Technical Bulletin

Reissued: 01-April-15 Model: FlexRelease CX v1

Date: 06-Aug-12

No.: RD742002i

RTB Reissue

The items in *bold italics* were corrected or added.

Subject: FlexRele	ase CX v1 Installation Manua	Prepared by: Kohsuke Tomoyama		
From: Solution Su	pport Sect., Solution Support			
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part informati Electrical Transmit/rece Other (tion Action required Service manual revision eive Retrofit information) Tier 2	

This RTB has been issued to announce the release of the FlexRelease CX v1 Installation Manual.

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Model: FlexRelease CX v1 Date: 06-Aug-12 No.: RD742002i

FlexRelease CX v1 Installation Manual Document version: 1.3.2 Table of Contents

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1 Installation

1.1 FlexRelease CX Embedded Module List

• Please install the FlexRelease CX Embedded module listed for the target model.

Device Model	FlexRelease CX Embedded Module
WVGA	FlexRelease CX Embedded
4-line LP	FlexRelease CX Embedded SP11
4.3-inch operation panel models MFP/LP	FlexRelease CX Embedded SP31

1.2 Before FlexRelease CX Embedded Installation

- Depending on the device model, the actual screens may appear different from the screenshots used in this document.
- Before installation, please make sure all firmwares (GW firmware) are the latest version. Regarding the firmware update procedures, please refer to the device service manual.

1.2.1 Installation Environment Settings

Configure Network Information

* Configured from the System Settings on the device.

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Model: F	lexRelease CX v1		Date: 06-Aug-12	No.: RD74200)2i	
Item	Detailed de	escriptions		Default/Remarks		
Item Host Name	Detailed de Input the host name on the [Inter System Settings System Settings General Tray Paper Freatures Settings Metwork NW Frame Type Auto Select SMB Computer Name SMB Work Group WORKGROUP Ethernet Speed Auto Select IME 202.1X Authentication for Ethernet Inactive Restore IEEE 802.1X Authentication to Defaults Sugged in: Medrice Administrator Image: Colspan="2">Image: Colspan="2" Image: Colspan="2" <th colspan<="" th=""><th>escriptions face Settings face Settings face Settings</th><th>tab. Exit trainistrator Tools Print List Command unication Encryption / Cleartext unication Clephertext Priority RICOH Aficio MP. RICOH Aficio MP. RICOH Aficio MP. RICOH Aficio MP. RICOH Aficio MP. Next Cancel OK Backgroep Delete All D - = P [] \ Backgroep Delete All D - = P [] \ ; / @</th><th>-</th><th></th></th>	<th>escriptions face Settings face Settings face Settings</th> <th>tab. Exit trainistrator Tools Print List Command unication Encryption / Cleartext unication Clephertext Priority RICOH Aficio MP. RICOH Aficio MP. RICOH Aficio MP. RICOH Aficio MP. RICOH Aficio MP. Next Cancel OK Backgroep Delete All D - = P [] \ Backgroep Delete All D - = P [] \ ; / @</th> <th>-</th> <th></th>	escriptions face Settings face Settings face Settings	tab. Exit trainistrator Tools Print List Command unication Encryption / Cleartext unication Clephertext Priority RICOH Aficio MP. RICOH Aficio MP. RICOH Aficio MP. RICOH Aficio MP. RICOH Aficio MP. Next Cancel OK Backgroep Delete All D - = P [] \ Backgroep Delete All D - = P [] \ ; / @	-	
			gloria_a004a			



Model: Fle	exRelease CX v1		Date: 06-Aug-12		No.: RD7420	02i
Item	Detailed de	escriptions		Det	fault/Remarks	
IP Address/ Subnet Mask	Set the IP address and the subner [Machine IPv4 Address] on the [IP Press [Specify] and [Change] to it System Settings General Tray Paper Settings General Tray Paper Settings Network Machine IPv4 Address IPv6 Gateway Address IPv6 Gateway Address IPv6 Gateway Address IPv6 Stateless Address Autoconfiguration Active DNS Configuration Specify Loged in: Machine Administrator Setect item. Auto-Obtain (DHCP) Specify Machine IPv4 Address Select item.	et mask for ti nterface sett input a static ce File Transfer DDNS Confisu IPsec Domain Nar WINS Configu IPsec Domain Nar WINS Configu Eff NCP Delivery Pr 1,/ rtem Status Job List	Administrator Print List Administrator Print List ation Active ne 20050S.gts ation On active Protocol otocol TCP / IP Priority 2 Previous Next Cancel OK Exit Cancel OK	In (DH sel Ob on IPv scr	order to use ICP, please ect "Auto- itain (DHCP)" the Machine /4 Address reen.	

