KYOCERA Document Solutions Inc.

KYOCERA FLEET SERVICES

DEVICE REGISTRATION GUIDE

VERSION 1.2

TABLE OF CONTENTS

1	Overvie	3	
	1.1 Lo	cating Registration URL and Access code	3
2	Registra	ation	4
	2.1 Co	mmand Center (CC)/Command Center RX (CCRX)	5
	2.1.1	CCRX	5
	2.1.2	Command Center	7
	2.2 De	vice Panel	9
	2.3 De	vice Registration Diagonostic Tool (DRDT)	
	2.3.1	Download the tool	13
	2.3.2	Configuring settings	13
	2.3.2	.1 Registration settings and unregistration settings	14
	2.3.3	Discovering devices	14
	2.3.4	Device authentication	16
	2.3.5	XMPP settings	17
	2.4 Ga	nteway (GW)	
	2.4.1	Registering GW	19
	2.4.2	Basic setup	20
	2.4.2	.1 GAteway IB Proxy Options	20
	2.4.2	.2 Gateway PC Proxy Options	20
	2.4.3	Discovering devices	21
	2.4.4	Registering devices	22
3	Trouble	e shooting	23
	3.1 KF.	S group data	23
	3.2 Ch	eck Internet connection	23
	3.2.1	Internet browser status	23
	3.2.2	Accessing the internet	25
	3.3 De	evice Registration status	27
	3.3.1	Device panel steps	27
	3.3.2	CCRX steps	27
	3.3.3	Determine the current server with CC/CCRX	28
	3.3.3	.1 CCRX	28
	3.3.3	.2 CC	29
	3.3.4	How to enable registration settings	

KFS	Version: 1.2
Device Registration Guide	

3.4	Prox	y settings	.30
3.4.	1	Proxy settings off	.30
3.4.2	2	Proxy settings on	.31
3.5	Dom	nain name system (DNS) settings	.31
3.5.	1	CCRX steps	.31
3.6	Erro	r codes	.31

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

KYOCERa	KYOCERA Fleet Services					Last	: login : 2016/03/10 1	11:10:28	80 new	. ~	Devic	es 🗸 🚺
ABC Devices	* •									Serial nu	mber	Adva
🖶 Devices	∎ Dashboard	Q Notifications	📈 Graphi	ical reports	🗉 List re	ports	🗟 Task statu:	5				
										📝 Edit	custom fields	🛄 Disp
	« »	Tasks 🗸 More 🗸 Re	C fresh	View	General	\sim			Model name	`	 Search 	
Grou	p name 🔨	Serial nu Model n	mber ame	Host name		Stat	tus 🔨	(System	Firmware version n firmware, Engine fir	mware)	Toner ii (K,	nformation C, M, Y)
🗸 🤽 АВС	2	Managed										

KFS	Version: 1.2
Device Registration Guide	

-	Devices	E Dashboard	Q Notifications	🛃 Graphical reports	📋 List reports	🗟 Task status			
								📝 Edit custom fi	elds 🛛 🎹 Di
							Group name	✓ Searce	ch
			Grou	o name		^	Devices (Managed/Total)	Т	otal device cour (Managed/Total
★ Fa	vorites								
Al	groups								
~	ROO	т					0/0		110/ 🚺
>	£ .	Group1					0/1		0/()
>	.	Group2					0/0		0/()
	R 1	00 Maps					2/2		
~	 A	BC					2/2		2/ ()

Devices view

	Services		Last login : 2016/02/19 09:40:27	A	✓ Administration ✓
Administratior Groups	1				_
📕 Groups 🔒 Users	🛔 Gateway 🔲 Mobile	Firmware packages			
	- 0 0			0	to fourt
Add Edit Move Delete Im	port Logs 🗸 Refresh			Group name	✓ Search
	Group name	~	Parent group		Description
V 👷 ABC		-		·	→ ()
> 👥 dealer		ABC			$\textcircled{\textbf{0}}$

