

iW

Enterprise Management Console

Version 4.1.4

User's Guide

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Preface

Please read this manual thoroughly before operating this software to familiarize yourself with its capabilities and to make the most of its many functions.

About This Manual

- Symbols Used in This Manual(P. 3)
- Buttons Used in This Manual(P. 3)
- Displays Used in This Manual(P. 3)
- Abbreviations Used in This Document(P. 4)
- Terms Used in This Document(P. 4)

Symbols Used in This Manual

The following symbols are used in this manual to explain procedures and restrictions.



IMPORTANT

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the product correctly, and avoid damage to the product or property.



NOTE

Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

Buttons Used in This Manual

The following button names are a few examples of how buttons to be pressed are represented in this manual:

Buttons on Computer Operation Screens: [Button Name]
 Examples: [OK]

[Next]

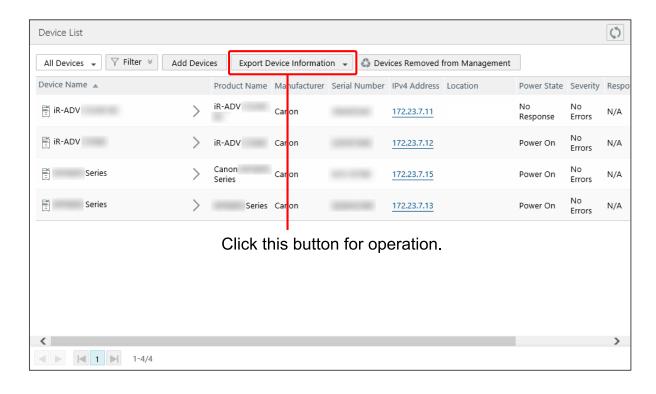


• The procedures in this manual assume that the [Start] menu display has not been customized after the Windows installation.

Displays Used in This Manual

Screen shots of computer operation screens used in this manual may differ from the ones you actually see, depending on your environment.

The location of buttons selected/clicked during operations are enclosed with ______. If multiple buttons to operate are displayed, they are all enclosed.



Abbreviations Used in This Document

This manual uses the following abbreviations.

Microsoft Windows Server 2016 operating system: Windows Server 2016

Microsoft Windows Server 2019 operating system: Windows Server 2019

Microsoft Windows Server 2022 operating system: Windows Server 2022

Microsoft Windows 10 operating system: Windows 10

Microsoft Windows 11 operating system: Windows 11

Microsoft Windows operating system: Windows

Microsoft .NET Framework: .NET Framework

Microsoft Edge: Edge

Google Chrome: Chrome

Mozilla Firefox: Firefox

Microsoft SQL Server 2017: SQL Server 2017

Microsoft SQL Server 2017 Express Edition: SQL Server 2017 Express

Microsoft SQL Server 2019: SQL Server 2019

Microsoft SQL Server 2019 Express Edition: SQL Server 2019 Express

Microsoft SQL Server 2022: SQL Server 2022

Microsoft SQL Server 2022 Express Edition: SQL Server 2022 Express

Canon iW Enterprise Management Console: Enterprise Management Console

Canon Device Settings Configurator: Device Settings Configurator

Terms Used in This Document

- The term "this software" refers to iW Enterprise Management Console.
- The term "device" refers to devices on a network.

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- The term "printer" refers to multi functional peripherals and printers.
- The term "Windows client OS" refers to Windows 10/11.
- The term "Windows server OS" refers to Windows Server 2016/Server 2019/Server 2022.
- The term "SQL Server" refers to all versions of SQL Server supported by this software.
- The term "SQL Server Express" refers to all versions of SQL Server Express supported by this software.

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Before Using This Product

This section describes an overview of this software and its system requirements, etc.

Main Functions of This Software

Features

This software provides the following features.

- Easy installation. Installation and configuration of other software is not required. (Database software is required for large-scale environments.)
- Perform the centralized management of devices connected to a network via a web browser.
- Comprises of an Agent that communicates with devices, and a Manager for the centralized management of device information via communication with the Agent. Perform device management in various environments, from small-scale environments to large-scale environments by changing the number of Agents to.
- Manage devices in global network environments that spans multiple time zones.
- Link with an external system and notify it of the events which occurred in this software.

Basic Functions

Device Management

- Manage network devices discovered by this software. You can also import a device information file to register devices for management.
- Check the detailed information and status of devices in the device list from a web browser.
- Also manage devices in groups. Grouping devices enable you to easily specify the target devices when you
 create a task.
- Display the error status, monitoring status, and various information regarding the devices for management such as print counts on the dashboard as tables and graphs. You can customize the information to display.

Printer Monitoring

Notify the specified destinations of the error via e-mail when an error occurs in a monitored printer. You can configure the monitoring interval and the error conditions.

Task Management

Manage a series of operations as a single task. You can also combine multiple tasks. You can configure the execution schedule and the notification destination for the execution result for each task.

Report Output

Check the data collected by this software in table format. You can also export the collected data as a file in the CSV, text, or Excel book format.

Linking with External Systems

Notify external systems of the events by using Webhook when events occur in this software.

Address Book Management

This section provides a brief description of what you can do with Address Book Management.



- For details on Address Book Management, see the following.
 - Managing Printer Address Books(P. 173)
- In Address Book Management, the following address lists are called "one-touch."
 - One-Touch of Type I Printers
 - Favorites (One-Touch for some models) for Type II printers
 - One-touch Speed Dial of Type III Printers

Distributing Address Books

Create address lists and one-touches with Address Book Management and distribute them to multiple printers.



 Address book data is distributed to printers from the Manager via the Agent. (The data is not retained in the Agent.)

Creating/Editing Destinations

Create and edit destinations for use on printers. You can also import destinations from a file.

Destinations are centrally managed in destination list.

Creating/Editing Address Lists

Create and edit the address lists and one-touches to distribute to printers.

Register the destinations managed in the destination list to address lists and one-touches.

Distributing Address Books

Distribute address lists and one-touches to the printers on a network.

Backing Up Address Books

Retrieve address books from printers connected to the network.

You can manage the retrieved address books in this software and export them as necessary.

You can also import the exported address books to printers from the Remote UI.

This is useful for backing up address books.

Application Management

Application Management enables you to perform centralized management of the following applications that operate on printers and their licenses. Hereinafter, the term "application" refers to all the following applications.

- MEAP applications or AddOn applications
- System options (optional applications preinstalled in printers)
- System option packages (packages that include multiple system options)



- For details on Application Management, see the following.
 - Managing Printer Applications(P. 228)

Installing/Uninstalling/Starting/Stopping Applications and Updating Licenses in Printers

Install, update, start/stop, and uninstall applications for multiple printers at the same time. You can also update licenses from this software when the license for an application installed in your printers has expired.

Activate system options by registering the license files for system options and system option packages to this software in advance.

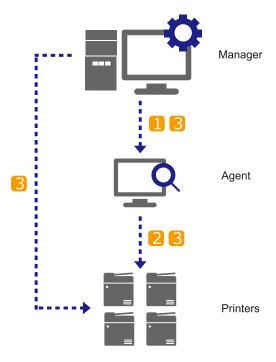
For details, see the following.

- Installing Applications to Printers(P. 241)
- Starting/Stopping Applications(P. 244)
- Changing the SMS Password(P. 247)
- O Updating the Licenses Installed in a Printer(P. 248)
- Uninstalling Applications from Printers(P. 251)

Installing Applications and Updating Licenses for Multiple Printers

Install applications and update licenses for multiple printers at the same time.

The flow of installing applications and updating licenses is indicated below.



1 The Manager commands the Agent to install the application and update the license

Execute a task to distribute the application and a task to update the license. The Agent receives the commands for installing the application and updating the license.

The Agent commands the printer to install the application and license

The Agent commands the target printers of the task to install the application and update the license.

The printers download the application and license from the Agent

The printers that receive a command from the Agent download the application and license from the Agent and install the application and update the license. If the requested application and license are not in the Agent, the Agent downloads the application and license from the Manager, and then the printers download the application and license from the Agent.



- In either of the following cases, a printer downloads the application and license from the Manager.
 - When the printer is set to communicate with an IPv6 address only
 - When the Manager and Agent are running on the same computer

Printer Monitoring

Check the serial numbers of managed printers and view information about the applications installed in them. For details, see the following.

Checking the Information of Printer Applications(P. 239)

Application Management

Check the applications installed in printers for management and the number of printers where the applications are installed. You can export the application information to a file as required.

[Reports] menu > [Applications]

Device Setting Values Management

This section provides a brief description of what you can do with Device Setting Values Management.



- For details on the Device Setting Values Management, see the following.
 - Managing Printer Setting Values(P. 254)
- Data for device setting values, keys/certificates, and security policies is distributed to printers from the Manager via the Agent. (The data are not retained in the Agent.)

Managing Device Setting Values

Backing Up Device Setting Values

Back up the device setting values of printers to this software. Specify the settings to back up by category.

Download backup data to create device setting values for distribution.

Distributing Device Setting Values

Distribute the device setting value data registered to this software to multiple printers.

Monitoring/Distributing Device Setting Values

Monitor whether the device setting values set in printers match a standard. You can also distribute standard device setting values to restore settings when they do not match the standard.

Managing Keys/Certificates

Retrieving Keys/Certificates

You can retrieve the keys/certificates of printers.

Adding Keys/Certificates

You can add the keys/certificates registered to this software to multiple printers.

Deleting Keys/Certificates

You can delete the keys/certificates of printers from printers.

Managing Security Policies

Monitoring/Distributing Security Policies

Monitor whether the security policy set in printers matches a standard. You can also distribute a standard security policy to restore settings.

Changing the Password of Security Policies

Change the password of security policies set in printers.

Firmware Management

Firmware Management enables you to perform centralized management of the firmware of multiple printers.

Obtain the firmware (zip file) from the CDS server or your local authorized Canon dealer and register it to this software. You can execute a task from this software to update the firmware of multiple printers at the same time. You can also perform version management of the firmware for the printers.



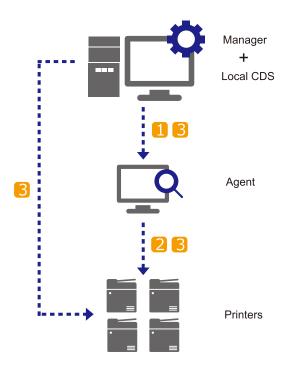
- For details on Firmware Management, see the following.
 - Managing Printer Firmware(P. 317)
- For details on obtaining firmware, contact the following.
 Your local authorized Canon dealer

Firmware Management

Batch Updating Firmware

Update the firmware of multiple printers at the same time.

The flow of operations for updating firmware is indicated below.



1 The Manager commands the Agent to update the firmware.

Execute a task to update firmware in the Manager. The Agent receives the firmware update command.

7 The Agent commands the printer to update the firmware.

The Agent commands the target printers (Updater) of a firmware update task to update the firmware.

The printers download the firmware

The printers (Updater) that receive a command from the Agent download the firmware from the Agent, and perform a firmware update. If the Agent does not have the firmware requested by the printer, it downloads the firmware from the Manager, and then the printer downloads the firmware from the Agent.



- In either of the following cases, a printer (Updater) downloads the firmware from the Manager.
 - When the printer is set to communicate with an IPv6 address only
 - When the Manager and Agent are running on the same computer

Printer Management

Check the firmware version of printers managed by this software. You can also export the firmware version information as a file as necessary.

System Configuration of Firmware Management

Manager

Update printer firmware by using Firmware Management. Includes Local CDS to manage firmware.

Agent

When the Manager executes a task to update firmware, the Agents commands the printers (Updater) to update the firmware. The printers that receive commands from the Agents communicate with the Agents or Manager to update the firmware.

Updater

Software that runs on the printers. Communicates with the Agents or Manager to update the firmware of printers.

System Configuration

This section describes the system configuration of this software.

Overview of the Manager and Agent

This software is comprised of the Manager and the Agents.

The Agents are positioned between the devices and the Manager, and sends data retrieved from devices to the Manager and accesses devices according to commands from the Manager.

The Manager registers device information collected by the Agents to a database. It also controls tasks for devices and sends notifications to the Agents. Users can operate the Manager via a web browser.

Example System Configuration

This section describes the example system configurations according to the number of devices to manage.

Small to Medium-Scale System Configuration

Example System Configuration

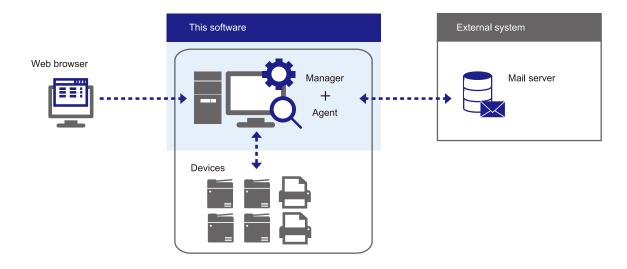
- Devices: 1 to 5,000
- Computers to install the Manager and Agent of this software: 1

Link with the following server as required.

Mail server (SMTP server)

Operation Method

The Manager and the Agent are installed to a single server computer.



Large-Scale System Configuration

Example System Configuration

- Devices: Several thousand to several tens of thousands
- Computers to install the Manager of this software: 1
- Database server (SQL Server): 1
- Computers to install the Agent: Several

Link with the following server as required.

- Domain server (LDAP server such as Active Directory)
- Mail server (SMTP server)

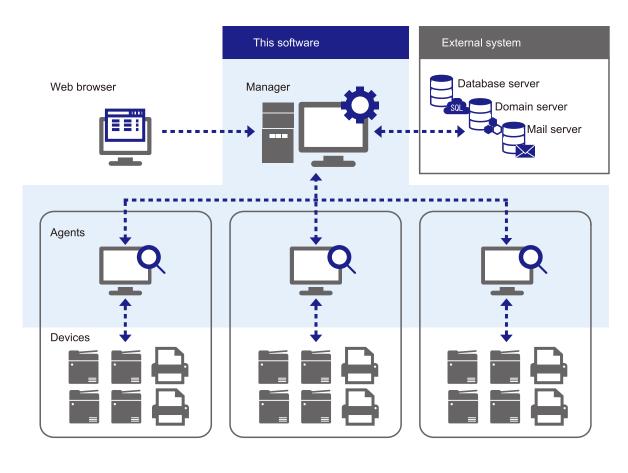
Operation Method

Allocate the Agent so that the number of devices managed by a single Agent is 5,000 or less.

Information for the devices on the network is collected to the Manager via the Agents and centrally managed.

The domain server is used as the authentication server when linking with an external LDAP server is enabled in this software.

The mail server is required when using the mail notification function of this software.



● NOTE

Before Using This Product

• One Agent can also be installed to the same computer as the Manager.

System Requirements

This section describes the system requirements for this software.

- Server Computer(P. 25)
- Client Computer(P. 27)
- Virtual Environment(P. 27)
- Network(P. 28)

Server Computer

The system requirements for this software differ according to the system configuration.

Hardware

The system requirements for each system configuration are indicated below.

When less than 5,000 devices are managed

Install the Manager and the Agent to the same computer.

No. of managed devices		Up to 1,000	Up to 5,000
omputers to install the Manager and Agent Processor *		Core i7	Core i7
	No. of logical cores	4	6
	Memory (GB)	8	16
	Hard disk space (GB)	450	450

^{* 7}th generation or later for desktop use

When the number of managed devices exceeds 5,000

Allocate multiple Agents so that the number of devices managed by a single Agent is 5,000 or less. One Manager can manage up to 10 Agents. One Agent can also be installed to the same computer as the Manager.

No. of managed devices		Up to 10,000	Up to 30,000	Up to 50,000
Computers to install the Manager and Agent	Processor *1	Xeon	Xeon	Xeon
	No. of logical cores	8	16	20
	Memory (GB)	24	40	40
	Hard disk space (GB)	500	700	900
Computers to install the Manager only	Processor *1	Xeon	Xeon	Xeon
	No. of logical cores	8	16	20
	Memory (GB)	16	32	32
	Hard disk space (GB)	400	600	800
Computers to install the Agent only	Processor *2	Core i7	Core i7	Core i7
	No. of logical cores	4	4	4

		Up to 10,000	Up to 30,000	Up to 50,000
	Memory (GB)	8	8	8
	Hard disk space (GB)	100	100	100
Number of Agents		2	6	10

^{*1} Kaby Lake generation or later for desktop use. If you are concerned about processing speed, it is recommended that you use a Coffee Lake generation or later processor for desktop use and an SSD.

Software

The operating system and software runtime environment are the same for the Manager and the Agent.

Operating System

Microsoft Windows Server 2016 (latest version of feature update)

Edition: Standard

Microsoft Windows Server 2019 (latest version of feature update)

Edition: Standard

Microsoft Windows Server 2022 (latest version of feature update)

Edition: Standard

Microsoft Windows 10 (latest version or one version older of feature update)

Edition: Pro/Enterprise

Platform: 64-bit

Microsoft Windows 11 (latest version of feature update)

Edition: Pro/Enterprise



- Confirm the following in advance regarding the operating system.
 - The operating system is up to date.
 - The date/time and region are set correctly.
 - The operating system is set to not enter the sleep mode.

Software Runtime Environment

Latest version of the .NET Framework (version 4.6.2 or later)

Database Software

SQLite

Microsoft SQL Server 2017

Edition: Express/Web/Standard/Enterprise

Platform: 64-bit

Microsoft SQL Server 2019

^{*2 7}th generation or later for desktop use. If you are concerned about processing speed, it is recommended that you use an 8th generation or later processor for desktop use and an SSD.

Edition: Express/Web/Standard/Enterprise

Platform: 64-bit

Microsoft SQL Server 2022

Edition: Express/Web/Standard/Enterprise

Platform: 64-bit

IMPORTANT

- SQLite is included with this software. SQLite is automatically installed if it is selected as the database to use when installing the Manager.
- Use Microsoft SQL Server when the number of devices to manage exceeds 5,000. It is recommended that you use the Standard Edition or Enterprise Edition when the number of devices to manage exceeds 3,000.
- This software supports the latest version of the above SQL Server.
- The system requirements when SQL Server operates on a different computer to the Manager are the same as the system requirements for this software.

Language of the operation system and database software

English/French/German/Italian/Spanish

Client Computer

The web browsers that can access this software are indicated below.

Microsoft Edge *1

Google Chrome

Mozilla Firefox

Display Language of This Software

English/French/German/Italian/Spanish/Japanese

The display language follows the setting of the web browser. When a language other than the above languages is set, this software is displayed in English.

Virtual Environment

The Manager and the Agent of this software can run in virtual environments that support the operating system where this software runs.

^{*1} This software does not support the IE mode of Microsoft Edge.

Network

Multiple Network Connections

When a device supports multiple network connections, connect the computer where this software operates to the network connected to the main line of the device. This software does not support operation using the sub line of a device.

Internet Protocols

- Both the computer to install the Manager to and the computer to install the Agent to must be set to enable communication via IPv4.
- Devices must be set to enable communication via either IPv4 or IPv6. (They can communicate with this software if either or both are enabled.)

Devices That Communicate with IPv6 Only

The following settings are required when a device set to communicate with an IPv6 address only is included in the devices for management with this software.

Computers to install the Manager

- Set the device to communicate with both IPv4 and IPv6.
- Set the same FQDN for the IPv4 address and IPv6 address.
- Register the information for both addresses to a name resolution server such as a DNS server.

Computers to install the Agent

• Set the device to communicate with both IPv4 and IPv6.

Devices

- Set the FQDN to the device.
- Register the FQDN of the device to a name resolution server such as a DNS server.
 - Specifying the Initial Settings of Printers (Basic Functions)(P. 91)

When Installing the Manager

- Specify the FQDN of the manager as the [Site Address] configured during installation.
 - Installing the Manager(P. 47)

Devices Managed by the Agent

- For devices that communicate with IPv6 only, specify the FQDN.
 - Configuring the Agents(P. 82)

Supported Devices

For details on the devices supported by each function of this software, see the supported devices for each function.

Supported Devices for Basic Functions

For details on the supported devices for this software, contact the following. Your local authorized Canon dealer

Supported Devices of Address Book Management

The Address Book Management of this software supports several types of printers. The address book format differs according to the type of printer. In Address Book Management, the printers are categorized as indicated below.

- Type I
- Type II
- Type III

For details on the supported model names and device types, see the following.

Types of Printer and Corresponding Printer Models (Displayed in a separate tab)

Supported Devices of Application Management

This software supports printers with MEAP. It also supports devices that AddOn applications can be installed to.



• MEAP applications cannot be installed to printers that support AddOn applications.

Supported Devices of Device Setting Values Management

The Device Setting Values Management of this software supports several types of printers. The categories and items that can be managed differ according to the type of printer. In Device Setting Values Management, the printers are categorized as indicated below.

- Type I
- Type II
- Type III
- Type IV

For details on the supported models and device types, see the following.

Types of Printer and Corresponding Printer Models (Displayed in a separate tab)

For details on printer side functions, see the descriptions regarding the following items in the instruction manuals of the printer.

- Import/Export All
- Security Policies

Supported Devices of Firmware Management

Printers that meet all of the following conditions are supported by Firmware Management.

- Canon printers with an Updater that can communicate with this software
 - You can update their firmware and perform version management.
- Canon printers without an Updater that can communicate with this software
 - You can only perform version management.



• For details on the Updater that operates in your printers, contact the following. Your local authorized Canon dealer

Supported Firmware

For details on the supported firmware for this software, contact the following. Your local authorized Canon dealer

Precautions for Operation in Environments where the FIPS Mode Is Enabled

This software operates when the FIPS mode of Windows is enabled. However, some limitations apply. It may also be necessary to change the settings, depending on the printer.



- Enable/disable the FIPS mode of Windows before installing this software.
- For information on the procedure for enabling/disabling the FIPS mode of Windows with this software installed, see the following.
 - Changing the FIPS Mode Setting with This Software Installed(P. 37)



- For information on setting the FIPS mode of Windows, see the documentation for Windows.
- This software does not have any settings regarding the FIPS mode. In operating systems with the FIPS mode enabled, it operates in the FIPS mode.

Target Devices

When the FIPS mode is enabled, the following models can be managed with this software.

• Type I model printers with platform version 3.13 or later



- This software will not operate correctly unless the platform version 3.13 is applied to the printers.
- For information on printer types and the corresponding printer models, see the following.
 - Types of Printer and Corresponding Printer Models (Displayed in a separate tab)

The method for checking the platform version of the printer is as follows.

- 1. Press [10] (Counter/Device Information) or the [Counter/Device Information] key on the printer.
- 2. Press [Device Information/Other] > [Check Device Configuration].
- 3. Check the version in [Platform Version].

Printer Settings



- For details on the setting method, see the following.
 - Printer instruction manuals

Remote UI Settings

Printer control panel menu:



[License/Other] < [Settings/Registration) > [Management Settings] > [License/Other]

[Remote UI]	On
[Use TLS]	On If the Remote UI is already able to be used, this setting can be configured in the Remote UI.

Limitations

Settings for using SNMPv3 in communication with the printer

Only the following algorithms can be used. If they are set in the printers for management, change the settings.

Authentication password algorithm: SHA

Encryption password algorithm: AES

Address Book Management

Click [Data Management] > [Address Books] > click [Import] > [Import Destinations]

Address books exported from a printer or this software with [Security Level] set to [Level1] cannot be imported to this software.

Device Setting Values Management

Click the [Devices] menu > [Security Data] > [Device Setting Values Monitoring Logs] > select data > [Device Setting Values Monitoring Information] > select data in [Monitoring Logs] > [Device Setting Values Monitoring Log Details]

To make the [Data Path] and setting values displayed on the screen readable, it is necessary to upload the settings file of Device Settings Configurator version 2.0.8 or later to this software.

Login Services

The following login services can be used. If a login service other than the following is set in a printer for management, change the login service.

User Authentication

• Register the authentication information of a user with administrator privileges to this software in the following format.

[Devices] menu > [Device Communication Settings] > [Authentication Information]

[Authentication Method]:

For Server Authentication: [Domain Authentication]

For Local Device Authentication: [User Authentication]

DepartmentID Authentication

• Register the authentication information of a user with administrator privileges to this software in the following format.

[Devices] menu > [Device Communication Settings] > [Authentication Information] [Authentication Method]: [System Manager ID]

Universal Login Manager

- Local or uniFLOW can be used as the authentication mode.
- Encrypted communication with the Remote UI must be set.
- When using local authentication as the authentication mode, register the authentication information of a user with administrator privileges to this software in the following format.

[Devices] menu > [Device Communication Settings] > [Authentication Information] [Authentication Method]: [User Authentication]

 When using uniFLOW as the authentication mode and the uniFLOW server is linked with Active Directory or an LDAP server, register the authentication information of a user with administrator privileges to this software in the following format.

[Devices] menu > [Device Communication Settings] > [Authentication Information] [Authentication Method]: [Domain Authentication]

• When using uniFLOW as the authentication mode and the uniFLOW server is not linked with Active Directory or an LDAP server, register the authentication information of a user with administrator privileges to this software in the following format.

[Devices] menu > [Device Communication Settings] > [Authentication Information] [Authentication Method]: [User Authentication]



• For information on the Active Directory, LDAP server, Universal Login Manager, and uniFLOW settings, see the instruction manual for the corresponding software.

Changing the FIPS Mode Setting with This Software Installed

The procedure for changing the FIPS mode setting with this software installed is indicated below. When upgrading this software, follow this procedure to change the FIPS mode setting before upgrading.

- 1 Stop the services of this software.
- Open [Windows Administrative Tools] > [Services] from the Start menu.
- ☐ Stop the services in the following order.

Canon Management Console Agent (only when the Manager and Agent are running on the same computer)

Canon Management Console Manager

Change the FIPS mode settings of Windows.

For information on the FIPS mode setting of Windows, see the documentation for Windows.

3 Start the services in the following order.

Canon Management Console Manager

Canon Management Console Agent (only when the Manager and Agent are running on the same computer)

4 If you enabled the FIPS mode with the settings file of Device Settings Configurator version 2.0.7 registered to this software, upload the settings file of Device Settings Configurator version 2.0.8.

For details, see the following.

O Making the Path of Device Setting Value Data Readable(P. 283)

Cautions for Operation (Basic Functions)

This section describes precautions for using the basic functions of this software.

This software may not operate correctly if the environment is changed after installation. Read the following precautions carefully before installing this software in order to adequately consider the computer to install this software and the database server to use.

- System Requirements(P. 39)
- Reinstalling This Software and Installing to Another Computer(P. 41)
- Backing Up Windows(P. 41)
- Regarding Function Checks by Built-in Tasks(P. 41)
- Regarding CSV Files Exported from This Software(P. 42)
- Regarding Excel Files Exported from This Software(P. 42)

System Requirements

Computer where this software runs

This software may not operate correctly in the following cases.

- When this software is installed to a Windows server operating system running as a domain controller for Active Directory
- When this software is installed to a computer connected to multiple networks, such as when multiple network cards are installed
- When the IP address of the computer where this software runs has been changed
 Assign a fixed IP address to the computer where this software is installed. When changing the IP address, see the following.
 - When the IP Address/FQDN of the Computer Has Been Changed(P. 329)
- When the function for entering the sleep mode is enabled in the computer where this software runs
 In Windows client operating systems, the function for entering the sleep mode is enabled by default. For details on disabling the function for entering the sleep mode, see the following.
 - The instruction manuals for Windows
- When multiple users perform operations for changing the system configuration or settings of this software at the same time
- When a single user account logs in from multiple client computers and web browsers at the same time

Operating system of the computer where this software runs

Apply the latest update programs to the operating system of the computer where this software runs using Windows Update to ensure the computer is up to date.

This software may not operate correctly in the following cases.

• When the operating system of the computer where this software runs has been overwritten with a new operating system

Computer building the database

The database used by this software uses a dedicated account with the password policy disabled. Do not change the password policy of this account after installing this software.

This software may not operate correctly in the following cases.

- When the Developer Edition of SQL Server is used
- When the IP address of the computer where the database runs has been changed
 Note the following when this software connects to the computer where the database is running via an IP address.
 - Assign a fixed IP address to the computer where the database runs.
 - When the IP address of the computer where the database runs has been changed, change the connection destination of the database.
- When the database server name, instance name, and database name are changed For details, see the following.
 - Configuring SQL Server(P. 395)
- When the collating sequence setting of the database has been changed to a setting other than the default
- When the function for entering the sleep mode is enabled in the computer where the database runs
 In Windows client operating systems, the function for entering the sleep mode is enabled by default. For details on disabling the function for entering the sleep mode, see the following.
 - The instruction manuals for Windows

Virtual Environments

Pre-Installation Check

Check the following before installing this software to a virtual machine.

Configure the network settings of the virtual machine as indicated below to ensure that this software on the virtual machine can perform bidirectional communication with the devices on the intranet.

- Associating the network adapter of the virtual machine with a physical network adapter
- Assigning an intranet IP address to the network adapter of the virtual machine

Installing This Software and the Software Environment

The procedure for installing this software to a virtual machine is the same as installing to a physical environment.

Reinstalling This Software and Installing to Another Computer

This software may not operate correctly in the following cases.

- When restoring an HDD image created on the computer where this software runs to the same computer or another computer
- When the installation folder of this software is copied to another computer or the same computer after the operating system has been reinstalled
- If a database containing data used by this software in the past is specified when reinstalling or installing to another computer

When changing the operation environment of this software, see the following procedures. You can carry over the past data.

- O Migrating the Manager to Another Computer(P. 332)
- Migrating the Agent to Another Computer(P. 334)

Backing Up Windows

When backing up the Windows system folder, follow the procedure below.

- 1 Stop the service of this software on the computer where this software runs.
- ☐ Open [Windows Administrative Tools] > [Services] from the Start menu.
- ☐ Stop the services in the following order.

Canon Management Console Agent (for a computer where the Agent runs)

Canon Management Console Manager (for a computer where the Manager runs)

- **2** Back up the Windows system folder.
- **3** Start the services in the following order.

Canon Management Console Manager (for a computer where the Manager runs)

Canon Management Console Agent (for a computer where the Agent runs)

Regarding Function Checks by Built-in Tasks

The specifications of the built-in tasks automatically executed periodically (Check Address Book Functionality and Check Device Setting Values Management Functionality) are indicated below.

- The function check is only performed for Canon printers.
- The function check is not performed again for printers that are deemed to support the function.
- The function check continues to be performed periodically for printers deemed [Not Supported] or [Unknown].

Regarding CSV Files Exported from This Software

If values that start with the following characters are included in the data to output to a CSV file from this software, those values are output with a leading tab character inserted (the values are sanitized).

When importing a CSV file that includes such values to this software or another system, it is necessary to manually delete the tab characters before importing.

Regarding Excel Files Exported from This Software

If values that start with the following characters are included in the data to output to an Excel file from this software, those values are output with a leading apostrophe inserted (the values are sanitized).

When importing an Excel file that includes such values to this software or another system, it is necessary to manually delete the apostrophes before importing.

Installing This Software

[n	nstalling This Software		
	Installation Preparations	45	
	Installing the Manager	47	
	Upgrading This Software	50	
	Configuring the Certificate for Encrypted Communication		

Installing This Software

This section describes the preparations for installing this software and the installation procedure.

Installation Preparations

This section describes the preparations for installing a new instance of this software.



- Version 3.x or earlier of iW Management Console cannot be upgraded to this version. When this version is installed to a computer where version 3.x or earlier of iW Management Console is installed, it is installed as separate software.
- Some of the data managed with version 3.x of iW Management Console can be carried over by exporting it to a file and importing it to this version. For details, see the following.
 - System Migration Guide



- When upgrading an instance of this software that is already running, see the following.
 - Upgrading This Software(P. 50)

Checking the Operation Environment of the Computer

Check the operation environment of the computer where this software is installed.

- System Configuration(P. 22)
- System Requirements(P. 25)

Confirming the Information Required for Installation

Confirm the following information to set during installation.

Port numbers that can be used by this software

Confirm that the port numbers used for the operation of this software are allowed to communicate. If they are blocked by a firewall or other software, this software will not operate correctly. For details, see the following.

- List of Port Numbers(P. 382)

The default values of the port numbers used by this software are indicated below.

- Port numbers/protocols used for accessing the Manager from a web browser and the Agents: 80/HTTP, 443/HTTPS
- Port numbers used by this software internally: 81/HTTP, 444/HTTPS
- Port number/protocol used for accessing the Agents from the Manager: 8443/HTTPS
- Port numbers/protocols used for distributing firmware: 10081/HTTP, 8444/HTTPS



- The port numbers can be changed. If another application is using these port numbers, decide port numbers for this software to use.
- IP address or FQDN (fully qualified domain name) of the computer where the Manager operates

Installing This Software

- When using SQL Server, the following information for the database to use
 - Server name
 - Instance name
 - Authentication mode
 - When using SQL Server authentication, the user name and password used by this software to connect to SQL Server

/ IMPORTANT

- When using SQL Server, it is necessary to configure SQL Server before installing this software. For details, see the following.
 - Configuring SQL Server(P. 395)

Installing the Manager

This section describes the method for installing the Manager of this software.

When operating the Manager and the Agent on the same computer, install the Agent at the same time.



- When using an instance of SQL Server running on another computer, several settings must be configured before installing the Manager. For details, see the following.
 - Configuring SQL Server(P. 395)
- When operating the Agent on a different computer, follow the procedure below to install the Manager, and then install the Agent while specifying the initial settings. For details, see the following.
 - Configuring the Agents(P. 82)



- To upgrade an instance of this software that is already operating, see the following.
 - Upgrading This Software(P. 50)
- 1 Log on to the computer as a user with Administrator privileges.
- **2** Exit all application software that is running.
- **3** Execute the [manager_installer.msi] file.



- The ZIP file in the same folder as [manager_installer.msi] is a file used for upgrading. It is not used for a new installation.
- 4 On the [Welcome to the setup wizard for iW Enterprise Management Console Manager] screen, click [Next].
- **5** Select [I accept the terms in the license agreement], and click [Next].
- 6 Select the database to use in [Database].

When using the database software included with this software

☐ Select [SQLite], and click [Next].

When using SQL Server

- ☐ Select [SQL Server], and click [Next].
- ☐ Select the database to use in [Database].
- ☐ Enter a name in [Server Name] and [Instance Name].

When using a database created for this software in advance, in [Server Name], enter the IP address and port number of the computer where SQL Server is installed.

Example: 192.168.100.200,1433

The name displayed in [Database Name] cannot be changed.

Select the authentication mode to use in [Authentication Mode].

If you selected [SQL Server Authentication], enter the authentication information of a user set for this software in advance in [User Name] and [Password].

Click [Next].

7 On the [Port Settings] screen, enter the HTTP/HTTPS port number to use with this software, and click [Next].

Enter the port number for accessing the Manager from the web browser and Agents in [Ports for Applications].

In [Ports for Extended Functionality], enter the port numbers used for distributing firmware. Enter numbers that are not used by other applications.



These ports are used when the Agent communicates with Local CDS in the Manager.

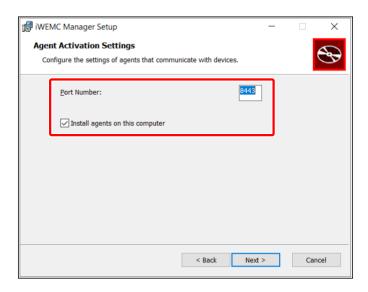
8 Enter the IP address or FQDN (fully qualified domain name) of the Manager in [Site Address], and click [Next].

When a device set to communicate with an IPv6 address only is included in the devices for management with this software, enter the FQDN.



• If the IP address may be subject to change, it is recommended that you specify the FQDN.

On the [Agent Activation Settings] screen, configure the Agent.



- ☐ Enter the port number for accessing the Agent from the Manager in [Port Number].
- ☐ If you do not want to install the Agent to the same computer as the Manager, deselect [Install agents on this computer].
- 1 Click [Next].
- 11 Specify the destination folder to install to in [Install in], and click [Next].
- 12 On the [Ready to Install] screen, click [Install].

If the [User Account Control] dialog box is displayed, click [Continue] or [Yes].

13 On the [Setup of iW Enterprise Management Console Manager is complete.] screen, click [Finish].

After the wizard is closed, your default web browser will start and the [Administrator Settings] screen of this software will be displayed. Before the screen is displayed, a security warning may be displayed in the web browser. For details, see the following.

Oconfiguring the Certificate for Encrypted Communication(P. 52)

Upgrading This Software

This section describes the procedure for upgrading this software.

When upgrading this software from an old version to a new version, upload the upgrade file to this software, rather than executing the installer.



- If you upgrade the Manager of this software, the Agent is also automatically upgraded.
- Do not execute the installer or perform operations on this software from the [Apps & Features] screen of Windows from when the Manager starts upgrading to when the Agent upgrade is complete.



- When an older version of this software is upgraded, the version displayed in [Apps & Features] in Windows remains the version that was first installed. The installed version can be checked on the following page of this software.
 - [System] menu > [System Configuration]

Preparing to Upgrade

- 1 Log in to this software as the system manager.
- **2** Confirm that no tasks are executing or scheduled to start executing soon.
- On the following page, confirm that no tasks are executing.

[Tasks] menu > [History] (with [All Tasks] selected)

On the following page, confirm that no tasks will start while this software is upgrading.

[Tasks] menu > [Task List]



An error may occur if this software is upgraded while a task is executing.

Upgrading This Software

- 1 Log in to this software as the system manager.
- Select the [System] menu > [System Configuration].

When upgrading to this version from version 4.0.x, select the [System] menu > [Plug-Ins].

3 In [System Update File], select the file for upgrading this software.

When upgrading to this version from version 4.0.x, select the upgrade file for this software in [File].

File name: emc-upgrade-package.zip

Select the "emc-upgrade-package.zip" file itself, rather than a file inside the "emc-upgrade-package.zip" file.



• The upgrade file is located in the same folder as the 'manager_installer.msi' installer for this software.

4 Click [Add].

5 When the file has been added, click [Start Installation].

- ☐ Confirm the displayed message, and click [Yes].
- ☐ If the [License Agreement] screen is displayed, check the displayed information and click [I Agree].

When installation is complete, the login screen is displayed.



- Even if a message such as the following is displayed, no operations are required. The login screen will be displayed shortly.
 - No network connection.
 - A server error occurred.

6 Confirm that the upgrade is complete.

Wait five minutes after the login screen is displayed before performing this operation.



- If you log in immediately, the screen may not be displayed correctly due to the cache stored in the Web browser. In in this case, log out, then log in again after waiting a while.
- ☐ Enter the user name and password on the login screen, and click [Log In].
- □ Confirm the version of the Manager in the [System Configuration] list.
- □ Confirm the version of the Agent in the [System] menu > [Agents].

For details, see the following.

Configuring the Agents(P. 82)



• The Agent upgrade is executed after the Manager is upgraded. Therefore, it may take time until the Agent upgrade is complete.

Configuring the Certificate for Encrypted Communication

This section describes the procedure for accessing this software using encrypted communication.

Regarding the Certificate for Encrypted Communication

When this software is accessed immediately after installation, a web browser security warning is displayed. This is because unique information for the computer where this software is installed is not contained in the certificate included with this software. Communication is still encrypted in this case. In order to stop the warning from being displayed, it is necessary to create an authorized certificate and register it to the computer.

When Using the Certificate Included in This Software

If a warning is displayed in the web browser, follow the procedure below to access this software.



• A warning may be displayed each time you access this software, depending on the web browser.

Chrome

- 1. Click [Advanced].
- 2. Click [Proceed to <URL or name> (unsafe)].

Edge

- 1. Click [Advanced].
- 2. Click [Continue to <URL or name> (unsafe)].

Firefox

- 1. Click [Advanced].
- 2. Click [Accept the Risk and Continue].

When Using an Authorized Certificate

Follow the procedure below to use an authorized certificate.

Preparing to Use a Certificate

1 Create an authorized certificate for the computer where the Agent and Manager of this software are installed.

Create an appropriate certificate according to the type of certificate.

☐ Log on to the computer where the Agent and Manager are installed as a user with administrator	
privileges.	
Right-click the Start menu, and select [Run].	
□ Enter "certlm.msc" in [Open], and click [OK].	
If the [User Account Control] screen is displayed, click [Yes].	
On the left of the [certlm - [Certificate - Local Computer]] screen, right-click the folder to add the certificate to.	
Select an appropriate folder according to the type of certificate created.	
□ Select [All Tasks] > [Import].	
Follow the instructions on the screen to register the certificate to the computer.	
Configuring the Certificate	
Enable a certificate registered in a computer to be used by this software. Either of the following methods caused.	n be
	n be
used. Configuring a Certificate Using the Tool(P. 53)	n be
used. Configuring a Certificate Using the Tool(P. 53) Configuring a Certificate Manually(P. 54)	n be
used. Configuring a Certificate Using the Tool(P. 53) Configuring a Certificate Manually(P. 54) Configuring a Certificate Using the Tool	n be
used. Configuring a Certificate Using the Tool(P. 53) Configuring a Certificate Manually(P. 54) Configuring a Certificate Using the Tool Configure the following settings to enable this software to use a certificate registered in a computer. Log on to the computer where the Agent and Manager are installed as a user with administrator	n be

Log on to the computer where the Agent and Manager are installed as a user with administrate privileges.
 Start the command prompt in Windows with administrator privileges.
 In the command prompt, navigate to the following directory where the executable file of the tolocated.
 Manager
 %ProgramFiles%\Canon\EMC\Manager\bin
 Agent running on the same computer as the Manager
 %ProgramFiles%\Canon\EMC\Manager\agent
 Agent running on a different computer from the Manager
 %ProgramFiles%\Canon\EMC\Agent
 Execute the following command.
 ChangeHttpsCertificate.exe
 Enter the number of the certificate store, and press the Enter key.
 Enter the number of the certificate, and press the Enter key.
 Confirm the displayed information, and press the "Y" key.

The service of this software is restarted.

☐ Access this software from a web browser and confirm that the warning is not displayed.

Configuring a Certificate Manually

Configure the following settings to enable this software to use a certificate registered in a computer.

1 Copy the information of the certificate.

- □ On the [certlm [Certificate Local Computer]] screen, double-click the registered certificate.
- ☐ Click the [Details] tab on the [Certificate] screen.
- □ Select [Thumbprint] in the [Field] list, and copy the string displayed on the bottom of the screen.
- ☐ Paste the copied string to a text file and save the file.
- □ Close the [Certificate] screen and the [certlm [Certificate Local Computer]] screen.

2 Add certificate information to the definition file of this software.

- □ Log on to the computer where the Agent and Manager are installed as a user with administrator privileges.
- ☐ Start Notepad with administrator privileges.

If the [User Account Control] screen is displayed, click [Yes].

Open the following file in Notepad.

Manager

Agent running on the same computer as the Manager

%ProgramFiles%\Canon\EMC\Manager\agent\mcagent.exe.config

Agent running on a different computer from the Manager

%ProgramFiles%\Canon\EMC\Agent\mcagent.exe.config

☐ Add the following line as a child element of <appSettings>.

<add key="CertThumbPrint" value="<Thumbprint>" />

<Thumbprint> is the thumbprint string saved to the file in step 1.

Example: Manager

```
</startup>
<appSettings>
 <add key="ResoucePath" value="resource" />
 <add key="DbDefPath" value="resource/dbdefs" />
<add key="L10NResourcePath" value="resource/l10n" />
 <add key="HttpPort" value="80" />
 <add key="HttpsPort" value="443" />
 <add key="WcfHttpPort" value="81" />
  <add key="WcfHttpsPort" value="444" />
  <add key="SiteAddress" value="192.168.2.10" />
  <add key="Timeout" value="7200" />
  <add key="httpMaxRxLength" value="1342177280" />
 <add key="CachePublicFilesEnabled" value="Off" />
<p
<runtime>
  <assemblyBinding xmlns="urn:schemas-microsoft-com:asm.v1">
```



- The thumbprint string can be entered as is, even if it includes spaces.
- ☐ Save the file.
- **3** Restart the service for this software.
- □ Open [Windows Administrative Tools] > [Services] from the Start menu.
- ☐ Restart the following service.

Canon Management Console Manager

Canon Management Console Agent

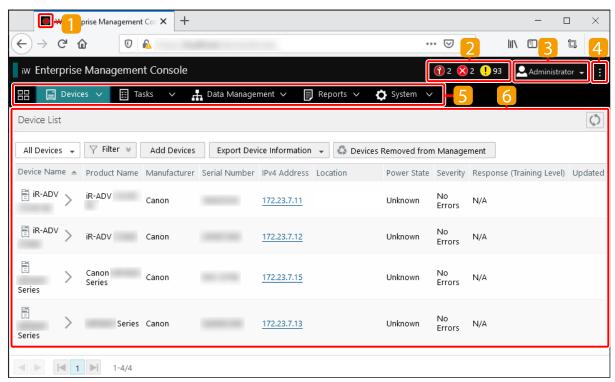
4 Access this software from a web browser and confirm that the warning is not displayed.

About the Screens of This Software

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About the Screens of This Software

This section describes the screen structure of this software.



1 Favicon

If you are using Chrome, Edge, or Firefox, the favicon is displayed as indicated below, according to the status of the target devices for management.

: Normal

: Some devices have "Errors."

: Some devices require "Service Calls."

2 Device Status Information

Displays the number of target devices for management with the following statuses.

(Priority: High)

(X): Errors (Priority: Normal)

!: Warnings (Priority: Low)

When multiple statuses apply, the status with the highest priority is totaled.

Click to display the "Errors" or "Warnings" device list.



• If a status has not occurred in the target devices for management, the icon for that status is not displayed.

3 User Information

Displays the name of the user that is logged in. Also enables you to edit the user information, configure the device list display settings, and log out from this software.

4 Help

Enables you to view the user's guide and information for the open source licenses used by this software.

5 Main Menu

Displays the menus that can be used, according to the role of the user.

For a user with the [Device Manager] role, only the menus for the functions enabled on the following screen are displayed.

[System] menu > [Users] > select device administrator user > [User Details]

6 Content Area

Displays the page selected in the main menu.

When a required item has not been set or when a value that cannot be set has been entered, [] is displayed for the setting item name.

Buttons

Displays as indicated below, according to the settings.

Button Name : Regular

Button Name / Button Name : Click this button to enable the setting.

Button Name : Click this button after confirming that there is no problem with the settings.



- The display language follows the setting of the web browser. If this software does not support the language of the web browser, this software is displayed in English.
- The date and time information follows the time zone and format of the computer where the web browser is running.

Flow of Operations (Basic Functions)

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Flow of Operations (Basic Functions)

This section describes the flow of the main operations for the basic functions.



• Operations may not be performed correctly if multiple users perform an operation on the same target (task or device) at the same time.

Required Operations

1. Logging In to This Software

Access this software from a web browser, and log in.

Logging In to This Software(P. 64)

2. Configuring the Initial Settings

Configure the initial settings required for starting to use this software.

- Configuring the Preferences(P. 75)
- Configuring Regions(P. 78)
- Configuring the Built-in Tasks(P. 81)
- Configuring the Agents(P. 82)

3. Registering Devices to This Software

Register the devices for management to this software. Devices can be discovered on the network or device information can be imported from a file.

- O Specifying the Initial Settings of Printers (Basic Functions)(P. 91)
- Setting the Device Communication Settings(P. 94)
- Discovering Printers(P. 97)
- Discovering a Single Printer(P. 100)

Optional Operations

Managing Devices

Checking the Information of Devices

You can check the status and information about the devices registered for management in the device list.

- Displaying the Device List(P. 105)
- Checking/Editing Device Information(P. 109)

Managing Device Groups

Devices for management are managed in groups. Devices groups can be specified as the target for monitoring or task execution in this software. Devices can be individually selected for adding to a group or devices that match conditions can be automatically added to a group.

Managing Device Groups(P. 116)

Sending Notification for Printer Monitoring Results

You can monitor the status of printers and send notifications regarding error information and consumable information, etc. via e-mail.

Sending Notification for Printer Monitoring Results(P. 122)

Sending the Counter Retrieval Results

You can send the counter information retrieved from printers via e-mail.

Sending the Counter Retrieval Results(P. 129)

Restarting/Shutting Down Printers

Restart/shut down printers from this software.

Restarting/Shutting Down Printers(P. 131)

Using the Dashboard

Check the device usage status in tables or graphs.

Using the Dashboard(P. 120)

Managing Tasks

The processes performed by this software are managed as tasks. The execution schedule, execution target, and execution result notification destination can be set for each task. The execution result of tasks can also be checked in a list.

Managing Tasks(P. 150)

Outputting Reports

The total results of counter information and status information collected from devices by this software can be output to a file.

Outputting Reports(P. 132)

Managing the System

Managing User Information

Create users to use this software and manage user information.

Managing User Information(P. 166)

Managing System Configurations

Add optional functions.

Managing System Configurations(P. 169)

Upgrading This Software

Upgrade this software to a new version.

Upgrading This Software(P. 50)

Logging In to This Software

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	Configuring LDAP Authentication	71

Logging In to This Software

This section describes the method for accessing and logging in to this software, and the method for logging out.

If you forget your password, reset the password and then log in.

Logging In to This Software for the First Time

1 Enter the following URL in the web browser to access this software.

For the server computer where the Manager is installed:

https://localhost:<port number>/

For a client computer:

https://<FQDN or IP address of computer where Manager is installed>:<port number>/

For details on the operating procedure when a security warning is displayed in the web browser, see the following.

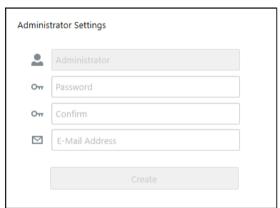
Configuring the Certificate for Encrypted Communication(P. 52)



• The port number can be omitted if the default port number (443 for HTTPS) has not been changed.

