brother

User's Guide

Request Help

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1 Background

The Brother "Request Help" software solution allows users to request technical assistance from their network-connected machines or Status Monitor. Such requests, which include additional diagnostic information, are then emailed to a designated Brother dealer or IT administrator who can then analyse them to efficiently troubleshoot the user's machine.
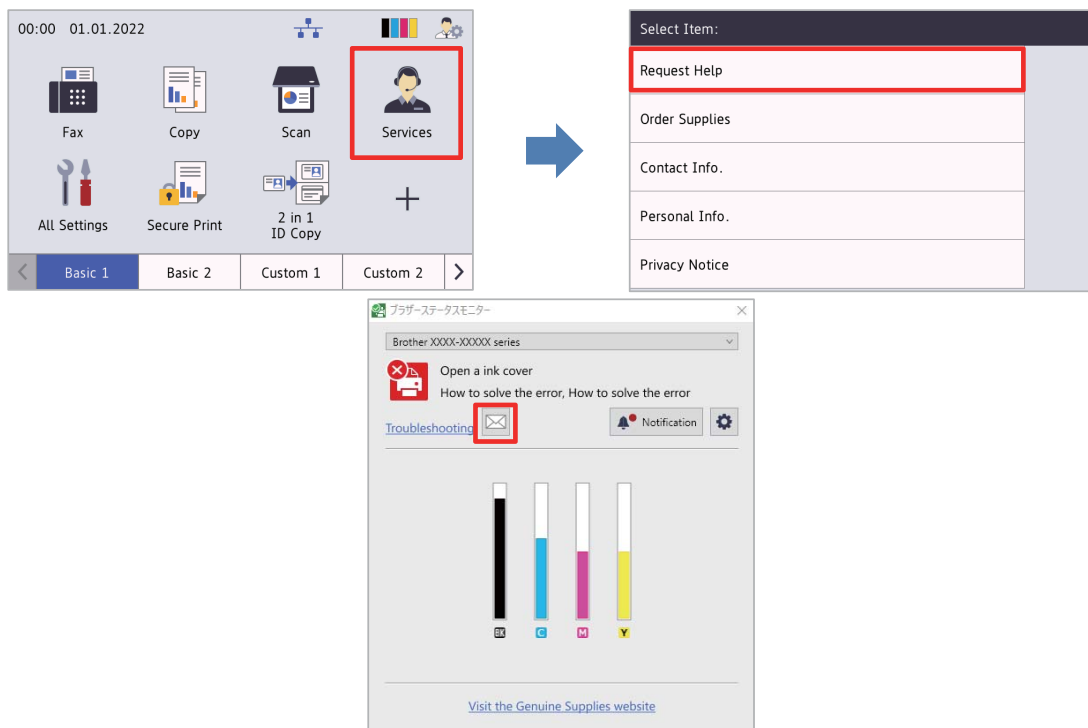
Features

- Adds the "Request Help" function to the machine's **Services** menu or to the Status Monitor on your computer.

- Lets you send the last 10 errors and maintenance information recorded by your Brother machine to your Brother dealer or IT administrator.

- Stores customizable user, Brother dealer and IT administrator contact information on your machine or computer.

- Quick and secure communication via email (SSL or TLS).

NOTE

- To activate this solution, you need a valid licence code and software that can send licence codes to target machines. For more information, contact your local Brother office.

- For a comprehensive list of all Brother machines compatible with the Brother "Request Help" solution, contact your local Brother office.

2 Request Help Using Machine

2.1 Configuration

To configure a service solution component, prepare a correct JSON (JavaScript Object Notation) settings file, and then send it to the target machine using the Brother Mass Deployment Tool.

2.1.1 Creating and editing JSON files

JSON is an open standard that allows you to specify your own settings without having to understand PCL or PJL commands. Any JSON-supported text editor can be used to create and edit settings files.

