FUJIFILM

Device Log Service

User Guide

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Conventions

The following icons are used in this guide, depending on the content described.

Important   Indicates important information that you should read. Definitely read this.

Note   Indicates additional information on operations or features.

Refer   Indicates that the reference source is a guide.

The following conventions are used in this guide.

" "   Indicates messages, file names, folder names, entered values, entered examples, and emphasized content. It also indicates cross-references within this guide and the name of a guide to be referenced.
Ex.: "Completed successfully" appears.
Ex.: Refer to "Device Log Service User Guide" to work around it.

[ ]   Indicates the name of a setting item displayed on the computer screen. Also, it indicates the name of a window, menu, dialog box, tab, or button displayed.
Ex.: Click [OK].

{ }   Indicates values such as a drive name or user name that change when the operation is executed or screen items such as a list of users that have no name.
Ex.: From [{Login User Name}], click [Logout].

< >   Indicates a key on the keyboard of the computer, or a button on the control panel of the multifunction device.
Ex.: Press the <Delete> key.

>   Indicates a path to proceed to a certain item within a procedure on a menu or a web page.
Ex.: Select [Start] > [Programs].

- Microsoft Windows Operating System is referred to as "Windows".
- A personal computer is referred to as "PC".
- This guide describes examples of operations primarily using Windows Internet Explorer. The operation procedure and screens may differ when using a web browser other than Windows Internet Explorer.
- Microsoft Azure Active Directory is expressed as "Azure AD".
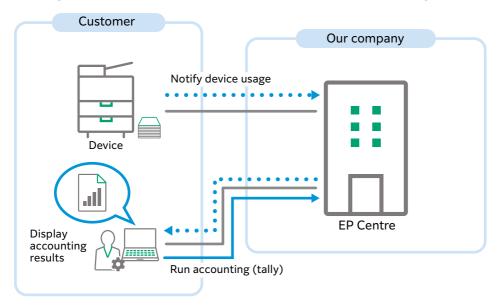
1 Device Log Service Overview

What You Can Do with Device Log Service

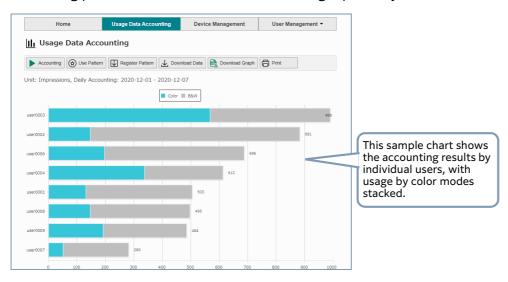This section outlines what you can do with Device Log Service.

Device Log Service is a service that allows you to tally up usage data and job logs notified from devices, depending on your purpose, and view the tallied results (accounting results) via a web browser.

Device Usage Can Be Tallied

You can specify conditions such as a period and used functions to tally up usage data that is notified from devices via a MFD management Service, EP-BB, and display the accounting (tallied) results in table and chart form. The accounting results can be color coded according to color modes or focused on a certain device or user. The results can be printed via a web browser.

The specified condition can be registered as an "accounting pattern" with Device Log Service. The accounting pattern can be used to run accounting repeatedly in the same condition.
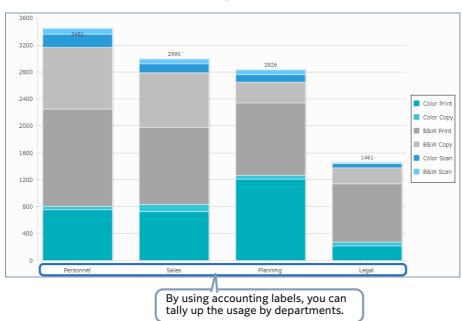
Refer

"Usage Data Accounting" (P.16)

Usage Can Be Tallied Up by Devices, by Users, or by Accounting Labels

Usage data notified from devices contains information about devices and users that run jobs such as copy and print. Device Log Service uses this information to tally up usage by devices and users.

You can also set "accounting labels" on Device Log Service as user information by registering user IDs of who use a device. An "accounting label" which can contain a string can be used as an accounting key. For example, in order to tally usage by departments, you can set "accounting labels" to names of departments to which users belong.

By using accounting labels, you can tally up the usage by departments.

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Usage Data Can Be Downloaded

Based on usage data notified from devices, Device Log Service calculates the daily usage (Daily Counter) and the monthly usage (Monthly Counter). Each counter information can be downloaded to a CSV-format file.

If a user collecting job logs from a machine, a user can download a job log file which has job log information accounted by month. In a job log file, detailed information of jobs which are operated on the device.

Refer

• "About Counters" (P.12)
• To download usage data ⇨"Saving And Downloading Usage Data" (P.15)

Monitoring Notification Status of Usage Data or Update Status
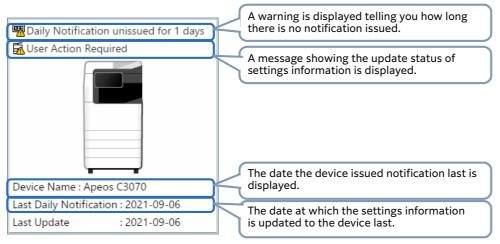
The last date of the notification of usage data is displayed for each device. A warning is displayed if a device did not issue notification more than one day, so that you can deal with missing notification of usage data quickly.

Also, the update status of the settings information can be viewed. If there are any settings which have not been updated to device units, a message will be shown.

Refer

"Monitoring Notification from Devices" (P.15)
"When to Update the Settings Information to Devices" (P.23)

Daily Notification unissued for 1 days — A warning is displayed telling you how long there is no notification issued.

User Action Required — A message showing the update status of settings information is displayed.

Device Name : Apeos C3070 — The date the device issued notification last is displayed.

Last Daily Notification : 2021-09-06
Last Update   : 2021-09-06 — The date at which the settings information is updated to the device last.

You can also monitor notification status of usage data using RSS readers such as Microsoft Office Outlook®.

Refer

"Configuring RSS Receiving Settings" (P.155)

Device Properties Can Be Set/Viewed

You can refer to information such as the model name, model code, and machine number via a web browser.

Depending on the device, you can set the authentication type of the device or apply changes of a device or user setting information changed on Device Log Service to the device units.

Refer
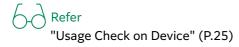
To check information of a device ⇨"Device Management" (P.21)

Operation And Communication Logs Are Recorded

Operation logs of Multifunction Device Log Service, as well as results of communications originated from devices and processing periodically performed, are recorded in the system log. The system log can be downloaded as necessary.

Refer
"System Log" (P.23)

Usage Can Be Checked on Device

With "Device Linkage Tool" available as a custom service, you can check the device usage in current month on the operation panel on the device.

Refer
"Usage Check on Device" (P.25)

Integrated value of Printer MIB can be accounted

By registering a multifunction device in which the Device Log Service plug-in (XCP) is installed as a parent device and device supporting the Printer MIB as a child device, a multifunction device manufactured by another company can be monitored and the value of the counter can be accounted.

Refer
"Tallying Device Usage" (P.74)

System Configuration and Operating Environment
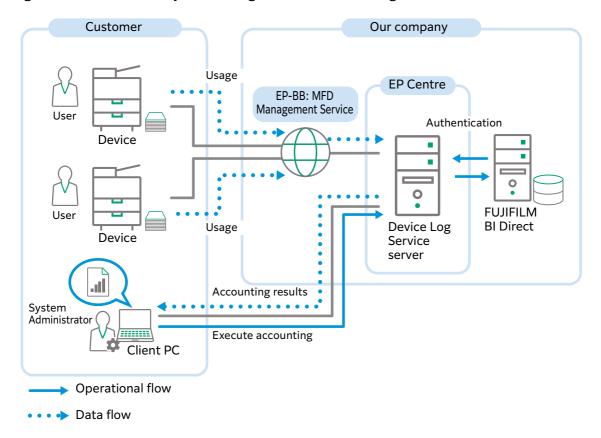
This section describes the system configuration and operating environment required to use Device Log Service.

System Configuration

The figure below shows the system configuration for Device Log Service.

Devices

Devices use EP-BB, our MFD management service, to notify EP Centre of their usage data.

> 🔔 **Important**
> - A multifunction device is required to be connected on a network and to be in the environment that is accessible to the Internet.
> - If you filter or monitor the communication with a proxy server or firewall, set to permit the communication with the EP centre. For details, check our sales representative.
> - If you use Detailed Notification (P.11) or "Usage Check on Device" (P.25) on the machine, you are also required to set to permit the communication with a Device Log Service server other than EP centre. The server information is as follows: service-fb.fujifilm.com Port 443

Client PC

A PC to operate Device Log Service in your environment. Your system administrator for Device Log Service uses this PC.

MFD management service EP-BB

This service connects your devices to FUJIFILM Business Innovation EP Centre via internet to support you to manage the devices by using information notified from the devices.

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EP Centre

The Centre processes information notified from devices.

Device Log Service server

Device Log Service runs on this server. It tallies device usage based on data notified to EP Centre according to your purpose. The system administrator accesses this server via a web browser.

FUJIFILM BI Direct

A membership-based internet service provided by FUJIFILM Business Innovation. The system administrator accesses Device Log Service by using his/her account for FUJIFILM BI Direct.

> **Note**
>
> The account is common to all services provided by FUJIFILM BI Direct.

Operating Environment

This section describes the environment required to use Device Log Service.

Item		Operating Environment
Device		Devices must support Device Log Service and have EP-BB settings configured. [*1] **Note** Some functions may not be available depending on the device or the firmware version. **Refer** For more information about supported devices, contact your local representative of our company.
Client PC	OS	For more information about the operating environment, refer to our product information page for Device Log Service. **Note** • JavaScript™ of the web browser must be enabled. • The minimum recommended display resolution for using the web browser is XGA (1024 x 768).
	Web Browser	
	RSS Reader	

*1 Our local representative configures the EP-BB settings on your device.

What is System Administrator?

This section describes the system administrator for Device Log Service.
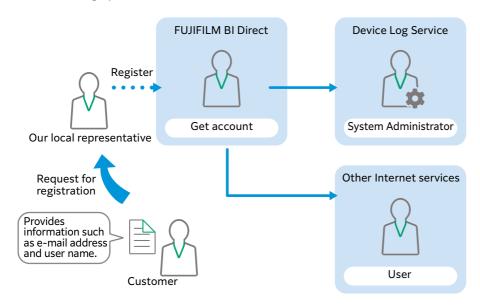
System Administrator is a user permission which allows user to operate Device Log Service using a web browser. All of the Device Log Service functions are available to the system administrator.

The system administrator for Device Log Service must be registered with FUJIFILM BI Direct. When you apply for the Device Log Service, our local representative will register a system administrator with FUJIFILM BI Direct. If your organization has already used other Internet services provided by FUJIFILM Business Innovation, any account already existing can also be used as the system administrator for Device Log Service.

You can also add system administrators after you have started using the Device Log Service. The user to be added as a system administrator must already be registered with FUJIFILM BI Direct.

Refer

"Setting System Administrators" (P.128)

Note

For other internet services, a separate agreement must be signed for each internet service you are using.

Device Log Service Functions

This section describes detailed information on each of the Device Log Service functions.

Notification Type

There are two types to notify usage data to Device Log Service from the device: "Detailed (Job Log Collection)" and "Simple (Counter Collection)".

"Detailed (Job Log Collection)" can be used for the devices that support "Embedded Plug-ins" function. For the devices without "Embedded Plug-ins" function support, use "Simple (Counter Collection)".

Important

In the environment connected to EP-BB via 3GNet-BOX/4GNet-BOX/EP-BB for LGWAN, you cannot use Detailed Notification.

This section describes the difference of two Notification Types.

Item	Detailed (Job Log Collection)	Simple (Counter Collection)
Usage Data to Be Notified	Once in a day, from "Device Log Service Plug-in"[*1] installed on a device unit, job logs of a device are notified.	Once in a day, the total of processed copies and print are notified.
Setting of Time of Notification	In Device Log Service Setup, set when a user registers a device.	After the registration of a device, log in Device Log Service and set.
Login Type of a Device	No limit[*2]	Only Login to Local Accounts for Login Type and Local Accounting are supported.
Accounting Settings for Each Feature	No limit	Settings related to accounting of each feature are required to be set to enable Accounting.
Time for a Preparation to Use Daily Accounting	The service can account data after 10 to 20 minutes after the initialization.	The service can account data after about two days after the initialization.
The Range for the First Daily Accounting	The service can account job logs retrospectively for 62 days before the date of the initialization.[*3]	The service can account job logs from the next day of the initialization.
The Time to Close a Daily Counter	Not depending on Notification Time, the jobs finished 00:00:00 to 23:59:59 are included in accounting for the day.	The jobs processed until Notification Time are included in accounting. Jobs after the notification date will be accounted as jobs of the next day even if the jobs are processed in the day.
Accounting Label of Daily Accounting	Accounting Label which is set when Daily Notification received.	
If a Login to Local Accounts User Is Deleted	No data will be lost.	Counters without being notified will be lost.
If Local Accounting Counter Is Reset		
If Notification Failed due to System Errors or the Power off	The data of the day when notification failed are tallied as the data of the day when you operate again.	The data of the day when notification failed are tallied as the data of the day of the recovery.

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Item	Detailed (Job Log Collection)	Simple (Counter Collection)
The Timing When Monthly Counter Is Generated	If usage data of all the devices are collected, on the second day of the month, Monthly Counter of the month before this month will be generated. If usage data of some of the devices are not collected, the service will be waiting by the sixth day of the month. By the sixth day, if all the devices are recovered, Monthly Counter will be generated on the next day of the recovery. If some of the devices are not recovered, Monthly Counter will be generated on the sixth day.	
N-up Accounting	Usable not depending of models or settings	Not usable depending on models or settings
Usage Check on Device	You can select from [Partial Display] and [Full Screen].	You can select [Full Screen].
Updating Settings Information to Devices Immediately	Usable despite of the settings on a device	Usable when the SSL/TLS communication is enabled. The certificate of a device is required to be imported on a PC.

*1   This can be installed with "Device Log Service Setup"

*2   If you want to account usage data of copies and fax by each user or each accounting label, set to an item except for "No Login Required".

*3   If job logs stored on a device exceeds the upper limit, the job logs may be deleted even in a target period. For more information about the upper limit of job logs stored, refer to manuals of your device.

About Counters

Device Log Service generates Counter from device usage data notified from a device. There are several types of counters:

● Daily Counter

You can check the amount of usage accounted by every user or operation per day.

● Monthly Counter

A total value in the period from the 1st day of the month to the end of the month. You can check the amount of monthly usage.

For more information about how to generate counters and the period of the accounting for each Notification Type, refer to "Usage Collection (In the Case of Detailed Notification)" (P.12) or "Usage Collection (In the Case of Simple Notification)" (P.14).

Usage Collection (In the Case of Detailed Notification)

This section describes the detail of processing of a collection of Detailed Notification.

Data to Be Notified

With Detailed Notification, once in a day on the time set, job logs in a device will be notified. All the job logs that are not notified yet among all job logs collected on a device will be notified. If a device power was turned off of if the error occurred on the network, all job logs will be notified when the system is recovered.

Data to be notified with Detailed Notification is following.

Item	Description
Job Log	Detailed usage data such as impressions the number of pages, and executed date and time. Privacy information indicates User ID, Account ID, Document Name, Destination Information of Fax, Address on Addressbook, network addresses of a host and destination, and E-mail addresses. **Note** Whether privacy information other than user IDs and account IDs will be notified or not can be switched. Other than the memory of a job log file, the document name is also used for accounting by Document Type. **Refer** For detail ⇨ "Formats of Job Log Files" (P.196)
Configuration Information of a Device	Hardware configuration of a device and data of software settings.
Usage Data for Every Feature	Data of impressions accounted by job logs

If Notification Failed for a Certain Period

Due to the Power off of a device or network errors, if notification failed for a certain period, some of the job logs are not going to be accounted. The situations that disable accounting and the data to be lost are following.

You can check the condition of notification on Device Log Service or Internet Services.

Condition	Lost Data
If a Period When No Notification Issued Continued for 5 days to 61 days	After 5 days passed, the service confirms accounting data per a day and month to download. No data without notification included in this accounting data. **Refer** "Downloading Device Usage Data" (P.89)
If a Period When No Notification Issued Continued for 62 days and Over	The data for 62 days before the recovered day will be deleted. In this case, daily notification will stop automatically.
If Not-notified Job Logs Are Over the Upper Limit to Store on a Device	Job logs will be deleted from the oldest ones.

Generation of a Counter in Detailed Notification

In "Detailed Notification", the service generates each counter by information recorded on job logs.

Daily Counter

At the same time as notification of the day, generating Daily Counter will be started. After a few minutes, an accounting can be operated with Daily Counter.

The storage period of the daily counter is two months.

Monthly Counter

When job logs from all devices are notified after a month changed to a next month, Monthly Counter of the month before this month will be generated. If job logs from all the devices cannot be received, Monthly Counter will be generated when the date turned into the sixth day of a month.

The storage period of the monthly counter is three years.

Usage Collection (In the Case of Simple Notification)

Generation of a Counter in Simple Notification

Usage data notified from devices provides the integrated counter values, for example the number of impressions copied or printed by users. Device Log Service generates each counter from the numbers notified.
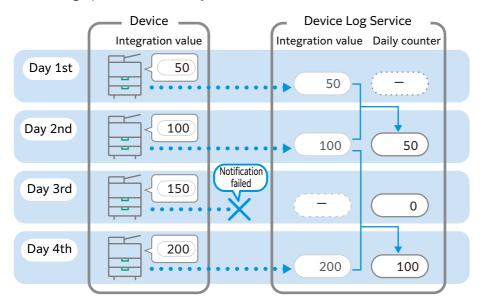
Daily Counter

Accounting target devices for Daily Counter notify of their integrated copy or print counts once a day, at a time of day specified by the system administrator. The notification time can be set on the [Device Management] page of Device Log Service, on a device basis.

When the integration values are notified, Device Log Service generates Daily Counter by calculating the difference from integration values as of the previous day.

When the power of a device is turned off at the notification time, the device will notify the next time it is turned on of integration values as of that time. If a device fails to perform notification for some reason, such as a network failure, it will automatically continue to attempt to notify. In case a few days have elapsed before the power is turned on or an attempt to renotify has failed, usage on these days will be added to daily counter the next time the device successfully performs notification.

For those days in which a device could not notify of usage, daily counter related to the device for all users is set to 0.

The storage period of the daily counter is two months.

📝 **Note**

- Integration values are notified even if the device is in Low Power or Sleep mode at the notification time.
- Daily counter is generated based on the difference from the integration values previously notified. Therefore, Device Log Service starts recording on the next day of the day of first notification after accounting has been started.

Monthly Counter

Monthly Counter is generated by adding daily counter values of a month from the first day of the month to the end of the month.

At the beginning of the next month, after all of the accounting target devices notify of daily integration values for the previous month, a monthly counter for the previous month is generated. If one or more devices failed to notify of their integration values due to power disconnection or network failure, a monthly counter for the previous month will be generated on the 6th of the month.

The storage period of the monthly counter is three years.

Saving And Downloading Usage Data

Device Log Service saves usage data to files in CSV format in the server. These files can be downloaded via a web browser. The table below shows when the files are generated and how long they are stored.

Counter Type	Generation Timing		Store Period
	Detailed Notification	Simple Notification	
Job Log File	A few minutes later after receiving notification	-	5 years
Accounted Data - Every Day	Midnight in the next day of the day when notification is received[1]	Midnight in the next day of the day when notification is received[1]	2 months[2]
Accounted Data - Every Month	When Monthly Counter is generated	When Monthly Counter is generated	5 years

[1] Whether privacy information other than user IDs and account IDs will be notified or not can be switched. Other than the memory of a job log file, the document name is also used for accounting by Document Type.

[2] 2 months is equivalent to 62 days.

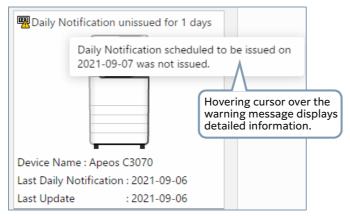No files for usage data are created for the following:

● Daily counter for a day in which there is no usage data

● Monthly counter for a month in which there is no usage data

Refer

"Downloading Device Usage Data" (P.89)

Monitoring Notification from Devices

If any accounting target device does not notify of its usage data beyond the scheduled time, a warning message for unissued notification is displayed for the corresponding device shown on the [Home] page of Device Log Service. Hovering cursor over the warning message displays detailed information.

The warning message for unissued notification is displayed from the day following the scheduled notification date. For example, when Notification Time is set to 15:00 and if Device Log Service does not receive notification from a device beyond 15:00 on March 6, a warning message for the device will be displayed from 0:00 on March 7.

Note

The warning message for unissued daily notification disappears immediately once Device Log Service receives the notification.

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👓 **Refer**

For how to troubleshoot usage collection problem ⇨"Unable to Collect Job Log from Devices" (P.187), "Unable to Collect Counter from Device" (P.188)

Usage Data Accounting

Device Log Service tallies up usage data notified from devices on a web browser. This section describes the accounting functions provided by Device Log Service.
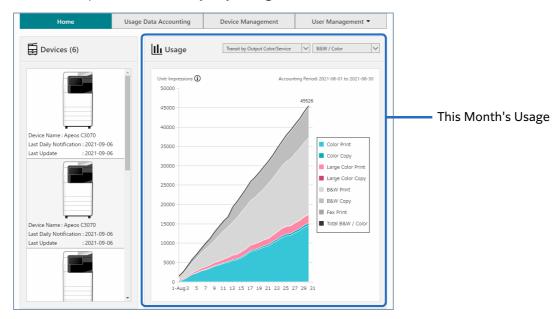
🔔 **Important**

Figures on a billing statement that are based on the device's billing meter counts do not necessarily match the accounting results for that device derived from Device Log Service. However, if the difference between figures on a billing statement and the accounting results is distinct, there may be problem in the settings or device conditions. In this case, refer to "Device Billing Meter Does Not Match Device Log Service Accounting Results" (P.189) for more information.

Usage Data Accounting

The [Home] page, the first screen you will see after logging in Device Log Service, shows you transition of usage of the device features, such as Copy, Print, and Fax Print, and the top 10 usage in chart form. You can switch between views by simply selecting one of preset accounting methods such as by users, by devices, and by accounting labels.

Usage displayed in [This Month's Usage] indicates the accounting results based on daily counters in the period from the 1st day of the month, to the previous day of your login. Usage is automatically tallied and updated once every day at night.

This Month's Usage

💬 **Note**

After the first five days of the month, this view displays the accounting results for the period form the 1st day of the month to that day. For the period until the 5th day of the month, this view displays the accounting results based on daily counters for the previous one month.

👓 **Refer**

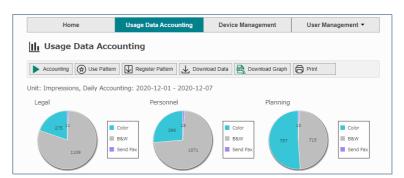Accounting methods available ⇨"This Month's Usage" (P.73)

Accounting Based on Criteria

On the [Usage Data Accounting] page, you can tally device usage data according to your purpose, by using an Accounting Pattern registered with Device Log Service or setting Accounting Criteria including Accounting Targets, Displayed Items such as copy or print count, and Drawing Method. Once you have set criteria for accounting, you can register it as an Accounting Pattern with Device Log Service for later use.

Example 1: Accounting results per user in the bar chart

Example 2: Accounting results per department in the pie chart

A summary of the available accounting criteria is shown below.

Display Type

Select from among Table, Column Chart, Bar Chart, Pie Chart, Line Chart, and Area Chart.

Accounting Period

Criteria	Description
Daily Accounting	Specify an accounting period to tally daily usage data in the specified period.
Monthly Accounting	Tallies up daily usage data in the entire specified month to generate Monthly Counter. Usage in the specified month can be obtained.
Device Running Time Accounting	Account the device running time from the start and end times of a job.

Target

Criteria	Description
Accounting Label	Select accounting labels to be included in accounting results. 💬 Note For example, when an accounting label indicating departments to which users belong to is set, you can tally usage per department.
User	Select users to be included in accounting results. 👓 Refer "Accounting Target Users" (P.18)
Device	Select devices to be included in accounting results.

Displayed Items

Select items from among color modes and functions (copy/print/fax/scan) used to specify them as accounting targets. A combination of multiple items can be selected.

Drawing Method

Specify a Key item to use in accounting and a layout method.

For more information on available accounting criteria, refer to "Setting the Accounting Method" (P.74).

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Accounting Target Users

The table below lists user types you can select as accounting target, and how they are handled in accounting.

User Type	Description	Handling in Accounting	
		Accounting Per User	Accounting Per Accounting Label
Registered Users	Tallies operations of users whose user ID being registered is identical on both devices and Device Log Service.	User ID[*1]	Accounting Label set in user information[*2]
Registered Users (Accounting Label Not Set)			Accounting Label Not Set
Unregistered Users	Tallies operations of users whose user ID is registered on devices but not on Device Log Service.	User ID that was used for authentication on device	Unregistered Users
System Administrator[*3]	Tallies operations of the device's system administrator.	System Administrator	Accounting Label set under [Accounting Settings] in the device properties[*2*4]
Print Report	Tallies counts of automatic printing of various reports.	Print Report	
Receive Fax	Tallies counts of Fax Receive Print.	Receive Fax	
Fax Relay Broadcast	Tallies counts of Fax Relay Broadcast Receive Print.	Fax Relay Broadcast	
Receive Internet Fax	Tallies counts of Internet Fax Receive Print.	Receive Internet Fax	

*1 When a user name is set, the user name is displayed instead in accounting results.

*2 Accounting labels that are being set at the time of receipt of usage are used in tally. If you change an accounting label after starting tally, the usage received before the change will be tallied based on the previous accounting labels.

*3 If a type of notification is set to [Detailed (Job Log Collection)], System Administrator will be treated as a registered user.

*4 If no accounting label is set under [Accounting Settings] in the device properties, the device usage is tallied as "Accounting Label Not Set".

Refer

- For details on Registered and Unregistered Users ⇨ "User Management" (P.19)
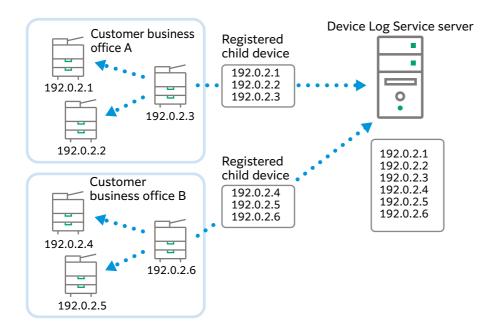- For details on Print Report, Receive Fax, Fax Relay Broadcast, and Receive Internet Fax ⇨ Manuals for the device

Accounting of usage data of Printer MIB

It is possible to register a device for detail notification as a parent device and another company's device supporting the Printer MIB as a child device and account the usage data.

Refer

"Set Printer MIB accounting method" (P.95)

User Management

What are Users?

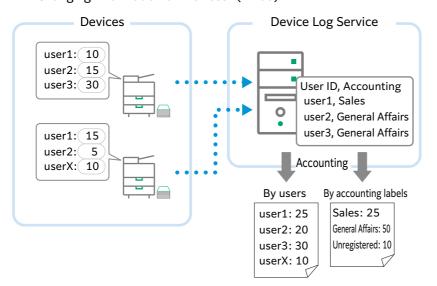"Users" who are managed with Device Log Service are those who use the accounting target devices.

Usage data notified from devices contains user IDs that were used for authentication when operating devices. Device Log Service uses these user IDs to tally up device usage by users.

To tally device usage by accounting labels, register user IDs stored on devices with Device Log Service, and then set "accounting labels". You can also set "user names" to display the accounting results with user names.

Also, you can register users on Device Log Service to devices.

 Refer

"Changing Information on Devices" (P.100)

If usage data notified from devices contains user IDs that are not registered with Device Log Service, those user IDs are managed as "unregistered users". On the [User Management] > [Unregistered User List] page, you can set accounting labels and user names to unregistered users and register them with Device Log Service.
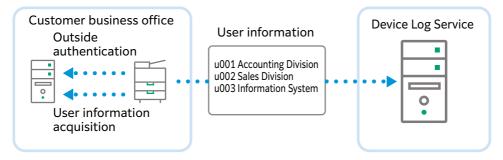
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Refer

"Adding Users from a List of Unregistered Users" (P.120)

Sync of LDAP user information

Retrieve the user data from the existing LDAP server and upload them to the Device Log Service server. By this, if there is a change in the user information of LDAP, the change can be reflected to the Device Log Service automatically. If a device is operated in remote authentication, the system administrator can avoid the trouble of having to input user data.

Refer

"Set LDAP server synchronization" (P.171)

Azure ID Linkage

If the user of a multifunction device is managed with the Azure tenant of Microsoft, the user information has been registered in Azure AD.

If accounting per department is executed with Device Log Service, the user information of the accounting must registered to Device Log Service beforehand.

The user information of Device Log Service can be registered also on the Device Log Service side. If the [Azure ID Linkage] feature is used, the user information of Azure AD can be imported as the user information of Device Log Service. If the user information of Azure AD is updated, also the user information of Device Log Service is updated automatically.

If the [Azure ID Linkage] feature is used, the user management is unified, so advantages as shown in the following are obtained.
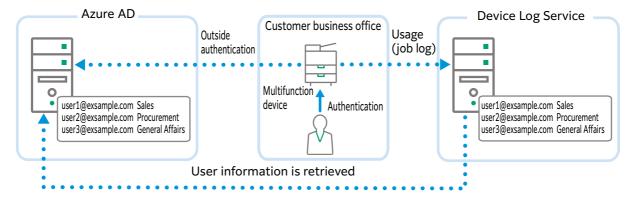
● No notification of information sharing is required between the administrator of Azure AD and the system administrator of Device Log Service.

● The user ID is used commonly in Azure AD and Device Log Service, so no difference is caused in the information.

Refer

[Device Log Service User Guide Azure Active Directory Connection Settings]

Cloud operation service of Microsoft | Our company

Azure AD | Device Log Service

Outside
authentication

Customer business office

Usage
(job log)

Multifunction
device | Authentication

user1@exsample.com Sales
user2@exsample.com Procurement
user3@exsample.com General Affairs

user1@exsample.com Sales
user2@exsample.com Procurement
user3@exsample.com General Affairs

User information is retrieved

Downloading User Information

User information can be downloaded by using either of the following methods:

Operation	Description
[User Management] page > [CSV Download]	Download registered user information. The downloaded information can be used as template for CSV format files with which to register in a batch user information with Device Log Service.
[System Settings] page > [Download Backup Data]	If you modify user information registered with Device Log Service, a compressed file for user information will be created at night on the day. Then, download this compressed file. 10 modifications are saved as compressed file. The backup file can be used to restore user information you modified by mistake, and check previous user information.

Refer
- To download CSV ⇨"Downloading User Information" (P.117)
- To download backup data ⇨"Downloading Backup Data of User Information" (P.138)

Device Management

Viewing and Setting of Device Properties

Device Log Service allows you to view properties of a managed device using a web browser. Accounting settings for the device or authentication settings can also be changed.

Properties you can change or view include:

- Display/Comm. Settings
- Accounting Settings
- Authentication Settings
- Device Update Settings
- Configuration Information

Note

Properties for authentication settings is not available depending on the device.

Refer

To update the changed settings information to the device ⇨"When to Update the Settings Information to Devices" (P.23)

Display/Comm. Settings

Information required to distinguish or access the device on Device Log Service, such as displayed name, Setting Group, host name, or IP address of the device.
In [Device Name], [Host Name / IP Address] and [HTTP Port Number], values set on the device unit are displayed. Any changes to these settings on the device unit will be notified to Device Log Service and updated automatically.

However, if you change these settings on your web browser, it causes a mismatch between settings on Device Log Service and on the device.

And, the device's URL is also displayed as long as the host name or IP address of the device as well as the port number of the internet service are displayed. Clicking the device's URL opens Internet Services.

Accounting Settings

You can set, for example, accounting labels for accounting the users other than authenticated users such as not authenticated users or System Administrator. And also you can refer to the last Daily Notification.

If a notification type of a device is Simple Notification, set whether to include the selected device in the group of accounting target devices for Daily Counter, and also set every day's Notification Time. If you change these settings, the settings will be applied to the selected device, and then you can receive notification of usage data according to the settings.

Authentication Settings

You can select either on Device Log Service, or control panel on the device and other software to configure authentication settings of devices or register users. Also, you can configure the settings to prompt passwords or permit printing without specifying a user.

> **Note**
> - If you set to operate authentication settings and user registration on Device Log Service, a device's Login Type will be changed to "Login to Local Accounts", Accounting Type will be changed to "Local Authentication".

Device Update Settings

The update status of the settings information of a device or a user configured on Device Log Service can be viewed. Depending on your device, the period of time in which the settings information is automatically updated to the device can be specified.

Configuration Information

Model name, model code, and machine number (serial number), the version of the system, availability of N-Up accounting, availability of settings information update, and usage Notification type can be viewed.

> **Note**
> - This manual includes restricted functions depending on the device. Refer to the configuration information to see your devices support the functions.
> - If updating settings information is available, the authentication settings of devices or settings information of users changed on Device Log Service can be updated to devices.

When to Update the Settings Information to Devices

Changes you make to accounting settings for a device on the web page of Device Log Service (whether to enable accounting of Daily Counter and the daily notification time), authentication settings and settings information of users are first saved in Device Log Service. The changes you save will be updated to the device unit on a periodical polling basis.

The information changed on a web page can be immediately updated to devices by clicking [Update Settings to Device] on [Device Management] page when the following conditions are satisfied:

| Condition 1	Condition 2
SSL certificate is installed on the device unit. ⌒⌒ Refer "An Error Appears When Attempting to Set Device Properties" (P.182)	Necessary for Simple Notification
[HTTP SSL/TLS Communication] in the [Display/Comm. Settings] properties is set to "Enabled"	Necessary for Simple Notification
Both [Host Name / IP Address] and [HTTP Port Number] in the [Display/Comm. Settings] properties match the values set on the device unit.	Necessary for both Simple Notification and Detailed Notification

⌖ Note
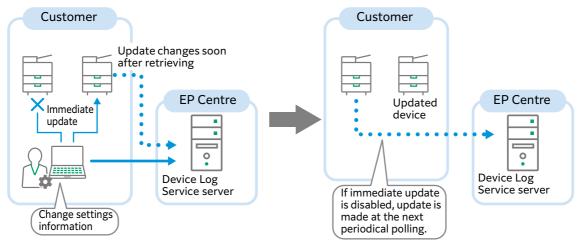
With update on a periodical polling basis, the changes could be updated to the device on or after the following day of the changes.
To check whether the changes have been updated to the device unit, click [Update Log] on [Device Update Settings], or download Centre Processing Log to check for confirmation.

Immediate update   Update on a periodical polling basis

⌒⌒ Refer
• To set the [Display/Comm. Settings] properties ⇨ "Managing Devices" (P.98)
• To check device settings ⇨ Manuals for the device
• For details on Centre Processing Log ⇨ "System Log" (P.23)
• To immediately update the changed settings information to the devices ⇨ " Updating Settings Information to Devices Immediately" (P.106)

System Log

Device Log Service records two types of logs as the system log.

Type	Recorded Events
Operation Log	Operation logs of Device Log Service, operation logs of Device Log Service Setup

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Type	Recorded Events
Center Processing Log	Details of communication between Device Log Service and devices, results of processing periodically performed, causes of errors experienced, etc.

The system log is recorded on a daily basis, and stored on the server for three years. The system log can be downloaded to check operation logs of Device Log Service and details of communication between Device Log Service and devices.

For two months since the first generation of the system log, it can be downloaded on a daily basis. After the two months, a compressed file is created, which includes Operation Log and Centre Processing Log for a month. These compressed files can be downloaded on a monthly basis. Any compressed files are saved for three years, and then automatically deleted.

Refer

To download the system log ⇨ "Downloading the System Log" (P.136)

Usage Check on Device

If you set up Multifunction Device Linkage Tool to the device, you can check the device usage in current month on the operation panel on the device.
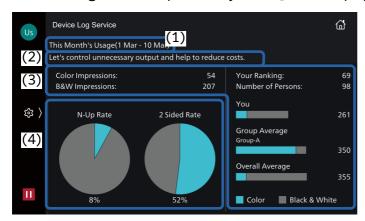
🔔 **Important**

> In the environment that connects EP-BB with 3GNet-BOX/4GNet-BOX/EP-BB for LGWAN, you cannot use the usage check feature.

Multifunction Device Linkage Tool will be installed when the device is set [Panel Display of Accounting Results] to [Partial Display] or [Full Screen] with Device Log Service Setup.

The following is an example when you set [Panel Display of Accounting Results] to [Full Screen].

The following is an example when you set [Panel Display of Accounting Results] to [Partial Display].

Item	Description
(1) Accounting Targets	Displays device usages and accounting targets. The accounting period is from the beginning of the month including the day on which you displayed This Month's Usage (hereinafter called the operation day) to the day before the operation day. However, the operation day is one of the first five days of the month, the usage during the previous one month is displayed.
(2) Message	Displays the message registered in [Multifunction Device Linkage Tool Settings]. 👓 Refer "Specifying the Message and the Pie Chart Displayed on the Device" (P.144)

Item	Description
(3) User Ranking and Average Output Impression	Displays user ranking of the output impressions and group/overall average output impressions.
(4) Output Impressions in current month	Displays the usage ratio set in [Multifunction Device Linkage Tool Settings].
(5) Services Buttons	Displays the services buttons set at the service installation. To start a service, press the corresponding service button.

2 Getting Started

Flow of Usage

This section shows the flow before using Device Log Service.

Application for Using the Service

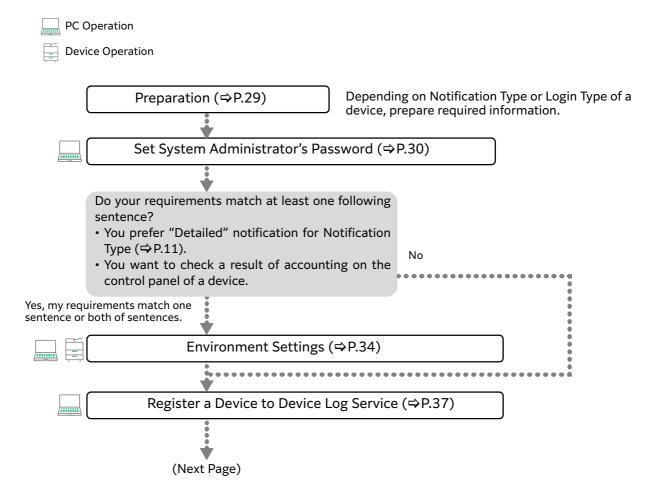In order to user Device Log Service, you need to apply for using the service.

