

Reissued: 01-April-15

Model: FlexRelease CX v1	Date: 06-Aug-12	No.: RD742002i
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RTB ReissueThe items in ***bold italics*** were corrected or added.

Subject: FlexRelease CX v1 Installation Manual		Prepared by: Kohsuke Tomoyama	
From: Solution Support Sect., Solution Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
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	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

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

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**FlexRelease CX v1
Installation Manual
Document version: 1.3.2
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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.

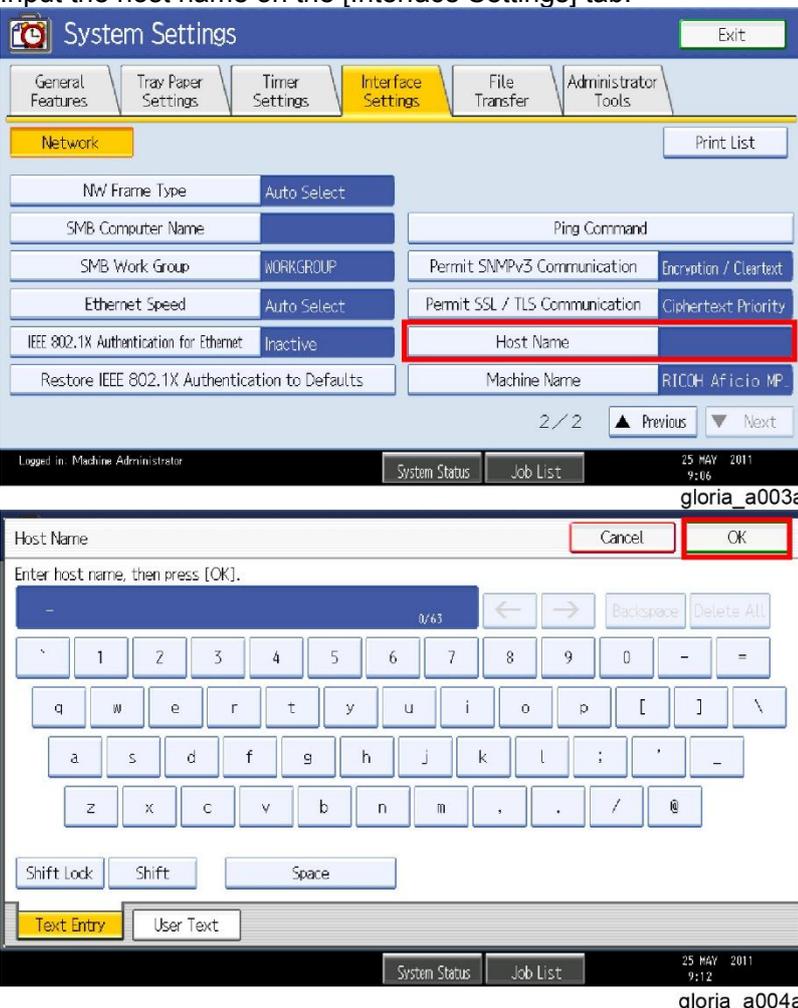
1.2.1 Installation Environment Settings

Configure Network Information

- * Configured from the System Settings on the device.

