KUARIO

Setup Konica device for KUARIO Kiosk

Installation Manual - EN

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Versie 1.0.6 geproduceerd op: January 2023 in Nieuw-Vennep.

Uitgever
KUARIO B.V.

Productie
KUARIO B.V.

Inhoudsopgave

Hardware Connections 4

Requirements 5

Installation 6

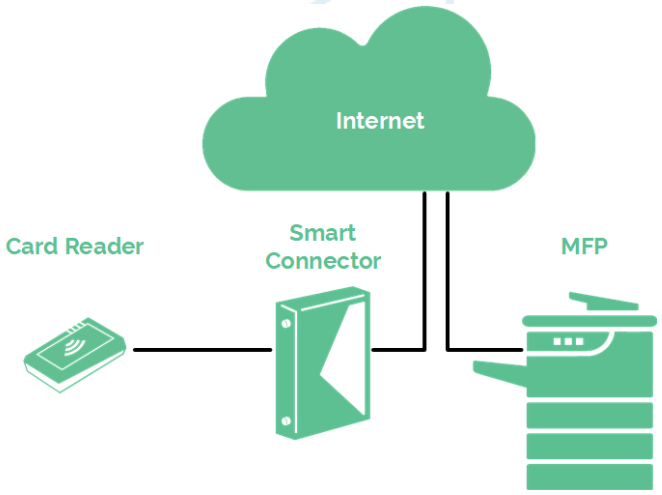
Certified Devices 9

Troubleshooting 10

Notes 11

Hardware Connections

Hardware Connections



Please make sure that the card reader is connected to the Smart Connector (not to the MFP directly) and that the Smart connector and the MFP both are connected to the Internet.

Requirements

Requirements

Only for versions below 2.6.0. : It is recommended to solely run the KUARIO Web Kiosk application on the MFP. This means that if any other application has been installed on the MFP, it is best to uninstall them all before installing the KUARIO Web Kiosk.

Installation

To set up and configure a new Konica device with a KUARIO web kiosk the following has to be taken in account.

Navigation to device website

Most settings can be altered by navigating to the MFP's web page (e.g.: https://**<ip-address konica device>**) and logging in with its administrator credentials.

Authenticate

To change settings of the device an Administrator Login will be needed.
Default User Name for Konica devices: **admin**. By default the password is 1234567812345678. But sound password policies would demand that your password and maybe even your user name are unique. So please double-check to be sure what your exact credentials are. More and more brands will now demand you create unique credentials.

Limit Machine Functions

To prevent users to freely use the device's functions without any costs, these functions should be removed from the main menu and other shortcuts. In the main menu, navigate to "System Settings" and alter the following settings:

1. Registered Key Settings. Here you will see "Hard Key" and, if slide menu is available, "Soft Key". Remove all function which may not be used without the KUARIO Web Kiosk.

Limit Print Accessibility

To prevent users printing directly from their own device without the use of the KUARIO Web Kiosk, IP filtering is required.
From the main menu, navigate to "Network" and select the "TCP/IP Setting" page and do the following:

1. Navigate to sub-menu "Filtering Type" and select "IP Address Filtering".
2. Navigate to sub-menu "IP Address Filtering" and set "IPv4 Filtering (Permit Access)" to "Enable".

Each set defines a range of IP addresses which are allowed to connect to the MFP. To solely set permission to KUARIO Web Kiosk, enter the IP address of the designated smartconnector for this MFP on both sides of the range.
Important: Configure at least a second device to grant access to the MFP which can be used to alter settings whenever needed! Otherwise, a lock-out might occur!

Generic Settings

- In settings menu Network -> Web Browser Setting -> Web Browser Setting
  - Set "Web Browser" to Enable
- In settings menu Network -> IPP Setting
  - Set "IPP Setting" to "ON"
  - Set "Accept IPP Job" to "ON"
  - Under "Support Operation", make sure "Print job", "Open Job Attributes" and "Open Printer Attributes" are checked.
  - Uncheck all other checkboxes of "Support Operation"
  - Disable "IPP Authentication Setting"
  - Set "IPP-SSL Settings" to "SSL/Non-SSL"
- In settings menu Network -> FTP Setting -> FTP TX Setting
  - Set FTP TX to "ON", "Port Number" to 21 and Connection Timeout to 60 seconds (default). The remaining proxy settings can be ignored.
- In settings menu Network -> TCP/IP Setting -> TCP/IP Setting
  - Make sure that TCP/IP is set to "ON"
  - Have Port 1 of "RAW Port Number" set to 9100
  - We recommend that the remaining settings are kept on default, but they can and should be edited based on local network requirements
- System Settings -> Web Browser Setting -> Detail Setting
  - Set "Enable Cache" off
  - Set WebData -> Enable Storage to "Enable"
  - Set JavaScript -> Use JavaScript to "Enable"
  - Enable the use of TLS 1.2
- Network -> OpenAPI Setting
  - Set "Use SSL/TLS" to "SSL Only"
- In settings menu Security -> PKI Settings
  - Go to Device Certificate Setting. If no certificate is listed, click "New Registration" and select either:

- ❑ Import Certificate. Use this option when you have already prepared a certificate.
- ❑ Create and install a self-signed Certificate. Use this when you have not prepared a certificate. Fill in all fields and click "Ok" to create the certificate.
  - After finishing the previous step, you will be redirected to "SSL Setting".
- In this menu, configure the following settings:
  - ❑ Set 'Mode using SSL/TLS' to "Admin. Mode and User Mode"
  - ❑ Set 'Encryption Strength' to "AES-256, 3DES-168, RC4-128". In this case, the most secure option will automatically be used whenever available, which is AES-256.
  - In Protocol Setting, click on create of "TCP Socket" and select the certificate which you have either imported or created earlier. Do the same for "OpenAPI".
- Reboot the device.

