

# Service Manual

Canon BW

**Web Access Software-C1**

**Canon**



## Application

This manual has been issued by Canon Inc. for qualified persons to learn technical theory, installation, maintenance, and repair of products. This manual covers all localities where the products are sold. For this reason, there may be information in this manual that does not apply to your locality.

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## Caution










Use of this manual should be strictly supervised to avoid disclosure of confidential information.

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# Symbols Used



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This documentation uses the following symbols to indicate special information:

Symbol	Description
	Indicates an item of a non-specific nature, possibly classified as Note, Caution, or Warning.
	Indicates an item requiring care to avoid electric shocks.
	Indicates an item requiring care to avoid combustion (fire).
	Indicates an item prohibiting disassembly to avoid electric shocks or problems.
	Indicates an item requiring disconnection of the power plug from the electric outlet.
 Memo	Indicates an item intended to provide notes assisting the understanding of the topic in question.
 REF.	Indicates an item of reference assisting the understanding of the topic in question.
	Provides a description of a service mode.
	Provides a description of the nature of an error indication.

The following rules apply throughout this Service Manual:

1. Each chapter contains sections explaining the purpose of specific functions and the relationship between electrical and mechanical systems with reference to the timing of operation.

In the diagrams,  represents the path of mechanical drive; where a signal name accompanies the symbol, the arrow  indicates the direction of the electric signal.

The expression "turn on the power" means flipping on the power switch, closing the front door, and closing the delivery unit door, which results in supplying the machine with power.

2. In the digital circuits, '1' is used to indicate that the voltage level of a given signal is "High", while '0' is used to indicate "Low". (The voltage value, however, differs from circuit to circuit.) In addition, the asterisk (\*) as in "DRMD\*" indicates that the DRMD signal goes on when '0'.

In practically all cases, the internal mechanisms of a microprocessor cannot be checked in the field. Therefore, the operations of the microprocessors used in the machines are not discussed: they are explained in terms of from sensors to the input of the DC controller PCB and from the output of the DC controller PCB to the loads.

The descriptions in this Service Manual are subject to change without notice for product improvement or other purposes, and major changes will be communicated in the form of Service Information bulletins.

All service persons are expected to have a good understanding of the contents of this Service Manual and all relevant Service Information bulletins and be able to identify and isolate faults in the machine."



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## Chapter 1 Specifications

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## 1.1 Specifications

### 1.1.1 Display Specification

The Web Browser Kit is a tool that enables the display of HTML content collected from a Web server on the LCD panel of an iR machine. The browser supports the following display formats:

**Markup Language:**

T-1-1

Markup Language	Version
HTML	HTML4.01 (XHTML1.0)
CSS 1.0, part of CSS 2.0	CSS1.0, part of CSS2.0
ECMAScript	ECMA Scrip 3rd Edition (equivalent of JavaScript 1.5 subset)
DOM	DOM Level 1, part of DOM Level 2 and Dynamic HTML

**Supported Schemes:**

T-1-2

Scheme	Format
http:	1-byte alphanumeric character string beginning with 'http:/' (excluding space 0 x 20)
https:	1-byte alphanumeric character string beginning with 'https:/' (excluding space 0 x 20)
file:	1-byte alphanumeric character string beginning with 'file:/' (excluding space 0 x 20)

**Image format:**

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Format	Version
GIF	GIF87a, GIF89a(interraced, Non-interlaced, Transparent Color)
JPEG	Base line DCT coding JFIF based line DCT coding Progressive JPEG
PNG	PNG(interlaced, Non-interlaced, Transparent Color)
BMP	BMP



If the image format that has been read is not supported, the Web Browser Kit will set aside an image display area, but the area will be blank. The Web Browser Kit does not support VBMP or PNG images.

**Font:**

The Web Browser Kit is capable of displaying and printing the following Canon fonts:

- 12x12-dot font
- 16x16-dot font
- 20x20-dot font
- 38x35-dot font
- 76x75-dot font

The Web Browser Kit does not support the following attributes: italic, bold, underline; however, it does support a deletion line.

**Text Size:**

Text size on the content screen can be switched.

Text size can be selected from the following three; 'Smaller', 'Medium', 'Larger'.

