

DocuSP Remote Services

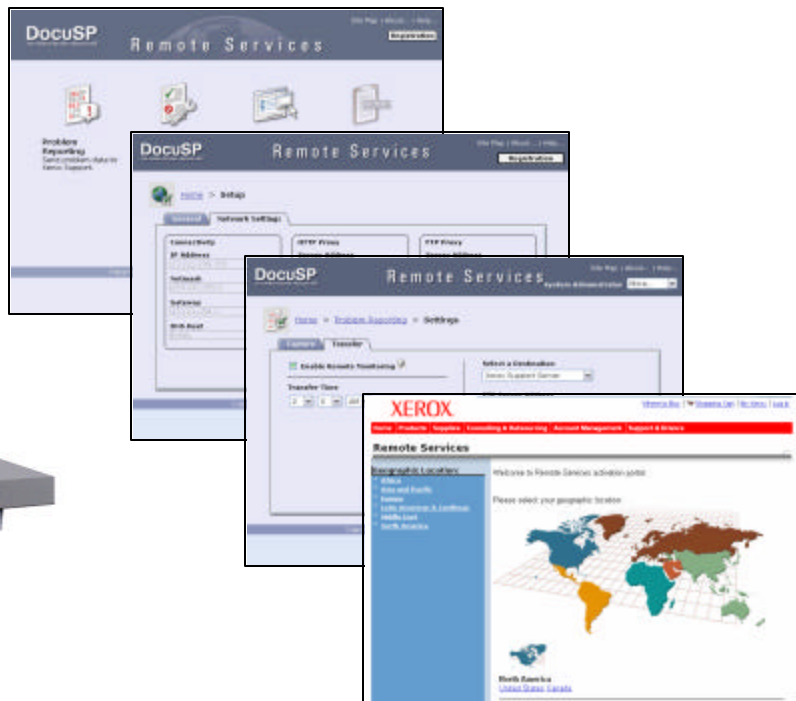


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Section 1 Before You Start ...

Complete the following steps to ensure that the DocuSP DFE is configured properly for Remote Services.

- __1. Ensure that the DocuSP DFE is connected to the Customer's network and not ripping or printing jobs (idle).
- __2. Ensure that the customer has purchased an FSMA Agreement.
- __3. Locate the Remote Services *Installation Worksheet* in the product installation planning document (Figure 1). Information provided by this worksheet is **critical** for setup, and includes the following:
 - *IP Address* assigned to the Customer's product
 - Name Service information (if applicable)
 - *Proxy IP Address* and *Port* (if applicable)
 - *User Name* and *Password* for firewall/proxy access (if applicable).

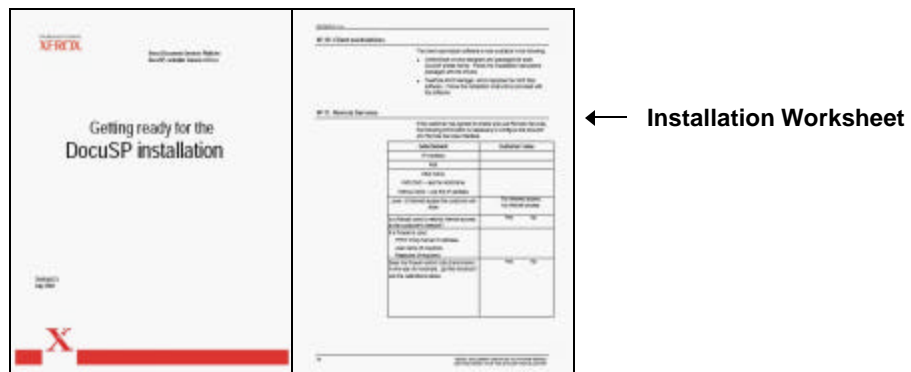


Figure 1 -Sample Installation Worksheet for Remote Services

- __4. Login as System Administrator at the DocuSP GUI. Select **[Administration]**, and then select **[Accounting...]**. Select **[Options...]** to open the *Accounting Options* window (Figure 2). Ensure the options are configured for Remote Services to function properly.

