



CANON BUSINESS PROCESS SERVICES, INC.

MPS (Managed Print Solutions)

Advancing Business Performance to a Higher Level

**Managing Enterprise Environments for
Corporate Connectivity**



Fleet Overview and Planning

A Business & Technical Overview of this Solution

Fleet Overview and Planning

Canon Managed Print Solutions

Canon Business Process Services, Inc. | Professional Solutions Organization

UFM Systems Administration

Technical Services Engineering | Document Technology Solutions

Email: cbps-tse@cbps.canon.com

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1 Summary

This document will provide a High-Level Overview of the Canon MPS (Managed Print Solutions) program, its various software components, and other technical issues that should be understood for deployment purposes. These details will be used or considered during the Pre-Installation, Installation, and Post-Installation phases of this solution. The information supplied in this document should be considered fluid and may change slightly depending on customer system and security requirements as understood.

After initial contact with a customer by a Canon Account Manager or other sales representative, you would typically send this document to your IT Management and staff for preliminary review of the solution and to adequately prepare everyone for discussions that would follow during a Technical MPS Review meeting. During the MPS Technical Review meeting, your IT or other technology staff, will discuss these issues to gain a better understanding of what is required and what “next steps” may be necessary in order to continue with deployment planning phases.

Within this document, we have supplied a general Fleet Survey section to help consider preparing for the MPS Technical Review meeting and to assist with expediting the process. It is important to complete this information with as much information as possible to avoid confusion and reduce potential errors that may arise during systems configuration and deployment planning phases.

At the conclusion of a MPS Technical Review meeting, Canon and the customer should have a confirmation of details required for Installation Planning purposes. The installation details are contained in this document as well.

If you have any questions, please contact your **Enterprise Document Specialists** from Canon Business Process Services, Inc., or send a request to cbps-csc@cbps.canon.com for follow up by your MPS Fleet Call Center staff agents.

2 What is Canon MPS (Managed Print Solutions)?

The Canon MPS (Managed Print Solutions) solution is a “service offering” to our customers to assist with managing and monitoring Fleet Devices with powerful software tools. The Canon Fleet Monitoring system solution (MPS) is our primary Hosted Web Service software application that Users access from their Internet Web Browser. The Canon MPS solution is our response to customer requests for a “vendor neutral” Fleet Managed Service and a Secure Software Solution with Enterprise capabilities. When it comes to managing your Enterprise Print Services environment, the need for Managed Print Solutions and Reporting systems becomes key to the success of understanding and managing all of your Canon and Non-Canon equipment under one (1) service center solution.

2.1 Integration with Call Support Centers

The Canon MPS program includes the ability to integrate with a **Canon Supplied “Fleet Call Center”** or within an **existing Customer Support Center**. Typically, these call centers are tasked with standard and customized service deliverables that are designed around your business and operational requirements. Whether you require a local support model, a tiered support model, or even a remote support model, these Fleet Call Center groups can be designed with a Workflow that best suits your requirements while providing you with the right Managed Print Service solutions which will enhance existing support staff capabilities for Monitoring your Fleet Operations and streamline daily task events such as consumables replenishment activities, placing of service calls for problem devices as needed, extended service call management where contracted, gathering of meter read data where requested, and working with other department staff and site managers to ensure that your Fleet of Print Devices *“Is Running correctly with Minimal Interruptions, and Helps to Keep them Running”*.

The MPS can be setup to work within your chosen support model by automating notifications directly to the appropriate individuals, or Fleet Support Center groups, required to manage and respond to your fleet needs immediately. While a standard Fleet Call Center Workflow may include managing daily print monitoring, supply management, and other activities, the addition of the MPS can enhance this service by enhancing workflows and allowing for efficiencies of online web enabled features and automated alerts notifications to replace manual tasks and functions that take away from operator productivities. Whether your chosen support model is local onsite staff, internal support staff, or remote support models, enhancing your capabilities and improving productivity is a key benefit when deploying an automated monitoring solution with the Canon MPS solution.

2.2 Canon Fleet Monitoring system Software Component

In addition to the Managed Print Solutions outlined above, the Universal Fleet Monitoring software component provides Users the ability login to a secure hosted web site to access a Monitoring Display of their Network Connected Fleet Devices. The **Canon Fleet Monitoring system** is managed by Technical System Administrators from our Canon Professional Solutions Group. This is a Secure Enterprise Print Management Software Solution that provides many features and benefits that enhance your ability to monitor your production fleet of devices proactively. With automated alerts, automated

