

Frequently Asked Questions

2025 Edition

eMaintenance

Smarter and More Efficient Device Management

For Procurement Personnel / Users

These FAQs are intended for procurement personnel, decision makers and device users, by providing a comprehensive overview of eMaintenance's key features to support smarter, more efficient device management.

Why eMaintenance?

1. What is eMaintenance?

eMaintenance is Canon's cloud-based remote monitoring service that simplifies the way you manage your multifunction devices. Once your device is connected to the internet, eMaintenance automatically collects key data, including device status, toner levels, and performance metrics, and securely sends it to Canon's cloud platform. This enables Canon's service team to deliver timely, proactive support — often before you even notice an issue.

Key benefits of eMaintenance:

- **Automated Toner Management:** Tracks toner levels and alerts the service team for timely replenishment.
- **Proactive Monitoring:** Detects device issues in real time to minimize unexpected breakdowns.
- **Automatic Meter Reading:** Eliminates manual input, improving accuracy and billing efficiency.
- **Firmware Updates:** Allows scheduled remote firmware upgrades to enhance device performance and security.

2. How does eMaintenance support automated toner management?

eMaintenance simplifies toner management by continuously monitoring your device's toner levels. When the toner reaches a predefined low threshold, the system automatically notifies Canon's service team to initiate a timely replenishment — with no action needed from the user. This proactive approach helps maintain uninterrupted device operation and reduces the risk of downtime caused by toner depletion.

3. How does eMaintenance simplify pay-per-click billing process?

Instead of relying on manual meter readings, eMaintenance automatically collects accurate, real-time usage data. This streamlines the billing process, reduces human error, and ensures timely invoicing.

4. How do I know if my device is compatible with eMaintenance?

eMaintenance supports a wide range of Canon multifunction devices. You can refer to the official list of supported models or contact the service team to confirm compatibility.

5. Is eMaintenance part of my service agreement?

In most cases, yes. If your device supports connectivity, eMaintenance is typically included as part of your existing service contract. It's designed to enhance your support experience by enabling remote monitoring and proactive maintenance.

6. Will I incur additional cost to use eMaintenance?

No. eMaintenance is a value-added service provided by Canon at no additional cost, as long as your device and contract meet the necessary conditions.

7. Will eMaintenance interfere with printing or copying?

Not at all. eMaintenance runs silently in the background and won't interrupt your normal operations.

8. What happens if the device is relocated or network settings change?

eMaintenance cannot automatically adjust to changes in device location or network configuration. To re-establish the connection, a Canon service technician must visit the site to update the device settings.

9. What if the device stays offline for an extended period?

If the device is powered off, data transmission will pause. Once it's turned back on, eMaintenance will automatically sync and update the latest information. However, if the device remains offline for more than 7 days, Canon's service team will proactively contact you to assist with reconnection and ensure service continuity.

These FAQs are intended for IT personnel and system administrators, providing guidance on connectivity methods, network requirements, and security considerations — serving as a technical reference for eMaintenance deployment.

Connection Methods

1. What connection methods are available for eMaintenance?

eMaintenance supports a variety of connection methods to suit different IT setups and network environments:

- **CCA (Cloud Connection Agent)**
CCA is Canon's latest embedded connection technology, built directly into supported device models. It offers advanced cloud security, seamless connectivity, and high data scalability. CCA is recommended for most current and future installations.
- **eRDS (embedded Remote Diagnostic System)**
eRDS is a legacy embedded agent available on earlier Canon multifunction device models. It facilitates basic device monitoring but lacks the advanced capabilities like CCA. eRDS remains supported on existing devices until they reach end-of-service.
- **RDS MEAP (SMTP)**
This method uses a MEAP application installed on the device to periodically send data to the cloud platform via the SMTP email protocol. It's suitable for closed network environments and serves as an alternative connection method.
- **CDCA (Canon Data Collection Agent)**
CDCA is a Windows-based software agent installed on a local PC or server. It supports centralized data collection from up to 1,000 devices and securely transmits telemetry to Canon cloud. CDCA is ideal for enterprises with distributed devices and centralized IT management.

2. What are the advantages of using CCA to connect with eMaintenance?

Connecting to eMaintenance via CCA goes beyond basic monitoring and toner tracking — it unlocks advanced smart maintenance features. With predictive maintenance capabilities, CCA can identify potential issues early, helping to reduce unexpected downtime. CCA also delivers more precise data transmission, enabling service teams to respond faster and make better-informed decisions. In short, CCA empowers a more intelligent, proactive approach to device management—enhancing overall reliability, efficiency, and business continuity.

