



# Xerox<sup>®</sup> WorkCentre<sup>®</sup> 5019/5021 Network Addendum



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# Preface

Thank you for selecting the WorkCentre 5019/5021 (hereafter referred to as "the machine").

This guide describes how to configure the machine for use in a networking environment and the precautions you should follow during operation. To get the most out of the machine and to use it effectively, be sure to read this guide before use.

This guide assumes that you have a basic knowledge of computer and networking environments. For information on these environments, refer to the manuals provided with the computer, operating system, and network system.

After reading this guide, be sure to keep it handy for quick reference.

Note Also refer to the WorkCentre 5019/5021 User Guide on the original CD-ROM shipped with the machine or visit www.xerox.com.

# Network environment

This section describes the environment settings needed to use the machine as a network printer.

Note To connect the machine directly to a computer to use as a local printer, refer to the WorkCentre 5019/5021 User Guide.

## Print feature

The machine can be connected to a network for use as a network printer.



Print from network-connected computers using the TCP/IP protocol.

To use the machine as a network printer, you need to activate the port to use for printing.

- LPD: Activate this setting when using the LPD port.
- Port9100: Activate this setting when using the Port9100 port.

Note This feature is available when the optional Network Print Kit is installed.

For information on how to set TCP/IP, refer to Setting the network environment on page 8.

For information on how to activate a communication port, refer to Activating the communication port on page 13.

## Scan feature

The machine supports the scan feature using the USB interface connection.

**Important** Scanning through an Ethernet network is not supported.

For more information, refer to the WorkCentre 5019/5021 User Guide.

# Connecting the Ethernet cable

When connecting the machine to a network, use the Ethernet interface.

The machine supports 100BASE-TX and 10BASE-T Ethernet interfaces.



Note The Ethernet interface is available when the Network Print Kit is installed on the machine.

To connect the Ethernet interface:

1. Press the power switch to the Off position to turn the power off.



Note Check that the machine status diagram display is off.

2. Connect a network cable to the Ethernet interface connector.



Note Prepare a network cable suitable for your network connection. When you replace the network cable, contact our Customer Support Center.

3. Press the power switch to the On position to turn the power on.



# Setting the network environment

This section describes how to make the settings needed to use the TCP/IP protocol.

Note The machine supports IPv6 addresses in an IPv6 network environment. For more information, refer to Setting the machine's IP address (IPv6) on page 9.

## Setting the machine's IP address (IPv4)

To use the TCP/IP protocol, you must set the machine's IP address.

By default, the machine is set to obtain its IP address automatically.

This setting automatically sets the machine's IP address when the machine is connected to a network containing a DHCP server.

Print the System Settings Report to check whether the machine's IP address has already been set.

If the machine's IP address has not been set, you will need to set the IP address on the control panel or using the Printer Setup Utility on the CD-ROM. Refer to Using the Printer Setup Utility for Setting the IP Address on page 10.

Notes

- If the network has a DHCP server, the machine's IP address may change, so check the address periodically.
- The machine can acquire address information automatically by using a BOOTP or RARP server.

For information on how to set the IP address from the control panel, refer to Network settings on page 33.

• After setting the program numbers from 1008 to 1020, print out the System Settings Report, and check the applied settings.

For information on how to print the System Settings Report, refer to the WorkCentre 5019/5021 User Guide.

## Setting the machine's IP address (IPv6)

The machine supports IPv6 addresses in an IPv6 network environment.

The machine's IP address type is set to IPv4 by factory default. To use the machine in an IPv6 network environment, set the IP address type to IPv6 or both types. The IPv6 address is set automatically when the machine is restarted.

Print the System Settings Report to check the IPv6 address.

You can set a fixed IPv6 address for the machine using either of the following methods:

- Use the Printer Setup Utility on the CD-ROM. Refer to Using the Printer Setup Utility for Setting the IP Address on page 10.
- Use the control panel to make the setting manually.
- Use CentreWare Internet Services to make the setting manually. Print the System Settings Report to check the address set automatically, then use that address to access CentreWare Internet Services.

From the Properties tab, select **Connectivity > Protocols > TCP/IP > IP Mode**. Set the IP Mode to IPv6 or Dual Stack. The IPv6 address can be entered manually if the **Enable Manual Address** checkbox is selected under IPv6.

For information on how to print the System Settings Report, refer to the WorkCentre 5019/5021 User Guide.

For information on how to make settings from CentreWare Internet Services, refer to Setting items on CentreWare Internet Services on page 17.

## Using the Printer Setup Utility for Setting the IP Address

This section describes how to set the IP address using the Printer Setup Utility for Setting IP Address, which is included on the Driver CD.

- 1. Insert the Driver CD into your computer's CD-ROM drive.
- 2. Move to the IP Setup Tool folder and double-click **xcpsu.exe**.
- 3. Make sure that the network cable is connected to the machine, and then click Next..



4. Select the machine from the list of available IP addresses and MAC addresses, and then click **Next**..

Configure P	rinter	
elect Printer		
MAC Address	IP Address	Select Printer
94007963030 94057964039 94057964039	NOCEMBER NOCEMBER FAILURE OFFICIERS. NOCEMBER 1	Select the printer to be configure the printer for configuration is not displayed, check the following ite Is the cable connected to the
	Use JPv6	· Is the printer switched on? Click the [Refresh] or [Enter IP Address] button.
Betresh	Enter IP Address	

If you already have the IP address of the machine, click **Enter IP Address** and type the IP address in the **IP Address** field, then click **OK**.

Enter IP Address	
Enter the existing IP address for the printer.	
JP Address:	
	OK Cancel

5. Make advanced settings if needed, and then click **Next**.

			ACTOR
Configure P	rinter		
P Address Setting	5		
JP Mode:	Dual Stack 💌	What's this?	IP Address Settings
Type:	DHCP	What's this?	In case of IPv4, Choose DHCP if a
I <u>P</u> Address:	0.0.0.0		automatically assigns IP addresse to devices on the network.
Network Mask:	255 . 0 . 0 . 0		In case of IPv6.If IP address are
<u>G</u> ateway Address:	0.0.0.0.0		box and enter an existing IP address.
IPv6 Settings			
Use Manual Address IP Address:	1	What's this?	
	/ 64	]	
Gatgway Address:		1	

6. After confirming the information displayed, click **Apply**.

The specified settings are applied.

