

vCare Example Configuration Guide

bizhub C3850, C3350, 4750, 4050



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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: When configuring CS Remote Care on these units, bizhub C3850/C3350 and bizhub 4750/4050 have required Engine and Controller Firmware levels.

bizhub C3850/C3350:

Engine: A3GN-0Y0-0050-G-00-1100 or higher

Controller: A3GN30G0145-999 or higher

bizhub 4750/4050:

Engine: A6F750G0200-999 or higher

Controller: A6F730G0132-999 or higher

If CS Remote Care was previously configured, the entries 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

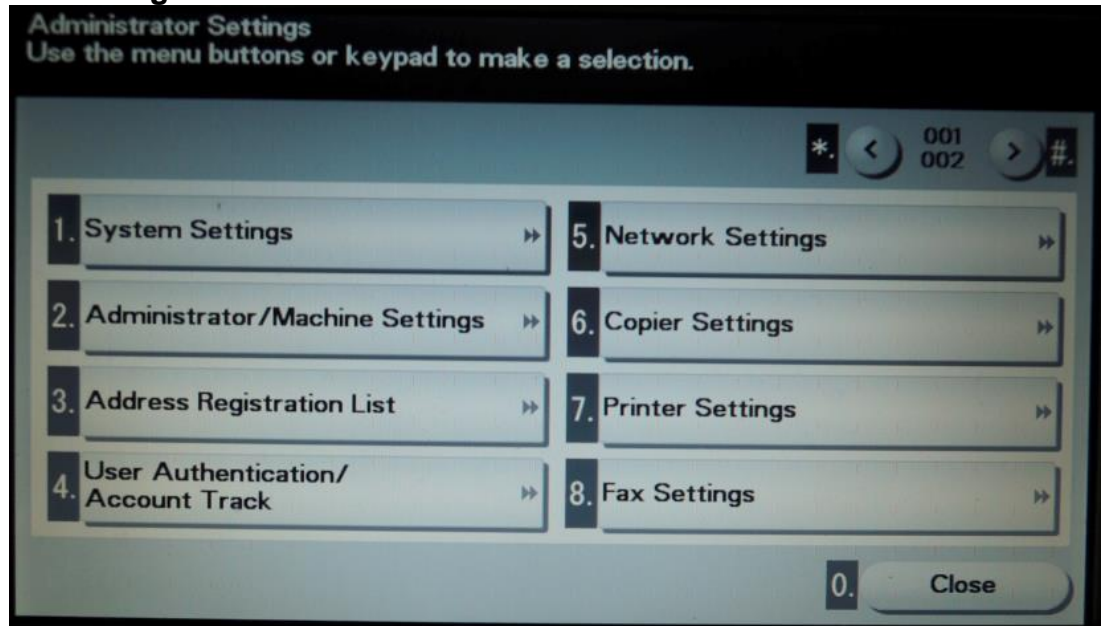




No.	Item Name	Description
1.	Touch Panel	Touch portion of Operation Panel.
2.	[Menu] button	Touch to change Menu Views of the Operation Panel.
3.	[Number Pad] button	Opens the digital Number Pad.
4.	Number Pad	The Physical Number Pad. Not all models have the physical number pad.
5.	[Stop] button	Stop Operation button.
6.	[Start] button	Start Operation button.

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.

Administrator Mode Configuration Accessing Administrator Mode



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

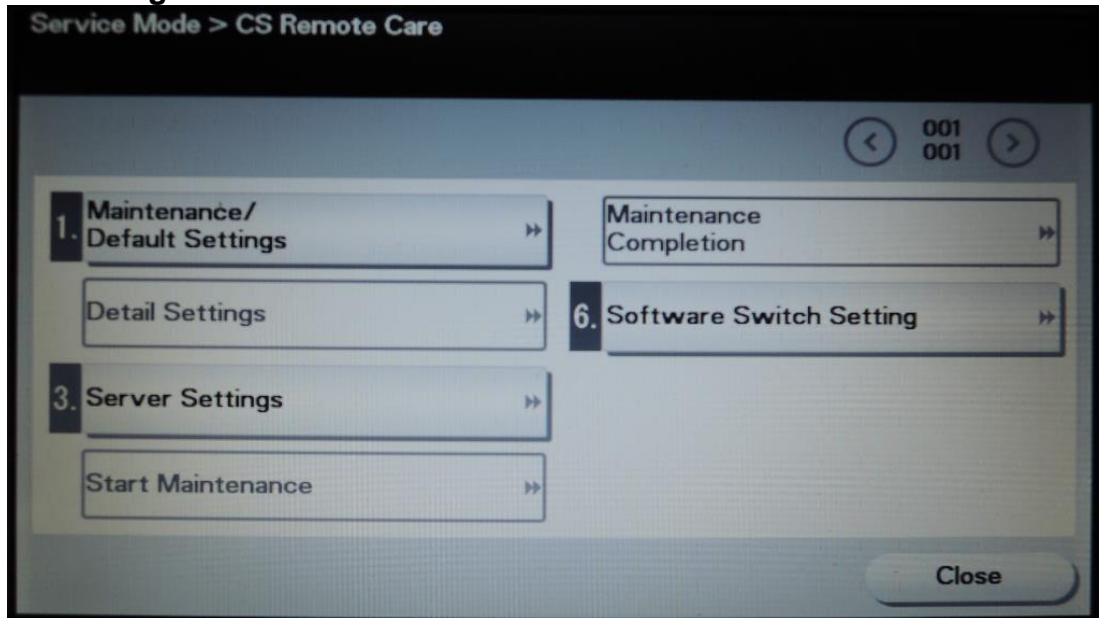
Date/Time Settings





No.	Step	Step description
1.	Press the [System Settings] button.	Access the System Settings Menu.
2.	Press the [Date/Time Settings] button.	Access the Date/Time Settings.
3.	There is a Date, Time Setting, and a Time Zone option in this menu. Select each and enter the current local information for each option. Time must be entered using 24-hour format.	Set the Date, Time and Time Zone.