Administration view

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

	Details	? 8		
ABC		<u>^</u>		
Dealer (Delegated group)				
Description				
Description Registration URL	https://kfs-integ14-devicerest.cloudapp.net			
Description Registration URL Access code	https://kfs-integ14-devicerest.cloudapp.net uuMYGBu9			
Description Registration URL Access code Customer name	https://kfs-integ14-devicerest.cloudapp.net uuMYGBu9			

2 **REGISTRATION**

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

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

KFS	Version: 1.2
Device Registration Guide	

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

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

Ka(Comm	and	Center R		4SKalfa ^{&S}	Model : TASKalfa 3051ci Host Name : KM993329 Location :
	<u>Home</u>	-	English ~	Auto-refres	h	Last Updated : 2015/12/03 11:54:35
Admir	1 Login	Device St	atus			
	User Name	Device		Status		
	Admin Password		Printer	۲	Sleeping	
	Login		Scanner	۲	Sleeping	

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



KFS	Version: 1.2
Device Registration Guide	

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

Domoto Convisoo Cottingo	
Remote Services Settings	
"Remote Services :	On Off
Server Settings :	Settings
	Note : Confirm the settings by following this link. <u>Configuration</u>
* : For these settings to take effect, cl Restart the device or network on th	lick Submit and then restart the device. his page: <u>Reset</u>
	Submit Reset

5. 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**

& KYDCERa Com	mand Center RX	Model : TASKalfa 3051ci Host Name : KM993329 Location :
home Home	Server Settings	Last Updated: 2016/01/16 02:04:41
Admin	Management Settings : Remote Services	
Logout	Server Settings	
	Registration By :	Use Access Code Use User Name and Password
Device Information	> URL :	https://
Job Status	> Proxy :	Settings
	> User Name :	
Address Book	> Password :	•••••
Device Settings	Access Code :	
Function Settings	Description :	
Network Settings	Back	Submit Reset
Security Settings		

6. 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.

KFS	Version: 1.2
Device Registration Guide	

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

including Floxy Authentication in necess

Description (optional) Click **Submit**

Server Settings		
Registration By :	O Use Access Code	 Use User Name and Password
URL:	https://	
Proxy :		Settings
Proxy Authentication :		
User Name :		
Password :	••••••	
User Name :		
Password :		

2.1.2 COMMAND CENTER

1. Enter password (Default is admin00)

Description :

Back

2. Click the **Advanced** tab

& KYDCERa	Command Ce	nter FX		Mo Ho TASKalfa	del : TASKalfa 6500i st Name :KM661190 cation :	
Start Basic	Printer Scanner Advanced					
Home	<u>Start</u> > Status Pages: Device/Printer					
▼ Start	Device / Printer Status Page)				
Login Menu						
Logout	Device Details		Media Input			
Status Pages	Model:	TASKalfa 6500i	Tray	Size	Туре	Level
Network 🕨 🕨	Serial Number:	SPL0Y13986	MP Tray	Letter-R	Plain	No Paper
Security	Asset Number:		Cassette 1	Letter	Plain	80 %
Device / Printer	System Firmware:	2LF_2F00.009.201	Cassette 2	Letter	Plain	80 %
Scanner	Engine Firmware:	2LF_1000.007.004	Cassette 3	Letter	Plain	No Paper
Counters •	Panel Firmware:	21.C. 7000.009.101	Cassette 4	Letter	Plain	No Paper
Information	, and the second s	220_700010031101				
User Login	Device Settings		Document Output			
	Administrator Decemends	Defined	Lo	wer Left Tray: Face	down	

