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@ Remote recovery procedure Field Engineer

> Work instruction @Remote Field Engineer recovery procedure

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Version management:

| Date       | Writer              | Description            | Version |
|------------|---------------------|------------------------|---------|
| 15-02-2016 | Anthony van de Wouw | 1st setup              | V1R1    |
| 16-01-2017 | Anthony van de Wouw | Additional steps added | V1R2    |
| 02-06-2021 | Anthony van de Wouw | Hyperlinks modified    | V1R3    |
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| 16-01-2017 | Anthony van de Wouw | Yes      |
| 02-06-2021 | Anthony van de Wouw | Yes      |





#### **1** Introduction

This manual describes the step-by-step plan that can be followed if @Remote no longer functions or if the 'embedded @Remote installation' fails.

NB!

Follow this guide closely to successfully resolve the issue. Always contact the Customer Control department at step 9.

Changes compared to the previous version are marked in yellow.

### 1.1 Additional documentation

In <u>General Service Bulletin 32</u> describes how you can check whether @remote is installed and functioning. In <u>Work instruction Embedded @Remote installation</u>'. Is the installation procedure of an 'embedded @Remote installation' described.

In <u>'ID2 code recovery procedure</u>' contains the procedure that a @remote engineer must perform to restore the ID2 code.

#### **2 Actions Engineer**

### 2.1 Step 1

Check whether the network data in the interface settings are still correct. Test whether you can ping the set Gateway from the machine.

Also look around you to see if there are multiple machines at the customer and check whether these machines have a connection. If so, compare the network settings.

**No >** Troubleshoot this problem together with customer. Often, as a test, the machine can be set to DHCP and then see which Gateway address the machine gets.

Yes > Go to step 0.1

### 2.2 Step 2

This step only applies to embedded @Remote, otherwise go directly to step 3. Check if the

machine is connected to the internet. If you are not sure whether this machine can go to the internet, do this together with the customer's ICT.

Tip, you could test this by pinging to 8.8.8.8 via the interface settings. (= google's DNS server). Please note that this can also be switched off in the customer's network.

**No** > Troubleshoot this problem together with customer. Perhaps a proxy server is used, check whether it is correct. The proxy server may not be a Windows Proxy server, see: 'Work instruction Embedded @Remote installation'. When using a Proxy it is not possible to ping to 8.8.8.8 via the interface settings.

Yes > Go to step 3





## 2.3 Step 3

Check under "Effective Protocol" whether: "@remote Service" is set to "Active". (Option available from the GW2011A controller)

| 🔹 Systeeminstelling                      | en             |   | Afsluiten            |
|--|----------------|---|----------------------|
| Alg.<br>eigenschappen papierlade in      | Tijd Interfa   | ce Bestands Beheerder<br>l. overdracht toepassingen |                      |
| Netwerk                                  |                |   | Lijst afdrukken      |
| Apparaat IPv4-adres                      | 10.146. 11.250 | DNS Configuratie                                    | Specificeren         |
| IPv4 Gateway adres                       | 10.146. 11.193 | DDNS Configuratie                                   | Actief               |
| Apparaat IPv6-adr                        | es             | IPsec   | Inactief             |
| IPv6 Gateway adres                       | ::             | Domein naam   |                      |
| IPv6 Staatloos adres autom. Configuratie | Actief         | WINS configuratie                                   | Aan                  |
| DHCPv6-configurat                        | tie            | Effectief protoco                                   |                      |
|  |                | 1/3 🔺 🛛   | rige 🔻 Volg.         |
| Ingelogd: Apparaatbeheerder              |                |   | 18 JUL 2014<br>11:39 |

| 🔅 Systeeminstelling               | gen              |          |           | Afsluiten            |
|-----------------------------------|------------------|----------|-----------|----------------------|
| Effectief protocol                |                  |          | Annuleren | OK                   |
| Selecteer het effectieve protocol | en druk op [OK]. |          |           |                      |
| @Remote service                   | Actief           | Inactief |           |                      |
| ►Firmware-update (IPv4)           | Actief           | Inactief |           |                      |
| ►Firmware-update (IPv6)           | Actief           | Inactief |           |                      |
|                                   |                  |          |           | 2/2 Vorige Vola.     |
| Ingelogd: Apparaatbeheerder       |                  |          |           | 18 JUL 2014<br>11:40 |

No > If set to Inactive, set it to "Active", or if not present continue with step 4. Yes > Step 4





## 2.4 Step 4

Check under "Extended security" whether "@Remote service" is set to "Do not prohibit".

