

Canon

Delighting You Always









We look after your devices, so you can focus on your business

Canon eMaintenance (eM) is a service that manages your devices, reducing your administrative burden and improving machine uptime for maximum productivity. Canon monitors the status of your devices via a simple and secure connection, so you can focus on your business knowing that your devices will always be in excellent functionality to help you deliver the competitive edge.

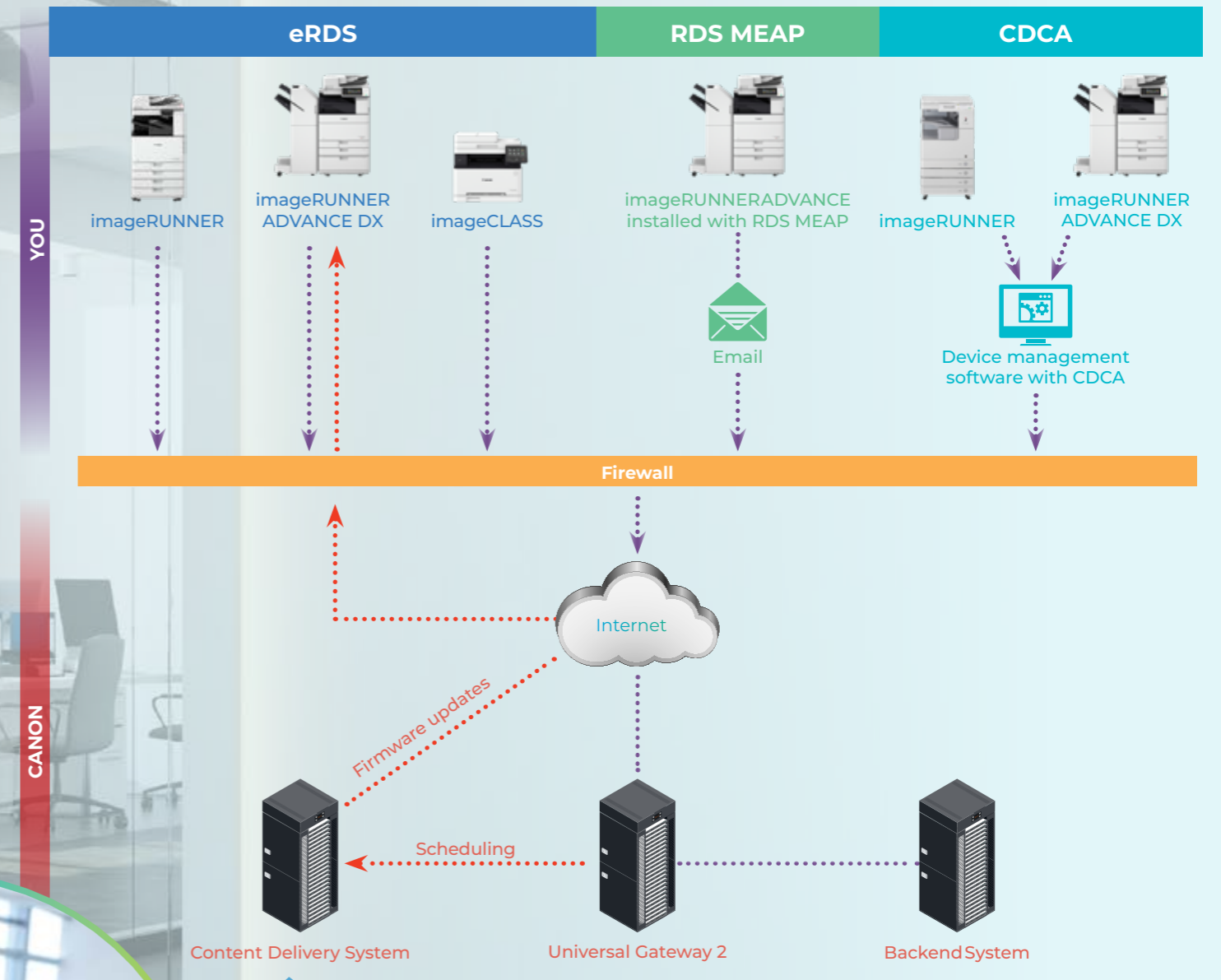
Business Can Be Simple

HOW DOES eMAINTENANCE HELP YOUR BUSINESS?

-  You will never have to do manual counter reading and reporting again. eMaintenance automatically reports the counter readings to Canon, and delivers a more accurate billing.
-  You will never run out of toner, spend time to manage your toner stock or waste space to store excess toner. eMaintenance replenishes the toners you need, only when you need it.
-  Your Canon devices are automatically kept in tip-top condition to maximum up time. eMaintenance detects when a critical technical fault occurs, or when any devices is not performing up to standard, so timely support can be swiftly arranged.
-  Maintenance cost is reduced because diagnostics can be performed remotely to monitor the status, workload and usage pattern for each device. The information sent to the Internet Server, Universal Gateway 2 (UGW2), allows Canon backend or authorized partners to gather the necessary information for planning, predicting and servicing the device when required.
-  Reduce interruption to your operation with eMaintenance by scheduling firmware updates for your fleet of CDS supported Canon devices in tandem during off peak hours.
-  Optimum print quality is assured with updates for all connected devices.

TYPE OF MONITORING EQUIPMENT

- Embedded Remote Diagnostic System (eRDS)**
is a monitoring program embedded in the device and runs on the device itself. When enabled, eRDS obtains its own device management information and sends it to UGW2.
No additional equipment setup required.
- Remote Diagnostic System MEAP SMTP (RDS MEAP)**
connection is an additional method to obtain its own device management information and sends it to the UGW2 via SMTP.
This requires an additional MEAP installation into the device.
- Data Collection Agent (CDCA)**
connection is a PC-installed agent that is installed on a general-purpose PC. It monitors up to 1000 devices and sends device management information to the UGW2.
Suitable for large fleet with central management interface.



SECURE DATA TRANSFER

The eMaintenance service is to help you manage your Canon products. To ensure device management information are securely handled, policies such as "Confidentiality", "Integrity" and "Availability" protect the data content (asset). The backend UGW2 authenticates and controls access to protected asset information for appropriate devices and users, and authorization server functionality in OAuth 2.0 allows detailed segregation of permissions and authority for the services and scope of protected asset information.

Data transfer between devices and UGW2 are encrypted in HTTPS or SMTP communication, protecting the information even in the unlikely event of interception during transmission. Furthermore, only device related information is communicated, such as counter information, toner status, alarms, device firmware and etc.

For more details, please refer to the eMaintenance security white paper.

SCHEDULING OF FIRMWARE UPDATES

Content Delivery System (CDS) automates firmware download to prepare your CDS supported Canon devices for updating and improving the quality of print output. Making it possible to update the entire fleet in a shorter time frame. When enabled, updates can be scheduled to take place during off-peak hours to further reduce interruptions. The contents are encrypted and added digital signature to avoid any tampering. Furthermore, hashed values are checked at the time of content distribution to prevent replacement with supposititious contents during downloads.