
KYOCERA Document Solutions Inc.

KYOCERA FLEET SERVICES

DEVICE REGISTRATION GUIDE

VERSION 1.2

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1 OVERVIEW

KYOCERA Fleet Services utilizes the Remote Services firmware installed in KYOCERA devices to create a communication channel between the device and the software.

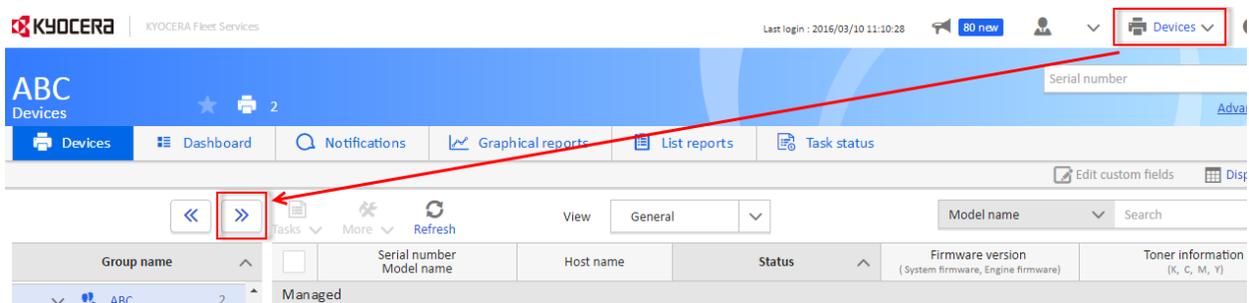
Note: Beware of the following conditions prior to registering any devices

- **Registration URL** and **Access code** is always necessary. A group must be created in the KFS Manager prior to registration.
- If the network is using a proxy server, contact the local IT department for proxy information needed to register the device successfully.

1.1 LOCATING REGISTRATION URL AND ACCESS CODE

A group must be created in KFS Manager prior to registering a device. Once the group is created, use the Details of the group to register the device.

1. In either Devices view or Administration view, access the Groups list
2. Locate the group the devices are getting registered into



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Group name	Devices (Managed/Total)	Total device count (Managed/Total)
ROOT	0/0	110/110
.Group1	0/1	0/1
.Group2	0/0	0/0
100 Maps	2/2	2/2
ABC	2/2	2/2

Devices view

Administration

Groups

- Groups
- Users
- Gateway
- Mobile
- Firmware packages

Group name	Parent group	Description
ABC	-	
dealer	ABC	

Administration view

3. Click on the Details button to locate the **Registration URL** and **Access code**

Details

ABC
Dealer (Delegated group)

Description	
Registration URL	https://kfs-integ14-devicerecst.cloudapp.net
Access code	uuMYGBu9
Customer name	
Customer ID	

2 REGISTRATION

There are different methods to register a device to KFS Manager.

- Command Center (CC)/Command Center RX (CCR)
- Device panel
- Device Registration Diagnostic Tool (DRDT)
- Gateway

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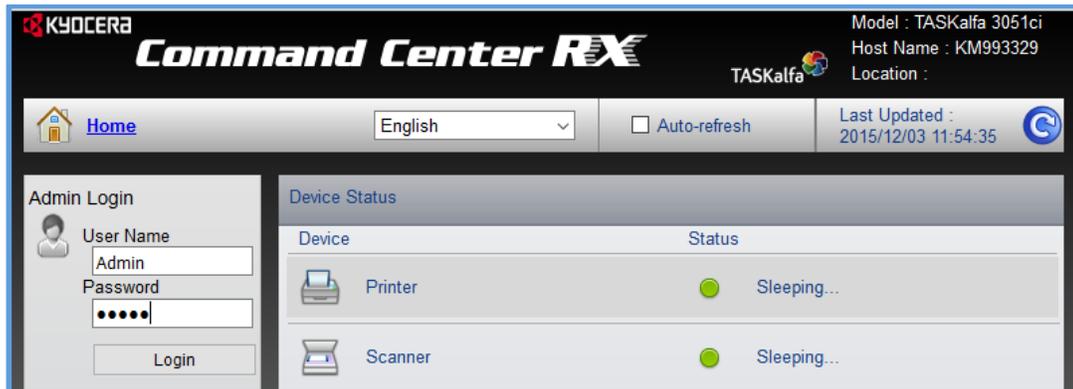
2.1 COMMAND CENTER (CC)/COMMAND CENTER RX (CCR)

The following are steps to register a device to KFS Manager through the different versions of Command Center.

Note: The device must be connected to the local network.

2.1.1 CCRX

1. Enter the **IP address** of the device into a browser's search bar
2. Log into CCRX

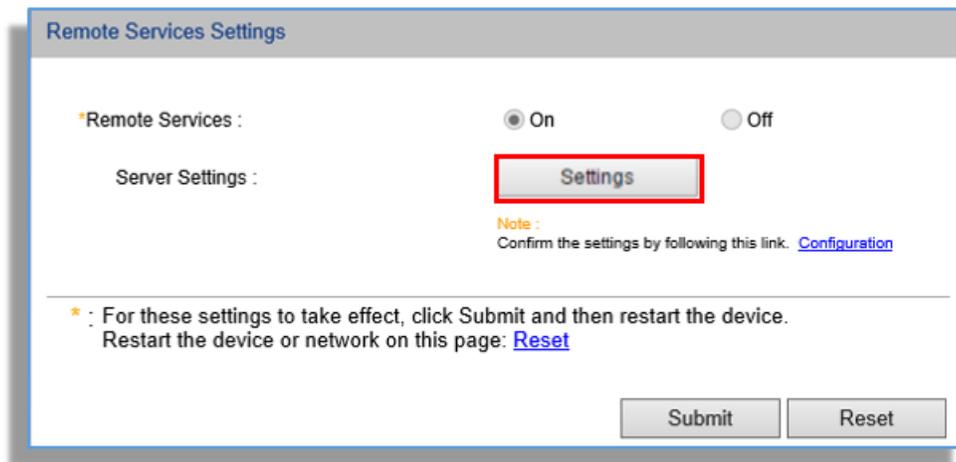


3. Select **Management Settings** on the left navigation menu. In the dropdown select **Remote Services**

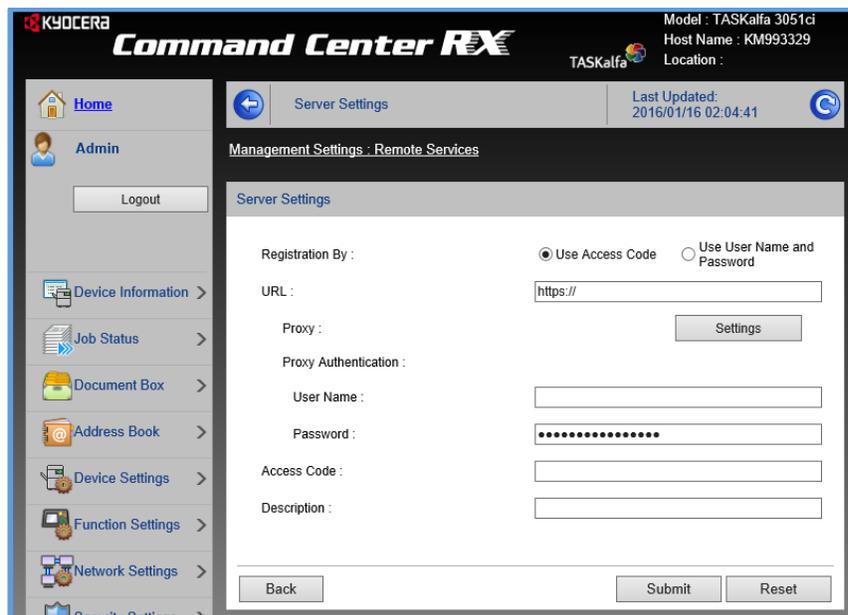


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- If **Remote Services** is **Off**, select **On**
Note: Device restart may be required.
If **Remote Services** is **On**, click on **Settings**



- To register the device in Pending management status **Use Access Code** [To register the device in Managed status skip to step 6.]
In **URL** put the Registration URL from the KFS Manager
Including **Proxy Authentication** if necessary
Enter the **Access Code** of the KFS group the device is getting registered to
Description (optional)
Click **Submit**



- To register the device in Managed management status **Use User Name and Password**
Note: This is the user name and password of KFS and not CCRX.

