RICOH

FlexRelease CX

Operating Instructions

Administrator's Guide for FlexRelease CX Embedded Print

1 Introduction
2 FlexRelease CX Embedded Print
3 Authentication Mode Setting
4 Login to FlexRelease CX Embedded Print Manager
5 Configurations
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7 Error Display
8 Appendix

Introduction

This manual contains detailed instructions and notes on the operation and use of this product. For your safety and benefit, read this manual carefully before using the product. Keep this manual in a handy place for quick reference.

Guides for This Solution

The following manuals (PDF/HTML) are available for FlexRelease CX.

FlexRelease CX Start Guide <Preparation for Utilizing the Service>

This guide is intended for administrators and end users. It describes preparations required for utilizing the service.

FlexRelease CX Service Quick Guide <System Overview>

This guide is intended for administrators and end users. It describes the overview of the FlexRelease CX system.

FlexRelease CX Operating Instructions <Port Monitor>

This guide is intended for administrators and end users. It describes how to install/uninstall the port monitor for FlexRelease CX to/from a client PC, how to register/delete the port for FlexRelease CX, and how to send a print job using a printer driver.

FlexRelease CX Operating Instructions <iOS Application>

This guide is intended for end users. It describes how to upload/manage print jobs using the iOS application for FlexRelease CX on iPhone/iPad.

FlexRelease CX Operating Instructions <User's Guide for FlexRelease CX Server>*

This guide is intended for end users. It describes how to upload/manage print jobs using FlexRelease CX Server.

FlexRelease CX Operating Instructions <Administrator's Guide for FlexRelease CX Server>*

This guide is intended for administrators. It describes how to manage the storage period of print jobs stored in the server of FlexRelease CX and the device information registered in the FlexRelease CX system using FlexRelease CX Server.

FlexRelease CX Operating Instructions <Quick Start Guide for FlexRelease CX Embedded Print>

This guide is intended for end users. It describes how to log in to/log out of the FlexRelease CX system using FlexRelease CX Embedded Print installed in a device, and how to print/delete print jobs using the display panel of a device.

FlexRelease CX Operating Instructions <User's Guide for FlexRelease CX Embedded Print>

This guide is intended for end users. It describes how to log in to/log out of the FlexRelease CX system using FlexRelease CX Embedded Print installed in a device, and how to print/delete print jobs using the display panel of a device.

FlexRelease CX Operating Instructions <Administrator's Guide for FlexRelease CX Embedded Print> (this guide)

This guide is intended for administrators. It describes how to configure and manage FlexRelease CX Embedded Print using FlexRelease CX Embedded Print Manager.

* HTML format

Note

- The guides in HTML format can be viewed with a web browser.
- Adobe Acrobat Reader or Adobe Reader is necessary to view the guides in PDF format.

How to Read This Guide

We recommend that you read this guide in its entirety to familiarize yourself with functions of FlexRelease CX Embedded Print Manager.

Symbols

The following symbols are used in the manual to help you to identify content quickly.

Important

This symbol indicates points to pay attention to.

Note

This symbol indicates supplementary information that you may find helpful for completing a task.

Reference

This symbol indicates where to find further relevant information.

[ ]
Square brackets indicate the name of buttons or fields displayed on the computer screen.

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1. Introduction

This guide describes how to configure and manage FlexRelease CX Embedded Print installed in a device using FlexRelease CX Embedded Print Manager.

1

Workflow

This guide describes how to configure and manage FlexRelease CX Embedded Print by following the workflow below.

Authentication Mode Setting of a Device

Setting the authentication mode of a device to Off*1

For details, see “3. Authentication Mode Setting” on page 10.

Configuration/Maintenance of FlexRelease CX Embedded Print

Logging in to FlexRelease CX Embedded Print Manager

For details, see “4. Login to FlexRelease CX Embedded Print Manager” on page 12.

↓

Configuring/Managing FlexRelease CX Embedded Print

- Confirming the System Information
- Registering the Proxy Server Information
- Activating a Device
- Specifying the Display Preference for a Print Job List
- Changing Administrator Password*2
- Exporting/Importing a System Configuration File
- Obtaining Logs

For details, see “5. Configurations” on page 14 and “6. Maintenance” on page 22.