CS Remote Care is accessed through the Service Mode.

CS Remote Care Configuration

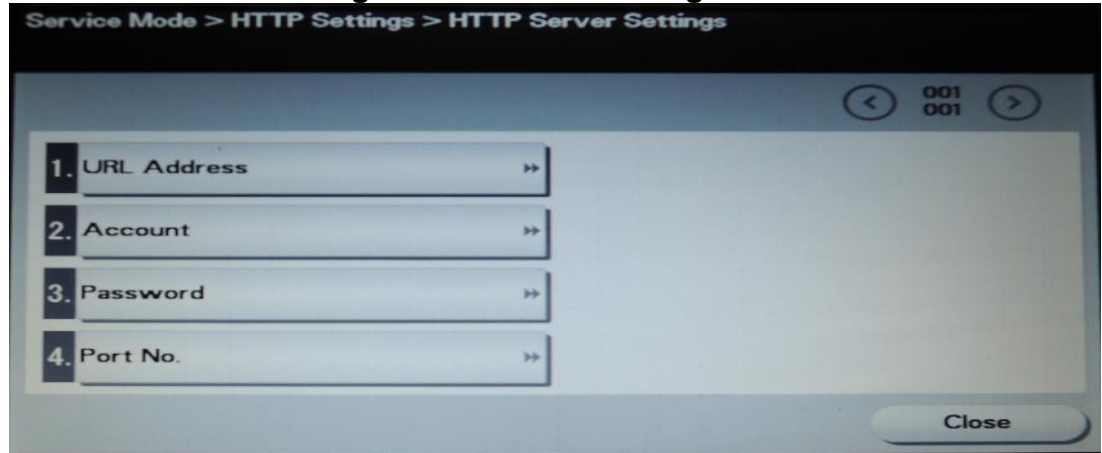
Accessing CS Remote Care



No.	Step	Step description
1.	Press the  button.	Access the Main Menu.
2.	Press the [Counter] button.	Access the Counter Menu.
3.	Press the  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 [OK] button.	Enter Service Mode Password.
6.	Select the [CS Remote Care] button.	Access the CS Remote Care Main Menu.

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



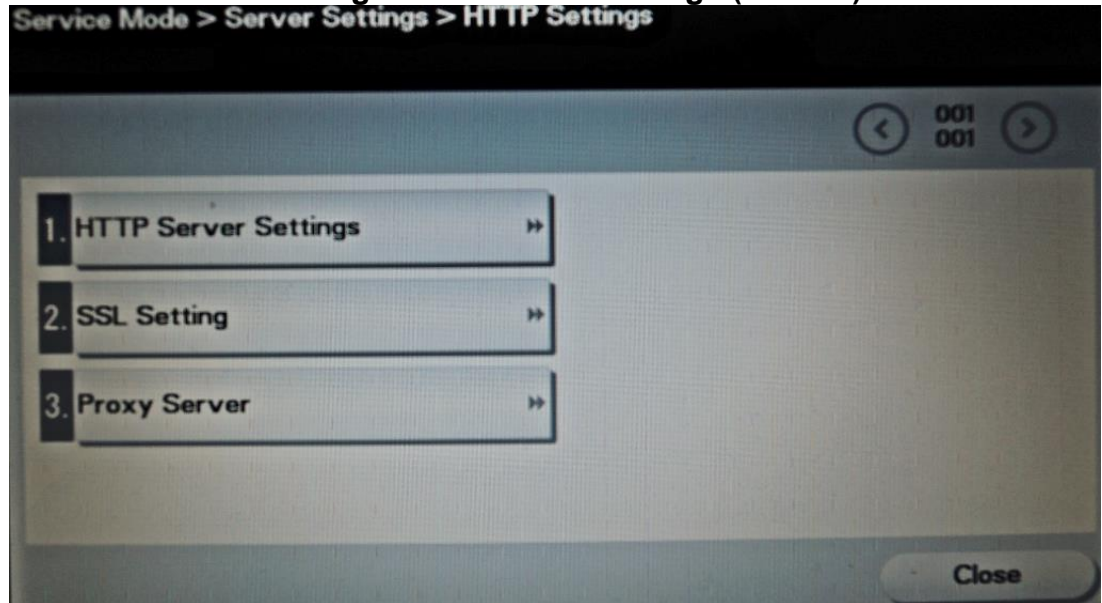
No.	Step	Step description
1.	Press the [Maintenance Default Settings] button, then the [System Settings] button. Next, press the [HTTP2] button. Press the [OK] button.	Choose HTTP communication protocol then return to the Maintenance Default Settings Menu.
2.	Press the [ID Code] button, then enter the Service Engineer's ID number, then press the [Close] button.	Enter the Servicing Engineer's ID number.
3.	Press the [Close] button again.	Return to the CS Remote Care Menu.
4.	Press the [Server Settings] button, then the [HTTP Settings] button, and then the [HTTP Server Settings] button.	Access the HTTP Server Settings Menu.
5.	Press the [URL Address] button and enter the vCare WebDAV Server URL provided by vCare Technical Support. Press the [OK] then the [OK] button again. Direct Channel example: 10.10.10.10/webdav Dealer Channel example: 10.10.10.10/USXXX	Enter the vCare HTTP Server Address, and then return to the HTTP Server Settings Menu.
6.	Press the [Account] button and enter the Authentication Account Name provided by vCare Technical Support. Press the [OK] then the [OK] button again.	Enter the Authentication Account Name, and then return to the HTTP Server Settings Menu.
7.	Press the [Password] button and enter the Authentication password provided by vCare Technical Support. Press the [OK] then the [OK] button again.	Enter the Authentication Password and then return to the HTTP Server Settings Menu.
8.	Press the [Port No.] button and change the port number if required. Press the [OK] then the [OK] button again.	Enter the HTTP Port number. For Direct Connection to vCare, change the number to 80 or 8080.
9.	Press the [Close] button.	Return to the HTTP Settings 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