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In **URL** put the Registration URL from the KFS Manager

User name: Enter the **Username:Accesscode** in that format with a colon separating the two

Enter the KFS user password

Including **Proxy Authentication** if necessary

Description (optional)

Click **Submit**

2.1.2 COMMAND CENTER

1. Enter password (Default is admin00)
2. Click the **Advanced** tab

Model : TASKalfa 6500i
Host Name : KM661190
Location :

Start Basic Printer Scanner **Advanced**

Start > Status Pages: Device / Printer

Home

Start

Login Menu

Logout

Status Pages

Network

Security

Device / Printer

Scanner

Counters

Information

User Login

Device / Printer Status Page

Device Details

Model:	TASKalfa 6500i
Serial Number:	SPLY013906
Asset Number:	
System Firmware:	2LF_2F00.009.201
Engine Firmware:	2LF_1000.007.004
Panel Firmware:	2LC_7000.009.101

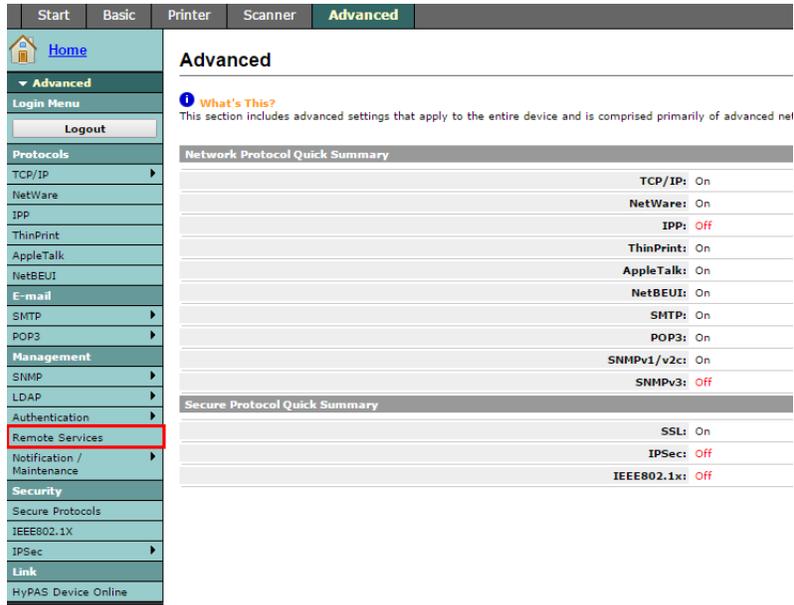
Media Input

Tray	Size	Type	Level
MP Tray	Letter-R	Plain	No Paper
Cassette 1	Letter	Plain	80 %
Cassette 2	Letter	Plain	80 %
Cassette 3	Letter	Plain	No Paper
Cassette 4	Letter	Plain	No Paper

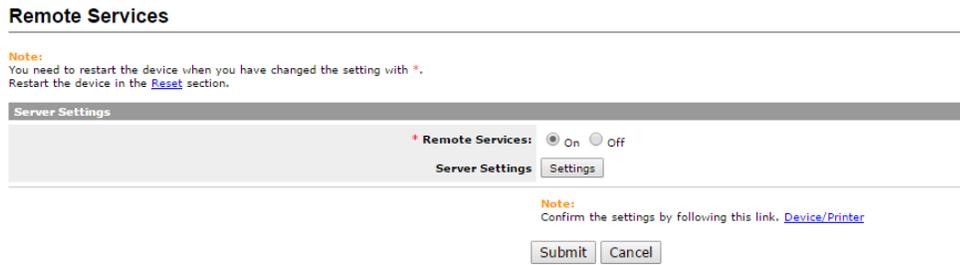
Document Output

Lower Left Tray: Face down

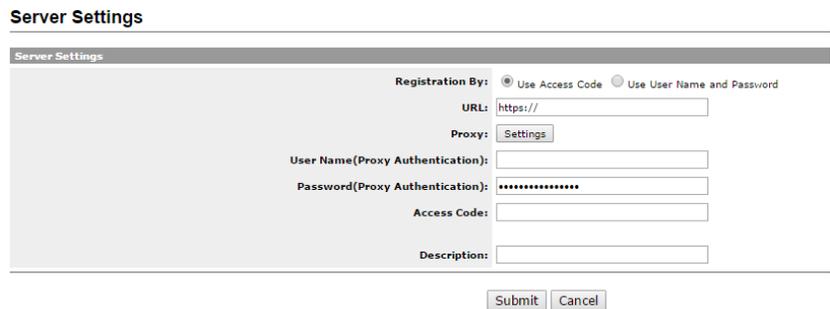
3. Click **Remote Services** on the left navigation



- If **Remote Services** is **Off**, select **On**
Note: Device restart may be required.
 If **Remote Services** is **On**, click on **Settings**



- To register the device in Pending management status **Use Access Code** [To register the device in Managed status skip to step 6.]
 In **URL** put the Registration URL from the KFS Manager
 Including **Proxy Authentication** if necessary
 Enter the **Access Code** of the KFS group the device is getting registered to
Description (optional)
 Click **Submit**



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- To register the device in Managed management status **Use User Name and Password**

Note: This is the user name and password of KFS and not CCRX.

In **URL** put the Registration URL from the KFS Manager

User name: Enter the **Username:Accesscode** in that format with a colon separating the two

Enter the KFS user password

Including **Proxy Authentication** if necessary

Description (optional)

Click **Submit**

Server Settings

2.2 DEVICE PANEL

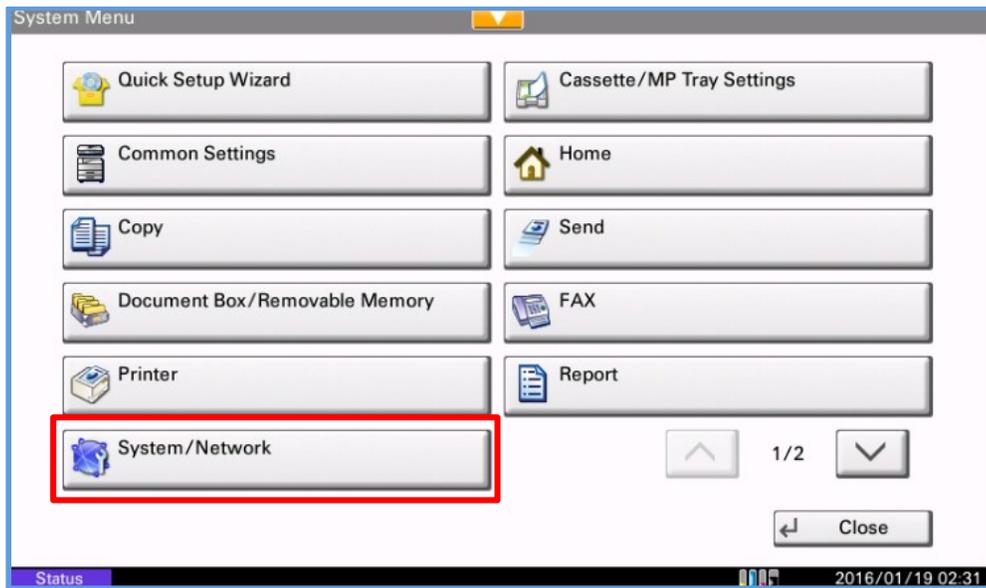
The following are steps to register a device to KFS Manager with the device panel.

