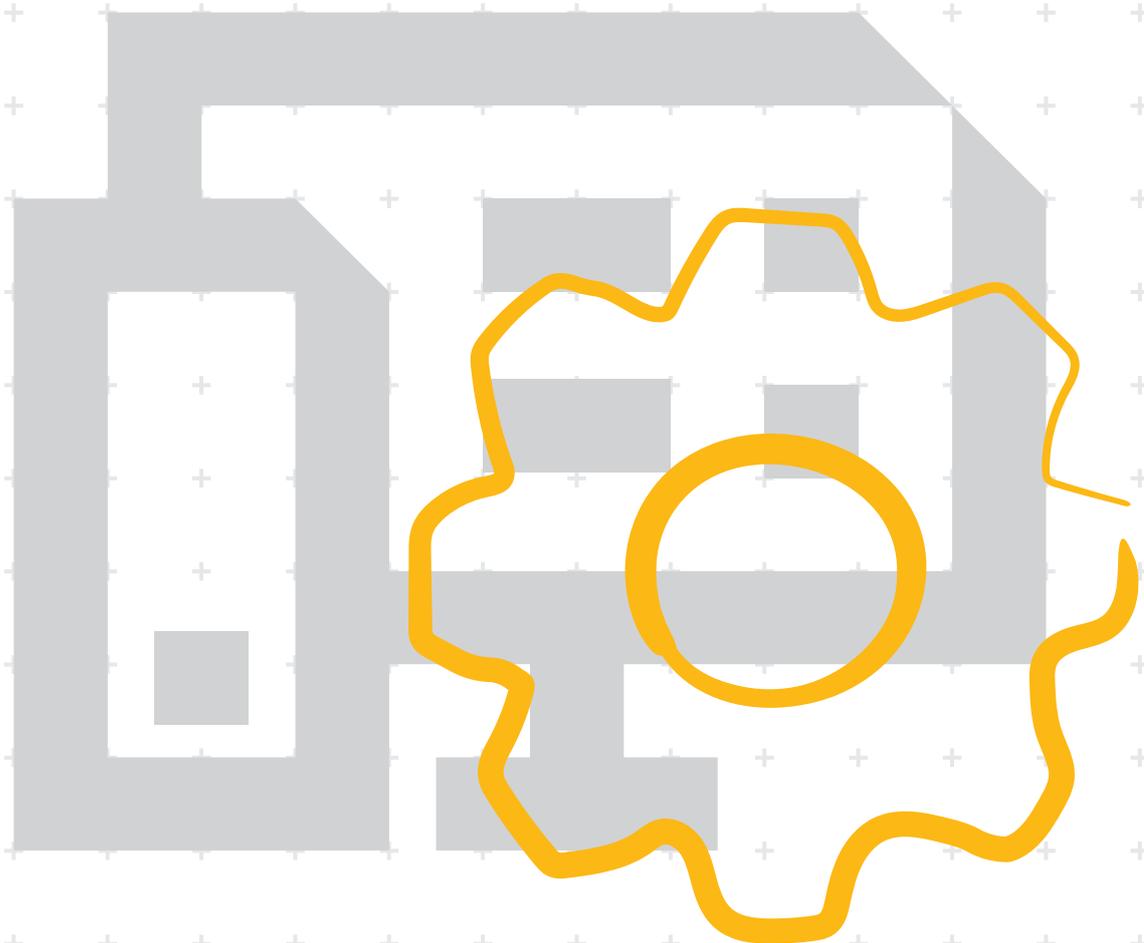


Device Registration Diagnostic Tool User Guide

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DRDTUGKDEN220



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1 Device Registration Diagnostic Tool

The Device Registration Diagnostic Tool (DRD Tool) provides fast registration of multiple local network devices to KFS. The application is run from a Windows desktop and can discover network printers over SNMP, review registration status, diagnose issues with XMPP, MQTT, and Proxy settings, KFS authentication as well as communication with the HTTP, XMPP, and MQTT servers.

Device registration is normally performed at a customer site by a Service user. Service users run the DRD Tool from a USB drive inserted into a computer or from the service technician's laptop.

The DRD Tool discovers KYOCERA devices, configures Registration Settings, registers devices with KFS, performs firmware upgrades, and authenticates devices. The DRD Tool has a diagnostic feature to troubleshoot incorrect KFS server settings and connection issues with the XMPP server. The DRD Tool supports a maximum of 100 devices.