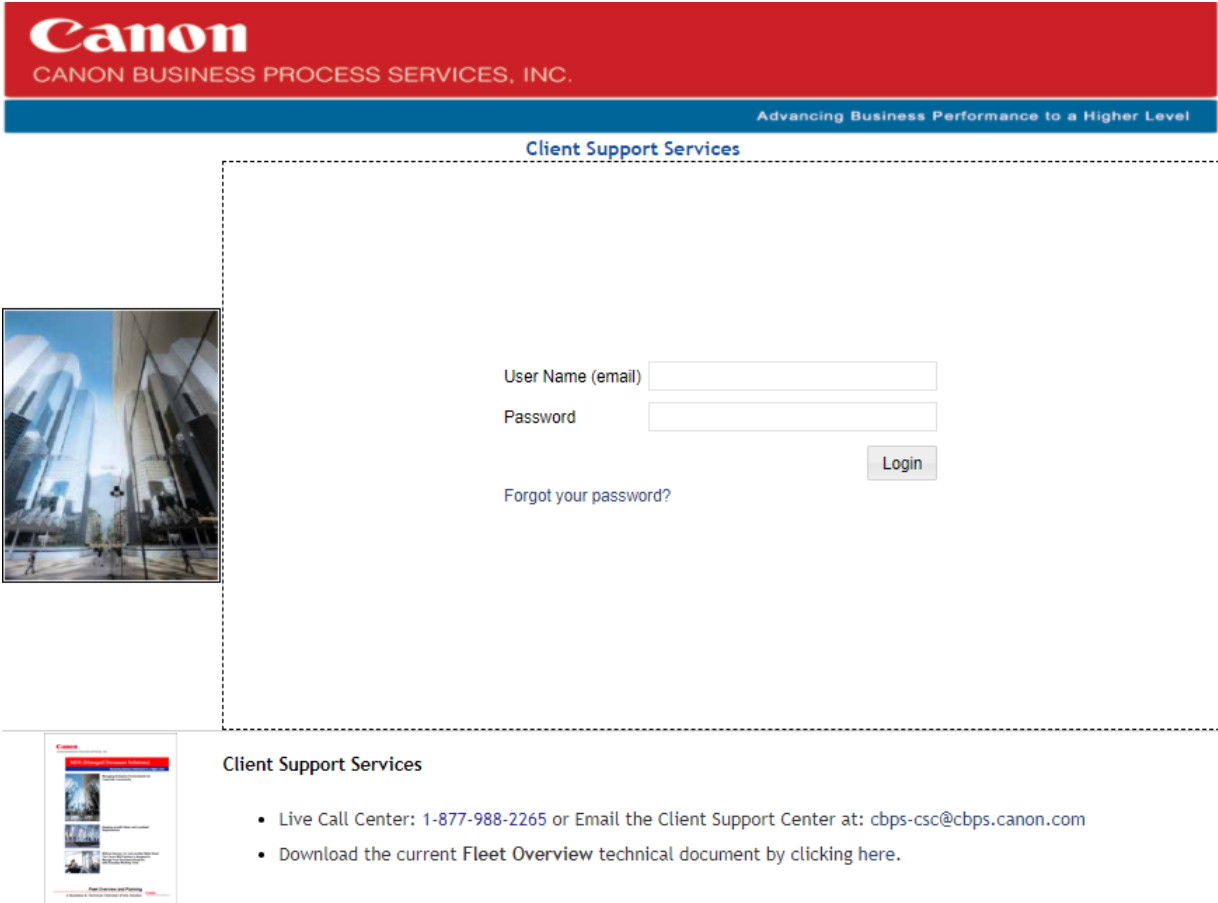
Canon MPS (Managed Print Solutions)

meter read gathering, and a number of other Management Print Services tools, this software solution enhances your ability to manage a mid to large tier of production print devices with confidence and immediate insight to management of all your Managed Print Solutions needs.

The MPS software component consists of a **Secure Hosted Web Server Software Program** and a **local Data Collection Agent (DCA) software appliance** that is configured to reside at your preferred location. This is outlined in a later section of this document.

2.3 The System – Look, Feel, and Services

At completion of the Installation and Deployment process, Customers will have a functioning Managed Print Solutions system that will provide secure authentication and User access to the following URL production system (<https://ufm.cbps.canon.com>) from their web browser.



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Client Support Services

User Name (email)

Password

Login

Forgot your password?

Client Support Services

- Live Call Center: 1-877-988-2265 or Email the Client Support Center at: cbps-csc@cbps.canon.com
- Download the current **Fleet Overview** technical document by [clicking here](#).

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2.3.1 Intuitive User Screens

The MPS system provides a number of simple and easy to use Screen Displays from within the WebPortal. Some of these displays are provided below.

Technical View

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Home Accounts Equipment Audits Reports

Central Home > Equipment > Device Information

Device Management Views

Dealer Account [Dropdown] Account TSG-Ontario [Dropdown] Apply Customize View
View Default [Dropdown] Filters: Include Child Accounts Only managed devices Export to Excel

EDIT Device (BMP) ... Mark As Managed ... Transport Values

<input type="checkbox"/>	Device Info	Printer Status	Manufacturer	Model	Serial Number	ERP Equip ID	IP Address	Location	Printer Mono Pages	Printer Color Pages	Copy Pages
<input checked="" type="checkbox"/>	View	Idle	CANON	IR-ADV CS045-B1	GPQ13003	TO-0001	10.209.75.23	Sales Office	42709	185458	99808
<input type="checkbox"/>	View	Idle	CANON	IR-ADV 6275	NMCD2892	TO-0002	10.209.74.215	Ontario Showroom	513	0	773
<input type="checkbox"/>	View	Idle	CANON	IR-ADV CS255	JME01646	TO-0003	10.209.74.212	Ontario Showroom	1777	8472	5390
<input type="checkbox"/>	View	Idle	CANON	IR-ADV 4051	HRM05178	TO-0004	10.209.74.211	Ontario Showroom	800	0	796
<input type="checkbox"/>	View	Idle	CANON	IR C3380	MMP04783	TO-0005	10.209.75.24	Sales Office	71124	103542	56686
<input type="checkbox"/>	View	Idle	CANON	IRL1750	HJE00984	TO-0006	10.209.74.210	Ontario Showroom			969
<input type="checkbox"/>	View	Other	CANON	iPF80005	AFP00189	TO-0007	10.209.74.217	Ontario Showroom			
<input type="checkbox"/>	View	Other	CANON	iPR C6010VP-A2300	GXT00589	TO-0008	10.209.74.213	Ontario Showroom	1059	16735	3511
<input type="checkbox"/>	View	Idle	CANON	IR2230	MSA00662	TO-0009	10.209.75.30	Sales Office			
<input type="checkbox"/>	View	Other	CANON	IR3300	MPH13484	TO-0010	10.209.75.21	Sales Office			
<input type="checkbox"/>	View	Idle	OCE	VarioPrint 135	698004354	TO-0011	10.209.74.220	Ontario Showroom			
<input type="checkbox"/>	View	Idle	OCE	PlotWave360 R1.0	330800880	TO-0012	10.209.74.218	Ontario Showroom			
<input type="checkbox"/>	View	Other	CANON	LBP5480	MMPA002572	TO-0015	10.209.74.209	Ontario Showroom	14	0	

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Device Detail & Supplies View

Canon
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Home Accounts Equipment Audits Reports

View Device Status

Manufacturer: CANON Model: iR-ADV C5045-B1 Serial Number: GPQ13003 ERP Equipment ID: TO-0001