JSON file format (Example)

```
{
  "attributes": {
    "software_id": "pns_firmware",          ← fixed value "pns_firmware"
    "setting_version": "",                   ← version (operators can use this field for tracking)
    "schema_revision": 4                     ← current schema version
  },
  "settings": {
    "network": {
      "protocol": {
        "mail": {
          "mail_enabled": true
          },
          "services_mail": {
            "smtp_server_address": "192.168.0.1",
            "smtp_server_port": 389,
            "smtp_server_authentication_method": "smtp_auth",
```

Red:	Setting name
Green:	Setting value

The structure of the "Request Help" JSON settings file and the placement of individual setting entries are described in the JSON schema files provided with the Brother Mass Deployment Tool, which is required to send JSON settings files to Brother machines.

The following setting categories are supported:

Category	Description
services_mail	The Services email server settings
contact_info	The details of the recipient of service requests
personal_info	The details of the sender of service requests
privacy_policy	The privacy notice settings
request_help	The Request Help solution's settings

See Appendix for a sample JSON files.

2.1.2 Settings

2.1.2.1 Email settings

Name	Description
`smtp_server_address`	Specify the SMTP server address. (Format: 0.0.0.0).
`smtp_server_port`	Specify the SMTP server port number.
`smtp_server_authentication_method`	Specify the SMTP server authentication method. Values: `"none"`, `"smtp_auth"`.
`smtp_auth_account_name`	Specify the SMTP account name.
`smtp_auth_account_password`	Specify the SMTP account password.
`smtp_ssl_tls_method`	Specify the SMTP security protocol. Values: `"none"`, `"ssl"`, `"tls"`.
`smtp_verify_server_certificate_enabled`	Select whether to enable the CA certificate when using SSL or TLS. Values: `"true"`, `"false"`.
`device_email_address`	Specify the email address used by the target machine to send service requests.

2.1.2.2 Contact information

Name	Description
`contact_name`	The name of the recipient of service requests (up to 255 alphanumeric characters or symbols).
`contact_phone_num`	The phone number of the recipient of service requests (up to 20 digits and the following symbols: *, #, -).
`contact_email_address`	The email address of the recipient of service requests (up to 255 alphanumeric characters or symbols).

NOTE

The contact information entered under `channel_service` > `contact_info` applies in one of the following cases:

- Your model supports only a single contact entry JSON file.
- Your model supports a multiple contact entry JSON file and you want to have the same contact information for all software solutions listed in your JSON file.

If your model supports a multiple contact entry JSON file and you want to specify separate contact information for each solution, go to the required solution's entry in your JSON file and enter the contact information you want under `"contact_info"`. See a sample JSON file for the multiple contact entry in the Appendix.

2.1.2.3 Personal information

Name	Description
`personal_name`	The name of the sender of service requests (up to 255 alphanumeric characters or symbols).
`personal_phone_num`	The phone number of the sender of service requests (up to 20 digits and the following symbols: *, #, -).
`personal_email_address`	The email address of the sender of service requests (up to 255 alphanumeric characters or symbols).

2.1.2.4 Privacy settings

Name	Description
`privacy_notice_skip`	Specify whether to display the privacy notice before sending a service request. Values: `"true"`, `"false"`.
`privacy_policy_url`	Specify the privacy notice URL.

2.1.2.5 "Request Help" rules

Name		Description
`contact_info` (up to two settings, supported models only)	`contact_name`	The name of the recipient of service requests (up to 255 alphanumeric characters or symbols).
	`contact_phone_num`	The phone number of the recipient of service requests (up to 20 digits and the following symbols: *, #, -).
	`contact_email_address`	The email address of the recipient of service requests (up to 255 alphanumeric characters or symbols).
`request_help_report_format`		Specify the request help report format. Values: `"plaintext"`, `"xml"`, `"csv"`.

`request_help_main_rule`		Specify the rules for the errors to be sent in the request help report. Each rule must be preceded by an error name as follows:
		
		`"cover_open":{`
		`"request_help_main_rule": "on"`
		
		Values: `"on"`, `"off"`.

