# RICOH

# FlexRelease CX

## Operating Instructions
## Port Monitor

**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)**

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, and how to manage own user information, 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 user/device/company 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 is intended for administrators. It describes how to configure and manage FlexRelease CX Embedded Print using FlexRelease CX Embedded Print Manager.

\* HTML format

- 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 how to utilize the port monitor for FlexRelease CX.

## 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.

# Important

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# Table of Contents

# 1. Introduction

This guide 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.

# Workflow

For setting and utilizing the port monitor for FlexRelease CX, there are operations which require the administrator authority, and operations which are available for user authority. This guide describes the operations respectively by following the workflow below.

## Operations for Administrators

Administrator authority is required for installing/uninstalling the port monitor for FlexRelease CX.

**Setup**

> **Installing the Port Monitor for FlexRelease CX**

For details, see "3. Installation" on page 11.

**Maintenance**

> **Uninstalling the Port Monitor for FlexRelease CX**

For details, see "6. Uninstallation" on page 16.

## Operations for Users

**Setup**

| Registering the Port to a Printer Driver | For details, see "4. Setup of a Printer Driver" on page 13. |

**Maintenance**

| Deleting the Port | For details, see "5. Deletion of the Port" on page 15. |

| Sending a Print Job to the Server of FlexRelease CX | For details, see "Sending a Print Job to the Server of FlexRelease CX" on page 17. |

| Setting the User Information* | For details, see "Setting the User Information" on page 18. |

* This operations is required when sending a print job for the first time after a client PC is started.

# 2. Port Monitor for FlexRelease CX

## Overview of Port Monitor for FlexRelease CX

You can send a print job using a printer driver from a client PC to the server of FlexRelease CX if installing the port monitor for FlexRelease CX to the client PC (Windows only) and registering the port to the printer driver.
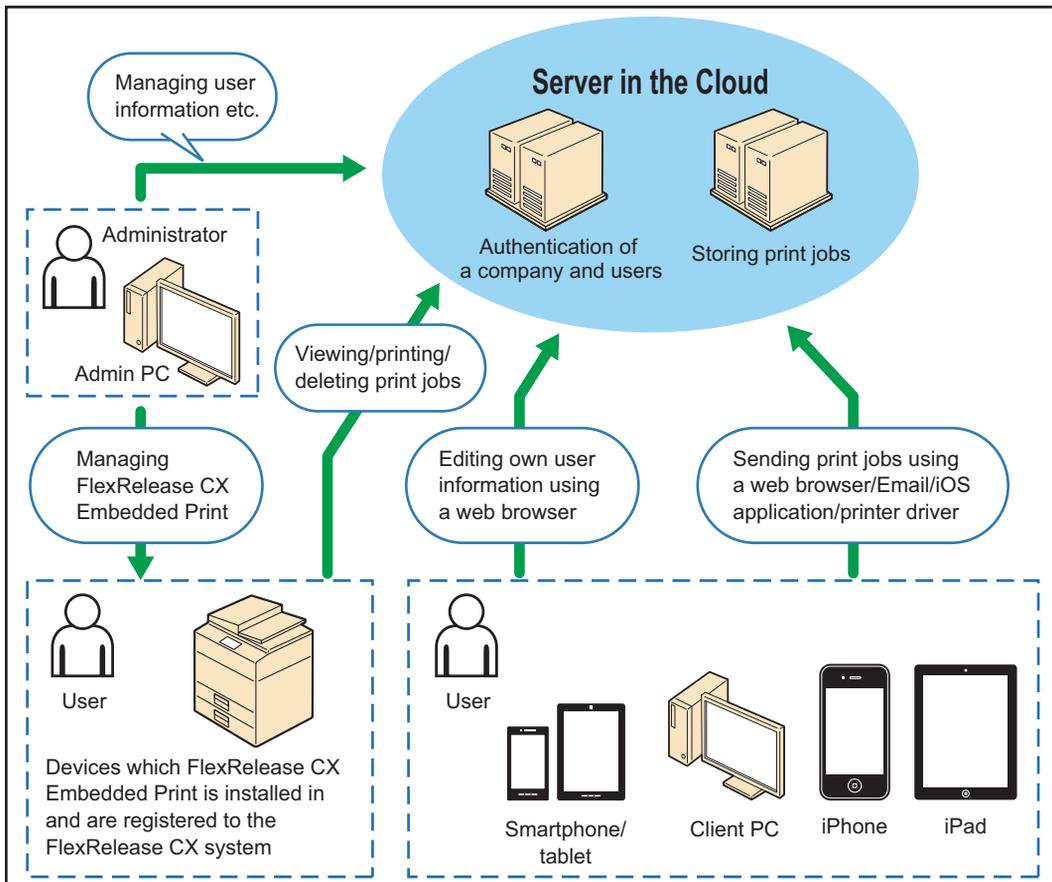