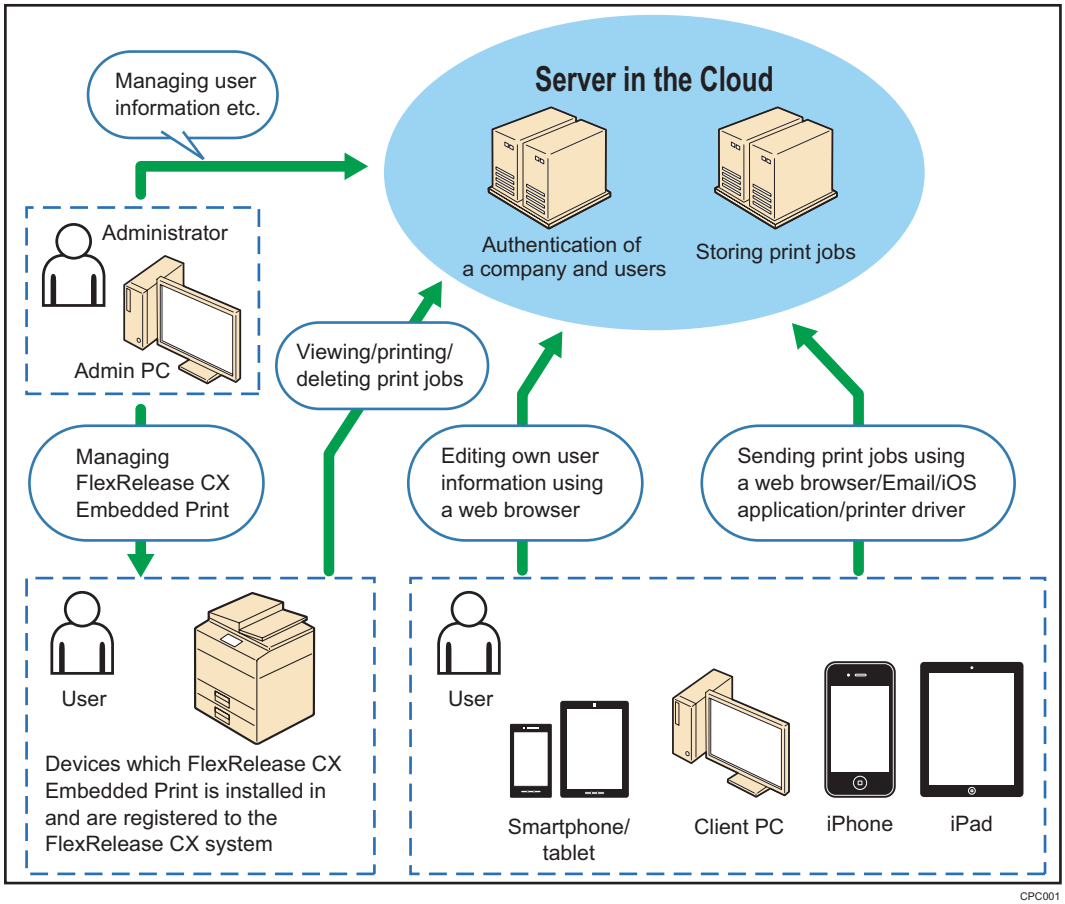
*1 This operation is not necessary if using the authentication function of Card Authentication Package V2.

*2 Be sure to confirm and configure the settings at the start of operating FlexRelease CX Embedded Print Manager.

2. FlexRelease CX Embedded Print

Overview of FlexRelease CX Embedded Print

FlexRelease CX Embedded Print is an Embedded Software Architecture* application which enables you to print/delete print jobs stored in the server of FlexRelease CX by obtaining print jobs using the display panel of a device.



- For printing print jobs stored in the server of the FlexRelease CX system, log in to the FlexRelease CX system (start.ricoh) from a device in which FlexRelease CX Embedded Print is installed and which is registered to the system beforehand.
  Users can log in to the FlexRelease CX system (start.ricoh) using the card authentication function or entering a user name and password on the display panel of a device (the installation of Card Authentication Package V2 is required for using the card authentication function).

- After a user logs in to the FlexRelease CX system (start.ricoh), only the print jobs sent from the logged-in user are displayed in a list, and the print jobs can be printed or deleted. Print jobs are protected from the access from an unauthorized user, and unnecessary printing can be eliminated by confirming and deleting print jobs before printing.
- Print settings of print jobs stored in the server of FlexRelease CX can be changed on the display panel of a device before printing.
- Administrators can configure and manage FlexRelease CX Embedded Print using FlexRelease CX Embedded Print Manager (web application).

* Application to be installed in a device

Note

- For the overview of the FlexRelease CX system, refer to FlexRelease CX Service Quick Guide <System Overview>.
- For registering a device to the FlexRelease CX system (start.ricoh), see “Activating a Device” on page 16.
- For using the authentication function of Card Authentication Package V2, the following preparations are required beforehand.
  - Set [Printer Driver Login Method] to [Do not Enter Password] using the configuration tool of Card Authentication Package V2.
  - Register the user information managed in Card Authentication Package V2 to the user information registered in the FlexRelease CX system (start.ricoh).