Provide information with regards to user to be registered as System Administrator and managed devices to our local representative.
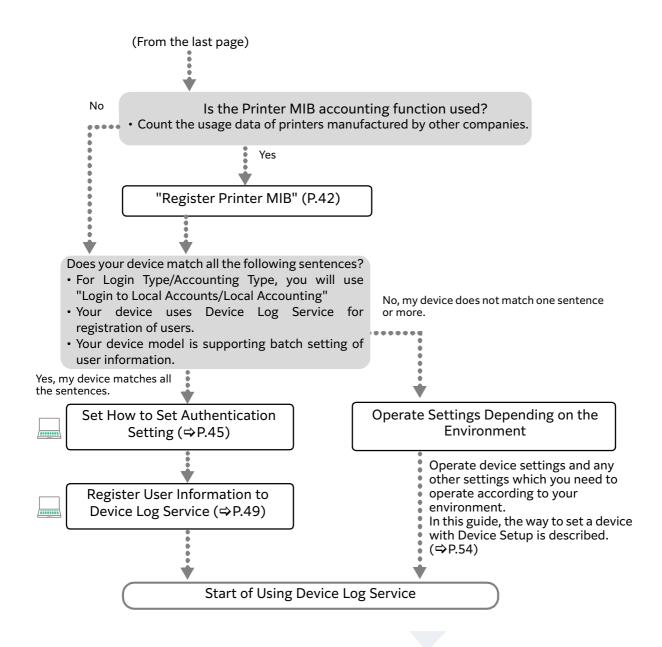
When System Administrator is registered, you will receive an e-mail to notify you a start of using Device Log Service.

Note

It takes about one week from the application for using to notification of the start of using the service.

Flow of Settings

PC Operation

Device Operation

Preparation (⇨P.29) — Depending on Notification Type or Login Type of a device, prepare required information.

Set System Administrator's Password (⇨P.30)

Do your requirements match at least one following sentence?
- You prefer "Detailed" notification for Notification Type (⇨P.11).
- You want to check a result of accounting on the control panel of a device.

No

Yes, my requirements match one sentence or both of sentences.

Environment Settings (⇨P.34)

Register a Device to Device Log Service (⇨P.37)

(Next Page)

(From the last page)

Is the Printer MIB accounting function used?
• Count the usage data of printers manufactured by other companies.

No

Yes

"Register Printer MIB" (P.42)

Does your device match all the following sentences?
• For Login Type/Accounting Type, you will use "Login to Local Accounts/Local Accounting"
• Your device uses Device Log Service for registration of users.
• Your device model is supporting batch setting of user information.

No, my device does not match one sentence or more.

Yes, my device matches all the sentences.

Set How to Set Authentication Setting (⇨P.45)

Operate Settings Depending on the Environment

Register User Information to Device Log Service (⇨P.49)

Operate device settings and any other settings which you need to operate according to your environment.
In this guide, the way to set a device with Device Setup is described. (⇨P.54)

Start of Using Device Log Service

Operation to set after the service started

If "Unregistered User" is detected in accounting by accounting labels after the service started, operate following steps.

(1)"Adding Users from a List of Unregistered Users" (P.120)
(2)"Recalculating Counters" (P.141)

Preparation

This section describes preparation before you start operation of Device Log Service.

Preparing Settings of Devices

Check System Administrator IDs and Passwords of all the devices to be accounted.

And also, depending on the features you will use, prepare information to be required for the initialization such as the notification time of usage data and the time to apply the settings.

Depending on models you use, usable features differ, so that we recommend to check the following list in advance.

1. Whether the Embedded Plug-ins are supported by a device
   You can use [Detailed (Job Log Collection)] for Notification Type with supported devices.

2. Whether a custom service is supported by a device
   You can use the [Panel Display of Accounting Results] feature with supported devices.

3. Whether a batch registration of user information is supported by a device model
   You can register user information on Device Log Service by a device which supports a batch setting of user information.

> **Note**
>
> If you set to operate authentication settings and user registration on Device Log Service, a device's Login Type will be changed to "Login to Local Accounts", Accounting Type will be changed to "Local Authentication".

1 and 3 can be checked on "Operating Environment" on the service information page("System Configuration and Operating Environment" (P.8)).

Preparing User Information

Prepare user information to be registered in Device Log Service
- If you register user information with Device Log Service
- If you need an accounting by every accounting labels, or if you need User Name to be displayed on a accounting result

According to features you use, prepare following information.
- User IDs and User Name
- Information to be set as accounting labels (such as department names)
- Initial password, information regarding restriction of device use (user permission) on a user basis, E-mail address of a user, and IntelligentCard information and others as necessary.

Access Device Log Service

This section describes how to set the initial password of System Administrator and login Device Log Service.
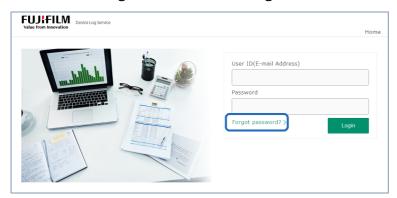
Setting Initial Password of System Administrator

As you are notified the start of using Device Log Service, set the initial password of System Administrator at first.
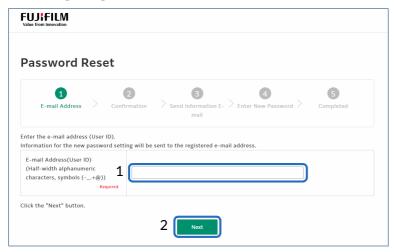
> **Note**
>
> • Setting of the initial password is not required if you use an existing account already registered with FUJIFILM BI Direct in Device Log Service.
> • Set an initial password as the same way as the way to set a password forgot.

1. Access the URL indicated in the e-mail message via a web browser.
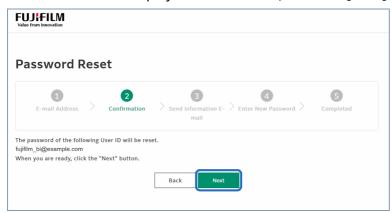   The URL of Device Log Service and FUJIFILM BI Direct is listed. Whichever you access, the initial password can be set. The URL of the Device Log Service is as shown in the following.

   https://service-fb.fujifilm.com/device-log/login

2. Click [Forgot password?] on the FUJIFILM BI Direct login screen.
   This screen is a login screen of Device Log Service.

3. Perform the following steps.

   1. Enter the e-mail address (User ID) you registered with FUJIFILM BI Direct.
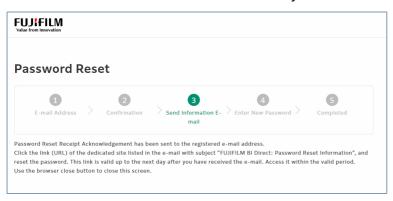   2. Click [Next].

4. Check information displayed on the screen, and click [Next].
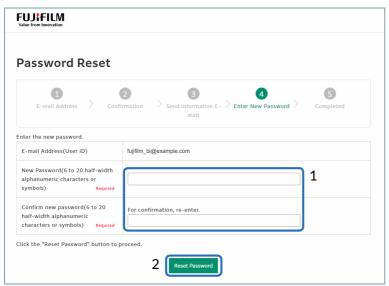

The following message will be displayed: "Password Reset Receipt Acknowledgement has been sent to the registered e-mail address."
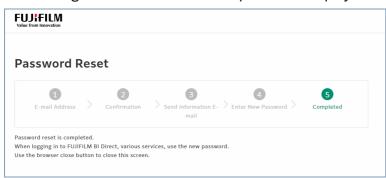
An e-mail is submitted to the e-mail address you entered.

5. Access the URL for password reset, which is indicated in the e-mail message that you receive, via a web browser.

6. Perform the following steps.
   1. Enter a new password in [New Password].
      For confirmation, you need to enter the password twice.
   2. Click [Reset Password].

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The message "Password reset is completed." is displayed.

 Note

An e-mail is also submitted to you notifying of completion of the initial password setting.

Logging in to Device Log Service

When Device Log Service gets ready to be used, an e-mail is submitted to the system administrator notification of start of the provision of the service.
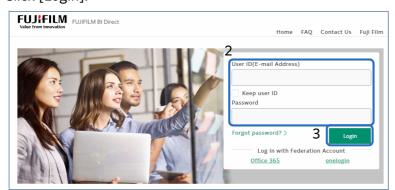
The following URLs are indicated in this notification. Either of the URLs can be used to log in to Device Log Service.

● FUJIFILM BI Direct URL

● Device Log Service URL

 Note

It takes a week or so from usage application to start of the provision of the service.

1. Access the URL indicated in the e-mail message via a web browser.

2. Perform the following steps.

■ When using the FUJIFILM BI Direct URL

1. Select a language to be displayed on Device Log Service.
2. Enter the registered user ID (e-mail address) and password.
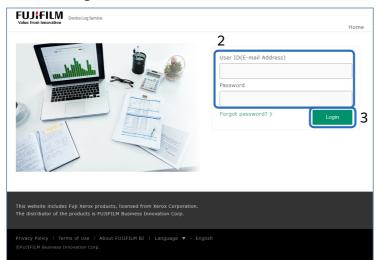3. Click [Login].

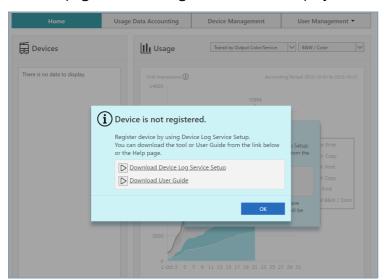A link to Device Log Service is displayed on the screen.

4. Click the link for Device Log Service.
   The [Home] page of Device Log Service appears.

■ When using the Device Log Service URL

    1. Select the display language of Device Log Service.

    2. Enter the registered user ID (e-mail address) and password.

    3. Click [Login].

The web page of Device Log Service will be displayed.

Environment Settings for a Device Unit

This section describes environmental settings for a device needed to use [Detailed (Job Log Collection)] or [Panel Display of Accounting Results].

Required Settings

If you use [Detailed (Job Log Collection)] or [Panel Display of Accounting Results], your device is required to be set as a following list.

Item and Reference	Required Setting
Proxy Server Settings (P.36)	Set this item if you access the Internet using a proxy server. If you register a device with Device Log Service Setup, you can set later with Device Log Service Setup, so that operating the procedures in advance is not necessary. 📝 Note • Depending on your network environment, to change a proxy server or firewall settings may be necessary. • If you enable the filtering feature, set "service-fb.fujifilm.com" open and accessible. • If you decrypt and inspect the communication, remove "service-fb.fujifilm.com" from the targets of inspection.
Device Access (P.36)	Set this item if you enable [SetasDefaultScreenafterAuthentication] of [PanelDisplayofAccountingResults]. If it is not set, the Device Log Service screen may not be displayed as the default screen.

📝 Note

Though the items listed on "Device Settings That Are Not Always Necessary to Be Changed" (P.194) are necessary to be set correctly, usually you do not need to set.

Setting Each Item

You can set each item of environmental settings of a device on the [Tools] screen.

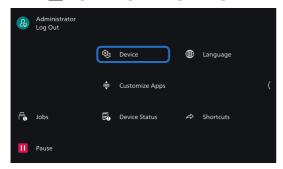Follow the steps below to display the [Tools] screen.

Note

The screen shots used in this guide may include items and features that are unavailable in your machine configuration.

1. Press the <Log In/Out> button on the control panel of the machine.

2. Enter the System Administrator's user ID with the numeric keypad or the keyboard displayed on the screen, and select [OK].
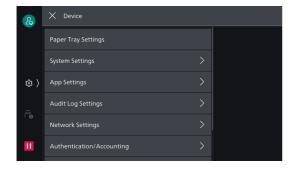

3. Press ⚙ > [Device] in the [Home] screen.

4. Select an item required to set.
For more information about each item of settings, refer to the next page and later.

Note

Rebooting the machine may be required depending on the settings. When a message is displayed on the screen, follow the message and reboot the machine.

Proxy Server Settings

1. Select [Proxy Server Settings] in [Proxy Server List] > [Connectivity & Network Setup] under [Device], and then set a server name, port number, login name and passcode (settings for the use in HTTPS environment).

   > **Note**
   >
   > Multifunction Device Linkage Tool may not be used on device when authentication is required for the proxy server connection.

2. Select [Addresses to Bypass Proxy Server] in [Proxy Server Settings] under [Device] > [Proxy Server List] > [Connectivity & Network Setup], and then select [Change Settings].

3. Enter "localhost" and select [Save].

   > **Note**
   >
   > Do not delete "localhost" for using this feature.

4. Select [Close].

Setting Device Access

1. Press [Device] > [Authentication/Accounting] > [Authentication/Security Settings] > [Authentication] > [Access Control] > [Device Access].

2. Select [Locked].

3. Press the Home button to go back to the [Home] screen.

Registering a Device to Device Log Service

This section describes two ways how to register a device to Device Log Service.

How to Register a Device to Device Log Service

Registering a Device with a PC

Register devices with Device Log Service Setup. This way is useful when the device is on a remote location or you want to register multiple devices at once. And also, if you use [Simple] notification, or if you use [Partial Display] for [Panel Display of Accounting Results], select this way.

> Refer
>
> "Registering a Device with a PC" (P.37)

Registering a Device with a Control Panel of a Device

Some models can be registered on a control panel of a device without a PC.

For more information of supported devices, contact your local representative of our company.

> Refer
>
> "Registering a Device with a Control Panel of a Device" (P.43)

Registering a Device with a PC

Downloading Device Log Service Setup

Download Device Log Service Setup by logging in Device Log Service.

1. Log in Device Log Service with User ID of System Administrator and Password.
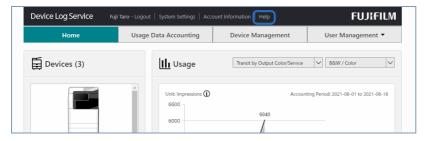
   > Refer
   >
   > "Logging in to Device Log Service" (P.32)

2. Operate following procedures.

   ■ If a device is not registered

   Click [Download Device Log Service Setup].

   A zipped file will be downloaded.

   ■ If a device is already registered

   1. Click [Help].

2. Click [Device Log Service Setup].
 A compressed file will be installed.

3. Extend the downloaded file to a folder.
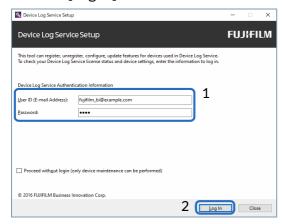"DLSSetupTool.exe" and "DLSSetupTool.exe.config" is unzipped.

> **Note**
>
> When you execute Device Log Service Setup, "DLSSetupTool.exe" and "DLSSetupTool.exe.config" are needed to be in the same folder. Do not move these files to other folders.
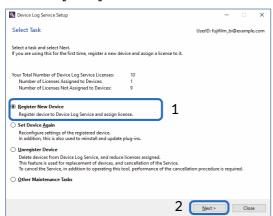
Registering a Device

Register devices to Device Log Service with Device Log Service Setup, and then set Notification Type. Such as Notification Time of Detailed Notification or whether to use the display results of accounting on the panel can be set.
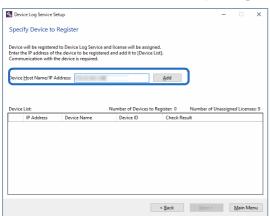
> **Note**
>
> • While a device is operated or processing jobs, a device cannot be registered. Wait for a while, and then execute Device Log Service Setup.
> • The control panel of a device cannot be controlled while Device Log Service Setup is installing the software on the device.

1. Execute "DLSSetupTool.exe", and then start Device Log Service Setup.

2. Operate following procedures.
 1. Enter Device Log Service's System Administrator's User ID and Password.
 2. Click [Log In].
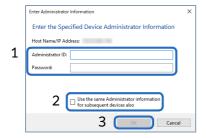
3. Operate following procedures.
   1. Select [Register New Device].
   2. Click [Next].

4. Enter a host name or IP address, click [Add].

5. Operate following procedures.
   1. Enter the administrator information of the device to register.
   2. If any other device can use the common administrator information, check [Use the same Administrator information for subsequent devices also].
      When you register a device after this device, you can skip entering the administrator information.
   3. Click [OK].
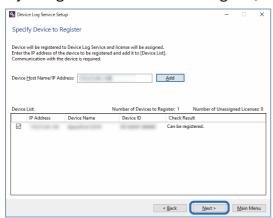
   Device Log Service Setup will connect to the device, and then check the settings.

6. If you register multiple devices, operate from Step 4 repeatedly.
   If the administrator information of the device is required, enter the information of the device to register.

7. If the device to register is lack of some features or settings, check the detail displayed in the [Check Result] area.
If the message is not displayed completely, hover on the [Check Result] area, and then you will see the complete message.

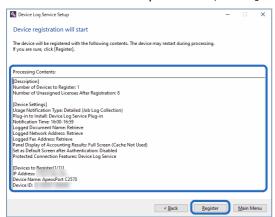**8.** If you register all the devices to register, click [Next].

9. Set a device to register.

1. Set the following items.

Item	Description
Usage Notification Type	Select a notification type. Usually, set [Detailed] for this item. **Refer** "Notification Type" (P.11)
Notification Time	Set the time to notify the usage to Device Log Service from a device. In [Simple (Counter Collection)], if you turn off a device every day, set the time during the device is turned on. In other cases, you are not required to change the default value.
Logged Document Name	Select whether to notify document names in printing or the direct fax. The notified document names are used for recording job log files and accounting by Document Type. Due to the security reason, if you do not want to notify the data, uncheck this item.
Logged Network Address	Select whether to notify an address of a PC or server to Device Log Service. The notified network address is used for recording the job log file. Due to the security reason, if you do not want to notify the data, uncheck this item.
Logged Fax Address	Select whether to notify the fax number or Common Name. The fax address is used for recording the job log file and accounting of telephone charge by Job Log Analyzer. Due to the security reason, if you do not want to notify the data, uncheck this item.

Item	Description
Panel Display of Accounting Results	If you install Device Linkage Tool on a device and use [Panel Display of Accounting Results], check this item. **Refer** "Usage Check on Device" (P.25) [Disabled]: Select this to disable this feature. If Multifunction Device Linkage Tool has already been installed, it will be deleted. [Partial Display]: Select this to display both the services buttons and the accounting result of the log-in users at the same time by dividing the screen. This item is only displayed when you select [Detailed] for [Usage Notification Type]. [Full Screen]: Select this to display the accounting result of the log-in users in full screen. [Full Screen (Cache Not Used)]: Select this item to display the same screen as [Full Screen] without using the cache, thus it takes a while to display the screen. This item is for compatibility with the earlier versions of Device Log Service. As the standard operation, select [Full Screen]. This item is displayed when you selected [Detailed] for [Usage Notification Type].
Set as Default Screen after Authentication	The Device Log Service screen is usually displayed by pressing the button on the control panel of the device. If you check this item, the Device Log Service screen will be displayed after logging in without the need to press the button. **Important** If you enable [SetasDefaultScreenafterAuthentication], set [Locked] of [Device Access] in Authentication. "Setting Device Access" (P.36)
Services Button Layout	If you select [Partial Display] for [Panel Display of Accounting Results], select the services buttons to display on the Device Log Service screen.
Security Settings	This is the setting for the protection of the communication between a device and a Device Log Service server. **Refer** Refer to the "Security Settings" line on "Device Settings That Are Not Always Necessary to Be Changed" (P.194) • [All Features]: All the SSL/TLS communication of a device is protected. If a correct certificate is not applied to a device, features other than Device Log Service may not be usable. For [Verify Remote Server Certificate] of [SSL / TLS Settings] of a device, [Enabled] is set. • [Device Log Service]: The SSL/TLS communication of Device Log Service is protected. The settings other than Device Log Service are not changed. For [Verify Remote Server Certificate] of [DeviceLogServicePlug-in] of a device, [Enable Always] is set. • [Do Not Change]: No Change is applied to [SSL / TLS Settings] of a device. Whether to protect the SSL/TLS communication of Device Log Service depends on the setting of the device. For [Verify Remote Server Certificate] of [DeviceLogServicePlug-in] of a device, [Follow Machine Settings] is set.
Proxy Server Configuration	In your network, if you use a proxy server to access the Internet, set this item.

2. Click [Next].

10. Check the items to be processed, click [Register].

The device will be registered on Device Log Service.

Also, required software is installed on a device according to selected features.

As the registration finished, the number of the registered devices and the licenses that are not allocated will be displayed.

> **Note**
>
> If you did not set the passcode for software options and the environmental settings of the device beforehand, the lacking items will be displayed on the screen. Follow the instruction on the screen, set the items required again.

11. If you go on to configure RSS receiving settings, click [Next]. If you finish the process, deselect the [Proceed to RSS Receiving Settings] check box, and then click [Close]. If you continue other operations, click [Main Menu].

> **Refer**
>
> "Configuring RSS Receiving Settings" (P.155)

> **Note**
>
> If there is a device which is failed to be registered, cause and remedy will be displayed. Follow the instruction on the screen, execute Device Log Service Setup again.

Register Printer MIB

If another company's device supporting the Printer MIB is registered to a parent device registered in the Device Log Service as a child device by detail notification, the usage data can be accounted.

> **Important**
>
> As for child devices, 20 units can be registered to one parent device at a maximum and 100 units can be registered to one tenant at a maximum (the number of units including parent devices). A network environment which can execute SNMP communication is required between a parent device and child device.
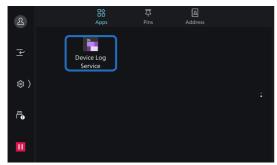
> **Refer**
>
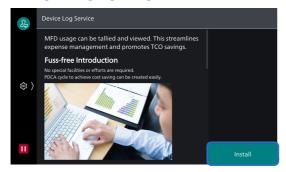> "Register Printer MIB device" (P.168)

Registering a Device with a Control Panel of a Device

If you register a device on the control panel of a device, [Detailed] notification is set for [Usage Notification Type]. And also, [Panel Display of Accounting Results] becomes available.

1. Log in a device as an administrator, and then click [Device Log Service] on the Services Home screen.

2. Click [Install] > [Start].

> 💬 **Note**
>
> If the screen is not changed though [Start] is pressed, check whether the network environment of your device is OK. And also, if you access the Internet via proxy server, check whether the setting of your proxy server, referring to "Proxy Server Settings" (P.37). After you pressed [Start], if "Device is not registered" is displayed, your device does not support registering with a control panel of a device unit. For more information on supported models, contact your local representative of our company.

3. Enter the user ID and password of the system administrator of Device Log Service, and then press [Login].
   The setup of Device Log Service is started.

4. Push [Next] or [Reboot].
   The Device Log Service plug-in is installed on the device, and then the device is rebooted.

   Depending on the machine condition, rebooting multiple times is necessary.

   > 💬 **Note**
   >
   > Either [Next] or [Reboot] is displayed depending on the device.

5. After rebooting, log in a device as the system administrator, and then press [Device Log Service] on the Services Home Screen.
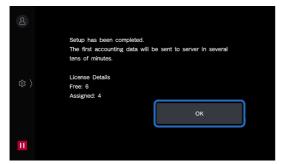
6. Operate the following procedure.

   1. Set the following items.

Item	Description
Notification Time	Set the time to notify the usage to Device Log Service from a device.
Logged Document Name	Select whether to notify document names in printing or the direct fax. The notified document names are used for recording job log files and accounting by Document Type. Due to the security reason, if you do not want to notify the data, uncheck this item.
Logged Network Address	Select whether to notify an address of a PC or server to Device Log Service. The notified network address is used for recording the job log file. Due to the security reason, if you do not want to notify the data, uncheck this item.
Logged Fax Address	Select whether to notify the fax number or Common Name. The fax address is used for recording the job log file and accounting of telephone charge by Job Log Analyzer. Due to the security reason, if you do not want to notify the data, uncheck this item.

   2. Press [Next].

7. Press [Register].
   The registering process is executed. It takes several tens of seconds.
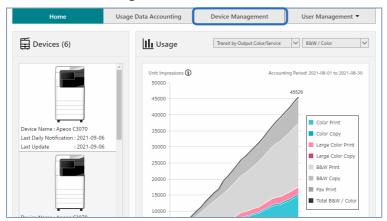
8. If the following screen is displayed, push [OK].
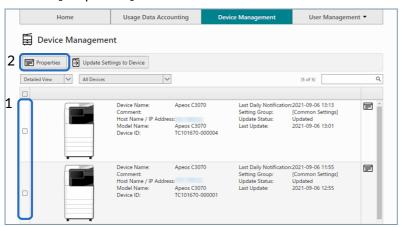
Setting Properties of Devices

In Device Management of the Device Log Service, set the properties of the registered devices.
If you use Device Log Service to register a user, operate the following settings.

1. Log in to Device Log Service.

2. Click [Device Management].

3. Perform the following steps.
   1. Select the check boxes for all devices of which you want to change the settings.
   2. Click [Properties].

4. Click [Authentication Settings] to specify for each of the items.
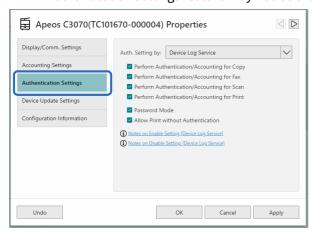
> **Refer**
>
> For information on the settings, refer to "Changing Information on Devices" (P.100).
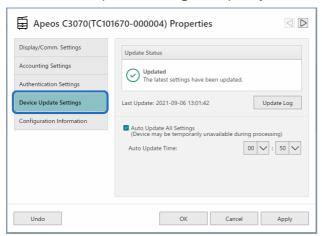
> **Note**
>
> If multiple devices are selected in Step 3, the actual screen may be different from the image shown, as only the items that can be collectively specified will be displayed. To display all the items, select only one device and then click [Properties].
> Authentication settings feature may not be available depending on the device.
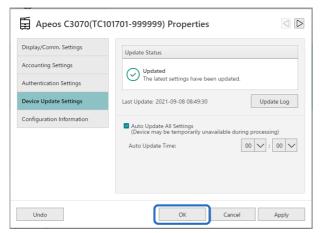
| Item	Description
Auth. Setting by	If you select [Device Log Service], the authentication settings of devices or settings information of users changed on Device Log Service will be updated to devices. Also, Login Type of a device will be changed to "Login to Local Accounts", and Accounting Type will be changed to "Local Accounting".
Execute Authentication / Accounting of Copy Execute Authentication / Accounting of Fax Execute Authentication / Accounting of Scan Execute Authentication / Accounting of Print	If a check mark is attached, when the service is used with the device, user authentication is required. Also the usage data of the service can be accounted for each user.
Password Mode	Select the check box to prompt password on the panel upon using the device.
Allow Print without Authentication	Select the check box to allow print without specifying users.

5. Click [Device Update Settings] to specify for each of the items.

Apeos C3070(TC101670-000004) Properties	◁ ▷
Display/Comm. Settings	**Update Status**
Accounting Settings	✓ **Updated** The latest settings have been updated.
Authentication Settings	
Device Update Settings	Last Update: 2021-09-06 13:01:42 [Update Log]
Configuration Information	☑ Auto Update All Settings (Device may be temporarily unavailable during processing) Auto Update Time: [00 ▽] : [50 ▽]
[Undo]	[OK] [Cancel] [Apply]

Item	Description
Update Status	Update status to the device is displayed when the settings information of a device or a user is changed on Device Log Service. Click [Update Log] to view details of update process.
Auto Update All Settings	The information configured on Device Log Service will be updated to devices at specified time. Select the check box and specify the auto update time. If you do not select this check box, it is required to update the settings information to devices by immediate update. 👓 **Refer** Immediate update ⇨ "Updating Settings Information to Devices Immediately" (P.106) 💬 **Note** This feature may not be available depending on the device.
Auto Update Time	Specify the time to automatically update the settings information. Select hours ([00] to [23]) and minutes ([00], [10], [20], [30], [40], or [50]). 💬 **Note** Devices cannot be operated for several minutes while updating. Specify the time when the devices are more likely to be inactive such as during lunch break or night-time.

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6. Click [OK].

The device properties are changed on Device Log Service.

If any of the following settings are changed, the changed settings will be updated to the device at the next periodical polling.

> **Note**
> - The change made in Step 7 will not be updated immediately. If you want to update immediately, perform immediate update.
> - The authentication settings will not be updated until it is updated by immediate update unless the [Auto Update All Settings] check box is selected in Step 7.

> **Refer**
> - Details on updating the settings information to the devices ⇨ " When to Update the Settings Information to Devices" (P.23)
> - "Updating Settings Information to Devices Immediately" (P.106)
> - What to do when you encounter a problem ⇨"An Error Appears When Attempting to Set Device Properties" (P.182)

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Registering User Information with Device Log Service

Register user information of users to operate target devices on Device Log Service.

About Registration of User Information

If you set [Device Log Service] in [Auth. Setting by] of a device, user information will be registered on the device by registering user information on Device Log Service.

If you set [Machine Control Panel / Other SW] in [Auth. Setting by] of a device, registration of user information is not essential.

Registering users with the same User IDs on a device and Device Log Service enables you to use accounting by accounting labels. As needed, register user information.

User information can be registered by using any one of the following methods:

● Register user information on the [Add] tab on the [User Management] page.

  You can register information for a single user at one time.

● Register user information in a batch on the [CSV Upload] tab on the [User Management] page, by using a CSV format file in which user information is entered (user information file).

  You can register information for multiple users at one time.

● Register user information by selecting the user displayed on the [User Management] > [Unregistered User List] page.

  You can select multiple users from the list of unregistered users, and register them at one time.

● Upload the user information of the LDAP server to the server of the Device Log Service.

● Synchronize the user information of Azure AD of the customer to the server of Device Log Service.

This procedure shows you an example of how to register user information in a batch by using a user information file in which user information is entered.

For information on other methods, refer to "Managing Users" (P.111).
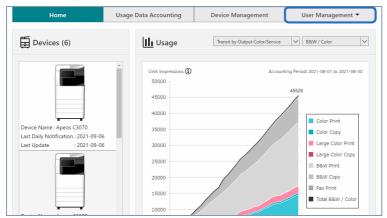
> **Note**
> • If you want to use "Setting Group" when you apply user information with a device, making "Setting Group" beforehand and set the "Setting Group" to a device are needed in advance.
> • If you check user information [Auto Update All Settings] in properties of [Device Update Settings], user information will be automatically updated on the time when you set. If you want to update immediately, execute updating immediately.

> **Refer**
> • Making setting groups ⇨"Managing Groups" (P.132)
> • Setting to devices ⇨"Setting Properties of Devices" (P.45)
> • Updating Now ⇨"Updating Settings Information to Devices Immediately" (P.106)
> • User information sync of LDAP server ⇨"Set LDAP server synchronization" (P.171)
> • Synchronization of user information of Azure AD of customer ⇨"Set [Azure ID Linkage]" (P.147)
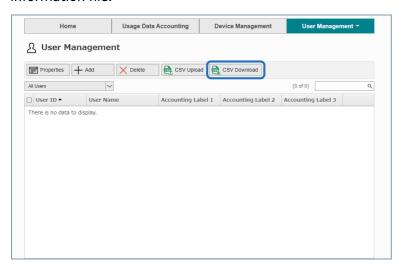
Registering User Information

1. Log in to Device Log Service.

2. Click [User Management].
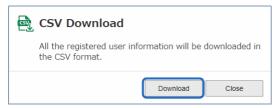
3. Click [CSV Download].
   By executing [CSV Download] when no user information has yet registered, you can download a file containing only a heading row. Then, you can enter user information in this file to create a user information file.

4. Click [Download].

5. Specify a destination location and file name by following the onscreen messages to save the user information file.

6. Open the file you have saved and edit user information.

User information on up to 10,000 users can be entered. The table below summarizes information to be entered.

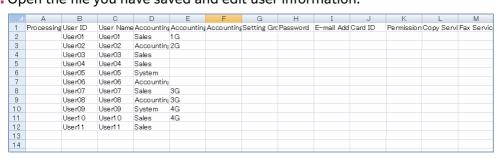| Item	Description
Processing Type	At the initial registration, enter "A" or "ADD" for all entries. This indicated addition of a user.
User ID (required)	Enter the same value as User ID registered with the accounting target devices. Up to full-width 32 characters or half-width 64 characters can be used. 📝 **Note** When you update user information on a device, usable characters and length differ depending on models or settings. For details, refer to manuals of your device.
User Name	Enter a user name to be displayed on Device Log Service. Up to full-width 32 characters or half-width 64 characters can be used. 📝 **Note** When you update user information on a device, usable characters and length differ depending on models or settings. For details, refer to manuals of your device.
Accounting Label 1 Accounting Label 2 Accounting Label 3	Enter a string to be used as the accounting label. For example, enter the department name, the branch office name, and whether it is for personal use, into each of the labels. This can be a string of up to 25 (full-width) or 50 (half-width) characters. However, a string starting with asterisk (*) cannot be specified.
Setting Group	Enter a group. Specify the same group as the device to a user, and the user information will be updated to the devices in the group. If you leave the cell blank or enter [Accounting Only], the user settings will be used for accounting only and the information will not be updated to any devices. If you enter [Common Settings], the information will be updated to all devices. 👓 Refer • To set groups on devices ⇨"Changing Information on Devices" (P.100) • To create a new group ⇨"Managing Groups" (P.132)
Password	Enter a password for the device unit to use devices. Specify with 4-12 English one-byte characters.
E-mail Address	Enter an e-mail address for Login to Local Accounts. Specify within 128 ASCII characters.
Card ID	Enter a card ID if you use devices with IC card authentication. Specify within 32 ASCII characters.

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Item	Description
Permission Settings	Enter permission settings. If you leave the cell blank or enter [Default], the default setting for permission settings will be applied. If you enter [By User], restriction of function use can be specified for [Copy Service], [Fax Service], [Scan Service] and [Print Service] for each user. Refer Default permission settings ➩ " Restricting the Device Use" (P.143)
Copy Service	Enter either of the following permissions for copy service: "Free Access", "Black & White Only", "Color Only" or "No Access"
Fax Service	Enter either of the following permissions for fax service: "Free Access" or "No Access"
Scan Service	Enter either of the following permissions for scan service: "Free Access", "Black & White Only", "Color Only" or "No Access"
Print Service	Enter either of the following permissions for print service: "Free Access", "Black & White Only" or "No Access"
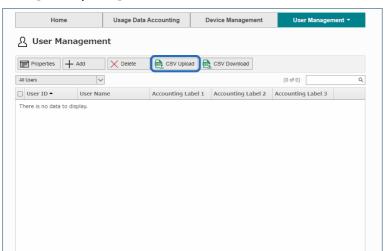
Note
- User information files can be edited using an application such as Microsoft® Excel® or a text editor. When using Microsoft Excel, please note that the leading "0" might be deleted.
- Specify the following items if using Device Log Service with [Auth. Setting by] set to [Device Log Service] on compatible devices: [Setting Group], [Password], [E-mail Address], [Card ID], [Permission Settings], [Copy Service], [Fax Service], [Scanner Service] and [Print Service]. No configuration is required for non-supported devices.
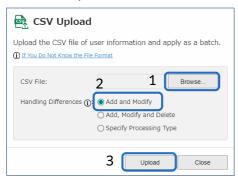
Refer
For more information on allowable format and content of user information files, refer to "User Information File Format" (P.122).
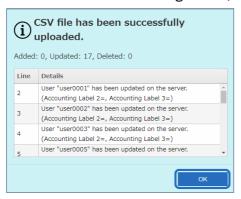
7. Overwrite save the user information file.

8. Click [CSV Upload].

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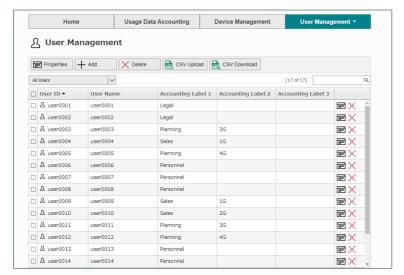
9. Perform the following steps.

   1. Click [Browse] and select the user information file you saved in step 7.
   2. Select [Add and Modify] in [Handling Differences].
      All of the content in the user information file is added.
   3. Click [Upload].

10. Check the content to be registered, and click [OK].

11. Click [Close] in the [CSV Upload] dialog box.
    User information is added to Device Log Service.

📝 Note

The user information file can also be used to modify or delete registered user information.

👓 Refer

To modify user information by using a file ⇨ "Adding/Updating/Deleting Users in a User Information File" (P.115)

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Setting Login Type/Register a User to a Device

This section describes how to set Login Type or register users to a device.

If you register user information with Device Log Service, this operation is not needed.

> ⌑ **Note**
>
> This operation is not required if you use Device Log Service to register a user on a device.

About Settings

Depending on Notification Type or Login Type, following settings are required.

Notification Type	Required Settings
[Detailed (Job Log Collection)]	• Login Type If you want to tally usage of copy and fax by user or Accounting Label, set other than [Disabled], • User information If Login Type is [Login to Local Accounts], registering user information is required.
[Simple (Counter Collection)]	• Login Type Set Login Type to [Login to Local Accounts]. set Accounting Settings to [Local Accounting]. • Accounting Settings Set Accounting Type to [Local Accounting], and set Accounting Settings to enable Accounting for each feature. • User information Registering user information is required.

How to Set Up Devices

There are several ways to configure device settings without Device Log Service. Some of them are shown below.

1. Using Device Setup
   Device Setup is a device settings tool provided by FUJIFILM Business Innovation. This tool allows you to set Login Type for the multiple devices on your network in a batch. With this tool, you can also use a mb4 format file to register user information in a batch.

2. Using Internet Services
   This tool allows you to access devices via a web browser to make settings. With this tool, Login Type and user information must be set for devices one by one.

3. Using the control panel on the devices
   Make settings on the control panel on the devices. With this type, Login Type and user information must be set for devices one by one.

The table below summarizes these methods.

Method	Where to operate	Login Type batch settings	Multiple users information registration	Installation
(1)	PC	Yes	Yes	Required
(2)	PC	No	No	Not required
(3)	Device control panel	No	No	Not required

This section shows you an example of how to set Login Type for the multiple devices and then register user information defined in a file by a batch with Device Setup.

🔔 Important

To use Device Setup to register user information in a batch, Microsoft Excel is required.

👓 Refer
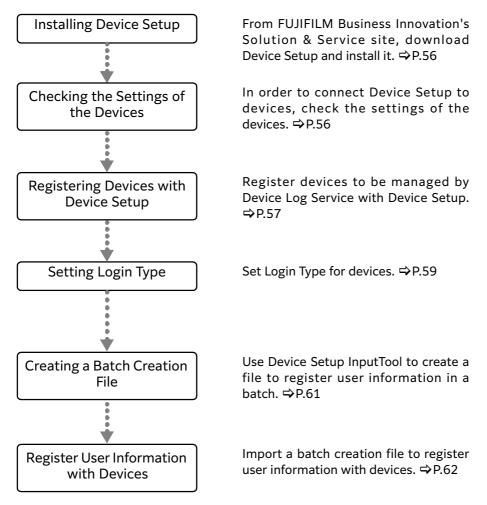
- To use Device Setup ⇨"Using Device Setup to Configure Device Settings" (P.55)
- To use Internet Services ⇨Internet Services help
- To set on the device control panel ⇨ Manuals for the device
- To change the settings of devices on Device Log Service ⇨"Changing Information on Devices" (P.100)

Using Device Setup to Configure Device Settings

Workflow

Follow the workflow shown below to use Device Setup to set Login Type for devices and user information.

