RICOH Scan CX V1.0
Service Manual

January 23, 2013

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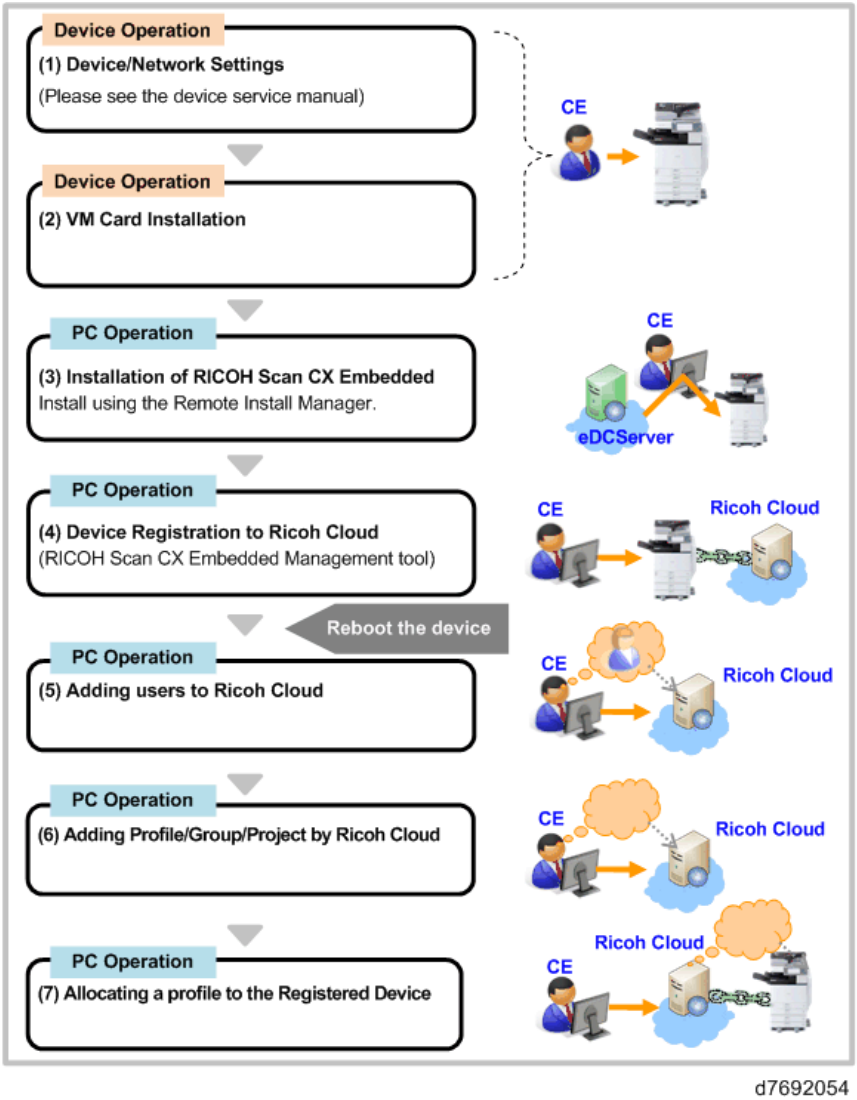
1. Installation

Installation Flow



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VM Card Installation

1. **Click the device's default settings key.**
2. **Turn off the device's main power and insert the VM card into the SD card slot.**
3. **Press the device's power button ON and wait until the automatic installation is completed.**
4. **Confirm that [JavaTM Platform] is displayed via [Default Setting/Counter/Inquiry information].**

- The installation operations for JavaTM Platform, and the application are CE operations.

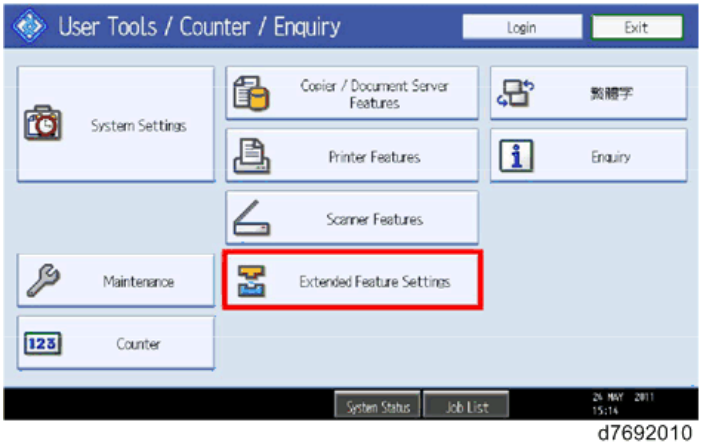
  VM card is used with being inserted after installation, too.

RICOH Scan CX Embedded v1 Installation & Activation

Please see the Service Manual of Remote Install Manager.