Device Identification			Statistics	
Name	Value	Image	Name	Value
Account:	TSG-Ontario		Monthly Volume:	
Location:	Ontario, California		Device Type:	
Manufacturer:	CANON		Segment:	
Model:	iR-ADV C5045-B1		Color:	?
Serial Number:	GPQ13003		Firmware Version(s):	1.0
Local ID:			Console Message	
Equip ID:	TO-0001			
Description:	iR-ADV C5045-B1			
Location:	Sales Office			
IP Address:	10.209.75.23			

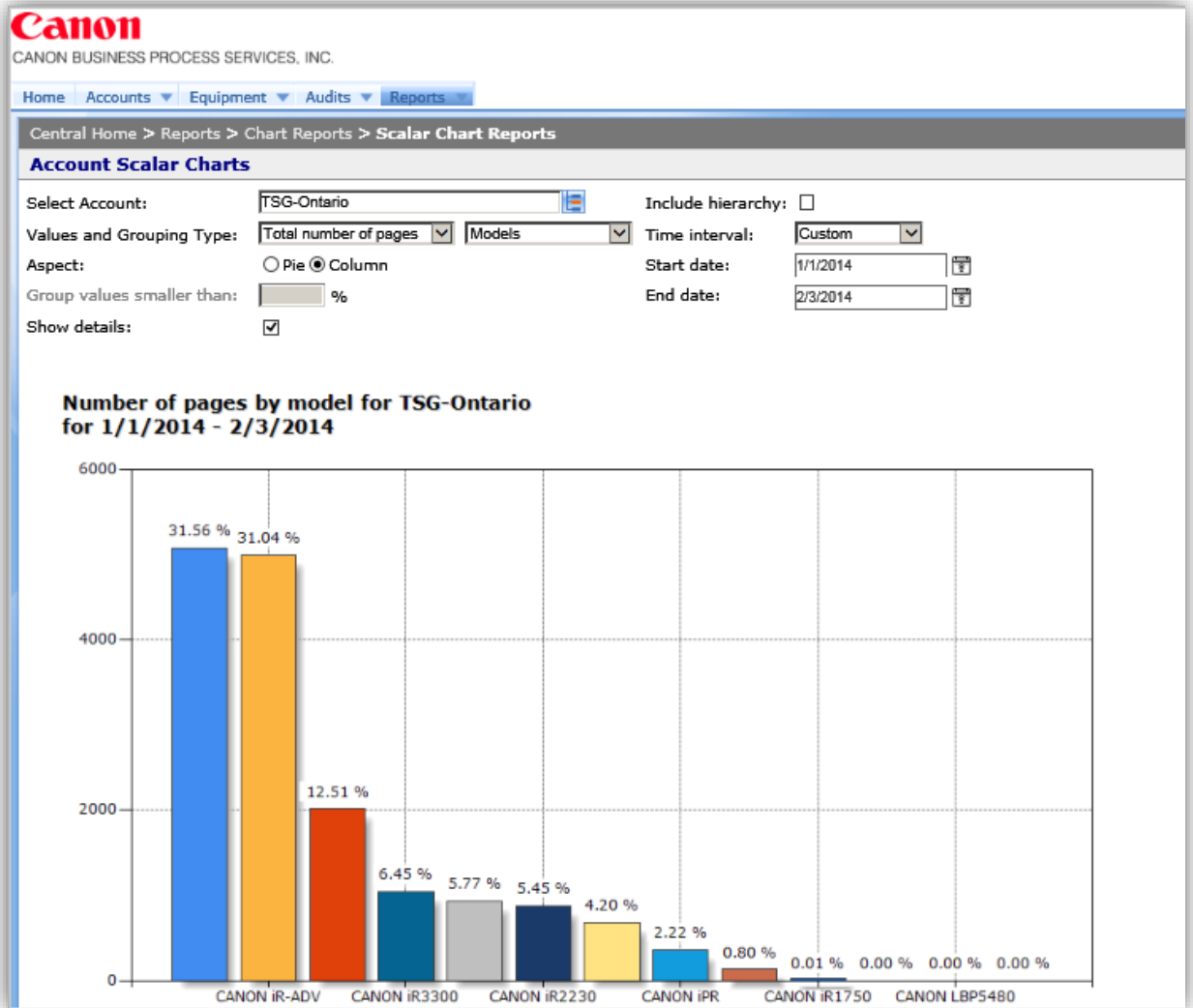
Consumables Status Historical Evolution Supplies with Dismissed Alerts Meter Reads Service Summary Service History

Consumables Status									
Consumable Name	Coverage	Remaining	Last Update Date	OEM PartNo	Vendor PartNo	Capacity	Pages	Status	
Canon GPR-30 Black Toner	N/A	82.00%	2/3/2014 3:20:07 PM	N/A	N/A	N/A	N/A		●
Canon GPR-30 Cyan Toner	N/A	75.00%	2/3/2014 3:20:07 PM	N/A	N/A	N/A	N/A		●
Canon GPR-30 Magenta Toner	N/A	74.00%	2/3/2014 3:20:07 PM	N/A	N/A	N/A	N/A		●
Canon GPR-30 Yellow Toner	N/A	47.00%	2/3/2014 3:20:07 PM	N/A	N/A	N/A	N/A		●
Waste Toner	N/A	0.00%	2/3/2014 3:20:07 PM	N/A	N/A	N/A	N/A		●

Coverage and Estimated Pages Remaining are calculated values Legend

2.3.2 Convenient Online Basic Reporting Tools

Convenient Online Reports



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Home Accounts Equipment Audits Reports