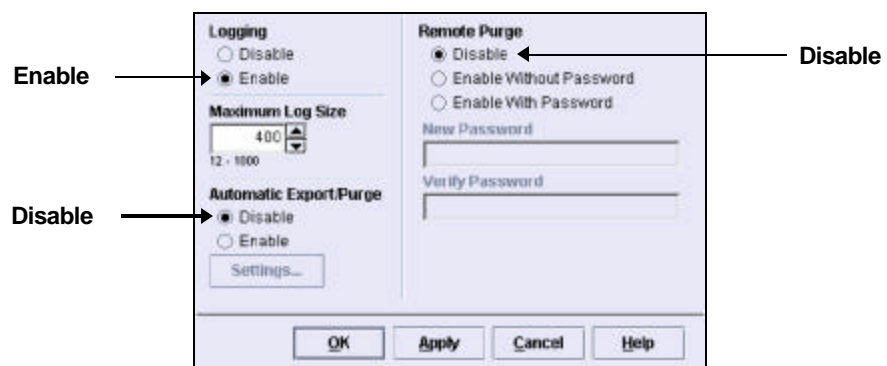


Figure 2 - Accounting Options Window

- __5. If the Customer's network uses a Name Service, ensure it is enabled in the DocuSP application.

To check DNS setup, select **[Setup: Network Configuration: DNS]** at the UI to display the DNS settings (Figure 3). Refer to the Installation Worksheet, and enter the information.

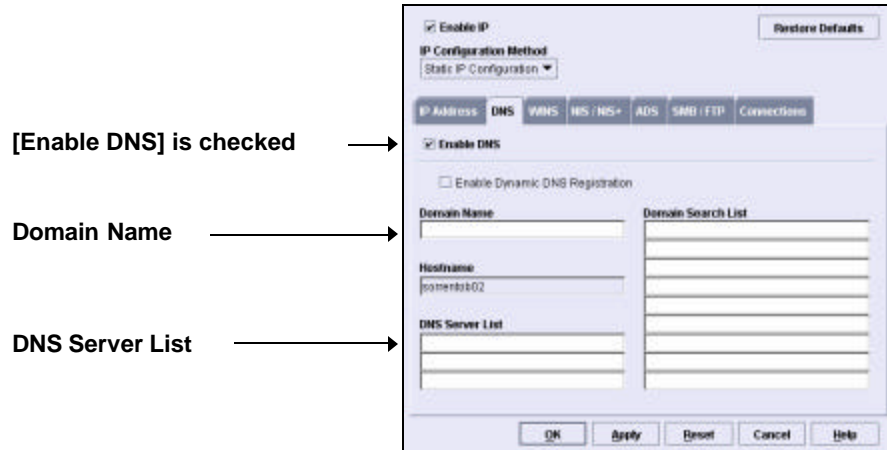


Figure 3 - DNS Setup Window

If a different Name Service is used, select the corresponding tab and enter the information supplied with the *Installation Worksheet*.

6. Log into DocuSP Diagnostics, and enter *dC105 System Configuration Setup*. Ensure that the information required for Remote Services to function properly has been entered (Figure 4).

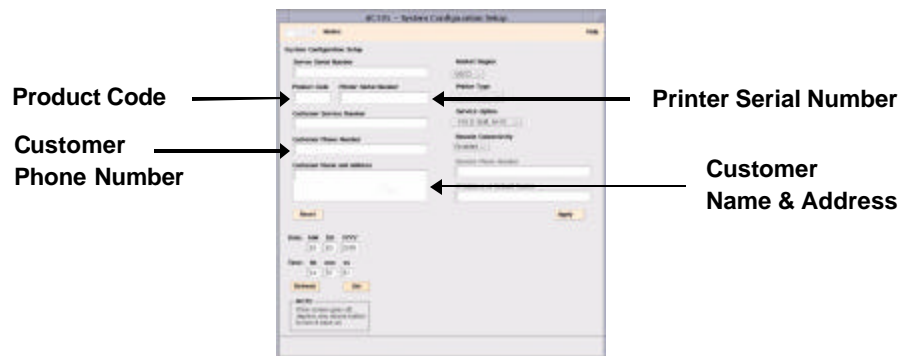


Figure 4 - dC105 System Configuration Setup

Product Code: All alpha characters must be entered as UPPERCASE.

Examples: **PYW** (NASG) **112** (XE/DMO)

Printer (Print Engine) Serial Number: Product Code must be appended to the front of the Serial Number. Do not enter spaces or dashes.