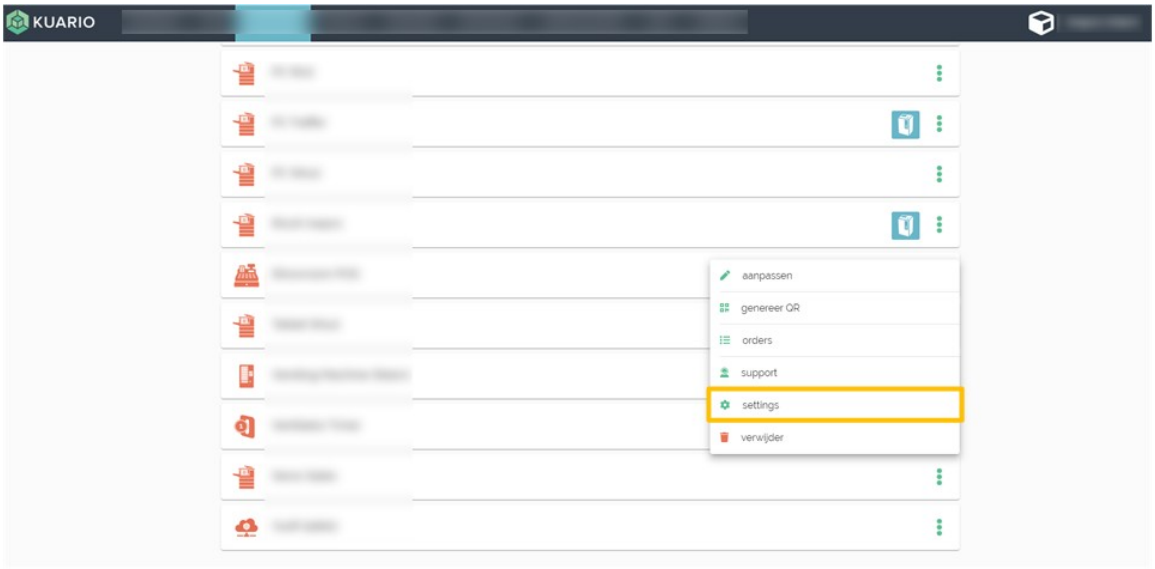
Set outlet settings in manager

Make sure you have created a KUARIO Outlet for your Konica MFP.

Make sure you have the following:

a. The name of the Outlet, and it's place in the KUARIO tree.
b. The MAC-Address of the KUARIO Smart Connector.
c. The IP address of your Konica device.
d. The Konica device's Admin credentials (login name & password).

Browse to https://manager.KUARIO.com



Go to the Outlet and then to the context menu Settings (see image):
Enter these values:

1. The MAC-Address of the KUARIO Smart Connector.
2. The Outlet name, and it's place in the KUARIO tree.
3. The IP address of the Konica device.
4. The device credentials (login name & password).

Kiosk Mode

To solidify the experience with KUARIO Web Kiosk, it is expected to set the MFP to kiosk mode to work with the KUARIO Web Kiosk. On IT5 MFPs, this setting is unavailable on its web page, so it must be configured on the MFP itself. To setup the kiosk mode, open the Utility menu on the MFP and go to Administrator Settings. Enter the MFP's administrator credentials and navigate to System Connection -> OpenAPI Settings. In this menu, scroll down to "Specified Application Start Setting" and set this to Enable. When enabling this setting, configure the following settings:

- Set "Default Startup Application Selection" to KUARIO Web Kiosk
- Set "Basic Function Setting" to "Restrict"

Warning: From this moment on all the other apps on the embedded device will be hidden, they will no longer be accessible. Normally this should not be a problem, if it is a problem in your case please contact KUARIO Support for help .

Certified Devices

Certified Devices

The devices in this list are tested and found capable of running our software.

Konica

No Konica device list has been made available yet.

Troubleshooting

Troubleshooting

Sometimes things do not work out as expected, if so please read through this section before contacting your service organisation or dealer. Changes are you are able to solve the issue yourself.
The section is set up in a symptom - Prognosis - Resolution format, that is first the symptom is given, then the possible causes and then the resolution for those causes.

Symptom(s): KUARIO seems not correctly installed
Prognosis: KUARIO installer was unable to communicate with the MFP
Scope: One Device

Resolution: Check for IP-address mismatch

A - Check the IP-address of the MFP matches the IP-address that was reported to KUARIO Support as the IP-address of the MFP.

1) Check what the IP-address you send to KUARIO support was.
2) Check the actual IP-address of the MFP.
3) See if they match, if they don't, send KUARIO support the correct IP-address.

Resolution: Check for valid network connection

B - Check the MFP can be reached via the Internet by an outside browser with the correct MFP credentials of the MFP.

1) Take a laptop outside of the network and try to connect to the MFP. Are you able to reach the MFP? If not there is a network problem that need to be solved by you or the site's network managers.
    a. Check if the MFP if connected to a network wall outlet.
    b. Check if that wall outlet is connected to the Internet.
    c. Consult the site's network managers on why the MFP cannot be reached from outside your current site's network.

C - The credentials for the MFP may be invalid.

1) It is a sound policy to not use the default password for access to the MFP so double check you login name and password.
2) Check if you can log in with those credentials. If you can't, get hold of the correct credentials.
3) Check if these credentials match the credentials send to KUARIO support. If they don't send KUARIO support the correct credentials.

Symptom(s):My problem is different / cannot be resolved with these instructions
Prognosis: Your problems cannot be solved using this manual

Resolution: Contact KUARIO support

D - Please contact KUARIO Support - Email to support@KUARIO.com.

Notes

Notes

This area is meant for the reader's notes: