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(72) Inventors:
• **Motoyama, Tetsuro, c/o Ricoh Corporation**
San Jose, CA 95131-1817 (US)
• **Fong, Avery, c/o Ricoh Corporation**
San Jose, CA 95131-1817 (US)

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(74) Representative: **Leeming, John Gerard**
J.A. Kemp & Co.,
14 South Square,
Gray's Inn
London WC1R 5JJ (GB)

(71) Applicant: **Ricoh Company Ltd.**
Tokyo 143-8555 (JP)

(54) **Method and apparatus for providing multiple vendor support to remotely monitored devices**

(57) A method and apparatus for providing multiple vendor support to remotely monitored devices is described. The method includes querying a monitored device to obtain at least one of manufacturer, model, and a unique identifier of the monitored device, using a hierarchical technique to determine if the monitoring system is configured to interface with the monitored device using information stored in a first database; and determining if the monitored device is supported by the monitoring system using information stored in a second database. The hierarchical technique includes first determining if the manufacturer of the monitored device is supported by the monitoring system, and then subsequently determining if the model of the device is supported by the monitoring system.

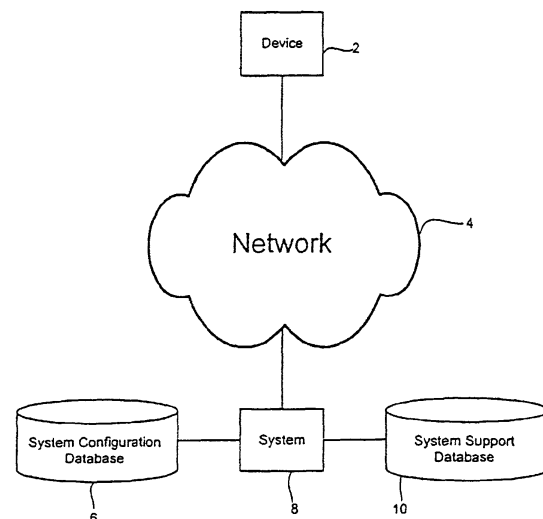


Figure 1

EP 1 367 768 A8