🛱 Printer Setup Utility		- • •
		xerox 🌍
Configure Printer Confirm the settings		
IP Mode Dual Statu IP Mode Dual Statu IP-V-F Sening) Type (DHCP IP-S Sening) Ura Manual Addes: Do not use		Confirm Settings Please confirm your settings.
4	b b	
	< Baci	k Apply Cancel

7. Click **Finish** to exit the Printer Setup Utility for Setting IP Address.

When the settings are properly configured the machine reboots automatically.

😵 Printer Setup Utility	
	xerox 🔊
Configure Printer	
Comprete Coming an action	
If you want to same settings to another printer, you click the "Set another printer".	
Set another printer	
Finish	

- 8. Confirm the assigned IP address after completing the setting process by one of the following methods:
  - Printing the System Settings Report (see the WorkCentre 5019/5021 User Guide)
  - On the **Machine Status** screen (see the WorkCentre 5019/5021 User Guide)
  - Using the **Tools** menu items (see the WorkCentre 5019/5021 User Guide)
  - Using CentreWare Internet Services (see Using CentreWare Internet Services on page 15)

# Activating the communication port

Use CentreWare Internet Services to activate the communication port you want to use.

You can activate the following ports:

Port	Description
SNMP	Activate this port when using the SNMP protocol (used for operations such as loading the machine's information to the print driver).
LPD	Activate this port when printing using LPD.
Port9100	Activate this port when printing using Port9100.

For information on how to make settings from CentreWare Internet Services, refer to Setting items on CentreWare Internet Services on page 17.

To activate a communication port:

- 1. Start CentreWare Internet Services.
- 2. Click the Properties tab.

ControWare Internet Services Properties Sugar	WorkCentre	5019	
Properties Description	Description		
<ul> <li>General Setup</li> </ul>	Mentification .		-
s Connecting	Machine Madri: Serial Nonder: Machine Name: Levation: Contact Person: Administrator's E-and Address: Contact Person:	WebCentra 303	
		Zeary Unda	

3. Select **Connectivity** from the menu on the left.

Properties Decoglica	Description		
• Casavertisity • Physical Connections • Protocols Socurity	Machine Made Serial Nunker: Machine Name: Lorente: Contect Forene: Administrative's E-mil Adhress: Contect Series:	WodCuster 5019	-
		Apply Undo	

4. Click **Port Settings**, and select the checkbox for the desired port.

entreware internet Services Properties	WorkCe	nite 5019
Properties Description	Port Settings	
<ul> <li>General Setup</li> </ul>	Part Settings	
Fist Settings	Pert	Eashirment
<ul> <li>Pretocolo</li> </ul>	SNMP	12 Inshied
Security	LPD	P Enshied
	Part 9100	17 Inshiet
		xerox 🌖

5. Click **Apply**.

Note Restart the machine to enable the new settings.

# Using CentreWare Internet Services

## CentreWare Internet Services

CentreWare Internet Services provides services such as changing settings using a Web browser on a computer connected to a TCP/IP network environment.

Notes

- The Network Print Kit is required to use this feature. The IP address of the machine also needs to be set. For information on how to set the IP address, refer to Setting the network environment on page 8.
- When changing any settings using CentreWare Internet Services, the machine should be in standby status or energy saver mode.

General Secus	Preservation in the local data		_
<ul> <li>Consecting</li> <li>Security</li> </ul>	Machine Madel: Serial Numler: Machine Nume: Learnine: Contect Parson: Administrator's Exual Addresse: Consuma:	WedCreater 5019	
		Apply Unds	

# Supported environments and settings

#### Operating systems and Web browsers

The operation of CentreWare Internet Services has been verified for the following Web browsers:

Operating System	Web Browsers
Windows <sup>®</sup> 8	Windows Internet Explorer <sup>®</sup> 10
Windows 7	Windows Internet Explorer 8
Windows Vista®	Windows Internet Explorer 7
Windows XP	Windows Internet Explorer 6 SP2, Mozilla Firefox <sup>®</sup> 3.x, Netscape 7.1 Navigator

#### Web browser settings

Specifying the machine's address in the Web browser is recommended.

Note If you specify the machine's address using a proxy server, service response time may be slow or screens may not appear. If these problems occur, you will need to set the machine's IP address in the Web browser and choose not to use a proxy server. See your Web browser's manual for how to make the setting.

You will also need to make other Web browser settings to make CentreWare Internet Services work properly.

The following procedure is based on the Internet Explorer 6.0.

- 1. From the Tools menu, select Internet Options.
- 2. In the General tab, click **Settings** under Temporary Internet Files.
- 3. In the Settings dialog box, select **Check for newer versions of stored pages:**.
- 4. Select Every visit to the page or Every time you start Internet Explorer.
- 5. Click OK.
- 6. Click **OK** in the Internet Options dialog box.

## Starting CentreWare Internet Services

To start CentreWare Internet Services:

- 1. Start your computer and Web browser.
- 2. In your Web browser's address bar, enter the machine's IP address or URL, then press the ENTER key.

The top page of CentreWare Internet Services is displayed.

Example IP address (IPv4)



Example IP address (IPv6)



Example URL



#### Notes

• If your network uses DNS (Domain Name System) and the machine's host name is registered on the domain name server, you can access the machine using the Internet address

combining the host name and the domain name. For example, if the host name is "myhost", and the domain name is "example.com" then the Internet address is "myhost.example.com".

- When specifying a port number, add ":" and the port number after the IP address or the Internet address.
- The IPv6 address cannot be entered manually in some cases depending on the Web browser used.
- HTTPS is not supported.

## Setting items on CentreWare Internet Services

The table below lists the menu items on the CentreWare Internet Services screen.

Notes

- You must have a user name and passcode to change the settings. The user ID "admin" and passcode "1111" is set at the time of factory shipment. For information on how to change the user ID and passcode, refer to System administrator settings (security) on page 25.
- You cannot enter System Administration mode from a computer while the machine control panel is being used or the machine side is in System Administration mode, or there are any current or pending jobs. Also, you cannot operate the machine control panel while entering System Administration mode from a computer.
- Double-byte characters cannot be used in CentreWare Internet Services.

## Properties tab

#### **Description**

#### **Machine Model**

The product name is displayed.

