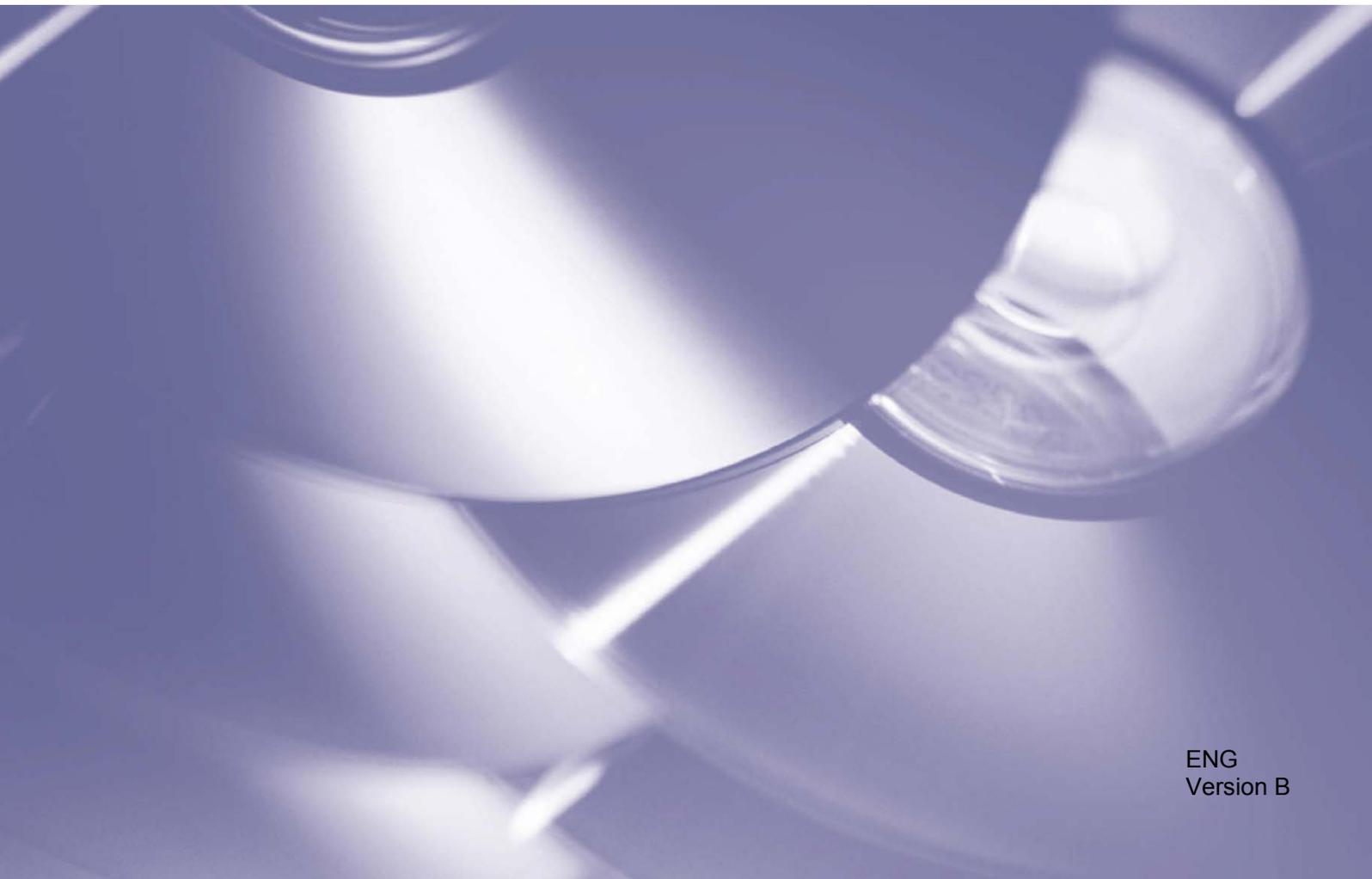


# User's Guide

## Request Help



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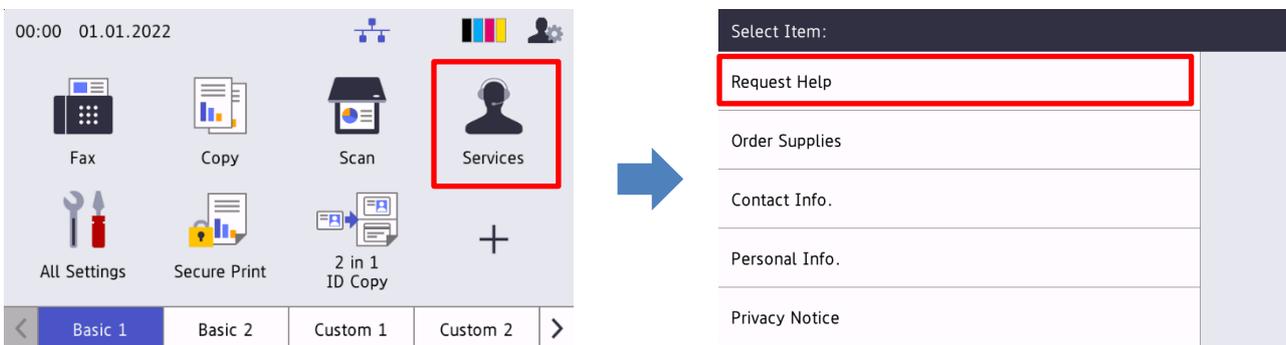
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# 1