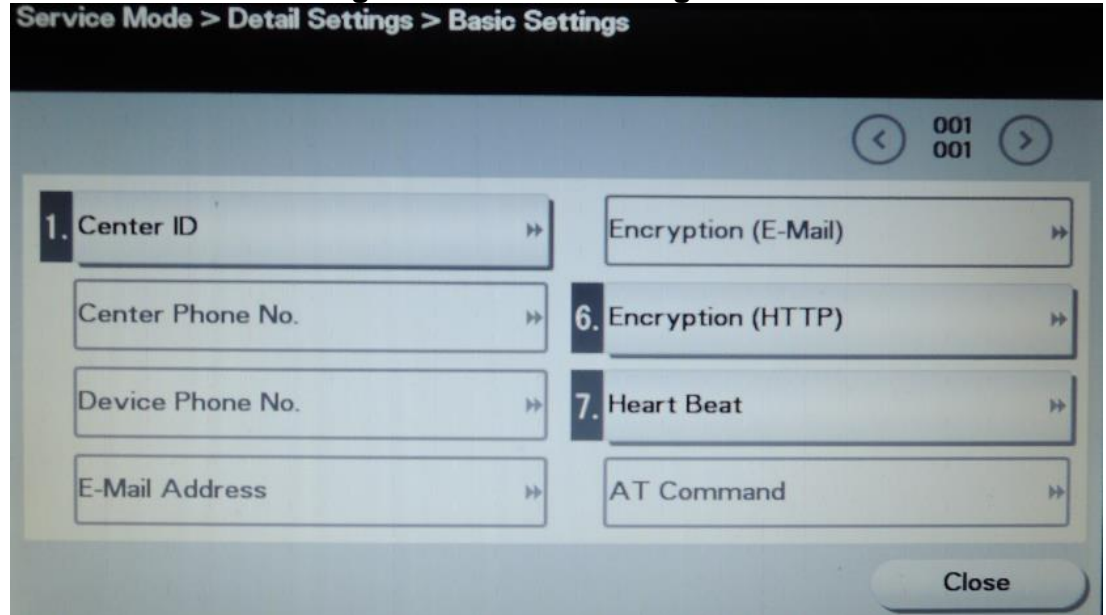
CS Remote Care Configuration Server Settings (Cont'd.)



No.	Step	Step description
1.	Press the [Proxy Server] button, the [Off] button, and then the [OK] button.	Turn off the Proxy Server option unless it is required to be on for communication through a Proxy Server on site.
2.	Press the [SSL Setting] button, the [Off] button, and then the [OK] button.	Turn off the SSL option.
3.	Press the [Close] button to return to the CS Remote Care Menu.	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:

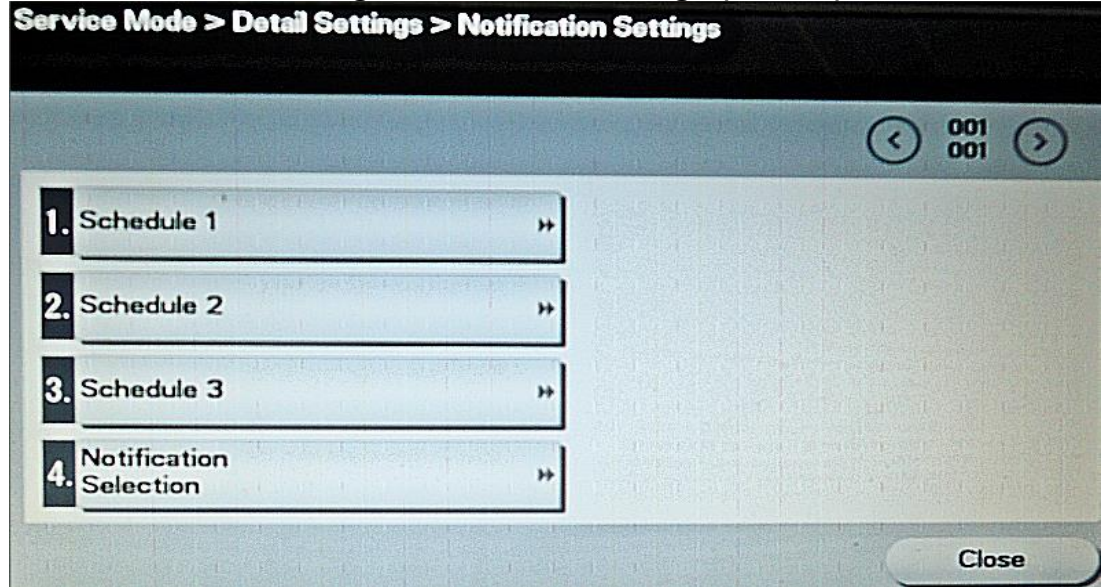
- 1) Under CS Remote care Menu, press the **[Detail Settings]** button.
- 2) Press the **[RAM Clear]** button.
- 3) Press the **[Yes]** button, **[Set]** button, and then **[End]** button.

