imageWARE Remote

Frequently Asked Questions

Version 2.0

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IMPORTANT NOTICE
This document was created based on the latest technical information available as of October 2010. This information is subject to change without notice.
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Introduction

What is imageWARE Remote?
imageWARE Remote (iWR) is a system for optimizing service operations and allowing for automated and proactive meter collection and service monitoring. Used in conjunction with the Content Delivery System (CDS), it can also remotely deliver and, optionally, install firmware to imageRUNNER ADVANCE devices.

What is the Universal Gateway (UGW)?
The Universal Gateway is a server that collects meter and service (error/jam/alarm) information sent from imageWARE Remote capable devices and stores that collected information in a comprehensive database. It provides a Web Portal Interface to allow for the viewing of collected information such as meter data and error/jam/alarm information. The UGW can also be used to monitor and manage the use of consumables and can provide some level of CRM (Customer Relation Management) type functionality if needed.

While using the Web Portal to view detailed information about current errors, jams, or alarms, you can also view FAQ data that can help you better understand what the error, jam, or alarm means and how to possibly resolve it. Historical device data can also be reviewed and used to analyze how a device is performing in the field. Various reports can be generated to review device performance, paper type usage, toner bottle usage, departmental counter values, parts replacement notifications, and firmware versions currently installed.

What is the URL for the Universal Gateway?
The URL for the Universal Gateway is https://ugwportal.net/w/indexUSA.html. You will need your account information from the enrollment email in order to log in.
What if we need to re-confirm our account information?
If you need to re-confirm this information, please email iwremote@cusa.canon.com. Please only send account information inquiries to this email address. All technical questions should be directed to the Systems and Technical Support Division’s Technical Support Center at 1-800-528-2830.

Is there a fee to use imageWARE Remote?
As of April 2010, imageWARE Remote Meter Reading and imageWARE Remote Service Monitor are being provided at no cost.

What devices have imageWARE Remote capabilities embedded in them?
All imageRUNNER ADVANCE (color and black/white models), imageRUNNER (color and black/white models) and imagePRESS devices released after November 2006 are equipped with Canon’s embedded Remote Diagnostic System (eRDS). An updated list with additional details for some models (where necessary) is maintained in article 59729 on the e-Support Knowledgebase.

Can devices other than those equipped with eRDS be monitored using imageWARE Remote?
With Canon’s imageWARE Enterprise Management Console’s (iW EMC) optional and free RDS plug-in, you can gather data from any Canon or 3rd party printing networked device that utilizes the standard MIB. The scope of data that is available will vary based on what that manufacturer makes available in the MIB. iW EMC can, in turn, upload the data to the Universal Gateway (UGW) in a similar manner that eRDS enabled devices do.

The RDS plug-in for imageWARE EMC will be available in the 2nd half of 2010.

How often are meter reads updated?
Meter information is uploaded to the Universal Gateway (UGW) every 16 hours.

How often are errors, jams and alarms updated?
Errors, jams and alarms are uploaded to the UGW as they occur.
Enrolling for imageWARE Remote

What steps do I need to accomplish to begin using imageWARE Remote?

There are two steps that every new dealership needs to complete to enroll in imageWARE Remote. They are:

- imageWARE Remote Quick Start eLearning Course
  - At least one person from your dealership must complete the imageWARE Remote Quick Start eLearning course on e-Support.

- Enrollment Form
  - Available on ISG Central.
  - Select someone from your dealership to be the Program Manager (the primary contact person). That person must have successfully completed the imageWARE Remote Quick Start course.
  - Submit to your Canon TSE.

Once both steps have been completed, Canon will send you your imageWARE Remote account information. The process is detailed in the following diagram:
What happened to the imageWARE Remote Program Manager, Administrator and Service Technician courses?
These courses have been retired and replaced with the imageWARE Remote Quick Start course as of July 2010.

If we previously completed the Program Manager course, do we have to successfully complete the imageWARE Quick Start course?
Your dealership is not required to take the imageWARE Quick Start course if someone has already successfully completed the imageWARE Remote Program Manager course. However, we strongly recommend having your key personnel take the Quick Start course since it has been developed with your feedback in mind.

What roles do the Program Manager perform and what kind of background should they have?
The Program Manager will be responsible for obtaining all the knowledge needed to effectively administer and maintain imageWARE Remote for your dealership. This includes the capability to perform all imageWARE Remote functions that billing personnel, service technicians and your dispatch team perform (see below). The Program Manager will manage training and registration of users within your dealership who have been designated to access and use the UGW. Other functions include setup and maintenance of the security and network requirements of your dealership and performance of systems integration tasks (pre-sale and post-sale).