Central Home > Reports > Devices > Device Utilization By Volume

Device Utilization By Volume for TSG-Ontario

Report Options

TSG-Ontario

Include Child Accounts

3 accounts and 13 devices

Managed Non-Managed

Total By Manufacturer By Model By Serial Number

Rows per page: 50

Includes only devices that reported in the last 45

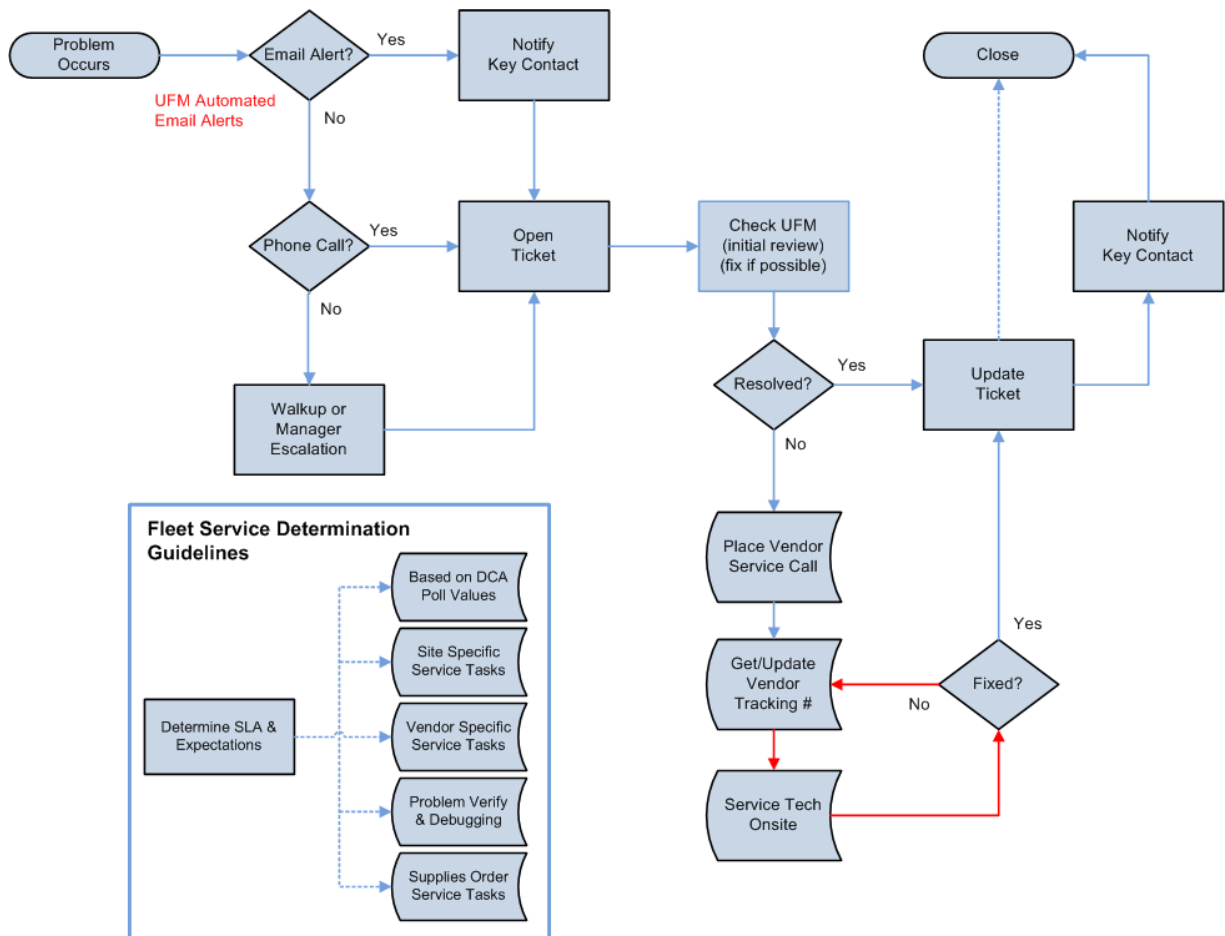
Templates: CBPS Volume Report [CBPS] CBPS Volume Report

	Count	Mono AMV	Color AMV	Total AMV	Recommended Total AMV	Utilization %	Last Seen
Total	13	18,155	8,880	27,035	350,000	7.8%	2/3/2014
CANON	11	16,100	8,880	24,980	350,000	7.2%	2/3/2014
OCE	2	2,055	0	2,055	0	0%	2/3/2014
CANON iPF8000S	1	0	0	0	0	0%	2/3/2014
CANON iPR C6010VP-A2300	1	9	575	584	0	0%	2/3/2014
CANON iR C3380	1	5,740	2,556	8,296	150,000	5.6%	2/3/2014
CANON iR-ADV 4051	1	209	0	209	0	0%	2/3/2014
CANON iR-ADV 6275	1	1,103	0	1,103	0	0%	2/3/2014
CANON iR-ADV C5045-B1	1	3,903	4,399	8,302	0	0%	2/3/2014
CANON iR-ADV C5255	1	1,947	1,350	3,297	0	0%	2/3/2014
CANON iR1750	1	5	0	5	0	0%	1/28/2014
CANON iR2230	1	1,430	0	1,430	80,000	1.8%	2/3/2014
CANON iR3300	1	1,754	0	1,754	120,000	1.5%	2/3/2014
CANON LBP5480	1	0	0	0	0	0%	2/3/2014
OCE PlotWave360 R1.0	1	0	0	0	0	0%	2/3/2014
OCE VarioPrint 135	1	2,055	0	2,055	0	0%	1/29/2014

2.4 The Typical Fleet Call Center Workflow

Once your Canon MPS (Managed Print Solutions) system is completely deployed for production use, your chosen Call Center Workflow is ready to begin operations using your new tools, regardless of the support model you've chosen. The Workflow would typically begin typically duties of Monitoring and Servicing your Fleet of Devices and responding to Electronic Alerts that are generated by the MPS system as necessary – based on workflow agreements.

2.4.1 Standard Fleet Call Center Workflow



3 What Should You Expect?

While many Canon groups are engaged as part of our *Canon* corporate initiative, the Canon MPS (Managed Print Solutions) program typically engages several key groups to continue with analysis and other fact gathering details. The following sub-sections will outline these groups and expectations where possible.

3.1 The Canon Teams

- First, the Canon **Enterprise Document Specialist** team is usually the first point of contact with your local sales representative to present this document and to gather initial information about your needs and how we can help. This includes completing a preliminary Master Fleet Inventory document.
- Next, **your Support Team** is engaged to work with our Canon **Fleet Call Center** team to assist with determining types of services that can be delivered and help to properly set expectations for this fleet service. Where “agreed upon”, this group will also be your escalation contact point once your system is fully deployed and accepted.
- Finally, a System Administrator from our Canon **Technical Services Engineering** is engaged to assist with all advanced technical related discussions, site survey reviews, and final system setup and deployment activities. This team is responsible for 3rd Level Support as needed.