No.	Step	Step description
1.	Press the [Detail Settings] button and then the [Basic Settings] button.	Access the Basic Settings Menu.
2.	Press the [Center ID] button and enter the vCare ComServerID number the unit is registered to for the vCare System. Press the [OK] then the [OK] button again.	Enter the Center ID, then return to the Basic Settings Menu. Press the [Shift] button to access additional keyboard buttons.
3.	Press the [Encryption (HTTP)] button, press the [No] button, and then the [OK] button.	Turn off HTTP Encryption, then return to the Basic Settings Menu.
4.	Press the [Heart Beat] button, press the [Off] button, and then the [OK] button, then press the [Close] button.	Turn off the Heart Beat option, then return to the Detail Settings Menu.

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.)

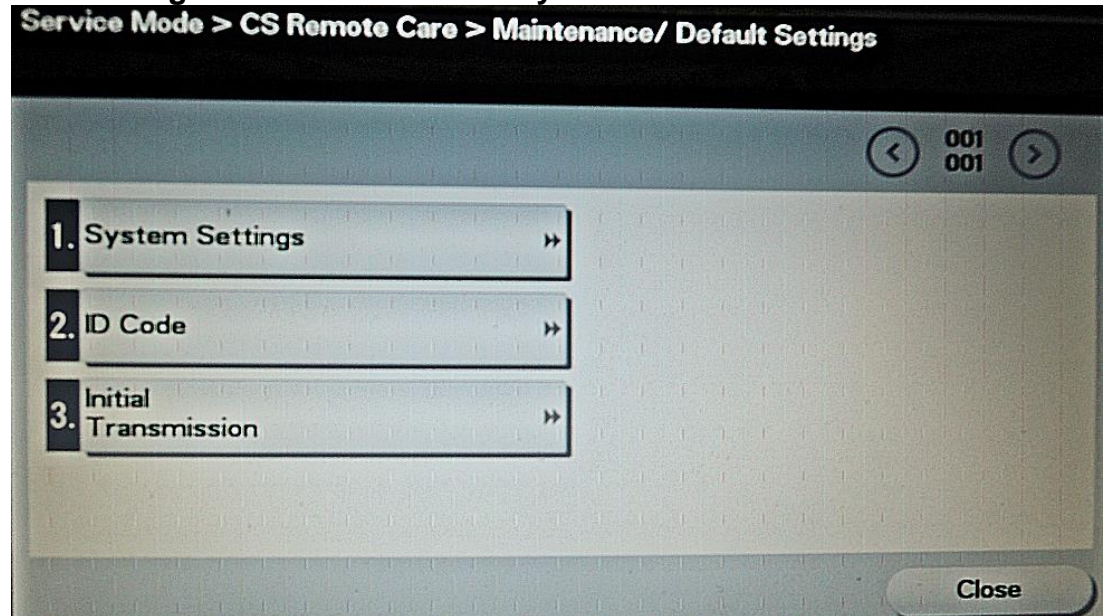


No.	Step	Step description
1.	Select [Notification Settings] and then press the [Schedule 1] button.	Access Schedule 1.
2.	Press the [Enable Trans.] button, [On] button, and then the [OK] button.	Enable Transmission for Schedule 1, and then return to the Schedule 1 Menu
3.	Press the [Notification Frequency] button, press [Daily] , and then the [OK] button.	Change the Notification Frequency to Daily and then return to the Schedule 1 Menu
4.	Press the [Day Frequency] button, change the Value to "2", and then press the [OK] button.	Change the Day Frequency to 2, and then return to the Schedule 1 Menu
5.	Press the [Time Zone/Time] button, press the [Time Zone] button, and then press the [OK] button.	Choose Time Zone rather than specify a frequency time and then return to the Schedule 1 Menu
6.	Press the [Notification Selection] button.	Access the Notification Selection Menu.
7.	For Page 1 of 2, press each option button and turn them "ON" except for "EKC". For Page 2 of 2, Press the [Coverage Data] button and turn it "ON", then verify [Data Block] is off, then press the [Close] button. Press the [Close] button again.	Select which Notification Settings are turned on for data collection and then return to the Detail Settings Menu.
8.	Press the [Date & Time Settings] button. Configure each of the settings for the current information, and then press the [Close] button until at the CS Remote Care Menu. Time must be entered using 24-Hour Format.	Enter Date & Time Settings, then return to the CS Remote Care Menu.

