



Advanced  
network device  
management

iW  
Management Console

you can

**Canon**

# Ease the burden of device management and maximise office productivity

Managing a large fleet of devices can be time consuming and problematic for IT and facilities departments. Without sufficient ability to pre-empt and resolve print-related problems, IT and facilities can be burdened with management tasks and worse still, office productivity can fall. Thankfully, Canon's iW Management Console puts you back in control; easing the burden of print management tasks and ensuring maximum office productivity.

## Efficient centralised control

For many organisations, monitoring a large fleet of devices or updating device settings can take days and involve numerous people and tools. iW Management Console (iW MC) is a scalable web-based utility that provides IT and facilities departments with centralised control, enabling efficient monitoring and management of all the printers and multifunctional printers, across your organisation.

## A scalable enterprise solution

iW MC has configurable access controls ensuring the right people or teams are assigned the appropriate level of access and rights according to your specific requirements. As a scalable solution, each server can manage up to 3,000 devices and multiple servers can be linked to support additional devices, or accommodate remote offices to reduce network bandwidth requirements. An IT administrator can retrieve the device list from another iW MC server using XML Web Services, and manage the list without accessing the other server.



\* or Service Providers as part of Managed Print Service.

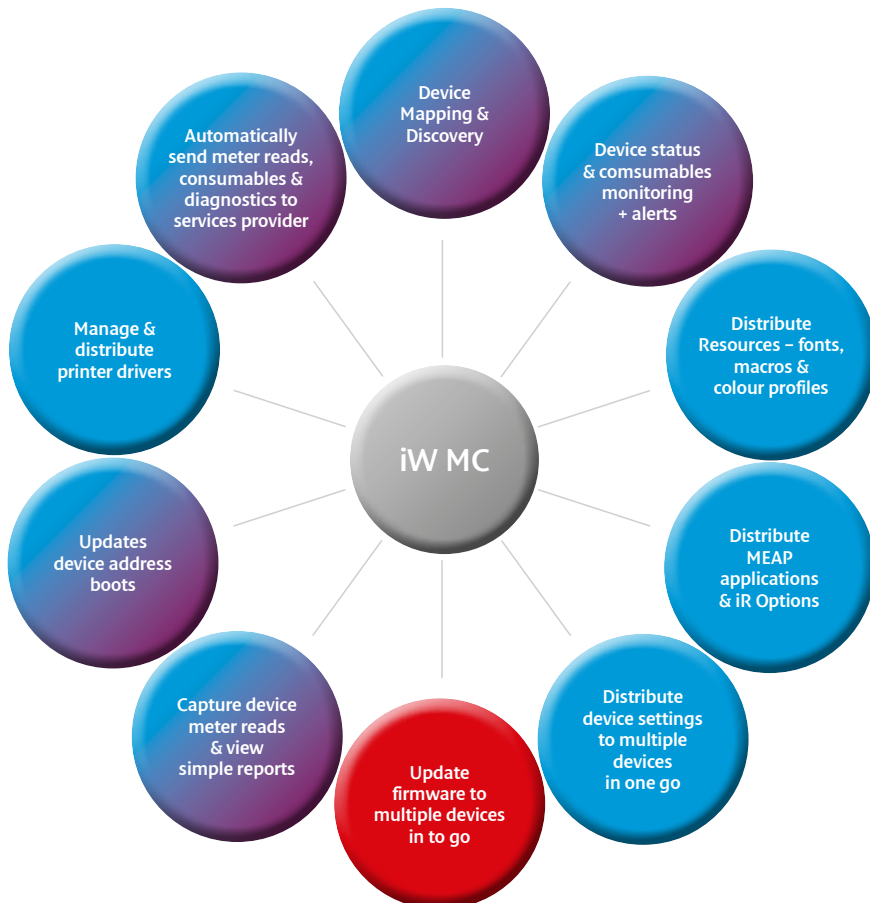
Organisations that actively manage their printer, copier, multifunction product (MFP) and fax fleets can save between **10%** and **30%** of their print costs.

Gartner, Cost-Cutting Initiatives for Office Printing, June 2012



### Powerful capabilities

iW MC incorporates numerous features to make the life of IT administrators and facilities departments far easier. Capabilities include consumables management and monitoring, new device discovery, rebooting devices, retrieving/distributing device settings and address books, MEAP applications, iR options and firmware, retrieving device meter reads, installing/upgrading printer drivers, as well as downloading and installing font and colour profiles.