For production printers, some features and functions may be limited or unavailable.

Downloading the Device Registration Diagnostic Tool

You can download the Device Registration Diagnostic Tool from KFS to your computer.

- 1 In the top banner, select **Product downloads**.
- 2 Scroll to **Device Registration Diagnostic Tool** and select **Download**.
- 3 In your computer's download folder, extract **DRTool.ZIP**, and then save the files to a DRD Tool folder.

Device registration

The process of device registration involves two servers - one for KFS and one for device registration. When you register devices to the device registration server, each device is assigned to the proper group. With the DRD Tool, users can register devices using their User ID / Email address and Password with an Access code. The groups and devices are then managed through KFS.

The following device registration methods are available:

- New models with firmware that supports WSDL and do not require authentication settings, as the settings are automatically detected.
- Not all devices that support WSDL support registration via WSDL.
- Devices with Command Center RX require a username and password.
- Devices with Command Center require the Command Center password.

Authentication method depends on the device settings. For example, CCRX devices are registered with the Command Center password.

Registration settings

You can register devices with the DRD Tool using the KFS Registration URL and the access code for the group that the devices belong to. The DRD Tool also supports device registration using User ID / Email address, Password, and Access code. The first method, with just an Access code, registers the device as Pending. The second method, using credentials with the Access code, registers the device as Managed.

Adding registration and unregistration settings

In the DRD Tool, you can create registration settings and then check that they are valid.

- 1** In the toolbar, select **Registration settings**.
- 2** If your network uses a proxy server to connect to the internet, enter the proxy server settings under Proxy settings. Select **Start diagnostic** to test that your settings are valid.
- 3** In Server settings, enter the KFS Registration URL.
- 4** In User access code (group code), enter the Access code for a KFS group.
- 5** Select User credentials and then enter your User ID / Email address and Password to register the device to KFS in a Managed state rather than a Pending state.
- 6** Select **Start diagnostic** to test whether your settings are valid.
- 7** Select **Unregistration**, and then enter the required settings for unregistration.
- 8** Select **OK**.

Obtaining the registration settings information

You can copy and save the KFS Registration URL and Access code for the DRD Tool registration settings. This information is required for using the DRD Tool with devices.

- 1** In KFS, select the group.
- 2** In the Group name list, select the information icon for the group to open Details.
- 3** Copy the Registration URL and Access code, and then save this information to use in the Registration settings in the DRD Tool.
- 4** For any additional groups, copy and save the Access code.

Adding devices to the DRD Tool

You can discover and add devices to the DRD Tool. The DRD Tool searches for and lists devices based on selected parameters.

- 1 In the toolbar, select **Add devices**.
- 2 Select a Discovery method: **Search for network printers** or **Search by host name or IP address**.
- 3 If you select **Search by host name or IP address**, select your search options or accept the default. To search outside the local network, use the IP address or IP address range options.
- 4 Select **Next**.
- 5 Set Communication settings and Device login options, and then select **Start**.
Discovered devices display in a list with an Authentication status column. A green check means you can register the device. A red exclamation mark means the DRD Tool cannot authenticate the device. In this case, update Device authentication settings for the device.

Registering devices

To register devices with the DRD Tool, you must provide Registration settings.

- 1 In the DRD Tool device list, select each device you want to register.
You can select multiple devices. You can also select all devices by selecting the header row above the boxes.
- 2 Select **Register devices**.
- 3 Select **OK**.
- 4 When the registration is finished, select **Close**.

Unregistering devices with the DRD Tool

To unregister devices with the DRD Tool, you must provide Registration settings. These settings include the URL of the KFS server and the Access code of the group with the registered devices.

- 1 In the DRD Tool device list, select the devices you want to unregister.
You can select all devices by selecting the header row above the boxes.
- 2 Select **Unregister devices**.
- 3 Make sure that all the devices you want to unregister are selected, and then select **OK**.
- 4 When the unregistration process is finished, select **Close**.

Devices may show their registration status as **N/A** after the unregistration process finishes. Select **Refresh** to update the list.

Configuring the XMPP and MQTT settings

XMPP and MQTT settings can diagnose potential connectivity issues with KFS. The inability to connect from the customer's network to the XMPP and MQTT server can cause all of the devices registered in KFS to display as offline and/or unable to perform many tasks and operation. The XMPP and MQTT protocol is used for messages such as status reports or requests for information between a KFS server and a device. The diagnostic checks the connection with the XMPP and MQTT server.