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

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

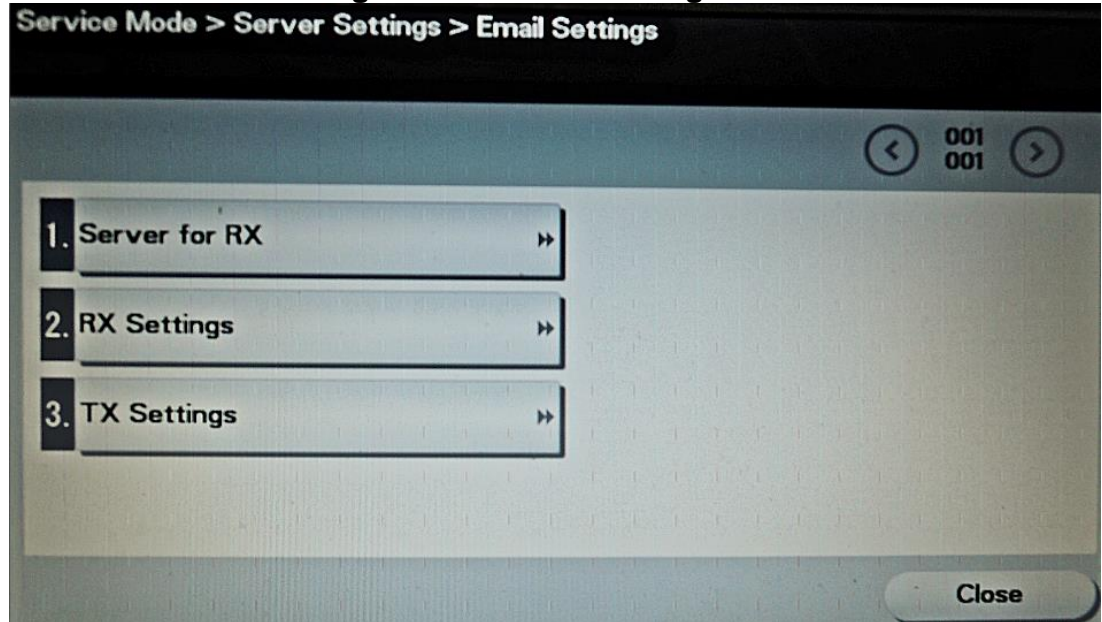
CS Remote Care HTTP Configuration Connecting the unit to the vCare System



No.	Step	Step description
1.	Press the [Maintenance Default Settings] button.	Access the Maintenance Default Settings Menu.
2.	Press the [Initial Transmission] button, press the [Yes] button, and then press the [OK] button.	Perform the Initial Transmission and then return to the CS Remote Care Menu. <i>If successful, proceed to the next step. If not, begin troubleshooting.</i>
3.	Re-enter your ID Code under the Maintenance Default Settings Menu , then return to the CS Remote Care menu. Wait about a minute, press the [Start Maintenance] button, the [Start] button, [Yes] button, and then press the [OK] button.	Start Maintenance and then return to the CS Remote Care Menu.
4.	Wait about a minute, press the [Maintenance Completion] button, the [Yes] button, and then press the [OK] button.	Complete Maintenance and then return to the CS Remote Care Menu.
5.	Press the [Close] button.	Exit CS Remote Care back to 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