Installing Device Setup	From FUJIFILM Business Innovation's Solution & Service site, download Device Setup and install it. ⇨P.56
Checking the Settings of the Devices	In order to connect Device Setup to devices, check the settings of the devices. ⇨P.56
Registering Devices with Device Setup	Register devices to be managed by Device Log Service with Device Setup. ⇨P.57
Setting Login Type	Set Login Type for devices. ⇨P.59
Creating a Batch Creation File	Use Device Setup InputTool to create a file to register user information in a batch. ⇨P.61
Register User Information with Devices	Import a batch creation file to register user information with devices. ⇨P.62

Installing Device Setup

Device Setup can be downloaded for free from FUJIFILM Business Innovation's Solution & Service site. Download it to your PC and install it.

> **Note**
>
> Operating environment for Device Setup can be checked on the Operating Environment page, which is linked from the Download page.

1. Log on to the PC on which you want to install Device Setup as a user that belongs to the Administrators group.

2. Log in FUJIFILM BI Direct and download Device Setup from the ApeosWare Management Suite page.

3. Double-click the file you have downloaded.

4. Double-click the "Launcher.exe" file inside the Setup folder.

5. Follow the onscreen instructions to install Device Setup.

> **Note**
>
> After you install Device Setup, the manual for Device Setup is available by clicking the Windows [Start] button and select [All Programs] > [FUJIFILM] > [Device Setup] > [User Guide]. Refer to this guide as necessary during the following procedure.

Checking the Settings of the Devices

For Device Setup to recognize the devices, they must be set as described below. After checking the settings of the devices, if you find one or more devices do not satisfy these conditions, change those settings.

- A fixed IP address is set

  Every device that is set to get a dynamic IP address must be set so that it can get an IP address from DNS host name.

- The SNMP port is enabled by UDP

- The SOAP port or the Internet Service port (Internet Services) is enabled.

> **Important**
>
> If the System Administrator ID and password set on a device has been changed from the factory default, the settings of the device cannot be changed with Device Setup. In this case, change the System Administrator ID and password registered with Device Setup.
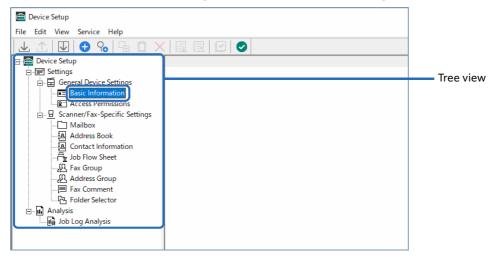
> **Refer**
>
> • To check and change device settings ⇨ Manuals for the device
> • To change the System Administrator ID and password registered with Device Setup ⇨ "Device Setup User Guide"
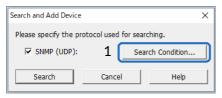
Registering Devices with Device Setup

Use the following procedure to register devices whose settings you want to change with Device Setup. This procedure shows you an example of how to specify subnet addresses to search for devices.

1. Log on to the PC to which you installed Device Setup, as a user that belongs to the Administrators group.

2. Select [Start] > [All Programs] > [FUJIFILM] > [Device Setup].

3. Perform the following steps.
    1. In [Password], enter the password required to start Device Setup.
    2. Click [OK].

4. In the Tree view, select [Settings] > [General Device Settings] > [Basic Information].

5. Select [Edit] > [Search and Add Device].

6. Perform the following steps.
    1. Click [Search Condition].

    2. In [Add a subnet address], enter the broadcast address of the subnet to search.
    3. Click [Add].
       The address you entered in step 2 is added to [Search the following subnet addresses].
    4. To search multiple subnets, repeat the steps 2 and 3.

5. Click [OK].

7. Click [Search].

8. Perform the following steps.

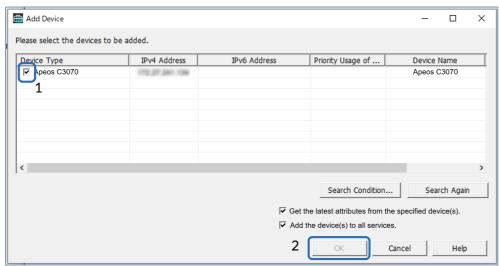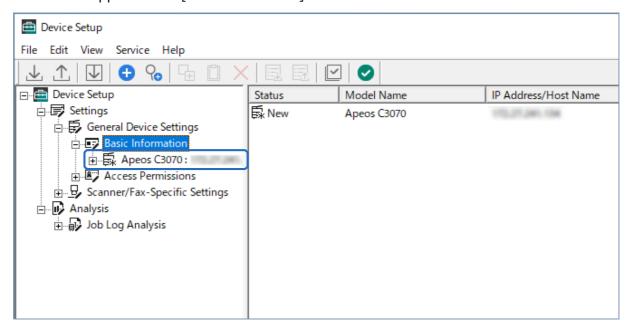   1. Make sure that the check box for the devices to be managed by Device Log Service is selected.

   2. Click [OK].

9. Click [Yes] in the [Add Device - Get Device Attributes] dialog box.
Retrieving of device attributes begins.

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10. In the "The following device(s) is added" message dialog box, click [OK].
The devices appear under [Basic Information] in the tree view.

Setting Login Type
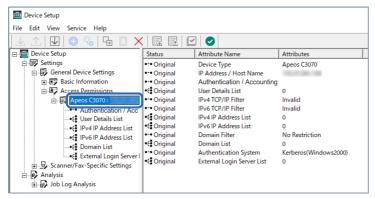
Use Device Setup to set Login Type and accounting type of devices. If all managed devices are already set, skip this procedure.

🔔 **Important**

Changing the settings for Login Type and accounting type will reboot the device automatically. When you configure device settings, check whether the device is not being used.

1. In the tree view of Device Setup, select the device under [Settings] > [General Device Settings] > [Access Permissions].
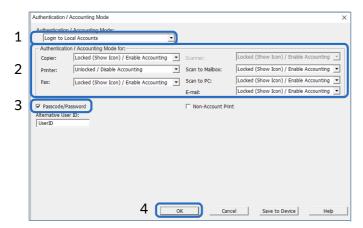
2. Select [Service] > [Authentication / Accounting Mode].

3. Perform the following steps.

1. In [Authentication / Accounting Mode], select Login Type.
   If Notification Type is "Detailed Notification", you can select any Login Type.
   If Notification Type is "Simple Notification", select [Login to Local Accounts/Local Authentication].
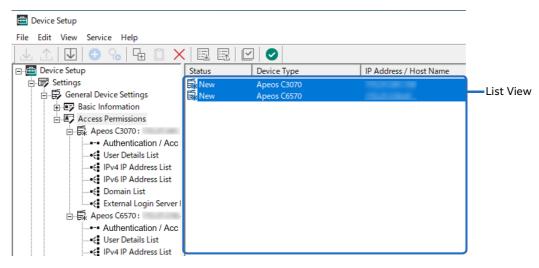
2. In [Authentication / Accounting Mode for], select items depending on features which you will use.
   If Notification Type is Detailed Notification, you can select any items which you want to set.
   If Notification Type is Simple Notification, select [Locked (Show Icon) / Enable Accounting] for all the features.

3. To require a password when users attempt to use the device, select the [Passcode/Password] check box.

4. Click [OK].

4. To set Login Type for more than one device, repeat the steps 1 to 3 for each of the devices.

5. After you set Login Type for all devices, in the tree view or list view, select the device to apply the new settings

To select more than one devices, select them in the list view. To do this, press the <Shift> key or <Ctrl> key while clicking the device name.

6. Select [Edit] > [Save Attributes to Device].

7. Check to confirm the items in the displayed dialog box, and click [Yes].
The device is automatically rebooted to apply Login Type.

Creating a Batch Creation File

You can use Device Setup InputTool to create a Batch Creation File by entering multiple sets of user details, and user permissions on a user basis. Device Setup InputTool is a file prepared in the Microsoft Excel workbook format. If all managed devices are already set, skip this procedure.

> **Note**
>
> Device Setup InputTool uses the macro feature of Microsoft Excel. To use this tool, you need to enable macro settings.

1. Select [Start] > [All Programs] > [FUJIFILM] > [Device Setup InputTool].

2. Double-click the "Device Setup InputTool - User Permissions.xls" file.

3. Perform the following steps.

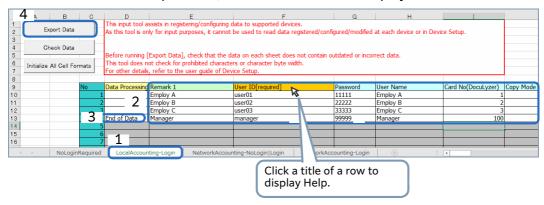   1. Select a sheet to set Login Type of a device to register user information.
    2. Enter user information to be registered with devices.
       Enter information for a single user per row. Clicking a column header will display help text for the column, including allowable characters and the upper limit of the number of the characters.
    3. After you enter data for all users to be registered, click [t] in the [Data Processing] column for the last row, and then select "End of Data".
       If you used a user information file, copying User ID and User Name from a file is efficient.
    4. Click [Export Data].
       If there is no incorrect input at all, the Save As screen is displayed.

Click a title of a row to display Help.

4. Specify the destination folder and file name, and save the file.

5. When a message is displayed, click [OK].
   The batch creation file is saved in the specified folder. File extension for the batch creation file is "mb4".

6. To save the content you entered in Device Setup InputTool as another copy for your use, select [Save As] from the [File] menu to save it in a desired format.
   It is not possible to overwrite save the file provided as a Device Setup InputTool. To save the content you entered as another file, save it into another folder than the Device Setup installation folder, in the "Excel 97-2003 Workbook" format.

   > **Note**
   >
   > Saving user information you have entered as another file allows you to use it as a reference of user IDs and user names when you register user information with Device Log Service.

7. Select [Exit] from the [File] menu.
   Device Setup InputTool closes.
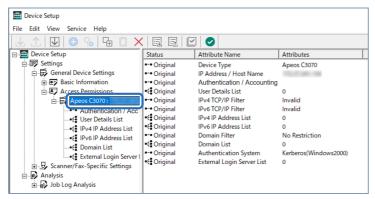
🔔 **Important**

- Files that contain user information you entered in Device Setup InputTool as well as batch creation files output from Device Setup InputTool must be protected so that personal information will not be leaked to any third party. It is advisable to save these files to a folder to which only specific users can access.
- Batch creation files output from Device Setup InputTool is in unique format for Device Setup. Do not attempt to edit it in other applications.

Register User Information with Devices

Import a batch creation file into Device Setup, and register user information with devices. If user information is already registered with all managed devices, skip this procedure.
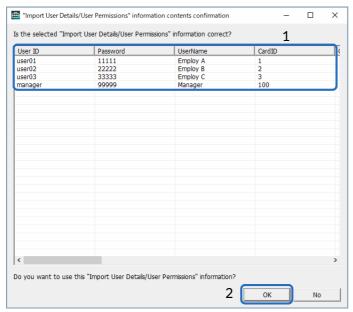
1. In the tree view of Device Setup, select the device under [Settings] > [General Device Settings] > [Access Permissions].
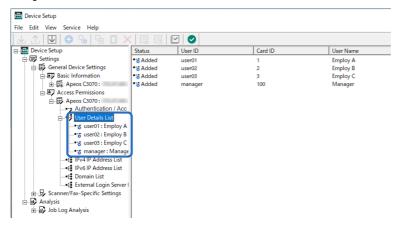
2. Select [Service] > [Import User Permissions].

3. Select the batch creation file you created in "Creating a Batch Creation File" (P.61), and then click [Open].
A batch creation file is a file having the file extension "mb4".

4. Perform the following steps.
   1. Check information about users and limitations to be registered.
   2. Click [OK].

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5. Perform the following steps.

1. Select from the following options to set whether to overwrite information already registered with the device with the content of the batch creation file:
   - Overwrite All
   - Overwrite
   - Do not overwrite
2. Click [OK].

6. When a confirmation message is displayed, click [OK].

7. Check that information you have imported form the batch creation file is displayed under [User Details List] in the tree view.

8. To register the users with more than one device, repeat the steps 1 to 7 for each of the devices.

9. After you set user information for all devices, in the tree view or list view, select the device to apply the new settings.
   To select more than one devices, select them in the list view. To do this, press the <Shift> key or <Ctrl> key while clicking the device name.

10. Select [Edit] > [Save Attributes to Device].

11. Check to confirm the settings in the displayed dialog box, and click [Yes].
    The users are registered with the device.

3 **Daily Operation**

Screen Elements and Basic Operation
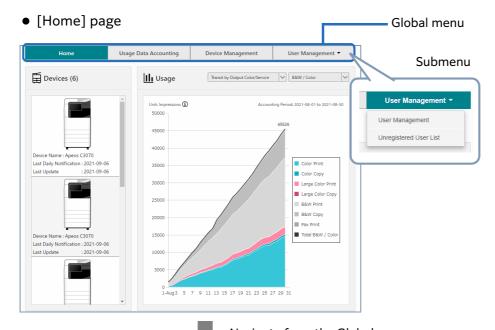
This section describes the screen elements and the basic operation of Device Log Service.

Screen Elements

The first screen you will see after logging in Device Log Service is the [Home] page. From the [Home] page, you can use the global menu and submenus to navigate to the desired function page. On the page, clicking a tool button displays the corresponding dialog box to make settings.
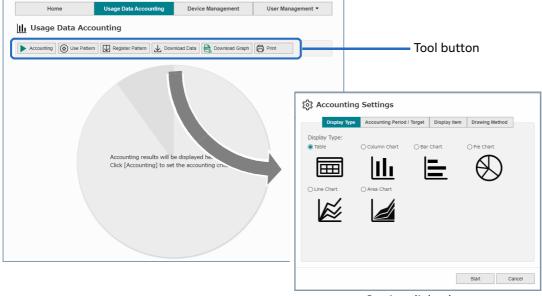
> 🗨 Note
>
> The item displayed on the global menu varies depending on whether there are Printer MIB registration and accounting data.

● [Home] page

Global menu

Submenu

Navigate from the Global menu

● Each function page

Tool button

Setting dialog box

Login Information

The name of the currently logged in system administrator is displayed.

Link Menu

Logout
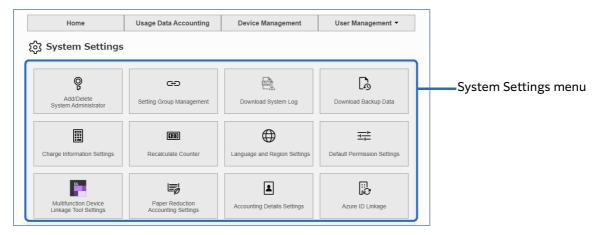
Click to log out from Device Log Service.

📝 **Note**

> After you log in to Device Log Service, when there is no operation during a certain period of time, you will be automatically logged out of Device Log Service.

System Settings

Click to display the System Settings menu. The System Settings menu allows you to set options related to the entire Device Log Service system.

System Settings menu

System Settings menu	Description	Refer to
Add/Delete System Administrator	Adds or deletes a system administrator.	P.128
Setting Group Management	Creates or deletes device groups.	P.132
Download System Log	Downloads the system log.	P.136
Download Backup Data	Downloads the backup of user information.	P.138
Charge Information Settings	Sets charges for each function, such as copying or printing.	P.140
Recalculate Counter	Recalculates counter values based on the current accounting labels registered with users and devices.	P.141
Language and Region Settings	Sets the language, time zone, and list separator to be used in output files such as the system log and backups.	P.142
Default Permission Settings	Specify the default permission settings for copying, fax and others.	P.143
Multifunction Device Linkage Tool Settings	Sets the message and the type of pie chart in [This Month's Usage] on the control panel on the device.	P.144
Paper Reduction Accounting Settings	Sets the target value for paper reduction that can be achieved by using 2-side or N-up copy/print and its accounting method.	P.145
Accounting Details Settings	Set the operations of the accounting functions such as the handling of upper-case letters and lower-case letters.	P.146
Azure ID Linkage	Set when you want to synchronize user information registered in Azure AD to Device Log Service.	P.147

Account Information

Click to display links to pages of FUJIFILM BI Direct, such as [Update Account Information] and [Change Password].

Help

Click to display a list of links to materials such as the Device Log Service manual (PDF) and release notes. Clicking the link displays the manual and each information page.

And also, you can download Device Log Service Setup and Job Log Analyzer.

> **Note**
> You will need Adobe® Reader® to view the manual.

Global Menu/Submenus/Tool Buttons

Use these menus and buttons to navigate to the page of the function you want to set.

Global Menu > Submenu	Tool Button	Description	Refer to
Home	-	Displays a list of your devices, as well as the transition of usage and top 10 usage in that month.	P.72
Usage Data Accounting	Accounting	Set options such as accounting period and accounting targets, displayed items, and drawing method to perform accounting.	P.74
	Use Pattern	Call an accounting pattern you have registered to tally usage of the devices.	P.87
	Register Pattern	Register a combination of accounting settings as an accounting pattern.	P.86
	Download Data	Export usage data collected from devices to a CSV format file. If Notification Type of a device is Detailed Notification, you can also download job logs.	P.89
	Download Graph	Export lists and graphs of the accounting results to a CSV format file.	P.91
	Print	Displays the print page for accounting results.	P.92
Usage Data Accounting > Printer MIB Accounting	Accounting	Account the usage data of the Printer MIB device. This function is displayed if the Printer MIB device is registered.	P.95
	Download Graph	Export lists and graphs of the accounting results to a CSV format file.	P.95
Device Management	Properties	Displays the device properties. Change settings as necessary.	P.98
	Update Settings to Device	Updates the settings information changed on Device Log Service immediately to the device.	P.106
Device Management > Printer MIB Device Management	Properties	Displays the Printer MIB device properties. Change settings as necessary. This function is displayed if the Printer MIB device is registered.	P.108
	Delete	Delete a selected Printer MIB device.	P.110

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Global Menu > Submenu	Tool Button	Description	Refer to
User Management > User Management	Properties	Display user properties and change them as necessary.	P.111
	Add	Register users with Device Log Service.	P.118
	Delete	Delete users from Device Log Service.	P.122
	CSV Upload	Import user information from a CSV format file to register it with Device Log Service.	P.115
	CSV Download	Export user information registered with Device Log Service to a CSV format file.	P.117
User Management > Unregistered Users	Register	Register unregistered users with Device Log Service.	P.120

Basic Operation

This section describes basic operations on each page.

Sorting a List

You can sort items displayed in a list.

Clicking a column header sorts the items based on the values in that column, in ascending order. [s] will appear to the right of the header.
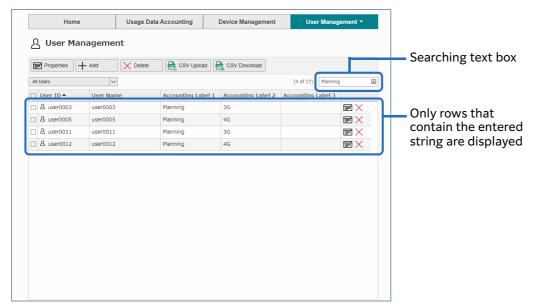
Clicking the column header again sorts the items based on the values in that column, in descending order. [t] will appear to the right of the header.

Searching a List (Filtering)

You can filter entries to be displayed in a list.

When you type a string in the searching text box, only entries (rows) that contain the string in their item values (columns) are filtered and displayed in the list. The text search is case-sensitive.

Searching text box

Only rows that contain the entered string are displayed

The 🔍 button at the right end of the searching text box is changed to ⊠ when you enter a string. To cancel filtering, click ⊠. This clears the entered string and displays all entries in the list.

Enter a string

Clear the string
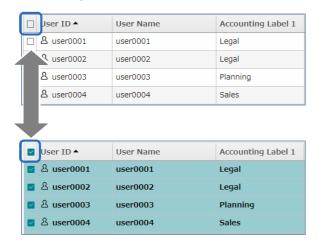
> **Note**
>
> When you filter a list, and the entries have check boxes, all the selected check boxes for the hidden rows are deselected.

Selecting/Deselecting All Entries in a List

When selecting targets in a list, you can select and deselect all entries in the list at one time.
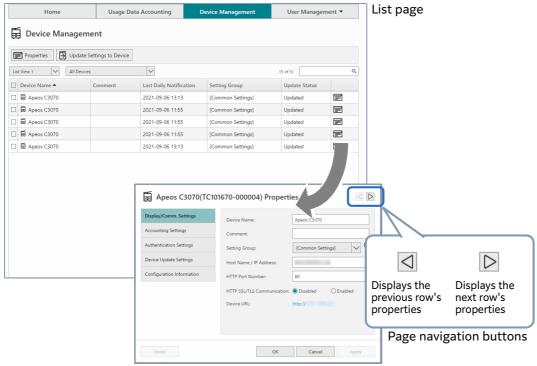
Clicking ☐ on the upper left corner of a list selects all rows in the list. When all rows are selected in a list, clicking ☑ on the upper left corner of the list deselects all the rows.

Using Page Navigation Buttons

When you click ▤, the properties dialog box appears.

In the properties dialog box, page navigation buttons allow you to sequentially view properties of items displayed in the list page.

List page
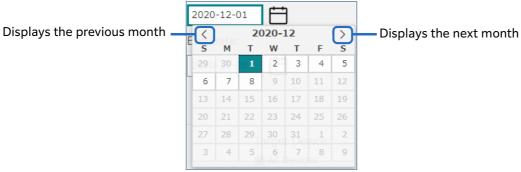
Properties dialog box

Using the Calendar to Enter Dates

When setting dates such as an accounting period, you can pick the dates from the calendar. Clicking 📅 to the right of the text box displays the calendar.
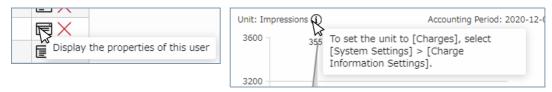
To switch between months, click [‹]/[›] to the left/right of the month heading on the calendar.

Displays the previous month — Displays the next month
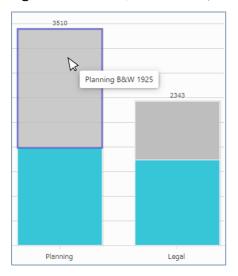
To close the calendar, click anywhere outside the calendar on the web browser.
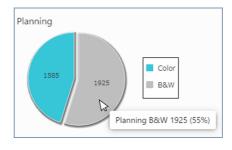
Displaying ToolTip Text

Hovering cursor over an operation button displays the tool tip text.
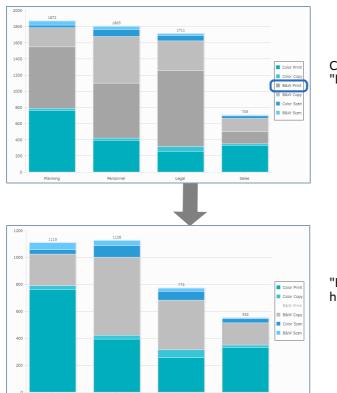
Hovering cursor over a chart highlights the area the cursor is pointing, and displays the "item name, legend item name, and value" (if the chart does not have a legend, "item name and value").

Showing/Hiding an Area of Chart

On a chart page, clicking a legend string hides the corresponding chart area. Clicking the legend string again redisplays the hidden area.
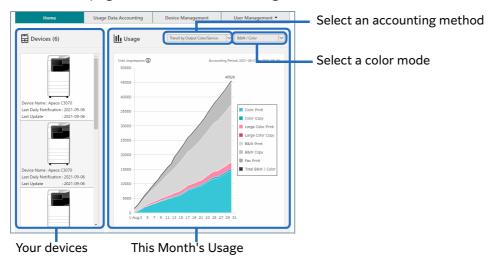
Click a legend string "B&W Print"

"B&W Print" areas are hidden

Viewing Device Usage

The [Home] page displays a list of devices being managed by Device Log Service, and copy and print usage in that month.

The [Home] page consists of the following elements:

Select an accounting method

Select a color mode

Your devices   This Month's Usage

> **Note**
>
> The illustration of devices shown in [Devices] may differ from the actual appearance of your devices.

Devices

[Devices] displays information on devices registered with Device Log Service (device name, the last sent date of Daily Notification, and the last update date of settings information to devices), in ascending order of the device name.

Any device from which usage data could not be collected due to some reason, appears at the top of the list. If there are more than one such devices, the device which could not notify the most is shown at the top.

For every device from which usage data could not be collected, Device Log Service displays a warning icon, the type of notification the device could not notify, and the number of days when usage data could not be collected. Hovering cursor over a warning display shows detailed information.
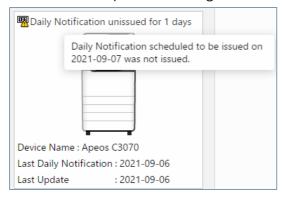
> **Refer**
>
> "Monitoring Notification from Devices" (P.15)

Also, the update status of the settings information can be viewed. If there are any settings which have not been updated to device units, a message will be shown.

Daily Notification unissued for 1 days

Daily Notification scheduled to be issued on 2021-09-07 was not issued.

Device Name : Apeos C3070
Last Daily Notification : 2021-09-06
Last Update   : 2021-09-06

This Month's Usage

[This Month's Usage] shows you transition of usage such as copying and printing in that month, and the top 10 usage in chart form. The transition of usage is displayed in an area chart, and the top 10 usage is displayed in a stacked bar chart.
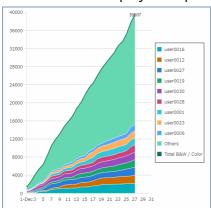
You can switch between views by simply selecting one of preset accounting methods such as by users and by devices.

The accounting period is from the beginning of the month including the day on which you displayed the [Home] page (hereinafter called the operation day) to the day before the operation day. However, the operation day is one of the first five days of the month, the usage during the previous one month is displayed.
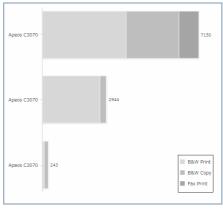
Example:

When the operation day is October 5: Usage from September 1 to September 30 is displayed.
When the operation day is October 6: Usage from October 1 to October 5 is displayed.
When the operation day is October 20: Usage from October 1 to October 19 is displayed.

Transition by User - Total Black & White / Color display example

Top 10 Devices - Total Black & White display example

Note

- The Top 10 Usage shows the top 10 highest usage in descending order. If there are multiple devices of the same 10th usage, "(Another {n} records with same ranking)" appears on the bottom left corner of the screen, where n indicates the number of charts that are not being displayed.
- The Transition of Usage by User/Device/Accounting Label shows top nine entries having the highest transition rate in descending order, and "Others" which indicates the sum of the transition rate of the 10th and subsequent entries.
- The unit displayed in the charts can be changed from [Impressions] to [Charges].

> • To work with charts ⇨"Displaying ToolTip Text" (P.71), "Showing/Hiding an Area of Chart" (P.71)

● When collection of the counter from some of devices fails

When there is one or more devices from which usage data could not be collected due to some reason, a warning message appears. Hovering cursor over the warning message displays the devices that could not notify.
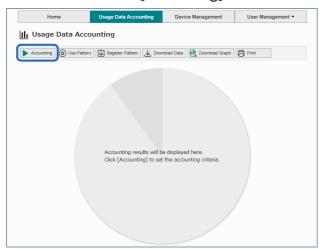
Tallying Device Usage

The [Usage Data Accounting] page allows you to tally device usage per user or device and download usage data.

Setting the Accounting Method

Set the accounting targets, displayed items, and drawing method.

1. Click [Usage Data Accounting] in the global menu.
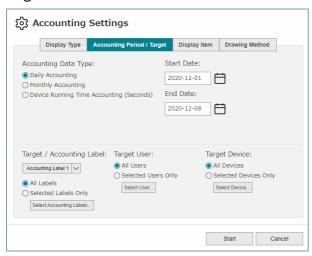
2. Click the tool button [Accounting].

3. On the [Display Type] tab, specify the format with which the accounting results are visualized. Select one from among [Table], [Column Chart], [Bar Chart], [Pie Chart], [Line], and [Area].

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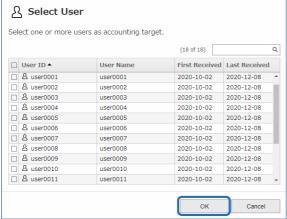
4. Display the [Accounting Period / Target] tab, and specify the accounting period and the accounting targets.

The table below summarizes items to be specified.

Item	Description
Accounting Data Type	Select the accounting period from among the following options: The default value is [Daily Accounting]. • Daily Accounting • Monthly Accounting • Device Running Time Accounting
Start Date/End Date	When you select [Daily Accounting] for [Accounting Data Type], specify the [Start Date] and [End Date] of the accounting period. By default, [Start Date] is the 1st of the same month as that of [End Date]. However, if a counter was not generated on the 1st of the month of [End Date], the date for the oldest counter is displayed. By default, [End Date] is the date for the newest counter. If any counter does not exist, this field is empty. Input it in a format of "yyyy-mm-dd" (yyyy: Christian year, mm: month, dd: day). Add a leading zero "0" when the day or month is less than 10. Example: "2014-05-21" "2014-10-01" Clicking 📅 allows you to pick the dates from the calendar.
Accounting Target Month	When you select [Monthly Accounting] for [Accounting Data Type], specify the accounting target month. Multiple options can be selected from a list of months (year/month). By default, the latest month is selected.
Target / Accounting Label	From the Accounting Label drop down list, select a group of accounting labels to be included in accounting.
	When you select [All Labels], all accounting labels registered with Device Log Service will be included in accounting. To filter accounting labels to be included in accounting, click [Select Accounting Labels] and select targets from the list of labels. The default value is [All Labels].
Device Running Time Accounting	If [Device Running Time Accounting] is selected in [Accounting Data Type], select an accounting period in a 4-hour unit. The initial value is all periods. If a pie chart is selected in [Display Type] and the notification type is [Simple (Counter Collection)], it is not displayed.

Item	Description
Target Device	When you select [All Devices], all devices being managed by Device Log Service will be included in accounting. To filter devices to be included in accounting, click [Select Device] and select targets from the list of devices. The default value is [All Devices].

■ When you clicked [Select Accounting Labels] in [Target / Accounting Label]

Accounting labels that are set for users registered with Device Log Service are displayed in the list.

Select the check box for each accounting label you want to include in accounting, and click [OK].

■ When you clicked [Select User] in [Target User]

Users registered with Device Log Service and users contained in usage data notified from managed devices are displayed in the list.

Select the check box for each user you want to include in accounting, and click [OK].

The following table lists user icons and their meaning.

Icon	Description
👤	Registered Users
👤💻	System Administrator
👤	Unauthenticated Users, Unregistered Users
-	Users other than above

🔔 Important

> If there are thousands of unregistered users in the system, some of the unregistered users may not be displayed in the list of users in the [Select User] dialog box. In this case if target users are not displayed, select [All Users] in [Target User] for accounting.

👓 Refer
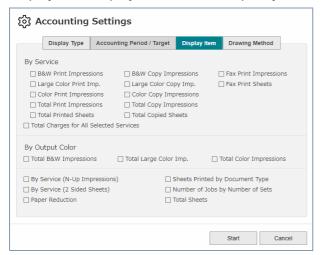
> For details on user types ⇨"Accounting Target Users" (P.18)

■ When you clicked [Select Device] in [Target Device]

Devices being managed by Device Log Service are displayed in the list.

Select the check box for each device you want to include in accounting, and click [OK].

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5. Display the [Display Item] tab, and specify elements to be displayed in the table and chart.

Items you must specify depend on the option you selected for [Display Type] in step 3.

■ When you select [Table] in [Display Type]

Item		Description
By Service		Select the check box for one or more items to be displayed.
	Print	• B&W Print Impressions-Total Print Impressions • Color Print Impressions-Total Printed Sheets • Large Color Print Imp.
	Copy	• B&W Copy Impressions-Total Copy Impressions • Color Copy Impressions-Total Copied Sheets • Large Color Copy Imp.
	Fax	• Fax Print Impressions • Fax Print Sheets
Total Charges for All Selected Services		Select this check box to display the total charges for the selected services in the table.
By Output Color		Select the check box for an item to be displayed. • Total Black & White Impressions • Total Color Impressions • Total Large Color Imp.
By Service (N-Up Impressions)		Select this check box to display the accounting result of 2-Up, 4-Up, 8-Up or more for copy and print. ⟶ Note If Notification Type is [Simple (Counter Collection)], depending on the model, N-Up Impressions cannot be tallied. The accounting result will be "0" for the devices which do not support N-Up accounting.
By Service (2 Sided Sheets)		Select this check box to display the accounting result of 2-sided output for copy, print or fax print.
Paper Reduction		Select this check box to display the accounting result of paper reduction and paper reduction rate. ⟶ Note If Notification Type is [Simple (Counter Collection)], [Paper Reduction] cannot be tallied on all models.

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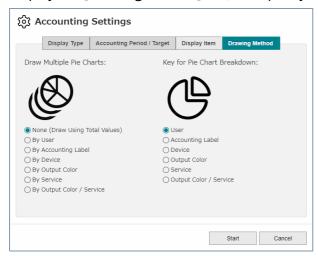
Item	Description
Sheets Printed by Document Type	Select this check box to display the accounting result of printed sheets by document type. **Note** If Notification Type is [Simple (Counter Collection)], [Sheets Printed by Document Type] cannot be tallied on all models.
Number of Jobs by Number of Sets	If displaying the accounting results of the number of jobs by the number of sets, attach a check mark. **Note** The separation of the number of sets is four types: 1, 2 to 5, 6 to 10 and 11 sets or more.
Total Sheets	Select this check box to display the total number of output sheets.
Accounting Period of Device Running Time	Select an accounting period in a 4-hour unit.

■ When you select other than [Table] in [Display Type]

Item	Description
Accounting Unit	Select the accounting unit from among [Impressions], [Impressions (N-Up)], [Sheets], [Sheets (2 Sided / 1 Sided)], [Charges], [Sheets (Paper Reduction)] and [Sheets Printed (Document Type)]. The default value is [Impressions]. **Note** • If Notification Type is [Simple (Counter Collection)], depending on the model, N-Up Impressions cannot be tallied. In that case, [Sheets (Paper Reduction] and [Sheets Printed (Document Type)] cannot be tallied on all models. The accounting result will be "0" for the devices which do not support above features. • If [Device Running Time Accounting] is selected in [Accounting Data Type], no accounting unit can be selected and it is fixed to [Seconds].
(When you select [Impressions] in [Accounting Unit])	Select the check box for one or more items to be displayed. • B&W Print-B&W Scan • Color Print-Color Scan • Black & White Copy-Send Fax • Color Copy-Fax Print • Large Color Print-Large Color Copy
(When you select [Impressions (N-Up)] in [Accounting Unit])	Select the check box for one or more items to be displayed. • Print-Copy
(When you select [Sheets (Paper Reduction)] in [Accounting Unit])	Select the check box for one or more items to be displayed. • Actual Paper Reduction-Possible Paper Reduction • Sheets Out of Reduction Scope
(When you select [Sheets] or [Sheets (2 Sided / 1 Sided)] in [Accounting Unit])	Select the check box for one or more items to be displayed. • Print-Fax Print • Copy
(When you select [Charges] in [Accounting Unit])	Select the check box for one or more items to be displayed. • B&W Print-Color Copy • Color Print-Fax Print • B&W Copy-Large Color Print • Large Color Copy

Item	Description
(When you select [Sheets Printed (Document Type)] in [Accounting Unit])	No check box shown. All document types are targets of accounting.

6. Display the [Drawing Method] tab, and specify a Key item to use in accounting and a layout method.

Items you must specify depend on the option you selected for [Display Type] in step 3.

■ When you select [Table] in [Display Type]
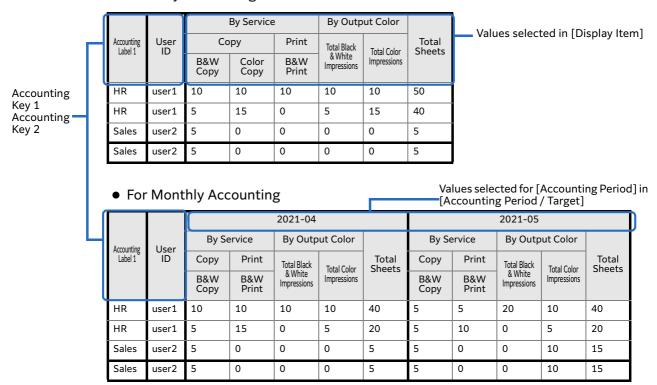
Item	Description
Accounting Key 1	Select the primary key element in the table (1st column in the table) from among the following options: • User • Accounting Label • Device
Accounting Key 2	Select the secondary key element in the table (2nd column in the table) from among the following options: • Not Selected • User • Accounting Label • Device ▢ Note The same value as that specified in [Accounting Key 1] cannot be selected.
Sort by Day[*1]	Select to which direction, vertically or laterally days are sorted. Select vertically if a table on which daily transition can be checked easily is made and laterally if a table on which comparison for each accounting key of a specified period can be performed easily is made.
Display Total and Subtotal	Select it if displaying rows for total values and subtotal values at the end of a table.
Total Monthly Accounting Results[*2]	Select whether to display accounting results in a row for each month or display the total value of a selected month in a row.

[*1] It is displayed only when [Device Running Time Accounting] is specified in [Accounting Data Type].

[*2] It is displayed only when [Monthly Accounting (Use Daily Data)] or [Monthly Accounting (Use Closing Data)] is specified in [Accounting Data Type].

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The figure below shows a drawing example when you select [Accounting Label] in [Accounting Key 1] and [User] in [Accounting Key 2].

- For Daily Accounting

Values selected in [Display Item]

Accounting Key 1 / Accounting Key 2

Accounting Label 1	User ID	By Service			By Output Color		Total Sheets
		Copy		Print	Total Black & White Impressions	Total Color Impressions	
		B&W Copy	Color Copy	B&W Print			
HR	user1	10	10	10	10	10	50
HR	user1	5	15	0	5	15	40
Sales	user2	5	0	0	0	0	5
Sales	user2	5	0	0	0	0	5

- For Monthly Accounting

Values selected for [Accounting Period] in [Accounting Period / Target]

Accounting Label 1	User ID	2021-04					2021-05				
		By Service		By Output Color		Total Sheets	By Service		By Output Color		Total Sheets
		Copy	Print	Total Black & White Impressions	Total Color Impressions		Copy	Print	Total Black & White Impressions	Total Color Impressions	
		B&W Copy	B&W Print				B&W Copy	B&W Print			
HR	user1	10	10	10	10	40	5	5	20	10	40
HR	user1	5	15	0	5	20	5	10	0	5	20
Sales	user2	5	0	0	0	5	5	0	0	10	15
Sales	user2	5	0	0	0	5	5	0	0	10	15

■ When you select [Column Chart] or [Bar Chart] in [Display Type]

Item	Options
Bar Chart Key 1	Select the primary key element in the bar chart from among the following options: • User • Accounting Label • Device • Month
Bar Chart Key 2	Select the secondary key element in the bar chart from among the following options: • Not Selected • User • Accounting Label • Device • Month[*1] • Output Color[*2] • Service • N-Up[*3] • 2 Sided / 1 Sided[*4] • Paper Reduction[*5] • Document Type[*6] ⬛ Note The same value as that specified in [Bar Chart Key 1] cannot be selected.
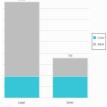
Item	Options
Bar Chart Stacked	Select whether to combine values of Displayed Items or stack the results tallied with the specified Key into stacked bar charts. • None (Draws chart to show combined values) • By Output Color[*2] • By Service • By Output Color / Service[*2] • By N-Up impressions[*3] • By 2 Sided / 1 Sided output[*4] • By Paper Reduction[*5] • By Document Type[*6] 💬 Note 　　The same value as that specified in [Bar Chart Key 2] cannot be selected.

