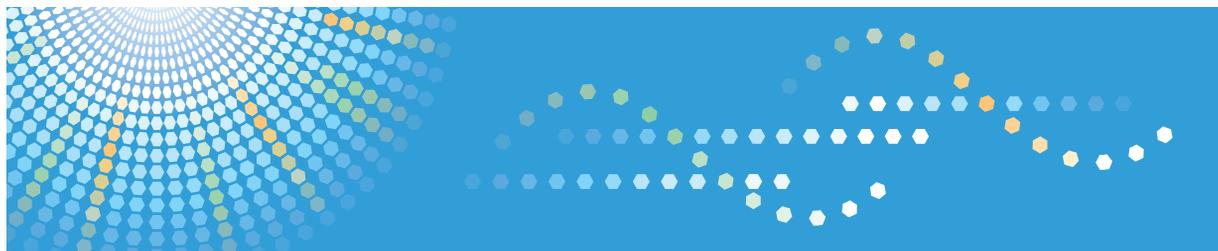


RICOH



GlobalScan NX

Operating Instructions
Installation Guide



Guides for This Solution

The following guides are available for GlobalScan NX:

GlobalScan NX Installation Guide (this guide, PDF)

This guide is intended for the Administrator and explains how to run the install/uninstall, activation and modification programs available for the Serverless Edition and Server Edition of GlobalScan NX. Server certificate installation procedures are also covered.

GlobalScan NX Installation Quick Reference Guide (PDF)

This reference is intended for the Administrator. It contains a summary of procedures outlined in the GlobalScan NX Installation Guide.

GlobalScan NX Administrator's Guide (PDF)

This guide is intended for the Administrator. It explains how to utilize GlobalScan NX AdminTool to configure and manage settings and operations, for example, creation of Profiles, Groups/Projects, and Flows, as well as the selection of Services/Filters.

GlobalScan NX Administrator's Quick Reference Guide (PDF)

This reference is intended for Administrators. It contains a summary of procedures outlined in the GlobalScan NX Administrator's Guide.

GlobalScan NX User's Guide (PDF)

This guide is intended for the end user. It explains how to perform walk-up scan operations from the MFP display panel, for example, Send to Email, Send to Folder, and Send to FTP.

GlobalScan NX User's Quick Reference Guide (PDF)

This reference is intended for the end user. It contains a summary of how to perform walk-up scan operations from the GlobalScan NX-enabled MFP.

Note

- Acrobat Reader or Adobe Reader is required to view the PDF documentation.

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Important

- To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this product, losses of documents or data, or the use of this product and operation manuals provided with it.
- Make sure that you always copy or have backups of important documents or data. Documents or data might be erased due to your operational errors or malfunctions of the machine. Also, you are responsible for taking protective measures against computer viruses, worms, and other harmful software.
- In no event will the manufacturer be responsible for any documents created by you using this product or any results from the data executed by you.
- Some illustrations or explanations in this guide may differ from your product due to improvement or change in the product.
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Microsoft product screen shots reprinted with permission from Microsoft Corporation.

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

- The product names of Windows 7 are as follows:
 - Microsoft® Windows® 7 Professional
 - Microsoft® Windows® 7 Ultimate
 - Microsoft® Windows® 7 Enterprise
- The product names of Windows 8.1 are as follows:
 - Microsoft® Windows® 8.1 Pro
 - Microsoft® Windows® 8.1 Enterprise
- The product names of Windows 10 are as follows:
 - Microsoft® Windows® 10 Pro
 - Microsoft® Windows® 10 Enterprise
- The product names of Windows Server 2008 are as follows:
 - Microsoft® Windows Server® 2008 Standard Edition
 - Microsoft® Windows Server® 2008 Enterprise Edition
- The product names of Windows Server 2008 R2 are as follows:
 - Microsoft® Windows Server® 2008 R2 Foundation
 - Microsoft® Windows Server® 2008 R2 Standard
 - Microsoft® Windows Server® 2008 R2 Enterprise
 - Microsoft® Windows Server® 2008 R2 Datacenter
 - Microsoft® Windows Server® 2008 R2 for Itanium-based Systems

Microsoft® Windows® Web Server 2008 R2

Microsoft® Windows® HPC Server 2008 R2

- The product names of Windows Server 2012 are as follows:

Microsoft® Windows Server® 2012 Standard

Microsoft® Windows Server® 2012 Datacenter

- The product names of Windows Server 2012 R2 are as follows:

Microsoft® Windows Server® 2012 R2 Foundation

Microsoft® Windows Server® 2012 R2 Essentials

Microsoft® Windows Server® 2012 R2 Standard

Microsoft® Windows Server® 2012 R2 Datacenter

- The product names of Windows Server 2016 are as follows:

Microsoft® Windows Server® 2016 Standard

Microsoft® Windows Server® 2016 Datacenter

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

1. INTRODUCTION

This guide is intended for the System Administrator and explains how to run the install/uninstall, activation and modification programs available for the Serverless Edition and Server Edition of GlobalScan NX. Server certificate installation procedures are also covered, should you wish to secure communication between the Web browser and MFP. GlobalScan NX is a secure document capture and distribution solution that enables users of a compatible multifunctional device (MFP) to perform a wide range of network scanning functions. As a convenient electronic routing system, GlobalScan NX enables users to seamlessly merge paper documents into an electronic workflow.

How to Read This Guide

In order to familiarize yourself with GlobalScan NX installation procedures, we recommend that you read this guide in its entirety.

★ Important

- Keep the GlobalScan NX Installation media in a safe place for future reference.

Symbols

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

★ Important

This symbol indicates points to pay attention to when using the application.

↓ Note

This symbol indicates supplementary information that you may find helpful, but not essential to completing a task.

📖 Reference

This symbol indicates where you can find further relevant information.

⚠ Limitation

This symbol indicates numerical limits, functions that cannot be used together, or conditions in which a particular function cannot be used.

[]

This symbol indicates the name of buttons and fields displayed on the computer screen or keys on the MFP control panel.

Abbreviations

The following abbreviations are used in this guide to shorten content.

1

Product/Name	Abbreviation
GlobalScan NX	GSNX or gsnx
Multifunctional Device	MFP or device

2. ABOUT GLOBALSCAN NX

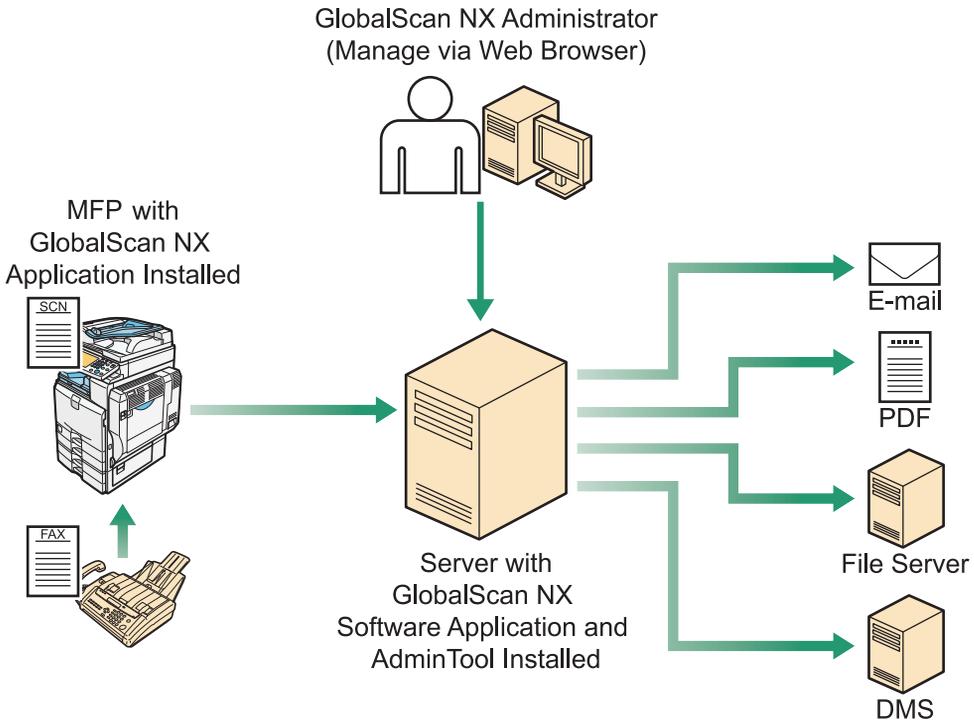
GlobalScan NX bridges the gap between hardcopy and electronic workflows by enabling a network-connected MFP to convert paper documents, such as contracts, invoices, and brochures, into easily shared digital images. Once in electronic form, the file can be delivered to customers, clients, and colleagues, either around the corner or around the globe. GlobalScan NX can process and deliver documents scanned by the MFP and documents received by fax.

GlobalScan NX Feature Summary

The high-quality images can be distributed using a variety of Services, including Send to Email, Send to Folder, Send to FTP, Send to Printer, and Send to WebDAV, even indexed and linked to a back-end Document Management System (DMS). In doing so, the device running the GlobalScan NX application leverages your network to achieve important business goals, namely:

- Maximizing your investment in technology by integrating scan functionality on an accessible copier platform, streamlining workflow and enhancing productivity.
- Improving overall business processes by creating an efficient digital workflow for the conversion of paper-based documents into easily distributed electronic files.
- Facilitating secure, paperless communication. Recipients view, archive, or distribute electronic files, reducing the volume of paper on the desktop, saving storage space, and reducing supply costs.
- Reducing turnaround time when responding to those who require time-sensitive documents.
- Eliminating the need for individual desktop scanners.

Fig: GlobalScan NX Workflow



BMA003S

GlobalScan NX Editions

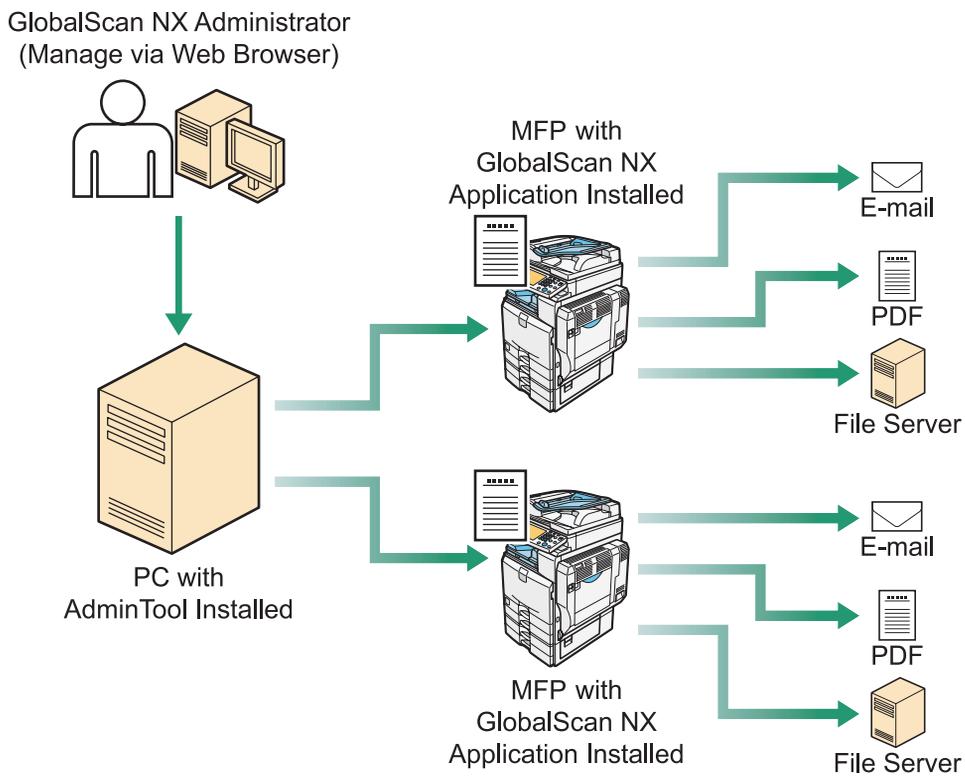
Designed as a pluggable and scalable software solution, GlobalScan NX is available in Serverless and Server Editions, allowing you to implement a document management solution that fits your organization's system integration and budgetary requirements.

2

Serverless Edition

GlobalScan NX Serverless Edition enables control of connected MFPs without the need for a dedicated Server PC, thus there is no overhead associated with network server integration. All Services and related processes necessary for document distribution are performed within the MFP(s).

Fig.: Serverless Edition System Structure



BMA002S

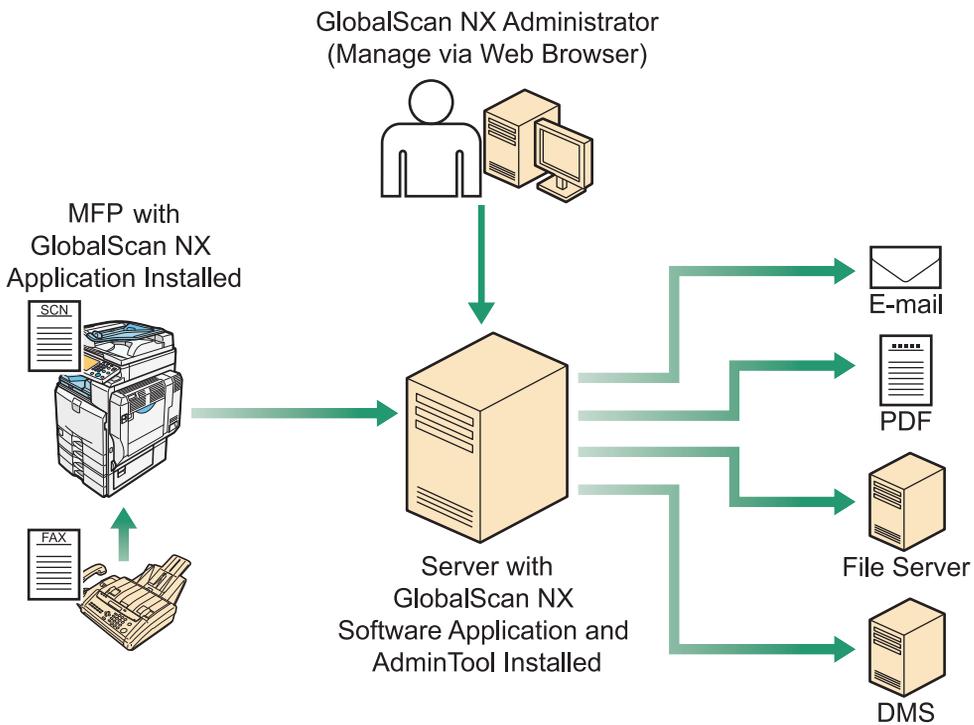
Server Edition

GlobalScan NX Server Edition supports the configuration and management of up to 750 MFPs (for the Enterprise Server Edition) or 32 MFPs (for the Business Server Edition). The Server Edition offers the most advanced feature-set for document capture and distribution, including additional Filters and file formats, as well as value-added options that are not supported by the Serverless Edition.