2 Set the system manager.

[Administrator Settings] is displayed.



☐ In [Password] and [Confirm], enter the string to use as the Administrator password.



- Set a password that is eight characters or longer, and uses a combination of at least three of the four types of characters (upper case characters, lower case characters, numbers, and symbols).
- ☐ Enter the e-mail address of the administrator in [E-Mail Address].
- Click [Create].

When the password is successfully set, the user is logged in as the Administrator and the [System] menu > [Preferences] page is displayed.

Proceed to configure the preferences. For details, see the following.

Configuring the Preferences(P. 75)

Logging In to This Software after the First Time

1 Enter the following URL in the web browser to access this software.

For the server computer where the Manager is installed:

https://localhost:<port number>/

For a client computer:

https://<FQDN or IP address of computer where Manager is installed>:<port number>/

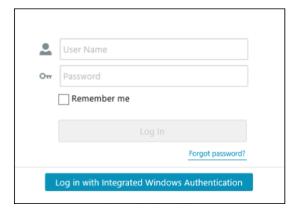
For details on the operating procedure when a security warning is displayed in the web browser, see the following.

Configuring the Certificate for Encrypted Communication(P. 52)



• The port number can be omitted if the default port number (443 for HTTPS) has not been changed.

Enter the information for logging in.



Logging In as a User of This Software

☐ Enter the user name and password, and click [Log In].

Select [Remember me] to retain the login state when the web browser is closed while the user is logged in. The retention period is five days.

Logging In with Integrated Windows Authentication

□ Click [Log in with Integrated Windows Authentication].



• To log in with Integrated Windows Authentication, settings must be configured in advance. For details, see the following.

- Configuring Integrated Windows Authentication(P. 67)

Logging In with LDAP Authentication

□ Enter the user name and password, and click [Log In].

[User Name]: <domain name>\<user name>

[Password]: Password of the user entered in [User Name]

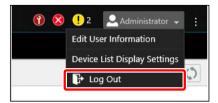
Select [Remember me] to retain the login state when the web browser is closed while the user is logged in. The retention period is five days.



- To log in with LDAP Authentication, settings must be configured in advance. For details, see the following.
 - Configuring LDAP Authentication(P. 71)

Logging Out from This Software

1 Select [Log Out] from the user information menu on the top of the screen.



Resetting the Password

- 1 On the login screen, click [Forgot password?].
- 2 On the [Reset Password] screen, enter the user name in [User Name], and click [OK].

An e-mail for resetting the password is sent to the e-mail address registered in this software.

- **3** Access the URL indicated in the e-mail for resetting the password.
- 4 On the [Reset Password] screen, enter the reset key included in the e-mail in [Reset Key], and enter the new password in [New Password] and [Confirm].
- 5 Click [OK].

The password is reset.

Configuring Integrated Windows Authentication

The Web browser and this software must be configured in order to log in to this software with Integrated Windows Authentication.



- The following conditions must be met to enable login via Integrated Windows Authentication.
 - The computer where this software is installed has joined a domain
 - The computer where this software is installed is registered to a local intranet

Configuring This Software

- 1 Log in to this software as the system manager.
- Select the [System] menu > [Preferences].
- 3 In the drop-down list on the top of the [Preferences] page, select [LDAP Server Settings].
- ☐ To encrypt the communication with the domain controller of Active Directory, select [Use TLS].
- 4 Select [Enable Integrated Windows Authentication].
- 5 In [Role Settings], enter the LDAP group name to associate with the roles of this software.

To associate multiple groups with a single role, enter the group names separated by a comma.



- Integrated Windows Authentication cannot be used to log in unless a group name to associate has been entered.
- 6 Click [Save].

Configuring the Web Browser

For a Web browser other than Firefox

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This section describes the proced	lire for lising one of the	TOUOWING WEN T	TOWSERS TO IOO	in to this software
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- Edge
- Chrome

1	Log on to the computer as a user with administrator privileges

- **2** Select [Internet Options] in [Control Panel].
- **3** Click the [Security] tab.
- 4 Click [Local intranet], and click [Custom Level].
- 5 Enable [Automatic logon only in Intranet zone], and click [OK].
- 6 Click [Site].
- **7** Click [Advanced].
- **8** Enter the following URL in [Add this website to the zone], and click [Add].

For the server computer where the Manager is installed:

https://localhost:<port number>/

For a client computer:

<FQDN or IP address of computer where Manager is installed>:<port number>/

- Olick [Close].
- 1 () Click [OK].
- 11 Click [OK].

For Firefox

- 1 Log on to the computer as a user with administrator privileges.
- 2 Start Firefox.
- 3 Access the following URL.

about:config

- 4 Search for 'network.negotiate-auth.trusted-uris', and double-click the search result.
- 5 Enter the following URL, and click the icon.

For the server computer where the Manager is installed:

https://localhost:<port number>

For a client computer:

<FQDN or IP address of computer where Manager is installed>:<port number>



- Do not add a slash to the end of a URL.
- **6** Search for 'network.negotiate-auth.delegation-uris', and double-click the search result.
- **7** Enter the following URL, and click the icon.

For the server computer where the Manager is installed:

https://localhost:<port number>

For a client computer:

<FQDN or IP address of computer where Manager is installed>:<port number>



Restart Firefox.

Logging In to This Software with Integrated Windows Authentication

- 1 Log in to the computer that will access this software as a domain user.
- **2** Enter the following URL in the Web browser configured to use Integrated Windows Authentication to access this software.

For the server computer where the Manager is installed:

https://localhost:<port number>/

For a client computer:

https://<FQDN or IP address of computer where Manager is installed>:<port number>/

For details on the operating procedure when a security warning is displayed in the web browser, see the following.

Configuring the Certificate for Encrypted Communication(P. 52)



- The port number can be omitted if the default port number (443 for HTTPS) has not been changed.
- **3** On the login screen, click [Log in with Integrated Windows Authentication].



Configuring LDAP Authentication

This software must be configured in order to log in to this software with LDAP authentication.

Configuring This Software

- 1 Log in to this software as the system manager.
- 2 Select the [System] menu > [Preferences].
- 3 In the drop-down list on the top of the [Preferences] page, select [LDAP Server Settings].
- Select [Enable connection to LDAP server].
- ☐ Enter the address of the LDAP server to use in [LDAP Server Address].
- ☐ To encrypt the communication with the LDAP server, select [Use TLS].
- ☐ In [Role Settings], enter the LDAP group name to associate with the roles of this software.

To associate multiple groups with a single role, enter the group names separated by a comma.



- LDAP authentication cannot be used to log in unless a group name to associate has been entered.
- In [Region Settings], enter the LDAP group name to associate with the region created in this software.

Select [Set the region associated with the group name as the user's region.].

Enter the group name to associate with each region in [Group Name]. To associate multiple groups with a single region, enter the group names separated with a comma.



- A group can be assigned to multiple regions.
- Users in a group not associated with a region here do not belong to any region.
- For information on configuring regions, see the following.
 - Configuring Regions(P. 78)
- 5 Click [Save].

Logging In to This Software with LDAP Authentication

Enter the following URL in the web browser to access this software.

For the server computer where the Manager is installed:

https://localhost:<port number>/

For a client computer:

https://<FQDN or IP address of computer where Manager is installed>:<port number>/

For details on the operating procedure when a security warning is displayed in the web browser, see the following.

O Configuring the Certificate for Encrypted Communication(P. 52)



• The port number can be omitted if the default port number (443 for HTTPS) has not been changed.

2 Enter the information on the login screen in the following format.

[User Name]: <domain name>\<user name>

[Password]: Password of user entered in [User Name]



Specifying the Initial Settings

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Specifying the Initial Settings

This section describes the initial settings that must be specified by the system manager before using this software.

Configuring the Preferences

☐ Select the password policy to apply.

This section describes the method for configuring the preferences of this software.

This section department of the medical for the professional of this section of
1 Log in to this software as the system manager.
2 Select the [System] menu > [Preferences].
3 Configure the required settings on the [Preferences] page.
You can switch the display using the drop-down list on the top of the list on the [Preferences] page.
[E-Mail Settings]
□ Enter the source address in [Sender E-Mail Address].
□ Enter the SMTP server address in [SMTP Server Address].
☐ Enter the port number used for communicating with the SMTP server in [Port Number].
☐ To use SSL/TLS when communicating with the SMTP server, select [Use TLS].
To use user authentication when communicating with the SMTP server, select [Use user authentication], and enter the authentication information in [User Name] and [Password].
□ Click [Save].
□ To send a test e-mail, click [Send Test E-Mail].
A test e-mail is sent to the e-mail address of the user operating the screen.
[LDAP Server Settings]
Configure the following settings here.
 Settings for logging in to this software with Integrated Windows Authentication
 Settings for logging in to this software with LDAP authentication
For information on the setting method, see the following. Configuring Integrated Windows Authentication(P. 67) Configuring LDAP Authentication(P. 71)
[Account Policy]
In [Minimum number of characters for password], enter the minimum number of characters for the password.

☐ In [Account Lockout Policy Settings], configure the account lockout settings.

Specifying the Initial Settings

[Lockout Threshold]	Enter the number of times that a user must fail logging in before they are locked out.
[Lockout Period (in Minutes)]	Enter the time until the lockout expires.

Click [Save].



 In order to apply the policy set here to passwords that are already registered, it is necessary to manually set the passwords again.



- To manually unlock a user that is locked out, click [Unlock] on the following page as a user with administrator privileges.
 - [System] menu > [Users] > [User Details] page of the account that is locked out

[Automatic Logout]

- ☐ Select [Automatically log the user out after a period of inactivity].
- ☐ In [Inactivity Period (in Minutes)], enter the time until the user is automatically logged out.
- Click [Save].



• Users logged in with Integrated Windows Authentication are not automatically logged out.

[Webhook Settings]

External systems can be notified of event details when events occur in this software. Configure the following settings to use this function.



- Webhook via a proxy is not supported.
- Click [Add].

The [Webhook Settings] page is displayed.

- ☐ Enter a name indicating the content to send notification for in [Name].
- Enter the destination URL for the external system in [URL].
- □ Enter the value for the secret token that indicates that this software was the source of transmission in [Token], as required.

The value entered here is stored in the "X-Mc-Token" HTTP header for this software and sent.

☐ Select the events to send notification for.

□ Click [Add].
[Device Group Settings]
☐ If you selected [Use tree view] in [Display Settings], select the character to use for separating levels in [Delimiter Character].
If you selected [Use list view] in [Display Settings], you can create multiple levels at the same time in the [Devices] menu > [Device Groups]. However, when a hierarchy is created with this method, devices can only be assigned to the last level. Devices cannot be assigned to higher levels.
Example:
When ":" is set in [Delimiter Character] for levels, you can use the following format to create three levels even without creating the 1st level and 2nd level in advance.
<1st level name>:<2nd level name>:<3rd level name>
When [Display Settings] is switched to [Use tree view] after creating levels via this method, the levels are separated at the separator character and displayed in the tree view.
□ Click [Save].
[Data Retention Period]
☐ Specify the number of days in [Retain Task History (in Days)].
☐ Specify the number of days in [Retain User Operation Log (in Days)].
Click [Apply].
[Online Manual Settings]
□ Select the target region for the manual displayed when [Online Manual] is selected in the [Help] menu.

Configuring Regions

In large-scale operation environments that span multiple regions, you can set regions to separate the device administrators.

Administrators assigned a region can only manage the devices in their region. This enables the workload of device management to be distributed.

- Precautions for Region-Based Operation(P. 78)
- Creating Regions(P. 79)

Precautions for Region-Based Operation

This section describes precautions when operating this software in multiple regions.

Devices

The devices managed with this software are in one of the following states.

- Belonging to one region
- · Not belonging to any region



- For information on assigning regions to devices, see the following.
 - Creating Regions(P. 79)

Device groups

Device groups are in one of the following states.

- Assigned one or more regions
 - Can include devices with the same region as the device group
- Not assigned a region
 - Can include all devices



- For information on assigning regions to device groups, see the following.
 - Managing Device Groups(P. 116)

Tasks

Tasks are in one of the following states.

- Assigned one or more regions
 - Can include device groups and devices with the same region
- Not assigned a region
 - Can include all device groups and devices



- For information on assigning regions to tasks, see the following.
 - Creating Tasks(P. 152)

Users

Users are in one of the following states.

- Assigned one or more regions
 - Can create/operate tasks with the same region
- Not assigned a region
 - Can create/operate all tasks



- A region cannot be assigned to a user with the system administrator role.
- A user with the system administrator role sets the region of the device administrators or users with a user role. For details, see the following.
 - Managing User Information(P. 166)

Regarding the [Task History] Page

The [Task History] page displays all tasks, regardless of the user that is logged in. The following operations cannot be performed for tasks of regions not assigned to the user that is logged in.

- Displaying the [Task Result Details] page
- Task operations (cancellation or recovery, etc.)

Combinations of address lists and printers

- Users with a region assigned can only delete and edit [Sets (Address Lists + Printers)] combined with devices in the same region.
- Users with a region assigned can only delete address lists included in [Sets (Address Lists + Printers)] combined with devices in the same region.

Creating Regions

You can create regions for each site where device administrators are located.



- Configuring these settings enables you to use the functions of this software related to regions.
- 1 Select the [System] menu > [Regions].
- **2** On the [Regions] page, click [Create].

3 On the [Create Region] page, set the devices to manage.

Region settings

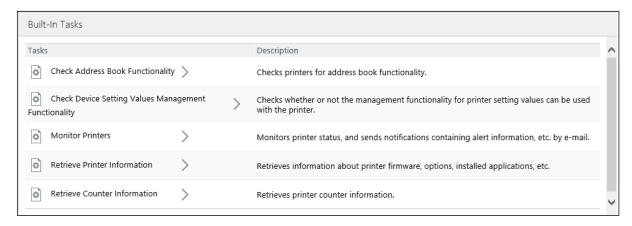
[Name]	Enter a name indicating the region.
[Device IPv4 Addresses]	Enter the range of IPv4 addresses for the devices managed by the region. Enter individual IPv4 addresses, ranges of IPv4 addresses as a start address and end address separated with a hyphen, or IPv4 addresses and their mask length separated by a slash (the CIDR format). Example: 192.168.10.0-192.168.19.255 192.168.10.0-192.168.119.255 192.168.200.11 192.168.200.12 IPv4 address managed with another region cannot be specified.
[FQDN for Devices (Do Not Include Device Name)]	
	another region, a device may be included in the target devices of both Agents. In this case, the IPv4 address condition is prioritized.

Click [Create].

Configuring the Built-in Tasks

This section describes the procedure for setting the interval for retrieving printer information.

Select the [Tasks] menu > [Built-In Tasks].



[Monitor Printers]

- ☐ Select [Monitor Printers] from the list.
- On the [Monitoring Settings] tab, set the interval for retrieving the printer status, and click [Apply].

[Retrieve Printer Information]

- ☐ Select [Retrieve Printer Information] in the list.
- □ Configure [Task Execution] for retrieving the printer information, and click [Apply].

Click [Execute Now] to execute immediately.

[Retrieve Counter Information]

- ☐ Select [Retrieve Counter Information] from the list.
- ☐ Set the interval for retrieving the counter information, and click [Apply].

Configuring the Agents

This section describes the method for adding and managing the Agent.

If the required Agent has already been added, configure the detailed Agent settings.

- Adding the Agents(P. 82)
- Oconfiguring the Detailed Agent Settings(P. 84)
- Deleting the Agent(P. 86)

Adding the Agents



- The Agent must be added in the following cases.
 - If the Agent was not installed when installing the Manager
 - If the Agent was installed when installing the Manager but additional Agents are required (when performing the distributed management of devices with multiple Agents)
- 1 Log on to the computer where the Agent operates as a user with Administrator privileges.
- **2** Access this software from a web browser, and log in as the system manager.
- 3 Select the [System] menu > [Agents].
- 4 Click [Create].
- 5 Enter a name indicating the Agent in [Name] on the [Create Agent] page.

This section describes the procedure for setting [Device IPv4 Addresses] and [FQDN for Devices (Do Not Include Device Name)] after creating the Agent. To set these on this page first, see the following.

Oconfiguring the Detailed Agent Settings(P. 84)

When operating the Manager and the Agent on the same computer

- ☐ Select [Create as a local agent].
- Click [Create].

The created Agent is displayed in the list on the [Agents] page.

Proceed to configure the detailed Agent settings. For details, see the following.

Configuring the Detailed Agent Settings(P. 84)

W	hen operating the Agent on a different computer from the Manager
	Click [Create].
	The created Agent is displayed in the list on the [Agents] page.
	Proceed to step 6.(P. 83)
	The other settings are configured after installing the Agent.
6	Copy the activation key required when installing the Agent.
	On the [Agents] page, click the name of the created Agent.
	On the [Agent Details] page, click [Copy] in the [Activation Key] field.
	The activation key is copied to the clipboard. Paste it to a text file, etc. as required.
	Click [Back].
7	On the [Agents] page, click [Download Installer].
	Save [agent_installer.msi] to a folder of your choice.
8	Double-click [agent_installer.msi].
9	On the [Welcome to the setup wizard for iW Enterprise Management Console Agent] screen, click [Next].
0	Select [I accept the terms in the license agreement], and click [Next].
1	On the [Activate Agent] screen, configure the Agent.
	Enter the copied activation key in [Activation Key].
	Enter the port number used for communication between the Manager and the Agent in [Ports for Applications].
	The default value of the port number used for communication between the Manager and the Agents is "10080 for HTTP and "8443" for HTTPS. If another application is using this port number, change the port number.
	In [Ports for Extended Functionality], enter the port numbers used when distributing firmware. Enter numbers that are not used by other applications.
	NOTE
	These ports are used when the Agent communicates with Local CDS in the Manager.

☐ Click [Next].

- 12 Specify the destination folder to install to in [Install in], and click [Next].
- 13 On the [Ready to Install] screen, click [Install].

If the [User Account Control] dialog box is displayed, click [Continue] or [Yes].

14 On the [Setup of iW Enterprise Management Console Agent is complete.] screen, click [Finish].

Configuring the Detailed Agent Settings

- 1 Access this software from a web browser, and log in as the system manager.
- 2 Select the [System] menu > [Agents].

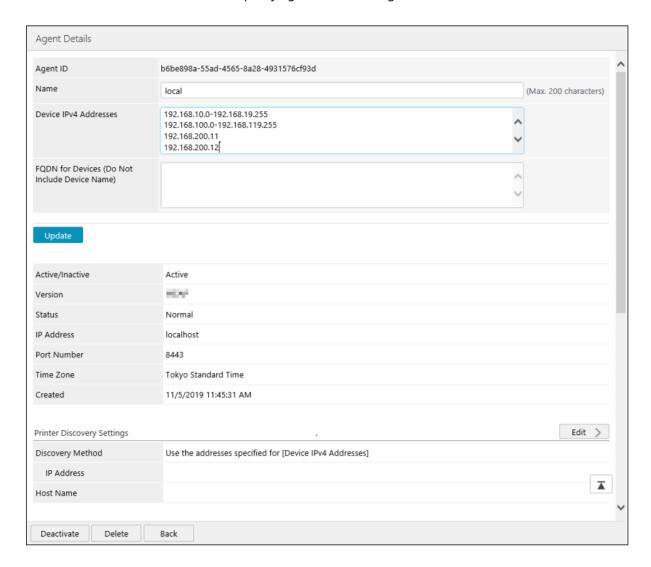
Place the mouse over the string indicating the version to display the version of each of the Agent functions in a popup.

3 Select the target Agent in the list.

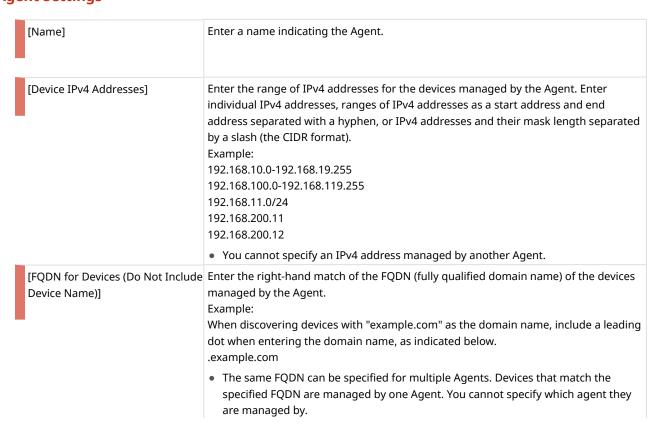
When there is a problem with the Agent, an icon is displayed in [Status].



- If the self-diagnosis of this software finds an error in the Agent, the [Diagnostic Error] icon is displayed.
- Place the mouse over the [Diagnostic Error] icon to check the details of the error.
- If the Manager and Agent of this software are running on the same computer, self-diagnosis is not performed.
- If an error occurs during self-diagnosis, see the following.
 - If an Error Occurs during Self-Diagnosis(P. 377)
- 4 Configure the devices for management on the [Agent Details] page.



Agent Settings



If you specify a range of IPv4 addresses with one Agent and an FQDN with another
agent, a device may be included in the ranges of both Agents. In this case, the IPv4
address conditions are prioritized.



- An address range cannot be specified in environments operating with IPv6. In this case, register the
 device names to a DNS server and WINS server, and enter the FQDN of the target devices in [FQDN for
 Devices (Do Not Include Device Name)].
- Click [Update].

Agent Information

[Activation Key] is displayed when [Inactive] is displayed for [Active/Inactive].

The activation key is required when installing the Agent. Click [Copy] to copy the activation key.



- Place the mouse over the string indicating the version to display the version of each of the Agent functions in a popup. When you have upgraded this software or added a function, this enables you to confirm that the Agent functions have been upgraded.
- [Deactivate] on the bottom of the screen is used when migrating the Agent to another computer. For details, see the following.
 - Migrating the Manager to Another Computer(P. 332)

Printer Discovery Settings

Specify this setting to add specific printers for management. You can also specify IPv4 addresses and FQDN (fully qualified domain name) that are not included in the range specified in [Device IPv4 Addresses] and [FQDN for Devices (Do Not Include Device Name)].

- ☐ Click [Edit] in [Printer Discovery Settings].
- □ To discover a specific printers by its IPv4 address, select [Use the specified addresses] in [Discovery Method], and enter the IPv4 address in [IP Address]. You can also enter a range of addresses. Addresses can also be entered in the CIDR format.

When [Use the specified addresses] is selected, only the IPv4 addresses specified on this page are managed by the Agent that is being edited.

☐ To discover a specific printer by its FQDN (fully qualified domain name), enter the FQDN in [Host Name] in the FQDN format.

Printers specified by their FQDN are managed by the Agent that is being edited regardless of the selection in [Discovery Method].

Deleting the Agent

If the Agent becomes unnecessary because of reallocation, etc., perform the following procedure to delete the Agent.

1 Access this software from a web browser, and log in with the system manager account.

- Select the [System] menu > [Agents].
- **3** Select the target Agent in the list.
- Click [Delete] on the [Agent Details] page.

The device information that was managed by the deleted Agent is not automatically deleted from the [Devices] menu > [Device List] > [Device List] page. Manually delete the device information as required. For details, see the following.

- Removing Devices from Management(P. 113)
- 5 Uninstall the Agent from the computer where it is running.

For details, see the following.

Uninstalling the Agent(P. 339)

Using the Basic Functions

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Using the Basic Functions

This section describes the method for using the basic functions of this software.

Registering Devices to This Software

This section describes the method for registering devices on the network to the database as target devices for management with this software.

Specifying the Initial Settings of Printers (Basic Functions)

This section describes the initial settings specified on the printers managed by this software.



- The menu position, screen names, and item names may differ according to the model.
- 1 Display the network settings screen on the printer.
- 2 Set the protocol.
- □ Set [TCP/IP Settings] > [Use HTTP] to [On].
- ☐ Set [Dedicated Port Settings] to [On] to use the Canon protocol.



- This software cannot retrieve the following information when [Dedicated Port Settings] is set to [Off].
 - Some firmware information
 - Some counter information
 - Service call error codes
- **3** When a printer is set to communicate with an IPv6 address only, configure the settings for performing name resolution.



- The operation method differs according to the printer type. For details on printer types, see the following.
 - Types of Printer and Corresponding Printer Models (Displayed in a separate tab)
- Configure the settings related to DNS other than those indicated below according to the operating environment.

Type I Printers

- □ Enter the IPv6 address of the DNS server in [TCP/IP Settings] > [DNS Settings] > [DNS Server Address Settings] > [IPv6].
- □ Enter the host name and domain name of the printer in [TCP/IP Settings] > [DNS Settings] > [DNS Host/Domain Name Settings] > [IPv6].

Type II/Type IV Printers

Configure the settings from the Remote UI.

- ☐ Click [TCP/IP Settings].
- Click [Edit] in [IPv6 Settings].
- ☐ Enter the IPv6 address of the DNS server in [DNS Settings].
- □ Enter the host name and domain name of the printer in [Host Name] and [Domain Name].

Set SNMPv1 or SNMPv3.

When using SNMPv1 to communicate with printers

- □ Set [SNMP Settings] > [Use SNMP v. 1] to [On].
- □ Set the [MIB Access Permis.] setting for the SNMP community name used for communicating with this software to [Read/Write].
- ☐ For printers with a PS print server attached, set a name that differs from the read-only SNMP community name for the read/write SNMP community name.

When using SNMPv3 to communicate with printers

- ☐ Set [SNMP Settings] > [Use SNMP v. 3] to [On].
- □ Set the [MIB Access Permis.] setting for the user used for communicating with this software to [Read/Write].
- ☐ Set the [Security Settings] setting to [Authentication On/Encryption On].



- To set [Authentication Algorithm] to SHA2, select a hash length other than 224 bit. This software does not support 224-bit hashes.
- 5 Set [SNMP Settings] > [Reject SNMP Packets While in Sleep Mode] to [Off].
- 6 Set or check the authentication information of the authentication method used in the printer.

The authentication information set or checked here must be registered to this software.



- For increased security, it is recommended that you change the authentication information of the administrator from the factory default setting, or prohibit authentication using login methods that are not selected. For details on login methods and authentication information, see the following.
 - Printer instruction manuals

Models with a (Settings/Registration) button or (Additional Functions) button on the control panel

Check the authentication information of a user with administrator privileges.

When User Authentication is used as the login service:

For local device authentication, check the [User Name] and [Password] of a user with the Administrator role.

For server authentication, check [Domain Name] and the [User Name] and [Password] of a user with administrator privileges.

When a login service other than User Authentication is used as the login service:

Check the [User Name] and [Password] of a user with administrator privileges for the login service being used.

☐ Check the authentication information required when using Address Book Management.



 The authentication information required when using Address Book Management differs according to the setting of [Use MEAP Auth. When Receive].

When operating with the [Use MEAP Auth. When Receive] setting set to [Off]:

Set to enable authentication using [System Manager ID] and [System PIN]. For models with the [Prohibit Authentication Using Department ID and PIN] setting, it is necessary to set it to [Off].

When operating with the [Use MEAP Auth. When Receive] setting set to [On] or when there is no [Use MEAP Auth. When Receive] setting:

There are no settings unique to Address Book Management.

Models without a (Settings/Registration) button or (Additional Functions) button on the control panel

- ☐ Set or check the authentication information of a user with administrator privileges.
- ☐ For an authentication method that requires a user name and password, set all of the following to [On].

[Menu] > [Network] > [TCP/IP Settings] > [WSD Settings]

- [Use WSD Printing]
- [Use WSD Browsing]
- [Use Multicast Discovery]

7 Restart the printer.

Setting the Device Communication Settings

This section describes the communication settings used by this software to communicate with devices.

- 1 Select the [Devices] menu > [Device Communication Settings].
- **2** Configure the required settings on the [Device Communication Settings] page.

[Authentication Information] tab

Register the authentication information required for this software to communicate with devices. Multiple sets of authentication information can be registered for each authentication method.



- Make sure to register SNMPv1 or SNMPv3 authentication information. Register other authentication information as required. The required authentication information differs according to the task. For details, see the descriptions of each function.
- If [Use the Canon protocol] was selected on the [UDP Communication Settings] tab, register the authentication information set in the device, as indicated below.
 - [User Authentication]
 - [System Manager ID]
 - [Domain Authentication]

For devices that perform authentication with a password only, register the authentication information in [Password Authentication].

[Authentication Method]	 Select the authentication method and access rights, and click [Add]. On the [Authentication Information Details] page, click [+ Add], enter the authentication information, and click [Save]. Select the target authentication method from the list to check, edit, and add authentication information. Associate authentication information with the Agent in [Target Agents] on the [Authentication Information Details] page. The Agent uses the associated authentication information to communicate with devices.
	• In [Description] on the [Authentication Information Details] page, enter comments on the authentication information.
[SNMPv1]	Enter the SNMPv1 community name set in the device. If the device is set to use a dedicated community, select [Use a dedicated community].
[SNMPv3]	Enter the SNMPv3 user name, authentication password, encryption password, and context name set in the device.
[User Authentication]	Select this when the authentication method of the login service (User Authentication and SSO-H) set in the device is local device authentication. Also select this when not using a domain name for uniFLOW Online authentication. Enter the user name and password.

Using the Basic Functions

[System Manager ID]	Enter the system manager ID and system PIN set in the device.
[Password Authentication]	For devices that perform authentication with a password only, enter the administrator password (Remote UI administrator password).
[Domain Authentication]	Select this when the authentication method of the login service set in the device is domain authentication. (Example: User Authentication, SSO-H, LDAP authentication, and uniFLOW Online authentication, etc.) Enter the domain name, user name, and password. In [Domain Name], enter the same string as the name registered in the device. The name is case-sensitive.
[Service Management Service]	Enter the password for logging into the Service Management Service of the device.
Authentication information list	Displays the registered authentication method and access rights, the Agent associated with the authentication information, and a description of the authentication information. To edit the authentication information, click the target authentication method. To delete it, click the [x] next to the target authentication information.

[Communication Time Settings] tab

Sets the time for retrieving the printer status and counters from devices.



- Tasks are executed regardless of the time specified here.
- Information is retrieved at the time specified here at the interval set in the built-in task. For details on setting the interval, see the following.
 - Configuring the Built-in Tasks(P. 81)

[Communication Times (Standard)]	Sets the time for retrieving the information.
	To specify multiple times, click [+ Add].
	• To specify a period that stretches across two days, set a period with 24:00 as the end time and a period with 0:00 as the start time.
[Communication Times (Exceptions)]	Enables you to set a time that differs from the standard settings for each day of the week. The settings in [Communication Times (Exceptions)] take priority over those in [Communication Times (Standard)].

[UDP Communication Settings] tab

[Timeout (Seconds)] [Retries]	Specify the timeout time and retry count when there is no response from a device during UDP communication.
	For details on communication using UDP, see the following.
	- List of Port Numbers(P. 382)
[Protocols]	Select this when using the Canon protocol.
	This software cannot retrieve the following information unless this protocol is used.
	- Some firmware information
	- Some counter information
	- Service call error codes

• Printers with a PS print server attached cannot be restarted unless this protocol is used.

[Data Retention Period] tab

[Retain Status Information (in Days)]

Set the retention period of the status information retrieved from the device. The information within the period set here is displayed on the following page.

- The [Detailed Status] page (The page displayed from [Devices] menu > [Device List])
- The [Reports] menu > [Status Info]

[Retain Counter Information (in Days)] Set the retention period of the counter total results retrieved from the device. The information within the period set here is displayed on the following page.

• [Reports] menu > [Counters]



 When a longer period is set, the size of the data saved to the database will be larger. Set a period according to the operation environment of this software.

Discovering Printers

This section describes the method for discovering printers managed with the specified Agent and registering them to this software.

Checking the Agent Settings

In order to discover printers, the Agent managing the target printers must be correctly set.

- 1 Select the [System] menu > [Agents].
- In the list, select the name of the Agent for managing the printers to discover.
- **?** Check the settings on the [Agent Details] page.
- ☐ Check the following settings. Edit them as required.

[Device IPv4 Addresses]

[FQDN for Devices (Do Not Include Device Name)]

- ☐ To discover specific printers included in the scope of management for the target Agent, check the settings in [Printer Discovery Settings]. For details, see the following.
 - Oconfiguring the Detailed Agent Settings(P. 84)

Checking the Authentication Information Settings

Confirm that the authentication information required for communicating with printers is registered to this software. For details, see the following.

Setting the Device Communication Settings(P. 94)

Discovering Printers



- To switch a printer discovered with SNMPv1 to communicate with SNMPv3 only, change the settings of
 the printer to use SNMPv3 only, and perform discovery again. If you perform discovery after deleting
 the printer from this software, the printer will be registered to this software as a different printer from
 the deleted printer.
- 1 Select the [Tasks] menu > [Task List].
- 2 Click [Create].

- 3 Select [[Printer] Discover] from the list.
- 4 On the [Scheduled] tab, specify the basic information and schedule of the task.

For details on configuring the task, see the following.

- Creating Tasks(P. 152)
- 5 On the [Targets] tab, select the target Agents from the list.

Discover printers in the discovery range set for the selected Agent.

For more information, see the following.

- Configuring the Agents(P. 82)
- 6 On the [Task-Specific Settings] tab, specify whether to perform a printer function check and retrieve information after printer discovery is finished.

If set, the following built-in tasks are executed.

- Check Address Book Functionality
- Check Device Setting Values Management Functionality
- Retrieve Printer Information
- 7 In [Registration Conditions for Discovered Devices] on the [Task-Specific Settings] tab, configure the conditions for registering discovered printers to this software as devices for management by this software or devices not for management by this software.



- If all discovered printers will be set as devices for management, these settings are not required.
- The conditions configured here are not applied to printers that are already registered to this software.
- □ Select the item to configure conditions for in the drop-down list, and click [+] (Add).
- □ Enter the string for the condition in the text box next to the selected item, and select the condition.

The string is not case-sensitive.

For details on configuring conditions, see the description of filters on the following page.

- Displaying the Device List(P. 105)
- ☐ In [Device Registration Method], select whether to register printers that meet the conditions as devices for management or register printers that do not meet the conditions as devices for management.

Example settings:

• If you want to register only Canon printers to this software as devices for management, configure the registration conditions as indicated below, and select [Register as a managed device] in [Device Registration Method].

Drop-down list: [Manufacturer]

Condition: [Equals] Text box: Canon • If you want to register printers installed in a specific location as devices not for management by this software, configure the registration conditions as indicated below, and select [Register as an unmanaged device] in [Device Registration Method].

Drop-down list: [Location]

Condition: [Equals]

Text box: Installation location set in the printers

8 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List].

For details, see the following.

Managing Created Tasks(P. 160)

You can check the status of executing or completed tasks by selecting the [Tasks] menu > [History].

It may take some time for the task to finish.

For details, see the following.

- Checking the Task Execution Results(P. 162)
- Displaying the Device List(P. 105)

Discovering a Single Printer

This section describes the procedure for discovering a single printer and registering it to this software.

- 1 Select the [Devices] menu > [Device List].
- **2** Click [Add Devices].
- **3** Enter the printer address in [IPv4 Address or Host Name], and click [Discover].

Specify the IPv4 address or host name as the printer address.

Importing Device Information

You can import a file including device information and register it to this software.

- Preparing a File to Import(P. 101)
- Importing the Device Information(P. 102)

Preparing a File to Import

You can create a new file using the template file for importing. You can also export and use a device list from iW Management Console v3.x.

Creating a New File

- 1 Select the [Devices] menu > [Device List].
- Click [Add Devices] on the top of the list.
- **3** Export the template file for importing in [Export Template File] on the [Add Devices] page.
- ☐ Select the file format in [File Type].

Select one of the following.

- CSV (Comma delimited) (*.csv)
- Text (Tab delimited) (*.txt)
- Excel file (*.xlsx)

There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

- Regarding CSV Files Exported from This Software(P. 42)
- Regarding Excel Files Exported from This Software(P. 42)



- The [Excel file (*.xlsx)] format is recommended when using software that can edit xlsx files.
- ☐ To include the information of the devices registered in this software, select [Include registered devices in the export].
- Click [Export].
- Enter the information of the devices to register in the template file.

The following items are required.

- DeviceType
- ProductName

- Manufacturer
- PhysicalAddress
- State (Specify "Managed" as the value.)

When retaining exported device information, do not change the following items.

- PhysicalAddress
- SerialNumber



• When the file format is CSV or text, save the file with the character encoding set to UTF-8. Files saved with other encoding cannot be imported correctly.

Exporting a Device List from iW Management Console v3.x

- 1 Log in to iW Management Console v3.x.
- **2** Set the character encoding used in the file to export to UTF-16.
 - ☐ Select [Configuration] > [Common Settings] > [Communications Settings] from the menu.
- □ Click [Update] after selecting [utf-16] in [Character Settings] > [Character Code Used by CSV Files].
- **3** Set the display language to English.
- □ Select [Configuration] > [Preferences] > [Display Preferences] from the menu.
- □ Click [Update] after selecting [English] in [Language].
- 4 Export the device list.
 - □ Select [Device] > [List] > [Device List] from the menu.
 - Click [Export].

Follow the direction on the screen to save the file.

Importing the Device Information

- 1 Select the [Devices] menu > [Device List].
- 2 Click [Add Devices] on top of the list.

[Add Devices] is displayed.

	Import the file including the device information in [Import File].
	□ Select the file to import in [File].
	Click [Import].
4	When the import process is complete, click [Back].
5	Confirm that the device information you imported has been added to the device list.
6	Retrieve the device information.
	In order to manage devices using this software, it is necessary to retrieve the device information in advance.
	□ Select the [Tasks] menu > [Built-In Tasks].
	Execute the following tasks in the list on the [Built-In Tasks] page.Retrieve Printer Information

• Check Device Setting Values Management Functionality (to manage device setting values)

• Check Address Book Functionality (to manage address books)

Managing Devices

This section describes the method for managing the devices registered to this software in the device list.

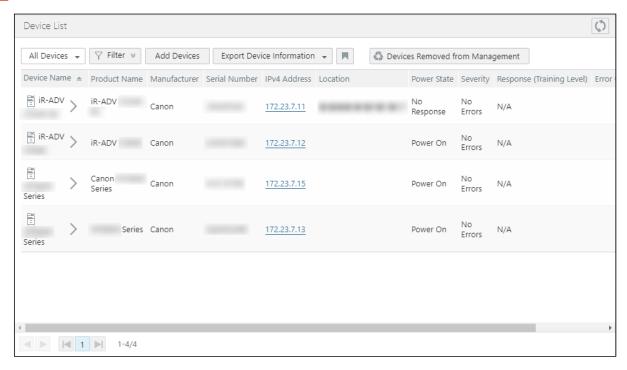
Displaying the Device List

This section describes the method for checking the devices for management by this software in a list.

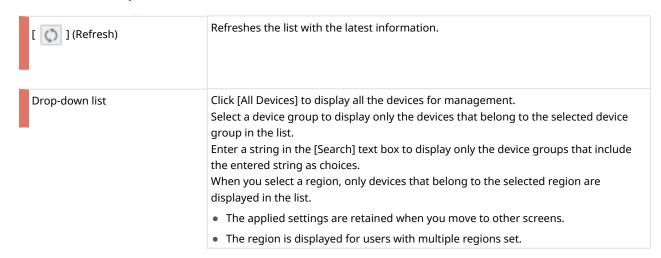
The device list enables you to check the status and detailed information of devices.

Displaying the Device List

- 1 Select the [Devices] menu > [Device List].
- **2** Perform the required operations in the list on the [Device List] page.



Buttons on the Top of the List



Select the item to set a filter for from the drop-down list displayed by clicking [Filter]. Click the [+] (Add) next to it to display the field for specifying the conditions.
Specify the filter conditions and click [Apply].
 When a text box is displayed, you can specify multiple strings separated by line breaks. When check boxes are displayed, you can select multiple values.
When multiple values are specified for a single item, the item is deemed to have met the condition when any of the specified conditions is met.
 Multiple items can be specified as the filter conditions. When multiple conditions are specified, devices that meet all the conditions are displayed in the device list. For example, if the following filter conditions are specified, devices with a [Product Name] that starts with "iR-ADV" or "LBP" and [Error] set for [Severity] are displayed in the list.
[Product Name]: Specify [Begins with] with "iR-ADV" and "LBP" separated by a line break.
 [Severity]: Specify [Error]. To delete a condition that has been added, click [x] on the right edge. To delete all the conditions, click [Reset].
The applied settings are retained when other screens are displayed.
Indicates that a filter is applied.
Indicates that a filter is not applied.
Enables you to import device information from a file. For details, see the following. - Importing Device Information(P. 101)
Enables you to select a file format from the drop-down list to export the device information to a file.
• An exported device information file cannot be imported to this software. To import device information from a file, use a template file. For details, see the following.
- Importing Device Information(P. 101)
• There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.
- Regarding CSV Files Exported from This Software(P. 42)
- Regarding Excel Files Exported from This Software(P. 42)
Saves the selection state of the drop-down list, the filter settings, and the sorting state of the list.
Displays a list of the devices deleted from the device list. For details, see the following.

Operations Available in the List

[Device Name]

Click the device name to display the [Device Details] page and check or edit the detailed information for the device. You can also remove devices from management. For details, see the following.

- Checking/Editing Device Information(P. 109)
- Removing Devices from Management(P. 113)

[IPv4 Address]	Click the IPv4 address or IPv6 address to display the web page of the device.
[IPv6 Address]	
[Power State]	Click either to check detailed information regarding the device status and error history on the [Detailed Status] page. For details, see the following.
[Severity]	- Checking the Detailed Status for Individual Devices(P. 111)
	• [Power State]: [Unknown]
[Response (Training Level)]	Displayed when status information could not be retrieved from the device.
-	• [Power State]:[No Response]
	The state where the power of the device is ON but the device is not responding to communication from this software.
	This state may occur when SLP (Service Location Protocol) communication is blocked in the router or elsewhere, because the notification will not reach this software. (This software uses SLP to retrieve the power state.)
	This state may also occur with devices that cannot send notification indicating that the power has been turned OFF or devices configured to not send notification on the power state via SLP, even if the above problems have not occurred.
	• [Power State]: [Conflict]
	Displayed when the combination of MAC address and IP address of the device registered in this software does not match the information retrieved from the device. Discover the device again in order to reflect the actual device information in this software. For details, see the following.
	- Discovering Printers(P. 97)
	• [Severity] and [Response (Training Level)]
	When multiple errors have occurred, the information of the error with the highest severity is displayed. For details, see the following.
	- Checking the Detailed Status for Individual Devices(P. 111)
[Error Content]	Displays the content of the error.



- Click an item title in the list to sort by that item.
- The device information displayed in the list is not automatically updated. Click [()] (Refresh) to update it.
- A maximum of 200 items are displayed in the list per page.

Changing the Items Displayed in the Device List

The items displayed in the device list and their order can be set for each user.

1 Select [Device List Display Settings] from the user information menu on the top of the screen.



- **2** On the [Device List Display Settings] page, select the items to display in the device list.
- **3** Drag the border around the item name to change the display order.
- 4 Click [Apply].

Checking/Editing Device Information

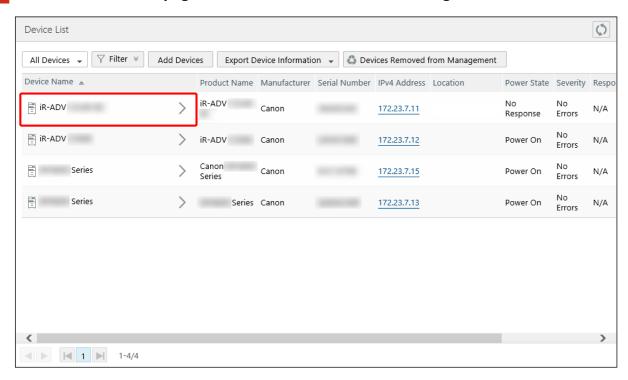
This section describes the method for checking and editing the detailed information of devices for management.

Some changes are reflected to devices. You can also display the web page and the status details for the Remote UI of the devices.

- Checking/Editing Detailed Information for Devices Separately(P. 109)
- Batch Editing Detailed Information(P. 110)
- Checking the Detailed Status for Individual Devices(P. 111)

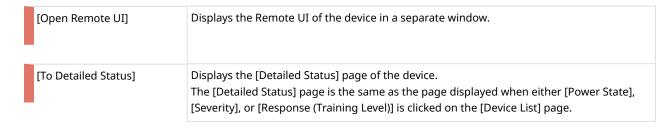
Checking/Editing Detailed Information for Devices Separately

- Select the [Devices] menu > [Device List].
- **7** On the [Device List] page, select the device name of the target device from the list.



3 Perform the required operation on the [Device Details] page.

Buttons



Tabs

[Basic Device Info]	Displays the basic information. Some of the items can be edited. If you edit them, click [Update].
	• Changes to [Device Name] and [Location] are reflected to devices. The number of characters that can be set differs according to the device. Enter a string that does not exceed the maximum number of characters that can be set for the device.
	• When a URL is specified in [Link], [\infty] is displayed in the [Link] column of the device list. Click [\infty] to open the page of the URL. For details on displaying the [Link] column in the device list, see the following.
	- Displaying the Device List(P. 105)
[Device-Specific Info]	Displays the detailed information.

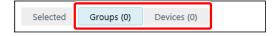
Batch Editing Detailed Information

The same settings can be specified for multiple devices.

- 1 Select the [Devices] menu > [Device Batch Processing] > [Batch Configure Device Information].
- 2 In [Basic Device Info], select the information to change, and enter or select the new information.
- **3** In [Target Devices], specify the target devices.
- □ Click [Groups] or [Devices], and select the target device groups or devices.

If you selected [Devices], you can apply a filter to filter the devices displayed in the list.

A maximum of 5,000 items can be selected in the device or device group list at once.



- Click [Selected], and confirm that the selected devices and device groups are displayed.
- Click [Update].



- Changes to [Location] are reflected to devices. The number of characters that can be set differs according to the device. Enter a string that does not exceed the maximum number of characters that can be set for the device.
- - Displaying the Device List(P. 105)

Checking the Detailed Status for Individual Devices

The detailed status retrieved by a built-in task (Monitor Printers) can be checked for each device.

- 1 Select [Devices] menu > [Device List].
- Click [Power State], [Severity], or [Response (Training Level)] for the device to check on the [Device List] page.
- **3** Perform the required operation in the [Detailed Status] page.

Buttons

[Open Remote UI]	Displays the Remote UI of the device in a separate window.
[To Device Details]	Displays the [Device Details] page. The [Device Details] page is the same as the page displayed when a device name is clicked on the [Device List] page.

[Latest Status] Tab

Displays the latest status information retrieved from the device. You can check the counter values, error information, paper source information, and consumable information, etc.

[Time Since Last Error]	Displays the time that has elapsed from device startup to status retrieval.
[Counter (Cumulative)]	Displays the counter total values from device shipping to status retrieval.

[History] Tab

Displays the history of the error information.

You can click history to check the status information at that time on the [Detailed Status (History)] page.

Common Items on the [Latest Status] Tab/[History] Tab/[Detailed Status (History)] Page

[Error Information]

Displays the information collected from prtAlertTable in the standard printer MIB defined in RFC 3805.

[Error Content]	Displays an overview of the error.
[Severity]	Displays the error priority as indicated below Service Calls (Priority: High)
	- Errors (Priority: Normal)

Using the Basic Functions

	- Warnings (Priority: Low)
[Response (Training Level)]	The PrtAlertTrainingLevelTC value of the standard printer MIB defined in RFC 3805. One of the following is displayed. Untrained:
	An error that can be resolved by the user by referring to information such as the control panel screens and instruction manuals.
	Trained:
	An error that can be resolved by a user with detailed knowledge on the method for resolving the error.
	Management:
	An error that can be resolved by the printer administrator.
	Field Service:
	An error that can be resolved by the maintenance service.
	Other:
	An other error.
	Unknown:
	An unknown error.
	No Intervention Required:
	An error that does not need to be resolved.
	 The correspondence between the printer errors and the above categories is defined by the manufacturer of the printer. Therefore, similar errors may be defined as different categories, depending on the manufacturer. Canon categorizes printer errors into one of four categories; Untrained, Management, Field Service, or Other.
	• For error details, check the control panel of the printer or the Remote UI.
[Group]	The prtAlertGroup value of the standard printer MIB defined in RFC 3805. Displays the type of sub unit that caused the error.
[Group Index]	The prtAlertGroupIndex value of the standard printer MIB defined in RFC 3805. Displays the index that caused the error in the sub unit that caused the error.
[Duration]	Displays the time that the error continued for.
[Details]	Displays the content of the error. The displayed content differs according to the manufacturer and product, etc.

Paper Source Information

Displays the information collected from prtMarkerSuppliesTable and prtMarkerColorantTable in the standard printer MIB defined in RFC 3805.

Consumables Information

Displays the information collected from prtInputTable in the standard printer MIB defined in RFC 3805.

Displays the information collected from finSupplyTable in the finisher MIB defined in RFC 3806.

Removing Devices from Management

This section describes the method for removing the devices from management.

- Removing Devices from Management(P. 113)
- Restoring Removed Devices from Management/Deleting Devices from This Software(P. 114)

Removing Devices from Management

Removed devices from management can be checked on the [Devices Removed from Management] page. Click [Devices Removed from Management] on the top of the [Device List] page to display the [Devices Removed from Management] page. Devices displayed on the [Devices Removed from Management] page are not managed by this software.

Removing Devices from Management Separately

- 1 Select the [Devices] menu > [Device List].
- **2** On the [Device List] page, select the device name of the target device from the list.
- **?** Click [Remove from Management] on the [Device Details] page.