The default text size is set to 'Medium'.

When the display magnification is set to 100%, 12-dot font in 'Smaller', 16-dot font in 'Medium', and 20-dot font in 'Larger' are used.

**Character Code:**

The Web Browser Kit is capable of automatically identifying the following character codes to display a page using the code most suited to the page. If the result of auto identification points out the presence of a character code that is not supported (see below), it will use the character code of its display language to display the page.

- Shift JIS
- eus-jp
- iso-2022-jp
- iso-8859-1

**PDF File:**

The Web Browser Kit's display capabilities are identical in level to those of Acrobat and Acrobat Reader 6.0.

PDF file size to be displayed is up to 10Mbyte. Any bigger file than that cannot be displayed.

**Flash Content**

The Web Browser Kit does not support the display of flash content.

**Java Applet:**

The Web Browser Kit does not support display associated with a Java applet.

**URL entry:**

URL can be input up to 255byte.

It is always necessary to input the domain as there is no function to automatically add the domain of the host servers.

**History of URL entry:**

Latest URLs input can be stored and maintained up to 10.

Different 10 URLs are stored and same addresses are not included in the count.

If using 'file:/' schema to specify the local directory, it is not registered in the history.

History of URL entry can be deleted by executing 'History All Clear' operation.

**Storage of displayed page:**

This web browser can store up to 10 pages including the currently displayed page. You can move between those pages by clicking a button of 'Back' or 'Go'.

**Favorites:**

Each set of the URL and title can be stored in Favorites.

Max. 100 sets and max. 255byte of titles and of URLs respectively can be stored in Favorites.

**History:**

Each set of the URL, title, user name and browsed time can be stored in History.

Max. 500 sets can be stored in History. When the History becomes full, the oldest history record can be overwritten with the latest one.

**Page memo (Store screens):**

Up to 30 memos, max. 500 \* 1,024byte data per memo, can be stored in Page memo.

Up to 255byte characters of URL and title respectively can be stored in Page memo.

When PDF files are being displayed, it cannot be stored in Page memo.

**Screen Zoom:**

Display magnification can be specified at 7 fixed settings ranging from 50 to 200%, in 25% increments; that is to say 50, 75, 100, 125, 150, 175 and 200 %. The default is set to 100%. The magnification does not affect the printing scaling.

**Page Reduction and Enlargement:**

The reduction or enlargement of currently displayed page can be done in 25% increments.

The minimum reduction is 2 % and the maximum enlargement is 200%.

The minimum size that can be displayed by the button operation is from 25%.

**Restriction of Moving to linked pages:**

On the page selected from Favorites, when the linked page in the content is selected, it is ignored and a dialog box saying "You cannot move to the page" is displayed.

This restriction, however, may be ineffective depending on the page contents.

(For instance, when a page moving operation is written by JavaScript, it cannot be banned.)

When this setting becomes enabled, all items including 'Restriction of URL entry', 'Restriction of Favorites Addition/Editing', 'Restriction of Page memo Addition/Editing' and 'Restriction History display' are forcibly turned on. Even if this setting is turned off, however, each item remains on (It does not automatically return to the status before the setting).

**Cache memory size:**

The size of disk cache and memory cache cannot be changed.

Max. size of disk cache is 2000kbyte.

Max. size of memory cache is 50kbyte.

**Automatically detect settings in Proxy:**

Automatically detect settings in Proxy is not supported. Automatic configuration script in Proxy is not supported, either.

### 1.1.2 Printing specifications

**Selectable paper size and type in printing of HTML content:**

Following paper types and sizes are selectable for content printing.

<Paper size>

A3, B4, A4, B5, Ledger, Legal, Executive, Letter, Postcard

<Paper type>

Plain, Recycled, Heavy, Colored, Postcard (Only postcard size)

**Selectable paper size and type in printing of PDF file:**

Following paper types and sizes are selectable for content printing.