2

The Server Edition requires a dedicated Server PC to maintain all the system settings and data necessary for document indexing and distribution. All Services and related processes necessary for document distribution are performed by the Server PC.

Fig.: Server Edition System Structure



BMA003S

Requirements and Specifications

The requirements and specifications listed below are guidelines for installation/operation of GlobalScan NX. Note, however, that the specifications are subject to change, so we recommend that you contact your sales representative for the most up-to-date information.

Reference

- See Readme file.

Server Edition

Computer for Installing GlobalScan NX Server Application and AdminTool

To install GlobalScan NX server application and AdminTool, the server computer must meet the following system requirements:

Important

- **Do not install other products on the same computer in which GlobalScan NX server application and AdminTool are installed.**

Main unit

- PC/AT compatible

CPU

- Xeon 5000 or faster recommended

RAM

- 2.0 GB recommended

Hard Disk Space

- 1.0 GB recommended for software
- 2.0 GB recommended for data

Operating Systems

- Microsoft Windows 7 Professional (Service Pack 1, 32bit version only)
- Microsoft Windows 7 Enterprise (Service Pack 1, 32bit version only)
- Microsoft Windows 7 Ultimate (Service Pack 1, 32bit version only)
- Microsoft Windows 8.1 Pro
- Microsoft Windows 8.1 Enterprise
- Microsoft Windows 10 Pro
- Microsoft Windows 10 Enterprise

- Microsoft Windows Server 2008 Standard (Service Pack 2, 32bit / 64bit uses WOW64)
- Microsoft Windows Server 2008 Enterprise (Service Pack 2, 32bit / 64bit uses WOW64)
- Microsoft Windows Server 2008 R2 Standard (Service Pack 1)
- Microsoft Windows Server 2008 R2 Enterprise (Service Pack 1)
- Microsoft Windows Server 2008 R2 Datacenter (Service Pack 1)
- Microsoft Windows Server 2012 Standard (Service Pack 1)
- Microsoft Windows Server 2012 Datacenter (Service Pack 1)
- Microsoft Windows Server 2012 R2 Standard
- Microsoft Windows Server 2012 R2 Datacenter
- Microsoft Windows Server 2016 Standard
- Microsoft Windows Server 2016 Datacenter

★ Important

- **DHCP is not supported. A static IP address must be set.**
- **The Server Edition requires a dedicated Server. Do not install on a domain controller. Running other applications on GlobalScan NX server application and AdminTool may cause serious problems, thus service performance is not guaranteed.**
- **Computer names can contain alphanumeric characters and hyphens only.**

! Limitation

- The operating systems listed above do not support clustering.

↓ Note

- It is also possible to install GlobalScan NX server application and AdminTool on the operating systems listed above that run on VMWare ESXi Server 4.1 / 5.1 / 5.5 / 6.0 / 6.5.
- The GlobalScan NX application and Admin Tool can also be installed on the above operating systems running under Windows Hyper-V 1.0, 2.0, Windows Server 2012 Hyper-V, Windows Server 2016 Hyper-V, Windows 8.1 Hyper-V or Windows 10 Hyper-V.

📖 Reference

- See page 19 "Available Delivery Methods and Required Environments".

Web Server

The Built-in Web Server is automatically installed by selecting [Built-in Web Server (Default)] during installation of GlobalScan NX server application and AdminTool.

In addition to the Built-in Web Server, the following versions of Microsoft Internet Information Services are also supported.

- Microsoft Internet Information Services 7.0
- Microsoft Internet Information Services 7.5

- Microsoft Internet Information Services 8.0
- Microsoft Internet Information Services 8.5
- Microsoft Internet Information Services 10.0

Note

- If you want to use Microsoft Internet Information Services(IIS), it is necessary to set up Microsoft Internet Information Services on the computer before installing GlobalScan NX server application and AdminTool.

Network Protocol

- TCP/IP

Communication Port

To use GlobalScan NX server application and AdminTool, the following ports must be available.

- Port for HTTP (Default at installation: 8080(TCP))
Required to set a port number when GlobalScan NX server application and AdminTool are installed.
- Port for HTTPS (Default at installation: 8443(TCP))
Required to set a port number when GlobalScan NX server application and AdminTool are installed.

Limitation

- If there is a firewall between server and clients, set it to make the communication port available.

Computer for Browsing AdminTool

To browse AdminTool, the computer must meet the following system requirements:

Web Browser

- Microsoft Internet Explorer 9 (except for 64 bit version)
- Microsoft Internet Explorer 10
- Microsoft Internet Explorer 11
- Firefox 38.5 ESR or later

Important

- **Adobe Flash Player must be installed.**

Reference

- See Readme file.

Serverless Edition

Computer for Installing AdminTool

To install AdminTool, the computer must meet the following system requirements:

Main unit

- PC/AT compatible

CPU

- Core 2 Duo 2 GHz or faster recommended

RAM

- 2.0 GB recommended

Hard Disk Space

- 1.0 GB recommended for software
- 2.0 GB recommended for data

Operating Systems

- Microsoft Windows 7 Professional (Service Pack 1, 32-bit version only)
- Microsoft Windows 7 Enterprise (Service Pack 1, 32-bit version only)
- Microsoft Windows 7 Ultimate (Service Pack 1, 32-bit version only)
- Microsoft Windows 8.1 Pro
- Microsoft Windows 8.1 Enterprise
- Microsoft windows 10 Pro
- Microsoft windows 10 Enterprise
- Microsoft Windows Server 2008 Standard (Service Pack 2, 32bit / 64bit uses WOW64)
- Microsoft Windows Server 2008 Enterprise (Service Pack 2, 32bit / 64bit uses WOW64)
- Microsoft Windows Server 2008 R2 Standard (Service Pack 1)
- Microsoft Windows Server 2008 R2 Enterprise (Service Pack 1)
- Microsoft Windows Server 2008 R2 Datacenter (Service Pack 1)
- Microsoft Windows Server 2012 Standard
- Microsoft Windows Server 2012 Datacenter
- Microsoft Windows Server 2012 R2 Standard
- Microsoft Windows Server 2012 R2 Datacenter
- Microsoft Windows Server 2016 Standard
- Microsoft Windows Server 2016 Datacenter

★ Important

- Computer names can contain alphanumeric characters and hyphens only.

! Limitation

- The operating systems listed above do not support clustering.

↓ Note

- It is also possible to install AdminTool on the operating systems listed above that run on VMWare ESXi Server 4.1 / 5.1 / 5.5 / 6.0 / 6.5.
- The GlobalScan NX application and Admin Tool can also be installed on the above operating systems running under Windows Hyper-V 1.0, 2.0, Windows Server 2012 Hyper-V, Windows Server 2016 Hyper-V, Windows 8.1 Hyper-V or Windows 10 Hyper-V.

Web Server

The Built-in Web Server is automatically installed by selecting [Built-in Web Server (Default)] during installation of AdminTool.

In addition to the Built-in Web Server, the following versions of Microsoft Internet Information Services are also supported.

- Microsoft Internet Information Services 7.0
- Microsoft Internet Information Services 7.5
- Microsoft Internet Information Services 8.0
- Microsoft Internet Information Services 8.5
- Microsoft Internet Information Services 10.0

↓ Note

- If you want to use Microsoft Internet Information Services, it is necessary to set up Microsoft Internet Information Services on the computer before installing AdminTool.
- IIS must be running on a computer running a server edition of Windows.

! Limitation

- If you have installed Admin Tool on one of the following operating systems, IIS cannot be used.
 - Windows 7 Professional/Enterprise/Ultimate
 - Windows 8.1 Pro/Enterprise
 - Windows 10 Pro/Enterprise

Network Protocol

- TCP/IP

Communication Port

To use AdminTool, the following ports must be available.

- Port for HTTP (Default at installation: 8080(TCP))
Required to set a port number when AdminTool is installed.
- Port for HTTPS (Default at installation: 8443(TCP))
Required to set a port number when AdminTool is installed.

! Limitation

- If there is a firewall between server and clients, set it to make the communication port available.

Computer for Browsing AdminTool

To use AdminTool, the computer must meet the following system requirements:

Web Browser

- Microsoft Internet Explorer 9 (except for 64 bit version)
- Microsoft Internet Explorer 10
- Microsoft Internet Explorer 11
- Firefox 38.5 ESR or later

★ Important

- **Adobe Flash Player must be installed.**

📖 Reference

- See Readme file.

Available Authentication Methods

Authentication methods available for GlobalScan NX and the environment required to use GlobalScan NX are as follows:

Active Directory Authentication

- Active Directory (Microsoft Windows Server 2008/Microsoft Windows Server 2012/Microsoft Windows Server 2016)

LDAP Authentication

- Active Directory (Microsoft Windows Server 2008/Microsoft Windows Server 2012/Microsoft Windows Server 2016)
- Novell Directory Service
- OpenLDAP 2.4
- Lotus Domino 6.5/7.0/8.0/8.5

Reference

- For details about Authentication methods or Authentication Profiles, see GlobalScan NX Administrator's Guide.

Available Delivery Methods and Required Environments

The table below lists the delivery types that are available and the environments they require.

Important

- Set the Auto-Off Timer or Sleep Mode Timer to 5 minutes or longer for the MFPs with GlobalScan NX installed. If an MFP enters sleep mode before the start-up of the application is completed, the MFP may not work correctly.

Delivery Method	Required Environment
Send to Email	<p>Mail server</p> <ul style="list-style-type: none"> • Microsoft Exchange Server 2007 • Microsoft Exchange Server 2010 • Microsoft Exchange Server 2013 • Microsoft Exchange Server 2016 • Postfix • Lotus Domino 6.5 • Lotus Domino 7.0 • Lotus Domino 8.0 • Lotus Domino 8.5 • Sendmail 8.14.5 • Gmail Server • Desknet's V7.0 R2.0 <p>LDAP Server (Address Book)</p> <ul style="list-style-type: none"> • Microsoft ActiveDirectory (Microsoft Windows Server 2008/Microsoft Windows Server 2012/Microsoft Windows Server 2016) • Microsoft Exchange Server 2007 • Microsoft Exchange Server 2010 • Lotus Domino 6.5 • Lotus Domino 7.0 • Lotus Domino 8.0 • Lotus Domino 8.5 • Novell Directory Service • OpenLDAP 2.0
Send to Folder	<p>Shared folders on a network computer</p> <ul style="list-style-type: none"> • Windows shared folder • Open Enterprise Server 2 SP3

Delivery Method	Required Environment
Send to FTP	FTP server <ul style="list-style-type: none"> • Microsoft Internet Information Services 5.0 (on Microsoft Windows Server Operating System) • Microsoft Internet Information Services 6.0 (on Microsoft Windows Server Operating System) • Microsoft Internet Information Services 7.0 (on Microsoft Windows Server Operating System) • Microsoft Internet Information Services 8.0 (on Microsoft Windows Server Operating System) • Microsoft Internet Information Services 10.0 (on Microsoft Windows Server Operating System)
Send to WebDAV	A WebDAV server compliant with RFC2518. For details about WebDAV servers that are supported by GlobalScan NX, see Readme file.

Reference

- For details about delivery methods, see GlobalScan NX Administrator's Guide.

3. SOFTWARE INSTALLATION

This chapter explains how to install GlobalScan NX Server Edition or Serverless Edition software. After installation is complete, you will be able to launch the GlobalScan NX AdminTool and begin configuring and managing the connected MFP(s).

Preparing to Install GlobalScan NX Software

In addition to a "Built-in Web Server (default)", IIS is also supported. If you want to use IIS, it is necessary to set up IIS on the computer before installing the GlobalScan NX software.

3

★ Important

- After software installation, the Administrator must configure the necessary network settings and Distribution Parameters to support scan functionality on the GlobalScan NX-enabled MFP(s).
- You must log on to the computer you will install the software on using an account that has administrator privileges.
- Set the Auto-Off Timer or Sleep Mode timer to 5 minutes or longer for the MFPs with the GlobalScan NX installed. If an MFP enters sleep mode before the application's start-up completes, the MFP may not work correctly.
- If you are installing GlobalScan NX on a server running Windows 2008, and you want to use IIS 7.0 as the Web server, you must also have installed ISAPI extensions and ISAPI filters for IIS. If these have not been installed, "Internet Information Service" will not appear as an option during installation.

Installing GlobalScan NX Software

1. Close all applications currently running on your computer.
2. Insert the GlobalScan NX Installation media into the computer.

The GlobalScan NX Start screen displays.



Note

- The above image is the GlobalScan NX Start screen of Server Edition.
 - Auto Run may not work with certain operating system settings. If this happens, launch "RDLaunch.exe" in installation media.
 - To use GlobalScan NX, .NET Framework 4 or later is required. If .NET Framework 4 or later is not installed, click [.NET Framework] to install .NET Framework 4 or later.
3. Click the component(s), you wish to install, Serverless Edition [AdminTool] or Server Edition [Application & AdminTool].

The language selection screen displays.

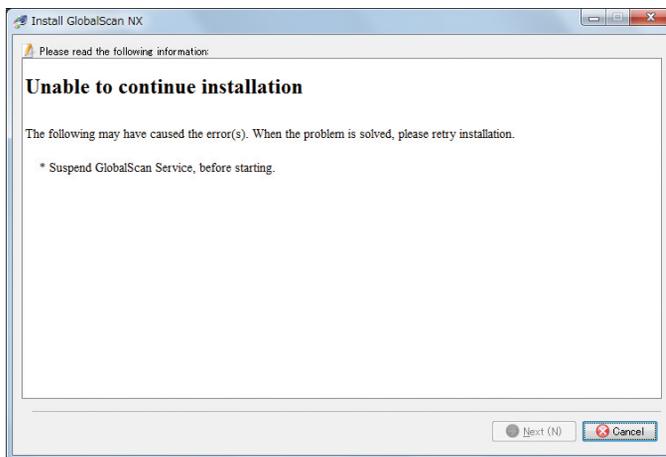


4. Select the language, and then click [OK].

The Welcome screen displays.