  For setting [Printer Driver Login Method] to [Do not Enter Password], refer to Card Authentication Package V2 Administrator’s Guide.
  For registering the user information managed in Card Authentication Package V2 to the user information registered in the FlexRelease CX system (start.ricoh), refer to FlexRelease CX Operating Instructions <User’s Guide for FlexRelease CX Embedded Print>.

Operating Environment

The following environments are required to utilize FlexRelease CX Embedded Print Manager.

Network IPv4

Web Browser

Browser Environment

Microsoft Internet Explorer 8.0
Microsoft Internet Explorer 9.0
Microsoft Internet Explorer 10.0
Google Chrome
Firefox

Browser Settings

JavaScript enabled
Cookie enabled

Important

- **For the installation and uninstallation of the FlexRelease CX Embedded Print software, consult the customer service.**
- **For using the authentication function of FlexRelease CX Embedded Print to log in to the FlexRelease CX system (start.ricoh), configure the authentication mode setting of a device to off beforehand. For details on configuring the authentication mode setting of a device, see “3. Authentication Mode Setting” on page 10.**

Note

- For the update information of the operating environment, refer to the FlexRelease CX site.

3. Authentication Mode Setting

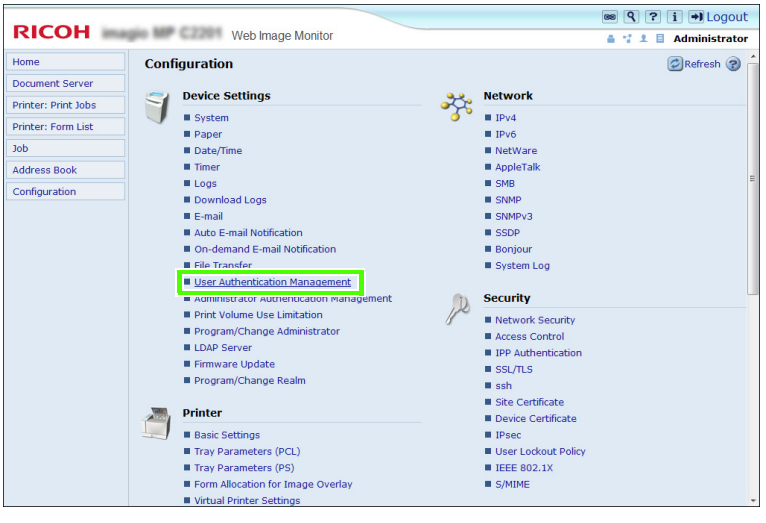
This section describes how to set the authentication mode of a device to off using Web Image Monitor.

Note

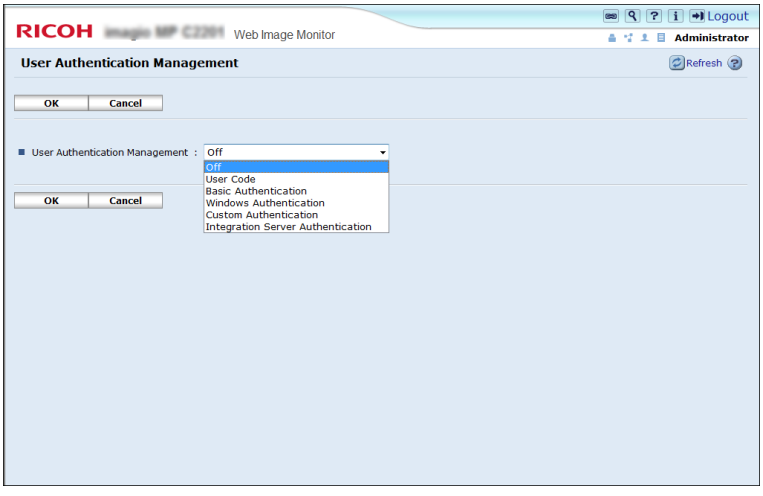
- If using the authentication function of FlexRelease CX Embedded Print for the login to the FlexRelease CX system (start.ricoh), configure the authentication mode setting of a device to off beforehand.
  This operation is not necessary if using the authentication function of Card Authentication Package V2.
- For details on Web Image Monitor, refer to the guide provided with Web Image Monitor.

Setting the Authentication Mode of a Device to Off

1. **Log in to a device with the administrator authority from Web Image Monitor.**
2. **Click [Configuration].**
3. **Click [User Authentication Management] in [Device Settings].**



4 **Select [Off] from the pull-down list of [User Authentication Management].**



Note

- For details on configuring the authentication mode setting of a device, refer to the guide provided with a device.

5 **Click [OK].**

4. Login to FlexRelease CX Embedded Print Manager

Logging in to FlexRelease CX Embedded Print Manager

This section describes how to log in to FlexRelease CX Embedded Print Manager via a web browser.