<Paper size>

Auto, A3, B4, A4,B5, Ledger (11x17), Legal, Executive, Letter, Postcard, Double postal card, Four-face postcard

<Paper type>

Plain, Recycled, Heavy, Colored, Label, Intermediate, Punched, Transparency film (A4 and letter only), Post card

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## Chapter 2 Functions

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## 2.1 Basic Function

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### 2.1.1 Display function

**Display of Web browser:**

There is no method to boot or exit the web browser explicitly. It starts or ends in accordance with the move, boot or shutdown, of device.  
A tab of 'Web browser' is shown in the tabs to switch functions at the top of the control panel. When pressing the tab, the web browser screen is displayed.  
The web browser may not be installed since it is one of the options. If it is not installed, the tab of 'Web browser' will not appear, therefore, the browser cannot be displayed.

**Functions of Web browser:**

Buttons and the like which are expected to be frequently used are put on the tool bar.  
This tool bar can be hidden in order to make the browser display area larger.  
A button, which can switch 'hide' or 'not hide' the tool bar, is shown on the screen.

**Registration of Favorites:**

Selected URLs are stored with their titles in Favorites.  
The data in Favorites can be exported to the computer using Remote UI, and also the data of Favorites edited on the computer can be imported using Remote UI.

**History:**

URLs of browsed pages are stored.

**Page memo (Store screen):**

Selected contents on any page can be stored in the local HDD.  
Those pages stored in Page memo can be displayed again without connecting to the network.

**Switching of Text Size:**

Text size on contents can be switched.  
Text size can be selected from the following three; 'Smaller', 'Medium', 'Larger'.

**Switching of Character code:**

Character code on contents can be switched.  
The selected code is only effective in the currently displayed page.

**Screen Zoom:**

Display magnification of the screen can be switched.  
Without changing contents layout, all descriptions in contents can be enlarged or reduced with the same scaling.

### 2.1.2 Printing function

**Printing of Web page:**

Web pages can be printed by pressing a print button on the control panel of the browser.  
Printing web pages or PDF requires the installation of the direct print expansion kit - E1 separately.

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When connecting to PS print server unit - S1, printing of contents and PDF files becomes unusable.  
A print button is displayed as inoperative.  
Displaying contents and PDF files, however, has no problem.

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## Chapter 3 Installation

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## 3.1 Installation procedure

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### 3.1.1 Overview of the Installation Procedure

As a rule, the user is expected to obtain a license key and register it to the device. Detailed instructions are found in the User's Guide. The following is an outline of the instructions:

1. Using the following URL, access the LMS, and obtain the license key by following the instructions shown on the screen:

<http://www.canon.com/lms/license/>

**Memo:**

A license key is issued in exchange for the 16-digit number indicated on the License Access Number Certificate and the serial number of the device (e.g., ABC01234) to which the license will be registered. The device serial number will be indicated in response to a press on the Counter key on the iR device (under [Serial Number]).

2. Copy the 16-digit number shown on the Web browser screen in the space given for the purpose on the License Access Number Certificate sheet.

**Caution:**

Be sure to double-check the number to avoid an error. Be sure that the user is aware of the importance of the License Access Number Certificate and that it must be stored away in a safe place.

3. Make the following selections: user mode>system control setup>license control. Then, type in the 16-digit number, and click [Execute]. In response, the license key will be registered and the appropriate functions will be enabled. Otherwise, any of the following error messages will appear:

"The number of the license key is not correct. Check the license key."

>> Make sure that the license key is not issued for a different device.

>> Make sure that the number has been correctly typed in.

>> Make sure that the license key is the correct one.

"The function has already been enabled."

>> Make sure that the Kit has not already been enabled.

4. Hold down the control panel power switch for 3 sec or more. Follow the instructions shown on the screen for shut-down sequence so that the main power switch may be turned off. Turn off the main power switch, wait for 10 sec, and turn it back on.

5. The registered license will become valid when the device is turned back on. When it has started normally, press the Counter key, and click the Device Configuration button to make sure that the Kit is indicated as part of the options.



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## Chapter 4 Maintenance

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## 4.1 Reference matter in market service

### 4.1.1 Outline of Specification setting

When selecting 'Set specification' from menu buttons, the browser-setting screen will be displayed.

Following items can be set on the screen.

If a password for the system administrator has been set, the password entry screen is displayed. Only when the password matches the password that has been set, the setting screen will appear.

