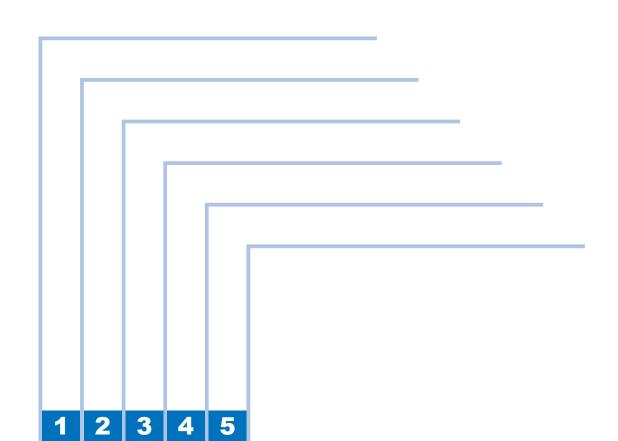
Canon

imageWARE Enterprise Management Console iW Management Console Accounting Management Plug-in V2.0.1 Service Manual Rev.3.0



Application

This manual has been issued by Canon Inc. for qualified persons to learn technical theory, installation, maintenance, and repair of products. This manual covers all localities where the products are sold. For this reason, there may be information in this manual that does not apply to your locality.

Corrections

This manual may contain technical inaccuracies or typographical errors due to improvements or changes in products. When changes occur in applicable products or in the contents of this manual, Canon will release technical information as the need arises. In the event of major changes in the contents of this manual over a long or short period, Canon will issue a new edition of this manual.

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Caution

Use of this manual should be strictly supervised to avoid disclosure of confidential information.

Explanation of Symbols

Tighten the screw.

The following symbols are used throughout this Service Manual.

Symbols	Explanation	Symbols	Explanation
Check	Check.		Remove the claw.
O	Check visually.		Insert the claw.
2(((-	Check the noise.		Use the bundled part.
	Disconnect the connector.	Hishail	Push the part.
	Connect the connector.		Plug the power cable.
	Remove the cable/wire from the cable guide or wire saddle.	ON T	Turn on the power.
	Set the cable/wire to the cable guide or wire saddle.		
50	Remove the screw.		

The following rules apply throughout this Service Manual:

- Each chapter contains sections explaining the purpose of specific functions and the relationship between electrical and mechanical systems with reference to the timing of operation.
 - In the diagrams, represents the path of mechanical drive; where a signal name accompanies the symbol, the arrow indicates the direction of the electric signal.
 - The expression "turn on the power" means flipping on the power switch, closing the front door, and closing the delivery unit door, which results in supplying the machine with power.
- In the digital circuits, '1' is used to indicate that the voltage level of a given signal is
 "High", while '0' is used to indicate "Low". (The voltage value, however, differs from
 circuit to circuit.) In addition, the asterisk (*) as in "DRMD*" indicates that the DRMD
 signal goes on when '0'.
 - In practically all cases, the internal mechanisms of a microprocessor cannot be checked in the field. Therefore, the operations of the microprocessors used in the machines are not discussed: they are explained in terms of from sensors to the input of the DC controller PCB and from the output of the DC controller PCB to the loads.

The descriptions in this Service Manual are subject to change without notice for product improvement or other purposes, and major changes will be communicated in the form of Service Information bulletins.

All service persons are expected to have a good understanding of the contents of this Service Manual and all relevant Service Information bulletins and be able to identify and isolate faults in the machine.

Regarding Product Names used in this service manual

In this service manual, the following product names are used.

- imageWARE Enterprise Management Console
 It is abbreviated to iWEMC in this service manual.
- iW Management Console
 Product name for EUR/Asia/Oceania

 It is abbreviated to iWMC in this service manual.
- iWEMC/iWMC Accounting Management Option (general system name)

 It is abbreviated to Accounting Management Option in this service manual.

Product Name	Name in the service manual
iWEMC/iWMC Accounting Management plug-in	Accounting Management plug-in
iWEMC/iWMC User Management Plug-in	User Management Plug-in
iWEMC/iWMC Accounting Management SSO	Accounting Management SSO Login
Login	
iWEMC/iWMC Accounting Management SSO	Accounting Management SSO Login for iR-ADV
Login fo iR-ADV	
iWEMC/iWMC Accounting Management DA Login	Accounting Management DA Login
iWEMC/iWMC Accounting Management DA Login	Accounting Management DA Login for iR-ADV
for iR-ADV	
iWEMC/iWMC Accounting Management Driver	Accounting Management Driver Add-in
Add-in	
iWEMC/iWMC Accounting Management for Client	Accounting Management for Client PC
PC	
iWEMC/iWMC Accounting Management Migration	Accounting Management Migration Tool
Tool	
iWEMC/iWMC Accounting Management Analysis	Accounting Management Analysis Tool
Tool	

T-0-1

- imageWARE/iW Accounting Manager for MEAP/ MEAP-Lite
 It is abbreviated to AM for MEAP/ MEAP-Lite in this service manual.
- imageWARE/iW Accounting Manager V5.0/ 5.1
 It is abbreviated to iWAM in this service manual.
- imageWARE/iW Access Management System
 It is abbreviated to iWAMS in this service manual.

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Limitations

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- Accounting Management Plug-in
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- Accounting Management Driver Add-in Installer
- Accounting Management Driver Add-in
- Accounting Management for Client PC Installer
- Accounting Management for Client PC
- Accounting Management Login
- AM for MEAP Integration Facilities
- Accounting Management Migration Tool
- Client Module Installer

Entire Accounting Management Option



Limitations

■ Limitations for changing the user name in the Driver Settings for a personal computer on a domain

When the user name is changed in the Driver Settings in an environment using a personal computer which has joined a domain, a Canon printer driver from version UFR II, UFR II LT onwards must be used. As the user information written in the Job Log differs according to the driver version, it is possible that results may be added to a wrong user when an old driver is used.

Canon printer drivers from version UFR II, UFR II LT onwards

Only the user name after the change is recorded in the Job Log.

Example:

When a user who has performed login as "User Name: UserA Domain Name: DomainA" has been changed to "User Name: UserB" by means of the driver, "User Name: UserB" is recorded in the Job Log.

Canon printer drivers before version UFR II, UFR II LT

The user name after the change and the domain name at the time of login are recorded in the Job Log.

Example:

When a user who has performed login as "User Name: UserA Domain Name: DomainA" has been changed to "User Name: UserB" by means of the driver, "User Name: UserB Domain Name: DomainA" is recorded in the Job Log.

Access rights setting for the newly added menu at the time of upgrading

A user with the access rights set to the "Device" category at the time of use of the Accounting Management plug-in V1.0 has no access rights in the newly added "Unit Cost Setting" menu after upgrading to Accounting Management plug-in V2.0, and cannot perform any operations.

The operation for granting access rights for a menu category is actually associated with the individual menus of that category. Thus, when a menu is added because of a plug-in upgrade, that menu only has the default access rights granted and can be viewed only by administrators. (If a user logs in iWEMC with the administrator access rights, this symptom does not occur.)

In such a case, change the access rights settings in the "Unit Cost Setting" menu.

Precautions

■ Handling of imageWARE Print Job Manager (iWPJM)

Linked operation with iWPJM is not supported.

When performing printing from iWPJM, any user name can be set, thus accurate user determination may not be possible. Further, iWPJM also can send jobs directly to a device, so that Billing Codes, restriction of printing, and other functions may not be usable with Accounting Management Driver Add-in and Accounting Management for Client PC.

Accounting Management Plug-in



Limitations

Differences in total results 1 (Scheduled Total)

Since the scheduled total is collected whenever the Job Log is collected by the Accounting Management Plug-in, job histories are collected after recovery when communications were interrupted such as when power to the device is disconnected or the like. For that reason, there may be a difference between the actual job execution date and the total results.

Differences in total results 2 (Period Total)

In cases where job histories were collected late because communication was not possible due to power to the device being disconnected, or when past job histories that passed the saving period were deleted, collection results may be different even when the exact same settings were collected, when collecting by specifying the period.

■ Time lags of completion of printing/Usage Limit exceeded determination

When using usage limit management function, records are updated when the Job Log is collected in the Accounting Management Plug-in after printing is completed, so a time lag is generated between the Usage Limit exceeded determination and completion of printing.

Last page (blank sheet data) is appropriated in the total results

When an odd number of pages (one set or multiple sets) is output with 2-sided printing, an extra 1 page is counted.

When an odd number of pages is printed with 2-sided printing from an application (such as Microsoft Word), image data of the final page (blank sheet data) is counted as the page count. This depends on the application and the driver.

Devices which cannot measure the Device Operation Time

The Device Operation Time is calculated as the Total Processing Time for each job (job process end time – job process start time).

When there are devices for which the job process start time and the job process end time cannot be retrieved accurately, the accurate operation time cannot be calculated.

- The device operation time cannot be added because the start time and the end time cannot be calculated for devices that do not have a clock such as LBP-1910, LBP-1710, etc.
- Devices from companies other than HP Lexmark are handled with job send completion as print completion, and the Device Operation Time cannot be measured accurately.

■ Handling of standby time with Device Operation Time

When continuous job print processing is performed on the device side, or when copying is started during processing of a print job, the Device Operation Time may become longer than the actual value. This is because the standby time until process completion for a separate job is also counted as Device Operation Time when multiple jobs are sent.

Inheriting of unit prices with a version upgrade

At the time of a version upgrade, devices registered as totaling target devices with the Accounting Management Plug-in V1.0.1 are uniformly inherited as routine print devices. Even when large format print devices for which the paper area or the ink quantity can be retrieved have been registered with the Accounting Management Plug-in V1.0.1 as totaling target devices, they will be inherited as routine print devices after the version upgrade (essentially, these large format print devices are not supported by the Accounting Management Plug-in V1.0.1).

Because of this, their device type is displayed as a routine print device on the device details screen, and the unit price for routine print devices is applied for billing.

For correct recognition of the device type of these devices, they must be deleted once from the totaling target devices and then must be registered again.

Operation during graph display mode

The operation during graph display mode in an SSL environment depends on the ClickOnce specifications. This feature may not function properly when the certificate has expired, when the site name signed on the certificate is not the same, or when there are other problems with the certificate. Also, when a certificate with an IP Address specified as origin is used to open a SSL connection, this feature may not function properly depending on the specifications on the ClickOnce side.

Operation during graph display mode is not supported in the following cases.

- In case of operation from a client computer via an HTTP proxy.
- When simple user switching has been done during the graph creation process (from Windows XP on).

Effects of "Frequently used Billing Codes" when the Billing Code setting is changed on the server side

As the setting for "Frequently used Billing Codes" operates as follows when the settings on the side of the Accounting Management Plug-in (totaling server) are changed, referencing the information in "Frequently used Billing Codes" from the Accounting Management Driver Add-in, Accounting Management for Client PC, or Accounting Management Login may not be possible.

- When the "Used classification" for a Billing Code is changed on the Accounting Management Plug-in (totaling server), all information registered with "Frequently used Billing Code settings" is deleted.
- When a Billing Code has its status changed to "Disabled" on the Accounting Management Plug-in (totaling server), all sets that contain this Billing Code are deleted from "Frequently used Billing Code settings."
- When a Billing Code is deleted on the side of the Accounting Management Plug-in (totaling server), all sets that contain the Billing Code are deleted from "Frequently used Billing Code settings."

Precautions

■ Device Shared Management with the old version iWAM

It is not possible to manage the same device with the old version of the Accounting Management software (iWAM/NSA) and this version of the Accounting Management Plugin. Attempting to manage the same device with both can cause Job Log collections to be dropped.

■ Automatic determination of Job Log acquisition

Do not print with this device for approximately ten minutes when switching to AM for MEAP when updating the Job Log acquisition method after registering the device for data collection. If printing is attempted, there are cases where the Job Log is dropped or collected twice.

■ Test authentication of devices

With MF7200/7100 series etc., if a department ID has not been registered to a device, all results of the test authentication will be "Successful" regardless of whether an administrator has been set. On the other hand, if a department ID has been registered to a device, the results of the test authentication will be "Failed" regardless of whether an administrator has been set.

Handling of JDF Parser

Because IDs for departments cannot be managed in an environment where JDF Parser is running, devices installed with JDF Parser are not supported.

■ When the paper to use is specified manually for an LBP using a PDL equivalent to LIPS3

For an LBP using a PDL equivalent to LIPS3, such as LBP-2810, when the paper to use is specified manually (for example if normal paper is specified), the paper type used is registered as "others" in the Job log of the Accounting Management Plug-in.

Storage period for Job Log

With the Accounting Management Plug-in V2.0, the max. storage period has been extended to 36 months (three times of the period with V1.0), but the guaranteed number of job histories is the same as with Accounting Management Plug-in V1.0 (the guaranteed number of jobs does not increase by 3 times).

Menu access rights setting at the time of upgrading

A user with "User" level access rights at the time of use of the Accounting Management Plugin V1.0 has no access rights in the newly added "Unit Price Settings" menu after upgrade to the Accounting Management Plug-in V2.0, the menu is not displayed, and the user cannot perform any operations.

The operation for granting access rights for a menu category is actually associated with the individual menus of that category. Thus, when a menu is added because of a plug-in upgrade, that menu only can only be viewed by administrators since it only has default access rights associated with it.

In such a case, re-configure the access rights settings in the "Unit Price Settings" menu.

Display at the time of recovery task creation after registration tag deletion

When the registered tag used as the source for recovery is deleted, "Notification of Task Result" is displayed with the same settings as at the time of new task creation.

User Management Plug-in



Limitations

■ Distribution of Department IDs to device

After Department IDs have been distributed to a device in which the department management function has been turned OFF, the device needs to be rebooted.

Distribution of Local User Information

As Distribution of Local User Information is not compatible with IPv6, IPv6 devices are not displayed on the Select Devices screen.

■ Limitations at the time of Device Information Retrieval

There are iR and LBP devices which support IPv6 for printing and other functions, but do not support CPCA with IPv6. For these devices, "Unknown" is shown when the Department ID ability is retrieved with the Device Information Retrieval Task.

Also, devices only searched with IPv6 are not displayed on the Select Devices screen of the Department ID Distribution. Device search must be performed also with IPv4 for devices to be displayed on the Select Devices screen,

Device search must be performed with IPv4 in order to retrieve Local Users Information Distribution Enable/Disable status, possible number of distributions, and AMS mode ON/OFF status with a Device Information Retrieval Task. When device search with IPv4 has not been performed, Local Users Information Distribution Enable/Disable status, possible number of distributions, and AMS mode ON/OFF status becomes "Not Available."

Limitations at the time of upgrading

When User Management Plug-in V2.0 is installed by overwriting, User Management Plug-in V1.0 must be stopped.

When the User Management Plug-in V2.0 is added with the User Management Plug-in V1.0 running, file update fails and the upgrade fails. The operation in case of such an upgrade while the plug-in is running is outside the scope of guarantee.

Authentication information of the Local Users Information Distribution Task after an upgrade

When upgrading the User Management Plug-in to the User Management Plug-in V2.0, all authentication information for the local user information distribution in the Registered Tasks list (Administrator ID, Password) is deleted.

When a task is started in this condition, an error exit is caused and Task Execution Details displays "User authentication was not possible. The authentication information settings may not be correct or the authentication information may have been changed on the device side." This can be prevented by editing the task and setting the device authentication information before task execution.

Limitation for the Department ID Distribution when using Separate Department ID management and SSO-H

When separate department ID management and SSO-H (Local Device Authentication) are used together as device authentication method, login to SSO-H is not possible when the Department ID Distribution is performed before Local User Information Distribution.

When the Department ID Distribution is performed and the device is restarted, device department management becomes ON. At this time, logging in as a local user is not possible when no Department ID has been set for the Local Users of SSO-H. When a system administrator has been set for iR-ADV and a local user with administrator access rights (example: Administrator) logs in, the System Administrator ID is set automatically and login becomes possible.

In the case that it becomes impossible to login to SSO-H, change the login application to DA and set the separate department ID management to OFF, or restore SSO-H and create local users after the system administrator is set.

Access rights setting in the "Role Initial Settings" menu at the time of upgrading

A user with the access rights set to the "User" category at the time of use of the User Management Plug-in V1.0 has no access rights in the newly added "Role Initial Settings" menu after upgrade to the User Management Plug-in V2.0 and cannot perform any operations.

The operation for granting access rights for a menu category is actually associated with the individual menus of that category. Thus, when a menu is added because of a plug-in upgrade, that menu only has the default access rights granted and can be displayed only by administrators. (If a user logs in iWEMC with the administrator access rights, this symptom does not occur.)

In such a case, re-configure the access rights settings in the "Role Initial Settings" menu.



■ Display when creating recovery task after delete the registration tag

[Notification of Task Result] as same setting for creating a new task is displayed when the source of recovery for registration task is deleted at the Department ID Distribution's task.

For Task to Retrieve User Information

May not read the essential attributes for each object (OU, Container, User, User Group) when synchronize with Active Directory (AD) by the task registered at [User] > [User Management] > [Domain User Management] > [Create Task to Retrieve User Information].

This occurred beacuse the essential attribute for account that has been set at the time of domain registration are not allowed to be read.

In this case, the task to retrieve user information fails when even a single object whose essential attributes cannot be read exists.

Essential attribute for each object are shown bellow.

- OU/Container
 CANONICAL_NAME
 GUID
 CN or OU (either one)
 DN
- User
 CANONICAL_NAME
 SID
 CN
 SAMACCOUNTNAME
 DN
- User Group
 CANONICAL_NAME
 SID
 CN
 DN

This symptom may occur when changing detailed security settings of AD. In this case, allow to read the required attribute for the account that has been set at the time of domain registration.

Accounting Management Driver Add-in Installer

Limitations

User privileges for installing

- "Administrator" privileges are necessary to install the Accounting Management Driver Addin.
- If a user performing the installing/uninstall has privileges for printer management, it is
 possible to install the Accounting Management Driver Add-in to all printers using the target
 printer driver.

Cautions at the installation

- It is necessary to install a supported printer driver to the PC in advance to install the Accounting Management Driver Add-in.
- It is not possible to have Accounting Management Driver Add-ins of different languages in the same driver on the same PC.
- The Accounting Management Driver Add-in installer cannot update and install to different languages.
- Accounting Management Driver Add-in installation is performed for each printer driver.
 Targets supported by the installer are printer drivers added to a local machine. Printer drivers installed by Point&Print are not supported and are not shown as object drivers for the installer.
- However, when a driver installed by Point&Print is the same driver as a driver added to a local machine, it is shown for the installer as a supported printer driver and the [Accounting-M] tab is shown in the properties dialog of both printers. In this case, the IP Address and the Host Name must be set in the [Device IP Address/Host Name Settings] dialog for the driver installed by Point&Print.
- When [Driver and Accounting Management Driver Add-in] installed by Point&Print is the same as a driver (Accounting Management Driver Add-in has not installed yet) installed before, with this driver Accounting Management Driver Add-in has been installed but Accounting Management Driver Add-in can't be operated at this status. IP Address and the Host Name must be set in the [Device IP Address/Host Name Settings] dialog.

List of targeted drivers

A list of drivers targeted at the installation is performed with the entire driver as a key. For that reason, if the driver of the supported device exists, it is listed as a target for installation, regardless of the presence of a printer icon.

Identification of supported drivers

The supported drivers for the Accounting Management Driver Add-in installer differ according to the destination.

- JP version : LIPS4, LIPS LX, CARPS2
- US version: UFR II, UFR II LT, PCL5e/5c, PCL6, PS-Roman

Out of the above supported drivers, LIPS LX, CARPS2, UFR II, and UFR II LT can be detected by the JP version as well as by the US version of the installer. However, LIPS4, PCL5e/5c, PCL6, and PS-Roman are detected only by the installer for their respective destinations. Because of this, LIPS4, PCL5e/5c, PCL6, and PS-Roman are not displayed as [=Installation impossible=] even with an installer of an Accounting Management Driver Add-in for a different destination.

Example:

When an installer for the US version is operated in an environment with LIPS4 and LIPS LX drivers installed by the JP version of the Accounting Management Driver Add-in, LIPS LX is displayed as [=Installation impossible=], but LIPS4 is not displayed.

Further, even when the Accounting Management Driver Add-in is not installed, LIPS4 is not detected as a new installation object by an installer for a different destination and is not displayed on the [Select installation object] screen.

Operations when updating the printer driver

In the Windows 2000 Professional, if a printer that uses a driver that is installed with the Accounting Management Driver Add-in, and the printer of the same driver is installed by [Add Printer] in the printers folder, the Accounting Management Driver Add-in is deleted from the driver installed first, when [Switch to New Driver] is selected for installation. This can be avoided by using the printer driver installer.

Setting the device host name

An IP address or host name set in the [Set device IP Address/Host Name] dialog box cannot be detected by this installer even if there is an invalid value not registered in the DNS server or the data collection server, and that value is registered in the registry.

Uninstall in the Point & Print

To delete the Accounting Management Driver Add-in in the Point & Print environment, there are cases in which a portion of the information is not deleted at the client side, depending on the specifications of the Windows OS, even if the uninstall program is executed at the printer server side.

Compatibility with versions supported under the Accounting Management Driver Add-in installer V1

Installation of the Accounting Management Driver Add-in installer to drivers from vXX.20 (version supported by the Accounting Management Driver Add-in installer V1) to below vXX.50 (version supported by the Accounting Management Driver Add-in installer V2.0) can be performed at the judgement of the user.

However, as the drivers supported by previous versions of the Accounting Management Driver Add-in and drivers with a version below the version supported by the present Accounting Management Driver Add-in also have new functions that are not compatible, they are not supported.

Blocking to unsupported OS

Windows 2000 Professional/Server SP4 (32 bit version) is not supported, but there is no blocking by this installer.

■ When alternate installation to OS not supported or installation by Point & Print has been performed

Windows XP Professional SP3 (64 bit version), Windows Server 2003 Standard Edition, and Enterprise Edition SP2, R2 SP2 (64 bit version) are not supported and is blocked by this installer. However, in case of alternate installation or installation by Point&Print, this installer cannot determine the OS of the client PC, so that installation blocking is not possible. Accordingly, when alternate installation or installation by Point&Print has been performed to one of these 64-bit OSs not supported, further operation is not supported.

■ Supported OSs when using IPv6

The Accounting Management Driver Add-in can use both IPv4 and IPv6, but the supported OSs are different in each case.

- IPv4: Windows XP, Windows Server 2003, Windows Vista, Windows Server 2008
- IPv6: Windows Vista, Windows Server 2008 (Windows XP and Windows Server 2003 are not supported.)

Update installation of a different language version of the Accounting Management Driver Add-in

The Accounting Management Driver Add-in installer cannot perform an update installation to an Accounting Management Driver Add-in of a different language version.

Example: Update installation of the JP version of the Accounting Management Driver Add-in V1.00 to an EN version is not possible.

However, after deletion of the JP version of the Accounting Management Driver Add-in by the uninstaller, the EN version of the Accounting Management Driver Add-in can be installed.



Update installation

When a previous installation of the Accounting Management Driver Add-in exists, an update installation is supported.

However, the user data used until then (files and registry) are not inherited.

Support for alternate installation

Client computers connected to a shared printer can operate on different platforms. For this reason, a shared printer can have printer drivers operating on multiple platforms by means of the alternate installation function for drivers provided by the OS.

In addition to the normal installation object drivers, this installer supports different platform drivers with the alternate installation function and can copy files related to the Accounting Management Driver Add-in to the drivers of the alternate installation function.

In other words, with only the Accounting Management Driver Add-in installer for a 32-bit OS, the Accounting Management Driver Add-in for a 32-bit OS can be installed to normal installation object drivers and the Accounting Management Driver Add-in for a 64-bit OS can also be installed to drivers in an alternate installation to a 64-bit OS. The opposite is also possible.

This makes it possible to install an operational printer driver and Accounting Management Driver Add-in for a client PC even when connecting from a client PC with a different OS.

■ Coexistence with an iWAM/ NSA client module is not possible

The Accounting Management Driver Add-in cannot coexist with an iWAM/NSA client module. At the time of installation, an error message requesting for installation after deletion of the module(s) is displayed and must be followed.

Operation at the time of setting changes for the Accounting Management Plug-in

When the IP Address/Host Name of the server, the communication protocol, or the communication port No. have been changed from replacement of the server PC or changes in its settings, the installer must be launched and an update installation must be performed. Specify the new server settings on the [Server Settings] screen of the Accounting Management Driver Add-in installer and perform an update installation to make operation with the new server settings possible.

Accounting Management Driver Add-in



Limitations

Limitations when not using the Accounting Management Driver Add-in

The following functions are restricted.

- If performing an upper limit restriction, it will not be possible to restrict printing to SFP.
- When performing upper limit restrictions, when the upper limit is reached, the job will be
 canceled by the department management function without the user being notified, even
 when printing to an iR device supported by department management.
- A Department ID associated to a user cannot be set automatically by the Accounting
 Management Plug-in. When using the department management integration function or
 upper limit restrictions, it is necessary to set the department ID and password in a printer
 that cannot use the Accounting Management Driver Add-in, using the printer driver
 properties.
- · It is not possible to set the billing code.

■ No Sharing printers by Accounting Management for Client PC and Accounting Management Driver Add-in allowed

It is not possible to duplicate printers with the Accounting Management for Client PC and the Accounting Management Driver Add-in.

For that reason, it is not possible to change connection port of the printer installed with the Accounting Management Driver Add-in to the Accounting Management for Client PC port.

EMF spooling function cannot be used.

When printing with a driver installed with the Accounting Management Driver Add-in, the EMF spooling function cannot be used.

■ If the user name is different from the Accounting Management Plug-in, a problem can occur with an Upper limit restriction

When Secure-Print function and encrypted Secure Print add-in coexist

When using the Accounting Management Driver Add-in with Canon's printer driver secure print, and encrypted secure print add-in, it is necessary to fix the user name using the printer driver function.

- When changing the print user name using Secure Print and encrypted Secure Print add-in, the Accounting Management Driver Add-in handles the user name prior to the change as the print user name.
- When specifying the print user name with Secure Print and encrypted Secure Print add-in, the Windows log-on user name or the print user name set by the iWAMS driver add-in will be the same.

Using a billing code

Display the billing code input UI in the client PC to identify the client log-on user input with the billing code as the job owner.

In Fast User Switching, there are cases when a person that is not the actual job owner can input the billing code.

User name for environment of shared user

In the environment of shared user, it can not determine a user correctly due to the user name of Windows job information becomes Guest.

Restrictions when the upper limit is over

Determination of color setting values of a print job is the print settings for the job. It does not support switching print settings for each page.

When coexisting with the iWAMS, there are cases when the print job color settings values are forcefully operated as black/white printing even if the user has specified color printing (when a limitation has been applied to color printing by iWAMS).

Consistency of the department ID

In the case Secure print is performed using print settings of the driver, the user can specify the user name in the Settings dialog of the driver displayed at the time of printing. Particularly when logged on to a domain, when the user name is changed in the print settings dialog during printing, a user name different from the user name of the actual user logged into the system is associated with the domain information when the Accounting Management Driver Add-in inquires the Accounting Management Plug-in, thus the management of Department IDs and passwords is not performed correctly for devices that do not support domains or devices that do not support PS print server units.

Unsupported OSs

Installation to Windows 2000 Professional/Server SP4 (32 bit version) is not blocked, but the operation is not supported.

■ When installation by Point&Print has been performed to a not supported 64-bit OS

Windows XP Professional SP3 (64 bit version), Windows Server 2003 Standard Edition, and Enterprise Edition SP2, R2 SP2 (64 bit version) are not supported and are blocked by the installer. However, in case of installation by Point&Print, installation blocking is not possible because the Accounting Management Driver Add-in installer cannot determine the OS of the client PC.

Accordingly, the operation after installation to an unsupported 64-bit OS by Point&Print is not supported.

■ Server Core installation option of Windows Server 2008

Windows Server 2008 has a Server Core installation option, but the operation is not supported.

■ [Billing Code Settings] button status and Devices that support the Billing Code

The [Billing Code Settings] button may be disabled even when use of Billing Codes for a device becomes possible in the future.

■ Limitations during operation of the Accounting Management Driver Add-in

When the target user has been switched during operation of the Accounting Management Driver Add-in, the [Refresh] button must be clicked from the [Accounting-M] tab or the [Billing Code Settings] screen.

Note that when the [Refresh] button is not clicked, the user switching is not transmitted to the Accounting Management Driver Add-in and the frequently used Billing Codes and the Usage Limit Information of the previous user will be used.

Automatic retrieval of the IP Address

In case of IPv6, when an SMB connection port is used, it is not possible to set "Auto retrieve" in the [Set Device IP Address/Host Name] dialog box and retrieve the IP Address automatically.

Operation when the Department ID has been changed in the [ID/ Password] dialog at the time of printing

Normally, when the Department ID is changed in the [ID/Password] dialog displayed by the printer driver at the time of printing, the Department ID after the change is notified to the Accounting Management Driver Add-in.

As a PJL device does not support to notification function (the Department ID after the change is not notified), the Department ID shall not be changed in the [ID//Password] dialog at the time of printing. Use the printer driver properties when changing the Department ID for a PJL device.

Drivers before PCL5e/5c v8.62, PCL6 v6.62, and PS-Roman v4.62

When printer drivers of the above versions are used, the changed Department ID after change of the Department ID at the time of printing cannot be used.

Also, the [Set Billing Code by Job] dialog is displayed even with cancellation of the dialog for changing the Department ID at the time of printing.

However, printing is not performed even when [OK] is clicked here.

This is an operation on the side of the printer driver and is prevented by using a printer driver from PCL5e/5c v8.62, PCL6 v6.62, PS-Roman v4.62 up.

■ Drivers before PS-Roman v4.62

User switching by Department ID setting is not possible as the [management code setting for each jobs] dialog is displayed instead of the dialog for changing the Department ID at the time of printing. This is prevented by using a printer driver from PS-Roman v4.62 up.



[Accounting-M] tab sheet

When the Accounting Management Driver Add-in is installed to some Canon printer drivers, a blank space is caused at the right part and the lower part of the [Accounting-M] tab sheet. This is caused by a difference in the UI specifications because of the printer driver version.

■ Timing for updating Point & Print

The timing for change on the server side to be reflected on the client side by Point & Print is dependent on the OS. Depending on the OS, information between server and client may not be automatically reflected, thus it is recommended to confirm that information is correctly reflected on the server side when the Accounting Management Driver Add-in is installed or uninstalled on the client side. For example, when a change on the server side is not automatically reflected on the client side, methods such as accessing a printer on the client side after a change on the server side can be considered for reflecting the changes on the client side after a change on the server side. To find out if a change has been reflected on the client side, record the changes on the server side then confirm the settings on both sides.

Accounting Management for Client PC Installer



Limitations

Output designation to multiple ports is not allowed

Printers checkmarked in the [Enable Printer Pooling] in the port settings, and that are set to output to multiple ports are out of scope for installation of Accounting Management for Client PC.

Connection port limitations

A printer connected to a Standard TCP/IP or iWAM port are valid targets for Accounting Management for Client PC. The connection port for the target printer of Accounting Management for Client PC will be changed to iW TCP/IP Port (HP), iW TCP/IP Port (Lexmark), or iW LPR Port.

Uninstall

If imageWARE SecureAudit Manager (iWSAM) is installed at the time of uninstallation of Accounting Management for Client PC, ports which can be managed by iWSAM are not changed to Standard TCP/IP and imageWARE PortMonitor (iW PM) is not deleted.

Operation Guarantee for Combinations of data collection servers and plug-ins

The following combinations of Accounting Management Plug-in and Accounting Management for Client PC are excluded from the operation guarantee.

- Combinations with an old server version and a new client version
- Combinations of servers and clients for different destinations



Precautions

Update installation operation

When Accounting Management for Client PC already has been installed and a newer version of the installer for the same destination as the installed version is executed, an update installation is performed.

At this time, user data are not inherited between different versions.

■ When update installation is repeated

When the server IP Address or the Host Name, the communication protocol, or the communication port No. has been changed, launch the Accounting Management for Client PC installer again and perform an update installation (uninstallation is not required). Operation with new server settings is enabled by specifying new server settings on the [Server Settings] screen during the installation process.

Event log at the time of printing with a printer made by a different company

At the time of printing to a printer with a shared connection, an error level event log may be recorded by the print server. In this case, there is no problem for the printing itself. At this point in time, error level event log occurrences have been confirmed for the following models.

- HP Color LaserJet CP6015
- Lexmark C935

■ Printer Name or IP Address of Standard TCP/IP Port

If you use characters other than alphanumeric characters and certain symbols to enter the [Printer Name or IP Address] for the Standard TCP/IP port, printers using the port will not be displayed in [Printers Managed by Accounting Manager for Client PC] when installing Accounting Manager for Client PC.

Accounting Management for Client PC



Limitations

■ The job owner is the print user

Accounting Management for Client PC considers the owner of the job retrieved by the Windows spooler as the print user. However, in case of a shared connection printer, the job owner and the affiliated domain may differ from the login user, depending on the OS. In such case, correct determination of the print user and the affiliated domain may not be possible.

Color determination

Accounting Management for Client PC does not perform accurate color determination for a print job.

Depending on the model, log color determination is done by DEVMODE retrieved from the Windows spooler or by analysis of the job data. For jobs judged as color printing, a log is created as full page color printing. As such, the actual number of color prints and the accounting result may not coincide.

The color determination used for print stop is done by the information obtained from DEVMODE for all models. Depending on the driver, the DEVMODE color information set by the driver may not coincide with the actual printing. In such a case, correct restriction of color printing is not possible.

■ Handling of the Job Log when no print completion notification comes from the device

When for some reason no print completion notification comes from the device, the Job Log is sent to the server forcibly after 24 hours have passed.

The Job Log is sent to the server as print completion for all pages.

Delay time for the Job Log transmission timing

There are the following two timing types for sending the Job Log (job log) to the server.

Type of Job Log transmission	Description	
	After passing the setting value (by default 10 min) of [BCInputWAit] key carried in AMClient.ini file from job log	
	generated time.	
Scheduled	From specified time, and after passing a delay time calculated	
	by each PC (by default 0 - 59 min).	

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The delay time is calculated as follows.

Delay time = [remainder of (MacAddress) divided by (max. delay time)] + adjustment value

Value	Description		
MacAddress	Last two digits of the MAC Address (hex) of the client PC		
Max. delay time	System set value retrieved from the server		
Adjustment value	Value specified in the following registry HKEY_LOCAL_MACHINE\Software\Canon\AM_forClient\ FIXED_DELAY_TIME When this value does not exist, the default value (1) in the application is used. * This registry value is not created unless it is created with the registry editor.		

T-1-2

Job list display at the time of printing to a shared printer

On rare occasions, a user connected to the print server is neither a user logged in to the client PC nor a "Guest", and such print jobs are not displayed in the job list of Accounting Management for Client PC on the client PC.

■ Limitations for installing Accounting Management for Client PC only into the shared printer server.

For simple operation at the time of collecting only job history of the shared printer in the environment of shared printer, it is possible to operate when installing Accounting Management for Client PC only into the printer server.

In this case, the following limitations occurs due to the Accounting Management for Client PC is not installed for Client.

Cannot input Billing Code

Cannot input billing code in the client side, so cannot continue printing while job paused. Sever System setting of [Determination for Usage of Billing Code] setting must set as [Not Using].

Cannot continue the process after printing suppression

At the time of printing suppression occurred, displayed message in case of printing suppression is not displayed; therefore, job deletion after printing suppression and downward process cannot continue.

Sever System setting of [Manage Type of Usage Limit] setting must set as [Unlimited]. Sever System setting of [determination of printing for non-registered user] setting must set as [printable].

Precautions

Setting the billing code

- The billing code input UI only displays jobs where the job owner name coincides with a user logged in to a client PC and jobs with Guest as the job owner. In case of a shared connection, when server and client both belong to a domain and the user who has joined the domain is different from the user who has logged in to the client PC, the user who has joined the domain may become the job owner retrieved by the Job Agent of the server PC from the spooler. When the user who has joined a domain differs from the logged-in user, a billing code cannot be set and printing is not possible.
- If the job is deleted from the spooler by a user, an error message is displayed when
 resetting the billing code if it is prior to sending the job from the spooler (the Job Log file
 has not been created), and the job is deleted from the job list. The job disappears from the
 job list when the Accounting Management for Client PC is restarted or the [Refresh] button
 is pressed.
- After sending the job from the spooler (the Job Log file has been created), the job is not deleted from the job list when the billing code is reset when the job is deleted before transmission is completed. In such a case, because the Job Log file exists, the job disappears from the Job Log list after the transmission. Also, information is correctly displayed when the [Refresh] button on the [List of set billing codes] screen is clicked.
- When the printer is deleted from the device for management by the Data collection server when the Accounting Management for Client PC is started, it is noted that server communications are being performed when a print job is generated to the printer that was deleted, and in that state, the printer is not deleted from the printer list of the Accounting Management for Client PC. If the billing code is input without pressing the [Refresh] button, printing is executed without displaying a message, but that job is not displayed in the [List of Set Billing Codes] dialog box and the log is not created.
- For jobs at Accounting Management ports paused by the user at the spooler, the
 Accounting Management for Client PC does not restart the job even if the billing code is
 input. However, if the PC is restarted with the job paused, the job is restarted after inputting
 the billing code because it is difficult to determine whether the user or the Accounting
 Management for Client PC posed the job.

Installation of Accounting Management for Client PC and Accounting Management Driver Add-in to the same printer driver

Accounting Management for Client PC and Accounting Management Driver Add-in can be installed to the same PC. However, the operation is not supported when both are installed to the same printer driver.

Jobs remaining in Windows spooler

Set [Keep printed documents] in the printer driver properties. Jobs remaining in Windows spooler after printing are not shown in the billing code input UI automatically. If reprinting from the spooler is executed by a user, it is added to the User Agent job list.

■ When sending print data directly to the printer

When [Print Data directly to the printer] (for Windows 2000) is set in the Detailed Settings tab in the printer properties, printing experiences an error at the Accounting Management port. The Accounting Management for Client PC requires that the print job is spooled.

■ When the same billing code is set in multiple jobs

When the billing code input is set simultaneously for multiple selected jobs at the billing code input UI, lower-ranked jobs in the list may be printed previously.

Supported devices

Other than the supported devices/ drivers is out-of-scope, even if they have the capability to work as Accounting Management for Client PC.

■ In case of Connecting to the same printer as the AMS printer driver add-in

When the AMS printer driver add-in is connected to the same printer as the Accounting Management for Client PC, the billing code input is considered a tampered job by the Accounting Management for Client PC and it is not possible to print.

■ Time-lag in system setting changes

Even if a printer is added or deleted, or the system settings are changed at the data collection server, they are not immediately reflected in the Accounting Management for Client PC UI or operations.

In view of dispersing the load on the data collection server, the Accounting Management for Client PC uses two patterns of timing to get system settings from the data collection server.

1) Delayed acquisition when the PC is started; and 2) When a print job is started, and 10 minutes after the previous printing. After acquisition using these two patterns of timing, it is reflected in the operations of the Accounting Management for Client PC and completely reflected by pressing the [Refresh] button in the UI. Also, the delayed acquisition when the PC is started of 1) is uniquely determined for each PC by the same logic as the Job Log transmission, and set to any one of 0 to 59 minutes by default.

■ When the Job Log file count managed by the client PC exceeds the Usage Limit

When communication with the data collection server is not possible etc., Job Log files may remain on the client PC. When these exceed the Usage Limit (the default is 5,000 cases), they are deleted, starting with the oldest files.

The Usage Limit for the number of files that can be created for the Job Log file is set by the MaxJobLogFineNum described in the iWEMC_AMClient.ini/ iWMC_AMClient.ini file.

- The Default Usage Limit Value: 5000
- The Lower Limit Value: 200
- The Upper Limit Value is differing by the file system; with FAT16: 40,000. Others: 100,000

■ Windows firewall - TCP/IP filtering

The port number on the RPC collection server uses the port No. registered in the iWEMC_ AMClient.ini file. If it is not specified, the number is 41416. If the port number used in RPC communications on the server side is set to make communication impossible by the TCP/ IP filtering function on the server PC, the client PC cannot determine whether the shared connection printer is the printer targeted by the Accounting Management for Client PC. Therefore, the functions of the billing code input, the upper limit management and the Job Log creation and the like are disabled.

The port number on the RPC client uses one acquired from the dynamic port. Operations are not guaranteed if all port numbers after 1025 are set to make communication impossible using the TPC/IP filtering function on the client PC, and all dynamic ports allowed to communicate are used by service applications other than the Accounting Management for Client PC. Operations are not guaranteed when the Accounting Management Job Agent for Client PC service registered to the exception in the Windows firewall has the exception-registration canceled.

■ RPC (Remote Procedure Call)

With the OS later than Windows XP SP2, RPC communications is not possible when value "2" is set to the following registry key. When the following is set to the shared server PC, the client PC cannot determine whether the shared connection printer is the printer targeted for the Accounting Management for Client PC. Because the billing code is not input from the client PC, the job sometimes will not flow from the spooler on the server PC to the device.

HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows NT\RPC\ RestrictRemoteClients

Changing the printer name

If the managed printer name is changed while the Accounting Management for Client PC is running, the following limitations will be generated.

- When the printer names are mutually changed (printer A to printer B, and printer B to printer A), it is necessary to restart the service because the Accounting Management for Client PC service cannot differentiate the printers.
- When the timing for change of the printer name and input of the billing code coincides with
 each other, the error message "The billing code could not be registered." is displayed and
 the display returns to the billing code input screen. When this error has been displayed,
 click the [Refresh] button after returning to the main screen. The job updated to the new
 printer name is displayed again and billing code input becomes possible.

The timing for printer name change and billing code input can coincide with each other in the following cases.

- When multiple jobs with old printer names have been selected on the job list screen and
 a billing code has been entered while the [Refresh] button has not yet been clicked after a
 change of the printer name.
- When the printer name is changed during processing of billing code settings after multiple large jobs have been selected and a billing code has been entered.

Addition of device while Accounting Management for Client PC is running

Even if the device for management at the data collection server side is added while the Accounting Management for Client PC is running, a selected candidate is not automatically added. Only the device for that management is added to the printer list when a print job is generated for the device for data collection at the client side.

Accounting Management Login



Limitations

■ No Card-Reader supported

The Accounting Management Login does not support card management or card readers (the New card reader). If a card read is connected to the device, a message is displayed as a warning.



Precautions

Character codes

The character codes that can be displayed by the Accounting Management Login depend on the device (MEAP Platform). The billing codes and billing code classification names registered with the Accounting Management Plug-in are character codes in a range supported by Windows. Character codes that are not supported by the device are included. Character codes that are not supported by the device are displayed with "?" on the login application's UI.

Also, when languages used between the Accounting Management Login (device side) and Accounting Management Plug-in are different, there are cases in which the character codes cannot be correctly displayed. For example, if the login application (device side) is in English, and the Accounting Management Plug-in is in Japanese, the billing code of two-byte characters defined by the Accounting Management Plug-in will not be correctly displayed in the login application.

Setting changes of the billing code

After changing the settings (number of classifications, name of classes used, and the need for billing code input) of billing codes using the Accounting Management Plug-in, the settings changes are enabled with the Accounting Management Login in the following cases.

- Wait a maximum of 2 hours (for automatic acquisition)
- Restart the device, or click [Get Information from Server] on the billing code management setting display screen on the remote UI (RUI).
 (Not enabled by logging in again)

Updating the Accounting Management Login

The Accounting Management Login checks the version of the setting information held internally after overwriting to install, when the different version is overwritten and installed, setting information is deleted.

■ When the communications settings with the data collection server is mistaken

If the communications settings with the data collection server is mistaken when initially setting up the Accounting Management SSO/ DA Login (e.g., if the DNS name cannot be resolved, or an incorrect IP address is set), it may take several minutes after turning the off power to the device before starting it (Mainly when a PS Print Server Unit is installed).

The starting time when the Accounting Management DA Login is specified

The starting time when the Accounting Management DA Login is specified in the startup login is longer compared to the DA login application installed as default to the device because of the MEAP application process and of entering a check of the communications with the network.

■ When department ID authentication is performed by the Accounting Management DA Login

When department ID authentication is performed by the Accounting Management DA Login, the department ID is recorded in the Job Log "User name." This depends on the class provided by the Login SDK. When using an ordinal DA login application, the "User name" is empty. Be aware of this difference.

■ Time-out for the iR-ADV C5051 series and the C9075 series

With Accounting Management Login for the iR-ADV C5051 series or the C9075 series, timeout for communication (example: Billing code search etc.) with the iWEMC/iWMC server (Accounting Management Plug-in) of a different network segment (exceeding the router) may take approximately 3 minutes.

AM for MEAP Integration Facilities



Limitations

■ Number of job histories held

AM for MEAP holds 10,000 job histories with the MEAP version.

If the number of non-transmitted job histories exceeds the number of job histories held by the AM for MEAP, job histories are deleted.

- When there is a long period of communication being impossible, such as when the data collection server is stopped
- · When large-volume job histories are acquired when setting transmission at a specified time

Accounting Management Migration Tool



Limitations

Shift timing

Using the Accounting Management Migration Tool, data can be migrated from the iWAM to the Accounting Management Plug-in only one time after installing the Accounting Management Plug-in before starting.

If migration fails, re-execute after initializing using the database initializing program (AmInitialize.bat) for the Migration Tool.

Distinguishing between upper and lower cases

When attempting to migrate only the billing codes for different upper and lower case characters, they are considered to be the same billing codes, and only one is converted.

Usage Limits/records for users and groups

- As the handling of user Usage Limits and records by the Accounting Management Plug-in
 differs from the handling by iWAM, Usage Limits and records cannot be migrated. Usage
 Limits must be set manually after data migration by importing using a CSV file, or other
 methods.
- As the Accounting Management Plug-in does not support upper limit management in group units, department (group) Usage Limits and record values cannot be migrated.

User information, device information, billing codes

To move job information, it is necessary that the user information, device information, and billing codes are moved correctly. Job histories for data that was not correctly moved from iWAM is registered as "Unknown User," "Unknown Device" and "Unknown Billing code." If there is a Job Log that cannot be migrated because of some incompatibility of the data, that Job Log is not migrated.

Department ID

Department IDs can only be set for users or groups with the User Management Plug-in. When moving department IDs, it is necessary to set by allocating department IDs of the User Management Plug-in in advance.

Device Information

It is not possible to shift the locally connected device. Job histories output by a locally connected device are registered as an "Unknown device."

Billing Codes for each User

It is not possible to set whether to use billing codes for each user with the Accounting Management Plug-in. That information is not migrated, even if billing codes that can be used with each user are set by iWAM.

Migration of the Receive-Fax job

Although with iWAM, a Receive-Fax job was recorded as a Job Log of a received print, the function provided in the Accounting Management Plug-in has been expanded so that receiving fax will be recorded both as a Job Log of a received print, and as a Job Log of received fax. Because the iWAM database does not hold information to differentiate whether a received print log is a receiving fax, with the migration tool, it is shifted as a received print Job Log of the Accounting Management Plug-in, and not shifted as a Job Log of Received Fax.

Collection of the migration data

When collecting data with the Accounting Management Plug-ins based on a shifted Job Log, there are cases when the same total results are not attained because the data collection process specifications of the iWAM and Accounting Management Plug-in are different (e.g., Group Total).

When migrated data is modified.

If a CSV file output from iWAM is changed manually, migration is not guaranteed.