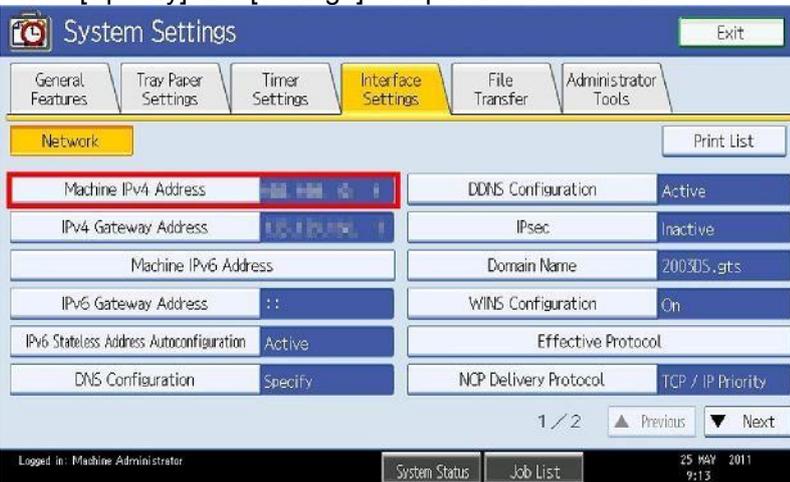
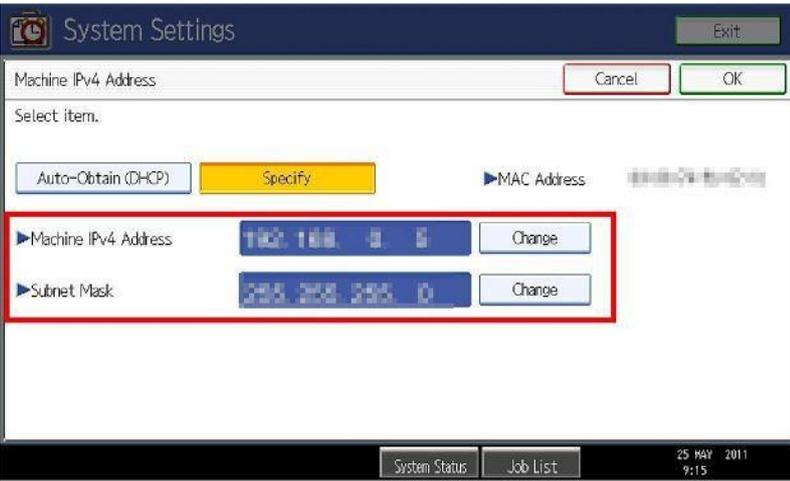
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Item	Detailed descriptions	Default/Remarks
Host Name	<p>Input the host name on the [Interface Settings] tab.</p>  <p>The screenshot shows the 'System Settings' window with the 'Interface Settings' tab selected. The 'Network' section is expanded, and the 'Host Name' field is highlighted with a red border. Below this, a keyboard input dialog is shown with the text 'Host Name' and 'Enter host name, then press [OK]'. The 'OK' button is also highlighted with a red border.</p>	-

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Item	Detailed descriptions	Default/Remarks
<p>IP Address/ Subnet Mask</p>	<p>Set the IP address and the subnet mask for the device using the [Machine IPv4 Address] on the [Interface settings] tab. Press [Specify] and [Change] to input a static IP address.</p>  	<p>In order to use DHCP, please select "Auto-Obtain (DHCP)" on the Machine IPv4 Address screen.</p>

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Item	Detailed descriptions	Default/Remarks
Default Gateway	<p>Set the [IPv4 Gateway Address] on the [Interface Settings] tab.</p>  	-

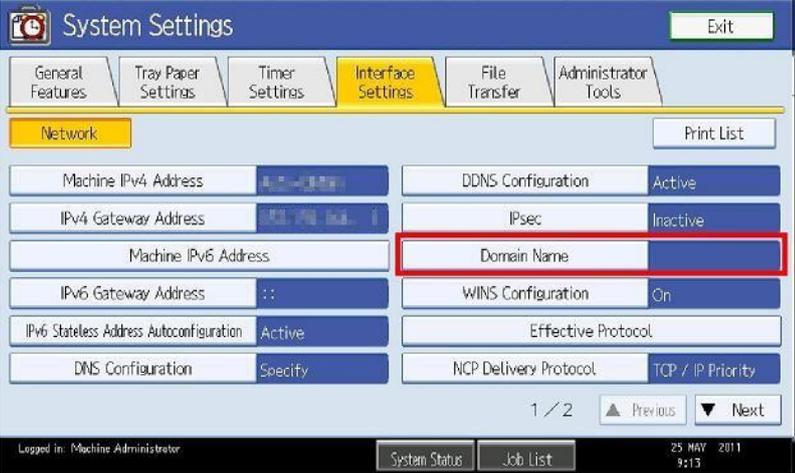
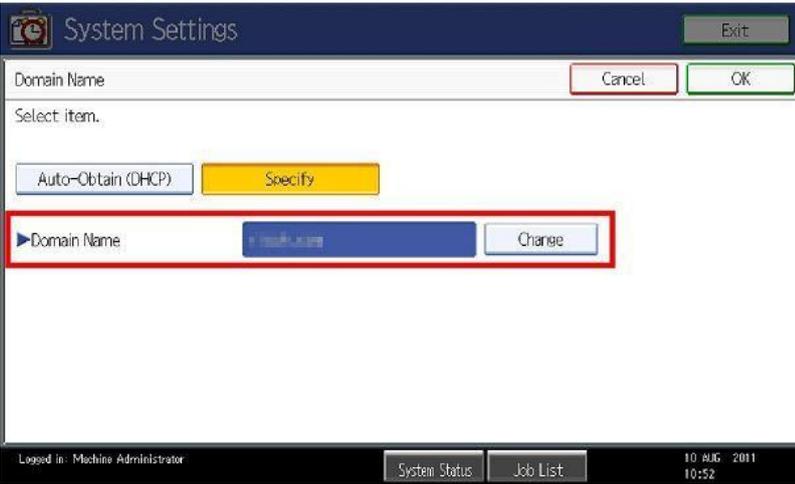
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Item	Detailed descriptions	Default/Remarks
<p>DNS Server 1/DNS Server 2/DNS Server 3</p>	<p>Input the [DNS Configuration] on the [Interface Settings] tab. Press [Specify] then [Change] to manually configure the DNS server.</p>  	<p>-</p>

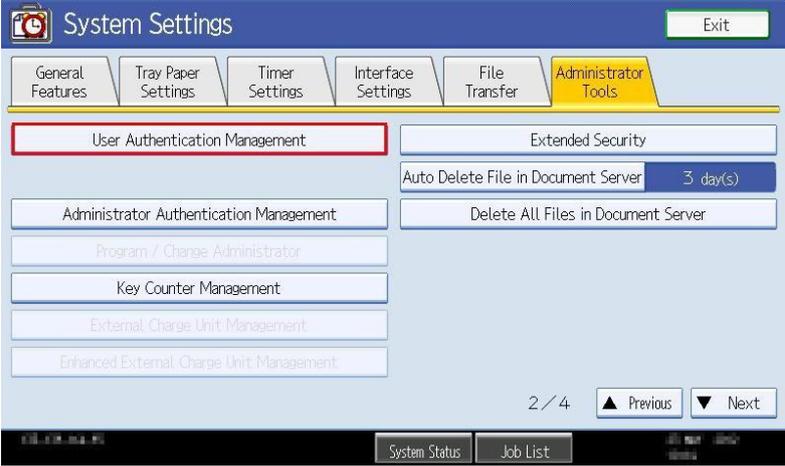
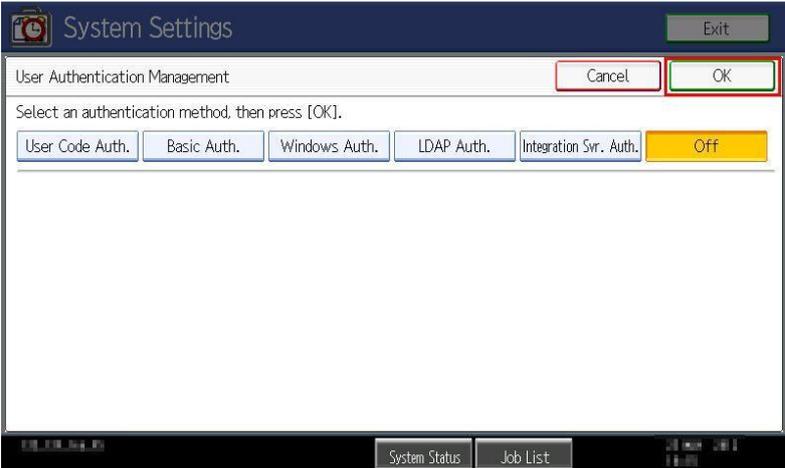
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Item	Detailed descriptions	Default/Remarks
<p>Domain Name</p>	<p>Set the [Domain Name] on the [Interface Settings] tab. Press [Specify] then [Change] to input the name manually.</p>  	<p>If the environment uses a proxy server in order to connect to internet, the domain name setting is required.</p>

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Item	Detailed descriptions	Default/Remarks
<p>User Authentication Management</p>	<p>Turn off [User Authentication Management] on the [Administrator Tools] tab. Press [Off] then [OK].</p>  	<p>Do not change this setting if Card Authentication Package v2 is installed.</p>

1.2.2 VM Card Installation

↓ Note

- 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.

1. Set the [Auto Off timer] to 5 minutes on the [User Tools / Counter / Enquiry] screen → [System Settings] → [Timer Settings] tab.

↓ 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.

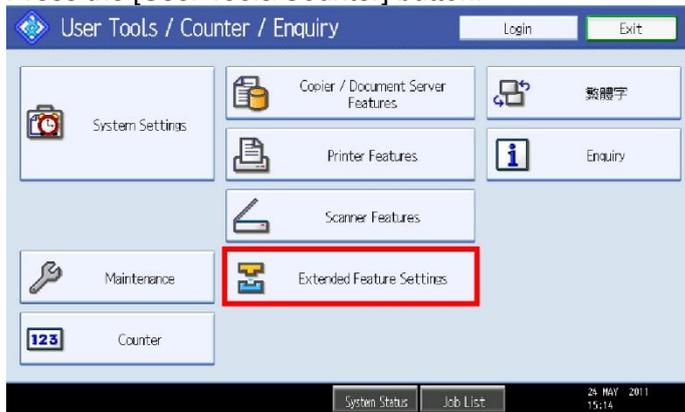
2. Set [System Auto Reset Timer] to [Off] in [User Tools / Counter / Enquiry] screen → [System Settings] → [Timer Settings] tab.

↓ Note

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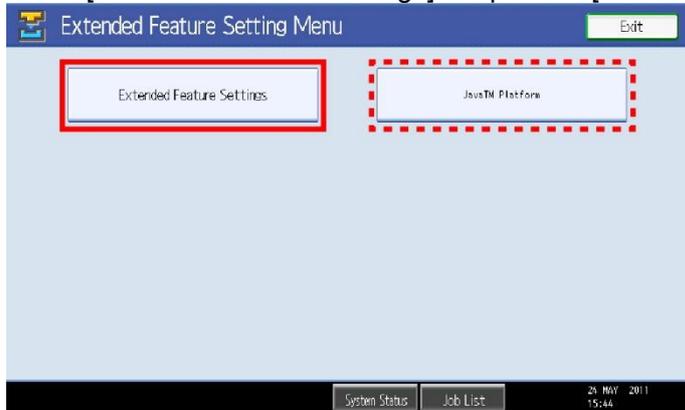
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- This setting should be restored after installation.
- 3. Turn off the device's main power.
- 4. Insert the VM card into the SD card slot.
 - ↓ Note
 - Please see the device service manual to learn which SD card slot should be used.
- 5. Turn on the device's main power.
 - ↓ 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:



gloria_a013a

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



gloria_a014a

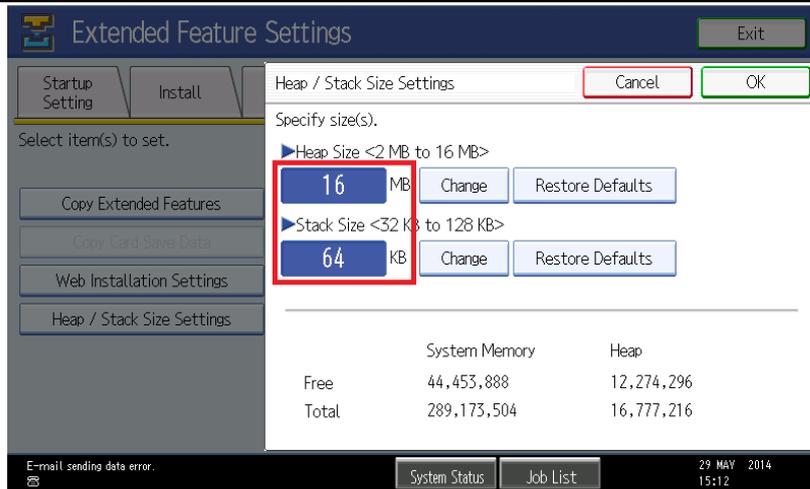
- 8. Confirm that [Java™ Platform] appears on the [Extended Feature Setting Menu].

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].

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gloria_a015

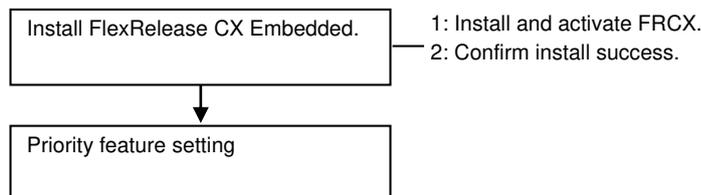
- Set the heap size and stack size. If other ESA applications are also installed, set the same Heap and Stack size.

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



1.3.2 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→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”.

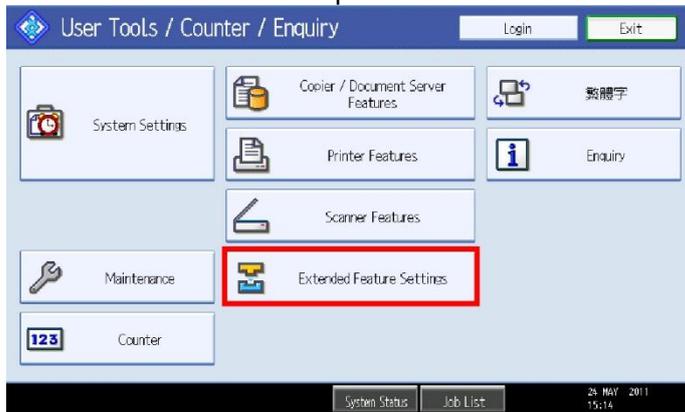
In case of RAC, please contact the marketing section for RAC to confirm the product key.

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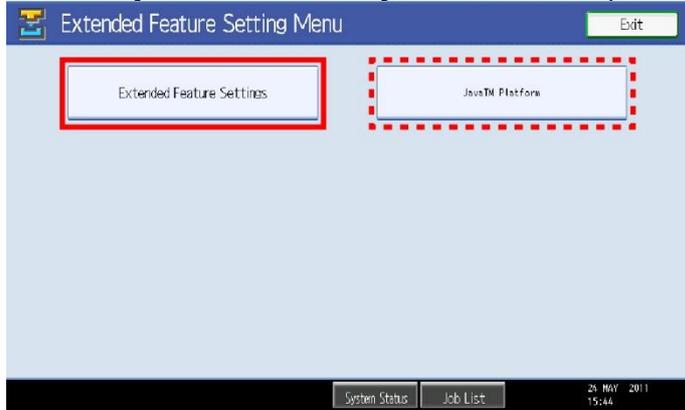
1.3.3 Activation Check

1. Turn on the device's main power.



gloria_a013a

2. Press the [User Tools/Counter] button, and then press [Extended Feature Settings].



gloria_a014a

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

↓ Note

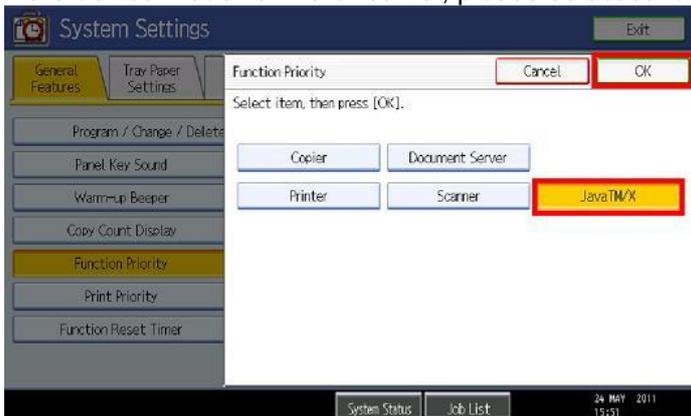
- This setting is optional. Please ask the customer if it is required.

1. Press the [User Tools/Counter] button, and then press [System Settings].

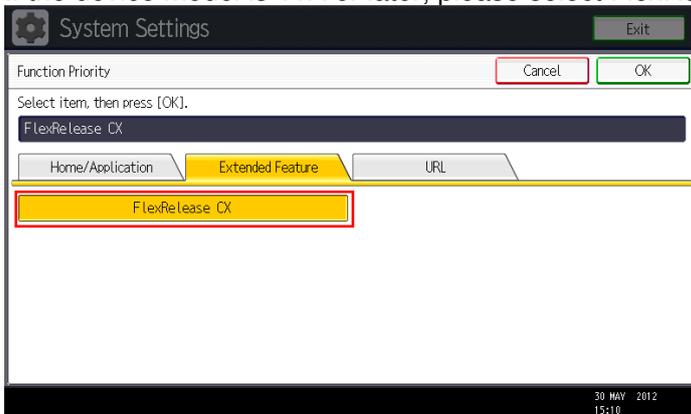


2. Select the [General Features] tab, and then press [Function Priority].

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



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



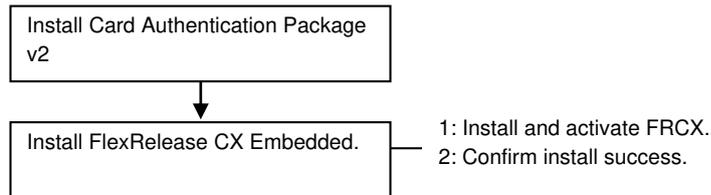
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1.4 Installation (4-line LP)

