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Xerox® Remote Print Services

Setup Guide D95/D110/D125 Copier/Printer

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Overview

This document describes how to set up the communication between a networked Xerox machine and the Xerox communication server, for purposes of administering Remote Services.

This device is designed to connect automatically to the Xerox communication server. However, if an internet proxy server is in use, you may need to set up the proxy server on the device in order to allow communication to Xerox.

2 How to Set Up Your Device

Network Access

Verify the device is connected to your network and is allowed internet access. If the equipment is not network connected, contact the customer's System Administrator to provide connectivity.

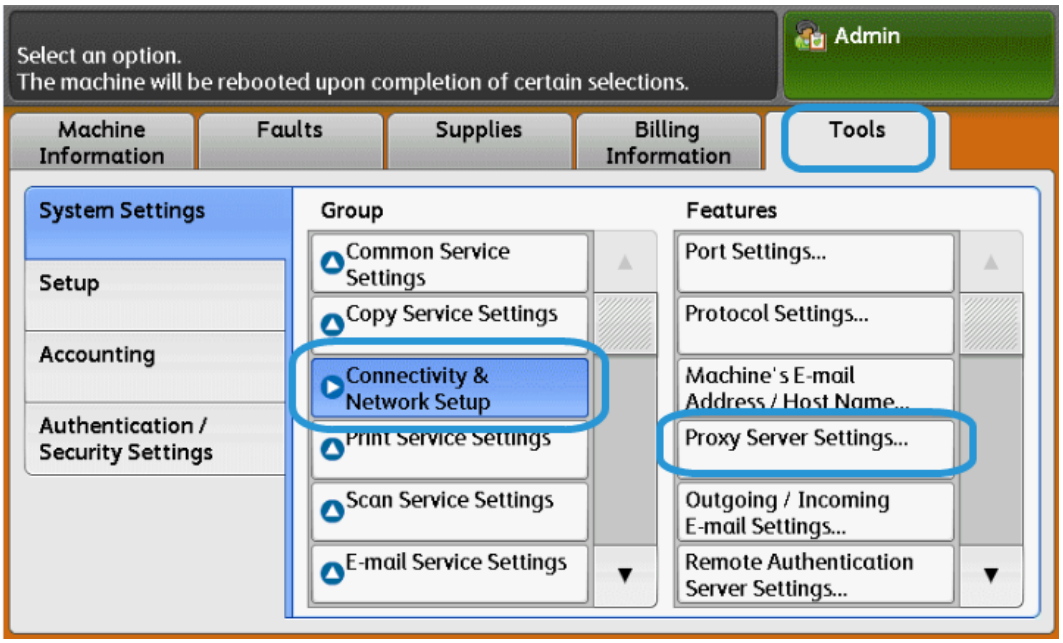
Set Up the Proxy Server

Proxy Settings updates can be done through the User Interface (UI) or via CentreWare® Internet Services (CWIS). Follow the steps below for the desired method.

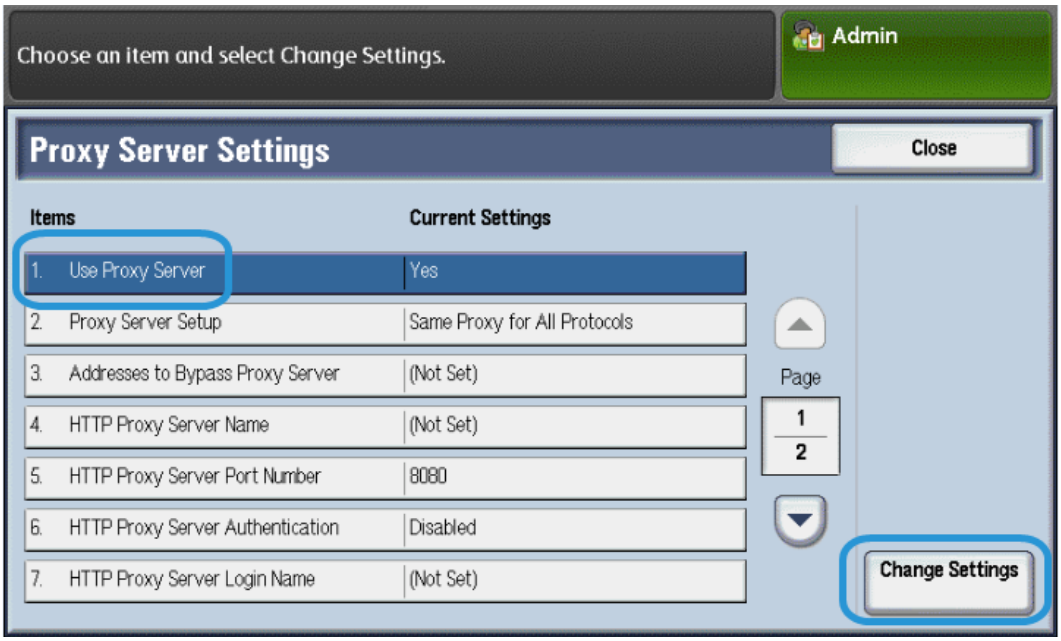
Update Proxy Server Through UI

1. Log in as a system administrator:
   a) At the printer control panel, press **Log In/Out**.
   b) Type the administrator password (**admin** is the default) and tap **Enter**.