Client Module Installer



Limitations

Distribution from the iWEMC Printer Driver Management Plug-

in

The client module installer and the client module uninstaller are not distribution objects from the iWEMC/iWMC printer driver management plug-in.

As the unit installers for the Accounting Management Driver Add-in and for Accounting Management for Client PC can be distributed, the unit installers shall be used.

Unsupported OSs

Installation to Windows 2000 Professional/Server SP4 (32 bit version) is not blocked, but the operation is not supported,

Alternate installation of an unsupported 64-bit OS and its operation in a Point&Print environment.

Windows XP Professional SP3 (64 bit version), Windows Server 2003 Standard Edition, and Enterprise Edition SP2, R2 SP2 (64 bit version) are not supported and are blocked by the installer.

However, in case of an alternate installation of the Accounting Management Driver Add-in or in case of installation using Point&Print, determination of the OS of the client PC by this installer is not possible, so that the installation cannot be blocked.

Accordingly, when alternate installation to such a not-supported 64-bit OS or installation by Point&Print has been performed, operation of the Accounting Management Driver Add-in is no longer supported.

Behavior of the client module installer

When Accounting Management for Client PC or the Accounting Management Driver Addin has already been installed in a different language, the behavior of the total installer differs according to whether this is Accounting Management for Client PC or the Accounting Management Driver Add-in.

When Accounting Management for Client PC has been installed, the client module installer returns an error and exits, but when the Accounting Management Driver Add-in in another language has been installed, the client module installer continues to run. However, although the installation proceeds, an update installation for the already installed Accounting Management Driver Add-in in another language is not possible.

When there is no uninstallation target

When there is no printer and driver uninstallation target both for Accounting Management for Client PC and for the Accounting Management Driver Add-in, continuation or abortion of the uninstaller depends on the key AM_InstCategory=0/1 in Setup.ini.

In case of AM_InstCategory=0, the total uninstaller aborts with an error message when there is no uninstaller target printer and driver.

In case of AM_InstCategory=1, the presence or absence of Accounting Management for Client PC itself is determined in addition to determining the presence or the absence of an uninstaller target printer and driver. When only Accounting Management for Client PC itself is installed, the total uninstaller continues to run and Accounting Management for Client PC can be uninstalled.

Behavior of the client module uninstaller

When Accounting Management for Client PC or the Accounting Management Driver Addin has already been installed in a different language, the behavior of the client module uninstaller differs according to whether this is Accounting Management for Client PC or the Accounting Management Driver Add-in.

When Accounting Management for Client PC has been installed, the client module uninstaller returns an error and exits, but when the Accounting Management Driver Add-in in another language has been installed, the client module installer continues and the Accounting Management Driver Add-in in a different language can be uninstalled.

Check box UI behavior

The inter-relation between check boxes are different for the Accounting Management for Client PC target tree and the Accounting Management Driver Add-in target tree.

The installation and uninstallation targets for Accounting Management for Client PC are to the installation and uninstallation targets for Accounting Management for Client PC are to the installation and uninstallation targets for Accounting Management for Client PC are to the installation and uninstallation targets for Accounting Management for Client PC are to the installation and uninstallation targets for Accounting Management for Client PC are to the installation target and the Accounting Management for Client PC are to the installation target and the Accounting Management for Client PC are to the installation target and the Accounting Management for Client PC are to the installation target and the Accounting Management for Client PC are to the installation target and the Accounting Management for Client PC are to the installation target and the Accounting Management for Client PC are to the installation target and the Accounting Management for Client PC are to the installation target and the Accounting Management for Client PC are to the installation target and the installation target and the Accounting Management for Client PC are to the installation target and the installation targ

The installation and uninstallation targets for Accounting Management for Client PC are for each printer.

- ON/OFF for hierarchically higher drivers are inter-linked with to all hierarchically lower printers.
- When a hierarchically higher driver is ON, the ON status of this driver does not change
 when a hierarchically lower printer is set to OFF. When all hierarchically lower printers are
 set to OFF, the hierarchically higher driver becomes OFF.
- When a hierarchically higher driver is OFF and a hierarchically lower printer is set to ON, the hierarchically higher driver becomes ON.

The Accounting Management Driver Add-in installation and uninstallation targets each driver.

- ON/OFF for hierarchically higher drivers is locked to all hierarchically lower printers.
- When a hierarchically higher driver is ON and a hierarchically lower printer is set to OFF, the hierarchically higher driver becomes OFF, and the other hierarchically lower printers also become OFF.

When a hierarchically higher driver is OFF and a hierarchically lower printer is set to ON, the hierarchically higher driver becomes ON and the other hierarchically lower printers also become ON.

[Installation authentication] dialog

Update targets with Accounting Management for Client PC/Accounting Management Driver Add-in already installed, and drivers with the Accounting Management Driver Add-in in a different language already installed for which the Accounting Management Driver Add-in cannot be installed are not displayed on the [Installation authentication] screen. Confirmation is possible on the [Installation authentication] screen.

Printers/Drivers not displayed in the [Installation] dialog.

The following printers/drivers are not displayed on the [Installation] screen.

- Update targets with Accounting Management for Client PC/Accounting Management Driver Add-in already installed.
- Drivers for which an AM Driver Add-in in a different language is already installed and the Accounting Management Driver Add-in cannot be installed.

Precautions

Deleting the ZoneID

This is security information conferred to files downloaded from the Internet, a departmental shared server, etc. CHM help files, exe files, etc. with this information display a security warning dialog when the file is opened. The ZoneID must be removed to disable warning dialog from being displayed.

The total installer/uninstaller has a function for deletion of the ZoneID.

■ [Installation] dialog

Shared printers and shared drivers are not displayed.

■ [Uninstallation] dialog

Shared printers and shared drivers are not displayed.

Update installation

In case of an update installation, the user data used up to that point in time (files and registry) are not inherited. After an update installation, the [Refresh] button must be clicked to retrieve the server information.

■ Errors at the time of execution of the client module uninstaller

The client module uninstaller does not exit when an error occurs with one target, but uninstalls the next target, so that processing continues even when an error message is displayed. After all uninstallations have been completed, the occurred error messages are displayed together on the [Uninstaller errors] screen.



Maintenance

- Data Backup
- Replacing devices
- Procedure at the Time of PC Replacement
- Procedure at the Time of Database Change
- Service Tool Outline
- Debugging log for Accounting Management Plug-in
- Debugging logs for Accounting Management Driver Add-in
- Debugging logs for Accounting Management for Client PC
- Debugging log for Accounting Management Login
- Database Operation Tool
- File Backup Tool

Data Backup



Data Backup

Database backup procedure

Back up the database according to the iWEMC/ iWMC backup procedure.

For details, refer to the iWEMC/ iWMC V3.0 User's Guide or Service Manual

Since the Accounting Management Plug-in stores information in files in addition to the database, these folders and files should also be saved/restored at the same time. Refer to "Backup files in the Accounting Management Plug-in" in this chapter.

Others

1) Accounting Management Plug-in

Export of billing codes

The following do not possess the import feature, therefore only a backup of the of the same is possible:

- · Automatic export of periodic accounting results
- · Export of accounting results in a specified period
- · Automatic export of Job Log
- Export by period of Job Log

2) User Management Plug-in

- Export of domain user data (domain user/ group/ department ID)
- Export of local user data (local user/ user folder/ department ID)
- Usage limit of users (import item unique to Plug-in)

The following data do not have an import function.

 Data indicating the relation between local users and user folders out of the local user information

3) Device information from iWEMC/ iWMC basic set

• Export of management device information (device list) (not accounting devices) In addition to the above, backup of files in the Accounting Management Plug-in is also required.

For details, refer to "Backup files in the Accounting Management Plug-in" in this chapter.

Backup files in the Accounting Management Plug-in

The Accounting Management Plug-in stores information in folders and files in addition to the database. For this reason, a backup of the files listed below is necessary during the backup of the iWEMC/ iWMC database.

During restoration, the same files should be copied to the original folders and files.

< Necessary files >

CpcaAccountLogPointer.ini

[Location:]

[Virtual directory] \Plugin\AccountingManager\Polling\

[Description:]

Manages the ReadPointer(where to retrieve the Job Log from) of the device log used in CPCA polling.

Logs folder

[Location:]

[Virtual directory] \Plugin\AccountingManager\Polling\

[Description:]

Folder containing files for managing logs to be registered next time when registration fails during CPCA polling.

* If registration fails, the folder is empty and copying is not possible.

BillingCode1.csv, BillingCode2.csv, BillingCode3.csv

[Location:]

[Virtual directory] \Plugin\AccountingManager\BillingCode\

[Description:]

These files are used to download billing codes from the Accounting Management Plug-in by Accounting Management Driver Add-in/Accounting Management for Client PC.

* Not necessary when billing codes are not used.

< Necessary files depending on the settings >

CpcaAccessor.ini

[Location:]

[virtual directory] \bin\AccountingManager\

[Description:]

File containing times for enforcing CPCA polling for RealDeepSleep devices.

- * For backup of data in plug-in, deactivation of plug-in and iWEMC/ iWMC scheduler is required.
- * In case of IIS, deactivation is not necessary if operation from browser has not been performed.
- * Not necessary if settings have not been changed, or if settings are the same during backup and recovery.

Data Recovery

Data restore procedure

Database restoration is performed based on the database restore procedure of iWEMC/iWMC.

For details, refer to the iWEMC/iWMC V3.0 User's Guide or the Service Manual.

Restoring of files in the Accounting Management Plug-in

Restore the files in the Accounting Management Plug-in.

For details, refer to "Recovery files in the Accounting Management Plug-in" in this chapter.

Others

The import function of Accounting Management and User Management Plug-in is used for specific purposes only.

The target data to be imported are shown below.

- User management information (from the User Management Information import screen of the User Management Plug-in)
 - · Domain Users Information
 - Local Users Information
 - · User Usage Limit (plug-in-specific import item)
- Billing codes (from the billing code management screen of the Accounting Management Plug-in)
- Total device information (from the screen for selection of the addition method for total devices of the Accounting Management Plug-in)
- The iWEMC/iWMC management device information is imported to the total device and is added.



Recovery files in the Accounting Management Plug-in

The files shown in "Backup files in the Accounting Management Plug-in" in this chapter are restored together with the database.

Stopping/halting the system (halting the plugin and iWEMC/iWMC scheduler) is required for restoring files in the plug-in.

As long as there is no operation from the browser, stopping/halting the IIS is not required. System start (plug-in start and iWEMC/iWMC scheduler start) is performed after file restoring.

System stop method

Plug-in stop

<Preparation>

Confirm that no Accounting Management Plug-in task is being executed.

<Procedure>

- 1. Login to the Enterprise Management Console as a user with [Admin] access rights for [System Configuration Management].
- Confirm with the Enterprise Management Console administrator for user accounts with [Admin] access rights.
- 2. The [System Configuration Management] page is displayed when [Environment Setup] > [Common Settings] > [System Configuration Management] is selected from the menu.
- 3. Click [Stop] in the Accounting Management Plug-in column of [Option Plug-ins] and confirm that the Accounting Management Plug-in has stopped.

Scheduler stop

- 1. Stop the scheduler service of the data collection server.
 - In case of Windows XP
 Select [Control Panel] [Performance and Maintenance] [Administrative Tools] –
 [Services] from [Start].
 - In case of Windows Server 2003/Windows Server 2008
 Select [Administrative Tools] [Services] from [Start].
 - In case of Windows Vista
 Select [Control Panel] [System and Maintenance] [Administrative Tools] [Services]
 from [Start].
- 2. Stop the "Canon imageWARE Enterprise Management Console Task Scheduler."

System restart method

- 1. Start the scheduler service of the data collection server.
 - In case of Windows XP
 Select [Control Panel] [Performance and Maintenance] [Administrative Tools] [Services] from [Start].
 - In case of Windows Server 2003/Windows Server 2008
 Select [Administration Tools] [Services] from [Start].
 - In case of Windows Vista
 Select [Control Panel] [System and Maintenance] [Administrative Tools] [Services]
 from [Start].
- 2. Start the "Canon imageWARE Enterprise Management Console Task Scheduler."
- 3. Start the User Management Plug-in.
- 4. Start the Accounting Management Plug-in.

Replacing devices



Overview

The operation necessary for changing the IP address during device failure or device replacement is described below.

The cases of device replacement

Use case	IP/ Host Name	MAC address	HDD	Upgrade
A. HDD change			Change	
B. Functions change due to HDD change, firmware revised			(Change)	Change
C. MAC address change (IP address is not changed)		Change		
D. Host name/ IP address, MAC address change	Change	Change		
E. Host name/ IP address (MAC address is not changed)	Change			

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Details of each case

Case A: HDD replacement (when Job Log content changes)

[Necessary operation]

- Reinstall AM for MEAP (if AM for MEAP has been used before HDD replacement).
- Reregister the total devices with the Accounting Management Plug-in (delete once and reregister).

As the Job Log in the device is cleared, the ReadPointer for the Job Log of the device must be retrieved again by the Accounting Management Plug-in. Billing code ON/OFF settings etc. are also not inherited.

Device settings with the Accounting Management Plug-in
Since devices are deleted once from the system, the information on the use of billing codes
per device and system management information is deleted; so re-registering the devices is
necessary.

■ Case B: Change in the performance of the device

[Necessary operations]

 Perform device re-registration with iWEMC/iWMC (repeated search, retrieve device information).

As the status of the AMS license and the local user distribution function may change (depending on presence or absence of the SSO-H installer and installation or installation of the AMS license installed), the device must be deleted from iWEMC/iWMC and must be registered again. At this time, the system administrator information etc. are deleted.

- Reinstall AM for MEAP (if AM for MEAP has been used before HDD replacement).
- Reregister the total devices with the Accounting Management Plug-in (delete once and reregister).

As the Job Log in the device is cleared, the ReadPointer for the Job Log of the device must be retrieved again by the Accounting Management Plug-in. Billing code ON/OFF settings etc. are also not inherited.

- Device settings with the Accounting Management Plug-in
 Since devices are deleted once from the system, the information on the use of billing codes
 per device and system management information is deleted; so re-registering the devices is
 necessary.
- User Management Plug-in

Since the plug-in has been designed based on the concept that department management ability does not change for the same device, the MAC address does not change, and no change in the department management ability is visualized.

For this reason, if the department management ability changes, the device has to be deleted from iWEMC and the performance data has to be deleted.

The system administrator data and so on will also be deleted at this stage.

When the department management function changes because of this, the device must be deleted from iWEMC/iWMC and reinstalled.

At this time, the system administrator information etc. are deleted.

■ Case C: Change in MAC address (IP address is unchanged)

[Necessary operations]

- Delete the device before change from the iWEMC/iWMC device list. It is also deleted automatically from the total devices.
- · Register the modified device with the iWEMC/iWMC management devices.
- Install of AM for MEAP on the modified device (as required).
 When AM for MEAP has been installed to a new device, registering the total device in the Accounting Management Plug-in is required. Sending starts from the Job Log retrieved after registration.
- · Register the modified device as a total device.
- Reregister the total device with the Accounting Management Plug-in (delete once and reregister).

As the Job Log in the device would have been cleared, the ReadPointer for the Job Log of the device must be retrieved again by the Accounting Management Plug-in. Billing code ON/OFF settings etc. are also not inherited.

Device settings with the Accounting Management Plug-in
Since devices are deleted once from the system, the information on the use of billing codes
per device and system management information is deleted; so re-registering the devices is
necessary.

CAUTION:

The device before the change must be deleted from the total devices of the Accounting Management Plug-in. If it is not deleted, Job Log duplication etc. may occur.

NOTE:

- · Accounting Management Plug-in
 - ON/OFF setting of billing code is not inherited because the device is recognized as another device.
 - System administrator ID is not inherited.
 - The ReadPointer of the device log is cleared and retrieval starts from the log after registration.

When old device is not deleted, there are some devices that have the same IP address. In this situation, use the device that has recent renewal date.

Accounting Management for Client PC
 Since the device is recognized based on the IP address, if part of untransmitted logs of an
 old device remains, they may be registered as the new device logs.
 Held unsent logs are sent (as a result, data inconsistency occurs between the server and
 client).

Case D: When host name/IP address, MAC address are changed

[Necessary operations]

- Delete the device from the iWEMC/iWMC device list before modifications are made (as required).
- The device will also be automatically deleted from the total devices.
- · Register the modified device with the iWEMC/iWMC management devices.
- Install AM for MEAP to the device after modifications are made (as required).
 When AM for MEAP has been installed to a new device, registering the total device to the Accounting Management Plug-in is required. Sending starts from the Job Log retrieved after registration.
- Register the modified device as a total device.
- Reregister the total devices with the Accounting Management Plug-in (delete once and reregister).
- As the Job Log in the device would have been cleared, the ReadPointer for the Job Log of the device must be retrieved again by the Accounting Management Plug-in. Billing code ON/OFF settings etc. are also not inherited.
- Device settings with the Accounting Management Plug-in
 Since devices are deleted once from the system, the information on the use of billing codes
 per device and system management information is deleted; so re-registering the devices is
 necessary.

■ Case E: Changes only in the IP address/host name

Sometimes only the IP address and host name are changed because of a change in arrangement of the device.

[Necessary operations]

- Search for the device again with iWEMC/iWMC to reflect the changes in the IP address/ Host name (re-registration of the device with the Accounting Management Plug-in is not required).
- This must be done as soon as the IP Address/Host Name has been changed.
- Change the IP Address/Host Name of the Accounting Management Port of Accounting Management for Client PC to the new IP Address/Host Name and restart the PC.
- Change the IP Address/Host Name of the printer port (Standard TCP/IP etc.) where the
 Accounting Management Driver Add-in is installed to the new IP Address/Host Name. After
 that, start the [Device IP Address/Host Name Setting] dialog from the [Accounting-M] tab of
 Driver Properties and set the new device IP Address/Host Name.

NOTE:

- AM for MEAP
 - The IP address of device is saved and used, but since re-start is necessary when the IP address of a device is changed, it will be reset at re-start.

 After searching for the device again with iWEMC/ iWMC, transmission of Job Log can be continued.
- Accounting Management for Client PC In some cases, printing has been done on device with the old IP Address/Host Name, but the Job Log has not yet been sent. The Job Log is sent to the data collection server once the internal transmission time of Accounting Management for Client PC is reached. However, reception is refused as a log for an unknown device and as a result, the log is not registered.
- Accounting Management Driver Add-in
 Acquires device settings such as ON/OFF setting of billing code and proceeds.

Procedure at the Time of PC Replacement



Overview

Migration is done using the Administration Tool of iWEMC/iWMC.

Refer to the "iWEMC/iWMC V3.0 Service Manual" for the Administration Tool.

This chapter explains the processes required for server migration for the Accounting Management Plug-in.

For server migration, the explanations are divided into the case when only the DB server has been migrated and the case when the iWEMC/iWMC server has been migrated (migration of the iWEMC/iWMC server can either include simultaneous DB migration or use of the DB as it is, but as the processing by the Accounting Management Plug-in does not change, these two cases are described together).



Migrating the DB Server

Refer to the "iWEMC/iWMC V3.0 Service Manual."

There is no processing required only by the Accounting Management Plug-in.

However, when the DB server is migrated, the files described in "Backup files in the Accounting Management Plug-in" and "Restoring of files in the Accounting Management Plug-in" in this chapter must also be restored when restoring a DB backed up in the past to the new DB.



Migrating the iWEMC/iWMC Server

■ Migration within the same platform

- 1. Refer to the "iWEMC/iWMC V3.0 Service Manual" and migrate the server.
- 2. When the Windows firewall has been set, add the Job Log acquisition module (CmcpAmCpcaPol.exe) to the firewall exceptions list.
- If this is not added to the exceptions list, Job Log acquisition cannot be performed by CPCA polling.
- 3. Perform "Changes to perform at Server Address Change" in this chapter when using the following modules.
 - Accounting Management Login
 - AM for MEAP
 - · Accounting Management Driver Add-in
 - Accounting Management for Client PC

■ Migration between different platforms

- 1. Back up the files described in "Backup files in the Accounting Management Plug-in" in this chapter.
- 2. Refer to the "iWEMC/iWMC Service Manual" and migrate the server.
- 3. Restore the files backed up in step 1.



Changes to perform at Server Address Change

Accounting Management Login, AM for MEAP, Accounting Management Driver Add-in, and Accounting Management for Client PC access the server using the server IP address or the host name. When migrating the iWEMC/iWMC server, the IP address and the host name of the server are changed and the following changes are required.

Changes to perform for Accounting Management Login and AM for MEAP

- 1. Set the server address following the procedure in "When the IP Address/Host Name of the Data collection server has been changed" in the "Accounting Management Option V2.0 User's Guide" and enter the new server address.
- However, when the automatically retrieved IP address is used for access, manual setting of the normal server address has not been done, so that the procedure of step 1 is not required.
- 2. Select the devices containing Accounting Management Login or AM for MEAP following the procedure in "When the IP Address/Host Name of the Data collection server has been changed" in the "Accounting Management Option V2.0 User's Guide" and update the history retrieval method.

Changes to perform for Accounting Management Driver Add-in and Accounting Management for Client PC

Changes are not performed with the Accounting Management Plug-in but with Accounting Management Driver Add-in or Accounting Management for Client PC.

When the server IP Address or the Host Name, the communication protocol, or the communication port number has been changed, start the installer of the Accounting Management Driver Add-in or Accounting Management for Client PC again and perform an update installation (uninstallation is not required).

While installation is running, specify a new server's setting by [Server Setting] display, new server's setting set by installation's performance makes the operation possible.

Procedure at the Time of Database Change

When the size of the data used exceeds the capacity of the DB, the DB must be changed to the higher level edition (upgrading from a free version to a paid version etc.). Refer to "Procedure at the Time of Database Change" in "Maintenance" of the "iWEMC/iWMC V3.0 Service Manual" for the procedure at the time of DB change.

Service Tool Outline



Tools and Functions for service persons in charge

Since the following functions and tools are limited to end users, be careful of them in use.

- Function of collecting debugging logs for Accounting Management Plug-in
 There are a method using the Log Collection tool and a method changing the setting file for
 collecting logs.
- Function of collecting debugging logs for Accounting Management Driver Add-in
 There are a method using the Log Collection tool and a method changing the registry value
 for collecting logs.
- Function of collecting debugging logs for Accounting Management for Client PC
 There are a method using the Log Collection tool and a method changing the setting file for collecting logs.
- · Function of collecting debugging logs for Accounting Management Log-in
- · Database Operation tool
- File Backup tool (for retrieval of Accounting Management peculiar files)



Deal with debugging log files

As for the handling of the debugging log files;

- Specific information, such as a user name, domain name, and Billing code, may be
 included in the acquired debugging log file. At the time of acquisition, perform information
 disclosure to a user and obtain a user's consent. When the information which the user
 judged that offer is impossible is included, have offer improper information deleted from the
 acquired log file, and receive.
- Deal with these service tools as confidential information specified in each Canon sales company.
- · Also note that the log file treated in this section is not enciphered.

CAUTION:

Only a service person in charge operates service tools, and end users' operation is forbidden.

Debugging log for Accounting Management Plug-in



Overview

The following three methods exist for retrieving the debugging logs of the Accounting Management Plug-in.

- Collecting logs by method of using the Information Retrieval tool
- · Collecting logs by method of using the ClickOnce tool
- Collecting logs by method of changing the Setting File



Collecting logs by method of using the Information Retrieval tool



Overview

The Information Retrieval tool is a tool for retrieval of debugging log by setting level. It's also possible to get iWEMC/iWMC server information. Furthermore, it's possible to change the debugging log's level settings only too.

The Information Retrieval tool is composed of the following three files.

File name	Description
GetInformation.exe	Tool for retrieval of the debugging log level settings and information
GetInfo.ini	Setting file
GetInfoConsole.exe	Tool for information retrieval

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<Information retrieved with the Information Retrieval tool>

The following information is retrieved.

- Debugging logs put out by iWEMC/iWMC
- IIS logs (only with Administrator authority)
- Installation file list of iWEMC/iWMC
- · iWEMC/iWMC server OS information
- Service list
- Process list
- Event logs (application logs)

Installation/ Uninstallation

<Install>

Copy the [GetInfomation] folder to any folder on the iWEMC/iWMC server, maintaining the following folder configuration.

[GetInfomation]

- GetInformation.exe

L- [lib]

- GetInfo.ini

L- GetInfoConsole.exe

<Uninstall>

Delete the copied [GetInfomation] folder and any folders under it.

<Limitations>

- This tool must operate on an iWEMC/iWMC server, and operation is not guaranteed for execution in a remote environment.
- Performing level setting for the debugging log requires Administrator authority. In case
 of starting by a user without Administrator authority, the [ChangeLogLevel] tab of the
 [GetInfomation] dialog is not displayed. Also, when started by a user without Administrator
 authority, the IIS log is not retrieved. In case of execution as administrator with Windows
 Vista/Server 2008, right-click the Information Retrieval tool and click [Run as administrator].

How-to-use

Default log level of Accounting Management Plug-in is "error". If the symptom can be reproduced, change the log level to "debug", reproduce the symptom and send the generated log to support group in sales company. If the symptom cannot be reproduced, collect the error-level log which has been already generated as a default, and send it to support group in sales company.

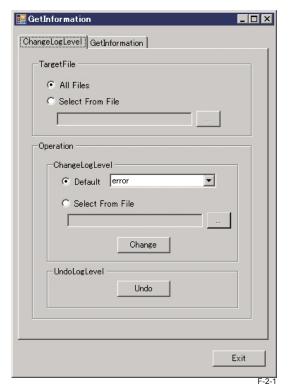
<Change level of debugging log>

The following method is for using the Information Retrieval tool and changing the output settings for the debugging log of the Accounting Management Plug-in, etc.

1. Suspend the following service.

<US>

- Canon imageWARE Enterprise Management Console Task Scheduler
- <EUR/Asia/Oceania>
 - · Canon iW Management Console Task Scheduler
- 2. Run GetInformation.exe and start the Information Retrieval tool.



3. For [TargetFile], select setting file in which change of log level will be performed. If [All Files] is selected, files of settings for the following output logs from A to E automatically become target files.

Concretely, those files are web.config file under the [Install Directory of iWEMC] directory and XXXX.config file under [Install Directory of iWEMC]\bin directory. However, if [CodeLogSetting] section doesn't exist, in other words, if it's impossible for setting the debugging log in those config files, the config files don't become the target files. Furthermore, CpcaAccessor.ini file under [Install Directory of iWEMC]\bin\ DeviceUserManagement directory for User Management Plugin (User Management Plugin's setting file of debugging log which CPCA communication module output) also becomes a target file.

For Accounting Management Plug-in, CpcaAccessor.ini under the [Install directly of iWEMC]\bin\AccountingManager (output the setting file of debuglog by CPCA communication module of Accounting Management Plug-in), and CreateChart.ini under the [Install directly of iWEMC]\Plugin\AccountingManager\ClickOnce\CreateChart(setting file of debug log for ClickOnce application) are also included.

A. Operation logs of Web Application

UI Operation's logs and Web Service's logs are outputted by ASP.NET's log.

B. Operation logs of tasks

Operation logs outputted from tasks.

In case of using Information Retrieval tool, not only Accounting Management Plug-in and User Management Plug-in but also other task's operation log also become target files. However, in case of [Method of Changing the Setting File and Collecting the Logs] in this chapter, only operation logs of Accounting Management Plug-in and User Management Plugin are the target files.

C. Operation logs of CPCA polling task

Logs outputed while collecting logs by CPCA polling.

D. Operation logs of VDC

The CPCA protocol is used to output the contents of the information exchange between the Accounting Management Plug-in and User Management Plug-in and devices.

E. Operation logs of ClickOnce Application

Operation logs of ClickOnce Application (Display as graphic form: CmcpAmCreateChart. exe) that outputted.

For collecting logs without using Information Retrieval tool, refer to [Method of Changing the Setting File and Collecting the Logs] in this chapter.

When [Select From File] is selected, only the config files described in the text file become collection targets.

Possible files which can be described as collection targets are web.config files under the [Install directory] and XXXX.config files directly under [Install directory]\bin.

The file description method is shown as below.

- · The extension is [txt].
- Enter one file name on one line (Refer to above writing for config files which are possible to be entered).
- There is no discrimination by upper-case letters and lower-case letters for the file name.
- · text files are saved in ASCII format.

File description examples

web.config

CmcpAmCpcaPol.exe.config

CmcpAmDelJobLog.exe.config

CmcpDumADSync.exe.config

Files written above are assumed by the offer of field support group of Canon Inc. on research of disabled use.



4. Set log level for [ChangeLogLevel]

If all settings of log level are the same, after selecting [Default], select log's level output from the pull-down menu.

When [Select From File] has been selected, add the blank name column and the log level described in the specified text file to files specified by [Target File]

The file description method is shown below.

- · The extension is txt.
- The log levels which can be specified are [debug], [information], [warning], [error], [fatal], and [none].
- One blank name column and one log level are described comma-delimited on one line.
- Text files are saved in ASCII format.

File description examples

default,error

WebService.TaskService,warning

AccountingManagement.Bll,debug

Files written above are assumed by the offer of field support group of Canon Inc. on research of disabled use.

NOTE:

Only "Default" and Debug" are provided for log levels of ClickOnce application. As for the Information Retrieval tool, only when "Debug" is specified, the log level is changed. (When the item other than "Debug" is specified, it is handled as "Default")

- 5. Click the [Change] button.
- 6. A list of files with changed log output level is displayed. Click the [OK] button.
- 7. Click the [Exit] button and exit from the Information Retrieval tool.
- 8 Start the following service.

<US>

- Canon imageWARE Enterprise Management Console Task Scheduler
- <EUR/Asia/Oceania>
 - Canon iW Management Console Task Scheduler

<Generating the debugging logs>

Reproduce the symptom in order to generate the debugging log after changing the log level.

<Information settings to be collected by the tool>

By changing the GetInfo.ini settings, the device which the debugging log is collected from can be changed, and the information to be collected can be selected.

In the ini file, the following information is written.

If the ini file does not exist, the tool operates with the default setting.

• [Debug Log Directory] (Destination where you retrieve the debugging log (Multiple destinations can be specified.))

As for the iWEMC debugging log, the destination can be specified for each config file. If the destination where the debugging log is output is changed, specify the absolute path of the destination directory.

Example: C:\Temp\iWEMC\Log

[IIS Log Directory]

Destination of IIS log can be changed in the IIS settings. If the destination where the log is output is changed, specify the absolute path of the destination directory.

When the destination is not specified, collect the log from the default destination.

Example: C:\Temp\IIS\Log

[Collect File List]

Specify whether the iWEMC installation file list is collected or not.

- 1: Collected (default)
- 0: Not collected. If nothing is written or the number other than "0" is entered, the list is collected.
- · [Collect OS Info]

Specify whether the OS information is collected or not.

- 1: Collected (default)
- 0: Not collected. If nothing is written or the number other than "0" is entered, the OS information is collected.
- [Collect Service List]

Specify whether the service list is collected or not.

- 1: Collected (default)
- 0: Not collected. If nothing is written or the number other than "0" is entered, the service list is collected.
- [Collect Process List]

Specify whether the process list is collected or not.

1: Collected (default)

2

- 0: Not collected. If nothing is written or the number other than "0" is entered, the process list is collected.
- · [Collect Event Log]

Specify whether the event log (application log) is collected or not.

- 1: Collected (default)
- 0: Not collected. If nothing is written or the number other than "0" is entered, the event log is collected.
- · [Collect IIS Log]

Specify whether the IIS log is collected or not.

- 1: Collected (default)
- 0: Not collected. If nothing is written or the number other than "0" is entered, the IIS log is collected.

The following information is written in the default GetInfo.ini file.

```
[Debug Log Directory]

[IIS Log Directory]

[Collect File List]
1
[Collect OS Info]
1
[Collect Service List]
1
[Collect Process List]
1
[Collect Event Log]
1
[Collect IIS Log]
1
```

<Retrieval of debugging log, etc.>

Using the Information Retrieval tool for retrieving debugging logs, etc. is shown below.

1. Run [GetInformation.exe] and start the Information Retrieval tool.



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- 2. Click the [GetInformation] tab.
- 3. Input the destination output path into the [OutputDirectory].
- * In case of no input, the output path is made to the same folder path of GetInformation. exe.
- 4. Enter the log collection date into [Year], [Month], and [Day] of [From Date].
 The debugging logs and the IIS logs with a file creation date from the specified date on are retrieved.

When no date is entered for [From Date], all log files are retrieved. When the operation period is long and all log files are retrieved, the retrieval may take time and the retrieved data quantity may become large, so that retrieval should be made with date specification.

5. Click the [GetInformation] button.

Process after using the tool

- · With the following procedure, return the output settings for the debugging log to default.
- 1. Run [GetInformation.exe] and start the Information Retrieval tool.
- 2. At the [UndoLogLevel], click the [Undo] button.
- 3. Click the [Exit] button and exit from the Information Retrieval tool.
- · Delete the debugging log generated by the tool.
- · Delete the copied tool.

User information included in log files

- · Accounting Management Plug-in
 - · Document name of job
 - · User name logged in for print job
 - · Domain name logged in for print job
 - · Host name of device
 - · Serial number of device
 - Login name
 - · User name for SMB
 - · Billing code
- · User Management Plug-in
 - · Domain name

Method of checking the tool version

Right click on GetInformation.exe and select [Properties]. Then, in the properties dialog that is displayed, check [Product Version] column at [Version] sheet or [Details] sheet.

· Version of the Information Retrieval tool (as of August, 2009): 2.0.0.0

How to obtain the Tool

Offered by SI (Service Information).

Collecting logs by method of using the ClickOnce tool

Overview

The ClickOnce tool is a tool for retrieving following log files from a specified folder.

- Debugging logs put out by CmcpAmCreateChart.exe
- · CSV/XML files downloaded to a client computer for graph creation (if remaining)
- · Client computer OS information
- · Client computer Excel information

The ClickOnce tool is configured of the following files.

File name	Description
AmClickOnceTool.exe	Tool for collection of debugging logs, retrieval of client computer OS
	information, etc.

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For retrieval of logs with the ClickOnce tool, the settings of the ini file of [Display in Graph format] on the iWEMC/iWMC server must be changed as required.

It is also possible to delete the ClickOnce application files saved on the client computer as cache.

The deletion targets are the files in the following folders.

OS	ClickOnce application cache region
Windows 2000	<pre><drive>:\Documents and Settings\<user>\Local Settings\</user></drive></pre>
Windows 2000 Server	Apps\2.0\
Windows XP	
Windows Server 2003	
Windows Vista	<pre><drive>:\Users\<user>\AppData\Local\Apps\2.0\</user></drive></pre>
Windows Server 2008	

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■ Installation/ Uninstallation

<Install>

Copy to the client computer where the ClickOnce application (Display in graph format) has been executed.

<Uninstall>

Delete the copied files.

■ How-to-use

2

<ini file settings>

For collection of "debugging logs" and "CSV/XML files" by client computer information collection, the settings in the ini file of [Display in graph format] on the iWEMC/iWMC server must be changed as required.

Location of the ini file:

[iWEMC installation folder]\Plugin\AccountingManager\ClickOnce\CreateChart\CreateChart. ini

Contents of the ini file:

LogLevel=Default LogFileSize=500 RetainLocalFiles=false

Debugging logs

Debugging logs have two levels of "Default" and "Debug", and "Default" is set as a default. The log level becomes Debug by changing the first line of the ini file from "LogLevel=Default" to "LogLevel=Debug."

When the log level is Default, only the logs when an error has occurred are saved in the log file.

When the log level is Debug, logs for not only errors, but also all detailed operations are saved in the log file.

The log level in the ini file can be changed by using the Information Retrieval tool. For more information, refer to [Collecting logs by method of using the Information Retrieval tool] in this chapter.

CSV/XML files

CSV/XML files downloaded to a client computer for graph creation are deleted after completion of graph creation.

When it is desired that CSV/XML files downloaded to a client computer for graph creation are not deleted after completion of graph creation, but are kept, change the third line of the ini file to "RetainLocalFiles=true."

When CSV/XML files are set to be retained on the client computer, the files are not deleted automatically and manual deletion is required.

In addition, this setting (setting to keep the CSV/XML file) is not specified normally. Only in a case specified by field support group of Canon Inc., specify this setting and retrieve the CSV/XML file.

NOTE:

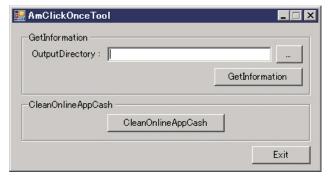
- There is no need to suspend iWEMC service or IIS when changing the ini file settings.
- The change in the ini file becomes enabled right after editing the file, and is reflected to the debugging log.

<Generation of Debugging Log>

When the ini file settings have been changed, such as log level change, reproduce the symptom to generate the debugging log, etc.

<Log collection>

- Login and execution must be done with an account where [Display in Graph Format] has been executed.
- 1. The following dialog is displayed when AmClickOnceTool.exe is started.



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- 2. Input the log file's destination output path into the [OutputDirectory] column.

 You can also click the [...] button and specify the folder where the log files are to be saved.
- * When no input is made, destination output path is made is made to the same folder path of AmClickOnce.exe.
- 3. Click the [GetInformation] button.
- 4. Click the [OK] button when the process completion message is displayed.
- 5. Click the [CleanOnlineAppCash] button, and delete the ClickOnce application cache.
- Check if the symptom is reproduced. If so, retrieve the debugging log again using the ClickOnce tool.
- 7. Click the [Exit] button and exit from the tool.
- 8. Send the checking result obtained in step 6 and the obtained log file to support group in sales company.



Log collection also can be performed manually. Refer to the following table for the debugging log save location.

File name is set as [CreateChart(any characters).log] or [CreateChar(any characters)_ (number).log].

OS	Debugging log save location
Windows 2000	ClickOnce application data directory under <drive>:\Documents and</drive>
Windows 2000 Server	Settings\ <user>\Local Settings\Apps\2.0\Data\</user>
Windows XP	
Windows Server 2003	
Windows Vista	ClickOnce application data directory under <drive>:\Users\<user>\</user></drive>
Windows Server 2008	AppData\Local\Apps\2.0\Data\

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Client computer's OS information, Excel information are read into [OsInfo.txt] and [ExcelInfo.txt] files under directory specified by [OutputDirectory].

Furthermore, (for those cases remaining only) CSV/XML files under cache area, known as downloaded CSV/XML files, are copied into directory specified in [OutputDirectory] for creating graphs.

<Cache deletion>

When the ClickOnce application is run, the files required for execution are downloaded to the cache region of the ClickOnce application.

The downloaded files are saved to the client computer as cache.

Cache deletion deletes these files saved to the client computer as cache.

- 1. Click the [CleanOnlineAppCash] button.
- 2. Click the [OK] button when the process completion message is displayed.
- 3. Click the [Exit] button and exit from the tool.

<Pre><Pre>cautions>

[CleanOnlineAppCache] deletes all ClickOnce application files in the cache region. Because of this, files of applications other than the ClickOnce application files related to [Display in graph format] are also deleted.

Debugging logs being collection targets for the information collection function and CSV/XML files are also deleted.

<References: Remove cache manually>

Files downloaded into ClickOnce Application's cache area can be removed manually. This removal is shown below.

Beforehand, set hidden files and hidden folders into viewable status from [View] sheet in [Folder Option] dialog.

1. Move ClickOnce Application's cache area

In case of Windows 2000/2000 Server/XP/Server 2003:

<DRIVE>:\Documents and Settings\<USER>\Local Settings\Apps\2.0\

In case of Windows Vista/Server 2008:

<DRIVE>:\Users\ <USER>\AppData\Local\Apps\2.0\

(USER is user account that [Display in graph format] was performed)

2. Remove all folders except [Data] folder in the folder which was moved

Example: Folder shown below are removed

C:\Documents and Settings\<USER>\Local Settings\Apps\2.0\0CA7YT5Q.942

In this step, if ClickOnce Application's files exist except files of [Display in graph format], they are also removed.

Here is resolution for difficulties of removing files only in the cache area of [Display in graph format]] which is the reason that comes to an error.

Plus, Step 2 written above doesn't mean that only [Data] folder is kept, it can be removed with other folders but [Data] folder is a ClickOnce directory, directory having specified location. Remember it's strong possibility that debugging logs of ClickOnce Application still remain in there.

Process after using the tool

- · Return the ini file settings to its original settings.
- · Click the [CleanOnlineAppCash] button, and delete the generated log file, etc.
- · Delete the copied tool.

User information included in log files

ClickOnce application

 To set the log level as [Debug], <Account Name> is included in a file path output to the debugging log.

Example:

C:\Documents and Settings\<Account Name>\Local Settings\Apps\2.0\xxxxxxxx

In addition, when setting to keep CSV/XML by changing the CreateChart.ini, following information is included in the CSV file on the client side.

- User name
- · Domain name of user
- · Department ID of user
- User group name
- · Department ID of user group
- · Device name
- · IP address of device
- · Host name of device
- · MAC Address of device

Method of checking the tool version

Right click on AmClickOnceTool.exe and select [Properties]. Then, in the properties dialog that is displayed, check [Product Version] column at [Version] sheet or [Details] sheet.

Version of the ClickOnce tool (as of August, 2009): 2.0.0.0

How to obtain the Tool

Offered by SI.

Method of Changing the Setting File and Collecting the Logs

Overview

Debugging logs output by the Accounting Management Plug-in are of four types as mentioned below

- · A. Operation logs of Web application
- · B. Task operation logs
- · C. CPCA Polling task operation logs
- · D. VDC operation logs
- E. Application of ClickOnce operation logs etc.

With regard sections A to D, As long as there are no directions at the time of troubleshooting, acquire all type of debugging logs. With regard section E, collect in case of troubleshooting related with [Display as a form of graph].

Installation/ Uninstallation

No additional modules are necessary.

How to use

A. Operation logs of Web application

The log of UI operations or Web service is outputted by the log of ASP.NET.

<Setting Method>

Specify the log collection level by log output destination and name space in the CodeLogSetting section of Web.config.

- · Setting file name: Web.config
- Setting file path: by default, under C:\Inetpub\wwwroot\iWEMC

In addition, even if it does not edit especially Web.config, the debugging logs at the time of an error is generated by default (Moreover, they will be deleted in default 30 days.).

It is not necessary to stop iWEMC/ iWMC service or IIS at the time of editting Web.config. After edit, even if it restarts neither service nor IIS, an edit result is reflected.

<Details>

- LogWriterSetting
 - Output logs to file specified in [outputTo]
 - Log file for which the number of days specified in [deleteAfter] has elapsed, is deleted.
 - The file name must include {0}. This part should be replaced by the data in [yyyyMMdd] format.
 - · Debug log file including the date is created daily.
 - If {0} is not included in the outputTo attribute, log will not be output.
- · FilterSettings
 - Specify the log collection level in the combination of namespace and level.
 - · Multiple combinations can be specified by using add.
 - namespace

If you specify default, it will be reflected on all namespace settings.

level

Can be specified from the following:

The default settings are: namespace=default, Level=error.

Debug level

Level	Explanation
debug	The most detailed level
information	Level at which information necessary for confirmation is output
warning	Error level at which processing can be continued after warning (such as rewrites)
error	Error level at which processing cannot be continued after error occurs
fatal	Fatal error level at which application cannot continue to work
none	No logs are output.

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Example of the setting

```
<CodeLogSetting>
  <LogWriterSetting logWriter="FileLogWriter"
outputTo="C:\forall Inetpub\forall www.root\forall iWEMC\forall Log\forall AspNet_{0}.log\forall deleteAfter="30\forall />
  <FilterSettings>
  <add namespace="default" level="error" />
  <add namespace=" AccountingManagement.Bll" level="debug\forall />
  </FilterSettings>
  </CodeLogSetting>
```

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- * In the example above, with namespace:default (all), error level logs are output; and with namespace of Accounting Management Plug-in: AccountingManagement.Bll only, detailed debug level logs are output.
- * Since it is difficult for the service personnel to specify namespace other than default, in the actual operation, namespace other than default is assumed to be specified by field support group of Canon Inc. examining the cause.

<Debugging log file generated by default>

- File name: AspNet_yyyyMMdd.log
- Location created:C:\Inetpub\wwwroot\iWEMC\Log

<Output format>

Output in the following format: [Date] [Log level] [Module name] [Message].

Example of output log file

```
2008/01/23 08:15:03.062 error
Canon.ManagementConsole.Plugin.Dpm.TaskServiceServer TaskServiceServer
Execute !!!! Error
2008/01/24 16:01:47.718 warningPlugin.AccountingManager.Bll
Canon.ManagementConsole.Plugin.AccountingManager.Bll.Device
SetWsLoginVersion Login App version info none. [DeviceID:2235624079]
```

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<After acquisiting log file>

· Resume the contents of Web.config file, if you change the settings of the file.



B. Operation logs of tasks

Account Management Plug-in and User Management Plug-in task execution logs will be outputted.

<Setting Method>

Edit Web. config file and then designate the settings of a debugging log for each task.

The setting is the same as "A. Operation logs of Web application" mentioned above.

The content of CodeLogSetting could be changed similarly if needed.

- · File name: See below table
- File path: C:\Inetpub\wwwroot\iWEMC\bin by default (or \iWMC\bin)

It is not necessary to stop iWEMC/ iWMC service or IIS at the time of editing Config files. After edit, even if it restarts neither service nor IIS, an edit result is reflected.

Task Setting files of Accounting Management Plug-in

Setting File	Purpose
CmcpAmClrAmount.exe.config	Log setting for Reset task of Totals
CmcpAmCpcaPol.exe.config	Log setting for Start/ Stop Scheduling Module task
CmcpAmCustomSum.exe.config	Log setting for Period Total calculation
CmcpAmDelJobLog.exe.config	Log for Job history deleting task
CmcpAmPeriodCsv.exe.config	Log setting for Export Job history task
CmcpAmPeriodSum.exe.config	Log setting for Scheduled Total task
CmcpAmRegDev.exe.config	Log setting for Device Registering task
CmcpAmSpcifyCsv.exe.config	Log setting for Export Period Totals
CmcpAmUpprLimit.exe.config	Log setting for Usage Limit Suppression (Set '0' to Department
	ID of device regularly)

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The same usage of debugging log on User Management Plug-in is also possible by replacing a file path.

A selection of User Management Plug-in's task setting files

Setting File	Purpose
CmcpDumADSync.exe.config	Log setting for user information obtaining task
CmcpDumByAms.exe.config	Log setting for local user information delivery task
CmcpDumDistCpca.exe.config	Log setting for Department IDs delivery task

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<log files>

Debugging log files generated by default are the followings

- File name :
 - CmcpAm...(used for Accounting Management Plug-in)
 - CmcpDum....(used for User Management Plug-in)
- Whenever task executes, those files are generated.
- File path: C:\Inetpub\wwwroot\iWEMC\Log

<After acquisiting log file>

Resume the contents of config files, if you change the settings of the files.



C. CPCA Polling task operation logs

Operation logs are outputted while executing CPCA polling task

<Setting>

Below setting file is opened by a text editor, then a log collection level and the file path to destination is specified in [FileLogWriter] section.

- · Setting file name: CpcaAccessor.ini
- Setting file path: by default, under C:\Inetpub\wwwroot\iWEMC\bin\AccountingManager

It is not necessary to stop iWEMC/ iWMC service or IIS at the time of editing ini.file. After edit, even if it restarts neither service nor IIS, an edit result is reflected.