# Powerful capabilities will increase efficiency

A range of advanced device management functionality is offered enabling your print infrastructure to be controlled and managed at its optimum levels. These capabilities relieve the burden of printer-related management tasks for Facilities and IT departments.

## **Simplify tasks with automatic scheduling and grouping**

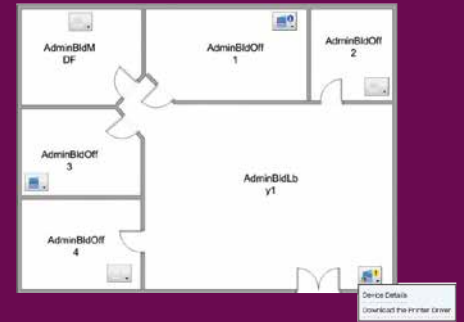
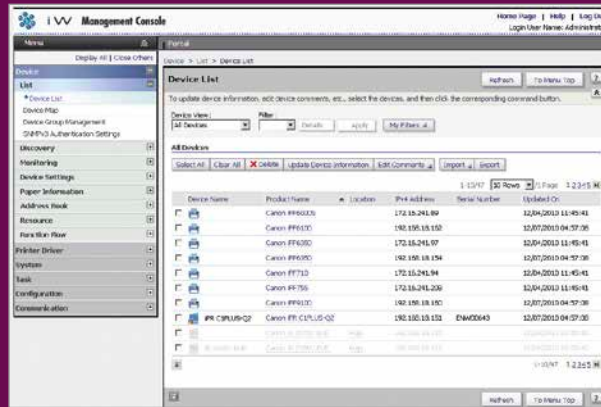
Reduce administrators' workload through advanced automated task management and grouping capabilities. Tasks can be set-up and scheduled to be executed overnight or at weekends to avoid disruption. Device grouping allows multiple devices to be updated simultaneously for further efficiency gains. A function can also be set to discover devices across multiple subnets at regular intervals using the SNMP protocol and Multicast device discovery.

## **Enhance productivity with consumables and device monitoring**

Instant email notification regarding device errors, as well as consumable levels, enables you to proactively and efficiently manage your fleet to reduce device downtime. Email alerts and notifications can be filtered or shared with other administrators to ensure the right information always reaches the right person. So, if toner is running low, the person responsible for replenishing supplies can be notified, keeping machines running at their optimum levels.

## At-a-glance visibility of your entire fleet

A device list status view, with grouping capability, provides an at-a-glance status view of your entire fleet. Plus, a device-mapping feature allows you to pinpoint the location of devices on a map - particularly useful for larger organisations.