*1 Displayed only when [Accounting Data Type] is set to [Monthly Accounting].
*2 Displayed only when [Display Item] is set to [Impressions] or [Charges].
*3 Displayed only when [Display Item] is set to [Impressions (N-Up)].
*4 Displayed only when [Display Item] is set to [Sheets (2 Sided / 1 Sided)].
*5 Displayed only when [Display Item] is set to [Sheets (Paper Reduction)].
*6 Displayed only when [Display Item] is set to [Sheets Printed (Document Type)].

When Bar Chart Stacked is selected, color-coded bars based on the specified keys are displayed.
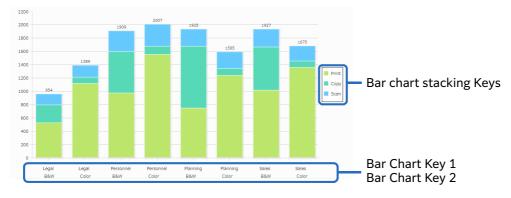
Stacking not selected　　　　Stacking selected

The figure below shows a drawing example when you select [Accounting Label] in [Bar Chart Key 1], [Output Color] in [Bar Chart Key 2], and [By Service] in [Bar Chart Stacked].

Bar chart stacking Keys

Bar Chart Key 1
Bar Chart Key 2

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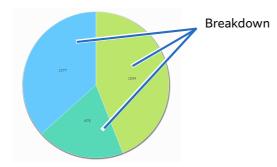
■ When you select [Pie Chart] in [Display Type]
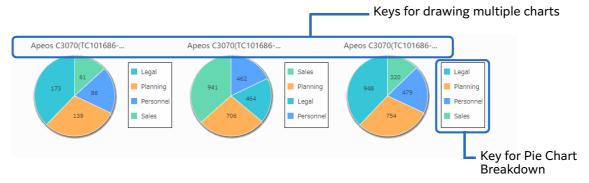
Item	Description
Draw Multiple Pie Charts	Specify whether to draw a single pie chart or multiple pie charts. When you select to draw a single pie chart, all Displayed Items are combined into a pie chart. When you select to draw multiple pie charts, select the Key to be used in accounting. • None (Draws chart to show combined values) • By User • By Accounting Label • By Device • By Month[*1] • By Output Color[*2] • By Service • By Output Color / Service[*2] • By N-Up impressions[*3] • By 2 Sided / 1 Sided output[*4] • By Paper Reduction[*5] • By Document Type[*6]
Key for Pie Chart Breakdown	Specify the keys to be used as the breakdown in pie chart. • User • Accounting Label • Device • Month[*1] • Output Color[*2] • Service • Output Color / Service[*2] • N-Up[*3] • 2 Sided / 1 Sided[*4] • Paper Reduction[*5] • Document Type[*6] 💬 Note The same value as that specified in [Draw Multiple Pie Charts] cannot be selected.

*1 Displayed only when [Accounting Data Type] is set to [Monthly Accounting].
*2 Displayed only when [Display Item] is set to [Impressions] or [Charges].
*3 Displayed only when [Display Item] is set to [Impressions (N-Up)].
*4 Displayed only when [Display Item] is set to [Sheets (2 Sided / 1 Sided)].
*5 Displayed only when [Display Item] is set to [Sheets (Paper Reduction)].
*6 Displayed only when [Display Item] is set to [Sheets Printed (Document Type)].

The figure below shows an example of the pie chart breakdown.

Breakdown

The figure below shows a drawing example when you select [By Service] in [Draw Multiple Pie Charts] and [Accounting Label] in [Key for Pie Chart Breakdown].
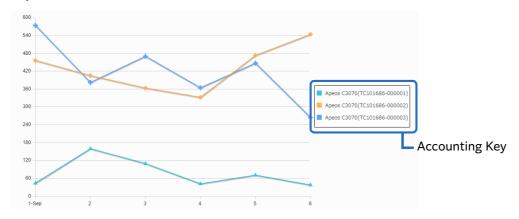
■ When you select [Line Chart] or [Area Chart] in [Display Type]
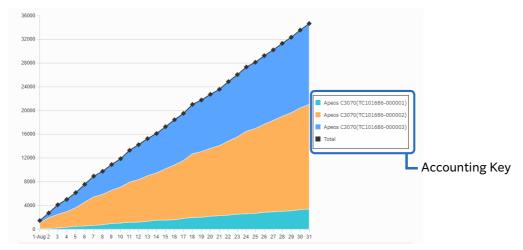
Item	Description
Accounting Key	Select the key element in the chart from among the following options: • User • Accounting Label • Device • Output Color*1 • Service • Output Color / Service*1 • N-Up*2 • 2 Sided / 1 Sided*3 • Paper Reduction*4 • Document Type*5

*1 Displayed only when [Display Item] is set to [Impressions] or [Charges].

*2 If [Impressions (N-Up)] is selected for [Display Item], [N-Up] will be fixed to [Accounting Key].

*3 If [Sheets (2 Sided / 1 Sided)] is selected for [Display Item], [2 Sided / 1 Sided] will be fixed to [Accounting Key].

*4 If [Sheets (Paper Reduction)] is selected for [Display Item], [Accounting Key] will be fixed to [Paper Reduction].

*5 If [Sheets Printed (Document Type)] is selected for [Display Item], [Accounting Key] will be fixed to [Document Type].
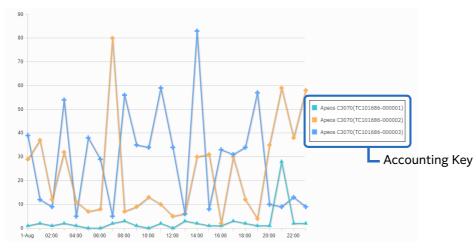
The figure below shows a drawing example of a line chart when you select [Device] in [Accounting Key].
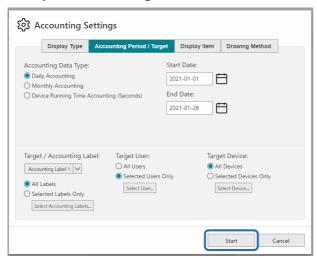
The figure below shows a drawing example of an area chart when you select [Device] in [Accounting Key].

Accounting Key
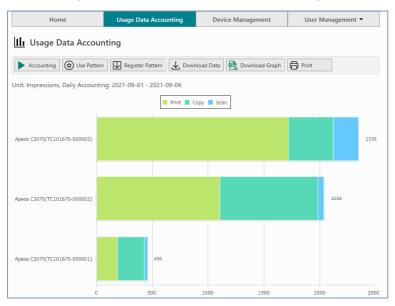
A drawing example is shown in a case where [Device Running Time Accounting] is selected in [Accounting Data Type] in a line chart.

Accounting Key

7. After you make settings, click [Start].

Device usage is displayed with the set accounting method.

Note

- If the result value for an item is "0", the item is not displayed in the table or chart.
- If a string along the vertical or horizontal axis is longer than the space, the string is truncated and appended with "...".
- You can register the accounting method you set as an "accounting pattern" and call it later.

Refer
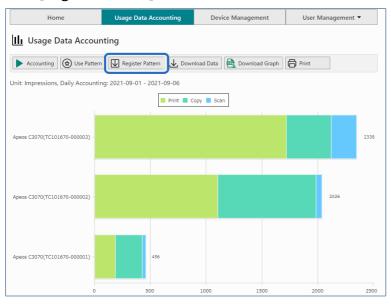
- To register an accounting pattern ⇨"Registering an Accounting Pattern" (P.86)
- To work with charts ⇨"Displaying ToolTip Text" (P.71), "Showing/Hiding an Area of Chart" (P.71)

Registering an Accounting Pattern

A combination of accounting targets, displayed items, and a drawing method can be registered as an accounting pattern. Registering an accounting pattern will help you call it later as necessary to tally device usage quickly. However, the accounting period must be specified each time you run the accounting pattern.

Up to 40 accounting patterns can be registered.

1. Set an accounting method by following "Tallying Device Usage" (P.74).

2. Click [Register Pattern].

> **Note**
>
> Up to 300 elements in total can be registered for the accounting targets (User, Accounting Label, and Device). If the number of elements selected for one of these accounting targets is 301 or more, a warning message appears indicating that the accounting target will be registered as "All".

3. Enter a name for the accounting pattern in [Pattern Name], and click [OK].
   This can be a string of up to 25 (full-width) or 50 (half-width) characters.

The accounting pattern is registered.

4. Click [OK].
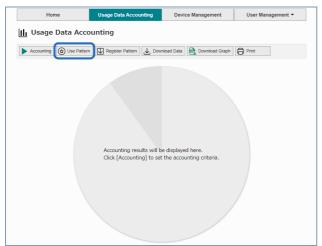
Tallying Device Usage By Selecting an Accounting Pattern

Call a registered accounting pattern to tally device usage and draw charts and tables.

Note

By default, the following eight accounting patterns are registered:
- Charges by Output Color / Device (Area Chart)
- By User / Output Color (Bar Chart)
- Charges by Device (Line Chart)
- By Accounting Label / Output Color (Pie Chart)
- By Accounting Label / User in detail (Table)
- N-Up Ratio By Accounting Label (Pie Chart)
- 2-Sided Ratio By Accounting Label (Pie Chart)
- By Accounting Label in detail (Column Chart)
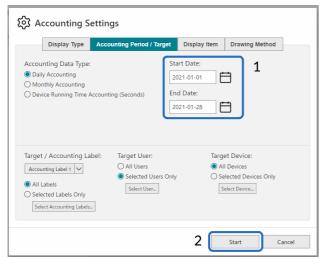
1. Click [Usage Data Accounting] in the global menu.

2. Click the tool button [Use Pattern].

3. Perform the following steps.

1. Select an accounting pattern you want to run.
2. Click [OK].

4. Perform the following steps.

1. Specify an accounting period.
2. Click [Start].

You will see the accounting results based on the accounting pattern.

Downloading Device Usage Data

The following describes how to download usage data from devices, for which counter accounting is enabled, to a CSV format file.

The file name of the downloaded file can be set as necessary. The default value is:

● Job Log File

You can download usage data for a month which is collected from devices.

DLS-JobLogs-yyyy-mm.zip

where, yyyy and mm are year and month of job logs were collected, respectively.

● Per day (for the last 2 months)

You can download usage data for two months which is collected from devices.
DLS-dailyCounters-yyyy-mm-dd.zip
where, yyyy, mm, and dd are year, month, and day of the date the usage data was created, respectively.

● Per month
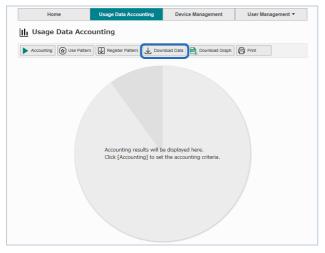
You can download usage data for five years which is collected from devices.
DLS-counterMonthly-yyyy-mm.zip
where, yyyy and mm are year and month of the date the usage data was created, respectively.
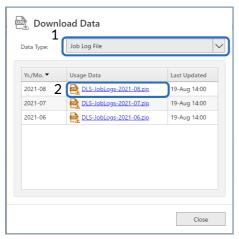
Refer

- For details on usage data ⇨"Usage Collection (In the Case of Detailed Notification)" (P.12), "Usage Collection (In the Case of Simple Notification)" (P.14)
- For details of the file format ⇨"Usage Data File Format" (P.218)

1. Click [Usage Data Accounting] in the global menu.

2. Click [Download Data].

3. Perform the following steps.

■ If there is a device which is set [Detailed (Job Log Collection)] for Notification Type

1. Select a unit in which data you want to download is saved.
   It can be selected from [Job Log File], [Device Running Time], [Accounting Data - By Day (Last 2 Months)], [Accounting Data - By Month] and [Accounting Data - By Closing Date].

2. Click the usage data you want to download.

■ If all the devices are set [Simple (Counter Collection)] for Notification Type

1. Select a unit in which data you want to download is saved, from either [Daily (Last 2 months)] or [Monthly].
   Daily or monthly data records are listed.

2. Click the usage data you want to download.
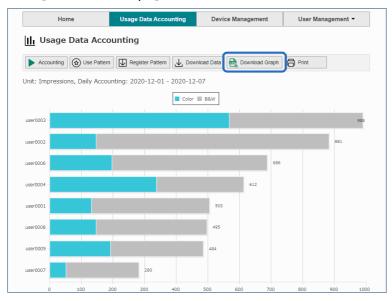
4. Specify a destination location and file name by following the onscreen messages to save the usage data file.

5. Click [Close] in the [Download Data] dialog box.

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Downloading Accounting Results

Download lists and graphs of the accounting results to a CSV format file.

1. Follow the procedure on " Setting the Accounting Method" (P.74) or " Tallying Device Usage By Selecting an Accounting Pattern" (P.87) and display the accounting result.

2. Click [Download Graph].

3. Click [Download].
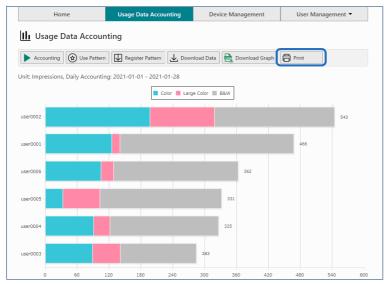
4. Specify a destination location and file name by following the onscreen messages to save the usage data file.

5. Click [Close]

Printing Accounting Results

Display the print page for accounting results and print the result.
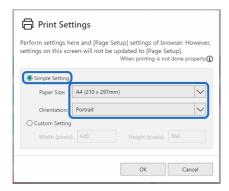
1. Follow the procedure on "Setting the Accounting Method" (P.74) or "Tallying Device Usage By Selecting an Accounting Pattern" (P.87) and display the accounting result.

2. Click [Print].
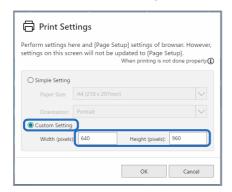
[Print Settings] screen is displayed.

3. Perform the following procedure.

   ■ When you print the tallied result with default print settings of the margin and header/footer on the web browser
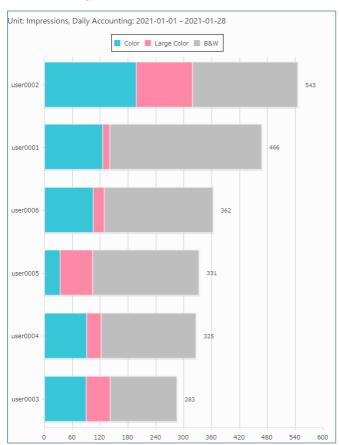
   Select [Simple Setting] radio button, and select a desired option from [Paper Size] and [Orientation] respectively.

■ When you print the tallied result with changing print settings of the margin and header/footer on the web browser, or print it on the paper whose size is not supported by the Device Log Service
Select [Custom Setting] radio button, and specify the size.

4. Click [OK].
   The confirmation screen is displayed.

5. Click [OK].
   The print page is displayed.

6. Print the accounting result with the print function on a web browser.
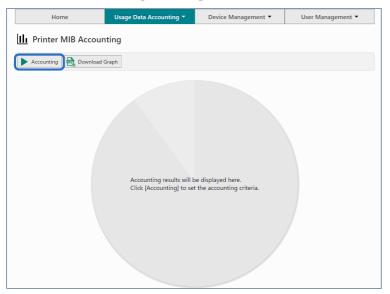
> **Note**
>
> - The background color and images will not be printed if the "Print background colors and images" option is not selected on the web browser. Change the settings to print as shown on the screen. For details, refer to " Background Colors and Images Not Printed" (P.191).
> - If [Custom Setting] is selected in step3 and larger value is specified, the print result is enlarged. If the specified value is too large, some image may not be printed or the printed result may become blanked sheet of paper. Please adjust the value and preview the printed image on the Print Preview before printing.

■ When using Internet Explorer

1. Select [Print Preview] from the Menu bar or the Command bar.
2. Click [Tool] button on the Print Preview window.
3. Specify the paper size and orientation, and click [OK].
4. Click [Print] button on the Print Preview window.

■ When using Microsoft Edge or Chrome

1. Right-click on the list or the graph, select [Print] from the right-click menu, and then display the Print Preview window.
2. Change the paper size on the Print Preview window, and click [Print].

■ When using Firefox

1. Select [Print] from the menu, and display the Print Preview window.
2. Click [Page Setup] on the Print Preview window.
3. Change the paper orientation according to the graph type, and click [OK].
4. Click [Print] on the Print Preview window.
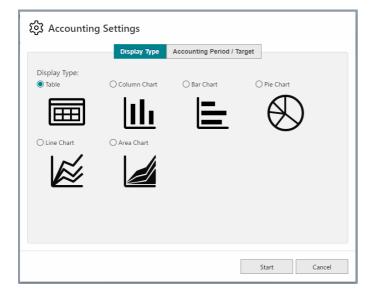
Set Printer MIB accounting method

Set an accounting method for another company's device supporting the Printer MIB registered as a child device.
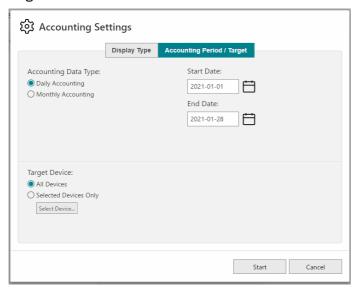
1. Click [Printer MIB Accounting] in the global menu.

2. Click the tool button [Account].

3. Designate a format for displaying accounting results in the [Display Type] tab.
[Table], [Column Chart], [Bar Chart], [Pie Chart], [Line Chart] or [Area Chart] can be selected.

4. Display the [Accounting Period / Target] tab and designate an accounting period and accounting target.

The designated items are as shown in the following.
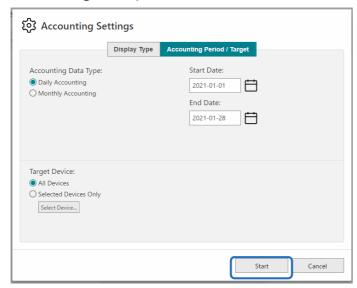
Item	Explanation
Accounting Data Type	Select an accounting period from the following. The initial value is [Daily Accounting]. • Daily Accounting • Monthly Accounting
Start Date / End Date	If [Daily Accounting] is selected in [Accounting Data Type], designate [Start Date] and [End Date] of the accounting. The initial setting of [Start Date] is the first day of the same month of [End Date]. If the counter of the first day of the same month of [End Date] has not been created, the date of the oldest counter is displayed. The initial setting of [End Date] is the date of the newest counter. If there is no counter, it becomes a blank. Input it in a format of "yyyy-mm-dd" (yyyy: Christian year, mm: month, dd: day). If the number of digits of a month or day is one, attach "0" to the top so that the number of digits will be two and input it. Example: "2014-05-21" "2014-10-01" If 📅 is clicked, a date can be selected from the calendar.
Accounting Period (Target Month)	If [Monthly Accounting (Use Daily Data)] is selected in [Accounting Data Type], designate the accounting month. Several ones can be selected from the list of months (year/month). In the initial setting, the newest month has been selected.
Accounting Period (Issue Date)	If [Monthly Accounting (Use Closing Data)] is selected in [Accounting Data Type], designate the issue date of the accounting month. Several ones can be selected from the list of the issue dates of closing data (year/month/day). In the initial setting, the newest date has been selected.
Target Device	If [All Devices] is selected, all devices supporting the Printer MIB managed by the Device Log Service are the targets of accounting. When narrowing down devices to be accounted, click [Select Device] and select a target from the list of devices. The initial value is [All Devices].

■ If [Select Device] is clicked in [Target Devices]
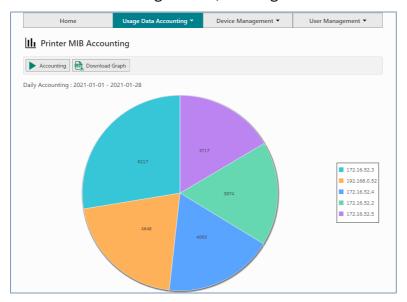
Devices supporting the Printer MIB of the management target of the Device Log Service are displayed on the list.

Attach a check mark to a device to be an accounting target and click [OK].

5. If the setting is completed, click [Start].

With the set accounting method, the usage data of devices are displayed.

Managing Devices

The [Device Management] page allows you to view details on each device being managed by Device Log Service. You can also specify the settings such as whether to enable accounting for usage of the devices. which is set "Simple Notification" for Notification Type

Viewing Information on Devices
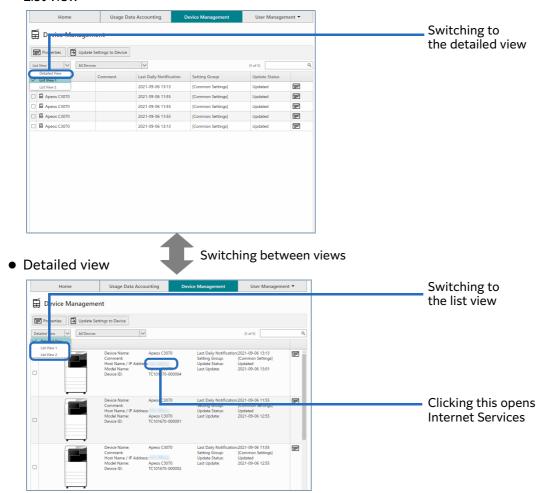
The following describes how to view information on devices being managed by Device Log Service.

1. Click [Device Management] in the global menu.
   A list of devices is displayed. You can switch between the list view and the detailed view.

   When the device's host name/IP address and port number are set under [Display/Comm. Settings] in the device properties, the value for [Host Name / IP Address] is displayed on the detailed view along with its link. Clicking the link opens Internet Services.

   ● List view

   Switching to the detailed view

   Switching between views

   ● Detailed view

   Switching to the list view

   Clicking this opens Internet Services

   📝 Note
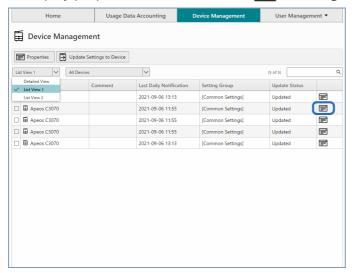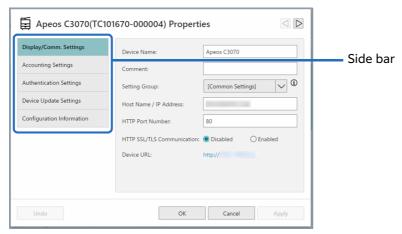
   The illustration of devices shown in [Detailed View] may differ from the actual appearance of your devices. [Detailed View] does not allow you to sort devices.

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2. To display properties of a device, click 📰 in the right end column of the row for the device.

The properties dialog box appears.

Clicking the property type on the side bar switches between views.

Side bar

The types of device properties are as follows:

● Display/Comm. Settings

Indicates information for identifying or accessing the device, such as the display name and IP address of the device.

● Accounting Settings

You can set accounting labels to account users other than authenticated users, and also you can set the last Daily notification.

If you use a device which is set to "Simple Notification" for Notification Type, set whether Daily Counter includes the device, and set the time of daily notification. Only devices for which [Enabled] is selected in this field will be processed in Daily Accounting and Monthly Accounting.

● Authentication Settings

You can select to perform authentication settings either on Device Log Service, or control panel on the device or other software.

🗨 Note

　　Authentication settings feature may not be available depending on the device.

- Device Update Settings

  The update status of the settings information of a device or a user configured on Device Log Service can be viewed. Depending on your device, the period of time in which the settings information is automatically updated to the device can be specified.

- Configuration Information

  Model name, model code, machine number, the version of the system, availability of N-Up accounting, availability of settings information update, and a type of notification are displayed.

Refer

- For details on each item ⇨"Device Management" (P.21)
- To change properties ⇨"Changing Information on Devices" (P.100)

Changing Information on Devices

The following shows how to change the device properties.

1. Display the properties dialog box for the device.

Refer

"Viewing Information on Devices" (P.98)

2. Click [Display/Comm. Settings] to specify for each of the items.
At start of the service, the display name, IP address, and port number set on the device unit are displayed in [Display/Comm. Settings]. And, every time you change the IP address or port number of the device unit, the changes are updated to [Display/Comm. Settings].
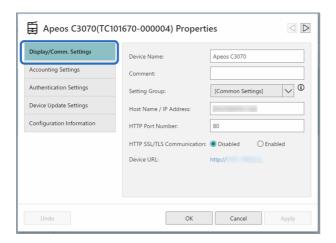
Important

- Depending on your network environment, web browsers may not be able to access the device, thus fail to immediately update settings onto the device or to display Internet Services, even if the device unit settings are updated to [Display/Comm. Settings]. In such environment, use [Display/Comm. Settings] to setup the IP address or host name for accessing the device from web browsers. The values you setup will not be updated to the device unit.
- When other than the default port number (443) is used, and if you switch between enable/disable of the SSL configuration on the device unit, the port number is not updated to [Display/Comm. Settings]. In this case, you must setup the port number set in [Display/Comm. Settings] to match the value set on the device unit.

The table below summarizes items to be specified.

> **Note**
>
> Configure [Setting Group] when selecting [Device Log Service] for [Auth. Setting by] on supported devices to use Device Log Service. No configuration is required for non-supported devices. For details on [Auth. Setting by], refer to Step 4.
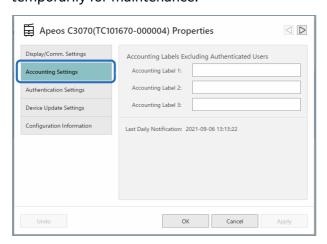
Item	Description
Device Name	Enter the name of the device using a string of up to 16 (full-width) or 32 (half-width) characters.
Comment	Enter a comment for the device using a string of up to 127 (full-width) or 255 (half-width) characters. This allows you to use the comments to filter devices to be included in accounting. **Refer** "When you clicked [Select Device] in [Target Device]" (P.76)
Setting Group	Specify a group to a device. Specify the same group as the device to a user, and the user information will be updated to the devices in the group. The information of a user with [Common Settings] will be updated to all devices. The information of a user with a group settings other than [Common Settings] will be updated to the devices with [Common Settings] and the devices in the group of the user's choice. **Note** In case where changing the user's setting groups will delete the user information from devices in the old group, it is unable to change setting groups if the auto update is enabled on a device. Disable the auto update of the device, and change the setting groups of users and devices. Then enable the auto update again. **Refer** • To set groups on users ⇨"Viewing/Changing User Information" (P.111) • To create a new group ⇨"Managing Groups" (P.132) • Auto update settings of devices ⇨"Changing Information on Devices" (P.100)
Host Name / IP Address	Enter the host name or IP address for accessing the device. Up to 256 ASCII characters can be entered.
HTTP Port Number	Enter the port number for Internet Services set on the device. Enter a value in the range of 1 to 65535.
HTTP SSL/TLS Communication	Select whether SSL communication for Internet Services is set to [Enabled] or [Disabled] on the device.

> **Note**
>
> [Device URL] will be displayed only if [Hostname / IP Address] and [HTTP Port Number] are displayed. If you click [Device URL], Internet Services will be displayed.

3. Click [Accounting Settings] to specify for each of the items.

If you use a device which is set to "Simple Notification" for Notification Type, you must set [Accounting Settings] before you can start services with Device Log Service. Also, you must change the settings if you added managed devices or replaced the existing devices, or if you want to stop accounting temporarily for maintenance.

The table below summarizes items to be specified.
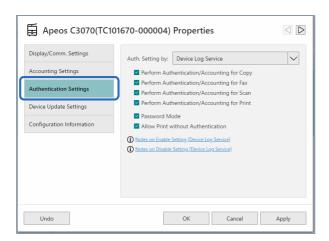
Item	Description
Enable Daily Counter Accounting^{*1}	Specify whether to tally the device's daily counter. Only devices for which this check box is selected will be processed in Daily Accounting and Monthly Accounting.
Notification Time^{*1}	When you select the [Enable Daily Counter Accounting] check box, specify what time the device should inform Device Log Service of Daily Counter.
Accounting Labels Excluding Authenticated Users - Accounting Label 1 - Accounting Label 2 - Accounting Label 3	Enter a string to be used as the accounting label for device usage by other than registered and unregistered users (Unauthenticated Users, System Administrator, Print Report, etc.). This can be a string of up to 25 (full-width) or 50 (half-width) characters. If this option is omitted, no labels are set. **Note** Users for which no accounting label is set will be displayed as "Accounting Label Not Set" in an accounting result by accounting labels. **Refer** For details on user types ⇨"Accounting Target Users" (P.18)

*1 This item is displayed when the Notification Type of a device is "Simple Notification". This setting will be applied with the device.

4. Click [Authentication Settings] to specify for each of the items.
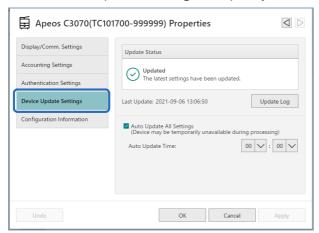
> 📝 Note
>
> Authentication settings property is not available depending on the device.
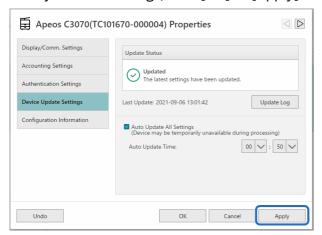
The table below summarizes items to be specified.

Item	Description
Auth. Setting by	If you select [Device Log Service], the authentication settings of devices or settings information of users changed on Device Log Service will be updated to devices. If you select [Machine Control Panel / Other SW], the authentication settings of devices or settings information of users changed on Device Log Service will not be updated to devices.
Execute Authentication / Accounting of Copy Execute Authentication / Accounting of Fax Execute Authentication / Accounting of Scan Execute Authentication / Accounting of Print	If a check mark is attached, when the service is used with the device, user authentication is required. Also the usage data of the service can be accounted for each user.
Password Mode	Select the check box to prompt password on the panel upon using the device.
Allow Print without Authentication	Select the check box to allow print without specifying users.

5. Click [Device Update Settings] to specify for each of the items.

The table below summarizes items to be specified.

Item	Description
Auto Update All Settings	The information configured on Device Log Service will be updated to devices at specified time. Select the check box and specify the auto update time. If you do not select this check box, it is required to update the settings information to devices by immediate update. **Refer** Immediate update ⇨"Updating Settings Information to Devices Immediately" (P.106) **Note** Auto Update All Settings may not be available depending on the device.
Auto Update Time	Specify the time to automatically update the settings information. Select hours ([00] to [23]) and minutes ([00], [10], [20], [30], [40], or [50]). **Note** Devices cannot be operated for several minutes while updating. Specify the time when the devices are more likely to be inactive such as during lunch break or night-time.

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6. After you make settings, click [OK] or [Apply].

The device properties are changed on Device Log Service.

If any of the following settings are changed, the changed settings will be updated to the device at the next periodical polling: accounting settings for Daily Counter, authentication settings, and device update settings.

Note

- The change made in Step 5 will not be updated immediately. If you want to update immediately, perform immediate update.
- The authentication settings will not be updated until it is updated by immediate update unless the [Auto Update All Settings] check box is selected in Step 5.

Refer

- "When to Update the Settings Information to Devices" (P.23)
- "Updating Settings Information to Devices Immediately" (P.106)
- What to do when you encounter a problem ⇨"An Error Appears When Attempting to Set Device Properties" (P.182)

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Updating Settings Information to Devices Immediately

The changes you make to the settings information on the web page of Device Log Service is updated to the device immediately when the following conditions are satisfied:
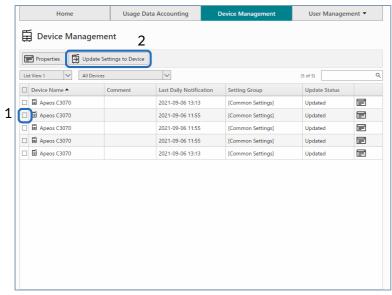
Condition 1	Condition 2
SSL certificate is installed on the device unit. 👓 Refer Refer to "An Error Appears When Attempting to Set Device Properties" (P.182).	Necessary for Simple Notification
[HTTP SSL/TLS Communication] in the [Display/Comm. Settings] properties is set to "Enabled"	Necessary for Simple Notification
Both [Host Name / IP Address] and [HTTP Port Number] in the [Display/Comm. Settings] properties match the values set on the device unit.	Necessary for both Simple Notification and Detailed Notification

 If immediate update fails due to some reason, such as incorrect settings or a communication failure between your PC and the device, the changes are updated to the device unit at the next periodic communication (within 24 hours).

👓 Refer
    "When to Update the Settings Information to Devices" (P.23)

1. Click [Device Management] in the global menu.
   A list of devices is displayed.

2. Perform the following procedure.
   1. Select the check box for the device to which settings information is updated immediately.
   2. Click [Update Settings to Device].

[Update to Device] screen is displayed.
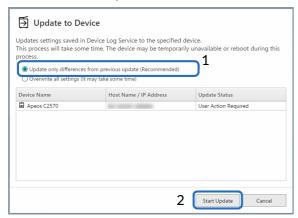
3. Perform the following procedure.

    1. Select [Update only differences from previous update].

    📝 Note

        If the settings on a device unit is deleted, including hard disk initialization, select [Overwrite All Settings] and update not only the changed settings but all of the settings information.

    2. Click [Start Update].

A process to update the settings information will start. This process usually takes several minutes.

    📝 Note

        If you select the multiple devices that are set "detailed notification" for the notification type, the devices communicate with each other.
        If [Communication Error] occurs due to miscommunication of the devices, update the devices one by one.

4. Close the window.
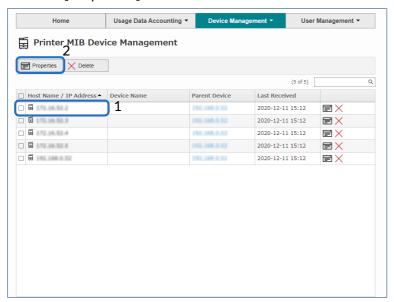
Manage Printer MIB devices

On the [Printer MIB Device Management] page, the list of Printer MIB devices (child devices) can be displayed and added newly.

Refer to/Change Printer MIB device information

Refer to and change device information registered in the Device Log Service as a child device.
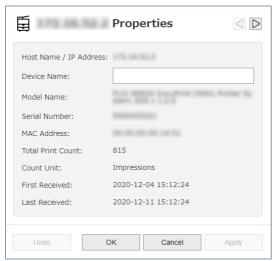
1. Click [Device Management] in the global menu.
   Information on Printer MIB devices is displayed on a list.

2. If changing properties, perform the following operation.
   1. Attach only one check mark to a device whose properties will be changed.
   2. Click [Properties].

Home	Usage Data Accounting ▾	Device Management ▾	User Management ▾

Printer MIB Device Management

2

[▤ Properties] [✕ Delete]

(5 of 5)

☐ Host Name / IP Address ▲	Device Name	Parent Device	Last Received	
☐ ▤ 172.16.52.2 1		192.168.0.52	2020-12-11 15:12	▤ ✕
☐ ▤ 172.16.52.3		192.168.0.52	2020-12-11 15:12	▤ ✕
☐ ▤ 172.16.52.4		192.168.0.52	2020-12-11 15:12	▤ ✕
☐ ▤ 172.16.52.5		192.168.0.52	2020-12-11 15:12	▤ ✕
☐ ▤ 192.168.0.52		192.168.0.52	2020-12-11 15:12	▤ ✕

3. Check or change each item.

> **Note**
>
> If the page turning button at the upper right (◁ ▷) is clicked, properties in rows before and after a row selected on the list page can be displayed in order.

The displayed items are as shown in the following.

Item	Explanation
Host Name / IP Address	When the Printer MIB device is registered as a parent device, display the input address.
Device Name	A name attached to the Printer MIB device can be changed. Use it as a nickname for identifying a device except for an IP address.
Model Name	Display a value acquired in Printer MIB notification.
Serial Number	
MAC Address	
Total Print Count	
Count Unit	
First Received	Display the date and time of first Printer MIB collection.
Last Received	Display the date and time of last Printer MIB collection.

4. If the setting is completed, click [OK] or [Apply].
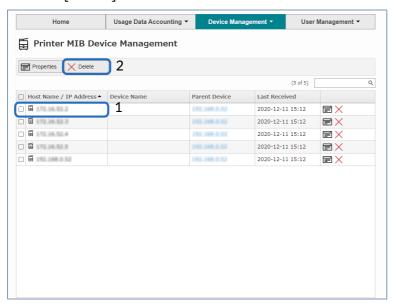
> **Note**
>
> [Apply] can be clicked if at least one property item was changed.

Delete Printer MIB device

Delete a device registered in the Device Log Service as a child device. Use it if a wrong IP is input at the time of initial setting or you want to delete an unnecessary child device.

1. Click [Device Management] in the global menu.

2. Perform the following operation.
   1. Attach only one check mark to a device to be deleted.
   2. Click [Delete].

> **Note**
>
> By attaching check marks to several devices, they can be deleted.

3. Click [OK] on the check screen.
   Data on child devices on the Device Log Service are deleted.

Managing Users

The [User Management] page allows you to display a list of users and add new users to Device Log Service.

Viewing/Changing User Information

You can view and change user information registered with Device Log Service.
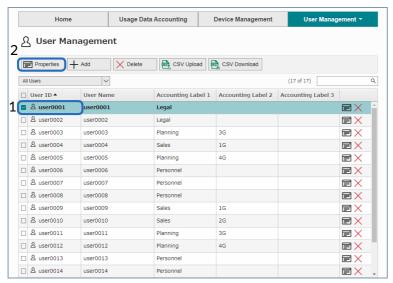
💬 **Note**

> Specify the following items if using Device Log Service with [Auth. Setting by] set to [Device Log Service] on compatible devices: [Setting Group], [Password], [E-mail Address], [Card ID], [Permission Settings], [Copy Service], [Fax Service], [Scanner Service] and [Print Service].
> No configuration is required for non-supported devices.
> For information on [Auth. Setting by], refer to Step 4 of "Setting Properties of Devices" (P.45).
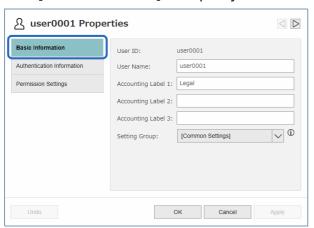
1. Click [User Management] in the global menu.
This lists user information on the screen.