- Select **System Menu** from the panel or the button on the key pad



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2. Select **System/Network**

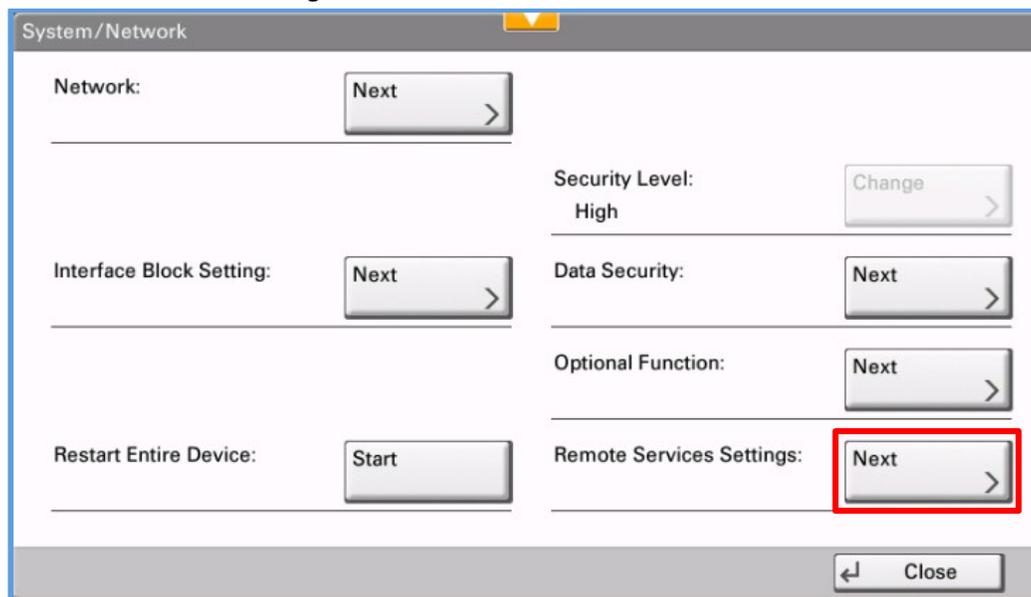


3. Log into the device



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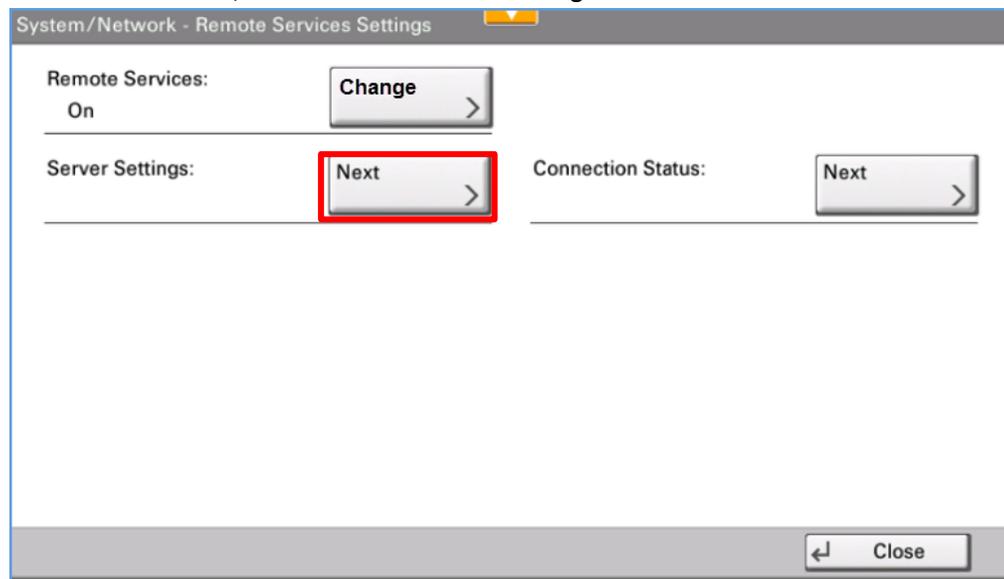
4. Select **Remote Services Settings**



5. If **Remote Services** is **Off**, select **Change** and turn it **On**

Note: Device restart may be required.

If **Remote Services** is **On**, click on **Next** for **Server Settings**



6. To register the device in Pending management status **Use Access Code** [To register the device in Managed status skip to step 7.]

In **URL** put the Registration URL from the KFS Manager

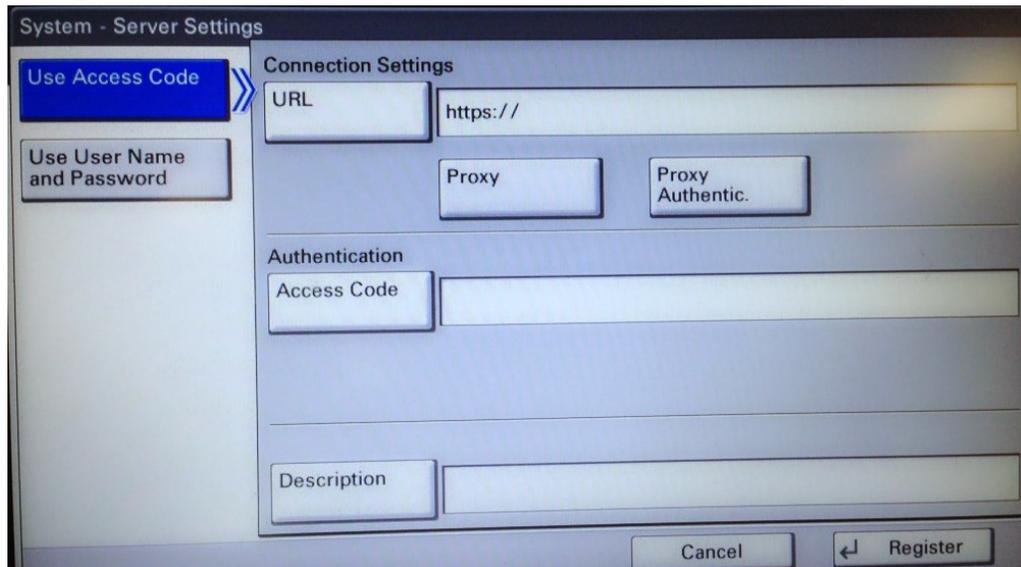
Including **Proxy Authentication** if necessary

Enter the **Access Code** of the KFS group the device is getting registered to

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Description (optional)

Select **Register**



- To register the device in Managed management status **Use User Name and Password**

Note: This is the user name and password of KFS and not CCRX.

In **URL** put the Registration URL from the KFS Manager

User name: Enter the **Username:Accesscode** in that format with a colon separating the two

Enter the KFS user password

Including **Proxy Authentication** if necessary

Description (optional)

Select **Register**



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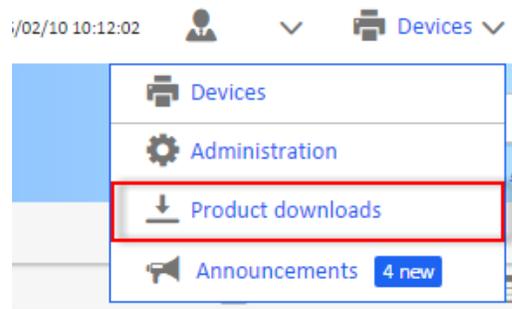
2.3 DEVICE REGISTRATION DIAGNOSTIC TOOL (DRDT)

Multiple devices can be registered at once with the DRDT. The tool will discover all the devices in the network according to the settings and register the devices to the specified server.

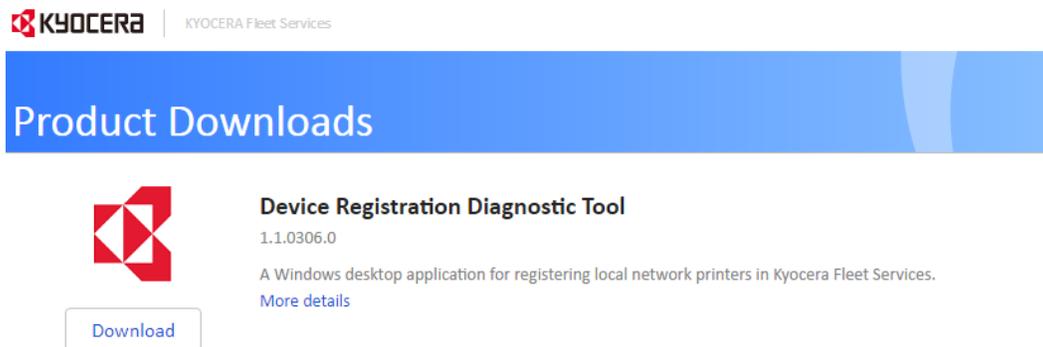
2.3.1 DOWNLOAD THE TOOL

The tool is available for download on the KFS Manage.