## Improve cost control with meter readings

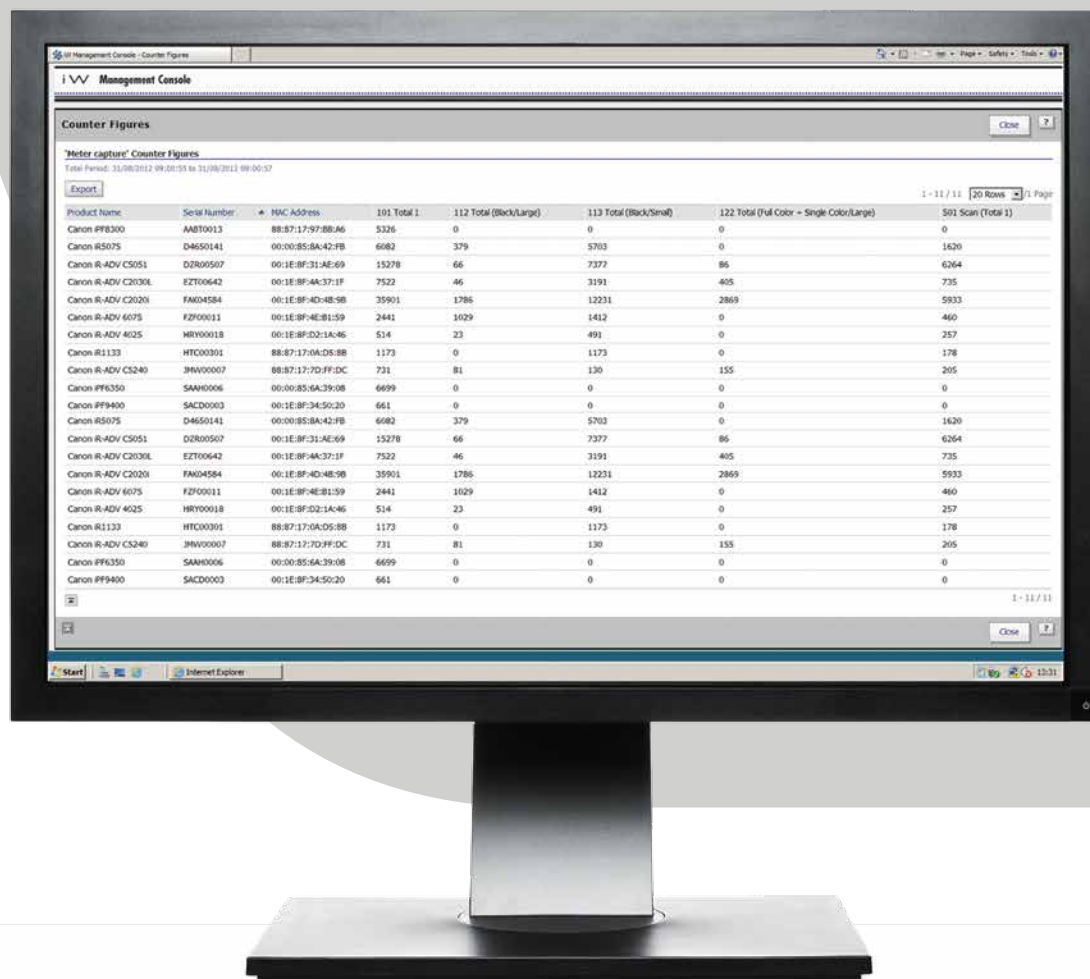
It's easy to assess company-wide device usage with consolidated meter reading reports, helping to keep track of usage and costs. The Meter Capture Plug-in enables the local capture of meter readings from Canon and Océ devices.\*

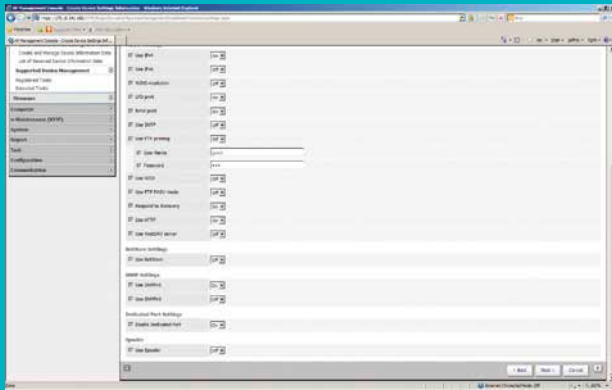
It may also be possible to collect counters from other vendors devices depending on what information the vendor makes available via SNMP in the public MIB.

## Track administrator activity for better governance

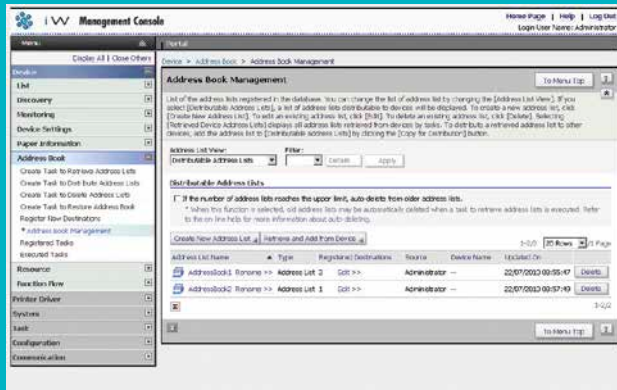
iW MC log files hold error history on monitored devices, which can be exported as CSV files for further analysis. Where multiple administrators are working together on one iW MC server, an audit trail of task and activities executed on the server provides traceability and governance.

