



KM-Net ServiceGateway

Quick Start Guide

Version #1.0.1118
November 2004

Revision History:

No.	Description	Date
Version 1.0.1118	Changed the brand name from Kyocera Mita to Kyocera. In the "Step 6" section, added the following quote: The IB-21e version 1.33 or later has the "send" button on this page to send a email for testing.	11-2004

What does the ServiceGateway do?

The ServiceGateway is a mail client that receives the total page count via e-mail from Kyocera printers/copiers/MFP. The total page count is then formatted and uploaded to the accounting management system.

For dealers not using an accounting management system, the ServiceGateway may be used to export the total page count data into standard Comma Separated Value (CSV) format for use in the dealer's spreadsheet or accounting applications.

What is needed to make it work?

At the dealer site:

- Step 1: Create a POP3 mail account to be used by the ServiceGateway to receive the e-mail reports from the printers.
- Step 2: Install the ServiceGateway on a machine with Windows 2000 or XP.
- If the dealer is not using an accounting management system, then the ServiceGateway will be used to receive the e-mail reports and export to CSV format for use in spreadsheet or database applications. See *Exporting Meter Counts for use with Other Applications* in the *ServiceGateway User Guide*.

At the customer site:

- Step 3: Each Kyocera printer must have an IB-21E network interface card with firmware version 1.2.0 or later.
- Step 4: Each printer must be configured to connect to a network time server.
- Step 5: Each printer must be configured to send e-mail reports to the ServiceGateway running at the dealer site.
- Step 6: Verify successful delivery of e-mail reports to an Internet e-mail address. The customer must have a mail server that allows a POP3 mail client (the printer) to send e-mail to the Internet.
- Step 7: Modify the mail server to support POP3 if necessary.
- Step 8: Easily configure multiple printers.

Step 1

Dealer Site – Set Up a POP3 Account for the ServiceGateway

1. The mail server at the dealer site must support access by a POP3 mail client (virtually all leading mail servers can support POP3).
2. Set up a POP3 mail account for use by the ServiceGateway. Mail account means a mailbox and a user account that can access the mailbox.

Step 2

Dealer Site – Install the ServiceGateway

1. Run the ServiceGateway Setup.exe to start the Installation Wizard. An essential part of the installation is establishing a connection to the mail server. If you have trouble connecting, select the Help button on the Connection Settings screen for additional information.
2. Once the ServiceGateway is installed, it runs as a background process in the Taskbar sysTray. It retrieves the meter count e-mail sent by the printers and automatically converts and uploads the count information to the accounting management system. To change any of the ServiceGateway settings, double click the sysTray icon to open the application window. Click the minimize button to return the application to the sysTray.

Step 3

Customer Site – Verify IB-21E Version 1.2.0 or Higher.

Each printer that will be sending meter counts to the ServiceGateway must be equipped with an IB-21E network interface with firmware version 1.2.0 or higher.

The IB-21E firmware version can be determined by:

- Printing a Service Status Page from the Operator Panel (under Others, Service, on most models), or
- Using a web browser to connect to the printer's internal web server, (e.g. <http://192.168.1.27>) and checking the Network Firmware entry under General on the Home page.

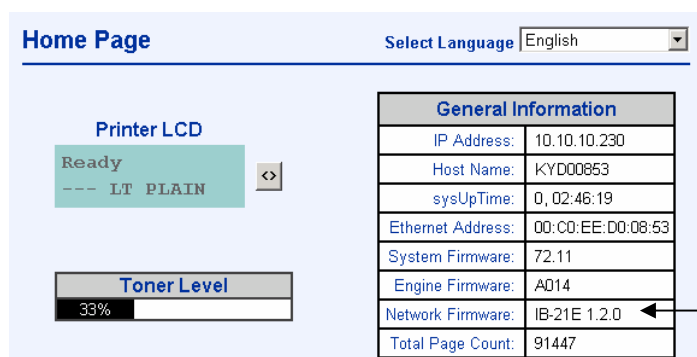


Figure 1. IB-21E Firmware Version on the Printer Home Page

If the IB-21E firmware needs to be upgraded:

1. Obtain the latest IB-21E firmware from Kyocera.
2. On each printer that needs to be upgraded, connect to the upload page using the web browser, e.g. <http://192.168.1.27/upload>, and send the new firmware file.

Step 4

Customer Site – Set Up Time Server Connection

Each printer will be configured to send meter counts at a specified interval, for example the first day of each month. Since the printer does not have an internal clock, it must connect to a network time server in order to properly perform scheduled tasks.