1. Upon login, navigate to the **Product downloads** view



2. Click on the name of the tool to activate the download

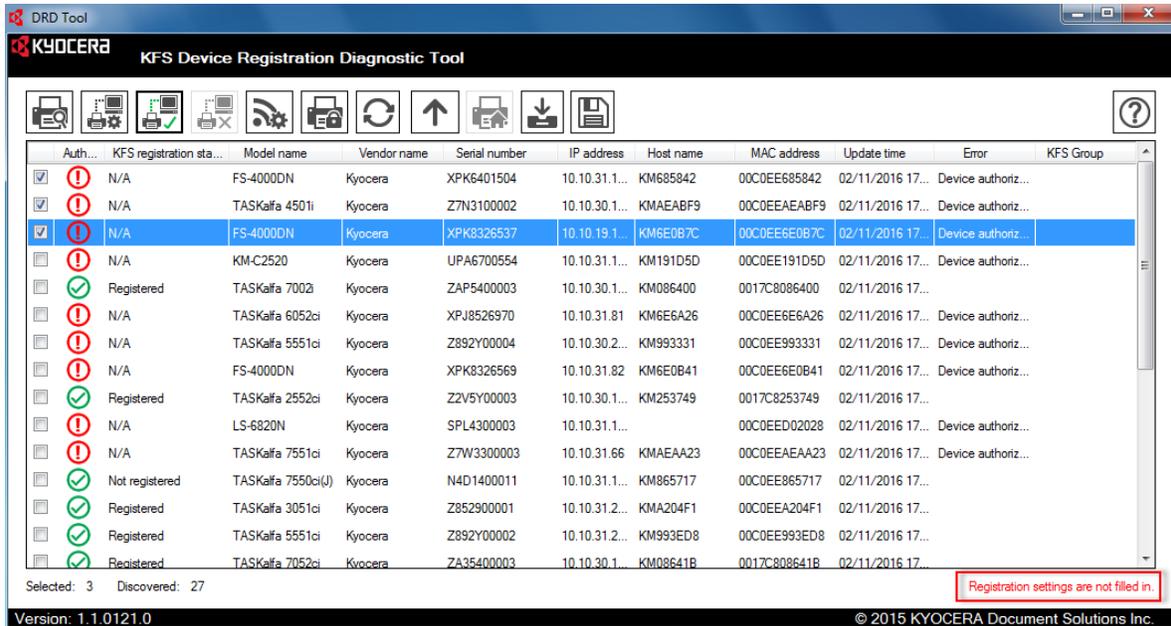


3. Once the download is complete, extract the tool from the zip file

2.3.2 CONFIGURING SETTINGS

There are multiple steps that need to be completed before devices can be registered. Make sure that all the necessary settings are configured to prevent registration error.

If an error were to occur, it will be located on the bottom right of the screen.



2.3.2.1 REGISTRATION SETTINGS AND UNREGISTRATION SETTINGS

Click on the Registration settings button to configure information needed to register and unregister devices to and from KFS. This is where Proxy settings are also configured.



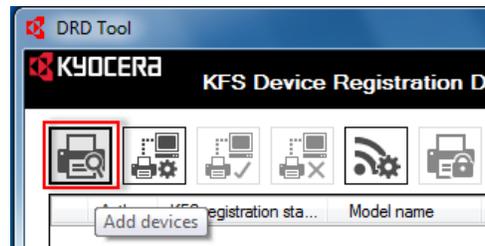
In the Server settings:

1. In **URL**, enter the **Registration URL** from KFS Manager
2. In **Access code**, enter the access code of the group the devices will be registered to
3. To register the devices in Managed management status, select **User credentials** and enter **User name** and **Password**
4. Check if a proxy is used. If no, skip to Step #8
5. Select the Use the proxy checkbox
6. Enter the information for **Host name**, **Port**, **User name**, and **Password**
7. Click the Start diagnostic button in proxy and registration settings (optional)
8. Click on the Ungristration tab and repeat above steps
9. Click OK

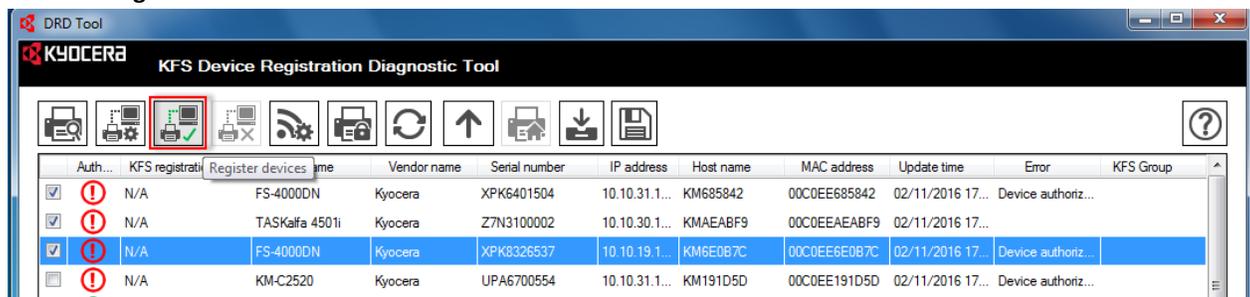
2.3.3 DISCOVERING DEVICES

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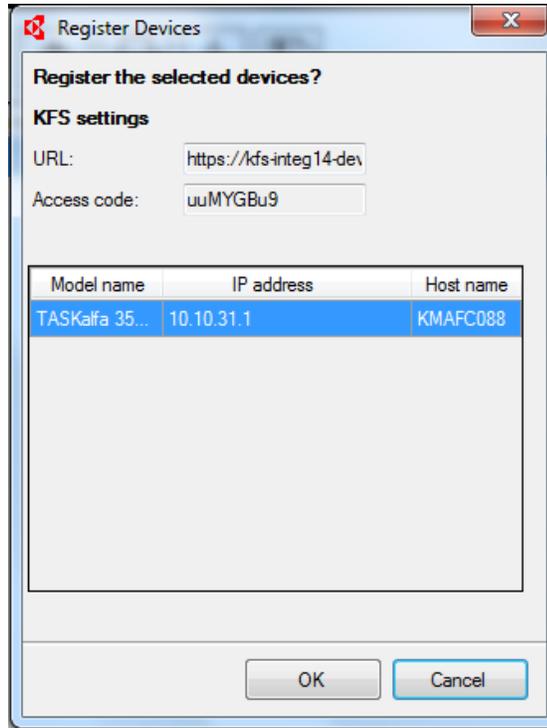
Devices must be connected to the network in order to be discovered and added to the tool. Once the devices are added, they can be registered to KFS.



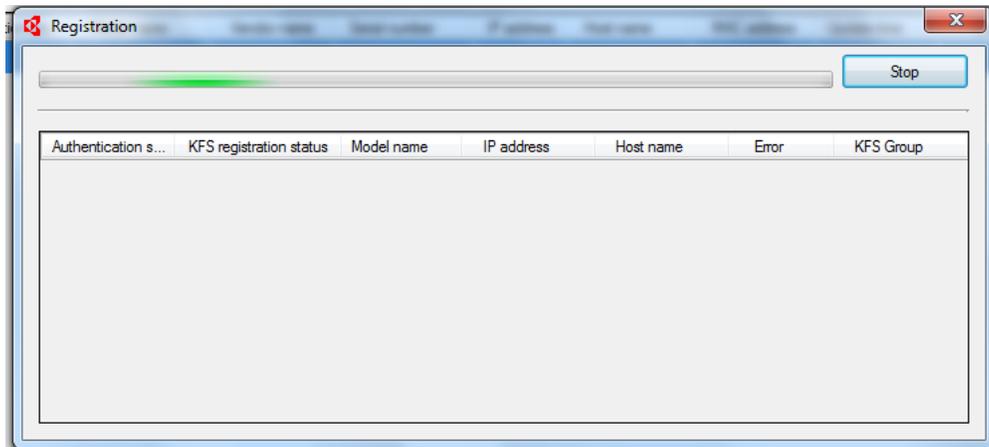
1. Click on the **Add devices** button
2. Select a **Discovery method**
 - a. **Search for network printers:** will discover all printers connected to the network
 - b. **Search by host name or IP address:** will give options (**Local network, Host name, IP address, IP range**) to limit the search
3. Click **Next**
4. Enter the **Communication settings** and **Device login** information
5. Click **Next**
6. Look over the configuration summary
7. Click **Start**
8. After the discovery is completed and the list of devices appear, select the checkboxes of the devices to register to KFS
9. Click the **Register devices** button