\*PRISMAsync controllers





Device Configuration Management plug-in



Address Book Management plug-in

## Save time with batch configuration

A range of iW MC plug-ins allow the batch configuration and distribution of a variety of device settings, resources, drivers, applications, address books and firmware:

- Device Configuration Management plug-in:** Updating device settings one device at a time is a significant burden on IT resources. This plug-in provides the ability to backup, restore or batch distribute, detailed device settings information to save IT departments significant amounts of time.
- Device Firmware Update plug-in\*:** Allows service providers to schedule or action device firmware updates to multiple devices simultaneously - ideal for upgrades and fast fixes. This solution is a local alternative to Canon's internet-based Content Delivery System, as it doesn't require an internet connection.
- Device Application Management plug-in:** Allows the batch distribution of Canon's MEAP applications and iR options to multiple devices simultaneously, providing easy upgrade or implementation across a large fleet.
- Address Book Management plug-in:** Offers centralised management of device address books and one-touch buttons. Using this plug-in, an IT administrator can retrieve an address book from a device and deliver it to multiple devices. Creating and modifying address books for
- Printer Driver Management plug-in:** Allows an IT administrator to remotely install/uninstall and update printers' drivers on user workstations.
- Resource Management plug-in:** Allows the distribution of PCL/PS fonts, colour profiles, Macros to iR-ADV and legacy MEAP iR devices.
- RDS (Remote Diagnostics System)\*:** This plug-in enables your service provider to offer enhanced eMaintenance-based services to remove the burden of printer-related tasks on IT departments:
  - Consumables Management: Save time and reduce the risk of downtime. Your service provider can monitor toner and waste toner stock levels at your sites to ensure proactive delivery of toner and waste toner bottle.
  - Automated meter capture for billing purposes: Manual meter read submissions takes up time for your staff and can result in inaccurate bills. Automated meter reading helps to deliver accurate and timely bills.
  - Remote diagnostics allows the service provider to check the nature of errors codes and make the necessary preparations prior to a visit, ensuring the best possibilities of a first-time fix. Depending on the error and service contract, it may even be possible to remotely fix or assist, further increasing uptime.



Resource Management plug-in

\*These specific plug-ins enable your service provider to enhance the service they offer you. They are only available via Service Information Management System (SIMS). Please contact your sales representative to discover the full range of remote management services available.

# Compatible across printers and multifunctional printers.

iW Management Console is designed to be used across a diverse range of Canon devices.

The following chart provides a basic overview of iW MC capabilities across Canon's range of network print and multifunctional devices. As Canon's extensive office portfolio is continuously being updated, this chart should be used as a guide only.

For complete details of iW MC support by model please refer the user guide of the printer or multifunctional.

iW MC / Plug-in functionality	Description of functionality	Target User	i-SENSYS Printers	i-SENSYS Multifunction Printers	iR/iRC (non-MEAP)	iR/iRC (Legacy MEAP)	imageRUNNER ADVANCE (MEAP)	Other vendor devices
Device monitoring	Monitor device status for errors or warnings such as paper jams as well paper or toner out.	IT & Facilities	Yes	Yes	Yes	Yes	Yes	Limited <sup>1</sup>
Device discovery	Automated device discovery & registration across multiple subnets at regular intervals, using the SNMP protocol and Multicast device discovery.	IT	Yes	Yes	Yes	Yes	Yes	Detect only
Resource Management Plug-in	Distribute PCL/PS fonts, Colour Profiles and Macros to devices	IT	Yes <sup>2</sup>	Yes <sup>2</sup>	Yes <sup>2</sup>	Yes <sup>2</sup>	Yes	No
Address book plug-in	Retrieve address books and one-touch buttons from a device and deliver to multiple devices. Creating and modifying address books for deployment is also supported.	IT	n/a	No	No	Yes <sup>2</sup>	Yes	No
Printer Driver Management plug-in	Remotely install/uninstall and update printers' drivers on user workstations.	IT	Yes	Yes	Yes	Yes	Yes	No
RDS Plug-in	Enables eMaintenance-based remote services to remove the burden of printer-related tasks on IT and facilities such as toner ordering, meter read submission and error diagnostics	Service Provider	Yes <sup>3</sup>	Yes <sup>3</sup>	Yes	Yes	Yes	No
Meter Capture Plug-in	Administrators can view consolidated meter reads for usage reporting purposes, cost-control and to support device deployment optimisation. No internet connection is required to locally capture the meters	IT & Facilities	Yes	Yes	Yes	Yes	Yes	Limited <sup>4</sup>
Device Application Management plug-in	Distribute MEAP applications and iR options to multiple devices in one go	Service Provider	Yes <sup>5</sup>	n/a	n/a	Yes <sup>5</sup>	Yes	n/a
Device Configuration plug-in	Backup, restore or batch distribute a variety of detailed device setting to multiple devices	IT	Limited <sup>6</sup>	No	No	Partial <sup>7</sup>	Yes <sup>7</sup>	No
Device Firmware Plug-in	Local Content Delivery System: Schedule or action device firmware updates to multiple devices in one go.	Service Provider	Yes <sup>8</sup>	No	No	No	Yes	No