If a password has not been set, the setting screen will appear without the password entry. Also, in the system administrator mode, the screen will be displayed without the password entry.

### 4.1.2 Proxy Settings

In additional functions mode, make the following selections: System Settings>Network Settings>TCP/IP Settings>Proxy Settings.

#### Enable/Disable the Use of a Proxy Server:

Specify whether to use a proxy server.

The setting must be in keeping with the setting made in additional functions mode.

#### Server Address:

Specify the address of the proxy server.

The setting must be in keeping with the setting made in additional functions mode.

#### MEMO:

When DNS is set, it is necessary to give server an address which contains host name and perfect domain name.

#### Port Number:

Specify the port number of the proxy server.

The setting must be in keeping with the setting made in additional functions mode.

#### Enable/Disable the Use of a Proxy Server in the Same Domain:

Use it to specify whether to use a proxy server in the same domain.

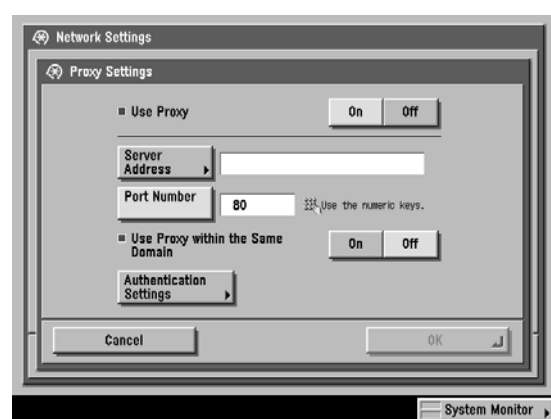
#### Enable/Disable the Use of Auto Proxy Detection:

The auto proxy detection is not supported.

Further, a proxy auto setting script is not supported.

#### Enable/Disable the Use of HTTP 1.1 When a Connection Has Been Made to a Proxy Server:

When a connection to a proxy server has been made, the setting will always be 'disabled'.



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### 4.1.3 Display setting

#### ON/OFF of Image display:

Set if displaying images in contents or not.

The default is set to ON (= display).

#### ON/OFF of Word wrap:

Set if using the word-wrap function or not.

When the function is set to on, a whole word is moved to the beginning of next line so that the word is not divided into two lines. This is not applied to Japanese.

The default is set to OFF (= not use).

#### ON/OFF of Hyphenation:

Set if using hyphenation or not.

Hyphenation has line head wrap and line end wrap.

If hyphenation function is set to on, certain characters are prohibited to put at the beginning of a line and the character before them is moved to the beginning of next line. Similarly, certain characters are prohibited to put at the end of a line and they are moved to the beginning of next line.

The default is set to OFF (= not use).

#### ON/OFF of JavaScript:

Set if making JavaScript usable or not. The default is set to ON (= usable).

This does not support Window. open of JavaScript.

#### ON/OFF of Screen width adjustment:

Set if displaying contents adjusting to the screen width or not.

This uses just fit mode of NetFront. Just fit mode is a function that content screens are reduced adjusting to the screen width and displayed without changing the contents layout.

The default is set to OFF (= not display).

#### ON/OFF of Table display:

Set if using table display or not.

If it is set to off, table tags are ignored. Therefore, character strings in the table are displayed without any adjustment. The default is set to ON (= use).

**ON/OFF of Animation:**

Set if displaying animations, such as GIF, or not.  
If it is set to off, initial one frame of the animations will be displayed.  
The default is set to ON (= display).

**Selection of Format:**

Format can be selected from following three.

"Only Standard CSS"

Only the style sheet selected by the browser becomes enabled and style sheets (Style tag, external file, import style sheet) described in contents are ignored.

"Standard CSS + Style attributes"

In addition to the style sheet set by the browser, style attributes described in the contents becomes enabled. External file and import style sheet are ignored.

"Standard CSS + Style attributes + External import CSS"

In addition to the style sheet set by the browser, style sheets described in the contents becomes enabled.

The default is set to "Standard CSS + Style attributes + External import CSS".

**Selection of Standard CSS:**

Standard CSS can be selected from following three; "CSS1", "CSS2", "CSS3". The default is set to "CSS 1".