#### Serial Number

The product serial number is displayed.

#### Machine Name

You can enter the printer name (between 1 and 32 ASCII code characters excluding colons (:), equal signs (=), at symbols (@), or asterisks (\*), which are not valid).

#### Location

You can enter the machine's location (up to 255 ASCII code characters).

#### **Contact Person**

You can enter the contact person's information (up to 255 ASCII code characters).

#### Administrator's E-mail Address

You can enter the e-mail address of the system administrator (up to 128 characters).

#### Comment

You can enter machine comments (up to 255 ASCII code characters).

#### Apply button

Use to apply changes.

### Energy Saver Settings (general setup)

#### Time to Low Power mode

You can set the time elapse from the last operation until the machine enters Low Power mode. You can set a value between 1 and 60 minutes. (Default: 1)

#### Time to Sleep mode

You can set the time elapse from Low Power mode until the machine enters Sleep mode. You can set a value between 1 and 239 minutes. (Default: 1)

#### Apply button

Use to apply changes.

#### Internet Services Settings (general setup)

#### **Display Language**

You can change the screen display language. (Default: English)

#### Apply button

Use to apply changes.

#### Port Settings (connectivity)

#### Port

You can activate or deactivate communication ports. You can select from SNMP, LPD, and Port9100. Activate each port by selecting its checkbox.

#### Apply button

Use to apply changes.

Note Reboot the machine to enable the new settings.

## Ethernet (connectivity > physical connections)

#### **Rated Speed**

You can set the Ethernet port speed. Select from Auto, 10 Mbps Half-Duplex, 10 Mbps Full-Duplex, 100 Mbps Half-Duplex or 100 Mbps Full-Duplex. (Default: Auto)

#### MAC Address

The machine's MAC address is displayed.

#### Apply button

Use to apply changes.

Note Reboot the machine to enable the new settings.

### TCP/IP (connectivity > protocol)

#### IP Mode

You can set the IP operation mode. You can select from Dual Stack, IPv4 or IPv6. The Dual Stack setting lets you use both IPv4 and IPv6 addresses. (Default: IPv4)

#### General

- Protocol
- Enabled is displayed.
- Physical Connection
- **Ethernet** is displayed.
- Host Name

You can set the host name. You can enter up to 1 to 32 single-byte alphanumeric characters or hyphens.

Note Hyphens (-) cannot be used as the first or last character in the string.

IPv4

– IP Address Resolution:

You can set the method used to acquire the IP Address, Subnet Mask and Gateway Address. You can select from STATIC, DHCP, BOOTP, RARP or DHCP/Autonet for the address acquisition method. (Default: DHCP/Autonet)

- IP Address:
   You can enter the IP address when STATIC is selected for IP Address Resolution.
  - Subnet Mask: You can enter the subnet mask when STATIC is selected for IP Address Resolution.
  - Gateway Address: You can enter the gateway address when STATIC is selected for IP Address Resolution.

IPv6

- Enable Manual Address:

You can check this checkbox to enter the IP address and gateway address directly. (Default: Off)

- IP Address: You can enter the IP address when the **Enable Manual Address** checkbox is selected.
- Automatically Configured Address 1: The IPv6 address set automatically is displayed.
- Link-Local Address: The link-local address set automatically is displayed.
- Gateway Address: You can enter the gateway address when the **Enable Manual Address** checkbox is selected.
- Automatically Configured Gateway Address: The gateway address set automatically is displayed.

## SNMP configuration (connectivity > protocol)

You can set the SNMP protocol.

#### General

SNMP Port Status

You can check **Enabled** to use SNMP. (Default: On)

• Edit SNMP v1/v2c Properties button

You can make advanced SNMP v1/v2c settings by pressing this button.

- Community Name (Read Only):
   You can enter the community name to acquire (up to 32 ASCII code characters). (Default: blank (public))
- Community Name (Read/Write):
   You can enter the community name to acquire/write (up to 32 ASCII code characters).
   (Default: blank (private))
- Trap Community Name:
   You can enter the community name for trap notification (up to 32 ASCII code characters).
   (Default: blank (SNMP\_trap))
- System Administrator's Login ID: You can enter information related to the person in charge of maintenance of the machine (up to 127 ASCII code characters)(Default: blank).

#### Authentication failure generic traps

You can check **Enabled** to send an authentication failure trap notification when an access attempt was made with an invalid community name not registered in the machine. (Default: On)

#### Advanced button

You can edit settings using the following buttons:

• Add UDP IPv4 Address button

Use to add a recipient address for UDP IPv4 trap notification.

- IP Address: You can enter the IP address for entry.
- UDP Port Number: You can set the UDP port No. for entry (a value between 1 and 65535).
- SNMP Version: You can specify the SNMP version for entry as v1 or v2c. (Default: v1)
- Trap Community Name: You can enter the trap community name for entry (between 1 and 32 ASCII code characters). (Default: SNMP\_trap)
- Trap to be Received:
   You can set whether to send notifications for Print, Cold Start, and Authentication Failure events.

• Add UDP IPv6 Address button

Use to add a recipient address for UDP IPv6 trap notification.

- IP Address: You can enter the IP address for entry.
- UDP Port Number: You can set the UDP port No. for entry (a value between 1 and 65535).
- SNMP Version:
   You can specify the SNMP version for entry as v1 or v2c. (Default: v1)
- Trap Community Name:
   You can enter the trap community name for entry (between 1 and 32 ASCII code characters).
   (Default: SNMP\_trap)
- Trap to be Received: You can set whether to send notifications for Print, Cold Start, and Authentication Failure events.
- Delete button

Use to delete the traps specified for the trap notification recipient IP address.

• Edit button

Use to display the notification information for the trap you are using. You can specify the events for which to send notification.

#### Apply button

Use to apply changes.

Note Reboot the machine to enable the new settings.

## LPD (connectivity > protocol)

You can set the LPD port.

#### General

• LPD Port Status

You can select **Enabled** to use LPD. (Default: On)

• Physical Connection

Ethernet is displayed.

Port Number

You can set the LPD port No. (a value between 1 and 65535). You must set a unique number for each port. (Default: 515)

Connection Time-Out

You can set the amount of time the machine waits before terminating the connection when incoming data stops (between 2 and 3600 seconds). (Default: 60)

• Maximum Connections per Port

The maximum number of connections is displayed.

#### Apply button

Use to apply changes.

Note Reboot the machine to enable the new settings.

## Port9100 (connectivity > protocol)

You can set Port9100.

#### General

Port9100 Port Status

You can select **Enabled** to use Port9100. (Default: On)

• Physical Connection Ethernet is displayed.

#### Port information

• TCP Port Number

You can set the Port9100 port No. (a value between 1 and 65535).

You must set a unique number for each port. (Default: 9100)

• Maximum Connections per Port The maximum number of connections is displayed. • End of Job Timeout

You can set the amount of time the machine waits before terminating the connection when incoming data stops (between 2 and 3600 seconds). (Default: 60)

PDL Switching

Enabled is displayed.

#### Apply button

Use to apply changes.

Note Reboot the machine to enable the new settings.

### HTTP (connectivity > protocol)

You can set the HTTP protocol.

#### Configuration

Connection

Enabled is displayed.

• Physical Connection

Ethernet is displayed.

• Keep Alive Timeout

The keep-alive timeout time is displayed.

Port Number

You can set the port No. used for HTTP communication (a value between 1 and 65535). You must set a unique number for each port. (Default: 80)

Connection Time-Out

Set from 1 through 255 seconds for the connection timeout time. (Default: 30)

#### Apply button

Use to apply changes.

Note Reboot the machine to enable the new settings.

### **IP Filtering (security)**

You can restrict the supported IP addresses.

#### **IPv4 Filtering**

• IP Filtering

You can select **Enabled** to enable IP Filtering. (Default: Off)

#### • Edit/Delete selection checkbox

You can select the IP Filter to edit/delete.

• IP Filter Rule List

The IPv4 address that is allowed from access is displayed.

• Add button

The Add IP Filter Rule - IPv4 screen is displayed. Use to add an IPv4 address for exclusion from access. You can add up to 10 IPv4 addresses.

- Source IP Address:
   Set the IP address to be excluded from access.
- Source IP Mask:
   Set the prefix length of the IP address to be excluded from access. (Default: 0)
- Edit button

The Edit IP Filter Rule - IPv4 screen is displayed. You can edit the IPv4 address to be excluded from access.

- Source IP Address: Edit an IP address that is excluded from access.
- Source IP Mask: You can set the prefix length of an IP address that is excluded from access. (Default: 0)
- Delete button

Use to remove an IPv4 address from the access exclusion list.

#### IPv6 filtering

IP Filtering

You can select **Enabled** to enable IP Filtering. (Default: Off)

• Delete/Edit selection checkbox

You can select the IP Filter to edit/delete.

• IP Filter Rule List

The IPv6 address that is excluded from access is displayed.

• Add button

The Add IP Filter Rule - IPv6 screen is displayed. Adds an IPv6 address for exclusion from access. You can add up to 10 IPv6 addresses.

- Source IP Address:
   You can set an IB address for exclusion from according to the set of the set
  - You can set an IP address for exclusion from access.
- Source IP Mask:

You can set the prefix length of the IP address for exclusion from access. (Default: 0)

• Edit button

The Edit IP Filter Rule - IPv6 screen is displayed. You can edit the IPv6 address that is excluded from access.

 Source IP Address: You can edit the IP address that is excluded from access.

- Source IP Mask:
  - You can set the prefix length of the IP address that is excluded from access. (Default: 0)
- Delete button

You can delete the IPv6 address that is excluded from access by pressing this button.

#### Apply button

Use to apply changes.

Note Reboot the machine to enable the new settings.

### System administrator settings (security)

You can set the system administrator's user ID and passcode.

#### System administrator settings

Administrator's Login ID

You can enter the system administrator's user ID (between 1 and 32 ASCII code characters in length, excludes "+", ";", "<", ">", """, "?", "[", "]", "!", "{", "}", "[", "]", "!". (Default: admin)

• Administrator's Passcode

You can set the system administrator's passcode (between 4 and 12 ASCII code characters or blank). (Default: 1111)

• Retype Administrator's Passcode

You need to re-enter the system administrator's passcode that you have entered.

• Maximum Login Attempts

When login attempts using the system administrator's user ID fail repeatedly, access is denied when the number of failed attempts reaches the number set here. Specify a number between 0 and 10. Specify 0 to disable this setting.

The total number of failed authentication attempts is reset when authentication is successful or the system is restarted. (Default: 5)

#### Apply button

Use to apply changes.

## Support tab

The links to support information is displayed. Link settings can be changed.

## Support

#### **Change Settings button**

You can change a link to support information by pressing this button.

• Name

You can enter the link name (between 1 and 63 ASCII code characters).

• URL

You can enter the link address (between 1 and 63 alphanumeric characters including the at symbol (@), percent sign (%), period (.), colon (:), forward slash (/), hyphen (-), tilde (~), question mark (?), and ampersand (&), which are valid).

#### Apply button

Use to apply changes.

Note For information on installing print drivers and scan drivers, refer to the WorkCentre 5019/5021 User Guide.

# Setting the options configuration

## Right side and rear machine components



No.	Component	Description
1	Power switch	Switches the power of the machine on and off. For more information, refer to the WorkCentre 5019/5021 User Guide.
2	Power cord connector	Connects the power cord.

No.	Component	Description
3	Adjusting foot	Prevents the machine from toppling over. Move the machine to its installation site and then rotate this adjuster in clockwise direction until it touches a floor.
4	USB 1.1/2.0 interface connector (Type B)	Connect a USB 1.1/2.0 cable.
5	10BASE-T/100BASE-TX interface connector	Connect a network cable. The 10BASE-T/100BASE-TX interface connector is available when the optional Simple Network Print Kit is installed.

When the optional Network Print Kit is installed, you can retrieve machine configuration information from the print driver.

Note Update the machine configuration information when changing an optional component.

## Using the Ethernet interface

You can send the machine's option configuration to the print driver automatically.

Notes

- This feature is not available for some models. The optional Network Print Kit is required. For more information, contact our Customer Support Center.
- When using this feature, activate the SNMP port. (Default: Enabled)
- If you failed to retrieve the machine configuration information or are using a USB interface connection, set the machine configuration information manually. For more information, click **Help** on the screen to display the Help Information.

Follow the steps below to configure the options configuration.