Submit

Reset

3. Click Remote Services on the left navigation

Start	Basic	Printer	Scanner	Advanced				
Home		Adva	inced					
 Advanced 								
ogin Menu		🕕 Wha	t's This?					
Logout	t	This sect	ion includes adv	anced settings tha	t apply to the ent	ire device and is co	mprised prima	rily of advanced
rotocols		Netwo	rk Protocol Qu	ick Summa ry				
CP/IP	•						TCP/IP:	On
etWare							NetWare:	On
PP P							TDD	Off
hinPrint							ThinDrints	0.0
opleTalk							ThinPrint:	On
etBEUI							AppleTalk:	On
-mail							NetBEUI:	On
МТР	•						SMTP:	On
DP3	•						POP3:	On
anagement						:	SNMPv1/v2c:	On
NMP	•						SNMPv3:	Off
DAP	•	Secure	Protocol Quic	k Summary				
uthentication	•							
emote Services							SSL:	On
otification /	•						IPSec:	Off
aintenance							IEEE802.1x:	Off
ecurity								
ecure Protocols								
EE802.1X								
Sec	•							
ink								
yPAS Device Or	nline							

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

Remote Services	
Note: You need to restart the device when you have changed the setting with *. Restart the device in the <u>Reset</u> section.	
Server Settings	
* Remote Services:	● On ○ Off
Server Settings	Settings
	Note: Confirm the settings by following this link. <u>Device/Printer</u>
	Submit Cancel

5. 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**

Server Settings	
Server Settings	
Registration By:	Use Access Code Use User Name and Password
URL:	https://
Proxy:	Settings
User Name(Proxy Authentication):	
Password(Proxy Authentication):	•••••
Access Code:	
Description:	
	Submit Cancel

KFS	Version: 1.2
Device Registration Guide	

6. 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

Registration By:	Use Access Code 🖲 Use User Name and Password
URL:	https://
Proxy:	Settings
User Name(Proxy Authentication):	
Password(Proxy Authentication):	•••••
User Name:	
Password:	•••••
Description:	
	Submit Cancel

2.2 DEVICE PANEL

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

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



KFS	Version: 1.2
Device Registration Guide	

2. Select System/Network

System Menu [
Quick Setup Wizard	Cassette/MP Tray Settings
Common Settings	Home
Сору	Send
Document Box/Removable Memory	FAX
Printer Printer	Report
System/Network	1/2
	← Close
Status	2016/01/19 02:31

3. Log into the device

🔁 Enter login user name and password.	
Login User Name	
# Keys	
Password	
# Keys	
Cancel 🖌 Login	
Chattan 2016 /01 /10 02	

KFS	Version: 1.2
Device Registration Guide	

4. Select Remote Services Settings

vstem/Network Network:	Next >	└── ()	
		Security Level: High	Change >
Interface Block Setting:	Next >	Data Security:	Next >
		Optional Function:	Next >
Restart Entire Device:	Start	Remote Services Settings:	Next >
			↓ Close

5. If **Remote Services** is **Off**, select **Change** and turn it **On Note**: Device restart may be required.

in Remote Services is On, click off Next for Server Settings	
--	--

System/Network - Remote	e Services Settings 🛛 🛏		
Remote Services: On	Change >		
Server Settings:	Next >	Connection Status:	Next >
			 ✓ Close

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

KFS	Version: 1.2
Device Registration Guide	

Description (optional)

Select Register

System - Server Setting	S			
Use Access Code	Connection Settin	igs		
	URL	https://		
Use User Name and Password		Proxy	Proxy Authentic.	
	Authentication			
	Access Code			
	Description			
			Cancel	← 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

System - Server Setting	S						
Use Access Code	Connection Settin	ction Settings					
	URL	https://					
Use User Name and Password		Proxy	Proxy Authentic.]			
	Authentication						
	User Name						
	Password						
	Description						
			Cancel	← Register			

KFS	Version: 1.2
Device Registration Guide	

2.3 DEVICE REGISTRATION DIAGONOSTIC 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

	tA Fleet Services
Product Dov	wnloads
	Device Registration Diagnostic Tool
	A Windows desktop application for registering local network printers in Kyocera Fleet Services. More details
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.