1 **Start up a web browser.**

Important

- **Do not operate multiple FlexRelease CX Embedded Print Managers/user tools at the same time on a computer. If FlexRelease CX Embedded Print Manager or user tool for another application is opened, close the windows before logging in to FlexRelease CX Embedded Print Manager.**

2 **Enter the URL for FlexRelease CX Embedded Print Manager.**

When using the SSL connection:
Enter “https://<device’s IP address or host name>:51443/frcx/login” in the address bar.
When using the HTTP connection:
Enter “http://<device’s IP address or host name>:8080/frcx/login” in the address bar.

Note

- Host name cannot be set depending on the connection settings. In this case, enter an IP address instead.
- The port number cannot be changed.

3 **Enter “admin” in [User Name].**

Note

- The login user name “admin” cannot be changed.

4 **Enter a login password in [Password].**

Note

- The default login password is “password”. The login password can be changed.

Important

- **Change the login password at the start of operating FlexRelease CX Embedded Print Manager. For security, change the password periodically. For details, see “Changing Administrator Password” on page 22.**

5 Click [OK].

If the login succeeds, the [Home] screen appears.

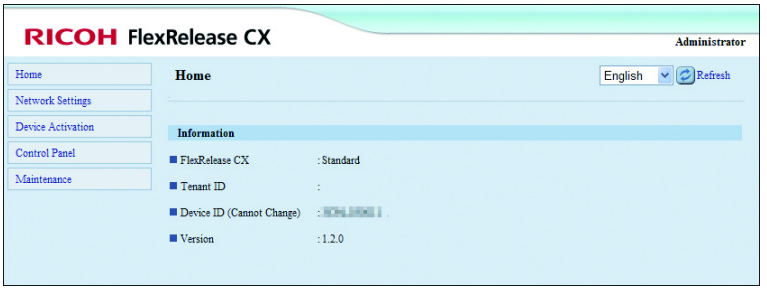
5. Configurations

Confirming the System Information

After you log in to FlexRelease CX Embedded Print Manager, the [Home] screen appears. You can confirm the contracted service information and the version of FlexRelease CX Embedded Print on the [Home] screen.

1 Log in to FlexRelease CX Embedded Print Manager.

If the login succeeds, the [Home] screen appears.



Note

- For details on logging in to FlexRelease CX Embedded Print Manager, see “Logging in to FlexRelease CX Embedded Print Manager” on page 12.
- To display the [Home] screen when another screen is displayed, click [Home] in the menu on the left-hand side of the screen.

2 Confirm the following information.

Information	**FlexRelease CX**	The type of a contracted service is displayed.
	Tenant ID	Tenant ID issued for the company is displayed.
	Device ID (Cannot Change)	Device ID is displayed.
	Version	The version of FlexRelease CX Embedded Print is displayed.

Note

- Select a language from the pull-down list on the upper-right of the screen.
- Click [Refresh] to update the displayed information.

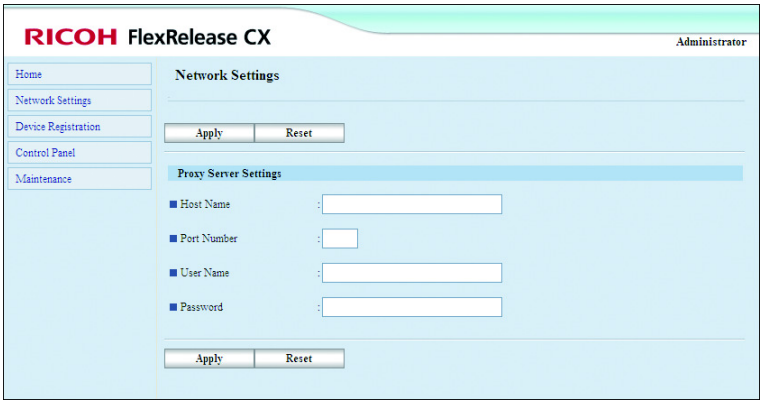
Registering the Proxy Server Information

This section describes how to register the proxy server information.

Note

- Specify the settings when using a proxy server.

1 Click [Network Settings] in the menu.



2 Specify the following settings.

Proxy Server Settings	**Host Name**	Enter a host name of a proxy server.
	Port Number	Enter a port number of a proxy server.
	User Name	If using a user name for the authentication with a proxy server, enter a user name.
	Password	If using a password for the authentication with a proxy server, enter a password.

Note

- [Host Name] and [Port Number] are required settings.
- For the default settings and the limitations on the number of characters that can be entered, see “Limitations on Input Values/Default Settings” on page 29.
- Click [Reset] to reset the specified settings to the default values.

3 Click [Apply].

The [Result] screen appears.

