



Operating Instructions

Administrator's Guide

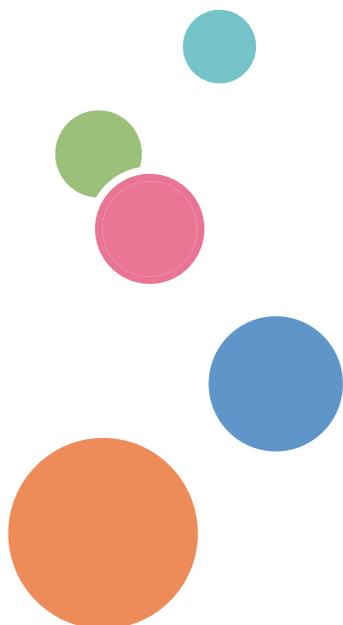


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How to Read This Manual

We recommend that you read this guide in its entirety to familiarize yourself with the preparations for utilizing RICOH Conference Center.

Symbols

This manual uses the following symbols:

Important

- Indicates points to pay attention to when using this system, and explanations of likely causes of loss of data.
- Be sure to read these explanations.

Note

- Indicates supplementary information that you may find helpful for completing a task.

[]

Square brackets indicate the name of buttons or fields.

Important

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this product, losses of documents or data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of important documents or data. Documents or data might be erased due to your operational errors or malfunctions of the machine. Also, you are responsible for taking protective measures against computer viruses, worms, and other harmful software.

In no event will the manufacturer be responsible for any documents created by you using this product or any results from the data executed by you.

- Some illustrations or explanations in this guide may differ from your product due to improvement or change in the product.
- Contents of this document are subject to change without notice.

Names and Abbreviations

The table below lists names of major tools and how they are referred to as in this manual.

Names	Referred to as
RICOH Smart Presenter	Presenter app
RICOH Conference Center Web Browser version Presenter	Web Presenter
RICOH Conference Center Conference Center	Conference Center
RICOH Conference Center Administrator Tool	Administrator Tool
Scan to SmartPresenter System	Scan to SmartPresenter

 **Note**

- The Presenter app is available on iPad and iPhone. In this manual, iPad and iPhone are collectively referred to as "iPad" unless explicitly specified.



1. Operations and Management of RICOH Conference Center

This chapter explains an overview of RICOH Conference Center.

RICOH Conference Center

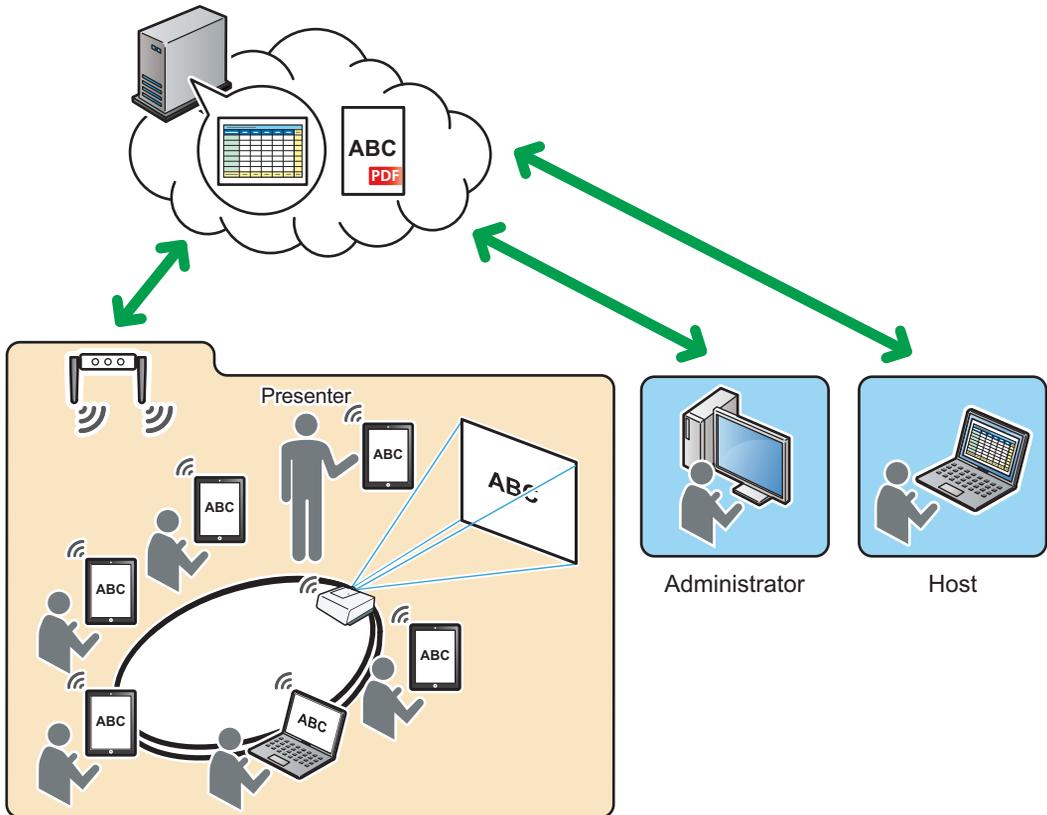
This section provides important information about the operations and management of RICOH Conference Center.

Operations of RICOH Conference Center

Before using RICOH Conference Center, read the information provided below carefully.

 **Important**

- If you have changed the password of the Windows user that was used when installing RICOH Conference Center, also change the password of the log on account for the RCC Tomcat service from the service management screen of Windows.



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Operation environment

RICOH Conference Center is a system that runs on a server machine by installing RICOH Conference Center (paid software). An administrator of the server uses Administrator Tool for operations and management of RICOH Conference Center.

RICOH Conference Center needs to be restarted once every 24 hours for maintenance purposes. For details about the restart configuration, see page 29 "Configuring Automatic Restart for RICOH Conference Center".

To perform maintenance procedures easily, we recommend that you install RICOH Conference Center on a dedicated server.

The server machine on which RICOH Conference Center is installed is called the meeting server.

System settings

For stable operations of RICOH Conference Center, we recommend that you set the system to delete finished meetings automatically.

For details about the automatic deletion setting, see page 49 "Changing the System Settings of RICOH Conference Center".

System update

When RICOH Conference Center is updated, you can download the updated version from the manufacturer's home page.

For details about the update procedure, see page 25 "Updating RICOH Conference Center".

Management by the Administrator

To manage RICOH Conference Center, an administrator uses Administrator Tool, which is password-protected. Enter the password to use it.

The following tasks can be performed using Administrator Tool:

Meeting management

Check the current status of RICOH Conference Center to find out the level of system load.

System load can be reduced by deleting old meeting data from the system.

See page 41 "Managing Meetings".

Administrator Password

Change the administrator password for RICOH Conference Center. It is recommended that you change the password periodically to prevent unauthorized access.

See page 45 "Changing the Administrator Password".

User Management

Use RICOH Conference Center to add, edit, or delete a user, and to register a user to a group.

You can prohibit unauthorized access from an unregistered user. See page 46 "Managing Accounts".

Group Management

You can manage users to grant access privilege as groups. If you register a meeting and specify a group as the participant of the meeting, all users registered under the specified group are granted access privileges to join the meeting. Use RICOH Conference Center to add, edit, or delete groups.

See page 46 "Managing Accounts".

System settings

Set the storage period for finished meetings and automatic deletion for the expired meetings.

Automatic deletion prevents the system from being loaded with too much data.

To enhance security, a setting to issue a warning message when meetings with low security levels (for example, meetings without a password) are registered can be enabled.

See page 49 "Changing the System Settings of RICOH Conference Center".

