SEND for Color imageRUNNER C1030/C1030iF

SERVICE MANUAL

Canon

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 CANON SEND for Color imageRUNNER C1030/C1030iF REV. 0 PRINTED IN U.S.A.

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.

The following paragraph does not apply to any countries where such provisions are inconsistent with local law.

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Caution

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

Symbols Used

This documentation uses the following symbols to indicate special information:

Symbol	Description
	Indicates an item of a non-specific nature, possibly classified as Note, Caution, or Warning.
	Indicates an item requiring care to avoid electric shocks.
	Indicates an item requiring care to avoid combustion (fire).
	Indicates an item prohibiting disassembly to avoid electric shocks or problems.
	Indicates an item requiring disconnection of the power plug from the electric outlet.
Memo	Indicates an item intended to provide notes assisting the understanding of the topic in question.
REF.	Indicates an item of reference assisting the understanding of the topic in question.
	Provides a description of a service mode.
Error	Provides a description of the nature of an error indication.

The following rules apply throughout this Service Manual:

1. 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.
2. 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."

Contents

Chapter 1 Specifications

Contents

1.1 Specifications

1.1.1 Send Specifications

T-1-1

Send to file server	
Communication Protocol	FTP (TCP/IP), SMB (TCP/IP)
Data Format	TIFF (B&W), PDF (B&W) (OCR), JPEG (Color), PDF (Color) (Compact) (OCR)
Resolution	TIFF, PDF (B&W) (OCR): 100 x 100 dpi, 150 x 150 dpi, 200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi, 300 x 300 dpi, 400 x 400 dpi, 600 x 600 dpi JPEG, PDF (color) (OCR): 100 x 100 dpi, 150 x 150 dpi, 200 x 200 dpi, 300 x 300 dpi, 600 x 600 dpi PDF (color) (compact) (OCR): 300 x 300 dpi
System Environment	Windows XP Professional/Home Edition, Windows 2000 Server/Professional (SP1 or later), Windows Vista, Windows 7, Windows Server 2003, Windows Server 2008, Solaris Version 2.6 or later, Mac OS X, Red Hat Linux 7.2
Interface	100BASE-TX, 10BASE-T
Color Mode	Color, B&W (black and white)
Original Type	Text, Text/Photo, Photo
E-mail and I-Fax Features	
Communication Protocol	SMTP, POP3, I-FAX (Simple mode)
Data Format	TIFF (B&W), PDF (B&W) (OCR), JPEG (Color), PDF (Color) (Compact) (OCR)
Resolution	I-Fax: 200 x 100 dpi, 200 x 200 dpi, 204 x 98 dpi, 204 x 196 dpi TIFF, PDF (B&W) (OCR): 100 x 100 dpi, 150 x 150 dpi, 200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi, 300 x 300 dpi, 400 x 400 dpi, 600 x 600 dpi JPEG, PDF (color) (OCR): 100 x 100 dpi, 150 x 150 dpi, 200 x 200 dpi, 300 x 300 dpi, 600 x 600 dpi PDF (color) (compact) (OCR): 300 x 300 dpi
System Environment	Windows XP Professional/Home Edition, Windows 2000 Server/Professional (SP1 or later), Windows Vista, Windows 7, Windows Server 2003, Windows Server 2008, Solaris Version 2.6 or later, Mac OS X, Red Hat Linux 7.2

Chapter 2 Functions

Contents

2.1 Basic Function

2.1.1 Security restrictions

Following items are not supported.

T-2-1

Function	Details
APOP	One of POP3 authentication exchange functions APOP (Authenticated Post Office Protocol) is a function to encrypt password. For the usage, a mail server should support this protocol. This function is not supported.
IMAP-AUTH	One of POP3 authentication exchange functions IMAP (Internet Message Access Protocol)-AUTH exchanges authenticated character strings of IMAP4 on POP3 using AUTH command and protects user information, such as password, from network eavesdroppers. For the usage, a mail server should support this protocol. This function is not supported.
S/MIME	This performs security communication using S/MIME (Secure Multipurpose Internet Mail Extensions). It encrypts mail data with public key and decodes them with secret key. This function is not supported.
Digital ID:	Digital ID is a method to check if e-mail data sent is not falsified. This function is not supported.
Firewall:	This is to set firewall in FTP transmission. This function is not supported.

2.1.2 IP address setting order

Following is described on condition that each protocol is set to on.