As part of our best practices to meet your requirements for the Canon MPS (Managed Print Solutions), we also treat and document each engagement as a small Project to ensure we are addressing all concerns and schedules as timely as possible; on time, on schedule, and on budget.

The following is a lists of documents typically associated with a Canon MPS (Managed Print Solutions) project.

Table 1 Documents for a Fleet Project

Type of document	Document name	Version	Date	Status
Presentation	<vision presentation>	<code>	<date>	Pre-Sales
Document	Fleet Overview	3.7	11/02/21	Information
Memo	<memo>	<code>	<date>	Final

3.2 The Customer Teams

Customer teams are typically engaged during Pre-Installation, and Installation & Deployment phases where needed. Canon takes special care to not over burden customer resource personnel whenever possible. With proper expectations and planning meetings, this process of installation planning and deployment is made simple and easy and provides you with the confidence of a smooth migration to the Canon MPS (Managed Print Solutions) solution as expected.

- The Customer **IT Infrastructure Specialist** team is required to review DCA Specifications and to discuss and ensure PORT's are open and available for Outbound service as needed.
 - This team is also needed to discuss and determine where the best location for the DCA should be during deployment and final production release when ready.
 - This team is also needed to help us understand what “naming conventions” are required to maintain consistency when creating User screen names viewed from the Web Portal.
- The Customer **Project Lead** team is required to be identified for helping us with site specific or site related details which may need further clarification.

3.3 The Fleet Configuration Survey

The Canon MPS software configuration and set-up is broken into several parts to ensure that all technical and business details are understood clearly. As a result, there are questions that will be asked and require confirmation which is expected to be completed prior to a follow up during a Pre-Installation Checklist meeting with the customer.

When reviewing the Fleet Configuration Survey section of this document, the reader should be able to come away with a high-level understanding of the following:

- What does a typical Fleet Configuration Look like?
- What are IT related issues I need to be prepared to discuss?
- What are the Network Infrastructure details should I be prepared for?
- What Security related topics will I need discuss?
- What special considerations should I plan for, if any?
- And finally, who are the most appropriate project contacts I should consider engaging?

3.4 The Pre-Installation Checklist

Once the Fleet Site Survey section has been reviewed and answered by the Customer, a Pre-Installation Checklist meeting is scheduled between Canon technical teams, Canon Enterprise Document Specialists, and Customer technical and business process teams as necessary.

The goal of the Pre-Installation Checklist meeting is to confirm and validate initial site survey details and answer any questions that may have arisen between Canon and the Customer for any reason.

3.5 The Installation Planning & Deployment

Upon acceptance of details from the Pre-Installation Checklist meeting, an Installation Planning & Deployment schedule will be developed with the Customer and Canon to properly plan for installation of all Fleet components required for deployment of the Canon MPS (Managed Print Solutions) solution as desired.

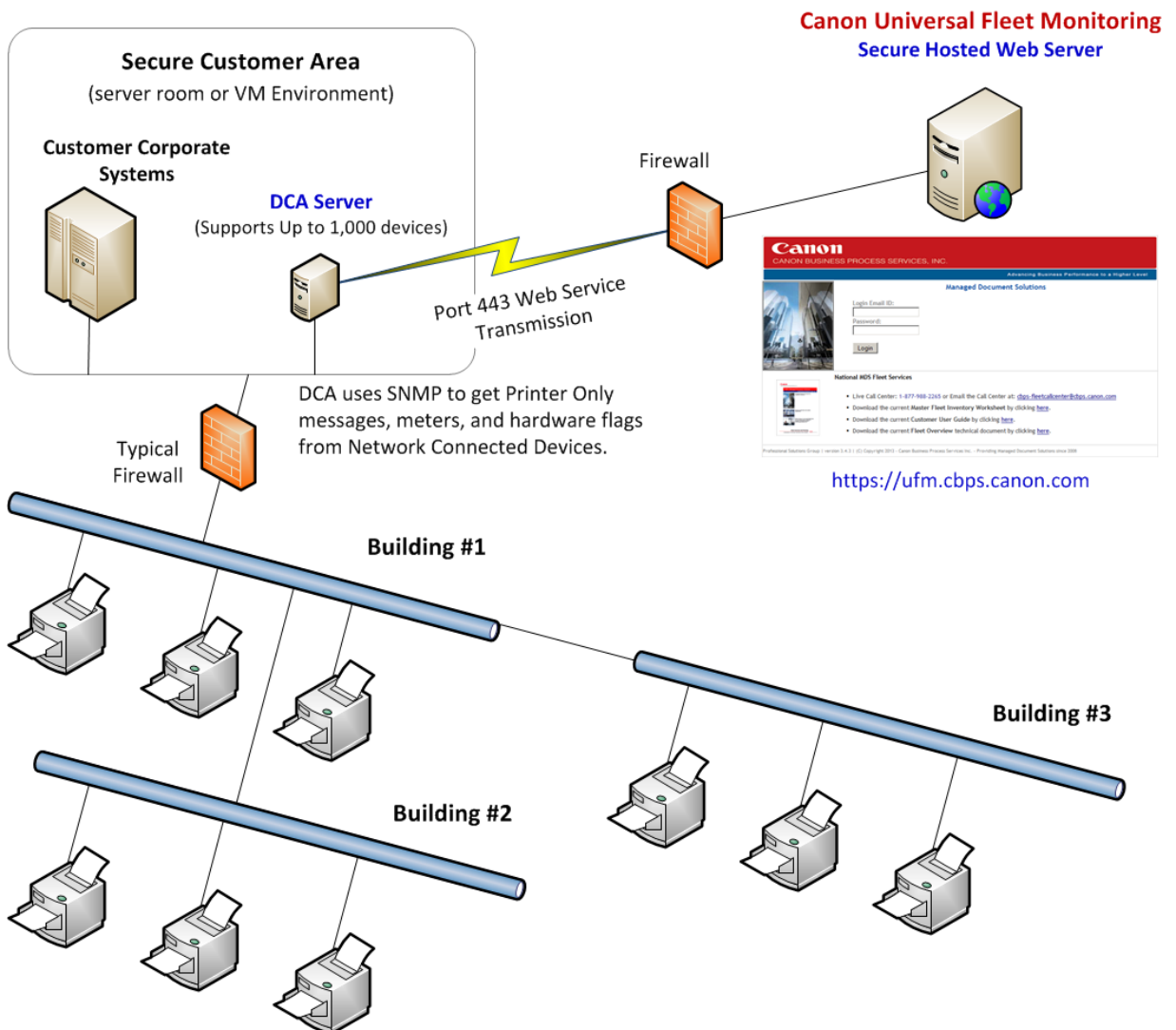
A short sample of typical Installation Planning & Deployment tasks for a Universal Fleet Project, includes some of the following tasks:

- Development or Verification of targeted Fleet Configuration Worksheet details.
- Validation and setup of Customer specified Naming Conventions and Location details.
- Verification and Assembly of Lease or Warranty Expiration Dates for all devices.
- Order and Delivery Schedules verified for DCA appliance.
- Setup and Configuration of Customer specific details on MPS - Server Side installation.
- Setup and Pre-Configuration of DCA appliance definitions – Client Side installation.
- Onsite installation of DCA appliance with initial Fleet Device Configuration list as required.
- Setup Basic Alert Definitions and User ID's as necessary.
- Setup Customer specified Alerts as requested.
- Conduct Basic Installation system tests as required.
- Provide User Training including How to use Support Structure for this Fleet Service.
- Review installation with Customer project owners.
- Release to Production.

4 System Overview and Specifications

4.1 Configuration Overview

The Canon MPS (Managed Print Solutions) solution is provided to our customers to manage and monitor Fleet Devices that are network connected with single or multiple locations. There are many ways in which to configure and deploy the MPS software system, but the following is a typical high-level diagram that depicts what a deployed configuration might look like when installed.



4.2 The DCA Component

The Canon MPS software installation is comprised of a Client side Data Collection Agent appliance which is commonly referred to as the DCA and a Server side component which is the MPS Secure Hosted Web Server as shown in the diagram above.

The DCA appliance is configured with special software that has many features, but is typically configured to meet customer requirements for monitoring a “specific focused number of Fleet Devices” or a regulated plan to “discover all Fleet Devices” within the customers network connected environment. The DCA is installed within the customers network environment with proper access to successfully ping all network IP addresses associated to the Fleet Configuration.

Using an SNMP protocol, the DCA “collects” hardware specific information and meter count information along with Error codes as they occur on the device. This information is usually small and contains only error codes and device issues. All fleet devices are polled at a pre-configured timing interval that best meets the customer requirements for SLA management and Alert Notification events.

4.2.1 DCA Network Requirements

- TCPIP Configured environment.
- Open Firewall access to allow successful activation of the DCA License at <https://www.gttechonline.com/secured/licensingex/LicenseActivator.aspx>
 - IP Address: 216.50.132.244
 - Site: <https://ufm.cbps.canon.com>
 - Application: fmaonsite.exe
 - Port: 443
- Port 443 (HTTPS) must be open and available for automatic transmission of collected data for outbound communications via Web Services to secure hosted UFM server.
- SNMP Ports for TCPIP and UDP 161 must be open and available for use on the Network.

4.2.2 DCA Hardware Requirements (Recommendations)

- Hardware: Server Machine powered 7x24 and available for Canon Remote Administration for maintenance and troubleshooting purposes.
- Operating System: Windows Server 2016 or Higher.
- Virtualization: VMWare ESX fully supported.
- Network Card: Minimum 100mbit NIC Card or higher.
 - The computer must have at least (1) active network card available.
- Memory: Minimum of 8GB RAM Recommended.
- Microsoft .NET Framework 3.5 must be installed on the server.
- Internet Connection Browser must be installed and available on the computer.

4.2.3 DCA and Proxy Server

- The DCA program operates within standard ISA Proxy Server environments, but customers must communicate all relevant Proxy Server details and logins required to authenticate correctly as needed.
- Other Proxy Servers are supported with appropriate credentials as needed. Canon works with customer teams as needed to ensure successful configuration and deployment is achieved.
 - For more information, contact us at cbps-tse@cbps.canon.com

4.2.4 DCA Transmission Services

- The DCA appliance uses [Web Services](#) when connecting to the Secure Hosted Web Server component.
- Once a DCA connection is established with the Secure Hosted Web Server, secure background web services are used between the DCA appliance and the Hosted Web Server to push messages and meter read data (outbound only) that are used to update web displays.

4.3 The Hosted Web Server MPS Component

This is a SSL secured Hosted Web Server that is only accessible by the Canon MPS Administrator from the Canon Professional Solutions Group. This high availability machine is backed up daily and runs 7 x 24, 365 days per year, and runs the production enterprise SQL database system required for the MPS software component and WebSite URL to run properly. Customer IT groups should ensure that the DCA Server is open to connect to <https://ufm.cbps.canon.com>.

All MPS Users are created and authenticated via MPS Administration tools and configured with security restrictions as required for proper and secure usage of the system. No customer User is capable of viewing any other site except their own. Security definitions and User authentications are strickly configured and managed for security purposes.

Additionally, the hosted web server is within a service environment which is HIPPA and SOX compliant to add the necessary security requirements for our customers.

4.4 The Fleet Configuration Survey – IT Infrastructure and Related Questions

The Canon MPS software component operates on the premise that a Client Server relationship exists between the Data Collector Agent (DCA) and the Canon MPS Secure Hosted Web Server. Equally important is where the DCA is placed within the customers' environment to "see" all of the Network Connected Devices expected to be monitored.

This information is usually supplied inside the [Master Fleet Inventory worksheet \(MFI\)](#) when the Customer returns it completed to the Fleet Call Center agent prior to installation of the DCA.