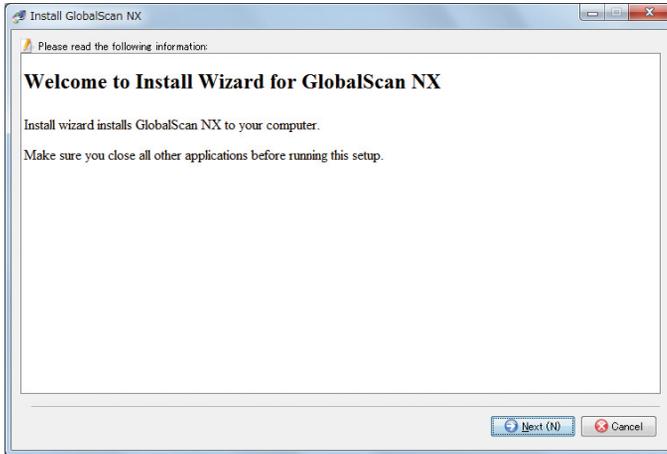
Note

- The default language is determined by the Operating System. If the Operating System language is not supported, English is used.
- Supported languages include English, German, French, Italian, Spanish, and Dutch.
- If GlobalScan NX software of the same edition has already been installed, an alert message displays. Before proceeding, see page 43 "SOFTWARE INSTALLATION MODIFICATION".
- If any of the following conditions exist, an error message will display. Click [Cancel] to Exit the installation.
 - You attempt to install the Serverless Edition in a Server Edition environment.
 - Current login user does not have administrative privileges.
 - GlobalScan NX is currently running on the computer.
 - Operating System is not supported. If the Operating System Check screen displays, the Operating System you are attempting to install the GlobalScan NX software on is not supported.
 - .NET Framework 4 or later is not installed on the computer on which GlobalScan NX is to be installed.

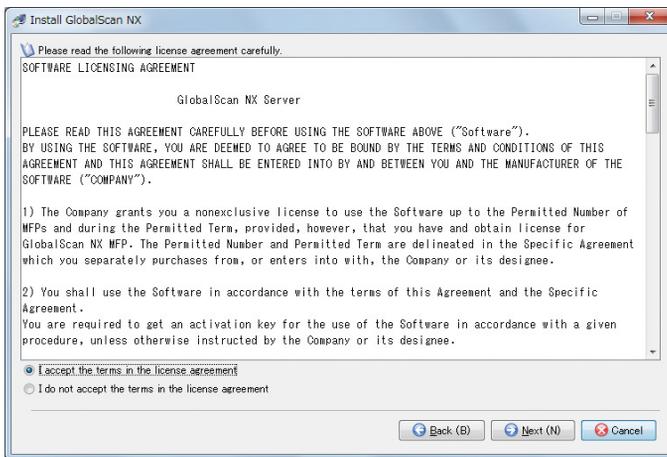


5. To proceed with the installation, click [Next].

To exit the installation program, click [Cancel].

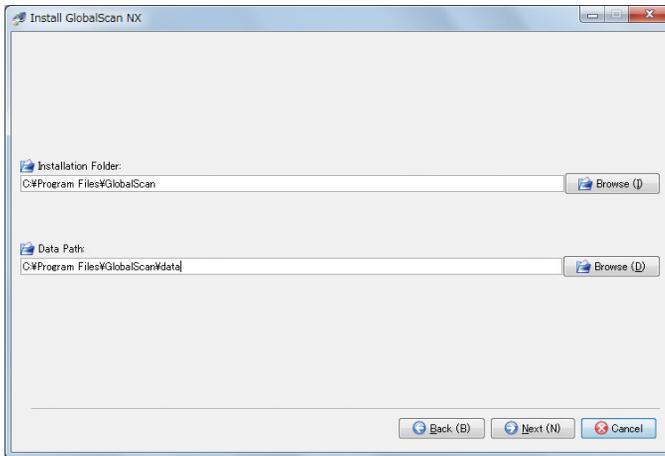


- 6. Read the licensing agreement, select "I accept the terms ...", and then click [Next].
If you do not accept terms of the agreement, you cannot proceed.



- 7. Enter the Installation Folder and Data Path, and then click [Next].

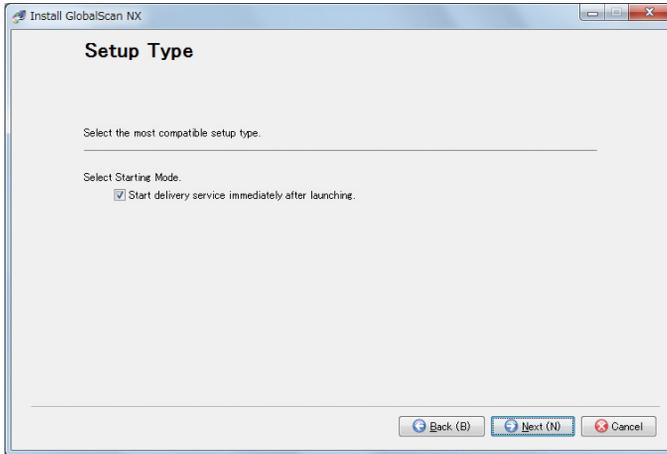
The Installation Folder is where the GlobalScan NX software resides. The Data Path is where the GlobalScan NX system setting data resides. To specify a different path, click the associated [Browse] button, and select a new path.

**Note**

- If the installation path is incorrect, an error message will appear. Click [OK], and then specify a valid path. An invalid path error can occur under any of the following conditions:
 - The specified folder is not empty.
 - When you are performing an overwrite installation, the specified folder contains files other than the activation file.
 - The length of the specified path exceeds the maximum allowed length of a path.
 - The amount of free space on the specified drive is not sufficient to perform the installation.
 - The specified path contains an unusable string.
- If GlobalScan NX was previously installed, a message will inform you that the directory already exists. Follow the on-screen instructions.

8. Specify the Starting Mode, and then click [Next].

The Starting Mode check box specifies the GlobalScan NX Server's Running/ Suspended status for job processing. Select the check box and GlobalScan NX will start delivery service immediately after the computer (running the GlobalScan NX application) is turned on. If necessary, the Starting mode can be changed from the AdminTool after installation.

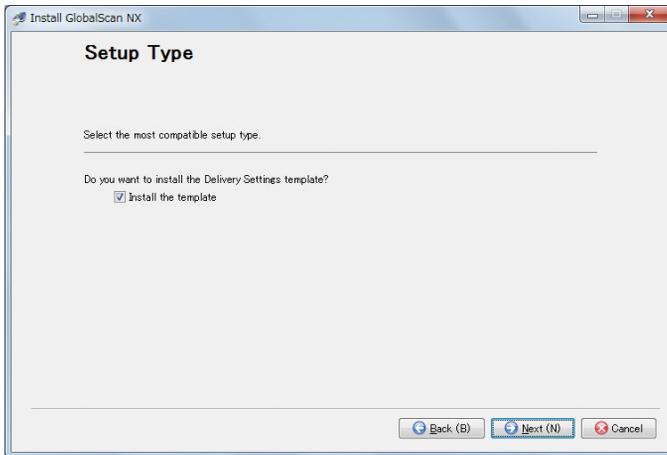


Note

- The [Setup Type] screen shown above will only display during installation of GlobalScan NX Server Edition. If you are installing GlobalScan NX Serverless Edition, this screen will not appear.

9. To install a template Project, select the [Install the template] check box, and then click [Next].

Installing a template Project allows you to use GlobalScan NX's basic delivery services immediately after the installation.



Note

- The option of installing the template is only available the first time you install GlobalScan NX; it is not available when you perform an overwrite or modification installation. When you perform an overwrite or modification installation, existing Project data is used.
- The StartPoint Path in the template Project is pre-configured with the following settings:
 - [Path]: "GSNX"

- [User Name]: "User Name" (When [Proxy User] is selected as the authentication method.)

For details about these settings, see the GlobalScan NX Administrator's Guide.

10. Select the Web Server to use.

If [Built-in Web Server (Default)] is selected during software installation, a Web Server is automatically installed. In addition to the Built-in Web Server, IIS is also supported.

The option button for "Internet Information Service" appears only when IIS and the following related modules are properly installed. If the related modules are not installed, "Internet Information Service" will not be available as an option during installation.

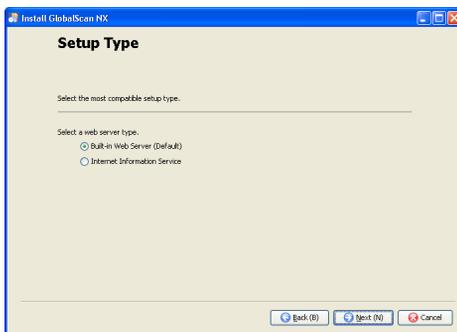
- Application Request Routing 3.0
- URL Rewrite 2.0
- External Cache module 1.0

When Internet Information Services (IIS) is used, data uploads may fail due to an issue with authentication, causing an error message to appear. To prevent this problem from occurring, configure the Internet settings as follows via the IIS Manager:

1. Open the Web Sites Properties dialog box and select the Directory Security tab.
2. Select the [Edit...] button at the Authentication and access control settings.
3. In the Authentication Methods dialog box, enable anonymous access.
4. If the problem continues to occur, set a valid user name and password via the dialog box opened in Step 3.

Note

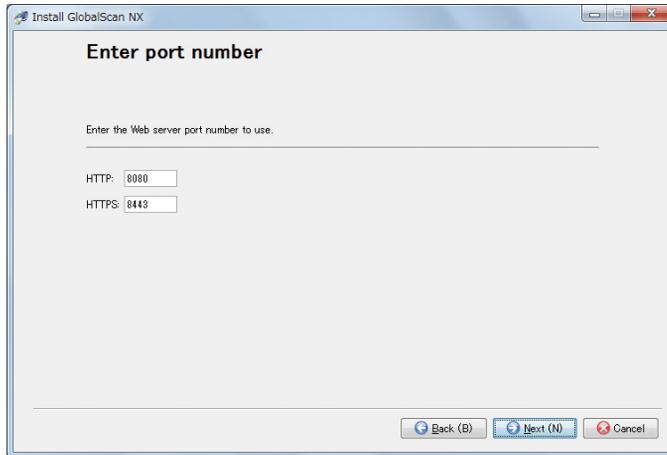
- If you are installing Serverless Edition on the following operating systems, the option button for IIS does not appear.
 - Microsoft Windows 7 Professional/Ultimate/Enterprise Service Pack 1
 - Microsoft Windows 8.1 Pro/Enterprise
 - Windows 10 Pro / Education / Enterprise



11. Click [Next].

12. Enter the Web Server Port Number(s) for HTTP and/or HTTPS communication, and then click [Next].

The default HTTP port number is 8080. The default HTTPS port number is 8443.

**Note**

- In order to enable HTTPS communication (SSL), it is necessary to establish Certificate settings. By using HTTPS communication, you can secure communication. For details, see Appendix page 62 "Managing the Server Certificate" and page 73 "Managing the Site Certificate".
- If the specified port number(s) is not in the range of 1024 to 65535, or is already in use, an error message displays. Click [OK], and then enter the correct port number.

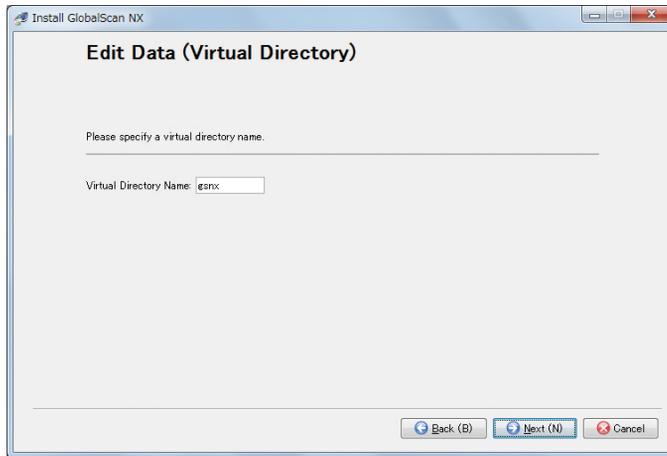
13. Specify a Virtual Directory to access the GlobalScan NX AdminTool.

The Virtual Directory name specified here will be created on the Web Server. The default directory name is "gsnx". If you specify another name, the base URL for the AdminTool is as follows:

http(s)://IPAddress:PortNo/Directory Name/

Limitation

- The maximum length of the Virtual Directory Name is 15 alphanumeric characters.



14. Click [Next].

15. It is recommended that you set a built-in user password. Enter the password. Re-enter the password to confirm, and then click [Next].

This case-sensitive password will be needed to log in to the GlobalScan NX AdminTool. Enter alphanumeric characters only.



Note

- For security, the password is masked by dots, for example, "●●●●●●●●".
- The password can be changed via the AdminTool.
- If the confirmation password does not match the password setting, an error message displays. Click [OK] and enter the correct password.

Reference

- See GlobalScan NX Administrator's Guide, "Set Built-in Administrator's Password".

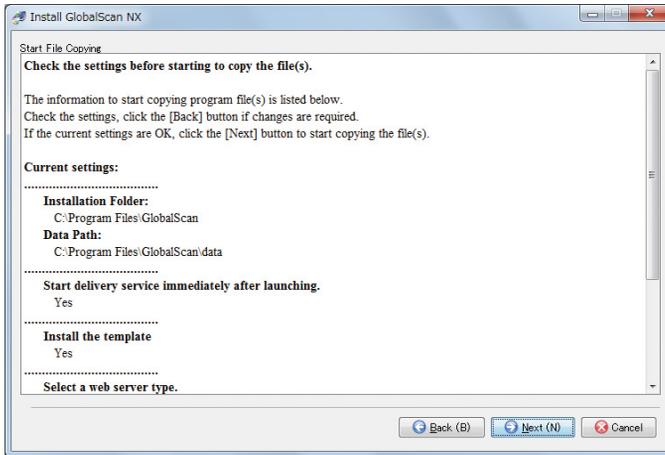
! Limitation

- The maximum length of a password is 128 characters.

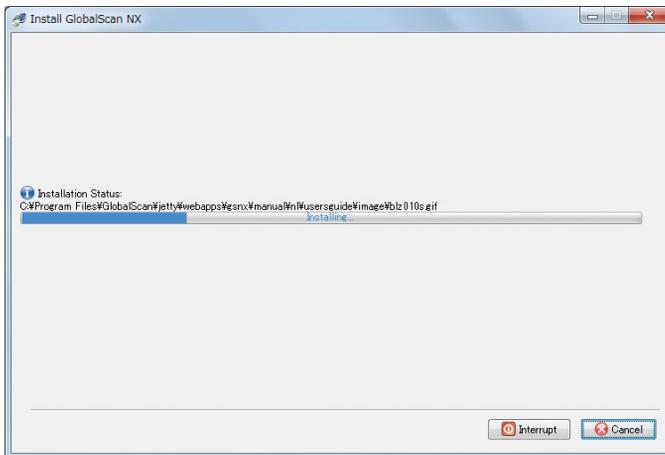
16. Verify that the settings are correct. If changes are required, click [Back]. Click [Next] to start copying the files.

The software installation starts.