Can there be multiple Program Managers?
Canon recognizes one Program Manager per dealership, however, you can create as many user accounts on the UGW as you would like and grant similar access to them.

Who from our dealership should take the imageWARE Remote Quick Start course?
In addition to the Program Manager, anyone responsible for the following functions should take this course (these responsibilities may be performed by one or more people in your organization):

Billing – Sets up and administers the imageWARE Remote billing systems at your dealership.

Service Technician – Turns on the eRDS feature, performs a COM-TEST from the eRDS enabled device to the UGW and troubleshoots any connection related issues. They can also use the information on the UGW to determine if they have the necessary parts before arriving at the site. The people performing this role must have also successfully completed product training on those devices and have practical networking experience.

Dispatch – Receives incoming calls from your customers and determines if a site visit by a Service Technician is necessary. Detailed device information on the UGW will be helpful in evaluating the reported issue(s) and determining a course of action.
Beginning to Use imageWARE Remote

Is there anything we need to do before we register devices in imageWARE Remote?

The quickest way to begin using imageWARE Remote is to create a single “Customer” in the UGW which you will associate all of your dealership’s devices with. You will then need to create one “Contract” for this one “Customer”. Every device you register must then be associated with this “Customer” and “Contract”. Neither the “Customer” nor the “Contract” need to include any actual customer information. Using this organization method means that although you will be able to receive email notifications that a device is low or out of toner, you will not be able to track inventory related to a specific customer (for more information on an alternate approach that gives you this ability, please see “Is there a way to associate each customer’s devices with just that customer?” on page 13).

The “single customer, single contract” relationship is described in the following diagram:

![Diagram showing Customer and Contract](image)

The following pages describe how to:
- Create the Customer Information
- Create the Contract Information
Creating the Customer Information

1. Under “Customer Information” (on the top menu), select “Customer Information” (on the vertical menu to the left).

2. In the “Customer Information Management” section, select “New”.

3. Fill in the necessary information in the “Customer Information Management” form.

Be sure to enter “1” in the Customer ID field.
Creating the Contract Information

1. Under “Customer Information” (on the top menu), select “Contract Information” (on the vertical menu to the left).

2. In the “Contract Information Management” section, select “New”.

3. Fill in the necessary information in the “Customer Information Management” form.
   
   Be sure to enter “1” in the Contract Number field.
Is there a way to associate each customer’s devices with just that customer?
Yes! There is an alternative way of organizing the relationship between “Customer”, “Contract” and “Device” that allows you to associate specific devices with specific customers. Using this method gives you the added advantage of being able to track consumable inventory separately for each customer (the previous method groups all of your dealership’s devices under one “Customer” making this infeasible). This relationship is demonstrated in the following diagram:

If we want to use this alternative method, how do we do it in the UGW?
The process is the same as the one detailed above starting in “What steps do I need to accomplish to begin using imageWARE Remote?” with the exception that you need to use unique Customer ID and Contract Numbers for each customer and their respective contracts.
How do you register devices in imageWARE Remote?

Once you have determined how you want to structure your customer, contract and device data in the UGW, you are now ready to register devices. Registering devices involves two primary steps: Registering Device Information on the UGW and Enabling and Performing a successful COM-TEST on the device.

Registering Device Information on the UGW

Entering device information on the UGW is a three-step process as shown in the screenshots below:

1. Under “Customer Information” (on the top menu), select “Device Information” (on the vertical menu to the left).

2. In the “Device Information” section, select “New”.

3. Fill in the necessary information in the “Device Details” form.

   Please be sure to select the associated customer and contract (please refer to the “Is there anything we need to do before we register devices in imageWARE Remote?” section on page 10 for more details).
Enabling and Performing a Successful COM-TEST

Prior to performing these steps, be sure to configure the device’s network settings, in particular, the DNS and Proxy settings. Following that, enabling and performing a successful COM-TEST is a two step process. On the Function subscreen in Service Mode, perform the following steps:

1. Select the “E-RDS” field, press “1” on the physical button keypad and press OK.

2. Select the “COM-TEST” field and press OK.

NOTE: If the COM-TEST result is not “OK!”, please refer to the Troubleshooting section of this FAQ on page 35.
Overview of the Major Features of the UGW and Where to Find Them

Creating your Search Options

To provide more flexible searching, the ability to identify your search options has been enhanced. One important change to the searching feature of the UGW is that these options must be set before you perform your searches.