1. From the PC's Start menu, select **Printer and Faxes** to display the properties of the printer in use.

Note Some operating systems display "Printer" or "Devices and Printers" instead of "Printers and Faxes."

2. Select the Options tab.

👌 🕅 Iberefamme 1.8000 Properties	3		? 🗙
General Sharing Ports Advanced C	onfiguration Options	)	
	Items:		
	Duplexer Paper Size Settings Paper Tray Configura	Net Available AB Series (8K / 16K) Nion Single tray	
	Settings for:	Duplexer:	
		Not Available	*
Paper Tray Attributes:			
Tray1 Not Selected	Not Selected		
Get Information from Printer Network Address:			
		Defaults	
	ОК	Cancel Apply He	lp

3. Select Get Information from Printer.

🍐 🗟 fit the effective 1.2000 Propertie	is.		? 🗙
General Sharing Ports Advanced (	Configuration Optio	ns	
	Items:		
	Duplexer Paper Size Settin Paper Tray Config	Not Available gs AB Series (KK / 16K) juration Single tray	
	Settings for:	Duplexer:	
		Not Available	*
Paper Tray Attributes:			
Tray1 Not Selected	Not Selected		
Get Information from Printer Network Address:	כ		
		Defa	ults
	ОК	Cancel Apply	Help

#### If "Printer Searching Method" is displayed

The machine's information is not loaded onto the print driver. Complete the following operations.

1. Select **Specify Address**, and click **Next**.



2. Enter the printer name or IP Address in the Printer Name or IP Address field.



- 3. Click Finish.
- 4. Click OK.

# Clock and Network settings

This section describes the procedures for entering/exiting System Administration mode, gives the procedure to change settings, and describes the clock settings and network function settings you can change.

Note For System Settings, Account Mode Settings, and Feature Settings, refer to the WorkCentre 5019/5021 User Guide.

Each machine feature is set to factory default (initial) settings, but you can customize these settings to match your operating environment. You can change these settings in System Administration mode.

Notes

- Some settings cannot be displayed on certain models. An optional component is required. For more information, contact our Customer Support Center.
- If there are any current or pending jobs you cannot enter System Administration mode.
- While in System Administration mode you cannot receive a print job or start a print or scan job.

## Entering System Administration mode

1. Press and hold the Log In/Out button for more than 4 seconds until the screen below displays.





2. Use the numeric keypad to enter the password, and then press the **Start** button.

Note The password is initially set to "11111" (five digits of "1").

• The password can be changed.

For more information, refer to the WorkCentre 5019/5021 User Guide.

• The Log In/Out button lights up when the machine enters System Administration mode.

The program number input screen appears, and shows the letter **P**.



## Changing the settings

1. Enter a program number using the numeric keypad.

For more information, refer to the WorkCentre 5019/5021 User Guide.





2. Press the **Start** button to confirm the entered value.

## Exiting System Administration mode

#### Press the Log In/Out button.

Note The Log In/Out button light goes off when the machine exits System Administration mode.



## Clock settings

#### Notes

- Clock settings are available when the Network Print Kit is installed.
- When setting the system clock at the first time, set the Date Format and the Time Format.

Program number	Menu item	Description	Value (* default setting)
1	Year	Set the year for the machine's system clock.	2010* - 2031
2	Month	Set the month for the machine's system clock.	1* - 12
3	Day	Set the day for the machine's system clock.	1* - 31
4	Hour	Set the hour for the machine's system clock.	0* - 23
5	Minute	Set the minute for the machine's system clock.	0* - 59
6	Date Format	Set the date display format.	0: YYMMDD* 1: MMDDYY 2: DDMMYY
7	Time Format	Set the time display format.	0: 12h 1: 24h*

# Network settings

|--|

Program number	Menu item	Description	Value (* default setting)
1006	Ethernet Speed	Set the communication speed.	17: 10BASE-T Half 18: 100BASE-TX Half 33: 10BASE-T Full 34: 100BASE-TX Full 127: Auto*
1007	IP mode	Set the type of TCP/IP.	4: IPv4* 6: IPv6 10: Both IPv4 and IPv6
1008	Get IP Address	Set the retrieve method for the IP address, subnet mask and gateway address.	1: RARP 2: DHCP 4: BOOTP 8: DHCP with AutoIP* 16: Set manually
1009	Manual IP Address 1 on IPv4	Set the 1st 8-bit of the machine's IP address using the IPv4.	0* - 255
1010	Manual IP Address 2 on IPv4	Set the 2nd 8-bit of the machine's IP address using the IPv4.	0* - 255
1011	Manual IP Address 3 on IPv4	Set the 3rd 8-bit of the machine's IP address using the IPv4.	0* - 255
1012	Manual IP Address 4 on IPv4	Set the 4th 8-bit of the machine's IP address using the IPv4.	0* - 255
1013	Manual Subnet Mask 1 on IPv4	Set the 1st 8-bit of the machine's subnet mask using the IPv4.	0* - 255
1014	Manual Subnet Mask 2 on IPv4	Set the 2nd 8-bit of the machine's subnet mask using the IPv4.	0* - 255
1015	Manual Subnet Mask 3 on IPv4	Set the 3rd 8-bit of the machine's subnet mask using the IPv4.	0* - 255
1016	Manual Subnet Mask 4 on IPv4	Set the 4th 8-bit of the machine's subnet mask using the IPv4.	0* - 255
1017	Manual Gateway Address1 on IPv4	Set the 1st 8-bit of the machine's gateway address using the IPv4.	0* - 255