Activation Check

1. **Turn on the device's main power.**



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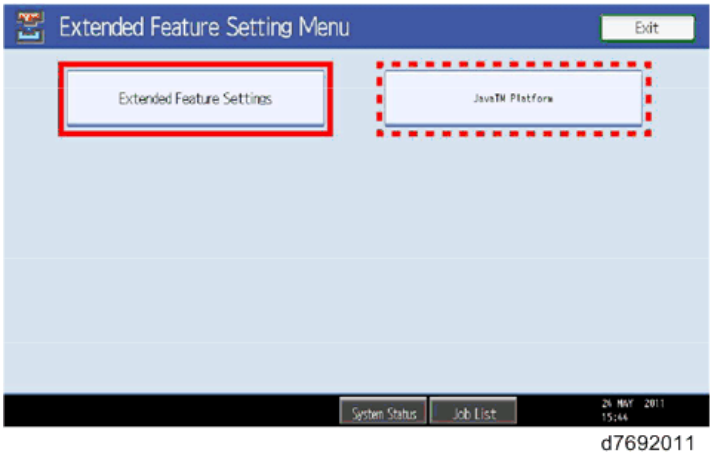
2. **Press the [User Tools/Counter] button, and then press [Extended Feature Settings].**



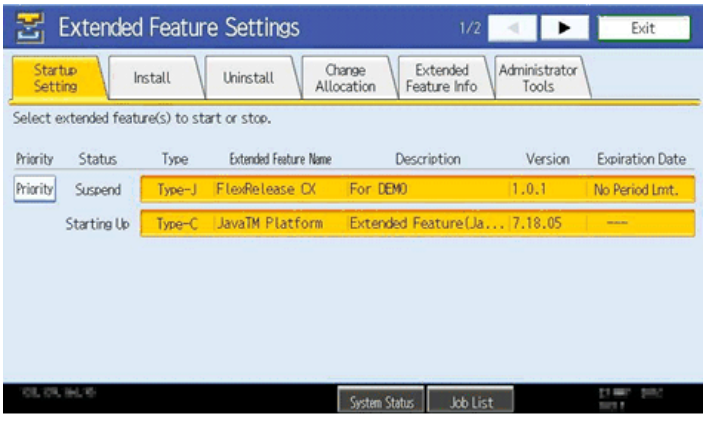
d7692011

3. **Confirm that [JavaTM Platform] appears on the [Extended Feature Setting Menu] screen.**

Note

- If [JavaTM Platform] is not shown, the Java ™ Platform has not been activated yet. Wait for a while until the [JavaTM Platform] appears.

4. **Press [Extended Feature Settings].**



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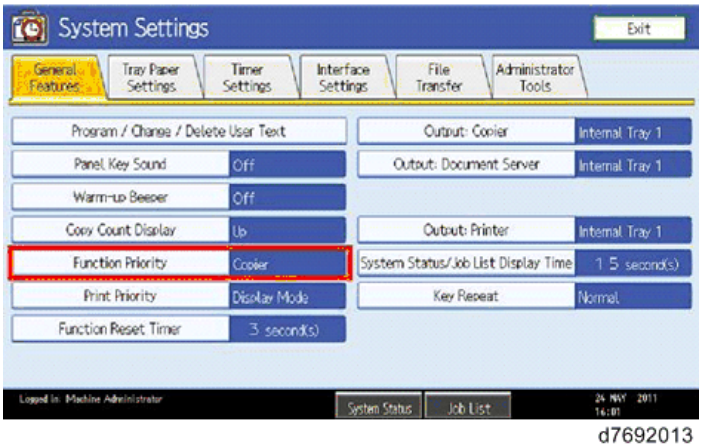
5. **When viewing the [Startup Setting] tab, confirm that the application is "Starting Up".**

Function Priority Setting

Note

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

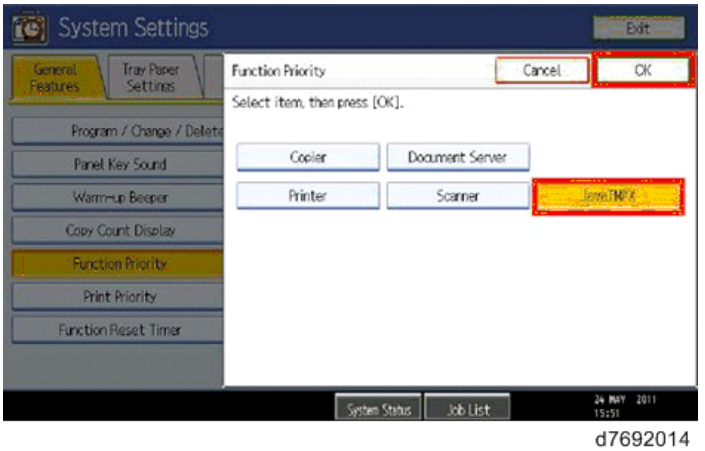
1. **Press the [User Tools/Counter] button, and then press [System Settings].**



d7692013

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

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



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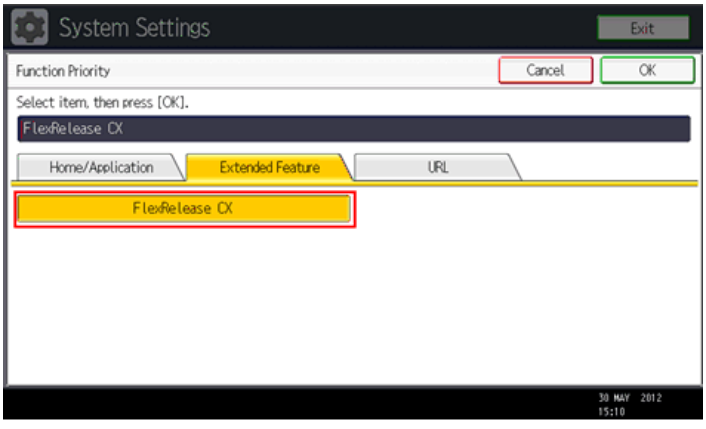
3. If the device model is a 11A or later device, please select RICOH Scan CX.