Removing Devices from Management Together

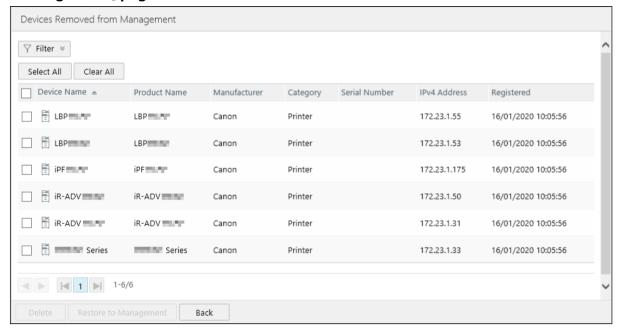
- 1 Select the [Devices] menu > [Device Batch Processing] > [Batch Remove Devices from Management].
- **2** Select the devices to remove.



- A maximum of 5,000 items can be selected in the device or device group list at once. When more than 5,000 devices or device groups are registered in the list, not all the devices can be selected by clicking [Select All Items on All Pages]. In this case, perform the operation several times.
- **3** Click [Remove from Management].

Restoring Removed Devices from Management/Deleting Devices from This Software

- Select the [Devices] menu > [Device List].
- On the [Device List] page, click [Devices Removed from Management] on the top of the list.
- **3** Perform the required operations in the list on the [Devices Removed from Management] page.



Restoring devices from management

- ☐ Select the target devices.
- ☐ Click [Restore to Management].
- Click [Back].
- ☐ Confirm that the devices you restored have been added to the device list.

Deleting devices from this software

- ☐ Select the target devices.
- Click [Delete].



 When devices are deleted on the [Devices Removed from Management] page, all the information retrieved from the device and the management information is deleted. To set devices that have been deleted from management again, it is necessary to discover the target devices or import the device information from a file.



• A maximum of 5,000 items can be selected in the device or device group list at once. When more than 5,000 devices or device groups are registered in the list, not all the devices can be selected by clicking [Select All Items on All Pages]. In this case, perform the operation several times.

Managing Device Groups

This section describes the method for creating device groups and editing created device groups.

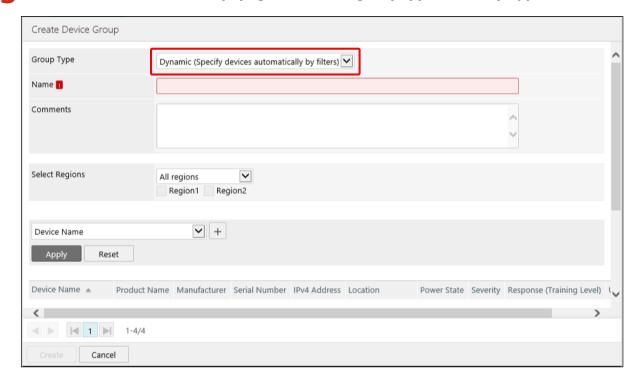
- Creating Device Groups(P. 116)
- Editing/Deleting Device Groups(P. 118)

Creating Device Groups

- 1 Select the [Devices] menu > [Device Groups].
- **2** Click [Create] on the [Device Groups] page.



3 On the [Create Device Group] page, select the group type in [Group Type].



[Static (Specify devices manually)] Select individual devices to add to the group.

• A maximum of 5,000 devices can be registered to a group.

[Dynamic (Specify devices automatically by filters)]

Automatically adds devices that match the conditions specified with the filter to the group. New devices that are added after creating the group are also added to the group if they meet the conditions.



• The group type cannot be changed after creating a device group.

Enter the group name and hierarchy information.

• The information to enter differs according to the [Display Settings] and [Delimiter Character] set on the following screen.

[System] menu > [Preferences] > [Device Group Settings]

When [Display Settings] is set to [Use tree view] for the device group

- □ To create a group at the second level or below, select the name of the group that the group to create will belong to in [Parent Group Name].
- ☐ Enter the group name in [Name].

The character specified as the level separator character cannot be included in names.

When [Display Settings] is set to [Use list view] for the device group (when [Parent Group Name] is not displayed)

☐ Enter the group name in [Name].

Multiple levels can be created at the same time. However, when a hierarchy is created with this method, devices can only be assigned to the last level. Devices cannot be assigned to higher levels.

Example:

When ":" is set as the level separator character, you can use the following format to create three levels even without creating the 1st level and 2nd level in advance.

<1st level name>:<2nd level name>:<3rd level name>

When [Display Settings] is switched to [Use tree view] after creating levels via this method, the levels are separated at the separator character and displayed in the tree view.

5 Enter a comment in [Comments], as required.

6 In [Select Regions], select the regions to set for the device group.

For [Selected regions only], select the regions to set. Multiple regions can be set for a device group.



- [Select Regions] is displayed when regions are set. For details, see the following.
 - Configuring Regions(P. 78)

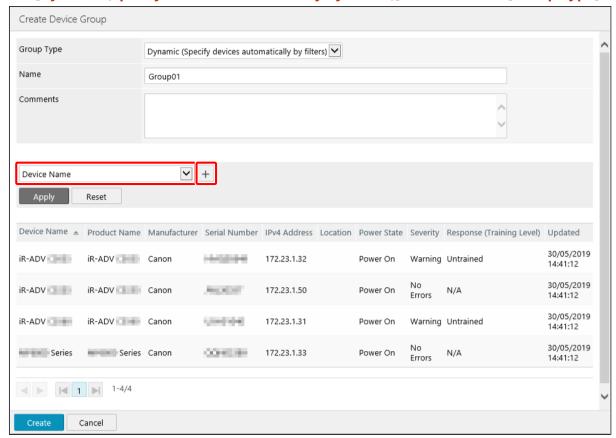
7 Specify the devices to add to the group.

When [Static (Specify devices manually)] is selected for [Group Type]

Select the devices to add in the list, and click [Create].

A group that contains the selected devices is created.

When [Dynamic (Specify devices automatically by filters)] is selected for [Group Type]



☐ Set the filter conditions, and click [Create].

A group that contains the devices that meet the filter conditions is created.

For details on filter settings, see the following.

Displaying the Device List(P. 105)

Editing/Deleting Device Groups

- Select the [Devices] menu > [Device Groups].
- 2 On the [Device Groups] page, select the name of the target device group in [Name] in the list.

3 Perform the required operations on the [Create Device Group] page.



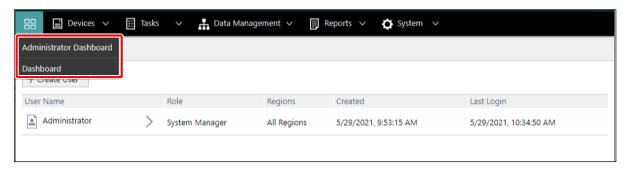
- The group type cannot be changed after creating a device group. To change it, create the device group again.
- The ID displayed in [Group ID] is the ID used for management with this software. It cannot be changed.

Using the Dashboard

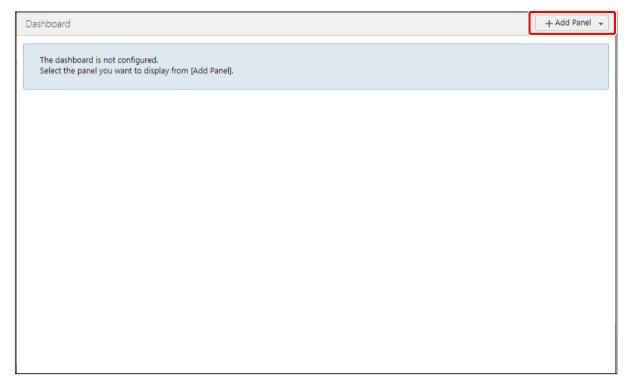
This section describes the procedure for displaying the error status, monitoring status, and various information regarding the devices for management such as print counts on the dashboard.

Adding a Panel to the Dashboard

1 🔡 > [Administrator Dashboard] or [Dashboard].



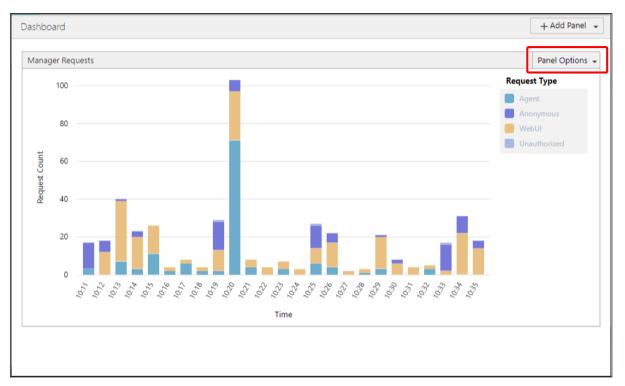
- **NOTE**
- [Administrator Dashboard] can only be displayed by users assigned the system administrator role.
- [Administrator Dashboard] is a common dashboard for all users assigned the system manager role.
- [Dashboard] can be created for each user.
- 2 Add the panel to display on the dashboard.



Click [Add Panel].

The added panel is displayed at the end of the dashboard.

3 Configure each panel.



☐ Click [Panel Options] on the top right of the panel.

The display order and width of the panel can be changed here.

NOTE

- The width cannot be changed for panels without [Change Panel Width] displayed in the menu.
- Click [Settings].
- □ Configure the required settings, and click [Save].

Deleting a Panel from the Dashboard

- 1 Click [Panel Options] on the top right of the panel.
- Click [Delete].

Sending Notification for Printer Monitoring Results

This section describes the method for sending e-mail notification for the result of monitoring the printers managed by this software.

- Creating Notification Conditions(P. 122)
- Editing/Duplicating/Deleting Notification Conditions(P. 127)



• This software periodically monitors the status of printers. The monitoring results can be checked on the screen of this software.

When checking the current status:

- [Devices] menu > [Device List]

When checking the status total result:

- [Reports] menu > [Status Info]

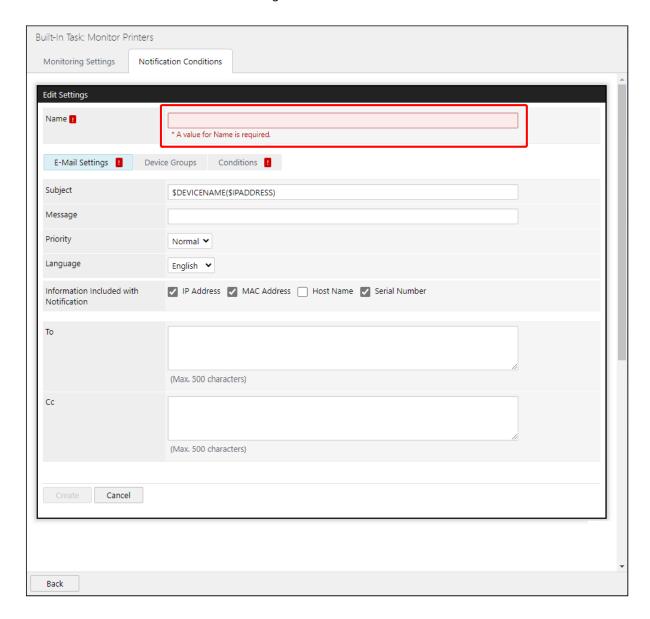
Creating Notification Conditions

- 1 Select the [Tasks] menu > [Built-In Tasks].
- **2** Select [Monitor Printers] from the list.
- 3 Specify the monitoring interval and the information to include in the data sent to Webhook on the [Monitoring Settings] tab, and click [Apply].

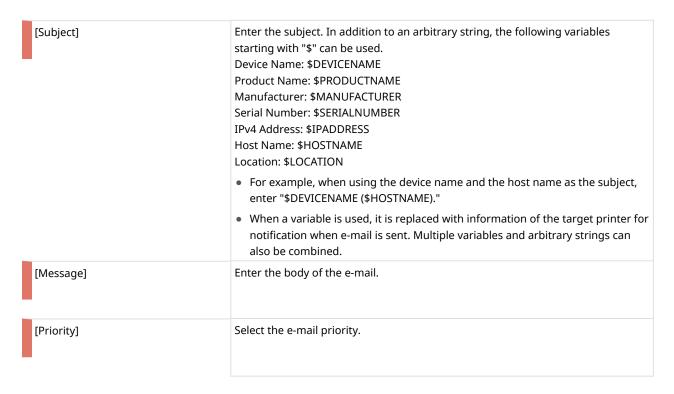
The settings in [Information Included in Webhook Payload] are applied when sending the printer monitoring results to Webhook on the following page.

[System] menu > [Preferences] > [Webhook Settings]

- 4 Configure the notification settings on the [Notification Conditions] tab.
- Click [Create].
- ☐ In [Name], enter a name indicating the notification condition.



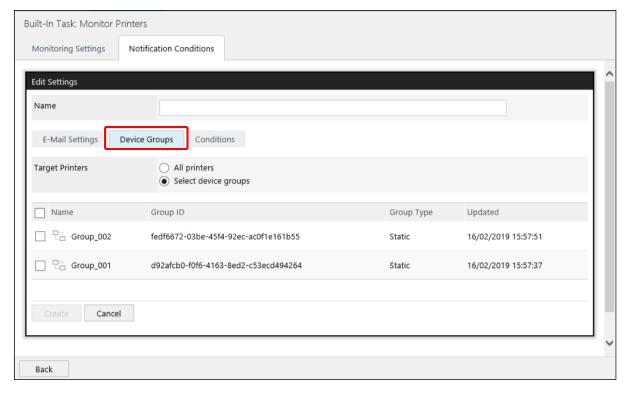
5 In [E-Mail Settings], configure the notification e-mail settings.



Using the Basic Functions

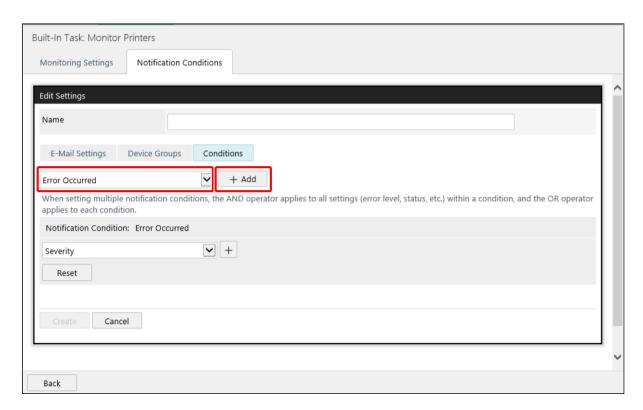
[Language]	Select the e-mail language.
[Information Included with Notification]	Select the information to include in the notification e-mail.
[To]/[Cc]	Enter the e-mail address to notify. To set multiple addresses, separate them with commas or line breaks.

6 On the [Device Groups] tab, specify the target printers for notification.

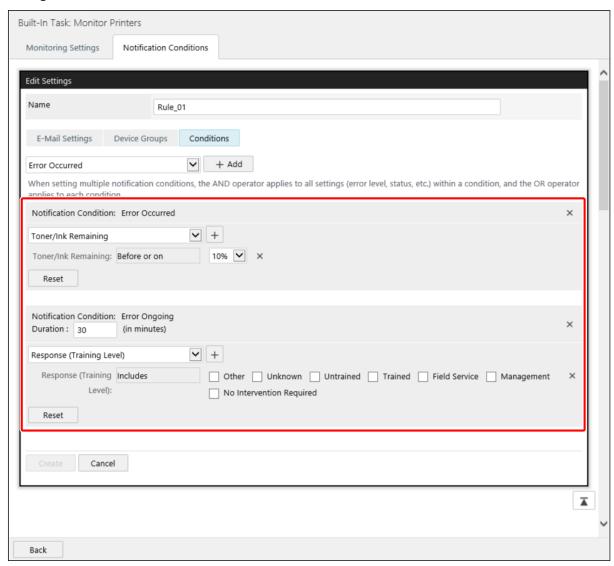


If you selected [Select device groups], select the target device groups.

7 Configure the detailed notification conditions on the [Conditions] tab.



☐ Configure the detailed notification conditions.



Using the Basic Functions

[Notification Condition]	Displays the set notifications.
	• To delete a notification condition, click [x] on the right edge of the condition.
[Duration]	Set this when [Notification Condition] is set to [Error Ongoing]. If the same error continues to occur after the time set here, a notification is sent only once.
	• A notification is not sent again if the error continues after the first notification.
Notification target selection drop- down list	After selecting the notification target, click [+] next to this.
down list	Next, specify the target statuses for notification.
	You can select multiple statuses.
[Severity]	Select the error priority. You can select multiple items. Displays the information collected from PrtAlertSeverityLevelTC in the standard printer MIB defined in RFC 3805.
	• To target errors with (!) (warning) displayed in the device list, select [Warning] a
	[Binary Event Warning].
	• To target errors with (x) (error) displayed in the device list, select [Error].
FD (T) 1 1 1 1 1 1 1 1 1	
[Response (Training Level)]	Select the skill level required for fixing the error. Displays the information collected from PrtAlertTrainingLevelTC in the standard printer MIB defined in RFC 3805. Untrained:
	An error that can be resolved by the user by referring to information such as the control panel screens and instruction manuals.
	Trained:
	An error that can be resolved by a user with detailed knowledge on the methor for resolving the error.
	Management:
	An error that can be resolved by the printer administrator.
	Field Service:
	An error that can be resolved by the maintenance service.
	Other:
	An other error. Unknown:
	An unknown error.
	No Intervention Required:
	An error that does not need to be resolved.
	The correspondence between the printer errors and the above categories is defined by the manufacturer of the printer. Therefore, similar errors may be defined as different categories, depending on the manufacturer. Canon categorizes printer errors into one of four categories; Untrained, Management, Field Service, or Other.
	• To target errors with (service call) displayed in the device list, select Trained, Management, and Field Service.
[Error Content]	Select the error content. You can select multiple items. Displays the information collected from PrtAlertCodeTC in the standard printer MIE defined in RFC 3805 by category.
	• You can select a category to select all the items included in that category. When is not necessary to set each item, select a category.
[Toner/Ink Remaining]	Specify the remaining toner or ink as a percentage. A notification is sent when the value reaches the entered value or lower.
[Drum Life Remaining]	Specify the remaining toner or ink as a percentage. A notification is sent when the value reaches the entered value or lower.

Using the Basic Functions

[Paper Remaining]	Specify the remaining paper as a percentage. A notification is sent when the value reaches the entered value or lower.
	The multi-purpose tray is excluded.
[Developer Remaining]	Specify the remaining developer as a percentage. A notification is sent when the value reaches the entered value or lower.
[Waste Toner/Waste Ink Capacity Remaining]	Specify the waste toner/waste ink capacity remaining as a percentage. A notification is sent when the value reaches the entered value or lower.
[Staples Remaining]	Specify the staples remaining as a percentage. A notification is sent when the value reaches the entered value or lower.
[Power State]	 Specify the power state. A notification is sent when the specified power state occurs. In addition to power ON and power OFF, the following states can be specified. [No Response] The state where the power of the device is ON but the device is not responding to communication from this software. This state may occur when SLP (Service Location Protocol) communication is blocked in the router or elsewhere, because the notification will not reach this software. (This software uses SLP to retrieve the power state.) This state may also occur with devices that cannot send notification indicating that the power has been turned OFF or devices configured to not send notification on the power state via SLP, even if the above problems have not occurred. [Conflict] The state where the combination of MAC address and IP address in a device registered to this software differs from the information retrieved from the device.
[Reset]	 Deletes all the settings of the notification destinations. To delete a single setting of the destination, click [x] on the right edge of the destination.



- When multiple notification conditions are set, e-mail is sent when either of the notification conditions is met.
- 8 Click [Create].

Editing/Duplicating/Deleting Notification Conditions

- 1 Select the [Tasks] menu > [Built-In Tasks].
- 2 Select [Monitor Printers] from the list.
- **3** Perform the required operation on the [Notification Conditions] tab.

The created notification conditions are displayed in the list.



Editing a notification condition

- ☐ Select the notification condition to edit in the list.
- ☐ Edit the notification condition, and click [Update].

For details on configuring notification conditions, see the following.

Creating Notification Conditions(P. 122)

Duplicating a notification condition

 \Box Click [\Box] next to the notification condition to duplicate.

A notification condition called [<Source notification condition name> - Copy] is added to the list.

☐ Edit the notification condition as required.

Deleting a notification condition

☐ Click [x] next to the notification condition to delete.

Sending the Counter Retrieval Results

This section describes the method for sending the counter information retrieved with a [Retrieve Counter Information] task via e-mail.

Counter retrieval results (counter information retrieved by the [Retrieve Counter Information] task) for the specified printer are attached to e-mail and sent to the specified destination.



- Counter total results can also be output to a file from this software. For details, see the following.
 - Outputting Counter Total Results(P. 133)
- 1 Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- **3** Select [[Printer] Send Counter Information] from the list.
- 4 Configure the task on the [Scheduled] tab and [Targets] tab.

For details, see the following.

- Creating Tasks(P. 152)
- **5** Configure the e-mail to send on the [Task-Specific Settings] tab.
- ☐ Select the file format of the data to attach in [File Type].
- ☐ In [Information Included During Counter Transmission], select the information to include in the file to attach.
- □ Configure the subject and destination, etc. in [E-Mail Settings].
- 6 In [Counter Settings], specify the counters to send.
- ☐ To send counters not included in the default values, select [Send Specified Counters] from the drop-down list.
- ☐ In [Counters to Send], select the counters to send.
- ☐ If the counters you want to send are not selectable in [Counters to Send], enter the counters to send in [Counters to Add].

The information entered in [Counters to Add] is only valid for Canon printers that supported service mode counters. You can specify the numbers of multiple counters separated by commas.

7 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List]. For details, see the following.

Managing Created Tasks(P. 160)

You can check the status of executing or completed tasks by selecting the [Tasks] menu > [History]. For details, see the following.

Checking the Task Execution Results(P. 162)

Restarting/Shutting Down Printers

This section describes the method for restarting or shutting down printers from this software.



- This function is only available for printers that support restarting and shutting down via a network. Restart or shut down other printers using their power switch.
- 1 Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- **3** Select [[Printer] Restart/Shut Down] from the list.
- **4** Configure the task.

[Scheduled] tab

Specify the basic information and schedule of the task.

[Targets] tab

Select the printers or device groups to set as the target.

[Task-Specific Settings] tab

Select [Restart] or [Shut down] as the process to execute.

For details on configuring the [Scheduled] tab and [Targets] tab, see the following.

Creating Tasks(P. 152)

5 Click [Add].

It may take some time for the task to finish.

You can check the status of the task on the [Tasks] menu > [History] > [Task History] page. For details, see the following.

Managing Created Tasks(P. 160)

Outputting Reports

This section describes the method for displaying the firmware information and data collected by this software on the screen and outputting it to a file.

Outputting Counter Total Results

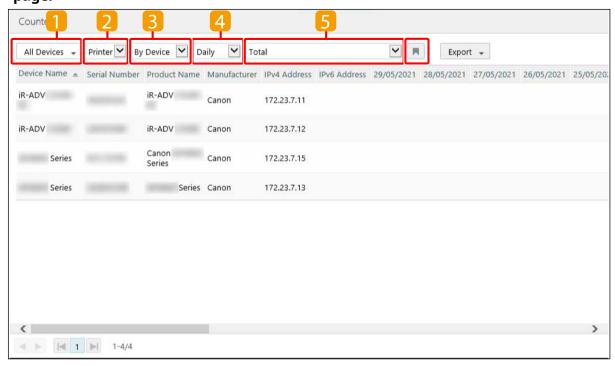
This section describes the method for displaying the total results for the print, copy, and scan counters retrieved from devices on the screen and outputting them to a file.

The following reports can be output for all devices or the devices that belong to the specified group and region.

- Total results of the specified counter type for each device (total unit: day/week/month/year)
- Total results of each counter type for the specified device (total unit: day/week/month/year)
- Total results of each counter type for all devices (total unit: day/week/month/year)
- Total results of each counter type from factory shipping until the current time for each device



- Totals are performed according to the time zone of the region where the device is running.
- The target for totaling is the information within the period set on the page indicated below. If the specified total period is longer than this period, some old information may be left out.
 - [Devices] menu > [Device Communication Settings] > [Data Retention Period] tab
- Devices that do not support the counter retrieval function of this software are not displayed in the list.
- Counter retrieval results can also be sent via e-mail. For details, see the following.
 - Sending the Counter Retrieval Results(P. 129)
- Select the [Reports] menu > [Counters].
- 2 Switch the display using the drop-down list on the top of the list on the [Counters] page.



2	Select the target devices for totaling. When selecting a device group or region, you can enter a string in the [Search] text box of the drop-down list to filter the candidates displayed in the drop-down list. The region is displayed for users with multiple regions set. Select the device type for totaling.
3	Select the type of report to display.
[By Device]	Displays the total results of the specified counter type for each printer.
[By Counter]	Displays the total results of each counter type for all devices.
[Lifetime]	Displays the total results of each counter type from factory shipping until the current time for each devices.
4	When [By Device] or [By Counter] is selected in 3, select the total unit. Each total period is indicated below. [Daily]: 1 month [Weekly]: 25 weeks [Monthly]: 1 year [Yearly]: 5 years
5	When [By Device] is selected in 3, select the counter to display.
	The selection state of the drop-down list and the sorting order of the list are saved.

- **3** Display the total results of individual devices, as required.
 - ☐ Click the device name of the target device.
 - ☐ Change the total unit as required.



- When [By Device] or [Lifetime] is selected in 3, you can display the total results for individual devices.
- 4 To output the content displayed on the screen, select the file format of the report to output in the [Export] drop-down list on the top of the list.
 - ☐ Follow the direction on the screen to save the file.

There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

Regarding CSV Files Exported from This Software(P. 42)

Regarding Excel Files Exported from This Software(P. 42)

Outputting the Status Total Results

This section describes the method for displaying the ratio of time that devices have spent with a problem and outputting it to a file.

You can output the ratio of the total period that the following statuses continued for all devices or devices that belong to the specified group and region. (Total period unit: Day, week, month, or year)

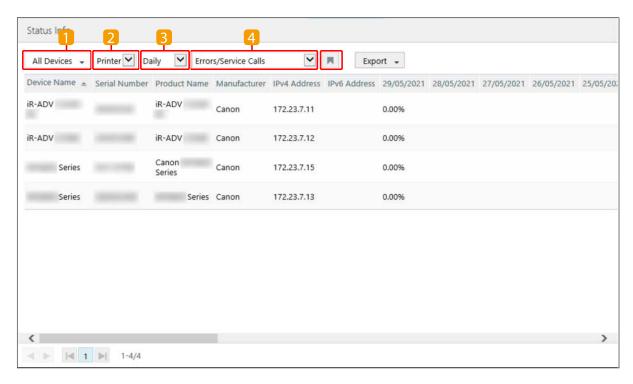
- Service call
- · Total of error and service call
- Total of warning, error, and service call
- Total of unpowered/unresponsive devices
- Total of devices with no response

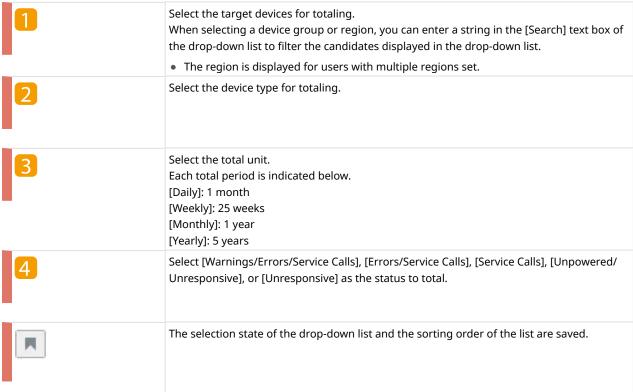
You can output the ratio of the total period that the following statuses continued for individual devices. (Total period unit: Day, week, month, or year)

- Service call
- Error
- Warning
- Normal
- Unknown (where the device status cannot be retrieved, for example when the power is OFF)



- Status totals are performed according to the time zone of the region where the device is running.
- The ratio of each status per day is calculated with 24 hours as the denominator, regardless of the power status of the device and the time settings on the following pages.
 - [Devices] menu > [Device Communication Settings] > [Communication Time Settings] tab
- The target for totaling is the information within the period set on the page indicated below. If the specified total period is longer than this period, some old information may be left out.
 - [Devices] menu > [Device Communication Settings] > [Data Retention Period] tab
- Select the [Reports] menu > [Status Info].
- 2 Switch the display using the drop-down list on the top of the list on the [Status Info] page.





- **3** Display the total results for individual devices as required.
- ☐ Click the device name of the target device.
- ☐ Change the total unit as required.
- 4 To output the content displayed on the screen, select the file format of the report to output in the [Export] drop-down list on the top of the list.
- ☐ Follow the direction on the screen to save the file.

Using the Basic Functions

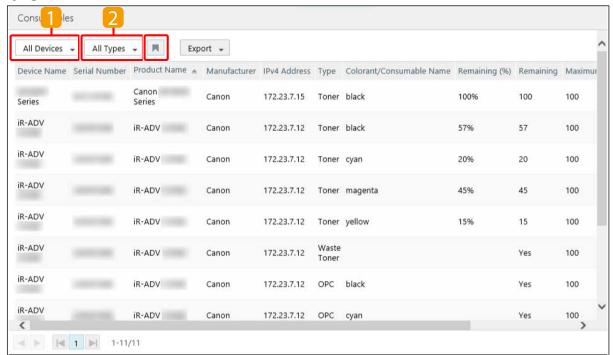
There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

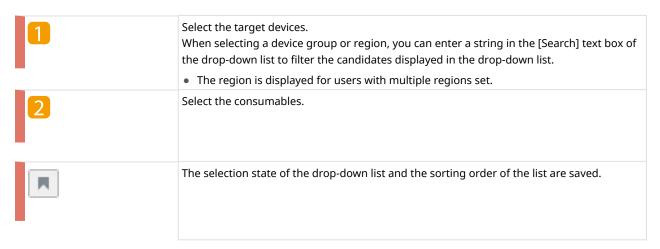
- Regarding CSV Files Exported from This Software(P. 42)
- Regarding Excel Files Exported from This Software(P. 42)

Outputting a Consumables Report

This section describes the procedure for displaying the remaining consumables of the device on the screen and outputting them to a file.

- 1 Select the [Reports] menu > [Consumables].
- **2** Switch the display in the drop-down list on the top of the list on the [Consumables] page.





- **3** Display the remaining consumables of each device as required.
- ☐ Click the device name of the target device.

- 4 To output the content displayed on the screen to a file, select the file format for outputting the report from the [Export] drop-down list on the top of the list.
 - ☐ Follow the direction on the screen to save the file.

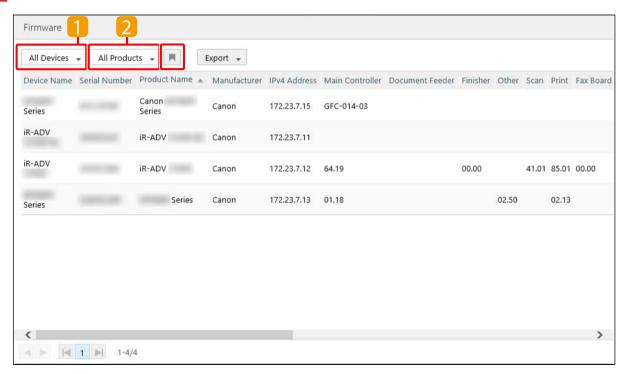
There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

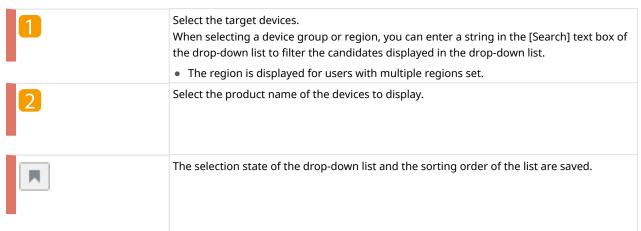
- Regarding CSV Files Exported from This Software(P. 42)
- Regarding Excel Files Exported from This Software(P. 42)

Outputting the Firmware Information

This section describes the procedure for displaying the firmware update status of the device on the screen and outputting it to a file.

- Select the [Reports] menu > [Firmware].
- 2 Switch the display in the drop-down list on the top of the list on the [Firmware] page.





- **3** Display the firmware information of each device as required.
- ☐ Click the device name of the target device.
- 4 To output the content displayed on the screen to a file, select the file format for outputting the report from the [Export] drop-down list on the top of the list.

Using the Basic Functions

☐ Follow the direction on the screen to save the file.

There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

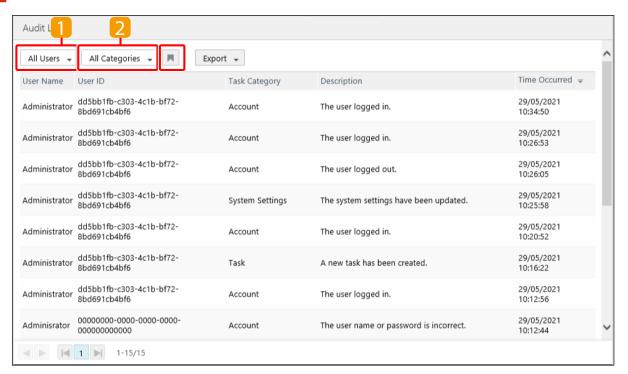
- Regarding CSV Files Exported from This Software(P. 42)
- **Regarding Excel Files Exported from This Software(P. 42)**

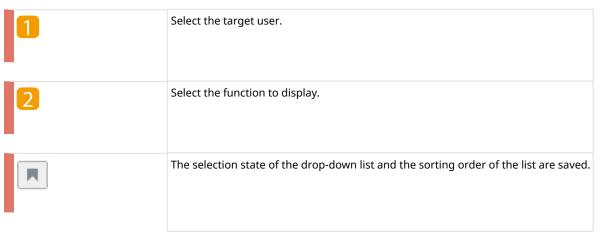
Outputting an Audit Log

This section describes the procedure for displaying the operation log for each user of this software on the screen and outputting it to a file.



- The [Audit Log] page can only be displayed by users that are assigned the system administrator role.
- 1 Select the [Reports] menu > [Audit Log].
- 2 Switch the display in the drop-down list on the top of the list on the [Audit Log] page.





3 To output the content displayed on the screen to a file, select the file format for outputting the report from the [Export] drop-down list on the top of the list.

Using the Basic Functions

☐ Follow the direction on the screen to save the file.

There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

- Regarding CSV Files Exported from This Software(P. 42)
- **Regarding Excel Files Exported from This Software(P. 42)**

Sending Reports via E-mail

This section describes the procedure for sending the following reports via e-mail.

- Applications
- Counters
- Status Info
- Device Information
- Firmware
- Consumables
- Audit Log



- The content of the reports is equivalent to the following.
 - Reports exported in the [Reports] menu
 - [Export Device Information] in the [Devices] menu > [Device List] page
- Select the [Tasks] menu > [Task List].
- 2 Click [Create].
- 3 Select [[System] Send Report] from the list.
- 4 On the [Scheduled] tab, specify the basic information and schedule of the task.

For details on configuring the task, see the following.

- Creating Tasks(P. 152)
- **5** Set the task operation on the [Task-Specific Settings] tab.

E-Mail Settings

[File Type]	Select the file format of the report to attach.
[Subject]	Enter the subject.
[To]/[Cc]	Enter the e-mail address to notify. To set multiple addresses, separate them with commas or line breaks.

Using the Basic Functions

[Priority]	Select the e-mail priority.
[Language]	Select the e-mail language.

6 Configure the report to send via e-mail.

☐ In [Report Type], select the report to send via e-mail.



- [Audit Log] can only be selected by a user assigned the system administrator role.
- ☐ Configure the settings for the selected report.

Applications

[Display Reports]	Select the type of report.
[By Application]	Send the total results by application via e-mail.
[By Device]	Send the total results by printer via e-mail.
[Select Devices]	Select the target devices for totaling. When selecting a device group or region, you can enter a string in the [Search] text box of the drop-down list to filter the candidates displayed in the drop-down list. • Displayed when [By Device] is selected in [Display Reports]. • The region is displayed for users with multiple regions set.
[Information Included When Sending Report]	Select the information to include in the report.Displayed when [By Device] is selected in [Display Reports].

Counters

[Select Devices]	Select the target devices for totaling. When selecting a device group or region, you can enter a string in the [Search] text box of the drop-down list to filter the candidates displayed in the drop-down list. • The region is displayed for users with multiple regions set.
[Category]	Select the device type for totaling.

Using the Basic Functions

[Total Type]	Select the type of report.
[By Device]	Displays the total results of the specified counter type for each printer.
[By Counter]	Displays the total results of each counter type for all devices.
[Lifetime]	Displays the total results of each counter type from factory shipping until the current time for each devices.
[Interval]	When [By Device] or [By Counter] is selected in [Total Type], select the total unit. Each total period is indicated below. [Daily]: 1 month [Weekly]: 25 weeks [Monthly]: 1 year [Yearly]: 5 years
[Counter Name]	When [By Device] is selected in [Total Type], select the counter to display.
[Information Included When Sending Report]	Select the information to include in the report.

Status Info

[Select Devices]	Select the target devices for totaling. When selecting a device group or region, you can enter a string in the [Search] text box of the drop-down list to filter the candidates displayed in the drop-down list. • The region is displayed for users with multiple regions set.
[Category]	Select the device type for totaling.
[Interval]	Select the total unit. Each total period is indicated below. [Daily]: 1 month [Weekly]: 25 weeks [Monthly]: 1 year [Yearly]: 5 years
[Device Status]	Select [Warnings/Errors/Service Calls], [Errors/Service Calls], [Service Calls], [Unpowered/Unresponsive], or [Unresponsive] as the status to total.
[Information Included When Sending Report]	Select the information to include in the report.

Device Information

[Select Devices]	Select the target devices. When selecting a device group or region, you can enter a string in the [Search] text box of the drop-down list to filter the candidates displayed in the drop-down list. • The region is displayed for users with multiple regions set.
[Information Included When Sending Report]	Select the information to include in the report.

Firmware

[Select Devices]	Select the target devices. When selecting a device group or region, you can enter a string in the [Search] text box of the drop-down list to filter the candidates displayed in the drop-down list. • The region is displayed for users with multiple regions set.
[Product Name]	Select the product name of the devices.
[Information Included When Sending Report]	Select the information to include in the report.

Consumables

[Select Devices]	Select the target devices. When selecting a device group or region, you can enter a string in the [Search] text box of the drop-down list to filter the candidates displayed in the drop-down list. The region is displayed for users with multiple regions set.
[Consumable Type]	Select the consumables.
[Information Included When Sending Report]	Select the information to include in the report.

Audit Log

[Category]	Select the function.

7 Click [Add].

Using the Basic Functions

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List]. For details, see the following.

Managing Created Tasks(P. 160)

You can check the status of executing or completed tasks by selecting the [Tasks] menu > [History]. It may take some time for the task to finish.

For details, see the following.

Checking the Task Execution Results(P. 162)

Managing Tasks

This section describes the method for managing the tasks registered in this software.

Overview of Tasks

A task defines a process performed by this software and the schedule for performing that process.

Tasks are used for performing the same process for multiple devices at the specified date and time.

Types of Tasks

This software has the following two types of tasks.

- Tasks created by users
 You can also create a [Batch Task] that executes multiple tasks consecutively.
- Built-in tasks

Built-in tasks are registered in this software by default and are automatically executed periodically. The execution cycle and interval for these tasks can be set. The built-in tasks cannot be deleted.

Task Settings

Tasks include the following settings.

- Schedule Settings
 - Configures the date and time for executing the task. Tasks can also be executed immediately or executed periodically.
- Mail Notification Settings

E-mail notification can be sent according to the task execution history. You can set the e-mail destination and the conditions to send notification for.

- Targets
 - Configures the target devices or Agents.
- Task-Specific Settings

Specifies the process to perform on the target.



• The settings that can be configured differ according to the type of task.

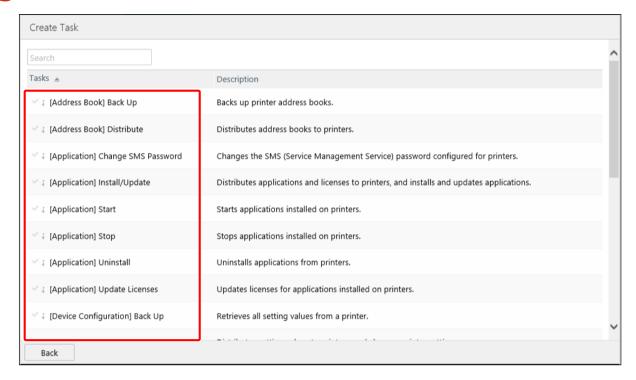
Creating Tasks

This section describes the method for creating a user-defined task.

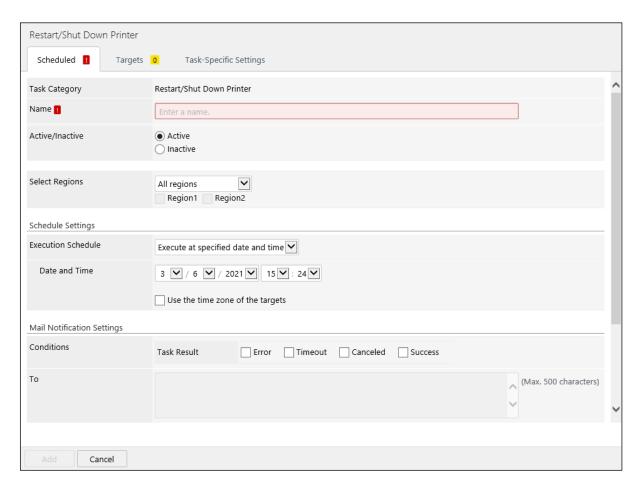
- Select the [Tasks] menu > [Task List].
- Click [Create] on the [Task List] page.



3 Select the task to create in the list on the [Create Task] page.

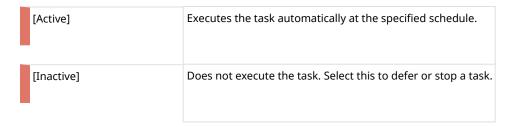


4 On the [Scheduled] tab, specify the basic information and schedule of the task.



If the required items are not set, \blacksquare is displayed on the [Scheduled] tab.

- ☐ In [Name], enter a name indicating the content of the task.
- ☐ In [Active/Inactive], set the state of the task.



☐ In [Select Regions], select the regions to set for the task.

For [Selected regions only], select the regions to set. Multiple regions can be set for a task.



- Regions can be set when devices are the target of the task.
- [Select Regions] is displayed when regions are set. For details, see the following.
 - Configuring Regions(P. 78)
- ☐ In [Schedule Settings], set the task execution schedule.



Using the Basic Functions

[Execute now]	Immediately executes the task after registration.
[Execute at specified date and time]	Executes the task at the specified date and time.
[Date and Time]	Specify the date and time for executing the task.
	 The task is executed when the date and time of the computer where the web browser is running becomes the date and time specified here. Select [Use the time zone of the targets] to follow the time zone of the region where the target devices or Agents of the task is located.
[Execute periodically]	Periodically executes the task at the specified interval.
[Task Execution]	Specify the interval for executing the task. Select [day], [week], or [month] from the drop-down list as the interval, and specify the interval using a numeric value.
	• For example, when "1" is specified as the interval, the task is executed every day, week, or month. When "2" is specified, the task is executed every second day, week, or month.
	• If you selected [week], select the day of the week to execute the task in [Execute On].
	• If you selected [month], specify the date or day of the week for executing the task in [Specify Day of the Month/Week].
	- Tasks are not executed when the specified date or day of the week does not exist for a month. If you want to execute the task on the last day or last week of the month, specify [Last] for the date or day of the week.
	In [Start Time], specify the time to execute the task. In [Time Zone], select the time zone of the time to execute the task. To specify a periodic execution period, select [Specify the start of the task execution period] or [Specify the end of the task execution period], and specify the day/time.

- □ To send the task execution history via e-mail, set the notification conditions, destination, and e-mail priority in [Mail Notification Settings].
- ☐ To check the task execution results in a report, select [Attach a detailed report of the task results to the notification e-mail].

[File Type]	Select the file format of the report.
[Information Included with Notification]	Select the information to include in the report.
-	

5 On the [Targets] tab, specify target devices or Agents for the task.

The target differs according to the type of task. The [Targets] tab is also not displayed when the target does not need to be specified.

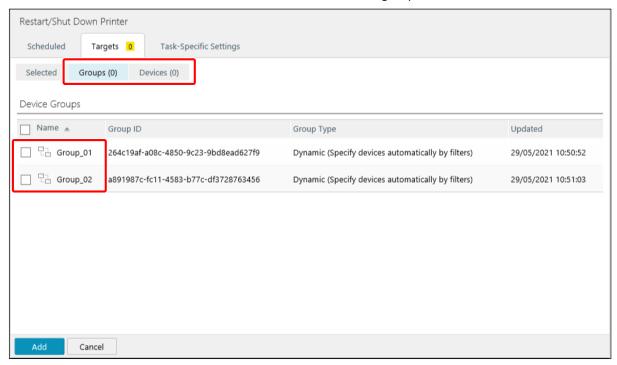
If the execution target of the task is not set, 0 is displayed on the [Targets] tab.

Specifying devices

□ Click [Groups] or [Devices], and select the target device groups or devices.

If you selected [Devices], you can apply a filter to filter the devices displayed in the list.

A maximum of 5,000 items can be selected in the device or device group list at once.



☐ Click [Selected], and confirm that the selected devices and device groups are displayed.

Specifying Agents

☐ Select the target Agents in the [Agent List] list.

6 Configure the detailed task settings on the [Task-Specific Settings] tab.

The settings that can be configured differ according to the type of task.

If the required items are not set, [is displayed on the [Task-Specific Settings] tab.

7 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List]. For details, see the following.

Managing Created Tasks(P. 160)

You can check the status of executing or completed tasks by selecting the [Tasks] menu > [History].

For details, see the following.

Checking the Task Execution Results(P. 162)

Creating Batch Tasks

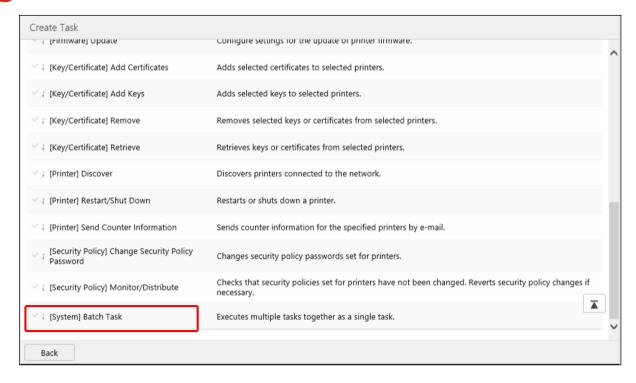
This section describes the method for creating a batch task.

You can set combinations of tasks to consecutively execute and execute them as a single task. The next process to execute can also be changed according to the execution result of the previous task.

- 1 Select the [Tasks] menu > [Task List].
- Click [Create] on the [Task List] page.



3 Select [[System] Batch Task] in the list on the [Create Task] page.



4 On the [Scheduled] tab of the [Batch Task] page, specify the basic information and schedule of the task.

For details on configuring the [Scheduled] tab, see the following.

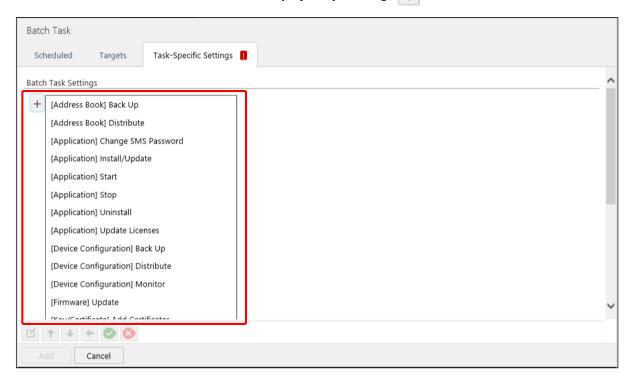
- Creating Tasks(P. 152)
- 5 On the [Targets] tab, specify the target devices for the task.

For details on specifying devices on the [Targets] tab, see the following.

- Creating Tasks(P. 152)
- **6** On the [Task-Specific Settings] tab, add the tasks to execute in succession as subtasks and their order.

Adding a subtask

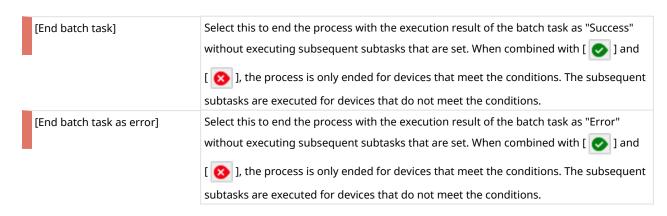
□ Select the subtask to add from the menu displayed by clicking [🗍] (Add).

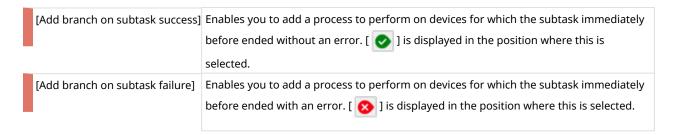


- ☐ In [Edit Subtask], enter a name indicating the content of the subtask in [Name].
- ☐ Configure the required settings in the settings displayed according to the type of task.

The settings differ according to the type of task.