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

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

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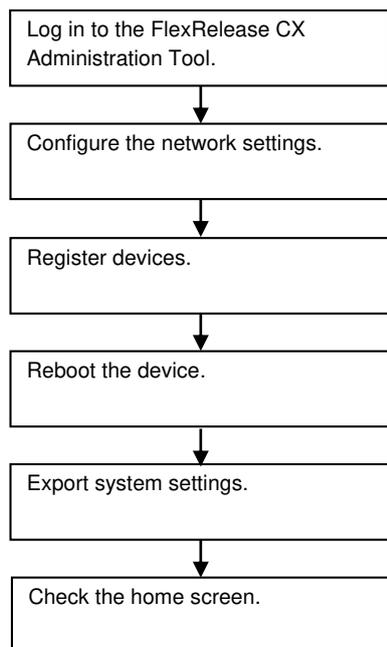
Date: 06-Aug-12

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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



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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:

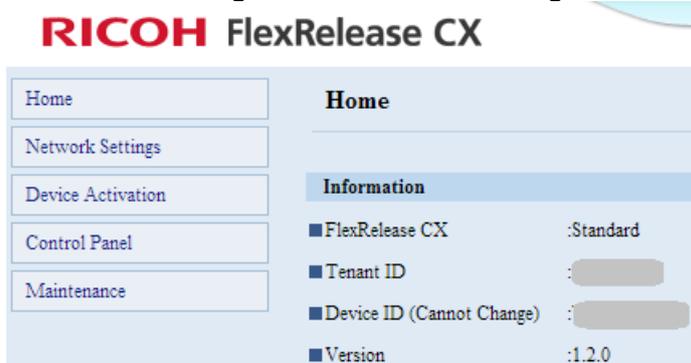
non-SSL : <http://<MFP IP address>:8080/frcx/login>
SSL : <https://<MFP IP address>:51443/frcx/login>

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)



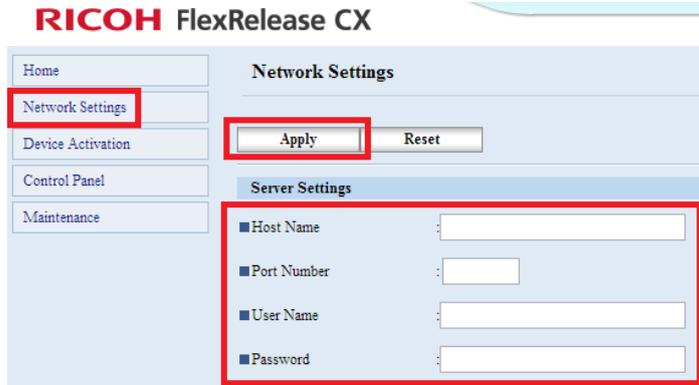
After login, the home screen shown below is displayed. It is suggested that this URL be bookmarked for convenience. After you register devices, we recommend adding names in order to distinguish devices.



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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.



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.



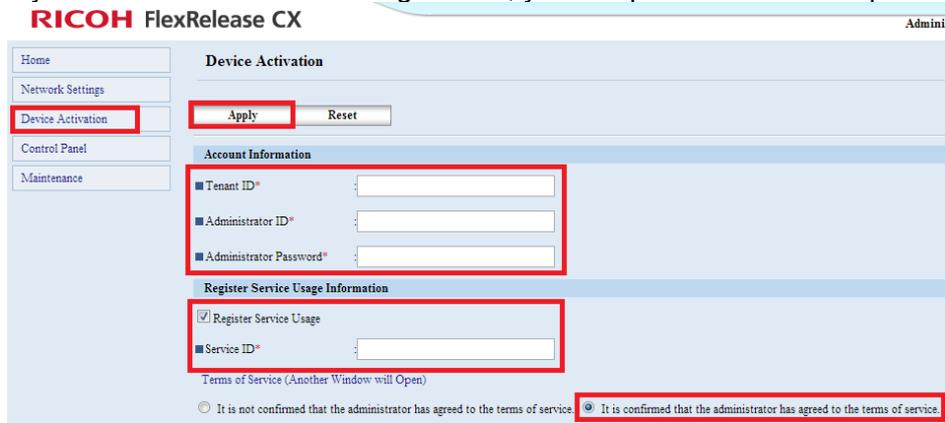
For 11A or later models:



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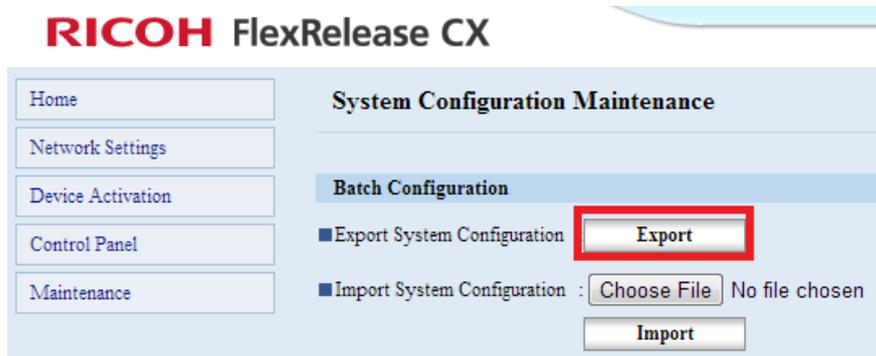
- 4. Register the device.
Click “Device Activation” and fill in the required fields, then click “Apply”.
If you can see the result message below, you can proceed to next step.



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”.



Exported files are named “Parameter_YYYYMMDDhhmm.dat”.

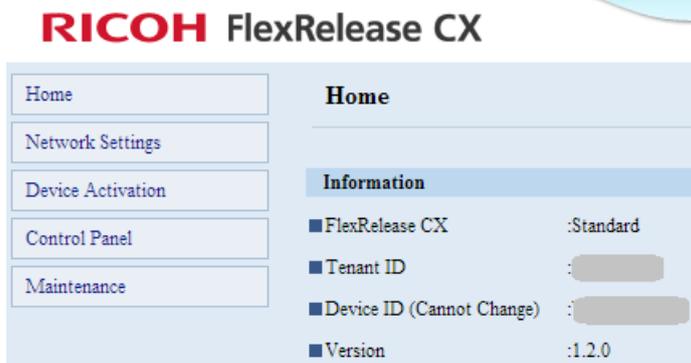
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↓ Note

- 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.



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



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

↓ Note

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/app/answers/detail/a_id/181819



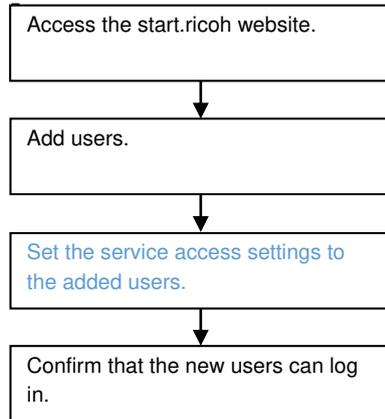
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3 Add users to FlexRelease CX

- Access the start.ricoh website and add users.

3.1.1 Flowchart

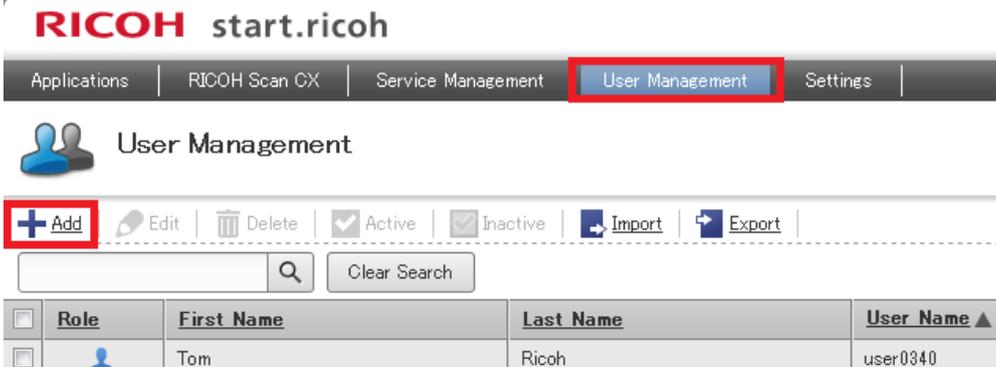


3.1.2 Adding users to FlexRelease CX

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>



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



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:*

Organization1:

Organization2:

Organization3:

Organization4:

Organization5:

Description:

External Authentication ID:

Role:*

Reply Email Language:*

Time Zone:*

OK OK/Add Next Cancel

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.