Program number	Menu item	Description	Value (* default setting)
1018	Manual Gateway Address2 on IPv4	Set the 2nd 8-bit of the machine's gateway address using the IPv4.	0* - 255
1019	Manual Gateway Address3 on IPv4	Set the 3rd 8-bit of the machine's gateway address using the IPv4.	0* - 255
1020	Manual Gateway Address4 on IPv4	Set the 4th 8-bit of the machine's gateway address using the IPv4.	0* - 255
1021	IPv4 IP Filter	Set whether to use only the IPv4 when connecting to the machine.	0: No IPv4 access control* 1: Use IPv4 access control
1022	Allowed IPv4 IP Address (1) - 1	Set the 1st 8-bit of the Allowed IPv4 IP Address (1) - 1.	0* - 255
1023	Allowed IPv4 IP Address (1) - 2	Set the 2nd 8-bit of the Allowed IPv4 IP Address (1) - 2.	0* - 255
1024	Allowed IPv4 IP Address (1) - 3	Set the 3rd 8-bit of the Allowed IPv4 IP Address (1) - 3.	0* - 255
1025	Allowed IPv4 IP Address (1) - 4	Set the 4th 8-bit of the Allowed IPv4 IP Address (1) - 4.	0* - 255
1026	IPv4 Access Control Mask bit length (1)	Set the bit length (1) of Access Control Mask for IPv4.	0* - 32
1030	Allowed IPv4 IP Address (2) - 1	Set the 4th 8 bit of the Allowed IPv4 IP Address (2) - 1.	0* - 255
1031	Allowed IPv4 IP Address (2) - 2	Set the 4th 8 bit of the Allowed IPv4 IP Address (2) - 2.	0* - 255
1032	Allowed IPv4 IP Address (2) - 3	Set the 4th 8 bit of the Allowed IPv4 IP Address (2) - 3.	0* - 255
1033	Allowed IPv4 IP Address (2) - 4	Set the 4th 8 bit of the Allowed IPv4 IP Address (2) - 4.	0* - 255
1034	IPv4 Access Control Mask bit length (2)	Set the bit length (2) of Access Control Mask for IPv4.	0* - 32
1038	Allowed IPv4 IP Address (3) - 1	Set the 1st 8 bit of the Allowed IPv4 IP Address (3) - 1.	0* - 255
1039	Allowed IPv4 IP Address (3) - 2	Set the 2nd 8 bit of the Allowed IPv4 IP Address (3) - 2.	0* - 255

Program number	Menu item	Description	Value (* default setting)
1040	Allowed IPv4 IP Address (3) - 3	Set the 3rd 8 bit of the Allowed IPv4 IP Address (3) - 3.	0* - 255
1041	Allowed IPv4 IP Address (3) - 4	Set the 4th 8 bit of the Allowed IPv4 IP Address (3) - 4.	0* - 255
1042	IPv4 Access Control Mask bit length (3)	Set the bit length (3) of Access Control Mask for IPv4.	0* - 32
1046	Allowed IPv4 IP Address (4) - 1	Set the 1st 8 bit of the Allowed IPv4 IP Address (4) - 1.	0* - 255
1047	Allowed IPv4 IP Address (4) - 2	Set the 2nd 8 bit of the Allowed IPv4 IP Address (4) - 2.	0* - 255
1048	Allowed IPv4 IP Address (4) - 3	Set the 3rd 8 bit of the Allowed IPv4 IP Address (4) - 3.	0* - 255
1049	Allowed IPv4 IP Address (4) - 4	Set the 4th 8 bit of the Allowed IPv4 IP Address (4) - 4.	0* - 255
1050	IPv4 Access Control Mask bit length (4)	Set the bit length (4) of Access Control Mask for IPv4.	0* - 32
1054	Allowed IPv4 IP Address (5) - 1	Set the 1st 8 bit of the Allowed IPv4 IP Address (5) - 1.	0* - 255
1055	Allowed IPv4 IP Address (5) - 2	Set the 1st 8 bit of the Allowed IPv4 IP Address (5) - 2.	0* - 255
1056	Allowed IPv4 IP Address (5) - 3	Set the 1st 8 bit of the Allowed IPv4 IP Address (5) - 3.	0* - 255
1057	Allowed IPv4 IP Address (5) - 4	Set the 1st 8 bit of the Allowed IPv4 IP Address (5) - 4.	0* - 255
1058	IPv4 Access Control Mask bit length (5)	Set the bit length (5) of Access Control Mask for IPv4.	0* - 32
1062	Allowed IPv4 IP Address (6) - 1	Set the 1st 8 bit of the Allowed IPv4 IP Address (6) - 1.	0* - 255
1063	Allowed IPv4 IP Address (6) - 2	Set the 1st 8 bit of the Allowed IPv4 IP Address (6) - 2.	0* - 255
1064	Allowed IPv4 IP Address (6) - 3	Set the 1st 8 bit of the Allowed IPv4 IP Address (6) - 3.	0* - 255
1065	Allowed IPv4 IP Address (6) - 4	Set the 1st 8 bit of the Allowed IPv4 IP Address (6) - 4.	0* - 255

Program number	Menu item	Description	Value (* default setting)
1066	IPv4 Access Control Mask bit length (6)	Set the bit length (6) of Access Control Mask for IPv4.	0* - 32
1070	Allowed IPv4 IP Address (7) - 1	Set the 1st 8 bit of the Allowed IPv4 IP Address (7) - 1.	0* - 255
1071	Allowed IPv4 IP Address (7) - 2	Set the 1st 8 bit of the Allowed IPv4 IP Address (7) - 2.	0* - 255
1072	Allowed IPv4 IP Address (7) - 3	Set the 1st 8 bit of the Allowed IPv4 IP Address (7) - 3.	0* - 255
1073	Allowed IPv4 IP Address (7) - 4	Set the 1st 8 bit of the Allowed IPv4 IP Address (7) - 4.	0* - 255
1074	IPv4 Access Control Mask bit length (7)	Set the bit length (7) of Access Control Mask for IPv4.	0* - 32
1078	Allowed IPv4 IP Address (8) - 1	Set the 1st 8 bit of the Allowed IPv4 IP Address (8) - 1.	0* - 255
1079	Allowed IPv4 IP Address (8) - 2	Set the 1st 8 bit of the Allowed IPv4 IP Address (8) - 2.	0* - 255
1080	Allowed IPv4 IP Address (8) - 3	Set the 1st 8 bit of the Allowed IPv4 IP Address (8) - 3.	0* - 255
1081	Allowed IPv4 IP Address (8) - 4	Set the 1st 8 bit of the Allowed IPv4 IP Address (8) - 4.	0* - 255
1082	IPv4 Access Control Mask bit length (8)	Set the bit length (8) of Access Control Mask for IPv4.	0* - 32
1086	Allowed IPv4 IP Address (9) - 1	Set the 1st 8 bit of the Allowed IPv4 IP Address (9) - 1.	0* - 255
1087	Allowed IPv4 IP Address (9) - 2	Set the 1st 8 bit of the Allowed IPv4 IP Address (9) - 2.	0* - 255
1088	Allowed IPv4 IP Address (9) - 3	Set the 1st 8 bit of the Allowed IPv4 IP Address (9) - 3.	0* - 255
1089	Allowed IPv4 IP Address (9) - 4	Set the 1st 8 bit of the Allowed IPv4 IP Address (9) - 4.	0* - 255
1090	IPv4 Access Control Mask bit length (9)	Set the bit length (9) of Access Control Mask for IPv4.	0* - 32
1094	Allowed IPv4 IP Address (10) - 1	Set the 1st 8 bit of the Allowed IPv4 IP Address (10) - 1.	0* - 255