2. To change properties, perform the following steps.

　　1. Select a single user whose properties you want to change, by selecting the check box.

　　2. Click [Properties].

💬 **Note**

> You can select multiple users by selecting check boxes to change properties. In this case, only the accounting label for the selected users can be changed.

3. Click [Basic Information] and specify each item.

The table below summarizes items to be entered.
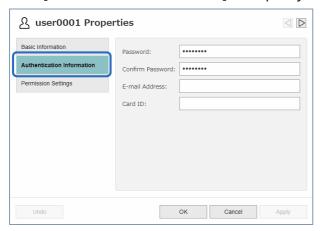
Item	Description
User ID (Required)	Enter the user ID. If you plan to tally device usage by accounting labels, you must enter the same value as the user ID registered with devices. Within 32 full-width characters and 64 half-width characters can be entered. The user ID is case-sensitive. **Note** When you update user information on a device, usable characters and length differ depending on models or settings. For details, refer to manuals of your device.
User Name	Enter the name of the user. Within 32 full-width characters and 64 half-width characters can be entered. **Note** When you update user information on a device, usable characters and length differ depending on models or settings. For details, refer to manuals of your device.
Accounting Label 1 Accounting Label 2 Accounting Label 3	Enter an accounting label to use to categorize the user based on the department or group that the user belongs to. This can be a string of up to 25 (full-width) or 50 (half-width) characters. However, a string starting with asterisk (*) cannot be specified. If this option is omitted, no labels are set. **Note** Users for which no accounting label is set will be displayed as "Accounting Label Not Set" in an accounting result by accounting labels.

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Item	Description
Setting Group	Select a group to which the settings information of the user will be updated. If you enter [Common Settings], the information will be updated to all devices. If you enter [Accounting Only], the information will only be used for accounting and will not be updated to any devices. **Note** In case where changing the user's setting groups will delete the user information from devices in the old group, it is unable to change setting groups if the auto update is enabled on a device. Disable the auto update of the device, and change the setting groups of users and devices. Then enable the auto update again. **Refer** To set groups on devices ⇨"Changing Information on Devices" (P.100) To create a new group ⇨"Managing Groups" (P.132) Auto update settings of devices ⇨Step 5 in "Changing Information on Devices" (P.100)

4. Click [Authentication Information] and specify each item.

The table below summarizes items to be entered.

Item	Description
Password	Enter a password for the device unit to use devices. This is required when the [Password Mode] check box is selected for authentication settings of devices. Specify with 4-12 English one-byte characters. **Refer** Authentication settings ⇨Step 4 in "Changing Information on Devices" (P.100) **Note** Once updated, a password for Device Log Service will not be overwritten unless changed once again. This function enables an operation where initial passwords are first specified on Device Log Service and then users change their passwords respectively on the control panel on device units.
Confirm Password	Enter password again to confirm.
E-mail Address	Enter an e-mail address to be used for Login to Local Accounts. Specify within 128 ASCII characters.
Card ID	Enter a card ID to use devices with IC card authentication. Specify within 32 ASCII characters.
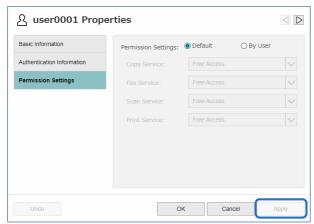
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5. Click [Permission Settings] and specify each item.

The table below summarizes items to be entered.

Item	Description
Permission Settings	Select the permission settings for devices by users. If you enter [Default], the restriction specified as [Default Permission Settings] will be applied. If you enter [By User], restriction of device use can be specified for each user. **Refer** Default permission settings ⇨ "Restricting the Device Use" (P.143)
Copy Service	If you select [By User], select either of the following permissions: "Free Access", "Black & White Only", "Color Only" or "No Access"
Fax Service	If you select [By User], select either of the following permissions: "Free Access" or "No Access"
Scan Service	If you select [By User], select either of the following permissions: "Free Access", "Black & White Only", "Color Only" or "No Access"
Print Service	If you select [By User], select either of the following permissions: "Free Access", "Black & White Only" or "No Access"

6. Click [OK] or [Apply] when the setting is completed.

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Adding/Updating/Deleting Users in a User Information File
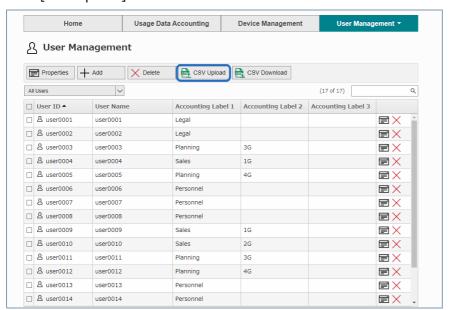
You can import a user information file created in the CSV format into Device Log Service to add users. You can also update or delete user information.

For example, at start of operation or reorganization, you can use a user information file to efficiently add, update, or delete multiple users without duplication or missing.

Refer

"User Information File Format" (P.123)

1. Click [User Management] in the global menu.

2. Click [CSV Upload].
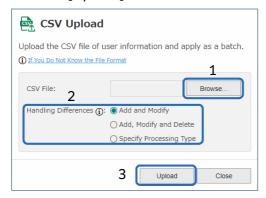
3. Perform the following steps.

1. Click [Browse] to specify the user information file.

2. In [Handling Differences], select how you want to add or update user information described in the user information file to Device Log Service.

- [Add and Modify]
Adds or modifies user information that are recorded in the user information file. Users will never be deleted from Device Log Service. This prevents from deleting users by uploading an old file by mistake. Select this for normal cases.

- [Add, Modify and Delete]
Replaces user information that are recorded in the user information file with the user information on Device Log Service. The users not found in the file are deleted from the Device Log Service. Select this to restore the information to a former state with information such as backup data.

- [Specify Processing Type]
Process user information that are recorded in the user information file according to the value in the [Processing Type] row in the file. You can specify to add / update / delete by users. Unwanted update can be prevented, as error will occur when there is any mismatch between the user's record status and the processing type.

Refer
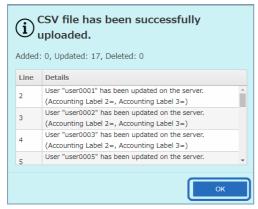
For details on the processing ⇨ "How differences are processed at uploading" (P.125)

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3. Click [Upload].

4. Check the content to be registered, and click [OK].

User information is uploaded.

5. Click [Close] in the [CSV Upload] dialog box.

Downloading User Information

Export user information registered with Device Log Service to a CSV format file.
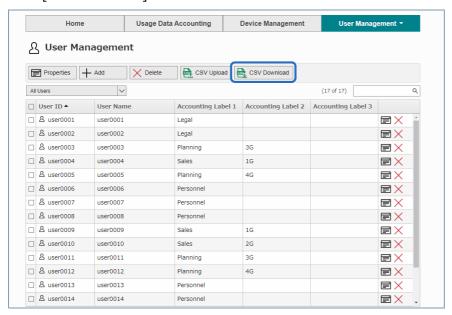
The file name of the downloaded file can be set as necessary.
The default value is "DLS-User-yyyy-MM-dd-hh-mm-ss", where yyyy, MM, dd, hh, mm, and ss are year, month, day, hours, minutes, and seconds of the date you performed the operation, respectively.
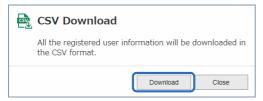
Refer

For details on file format ⇨"User Information File Format" (P.123)

1. Click [User Management] in the global menu.

2. Click [CSV Download].

3. Click [Download].

4. Specify a destination location and file name by following the onscreen messages to save the user information file.

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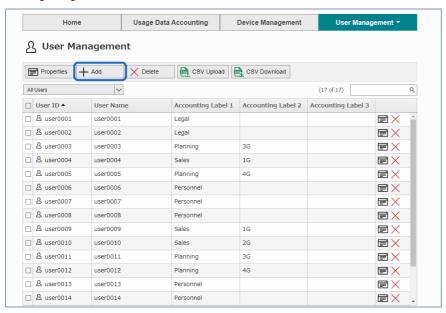
Adding Users Individually from the Settings Screen

The following shows how to enter user information one by one to add new users to Device Log Service. Up to 10,000 users can be added.

Refer
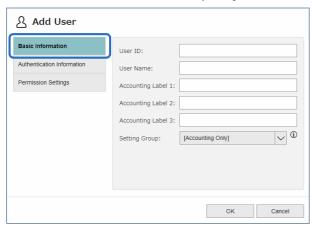
Details on items for user information and available characters ➪"Viewing/Changing User Information" (P.111)
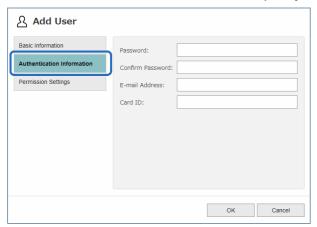
1. Click [User Management] in the global menu.

2. Click [Add].
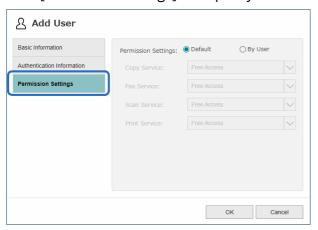
3. Click [Basic Information] and specify each item.

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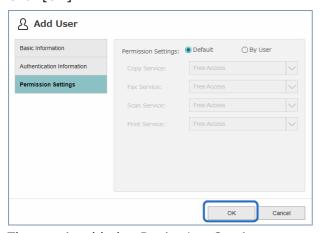
4. Click [Authentication Information] and specify each item.

5. Click [Permission Settings] and specify each item.

6. Click [OK].

The user is added to Device Log Service.

Adding Users from a List of Unregistered Users

The following shows how to select users from a list of unregistered users to add them to Device Log Service.

Important

If there are thousands of unregistered users in the system, some of the unregistered users may not be displayed in the list of unregistered users. In this case if target users are not displayed, use [Add] or [CSV Upload] to add them.

Refer
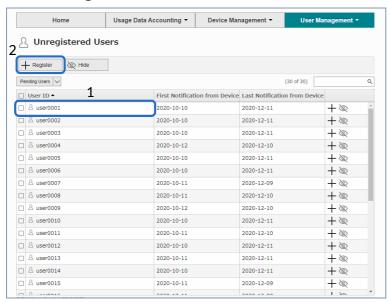
- What is unregistered users ⇨"User Management" (P.19)
- To use [Add] ⇨"Adding Users Individually from the Settings Screen" (P.118)
- To use [CSV Upload] ⇨"Adding/Updating/Deleting Users in a User Information File" (P.115)

1. Click [User Management] > [Unregistered User List] in the global menu.

2. Perform the following steps.

    1. Select the check box for a user you want to register.
       Multiple users can be selected.
    2. Click [Register].

Note

Select the check box for a user you want to hide and click [Hide] hides that user.
Switch from [Pending User] to [Hidden Users] displays the hidden users.

3. Perform the following steps.

■ When you selected a single user in step 2

1. Fill in [User Name] and [Accounting Label].

   👓 Refer

   For details on items and allowable characters ➪"Viewing/Changing User Information" (P.111)

2. Click [OK].

Register Unregistered User (user0001)

User ID:	user0001
User Name:	user0001
Accounting Label 1:	Planning
Accounting Label 2:	
Accounting Label 3:	

1

2   OK   Cancel

■ When you selected multiple users in step 2

1. Fill in [Accounting Label].
   The user name field is populated with the same value as the user ID.

   🗨 Note
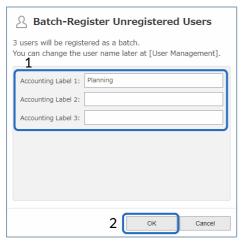
   You can change the user name after registration, by displaying the properties on the [User Management] page.

   👓 Refer

   For details on items and allowable characters ➪"Viewing/Changing User Information" (P.111)

2. Click [OK].

Batch-Register Unregistered Users

3 users will be registered as a batch.
You can change the user name later at [User Management].

Accounting Label 1:	Planning
Accounting Label 2:	
Accounting Label 3:	

1

2   OK   Cancel
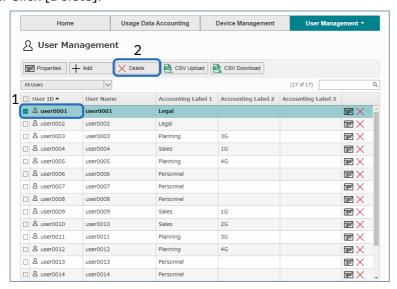
The users are added to Device Log Service.

Refer to "Viewing/Changing User Information" (P.111) and configure the user information as necessary.
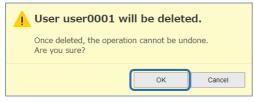
Deleting Users

The following shows how to delete users who are no more the accounting targets, from Device Log Service.

1. Click [User Management] in the global menu.

2. Perform the following steps.

    1. Select the check box for a user to be deleted.
       Multiple users can be selected.
    2. Click [Delete].

3. Check the content, and click [OK].

The user is deleted.

User Information File Format

A user information file is a CSV format file in which user information is described. This file is used when you perform the following procedures:

● [CSV Download] on the [User Management] page

● [CSV Upload] on the [User Management] page

● [Download Backup Data] on the [System Settings] page

Note

- When creating a new user information file, an efficient way is to execute [CSV Download] first and then use the downloaded file as template for editing.
- User information files can be edited using an application such as Microsoft Excel or a text editor. When using Microsoft Excel, please note that the leading "0" might be deleted.

Refer

- To download CSV ⇨"Downloading User Information" (P.117)
- To upload CSV ⇨"Adding/Updating/Deleting Users in a User Information File" (P.115)
- To download backup data ⇨"Downloading Backup Data" (P.138)

The following describes the file format.

File format

CSV (comma-delimited) format file

File content

The first row in the file describes the headers.
The second and subsequent rows describe information shown in the table below.

Note

Specify the following items if using Device Log Service with [Auth. Setting by] set to [Device Log Service] on compatible devices: [Setting Group], [Password], [E-mail Address], [Card ID], [Permission Settings], [Copy Service], [Fax Service], [Scanner Service] and [Print Service]. No configuration is required for nonsupported devices. For information on [Auth. Setting by], refer to Step 6 of "Setting Properties of Devices" (P.45).

Header	Description

Processing Type	This item is required when [Specify Processing Type] is selected at uploading. Specify either of the following options: The string is not case-sensitive.
	• "ADD" or "A"
	  Adds user information.
	• "MODIFY" or "M"
	  Updates user information.
	• "DELETE" or "D"
	  Deletes user information.
	For details on process for each of the processing types, refer to "How differences are processed at uploading" (P.125).

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Header	Description
User ID	Specify user IDs. This item is required. Within 32 full-width characters and 64 half-width characters can be entered. The user ID is case-sensitive. If you plan to tally device usage by accounting labels, you must specify the same value as the user ID registered with devices. 📝 **Note** 　When you update user information on a device, usable characters and length differ depending on models or settings. For details, refer to manuals of your device.
User Name	Specify user names. Within 32 full-width characters and 64 half-width characters can be entered. 📝 **Note** 　When you update user information on a device, usable characters and length differ depending on models or settings. For details, refer to manuals of your device.
Accounting Label 1 Accounting Label 2 Accounting Label 3	Specify accounting labels. This can be a string of up to 25 (full-width) or 50 (half-width) characters. However, a string starting with asterisk (*) cannot be specified.
Setting Group	Specify a device group to which the user information will be uploaded. Specify the same group as the device to a user, and the user information will be updated to the devices in the group. If you enter [Accounting Only], the information will not be updated to any devices. If you enter [Common Settings], the information will be updated to all devices. 📝 **Note** 　In case where changing the user's setting groups will delete the user information from devices in the old group, it is unable to change setting groups if the auto update is enabled on a device. Disable the auto update of the device, and change the setting groups of users and devices. Then enable the auto update again. 👓 **Refer** 　• To set groups on device ⇨"Changing Information on Devices" (P.100) 　• To create a new group ⇨"Managing Groups" (P.132) 　• Auto update settings of devices ⇨ Step 5 in "Changing Information on Devices" (P.100)
Password	Enter a password for the device unit to use devices. Password is required when the [Password Mode] check box is selected. Specify with 4-12 English one-byte characters. 👓 **Refer** 　Authentication settings ⇨"Changing Information on Devices" (P.100) 📝 **Note** 　Once updated, a password for Device Log Service will not be overwritten unless changed once again. This function enables an operation where initial passwords are first specified on Device Log Service and then users change their passwords respectively on the control panel on device units.
E-mail Address	Specify e-mail addresses for Login to Local Accounts. Specify within 128 ASCII characters.
Card ID	Specify card IDs to use devices with IC card authentication. Specify within 32 ASCII characters.

Header	Description
Permission Settings	Specify permission settings. If you specify [Default], the default setting for restriction of device use will be applied. If you specify [By User], restriction of function use such as copying can be specified for each user. Refer Default permission settings ⇨"Restricting the Device Use" (P.143)
Copy Service	Specify either of the following permissions for copy service: "Free Access", "Black & White Only", "Color Only" or "No Access"
Fax Service	Specify either of the following permissions for fax service: "Free Access" or "No Access"
Scan Service	Specify either of the following permissions for scan service: "Free Access", "Black & White Only", "Color Only" or "No Access"
Print Service	Specify either of the following permissions for print service: "Free Access", "Black & White Only" or "No Access"

Refer
To register users with devices ⇨"Registering User Information with Device Log Service" (P.49)

How differences are processed at uploading

● When [Add and Modify] is selected in [Handling Differences]

User IDs in the user information file is cross-checked with the user information on Device Log Service and the information is processed as below.

User Type	Processing
User only exists in the file	The settings information in the user information file will be added.
User exists in both the file and Device Log Service	If there is a settings information column in the user information file, the value registered on Device Log Service will be replaced with the value in the file. No update will be made to the value if the column does not exist. If the cell in the column is blank, the settings will be cleared.
User only exists on Device Log Service	The user information on Device Log Service will not be updated.

The [Processing Type] column is not indispensable. If this column is present, all cells must be empty. An upload error occurs if there is any cell with value in it.

● When [Add, Modify and Delete] is selected in [Handling Differences]

The system compares the user information file with user information in Device Log Service by using the user ID as a key, and processes as follows:

User Type	Processing
User who exists in the file only	Settings information in the user information file is added to Device Log Service.
User who exists in both the file and Device Log Service	When the column for settings information exists in the user information file, values registered with Device Log Service will be updated with values in the user information file. When the column does not exist, the values will not be updated. When the cell is blank, the values will not be updated.
User who exists in Device Log Service only	The user is deleted from Device Log Service.

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The [Processing Type] column may or may not exist. However, if this column exists, all cells in the column must be empty. If even one cell has data, uploading fails.

- When [Specify Processing Type] is selected in [Handling Differences]

  Information is processed row by row in accordance with the [Processing Type] column.

  The system compares the user information file with user information in Device Log Service by using the user ID as a key, and processes as follows:

Processing Type	Processing
• ADD • A	• When a "User ID" in the user information file does not exist in Device Log Service Settings information such as "User Name" and "Accounting Label" in the user information file is added to Device Log Service. When the cell is blank in the user information file or the column does not exist, blank will be specified. • If already exists Upload fails.
• MODIFY • M	• When a "User ID" in the user information file does not exist in Device Log Service Upload fails. • If already exists When the column for settings information such as "User Name" and "Accounting Label" exists in the user information file, values registered with Device Log Service will be updated with values in the user information file. When the column does not exist or the cell is blank, the values will not be updated.
• DELETE • D	• When a "User ID" in the user information file does not exist in Device Log Service The row is ignored. • If already exists The user is deleted from Device Log Service.
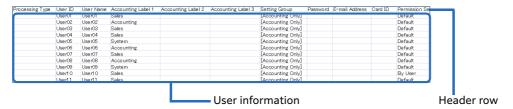
If a cell in the [Processing Type] column is empty, the row is ignored. If all cells in the [Processing Type] column are empty, upload fails.

> **Note**
>
> Users for which no accounting label is set will be displayed as "Accounting Label Not Set" in an accounting result by accounting labels.

Setting example

The table below shows an example of the user information file.

User information   Header row

Notes on uploading

- The maximum allowable file size is 1,048,576 bytes.
- The maximum number of users that can be registered with Device Log Service is 10,000.
- The following files cannot be uploaded:

  A header row does not exist.

  The [User ID] column does not exist, or exists but the cells are empty.

  More than one cell with the same value exists in the [User ID] column.

  Illegal characters are contained or the length of some strings exceeds the limit.

  More than one header row with the same value exists

4 Maintenance

Setting System Administrators

In case if your organization needs more than one system administrators or needs to change the current system administrator due to a reason such as reorganization, system administrators can be added or deleted using the System Settings menu.

Registering User Information with FUJIFILM BI Direct

Before registering a system administrator with Device Log Service, register the information of the user to be a system administrator with FUJIFILM BI Direct.

Access the following URL using a web browser, and the login screen for FUJIFILM BI Direct will be displayed.

https://service.fujixerox.com/direct_app/

Enter the user ID (e-mail address) and password of a registered system administrator and log in to FUJIFILM BI Direct.

When the screen to submit a request to register a new administrator is displayed, follow the instruction on the screen and register the information of the user who is to be a system administrator.

> 🗨 **Note**
>
> The registered user will receive an e-mail notifying of completed registration. Access the URL indicated in the e-mail and specify the initial password for FUJIFILM BI Direct.

> 👓 **Refer**
>
> "Setting Initial Password of System Administrator" (P.30)

Adding System Administrators

The following shows how to add system administrators to Device Log Service. Up to 30 system administrators can be registered.
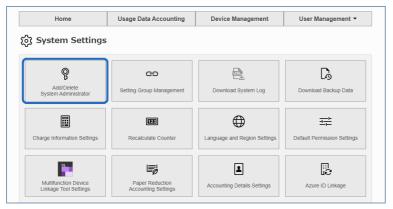
🔔 **Important**

Only users already registered with FUJIFILM BI Direct can be added as system administrators.

👓 **Refer**
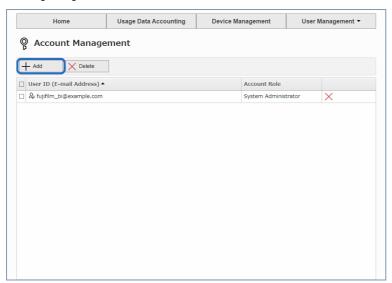
"What is System Administrator?" (P.10)

1. Click [System Settings] in the link menu.

2. Click [Add/Delete System Administrator].

3. Click [Add].

4. Perform the following steps.

1. Enter the user ID (e-mail address) of the user to be registered.
   Enter the same value as User ID (e-mail address) registered with FUJIFILM BI Direct. The string is not case-sensitive.

2. Select [Account Role].
   If you select [System Administrator], all features of Device Log Service will be available. If you select [Account Administrator], available feature will be restricted to [Usage Data Accounting] only.
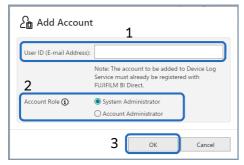
   Refer
   > "Tallying Device Usage" (P.74)

3. Click [OK].

   Note
   > An error occurs if the entered e-mail address has not yet been registered with FUJIFILM BI Direct. In this case, first register the user with FUJIFILM BI Direct, and then perform the operation again.

The system administrator is added.

5. Notify the newly added system administrator of the Device Log Service URL by using a method such as e-mail.
The URL of the Device Log Service is as shown in the following.

https://service-fb.fujifilm.com/device-log/login

The newly added system administrator must access the URL via a web browser to log in to Device Log Service.

Note
> Once he/she has logged in to Device Log Service, a link button to Device Log Service appears on his/her FUJIFILM BI Direct page.
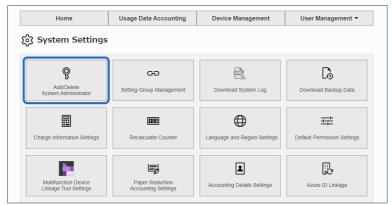
Refer
> "Logging in to Device Log Service" (P.32)

Deleting System Administrators

The following shows how to delete system administrators from Device Log Service. The system administrator cannot log in to Device Log Service once deleted.

1. Click [System Settings] in the link menu.

2. Click [Add/Delete System Administrator].

Home	Usage Data Accounting	Device Management	User Management ▾

⚙ **System Settings**

Add/Delete System Administrator	Setting Group Management	Download System Log	Download Backup Data
Charge Information Settings	Recalculate Counter	Language and Region Settings	Default Permission Settings
Multifunction Device Linkage Tool Settings	Paper Reduction Accounting Settings	Accounting Details Settings	Azure ID Linkage

3. Perform the following steps.
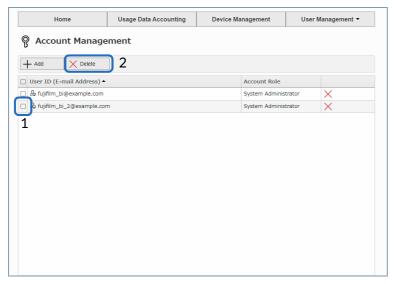
   1. Select the check box for a user you want to delete.

> 💬 Note
>
> The logged in system administrator cannot remove himself/herself. To remove yourself, you must ask another system administrator to delete the entry.

   2. Click [Delete].

Home	Usage Data Accounting	Device Management	User Management ▾

🔑 **Account Management**

| + Add | ✕ Delete | 2 |

User ID (E-mail Address) ▲	Account Role	
☐ fujifilm_bi@example.com	System Administrator	✕
☐ fujifilm_bi_2@example.com	System Administrator	✕

1

4. Check the content to delete, and click [OK].

⚠ **User user0001 will be deleted.**

Once deleted, the operation cannot be undone.
Are you sure?

| OK | Cancel |

The system administrator is deleted.

Managing Groups

By specifying the same group as the device group to a user, the settings information of the user can be updated to the devices in the group. This function is useful when you manage multiple devices and register a different group of users to each device. Groups can be newly created or deleted.
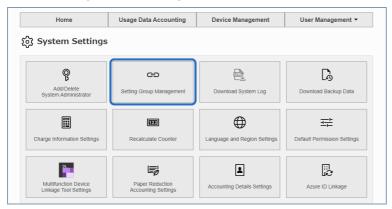
This function is available when [Device Log Service] is selected for [Auth. Setting by] in the device properties on a compatible device.

Creating a Group

Create a new group to be specified for devices and users.
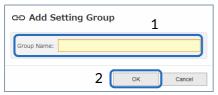
👓 Refer
- To specify groups to devices ⇨"Changing Information on Devices" (P.100)
- To specify groups to user ⇨"Viewing/Changing User Information" (P.111)

1. Click [System Settings] in the link menu.

2. Click [Setting Group Management].

3. Click [Add].

4. Perform the following procedure.

    1. Enter a group name.

    2. Click [OK].

The group is added.
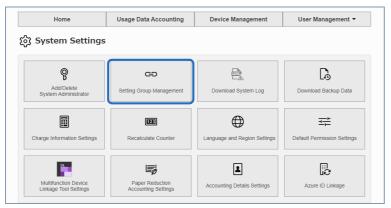
Editing a Group

Edit the name of a created group.

> **Note**
>
> Names of [Common Settings] and [Accounting Only] groups cannot be changed.

1. Click [System Settings] in the link menu.

2. Click [Setting Group Management].

3. Click ✎ of the group you want to change the name.

4. Perform the following procedure.

    1. Enter a new group name.

    2. Click [OK].
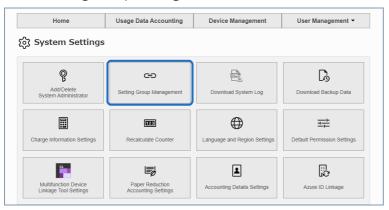
The group name is changed.

Deleting a Group

Delete a group that has been created.

Note

- [Common Settings] and [Accounting Only] groups cannot be deleted.
- You cannot delete a group to which a device belongs. Specify a different group to the device before deleting the group.

1. Click [System Settings] in the link menu.

2. Click [Setting Group Management].

3. Click ✕ of the group you want to delete.

4. Check the detail of deletion and click [OK].

> **Setting Group "Group 1" will be deleted.**
>
> Once deleted, the operation cannot be undone.
> Are you sure?
>
> Note: If there are users left in the group to be deleted, those users will be changed to the [Accounting Only] group.
>
> [OK]   [Cancel]

The group is deleted.

Note

The users in the deleted group will be changed to [Accounting Only] group.

Downloading the System Log

The system log can be downloaded to check operation logs of Device Log Service and details of communication between Device Log Service and devices.

There are two types of system logs: Operation Log and Center Processing Log. Each log can be downloaded on a daily or monthly basis.

Past logs older than two months are compressed to one file for each month. Compressed files can be downloaded from past logs.

The file name of the downloaded file can be set as necessary. The default value is as shown below, where, yyyy, mm, and dd are year, month, and day of the date the log was created, respectively.

Operation Log: DLS-webui-yyyy-mm-dd.log

Centre Processing Log: DLS-system-yyyy-mm-dd.log
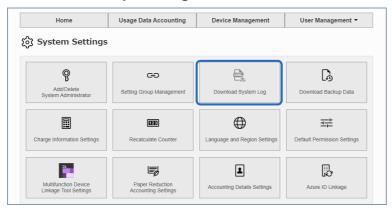
Past logs: DLS-logArchive-yyyy-mm.zip

Note

Monthly logs are saved for three years.
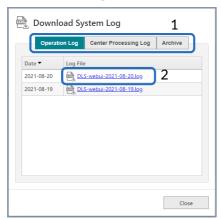
Refer

"System Log" (P.23)

1. Click [System Settings] in the link menu.

2. Click [Download System Log].

3. Perform the following steps.

    1. Select a unit to save the logs you want to download in, from either of the following: [Operation Log], [Center Processing Log] or [Archive].
       Daily or monthly logs are listed.

    2. Click the log you want to download.

4. Specify a destination location and file name by following the onscreen messages to save the system log file.

5. Click [Close] in the [Download System Log] dialog box.

Downloading Backup Data of User Information

If you deleted users by mistake or if you need to view the past user information records for a purpose such as an audit, backup data of user information can be downloaded and used.

Downloading Backup Data

Backup data is automatically created each time you update user information. Up to the past 10 backup data can be downloaded.

The file name of the downloaded file can be set as necessary.
The default value is "DLS-backup-yyyy-mm-dd.zip", where, yyyy, mm, and dd are year, month, and day of the date the backup data was created, respectively.
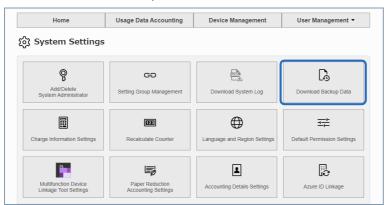
> **Note**
>
> If you modify user information registered with Device Log Service, a compressed file for user information will be created at night on the day. The user information records registered at the time is backed up.
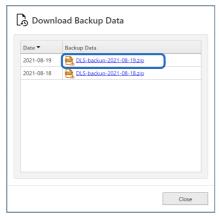
> **Refer**
>
> "Downloading User Information" (P.21)

1. Click [System Settings] in the link menu.

2. Click [Download Backup Data].

3. Click the backup data you want to download.

4. Specify a destination location and file name by following the onscreen messages to save the backup data file.

5. Click [Close] in the [Download Backup Data] dialog box.

Restoring User Information from Backup Data

Backup data is created as a file in CSV format. The format is the same as that of the file you download using [CSV Download] on the [User Management] page.

To update user information in Device Log Service with backup, upload the backup file using [CSV Upload] on the [User Management] page.

Refer
- For details on file format ➾ "User Information File Format" (P.123)
- To upload CSV ➾ "Adding/Updating/Deleting Users in a User Information File" (P.115)
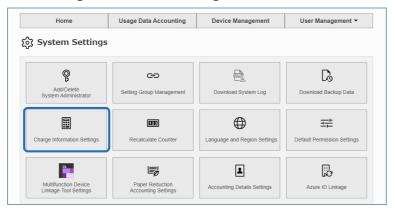
Setting Charge Information

This section describes how to set charges for each function, such as copying and printing.
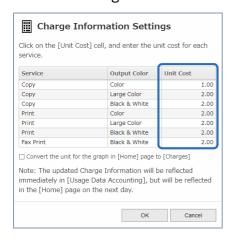
Charge information you set is updated to the accounting results displayed under [This Month's Usage] on the [Home] page as well as the accounting results displayed when you perform tally of device usage under [Usage Data Accounting].

Refer
- "Viewing Device Usage" (P.72)
- "Tallying Device Usage" (P.74)

1. Click [System Settings] in the link menu.

2. Click [Charge Information Settings].

3. Enter the unit cost for each service.
   Enter in the range from 0 to 9999.99.

Note

When you select the [Convert the unit for the graph in [Home] page to [Charges]] check box, the accounting unit applied under [This Month's Usage] will be changed from [Impressions] to [Charges], from the next day.

4. Click [OK].
   Charge information is set.

Recalculating Counters

This section describes how to recalculate counter values based on the up-to-date accounting labels registered with users and devices.
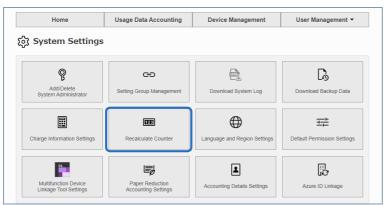
As to accounting labels associated with counters, Device Log Service saves the data when it receives it from devices. When accounting labels need to be updated due to a reason such as reorganization, and if you are late to update new accounting labels to user data, counters are saved with accounting labels corresponding to the previous organization information.

Device Log Service allows you to recalculate counters by replacing the previous accounting labels with the up-to-date ones.
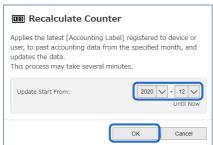
Recalculating counters will update the following accounting results:

Accounting Results	Description	Refer to
This Month's Usage	The recalculated results take effect the next time Device Log Service updates the view.	P.72
Usage Data Accounting	The recalculated results take effect immediately when you perform an accounting.	P.74
A downloaded file of usage data	The recalculated results take effect the next time Device Log Service generates a file. However, no change is applied to files already created.	P.89

1. Click [System Settings] in the link menu.

2. Click [Recalculate Counter].

3. Select the year and month from which to start updating counters, and click [OK].

Previous accounting labels for counters are updated.

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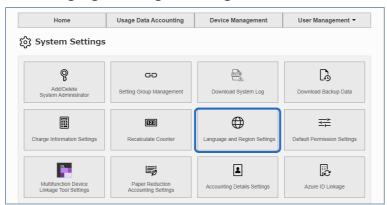
Setting Language and Region

This section describes how to set the language, time zone, and list separator to be used in output files such as the system log and backups.
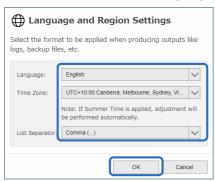
The settings are applied to the data files shown in the table below.

Data	Refer to
Device usage data file	P.89
User information data file	P.117
System log data file	P.136

1. Click [System Settings] in the link menu.

2. Click [Language and Region Settings].

3. Select an option from [Language], [Time Zone] or [List Separator], and click [OK].

The file format is set.

 Note

The new settings will be applied to data files output after you perform the operation.

Restricting the Device Use
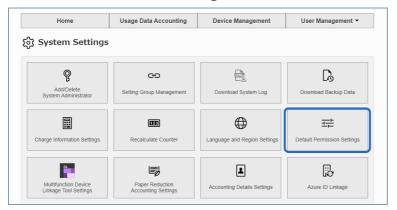
Specify the permission settings by function such as copy and fax.

Specify the default permission settings by function such as copy and fax. Apply the default settings to users to restrict the device use by users. Permission settings can be applied to each user separately from the default settings. This function is available when [Device Log Service] is selected for [Auth. Setting by] in the device properties on a compatible device.

Refer
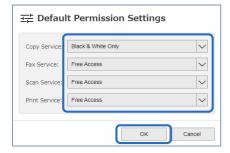
To specify permission settings to users ⇨ "Viewing/Changing User Information" (P.111)

1. Click [System Settings] in the link menu.

2. Click [Default Permission Settings].

3. Select permission settings for each function and click [OK].

The table below summarizes items to be selected.

Item	Description
Copy Service	Select either one of the following: "Free Access", "Black & White Only", "Color Only" or "No Access"
Fax Service	Select either of the following permissions: "Free Access" or "No Access"
Scan Service	Select either of the following permissions: "Free Access", "Black & White Only", "Color Only" or "No Access"
Print Service	Select either of the following permissions: "Free Access", "Black & White Only" or "No Access"

The permission settings are specified.

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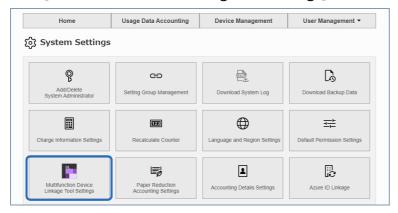
Specifying the Message and the Pie Chart Displayed on the Device

Specifying the message and the pie chart displayed in [This Month's Usage] on the device.
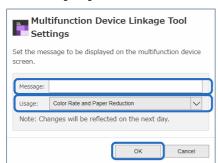
You can specify the message which is displayed in [This Month's Usage] on the device. For example, a message which suggests restriction of output can be set. To display the message in [This Month's Usage], you need to set up the Multifunction Device Linkage Tool to the device.

Refer
- To set up the Multifunction Device Linkage Tool ⇨ " Viewing/Changing User Information" (P.111)
- For details on [This Month's Usage] ⇨ " Usage Check on Device" (P.25)

1. Click [System Settings] on the link menu.

2. Click [Multifunction Device Linkage Tool Settings].

Home	Usage Data Accounting	Device Management	User Management ▾

⚙ **System Settings**

Add/Delete System Administrator	Setting Group Management	Download System Log	Download Backup Data
Charge Information Settings	Recalculate Counter	Language and Region Settings	Default Permission Settings
Multifunction Device Linkage Tool Settings	Paper Reduction Accounting Settings	Accounting Details Settings	Azure ID Linkage

3. Perform the following steps.
   1. Enter a message to be displayed on the device.
   2. Select a Usage type to be displayed on the device.
   3. Click [OK].

Multifunction Device Linkage Tool Settings

Set the message to be displayed on the multifunction device screen.

Message: [   ]

Usage: [Color Rate and Paper Reduction   ▾]

Note: Changes will be reflected on the next day.

[OK] [Cancel]

Setting a Target Value for Paper Reduction and the Calculation Method
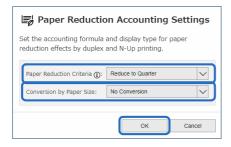
Setting a target value for paper reduction achieved by using 2-sided or N-up copy/print and its calculation method.

1. Click [System Settings] on the link menu.

2. Click [Paper Reduction Accounting Settings].

3. Perform the following steps.

　1. Select a target value for paper reduction.

　2. Select whether to convert the paper size.
　　 If you select [Convert into A4 Size] and print an A3 size document, it is calculated as two sheets.