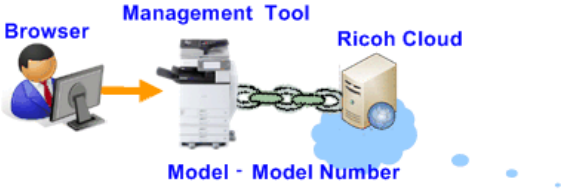


d7692015

2. Device Registration with Ricoh Scan CX

Device Registration

From the PC browser, access the administration tool of Ricoh Scan CX Embedded that is installed in the device, and register the device to Ricoh Cloud. Actually, Ricoh Cloud and the device are linked by the device type-device number.



1. **Access the management tool which is installed with RICOH Scan CX Embedded using a web browser, and register the device with the RICOH Scan CX server. The access URL is as follows:**

   non-SSL: http://<MFP IP address>:8080/scancx/login

   SSL: https://<MFP IP address>:51443/scancx/login

   - The RICOH Scan CX Embedded management tool is a web application that is a part of RICOH Scan CX Embedded, so no separate install is required.
   - The default user name and password are:

     User name:

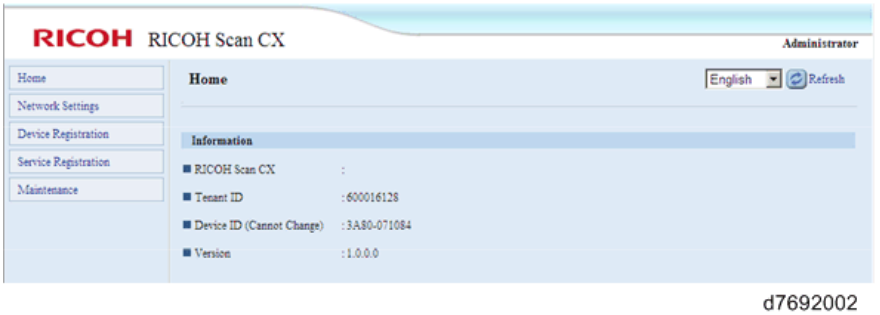
     admin (fixed)
     Password:

     password (Changeable from the menu of the management tool)

d7692001

2. **After login, the home screen shown below is displayed**

   - It is suggested that this URL be bookmarked for convenience. After you register devices, we recommend add name in order to distinct devices.



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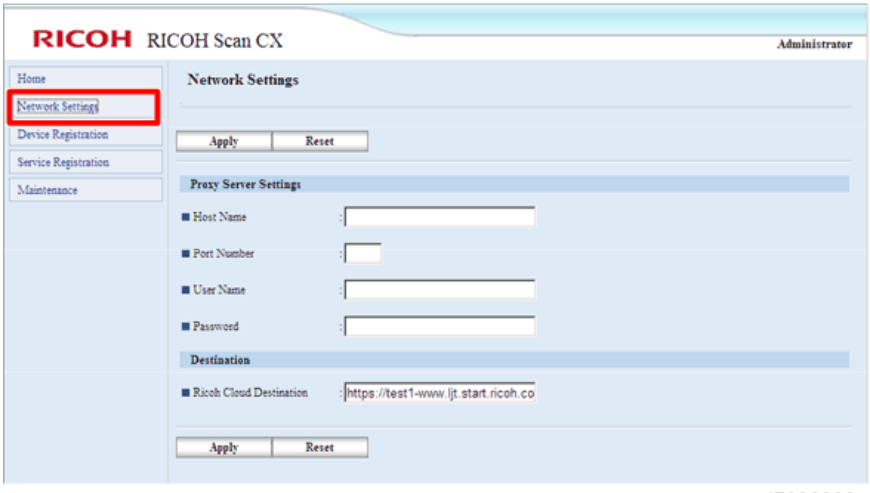
3. **If using a proxy server, click "Network Settings" and input the proxy server settings. Click "Apply" when finished. If you can see the message of the settings completion, you can proceed to 4.**



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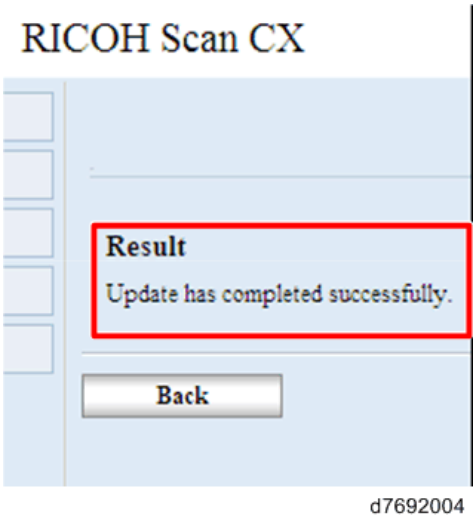