2. Installing/Uninstalling/Updating RICOH Conference Center

This chapter explains how to install, uninstall, and update RICOH Conference Center.

Operation Environment for RICOH Conference Center

2

RICOH Conference Center runs on a machine, whose operation environment is as follows:

Item	Conditions
Operating system	<ul style="list-style-type: none">• Windows Server 2008 R2 Standard SP1 or later• Windows Server 2008 R2 Enterprise SP1 or later• Windows Server 2012 Standard• Windows Server 2012 R2 Standard• Windows Server 2016 Standard
CPU	2.7 GHz (quad-core processor) or higher x64 processor
Memory	4 GB or more
Hard disk space	5 GB or more (not including the operating system or Microsoft Office applications)
Network (Wired LAN)	Ethernet 100Base-T or higher
Application that needs to be installed separately	<ul style="list-style-type: none">• Microsoft Word 2010/2013/2016• Microsoft Excel 2010/2013/2016• Microsoft Power Point 2010/2013/2016

Installing RICOH Conference Center

★ Important

- Administrator privileges are required to install RICOH Conference Center. Log on as an administrator group member to use the administrator privileges.
- A login password for Windows is required to install RICOH Conference Center.
- Configure TCP/IP and Microsoft Network Client as part of Windows' network settings.
- If you are using virus protection software, disable it during installation.
- Do not install RICOH Conference Center on a domain controller.
- Do not remove the CD-ROM during installation. In addition, leave the CD-ROM inserted when you restart your computer.
- Do not install RICOH Conference Center from a network drive.
- Do not install RICOH Conference Center in the root directory of a system drive (for example, directly under the C drive)
- Creation of 8.3 file names (short path) must be enabled for all volumes.
- Microsoft Word, Microsoft Excel, and Microsoft Power Point must be installed separately.

Changing the User Account Control (UAC) Setting

Before installing RICOH Conference Center, disable the User Account Control (UAC) setting.

Windows Server 2008 R2/2016

1. From the [Start] menu, click [Control Panel].
2. Click [User Accounts], and then click [User Accounts] again.
3. Click [Change User Account Control settings].
4. Move the slider to [Never notify] at the bottom, and then click [OK].
5. Restart the computer.

Windows Server 2012/2012 R2

1. Open the Apps screen in Windows, and click [Run].
2. Enter "secpol.msc", and then click [OK].
3. Double-click [Local Policies]
4. Double-click [Security Options].
5. Double-click [User Account Control: Run all administrators in Admin Approval Mode].
6. Check [Disabled], and then click [OK].

7. Restart the computer.

Installing RICOH Conference Center

This section explains how to install RICOH Conference Center.

1. Insert the CD-ROM into the CD-ROM drive of your computer.

If the [AutoPlay] dialog box appears, click [Run RCCLaunch.exe].

2. Click [RICOH Conference Center].

3. Click [Yes].

- If a message about a password appears, click [OK] and proceed.
- If a message about the User Account Control (UAC) setting appears, the installation procedure stops. See page 12 "Changing the User Account Control (UAC) Setting" and disable User Account Control, and then perform the installation procedure again.
- If a message about operating system compatibility appears, RICOH Conference Center cannot be installed on your server machine.

4. Click [Next>].

The license agreement appears.

5. Read the license agreement. Then, click [Yes].

A screen for entering user information and serial number appears.

6. Enter [User Name:] and [Company Name:], and then click [Next>].

An installation path confirmation screen appears.

7. Check the installation folder, and then click [Next>].

A data path confirmation screen appears.

8. Check the data folder, and then click [Next>].

A confirmation screen appears.

9. Check the configuration, and then click [Next>].

Installation starts. When the installation is complete, a completion screen appears.

10. Click [Finish].

The initial screen appears.

11. Click [Close Setup].

You will be prompted to restart the computer.

Do not remove the CD-ROM from the CD-ROM drive.

12. Click [OK].

When the computer restarts, you will be prompted to enter the logon password for Windows.

13. Enter the Windows logon password in [Password:] and [Confirm password:], and then click [OK].

A completion screen appears.

14. Click [Finish].

2

Activating RICOH Conference Center

After installing RICOH Conference Center, follow the procedures below to activate it.

If the computer on which RICOH Conference Center is installed is connected to the Internet, perform online activation procedures.

If it is not connected to the Internet, perform offline activation procedures using a different computer that is connected to the Internet.

There are two types of licenses available for RICOH Conference Center: the time-limited license and the permanent license.

If a message from the meeting server is displayed notifying that the license has expired, purchase an additional license and perform activation again, or switch to a permanent license.

Online activation

1. Stop the RICOH Conference Center service.

- Windows Server 2008 R2/2016:
On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Stop Service].
- Windows Server 2012:
Point to the lower left corner of the screen, right-click the thumbnail of the [Start] screen, and then click [Search] on the displayed menu.
Click [Apps], and then click [Stop Service] under [RICOH Conference Center].
- Windows Server 2012 R2:
Open the Apps screen in Windows, and click [Stop Service] under [RICOH Conference Center].

2. Start Activation Tool.

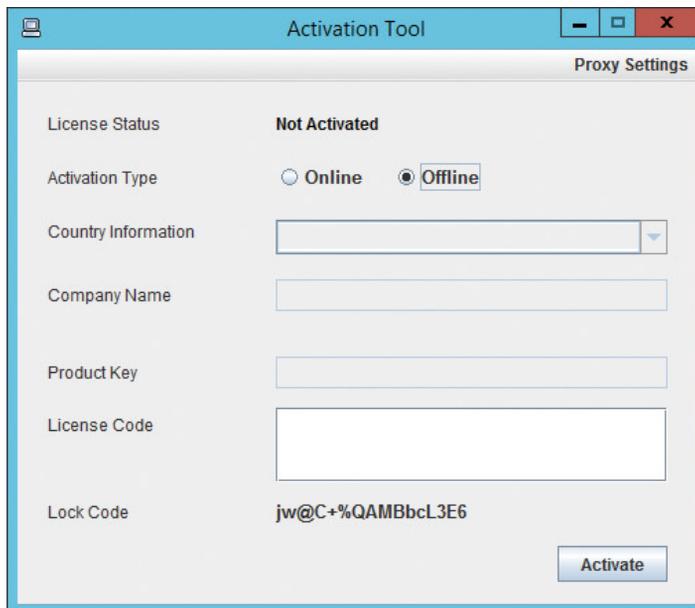
- Windows Server 2008 R2/2016:
On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Activation Tool].
- Windows Server 2012:

Point to the lower left corner of the screen, right-click the thumbnail of the [Start] screen, and then click [Search] on the displayed menu.

Click [Apps], and then click [Activation Tool] under [RICOH Conference Center].

- Windows Server 2012 R2:

Open the Apps screen in Windows, and click [Activation Tool] under [RICOH Conference Center].



3. Select [Online] for [Activation Type].
4. Select your country from the [Country Information] list.
5. Enter your Company Name in [Company Name].
6. Enter the product key provided by the manufacturer in [Product Key].
7. Click [Activate].

If the activation is successful, you will be prompted to start the RICOH Conference Center service.

8. Click [OK].
9. Start the RICOH Conference Center service.

- Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Start Service].

- Windows Server 2012:

Point to the lower left corner of the screen, right-click the thumbnail of the [Start] screen, and then click [Search] on the displayed menu.

Click [Apps], and then click [Start Service] under [RICOH Conference Center].

- Windows Server 2012 R2:

Open the Apps screen in Windows, and click [Start Service] under [RICOH Conference Center].

Note

- If the activation fails, check whether you have entered the correct product key.
- If the product key is correct but the activation still fails, check the proxy settings if you are using a proxy server. For details, see page 27 "Configuring the Proxy Server Settings".
- If the activation still fails, contact the manufacturer.

Offline activation

To perform the offline activation procedures, use a computer that is connected to the Internet to obtain a license code.

1. Stop the RICOH Conference Center service.

- Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Stop Service].

- Windows Server 2012:

Point to the lower left corner of the screen, right-click the thumbnail of the [Start] screen, and then click [Search] on the displayed menu.

Click [Apps], and then click [Stop Service] under [RICOH Conference Center].

- Windows Server 2012 R2:

Open the Apps screen in Windows, and click [Stop Service] under [RICOH Conference Center].

2. Start Activation Tool.

- Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Activation Tool].

- Windows Server 2012:

Point to the lower left corner of the screen, right-click the thumbnail of the [Start] screen, and then click [Search] on the displayed menu.

Click [Apps], and then click [Activation Tool] under [RICOH Conference Center].

- Windows Server 2012 R2:

Open the Apps screen in Windows, and click [Activation Tool] under [RICOH Conference Center].

Activation Tool

Proxy Settings

License Status: **Not Activated**

Activation Type: Online Offline

Country Information:

Company Name:

Product Key:

License Code:

Lock Code: jw@C+%QAMBbcL3E6

Activate

3. Check the locking code displayed for [Lock Code].
4. Access "<https://licensemanagement.ricoh.com/ai/>" from a Web browser using a different computer that is connected to the Internet.

RICOH Software License Management Service

Menu English

Select your requested procedure.

- Activation**
This is the procedure to start using the software.
- Deactivation**
This is the procedure to cancel using the software.

Recommended Environment

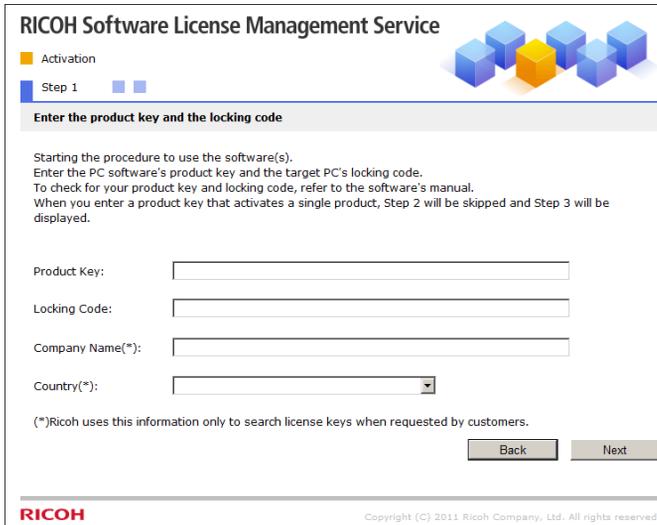
OS: Microsoft® Windows® XP, Microsoft® Windows Vista®, Microsoft® Windows® 7
Browser: Windows® Internet Explorer® 7, 8, 9, Mozilla® Firefox® 5, 6

Note:
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5. Click [Activation].



6. Enter the product key provided by the manufacturer in [Product Key:].

7. Enter the locking code displayed in Activation Tool in [Locking Code:].

8. Enter your company name in [Company Name(*):].

9. Select your country from the [Country(*):] list.

10. Click [Next].

A confirmation dialog box appears.

11. Click [OK].

A license code appears on the screen.

Return to Activation Tool running on the original computer.

12. Enter the license code in [License Code:].

13. Click [Activate].

If the activation is successful, you will be prompted to start the RICOH Conference Center service.

14. Click [OK].

15. Start the RICOH Conference Center service.

- Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Start Service].

- Windows Server 2012:

Point to the lower left corner of the screen, right-click the thumbnail of the [Start] screen, and then click [Search] on the displayed menu.

Click [Apps], and then click [Start Service] under [RICOH Conference Center].

- Windows Server 2012 R2:

Open the Apps screen in Windows, and click [Start Service] under [RICOH Conference Center].

↓ Note

- If the activation fails, check whether you have entered the correct license code.
- If the activation still fails, contact the manufacturer.
- The license code obtained in the above procedures is valid only once. To activate RICOH Conference Center again after deactivating it, perform the same procedures to obtain a new license code.

Opening Firewall Ports

Open firewall ports to allow RICOH Conference Center to communicate with external applications.

1. Open the firewall status window.

- Windows Server 2008 R2/2016:

On the [Start] menu, click [Control Panel], and then click [Check firewall status] under [System and Security].

- Windows Server 2012/2012 R2:

Click [System and Security] from [Control Panel], and then click [Check firewall status].

2. Click [Advanced settings] and open Microsoft Management Console.

3. Select [Inbound Rules] in the tree on the left, and then click [New Rule...].

A wizard for creating a new inbound rule appears.

4. Select [Port], and then click [Next>].

5. Select [TCP], and enter "443, 8443, 5222" in [Specific local ports:], and then click [Next>].

6. Select [Allow the connection], and then click [Next>].

7. In the "Profile" screen, select all check boxes, and then click [Next>].

8. Configure [Name:] and [Description (optional):] as necessary, and then click [Finish].

↓ Note

- The ports opened here are used for the following communications:
 - 443: Conference Center, Administrator Tool
 - 8443: Conference Center, Administrator Tool, the Presenter app (handling the meeting documents)
 - 5222: the Presenter app

Setting SSL

When you first access Administrator Tool and Conference Center from a Web browser, a warning message about security certificates appears.

If you do not want to display this message, configure SSL settings.

2

Configuring the server (issuing and importing certificate)

Use the SSL setting tool on the server in which RICOH Conference Center is installed to issue and import certificates.

1. Start the SSL setting tool.

- Windows Server 2008 R2/2016:
On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [SSL Settings].
- Windows Server 2012/2012 R2:
Open the Apps screen in Windows, and click [SSL Settings] under [RICOH Conference Center].

2. Select [Issue Certificate], and then click [Next>].

A wizard for issuing a CA server certificate appears.

If a wizard for issuing a server certificate appears, proceed to step 6.

3. Enter your area information (country, area, city), and then click [Next>].

4. Enter your company information (company name, organization name), and then click [Next>].

5. Enter your network information (server name, email address), and then click [Next>].

A wizard for issuing a server certificate appears.

6. Enter your area information (country, area, city), and then click [Next>].

7. Enter your network information (server name, email address), and then click [Next>].

A screen for entering a password appears.

8. Enter the password, and then click [Next>].

9. Select the location to save the certificate, and then click [OK].

When the certificate is successfully created, a confirmation screen appears.

10. Click [OK].

11. Start the SSL setting tool.

- Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [SSL Settings].

- Windows Server 2012/2012 R2:

Open the Apps screen in Windows, and click [SSL Settings] under [RICOH Conference Center].

12. Select [Import Certificate], and then click [Next>].

13. Select the folder in which the certificate is saved, and then click [OK].

A screen for entering the password appears.

14. Enter the password entered in Step 8, and then click [Next>].

15. When a message "Certificate has been successfully imported." appeared, click [OK],

You will be prompted to restart the RICOH Conference Center service.

16. Click [OK].

17. Stop the RICOH Conference Center service.

- Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Stop Service].

- Windows Server 2012/2012 R2:

Open the Apps screen in Windows, and click [Stop Service] under [RICOH Conference Center].

18. Start the RICOH Conference Center service.

- Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Start Service].

- Windows Server 2012 /2012 R2:

Open the Apps screen in Windows, and click [Start Service] under [RICOH Conference Center].

Note

- Enter the server name in FQDN (Fully Qualified Domain Name) format. The server name in the URL for Administrator Tool or Conference Center must be the same as the server name entered here.

Configuring the computer (installing certificates)

Download the certificate imported to the server and install it in the computer used for accessing Administrator Tool or Conference Center.

1. Start the Web browser, enter "https://(RICOH Conference Center server name)/ RccCa/ca.cer" in the address bar, and then press the [Enter] key of the keyboard.

Download options pop up at the bottom of the screen.

2. Click [Save as] from the [Save] list, and then choose the download destination and save the downloaded certificate.
3. Double-click the downloaded certificate file, and then click [Open].
4. On the [General] tab, click [Install Certificate...].
A wizard for importing a certificate appears.
5. Click [Next>].
6. Select [Place all certificates in the following store], click [Browse...] and select [Trusted Root Certification Authorities], and then click [OK].
7. Click [Next>].
8. Click [Finish].
9. Click [Yes] in the confirmation screen.
10. Click [OK] twice.
11. From the [Tools] menu of the Web browser, click [Internet Options].
12. Click the [Content] tab, and then click [Certificates].
13. On the [Trusted Root Certification Authorities] tab, check that the downloaded certificate has been installed.

 **Note**

- The server name of RICOH Conference Center must be the same as either the server name specified when the SSL server certificate is issued or where the SSL server certificate is issued to.

Uninstalling RICOH Conference Center

This section explains how to uninstall RICOH Conference Center.

RICOH Conference Center is deactivated during the uninstallation.

1. Click [Uninstall a program] from [Control Panel].
2. Click [RICOH Conference Center], and then click [Uninstall].
3. Click [Next>].
4. Select [Yes, I want to restart my computer now.], and then click [Finish].
5. Access "<https://licensemanagement.ricoh.com/au/>" from a Web browser using a different computer that is connected to the Internet.

2

RICOH Software License Management Service

Menu English

Select your requested procedure.

- Activation
This is the procedure to start using the software.
- Deactivation
This is the procedure to cancel using the software.

Recommended Environment

OS: Microsoft® Windows® XP, Microsoft® Windows Vista®, Microsoft® Windows® 7
 Browser: Microsoft® Internet Explorer® 7, 8, 9, Mozilla® Firefox® 5, 6

Note:
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6. Click [Deactivation].

RICOH Software License Management Service

Deactivation

Step 1

Enter a license code

Starting the procedure to cancel the use of the software(s).
 Enter the license code of the software(s) to deactivate.
 To check for the license code to perform deactivation, refer to the software's manual.

License Code:

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7. Enter the license code provided in the "deactivation.txt" file in [License Code:], and then click [Next].

A confirmation dialog box appears.

8. Click [OK].

 **Note**

- If the deactivation fails, contact the manufacturer.
- The uninstallation does not delete the "deactivation.txt" file from the computer.
- If you want to deactivate RICOH Conference Center without uninstalling it, use Activation Tool.

Updating RICOH Conference Center

To update RICOH Conference Center, download the latest version from the manufacture's homepage, and then install it over the current version.

★ Important

- It is recommended that backup be taken before updating. See page 32 "Configuring Automatic Backup for RICOH Conference Center".
- When RICOH Conference Center is updated, the following information is inherited to the new version:
 - Registered meetings
 - Documents registered for meetings
 - Login password for Administrator Tool
 - Certificates imported using the SSL setting tool.
 - Activation status

1. Double click the installer.

2. Click [RICOH Conference Center].

3. Click [Yes].

- If a message about a password appears, click [OK] and proceed.
- If a message about the User Account Control (UAC) setting appears, the installation procedure stops. See page 12 "Changing the User Account Control (UAC) Setting" and disable User Account Control, and then perform the installation procedure again.
- If a message about operating system compatibility appears, RICOH Conference Center cannot be installed on your server machine.

4. Click [Next>].

A license agreement appears.

5. Read the license agreement. Then, click [Yes].

A screen for entering user information appears.

6. Check [User Name:] and [Company Name:], and then click [Next>].

An installation path confirmation screen appears.

7. Check the installation folder, and then click [Next>].

A data path confirmation screen appears.

8. Check the data folder, and then click [Next>].

A confirmation screen appears.

9. Check the configuration, and then click [Next>].

Installation starts. When the installation is complete, a completion screen appears.

10. Click [Finish].

The initial screen appears.

11. Click [Close Setup].

You will be prompted to restart the computer.

12. Click [OK].

When the computer restarts, you will be requested to enter the logon password for Windows.

13. Enter the Windows logon password in [Password:] and [Confirm password:], and then click [OK].

A completion screen appears.

14. Click [Finish].

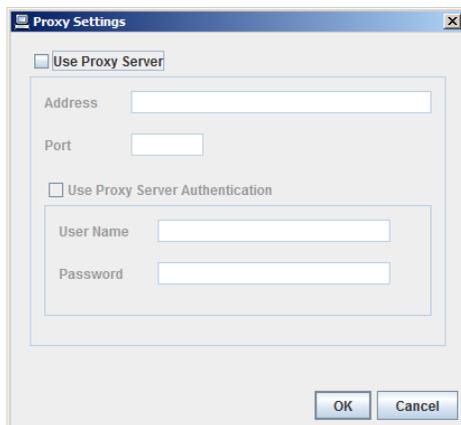
Configuring the Proxy Server Settings

If a proxy server is used in your network, configure the proxy server settings using Activation Tool.

1. Start Activation Tool.

- Windows Server 2008 R2/2016:
On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Activation Tool].
- Windows Server 2012:
Point to the lower left corner of the screen, right-click the thumbnail of the [Start] screen, and then click [Search] on the displayed menu.
Click [Apps], and then click [Activation Tool] under [RICOH Conference Center].
- Windows Server 2012 R2:
Open the Apps screen in Windows, and click [Activation Tool] under [RICOH Conference Center].

2. Click [Proxy Settings].



3. Select [Use Proxy Server], and then configure the following settings:

- [Address]
Enter the proxy server's IP address.
- [Port]
Enter the proxy server's port number.
- [Use Proxy Server Authentication]
Select this check box if the proxy server requires authentication.
- [User Name]
Enter the user name for proxy server authentication.

- [Password]

Enter the password for proxy server authentication.

4. Click [OK].

3. Restart and Backup of RICOH Conference Center

RICOH Conference Center needs to be restarted every 24 hours for maintenance purposes.

In addition, it is recommended that periodical backup of RICOH Conference Center be taken as a protection against software or server environment troubles.

Configuring Automatic Restart for RICOH Conference Center

3

This section explains how to configure automatic restart of RICOH Conference Center once every 24 hours.

Restart configuration uses the task scheduler of the operating system.

★ Important

- Administrator privileges are required to configure restart of RICOH Conference Center. Log on as an administrator group member to use the administrator privileges.
- Set RICOH Conference Center to restart when no meetings are in progress.
- If you take backups of RICOH Conference Center every day, restart configuration is unnecessary as the backup procedure involves restarting.

Creating the RICOH Conference Center Automatic Stop Task

To configure RICOH Conference Center to restart automatically, first create an automatic stop task.

1. Start task scheduler.

- Windows Server 2008 R2/2016:
On the [Start] menu, point to [All Programs], click [Administrative Tools], and then click [Task Scheduler].
- Windows Server 2012/2012 R2:
Open the Apps screen in Windows, and click [Task Scheduler] under [Administrative Tools].

Task scheduler appears.

2. In the tree on the left side, right-click [Task Scheduler Library].

3. Select [New Folder...], and then create a folder named "RICOH".

4. Select the "RICOH" folder, and then click [Create Basic Task...] under the [Actions] area on the right side.

A wizard for creating a basic task appears.

