Canon

Delighting You Always

SMART eSERVICES

eMaintenance

Manage device effortlessly,
empowering you to focus on the essentials.

eM
e-Maintenance

Are you spending too much time managing your multi-function device?

Discover eMaintenance

UNLOCK EFFICIENCY

1. Toner-On-Demand

eMaintenance manages toner demand. Device sends pre-alerts to Canon for supply of toner. It eliminates the need to request toner stock and ensures your devices never run out of toner.

2. Maximize Uptime

Status of your devices will be monitored remotely by Canon. It detects various alerts or alarms, to provide pro-active support. Thus, maximizing device uptime.

3. Firmware Update

With the latest trend of scheduled software/firmware updates, our eMaintenance system makes it easier to timely update your device. These updates can be set to occur during off peak periods, minimizing any disruption in your daily work.

4. Optimize Device Usage

Gain insights into device usage patterns to optimize device deployment within large organizations, improving overall efficiency.

5. Secure Connection

eMaintenance lives up to a high security standard. All communication between the system and Canon devices are encrypted and are limited only to counter data, device performance and debug log information.

6. Automatic Counter Reading

With our eMaintenance, counter reading is automatically reported. This eliminates the need for manual checks from users, reducing your workload and ensure accurate billing.

CHOOSE THE CONNECTION METHOD THAT IS RIGHT FOR YOU

eRDS / CCA

embedded Remote Diagnostic System (eRDS)

A monitoring program embedded in the device and runs on the device itself. When enabled, eRDS obtains its own device management information and sends it to Cloud Platform.

No additional equipment setup required. Simplest and direct.

Cloud Connection Agent (CCA)

CCA is the NEXT generation device embedded agent software that sends device event information and log files to the Cloud collection & storage service.

RDS MEAP

Remote Diagnostic System MEAP SMTP (RDS MEAP)

RDS MEAP connection is an additional method to obtain its own device management information and sends it to the Cloud Platform via SMTP.

This requires an additional MEAP installation into the device.

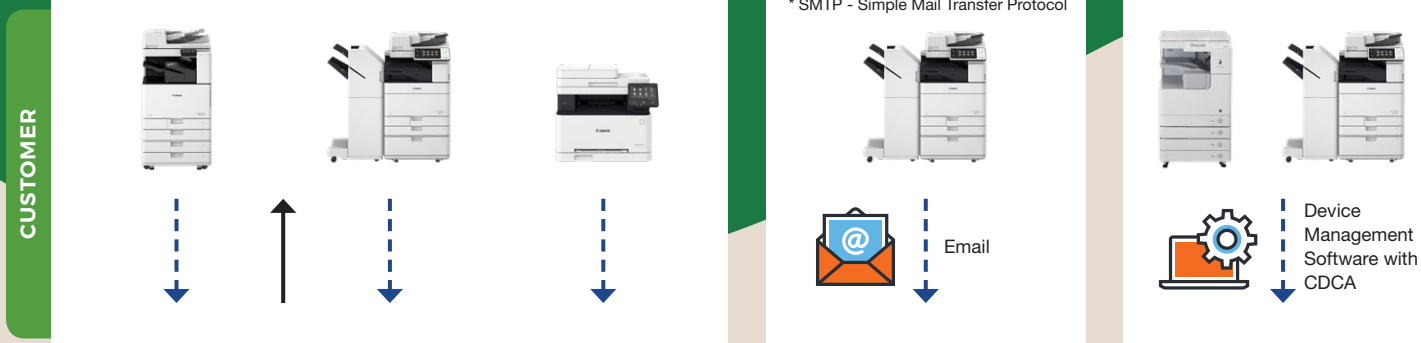
* MEAP - Multifunctional Embedded Application Platform
* SMTP - Simple Mail Transfer Protocol

CDCA

Canon Data Collection Agent (CDCA)

CDCA connection is a PC-installed agent that is installed on a general-purpose PC. It monitors up to 1000 devices and send device management information to the Cloud Platform.

Suitable for large fleet with central management interface.



SECURE DATA TRANSFER

Data Transfer Protocol

The eMaintenance system is designed to minimize the amount of data being carried by the network while ensuring your systems are up and running.

Data transfer between devices and our Cloud Platform is encrypted via HTTPS or SMTP communication, ensuring information security even in the unlikely event of interception during transmission.

Additionally, only device related information such as counter data, toner status, alarms and device firmware is communicated.

SECURITY STANDARD

ISO/IEC 27001: 2022
ISO/IEC 27017

Canon Inc. Digital Printing Digital System Development Centre, Kawasaki Office has acquired the above security standards in 2024 for the following services

ISMS Cloud Security Management System regarding provision of Monitoring Service/ RDMS for multifunction devices and printer as a cloud service provider

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