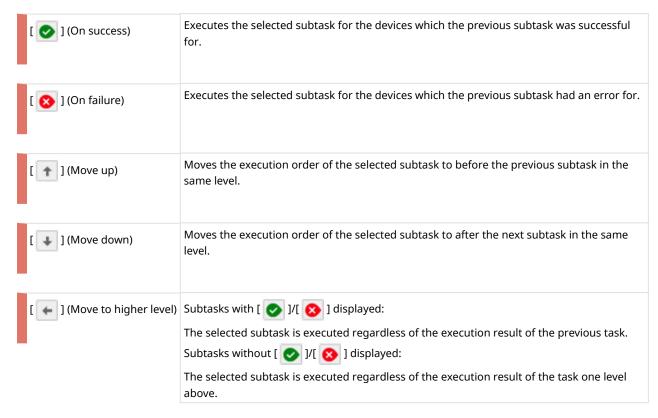
- Click [Save].
- □ Repeat the procedure for adding subtasks as required.
- □ To set the end process and the conditions for executing the next subtask, select one of the following items from the menu displayed by clicking [+] (Add).



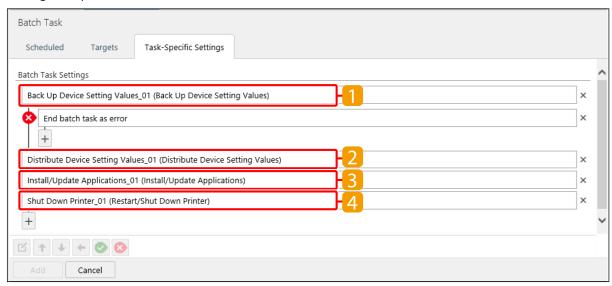


Editing the order and branch conditions of a subtask

- ☐ In [Batch Task Settings], select the subtask to perform the operation on.
- Use the buttons on the bottom of the screen to edit the order and branch conditions.



Setting example:



Subtasks 2 to 4 are executed in order for devices for which subtask 1 ended without an error. The result of the last task executed is displayed as the execution result for the batch task.

Subtasks 2 to 4 are not executed for devices for which subtask 1 ended with an error. "Error" is displayed as the execution result for the batch task.

Editing a subtask

- ☐ In the [Batch Task Settings], select the subtask to edit.
- □ Click [☑] (Edit task) on the bottom of the screen.
- ☐ In [Edit Subtask], edit the name and settings.
- Click [Save].

Deleting a subtask

☐ In [Batch Task Settings], click [x] (Delete) next to the subtask to delete.

7 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List]. For details, see the following.

Managing Created Tasks(P. 160)

You can check the status of executing or completed tasks by selecting the [Tasks] menu > [History].

For details, see the following.

Checking the Task Execution Results(P. 162)

Managing Created Tasks

This section describes the method for checking and editing a user-defined task.

You can select created tasks to execute again or create new tasks based on existing tasks.

- Select the [Tasks] menu > [Task List].
- Perform the required operations in the list on the [Task List] page.



Checking/editing a task

- ☐ Select the target task in the list.
- On the details page for the task, edit the information as required.

For details, see the following.

- Creating Tasks(P. 152)
- Creating Batch Tasks(P. 156)
- ☐ If you have edited the task, click [Update].

Creating a task based on an existing task

☐ Click [🗊] (Duplicate) for the task to reuse.

A task called [<Name of reused task> - Copy] is added to the list.

Copied tasks are set to the [Inactive] state by default.

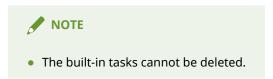
☐ Edit the copied task.

Deleting a task

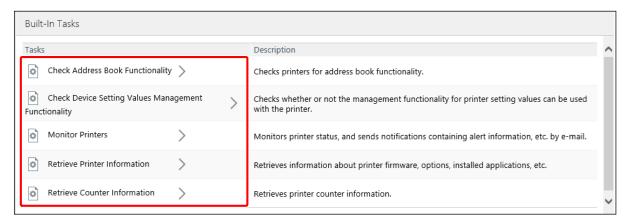
- ☐ Select the target task in the list.
- Click [Delete] on the task details page.

Checking/Editing Built-in Tasks

This section describes the method for checking and editing a built-in task.



- Select the [Tasks] menu > [Built-In Tasks].
- **2** Select the built-in task to check or edit in the list on the [Built-In Tasks] page.



3 On the details page for the built-in task, edit the content as required.

The settings that can be configured differ according to the type of built-in task.

4 If you have edited the built-in task, click [Apply].

Checking the Task Execution Results

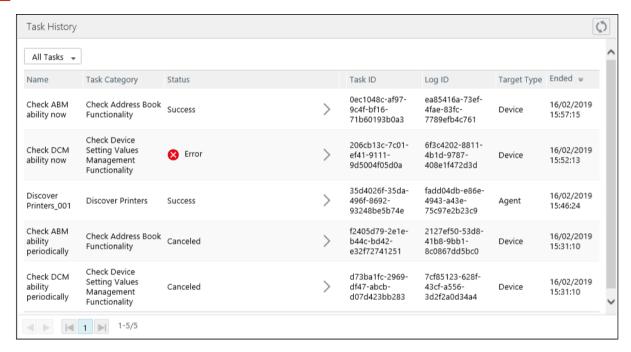
This section describes the method for checking the task execution result.

You can check the execution result of each target device or Agent.

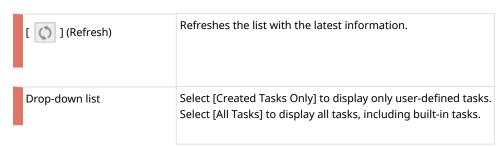
You can also re-execute a task that ends due to an error or times out.

1 Select the [Tasks] menu > [History].

2 Perform the required operations in the list on the [Task History] page.

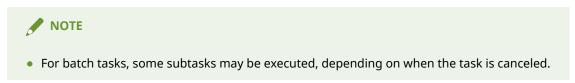


Operations Available on the Top of the List



Canceling tasks

Tasks created by a user that are executing or have not yet been executed can be canceled.

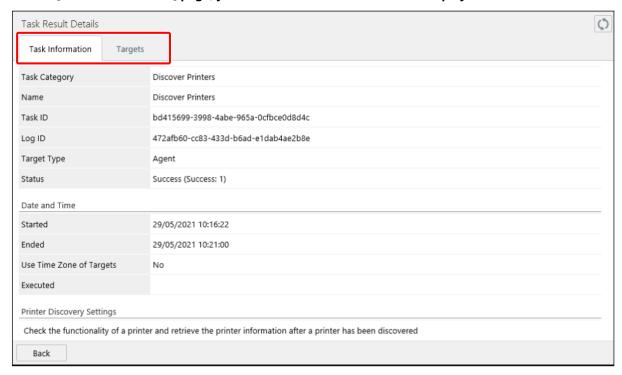


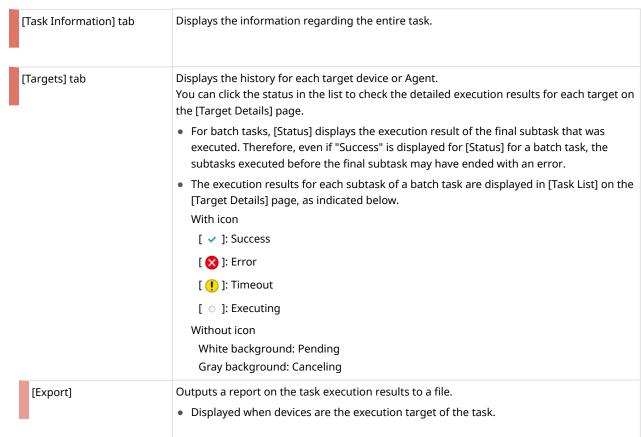
Click [Cancel] displayed for the target task.

Confirm the displayed message, and click [Yes].

Checking the detailed execution history

- ☐ Select the status of the target task in the list.
- On the [Task Result Details] page, you can click the tab to switch the display.





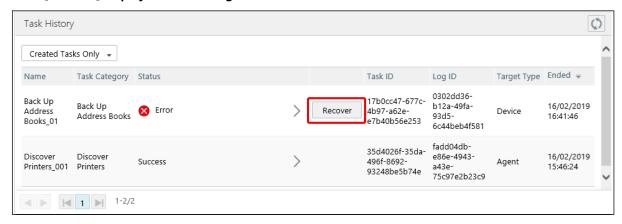
Re-executing a task that ends due to an error or times out

When [Error] or [Timeout] is displayed for [Status] for a task created by a user, a recovery task can be created to execute the task again.



• Devices and Agents that failed task execution are the target of a recovery task.

□ Click [Recover] displayed for the target task.



On the details page for the task, edit the information as required.

For details, see the following.

- Creating Tasks(P. 152)
- Creating Batch Tasks(P. 156)
- Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List].

For details, see the following.

Managing Created Tasks(P. 160)

You can check the status of executing or completed tasks by selecting the [Tasks] menu > [History].

It may take some time for the task to finish.

Managing the System

This section describes the method for managing the system of this software.



- For details on [Agents], see the following.
 - Configuring the Agents(P. 82)
- For details on [Preferences], see the following.
 - Configuring the Preferences(P. 75)

Managing User Information

This section describes users and roles.

- Roles(P. 166)
- Users(P. 166)
- Creating Dedicated Users for This Software(P. 167)
- Editing Users(P. 168)



• Administrator is the user account first created after installing this software, and has the system manager role. The Administrator user cannot be deleted and its role cannot be changed.

Roles

The operation privileges of this software are controlled by the role assigned to the user. When the system manager creates a user, one of the following roles is assigned to the user.

System Manager

The role for performing system maintenance and management. Can perform all operations.

Device Manager

The role for performing device management. Can operate the functions of the following menus that the system administrator has set access privileges for.

- [Devices] menu
- [Tasks] menu
- [Data Management] menu
- [Reports] menu

User

The role for viewing device information. Can view the pages displayed from the following menus.

- [Devices] menu > [Device List]
- [Reports] menu

Users

The system manager can create the following types of users.

Dedicated user for this software

A user created on the screen of this software.

LDAP user

When linking with an external LDAP server is enabled, users can log in to this software as an LDAP user. For details, see the following.

Configuring the Preferences(P. 75)



- One of the following roles can be assigned to dedicated users for this software and LDAP users. The role can also be changed after creating a user.
 - System Manager
 - Device Manager
 - User
- This software cannot manage users in groups. However, with LDAP users, users can be managed as groups in the LDAP server.

Creating Dedicated Users for This Software

- 1 Log in to this software as the system manager.
- Select the [System] menu > [Users].
- 3 Click [Create User].
- On the [Create User] page, enter the user information.
- ☐ Enter the user name in [User Name].
- ☐ Enter the password in [Password] and [Confirm].
- ☐ Select the role to assign to the user in [Role].
- ☐ If [Device Manager] was selected in [Role], select the functions that the user can access in [Functions].
- ☐ In [Regions], select the regions to set for the user.

For [Selected regions only], select the regions to set. Multiple regions can be set for a user.



- [Regions] is displayed when regions are set. For details, see the following.
 - Configuring Regions(P. 78)
- ☐ Enter the destination for the e-mail to send from this software in [E-Mail Address].
- 5 Click [Create].

Editing Users

- 1 Log in to this software as the system manager.
- 2 Select the [System] menu > [Users].
- **3** Select the user to edit in the list.
- 4 On the [User Details] page, edit the user information.

To unlock a user that has become unable to log in to this software due to repeated login failure, click [Unlock].

5 Click [Update].

Managing System Configurations

This section describes the method for managing system configurations.

This software is comprised of the basic system and modules for expanding its functions. Install a function package to add or update a functions.



- This software is automatically restarted after adding, updating, or deleting a function.
- Plug-ins supported by a version of this software earlier than version 4.0.0 cannot be added to version 4.0.0 or later.
- 1 Log in to this software as the system manager.
- **2** Confirm that no task is executing or scheduled to start executing soon.
- ☐ Confirm that no task is executing on the following page.

[Tasks] menu > [History] (with [All Tasks] selected)

☐ On the following page, confirm that no task is scheduled to start while adding or deleting the function.

[Tasks] menu > [Task List]

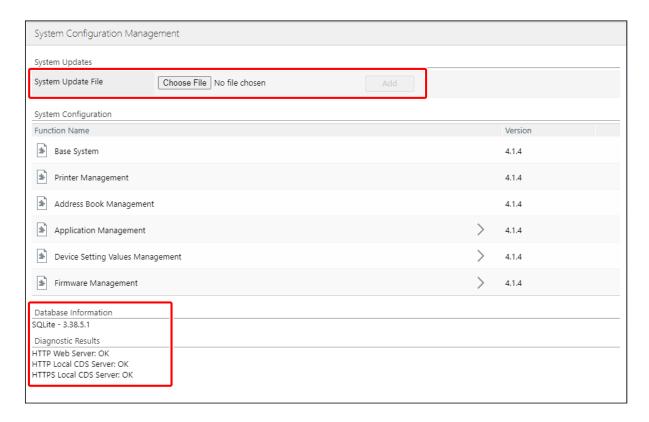


- Tasks may end in an error if a function is added or deleted during execution.
- **3** Select the [System] menu > [System Configuration].

The name and version of the added functions are displayed on the [System Configuration Management] page.

Click a function name with [>] displayed to display the unique configuration page for that function.

4 Perform the required operation on the [System Configuration Management] page.



Adding a function

- ☐ In [System Update File], select the file for the function package to import.
- Click [Add].
- ☐ When the import process is complete, click [Start Installation].
- ☐ Confirm the displayed message, and click [Yes].

When the function has finished being added, the login screen is displayed.



- Even if a message such as the following is displayed, no operations are required. The login screen will be displayed shortly.
 - No network connection.
 - A server error occurred.
- Confirm that the function has been added.

The added function is displayed in the list on the [System Configuration Management] page.

Deleting a function

☐ Click [x] for the function to delete.

[x] is only displayed for functions that can be deleted.

□ Confirm the displayed message, and click [Yes].

When the function has finished being deleted, the login screen is displayed.



- Even if a message such as the following is displayed, no operations are required. The login screen will be displayed shortly.
 - No network connection.
 - A server error occurred.

☐ Confirm that the function has been deleted.

The target function has been deleted from the list on the [System Configuration Management] page.

Checking the Database

Information on the database used by this software is displayed on the bottom of the [System Configuration Management] page.

Checking the Results of Self-Diagnosis

The self-diagnosis results on whether the ports used by the Manager of this software are available are displayed on the bottom of the [System Configuration Management] page.



- If an error occurs during self-diagnosis, see the following.
 - If an Error Occurs during Self-Diagnosis(P. 377)

Managing Printer Address Books

M	Managing Printer Address Books 173		
	Cautions for Operation (Address Book Management)	174	
	Flow of Operations (Address Book Management)	184	
	Specifying the Initial Settings of Printers (Address Book Management)	188	
	Checking Printers for Management	191	
	Backing Up Printer Address Books	193	
	Managing Backed Up Address Books	196	
	Managing Destinations	199	
	Importing Destinations	206	
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	Creating Address Books to Distribute to Printers	221	
	Distributing Address Books to Printers	225	

Managing Printer Address Books

This section describes the procedure for managing address books with this software.

Cautions for Operation (Address Book Management)

This section describes cautions regarding address book management using this software.

The address book specifications differ according to the printer type. For details on model and type support, see the following.

Types of Printer and Corresponding Printer Models (Displayed in a separate tab)

Check the following cautions before operating Address Book Management.

- Printer Settings(P. 174)
- Address Book Management Method(P. 174)
- Address Lists Supported by Address Book Management(P. 174)
- Maximum Numbers of Destinations(P. 175)
- Destination Specifications(P. 177)
- Importing/Exporting Address Lists(P. 180)
- Cautions for Editing CSV Files(P. 181)

Printer Settings

In order to manage printer address books using this software, it is necessary to change settings on the printers from the factory default settings. For details, see the following.

O Specifying the Initial Settings of Printers (Address Book Management)(P. 188)

Address Book Management Method

When Address Book Management is used to distribute address books to printers whose address books are managed with the Device Setting Values Management of this software, the integrity of the address books may be lost. It is recommended that only one of these functions is used to manage address books.

Address Lists Supported by Address Book Management

The following address lists can be managed with Address Book Management.

Type I:

The following address lists can be managed for Type I printers.

- Address List 1 to Address List 10
- One-Touch



- The following address lists that exist in some Type I printers cannot be managed with the Address Book Management of this software.
 - Address List for Administrator
 - Personal Address List
 - User Group Address List

Type II:

The following address lists can be managed for Type II printers.

- Coded Dial
- Favorites (One-Touch for some models)



• When address books are distributed to Type II printers from this software, all the workflows in the printer are deleted.

Type III:

The following address lists can be managed for Type III printers.

- Address Book
- One-touch Speed Dial



• When address books are distributed to Type III printers from this software, all the workflows in the printer are deleted.

Maximum Numbers of Destinations

The specifications for each printer type are indicated below.

Address Lists

Type I:

Up to 1,600 destinations and destination groups can be distributed to a single address list. The total number of destinations and address groups that can be distributed to [Address List 1] to [Address List 10] is 1,600.

Type II:

Up to 300 destinations and destination groups can be distributed to an address book.

Type III:

Up to 500 destinations and destination groups can be distributed to an address book.

One-Touches

Type I:

Up to 200 destinations and destination groups can be registered to one-touches. Destinations registered to [One-Touch] in Address Book Management can be distributed to the [One-Touch] of a printer.

Type II:

Up to 19 destinations and destination groups can be distributed to [Favorites] ([One-Touch] for some functions). Destinations registered to [One-Touch] in Address Book Management can be distributed to the [Favorites] ([One-Touch] for some functions) of a printer.

Type III:

Up to 200 destinations and destination groups can be registered to [One-touch Speed Dial]. Destinations registered to [One-Touch] in Address Book Management can be distributed to the [One-touch Speed Dial] of a printer.

Destination Groups

Type I:

Up to 256 destinations can be registered to a single destination group. Destinations with different types in [Destination Type] can be registered together.

Type II:

The following number of destinations can be registered to a single destination group.

[E-Mail]: 100 [I-Fax]: 100 [Fax]: 299



- Note the following for Type II devices.
 - Destinations with [E-Mail], [I-Fax], or [Fax] displayed for [Destination Type] can be registered to a destination group.
 - Combinations of destinations with different types in [Destination Type] cannot be registered to a single destination group together.

Type III:

Up to 499 destinations can be registered to a single destination group. Destinations with different types in [Destination Type] can be registered together.

Backing Up Address Lists

It is recommended that you use this software to back up the address lists in advance. When an address book is in an unintended state as a result of executing a task of this software, the backed up address lists can be exported and then imported to a printer via the Remote UI to restore the address book to its original state.



• For Type I printers, a backup of the last address lists and one-touches that were distributed is retained in the printer. If the address lists are in an unintended state after distribution, the backup in the printer can be used to restore the address lists to their previous state. However, when performing the batch distribution of multiple address lists, it is recommended that you use this software to back up all the address lists in advance. For example, when address lists 1 to 10 are distributed, if the address list 10 is distributed last, a backup of only address list 10 is saved in the printer.

Destination Specifications

The settings that can be configured differ according to the printer type. The number and type of characters that can be set also may differ. This section describes the items that have a limit to the values that can be set depending on the type.



- The following table describes the maximum number of single-byte characters (one character is one byte) that can be used. If multi-byte characters can be used in an item, the maximum number of multi-byte characters is written as well as the number of single-byte characters.
- Multi-byte characters can be used only if the device to distribute to supports multi-byte characters.
- Setting values for items that do not exist in a destination printer are not distributed to the printer. However, the execution result of tasks for distributing address books to such printers will be successful.

Items Common to All Destination Types

Item	Type I	Type II	Type III	Valid Values for All Device Types
[Name]	24 characters (12 multi-byte characters)	16 characters (both single- byte and multi- byte characters)	16 characters (8 multi-byte characters)	 16 characters (8 multi-byte characters) If single-byte characters and multi-byte characters are mixed, the total number of characters must be within 16 characters and within 16 bytes. (A single-byte character is 1 byte, and a multi-byte character is 2 bytes.)
[Furigana]	24 characters	16 characters	16 characters	16 characters
[Access Number]	Number of your choice between 1 and 9999999	-	-	-

When [Destination Type] is [E-Mail]

Item	Type I	Type II	Type III	Valid Values for All Device Types
[E-Mail Address]				120 characters (ASCII: 0x20 - 0x7e)

When [Destination Type] is [Fax]

Including IP fax *1 destinations.

Item	Туре І	Type II	Type III	Valid Values for All Device Types
[Fax Number]	120 characters (ASCII: 0x20 - 0x7e)	120 characters (numbers, spaces, *, and #)	 120 characters (numeric, spaces, *, #, P, p, T, C, R) You can use only one "T" and "C." You can use "R" only as the first character. You cannot use a space as the first character. 	120 characters (numbers, spaces, *, and #)
[Subaddress]	20 characters (numbers, spaces, *, and #) • Spaces cannot be used at the start of a string.	-	-	-
[Password]	20 characters (numbers, spaces, *, and #)	-	-	-

^{*1} Destinations with IP fax set for [Destination Type] are not distributed to printers that do not support the IP fax function. However, the execution result of tasks for distributing address books to such printers will be successful.

When [Destination Type] is [File]

Item	Type I	Type II	Type III	Valid Values for All Device Types
[Protocol] * ²	FTP	FTP	FTP	FTP
	Windows (SMB)	Windows (SMB)	Windows (SMB)	Windows (SMB)
	Windows (IPX)			
	WebDAV			

Item	Type I	Type II	Type III	Valid Values for All Device Types
[Host Name]	128 characters (64 multi-byte characters)	120 characters (both single-byte and multi-byte characters)	FTP: 47 characters (ASCII: 0x20 - 0x7e) Windows (SMB): 120 characters (60 multi-byte characters)	FTP: 47 characters (ASCII: 0x20 - 0x7e) Windows (SMB): 120 characters (60 multi-byte characters) • If single-byte characters and multi-byte characters are mixed, the total number of characters must be within 120 characters and within 120 bytes. (A single-byte character is 1 byte, and a multi-byte character is 2 bytes.)
[Folder Path]	255 characters (127 multi-byte characters)	120 characters (both single-byte and multi-byte characters)	FTP: 120 characters (ASCII: 0x20 - 0x7e) Windows (SMB): 120 characters (60 multi-byte characters)	FTP: 120 characters (ASCII: 0x20 - 0x7e) Windows (SMB): 120 characters (60 multi-byte characters)
[User Name]	FTP: 24 characters (12 multi-byte characters) Windows (SMB): 128 characters (64 multi-byte characters) Windows (IPX): 24 characters (12 multi-byte characters) WebDAV: 128 characters (64 multi-byte characters)	FTP: 32 characters (10 multi-byte characters) Windows (SMB): 32 characters (10 multi-byte characters) In both cases, when using both full-width and half-width characters, up to a total of 32 bytes, with half-width characters counted as 1 byte and full-width characters counted as 3 bytes	FTP: 24 characters Windows (SMB): 24 characters (12 multi-byte characters)	FTP: 24 characters (10 multi-byte characters) If single-byte characters and multi-byte characters are mixed, use characters which meet both of the following conditions. The total number of characters must be within 24 bytes. (When a single-byte character is 1 byte, and a multi-byte character is 2 bytes.) The total number of characters must be within 32 bytes. (When a single-byte character is 1 byte, and a multi-byte character is 3 bytes.) Windows (SMB): 24 characters (10 multi-byte characters) If single-byte characters and multi-byte characters are mixed, the total number of characters must be within 24 bytes. (When a single-byte character is 1 byte, and a

Item	Type I	Type II	Type III	Valid Values for All Device Types
				multi-byte character is 3 bytes.)
[Password]	24 characters (32 characters for some models)	32 characters (ASCII: 0x20 - 0x7e)	FTP: 24 characters (ASCII: 0x20 - 0x7e) Windows (SMB): 14 characters	24 characters (ASCII: 0x20 - 0x7e)

^{*2} Windows (IPX) and WebDAV destinations are not distributed to printers other than Type I. However, the execution result of tasks for distributing address books to such printers will be successful.

When [Destination Type] is [I-Fax] *3

Item	Type I	Type II	Type III	Valid Values for All Device Types
[I-Fax Address]	128 characters	120 characters (ASCII: 0x20 - 0x7e)	-	120 characters (ASCII: 0x20 - 0x7e)
[Standard Field 1]	40 characters	-	-	-
[Standard Field 2]	16 characters	-	-	-

^{*3} Destinations with [I-Fax] set for [Destination Type] are not distributed to printers that do not support the I-fax function. However, the execution result of tasks for distributing address books to such printers will be successful.

Importing/Exporting Address Lists

Address List File Formats Importable to This Software

- Excel file (*.xlsx)
 - Excel format files exported from the destination list of this software ("xlsx" extension)
- CSV file (for applications) (*.csv)
 - Files exported from the destination list of this software
- CSV file (for printers) (*.csv)
 - Files exported from Type I printers that support this format
- Proprietary format (*.abk)
 - The "Custom Format" files exported from Type I printers ("abk" extension)

For details on the import procedure, see the following.

Importing Destinations(P. 206)



- The following address list files exported from Type I printers cannot be imported to this software. (These address lists exist in some Type I models.)
 - Personal Address List

- User Group Address List

Address List File Formats Exportable from This Software

The destinations registered on the [Data Management] menu > [Address Books] > [Destination List] page can be exported in the following formats. Address lists exported in these formats cannot be imported to printers.

- Excel file (*.xlsx)
 - Enables all types of destinations to be exported. "xlsx" is the file extension.
- CSV file (for applications) (*.csv)
 - Enables destinations of the selected type to be exported.

For details on the export procedure, see the following.

Exporting Destinations(P. 215)

The address lists registered on the [Devices] menu > [Backup Data] > [Address Books] > [Address Book Backup Data Management] page can be exported in the following formats. Address lists exported in these formats can be imported to printers.

Type I

- CSV file (for printers) (*.csv)
- Proprietary format (security level 1) (*.abk)
- Proprietary format (security level 2) (*.abk)

Devices other than Type I

Address book file (*.dcm)

For details on the export procedure, see the following.

Managing Backed Up Address Books(P. 196)



- When importing address lists to a model that differs from the source model for backup, check whether
 the number of destinations and the destination settings registered in the address list match the
 specifications of the import destination printer before exporting. For details, see the following.
 - Printer instruction manuals

Cautions for Editing CSV Files

Cautions to note when editing an exported CSV file and importing it back to this software are indicated below.



• If you can edit Excel files, it is recommended that you export the data to an Excel file.

When Using a Text Editor

Make sure to set the encoding to UTF-8 when saving the file. If you can specify whether to attach the BOM (Byte Order Mark), attach the BOM.

When Using Microsoft Excel

When using Microsoft Excel, cautions are required regarding the opening and saving of CSV files. Make sure to follow the procedure described here when opening files. It is also necessary to change the file encoding using a text editor after saving the file.



- If you open a file using a procedure other than that described here, the following problems may occur.
 - Values with a number starting with 0 are automatically converted to values starting with a number other than 0. For example, the leading 0 of fax numbers starting with an area code will be lost.
 When files such as this are imported to this software or a printer, fax numbers will be overwritten with the values after automatic conversion, which may cause faxes to be sent to unintended destinations.
 - The format is corrupted when the file is saved.

NOTE

- For details on the operation method, see the instruction manual for Microsoft Excel. Also note that the menu structure and terminology used may differ from the descriptions indicated here, according to the version of Microsoft Excel.
- CSV files may be able to be saved in the UTF-8 format, depending on the version of Microsoft Excel.
- 1 Start Excel.
- **2** Create a new book.
- **3** Select [Text File] in the [Data] menu > [Get External Data].
- 4 Open the target CSV file in the file selection window.

The data import wizard is displayed.



- If the CSV file is not displayed in the list, change the setting so that all files are displayed.
- **5** Configure each setting in the wizard.

□ Select [Delimited] on the first screen.

The other settings do not need to be changed.

☐ Confirm the following settings on the second screen.

[Delimiters]	Select [Comma]. Deselect the other items.
[Treat consecutive delimiters as one]	Deselect this.
[Text qualifier]	Select ["].

- On the third screen, scroll [Data preview] until the line where the destination data is described, select all the columns, and select [Text] in [Column data format].
- Click [Finish].
- □ Click the A1 cell of the existing worksheet in the [Import Data] window, and click [OK].

The data of the CSV file is imported. Confirm that the imported data is in the intended state.

6 Edit the data.

☐ If "# CharSet" is not set to "UTF-8" in the header, change it to "UTF-8."

There are cautions to follow when editing a CSV file. For details, see the following.

Regarding CSV Files Exported from This Software(P. 42)

7 The file is saved as a CSV file in the UTF-8 format.

A CSV file in the UTF-8 format may not be able to be saved, depending on the version. In this case, perform the operations from step 8 after saving the file as a CSV file.

8 Open the CSV file in a text editor such as Notepad.

Confirm that the data in the file is in the intended state.



 Particular care is needed when strings you enter include characters that may be used as separators or quotation marks.

Save the file with [UTF-8] set as the character encoding.

If you can specify whether to attach the BOM (Byte Order Mark), attach the BOM.

Flow of Operations (Address Book Management)

This section describes the flow of the basic operations for Address Book Management.

Configuring the Initial Printer Settings

In order to manage the address books of printers using this software, it is necessary to change the printer settings from the factory default settings. For details, see the following.

Specifying the Initial Settings of Printers (Address Book Management)(P. 188)

Registering Printer Authentication Information to This Software

Register the authentication information set in the printers to this software.

Either of the following types of authentication information is required for managing address books.

Type I Printer

- [User Authentication]
- [Domain Authentication]
- [System Manager ID]



• If [Use MEAP Auth. When Receive] is disabled in Device Information Delivery Settings of the printer, register the authentication information in [System Manager ID] to this software.

Printers other than Type I

[System Manager ID]

For details on the registration method, see the following.

Setting the Device Communication Settings(P. 94)

Checking the Printers for Management

In order to manage the address books of printers, it is necessary to check whether the target printers support Address Book Management in advance. This is performed using the built-in task (Check Address Book Functionality) that is automatically executed. For details, see the following.

Checking Printers for Management(P. 191)

Backing Up Printer Address Books

You can export the backed up address books to a file. Exported address books can be imported to printers or the [Destination List] of this software.

Backing Up Address Books from Printers

Create a task for backing up address books to back up address books from printers. For details, see the following.

Backing Up Printer Address Books(P. 193)

Importing Backed Up Address Books to Printers

Backed up address books can be imported to printers via the Remote UI. For details, see the following.

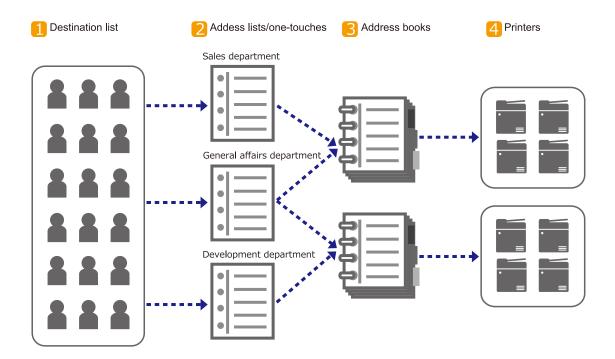
Exporting Address Books

Managing Backed Up Address Books(P. 196)

Importing Address Books to Printers

• Printer instruction manuals

Creating Address Books to Distribute to Printers



Confirm the corresponding flow of operations.

- When Managing Printer Address Books in This Software for the First Time(P. 186)
- When Printer Address Books Were Managed with the Address Book Management Plug-in Operating in iW Management Console V3.x(P. 186)

When Managing Printer Address Books in This Software for the First Time

Registering Destinations

Register destinations to the [Destination List] of this software. In Address Book Management, destinations are centrally managed in the destination list. For details, see the following.

Managing Destinations(P. 199)

Destinations can also be imported from a file. For details, see the following.

Importing Destinations(P. 206)

Creating Address Lists/One-Touches

Create the address lists and one-touches to distribute to printers. Then add destinations to the address lists and one-touches. For details, see the following.

Managing Address Lists(P. 216)



• The destinations registered in the destination list can be added to address lists and one-touches.

Associating Address Books and Printers

Create address books including address lists and one-touches. Then, create a set of those address books and the printers to distribute to.

Creating Address Books to Distribute to Printers(P. 221)

When Printer Address Books Were Managed with the Address Book Management Plug-in Operating in iW Management Console V3.x

When migrating from an old environment to this software, register the address lists and one-touches that were managed in the old environment to this software.

Printer Side Operations

Use the Remote UI to export the address lists and one-touches of the printer to a CSV file or file in the dedicated format (*.abk). For details, see the following.

Printer instruction manuals



- A file retrieved using the address book backup function of this software can also be used for migration.
 - Backing Up Printer Address Books(P. 193)

Operation in This Software

1 Importing the Exported File to the [Destination List] of This Software

For details, see the following.

Importing Destinations(P. 206)

Creating Address Lists/One-Touches (for Type II/Type III printers)

Create the address lists (Coded Dial) and one-touches (Favorites) to distribute to printers. Then add destinations to the address lists and one-touches. For details, see the following.

Managing Address Lists(P. 216)



• For Type II/Type III printers, only the destinations included in the file are imported. Therefore, Favorites and Coded Dial (One-Touch for some models) need to be created in this software.

Associating Address Books and Printers

Create address books including address lists and one-touches. Then, create a set of those address books and the printers to distribute to.

Creating Address Books to Distribute to Printers(P. 221)

Distributing Address Books to Printers

1. Backing Up the Address Books

It is recommended that you back up the address books from the destination printers before distributing address books to printers. For details, see the following.

Backing Up Printer Address Books(P. 193)

2. Distributing Address Books to Printers

Execute a task to distribute address books to printers. The address books associated with the printers specified in the task are distributed to those printers. For details, see the following.

Distributing Address Books to Printers(P. 225)

Specifying the Initial Settings of Printers (Address Book Management)

This section describes the procedure for specifying settings on printers to manage printer address books with this software.

The operation method differs according to the printer type. For details on printer types, see the following.

Types of Printer and Corresponding Printer Models (Displayed in a separate tab)



- Configure the settings common to every function before configuring the settings for managing address books. When managing the address books of Type I printers with this software, a key pair for encrypting communication must also be set. For details, see the following.
 - Specifying the Initial Settings of Printers (Basic Functions)(P. 91)



- For printers that can be set to perform encrypted communication by function, it is not necessary to configure encrypted communication. Regardless of the settings, this software and the printer use encrypted communication.
- Type I Printers(P. 188)
- Type II Printers(P. 189)
- Type III Printers(P. 190)

Type I Printers

- Configure the import/export settings.
- □ Press (Settings/Registration) > [Management Settings] > [Data Management].
- □ Press [Import/Export] > [Restrict Import/Export from Web Service] > [Off].

Printers that do not have particular settings dot not require them to be specified.

- **2** Configure the settings that enable this software to access the address book of the printers.
- □ Press (Settings/Registration) > [Management Settings] > [Device Management].

Models with the [Device Information Delivery Settings] setting

- Press [Device Information Delivery Settings].
- Disable the following settings.

- [Restrict Receiving Device Information]
- [Address Book] in [Restrict Receiving for Each Function]



• Select [Restart the printer before task execution if restart is necessary to enable access to address books.] on the [Task-Specific Settings] tab of the various address book tasks to disable the [Address Book] setting for [Restrict Receiving for Each Function] when executing a task. The setting will remain disabled after the task is executed.

Models without the [Device Information Delivery Settings] setting

- ☐ Enable the following setting.
 - [Import/Export from Addr. Book Management Software]



 Select [Restart the printer before task execution if restart is necessary to enable access to address books.] on the [Task-Specific Settings] tab of the various address book tasks to enable the [Import/ Export from Addr. Book Management Software] setting when executing a task. The setting will remain enabled after the task is executed.

3 Configure the following settings for printers running User Authentication as the login service.

□ Display the [Management Settings] screen on the control panel.

For details, see the following.

- Printer instruction manuals
- ☐ Set one of the following settings to [Off].
 - [Security Settings] > [Authentication/Password Settings] > [Authentication Function Settings] > [Prohibit Authentication Using Department ID and PIN]
 - [User Management] > [Authentication Management] > [Use User Authentication]

4 Restart the printer.

Type II Printers

1 Display the network settings screen on the control panel.

For details, see the following.

- Printer instruction manuals
- **2** Configure the settings.
- Press [Device Settings Management] > [On].

Return this setting to [Off] as required after executing a task for backing up/distributing address books.

3 Restart the printer.

Type III Printers

- 1 Display the settings screen on the control panel.
- □ Press (Additional Functions) > [System Settings] > [Network Settings].
- **2** Specify the settings to perform encrypted communication between this software and the printer.

Create a key pair and set the default key on the printer.

For details, see the following.

- Printer instruction manuals
- **3** Configure each setting.
 - ☐ Set the key pair that you want to use in [TCP/IP Settings] > [TLS Settings].
 - ☐ Press [Enable Dedicated Port] > [On].
 - □ Press [Device Settings Management On/Off] > [On].
- 4 Restart the printer.

Checking Printers for Management

In order to manage the address books of printers, it is necessary to check whether the target printers support Address Book Management in advance. This is performed using the built-in task (Check Address Book Functionality) that is automatically executed.

Checking the Execution Result of the Built-in Task (Check Address Book Functionality)

- 1 Select the [Tasks] menu > [History].
- 2 Select [All Tasks] from the drop-down list.
- **3** Sort [Ended] in descending order, and click [Status] for the latest [Check Address Book Functionality].
- Click the [Targets] tab on the [Task Result Details] page.
- 5 Check the execution result of [Check Address Book Functionality].

The [Status] for each printer indicates whether the check was successful. (It does not indicated whether the target function is supported.)

[Success]

The check for whether the printer supports Address Book Management was successful.

Click [Status] to check the status of support on the [Target Details] page.

[Error]

[Error] is displayed when the check could not be performed because communication or authentication failed, etc.

Click [Status] to check the details of the error on the [Target Details] page.

When [Authentication Error] is displayed, execute the [Check Address Book Functionality] task again after registering the authentication information of the target printer to this software. For details, see the following.

Setting the Device Communication Settings(P. 94)

Changing the Settings of the Built-in Task

1 Select the [Tasks] menu > [Built-In Tasks].

- **2** Click [Check Address Book Functionality].
- **3** Change the settings as required.

[Active/Inactive]

Select [Active] to use Address Book Management.

[Task Execution]

For details, see the description for the [Scheduled] tab on the following page.

Creating Tasks(P. 152)

4 Click [Apply].

Backing Up Printer Address Books

This section describes the method for backing up address books from printers on the network.



• If the printers that belong to the target group of a task are changed after registering a task, the task is executed for the new printers.



- Backed up address books cannot be distributed to printers. In order to distribute backed up address books, it is necessary to export them to a file, import them to this software, and then create an address book for distribution. For details, see the following.
 - Managing Destinations(P. 199)
 - Managing Address Lists(P. 216)

Backup Preparations

1 Settings must be configured on the printers to back up from. Configure the printers before executing a task.

For details, see the following.

Specifying the Initial Settings of Printers (Address Book Management)(P. 188)

Creating Backup Tasks

- 1 Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- **3** Click [[Address Book] Back Up].
- 4 Configure the task on the [Scheduled] tab and the [Targets] tab.

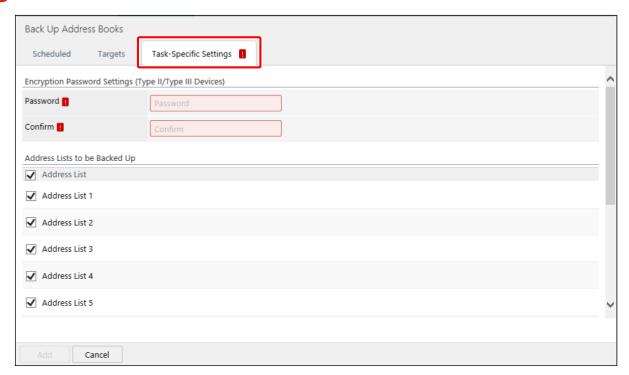
For details, see the following.

Creating Tasks(P. 152)



 If printers that do not support the Address Book Management of this software are included in a device group, the task is not executed for those printers.

5 Set the task operation on the [Task-Specific Settings] tab.



☐ Set the password in [Encryption Password Settings (Type II/Type III Devices)].

The address book of a Type II/Type III printer is backed up in the device setting value format. Therefore, it is necessary to set a password for encrypting the device setting values.



- It is necessary to set a password, even if there are no Type II/Type III printers in the printers for management.
- ☐ In [Address Lists to be Backed Up], select the address lists to back up from the printers.
- □ Select the following item to disable the [Address Book] setting in [Restrict Receiving for Each Function] when executing a task for Type I printers.

[Restart the printer before task execution if restart is necessary to enable access to address books.]



• It is not necessary to select it if the [Address Book] setting in [Restrict Receiving for Each Function] has been disabled in advance.

6 Click [Add].

The address books backed up from printers can be checked in the following.

[Devices] menu > [Backup Data] > [Address Books]

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List].

For details, see the following.

Managing Created Tasks(P. 160)

You can check the information of executing or completed tasks by selecting the [Tasks] menu > [History]. For details, see the following.

Checking the Task Execution Results(P. 162)

Managing Backed Up Address Books

This section describes the method for managing the address books backed up from printers with a [Back Up Address Books] task.

For details on backing up address books, see the following.

Backing Up Printer Address Books(P. 193)

Displaying the List of Printers with an Address Book Backed Up

You can check the printers that have successfully backed up an address book with a [Back Up Address Books] task.

Select the [Devices] menu > [Backup Data] > [Address Books].

Exporting Backed Up Address Books

You can export the address books backed up from a printer to a file. Exported address books can be imported to printers or the [Destination List] of this software.

For Type I Printers

1 Select the desired printer on the [Devices] menu > [Backup Data] > [Address Books] > [Address Book Backup Data Management] page.

The dates that the address books were backed up are displayed on the [Address Book Backup Details] page.

- Select the date to export in [Backup Files].
- **3** Click [Export].
- 4 Select the format of the file to export in the [File Type] drop-down list on the [Export Address Book Backup Data] page.

[CSV file (for printers) (*.csv)]	Exports in the CSV format.
	• The character encoding is set to UTF-8.
	• There are cautions to follow when exporting to a CSV file. For details, see the following.
	- Regarding CSV Files Exported from This Software(P. 42)

[Proprietary format (security level 2) (*.abk)] Exports in the dedicated file format for Canon multifunction printers. The exported file can be imported from the Remote UI of a printer.



- The file format that can be imported from the Remote UI of a printer differs according to the model of the printer. Select the file format according to the printer you are using. For details, see the following.
 - Printer instruction manuals
- 5 To encrypt the authentication information included in the address information, select [Encrypt authentication information].
 - ☐ In [Password], enter the password for encrypting the authentication information.
- 6 In [Select Address Lists], select the address lists and one-touches to export.
- **7** Click [Export].

For Printers Other Than Type I Printers

1 Select the desired printer on the [Devices] menu > [Backup Data] > [Address Books] > [Address Book Backup Data Management] page.

The dates that the address books were backed up are displayed on the [Address Book Backup Details] page.

- 2 Select the date to export in [Backup Files].
- **3** Click [Export].
- 4 Click [Export] on the [Export Address Book Backup Data] page.



• The exported file is in the DCM format.

Deleting Backed Up Address Books

You can delete the address books backed up from printers from this software.

Click [Delete] on the [Devices] menu > [Backup Data] > [Address Books] > [Address Book Backup Data Management] page. **2** Specify the conditions to delete.

Deleting data older than the specified number of days Select [All data prior to the specified number of days] in [Delete Backup Data]. Enter the number of days in [Number of Days]. Click [Apply]. Deleting data that exceeds the specified number of items Select [All data prior to the specified number of backup entries] in [Delete Backup Data]. Enter the number of items of backup data to retain in this software in [Number of Entries]. Click [Apply].

Individually Deleting Backed Up Address Books

- 1 Click the desired printer on the [Devices] menu > [Backup Data] > [Address Books] > [Address Book Backup Data Management] page.
- 2 Select the dates to delete in [Backup Files].

Click a date to display the details screen. You can also click [Delete] on the details screen to delete the address book.

3 Click [Delete].

3 Click [Yes].

Managing Destinations

The destinations handled with Address Book Management are managed in the destination list.

Add the destinations registered to the destination list to the address lists and one-touches to distribute to the printers.

The destinations registered to this software can be checked in the destination list.

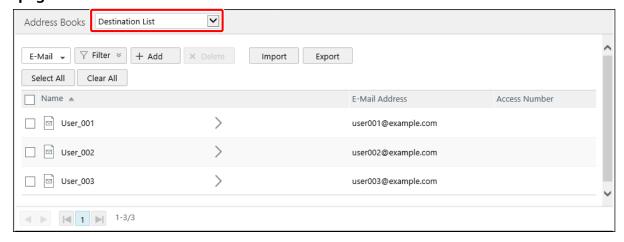
- Displaying the Destination List(P. 199)
- Adding Destinations(P. 199)
- Editing Destinations(P. 204)
- Deleting Destinations(P. 205)

IMPORTANT

- If destinations in the destination list are edited, the changes are also reflected to the destinations in the address lists and one-touches that include those destinations.
- If destinations in the destination list are deleted, they are also deleted from the address lists and one-touches that include those destinations.

Displaying the Destination List

- Select the [Data Management] menu > [Address Books].
- **2** Select [Destination List] from the drop-down list on the top of the [Address Books] page.



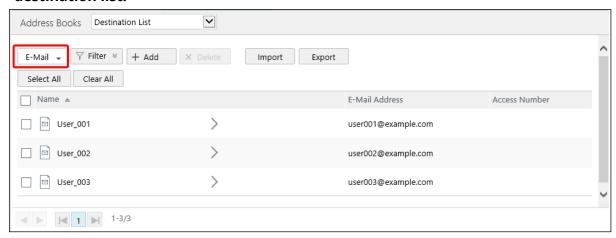
Adding Destinations

This section describes the method for adding destinations to a destination list.



- Destinations can also be imported from a file. For details, see the following.
 - Importing Destinations(P. 206)

- In order to distribute destinations in address books backed up to this software from printers, it is
 necessary to export the backed up address books to a file, and then import them to [Destination List].
- Select the type of destination to create from the drop-down list on the top of the destination list.





- **2** Click [Create].
- 3 Enter the destination information.

Items with [1] displayed must be entered.



- The number of characters for each item displayed on the screen indicates the maximum number of characters that can be registered to this software. However, depending on the item, the maximum number of characters that can be registered to a printer may be less than the maximum number of characters that can be registered to this software, or some characters may not be able to be registered. Some items may not be able to be registered, depending on the type of printer. Enter the items according to the specifications of the printer. For details, see the following.
 - Cautions for Operation (Address Book Management)(P. 174)

When [Destination Type] is [E-Mail]



Managing Printer Address Books

[E-Mail Address]	Enter the e-mail address.
[Divide Data]	 Select the sending method to use when the data size exceeds the limit. Select [On] to divide the data when sending. Select [Off] when the destination does not have a function for combining the divided data. Set the upper limit on the printer.
[Access Number]	 Enter an arbitrary number from 1 to 9999999. Leave this blank to not use an access number. For details on access numbers, see the instruction manuals of the printer.

- Enter the following items for destinations to distribute to Type I printers.
 - [Divide Data]
 - [Access Number]

When [Destination Type] is [Fax]

[Name]	Enter the destination name.
[Furigana]	Not used.
[Fax Number/URI]	For an intranet IP fax destination, select [URI]. Otherwise, select [Fax Number].
[Fax Number]	Enter the fax number. • If you selected [Fax Number] in [Fax Number/URI], make sure to enter this.
[URI]	Enter the URI.If you selected [URI] in [Fax Number/URI], make sure to enter this.
[Subaddress]	Enter the subaddress.
[Password]	Enter the password.
[Communication Mode]	Select the communication mode. The following communication modes are not used. G3, G4 IP Fax (NGN) IP Fax (NGN My Number)
[ECM TX]	Enable/disable ECM transmission.
[Sending Speed]	Select the transmission speed.

Managing Printer Address Books

[Long Distance]	Select the type of international transmission.
[Select Line Type]	 Select the line to use. The following line types are not used. Logical Line 1 Logical Line 2 Logical Line 3 Logical Line 4
[Access Number]	 Enter an arbitrary number from 1 to 9999999. Leave this blank to not use an access number. For details on access numbers, see the instruction manuals of the printer.

- Select [Fax Number] in [Fax Number/URI] for destinations to distribute to printers other than Type I printers.
- Enter the following items for destinations to distribute to Type I printers.
 - [URI]
 - [Subaddress]
 - [Password]
 - [Communication Mode]
 - [Select Line Type]
 - [Access Number]

When [Destination Type] is [File]

[Name]	Enter the destination name.
[Furigana]	Not used.
[Protocol]	Select the protocol.
[Host Name]	Enter the host name.
[Folder Path]	Enter the path to the folder.If you selected [NetWare (IPX)] in [Protocol], make sure to enter this.
[User Name]	Enter the user name.If you selected [FTP] or [NetWare (IPX)] in [Protocol], make sure to enter this.
[Confirm Before Sending]	Select whether to require a password to be entered each time transmission is performed. • Leave [Password] blank to enter the password each time.
[Password]	Enter the password.

[Access Number]	Enter an arbitrary number from 1 to 9999999.
	Leave this blank to not use an access number.
	• For details on access numbers, see the instruction manuals of the printer.

- Enter the following items for destinations to distribute to Type I printers.
 - [Confirm Before Sending]
 - [Access Number]

When [Destination Type] is [I-Fax]

[Name]	Enter the destination name.
[Furigana]	Not used.
[I-Fax Address]	Enter the I-fax address.
[Mode]	Select the mode.
[Standard Field 1]	Enter the standard field.
[Standard Field 2]	Enter the standard field.
[Send via Server]	Select whether to send via a server.
[Paper Size]	Select the paper size.
[Compression Method]	Select the compression method.
[Resolution]	Select the resolution.
[Divide Data]	Select the sending method to use when the data size exceeds the limit. Select [On] to divide the data when sending. • Select [Off] when the destination does not have a function for combining the divided data. • Set the upper limit on the printer.
[Receive in Color]	Set whether to send in color. Select [On] to send in color.Select [Off] when the destination does not have a function for receiving in color.