4 After confirming the result, click [Back].

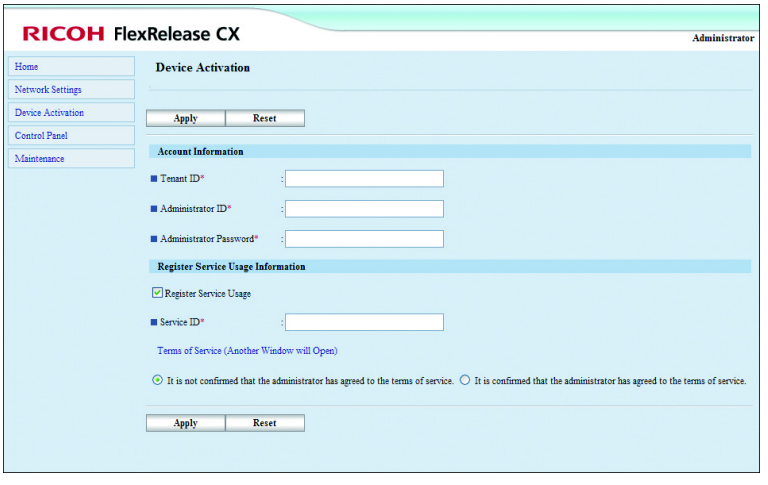
A screen prompting you to restart the device appears.

5 Restart the device.

Activating a Device

This section describes how to register a device to the FlexRelease CX system (start.ricoh) and how to start using the service.

1 Click [Device Activation] in the menu.



2 Specify the following settings.

Account Information	**Tenant ID**	Enter the company ID issued at the time of subscription to the service.
	Administrator ID	Enter the administrator ID registered in the FlexRelease CX system (start.ricoh). Note • This is the same as the administrator ID used with start.ricoh.
	Administrator Password	Enter the administrator password registered in the FlexRelease CX system (start.ricoh). Note • This is the same as the administrator password used with start.ricoh.

Register Service Usage Information	**Register Service Usage**	Select this check box when you want to start using the service. Selecting it displays the items you need to enter. Note • When registering a device with another tenant ID, you need to register service usage.
	Service ID	Enter the service ID issued at the time of subscription to the service.
	Terms of Service (Another Window will Open)	Click this to display the terms of service. Note • To display the terms of service, enter the items indicated by "*".
	Confirm agreement to terms of service	Confirm the terms of service, and then select [It is confirmed that the administrator has agreed to the terms of service.].

Note

- The [Account Information] fields are required.
- For the default settings and the limitations on the number of characters that can be entered, see "Limitations on Input Values/Default Settings" on page 29.
- Click [Reset] to reset the specified settings to the default values.

3 Click [Apply].

The [Result] screen appears.

4 After confirming the result, click [Back].

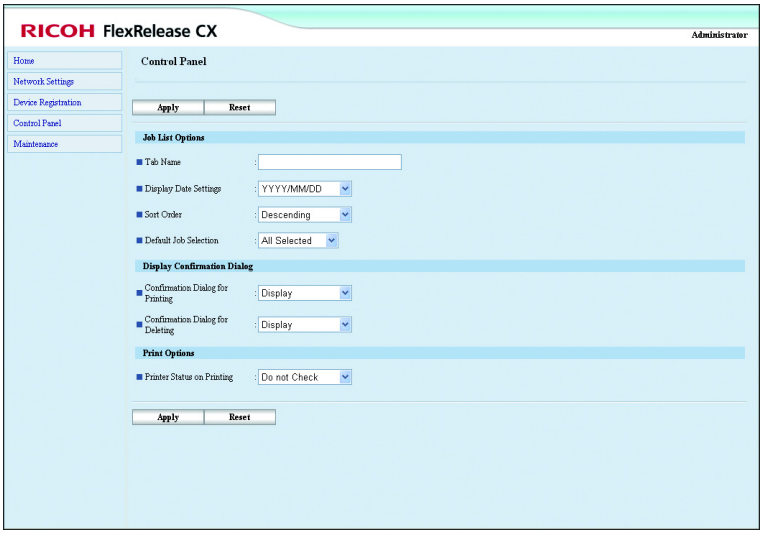
A screen prompting you to restart the device appears.

5 Restart the device.

Specifying the Display Preferences for a Print Job List

This section describes how to specify the display preferences for a print job list of FlexRelease CX Embedded Print.

1 Click [Control Panel] in the menu.



2 Specify the following settings.

Job List Options	**Tab Name**	Enter a name to be displayed on a tab on the display panel of a device. **Note** • This setting is not available for a laser printer. • The following characters cannot be used. !"#$%&'()[]{}-^\=~|@`;:+*,./?_ • Restart a device to apply the setting of [Tab Name].