1. Under “Maintenance Information” (on the top menu), select “Search Options” (on the vertical menu to the left).

2. The “Search Options” window appears (see below).

The categories in the Search Options are:

- Maintenance Information
- Device Information
  - Fault/Communication Test Information
- Confirm Communication Status
- Billing Counter
  - Billing Counter
  - Paper Size Counter
Closer Look at the Search Options

By clicking on the respective downward or upward facing double chevrons (see circles in below diagrams), you will reveal or hide all of the options in that category.

When you have made your changes to your Search Options, please be sure to click Apply (see diagram above) to save your changes. The Search Options window will then update itself by stating “The data has been updated” as shown in the diagram below.
To close the Search Options window, click on the on the right side of the title bar.

**Where on the UGW can you find meter data?**

Meter data (otherwise referred to as Billing Counters) can be found by selecting “Maintenance Information” (on the top menu) and then selecting the “Search by Device ID (Exact Match)” on the “Search Conditions” drop down and clicking the “Search” button as shown below:

On the left side menu on the resulting screen, an option called “Counter Information” will now have an option for “Billing Counter” (see below). Clicking it will display a list similar to the following:
Are all device counters available on the UGW?
Not all device counters are available on the UGW Web Portal. However, with the launch of UGW 4.0, there are now as many as 118 counters available on the UGW Web Portal (not all counters are available on all devices) and can be viewed directly or exported as a .csv file. A complete list of all of the counters available on the UGW Web Portal and in the Nightly file is listed in the Appendix at the end of this FAQ as well as in article 67361 on the e-Support Knowledgebase.

What is the "nightly file"?
The “nightly file” is a .csv file that contains all the meter data for your registered devices. It is accessible only to your dealership.

Are all device counters available in the “nightly file”?
No, not all device counters are available in the “nightly file”. With the launch of UGW 4.0, there are now up to 118 counters available in the “nightly file” (as supported by each particular device, not all counters are available on all devices).

Can counters be added to the UGW or the “nightly file”?
Your feedback and suggestions are important in order for Canon to make continual enhancements. Please feel free to submit your requests along with a brief description of why you are looking for those counters (so we can better understand how you intend to use the system). Please understand that we will not be able to fulfill all requests but we will try to accommodate as many as possible.

What information is needed to gain access to the “nightly file”?
The information stored in the “nightly file” is confidential to your dealership. To ensure that information is kept confidential, you will need information that uniquely identifies your dealership in order to obtain your “nightly file”. That information is:

- Your dealership’s unique imageWARE Remote Company ID
- Your dealership’s unique Billing Meters / Nightly File ID
- Your dealership’s private Billing Meters / Nightly File password

Where can we obtain this information?
The initial enrollment confirmation email that your dealership received should include this information.

What if we need to re-confirm this information?
If you need to re-confirm this information, please email iwremote@cusa.canon.com. Please only send account information inquiries to this email address. All technical questions should be directed to the Systems and Technical Support Division’s Technical Support Center at 1-800-528-2830.

What are the steps necessary to download the “nightly file”?
Using the information detailed above, you can determine the specific (and private) URL to download your dealership’s “nightly file”. For a step-by-step description, please refer to Technical Publication # TP10 283.pdf on e-Support.
Can the “nightly file” download be automated?
Yes! If you are using OMD Vision or e-automate as your back-end system, connectors have already been developed by Canon U.S.A. to allow meter data to be downloaded and automatically transferred into your back-end system (please refer to “Integration with Backend Systems” on page 33 for more details). If you are using another back-end system, your own developers can create an integration tool based on specifications provided by Canon U.S.A.
Where on the UGW can you find service data?

Service data is a very useful tool for your dispatch and field technicians to leverage when troubleshooting issues or making decisions regarding dispatching a technician to the customer site. Here is information on how to access some key service data reports. Unless otherwise mentioned, all of the following reports can be found after performing the same initial search as described below:

1. Click “Maintenance Information” (on the top menu).

2. Select “the appropriate Company Name” and “Search Conditions” (we will use “Search by Device ID (Exact Match)” unless otherwise mentioned).