IP address setting order

- At startup, if [DHCP/BOOTP] in user data is set to on, it enables a user to obtain IP Address.
- At startup, if [RARP] in user data is set to on, it enables a user to obtain IP Address.
- If automatic obtainment of IP Address fails, a network works with the IP Address specified at [IP Address] in user data.
- At startup, if [Automatic address obtainment] in user data is set to off, a network works with the data specified at [IP Address], [Subnet Mask], [Default Gateway], or [DNS Server] in user data.
- If automatic obtainment of IP Address fails or if IP Address specified at [IP Address] in user data is 0.0.0.0, IP Address can be set by either ARP method or Canon Configuration Protocol V3 method. If data of [Network setting] in user data are changed, the change becomes effective after the power is turned off and on.

List of available protocols

T-2-2

Hierarchy	**Protocol**	**Protocol**	**Outline**
Network layer	ARP	Address Resolution Protocol	This is used to obtain MAC address of device from IP address
	RARP	Reverse Address Resolution Protocol	This is used to obtain IP address of device from MAC address.
	IP	Internet Protocol	This is a number (no overlaps) to identify own device or other device on the network.
	ICMP	Internet Control Message Protocol	This is used to return error to the source when IP transmission trouble occurs. This is used to reply to ping command or others.
Transport layer	TCP	Transmission Control Protocol	This is a connection type protocol on the IP. A system to check transmitted data is incorporated.
	UDP	User Datagram Protocol	This is a connection-less type protocol on the IP. This is lower in credibility compared with TCP, but is used in DHCP or SNMP, as the processing uses less memory.

Hierarchy	Protocol	Protocol	Outline
Session layer Application layer	Port-9100	Port-9100(rawTCP)	Port-9100(rawTCP) This is used to print data sent to the port number 9100 of TCP. Port-9100 is available when [Use Port-9100] in user data is set to [Use] and [Port number of Port-9100] is set. This supports interactive communication (send/receive).
	LPR/LPD	Line Printer Remote/Line Printer Demon	LPR is a command to output data to the network printer. LPD is a system to receive LPR command. This supports only one-way communication (to device). This does not support queue. LPD function is available when [Use LPD] in user data is set to [Use] and [LPD port number] in user data is set.
	HTTP	Hyper Text Transfer Protocol	This is a protocol to send/receive contents between Web server and Client. It is used in RemoteUI.
	SNMP	Simple Network Management Protocol	This is a protocol to manage clients connecting to the network. It enables to collect device information by using MIB (Message Information Base) on the SNMP. SNMP function is available when [Use SNMP] in user data is set to [Use] and [SNMP port number] in user data is set.
	BOOTP/DHCP	BOOTstrap Protocol/Dynamic Host Configuration Protocol	BOOTP is used to obtain settings of IP address, Subnet Mask, Default Gateway, or DNS Server Address. DHCP, improved BOOTP, has a function to distribute IP Address to clients.
	DNS Resolver	Domain Name System Resolver	This is software to carry out name resolution of computer and IP address by registering name server to inquiry in advance.

2.2 New Function

2.2.1 Store scanned documents in a USB memory

This machine enables you to store scanned documents in a USB memory.
Setting of "Restricting Sending Documents to a USB Memory".
Additional Func > System Management Set > Memory Media Settings

This function restricts jobs through the USB port on the side body of the machine. This function does not affect job through the USB memory connected to the right side of the control panel.

USB memory-related error code

T-2-3

Cord	Description	Action
#0401	The USB memory is full or the maximum number of files that can be stored in the root directory (the top level of the directory tree in the USB memory) has been reached.	Delete unnecessary files in the USB memory or organize the files in the root directory by moving existing files to a newly created folder.
#0403	The job failed because the same file name existed. Generally, if the same file name exists, a file will be automatically renamed by adding a number, which ranges from 1 to 999, to the tail of its file name in order to avoid naming conflicts. However, this error occurred because the file with the same number already added to its file name existed.	Rename the file, and then write the data again.
#0404	The job failed because the write protect switch of the USB memory was ON.	Turn OFF the write protect switch of the USB memory.
#0406	The job failed because the medium was pulled out while the job was in progress.	Confirm that the medium is properly inserted, and then write the data again.
	An error has ocurred while data, such as image data, were being transferred to the medium. (The connected medium may be formatted with a file system that is not supported by the machine.)	Check the status of the medium, or make sure that the medium is formatted with a file system supported by the machine (FAT16 or FAT32), and then try again.
#0407	The length of the full path to the specified file (or folder) exceeded the supported limit.	The limit of the length of the full path is 120. Change or shorten the file name to be written.
#0703	The memory for image data is full when sending color documents.	Wait a few moments, and then try sending again after other send jobs are complete.
		Erase documents stored in memory. If the machine still does not operate normally, turn the main power OFF, and then back ON.