	Display Date Settings	Select a date display format for print jobs. **YYYY/MM/DD:** Displays in the Year/Month/Day format. **DD/MM/YYYY:** Displays in the Day/Month/Year format. **MM/DD/YYYY:** Displays in the Month/Day/Year format. Note • This setting is not available for a laser printer. • Restart a device to apply the setting of [Display Date Settings].
	Sort Order	Specify the sort setting for a print job list. **Ascending:** Sorts print jobs according to the time that the data is stored in the ascending order. **Descending:** Sorts print jobs according to the time that the data is stored in the descending order. Note • If printing with a laser printer, print jobs are printed in the order specified in [Sort Order].
	Default Job Selection	Specify the print job selection setting for a print job list of FlexRelease CX Embedded Print. **All Selected:** All print jobs are selected when a print job list is displayed. **None Selected:** All print jobs are not selected when a print job list is displayed. Note • This setting is not available for a laser printer. • Restart a device to apply the setting of [Default Job Selection].

Display Confirmation Dialog	**Confirmation Dialog for Printing**	Specify whether to display a confirmation message before printing print jobs. **Display:** A confirmation message is displayed before printing. **Do not Display:** A confirmation message is not displayed before printing. Note • This setting is not available for a laser printer.
	Confirmation Dialog for Deleting	Specify whether to display a confirmation message before deleting print jobs. **Display:** A confirmation message is displayed before printing. **Do not Display:** A confirmation message is not displayed before printing. Note • This setting is not available for a laser printer.
Print Options	**Printer Status on Printing**	Specify whether to check the status of a printer before printing print jobs. **Check:** The status of a printer is checked before printing. **Do not Check:** The status of a printer is not checked before printing. Note • When [Do not Check] is selected for [Printer Status on Printing], if a print operation is executed while an error has been occurred in a printer, printing fails after a certain period of time elapses without clearing the error.

Note

- For the default settings and the limitations on the number of characters that can be entered, see “Limitations on Input Values/Default Settings” on page 29.
- Click [Reset] to reset the specified settings to the default values.

3 Click [Apply].

The [Result] screen appears.

4 After confirming the result, click [Back].

6. Maintenance

Changing Administrator Password

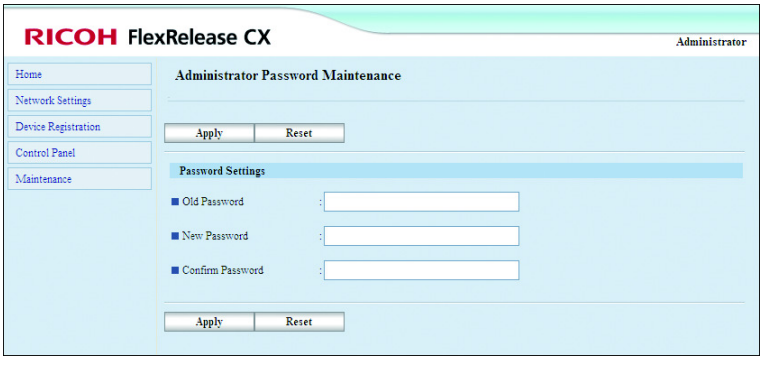
This section describes how to change an administrator password to be used to log in to FlexRelease CX Embedded Print Manager.

Important

- **Change an administrator password from the default password at the start of operating FlexRelease CX Embedded Print Manager.**

1 **Click [Maintenance] in the menu.**

2 **Click [Administrator Password Maintenance].**



3 **Enter a current password in [Old Password].**

4 **Enter a new password in [New Password] and [Confirm Password].**

Note

- For the default settings and the limitations on the number of characters that can be entered, see “Limitations on Input Values/Default Settings” on page 29.
- Click [Reset] to reset the specified settings to the default values.

5 **Click [Apply].**

The [Result] screen appears.

6 **After confirming the result, click [Back].**

Note

- Restart a device to apply the setting of an administrator password.

Exporting/Importing a System Configuration File

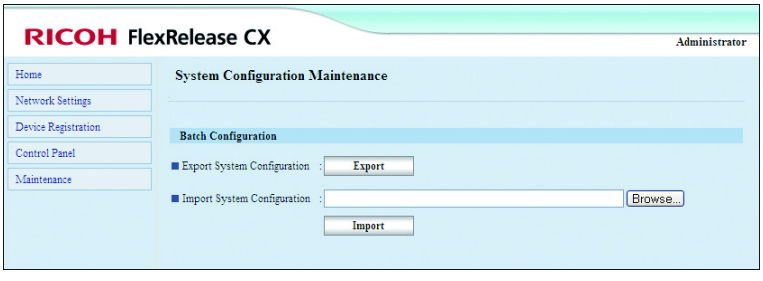
Note

- Store backups of a system configuration file periodically.
- System configuration file cannot be edited.
- To change the system settings, import a system configuration file which is exported using FlexRelease CX Embedded Print Manager.