　3. Click [OK].
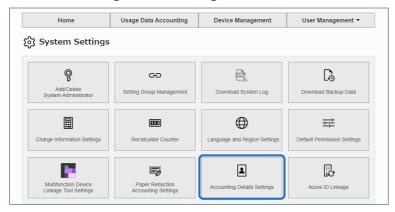
Refer
　　"Calculation of Paper Reduction" (P.220)
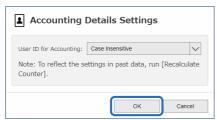
Set operation of accounting

Set the operations of the accounting functions such as the handling of upper-case letters and lower-case letters.

1. Click [System Settings] in the link menu.

2. Click [Accounting Details Settings].

3. Select [User ID for Accounting] and click [OK].
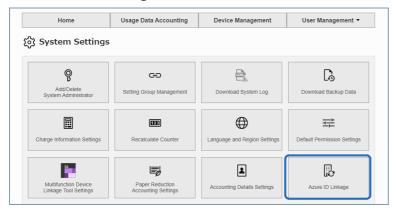
The selected item is as shown in the following.

Item	Explanation
User ID for Accounting	Select whether to distinguish upper-case letters and lower-case letters for user ID when accounting the usage data of devices with the Device Log Service. To reflect changed setting to past data, execute [Recalculate Counter].

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Set [Azure ID Linkage]

Set when you want to synchronize the user information of the accounting registered in both Active Directory and Device Log Service respectively.

1. Click [System Settings] in the link menu.
2. Click [Azure ID Linkage].

Refer
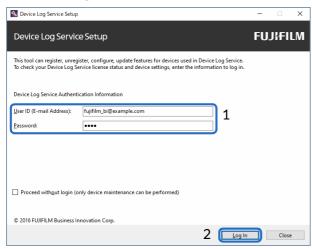
[Device Log Service User Guide Azure Active Directory Connection Settings]

Setting Device Again
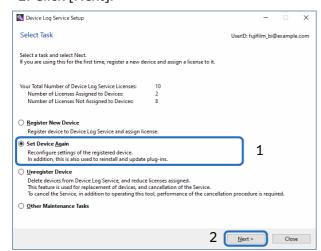
With Device Log Service Setup, change the [Usage Notification Type] and [Panel Display of Accounting Results] settings of the registered devices.

For more information about downloading Device Log Service Setup, refer to "Downloading Device Log Service Setup" (P.37).

1. Boot Device Log Service Setup.

2. Operate following procedures.
1. Enter registered User ID(E-mail address) and Password.
2. Click [Log In].

3. Operate following procedures.
1. Select [Set Device Again].
2. Click [Next].

4. Check a device to change the setting.
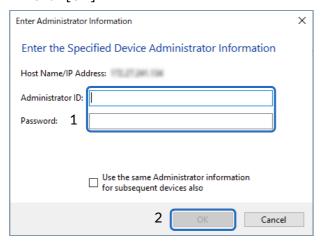
5. Operate following procedures.
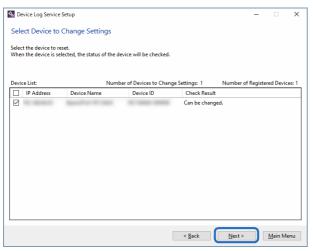
1. Enter [Administrator ID] and [Password].

📝 Note

If you check [Use the same Administrator information for subsequent devices also] when you change multiple devices, you can skip entering [Administrator ID] and [Password] from a next device.

2. Click [OK].

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6. Click [Next].

7. Operate the following procedure.

  1. Set the following items.

Item	Description
Usage Notification Type	Select a notification type. Usually, set [Detailed] for this item. Refer "Notification Type" (P.11)
Notification Time	Set the time to notify the usage to Device Log Service from a device. In [Simple (Counter Collection)], if you turn off a device every day, set the time during the device is turned on. In other cases, you are not required to change the default value.
Logged Document Name	Select whether to notify document names in printing or the direct fax. The notified document names are used for recording job log files and accounting by Document Type. Due to the security reason, if you do not want to notify the data, uncheck this item.
Logged Network Address	Select whether to notify an address of a PC or server to Device Log Service. The notified network address is used for recording the job log file. Due to the security reason, if you do not want to notify the data, uncheck this item.
Logged Fax Address	Select whether to notify the fax number or Common Name. The fax address is used for recording the job log file and accounting of telephone charge by Job Log Analyzer. Due to the security reason, if you do not want to notify the data, uncheck this item.

Item	Description
Panel Display of Accounting Results	If you install Device Linkage Tool on a device and use [Panel Display of Accounting Results], check this item. ◠⌐ Refer "Usage Check on Device" (P.25) [Disabled]: Select this to disable this feature. If Multifunction Device Linkage Tool has already been installed, it will be deleted. [Partial Display]: Select this to display both the services buttons and the accounting result of the log-in users at the same time by dividing the screen. This item is only displayed when you select [Detailed] for [Usage Notification Type]. [Full Screen]: Select this to display the accounting result of the log-in users in full screen. [Full Screen (Cache Not Used)]: Select this item to display the same screen as [Full Screen] without using the cache, thus it takes a while to display the screen. This item is for compatibility with the earlier versions of Device Log Service. As the standard operation, select [Full Screen]. This item is displayed when you selected [Detailed] for [Usage Notification Type].
Set as Default Screen after Authentication	The Device Log Service screen is usually displayed by pressing the button on the control panel of the device. If you check this item, the Device Log Service screen will be displayed after logging in without the need to press the button.
Services Button Layout	If you select [Partial Display] for [Panel Display of Accounting Results], select the services buttons to display on the Device Log Service screen.

Security Settings	This is the setting for the protection of the communication between a device and a Device Log Service server.
	
	◠⌐ Refer
	    Refer to the "Security Settings" line on "Device Settings That Are Not Always Necessary to Be Changed" (P.194).
	
	• [All Features]: All the SSL/TLS communication of a device is protected. If a correct certificate is not applied to a device, features other than Device Log Service may not be usable.
	  For [Verify Remote Server Certificate] of [SSL / TLS Settings] of a device, [Enabled] is set.
	
	• [Device Log Service]: The SSL/TLS communication of Device Log Service is protected. The settings other than Device Log Service are not changed.
	  For [Verify Remote Server Certificate] of [Device Log Service Plug-in] of a device, [Enable Always] is set.
	
	• [Do Not Change]: No Change is applied to [SSL / TLS Settings] of a device. Whether to protect the SSL/TLS communication of Device Log Service depends on the setting of the device.
	  For [Verify Remote Server Certificate] of [Device Log Service Plug-in] of a device, [Follow Machine Settings] is set.

Proxy Server Configuration	In your network, if you use a proxy server to access the Internet, set this item.

2. Click [Next].

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8. Check a detail of a process, and then click [Change Settings].

As you selected, necessary software is installed on a device.

When the process is finished, the number of devices with changed settings will be displayed.

9. If you finish the process, click [Close]. If you continue other operations, click [Main Menu].

> **Note**
>
> If the system failed to change settings, cause and remedy will be displayed. Follow the instruction displayed on the screen, execute Device Log Service Setup again.
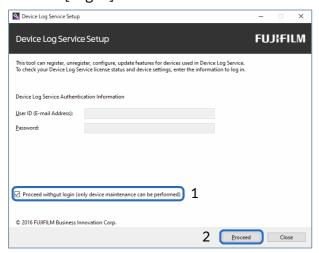
Deletion of plug-in or custom services

Using the Device Log Service Setup, plug-in or custom services installed in devices can be deleted.
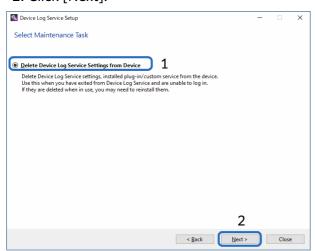
For more information about downloading Device Log Service Setup, refer to "Downloading Device Log Service Setup" (P.37).

Deleting

1. Boot Device Log Service Setup.

2. Operate following procedures.
   1. Check [Proceed without login (only device maintenance can be performed)].
   2. Click [Log In].
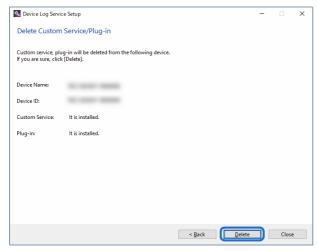
3. Operate following procedures.
   1. Check [Delete Device Log Service from Device].
   2. Click [Next].

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4. Operate following procedures.

    1. Enter [Device Host Name/IP Address], [Administrator ID], and [Password] as information of devices to be deleted.

    2. Click [Next].

5. Check a detail of a process, and then click [Delete].

After processing, the number of deleted devices will be displayed.

6. If you finish the process, click [Close]. If you continue other operations, click [Main Menu].

> **Note**
>
> If the system failed to change settings, cause and remedy will be displayed. Follow the instruction displayed on the screen, execute Device Log Service Setup again.

Configuring RSS Receiving Settings

You can configure RSS receiving settings with Device Log Service Setup.

By configuring RSS receiving settings, you can quickly check latest information such as daily accounting results and errors.
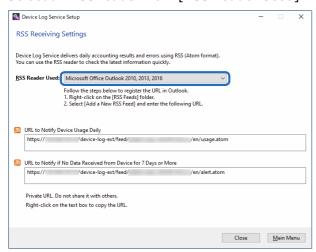
> **Note**
>
> To receiving RSS feeds from Device Log Service, an RSS reader described in "Operating Environment" (P.9) is required.

> **Important**
>
> Do not share URLs to receive RSS feeds with anyone.
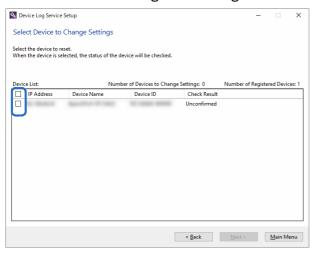
1. Start Device Log Service Setup.

2. Perform the following steps.

    1. Enter registered User ID (E-mail address) and Password.

    2. Click [Log In].

3. Perform the following steps.

    1. Select [Other Maintenance Tasks].

    2. Click [Next].

4. Perform the following steps.

    1. Select [RSS Receiving Settings].

    2. Click [Next].

5. Select an RSS reader from [RSS Reader Used].
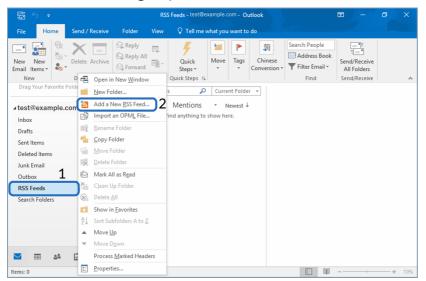
6. Start the RSS reader selected in step 5.

> **Note**
>
> The following describes the screens and procedures when using Microsoft Office Outlook 2016. Item names on the screen of other RSS readers may differ. If you use other RSS readers, refer to Help or manuals for your RSS reader.

7. Perform the following steps in Outlook.

1. Right-click on the [RSS Feeds] folder.

> **Note**
>
> Depending on your environment, the folder name may be [RSS Subscriptions].

2. Select [Add a New RSS Feed].
   A dialog box will appear.

8. Perform the following steps on Device Log Service Setup.
   1. Right-click on the text box of [URL to Notify Device Usage Daily].
      The URL will be selected, and a menu will appear.
   2. Select [Copy].
      The URL will be copied.

9. Perform the following steps in Outlook.
   1. Click the text box of the dialog box displayed in step 2 of step 7.
      The text box will get ready for a URL to be entered.
   2. Press the <Ctrl> and <V> keys together on the keyboard.
      The URL copied in step 2 of step 8 will be pasted into the text box.
   3. Click [Add].
   4. Confirm the URL to be added, and the click [Yes].
      The [Device Usage] folder will be added to Outlook.

10. For [URL to Notify if No Data Received from Device for 7 Days or More] on Device Log Service Setup,
    perform the same steps 7 to 9.
    The [Data Notification Status] folder will be added to Outlook.

11. If you finish the process, click [Close]. If you continue other operations, click [Main Menu].

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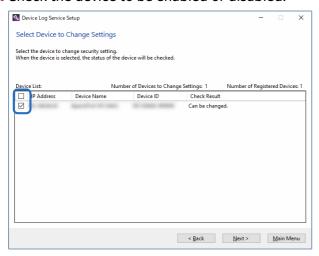
Changing Security Settings

You can change security settings with Device Log Service Setup.

These settings are for secure communication between the device and external servers.

Refer
"Required Settings" (P.34)

1. Start Device Log Service Setup.

2. Perform the following steps.
    1. Enter registered User ID (E-mail address) and Password.
    2. Click [Log In].

3. Perform the following steps.
    1. Select [Other Maintenance Tasks].
    2. Click [Next].

4. Perform the following steps.
    1. Select [Change Security Setting].
    2. Click [Next].

5. Check the device to be enabled or disabled.
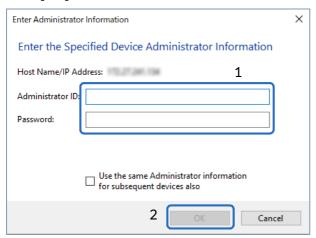
6. Perform the following steps.

    1. Enter [Administrator ID] and [Password].

> **Note**
>
> If you check [Use the same Administrator information for subsequent devices also] when you change settings of multiple devices, you can skip entering [Administrator ID] and [Password] from the next device.

    2. Click [OK].

Enter Administrator Information	×
Enter the Specified Device Administrator Information	
Host Name/IP Address: ▓▓▓▓▓▓ **1**	
Administrator ID: [ ]	
Password: [ ]	
☐ Use the same Administrator information for subsequent devices also	
2 [OK] [Cancel]	
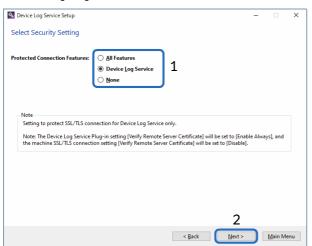
7. Click [Next] on the screen of Step 5.

8. Perform the following steps.

    1. Select [Protected Connection Features].

This is the setting for the protection of the communication between a device and a Device Log Service server.

> **Refer**
>
> Refer to the "Security Settings" line on "Required Settings" (P.34)

- [All Features]: All the SSL/TLS communication of a device is protected. If a correct certificate is not applied to a device, features other than Device Log Service may not be usable.
- For [Verify Remote Server Certificate] of [SSL / TLS Settings] of a device, [Enabled] is set.
- [Device Log Service]: The SSL/TLS communication of Device Log Service is protected. The settings other than Device Log Service are not changed.
- For [Verify Remote Server Certificate] of [Device Log Service Plug-in] of a device, [Enable Always] is set.
- [None]: This setting disables SSL / TLS protection settings of all the features. For [Verify Remote Server Certificate] of [SSL / TLS Settings] of a device, [Disabled] is set.
- For [Verify Remote Server Certificate] of [Device Log Service Plug-in] of a device, [Follow Machine Settings] is set.

2. Click [OK].

9. Check the detail of the process, and then click [Change Settings].
   After processing, the number of processed devices will be displayed.

10. If you finish the process, click [Close]. If you continue other operations, click [Main Menu].
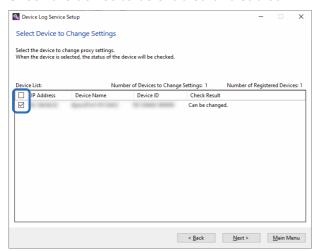
> **Note**
>
> If the system failed to change settings, the cause and the remedy will be displayed. Follow the instruction displayed on the screen and execute Device Log Service Setup again.

Changing Settings of a Proxy Server

You can change proxy server settings with Device Log Service Setup.

Refer
"Required Settings" (P.34)

1. Start Device Log Service Setup.

2. Perform the following steps.
   1. Enter registered User ID (E-mail address) and Password.
   2. Click [Log In].

3. Perform the following steps.
   1. Select [Other Maintenance Tasks].
   2. Click [Next].

4. Perform the following steps.
   1. Select [Change Proxy Settings].
   2. Click [Next].

5. Check the device to be enabled or disabled.

6. Perform the following steps.

    1. Enter [Administrator ID] and [Password].

    💬 Note
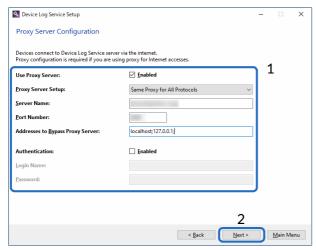
        If you check [Use the same Administrator information for subsequent devices also] when you change settings of multiple devices, you can skip entering [Administrator ID] and [Password] from the next device.

    2. Click [OK].

7. Click [Next] on the screen of Step 5.

8. Check the detail of the process, and then click [Change Settings].
   After processing, the number of processed devices will be displayed.

9. Perform the following steps.

    1. Set this if you connect to the Internet via proxy server in your network.

    2. Click [Next].

10. If you finish the process, click [Close]. If you continue other operations, click [Main Menu].

    💬 Note

        If the system failed to change settings, the cause and the remedy will be displayed. Follow the instruction displayed on the screen and execute Device Log Service Setup again.

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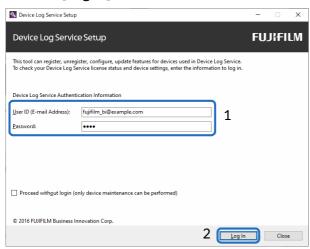
Unregistering Device

With Device Log Service Setup, unregister devices.
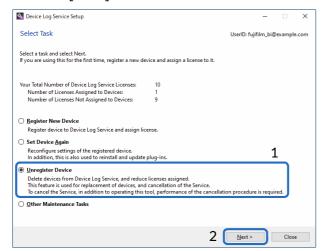
With Device Log Service Setup, you can unregister devices. If you unregister devices, the devices unregistered are not included in target of management of Device Log Service, and then the devices will not notify accounting data. This feature will be used for the replacement of a device or the cancellation of the service.

For more information about downloading Device Log Service Setup, refer to "Downloading Device Log Service Setup" (P.37).

1. Boot Device Log Service Setup.
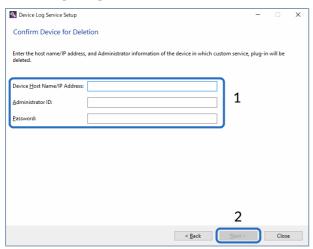
2. Operate following procedures.

1. Enter registered User ID(E-mail address) and Password.
2. Click [Log In].
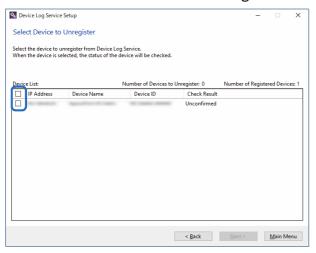
3. Operate following procedures.

1. Select [Unregister Device].
2. Click [Next].

4. Check devices to delete on Device Log Service.
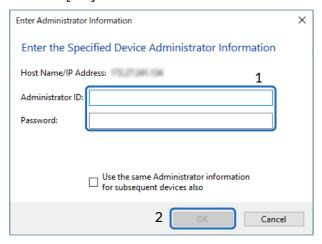
5. Operate following procedures.
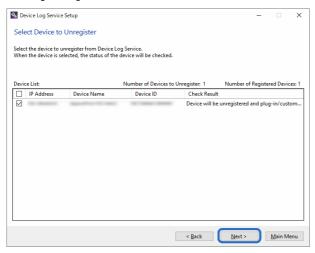
1. Enter [Administrator ID] and [Password].

> **Note**
>
> If you check [Use the same Administrator information for subsequent devices also] when you change multiple devices, you can skip entering [Administrator ID] and [Password] from a next device.

2. Click [OK].

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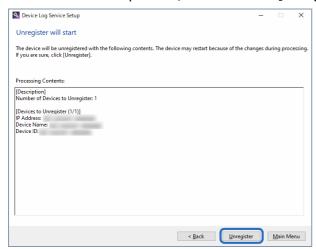
6. Click [Next].

7. Check a detail of a process, and then click [Unregister].

After processing, the number of devices unregistered will be displayed.

8. If you finish the process, click [Close]. If you continue other operations, click [Main Menu].

> 📝 Note
>
> If the system failed to change settings, cause and remedy will be displayed. Follow the instruction displayed on the screen, execute Device Log Service Setup again.

Checking Condition of the Plug-in

You can check the condition whether the Plug-in is working properly on a device which is installed the Plug-in, and also you can change basic settings.

Showing the Plug-in information

You can check the condition of Daily Notification of the Plug-in.

If you want to account job logs today immediately, or if some problems occur in Daily Notification, you can operate the notification process by yourself.

1. Boot Internet Services.
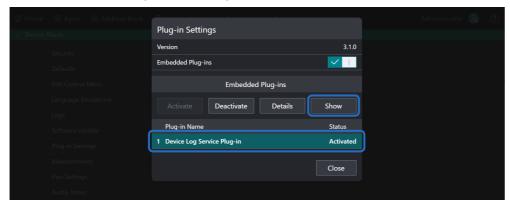
> **Refer**
>
> For more information to boot Internet Services, refer to "Administrator Guide" of your device.

2. Operate following procedures.

1. Log in to System Administrator mode.

> **Refer**
>
> For information on how to log in to System Administrator mode, refer to manuals for your device.

2. Select [System] > [Plug-in Settings].
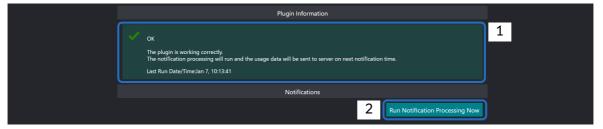
3. Select [Device Log Service Plug-in], and click [Show].

3. Status of notification processing of the Plug-in is displayed.

1. The result of the last notification processing is displayed.

Condition	Description
OK	Means the last notification processing finished properly.
Notification in Progress	Means the notification processing is working now.
Not Registered to Service	Means this device is unregistered on Device Log Service.
Unexpected Error	Means an unexpected error has occurred.

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Condition	Description
Communication error	Means a communication error has occurred. Check "Protocol Settings" (P.195) and "Proxy Server Settings" (P.36) in ""Environment Settings for a Device Unit" (P.34).
SSL/TLS Communication Error	Means a SSL/TLS communication error with Device Log Service server has occurred. Refer to " Setting Security Settings" (P.195), and then check Security Settings.

2. If you click [Run Notification Processing Now], notification processing will start, and then the job logs until the current time will be notified.

Changing Basic Settings

Time of Daily Notification and authentication information of Device Log Service can be changed.

1. Boot Internet Services.
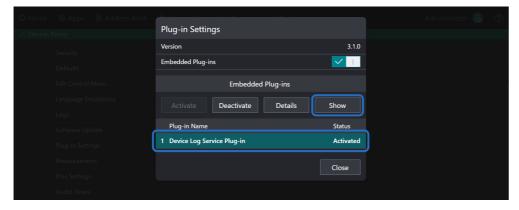
   Refer

   For more information to boot Internet Services, refer to "Administrator Guide" of your device.

2. Operate following procedures.

   1. Log in to System Administrator mode.

   Refer

   For information on how to log in to System Administrator mode, refer to manuals for your device.

   2. Select [System] > [Plug-in Settings].
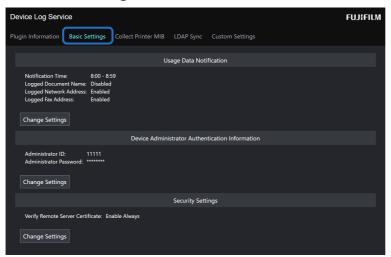
   3. Select [Device Log Service Plug-in], and click [Show].

3. Click [Basic Settings] and set each item.

The table below summarizes items to be entered.

Item	Description
Notification Time	Set the time to notify the usage to Device Log Service from a device. In [Simple (Counter Collection)], if you turn off a device every day, set the time during the device is turned on. In other cases, you are not required to change the default value.
Logged Document Name	Select whether to notify document names in printing or the direct fax. The notified document names are used for recording job log files and accounting by Document Type. Due to the security reason, if you do not want to notify the data, uncheck this item.
Logged Network Address	Select whether to notify an address of a PC or server to Device Log Service. The notified network address is used for recording the job log file. Due to the security reason, if you do not want to notify the data, uncheck this item.
Logged Fax Address	Select whether to notify the fax number or Common Name. The fax address is used for recording the job log file and accounting of telephone charge by Job Log Analyzer. Due to the security reason, if you do not want to notify the data, uncheck this item.
• Administrator ID • Administrator Password	Enter [Administrator ID] and [Administrator Password].
Verify Remote Server Certificate	This is the setting for the protection of the communication between a device and a Device Log Service server. • [Enable Always]: Despite of the settings on a device, all the communication of this plug-in and the Device Log Service server is protected. If you selected [Device Log Service] in [Security Settings] when installing, this option is enabled. • [Follow Machine Settings]: According to the setting of [Verify Remote Server Certificate] of [SSL / TLS Settings] of a device, switch whether to protect the communication. If you selected [Do Not Change] in [Security Settings] when installing, this option is enabled.

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4. When settings are finished, click [Save].

Register Printer MIB device

If another company's device supporting the Printer MIB is registered, the usage data can be accounted on the Device Log Service.

> 📝 **Note**
>
> If comparing the usage data of a multifunction device manufactured by FUJIFILM Business Innovation or by Fuji Xerox and another company's device on the same screen, register also the parent device as a target of Printer MIB collection.

1. Run the Internet Services.
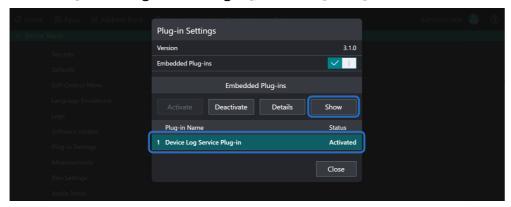
> 👓 **Refer**
>
> For the running method for the Internet Services, refer to the "Administrator Guide" for the used device.

2. Perform the following operation.

1. Log in to System Administrator mode.

> 👓 **Refer**
>
> For information on how to log in to System Administrator mode, refer to manuals for your device.

2. Select [System] > [Plug-in Settings].
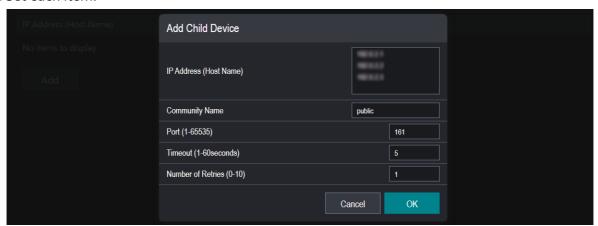
3. Select [Device Log Service Plug-in], and click [Show].

3. Perform the following operation.

    1. Click [Collect Printer MIB].

    2. Click [Add].

4. Set each item.

Item	Explanation
IP Address (Host Name)	Input the IP address of a child device.
Port	Input the SNMP port of a child device.
Community Name	Input the SNMP community name of a Printer MIB child device. With either community name dedicated to reading or community name doubling as reading and writing, the operation is performed, but input the community name dedicated to reading normally.
Timeout	Input the number of seconds for timeout.
Number of Retries	Input the number of retries at the time of timeout.

Note

If settings other than addresses are the same, several IP addresses can be input at the same time. Input them per unit per row.

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5. When settings are finished, click [OK].

Check notification status of Printer MIB

The operation status of the notification function of the Printer MIB can be checked. Immediate notification can be executed manually.

1. Run the Internet Services.

👓 Refer
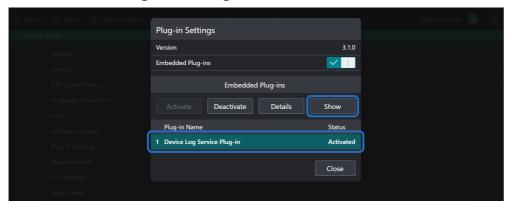
If comparing the usage data of a multifunction device manufactured by FUJIFILM Business Innovation or by Fuji Xerox and another company's device on the same screen, register also the parent device as a target of Printer MIB collection.

2. Perform the following operation.

1. Log in to System Administrator mode.

👓 Refer

For information on how to log in to System Administrator mode, refer to manuals for your device.

2. Select [System] > [Plug-in Settings].

3. Select [Device Log Service Plug-in], and click [Show].
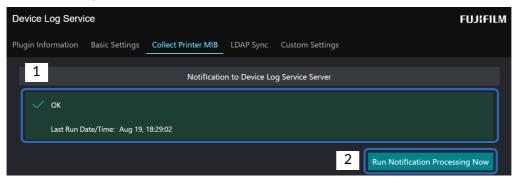
3. Click [Collect Printer MIB].

4. The status of [Collect Printer MIB] is displayed.

1. The previous status is displayed.

Status name	Explanation
OK	It indicates that previous Printer MIB notification has been completed normally.

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Status name	Explanation
Running	It indicates that the Printer MIB collection timer is running.
Not Registered to Service Unexpected Error Communication Error SSL / TLS Communication Error	Same as the plug-in status notification. Refer 　　Refer to "Showing the Plug-in information" (P.165).
Communication Error (Child Device)	It indicates that there is a child device which failed in Printer MIB collection. Check the status of the child device failing from the list.

2. If [Run Notification Processing Now] is clicked, the notification processing function is run and the Device Log Service is notified of the Printer MIB data at the time.

Set LDAP server synchronization

It is possible to synchronize the user information of the LDAP server to the Device Log Service.

1. Run the Internet Services.
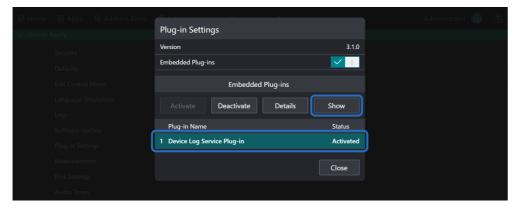
Refer
　　For the running method for the Internet Services, refer to the "Administrator Guide" for the used device.

2. Perform the following operation.

1. Log in to System Administrator mode.

Refer
　　For information on how to log in to System Administrator mode, refer to manuals for your device.

2. Select [System] > [Plug-in Settings].

3. Select [Device Log Service Plug-in], and click [Show].

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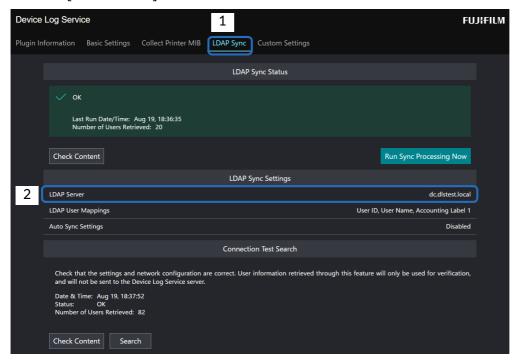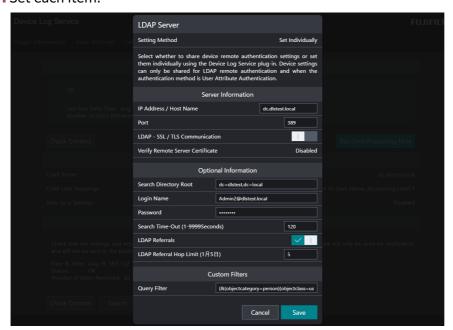
3. Perform the following operation.

    1. Click [LDAP Sync].

    2. Click [LDAP Server].

4. Set each item.
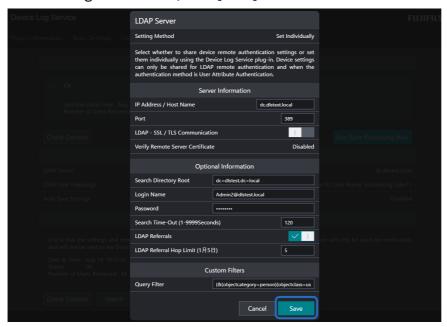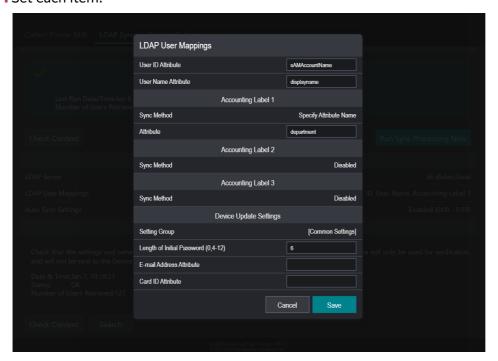
Item	Explanation
Setting Method	Select from [Follow Machine Settings] or [Set Individually]. [Follow Machine Settings] can be selected if the setting of the multifunction device machine is the LDAP remote authentication and the authent icat ion system is the authentication of user attributes. If [Follow Machine Settings] is selected, input [Search Time-Out] and [Query Filter] only.
IP Address (Host Name)	Input the address of the LDAP server.
Port	Input the port of the LDAP server.

Item	Explanation
LDAP - SSL / TLS Communication	If enabling LDAP which used SSL / TLS communication, attach a check mark. 🔔 **Important** Enable also the SSL / TLS communication on the LDAP server side. Also if the certificate on the LDAP server side is a self certificate, the server certificate must be imported beforehand to the multifunction device.
Verify Remote Server Certificate	If the SSL / TLS communication on the LDAP server side is enabled, whether to verify the SSL certificate to prevent the communication data from being eavesdropped and manipulated is displayed. Perform a setting change from the multifunction device machine.
Search Directory Root	Input the DN (identification name) of a search directory root. Usable character encoding is ASCII (printable characters) and the number of characters is up to 255 characters.
Login Name	Input a login name.
Password	Input a password.
Search Time-Out	Input the number of seconds for search time-out.
LDAP Referrals	If enabling the LDAP referral (a function for a server which received a request from a client to let another server connect depending on the situation), put a check mark. Set it based on the specifications and structure of the LDAP server of the communication destination. In the Azure AD, it is determined depending on whether there are several domain controllers, whether the server which set the address to the Device Log Service is a global catalog etc.
LDAP Referral Hop Limit	It is an upper limit number for preventing a load from being applied to the LDAP server due to the circulation of the referral. Set it based on the structure of the LDAP server of the communication destination.
Query Filter	Input the search filter condition expression of LDAP. A user corresponding to this condition expression is the target of sync. The initial value is for the Azure AD and a disabled user is not the target of sync. Usable character encoding is ASCII (printable characters) and the number of characters is up to 1024 characters. 🔔 **Important** If the escape of special characters is performed, input a hexadecimal ASCII value after two escape characters "\\". Example: If it is input as an LDAP attribute value, a backslash becomes "\\5c" and a comma becomes "\\2c".

5. When settings are finished, click [Save].

6. Click [LDAP User Mappings].

7. Set each item.
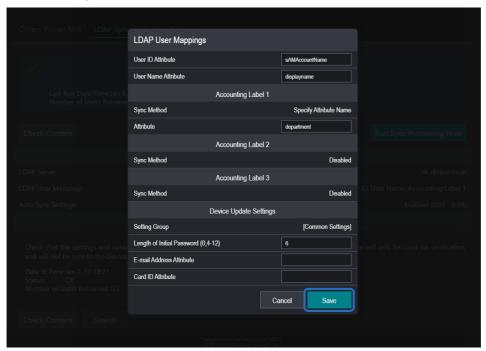
Item	Explanation
User ID Attribute	Designate an LDAP attribute name corresponding to the user ID of the Device Log Service.
User Name Attribute	Designate an LDAP attribute name corresponding to the user name of the Device Log Service.
Accounting Labels 1 to 3	Designate a method to convert to the accounting label of the Device Log Service from the LDAP account.
Setting Group[*1]	Designate a setting group for Device Log Service.

Item	Explanation
Length of Initial Password[*1]	Designate the number of digits for the default password to be used to log in to the local account for the device, using 0 or a value between 4 and 12. If you designate a number of 4 or more, a separate password will be generated for each user.Generated passwords can be viewed using the "Downloading User Information" (P.117) feature.
E-mail Address Attribute[*1]	Designate the name of an LDAP attribute to be mapped to e-mail addresses for Device Log Service.
Card ID Attribute[*1]	Designate the name of an LDAP attribute to be mapped to IC card IDs for Device Log Service.
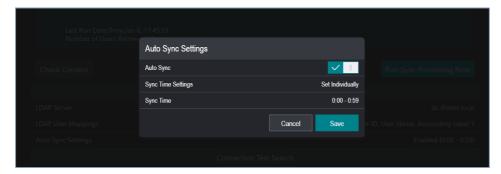
*1 This item needs to be set when using Device Log Service with [Auth. Setting by] set to [Device Log Service] on compatible devices. No setting is required if your organization does not use this feature. [Auth. Setting by] is a feature to be used when using Device Log Service to register users, who will log in to local accounts, with the device.

8. When settings are finished, click [Save].

9. Click [Auto Sync Settings].

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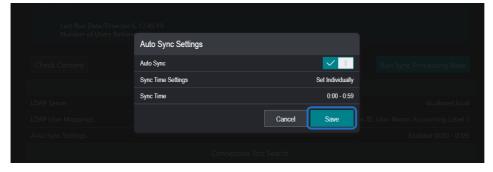
10. Set each item.

Item	Explanation
Auto Sync	Select whether to use the auto sync function. If the auto sync function is used, user information is synchronized automatically once a day. If the auto sync is not used for a performance or security reason, also an operation to activate sync processing manually is possible.
Sync Time Settings	If the auto sync is enabled, select whether to adjust the sync time to the job log notification or set individually.
Sync Time	If the auto sync is enabled and setting the sync time individually, select the sync time.

11. When settings are finished, click [Save].

The user information of LDAP is synchronized with the Device Log Service under the set conditions.

📝 Note

- If [Search] of [Connection Test Search] is clicked on the [LDAP Sync] screen, whether it can be connected correctly with the changed setting is checked. Unlike the normal sync, only a connection check between the LDAP server and device is performed, so it is possible to avoid sending unintended data to the server of the Device Log Service and synchronizing the setting.
- If checking user information retrieved from the LDAP server, click [Check Content] in [Number of Users Retrieved] on the [LDAP Sync] screen. The list of mapped user information is displayed.

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Check status of LDAP sync

The operation status of LDAP sync can be checked. Immediate notification can be executed manually.

**1.** Run the Internet Services.

> 👓 **Refer**
> For the running method for the Internet Services, refer to the "Administrator Guide" for the used device.

2. Perform the following operation.
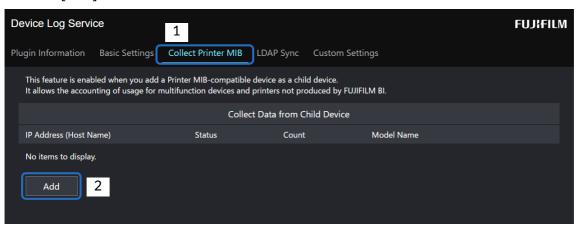
1. Log in to System Administrator mode.

> 👓 **Refer**
> For information on how to log in to System Administrator mode, refer to manuals for your device.