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4. **Click "Device Registration" and fill in the required fields, then click "Apply". If you can see result message, you can proceed to 5.**

   Tenant ID:

   Tenant ID that is created at the time of newly using Ricoh Cloud

   Administrator ID:

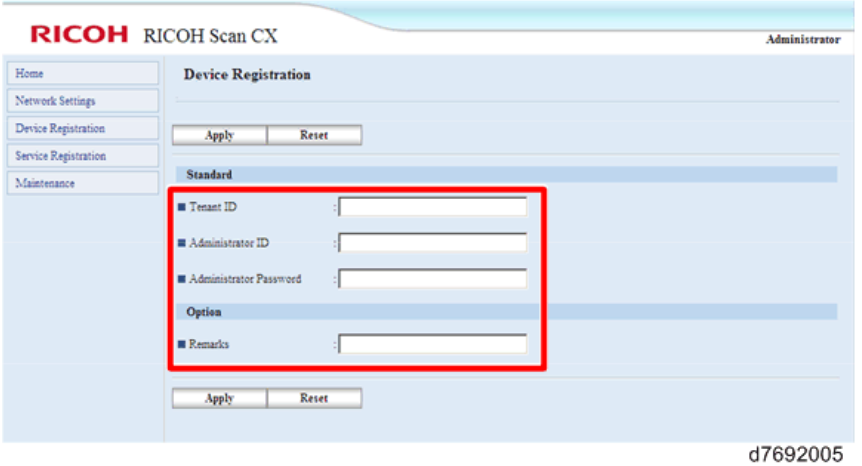
   User ID with an administrator authorization that is created by Ricoh Cloud

   Administrator Password:

   User password that is set in "Administrator ID"

Remarks:

The device information can be input in the remarks column as an option.



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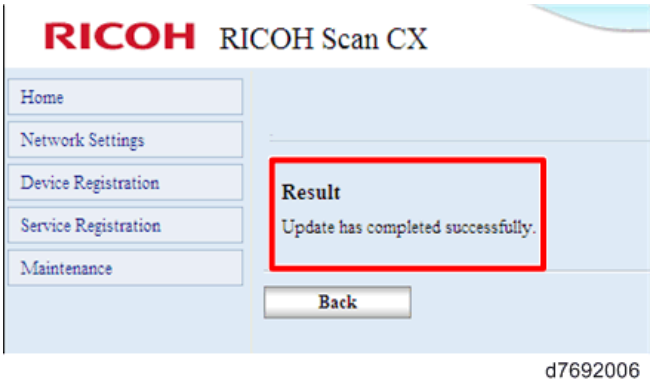

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Service ID Registration

From the PC browser, access the management tool of RICOH Scan CX Embedded that is installed in the device, and register the service that the customer uses to Ricoh Cloud.

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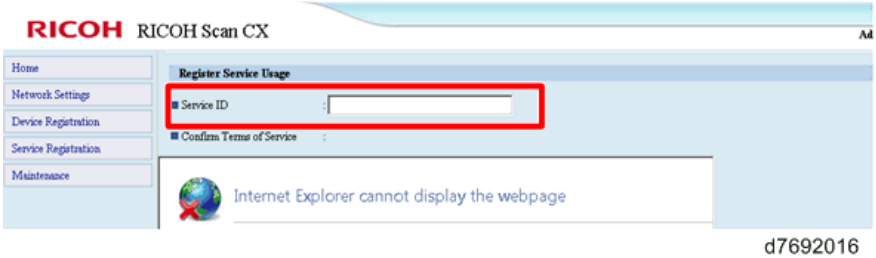
1. **After the login to RICOH Scan CX Embedded management tool from PC browser, click "Service Registration" to input the necessary value.**

   Service ID:

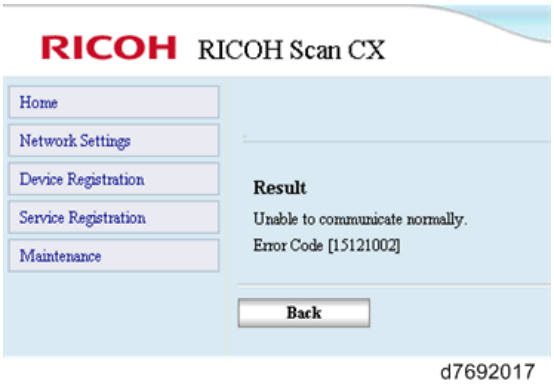
   ID to be provided to customers at the time of RICOH Scan CX service contract



d7692016

⚠CAUTION

- In case the connection to Ricoh Cloud failed, the error screen below is displayed instead of the service registration screen. Please confirm the cause why the connection from the error code failed.



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- If the service ID registration is already completed, the following screen is displayed.

