

Printer registration manualReal-time for S8NXOctober 1, 2024Ver. 1.1



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1. Revision History

Version	Issued on	Revision history
Ver. 1.0	October 24, 2022	First edition
Ver. 1.1	October 1, 2024	Made changes about SATO ID AUTH



2. Introduction

Before using SOS, SOS account is necessary. Please contact nearest SATO local office or our contracted business partners

3. Check your network environment

To connect SOS via your network, The following ports is required to be opened

Port No. : **443/TCP** and Port No. : **8883/TCP** *Both use outbound only

<Connect method 1>

connect via firewall both of Port No.443 and 8883

<Connect method 2>

Port No.443 connect via proxy server. Port No.8883 connect via firewall.

4. About SOS diagnostic tool

A tool to quickly diagnose customer's network environment is mounted in the printer.

Use the tool for the network diagnosis. (Depending on the firmware version in use, the tool may not be available for use.)

See "SOS diagnostic tool" for the detail.

5. For adding printers to SATO Online Services

To connect printers to SATO Online Services, Set the following printer setting it is necessary to change the network settings of your printers.

- DNS required
- Proxy server required if it connect via proxy server.
- NTP optional

And it is also necessary to prepare following information.

- 1. SOS account (ID,PW)
- 2. Definition of unique printer name and it's location name.

If Multiple locations are existing, we recommend registering location settings beforehand.



%It describe only for SOS setting. Other network setting(IP, Subnet, Gateway and WLAN setting) is referred to printer manual.

https://www.manual.sato-global.com/printer/s8nx/en/main/index.html



6. DNS settings

Show setting menu of printer.

```
Settings => Interface => Network => Settings => LAN => IPv4
               SOS NFC® 🚓 🕂 10:47
                                <Example>
        IPv4 (LAN)
                                Mode
                                                 Static
                         Static
Mode
IP Address
                    172.23.47.18
                                IP Address
                                                          172.25.47.19
                     255.255.0.0
Netmask
                    172.23.1.240
                                                         255.255.0.0
Gateway
                                Netmask
DNS
            172.18.1.52, 172.18.1.53
                                                          172.25.1.240
                                Gateway
                                DNS
                                                 172.18.1.52,172.18.1.53,172.30.5.23
```

*Three DNS address can be set

*DNS is not required if DHCP is set.

7. Set Proxy settings. (Mandatory if proxy server is used)

① Show proxy setting screen of product's menu

Settings => Interface => Network => Settings => LAN(or Wi-Fi) => Proxy

- ② Set proxy server value(IP address and port number) in the Server.
 - ex.) http://172.18.1.10:8080 (http://{IP Address}:{Port number})



③ Set the Username and Password respectively. If the username and password are not available in the proxy server, this setting is not required.



Prox	sos ଲେଛି ଲ୍ହ 💤 10:52 y (LAN)					U	ser	ma	sos me	NFC	€ ₽	쇼 10	0:52
Enabled													
Server	http://172.18.1.10												
Port No.	8080	а	b	с	d	е	f	g	h	i	j	<	>
Username		k	1	m	n	0	р	q	r	s	t	1 2	23
Password		u	v	w	x	у	z					Sh	ift
Exclude 127.0.0.1, localhost		<	×			Ľ.				0	!?	~	1
					×						Y	·	
Prox	sos ℯℯቅ 슈ℷ 🖧 10:53 y (LAN)					P	ass	SWO	sos ord	NFC	Â	杰 10	0:54
Enabled	$\mathbf{\Sigma}$							34 24					
Server	http://172.18.1.10												
Port No.	8080 ラ	а	b	с	d	е	f	g	h	1	j	<	>
Username		k	1	m	n	0	р	q	r	s	t	1 2	23
Password		u	v	w	x	у	z					Sh	ift
Exclude	127.0.0.1, localhost		×							@	!?	~	

(4) Check exclude setting contains $\ensuremath{\,^{\lceil}}\xspace 127.0.0.1, \ensuremath{\,^{\lceil}}\xspace 127.0.0, \ensuremath{\,^{\lceil}}\xspace 127.0, \ensuremath{\,^{\lceil}}\xspace 127.0$

[[]127.0.0.1, localhost] are static value. Leave this setting and no change.



And if there is no value set on this menu, please enter 127.0.0.1, localhost manually

(5) Check the checkbox to enable the valid item.





8. SOS mode settings

① Show SOS mode settings screen.

Settings => Interface => Network => Services => Online Services => SOS Mode

② Set SOS Mode to Real-Time from Disable



③ Check the terms of SOS and agree them.

9. Reboot printer

Reboot printer and make sure that SOS icon and cloud icon are appeared on printer LCD.

10. Check Association code.

① Show SOS Association menu.

```
Settings => Interface => Network => Services => Online Services => SOS Association
```

② Press Add Device to "Start".





③ "Serial Number"(8 Chars) and "Association code"(12 Chars) are shown on screen.(Recommend to note it)

*Association code will expire 10 minutes after showing.



11. SOS diagnostic tool

A tool to quickly diagnose customer's network environment. The diagnosis is performed by referring to the network settings selected in the printer.

Ensure to check the following before using the tool:

- The printer is connected to the network.
- All the network settings to connect SOS are completed.
- How to use

Select "Port diagnosis" under Settings>Network settings>Network>Services>Online services.

When the confirmation screen appears, press ENTER key.