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Model: Fle	I: FlexRelease CX v1 Date				No.: RD74200	02i
Item	Detailed de	escriptions		Det	fault/Remarks	
Default Gateway	Set the [IPv4 Gateway Address] General Tray Paper Settings Timer Settings General Tray Paper Settings Timer Settings IPv4 Gateway Address IPv4 Gateway Address IPv6 Gateway Address IPv6 Gateway Address IPv6 Stateless Address Autoconfiguration Active DNS Configuration Specify Loged in: Medine Administrator Network Machine IPv4 Address IPv6 Gateway Address IPv6 Stateless Address Autoconfiguration DVS Configuration IVS Configurat	on the [Interf	Face Settings] tab. Exit Administrator Tools Print List ation Active ne 200305.gts ation On active Protocol otocol TCP / IP Priority '2 Previous Next '2 Next Cancel OK IOK]. Clear #			



Model: FlexRele	ease CX v1	Date: 06-Aug-12	No.	: RD742002i
Item	Detailed desci	iptions		Default/Rem arks
DNS Server 1/DNS Server 2/DNS Server 3	Input the [DNS Configuration] on the [Press [Specify] then [Change] to many server. Image: System Settings General Tray Paper Settings Settings Network Machine IPv4 Address Auto-Obtain IPv4 Gateway Address 153,139,166,1 IPv6 Gateway Address 11 Machine IPv6 Address 12 IPv6 Gateway Address 11 Machine IPv6 Address 12 IPv6 Gateway Address 11 IPv6 Stateless Address Autoonfiguration Specify Network Specify DNS Configuration Specify Enter value with the Number keys, then press @. 0, 0, 0, 0 Auto-Obtain (DHCP) Specify DNS Server 1 0, 0, 0, 0 DNS Server 3 0, 0, 0, 0 DNS Server 3 0, 0, 0, 0	Interface Settings] tab. Lally configure the DNS Exit File Administrator Transfer Administrator Print List XDNS Configuration Active IPsec Inactive Domain Name VINS Configuration On Effective Protocol TCP / IP Priority 1 / 2 Previous V Next 28 WY 2011 Exit Cancel OK Clear #		

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Model: F	lexRelease CX v1	Date	: 06-Aug-12	No.: RD742002i
Item	Detailed d	Detailed descriptions		
Item Domain Name	Detailed d	escriptions Interface Settings] tal input the name man File Administrator DDNS Configuration DDNS Configuration Domain Name WINS Configuration Effective Protocol NCP Delivery Protocol 1 / 2 Prev stem Status Job List Cancel	b. Levit Frint List Active Active Inactive Con TCP / IP Priority IUS V Next 25 MAY 2011 Sel3 Exit CK	Default/Remarks If the environment uses a proxy server in order to connect to internet, the domain name setting is required.
	Loged in: Mechine Administrator	System Status Job List	10 MJG 2011 10:52	



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Item Detailed descriptions	Default/Remarks
User Turn off [User Authentication Management] on the Authentication [Administrator Tools] tab. Management Press [Off] then [OK]. Image: System Settings Image: Settings General Tray Paper Features Timer Settings File Administrator Tools	Exit Do not change this setting if Card Authentication Package v2 is installed.
User Authentication Management Extended Security	
Auto Delete File in Document Server 3 d	dav(s)
Administrator Authentication Management Delete All Files in Document Server	
Program / Change Administrator	
Key Counter Management	
Enhanced External, Charge Unit Management	
2 ∕ 4 ▲ Previous	V Next
System Status Job List	
🔞 System Settings 📃	Exit
User Authentication Management Cancel	ОК
Select an authentication method, then press [OK].	
User Code Auth. Basic Auth. Windows Auth. LDAP Auth. Integration Svr. Auth. C	
System Status Job List	

1.2.2 VM Card Installation



- If the JavaVM is installed to the device's Flash Memory (FM), this procedure is not necessary. In this case, please proceed to the "JavaVM Configuration" section.
- Set the [Auto Off timer] to 5 minutes on the [User Tools / Counter / Enquiry] screen → [System Settings] → [Timer Settings] tab.