| 💠 Systeeminstellingen  | Afsluiten                                       |
|--|---|
| Alg. Instellingen Tijd Interfac<br>papierlade instellingen instell | e Bestands Beheerder<br>overdracht toepassingen |
| Milieuvriendelijke teller periode / bericht van beheerder          |   |
| Actie v app. als limiet is bereikt Drg mt hand toest               | Beheerdersverificatie management                |
|  | Beheerder programmeren/wijzigen                 |
|  | Sleutelteller management                        |
|  | Extern bestaalsysteem management                |
| Gebruik van mediasleuf   | Verhoogd extern betaalsysteem management        |
| Gebruikersverificatie management                                   | Uitgebreide beveiliging                         |
|  | 2∕5 🔺 Vorige ▼ Volg.                            |
| Ingelogd: Apparastbeheerder  | 18 JUL 2014<br>11:23                            |



No > Set this to "Do not prohibit" and continue with step 5. Yes > Step 5





## 2.5 Step 5

Run SMC report (SP5-990-002) and check the settings below (this sp-mode is only on the report and cannot be read via the control panel):

| 5811-02 | MachineSerial | Display          | :   | 57234300098 |
|---------|---------------|------------------|-----|-------------|
| -03     |               | ID2 Code Display | S72 | 34300098    |

The serial number must match the serial number on the type plate on the back of the MFP/printer.

Serial number and ID2 Code must be identical. Only with the ID2 code there are 6 spaces between the prefix (S72) and the rest of the serial number (34300098).

No > Call Customer Control (tst2120) and indicate that you are at step 5 of the procedure and that the ID2 Code is incorrect. Provide the serial number and IP address. Customer Control then indicates which next step (option 1 or option 2) you must perform: **Option 1>** Customer does not have an external RC-Gate: Book the call on 'Waiting for knowledge' and indicate at 'Comments': "ID2 code is corrupt, schedule call at: '@Remote Office (RC-A)' skills". Contact planning and clearly indicate again that call must be scheduled with someone with '@Remote Office (RC-A)' skills to perform the 'ID2 code recovery procedure' to be carried out.

Proceed to step 11 Option 2 > Proceed to step 6 Yes > Proceed to step 6

### 2.6 Step 6

Check the settings below:

| 5816-01 | Remote Service | I/F Setting   | 2 | 2 |
|---------|----------------|---------------|---|---|
| -03     |                | Function Flag | 0 | 0 |

5816-01 must be set to 2 and 5816-03 can be set to 0 or 1. This does not need to be adjusted.

**No >** Set this to 2 via sp-mode 5816-01 and then continue with step 7 **Yes >** 

continue with step 7

### 2.7 Step 7

Check the settings below:

| 5816-90 | Remote Service | CERT:Subject | 000000 |
|---------|----------------|--------------|--------|
|         |                |              |        |

5816-90 should read 000000\_\_\_\_

**No >** Go to step 8 **Yes >** Continue with step 9

### 2.8 Step 8

Run SP mode 5870-03, then 5870-01 and if present 5870-04 (from GW 2012A controller) and restart the MFP/printer. This order is important, as this sets the certificate to 2048 bit. If you do 5870-01 last, the certificate is set to 512 bit.

Check after the restart if you can perform a manual call. Yes > Problem solved. Continue with step 11.

No > Run SP mode 5816-209 (This sets SP mode 5816-03 to 0) and restart the MFP/printer. Then continue with step 9





### 2.9 Step 9

Contact Customer Control(ext 2120) and indicate that you are at step 9 of the procedure.

Provide the serial number and IP address. Customer Control then indicates which next step (option 1, option 2 or option 3) you must perform: **Option 1>** Continue with step 10 **Option 2>** Book the call and indicate in 'comments': '@Remote installation failed, a new call has been created on the serial number of the external RC-Gate'. Continue with step 11.

**Option 3>** Book the call and indicate at 'comments': '@Remote installation failed, a new call has been created on the serial number of the @Remote Connector'. Continue with step 11.

### 2.10 Step 10

If it concerns an embedded @Remote installation, follow the work instruction: 'Work instruction Embedded @Remote installation'.

After the above procedure, perform the final check as described in: General Service Bulletin 32 Were you able to successfully execute a 'manual call'?

**No** > Repeat the entire procedure and if the last check still does not work, book the call to 'Waiting for knowledge' and indicate at 'Comments': "Embedded @Remote installation failed, schedule call at: '@Remote Office (RC-A)'skills". Contact planning and clearly indicate again that the call must be scheduled with someone with '@Remote Office (RC-A)' skills. Continue with step 11.

Yes > Continue with step 11

### 2.11 Step 11

Tell the customer what you have done and if there are any follow-up actions. **End of procedure.** 

### **3 Escalation**

If you have any problems or questions, please contact:

Customer Control (ext 2120) Customer.control@ricoh.nl