Version: 1.2 **Device Registration Guide**

e li	ICER	KFS Device	e Registration	Diagnostic T	ool							
=0	₹		· •		•						[(7
	Auth	KFS registration sta	Model name	Vendor name	Serial number	IP address	Host name	MAC address	Update time	Error	KFS Group	
/	0	N/A	FS-4000DN	Kyocera	XPK6401504	10.10.31.1	KM685842	00C0EE685842	02/11/2016 17	Device authoriz		
7	①	N/A	TASKalfa 4501i	Kyocera	Z7N3100002	10.10.30.1	KMAEABF9	00C0EEAEABF9	02/11/2016 17	Device authoriz		
Z	①	N/A	FS-4000DN	Kyocera	XPK8326537	10.10.19.1	KM6E0B7C	00C0EE6E0B7C	02/11/2016 17	Device authoriz		
	①	N/A	KM-C2520	Kyocera	UPA6700554	10.10.31.1	KM191D5D	00C0EE191D5D	02/11/2016 17	Device authoriz		
1	\oslash	Registered	TASKalfa 7002i	Kyocera	ZAP5400003	10.10.30.1	KM086400	0017C8086400	02/11/2016 17			
1	①	N/A	TASKalfa 6052ci	Kyocera	XPJ8526970	10.10.31.81	KM6E6A26	00C0EE6E6A26	02/11/2016 17	Device authoriz		
	①	N/A	TASKalfa 5551ci	Kyocera	Z892Y00004	10.10.30.2	KM993331	00C0EE993331	02/11/2016 17	Device authoriz		
1	①	N/A	FS-4000DN	Kyocera	XPK8326569	10.10.31.82	KM6E0B41	00C0EE6E0B41	02/11/2016 17	Device authoriz		
	\oslash	Registered	TASKalfa 2552ci	Kyocera	Z2V5Y00003	10.10.30.1	KM253749	0017C8253749	02/11/2016 17			
	1	N/A	LS-6820N	Kyocera	SPL4300003	10.10.31.1		00C0EED02028	02/11/2016 17	Device authoriz		
1	1	N/A	TASKalfa 7551ci	Kyocera	Z7W3300003	10.10.31.66	KMAEAA23	00C0EEAEAA23	02/11/2016 17	Device authoriz		
1	Ø	Not registered	TASKalfa 7550ci(J)	Kyocera	N4D1400011	10.10.31.1	KM865717	00C0EE865717	02/11/2016 17			
	õ	Registered	TASKalfa 3051ci	Kyocera	Z852900001	10.10.31.2	KMA204F1	00C0EEA204F1	02/11/2016 17			
1	õ	Registered	TASKalfa 5551ci	Kyocera	Z892Y00002	10.10.31.2	KM993ED8	00C0EE993ED8	02/11/2016 17			
1	õ	Registered	TASKalfa 7052ci	Kvocera	ZA35400003	10.10.30.1	KM08641B	0017C808641B	02/11/2016 17			
ecto	ed: 3	Discovered: 27								Registration :	settings are not f	filled

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.

🔇 DRD	Tool					
🕵 КУ	DCERa	KFS Device	Registration D	iagnostic To	ol	
			≫ 🗗			
	Auth Regist	tration settings	Model name	Vendor name	Serial number	IP addre:

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**

KFS

KFS	Version: 1.2
Device Registration Guide	

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

R	DRD) Tool											x
	<mark>х</mark> КЧ	DCER	KFS Dev	vice Registration	Diagnostic	Tool							
						↑ 🖬 🛓						[?
		Auth	KFS registrati Re	gister devices me	Vendor name	Serial number	IP address	Host name	MAC address	Update time	Error	KFS Group	*
	V	()	N/A	FS-4000DN	Kyocera	XPK6401504	10.10.31.1	KM685842	00C0EE685842	02/11/2016 17	Device authoriz		
	V	Õ	N/A	TASKalfa 4501i	Kyocera	Z7N3100002	10.10.30.1	KMAEABF9	00C0EEAEABF9	02/11/2016 17			
		()	N/A	FS-4000DN	Kyocera	XPK8326537	10.10.19.1	KM6E0B7C	00C0EE6E0B7C	02/11/2016 17	Device authoriz		
		0	N/A	KM-C2520	Kyocera	UPA6700554	10.10.31.1	KM191D5D	00C0EE191D5D	02/11/2016 17	Device authoriz		Ξ

10. Review the data and click OK

KFS	Version: 1.2
Device Registration Guide	

🥵 Register De	vices	X			
Register the s	Register the selected devices?				
KFS settings					
URL:	https://kfs-integ14-dev				
Access code:	uuMYGBu9				
Model name	IP address	Host name			
TASKalfa 35	10.10.31.1	KMAFC088			
	OK	Cancel			

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

						Stop
Authentication s	KES registration status	Model name	IP address	Host name	Firor	KES Group

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.

