RICOH
GlobalScan NX

Installation Quick Reference Guide

This reference covers installation and activation procedures for GlobalScan NX (GSNX), a versatile document capture and distribution software solution that enables Send to Email/Folder/FTP/Printer/WebDAV functionality directly from a compatible MFP's control panel. For more information, please refer to Installation Guide, Administrator's Guide, User's Guide, and associated Quick References.

Before You Begin

- A built-in Web Server or Microsoft Internet Information Services (IIS) ver. 7.0, 7.5 or 8.0, can be installed. If you wish to use IIS, it must be set up on the computer/server before installation of the GSNX software.
- Microsoft Internet Explorer 9 (except for 64 bit version), Internet Explorer 10, Internet Explorer 11, and Firefox 38.2 ESR Web browsers are supported; Adobe Flash Player 18.0.0.209 or later must be installed.
- HTTP and/or HTTPS port(s) must be available. If there is a firewall between server and clients, make communication port available.
- A static IP address must be set for server with GSNX Application and AdminTool installed.
- Refer to the GlobalScan NX Installation Guide for the following additional information:
  - Requirements and specifications.
  - Available delivery methods and required environments.
  - Installation modifications (Web Server, Port No., Virtual Directory).
  - Active Directory (Kerberos) Authentication settings.
  - Managing the server and site certificates (SSL settings).

Installing GlobalScan NX Software

⭐ **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.

1. Close all applications currently running on your computer.

2. If you are installing from a media, insert it into the computer. If you are downloading, double-click the downloaded file. The GlobalScan NX Start screen displays.

⬇ **Note**

- Auto Run may not work with certain OS settings. If this happens, launch "**RDLaunch.exe**" in installation media.

3. Click **Serverless Edition** [**AdminTool**] or **Server Edition** [**Application & AdminTool**].

4. Select the language, and then click [**OK**]. The Welcome screen displays.

5. Click [**Next**].

6. Read the licensing agreement, and then select "**I accept...**".

7. Click [**Next**].

8. If necessary, change the default **Installation Folder** and/or **Data Path**; click [**Browse**] and select new path.

⬇ **Note**

- The Installation Folder and Data Path is where GSNX software and system settings reside, respectively.

9. Click [**Next**].

10. Specify **Starting Mode** on/off, and then click [**Next**].

⬇ **Note**

- When the [**Start delivery service immediately after launching**] check box is selected, the GSNX server will start delivery service immediately after the computer running GSNX is turned on.
- This screen does not display for Serverless Edition install.

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

⬇ **Note**

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

12. Select **Web Server** to use, and then click [**Next**].

> ⭐ **Important**
> - 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.

> ⬇ **Note**
> - If "**Built-in Web Server (Default)**" is selected, a Web Server is automatically installed.
> - If IIS is installed in advance, an additional "**Internet Information Service**" setting displays. Select, if applicable.

13. Enter **Web Server Port Number(s)**, and then click [**Next**].

> ⬇ **Note**
> - The default HTTP port number is 8080. The default HTTPS port number is 8443.
> - In order to enable HTTPS, certificate settings are required. For details, refer to GlobalScan NX Installation Guide.

14. Specify **Virtual Directory** name, and then click [**Next**].

> ⬇ **Note**
> - The directory is created on the Web Server.
> - The default name is "**gsnx**". If you specify another name, the AdminTool's case-sensitive base URL is as follows:
> **http(s)://IPAddress:PortNo/Virtual DirectoryName/**

15. Enter built-in user password. Re-enter Password, and click [**Next**].

> ⬇ **Note**
> - The case-sensitive built-in user password is used for logging in to the AdminTool for the first time, and until another password or user account is configured via the AdminTool.

16. Verify that all settings are correct. If necessary, click [**Back**].

17. Click [**Next**] to start installation.

> ⬇ **Note**
> - To halt the installation process, click [**Interrupt**]. Click [**Next**] to resume.
> - To cancel the installation, click [**Cancel**]. Click [**Yes**] to exit the installation. Click [**No**] to resume installation.

18. Click [**Finish**].

Activating GlobalScan NX Software

Before using GlobalScan NX Server Edition and optional plug-ins, activate the GlobalScan NX software. The License Code is required for new installations only.

There are two methods of activation: Online and Offline.

> ⭐ **Important**
> - To complete the activation process, you must have the Product Key that is printed on the purchased product certificate. Without the certificate, online product registration cannot be performed.
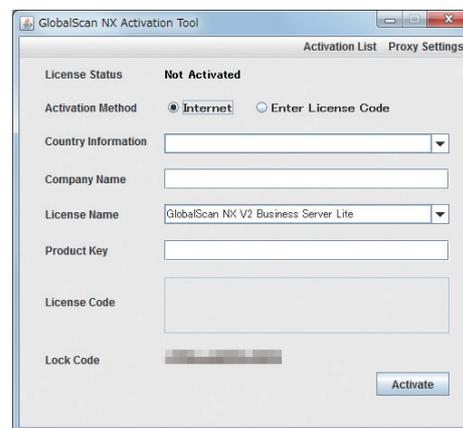
Online Activation

> ⭐ **Important**
> - If you are using a proxy server, specify the Proxy Settings before activating the GlobalScan NX software. For details, see page 3 "Proxy Settings".

1. On the desktop, double-click the **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 "Synchronizing the System", Installation Guide.

> ⬇ **Note**
> - If you have obtained a License Code for an optional function, follow this procedure.

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 the 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:

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/aui/).

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**].
    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.

Deactivating the 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.

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:

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/aui/).

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.

Uninstalling GlobalScan NX Software

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.

6. Click [Finish].

   The GlobalScan NX software has been removed.

⬇ Note

- 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.ricoh.com/aui/).
  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.

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