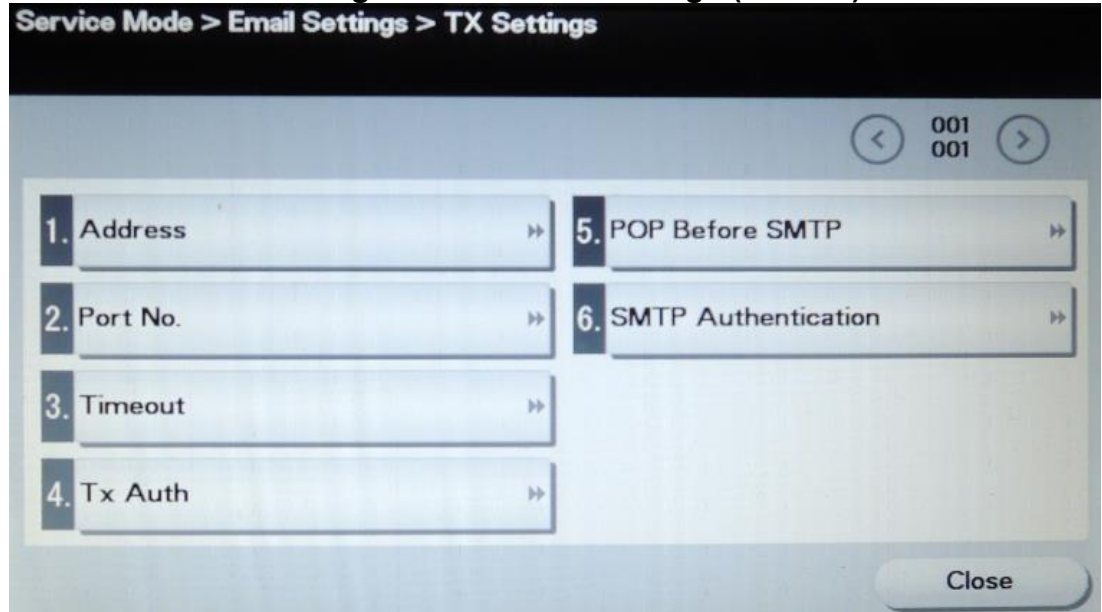


No.	Step	Step description
1.	Press the [Maintenance Default Settings] button, then the [System Settings] button. Next press the [E-Mail2] button. Press the [OK] button.	Choose SMTP communication protocol then return to the Maintenance Default Settings Menu.
2.	Press the [ID Code] button, then enter the Service Engineer's ID number, then press the [Close] button.	Enter the Servicing Engineer's ID number.
3.	Press the [Close] button again.	Return to the CS Remote Care Menu.
4.	Press the [Server Settings] button, and then the [Email Settings] button.	Access the E-Mail Server Settings Menu.
5.	Press the [RX Settings] button.	Access the Receive Settings Menu.
6.	Press the [E-Mail Address] button, Enter the receiving E-mail Address provided by vCare Technical Support, press the [OK] button, and then press the [OK] button again. 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 and then return to the RX Settings Menu.
7.	Press the [Check Auto Alive] button, press the [Off] button, then press the [OK] button, and then press the [Close] button.	Turn off the Mail Check and then Email Settings Menu.

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

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.

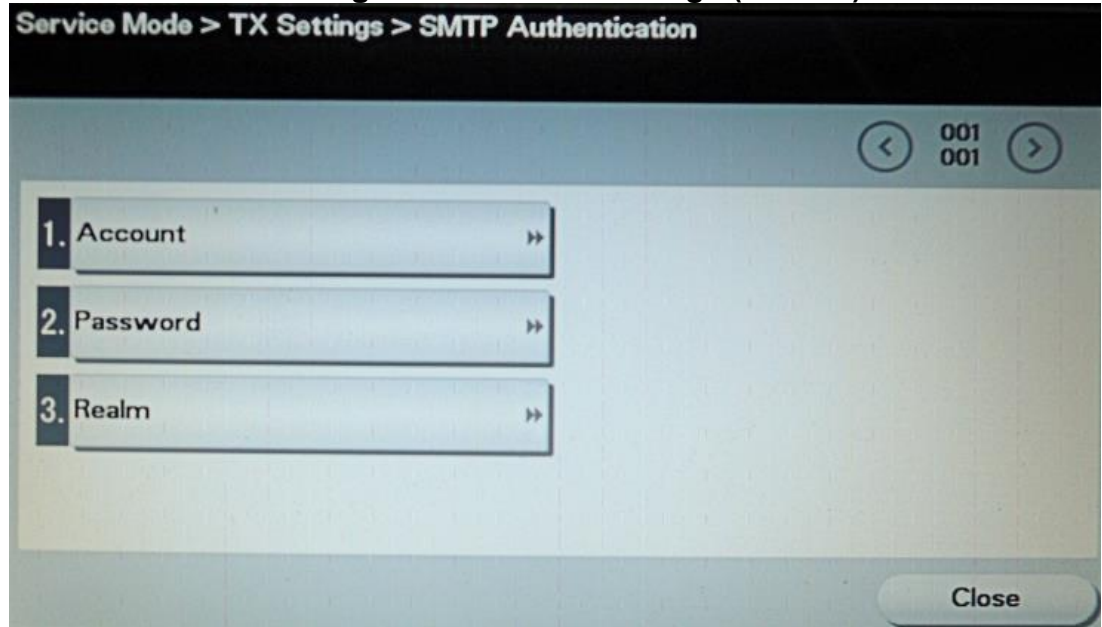
CS Remote Care 1-Way E-Mail Configuration CS Remote Care Configuration Server Settings (Cont'd.)



No.	Step	Step description
1.	Press the [TX Settings] button.	Access the Send Settings Menu.
2.	Press the [Address] and enter the SMTP Server Address Name or IP address, press the [OK] button, and then the [OK] button again. For non-standard set up, this address may be the customer's E-mail Server address.	Enter the SMTP Server Address the unit will send communication to, then return to the TX Settings Menu. For Direct to vCare Connection, this server address is provided by vCare Technical Support.
3.	Press the [Port No.] button, change the SMTP Port number if required, and then press the [OK] button.	Enter the SMTP Port Number. For Direct to vCare Connection, the port number is either 25 or 2525.
4.	Press the [Tx Auth] button, the [E-Mail TX (SMTP)] button, and then press the [OK] button.	Turn on SMTP Authentication and then return to the TX Settings Menu. For Non-Standard Connections, this may need to be turned off.
5.	Press the [SMTP Authentication] button.	Access the SMTP Authentication Menu.

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 (Cont'd.)

