center ID based on the unit's vCare registration ComServerID, and then press the END button.	Enter the ComServerID for the vCare registration.
4.	Press the E-Mail Address button and enter the E-mail address associated with the vCare ComServer ID number the registration is populated on and then press the END button. Direct Channel example: kmcorex@kmbsvcare.com From Center ID numbers US102-US109, the x becomes the last number of the Center ID From Center ID numbers US110-US1xx, the x becomes the last two numbers of the Center ID From Center ID numbers US300-US3xx, the x becomes the all three numbers of the Center ID	Configure the E-mail address for the Detail Settings. Dealer Channel example: KMDcorex@kmbizhubvcare.com For Dealer Channel, the x is one number higher than the ending of the Center ID number
5.	Press the No button for Encryption.	Turn off Encryption.

Note: Ram Clear will clear Detail Settings and Basic Settings. This is required to set up CS Remote Care after it has already been configured.

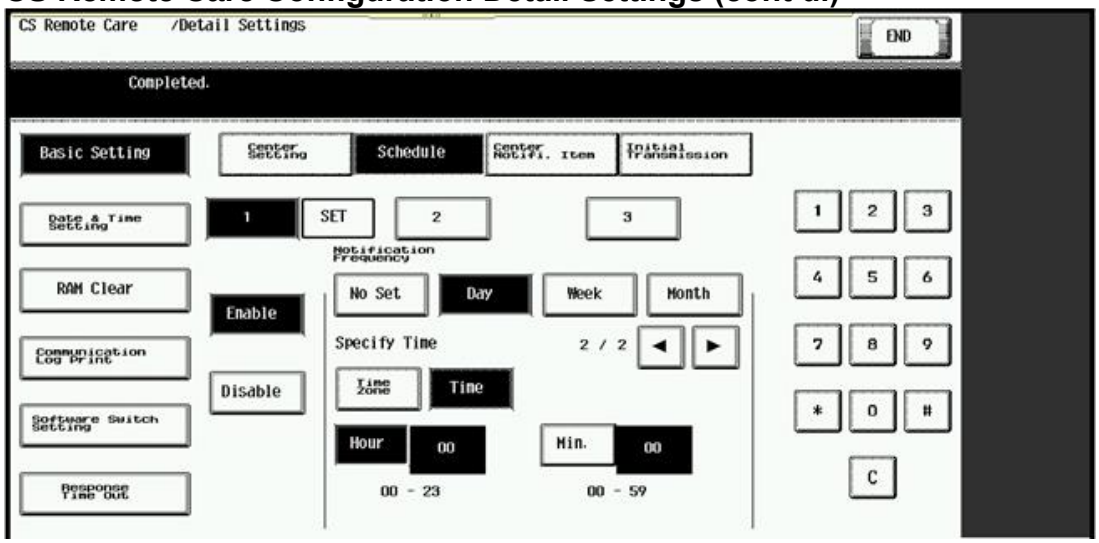
To do this, under CS Remote Care menu, perform the following steps:

5) Under CS Remote care Menu, select Start Maintenance and enter your ID number.
6) Press the **[END]** button and then the **[Detail Setting]** button.
7) Press the **[Basic Setting]** button
8) Press **[RAM Clear]**, **[Set]**, and then **[End]** buttons.

The Notification Settings must be configured as shown and outlined or History/Past Data for the selected Center Notification Items will not be collected.

CS Remote Care 1-Way E-Mail Configuration

CS Remote Care Configuration Detail Settings (cont'd.)