5. Enter "RccStop" for [Name:], and then click [Next>].
6. Select [Daily], and then click [Next>].
7. Enter the task's start time, and then click [Next>].
8. Select [Start a program], and then click [Next>].
9. Select Program / Script.
 - Windows Server 2008 R2
 1. Click [Browse...] for [Program/script:], and then select "<RICOH Conference Center installation folder>\Tools\rccservice.vbs".
 2. Enter "stop" for [Add arguments (optional):], and then click [Next>].
 - Windows Server 2012/2012 R2/2016
 1. Click [Browse...] for [Program/script:], and then select "<RICOH Conference Center installation folder>\Tools\Stop_RCC_Service.bat".
 2. Click [Next>].
10. Click [Finish].
11. Right-click "RccStop" shown in the middle area of the screen, and then click [Properties].
12. Select [Run whether user is logged on or not], and then click [OK].

You will be prompted to enter the password for the user account that executes the task.
13. Enter the password in [Password:], and then click [OK].

Creating the RICOH Conference Center Automatic Start Task

To configure RICOH Conference Center to start up automatically after it is stopped, create an automatic start task.

1. Start task scheduler.
 - Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [Administrative Tools], and then click [Task Scheduler].
 - Windows Server 2012/2012 R2:

Open the Apps screen in Windows, and click [Task Scheduler] under [Administrative Tools].

Task scheduler appears.
2. Select the "RICOH" folder created under [Task Scheduler Library], and then click [Create Basic Task...] under the [Actions] area on the right side.

A wizard for creating a basic task appears.
3. Enter "RccStart" for [Name:], and then click [Next>].

4. Select [Daily], and then click [Next>].
5. Set the task's start time at five minutes after the stop task, and then click [Next>].
6. Select [Start a program], and then click [Next>].
7. Select Program / Script.
 - Windows Server 2008 R2
 1. Click [Browse...] for [Program/script:], and then select "<RICOH Conference Center installation folder>\Tools\rccservice.vbs".
 2. Enter "start" for [Add arguments (optional):], and then click [Next>].
 - Windows Server 2012/2012 R2/2016
 1. Click [Browse...] for [Program/script:], and then select "<RICOH Conference Center installation folder>\Tools\Start_RCC_Service.bat".
 2. Click [Next>].
8. Click [Finish].
9. Right-click "RccStart" shown in the middle area of the screen, and then click [Properties].
10. Select [Run whether user is logged on or not], and then click [OK].

You will be prompted to enter the password for the user account that executes the task.
11. Enter the password in [Password:], and then click [OK].

Configuring Automatic Backup for RICOH Conference Center

It is recommended that periodical backup of RICOH Conference Center be taken as a protection against software or server environment troubles.

★ Important

- To prevent damages or loss of important document data, avoid storing their original data within RICOH Conference Center data. Store them safely in a separate location.

3

Backup Target Data

RICOH Conference Center manages the following types of data: operation data (meeting information, meeting documents), account data, system data, and log data.

Operation data and account data are the backup targets.

Operation data

- Meeting information data

Data for meetings registered in the system.

They are stored in the following location:

<RICOH Conference Center installation folder>\pgsql\data

- Meeting documents data

Data for documents registered for meetings.

They are stored in the following location:

<RICOH Conference Center data folder>\RICOH\RICOH Conference Center

Account data

Data for accounts and groups, which include password information.

They are stored in the following location:

<System drive>\Program Files (x86)\RICOH\RICOH Conference Center\Apache Directory Server\instances\default\partitions

↓ Note

- If the system data are damaged, re-install RICOH Conference Center.
- The log data and certificate files used for SSL encryption are not backed up.

Backing Up the Data

Use separate backup software to take backups. For instructions, see the manual for the backup software.

★ Important

- Perform the backup procedures when no meetings are in progress.
- Backing up does not affect the activation status of RICOH Conference Center, as long as it is performed as instructed in this manual.

Cautions about backing up

RICOH Conference Center must be stopped during the backup procedures.

Set a stop command before the backup, and a start command after the backup.

- Stop command
`cmd /c <RICOH Conference Center installation folder>\Tools\rccservice.vbs stop`
- Start command
`cmd /c <RICOH Conference Center installation folder>\Tools\rccservice.vbs start`

↓ Note

- Duration of backup depends on the size of data you are backing up. If you want to shorten the backup time, you can backup the entire data only once a week, and backup only differences on other days of the week.

Restoring the Data

This section explains how to restore data when troubles occur in RICOH Conference Center or the server environment.

★ Important

- Perform the restore procedures when no meetings are in progress.
- Restoring data does not affect the activation status of RICOH Conference Center, as long as it is performed as instructed in this manual.

When troubles occur with operation data or account data

If operation data or account data are damaged, delete them manually, and then restore them from the backup data.

1. Stop the RICOH Conference Center service.

- Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Stop Service].

- Windows Server 2012/2012 R2:

Open the Apps screen in Windows, and click [Stop Service] under [RICOH Conference Center].

2. Delete the operation data and account data in the following locations:

- Meeting information data

<RICOH Conference Center installation folder>\pgsql\data

- Meeting documents data

<RICOH Conference Center data folder>\RICOH\RICOH Conference Center

- Account data

<System drive>\Program Files (x86)\RICOH\RICOH Conference Center\Apache Directory Server\instances\default\partitions

3. Restore the operation data and account data from the backup data.

For instructions, see the manual for the backup software.

4. Start the RICOH Conference Center service.

- Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Start Service].

- Windows Server 2012/2012 R2:

Open the Apps screen in Windows, and click [Start Service] under [RICOH Conference Center].

↓ Note

- If the backup data contain meeting data whose storage periods are expired, they may be deleted automatically after restoring. For details about the storage period, see page 49 "Changing the System Settings of RICOH Conference Center".

When troubles occur in the server environment

If troubles occur in the server environment or system data are damaged, re-install RICOH Conference Center, and the restore the operation data and account data from the backup data.

★ Important

- Install RICOH Conference Center in the same location as previously installed. If it is installed in a different location, RICOH Conference Center cannot operate normally after restoring data from the backup data.
- Copy the log data in a separate location before re-installing RICOH Conference Center.

- If you need to re-install the operating system, secure the backup data, and then uninstall and deactivate RICOH Conference Center before you re-install the operating system. After re-installing the operating system, install and activate RICOH Conference Center, and then restore the data. For details, see page 23 "Uninstalling RICOH Conference Center" and page 12 "Installing RICOH Conference Center".

1. Copy the log data in the following location in a separate location.

<RICOH Conference Center installation folder>\Log

2. Re-install RICOH Conference Center.

For details, see page 12 "Installing RICOH Conference Center".

3. Stop the RICOH Conference Center service.

- Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Stop Service].

- Windows Server 2012/2012 R2:

Open the Apps screen in Windows, and click [Stop Service] under [RICOH Conference Center].

4. Delete the operation data and account data in the following locations:

- Meeting information data

<RICOH Conference Center installation folder>\pgsql\data

- Meeting documents data

<RICOH Conference Center data folder>\RICOH\RICOH Conference Center

- Account data

<System drive>\Program Files (x86)\RICOH\RICOH Conference Center\Apache Directory Server\instances\default\partitions

5. Restore the operation data and account data from the backup data.

For instructions, see the manual for the backup software.

6. Return the log data copied in step 1 to the original location.

7. Start the RICOH Conference Center service.

- Windows Server 2008 R2/2016:

On the [Start] menu, point to [All Programs], click [RICOH Conference Center], and then click [Start Service].

- Windows Server 2012 /2012 R2:

Open the Apps screen in Windows, and click [Start Service] under [RICOH Conference Center].

4. Logging in to and Logging out from Administrator Tool

This chapter explains how to log in to and log out from Administrator Tool.