## Background



The Brother “Request Help” software solution allows users to request technical assistance from their network-connected machines. 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” button to the machine’s Services menu.
- The last 10 errors and maintenance information recorded by the Brother machine can be sent to the dealer/administrator.
- Customisable user and dealer/IT administrator contact information stored on the machine.
- Quick configuration using JSON files and the Brother Mass Deployment Tool.
- 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.

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 Creating and editing JSON files

JSON is an open standard that allows you to specify your own settings without having to understand PCL or PJI 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",

```

<b>Red:</b>	Setting name
<b>Green:</b>	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.

## 2.2 Settings

### 2.2.1 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.

### 2.2.2 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.

### 2.2.3 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).

## 2.2.4 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.

## 2.2.5 "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:  <pre>"cover_open": {   "request_help_main_rule": "on"</pre> Values: "on", "off".	
Supported error names:		
<ul style="list-style-type: none"><li>• paper_jams</li><li>• change_drum</li><li>• consumable_warnings_</li><li>• consumable_errors_</li><li>• consumable_warnings_requires_support</li><li>• consumable_errors_requires_support</li></ul>	<ul style="list-style-type: none"><li>• memory_errors</li><li>• paper_input_errors</li><li>• paper_output_errors</li><li>• installation_errors</li><li>• hardware_errors</li><li>• miscellaneous_errors</li></ul>	

## 2.3 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, see the README.TXT file in the "schema" folder. 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.

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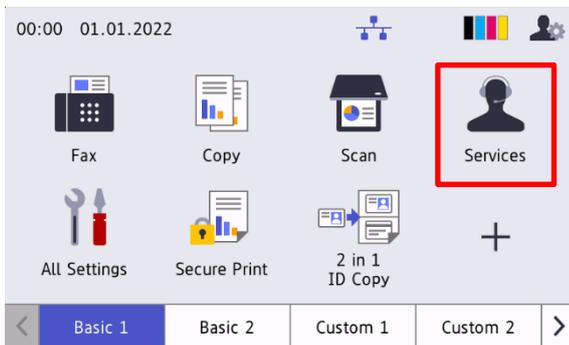
**NOTE**

- For more information, see the *Mass Deployment Tool User's Guide* at [support.brother.com](http://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*.
-

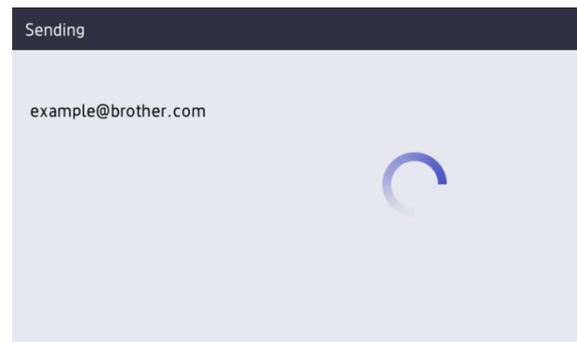
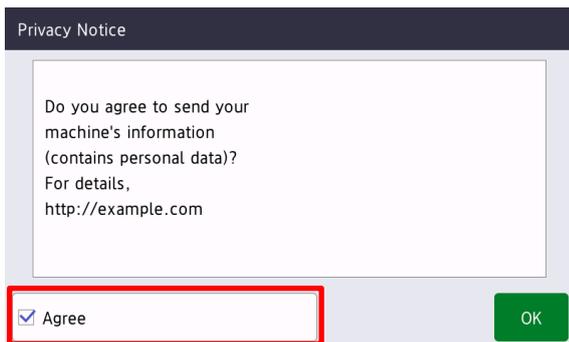
### 3.1 Requesting help from the machine's control panel

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.

### 3.2 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 <i>Online User's Guide</i> and FAQs <a href="http://support.brother.com">support.brother.com</a> for troubleshooting information. If you need further help, contact your IT administrator or Brother dealer.

# Appendix - Sample JSON Files

## Sample JSON file for a single contact entry

```
{
  "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": {
```



**brother**  
at your side