Vote Note

- The device's [Auto Off Timer] should be set to 5 minutes to prevent the device from entering Auto Off mode while the Java [™] Platform is installing or activating.
- Set [System Auto Reset Timer] to [Off] in [User Tools / Counter / Enquiry] screen → [System Settings] → [Timer Settings] tab.
 Note

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 This setting should be restored after installation 	on.	
3. Turn off the device's main power.		

- 4. Insert the VM card into the SD card slot.
- - Please see the device service manual to learn which SD card slot should be used.
- 5. Turn on the device's main power.
 - Vote Note
 - The Java [™] Platform is installed automatically when the device is turned on after VM card insertion.
 - It takes about 3 to 4 minutes to complete installation.
 - Do not turn off the device during installation, as it may damage the VM card. The device can be turned off after step 8 is complete.
- 6. Press the [User Tools/Counter] button:

🚸 Us	er Tools / Cou	nter / E	inquiry	Login	Exit
		6	Copier / Document Server Features	æ	繁體字
	System Settings	4	Printer Features	i	Enquiry
		6	Scanner Features		
ß	Maintenance		Extended Feature Settings]	
123	Counter				
			System Status Job I	.ist	24 MAY 2011 15:14
					gloria a013a

7. Press [Extended Feature Settings] to open the [Extended Feature Setting Menu].

苦 Extended Feature Setting Menu	Exit
Extended Feature Settings JavaTN Platform	
System Status Job List 15:4	W 2011

8. Confirm that [JavaTM Platform] appears on the [Extended Feature Setting Menu].

1.2.3 Java VM Configuration

- 1. Press the [User Tools/Counter] button.
- 2. Press [Extended Feature Settings] after the [User Tools / Counter / Enquiry] screen appears.
- 3. Press [Extended Feature Settings].
- 4. Press the [Administrator Tools] tab. Then, press [Heap / Stack Size Settings].

odel: FlexRelease CX	(v1		Γ	Date: 06-	Aug-12	No.: RD742002i
\overline Extended Feature	Settings			Exit		
Startup Setting Install Select item(s) to set. Copy Extended Features Copy Card Save Data Web Installation Settings Heap (Stack Size Softings)	Heap / Stack Size Set Specify size(s). Heap Size <2 MB t 16 MB Stack Size <32 K 64 KB	tings o 16 MB> Change Resto to 128 KB> Change Resto	Cancel re Defaults re Defaults	<u>OK</u>		
E-mail sending data error. 중	Free Total Sy	System Mernory 44,453,888 289,173,504 stem Status Job List	Heap 12,274,296 16,777,216	29 MAY 2014 15:12		

5. Set the heap size and stack size. If other ESA applications are also installed, set the same Heap and Stack size.

Model	Heap size	Stack size
11S or earlier	16MB (Default: 10MB)	64KB (Default: 64KB)
11A or later	48MB (Default: 16MB)	256KB (Default: 256KB)

1.3 Installation (WVGA/4.3-inch operation panel models)

 Depending on the device model, the actual screens may appear different from the screenshots used in this document.

1.3.1 **Installation Flow**



FlexRelease CX Embedded V1 Installation & Activation 1.3.2

Use Remote Install Manager to install & activate FlexRelease CX Embedded V1. Please see the Remote Install Manager service manual for the procedure.

Note:

The product key used on "3. Installation/ Activation→4. [Install Software] Enter product key", in the Remote Install Manager service manual is as follows:

In case of RE, please use the following product key "LYMME-L4LD4-DNSRD-EC5BM-XV4CY". In case of RAC, please contact the marketing section for RAC to confirm the product key.

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- 3. Confirm that [JavaTM Platform] appears on the [Extended Feature Setting Menu] screen.
 - If [JavaTM Platform] is not shown, the Java [™] Platform has not been activated yet. Wait for a while until the [JavaTM Platform] appears.
- 4. Press [Extended Feature Settings].



5. When viewing the [Startup Setting] tab, confirm that the application is "Suspend" (not "Stopped").

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1.3.4 Function Priority Setting

- Vote
 - This setting is optional. Please ask the customer if it is required.
- 1. Press the [User Tools/Counter] button, and then press [System Settings].