If a time server is available on the customer's network, the printer will be configured to receive the time from it. Otherwise the printer will be configured to connect to a time server on the Internet.

TIP: Note that to connect to an Internet time server, the customer's firewall must allow access. The Simple Network Time Protocol (SNTP) uses the User Datagram Protocol (UDP) on port 123. Thus, the firewall must allow UDP traffic on port 123 from the LAN to the Internet.

Set the printer to connect to a time server:

1. Connect to the printer's internal web server by entering the printer's IP address in a web browser, for example <http://192.168.1.27>
2. Select **Time** from the left navigation bar.

Step 4 - Continued

Customer Site – Set Up Time Server Connection

3. Time servers provide time in Coordinated Universal Time (UTC) also known as Greenwich Mean Time (GMT). The time provided by the time server should be converted to the local printer time. Set the local time adjustment as follows:

Pacific Standard Time	- 8 hours	Central Standard Time	- 6 hours
Pacific Daylight Time	- 7 hours	Central Daylight Time	- 5 hours
Mountain Standard Time	- 7 hours	Eastern Standard Time	- 5 hours
Mountain Daylight Time	- 6 hours	Eastern Daylight Time	- 4 hours

4. If using NetWare to provide time services, click the **NetWare** radio button. Otherwise, click the **SNTP** radio button.

- If there is a time server available on the customer's network enter its IP address, otherwise
- Enter the IP address of an Internet time server.

A list of publicly available time servers is available at:

<http://www.eecis.udel.edu/~mills/ntp/clock2a.html>.

For our example, the IP address **207.126.97.57** is used from the following entry in the public time server list:

US CA ntp1.sf-bay.org (207.126.97.57)

Location: San Jose, CA

Synchronization: NTP secondary (stratum 2), FreeBSD

Service Area: North America: Northern California and Pacific Northwest

Access Policy: open access, please send a message to notify

Contact: Scott Hazen Mueller (clockmaster@sf-bay.org)

Note the time server access policy. Most providers request that you send an e-mail to the time server administrator notifying them of your usage.

TIP: If the DNS server is set on the IB-21E TCP/IP Protocol page, then the time server name (ntp1.sf-bay.org) may be used instead of the IP address.

5. Click **Submit** to send the settings to the IB-21E. Wait a minute or two for the page to refresh. If the printer made a successful connection to the time server, the current date and time will be displayed.

Time

Although the printer does not have an internal clock, the current time and date may be obtained from a network time server.

Local Time Zone : GMT ☐ + 08 : 00 ☐ - 08

Date & Time : Mon 6 Jan 2003 09:45:13

Time Protocol : ☐ None ☒ SNTP ☐ NetWare

SNTP Server : 207.126.97.57

Submit Cancel

Figure 2. Time Configuration

Step 5

Customer Site – Set Up E-mail Reports

Each printer must be configured to send e-mail reports to the ServiceGateway at the dealer site. This involves establishing a connection to the customer's mail server for sending outbound SMTP (Simple Mail Transfer Protocol) mail and setting the ServiceGateway e-mail address as the recipient of the e-mail reports.

Part 1 - Establish a connection to the SMTP mail server:

1. Connect to the printer's internal web server by entering the printer's IP address in a web browser, for example <http://192.168.1.27>
2. Select **Mgmt / Notification** from the left navigation bar.
3. Select the **SMTP** tab.
4. Enable the **SMTP Protocol**.
5. Set the **SMTP Port Number** or use the SMTP default port 25.
6. Enter the **SMTP Server Name** or IP address. If entering the name, rather than the IP address, a DNS server address must also be configured. The DNS Server address may be entered on the **TCP/IP** tab after selecting **Protocol Setup** from the navigation bar.
7. Click the **Test** button to check for a successful connection to the SMTP server. If the test fails, double check the IP address or name and DNS settings. If the test fails and the mail server is not at the customer's site, for example an ISP mail server is used, then see *SMTP Authentication* in the *ServiceGateway Setup Guide* for details.
8. Enter the **Sender Address**. The sender address is often set to the address of the person responsible for the printer, such as the printer administrator, so that a reply or non-delivery report will go to a person rather than to the printer.
9. Click **Submit**.

