

RICOH



Device Manager NX

Operating Instructions
Installation Guide

Read this manual carefully before you use this product and keep it handy for future reference.

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How to Read This Manual

Symbols

This manual uses the following symbols:

Important

Indicates a situation that may result in property damage or malfunction if instructions are not followed. Be sure to read the instructions.

Note

Indicates supplementary relevant information.

[]

Indicates the names of keys that appear on the computer screen.

Terminology

The terms used in this manual are described below.

Access Account

The information required to allow or restrict access to the device. Depending on the type of the account, user ID and password are required. To access devices in Device Manager NX, configure the following access accounts:

- **SNMP Account**
Use this account to search for a device or obtain information from a device.
- **Web Service Account**
Use this account to modify the configuration of a device.
- **SDK Account**
Use this account to manage the SDK/J platform or SDK applications on a device.

Device

A printer or a multifunctional printer (MFP) on the network. The term "device" in this document refers to a printer or an MFP.

Discovery

A function to search for devices on a network based on specified conditions. Also, it sends the device information to Device Manager NX.

Polling

A function to retrieve information such as the remaining amount of consumables or the status of devices discovered by Discovery.

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.

1. Installing Device Manager NX

This manual explains how to install Device Manager NX. To use Device Manager NX, you can install it newly or migrate data from SmartDeviceMonitor for Admin.

Checking Operating Conditions

Operating Conditions for Device Manager NX

Device Manager NX requires the following operating conditions:

Items	Descriptions
Computer	<ul style="list-style-type: none">• CPU: Intel Core 2 Duo, 1.6 GHz or more• Memory: 1 GB or more
Operating system	<ul style="list-style-type: none">• Windows Vista Home Premium/Business/Enterprise/Ultimate SP2 or later (32 bit)• Windows 7 Home Premium/Professional/Enterprise/Ultimate SP1 or later (32 bit/64 bit)• Windows 8.1/Pro/Enterprise (32 bit / 64 bit) Except Windows RT 8.1• Windows 10 Home/Pro/Enterprise/Education CB/CBB (32 bit/64 bit)• Windows Server 2012 Essentials/Standard (64 bit) *• Windows Server 2012 R2 Essentials/Standard (64 bit) *• Windows Server 2016 Essentials/Standard (64 bit) *
Virtual Machine	<ul style="list-style-type: none">• VMware ESXi 4.1/5 or later
Network protocol	<ul style="list-style-type: none">• TCP/IP<ul style="list-style-type: none">• HTTP, HTTPS• DNS• FTP, SFTP• SMTP• LDAP, LDAPS• UDP<ul style="list-style-type: none">• SNMP v1/v2/v3

- * Server Operating Systems are not supported in the following regions: US, Canada, Latin America, Europe, Middle East, and Africa.

Note

- Device Manager NX is software for centrally monitoring devices connected to the network.
- System requirements may change. For the latest information, contact your sales representative.

Supported Languages

The following languages are supported by Device Manager NX: English, French, German, Italian, Spanish, Dutch, Simplified Chinese, Traditional Chinese, Korea, and Brazilian Portuguese.

If the software is installed on an operating system that uses a different language as its display language, Device Manager NX will display its screens, windows, dialog boxes, and messages in English.

Newly Installing Device Manager NX

★ Important

- Log on as an administrator to the computer that this product is to be installed on.
- Quit all active applications, and make sure the computer is not currently printing.

1. Double-click the [setup.exe] icon to start the installer.
2. When "Welcome to the Device Manager NX setup." is displayed on the screen, click [Next].

An installation will be aborted if you install this product to an operating system not supported by this product, other products that cannot be compatible with this product are already installed, or you have not logged on as an administrator.

3. Read all items in the software product license. When accepting it, select [I accept the terms of this license agreement.] and click [Next].
4. Specify where to install this product, and then click [Next].
5. Select the information of the country where this product is to be used and click [Next].
6. Select startup setup and click [Next].