#### 4.1.4 Auto clear setting

**Display at Auto clear:**

Display at Auto clear can be selected from the following three.

"Display Home Page"

"Display none (All pages are closed.)"

"Display the current page without any change"

If authentication, such as Department control, has been made, log-out is done by Auto clear.

Erasing at Auto clear:

The erasing of History, Cache, and Cookie at Auto clear is not installed.

#### 4.1.5 Setting of Home Page

**Display of Home page at start-up:**

Set if displaying home page at the time of start-up or not.

When it is set to 'not display', a blank page will appear.

The default is set to on.

**Specification of Home Page:**

Specify the URL to be set as home page.

URL can be input up to 255byte.

The default is set to blank.

If it is set to blank, a blank page will appear.

**Specification of Current page as Home page:**

The currently displayed page can be set to home page.

If selecting this, the URL of current page is automatically entered in the space of "Specification of Home Page" aforementioned.

**Setting the Favorite as Top page:**

Favorite page can be set to the top page of the browser.

It is displayed to cover tool bar and the like on the special screen, on which favorites are put on the button.

When this setting becomes on, irrespective of existing setting address of home page, this favorite page is displayed as the top page when pressing a home button.

Similarly, the start-up page of the browser becomes the favorite page, irrespective of the display setting at start-up.

The default is set to off.

**Restriction of Moving to linked pages:**

When clicking a link on the content at the selected page from the favorites, a dialogue box saying "You cannot move to the page" is displayed and the operation is ignored.

The default is set to off.

#### 4.1.6 Setting of Security

**ON/OFF of SSL setting:**

When it is set to off, SSL communication cannot be done. Even though it is set to on, SSL communication cannot be done when all settings of the following "SSL 2.0 usage", "SSL 3.0 usage" and "TLS 1.0 usage" are set to off.

The default is set to on.

**SSL 2.0 usage**

Set if using SSL 2.0 or not. The default is set to on.

**SSL 3.0 usage**

Set if using SSL 3.0 or not. The default is set to on.

**TLS 1.0 usage**

Set if using TLS1.0 or not. The default is set to on.

**Display of mixed page of HTTPS and HTTP:**

Set if displaying mixed pages of HTTPS and HTTP or not.

If it is set to off, only HTTP will not be displayed. And no warning dialog box will appear. The default is set to on.

#### 4.1.7 Setting of Certificates

A list of certificates is displayed, which contains the status of valid or invalid.

A certain certificate can be selected from the list and its data can be displayed.

A certain certificate can be selected from the list and its validity or invalidity can be switched.

This web browser does not support client authentication.

Certificates used in this browser are shown below.

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Name	Expiration date(GMT)	
VeriSign Class 1 Public Primary CA	2028/8/1 23:59	1024bit



Name	Expiration date(GMT)	
VeriSign Class 2 Public Primary CA	2028/8/1 23:59	1024bit
VeriSign Class 3 Public Primary CA	2028/8/1 23:59	1024bit
VeriSign Secure Server CA	2010/1/7 23:59	1000bit
VeriSign Class 3 Public Primary CA-G2	2010/9/25 23:59	1024bit
(Time Stamping Authority)		
VeriSign Class 1 Public Primary CA-G2	2028/8/1 23:59	1024bit
VeriSign Class 2 Public Primary CA-G2	2028/8/1 23:59	1024bit
VeriSign Class 3 Public Primary CA-G2	2028/8/1 23:59	1024bit
VeriSign Class 4 Public Primary CA-G2	2028/8/1 23:59	1024bit
VeriSign Class 1 Public Primary CA-G3	2036/7/16 23:59	2048bit
VeriSign Class 2 Public Primary CA-G3	2036/7/16 23:59	2048bit
VeriSign Class 3 Public Primary CA-G3	2036/7/16 23:59	2048bit
VeriSign Class 4 Public Primary CA-G3	2036/7/16 23:59	2048bit
Entrust.net CA (2048)	2019/12/24 18:20	2048bit
Entrust.net Secure Server CA (SSL_CPS)	2020/2/4 17:50	1024bit
Entrust.net Secure Server CA (CPS)	2019/5/25 16:39	1024bit
Thawte Server CA	2020/12/31 23:59	1024bit
Thawte Premium Server CA	2020/12/31 23:59	1024bit
Baltimore GTE CyberTrust Global Root	2018/8/13 23:59	1024bit
Baltimore GTE CyberTrust Root	2025/5/13 8:59	1024bit
GeoTrust Global CA	2022/5/21 4:00	1024bit
Equifax Secure CA	2018/8/22 16:41	2048bit
Equifax Secure eBusiness CA-1	2020/6/21 4:00	1024bit