10. Review the data and click **OK**



11. The progress dialogue shows when registration is complete and if there are errors



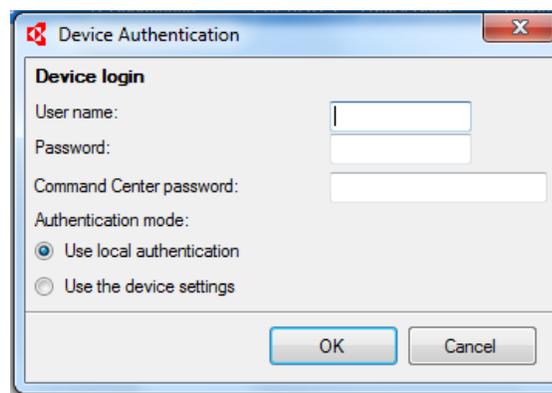
2.3.4 DEVICE AUTHENTICATION

It is possible that the device authentication settings have been changed for security reasons. In that case, in order for the DRDT to register the device, the unique device authentication information needs to be specified here.

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1. Select the devices you want to configure
2. Click on the Device authentication button



3. Enter **User name**, **Password** for CCRX devices
4. If applicable, enter the **Command Center password** (default password: **admin00**)
5. Select **Authentication mode**
6. Click **OK**

2.3.5 XMPP SETTINGS

XMPP settings is used to check whether or not there is a connection issue between the device and KFS Manager. This will be useful if the device is registered to KFS, but the status does not indicate Ready or if tasks fail to start. If the XMPP diagnostics fail, then you will know it is an XMPP issue and you might need to consult with the local IT team.

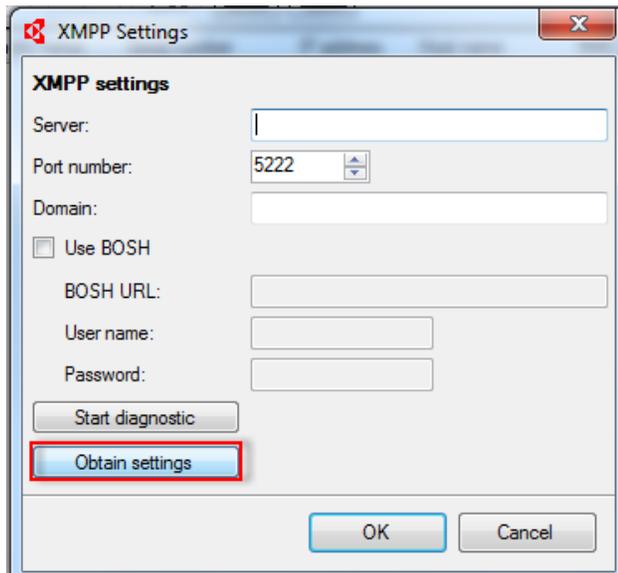
Unless specifically told to connect to a specific server, there should not be a need to manually configure any of the XMPP settings.

1. Click on the **XMPP settings** button

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2. Click on the **Obtain settings** button
3. Click **Start diagnostic** button



4. The diagnostic progress will start and display results after it is finished. Click OK.
5. Click OK to close the dialogue

2.4 GATEWAY (GW)

Gateway is a communication mechanism that allows communication between KFS and third party devices and legacy KYOCERA devices. Gateway can also be used to register KYOCERA Device Agents (DA) that have Remote Services firmware. Once the GW is connected to the local network, it can discover devices and register them to the indicated KFS group.

There are two GW options: Gateway for IB and Gateway for Windows. GW IB runs on custom hardware and GW Win runs locally on a Windows PC.

There are two logins for GW.

- Service: Allows users to register devices in **Managed** status
(Default user name: **Service**/ password: **Service#1234**)
- Admin: Can only register devices in **Pending** status
(Default user name: **Admin**/ password: **Admin#1234**)

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GW IB is a separate console; therefore, if you do not already possess one, you must contact KDC, RHQ, or your service provider.

Note: The images in this section are taken with a Admin login on GW IB.

Disclaimer: GW PC runs on Windows operating systems. It is recommended to use a Windows Server OS as typical installations will require 24/7 operation. The Windows version of GW requires the 32bit version of the Java SDK. The full SDK must be installed on the system. The Java Runtime (JRE) by itself is insufficient. The 64bit version of Java is currently not compatible. More information is available in the KFS Gateway Installation Guide.

2.4.1 REGISTERING GW

1. Log into the GW (Default: **https://{URL}:8443/gatewayapp**)
2. Navigate to Preferences
3. Fill out the information in General tab to register the GW to KFS

Manager URL: Enter the **Registration URL** from KFS Manager

Note: Make sure to not enter "https://" into the text field

Manager login (optional): Enter KFS credentials if desired. If not, simply deselect the checkbox

Access code: Enter the **Access code** for the group you want to register the GW to

Description (optional)

4. Click **Register**

The screenshot shows the 'Gateway for IB' interface. On the left is a sidebar with a user profile for 'admin' (last visit: 03/12/2012 10:04) and a search bar. The main content area is titled 'Preferences' and has four tabs: 'General', 'Basic setup', 'Discovery settings', and 'Security settings'. The 'General' tab is active and contains the following information:

- Gateway ID:** boxgw-0001C0134146
- Registration status:** Not registered
- Connection status with Manager:** Offline
- Group name:** -
- Manager URL:** https://
- Manager authentication:**
 - Manager login
 - User name: [text input]
 - Password: [password input]
- Access code:** [text input]
- Description:** [text area]

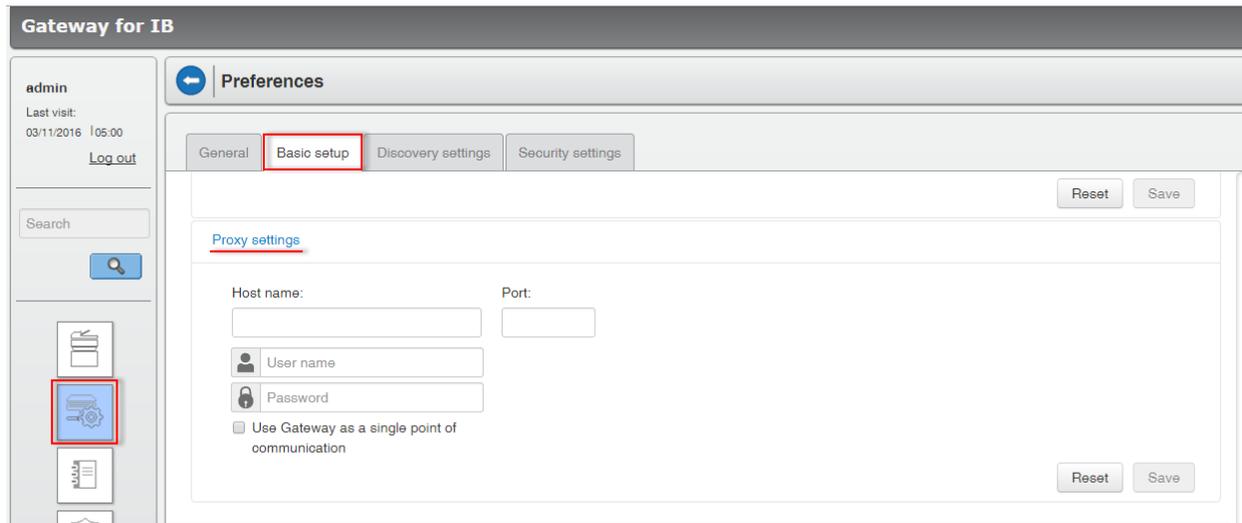
A 'Register' button is located in the bottom right corner of the page.

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GW IB

2.4.2 BASIC SETUP

After registering the GW to KFS, navigate to **Basic setup** tab if you need to configure proxy settings.