Exporting a System Configuration File

1 **Click [Maintenance] in the menu.**

2 **Click [System Configuration Maintenance].**



3 **Click [Export] for [Export System Configuration].**

A system configuration file is exported to a client PC.

Importing a System Configuration File

1 **Click [Maintenance] in the menu.**

2 **Click [System Configuration Maintenance].**

3 **Click [Browse...] for [Import System Configuration].**

4 **Specify a file to be imported.**

Note

- The [Browse...] button may not be used if a file or folder name contains the following characters. \/:*?”<>|

5 **Click [Import].**

The system configuration file is imported to a device, and the settings are overwritten with the imported file.

After the import completes, the [Result] screen appears.

Note

- Import a system configuration file which was exported from the [System Configuration Maintenance] screen. If importing a file which does not satisfy the requirements, the file cannot be imported correctly or the setting value may not be reflected correctly.
- A system configuration file of up to 50 KB can be imported.
- If [Import] is clicked, other buttons on the [System Configuration Maintenance] screen are not available.
- The import is canceled if you navigate to another page, or click [Stop] in the web browser.

6 **After confirming the result, click [Back].**

Note

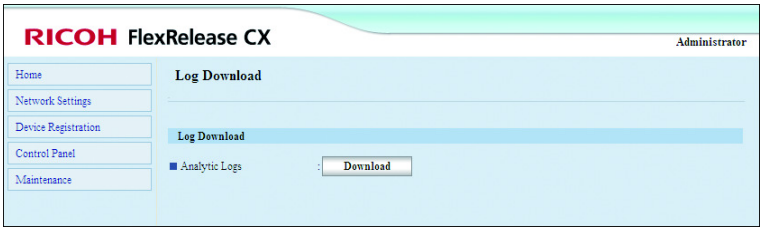
- The imported system settings are reflected to each setting. To apply the settings to a device, click [Apply] and then restart the device.

Obtaining Logs

This section describes how to obtain analysis logs from a device.
If the customer service asks you to obtain analysis logs, perform the following procedures.

1 **Click [Maintenance] in the menu.**

2 **Click [Log Download].**



3 **Click [Download].**

The screen to download a file appears.

Note

- The screen differs depending on the web browser.

4 **Specify the destination to save a log file to, and then save the file.**

A log file is downloaded.

7. Error Display

This section describes the causes and solutions for the error messages which are displayed when using FlexRelease CX Embedded Print on a device or when using FlexRelease CX Embedded Print Manager. If errors which are not described appear, note the error, and then consult the customer service.

Note

- If an error code appears, perform the followings.
  - If a solution is displayed in addition to an error message, follow the instructions of the message.
  - Check if a device is ready for operation.
  - Check the limitations described in the Operating Instructions.

Error Messages

Errors for FlexRelease CX Embedded Print

Messages	Causes	Solutions
Authentication has failed.	• Entered authentication information is not correct. • The user information is not registered in the FlexRelease CX system (start.ricoh). • The status of the user is invalid.	• Enter a correct user name and password. • Check if the user information is registered in the FlexRelease CX system (start.ricoh). • Set the status of the user to valid.
Please login again.	• Session with the FlexRelease CX system (start.ricoh) is terminated. • Cookie is not valid.	• Log in to the system again.
Not connected to the network.	• Connection with the FlexRelease CX system (start.ricoh) failed.	• Check the connection settings.
The printer is unavailable.	• The device is offline.	• Set the status of the device to online.

Messages	Causes	Solutions
The service is unavailable.	• Connection with the FlexRelease CX system (start.ricoh) failed. • The FlexRelease CX system (start.ricoh) is down. • Unexpected error occurred.	• Check the connection settings.
Unable to connect to the service.	• Connection with the FlexRelease CX system (start.ricoh) failed. • The FlexRelease CX system (start.ricoh) is down. • Unexpected error occurred.	• Check the connection settings.
Print error: ## jobs	• Printing print jobs failed (## indicates the number of print jobs). • Obtaining print jobs failed. • Sending print jobs to the print application failed. • Sending a completion notice failed.	• Check the connection settings.
Deletion error: ## jobs	• Deleting print jobs failed (## indicates the number of print jobs). • Access to the FlexRelease CX system (start.ricoh) failed due to network errors. • Unexpected error occurred. • Receiving a completion notice failed.	• Check the connection settings.