General Features	ay Paper ettings	Timer Inter Settings Set	face File Administrator tings Transfer Tools	
Program /	Ohange / Del	ete User Text	Output: Copier	Internal Tray 1
Panel Key	Sound	Off	Output: Document Server	Internal Tray 1
Warm-up 8	Seeper	Off		
Copy Count	Display	Up	Output: Printer	Internal Tray 1
Function P	iority	Copier	System Status/Job List Display Time	1 5 second(s
Print Pric	rity	Display Mode	Key Repeat	Normal
Function Res	et Timer	3 second(s)		

2. Select the [General Features] tab, and then press [Function Priority].

If the device model is 11S or earlier, please select Java TM/X as the priority function.

Program / Change / Delete Select item, then press [OK]. Program / Change / Delete Copier Panel Key Sound Copier Warm-up Beeper Printer Copy Count Diselaw Punction Priority Print Priority Function Reset Timer	General Tray Paper	Function Priority		Cancel	CK
Program / Change / Delete Panel Key Sound Warm-up Beeper Warm-up Beeper Printer Scarner JavaTM/X Print Priority Print Priority Function Reset Timer	reatures 1 sections 1	Select item, then press	[OK].		
Panet Key Sound Copier Document Server Warm-up Beeper Printer Scarner JavaTM/X Copy Count Diselay Punction Priority Print Priority Printion Reset Timer Function Reset Timer	Program / Change / Delete	~	1	-	
Warm-up Beeper Printer Scamer JavaTWX Copy Count Display Function Priority Print Priority Function Reset Timer	Panel Key Sound	Copier	Document Server		
Copy Count Disolay Punction Priority Print Priority Function Reset Timer	Warm-up Beeper	Printer	Scanner	Jan	raTW/X
Function Priority Print Priority Function Reset Timer	Copy Count Display				
Print Priority Function Reset Timer					
Function Reset Timer	Function Priority				
	Function Priority Print Priority				

If the device model is 11A or later, please select FlexRelease CX.

😰 System Settings			Exit
Function Priority		Cancel	ОК
Select item, then press [OK].			
FlexRelease CX			
Home/Application Extended Feature	URL		
FlexRelease CX			
			70 844 2012
			30 MAY 2012 15•10

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1.4 Installation (4-line LP)

- Install Card Authentication Package v2 before installing FlexRelease CX Embedded SP11.
- Depending on the device model, the actual screens may appear different from the screenshots used in this document.

1.4.1 Installation Flow



1.4.2 Card Authentication Package V2 Installation

Please use Remote Install Manager to install Card Authentication Package. See the Card Authentication Package v2 and Remote Install Manager manuals for details.

1.4.3 FlexRelease CX Embedded V1 Installation & Activation

Use Remote Install Manager to install & activate FlexRelease CX Embedded V1. Please see the Remote Install Manager service manual for the procedure.

Note:

The product key used on "3. Installation/ Activation \rightarrow 4. [Install Software] Enter product key", in the Remote Install Manager service manual is as follows:

In case of RE, please use the following product key "LYMME-L4LD4-DNSRD-EC5BM-XV4CY". In case of RAC, please contact the marketing section for RAC to confirm the product key.

1.4.4 Installation Check

- 1. Turn on the device.
- 2. Log in to Web Image Monitor as an administrator.
- 3. Click [Configuration].



4. Click [Extended Feature Info] under the [Extended Feature Settings] category.

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Interface Inter	Extended Feature Settings Extended Feature Settings Extended Extrus Setting Extended Extrus Info Administrator Tools adaministrator Tools adational Program Satrup Setting Instal Additional Program Copy Extended Features Copy Card Save Data		

gloria_a071

5. Confirm that the status of each application matches the following list:

Application	Status
CAP V2 SP11	Starting Up
САР	Starting Up
CAP REG	Stop
JavaTM Platform	Starting Up
FlexRelease CX Embedded SP11	Suspended

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2 Device Registration with the FlexRelease CX

 Depending on the device model, the actual operation panel screen may look different from the screenshots used in this document.

2.1.1 Device Registration Flowchart

Log in to the FlexRelease CX Administration Tool.
+
Configure the network settings.
+
Register devices.
Reboot the device.
Export system settings.
↓
Check the home screen.