CPC001

**Note**

- For the overview of the FlexRelease CX system, refer to FlexRelease CX Service Quick Guide <System Overview>.

# Operating Environment

The following environment is required for installing the port monitor for FlexRelease CX and sending a print job to the server of FlexRelease CX.

**2**

| | |
|---|---|
| **CPU** | Intel Core 2 Duo 1.6 GHz or higher |
| **Memory** | Free space of 512 MB or more |
| **HDD** | Free space of 500 MB or more |
| **Operating System** | Microsoft Windows XP Home Edition (32bit)[*1] |
| | Microsoft Windows XP Home Edition (64bit)[*1] |
| | Microsoft Windows XP Professional Edition (32bit) |
| | Microsoft Windows XP Professional Edition (64bit) |
| | Microsoft Windows Vista Ultimate Edition (32bit) |
| | Microsoft Windows Vista Ultimate Edition (64bit) |
| | Microsoft Windows Vista Enterprise Edition (32bit) |
| | Microsoft Windows Vista Enterprise Edition (64bit) |
| | Microsoft Windows Vista Business Edition (32bit) |
| | Microsoft Windows Vista Business Edition (64bit) |
| | Microsoft Windows Vista Home Basic Edition (32bit)[*1] |
| | Microsoft Windows Vista Home Basic Edition (64bit)[*1] |
| | Microsoft Windows Vista Home Premium Edition (32bit)[*1] |
| | Microsoft Windows Vista Home Premium Edition (64bit)[*1] |
| | Microsoft Windows 7 Ultimate Edition (32bit) |
| | Microsoft Windows 7 Ultimate Edition (64bit) |
| | Microsoft Windows 7 Enterprise Edition (32bit) |
| | Microsoft Windows 7 Enterprise Edition (64bit) |
| | Microsoft Windows 7 Professional Edition (32bit) |
| | Microsoft Windows 7 Professional Edition (64bit) |
| | Microsoft Windows 7 Home Premium Edition (32bit)[*1] |
| | Microsoft Windows 7 Home Premium Edition (64bit)[*1] |
| | Windows 8 (32bit)[*1] |
| | Windows 8 (64bit)[*1] |
| | Windows 8 Pro (32bit) |
| | Windows 8 Pro (64bit) |
| | Windows 8 Enterprise (32bit) |
| | Windows 8 Enterprise (64bit) |

**2**

| | |
|---|---|
| **Operating System (Continued)** | Windows 8.1 (32bit)[*1] |
| | Windows 8.1 (64bit)[*1] |
| | Windows 8.1 Pro (32bit) |
| | Windows 8.1 Pro (64bit) |
| | Windows 8.1 Enterprise (32bit) |
| | Windows 8.1 Enterprise (64bit) |
| | Windows 10 Home (32bit)[*1] |
| | Windows 10 Home (64bit)[*1] |
| | Windows 10 Pro (32bit) |
| | Windows 10 Pro (64bit) |
| | Windows 10 Enterprise (32bit) |
| | Windows 10 Enterprise (64bit) |
| | Windows 10 Education (32bit) |
| | Windows 10 Education (64bit) |
| **Printer Driver** | PCL 6 Driver for Universal Print |
| **Data Size** | up to 300 MB (per file) |

[*1] Windows login authentication cannot be used because the operating system cannot join a domain.