Managing Printer Address Books

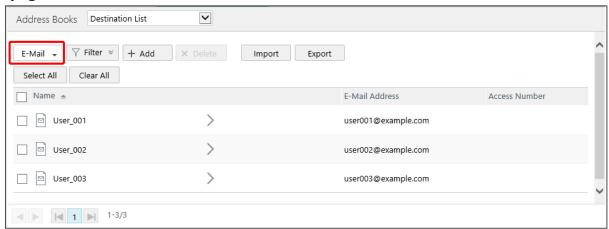
[Paper Size]	Select the paper size. • Set this when [Receive in Color] is enabled.
[Resolution]	Select the resolution. • Set this when [Receive in Color] is enabled.
[Access Number]	 Enter an arbitrary number from 1 to 9999999. Leave this blank to not use an access number. For details on access numbers, see the instruction manuals of the printer.

- Enter the following items for destinations to distribute to printers other than Type I printers.
 - [Name]
 - [I-Fax Address]

4 Click [Add].

Editing Destinations

Select the type of destination to edit from the drop-down list on the [Destination List] page.



- **2** Click the destination to edit.
- **3** Edit the destination.

For details, see the following.

- Adding Destinations(P. 199)
- 4 Click [Update].

Deleting Destinations



- If destinations registered in an address list or one-touch are deleted, they are also deleted from the address list and one-touch.
- 1 Select the type of destination to delete from the drop-down list on the [Destination List] page.
- **2** Delete the destinations.
- ☐ Select the destinations to delete.
- Click [Delete].



• The maximum number of destinations that can be deleted at once is 5,000.

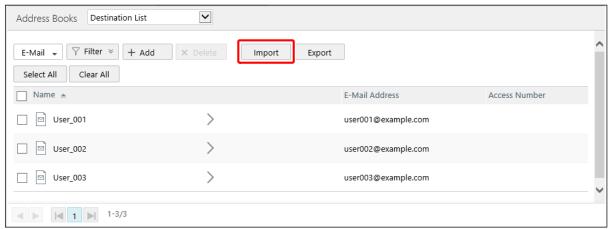
Importing Destinations

You can import destinations to the destination list of this software.

- O Importing Files Exported from Printers or This Software(P. 206)
- Importing Created Files (Excel File)(P. 207)
- **○** Importing Created Files (CSV File)(P. 214)

Importing Files Exported from Printers or This Software

Click [Import] on the [Data Management] menu > [Address Books] > [Destination List] page.



- **7** Enter the information of the file to import.
- ☐ Select the type of file to import in [File Type].
 - [CSV file (for printers) (*.csv)] or [Proprietary format (*.abk)]

 Select either when importing a file exported from the Remote UI of a device or the Address Book Management Plug-in of iW Management Console 3.x.
 - [Excel file (*.xlsx)]
 - Select this to import an Excel file exported from this software.
 - [CSV file (for applications) (*.csv)]
 Select this to import a CSV file exported from this software.
 - IMPORTANT
 - Data for the [Address Book] category of device setting values (extension: dcm) cannot be imported.
- ☐ If you selected [CSV file (for applications) (*.csv)], select the type of destinations to import.
- ☐ Select [Enter a password] to import a file with authentication information encrypted.
- ☐ In [Password], enter the password set when exporting the destinations.

Items related to passwords are not displayed for files that do not include authentication information.

IMPORTANT

- When importing a file with authentication information encrypted, make sure to specify the decryption
 password. If you import a file with authentication information encrypted without specifying the
 decryption password, the encrypted string will be registered to this software as the authentication
 information.
- ☐ To create an address list or one-touch at the same time as importing the file, select [Create an address list at the same time].

The address list included in the imported file is created in this software. If group destinations are included in the address list or one-touches, they are also imported.



- If [Create an address list at the same time] is disabled, only the destinations included in the imported file are added to the destination list, and an address list or one-touch is not created.
- When an address list exported from a Type II/Type III printer is imported, an address list is not
 created, even if [Create an address list at the same time] is enabled. Only the destinations included in
 the address list are registered.

NOTE

- Note the following when [Create an address list at the same time] is enabled.
 - Even if an address list with the same name is already registered in this software, a new address list with the same name is created.
 - An address list is not created if no destinations are included in the imported file.
 - When an address list exported from iW Management Console V3.x is imported, the type of the address list is "One-Touch" and the name of one-touches is "One-Touch". "Address List" is not created.
- **3** Select the file to import in [File].
- 4 Click [Import].
- 5 If you enabled [Create an address list at the same time], check the created address lists and one-touches.

Select [Address Lists] from the drop-down list on the top of the [Address Books] page.

Importing Created Files (Excel File)

This section describes the information to specify when importing a file with [Excel file (*.xlsx)].

- 1 Export a file from this software for specifying destination information.
- □ Click [Export] on the [Data Management] menu > [Address Books] > [Destination List] page.

□ Configure the following settings on the [Export Destinations] page.

[File Type]: [Excel file (*.xlsx)]
[Set a password]: Do not select

Click [Export].

2 Specify the destination information in the exported file.

The destinations already registered to this software are specified in the exported file.

If you want to import only new destinations, delete all the destination information specified from the second line.



- An exported Excel file has a separate sheet for each destination type.
- The items to set differ according to the type of destination. Do not specify anything for items that are not in the file.
- For details on the types and numbers of characters that can be entered, see the following.
 - Cautions for Operation (Address Book Management)(P. 174) > Maximum Numbers of Destinations(P. 175)

E-Mail

AddressId	When adding a destination Leave this blank. Also leave this blank when adding a destination by copying an existing destination. When editing a destination Leave this blank when changing the destination to a different person or company, etc. Leave the entered value to keep the same person and company for the destination. Do not change it. (For example, when changing the e-mail address, phone number, and fax number)
AddressType	Specify "Email." This item is required.
Name	The destination name.
Furigana *1	Not used. (Leave this blank.)
AccessCode *1	 The access number. An arbitrary number from 1 to 9999999. Leave this blank to not use an access number. When destinations that do not use an access number are exported to a file from this software, "0" is output to the access number field.
Protocol	Specify "smtp."
MailAddress	The e-mail address. • This item is required.

EnablePartial *1	Specify the sending method to use when the data size exceeds the limit. Specify "True" to divide the data when sending. When not dividing data or when the destination does not have a function for joining divided data, specify "False." If nothing is specified, "False" is deemed to have been specified. True: On False: Off
	 Specify "False" when the destination does not have a function for combining the divided data. Set the upper limit on the printer.

 $[\]star 1$ This item is used for destinations to distribute to Type I printers.

Fax

AddressId	When adding a destination
	Leave this blank. Also leave this blank when adding a destination by copying an existing destination.
	When editing a destination
	Leave this blank when changing the destination to a different person or company, etc.
	Leave the entered value to keep the same person and company for the destination. Do not change it. (For example, when changing the e-mail address, phone number, and fax
	number)
AddressType	Specify "Fax."
	This item is required.
Name	The destination name.
Furigana *1	Not used. (Leave this blank.)
AccessCode *1	The access number. An arbitrary number from 1 to 9999999.
	Leave this blank to not use an access number.
	 When destinations that do not use an access number are exported to a file from this software, "0" is output to the access number field.
Protocol	Specify "t30."
UriFlag	True: When the destination is an intranet IP fax destination specified using a URI
	False: Other than the above. If nothing is specified, "False" is deemed to have been specified.
DialData	The fax number.
	 This item is required unless the destination is an intranet IP fax destination specified using a URI.
Uri	This item is required when the destination is an intranet IP fax destination specified using a URI. Specify the URI.
SubAddress	The subaddress.
Password	The password for the subaddress.
	 The password is encrypted when editing an existing destination. Do not change it. Set the password on the screen of this software after importing the destination to this software.

UriComMode	 Specify the IP fax communication mode. For something other than IP fax, do not specify anything (For a CSV file, insert a single separator character). ip_g3: G3 ip_gw: IP Fax (VoIP Gateway) ip_lsv: IP Fax (Intranet) For an intranet IP fax destination, specify "ip_lsv." When destinations with [G3, G4] set for [Communication Mode] are exported to a file from this software, "ip_auto" is output. If nothing is specified, [Communication Mode] is set to [G3, G4].
EnableECM	Specify whether to perform ECM transmission. Make sure to specify "True" if "ecm" is specified for "Faxprotocol." If nothing is specified, "True" is deemed to have been specified. True: On False: Off
TxStartSpeed	The transmission speed. If nothing is specified, "33600" is deemed to have been specified. 4800: 4800 bps 9600: 9600 bps 14400: 14400 bps 33600: 33600 bps
ComMode	The type of international transmission. If nothing is specified, "domestic" is deemed to have been specified. domestic: Domestic international1: Long Distance (1) international2: Long Distance (2) international3: Long Distance (3)
LineSelect	The line to use. If nothing is specified, "auto" is deemed to have been specified. auto: Auto line1: Line 1 line2: Line 2 line3: Line 3 line4: Line 4
FaxProtocol	Specify the communication mode. g3: G3 ecm: ECM • "ECM" means that "g3" is specified for "Faxprotocol" and "True" is specified for "EnableECM." • For an IP fax destination, specify "g3."

Items related to IP fax, subaddresses, and lines are used when distributing destinations to supported printers.

File

AddressId	When adding a destination Leave this blank. Also leave this blank when adding a destination by copying an existing destination. When editing a destination Leave this blank when changing the destination to a different person or company, etc. Leave the entered value to keep the same person and company for the destination. Do not change it. (For example, when changing the e-mail address, phone number, and fax number)
AddressType	Specify "File." • This item is required.
Name	The destination name.

 $[\]star 1$ This item is used for destinations to distribute to Type I printers.

Furigana *1	Not used. (Leave this blank.)	
AccessCode *1	 The access number. An arbitrary number from 1 to 9999999. Leave this blank to not use an access number. When destinations that do not use an access number are exported to a file from this software, "0" is output to the access number field. 	
Protocol *2	The protocol. If nothing is specified, "ftp" is deemed to have been specified. ftp: FTP smb: Windows (SMB) ipx: NetWare (IPX) addonprotocol0225: WebDAV • Specify FTP or Windows (SMB) to distribute destinations to printers other than Type I printers.	
HostName	The host name. • This item is required.	
Path	The path to the folder. • If you specified "ipx" for "Protocol", make sure to specify this.	
UserName	The user name. • If you specified "ftp" or "ipx" for "Protocol", make sure to specify this.	
RememberMe *1	Specify whether to require a password to be entered each time transmission is performed. Specify "False" to enter a password each time. If nothing is specified, "False" is deemed to have been specified. True: On False: Off	
Password	The password corresponding to the user name. Only specify a password when "True" is specified for "RememberMe." Since a new password set in the file to import cannot be encrypted, take care when handling files to import with a password specified. Also change the password on the screen of this software after importing, as required. • The password is encrypted when editing an existing destination. Do not change it.	

^{*1} This item is used for destinations to distribute to Type I printers.

I-Fax

AddressId	When adding a destination Leave this blank. Also leave this blank when adding a destination by copying an existing destination. When editing a destination Leave this blank when changing the destination to a different person or company, etc. Leave the entered value to keep the same person and company for the destination. Do not change it. (For example, when changing the e-mail address, phone number, and fax number)
AddressType	Specify "IFax." • This item is required.
Name	The destination name.

^{*2} When this item is blank, it is imported to Type I printers as if "ftp" was specified.

Furigana *1	Not used. (Leave this blank.)
AccessCode *1	 The access number. An arbitrary number from 1 to 9999999. Leave this blank to not use an access number. When destinations that do not use an access number are exported to a file from this software, "0" is output to the access number field.
Protocol	Specify "t34."
MailAddress	The I-fax address. • This item is required.
IFaxMode *1	The mode. If nothing is specified, "simple" is deemed to have been specified. simple: Simple full: Full
TransSvcStr1 *1	Standard field 1.
TransSvcStr2 *1	Standard field 2.
IsDirectMode *1	The setting that configures whether to send via a server. If nothing is specified, "True" is deemed to have been specified. True: On (send via a server) False: Off (do not send via a server)
BwPaperSize *1	The paper size for BW data. If nothing is specified, "a4" is deemed to have been specified. a4: A4/LTR a3: A3/11x17 b4: B4 Enter the paper sizes, separating values by commas (up to 3). Example: To specify A4/LTR, A3/11x17, and B4: a4,a3,b4 When editing using a text editor, enclose all the comma separated values with double quotation marks.
BwCompressionType *1	The compression method for monochrome data. If nothing is specified, "mh" is deemed to have been specified. mh: MH mr: MR mmr: MMR Enter the compression methods, separating values by commas (up to 3). Example: To specify MH, MR, and MMR: mh,mr,mmr When editing using a text editor, enclose all the comma separated values with double quotation marks.
BwResolution *1	The resolution for BW data. If nothing is specified, "200x100,200x200" is deemed to have been specified. 200x100: 200x100 dpi 200x200: 200x200 dpi 200x400: 200x400 dpi 300x300: 300x300 dpi 400x400: 400x400 dpi 600x600: 600x600 dpi Enter the resolutions, separating values by commas (up to 6). Example: To specify six resolutions: 200x100,200x200,200x400,300x300,400x400,600x600 When editing using a text editor, enclose all the comma separated values with double quotation marks.

EnablePartial *1	Specify the sending method to use when the data size exceeds the limit. Specify "True" to divide the data when sending. When not dividing data or when the destination does not have a function for joining divided data, specify "False." If nothing is specified, "False" is deemed to have been specified. True: On False: Off Set the upper limit on the printer.
BW_CL *1	Set whether to send in color. If nothing is specified, "bw" is deemed to have been specified.
bw_cc	bw: Off (send in monochrome) mixed: On (send in color) (requires the destination to have a function for receiving in color)
ClPaperSize *1 *2	The paper size for color data. If nothing is specified, "a4" is deemed to have been specified. a4: A4/LTR a3: A3/11x17 b4: B4 Enter the paper sizes, separating values by commas (up to 3). Example: To specify A4/LTR, A3/11x17, and B4: a4,a3,b4 When editing using a text editor, enclose all the comma separated values with double quotation marks.
CIResolution *1 *2	The resolution for color data. If nothing is specified, "200x200" is deemed to have been specified. 100x100: 100x100 dpi 200x200: 200x200 dpi 300x300: 300x300 dpi 400x400: 400x400 dpi 600x600: 600x600 dpi Enter the resolutions, separating values by commas (up to 5). Example: To specify five resolutions: 100x100,200x200,300x300,400x400,600x600 When editing using a text editor, enclose all the comma separated values with double quotation marks.
BwPixelType *1	The pixel type. Specify "bw."
BwBitsPerPixel *1	The color depth. Specify "bw."
CICompressionType *1 *2	The color compression method. Specify "jpeg."
ClPixelType *1 *2	The color pixel type. Specify "rgb."
ClBitsPerPixel *1 *2	The color depth in color. Specify "8."

^{*1} This item is used for destinations to distribute to Type I printers.

3 Import the created file.

For details, see the following.

O Importing Files Exported from Printers or This Software(P. 206)

^{*2} Leave these items blank for destinations with "bw" (monochrome) specified for "BW_CL."

Importing Created Files (CSV File)

This section describes the information to specify when importing a file with [CSV file (for applications) (*.csv)].

1 Export a file from this software for specifying destination information.

- □ Click [Export] on the [Data Management] menu > [Address Books] > [Destination List] page.
- ☐ Configure the following settings on the [Export Destinations] page.

[File Type]: [CSV file (for applications) (*.csv)]

[Destination Type]: Type of destinations to import

Click [Export].

There are cautions to follow when exporting to a CSV file. For details, see the following.

Regarding CSV Files Exported from This Software(P. 42)

2 Specify the destination information in the exported file.

The destinations already registered to this software are specified in the exported file.

If you want to import only new destinations, delete all the destination information specified from the second line.

IMPORTANT

- When using spreadsheet software, cautions are required regarding the editing of CSV files. For details, see the following.
 - Cautions for Operation (Address Book Management)(P. 174) > Cautions for Editing CSV Files(P. 181)

NOTE

- The items to set differ according to the type of destination. Do not specify anything for items that are not in the file.
- For details on each item, see the following.
 - Importing Created Files (Excel File)(P. 207)
- For details on the types and numbers of characters that can be entered, see the following.
 - Cautions for Operation (Address Book Management)(P. 174) > Destination Specifications(P. 177)

3 Import the created file.

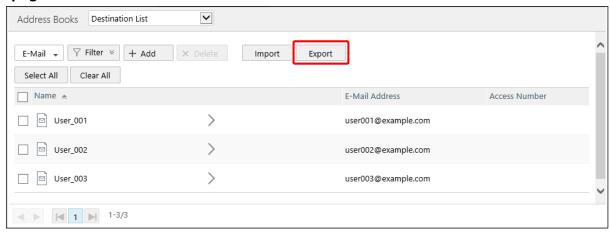
For details, see the following.

Importing Files Exported from Printers or This Software(P. 206)

Exporting Destinations

This section describes the method for exporting the destinations registered in the destination list of this software to a file.

Click [Export] on the [Data Management] menu > [Address Books] > [Destination List] page.



2 Select the format of the file to export in the [File Type] drop-down list.

[Excel file (*.xlsx)]

Exports a file including all types of destinations. The file has a separate sheet for each destination type.

There are cautions to follow when exporting to an Excel file. For details, see the following.

Regarding Excel Files Exported from This Software(P. 42)

[CSV file (for applications) (*.csv)]

Exports a file including the selected type of destinations. The character encoding is set to UTF-8.

There are cautions to follow when exporting to a CSV file. For details, see the following.

Regarding CSV Files Exported from This Software(P. 42)

3 Click [Export].

Managing Address Lists

This section describes the procedure for creating and managing the address lists and one-touches to distribute to devices.

- Displaying the List of Address Lists(P. 216)
- Creating Address Lists/One-Touches(P. 216)
- Adding Destinations to Address Lists/One-Touches(P. 217)
- Deleting Address Lists/One-Touches(P. 220)



• If destinations in the destination list are edited or deleted, the changes are also reflected to the destinations in the address lists and one-touches that include those destinations.



• The destinations managed in the destination list can be registered to address lists and one-touches.

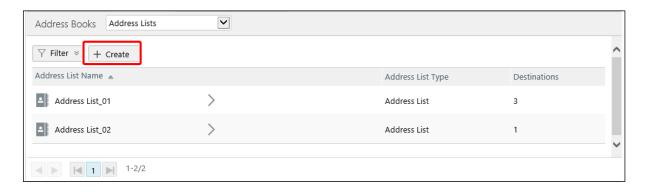
Displaying the List of Address Lists

- Select the [Data Management] menu > [Address Books].
- **2** Select [Address Lists] from the drop-down list on the top of the [Address Books] page.

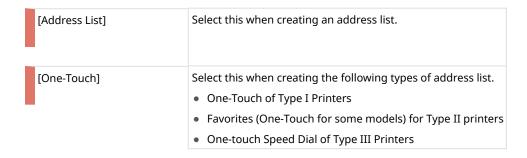


Creating Address Lists/One-Touches

1 Click [Create] on the [Data Management] menu > [Address Books] > [Address Lists] page.



- Enter a name in [Address List Name].
- **3** Select the type of address list from the [Address List Type] drop-down list.



4 Click [Add].

For details on adding destinations on the [Edit Address List] page, see the following.

- O Adding Destinations to Address Lists/One-Touches(P. 217)
- 5 Click [Update].

Adding Destinations to Address Lists/One-Touches

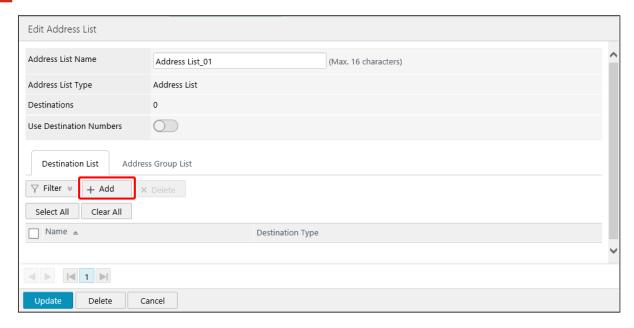
Adding Destinations to Address Lists/One-Touches

Select the destinations to add to address lists and one-touches from those registered in the destination list.

1 Click the desired address list or one-touch on the [Data Management] menu > [Address Books] > [Address Lists] page.



2 Click [Add] on the [Destination List] tab.



3 Add the destinations.

Adding destinations to an address list

- ☐ Select the type of destination to add from the [Destination List] drop-down list.
- ☐ Select the destinations to add.
- Click [Add].

Adding a destination to a one-touch

- □ Select the destination type to add from the drop-down list in [Destination List].
- ☐ Select the destination to add.
- ☐ Enter the following.
 - [One-Touch Button Number]
 - [Button Name] (Not required for Type II printer.)
- Click [Update].

4 Edit the [No.] of the destination as required.

- □ Enable [Use Destination Numbers] to distribute the address lists being edited to printers other than Type I printers.
- ☐ Select the destination to edit the [No.] of.
- ☐ Enter the number, and click [Update].



Set [Destination Number] or [One-Touch Button Number] to a unique value in the address list/one-touch.

Type I printers

It is not necessary to enable [Use Destination Numbers] to distribute address lists to Type I printers. For one-touches to distribute to Type I printers, [No.] refers to [One-Touch Button Number]. Assign an arbitrary number from 1 to 200.

Type II printers

Address lists/one-touches to distribute to Type II printers must have an appropriate [No.] assigned for each destination.

	_
[Favorites]	1 to 19
([One-Touch] for	
some models)	
[Coded Dial]	1 to 281

Type III printers

Address lists/one-touches to distribute to Type III printers must have an appropriate [No.] assigned for each destination.

The relationship between the number used on the printer and the number on the screen of this software is indicated below. Note that different values are assigned to the same destination.

	Printer	This Software
[One-touch Speed Dial]	001 to 200	1 to 200
[Address Book]	000 to 299	1 to 300

Example:

- Destinations with "1" as the number in an address list in this software are set to "001" in the destination printer.
- Destinations with "1" as the number in a one-touch in this software are set to "000" in the destination printer. Note that the number differs by one.

5 Click [Update].

Adding Destination Groups to Address Lists/One-Touches



- Only destinations that are registered to the address lists/one-touches that the destination group belongs to can be registered to a destination group. Destinations registered to other address lists/one-touches cannot be registered.
- 1 Click the desired address list or one-touch on the [Data Management] menu > [Address Books] > [Address Lists] page.
- **2** On the [Edit Address List] page, add the destination groups.
- ☐ Click the [Address Group List] tab.
- Click [Add].
- ☐ Enter the followings in [Address Group Settings].
 - [Group Name]
 - [One-Touch Name] (for a one-touch)
- ☐ Enter the followings for destinations to distribute to Type I printers.
 - [Access Number]
- ☐ Select the destinations to add to the destination group.
- Click [Add].
- **3** Click [Update].

Deleting Address Lists/One-Touches



- Note the following when regions are set.
 - Users with a region set can only delete address lists included in [Sets (Address Lists + Printers)] combined with printers in the same region.
- 1 Click the desired address list or one-touch on the [Data Management] menu > [Address Books] > [Address Lists] page.
- **2** Click [Delete].

Creating Address Books to Distribute to Printers

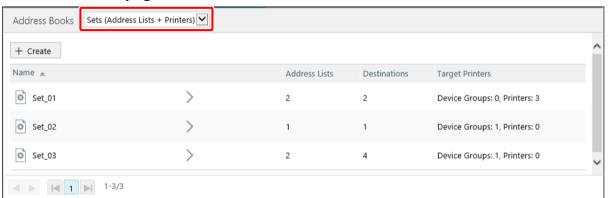
Create address books including address lists and one-touches. Then, create a set of those address books and the printers to distribute to.



- With an address book distribution task, only the printers to distribute to are specified. The address book associated here is distributed to the specified printers.
- Note the following when regions are set.
 - Users with a region set can only delete [Sets (Address Lists + Printers)] combined with printers in the same region.

Displaying the [Sets (Address Lists + Printers)] List

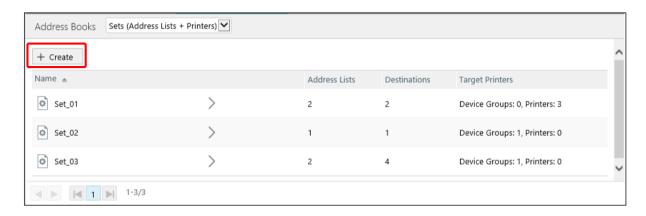
- Select the [Data Management] menu > [Address Books].
- 2 Select [Sets (Address Lists + Printers)] from the drop-down list on the top of the [Address Books] page.



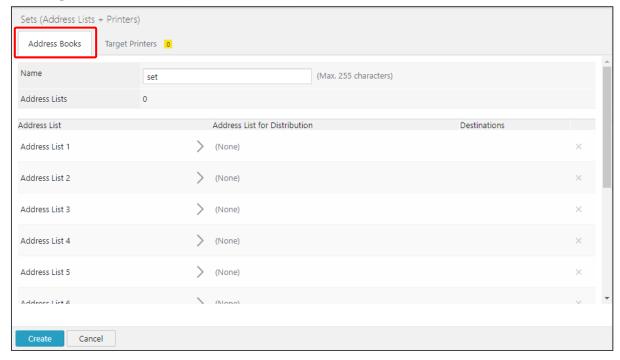
Creating Address Book and Printer Associations

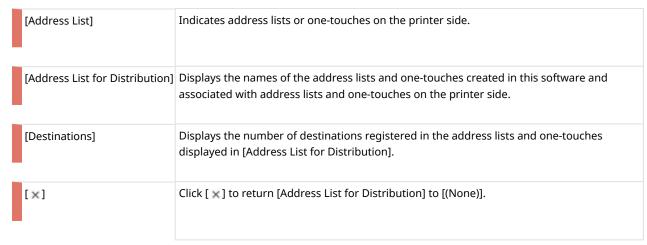
- 1 Select [Data Management] menu > [Address Books].
- 2 Select [Sets (Address Lists + Printers)] from the drop-down list on the top of the [Address Books] page.
- **3** Click [Create] on the [Sets (Address Lists + Printers)] page.

When editing, click the set to edit.



- 4 Enter the name of the set in [Name].
- 5 Select the address lists and one-touches to distribute to printers on the [Address Books] tab.





IMPORTANT

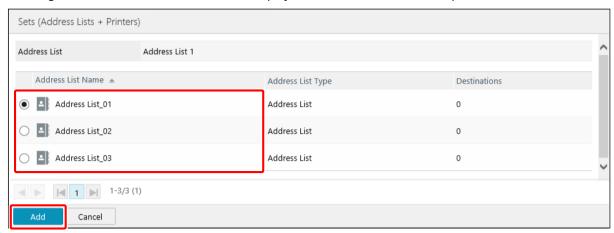
• An error occurs when executing the task if any of the following conditions are met.

- The total number of destinations included in the address lists associated with a printer exceeds the upper limit of destinations that can be registered to a printer.
- The total number of destinations included in the one-touches associated with a printer exceeds the upper limit of destinations included in the one-touches that can be registered to a printer.
- For printers other than Type I printers, the address lists and one-touches assigned to [Address List 1] and [One-Touch] are distributed to the printer.
- The number of destinations that can be distributed differs according to the printer type. Refer to the following to ensure that the number of destinations does not exceed the upper limit of the printers to distribute to.
 - Cautions for Operation (Address Book Management)(P. 174) > Maximum Numbers of Destinations(P. 175)



- Tasks for distributing address books do not distribute destinations to address books with [Address List for Distribution] set to [(None)]. The content of the address list registered in the destination printers is retained.
- ☐ Select the address lists and one-touches to distribute to in [Address List].
- ☐ Select the address lists and one-touches to distribute to printers, and click [Add].

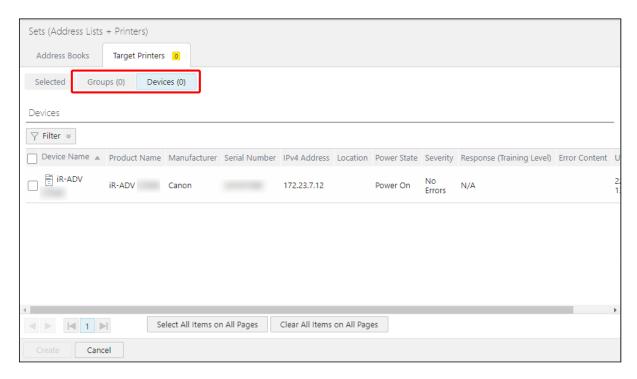
The target address lists to distribute to are displayed in [Address List] on the top.



- **6** Select the target devices on the [Target Printers] tab.
- Click [Devices] or [Groups], and select the target printers or groups to distribute to.

If you selected [Devices], you can apply a filter to filter the printers displayed in the list.

A maximum of 5,000 items can be selected in the device or device group list at once.



□ Click [Selected], and confirm that the selected printers and groups are displayed.

7 Click [Create].

When editing, click [Update].

Distributing Address Books to Printers

This section describes the procedure for distributing the address lists and one-touches registered in Address Book Management to multiple printers.



- If the content of the address books to distribute has been edited after registering the task, the new content is distributed.
- If the printers that belong to the target group of a task are changed after registering a task, the task is executed for the new printers.



- For details on printer types, see the following.
 - Types of Printer and Corresponding Printer Models (Displayed in a separate tab)

Preparing to Distribute Address Books

1 Configure the settings on the destination printer side.

For details, see the following.

- O Specifying the Initial Settings of Printers (Address Book Management)(P. 188)
- **2** Create sets of address books and devices in advance.

For details, see the following.

- Creating Address Books to Distribute to Printers(P. 221)
- **3** Back up the address books from the target printers for distribution.

For details, see the following.

Backing Up Printer Address Books(P. 193)

Creating a Task to Distribute Address Books

- Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- 3 Click [[Address Book] Distribute].

Set the task operation on the [Task-Specific Settings] tab.

☐ Set the method for selecting the target of the task.

Selecting printers

Select [Distribute the address books set for [Sets (Address Lists + Printers)] to the selected devices].

Select the printers to distribute the address books to on the [Targets] tab.

The address books combined with the selected printers are distributed to the printers.

Selecting [Sets (Address Lists + Printers)]

Deselect [Distribute the address books set for [Sets (Address Lists + Printers)] to the selected devices].

Select the combination of address books and printers to distribute to in [Sets (Address Lists + Printers)].

The address books set in the selected combination are distributed to the printers set in the combination.



- The [Targets] tab is not displayed if [Distribute the address books set for [Sets (Address Lists + Printers)] to the selected devices] is deselected.
- □ Select the following item to disable the [Address Book] setting in [Restrict Receiving for Each Function] when executing a task for Type I printers.

[Restart the printer before task execution if restart is necessary to enable access to address books.]



• It is not necessary to select it if the [Address Book] setting in [Restrict Receiving for Each Function] has been disabled in advance.

5 Configure the task on the [Scheduled] tab and the [Targets] tab.

For details, see the following.

Creating Tasks(P. 152)

6 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List].

For details, see the following.

Managing Created Tasks(P. 160)

You can check the information of executing or completed tasks by selecting the [Tasks] menu > [History]. For details, see the following.

Checking the Task Execution Results(P. 162)

Managing Printer Applications

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Managing Printer Applications

This section describes the procedure for managing applications with this software.

Flow of Operations (Application Management)

This section describes the flow of the basic operations for Application Management.

Setting the Method for Communicating with Printers

Set the method in Application Management for communicating with this software and printers. For details, see the following.

Setting the Method for Communicating with Printers (Application Management)(P. 231)

Registering Printer Authentication Information to This Software

Register the authentication information set in the printers to this software. The following authentication information is required for managing applications.

• [Service Management Service]

For details on the registration method, see the following.

Setting the Device Communication Settings(P. 94)

Installing Applications to Printers

Also use the following procedure to update applications that are already installed in printers.

1. Registering Applications/Licenses

Register application files and license files to this software. For details, see the following.

- Managing Applications(P. 233)
- Managing Licenses(P. 235)

2. Installing Applications to Printers

Create a task to install applications to printers or update printer applications. For details, see the following.

Installing Applications to Printers(P. 241)

Starting/Stopping Applications

1. Start/stop the applications.

Create a task to start/stop the applications of the printers. For details, see the following.

Starting/Stopping Applications(P. 244)

Changing the SMS (Service Management Service) Password

1. Change the SMS password.

Create a task to change the SMS password of the printers. For details, see the following.

Changing the SMS Password(P. 247)

Updating Licenses

1. Registering License Files

Register license files to this software. For details, see the following.

Managing Licenses(P. 235)

2. Installing Licenses to Printers

Create a task to install licenses to printers. For details, see the following.

O Updating the Licenses Installed in a Printer(P. 248)

Uninstalling Applications from Printers

Uninstall printer applications, as required.

1. Uninstalling Applications

Create a task to uninstall printer applications. For details, see the following.

Uninstalling Applications from Printers(P. 251)

Setting the Method for Communicating with Printers (Application Management)

This section describes the communication method between this software and printers in Application Management.

With the communication method set here, an application is installed from this software to the printers.

- 1 Select the [System] menu > [System Configuration].
- Click [Application Management] in [System Configuration].
- 3 Select the communication method between this software and printers in [Protocol to Prioritize].

Performing encrypted communication

☐ Select [HTTPS] in [Protocol to Prioritize].



- In order for a printer to perform encrypted communication with this software, the HTTPS server CA certificate of this software must be installed in the printer. If the certificate is not installed in the printer, it is automatically delivered to the printer from this software.
- In the following cases, this software and the printer communicate via HTTP.
 - If certificate delivery from this software to the printer fails
 - If the certificate cannot be confirmed when a printer downloads an application/license from this software

4 Click [Update].

Managing Applications and Licenses

This section describes the procedure for using this software to manage applications and licenses.

Managing Applications

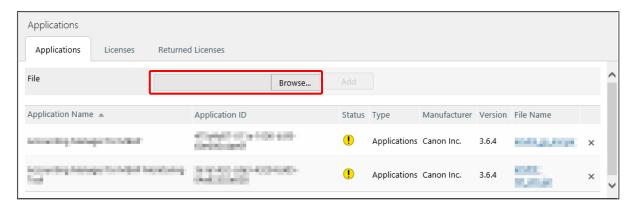
This section describes the method for registering, deleting, and managing applications.

Registering Applications

1 Prepare the executable file of the application to register.

The file extension for the application executable file is ".jar."

- Select the [Data Management] menu > [Applications].
- 3 Select the [Applications] tab.
- 4 In [File], select the executable file of the application.

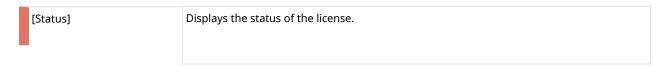


- 5 Click [Add].
- ☐ If the [License Agreement] screen is displayed, check the displayed information and click [I Agree].

The executable file of the application is registered in this software.

Displaying the Application List

- 1 Select the [Data Management] menu > [Applications].
- Select the [Applications] tab.



Managing Printer Applications

•	An active license is not associated with the application.	
[File Name]	Displays the file name of the application. Click the file name to download the executable file of the application.	

Deleting Applications

1 In the application list, click $[\times]$ for the application that you want to delete.

Managing Licenses

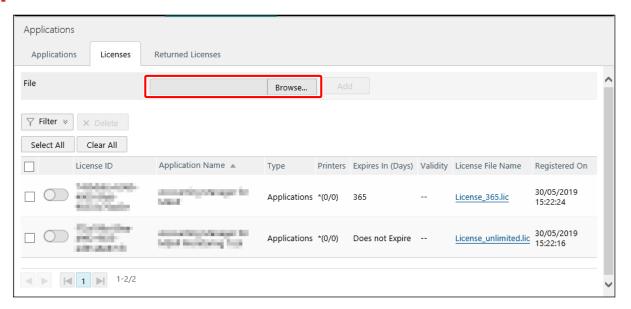
This section describes the method for registering, deleting, and managing licenses.

Registering Licenses

1 Prepare the license file to register.

The file extension for license files is ".lic." You can also register a batch of license files contained in a compressed file (with the ".zip" file extension).

- Select the [Data Management] menu > [Applications].
- **3** Select the [Licenses] tab.
- 4 In [File], select the license file.



5 Click [Add].

The license file is registered to this software.

Displaying Registered Licenses

- Select the [Data Management] menu > [Applications].
- 2 Select the [Licenses] tab.

Managing Printer Applications

Switch	Switches a license between active and inactive.	
	The license is inactive.	
	 The license is active. In order to update the license of an application installed in a printer, the license must be activated. When multiple licenses are registered for the same application and the same serial number is indicated for multiple licenses, only one of the licenses can be activated. 	
[Application Name]	 Displays the application name. If the application corresponding to a license file is not registered in this software, the application ID is displayed. However, even if an application is not registered in this software, its application name may be displayed if it is a known application (such as a printer option). 	
[Printers]	 Displays the number of target printers for the license. For a license with the installation printers not limited (a license with "*" included in the serial number indicated in the license file), the number of device groups and printers associated with the license is displayed. The number is indicated in the format [*(<number device="" groups="" of="">/<number of="" printers="">)]. For details, see the following.</number></number> Associating Licenses and Printers(P. 236) 	
[Expires In (Days)]	Displays the expiration period of the license after installing the application. For licenses with the expiration period specified as a number of days, the number of days remaining until the license expires is displayed. • [Does not Expire] is displayed when "*" is specified for the expiration period in the license file.	
[Validity]	Displays the expiration period of the license after installing the application. For licenses with the expiration period specified as a date, the date that the license expires is displayed.	
[License File Name]	Displays the file name of the license file. Click the file name to download the license file.	

Checking the Details of Licenses

1 In the license list, click the value in the [Printers] column of the license you want to check.

Associating Licenses and Printers

For a license with the installation printers not limited, the license can be assigned to a printer of your choice.

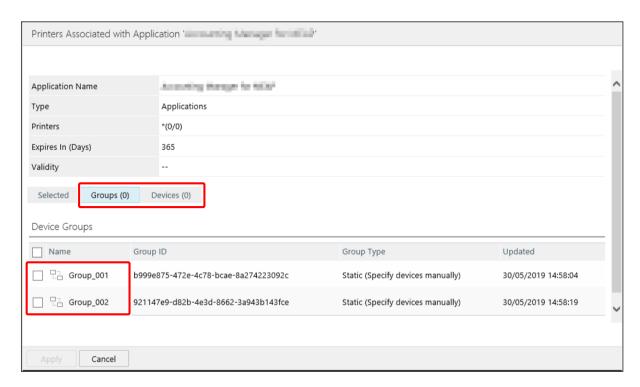
If [Install on all printers with licenses for the applications] was selected when creating a task for distributing applications, the application is installed to the printers assigned here. For details, see the following.

- Installing Applications to Printers(P. 241)
- □ Click [Devices] or [Groups], and select the printers or groups to assign the selected license to.

If you selected [Devices], you can apply a filter to filter the printers displayed in the list.

A maximum of 5,000 items can be selected in the device or device group list at once.

Managing Printer Applications



- □ Click [Selected], and confirm that the selected printers and groups are displayed.
- Click [Apply].

Deleting Licenses

- 1 Select the licenses you want to delete.
- 2 Click [Delete].

Managing Returned Licenses

When an application is uninstalled from printers with a task, the license is returned. This section describes the method for managing returned licenses.

Displaying the Returned Licenses

- Select the [Data Management] menu > [Applications].
- Select the [Returned Licenses] tab.

You can check the number of returned licenses.



Checking the Details of Returned Licenses

1 Click the row of the license you want to check.

Reusing Returned Licenses

Returned licenses can be reused.

1 Click [Convert] for the license you want to reuse.

The target license is moved to the list on the [Licenses] tab. For details on the [Licenses] tab, see the following.

Managing Licenses(P. 235)

Deleting Returned Licenses

1 Click [x] for the license you want to delete.

Checking the Information of Printer Applications

This section describes the method for confirming the information of applications installed in printers.



- Information on the applications installed in printers is retrieved by a built-in task (Retrieve Printer Information). For details on updating the information, see the following.
 - Configuring the Built-in Tasks(P. 81)
- The installation status of applications can also be checked from the Service Management Service of the printer. For details, see the following.
 - Printer instruction manuals

Checking the Information via a Report

You can check the number of printers with applications installed and the printers where applications are installed.



- To check the application information for each printer, see the following.
 - Checking the Information in the Device List(P. 240)
- 1 Select the [Reports] menu > [Applications].
- **2** On the [Applications] page, check the applications installed in the printers.
- ☐ You can switch the display using the drop-down list on the top of the [Applications] page.

[By Application]	Displays the total results by application.
[By Device]	Displays the total results by printer.

When [By Application] is selected, Click [Devices] to check the printers where the application is installed on the [Application Details] page.

Exporting application information

- Click [Export].
- Select the file format.
- ☐ Follow the instructions on the screen to save the file.

There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

- Regarding CSV Files Exported from This Software(P. 42)
- Regarding Excel Files Exported from This Software(P. 42)

Checking the Information in the Device List

- 1 Select the [Devices] menu > [Device List].
- **2** Click [Device Name] of the printer you want to check from the device list.
- **3** Click the [Device-Specific Info] tab on the [Device Details] page.

Information on the applications installed in the printer are displayed.

Installing Applications to Printers

This section describes the method for creating a task for the batch installation or update of an application registered in this software to multiple printers.



- MEAP applications cannot be installed to devices that support AddOn applications.
- Do not select an older version of an application that is already installed in a printer for the task. The application in the printer will be overwritten with the older version of the application, and the application may also become unable to start.
- If the printers need to be restarted, this software restarts them after installation of the application is complete.



• If the same version of an application that is already installed in a printer is selected for a task, it is not installed.

Installation Preparations

1 Confirm that the application that you want to install is registered in this software.

[Data Management] menu > [Applications] > [Applications] tab

2 When installing an application that requires a license, confirm that the license is registered in this software and able to be distributed.

[Data Management] menu > [Applications] > [Licenses] tab

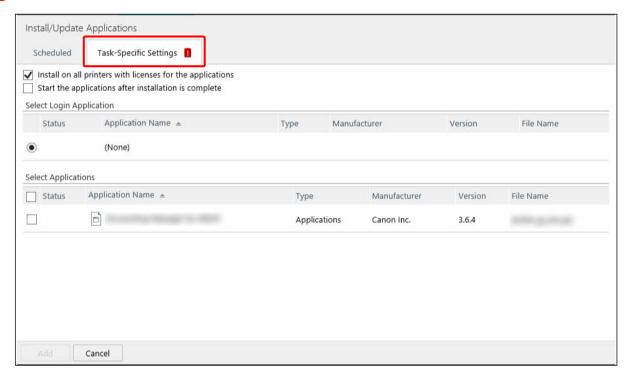
Creating Tasks to Install Applications

- 1 Select the [Tasks] menu > [Task List].
- 2 Click [Create].
- **?** Click [[Application] Install/Update].
- 4 On the [Scheduled] tab, specify the basic information and schedule of the task.

For details, see the following.

Creating Tasks(P. 152)

5 Select the target application on the [Task-Specific Settings] tab.



☐ To install the applications to all the printers associated with the licenses, select [Install on all printers with licenses for the applications].

Enable this item in the following cases.

- Licenses with the target printers set
- Licenses with the printer associations set in advance (when the target printers are not limited)



- Even for a license with the target printers set, deselect this item and select the target printers on the [Targets] tab in order to set some of the printers as the target for the task.
- For a license with the target printers not limited, license and target printer associations can be set on the following page.

[Data Management] Menu > [Applications] > [Licenses] tab > [Printers Associated with Application] For details, see the following.

- Managing Licenses(P. 235)
- To start the application after installing it, select [Start the applications after installation is complete].
- □ To install a login application, select the login application to install in [Select Login Application].
 Only one login application can be selected.
- ☐ To install an application, select the applications to install in [Select Applications].
- 6 On the [Targets] tab, select the printers or device groups to set as the target.

For details, see the following.

Creating Tasks(P. 152)



• The [Targets] tab is not displayed when [Install on all printers with licenses for the applications] is selected on the [Task-Specific Settings] tab.

7 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List]. For details, see the following.

Managing Created Tasks(P. 160)

You can check the information of executing or completed tasks by selecting the [Tasks] menu > [History]. For details, see the following.

Checking the Task Execution Results(P. 162)

Starting/Stopping Applications

This section describes the procedure for creating a task to start/stop applications installed in printers.

- Creating a Task to Start Applications(P. 244)
- Creating a Task to Stop Applications(P. 245)

Creating a Task to Start Applications



- The printers automatically restart if a login application was started in the task for starting applications.
- 1 Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- Click [[Application] Start].
- 4 On the [Scheduled] tab, configure the basic information and schedule of the task.

For details, see the following.

- Creating Tasks(P. 152)
- 5 On the [Task-Specific Settings] tab, select the target applications for the task.
 - ☐ To start the selected applications on all the printers where they are installed, select [Start the selected applications on all printers on which they are installed].
 - To start a login application, select the login application to start in [Select Login Application].

Only one login application can be selected.

- ☐ To start applications, select the applications to start in [Select Applications].
- ☐ Select the version of the applications to start.

Select [All versions] or select the version to start in [Version].

6 On the [Targets] tab, set the target printers and device groups.

For details, see the following.

Creating Tasks(P. 152)



The [Targets] tab is not displayed when [Start the selected applications on all printers on which they
are installed] is selected on the [Task-Specific Settings] tab.

7 Click [Add].

Select the [Tasks] menu > [Task List] to check the information of the registered tasks.

For details, see the following.

Managing Created Tasks(P. 160)

Select the [Tasks] menu > [History] to check the status of tasks that are executing or have finished executing. For details, see the following.

Checking the Task Execution Results(P. 162)

Creating a Task to Stop Applications



- A login application cannot be selected as the target of a task for stopping applications. To stop a login
 application, use a task for starting applications to start another login application. The login
 applications other than the started login application are stopped.
- 1 Select the [Tasks] menu > [Task List].
- 2 Click [Create].
- **?** Click [[Application] Stop].
- 4 On the [Scheduled] tab, configure the basic information and schedule of the task.

For details, see the following.

- Creating Tasks(P. 152)
- 5 On the [Task-Specific Settings] tab, select the target application of the task.
- ☐ To stop the selected applications on all the printers where they are installed, select [Stop the selected applications on all printers on which they are installed].
- ☐ In [Select Applications], select the applications to stop.
- ☐ Select the version of the applications to stop.

Select [All versions] or select the version to stop in [Version].

6 On the [Targets] tab, set the target printers and device groups.

For details, see the following.

Creating Tasks(P. 152)



• The [Targets] tab is not displayed when [Stop the selected applications on all printers on which they are installed] is selected on the [Task-Specific Settings] tab.

7 Click [Add].

Select the [Tasks] menu > [Task List] to check the information of the registered tasks.

For details, see the following.

Managing Created Tasks(P. 160)

Select the [Tasks] menu > [History] to check the status of tasks that are executing or have finished executing. For details, see the following.

Checking the Task Execution Results(P. 162)

Changing the SMS Password

This section describes the procedure for creating a task to change the SMS (Service Management Service) password of printers.



- This task supports the following printers.
 - Type I The third generation (Gen3) or later

Creating a Task to Change the SMS Password

- 1 Select [Tasks] menu > [Task List].
- **2** Click [Create].
- Click [[Application] Change SMS Password].
- 4 Configure the task settings on the [Scheduled] tab and [Targets] tab.

For details, see the following.

- Creating Tasks(P. 152)
- 5 On the [Task-Specific Settings] tab, enter the SMS password. Set the task operation.
- ☐ In [Old Password], enter the password set in the printer.
- ☐ Enter the new password in [New Password] and [Confirm].
- 6 Click [Add].

Select the [Tasks] menu > [Task List] to check the information of the registered task.

For details, see the following.

Managing Created Tasks(P. 160)

Select the [Tasks] menu > [History] to check the status of tasks that are executing or have finished executing. For details, see the following.

Checking the Task Execution Results(P. 162)

Updating the Licenses Installed in a Printer



• Do not use this software or SMS (Service Management Service) to update the license for an application that has been disabled by SMS, as you will become unable to delete the application. To update the license for an application that has been disabled in this way, first delete the license file using SMS.

Make sure to download and save a copy of the license files before deleting them from the device.

Preparations for Updating Licenses

In the [Devices] menu > [Device List], check whether the applications to update the licenses for are installed in the target printers.

For details, see the following.

- Checking the Information of Printer Applications(P. 239)
- 2 Confirm that the licenses for updating are registered in this software and can be distributed.

For details, see the following.

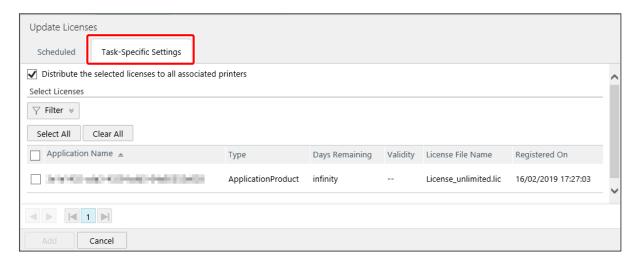
Managing Licenses(P. 235)

Creating a Task to Update licenses

- Select the [Tasks] menu > [Task List].
- **7** Click [Create].
- 3 Click [[Application] Update Licenses].
- 4 On the [Scheduled] tab, specify the basic information and schedule of the task.