1. Are the target Devices all located within the same IP address schemas? Yes No
 - What is the hierarchy we should be looking at? (high-level only; i.e.: 192.10.68.xxx)
2. Do you have multiple locations with different DMZ IP address schemas? Yes No
 - What IP address schemas should we be looking for the network Devices within each DMZ?
3. Our Data Collector Agent (DCA) is a Windows appliance that runs our DCA Software to periodically scan Devices for Meter information and Error Codes, etc.
 - Where would you prefer to house or install the DCA PC within your environment?
4. We require a secure Admin Only remote login for maintenance and support of the DCA system.
 - What is your software tool of preference that we should use here?
5. The DCA supports standard ISA Proxy Servers. While Blue Coat and Squid Proxy Servers are not officially supported, we have successfully configured this to work with customer assistance.
 - Do you have a Proxy server? Yes No
 - What are the particulars we need to configure on the DCA?
Server: Port: If Authentication is Required, (continue)
Domain: User: Password:
6. * Optionally, during our early pre-sales phases, an Canon representative may require the ability to confirm details with a discover tool we use while onsite. The tool conducts a Quick Discovery Scan of devices you would like us to target on your network, and runs for the period that the rep is onsite while gathering information as needed.
 - What windows machine would you like us to use for this Pre-Installation Discovery tool to be used?
7. Is there a Device Naming Convention we should be aware of when configuring our Fleet System? Yes No
8. If a Device Naming Convention exists, please explain how this works?
9. For Location definition purposes, How would you like us to define MPS Device Locations? (Example: "17th FI Copy Room", or "DMZ3-Room 24", etc.)

5 Pre-Installation Checklist Tasks

The Pre-Installation Checklist is a meeting setup between Canon and the Customer to review details provided in the Fleet Site Survey as required. This time is also used to communicate any questions or issues that were not referred to or answered in previous documents or meetings.

The objective of this section is to confirm and validate details required for a successfully planned installation and deployment of the Canon MPS (Managed Print Solutions) solution within the customers environment.

Table 2 Pre-Installation Checklist

Task ID	Task Description	Results or Details
<1>	Confirm if USB Fleet Scan has been completed.	<ok or explanation.>
<2>	Confirm Fleet Configuration Worksheet details.	<ok or explanation.>
<3>	Confirm Device Naming Conventions and Locations.	<ok or explanation.>
<4>	Confirm Port(s) availability requirements for DCA.	<ok or explanation.>
<5>	Confirm Proxy and other Security issues for DCA.	<ok or explanation.>
<6>	Confirm who is providing the DCA appliance.	<ok or explanation.>
<7>	Confirm Location and Infrastructure readiness for DCA.	<ok or explanation.>
<8>	Q&A Review – Open Topics.	<please document issues.>
<9>	Verify DCA delivery and availability schedule.	<please document.>
<10>	Negotiate DCA Setup & Installation dates.	<please document.>
<11>	Verify “customer email” contacts for Alerts.	<please document.>
<12>	Verify Fleet Call Center Expectations.	<should match contract SLA.>
<13>	Verify Service and Supplies contact points.	<should be Fleet Call Center.>
<14>	Verify Onsite Contact Points.	<please document.>
<15>	Verify if a Device Roll Out schedule is developed.	<please document.>
<16>	...other...	<please document.>
<17>	Canon Management Approvals.	<internal Canon Process.>
<18>	Verify Fleet Billing Information; Acronym, etc.	<internal Canon Process.>

6 Installation Planning and Deployment

This section will outline general details normally associated with installing and deploying the Canon MPS software component as required. These tasks are usually predictable with proper pre-installation planning information to define deployment details and technical requirements as much as possible.

If anomalies or unplanned events occur that impact installation and deployment schedules, Canon is committed to working with the Customer to ensure the installation and deployment is successfully completed at the next available times.

6.1 MPS Administration Tasks

Installation of the Canon MPS software system is setup and configured by Canon to include completion of all Administrator Level and DCA Level setup and configuration tasks as required for New Customer accounts.

Table 3 MPS Installation Tasklist

Task ID	Task Description	Completion Results or Details
<1>	Create New Customer table information. <ul style="list-style-type: none"> • Company Name, address, etc. • Alias name for MPS reference • Contact email address, etc. • Configure DCA Licensing 	< >
<2>	Create/Assign Servicing Groups as needed. <ul style="list-style-type: none"> • Default is cbps-csc@cbps.canon.com 	< >
<3>	Create Authorized User Logins; <ul style="list-style-type: none"> • Set User Level Privileges • Set Restriction Areas 	< >
<4>	Create Report Access Privileges. <ul style="list-style-type: none"> • Set User Access rights to Reports • Setup and Test New Reports (where applicable) 	< >
<5>	Create Maps View customization, if required. <ul style="list-style-type: none"> • Create & Validate Map View(s) • Import and Test Map View configuration • Configure Map View levels or groups 	< >
<6>	Update Device tables with Lease or Warranty Expiration dates as needed. <ul style="list-style-type: none"> • Validate with Fleet Call Center unit information. • This is coordinated with EPS and Sales data. 	< >
<7>	System Test of New Customer Site – All Elements.	< >

6.2 DCA Installation and Configuration Tasks

Installation and configuration of the Data Collection Agent (DCA) is performed through remote connection and usually is completed within 1 hour. Setup and configuration is coordinated with the MPS Administrator as required and usually is completed in cooperation and scheduling with the Fleet Call Center team to finish details from the MFI; i.e.: proper naming conventions, serial number corrections, location fields, project volume and cpc assignments, etc.