* Following strings of "iWEMC" should be replaced with "iWMC" when the destination is EUR, Asia or Oceania.

<Setting item>

- · Level:
 - Level = XXX is stated under [FileLogWriter]. Change this level.
 - Level that can be specified is the same as in "A. Operation logs of Web application."
- · Output path:
 - Can be changed by writing to Path = XXX (complete path; note: file name is not included) under [FileLogWriter].
 - If Path is not stated, output to "...\iWEMC\Log directory."
- Format of log file name: CmcpAmCpcaPol_YYYYMMDD_C.log (cannot be changed) e.g., \Inetpub\wwwroot\iWEMC\Log\CmcpAmCpcaPol_20070705_C.log

Setting example:

[FileLogWriter]
Level=debug
Path=C:\footnote{\text{Ytemp}\footnote{\text{Ytemp}\footnote{\text{VEMC}\footnote{\text{Log}}}

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<Output format>

Output in the format [Date] [Message].

2008/01/22 08:21.07 0.0.0.0::AccessorINI =

[C*Inetpub\piwwwroot\pii\pi\mathbb{E}MC\pi\mathbb{E}m\pi\pi\pi\mathbb{E}m\pi\mathbb{

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<After acquisiting log file>

Resume the contents of CpcaAccessor.ini file, if you change the settings.

outputTo should not be specified under bin (Example: C:\inetpub\wwwroot\iWEMC\bin). Even small change in files under bin folder can make JIT compile redo and computer's load be more heavy.



The CPCA protocol is used to output the contents of the information exchange between the Accounting Management Plug-in and the User Management Plug-in and devices.

<Setting method>

Open the following setting file (.config) for the respective dll with a text editor and set the output method for the debugging log.

- · Set file name: As shown in the following table
- · Set file path:

The default setting is C:\Inetpub\wwwroot\iWEMC\bin\AccountingManager (in case of the Accounting Management Plug-in)
C:\Inetpub\wwwroot\iWEMC\bin\DeviceUserManagement (in case of the User Management Plug-in)

At the time of editing the setting file, it is not necessary to stop the iWEMC/iWMC service or IIS.

After editing of the setting file, the editing results are reflected even without restarting the iWEMC/iWMC service or IIS.

Setting files of the Accounting Management Plug-in

Setting File	Purpose
AamCpcaCodec.cfg	Log of AamCpcaCodec.dll
AamDumCpca.cfg	Log of AamDumCodec.dll
AamOpenCpcaCodec.cfg	Log of AamOpenCpca.neh
AuFscAccCodec.cfg	Log of AuFscAcc.dll
CpcaAccountLogCodec.cfg	Log of CpcaAccountLog.dll

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The setting method for the task operation log of the User Management Plug-in is the same.

Setting files for the User Management Plug-in

Setting File	Purpose
AamDumCpca.cfg	Log of AamDumCodec.dll

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<Setting items>

- · Level:
 - · Level changes are not accepted.

However, if the log output is to be stopped, log output can be stopped by changing the trigger attribute of the <dest> tag in the config file to OFF.

```
<dest type = "file" trigger="OFF">
```

- · Output size
 - Change is possible by the specification of the <MaxSize> tag in the config file.
- · Number of files
 - Change is possible by the specification of the <MaxFiles> tag in the config file.
 When the number of files is set to 2 or more, the file name is created by adding a
 4-digit decimal number as the file number before the extension of the file name.
 (Refer to the following example.)
- · Output path:
 - Change is possible by the specification of the <filepath> tag in the config file.
 - Output of log files is performed for the "Number of files" with the "Output size" to the "Output path."

Example: When the config file is written as shown below

The actual output file names become as shown below.

AamCpcaCodec0000.LOG AamCpcaCodec0001.LOG

<Debugging log files created as default>

- File name: Refer to the above "Output path."
- Creation location: C:\Inetpub\wwwroot\iWEMC\Log

<Process after log file retrieval>

The contents of the changed config file are returned to the original condition.



E. Operation logs of ClickOnce application and others

Retrieves the task execution logs of ClickOnce application(CmcpAmCreateChart.exe) in [Graph display mode] and CSV/XML files downloaded to the client computer. However, other information on the client computer like the OS information and Excel information cannot be retrieved using this method. Use the ClickOnce tool to gather these data. Refer to [Collecting logs by method of using the ClickOnce tool] in this chapter for details.

<Setting methods>

To retrieve the CSV/XML files used for application debug logs and graph display, settings in the ini file on the iWEMC server might need to be changed.

<ini file settings>

To retrieve [debug log] and [CSV/XML] information with the client computer, settings in the ini file on the server for [graph display mode] would need to be changed.

location of the ini file:

[iWEMC install folder] \Plugin\AccountingManager\ClickOnce\CreateChart\CreateChart.ini

Contents of ini file:

LogLevel=Default
LogFileSize=500
RetainLocalFiles=false

debug log.

Debugging logs have two levels of "Default" and "Debug", and "Default" is set as a default. The log level becomes Debug by changing the first line of the ini file from "LogLevel=Default" to "LogLevel=Debug."

when the log level is Default, only error logs are recorded in the log file.

when the log level is Debug, non error logs related to program execution will also be recorded in the log file.

In addition, the log level in the ini file can be edited using the information retrieval tool. Refer to [Collecting logs by method of using the Information Retrieval tool] in this chapter for details.

CSV/XML Files

CSV/XML files downloaded to client computers for use in graph creation will be deleted when the graph has been created.

Use [RetainLocalFiles=true] to keep CSV/XML files downloaded to client computers without deleting them.

CSV/XML files kept undeleted on client computers have to be deleted manually since will not be automatically deleted.

In addition, this setting (setting to keep the CSV/XML file) is not specified normally. Only in a case specified by field support group of Canon Inc., specify this setting and retrieve the CSV/XML file.

<Log output path>

Refer to the table below for the location in which the debug log is stored.

The file name is [CreateChart (string of characters).log] or [CreateChart (string of characters)_ (number).log].

OS	Location of debug log
Windows 2000	<pre><drive>:\Documents and Settings\<user>\Local Settings\Apps\2.0\Data\</user></drive></pre>
Windows 2000 Server	ClickOnce application directory under
Windows XP	
Windows Server 2003	
Windows Vista	ClickOnce application directory under <drive>:\Users\<user>\AppData\</user></drive>
Windows Server 2008	Local\Apps\2.0\Data\

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<CSV/XML file used for graph creation>

(only if its kept)The CSV/XML file located in the cache region below is the CSV/XML file downloaded to the client computer for graph creation.

OS	Cache region (Client computer)
Windows 2000	<pre><drive>:\Documents and Settings\<user>\Local Settings\Apps\2.0\</user></drive></pre>
Windows 2000 Server	
Windows XP	
Windows Server 2003	
Windows Vista	<pre><drive>:\Users\<user>\AppData\Local\Apps\2.0\</user></drive></pre>
Windows Server 2008	

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<Procedures after retrieving log file>

Restore the contents of the modified ini file to the original contents.

Delete files in the cache region if necessary. The steps are described below.

<Clearing the cache manually>

Delete files in the ClickOnce application cache region with the following steps.

Before continuing, make hidden files and folders visible at the [View] Sheet in the [Folder Options] dialog.

1. Navigate to the ClickOnce application cache region.

For Windows 2000/2000 Server/XP/Server 2003

<DRIVE>:\Documents and Settings\<USER>\Local Settings\Apps\2.0\

For Windows Vista/Server 2008

<DRIVE>:\Users\<USER>\AppData\Local\Apps\2.0\

(where USER is the account which executed [Graph display mode])

2. Delete all folders in the directory except for the [Data] folder.

Example) Delete the following folders

C:\Documents and Settings\<USER>\Local Settings\Apps\2.0\0CA7YT5Q.942

In addition, these steps will also delete all other non-[Graph display mode] ClickOnce application files if they exist. This is because it is difficult to delete only [Graph display mode] files, and improper deletion can cause errors.

Moreover, [Data] in step 2 above can also be deleted, but since the [Data] folder is recognized by ClickOnce as a data directory, there is a high chance that ClickOnce application debug data logs might exist in the folder (Debug logs are kept in [Data] when in [Graph display mode]).

User information included in log files

- · Accounting Management Plug-in
 - · Document name of job
 - · User name logged in for print job
 - · Domain name logged in for print job
 - · Host name of device
 - · Serial number of device
 - · Login name
 - · User name for SMB
 - · Billing code
- · User Management Plug-in
 - · Domain name
- · ClickOnce application
 - To set the log level as [Debug], <Account Name> is included in a file path output to the debugging log.

Example:

C:\Documents and Settings\<Account Name>\Local Settings\Apps\2.0\xxxxxxxx

In addition, when setting to keep CSV/XML by changing the CreateChart.ini, following information is included in the CSV file on the client side.

- User name
- · Domain name of user
- · Department ID of user
- User group name
- · Department ID of user group
- · Device name
- · IP address of device
- · Host name of device
- · MAC Address of device

Debugging logs for Accounting Management Driver Add-in



Overview

The two methods for collecting debugging logs of the Accounting Management Driver Add-in are shown below.

- · Method for collection using the Accounting Management Driver Add-in Log Collection tool
- · Method for changing the registry value and collecting logs

Method for Collection Using the Accounting Management Driver Add-in Log Collection Tool

Overview

The Accounting Management Driver Add-in Log Collection tool is the tool for collecting logs put out by the Accounting Management Driver Add-in and PC information.

The Accounting Management Driver Add-in Log Collection tool is composed of the following files.

File name	Description
DBGLOG_Addin.exe	Accounting Management Driver Add-in Log Collection tool
DBGLOG_Addin.ini	Setting file

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As this tool is provided in separate versions for a 32 bit OS and a 64 bit OS, use the correct tool for the target OS.

Installation/ Uninstallation

<Install>

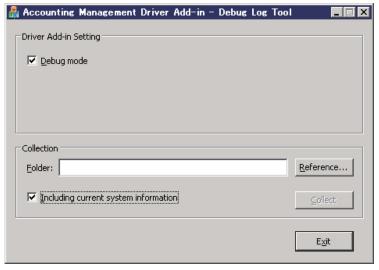
Copy DBGLOG_Addin.ini and DBGLOG_Addin.exe together into any folder on the PC where log collection is executed.

<Uninstall>

Delete the copied files together with the folder.

How-to-use

- 1. Confirm that DBGLOG_Addin.exe and DBGLOG_Addin.ini are in the same folder on the PC where logs are to be collected.
- 2. Execute DBGLOG_Addin.exe and start the tool.



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- Confirm that [Debug mode] is checked.
 - Check it if it is not checked. In such a case (when the [Debug mode] is not checked), terminate the tool by clicking the [Exit] button, and reproduce the symptom to generate a debugging log. Then, restart the tool.
- 4. Click the [Reference] button and specify the storage folder for the logs to be collected.
- 5. When not only the Accounting Management Driver Add-in logs, but also the PC environment (OS, Internet Explorer, installed printer and driver information, etc.) are to be collected, enter a check for [Including current system Information].
- 6. Click the [Collect] button.
- 7. When the success message is displayed, confirm that the Accounting Management Driver Add-in operation log has been moved to the specified folder. When an error message is displayed, refer to the following <Error message>.
- 8. Copy the collected log file from PC and store it.
- 9. Remove the check from [Debug mode], and click the [Exit] button. As a result, the registry settings return to its original settings, and the generated log file is deleted from PC.
- 10. Send the obtained log file together with fault occurrence and environmental information at user side to support group in sales company.

NOTE:

If the debugging log or environment information of PC cannot be collected as intended, display the [Account-M] sheet in the properties dialog of printer once and then close the dialog. If printing with the Accounting Management Driver Add-in is in process, start the tool after the completion of it and perform the foregoing operation.

<Log confirmation method>

Files in the format of [<YYYYMMDD><HHSS>AddinLog_<Consecutive No.>.txt] are created in the specified folder.

This file is moved to [AddinLog_<Consecutive No.>.txt], created by the Accounting Management Driver Add-in Log Collection tool, with addition of the final update date of the log to the file name.

All CPI files of the Accounting Management Driver Add-in stored on the target PC are copied to the [CPI] folder.

When [Including current system information] has been checked, option.txt is created and the PC information is listed.

These two items are overwritten each time when this tool is started.

<Error message>

The following table shows a list of error messages and other messages.

Error message	Description
"Collection is complete."	Log collection succeeded.
"Collection failure.[not created log files]"	No log has been created.
"Collection failure.[file access.]"	The description in the [Folder:] edit box is not correct and log collection failed because of the log file being accessed etc.

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Process after using the tool

- Check that the generated log file is deleted. In addition, the generated debugging log can
 be deleted by setting the Debug mode to OFF with the tool.
- · Delete the copied tool.

User-related information included in the debugging log

- · Logon user name
- Domain Name (in case of logon to a domain), computer name
- Department ID set to the printer
- · Printed document name, application name
- · User department ID collected from the data collection server
- · User password collected from the data collection server
- · Billing Code set for the print job
- · Collected Billing Code list

User-related information included when [Including current system Information] is checked

- Printer name
- · Driver name

Method of checking the tool version

Right click on DBGLOG_Addin.exe and select [Properties]. Then, in the properties dialog that is displayed, check [Product Version] column at [Version] sheet or [Details] sheet.

 Version of the Accounting Management Driver Add-in Log Collection Tool (as of August, 2009): 2.0.0.0

■ How to obtain the Tool

Offered by SI.



Method for Changing the Registry Value and Collecting Logs

Overview

Acquire the debug logs of the Accounting Management Driver Add-in.

A log file is created by setting the value in the registry.

Installation/ Uninstallation

No additional modules are necessary.

How-to-use

<Settings>

Create DWORD value under "HKEY_CURRENT_USER\Software\Canon\AM_Addin" of the registry.

This is an example of acquiring the most detailed logs of each value mentioned below.

ATTR_LOG_LEVEL_DEBUGSTR: 2
ATTR_LOG_LEVEL_EVENT: 4
ATTR_LOG_USEFILE: 1

ATTR_LOG_USEFILE_DEVSIZE: 0x00100000 (1048576)
ATTR_LOG_USEFILE_MAXCOUNT: 0x00000010 (16)

After edit the registry, even if it restarts OS, an edit result is reflected.

<Confirmation>

The log files mentioned below are created.

In case of Windows XP/2003

 $< RootDrive >: \label{local Settings} ApplicationData \label{local Settings} ApplicationData \label{local Settings}. \\$

In case of WindowsVista/Server 2008

<RootDrive>:\Users\<UserName>\AppData\Local\Canon\AM Addin

<About overwriting and deleting log files>

Overwriting may be done depending on the settings for ATTR_LOG_USEFILE_DEVSIZE and ATTR_LOG_USEFILE_MAXCOUNT.

In the example above, AddinLog_0000.txt, AddinLog_0001.txt ... 0016.txt are created with the maximum size of 1024KB.

After 0016.txt, returns to 0001.txt and overwrites it.

Log files are not deleted even if the Accounting Management Driver Add-in is uninstalled from the PC. Thus, the users have to delete these files by themselves.

<About each DWORD file created and its values>

ATTR LOG LEVEL DEBUGSTR

· The level mentioned in debug can be specified as given below.

0: No debug; 1: Function (only Start and End); 2: All

ATTR_LOG_LEVEL_EVENT

· Log output level can be specified as mentioned below.

0: None; 1: Fatal, 2: Error, 3: Warning, 4: Information

ATTR_LOG_USEFILE

· Log output destination can be specified as mentioned below.

0: Output to debugger; 1: Output to file

ATTR LOG USEFILE DEVSIZE

- Units to divide the log file into can be specified.
- This becomes 1024 KB in the example stated.

ATTR LOG USEFILE MAXCOUNT

- · Maximum number of log files can be specified.
- Up to 16 files can be created in the example stated.

<After acquisiting log file>

The created registry entry is not deleted even when the entire Accounting Management Driver Add-in is uninstalled from the PC.

When stopping log retrieval after confirming the logs, all created registry entries must be deleted or the value of [ATTR_LOG_LEVEL_DEBUGSTR] must be made 0.

User information included in log file

- · Logging on User name
- Domain name(when logging on to a domain)/ Computer name
- · Department IDs set on each printer
- · Printed document name, application name
- User's department ID retrieved from the data collection server
- · User's password retrieved from the data collection server
- · Billing Code set for the print job
- · Retrieved Billing Code

Debugging logs for Accounting Management for Client PC



Overview

There are two following methods for retrieving the Accounting Management for Client PC debugging logs.

- Method using Accounting Management for Client PC Debug Log Tool Version 2.0 for log retrieval
- · Method for direct editing of the settings file and log retrieval



When Using Accounting Management for Client PC Debug Log Tool Version 2.0

Overview

The debugging logs of all modules (Job Agent, Log Agent, User Agent, all port monitors, all port monitor Uls, all port monitor plug-ins) of Accounting Management for Client PC are retrieved.

Use Accounting Management for Client PC Debug Log Tool Version 2.0 for log retrieval. This tool is composed of the following files.

File name	Description
DBGLOG_4CPC.exe	Debug Log Tool
DBGLOG_4CPC.ini	Settings file

T-2-1

As this tool is provided in separate versions for a 32 bit OS and a 64 bit OS, use the correct tool for the target OS.

Installation/ Uninstallation

<Install>

Copy the following files to any folder on the client PC and execute them.

- DBGLOG_4CPC.exe
- DBGLOG_4CPC.ini

<Uninstall>

Delete the copied files.

<Pre><Pre>cautions>

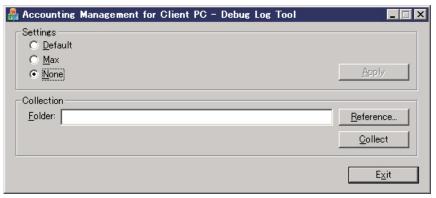
- For retrieval of the debugging logs of a shared connection environment, this tool must be used for log retrieval on the client PC and on the server PC.
- Reserve sufficient space in the folder specified as the debugging log retrieval target.
- When files with the same names as the retrieved files exist in the folder specified as the debugging log retrieval target, they are overwritten.
- This tool is a dedicated tool for Accounting Management for Client PC Version 2, and it
 is not supported for setting the debugging conditions and for collection with Accounting
 Management for Client PC Version 1.

How-to-use

The default log level of the Accounting Management for Client PC is "Default". If the symptom is reproduced, reproduce it by changing the log level to "Max" and send the generated log file to the support group in the sales company.

If the symptom is not reproduced, collect the debugging log with the Default level that has been already generated as a default, and send it to support group in sales company.

1. The following dialog is displayed when DBGLOG_4CPC.exe is executed.
When not changing the log level from "Debug" that is the default setting (or when unable to obtain user's permission or when unable to reproduce the symptom), go on to step 6.



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2. Select the value with the radio buttons [Default/Max/None] of the [Settings] group. Refer to the following for the explanation of each setting.

Default	Specified value at the time of release. Output of logs of the levels INFO, WARN, ERROR, and FATAL
Max	Max. value. Output of logs of the levels TRACE, DEBUG, INFO, WARN, ERROR, and FATAL
None	No log output. When saving the hard disk space as much as possible, or when no log can be kept due to strict security, set this value.

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- 3. Click the [Apply] button.
- 4. Restart the PC to activate the setting changes.
 If the PC cannot be restarted, restart the implementation service according to the following procedures.
 - 1) Restart the following services from the Service Manager.
 - Canon Accounting Management Job Agent for Client PC
 - Canon Accounting Management Log Agent for Client PC
 - Print Spooler
 - 2) Enter "UserAgent.exe -kill" from the command prompt and forcibly kill UserAgent.exe.
 - 3) Enter "UserAgent.exe" from the command prompt to restart UserAgent.exe.
- 5. To reproduce the log after level change, reproduce the symptom.
- 6. Specify the collection target folder in the [Folder] column.
 Enter the collection target folder directly into the [Folder] column or click the [Reference] button and select the folder from the [Reference folder] dialog.
- 7. Click the [Collect] button.

The debugging log files are collected in the folder specified as the collection target.

8. Click the [Exit] button and exit from the tool.

<List of collected debugging log files>

Accounting Management for Client PC debugging log files

File name	Description
Amhpplugin.log	iWPM/HP Port monitor Plug-in log files
Amlpplugin.log	iWPM/LPR Port monitor Plug-in log files
Amlxplugin.log	iWPM/Lexmark Port monitor Plug-in log files
iwpmhp.log	iWPM/HP Port monitor log files
iwpmlp.log	iWPM/LPR Port monitor log files
iwpmlx.log	iWPM/Lexmark Port monitor log files
JobAgent.log	JobAgent.exe log files
LogAgent.log	LogAgent.exe log files
UserAgent.log	UserAgent.exe log files

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PC information, printer information, and other information text files

File name	Description
option.txt	-

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Registry files set in the DBGLOG_4CPC.ini file [SaveReg]

File name	Description
option_canon.txt	-
option_drivers.txt	-
option_firewall.txt	-
option_monitors.txt	-
option_run.txt	-
option_service_jobagent.txt	-
option_service_logagent.txt	-

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Process after using the tool

- If the log level has been changed, return to "Default".
- · Delete the generated log file.
- · Delete the copied tool.

■ User information included in log file

- · Logging on User name
- Domain name
- PC name
- · Document name
- MAC address
- · IP address of client PC or sharing server
- · Security identifier of client user
- · Billing Codes

Method of checking the tool version

Right click on DBGLOG_4CPC.exe and select [Properties]. Then, in the properties dialog that is displayed, check [Product Version] column at [Version] sheet or [Details] sheet.

 Version of the Accounting Management for Client PC Debug Log Tool Version 2.0 (as of August, 2009): 2.0.0.2

How to obtain the Tool

Offered by SI.



In Case of Direct Editing of the Settings File

Overview

Acquire the debugging logs of all modules (Job Agent, Log Agent, User Agent, all port monitor units, all port monitor UIs, all port monitor plug-ins) of the Accounting Management for Client PC.

Log controls of Job Agent, Log Agent, User Agent, and all port monitor plug-ins are set in the AMClient.ini, and log controls of all port monitor units and all port monitor UIs are set in the registry.

However, "no log output" cannot be set for the iWPort.

Installation method/ uninstallation method

No additional modules are necessary.

Setting change method

< Necessary files >

AMClient.ini :Log control file for important files, (Installed under Windows System folder>\
 Program Files\Canon\AM_forClient

<Editing AMClient.ini>

1)Log output destination settings

The ";" at the beginning of the line indicates that the line is a comment.

If set other than in the default path, the comment is reset and path is stated.

;LogFilePath="XXXXX"

However, logs output destination other than Job Agent/ Log Agent cannot be changed to prevent user from performing settings in folders in which the user has no writing rights).

2) Setting the debug level

If settings are made as given below, all levels of settings in each section will be outputted

LOG_TRACE=1 LOG_DEBUG=1 LOG_INFO=1 LOG_WARN=1 LOG_ERROR=1 LOG_FATAL=1 TRACE_TRACE=1 TRACE_DEBUG=1 TRACE_INFO=1 TRACE_WARN=1 TRACE_ERROR=1

TRACE_FATAL=1

* TRACE_**** will be displayed on the debug console; therefore, even if 0 is set, it will have not effect on the output of the debug log file.

The default value of each key in all sections is as given below.

LOG_TRACE= 0 LOG_DEBUG= 0 LOG_INFO=1 LOG_WARN=1 LOG_ERROR=1 LOG_FATAL=1 TRACE_TRACE= 0 TRACE_DEBUG= 0 TRACE_INFO= 0 TRACE_WARN= 0 TRACE_ERROR= 0 TRACE_FATAL= 0

<Editing the Registry>

1) Debugging logs of port monitor units

The DLLs of port monitor unit DLL and port monitor UI DLL refer to the registry below and create debug logs.

Debugging logs for each port monitor

HKLM\SYSTEM\CurrentControlSet\Control\Print\Monitors\iW LPR Port\DEBUG\VERBOSE HKLM\SYSTEM\CurrentControlSet\Control\Print\Monitors\iW LPR Port\DEBUG\VERBOSEMAX

HKLM\SYSTEM\CurrentControlSet\Control\Print\Monitors\iW TCP/IP Port (HP)\DEBUG\ VERBOSEMAX

HKLM\SYSTEM\CurrentControlSet\Control\Print\Monitors\iW TCP/IP Port (Lexmark)\\ DEBUG\VERBOSE

HKLM\SYSTEM\CurrentControlSet\Control\Print\Monitors\iW TCP/IP Port (Lexmark)\
DEBUG\VERBOSEMAX

Confirmation of setting change

<AMClient.ini>

1) Job Agent and Log Agent

Setting change is reflected by restarting the OS or restarting services below from Windows XP [Control panel] > [Management Tools] > [Service] (example for Windows XP)

Job Agent service display name: Canon Accounting Management Job Agent for Client PC Log Agent service display name: Canon Accounting Management Log Agent for Client PC

2) User Agent

Terminate the resident process UserAgent.exe from the list of tasks in the task manager or restart the PC. When you terminate the process from the task manager, the setting change is reflected by performing either of the followings.

- Start the Accounting Management for Client PC explicitly from the menu
- Print together with the input of billing code, which may result in automatic start of the User Agent indirectly.

<AMClient.ini and the registry>

1) Port monitor unit DLL and plug-in DLL

Since the port monitor unit DLL and the plug-in DLL are loaded from the print spooler process, setting changes related to AMClient.ini and registry are reflected after restarting the spooler process.

Setting change is reflected by restarting Print Spooler service (and dependence service of Job Agent etc.) from e.g., Windows XP [Control panel] > [Management Tools] > [Service], or specifically, restarting PC.

2) Port monitor UI DLL

Since it is loaded from Explorer, and DLL is loaded whenever it displays UI, port monitor UI DLL is port monitor UI. Setting change is reflected by displaying UI.

Debug logs are output to the default paths mentioned below.

The following are when drive C is the system drive.

a. Windows XP

Output path of debugging logs (Windows XP)

Module	Module name	Debug log path
Job Agent	JogAgent.exe	C:\Program Files\Canon\ AM_forClient\JobAgent.Log
Log Agent	LogAgent.exe	C:\Program Files\Canon\ AM_forClient\Client\ LogAgent.log
User Agent	UserAgent.exe	C:\Documents and Settings\%USER%\Application Data\Canon\AM_forClient\UserAgent.Log
LPR port monitor unit	Amlpmon.dll	C:\WINDOWS\system32\iwpmlp.log
LPR port monitor UI	Amlpmonui.dll	<pre><rootdrive>:\Documents and Settings\<username>\ Local Settings\ApplicationData\Canon\iW LPR Port\ iwpmlpui.log</username></rootdrive></pre>
LPR port monitor plug-in	Amlpplugin.dll	C:\Program Files\Canon\AM_forClient\PM\PLUGIN\ Amlpplugin.log
HP port monitor unit	Amhpmon.dll	C:\WINDOWS\system32\iwpmhp.log
HP port monitor UI	Amhpmonui.dll	<pre><rootdrive>:\Documents and Settings\<username>\ Local Settings\ApplicationData\Canon\iW TCP/IP Port (HP)\iwpmhpui.log</username></rootdrive></pre>
HP port monitor plug-in	Amhpplugin.dll	C:\Program Files\Canon\ AM_forClient\PM\PLUGIN\ Amhpplugin.log
Lexmark port monitor unit	Amlxmon.dll	C:\ WINDOWS\system32\iwpmlx.log
Lexmark port monitor UI	AmlxMonui.dll	<pre><rootdrive>:\Documents and Settings\<username>\ Local Settings\ApplicationData\Canon\iW TCP/IP Port (Lexmark)\iwpmlxui.log</username></rootdrive></pre>
Lexmark port monitor plug-in	AmLxplugin.dll	C:\Program Files\Canon\AM_forClient\PM\PLUGIN\ Amlxplugin.log

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b. Windows Vista/Server 2008

Output path of debugging logs (Windows Vista/Server 2008)

	1	
Module	Module name	Debug log path
Job Agent	JogAgent.exe	C:\Program Files\Canon\AM_forClient\JobAgent.Log
Log Agent	LogAgent.exe	C:\ProgramFiles\Canon\AM_forClient\LogAgent.log
User Agent	UserAgent.exe	C:\Users\%USER%\AppData\Canon\AM_forClient\
		UserAgent.Log
LPR port monitor unit	Amlpmon.dll	C:\WINDOWS\system32\iwpmlp.log
LPR port monitor UI	Amlpmonui.dll	C:\Users\%USER%\AppData\Canon\iW LPR Port\iwpmlpui.
		log
LPR port monitor	Amlpplugin.dll	C:\ProgramFiles\Canon\AM_forClient\PM\PLUGIN\
plug-in		Amlpplugin.log
HP port monitor unit	Amhpmon.dll	C:\ProgramFiles\Canon\AM_forClient\PM\PLUGIN\
		Amhpmon.log
HP port monitor UI	Amhpmonui.dll	C:\ Users\%USER%\AppData\Canon\iW TCP/IP Port (HP)\
		iwpmhpui.log
HP port monitor plug-	Amhpplugin.dll	C:\ProgramFiles\Canon\AM_forClient\PM\PLUGIN\
in		Amhpplugin.log
Lexmark port monitor	Amlxmon.dll	C:\ProgramFiles\Canon\AM_forClient\PM\PLUGIN\Amlxmon.
unit		log
Lexmark port monitor	AmlxMonui.dll	C:\ Users\%USER%\AppData\Canon\iW TCP/IP
UI		Port(Lexmark)\iwpmlxui.log
Lexmark port monitor	AmLxplugin.dll	C:\ProgramFiles\Canon\AM_forClient\PM\PLUGIN\
plug-in		Amlxplugin.log

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After acquisiting log files

Resume the contents of AMClient.ini and registry which you change the settings of them.

And then restart services and processes as

Each service, a process, etc. are restarted like the above "Confirmation of setting change."

■ User information included in log file

- · Logging on User name
- Domain name
- PC name
- · Document name
- MAC address
- · IP address of client PC or sharing server
- · Security identifier of client user
- Billing Codes

Debugging log for Accounting Management Login

V

When using Accounting Management Login together

Overview

Acquire debug logs of Accounting Management Login (MEAP login application). Using the tool debug function (download), the operation logs of Accounting Management Login can be obtained.

Installation/ Uninstallation

None in particular.

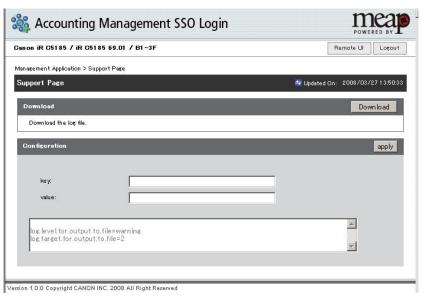
Can be used by installing the Accounting Management Login.

How-to-use

Access the support URL given below.

Note that this information is limited to service use and should not be disclosed to general users.

http://DeviceIP:8000/bcl/support



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<Debugging log file>

If you click the [Download] button in the support page mentioned above, downloading of debugging log gets started.

Output items are the followings

The structure of each line is: [Date] [Time] [Operation].

The format of date varies on the forwarding by the device.

An example files is shown below.

25/01/2008 11:06:58.799 [BCS-ServerConnector].serverinfoChanged() this.configuration.hasServerInfo()=true

25/01/2008 11:06:59.849 [BCS-ServerConnector].getConfiguration() on boot. 25/01/2008 11:07:00.483 [BCS-ServerConnector] wait4mib() spend time=483

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<Changing the configuration>

By specifying the key and value in [Configuration], the detailed settings of the Accounting Management Login application can be changed.

The key name and existing setting value of changeable settings in Configuration are shown in the list below.

The settings that can be performed in Configuration are explained below.

Configuration changes of debugging log

Key name	Settable value	Explanation
log.level.for.output.to.file	absolute(all output)	Specify the output level of operation log of
	information	file to be output.
	warning (default)	* The higher the setting on the right, the
	error	larger is the volume of the operation log.
	critical	Since the performance during operation
	none (no output)	degrades, changes in settings should be
		performed carefully.
log.target.for.output.to.file	0 (no target)	Specify the processing module that outputs
	1 (only SSO part)	operation logs to files.
	2 (only billing code part and	By default, the operation logs of the SSO
	default)	authenticated part are not output to files.
	3 (both)	* Care is necessary because when you
		output the operation logs of the SSO
		authenticated part of file (when you set 1,
		3), the performance at login degrades.

< After acquisiting log file >

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Resume the contents of each Key value to default settings at [Configuration] mentioned above.

■ User information included in log file

- · Billing codes
- · Others, User name in sublog outputted by SSO-H

Database Operation Tool

Overview

The Database Operation tool is a tool which can operate the iWEMC/iWMC V3.0 database by input of SQL text.

This tool is composed of the following files.

File name	Explanation
DBFix.exe	Tool for operation of the iWEMC/iWMC V3.0 database

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There are two following input methods for SQL text for database operation.

- · Read-the SQL text file
- · Input the SQL text from the tool

There are three following execution and output methods for database operation.

- Execution of database operation
- Execution of database operation, display of the retrieved table in the list box of the tool, and output in CSV format as required.
- Execution of database operation and output of the contents of all retrieved tables in CSV format.

SQL text is assumed by the offer of field support group of Canon Inc. on research of disabled use.

Installation/ Uninstallation

<Install>

Copy under the iWEMC/iWMC virtual directory (default is C: \Inetpub\wwwroot\iWEMC\bin).

<Uninstall>

Delete the copied DBFix.exe.

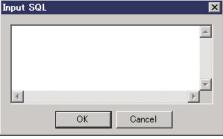
How-to-use

The following dialog is displayed when DBFix.exe is executed.
 In case of using Windows Vista/Server 2008, right click on DBFix.exe and select [Run as Administrator].



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- 2. Specify (enter) the SQL to be executed.
- When specifying a file with SQL text
 When the [...] button is clicked, the file specification dialog is displayed. Specify the file with SQL text in this dialog.
- Refer to <SQL text format> for the SQL text format which can be entered.
- In case of SQL input
 When the [Input SQL] button is clicked, the [Input SQL] dialog is displayed.



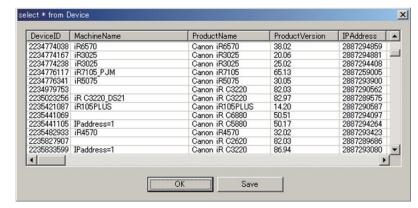
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Enter the SQL text into the text box and click the [OK] button.

When a file with SQL text has been specified in the [DBFix] dialog, the contents of the specified file are displayed in the text box. The displayed SQL text can be edited, but even when the SQL text is edited, the edited contents are not reflected to the file specified by the [DBFix] dialog box.

Refer to <SQL text format> for the SQL text format which can be entered.

- 3. Click the button corresponding to the application.
- In case of SQL execution
 The specified SQL text is executed when the [Execute] button is clicked.
- In case of display of the SQL execution result
 When the [Query (View)] button is clicked, the specified SQL text is executed and the
 retrieved table is displayed in the following result dialog.
 When the specified SQL text is an SQL text not returning a value (update text, delete text,
 etc.), the list box is empty.



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When the [Save] button is clicked in the above dialog, the file save dialog is displayed. The file name is specified in the file save dialog and the table can be saved in CSV format. After completion of saving or after the [OK] button has been clicked, the next SQL text is executed and the result is displayed in the dialog.

When the SQL execution result is to be saved
 When the [Query (Export)] button is clicked, the folder specification dialog is displayed.
 After specification of the save target folder, the SQL text is executed. The contents of the table retrieved by each SQL text are put out in CSV format to the specified folder.

When the specified SQL text includes SQL text not returning a value (update text, delete text, etc.), the contents of the output CSV file are only the first one line of SQL text.

The file name is "SQL(No.).csv."

4. Click the [Cancel] button to exit the database operation tool.

<SQL text format>

The formats which can be used with SQL text are shown below.

- The extension of readable files is sql.
- Enter the text string "go" for each SQL text to be executed.

<SQL file example>

```
select * AmDevice
go
select * from DumUser
go
select * from DumUser
where DomainID = 0000
go
```

<CSV file example>

select * from Device

DeviceID,MachineName,ProductName,ProductVersion,IPAddress,MacAddress 2234774038,iR6570,Canon iR6570,38.02,2887294859,00:00:85:33:F2:16 2234774167,iR3025,Canon iR3025,20.06,2887294881,00:00:85:33:F2:97 2234774238,iR3025,Canon iR3025,25.02,2887294408,00:00:85:33:F2:DE 2234776117,iR7105_PJM,Canon iR7105,65.13,2887259005,00:00:85:33:FA:35 2234776341,iR5075,Canon iR5075,30.05,2887293900,00:00:85:33:FB:15 2234979753,,Canon iR C3220,82.03,2887290562,00:00:85:37:15:A9 2235023256,iR C3220_DS21,Canon iR C3220,82.97,2887289575,00:00:85:37:BF:98 2235421087,iR105PLUS,Canon iR105PLUS,14.2,2887290587,00:00:85:3D:D1:9F 2235441069,,Canon iR C6880,50.51,2887294097,00:00:85:3E:1F:AD 2235441105,IPaddress=1,Canon iR C5880,50.17,2887294264,00:00:85:3E:1F:D1

<Operation at the time of error occurrence>

When execution of an SQL text fails during SQL text execution processing, the [Error] dialog is displayed.



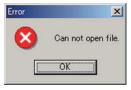
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When [Yes] is clicked in the [Error] dialog, the next SQL text is executed.

When the [No] button is clicked in the [Error] dialog, SQL text execution processing is aborted.

The SQL text for which execution failed and the SqlException Message are displayed as <Error Info>.

Errors occurring during use of another database operation tool (other error) are displayed in the following message box.



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A list of other errors is shown in the table below.

Message	Description
Not Administrator Error !!	Execution has been tried by an account without administrator
Please run as administrator.	authority.
	In case of Windows Vista etc., it's necessary to click right-click and specify [Run as administrator].
Can not open file.	The file specified on the database operation tool screen cannot be opened.
SQL Statement is nothing.	In the specified file, no SQL text exists in the input contents on the SQL input screen.
Quit because an error occurred. Check the environment.	The environment using the database operation tool is wrong.
Unforeseen Error>(in case of an exception)	An unforeseen error has occurred.

T-2-24

Process after using the tool

- · If there is any copied SQL text file or exported file, delete it from PC.
- · Delete the copied tool.

Method of checking the tool version

Right click on DBFix.exe and select [Properties]. Then, in the properties dialog that is displayed, check [Product Version] column at [Version] sheet or [Details] sheet.

Version of the Database Operation tool (as of August, 2009): 2.0.0.0

How to obtain the Tool

Offered by SI.

File Backup Tool

Outline

In addition to the database, the Accounting Management Plug-in has information saved as files (for details, refer to "Backup files in the Accounting Management Plug-in" in this chapter). The File Backup tool collects the files required at the time of backup (hereinafter called backup files) and saves them to a specified folder.

This tool is composed of the following files.

File name	Description
AmFileBackup.exe	Tool for collection of files other than the database required at the
	time of backup of the Accounting Management Plug-in

T-2-25

The file path at the time of saving is the path for the following collection target files, with the [iWEMC/iWMC installation folder] replaced by the [Specified folder].

<Collection target files>

- [iWEMC/iWMC installation folder]\Plugin\AccountingManager\Polling\
 CpcaAccountLogPointer.ini
 File for management of the ReadPointer (where to collect the job history from) of the device used by CPCA polling
- [iWEMC/iWMC installation folder]\Plugin\AccountingManager\Polling\Logs\
 Folder containing the file managing the job history to be registered next when registration has failed with CPCA polling
- [iWEMC/iWMC installation folder]\Plugin\AccountingManager\BillingCode\BillingCode1.csv
- [iWEMC/iWMC installation folder]\Plugin\AccountingManager\BillingCode\BillingCode2.csv
- [iWEMC/iWMC installation folder]\Plugin\AccountingManager\BillingCode\BillingCode3.csv
 Files used at the time of downloading billing code information from the server for saving
 the billing codes of the server by Accounting Management for Client PC and Accounting
 Management Driver Add-in.
- [iWEMC/iWMC installation folder]\bin\AccountingManager\CpcaAccessor.ini
 File recording the setting information of the time for performing forced CPCA polling for RealDeepSleep devices.
- [iWEMC/iWMC installation folder]\Plugin\AccountingManager\device.ini
- [iWEMC/iWMC installation folder]\Plugin\DeviceUserManagement\device.ini Files for escaping on the application side from a fault on the device side

<Pre><Pre>cautions>

- When a file with the same name exists in the folder where the collected files are saved, that file will be overwritten.
- · When restoring collected files, confirm that the file attribute is not read-only.

Install/ Uninstall

<Install>

Copy AmFileBackup.exe to the PC where the iWEMC/iWMC server is operating.

<Uninstall>

Delete the copied AmFileBackup.exe.

Use method

The File Backup tool can be executed from the command prompt or by double-clicking AmFileBackup.exe.

NOTE:

When using the backup tool, there is no need to suspend Accounting Management Plug-in or iWEMC service (<US> imageWARE Enterprise Management Console Task Scheduler, <EUR/Asia/Oceania> iW Management Console Task Scheduler).

<Execution using the command prompt>

- 1. Start the command prompt.
- Change the current directory to the folder with AmFileBackup.exe.Command: cd "(full path of the folder with AmFileBackup.exe)"

```
    □ Administrator:Command Prompt

Microsoft Windows (Uersion 6.0.60011
Copyright << 2006 Microsoft Corporation. All rights reserved.

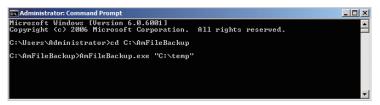
C:\Users\Administrator>cd C:\AmFileBackup

C:\AmFileBackup>
```

F-2-17

3. Execute the following command and start copying files for backup Command: AmFileBackup.exe "(full path of the folder where the backup files are to be saved)"

(When only AmFileBackup.exe is specified, the File Backup tool dialog is displayed.)



F-2-18

Command options

When the command option "-d" is specified at the time of command execution, a folder with the name "iWEMC/iWMC_yyyymmdd" (yyyymmdd is the date of execution) is created under the specified folder and the backup files are saved in this folder.

Command: AmFileBackup.exe –d "(full path of the folder where the backup files are to be saved)"

CAUTION:

When a file with the same name exists in the folder where the collected files are saved, be careful not to overwrite the file.

<Execution by double-clicking AmFileBackup.exe>

1. When the file (AmFileBackup.exe) is double-clicked, the following File Backup tool dialog is displayed.



F-2-19

2. Click the [...] button and specify the folder where the backup files are to be saved.

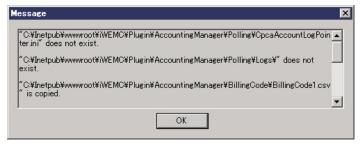
CAUTION:

When a file with the same name exists in the folder where the collected files are saved, be careful not to overwrite the file.

- 3. When the [Start] button is clicked, backup file copying starts.
- 4. When the copy completion message is displayed, click the [OK] button and exit the File Backup tool.

<Message displayed at the time of execution>

After completion of backup file copying, the following message is displayed at the command prompt when the command prompt has been used for execution and in the [Message] dialog in case of execution by double-clicking AmFileBackup.exe.



F-2-20

Message	Description	
"File path" is copied.	Copying of the files of "file path" has been completed.	
"File path" does not exist.	The files of "file path" do not exist.	
"File path" copy failed.	Copying of the files of "file path" has failed.	
Process is end.	The process has been completed.	

T-2-26

In case of execution using the command prompt, after message dialog is displayed, the system waits for the next command input.

In case of execution by double-clicking AmFileBackup.exe, exit from the File Backup tool is made when the [OK] button of the [Message] dialog is clicked.

<Operation at the time of error occurrence>

The following error messages are displayed at the command prompt when the command prompt has been used for execution and in the [Message] dialog in case of execution by double-clicking AmFileBackup.exe.

Processing is aborted when an error occurs.

Message	Description	
The command is wrong.	In case of execution from the command prompt, the argument is wrong.	
"Folder path" does not exist.	The specified folder does not exist.	
iWEMC is not found.	The folder where iWEMC/iWMC is installed has not been found.	
[Unforeseen Error]	An unforeseen error has occurred.	
(in case of an exception)		

T-2-27

Process after using the tool

- Obtain a backup file copied by the tool. Delete the backup file after acquisition.
- · Delete the copied tool.

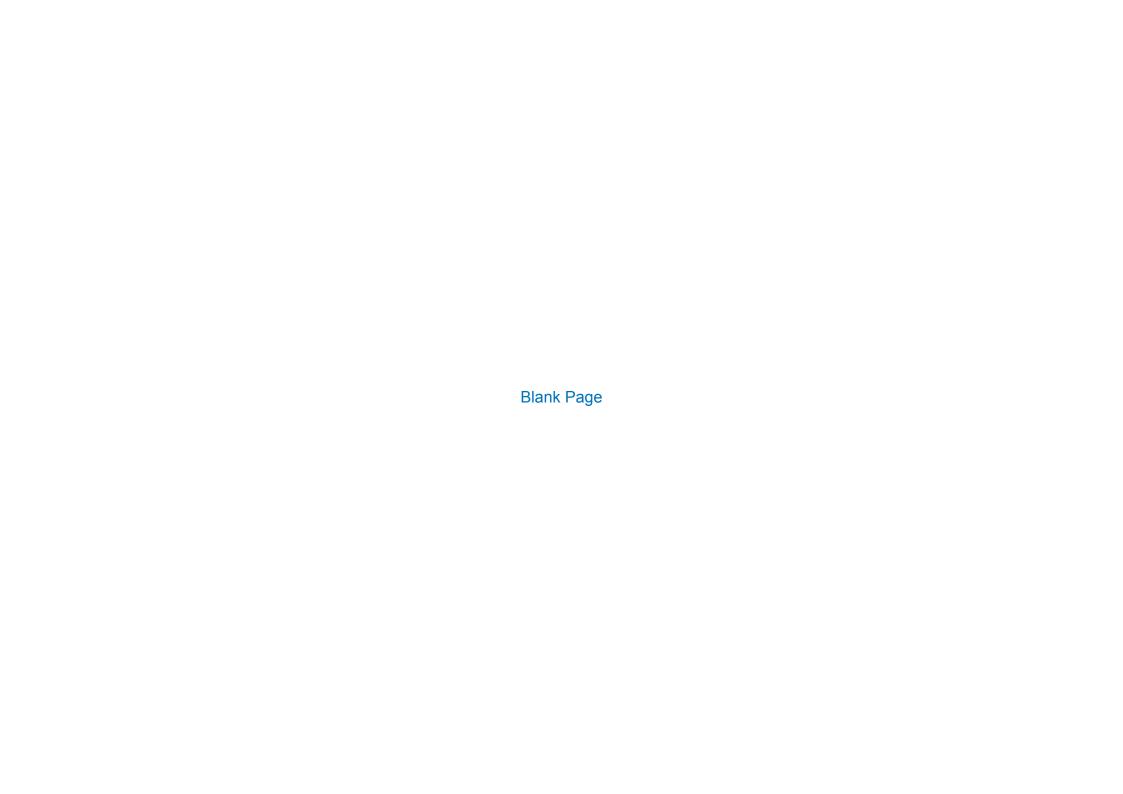
■ Method of checking the tool version

Right click on AmFileBackup.exe and select [Properties]. Then, in the properties dialog that is displayed, check [Product Version] column at [Version] sheet or [Details] sheet.