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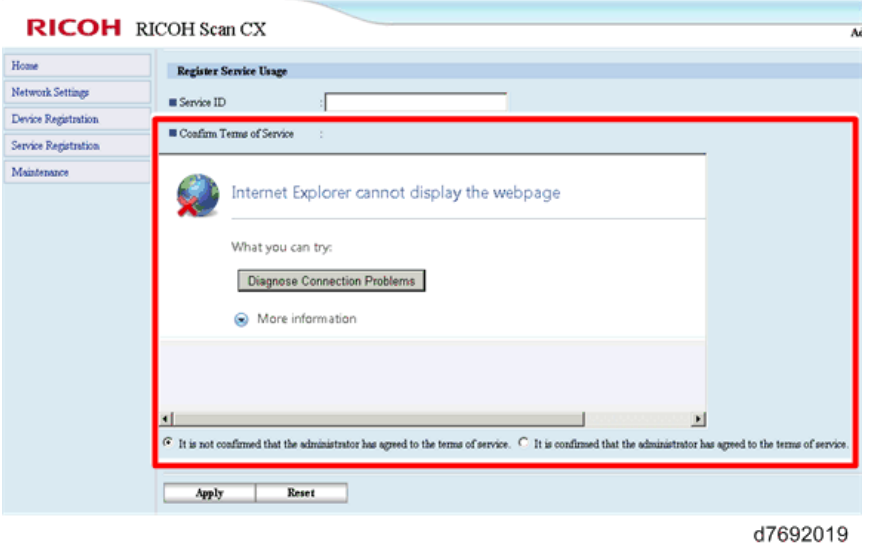
2. **Please have the customers confirmed the "Confirm Terms of Service" that is displayed in the service registration screen to confirm the customers' agreement. Then, check "It is confirmed that the administrator has agreed to the terms of service" to click "Apply".**

   After it was applied, the service ID registration completion screen is displayed.



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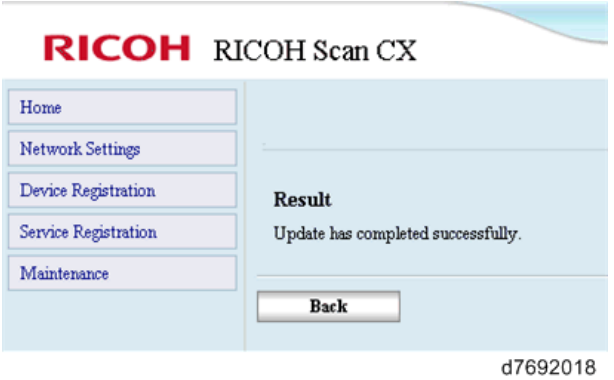
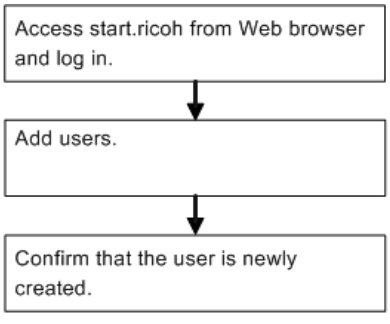


d7692018

3. Add users

Flowchart



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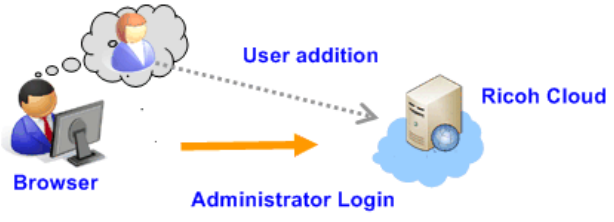
Adding users to start.ricoh

Access Ricoh Cloud's Web site "start.ricoh" from the browser to add users that use the service.



d7692051

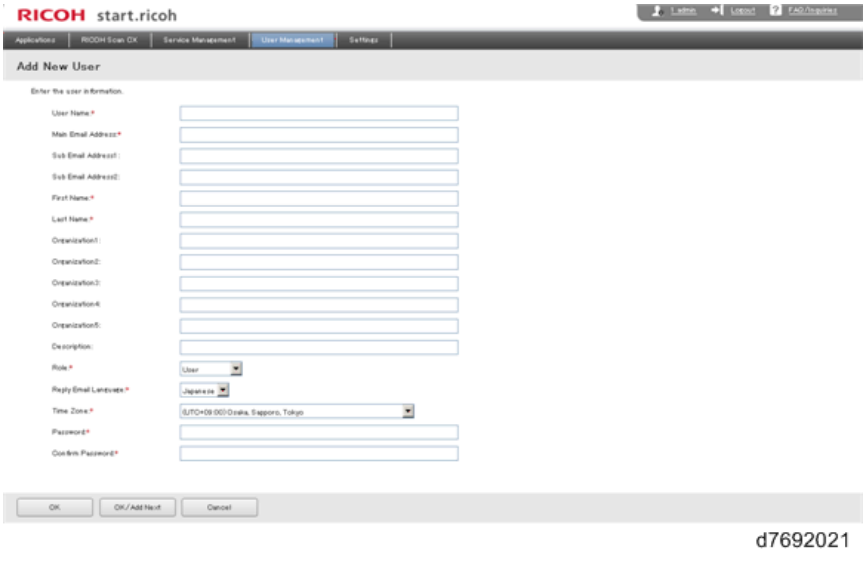
1. **The screen below is displayed after accessing start.ricoh URL from PC browser. Input the tenant ID and the administrator account to login.**

   URL: https://www.start.ricoh.com/portal/top/login

d7692009

2. **After the user list screen is displayed by clicking the "User Management" at the top of the screen, click "Add".**
   - Only the administrator user ID at the time of the contract is displayed in the initial status.