Operation Environment for Administrator Tool

Administrator Tool runs on a computer, whose operation environment is as follows:

Item	Conditions
Operating system	<ul style="list-style-type: none">• Windows 7 Professional SP1 or later (32 bit/64 bit)• Windows 8.1 Pro (32 bit/64 bit)• Windows 10 Pro (32 bit/64 bit)• Windows 10 Enterprise (32 bit/64 bit)• Windows Server 2008 R2 Standard SP1 or later• Windows Server 2008 R2 Enterprise SP1 or later• Windows Server 2012 Standard• Windows Server 2012 R2 Standard• Windows Server 2016 Standard
Display resolution	1024 × 768 pixels or higher
Web browser	<ul style="list-style-type: none">• Windows Internet Explorer 10 (32 bit/64 bit)• Windows Internet Explorer 11 (32 bit/64 bit)• Microsoft Edge (32 bit/64 bit)• Google Chrome (32 bit/64 bit)

Important Points about Internet Explorer Settings

Configure Internet Explorer as described below to use Administrator Tool.

CSS settings

On the [View] menu, select [Style], and then [Default style].

JavaScript settings

On the [Tools] menu, click [Internet Options], and then click the [Security] tab. Select the zone that Administrator Tool belongs, and then click [Custom level...]. Under "Scripting", select "Enable" for "Active Scripting".

SSL settings

On the [Tools] menu, click [Internet Options], and then click the [Advanced] tab. Under "Security", select any or all of [Use TLS 1.0], [Use TLS 1.1], and [Use TLS 1.2].

Downloading files

- On the [Tools] menu, click [Internet Options], and then click the [Advanced] tab. Check that under "Security", [Do not save encrypted pages to disk] is not selected.

If "Internet Explorer Enhanced Security Configuration (IE ESC)" is enabled on the computer, the [Do not save encrypted pages to disk] check box is selected by default. Make sure to clear the check box.

- When you download files, the message "Your current security settings do not allow this file to be downloaded." may appear.

In this case, on the [Security] tab of [Internet Options], select the zone that Administrator Tool belongs, and then click [Custom level...]. Under "Downloads", select "Enable" for "File download".

- When you download files, the message "To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options..." may appear.

In this case, on the [Security] tab of [Internet Options], select the zone that Administrator Tool belongs, and then click [Custom level...]. Under "Downloads", select "Enable" for "Automatic prompting for file downloads".

Internet zone security level settings

If the Internet zone security level setting is "High", certain functions may not operate properly because "about:blank" is blocked in this configuration.

In this case, on the [Security] tab of [Internet Options], select [Trusted sites] or [Local intranet], click [Sites], and then add "about:blank" (if [Local intranet] has been selected, click [Advanced], and then add).

If "Internet Explorer Enhanced Security Configuration (IE ESC)" is enabled on the computer, the Internet zone security level setting is "High" by default. In this case, make modifications to the setting as described above, or disable "Internet Explorer Enhanced Security Configuration (IE ESC)".

Administrator Tool has been tested to operate normally if the security zone settings satisfy all of the following conditions:

- Administrator Tool belongs to "Trusted sites" or "Local intranet".
- Internet zone security level is "Medium-high" and the level has not been customized.
- Administrator Tool belongs to "Trusted sites", and the trusted sites zone security level is "Medium" and the level has not been customized.
- Administrator Tool belongs to "Local intranet", and the local intranet zone security level is "Medium-low" and the level has not been customized.

Logging in to Administrator Tool

Logging in to Administrator Tool requires a preset administrator password.

★ Important

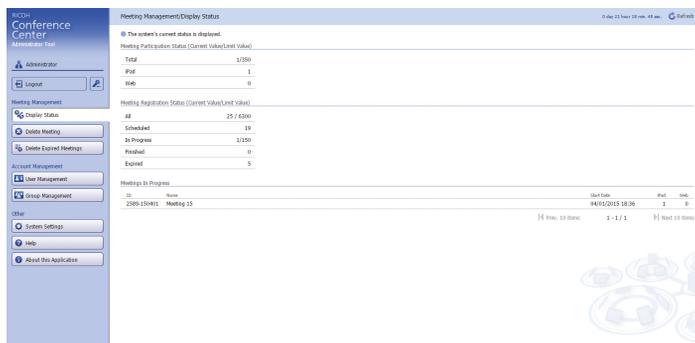
- There is only one administrator account for a meeting server.
 - Only one user can log in to Administrator Tool at one time.
1. Start the Web browser, enter "https://(RICOH Conference Center server name)/rcc/admin/index.htm" in the address bar, and then press the [Enter] key of the keyboard.

A login screen for Administrator Tool appears.

2. Enter the administrator password in [Password], and click [Login].

The default password is "administrator".

If you successfully logged in to Administrator Tool, its top page appears.



To use Administrator Tool functions, click the menu buttons in the left side of the screen.

↓ Note

- The server name of RICOH Conference Center must be the same as either the server name specified when the SSL server certificate is issued or where the SSL server certificate is issued to.
- A login password can be changed in the [Change Password] screen. See page 45 "Changing the Administrator Password".
- Enable JavaScript for the Web browser when using Administrator Tool.

Logging out from Administrator Tool

After using Administrator Tool, be sure to log out from it to prevent unauthorized accesses.

1. Click [Logout] in the Administrator Tool menu.

A confirmation message appears.

2. Click [OK].

Note

- You will be logged out automatically when:
 - The Web browser or Administrator Tool tab is closed.
 - A certain period of time (about one hour) elapses without any operation.

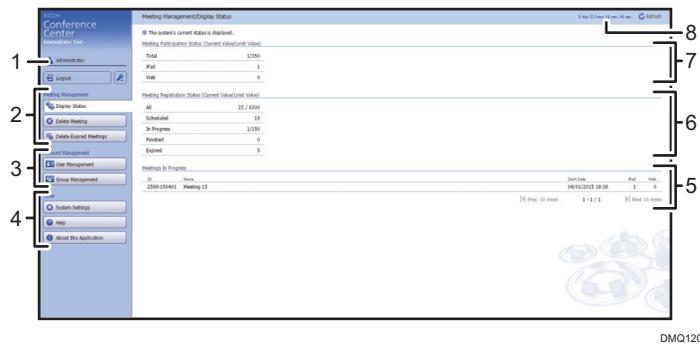
5. Managing Meetings

This chapter explains how to manage meetings using Administrator Tool.

Checking the Meeting Status

You can check the meeting status using Administrator Tool.

From the Administrator Tool menu, click [Display Status] to display the status screen.



1. Administrator Name

- [Logout] button
Click to log out from Administrator Tool.
-  button
Click to change the password.

2. Meeting Management

Click to perform the following operations:

- [Display Status] button
Click to display the RICOH Conference Center status screen.
- [Delete Meeting] button
Click to delete unnecessary meetings such as the ones that are canceled or scheduled for previous dates.
- [Delete Expired Meetings] button
Click to delete expired meetings at once when, for example, system load is high.

3. Account Management

- [User Management] button
Click to add, edit, or delete users.
- [Group Management] button
Click to add, edit, or delete groups.

4. Other

Click to perform the following operations:

- [System Settings] button

Click to change the system setting of RICOH Conference Center.

- [Help] button

Click to display this manual. The manual opens in a separate tab of the Web browser.

- [About this Application] button

Click to display this manual. The manual opens in a separate tab of the Web browser.

5. Meetings In Progress

Displays the list of meetings in progress.

Displays the following information for individual meetings:

- ID
- Name
- Start Date
- iPad (number of participants from the Presenter app)
- Web (number of participants from Web Presenter)

Up to 10 meetings appear per page. If more than 10 meetings are in progress, click [Prev. 10 items] or [Next 10 items] to switch between pages.