For details, see the following.

- Creating Tasks(P. 152)
- **5** On the [Task-Specific Settings] tab, select the target licenses for the task.



☐ To distribute the licenses to all the printers associated with the licenses, select [Distribute the selected licenses to all associated printers].

Enable this item in the following cases.

- Licenses with the target printers set
- Licenses with the printer associations set in advance (when the target printers are not limited)



- Even for a license with the target printers set, deselect this item and select the target printers on the [Targets] tab in order to set some of the printers as the target for the task.
- For a license with the target printers not limited, license and target printer associations can be set on the following page.

[Data Management] Menu > [Applications] > [Licenses] tab > [Printers Associated with Application] For details, see the following.

- Managing Licenses(P. 235)
- ☐ Select the licenses to distribute in [Select Licenses].
- 6 On the [Targets] tab, select the printers or device groups to set as the target.

For details, see the following.

Creating Tasks(P. 152)



• The [Targets] tab is not displayed when [Distribute the selected licenses to all associated printers] is selected on the [Task-Specific Settings] tab.

7 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List]. For details, see the following.

Managing Created Tasks(P. 160)

You can check the information of executing or completed tasks by selecting the [Tasks] menu > [History]. For details, see the following.

Checking the Task Execution Results(P. 162)

Uninstalling Applications from Printers

IMPORTANT

- In the following cases, do not execute a task to uninstall applications whose license has not yet expired. The license file issued by the target printer when the task is executed may be unable to be retrieved by this software.
 - When the target printer is being used
 - When the printer data is being used remotely by the Remote UI or this software
- This software may not be able to retrieve the license file when a login application is uninstalled, depending on the printer model.

NOTE

- Note the following when the [Validity] of the license is specified as the remaining number of days.
 - If the [Type] of the application is [Application] and the license expiration period has not been reached, a new license that indicates the number of remaining days or the date that the license expires is issued from the printer when the application is uninstalled, and is registered to this software as a returned license.
- Note the following when the [Validity] of the license is specified as a date.
 - If the [Type] of the application is [Application] and the license expiration period has not been reached, a new license that indicates the date that the license expires is issued from the printer when the application is uninstalled, and is registered to this software as a returned license.
- You cannot uninstall system options.

Preparations for Uninstalling Applications

1 In the [Devices] menu > [Device List], check whether the applications to uninstall are installed in the target printers.

For details, see the following.

Checking the Information of Printer Applications(P. 239)

Creating a Task to Uninstall Applications

- 1 Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- **3** Click [[Application] Uninstall].

4 On the [Scheduled] tab, specify the basic information and schedule of the task.

For details, see the following.

- Creating Tasks(P. 152)
- 5 Select the target applications on the [Task-Specific Settings] tab.
- ☐ To uninstall the applications to delete from all the printers, select [Uninstall the selected applications from all printers].
- ☐ Select the applications to uninstall in [Select Applications].
- 6 On the [Targets] tab, select the printers or device groups to set as the target.

For details, see the following.

Creating Tasks(P. 152)



• The [Targets] tab is not displayed when [Uninstall the selected applications from all printers] is selected on the [Task-Specific Settings] tab.

7 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List].

For details, see the following.

Managing Created Tasks(P. 160)

You can check the information of executing or completed tasks by selecting the [Tasks] menu > [History]. For details, see the following.

Checking the Task Execution Results(P. 162)

Managing Printer Setting Values

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Managing Printer Setting Values

This section describes the procedure for using this software to manage device setting values, printer keys/certificates, and security policies.

Cautions for Operation (Device Setting Values Management)

This section describes cautions for using this software to manage device setting values and security policies.



- The items and values that can be set differ according to the printer type. For details on model and type support, see the following.
 - Types of Printer and Corresponding Printer Models (Displayed in a separate tab)

Device Setting Values

- Settings Supported by Device Setting Values Management(P. 256)
- Cautions for Backing Up(P. 256)
- Cautions for Distribution(P. 256)
- Cautions Regarding the Security Level(P. 257)
- Types of Settings Reflected in Target Printers for Distribution(P. 257)
- Printer Operations for Backing Up/Distributing(P. 258)
- Cautions Regarding Settings(P. 258)

Settings Supported by Device Setting Values Management

The specifications for each printer type are indicated below.

Type I

Settings that support [Import/Export All] on the [Settings/Registration] > [Management Settings] > [Data Management] page of the Remote UI

For details on the supported settings, see the following.

Printer instruction manuals

Type II/Type IV

Settings that support importing/exporting in [Settings/Registration] on the Remote UI

Cautions for Backing Up

- The settings to back up from printers are specified in categories. Multiple categories can be specified at the same time.
- Individual settings inside categories cannot be specified.
- The setting values of all the specified categories are saved to this software as a single file.
- All the categories handled by Device Setting Values Management are displayed on the backup category selection screen. If a printer does not support the functions corresponding to a selected category, the settings of that category are not included in the backup data.

Cautions for Distribution

- When setting values data that does not match the type of destination printers is distributed, no setting values are reflected. The task ends with an error.
- Specify a single setting value data (file) for distribution.
- Categories inside the specified setting value data cannot be selected and individual settings inside categories cannot be selected.
- When setting value data including the address book category is distributed to printers whose address books are managed with the Address Book Management of this software, the integrity of the address books may be lost. It is recommended that only one of these functions is used to manage address books.

Cautions Regarding the Security Level

Type I

The following cautions apply according to the platform version of the printer.

Printers with platform version 3.10 or later

Device setting values backed up from printers with a [Back Up Device Setting Values] task are set to security level 2.

Device setting values with security level 2 cannot be applied to printers with platform version 3.09 or earlier.

Perform the following operation when distributing the device setting values of printers with platform version 3.10 or later to printers with platform version 3.09 or earlier.

- 1. Export the device setting values with security level 1 from the Remote UI of a printer with platform version 3.10 or later.
- 2. Upload the device setting values to this software.

For details, see the following.

Uploading Device Setting Values(P. 276)

3. Execute a [Distribute Device Setting Values] task to distribute the device setting values to the printers.

Printers with platform version 3.09 or earlier

Device setting values backed up from printers with a [Back Up Device Setting Values] task are set to security level 1.

Device setting values with security level 1 can be applied to printers with a platform version of 3.10 or later.

Types of Settings Reflected in Target Printers for Distribution

The following three types of settings can be distributed with Device Setting Values Management. Therefore, even if the device setting value data to distribute is the same, the setting values that are reflected may differ according to the target printer for distribution.

Case A

Setting values are reflected if the backup source and distribution destination are the same printer. Not reflected in printers other than the backup source, even if the model is the same.

Case B

Setting values are reflected if the backup source and distribution destination are the same model (same series). For details on models handled as the same model, see the following.

Printer instruction manuals

Even if the model of the backup source and the distribution destination is the same, some setting values are not reflected if the option configuration differs.

Case C

Settings are reflected even if the model of the backup source and the distribution destination differs.



- For details on the settings and types supported for Type I printers, see the following.
 - Printer instruction manuals
- For details, contact the following.

Your local authorized Canon dealer

Printer Operations for Backing Up/Distributing

Take note of the following regarding printer operations during the backup and distribution of device setting values. Therefore, it is recommended that these operations are executed on holidays or at night, when the printers are not being used.

- The control panel and Remote UI cannot be operated while a printer is executing the backup or distribution process.
- The control panel and Remote UI cannot be operated until the printer restarts after distribution is complete.
- It may take some time for the process on the printer side to finish.
- Backup and distribution of device setting values may not be able to be executed while the printer is executing other processes. The conditions are the same as importing device setting values using the Remote UI of a printer. For details, see the following.
 - Printer instruction manuals
- An error may occur when another task of this software is executed while a Device Setting Values Management task is executing.

Cautions Regarding Settings

If you distribute device setting values such as the following, the printers may not operate correctly or problems may occur with operation.

- Setting values that do not match the network environment that the printer is connected to
- Setting values that differ from existing setting values
- Setting values of some categories

A careful check is required for distributing setting information. This section describes several examples of cases where caution is required for each printer type.



- This section describes typical examples. Carefully check whether the combination of settings you will distribute is compatible with the network environment and existing related settings.
- For details on the items included in this category, contact the following.
 Your local authorized Canon dealer
- If the setting value data to distribute is new data created in Device Settings Configurator, only the items set for output in Device Settings Configurator are set for distribution.
- If the setting value data to distribute is the following setting value data, the setting values of all the categories included in that data are set for distribution.
 - Device setting value data exported from printers
 - Device setting value data backed up to this software from printers
 - Setting value data edited in Device Settings Configurator based on either of the above data

 Device setting value data exported from the Device Configuration Management Plug-in operating in iW Management Console V3.x (extension: DCM)



The menu position, screen names, and item names may differ according to the model.

Type I

Category: Settings/Registration Basic Information

This category includes network settings. If the following setting values are changed, the printer may become unable to connect to the network. Distribute the settings after confirming them with your network administrator.

(Settings/Registration) > [Preferences] > [Network]

This category includes the following setting information. Also check the cautions for the following categories.

- Box Settings
- Forwarding Settings

Category: Box Settings

When the following setting values included in this category are changed, a file may be deleted at a time that is not before distribution, and users may become unable to use a Mail Box due to the PIN being changed. In this case, distribute the correct setting values again. Alternatively, cancel the PIN, and set it again as required.

• (Settings/Registration) > [Function Settings] > [Store/Access Files] > [Mail Box Settings] > [Set/Register Mail Boxes] > [PIN]/ [Time Until File Auto Delete]

Category: Forwarding Settings

When the following setting value included in this category is set to [Off], jobs with a forwarding error are deleted.

• (Settings/Registration) > [Function Settings] > [Receive/Forward] > [Common Settings] > [Handle Files with Forwarding Errors]

Category: Favorite Settings

This category includes the following settings registered from the button on the top right edge of the screen for printing stored files.

- [Register Favorite Settings]
- [Edit Favorite Settings]
- [Change Default Settings]

These items include settings related to deleting files after printing. If the following setting values are set to [On], stored files are deleted after printing.

 Home or Main Menu > [Access Stored Files] > files to print > [Delete File After Printing] on the print settings screen

Category: Department ID Management Settings

This category includes [Department ID] and whether to enable [Department ID Management]. It also includes information on [System Manager ID].

Therefore, if a new [Department ID] and [PIN] are distributed when the following item is set to [On], users may become unable to log in to the printer.

(Settings/Registration) > [Management Settings] > [User Management] > [Department ID Management]

If a login application that performs authentication via department IDs is enabled in the printer, the previous settings can be restored by distributing the setting values before distribution.

To use distributed [Department ID] and [PIN] settings in printers using both [Department ID Management] and SSO-H or User Authentication, perform the following operation without restoring the settings to their previous state.

- 1. Log in to SSO-H or User Authentication as an administrator.
- 2. Change [Department ID Management] to [Off].
- 3. Change the [Department ID] setting of each SSO-H or User Authentication user to the new [Department ID]/ [PIN].
- 4. Change [Department ID Management] to [On].

For detailed procedures, see the following.

Printer instruction manuals

Category: User Access Control for Advanced Space

When the following setting values are changed, users may become unable to use the Advanced Space because the user information and authentication method are changed. In this case, distribute the correct setting information. Alternatively, set the correct data on the printer.

Settings configured in [User Access Control for Advanced Space] on the Remote UI

Category: Web Access Settings

This category includes the setting information in [Favorites] on the Web Access screen. For environments operated with the following settings, distribute data that includes related categories. If you distribute only the Web Access Settings category, the touch panel may be displayed in an unintended state.

When the Web Access Favorites buttons are displayed on the Home screen or Quick Menu screen

Home Settings, or Main Menu Settings and Quick Menu Settings

When the Web Access Favorites are registered to [Default Screen after Startup/ Restoration]

• Settings/Registration Basic Information

Category: Home Settings/Main Menu Settings/Quick Menu Settings

Depending on the version of the platform, there may be a [Main Menu Settings] and [Quick Menu Settings] category and no [Home Settings] category.

When device setting values including [Main Menu Settings] and [Quick Menu Settings] are distributed to a printer that supports [Home Settings], the setting values included in these categories are reflected to [Home Settings]. When device setting values including [Home Settings] are distributed to a printer that does not support [Home Settings], the setting values in [Home Settings] are not reflected to [Main Menu Settings] and [Quick Menu Settings].

Category: Categories including settings related to destinations

The following categories include settings related to destinations. It is recommended that these categories are distributed together. (The number and existence of related categories differs according to the model.)

- Box Settings
- Favorite Settings
- Address Book
- Forwarding Settings
- Home Settings
- Quick Menu Settings
- iW Function Flow Settings
- Settings/Registration Basic Information (when using remote address books)

IMPORTANT

- When address books are distributed, all the destinations before distribution are deleted.
 Example: When an address book that includes only [Address List 1] is distributed, all the destinations included in address lists and one-touches other than [Address List 1] are deleted.
- When some categories are distributed alone, destination settings included in other categories of the
 destination printers for distribution may become inconsistent and cause unintended settings. When
 handling some categories alone, check the destination settings of the related items on the destination
 printers for distribution after distribution.
- When using remote address books, it is recommended that the following categories are also distributed in addition to the above. (They include remote address book settings.)
 - Settings/Registration Basic Information
- When an address book is distributed to a printer where an application is using the address book, the application may become unable to operate correctly. For details, see the following.
 - Printer instruction manuals

Type II/Type III/Type IV

Category: Settings/Registration Basic Information

If the following setting values included in this category are changed, the printer may become unable to connect to the network. Distribute the settings after confirming them with your network administrator.

Type II

[Menu] > [Network] on the touch panel display

Type IV

• [Network] in the setup menu

System Manager ID/Department ID

The [Settings/Registration Basic Information] category for Type II/Type III printers includes the following settings. If these setting values are changed, the administrator and users may become unable to log in to the printer.

Type II

- [Menu] > [Management Settings] > [User Management] > [System Manager Information Settings]/ [Department ID Management] on the touch panel display
- [Settings/Registration] > [Department ID Management] on the Remote UI

Type III

• (Additional Functions) > [System Settings] > [System Manager Settings] > [Department ID Management]

When [Department ID Management] is set to [On] for a Type II printer, the department ID settings are also included in this category.

The previous settings can be restored by distributing the setting values before distribution.



• The menu position, screen names, and item names may differ according to the model.

Category: Address Book

Type II/Type III devices have the [Address Book] category.

When address books are distributed, all the following settings are deleted to maintain consistency.

- All destinations registered before distribution
- [Favorite Settings] that include destinations in the settings (Type II)

Security Policies

Security Policy Passwords

Security policies include the management password. The management password is necessary for managing security policies using this software. Check the password of the printers for management in advance.

When using this software to distribute security policies, the password of all target printers must match. You can also change the password of multiple printers before distribution. For details, see the following.

Changing the Password of Security Policies(P. 307)

Specifications Regarding Security Policies

This section describes the Device Setting Values Management of this software and printer specifications regarding security policies and security policy passwords.

Device Setting Values Management

- You can create security policies to distribute to printers.
- You can check the security policy settings retrieved from printers for monitoring purposes. The settings cannot be changed.
- You can set or change the password of security policies set in printers.

Type I Printers

- You can set or edit the security policies on the printers.
- You can set or change the password of security policies on the printers.

Type II Printers

- You can check the security policy settings on the printers. The settings cannot be edited.
- You cannot set or change the password of security policies on the printers.
- You can set or change the password of Type II printers using Device Setting Values Management. For details, see the following.
 - Changing the Password of Security Policies(P. 307)

Security Policy Settings in Setting Value Data

For Type I printers, the security policy is a device setting value category. For Type II printers, the security policy settings are included in the [Settings/Registration Basic Information] category. Therefore, the device setting values of a printer that supports security policies may include security policy settings. When distributing device setting values that include the security policy settings to printers, the security policy password in the data to distribute must match the security policy password set in the destination printer for distribution.

Note the following when the security policy password included in the device setting values to distribute differs from the security policy password set in the destination printer for distribution.

Type I Printers

Distribute device setting values that do not include the [Security Policies] category.

Type II Printers

You can distribute settings other than the security policy included in the [Settings/Registration Basic Information] category. However, the execution result of the task will be [Error] because distribution of the security policy fails. If the distribution result for each category is as indicated below on the [Task Result Details] page displayed by selecting the corresponding task on the [Tasks] menu > [History] > [Task History] page, the setting values other than the security policy have been successfully distributed.

- [Settings/Registration Basic Information]: [Success]
- [Address Book]: [Success]
- [Security Policy Settings]: [Failure]

Flow of Operations (Device Setting Values Management)

This section describes the flow of the basic operations for Device Setting Values Management.

Specifying the Initial Settings of Printers

In order to manage device setting values and security policies using this software, it is necessary to change the printer settings from the factory default settings. For details, see the following.

Specifying the Initial Settings of Printers (Device Setting Values Management)(P. 268)

Registering Printer Authentication Information to This Software

Register the authentication information set in the printers to this software. Either of the following types of authentication information is required for Device Setting Values Management.

- [User Authentication]
- [Domain Authentication]
- [System Manager ID]

For printers that do not perform authentication with the above method, it is necessary to register the authentication information in [Password Authentication].

For details on the registration method, see the following.

Setting the Device Communication Settings(P. 94)

Determining the Printers for Management

In order to manage printer setting values, it is necessary to determine whether the desired printer is set for management in advance. This is performed using the built-in task (Check Device Setting Values Management Functionality) that is automatically executed. For details, see the following.

Checking Printers for Management(P. 270)

Backing Up Device Setting Values

Retrieving/Backing Up Device Setting Values

You can retrieve the device setting values of a specified category from printers and save them to this software as backup data.

Backing Up Printer Device Setting Values(P. 273)

Exporting Backup Data

You can export the backup data of the device setting values saved in this software to a file.

Managing Backed Up Device Setting Values(P. 274)

Distributing Device Setting Values

Preparing Device Setting Value Data for Distribution

Use Device Settings Configurator to create new device setting value data for distribution. You can also use device setting value data exported from this software or a printer.

Importing Device Setting Values

Register the device setting value data prepared for distribution to this software.

Managing Device Setting Values for Distribution(P. 276)

Distributing Device Setting Values

Distribute the device setting value data registered to this software to printers.

Distributing Device Setting Values to Printers(P. 278)

Monitoring Device Setting Values

Preparing the Device Setting Value Data

Use Device Settings Configurator to create new device setting value data to use as the standard for monitoring.

Associating Device Setting Values and Printers for Monitoring

Register the device setting value data prepared for monitoring to this software. Next, associate the printers to monitor with the device setting value data for monitoring.

Managing Device Setting Values for Monitoring(P. 281)

Monitoring Device Setting Values

Monitor whether the device setting values of printers match the standard.

Standard device setting value data can also be distributed to printers that do not match the standard.

Monitoring the Device Setting Values of Printers(P. 287)

Checking the Monitoring Results of Device Setting Values

Check the standard comparison results.

Checking the Results of Monitoring Device Setting Values(P. 290)

Managing Keys/Certificates of Printers

Preparing Keys/Certificates

Register the keys/certificates to be added to printers to this software.

You can also get the keys/certificates from the printer.

- Managing Printer Certificates(P. 294)
- Managing Printer Keys(P. 296)
- Retrieving Keys/Certificates from Printers(P. 299)

Adding Keys/Certificates

Adding the keys/certificates registered to this software to printers.

- Adding a Certificate to Printers(P. 300)
- Adding a Key to Printers(P. 301)

Monitoring Security Policies

Creating a Standard Security Policy

Create a security policy to use as the standard when monitoring security policies.

Creating Security Policies(P. 305)

Changing the Password of Security Policies

You can specify target printers and change the management password of the security policy for those printers.

Changing the Password of Security Policies(P. 307)

Monitoring/Distributing Security Policies

You can monitor the security policies of printers to check whether they match the standard.

A standard security policy can be distributed to printers that do not match the standard security policy.

Monitoring/Distributing Security Policies(P. 308)

Checking the Security Policy Monitoring Results

You can check the result of comparing with the standard security policy and the number of times that security policies have been overwritten.

Checking the Results of Monitoring Security Policies(P. 310)

Specifying the Initial Settings of Printers (Device Setting Values Management)

This section describes the initial settings to specify on the printers managed by Device Setting Values Management.

In order to this software to manage device setting values and security policies, the printer settings must be changed from their factory default settings.

- Specifying the Initial Settings of Printers(P. 268)
- Setting the Password of Security Policies(P. 269)



- Configure the settings common to every function before configuring the settings for managing device setting values. When managing the device setting values of Type I printers with this software, a key pair for encrypting communication must also be set. For details, see the following.
 - Specifying the Initial Settings of Printers (Basic Functions)(P. 91)

NOTE

- The operation method differs according to the printer type. For details on printer types, see the following.
 - Types of Printer and Corresponding Printer Models (Displayed in a separate tab)
- For printers that can be set to perform encrypted communication by function, it is not necessary to configure encrypted communication. Regardless of the settings, this software and the printer use encrypted communication.

Specifying the Initial Settings of Printers

1 Configure the device setting value management function.

Type I printers

□ Set (Settings/Registration) > [Management Settings] > [Data Management] > [Import/Export] > [Restrict Import/Export from Web Service] to [Off].

Printers that do not have particular settings dot not require them to be specified.

Type II printers

☐ Set [Menu] > [Network] > [Device Settings Management] to [On].

Type III printers

- □ Set (Additional Functions) > [System Settings] > [Network Settings] > [Device Settings Management On/Off] to [On].
- **2** Restart the printer.

Setting the Password of Security Policies

When managing security policies, set a password for protecting the security policy for the printer.

Type I Printers

- Display the password settings screen on the printer.
- □ On the [Portal] page of the Remote UI, click [Settings/Registration] > [Security Settings] > [Security Policy Settings].
- ☐ Click [Password Settings] in the menu.
- **2** Set the password.

Type II Printers

A password cannot be set for a security policy in a printer. Use Device Setting Values Management of this software to set a password. For details, see the following.

Changing the Password of Security Policies(P. 307)

Checking Printers for Management

In order to manage device setting values, it is necessary to first determine whether the target printers are set for management. This is performed by a built-in task that is automatically executed (Check Device Setting Values Management Functionality).

Checking the Execution Result of the Built-in Task (Check Device Setting Values Management Functionality)

- 1 Select the [Tasks] menu > [History].
- Select [All Tasks] from the drop-down list.
- 3 Sort [Ended] in descending order, and click [Status] for the latest [Check Device Setting Values Management Functionality].
- Click the [Targets] tab on the [Task Result Details] page.
- 5 Check the execution result of [Check Device Setting Values Management Functionality].

The [Status] for each printer indicates whether the check was successful. (It does not indicated whether the target function is supported.)

[Success]

The check for whether the printer supports Device Setting Values Management was successful.

Click [Status] to check the status of support on the [Target Details] page.

[Error]

[Error] is displayed when the check could not be performed because communication or authentication failed, etc.

Click [Status] to check the details of the error on the [Target Details] page.

When [Authentication Error] is displayed, execute the [Check Device Setting Values Management Functionality] task again after registering the authentication information of the target printer to this software. For details, see the following.

Setting the Device Communication Settings(P. 94)

Changing the Settings of the Built-in Task

1 Select the [Tasks] menu > [Built-In Tasks].

- **2** Click [Check Device Setting Values Management Functionality].
- **3** Change the settings as required.

[Active/Inactive]

Select [Active] to use the Device Setting Values Management.

[Task Execution]

For details, see the description for the [Scheduled] tab on the following page.

Creating Tasks(P. 152)

4 Click [Apply].

Managing Printer Device Setting Values

This section describes the method for managing the device setting values of printers using this software.

Backing Up Printer Device Setting Values

This section describes the method for backing up the device setting values of a specified category to this software as backup data.

- 1 Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- **3** Select [[Device Configuration] Back Up] from the list.
- 4 Configure the task on the [Scheduled] tab and the [Targets] tab.

For details, see the following.

- Creating Tasks(P. 152)
- 5 On the [Task-Specific Settings] tab, configure the categories to retrieve.
- ☐ Select the categories in [Device Setting Values to be Retrieved].
- ☐ In [Encryption Password Settings], set the password for encrypting the setting value data.



- The password set here is required to perform the following operations.
 - Distributing the device setting values backed up to this software to printers from this software
 - Exporting the device setting values backed up to this software as a file and importing that file to printers

6 Click [Add].

The device setting values retrieved from printers can be checked below.

[Devices] menu > [Backup Data] > [Device Setting Values]

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List].

For details, see the following.

Managing Created Tasks(P. 160)

You can check the information of executing or completed tasks by selecting the [Tasks] menu > [History].

For details, see the following.

Checking the Task Execution Results(P. 162)

Managing Backed Up Device Setting Values

This section describes the method for managing the device setting values backed up from printers with a [Back Up Device Setting Values] task.

For details on backing up device setting values, see the following.

Backing Up Printer Device Setting Values(P. 273)

Displaying the List of Printers with Device Setting Values Backed Up

You can check the printers that have successfully backed up device setting values with a [Back Up Device Setting Values] task.

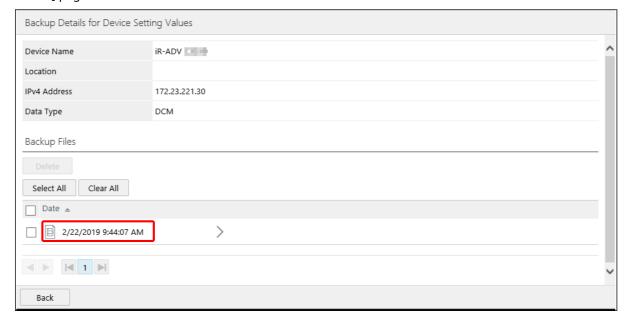
1 Select the [Devices] menu > [Backup Data] > [Device Setting Values].

Downloading Backed Up Device Setting Values

You can download device setting values backed up from devices. The data downloaded here can be uploaded to this software as data for distribution. It can also be imported to printers via the Remote UI.

Select the desired printer on the [Devices] menu > [Backup Data] > [Device Setting Values] > [Backup Data Management for Device Setting Values] page.

The dates that the device setting values were backed up are displayed on the [Backup Details for Device Setting Values] page.



- 2 Select the date to download in [Backup Files].
- **3** Click [Export] on the [Backup Data Details] page.

Deleting Backed Up Device Setting Values

You can delete the device setting values backed up from printers from this software.

- 1 Click [Delete] on the [Backup Data Management for Device Setting Values] page.
- **?** Specify the conditions to delete.

Deleting data older than the specified number of days

- □ Select [All data prior to the specified number of days] in [Delete Backup Data].
- ☐ Enter the number of days in [Number of Days].
- Click [Apply].

Deleting data that exceeds the specified number of items

- □ Select [All data prior to the specified number of backup entries] in [Delete Backup Data].
- ☐ Enter the number of items of backup data to retain in this software in [Number of Entries].
- Click [Apply].
- **?** Click [Yes].

Individually Deleting Backed Up Device Setting Values

- 1 Click the printer on the [Backup Data Management for Device Setting Values] page.
- **2** Select the device setting values to delete in [Backup Files].

Click a device setting value to display the details screen. You can also click [Delete] on the details screen to delete the device setting value.

3 Click [Delete].

Managing Device Setting Values for Distribution

This section describes the method for managing the setting value data for distribution to printers.

In order to distribute device setting values, it is necessary to register the setting value data for distribution to this software.

Preparing Device Setting Value Data for Distribution

The following data can be distributed to printers from this software.

• New data created using Device Settings Configurator (recommended)

The following data can also be distributed.

- Device setting value data exported from printers via the Remote UI
- Device setting value data backed up to this software from printers
- Device setting value data exported from the Device Configuration Management Plug-in operating in iW Management Console v3.x
- Either of the above types of device setting value data that has been edited using Device Settings Configurator



- There are several cautions to follow when handling device setting values. Confirm the following in advance.
 - Device Setting Values(P. 256)
- The categories cannot be specified during the distribution process. All the category setting values included in the data to distribute is distributed. Only include the categories to distribute in the device setting value data for distribution.



- For details on using Device Settings Configurator, see the following.
 - User's Guide for Device Settings Configurator

Uploading Device Setting Values

- Select the [Data Management] menu > [Device Setting Values].
- Select [Distribution data] from the drop-down list on the top of the [Device Setting Values Data] page.



- **3** Specify the data to upload on the [Device Setting Values Data] page.
- ☐ In [File], select the file to upload.
- ☐ In [Data Name], enter a name indicating the content of the setting values to upload.
- ☐ In [Password], enter the password set during the backup or export process.
- Click [Upload].

Managing Device Setting Value Data

- 1 Select the [Data Management] menu > [Device Setting Values].
- Select [Distribution data] from the drop-down list on the top of the [Device Setting Values Data] page.



3 Perform the required operations in the list on the [Device Setting Values Data] page.

Downloading setting value data

☐ Click the name of the file to download.

Deleting setting value data

☐ Click [x] for the data to delete.

Distributing Device Setting Values to Printers

This section describes the method for distributing device setting values to printers.



- There are several cautions to follow when handling device setting values. Confirm the following in advance.
 - Device Setting Values(P. 256)

Preparing to Distribute Device Setting Values

1 Configure the settings on the destination printer side.

For details, see the following.

- Specifying the Initial Settings of Printers (Device Setting Values Management)(P. 268)
- Upload the device setting value data to distribute to this software.

For details, see the following.

- Managing Device Setting Values for Distribution(P. 276)
- **3** Back up the device setting values from the target printers for distribution.

For details, see the following.

Backing Up Printer Device Setting Values(P. 273)

Distributing Device Setting Values



- The printers are automatically restarted only if a restart is required after distributing the device setting value data to the printers.
- 1 Select the [Tasks] menu > [Task List].
- **7** Click [Create].
- **3** Select [[Device Configuration] Distribute] from the list.

4 Configure the task on the [Scheduled] tab and the [Targets] tab.

For details, see the following.

- Creating Tasks(P. 152)
- 5 On the [Task-Specific Settings] tab, select the device setting value data to distribute from the list in [Device Setting Values Data to Distribute].
- 6 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List]. For details, see the following.

Managing Created Tasks(P. 160)

You can check the information of executing or completed tasks by selecting the [Tasks] menu > [History]. For details, see the following.

Checking the Task Execution Results(P. 162)

Monitoring the Device Setting Values of Printers

This section describes the procedure for using this software to monitor the device setting values of printers.

Managing Device Setting Values for Monitoring

This section describes the procedure for managing the device setting values to use as the monitoring standard when monitoring the device setting values of printers.

- Creating the Device Setting Value Data for Monitoring(P. 281)
- Uploading Device Setting Values(P. 281)
- Associating Printers with the Device Setting Value Data for Monitoring(P. 282)
- Making the Path of Device Setting Value Data Readable(P. 283)
- Managing Device Setting Value Data(P. 285)

Creating the Device Setting Value Data for Monitoring

Create the device setting value data to use as the standard for monitoring the device setting values of printers.

The following data can be used as the standard for monitoring the device setting values of this software.

New data created using Device Settings Configurator version 2.0.7 or later

IMPORTANT

- The device setting value monitoring function of this software does not support data older than version 2.0.7 of Device Settings Configurator.
- Do not include the following settings in the device setting value data to use as the standard for monitoring. Device setting value data including these items cannot be uploaded to this software.
 - [Settings/Registration] > [Management Settings] > [User Management] > [Authentication Management] > [Authentication User Management] > [Administrator Password]
 - [Settings/Registration] > [Management Settings] > [User Management] > [Authentication Management] > [Authentication User Management] > [User Setting Information File]
 - [Settings/Registration] > [Management Settings] > [User Management] > [System Manager Information Settings] > [System Manager Information Settings]
 - [Settings/Registration] > [Management Settings] > [User Management] > [System Manager Information Settings] > [System Manager ID]
 - [Settings/Registration] > [Management Settings] > [User Management] > [System Manager Information Settings] > [System Manager PIN]
- Several precautions apply when handling device setting values. Check the following in advance.
 - Device Setting Values(P. 256)



- For details on using Device Settings Configurator, see the following.
 - User's Guide for Device Settings Configurator

Uploading Device Setting Values

The new device setting value data created with Device Settings Configurator is used as the device setting value data of the printers monitored with this software.

- Select the [Data Management] menu > [Device Setting Values].
- 2 Select [Monitoring data] from the drop-down list on the top of the [Device Setting Values Data] page.



3 Specify the data to upload on the [Device Setting Values Data] page.



- ☐ In [File], select the file to upload.
- ☐ In [Data Name], enter a name indicating the setting values to upload.
- ☐ In [Password], enter the password set when backing up the data.

4 Click [Upload].

Information on the uploaded data is added to the list when the upload is complete.

Click [Data Name] to check the data on the [Details for Device Setting Values] page.

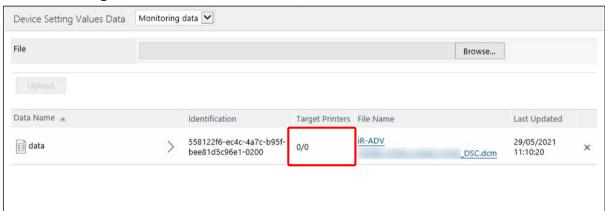


- By default, the path format is not used for displaying the [Data Path] field displayed on the [Details for Device Setting Values] page. To display it in the path format, it is necessary to register the settings file of Device Settings Configurator to this software. For details, see the following.
 - Making the Path of Device Setting Value Data Readable(P. 283)
- The display format of setting values may differ from the screen of the printer or Device Settings Configurator, depending on the item.

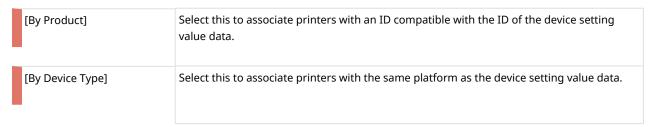
Associating Printers with the Device Setting Value Data for Monitoring

1 Select the [Data Management] menu > [Device Setting Values].

- **2** Select [Monitoring data] from the drop-down list on the top of the [Device Setting Values Data] page.
- In the list on the [Device Setting Values Data] page, click [Target Printers] for the device setting value data.



- 4 On the [Printers Associated with Monitoring Data] page, select the printers to associate with the device setting value data.
 - ☐ In [Filter Devices], select the method for filtering the printers to associate.



☐ Click [Devices] or [Groups], and select the printers or groups.

When [Devices] is clicked, you can apply a filter to filter the printers displayed in the list.

A maximum of 5,000 items can be selected in the device or device group list at once.

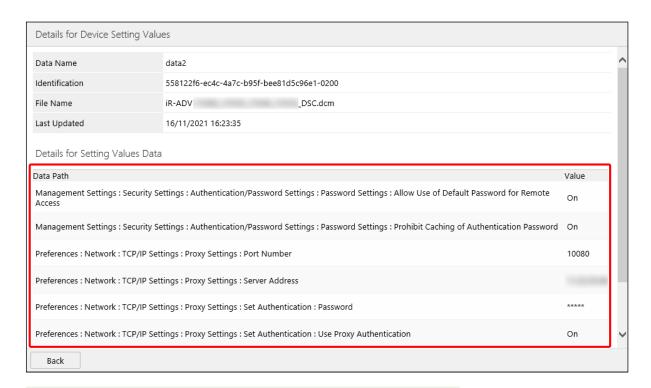


• If a device group is selected in [By Product], the printers in the device group that meet the conditions are set as the target for the task.

Making the Path of Device Setting Value Data Readable

By default, the path format is not used for displaying the [Data Path] field in the list displayed on the [Details for Device Setting Values] page.

To display it in the path format, it is necessary to register the settings file of Device Settings Configurator to this software. By registering the settings file of Device Settings Configurator to this software, the setting values are also displayed.





- For details on using Device Settings Configurator, see the following.
 - User's Guide for Device Settings Configurator
- 1 Compress the settings file of Device Settings Configurator version 2.0.7 or later in the ZIP format.
- Compress the [ssdb] folder in the following folder of the computer where Device Settings Configurator version 2.0.7 or later is installed in the ZIP format. Next, compress the [resourcedb] folder in the ZIP format.

%ProgramFiles%\Canon\DeviceSettingsConfigurator2



• If the compressed file exceeds 2 GB, create multiple compressed files so that each file is 2 GB or smaller.

Example:

If there are 50 folders in the [ssdb] folder, create a compressed file for the first 25 files and another compressed file for the other 25 files.

- Do not divide the [resourcedb] folder into multiple compressed files.
- 2 If you cannot access this software from the computer where Device Settings Configurator is installed, copy the following files to a computer that can access this software.
 - Files compressed in step 1
 - %ProgramFiles%\Canon\DeviceSettingsConfigurator2\SettingFiles\DscStandAloneConfig.xml

3 Upload the settings file of Device Settings Configurator to this software.
□ Select the [System] menu > [System Configuration].
□ Click [Device Setting Values Management].
□ Click the [Upload Files for Device Setting Values Database] tab.
☐ Select the following file in [Settings File].
$\% Program Files \% \ Canon \ Device Settings Configurator 2 \ Setting Files \ Dsc Stand Alone Config. xml$
□ Click [Upload].
☐ In [Device Setting Values Database (ssdb)], select the file with the [ssdb] folder compressed in the ZIP format.
□ Click [Upload].
If there are multiple compressed files, upload all the compressed files.
☐ In [Device Setting Values Database (resourcedb)], select the file with the [resourcedb] folder compressed in the ZIP format.
□ Click [Upload].

When Installing New Printers

To make the setting value data of an installed printer readable, it is necessary to register a settings file for Device Settings Configurator that supports the new model to this software.

- 1 Add the data for the new model to Device Settings Configurator. Or, upgrade Device Settings Configurator to a version that supports the new model.
- 2 Select the [System] menu > [System Configuration] > [Device Setting Values Management].
- **3** In the [Upload Files for Device Setting Values Database] tab, click [Reset].
- 4 Upload the settings file for Device Settings Configurator to this software.

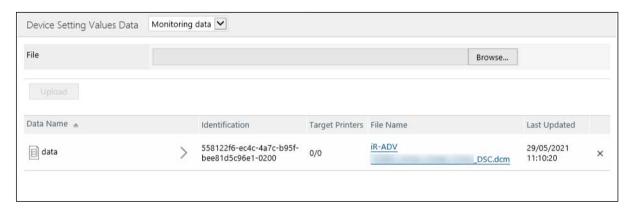
For details, see the following.

O Making the Path of Device Setting Value Data Readable(P. 283)

Managing Device Setting Value Data

Select [Data Management] menu > [Device Setting Values].

- **2** Select [Monitoring data] from the drop-down list on the top of the [Device Setting Values Data] page.
- **3** In the list on the [Device Setting Values Data] page, perform the required operations.



Checking the details of setting value data

☐ Click the data name of the data to check the details of.

Uploading setting value data

☐ Click the name of the file to download.

Deleting setting value data

☐ Click [x] for the data to delete.

Monitoring the Device Setting Values of Printers

This section describes the method for monitoring the device setting values of printers.



- Several precautions apply when handling device setting values. Check the following in advance.
 - Device setting values

Preparing to Monitor Device Setting Values

1 Configure the printers to monitor.

For details, see the following.

- Specifying the Initial Settings of Printers (Device Setting Values Management)(P. 268)
- **2** Upload the device setting value data for monitoring to this software.

For details, see the following.

- Managing Device Setting Values for Monitoring(P. 281)
- **3** Associate the printers and the device setting value data for monitoring.

For details, see the following.

Managing Device Setting Values for Monitoring(P. 281)

Monitoring/Distributing Device Setting Values

This section describes the method for monitoring whether the device setting values of printers match a standard.

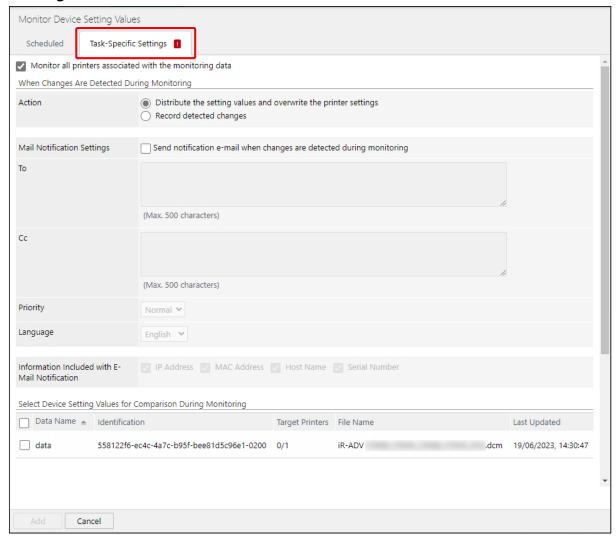
You can also distribute standard device setting values to printers whose device setting values do not match the standard.

- 1 Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- **3** Select [[Device Configuration] Monitor] in the list.
- 4 On the [Scheduled] tab, configure the basic information and schedule of the task.

For details, see the following.

Creating Tasks(P. 152)

5 On the [Task-Specific Settings] tab, select the monitoring conditions for the device setting value data.



- To monitor all the printers associated with the device setting value data for monitoring, select [Monitor all printers associated with the monitoring data].
- ☐ In [When Changes Are Detected During Monitoring], select the process to perform when the device setting value data of a printer does not match the standard.
- ☐ In [Select Device Setting Values for Comparison During Monitoring], select the device setting value data to use as the standard.
- **6** On the [Targets] tab, set the target printers and device groups.

For details, see the following.

Creating Tasks(P. 152)



• The [Targets] tab is not displayed when [Monitor all printers associated with the monitoring data] is selected on the [Task-Specific Settings] tab.

7 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List]. For details, see the following.

Managing Created Tasks(P. 160)

You can check the information of executing or completed tasks by selecting the [Tasks] menu > [History]. For details, see the following.

Checking the Task Execution Results(P. 162)

Checking the Results of Monitoring Device Setting Values

This section describes the method for checking the results of monitoring device setting values.

You can check the result of comparing with the standard device setting value for each printer.

Displaying the List of Successful Printers for Device Setting Value Monitoring

You can check the printers that device setting value monitoring was successful for with a [Monitor Device Setting Values] task.

- 1 Select the [Devices] menu > [Security Data] > [Device Settings Monitoring].
- Perform the required operations in the list on the [Device Setting Values Monitoring Logs] page.

The monitoring result of each printer is displayed in the list.

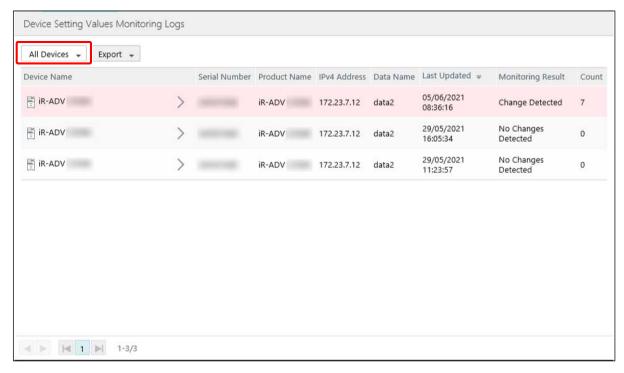
When monitoring results that meet the following conditions are displayed multiple consecutive times, only the latest monitoring result is displayed.

• When the device setting value of the printer matches the standard

In the following cases, all the monitoring results are displayed.

When the device setting value does not match the standard

The display can be switched using the drop-down list on the top of the list, as required.



Exporting the monitoring history

☐ Select the file format in the [Export] drop-down list on the top of the list.

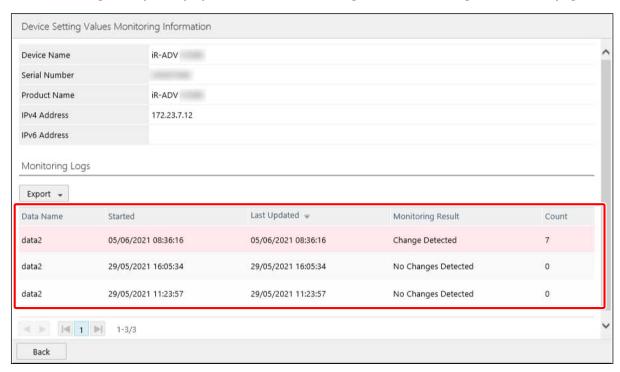
☐ Follow the instructions on the screen to save the file.

There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

- Regarding CSV Files Exported from This Software(P. 42)
- Regarding Excel Files Exported from This Software(P. 42)

Checking the Detailed Monitoring Result of Each Printer

- Select the desired printer from the list on the [Device Setting Values Monitoring Logs] page.
- ☐ The monitoring history is displayed on the [Device Setting Values Monitoring Information] page.



Exporting the monitoring history

- □ Select the file format in the [Export] drop-down list on the top of the [Monitoring Logs] list.
- ☐ Follow the instructions on the screen to save the file.

There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

- Regarding CSV Files Exported from This Software(P. 42)
- Regarding Excel Files Exported from This Software(P. 42)

Checking the monitoring result of each item

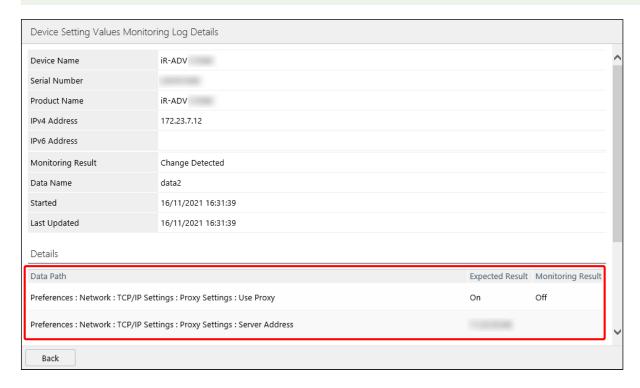
☐ Select the target history in the list.

The background color of items that do not match the standard device setting value is highlighted.

□ On the [Device Setting Values Monitoring Log Details] page, you can check the result of comparing each item with the values of the standard device setting value.



• For some settings, when the setting value is changed, the setting value of other related items is also changed. If a related item that is changed is an internal item that cannot be set by the user, that item is not displayed in the list. When such an item exists, [Number of Differences in Internal Data Associated with Items Displayed Above] is displayed at the bottom of the list. The number displayed here is the number of internal settings that were changed. [Count] displayed in [Monitoring Logs] on the [Device Setting Values Monitoring Information] page also includes such a number of items. Therefore, if an internal item is changed, the number of items displayed in the list will not match [Count].



Managing the Keys/Certificates of Printers

This section describes the method for using this software to manage the keys/certificates of printers.

Managing Printer Certificates

- Adding a Certificate(P. 294)
- Viewing the Registered Certificates(P. 294)

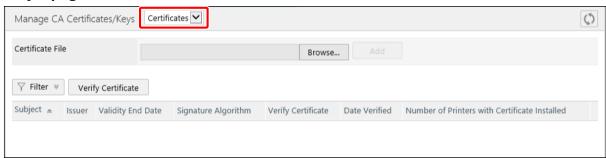


• Expired certificates cannot be managed in this software.

Adding a Certificate

This section describes the method for adding a certificate to the certificate list.

- Select the [Data Management] menu > [Certificates].
- Select [Certificates] from the drop-down list on the top of the [Manage CA Certificates/ Keys] page.



3 Select the file to add in [Certificate File], and click [Add].

Viewing the Registered Certificates

- 1 Select the [Data Management] menu > [Certificates].
- Select [Certificates] from the drop-down list on the top of the [Manage CA Certificates/ Keys] page.

[Verify Certificate] button

Executes .NET Framework certificate validation on a certificate managed in this software.

List

[Subject]	The subject information included in the registered certificate file.
[Issuer]	The issuer information included in the registered certificate file.
[Validity End Date]	The expiration date of the certificate.
[Signature Algorithm]	The signature algorithm used for checking the certificate.
[Verify Certificate]	The result of performing verification by clicking [Verify Certificate] on the top of the list. If [Invalid] is displayed, place the mouse cursor over it to display the reason that [Invalid] is displayed. The reason that [Invalid] is displayed is in the language set for the operating system of the computer where this software is running.
[Date Verified]	The date and time that [Verify Certificate] was executed.
[Number of Printers with Certificate Installed]	The number of printers with the certificate installed. Click this to display a list of the installed printers.

Deleting a Certificate

1 Click [x] next to the key to delete.

[x] is displayed when no printers with the target certificate installed exist.

Managing Printer Keys

- Adding a Key(P. 296)
- Displaying the Registered Keys(P. 297)



- Keys installed in printers by default cannot be manage in this software.
- The same keys are managed as different keys if they have a different [Name] and [Usage].

Adding a Key

- 1 Select the [Data Management] menu > [Certificates].
- Select [Keys] from the drop-down list on the top of the [Manage CA Certificates/Keys] page.



- **3** Select the file to add in [PKCS#12 File].
- 4 Enter the key name to register to the printer in [Name].
- 5 In [Password], enter the password for exporting specified when creating the PKCS#12 format file.
- 6 In [Usage], select the intended use of the key.



• Select at least one intended usage. The intended usages that are registered for a key cannot be changed.

• If you add a key that was registered without specifying the intended usage, it is necessary to set the intended usage in each printer after adding the key,

7 Click [Add].

Displaying the Registered Keys

- 1 Select the [Data Management] menu > [Certificates].
- **2** Select [Keys] from the drop-down list on the top of the [Manage CA Certificates/Keys] page.

[Verify Key] button

Executes .NET Framework certificate validation on a certificate managed in this software.