Table 4 DCA Installation Tasklist

Task ID	Task Description	Completion Results or Details
<1>	Install DCA software component to appliance. <ul style="list-style-type: none"> • Download latest version DCA code to computer. • Install and retrieve/configure DCA License code. 	< >
<2>	Create DCA Scan List as required. <ul style="list-style-type: none"> • Based on approved Fleet Configuration Worksheet. • Test period and full Production lists may be different. 	< >
<3>	Configure Proxy Server if required. <ul style="list-style-type: none"> • Test and Verify Authentication with IT Security. 	< >
<4>	Configure Poll Interval for SNMP Scanning. <ul style="list-style-type: none"> • Default setup configuration will be 3 minutes. 	< >
<5>	Ensure both DCA Services are installed and running correctly. <ul style="list-style-type: none"> • Service Control (Main) • Service Control (Health Check) 	< >
<6>	DCA Unit Connection Testing. <ul style="list-style-type: none"> • Successful connection to MPS. 	< >
<7>	Verify MPS System Update Processing. <ul style="list-style-type: none"> • Technical View display updates for Devices. 	< >
<8>	Provide User Training to Site Manager or responsible tech. <ul style="list-style-type: none"> • General location of Log files, etc. • What NOT to touch or modify. • Low Level trouble shooting. 	< >

7 Project Organization Details



















While the Canon MPS (Managed Print Solutions) solution is deployed fairly routinely, the process of investigation, discovery phase, and configuration and deployment phases continues to improve from time to time. Our processes and capabilities are reviewed regularly for improvement and we treat each engagement as a small project to ensure consistency of delivery and overall customer satisfaction. This section contains information that is pertinent to this project with Customers and may be updated from time to time.

The information expects to capture Business, Operational Support, and Technical Support contacts necessary to ensure all areas of deployment.

7.1 Project Resources

The following table lists the people involved with this Canon MPS (Managed Print Solutions) project from both the Customer and Canon sides.

Table 5 Contact List

Address	Name	Function	Phone & e-mail
ABC Company <customer address> <customer city, state, zipcode>	<name>	<Manager/Fleet Owner>	 <phone>  <e-mail>
Ship To: Delivery Address: <delivery address> <delivery city, state, zipcode>	<name>	<site contact>	 <phone>  <e-mail>
	<name>	IT – Network Setup	 <phone>  <e-mail>
	<name>	IT – Security	 <phone>  <e-mail>
Canon Business Process Services, Inc. 460 West 34th Street New York, NY 10001-2320	<name>	Account Manager	 <phone>  <e-mail>
	<name>	Enterprise Document Specialist	 <phone>  <e-mail>
	Brendan Mcdonough	Senior Manager, IPS	 1-978-656-1925  bmcdonough@cbps.canon.com
	Mark Nuguid	MPS Fleet Supervisor	 1-212-502-2112  mnuquid@cbps.canon.com
	Michael McMicken	Sr. Systems Engineer/Admin	 1-312-663-6251  mmcmicken@cbps.canon.com

7.2 Typical Project Schedule

The following table lists known tasks and milestones defined for the Fleet Project. This plan will be detailed as soon as the start of the project is accepted by the Customer.

Table 6 Milestone Activities Plan

Milestone	Target Date	Finish Date
1. USB Fleet Key Scan and Device Discovery.	week 1	xx/xx/xx
2. Fleet Configuration Worksheet Review.	xx/xx/xx	xx/xx/xx
3. Fleet Survery Review – Pre-Installation Checklist meeting.	xx/xx/xx	xx/xx/xx
4. Contracts Executed and Approved.	xx/xx/xx	xx/xx/xx
5. DCA Ordered.	xx/xx/xx	xx/xx/xx
6. DCA scheduled delivery to Customer Site.	xx/xx/xx	xx/xx/xx
7. Onsite DCA Installation and Configuration.	xx/xx/xx	xx/xx/xx
8. MPS Training.	xx/xx/xx	xx/xx/xx
9. MPS Test Period.	xx/xx/xx	xx/xx/xx
10. MPS Production Release and System Turnover.	xx/xx/xx	xx/xx/xx

7.3 Disclosure about OS and Anti-Virus Updates

As you are aware, the quantity and severity of attacks and exposed vulnerabilities on the operating systems for networked computers has increased exponentially over the past several years. There are two primary defenses to protect the operating system. The first defense is to ensure the anti-virus software is up-to-date. The second defense is to install the periodic updates and security patches released by Microsoft. Computers supplied by Canon Business Process Services, Inc. are configured with the latest anti-virus update and all applicable Microsoft patches available at the time of install. Both systems (the anti-virus and the Microsoft Updates) must be kept current to remain effective.

Through this communication, you are requested to add any and all computers installed on your network by Canon Business Process Services, Inc. into your standard schema for Microsoft, Anti-Virus, and Security Patch updates as required. You may apply any and all patches and security updates released by Microsoft that are appropriate for the computer's operating system unless notified differently by Canon Business Process Services, Inc.. The notification not to install a patch will be sent directly to you via email within three days of the patch's release by Microsoft. Customers will not be held liable if a Microsoft patch or security update creates an issue with either the operating system or an Canon supplied application.

7.4 Preparations and Obligations to Canon

Canon takes care of the following preparations and obligations:

- Responsible for setup and configuration of the MPS web server environment for creation of this New Customer Site as required.
- Responsible for installation and configuration of DCA software tasks as required.
- Responsible for maintenance and trouble shooting of DCA or MPS system through initial testing and final production release as required.
- Responsible for providing User Training as required.
- Responsible for communicating with Customer about upcoming version release and patch level updates to software prio to performing upgrades to production systems.
- Not responsible for project delays as a result of anomalies or unplanned events outside of Canon control.

7.5 Preparations and Obligations to The Client

ABC Company takes care of the following preparations and obligations:

- Responsible for providing local access to Canon staff requiring entrance to locations for device support & inspections and Fleet Site Survey's where required.
- Responsible for providing User access with Administrative rights to the DCA appliance for installation, maintenance, and support purposes.
- Responsible for providing physical location and network infrastructure for the the DCA appliance as required.
- Responsible for providing Device webpage login information to National Fleet Call Center for support purposes.
- Responsible for ensuring that future (post-installation) Microsoft Updates and Anti-Virus Updates are managed and installed through your normal update schemas as required.
- If customer supplies the DCA appliance computer, Customer is responsible for ensuring that the configuration meets the Canon Specification as required.
- Not responsible for project delays as a result of anomalies or unplanned events outside of the Customers control.

Canon Business Process Services, Inc.

Disclaimer

On this document

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