If [Add to Startup] is selected, Device Manager NX automatically starts when the computer starts.

7. Check the installation settings, and then click [Next].
8. Confirm that the installation is completed, and then click [Next].
9. Click [Quit].

To start immediately, select the [Start Device Manager NX immediately after this.] check box.

↓ Note

- If an installation fails, an error report will be sent to show the error details. To display an error report, select the [Display the Error Report] check box.
- After this product is installed, activate it within the trial period.

Upgrading Device Manager NX

The methods described below are those for upgrading Device Manager NX to the version that has the report function and updating Device Manager NX that is already installed.

★ Important

- Log on as an administrator to the computer that this product is to be installed on.
- Quit all active applications, and make sure the computer is not currently printing.
- If Device Manager NX is registered as a service, cancel the service before upgrading the software. For information on canceling services, see "Batch File for Canceling Registration as a Service", Operation Guide.

1. Double-click the [setup.exe] icon to start the installer.
2. When "Welcome to the Device Manager NX setup." is displayed on the screen, click [Next].

If you do not log on as an administrator, the installation will be aborted.

3. When an upgrade confirmation message appears, click [Next].
4. Read all items in the software product license. When accepting it, select [I accept the terms of this license agreement.] and click [Next].
5. Confirm where to install this product, and then click [Next].
6. Confirm that the installation is completed, and then click [Next].
7. Click [Quit].

To start immediately, select the [Start Device Manager NX immediately after this.] check box.

↓ Note

- If installation fails, an error report will be sent to show the error details. To display an error report, select the [Display the Error Report] check box.

Reinstalling Device Manager NX

If configuration data before uninstallation was not deleted when Device Manager NX was uninstalled, Device Manager NX can be installed again using the remaining data. The method for reinstalling is described below:

★ Important

- Log on as an administrator to the computer that this product is to be installed on.
- Quit all active applications, and make sure the computer is not currently printing.

1. Double-click the [setup.exe] icon to start the installer.
2. When "Welcome to the Device Manager NX setup." is displayed on the screen, click [Next].

An installation will be aborted if you install this product to an operating system not supported by this product, other products that cannot be compatible with this product are already installed, or you have not logged on as an administrator.

3. Read all items in the software product license. When accepting it, select [I accept the terms of this license agreement.] and click [Next].
4. Specify where to install this product, and then click [Next].
5. A reinstallation data migration screen appears. Select the [Perform Installation with Data Migration] check box and click [Next].
6. Select the information of the country where this product is to be used and click [Next].
7. Select startup setup and click [Next].
If [Add to Startup] is selected, Device Manager NX automatically starts when the computer starts.
8. Check the installation settings, and then click [Next].
9. Confirm that the installation is completed, and then click [Next].
10. Click [Quit].

To start immediately, select the [Start Device Manager NX immediately after this.] check box.

↓ Note

- If an installation fails, an error report will be sent to show the error details. To display an error report, select the [Display the Error Report] check box.
- After this product is installed, activate it within the trial period.

Installing Device Manager NX with Data Migrated from Existing Product

This section explains how to migrate settings from the existing SmartDeviceMonitor for Admin, if they are installed on the computer you are using. These settings can be migrated for new installation of Device Manager NX.

★ Important

- Log on as an administrator to the computer that this product is to be installed on.
- Quit all active applications, and make sure the computer is not currently printing.
- Settings cannot be migrated from an old version of the existing product. Upgrade the existing product before performing new installation of Device Manager NX. See page 12 "Type of Data That Can be Migrated from Existing Products".

1. Double-click the [setup.exe] icon to start the installer.
2. When "Welcome to the Device Manager NX setup." is displayed on the screen, click [Next].

An installation will be aborted if you install this product to an operating system not supported by this product, other products that cannot be compatible with this product are already installed, or you have not logged on as an administrator.