#### 4.1.8 Setting of Cache

##### Selection of Cache mode:

A mode can be selected from the following four; "Do not use cache", "By session", "By page access", "Give priority to cache". The default is set to "Do not use cache". Even if the mode is set to "Do not use cache", cache file itself can be made.

##### Clearing of Cache:

Clear both disk cache and memory cache.

#### 4.1.9 Setting of Cookie

##### Selection of Cookie mode:

A mode can be selected from the following three; "Accept", "Block", "Prompt".

##### Deletion of Cookies:

Delete all cookies received.

#### 4.1.10 Setting of Entry restriction

Restrict users to use means of specifying addresses, such as URL entry or bookmark editing.

##### Restriction of URL entry:

Set if restricting URL entry or not. The default is set to "Not restrict".

##### Restriction of Bookmark editing:

Set if restricting bookmark editing or not. The default is set to "Not restrict".

##### Restriction of Page saving function:

Set if restricting page saving function or not. The default is set to "Not restrict".

##### Restriction of Printing function:

Set if restricting printing function or not. The default is set to "Not restrict".

##### Restriction of Home Page Editing:

Set if restricting the setting/editing of Home page or not. The default is set to "Not restrict".

##### Restriction of History display:

Set if restricting the display of history screen or not. The default is set to "Not restrict".

#### 4.1.11 Importing and Exporting My Favorite Sites

Once registered as a My Favorite Site, Web page information may be exported to a PC using a remote UI. Or, such page information may be imported to an iR machine from a PC.

## 4.2 Troubleshooting

### 4.2.1 Display-specific

Q. A page is not displayed.

A. Check if the page you attempt to display contains Flash contents or Java applets. If it contains any of them, the page cannot be displayed as this browser does not support them.

- Q. A tab of "Web browser" is not displayed on the tabs to switch functions.
- A. Add the web browser as an option. If it is not installed, the tab cannot be displayed on the tabs to switch functions.
- Q. Immediately after the startup of main body, nothing appears on the Web Browser screen.
- A. Check the setting of startup time in the network setting of user mode.  
If the Web Browser starts after the startup time as set, it is normal.

### 4.3 Related Service Mode

#### 4.3.1 Invalidating the License for Transfer to a Different Device (Level 2)

##### Service Mode Item Used to Invalidate a License for Transfer to a Different Device (Level 2)

###### Possible Situation

A license may be used on a different device through transfer, as when replacing the device at the end of a lease agreement. To do so, the user must first invalidate the existing license by performing a set of steps referred to as "invalidation of a license" using service mode. At times, both source and target of transfer may be the same device, and a license therefore may also be invalidated only temporarily. It is important to note that the user must contact the Sales Company to make a license good regardless of whether it has been invalidated intentionally or inadvertently.