2. Select [System] > [Plug-in Settings].
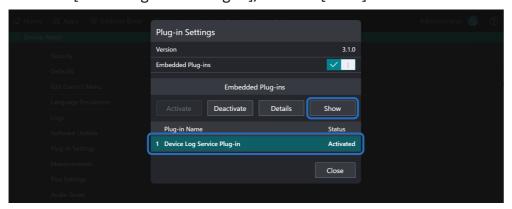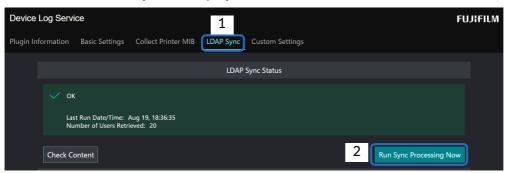
3. Select [Device Log Service Plug-in], and click [Show].

3. Click [LDAP Sync].

4. The status of [LDAP Sync] is displayed.

1. The previous status is displayed.

Status name	Explanation
OK	It indicates that previous LDAP sync has been completed normally.
Running	It indicates that the LDAP sync is running.
Not Registered to Service Unexpected Error Communication Error SSL / TLS Communication Error	Same as the plug-in status notification. 👓 **Refer** Refer to "Showing the Plug-in information" (P.165).
LDAP Communication Error	It indicates that the multifunction device and LDAP server could not communicate due to an error in the LDAP server setting or problem in the network environment.

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Status name	Explanation
LDAP SSL / TLS Communication Error	It indicates that no ciphered communication was established under an environment in which the LDAP – SSL / TLS communication and verification of the remote server certificate are enabled.
LDAP Authentication Error	It indicates that the LDAP server authentication failed due to a wrong login name or password.
LDAP Setting Error	It indicates an error in the query filter for the search directory root and user ID.
Search Result Error	It indicates that user information (before data sending) retrieved under the set search conditions cannot be registered to the Device Log Service, for example, no user is found, the number of users is too large, there is a user whose user ID is too long, the search is limited by the setting of the LDAP server, etc. 💬 **Note** In the Active Directory, an upper limit (MaxPageSize) may be set to the number of cases of search results. If the number of users synchronizing is large, the setting change of MaxPageSize may be required. For the method to change the setting of the Active Directory, refer to the technology information of Microsoft.
User Registration Error	It indicates that user information cannot be registered for a reason, for example, the user registration in the Device Log Service reached the upper limit. The detail can be checked by checking the system log from the Device Log Service.
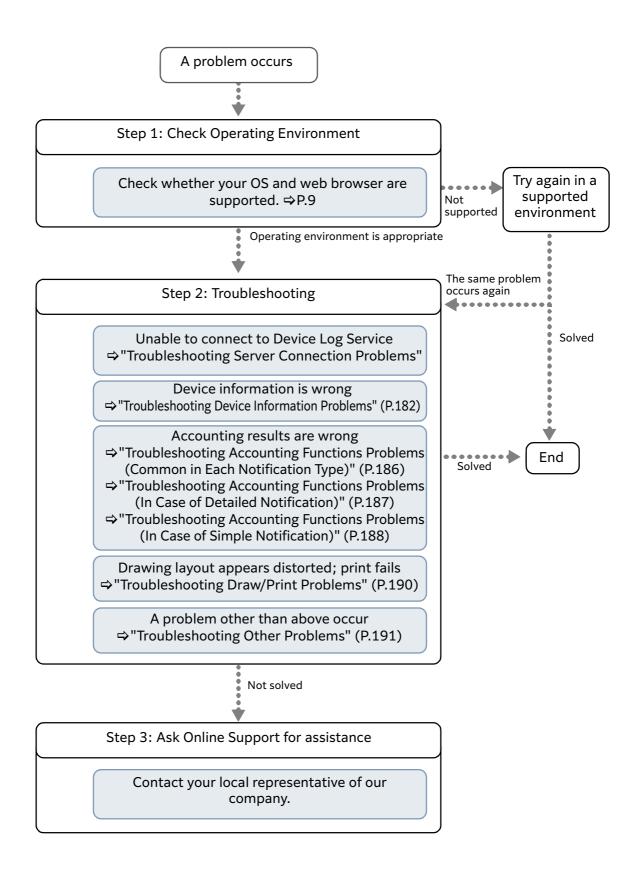
2. If [Run Notification Processing Now] is clicked, LDAP sync processing is executed.

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5 Troubleshooting

Troubleshooting Flow

If you encounter a problem while using or operating Device Log Service, troubleshoot by following the steps in the flowchart shown below.

A problem occurs

Step 1: Check Operating Environment

Check whether your OS and web browser are supported. ⇨P.9

Not supported

Try again in a supported environment

Operating environment is appropriate

Step 2: Troubleshooting

The same problem occurs again

Solved

Unable to connect to Device Log Service ⇨"Troubleshooting Server Connection Problems"

Device information is wrong ⇨"Troubleshooting Device Information Problems" (P.182)

Accounting results are wrong ⇨"Troubleshooting Accounting Functions Problems (Common in Each Notification Type)" (P.186) ⇨"Troubleshooting Accounting Functions Problems (In Case of Detailed Notification)" (P.187) ⇨"Troubleshooting Accounting Functions Problems (In Case of Simple Notification)" (P.188)

Drawing layout appears distorted; print fails ⇨"Troubleshooting Draw/Print Problems" (P.190)

A problem other than above occur ⇨"Troubleshooting Other Problems" (P.191)

Solved

End

Not solved

Step 3: Ask Online Support for assistance

Contact your local representative of our company.

Troubleshooting

This section describes problems you may encounter while using Device Log Service and how to address them. If an error message is displayed, follow the instructions shown in the message.

Troubleshooting Server Connection Problems

Unable to Log In to Device Log Service

Are the login name and password entered incorrect?

Enter the correct login name and password. In particular, please note that the password is case-sensitive. (The login name is not case-sensitive.)

If you forgot the password, access the FUJIFILM BI Direct Login screen and obtain a new password. For instructions, refer to "Setting Initial Password of System Administrator" (P.30).

Unable to Connect to Device Log Service

Has a network problem occurred?

First, check whether you can connect to other websites.

If you cannot connect to other websites, then it is likely a network problem. Check whether the LAN cable is connected properly and if a network failure has occurred.

In addition, check whether network environments of your PC (subnet mask, DNS, and proxy server) are set correctly.

If the Device Log Service page does not appear despite successful access to other pages, check the followings:

Is Device Log Service under maintenance?

Device Log Service may be offline on a temporary basis due to maintenance and other circumstances. For maintenance information, check the login screen of FUJIFILM BI Direct.

When the service is under maintenance, try accessing the service again after a while.

"An unexpected error has occurred." Appears During Operation

Try again after a while.

If the problem persists, contact our Online Support.

For contact information, contact your local representative of our company.

Troubleshooting Device Information Problems

After Renewing Agreement, Device Information Displayed on Device Log Service Is Not Up to Date

Check the followings:

- Whether the procedure and work to start Device Log Service operation are completed.
- Whether there is any error in the renewal procedure for the agreement.
- Whether configuration of the EP-BB settings on your device is completed.

Some of Devices Do Not Appear

If some of the previously displayed devices do not appear on the [Device Management] page in Device Log Service, the Device Log Service agreement for the devices may have been cancelled.

Check the agreement for any error in the renewal procedure.

Unexpected Device Appears

Depending on the device model, the model code may not match between that displayed on the [Device Management] page in Device Log Service and that indicated in the card or seal on the device unit.

To identify the device, refer to the machine number (serial number). The machine number (serial number) is a unique number assigned to individual devices. As long as this number matches between the card or seal on the device and the Device Log Service display, it means they are identical, even if the model code does not match.

If the machine number (serial number) is different from that set on the device unit, there may be an error in the agreement details with regards to the device's MFD management service EP-BB or Device Log Service. Check the device agreement details.

Internet Services for a Different Device Appears

When you change the device unit settings such as IP address, the values in [Display/Comm. Settings] of Device Log Service are also automatically updated. However, this update may take time or fail due to some reason, such as network environment problems. Under these circumstances, when you click [Host Name / IP Address] on the [Device Management] page or [Device URL] in the device properties dialog box, Internet Services for a different device from that specified may appear.

If the values in Device Log Service are not automatically updated, on the [Display/Comm. Settings] dialog box, set the IP address or host name for accessing the target device.

An Error Appears When Attempting to Set Device Properties

An error message may be displayed when changing [Accounting Settings] or [Authentication Settings] on devices whose [Auto Update All Settings] is disabled. In this case, remove any cause indicated in the message, and try again.

Message:	You need to do one of the following to update the changed contents to the device: - Enable [Auto Update All Settings] - Select the corresponding device in the [Device Management] page and click [Update Settings to Device] (Certificate needs to be installed separately. Refer to Help for details.)

Cause and Remedy: Enable [Auto Update All Settings] in [Device Update Settings] of the device properties. The settings will be updated on a periodical polling basis.

> Refer
>
> Step 5 in "Changing Information on Devices" (P.100)

To immediately update the settings, select the applicable device on the [Device Management] page and click [Update Settings to Device]. To immediately update the settings, SSL certificate is required to be installed on the device unit.

> Refer
> - Immediate update ⇨"Updating Settings Information to Devices Immediately" (P.106)
> - Installing SSL certificate ⇨"An Error Appears when Clicking [Update Settings to Device]" (P.183)

An Error Appears when Clicking [Update Settings to Device]

An error message may be displayed when clicking [Update Settings to Device]. In this case, remove any cause indicated in the message, and try again.

Message:

To use this feature, you need to do some settings in the device. Refer to Help for details.
Note: When [Auto Update All Settings] is enabled, the settings will be updated to the device in the next periodic communication (within 24 hours).

To use this feature, you need to do some settings in the device. Refer to Help for details.

Cause and Remedy:	This message appears when the device SSL/TLS communication is disabled. Perform the following steps.

(1) Operate the steps 1 and 2 of "Setting Security Settings" (P.195) to enable the SSL/TLS communication of the device.

(2) Reload Internet Services on a web browser, and then check whether the security alert is displayed.
If the security alert is displayed, go on to (3) because the import of the certificate of the device is required.
If the security alert is not displayed, go on to (9).

(3) Click [Properties] > [Security] > [Certificate Management] on Internet Services.

(4) Select [Local Device], and then click [Display the list].
The list of the device certificates is displayed.

(5) If there is only one device certificate, select the line.
If there are multiple device certificates, select the line with [*].

(6) Click [Certificate Details].

(7) Click [Export this certificate].
The certificate is saved.

(8) Import the saved certificate on [Trusted Root Certification Authorities] of Certificate Stores of the PC on that you operated [Update Settings to Device].
For the information of the procedure, refer to the help of Windows.

(9) On the [Device Management] page of Device Log Service, display [Display/Comm. Settings] in the device properties.

(10) Check whether the settings you made in the step (1) are updated. Also, if the port number for SSL on the device is set to a value other than the default value (443), the port number is not correctly updated to Device Log Service. In this case, match the value in [Display/Comm. Settings] > [HTTP Port Number] with that set on the device unit.

Message:	Unable to update again to device with [Updating] status. If you want to update again, check the properties of [Update Log].

Cause and Remedy:

Refer
"[Update Status] of a Device Remains [Updating]" (P.185)

Message:	Unable to update to device with [Update Failed] status. Check the properties in [Update Log] for details of the problem.

Cause and Remedy:

Refer
"[Update Status] of a Device Remains [Updating]" (P.176)

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Message:	Could not communicate with device. Check if the device power is on, or if the communication settings are set correctly, then try again.

Cause and Remedy:
On the [Device Management] page, click the link to Internet Services to check whether the page is correctly displayed.

If Internet Services is not correctly displayed, there might be a problem, for example, the device is turned off, communication settings are not correct, or the line is disconnected. Check your system environment and settings.

If a warning message related to security appears when you attempt to display Internet Services, the device certificate may not have been imported to the web browser. In this case, import the device certificate to the web browser. For information on how to import a certificate, refer to instructions for your web browser.
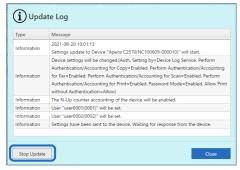
If this message appears even though Internet Services is successfully displayed, contact your local representative of our company.

[Update Status] of a Device Remains [Updating]

Updating process takes some time. Wait a while and reload the page.
[Updating] status persists for over an hour, there may be a trouble in the device or the network. Restart the device. If the problem persists after restarting, perform the following steps to forcibly remove the [Updating] status.

[Properties] of the device > [Device Update Settings] > [Update Log] > [Stop Update]

After [Updating] status is removed, click [Update Settings to Device] and start the update again.
If [Updating] status remains after restarting, contact our Online Support.

For contact information, contact your local representative of our company.

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[Update Status] of a Device Becomes [Update Stopping]

If the settings changed on a control panel on a device or software other than Device Log Service conflict with the settings on Device Log Service, updating process of Device Log Service stops to prevent the settings from being overwritten.

The conflicting settings will be displayed on [Properties] of the device > [Device Update Settings] > [Update Log]. Follow the instruction message and undo the settings changed on a control panel or software other than Device Log Service.

After undoing, click the [Resume Update] button in the same update log window.

This operation will remove the [Update Stopping] status. Click [Update Settings to Device] and start the update again.

> **Note**
>
> If you specify Device Log Service for the authentication settings, do not change authentication settings on a control panel on a device or other software.

Troubleshooting Accounting Functions Problems (Common in Each Notification Type)

A User is Treated as Multiple Different Users/No User Displayed

Did you change user information due to a reason such as reorganization?

If you change user information for Device Log Service in the middle of an accounting period, device usage of a user may be tallied with different Accounting Keys.

For example, if you change the accounting label for a user from "A" to "B" in the middle of an accounting period, and perform accounting by accounting labels, device usage notified before change will be tallied as "A" and that after change will be tallied as "B". To sum up such a usage into usage of a single user, you need to recalculate counters.

> **Refer**
>
> "Recalculating Counters" (P.141)

Is there usage by the particular user actually?

If an accounting result that should include both User A and User B only shows User A, this may be caused by the following reasons:

- User B actually did not use devices

- Device Log Service cannot collect usage from the devices that User B uses

Download usage of the user to check he/she actually uses devices.

> **Refer**
>
> "Downloading Device Usage Data" (P.89)

Are accounting targets set correctly?

In [Accounting Period / Target] on the [Usage Data Accounting] page, check whether target users, target devices, and target accounting labels are set correctly.

> **Refer**
>
> "Setting the Accounting Method" (P.74)

Information on Users and Departments Not Updated in Accounting Results Correctly

Is department information (accounting labels) set correctly in Device Log Service?

On the [User Management] page, check the [Accounting Label] for the user is set correctly.

Please note that the accounting label, which is set at the time when the counter is received, is updated to the accounting result. To renew the previous accounting results to update the up-to-date accounting labels, you need to recalculate counters.

Refer
- "Recalculating Counters" (P.141)
- "Viewing/Changing User Information" (P.111)

Does user IDs match between devices and Device Log Service?

To tally device usage by accounting labels, user IDs must match between users registered with devices and users registered with Device Log Service. In particular, please note that user IDs are case-sensitive.

You can check whether the registered user IDs are the same as that set on the devices by viewing the list of unregistered users on the [User Management] > [Unregistered User List] page. If a user you registered is displayed in the list of unregistered users, the user ID registered for the user is incorrect.

In this case, add the unregistered user, and delete the existing user you registered by mistake.

Refer
- "Adding Users from a List of Unregistered Users" (P.120)
- "Deleting Users" (P.122)

Troubleshooting Accounting Functions Problems (In Case of Detailed Notification)

Unable to Collect Job Log from Devices

Note

The receiving status is recorded in Center Processing Log. By downloading and checking Center Processing Log, you may see the cause of the problem.

Refer

Downloading Center Processing Log> " Downloading the System Log" (P.136)

Is the device working?

Check whether the device is turned on. Also, check if an error such as a hard disk failure occurs on the device.

Is the Plug-in working correctly?

In order to tally usage data on Device Log Service, the Plug-in installed on a device is needed to work correctly.
Check the Plug-in information of a device on Internet Services, and then check whether the Plug-in is working correctly. If error occurs, follow the instruction displayed on the screen and solve the problem.

Refer

To check whether the system is working correctly ⇨" Showing the Plug-in information" (P.165)
To correct settings ⇨" Changing Basic Settings" (P.166)

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Are the proxy server settings configured on the device correctly?

If proxy servers are used to access Internet in your network, the proxy server settings must be configured on the device. Make sure that the proxy server settings are correctly configured on the device.

Refer

"Proxy Server Settings" (P.36)

Is communication blocked by a network equipment or security software?

Depending on your network environment, settings of proxy server or firewall may need to be changed. Make sure that communication from the device to the Device Log Service server is allowed.

Refer

"Required Settings" (P.34)

Troubleshooting Accounting Functions Problems (In Case of Simple Notification)

Unable to Collect Counter from Device

Note

Counter receiving status is recorded in the Centre Processing Log. Downloading the Centre Processing Log and checking the details may help you to identify the cause of the collection failure.

Refer

To download the Centre Processing Log ⇨"Downloading the System Log" (P.136)

Is the device working?

Check whether the device is turned on. Also, check if an error such as a hard disk failure occurs on the device.

Is the Login Type set correctly on the device?
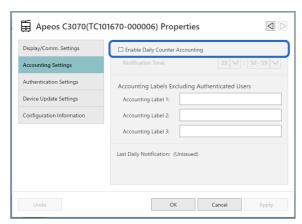
To use Device Log Service to tally device usage, in addition to setting Login Type of a device to "Login to Local Accounts/Local Accounting", you need to set all services to "Enable" under the Local Accounting settings. Check the settings on the device by using a utility such as the Device Setup or Internet Services, and select the correct Login Type.

Refer

For details on required settings on devices ⇨"Setting Login Type/Register a User to a Device" (P.54)

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Is counter collection enabled in the accounting settings for the device?

View the device properties on the [Device Management] page of Device Log Service to check whether the [Enable Daily Counter Accounting] check box is selected in [Accounting Settings]. Counter information whose check box is not selected in this field will not be collected.

Even if the [Enable Daily Counter Accounting] check box is selected, the device counters are not collected until the settings are updated to the device.

For any device whose address and other items are not set in [Display/Comm. Settings], Device Log Service will apply the settings from [Accounting Settings] at the next polling. Thus, it may take time for the device settings to be updated.

Refer
- To set device properties ⇨"Changing Information on Devices" (P.100)
- To update the device settings ⇨"Device Management" (P.21)

Device Billing Meter Does Not Match Device Log Service Accounting Results

A device's billing meter counts do not necessarily match the accounting results for that device derived from Device Log Service. (With Device Log Service, consistency with billing meters is not guaranteed.)

However, if the difference is distinct, check the followings:

Have you newly started using Device Log Service?

Difference can occur immediately after starting the service, because the start date of the service do not match the beginning of the billing period.

Have you performed maintenance on your device lately?

Maintenance performed on the device, such as replacement of boards and initialization of memory and hard disk may cause difference between billing meters and accounting results.

Are Device Log Service receiving counters from devices?

On the [Home] page or the [Device Management] page of Device Log Service, check the Last Sent time of counters. If Device Log Service has not received counters lately, check the followings:

● Whether the device is turned on

● Whether an error such as a hard disk failure occurs on the device.

Refer
- "Viewing Device Usage" (P.72)
- "Managing Devices" (P.98)

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Did you change Login Type set on the device?

Changing Login Type of device to an option other than "Login to Local Accounts/Local Accounting" or changing Accounting Type other than "Local Accounting" in the middle of an accounting period may cause difference between the device's billing meters and Device Log Service's accounting results.

Even if you change Login Type temporarily and then restore it, device usage data for that period will not be notified to Device Log Service, and thus, it causes difference in the accounting results.

Did you delete users set on the device?

Deleting users who use Local Authentication on the device in the middle of an accounting period may cause difference between the device's billing meters and Device Log Service's accounting results. After deleting users, even if you register again the same user IDs as that of users you deleted, there can be difference in the accounting results.

Did you clear accounting management data for the device?

Clearing accounting management data for the device in the middle of an accounting period may cause difference between the device's billing meters and Device Log Service's accounting results.

Troubleshooting Draw/Print Problems

Unable to Display Charts

Is JavaScript enabled in your web browser?

JavaScript is required to display charts in Device Log Service. When JavaScript is disabled, enable it in your web browser.

Page Layout Appears Distorted

Did you resize the web browser window?

Reducing the window size of the web browser may cause the layout to be distorted.

In such case, enlarge the window size.

Refer

For recommended operating environment �");"Operating Environment" (P.9)

Text in Charts Not Legible/Incomplete Sentence

Depending on the elements set in [Accounting Settings] as well as the counter accounting results, you may see the following charts:

- In pie chart, the breakdown text is overlapped because it is too long, causing legible characters.
- In column/bar chart, the display area on the axis cannot accommodate item names, and the item names are shown as if they are empty.
- There are too many legend items, and the legend is displayed truncated.

In these cases, hovering cursor over a chart displays the "item name, legend item name, and value" (if the chart does not have a legend, "item name and value").

Refer

"Displaying ToolTip Text" (P.71)

Background Colors and Images Not Printed

By default, Internet Explorer and Mozilla Firefox are set "not to print backgrounds" to improve legibility of the printed characters.

When printing accounting results using Device Log Service, if your web browser is set "not to print backgrounds", the background colors and images shown on your screen are not printed. To print with background as shown on your screen, make the following settings:

> **Note**
>
> The procedure below may vary from version to version of your web browser. For detailed procedure, refer to Help or other documents for your web browser.

Web Browser	Setting
Internet Explorer	(1)Click [File] > [Page Setup]. (2)Select the [Print background colors and images] check box in the [Page Setup] dialog box, and click [OK].
Mozilla Firefox	(1)Click [Print] on the browser and click [Page Setup] in the preview window. (If you use the menu bar, click [Page Setup] in the [File] menu.) (2)Display the [Format & Options] tab in the [Page Setup] dialog box, select the [Print Background (colors & images)] check box, and click [OK].

Troubleshooting Other Problems

Unable to Download Files

For Internet Explorer 9, is [Do not save encrypted pages to disk] enabled?

In Internet Explorer 9, files cannot be downloaded when [Do not save encrypted pages to disk] is enabled under Internet Options.

Therefore, if this option is enabled, downloading files fail when you execute [Download Data], [Download System Log], [CSV Download], or [Download Backup Data], in Device Log Service.

When downloading the Device Log Service files, on the [Advanced] tab under Internet Options, disable [Security] > [Do not save encrypted pages to disk].

Some Device Information Missing in Downloaded Usage Data

If the target devices are not included in the files you downloaded using [Download Data] on the [Usage Data Accounting] page of Device Log Service, check the followings:

Is there usage of the particular device actually?

As long as the device has not been used at all, no information for the device is described in the downloaded file.

If no information is shown in the files even though the device has been actually used, there may be problems with usage collection from the device or the settings for the device.

Troubleshoot by following the steps in "Unable to Collect Counter from Device" (P.188).

There are Accounting Items Not Included in Usage Data

The accounting results tallied by methods described in "Setting the Accounting Method" (P.74) or "Tallying Device Usage By Selecting an Accounting Pattern" (P.87) include items which are not in the usage data. Each of these items shows the result of tallying multiple items of usage data as one item. Accounting result items and calculating formula not included in usage data are shown below.

Item	Formula
Print Sheets (2-Sided)	(Color Print Impressions + Large Size Color Print Impressions + B&W Print Impressions) - Print Sheets
Print Sheets (1-Sided)	Print Sheets x 2 - (Color Print Impressions + Large Size Color Print Impressions + B&W Print Impressions)
Copy Sheets (2-Sided)	(Color Copy Impressions + Large Size Color Copy Impressions + B&W Copy Impressions) - Copy Sheets
Copy Sheets (1-Sided)	Copy Sheets x 2 - (Color Copy Impressions + Large Size Color Copy Impressions + B&W Copy Impressions)
Fax Print Sheets (2-Sided)	(Fax Print Impressions + Receive Fax Relay Broadcast Print Impressions + Receive Fax Print Impression + Receive Internet Fax Print Impression) - (Fax Print Sheets + Receive Fax Relay Broadcast Print Sheets + Receive Fax Sheets + Receive Internet Fax Print Sheets)
Fax Print Sheets (1-Sided)	(Fax Print Sheets + Receive Fax Relay Broadcast Print Sheets + Receive Fax Sheets + Receive Internet Fax Print Sheets) x 2 - (Fax Print Impressions + Receive Fax Relay Broadcast Print Impressions + Receive Fax Print Impression + Receive Internet Fax Print Impression)
1-Up Print Impressions	(Color Print Impressions + Large Size Color Print Impressions + B&W Print Impressions) - (Print Impressions (2-Up) + Print Impressions (4-Up) + Print Impressions (8-Up or more))
1-Up Copy Impressions	(Color Copy Impressions + Large Size Color Copy Impressions + B&W Copy Impressions) - (Copy Impressions (2-Up) + Copy Impressions (4-Up) + Copy Impressions (8-Up or more))

Login Type Cannot Be Changed from Login to Local Accounts

A device which is set Login Type to [Login to Local Accounts] with Device Log Service sometimes cannot be changed other than [Login to Local Accounts].

If you want Login Type changed, our customer engineer will set, contact your local representative of our company.

Notes and Restrictions

This section describes the notes and restrictions to observe when you use Device Log Service.

- Figures on a billing statement that are based on the device's billing meter counts may be different from those tallied by means of Device Log Service.
- To register yourself as the system administrator for Device Log Service, first you must register a User ID (your e-mail address) at FUJIFILM BI Direct. The User ID registration is required for each of the Device Log Service agreements. You cannot register a single User ID as system administrator for several Device Log Service instances.
- If your organization subscribes to several Device Log Service instances, more than one Device Log Service cannot share the same devices as management targets.
- The maximum number of devices that can be managed by Device Log Service is 100.
- The maximum number of users that can be registered with Device Log Service is 10,000.
- To update the settings information in the device properties to the device immediately, you must enable SSL/TLS communication on the device unit.
- If your organization replaces a device, a procedure for Device Log Service to manage the new device is required. There is a certain period before completion of the procedure, for which device usage data cannot be collected.
- "Receive Internet Fax, Transfer Fax" users are outside the scope and thus not displayed in the accounting results, although they are displayed on the screen where you select the accounting target users.
- When you use the zoom function of Internet Explorer to zoom in or out the Device Log Service web page, some characters and images may not be displayed correctly. It is advisable to maintain 100% zoom level when using the zoom function of Internet Explorer.
- Authorization to use the fax service including the Internet Fax Service(SIP)/ServerFAX will not be reflected with models without fax features.
- Depending on firmware of a device, the Plug-in page of a device which enabled SSL may not be able to opened on Google Chrome and Mozilla Firefox. In this situation, open with Internet Explorer.
- If you reset a hard disk of a device, stored job logs and counters will be deleted, so that the counters that are not notified yet cannot be tallied.

  When Notification Type is Detailed Notification, execute [Run Notification Processing Now], on Internet Services and then all the stored job logs can be notified.

  When Notification Type is Simple Notification, counter cannot be notified immediately. To minimize not notified counters, do not reset a hard disk right after Daily Notification.

Refer

"Device Management" (P.21)

6 Appendix

Device Settings That Are Not Always Necessary to Be Changed

In required device settings that are necessary to use [Detailed (Job Log Collection)] or [Panel Display of Accounting Results], this section describes the settings that are usually operate with the factory default value, or the settings that are changed to the required value automatically, and the settings that are not always necessary to be changed.

Item and Reference	Required Setting
SOAP Port (P.195)	The value is the same as the factory default, so that you are not required to operate the setting if you did not change the value. • Port Status: Enabled • Port Number: 80
Protocol Settings (P.195)	If the EP-BB is set by our customer engineer, you are not required to set again. Check whether the following settings are done. • IP address, subnet mask, and gateway address: settings for the use in TCP/IP network Environment • DNS Server Setup: DNS server address setting
Security Settings (P.195)	You can set later with Device Log Service Setup, so that usually you are not required to operate the procedures in advance. • [Verify Remote Server Certificate]: [Enabled] • Importing certificates To download the certificates, access the following URLs. R1 GlobalSign Root Certificate: https://support.globalsign.com/customer/portal/articles/1426602 OrganizationSSL SHA256 G2 Intermediate Certificates: https://support.globalsign.com/customer/portal/articles/1219303-organizationssl-intermediate-certificates **Refer** For details about how to import the certificate, refer to "Security Function Supplementary Guide" provided with a device.

Important

When using SSL/TLS communication also for other features or services, the machine requires the certificates of them as well. If you need to configure the connection of those features or services by yourself, get the certificates from the system administrators of their servers, and then import them to the machine. For details about the services for FUJIFILM Business Innovation or third-party servers, refer to the user documentation of each service.

Even If [Verify Remote Server Certificate] is not enabled, you can access internet without certificates, however, there is a risk of wiretapping or tampering with data by third party.

SOAP Port

1. In the [Home] screen of a device, select [SOAP] in [Port Settings] under ⚙ > [Device] > [Connectivity & Network Setup].

> 👓 Refer
>
>   How to display the [Tools] screen ⇨ "Setting Each Item" (P.35)

2. Select below value for each item.
  [Port Status]: [Enabled]

  [Port Number]: [80]

3. Press the Home button to go back to the [Home] screen.

Protocol Settings

1. In the [Home] screen of a device, select [Protocol Settings] in [Connectivity & Network Setup] under ⚙ > [Device] and then set an IP address, subnet mask, and gateway address (settings for the use in TCP/IP network environment).

> 👓 Refer
>
>   How to display the [Tools] screen ⇨ "Setting Each Item" (P.35)

2. Select [IPv4-DNS Server Setup] or [IPv6-D+NS Server Setup] in [TCP/IP-Network Setup] under [Device] > [Connectivity & Network Setup] > [Protocol Settings].

3. When [Get IP Address from DHCP] is set to [Disabled], specify your DNS server address in [DNS Server IP Address].

4. Press the Home button to go back to the [Home] screen.

Setting Security Settings

  To set security settings, use Internet Services.

1. Start Internet Services on your PC.

2. Import a certificate for the external server.
  1. Select [System] > [Security Settings] > and click [Certificate Settings].
  2. Select the type of the certificate to import and click [Import].
  3. Specify a certificate file to be imported in [Certificate].
  4. Enter the password and click [Execute].
    After a while, the certificate is imported to the device.

> 💬 Note
>
>   To import multiple certificates, repeat step 1 to 4.

3. Secure communication with the external server.
  1. Select [Properties] > [Security] > [SSL/TLS Settings].
  2. Set the following item.
    [Verify Remote Server Certificate]: Enabled

Formats of Job Log Files

This section describes the formats of job log files collected by Detailed Notification.

Basic Structure of Job Log Files

This section describes the rows comprising job log files and the file formats of job log files.

Rows comprising job log files

Job log files are comprised of the following rows.

- Title Row

  Item names of job logs such as "Printer Name", "Branch Number", and "MIB Type" are entered.

- Document Data Row

  Information such as the document size, original impressions, document type, and output color of original impressions is recorded in these rows. The document data row is not recorded for jobs that do not include original sheets such as print jobs.

- Impression Data Row

  Information such as the number of impressions, output color, and size of impressions is recorded. The impression data row is not recorded for jobs that do not include print sheets such as file transfer of scanned documents.

- Paper Data Row

  Information such as the number of sheets, paper size, and paper type to be printed is recorded. The paper data row is not recorded for jobs that do not include print sheets such as file transfer of scanned documents.

- Fax Data Row

  Information such as the recipient telephone number, Fax image size, and Fax images sent is recorded. This is recorded only for fax jobs.

- Basic Data Row

  Only basic information of jobs such as the printer name and service type is recorded. This row is recorded only when information does not exist in the Fax data row, paper data row, impression data row, or document data row, such as for jobs for which print data is stored on a device or print jobs that are aborted.

Example of copy job

This section describes job log files when copying is executed.

Printer	Branch No.	...	Job ID	...	Printing Size	...	Paper size	...	Document Size	...
Apeos1		Abbreviated	123	Abbreviated	A4	Abbreviated	A4	Abbreviated	A4	the rest is omitted

This example is a job for copying an A4 size document on A4 size paper.

- The name of the device that executed the job is recorded in "Printer Name".

- Print job is not always limited to 1 row. 2 or more rows may be recorded depending on the selection of output color and size of the paper.

Example of print job

This section describes job log files when printing is executed from a computer.

Printer	Branch No.	...	Job ID	...	Printing Size	...	Paper size	...	Document Size	...
Apeos1	1 of 2	Abbreviated	234	Abbreviated	A4	Abbreviated	A4	Abbreviated		the rest is omitted

This example is a job for printing on A4 size paper from a computer.

● The name of the device that executed the job is recorded in "Printer Name".

● Print job is not always limited to 1 row. 2 or more rows may be recorded depending on the selection of output color and size of the paper.

Example of fax job

This section describes job log files when a document is scanned and sent by a fax.

Printer	Branch No.	...	Job ID	...	Document Size	...	Recipient Fax Number	...	Fax Image Size	...
Apeos1	1 of 2	Abbreviated	345	Abbreviated	A4	Abbreviated		Abbreviated		the rest is omitted
Apeos1	2 of 2		345				XXXXXXXX		A4	

This example is a job for faxing A4 size paper. This job is comprised from a document data row and fax data row.

● The name of the device that executed the job is recorded in "Printer Name".

● Since the job is comprised of 2 rows, values are recorded in "Branch No." of each row such "1 of 2" (first of two rows) and "2 of 2" (second of two rows).

● Since it is 1 print job comprised of 2 rows, the same value is recorded in "Job ID".

● Since information concerning the document is recorded in the document data row, a value is recorded in "Original Size" and values are not recorded in the fax items.

● Since information concerning the fax processing is recorded in the fax data row, a value is recorded in "Fax Recipient Phone Number" and "Fax Images Size", and a value is not recorded in the original items.

> **Note**
> Fax jobs comprised on one row with a branch number of "blank" also exist.

Format of job log files

A job log file is a text file of CSV format.

> **Note**
> You can set delimiters in [Language and Region Setting].

Items Recorded in Job Log Files (by Service Type)

The following table categorizes items recorded in job log files by service type.

O: Recorded

X: Not recorded

△: Depending on the details of models and service

Items	Service types						
	Printing	Copying	Scan	Faxing	System Sheet	File Transfer	E-mail Transfer
Printer	O	O	O	O	O	O	O
Branch No.	O	O	O	O	O	O	O
MIB Type	O	O	O	O	O	O	O
Product Name	O	O	O	O	O	O	O
Job ID	O	O	O	O	O	O	O
Service Type[*5]	O	O	O	O	O	O	O
Host Name	△	X	X	△	X	△	X
User Name	△[*3]	△	△	△	O	△	△
Document Name[*6]	△[*4]	X	X	△	X	△	X
Job Owner Name	△	△	△	△	X	△	X
Job client ID	△	X	X	△	X	△	X
Print status	O	O	O	O	O	O	O
Ports	△	X	△	△	X	△	X
Data type	△	X	△	△	X	△	X
IP Address[*2]	△	X	X	△	X	△	X
Output tray	△	O	X	X	O	X	X
N Up	O	O	O	O	O	O	O
Select Paper Tray	△	O	X	X	O	X	X
Logging Date[*7]	O	O	O	O	O	O	O
Log Collection Time[*7]	O	O	O	O	O	O	O
Printer Date[*7]	X	X	X	X	X	X	X
Printer Time[*7]	X	X	X	X	X	X	X
Printer Start Date	X	X	X	X	X	X	X
Printer Start Time	X	X	X	X	X	X	X
Print End Date	O	O	O	O	O	O	O
Print End Time	O	O	O	O	O	O	O
Total Printed Impressions[*7]	X	X	X	X	X	X	X
Error[*7]	X	X	X	X	X	X	X
Total Printed Impressions Since Power On[*7]	X	X	X	X	X	X	X
Printing Output Color	△	O	X	X	O	X	X
Printing Size	△	O	X	X	O	X	X
Impressions	△	O	X	X	O	X	X

Items	Service types						
	Printing	Copying	Scan	Faxing	System Sheet	File Transfer	E-mail Transfer
Paper Type	△	O	X	X	O	X	X
Paper Size	△	O	X	X	O	X	X
Sheets	△	O	X	X	O	X	X
Job Template Name	X	X	△	X	X	△	△
Copies	O	O	X	X	O	X	X
Staple Count	O	O	X	X	O	X	X
Original Color	X	O	O	△	X	△	O
Original Pages	X	O	O	△	X	△	O
Original Type	X	O	△	△	X	X	△
Document Size	X	O	△	△	X	X	△
Recipient IP Address	X	X	△	X	X	△	O
Mailbox Number	△	X	△	△	△	△	△
Recipient Fax Number	△	X	X	△	X	△	X
Fax Remote Terminal Name	△	X	X	△	X	△	X
F Code	△	X	X	△	X	△	X
Fax Line	△	X	X	△	X	△	X
Fax Start Date	△	X	X	△	X	△	X
Fax Start Time	△	X	X	△	X	△	X
Fax End Date	△	X	X	△	X	△	X
Fax End Time	△	X	X	△	X	△	X
Fax Duration	△	X	X	△	X	△	X
Remote ID	△	X	X	△	X	△	X
Fax Images Sent	X	X	X	△	X	X	X
Fax Image Size	△	X	X	△	X	△	X
Fax Speed Dial Number	X	X	X	△	X	X	X
Service Details	O	O	O	O	O	O	O
Related Job ID[*1]	△	X	X	△	△	△	X
Account ID	△	△	△	△	△	△	△
Card Number	△	△	△	△	△	△	△
Meter 1[*7]	X	X	X	X	X	X	X
Meter 2[*7]	X	X	X	X	X	X	X
Meter 3[*7]	X	X	X	X	X	X	X
Billing Meter Number	O	O	X	X	O	X	X
Recipient Information	X	X	X	X	X	O	O
Staple Type	O	O	X	X	O	X	X
Fold Type	O	O	X	X	O	X	X
Fold Count	O	O	X	X	O	X	X
Punch Type	O	O	X	X	O	X	X
Punch Count	O	O	X	X	O	X	X

Items	Service types						
	Printing	Copying	Scan	Faxing	System Sheet	File Transfer	E-mail Transfer
Bind Count	O	O	X	X	O	X	X
UUID	O	O	O	O	O	O	O
Document Number	△	X	△	△	△	△	△
Cause of Error	O	O	O	O	O	O	O
Job Error Code	O	O	O	O	O	O	O
Fax Sender ID	△	X	X	△	X	△	X
Fax Dial-In Number	△	X	X	△	X	△	X
Fax Recipient Information	△	X	X	△	X	△	X
Fax Call Type	△	X	X	△	X	△	X
Fax Transmission Speed	△	X	X	△	△	△	X
Fax Reconnection Flag	△	X	X	△	X	△	X
Name in Address Book	X	X	X	△	X	X	X
Send Fax Status	X	X	X	△	X	X	X
Fax Communication Result	X	X	X	△	X	X	X
Stored Fax Pages	△	X	X	△	△	△	X

*1 When an operation such as fax transmission or fax reception is executed, multiple job logs may correspond. In that case, the main job ID is displayed as the Related job ID in the sub job log.