3. Click “Search”.

The following pages describe where some of the most commonly used service data reports are located on the UGW such as:

- Fault Occurrences
- Fault Communication Test Information
- Consumable Parts Status
- Firmware Information – for a specific device
- Firmware Information – for multiple devices
Fault Occurrences

The “Fault Occurrences” report provides a list of devices and a summary of their recent history of Errors, Jams and Alarms (this report is similar to the “Fault Report by Customer” in previous versions of the UGW.) After following the initial steps described above, you can find this report as follows:

1. Click “Confirm Number of Fault Occurrences” on the left menu.
2. View the “Fault Occurrences” report.
Fault/Communication Test Information

For a more detailed view of a specific device, the Fault/Communication Test Information report displays the history of Errors, Jams, Alarms and Communication Test (COM-TEST) results. Here is how you can view this report:

1. Follow the steps described above in “Where on the UGW can you find service data?” EXCEPT, specify a serial number in the text box to the right of the “Search Conditions” drop down menu.

2. On the resulting screen, click on the “Fault Communication Test Information” link on the left menu.

3. The “Fault/Communication Test Information” information is displayed (adjust the date range as needed).

3a. Clicking on an Error or Alarm code will display the FAQ page for that specific code (see next page).

3b. Clicking on the “Details” button will display the “Fault (Error) Details” screen, which lists Error, Jam or Alarm history for that device (see next page).
Clicking on the FAQ ID will display more details on that entry.
Consumable Parts Status

To see the current life of consumable parts for a specific device, use the “Consumable Parts Status” report. Here is how you can view it:

1. Follow the steps described above in “Where on the UGW can you find service data?” EXCEPT, specify a serial number in the text box to the right of the “Search Conditions” drop down menu.

2. On the resulting screen, click on the “Confirm Consumable Parts Status” link on the left menu.

3. On the resulting screen, click on the specific Device ID you entered in step 1 above.
View the “Consumable Parts Status” report.

<table>
<thead>
<tr>
<th>Part Code</th>
<th>Specific Parts</th>
<th>Part Number</th>
<th>Part Name</th>
<th>Consumption Rate (%)</th>
<th>Part Utilization</th>
<th>Current Counter Value</th>
<th>Date of Planned Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>WST-TR</td>
<td>PM9-1945</td>
<td>Waste Toner Container</td>
<td>25.2</td>
<td>Number of Sheets of Paper</td>
<td>20000</td>
<td>5019</td>
<td>01-04-2010</td>
</tr>
<tr>
<td>PT-OR-C</td>
<td>27770</td>
<td>Photoreceptive Drum (C)</td>
<td>13.99</td>
<td>Number of Sheets of Paper</td>
<td>50000</td>
<td>6994</td>
<td>01-01-1970</td>
</tr>
<tr>
<td>PT-OR-M</td>
<td>27770</td>
<td>Photoreceptive Drum (M)</td>
<td>13.99</td>
<td>Number of Sheets of Paper</td>
<td>100000</td>
<td>6994</td>
<td>01-01-1970</td>
</tr>
<tr>
<td>PT-OR-Y</td>
<td>27770</td>
<td>Photoreceptive Drum (Y)</td>
<td>13.99</td>
<td>Number of Sheets of Paper</td>
<td>50000</td>
<td>6994</td>
<td>01-01-1970</td>
</tr>
<tr>
<td>PT-DR-M</td>
<td>27768</td>
<td>BK Photoreceptive Drum</td>
<td>6.18</td>
<td>Number of Sheets of Paper</td>
<td>150000</td>
<td>9285</td>
<td>01-01-1970</td>
</tr>
<tr>
<td>TR-FILL</td>
<td>FCD-9617</td>
<td>Toner Filter</td>
<td>5.04</td>
<td>Number of Sheets of Paper</td>
<td>100000</td>
<td>5939</td>
<td>03-04-2010</td>
</tr>
<tr>
<td>T-CLEAN-IR</td>
<td>FMD-4008</td>
<td>ITB Cleaning Block</td>
<td>3.36</td>
<td>Number of Sheets of Paper</td>
<td>150000</td>
<td>5939</td>
<td>03-04-2010</td>
</tr>
<tr>
<td>C-1-PP-R</td>
<td>FCR-7083</td>
<td>Cassette Feed Roller</td>
<td>3.12</td>
<td>Number of Sheets of Paper</td>
<td>120000</td>
<td>3749</td>
<td>01-01-1970</td>
</tr>
</tbody>
</table>
Firmware Information – for a specific device

The Firmware Information report will enable you to view the firmware version of a specific device. (The firmware data was a part of the “Engineer Operational Report” in previous versions of the UGW). Here is how you access that report:

1. Click on the “Select” button for the desired customer.

2. Click on the “Select” button for the desired device.
3. Click on “Firmware Information” (on the left menu).

4. View the “Firmware Information” for the selected device.
Firmware Information – for multiple devices

It is now possible to get the equivalent of the Firmware Information report for multiple machines of the same type. Here is how you access that report:

1. Change the “Switch Display” drop down to “Product List”.

2. Click Select for the type of device in question.
3 Click “Firmware Information” (on the vertical menu to the left).

4 The Firmware Information screen appears with the firmware versions for multiple machines of the type you selected in step 2.
Security

What customer information needs to be included?
Although the UGW can be used for Customer Relations Management, dealers do not have to provide any customer information. There is a requirement to create one customer but that can be a “dummy” customer.

What device information does Canon have access to through the UGW?
Canon cannot access any customer or device information. Canon can only view the number and types of devices registered by your dealership and only have the ability to reset a dealer’s master account password. All dealership’s accounts are considered “indirect” accounts (i.e., relative to Canon’s account) meaning that only the dealership can see their information.

What kind and amount (size) of data will be transferred to the UGW?
Depending on the type of data being transmitted, the size of the information will vary from 4KB to 250KB as described below:

<table>
<thead>
<tr>
<th>Category</th>
<th>Timing of transmission</th>
<th>Transmitting data</th>
<th>Data size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error</td>
<td>When an error happens</td>
<td>Error information</td>
<td>4 kb</td>
</tr>
<tr>
<td>Paper Jam</td>
<td>When a paper jam happens</td>
<td>Paper jam information</td>
<td>4 kb</td>
</tr>
<tr>
<td>Alarm</td>
<td>When an alarm occurs</td>
<td>Alarm Information</td>
<td>4 kb</td>
</tr>
<tr>
<td>Status change</td>
<td>When a status changes</td>
<td>Status change information</td>
<td>4 kb</td>
</tr>
</tbody>
</table>
| Regular transmission  | Transmission once every 16 hours. The UGW specifies the transmission time based on the return value of the communication test. | - Billing meter information
- Detail meter information
- Parts counter information | 250 kb |
| ROM Version           | Transmission once every 7 days. The UGW specifies the transmission time based on the return value of the communication test. | -ROM version Information | 4 kb |
| Debug log             | When a debug log reaches a regulated value. | Debug log information              | 13.5 kb   |
Are communications initiated by the UGW or the device?
The device initiates all communication. All communication is outbound from the device. Only meter, status and device information is sent (no image data).

What ports are used for communication by the device?
The device uses port 443 (HTTPS) to communicate with the UGW. These are the same secure connections that are used for payment transactions at banking and e-commerce websites.

How secure is the transmitted data?
1024-bit RSA encryption is used to secure the data.

Can I use the UGW’s IP Address to make an exception on my firewall?
We suggest using the UGW URL “a01.ugwdevice.net” to make an exception in the firewall as IP Addresses tend to change but the URL will not.

Are there any documents that detail the security of imageWARE Remote?
Canon offers an imageWARE Remote Security White Paper available on the ISG Central or e-Support web sites.
Integration with Backend Systems

What are imageWARE Remote Integration (iWRI) modules?
The imageWARE Remote Integration modules are software applications designed to enable the transfer of imageWARE Remote Meter Read and event information such as error, jams and alarms to a dealer’s backend system automatically.

What backend systems do we have iWRI modules available for?
Currently, Canon U.S.A. has developed integration modules for e-automate and OMD systems. The iWRI for e-automate can transfer both meter reads and event information. The iWRI for OMD can only transfer meter reads.

Is there a fee for using iWRI modules?
There is no fee for the imageWARE Remote Integration modules.

Where can I download these modules?
The modules are available for download on our e-Support web site at the Download Center : Software Products : imageWARE Remote : imageWARE Remote Integration.

How do I install and configure the iWRI modules?
For installation and configuration instructions, please refer to the User Guides for the modules. The “imageWARE Remote Integration (for e-automate) User Guide v1.1” and “imageWARE Remote Integration User Guide v1.0.0” for OMD can be downloaded from the e-Support Center at the Download Center : Software Products : imageWARE Remote : Manuals/Guides/Catalogs.
Version 1.0 or 1.0.1 of the iWRI for e-automate is no longer working. Is this a known issue?