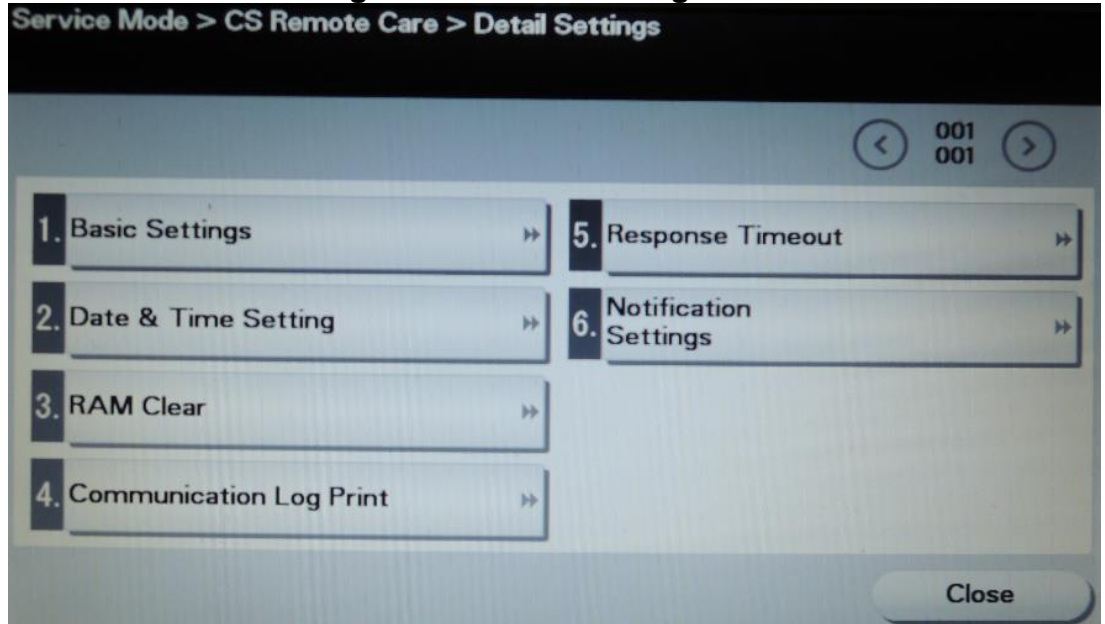


No.	Step	Step description
5.	Press the [SMTP Authentication] button.	Access the SMTP Authentication Menu.
6.	Press the [Account] button; enter the Authentication Account Name, press the [OK] button, and then the [OK] button again. For Non-Standard Connections, this address might be provided from a source outside of vCare Technical Support.	Enter the Authentication Account Name and then return to the SMTP Authentication Menu. For Direct Connection to the vCare System, this is provided by vCare Technical Support.
7.	Press the [Password] button; enter the Authentication Password, press the [OK] button, and then the [OK] button again. For Non-Standard Connections, this address might be provided from a source outside of vCare Technical Support.	Enter the Authentication Password and then return to the SMTP Authentication Menu. For Direct Connection to the vCare System, this is provided by vCare Technical Support.
8.	Press the [Realm] button; enter the Domain Name (Realm), press the [OK] button, and then the [OK] button again.	Enter the Domain Name. For Standard Configuration: Direct: kmbsvcare.com Dealer: kmbizhubvcare.com
9.	Press the [Close] button until the CS Remote Care Menu is displayed.	Return to the CS Remote Care Menu.

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



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.

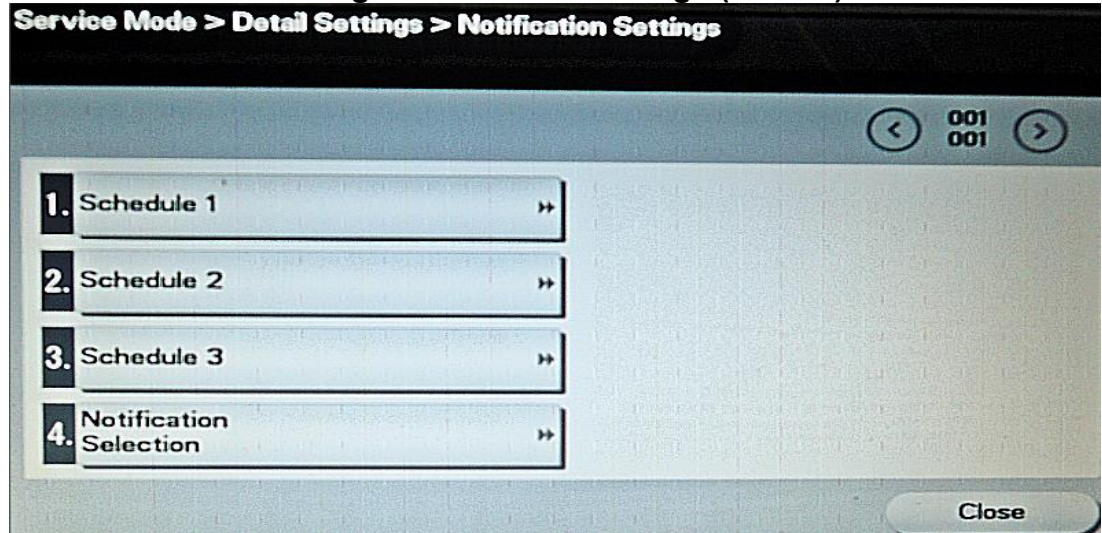
To do this, under CS Remote Care menu, perform the following steps:

- 4) Under CS Remote care Menu, press the **[Detail Settings]** button.
- 5) Press the **[RAM Clear]** button.
- 6) Press the **[Yes]** button, **[Set]** button, and then **[End]** button.

No.	Step	Step description
1.	Press the [Detail Settings] button and then the [Basic Settings] button.	Access the Basic Settings Menu.
2.	Press the [Center ID] button and enter the vCare ComServerID number the unit is registered to for the vCare System. Press the [OK] then the [OK] button again.	Enter the Center ID, then return to the Basic Settings Menu. Press the [Shift] button to access additional keyboard buttons.
3.	Press the [E-Mail Address] button and enter the E-mail Address associated with the vCare ComServerID number, press the [OK] button, and then the [OK] button again. Direct Channel: kmcorex@kmbsvcare.com From Center ID numbers US102-US109, the x becomes the last number of the Center ID number. From Center ID numbers US110-US11x, the x becomes the last two numbers of the Center ID number.	Enter the vCare ComServerID E-mail address then return to the Basic Settings Menu. Dealer Channel: KMDcorex@kmbizhubvcare.com The x is one number higher than the vCare ComServerID ending digit.
4.	Press the [Encryption (E-Mail)] button, press the [Off] button, and then press the [Close] button until at the Detail Settings Menu.	Turn off E-Mail Encryption, then return to the Detail Settings Menu.