Fig.: File Copy Start Screen



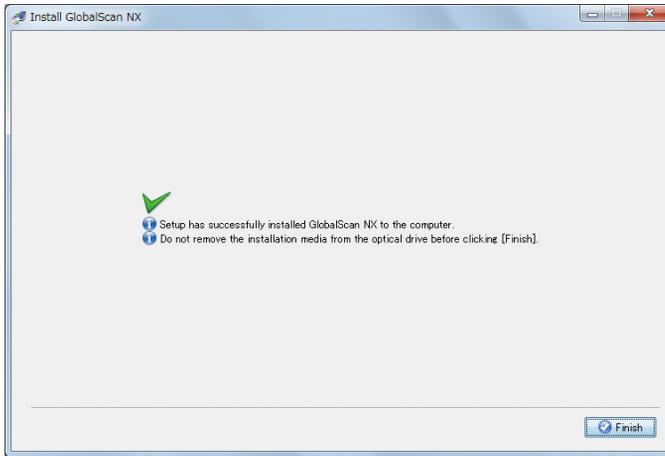
The Installation Progress screen displays.



↓ Note

- To halt the installation process, click [Interrupt]. The File Copy Start screen displays. Click [Next] to resume the installation.
- To cancel the installation, click [Cancel]. Click [Yes] to exit the installation program. Click [No] to resume installation.

17. Click [Finish].



The installation of GlobalScan NX software is complete.

When the installation is completed, activate GlobalScan NX. For details about activation, see page 35 "SOFTWARE ACTIVATION".

↓ Note

- If you must restart the computer, a restart confirmation message will appear. Click [OK] to proceed with the restart.

↓ Note

- If you want to use the failover or load balancing functions, it is necessary to install the GlobalScan NX software on additional computers. For details about the failover and load balancing functions, see GlobalScan NX Administrator's Guide.
- Several optional plug-ins are included in the Options folder on the GlobalScan NX installation media. To install the plus-ins, run [GSLaunch] from the GlobalScan NX installation media, and then follow the instructions that appear.
- When GlobalScan NX is installed, the settings for automatically restarting the GlobalScan NX service in the case of abnormal behavior are registered to the Windows task scheduler.

4. SOFTWARE ACTIVATION

Before using GlobalScan NX Server Edition and optional plug-ins, activate the GlobalScan NX software.

Activating GlobalScan NX Software

To use GlobalScan NX, it is necessary to activate GlobalScan NX. Optional plug-ins must also be activated before they can be used. Use the following steps to activate GlobalScan NX or a plug-in. You will require the appropriate product key for the purchased product, additional feature, or plug-in.

There are two methods of activation: Online and Offline.

Online Activation

★ Important

- If you are using a proxy server, specify the Proxy Settings before activating the GlobalScan NX software. For details, see page 36 "Proxy Settings".

1. On the desktop, double-click the GlobalScan NX Activation Tool icon.

Fig.: GlobalScan NX Activation Tool Icon



2. Click [Activation].

The following screen is displayed.



3. Select [Internet] for [Activation Method].

4. Select your country from the [Country Information] list.
5. Enter the company name.
6. Enter the license name.
7. Enter the product key.
8. Click [Activate].

When activation is complete, a message indicating successful activation is displayed. Click [OK]. GlobalScan NX Activation Tool closes.

If an error message is displayed, check if the entered information is correct and try again.

9. Reboot the GlobalScan NX server.
10. Log in to AdminTool, and then synchronize the GlobalScan NX server and registered MFPs. For details, see page 52 "Synchronizing the System".

 **Note**

- If you want to use the failover or load balancing functions, you must activate the GlobalScan NX software for each server. For details about the failover and load balancing functions, see GlobalScan NX Administrator's Guide.

Proxy Settings

If you are using a proxy server to connect to the Internet, set up the proxy setting before performing Online activation.

1. On the Activation screen, click [Proxy Settings].
2. Select the check box for [Use Proxy Server].
3. Specify the proxy server address and port number.
4. If the proxy server requires authentication, select the check box for [Use Proxy Server Authentication].
5. Enter the user name and password.
6. Click [Connection Test].
7. On the confirmation message, click [OK].

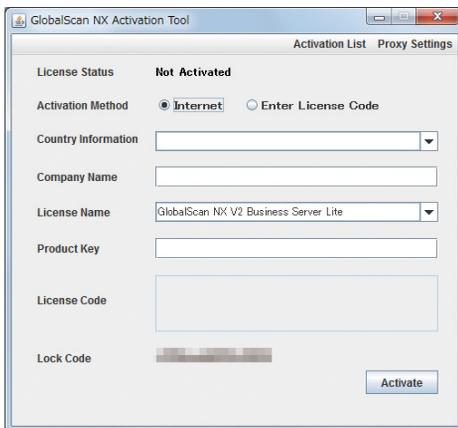
If the connection test fails, an error message is displayed. Check that entered information is correct, and the try again.

8. Click [OK] to close the Proxy Settings screen.

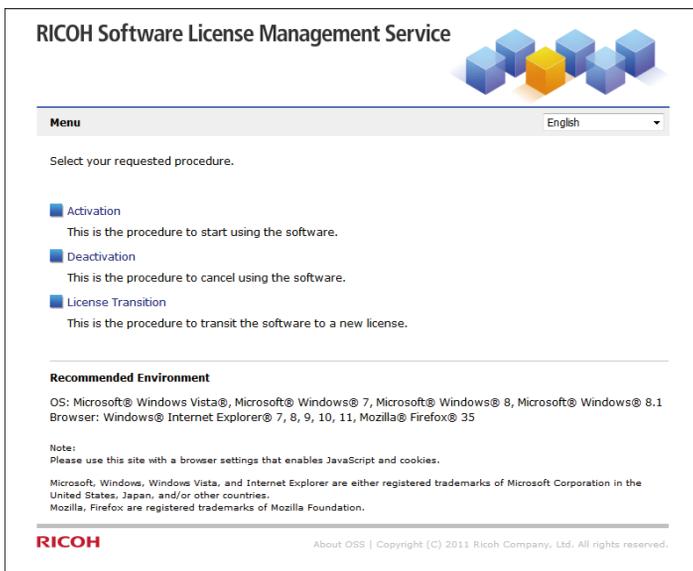
Offline Activation

If the computer where GlobalScan NX is installed is not connected to the Internet, obtain the license code using another computer connected to the Internet, and then activate GlobalScan NX as follows:

- On the computer on which GlobalScan NX is installed, perform Steps 1 through 3 of the procedure described below.
 - On a different computer connected to the Internet, perform Steps 4 through 8.
 - Again on the computer on which GlobalScan NX is installed, perform Steps 9 through 11.
1. **On the computer on which GlobalScan NX is installed, double-click the GlobalScan NX Activation Tool icon on the desktop.**
 2. **Click [Activation].**
 3. **Check the Lock Code displayed on the screen.**



4. **Using the computer connected to the Internet, access the Activation site (<https://licensemanagement.ricoh.com/au/>).**



On the Activation site, you can use a computer other than that on which GlobalScan NX is installed to activate or deactivate GlobalScan NX or perform a license transition procedure.

5. Click **[Activation]**.
6. Enter the product key, lock code, company name, and country, and then click **[Next]**.
7. A confirmation message is displayed. Click **[OK]**.
8. Write down the displayed license code.
9. Again on the computer on which GlobalScan NX is installed, select **[Enter License Code]** under **[Activation Method]** in the GlobalScan NX Activation Tool.
10. Enter the license code you obtained in Step 8.
11. Click **[Activate]**.

4

When activation is complete, a message indicating successful activation is displayed. Click **[OK]**. GlobalScan NX Activation Tool closes.

If an error message is displayed, check if the entered information is correct and try again.

12. Reboot the GlobalScan NX server.
13. Log in to AdminTool, and then synchronize the GlobalScan NX server and registered MFPs. For details, see page 52 "Synchronizing the System".

5. SOFTWARE DEACTIVATION

Before uninstalling GlobalScan NX Server Edition or optional plug-ins, be sure to deactivate the GlobalScan NX software.

Deactivating GlobalScan NX Software

Before uninstalling GlobalScan NX or reinstalling the operating system, be sure to deactivate the software.

When you perform deactivation, all licenses of the software including options and plug-ins are deactivated.

★ Important

- When deactivation is completed, you can uninstall GlobalScan NX or reinstall the operating system on the computer. For details about uninstall, see page 41 "SOFTWARE UNINSTALL".

5

Deactivating GlobalScan NX Software on a Computer Connected to the Internet

1. On the computer on which GlobalScan NX is installed, double-click the GlobalScan NX Activation Tool icon on the desktop.
2. Click [Deactivation].
3. Click [Deactivate].
4. A confirmation message is displayed. Click [OK].
5. A message indicating successful activation is displayed. Click [OK].

Deactivating GlobalScan NX Software on a Computer not Connected to the Internet

If the computer on which GlobalScan NX is installed is not connected to the Internet, connect another computer to the Internet, and then deactivate GlobalScan NX in accordance with the following steps:

- On the computer on which GlobalScan NX is installed, perform Steps 1 through 7 of the procedure described below.
- On the computer connected to the Internet, perform Steps 8 to 11 of the procedure described below.

1. On the computer on which GlobalScan NX is installed, double-click the GlobalScan NX Activation Tool icon on the desktop.
2. Click [Deactivation].

3. Click [Deactivate].

4. A confirmation message is displayed. Click [OK].

A dialog box for saving the license code for deactivation is displayed.

5. Enter a file name, and then click [Save].

6. Click [OK] for the confirmation message.

7. Open the saved file in a text editor such as Notepad.

Identify and write down the license code given in the saved file.

8. Using the computer connected to the Internet, access the Activation site (<https://licensemanagement.ricoh.com/ai/>).

9. Click [Deactivation].

10. Enter the license code that you identified in Step 7, and click [Next].

11. A confirmation message is displayed. Click [OK].

When deactivation is complete, "OK" is displayed under "Processing Result". If "Failed" is displayed under "Processing Result", check that the entered information is correct, and then try again.

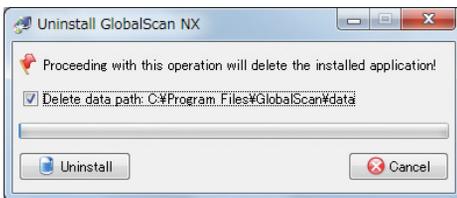
6. SOFTWARE UNINSTALL

This chapter explains how to remove GlobalScan NX software from a computer running the Serverless Edition or Server Edition.

Uninstalling GlobalScan NX Software

★ Important

- You must log on to the computer you will perform the uninstallation on using an account that has administrator privileges.
 - Before you uninstall an optional plug-in, make sure that the plug-in has been removed from all delivery flows. The plug-in must be deleted from every flow before you uninstall it.
 - If you are reconfiguring the port number, virtual directory, or web server, make sure the [Delete data path] check box is cleared on the Uninstall screen (step 5). Doing this will allow the current settings to be carried over when you re-install GlobalScan NX.
 - If you are reconfiguring system settings other than those mentioned above, make sure the [Delete data path] check box is selected on the Uninstall screen (step 5).
 - When you uninstall the software, the software, options and plug-ins are all deactivated automatically.
1. Close all applications currently running on your computer.
 2. From the desktop, click [Start] > [Control Panel] > [Uninstall a program] under [Programs].
 3. Select one of the following:
 - GlobalScan NX Serverless
 - GlobalScan NX Server
 4. Click [Uninstall/Change].
 5. Use the [Delete data path] check box to select maintaining the GlobalScan NX system setting data or deleting it. And then click [Uninstall].

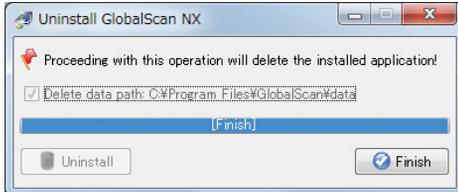


When the checkbox is selected, all relevant files, including shortcuts will be uninstalled.

Note

- If you clear the [Delete data path] check box, you can reuse your settings data if you install GlobalScan NX again.

6. Click [Finish].



The GlobalScan NX software has been removed.

Note

- If you are using the failover or load balancing function, you must uninstall the GlobalScan NX software from each server. For details about the failover and load balancing functions, see GlobalScan NX Administrator's Guide.
- If GlobalScan NX is uninstalled from a computer or server not connected to the Internet without being deactivated first, connect another computer to the Internet, and then deactivate GlobalScan NX in accordance with the following steps:
 1. On the computer on which GlobalScan NX was installed, click [Start].
 2. Click [Computer].
 3. In the folder list on the left, under [Libraries], select [Documents].
 4. Open `deactivation_gsnx.txt` in a text editor such as Notepad.
Identify and write down the license code given in `deactivation_gsnx.txt`.
 5. Using the computer connected to the Internet, access the Activation site (<https://licensemanagement.rioh.com/au/>).
 6. Click [Deactivation].
 7. Enter the license code that you identified in Step 4, and click [Next].
 8. A confirmation message is displayed. Click [OK].

When deactivation is complete, "OK" is displayed under "Processing Result". If "Failed" is displayed under "Processing Result", check that the entered information is correct, and then try again.

7. SOFTWARE INSTALLATION MODIFICATION

This chapter explains how to modify installed GlobalScan NX software settings, specifically the web server, port number, and virtual directory. The procedures are the only way to change these settings.

Preparing to Modify GlobalScan NX Software

There are no special procedures required to modify your installation of GlobalScan NX. You will essentially follow the same steps as a new installation. During re-installation, the new settings overwrite previously specified settings.

If you need to reconfigure any of the following, you must modify your installation of GlobalScan NX:

- Web Server
- Port Number
- Virtual Directory

★ Important

- After modifying the installation, the Administrator must perform a synchronization of the computer/server with the MFP(s).
- You must log on to the computer you will perform the installation on using an account that has administrator privileges.
- An Installation Modification is not necessary to change the Built-in Password or the Auto On/Off for delivery service setting.

📖 Reference

- See page 52 "Synchronizing the System".
- See page 44 "Modifying GlobalScan NX Software".

Modifying GlobalScan NX Software

1. Uninstall the current GlobalScan NX installation.

★ Important

- If you are reconfiguring the port number, virtual directory, or web server, make sure that the [Delete data path] check box is cleared on the Uninstall screen (step 5 in the uninstallation procedure). Doing this will allow the current settings to be carried over when you re-install GlobalScan NX.
- Keep a record of the path to the settings folder. You will need this path in step 8.

📖 Reference

- See page 41 "SOFTWARE UNINSTALL"

2. Close all applications currently running on your computer.

3. Insert the GlobalScan NX Installation media into the computer.

The GlobalScan NX Start screen displays.