⭐Important

- **Internet environment is required for sending a print job to the server of FlexRelease CX using a printer driver.**

⬇Note

- The data size (300 MB) is applied to the print job generated by a printer driver. The data size of a print job can be confirmed in a print queue of a printer.
- For the update information of the operating environment, refer to the FlexRelease CX site.

# 3. Installation

This section describes how to install the port monitor for FlexRelease CX to a client PC.

## Installing the Port Monitor for FlexRelease CX

★Important

- **Administrator authority is required for installing the port monitor for FlexRelease CX.**
- **A tenant authentication key file is required to use Windows login authentication. Be sure to use the tenant authentication key file distributed by the administrator and place it in the same folder as the installer.**
- **The following conditions must be met to use Windows login authentication.**
    - **A client PC that belongs to the domain.**
    - **A device using Card Authentication Package V2 or Enhanced Locked Print NX V2 that belongs to the same domain as the client PC.**
    - **The center administrator has configured the settings for Windows login authentication.**

**1  Log in to the FlexRelease CX system using FlexRelease CX Server.**

⬇Note

- For FlexRelease CX Server, refer to FlexRelease CX Operating Instructions <Administrator's Guide for FlexRelease CX Server>.

**2  Click [Help].**

**3  Select a language.**

**4  Click [Download] for FRCX Port.**

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

**6  Decompress the downloaded file.**

**7  Open the "setup.exe" file.**

The [Welcome to the InstallShield Wizard for FRCX port] screen appears.

**8  Click [Next].**

The [License Agreement] screen appears.

**9  Select the check box of [I accept the terms of the license agreement], and then click [Next].**

The [Choose Destination Location] screen appears.

**10 Specify the installation path, and then click [Next].**

The [Ready to Install the Program] screen appears.

⬇ Note

• Default installation path is "C:\Program Files\FRCX port".

**11 Click [Install].**

The [InstallShield Wizard Complete] screen appears.

**12 Click [Finish].**

⬇ Note

• If necessary, the port monitor for FlexRelease CX can be overwritten by installing it again. For overwriting the port monitor, perform the step 1 to 12.
  The following settings remain the same even if the port monitor is overwritten.
  - Port setting
  - User information setting
  - Proxy setting
  If the port monitor for FlexRelease CX is overwritten while sending a print job, the transmission will fail.
• The tenant authentication key file is not read when overwritten by installing.

# 4. Setup of a Printer Driver

This section describes how to register the port for FlexRelease CX to a printer driver.

## Registering the Port to a Printer Driver

⭐Important

- **Install a PCL 6 Driver for Universal Print beforehand. Open the properties screen for the printer driver, select [Generic Model], and click [Update Now] before performing the following procedures.**
- **If utilizing a printer currently in use, add a printer for the port for FlexRelease CX. If registering the port for FlexRelease CX to the printer, all print jobs are sent to the server of FlexRelease CX.**

⬇Note

- The procedures to open the properties screen for a printer driver differ depending on the operating system of a PC. Perform the procedures accordingly instead of the steps described below.

1. On the desktop, click the [Start] button, and then select [Control Panel]
   →[Printers and Faxes].

2. Right-click a printer icon, and then click [Properties].

3. Click the [Ports] tab, and then click [Add Port].

4. Select [FRCX port], and then click [New Port].
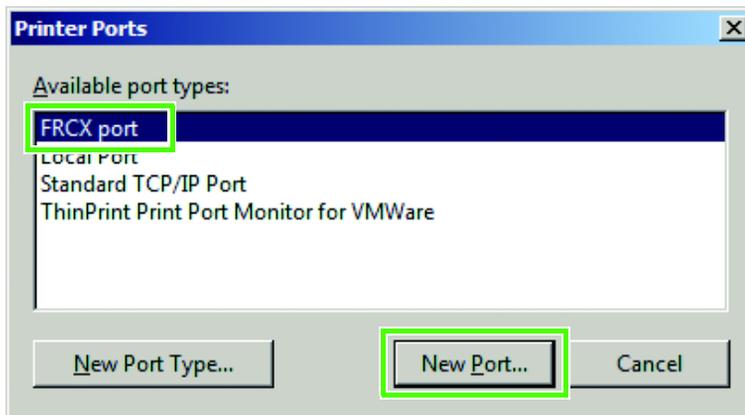
**5 Specify the following settings.**