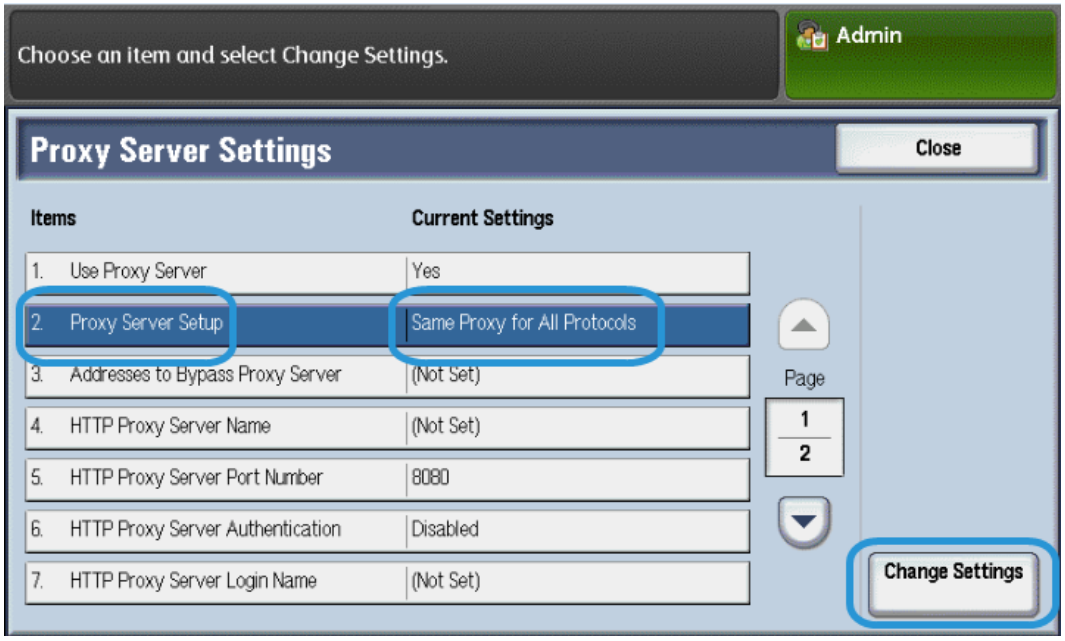
2. Press **Machine Status**.
3. Tap **Tools > Connectivity & Network Setup > Proxy Server Settings**.



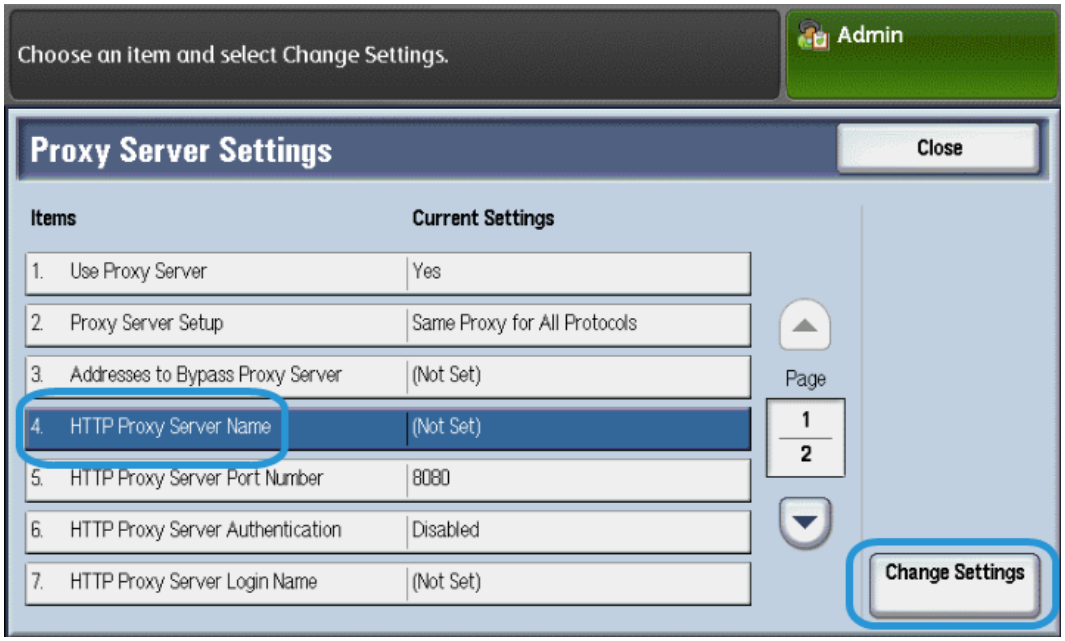
4. Tap **Use Proxy Server > Change Settings > Yes > Save**.