2.4.2.1 GATEWAY IB PROXY OPTIONS

For GW IB, **Proxy settings** has an option to **Use Gateway as a single point of communication**. The box can be set as the proxy server. By selecting this checkbox, all of the communication for device registered via GW will be channeled through the GW proxy. This option is available only on GW IB. The Windows version of GW does not include an embedded proxy. The system upon which GW PC runs can be configured with your own proxy solutions and used to channel all communications.

The following are other options users can consider for GW IB:

- Customer does not have a proxy server; Devices with Remote Services firmware connect directly to KFS, others devices connect to GW IB
- Customer has their own proxy server and does not use GW IB as a proxy; Devices with Remote Services firmware connect to corporate proxy, other devices connects to GW IB
- Customer does not have their own proxy server, so they use GW IB as a proxy; Devices with Remote Services firmware and other devices connect directly to GW IB
- Customer has their own proxy server and also uses GW IB as an additional proxy; Devices with Remote Services firmware and other devices connect directly to GW IB which forwards all traffic to another proxy

2.4.2.2 GATEWAY PC PROXY OPTIONS

Though GW PC does not have a setting to configure single point communication, there are other options to yield the same result. The options are as followed:

- Customer does not have a proxy server; Devices with Remote Services firmware connect directly to KFS, other devices connect to GW PC

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- Customer has their own separate proxy server; Devices with Remote Services firmware connect to corporate proxy, other devices connects to GW PC
- Customer has GW PC installed on their corporate proxy server; Devices with Remote Services firmware and other devices connect directly to the proxy/GW PC
- Customer has GW PC which is also the proxy server and they have their own separate proxy server; Devices with Remote Services firmware and other devices connect directly to the GW PC which forwards all traffic to another proxy

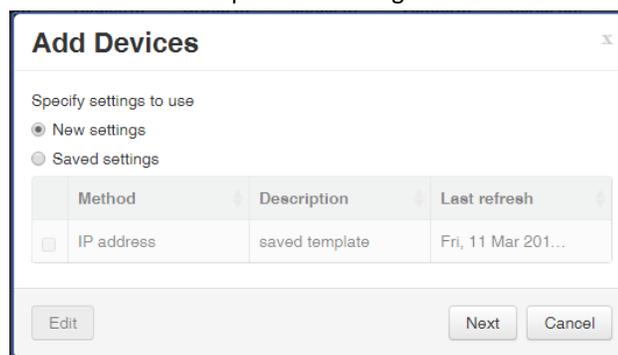
2.4.3 DISCOVERING DEVICES

Before devices can be registered to KFS, first you must discover the devices on the network.

1. Navigate to Devices view
2. Click Add devices button



3. Select a setting when Add Devices wizard appears, click Next
New settings: If there are no saved settings or none that fit your needs. You can save this setting later.
Saved settings: Pick from the list if there is a previous setting that was saved that meets the criteria



4. Select a **Discovery method**, click Next
Search for network printers: This will discover all printers on the network
Search by host name or IP address: This option will limit the search by specifying some parameters
Search for USB connected devices: Select this if there are USB connected devices in the office

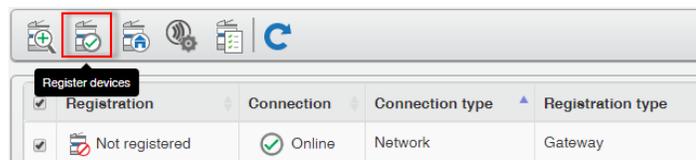


5. Fill out the **Communication settings**
Note: The default settings are usually ok. Change the settings if you have unique configurations.
6. Scroll down to fill in Device login information if desired
Note: This will only allow access to devices with those credentials. If devices have different credentials, then separate discoveries are necessary.
7. Select **Save settings** checkbox and add a **Description** (optional)
8. Select **Automatic registration mode** to register devices automatically after discovery (optional)
Note: This will always register the devices in **Pending** status
9. Click Next
10. Confirm the settings, click **Start Discovery**

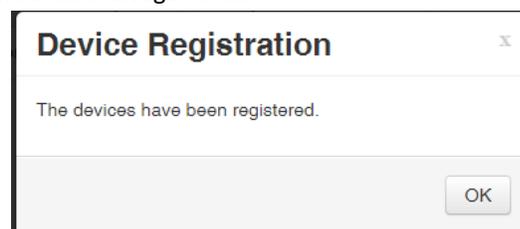
2.4.4 REGISTERING DEVICES

Note: This is not necessary if the **Automatic registration mode** checkbox was selected during discovery setup.

1. Select the devices to register from the list that was discovered
2. Click Register devices button



3. Fill out the Authentication mode information
Manager login: Enter KFS credentials
Note: Optional if logged in as Admin. Mandatory if logged in as Service.
Access code: Enter the **Access code** for the group you want to register the device to
4. Dialog will appear to confirm successful registration



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3 TROUBLE SHOOTING

The following are some tips on what could be the solution to registration issues.

3.1 KFS GROUP DATA

Check that the Registration URL, Access code, User name, and Password are correct. Make sure that it is actually the registration URL and not the web address.

3.2 CHECK INTERNET CONNECTION

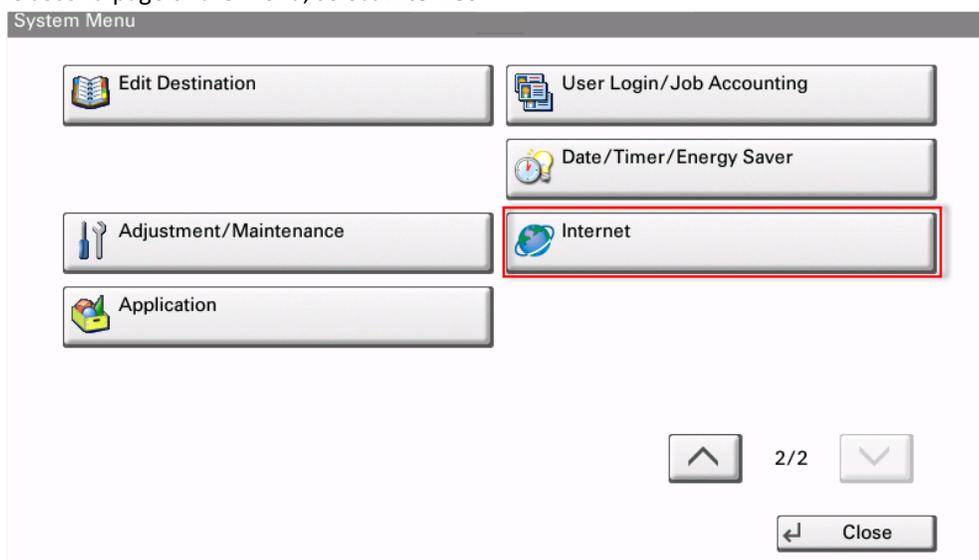
Check that the device is connected to the network and has access to the internet. If the device cannot access the internet after following the below steps, then it is likely the reason device registration is failing.

Note: Internet browser does not need to be on to register. This is just a means to check if the device is connected to the network.

3.2.1 INTERNET BROWSER STATUS

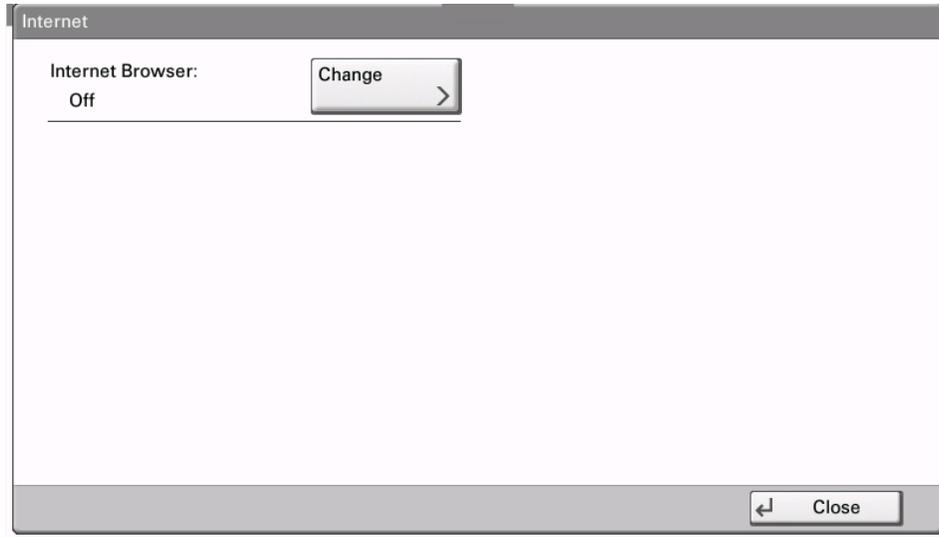
Make sure the device has **Internet browser** setting on.