Cord	Description	Action
#0816	You have reached the quota for the number of pages you can scan for faxing.	Reset or increase the page quota or contact your system administrator.
#0821	You have received data that cannot be processed (TIFF analysis error).	Check the settings, and then ask the sender to resend the data.
	The read job failed because TIFF or JPEG files were not supported or the image data was corrupted.	Confirm that the supported file format is used, and then read data again.

2.2.2 Support the NTLMv2 certification

When You perform SMB transmission, with the folder under the Windows domain management, You manage either following authentic method.
Because it is certified by ID and a password, a user does not have to be conscious of which authentic method you login.
The NTLMv2 certification came to support it than this model.

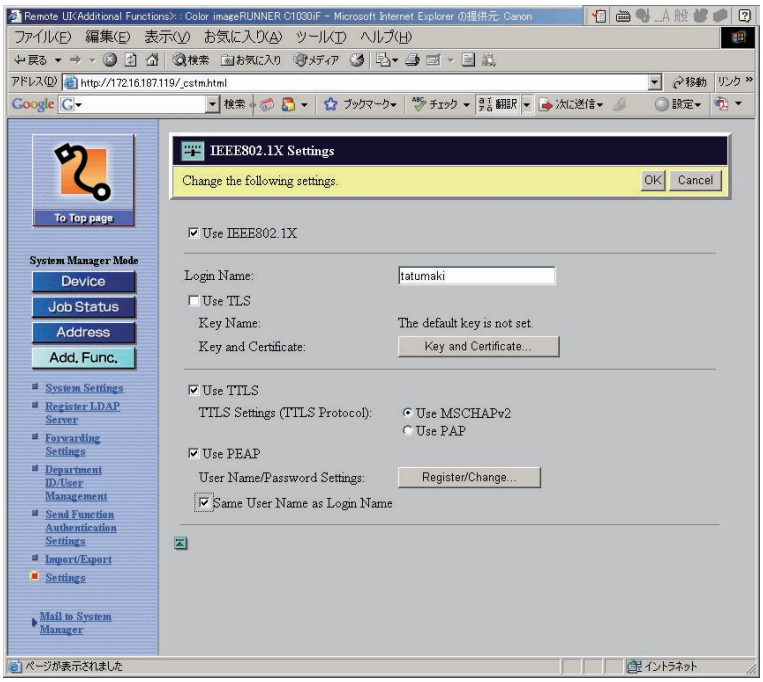
- The plaintext certification
- The NTLMv1 certification
- The NTLMv2 certification

Note:

When You login in user ID registered with a domain, You input ID into a user name.
When You login in user ID registered with another domain, You appoint a user name in "domain name \ user name".

2.2.3 IEEE802.1X Settings

For IEEE802.1X, the RADIUS server requires user authentication from the supplicant (machine) when connecting to a network.
Authentication information is managed collectively with the RADIUS (Remote Authentication Dial In User Service) server, and then the supplicant is authenticated.
Invalid access can be prevented because this authentication method permits only supplicants authenticated by the RADIUS server to connect to the network via an authenticator. The authenticator blocks communication from supplicants not authenticated by the RADIUS server.
From this model, setting was enabled on RUI.



F-2-1

IEEE802.1X Authentication Problems and Remedies

T-2-4

Error message	Cause	Remedy
IEEE802.1X error. Set the correct cert. information.	The correct client authentication information (the key pair and certificate, user name and password, and the CA certificate) is not set.	Confirm the set authentication method and authentication information (the key pair and certificate, user name and password, and CA certificate).
IEEE802.1X error. Change the password.	The password has expired.	Set a new password.
IEEE802.1X error. Check authentication settings.	The specified authentication method of the machine does not match the authentication method of the RADIUS server.	Confirm whether the authentication method specified for the machine and the authentication method specified for the RADIUS server match, and specify the correct authentication method if necessary.
IEEE802.1X error. The certificate has expired.	The server certificate sent from the RADIUS server has expired.	Confirm the expiration date for the server certificate of the RADIUS server.

Error message	Cause	Remedy
IEEE802.1X error. The certificate is incorrect.	An error occurred when verifying the server certificate sent from the RADIUS server using the CA certificate.	Confirm the contents of the server certificate of the RADIUS server, as well as the CA certification registered on the machine.
IEEE802.1X error. Cannot analyze the certificate.	The machine failed to analyze the server certificate sent from the RADIUS server.	Confirm the server certificate contents of the RADIUS server.
IEEE802.1X error. No reply from the destination.	An error occurred when communicating with the authenticator.	Confirm the authenticator (LAN switch) settings, as well as the RADIUS server settings.