3. **Input the necessary information to each field of "Add New User" screen and click "OK".**



Item ("*" is mandatory)	Explanation
User Name (*)	Input the user name of the login user.
Main Email Address *1(*)	Input the mail address of the login user.
Sub Email Address 1	Input the mail address of the login user.
Sub Email Address 2	Input the mail address of the login user.
First Name (*)	Input the first name of the login user.
Last Name(*)	Input the last name of the login user.

Item ("*" is mandatory)	Explanation
Organization 1*1	Input the group that the login user belongs to.
Organization 2*1	
Organization 3*1	
Organization 4*1	
Organization 5*1	
Description	
Role*1(*)	The authorization which the login user is assigned to is displayed.
Reply Email Language*	The language setting of the mail sent to a login user is displayed.
Time Zone(*)	The time zone settings that the login user uses are displayed.
Password(*)	Set a password that the login user uses.
Confirm Password(*)	

4. **Confirm that there is an addition at the bottom of the list after the new user registration.**

About the field name of the user list to be displayed in the "User Administration" screen

Item	Explanation
Role	The user role is displayed by the icon. : Administrator : User
First Name	First name is displayed.
Last Name	Last name is displayed.
User Name	User name is displayed.
Email Address	Mail address is displayed. Only the main mail address is displayed. Sub mail address is also regarded as the target for the search.

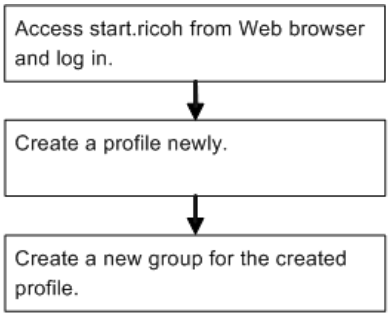
Item	Explanation
Organization	Organization is displayed.
Status	User status is displayed by the icon. • Valid : User can use start.ricoh • Invalid : You can specify the user for preventing the use. • Lock : If the login failed 5 times in succession, the user information will be locked. *The administrator can deactivate the locked user.

Note

- User can sort by role, last name, first name, user name, group, status (initial value: ascending order by user name).
- Regarding the sort, the previous settings are maintained after the logout is carried out.

4. Add scan settings

Flowchart



d7692052

Creating a Profile

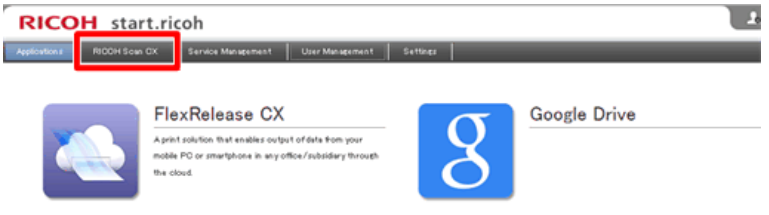
Create a profile to assign to the device that installed RICOH Scan CX Embedded.

1. **The screen below is displayed after accessing start.ricoh URL from PC browser. Input the tenant ID and the administrator account to login.**

   URL: https://www.start.ricoh.com/portal/top/login

d7692009

2. **Click "RICOH Scan CX" in the navigation tab, and the profile list screen is displayed.**
   - In the initial status, only the sample profile is displayed in the profile list of the left pane.