6. Meeting Registration Status (Current Value/Limit Value)

Displays the number of meetings currently registered and the number of meetings that can be registered.

Also, the numbers of meetings scheduled, in progress, finished, and expired are displayed separately.

7. Meeting Participation Status (Current Value/Limit Value)

- Total

Displays the total number of Presenter apps and Web Presenters currently participating in meetings and the maximum number that can participate in them.

- iPad

Displays the number of Presenter apps currently participating in meetings and the maximum number that can participate in them.

- Web

Displays the number of Web Presenters currently participating in meetings and the maximum number that can participate in them.

8. Time elapsed since startup

Displays the running time of RICOH Conference Center.

Note

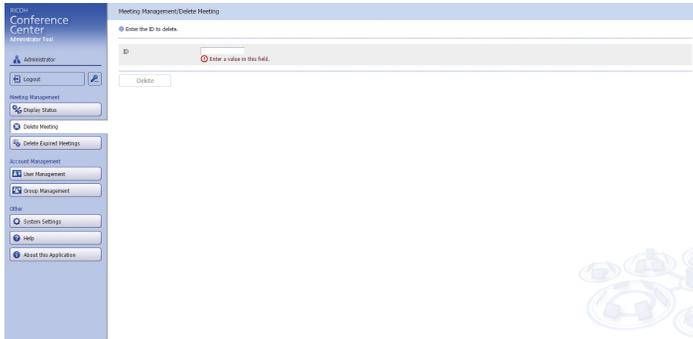
- If the number of the Presenter apps and Web Presenters participating in meetings, registered meetings, or meetings in progress reaches 95% of the limit, the color of the number changes from black to red.
- To refresh the screen, click [Refresh] in the upper right corner.
- Adobe® Acrobat®/Adobe Reader must be installed in order to view the manual. If it is not installed, you will be prompted to download and save the manual to the computer.

Deleting Meetings

You can delete meetings registered in RICOH Conference Center using Administrator Tool.

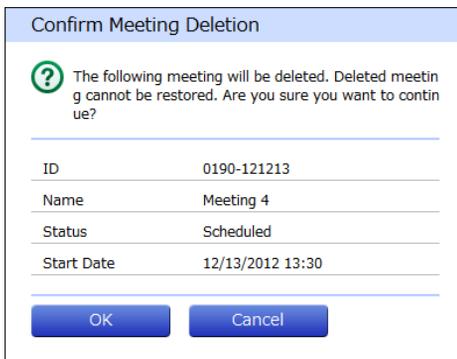
1. In the Administrator Tool menu, click [Delete Meeting].

A screen for deleting a meeting appears.



2. Enter the meeting ID of the meeting you want to delete in [ID].
3. Click [Delete].

A confirmation dialog appears.



4. Check that the correct meeting is selected, and then click [OK].

Note

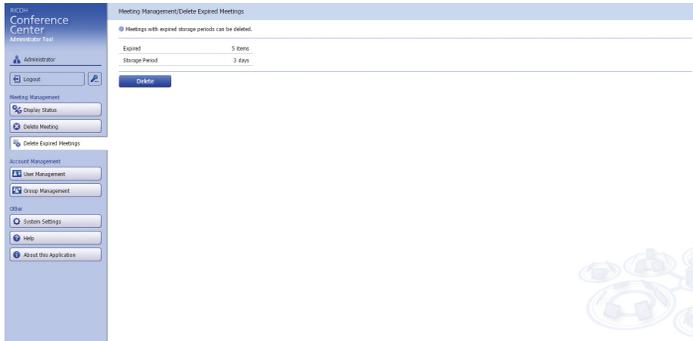
- Meetings in progress cannot be deleted.
- You may need to wait for a while until the meeting is deleted.

Deleting Expired Meetings

You can delete expired meetings at once using Administrator Tool.

1. In the Administrator Tool menu, click [Delete Expired Meetings].

A screen for deleting expired meetings appears.



5

Storage periods for expired meetings and the number of expired meetings appear.

2. Click [Delete].

Note

- For details about configuring storage periods and deletion settings for expired meetings, see page 49 "Changing the System Settings of RICOH Conference Center".
- You may need to wait for a while until the meetings are deleted.

6. Account Management and System Settings

This chapter explains about account management and system settings.

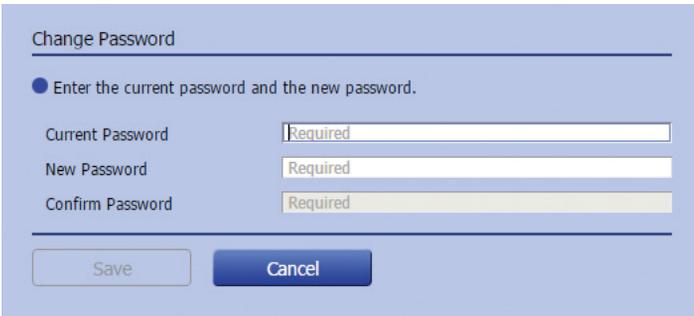
Changing the Administrator Password

This section explains how to change the password for Administrator Tool.

★ Important

- Do not forget the password, and keep it safe from other persons.
1. From the management tool menu, click  next to the [Logout] button.

A screen for changing the password appears.



2. Enter the current password in the [Current Password] field.
3. In [New Password], enter the new password (using up to 8 to 16 alphanumeric characters and certain symbols).
4. Enter the same password again in [Confirm Password].
5. Click [Save].

You can click [Save] only when the entered passwords match.

Managing Accounts

RICOH Conference Center authenticates users by their user names and passwords, and it only displays the meeting information that each user is allowed to access. Meeting information with specified access restriction is displayed only when the user with privileges to access that information is logged in.

The access privileges of the meeting information can be specified for each group and not for individual users. The administrator must first create users and groups, and then specify the users who belong to each group.

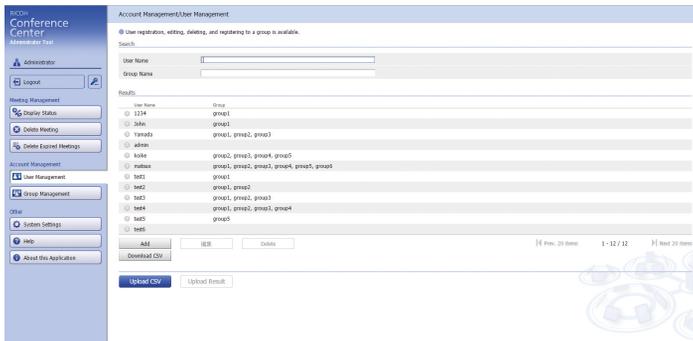
A user who has currently joined an ongoing meeting cannot be edited or deleted.

The group to which the user who has currently joined the ongoing meeting belongs cannot be deleted.

Creating, Editing, or Deleting Users

1. From the management tool menu, click [User Management]. The user management screen appears.

6



- [Add] button

Click to create a new user. In the screen for adding accounts, enter [User Name] and [Default Password], and then click the [Add/Edit Group] button to specify the group to add the user.

Add User

● Set the user name to add, the default password, and the group.

User Name	Required 0/20
Default Password	Required
Confirm Default Password	Required

Group ⓘ Set a group.

Add/Edit Group

Save Cancel

- [Edit] button
To change the group to which the user belongs or reset the password, select the name of the user to edit, and then click [Edit].
- [Delete] button
To delete a user, select the user name, and then click [Delete].

Importing/Exporting Users

1. From the management tool menu, click [User Management]. The user management screen appears.

- [Download CSV] button
Click to download the user list that is displayed on the account management screen in CSV format.
- [Upload CSV] button
Click to upload the edited CSV file.
You can edit "User ID", "Initial Password", or "Group Name" in the CSV file. Entering "Register", "Update", or "Delete" in the "Command" column of the edited user, you can register, update, or delete user information at a time when the CSV file is uploaded.