Note:
Whenever there is a re-certification request from the authenticator(LAN Switch) even if the machine become the sleep mode, the machine return from sleep.

Chapter 3 Installation

Contents

3.1 Points to Note About Installation

3.1.1 Overview of the Installation Procedure

It is contents about the license option as follows.
Following mention is not related in the standard equipment model.

As a rule, the user is expected to obtain a license key and register it to the device. Detailed instructions are found in the User's Guide. The following is an outline of the instructions:

1. Using the following URL, access the LMS, and obtain the license key by following the instructions shown on the screen:

http://www.canon.com/lms/license/

Memo:
A license key is issued in exchange for the 16-digit number indicated on the License Access Number Certificate and the serial number of the device (e.g., ABC01234) to which the license will be registered. The device serial number will be indicated in response to a press on the Counter key on the iR device (under [Serial Number]).

2. Copy the 24-digit number shown on the Web browser screen in the space given for the purpose on the License Access Number Certificate sheet.

Caution:
Be sure to double-check the number to avoid an error. Be sure that the user is aware of the importance of the License Access Number Certificate and that it must be stored away in a safe place.

3. Make the following selections: Additional Functions>System Management Set>Register License. Then, type in the 16-digit number, and click [Execute]. In response, the license key will be registered and the appropriate functions will be enabled. Otherwise, any of the following error messages will appear:

"The number of the license key is not correct. Check the license key."
>> Make sure that the license key is not issued for a different device.
>> Make sure that the number has been correctly typed in.
>> Make sure that the license key is the correct one.

"The function has already been enabled."
>> Make sure that the Kit has not already been enabled.

4. Hold down the control panel power switch for 3 sec or more. Follow the instructions shown on the screen for shut-down sequence so that the main power switch may be turned off. Turn off the main power switch, wait for 10 sec, and turn it back on.

5. The registered license will become valid when the device is turned back on. When it has started normally, press the Counter key, and click the Device Configuration button to make sure that the Kit is indicated as part of the options.

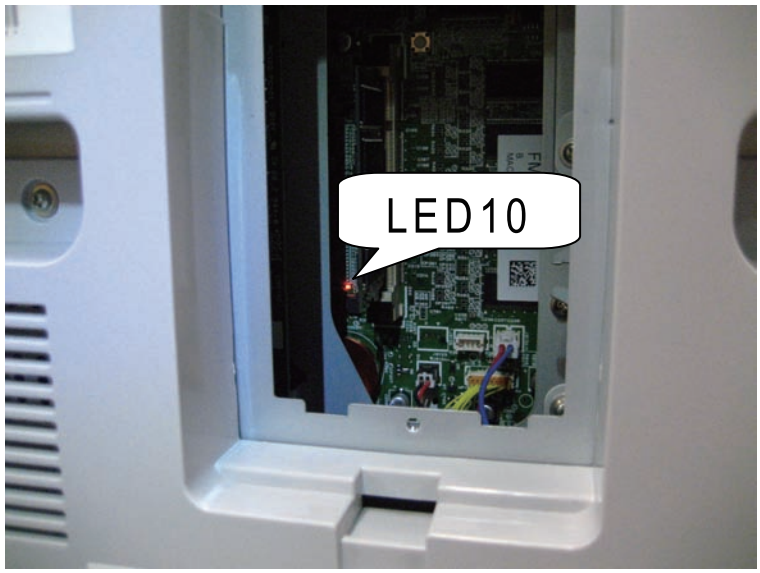
Chapter 4 Maintenance

Contents

4.1 Notes when service

4.1.1 Secondary battery

Host mathine include secondary battery which backup FAX's snd Send images at the time of blackout.
The external specification of this is as follows.
- When a battery is cut, the image backup data for FAX and Send disappear. You can back up the image files over one hour by charging battery more than two hours.
- Because red LED(LED10) on the controller turns on, You can confirm the state that backup functions.



F-4-1

4.2 Reference matter in market service

4.2.1 Recommended setting of system management information

When multiple users use a host machine, it is necessary to advise each user to set the system management information.
Setting ID and password of system administrator on the operation unit under [Additional Functions] > [System Management Set] > [System Manager Info. Set.] has an effect of restraining the third person from falsifying information, for the ID and password are required when a user carries out an important setting of the host machine.
Under the environment that the setting is not done, if a user who does not sufficiently know operation situation of the host machine tries to change the setting, following troubles may occur.
- When the user changes [User ID Management] from [off] to [on], copying operation cannot be done unless ID and password are input.
- When each setting is changed on the network from RUI, that enables to falsify data of address book or delete log.
- When TCP/IP fixed address is changed on the network setting, printing operation via network cannot be done until the port setting is changed.
- When usage restriction of USB device is changed to [on], printing operation via USB becomes disabled.