Version of the File Backup tool (as of August, 2009): 2.0.0.0

How to obtain the Tool

Offered by SI.



3

FAQ

- Accounting Management Plug-in
- User Management Plug-in
- Accounting Management Driver Add-in
- Accounting Management for Client PC
- Accounting Management Login
- AM for MEAP Integration
- Accounting Management Migration Tool
- Licensing
- Maintenance
- Others

3

Accounting Management Plug-in

No.1

Q What is the protocol used when the Accounting Management server (data collection server) communicates with the client PC or devices?

A The system uses various communication protocols. For communication with a device, the communication protocol also differs according to the job log retrieval method. For details, refer to "The list of Port number used for Accounting Management Option" of "Others" in this chapter.

No.2

Q Since HTTP/HTTPS is used in the data collection server, what is the port number when SSL is ON with IIS?

A HTTP/HTTPS SOAP1.1 communication is used for communication between the Accounting Management Plug-in and client group applications. The port number when SSL is ON is decided when performing ISS settings, but by default it is 443 (HTTPS). (For communication ports, refer to "The list of Port number used for Accounting Management Option" of "Others" in this chapter.)

No.3

Q Can the communication (CPCA) for retrieving job log from the Accounting Management Plug-in to device be encrypted?

A Encryption is not performed.

No.4

Q When CPCA performs job log collection what is the number of devices that can be connected from the number of devices that can be managed?

A Maximum 1,000 devices.

This breakdown includes: 900 devices from AM for MEAP; 100 devices from CPCA polling or Accounting Management for Client PC.

No.5

Q What is the maximum number of devices that can be connected in an environment with no AM for MEPA, that is, when device information is to be acquired by CPCApolling?

A In an environment with no AM for MEAP, a maximum of 100 devices can be connected.

No.6

Q What is the number of users that can be managed with the Accounting Management Plugin?

A The maximum number of users is 10,000 persons.

No.7

Q What is the maximum number of job histories that can be collected with the Accounting Management Plug-in?

A About 20,000,000 cases.

However, this may not apply, depending on the free space on the HDD of the PC and use of a free or a paid DB (because the size of a free DB is limited).

No.8

Q How is the data size of the total result calculated?

A The following table shows the reference data size per total result for each accounting unit. Based on this, the data size of the total result can be calculated. For example, when there are 10,000 users, the data size for the total result per user is approx. 3 KB x 10,000 (byte) in case of scheduled total and approx. 1.5 KB x 10,000 (byte) in case of a printing system for period of collection.

Collection reservation

Unit	Data size (bytes)	
By user	Approx. 3KB	
By device	Approx. 3KB	
By user group	Approx. 3KB	
By device group	Approx. 3KB	
Billing Code per total Approx. 3KB		

T-3-1

Total for a specified period

Unit	Data size (bytes)			
	Print	Scan	FAX	
By user	Approx. 1.5KB	Approx. 0.3KB	Approx. 0.1KB	
By device	Approx. 1.5KB	Approx. 0.3KB	Approx. 0.1KB	
By user group	Approx. 1.5KB	Approx. 0.3KB	Approx. 0.1KB	
By device group	Approx. 1.5KB	Approx. 0.3KB	Approx. 0.1KB	
Billing Code per total	Approx. 1.5KB	Approx. 0.3KB	Approx. 0.1KB	

T-3-2

No.9

Q The input of host name/ IP address of the server required when the total device communicates with the server is a manual-input UI accessed by the [Server Address Settings] on the [Accounting Management] > [Initial Settings] page. What are the cases in which manual input is necessary?

A The IPv4 Address or the IPv6 Address retrieved automatically by the server is displayed in [Server Address Setting].

Manual input is required when communication with the displayed IP address is not possible. Example:

- Enter the host name when the server and the host name are used for communication.
- When communication with the displayed IPv6 address type is not possible, enter a different IPv6 address or a host name.

No.10

Q In which cases is the [Update Job log Retrieval Method] button used?

A The following scenarios can be assumed:

- When installation or start has been performed after registration to a total device has been made with AM for MEAP/ MEAP-Lite or Accounting Management Login stopped or not installed
- When IPv6 search etc. has been performed after total device registration
- When the server address has been changed
 When the server IP address or the host name has been changed by [Server address
 setting] after device registration, [Update Job log Retrieval Method] is required to notify
 the device with AM for MEAP/MEAP-Lite or Accounting Management Login of the new
 address.

No.11

Q Can devices newly listed by periodic search of devices on the iWEMC/iWMC side also be managed?

A As devices added on the iWEMC/iWMC side are automatically registered as total devices, they can be managed with the Accounting Management plug-in.

No.12

Q What becomes of devices which are registered in the total device list of the Accounting Management Plug-in that is not responding at the time of periodic device search by iWEMC/iWMC device management?

A Even if a device does not respond, it will not be deleted from the iWEMC/ iWMC management devices according to the iWEMC/ iWMC specifications, therefore, it will not be deleted from the device list managed by the Accounting Management Plug-in.

No.13

Q What actions are the user required to perform when the configuration of a device registered in the Accounting Management Plug-in changes (such as when IP address is changed)?

A For device replacement, refer to "Replacing devices" in Chapter 2.

No.14

Q Is it possible to check the dependency relationship (whether a total device or not) with the Accounting Management Plug-in when deleting a device on the iWEMC/iWMC side?

A Registration as a total device cannot be confirmed from [Devices] > [List] > [Device List] of iWEMC/iWMC. It can be confirmed from [Devices] > [Accounting Management] > [Total device Management] > [Total device List].

No.15

Q Can the record values (and usage limit) of each user be checked with the server while performing usage limit management?

Α

- The User Management Plug-in on the data collection server can be used for confirmation. Select [User] > [User Management] > [Manage Local User] > [User Information] and click [Details] for the local user for which the detailed information is to be confirmed to display the usage limit and the record on the details screen.
- Confirm User Management Information by writing into CSV file with using Export function of User Management Plug-in. Refer to User's Manual for viewing Export Method of User Management Information and CSV file.
- The Accounting Management Driver Add-in on the client PC can also be used for confirmation. Click [Accounting-M] tab > [Show Record/Limit] in the printer properties dialog.
- Confirmation is also possible with Accounting Management for Client PC. Click [Show Record/Limit] on the main screen.

No.16

Q Is it necessary to distribute the department ID to devices when only the warning mail notification function is used when the usage limit is exceeded in the usage limit management function?

A There is no need to use department ID management to use usage limit management (suppression is excluded). Consequently, setting to user the assignment of department ID is also not an essential operation. Department ID management may be used when using DA and the like in device authentication even if usage limit suppression is not used.

No.17

Q If any of [By Users] or [By Group] or [Do not Allow] is selected in the assignment of department ID [Department ID Assignment] of the User Management Plug-in, can user limit management be implemented?

A Yes. Note that [By User] must be set when performing usage limit suppression.

No.18

Q On the usage limit settings screen, the check for [Set Usage Limit for Printing] becomes invalid.

A The following settings are required to activate the usage limit suppression function. Confirm the following settings.

- The authentication information for the device must have been set in total device management.
- Assigning the Department ID of the User Management Plug-in must have been set to IBv Userl.
- The device setting in Initial Settings must be set to [Do Not Allow to Print] for not registered users.

The Department ID Assignment setting and the non-registered user setting are changed automatically when the usage limit suppression function is activated (check mark ON). Of these, the Department ID Assignment setting can be changed manually to other than [By User] even during use of usage limit suppression. When it is changed, the usage limit suppression function is deactivated (check OFF).

Caution is required when the Department ID Assignment setting has been changed automatically from [By Group] to [By User], as all set Department IDs are cleared.

No.19

Q The settings of billing codes registered in the Accounting Management Plug-in can be edited. If the billing code name is changed, will it be totaled as a separate billing code?

A As not the Billing Code Name (a simple text string), but the billing code ID (system-internal identifier) is saved in the job log, collection is performed as the same billing code even when the billing code name is changed.

However, in order to save the billing code name to the total result at the time of collection processing, the previous billing code name remains in already collected results and collecting for the later total results is done with the changed billing code name.

No.20

Q The items displayed on the total result confirmation screen can be specified with [Total Result Display Preference] on the [Initial Settings] page. An item initially specified for display is changed to No Display at the time of scheduled total or period collection processing. In this case, how are the results for which collection has been completed before the change displayed on the total result confirmation screen?

A Items changed to No display are aggregated in [Others] at the time of display on the total result confirmation screen.

The total result data internally hold the total results for all items. Previously collected data as well as data collected later are displayed according to the Display/No Display specification at the time of display on the total result confirmation screen.

For example, in case of collection by Paper Size, display is made for paper sizes specified by [Paper Size to Display] of [Total Result Display Preference] on the [Initial Settings] page. All of the unspecified paper sizes here are collected under [Others].

No.21

Q If the automatic export task is deleted and re-registered, from which job log will data be exported?

A Data after the last exported job log will be export. If job log of a different period is required, export the data by period-specified export.

No.22

Q If the export (Period Total also similar) of total results is to be performed by mail transmission, a maximum of 28 files can presumably be output, but how can they be attached to mail?

A Compress 28 files to one file and attach it to mail. Even if 10,000 users, 1,000 devices, 1,000 user groups, and 100 device groups are assumed, the file size will be approximately 600 KB in case of a CSV file and approximately 1.4 MB in case of an HTML file.

No.23

Q If devices using billing codes and devices not using billing codes exist, what are the settings to be made?

A Enter a check for [Specify Code when Printing] in the Initial Settings for the usage of billing code and then perform the "Separate settings for device."

Q If [Specify Code when Printing] is not checked in the settings used for billing code in the [Initial Settings] screen of the billing code, that is, if billing code is not to be used, how does the Accounting Management SSO Login work?

A It works similar to the usual SSO-H. Get settings data and get department ID functions to server can be used.

No.25

Q What is the meaning of [Allow device login and printing even if billing code or user information has not been confirmed] in [Initial Settings] of the Accounting Management Plug-in?

A When this setting is OFF, check whether communication with the server is possible during printing/login. If communication is not possible, deny printing/login.

No.26

Q What are the precautions to be taken when replacing a device during the operation?

A Refer to "Replacing devices" in Chapter 2 where the precautions are summarized in five cases.

No.27

Q Recovery during registration error of CPCA logs

A During CPCA polling, if an error occurs for some reason, job logs acquired from device are output temporarily to a saved file, and then re-registered by polling interval. However, sometimes re-registration might not be possible depending on the situation. When the usage limit of the saved file is exceeded, a warning is displayed in the system logs of iWEMC/iWMC. When the usage limit is exceeded, there is a possibility for the information in the logs to be lost.

The usage limit number of escape files is defined by "Max" in the "EscapeFile" section of CpcaAccessor.ini. The default is 1000 files, and it also becomes 1000 files when a number other than an integer is specified. A whole device creates an escape file, but creation is performed in polling units for each device, 1000 files may be exceeded.

No.28

Q When the import target CSV files are edited in Excel, an error is caused at the time of import processing. Is there no way to prevent an error?

A When an import target CSV file is edited in Excel and is saved, a format error may occur at the time of import, causing by the following Excel version. When a CSV file to be imported must be edited, use Notepad instead of Excel.

Example:

- "0" at the beginning of a digit string (such as department ID) is omitted and the string is saved
- Even if header columns exist in the first row, after the 17th row, comma is not placed in the columns on the right side and saved.
- · Long digit strings are chopped off without any reason.

No.29

- Q Concerning error retry of the data collection server
- 1) Is error retry performed at the time of a data collection server error during mail sending, export processing, etc.?
- Is error retry performed for the usage limit suppression setting at the time of device power OFF?
- 3) What happens when the data collection server is not operating at the time of periodic collection processing (collection reservation) etc.?

A For the outline of the error processing is as follows: When the data collection server power is OFF at the scheduled task execution time, the task is executed by the iWEMC/iWMC framework function at the time of start of the data collection server. However, when an error occurs during task execution, there is basically no retry. When the data collection server is OFF at the time of job log registration or in case of a failed registration, AM for MEAP or Accounting Management for Client PC performs periodic retry. Other cases are not recovery targets.

Details of action during an error are explained below.

- 1) In most cases, such as mail and export, the probability that errors and so on cannot be corrected is high, as long as settings such as address and authentication information have not been changed; therefore, no retry is made.
- 2) The usage limit suppression setting uses the (usage limit suppression) task operating in the background and recovery is performed periodically. Success or failure for each device is displayed in the executed tasks.
- * No retries for other device settings (department ID distribution).
- 3) Executed when server is started as a task.

Q Why is the processes of Accounting Management Plug-in executed as a task on iWEMC/ iWMC?

A This is because during the process, one can proceed to a different process without occupying the whole screen.

No.31

Q Tell us about the method of changing the CPCA polling interval.

A If you wish to change the CPCA polling interval:

Change the value (minute units) of < appSetting > Scheme key < Polling_Interval_Min > of CmcpAmCpcaPol.exe.config.

Further, operation according to the changed polling interval is performed by restarting the iWEMC/iWMC scheduler service.

File name: [Virtual directory]\bin\CmcpAmCpcaPol.exe.config

```
<appSettings>
......
<add key="Polling_Interval_Min" value="10">
</appSettings>
```

This setting is intended for correspondence to special applications such as correspondence to negotiations etc., and change by Routine Users is not assumed.

No.32

Q Tell us about the ports to be used during job log retrieval by CPCA.

A Use the ports mentioned below during CPCA polling and communicate with devices.

- TCP: Dynamic ports (one of each in send/receive CPCA API operation)
- UDP: 41440 (for sending/receiving device management data), 41441 (for device event receiving port), dynamic ports (one of each in send/receive CPCA API operation)

No.33

Q. How to calculate the "Device Operation Time" displayed in total result?

A. The Device Operation Time is calculated as the total processing time for each job (job process end time - job process start time).

Calculating Formula

Device Operationme= Σ (job process end time - job process start time)

In case of the job corresponding to the following conditions, process such as correction is performed.

[Abnormal Job]

A job which process time exceeds 20 days is considered as an abnormal job, and not add on the Device Operation Time.

[Correction at the time of Device Error Occurrence]

Because the Device Operation Time is calculated based on the foregoing calculation formula, when an error occurs due to out of paper with the device, the downtime caused by the error is included in the Device Operation Time.

Therefore, for a job history that fulfills the following 5 conditions, consider that the downtime due to an error is included in the process time so that calculate the Device Operation Time by replacing the process time by the estimated process time.

- a. The process time is more than 1 hour.
- b. The engine speed of the device with which process is performed can be obtained.
- c. The process time is 3 times longer than the estimated process time.
 - * Calculate the estimated process time with the following calculation formula.
 - Estimated process time for 1-side color printing (sec) = 60(sec)/Color engine speed (ppm)
 - Estimated process time for 1-side B/W printing (sec) = 60(sec)/B/W engine speed (ppm)
 - Estimated process time = estimated process time of 1-side color printing x number of pages in color + estimated process time of 1-side B/W printing x number of pages in B/W
- d. The device that performed processing is not a Large-format Printer. (Even with normal printing, process time of a Large-format Printer is long (more than 1 day); therefore, exclude from the subject of the correction.)
- e. Job type is Print jobs (print, copy, Box, reception).

3-7

User Management Plug-in

No.1

Q How does one register the department ID in the User Management Plug-in when using department ID authentication?

A Register user (either domain user management or local user management is OK), and set the department ID to the user or its group for registering to a device.

No.2

Q What are the precautions for changing department ID assignment?

A The following two items require attention at the time of assignment change.

- · Make sure that all the department IDs set in the data collection server are deleted.
- Do not change the department ID assignment when usage limit suppression has been performed.

If you wish to change the assignment, first switch off usage limit suppression, and then change the department ID assignment.

Even when the department ID assignment is changed and the usage limit suppression setting is changed from ON to OFF, all department IDs associated with the user and device will be deleted. Therefore, distribution to the devices again is necessary.

No.3

Q When a device is used in the Department ID authentication system, are any special settings necessary on the User Management Plug-in side since department ID has already been set by Department ID authentication on the device side?

Or, is such information to be registered in the User Management Plug-in according to the device?

A The information should be registered in the User Management Plug-in according to the device. Also, Department ID distribution and Department ID synchronization must be done in order to perform usage limit suppression (because usage limit suppression is not set for devices to which the Department ID has not been distributed). A setting example for such a case is given below.

a) When department ID is assigned for each user

Device side:

- User A logs in using department ID 1234567
- User B logs in using department ID 7654321

User Management Plug-in side:

Set department ID in [User Units].

User registration as shown below in local user management

- · User A, department ID 1234567
- User B, department ID 7654321
- b) When department ID is assigned for each department

Device side:

- Sales Department logs in with department ID 1234567
- Accounts Department logs in with department ID 7654321

User Management Plug-in side:

Set department ID in [Group Units]

User registration as shown below in local user management

Set department ID 1234567 in the user folder e.g., "Sales Department."

Make a user in the Sales Department a member of the user folder "Sales Department."

Set the department ID 7654321 in the user folder e.g., "Accounts Department."

Make a user in the Accounts Department a member of the user folder "Accounts Department."

When department ID is specified in Printer Properties to print using a driver, a setting such as make a user in the Sales Department a member of the user folder "Sales Department." is not required. Data collection is possible by department ID only.

Q Is there any problem in [Allow]/[Do not allow] in the settings for [Print undefined ID job] of [User] > [User Management] > [Distribute Department IDs] > [Initial Settings] when performing usage limit management?

A Either may be used, but if you don't set [Do not allow], you cannot use the usage limit suppression function in Accounting Management. If set to [Allow], printing is performed even if department ID is not specified.

No.5

Q Can the Accounting Management Plug-in support combined use of local user and domain user? If yes, are there any restrictions?

A The Accounting Management Plug-in supports combined use of local user and domain user management. There are no restrictions if configured in all domain-compatible devices. Even if one device not compatible with the domain exists, the restrictions below will apply. Restrictions on Accounting Management Plug-in include unique login name in the system regardless of combined local/domain use. This is because the domain name is not recorded in the job log for devices not compatible with the domain, and when there are users with the same login name, the user cannot be determined uniquely from the job log. In this case, there is a restriction on the Accounting Management Plug-in, regardless of the existence of unique login name in the User Management Plug-in.

Accounting Management Driver Add-in

No.1

Q Can the Accounting Management Driver Add-in be installed from a remote location?

A If you use the Printer Driver Management Plug-in of iWEMC/ iWMC, register the relevant add-in modules in the server. You can then install/ upgrade the Accounting Management Driver Add-in. Distribution by Point & Print of a shared printer is also possible. If you install the Accounting Management Driver Add-in in the shared printer of the print server, and add the printer to the printer client by Point & Print, the driver add-in will also be installed together.

No.2

Q When the [Select devices to apply Billing Codes] in for individual device in the data collection server is ON, the IP address/ host name of the device on the Accounting Management Driver Add-in side can presumably be set manually, but shouldn't this be set at automatic retrieval normally?

A Manual setting is performed when billing codes cannot be retrieved automatically; for instance, when the port is not a Standard TCP/IP port. Normally, automatic retrieval is performed. When error occurs during automatic retrieval, manual settings are performed.

No.3

Q What is the meaning of the setting [Skip Billing Code Settings when Printing] in the Accounting Management Driver Add-in?

A When the setting [Skip Billing Code Settings when Printing] is OFF, the billing code input dialog will be displayed as a pop-up in each print job. Considering generation of multiple printing jobs such as when printing multiple sheets in Excel, always set the billing code at OFF when you input by job. When setting billing codes in a batch is allowed, set the billing code setting at ON.

No.4

Q Under what situations does the installation of the Accounting Management Driver Add-in become necessary?

A It becomes necessary under the following situations:

- When specifying the billing code and printing
- When performing print usage limit management and suppression.

- Q After installing the Accounting Management Driver Add-in and the Accounting Management for Client PC, tell us about the environment supporting shared printers and the settings for ensuring the same.
- 1) What are ports to connect to devices for the Accounting Management Driver Add-in for sharing printers?
- 2) What is the configuration required on the server side and the client side?
- 3) Are there any usage restrictions?(Refer to restrictions on "Accounting Management Driver Add-in" in Chapter 1.
- 4) How about support for other driver add-ins including the iWAMS (Access Management) Driver Add-in?

Α

- 1) There are no restrictions on Accounting Management Driver Add-in port.
- 2) Together with server client, the printer driver and Accounting Management Driver Addin should have been installed.
- 3) With the Accounting Management Driver Add-in, usage limit suppression and user check operate based on the job owner on the client side, even when the print execution user on the client side and the user on the server side are different. This is the same kind of operation as [Secure Printing] of the driver. For limit of user name, refer to [Accounting Management Driver Add-in Installer] in Chapter 1.
- 4)iWAMS Driver Add-in operates in tandem with the user name. The iWAMS Driver Add-in (tab name: AMS) and the Accounting Management Driver Add-in (tab name: Accounting-M) are installed in one printer driver. For other Add-ins also, coexistence with the same printer driver is possible.

No.6

Q When the data collection server is down, how does the Accounting Management Driver Add-in work?

- A The operation when you cannot communicate with the data collection server, i.e., iWEMC/ iWMC is as described below.
 - Use default values when settings for communicating with the data collection server have not been performed even once.
 - 2) If a saved billing code file exists in the dialog [Billing Code Settings], display it. If no billing code file exists, treat as "billing code list not acquired error."
 - 3) In the dialog for setting the IP address/host name of device, communicate with the data collection server using the currently stored IP address/host name and confirm that the device is registered. If communication fails or IP address does not exist, treat it as "record value acquisition error" and do not display the dialog.

- 4) When [Show Record/ Limit] is clicked and communication with the management server does not take place, treat it as record value retrieval error, and do not display the dialog.
- 5) Since communication cannot be made with the management server during a system update, display the system settings update error message.
- 6) When communication with the data collection server is not possible during print execution, do the following:
 - a. When communication is not available and printing is not allowed
 In case [Printing permitted at communication failure] is "No", display the "print
 prohibited at communication failure" error message and cancel printing.
 - b. When communication is not available and printing is allowed If printing when server communication is not available is "Yes," perform the procedure in 7) below.

7) Setting the billing code

- a. Operation when the device to print the billing codes to is unsupported device Display the [Print when communication fails (billing code unsupported device)] message, and print as usual.
- b. Operation when display settings dialog for billing code is omitted
 Display the [Print when communication fails (billing code omitted)] message, set
 the previously set billing code ID and print.
- c. Operation when display of billing code setting dialog is necessary and acquired billing code list exists
 Display the [Print when communication fails (billing code input)] message, and
 - print the saved billing codes.
- d. Operation when the billing code list has not yet been acquired Display the [Print when communication fails (normal printing)] message, and print as usual.
- 8) When communication with the management server is not possible during printing, user data cannot be acquired, so control and usage limit suppression of unregistered user is not performed.
- 9)When department management of printer driver is not used, set the department ID/ password set previously and saved in the registry, and print. If the department ID/ password has not been set in the registry, print without setting the department ID and password.
- The procedure is the same when the Accounting Management Plug-in in the data collection server is disabled (server down).

Q How to set up for printing without setting the Billing Code and how to set up that makes it need to set the Billing Code everytime when printing in Accounting Management Driver Add-in?

A Set [Accounting Management Client Settings] in [Device] > [Accounting Management] > [Billing Code] > [Billing Code Initial Settings] for the data collection server to [Allow client settings to be changed]. With this setting, the check box of [Skip Billing Code Settings when Printing] is displayed. Display the [Set Billing Code] dialog from the [Accounting-M] page of the Accounting Management Driver Add-in and set the check of [Skip Billing Code Settings when Printing] to ON or OFF. When the check is set to ON, the [Billing Code Setting by Job] dialog is not displayed and the job log for further printing is collected with billing code as it is being setting. When the check is set to OFF, the [Billing Code Setting by Job] dialog is displayed and the job log is collected with the billing code set in the dialog.

No.8

Q About Point & Print of Windows Vista

A The Point & Print feature of Windows Vista is explained here briefly.

1) To add shared printer

When you add a shared printer with Point & Print of client Windows Vista, the messages below are displayed.

- · Dialog to confirm addition of driver
- · UAC dialog to allow administrator rights

2) When updating shared printer settings

When the Accounting Management Driver Add-in is added/ deleted after sharing with the shared printer on a server, the result is not automatically reflected in a Windows Vista client. Instead, the following messages are displayed by the client when printing:

- · Dialog to confirm driver installation and re-start of job
- UAC dialog to allow administrator rights

If you click on [Install driver] in the dialog to confirm driver installation and re-start of job, an environment similar to that of the print server will be reflected in the client after a job cancellation error message is displayed.

If you click [Cancel] in the dialog to confirm driver installation and re-start of job, the job cancellation error message is displayed and the operation terminates.

No.9

Q Can the Accounting Management Driver Add-in be used via the PS Print Server Unit?

A The PS Print Server Unit is unsupported. Accounting Management for Client PC shall be used.

No.10

Q Can the job owner with the shared printer be a GUEST or user during shared access in a Canon printer as well?

A This does not occur when the Accounting Management Driver Add-in has been added. It can occur for a standalone driver (no Accounting Management Driver Add-in).

In a standalone driver, the job owner embedded in a job can become a GUEST or user with access to shared server. However, this is for the case when EMF spooling from the UI of the printer driver is allowed, and does not happen for the default setting. Since the use of EMF spooling is prohibited in the Accounting Management Driver Add-in, this event does not occur Even if the EMF spooling from the UI is switched ON, it may be switched OFF forcibly in the following cases:

- Secure Print
- Department management
- Overlay (form overlay/overlay printing)
- When the reverse order function of PCOM is used during double-side printing
- When the Enforce box is ON,

and so on.

Accounting Management for Client PC

No.1

Q Can the Accounting Management for Client PC be installed or updated from a remote location?

A By using the iWEMC/ iWMC Printer Driver Management Plug-in, the PC can be installed from the server silently.

No.2

Q What is the port number to be used by Accounting Management for Client PC for RPC communications?

A Use the port number in AMClient.ini for the RPC server side port number. The default port number is "41416." If the server side port number of RPC communications is set to [Communication not available], using the TCP/IP filtering function of the server PC, the client PC cannot judge whether the shared connected printer is a printer for Accounting Management for Client PC or not. Accordingly, functions such as billing code input, usage limit management, preparation of logs become invalid.

A dynamic port number that has been obtained is used as the RPC client side port number. When all port numbers above 1025 have been set to [Communication not available] by the TCP/IP filtering function of the client PC, and when all the dynamic ports to enable communication by service applications other than the Accounting Management for Client PC are being used, operation is not guaranteed.

When the Accounting Management for Client PC service registered as an exception in the Windows firewall is removed the list of registered exceptions, then the operation is not guaranteed.

No.3

Q What is the timing for confirmation of the completion time in the [Job List] display on the [List of Set Billing Codes] screen?

A The timing for job completion is shown below.

- For HP/Lexmark devices, the timing when print completion notification is received from the device
- For other devices, the timing for completion of job sending from the client PC

Further, the [Job List] display is updated in the following cases.

- · When the [Refresh] button is clicked
- · When the [List of Setting Billing Codes] screen appears
- · After return from the [Change billing code] screen

No.4

Q Where is the storage location of the data saved in the client PC?

Α

1) The storage targets for the billing code information are the following files.

 $First\ hierarchical\ level:\ Billing Code 1.csv,\ second\ hierarchical\ level:\ Billing Code 2.csv,$

third hierarchical level: BillingCode3.csv

These files are saved in the folder where the program is stored.

Windows XP/ Windows Server 2003

<RootDrive>:\Documents and Settings\<User Name>\Local Settings\Application Data\
Canon\AM Addin

Windows Vista/ Windows Server 2008

<RootDrive>:\Users\<User Name>\Application Data\Canon\AM_Addin

2) The storage targets for the saving information for the data collection server are the following registry items.

System settings: HKEY_LOCAL_MACHINE\SOFTWARE\Canon\AM_

forClientServerInfo\Client

Server information: HKEY_LOCAL_MACHINE\SOFTWARE\Canon\AM_

forClientServerInfo\ServerInfo

No.5

Q How many log files can be saved in one client PC?

A Usually, the upper limit is 5,000 log files. When the upper limit is exceeded, files will be deleted starting with the oldest file.

The upper limit of the logs can be controlled by MaxJobLogFineNum in the file iWEMC_AMClient.ini.

The lower settable limit is 200; the default value is 5,000.

The settable upper limit in case of a FAT file system is 40,000; for other file systems, it is 100,000.

No.6

Q Can debug logs of the Accounting Management for Client PC be obtained?

A Output the data of logs to files during execution.

Log files of INFO level are created with the default setting. Execution logs are used as reference data for facilitating the identification of fault locations when a fault occurs. Output log level and log output destination can be changed using the AMClient.ini file. For details, see "Service Tool Outline" in Chapter 2.

Q If Billing codes management or usage limit print restriction is not performed, will Accounting Management for Client PC operate if installed only in a shared server?

A Job log retrieval is possible when Accounting Management for Client PC is installed only on shared servers. However, the data collection server side must be set for no use of billing codes and no use of usage limit suppression.

No.8

Q Can the send timing of job log be changed?

A Accounting Management for Client PC sends the job log according to the send mode (immediately/periodically) specified by the Accounting Management server. Change on the client side is not possible.

The job log send timing can be changed by changing the settings on the data collection server side. For details concerning settings change on the data collection server side, refer to Q1 of "AM for MEAP Integration" in this chapter.

The timing for job log sending can be immediate sending or periodic sending. When print completion notification is received from a device, the job log saved in a file is notified to the data collection server when the job log send time according to the system settings in AMClient.ini and registry is reached.

Job log sending

[Immediate Sending]

By rewriting the value (default: 600 sec) of the [BCInputWait] key in AMClient.ini, the timing from print completion to log sending can be changed.

The timing can be changed by rewriting the specified time in the [Periodic Sending] server setting and the maximum delay time of load distribution value in the server settings.

The created job log is sent to the data collection server by job log transmission timing with the following send timing.

Job log send timing	Description
Immediate sending	The job log is sent after expiration of the "Job log send waiting time of billing code input" (AMClient.ini BCInputWait set value) from the time of creation of the job log.
Periodic sending	The job log is sent at the time specified by the job log send time. However, job logs for which the "Job log send waiting time of billing code input" (AMClient.ini BCInputWait set value) has not passed since the job log creation time are sent at the next periodic send time after expiration of the PC-specific delay time*.

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* The PC-specific delay time is calculated as follows.
PC-specific delay time = [remainder of (MacAddress) divided by (max. delay time)] + adjustment value

Value	Description			
MacAddress	Last two digits of the MAC Address (hex) of the client PC			
Max. delay time	System set value retrieved from the server			
Adjustment value	Value specified in the following registry When this value does not exist, the default value (1) in the application is used. HKEY_LOCAL_MACHINE\Software\Canon\AM_forClient\FIXED_DELAY_ TIME * This registry value is not created unless it is created with the registry editor.			

T-3-4

No.9

Q Is it possible to change the time during which the billing code of printed jobs can be changed?

A Changing is possible by changing the BCImutWait "Job log send waiting time of billing code input" in AMClient.ini.

No.10

Q In case of periodic sending, are the send times distributed so that the job logs are not sent at once by all clients? Can the distribution value be changed?

A The distribution value is calculated based on the MAC Address of the client PC.

The distribution value can be changed by changing the max. delay time in the accounting management server settings.

- Q Please tell the environment required to introduce Accounting Management for Client PC and to support shared printers, as well as the guaranteed settings.
- 1) Which port is used to connect target devices of Accounting Management for Client PC to a shared printer?
- 2) What are the configurations required on the server side and on the client side?
- 3) What are the usage limitations?
- 4) How is the compatibility with other driver add-ins, including the iWAMS (access management) driver add-in?

A The answers in regard to Accounting Management for Client PC are shown below.

- 1) Connect to the Accounting Management port.
- Accounting Management for Client PC must be installed on the server side and on the client side.
- 3) When the print execution user on the client side and the job owner in the server side are different, usage limit suppression and user determination operate based on the job owner retrieved from the server side. When the owner name is Guest, billing codes can be entered by anyone.
- 4) Not applicable.

No.12

- Q How to set up for printing without setting the Billing Code and how to set up that makes it need to set the Billing Code everytime when printing in Accounting Management for Client PC?
- A Set [Accounting Management Client Settings] in [Device] > [Accounting Management] > [Billing Code] > [Billing Code Initial Settings] for the data collection server to [Allow Client Settings]. With this setting, the check box of [Skip Billing Code Settings when printing] is displayed.

Select job from [View All Job] for main screen of Accounting Management for Client PC, click [Setting] button.

Display the [Set Billing Code by each Job] dialog and set the check of [Skip Billing Code Settings when printing] to ON or OFF. When the check is set to ON, the [Set Billing Code by each Job] dialog is not displayed and the job log for further printing is collected with billing code as it is being setting. When the check is set to OFF, the [Set Billing Code by each Job] dialog is displayed and the job log is collected with the billing code set in the dialog.

Accounting Management Login

No.

- Q To distribute local user data to devices from the data collection server after running the local user data distribution task, what kind of environment is required on the iR device side?
- A When distributing user data with the User Management Plug-in, SSO-H or Accounting Management SSO Login is required on the device side.

No.2

Q Are settings of DNS server on the device side necessary?

A The device accesses the data collection server with the retrieved IP Address and data collection server when [Enter Address Manually] is turned OFF (default) in [Accounting Management] > [Initial Settings> [Server Address Settings] in the data collection server, DNS server setting not required. . When [Set Address Manually] is ON and the data collection server host name has been set, DNS settings are necessary on the device side so that the data collection server address is resolved. During DNS settings on the device side, the complete domain name should be specified. Note however, that WINS setting is not supported.

When the [Enter Address Manually] is turned ON, and the IP address of the data collection server is input, the device accesses the data collection server with the IP address obtained from the data collection server. In this case, DNS settings are not necessary on the device side.

No.3

- Q Is it necessary to install Security Agent (SA) from the CD provided with the device even for Accounting Management SSO Login (SSO domain authentication)?
- A Not necessary. Authenticate Active Directory directly without going through Security Agent (SA).

Q iWAMS(Access Management Plug-in) and Accounting Management Plug-in can co-exist on the iWEMC/ iWMC framework. iWAMS uses a similar SSO login, in case of the login application also. Since different SSO Logins cannot be installed in one device, which SSO Login is to be installed?

A Install the Accounting Management SSO Login.

The Accounting Management SSO Login includes the functions of iWAMS SSO Login (SSO-H).

Department ID management can be used with SSO (domain) authentication only when the Accounting Management SSO Login is used. Department ID cannot be set by merely using SSO-H.

With local device authentication, department ID management can be used even if SSO-H is used.

To use the iWAMS functions and to also perform job log data collection with department ID as the key, either use local device authentication with the Accounting Management Plug-in or the SSO Login of the iWAMS version, or perform SSO authentication with the Accounting Management SSO Login.

No.5

Q Is department IDs distribution from the User Management Plug-in by the department IDs automatic retrieval function not necessary for the domain user?

A That is not correct.

The department IDs distribution function needs to be used to register the department management IDs of the device.

When SSO (domain) authentication login is performed, the department ID of user is retrieved from the iWEMC/ iWMC server with the login application and set in the login context only; it is not to be registered in the department management of the device. In standard SSO not an Accounting Management SSO Login, the department ID retrieval function does not exist. For this reason, when the department management is ON in the device, department management authentication fails even if domain authentication succeeds.

No.6

Q When using the optional card reader, can the Accounting Management Login be used? A No. It cannot be used.

No.7

Q When SSO Login is used in user authentication, how many domains can be selected as the login destinations?

When a user from a domain other than a domain registered in the data collection server logs in, what happens?

A A maximum number of 10 domains is available including domains to which the MEAP device belongs. When users of a domain not registered in the data collection server log in, total by user is not implemented correctly.

No.8

Q When the collection only of print job log by the client PC is adequate, is the installation of the Accounting Management Login application unnecessary?

A Installing of the application is not necessary.

Even for a user that requires data collection of copy job log, installation of the Accounting Management Login application is not necessarily required.

No.9

Q If department management is being performed with devices, even if the Accounting Management Login is not installed, is it possible to identify user with department ID and collect job log?

A Yes, it is possible.

No.10

Q Is it possible for a device that performs SSO (domain authentication) using an MEAP Login application other than the Accounting Management SSO Login application to collect job log with user information based on domain authentication?

A Possible when the device is compatible with Domain Information. However, billing code management and department management integration cannot be used.

No.11

Q Jobs of devices that cannot be authenticated; how will these jobs be collected as unknown jobs?

A For jobs of not authenticated devices, the user owning the job cannot be determined. If users cannot be identified, they will be collected as unknown users.

3-15

No.12

Q We believe that up to 20 hits can be obtained in the name order of billing codes by a search of billing codes. What happens if the number of hits is above 20?

A Hits above 20 cannot be displayed, so a warning message will be displayed indicating that the user should narrow down the search conditions.

No.13

Q When the initial settings for the User Management Plug-in, and the initial settings for the billing codes of the Accounting Management plug-in, etc. have been set, is reflection to the data collection server performed immediately?

A The settings data is obtained from the data collection server every two hours on the Accounting Management Login side, and changes in settings are automatically detected. However, if after making the changes in settings on the Accounting Management Plugin side or the User Management Plugin side and if these settings are to be reflected immediately, the operations mentioned below need to be performed.

- Click the [Retrieve Setting Information from Server] button in the RUI of the Accounting Management Login application and obtain the latest data.
- Perform the [Update Job log Retrieval Method] of the device with the Accounting Management Plug-in, and transmit the latest data.

No.14

Q What is the job to which billing code is added in relation to the billing code input function and support job?

A The condition for addition of billing code input with the Accounting Management Login application for each kind of job is given below.

Billing code attachment on Scan jobs

Job type	Add billing code	Remarks
SEND scan	Y	
FAX scan	Y	
BOX scan	Y	
PULL scan	N	
Form registration	N	

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Billing code attachment on Print jobs

Job type	Add billing code	Remarks
Report (including manual, automatic)	N	
BOX print	Y	
Form print	N	
PDF direct print	N	
FAX (iFAX) manual print	N	Not added during automatic print, memory receive automatic reset, and manual reset
FAX (iFAX) automatic print	N	Billing codes are added at the time of Print from System Inbox by manual and Print from Fax Inbox by manual.

T-3-6

Billing code attachment on transmission

Job type	Add billing code	Remarks
Direct transmission	Υ	
Manual transmission on send	Υ	
Manual transmission on receiving	N	Limited to receiving with handset
Memory transmission (including transmission of report of same)	Y	
Timer transmission	Y	
Transfer/ relay /fixed time transmission (automatic transmission)	N	
Transfer (manual selection from system BOX)	Y	
Error re-transmission (manual selection from job list)	Y	
Receive (including remote, manual)	N	
TEL	N	No LOG management
Remote Fax	Y	Billing code set on the client(send) side is added to the job on the server(FAX) side.

T-3-7

AM for MEAP Integration

No 1

Q Can the timing for transmitting the job log collected by AM for MEAP to the data collection server be changed?

A Yes, it is possible.

The job log send timing can be set with the Accounting Management plug-in.

When changing the job log send timing, change the following setting files of the Accounting Management plug-in.

- [iWEMC InstallationFolder]\Web.config
- [iWEMC InstallationFolder]\bin\CmcpAmRegDev.exe.config

CAUTION:

- Be sure to make the same setting in the above 2 setting files.
- End users are not allowed to change the iWEMC/iWMC settings file. If changes to settings are necessary, these should be performed by the service personnel.
- When values other than shown below are set, the system will not operate correctly, so that care is required at the time of setting.

To change the job log send timing, add and change the following setting items to the <appSetting> scheme in the setting files.

Job log send timing

Key	Value	Default value	Description
SendJobLogTiming	AT_ONCE		The job log is sent at once when it has been retrieved.
	SPECIFIED_TIME		The job log is sent at the specified time (once a day).

T-3-8

Job log send time

Key	Value	Default value	Description
ExecutionTime	00:00 to 23:59		The time for sending the job log in case of sending at the specified time

T-3-9

· Max. delay time (minutes)

Key	Value	Default value	Description
MaxDelayTime	1 to 256		The max. delay time for sending the job log in case of sending at the specified time The delay time for server system information retrieval at the time of client start

T-3-10

Example: Setting for sending the job log daily by the selected time at 12:00 and a delay time of 120 minutes.

NOTE:

The setting of job log send timing is changed when the following processing is executed.

- When executing [Update Job History Retrieval Method] in [Device)] > [Accounting Management] > [Total Device Management] > [Total Device List].
- · When adding accounting devices (including automatic registration of devices).

No.2

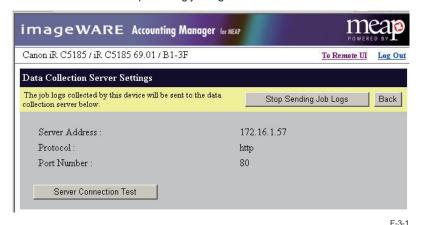
Q What is the method to change the job log collection method from total device from CPCA to AM for MEAP?

A After installing AM for MEAP in the device, select [Device] > [Accounting Management] > [Total Device Management] > [Total Device List] from the iWEMC/ iWMC menu, then click [Update Job log Retrieval Method] of the device. Do not print during this procedure.

Q How does one stop the transmission of job log from AM for MEAP?

A When the [Stop Sending Job Logs] button was pressed with RUI (http://< IP address >:8000/ iwam) of AM for MEAP (stoppage of job log transmission will not be notified to the plug-in side).

RUI of AM for MEAP to stop sending job logs



No.4

Q The total number of devices that can be managed by the Accounting Management Plug-in is 1,000. The breakdown is: devices installed with AM for MEAP is 900; number of devices in which AM for MEAP are not installed but that support CPCA logs and others including those that support standard MIB is 100. What is the reason for this?

A Compared to CPCA, the data collection server load reduces in case of AM for MEAP. If the number of devices is below 100, CPCA should be considered for use. If it exceeds 100, AM for MEAP should be considered for use.

No.5

Q Even if AM for MEAP v2.2 is installed in AM for MEAP-supported devices, can the devices be registered as total device?

A If you install in the device the old version of AM for MEAP (for example, AM for MEAP v2.2.0) which not supported by the Accounting Management Plug-in, a defect such as loss in job log retrieval may occur. This is outside the scope of support.

No.6

Q If the license for the Accounting Management Plug-in has expired, how does one operate AM for MEAP and what are the measures to be adopted?

A Job history sending function of AM for MEAP cannot be OFF, even if license has expired. Therefore, at the time of not using Accounting Management Plug-in after license has expired, you must stop job history sending with RUI of AM for MEAP. When the license has expired, job log sending from AM for MEAP to the Accounting Management plug-in fails. When the license is restored, the failed transmissions are also sent again, but when the license is lost for a long time, the job log may disappear.

Accounting Management Migration Tool

No.1

Q Are tools to migrate from NetSpot Accountant (NSA) V4.0 available?

A There is no tool to migrate directly from NSA V4.0. Upgrade first from V4.0 to iWAM V5.0 or more; then migrate to the Accounting Management Plug-in V2.0 using the Accounting Management Migration Tool.

No.2

Q Is the migration tool run on the iWAM server or is it run on the data collection server?

A The migration tool is an independent program (.exe format), and the PC used to run it differs depending on the objectives given below.

- When iWAM server and data collection server can communicate over network: Data collection server
- When iWAM server and data collection server cannot communicate over network:
 Both iWAM and data collection server

No.3

Q Can two or more migration tools be launched simultaneously?

A The operation of the migration tool will not be guaranteed.

Licensing

No.1

Q Please explain the action to be taken when the license for Accounting Management Plug-in has expired.

A The operation of each module of the Accounting Management plug-in at the time of license expiration is shown below.

Module	Operation at the time of license expiration
Accounting Management plug-in	Only period-specified export of the job log and task list reference can be used. Other menus are not displayed. Registered tasks cannot also be executed. A license expiration error is returned to modules such as the Accounting Management Driver Add-in, Accounting Management for Client PC, etc.
Accounting Management Driver Add-in	Billing code input, result confirmation, usage limit suppression, and the Department ID auto retrieve function are stopped. Printing is possible.
Accounting Management for Client PC	The functions for job log creation, sending, billing code input, result confirmation, and usage limit suppression are stopped. Printing is possible.
Accounting Management Login	Billing code input and the department ID auto retrieve function are stopped. Login is possible (when Department ID is OFF for the device).
AM for MEAP / MEAP-Lite	Job log sending is stopped. AM for MEAP/MEAP-Lite itself continues job log collection.
User Management Plug-in	Nothing special.

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No.2

Q iWEMC/ iWMC indicates expiry of license of the extension plug-in one day before the actual date of expiry. What is the effect of this on the Accounting Management Plug-in?

A Until the actual date of license expiration of Accounting Management Plug-in, functions for collecting job history etc. activate. When the actual date of license expiration is reached, the menu is no longer displayed on iWEMC/iWMC and functions for collecting job history etc. will be stopped. Even when the license for the Accounting Management Plug-in expires, basic functions such as printing and login will work. Other functions such as job log collection will also work until the license fully expires. When the license for the Accounting Management Plug-in is renewed, all functions will become operable.

Q Tell us about job log in the data collection server when the license for the Accounting Management Plug-in has expired once and has been renewed.

A The status of loss of job log when the license is renewed is as described below.

- 1) When job log cases are being collected by CPCA polling, and if the license of the plug-in is renewed, the cases of job log generated during the period the license had expired, will also be obtained from the device. When the license expiry period is long, and the untransmitted job log cases exceed the job log cases retained by the device, the job log cases will be discarded; so they will not be obtained by the data collection server and are lost.
- 2) In case of AM for MEAP, when the license for the plug-in is renewed, the job log cases collected while the license expired are also sent to the Accounting Management Plug-in. The license expiry period is long and when the number of cases of untransmitted job log exceeds the number of cases of job log retained by AM for MEAP, the job log cases are discarded.
- 3) In case of the Accounting Management for Client PC, when the license of the plug-in is renewed, and communications between plug-in and the Accounting Management for Client PC restarts, the job log will be sent. Accounting Management for Client PC does not prepare job log while the license has expired. Therefore, even if the license is renewed, the job log cases during the period the license expired will be lost.

Maintenance

No.1

Q What is the data backup procedure of the Accounting Management Plug-in for backup of the database?

A Database backup/restoring completely follow the iWEMC/iWMC procedure. There are no particular procedures for the Accounting Management plug-in. However, as the Accounting Management plug-in in addition to the database also saves information in folders and files, the following folders/files must also be backed up/restored when the iWEMC/iWMC database is backed up/restored.

For details of the folders/files which are backup/restore targets, refer to "Backup files in the Accounting Management Plug-in" and "Restoring of files in the Accounting Management Plug-in" in Chapter 2.

No.2

Q Is there a Windows service launched in the Accounting Management Plug-in?

A In the old version of iWAM, Canon imageWARE Accounting Manager was available, but in the Accounting Management Plug-in, there is no service specifically for plug-ins since iWEMC/ iWMC launches the services.

The services launched by iWEMC/iWMC are as follows:

- Canon imageWARE Enterprise Management Console Install Assist Service
- Canon imageWARE Enterprise Management Console Task Scheduler

On the other hand, a client PC installed with Accounting Management for Client PC launches the following services:

- · Canon Accounting Management Job Agent for Client PC
- Canon Accounting Management Log Agent for Client PC

Others

No.1

Q How is the setting of data collection server address made on the client PC side and device side?