Diagnosis starts and please hold.

Diagnosis results will be shown when the diagnosis is done. Check the results and press ENTER key.

• Diagnosis results

Diagnosis results will be shown as follows:

[Results] (Real-time mode)



Passed: Connection is OK Failed: Connection is NG Connecting: Connection ongoing Timeout: Network timeout Aborted: The process is aborted Skipped: The process is skipped *Even when all results are okay, the p

*Even when all results are okay, the ports need to be checked as they may not support TLS1.2.

• Diagnostic results description

The diagnosis consists of eight test items and following test items are performed in order.



Test			Connectio	
numbe	Test item	Connection host	n	NG or timeout message
r			port	
1	Communicatio	Default gateway	-	No ping response from gateway. Due to
	n with gateway			physical disconnection such as cable is pulled
				out, or wrong network settings.
2	Host name	api.sato-sos.com	-	Host name cannot be converted to IP
	check			address. Wrong DNS settings.
3	Connection	api.github.com	443	Failed to acquire a file from api.github.com.
	with SOS cloud			The access may be blocked by firewall.
	service			Contact IT Dept. and provide host name and
				port number to enable the use of this
				function.
4		codeload.github.com	443	Failed to acquire a file from
				codeload.github.com. The access may be
				blocked by firewall. Contact IT Dept. and
				provide host name and port number to
				enable the use of this function.
5		api.sato-sos.com	443	Failed to acquire a file from api.sato-sos.com.
				The access may be blocked by firewall.
				Contact IT Dept. and provide host name and
				port number to enable the use of this
				function.
6		s3-ap-northeast-1.amazonaws.com	443	Failed to acquire a file from s3-ap-northeast-
				1.amazonaws.com. The access may be
				blocked by firewall. Contact IT Dept. and
				provide host name and port number to
				enable the use of this function.
7	Socket	aih-stsos-pro-001.azure-devices.net	443	The port is not open. The access may be
	connection			blocked by firewall. Contact IT Dept. and
	with SOS			provide host name and port number to
	network			enable the use of this function.
8		aih-stsos-pro-001.azure-devices.net	443 +	
			8883	



12. Login to SATO Online Services

*SOS Smart App can access to login

① Login to SATO Online Services

Login URL is your SOS account,

*Logn URLis provided SATO or business partners

8		English 💙
	Welcome. On September 17th, 505 has been renewed. If you already have an ID and have not yet logged in before, please reset your password at the login page shown. Further, the sub-domain has Changed, 50, after you have logged in, please bookmark the page and remove the did one. Please reset, he substantial form here.	
	Login with SATO 10 AUTIL	
	l sgin with your SOS account	
	Email	
	Engel, password	
	Cagin	
	Please sign up if you do not have an account	

Enter E-mail and Password

13. Register new location

① Move to "Manage locations" menu.

User name menu => Manage locations.

+ Add device V & SOS_GMC01_company01_admin V	Add location	×
SOS_GMC01_company01_admin	Location name* Location name	
sos_gmc01_company01_user001@yahoo.co.jp	Country- United Kingdom	
Dashboard	Postal code- Postal code	
Device list	Address- Address	
Company information	Division - Division	
Manage locations	PIC	
	Contact number - Contact number	
Contact us	Memo Memo	
Logout	* Input required	
	Add	

② Input information of new location and press [Add]



14. Register your printer via PC.

① Move to "Real-time" screen.

User name menu=> Real-time

+ Add device 🗸	
	*N
Real-time	* \
On-demand	
Other devices	
Other device batch registration	

Need to create SOS Account beforehand. You can also use SOS Smart App for this operation

② Input printer information

Add printer	Updated
Serial number] [Associa equired ttp://www.sato-sos.com	tion code] displayed on the printer screen is n/support/sos_usermanual.pdf=page=12
Serial number-	
Association code+	Association code displayed on the prints
Nevice name-	
Location*	,
Memo1	
Memo2	
Memo3	
Input required	
	Add
Add real time printer	
	Updated
Add printer	

Input following information and press "Add"

- · Serial number.
- (see at $5 \cdot (3)$)
- \cdot Association code

(see at $5 \cdot 3$)

 \cdot Device name

Identification name of printer.

 \cdot Location

Where printer is installed at.

*Other item is optional.

Printer registration is completed.



15. Confirmation.

Check the "Device list" of SATO Online Services show operated serial number.

SOS_GM	C01_company01					+	• Add devic	e 🗸	SOS_GMC01_compa	ny01_admin 🗸
٩	Dashboard / De	vice list								=
	Serial number(Partial Match) = KITAMURA · SOS type = Real-time									
	Display 1 to 1 of 1 C			🛃 Asset management list			🛓 Device list		Search	
	Serial number 11	Location 11	Device name 11	SOS type 1	Model name	11	Status	11	Life counter $\downarrow\uparrow$	
	KITAMURA	Sales office in Japan	Mr. Kitamura's printer	Real-time	CL6NX 203dpi					

Registration process is completed.

Please see following manual for check other information.

https://www.sato-sos.com/en/support/sos_usermanual.pdf

* The above registration process can also be performed from SOS Smart App (application for SOS smartphone).

Also, SOS Smart App is convenient to input the association code by QR code reading function. For details, refer to the SOS Smart App manual.

https://www.sato-sos.com/en/support/sos_usermanual_mobile.pdf