1. Access **System Menu** on the device
2. On the second page of the menu, select **Internet**

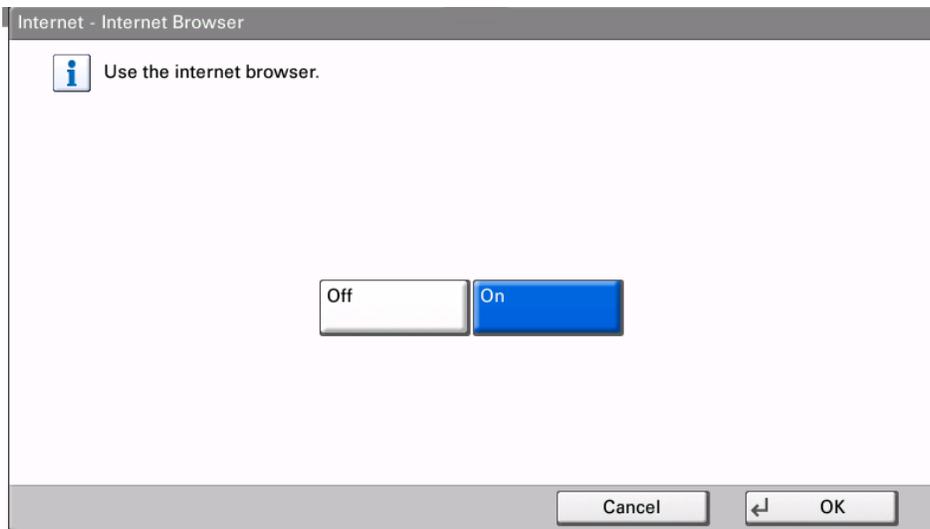


3. Check that Internet Browser is On. If not, Select Change

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4. Select **On** and **OK**



5. Select **OK** on the popup dialogue

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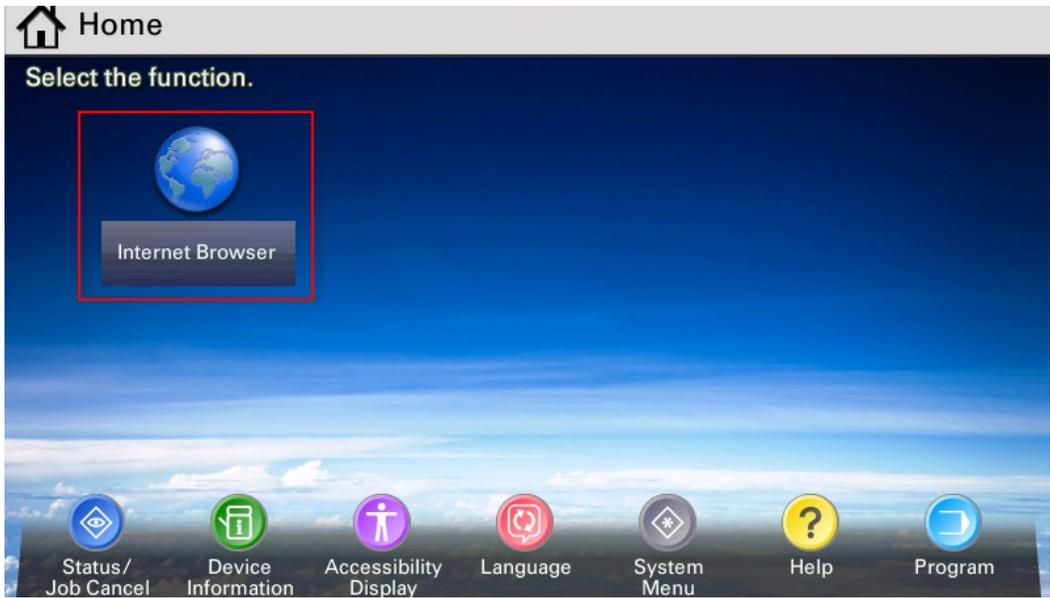
6. Select the Internet Browser icon. Select Save



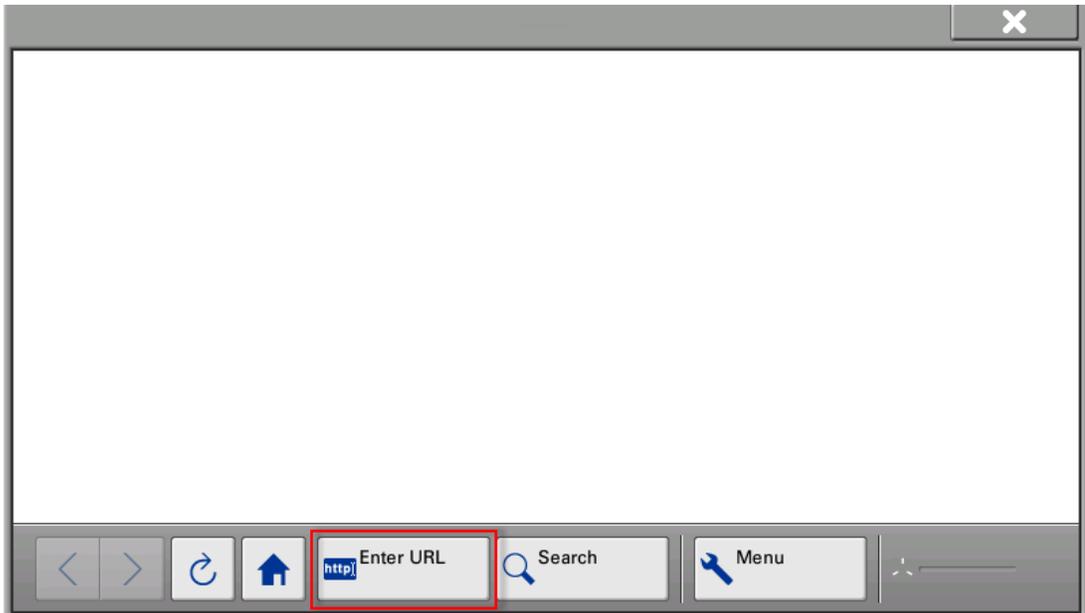
3.2.2 ACCESSING THE INTERNET

1. Select the Internet Browser icon on the device panel

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2. The menu will appear and you can enter in the URL of your choice



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3.3 DEVICE REGISTRATION STATUS

Be sure that the device is not already registered to another server. If it is, you need to remove it from the server before you can register it to the intended server.

3.3.1 DEVICE PANEL STEPS

If a device is not registered to a server, the following steps will lead you to the screen to start the registration process on the device panel.

1. Select System Menu
2. Select System/Network
3. Enter User name/Password
4. Select Remote Services Settings
5. Remote Services should be On
6. Server Settings button should be enabled

3.3.2 CCRX STEPS

If a device is not registered to a server, the following steps will lead you to the screen to start the registration process on CCRX.