<input type="checkbox"/>	Role	First Name	Last Name	User Name ▲
<input type="checkbox"/>		Tom	Ricoh	user0340
<input type="checkbox"/>		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  icon indicates an administrator, and  is a general user.
- Users with "Active" status have FlexRelease CX access. Clicking Inactive , 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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From:"start.ricoh"<info@lju.start.ricoh.com>
Date:<YYYY/MM/DD hh:mm>
Subject: [start.ricoh]User Registration Completion Notice
To:<registered Main Email address>,< registered Sub Email address 1>,< registered Sub Email address 2>

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./Ms. *test user*,

User registration has completed. The service can be used by logging in from the following login URL.

Tenant ID: 123456789
User ID: *testuser*
Password: *testuser*

Login URL: https://www.start.ricoh.com/portal/top/login?tenantId=123456789

We recommend changing the password after logging in.

=====
Ricoh Company, Ltd.
=====

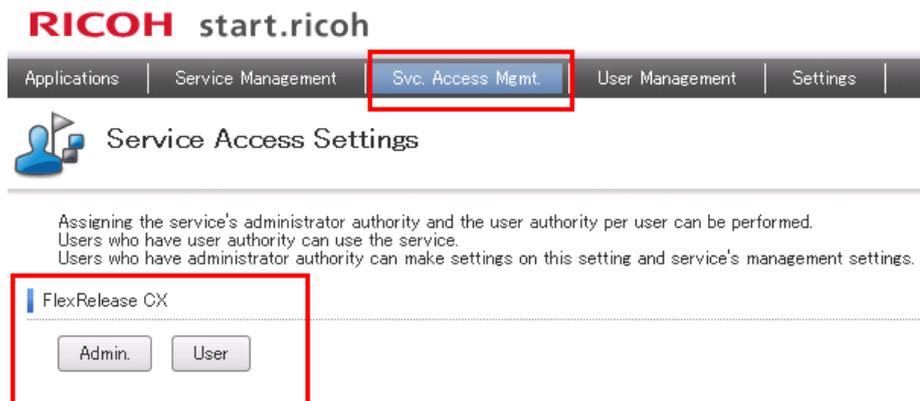
- 4. [\[start.ricoh v1.2.0-\] Select the "Service Access Management" menu and set the service access settings for the added users.](#)

 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 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 CX

Admin. User

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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.
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.
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.
Sending Jobs via Port Monitor	—	●	<User Task> Port monitor can be downloaded from the FlexRelease CX Help page. <Note> Installation requires local administrator privileges.

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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



- 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**.

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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: FlexRelease CX Embedded SP11 for eDC		Prepared by: Y. Tsugawa	
From: Solution Support Sect., Solution Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<i>1.5.0.0</i>	<i>D7425020C_forEDC</i>	<i>July 2016 production</i>
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
<i>1.5.0.0</i>	<i>Changed: Support for Port Monitor installation via PDP-NX has been added. PDP-NX v1.1.9 or later is required.</i>
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: FlexRelease CX	Date: 30-Oct-12	No.: RD742003h
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Version	Modified Points or Symptom Corrected
	<p>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.</p> <p>Changed:</p> <ol style="list-style-type: none"> 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. <p>Update the Java VM to the latest version before installing this software.</p>
1.1.3.0	<p>Support: Support for the following model has been added: - Ti-P1</p> <p>Fixed: 1. A status check is performed every minute, even when the LP is in sleep mode. As a result, the LP is unable to maintain sleep mode status.</p> <p>Other: None</p> <p>----- Initial Release</p> <p>Update the Java VM to the latest version before installing this software.</p>

Model: FlexRelease CX	Date: 21-Nov-12	No.: RD742005
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Subject: Firmware Release Note: FlexRelease CX Embedded MP31 for eDC		Prepared by: S. Maruyama	
From: Solution Support Sect., Solution Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> 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.

Reissued: 19-Jul-16

Model: FlexRelease CX	Date: 07-Feb-14	No.: RD742008e
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: FlexRelease CX Embedded SP11 for EUDC		Prepared by: Y. Tsugawa
From: Solution Support Sect., Solution Support Dept.		
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input checked="" type="checkbox"/> Other (Firmware) <input checked="" type="checkbox"/> Tier 2	

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	<i>D7425721B_forEDC</i>	<i>July 2016 production</i>
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	<i>Changed: Support for Port Monitor installation via PDP-NX has been added. PDP-NX v1.1.9 or later is required.</i>
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.