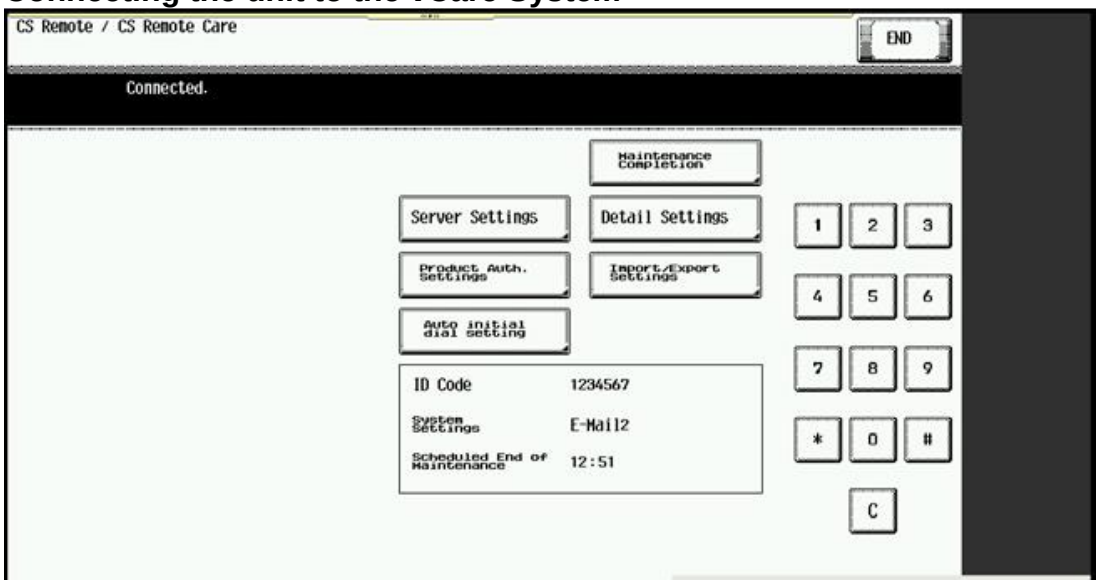
No.	Step	Step description
1.	Press the [Date & Time Setting] button, and then enter the current year/month/date, time (24-hour format) and time zone, and then press the [SET] button.	Configure the Date & Time Settings.
2.	Press the **[Schedule]** button.	Enter Schedule Settings.
3.	Press the [1] button. Next, select the **[Enable]** and **[Day]** buttons and then change the "Day Frequency" to "2".	Access Schedule 1 and begin configuration.
4.	Press the [▶] button, press the [Time] button, enter the hour (24-hour format) and minute, and then press the [SET] button.	Configure the Schedule Time. Disable Schedule 2 and 3. For Color Models ending in 4, The Time button is on page 1 of schedule 1. Models Not ending in 4, 4e, 7, or 8: There is no Time button to configure for Schedule 1. Skip this step.
5.	Press the [Center Notifi. Item] button and select 1,2,3,4,5,6,8,9. **Do not press #7, 10, 11 or 12.**	Configure the Center Notification Items.

The Initial Transmission is the first connection to the vCare System.

If successful, Start Maintenance and Maintenance Complete must be performed.

CS Remote Care 1-Way E-Mail Configuration

Connecting the unit to the vCare System



No.	Step	Step description
1.	Press the Basic Setting button.	Return to the Basic Setting Menu.
2.	Press the Initial Transmission button, and then at the bottom of the screen press the Initial Transmission button.	Initial the Initial Transmission to the vCare System.
3.	Following “Job” complete count allow a minute to pass, press the Start Maintenance button, enter your seven-digit Employee ID #, press END, and then press the Maintenance Completion button.	Start Maintenance and Complete Maintenance to finish the vCare Connection process.
4.	Press the Exit button.	Exit Service Mode.

Transmission Error codes can be found under the Troubleshooting section of the Field Service Manuals for these models.

These can be viewed or downloaded from the www.mykonicaminolta.com website.

Common vCare Communication Error Codes

HTTP Error Codes

No.	Code	Code Description	Recommended Action
1.	0###	Transmission error ###: http responding code (hexadecimal). For http responding code, see RFC issued by IETF after converting hexadecimal number into decimal one.	Check the http server.
2.	3002	http request result problem • Unopened client ID was specified	• Check user network environment. • Check http server environment.
3.	3003	http request result problem • Receive time out occurred.	• Check user network environment. • Check http server environment.
4.	3004	http request result problem • Receive error occurred. Or wrong request URL was specified.	• Check user network environment. • Check http server environment.
5.	3007	http request result problem • Internal error occurred. Or due to internal reset, process was stopped.	• Check user network environment. • Check http server environment.
6.	3008	http request result problem • Connection to WebDAV server failed.	• Check user network environment. • Check http server environment.
7.	41FA	Control error • MIO response timed out.	Turn the main power switch OFF and then ON.

SMTP Error Codes

No.	Code	Code Description	Recommended Action
1.	0###	Transmission error ###: SMTP responding code (hexadecimal). For SMTP responding code, see RFC issued by IETF converting hexadecimal number into decimal one.	Check the SMTP server on user side.
2.	1030	Machine ID mismatching Received an e-mail which tells that machine ID mismatches.	• Check the machine ID setting. • Check the machine ID setting on host side.
3.	203C	Connection timeout	Check timeout setting.
4.	2039	Socket is not connected • LAN cable on the copier side is detached.	Check the SMTP server and POP3 server on user side.
5.	4104, 4105	During e-mail transmission from MFP to the center, the SMTP channel is not in the “Ready” status and MFP cannot send e-mail.	Wait for a while and try transmitting again.
6.	5217	MIO detects error when sending an attached file.	Check the SMTP server /POP3 server environment on user’s side.