1. Log in
2. Select Management Settings
3. Select Remote Services
4. Remote Services should be ON
5. Settings button should be enabled

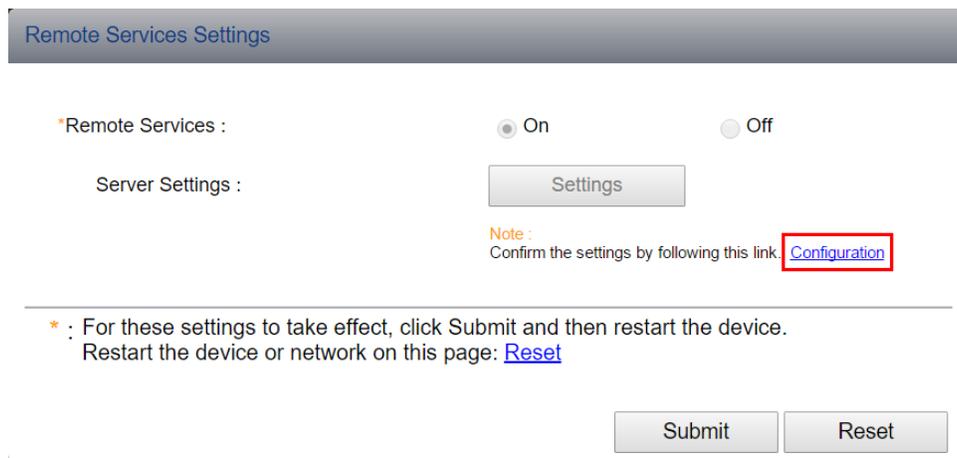
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3.3.3 DETERMINE THE CURRENT SERVER WITH CC/CCRX

If the Settings button is disabled, it means the device is already registered to a server. Use CC/CCRX to determine the server the device is registered to.

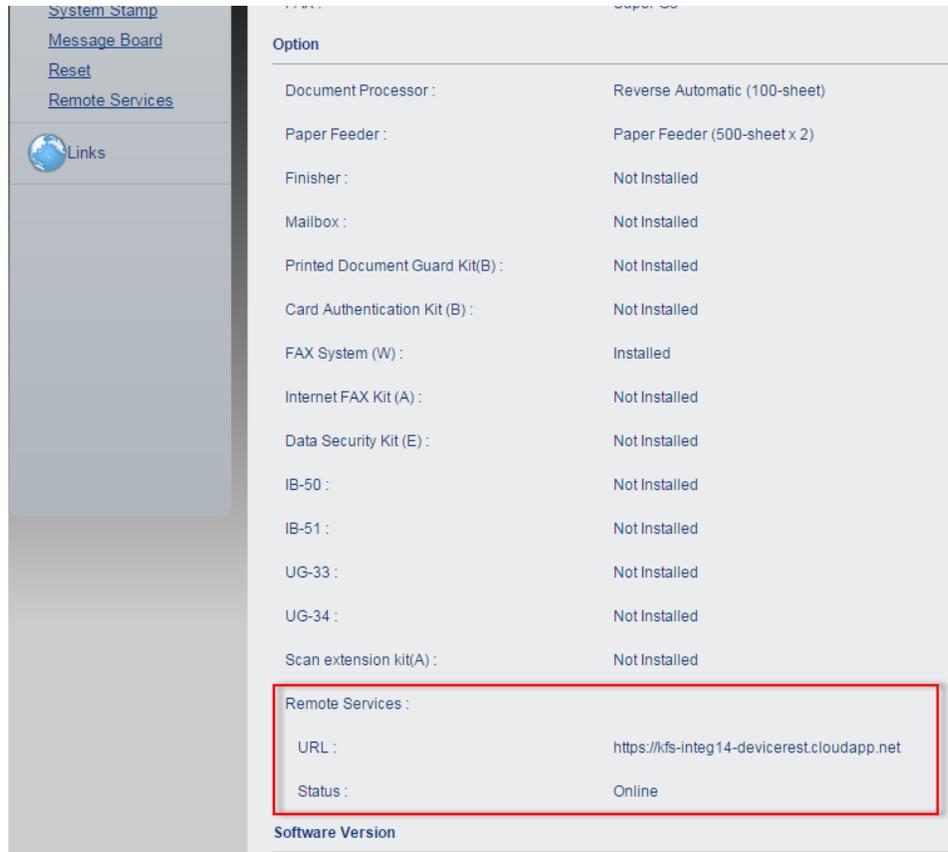
3.3.3.1 CCRX

1. Log in to CCRX
2. Select Management Settings
3. Select Remote Services
4. Settings button should be disabled
5. Click on the **Configuration** button
6. Scroll down to the **Option** section
7. Locate the **Remote Services** entry
8. The **URL** will identify the server which the device is registered to



The screenshot shows the 'Remote Services Settings' page. At the top, there is a header 'Remote Services Settings'. Below it, there are two radio buttons for 'Remote Services': 'On' (selected) and 'Off'. Underneath, there is a 'Server Settings' section with a disabled 'Settings' button. A note in orange text says 'Note: Confirm the settings by following this link.' followed by a blue link labeled 'Configuration' which is highlighted with a red box. At the bottom of the page, there are two buttons: 'Submit' and 'Reset'. A horizontal line is present above the 'Submit' and 'Reset' buttons.

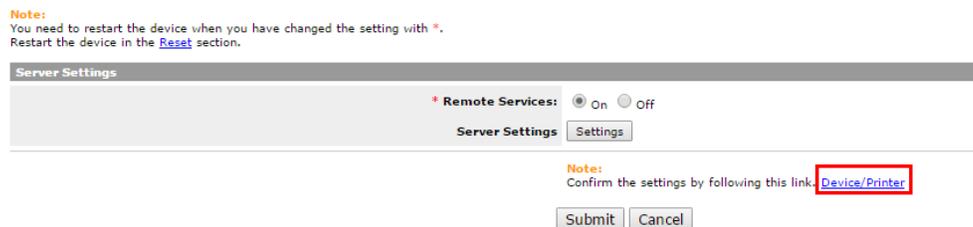
* : For these settings to take effect, click Submit and then restart the device.
Restart the device or network on this page: [Reset](#)



3.3.3.2 CC

1. Log in to CC
2. Select **Settings** on the left navigation
3. Select **Advanced** tab
4. Select **Remote Services** on the left navigation
5. Settings button should be disabled
6. Click on the **Device/Printer** hyperlink
7. Locate the **Remote Services** section on the lower right column
8. The **URL** will identify the server which the device is registered to

Remote Services



The screenshot shows the 'Device / Printer Status Page' with a navigation menu on the left and several configuration sections on the right. A red box highlights the 'Remote Services' section.

Media Input			
Tray	Size	Type	Level
MP Tray	Letter-R	Plain	No Paper
Cassette 1	Letter	Plain	80 %
Cassette 2	Letter	Plain	80 %
Cassette 3	Letter	Plain	No Paper
Cassette 4	Letter	Plain	No Paper

Document Output	
Lower Left Tray:	Face down
Right Tray:	Face down
Upper Left Tray:	Face down

Memory	
Total Memory:	2048 MB

Advanced Options	
Security Kit(E):	Not installed
Document Guard(A):	Not installed
Card Authentication Kit(B)/Reader:	Not installed /Not Recognized
UG-34:	Installed

Remote Services	
URL:	
Status:	

3.3.4 HOW TO ENABLE REGISTRATION SETTINGS

Remote Services feature may be disabled on the device. They must be on in order for the features to be available on the device panel, CCRX, and DRDT.

1. Enter Maintenance mode
2. Enter U520
3. Select **OFF**
4. Power cycle the device
5. Repeat steps to turn Remote Services back on

3.4 PROXY SETTINGS

Proxy settings are not required. If a customer network does not require or support proxy settings, the setting needs to be off.

3.4.1 PROXY SETTINGS OFF

1. Log into CCRX
2. Select Network Settings
3. Select General
4. Turn Proxy Settings **Off**
OR from the Registration screen
 1. Select Settings for Proxy
 2. Check Proxy Settings

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3.4.2 PROXY SETTINGS ON

1. Log into CCRX
2. Select **Network Settings**
3. Select **General**
4. Turn **Proxy Settings On**
5. Check **Proxy Server (HTTP)** information
6. Check **Port Number (HTTP)** information
7. During registration, fill out the correct proxy information
Note: Proxy credentials are filled out during registration and not saved on the device.
8. **User Name (Proxy Authentication)**
9. **Password (Proxy Authentication)**

3.5 DOMAIN NAME SYSTEM (DNS) SETTINGS

Some customers may have a DNS set up. If settings are set up incorrectly, it may block internet connection from devices. Follow the steps to check settings and contact local IT department for assistance.

3.5.1 CCRX STEPS

1. Log into CCRX
2. Select **Network Settings**
3. Select **TCP/IP**
4. Check DNS settings

3.6 ERROR CODES

Sometimes CCRX will display an error code when it is unable to register a device to a server.

- 500 error: is a general server error
- 400 errors: usually means some sort of communication error