A The method of setting the address to enable each client/device to communicate with the data collection server is as given below.

1) In case of a client PC:

Set the data collection server address by one of the following methods.

- · Use the installer to enter the address of the data collection server.
- Record the server information in the Server Settings ini file (AM_forCleintSrv.
 ini in case of Accounting Management for Client PC, setup.ini in case of the
 Accounting Management Driver Add-in) and start the installer.

The latter method is required for a silent installation.

Refer to [Prepare the Client Computer] in chapter 2 on the User's Guide for details of the server settings ini file.

2) On the device side (Accounting Management Login, AM for MEAP) By registering in the Accounting Management Plug-in of the total device or by [Update Job log Retrieval Method], set the server address of AM for MEAP and Accounting Management Login operating on the target device. The server address can also be changed by [Server Address Settings] in the Initial Settings screen of the Accounting Management Plug-in.

CAUTION:

Even if you change the server address settings, the change are not notified to the Accounting Management Login and AM for MEAP. It is necessary to update the device registration and job log retrieval method, and notify the settings to the device side.

In case of automatic setting of server address, the IP address or FQDN of the server is obtained. When the server participates in the domain, then the FQDN is obtained. In manual setting, the IP address or hostname of server can be specified. In any case, the Accounting Management Login and the AM for MEAP should be capable of communicating with at the address specified by the plug-in. The Accounting Management Login and AM for MEAP communicate using the DNS and domain name set in the device; therefore, these settings should be carefully made.

No.2

Q What is the operating environment required for Accounting Management Analysis Tool?

A An environment with Excel installed and macros enabled is required. For the supported version of Excel, refer to [necessary operating environment] in chapter 1 on the User's Guide.

No.3

Q Is coexistence with iWAMS (Access Management Plug-in) possible?

A iWAMS and Accounting Management Plug-in can coexist on the iWEMC/iWMC framework.

The iWAMS driver Add-in, Accounting Management Driver Add-in, and Accounting

Management for Client PC can also co-exist on the client PC.

The Accounting Management Driver Add-in references the user name specified in the iWAMS Driver Add-in and operates.

The Accounting Management (SSO/DA) Login includes the SSO-H functions.

- During SSO (domain) authentication, department ID management can be used only when the Accounting Management Login application is used.
- Department ID cannot be set by merely using MEAP Login of iWAMS application (SSO-H).
- When using local device authentication, department ID management can be performed even by using the SSO-H
 (To use the iWAMS functions and to also perform job log data collection with department ID as the key, either use local device authentication with the Accounting Management Plug-in or the SSO Login of the iWAMS version, or perform domain authentication with the Accounting Management SSO Login.)

No.4

Q Is Security Agent (SA) supported?

A:SA does not fall in the scope of support.

No.5

Q It seems that management of devices supported by protocols of SNMP v3 is possible in the device search function of iWEMC/iWMC, but will such devices be a problem in the device management in the Accounting Management Plug-in and User Management Plug-in?

A Since the Accounting Management Plug-in does not obtain device information with SNMP, there is no effect even with SNMP V3 only. However, if the authentication information of SNMP V3 is not set correctly in iWEMC/ iWMC, the device information to be obtained is inadequate. Therefore, it is not possible to register the information in the devices for data collection of the Accounting Management Plug-in.

Q Please explain briefly about the encryption used in the system.

A The following passwords are encrypted in the Accounting Management Plug-in and User Management Plug-in.

- Accounting Management Plug-in: Windows (SMB) transmission password
- User Management Plug-in: Password used during domain registration
- User Management Plug-in: Password for department ID
- Local user password
- · Local user distribution password
- · System administrator password of device

No.7

Q What are the port numbers used in the Accounting Management Plug-in, the User Management Plug-in and the client PC?

A The list of port numbers is given below.

The list of Port number used for Accounting Management Option

Port	Protocol	Network	Communication	Description
Number		service	direction (server	
			reference)	
80	TCP	HTTP	Inbound *1	Used for communication to the data collection server from the Accounting Management for Client PC/ Accounting Management Driver Addin on the client computer or from the Accounting Management DA Login (for iR-ADV) / Accounting Management SSO Login (for iR-ADV) / Accounting Manager for MEAP on the device. Port number can be changed with IIS.
443	ТСР	HTTPS	Inbound * ¹	When SSL is used, it is used for accessing the data collection server from the Accounting Management for Client PC/ Accounting Management Driver Add-in on the client computer, or from the Accounting Management DA Login (for iR-ADV) / Accounting Management SSO Login (for iR-ADV) / Accounting Manager for MEAP/ MEAP-Lite on the device. Port number can be changed with IIS.

Port Number	Protocol	Network service	direction (server reference)	
800	TCP	HTTP	Outbound *1	Used for accessing Accounting Management DA Login (for iR-ADV) / Accounting Management SSO Login (for iR-ADV) / Accounting Manager for MEAP/ MEAP-Lite on the device from the data collection server. The port number is changed according to the device status. Remote UI ON -> 8000 Remote UI OFF/ No PS controller -> 80 Remote UI OFF/ PS controller exists -> 10080
8443	TCP	HTTPS	Outbound *1	Used for accessing Accounting Management DA Login (for iR-ADV) / Accounting Management SSO Login (for iR-ADV) / Accounting Manager for MEAP/ MEAP-Lite on the device from the data collection server when SSL is used in the device. The port No. can be changed with the port monitor UI. The port number is changed according to the device status. Remote UI ON -> 8443 Remote UI OFF/ No PS controller -> 443 Remote UI OFF/ PS controller exists -> 10443
47545	TCP	CPCA	Outbound	Used for device settings distribution/ device authentication during restart of device
41440	UDP	CPCA	In/ Outbound	Used for sending/ receiving Device management data
41441	UDP	CPCA	Inbound	Used for receiving port by device control events
Dynamic	TCP/UDP		In/ Outbound	Used for each CPCA sending/ receiving API operation
53	UDP	DNS	Outbound	Used for changing IP address from DNS name.
41416	TCP	RPC	In/ Outbound *1	Used for exchanging information of JobAgent on the client side with the JobAgent on the server side of shared printer in the Accounting Management for Client PC on the client computer. The client side of printer becomes the RPC server. The port number can be changed in the ini file (AMClient.ini).



Port	Protocol	Network	Communication	Description
Number		service	direction (server	
			reference)	
9100	TCP/ UDP	PJL	Outbound	The Accounting Management for Client PC on the client computer is used to communicate with device in the port monitor for HP. The port monitor is used to print to also from the Accounting Management Driver Add-in on the client computer device from the Accounting Management Driver Add-in on the client computer.
	TCP	Raw	Outbound	The port monitor for LPR of the Accounting Management for Client PC on the client computer is used for communicating with the device. It is used when the protocol in the [Add Port] dialog is set as raw. The port number can be changed in the [Add Port] dialog.
9300	UDP	TIP/ SI	Outbound	The Accounting Management for Client PC on the client computer is used to communicate with device in the port for Lexmark monitor.
			Inbound	The device is used to communicate with the port monitor for Lexmark of the Accounting Management for Client PC on the client computer.
9301	UDP	TIP/ SI	Inbound	The Accounting Management for Client PC on the client computer is used to communicate with device in the port monitor for Lexmark.
9400	TCP	TIP/ SI	Outbound	The Accounting Management for Client PC on the client computer is used to communicate with device in the port monitor for Lexmark.
9400	TCP	TIP/ SI	Inbound	The device is used to communicate with the port monitor for Lexmark of the Accounting Management for Client PC on the client computer.
515	TCP	LPR	Outbound	The port monitor for LPR of the Accounting Management for Client PC on the client computer is used for communicating with the device. It is used when the protocol in the [Add Port] dialog is set as LPR.
445	TCP/ UDP	SMB	Outbound	Used when transmitting Windows (SMB) from the data collection server and the transmission destination uses an OS newer than Windows 2000.
53	UDP	DNS	Outbound	Used for communication of Accounting Management SSO Login (for iR-ADV) with the DNS server.
88	TCP	Kerberos	Outbound	Used for Kerberos authentication of Accounting Management SSO Login (for iR-ADV) with the KDC (Key Distribution Center).

Port	Protocol	Network	Communication	Description
Number		service	direction (server	
			reference)	
389	TCP	LDAP	Outbound	Used for communication of the Accounting
				Management SSO Login (for iR-ADV) using the
				LDAP of the directory service (the default is 389,
				change to any port is possible on the side of the
				LDAP service).

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^{*1} In case of communication targets are all modules of Accounting Management Option, data collection server side is the standard direction.

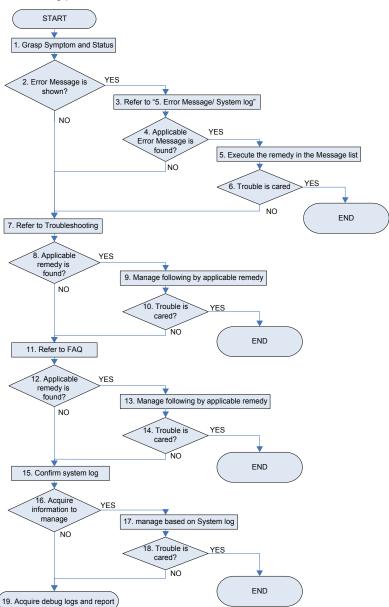
4

Troubleshooting

- Troubleshooting process
- Accounting Management Plug-in
- User Management Plug-in
- Accounting Management Driver Add-in
- Accounting Management for Client PC
- Accounting Management Login
- AM for MEAP Integration
- Accounting Management Migration Tool
- Accounting Management Analysis Tool

Troubleshooting process

The troubleshooting process is shown below.



- 1. Study and understand the symptoms and status of problems that have occurred.
- 2. Check whether error message is displayed on the screen.
- 3. If message is displayed, refer to "Error Message/System Log" in Chapter 5.
- 4. Confirm that the displayed message is in the message list.
- 5. If the message displayed is mentioned in the list of messages, implement the actions mentioned in the list.
- 6. Confirm whether the problem has been resolved.
- 7. If there are no error messages, or if no actions exist in the message list, refer to the Troubleshooting.
- 8. Check that the remedy information is shown in Troubleshooting.
- 9. When remedy information is shown in Troubleshooting, follow that information to perform remedy.
- 10. Confirm that the problem has been solved.
- 11. Refer to the FAQ if there are no remedies in Troubleshooting or if the problem is not solved by them.
- 12. Check whether information on actions is given in the FAQ.
- 13. If information on action to be taken is given in the FAQ, take action according to the information given.
- 14. Confirm whether the problem has been resolved.
- 15. If the FAQ does not contain action to be taken or if the action mentioned did not lead to a solution, check the system logs of the relevant component.
- 16. Check the system logs, and check whether information on action to be taken exists.
- 17. Check the system logs, and if action can be taken, take it.
- 18. Confirm whether the problem has been resolved.
- 19. If the problem has not been resolved by troubleshooting, get the debug logs, report to the support group in the sales company, and ask for instructions.

F-4-1



Important information to be acquired by service personnel on site

Data collection server side

- 1)iWEMC/iWMC system log information (if necessary)
- 2) Debug logs

There are Debug logs of Plug-in, CPCA, and ClickOnce. For folders, refer to "Service Tool Outline" in Chapter 2.

3) IIS logs

For default settings, logs are output as files per day to the folder below.

Windows XP. Server 2003

C:\WINNT\system32\LogFiles\W3SVC1

Windows Vista, Server 2008

C: \inetpub\logs\LogFiles\W2SVC1

4) Windows event logs (event viewer logs)

Client PC side

For Accounting Management Driver Add-in

- 1) Accounting Management Driver Add-in Debugging logs
- 2) When an error has occurred with total result graph display, there is a ClickOnce application debug log. For details, refer to "Service Tool Outline" In Chapter 2.

For Accounting Management for Client PC

- 1) Debugging logs
- 2) Save registry
- 3)List of registered printers (drivers) and connecting ports/connecting IP addresses in the client PC
- 4) Check for existence of shared printer
- 5) Check various settings of printer (driver)
- 6) Confirm whether the setting "Keep printed documents" is ON.
- 7) Check whether the printer pool is effective.
- 8) Check firewall registration

When an error has occurred with total result graph display

1)Retrieve the debug log information remaining on the client PC where graph display mode has been activated.

■ Device side (MEAP)

- 1) AM for MEAP logs information
- 2) Logs information of Accounting Management Login

For details on how to acquire logs on the device side, refer to "Service Tool Outline" in Chapter 2.



Others, information to be reported

- · Occurred phenomenon
- Procedure to reproduce phenomenon
- · Occurrence frequency
- Is it a phenomenon that occurs in a specific PC/device?
- · Is it a phenomenon that occurs with a specific application/data?
- Results of reproducing it at the sales company
- · Data collection server
 - OS and SP (Example) Windows Server 2003 SP2
 - · PC hardware configuration
 - iWEMC/iWMC version (Example) V3.0.0
 - Accounting Management Plug-in version (Example) V2.0.1
 - Type and version of database engine (Example) SQL Express SP2
 - Web browser version (Example) IE 7.0
 - Name and version of plug-ins installed other than Accounting Management Plug-in/ User Management Plug-in
 - Software installed other than iWEMC/ iWMC and plug-ins
 - · Do data collection server and print server coexist and are they shared?

· Device

- Manufacturer/model name (Example) Canon iR C5185
- · Existence of PS print server unit
- Existence of Login application (if it exists, the login application name and version)
- Existence of AM for MEAP (version, if it exists)
- Client PC
 - · OS and SP (Example) Windows Vista
 - PC hardware configuration
 - Type and version of printer driver (Example) PCL6 Vx.xx
 - Existence of Accounting Management Driver Add-in
 - Existence of Accounting Management for Client PC
- * Although examinations can be made even if all the stated information has not been acquired, information should preferably be acquired on site as far as possible.

Accounting Management Plug-in



Overview

Troubleshooting on iWEMC/ iWMC framework should comply with the provisions of iWEMC/ iWMC service manual.

Collect the system logs as the system log function is offered by iWEMC/ iWMC.



Troubleshooting while installing

No.1

Symptom: Cannot add the Accounting Management Plug-in. (case 1)

Cause: Not logged into iWEMC/iWMC with administrator (Admin) rights. Remedy: Logged into iWEMC/iWMC as user with administrator rights.

No.2

Symptom: Cannot add the Accounting Management Plug-in. (case 2)

Cause: User Management Plug-in has not been added beforehand.

Remedy:

- 1) Add the User Management Plug-in (only when the User Management Plug-in does not exist)
- 2) Add the Accounting Management Plug-in.



Troubleshooting in Accounting Management Plug-in

No.3

Symptom: The job log retrieval method remains unchanged as dedicated port (CPCA) even if AM for MEAP is installed.

Cause: The job log retrieval method on the server side has not been updated.

Remedy: Press the [Update Job log Retrieval Method] button in Accounting Management, and eliminate the inconsistency.

The following cases can be assumed when such a phenomenon occurs.

- When AM for MEAP is restarted after registration of a total device while AM for MEAP was stopped.
- When AM for MEAP/MEAP-Lite or Accounting Management Login has been installed after registration to the total device.
- When IPV6 search etc. has been performed after total device registration



When the server address has been changed
 When the server IP address or the host name has been changed by [Server Address
 Setting] after device registration, [Update Job log Retrieval Method] is required to notify
 the device with AM FOR MEAP/MEAP-LITE or Accounting Management login of the new
 address.

No.4

Symptom: Printing is not possible for non-registered users.

Cause: In order to eliminate printing as a non-registered user when [Suppress printing when usage limit is exceeded] ON and printing has become impossible because the usage limit value for the user has been exceeded, the print setting for a non-registered user automatically becomes [Do Not Allow Printing].

Remedy: Set [Suppress printing when usage limit is exceeded] to OFF and select [Allow Printing] for non-registered users.

No.5

Symptom: Job owner of job log becomes "Unknown".

Cause: When the same user name is registered for domain user and local user, the user name may not be identified in case of the job log mentioned below.

- · Jobs of some iR Devices, LBP or PS Print Server Units
- · Jobs for which the user name has been changed with an old driver

Remedy: The applicable method is to change the registered name of the local user.

Cause: User is not registered. Remedy: Register the user.

No.6

Symptom: The error message "[Communication Test] could not be executed because another task was executing [Windows(SMB) Communication] or because another application was connected to the same folder." is displayed.

Cause: The cause the error is displayed is that connection has already been established by another Web application, and in this condition, even if test authentication is performed, the existing connection is used and the connection is made regardless of whether the authentication information is correct or wrong. Moreover, if connected to the same shared destination folder, the connection may be broken by other Web application during Windows (SMB) transmission of the Accounting Management Plug-in. On the other hand, if the other Web application is already connected to the shared destination folder, the Accounting Management Plug-in does not break this connection, but terminates the error without performing Windows (SMB) transmission.

Remedy: If another Web application is active on the iWEMC/iWMC server (including plugin other than the Accounting Management Plug-in), and the Web application also has the function of Windows (SMB) transmission, set a shared destination folder different from that of the Web application and the Accounting Management Plug-in.

Cause: In the cases mentioned below, the connection already exists in the shared destination folder, so the test cannot be run. Wait for a maximum of 10 seconds for the existing connection to break; if it does not break, the result "Not Executed" is output.

The cases below may be considered for an existing connection.

- When connecting to the connection destination folder with Accounting Management task
- When a Web application other than the Accounting Management Plug-in is connecting to the connection destination folder on iWEMC/iWMC
- When test authentication is being performed simultaneously in another browser and the like Remedy: Try again after a while.

Remedy: Specify a folder different from that in the shared destination folder being used by the other task.

No. 7

Symptom: Export of a detailed report of the billing code summary is not possible. HTML export of the total result has been performed, but downloading is displayed in the download dialog of the file and the operation is not completed

Accounting Management was accessed from Internet Explorer (IE) 7 or 8 on Windows XP/Windows Server 2003 and export of a detailed report of billing code collection was executed, but export was not possible.

Cause: This occurs because of a problem of the Windows IME module.

Remedy: The remedy differs according to the OS.

- In case of Windows XP: This can be solved by adaptating an application of a Windows XP update program (KB932823).
- In case of Windows Server 2003: This problem no longer occurs by downgrading from IE7 or IE8 to IE6

User Management Plug-in

No.1

Symptom: Cannot import user and user group registered in the Active Directory into the User Management Plug-in to a file in a domain authenticated environment.

Cause: Domain user retrieves user information from Active Directory , and user cannot be added in file import. Only department ID can be set in file import setting in domain user. Remedy: Retrieve user information from the Active Directory with the domain user retrieve task.

No.2

Symptom: Became unknown user in a domain authenticated environment, so cannot perform data collection.

Cause: The domain/user information of total device that use Single Sign-on (SSO) in the user authentication method is needs to manage in the data collection server (User Management Plug-in). The domain user information registered in the server can be obtained from the Active Directory, but it may not be registered correctly in the data collection server. Remedy: By the User Information retrieval task, confirm that the same domain user as for the total device is registered with the data collection server.

Remedy: Set the Department ID to the Domain Users or the user group etc. in device and distribute to devices during department ID management in device.

No.3

Symptom: The job log executed with login to a device in an SSO Local Device Authentication environment becomes Unknown User on the data collection server.

Cause: The local device authentication of SSO is used not in the Active Directory environment but when working in the workgroup environment.

In this case, use local user management as the user management method in the data collection server. In this Symptom, the user information set in SSO is considered to be not matching the user information registered in the server.

Remedy: Confirm that the user information set with SSO of the total device at this stage matches the user information registered in the server.

Remedy: To match the local user information on the total device and on the server, either distribute the user information on the server to the device, or import the information exported from the server into the device (SSO-H)

No.4

Symptom: Device authentication (login) is not possible with DA authentication

Cause: The Department ID is not registered with the device.

Remedy: Register the Department ID with the device operation part or with Distribute Department IDs of the User Management Plug-in to the device.

No.5

Symptom: A job with login by DA authentication becomes Unknown User

Cause: The Department ID registered with the device is not registered with the User Management Plug-in.

Remedy: Confirm that the Department ID of the device is registered with the User Management Plug-in.

Remedy: Register the Department ID registered with the device with the User Management Plug-in or distribute the Department ID registered with the User Management Plug-in to the device.

Accounting Management Driver Add-in

No.1

Symptom: Installing of Driver Add-in by Point & Print

When Windows Vista is used as the client of the shared printer, and the Accounting Management Driver Add-in is added/deleted in the shared printer on the server, and when printing is performed for the first time on the client side, a dialog box to confirm driver installation, printing and re-execution is displayed, and the job is cancelled.

Cause: After adding/deleting driver add-in in the shared printer on the server, data update needs to be performed on the client side, but synchronization has not been made (this phenomenon occurs also in other add-ins and Canon drivers).

Remedy: According to the displayed dialog, cancel the job. Click [Install driver], and after installing the product, print again.

Cause: When a shared printer is added by Point & Print of Windows Vista, installation was possible without UI display with Point & Print conventionally, but the two messages below were displayed.

- · Dialog to confirm addition of driver
- Dialog for user account control (UAC) requiring administrator rights to be allowed Remedy: By applying Group Policy, the specifications of the conventional Point & Print can be restored (this phenomenon occurs similarly with other driver add-ins and Canon printer drivers).

No.2

Symptom: Device identification by IP address/host name fails.

Cause: For the following devices, acquisition of IP address using printer driver SDK fails.

- When port other than the Standard TCP/IP port has been selected as the printer output destination port
- When a network printer is selected that takes as server a PC in which DIAS (Canon Driver Information Assist Service) is not operating

Remedy:Set the IP Address/Host Name setting for the device with the Accounting Management Driver Add-in to [Manual Setting]. Enter the IP Address to the address setting.

Accounting Management for Client PC

No.

Symptom: On the main screen of Accounting Management for Client PC, record/usage limit value is not displayed even when the [Show Record/Limit] menu is clicked.

Cause: User logged on to the client PC cannot be identified.

Remedy: Register the correct user name in the User Management Plug-in.

Cause: Cannot communicate with the data collection server.

Remedy: Check whether communication with the data collection server is possible.

No.2

Symptom: [Billing Code Settings] is not possible in the main screen of Accounting Management for Client PC.

When job is displayed in the main screen:

Cause: System setting of Accounting Management Plug-in has been changed to [Don't use Billing Code].

Remedy: Check the system settings of Accounting Management Plug-in.

When job is not displayed in the main screen:

Cause: When the job owner and logged-on user to the client PC are the same in Accounting Management for Client PC, job is displayed when the job owner name is "Guest." In case of shared connected printers, the job owner may not be the same as logged on user, depending on the OS. In this case, and when the job owner name is a name other than "Guest," job is not displayed on the main screen.

Remedy: They are as follows:

- · For workgroup environment
 - 1) Create local user with same name and password in both client PC and printer server.
 - 2) Set access right of local user created in step 1) for shared printer on the printer server.
 - 3) Log in to the client PC as local user created in step 1).
- · In case of domain environment

Log in to the client PC as domain user having access rights to shared printer on the printer server.

To log in as local user to the client PC, similar to the workgroup mentioned above, you need to log in as local user with the same password as a user having access rights to the shared printer on the printer server.

Symptom: Printer is not displayed in "Display printer" on the main screen.

Cause: This printer is not a management target for Accounting Management for Client PC. Remedy: Start the Accounting Management for Client PC installer and select the respective printer as a management target.

Cause: The printer in question is not registered in the Accounting Management server. Remedy: Register it in the data collection server and click the [Update to most recent information] button.

Cause: Communication with data collection server is disabled.

Remedy: Check the network connection.

Cause: Printer pooling is set.

Remedy: Open the port tab from the printer driver properties, uncheck the check box activating printer pooling, and reinstall Accounting Management for Client PC.

Cause: In case of a network printer, communication with the printer server is not possible. Remedy: Confirm that communication with the printer server is possible. Also confirm that the same version of Accounting Management for Client PC is installed on the print server.

No.4

Symptom: Job is not displayed in the list of jobs on the main screen.

Cause: Device not recognized as total device of Accounting Management.

Remedy: Confirm that the device is registered as total device.

Cause: Relevant printer has been set in the data collection server to not use billing codes.

Remedy: Confirm that printer is set to use billing codes.

Cause: In case of shared printer, the firewall registration may have been deleted.

Remedy: Reset the firewall of shared server PC and client PC.

Cause: Job owner is different from login user.

Remedy: Displayed only if the client PC login user and job owner retrieved from Windows

spooler coincide; this is according to specifications.

No.5

Symptom: Communication with data collection server is disabled.

Cause: Registration as firewall exception has been deleted on the data collection server side. Remedy: Add the port exception registration or the HTTP/ HTTPS service to communicate with the Accounting Management for Client PC on the data collection server side.

Cause: The IP address and the host name of the data collection server have been changed. Alternatively, the data collection server has been registered with the host name at the time of installation, but afterwards resolving the IP Address from the host name has become impossible because of DNS setting etc.

Remedy: Start the installer again. Accounting Management for Client PC, and set the correction server information

No. 6

Symptom: The message "No user is registered with the server. Printing is stopped." is displayed and printing from a printer with shared connection is not possible.

Cause: Depending on the PC environment, the owner of a job printed on a shared connection printer may become a guest user. In such a case, the column [Unregistered Users] of [Device] > [Accounting Management] > [Initial Settings] of the data collection server is set to [Do Not Allow to Print] with Accounting Management for Client PC, and printing is not possible when no guest user is registered with the data collection server.

Remedy: Change the security model for network access of the shared server PC.

Change [Control Panel] > [Administration Tools] > [Local Security Policy] > [Local Policies] > Security Options] > [Network Access: Sharing and security model for local accounts] to [Classic].

Remedy: When printing is to be performed for any job owner, select [Register Automatically users and Allow to Print] or [Allow to Print] for the column [Unregistered Users] of [Device] > [Accounting Management] > [Initial Settings] of the data collection server.

Remedy: Register a guest account with the data collection server.

Symptom: Although communication with the data collection server is possible, a comparatively long time until completion is required for [Refresh] and [Frequently Used Billing Code Settings] of Accounting Management for Client PC.

Cause: There is a network printer which cannot be connected.

Remedy: Confirm the network connections.

Cause: There is a network printer with Accounting Management for Client PC not installed.

Remedy: Install the same version of Accounting Management for Client PC to the print server.

Accounting Management Login

No.1

Symptom: Cannot connect to the management server. (case 1)

The error message "Management server has not been set. Check the settings of the management server" is displayed.

Cause: Initial settings after the installation of Accounting Management Login have not been completed.

Remedy: Access http://<device IP>:8000/bcl/settings, confirm that the server settings have been performed (address and port number are not blank).

Remedy: If the setting column is blank, select the device and register the relevant device in the Accounting Management Plug-in. When already registered as total device, perform [Update Job log Retrieval Method].



F-4-2

Symptom: Cannot connect to the management server. (case 2)

The error message "Cannot connect to the management server. Confirm the settings of the management server to ensure that the login service is in a usable state" is displayed.

Remedy: When the address of the data collecting server in the [Management server setting] is set, access http://<deviceIP>:8000/bcl/settings, and click the [Retrieve Setting Information from Server] button. If an error occurs, check the DNS settings because there could be a problem with name resolution.

When the host name of server in the [Name of IP address or host] is set, specify the IP address in the server address in [Initial Settings] of the Accounting Management Plug-in, and run the [Update Job log Retrieval Method] of the device.

No.3

Symptom: When the data collection server is placed in an SSL environment (when SSL use is checked during installation of iWEMC/iWMC), the Accounting Management Login sometimes cannot communicate with the management server.

Cause: During communication from the Accounting Management Login to the data collection server, a device that supports the CA certificate settings (later than B&W third generation device and color second generation device), must register the CA certificate beforehand. The CA certificate registration method has an interface for downloading it to the general RUI specifications settings, and so on. For details, please refer to the User's Guide of each device.

Remedy: Register the CA certificate on the device side.

AM for MEAP Integration

No.1

Symptom: Communication between AM for MEAP and Accounting Management Plug-in disabled

Cause: The AM for MEAP version is incompatible.

Remedy: Confirm the combination of versions of the Accounting Management Plug-in and AM for MEAP.

MEAP version

AM for MEAP	Accounting Management plug-in	
V.2.3.0 or later	V.2.0.1	

T-4-1

Cause: When the data collection server is placed into an SSL environment (when SSL is used to check at the time of installation of iWEMC/iWMC), communication of AM for MEAP with the management server may not be possible. For communication from AM for MEAP to the data collection server, devices compatible with CA certificate setting (Black & White third generation devices, Color second generation devices and later) must be registered in advance to the CA certificate of the server.

Remedy: Register the CA certificate to the device side. For the CA certificate registration method, refer to the User's Guide for the respective device.

Cause: When a host name is set as the server address, the DNS settings of the device side are incorrect.

Remedy: Confirm that the DNS settings of the device side are correct.

Symptom: Cannot transmit the job log from AM for MEAP.

Cause: When a problem exists in the network.

Remedy: Check the network settings.

Cause: When the timing for job log transmission is not specified immediately but at the time of transmission.

(The timing to send job log can be changed by the service personnel.)

Remedy: Check that the job log transmission is not immediate, and whether the transmission timing is specified.

For details of settings related to job log transmission timing, refer to "Q Can the timing for transmitting the job log collected by AM for MEAP to the data collection server be changed?" of "Chapter 3 FAQ AM for MEAP Integration" The instruction for job log transmission timing is given by the Accounting Management Plug-in together with the instruction for start of transmission to AM from MEAP (Accounting Management integrating function). When the instruction for transmission timing has been given, the timing can be set in the settings file of the Accounting Management Plug-in.

No.3

Symptom: Incomplete job log cases are transmitted.

Cause: AM for MEAP stores 10,000 cases of job log in the MEAP version. In the following cases, if the number of cases of untransmitted job log exceeds the number of cases of job log stored by AM for MEAP, the job log will be deleted:

Remedy: Check whether communication with the data collection server was not available for a long period because of server stoppage or other reasons.

Remedy: With setting for transmission at specified timing, confirm whether a large number of cases of job log was obtained in one day.

Accounting Management Migration Tool

No.1

Symptom: Migration tool cannot be started on the iWAM server.

Cause: While the iWAM server does not require .NET Framework, the migration tool requires .NET Framework 2.0 or above.

Remedy: Either install the above-mentioned components in the iWAM server, or export the data through a network when those components are installed in a different PC on the network.

No.2

Symptom: When you run the migration tool, the error "Cannot connect to iWAM server; check connection" occurs.

Cause: Database server has not started.

Remedy: Check whether database service such as MSSQL/ MSDE has started.

Cause: When parameters such as the server name or database name of iWAM are not correct.

Remedy: Confirm that the server name and database name of iWAM are correct.

No. 3

Symptom: The migration tool does not start.

Cause: Start is done in a local network environment.

As the migration tool is signed digitally, the OS confirms the validity of the signature on the Internet at the time of start of the migration tool. At this time, connection to the Internet is not possible in a local network environment and the system waits until time-out.

Remedy: The migration tool starts after approximately 1 minute.

Accounting Management Analysis Tool

No.1

Symptom: Security error occurs when a macro is executed.

Cause: If the security level of Excel has been set to "Very High" or "High", Excel macros will not be enabled.

Remedy: Set the security level to "Medium" or below, in accordance with the help instructions displayed in Excel.

(In case of Excel 2002 or Excel 2003, the default setting is "High.")



Error Message/System Log

- Accounting Management Plug-in
- User Management Plugin
- Client Module Installer
- Accounting Management Driver Add-in
- Account Management for Client PC
- Accounting Management Login
- Accounting Management Migration Tool
- Accounting Management Analysis Tool
- System Log

Accounting Management Plug-in

Ν		Cause	Remedy		
	Installing the Accounting Management Plug-in(Installing , Start, Stop, and Delete)				
In	nstalling the Accounting Management Plug-in				
	1 computer.		Return to [Configuration]. Install User Management Plug-in, start up, and install Accounting Management Plug-in.		
:	support the already installed version of User management on this system. First, install a supported version of {1} and then try again.	currently installed User Management plug-in is of an incompatible version. (Also displayed when updating Accounting Management plug-in.)	Return to [Configuration]. Install or upgrade User Management plug-in to a version compatible with Accounting Management.		
;	F	Displayed when unexpected error occurred during installation. For example, Database is forcibly killed, or memory leak occurred.	 When the error occurred, Accounting Management Plug-in is Installed to Option Plug-ins in system configuration screen: Restart server, delete Accounting Management Plug-in and add it again. When error occurred, Accounting Management Plug-in is not added to Option Plug-ins in system configuration screen: Restart server, and add Accounting Management Plug-in again. 		
	Windows Firewall because an error occurred. You cannot collect job history until you add 'CmcpAmCpcaPol.exe' to the Exceptions List. Add to the Exceptions List manually.		Installation processing has ended, but exceptions registration with the Internet Connection Firewall failed. Add CmcpAmCpcaPol.exe to the Internet Connection Firewall in the virtual directory. The job history cannot be collected until the file is added.		
S	tart the Accounting Management Plug-in				
	Management Plug-in.	the User Management plugin is not already running	Start User Management plug-in.		
(Displayed when User Management plug-in is installed after Accounting Management Plug-in is added.	Install and start User Management plug-in.		
	not support the already installed version of User Management Plug-in on this system. First, install a supported version of User Management Plug-in and then try again.	Displayed when starting up the Accounting Management plug-in if the User Management plugin is not of a compatible version.	Install User Management plug-in of a compatible version with the Accounting Management plug-in.		
Si	Stop the Accounting Management Plug-in				
8	Tasks] menu of the Accounting Management Plug-in, or make sure all tasks have been stopped, and then stop the plug-in.		Check the [Executed Task List] of Accounting Management to make sure tasks are interrupted or ended before deactivating the plug-in.		
D	Delete the Accounting Management Plug-in				
9		resident program is running.	Wait a moment and retry deleting the plug-in. If the resident program does not stop because of PC error, restart the PC with the Accounting Management off and then delete the plug-in.		

5	

No.	Message	Cause	Remedy		
	ecting and totaling Job logs (Totaling and Job Log)				
Sch	Scheduled Total > Scheduled Total Settings (Step 1 - Scheduled Total Settings)				
10	Scheduled total will stop. Are you sure you want to delete this	Uncheck "Perform Scheduled Total" off and click [Next].	To delete tasks, click [Yes].		
. •	registered task?	Stop calculation and delete registered tasks.	To not delete the billing code, click [No].		
	Select unit to [Total by].	Click [Next] without selecting any size per calculating unit.	Select at least one size per calculating unit.		
	eduled Total > Scheduled Total Settings (Step 2 - Methods to Export	,			
12	Enter the [Folder Path].	An export destination was not entered.	Specify the path to the export destination folder.		
13	The [Folder Path] entered is incorrect.	The entered characters were of invalid format. Folder paths require a \\xxx\xxx format.	Enter a correct path.		
14	Enter the [User Name].	The [User Name] was not entered.	Enter a user name.		
15	The [User Name] entered is incorrect.	The entered [User Name] was of invalid format. User names require a \\xxx\xxx format.	Enter a correct user name.		
16	The [Password] is incorrect. Delete the current password, and then enter the [Password] again.	Displayed if just 1 character is added to the displayed dummy password or if part of the dummy password is deleted and characters are added. Passwords cannot be edited unless deleting the entire displayed dummy password first and then entering a new password.	Enter the password.		
	Could not perform the [Communication Test] because another task is executing the [Windows (SMB) TX], or another application is connecting to the same folder path.	Displayed if the SMB "Communication Test" is executed while another task such as automatic exporting is running in the background.	Wait a bit and retry the operation. Specify a different folder from that being used by the other task.		
Sch	eduled Total > Scheduled Total Settings (Step 3 - Task Registration S				
18	Set the correct date for [Execute On].	[Cycle] is set to [Year] or a non-existent month/date or 29th of February is set.	Set a correct month and date.		
19	Use [Execute On] to set the day to have the task execute.	[Cycle] is set to [Week] and Day is not set.	Set a Day.		
20	Set the [E-Mail Addresses to Notify].	Displayed when [Notification of execution result] is checked for notification of execution results and [Next] button is clicked without setting [E-Mail Addresses to Notify].	Set [E-Mail Addresses to Notify]		
21	The entered value is incorrect.	The entered value is incorrect or not entered.	Enter a correct value.		
22	The entered value has already been added.	Entered E-mail Address already exists.	Enter new e-mail address.		
Sch	eduled Total > Scheduled Total Settings (Step 4 - Confirm Registration	n Settings)			
23	Cannot update settings because a task is being executed.	Displayed if "Scheduled Total Settings" are being executed when [Perform Scheduled Total] is selected in Step 1 and the [Register] is clicked in Step 4.	Wait a bit and retry the operation.		
Sch	eduled Total > View Scheduled Total Results				
24	The total results do not exist.	Displayed if no total results exists.	Check the content of the total results.		
Sch	eduled Total > View Scheduled Total Results > Total Results				
25		Tried to export detailed report while scheduled total results in process are displayed on [View Scheduled Total Results] screen. Scheduled Total Results in process can be displayed, but it cannot be exported.	Export after totaling is completed.		
26	Could not execute [Export Detailed Report] because an error occurred.	not be exported.	Perform totaling for billing codes by setting same Period in [Period Total] and export it from [Total Results] to create detailed report.		
	Could not execute [Export Detailed Report] because the job history of the billing code exceeds the limit.	The job history of the billing code exceeded 100,000 and [Export Detailed Report] could not be executed.	Set the period where job history does not exceed the limit in [Period Total] to export detailed report.		
Scheduled Total > View Scheduled Total Results > Total Results (Export)					
28	A system error occurred.	Database read error, etc. Displayed if unknown error occurs.	Click [OK]. If the error occurs again, contact the system manager.		

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No.	Message	Cause	Remedy	
Scn	eduled Total > View Scheduled Total Results > Total Results (Display Are you sure you want to cancel the process?	[Cancel] button is clicked.	Click (Neel or [Net in response to the massage	
29	Are you sure you want to cancer the process?	(Confirm that the operation is canceled.)	Click [Yes] or [No] in response to the message.	
	Cannot operate because another graph is being created.	Multiple instances of the application are run on a single client	Click [OK].	
30	Carmot operate because another graph is being created.	PC([Display in Graph Format] button is clicked again while creating	Olick [OK].	
		graph.)		
31	Cannot execute [Display in Graph Format] because Microsoft Excel		Install Microsoft Excel and execute [Display in Graph Format].	
31	is not installed on your computer.			
32	Cannot execute [Display in Graph Format] because Microsoft Visual	Visual Basic for Applications is not installed on client PC.	Install Visual Basic for Applications packaged with Microsoft Office	
-02	Basic for Applications is not installed on your computer.		and execute [Display in Graph Format].	
	Could not display the graph because an error occurred.	Displayed when one or more of the following occurs while creating	Confirm following and retry the operation.	
		graph for 'Total Results.'	Server is accessible.	
		Necessary information could not be retrieved.	Restore Exe file or Excel file deleted or moved to client PC.	
		Graph creation was started with an invalid URL parameter.	macro in Excel file is valid.	
33		Server was shut down or network was disconnected. - Server was shut down or network was disconnected.	If error occurs even after confirming the above, contact the system	
		EXE file was executed directly from cache saved on client PC. Fixed file with record for executing graph is deleted as record and and a second file. The second file with record for executing graph is deleted as record and a second file.	manager.	
		 Excel file with macro for creating graph is deleted or moved and cannot be found. 		
		 VBA (Visual Basic for Applications) is installed but invalid. Unexpected error occurred. 		
Peri	od Total > Create Task to Perform Period Total(Step 1 - Period Total	'		
	The [Start Date] must come before the [End Date]. Specify an	The entered end date was before the entered start date.	Specify an end date after the start date.	
34	earlier [Start Date].		, ,	
	The date set for [Start Date] is incorrect.	Displayed if a non-existent start date (i.e., 2/30) was entered.	Specify a correct date.	
36	The date set for [End Date] is incorrect.	Displayed if a non-existent end date (i.e., 2/30) was entered.	Specify a correct date.	
	Select the [Select Codes].	Displayed if "Billing Code" was selected for the size per calculating	Select codes to calculate, and then click [Next].	
37		unit and "Select Code" was selected for the category, or if no codes		
		were selected for total and the [Next] was clicked.		
	od Total > Create Task to Perform Period Total (Step 2 - Methods to I			
38	Enter the [Folder Path].	An export destination was not entered.	Enter an export destination.	
39	The [Folder Path] entered is incorrect.	The entered characters were of invalid format.	Enter a correct path.	
40	Enter the Illeer Nemel	Folder paths require a \\xxx\xxx format.	Enter a user name	
40	Enter the [User Name].	The [User Name] was not entered.	Enter a gerreet weer name.	
41	The [User Name] entered is incorrect.	The entered [User Name] was of invalid format. User names require a \\xxx\xxx format.	Enter a correct user name.	
	The [Password] is incorrect.	Displayed if just 1 character is added to the displayed dummy	Enter the correct password.	
	Delete the current password, and then enter the [Password] again.	password or if part of the dummy password is deleted and	Lines the correct password.	
42	position and current password, and then enter the [1 assword] again.	characters are added. Passwords cannot be edited unless deleting		
72		the entire displayed dummy password first and then entering a new		
		password.		
Peri	Period Total > Create Task to Perform Period Total (Step 3 - Task Registration Settings)			
	The [Task Name] is either not entered or is incorrect.	A task name is not entered or incorrect.	Enter a correct task name.	
44	The set [Date and Time] is incorrect. Set the date and time with a	The date and time earlier than the present are set.	Follow the message and set the date and time.	
44	value later than the present date and time.			
	Set the [E-Mail Addresses to Notify].	Displayed when [Notify result of this task] is selected for notification	Set [E-Mail Addresses to Notify].	
45		of execution result and [Next] button is clicked without setting [E-Mail		
		Addresses to Notify].		



No.	Message	Cause	Remedy		
46	· · · · · · · · · · · · · · · · · · ·	Entered value is incorrect or not entered.	Enter a correct value.		
47	The entered value has already been added.	Entered E-mail Address already exists.	Enter new e-mail address.		
	od Total > Create Task to Perform Period Total (Step 4 - Confirm Reg	,			
	Cannot overwrite this task because this task is being executed.		Either end the task and then register it, or register it as a new task.		
48	Register after finishing this task or register as a new task.	while the task being executed.	3		
Peri	od Total > View Period Total Results	<u> </u>			
49	The total results do not exist.	Displayed if no total results exists.	Set [Create Task to Perform Period Total] to execute totaling.		
Peri	od Total > View Period Total Results > Total Results				
	Could not execute [Export Detailed Report] because an error	Totaling billing codes has completed, however, detailed report could	Perform totaling for billing codes by setting same period in [Period		
50	occurred.	not be created.	Total] and export it from [Total Results] to create detailed report.		
51	Could not execute [Export Detailed Report] because the job history	The job history of the billing code exceeded 100,000 and [Export	Set the period where job history does not exceed the limit to [Period		
51	of the billing code exceeds the limit.	Detailed Report] could not be executed.	Total] to export detailed report.		
Peri	od Total > View Period Total Results > Total Results (Export)				
52	A system error occurred.	Unknown error such as Database read error, etc. occurred.	Click [OK].		
52			If the error occurs again, contact the system manager.		
Peri	od Total > View Period Total Results > Total Results (Display in Grap	h Format)			
53	Are you sure you want to cancel the process?	[Cancel] button is clicked.	Click [Yes] or [No] in response to the message.		
55		(Confirm that the operation is canceled.)			
	Cannot operate because another graph is being created.		Click [OK].		
54		([Display in Graph Format] button is clicked again while creating			
		graph.)			
55		Microsoft Excel is not installed on client PC.	Install Microsoft Excel and execute [Display in Graph Format].		
	is not installed on your computer.				
56	Cannot execute [Display in Graph Format] because Microsoft Visual		Install Visual Basic for Applications packaged with Microsoft Office		
	Basic for Applications is not installed on your computer.		and execute [Display in Graph Format].		
	Could not display the graph because an error occurred.		Confirm following and retry the operation.		
		graph for 'Total Results.' Necessary information could not be retrieved.	 Server is accessible. Restore Exe file or Excel file deleted or moved to client PC. 		
		Graph creation was started with an invalid URL parameter.	macro in Excel file is valid.		
		, ·	If error occurs even after confirming the above, contact the system		
57			manager.		
		Excel file with macro for creating graph is deleted or moved and			
		cannot be found.			
		VBA (Visual Basic for Applications) is installed but invalid.			
		Unexpected error occurred.			
Exp	Export Job History > Set to Export Job History of Devices (Step 1 – Export settings)				
58	Enter the [Folder Path].	An export destination was not entered.	Enter a correct path to a folder.		
59	The [Folder Path] entered is incorrect.	The entered characters were of invalid format.	Enter a correct path.		
59		Folder paths require a \\xxx\xxx format.			
60	Enter the [User Name].		Enter a user name.		
61	The [User Name] entered is incorrect.	, , , , , , , , , , , , , , , , , , ,	Enter a correct user name.		
01		User names require a \\xxx\xxx format.			
	The [Password] is incorrect.	' ' ' '	Enter the correct password.		
	Delete the current password, and then enter the [Password] again.	password or if part of the dummy password is deleted and			
62		characters are added.			
		Passwords cannot be edited unless deleting the entire displayed			
		dummy password first and then entering a new password.			

5	

No. Message	Cause	Remedy		
Export Job History > Set to Export Job History of Devices (Step 2 - Task				
Set the [E-Mail Addresses to Notify].	Displayed when [Notify result of this task] is selected for notification of execution result and [Next] button is clicked without setting [E-Mail Addresses to Notify].	Set [E-Mail Addresses to Notify].		
64 The entered value is incorrect.	Entered value is incorrect or not entered.	Enter a correct value.		
65 The entered value has already been added.	Entered E-mail Address already exists.	Enter new e-mail address.		
Export Job History > Set to Export Job History of Devices (Step 3 - Conf				
Cannot update settings because a task is being executed.	Displayed if "Auto Export" setting is being executed when the [Register] is clicked in Step 3.	Wait for task execution to end before updating the setting.		
Export Job History > Create Task to Export the Specified Period of Device	e Job History (Step 1 - Collection Period Settings)			
The [Start Date] must come before the [End Date]. Specify an earlier [Start Date].	The entered end date was before the entered start date.	Specify the collection start date before the collection end date.		
68 The date set for [Start Date] is incorrect.	Displayed if a non-existent start date (i.e., 2/30) was entered.	Specify a correct collection start date.		
69 The date set for [End Date] is incorrect.	Displayed if a non-existent end date (i.e.,2/30) was entered.	Specify a correct collection end date.		
Export Job History > Create Task to Export the Specified Period of Device	e Job History (Step 2 - Export Settings)			
70 Enter the [Folder Path].	An export destination was not entered.	Enter an export destination.		
71 The [Folder Path] entered is incorrect.	The entered characters were of invalid format.	Enter a correct path.		
72 Enter the [User Name].	The [User Name] was not entered.	Enter a user name.		
73 The [User Name] entered is incorrect.	The entered [User Name] was of invalid format. User names require a \\xxx\xxx format.	Enter a correct user name.		
The [Password] is incorrect. Delete the current password, and then enter the [Password] again.	Displayed if just 1 character is added to the displayed dummy password or if part of the dummy password is deleted and characters are added. Passwords cannot be edited unless deleting the entire displayed dummy password first and then entering a new password.	Enter a correct password.		
Export Job History > Create Task to Export the Specified Period of Device	, ,,			
75 The [Task Name] is either not entered or is incorrect.	A task name is blank or incorrect.	Enter a correct task name.		
The set [Date and Time] is incorrect. Set the date and time with a value later than the present date and time.	The date and time earlier than the present are set.	Follow the message and set date and time.		
Set the [E-Mail Addresses to Notify].	Displayed when [Notify result of this task] is selected for notification of execution result and [Next] button is clicked without setting [E-Mail Addresses to Notify].	Set [E-Mail Addresses to Notify].		
78 The entered value is incorrect.	Entered E-mail Address already exists.	Enter a correct value.		
79 The entered value has already been added.	Entered E-mail Address already exists.	Enter new e-mail address.		
Export Job History > Create Task to Export the Specified Period of Device	e Job History (Step 4 - Confirm Registration Settings)			
Cannot overwrite this task because this task is being executed. Register after finishing this task or register as a new task.	Tried to edit and overwrite a registered task while the task is being executed.	Register after finishing this task or register as a new task.		
Device Management (Device)				
Total Device Management > Total Device List				
Are you sure you want to delete the selected devices?	Select a device and delete it from those managed by Accounting Management processing. (The device is not deleted from iWEMC/iWMC managing devices.)	To delete the device, click [Yes]. To cancel deletion of the device, click [No].		
Devices on other pages have also been selected. Are you sure you want to delete all selected devices?	Devices were selected on other pages and the [Delete] was clicked.	To delete the device, click [Yes]. To cancel deletion of the device, click [No].		
A system error occurred.	Database write error, etc.	Click [OK]. If the error occurs again, contact the system manager.		



Process Proc	No.	Message	Cause	Remedy
Total Device Management > Total Device List > Update Job History Refresely Method In ort update In method, click [OK]. In ort update In method, click [OK]. In ort update the method, click [Cancel]. In update the metho	9.4	There is no registered unit cost set.		Register unit cost set in [Unit Cost Set Management] screen.
Update Job History Retrieval Method. This process may take a while. Click Product Name It outputs the method, click (Cancel). To not update the method, click (Cancel). To update the method, click (DR). To update the method				
while, Click [Product Name] to display [Device Details] and confirm be underdoresuit. To check execution requires time, therefore execute the operation in the background. To check execution requires time, therefore execute the operation in the device list and view the defails for the device. Be Devices on other pages have also been selected. Are you sure you dive the defails for the device.	Tota	Device Management > Total Device List > Update Job History Retrie	eval Method	
background. To check execution results, click the product name in the device list and view the details for the device. Proviews on other pages have also been selected. Are you sure you and to update all selected devices? Asystem error occurred. Devices were selected on other pages and the [Update Job History Acquisition Method) was clicked. Clancell. Clanc				To update the method, click [OK].
and view the details for the device. **Provision of their pages have also been selected. Are you sure you want to update all selected devices?** **A system error occurred.** **Data Device Management > Total Device List > Associate Devices and Unit. Cost. Set.** **Data Device Management > Total Device List > Associate Devices and Unit. Cost. Set.** **Data Device Management > Total Device List > Associate Devices and Unit. Cost. Set.** **Data Device Management > Total Device List > Associate Devices and Unit. Cost. Set.** **Data Device Management > Total Device List > Associate Devices and Unit. Cost. Set.** **Data Device Management > Total Device List > Associate Devices and Unit. Cost. Set.** **Data Device Management > Total Device List > My Filter.** **Data Device Management > Total Device List > Associate Devices Management Set.** **Device Management > Total Device List > My Filter.** **Device Management > Total Device List > Associate My Filter Device Management Set.** **Device Management > Total Device List > Associate My Filter Device Management Set.** **Device Management > Total Device List > Associate My Filter Device Management Set.** **Device Management > Total Device List > Associate My Filter Device Management Set.** **Device Management > Total Device List > Associate My Filter Device Management Set.** **Device Management > Total Device List > Device Menagement Set.** **Device Management > Total Device List > Device Details** **Device Management > Total Device List > Device Details** **Device Management > Total Device List > Device Details** **Displayed when tentered if Paddress has already been registered.** **Displayed when tentered if Paddress has already been registered.** **Displayed when tentered if Paddress for one device was entered.** **Displayed when tentered if Paddress for one device was entered.** **Displayed when tentered if Paddress for one device was entered.** **Displayed when tentered if Paddress for one device was entered.** **Disp			· ·	To not update the method, click [Cancel].
bevices on other pages have also been selected. Are you sure you want to update all selected devices? Asystem error occurred. Database write error, etc. Database write error, etc. Cick (DK). If the error occurs again, contact the system manager. Total Device Management > Total Device List > Associate Devices and Unit Cost Set Unit cost set is not registered for either general printing or large format printing. Wy Filters in on registered for lieu selected my Filters? Wy Filters on other pages have also been selected. Are you sure you want to delete the selected My Filters? Device Management > Total Device List > My Filter Settings Wy Filters on other pages have also been selected. Are you sure you want to delete the selected My Filters? Delete you want to delete disselected My Filters? Delete you want to delete all selected My Filters? Delete you want to delete disselected My Filters? Delete you want to delete all selected My Filters? To delete, click (Yes). To delete on click (No). To	85	the updated result.	o o	
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A system error occurred. Database write error, etc. Click (OK)	86		, , , , , , , , , , , , , , , , , , , ,	
If the error occurs again, contact the system manager.			' -	
Total Device Management > Total Device List > Associate Devices and Unit Cost Set There is no registered unit cost set. Unit cost set is not registered for either general printing or large from the printing. Register unit cost set in [Unit Cost Set Management] screen.	87	A system error occurred.	· · · · · · · · · · · · · · · · · · ·	
Unit cost set is not registered for either general printing or large Register unit cost set in [Unit Cost Set Management] screen. Image: Common of the printing of the p	Total	Davisa Managament > Total Davisa List > Associate Davisas and Lis		ir the error occurs again, contact the system manager.
format printing.	TOLA			Posister unit cost set in Il Init Cost Set Management corsen
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Total Device Management > Total Device List > Add/Edit My Filters pages have also been selected. To cancel deletion, click [No].			,	
Total Device Management > Total Device List > Add/Edit My Filter 7 The entered my filter name has already been registered. 7 The entered my filter name has already been registered. 8 Enter (My Filter Name). 9 Cannot add because there will be over 50 [My Filters]. 9 Cannot add because there will be over 50 [My Filters]. 9 Cannot add because there will be over 50 [My Filters]. 10 Device Management > Total Device List > Device Details 9 The entered value is incorrect. Enter the value again. 10 Displayed when entered IP address with incorrect format is entered. 10 Displayed when entered IP address has been registered with other device. 10 Device Management > Create Task to Add Devices (Step 1 - Select Method to Add Device) 10 Device Management > Create Task to Add Devices (Step 2 - Import Device Information) [Add devices from file] 10 Displayed when selected file is invalid, text is too long/short, prohibited character is used or value is involved file than the specified file is incorrect. 10 Displayed when selected file is invalid, text is too long/short, prohibited character is used or value is invalid. 10 There is no data in the specified file. 10 Displayed if frying to import a file that contains 10,000 or more IP addresses. 10 Displayed if frying to import a file that contains 10,000 or more IP addresses. 10 Displayed if flying to import a file that contains 10,000 or more IP addresses. 10 Displayed if flying to import a file that contains 10,000 or more IP addresses. 10 Displayed if flying to import a file that contains 10,000 or more IP addresses. 10 Displayed if flying to import a file that contains 10,000 or more IP addresses. 10 Displayed if flying to import a file that contains 10,000 or more IP addresses. 10 Displayed if flying to import a file that contains 10,000 or more IP addresses. 10 Displayed if flying to import a file that contains 10,000 or more IP addresses. 10 Displayed if flying to import a file that contains 10,000 or more IP addresses. 10 Displayed if flying to im	91		· · · · · · · · · · · · · · · · · · ·	
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The entered value is incorrect. Enter the value again. Displayed when IPv6 address with incorrect format is entered. Enter a correct IPv6 address.	94	Cannot add because there will be over 50 [My Filters].		Delete unnecessary My Filter(s) before adding the new My Filter.
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Paddresses are duplicate. Displayed when the same IP address for one device was entered. Enter a correct IP address	96	The entered IP address has already been registered.	, ,	Enter a correct IP address
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Cannot add because there will be over 10000 IP addresses. Displayed if trying to import a file that contains 10,000 or more IP addresses. Total Device Management > Create Task to Add Devices (Step 2 - Select Devices) [Add devices from Device list] There are no devices registered in [Target Devices]. Are you sure Displayed if trying to import a file that contains 10,000 or more IP addresses. To proceed to the next step, click [Yes].			prohibited character is used or value is invalid.	
addresses.	102			Repair the file or specify another file.
Total Device Management > Create Task to Add Devices (Step 2 - Select Devices) [Add devices from Device list] There are no devices registered in [Target Devices]. Are you sure	103	Cannot add because there will be over 10000 IP addresses.		Repair the imported file to contain less than 10,000 IP addresses.
There are no devices registered in [Target Devices]. Are you sure Displayed if [Next] is clicked without selecting a single device. To proceed to the next step, click [Yes].	Total	Device Management > Create Task to Add Devices (Step 2 - Select		
	40.4			To proceed to the next step, click [Yes].
	104			



No.	Message	Cause	Remedy
105	Devices on other pages have also been selected. Are you sure you want to remove all selected devices from [Target Devices]?	Devices on other pages are selected.	To remove from [Target Device], click [Yes]. To reselect a device, click [No].
106	Devices on other pages have also been selected. Are you sure you want to add all selected devices to [Target Devices]?	[Add to Target Devices] was clicked in the condition where devices on other pages have also been selected.	To add to [Target Device] click [Yes]. To reselect devices, click [No].
107	Cannot add because there will be over 10000 [Target Devices].	1 0	Add less devices.
Tota	I I Device Management > Create Task to Add Devices > My Filter Settin		
	Are you sure you want to delete the selected My Filters?	[Delete] is clicked on My Filter setting screen.	To delete, click [Yes].
108		(Message box for confirmation on deleting selected My Filter that appears before deleting selected My Filter.)	To cancel deletion, click [No].
109	My Filters on other pages have also been selected. Are you sure you want to delete all selected My Filters?	[Delete] was clicked in the condition where My Filters on other pages have also been selected.	To delete, click [Yes]. To cancel deletion, click [No].
Tota	I Device Management > Create Task to Add Devices > Add/Edit My F		
	The entered my filter name has already been registered.		Enter different My Filter name.
	Enter the [My Filter Name].		Enter My Filter name.
112	Cannot add because there will be over 50 [My Filters].	More than 50 [My Filters] are registered or displayed in the [My Filters] field.	Delete unnecessary My Filter(s) before adding the new My Filter.
Tota	I Device Management > Create Task to Add Devices (Step 3 - Task F	Registration Settings)	
113	The set [Date and Time] is incorrect. Set the date and time with a value later than the present date and time.	A date and time earlier than the current date and time is set.	Set a correct date and time.
114	Set the [E-Mail Addresses to Notify].	Displayed when [Notify result of this task] is selected for notification of execution result and [Next] button is clicked without setting [E-Mail Addresses to Notify].	Set [E-Mail Addresses to Notify]
115	The entered value is incorrect.	,,,	Enter a correct value.
116	The entered value has already been added.	Entered E-mail Address already exists.	Enter new e-mail address.
Tota	I Device Management > Create Task to Add Devices (Step 4 - Confir	m Registration Settings)	
	I Device Management > Authentication Information of Devices		
117	The entered value is incorrect. Enter the value again.		Enter correct ID and Password.
118	Test authentication failed.		Enter correct ID and Password. Confirm that network is connected to access device.
119	Devices on other pages have also been selected. Are you sure you want to set authentication information to all selected devices?		To set authentication information of all devices, click [Yes]. To reselect devices, click [No].
120	A system error occurred.		Click [OK]. If the error occurs again, contact the system manager.
	ng Codes		
Billi	ng Codes > Billing Code Management		
121	Are you sure you want to delete the selected billing codes?	Delete the billing code. If a billing code set for an unexecuted total task is deleted, the deleted billing code is also deleted from calculating processing.	To delete the billing code, click [Yes]. To not delete the billing code, click [No].
122	Billing codes on other pages have also been selected. Are you sure you want to delete all selected billing codes?	Billing codes on other pages have also been selected, therefore click [Next].	To delete the billing code, click [Yes]. To not delete the billing code, click [No].
123	A system error occurred.	Database write error, etc.	Click [OK]. If the error occurs again, contact the system manager.
Billi	ng Codes > Billing Code Management > Add Billing Code		
124	The [Billing Code Name] entered contains one or more invalid characters.	A prohibited character was entered.	Remove invalid characters from the billing code Name and add new.



No.	Message	Cause	Remedy
	The billing code name entered is already registered.		Enter an unused billing code name.
125		Billing code names are case-insensitive and the same billing code	
		name cannot be registered.	
126	A system error occurred.	Database write error, etc.	Click [OK].
			If the error occurs again, contact the system manager.
	g Codes > Billing Code Management > Import Billing Code Information		
	Specify a file to import.		Specify a file to import.
	The specified file does not exist or is incorrect.	No existing file path is Specified	Specify a valid file pass.
129	There is no data in the specified file.	Displayed if nothing is entered.	Repair the file or specify another file.
130	Line <line number=""> in the specified file is incorrect.</line>	Displayed when selected file is invalid, text is too long/short, prohibited character is used or value is invalid.	Follow the User's Guide and correct the contents.
131	A system error occurred.	Database write error, etc.	Click [OK].
			If the error occurs again, contact the system manager.
	g Codes > Billing Code Management (Export)		
132	A system error occurred.	Database read error, etc.	Click [OK].
			If the error occurs again, contact the system manager.
_	g Codes > Billing Code Management > Edit Billing Code	(a)	I=
_	Enter the [Billing Code Name].		Enter a billing code name.
1.741	The [Billing Code Name] entered contains one or more invalid characters.	A prohibited character was entered.	Remove invalid characters from the billing code name.
	The billing code name entered is already registered.		Enter an unused billing code name.
135		Billing code names are case-insensitive and the same billing code	
		name cannot be registered.	
136	A system error occurred.	Database write error, etc.	Click [OK].
			If the error occurs again, contact the system manager.
Billin	g Codes > Billing Code Initial Settings	G-1	
137	The category name entered is already registered.	The same name was entered in another hierarchy. The same name may not be used for multiple categories.	Specify a new category name.
138	A system error occurred.	Database write error, etc.	Click [OK].
			If the error occurs again, contact the system manager.
	g Codes > Billing Code Initial Settings > Select Devices		
	Devices on other pages have also been selected. Are you sure you want to remove all selected devices from [Target Devices]?	Devices were selected on other pages and the Remove [Target Devices] was clicked.	To delete the device, click [Yes]. To cancel deletion of the device, click [No].
	Devices on other pages have also been selected. Are you sure you	[Add to Target Devices] was clicked in the condition where devices	To add the selected devices, click [Yes].
140	want to add all selected devices to [Target Devices]?	on other pages have also been selected.	To select the devices again, click [No].
	Cannot add because there will be over 10000 [Target Devices].	Displayed if an attempt is made on a device selection in shopping cart to add devises above the limit value.	Reduce [Target Devices] no more than 10,000, and add again.
Rillin	g Codes > Billing Code Initial Settings > Select Devices > My Filter S	I .	
	Are you sure you want to delete the selected My Filters?		Click [Yes] or [No] in response to the message.
42	Are you sure you want to delete the selected My I liters:	(Message box for confirmation on deleting selected My Filter that appears before deleting selected My Filter.)	Click [165] or [100] in response to the message.
43	My Filters on other pages have also been selected. Are you sure you want to delete all selected My Filters?	[Delete] was clicked in the condition where My Filters on other pages have also been selected.	Click [Yes] or [No] after confirmation.
	g Codes > Billing Code Initial Settings > Select Devices > My Filter S		
	The entered my filter name has already been registered.		Enter a different My Filter name.
	Enter the [My Filter Name].		Enter [My Filter name].
		in a company of the company	I f , were regular.

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No.	Message	Cause	Remedy		
146	Cannot add because there will be over 50 [My Filters].	More than 50 [My Filters] are registered or displayed in the [My Filters] field.	Delete unnecessary My Filter(s) before adding the new My Filter.		
	sage Restriction and Initial Settings				
Usa	ge Restriction > Usage Limit Settings [Set Usage Limit]				
147	The [Default Value] entered is incorrect.	The default value is in an incorrect format. Possible values for default value are 0-999999999.	Enter a correct value.		
148	If printing is not allowed when the limit is exceeded, unregistered users on the [Initial Settings] page will be set to [Do not allow to print]. Also, department IDs in [Distribute Department IDs > Initial Settings] page of the User Management Plug-in will be changed to [By User]. If the current setting is [By Group], assigned department IDs will be cleared. Are you sure you want to do this?	Set [Do not allow to print] to on. (Warning message)	Click [Yes] or [No] in response to the message.		
	ge Restriction > Usage Limit Settings [Usage Limit Schedule]				
	Specify the month to [Reset Total Results in].	Displayed if no month was selected at all.	Select at least one month for resetting total results.		
Usa	ge Restriction > Usage Limit Settings [Limit Over Notification] - [Not				
150	Enter the [Subject].	subject was not entered.	Enter a subject.		
151	Enter the [Body Text].	Displayed when [Notify users when limit is over] was checked and body text was not entered.	Enter the body text.		
152	Enter the [Body Text] with up to 1000 characters.	Displayed when [Notify users when limit is over] was checked and more than 1,001. Characters were entered in body text.	Keep the body text to no more than 1,000 characters		
Usa	ge Restriction > Usage Limit Settings [Limit Over Notification] - [Not				
153	The [E-Mail Addresses to Notify] entered are incorrect.		Enter an e-mail address of valid format.		
154	Set the [E-Mail Addresses to Notify].	Though the "Notify manager" checkbox is selected, not a single e-mail address was entered.	Enter at least one e-mail address.		
Usa	ge Restriction > Usage Limit Settings [Update]				
155	A system error occurred.		Click [OK]. If the error occurs again, contact the system manager.		
	ge limit settings (User > User Management > Manage Local Users >	User Information > User Details > Edit User)			
156	The [Usage Limit] entered is incorrect.	Usage limit is in an incorrect format.	Enter a correct usage limit		
157	User has been added. [Usage Limit] could not be set because it is incorrect.	information update for User Management plug-in succeeds.	Click [Cancel] while error message is displayed to return to user list on [User Information] screen. Display information of user whose usage limit setting could not be set from user list. Click [Edit Information] on [User Information] screen and enter correct usage limit.		
158	A system error occurred.		Click [OK]. If the error occurs again, contact the system manager.		
	ge limit import (User > User Management > Manage Domain Users >				
	Specify a file to import.	Displayed if a file was not specified.	Specify a file to import.		
160	The specified file does not exist or is incorrect.	Displayed when specified file pass is incorrect or file size is zero.	Enter correct pass. Confirm file contents.		
161	Line <line number=""> in the specified file is incorrect.</line>	Contents of specified file are incorrect. Displayed if an invalid element is used for tags or column headers (CSV: Line designation available), if only a line break code is specified, if characters are too long/short, or if prohibited or invalid characters/numbers are used (CSV: Line designation available).	Follow the User's Guide and correct them.		

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No. Message	Cause	Remedy
162 Line <line number=""> in the specified file is incorrect.</line>	Contents of specified file are incorrect.	Follow the User's Guide and correct them.
163 There is no data in the specified file.	Value (Data) is not entered in specified file.	Follow the User's Guide and correct them.
164 The contents of the specified file are incorrect.	Contents of specified file are incorrect.	Follow the User's Guide and correct them.
165 A system error occurred.	Database write error, etc.	Follow the User's Guide and correct them.
Usage limit export (User > User Management > Manage Domain Users >	> Export User Management Information)	
A system error occurred.	Database read error, etc.	Click [OK].
		If the error occurs again, contact the system manager.
Initial Settings [Device Settings] - [Device Login Operation Settings]		
Cannot allow unregistered users to print because the [Do not allow	Unregistered users is set to other than [Do not allow to print] while	Check and click [OK].
printing when limit is over] check box is set to on in the [Usage	[Do not allow printing when limit is over] is on.	To select the [Allow to print] checkbox, first uncheck the [Do not
Restriction > Usage Limit Settings] page. The current setting will be		allow printing when limit is over] checkbox in [Usage Limit Settings].
changed to [Do not allow to print]. Initial Settings [Device Settings] - [Register BMLinkS Department Code]		
168 Processing This process may take a while. Please wait.	Message shown during import processing (hourglass).	Processing This process may take a while. Please wait.
169 Specify a file to import.	Specify a file to import.	Specify a file to import.
170 The specified file does not exist or is incorrect.	The specified file does not exist or is incorrect.	The specified file does not exist or is incorrect.
171 Line <line number=""> in the specified file is incorrect.</line>	Line <line number=""> in the specified file is incorrect.</line>	Line <line number=""> in the specified file is incorrect.</line>
Initial Settings [Device Settings] - [Server Address Settings]	The Arme Number in the specified life is incorrect.	Line veine Number in the specified file is incorrect.
	Displayed if the IPv4 address for server is blank or filled only with	Enter the correct [IPv4 Address or Host Name].
172 Enter the [IPv4 Address or Host Name].	spaces.	Enter the sorrest (ii v47/latiess of Floot Hame).
The [IPv4 Address or Host Name] entered is incorrect.	The [IPv4 Address or Host Name] entered is incorrect.	Enter the correct [IPv4 Address or Host Name].
173	(correct character is [A-Z][a-z][0-9][-][.].)	
Enter the [IPv6 Address or Host Name].	Displayed if the IPv6 address for server is blank or filled only with	Enter the correct [IPv6 Address or Host Name].
	spaces.	
The [IPv6 Address or Host Name] entered is incorrect.	The [IPv6 Address or Host Name] entered is incorrect.	Enter the correct [IPv6 Address or Host Name].
	(correct character is [A-Z][a-z][0-9][-][.][:].)	
Initial Settings [Total Results Retention Settings]		
176 Enter the [Number of Scheduled Total Results to Save].	Enter the [Number of Scheduled Total Results to Save].	Enter the [Number of Scheduled Total Results to Save].
Enter the [Number of Scheduled Total Results to Save] between 1 and 50.	Enter the [Number of Scheduled Total Results to Save] between 1 and 50.	Enter the [Number of Scheduled Total Results to Save] between 1 and 50.
The [Number of Scheduled Total Results to Save] entered is	The [Number of Scheduled Total Results to Save] entered is	Enter the [Number of Scheduled Total Results to Save] correctly.
Incorrect.	incorrect.	
179 Enter the [Number of Period Total Results to Save].	Enter the [Number of Period Total Results to Save].	Enter the [Number of Period Total Results to Save].
Set the [Number of Period Total Results to Save] between 1 and 100.	Set the [Number of Period Total Results to Save] between 1 and 100.	Set the [Number of Period Total Results to Save] between 1 and 100.
181 The [Number of Period Total Results to Save] entered is incorrect.	The [Number of Period Total Results to Save] entered is incorrect.	Enter the [Number of Period Total Results to Save] correctly.
Initial Settings [Retention Period of Job History]		
The expiration date for job history is set to over [12 months]. In	The expiration date for job history was set. (Warning message)	Click [OK].
environments where database storage capacity is low, unexpected		
errors may occur. Also, in environments which use snap-in versions		
182 of SQL servers, storage capacity is limited. It is recommended that		
you initially set operations for either [3 months] or [6 months], and		
then extend the storage limit after checking the database usage		
situation.		

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No. Message	Cause	Remedy
Initial Settings [Update]		
A system error occurred.	Database write error, etc.	Click [OK].
		If the error occurs again, contact the system manager.
Unit Cost Setting		
Unit Cost Setting > Unit Cost Set Management	I	
184 Are you sure you want to delete the selected unit cost sets?	Displayed when unit cost set is deleted. (Confirmation message)	Click [Yes] or [No] in response to the message.
Unit cost sets on other pages have also been selected. Are you sure		To delete, click [Yes]
100 you want to delete all selected unit cost sets? Unit Cost Setting > Unit Cost Set Management > Add Unit Cost Set	[Delete] is clicked.	To reselect unit cost set, click [No].
186 Enter the [Unit Cost Set Name].	Unit cost set name is blank or filled with spaces.	Enter a unit cost set.
187 The entered unit cost set name is already registered.	The entered unit cost set name exists.	Enter new unit cost set name.
Unit Cost Setting > Unit Cost Set Management > Edit Unit Cost Set (Ger		Linei new unit cost set name.
188 Enter the [Unit Cost Set Name].	Unit cost set name is blank or filled with spaces.	Enter a unit cost set.
189 The entered unit cost set name is already registered.	The entered unit cost set name exists.	Enter new unit cost set.
Unit Cost Setting > Unit Cost Set Management > Edit Unit Cost for Print		Enter new unit cost set name.
190 Set the [Unit Cost] between 0.00 and 99999.99.		Follow input rules and enter a correct unit cost
Oat the fillest Oast het was a 0.00 and 00000 00 (left Torse (0))	The value of unit cost is set to under 0.00 or over 99999.99.	Follow input rules and enter a correct unit cost
191 Set the [Unit Cost] between 0.00 and 99999.99. (Job Type: {0})	(When setting for each job type)	To now impact rates and effect a softest unit cost
192 Enter the [Unit Cost].	[Unit cost] is blank or filled with spaces.	Follow input rules and enter a correct unit cost
193 Enter the [Unit Cost]. (Job Type: {0})	[Unit cost] is not entered.	Follow input rules and enter a correct unit cost
	(When setting for each job type)	
194 The [Unit Cost] entered is incorrect.	The value entered in [Unit cost] is in an incorrect format.	Follow input rules and enter a correct unit cost
The [Unit Cost] entered is incorrect. (Job Type: {0})	The value entered in [Unit cost] was in an incorrect format. (When setting for each job type)	Follow input rules and enter a correct unit cost
Paper sizes on other pages have also been selected. Are you sure	[Set for Selected Paper Sizes] button is clicked while paper sizes	To set for all paper sizes, click [Yes].
you want to set unit cost for paper to all selected paper sizes?	on other pages are selected.	To reselect paper size, click [No].
Unit Cost Setting > Unit Cost Set Management > Edit Unit Cost for Paper		, and the second
197 Set the [Unit Cost] between 0.00 and 99999.99.	· ·	Enter a correct unit cost
198 Enter the [Unit Cost].	[Unit cost] is blank or filled with spaces	Enter a correct unit cost
199 The [Unit Cost] entered is incorrect.	The value entered in [Cost] was in an incorrect format.	Follow input rules and enter a correct unit cost
Paper sizes on other pages have also been selected. Are you sure	[Set for Selected Paper Sizes] button is clicked while paper sizes on	
you want to set unit cost for paper to all selected paper sizes?	other pages are selected.	To reselect paper size, click [No].
Unit Cost Setting > Unit Cost Set Management > Edit Unit Cost for Print	(Large Format Print Device)	
201 Set the [Ink] between 1 and 9999.	The value of [Ink] is set to under 1 or over 9999.	Follow input rules and enter a correct Ink.
202 Enter the [Ink].	[Ink] is blank or filled with spaces.	Follow input rule and enter ink correctly.
203 The entered [Ink] is incorrect.	Ink unit is in an incorrect format.	Follow input rules and enter a correct Ink.
204 Set the [Cost] between 0.00 and 99999.99.	The value of cost is set to under 0.00 or over 99999.99.	Follow input rules and enter a correct cost.
205 Enter the [Cost].	[Cost] is blank or filled with spaces.	Follow input rules and enter a correct cost.
206 The entered [Cost] is incorrect.	Cost is in an incorrect format.	Follow input rules and enter a correct cost.
Unit Cost Setting > Unit Cost Set Management > Edit Unit Cost for Paper		
207 Set the [Width] between 10.000 and 9999.999.		Enter a correct width.
208 Enter the [Width].	[Width] is blank or filled with spaces.	Enter a correct width.
The [Width] entered is incorrect.	Width is in an incorrect format.	Enter a correct width.
210 Set the [Length] between 0.010 and 999.999.	<u> </u>	Enter a correct length.
211 Enter the [Length].	[Length] is blank or filled with spaces.	Enter a correct length.

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No.	Message	Cause	Remedy
212	The entered [Length] is incorrect.	Length is in an incorrect format.	Enter a correct length.
213	Set the [Cost] between 0.00 and 99999.99.	The value of cost is set to under 0.00 or over 99999.99.	Follow input rules and enter a correct cost.
214	Enter the [Cost].	[Cost] is blank or filled with spaces.	Follow input rules and enter a correct cost.
215	The entered [Cost] is incorrect.	Cost is in an incorrect format.	Follow input rules and enter a correct cost.
216	Paper types on other pages have also been selected. Are you sure you want to set unit cost for paper to all selected paper types?	[Set for Selected Paper Type] button is clicked while paper type on	To set all, click [Yes].
210	you want to set unit cost for paper to all selected paper types?	other pages is selected.	To reselect paper size, click [No].

User Management Plugin

No. Message	Cause	Remedy	
Domain user management			
Domain user management > User information			
none			
Domain user management > OU/Container details			
none			
Domain user management > Edit OU/Container			
The [Department ID] entered is incorrect.	Invalid characters were entered for Department ID when Department ID is set to be assigned by group.	·	
The department ID entered is already registered.	Department ID is set to be assigned by group.	Enter a new Department ID.	
3 Cannot use "0" in the [Department ID].		Specify a department ID of 1 ~ 7 alphanumeric characters.	
The [New PIN] entered is incorrect.	Invalid characters were entered for a new PIN number when Department ID is set to be assigned by group.	Remove invalid characters, and enter a new password correctly.	
Set the [New PIN] with up to 7 digits.	The new PIN number entered is too long when Department ID is set to be assigned by group.	Enter a new PIN number within 7 digits.	
6 [New PIN] and [Confirm] do not match.	Input for confirmation of PIN number differs from the newly entered PIN when Department ID is set to be assigned by group.	Enter new PIN number correctly.	
The entered value is incorrect. Enter the value again.	A new PIN number is entered when the Department ID is not entered.	Enter a Department ID.	
Domain user management > User group details			
none			
Domain user management > Edit users			
The [Department ID] entered is incorrect.	Invalid characters were entered for Department ID when Department ID is set to be assigned by user.	Remove invalid characters, and enter Department ID correctly.	
The department ID entered is already registered.	A Department ID assigned to another user is specified when Department ID is set to be assigned by user.	Enter a new Department ID.	
10 Cannot use "0" in the [Department ID].		Specify a department ID of 1 ~ 7 alphanumeric characters.	
The [New PIN] entered is incorrect.	Invalid characters were entered for the new PIN number when Department ID is set to be assigned by user.	Remove invalid characters, and enter PIN number correctly.	
Set the [New PIN] with up to 7 digits.	The newly entered PIN number entered is too long when Department ID is set to be assigned by user.	Enter a new PIN number within 7 digits.	
13 [New PIN] and [Confirm] do not match.	Input for confirmation of PIN number differs from the newly entered PIN when Department ID is set to be assigned by group.	Enter new PIN number correctly.	
14 The entered value is incorrect. Enter the value again.		Enter a Department ID correctly.	
Domain user management > Create task to retrieve user information: Ste			
	When [Cancel] is clicked during creation of user information retrieval		
settings will also be canceled. Are you sure you want to cancel [Create Task to Retrieve User Information]?		Click [Cancel] to keep the specified settings and return to task creation.	
There are no domains selected. Are you sure you want to proceed to the next step?		Click [Yes] to proceed to the next step. Click [Cancel] to not proceed to the next step.	
Domain user management > Create task to retrieve user information: Step2			
17 The [Task Name] is either not entered or is incorrect.		Enter a correct task name.	

No.	Message	Cause	Remedy	
Don	nain user management > Create task to retrieve user information: Ste	p3		
	none			
Don	nain user management > Create task to retrieve user information: Ste	p end (Registration results)		
	none			
Don	nain user management > Registered task list: Retrieve user information	on		
18	Are you sure you want to delete the selected task?	Confirmation message when attempting to delete task from task list.		
			Click [Cancel] to cancel task deletion.	
19	Could not delete the specified task because an error occurred.	[Delete] was clicked but deletion failed.	Try to delete the task again, and if the problem persists, contact the system administrator.	
20	Cannot overwrite this task because this task is being executed.	Overwriting was attempted on a task that is currently executing.	Click [OK].	
20	Register after finishing this task or register as a new task.			
21	Cannot delete the specified task because this task is being executed.	[Delete] was clicked when a task currently executing was selected.	Click [OK].	
22	Cannot edit the specified task.	Attempted to edit a task that could not be edited.	Click [OK].	
22	· ·	·	Registered tasks are displayed.	
Don	nain user management > Registering domains			
	The users registered in the database will also be deleted. Are you		Click [OK] to delete the domain.	
23	sure you want to delete all selected domains?		Click [No] To cancel the deletion the domain.	
25		Management) are deleted, too. They will also be deleted from the		
		synchronization domain of the domain users' synchronization task.		
	Domains on other pages have also been selected. The users	1	Click [Yes] to delete the domain selected that is not displayed on the	
24	registered in the database will also be deleted. Are you sure you		current page.	
D	want to delete all selected domains?		Click [No] To cancel the deletion the domain.	
	nain user management > Adding domains	D: 1 1:00 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
	Enter the [Domain Name].	Displayed if the domain name is blank or filled only with spaces.	Enter the domain name.	
	Enter the [Server Name].	Displayed if the server name is blank or filled only with spaces.	Enter the server name.	
	Enter the [Account].	Displayed if the account is blank or filled only with spaces.	Enter the account.	
	The [Domain Name] entered is incorrect.		Remove invalid characters and enter the domain name correctly.	
	The [Server Name] entered is incorrect.	An invalid character was entered for the server name.	Remove invalid characters and enter the server name correctly.	
30	The [Account] entered is incorrect.		Remove invalid characters and enter the account correctly.	
	The [Password] is incorrect. Delete the current password, and then	When adding/updating a domain, and [Add]/[Update] is executed, if	Delete the password, and then enter the correct password.	
31	enter the [Password] again.	a blank domain name error occurs, the password becomes hidden.		
		This message is displayed when the password is edited and used		
20	The demonic program automobile almostly positioned	without being deleted completely first.	Catara navy domain nama	
	The domain name entered is already registered.	The entered domain name is already registered.	Enter a new domain name.	
33	The server name entered is already registered.	The entered server name is already registered.	Enter a new server name.	
34	Could not communicate properly with the Active Directory server.	·	Check that the Active Directory server is running. Check for problems in the network.	
35	Authentication of the Active Directory server failed.	Active Directory authentication failed.	Check the account and password used for Active Directory server	
D ==			authentication.	
	nain user management > Edit domain information	Disease and a FA deline described		
	Related messages for Server name, account, password, and Active Directory are same as [Adding domains].			

No.	Message	Cause	Remedy
	nain user management > Import user management information	Cause	Nemeuy
DOII		Displayed if the department ID is not assigned and there is nothing	Assign the department ID in the initial settings of the department ID
		to import by the added plug-in, or if there is nothing in the dropdown	
36	Assigned in finitial octalitys of Distribute Department (DS) menu.	list.	Specify 1 or more items to import.
		This error screen is shown when an error occurs while trying to	poonly 1 of more to import.
		display the import screen.	
37		Displayed if a file was not specified.	Specify a file to import.
38	The specified file does not exist or is incorrect.	No existing file path is Specified.	Specify a valid file.
	Line {0} in the specified file is incorrect.	The number of tags or headers (column headers) for lines in the	Correct the file contents according to the User manual.
		import file (CSV, LDIF) is invalid.	
39		Or if the following contents are invalid.	
00		Strings are too long or too short.	
		Prohibited characters exist.	
	<u></u>	Invalid values	
40		Displayed if nothing is entered.	Repair the file or specify another file.
41	Cannot import because a department ID is not listed in the specified	When Department ID does not exist in the specified file.	Repair the file, or specify the correct file.
Dam	file.		
ווסט	nain user management > Result page of import user management info	ormation	T
Dom	None		
ווסט	nain user management > Export user management information		
Dam	None		
ווסט	nain user management > Account Management Plugin unique messa		Enter the warrallimit in the compatitions
42		Messages handed from the Accounting Management plug-in to the User Management plug-in during local user editing.	Enter the usage limit in the correct format.
42		The value entered for the usage limit is of an invalid format.	
Loca	l al user management	The value efficied for the dsage limit is of an invalid format.	
	al user management > User information		
	Are you sure you want to delete the selected users?	Delete the user.	To delete the user, click [Yes].
43	Aire you sure you want to delete the selected dsers:	belete the daer.	Otherwise, click [No].
	Users on other pages have also been selected. Are you sure you	Domains were selected on other pages and [Delete] was clicked.	Click [Yes] to delete the domain selected that is not displayed on the
44	want to delete all selected users?	pages and [2 slote] that slisted	current page.
			Click [No] To cancel the deletion the domain.
Loca	al user management > Add users		
45	Enter the [User Name].	Displayed if the user name is blank or filled only with spaces.	Enter the user name.
46	The [User Name] entered is incorrect.	An invalid character was entered for the user name.	Remove invalid characters and enter the user name correctly.
	The user name entered is already registered.	The entered user name is already registered.	Enter a new user name.
48	Set the [User Information] password with up to 32 characters.	The user password is too long.	Specify a password of 32 or less single-byte characters.
49	The [User Information] [Password] and [Confirm Password] do not	The user password entered for confirmation purposes is different.	Enter the password for confirmation purposes correctly.
	match.		
50	The [E-Mail Address] entered is incorrect.	The mail address is of an invalid format.	Enter the mail address correctly.
51	The [Department ID] entered is incorrect.	Invalid characters were entered for the Department ID when	Remove invalid characters, and enter Department ID correctly.
51		Department ID is set to be assigned by user.	
52	The department ID entered is already registered.	The Department ID specified is already assigned to another user	Enter a new department ID.
		when Department ID is set to be assigned by user.	
53	Cannot use "0" in the [Department ID].	Displayed if "0" is used for the department ID.	Specify a department ID of 1 ~ 7 alphanumeric characters.

No.	Message	Cause	Remedy
54	The [Department ID] [PIN] entered is incorrect.	Invalid characters were entered for the Department ID PIN number when Department ID is set to be assigned by user.	Enter the department ID PIN number correctly.
55	Set the [Department ID] [PIN] with up to 7 digits.	Department ID PIN number entered is too long when Department ID is set to be assigned by user.	Specify the department ID PIN number to 7 or less singlebyte characters.
56	The [Department ID] [PIN] and [Confirm PIN] do not match.	[New PIN] and [Confirm PIN] is not the same when Department ID is set to be assigned by user.	Enter the correct PIN number in [Confirm PIN].
57	The entered value is incorrect. Enter the value again.	A value is entered for PIN number when Department ID is blank.	Enter a Department ID.
Loca	al user management > User details		
	none		
Loca	al user management > Edit users		
	User information, mail address, Department ID, messages related to		
58	The [User Information] [New Password] and [Confirm] entered do not match.	The department ID password entered for confirmation purposes is different.	Enter the password for confirmation purposes correctly.
59	The [Department ID] [New PIN] and [Confirm] entered do not match.	[New PIN] and [Confirm PIN] is not the same when Department ID is set to be assigned by user.	Enter the correct PIN number in [Confirm].
Loca	al user management > User folder management		
60	Are you sure you want to delete the selected user folder and all of its subfolders?	Delete the group. Sub groups within local user groups are also deleted. Users belonging to the selected local user groups and sub groups become unassigned to local user groups if there are no other local user groups.	To delete the user folder, Click [Yes]. Otherwise, click [No].
Loca	al user management > Detail of user folder information		
	none		
	al user management > Edit user folder information		
61	Enter the [User Folder Name].	Displayed if the group name is blank or filled only with spaces.	Specify a user folder name.
62	The [User Folder Name] entered is incorrect.	An invalid character was entered for the user folder name.	Delete the invalid character and enter the user folder name correctly.
63	The user folder name entered is already registered.	An already registered group name was entered in the same family user folder.	Enter a new user folder name.
64	The [Department ID] entered is incorrect.	Invalid characters were entered for Department ID when Department ID is set to be assigned by group.	Remove invalid characters, and enter Department ID correctly.
65	The department ID entered is already registered.	Department ID specified is already assigned to another user group/ OU/Container/User folder when Department ID is set to be assigned by group.	Enter a new Department ID.
66	Cannot use "0" in the [Department ID].	Displayed if "0" is used for the department ID.	Specify a department ID within 1 ~ 7 alphanumeric characters.
67	The [Department ID] [PIN] entered is incorrect.	Invalid characters were entered for the Department ID PIN number when Department ID is set to be assigned by group.	Delete the invalid characters and enter the new PIN number correctly.
68	Set the [Department ID] [PIN] with up to 7 digits.	Department ID PIN number entered is too long when Department ID is set to be assigned by group.	,
69	[New PIN] and [Confirm] do not match.	Input for confirmation of PIN number differs from the newly entered PIN when Department ID is set to be assigned by group.	Specify the correct PIN number for the department ID PIN number confirmation.
70	The entered value is incorrect. Enter the value again.		Enter a Department ID.
Loca	al user management > Move user folder		
	Cannot move the selected user folder because a folder with the	The same folder name exists in the destination where the group	It is necessary to change the name of the user folder being moved or
71	same name already exists in the destination user folder.	was moved.	the user folder of the same name at the destination, using [Edit User Folder Information].
72	Specify the destination user folder.	Destination folder is not assigned.	Select a folder to move.

No.	Message	Cause	Remedy
	al user management > Create user folder		
73	Enter the [User Folder Name].	Displayed if the user folder name is blank or filled only with spaces.	Enter a user folder name.
74	, ,	An invalid character was entered for the user folder name.	Delete the invalid character and enter the user folder name correctly.
75	The user folder name entered is already registered.	An already registered user folder name was entered in the same family user folder.	Enter a new user folder name.
76	The [Department ID] entered is incorrect.	Invalid characters were entered for Department ID when Department ID is set to be assigned by group.	Remove invalid characters, and enter Department ID correctly.
77	The department ID entered is already registered.	Department ID specified is already assigned to another user group/ OU/Container/User folder when Department ID is set to be assigned by group.	Enter a new Department ID.
78	Cannot use "0" in the [Department ID].	Displayed if "0" is used for the department ID.	Specify a department ID within 1 ~ 7 alphanumeric characters.
79	The [PIN] entered is incorrect.	Invalid characters were entered for Department ID PIN number when Department ID is set to be assigned by group.	Delete the invalid characters and enter the new PIN number correctly.
80	Set the [PIN] with up to 7 digits.	is set to be assigned by group.	Enter a new PIN number within 7 digits.
81	The [PIN] and [Confirm PIN] entered do not match.	Input for confirmation of PIN number differs from the newly entered PIN when Department ID is set to be assigned by group.	Enter PIN number correctly.
82	The entered value is incorrect. Enter the value again.	Displayed if the department ID was not entered, but the department IDPIN number was entered.	Enter a Department ID.
Loca	al user management > Add Users to User Folder		
83	Register users in [Target Users].	Displayed if the [Add] is clicked without a single user selected in [Add to Target User].	Select 1 or more users from the list and click [Add to Target User].
	Cannot add because there will be over 10000 [Target Users].	Displayed if trying to add more users than the user limit.	Register again after removing unwanted users.
Loca	al user management > Remove Users from User Folder		
85	Register users in [Target Users].	Displayed if the [Delete] is clicked without a single user selected in [Add to Target User].	Select 1 or more users from the list and click [Add to Target User].
Loca	al user management > Importing user management information		
86	Specify a file to import.	File is not specified. (input box was empty, import button was clicked.)	Specify a file to import.
87	The specified file does not exist or is incorrect.	Displayed if a file was not specified.	Specify a valid file.
88	Line {0} in the specified file is incorrect.	The number of tags or headers (column headers) for lines in the import file (CSV, LDIF) is invalid. Or if the following contents are invalid. Strings are too long or too short. Prohibited characters exist. Invalid values	Correct the file contents according to the User manual.
89	The format of the specified file is incorrect.	Items other than values, including tags and headers (column headers) are invalid in an import file (XML).	Correct the file contents according to the User manual.
90	The contents of the specified file are incorrect.	The following contents are invalid in an import file (XML) • Strings are too long or too short. • Prohibited characters exist. • Invalid values	Correct the file contents according to the User manual.
	There is no data in the specified file.	No values are entered.	Repair the file or specify another file.
Loca	al user management > Result Page of Import User Management Infor	mation	
	none		

No.	Message	Cause	Remedy
Loca	al user management > Export user management information		
	none		
	al user management > Account Management Plugin unique message		
92	The [Usage Limit] entered is incorrect.	Value entered for upper limit is invalid when editing local users.	Enter the usage limit in the correct format.
	User has been added. [Usage Limit] could not be set because it is	Displayed when creating a new local user if an invalid value is	Set usage limit correctly in [Edit user] window.
93	incorrect.	entered for the usage limit. Even if a correct number is entered for	
		the usage limit and the [Add] is clicked, the user is added; therefore,	
^		the error "The entered user name already exists" occurs.	
	ociate users to device		
ASSC	ociate users to device > Manage Association	Disabella di State di Constanti	To collect the decides made
94	Select a device.	Displayed if the [Assignment Detail/Edit] is clicked without selecting a device radial button.	To select the device again.
95	There is no information to display.	Total device for association has not registered yet.	Devises appear in the device list of this window if a CPCA device is
			registered as an iWEMC/ iWMC management device.
	ociate users to device > My filter settings		
	Are you sure you want to delete the selected My Filters?	When a My Filter is selected on the My Filter settings screen and	To delete, click [Yes].
96		[Delete] is clicked, this message is displayed to confirm whether it is OK to continue with deletion.	To cancer the deletion, click [No].
	My Filters on other pages have also been selected. Are you sure	[Delete] is clicked when a My Filter not displayed on current the My	To delete, click [Yes].
	you want to delete all selected My Filters?	Filter settings page is selected.	To cancel the deletion, click [No].
	ociate users to device > Add my filter / Associate users to device > Ed		To carroot the deletion, energing.
	Enter the [My Filter Name].		Enter My Filter name.
	Cannot add because there will be over 50 [My Filters].		Register again after removing unwanted "my filters."
	my filter> Edit association	hr 1	
	Are you sure you want to delete the selected users?	[Device and User Assignment > Assignment Management > Edit	To delete the device, click [Yes].
100		User Assignment]	To cancel the deletion, click [No].
100		Confirmation message after clicking on [Delete] from the "Assigned	
		User" list.	
	Users on other pages have also been selected. Are you sure you	[Device and User Assignment > Assignment Management > Edit	To delete the device, click [Yes].
101	want to delete all selected users?	User Assignment]	To cancel the deletion, click [No].
A		Confirmation message after clicking the [Delete] on other pages	
ASSC	ociate users to device > Add user : step1	Not displayed when IA dd to Toursted Heard is clicked when a year	Calcat taxaatad waxaa ayalia
102	Select the users.	Not displayed when [Add to Targeted Users] is clicked when a user is not selected, but displayed when [Next] button is clicked.	Select targeted users again.
	Register users in [Target Users].		Select a group in which members exist.
103	Register users in [rarget Osers].	folder.	Select a group in which members exist.
404	Cannot add because there will be over 10000 [Target Users].	Displayed if an attempt is made on a device selection window to	Keep target users below 10,000 in number.
104		add target users above the limit value.	
	Users on other pages have also been selected. Are you sure you	A user not displayed on the current page is selected and [Add to	To add the users selected on other pages, click [Yes].
	want to add all selected users to [Target Users]?	Target Users] is clicked.	To cancel the deletion, click [No].
	OU/Containers on other pages have also been selected. Are you	An OU/Container not displayed on the current page is selected and	To add the OU/container selected on other pages, click [Yes].
	sure you want to add all selected OU/Containers to [Target Users]?	[Add to Target Users] is clicked.	To cancel the deletion, click [No].
	User groups on other pages have also been selected. Are you sure		To add the User group selected on other pages, click [Yes].
	you want to add all selected user groups to [Target Users]?	to Target Users] is clicked.	To cancel the deletion, click [No].
	User folders on other pages have also been selected. Are you sure	A User Folder not displayed on the current page is selected and [Add	
108	you want to add all selected users to [Target Users]?	to Target Users] is clicked.	[Yes].
			To cancel the deletion, click [No].

No	Message	Cause	Remedy
	This will cancel out of editing associations. If you cancel editing	[Cancel] is clicked during creation of add user task.	To abandon all of the settings, click [Yes].
109	associations, all of the settings will be lost. Are you sure you want to		To return to create task without abandoning all of the settings, click
	cancel editing associations?		[No].
Ass	sociate users to device > Add user : step2		
	This will cancel out of editing associations. If you cancel editing	[Cancel] is clicked during creation of add user task.	To destroy all of the settings, click [Yes].
110	associations, all of the settings will be lost. Are you sure you want to		To return to create task without abandoning all of the settings, click
	cancel editing associations?		[No].
Ass	sociate users to device > Create Association: step1		
	There are no devices registered in [Target Devices].	[Next] was clicked without selecting a single device.	Select a device and click the [Add to Targeted Devices].
	Groups without any registered devices cannot be selected.	Not a single device existed in the selected device group.	At least one or more devices are registered into a device group.
113	Select the group with the registered devices for the dedicated port.	Not a single CPCA device existed in the selected device group.	Select one or more CPCA devices.
114	Cannot add because there will be over 10000 [Target Devices].	Displayed if an attempt is made on a device selection window to	Selection of an unnecessary device is removed and registered.
1 12	†	add devices above the limit value.	
	This will cancel out of editing associations. If you cancel editing	When [Cancel] is clicked.	To cancel the assignment, click [Yes].
11	associations, all of the settings will be lost. Are you sure you want to		To cancel the deletion, click [No].
	cancel editing associations?		
Ass	sociate users to device > My filter settings		
	Are you sure you want to delete the selected My Filters?	Before deleting the My Filter selected on the My Filter settings	To delete, click [Yes].
116	5	screen, this message is shown to ask for whether it is OK to	To cancel the deletion, click [No].
		proceed with deleting the item.	
11	My Filters on other pages have also been selected. Are you sure	[Delete] is clicked when a My Filter selected is not displayed on the	To delete, click [Yes].
	Iyou want to delete all selected My Filters?	current My Filter settings page.	To cancel the deletion, click [No].
	sociate users to device > Add my filter / Associate users to device > Ed	· · · · · · · · · · · · · · · · · · ·	
	Enter the [My Filter Name].	[Add] button is clicked when filter name is blank.	Enter my filter name.
119	Cannot add because there will be over 50 [My Filters].		Remove unwanted My Filter'(s) and register again.
	This will cancel out of editing associations. If you cancel editing	[Cancel] is clicked.	To cancel the assignment, click [Yes].
120	associations, all of the settings will be lost. Are you sure you want to		Otherwise, click [No].
	cancel editing associations?		
	sociate users to device > Creation of Association : step2		
12	1 Select the users.	The [Add] was clicked without a single user being selected.	Select a user and click the [Add].
12	Register users in [Target Users].	,	Select one or more user from a list and add to target users.
	0 + 111 - 111 - 10000 FT - 111 - 1	user folder.	
12	Cannot add because there will be over 10000 [Target Users].	More users than the allowed number of users were added at the [Add	Remove unwanted users then register.
		User].	T 110 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
124	Users on other pages have also been selected. Are you sure you	, , , , , , , , , , , , , , , , , , , ,	To add the users selected on other pages, click [Yes].
	want to add all selected users to [Target Users]?	was clicked.	Otherwise, click [No].
12	OU/Containers on other pages have also been selected. Are you	Displayed if OU/containers were selected on other pages and added	
	sure you want to add all selected OU/Containers to [Target Users]?	to the targets.	Otherwise, click [No].
120	User groups on other pages have also been selected. Are you sure	Displayed if user groups were selected on other pages and added	To add the User group selected on other pages, click [Yes].
	you want to add all selected user groups to [Target Users]?	to the targets.	Otherwise, click [No].
12	User folders on other pages have also been selected. Are you sure	Displayed if user folders were selected on other pages and added	To add the User folder selected on other pages, click [Yes].
	you want to add all selected users to [Target Users]?	<u> </u>	Otherwise, click [No].
128	Users on other pages have also been selected. Are you sure you	Displayed if users were added and removed from target users on	To delete users selected on other pages, click [Yes].
	want to remove all selected users from [Target Users]?	other pages using the [Target Users] tab.	Otherwise, click [No].
100	OU/Containers on other pages have also been selected. Are you	Displayed if OU/containers were added and were removed from	To delete OU/containers selected on other pages, click [Yes].
12	9 sure you want to remove all selected OU/Containers from [Target	target users on other pages using the [Target Users] tab.	Otherwise, click [No].
	Users]?		

No. Message	Cause	Remedy
User groups or user folders on other pages have also been selected. Are you sure you want to remove all selected user groups from [Target Users]?	target users on other pages using the [Target Users] tab.	To delete user groups/user folders selected on other pages, click [Yes]. Otherwise, click [No].
This will cancel out of editing associations. If you cancel editing associations, all of the settings will be lost. Are you sure you want to cancel editing associations?	Displayed if [Cancel] was clicked.	To cancel the assignment, click [Yes]. Otherwise, click [No].
Associate users to device > Creation of Association : step3		
associations, all of the settings will be lost. Are you sure you want to cancel editing associations?		To cancel the assignment, click [Yes]. Otherwise, click [No].
Associate users to device > Creation of association : step end (Registration	on result)	
none		
Department ID Management		
Distribution of Department IDs > Creation of task to distribute department		
There are no devices registered in [Target Devices]. Are you sure you want to proceed to the next step?	[Next] button is clicked when no device is selected.	To proceed to the next step, click [Yes]. To select another device, click [No].
134	add devises above the limit value.	Remove unwanted devices then register.
want to add all selected devices to [Target Devices]?	[Dialog]Devises were selected on other pages and the [Add in Target Devices] was clicked.	To add devices selected on other pages, click [Yes]. Otherwise, click [No].
If you cancel Create task to distribute department IDs, the specified settings will also be canceled. Are you sure you want to cancel Create task to distribute department IDs?	[Cancel] is clicked.	To cancel creation of Department ID distribution task, click [Yes]. Otherwise, click [No].
Distribution of Department IDs > Creation of task to distribute department		
Devices on other pages have also been selected. Are you sure you want to set authentication information to all selected devices?	[Set for Selected Devices] is clicked when there is a selected device not displayed on the current page.	To set the device selected collectively on other pages, click [Yes]. To not set the devices, click [No].
If you cancel Create task to distribute department IDs, the specified settings will also be canceled. Are you sure you want to cancel Create task to distribute department IDs?	[Cancel] is clicked.	To cancel creation of Department ID distribution task, click [Yes]. Otherwise, click [No].
The entered value is incorrect. Enter the value again.	Invalid values were entered for System Administrator ID or PIN number.	Enter a correct value.
Distribution of Department IDs > Creation of task to distribute department	IDs: step3	
The [Task Name] is either not entered or is incorrect.		Enter a correct task name.
If you cancel Create task to distribute department IDs, the specified settings will also be canceled. Are you sure you want to cancel Create task to distribute department IDs?		To cancel creation of Department ID distribution task, click [Yes]. Otherwise, click [No].
Distribution of Department IDs > Creation of task to distribute department		
If you cancel Create task to distribute department IDs, the specified settings will also be canceled. Are you sure you want to cancel Create task to distribute department IDs?		To cancel creation of Department ID distribution task, click [Yes]. Otherwise, click [No].
Distribution of Department IDs > Creation of task to distribute department	IDs : step end (Registration result)	
none		
Edit task		
Cannot overwrite this task because this task is being executed. Register after finishing this task or register as a new task.	Tried to edit and overwrite a task that is currently being executed.	Either end the task and then register it, or register it as a new task.

No.	Message	Cause	Remedy
	ibution of Department IDs > Initial setting		
	Changing the [Department ID Assignment] will reset all of the Department ID settings. Are you sure you want to do this?	Displayed if the department ID assignment method was changed and the [Update] was clicked. When the department ID assignment method is changed, all set department IDs are deleted.	To reset, click [Yes]. To cancel, click [No].
SDL	distribution		
	ibution of local user information > Creation of local user distribution in	nformation : step1	
	There are no devices registered in [Target Devices]. Are you sure you want to proceed to the next step?	[Next] was clicked without selecting a single device.	[Yes] can be clicked to proceed to the next step without selecting devices. To select another device, click [No].
146	If you cancel Create Task to Distribute Local User Information, the specified settings will also be canceled. Are you sure you want to cancel Create Task to Distribute Local User Information?	[Cancel] is clicked.	To cancel local user distribution task creation, click [Yes]. Otherwise, click [No].
147	Devices on other pages have also been selected. Are you sure you want to add all selected devices to [Target Devices]?	Devices were selected on other pages and the [Add to Targeted Devices] was clicked.	To add the devices selected on other pages, click [Yes]. Otherwise, click [No].
Distr	ibution of local user information > Creation of local user distribution in	nformation : step2 (Device Authentication)	
	If you cancel Create Task to Distribute Local User Information, the specified settings will also be canceled. Are you sure you want to cancel Create Task to Distribute Local User Information?	[Cancel] is clicked.	To cancel local user distribution task creation, click [Yes]. Otherwise, click [No].
149	The entered value is incorrect. Enter the value again.	when applying changes to multiple items.	Reenter ID and the password.
150	The number of characters entered exceeds the limit.	Input for Administrator ID or password was more than the maximum allowed number of characters.	Click [OK]. Enter the administrator ID or password in the regulated number of characters.
151	Enter the [Administrator ID].	[Next] or [Test authentication] was clicked when Administrator ID was not blank.	Enter the administrator ID.
152	Devices on other pages have also been selected. Are you sure you want to set authentication information for all selected devices?	There is a device selected that is not displayed on the current page, for which changes will be applied to.	To add the devices selected on other pages, click [Yes]. Otherwise, click [No].
Distr	ibution of local user information > Creation of local user distribution in	nformation : step3	
153	If you cancel Create Task to Distribute Local User Information, the specified settings will also be canceled. Are you sure you want to cancel Create Task to Distribute Local User Information?	[Cancel] is clicked.	To cancel local user distribution task creation, click [Yes]. Otherwise, click [No].
Distr	ibution of local user information > Creation of local user distribution in	nformation : step4	
154	If you cancel Create Task to Distribute Local User Information, the specified settings will also be canceled. Are you sure you want to cancel Create Task to Distribute Local User Information?	[Cancel] is clicked.	To cancel local user distribution task creation, click [Yes]. Otherwise, click [No].
Distr	ibution of local user information > Creation of local user distribution in	nformation : step5	
155	If you cancel Create Task to Distribute Local User Information, the specified settings will also be canceled. Are you sure you want to cancel Create Task to Distribute Local User Information?	[Cancel] is clicked.	To cancel local user distribution task creation, click [Yes]. Otherwise, click [No].
	Cannot overwrite this task because this task is being executed. Register after finishing this task or register as a new task.	Displayed if a registered task is edited, overwritten and registered while the task being executed.	Either end the task and then register it, or register it as a new task.
Distr	ibution of local user information > Creation of local user distribution in	nformation : step end (Registration result)	
	none		
-	cuted Tasks > Task Execution Details : Device Information retrieval : \$		
158	Could not establish a communication with the device.	Displayed if unable to communicate with the device.	Click [OK].

	1		
No.	Message	Cause	Remedy
	Cannot update settings because a task is being executed.	Displayed if the "Retrieval of device information" task was running	Wait a bit and try the operation.
178		when operation transited to Step2 and Step 3 with selecting [Task	
		Registration] in Step 1, and the [Register] was clicked.	
Oth	ers		
Plug	gin Addition > Order of addition		
179	Could not start the plug-in program because an error occurred.	Displayed if installation fails and the database table is inadequate.	Contact the system administrator.
Plug	gin deletion > Order of deletion		
	The following plug-ins must be stopped for stopping User	Displayed when stopping the User Management plug-in if the	First stop the Accounting Management plug-in and then stop User
180	Management:	Accounting Management plug-in that uses the User Management	Management.
	i,e) Accounting Management	plug-in is started.	
	The following plug-ins must be stopped for stopping User	Displayed when deleting the User Management plug-in if the	First stop the Accounting Management plug-in and then delete User
181	Management:	Accounting Management plug-in that uses that plug-in is started.	Management.
	i,e) Accounting Management		
	Some tasks are being executed. Stop tasks from the [Executed	There was a task running when the plugin was closed.	Make sure all tasks have ended before closing the User
182	Tasks] menu of the User Management, or make sure all tasks have		Management plugin.
	been stopped, and then stop the plug-in.		

Client Module Installer

No.	Message	Cause	Remedy	
Insta	Installer			
1	The installer is currently being used.	Displayed when start up multiple instances of installer are launched when changing user for Windows XP. Displayed for both non-silent installation and silent installation.		
2	The file path to the saved setup file is too long. Move the files required for setup to a folder with a shorter path.	Displayed if the file path to the saved setup file is too long.	Move the files required for setup to another folder and shorten the file path as much as possible.	
3	This setup does not contain the files or folders that are required to execute installation on this operating system.	Installer for installing to the target operating system is not running.	Verify the structure and make up for folders/files lacking from folders or installer CDs containing the Setup.exe that is currently running.	
4	Could not copy the setup file to the temporary folder.	Copying Add-in files into temporary folder failed because user has no privileges to temporary folders.	Verify privileges to the temporary folder.	
5	Installation cannot be stopped once it starts. Do you want to continue?	Displayed when starting up installer. Install Start Confirm Dialog.	Click [Yes] to start installation. Click [No] to cancel installation.	
6	No printer drivers were found on this computer. To use a shared printer on the network, please continue. Are you sure you want to continue?	Warning message displayed when installing only Accounting Management for Client PC.	Click [Yes] to start installation. Click [No] to cancel installation.	
7	An internal error has occurred. Installation will be canceled.	Internal error occurred.	Re-execute installation. Contact the system manager if the problem persists.	
8	An error occurred in Setup.exe. Error code: %d	Error occurred.	Re-execute installation. Contact the system manager if the problem persists.	
9	The printer selected to install Accounting Management Client Module does not exist.	Displayed if the driver version supported by the Accounting Management does not exist. For example: If there is only non-CPCA driver.	Add install targeted printer/driver before activating the Client Module Installer.	
10	Setup is not complete. If you quit now, the program will not be installed. Do you want to cancel the setup?	[Cancel] was clicked during installation.	Click [Yes] to start installation. Click [No] to cancel installation.	
11	Set the server IP address or host name.	The IP Address/Host Name Edit Box of Server Settings Dialog is not filled in.	Setup IP Address/ Host name of server.	
12	Could not obtain server setting information.	Information of IP Adress/Host Name for server does not exist, when specifying /a or /u for log acquirement of silent install.	Confirm files that contain server information.	
13	The [Port Number] has not been entered or is incorrect. Enter the [Port Number] again.	When the port number of Server Settings Dialog was not entered.	Setup port number of Server Settings Dialog.	
14	Cannot correctly run this installer on this operating system. Use an installer compatible with your operating system.	When installer is launched on a 64-bit computer. 64-bit computers are not supported.	Install on a supported Client PC.	
15	Could not create the temporary folder.	Creation of temporary folder for installation failed.	Confirm writing privileges to the target location for temporary folder creation.	
16	Restart your computer to run this application correctly.	Displayed if files were busy during updating installation or when Accounting Management for Client PC service could not be started. Displayed when restart is needed for installation.	Check [Restart computer immediately] checkbox in the [Installation complete] dialog and click [Restart], or restart computer by yourself after closing the [Installation complete] dialog.	
Unir	Uninstaller			
17		Displayed when start up multiple instances of uninstaller are launched when changing user for Windows XP. Displayed for both non-silent uninstallation and silent uninstallation.	Close uninstallers in use by other users, and restart the installer.	
18	One or more files or folders required for executing uninstallation are missing.	Files/DelFiles.ini/setup.ini/CPI necessary for uninstall does not exist because of failure during file copying.	Confirm structure and make up for folders/files lacking from the folders or installer CDs containing Uninstall.exe that is currently running.	

No		Cause	Remedy
19		There is no target for uninstallation.	Click [OK].
20	Uninstallation cannot be stopped once it starts. Do you want to	, , ,	Click [Yes] to perform uninstallation.
	continue?	Dialog.	Click [No] to cancel uninstallation.
	An internal error has occurred.	Calling of uninstaller AM for Client PC/AM Driver Add-in failed for	Click [OK].
2	Uninstallation will be canceled.	some reasons.	Re-execute uninstallation.
			Contact the system manager if the problem persists.
	An error occurred in UNINSTAL.exe.	Error occurred.	Click [OK].
22	Error code: %d		Re-execute uninstallation.
			Contact the system manager if the problem persists.
		In case of AM_InstCategory=1, and installed only AM for Client PC.	Click [Yes] to delete Accounting Management Client Module for
	Module were found on this computer.	Displayed [Confirmation of deleting target] screen after error	shared printer.
23		displayed.	Click [No] to not delete.
	deleted.		
	Are you sure you want to delete it?		One form with the second the three terms of the second terms.
24	Could not copy the files for uninstallation to the temporary folder.	Copying Add-in files into temporary folder failed because user has	Confirm privileges to the temporary folder.
	The file path to the saved files for uninstallation is too long.	no privileges to temporary folders. Displayed if the file path to the saved uninstall file is too long.	Move the files required for setup to another folder and shorten the
2/		Displayed if the file path to the saved uninstall file is too long.	·
2:	Move the files required for uninstallation to a folder with a shorter path.		file path as much as possible.
	Could not delete some files and information.	Deleting file failed.	Restart computer after closing [Uninstall Complete] dialog.
26	Restart the computer.		Restart computer after closing [Offinstall Complete] dialog.
Inc	talling/ uninstall common message		
	An arror accurred in the initialization file	When an error occurred due to initial setting file.	Confirm the contents of setup.ini.
27	All ellor occurred in the initialization life.	Errors are output to error log during silent installation.	Committee contents of setup.ini.
	An invalid parameter has been specified.	Displayed in the event of an invalid command setting at the time	(1) Specify parameter correctly.
	An invalid parameter has been specified.	of silent install (i.e., if command "A" and "D" are simultaneously	(2) Specify file path correctly.
		specified).	(2) opeony me paul correctly.
28		2) Displayed when "L" (log file creation) or "R" (creating a file to	
-`		return the return value) is specified if the file path is omitted.	
		Displayed for both non-silent installation and silent installation.	
	Another installation or uninstallation application is running.	Displayed if another installer or uninstaller is running.	Restart installer or uninstaller after closing other installer or
29	Please wait a moment, and then try to start this application again.	Displayed for both non-silent installation and silent installation.	uninstaller.
	Could not change the attribute of the setup file.	When copying the files to install to the temporary folder if read-only	Confirm privileges to the temporary folder.
20		attributes could not be released because you have no privileges to	
30		access.	
		Failed to update the date of the information transmission file.	
3	Could not perform the process to control exclusion.	Creation of Mutex failed.	Contact manager.
32	Could not allocate the memory required.	Acquiring memory failed.	Release memories by shutting other software down, or increase
34			assignment of memories for this software.
	ent installation/ non-silent installation common message		
33	This program is already running.	Multiple instances of silent installer/uninstaller are running.	Re-execute the others after closing the one.
34	Cannot find the file ' Setup ini' in the folder ' <folder name="">'</folder>	Setup.ini could not be found.	Confirm structure for folders or installer CDs containing Setup.exe
J2		Displayed in non-silent installation and silent installation.	that is currently running.
35	1 7	Creation of temporary folder for installation failed.	Confirm privileges to the temporary folder.
36	Do you want to cancel uninstalling the Accounting Management	[Cancel] was clicked during uninstallation.	Click [Yes] to perform uninstallation again. Click [No] to cancel
30	Client Module?		uninstallation.

Accounting Management Driver Add-in

Accounting Management Driver Add-in Installer

No.	Message	Cause	Remedy
	aller		,
1	Cannot install Accounting Management Driver Add-in in this operating system.	Displayed during non-silent and silent running with operating systems other than Windows 2000/ XP/ Server 2003/ Vista/ Server 2008.	Click [OK]. Use a supported OS.
2	The printer selected to install Accounting Management Driver Add-in does not exist.	Displayed in Accounting Management of just non CPCA devices, etc., if a supported driver or version does not exist.	Click [OK]. Install a printer driver that supports Accounting Management Driver Add-in.
3	Accounting Management Driver Add-in The data of the software you want to install may have been modified. If you continue to install, your computer may not operate properly. Are you sure you want to continue to install?	Displayed if authentication of the cpi file for Accounting Management Driver Add-in failed and the module may be corrupted.	To continue installation, click [Yes]. To stop installation, click [No].
4	You do not have privileges to perform installation. Log in again with Administrator privileges.	Displayed if you do not have administrator privileges for Windows 2000/XP/Server 2003/Vista/Server 2008.	Click [OK]. Log in with administrator privileges. In case of Windows Vista / Server 2008, right-click installer and click [Execute as Administrator].
5	This program requires VGA or better resolution.	Displayed if display resolution is different.	Click [OK]. Use an SVGA or higher resolution display.
6	Insufficient disk space in drive.	Displayed if there is not enough space on the disk.	Click [OK]. Check the required amount of available space and the amount of available space on the disk.
7	imageWARE Output Manager is installed on this computer. The functions of imageWARE Output Manager will be stopped during installation. Also, exit other running applications for installation. Are you sure you want to install Accounting Management Driver Add-in now?	Displayed if the Canon imageWARE Output Manager is installed. (Service stop check)	To continue installation, click [Yes]. To stop installation, click [No].
8	Setup is not complete. If you quit now, the program will not be installed. Do you want to cancel the setup?	Displayed if installation was interrupted (if the [Cancel] was clicked).	To interrupt setup, click [Yes]. To continue, click [No].
9	Installation cannot be stopped once it starts. Do you want to continue?	Installation confirmation dialog box.	To continue it, click [Yes]. To stop it, click [No].
10	Authorize to perform printer administration before installation.	Displayed if the user is judged to have no authorization to perform administration for the existing printer after checking.	Add administration privileges to the user and try again.
11	Could not start imageWARE Output Manager Service. Restart your computer, and then start imageWARE Output Manager Service.	Displayed if Output Manager service starting failed.	Click [OK]. Restart the computer.
12	NetSpot Job Monitor is running. Exit the NetSpot Job Monitor, and then try to install again.	Displayed while the NetSpot Job Monitor application is starting up.	Click [OK]. Quit NetSpot Job Monitor before installing the Add-in.
13		Displayed if a new version of Accounting Management Driver Add-in of the same variation is already installed.	Use the already installed new version.
14	Some files related to the Accounting Management Driver Add-in program are in use. Restart your computer, and then try to install again.	Displayed during reinstallation if a busy file exists.	Click [OK]. Restart the computer and then reinstall the Add-in.



No.	Message	Cause	Remedy
15	Cannot find the file ' <file name="">' in the folder '<folder name="">'.</folder></file>	Displayed if the path to Setup.ini could not be found.	Click [OK].
15		Displayed in non-silent and silent mode.	Specify the correct path to Setup.ini.
16	The installer is currently being used.	Message displayed to prevent multiple startups when changing users (Windows XP/Vista/Server 2008 only). Displayed in non-silent and silent mode.	Click [OK]. Wait for other users to quit before installing the Add-in.
17	The file path to the saved setup file is too long. Move the files required for setup to a folder with a shorter path.		Click [OK]. Move the files required for setup to another folder and shorten the file path as much as possible.
18	This setup does not contain the file or folder, which is required to run the installation on this operating system.	Displayed if the module does not exist.	Click [OK]. Check if you are using the correct installer CD.
19	Cannot correctly run this installer on this operating system. Use an installer compatible with your operating system.		Click [OK]. Use an installer supported by your OS.
20	One or more printer drivers are in use. Restart your computer, and then try to install again.	the installer quits.	Click [OK]. Restart the computer and then reinstall the Add-in.
21	Print Spooler service is stopped. Restart your computer, and then try to install again.	· ·	Click [OK]. Restart the computer and then reinstall the Add-in.
22	Cannot install this add-in because the selected drivers have already been installed with a maximum number of add-ins.	installed.	Add a printer driver that supports the Add-in or uninstall other Add-ins before installing this Add-in.
23	Cannot install because Accounting Management Driver Add-in of a different language is already installed.	Displayed when starting up the installer if the same Add-in in another language is installed.	Click [OK]. Delete the Add-in in another language if not needed.
24	Set the server IP address or host name.	Displayed if the IP address or host name of the Data collection server (Accounting Management Plugin) is not set.	Click [OK]. Set the IP address and host name of the Data collection server.
25	Could not communicate with the server. Do you want to configure the server again?	Displayed if communications with the Data collection server (Accounting Management Plugin) failed.	To change settings, click [Yes]. To leave settings, click [No].
26	A different version of NetSpot Accountant or imageWARE Accounting Manager is already installed on this computer. Uninstall NetSpot Accountant or imageWARE Accounting Manager, and then try to install again.	installed on the PC.	Click [OK]. Uninstall NetSpot Accountant and iWAM and then reinstall the Addin.
27	This setup will search for network printers then get information, such as the IP address, from the printers. This process may take a while. Retrieve information from the printers?	Displayed after clicking [Next] on the settings confirmation window.	To acquire information from the device search, click [Yes]. To leave settings, click [No].
28	The printer IP address or host name retrieval was interrupted. Only part of the IP address or host name was retrieved.	Displayed if automatic processing to acquire an IP address and host name is interrupted in progress.	Click [OK].
29	There are some fields left blank in the printer IP address or host name settings. Setup cannot be canceled once started. Are you sure you would like to continue?	Displayed if [Start] was clicked without an IP address or host name being set on the printer setup dialog box.	To continue setup, click [Yes]. To leave settings, click [No].
30	Could not create the temporary folder.	Displayed if you failed to create a temporary folder for installation. Normally, the temporary folder is created in <system drive="">: \ProgramFiles\Canon\Temp\iWEMC_AM-Add-in</system>	Click [OK]. Check whether write privileges are needed to create the temporary folder.
31	Could not copy the setup file to the temporary folder.		Click [OK]. Check whether write privileges are needed to create the temporary folder.
32	Could not register the setup file to the driver.	Displayed if you failed to copy the Add-in file to the driver folder.	Click [OK]. Check the privileges to write in the driver folder. Delete the Add-in file in the driver folder.

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No	Message	Cause	Remedy
33	Could not change the attribute of the setup file.	[· · · · · · · · · · · · · · · · · · ·	Click [OK]. Check whether write privileges are needed to create the temporary folder.
		Displayed if updating of date for the information transmission file fails.	
34	Could not pause the spooler. Installation will be canceled.		Click [OK]. Restart the computer and then reinstall the Add-in.
35	Could not restart the spooler. Restart the system.		Click [OK]. Restart the computer.
36	An error occurred when the registry was being modified or removed.	An error occurred in a registry created by the Addin. Displayed if you failed to delete a registry created by the Add-in.	Click [OK]. If the same error occurs again after retrying the operation, contact the system administrator.
37	Could not get the starting path of the installer.		Click [OK]. Check the installed setting of the Accounting Management Driver Add-in.
38	The [Port Number] has not been entered or is incorrect. Enter the [Port Number] again.		Click [OK]. Enter a correct port No.
39	Could not delete the already installed Accounting Management Driver Add-in.		Click [OK]. Check the privileges of the Add-in configuration file in the driver folder.
Uni	nstaller		
40	The driver selected to delete Accounting Management Driver Add- in is in use. Restart your computer and then delete Accounting Management Driver Add-in.		Click [OK]. Restart the computer and then delete the Add-in.
41	You do not have privileges to perform uninstallation. Log in again with Administrator privileges.		Click [OK]. Log in with administrator privileges.
42	use the driver ' <driver name="">'. The deletion of Accounting Management Driver Add-in in the driver '<driver name="">' is canceled.</driver></driver>	uninstallation is the last step).	Click [OK]. If the Add-in must be uninstalled, have a user with privileges delete the Accounting Management Driver Add-in.
43	Could not delete Accounting Management Driver Add-in in the driver ' <driver name="">'. The deletion of Accounting Management Driver Add-in in the driver '<driver name="">' is canceled.</driver></driver>	Displayed if you failed to uninstall the Accounting Management Driver Add-in (When uninstallation is the last step).	Click [OK].
44	Printing is incomplete or print jobs remain in one or more of the printers that use the driver ' <driver name="">'. The deletion of Accounting Management Driver Add-in in the driver '<driver name="">' is canceled.</driver></driver>	Add-in from a printer that still has jobs (When uninstallation is the last step).	Click [OK].
45	Do you want to continue to delete Accounting Management Driver Add-in?	After failing to retrieve printer driver information, and failing to delete of Add-in from a printer driver, other printers selected for deletion still remain.	To proceed to delete the Add-in from the following driver, click [Yes]. To cancel deletion, click [No].
46		Displayed when trying to delete Accounting Management Driver Add-in functions.	To delete the functions, click [Yes]. To not delete the billing code, click [No].



No.	Message	Cause	Remedy
47	One or more of the printers using the driver ' <driver name="">' are shared on the network. The driver may be in use. Are you sure you want to delete Accounting Management Driver Add-in?</driver>	Displayed when trying to delete Accounting Management Driver Add-in functions from shared printers.	To delete the functions, click [Yes]. To not delete the billing code, click [No].
48	then try to uninstall again.	Displayed if NetSpot Job Monitor is busy.	Click [OK]. Quit NetSpot Job Monitor and then uninstall the Add-in.
49	One or more of the printers using the driver ' <driver name="">' are network printers. Are you sure you want to delete Accounting Management Driver Add-in?</driver>	Displayed when trying to delete Accounting Management Driver Add-in functions from network printers.	To delete the functions, click [Yes]. To not delete the billing code, click [No].
50	Could not delete registry.	Displayed if you failed to delete registries created by the Accounting Management Driver Add-in.	Click [OK].
51	The uninstaller is currently being used.		Click [OK]. Wait for other users to get off and then try uninstalling the Add-in.
52	Cannot correctly run this uninstaller on this operating system.		Click [OK]. Use an OS that is compatible with the uninstaller.
53	One or more files or folders required for executing uninstallation are missing.	required for uninstallation was not found.	Click [OK]. Check the file configuration in (uninstallation) installation settings.
54	Could not delete the file to uninstall.	Displayed if you failed to delete files in DelFiles.ini. Displayed if you failed to delete files peculiar to the Accounting Management Driver Add-in (ACT cache file).	Click [OK].
55	Could not restart the spooler. Restart the system.		Click [OK]. Restart the computer.
56	Could not pause the related service. Restart the system.		Click [OK]. Restart the computer.
57	Uninstallation will be canceled because the spooler has been paused. Restart the system.	1 ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	Click [OK]. Restart the computer.
	Could not browse the user information.	Displayed if you failed to access the user registry.	Click [OK].
59	Could not get the string path of the uninstaller.		Click [OK].
60	The file path to the saved files for uninstallation is too long. Move the files required for uninstallation to a folder with a shorter path.		Click [OK]. Move the files required for uninstallation to another folder and shorten the file path as much as possible.
61	Printer drivers of an unsupported version exist. Make sure to update the printer drivers after installing.	Accounting Management Driver Add-in are installed in the client PC.	Click [OK]. Update unsupported old printer driver.
62	Print Spooler service is stopped. Restart your computer, and then try to uninstall again.	displayed and the uninstaller exits.	Click [OK]. Run the uninstaller again after starting the Printer Spooler service.
63	Cannot correctly run this uninstaller on this operating system. Use an uninstaller compatible with your operating system.	Displayed if installer for 32-bit computer is started on a 64-bit computer.	Click [OK]. Use an uninstaller compatible with the OS used (64bit)
Insta	all/ uninstall common message		
64	An error occurred in the initialization file.		Click [OK]. After that, check the content of Setup.ini.

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No.	Message	Cause	Remedy
65	An invalid parameter has been specified.	1) Displayed in the event of an invalid command setting during silent mode (i.e., if command "A" and "D" are simultaneously specified). 2) Displayed when specifying "L" (creating log file) or "R" (creating a file to return the return value) if the file path is omitted. Displayed in non-silent and silent mode. e.g.: /a /d is specified while /s is not specified, Or /s is specified while /a or /d is not specified, and [TargetDriver] in Response File is also not specified, Or file path is not specified while /r is specified.	Specify the correct parameter in the command line.
66	Another installation or uninstallation application is running. Please wait a moment, and then try to start this installer again.	Displayed if another uninstaller or installer is running. Displayed in non-silent and silent mode.	Click [OK]. Quit the running uninstaller or installer and then start this Add-in uninstaller.
67	Could not perform the process to control exclusion.	Displayed if you failed to create Mutex.	Click [OK].
68	Could not get printer information.	Displayed if you failed to create a printer list. Displayed if you failed with a printer operation function such as OpenPrinter() GetPrinterData() EnumPrinters(), etc.	Click [OK]. Restart the computer.
69	Could not allocate the memory required.	Displayed if you failed to secure memory.	Click [OK]. Increase system available memory by quitting running applications or service.
70	Could not access the service. Check the system.	Displayed if service opening failed (e.g. failure to access to Spooler; specific environment such as 2008ServerCore, which does not support Spooler Service at all; etc.). (OpenService)	Restart the computer. Check spooler service state.
71	Could not create the result file.	File creation error (For silent mode) * Results file *	Click [OK]. Check the path and access privileges of the results file.
Sile	nt Install/Uninstall peculiar message		
72	This program is already started.	At the time of starting, where an uninstaller (or installer) is started, tried to start doubly.	When an installer needs to be re-performed, it checks that the installer otherwise has not started and a silence installer is started.



Accounting Management Driver Add-in

N	о.	Message	Cause	Remedy
	1	Could not get the device IP address. Enter the correct IP address or host name.	Displayed if automatic acquisition failed when the [Auto Acquisition] on the [Device IP Address/Host Name Settings] window was clicked.	Click [OK].
:	2	Server information obtained.		Click [OK].
		Could not get server information.		Click [OK].
4		The billing codes are incorrect. A billing code cannot contain any of the following characters: ,/ " $\%$ *;@\	Displayed if a prohibited character is specified for the billing code.	Click [OK].
ţ	5	The following billing codes will be registered. Is this OK? Category Name: Billing Code Category 1>: <billing code=""> Category 2>: <billing code=""> Category 3>: <billing code=""></billing></billing></billing>		Click [Yes] to register. Click [No] to abort registration.
(6	The billing codes are incorrect. Enter the billing codes again.	Displayed if trying to register a new billing code without server registration privileges.	Click [OK].
-	7	Could not register the following billing codes. Category Name: Billing Code Category 1>: <billing code=""> Category 2>: <billing code=""> Category 3>: <billing code=""> Enter the billing codes again, or select from existing billing codes.</billing></billing></billing>	Displayed if you failed to register a new billing code. (Displayed if you failed to register a new billing code when required by the Billing Code Settings dialog box opened from the Accounting-M tab. Also displayed if trying to register a billing code when communications with the server are not possible or the plug-in on the server is stopped.)	Click [OK].
8	\rightarrow	The specified device is not registered in the server.	Displayed when the [IP Address/ Host Name Setting] is clicked if there are no devices registered in the system.	Click [OK].
Ç		The usage limit management is not applied. Click [Refresh] to get the latest information from the server.		Click [OK].
1		The billing codes will be blank because the previous billing codes have been deleted.	Displayed when the Billing Code Settings dialog box is displayed if [Batch Input] is set and the previously entered billing code was deleted and is, therefore, not displayed. (Whether [Billing Code Input] in the server settings is set to "Required" or "Arbitrarily.")	Click [OK].
1		The billing codes of the following categories are not entered. Category Name>	 When billing code input is required and the [OK] on the Billing Code Settings dialog box was clicked, billing code of the required hierarchy was not entered. Only spaces were entered for the billing code. Billing codes are not set before printing, and billing code input is set as a requirement on the server settings. 	Click [OK].

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No	Message	Cause	Remedy
12	Could not register the following billing codes. Category Name: Billing Code Category 1>: <billing code=""> Category 2>: <billing code=""> Category 3>: <billing code=""> Enter the billing codes again, or select from existing billing codes.</billing></billing></billing>	Displayed when billing code input is required in server settings and if you failed to register the billing code during printing.	Click [OK].
13	Could not register the following billing codes. Category Name: Billing Code • <category 1="">: <billing code=""> • <category 2="">: <billing code=""> • <category 3="">: <billing code=""> Do you want to print without setting billing codes?</billing></category></billing></category></billing></category>	Displayed when billing code input is arbitrarily in server settings and if you failed to register the billing code during printing.	Click [Yes] if you try to carry on the print job. If not, Click [No].
14	Printing will be canceled because communication with the server failed. Contact the administrator for details.	Displayed when printing is not allowed (in settings) in the event communications with the server are not possible, if communications were not possible with the data collection server when printing was executed.	Click [OK].
15	Printing will be performed using the previous billing codes because communication with the server failed.	Displayed when printing is allowed (in settings) in the event communications with the server are not possible, if communications were not possible with the data collection server when printing was executed.	Click [OK].
16	Printing will be canceled because the number of jobs exceeds the upper limit. Contact the administrator for details.	Displayed when printing is not allowed (in settings) in the event the limit is exceeded, if the limit was exceeded in printing.	Click [OK].
17	Printing will be canceled because the number of color print jobs exceeds the upper limit. Contact the administrator for details.	Displayed when printing is not allowed (in settings) in the event the limit is exceeded, if the limit was reached in color printing.	Click [OK].
18	Enter the billing code with up to 32 characters.	Displayed if the number of characters entered for the billing code exceed the limit. (In case of bulk input)	Click [OK].
19	The billing code settings are not applied.	Displayed if the system settings were updated to not use billing codes, but system settings were not acquired and the [Billing Code Settings] was clicked while in the Enable state.	Click [OK].
20	Could not get billing codes. Contact the administrator for details. Printing will be performed without setting billing codes.	Displayed when printing is executed and if you failed to acquire the billing code list because the billing code list does not exist in the client PC.	Click [OK].
21	Cannot set billing codes because billing codes could not be retrieved. Contact the administrator for details.	[Billing Code Settings] was clicked when the billing code list did not exist in the client PC.	Click [OK].
22	There is no registered user in the server. Printing will be canceled.	Displayed when information of unregistered users could not be printed and if you failed to acquire user information because there is no user registration information.	Click [OK].

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N	lo.	Message	Cause	Remedy
2			Displayed when the [Refresh] is clicked if general system settings were acquired but the billing code list was not. * The following information is retrieved when the button is clicked. • General system settings • Frequently Used Billing Codes information	Click [OK].
2		Could not get frequently used billing codes. Contact the administrator for details.	Displayed if all values for system settings and billing codes list were retrieved successfully but frequently used billing codes information could not be retrieved when [Refresh] is clicked. * The following information is retrieved when the button is clicked. • All values for system settings • Billing Codes list • Frequently Used Billing Codes information	Click [OK].
2	25	communication with the server failed. Wait a while, and then try again.	communications with the server failed.	Click [OK].
2		The number of categories of this billing code is incorrect. Enter the billing code again.	Displayed if the billing code of the number of hierarchies being used was not entered.	
2	27	Got server information. However, device information was not obtained because the specified device is not registered in the server.	Displayed when the [Refresh] is clicked if server information was acquired but information for the specific device was not because it was not registered in the server.	Click [OK].
2	28	Could not register the following billing codes. Category Name: Billing Code Category 1>: <billing code=""> Category 2>: <billing code=""> Category 3>: <billing code=""> Are you sure you want to leave the billing codes unspecified?</billing></billing></billing>	Displayed when billing code input is arbitrarily in server settings and if you failed to register a new billing code in the Billing Code Settings dialog box opened from the Accounting-M tab.	
2	29		Displayed when the [IP Address/ Host Name Settings] is clicked if communications with the server failed.	Click [OK].
3	\rightarrow	Not set to manage each device.	codes, or management method of billing codes was changed from each device to all of the systems, but system settings were not acquired and the [IP Address/Host Name Settings] was clicked while in the Enable state.	Click [OK].
3	31	[IP Address or Host Name] is not specified. Specify the [IP Address or Host Name].	Displayed if the [OK] is clicked without input made on the IP Address/Host Name Settings dialog box.	Click [OK].
3			(Printers that do not support billing codes) Displayed during printing if communications with the server failed though printing is enabled in settings should communications with the server not be possible.	Click [OK].
3	33	Could not communicate with server. Management code cannot be registered. Set a previously used billing code and try again.		Click [OK].

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No.	Message	Cause	Remedy
34	Could not communicate with Accounting Management server. Printing will be performed without using billing codes.	Displayed if printing is continued while the server is down and without acquiring information after installation, or when billing code has not be set even once.	Click [OK].
35	The specified device is not registered on the server. Printing will be performed using the standard settings.	Displayed during printing if the specific device is not registered in the data collection server when settings are acquired from it.	Click [OK].
36		When automatic retrieval of IP address is successful.	Click [OK].
37	The functions of Accounting Management will be stopped because the license of Accounting Management Plug-in has expired. Contact the administrator for details.	Displayed if the Accounting Management Plug-in was used after the Data collection server (Accounting Management Plug-in) license expired.	Click [OK].
38	The functions of Accounting Management will be stopped because the license of Accounting Management Plug-in has expired. Contact the administrator for details. The setting of the running job will be switched to standard mode.	Displayed if printing was executed without communications with the Data collection server after the server plug-in license expired.	Click [OK].
39	The specified device is not registered on the server. Do you want to save the setting?	Displayed when [OK] is clicked on the [Device IP Address/Host Name Settings] dialog box if the set IP address/host name were not registered in the server.	To save this setting, click [Yes]. To not save it, click [No].
40	deleted. The fields with the deleted billing codes will be blank.	Displayed when the [Billing Code Settings] dialog box is displayed if [Individual Input] is set and the server is set to [Billing Code Input Arbitrarily] and the previous billing code was deleted from the server and could not display.	Click [OK].
41	not correctly set.	Displayed if an invalid user name is set in the printer driver and printing is attempted when the server setting does not allow printing by unregistered users.	Click [OK].
42	Could not communicate with the server because the user name is not correctly set. Cannot display the [Record/Usage Limit] dialog box.	Displayed if an invalid user name is set in the printer driver and the [Show Record/Usage Limit] is clicked when the server setting does not allow printing by unregistered users.	Click [OK].
43	The following settings will be registered. Is this OK? • Frequently Used Billing Code: <frequently billing="" code="" used=""> Category Name: Billing Code • <category 1="">: <billing code=""> • <category 2="">: <billing code=""> • <category 3="">: <billing code=""></billing></category></billing></category></billing></category></frequently>	Displayed when [New Registration] is clicked after setting the billing code on the [Frequently Used Billing Code Settings] dialog.	To register, click [Yes]. To abort registration, click [No].

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No	Message	Cause	Remedy
44	Frequently Used Billing Code: <frequently billing="" code="" used=""> Category Name: Billing Code Category 1>: <billing code=""> Category 2>: <billing code=""> Category 3>: <billing code=""> The frequently used billing code will be overwritten by the following settings. Is this OK? Frequently Used Billing Code: <frequently billing="" code="" used=""> Category Name: Billing Code Category 1>: <billing code=""> Category 2>: <billing code=""> Category 3>: <billing code=""> The following settings will be deleted.</billing></billing></billing></frequently></billing></billing></billing></frequently>	Displayed when billing code is edited on the [Frequently Used Billing Code Settings] dialog and [Overwrite] is clicked. Displayed when billing code is selected from the list on the	,
45	Ine following settings will be deleted. Is this OK? • Frequently Used Billing Code: <frequently billing="" code="" used=""> Category Name: Billing Code • <category 1="">: <billing code=""> • <category 2="">: <billing code=""> • <category 3="">: <billing code=""> Enter the [Name].</billing></category></billing></category></billing></category></frequently>	[Frequently Used Billing Code Settings] dialog and [Delete] is clicked. Displayed if the [Name] editbox is empty when [New Registration] or	To abort deletion, click [No]. Click [OK].
46	Enter the [Name] with up to 32 characters.	[Overwrite] is clicked on the [Frequently Used Billing Code Settings] dialog. Displayed if there are more than 32 characters in the [Name] editbox when [New Registration] or [Overwrite] is clicked on the [Frequently Used Billing Code Settings] dialog.	Click [OK].
48	The number of registrable frequently used billing codes has reached the upper limit. Delete unnecessary frequently used billing codes to register new frequently used billing codes.	Displayed when there are 20 frequently used billing codes on the [Frequently Used Billing Code Settings] dialog.	Click [OK]. Delete billing codes that are not needed.
49	A frequently used billing code with the same name already exists. Enter a different name.	Displayed if there is already a name registered on the server for the frequently used billing code when [New Registration] is clicked on the [Frequently Used Billing Code Settings] dialog.	Click [OK]. Change the name of the billing code and register.
50	Could not register the frequently used billing code.	Displayed if a registration error (including connection errors) other than those listed above occurs with the server, when [New Registration] or [Overwrite] is clicked on the [Frequently Used Billing Code Settings] dialog.	 Are there any unregistered users?> Has the license expired? Has connection with the server failed?
51	Could not delete the frequently used billing code.	Displayed if a deletion error (including connection errors) with the server other than those listed above occurs when [Delete] is clicked on the [Frequently Used Billing Code Settings] dialog.	Click [OK]. Try the operation again after a period of time. If the error occurs again, contact the system administrator.

1	No.	Message	Cause	Remedy
		The name cannot contain any of the following characters:	Displayed if there are prohibited characters in the editbox when [New	Click [OK].
	52	,/"%*;@\	Registration] or [Overwrite] is clicked on the [Frequently Used Billing	Remove prohibited characters from the name and try again.
			Code Settings] dialog.	
	E2	Cannot use because the set billing code was deleted.	Displayed if the billing code set is deleted from the server when [Skip	Click [OK].
	33	Set a billing code that is available.	Billing Code Settings When Printing] is set to ON.	Set the billing code again.
		Some functions will not be available because the user is not	Displayed if an unregistered user clicks on a button for a function	Click [OK].
	54	registered on the server.	that requires a registered user.	Perform user registration before using the system.
		Contact the administrator for details.		