| Tenant ID | Enter a Tenant ID.<br><br>⬇ **Note**<br>• Tenant ID is case sensitive. |
|---|---|
| Port Name | Enter a port name in up to 62 characters.<br><br>⬇ **Note**<br>• The default port name is "<Tenant ID>@FlexReleaseCX".<br>• "," (comma), "\", "/", and a space cannot be used in a port name. |

⬇ **Note**

- Enter all the setting items.
- The port setting cannot be changed after the setting is registered by clicking [OK] in step 6.

**6 Click [OK].**

⬇ **Note**

- If the entered port name has been already registered, an error message appears.

**7 Click [Close].**

**8 Click [Apply].**

# 5. Deletion of the Port

This section describes how to delete the port for FlexRelease CX.

## Deleting the Port

⭐Important

- **The port can only be deleted by the user who registered it.**

1  **On the desktop, click the [Start] button, and then select [Control Panel] →[Printers and Faxes].**

2  **Right-click a printer icon, and then click [Properties].**

3  **Click the [Ports] tab, and then select the check box of [FRCX Port] in the port list.**

4  **Click [Delete Port].**

5  **After a confirmation message appears, click [Yes].**

6  **Click [OK].**

⬇Note

- The port cannot be deleted if the port is registered to a printer driver or when sending a print job using the port.

# 6. Uninstallation

This section describes how to uninstall the port monitor for FlexRelease CX from a client PC.

## Uninstalling the Port Monitor for FlexRelease CX

⭐Important

- **Administrator authority is required for uninstalling the port monitor for FlexRelease CX.**

1 **Close all the applications currently running on a client PC.**

2 **On the desktop, click the [Start] button, and then select [Control Panel] →[Add or Remove Programs].**

3 **Select [FRCX Port], and then click [Remove].**

⬇Note

- The button name may differ from [Remove] depending on the operating system.

4 **Click [Yes].**

⬇Note

- If uninstalling the port monitor when the port for FlexRelease CX is registered to a printer driver, the port setting is cleared and "[File:]Port" is set automatically instead.
- If the port monitor for FlexRelease CX is uninstalled while sending a print job, the transmission will fail.

# 7. Sending a Print Job

## Sending a Print Job to the Server of FlexRelease CX

This section describes how to send a print job to the server of FlexRelease CX using a printer driver registered with the port for FlexRelease CX.

1 **On the [File] menu of an application, select [Print].**

2 **Select a printer, and then specify print settings.**

3 **Click [OK].**

   If the authentication succeeds, the print job is sent to the server of FlexRelease CX.

   🔽Note

   - The user information setting screen appears in the following cases.
     - Sending a print job for the first time after a client PC is started.
     - [Save User Information] had not been selected when user information was set.
     - Authentication failed.
     For details on how to enter the user information, see "User Information Setting Screen" on page 18.
   - If a proxy server is used in the system environment, the proxy connection setting screen appears in the following cases.
     - Sending a print job for the first time after a client PC is started.
     - [Save the password] had not been selected when user information was set.
     - Authentication failed.
     For details on how to enter the information on the proxy connection setting screen, see "Proxy Connection Setting Screen" on page 20.
   - It may take time to send a print job depending on the internet connection environment.
   - Transmission may fail if sending a print job in an unstable internet connection.
   - The authentication information specified in a printer driver will be invalid.

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# Setting the User Information

This section describes how to set a user name and password on the user information setting screen and the proxy connection setting screen.