*2 Indicates whether the IP address of the client computer can be retrieved. Normally the IP address of the device can be retrieved.

*3 Since the user name is not saved in job logs at the device, they cannot be retrieved via Port 9100.

*4 Since the document name is not saved in job logs at the device, they cannot be retrieved via Port 9100.

*5 "File Transfer" is recorded for the service type at the time of storing print jobs in a device with stored print. Then, "Secure Print Spool", "One Copy Sample Print", "Delayed Print Spool" or "Private Print Spool" are recorded for the details of service. "Print" is recorded for the service type at the time of printing print jobs stored in a device from the control panel. Then, "Secure Print", "Sample Print", "Delayed Print" or "Private Charge Print" are recorded for the details of service.

*6 For Secure Print, Delayed Print, and Private Charge Print, the document name specified with [Stored Document Name] of the printer driver is recorded.

*7 Device Log Service does not use these. These rows will be blank due to compatibility with Job Log Analyzer bundled with ApeosWare Management Suite.

Details of Job Logs

When the authentication/accounting features are being used, the retrieved log information such as User name and User ID may differ from the intended result depending on the authentication status of jobs received by the device, or the setting status of the authentication/accounting features at the device.

Examples are shown below.

Ex. 1:

The login user name of the client computer, not the user name corresponding to User ID registered on the device, is recorded in User name.

Ex. 2:

"Unknown User", not User ID set with the printer driver, is recorded in Job owner name.

Ex. 3:

A stored document name is recorded in Document name.

Log information differs when "Print Accounting/Management" is set to "Off" and when it is set to "On" for the authentication/accounting features at the device.

This section describes each case.

When "Print Accounting/Management" is set to "Off"

This section describes the case in which "Print Accounting/Management" is set to "Off" for the authentication/accounting features at the device.

When "Print Accounting/Management" is set to "Off", job log information becomes as follows regardless of the print job type or whether the authentication/accounting features are being used.

Job log items	Values recorded in job logs	
Service types	Printing	
Service Details	Printing	
Print status	Complete	
Job Owner Name	When [Always Use the Same Authentication Information] is set on the [Default Settings] tab of the printer driver User ID set with the printer driver	When [Display Authentication Entry Screen per Job] is set on the [Default Settings] tab of the printer driver, and only the stored ID is specified Unknown User
User Name	Login user name of client computer	
Account ID	Account ID set with the printer driver	
Card Number	Blank	

When "Print Accounting/Management" is set to "On"

This section describes the case in which "Print Accounting/Management" is set to "On" for the authentication/accounting features at the device.

When "Print Accounting/Management" is set to "On", job log information differs depending on the print job type. Job types are roughly categorized into the following three types.

Normal print

Normal print jobs from the printer driver. Also, when "Control by Job Login Results" is set for "Receive Control" with the "Charge Print" setting of the device.

Stored print

Print jobs once stored on the device. The four following types of print jobs are included.

- Secure Print
- Sample Set
- Delayed Print
- Private Print

Charge print

All print jobs once stored on the device.

The setting of "Charge Print" of the device is categorized into the following two types.

- When "Control by Job Login Results" is set for "Receive Control", and "Save All" is set for "Job Login Failure"

  With this setting, failed print jobs that failed authentication are also included.

- When "Save All" is set for "Receive Control"

  With this setting, all print jobs are targeted.

This section categorizes and describes each job type.

Normal print

With normal printing, values recorded in job logs differ depending on the following causes.

- Authentication status on the device of the User ID set with the printer driver
- Method of setting the authentication information in the printer driver

This section describes each case.

When user ID is not registered on device

Job log items	Values recorded in job logs
Service types	Printing
Service Details	Printing
Print status	Canceled
Job Owner Name	User ID set with the printer driver
User Name	Login user name of client computer
Account ID	Account ID set with the printer driver
Card Number	Blank

When user ID is registered on device

Job log items	Values recorded in job logs			
	When password is incorrect	When password is correct		
		For Login to Local Accounts/Local Accounting	Login to Local Accounts /Net Accounting and AccountID Is Correct	Login to Local Accounts /Network Accounting and AccountID Is Wrong
Service types	Printing			
Service Details	Printing			
Print status	Canceled	Complete		Canceled
Job Owner Name	User ID set with the printer driver			
User Name	Login user name of client computer	User name corresponding to user ID registered on device		Login user name of client computer
Account ID	Account ID set with the printer driver		Account ID corresponding to user ID registered on device	Account ID set with the printer driver
Card Number	Blank	Card ID corresponding to user ID registered on device (only when card authentication also is used)		Blank

When "Display Authentication Entry Screen per Job" is set on the default settings tab of the printer driver, and only the stored ID is specified

Job log items	Values recorded in job logs
Service types	Printing
Service Details	Printing
Print status	Canceled
Job Owner Name	Unknown User
User Name	Login user name of client computer
Account ID	Account ID set with the printer driver
Card Number	Blank

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Stored print

For stored printing, the values recorded in job logs differ when the print jobs are stored on the device and when the stored print jobs are printed from the control panel of the device.

Also, the document name specified with "Stored Document Name" of the printer driver is recorded as the document name of the job log for Secure Print, Delayed Print, and Private Charge Print.

This section describes each case.

When print jobs are stored on device

Job log items	Values recorded in job logs	
	When authentication information is correct	When authentication information is incorrect
Service types	File Transfer	
Service Details	Secure Print Spool, One Copy Sample Print, Delayed Print Spool, Private Print Spool	
Print status	Complete	Canceled
Job Owner Name	User ID set with the printer driver When only the stored ID is specified with the settings of the printer driver, "Unknown User"	
User Name	User name corresponding to user ID registered on device	Login user name of client computer
Account ID	Account ID corresponding to user ID registered on device	Account ID set with the printer driver
Card Number	Card ID corresponding to user ID registered on device (only when card authentication also is used)	Blank

When stored print jobs are printed from the control panel

Job log items	Values recorded in job logs
Service types	Printing
Service Details	Secure Print, Sample Print, Delayed Print, Private Print
Print status	Complete When the User ID at the time of print job storage is deleted from the device, "Canceled"
Job Owner Name	User ID set with the printer driver
User Name	User name corresponding to user ID registered on device
Account ID	Account ID corresponding to user ID registered on device
Card Number	Card ID corresponding to user ID registered on device (only when card authentication also is used)

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Charge print

For charge printing, the values recorded in job logs differ when the print jobs are stored on the device and when the stored print jobs are printed from the control panel of the device.

When print jobs are stored on device

Job log items	Values recorded in job logs
Service types	File Transfer
Service Details	Charge Print
Print status	Complete
Job Owner Name	User ID set with the printer driver When only the stored ID is specified with the settings of the printer driver, "Unknown User"
User Name	Login user name of client computer
Account ID	Account ID set with the printer driver
Card Number	Blank

When stored print jobs are printed from the control panel

Job log items	Values recorded in job logs
Service types	Printing
Service Details	Charge Print
Print status	Complete When printing is unavailable due to the setting of "Output Color" set on the device, "Canceled"
Job Owner Name	User ID set with the printer driver When only the stored ID is specified with the settings of the printer driver, "Unknown User"
User Name	Login user name of client computer
Account ID	Account ID set with the printer driver
Card Number	Blank

Format of Each Item

This table indicates the data formats recorded in the items of job logs.

Job log item	Descriptions	Format
Printer	Device name registered in the database of Device Log Service	Text
Branch No.	Number indicating the row number within 1 job log e.g.: "1 of 1" for a job log with only 1 row or "1 of 2" and "2 of 2" for a job log comprised of 2 rows Refer "Basic Structure of Job Log Files" (P.196)	Total branch numbers (integers) of branch numbers (integers)
MIB Type	Type of Management Information Base	FX MIB (SOAP-WF)
Product Name	Model name of device	Text
Job ID	ID attached to job	Integer
Service types	Service type that executed job	Any one of the following programs. • Copying • Scan • Faxing • Printing • System Sheet • File Transfer • E-mail Transfer • Job Flow
Host name[*1]	Host name of computer that instructed jobs such as printing or direct faxing	Text
User Name	User name corresponding to user ID	Text
Document name[*2]	Name of printed or direct faxed document	Text
Job Owner Name	Authenticated user ID or job owner name set in the printer driver or fax driver	Text
Job client ID	ID sent from the printer driver or fax driver	Text
Print status	Status of printing	Any one of the following programs. • Complete • Completed on Device (With Warning) • Canceled • Canceled (system) • Unknown
Port[*3]	Protocol used in sending jobs from a PC such as printing or direct faxing	Text
Data Format[*3]	Sent or received data type	Text

Job log item	Descriptions	Format
IP Address[4]	IP address of device and IP address of client computer	IP address of device\IP address of client computer. When an IP address of client computer does not exist, only the IP address of the device is included, without the delimit symbol (\)
Output Tray[3]	Output destination of paper	Text
N Up[3]	Setting of pages per side	Text
Input Tray[3]	Name of paper tray	Text
Printer Start Date	Date on which printing started	yyyy/mm/dd
Printer Start Time	Time at which printing started	hh:mm:ss
Print End Date	Date on which printing ended	yyyy/mm/dd
Print End Time	Time at which printing ended	hh:mm:ss
Printing Output Color[3]	Output color of the printed impression	Text
Printing Size[3]	Size of the printed impression	Text
Impressions	Number of impressions processed	Integer
Paper Type[3]	Type of paper	Text
Paper Size[3]	Size of paper	Text
Sheets	Sheets of paper	Integer
Job Template Name[1]	Name of job template used	Text
the Number of Copies	Number of prints	Integer
Staple Count	Number of staples	Integer
Original Output Color[3]	Color of document	Text
Original Pages	Impressions of document	Integer
Original Type[3]	Original Type	Text
Original Size[3]	Size of document	Text
Recipient IP Address[1]	Recipient IP address for file transfer or e-mail transmission	IP address of recipient
Mailbox Number	Folder number of own terminal or remote terminal	Integer
Recipient Fax Number[5]	Fax number of recipient	Text
Fax Remote Terminal Name[5]	Name registered in remote terminal	Text
F Code[5]	F code used in communication	Text
Fax Line	Categorized as extension, external line, or IP fax (SIP) Existence of IP fax (SIP) feature differs depending on your model	Any one of the following programs. • Number (Extension) • Number (External Line) • Number (IP Fax (SIP)) • Number • Unknown
Fax Start Date	Date on which faxing started	yyyy/mm/dd
Fax Start Time	Time at which faxing started	hh:mm:ss
Fax End Date	Date on which faxing ended	yyyy/mm/dd
Fax End Time	Time at which faxing ended	hh:mm:ss

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Job log item	Descriptions	Format
Fax Duration	Time elapsed from start of faxing until faxing ends	Integer
Remote ID[5]	ID for identifying own terminal	Text
Fax Images Sent	Images sent or received	Integer
Fax Images Size[3]	Size of sent or received fax image	Text
Fax Speed Dial Number	Speed dial number of remote terminal	Integer
Detailed Service Type[3]	Type of service for which job is executed	Text
Related Job ID	ID of parent job recorded in child job when a parent job and child job are generated	Integer
Account ID	Account ID entered with the control panel, printer driver, or fax driver	Text
Card Number	For the models of Japanese specification, the card No. is any of: Card number of valid card Card ID of IC card read by IC Card Gate 1.0. It must be maximum 7 digits (0 to 9999999). For the models of Asia Pacific specification, no value is recorded.	Integer when a value is recorded. (Blank) when no value is recorded.
Billing Meter Number	Number of meter targeted for charging	Any one of the following programs. • 0 • 1 • 2 • 3 • 101 • 102 • 103 • 104
Recipient Information[1]	Recipient address for a file transfer or e-mail transmission	Text
Staple Type[3]	Type of stapling	Text
Fold Type[3]	Type of paper folding	Text
Fold Count	Number of folds executed in job	Integer
Punch Type[3]	Type of hole-punching of paper	Text
Punch Count	Number of hole-punches executed for job	Integer
Bind Count	Number of binds executed for job	Integer
UUID	Printed on paper, this is an ID for identifying job logs	Text
Document Number	The number of the document automatically attached within a folder	Text
Cause of Error	Reason job completed with an error	Text
Job Error Code	Code expressing the content of the error that occurred during job execution	Text
Fax Sender ID[5]	Own fax sender ID	Text

Job log item	Descriptions	Format
Fax Dial-In Number[*5]	Dial-in number of recipient	Text
Fax Recipient Information	Information of fax recipient	Any one of the following programs. • Unknown • Name in Address Book • Fax Remote Terminal Name • Remote ID • Ports • Recipient Fax Number • The Others • (Blank)
Fax Call Type	Categorized as outgoing call and incoming call	Any one of the following programs. • Outgoing Call • Incoming Call • Unknown • The Others • (Blank)
Fax Transmission Speed	Transmission speed of fax	Text
Fax Reconnection Flag	Categorized as whether to reconnect or not reconnect	When reconnecting, it is true When not reconnecting, it is false or (blank)
Name in Address Book[*5]	Address name registered in address book	Text
Send Fax Status	Status of sending	Any one of the following programs. • Send Wait • Sending • Resend • Completed • The Others • (Blank)
Fax Communication Result	Result of communication	Any one of the following programs. • Good • Busy • Busy (Auto Retry) • Auto Retry • Terminated • Resend Required • Error • The Others • (Blank)
Stored Fax Pages	Number of pages stored to be sent	Integer

*1 If you disabled [Logged Network Address], this item is set to blank.

*2 If you disabled [Logged Document Name], this item is set to blank.

*3 For details of recorded text, refer to "Details of Items"(P.210).

*4 If you disabled [Logged Network Address], this item is only an IP address of a device.

*5 If you disabled [Logged Fax Address], this item is set to blank.

Details of Items

This section shows the details of items with numerous values among the items recorded in text format in job logs.

> 💬 Note
>
> (Blank) indicates that nothing is recorded in that item.

Ports

Text		
Parallel	Serial	EtherTalk
lpd	NetWare:PServer	NetWare:RPrinter
Netware	IPP	SMB
Port9100	USB	HTTP
Report/List	PS Initialize	Salutation
SMTP	POP3	BMLinkS
FTP	HDD	G3
G4	WebDAV	OEMHTTP
ThinPrint	Media	The Others
WSD Print	WSD	AirPrint Scan
USB2		

> 💬 Note
>
> WSD is the abbreviation for "Web Services on Device".

Data type

Text		
Auto	HP-PCL	HP-GL
HP-PJL	PostScript	PDF
ESC/P	PR201H	TIFF
DIAGNOSTIC	ART	PLW
KS	KSSM	XJCL
JFIF	Bitmap	RAW
BILEVEL	DocuWorks	HP-PCLXL
XPJL	KS5895	EXIF
HCOMP	XPS	PDFA
CALS	CGM	GRF
GCGL	FXMMR	ZJS
Unknown		

> 💬 Note
>
> XPS is the abbreviation for "XML Paper Specification".

Output tray

Text		
Auto	Output Tray	SideTray
Sorter	Bin X X is the number of the bin	Stacker Bin X X is the number of the bin
Finisher	(Blank)	

N Up

Text		
Auto	1 Up	2 Up
4 Up	8 Up	16 Up
32 Up	(Blank)	

> **Note**
> If the job log MIB type is "FX MIB (SOAP-WF)", "1 Up" is always recorded.

Select Paper Tray

Text		
Auto	Tray X X is the number of the tray	Tray 2-X Tray 2 is a multi-tray X is the number of the tray
Tray (Bypass)	Interposer	Roll X X is the Roll number
(Blank)		

Original Type

Text		
Mixture of Photo and Text	Photo	Text
Map	Graphic	Highlighter
Inkjet	Picture	Diazo
Transparent	Uneven Toned Original	Unknown

Output color

Text		
Full Color	2-Color	Single Color
Black and white	The Others	Specific Color

Size

Text		
A0	A1	A2
A3	A4	A5
A6	A7	A8
A9	A10	ISO B0
ISO B1	ISO B2	ISO B3
ISO B4	ISO B5	ISO B6
ISO B7	ISO B8	ISO B9
ISO B10	ISO C3	ISO C4
ISO C5	ISO C6	ISO Envelope
B0	B1	B2
B3	B4	B5
B6	B7	B8
B9	B10	11x17"(Ledger)
c (17x22")	d(22x34")	e(34x44")
3.5x5.0"	3.5x5.5"	4.0x6.0"
5.0x7.0"	6.0x9.0"	8.0x10.0"
8.5x12.4"	Postcard	8.5x11"(Letter)
8.5x14"(Legal)	Taiwan 16K	Taiwan 8K
5.5x8.5"(Statement)	8.5x13" (Folio)	7.25x10" (Executive)
8.5x10.83" (Quote)	Long No.3	Long No.4
SRA3	Monarch Envelope	Mainland China 16K
Mainland China 8K	A4 Cover	Letter Cover
Special A4	Special A3	Prepaid Postcard
10x11"	10x12"	11x15"
12.0x19.0"	12.0x19.2"	12.6x18.0"
12.6x19.2"	12x15"	12x18"
13x18"	10x11"	10x12"
11x15"	12.0x19.0"	12.0x19.2"
12.6x18.0"	12.6x19.2"	12x15"
12x18"	13x19"	Spanish
DT Special A3	8.5x13.4"	Envelope (240 x 332 mm)
Envelope (120 x 235mm)	C5 Envelope (162 x 229mm)	C4 Envelope (229 x 324mm)
Others (Special A0)	Others (Special A1)	Others (Special A2)
Others (A)	Others (B)	Others (C)
Others (D)	Others (E)	Others (B_10.5)
Others (C_15)	Others (D_21)	Others (E_30)
Others (OTHER)	The Others	Unknown

Paper Type

Text		
Plain paper	Transparencies	Envelope
Labels	Forms	Coated
Tracing Paper	Recycled	Roll
Tab	Opaque Film	Tack Film
Lightweight	Bond	Custom Paper 1
Custom Paper 2	Custom Paper 3	Custom Paper 4
Custom Paper 5	Noshi Paper	Glossy Paper
Heavyweight	Postcard	Special
Reverse	Perforated	Index
The Others	Unknown	

Service Details

Service types	Text
Copying	Copying
	Copy Server Copy
Scan	SCAN
	Xdom Scan
	Xdom Copy
	Fax Polling Reserve
	Fax Mailbox Polling Reserve
	Scan To Mailbox
	Copy Server Scan
	Web Scan
	Scan To BMLinkS
	Adjust Scan
	AirPrint Scan
Faxing	Fax
	Outgoing Direct Fax
	Mailbox To Fax
	E-mail to Fax
	Fax Broadcast
	Auto Send Fax
	Manual Send Fax
	Fax Immediate Send
	Auto Send Fax - Remote Folder
	Fax Polling Send
	Fax Mailbox Polling Send
	Send Fax Report
	Fax Relay Broadcast

Service types	Text
	Fax Relay Broadcast Send
	Fax Remote Maintenance
	Send Internet Fax received by Fax (Auto)
	Fax/Internet Fax Broadcast
	Server Fax Send
Printing	Printing
	Secure Print
	Sample Print
	One Copy Sample Print
	E-mail Print
	Delayed Print
	Media Print
	Media Index Print
	Charge Print
	Digital Camera Print
	Digital Camera Index Print
	Document Print
	Document Index Print
	OEMDOD Print
	FRE Print
	Web Print
	Private Print
	Print Auto Received Fax
	Print Manual Received Fax
	Fax Immediate Receive Print
	Sample Print File for Free Fax Polling
	Sample Print File for Secure Fax Polling
	Print Inbound Polling Fax
	Fax Immediate Polling Print
	Fax Multi-Polling Print
	Fax Immediate Multi Polling Print
	Print Inbound Relay Broadcast Fax
	Print Inbound Internet Fax
	Mailbox Print
	Scan Mailbox Print
	Print Data Mailbox Print
	Print Stored Faxes
	Print Stored Internet Faxes
	E-mail Mailbox Print
	Copy Server - Print

Service types	Text
	BMLinkS Pull Print
System Sheet	PostScript Initialization Print
	Print Report
	Options List
	Job History Report
	Error History Report
	Startup Report
	Font List
	Stored Documents List
	DV Report
	Maintenance Report
	Fax Activity Report
	Fax Broadcast Report
	Fax Relay Broadcast Report
	Fax Multi-Polling Report
	Fax Transmission Report
	Fax Protocol Monitor Report
	Fax Unsent Report
	Internet Fax Transmission Report
	Internet Fax Unsent Report
	Calibration Chart
	Test Print
	Stamp List
File Transfer	MAILBOX
	Secure Print Spool
	Delayed Print Spool
	Charge Print Spool
	Scan to CenterTool
	Scan to File
	Fax Auto Receive
	Fax Manual Receive
	Fax Mailbox Receive
	Fax Polling
	Secure Polling Fax Receive
	Fax Relay Broadcast Receive
	Internet Fax Mailbox Receive
	Mailbox To File
	Mailbox To PC
	E-mail To Mailbox
	Print Mailbox Documents

Service types	Text
	Mailbox To SMB
	Fax Protocol Monitor Report To Mailbox
	Copy Server Edit
	Receive Private Charge Print Job
	Private Print Transfer
	Store to USB
	Mailbox To Lpr
	Scan to WSD
	Scan Upload
	Mailbox to Media
	Net Print
	Net Print Spool
E-mail Transfer	Scan to E-mail
	Fax To Email
	Send Internet Fax
	Send Fax (Auto) received by Internet Fax
	Mailbox To Email
	Mailbox To Internet Fax
	Store and Send Link
	Scanner and Send Link
Job Flow	Job Flow Service
	External Service Request
	Job Flow Service Log Transfer

📝 Note

- For services that do not correspond to the above, [Service Type] and [Service Details] will be recorded as "Unknown".
- WSD is the abbreviation for "Web Services on Device".

Staple Type

Text		
No	Left Top Single	Left Bottom Single
Right Top Single	Right Bottom Single	Top Dual
Bottom Dual	Left Dual	Right Dual
Left Tail Single	Right Tail Single	Center Tail Dual
Left Center Single	Right Center Single	Top Center Single
Center Tail Single	Saddle Dual	The Others
(Blank)		

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Fold Type

Text		
No	Bi-Fold	Z-Fold
Letter C-Fold	Letter Z-Fold	The Others
(Blank)		

Punch Type

Text		
No	Top-*	Left-*
Right-*	Bottom-*	On-*

Usage Data File Format

The following describes format of the downloaded usage data files for every day and month.

File format

CSV (comma-delimited) format file

File content

The first row in the file records the headers.
The second and subsequent rows record the accounting results by devices, by accounting labels, and by users.

Header	File content
Date	• When [Daily (Last 2 months)] is selected "year/month/day" of the date Daily Counter was received • When [Monthly] is selected "year/month/day" of that month The first day of the month will be output.
Model code	The model code of the target device
Machine number	The machine number of the target device
User ID	The user ID set for the target user
Accounting Label 1	The accounting label set for the target user
Accounting Label 2	
Accounting Label 3	
Color Print	These rows record the corresponding values for the device, accounting label, and user. • When [Daily (Last 2 months)] is selected The Daily Counter value for the specified date • When [Monthly] is selected The Monthly Counter value for the specified month
B&W Print	
Print Sheets	
Print Impressions (2-Up)	
Print Impressions (4-Up)	
Print Impressions (8-Up and more)	
Color Copy Impressions	
Black & White Copy Impressions	
Copy Sheets	
Copy Impressions (2-Up)	
Copy Impressions (4-Up)	
Copy Impressions (8-Up and more)	
Color Scan Impressions	
Black & White Scan Impressions	
Fax Send Impressions	
Fax Print Impressions	
Fax Print Sheets	
Fax Relay Broadcast Receive Print Impressions	
Fax Relay Broadcast Receive Print Sheets	

Header	File content
Internet Fax Receive, Fax Transfer Impressions	These rows record the corresponding values for the device, accounting label, and user.
Fax Receive Print Impressions	• When [Daily (Last 2 months)] is selected
Fax Receive Print Sheets	The Daily Counter value for the specified date
Internet Fax Receive Print Impressions	• When [Monthly] is selected
Internet Fax Receive Print Sheets	The Monthly Counter value for the specified month
Sheets Printed (Word)[*1]	
Sheets Printed (Excel)[*1]	
Sheets Printed (PowerPoint)[*1]	
Sheets Printed (PDF)[*1]	
Sheets Printed (DocuWorks)[*1]	
Sheets Printed (E-mail)[*1]	
Sheets Printed (Internet)[*1]	
Sheets Printed (Others)[*1]	
Original Sheets[*1]	
Actual Paper Reduction[*1]	
Possible Paper Reduction[*1]	

*1 Recorded when Notification Type is Detailed Notification.

The accounting results tallied by methods described in "Setting the Accounting Method" (P.74) or "Tallying Device Usage By Selecting an Accounting Pattern" (P.87) include items which are not included in the usage data. Each of these items shows the result of tallying multiple items of usage data as one item.

Refer

Calculation of Paper Reduction

This section describes the calculation of paper reduction.

Calculated Value of Paper Reduction

Term	Description
Actual Paper Reduction	This is the value for actual paper reduction by 2 sided printing or pages per side printing compared to printing only 1 image on only 1 side per sheet of paper.
Possible Paper Reduction	This is the value for possible paper reduction by 2 sided with pages per side printing, pages per side printing, or 2 sided printing referencing the number of sheets actually printed.
Sheets Out of Reduction Scope	This describes the number of sheets that are out of scope. This is the number of printed sheets that are required even if the reduction goal is accomplished.
Ratio of Paper Reduction	This is the ratio of how much the paper is reduced, compared with the case if all the prints are executed as 1 Sided and 1-Up.
Paper Reduction	This is the ratio of how much the paper is reduced, compared with possible paper reduction number if all the prints are executed as 1 Sided and 1-Up.

Important

Printing with special paper type such as "Bond", "Postcard", and "Envelope" is considered as special usage, and is not in the scope of the calculation.

How to Calculate Paper Reduction

Paper reduction is calculated by [Paper Reduction Criteria] and [Conversion by Paper Size].

Paper Reduction Criteria

Select [Paper Reduction Criteria] from [Reduce to Half] and [Reduce to Quarter].

- The [Reduce to Half] goal is to reduce printed sheets to half of the quantity of the sheets, compared to the number of printed sheets by 1 Sided and 1-Up. If you execute all the sheets printed in 2 Sided or N-up (, in other word, 2-Up and over), Actual Reduction Rate becomes 100 %.

- The [Reduce to Quarter] goal is to reduce printed sheets to quarter of the quantity of the sheets, compared to the number of printed sheets by 1 Sided and 1-Up. If you execute all the sheets printed in 2 Sided and 2-Up (, or more than 4-Up), Actual Reduction Rate becomes 100 %.

Conversion by Paper Size

Select [Conversion by Paper Size] from [No Conversion] and [Convert into A4 Size].

- If [No Conversion] is set, the number of printed sheets is used for a calculation regardless of the difference of sheet size.

- If [Convert into A4 Size] is set, in calculating the sheets other than A4, the number considering the area ratio compared to A4 is used for a calculation. For example, one sheet of A3 is converted into two A4 sheets.

Refer

Setting procedure ⇨ "Setting a Target Value for Paper Reduction and the Calculation Method" (P.145)
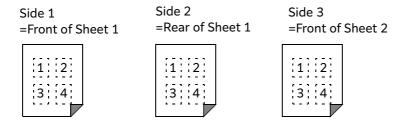
How Are Actual Paper Reduction and Possible Paper Reduction Calculated?

This section describes two examples of basic methods of calculating actual paper reduction and possible paper reduction.

⚬⚬ Refer
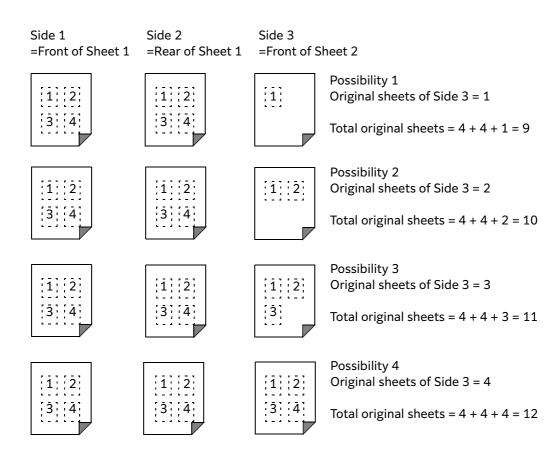
For more detailed calculation ➪ "Setting a Target Value for Paper Reduction and the Calculation Method" (P.145)

Ex. 1: When 1 set is printed of a document printed with 4 pages printing on three sides of 2 sheets of paper

Side 1
=Front of Sheet 1

Side 2
=Rear of Sheet 1

Side 3
=Front of Sheet 2

To calculate actual paper reduction and possible paper reduction, information of the number of original sheets of the job is required. However, information of the number of original sheets of the job is not included in the job log. Thus, an assumed number of original sheets is calculated from the number of impressions and the pages per side number.

In this example, since three sides are printed with 4 pages printing, the number of original sheets is 9, 10, 11, or 12 sheets.

Side 1
=Front of Sheet 1

Side 2
=Rear of Sheet 1

Side 3
=Front of Sheet 2

Possibility 1
Original sheets of Side 3 = 1

Total original sheets = 4 + 4 + 1 = 9

Possibility 2
Original sheets of Side 3 = 2

Total original sheets = 4 + 4 + 2 = 10

Possibility 3
Original sheets of Side 3 = 3

Total original sheets = 4 + 4 + 3 = 11

Possibility 4
Original sheets of Side 3 = 4

Total original sheets = 4 + 4 + 4 = 12

The assumed number of original sheets is calculated as the mean of the smallest possible number and the largest possible number.

Assumed number of original sheets= (Smallest possible number + Largest possible number) ÷ 2

= (9 + 12) ÷ 2 = 10.5

Actual paper reduction is calculated with "number of sheets necessary for printing only 1 image on only 1 side per sheet of paper" as the assumed number of original sheets.

Actual Paper Reduction

Actual Paper Reduction = Number of sheets necessary for printing only 1 image on only 1 side per sheet of paper - Number of sheets of paper printed

= 10.5 - 2 = 8.5

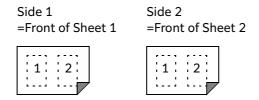Accordingly, actual paper reduction is 8.5 sheets.

Possible Paper Reduction

Possible paper reduction is calculated with any of the following formulas. Which formula to be used is determined by [Paper Reduction Criteria].

- In the case of [Paper Reduction Criteria] is set to [Reduce to Quarter]:

  Number of printed sheets - Number of sheets necessary for printing by 2-Up and 2 Sided

- In the case of [Paper Reduction Criteria] is set to [Reduce to Half]:

  Number of printed sheets - Number of sheets necessary for printing by 2-Up or 2 Sided
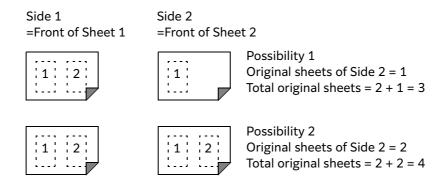
 In example 1, since you are printing 2 sided with 4 pages printing, and no sheets can be reduced in any of the above-described cases, possible paper reduction is 0.

Ex. 2: When 1 set is printed of a document printed with 2 pages per side printing on only 1 side each of 2 sheets of paper

Side 1
=Front of Sheet 1

Side 2
=Front of Sheet 2

Identically to example 1, the assumed number of original sheets is calculated.

Since 2 sides are printed with 2 pages per side printing, the number of original sheets becomes 3 or 4.

Side 1
=Front of Sheet 1

Side 2
=Front of Sheet 2

Possibility 1
Original sheets of Side 2 = 1
Total original sheets = 2 + 1 = 3

Possibility 2
Original sheets of Side 2 = 2
Total original sheets = 2 + 2 = 4

The assumed number of original sheets is calculated as the mean of the smallest possible number and the largest possible number.

Assumed number of original sheets= (Smallest possible number + Largest possible number) ÷ 2

= (3 + 4) ÷ 2

= 3.5

Actual Paper Reduction

Actual Paper Reduction = Number of sheets necessary for printing only 1 image on only 1 side per sheet of paper - Number of sheets of paper printed

= 3.5 - 2 = 1.5

Accordingly, actual paper reduction is 1.5 sheets.

Possible Paper Reduction

Possible paper reduction is calculated any of the following formulas.

- In the case of [Paper Reduction Criteria] is set to [Reduce to Quarter]:

  Number of printed sheets - Number of sheets necessary for printing by 2-Up and 2 Sided

- In the case of [Paper Reduction Criteria] is set to [Reduce to Half]:

Number of printed sheets - Number of sheets necessary for printing by 2-Up or 2 Sided

This is an example of [Paper Reduction Criteria] is set to [Reduce to Quarter].

The number of sheets actually printed is 2 sheets. Since the original job is printed 1 sided with 2 pages per side printing, 1 sheet of paper is used if you print 2 sided with 2 pages per side printing.

Possible paper reduction = Sheets of paper printed - Sheets of paper required for 2 sided printing with 2 pages per side printing

= 2 - 1 = 1

Accordingly, possible paper reduction is 1 sheet.

Calculation of Actual Paper Reduction

This section describes how to calculate actual paper reduction in detail. The values used for calculation are as follows.

Value	Descriptions
Pages per side number	N value of pages per side set in "Pages per Side"
Sheets	Sheets printed
Impressions	Impressions printed
the Number of Copies	Copies printed

Formula

The sheets reduced with 2 sided printing and pages per side printing are calculated as "Actual Paper Reduction".

> 📝 **Note**
>
> The numbers of the table indicate the calculation procedure executed by the program. They do not indicate operations by users.

1.	Since total values of multiple sets are recorded in impressions of the job log, "Impressions of 1 set unit" is calculated. Impressions of 1 set unit = Impressions ÷ Copies
2.	Calculates the sheets required to print on 1 side with 1 page printing from the pages per side number and the impressions of 1 set unit. To calculate the sheets required to print on 1 side with 1 page printing, information of the number of original sheets of the job is required. However, information of the number of original sheets of the job is not included in the job log. Thus, an assumed number of original sheets is calculated from the impressions and the pages per side number. The assumed number of original sheets is calculated as the mean between the smallest possible number of sheets and the largest possible number of sheets. Example: For 4 pages printing on three sides, the page quantity printed on Side 1 and Side 2 is 4 x 2 = 8. Since the page quantity printed on Side 3 can be 1, 2, 3, or 4, the smallest number of sheets is 9 and the largest number of sheets is 12. Assumed number of original sheets = (Smallest possible number + Largest possible number) ÷ 2 The assumed number of original sheets becomes the number of sheets required to print on only 1 side of each sheet with 1 page printing.
3.	Multiplies the sheets required for printing on only 1 side of each sheet with 1 page printing by the number of copies and calculates "Number of sheets necessary for printing only 1 image on only 1 side per sheet of paper". Number of sheets necessary for printing only 1 image on only 1 side per sheet of paper = Sheets required to print 1 sided with 1 page printing x Copies
4.	"Actual Paper Reduction" is the value when the number of sheets (sheets of paper actually printed) is subtracted from "Number of sheets required for printing only 1 image on only 1 side per sheet of paper". Actual Paper Reduction = Number of sheets required for printing only 1 image on only 1 side per sheet of paper - the number of sheets

Detailed Calculation Method of Possible Paper Reduction

This section describes how to calculate possible paper reduction in detail.

> **Note**
>
> If used paper is set to [Plain Reload], all the output paper is considered as already reduced paper, so that possible paper reduction becomes zero.

The values used with the formula are described below.

Value	Descriptions
Pages per side number	N value of pages per side set in "Pages per Side"
Sheets	Sheets printed
Impressions	Impressions printed
the Number of Copies	Copies printed

The calculation method of Possible Paper Reduction differs depending on the setting value of [Paper Reduction Criteria].

> **Refer**
>
> "How to Calculate Paper Reduction" (P.220)

Formula When [Paper Reduction Criteria] is [Reduce to Quarter]

The sheets reduced with only 1 page/1 sided printing, 1 page/2 sided printing, and 2 pages per side/ 1 sided printing are calculated as "Possible Paper Reduction". The calculation method is as follows.

> **Note**
>
> The numbers of the table indicate the calculation procedure executed by the program. They do not indicate operations by users.

1.	Since total values of multiple sets are recorded in impressions of the job log, "Impressions of 1 set unit" is calculated. Impressions of 1 set unit = Impressions ÷ Copies
2.	Since information of original impressions is not included in the job log, "Assumed original impressions" is calculated by multiplying "Impressions of 1 copy unit" by the pages per side number. Assumed original impressions = Impressions of 1 copy unit x Pages per side number
3.	Divides "Assumed original impressions" by "Original impressions for 2 sided/2 pages per side printing"=4, and calculates "Sheets required to print 1 set in 2 pages per side/2 sided printing". Sheets required to print 1 set in 2 pages per side/2 sided printing = Assumed original impressions ÷ 4 (The fractions are rounded up.)
4.	Multiplies "Sheets required to print 1 set in 2 pages per side/2 sided printing" by the number of copies to calculate "Total sheets required for 2 pages per side/2 sided printing". Total sheets required for 2 pages per side/2 sided printing = Sheets required to print 1 set in 2 pages per side/2 sided printing x Copies
5.	When the value reached by subtracting "Total sheets required for 2 pages per side/2 sided printing" from "Sheets used" exceeds 1, this determines reduction to be possible, and calculates "Possible Paper Reduction". Possible Paper Reduction = Actual output sheets - Total sheets required for 2 pages per side/2 sided printing

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Formula When [Paper Reduction Criteria] is [Reduce to Half]

The sheets reduced with only 1-Up/1 Sided printing are calculated as "Possible Paper Reduction". The calculation method is as follows.

📝 Note

> The numbers of the table indicate the calculation procedure executed by the program. They do not indicate operations by users.

1.	Since total values of multiple sets are recorded in impressions of the job log, "Impressions of 1 set unit" is calculated. Impressions of 1 set unit = Impressions ÷ Copies
2.	By dividing "1 set unit of impressions" by "Original impressions for 1 Sided/1-Up printing"=2, "Sheets required to print 1 set in 1 Sided/1-Up printing" is calculated. Sheets required to print 1 set in 1 Sided/1-Up printing = 1 set unit of impressions ÷ 2 (The fractions are rounded up)
3.	By multiplying "Sheets required to print 1 set in 1 Sided/1-Up printing" by the number of copies, "Total sheets required for 1 Sided/1-Up printing" is calculated. Total sheets required for 1 Sided/1-Up printing = Sheets required to print 1 set in 1 Sided/1-Up printing x Copies
4.	When the value reached by subtracting "Total sheets required for 1 Sided/1-Up printing" from "Sheets used" exceeds 1, the value is assumed that reduction is possible, so that the value is decided as "Possible Paper Reduction". Possible Paper Reduction =Sheets used - Total sheets required for 1 Sided/1-Up printing

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jQuery 1.10.2

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normalize.css 2.1.1

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http://necolas.github.io/normalize.css/

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