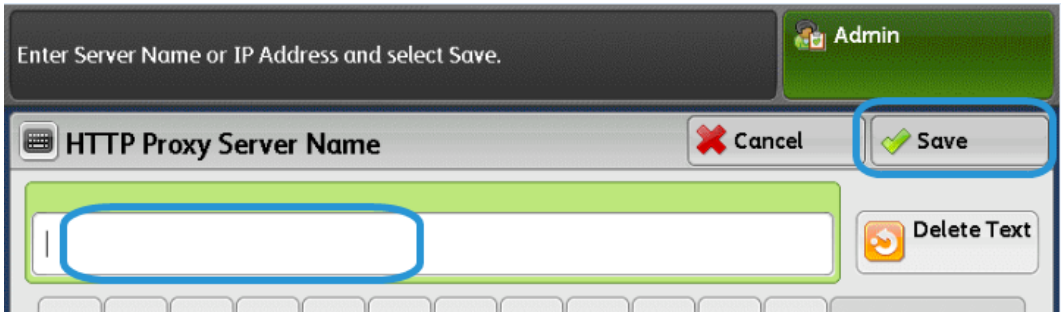
5. Tap **Proxy Server Setup > Change Settings > Same Proxy for All Protocols > Save**.



6. Tap **HTTP Proxy Server Name > Change Settings**.



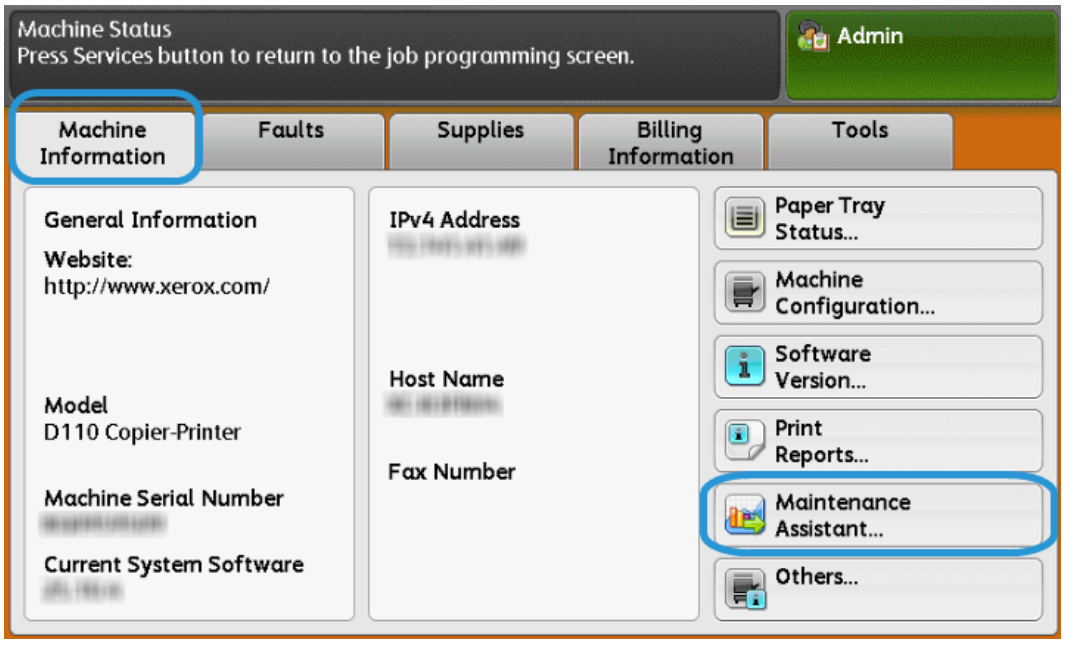
7. Enter the HTTP proxy server name.



8. Under **HTTPS Server**, type the HTTPS proxy server information, if required.
9. Tap **Save > Close > Admin > Log Out > Log Out**.
10. Power off/Power on the machine.

Verifying Xerox Server Connection

1. Log in as a system administrator:
   a) At the printer control panel, press **Log In/Out**.
   b) Type the administrator password (**admin** is the default) and tap **Enter**.
2. Press **Machine Status**.
3. Under Machine Information, tap **Maintenance Assistant**.