###### Invalidation Procedure

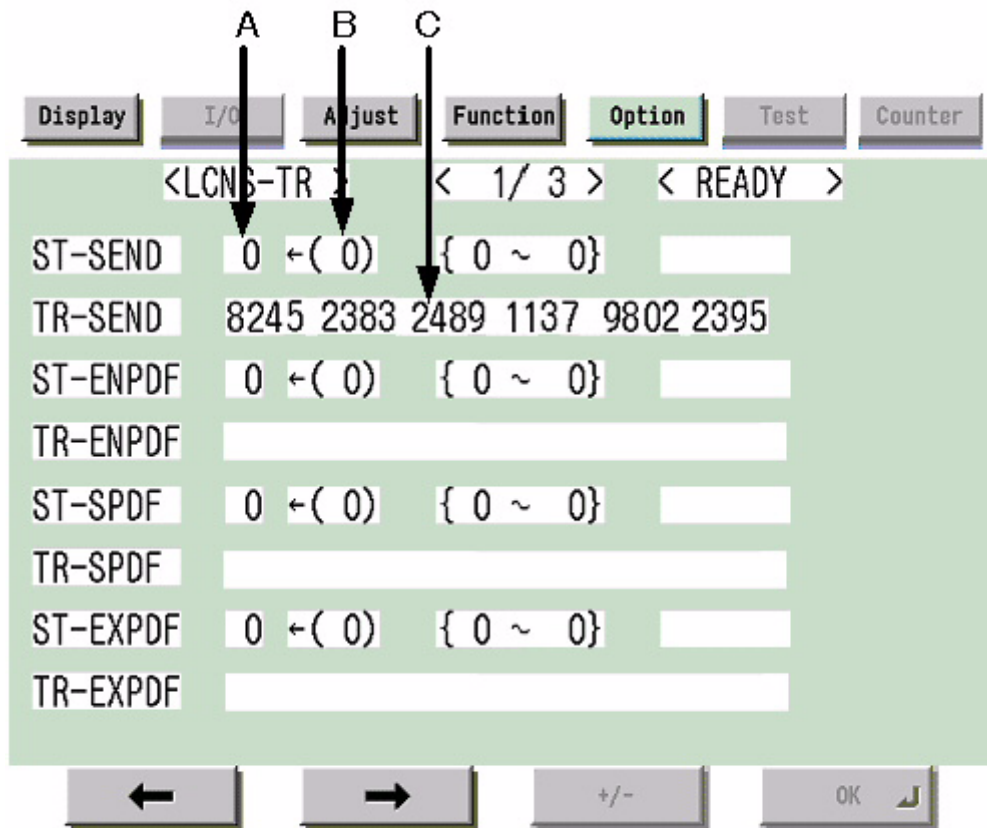
Invalidation consists in invalidating the license in service mode and generating an invalidation certificate that proves the completion of invalidation. Invalidation may take place for individual optional functions, and a specific function becomes no longer available as soon as an invalidation certificate is issued. The user contacts the Sales Company and provides the following: the invalidation certificate, the device serial number of the source of transfer, the device serial number of the target of transfer, reason of transfer. In response, the Sales Company may issue a license key for new installation on a different device. The user must take note of the new license key in writing, and keep it as a record after registering it to the target device.

###### Installation Procedure

1. Start service mode, and activate Level 2 so that the following is true:

COPIER>OPTION>LCNS-TR

The following screen appears, showing the current status of various options:



F-4-2

###### Screen Design:

SET-xxxx: indicates the license status. If installed, the option is identified as '1' under A.

To invalidate an option for transfer, select it, and type in '0' under B; then, click [OK] so that the option will be invalidated and an invalidation certificate will be issued.

TR-xxxx: indicates any invalidation certificates that have been generated under C.

###### xxxx may be any of the following:

- SEND: SEND function
- ENPDF: encryption PDF
- SPDF: searchable PDF
- EXPDF: PDF function expansion (encryption PDF + searchable PDF)
- LIPS: LIPS function
- PDFDR: PDF Direct print function
- SCR: encryption secured printing

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**HDCLR:** HDD encryption + full deletion (Security Kit)

**BRDIM:** BarDIMM

**VNC:** Remote Operators Software

**WEB:** Web Access

**HRPDF:** PDF High Compression

**Memo:**

Not all foregoing options are available in all countries and regions.

2. If an option has already been installed, '1' will be indicated under A. If you want to invalidate it, select it, and type in '0' so that the indication under B will change to '0'.
3. Thereafter, when [OK] is pressed, the indication under A will change to '0' and, at the same time, an invalidation certificate will be indicated in the form of a number. Take note of it in writing together with the serial number of the target device.
4. When the target device is ready, check its serial number.
5. Contact the Sales Company, and provide the following: invalidation certificate for transfer, serial number of the source device, serial number of the target device. The Sales Company, in response, may issue a new license key that may be registered on the target device.
6. Register the new license key to the target device, and check to make sure that the function has been enabled.



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**Canon**