KFS	Version: 1.2
Device Registration Guide	



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

S Device Authentication	×
Device login	
User name:	
Password:	
Command Center password:	
Authentication mode:	
Use local authentication	
Use the device settings	

- 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

KFS	Version: 1.2
Device Registration Guide	

K DRD Tool		
KYOCERa	KFS Device Registra	ation Diagnostic
Auth KFS	S registration sta Mod XMF	P settings /endor nam

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

XMPP settings	
Server:	I
Port number:	5222 🚖
Domain:	
Use BOSH	
BOSH URL:	
User name:	
Password:	
Start diagnostic	
Obtain settings	

- 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**)

KFS	Version: 1.2
Device Registration Guide	

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
- 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

Gateway for I	B	
admin	Preferences	
Last visit: 03/12/2012 08:04 Log out	General Basic setup Discovery settings Security settings	
Search	Gateway ID: boxgw-0001C0134146	
Q	Registration status: Not registered	
	Connection status with Manager: Offline	
	Group name: -	
	https:// Manager URL	
Preferences	Manager authentication	
	Manager login	
	User name Password	
	Access code	
	Description:	
		_
	Register	

KFS	Version: 1.2
Device Registration Guide	

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.

Gateway for I	В
admin	Preferences
Last visit: 03/11/2016 105:00 Log out	General Basic setup Discovery settings Security settings
	Reset Save
Search	Proxy settings
	Host name: Port:
	User name
	Password
	Use Gateway as a single point of communication
3	Reset Save

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

KFS	Version: 1.2
Device Registration Guide	

- 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



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

Ad	d Devices		Х
Spec No Sa	eify settings to use ew settings aved settings		
	Method	Description	Last refresh
	IP address	saved template	Fri, 11 Mar 201
Ec	lit		Next Cancel

4. Select a **Discovery method**, click Next

Search for network printers: This will discover all printers on the networkSearch by host name or IP address: This option will limit the search by specifying some parametersSearch for USB connected devices: Select this if there are USB connected devices in the office

KFS	Version: 1.2
Device Registration Guide	

Add Devices			X
Discovery method			
Search for network printers	3		
Search by host name or IP	address		
Local network	*		
Local network			
Host name			
IP address IP address range			
Search for USB connected	devices		
		Back Next Cancel	

- Fill out the Communication settings
 Note: The default settings are usually ok. Change the settings if you have unique configurations.
- 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

Device Registration	Х
The devices have been registered.	
	ОК

KFS	Version: 1.2
Device Registration Guide	

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**

System Menu	
Edit Destination	User Login/Job Accounting
	Date/Timer/Energy Saver
Adjustment/Maintenance	Internet
Application	
	2/2
	 ← Close

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

KFS	Version: 1.2
Device Registration Guide	

Internet Browser: Off	ernet		
	Internet Browser: Off	Change >	

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

Internet - Internet Browser	
Use the internet browser.	
Off On	
	Cancel ¢ OK

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

KFS	Version: 1.2
Device Registration Guide	

Internet - Internet Browse	r	
Use the interne	t browser.	
	Add Internet Browser to the home screen	
	€1 OK	
	Cancel	€ ОК

6. Select the Internet Browser icon. Select Save

Add to Home Screen	
Add a new item to the Home screen.	
Internet Browser	
	1/1
	\sim
Previous	After
	Cancel 🛃 Save