⚠ Note

- The above image is the GlobalScan NX Start screen of Server Edition.
- Auto Run may not work with certain operating system settings. If this happens, launch "RDLaunch.exe" in installation media.
- To use GlobalScan NX, .NET Framework 4 or later is required. If .NET Framework 4 or later is not installed, click [.NET Framework] to install .NET Framework 4 or later.

4. Click the version of GlobalScan NX to modify, Serverless Edition [AdminTool] or Server Edition [Application & AdminTool].

The Language Selection screen displays.



5. Select the language, and then click [OK].

Note

- The default language is determined by the Operating System. Supported languages include English, German, French, Italian, Spanish, and Dutch.

The Welcome screen displays.

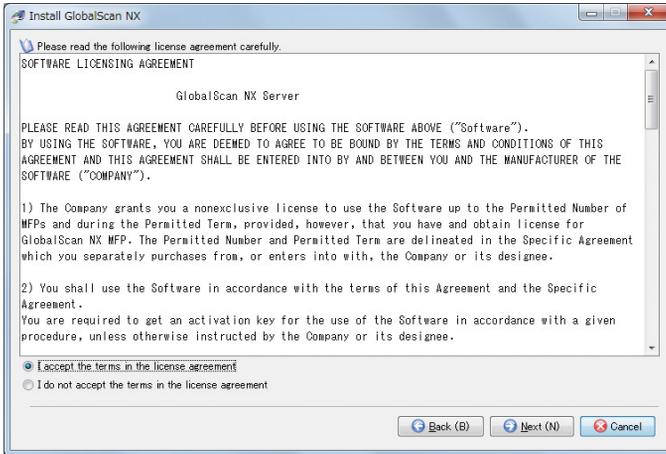
6. To proceed with the installation, click [Next].

To exit the installation program, click [Cancel].



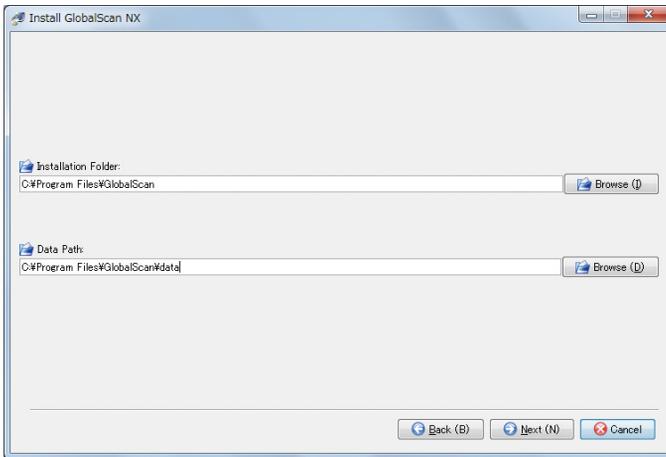
7. Read the licensing agreement, select "I accept the terms...", and then click [Next].

If you do not accept terms of the agreement, you cannot proceed.



The path selection screen displays.

- 8. In [Data Path:], enter the same path to data folder that you used in the previous installation, and then click [Next].



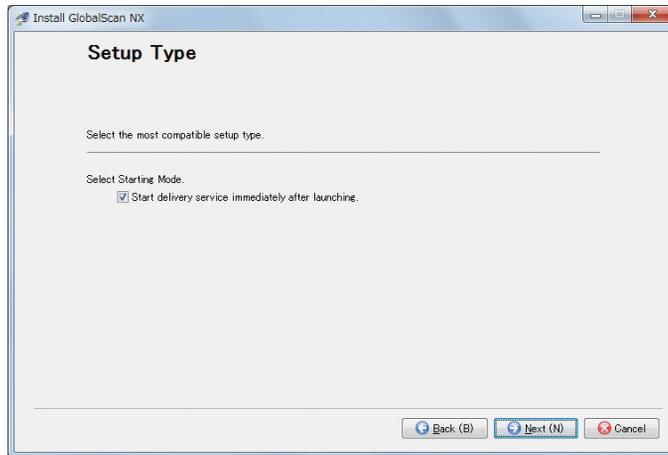
Note

- A warning message will appear, indicating that the data path already exists. Click [OK] to continue.
- In [Installation Folder:], if you select a different installation path from your previous installation, you will need to perform activation again.
- An error message will appear if the folder specified in [Installation Folder:] contains files other than those necessary for the modification installation.

- 9. Specify the Starting mode, and then click [Next].

The Starting Mode check box specifies the GlobalScan NX Server's Running/ Suspended status for job processing. Select the check box and GlobalScan NX will start delivery service immediately

after the computer (running the GlobalScan NX application) is turned on. If necessary, the Starting mode can be changed from the AdminTool after installation.

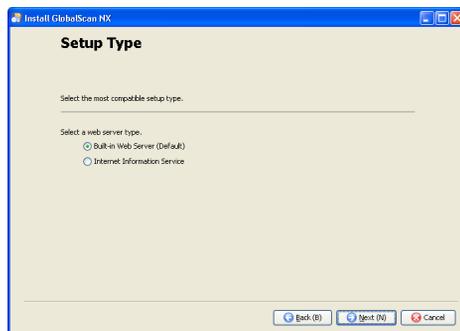


Note

- The [Setup Type] screen shown above only displays during re-installation of GlobalScan NX Server Edition. If you are re-installing GlobalScan NX Serverless Edition, this screen will not appear.

10. Select the Web Server to use.

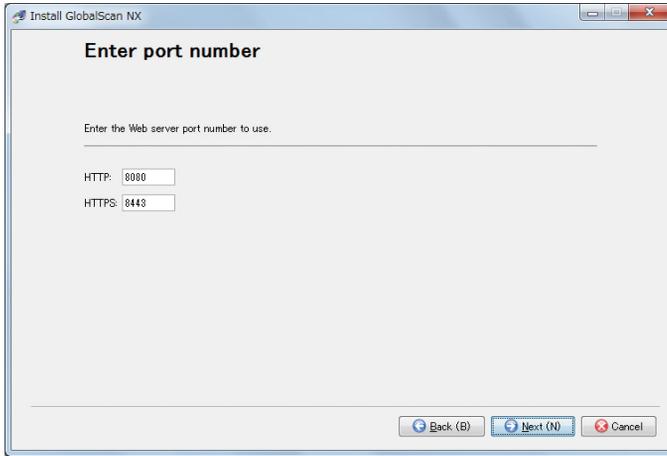
If [Built-in Web Server (Default)] is selected during software installation, a Web Server is automatically installed. In addition to the Built-in Web Server, IIS is also supported. If you want to use IIS, it is necessary to set up IIS on the computer before installing the GlobalScan NX software.



11. Click [Next].

12. Enter the Web Server Port Number(s) for HTTP and/or HTTPS communication, and then click [Next].

The default HTTP port number is 8080. The default HTTPS port number is 8443.



Note

- In order to enable HTTPS communication (SSL), it is necessary to establish Certificate settings. By using HTTPS communication, you can secure communication. For details, see Appendix page 62 "Managing the Server Certificate", and page 73 "Managing the Site Certificate".
- If the specified port number(s) is not in the range of 1024 to 65535, or is already in use, an error message displays. Click [OK], and then enter the correct port number.

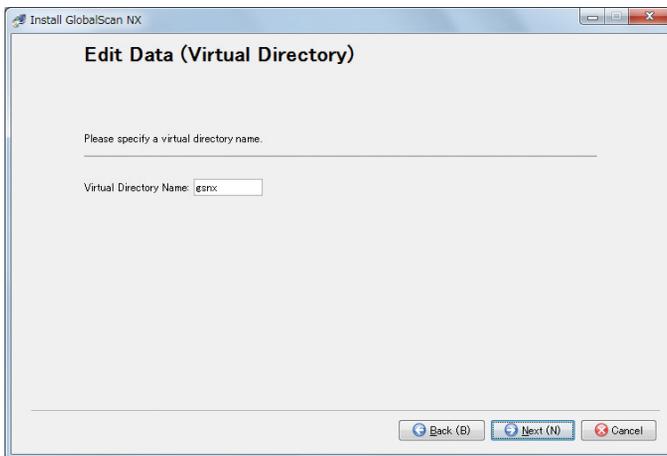
7

13. Specify a Virtual Directory to access the GlobalScan NX AdminTool.

The Virtual Directory name specified here will be created on the Web Server. For example, if you specify "gsnx", the base URL for the AdminTool is as follows:
`http(s)://IPAddress:PortNo/gsnx/`

! Limitation

- The maximum length of the Virtual Directory Name is 15 alphanumeric characters.



14. Click [Next].

15. Enter the built-in user password setting. Re-enter the password to confirm, and then click [Next].

This case-sensitive password will be needed to log in to the GlobalScan NX AdminTool. Enter alphanumeric characters only.



Note

- For security, the password is masked by dots, for example, "●●●●●●".
- The password can be changed via the AdminTool.
- If the confirmation password does not match the password setting, an error message displays. Click [OK] and enter the correct password.

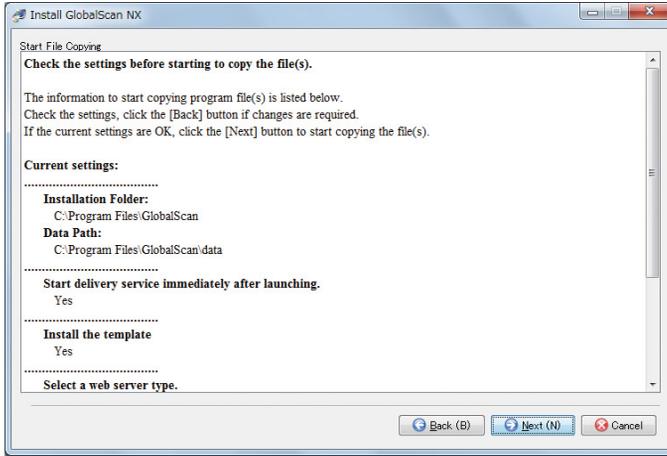
Limitation

- The maximum length of a password is 128 characters.

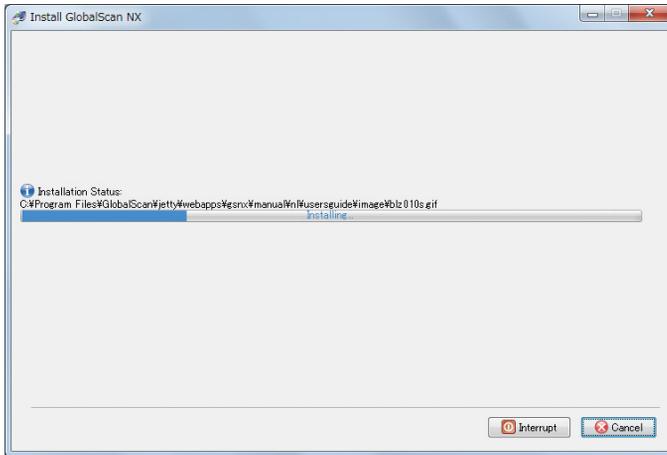
16. Verify that the settings are correct. If changes are required, click [Back]. Click [Next] to start copying the files.

The software installation starts.

Fig.: File Copy Start Screen



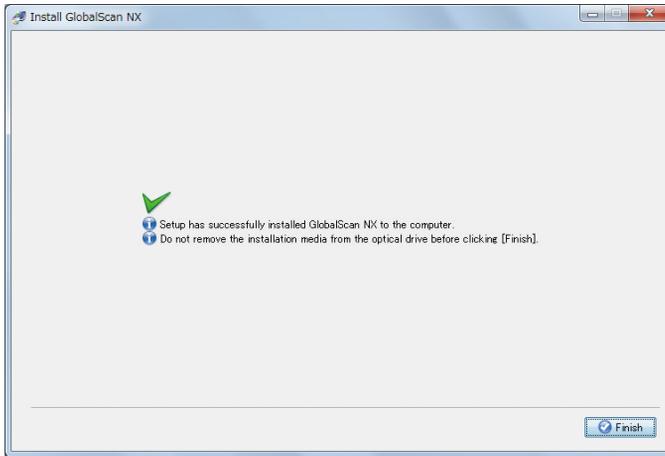
The Installation Progress screen displays.



Note

- To halt the installation process, click [Interrupt]. The File Copy Start screen displays. Click [Next] to resume the installation.
- To cancel the installation, click [Cancel]. Click [Yes] to exit the installation program. Click [No] to resume the installation process.

17. Click [Finish].



The modification of GlobalScan NX software is complete.

↓ Note

- If you must restart the computer, a restart confirmation message will appear. Click [OK] to proceed with the restart.

↓ Note

- If you were using SSL, you need to configure SSL again. If you run SSL Certificate Setting Tool, SSL will be selected, but you still need to perform the SSL settings again. However, you do not need to reimport certificates. For details, see page 70 "IIS - SSL On/Off".
- If you are using the failover or load balancing functions, you must modify the installation on each server. Make sure that you select the same options when modifying the installation. If you select different options, the failover/load balancing functions will not work. For details about the failover and load balancing functions, see GlobalScan NX Administrator's Guide.

Synchronizing the System

Preparation

- In order to use GlobalScan NX, it is necessary to install the GlobalScan NX application on the MFP. An authorized service provider installs and activates application.

There are four conditions when the Administrator must synchronize the GlobalScan NX computer/server and connected MFP(s):

- Software Installation Modification

After performing an Installation Modification, whereby you reinstall the GlobalScan NX software. This is necessary if you must change the Web Server, Port Number, and/or Virtual Directory. In addition, this is the only way to change the Built-in Password or Auto On/Off for delivery service settings.

- System Recovery

Reference

- See GlobalScan NX Administrator's Guide, "Performing a Recovery (Server Edition only)".

- IP Address Change

If the IP Address of the GlobalScan NX computer/Server has changed, you must synchronize the system.

- SSL Setting Change

Reference

- See page 62 "Managing the Server Certificate".
- See page 73 "Managing the Site Certificate".

To perform synchronization, proceed as follows:

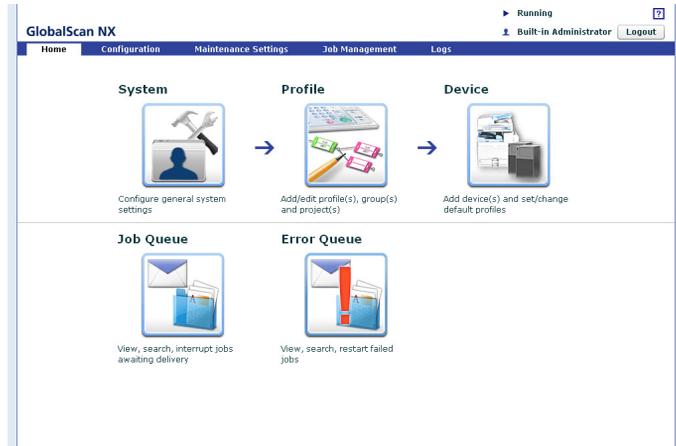
1. Log in to the GlobalScan NX AdminTool.

Reference

- See GlobalScan NX Administrator's Guide.

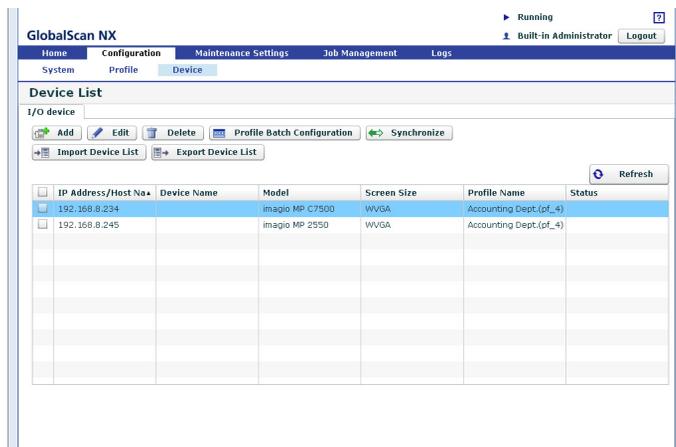
2. On the [Home] page, click the [Device] shortcut.

Fig.: AdminTool Home Page



The Device List displays.

Fig: AdminTool Device List



3. To select all MFPs in the list, click the check box located in the first row/column.

4. Click [Synchronize].

Note

- Synchronization occurs sequentially, device by device, thus if an error should occur attempting to synchronize a particular machine, an error screen will display. To continue synchronization on the next device, click [OK] or [Cancel] to exit.
- To determine the status of synchronization, check the System Log.

Reference

- See GlobalScan NX Administrator's Guide, "MANAGING LOGS".

8. GLOBALSCAN NX MFP SOFTWARE REGISTRATION

In order to use GlobalScan NX, it is necessary to install the GlobalScan NX application on the MFP. An authorized service provider installs and activates application.

Registering GlobalScan NX Software for MFP

The authorized service provider installs and activates the GlobalScan NX application on the MFP. Please complete the product registration by the following procedures, and pass your registered "User ID", "Password", "Product Key" information to the service provider. This information is necessary for installing and activating the GlobalScan NX application on the MFP by the service provider.

1. **Access the following URL by entering it in your Web browser's address bar:**
<https://www.onlineactivation.net>
2. **From the drop-down list, select the language you want to use.**
3. **Click [Help] to download the activation guide.**
4. **Follow the procedures in the activation guide to register user information and the product license.**

9. APPENDIX

Active Directory Authentication

In order to support Active Directory Authentication, there are required computer/server and MFP settings, specifically, the date/time setting of all the systems, i.e., the Active Directory Server, GlobalScan NX computer/server and target MFP(s), must be the same. If not, Authentication will fail.

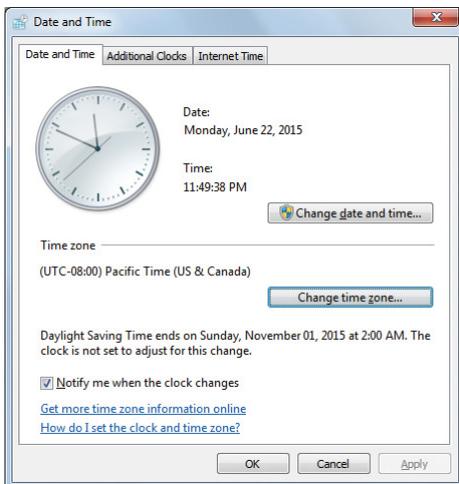
In addition, the DNS Server IP address setting of the GlobalScan NX computer/server and MFP(s) must be the same.

↓ Note

- If you want to use the failover or load balancing functions, the two following settings must be the same for both the Primary Delivery Server and the Secondary Delivery Server/Load Balance Servers:
 - DNS Server IP address
 - Date/time setting
- For details about the failover and load balancing functions, see GlobalScan NX Administrator's Guide.

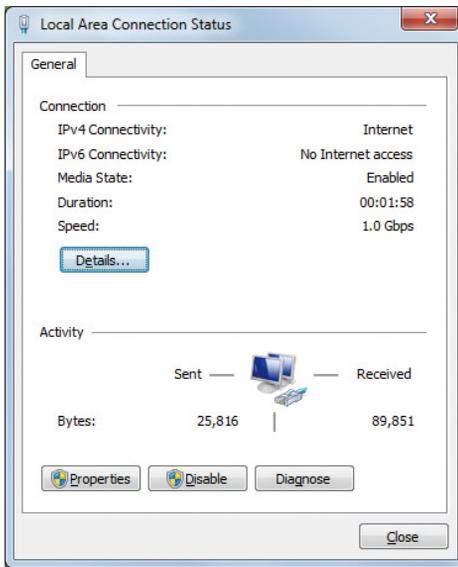
GlobalScan NX Computer/Server - Date & Time Setting

1. From the desktop, right-click on the time setting (lower right of the taskbar).
2. Click [Adjust date/time].
3. Confirm or adjust [Date and Time] and [Time Zone].

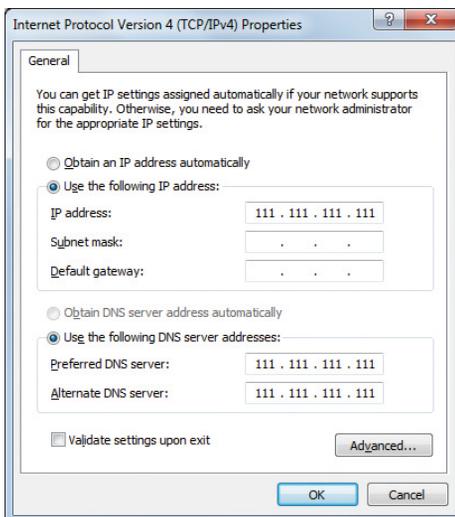


GlobalScan NX Computer/Server - DNS Server IP Address Setting

1. From the desktop, for example, click [Start] > [Control Panel] > [Network and Internet] > [View network status and tasks] > [Local Area Connection].
2. Click [Properties].



3. Select [Internet Protocol Version 4 (TCP/IPv4)] > [Properties].
4. Select [Use the following DNS server addresses].
5. In the [Preferred DNS server] field, enter the same DNS Server IP address set on the MFP(s).



6. Click [OK].

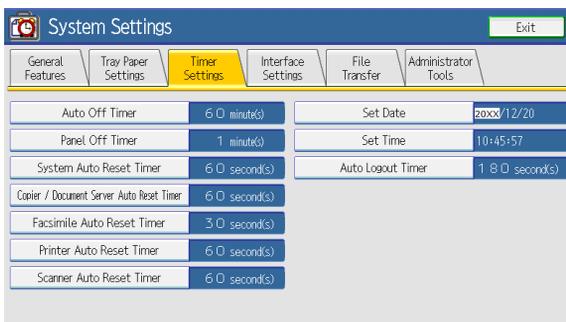
MFP - Date & Time Setting

1. Display the initial settings screen.

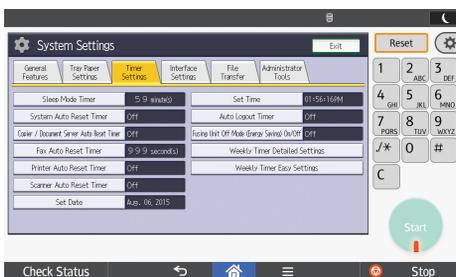
- When using the Standard Operation Panel
Press the [User Tools/Counter] key.
- When using the Smart Operation Panel
Press [Home] > [User Tools] > [Machine Features].

2. Press [System Settings] > [Timer Settings] tab.

- When using the Standard Operation Panel



- When using the Smart Operation Panel



3. Press [Set Date] and enter the date via the 10-keypad.
4. Press [OK].
5. Press [Set Time] and enter the time via the 10-keypad.
6. Press [OK], and then [Exit].

MFP - DNS Server IP Address Setting

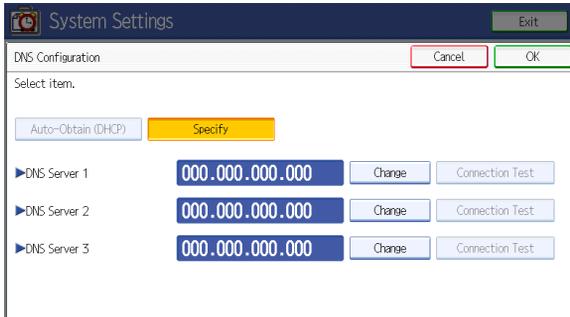
1. Display the initial settings screen.

- When using the Standard Operation Panel
Press the [User Tools/Counter] key.

- When using the Smart Operation Panel
Press [Home] > [User Tools] > [Machine Features].

2. Press [System Settings] > [Interface Settings] tab > [DNS Configuration].

- When using the Standard Operation panel



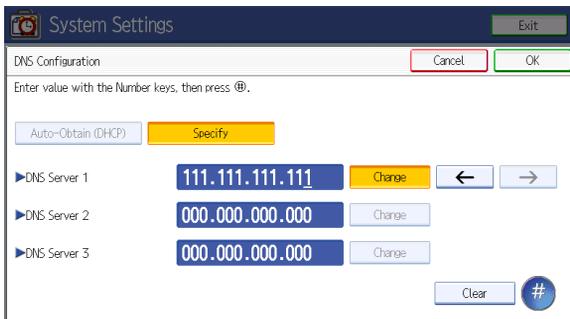
- When using the Smart Operation Panel



9

3. Press [Change] and enter the DNS Server IP address.

- When using the Standard Operation Panel



- When using the Smart Operation Panel



4. Press [OK], and then [Exit].

Managing the Server Certificate

In order to use HTTPS to secure communication between the computer/server, with the GlobalScan NX AdminTool, and a connected MFP, it is necessary to install a server certificate. HTTPS is a communication protocol that includes SSL (Secure Sockets Layer) data encryption. When a Web browser communicates with a computer/server installed with the AdminTool, a secure handshake authenticates the session using a public and private key, provided by the certificate. The public key is used to encrypt information and the private key is used to decipher it.

By obtaining and installing a certificate, from a trusted Certificate Authority (CA), it is possible to protect GlobalScan NX data.

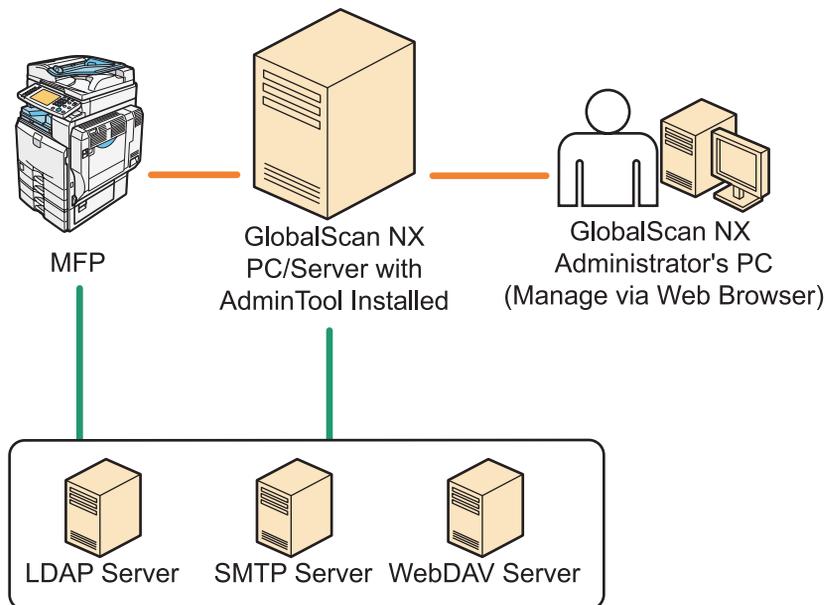
Note

- When using SSL, it is not necessary to install certificates on registered MFPs, as the VM card contains a self-certified web server.
- A maximum of two server certificates can be managed per computer.
- If IIS is specified as the Web server for GSNX, only the On/Off feature is provided. See page 70 "IIS - SSL On/Off".
- If you will be using the failover or load balancing functions and want to protect the data, you must install server certificates on the servers that you will use for these functions.

Important

- When SSL is used, the URL of the AdminTool must be specified as follows:
`https://FQDN:PortNo/DirectoryName/`
Use the same URL that was entered for the Common Name [CN] by the Administrator. For details, see GlobalScan NX Administrator's Guide.

Fig.: Server Certificate



BMA072S

-  : Communication using Server Certificate
-  : Communication using Site Certificate

Obtaining and Installing a Server Certificate

If the Built-in Web Server (Default) is selected during GlobalScan NX software installation, the Web Server is automatically installed on the computer, along with a shortcut to the Server Certificate Setting Tool. Use this tool to obtain and install a server certificate.

↓ Note

- The Server Certificate Setting Tool is not available to remote computers, i.e., it can only start from the Web browser on the computer running GlobalScan NX software.

1. Click [Start] > [All Programs] > [GlobalScan NX] > [GlobalScan NX SSL Setting Tool].

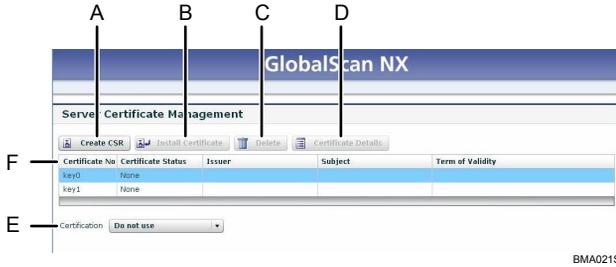
You can also double - click the [GlobalScan NX SSL Setting Tool] shortcut icon on the desktop.

The Server Certificate Management screen displays.

↓ Note

- Unlike the AdminTool, the Server Certification Setting Tool does not require login. Therefore, the Server Certificate Management screen displays immediately after start up.

- The display language you chose during GlobalScan NX software installation is applied to the Server Certification Setting Tool. Unlike the AdminTool, you cannot change the Tool's display language.



2. Review the table, and then continue with step 3. Please do not execute any functions until step 3.

Table: Server Certificate Management Screen

	Item	Description
A	[Create CSR]	Creates the CSR. When you click this button, the Create CSR screen shown below displays; provide the necessary information.
B	[Install Certificate]	Installs the server certificate.
C	[Delete]	Deletes (uninstall) the server certificate. Choose the certificate (line) you wish to delete, click this button, and the certificate and the private key are deleted. Note that the certificate that is currently in use cannot be deleted. See [Certification], below.
D	[Certificate Details]	Displays the details of the certificate. Choose the target certificate, and then click this button. A screen that shows certificate details displays.
E	[Certification] Drop-down List	Select the certificate to use from the available certificates listed in the drop-down. Choose [Do not use] if a certificate is not used.