Examples: **PYW123456** (NASG) **1121234567** (XE/DMO)

Note

For systems with a touch screen UI on the IOT, enter dC105 at the IOT UI and verify the product code and serial number.

7. Exit DocuSP Diagnostics.

IMPORTANT!

For internal Xerox locations (e.g., training centers, customer support centers), go to *Appendix A, Configuring Remote Services at Xerox Sites* at this time. Do not continue with the next section until Appendix A has been completed.

Section 2 Configuring Remote Services

1. To open Remote Services, move the mouse to a blank area of the workspace and press the **[Help]** key located at the upper-left corner or the keyboard. The *Remote Services Home* window is displayed (Figure 5).



Figure 5 - Remote Services Home Window

Note:

A short delay (~30 seconds) may occur before the window opens.

2. If the *Registration* window opens automatically, minimize it at this time. It is not needed until later in the procedure.
3. Select **[Setup]** at the bottom of the *Remote Services Home* window. The *Setup* window is displayed.
4. Confirm that the *Print Engine Serial Number* field displays the correct serial number (Figure 6). If the field does not display the correct number, enter it at this time, and then select **[Apply New Settings]**.

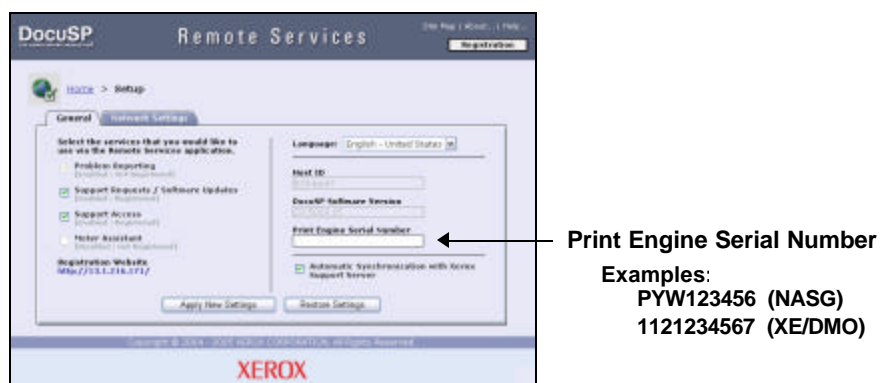


Figure 6 - Checking the Serial Number

IMPORTANT!

If the correct serial number was not displayed in the *General Setup* window, access *dC105 System Configuration Setup* and enter the correct number at the completion of this setup procedure.

- __5. Record the Host ID and Print Engine Serial Number at this time. This information will be required at a later time if the customer decides to register Remote Services from an alternate location.

Host ID: _____ Serial Number: _____

- __6. Select **[Network Settings]** to display the *Network Settings* window.
- __7. Check the Remote Services *Installation Worksheet* from the installation planning document. If a firewall or proxy is used to access the Internet, enter the **Server Address** and **Port** of the **HTTP Proxy** (Figure 7). Leave these fields blank if the customer does not use a firewall or proxy.

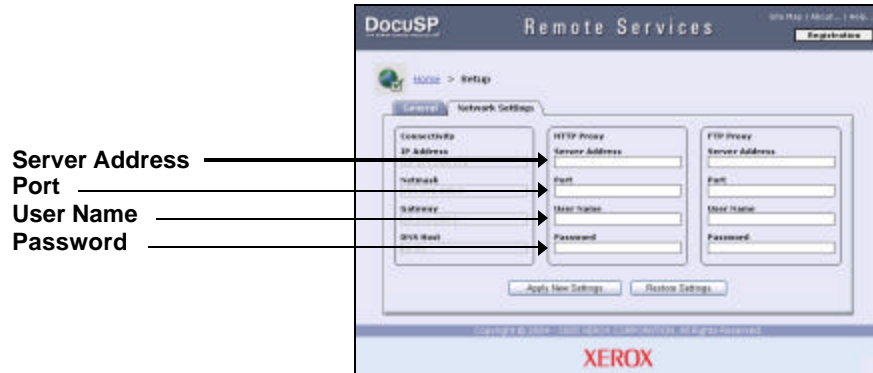


Figure 7 – HTTP Proxy Settings

- __8. Check the *Installation Worksheet*. If a firewall/proxy is used to access the Internet and requires a **User Name** and **Password**, enter them now (Figure 7). Leave these fields blank if a firewall/proxy is not used.
- __9. If changes were made on the *Network Settings* window, select **[Apply New Settings]**. Select **[Home]** to display the *Remote Services Home* Window.