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.)

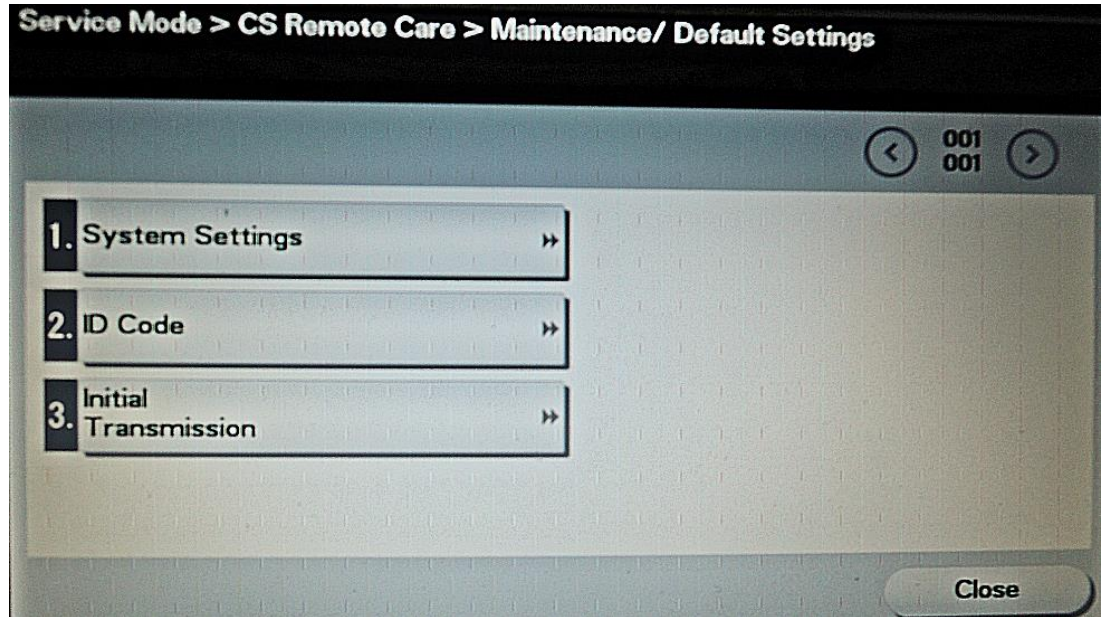


No.	Step	Step description
1.	Select [Notification Settings] and then press the [Schedule 1] button.	Access Schedule 1.
2.	Press the [Enable Trans.] button, [On] button, and then the [OK] button.	Enable Transmission for Schedule 1 and then return to the Schedule 1 Menu
3.	Press the [Notification Frequency] button, press [Daily] , and then the [OK] button.	Change the Notification Frequency to Daily and then return to the Schedule 1 Menu
4.	Press the [Day Frequency] button, change the Value to "2", and then press the [OK] button.	Change the Day Frequency to 2 and then return to the Schedule 1 Menu
5.	Press the [Time Zone/Time] button, press the [Time Zone] button, and then press the [OK] button.	Choose Time Zone rather than specify a frequency time and then return to the Schedule 1 Menu
6.	Press the [Notification Selection] button.	Access the Notification Selection Menu.
7.	For Page 1 of 2, press each option button and turn them "ON" except for "EKC" . For Page 2 of 2, Press the [Coverage Data] button and turn it "ON", then verify [Data Block] is off , then press the [Close] button. Press the [Close] button again.	Select which Notification Settings are turned on for data collection and then return to the Detail Settings Menu.
8.	Press the [Date & Time Settings] button. Configure each of the settings for the current information, and then press the [Close] button until at the CS Remote Care Menu. Time must be entered using 24-Hour Format.	Enter Date & Time Settings, then return to the CS Remote Care Menu.

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 [Maintenance Default Settings] button.	Access the Maintenance Default Settings Menu.
2.	Press the [Initial Transmission] button, press the [Yes] button, and then press the [OK] button.	Perform the Initial Transmission and then return to the CS Remote Care Menu. <i>If Successful, proceed to the next step. If not, begin troubleshooting.</i>
3.	Re-enter your ID Code under the Maintenance Default Settings Menu , then return to the CS Remote Care menu. Wait about a minute, press the [Start Maintenance] button, the [Start] button, [Yes] button, and then press the [OK] button.	Start Maintenance and then return to the CS Remote Care Menu.
4.	Wait about a minute, press the [Maintenance Completion] button, the [Yes] button, and then press the [OK] button.	Complete Maintenance and then return to the CS Remote Care Menu.
5.	Press the [Close] button.	Exit CS Remote Care back to 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

These codes may appear under the Communication Log.

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.	<ul style="list-style-type: none"> • Check user network environment. • Check http server environment.
3.	3003	http request result problem • Receive time out occurred.	<ul style="list-style-type: none"> • Check user network environment. • Check http server environment.
4.	3004	http request result problem • Receive error occurred. Or wrong request URL was specified.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Check user network environment. • Check http server environment.
6.	3008	http request result problem • Connection to WebDAV server failed.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.