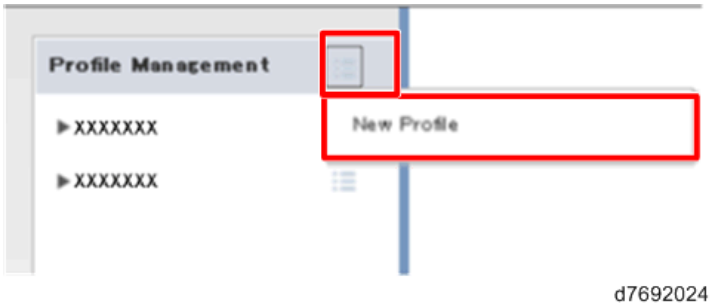
d7692022

d7692023

⚠CAUTION

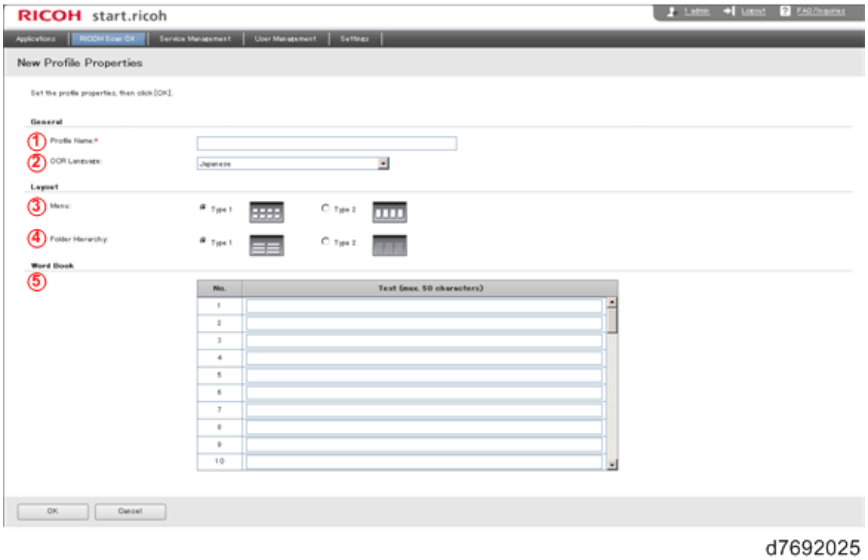
- If Ricoh Scan CX service ID is not registered from the device to the Ricoh Cloud, Ricoh Scan CX is not displayed in the navigation tab.

3. **Click the settings button from the profile list of the left pane, and select "New Profile" in the pop-up menu.**



d7692024

4. **When the property screen of the new profile is displayed, input the necessary information to each field and click "OK".**



d7692025

No	Field Name ("*" is mandatory)	Maximum Input Characters	Remarks ◉ is the default selection position
1	Profile Name (*)	128	• Two-byte/one-byte character can be mixed. • Registration is impossible for one-byte space only.
2	OCR Language	-	• Selectable (Japanese/English)
3	Menu	-	Selectable (◉type 1/type 2)
4	Folder Hierarchy	-	Selectable (◉type 1/type 2)
5	Word Book	50	• "\ / : * ? " < > |" cannot be input. • No input is OK. After updating with no input, the field is left with no input when redisplayed. • Registration is impossible for one-byte space only. • Up to 60 registrations are possible at a maximum.

⚠CAUTION

- Profile name duplication with other profile is not allowed.

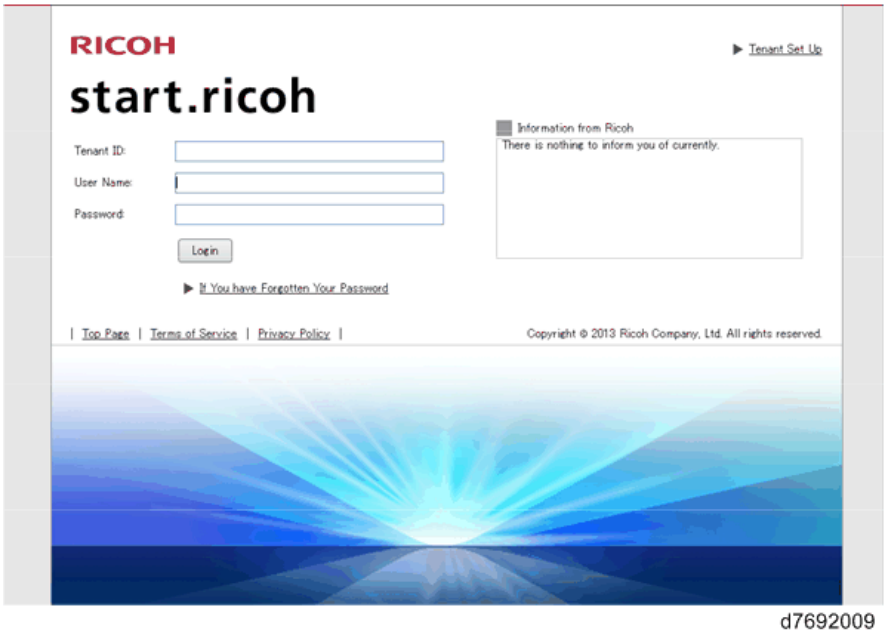
5. **After creating a new profile, confirm that profiles created are added to the profile list in the left pane.**

Creating a Group

Create a group newly to the profile that is created.

1. **The screen below is displayed after accessing start.ricoh URL from PC browser. Input the tenant ID and the administrator account to login.**

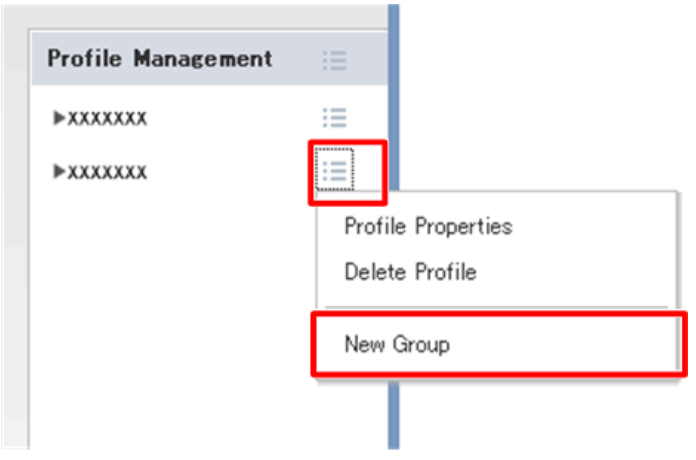
   URL: https://www.start.ricoh.com/portal/top/login