Supported error names:

- `paper_jams`
- `change_drum`
- `consumable_warnings_`
- `consumable_errors_`
- `consumable_warnings_requires_support`
- `consumable_errors_requires_support`

- `memory_errors`
- `paper_input_errors`
- `paper_output_errors`
- `installation_errors`
- `hardware_errors`
- `miscellaneous_errors`

2.1.3 Deploying the configuration file

Use the Brother Mass Deployment Tool to send your newly created JSON file to the target machine to apply the settings.

1. Run the Brother Mass Deployment Tool.

NOTE

Make sure you know which schema file is supported by your model. For a list of available schema files and applicable models, double-click the `README.url` file in the "Schema" folder to open the README website. You will need this information later.

2. Check that the machine you want is in the list.
   If the machine is not in the list, click the **Add devices** button.

3. Select the target machine or machines.

4. Click the **Set file** button. Select the settings file you want to apply, and then click **Open**. The file you selected appears in the Settings File column.

5. If you are applying settings to password-protected machines, enter their passwords in the Device Password column.

6. Select the checkbox of the machine you want, and then click the **Send** button to finish. If unsuccessful, click the **Open log folder** button and check the log file.

NOTE

- For more information, see the *Mass Deployment Tool User's Guide* at support.brother.com.
- To remove this software solution and associated personal information from the machine, reset the machine's settings to the settings originally set at the factory. For more information, see your machine's *Online User's Guide*.
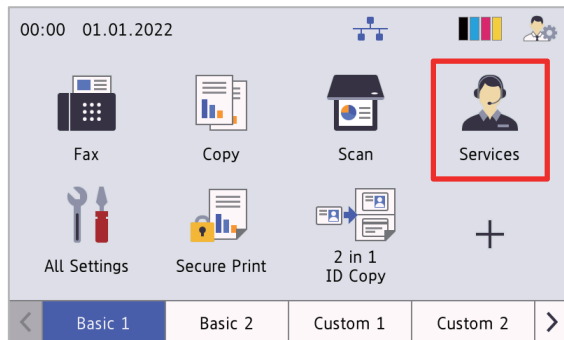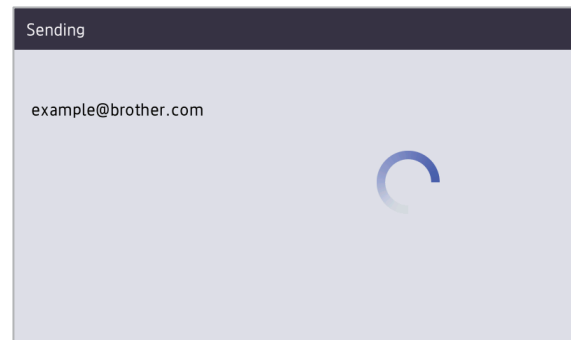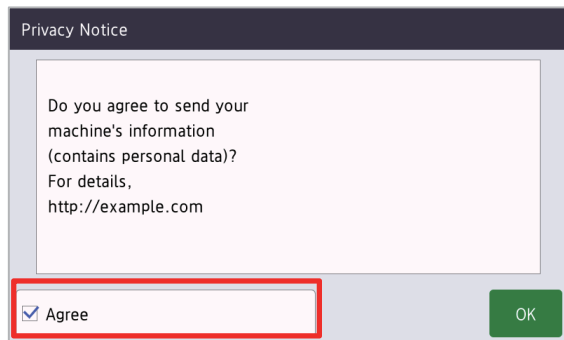
2.2 Usage

2.2.1 Requesting help from the machine's control panel

If there is a problem with your Brother machine, you can request help by doing the following:

1. On your machine's home screen, press **Services**.

2. Press **Request Help**.

3. Accept the privacy notice and press **OK**.

4. Your help request has been submitted.

Your Brother dealer or IT administrator will assist you with your problem shortly. A copy of your request will also be sent to your personal email address.