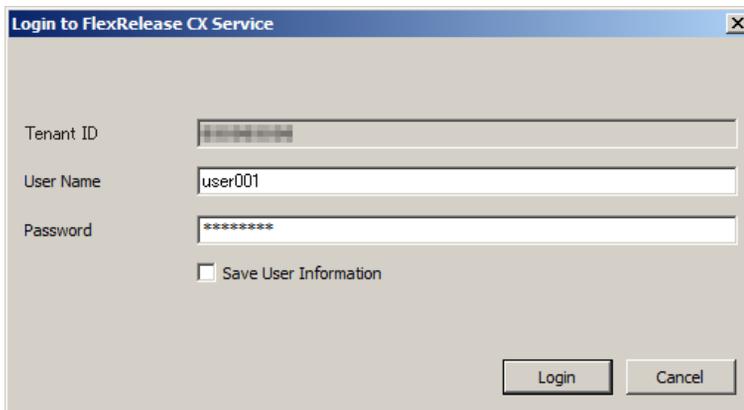## User Information Setting Screen

The user information setting screen appears in the following cases.

- Sending a print job for the first time after a client PC is started.
- [Save User Information] had not been selected when user information was set.
- Authentication failed.

### Entering a User Name and Password and Logging In

**1** **Enter a user name in [User Name].**



**Note**

- [Tenant ID] cannot be set.

**2** **Enter a password in [Password].**

**3** **Click [Login].**

If the authentication succeeds, the print job is sent to the server of FlexRelease CX.

**Note**

- If selecting the check box of [Save User Information] and then clicking [Login] in step 3, the entered user name and password are saved. The saved values are used from the next connection.

If the authentication failed, the user information screen appears. Enter the correct user information.

## Logging In Using Windows Login Authentication

If a tenant authentication key file has been saved, you can use Windows login authentication.

⭐Important

- **A tenant authentication key file must be installed to use Windows login authentication.**
- **A client PC must belong to the domain to use Windows login authentication. Use an operating system that can join a domain.**

1   **Select the [Authenticate with Logged On Windows User] check box.**



2   **Click [Login].**

If the authentication succeeds, the print job is sent.

⬇Note

- If the [Authenticate with Logged On Windows User] check box is selected in step 1, the displayed user name and password will not be used.
- If the [Save User Information] check box is selected and then [Login] is clicked in step 2, the Windows login authentication information is saved. The saved values are used from the next time a print job is sent.

## Proxy Connection Setting Screen

If a proxy server is used in the system environment, the proxy connection setting screen appears in the following cases.

- Sending a print job for the first time after a client PC is started.

- [Save the password] had not been selected when user information was set.

- Authentication failed.

**↓Note**

- Set the proxy server setting using the menu of Internet Explorer ([Tools] →[Internet Options] →[Connections] tab →[LAN Settings]).
  Specify [Use automatic configuration script] in [Automatic configuration], or [Proxy server].
  The operation of [Automatically detect settings] in [Automatic configuration] is not guaranteed.
- Settings required on the proxy connection setting screen differ depending on the system settings. For details, ask the administrator.

**1  Enter a proxy user name in [User Name].**

**2  Enter a proxy password in [Password].**

**3  Click [OK].**

**↓Note**

- If selecting the check box of [Save the password] and then clicking [OK] in step 3, the entered password is saved. The saved value is used from the next connection.
- If the authentication failed, the proxy setting screen appears. Enter the correct information.

# 8. Error Display

This section describes the error messages displayed when installing the port monitor for FlexRelease CX or when sending a print job using a printer driver registered with the port for FlexRelease CX.
If errors which are not described appear, note the error, and then consult the customer service.