	Item	Description
F	Column Headings	<ul style="list-style-type: none"> • Certificate No. Certificate number, for example, key0, key1. • Certificate Status Certificate Status, for example, None, Requesting or Installed. • Issuer CA that issued the certificate. • Subject Certificate target; same as CN in following table. • Term of Validity Certificate expiration date.

3. Create a CSR (Certificate Signing Request):

1. Select a line in which you wish to create/register a Certificate.

Note

- When you are carrying out this operation on a line whose "Certificate Status" is not "None", you create a CSR using the existing private key. For example, in a situation where you want to extend the use of a certificate that has expired, select the appropriate line and follow this procedure to create a CSR again.

2. Click [Create CSR].

The Create CSR screen displays.

Note

- Required fields are indicated by an asterisk (*).

3. Specify the information outlined in the table.

Table: CSR Input Form

Item	Description	Supported Characters *1	No. of Characters
Common Name [CN]	The URL using FQDN. Note <ul style="list-style-type: none"> You must use the FQDN (Fully-qualified Domain Name). 	Alphanumeric characters and the following characters: Space [] Hyphen [-] Dot [.] Underscore [_]	1 - 64
Organization Unit [OU]	The name of the department or organization unit making the request.	Alphanumeric characters and the following characters: Space [] Hyphen [-] Dot [.] Underscore [_] Comma [,] Plus [+] Slash [/] Parenthesis [(), ()]	1 - 64
Organization [O]	The legal name of the organization under which your organization is registered Note <ul style="list-style-type: none"> Do not abbreviate. 	Same as Department Name	1 - 64
City/Locality [L]	The name of city in which the organization is located Note <ul style="list-style-type: none"> Do not abbreviate. 	Same as Department Name	1 - 128

Item	Description	Supported Characters *1	No. of Characters
State/Province [ST]	<p>The state or province name spelled out completely</p> <p>Note</p> <ul style="list-style-type: none"> Do not abbreviate. 	<p>Alphanumeric characters and the following characters:</p> <p>Space []</p> <p>Hyphen [-]</p> <p>Dot [.]</p> <p>Comma [,]</p> <p>Plus [+]</p> <p>Slash [/]</p> <p>Parenthesis [(), []]</p>	1 - 128
Country Code [C]	The 2-character ISO format country code	<p>Alphabets, for example,</p> <ul style="list-style-type: none"> United States of America: us Germany: de United Kingdom: uk <p>Regarding other countries, please search for the word "ccTLD" through the Internet search engine.</p>	2

*1 Supported Characters lists the characters that are generally supported. However, as the supported characters can vary between Certificate Authorities, you might want to check them beforehand.

4. Click [OK].

The Create CSR screen closes.

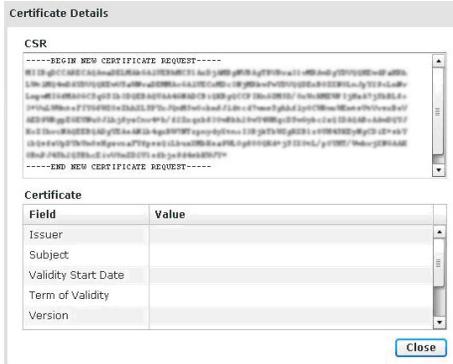
The "Certificate Status" changes to "Requesting".

Certificate No	Certificate Status	Issuer	Subject
key0	Requesting		
key1	None		

4. Submit the newly-created CSR to a Certificate Authority to obtain a certificate.

1. Select the line where you created the CSR.
2. Click [Certificate Details].

The Certificate Details screen displays.



3. Copy and paste the CSR content from the Certificate Details screen and submit it to a Certificate Authority.

Note

- The text from "-----BEGIN NEW CERTIFICATE REQUEST-----" to "-----END NEW CERTIFICATE REQUEST-----" is the CSR content (information) the Certificate Authority needs to create a certificate.
- Some Certificate Authorities require the CSR content via email, others require it via a Web site. For details, see the instructions provided by the CA.
- The Certificate Authority may charge a fee to issue a certificate.

5. If you obtain a certificate from a Certificate Authority, install the certificate as follows:

1. Select the line where you wish to install the certificate.

If you wish to import intermediate CA certificates, proceed to Step 2. If not, go to Step 6.

Note

- Be sure to choose the line where you created the CSR content. If you choose the other one, operation will not be guaranteed, even if the installation is successful.

2. Click [Install Certificate].

The Install Certificate screen displays.



In order to enable SSL communication, it is necessary to configure IIS as well as GlobalScan NX. The configuration can be done through the IIS Management Tool (Internet Services Manager).

The following procedure gives a simple explanation of how to enable SSL using IIS.

1. Double-click the [GlobalScan NX SSL Setting Tool] shortcut on the desktop.
2. Select the [Use SSL] check box.

Fig.: GlobalScan NX SSL Setting Tool for IIS



3. Restart the GlobalScan NX service.
4. In the IIS management tool, open the GlobalScan NX properties, select the Directory Security tab, and then request a certificate.

Contact a certificate authority (CA) to have a certificate issued.

5. After you have obtained a certificate, register it in IIS.
6. Enter the port number to use for SSL connections.
The default HTTPS port number is 8443.
7. Download the intermediate CA certificates, and import them into GlobalScan NX via the Site Certificate settings in AdminTool.
8. On the Device List screen in AdminTool, select all MFPs, and then click [Synchronize] to update their SSL settings.

★ Important

- The SSL setting in GlobalScan NX must first be configured before configuring the SSL setting in IIS.

- In case you first configured the SSL setting in IIS, access the following URL to set the SSL setting in GlobalScan NX to On.

https://127.0.0.1:8443/gsnx/ssl_XX.html

Replace "XX" with your desired language code as specified below:

- English: en
 - French: fr
 - German: de
 - Italian: it
 - Dutch: nl
 - Spanish: es
- After configuring the SSL setting in GlobalScan NX, you must reboot the computer to enable the new setting.

 **Note**

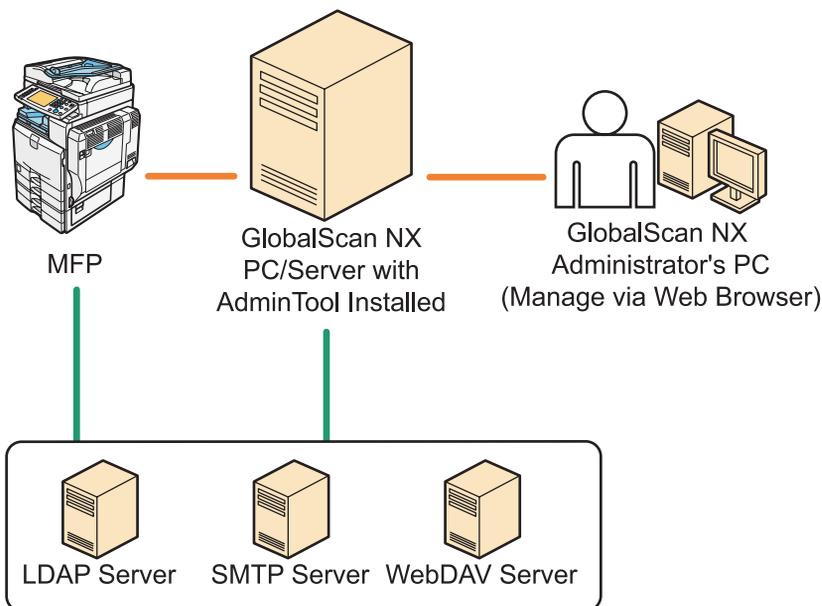
- For instructions on IIS-related procedures, refer to the IIS manuals.

Managing the Site Certificate

For Server and Serverless Editions, a Site Certificate is required in order to utilize SSL/TSL to encrypt data communication, thus secure the path between the GlobalScan NX computer/server and destination servers, for example, SMTP, LDAP or WebDAV servers.

For the LDAP server, the Site Certificate enables you to secure User Authentication and Address Book search operations. Furthermore, when running the Serverless Edition, the Site Certificate secures the connection between the MFP and the target destination, thus document data is protected from possible interception.

Fig.: Site Certificate



BMA072S

-  : Communication using Server Certificate
-  : Communication using Site Certificate

Note

- If you will be using the failover or load balancing functions, you must also import a Site Certificate on the servers that you will use for these functions. Import the certificate before registering the servers.
- If you would like to use Private Keys for secure Send to FTP Service, refer to the GlobalScan NX Administrator's Guide, "Managing the Private Keys".

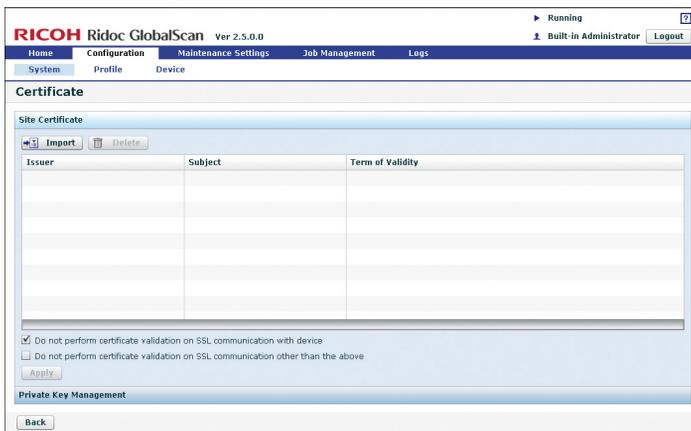
Supported Certificate file formats include the following:

- DER encoded binary X.509
- Base 64 encoded X.509

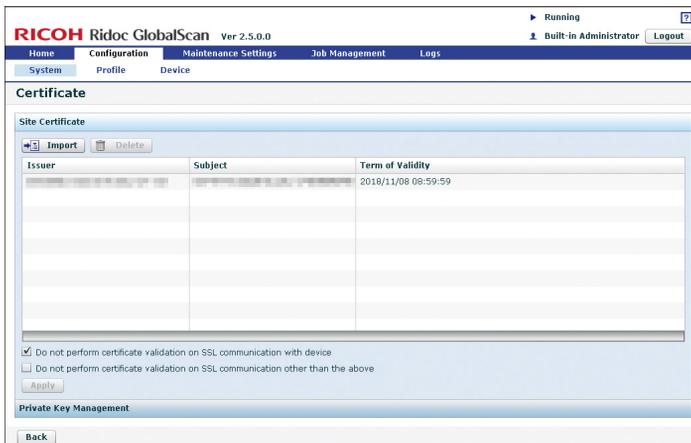
- Cryptographic Message Syntax Standard - PKCS #7

To import a site certificate, proceed as follows:

1. Log in to the GlobalScan NX AdminTool.
2. From the Home Page, select the [System] shortcut.
3. Click [Certificate].
4. Click the [Site Certificate] accordion button to open the Site Certificate screen, if necessary.
5. Click [Import].



6. Specify the path to the file, i.e., browse and select, for example, "sample.cer".
The Site Certificate has been successfully imported.



Note

- To delete a Site Certificate, select (highlight) the Certificate, and then click [Delete]. Click [OK] to confirm deletion.
- Selection of multiple Certificates is supported as follows:

click multiple items while pressing the SHIFT key or CTRL key.

★ Important

- **Deletion of a Certificate is performed regardless of whether the Certificate is currently used or not.**

7. To change the setting for certificate validation, select the check box and click [Apply].

- If you do not want to perform certificate validation when communicating with the MFP, select the [Do not perform certificate validation on SSL communication with device] check box.
- If you do not want to perform certificate validation when communicating with a destination server, select the [Do not perform certificate validation on SSL communication other than the above] check box.

Managing the Private Keys

When using SFTP, or Secure FTP(SSH Protocol), in the Send to FTP Service, it is necessary to import a Private Key.

📖 Reference

- See GlobalScan NX Administrator's Guide, "About Services/Filter Settings".

To import a Private Key, proceed as follows:

1. **Log in to the GlobalScan NX AdminTool.**
2. **From the Home page, select the [System] shortcut.**
3. **Click [Certificate].**
4. **Click the [Private Key Management] accordion button on the bottom of screen to open the Private Key Management screen.**
5. **Click [Import].**
6. **Specify the path to the file and open.**

The Private Key has been successfully imported.

⬇ Note

- To delete a Private Key, select (highlight) the Key, and then click [Delete]. Click [OK] to confirm deletion.
- Selection of multiple Keys is supported as follows:
click multiple items while pressing the SHIFT key or CTRL key.

★ Important

- **Deletion of a Key is performed regardless of whether the Key is currently used or not.**

GlobalScan NX Software Upgrade Procedures

This section covers the procedures necessary when upgrading GlobalScan NX Serverless Edition to GlobalScan NX Server Edition. This process enables you to maintain existing system settings (Profiles/Groups/Projects), as you migrate data from one platform to another.

Step 1 : Execute Backup in Serverless Edition

1. Login to the GlobalScan NX AdminTool.
2. Click [Maintenance Settings], and then [Maintenance], if necessary.
3. Perform the backup procedure.
4. Execute the download procedure.

Reference

- See GlobalScan NX Administrator's Guide, "Maintenance Settings".

Important

- If you do not perform the download procedure, the backup data will be erased during the uninstall procedure (Step 2).

Step 2 : Uninstall Serverless Edition

1. Uninstall the Serverless Edition software.

Reference

- See page 41 "SOFTWARE UNINSTALL".

Step 3 : Install Server Edition Software

1. Install the Server Edition software.

Reference

- See page 23 "SOFTWARE INSTALLATION".

Step 4 : Execute Upload/Restore/Synchronize in Server Edition

1. Login to the GlobalScan NX AdminTool.
2. Click [Maintenance Settings], and then [Maintenance], if necessary.
3. Perform the upload procedure.

4. Perform the restore procedure.
5. Click [Home], and then [Device].
6. Click [Synchronize].

 Reference

- See GlobalScan NX Administrator's Guide, "Maintenance Settings".
- See GlobalScan NX Administrator's Guide, "Synchronizing the Device".

GlobalScan NX Server/AdminTool Update Installation

This chapter describes how to update the GlobalScan NX Server/AdminTool.