Beginning in mid October (with the introduction of the UGW 4.0), communication between the iWRI for e-automate module and the UGW has been changed to optimize efficiencies. For that reason, version 1.1 of the iWRI for e-automate is necessary in order to continue proper communication between the module and the UGW. For more details please refer to the Special Note in Technical Publication # TP10 200.pdf on e-Support.

Can imageWARE Remote be integrated with other backend systems?

Yes! If you are using another type of backend system, your own developers can create an integration tool based on specifications provided by Canon U.S.A.
Troubleshooting

Why isn’t the UGW receiving meter reads from a device?
Confirm that both a COM-TEST was successfully performed and the device was properly registered on the UGW.

If I have a successful COM-TEST, why don’t I see any meter or service data for that machine on the UGW?
Confirm the following items:
1. The device was properly registered on the UGW.
2. Ensure that the serial number is input in upper case in the device registration.
3. Make sure that the correct model is selected.
4. Confirm that port 443 (SSL) is open on the firewall.

If I have registered a device on the UGW, why isn’t that machine reporting its meter read or service data information to the UGW?
First, confirm whether or not a successful COM-TEST was completed from that device. Following that, here are some possible causes of failed reporting to the UGW:
1. The device information registration in the Web Portal is incomplete.
2. The network connection between the customer's network and imageWARE Remote is disconnected.
3. The Internet service provider of the customer has changed.
4. The port number of the network on the customer side has changed.
5. The device that is registered in the UGW has been moved and the registration information, including the IP address of the device, has changed.

If a device has a successful COM-TEST and is also properly registered on the UGW but is still not reporting, what other troubleshooting steps can we perform?
If you have confirmed all three of the following are accurate, check that:
1. Port 443 (SSL) is open on the firewall
2. The device can achieve a successful COM-TEST
3. The device is properly registered on the UGW
and if the device is still not reporting, follow these troubleshooting steps to resolve the connection issues:

1. Confirm that there is a good network connection
2. Can the device be pinged?
3. Can you print to the device?
4. Verify the DNS settings are correct and that the device is pointing to a valid DNS server.
5. If a Proxy server is being used, Verify the Proxy settings are correct.
6. If the Proxy server requires authentication, verify the account settings are correct.
7. Verify that the correct date is set on the device.
8. Verify the default key is not corrupt.
To confirm the device is communicating with the UGW you can force an error in the following manner:

1. Turn off the device.
2. Generate an error to see if you get a notification. For example, you can disconnect the ADF cable if so equipped.
3. Turn the device back on.
4. Observe the error code.
5. Check the UGW under “Maintenance Information.”
6. Use the search condition; Search by Device ID (Exact Match) using the device serial number.
7. In the left column under “Device Information” select “Fault/Communication Test Information.”
8. If notifications are configured, check your e-mail for a notification from the UGW.
General Questions

How can I choose what kinds of email notifications to receive?
The UGW Web Portal allows you to select what types of email notifications you would like to receive. These settings can be adjusted on a customer, RDS, or device basis. For example, if you only want to receive certain notifications for one customer and different notifications for another, you can change the email notification settings for each customer. You can also choose to select certain notifications for one particular device and select different settings for other devices. This allows for a high degree of flexibility with regard to your notification settings.

These settings can be found by clicking “System Administration” (on the horizontal menu) then under “Default Settings” (on the side menu) select “E-Mail Notification Settings Default Settings” as shown in the following screenshots:
Can 3rd party devices be “tracked” by the UGW?
Yes! Using imageWARE Enterprise Management Console (EMC) with the RDS plug-in (planned for release for the 2nd half of 2010) will allow data offered in the standard MIB of a 3rd party or non eRDS Canon device to be collected and stored on the UGW. They will be listed as “Standard MIB Device (Black and White)” or “Standard MIB Device (Color)” as shown below.

What information will be available for 3rd party devices?
The data that is available will vary based on what that manufacturer makes available in the MIB.

Can devices be shared between dealerships?
Yes! The UGW Web Portal allows you to share customers or devices with up to four other dealerships.
How do I create sub-accounts on the UGW with specific access rights?

Using the “System User Management” portion of the UGW Web Portal, additional user accounts can be created. Click on “System Administration” (on the top menu) and then “System User Management” (on the left menu) and then click “New”. Here you can search for existing accounts or create new ones.