3. Read all items in the software product license. When accepting it, select [I accept the terms of this license agreement.] and click [Next].
 4. Specify where to install this product, and then click [Next].
 5. Select information of the country where this product is to be used and click [Next].
 6. Select the [Perform Installation with Data Migration] check box and click [Next].
 7. Select the information of the country where this product is to be used and click [Next].
 8. Select startup setup and click [Next].
9. Check the installation settings, and then click [Next].
 10. Confirm that the installation is completed, and then click [Next].
 11. Click [Quit].

If [Add to Startup] is selected, Device Manager NX automatically starts when the computer starts.

↓ Note

- If an installation fails, an error report will be sent to show the error details. To display an error report, select the [Display the Error Report] check box.
- For data that can be migrated from existing products, see page 12 "Type of Data That Can be Migrated from Existing Products".

- The existing product is not uninstalled when Device Manager NX is installed.
- After this product is installed, activate it within the trial period.

Type of Data That Can be Migrated from Existing Products

1

The table below specifies the data of SmartDeviceMonitor for Admin that can be used for Device Manager NX.

- Device list and group settings
- Search and monitoring condition settings
- Previous collection data of device counter per user *
- Department Information, User Data, Rate Table *

* It can be used only when the data is migrated from SmartDeviceMonitor for Admin Accounting Report Package to Device Manager NX Accounting.

Note

- Data can be migrated only if the version of SmartDeviceMonitor for Admin installed on your machine is 8.1.9.0 or later.
- The SmartDeviceMonitor for Admin version before 8.1.9.0 data can be inherited by upgrading to following products:
 - SmartDeviceMonitor for Admin version 8.1.9.0 or later
- The monitoring interval settings in SmartDeviceMonitor for Admin will not be inherited.

Device Manager NX Initial Settings

Device Manager NX allows you to configure settings depending on the use conditions and environment. Change the settings as required.

List of installation settings

Settings	Setting configuration
Setting the Discovery	Required
Setting Polling	Required
Setting an Access Account	Optional
Configuring a proxy server	Optional
Setting groups	Optional
Setting a password	Optional
Setting data storage period	Optional

Setting the Discovery

Configure the discovery to search for a device on the network. Create a discovery profile by specifying search conditions such as IP address range.

↓ Note

- For the procedure for configuring the discovery, see "Searching for Devices", Operation Guide.

Setting Polling

Configure polling to monitor a device on the network. The polling function allows you to check the device status at any time such as the remaining amount of toner and/or paper, frequency of use, occurrence of problems, etc. Configure polling as required.

↓ Note

- For the procedure for configuring polling, see "Retrieving the Device Status", Operation Guide.

Setting an Access Account

Configure an access account to access devices on the network requiring user authentication.

↓ Note

- Devices that no user authentication is applied to can be accessed using the access account preset in the system.

- For the procedure for configuring an access account, see "Configuring Access Accounts", Operation Guide.

Configuring a proxy server

Configuring a proxy server allows you to specify the proxy server information required when applications are activated or updated, notifying utilization status, etc. through the Internet. Set proxy server information as required.

↓ Note

- For details about proxy server setting, see "System Settings", Operation Guide.

Setting groups

Devices grouped by categories such as installation locations and users can be easily monitored or managed. Set groups as required.

↓ Note

- For the procedure for grouping, see "Classifying Devices by Group Name", Operation Guide.

Setting a password

Unauthorized access can be prevented by setting a password for starting Device Manager NX. Change the password as required.

↓ Note

- For the procedure for setting a password, see "Setting a Password", Operation Guide.

Setting data storage period

System Data Settings can be set to manage data acquired from devices and change the storage period of status history. Set data storage period as required.

↓ Note

- For details about System Data Settings, see "System Settings", Operation Guide.

2. Uninstalling Device Manager NX

The procedure for uninstalling Device Manager NX is explained below. If registration information is preserved at uninstallation, the settings are migrated for reinstallation.