Note

- Enter "User ID", "Initial Password", and "Group Name" when registering a user.
- When editing the group name for a user in the "Group Name" column, do not leave it blank. The user whose group name is left blank can no longer register a new meeting.
- [Upload Result] button

The list of upload results is displayed. Up to 350 accounts can be registered.

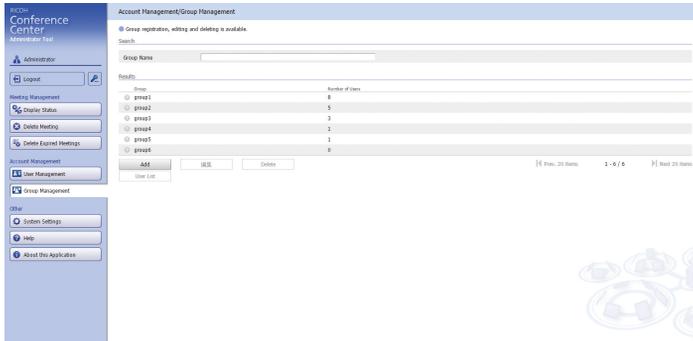
Note

- Up to 20 characters can be entered in the "User Name" field.

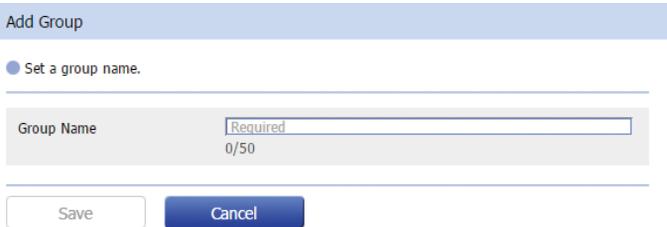
Managing Groups

1. From the management tool menu, click [Group Management].

The group management screen appears.



- [Add] button
Click to create a new group. In the screen for adding accounts, enter [Group Name], and then click [Save].



- [Edit] button
To change a group name, select the group to change, and then click [Edit]. Enter the new group name, and then click [Save].
- [Delete] button
To delete a group, select the group to delete, and then click [Delete].
- [User List] button
Click to view the users who belong to the group.

Note

- Up to 50 characters can be entered in the "Group Name" field. Up to 100 groups can be registered.

Changing the System Settings of RICOH Conference Center

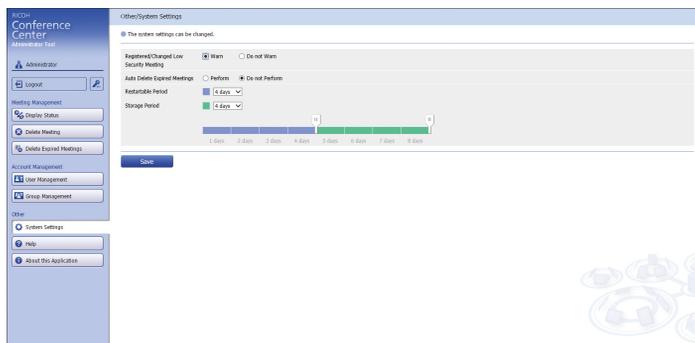
This section explains how to change the system settings of RICOH Conference Center.

★ Important

- It is recommended that backup be taken before changing the system settings. See page 32 "Configuring Automatic Backup for RICOH Conference Center".

1. In the Administrator Tool menu, click [System Settings].

The system settings screen appears.



2. Configure [Registered/Changed Low Security Meeting] as necessary.

Specify whether or not to display a warning when registering or editing details of a meeting using Conference Center with any of the following settings not specified as indicated:

- Meeting Password: On
- Host Key: On
- Display Name: Hide
- Download Documents: Do not Permit

3. Configure the following items when necessary.

- [Auto Delete Expired Meetings]
Specify whether or not to perform automatic deletion for expired meetings.
- [Storage Period]
Specify storage periods for finished meetings from 1 to 7 days (default: 4 days).
- [Restartable Period]
Specify a restartable period for finished meetings from 1 to 7 days (default: 4 days).

Note

- Specify values for [Storage Period] and [Restartable Period] so that the sum of those values does not exceed 8 days.

4. Click [Save].

Note

- The [Registered/Changed Low Security Meeting] setting is useful for lowering security risks when concerns as follows exist:
 - The host or participants of meetings are not limited by a password (unintended members can open or participate in meetings)
 - Details of meetings may be reasoned by third parties from the meeting names
 - Downloaded documents may be disclosed or falsified
- If you choose not to perform automatic deletion for expired meetings, delete them manually before the meeting server's capacity becomes full. See page 44 "Deleting Expired Meetings".
- Expired meetings are deleted at 4:00 AM every day when RICOH Conference Center restarts.

7. Troubleshooting

This section explains how to troubleshoot problems.

When a Message Appears While Using Administrator Tool

This section explains causes and solutions for messages that may appear while you are using Administrator Tool.

Message	Causes and solutions
Another client is already logged in.	Check the following and log in again: <ul style="list-style-type: none">No other user is logged in to Administrator Tool.You are not logged in to Administrator Tool from another Web browser window or tab.
No meeting with the specified ID exists.	You specified a wrong meeting ID when trying to delete a meeting. Check the meeting ID and try again.
Communication with the meeting server has been disconnected.	Your computer is not connected properly to the network or it is disconnected temporarily. Check that the connection to the network is configured properly, refresh the screen, and then try the operation again.
Cannot connect to a Web server.	If the problem persists, check that the meeting server is running properly.

When Other Problems Occur

This section explains how to troubleshoot problems that occur while using RICOH Conference Center.

Problems	Causes and solutions
A certificate error appears in the Web browser screen when accessing Administrator Tool.	SSL has not been configured. See page 20 "Setting SSL" and configure the SSL settings.
You have been notified by a meeting registrant that background colors or images in the original Word file do not appear in the converted PDF file.	Print settings of Word installed in the meeting server are not appropriate. Click [Options] in the [File] tab, select [Display], and then check [Print background colors and images].

8. Specifications

This section explains specifications of the meeting server.

Specifications

Meeting Server

Item	Specifications
Meeting server operation time	Restarts once every 24 hours for maintenance
Meeting storage period	1 to 7 days (specified days × 24 hours from the meeting finish time)
Maximum number of meetings that can be registered	6300
Maximum number of meetings in progress (at the same time)	150
Maximum number of participants (at the same time)	350 (Presenter apps and Web Presenters total)
Maximum number of documents (per meeting)	50
Maximum number of agenda (per meeting)	50
Size of documents	<ul style="list-style-type: none">• Recommended 10 MB or less per document, 30 MB or less per meeting• Maximum 100 MB per document, 100 MB per meeting
Maximum number of users	350
Maximum number of groups	100

Note

- For details about restarting the meeting server, see page 29 "Configuring Automatic Restart for RICOH Conference Center".

License

RICOH Conference Center

Administrator Tool, Conference Center, and Web Presenter contain other software (third-party software) that includes open source software (OSS). Copyright information and requirements for using some of the third-party software can be found in the beginning of the relevant software's source codes.

If you are using Internet Explorer, display Administrator Tool, Conference Center, or Web Presenter and press the [F12] key on the keyboard to launch the Developer Tools. OSS source codes can be viewed on the [Script] tab. For instructions to use the Developer Tools, see Internet Explorer Help.

For copyright information and requirements for using other third-party software, check in the files in the "Licenses\Java" and "Licenses\OSS" folders in the installation media.

9. Appendix

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