While creating the user account, the access rights for the account can be set by selecting the appropriate checkboxes. Alternatively, a convenient way by which a specified set of access rights can be applied when creating an account is to use the Function Template feature. This is especially convenient when creating multiple accounts with the same or similar access rights.
Content Delivery System (CDS)

What is the Content Delivery System (CDS)?
The Content Delivery System is a service developed by Canon Inc. that is being made available to Canon U.S.A. and Canon U.S.A.’s dealers and service providers enabling them to provide better service to their customers. The purpose of the CDS is to provide a server platform for imageRUNNER ADVANCE models to request “contents” to be delivered to the device. The trigger for the request relies upon either the customer IT administrator or service provider representative, depending on product configuration.

The “contents” may include the following items:

- Firmware updates
- MEAP Applications (Multifunctional Embedded Application Platform)
- License file to enable imageRUNNER ADVANCE options (optional embedded functionality)

The benefits of CDS include:

- Firmware update flexibility. Firmware can be remotely downloaded to and/or updated remotely. These activities can be scheduled to be performed at a specific day and time without visiting or interrupting the customer’s normal use of the device.
- Shorter and easier installation process for MEAP Applications and imageRUNNER ADVANCE options. In the past, the deployment and license activation of a MEAP application may take five or more steps. CDS can simplify this into one or two steps.

What devices can CDS be used with?
The Content Delivery System can be used with imageRUNNER ADVANCE devices.

How are imageWARE Remote and CDS related?
Dealers who are using imageWARE Remote can use the Firmware Distribution function to schedule firmware downloads and installation for registered imageRUNNER ADVANCE devices. Options for CDS can be found by clicking “Maintenance Information” (on the top menu) and then “Firmware Information” (on the left menu) after searching device serial number.
Firmware Information

<table>
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<th>Customer Name</th>
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<th>Product Name</th>
<th>Device ID</th>
<th>BIOS ID</th>
<th>Association</th>
<th>Firmware Name</th>
<th>Firmware Version</th>
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<td>R-CON 10.01</td>
<td>00:00 01:00</td>
</tr>
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</table>
What are the advantages of using CDS with imageWARE Remote?
Using the Content Delivery System in conjunction with imageWARE Remote allows you to update the firmware on an imageRUNNER ADVANCE device completely remotely. When upgrading to a new version or overwriting an existing firmware version on an imageRUNNER ADVANCE device, the firmware download and firmware installation can be scheduled without the need to visit the machine.

If you do not wish to have the firmware installed without a technician on-site, then just the firmware download can be scheduled. This allows the firmware to be downloaded in advance of the technician visit, saving time normally required to wait for the firmware to be downloaded. Then the firmware installation process can be initiated at the device by the servicing technician during the next visit.

What is the timeframe when I can schedule firmware updates?
Firmware distribution must be scheduled a minimum of 24 hours and up to a maximum of one week in advance.

Can I select devices of a specific model to do an update with?
Yes! Devices of a specific model can be selected for a scheduled update.

How many devices can I schedule for updates at one time?
Up to 100 devices can be scheduled to receive an update at one time.

Can devices be set to receive firmware automatically when new firmware becomes available?
No, this feature is not available.

Can devices be used during the firmware download? During the update?
The device remains operational during the firmware download. However, the device cannot be used during the update.

Will the machine be impacted if a problem occurs during the download? During the update?
If a problem occurs during the download process, the device will not be affected. The firmware will simply have to be re-downloaded. If there is a problem such as a power outage during the update process, then a technician may have to visit the device and update the firmware directly using a laptop or USB flash drive.
Glossary

COM-TEST – short for Communication Test from the eRDS device to the UGW. Used during device registration and for troubleshooting purposes.

Content Delivery System (CDS) – a service that can deliver and optionally install “content” to imageRUNNER ADVANCE models through the Internet. “Content” may include:
- Firmware
- MEAP Applications
- License files

Embedded Remote Diagnostic System (eRDS) – functionality built into imageRUNNER ADVANCE, imageRUNNER, and imagePRESS devices released after November 2006.

imageWARE Remote Integration (iWRI) Modules – free software available on e-Support that integrate your dealership’s device data from the UGW to your back office systems. Currently, iWRI modules exist for OMD and e-automate.

Management Information Base (MIB) – a collection of hierarchical information related to a given network device. Information that may be stored in the public MIB for printing devices could include page counts and general printing related errors (will vary from manufacturer to manufacturer).

Nightly File – a .csv file that contains all of the meter data for your registered devices.

Port 443 – is the TCP/IP port used to provide Hypertext Transfer Protocol Secure (HTTPS). This is the same security used on websites accepting payment transactions.