# Error Messages

## When Installing the Port Monitor for FlexRelease CX

| Messages | Causes | Solutions |
|---|---|---|
| Unable to run the installer because of insufficient access rights. | • Installation is performed by a user who does not have administrator authority. | • Operate with administrator authority. |
| The specified path is invalid. | • The number of entered characters exceeds the maximum number of characters that can be specified for the installation path. | • Enter a valid path. |
| The spooler service's [Startup Type] is disabled. Perform setup after changing it to either [Automatic] or [Manual]. | • [Startup Type] setting of the Print Spooler service is set to [Disabled]. | • Perform the installation after setting [Startup Type] to [Automatic] or [Manual]. |
| Unable to start the spooler service. Restart the OS. | • The Print Spooler service cannot be started. | • Perform the installation after restarting the client PC. |
| Retry as a user with administrator authority. | • When the User Account Control function is active, a user who does not have administrator authority performed installation. | • Operate with administrator authority. |

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## When Registering/Deleting the Port

| Messages | Causes | Solutions |
|---|---|---|
| This port name already exists. | • The entered port name is already registered. | • Enter a unique port name. |
| The port name is invalid. Enter a valid port name and try again. | • Port name is not entered.<br>• More than 62 characters are entered.<br>• The entered port name includes characters which cannot be used in a port name. | • Enter a port name in up to 62 characters.<br>• Enter a port name in characters which can be used in a port name. |
| Tenant ID is invalid. Try again by entering a valid tenant ID. | • Tenant ID is not entered.<br>• The entered tenant ID is not correct. | • Enter a correct tenant ID. |
| There is nothing to configure for this port. | • [Port Configuration] is clicked to change the port setting. | • The port setting cannot be changed. To change the setting, delete the port first, and then set up a new port. |

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## When Sending a Print Job

| Messages | Causes | Solutions |
|---|---|---|
| The file size is too large. Files to be uploaded should be less than 300MB. | • The file size of a print job to be sent is over 300 MB. | • Send a print job in size of not more than 300 MB. |
| Up to 50 files could be registered. | • 50 print jobs are already stored in the server of FlexRelease CX. | • Print/delete print jobs stored in the server of FlexRelease CX before sending another print job. |
| Not connected to the network. | • Connections with the server of FlexRelease CX failed. | • Check the network settings. |
| A timeout has occurred. | • Timeout occurred in the connections with the server of FlexRelease CX. | • Check the network settings.<br>• Send a print job again after a while. |
| A communication error has occurred. | • Unexpected error occurred in the connections with the server of FlexRelease CX. | • Check the network settings.<br>• Send a print job again after a while. |
| Unable to connect to the service. | • The server of FlexRelease CX is down.<br>• Unexpected error occurred in the server of FlexRelease CX. | • Consult the customer service. |
| Failed to upload the file. | • Unexpected error occurred in the port monitor. | • Consult the customer service. |

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# 9. Appendix

## Limitations

- Registration of multiple ports is guaranteed up to five.
- Do not set the printer driver registered with the port for FlexRelease CX as a shared printer.
- Sending of print jobs from a remote desktop is not guaranteed.
- Sending of a print job is not guaranteed if a user logged out of Windows while sending a print job.
- Operations are not guaranteed if the Windows operating system is upgraded (overwritten) when the port monitor for FlexRelease CX is installed (Ex: when the operating system is upgraded from Windows XP to Windows Vista).
- Operations are not guaranteed if the edition of the Windows operating system is upgraded when the port monitor for FlexRelease CX is installed (Ex: when the edition of the operating system is upgraded from Windows 7 Ultimate Edition to Windows 7 Enterprise Edition).
- Sending of print jobs using a printer driver other than a PCL 6 Driver for Universal Print is not guaranteed.
- If sending a print job for printing multiple copies without sort setting, the number of copies cannot be changed using FlexRelease CX Embedded on an MFP.
- It may take time to send a print job depending on the internet connection environment.
- Transmission may fail if sending a print job in an unstable internet connection.
- Printing cannot be canceled if [Printing] is displayed for the status of a print job in a print queue of a printer.
- When the User Account Control function is active, if sending a print job using the application which is ran as an administrator, the user information setting screen/proxy connection setting screen/error displays appear behind the application window.
- Restart the Printer Spooler service or the client PC for changing the user information saved by selecting [Save User Information] on the user information setting screen or [Save the password] on the proxy connection setting screen.

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FlexRelease CX  Operating Instructions  Port Monitor