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2.1.2 Device Registration

1. Login to the FlexRelease CX Administration Tool. Access the administration tool which is installed with Flex Release CX Embedded using a web browser, and register the device with the FlexRelease CX server. The access URL is as follows:

non-SSL	:	http:// <mfp address="" ip="">:8080/frcx/login</mfp>
SSL	:	https:// <mfp address="" ip="">:51443/frcx/login</mfp>

Vote Note

- The Flex Release CX Administration Tool is a web application that is a part of Flex Release CX Embedded, so no separate install is required.
- The default user name and password are: user name: admin (fixed) password: password (can be changed after login)

onnect to	? >
The server ser ver username and pa	assword.
Warning: This ser password be sen without a secure	rver is requesting that your username and t in an insecure manner (basic authentication connection).
<u>U</u> ser name:	🖸 admin 💽
Password:	••••••
	Remember my password
user name: Password:	Remember my p
	OK Cancel

After login, the home screen shown below is displayed.

It is suggested that this URL be bookmarked for convenience. After you register devices, we recommend adding names in order to distinguish devices.

RICOH FlexRelease CX

Home	Home	
Network Settings		
Device Activation	Information	
Control Panel	■FlexRelease CX	:Standard
Maintenance	■ Tenant ID	
	■Device ID (Cannot Change)	:
	Version	:1.2.0

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2. Configure Network Settings

If using a proxy server, click "Network Settings" and input the proxy server settings. Click "Apply" when finished.

RICOH FlexRelease CX

Home	Network Settings			
Network Settings				
Device Activation	Apply Reset			
Control Panel	Server Settings			
Maintenance	Host Name :			
	Port Number :			
	User Name :			
	Password :			

Result

Update has completed successfully. Restart the Device.

3. Reboot the Device if the Network Settings are configured. Log in into Web Image Monitor as an administrator, and reboot the device.



Address Book

Reset Printer Job Reset the Machine

Print Job/Stored File

Convenient Links

R

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4. Register the device.

Click "Device Activation" and fill in the required fields, then click "Apply".

If you can see the result message below, you can proceed to next step.

RICOH Fle	exRelease CX	lminist
Home	Device Activation	
Network Settings		
Device Activation	Apply Reset	
Control Panel	Account Information	
Maintenance	Tenant ID* :	
	Administrator ID*	
	Administrator Password*	
	Register Service Usage Information	
	🕼 Register Service Usage	
	Service ID*	
	Terms of Service (Another Window will Open)	
	It is not confirmed that the administrator has agreed to the terms of service.	vice.

Result

Update has completed successfully. Restart the Device.

5. Reboot the device.

Please reboot the device using the same method as described in the previous step.

(Optional) Export the system settings for import to other devices.

After rebooting the device, login to the FlexRelease CX Embedded Administration Tool and click [Maintenance]-[System Configuration Maintenance]. Then click "Export".

RICOH FlexRelease CX

Home	Maintenance
Network Settings	
Device Activation	Administrator Password Maintenance
Control Panel	System Configuration Maintenance
Maintenance	■ Log Download

RICOH FlexRelease CX

Home	System Configuration Maintenance			
Network Settings				
Device Activation	Batch Configuration			
Control Panel	Export System Configuration Export			
Maintenance	■Import System Configuration : Choose File No file chosen			
	Import			

Exported files are named "Parameter_YYYYMMDDhhmm.dat".

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Vote Note

- Please select a folder to save the configuration file.
- Some fields, such as the Tenant ID and administrator account information, are not supported for export or import. Each device must configure these settings manually.
- 6. Check the FRCX Home screen. If the Tenant ID and Device ID are displayed, the device is correctly registered with the FlexRelease CX server.

RICOH FlexRelease CX				
Home	Home			
Network Settings				
Device Activation	Information			
Control Panel	■FlexRelease CX	:Standard		
Maintenance	Tenant ID			
	Device ID (Cannot Change)			
	Version	:1.2.0		

7. Also, please check if the service ID is registered on start.ricoh from "Service Management" of the start.ricoh web UI.

RICOH start.ricoh					<u>Ricoh</u> ➡
Applications RICOH Scan CX Service Manage	ement User Management	Settings			
Service Management					
Add/Update License					
Clear Search				Select Items to Display: 20 💌	
Service Name	Service ID	Machine ID	<u>Usage Start Date</u> 🔻	Usage End Date	<u>Status</u>
S FlexRelease CX		V9416210004	2013/10/18	2014/10/17	Using

8. In case of RAC, add a user license for FlexRelease CX via "Service Management" function in start.ricoh.

J	Note
	14000

Please see the "Service Management for Administrator" section in start.ricoh TR for details. It has been provided via GK.