1. Dependent upon the information that is accessible via SNMP in the Public MIB (Management Information Base)

2. Device Dependent. Applicable for models with Hard Disk Drive only

3. Device Dependent. Applicable for models that are compatible with Canon's eMaintenance Remote Diagnostic System (RDS)

4. Dependent upon the information that is accessible via SNMP in the Public MIB- typically this means Total pages only.

5. Device Dependent. MEAP models only. Please refer to the device user guide or contact your sales representative

6. Device Dependent. MEAP models only and limited Public MIB level settings can be distributed.

7. Device Dependent. Full support for iR-ADV 5200 series and newer models. For older iR-ADV or legacy iR limited Public MIB + DIFD level settings can be distributed.

8. Device Dependent. MEAP Laser Printers only

# iW Management Console

## Software availability

iW MC software and plug-ins\* as well as the user guide are available via the Software Download Centre:  
<http://software.canon-europe.com> (select "iW Series Software/MEAP" then "iW Management Console").

The following plug-ins are available:

- Resource Management plug-in
- Printer Driver Management plug-in
- Address Book Management plug-in
- Device Application Management plug-in
- Meter Capture plug-in
- Device Configuration plug-in.
- RDS(Remote Diagnostic System) plug-in\*
- Device Firmware Update plug-in\*

\* Please note the RDS and Device Firmware Update plug-ins are designed for service providers. These plug-ins enable your service provider to enhance the service they offer you. They are only available via Service Information Management System (SIMS). Please contact your sales representative to discover the full range of remote management services available.

## iW MC 3.2 Operating Environments

### 1) Recommended hardware specification

OS	Microsoft Windows Server 2008
CPU	2.8 GHz Dual Core or greater
Memory	3 GB
HDD Size	100 MB (iW MC), 10 GB (for SQL)

### 2) Recommended hardware specification

Supported OS/ Edition	X86	X64	IPv6
Windows XP Professional SP3	Yes	No	No
Windows Vista Ultimate/ Enterprise / Business SP2	Yes	No	Yes
Windows 7 Ultimate / Enterprise / Professional	Yes	No	Yes
Windows 7 Ultimate / Enterprise / Professional SP1	Yes	No	Yes
Windows Server 2003 Enterprise / Standard SP2	Yes	No	No
Windows Server 2003 R2 Enterprise / Standard SP2	Yes	No	No
Windows Server 2008 Enterprise / Standard	Yes	Yes	Yes
Windows Server 2008 Enterprise / Standard SP2	Yes	Yes	Yes
Windows Server 2008 R2 Enterprise / Standard	-	Yes	Yes
Windows Server 2008 R2 Enterprise / Standard SP1	-	Yes	Yes

The following modules are required:

- Internet Information Services (IIS) 5.1 / 6.0 / 7.0 / 7.5
- .NET Framework 3.5 SP1
- Web Services Enhancements (WSE) 3.0
- SQL Server 2005 SP2 / 2005 SP3 / 2008 SP1 / 2008 R2 SP2

### 3) Virtual Environments Supported by iW MC (Server PCs only)

Supported Products	Manufacturer
Windows Server 2008 Hyper-V	Microsoft
Windows Server 2008 Hyper-V 2.0	Microsoft
Windows Server 2008 Hyper-V 2.0 SP1	Microsoft
Virtual PC 2007 Service Pack 1	Microsoft
VMware ESXi 3.5 / 4.0 / 4.1 / 5.0	VMware

For more details please refer to the iW MC user guide

imageRUNNER

imagePRESS

i-SENSYS

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ADVANCE

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