Section 3 Registration & Customer Acceptance

Note:

Ensure that the customer registers the Remote Services feature at this time. The customer **MUST** accept the Terms & Conditions of the Remote Services offering before the feature can be activated. If desired, the customer may register Remote Services from any Internet-connected computer at:
<http://www.rs.docusp.xerox.com/registration>

- __1. Select **[Registration]** at the top of the window (Figure 8).



Figure 8 - Registration Button

The registration window for Remote Services is opened (Figure 9).



Figure 9 - Remote Services Registration Window

2. Select the customer's geographic location/country in the window. The *Customer Letter and Agreement Addendum* are displayed (Figure 10).



Figure 10 - Customer Letter & Agreement Addendum

3. Ensure that the customer reads the *Customer Letter and Agreement Addendum* at this time.
4. Select the customer's product from the pull-down menu (Figure 11).

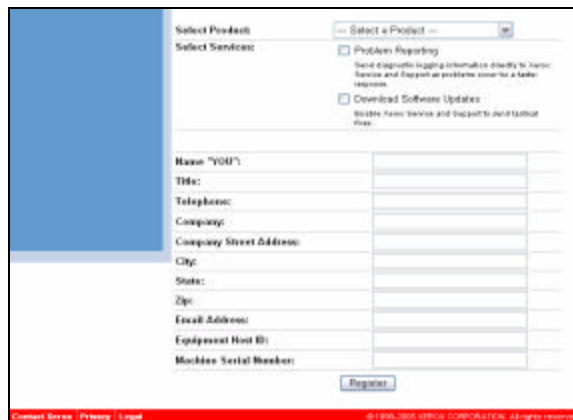


Figure 11 - Customer Information & Setup Selections

Note:

Access to an additional service (Sentinel) is provided if DocuTech 128, 155, or 180 Highlight Color is selected as the product.

- __5. Select the services requested by the customer.
- __6. Enter the customer information. If registering from the product UI, the *Equipment Host ID* and *Machine Serial Number* are already filled in.
- __7. After all information has been entered, have the **customer** select **[Register]**.
- __8. Close the window after the registration confirmation is displayed.
- __9. Select the **[Support Requests]** icon on the *Remote Services Home* window (Figure 12) to display the *Support Requests* window.

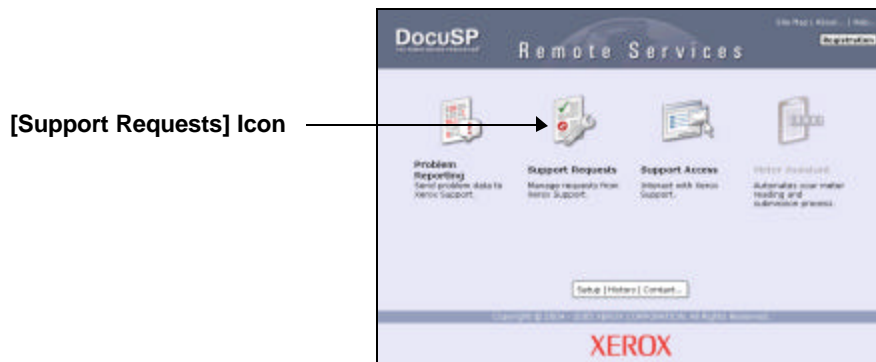


Figure 12 - Support Requests Icon

- __10. Select the **[Get New]** button (Figure 13). Wait about 30 seconds before performing the next step.

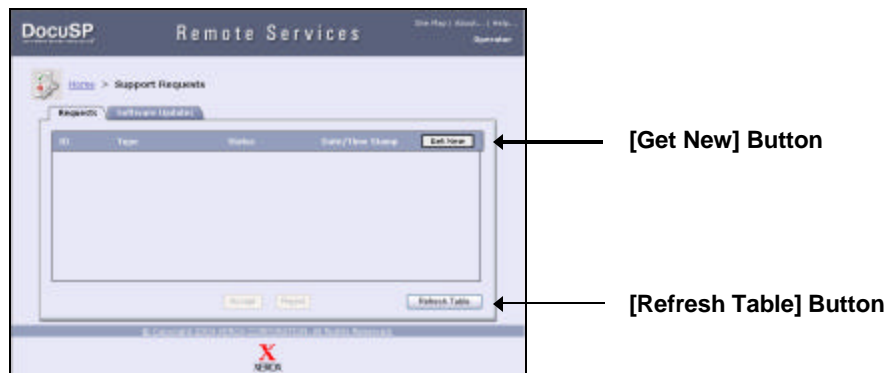


Figure 13 – Support Requests Window

- __11. Select the **[Refresh Table]** button to display new requests (Figure 14).

Note:

If new requests do not appear, network traffic may be slow. Wait about one minute, and then select **[Get New]** and **[Refresh Table]** again.

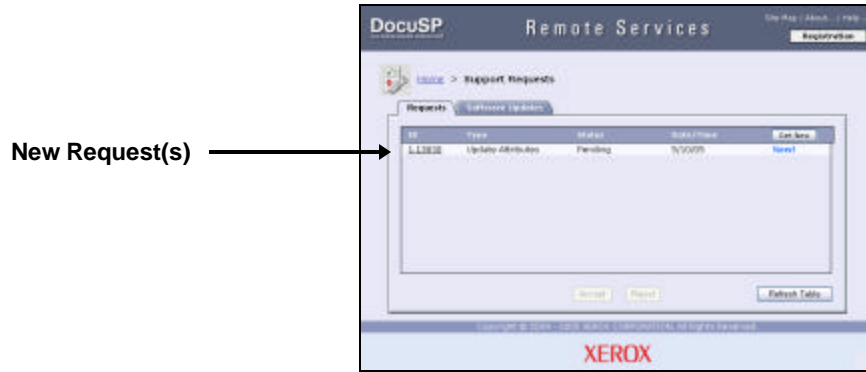


Figure 14 - Support Requests Window with New Request(s)

Note:

A DocuSP *License Download* request will also be displayed for new installations and version upgrades .

- __12. Click on the *ID* number for *Update Attributes* to open the *Support Request Details* window (Figure 15).

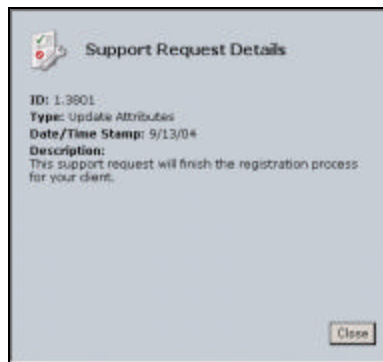


Figure 15 - Details Window (Registration)

- __13. Verify that the selected *ID* number is intended to complete the registration process, and then select **[Close]**.
- __14. Click on *Update Attributes* to highlight the row, and then select **[Accept]** to complete the registration process.
- __15. If a *License Download* request is displayed, click on the *ID* number of the request to open the *Support Request Details* window (Figure 16).

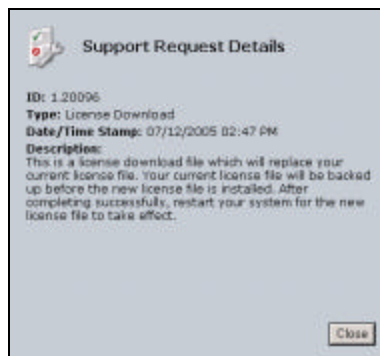


Figure 16 - Details Window (License Download)

- __16. Verify that the selected *ID* number is intended to download a license, and then select **[Close]**.
- __17. Click on *License Download* to highlight the row, and then select **[Accept]** to download the new DocuSP license. Note that the *Status* of the request changes from *Pending* to *In-Progress*.
- __18. Wait about 30 seconds, and then select **[Refresh Table]**. If the download has completed, the *Status* will change to *Completed*.

Note:

If the *Completed* status is not displayed, wait about one minute and then select **[Get New]** and **[Refresh Table]** again.

- __19. Select **[Setup: Restart]** to restart the DocuSP application.
- __20. After the DocuSP application appears, press the **[Help]** key on the keyboard to display the *Remote Services Home* window.

Section 4 Testing the Connectivity

1. On the *Home* window, select the link for **[1 File Ready For Transfer]** (Figure 17). If prompted, logon as *System Administrator*.



Figure 17 - Test Link

2. Ensure that the test file row in the *Transfer* pop-up window is highlighted (Figure 18). Select **[Start Transfer]** to transmit the test file.

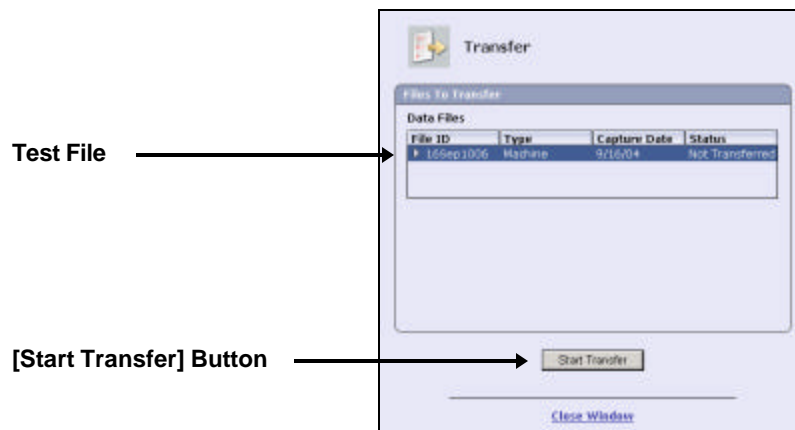


Figure 18 - Highlighted Test File

A confirmation message is displayed upon successful completion of the transfer (Figure 19).

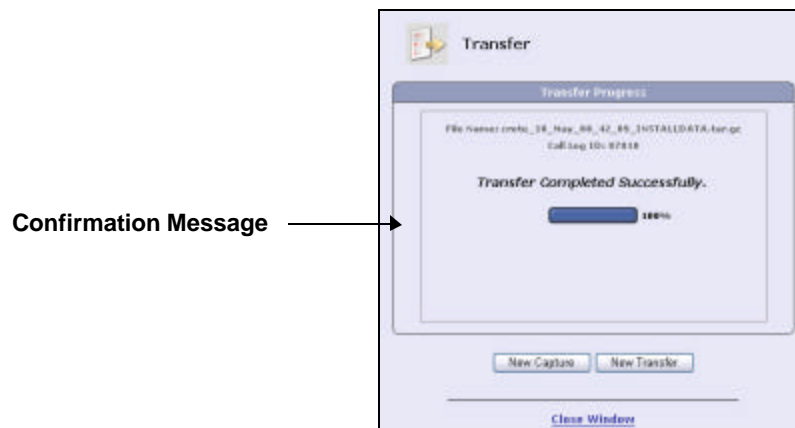


Figure 19 - Transfer Confirmation Message

Note:

If the confirmation message does not appear within one minute, the transfer was not successful. Refer to *Section 5, Troubleshooting*.

- ___3. Select **[Close Window]** to close the *Transfer* window.
- ___4. At this time, ask the customer for permission to enable *Remote Monitoring*. Have the customer determine an appropriate time-of-day for automatic data transfers. With customer consent, complete the remaining steps.
- ___5. Select **[Settings]** to display the *Settings* window.
- ___6. Select the **[Transfer]** tab (Figure 20).

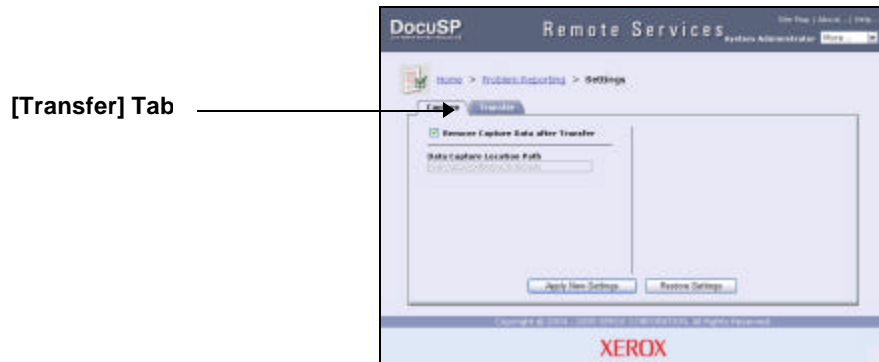


Figure 20 – Transfer Tab on Settings Window

- ___7. Place a check in the box for **Enable Remote Monitoring** (Figure 21).