URL for RAC	: http://tscweb.	.custhelp.com/apr	o/answers/detail/a	id/181819

Applications R	ICOH Scan CX Service	e Management 🛛 User Ma	nagement Setting	·		
Servic	e Management					
↔ Add/Update Licer	158					
	Q Clear Sea	irch		Selec	t Items to Display: 20 💌	
Service Name	1 5	Service ID Machi	ine ID Usage	Start Date 🛡	Usage End Date	Status

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3 Add users to FlexRelease CX

Access the start.ricoh website and add users.

3.1.1 Flowchart



3.1.2 Adding users to FlexRelease CX

1. Log in to "start.ricoh" using a web browser, and log in using an administrator account. [RAC]: https://www.start.ricoh.com/portal/welcome

[RE] :https://eu.start.ricoh.com/portal/welcome

RICO	н	▶ <u>Tenant Set Up</u>
star	rt.ricoh	
		Information from Ricoh
Tenant ID: User Name:		2013/07/21 <u>Completel Urgent Maintenance (Jul/20/2013</u> <u>1300 - Jul/20/2013 20:00 XGMT</u> 2013/07/17 Urgent Maintenance (Jul/20/2013 13:00 -
Password:	Login	Jul/20/2013 20:00 ((GMT)) 2013/07/07 [Complete] Scheduled Maintenance(Jul/06/2013 12:00 - 19:00X(GMT)
	► If You have Forgotten Your Password	

2. Select the "User Management" menu and the User list is displayed automatically. Click "Add" and input the required information (listed below).

RICOH start.ricon							
Applications	Applications RICOH Scan CX Service Management User Management Settings						
User Management							
🕂 <u>Add</u> 🖉 Eo	🕂 Add 🖉 Edit 📺 Delete 💟 Active 🔤 Inactive 🛃 Import 🚰 Export						
Clear Search							
Role	<u>First Name</u>	Last Name	<u>User Name</u>				
	Tom	Ricoh	user0340				

User Properties:

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Add New User

Required entry items are marked with *	
User Name:*	
Password:*	
Confirm Password:*	
Main Email Address:*	
Sub Email Address1:	
Sub Email Address2:	
First Name:*	
Last Name:*	
Organization 1:	
Organization2:	
Organization8:	
Organization4:	
Organization5:	
Description:	
External Authentication ID:	
Role:*	User
Reply Email Language:*	Japanese 💌
Time Zone:*	(UTC+09:00) Osaka, Sapporo, Tokyo 💌
OK OK/Add Next	Cancel

Vote Note

- Please see the Administrator's Guide for FlexRelease CX Server for details.
- 3. After inputting the user information, click "OK". The new user is added to the end of the user list.

<u>Role</u>	<u>First Name</u>	Last Name	<u>User Name</u> 🛦
1	Tom	Ricoh	user0340
1	test1212	Ricoh	user0341

- The user list is sorted in alphanumeric order by user name by default.
- Clicking an underlined column header will sort the list using that column. Clicking that column header again will sort the list in reverse order.
- The "Organization" column sorts users from Organization1 to Organization5, regardless of the content of the Organization strings.
- The sicon indicates an administrator, and signal is a general user.
- Users with "Active" status have FlexRelease CX access. Clicking Lactive, will change the status to "Inactive".
- A registration notification email is sent to the input email address by FlexRelease CX when a new user is added.

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Nodel: FlexF	Release CX v1	Date: 06-Aug-12	No.: RD742002i	
From Date Subj To: <i Ema</i 	n:"start.ricoh" <info@lju.start.ricoh.com> e:<yyyy dd="" hh:mm="" mm=""> ect: [start.ricoh]User Registration Completion registered Main Email address>,(< registered il address 2>)</yyyy></info@lju.start.ricoh.com>	n Notice d Sub Email address 1>,	< registered Sub	
Thar Plea	Thank you for using Ricoh's cloud computing service, "start.ricoh". Please do not reply to this message. This is an automated reply sent by "start.ricoh".			
Mr./N	Ms. <i>test user</i> ,			
User login	r registration has completed. The service car n URL.	n be used by logging in fi	rom the following	
Tena User Pass	ant ID: <i>123456789</i> r ID: <i>testuser</i> sword: <i>testuser</i>			
Logir	n URL: https://www.start.ricoh.com/portal/top	o/login?tenantId=123456	789	
We r	recommend changing the password after log	ging in.		
==== Rico ====	======================================			

4. [start.ricoh v1.2.0-] Select the "Service Access Management" menu and set the service access settings for the added users.