3. Why is URL whitelisting required for eMaintenance?

eMaintenance relies on a secure HTTPS connection (port 443) to communicate with Canon's cloud platform. If the necessary URLs or IP ranges are not whitelisted in your organization's firewall or proxy settings, the device will be unable to connect—resulting in service interruptions or full functionality loss. To ensure consistent and reliable operation, we recommend whitelisting the specified domains within your network infrastructure. Canon can provide a complete list of required URLs to assist your IT team with firewall or proxy configuration.

4. How do I activate eMaintenance?

Once you have chosen the connection method that best fits your environment, a Canon service technician will assist with registering your device and activating the service. After configuration, an initial communication test is performed to ensure data is being successfully transmitted to the cloud. The setup process is quick and straightforward—once completed, you'll be ready to start benefiting from the full capabilities of eMaintenance.

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Data Collection

1. What type of data does eMaintenance system collect from devices?

eMaintenance system gathers essential data from your Canon device to enable proactive service and efficient support, including:

- **Toner Status:** Tracks toner usage in real-time to support timely replenishment
- **Error Alerts:** Automatically notifies Canon when device abnormalities are detected.
- **Diagnostic Data:** Captures operational and diagnostic data to assist with troubleshooting
- **Counter Data:** Sends periodic device counter data used for billing and usage reporting.

2. Is the data collected by eMaintenance secure?

Yes. eMaintenance only collects non-personally identifiable information (non-PII), such as device name, serial number, counter readings, part usage counts, and system alerts. All data is securely encrypted and stored on Amazon Web Services (AWS) cloud infrastructure to ensure both secure transmission and storage.

3. Does eMaintenance transmit user data or print content?

No. eMaintenance does not collect or transmit any user information, document content, or print job data. Only device-level statistics and status information are transmitted.

4. Will Canon use eMaintenance data to generate billing automatically?

Yes. For customers on a cost-per-click (CPC) service agreement, eMaintenance uses the uploaded meter readings to generate invoices automatically. This eliminates the need for manual tracking and reconciliation, improving both billing accuracy and operational efficiency.

System Security

1. Is eMaintenance cloud system certified for information security?

Yes. Canon is committed to maintaining a high standard of data security across all eMaintenance operations. All data transmitted between your devices and the cloud platform is encrypted using HTTPS (port 443), ensuring secure communication and protecting against data breaches or tampering. eMaintenance cloud infrastructure is also backed by globally recognized information security certifications, including:

- **ISO/IEC 27001:2022** – International standard for Information Security Management Systems (ISMS)
- **ISO/IEC 27017** – Best practices for cloud service security

These certifications reflect Canon's ongoing dedication to safeguarding customer data and maintaining a secure, reliable remote maintenance environment.

2. How does Canon protect devices from malware and network threats?

Canon prioritizes data protection and network security across all multifunction devices. Each device firmware is developed in Japan and undergoes stringent testing in accordance with established information security standards. Prior to release, all firmware versions are subjected to comprehensive quality assurance to identify and mitigate potential vulnerabilities. Canon also implements multiple layers of preventive controls to ensure devices remain secure in networked environments — preventing unauthorized access, blocking malicious activity, and ensuring no unapproved data is transmitted to or from the device.

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Network Requirements

1. Does Canon provide the public IP addresses of its cloud servers?

In accordance with Canon's information security policies, the public IP addresses of its cloud servers are not disclosed. This is to ensure the integrity and security of all system communications.

2. Can eMaintenance operate in any network environment?

Yes. eMaintenance can operate in a wide range of network environments, as long as the device has internet access — even in dial-up setups. However, for more stable data transmission and optimal performance, a broadband connection is recommended.

3. Will eMaintenance affect my network performance?

No, eMaintenance transmits only a small amount of data at low frequency, so it has minimal impact on your network performance and do not cause noticeable slowdowns. For more details, you can refer to the eMaintenance data and communication specifications available upon request.

4. What should I do if my device cannot connect to eMaintenance?

If your device is unable to connect, please follow these troubleshooting steps:

- **Check network settings:** Ensure the device is properly connected to the network and that the network is stable, with no recent interruptions or changes.
- **Run a communication test:** Use the device's control panel to access user mode and perform a communication test to verify connectivity.
- **Contact technical support:** If the issue persists, please reach out to our service team or an on-site technician.

To assist in faster resolution, we recommend providing the exact device model, any error messages (if applicable), and details of any recent changes made to your network or device settings.

For more information

You can explore the following resources for further details:

- **eMaintenance:** <https://asia.canon/en/campaign/smart-eservices/lifecycle/operate-emaintenance>
- **Request for Security White Paper:** <https://asia.canon/en/campaign/smart-eservices/whitepaper/form>
- **Send us an enquiry:** <https://asia.canon/en/business/form/emaintenance-enquiry>
- For assistance with network whitelisting or special connection setups, please contact our service team.