4.2.2 Department ID Management

Function:
If Department is registered in Department ID Management, users are required to input the Department ID and password when inputting data from the operation unit of iR host machine. Also, the registration enables to restrict usage and control the usage number of times of Total Parts, Copy, B&W Scan, Color Scan, or Print.
Setting method:
Register Department ID in Department ID Management under Additional Functions>System Setting.
Operation outline:
Department ID can be registered in [Department ID management] from the operation unit of iR host machine even though [System Manager Settings] is not done. When registering data in [Department ID Management] using RUI, you need to register yourself as a system manager in [System Manager Settings] and login as a system manager.

4.2.3 Deleting All CA Certificate

You can erase All CA certificate which a user installed collectively when You carry out the following service mode.

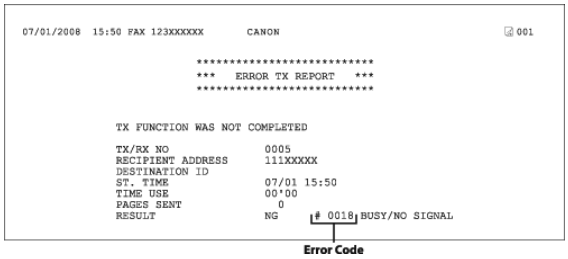
COPIER > Function CLEAR > CA-KEY
Reboot is necessary after practice.
The CA certificate returns to a state at the time of the factory shipment.

4.3 Related Error code

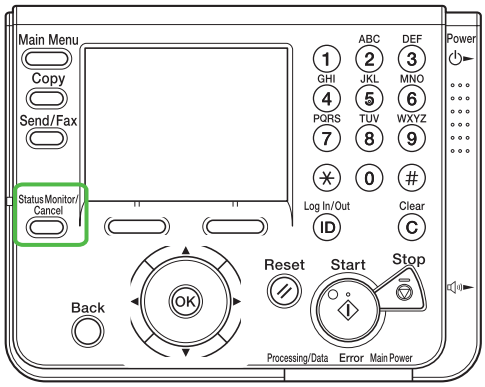
4.3.1 The viewpoint of Error Codes

Error codes are four columns of codes that are recorded in transmission error report or reception error report when error happened.
It is able to check error codes in detailed information screen of the job log of the system status screen.
An error code is four columns of #XXXX with the output paper, but it is displayed with three columns of #XXX on the touch panel.
Refer to the following entry about error codes.

Error code details see below.
Color imageRUNNER C10360/C1030iF e-Manual
Troubleshooting > Error Codes

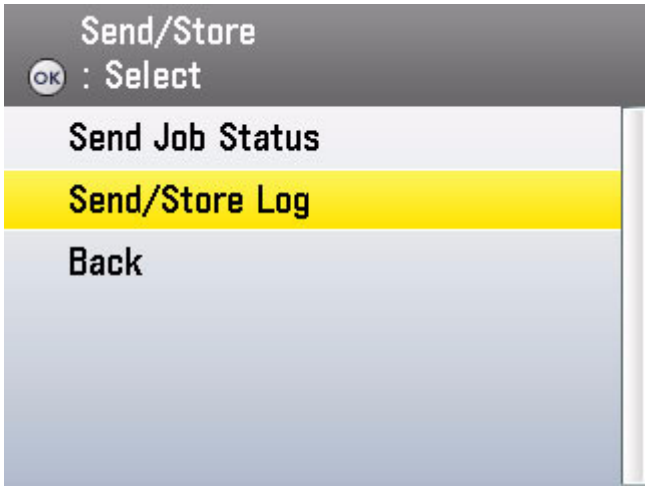


F-4-2



F-4-3

F-4-4



F-4-5

F-4-6

F-4-7

4.4 Related Service Mode

4.4.1 Management of a License

Overview
1. Validate an optional function which has been installed but has not been validated based on the license key issued by a license issue server (hereinafter called "LMS").

2. Invalidate the function for which a license has been already set up.
Details
1. Validate a license by entering the license issued by LMS via the local UI.

2. The license key issued by LMS cannot be entered via the remote UI.

3. Invalidate a license (Set the function to OFF) via the service mode.

4. Validate a license via the service mode.

5. A license with restriction (with an expiration date, restriction in the number of licenses) is not supported. (Restriction information is not read.)

6. Some optional functions installed are in dependent relationship with each other. For example, when using [Function A], [Function B] should be available. In this case, [Function B] is called a slave option of [Function A]. Installation of the slave option fails when it is found that the master option is not validated as a result of verification of the dependent relationship.