Vote Note

Please see "Login user Role/Authorization settings" and "Service Access Management" section in start.ricoh TR for details. It has been provided via GK. URL for RAC : http://tscweb.custhelp.com/app/answers/detail/a_id/181819 URL for RE : http://eu-tier2-en.custhelp.com/app/answers/detail/a_id/181820

RICOH start.ricoh

Applications	Service Management	Svc. Access Mgmt.	User Management	Settings	
Service Access Settings					
Assigning th Users who h Users who h	Assigning the service's administrator authority and the user authority per user can be performed. Users who have user authority can use the service. Users who have administrator authority can make settings on this setting and service's management settings.				
FlexRelease C	×				
Admin. User					

Reissued: 01-April-15

Model: FlexRelease CX v1 Date: 06-Aug-12

No.: RD742002i

3.1.3 Print Client Settings

• When using FlexRelease CX, registered users are responsible for the following tasks:

Upload method	iPhone/iPad	Windows PC	Contents
File upload from FlexRelease CX application	•	_	<user task=""> Access to AppStore from iPhone/iPad and install the FlexRelease application. <note> As a rule, this is the device owner's task.</note></user>
Attach file by E-mail	•	•	<user task=""> None. <note> The Administrator must register the email address used for job submission with the user's FlexRelease CX account before the email account can be used with FlexRelease CX.</note></user>
Upload from web browser	_	•	<user task=""> None. <note> The supported browsers are IE8/9. For convenience, please have users bookmark the FlexRelease CX login page.</note></user>
Sending Jobs via Port Monitor	_		<user task=""> Port monitor can be downloaded from the FlexRelease CX Help page. <note> Installation requires local administrator privileges.</note></user>

Reissued: 01-April-15

Model: FlexRelease CX v1 Date: 06-Aug-12

No.: RD742002i

4 Uninstallation

4.1.1 **Priority Feature Cancellation**

- 1. Press the [User Tools/Counter] button, and then press [System Settings].
- 2. Select the [General Features] tab, and then press [Function Priority].
- 3. Select any function other than [Java TM/X] or [FlexRelease CX] and then press [OK].

4.1.2 FlexRelease CX V1 Uninstallation

For the FlexRelease CX V1 uninstallation, uninstall it with Remote Install Manager. See the service manual of Remote Install Manager for the procedure.

5 Appendix

5.1.1 VM Card Update

🔸 Note

- The steps below should be followed when updating the VM card if FlexRelease CX v1 is installed.
- 1. Export a setting file from FlexRelease CX Embedded Web UI.
- 2. Uninstall FlexRelease CX Embedded from the device using Remote Install Manager.
- 3. Update the Java VM using Remote Install Manager.
- 4. Install FlexRelease CX Embedded using Remote Install Manager.
- 5. Import the setting file from FlexRelease CX Embedded Web UI.

Technical Bulletin

Reissued: 19-Jul-16

Model: FlexRelease CX

Date: 30-Oct-12

No.: RD742003h

RTB Reissue

The items in bold italics have been corrected or added.			
	Prepared by: Y. Tsugawa		
se Note: FlexRelease CX Emb	edded SP11 for eDC		
upport Sect., Solution Support	Dept.		
Troubleshooting	Part information	Action required	
🗌 Mechanical	Electrical	Service manual revision	
Paper path	Transmit/receive	Retrofit information	
Product Safety	Other (Firmware)	🛛 Tier 2	
	d italics have been corrects se Note: FlexRelease CX Emb upport Sect., Solution Support Troubleshooting Mechanical Paper path Product Safety	d italics have been corrected or added. se Note: FlexRelease CX Embedded SP11 for eDC upport Sect., Solution Support Dept. Troubleshooting Part information Mechanical Electrical Paper path Transmit/receive Product Safety Other (Firmware)	

This RTB has been issued to announce the firmware release information for the **FlexRelease CX Embedded SP11 for eDC.**

Version	Program No.	Effective Date
1.5.0.0	D7425020C_forEDC	July 2016 production
1.3.0.0	D7425020B_forEDC	June 2016 production
1.3.0.0	D7425020B_forEDC	July 2015 production
1.2.1.0	D7425020A_forEDC	December 2013 production
1.1.3.0	D7425020_forEDC	Initial Release