List

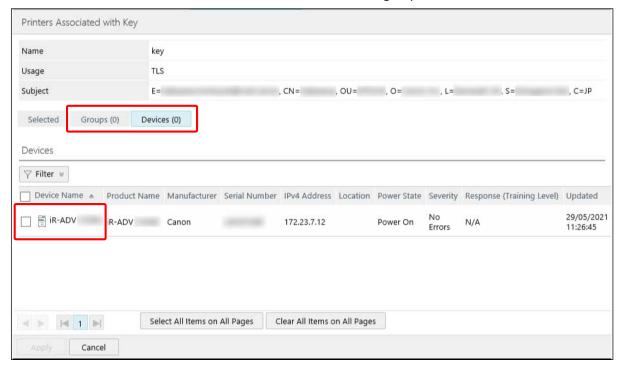
[Name]	The name set when the key was registered to this software. Click this to display the detailed information for the key.
[Usage]	 The intended usage set when the key was registered to this software. The intended usage of a registered key cannot be changed. To change the intended usage, delete the target key from this software, and register it again.
[Subject]	The subject information included in the registered key file.
[Issuer]	The issuer information included in the registered key file.
[Validity End Date]	The expiration date of the key.
[Number of Printers with Key Associated]	Displays the number of devices groups and number of printers associated with the key in the format [(<number device="" groups="" of="">/<number of="" printers="">)]. Click this to display the [Printers Associated with Key] page.</number></number>
[Number of Printers with Certificate Installed]	The number of printers with the key installed. Click this to display a list of the installed printers.
[Verify Key]	The result of performing verification by clicking [Verify Certificate] on the top of the list. If [Invalid] is displayed, place the mouse cursor over it to display the reason that [Invalid] is displayed. The reason that [Invalid] is displayed is in the language set for the operating system of the computer where this software is running.

Associating Keys and Printers

- 1 Click the value in the [Number of Printers with Key Associated] column of the target key from the list.
- **2** Select the printers to associate with the key.
- □ Click [Devices] or [Groups], and select the printers or groups to associate.

When [Devices] is clicked, you can apply a filter to filter the printers displayed in the list.

A maximum of 5,000 items can be selected in the device or device group list at once.



- Click [Selected], and confirm that the selected printers and groups are displayed.
- 3 Click [Apply].

Deleting a Key

1 Click [x] next to the key to delete.

[x] is displayed when no printers with the target key installed exist.



• A key cannot be deleted if it is associated with a printer in a region that the user does not belong to.

Retrieving Keys/Certificates from Printers

This section describes the method for retrieving the keys/certificates of printers.

- 1 Select the [Tasks] menu > [Task List].
- Click [Create].
- **3** Click [[Key/Certificate] Retrieve].
- 4 On the [Scheduled] tab, configure the task.

For details, see the following.

- Creating Tasks(P. 152)
- 5 On the [Targets] tab, set the target printers and device groups.

For details, see the following.

- Creating Tasks(P. 152)
- 6 Click [Add].

The keys/certificates retrieved from printers can be checked below.

[Devices] menu > [Security Data] > [Certificates]

Select the [Tasks] menu > [Task List] to check the information of the registered tasks.

For details, see the following.

Managing Created Tasks(P. 160)

Select the [Tasks] menu > [History] to check the status of tasks that are executing or have finished executing.

For details, see the following.

Checking the Task Execution Results(P. 162)

Adding a Certificate to Printers

This section describes the method for adding a certificate to printers.

- 1 Select the [Tasks] menu > [Task List].
- Click [Create].
- Click [[Key/Certificate] Add Certificates].
- 4 Configure the task on the [Scheduled] tab and [Targets] tab.

For details, see the following.

- Creating Tasks(P. 152)
- 5 On the [Task-Specific Settings] tab, select the target certificate for the task.
- 6 Click [Add].

Select the [Tasks] menu > [Task List] to check the information of the registered tasks.

For details, see the following.

Managing Created Tasks(P. 160)

Select the [Tasks] menu > [History] to check the status of tasks that are executing or have finished executing. For details, see the following.

Checking the Task Execution Results(P. 162)

Adding a Key to Printers

This section describes the method for adding a key to printers.



- A key with the same intended usage as a key already registered to a printer cannot be added to the
 printer. For example, if the intended usage of the key that you are trying to add is TLS, and a key for
 TLS is already registered to the printer, the key cannot be added. Only one key of a particular type can
 be registered to the printer.
- If you added a key without an intended usage set, it is necessary to set the intended usage in each target printer.
- 1 Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- **3** Click [[Key/Certificate] Add Keys].
- 4 On the [Scheduled] tab, configure the basic information and schedule of the task.

For details, see the following.

- Creating Tasks(P. 152)
- **5** On the [Task-Specific Settings] tab, select the target key for the task.
- ☐ To add the key to all the printers associated with the selected key, select [Add to all printers associated with the selected keys].
- 6 On the [Targets] tab, set the target printers and device groups.

For details, see the following.

Creating Tasks(P. 152)



• The [Targets] tab is not displayed when [Add to all printers associated with the selected keys] is selected on the [Task-Specific Settings] tab.

7 Click [Add].

Select the [Tasks] menu > [Task List] to check the information of the registered tasks.

For details, see the following.

Managing Created Tasks(P. 160)

Select the [Tasks] menu > [History] to check the status of tasks that are executing or have finished executing. For details, see the following.

Checking the Task Execution Results(P. 162)

Deleting Keys/Certificates from Printers

This section describes the method for deleting keys/certificates from printers.

- 1 Select the [Tasks] menu > [Task List].
- Click [Create].
- Click [[Key/Certificate] Remove].
- 4 On the [Scheduled] tab, configure the basic information and schedule of the task.

For details, see the following.

- Creating Tasks(P. 152)
- 5 On the [Task-Specific Settings] tab, select the target keys/certificates for the task.

Click [Certificates] and [Keys] to switch the display.

- To delete the selected keys and certificates from all printers, select [Remove selected keys/certificates from all devices].
- 6 On the [Targets] tab, set the target printers and device groups.

For details, see the following.

Creating Tasks(P. 152)



The [Targets] tab is not displayed when [Remove selected keys/certificates from all devices] is selected
on the [Task-Specific Settings] tab.

7 Click [Add].

Select the [Tasks] menu > [Task List] to check the information of the registered tasks.

For details, see the following.

Managing Created Tasks(P. 160)

Select the [Tasks] menu > [History] to check the status of tasks that are executing or have finished executing. For details, see the following.

Checking the Task Execution Results(P. 162)

Managing Security Policies

This section describes the method for managing the security policies of printers using this software.

Creating Security Policies

This section describes the method for creating a security policy to use as the monitoring standard when monitoring security policies of printers.



- For details on each item for monitoring, see the following.
 - List of Security Policies(P. 313)
- Only security policies created with this software can be used for monitoring and distribution. The security policy category included in setting value data backed up from printers cannot be extracted and used.
- 1 Select the [Data Management] menu > [Security Policies].
- **2** Create a security policy on the [Security Policies] page.

Creating a New Security Policy

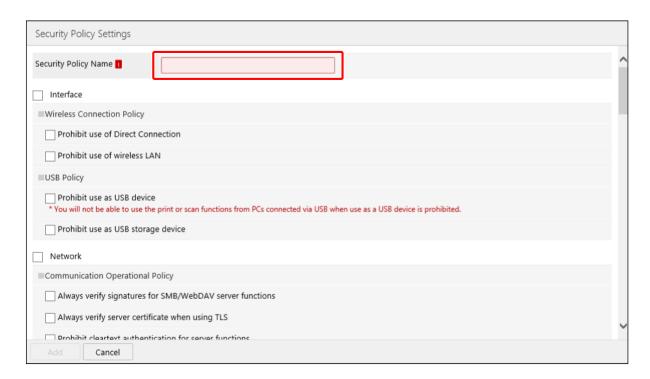
Click [Create Security Policy].

Creating a Security Policy Based on an Existing Security Policy

You can copy a registered security policy and make changes to create a new security policy.

- ☐ Click [🗊].
- ☐ Click the copied security policy.
- 3 On the [Security Policy Settings] page, enter a name indicating the content of the security policy in [Security Policy Name].

Managing Printer Setting Values



4 Select the target items for monitoring.

Some items require a setting value to be specified after selecting them.

5 Click [Add].

Changing the Password of Security Policies

This section describes the method for changing the management password of the security policy for multiple printers.



- The operation described here is not required if a security policy password is already set for the printers and you want to manage the security policies using that password.
- 1 Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- **3** Select [[Security Policy] Change Security Policy Password] from the list.
- 4 Configure the task on the [Scheduled] tab and the [Targets] tab.

For details, see the following.

- Creating Tasks(P. 152)
- **5** Set the task operation on the [Task-Specific Settings] tab.
- ☐ In [Old Password], enter the password set in the printer.

Leave it blank if no password is set.

- ☐ Enter the new password in [New Password] and [Confirm].
- 6 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List]. For details, see the following.

Managing Created Tasks(P. 160)

You can check the information of executing or completed tasks by selecting the [Tasks] menu > [History]. For details, see the following.

O Checking the Task Execution Results(P. 162)

Monitoring/Distributing Security Policies

This section describes the method for monitoring the security policies of printers to check whether they match the standard.

A standard security policy can be distributed to printers that do not match the standard security policy.



- In order to distribute security policies, it is necessary to enter the management password for the security policy set in the printer when creating the task. Check the password in advance.
- You can also change the management password of the security policy for multiple printers. For details, see the following.
 - Changing the Password of Security Policies(P. 307)
- 1 Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- **3** Select [[Security Policy] Monitor/Distribute] from the list.
- 4 Configure the task on the [Scheduled] tab and the [Targets] tab.

For details, see the following.

- Creating Tasks(P. 152)
- 5 On the [Task-Specific Settings] tab, configure the security policy monitoring settings.
- ☐ In [When Changes Are Detected During Monitoring], you can select the operation to perform when the security policy of a printer does not match the standard.

If you selected [Distribute the security policy and overwrite the printer settings], enter the management password of the security policy set in the printer in [Password].

□ Select [Send notification e-mail when changes are detected during monitoring] to send e-mail notification when the security policy of a printer is detected to not match the standard.

Set the e-mail address to notify and the priority and language of the e-mail.

In [Information Included with E-Mail Notification], select the information to include in the e-mail.

☐ In the [Select Security Policy for Comparison During Monitoring] list, select the security policy to use as the standard.

6 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List]. For details, see the following.

Managing Created Tasks(P. 160)

You can check the information of executing or completed tasks by selecting the [Tasks] menu > [History]. For details, see the following.

Checking the Task Execution Results(P. 162)

Checking the Results of Monitoring Security Policies

This section describes the method for checking the results of monitoring security policies.

You can check the result of comparing with the standard security policy and the number of times that security policies have been overwritten for each printer.



- The number of times that security policies have been overwritten cannot be retrieved from some models. In this case, the number is always zero. For details on the corresponding models, see the following.
 - Types of Printer and Corresponding Printer Models (Displayed in a separate tab)

Displaying the List of Successful Printers for Security Policy Monitoring

You can check the printers that security policy monitoring was successful for with a [Monitor/Distribute Security Policies] task.

- 1 Select the [Devices] menu > [Security Data] > [Security Policies].
- **2** Perform the required operations in the list on the [Security Policy Monitoring Logs] page.

The monitoring result of each printer is displayed in the list.

When monitoring results that meet the following conditions are displayed multiple consecutive times, only the latest monitoring result is displayed.

 When the security policy of the printer matches the standard and there is no problem with the policy change count

In the following cases, all the monitoring results are displayed.

- When the security policy does not match the standard
- When the security policy has been overwritten, even if it matches the standard

The display can be switched using the drop-down list on the top of the list, as required.



Exporting the monitoring history

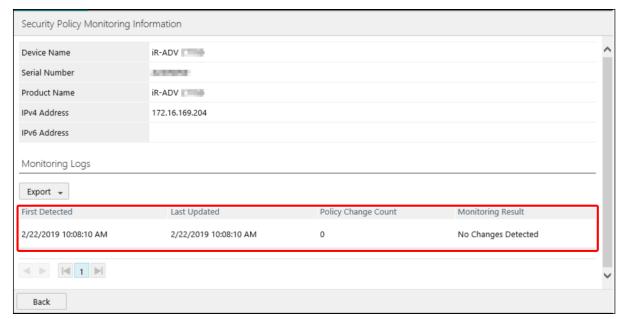
- ☐ Select the file format in the [Export] drop-down list on the top of the list.
- ☐ Follow the instructions on the screen to save the file.

There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

- Regarding CSV Files Exported from This Software(P. 42)
- Regarding Excel Files Exported from This Software(P. 42)

Checking the Detailed Monitoring Result of Each Printer

- 1 Select the desired printer from the list on the [Security Policy Monitoring Logs] page.
- ☐ The monitoring history is displayed on the [Security Policy Monitoring Information] page.



IMPORTANT

Regarding [Policy Change Count]

Each time the security policy of a printer is overwritten with a [Monitor/Distribute Security Policies] task, the number of items included in the security policy is added to the policy change count.
 (Regardless of whether the settings are actually overwritten.) Therefore, even if only one item is overwritten, the policy change count will not be "1."

Exporting the monitoring history

- □ Select the file format in the [Export] drop-down list on the top of the [Monitoring Logs] list.
- ☐ Follow the instructions on the screen to save the file.

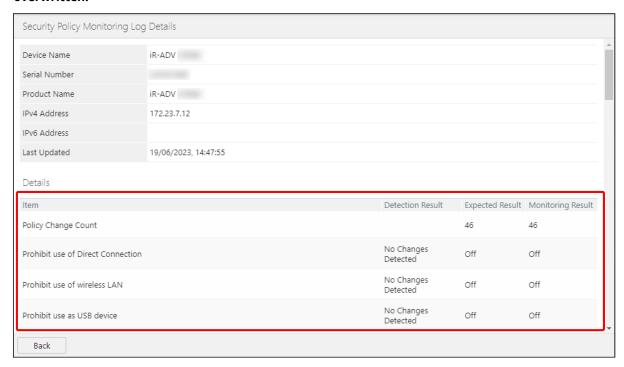
There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

- Regarding CSV Files Exported from This Software(P. 42)
- Regarding Excel Files Exported from This Software(P. 42)

Checking the monitoring result of each item

☐ Select the target history in the list.

□ On the [Security Policy Monitoring Log Details] page, you can check the result of comparing each item with the values of the standard security policy and the number of times that security policies have been overwritten.



The background color of items that do not match the standard security policy is highlighted.

List of Security Policies

This section describes a list of the security policies that can be applied to printers.

Interface

Wireless Connection Policy

- Prohibit use of Direct Connection
- Prohibit use of wireless LAN

USB Policy

- Prohibit use as USB device
- Prohibit use as USB storage device

Network

Communication Operational Policy

- Always verify signatures for SMB/WebDAV server functions
- Always verify server certificate when using TLS
- Prohibit cleartext authentication for server functions
- Prohibit use of SNMPv1

Port Usage Policy

- Restrict BMLinkS port (port number: 1900)
- Restrict dedicated port (port number: 9002, 9006, 9007, 9011-9015, 9017-9019, 9022, 9023, 9025, 20317, 47545-47547)
- Restrict FTP port (port number: 21)
- Restrict SIP (IP fax) port (port number: 5004, 5005, 5060, 5061, 49152)
- Restrict IPP port (port number: 631)
- Restrict LPD port (port number: 515)
- Restrict mDNS port (port number: 5353)
- Restrict RAW port (port number: 9100)
- Restrict remote operation's software port (port number: 5900)
- Restrict SLP port (port number: 427)
- Restrict SMB port (port number: 137, 138, 139, 445)
- Restrict SMTP port (port number: 25)
- Restrict SNMP port (port number: 161)
- Restrict WSD port (port number: 3702, 60000)

Authentication

Authentication Operational Policy

- Prohibit guest users to use device
- Force settings of auto logout

Password Operational Policy

- Prohibit caching of password for external servers
- Display warning when default password is in use
- Prohibit use of the default password for remote access

Password Settings Policy

- Set minimum number of characters for password
- Set password validity period
- Force use of at least 1 lowercase character
- Force use of at least 1 digit
- Force use of at least 1 symbol
- Force use of at least 1 uppercase character
- Prohibit use of 3 or more identical consecutive characters

Lockout Policy

• Enable lockout

Key/Certificate

- Prohibit use of weak encryption
 - Prohibit use of key/certificate with weak encryption
- Use TPM to store password and key

Log

- Force recording of audit log
- Force SNTP settings

Job

Printing Policy

• Prohibit immediate printing of received jobs

Sending/Receiving Policy

- Allow sending only to registered addresses
- Force confirmation of fax number
- Prohibit auto forwarding

Storage

• Force complete deletion of data

Managing Printer Firmware

Managing Printer Firmware	
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Setting the Method for Communicating with Printers (Firmware Management)	320
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Managing Printer Firmware

This section describes the procedure for managing firmware with this software.

Flow of Operations (Firmware Management)

Printer Preparations

Change the settings of the Updater that operates in the printers. The Updater settings are specified by your local authorized Canon dealer. For the details, contact the following.

Your local authorized Canon dealer

Setting the Method for Communicating with Printers

Set the method for communication between printers and this software in Firmware Management. For details, see the following.

Setting the Method for Communicating with Printers (Firmware Management)(P. 320)

Registering Printer Authentication Information to This Software

Register the authentication information set in the printers to this software.

Either of the following types of authentication information is required for managing firmware.

- [User Authentication]
- [Domain Authentication]
- [System Manager ID]

For printers that do not perform authentication with the above method, it is necessary to register the authentication information in [Password Authentication]. For details on the registration method, see the following.

Setting the Device Communication Settings(P. 94)

Checking Printer Firmware

You can retrieve information on the printer firmware via a built-in task (Retrieve Printer Information). For details, see the following.

Configuring the Built-in Tasks(P. 81)

Check the firmware information retrieved from the printers. For details, see the following.

Checking Printer Firmware(P. 321)

Updating Printer Firmware

1. Registering the Firmware:

Register the firmware to this software. For details, see the following.

Managing Firmware(P. 323)

2. Updating Printer Firmware

Create a task to distribute the firmware to printers. For details, see the following.

Updating Printer Firmware(P. 325)

Setting the Method for Communicating with Printers (Firmware Management)

This section describes the procedure for setting the method for communication between printers and this software in Firmware Management.

The firmware is downloaded to the printers from this software using the communication method set here.

- Select the [System] menu > [System Configuration].
- **2** Click [Firmware Management] in [System Configuration].
- **3** In [Protocol to Prioritize], select the method for communication between this software and printers.

Performing encrypted communication

- ☐ In [Protocol to Prioritize], select [HTTPS].
- □ Select [Install CA certificate for manager or agent on device] to distribute the certificate used for communication with printers from this software.
- □ Select [Communicate with device using HTTP if CA certificate installation failed] to change the protocol for communicating with printers to HTTP when certificate distribution fails.
- 4 Click [Update].

Checking Printer Firmware

Either of the following methods can be used to check the printer firmware.

- Checking Firmware in a Report(P. 321)
- Checking Firmware in the Device List(P. 321)



- Firmware information is retrieved by a built-in task (Retrieve Printer Information). If you want to retrieve the information immediately, execute [Execute Now] on the page for editing the task. For details, see the following.
 - Configuring the Built-in Tasks(P. 81)

Checking Firmware in a Report

- Select the [Reports] menu > [Firmware].
- **2** On the [Firmware] page, check the version of the printer firmware.

Click [Device Name] to display the [Firmware Details] page.

Exporting firmware information

- Click [Export].
- Select the file format.
- ☐ Follow the instructions on the screen to save the file.

There are cautions to follow when exporting to a CSV file or Excel file. For details, see the following.

- Regarding CSV Files Exported from This Software(P. 42)
- Regarding Excel Files Exported from This Software(P. 42)

Checking Firmware in the Device List

- 1 Select the [Devices] menu > [Device List].
- **2** Click [Device Name] for the printer you want to check the firmware of.
- **3** Click the [Device-Specific Info] tab on the [Device Details] page.

Check the information displayed in [Firmware].

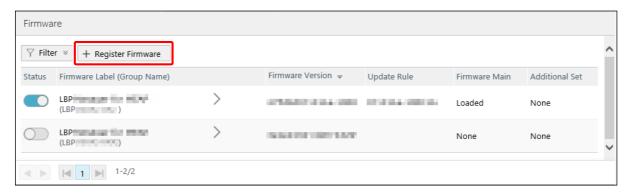
Managing Firmware

This section describes the method for registering, deleting, and managing firmware.

Registering Firmware

This section describes the procedure for registering printer firmware to this software.

- 1 Select the [Data Management] menu > [Firmware].
- Click [Register Firmware].



- **3** Select the printer firmware to register in [File].
- Click [Upload].
- 5 In [Update Method], select the firmware update method.



- **6** Click [Register].
- 7 Confirm the displayed message, and click [Yes].

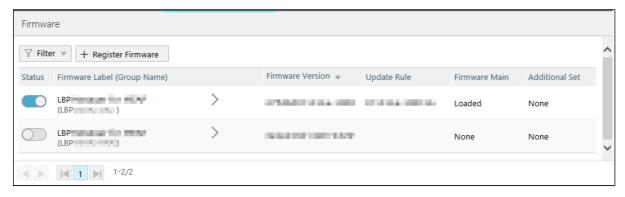
It may take time to register the firmware. Check the registration status of the firmware after waiting a while.

8 Set the switch of the registered firmware to [**1** in the firmware list.

To update printer firmware by executing a task to update firmware, it is necessary to set the status of the firmware registered in this software to [Released] ().

Displaying the Firmware List

1 Select the [Data Management] menu > [Firmware].



[Status]	 Displays the status of the firmware. In order to update printer firmware, it is necessary to set the status of the firmware to use for updating to [Released]. The status cannot be set to [Released] when [Firmware Main] is set to [None].
[Stop Release]	The firmware is not released.
[Released]	The firmware is released.
[Firmware Label (Group Name)]	Displays the firmware group name. If you click the firmware group name, the [Firmware Details] page is displayed and you can check the information of the firmware.
[Firmware Version]	Displays the firmware version.
[Update Rule]	Displays the rules used when updating the firmware.
[Firmware Main]	Displays the registration status of the firmware file.
[Additional Set]	Displays the registration status of additional sets.

Updating Printer Firmware

This section describes the procedure for creating a task to update firmware simultaneously for multiple printers.

Preparing to Update Firmware

1 Confirm that the firmware for the target printer is registered in this software.

For details, see the following.

Managing Firmware(P. 323)

Creating Tasks to Update Firmware

- 1 Select the [Tasks] menu > [Task List].
- **2** Click [Create].
- Click [[Firmware] Update].
- 4 Configure the required settings on the [Scheduled] tab and the [Targets] tab.

For details, see the following.

Creating Tasks(P. 152)

5 Click [Add].

You can check the information of the registered tasks by selecting the [Tasks] menu > [Task List]. For details, see the following.

Managing Created Tasks(P. 160)

You can check the information of executing or completed tasks by selecting the [Tasks] menu > [History]. For details, see the following.

Checking the Task Execution Results(P. 162)

Changing the Operation Environment

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Changing the Operation Environment

This section describes the method for changing the operation environment of this software and the method for backing up the entire system.

Changing the Environment of the Computer Where This Software Is Running

This section describes the settings required when the environment of the computer where this software is running has been changed.

- When the Network Environment/Firewall Settings Have Been Changed(P. 328)
- When the IP Address/FQDN of the Computer Has Been Changed(P. 329)
- When Changing Port Numbers(P. 330)

When the Network Environment/Firewall Settings Have Been Changed

This software is registered as an application for which communication via Windows firewall is allowed during installation. (It is not registered if the firewall service is stopped.)

If the network environment of this software is changed from a domain to a workgroup environment or from a workgroup to a domain environment, or if the firewall service is started, it is necessary to manually register this software as an application for which communication via Windows firewall is allowed.

Display [Allow an app through Windows Firewall] from [Settings] in Windows.

The [Allowed apps] window is displayed.

- **2** Click [Change settings].
- **3** Click [Allow another app].

The [Add an app] dialog box is displayed.

Click [Browse], and select the file installed in the computer.

Manager

%ProgramFiles%\Canon\EMC\Manger\ManagementConsoleService.exe

Agent running on the same computer as the Manager

 $\ProgramFiles \Canon\EMC\Manager\agent\mcagent.exe$

Agent running on a different computer from the Manager

%ProgramFiles%\Canon\EMC\Agent\mcagent.exe

5 Click [Network types].

The [Choose Network Types] dialog box is displayed.

- 6 Select [Private] and [Public], and click [OK].
- 7 Click [Add].

The [Allowed apps] window is displayed again.

- **Repeat the operations in steps 4 to 7 as required.**
- Glick [OK].

When the IP Address/FQDN of the Computer Has Been Changed

If the IP address or FQDN (fully qualified domain name) that was specified in [Site Address] when installing the Manager of this software has been changed, perform the following operation.



- When the Manager and Agent are operating on different computers, do not change the IP address of
 the computer where the Manager is running and the IP address of the computer where the Agent is
 running at the same time. Doing so will prevent the Manager and Agent from communicating, and this
 software will not operate correctly.
 - When it is necessary to change both at the same time, change one first, confirm that the Manager and Agent are communicating, and then change the other.
- 1 On the [System] menu > [Agents] page, confirm that the Manager is correctly communicating with all the Agents.
- **2** Stop the service of this software on the computer where the Manager is running.
- □ Open [Windows Administrative Tools] > [Services] from the Start menu.
- ☐ Stop the services in the following order.

Canon Management Console Agent (only when the Manager and Agent are running on the same computer)
Canon Management Console Manager



- Do not stop the Agent service running in computers other than the computer where the Manager is running.
- **3** Change the site address in the configuration file of this software.
- Open the following file in a text editor.

%ProgramFiles%\Canon\EMC\Manager\ManagementConsoleService.exe.config

☐ Edit the following key value. Specify an IP address or FQDN (fully qualified domain name).

<add key="SiteAddress" value="<IP address or FQDN>" />



- If the IP address may be subject to change, it is recommended that you specify the FQDN (fully qualified domain name).
- □ When the Manager and Agent are running on the same computer, perform the following operation.

Open the following file in a text editor.

%ProgramFiles%\Canon\EMC\Manager\agent\app_data\configs.json

Overwrite the IP address or FQDN of the Manager specified as the value for "HostUrl" with the new value, and save the file.

4 Start the services in the following order.

Canon Management Console Manager

Canon Management Console Agent (only when the Manager and Agent are running on the same computer)

When Changing Port Numbers

You can change the port numbers used by this software, as required.

For details on the port numbers that can be changed and the intended uses of each port, see the following.

List of Port Numbers(P. 382)



- When the Manager and Agent are operating on different computers, do not change the HTTPS port
 number of the computer where the Manager is running and the HTTPS port number of the computer
 where the Agent is running at the same time. Doing so will prevent the Manager and Agent from
 communicating, and this software will not operate correctly.
 - When it is necessary to change both at the same time, change one first, confirm that the Manager and Agent are communicating, and then change the other.
- 1 On the [System] menu > [Agents] page, confirm that the Manager is correctly communicating with all the Agents.
- 2 Stop the services of this software on the computers where the Manager or Agent is running.
- □ Open [Windows Administrative Tools] > [Services] from the Start menu.
- ☐ Stop the services of this software.

Changing the port numbers used by the Agent:

Canon Management Console Agent (for a computer with the Agent running)

Changing the port numbers used by the Manager:

Canon Management Console Manager (for a computer with the Manager running)

3 Open a file indicating the port numbers to change in a text editor.

Manager

%ProgramFiles%\Canon\EMC\Manger\ManagementConsoleService.exe.config

Agent running on the same computer as the Manager

Agent running on a different computer from the Manager

%ProgramFiles%\Canon\EMC\Agent\app_data\configs.json

- 4 Edit the values for the port numbers, and save the file.
- 5 Start the services in the following order.

Canon Management Console Manager (for a computer with the Manager running)

Canon Management Console Agent (for a computer with the Agent running)

Migrating the Manager to Another Computer

This section describes the method for migrating the Manager of this software to another computer.

When the Manager and Agent are running on the same computer, the Agent can be migrated at the same time.



- Do not access this software while the Manager is being migrated.
- When migrating both the Manager and the Agent running on another computer, do not migrate them
 at the same time. When migration of one is complete, migrate the other after confirming
 communication between the Manager and the Agent.
- 1 Deactivate the Agent running on the same computer as the Manager.

If the corresponding Agent does not exist, proceed to Step 2.

- Access this software from a Web browser, and log in as the system manager.
- ☐ Select the [System] menu > [Agents].
- ☐ Click the name of the Agent running on the same computer as the Manager.
- On the [Agent Details] page, click [Deactivate].
- Stop the service of this software on the source computer for migration.
- □ Open [Windows Administrative Tools] > [Services] from the Start menu.
- ☐ Stop the following services.

Canon Management Console Manager

3 Copy the folders of this software.

The following folder: %ProgramFiles%\Canon\EMC\Manager\App_Data

Install the Manager to the destination computer for migration.

On the [Agent Activation Settings] screen, deselect [Install agents on this computer].

For details, see the following.

Installing the Manager(P. 47)

5 Stop the following service on the computer to migrate to.

Canon Management Console Manager

6 Paste the folder copied in step 3 to the same location of the computer to migrate to.

7 Start the following service on the computer to migrate to.

Canon Management Console Manager

R Activate the Agent deactivated in step 1.

If the corresponding Agent does not exist, proceed to step 9.

- ☐ Access this software from a web browser, and log in as the system manager.
- □ Select the [System] menu > [Agents].
- □ Click the name of the Agent deactivated before migration.
- On the [Agent Details] page, click [Install Locally].

The [Agents] page is displayed. Confirm that [Active] is displayed in the [Active/Inactive] field of the Agent.



- The port number used when the Agent communicates with the Manager is set to the default value of 8443, regardless of the setting before migration. To use another port number, it is necessary to change the setting manually. For details, see the following.
 - Changing the Environment of the Computer Where This Software Is Running(P. 328)

9 Uninstall the Manager from the source computer for migration.

For details, see the following.

Uninstalling the Manager and Agent(P. 338)

Migrating the Agent to Another Computer

This section describes the procedure for migrating an Agent installed in a different computer from the Manager to another computer.

1	Access this software from a web browser, and log in as the system manager.
2	Select the [System] menu > [Agents].
3	Click the name of the target Agent.
4	Click [Deactivate] on the [Agent Details] page.
5	Install the Agent to the destination computer for migration.
	In [Activation Key], enter the activation key of the deactivated source Agent. Entering the activation key of the source Agent enables the settings to be carried over.
	For details on the procedure for installing the Agent, see the following. Configuring the Agents(P. 82)
6	Confirm that the Agent is running correctly in this software.
	Select the [System] menu > [Agents].
	Click [🚫].
	Confirm that [Normal] is displayed for [Status] for the target Agent.
7	Uninstall the Agent from the source computer for migration.
	For details, see the following.
	Uninstalling the Agent(P. 339)

Backing Up the Entire System

Periodically backing up the entire system enables the system to be recovered when the computer stops operating normally or data is lost.

1 Stop the service of this software on the computer where this software runs.

- Open [Windows Administrative Tools] > [Services] from the Start menu.
- ☐ Stop the services in the following order.

Canon Management Console Agent (for a computer with the Agent running)

Canon Management Console Manager (for a computer with the Manager running)

2 Back up the following folder.

If the database software included with this software (SQLite) is used, the data in the database is also included in the following folder.

- Manager
 - %ProgramFiles%\Canon\EMC\Manager\App_Data
- Agent running on the same computer as the Manager
 %ProgramFiles%\Canon\EMC\Manager\agent\app_data
- Agent running on a different computer from the Manager %ProgramFiles%\Canon\EMC\Agent\app_data

3 If you are using SQL Server, back up the data of SQL Server.

For details, see the following.

Instruction manual for SQL Server

4 Start the services in the following order.

Canon Management Console Manager (for a computer with the Manager running)

Canon Management Console Agent (for a computer with the Agent running)

Uninstalling This Software

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Uninstalling This Software

This section describes the procedure for uninstalling this software.

Uninstalling the Manager and Agent

This section describes the procedure for uninstalling the Manager and Agent installed in the same computer.



- Do not use the delete function of the installer. If this software was upgraded from an old version, it may not be able to be uninstalled correctly.
- 1 Log on to the computer as a user with Administrator privileges.
- 2 Exit all application software that is running.
- **3** Select [Settings] > [Apps] from the Start menu.
- 4 On the [Apps & Features] screen, click [iW Enterprise Management Console Manager], then click [Uninstall].



• If this software was upgraded from an old version, the version before upgrade is displayed.

A screen indicating the progress of uninstallation is displayed.

When the uninstallation process is complete, this software is removed from the list.

Uninstalling the Agent

This section describes the procedure for uninstalling the Agents installed in different computers.



- When migrating an Agent to another computer, or when an Agent becomes unnecessary because of reallocation, etc., it is necessary to disable or delete the Agent on the [System] menu > [Agents] page in advance. For details, see the following.
 - Configuring the Agents(P. 82)
- Do not use the delete function of the installer. If this software was upgraded from an old version, it may not be able to be uninstalled correctly.
- 1 Log on to the computer where the Agent is operating as a user with administrator privileges.
- **2** Exit all application software that is running.
- **3** Select [Settings] > [Apps] from the Start menu.
- 4 On the [Apps & Features] screen, click [iW Enterprise Management Console Agent], then click [Uninstall].



• If this software was upgraded from an old version, the version before upgrade is displayed.

A screen indicating the progress of uninstallation is displayed.

When the uninstallation process is complete, this software is removed from the list.

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Troubleshooting

This section describes error messages, troubleshooting, and solutions.

List of Error Messages

This section describes the particularly important error messages that are displayed while operating this software.

List of Error Messages (Basic Functions)

This section describes the particularly important error messages that are displayed while operating the basic functions of this software.

Installation

A file or folder already exists in the installation folder.

Status

This software cannot be installed because a file or folder (including a hidden file or folder) exists in the folder specified in [Install in].

Remedy

Specify an empty folder as the destination to install the software.

Enter the agent activation key.

Status

An activation key was not entered when installing the Agent.

Remedy

Enter the correct activation key. If the activation key is unknown, reissue the activation key. For details, see the following.

Configuring the Agents(P. 82)

Upgrading

Could not install the file <file name>.

Status

The uploaded file is not a file used for upgrading.

Remedy

Upload a file used for upgrading. For details, see the following.

Upgrading This Software(P. 50)

Common

A message such as the following is displayed.

- Could not retrieve.
- Could not update.

- Could not create.
- Could not delete.

Status

This software may not be connected to the database.

Remedy

If you are using SQL Server, confirm the following.

- Database settings
- Firewall settings
- Network connection (when SQL Server is running in a different computer to this software)

Cannot send e-mail. Check the e-mail server settings.

Could not send a test e-mail.

Status 1

The e-mail transmission settings may not be specified correctly.

Remedy

Check whether the settings required for sending e-mail have been configured correctly. For details, see the following.

Configuring the Preferences(P. 75)

Status 2

There is a problem with the settings of the mail server.

Remedy

Check with the administrator of the mail server.

Filter

The specified item cannot be added because it is already set.

Status

Multiple conditions cannot be specified for the conditions you tried to add.

Remedy

Select a different condition from the drop-down list. Alternatively, add a condition after deleting a condition that has been added.

Device List

Could not import the file <file name>.

Status

You tried to import a file with a problem in its content.

Remedy

Import the file after correcting its content. For details, see the following.

○ Importing Device Information(P. 101)

Could not analyze the file.

Status

You tried to import a file with a problem in its content.

Remedy

Import the file after correcting its content. For details, see the following.

Importing Device Information(P. 101)

Device Group

Too many devices are selected.

Status

When creating a device group, the number of selected devices exceeded the number that can be registered to a device group.

Remedy

Up to 5,000 devices can be registered to a device group with [Group Type] set to [Static (Specify devices manually)]. Ensure that the number of items to register is 5,000 or less.

Task Log

A timeout has occurred for one or more devices.

Status

The device is not connected to the network or its power is not ON.

Remedy

Correctly connect the device to the network. Or, turn the power of the device ON.

An error has occurred for one or more devices.

Status

Could not execute a task for devices due to an unspecified reason.

Remedy

Check the execution result of the device that caused the error on the [Task Result Details] page. After checking the error, perform the required remedy.

Checking the Task Execution Results(P. 162)



• Also check the initial settings of the devices required for using the functions of this software. For details, see the description of "Specifying the Initial Settings of Printers" for each function.

List of Error Messages (Address Book Management)

This section describes the error messages displayed while operating Address Book Management that need to be resolved.

Destination List

Could not import the destination.

Status

You tried to import a file with a problem in its content.

Remedy

Import the file after correcting its content. For details, see the following.

○ Importing Destinations(P. 206)

List of Error Messages (Application Management)

This section describes the error messages displayed while operating Application Management that need to be resolved.

Licenses

Could not change the returned license to a license that can be used.

Status

A returned license may have been deleted or changed to a usable license by another user.

Remedy

Display the returned license list again and check whether the selected returned license exists.

List of Error Messages (Device Setting Values Management)

This section describes the error messages displayed while operating Device Setting Values Management that need to be resolved.

Managing Device Setting Value Data

The data is incorrect.

Status

You tried to import a file with a problem in its content.

Remedy

Import the file after obtaining a file with the correct content.

List of Error Messages (Firmware Management)

This section describes the error messages displayed while operating Firmware Management that need to be resolved.

Registering Firmware

The specified file <file name> is incorrect.

Status

The file of the firmware may be incorrect.

Remedy

If this message is displayed even though a firmware file is specified, contact the following. Your local authorized Canon dealer

A firmware update task for Type II printers ends with an error and the following information is displayed.

- The printer settings are configured so that firmware updates using Local CDS are not allowed.
- A distribution server error occurred.

Status 1

The firmware may not be registered to this software.

Remedy

Check whether the firmware for the target printers is registered to this software. If it is not, execute the task after registering the firmware. For details, see the following.

- Managing Firmware(P. 323)

Status 2

The registered firmware may be incorrect or the serial number of the target printers may not be included in the registered firmware.

Remedy

Obtain the firmware corresponding to the target printer. For details, contact the following.

Your local authorized Canon dealer

Troubleshooting

This section describes the method for solving problems that occur while operating this software.

Troubleshooting (Basic Functions)

This section describes the method for solving problems that occur while operating the basic functions of this software.

Installation/Database Related

The installation of this software fails when [Install agents on this computer] is selected.

Cause 1

The IP address or FQDN of the destination computer entered in the [Site Address] field during installation may be incorrect.

Remedy

Check the IP address or FQDN of the destination computer and try installing this software again.

Cause 2

If installation repeatedly fails due to a cause other than that indicated in "Cause 1," the Agent service of this software may remain in the destination computer for some reason.

Remedy

Follow the procedure below to delete the Agent service, then execute the installer again.

- 1. Open [Windows Administrative Tools] > [Services] from the Start menu.
- 2. Check whether the following service exists.
 - Canon Management Console Agent
 - If the service exists, proceed to perform the operations below.
- 3. Start the command prompt with administrator privileges.
- 4. Execute the following command in the command prompt. sc.exe delete "Management Console Agent"
- 5. Open [Windows Administrative Tools] > [Services] from the Start menu.
- 6. Check whether the following service exists. Canon Management Console Agent
- 7. If the service has not been deleted, restart the computer.

An error screen is displayed when you try to display the login screen of this software. After logging into this software, an error screen is displayed and the operation cannot be continued.



• Files cannot be repaired using the [Repair] button of the installer for this software. Do not operate the button.

Cause 1

A file required for execution is damaged or missing in the installation folder of this software.

Remedy

Follow the procedure below to repair the files.

1. Stop the services of this software on the computer where the Manager operates.

From the Start menu, open [Windows Administrative Tools] > [Services].

Stop the services in the following order.

Canon Management Console Agent (only when the Manager and Agent are running on the same computer)

Canon Management Console Manager

2. Copy the file and folder of this software.

The following file

%ProgramFiles%\Canon\EMC\Manager\agent\app_data\configs.json

The following folder

%ProgramFiles%\Canon\EMC\Manager\App_Data

3. Uninstall the Manager.

For details, see the following.

- Uninstalling the Manager and Agent(P. 338)
- 4. Install the Manager.

For details, see the following.

- Installing the Manager(P. 47)
- 5. Stop the services in the following order.

Canon Management Console Agent (only when the Manager and Agent are running on the same computer)

Canon Management Console Manager

- 6. Paste the file and folder copied in step 2 to the same location.
- 7. Start the services in the following order.

Canon Management Console Manager

Canon Management Console Agent (only when the Manager and Agent are running on the same computer)

Cause 2

A service required for the execution of this software may be stopped.

Remedy

Perform the following procedure.

- 1. Open [Windows Administrative Tools] > [Services] from the Start menu.
- 2. Change the settings of the following services.
 - Canon Management Console Agent
 - Canon Management Console Manager

If you are using SQL Server, also change the settings of the following services.

- SQL Server (<instance name>)

[Status]: [Running]

[Startup type]: [Automatic (Delayed Start)]

3. Log in to this software.

Common

Cannot receive the e-mail sent from this software.

Cause 1

The e-mail transmission settings may not be specified correctly.

Remedy

Check whether the settings required for sending e-mail have been configured correctly. For details, see the following.

Configuring the Preferences(P. 75)

Cause 2

The mail server settings may have been changed when installing anti-virus software to the computer in which this software is installed.

Remedy

Refer to the instruction manuals of the anti-virus software you are using to check the e-mail settings.

Cause 3

The e-mail sent from this software may have been deemed to be spam by the spam e-mail filter, etc. of the e-mail software and automatically sent to the spam folder.

Remedy

If the e-mail sent from this software has been sent to the spam folder of the e-mail software, change the settings so that it is not.

Cause 4

The e-mail sent from this software may have been deemed to be spam by the spam e-mail filter, etc. of the mail server and not sent.

Remedy

Contact the administrator of the mail server.

[No Response] is displayed as the status of the Agent on the [System] menu > [Agents] page.

Cause 1

The Agent service may be stopped.

Remedy

- 1. Open [Windows Administrative Tools] > [Services] from the Start menu.
- 2. If the following service is stopped, start it.
 Canon Management Console Agent

Cause 2

If the Agent service is started, the Manager information specified in the Agent configuration file may be incorrect.

Remedy

Perform the following operation on the computer where the Agent that is not responding is running.

- Stop the following service.
 Canon Management Console Agent
- 2. Open the following file.

Agent running on the same computer as the Manager

%ProgramFiles%\Canon\EMC\Manager\agent\app_data\configs.json

Agent running on a different computer from the Manager

%ProgramFiles%\Canon\EMC\Agent\app_data\configs.json

- 3. In "HostUrl", correctly specify the IP address of the computer where the Manager is running and the port number used for HTTPS connections.
- 4. Restart the following service.

 Canon Management Console Agent

Cause 3

Files required for execution may be damaged or missing in the installation folder of the Agent.

Remedy

Follow the procedure below to repair the files.

- 1. Access this software from a Web browser and log in as a system administrator.
- 2. Select the [System] menu > [Agents].
- 3. Click the name of the target Agent.
- 4. On the [Agent Details] page, click [Deactivate].
- 5. Uninstall the Agent.

For details, see the following.

- Uninstalling the Agent(P. 339)
- 6. Install the Agent.

Enter the activation key of the deactivated Agent in [Activation Key].

For details on the procedure for installing the Agent, see the following.

- Configuring the Agents(P. 82)
- 7. In this software, confirm that the Agent is operating normally. Select the [System] menu > [Agents].

Click [🔘].

Confirm that [Normal] is displayed for [Status] for the target Agent.

Devices

The target device is not displayed on the device selection screen.

Cause 1

The desired device may be a device from a manufacturer other than Canon.

Remedy

Check whether the target device is a Canon device on the [Device List] page.

Cause 2

The target devices have been deleted from this software.

Remedy

Register the target devices again. For details, see the following.

Registering Devices to This Software(P. 90)

A device is not monitored correctly.

Cause 1

The power of the device is turned OFF.

Remedy

Turn the power of the device ON.

Cause 2

The device is not connected to the network.

Remedy

Connect the device to the network.

Cause 3

A device with only SNMPv3 enabled after being set for monitoring may not have SNMPv3 authentication information registered to this software.

Remedy

Register the SNMPv3 authentication information. For details, see the following.

Setting the Device Communication Settings(P. 94)

Cannot discover a device.

Cause 1

The power of the device is turned OFF.

Remedy

Turn the power of the device ON.

Cause 2

The device is not connected to the network.

Remedy

Connect the device to the network.

Cause 3

The SNMP settings may be incorrect.

Remedy

SNMP is used for device discovery. Refer to the following to specify the required settings in the device settings.

- O Specifying the Initial Settings of Printers (Basic Functions)(P. 91)
- Setting the Device Communication Settings(P. 94)

Cause 4

The device is in the sleep mode and [Reject SNMP Packets While in Sleep Mode] is set to [On].

Remedy

Set [Reject SNMP Packets While in Sleep Mode] to [Off] in the device. For details, see the following.

Specifying the Initial Settings of Printers (Basic Functions)(P. 91)

Cause 5

The device may have been moved to the [Devices Removed from Management] page.

Remedy

Devices that have been moved to the [Devices Removed from Management] page are not displayed on the [Device List] page, even if they are discovered.

To manage such devices, restore them from the [Devices Removed from Management] page. For details, see the following.

Restoring Removed Devices from Management/Deleting Devices from This Software(P. 114)

Devices are not displayed on the [Device List] page after importing device information.

Cause

The device may have been moved to the [Devices Removed from Management] page.

Remedy

Devices that have been moved to the [Devices Removed from Management] page are not displayed on the [Device List] page, even if their information is imported.

To manage such devices, restore them from the [Devices Removed from Management] page. For details, see the following.

Restoring Removed Devices from Management/Deleting Devices from This Software(P. 114)

Tasks do not succeed.

Cause 1

Authentication may have been failed.

Check the authentication information of a device user with Administrator privileges, and register it in this software.

Setting the Device Communication Settings(P. 94)

Cause 2

Tasks may fail for devices with a PS print server attached that meet the following conditions.

- The security level is set to "Medium" or higher.
- The authentication information of a non-secure user is registered to this software as the SNMPv3 authentication information.

Remedy

Register the authentication information of a secure user for the PS print server to this software as the SNMPv3 authentication information, and execute a recovery task. For details, see the following.

Setting the Device Communication Settings(P. 94)

Cause 3

The device is locked out because authentication failed consecutively.

Remedy

Check whether the authentication information is correct. Then wait for the device to recover.

Tasks do not succeed even though the correct authentication information is registered in this software.

Cause 1

The power of the device is turned OFF.

Remedy

Turn the power of the device ON.

Cause 2

The device is not connected to the network.

Remedy

Connect the device to the network.

Cause 3

A target device for the task was deleted from this software when executing the task.

Remedy

Register the information for the target device again and execute the task for that device. For details on registering device information, see the following.

Registering Devices to This Software(P. 90)

Cause 4

The device is in the sleep mode and [Reject SNMP Packets While in Sleep Mode] is set to [On].

Set [Reject SNMP Packets While in Sleep Mode] to [Off] in the device. For details, see the following.

Specifying the Initial Settings of Printers (Basic Functions)(P. 91)

Cause 5

Authentication may fail even if you enter the correct authentication information, depending on the device settings.

If authentication fails after entering the user name and password, the following causes are possible.

- Use of the default password is prohibited.
- The password has expired.
- The authentication information of a user without the Administrator role has been registered to this software.
- Authentication information of an authentication method not supported by this software has been registered to this software.

If authentication fails after entering the system management department ID and PIN, the following causes are possible.

• Authentication via a department ID and PIN is prohibited.

Remedy

Check the device settings. For details on device operations, see the following.

· Device instruction manuals

Cause 6

The HTTP port number on the device side was changed.

Remedy

If the settings of a device have been changed, restart the device. Also change the firewall settings so that the computer where the Manager and the Agent that manages target devices is running can communicate with the device using the new port number.

Cause 7

The port number used for accessing device from this software may be blocked by the server computer where this software is running.

Remedy

Allow use of the port number on the server computer. Alternatively, for devices whose port number can be changed, change the port number to one that is allowed on the server computer. For details on the port numbers used to access devices from this software, see the following.

List of Port Numbers(P. 382)

Cause 8

The device is communicating with TLS1.0.

Remedy 1

Change the device settings to communicate with TLS1.1 or later.

- 1. Select [Settings/Registration] > [Device Settings] > [Preferences] > [Network] > [TCP/IP Settings] > [TLS Settings].
- 2. Select [Specify Allowed Versions].
- 3. Set [Minimum Version] to [TLS 1.1] or later.

For devices that cannot communicate with TLS1.1 or later, it is necessary to register a registry to enable communication with devices using TLS1.0 to the computer where the Manager of this software is running and the computer where the Agent that manages the target devices is running. Perform the following procedure.

1. Create a registry registration entry file.

Start a text editor such as Notepad, and copy the following to the text editor. Copy everything from the first line to the blank line at the end.

Set the extension to ".reg" and the character encoding to "Unicode" (UTF-16), and save the file.

```
Windows Registry Editor Version 5.00
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\.NETFramework\v4.0.30319]
"SchSendAuxRecord"=dword:00000000
```

- 2. Start the registry editor (%SystemRoot%regedit.exe) with administrator privileges.
- 3. Create a backup of all the current registry settings.

Select [File] > [Export] in the registry editor.

Select [All] in [Export range], and save the file with a file name of your choice.

4. Register the registry.

Select [File] > [Import] in the registry editor.

Specify the file created in step 1, and click [Open].

5. Click [OK] to close the dialog.

Cannot communicate correctly with a device using SNMPv3 authentication. (Cannot retrieve or distribute information or restart the device using this software.)