Figure 3. SMTP Configuration

Step 5 - Continued

Customer Site – Set Up E-mail Reports

Configure the ServiceGateway as the E-mail Recipient:

1. Select the **Maintenance** tab.
2. Enter the **Equipment ID** or **Machine Serial Number** for the printer in the accounting management system. If the Equipment ID or **Machine Serial Number** is not recognized by the accounting management system, the entire e-mail report will be ignored.
3. For **Recipient Address**, enter the e-mail address of the POP3 mailbox created for the ServiceGateway.
4. Under **Maintenance Reports**, click the **E-mail Interval** drop down and select the desired report interval.
5. Click **Submit**.

SNMP SMTP POP3 Advanced E-mail **Maintenance**

Maintenance Notification

Equipment ID :

Recipient Address :

(Use a semicolon ";" between multiple addresses. 200 characters max.)

Subject :

Conversion strings

%printer	:	Printer Model
%serial	:	Serial Number
%etheraddr	:	Ethernet Address
%equipid	:	Equipment ID

Maintenance Reports :

Run once now :

E-mail Interval :

(An e-mail will be sent at the selected interval.)

on day of selected months at

<input checked="" type="checkbox"/> January	<input checked="" type="checkbox"/> February	<input checked="" type="checkbox"/> March
<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> June
<input checked="" type="checkbox"/> July	<input checked="" type="checkbox"/> August	<input checked="" type="checkbox"/> September
<input checked="" type="checkbox"/> October	<input checked="" type="checkbox"/> November	<input checked="" type="checkbox"/> December

Figure 4. E-mail Report Configuration

Step 6

Customer Site – Verify E-mail Delivery

The customer's mail server may already be configured to allow POP3 mail clients to send e-mail to the Internet – and then again, it may not. The following procedure may be used to quickly verify successful Internet delivery.

Verify Internet E-mail Connectivity:

1. Select the **SMTP** tab.
2. Select the **E-mail Recipient 1** link.

Step 6 Continued

3. For **Recipient 1 Address**, enter an Internet e-mail address; preferably one that can easily be connected to for delivery verification.
4. Under **Event Reports**, click the **Cover Open** checkbox.
5. For **E-mail Interval**, enter 1 minute.
6. Click **Submit**.

The IB-21e version 1.33 or later has the “send” button on this page to send an email for testing.

Customer Site – Verify E-mail Delivery

The screenshot shows the 'SMTP' configuration page with the 'E-mail Recipient 1' tab selected. The 'Recipient 1 Address' field contains 'dealer@yahoo.com'. Under 'Event Reports', the 'Cover Open' checkbox is checked. The 'E-mail Interval' is set to '1' minutes. At the bottom, there are 'Submit' and 'Cancel' buttons.

Figure 5. E-mail Recipient for Internet E-mail Verification

7. Open one of the printer's covers. Wait a couple minutes and then check your Internet e-mail account to see if it received the error report e-mail. If it did, then the customer's mail server is set to allow POP3 clients to send to the Internet and the printer's e-mail reports should be able to be received by the ServiceGateway.

When finished, be sure to eliminate these test settings made to the E-mail Recipient 1 page.

If the test error report e-mail is not received, then most likely the customer's mail server configuration needs to be modified.

Note: There is a “send” button for sending test e-mail reports in IB-21E version 1.3.0 or higher.

Step 7

Customer Site – Mail Server Modifications

If the test e-mail in the previous section was successful, then no modifications to the mail server are necessary and you may proceed to Step 8.

Step 7 (Continued)

If the e-mail delivery verification failed in Step 6, then modifications may need to be made to the customer's mail server. Following are initial suggested steps for troubleshooting the non-delivery:

Perform Step 6 - *Verify E-mail Delivery* again, but for **E-mail Recipient 1** use a customer e-mail address that will be delivered locally rather than going through the Internet.

- **Failure:** If a local address fails, then the mail server is most likely not correctly configured to support POP3. Ask the customer's mail administrator to enable POP3 support on their mail server. Another possibility is that the mail server may require authentication for all POP3 connections. See *SMTP Authentication* in the *ServiceGateway Setup Guide* for details???
- **Success:** If a local address is successful, then the mail server allows POP3 connections, but does not route POP3 mail to the Internet. See *Configuring the Customer's Mail Server* in the *ServiceGateway Setup Guide* for additional configuration instructions.

Step 8

Customer Site – Configuring Multiple Printers

If you have made it this far without problems, congratulations! You have successfully set up one printer at the customer site, and it is sending e-mail reports that are received by the ServiceGateway at the dealer site.

There is a method to "clone" the settings from one printer to another, avoiding the tedious and error prone manual set up of each printer. Please see *Cloning the Printer Settings* in the *ServiceGateway Setup Guide*.