Program number	Menu item	Description	Value (* default setting)
1095	Allowed IPv4 IP Address (10) - 2	Set the 1st 8 bit of the Allowed IPv4 IP Address (10) - 2.	0* - 255
1096	Allowed IPv4 IP Address (10) - 3	Set the 1st 8 bit of the Allowed IPv4 IP Address (10) - 3.	0* - 255
1097	Allowed IPv4 IP Address (10) - 4	Set the 1st 8 bit of the Allowed IPv4 IP Address (10) - 4.	0* - 255
1098	IPv4 Access Control Mask bit length (10)	Set the bit length (10) of Access Control Mask for IPv4.	0* - 32
1103	SNMP Port Status	Set the start status of SNMP port.	0: Disabled 1: Enabled*
1104	LPD Port Status	Set the start status of LPD port.	0: Disabled 1: Enabled*
1105	Port 9100 Port Status	Set the start status of Port 9100 port.	0: Disabled 1: Enabled*
1106	CentreWare Internet Services Start Status	Set the start status of CentreWare Internet Services Start Status.	0: Disabled 1: Enabled*

# Network-related problems

This section provides possible solutions to network problems.

## Problems using TCP/IP (LPD/Port9100)

The table below lists possible causes for problems that occur when using TCP/IP (LPD/Port9100), the methods to check, and the required actions to take.

#### Unable to print

Possible cause	How to check	Remedy
The correct IP address has not been set.	Have the Network Administrator check whether the machine's IP address is correct.	Set the correct IP address in the machine.
An unrecoverable failure occurred while processing a print job.	Check whether an error is displayed in the control panel's display.	Turn the machine's power off, wait until the display becomes blank, then turn the power on again.
The selected protocol is not compatible with the PC.	Check the selected protocol.	Select a protocol compatible with the PC.

## Problems using CentreWare Internet Services

The table below lists possible solutions to problems you may encounter when using CentreWare Internet Services.

Symptom	Remedy
Unable to connect to CentreWare Internet Services.	Is the machine operating normally? Check whether the machine's power is on.
	Is Internet Services running? Print a System Settings Report and check it.
	Has the Internet address been entered correctly? Check the Internet address again. If you still can't connect to CentreWare Internet Services, try connecting by entering the IP address.
	Are you using a proxy server? The machine cannot connect to some proxy servers. Do not use a proxy server. Set your Web browser to Not using proxy server, or set the address you are using to Not using proxy server.

Symptom	Remedy
The message "Please wait" is not going away.	Wait for a while. If the condition persists, press the <b>Refresh</b> button. If the condition still persists, check whether the machine is operating normally.
Nothing happens after pressing <b>Refresh</b> .	Are you using a supported Web browser? See Using CentreWare Internet Services on page 15 to check whether your Web browser is a supported type.
The frame on the right is not updated after selecting a menu item from the frame on the left.	
The screen display is fragmented.	Change your Web browser's window size.
The display is not updated.	Press <b>Refresh</b> .
Nothing happens after pressing <b>Apply</b> .	Are the entered values correct? If you entered an out-of-range value, it is automatically changed to a value within range.
	Are you now using, or did you just use the machine's control panel? When the Auto Reset feature is set, settings made by CentreWare Internet Services are not applied until the preset amount of time has elapsed. Wait for a while.
	Is the machine in an energy saver mode? Cancel the energy saver mode, and then try again.
When you click <b>Apply</b> , a message such as "The server has returned ineffective or unrecognizable response" or "No data" is displayed on the browser.	Is the passcode correct? The passcode you re-entered for confirmation does not match. Enter the passcode correctly.
	Restart the machine.

# Internet/intranet connection problems

The table below lists possible causes and solutions for problems that might occur when connecting to the Internet or an intranet.

## Unable to connect to the Internet or an intranet

Possible cause	Remedy
The IP address has not been set correctly.	Check the IP address setting. If the IP address has not been set correctly, specify a fixed IP address or use DHCP or Autonet to resolve the IP address.
The IP gateway address has not been set correctly.	Enter the IP gateway address correctly when connecting to a proxy server or Web server via an IP gateway.
The subnet mask has not been set correctly.	Set the subnet mask correctly, to match the environment in use.
The DNS server address has not been set correctly.	Check the DNS server address.
The DNS server selected cannot resolve the address.	Select a DNS server that can resolve the address. When connecting via the proxy server set the IP address of a DNS server that can resolve the address of the proxy server. When not connecting via the proxy server set the IP address of a DNS server that can resolve the destination address.
The setting of the address that does not use a proxy server is incorrect.	Confirm whether only addresses that do not use a proxy server are set. Even if addresses not through a proxy server are specified using the FQDN, if a server is directly accessed using its IP address, the registered server is not excluded. Set the address not to use a proxy server. Likewise, even if you directly specify an address that does not use a proxy server, if a server is accessed with the FQDN, the registered server is not excluded. Set an IP address with the FQDN not to use a proxy server.
The connected server or proxy server is down.	Check whether the server or proxy server to connect to is working normally.
A network cable is disconnected or broken.	Check the network cable connections. The use of a spanning tree environment is recommended to create a network environment resistant to disconnections.
Unable to communicate due to the load on the server application.	Wait a while, then access the server again.

