

**Canon**

Delighting You Always

# e-Maintenance



**Pro-Active.**

**Accurate.**

**Time Saving.**

**Secure & Simple**

e-Maintenance is a new service concept from Canon that allows you to take control of your Canon devices while simultaneously reducing administration burdens and increasing the up time for your Canon devices, thereby optimizing the productivity of your Canon devices.

[canon.emaintenance@canon.co.in](mailto:canon.emaintenance@canon.co.in)

## It's So Simple



Canon will arrange everything for you. There's no need for you to install any software or invest in additional hardware. You can start saving time and administrative costs from day one.

- e-Maintenance includes consumables management to assist with order planning and stock control. That means you never have to run out of toner nor do you have to stock-pile to avoid running low.
- Automatic monitoring of maintenance requirements and performance. The notification process provides valuable information, so that service can be carried out faster and more efficiently, minimising down time. To put it simply - the right technician can be sent to the right place at the right time. And less down time means that you can carry out your business more effectively.
- Automatic meter readings. No manual reporting means less administration. It also means that counter reporting errors are virtually eliminated, resulting in always accurate billing of service.
- Online portal for checking and managing networked devices
- Automated fleet management

### eMaintenance

eMaintenance provides your business with a new level of service that is faster than ever before.

**If you want to maximize business continuity by increasing device up-time and minimize the downtime, costs and headaches associated with device administration you need eMaintenance.**

# Key Benefits

## CONSUMABLES MANAGEMENT

e-Maintenance includes consumables management to assist with order planning and stock control. That means you never have to run out of toner, for example, nor do you have to stockpile to avoid running low. e-Maintenance helps you with what you need, when you need it.

## TIMELY METER READING

The e-Maintenance system automatically reports the counter readings to Canon Services. No manual reporting means less administration. It also means that counter reporting errors are virtually eliminated, resulting in always accurate billing of service.

## PROACTIVE DEVICE SUPPORT

The system will immediately send an alert if a fault occurs, or when a device is not performing according to pre-determined conditions. For example, if the number of paper-jams exceeds a given number, Canon will be alerted by email. And error statistics will be automatically collated and delivered to the administrator (subject to operating conditions).

## MAXIMIZING UP-TIME

The e-Maintenance system will contact Canon immediately and automatically, 24/7, in case of a faulty device. Together with the fault notification, it provides Canon with correct information, so that service can be carried out faster and more efficiently, minimizing down time. To put it simply, Canon can send the right technicians to the right place at the right time. And less down time means that you can carry out your business more effectively.



e-MAINTENANCE SIMPLIFIED WORKFLOW

## Connectivity & Security-FAQ'S



### Connectivity

Can the e-Maintenance System (e-RDS, RDS Agent) work in an environment where there is Internet access via dial-up connection, but not via internal proxy server?

The e-Maintenance System (e-RDS, RDS Agent) can generally work in an environment with Internet access, but the usage of a proxy server is strongly recommended due to configuration. Maintenance and perhaps more significantly, cost issues.

What data is sent from the copier machine to the UGW server?

Generally, there are 3 types of data sent. Namely, counter information, events (device status), and system logs. This is the One way Communication.

What if customers turn off the machine during weekends?

If customers turn off their machines during weekends, the server can only retrieve machine information on the next working day when it is turned on again. In the event where no signal is detected from customer's machine after 7 days, Canon will contact the company for troubleshooting.

What is the network traffic if machine is e-Maintenance enabled? Will it slow down the traffic in the customer's environment?

It is unlikely to experience any slowdown under normal internet traffic conditions.

The data being transmitted from the machine are the Counter, Quality and Debug log data:

#### COUNTER DATA

Consists of Billing Counter / Detail Counter

#### QUALITY DATA

Consists of Error / Jam / Alarm information (including toner low)

DEBUG log information

### Security

How do we know if the device will not contain any malicious program within it that may hack into our LAN and transmit information to outside world?

The firmware in the Canon machines is developed under maximum scrutiny and procedures in Japan. Typically, a new device will undergo a thorough set of parametric and functional QA testing prior to market release.

Can Canon reveal the live IP address of the UGW server to customers?

The e-Maintenance system is based on the Canon devices communicating to a central server (the UGW server) hosted at a remote data center. The location of the remote data center cannot be disclosed for security reasons, to protect the integrity and confidentiality of customer information.

How secure is the e-Maintenance System?

The transmission of data from the Canon Machine to the UGW server over the Internet is by means of secure SNMP and/or HTTPS (HTTP over SSL) protocols. The UGW is hosted at a fully qualified data center that is certified to BS7799 standards (the equivalent of ISO 17799 standards) for Information Security Management System (ISMS).

# Specification Summary



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### Type of service:

Remote monitoring of Canon devices. The service provides counter reading reporting, consumables management, device usage information, automatic service request and error notifications when an error occurs.

### Supported environment:

Canon devices\*, with e-RDS (Embedded Remote Diagnostics System). Email system and internet connection with IE5.5 or higher.

### Customer interface:

Web-browser (MS IE 5.5 or higher)

### Customer information:

Fault notification, Consumables replacement

### Communication method:

Encrypted one-way email with attachment

### Data sent to Canon:

Fault notification, Service data, Counter data for invoicing

\* e-Maintenance works with most Canon copiers, printers and multifunction devices. For more information on supported models, please contact Canon.



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