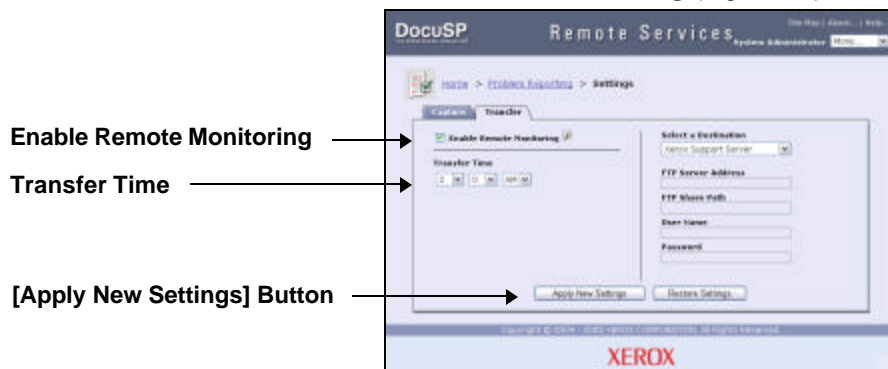


Figure 21 - Settings to Enable Remote Monitoring

- ___8. Enter the **Transfer Time** as specified by the customer (the default transfer time is 2:00 AM).
- ___9. Ensure that **Select a Destination** is set to *Xerox Support Server*.
- ___10. Select **[Apply New Settings]**, **[Home]**.

Remote Services is now configured and ready for use.

Section 5 Troubleshooting

Connectivity Problems

Symptom	Corrective Action
Unable to log on as <i>Customer Service Engineer</i> .	A password recognition error may prevent logon as <i>Customer Service Engineer</i> . If unable to logon as CSE, logon as <i>System Administrator</i> .
An undetermined error prevents transfer of the test file.	If the customer uses DNS Name Service, ensure that the information has been entered correctly. In the DocuSP application, select [Setup: Network Configuration] . Select the [DNS] tab. If required, enter the customer's DNS information.
When transmitting the test file, a <i>Transfer Failed</i> or <i>Transmission Error</i> message is displayed in the <i>Transfer</i> window.	The system could not connect to the Internet. Check <i>Network Settings</i> on the <i>Setup</i> window. If the problem persists, check connectivity with the Xerox Support server. Type the following in a <i>Terminal</i> window: <u>External Customers</u> <code>/usr/sbin/ping dcs.support.xerox.com <Enter></code> <u>Internal Xerox Sites</u> <code>/usr/sbin/ping xdcs test.support.xerox.com <Enter></code>
Selecting the [Help] key opens the Remote Services Registration window. All configuration settings of Remote Services have been reset to default values	DocuSP application software has been upgraded. Sections 2, 3, & 4 of this guide must be performed again to configure and register DocuSP Remote Services.

Appendix A Configuring Remote Services for Xerox Sites

Internal Xerox sites (training centers, customer support centers, etc.) are “behind” the Xerox firewall, and require a configuration “flag” to be set for proper operation of the Remote Services software.

When setting up Remote Services at internal Xerox sites, complete the following steps **BEFORE** starting Section 2 of this guide:

-
- __ a. At the DocuSP Controller, open a *Terminal* window and login as root.
 - __ b. Type the following command:
`/opt/XRXnps/XRXrs/bin/serverReconfig.sh psi <Enter>`
 - __ c. Close the window when the command finishes its execution.
 - __ d. Go to *Section 2, Configuring Remote Services*, to begin the setup procedure.
-

The DocuSP UI will display a web site for registering Remote Services. Please make every attempt to register from the site displayed on the UI. If it is necessary to register from another computer, **DO NOT** use the registration url shown on Page 4 of this guide (it is for registering external customers only). Internal Xerox sites must use the registration site at the following IP address: **http://13.1.216.171**.

If Remote Services has been installed at an internal Xerox site without this configuration flag set, the following problems will be observed:

- After a DocuSP restart, the message *Internal Server Error* is displayed when the **[Help]** key is pressed. Usually, the Remote Services window will open after a period of 1-2 minutes.
- When transferring data to the Xerox Support website, a message is displayed stating that the transfer has failed for unknown reasons.

To correct these situations, Remote Services must be re-configured using the steps shown above.