Errors for FlexRelease CX Embedded Print Manager

Messages	Causes	Solutions
Proxy authentication is required.	• Proxy authentication is required.	• Register the proxy server information on the [Network Settings] screen.
Set the proxy.	• Proxy authentication is required.	• Register the proxy server information on the [Network Settings] screen.
Enter the tenant ID.	• Tenant ID is not entered. • Entered tenant ID is not correct.	• Enter a correct tenant ID.
Enter the administrator ID.	• Administrator ID is not entered. • Entered administrator ID is not correct.	• Enter a correct administrator ID.
Enter the administrator password.	• Administrator password is not entered. • Entered administrator password is not correct.	• Enter a correct administrator password.
Failed to export the file.	• Export of a system configuration file failed.	• Consult the customer service.
Enable JavaScript and refresh the screen.	• JavaScript is disabled.	• Enable JavaScript.
The connection test has failed.	• The DNS settings are not correct. • The proxy settings are not correct.	• Set the DNS correctly. • Set the proxy correctly.
Update has failed.	• The tenant ID, administrator ID, administrator password, or service ID setting is not correct.	• Set the tenant ID, administrator ID, administrator password, or service ID correctly.

8. Appendix

Limitations on Input Values/Default Settings

The default settings and the limitations on the input value for the settings of FlexRelease CX Embedded Print Manager are as follows.

Note

- The following setting items are listed in the order displayed in the menu (only the setting items which have the input value limitation and default setting).

[Network Settings]

Setting Items		Limitations on Input Values	Default Settings
Proxy Server Settings	Host Name	Up to 255 characters	blank string
	Port Number	Up to 5 characters	blank string
	User Name	Up to 128 bytes	blank string
	Password	Up to 128 bytes	blank string

[Device Activation]

Setting Items		Limitations on Input Values	Default Settings
Account Information	Tenant ID	Up to 12 characters	blank string
	Administrator ID	Up to 128 characters	blank string
	Administrator Password	Up to 128 characters	blank string
Register Service Usage	Service ID	Up to 15 characters	blank string

[Control Panel]

Setting Items		Limitations on Input Values	Default Settings
Job List Options	Tab Name	Up to 20 characters	blank string
	Display Date Settings	—	YYYY/MM/DD
	Sort Order	—	Descending
	Default Job Selection	—	All Selected
Display Confirmation Dialog	Confirmation Dialog for Printing	—	Display
	Confirmation Dialog for Deleting	—	Display
Print Options	Printer Status on Printing	—	Do not Check

[Maintenance] > [Administrator Password Maintenance]

	Setting Items	Limitations on Input Values	Default Settings
Password Settings	Old Password	6 to 8 characters	blank string
	New Password/ Confirm Password	6 to 8 characters	blank string

Limitations

- FlexRelease CX Embedded Print does not support the device authentication (User Code/Basic Authentication/Windows Authentication/LDAP Authentication/Integration Server Authentication).
- Users cannot log out of a device in the following cases.
  - While printing print jobs
  - While deleting print jobs
  - While updating the information on a screen
- Devices do not enter the energy saver mode in the following cases.
  - While printing print jobs
  - While deleting print jobs
  - When a device is temporarily stopped due to the printing failure
  - When a FlexRelease CX Embedded Print is operated
  - When a device is accessed from FlexRelease CX Embedded Print Manager
  - When the auto off function is canceled
- If the network settings of a device are changed, a print job list or print job cannot be obtained.
- The FlexRelease CX Embedded Print application cannot be stopped while a device is processing a print job.
- The function of Print Volume Use Limitation is not applied to the print function of FlexRelease CX Embedded Print.
- The interrupt print function of a device using the virtual printer cannot be used with FlexRelease CX Embedded Print.
- If using the authentication function of Card Authentication Package V2, give print authorization (color print/black and white print) to users using the configuration tool of Card Authentication Package V2 beforehand. If a user send a print job with the print setting which the user does not have the authorization for, the print job cannot be printed.
- Configure settings for each device using FlexRelease CX Embedded Print Manager. Settings configured using FlexRelease CX Embedded Print Manager cannot be applied multiple devices at a time.
- Enable SNMP v1/v2 to utilize the function of checking the status of a printer before printing.
- The emulation to output print jobs must be installed in a device to obtain print jobs from a server.

- When using a PCL driver, if changing the number of copies for a print job, the print jobs without sort setting are printed as follows.
  - The print jobs are printed by being sorted.
  - The number of copies specified in the original setting is printed even if the number of copies is changed to one.
- When [Do not Check] is selected for [Printer Status on Printing], if a print operation is executed while an error has been occurred in a printer, printing fails after a certain period of time elapses without clearing the error.
- If a communication error occurs immediately after a print job is printed, the print job may not be deleted from a print job list.

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FlexRelease CX Operating Instructions Administrator's Guide for FlexRelease CX Embedded Print