



Frequently Asked Questions

eMaintenance

Remote Monitoring Service for Canon Multifunction Devices



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General

1. What is eMaintenance?

eMaintenance is a service that allows for remote monitoring of your devices. It helps automate tasks such as toner replenishment, firmware updates and meter reading. It also provides proactive maintenance alerts, reducing downtime and improving overall device performance.

2. How does eMaintenance work?

eMaintenance uses remote monitoring technology to collect device data, such as usage patterns, consumable levels, and performance status. This data is sent to a centralized cloud-based system (Universal Gateway 2), which then notifies Canon team to process toner replenishment or react to maintenance alerts based on the device's condition.

3. How does eMaintenance automate toner replenishment?

eMaintenance automatically monitors the toner levels of your devices in real time. When the toner level drops below a certain threshold, the system triggers a notification to Canon to process your consumable order without the need for manual intervention, ensuring that your devices are always stocked and reducing the risk of downtime due to low supplies.

4. How does eMaintenance simplify billing?

eMaintenance automates meter readings and usage tracking, providing accurate and timely billing information. This eliminates the need for manual meter readings and human errors, streamlining the entire billing process.

5. How does eMaintenance provide proactive maintenance?

By continuously monitoring device performance, eMaintenance automatically detects anomalies and alerts service teams to take proactive intervention. This reduces downtime and ensures your devices operate smoothly.

6. How do I know if my device is eligible for eMaintenance?

eMaintenance is available for a wide range of device models across our fleet. To confirm the specific eligibility of your device, refer to the *Supported Device List* provided by Canon. If you need further assistance, feel free to contact our support team.

7. Is eMaintenance included in my service agreement?

Yes, eMaintenance is designed to complement your service agreement by offering automated monitoring and remote support. The service is typically included as part of your service agreement with us if your Canon device is eligible for connection. However, there may be additional charges for certain features or specific service packages. For detailed information regarding the cost or inclusion of eMaintenance in your plan, please contact your account representative or refer to your service agreement.

8. How do I register my device for eMaintenance?

The registration to eMaintenance will be managed by Canon support team as soon as you commence your Sales and Service Agreement with Canon.

9. What is the time required to setup eMaintenance for my device?

Depending on the network connection speed, usually it takes less than 5 minutes to enable eMaintenance service.

10. What should I do if my device loses connection to eMaintenance?

If your device loses connection to eMaintenance, you may consider doing these steps:

- **Check the Network Settings:** Ensure the device is properly connected to the network and that there are no disruptions in your network configuration.
- **Access User Mode on the Device Panel:** Navigate to the user mode on the device panel and perform a communication test to check if the device can reconnect to eMaintenance.
- **Contact Support:** If the issue persists, reach out to our support team for assistance in restoring the connection. Be prepared to provide your device model, error message (if any), and any recent changes to your network or device configuration.

11. If I replace/upgrade my device, will the new device automatically connect to eMaintenance?

No, Canon engineers need to configure the new device to connect to eMaintenance.

Technical

12. What is UGW2 server? Will Canon reveal the Global IP address of the UGW2 server to customers?

The *Universal Gateway 2 (UGW2)* is a cloud-based system that supports device management by communicating with customer's Canon multi-function devices. Hosted at a remote data center, UGW2 is the central server on which the eMaintenance system is based. For security reasons, Canon does not disclose the Global IP address of UGW2 server.

13. Will eMaintenance affect my network speed?

Under normal circumstances, eMaintenance is unlikely to slow down your network. The data transmitted by eMaintenance is minimal in size and frequency, so it should not cause noticeable slowdowns. For more details on data types, size, and transmission frequency, please refer to the *UGW2 Data and Communication Specifications*.

14. What type of data is sent from the device to the UGW2 server?

The types of data being transmitted from the device are:

- Counter Data: Billing Counter / Detail counter
- Quality Data : Error / Jam / Alarm Information (e.g. toner low)
- Debug Log Information

To learn about the types of data and data traffic sent to the UGW2 server, a copy of the *Universal Gateway 2 (UGW2) Security Whitepaper* is available upon request and completion of a confidentiality agreement.

15. Can eMaintenance (eRDS/CCA connection) function in a dial-up connection environment?

eMaintenance (eRDS/CCA) is able to work in any environment as long as internet access is available. For optimal performance and reliable communication, a broadband network is recommended to ensure efficient data transmission.

(eRDS: *embedded Remote Diagnostic System*, CCA: *Cloud Connection Agent*)

16. What happens if my devices are switched off?

The server will receive the device information as soon as the devices are switched on again. If you switch off your Canon device, the server will receive device information the next day when it is switch on again. However, if no signal is detected from the devices for more than 7 days, Canon will contact your company to verify the device status and troubleshoot any potential issues.

17. How do you ensure the security of the eMaintenance system?

The security of the eMaintenance system is maintained in 2 keys areas:

- Transmission of data from Canon device to UGW2 server over the internet by means of HTTPS (HTTP over SSL) protocols.
- Hosting the UGW2 at a fully qualified data center that is certified with ISO/IEC 27001: 2022 and ISO/IEC 27017.

18. How can customers be confident that Canon devices will not introduce malicious programs or compromise network security?

The security of our customers' data is a top priority. Canon's device firmware is developed under strict security protocols and rigorous testing procedures in Japan. Each firmware version undergoes extensive product and QA testing before release to the market, ensuring that any potential security vulnerabilities are minimized. These measures are in place to ensure that your devices operate safely within your network without compromising your LAN or transmitting unauthorized information.