4. Tap **Send Diagnostic Information to Xerox**.
   The Printer prints a sheet stating Success or Failed.

Update Proxy Server Through CentreWare Internet Services (CWIS)

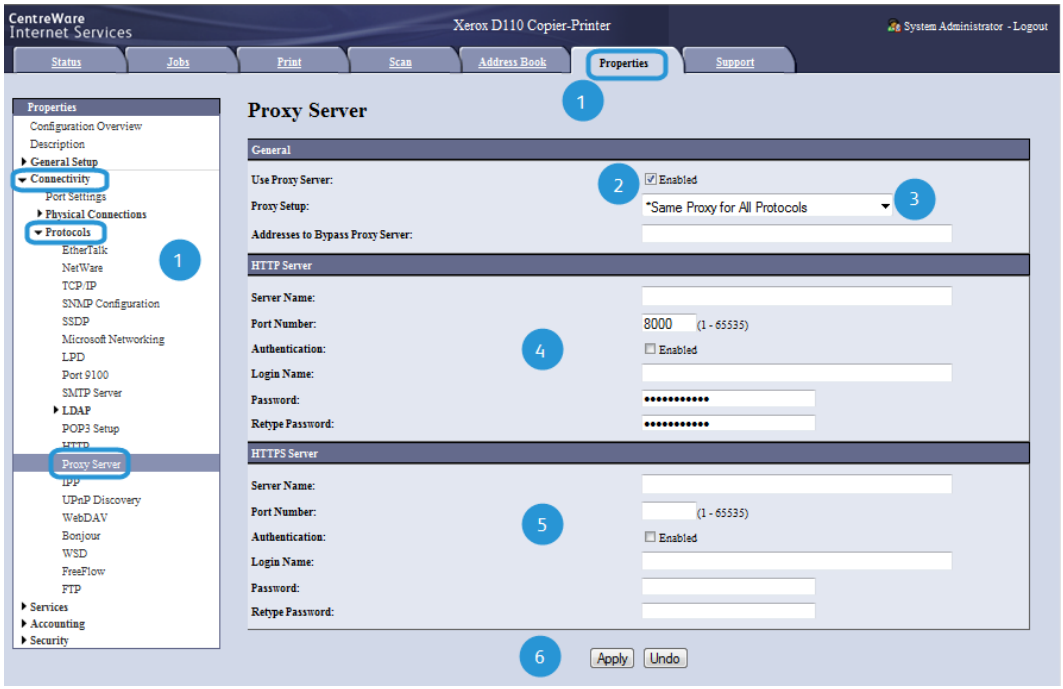
Connect to the Device

From a networked computer:

1. Open a web browser and enter the IP address of the machine in the Location or Address field.
2. Press **Enter**. The CWIS web pages of the machine open and the Welcome page is displayed.

Update Proxy Server

1. In CWIS, click **Properties > Connectivity > Protocols > Proxy Server**. If prompted, type the user name and password. The defaults are **admin** and **1111**.



2. Under General, next to Use Proxy Server, select **Enabled**.
3. Next to Proxy Setup, select ***Same Proxy for All Protocols** to use the same proxy settings for HTTP and HTTPS, or **Different Proxy for each Protocol**.
4. Under HTTP Server, perform the following steps:
   a) Type the Server Name.
   b) Type the Port Number. The default port number is 8000.
   c) Next to Authentication, select **Enabled** if your proxy server is configured to require authentication.
   d) Type the Login Name and Password. Retype the password to confirm.

5. Under HTTPS Server, type the HTTPS proxy server information, if required.
   a) Type the Server Name.
   b) Type the Port Number. The default port number is 8000.
   c) Next to Authentication, select **Enabled** if your proxy server is configured to require authentication.
   d) Type the Login Name and Password. Retype the password to confirm.
6. Click **Apply**.
7. Power off/Power on machine.

Verifying Xerox Server Connection

In CWIS under **Properties > General Setup**, the Communication Server Status should show Registered.

3

Troubleshooting Connection Problems

Problem

The UI displays the following message:
Communication error with the Xerox Smart eSolutions server. Check your network settings.

Solutions

Internet Cable Problem

If the Internet connection (cable) between the machine and the customer's network is missing, broken, or disconnected, perform the following steps:

1. Check for a good connection to the internet.
2. Swap the cable with a known good one.

Dead Internet Connection

If the internet is dead, ask your IT department check the internet drop

Network Changes: Blocked or Disabled Service

A blocked or disabled device may be the result of a change made by the network administrator. Contact your IT department for assistance.

Firewall Problems

If a firewall is blocking or disabling the device, check with your IT department for resolution.

TCP/IP

Ensure that TCP/IP is enabled.

DNS Server

Ensure that the machine recognizes your DNS server.

Persistent Problems

If the problem persists, contact Support for additional assistance.

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