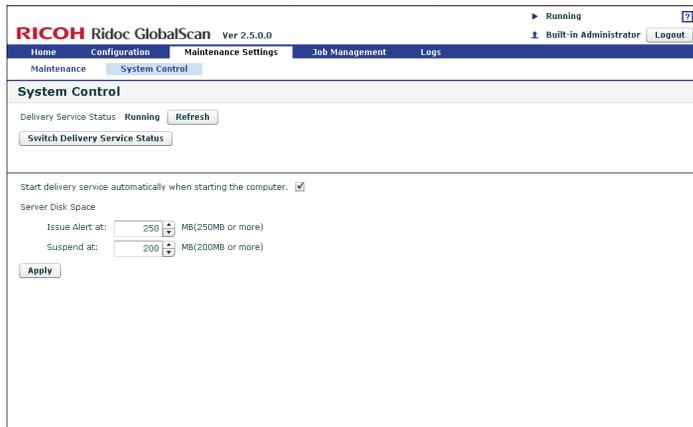
When updating v1.x to v2.x or when updating the GlobalScan NX SDK application to the latest version, please contact a service technician.

To upgrade GlobalScan NX Serverless Edition to GlobalScan NX Server Edition, see "GlobalScan NX Software Upgrade Procedures".

★ Important

- Use the installer that is for the same edition and OS (32-bit/64-bit) as the older version.
- The GlobalScan NX application/AdminTool does not need to be uninstalled before updating.
- For the Server Edition, scan and fax delivery will stop during the update installation.
 - Note: Scan jobs will be automatically re-sent to the server once the server becomes available again.
 - Fax jobs will be stored with the device's built-in fax. To print the stored fax jobs, change the [Reception Settings] to [Print] ([User Tools] -> [Facsimile Features] -> [Reception Settings] -> [Reception File Settings] -> change [Store] to [Print]). After printing the jobs, change this setting back to [Store].
- Before updating, perform the following operations as a precaution:
 - Back up the GlobalScan NX AdminTool's settings.
 - Download any error jobs.
 - Export the Job Logs and System Logs.
- Optional Plug-ins must be updated separately. To do this, see the relevant Administrator's Guide for each plug-in. There is no change to the installation procedure when doing an overwrite install.
 - 1.4.x or earlier to 1.5.1 or later: The MS SharePoint Server Plug-in must be uninstalled before updating.
 - 1.2.x or earlier to 1.3.0 or later: The Image correction plug-in can be uninstalled as it is bundled to AdminTool.
- Be sure to synchronize the devices once the update is complete.

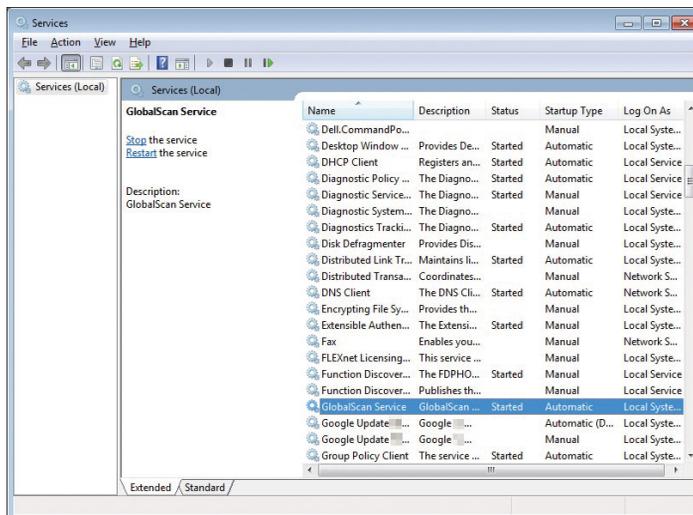
1. Launch the GlobalScan NX AdminTool and stop the delivery service ([Maintenance Settings] > [System Control] > [Switch Delivery Service Status]).



Note

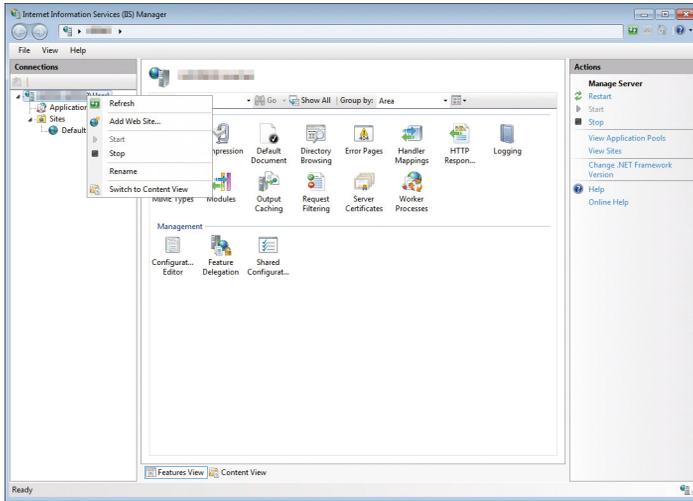
- This procedure is not required for the Serverless Edition.
- This procedure is not required if the delivery service is already set to [Suspended].

2. Stop the [GlobalScan Service] Windows Service.



3. If "Internet Information Service" (IIS) is used for the web server, launch Internet Services Manager and stop IIS.

1. Right-click on [computer name (local computer)].
2. Select [Stop].



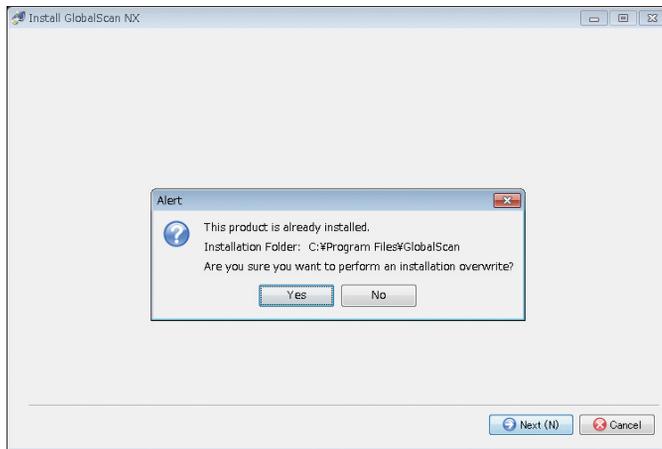
Note

- This procedure is unnecessary if [Built-in Web Server] is being used as the web server.

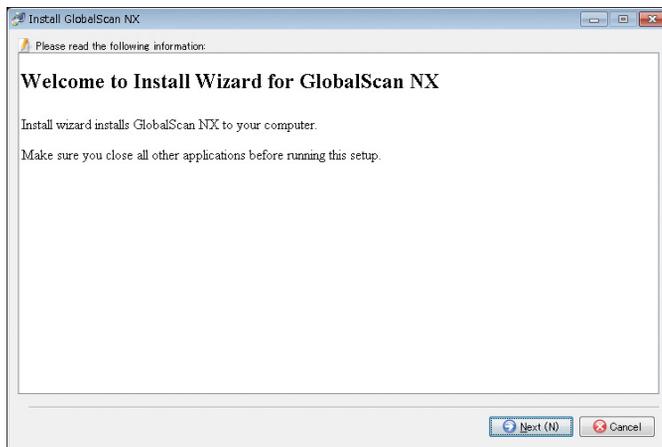
4. Start "setup.exe" included in the GlobalScan NX update installation module.
5. Select the language, and then click [OK].



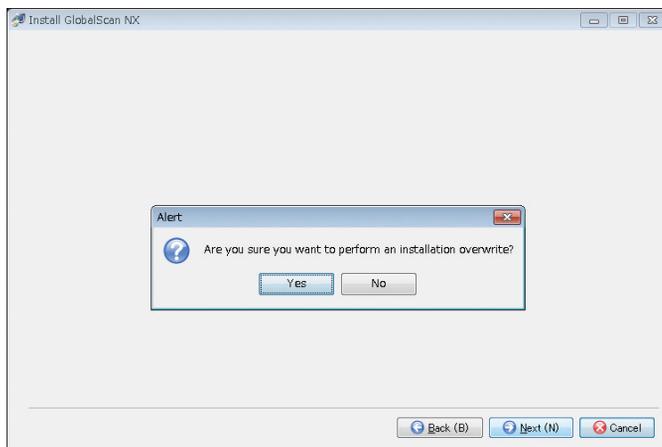
6. When the message to confirm overwrite installation appears, click [Yes].



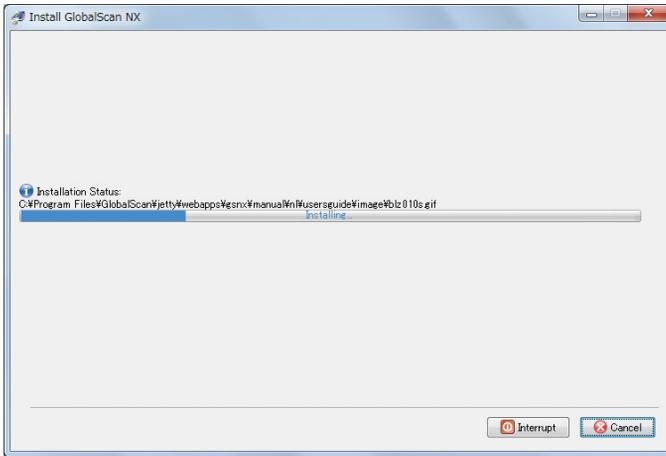
7. Click [Next].



8. When the message to confirm overwrite installation appears, click [Yes].



9. The installation progress screen appears.



10. Click [Finish] to end installation.



↓ Note

- Once the installation is complete, launch the GlobalScan NX AdminTool and check the status of the delivery service. If the delivery service status is [Suspended], change it to [Running] ([Maintenance Settings] > [System Control] > [Switch Delivery Service Status]).

GlobalScan NX Activation Tool Error Messages

Message	Description
Cannot connect to the activation server.	The Activation Tool failed to connect to the activation server.
Enter the product key.	You clicked [Activate] before specifying the Product Key on the Activation screen.
Select a country name.	You clicked [Activate] before specifying the Country Information on the Activation screen.
Enter the license code.	You clicked [Activate] before specifying the License Code on the Activation screen.
Enter the address and port.	You clicked [OK] before specifying the Address or Port on the Proxy Settings screen.
Enter the user name.	You clicked [OK] before specifying the User name on the Proxy Settings screen.
The proxy settings have failed.	You clicked [OK] on the Proxy Settings screen but the activation tool failed to write to the Proxy setting file.
Activation Tool has already been started.	You tried to start the Activation Tool that has already been started up.
The product key is invalid.	The Product Key specified during Online activation is invalid.
The product key is currently being used.	The Product Key specified during Online activation is already in use.
The license code is invalid.	The License Code specified during Offline activation is invalid.
The license code cannot be used.	The License Code specified during Offline activation is already in use.
Activation has failed.	Software activation failed because of a reason other than those specified above.
Deactivation has failed.	Offline deactivation failed.

Message	Description
Cannot write to the file.	The Activation Tool failed to save the License Code and URL for deactivation.
Please input right port number (1 - 65535).	The port number specified on the Proxy Settings screen is incorrect.
An unexpected error has occurred.	An unexpected error has occurred.

Glossary of Terms

AdminTool

The AdminTool is a software utility that enables the GlobalScan NX Administrator to establish all network and MFP configuration and management settings. An easy to navigate, Web-based application, the AdminTool enables creation of Profiles, Groups/Projects, and Flows, as well as the selection of Services/Filters. Once configured, GlobalScan NX-enabled MFPs can join in network-scanning operations.

Distribution Parameter

A parameter that is set to a Service/Filter and is used for document distribution. Distribution Parameters can be set by means of the AdminTool and/or the MFP display panel. For example, it is possible to pre-set only the "To" address(es) and the file format by using the AdminTool and leave the "Cc" address(es) and the Subject unset so that users can specify them from the display panel when they scan a document.

Failover

Failover is a function where job processing switches from the Primary Delivery Server (the main processing server) to a Secondary Delivery Server if the Primary Delivery Server fails due to a connection error or other cause.

Filter

A Filter represents a set of criteria that defines input/output, controlling how the document is processed. Filters are added to Projects according to application needs and may require that additional settings be configured via the AdminTool and/or the MFP display panel.

Flow

A Flow (or Workflow) represents a document distribution process for a Project. Each Project has a Flow that holds the details of the Services/Filters used in the Project. The Flow for each Project is configured by the Administrator via the AdminTool.

GlobalScan NX Server Edition

The Server Edition of GlobalScan NX supports the configuration and management of up to 750 (for the Enterprise Server Edition) or 32 (for the Business Server Edition) connected devices. The Server Edition requires that the GlobalScan NX application and AdminTool software be installed on a computer. The Server Edition offers the most advanced feature-set for document capture and distribution, including image enhancements and plug-ins. The Server Edition requires a dedicated Server PC to maintain all the system settings and data necessary for distribution. All Services and related processes necessary for document distribution are performed by the Server PC.

GlobalScan NX Serverless Edition

GlobalScan NX Serverless Edition enables control of connected MFPs without the need for a dedicated Server PC, thus there is no overhead associated with network server integration. All Services and related processes necessary for document distribution are performed within the MFP(s).

Group

A Group allows the Administrator to group Projects registered with a Profile. Groups are added to a Profile by creating a new Group or editing an existing Group, as needed. For example, Projects of a Profile can be grouped based on their job type, names, etc. Groups are useful when a Profile has multiple registered Projects. Groups are displayed as tabs on the MFP display panel when the Standard Operation panel is used and in a list when the Smart Operation Panel is used.

Load Balancing

Load balancing is a method to increase job processing efficiency by distributing jobs to several servers. Several jobs can then be processed simultaneously, increasing the rate at which jobs are completed.

Metadata

Metadata can be added to each scanned document. The Administrator can design Metadata for a Project by combining available input components, such as a text box and a drop-down list. Like Distribution Parameters, the value of each input component can be set via the AdminTool and/or MFP display panel. The values given through the Metadata are added as document information to the scanned document. These values can be utilized as Distribution Parameters in Services/Filters.

Profile

A Profile is a set of parameters that is applied to the MFP. These parameters are configured by the Administrator in order to control MFP operation.

Project

A Project refers to a document distribution task, or collection of Services that are available to users, and is configured by the Administrator to address application needs of a specific user group.

Secondary Delivery Server

When you enable the failover function, the Secondary Delivery Server processes jobs in the event that the main server is down. If the main server fails, for example it loses its network connection, processing is automatically switched to the Secondary Delivery Server.

Send to Email

Sends scanned images as an email message from the MFP to one or more addresses.

Send to Folder

Sends scanned images from the MFP to the specified folder(s) on a network directory.

Send to FTP

Sends scanned images from the MFP to the specified folder(s) on an FTP server.

Send to WebDAV

Sends scanned images from the MFP to the specified folder(s) on a WebDAV (Web-based Distributed Authoring and Versioning) server.

Send to Printer

Sends scanned images from the MFP to the printer installed on the server and prints them.

Services

A Service represents a distribution method used during document processing. For example, the Send to Email Service.

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