Program Manager – is the primary person responsible for managing your dealership’s UGW accounts. This includes the registration of users from your dealership.

Remote Diagnostic System (RDS) – similar to the embedded Remote Diagnostic System (eRDS) except that it is not embedded in Canon devices (see RDS Plug-in for an example).

RDS Plug-in – software that works in conjunction with imageWARE Enterprise Management Console (EMC) running on a customer’s network to gather information from non-eRDS Canon devices as well as 3rd party printing devices (assuming they utilize the standard MIB). The data can be uploaded to the UGW along with data from other eRDS devices.

Universal Gateway (UGW) – The server that the eRDS devices send meter data and device status updates to. Also serves as a web portal to view information about registered devices.
Appendix

This is a list of available counters through imageWARE Remote. Please note that not all counters are available on all devices; the following list reflects all possible counters for all devices.

<table>
<thead>
<tr>
<th></th>
<th>Counter Name</th>
<th></th>
<th>Counter Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>71</td>
<td>TonerBottle(Black)</td>
<td>221</td>
<td>Copy (Black 1)</td>
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<tr>
<td>72</td>
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<tr>
<td>73</td>
<td>TonerBottle(Magenta)</td>
<td>227</td>
<td>Copy (Black/Large)</td>
</tr>
<tr>
<td>74</td>
<td>TonerBottle(Cyan)</td>
<td>228</td>
<td>Copy (Black/Small)</td>
</tr>
<tr>
<td>75</td>
<td>TonerBottle(Clear)</td>
<td>229</td>
<td>Copy (FullColor+SingleColor/Large)</td>
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<td>76</td>
<td>TonerBottle(EXT)</td>
<td>230</td>
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<tr>
<td>81</td>
<td>TonerBottle+PrematureRemoval(Black)</td>
<td>231</td>
<td>Copy (FullColor+SingleColor 2)</td>
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<tr>
<td>82</td>
<td>TonerBottle+PrematureRemoval(Yellow)</td>
<td>232</td>
<td>Copy (FullColor+SingleColor 1)</td>
</tr>
<tr>
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<td>Print (Total 1)</td>
</tr>
<tr>
<td>84</td>
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<tr>
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<tr>
<td>91</td>
<td>T-CNTR(Black)</td>
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<td>Print (Black/Small)</td>
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<tr>
<td>92</td>
<td>T-CNTR(Yellow)</td>
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<td>Print (FullColor+SingleColor/Large)</td>
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<td>93</td>
<td>T-CNTR(Magenta)</td>
<td>322</td>
<td>Print (FullColor+SingleColor/Small)</td>
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<td>94</td>
<td>T-CNTR(Cyan)</td>
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<td>Print (FullColor+SingleColor 2)</td>
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<tr>
<td>95</td>
<td>T-CNTR(Clear)</td>
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<td>Print (FullColor+SingleColor 1)</td>
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<tr>
<td>96</td>
<td>T-CNTR(EXT)</td>
<td>333</td>
<td>Printer Driver Print (Large)</td>
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<tr>
<td>101</td>
<td>Total 1</td>
<td>334</td>
<td>Printer Driver Print (Small)</td>
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<td>102</td>
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<td>109</td>
<td>Total (Black 2)</td>
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<td>Total 1 (Clear Mixed)</td>
</tr>
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<td>112</td>
<td>Total (Black/Large)</td>
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<td>Total 2 (Clear Mixed)</td>
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<td>Total (Black/Small)</td>
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<td>Small (Two-sided)</td>
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<td>Total (SingleColor 1)</td>
<td>702</td>
<td>Receive Print (Total 2)</td>
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<tr>
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<td>Total (FullColor/Small)</td>
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</table>

**LEGEND**

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- Counters listed in bold are newly added with the launch of UGW 4.0.
### imageWARE Remote – Frequently Asked Questions

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<th>Count</th>
<th>Description</th>
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<tr>
<td>717</td>
<td>Receive Print (FullColor+SingleColor/Large)</td>
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<tr>
<td>719</td>
<td>Receive Print (FullColor+SingleColor 2)</td>
</tr>
<tr>
<td>720</td>
<td>Receive Print (FullColor+SingleColor 1)</td>
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<tr>
<td>915</td>
<td>TX Scan Total 2 (Color)</td>
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<td>TX Scan Total 2 (Black)</td>
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<td>Remote Scan (Color)</td>
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<td>Memory Media Scan (Color)</td>
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Canon