2.2.2 Troubleshooting

Problem	Solution
Authenticate Err. (Authentication Error)	Make sure the email settings are configured correctly.
Sending error	Make sure that the machine is connected to the network and the Contact and Personal email addresses are configured correctly.
I want to display the Privacy Notice again	To view the privacy notice again, go to Home Screen > Services > Privacy Notice. If the user has agreed to the Privacy Notice, the "Agree" button will be greyed out.
I have requested help, but no email has been sent to me with the copy of my request.	No errors have been detected by the machine. If you still think there is an error, see your Brother machine's *Online User's Guide* and FAQs support.brother.com for troubleshooting information. If you need further help, contact your IT administrator or Brother dealer.

2.3 Appendix - Sample JSON Files

Sample JSON file for a single contact entry

```json
{
  "attributes": {
    "software_id": "pns_firmware",
    "setting_version": "",
    "schema_revision": 4
  },
  "settings": {
    "network": {
      "protocol": {
        "mail": {
          "mail_enabled": true
        },
        "services_mail": {
          "smtp_server_address": "192.168.0.1",
          "smtp_server_port": 389,
          "smtp_server_authentication_method": "smtp_auth",
          "smtp_auth_account_name": "account_name",
          "smtp_auth_account_password": "account_password",
          "smtp_ssl_tls_method": "ssl",
          "smtp_verify_server_certificate_enabled": true,
          "device_email_address": "account2@example.com"
        }
      },
      "channel_service": {
        "contact_info": [
          {
            "contact_name": "dealer2",
            "contact_phone_num": "000-000-000-000",
            "contact_email_address": "dealer2@example.com"
          }
        ],
        "personal_info": [
          {
            "personal_name": "custom2",
            "personal_phone_num": "2222-2222-2222-2222",
            "personal_email_address": "custom2@example.com"
          }
        ],
        "privacy_policy": {
          "privacy_notice_skip": true,
          "privacy_policy_url": "http://example2.com"
        },
        "request_help": {
          "request_help_report_format": "xml",
          "cover_open": {
            "request_help_main_rule": "on"
```

```
      },
      "paper_jams": {
        "request_help_main_rule": "on"
      },
      "change_drum": {
        "request_help_main_rule": "off"
      },
      "consumable_warnings_": {
        "request_help_main_rule": "on"
      },
      "consumable_errors_": {
        "request_help_main_rule": "on"
      },
      "consumable_warnings_requires_support": {
        "request_help_main_rule": "off"
      },
      "consumable_errors_requires_support": {
        "request_help_main_rule": "off"
      },
      "memory_errors": {
        "request_help_main_rule": "off"
      },
      "paper_input_errors": {
        "request_help_main_rule": "on"
      },
      "paper_output_errors": {
        "request_help_main_rule": "on"
      },
      "installation_errors": {
        "request_help_main_rule": "on"
      },
      "hardware_errors": {
        "request_help_main_rule": "off"
      },
      "miscellaneous_errors": {
        "request_help_main_rule": "on"
      }
    }
  }
}
}
```

Sample JSON file for multiple contact entries (supported models only)

```
{
  "attributes": {
    "software_id": "pns_firmware",
    "setting_version": "",
    "schema_revision": 4
  },
  "settings": {
    "network": {
      "protocol": {
        "mail": {
          "mail_enabled": true
        },
        "services_mail": {
          "smtp_server_address": "192.168.0.1",
          "smtp_server_port": 389,
          "smtp_server_authentication_method": "smtp_auth",
          "smtp_auth_account_name": "account_name",
          "smtp_auth_account_password": "account_password",
          "smtp_ssl_tls_method": "ssl",
          "smtp_verify_server_certificate_enabled": true,
          "device_email_address": "account2@example.com"
        }
      },
      "channel_service": {
        "contact_info": [
          {
            "contact_name": "dealer2",
            "contact_phone_num": "000-000-000-000",
            "contact_email_address": "dealer2@example.com"
          }
        ],
        "personal_info": [
          {
            "personal_name": "custom2",
            "personal_phone_num": "2222-2222-2222-2222",
            "personal_email_address": "custom2@example.com"
          }
        ],
        "privacy_policy": {
          "privacy_notice_skip": true,
          "privacy_policy_url": "http://example2.com"
        },
        "request_help": {
          "contact_info": [
            {
              "contact_name": "dealer1",
              "contact_phone_num": "111-111-111-111",
```

```
          "contact_email_address": "dealer1@example.com"
        }
      ],
      "request_help_report_format": "xml",
      "cover_open": {
        "request_help_main_rule": "on"
      },
      "paper_jams": {
        "request_help_main_rule": "on"
      },
      "change_drum": {
        "request_help_main_rule": "off"
      },
      "consumable_warnings_": {
        "request_help_main_rule": "on"
      },
      "consumable_errors_": {
        "request_help_main_rule": "on"
      },
      "consumable_warnings_requires_support": {
        "request_help_main_rule": "off"
      },
      "consumable_errors_requires_support": {
        "request_help_main_rule": "off"
      },
      "memory_errors": {
        "request_help_main_rule": "off"
      },
      "paper_input_errors": {
        "request_help_main_rule": "on"
      },
      "paper_output_errors": {
        "request_help_main_rule": "on"
      },
      "installation_errors": {
        "request_help_main_rule": "on"
      },
      "hardware_errors": {
        "request_help_main_rule": "off"
      },
      "miscellaneous_errors": {
        "request_help_main_rule": "on"
      }
    }
  }
}
}
```