3.2.2 ACCESSING THE INTERNET

1. Select the Internet Browser icon on the device panel

KFS	Version: 1.2
Device Registration Guide	



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

	X
A Enter URL Search Menu	

KFS	Version: 1.2
Device Registration Guide	

	Google
	Search
1 Images Google+ # More	i ime to vote: Doodie 4 Google
	Sign in Preferences - Feedback - Help ©2016 - Privacy
$\langle \rangle$	C A DEPENTER URL C Search Menu

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 to you 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 to you 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

KFS	Version: 1.2
Device Registration Guide	

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

Remote Services :	On Off
Server Settings :	Settings
	Note : Confirm the settings by following this link. <u>Configuration</u>

Submit Reset

KFS	Version: 1.2
Device Registration Guide	

System Stamp	17.85.	64p0, 66
Message Board	Option	
<u>Reset</u> <u>Remote Services</u>	Document Processor :	Reverse Automatic (100-sheet)
	Paper Feeder :	Paper Feeder (500-sheet × 2)
	Finisher :	Not Installed
	Mailbox :	Not Installed
	Printed Document Guard Kit(B):	Not Installed
	Card Authentication Kit (B) :	Not Installed
	FAX System (W) :	Installed
	Internet FAX Kit (A) :	Not Installed
	Data Security Kit (E) :	Not Installed
	IB-50 :	Not Installed
	IB-51 :	Not Installed
	UG-33 :	Not Installed
	UG-34 :	Not Installed
	Scan extension kit(A) :	Not Installed
	Remote Services :	
	URL :	https://kfs-integ14-devicerest.cloudapp.net
	Status :	Online
	Software Version	

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	
Note: You need to restart the device when you have changed the setting with ". Restart the device in the <u>Reset</u> section.	
Server Settings	
* Remote Services:	● On ○ Off
Server Settings	Settings
	Note: Confirm the settings by following this link. <u>Device/Printer</u>
[Submit Cancel

KFS	Version: 1.2
Device Registration Guide	

		_									
Start Basi	c Print	ter	Scanner	Advanced							
🚹 <u>Home</u>	Star	<u>rt</u> > St	atus Pages: I	Device/Printer							
		wico	/ Printor	Statue Bage							
Login Menu		-vice	Finter	Status Fage	,						
Logout	De	vice De	etails				Media Input				
Status Pages				Model:	TASKalfa 6500i		Tray	Size	Туре	Level	
Network	•			Serial Number:	SPL0Y13986		MP Tray	Letter-R	Plain	No Paper	
Security		Asset Number					Cassette 1	Letter	Plain	80 %	
Device / Printer		System Firmware:			2LF_2F00.009.201		Cassette 2	Letter	Plain	80 %	
Scanner				Engine Firmware:	2LF_1000.007.004		Cassette 3	Letter	Plain	No Paper	
Counters	•			Panel Firmware:	2LC_7000.009.101		Cassette 4	Letter	Plain	No Paper	
Information							Designed outside				
Jser Login	De	vice Settings Document Output									
			Admini	istrator Password:	Defined			Lower Left Tray:	Face down		
			Operatio	n Panel Language:	English			Right Tray:	Face down		
				Auto Sleep:	On			Upper Left Tray:	Face down		
			0	verride A4/Letter:	On		Memory				
				Auto Error Clear:	Off			T 1 1 1	2048 MR		
				Error Clear Timer:	30 seconds			Total Memory:	2040 MD		
	De	Device Options				Advanced Options					
			Doo	cument Processor:	Installed		Security Kit(E):		Not installed		
	Pri	inter Se	ettinas				Document Guard(A):		Not installed		
				De la	COO		Card Authentication Kit(B)/Reader:		Not installed /Not Recognized		
				Resolution:			UG-34:		Installed		
				Copies:	1						
				Kik Mode:	01		Remote Services URL: Status:				
			-	ECOPPINT Mode:	20						
			FO	Finite Contention	su seconos						
				Emulation:	AUTO						
			Alt	ternate Emulation:	PCL 6						

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
- Turn Proxy Settings Off
 OR from the Registration screen
- 1. Select Settings for Proxy
- 2. Check Proxy Settings

KFS	Version: 1.2
Device Registration Guide	

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
- 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