Account Management for Client PC

No.	Message	Cause	Remedy		
Insta	Installing				
Installer					
1	Set the server IP address or host name.	server is not set.	Click [OK]. Specify the IP address and host name of the Data collection server.		
2	Could not communicate with the server. Do you want to configure the server again?		Click [Yes] to reconfigure settings. Click [No] to continue installation without reconfiguring settings. If [No] is clicked, reinstall and specify the server address or host name.		
3	Cannot install Accounting Management for Client PC on this operating system.		Click [OK]. Check the OS.		
4	You do not have privileges to perform installation. Log on again with Administrator privileges.	2000/XP/Server 2003/Vista/Server 2008.	Click [OK]. Log in with administrator privileges.		
5	This program requires SVGA or better resolution.	Displayed if display resolution is different.	Click [OK]. Check the resolution of the display.		
6	Insufficient disk space in drive.		Click [OK]. Check disk capacity.		
7	Setup is not complete. If you quit now, the program will not be installed. Do you want to cancel the setup?		Click [Yes] to cancel the installation. Click [No] to continue the installation.		
8	Installation cannot be stopped once it starts. Do you want to continue?		Click [Yes] to continue installation. Click [No] to abort the installation.		
9	The Printer Spooler service could not be stopped. Restart the computer, and then try to install again.	Displayed if installation was incomplete because files were busy during update installation, spooler service could not be stopped, etc.	Click [OK]. Restart the computer and then reinstall the Add-in.		
10	Restart your computer to run this application correctly.		Click [OK]. Restart the computer.		
11	An error occurred in the initialization file.	Displayed if an error occurred in the initialization file.	Click [OK]. To resume, contact the system administrator.		
12	Could not delete some files and information. Restart the computer. (-72)	Setup.ini file could not be found.	Check Setup.ini file exists.		
13	Could not delete some files and information. Restart the computer. (-73)	Errors in contents of Setup.ini file.	Check the contents of Setup.ini file		
14	Could not delete some files and information. Restart the computer. (-74)	AM_forClient.cpi file could not be found.	Check AM_forClient.cpi file exists.		
15	Could not delete some files and information. Restart the computer. (-75)	Errors in the contents of Setup.ini file.	Check the contents of Setup.ini file.		
16	Could not delete some files and information. Restart the computer. (-76)	AM_forClientSrv.ini file could not be found.	Check AM_forClientSrv.ini file exists.		
17	Could not delete some files and information. Restart the computer. (-77)	Errors in the contents of AM_forClientSrv.ini file.	Check the contents of AM_forClientSrv.ini file.		
18	Cannot find the file ' Setup.ini ' in the folder ' <folder name="">'.</folder>	Displayed if the path to Setup.ini could not be found.	Click [OK].Check that you are using the correct installer CD.		

No	. Message	Cause	Remedy
19	No printer drivers were found on this computer. To add Accounting Management for Client PC, cancel this setup and, after you have added a printer driver, run the setup again. To use a shared printer on the network, please continue.		Click [Yes] to cancel the installation. Click [No to continue the installation.
20	Do you want to cancel the setup? The [Port Number] has not been entered or is incorrect. Enter the	' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	Click [OK].
21	[Port Number] again. The installer is currently being used.	number outside of 0 ~ 65535 is entered. Displayed during installation if multiple startups occurred because of users change.	Check the port No. Click [OK].
22	Use an installer compatible with your operating system.	Displayed if the installer was started up on a 64-bit OS.	Click [OK]. Use a compatible OS.
23	execute installation on this operating system.	When required files are not in the setup folder.	Check the contents of the setup folder.
24	Move the files required for setup to a folder with a shorter path.		Click [OK]. Check the location of the setup file and shorten the file path.
25	installed. Use the installed later version.	exists.	Click [OK]. Delete the software and reinstall it if necessary.
26	Print Spooler service is stopped. Restart your computer, and then try to install again. Exit other applications before installing.		Click [OK]. Restart the computer.
27	Setup Wizard may not be able to install correctly if other applications are running. Do you want to continue the installation?	Displayed if the installer started.	To continue installation, click [Yes]. To cancel installation, click [No].
28	Could not convitte setup file to the temporary folder	Displayed if the files required by the installer could not be copied to the temporary folder.	Click [OK]. Check disk capacity.
29	Could not change the attribute of the setup file.		Click [OK]. Check file attributes and cancel the read-only setting.
30	Could not pause the spooler. Installation will be canceled.		Click [OK].
31	Restart the system.		Click [OK]. Restart the computer.
32	Could not get the starting path of the installer.		Click [OK]. Check the startup path length and text string. Directly start up Setup.exe if necessary.
33	Please run the installation again.		Click [OK]. Perform installation again.
34	Please run the installation again.	Client PC module.	Click [OK]. Perform installation again.
35	Please run the installation again.		Click [OK]. Perform installation again.
36	Could not add to Firewall Exceptions. To use this program, you must remove the Windows Firewall block set against this program.	, , ,	Click [OK]. Check the registrations of firewall exceptions.

No.	Message	Cause	Remedy
37		Displayed if you failed to add the Accounting Management for Client	Click [OK].
31	Please run the installation again.	PC service.	Try reinstalling the software.
38		Displayed if you failed to register the port monitor.	Click [OK]. Try reinstalling the software.
30	Please run the installation again.		
39		Displayed if you failed to switch ports.	Click [OK]. Try reinstalling the software.
	Please run the installation again.		
40		Displayed if you failed to add the start menu.	Click [OK].
	Installation will be canceled because the spooler cannot be	The start of spooler service was failed.	Click [OK].
41	restarted.		
	Restart the system.	Milhorn Associat Management for Client DC Installants lavinghed in	Click FOIX
42		When Account Management for Client PC Installer is launched in	Click [OK].
42		an environment in which a different language version of Account Management for Client PC is installed.	
		NSA or iWAM is installed on the PC when starting the installer.	Click [OK].
	installed on this computer.	NOA of IVVAIVERS installed on the FO when starting the installer.	Click [ON].
43	Uninstall <netspot accountant=""> or <imageware accounting<="" td=""><td></td><td></td></imageware></netspot>		
	Manager>, and then try to install again.		
Unir	estaller		
44	You do not have privileges to perform uninstallation.	Displayed for users without uninstall privileges.	Click [OK]. Log in with administrator privileges again.
44	Log on again with Administrator privileges.		
	Accounting Management for Client PC is not installed on this	Displayed if Accounting Management for Client PC was not	Click [OK].
45		installed.	Check whether the PC has Accounting Management for Client PC
	Uninstallation will be canceled.		installed or not.
46		Displayed if you failed to delete a file.	Click [OK].
	These files will be deleted after restarting the computer.		Restart the computer.
4-7	A different version of Accounting Management for Client PC is	Displayed if the uninstaller and Accounting Management for Client	Click [OK].
47		PC are of differing versions.	Use an installer compatible with Accounting Management for Client
	Uninstallation will be canceled. The file path to the saved setup file is too long.	Displayed if the path to the uninstaller is too long (200 bytes or	PC. Click [OK].
48		more).	Click [OK].
49	· · · · · · · · · · · · · · · · · · ·	Message displayed to prevent multiple startups when users change.	Click [OK].
75		When attempting to install on an operating system that is not	Click [OK].
50		Windows 2000/XP/Server 2003/Vista/Server 2008.	Check the OS you are using.
		(Server 2008 installation option is displayed for ServerCore too.)	onesic and deliging.
		Displayed during uninstall if the DelFiles.ini/Setup.ini/CPI file	Click [OK].
51	missing.	required for uninstall was not found.	Restart the computer.
52	Could not restart the spooler.	Displayed if spooler service starting failed.	Click [OK].
52	Restart the system.	Uninstall process may have already ended.	Restart the computer.
	Uninstallation will be canceled because the spooler cannot be	Displayed if spooler service stopping failed.	Click [OK].
53	l'	Uninstall process may have already ended.	Restart the computer.
	Restart the system.		
54	Could not get the starting path of the uninstaller.	Displayed if you failed to acquire the startup path.	Click [OK].
			Check the installer CD.
55		Displayed if you failed to delete the port monitor DLL and Accounting	
		Management for Client PC's file.	Quit all applications and reexecute uninstallation.

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No.	Message	Cause	Remedy	
56	Exit other applications before uninstalling. Setup Wizard may not be able to uninstall correctly if other applications are running. Do you want to continue the uninstallation?	Displayed if the uninstaller started up.	To run the uninstaller, click [Yes]. To stop the installer, click [No].	
57	Cannot correctly run this uninstaller on this operating system. Use an uninstaller compatible with your operating system.	Displayed if the uninstaller was started up in an unsupported OS.	Click [OK]. Check compatibility of your OS and the uninstaller.	
58	Uninstallation will be canceled because the spooler cannot be restarted. Restart the system.	The start of spooler service was failed.	Click [OK]. Terminate spooler.	
59	A different language version of Accounting Management for Client PC is installed. Uninstallation will be canceled.	When Account Management for Client PC Uninstaller is launched in an environment in which a different language version of Account Management for Client PC is installed.	Click [OK]. Quit the uninstaller.	
60	Print Spooler service is stopped. Restart your computer, and then try to uninstall again.	Displayed if the uninstall cannot be completed (e.g. because Print Spooler service could not be stopped).	Click [OK].	
Con	nmon messages for installer/uninstaller			
61	An invalid parameter has been specified.	Displayed in the event of an invalid command setting (i.e., if command "A" and "D" are simultaneously specified). Displayed when "L" (log file creation) or "R" (creating a file to return the return value) is specified if the file path is omitted.	Click [OK]. Check the command line.	
62	Another installation or uninstallation application is running. Please wait a moment, and then try to start this application again.	Displayed if another installer or uninstaller is running.	Click [OK]. Wait a bit and then start the application.	
63	Could not perform the process to control exclusion.	Displayed if you failed create Mutex.	Click [OK].	
64	Could not get printer information.	Printer information could not be retrieved the following reason(s). Printers could not be listed. Printer control functions (e.g. OpenPrinter() GetPrinterData() EnumPrinters()) did not execute properly Failed to retrieve port information	 Click [OK]. Check if print jobs currently exist and if registry used by port monitor is damaged in the case that port information retrieval fails. Check if the Print Spooler is running and if printer and driver registry is damaged if printers could not be listed out. 	
65	Could not allocate the memory required.	Displayed if you failed to secure memory.	Click [OK].	
66	Could not access the service.	Displayed if service opening failed. (OpenSCManager)	Click [OK].	
67	Could not create the result file.	File creation error (For silent running). * Results file *	Click [OK].	
68	Could not stop the services dependent on the spooler. Restart the system.	The services dependent on spooler could not be stopped.	Click [OK].	
69	Could not get the destination path.	Obtaining a destination path for installing was failed.	Click [OK].	
70	An error occurred when the registry was being modified or removed.	Modifying registry was failed. Removing registry was failed. Error related to registry occurred.	Click [OK].	
	Could not delete the shortcut in the Start menu.	Deletion of start menu fails.	Click [OK].	
	Could not delete Accounting Management for Client PC services.	Deletion of Accounting Management for Client PC service fails.	Click [OK].	
	Could not delete from Firewall Exceptions.	Deletion if firewall exceptions fail.	Click [OK].	
	Could not convert the ports.	Switching of ports fail.	Click [OK].	
	Could not uninstall Port Monitor.	Deletion of Port monitor fails.	Click [OK].	
	Silent Install/Uninstall Proper Message			
76	This program is already running.	2 instances of Silent installer/uninstaller are run at the same time	Click [OK].	

Do you want to print without setting billing codes?

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No.	Message	Cause	Remedy
85	Cannot display the [Record/Usage Limit] dialog box because communication with the server failed. Wait a while, and then try again.	Displayed when the [Record/Usage Limit] is clicked if communications with the server fail.	Click [OK]. Wait a bit and retry the operation.
86	Printing will be canceled because communication with the server failed. Contact the administrator for details.	Displayed when printing is not allowed (in settings) in the event communications with the server are not possible, if communications were not possible with the management server when printing was executed.	Click [OK]. Check for connection problems with the Data collection server. If there are no problems found, contact the administrator.
87	The user is not registered on the server. Printing will be canceled.	Displayed when information of unregistered users could not be printed if you failed to acquire user information because there is no user registration information.	Click [OK]. Register the user using User Management of the data collection server.
88	Printing will be canceled because the number of jobs exceeds the upper limit. Contact the administrator for details.	Displayed when printing is not allowed (in settings) in the event the limit is exceeded, if the limit was exceeded in printing.	Click [OK]. Contact the administrator.
89	Printing will be canceled because the number of color print jobs exceeds the upper limit. Contact the administrator for details.	limit is exceeded, if the limit was reached in color printing.	Click [OK]. Specify monochrome for color settings and print.
90	Cannot communicate with the module required for Accounting Management for Client PC. Contact the administrator for details.	Displayed if Accounting Management for Client PC cannot continue use because the module is lacking, service cannot be started, etc.	Click [OK]. If the problem re-occurs even after restarting the PC and after performing the steps below, contact the administrator. Reinstall if there are insufficient modules. If communications cannot be made with the following services, check that it is in the [Start] state. Canon Accounting Management Job Agent for Client PC Canon Accounting Management Log Agent for Client PC
91	The number of categories of this billing code is incorrect. Enter the billing code again.	Displayed if the billing code for the number of categories used was not entered.	Click [OK]. Reenter the billing code.
92	Enter the billing code with up to 32 characters.	Displayed if the number of characters entered for billing code exceed the limit. (In batch input)	Click [OK]. Reenter the billing to 32 or less characters.
93	A system error has occurred. Error code: %d	Displayed if an internal error occurred.	Click [OK]. To resume, contact the system administrator.
94	This job is processed, or cannot be changed yet. The billing code cannot be changed.	[Registered Billing Codes] list. When attempting to set billing codes for the following jobs: Jobs already sent to the Data collection server Deleted Jobs Jobs having their job logs created currently.	Click [OK].
95	The billing codes will be blank because the previous billing codes have been deleted.	The billing code designated last time was not appeared from pull down menu when [In Single Field] is selected of [Billing code Settings]dialog, (even if neither [Specify Code when printing] was check marked in the server nor not.)	Click [OK].
96	The maximum number of billing codes able to be registered has been reached. Please enter a previously used billing code.	Displayed when a billing code could not be registered because the maximum allowed was reached.	Click [OK]. Set an earlier used billing code or delete unnecessary billing codes.
97	Could not start Accounting Management for Client PC because an error occurred. Reinstall Accounting Management for Client PC.	Displayed if Accounting Management for Client PC could not be started because the software was not correctly installed or a user changed the registry.	Click [OK]. Reinstall Accounting Management for Client PC.

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No	1 2 2 3 2	Cause	Remedy
98		Displayed while waiting for the User Agent to complete startup of the Job Agent. An imaginable case is, at PC startup, when the Accounting Management for Client PC's UI is started up from the start menu before Job Agent service completes startup.	Click [OK]. Wait a bit and retry the operation.
99	Could not start Accounting Management for Client PC because the license for Accounting Management Plug-in has expired. Contact the administrator for details.	The license of the Accounting Management Plug-in expired. Displayed when the UI of Accounting Management for Client PC is set for hiding if the UI is started up from the start menu.	Click [OK]. Contact the system administrator.
100	Contact the administrator for details.	Displayed when the UI of Accounting Management for Client PC is open if communications with the Data collection server discover that the plug-in license is expired.	Click [OK]. Contact the system administrator.
101	The setting of the running job will be switched to standard mode. Jobs that do not have specified billing codes will be paused. Select the paused job in the Print Queue and resume printing.	The license of the Accounting Management Plug-in expired. Displayed when the UI of Accounting Management for Client PC is open if communications with the server during printing discover that the license is expired.	Click [OK]. Contact the system administrator.
102		clicked.	Click [OK]. Click [Refresh] to synchronize the settings on the Data collection server and Accounting Management for Client PC.
103	One or more billing codes that were previously entered have been deleted. The fields with the deleted billing codes will be blank.	When the [Billing Code Settings] dialog is displayed, and the input setting is set to [In Separate Fields], while the setting on the server is set to [Billing Code Input Arbitrarily] the billing code entered previously is deleted on the server and cannot be displayed. The [Billing code settings] dialog is displayed, the setting is set to [bulk input], and the billing code entered previously is deleted on the server and cannot be displayed. (Printing when Billing codes are not entered: Allow or Do not Allow.)	Click [OK]. Check if the billing code was previously input then deleted. Reregister the billing code if necessary.
104		IP address input rule error.	Click [OK]. Enter a correct IP address.
105		Displayed if the desired port is already used.	Click [OK]. Check the port.
106	There are no settings for this port.	Displayed if the specified port is not set up.	Click [OK]. Check the port.
	This printer does not support IEEE1284.1.	The printer does not support IEEE1284.1.	Click [OK].
108	This printer does not support PJL.	The printer does not support the HP PJL protocol.	Click [OK].
109		The port number is invalid.	Click [OK]. Check the port number.
110	Printer connection fault.	Communications with the printer are not possible.	Click [OK]. Check the network environment.
111	Please enter a printer name or IP address.	Displayed when IP address is not entered.	Click [OK]. Enter the address of the printer.
112	Please enter a port number.	Displayed when communication port is wrong.	Click [OK]. Enter a correct port number.

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No.	Message	Cause	Remedy
113	Unknown error.	An unknown error occurred within the system.	Click [OK].
-110			If the system cannot be restored, contact the administrator.
114	Printer Error	An error occurred in a device.	Click [OK].
			Contact the device administrator.
	Print job was deleted.	Displayed if Accounting Management for Client PC deleted a print	Click [OK].
115	Printer Name: <printer name=""></printer>	job. (Application error log)	
	Job ID: <job id=""></job>	(Application error log)	
	Could not communicate with the server.	The Data collection server stopped.	Click [OK].
		A communication error occurred (only the first time) with the Data	Check Data collection server startup and retry the operation.
116		collection server.	
		(Application error log)	
	Communication with the server was resumed.	Displayed when communications with the Data collection server are	Click [OK].
117		resumed.	
		(Application error log)	
440	Tracking of new printer was started.	At the time of starting the printer tracking with the new Accounting	Click [OK].
118	Deinter Neuron (Deinter Neuron)	Management port.	
	Printer Name: <printer name=""></printer>	(Application error log)	Clieb IOM
119	Tracking of new printer was stopped.	At the time of stopping the printer tracking with the new Accounting Management port.	Click [OK].
119	Printer Name: <printer name=""></printer>	(Application error log)	
	Could not perform name resolution.	Name resolution failed.	Click [OK].
120		(Application error log)	
	Computer Name: <computer name=""></computer>	3/	
121	Could not get server information.	Refresh fails after clicking [Refresh].	Click [OK].
	Server information obtained.	Displayed if a printer that was a valid target for setting of billing code	Click [OK].
	The billing code settings are not applied on the following printers.	is no longer a valid target after [Refresh] was clicked.	
122	If there are running jobs, resume the jobs from the spooler.		
	Printer Name: <printer name=""></printer>		
	The following settings will be registered.	Billing code is set in the [Frequently Used Billing Code Settings]	Click [Yes] to register.
	Is this OK?	dialog and [New Registration] is clicked.	Click [No] to abort registration.
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	Frequently Used Billing Code: <frequently billing="" code="" used=""></frequently>		
123			
	Category Name: Billing Code		
	<category 3="">: <billing code=""></billing></category>		

No	0.	Message	Cause	Remedy
12	224 s	Category Name: Billing Code Category Name: Billing Code Category 1>: <billing code=""> Category 2>: <billing code=""> Category 3>: <billing <frequently="" be="" billing="" by="" code="" code:="" following="" frequently="" ok?="" overwritten="" settings.="" so="" the="" this="" used="" will=""> Category Name: Billing Code Category Name: Billing Code> Category 2>: <billing code=""> Category 3>: <billing code=""> Category 3>: <billing code=""> Category 3>: <billing code=""> Category 3>: <billing code=""></billing></billing></billing></billing></billing></billing></billing></billing></billing></billing></billing></billing>		Click [No] to abort registration.
12	25	The following settings will be deleted. s this OK? Frequently Used Billing Code: <frequently billing="" code="" used=""> Category Name: Billing Code < <category 1="">: <billing code=""> < <category 2="">: <billing code=""> < <category 3="">: <billing code=""></billing></category></billing></category></billing></category></frequently>	Used Billing Code Settings] dialog and [Delete] is clicked.	Click [Yes] to delete. Click [No] to abort deletion.
12	26 E		clicked in the [Frequently Used Billing Code Settings] dialog.	Click [OK].
12			Displayed if there are more than 32 characters in the [Name] editbox when [New Registration] or [Overwrite] is clicked on the [Frequently Used Billing Code Settings] dialog.	Enter an input within 32 characters for [Name].
12		A frequently used billing code with the same name already exists. Enter a different name.	Displayed if there is already a name registered on the server for the frequently used billing code when [New Registration] is clicked on the [Frequently Used Billing Code Settings] dialog.	Click [OK].
12	29	Could not register the frequently used billing code.	other than those listed above occurs with the server, when [New Registration] or [Overwrite] is clicked on the [Frequently Used Billing Code Settings] dialog.	Click [OK].
13			Displayed if all of the deletion errors (including connection errors) with the server occurs when [Delete] is clicked on the [Frequently Used Billing Code Settings] dialog.	Click [OK].
13	31 t C	The number of registrable frequently used billing codes has reached he upper limit. Delete unnecessary frequently used billing codes to register new requently used billing codes.	[Frequently Used Billing Code Settings] dialog.	Click [OK].
13		Fhe name cannot contain any of the following characters: /"%*;@\	Displayed if there are unallowed characters in the editbox when [New Registration] or [Overwrite] is clicked on the [Frequently Used Billing Code Settings] dialog.	

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I	No.	Message	Cause	Remedy
		[Skip Billing Code Settings When Printing] is set.	Displayed if there are unselected items on the [Main] dialog when	Click [Yes] to set the setting.
		The current billing code will be set in jobs waiting to print and	[Skip Billing Code Settings When Printing] on the [Billing code	Click [No] to abort.
	122	subsequent jobs. Is this OK?	Settings] dialog. is set to ON.	
	133		Displayed if jobs exists in the [Main] screen when [Skip Billing	
			Code Settings When Printing] is set to ON on the [Change Billing	
			Codes] or [Billing Code Settings] dialog.	
	124	Cannot use because the set billing code was deleted.	Displayed if the billing code set is deleted from the server when [Skip	Click [OK].
	134	Set a billing code that is available.	Billing Code Settings When Printing] is set to ON.	
		Cannot display the [Frequently Used Billing Code Settings] dialog	Retrieval of information from Server failed when trying to display	Click [OK].
	135	box because communication with the server failed.	[Frequently Used Billing Code Settings] dialog.	Attempt the operation again after waiting for a period of time.
		Wait a while, and then try again.		
Γ.	126	Invalid IP Address: (%s)	An invalid IP address is entered.	Click [OK].
			(iW TCP/IP Port (Lexmark) only)	Enter a valid IP address.
Γ.	127	Please enter an IP address.	An IP address is not entered for the printer.	Click [OK].
1.	131		(iW TCP/IP Port (Lexmark) only)	Enter an IP address.
		Some functions will not be available because the user is not	Displayed if an unregistered user clicks on a button for a function	Click [OK].
	138	registered in the server.	that requires a registered user.	
		Contact the administrator for details.		

Accounting Management Login



Local UI

Ν	0.	Message	Cause	Remedy
	1	Could not save the settings.	Displayed if you fail to change the setting of logo image.	Click [OK].
	'			Check the settings content and retry to save the settings.
		An error occurred when communicating with the management	Communication error has occurred with the management server (the	Click [OK].
	2	server.	Data collection server).	Check the network environment. Check whether the management
				server settings are correct or not.
	2	The Settings are incorrect.		Click [OK].
_ '	_			Check the settings.
		You do not have privileges to display Billing Code Setting Details	Accessed [Billing code setting information page] while logged in as	Click [OK].
4	4	page.	a user with no administrator privileges.	Re-login with administrator privileges.
		Log in again with Administrator privileges.		
	5	You do not have privileges to display Support Page.	Accessed the [Support page] while logged in as a user with no	Click [OK].
		Log in again with Administrator privileges.	administrator privileges.	Re-login with administrator privileges.

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Remote UI

No.	Message	Cause	Remedy
Inpu	ut Billing code screen		
1	Enter all billing codes.	Only some billing codes were entered when codes for all categories were required.	Specify all billing codes.
2	There are too many separation characters.		Use only as many separators as demanded by the number of billing code categories.
Erro	ors when the Card reader is installed		
3	Cannot use this log in service when a card reader is attached. Change the log in service and shut down the machine. After the machine has been shut down, turn the main power switch OFF & ON again.	SSO Login/DA Login.	Change to another login service, shut down the application and restart the computer. Or, disconnect the card reader.
Erro	or screens when the Data collection server is not set		
4	The management server is not set. Check the settings of the management server.		Click [OK]. Check settings of the management server. Management server settings are distributed for SSO/DA login by registering devices in the iWEMC/ iWMC server or updating the job history collection method.

No		Cause	Remedy
Coi	mmunication error with Management server (the Data collection server		
	Cannot connect to the management server. Contact the system manager to see if the log in service is available.	Displayed when management server is set but communication was not possible.	Click [OK]. Confirm server address set in the [Billing code setting Details] page, and confirm either be able to communicate with server by using the server address from a device or not.
5			When communication cannot be made with the server using the above server address, set an address to which communication is possible from [Device] > [Accounting Management] > [Server Address Settings] of [Initial Settings] on the data collection server. After that, update the method of job history retrieval.
De	partment ID authentication error screens		
6	This number has not been registered. Enter the number again.	Department ID authentication has been failed.	Click [OK]. Enter the correct department ID.
Billi	ng code input error (too long/ use of prohibited characters) screens		
7	The following billing codes are over 32 characters, or there are characters included which cannot be used. Enter the codes again.	Billing code input rules were violated.	Click [OK]. Re-enter a correct billing code.
Billi	ng code reference error (Billing code of regular user cannot be registe	red) screens	
8		[Registration of New Codes by Users] has been set as [Do Not Allow].	Register billing code from data collection server side when it is correct.
	settings.		Or, set the [Additional registration of billing codes by user] to [Allow], and register the user.
Afte	er searching for a billing code, if the specified billing was not found.		
	The following billing codes are not registered in the management	The specified billing code is not registered.	To register the specified billing code, click [Yes].
9	server. Register new billing codes?		To not register the specified billing code, click [No].
Err	or screen when the specified Billing code does not exist		
10	No billing codes matching the specified search text were found.	Displayed if the specified billing code was not found from searching.	Check the search text and click [OK].
-10	Check the search text.		
Ser	ver connection error screen		011 1 7017
11		Management server (the Data collection server, i.e., Accounting Management Plug-in) connection error.	Click [OK]. Check network connections.
Fre	Lors screen at Server processing in progress	imanagement i lug-in) connection enoi.	JOHECK HELWOLK COHHECTIONS.
		Displayed if an error occurred when communication with the	Click [OK].
12	server.	management server.	Check network connections.
		Displayed when login operations proceeded even though the	Click [OK].
13		entered billing code was invalid, because a communication error occurred with the management server.	Check network connections.
Une	expected error screen		
14	After shutting down the machine, turn the main power switch (on the main unit's right side) OFF & ON again. If the machine still does not operate normally, contact the system	Displayed if an unexpected error occurred with a device.	Turn power to the device OFF/ON. If the system cannot be restored, contact the administrator.
Err	manager. or screen when devices are unregistered		
2110		Displayed if a device is not correctly registered in the management	Click [OK].
15		server (the Data collection server).	Register the device in the management server.

	No.	Message	Cause	Remedy		
I	Billing code registration error (excluding already registered errors, Billing code input not required) screen					
			Displayed if registration of new billing code failed.	To log in without registering a billing code, click [Yes].		
	16	Do you want to log in without setting billing codes?		To cancel log-in, click [No].		
	10					
		Category Name & Billing Code>				
I	Billir	ng code registration error (excluding already registered errors, Billing	code input required) screen			
		Could not register the following billing codes.	Displayed if registration of new billing code failed.	Click [OK].		
		Enter the billing codes again, or select the billing codes and log in		Re-enter the billing code or select a new billing code, then log in		
	17	again.		again.		
		Category Name & Billing Code>				

Accounting Management Migration Tool

No.	Message	Cause	Remedy		
Migr	ate data from Accounting Manager to iWEMC/ iWMC.		·		
1	Enter the Accounting Manager server settings.	database.	Click [OK]. Specify connection information in the Accounting Manager database.		
2	Could not connect to the Accounting Manager server. Check the settings.		Click [OK]. Check the network. Also, check authentication for connecting to the Accounting Manager server.		
3	Enter the [Migration Data File Folder Location].		Click [OK]. Specify a storage location for acquired information.		
4	The specified folder does not exist.		Click [OK]. Specify the path to the correct folder.		
5	Cannot overwrite the specified folder.	, ,	Click [OK]. Check whether the folder is write-protected or not. Check whether the user has write privileges for the folder.		
	The department ID information for the migration file is different than the assigned department ID of User Management.	possible because the department ID assignment setting of the User Management Plug-in was different.	Click [OK]. Check the department ID in the migration data and the department ID assigned by User Management.		
7	Migration data other than [Job Log] is not selected. Data may not be correctly migrated under the current environment.	device or billing code was not selected.	If the user is migrated in advance with the user information retrieval task, or if a billing code is not used, click [OK]. To reselect a user, group, device or billing code, click [Cancel].		
8	This process may take a while. Are you sure want to process?	Final confirmation before starting task.	Click [Yes] or [No].		
9	Cannot migrate the data. Check the environment	The tables of the Accounting Management Plug-in or User Management Plug-in do not exist in the iWEMC/ iWMC database.	Check that iWEMC/ iWMC, Accounting Management Plug-in and User Management Plugin is correctly installed.		
10	Quit because an error occurred. Check the environment you are using, and then try again.	Displayed when there are problems with the execution environment in which the tool runs in. e.g.) when the tool is started from an inappropriate location.	Click [OK]. Verify the execution environment of the tool and run the tool again.		
	ocessing is terminated (Including Interruptions)				
	Processing will be canceled because an error occurred while processing. Check the network environment and disk space, then try again.	There is a problem with the operating environment, e.g. the amount of free disk space, or the network environment.	Click [OK]. Check the network environment, available disk space, etc.		
12	Are you sure you want to cancel the process?	The cancel button was clicked while acquiring data from Accounting Manager.	Click [Yes]/ [No].		
13	Processing finished.	Migration of data from Accounting Manager to iWEMC has been completed.	Click [OK].		
Impo	Import to iWEMC/ iWMC				
14	[Migration Data File Folder Location] does not exist. Specify the file again.		Click [OK]. Specify the path to the CSV file containing the data to migrate correctly.		
15	The process will be stopped before it is complete. Are you sure want to stop?	[Stop] button was clicked in the process of data migration.	Click [Yes]/ [No].		

Accounting Management Analysis Tool

No.	Message	Cause	Remedy				
Ana	Analysis from Total results						
Ana	Analysis from Total Results -01: Define analyzing items						
1	Select the items to output from [One Sheet Per Feature].	1	Click [OK]. Select one or more items to output.				
Ana	lysis from Total results -02: Selecting files for processing		·				
2	Specify the [Total Result File Folder].		Click [OK]. Specify a folder for the total results file.				
3	The specified file does not exist.	The specified folder does not exist. Displayed if you do not have access privileges to the specified	Click [OK]. Specify the correct folder. Check access privileges to the specified folder.				
4	Specify a user master file.		Click [OK]. Specify a user master file.				
5	The specified user master file does not exist.	Displayed if you do not have access privileges to the specified file.	Click [OK]. Specify the correct user master file. Check access privileges to the specified user master file.				
6	Specify a device master file.		Click [OK]. Specify a device master file.				
7	The specified device master file does not exist.	Displayed if you do not have access privileges to the specified file.	Click [OK]. Specify the correct device master file. Check access privileges to the specified device master file.				
8	Line <line number=""> in the specified file <file name=""> is incorrect. Check the file.</file></line>	A total results file of an invalid format exists within the specified folder. (This error applies to total results files in which the format of the first line is valid but the format of the line before the header [except a header line] is invalid.) The format of the first line or header line of the specified master file is invalid.	Click [OK]. Check the format of the total results file. Check the format of the master file.				
9	There are no total result files in the specified [Total Result File Folder].	A total results file that qualifies for analysis does not exist in the folder. (An item shown on the file list of the File Selection window does not exist.)	Click [OK]. Specify the correct path to the total results file. Check the settings of analysis items.				
10	There is no data in the specified user master file.	file. A mistake could have been made when creating the master file.	Click [OK]. Specify the correct user master file. Check the contents of the specified user master file.				
11	There is no data in the specified device master file.	file. A mistake could have been made when creating the master file.	Click [OK]. Specify the correct device master file. Check the contents of the specified device master file.				
12			Click [OK]. Check whether the specified group descriptions exist or not in the master file. Select groups described in the master file.				
Ana	Analysis from Total Results -03: File Lists						
13	Specify a total file.		Click [OK]. Specify a total file.				

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No.	Message	Cause	Remedy		
14	There is no <unit> to analyze.</unit>		Click [OK].		
14		only).	Check the content of the specified total results files.		
Anal	ysis from Total results -04: Selecting users, user Groups, devices and	I device groups for Processing			
15	Specify the users.		Click [OK].		
15			Select a user.		
16	Specify the user groups.		Click [OK].		
			Select a user group.		
17	Specify the devices.	•	Click [OK].		
			Select a device.		
18	Specify the device groups.	o .	Click [OK].		
A I	vala frama Jala I liatam.		Select a device group.		
	ysis from Job History ysis from Job History -01: Selecting files for processing				
Anai		A folder was not specified.	Click [OK].		
19	Specify the [Job Log File Folder].		Specify the folder containing the job log file.		
	There are no job log files in the specified [Job Log File Folder].		Click [OK].		
20	There are no job log lifes in the specifica good Log File Folderj.		Specify the correct folder containing the job log file.		
	Specify a department ID master file.		Click [OK].		
21	oposity a department is made inc.		Specify a department ID master file.		
	The specified department ID master file does not exist.		Click [OK].		
00			Specify the correct department ID master file.		
22			Check the access privileges to the specified department ID master		
			file.		
	There is no data in the specified department ID master file.	There are no lines below the header line of the specified department			
23			Specify the correct department ID master file.		
		A mistake could have made when creating the master file.	Check the contents of the specified department ID master file.		
Anal	ysis from Job History -02: Specifying Period				
24	Specify an [End Date] that is after the [Start Date].		Click [OK].		
	0.11		Specify a correct date.		
25	Set the correct date.	· • · /	Click [OK].		
	There is no ich leg to engly =		Specify a correct date.		
	There is no job log to analyze.	, , , , , , , , , , , , , , , , , , , ,	Click [OK]. 1) Check whether the specified period is appropriate or not.		
26		<u> </u>	2) Check whether it is the correct job log file or not.		
20		2) There is no job log at all.	2) official whether it is the sofficial jubitog life of fist.		
		(There is nothing below the header line.)			
Common to All					
0.7	Are you sure to cancel the analysis?	An end confirmation dialog box is displayed when the [Cancel] is	Click [OK].		
27	•	clicked.			
	Cannot output the analysis results because it exceeds the output	Displayed if the number of lines required to display results in an	Click [OK].		
28	limit.	Excel file of analytical results exceeds the maximum number of lines	Narrow down the analysis range to within the output limit.		
		for Excel.			
	The process will be stopped because an unforeseen error has	Displayed if an unexpected error occurred.	Click [OK].		
29	occurred in the Accounting Management Analysis Tool.				
	Error Code: <error code=""></error>				

System Log

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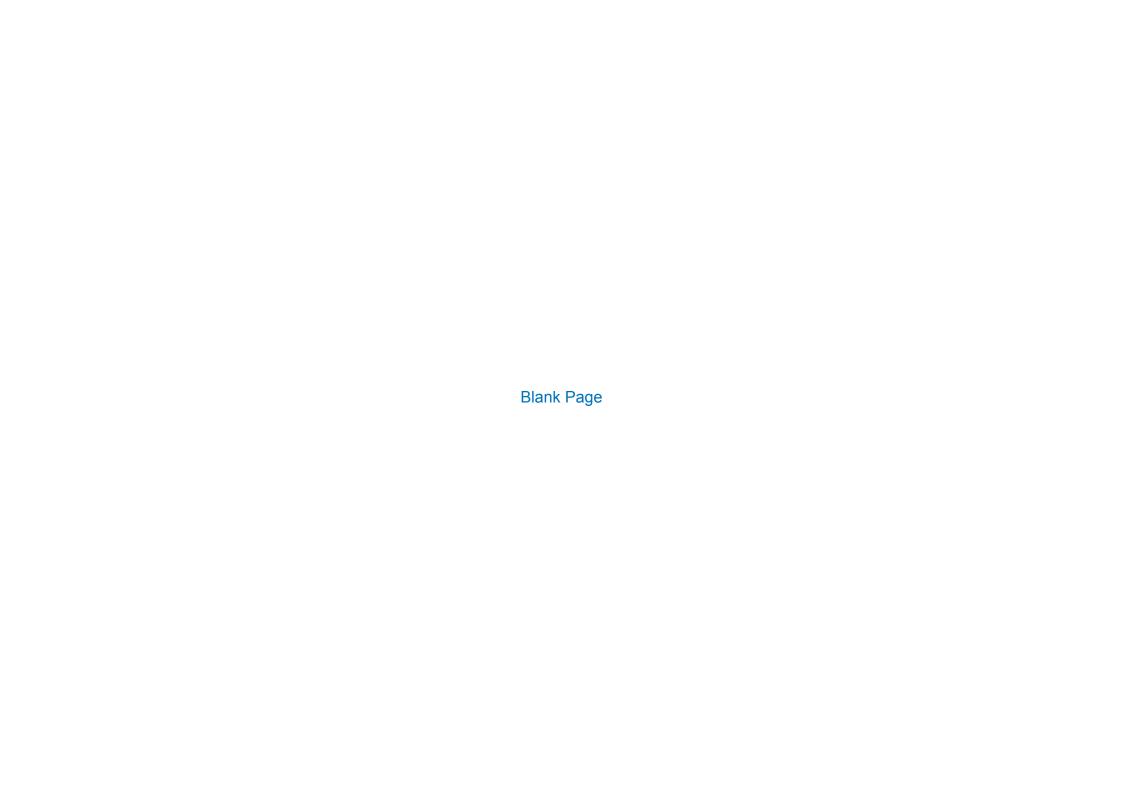
Accounting Management Plug-in System Log

code	Error Message	Cause	Measures/Solutions	Message type
1202040	1202040 Executing task stopped. (<plug-in name="">, <task name="">) Executing task stopped. (<plug-in name="">, <task name="">, <task name="">)</task></task></plug-in></task></plug-in>		-	Warning
1202041	Task deleted. (<plug-in name="">, <task name="">)</task></plug-in>	Registered task was deleted.	If necessary, check if the correct task is deleted.	Warning
2501011	Scheduled total stopped.	A scheduled total task is stopped.	-	Information
2501014	Scheduled total registered.	A scheduled total task is registered.	-	Information
2502014	Auto export of job history registered.	Auto export job history task is registered.	-	Information
2503080	Billing codes imported.	Billing codes are imported.	-	Information
2503081	Billing codes exported.	Billing codes are exported.	-	Security
2504072	Billing code initial settings updated.	Billing codes are updated.	-	Information
2505072	Usage limit settings updated.	Usage limit settings are updated.	-	Information
2506072	Initial settings updated.	The initial settings are updated.	-	Information
2506080	BMLinkS department code imported.	BMLinkS department codes are imported.	-	Information
2506081	BMLinkS department code exported.	BMLinkS department codes are exported.	-	Security
2507015	Could not add module to the Exceptions List of the Windows Firewall. (CmcpAmCpcaPole.exe)	Adding module to firewall exception list failed. This event could be logged when the exception list of Internet connection firewall (ICF) is needed and adding of module to the list is failed. Below cases are not necessary to add module to the exception list. Running on OS without ICF.functions. Already registered on list. ICF service has been suspended.	Manually register CmcpAmCpcaPol.exe in the exceptions list.	Error
2508015	Could not delete module from the Exceptions List of the Windows Firewall. (CmcpAmCpcaPole.exe)	Deleting module from firewall exception list failed.	Delete module from list manually.	Error
2509076	The maximum number of log files that can be saved was exceeded.	The number of saving log files for CPCA is exceeded the upper limits.	Log files that were not saved cannot be retrieved. Contact the system administrator as there is some problem with the system.	Error
2510081	Device information exported.	Device information is exported.	-	Security
9999999	<error details=""></error>	An error that could not be handled has occurred.	-	Critical
0302120	Execution result notified. (<task name="">)</task>	Notification of task execution results to inform that sending of email was successful.	-	Information
0302121	Execution result could not be notified. (<task name="">)</task>	Notification of task execution results to inform that sending of email failed.	Verify the Communications settings in the Configuration.	Error



User Management Plug-in System Log

code	Error Message	Cause	Measures/Solutions	Message type
0302120	Execution result notified. (<task name="">)</task>	Notification of task execution results to inform that sending of email failed.	-	Information
0302121	Execution result could not be notified. (<task name="">)</task>	Notification of task execution results to inform that sending of email failed.	Verify the [Communication Settings] in the [Configuration].	Error
1202040 Executing task stopped. (<plug-in name="">, <task name="">)</task></plug-in>		An executing task is stopped.	-	Warning
1202041	Task deleted. (<plug-in name="">, <task name="">)</task></plug-in>	Registered task was deleted.	If necessary, check if the correct task is deleted.	Warning
2601070	Domain added. (<domain name="">)</domain>	Domain is registered	-	Information
2601071	Domains deleted. (<domain name="">)</domain>	Domain is deleted	-	Information
2602080	Domain user management information imported.	Domain user information is inported	-	Information
2603081	Domain user management information exported.	Domain user information is inported	-	Security
2604080	Local user management information imported.	Local user information is exported	-	Information
2605081	Local user management information exported.	Local user information is exported	-	Security
2606072	,	Initial settings of department ID distribution is updated	-	Information
0007070	lupdated.			1 6 0
	Role initial settings updated.	Local settings were updated.	-	Information
9999999	<error details=""></error>	An error that could not be handled has occurred.	-	Critical



Appendix

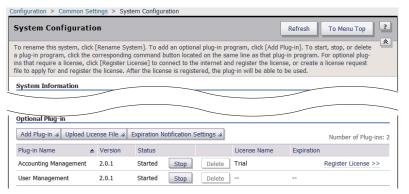
- **Version Confirmation Method**
- Terms

Version Confirmation Method



Option plug-in version confirmation

For confirmation of the version of an option plug-in, open [Environment Settings] > [Common Settings] > [System Configuration Management] on the [System Configuration Management] page of iWEMC/iWMC screen and confirm.



F-6-1

Terms

No.	Term	Meaning
1	AD (Active Directory)	A directory service introduced by Windows 2000 Server. Directory service is a service managing the names of data and programs on a network and associated attributes systematically (as a tree) according to an organizational structure or a geographical classification etc. and offering their updating and reference to the user. As Active Directory can handle Windows information such as user name, password, E-mail address, etc. as well as resources such as group name, printer/shared resource name, computer name, security policy, etc. systematically in tree form, it is suitable for the construction of large networks.
2	DNS (Domain Name System)	This is a system to correlate IP addresses assigned to computers connected to the Internet and to communication devices with domain names. Correlating an IP address and a domain name is called name resolution. The domain name can be obtained based on the IP address and vice versa.
3	DNS server	This is a server having a database which can convert the domain name of a server on the internet (example: www. w3.org) to an IP address (example: 18.176.0.26). A DNS server makes it possible for clients to connect to a server using a domain name instead of an IP address, which is a numerical value.
4	imageWARE	Canon imageWARE is a software group offering functions for efficient retrieval, creation, management, and distribution of documents in a business environment. ImageWARE supports on-demand printing and publishing.
5	IP Address	Internet Protocol Address. For determination of a computer on the Internet, a specific IP address must be assigned. There are two versions: IPv4 and IPv6. IPv4 is 32 bit address information, composed of four numbers from 0 to 255, delimited by periods (for example, 128.121.4.5). IPv6 is 128 bit address information, expressed as a hexadecimal number, divided by colons into 16 bit units.
6	MEAP application	This is an application running on MEAP (Multifunctional Embedded Application Platform). An application file with the extension "jar" and a license file with the extension "lic" are installed together.

No.	Term	Meaning
7	OU (Organization Unit)	This is a container object created for management of an organizational structure with the Active Directory, and it is also called an organization unit. As an OU has a hierarchical structure where multiple OUs can be created in an OU, it is suitable for systematic (tree-shape) management of an organization. Each hierarchical level is assigned to a department or a section, and it is used to manage the respective members.
8	SDL dedicated format	This is a format for exchange of user information which has inherited the SDL (Simple Device Login) authentication user information format which was the basis for Local Device Authentication. The file format is LDIF (LDAP Data Interchange Format), and the extension is "Idif." LDIF is a data exchange format used for information exchange with LDAP as the protocol used for Active Directory and other directory services, and it is also used for exchange of address book information for E-mail software etc.
9	SSL	Secure Socket Layer. This is a protocol for transmission of encrypted information over the Internet. HTTPS is the protocol which added the SSL data encryption function to HTTP as the protocol used for transmission of data between a Web server and a client (Web browser etc.).
10	SSO (Single Sign-On)	This is a login service which can operate in device units on a domain of an Active Directory environment network. There are the following three user authentication methods. • "Domain Authentication" • "Local Device Authentication" • "Domain Authentication + Local Device Authentication"
11	SSO-H (Single Sign-On H)	This is a login service which can operate in device units on a domain of an Active Directory environment network. There are the following three user authentication methods. • "Domain authentication" • "Local Device Authentication" • "Domain Authentication + Local Device Authentication"

No.	Term	Meaning
No. 12	Term User Authentication Method	Meaning There are the following three user authentication methods. "Domain authentication": This is a user authentication method performing authentication to a domain on the network simultaneously with login to a device in cooperation with the domain controller on the network in an Active Directory environment. In addition to the users belonging to the domain including the device, the users belonging to up to 200 domains in a trusted relation with that domain can be authenticated. "Local Device Authentication" This is a user
		authentication method which can be used in device units. The user to be authenticated is registered/ managed in a database in the device. "Domain Authentication + Local Device Authentication": This is a user authentication method provided with the functions of domain authentication and local device authentication. It performs mainly domain authentication with authentication of user registered/ managed by Active Directory, and it is convenient for local device authentication of temporary users which cannot be added to Active Directory.
13	Host Name	This is a name corresponding to an IP address given to devices configuring a network.
14	Login Service	This is a service performing user authentication for use of devices. Authentication is performed by user name, password, etc. in order to authenticate official users. Login services used by devices include DefaultAuthentication (Department ID Management), SDL (Simple Device Login), SSO (Single Sign-On), SSO-H (Single Sign-On H), etc.
15	Data collection server	This is a server computer with an Accounting Management plug-in/User Management Plug-in added to iWEMC/iWMC.
16	Device	A multifunctional device or a printer.
17	Devices other than imageRUNNER ADVANCE	Canon multifunctional devices other than imageRUNNER ADVANCE.
18	Total device	A multifunctional device or a printer for which the Accounting Management plug-in collects job histories.
19	ClickOnce	A technique for distribution of Windows application via a Web browser to client computers.
20	CPCA Polling	Method of Accounting Management Plug-in to collect the job history directly. It also calls "Dedicated Port."

T-6-1