Possible cause	Remedy
An error has occurred but is not displayed on the control panel.	Errors that occur while executing background processes are not displayed on the control panel. Print the Job History Report to check the execution results.
Unable to connect due to an access restriction set in the proxy server, firewall or Web server.	Types of access restrictions are listed below. Check the set access restriction. Address (port) restriction SSL restriction User access (or access authority level) restriction Content block Scheme restriction (such as restriction on use of HTTP) Forwarded data size restriction Method restriction (such as restriction on use of POST) HTTP header restriction (such as access permitted only on certain browsers) Time restriction (such as use permitted only during certain time slots)

## Unable to connect to the desired Web server

Symptom	Remedy
The machine is not set to use a proxy server.	If the machine is not set to use a proxy server in an environment that uses one, you cannot connect to the desired Web server. Set the machine to use a proxy server.
The machine is set to use a proxy server even though the environment does not use one.	Do not set the machine to use a proxy server in an environment not requiring the use of one (such as an intranet).
The proxy server address has not been set correctly.	If the machine is set to use a proxy server, you will not be able to connect to the desired Web server if the proxy server address is not set correctly. Set the proxy server address correctly.
Unable to connect because the user name or password is incorrect when the proxy server requires authentication.	Set a user name and password in the machine that the proxy server will permit connection for.

# IPv4 or IPv6 connection problems

The table below lists possible solutions to problems that might occur when connecting to an IPv4 or IPv6 address.

## Unable to connect to an IPv4 address

Symptom	Remedy
When entering an IPv4 address, the machine does not work properly when 0 is added to the head of values in the address, such as 192.168.010.033	Do not add 0 to the head of address values.

## Unable to connect to an IPv6 address

Symptom	Remedy
Unable to access the machine by specifying a link-local address.	Append a scope ID to the link-local address. For example, when using Internet Explorer 7 in Windows Vista to access the machine by specifying fe80::203:baff:fe48:9010, append the Windows Vista Ethernet adapter local area connection number (such as 8) as the scope ID (for example, enter fe80::203:baff:fe48:9010 % 8).
Unable to communicate with a Windows operating system supporting IPv6.	Set fixed addresses in Windows operating systems supporting IPv6.
Searches for devices outside the router do not work properly.	When going outside the router in an SMB search, enter the recipient address directly. Multicasting is only supported within a local link (FF02::1).

## Unable to print in an IPv6 environment

Symptom	Remedy
Unable to use a shared Windows printer from a Windows operating system supporting IPv6 in an IPv6 network environment without a DNS server.	Register the machine's computer name in the "hosts" file in the Windows operating system supporting IPv6. Example: Register the name in the file C:\Windows\system32\driver\etc\hosts.

## **Other IPv6 problems**

Symptom	Remedy
IPv6 addresses are not entered correctly in output Job Logs.	Use IPv4.

# Notes and restrictions

This section describes the notes and restrictions to observe when using the machine. For notes and restrictions on machine use, Copy, Print, and Scan features, refer to the WorkCentre 5019/5021 User Guide.

Note Scanning through an Ethernet network is not supported.

## Notes and restrictions when connecting to Internet or intranet

#### Internet/intranet connections

Depending on the Web server, server application, proxy server, and firewall, you may not be able to connect to the Internet or intranet.

To connect to the Internet or intranet using a third party server application, proxy, or firewall, the following requirements must be met:

- The software must run on Windows XP, Windows Server 2003, Windows Server 2008, Windows Server 2008 R2, Windows Vista, Windows 7, Windows 8, or Windows Server 2012.
- RFC2617: HTTP Authentication: Basic and Digest Access Authentication must be satisfied. (only Basic authentication is supported, the other authentications are not supported)
- Supporting the GET/CONNECT/POST methods

#### **CentreWare Internet Services**

- Depending on the browser settings, text for language selection may not be displayed correctly.
- The tabs may not be displayed correctly when there are several browsers to access to CentreWare Internet Services at the same time or condition of the network. In his case, refresh the display.

## Notes and restrictions when operating from computers

#### Supported OS

The supported OS may vary depending on the functions. For more information, refer to the WorkCentre 5019/5021 User Guide.

## Notes and restrictions for using TCP/IP (LPD/Port9100)

This section describes notes and restrictions to observe when using TCP/IP (LPD/Port9100).

#### Configuration on the machine

- IP addresses are managed for the entire system. Configure the settings only after consulting your network administrator.
- The setting of subnet mask and gateway addresses may be required depending on the network environment. Consult your network administrator and configure the required settings.

#### Configuration on the computer

- IP addresses are managed for the entire system. Configure the settings only after consulting your network administrator.
- When setting the network such as IP addresses with a host used under the Network Information Service (NIS), consult your NIS administrator.

#### While printing

When you change a computer's IP address or a computer name, queries and cancel processes submitted from the machine are no longer executed correctly. Thus, turn the machine off and on when there is no print data in the receiving buffer.

Note You can use the machine's control panel to cancel printing of the current print data in the machine's receiving buffer but not printing of pending print data.

## Notes and restrictions for IPv6 connection

This section describes notes and restrictions to observe when using IPv6 connection.

- You can only use the following operating system versions to print in an IPv6 environment:
  - Windows XP
  - Windows Vista
  - Windows 7
  - Windows Server 2008
  - Windows Server 2008 R2
  - Windows 8
  - Windows Server 2012

Note IPv6 must be installed for PCs with Windows XP.

• IPv6-in-IPv4-tunneling in the machine itself is not supported.

Note If IP Mode is set to IPv6, the IPv6-inIPv4-tunneling cannot be performed.

- Communication problems may occur when multiple routers exist on the same subnet.
- The network settings of the DNS server or a server used by the machine may cause performance problems when using services in a dual stack environment.
- Automatically set IPv6 addresses and IPv6 DNS server addresses may be unavailable addresses.

"Unavailable IPv6 addresses" mean site-local addresses (fec0::) or addresses with the IPv6 documentation prefix (2001:db8::/32).

- IPv4 DNS information can sometimes be used directly after machine startup if the IP operation mode is Dual Stack, DNS information has been set for both IPv4 and IPv6, and the machine is communicating with a device specified using an FQDN.
- The address displayed as the machine's IP address may change.

For example, in Dual Stack mode, either the IPv4 address or IPv6 address may not be displayed, or a different IPv6 address may be displayed.

- In the following cases, the machine may not be able to identify whether addresses are for the same device, so may not be able to execute status check (lpq) or cancel (lprm) commands for user print jobs executed by LPD.
  - When simultaneously operating IPv4 and IPv6 addresses with the same host
  - When simultaneously operating multiple IPv6 addresses with the same host
- IPv6 addresses may not be correctly recorded on job logs. Use an IPv4 network for correct logging.

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