7. Decoding and verifying a license key
Decode an entered license key and examine the validity of the license information obtained. When an error occurs during verification, the error information is sent back to the local UI, which displays an error message based on the information.
Verification errors are assumed to occur in the following cases.
- When a license is installed in a non-licensed device
- When an optional function included in the license does not exist in the target device
- When an optional function included in the license is a slave option and a master option is not validated
- When an incorrect license key is entered
- When a license key is illegally altered

8. The PCL license is in a dependent relationship with the BarDIMM license as indicated in 6. Unless the PCL function is validated, the BarDIMM license cannot be added.
(1) PCL/BarDIMM OFF
The BarDIMM license cannot be added.
The PCL license can be added.
(2) PCL ON/BarDIMM OFF

The BarDIMM license can be added.
The PCL license can be transferred or erased.
(3) PCL OFF/BarDIMM ON
This condition is created when the PCL license is transferred or erased in the condition of (4).
> The BarDIMM license is ON, but it is not activated.
(4) PCL/BarDIMM ON
The PCL license can be transferred or erased.
The BarDIMM license can be transferred or erased.

4.4.2 Checking the License Option

To check whether the license option is validated or not, output SPEC REPORT in the service mode and check the items displayed under ACTIBAT FUNCTION.
Output Procedure:
Enter the service mode.
Select #COPIER.
Select #Function.
Select #MISC-P.
Select #OUTPUT > SPEC and press the OK key.
Check the items displayed under ACTIBAT FUNCTION in SPEC REPORT. Items for which ON/ON is displayed are validated.

SPEC REPORT EXAMPLE:

```
***********************
***   SPEC REPORT   ***
***********************

TYPE                          ----*    U.S.A
LBP SPEED                     ----*    28cpm
TOTAL MEMORY                  ----*    768MB
MAIN                          ----*    WLaa-05-10
OPTION                        -----
BOOT                          ----*    BOOT-V0060
LANG                          -----
LANG LIBRARY                  -----    0000020A
LANG FILE
   LATVIAN                    ----*    0000020A
   LITHUANIAN                 ----*    0000020A
   DANISH                     ----*    0000020A
   CZECH                      ----*    0000020A
   NORWEGIAN                  ----*    0000020A
   CHINESE(TRAD.)             ----*    0000020A
   TURKISH                    ----*    0000020A
   SLOVENE                    ----*    0000020A
   SLOVAK                     ----*    0000020A
   RUSSIAN                    ----*    0000020A
   ROMANIAN                   ----*    0000020A
   KOREAN                     ----*    0000020A
   HUNGARIAN                  ----*    0000020A
   CROATIAN                   ----*    0000020A
   GREEK                      ----*    0000020A
   ESTONIAN                   ----*    0000020A
   CHINESE(SIMP.)             ----*    0000020A
   CATALAN                    ----*    0000020A
   BULGARIAN                  ----*    0000020A
   SWEDISH                    ----*    0000020A
   PORTUGUESE                 ----*    0000020A
   POLISH                     ----*    0000020A
   DUTCH                      ----*    0000020A
   ITALIAN                    ----*    0000020A
   GERMAN                     ----*    0000020A
   FRENCH                     ----*    0000020A
   FINNISH                    ----*    0000020A
   SPANISH                    ----*    0000020A
   JAPANESE                   ----*    0000020A
   ENGLISH                    ----*    0000020A
ECONT                         ----*    0204
OPT-DUP                       ----*    0100
OPT-FIN                       -----    0000
MEDIA                         ----*    0008
ACTIBAT FUNCTION
   BDL-IMAGE(1200)            -----    OFF
   FAX                        ----*    ON
   NETWORK                    -----    ON
   PCL                        -----    ON
   PC-SCAN                    -----    OFF
   BW-SEND                    -----    ON
   CL-SEND                    -----    ON
   PAF                        -----    ON
   BDL-IMAGE( 600)            -----    ON
   E-RDS                      -----    ON
   BAR-DIMM                   -----    ON
   SEARCHABLE-PDF             -----    ON
   eAM                        -----    OFF
   eLA                        -----    OFF
   PS                         -----    ON
PARAM
   TYPE                       -----    2 : US
```