Uninstalling Device Manager NX

2

★ Important

- Log on as an administrator to the computer that this product is to be uninstalled on.
 - If configuration data was not deleted at the time of uninstallation, it can be used for reinstallation of Device Manager NX.
 - If Device Manager NX is registered as a service, cancel the service before uninstalling the software. For information on canceling services, see "Batch File for Canceling Registration as a Service", Operation Guide.
1. From the start menu, open [Control Panel], and then open [Programs and Features].
 2. Select Device Manager NX from the software list and click [Uninstall].
 3. Click [Next].
 4. To retain configuration data, select the [Perform Uninstallation with Data Remaining] check box. If you want to uninstall Device Manager NX and delete the configuration data, select the [Perform Uninstallation Deleting All Data] check box.
 5. Click [Next].
 6. From the confirmation screen for continuing uninstallation, click [Next].
 7. Click [Quit].

↓ Note

- To delete the remaining data, delete the folder in which Device Manager NX was installed.

3. Appendix

Troubleshooting

Problems	Causes and Solutions
Installing Device Manager NX failed	Log on to Windows as a user of the Administrator group.
	Device Manager NX is enabled. Quit Device Manager NX before upgrading it.
	An installation was attempted to an operating system not supported by this product. Use a supported operating system. For operating systems supported by this product, see page 5 "Checking Operating Conditions".
	A product incompatible with this product has already been installed. From the computer, uninstall the program that is incompatible with this product.
Uninstalling Device Manager NX failed	Log on to Windows as a user of the Administrator group.
	Device Manager NX is enabled. Quit Device Manager NX before an uninstallation process starts.
	Device Manager NX cannot be uninstalled while it is registered as a service. Cancel the service before uninstalling Device Manager NX.
Selected path was unavailable	The first character of a folder name is a space. Delete this space at the beginning or end of the folder name.
	The specified destination path is wrong. Check the destination path. The desktop or a drive cannot be specified as the destination path.
	The length of the specified path is incorrect. The path must be 4-139 characters in length.

Trademarks

Microsoft[®], Windows[®], and Windows Vista[®] are registered trademarks of Microsoft Corporation in the United States and/or other countries.

Intel[®], Pentium[®], and Core[™] are either registered trademarks or trademarks of Intel Corporation in the U.S. and/or other countries.

VMware and VMware ESXi are either registered trademarks or trademarks of VMware, Inc. in the U.S. and/or other countries.

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Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights to those marks.

The proper names of the Windows operating systems are as follows:

- The product names of Windows Vista are as follows:
 - Microsoft[®] Windows Vista[®] Ultimate
 - Microsoft[®] Windows Vista[®] Business
 - Microsoft[®] Windows Vista[®] Home Premium
 - Microsoft[®] Windows Vista[®] Home Basic
 - Microsoft[®] Windows Vista[®] Enterprise
- The product names of Windows 7 are as follows:
 - Microsoft[®] Windows[®] 7 Home Premium
 - Microsoft[®] Windows[®] 7 Professional
 - Microsoft[®] Windows[®] 7 Ultimate
 - Microsoft[®] Windows[®] 7 Enterprise
- The product names of Windows 8.1 are as follows:
 - Microsoft[®] Windows[®] 8.1
 - Microsoft[®] Windows[®] 8.1 Pro
 - Microsoft[®] Windows[®] 8.1 Enterprise
- The product names of Windows 10 are as follows:
 - Microsoft[®] Windows[®] 10 Home
 - Microsoft[®] Windows[®] 10 Pro
 - Microsoft[®] Windows[®] 10 Enterprise
 - Microsoft[®] Windows[®] 10 Education
- The product names of Windows Server 2012 are as follows:
 - Microsoft[®] Windows Server[®] 2012 Essentials
 - Microsoft[®] Windows Server[®] 2012 Standard

- The product names of Windows Server 2012 R2 are as follows:
Microsoft® Windows Server® 2012 R2 Essentials
Microsoft® Windows Server® 2012 R2 Standard
- The product names of Windows Server 2016 are as follows:
Microsoft® Windows Server® 2016 Essentials
Microsoft® Windows Server® 2016 Standard

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