- 1 In the toolbar, select **XMPP/MQTT settings**.
- 2 Select **Obtain settings** to load settings from the KFS server.
- 3 Review or modify the XMPP and MQTT settings.
- 4 Select **Start diagnostic** to test the connection with the XMPP and MQTT server.
- 5 Select **OK**.

Updating device authentication in the DRD tool

The second column in the DRD Tool device list shows Authentication status. Authentication requires that proper credentials be used when adding devices. In this case, the green mark in the Authentication status column indicates authentication was successful and the devices can be registered. For devices with a red exclamation point, authentication did not work with the DRD Tool. In this state, the device is not capable of being registered with a KFS server. Devices without KFS compatible firmware cannot be authenticated with the DRD Tool.

- 1 To resolve conflicts, select the devices in the DRD Tool devices list that show Authentication failure status.
- 2 Select **Device authentication**.
- 3 Make necessary credential changes to User name and Password, or Command Center password.
If necessary, update your Authentication mode.
- 4 Select **OK**.
- 5 Select **Update KFS registration status**.

Modifying device authentication

The DRD Tool can change the values for Device login including User name, Password, Command Center password, and Authentication mode. The DRD Tool uses these settings to communicate with devices that do not have KM-WSDL

capabilities. These settings are required for the DRD Tool to authenticate with a device or for updating when the Authentication status column displays a red exclamation point.

- 1 Select a device or multiple devices in the DRD Tool device list that displays a red exclamation point in the Authentication status column.
- 2 Select **Device authentication**.
- 3 Make necessary credential changes to User name and Password, or Command Center password.
If necessary, update your Authentication mode.
- 4 Select **OK**.

Updating registration status

With the DRD Tool, you can update the registration status of devices in the DRD Tool device list. It checks whether the selected devices are registered to a KFS or TDRS server.

- 1 Select individual devices in the DRD Tool device list.
You can select all devices by selecting the header row above the boxes.
- 2 Select **Update KFS registration status**.
- 3 Select **Close**.

Upgrading firmware with the DRD tool

You can upgrade the firmware for a device or for multiple devices of the same model with the DRD Tool. To perform firmware upgrades from the DRD Tool, TCP ports 800-899 must be available and not blocked by a firewall.

For security reasons, this version of the DRD Tool does not allow firmware upgrades unless you run the program as an administrator with full access rights. Right-click on the program shortcut or .exe and select **Run as administrator**.

- 1 Select a device or multiple devices of the same model type in the DRD Tool device list.
- 2 Select **Firmware upgrade**.
- 3 Select the box to acknowledge the risk associated with a firmware upgrade, and then select **Next**.
- 4 Select **Browse**, select the firmware package, select **Open**, and then select **Next**.
- 5 Confirm the appropriate firmware for the devices, and then select **Upgrade**.

Viewing the device home page

You can visit the home page of any device in the device list. The Device home page opens in your default browser.

- 1 Select a device in the DRD Tool device list.
- 2 Select **Device home page**.

Device settings

In the DRD tool, you can change device settings on one or more devices connected via WSDL. When you select Device settings in the toolbar, the application retrieves the status of device settings for the selected devices. The settings apply to IPv4, IPv4 (wireless), IPv6, IPv6 (wireless), and Security. After new device settings are applied, a list is displayed for the status of each setting.

For multiple devices, device settings not available on all selected devices are disabled. Otherwise, all device settings are shown.

Changing Device settings

- 1 Select one or more devices in the DRD Tool device list.
- 2 Select **Device settings**.
- 3 Make changes to the Device settings for the selected devices.
- 4 Select **Apply**.

Saving DRD Tool settings

You can save the current DRD settings in the DRD Tool. These include Registration and Unregistration settings, Communication settings, Device login, Discovery method, and XMPP settings. The DRD Tool automatically saves settings entered which are immediately available on the next use of the application. Saved settings allow you to store multiple sets of settings for use in different servers and configurations.

- 1 In the toolbar, select **Save settings as**.
- 2 Type a name for the JSON file, and then select **Save**.

Loading DRD tool settings

You can load DRD settings that have been previously saved using the DRD Tool.

- 1 In the toolbar, select **Load settings**.

- 2 Locate and select the JSON file, and then select **Open**.

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