F-4-8

```
    OPTION/ENABLE SW
        BDL-IMAGE(1200)          -----    OFF  / OFF
        FAX                      -----    ON   / ON
        NETWORK                  -----    ON   / ON
        PCL                      -----    ON   / ON
        PC-SCAN                  -----    OFF  / OFF
        BW-SEND                  -----    ON   / ON
        CL-SEND                  -----    ON   / ON
        PAF                      -----    ON   / ON
        BDSS                     -----    OFF  / OFF
        BDL-IMAGE( 600)          -----    ON   / ON
        COUNTER                  -----    ON   / ON
        E-RDS                    -----    ON   / ON
        BAR-DIMM                 -----    ON   / ON
        SEARCHABLE-PDF           -----    ON   / ON
        eAM                      -----    OFF  / ON
        eLA                      -----    OFF  / OFF
        PS                       -----    ON   / ON
    BODY No.                     ----*    HFP00039
    ENGINE CODE                  -----    20060024
    SIZE TYPE                    -----    2 : INCH
    PRODUCT NAME                 ----*    Color imageRUNNER C10301F
TOTAL
    TTL                          ----*    0000708
    COPY                         -----    0000448
    FAX-PRT                      -----    0000003
    PDL-PRT                      -----    0000220
    RPT-PRT                      -----    0000037
    MEDIA-PRT                    -----    0000000
    PICT-PRT                     -----    0000000
    TONER-YELLOW                 ----*    0000000
    TONER-MAGENTA                ----*    0000000
    TONER-CYAN                   ----*    0000000
    TONER-BLACK                  ----*    0000000
OPTION ROM                       -----     0MB
USB MEMORY                       -----    OFF
SD CARD                          -----    0MB
USB SERIAL No.                   ----*    000085B6B2D2
MAC ADDRESS                      ----*    00 00 85 B6 B2 D2
NUMBER OF LOGS
    ACTIVITY ( FAX )             -----      0
    ACTIVITY                     -----      0
    PRINT JOB ACCOUNT
        COPY                     -----      7
        PDL PRINT                -----      3
        RX PRINT                 -----      0
        REPORT                   -----      2
        MEDIA/PICT BRIDGE        -----      0
    JAM                          -----      1
    SERVICE CALL                 -----      0
    ENVIRONMENT                  -----      0
    ALARM                        -----      0
COUNTER                          ----*    ON
FLICKER ADJ PRM                  -----    15
```

F-4-9

A license option confirmation example

To check the validation of license option, see the SPEC REPORT. The details according to the list shown below.

T-4-1

Item Name	License Name	Status/Optional Setting
Color Universal SEND	BW-SEND	ON/ON
	CL-SEND	ON/ON

4.4.3 Invalidating Transfer of a License

Invalidating Transfer of a License

Situation where this service mode is used

This service mode is used to invalidate a license under the assumption that, when a device is exceptionally replaced with another one due to a trouble (caused by the device), the license is transferred to another device. This operation is called "invalidating transfer of a license". Since it is possible to select the same device as a destination of the transfer, this service mode can be also used to invalidate a function on a temporary basis. Careful attention, however, is required because, if you invalidate a function by mistake, you need to contact a sales company for recovery.

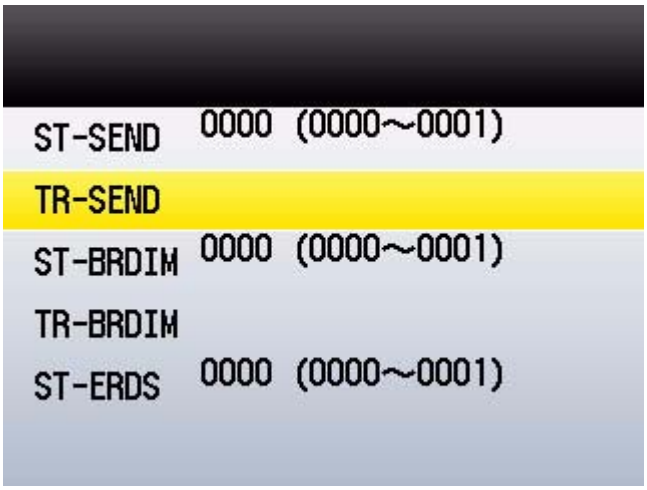
Procedure to invalidate transfer

When invalidating transfer of a license, it is necessary to invalidate the license by entering the service mode and issue a function invalidation certificate key, which certifies that the license has been invalidated. This operation can be executed for each optional function. At the point when a function invalidation certificate key is issued, the function is invalidated and becomes unavailable. When you report this function invalidation certificate key, the serial number of the transfer origination device, the serial number of the transfer destination device, and the reason why you need to perform the transfer to a sales company, a new license key is issued for installation for the transfer destination device. Be sure to write down the new license key when you receive it and, when it is registered in the transfer destination device successfully, inform the user of the new license key and explain him/her to keep it at hand.