Cause

Communication may not be able to be performed via SNMPv3 with some device models.

Remedy

To use SNMPv3 to manage devices in this software, enable the SNMPv3 settings of the device, and set [Security Settings] to [Authentication On/Encryption On] for SNMPv3. For details, see the instruction manuals of the device. If communication can still not be performed correctly, enable SNMPv1, disable SNMPv3, then register SNMPv1 authentication information to this software and discover the device again.

Executing a task takes a long time.

Cause 1

Multiple tasks are set to be executed at the same date and time. In this case, it may take time for the tasks to finish.

Remedy

If the tasks are executed periodically, change the task schedules so that they will not be executed at the same time from the next time.

Cause 2

If communication between this software and the device is encrypted, it may take time to perform authentication when the route certificate is automatically updated during authentication. (For devices that can set encrypted communication by function, communication for authentication is always encrypted, regardless of the device settings.)

To reduce the time taken, perform the procedure below to disable the function for automatically updating the route certificate of the computer where this software is running.

- When this setting is specified, the route certificate will no longer be automatically updated, even when encrypting the communication used by programs other than this software. Restore the original setting as required after executing a task.
- Some terms may differ depending on the operating system you are using.
 - 1. Select [Run] from the [Start] menu (the [Start] screen for some operating systems).
 - 2. Enter "gpedit.msc" and press the [Enter] key.
 The [Local Group Policy Editor] dialog box is displayed.
 - 3. Select [Computer Configuration] > [Administrative Templates] > [SYSTEM] > [Internet Communication Management] > [Internet Communication Settings].
 - 4. Set [Turn off Automatic Root Certificates Update] to [Enabled].

Counter information and status information cannot be retrieved at certain times.

Cause

The time to communicate with devices may be set to an unintended time.

Remedy

Counter information and status information is only retrieved at the time specified on the following page.

[Devices] menu > [Device Communication Settings] > [Communication Time Settings] tab

Check the time to communicate with devices and set an appropriate time. For details, see the following.

Setting the Device Communication Settings(P. 94)

The total status ratio on the [Reports] menu > [Status Info] > [Status Info] page is not 100%.

Cause

The total device status ratio may not be 100% due to errors caused by rounding off values.

Device lists exported from iW Management Console v3.x cannot be imported to this version.

Cause 1

The first line of the import file (the header) is in a language other than English.

Remedy

Import files with the first line (the header) in a language other than English cannot be imported to this version.

Export a device list with the header in English from iW Management Console v3.x. For details, see the following.

© Exporting a Device List from iW Management Console v3.x(P. 102)

Cause 2

The character encoding of the import file is set to something other than UTF-16.

Files with a character encoding other than UTF-16 cannot be imported to this version.

Export a device list in UTF-16 from iW Management Console v3.x. For details, see the following.

Exporting a Device List from iW Management Console v3.x(P. 102)

The content set for [Device Name] and [Location] on the following pages of this software is not reflected in the printer.

- [Devices] menu > [Device List] > device name selection > [Device Details] > [Basic Device Info]
- [Devices] menu > [Device Batch Processing] > [Batch Configure Device Information]

Cause

The number of characters entered on the above pages may exceed the maximum number of characters that can be set for the printer.

Remedy

Enter a string that does not exceed the maximum number of characters that can be set for the printer. For details on the maximum number of characters that can be set for a printer, see the following.

Printer instruction manuals



• When the maximum number of characters that can be set for a printer is exceeded, the string is not reflected in the printer but is reflected in the printer information managed by this software.

When a [Retrieve Printer Information] task is executed, the content of [Device Name] and [Location] set in the printer is not reflected in this software.

Cause

The content of [Device Name] and [Location] may have been changed using the Remote UI or control panel of the printer after discovering the printer with this software.

Remedy

The content of [Device Name] and [Location] that was set when the printer was discovered is registered to this software. A [Retrieve Printer Information] task does not retrieve the content of [Device Name] and [Location] set in the printer. In order to match the settings in this software, update the content of [Device Name] and [Location] on the following pages of this software.

[Devices] menu > [Device List] > device name selection > [Device Details] > [Basic Device Info]

[Devices] menu > [Device Batch Processing] > [Batch Configure Device Information]

Enter a string that does not exceed the maximum number of characters that can be set for the printer. For details on the maximum number of characters that can be set for a printer, see the following.

Printer instruction manuals

Backing Up/Restoring SQL Server Database

Cannot restore the database.

Cause

The database cannot be restored while it is being accessed by a user.

Remedy

Check that the database to restore is not being accessed by a user. Also stop the service by the following procedure to stop access to the database from Manager.

- 1. Open [Windows Administrative Tools] > [Services] from the Start menu.
- 2. Stop the following service.

 Canon Management Console Manager

The screen is not displayed after restoring the database.

Cause

The following system items do not match at the time of backup and restoration.

- The IP address of the database server, database server name, and instance name
- The database settings
- The database name or account name and password that the system uses to access the database

Remedy

Check the database information and change it as required.

Troubleshooting (Address Book Management)

This section describes the method for solving problems that occur while operating Address Book Management.



- For details on the problems that can occur in this software, also see the following troubleshooting.
 - Troubleshooting (Basic Functions)(P. 352)
- For details on printer types, see the following.
 - Types of Printer and Corresponding Printer Models (Displayed in a separate tab)

The target printer is not displayed on the printer selection screen.

Cause

The built-in task (Check Address Book Functionality) may not have been executed since discovering the printers or importing the device information to this software.

Remedy

Check whether the target printers support Address Book Management. If the printers have not been checked, execute the built-in task (Check Address Book Functionality). For details, see the following.

Checking Printers for Management(P. 191)

Cannot register destinations.

Cause 1

The required items are not entered.

Remedy

The required items must be entered when registering a destination. The required items differ according to the setting of [Destination Type]. Check whether the required items have been entered. For details, see the following.

Managing Destinations(P. 199)

Cause 2

The allowed number of characters has been exceeded.

Remedy

Some items have a limit on the number of characters that can be entered, such as [Name], [Folder Path], and [Password]. Refer to the following to check whether each item exceeds the allowed number of characters.

Cautions for Operation (Address Book Management)(P. 174)

Cannot register destinations to address lists or one-touches.

Cause 1

The number of destinations that can be registered has been exceeded.

A maximum of 1,600 destinations can be registered to an address list. A maximum of 200 destinations can be registered to a one-touch. Register the destinations again after deleting unnecessary destinations.

Some destinations cannot be imported.

Cause

There is a problem with the file to import.

Remedy

Check whether the content of the file to import is correct. For details, see the following.

Importing Destinations(P. 206)

The task does not succeed even though the correct authentication information has been registered in this software.

Cause 1

The settings on the printer side are insufficient.

Remedy

Check the printer settings. For details, see the following.

- Specifying the Initial Settings of Printers (Basic Functions)(P. 91)
- Specifying the Initial Settings of Printers (Address Book Management)(P. 188)

Cause 2

For Type I printers, [Address Book] in [Restrict Receiving for Each Function] is not set to [Off] in the printer.

Remedy 1

Check whether [Address Book] for [Restrict Receiving for Each Function] in [Device Information Delivery Settings] on the [Settings/Registration] screen or [Additional Functions] screen of the printer is set to [Off]. If they are set to [On], set them to [Off] and restart the printer.

Remedy 2

When creating a task, select [Restart the printer before task execution if restart is necessary to enable access to address books.] on the [Task-Specific Settings] tab, and execute the task.

However, follow the instructions in [Remedy 1] for printers that cannot communicate using the dedicated port.

Cause 3

When executing a task, the address list of a target printer was open.

Remedy

When executing a task, close the address list of the target printers.

Cause 4

Another user is operating the printer, or another printer is communicating with the printer.

When executing a task, close the [Settings/Registration] screen or [Additional Functions] screen of the target printers. Or, adjust the execution schedule so that the task is executed when the printers are less frequently used, such as at night.

Cause 5

When executing a task for distributing address books, the target address books or target address lists/one-touches in the address books were deleted.

Remedy

Create the target address books or target address lists/one-touches in the address book again as necessary.

Cause 6

An error may occur when a task is executed from this software for a printer with a job scheduled (a printer with delayed send set, etc.).

Remedy

Execute the task after confirming that the target printers do not have any reserved jobs.

Cause 7

If a login application is running in the printer, the printer may not have been completely started when the task was executed.

Remedy

Printers with a login application running may take some time to completely start if they cannot communicate with the authentication server normally. In this case, execute the task again after waiting for 30 minutes or more, because the internal startup process may not be complete even if the control panel or Remote UI can be used.

Cause 8

You tried to distribute an address book that includes two or more address lists to a printer other than a Type I printer.

Remedy

Only [Address List 1] and [One-Touch] can be distributed to printers other than Type I printers. Edit the combinations of address books and printers. For details, see the following.

Creating Address Books to Distribute to Printers(P. 221)

Cause 9

The [No.] set for a destination exceeds the range that can be set for a destination in the target printer.

Remedy

Change the [No.] set for the destination to a value that can be set for a destination in the target printer. For details, see the following.

Managing Address Lists(P. 216)

Some destinations cannot be distributed.

Cause 1

You tried to distribute an address list or one-touch that included a type of destination not supported by the functions of the printer, such as an address list or one-touch that includes a fax destination to a printer without the fax function.

Remedy

Types of destinations not supported by a target printer are not distributed. There is no need to perform a remedy if the destinations supported by the target printer have all been distributed correctly.

Cause 2

A destination that contains control characters was distributed.

Remedy

Edit the address list or one-touch to remove the control characters. Or, delete destination that includes control characters.

Cause 3

The target printers do not support some destinations included in address lists or one-touches.

Remedy

Distribute destinations supported by the target printers. For details, see the following.

Cautions for Operation (Address Book Management)(P. 174)

A destination specified in the forwarding settings or workflow buttons of a printer were deleted after distributing address books.

Cause

A destination used in the forwarding settings or workflow buttons of a printer were deleted because a task for distributing address books changed the address list of the printer.

Remedy

Distribute the address lists and one-touches that include the destinations that were used in the forwarding settings or workflow buttons to the printer, and specify the settings for them again.

The address list of a printer was in an unintended state.

Cause

The combination of printers and address book was incorrect.

Remedy 1

Create a correct combination of printers and address book, and execute a task for distributing the address book.

Remedy 2

If there is an address list backed up to this software, it can be restored to its original state. Export the backed up address list, and import the exported file to the printer via the Remote UI.

Troubleshooting (Application Management)

This section describes the method for solving problems that occur while operating Application Management.



- For details on the problems that can occur in this software, also see the following troubleshooting.
 - Troubleshooting (Basic Functions)(P. 352)

The target application is not displayed when editing a task.

Cause

If an application selected when creating a task may have been deleted from this software.

Remedy

To select an application that is not displayed, register the application to this software, and edit the task.

Managing Applications(P. 233)

Tasks do not succeed.

Cause 1

Authentication may have failed.

Remedy

Check and register the password of Service Management Service of the printer to this software. For details, see the following.

Setting the Device Communication Settings(P. 94)

Cause 2

The settings on the printer side are insufficient.

Remedy

Check the settings on the printer. For details, see the following.

Specifying the Initial Settings of Printers (Basic Functions)(P. 91)

An error occurs when a [Install/Update Applications] task is executed and "Install Operation-xx" (where "xx" is a number) is displayed.

Cause

When distributing an application to a printer, the printer communicates to this software. That communication may be blocked.

Remedy

When the Manager and Agent of this software are running on the same computer:

Check whether the printer can communicate to the Manager on the computer where the Manager is running. For information on the target protocols and port numbers, see the following.

List of Port Numbers(P. 382)

When the Manager and Agent of this software are running on different computers:

Check whether the printer can communicate to the Agent on the computer where the Agent is running. For information on the target protocols and port numbers, see the following.

List of Port Numbers(P. 382)

Cannot install applications to printers.

Cause 1

When executing a task, the target application may have been deleted from this software.

Remedy

Check whether the target application of the task is displayed on the following page.

[Data Management] menu > [Applications] > [Applications] tab

If it is not displayed, register the target application to this software and execute the task after editing it.

Cause 2

When executing the task, the contents of the file specified as an application file are incorrect, or information is missing.

Remedy

Check whether the correct file is registered. If there are no problems, contact the application developer or support service.

Cause 3

There is a limit to the number of applications that can be installed to a single printer. You tried to install an application to a printer that has reached the limit to the number of applications.

Remedy

Check the other applications installed in the printer (excluding system applications), and uninstall unnecessary applications.

Cause 4

Cannot install applications because there is insufficient free space on the printer hard disk.

Remedy

Check the other applications installed in the printer (excluding system applications), and uninstall unnecessary applications.

Cause 5

The application is not supported by the printer.

Remedy

Confirm the following, and contact the support for the application.

- Application name and version
- Printer model name and firmware version

Cannot update the application license installed in a printer.

Cause 1

You tried to use a license that has been used.

Remedy

Use a license that has not been used yet.

Cause 2

When executing a task, the license of a target application may have been deleted from this software.

Remedy

Check whether the license for the target application of the task is displayed on the following page.

[Data Management] menu > [Applications] > [Licenses] tab

If it is not displayed, register the target license to this software and execute the task after editing it.

Cause 3

When executing a task, the applications for the task may have been deleted from the printer.

Remedy

Execute the built-in task (Retrieve Printer Information) to check the latest printer information. Install the applications that was deleted to the printer again, as necessary.

Cannot uninstall applications from a printer.

Cause 1

When executing the task for uninstalling, the log-in applications for the task may have been operated in the printer.

Remedy

Execute the built-in task (Retrieve Printer Information) to check the latest printer information. Stop the target login application as necessary.

Troubleshooting (Device Setting Values Management)

This section describes the method for solving problems that occur while operating Device Setting Values Management.



- For details on the problems that can occur in this software, also see the following troubleshooting.
 - Troubleshooting (Basic Functions)(P. 352)
- For details on printer types, see the following.
 - Types of Printer and Corresponding Printer Models (Displayed in a separate tab)

The target printer is not displayed on the printer selection screen.

Cause 1

The built-in task (Check Device Setting Values Management Functionality) may not have been executed since discovering the printer or importing the device information to this software.

Remedy

Check whether the target printers support Device Setting Values Management. If the printers have not been checked, execute the built-in task (Check Device Setting Values Management Functionality). For details, see the following.

Checking Printers for Management(P. 270)

A task does not succeed even though the correct authentication information has been entered.

Cause 1

The settings on the printer side are insufficient.

Remedy

Check the settings on the printer. For details, see the following.

- Specifying the Initial Settings of Printers (Basic Functions)(P. 91)
- Specifying the Initial Settings of Printers (Device Setting Values Management)(P. 268)

Cause 2

An error may occur when a task is executed from this software for a printer with a job scheduled (a printer with delayed send set, etc.).

Remedy

Execute the task after confirming that the target printers do not have any reserved jobs.

Cause 3

If another task is started before a task for monitoring/distributing a security policy has finished processing, the later task may end in an error.

Even if the execution result of a task is [Error], processing may have been performed correctly for certain printers. In this case, [Success] is displayed as the execution result for each printer. Check the execution result for each printer. Execute a recovery task for printers that [Success] is not displayed for.

To execute another task after a task for monitoring/distributing a security policy, perform one of the following operations.

- Execute the next task after confirming that the task for monitoring/distributing a security policy has finished.
- Create batch tasks.

Cause 4

The firmware of the target printer may be old.

Remedy

Update the firmware of the target printer. For details, contact the following.

Your local authorized Canon dealer

Cause 5

The data for distribution may not match the type of destination printers. Device setting values that do not match the type of destination printers cannot be applied to the printers.

Remedy

Distribute one of the following types of device setting values.

- New device setting values created in Device Settings Configurator
- Device setting values retrieved from a printer of the same type as the destination printers

Cause 6

The destination printer may not support the security level of the data for distribution.

Remedy

Distribute data that matches the security level of the destination printer.

For details, see the following.

Cautions Regarding the Security Level(P. 257)

Security policy distribution fails.

Cause 1

With a security policy task, the security policy password entered when creating the task may not match that set in the printer.

Remedy

Use the password of the security policy set in the printer to execute the task again.

Cause 2

When device setting values that include the security policy category are distributed, the security policy password included in the device setting values may not match that set in the printer.

Remedy

A task for distributing device setting value cannot distribute a security policy unless the password matches. When it is necessary to distribute device setting values that include a security policy, refer to the following to

change the security policy password of the printer, and execute the task for distributing the device setting values again.

Changing the Password of Security Policies(P. 307)

For Type I printers, the password can be changed on the printer.

Setting values are not overwritten when I set [When Changes Are Detected During Monitoring] to [Distribute the setting values and overwrite the printer settings] for a [Monitor Device Setting Values] task.

Cause

If the model of the device whose setting values are compared differs from the model of the target printer when monitoring, some values may not be overwritten. For details, see the following.

Types of Settings Reflected in Target Printers for Distribution(P. 257)

Remedy

Configure the task so that the model of the target printer for monitoring is the same or belongs to the same series as the device whose setting values are compared, depending on the type of settings to monitor.

An error occurs for a printer when a [Distribute Device Setting Values] task is executed.

Cause

The type of the printer that caused the error may differ from the type of the data for the device setting values to distribute.

Remedy

Select a printer that matches the type of the data for the device settings values to distribute.

Cannot distribute address books.

Cause

A target printer executed a report print while distribution was being processed.

Remedy

Perform distribution again when other processes such as report printing are not being executed on the target printer.

[Data Path] is not displayed in the path format.

[Data Path] is not displayed in the path format on the following pages.

- [Data Management] menu > [Device Setting Values] > [Device Setting Values Data] > [Details for Device Setting Values] of the data for monitoring
- [Devices] menu > [Security Data] > [Device Settings Monitoring] > select a printer from [Device Name] on the [Device Setting Values Monitoring Logs] page > select a data name from [Data Name] on the [Device Setting Values Monitoring Information] page > [Device Setting Values Monitoring Log Details]
- 🔡 > [Administrator Dashboard] or [Dashboard] > select an update date from [Last Updated] in [Device Setting Values Monitoring Results] > details of monitoring history

Cause

The settings file of Device Settings Configurator has not been uploaded to this software. Or, an old version of the settings file has been uploaded.

Remedy

Upload the settings file of Device Settings Configurator to this software. For details, see the following.

Making the Path of Device Setting Value Data Readable(P. 283)

IMPORTANT

- If the FIPS mode is disabled, upload the settings file of Device Settings Configurator version 2.0.7 or later.
- If the FIPS mode is enabled, upload the settings file of Device Settings Configurator version 2.0.8 or later.

If you upgraded this software with the settings file of Device Settings Configurator uploaded, the settings file may be an older version. In this case, [Data Path] is not displayed in the path format. Setting values are also not displayed.

Device setting values are not displayed.

Device setting values are not displayed on the following pages.

- [Devices] menu > [Security Data] > [Device Settings Monitoring] > select a printer from [Device Name] on the [Device Setting Values Monitoring Logs] page > select a data name from [Data Name] on the [Device Setting Values Monitoring Information] page > [Device Setting Values Monitoring Log Details]
- 🔡 > [Administrator Dashboard] or [Dashboard] > select an update date from [Last Updated] in [Device Setting Values Monitoring Results] > details of monitoring history

Cause

The monitoring log for device setting values was saved with a version of this software older than version 4.1.1.

Setting values are not displayed for monitoring logs saved with a version of this software older than version 4.1.1, because they lack the information required to display setting values, even if the settings file of Device Settings Configurator is uploaded to this software.

Troubleshooting (Firmware Management)

This section describes the method for solving problems that occur while operating Firmware Management.



- For details on the problems that can occur in this software, also see the following troubleshooting.
 - Troubleshooting (Basic Functions)(P. 352)

The target printer is not displayed on the printer selection screen.

Cause

The settings of the Updater running in the printer may not be complete. Or, the Updater running in the printer may not support this software.

Remedy

For details on the Updater settings, contact the following.

Your local authorized Canon dealer

A version mismatch occurred between the firmware of the printer and this software after executing a task to update firmware.

Cause

When the power of a printer is turned OFF or the network is disconnected while a task for updating the firmware is executing, the execution result of the task may be an error, even if the firmware update succeeds for the printer. In this case, a version mismatch has occurred between the firmware of the printer and this software.

Remedy

Execute the built-in task (Retrieve Printer Information) to check the latest printer information.

An error occurs when an [Update Firmware] task is executed and a message such as "A SOAP communication error occurred." or "Unknown error." is displayed.

Cause 1

When updating the firmware of a printer, the printer communicates to this software. That communication may be blocked.

Remedy

When the Manager and Agent of this software are running on the same computer:

Check whether the printer can communicate to the Manager on the computer where the Manager is running. For information on the target protocols and port numbers, see the following.

List of Port Numbers(P. 382)

When the Manager and Agent of this software are running on different computers:

Check whether the printer can communicate to the Agent on the computer where the Agent is running. For information on the target protocols and port numbers, see the following.

List of Port Numbers(P. 382)

Cause 2

If the printer is configured to use a proxy, the proxy server may be blocking communication to the Manager of this software.

The proxy settings can be checked on the following screen of the printer.

• (Settings/Registration) > [Preferences] > [Network] > [TCP/IP Settings] > [Proxy Settings]

Remedy

When using a proxy, configure the proxy server to allow communication from the printer to the Manager. For information on the target protocols and port numbers, see the following.

List of Port Numbers(P. 382)

If an Error Occurs during Self-Diagnosis

This section describes the procedure for resolving an error that occurs during the self-diagnosis of this software.



- For information on the self-diagnosis of the Manager, see the following.
 - Managing System Configurations(P. 169)
- For information on the self-diagnosis of the Agent, see the following.
 - Configuring the Agents(P. 82)

Manager

Cause

The port is not available.

Remedy

Change the port used by the Manager of this software.

For details, see the following.

When Changing Port Numbers(P. 330)

Agent

Cause 1

The port is not available.

Remedy

Change the port used by the Agent.

For details, see the following.

When Changing Port Numbers(P. 330)

Cause 2

If an error occurs when connecting to Local CDS, there is a problem with the connection from the Agent to the Local CDS server of the Manager.

If there is no problem with the Manager of this software (if Local CDS is operating normally), there may be a problem with the network.

Remedy

Ask your network administrator to check the network for problems.

Collecting Log Files for Support

When a query is made to your local authorized Canon dealer, you may be requested to collect the log files of this software. In this case, follow the procedure below to collect the log files using the Information Collection tool.

- Ocollecting Log Files for the Computer Environment/This Software(P. 378)
- Collected Information(P. 379)



For the details, contact the following.
 Your local authorized Canon dealer

Collecting Log Files for the Computer Environment/This Software

Use the Information Collection tool to collect log files for the computer environment and this software.

1 Log on to the computer where the Manager or Agent is running as a user with administrator privileges.

Log on to the computer to collect the log files from. For details, contact the following. Your local authorized Canon dealer

2 Start Information Collection tool.

Double-click the following file.

For a Computer with the Manager Running

%ProgramFiles%\Canon\EMC\Manager\bin\InformationCollectionGui.exe

For a Computer with Only the Agent Running

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3 Specify the location to save the log files.

Enter the path to the folder in [Path] or click [Select] and select the folder.

4 Click [Start].

Log file collection starts.

The collected log files are compressed in a single zip file and saved in the specified location.

Collected Information

The structure of log files and the included information are indicated below.

- environment.txt: Computer information
 - Operating system name and version
 - Total memory capacity
 - CPU name and number of cores
 - Total capacity and free space of each volume
 - Version of the .NET Framework
 - List of services running
 - List of Windows Updates applied
- emc.txt: Information on this software

For a Computer with the Manager Running

- Path to the Manager service
- Database type (SQLite or SQL Server)

For a Computer with the Agent Running

- Path to the Agent service
- manager\log: Manager log information
- manager\modules: Manager module information
- agent\log: Agent log information
- agent\modules: Agent module information

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Appendix

This section includes a list of the port numbers, etc.

List of Port Numbers

This section describes the port numbers used by this software.

List of Port Numbers (Basic Functions)

This section describes the port numbers used by the basic functions of this software.

Port Number	Protocol	Network Service	Source	Destination	Intended Use
53	UDP	DNS	Agent	DNS server	Discovering printers
80	ТСР	НТТР	Manager	Printer	Displaying the Remote UI
80	ТСР	НТТР	Client computer	Manager	External API
137	UDP	NetBIOS Name Resolution	Agent	DNS server	Discovering printers
161	UDP	SNMP	Agent	Printer	 Discovering printers Retrieving printer information Configuring printer settings Retrieving counter information Retrieving printer status information Retrieving option information Retrieving firmware information Sending a restart/shutdown command
389	TCP	LDAP	Manager	Active Directory	Performing user authentication
443 *1	ТСР	HTTPS	Client computer	Manager	Accessing the Manager via a web browser (encrypted communication) The key in the Manager configuration file: HttpsPort
443 *1	ТСР	HTTPS	Agent	Manager	Establishing communication between the Manager-the Agent (encrypted communication) The key in the Manager configuration file: HttpsPort
443	ТСР	HTTPS	Client computer	Manager	External API
636	ТСР	LDAP over TLS	Manager	Active Directory	Performing user authentication (encrypted communication)
1433 *²	ТСР	SQL over TCP	Manager	Database Server	Accessing an external SQL Server
1434 *2	UDP	SQL Probe	Manager	Database Server	Accessing an external SQL Server
1434 *2	UDP	Microsoft SQL Server	Installer	External computer	Detecting an external SQL Server

Port Number	Protocol	Network Service	Source	Destination	Intended Use
5355	LLMNR	DNS	Agent	External computer	Discovering printers
8000	ТСР	HTTP	Manager	Printer	Displaying the Remote UI
8000	TCP	HTTP	Agent	Printer	Retrieving application information
8080	TCP	HTTP	Manager	Printer	Displaying the Remote UI
8443 *1	ТСР	HTTPS	Manager	Agent	Establishing communication between the Manager-the Agent (encrypted communication)
					Settings in the Agent configuration file: HttpsPort
8443	ТСР	HTTPS	Agent	Printer	Retrieving application information (encrypted communication)
11427	UDP	Canon Original	Printer	Agent	Sending a power state notification
47545	UDP	Canon	Agent	Printer	Retrieving counter information
		Original			Retrieving alert information
					Retrieving firmware information
					Sending a restart/shutdown command
49152-65535 *3	UDP	SNMP	Printer	Agent	Discovering printers
					Retrieving printer status information
User-specified number	ТСР	SMTP	Manager	Mail server	Sending an email The port number can be changed in the mail server. If you change the port number in the mail server, also change the port number registered in this software. For details, see the following. Configuring the Preferences(P. 75)
User-specified number	ТСР	SMTPS	Manager	Mail server	Sending an email (encrypted communication) The port number can be changed in the mail server. If you change the port number in the mail server, also change the port number registered in this software. (The default port number is 465.) For details, see the following. Configuring the Preferences(P. 75)

^{*1} The default value. Can be changed when installing this software. Can also be changed in the configuration file of this software.

- *2 The default value. Follows the settings of the database server.
- *3 Use a free port. The port number cannot be fixedly set. The Agent waits to receive UDP packets with this port, and instructs the printer to send a SNMP response to this port.



- For details on changing a port number in the configuration file, see the following.
 - When Changing Port Numbers(P. 330)

List of Port Numbers (Address Book Management)

This section describes the port numbers used for Address Book Management.



• If you change the port number, this software may not operate correctly.



- For details on the port numbers used by the basic functions, see the following.
 - List of Port Numbers (Basic Functions)(P. 383)
- For details on printer types, see the following.
 - Types of Printer and Corresponding Printer Models (Displayed in a separate tab)

Port Numbers Used for Address Book Management

Port Number	Protocol	Network Service	Source	Destination	Intended Use
80	TCP	НТТР	Agent	Printer	Distributing address booksBacking up address books
161	UDP	SNMP	Agent	Printer	 Checking address book functionality Sending a restart command [Restrict Receiving for Each Function] setting
443	TCP	HTTPS	Agent	Printer	 Distributing address books (encrypted communication) Backing up address books (encrypted communication)

Port Numbers for Accessing Printers

Depending on the type of printer, the port number of each service can be changed in the settings of the printers. For details, see the following.

• Printer instruction manuals

List of Port Numbers (Application Management)

This section describes the port numbers used for Application Management.



• If you change the port number, this software may not operate correctly.



- For details on the port numbers used by the basic functions, see the following.
 - List of Port Numbers (Basic Functions)(P. 383)

Port Numbers Used for Application Management

Port Number	Protocol	Network Service	Source	Destination	Intended Use
80 *1	TCP	НТТР	Printer	Manager	Retrieving applications/licenses from the Manager by the printer
					The key in the Manager configuration file: HttpPort
161	UDP	SNMP	Agent	Printer	Restarting the printer
443	ТСР	HTTPS	Printer	Manager	Retrieving applications/licenses from the Manager by the printer (encrypted communication)
443	ТСР	HTTPS	Agent	Manager	Retrieving applications/licenses from the Agent to the Manager (cache)
8000	ТСР	НТТР	Agent	Printer	Instructions for application/license related processes
8443	ТСР	HTTPS	Agent	Printer	Instructions for application/license related processes (encrypted communication)
8443 *2	ТСР	HTTPS	Printer	Agent	Retrieving applications/licenses from the Agent by the printer (encrypted communication)
					 Settings in the Agent configuration file: HttpsPort
10080 *2	ТСР	НТТР	Printer	Agent	Retrieving applications/licenses from the Agent by the printer
					Settings in the Agent configuration file: HttpPort

^{*1} The default value. Can be changed when installing this software. Can also be changed in the configuration file of this software.

^{*2} The default value. Can be changed when installing the Agent. Can also be changed in the configuration file of the Agent.

NOTE

- If the Manager and Agent are running on the same computer, the printer communicates with the Manager directly.
- For details on changing a port number in the configuration file, see the following.
 - When Changing Port Numbers(P. 330)
- When delivering a CA certificate to a printer, the communication indicated in Device Setting Values Management occurs.
 - List of Port Numbers (Device Setting Values Management)(P. 389)

List of Port Numbers (Device Setting Values Management)

This section describes the port numbers used for Device Setting Values Management.



• If you change the port number, this software may not operate correctly.



- For details on the port numbers used by the basic functions, see the following.
 - List of Port Numbers (Basic Functions)(P. 383)
- For details on printer types, see the following.
 - **Types of Printer and Corresponding Printer Models** (Displayed in a separate tab)

Port Numbers Used for Device Setting Values Management

Port Number	Protocol	Network Service	Source	Destination	Intended Use
80	TCP	НТТР	Agent	Printer	Used for the following purposes with printers that use port number 80 for communication.
					 Distributing device setting values/keys/ certificates
					Back up device setting values
					Retrieving keys/certificates
161	UDP	SNMP	Agent	Printer	Checking device setting values management functionality
					Sending a restart command
443	ТСР	HTTPS	Agent	Printer	Used for the following purposes with printers that use port number 443 for encrypted communication.
					Distributing device setting values/keys/ certificates
					Back up device setting values
					Retrieving keys/certificates
8000	ТСР	HTTP	Agent	Printer	Used for the following purposes with printers that use port number 8000 for communication.
					Distributing device setting values/keys/ certificates
					Back up device setting values
					Retrieving keys/certificates

Appendix

Port Number	Protocol	Network Service	Source	Destination	Intended Use
8443	ТСР	HTTPS	Agent	Printer	Used for the following purposes with printers that use port number 8443 for encrypted communication.
					 Distributing device setting values/keys/ certificates
					Back up device setting values
					Retrieving keys/certificates
18080 *1	ТСР	НТТР	Agent	Printer	Used for the following purposes with printers that use port number 18080 for communication.
					 Distributing device setting values/keys/ certificates
					Back up device setting values
					Retrieving keys/certificates
18443 *1	ТСР	HTTPS	Agent	Printer	Used for the following purposes with printers that use port number 18443 for encrypted communication.
					Distributing device setting values/keys/ certificates
					Back up device setting values
					Retrieving keys/certificates

^{*1} Only printers with a PS print server attached.

Port Numbers for Accessing Printers

Depending on the type of printer, the port number of each service can be changed in the settings of the printers. For details, see the following.

• Printer instruction manuals

List of Port Numbers (Firmware Management)

This section describes the port numbers used for Firmware Management.



• If you change the port number, this software may not operate correctly.



- For details on the port numbers used by the basic functions, see the following.
 - List of Port Numbers (Basic Functions)(P. 383)

Port Numbers Used for Firmware Management

Port Number	Protocol	Network Service	Source	Destination	Intended Use
80	ТСР	НТТР	Agent	Printer	Used for the following purposes with printers that use port number 80 for communication.
					Updating firmware
161	UDP	SNMP	Agent	Printer	Updating firmware
443	ТСР	HTTPS	Agent	Manager	Retrieving firmware from the Agent to the Manager (cache)
					When the Manager and Agent are running on different computers
443	ТСР	HTTPS	Agent	Printer	Used for the following purposes with printers that use port number 443 for encrypted communication.
					Updating firmware
444	ТСР	HTTPS	Agent	Manager	Firmware queries from the Agent to the Manager (reverse proxy)
					When the Manager and Agent are running on different computers
8000	ТСР	НТТР	Agent	Printer	Used for the following purposes with printers that use port number 8000 for communication.
					Updating firmware
8443	ТСР	HTTPS	Printer	Manager	Retrieving firmware from the Manager by the printer (encrypted communication)
					When the Manager and Agent are running on the same computer
8443	ТСР	HTTPS	Agent	Printer	Used for the following purposes with printers that use port number 8443 for encrypted communication.
					Updating firmware

Appendix

Port Number	Protocol	Network Service	Source	Destination	Intended Use
8443 *1	ТСР	HTTPS	Printer	Agent	Retrieving firmware from the Agent by the printer (encrypted communication)
					When the Manager and Agent are running on different computers
					 Settings in the Agent configuration file: HttpsPort
8444	ТСР	HTTPS	Printer	Agent	Sending inquiries about firmware to the Agent by the printer (encrypted communication)
					When the Manager and Agent are running on different computers
8444 *1	ТСР	HTTPS	Printer	Manager	Sending inquiries about firmware to the Manager by the printer (encrypted communication)
					When the Manager and Agent are running on the same computer
					The key in the Manager configuration file: WcfHttpsPort
10080	ТСР	НТТР	Printer	Manager	Retrieving firmware from the Manager by the printer
					When the Manager and Agent are running on the same computer
10080 * ²	ТСР	HTTP	Printer	Agent	Retrieving firmware from the Agent by the printer
					When the Manager and Agent are running on different computers
					 Settings in the Agent configuration file: HttpPort
10081	ТСР	НТТР	Printer	Agent	Sending inquiries about firmware to the Agent by the printer
					When the Manager and Agent are running on different computers
10081 * ¹	ТСР	НТТР	Printer	Manager	Sending inquiries about firmware to the Manager by the printer
					When the Manager and Agent are running on the same computer
					The key in the Manager configuration file: WcfHttpPort
18443 * ³	ТСР	HTTPS	Agent	Printer	Used for the following purposes with printers that use port number 18443 for encrypted communication.
					Updating firmware

^{*1} The default value. Can be changed when installing this software. Can also be changed in the configuration file of this software. 10081 and 8444 are ports set in [Ports for Extended Functionality] in the installer.

^{*2} The default value. Can be changed when installing the Agent. Can also be changed in the configuration file of the Agent.

^{*3} Only printers with a PS print server attached.



- If the Manager and Agent are running on the same computer, the printer communicates with the Manager directly.
- For details on changing a port number in the configuration file, see the following.
 - When Changing Port Numbers(P. 330)
- When delivering a CA certificate to a printer, the communication indicated in Device Setting Values Management occurs.
 - List of Port Numbers (Device Setting Values Management)(P. 389)

Port Numbers for Accessing Printers

Depending on the type of printer, the port number of each service can be changed in the settings of the printers. For details, see the following.

Printer instruction manuals

List of Port Numbers (Listening Ports)

This section describes the port numbers used by this software for listening.



- For details on the port numbers used by the basic functions, see the following.
 - List of Port Numbers (Basic Functions)(P. 383)

Port Numbers Used for Listening

Port Number	Protocol	Network Service	Source	Destination	Intended Use
80 *1	ТСР	НТТР	Client computer/ Printer	Manager	Web server
81	TCP	HTTP	Printer/Agent	Manager	Local CDS server
443 *1	ТСР	HTTPS	Client computer/ Printer/Agent	Manager	Web server (encrypted communication)
444	ТСР	HTTPS	Printer/Agent	Manager	Local CDS server (encrypted communication)
8443 *1	ТСР	HTTPS	Manager/Printer	Agent	Web server (encrypted communication)
8444	ТСР	HTTPS	Printer	Agent	Local CDS reverse proxy (encrypted communication)
10080 *2	ТСР	НТТР	Manager/Printer	Agent	Web serverSettings in the Agent configuration file: HttpPort
10081	TCP	НТТР	Printer	Agent	Local CDS reverse proxy
11427	UDP	Canon Original	Printer	Agent	Sending a power state notification

^{*1} The default value. Can be changed when installing this software.

^{*2} The default value. Can be changed in the configuration file of the Agent.



- The Agent waits to receive UDP packets on a free port of the operating system when discovering printers and retrieving the status of printers.
- For details on changing a port number in the configuration file, see the following.
 - When Changing Port Numbers(P. 330)

Configuring SQL Server

This section describes the settings required to use SQL Server as the database of this software.

When SQL Server is running on the same computer as the Manager of this software

Perform the following operations before installing this software.

- Installing SQL Server(P. 395)
- Creating the Database and User for This Software(P. 401)

When SQL Server is running on a different computer from the Manager of this software

Perform the following operations before installing this software.

- Installing SQL Server(P. 395)
- Enabling SQL Server Authentication and Remote Connection(P. 399)
- Enabling Connection via TCP(P. 400)
- Starting SQL Server Browser(P. 400)
- Configuring the Firewall Reception Settings(P. 400)
- Creating the Database and User for This Software(P. 401)
- Preventing the Computer from Entering the Sleep Mode(P. 403)

Installing SQL Server

Install a version of SQL Server supported by this software. Set the instance name and authentication mode of SQL Server during installation.

The procedure for SQL Server 2017 Express is described here.



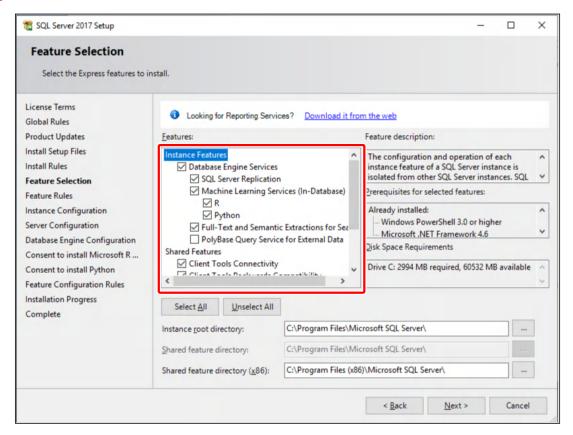
- For details on the versions of SQL Server supported by this software, see the following.
 - System Requirements(P. 25)
- This manual describes the procedure for configuring SQL Server using SQL Server Management Studio. Also install SQL Server Management Studio as required.
- 1 Log on to the computer as a user with Administrator privileges.
- **2** Execute the installer for SQL Server Express.
- 3 Select [Custom] from [Select an installation type].
- 4 Specify the destination folder, and click [Install].

[SQL Server Installation Center] is displayed when the download of the installation package is complete.

- 5 Click [New SQL Server stand-alone installation or add features to an existing installation].
- **6** Follow the wizard to proceed with the installation.

A warning is displayed if Windows Firewall is enabled, but you can proceed with the installation.

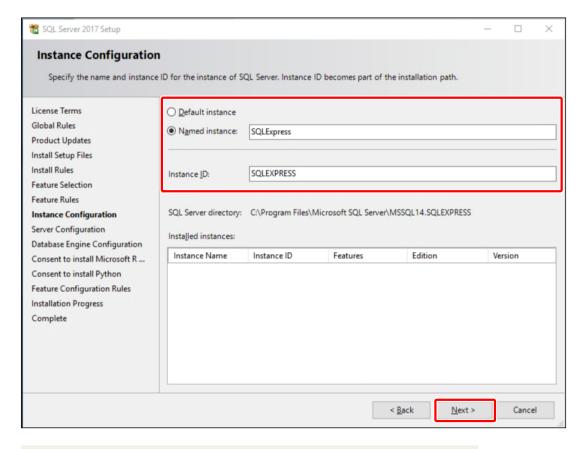
7 Select the functions to install on the [Feature Selection] screen.

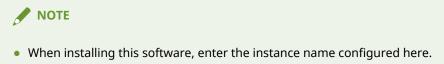


- Confirm that the following items are selected.
 - [Database Engine Services]
- ☐ [Machine Learning Services (In-Database)] and the functions below it are not required for this software to operate. Deselect them if you do not want to install them.

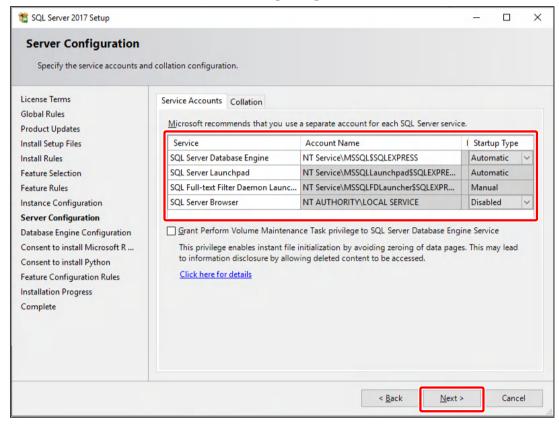
Other items do not need to be changed from their default values.

- Click [Next].
- 8 On the [Instance Configuration] screen, configure the instance and click [Next].

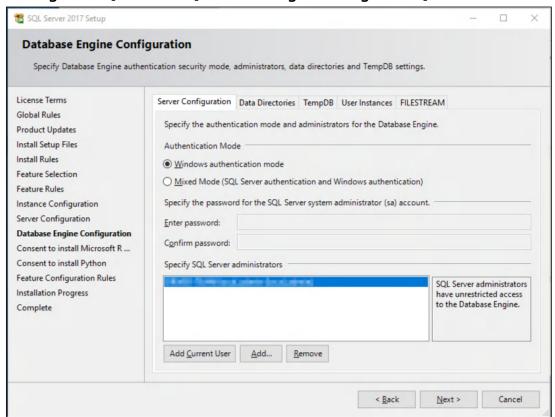




Onfirm that the [Service Accounts] tab is displayed on the [Server Configuration] screen as indicated below, and click [Next].



10 Configure the authentication mode and SQL Server administrator on the [Server Configuration] tab of the [Database Engine Configuration] screen.





 When installing SQL Server to a different computer from the Manager of this software, enable SQL Server authentication.

When using Windows authentication

- ☐ Select [Windows authentication mode] from [Authentication Mode].
- ☐ Click [Add] in [Specify SQL Server administrators].

The [Select Users or Groups] dialog box is displayed.

□ Enter "SYSTEM" in [Enter the object names to select], and click [OK].

The [Database Engine Configuration] screen is displayed again.

- □ Confirm that "NT AUTHORITY\SYSTEM(SYSTEM)" is displayed in [Specify SQL Server administrators].
- Click [Next].

When using SQL Server authentication

- □ Select [Mixed Mode (SQL Server authentication and Windows authentication)] from [Authentication Mode].
- □ Enter a password of your choice for the "sa" system manager of SQL Server in [Enter password] and [Confirm password].

- Click [Next].
- **11** Continue to follow the wizard to proceed with the installation.
- 12 When the [Complete] screen is displayed, click [Close].
- **13** Restart the computer.

Enabling SQL Server Authentication and Remote Connection

- 1 Log on to the computer as a user with administrator privileges for SQL Server.
- **2** Start SQL Server Management Studio and connect to the database engine (SQLEXPRESS).



- If you cannot connect to the database engine because a TLS certificate error has occurred, one of the following measures is required.
 - Change the server certificate (key) of the computer where SQL Server is installed to a trusted certificate (key)
 - Install the certificate (public key) of the server to the client computer connected to SQL Server
 - Trust the existing server certificate of the computer where SQL Server is installed
- Right-click the database engine, and select [Properties].
- 4 Select [Security].
- 5 Select [SQL Server and Windows Authentication mode].
- **6** Select [Connections].
- 7 In [Remote server connections], select [Allow remote connections to this server].
- 8 Click [OK].
- Q Right-click the database engine, and select [Restart].

Enabling Connection via TCP

1 St	art the SQL Server configuration manager.
2 In	[SQL Server Network Configuration], select the protocol for SQLEXPRESS.
3 Er	nable connection via TCP.
□ Do	uble-click [TCP/IP].
□ On	the [Protocol] tab, set [Enabled] to [Yes].
□ On	the [IP Addresses] tab, enter "1433" for [TCP Port] in [IPAll].
Clic	ck [OK].

Starting SQL Server Browser

- 1 Start the SQL Server configuration manager.
- 2 Select [SQL Server Services].
- **3** Right-click [SQL Server Browser], and select [Properties].

Select [SQL Server Services], and restart the SQL Server service.

- 4 On the [Service] tab, set [Start Mode] to [Automatic].
- 5 Click [OK].
- **6** Start the SQL Server Browser service.

Configuring the Firewall Reception Settings

When the Manager of this software connects to an instance of SQL Server running on another computer, the port configured in " **Enabling Connection via TCP(P. 400)** " is used (port 1433). This port must be registered to the firewall.

For details, see the instruction manual for your firewall.

Creating the Database and User for This Software

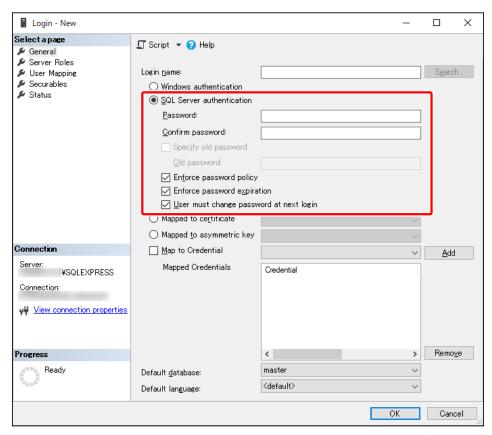
Create a user for logging in to SQL Server and set that user as the owner of the database for this software.

Creating a Login User

- 1 Log on to the computer as a user with administrator privileges for SQL Server.
- **2** Start SQL Server Management Studio and connect to the database engine (SQLEXPRESS).



- If you cannot connect to the database engine because a TLS certificate error has occurred, one of the following measures is required.
 - Change the server certificate (key) of the computer where SQL Server is installed to a trusted certificate (key)
 - Install the certificate (public key) of the server to the client computer connected to SQL Server
 - Trust the existing server certificate of the computer where SQL Server is installed
- Right-click [Security] > [Logins], and select [New Login].

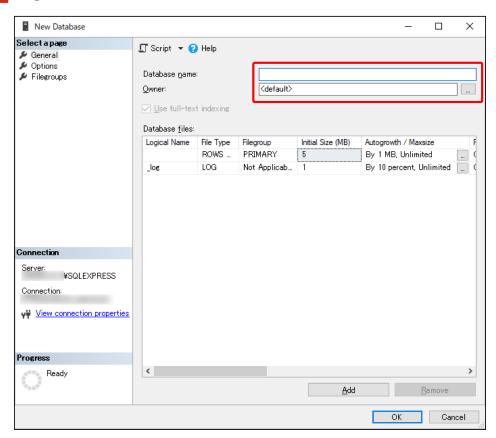


☐ Select [SQL Server authentication].

- ☐ Set [Password].
- Deselect [Enforce password expiration].
- Deselect [User must change password at next login].
- 4 Click [OK].

Creating the Database for This Software

- 1 Start SQL Server Management Studio, and connect to the database engine (SQLEXPRESS).
- Right-click [Databases], and select [New Database].



□ Enter "ManagementConsole" in [Database name].



- The name of the database used by this software must be "ManagementConsole." Other names cannot
- □ In [Owner], specify the login user created in " Creating a Login User(P. 401) ."
- 3 Click [OK].

Preventing the Computer from Entering the Sleep Mode

When installing this software to a different computer from SQL Server, confirm that the computer where SQL Server is installed is not configured to enter the sleep mode.

- 1 Select [Settings] > [SYSTEM] > [Power & sleep] from the Start menu.
- **2** Confirm that the computer is not configured to enter the sleep mode.

Changing the Database to SQL Server

This section describes the method for changing the database of this software from SQLite to SQL Server.

A tool is used to change from SQLite to SQL Server.



- Configure the required settings in SQL Server before changing the database. For details, see the following.
 - Configuring SQL Server(P. 395)
- 1 Log on to the computer where the Manager is installed as a user with administrator privileges.
- **?** Start the tool.

Double-click the following file.

- **3** Enter the information of the SQL Server to change to.
 - ☐ Enter [Server Name] and [Instance Name].
- Select [Authentication Mode].

If you selected [SQL Server Authentication], enter the user name and password used by this software to connect to SQL Server.

- 4 Click [Connect].
- 5 Click [OK].



- If you change the database, the "ManagementConsoleService.exe.config" file before changing the database is renamed to "ManagementConsoleService.exe.config.sqlite".
- The content of the "ManagementConsoleService.exe.config.sqlite" file can be copied to the "ManagementConsoleService.exe.config" file to restore this software to the state before the database was changed. When copying the content of the file, stop the following services of this software.
 - Canon Management Console Manager

After copying the content of the file, start the services to restore this software to the state before the database was changed.

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