Version	Modified Points or Symptom Corrected
1.5.0.0	Changed: Support for Port Monitor installation via PDP-NX has been added. PDP-NX v1.1.9 or later is required.
1.3.0.0	Support: Support for the following 15S models have been added: - Brz-P1 a/b
	Support for the following model has been added: - Z-P2b - Gim-P1c
	 Fixed: The following bug has been fixed: 1. If a user continuously prints jobs on an LP, a memory leak may occur and FlexRelease CX Embedded operations may be affected.
	Update the Java VM to the latest version before installing this software.
1.2.1.0	 Fixed: The following bugs have been fixed: 1. If the "Apply" button in the FlexRelease CX Administration Tool's Device Activation screen is selected multiple times, the "Update has completed successfully" screen cannot be displayed.

Reissued: 19-Jul-16

Model: Flex	Release CX	Date: 30-Oct-12	No.: RD742003h		
Version	Modified Points or Symptom Corrected 2. If the "Reset" button in the FlexRelease CX Administration Tool's Device Activation screen is selected multiple times, the initial settings screen cannot be displayed correctly. Changed: 1. Windows 8.1 for port monitor/IE 11 for web browser are now supported. 2. User code authentication is now supported. 3. A connection test is performed if the "Apply" button in the FlexRelease CX Administration Tool's Network Settings is selected. 4. Device activation is performed in FlexRelease CX Administration Tool's Device Activation.				
	Update the Java VM to the latest version	before installing this so	ftware.		
1.1.3.0	Support: Support for the following model has been - Ti-P1 Fixed: 1. A status check is performed every min mode. As a result, the LP is unable to ma	added: ute, even when the LP i iintain sleep mode statu	is in sleep is.		
	Other: None				
	Initial Release				
	Update the Java VM to the latest version	before installing this so	ftware.		



Model: FlexRelease CX

Date: 21-Nov-12

No.: RD742005

Subject:			Prepared by: S. Maruyama
Firmware Release Note: FlexRelease CX Embedded MP31 for eDC			
From: Solution Support Sect., Solution Support Dept.			
Classification:	Troubleshooting	Part information	Action required
	🗌 Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	🛛 Other (Firmware)	🖾 Tier 2

This RTB has been issued to announce the firmware release information for the **FlexRelease CX Embedded MP31 for eDC.**

Version	Program No.	Effective Date
1.1.3.0	D7425031_forEDC	Initial Release

Version	Modified Points or Symptom Corrected
1.1.3.0	Initial Release
	Update the Java VM to the latest version before installing this software.

Technical Bulletin

Reissued: 19-Jul-16

Model: FlexRelease CX

Date: 07-Feb-14

No.: RD742008e

RTB Reissue

The items in bold italics have been corrected or added.			
		Prepared by: Y. Tsugawa	
e Note: FlexRelease CX Embe			
oport Sect., Solution Support I			
Troubleshooting	Part information	Action required	
_ Mechanical	Electrical	Service manual revision	
Paper path	Transmit/receive	Retrofit information	
Product Safety	Other (Firmware)	🛛 Tier 2	
	Note: FlexRelease CX Embe port Sect., Solution Support I Troubleshooting Mechanical Paper path Product Safety	italics have been corrected or added. a Note: FlexRelease CX Embedded SP11 for EUDC oport Sect., Solution Support Dept. Troubleshooting Part information Mechanical Electrical Paper path Transmit/receive Product Safety Other (Firmware)	

This RTB has been issued to announce the firmware release information for the **FlexRelease CX Embedded** *SP11* for EUDC.

Version	Program No.	Effective Date
1.5.0.0	D7425721B_forEDC	July 2016 production
1.3.0.0	D7425721A_forEDC	June 2016 production
1.3.0.0	D7425721A_forEDC	July 2015 production
1.2.1.0	D7425721_forEDC	Initial Release

Version	Modified Points or Symptom Corrected		
1.5.0.0	Changed: Support for Port Monitor installation via PDP-NX has been added. PDP-NX v1.1.9 or later is required.		
1.3.0.0	Support: Support for the following 15S models have been added: - Brz-P1 a/b 		
	Support for the following model has been added: - Z-P2b - Gim-P1c		
	 Fixed: The following bug has been fixed: 1. If a user continuously prints jobs on an LP, a memory leak may occur and FlexRelease CX Embedded operations may be affected. 		
	Update the Java VM to the latest version before installing this software.		
1.2.1.0	Initial Release for RE.		
	Update the Java VM to the latest version before installing this software.		