Operation Procedure

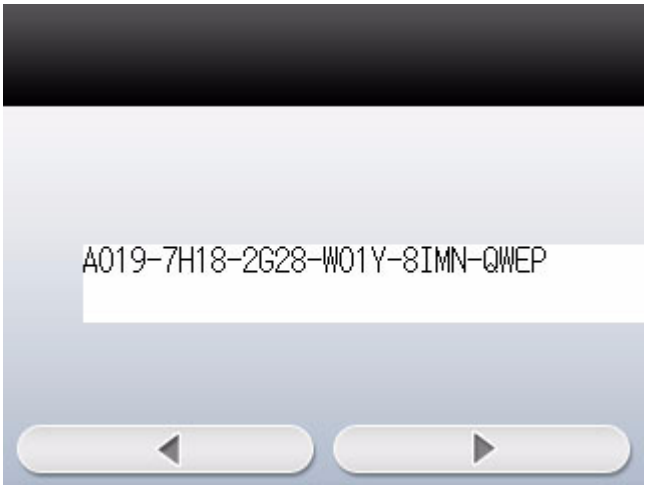
(1) Enter the service mode and display the following service mode. (Press one key at once to enter the service mode in the order of "Main, 2, 8, Main".)

When you have entered the service mode, use the upper and lower arrow keys to display items, and press the OK key to fix the setting.
(2) Display LCNS-TR by selecting Copier > Option > LCNS-TR.
(3) Press the OK key and display #LMS INACTIVE.
(4) Select a desired license from valid ST licenses for which 0001 is displayed, and press the OK key.
(5) Press the OK key.



F-4-10

(6) Press 0 using the numeric key and press the OK key.
(7) Select a TR item under the item of which the number was changed, and press the OK key.
An example in which a function invalidation certificate key is displayed



F-4-11

(8) Turn OFF/ON the power of the main unit.
For Reference:
When a license option is displayed in Procedure (3), 0001 is displayed. The last "1" shows that the license is validated by license authentication.
After the license is transferred, the last number is again changed to "0".
Details about the last number:
1: The function is validated.
2: The function is invalidated, or a license is transferred.
(9) When you contact the contact section of the sales company and report a function invalidation certificate key required for license transfer, the serial number of the transfer origination device, and the serial number of the transfer destination device, a new license key that can be registered to the transfer destination device is issued.
(10) Register the new license key to the transfer destination device and make sure that the function is validated.

4.4.4 Erasing a License

It is contents about the license option as follows.
Following mention is not related in the standard equipment model.

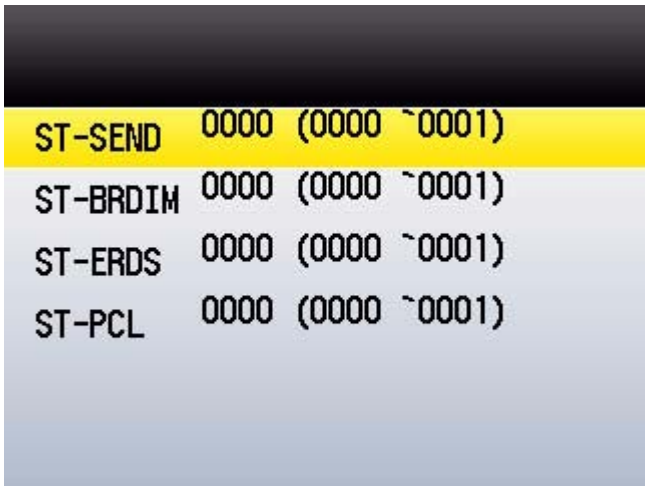
Erasing a License

When you invalidate a license option on a temporary basis or when you do not use it for a long period of time, you can invalidate the function by erasing the license.
The license can be validated by registering the license number again.

Procedure to erase a license
You can erase a license by entering the service mode.

Operation Procedure

(1) Enter the service mode and display the following service mode.
When you have entered the service mode, use the right and left arrow keys to display items, and press the OK key to fix the setting.
(2) Display LCNS-OF by selecting Copier > Option > LCNS-OF.
(3) Press the OK key and display #LMS ERASE.
(4) Select a desired license from valid ST licenses for which 0001 is displayed, and press the OK key.



F-4-12

(5) Change the number to 0 and press the OK key.
(6) Turn OFF/ON the power of the main unit.
For Reference:
There is no function to display the license registration numbers in the main unit. Therefore, when there is a possibility to restore the license after erasing it, make sure that a user has written down the license registration number.
When a license option is displayed in Procedure (4), 0001 is displayed. The last "1" shows that the license is validated by license authentication.
After the license is erased, the last number is again changed to "0".

Details about the last number:
1: The function is validated.
0: The function is invalidated, or a license is transferred.

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Canon