2

Request Help Using Status Monitor

3.1 Configuration

3.1.1 Pre-configure an email's address, subject, and message

Modify the settings file to pre-configure an email's address, subject, and message.

1. Locate the settings file.
   Location: (System drive):\ProgramData\Brother\StatusMonitorSettings.ini
   Settings file name: **StatusMonitorSettings.ini**

2. Open the settings file, and then add the following information:

   - Type your IT administrator's or Brother dealer's email address after "EmailDestinationAddress=".

   - Type the email's subject after "Subject=".

   - Type your message after "CustomBody=".

     For example:
     EmailDestinationAddress=AAAAA@bbb.bb.bb; CCCCC@ddd.dd.dd
     Subject=A printer malfunction has occurred
     CustomBody=We've received an error message. Please contact us for support.

   NOTE

   To set multiple email addresses, separate each address with ";".

3. Save the settings file.

3.2 Usage

3.2.1 Requesting help from the Status Monitor

Make sure your preferred email client is set as the default.

If there is a problem with your Brother machine:

1. The Status Monitor screen will appear automatically on your computer.

2. Click ✉ on the Status Monitor screen to open an email containing an attachment with the machine's information.
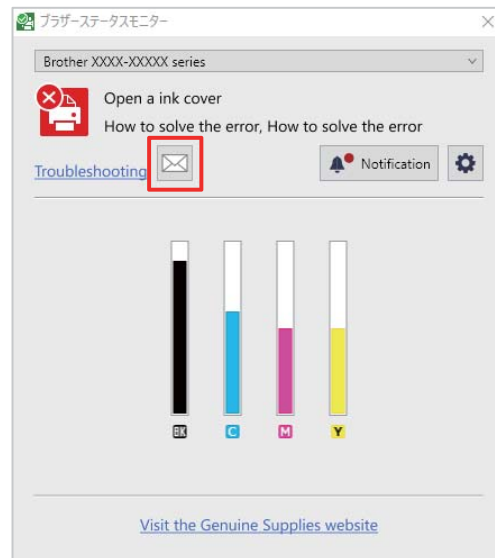
NOTE

- If you have not set a default email client, you will not be able to request help from the Status Monitor.
- If you have not pre-configured an email's address, subject, and message, you need to enter them manually.

3. Send the email to your Brother dealer or IT administrator.
   Your Brother dealer or IT administrator will assist you with your problem shortly.

3.2.2 Troubleshooting

Problem	Solution
Default email client has not been set.	Make sure your default email client is configured. You can configure the default email client by doing the following in the Registry Editor: Configure `"Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Clients\Mail"` key `"default"` value data to `"your_email_client_name"`. Then, configure `"Computer\HKEY_CURRENT_USER\SOFTWARE\Clients\Mail"` key `"default"` value data to `"your_email_client_name"`.
Mail icon ✉ is not displayed on the Status Monitor screen.	Make sure the machine is connected to the computer.