d7692009

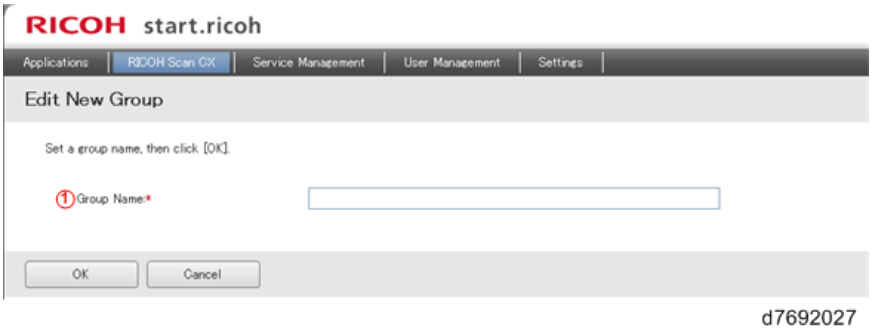
2. **Click "RICOH Scan CX" in the navigation tab, and the profile list screen is displayed.**
   - After carrying out "Creating a Profile", a newly created profile is displayed in the profile list screen on the left pane.

3. **Click the settings button for the profile to add groups to from the profile list in the left pane. Then, click "New Group" in the displayed pop-up menu.**



d7692026

4. **When the property screen of the new group is displayed, input the necessary items and click "OK".**



d7692027

No	Field Name ("*" is mandatory)	Maximum Input Characters	Remarks
1	Group Name (*)	128	• Two-byte/one-byte character can be mixed. • Registration is impossible for one-byte space only.

⚠CAUTION

- Group name duplication is not allowed within the identical profile.

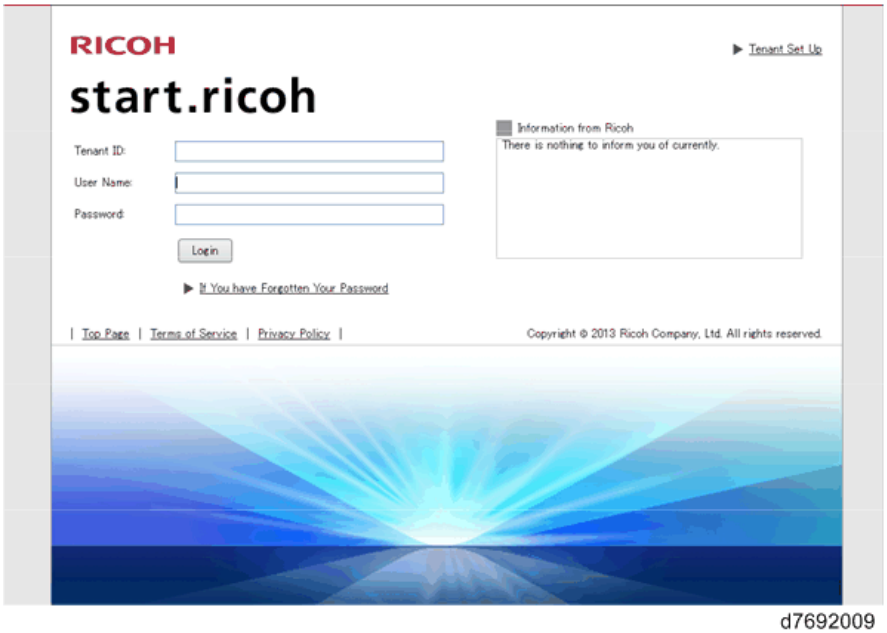
5. **After creating a new group, confirm that groups created are added to the profile list in the left pane.**

Creating a Project

Create a project newly to the group that is created.

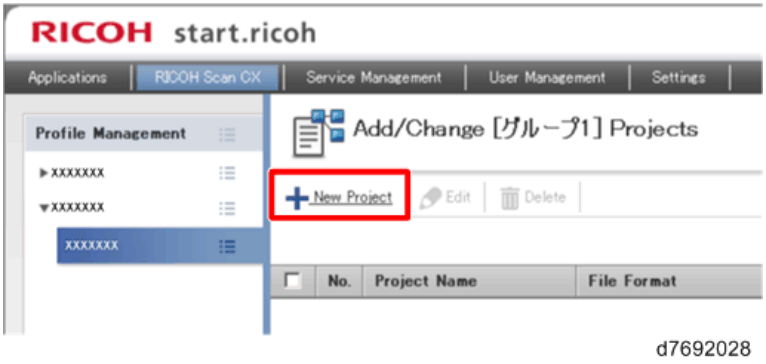
1. **The screen below is displayed after accessing start.ricoh URL from PC browser. Input the tenant ID and the administrator account to login.**

   URL: https://www.start.ricoh.com/portal/top/login



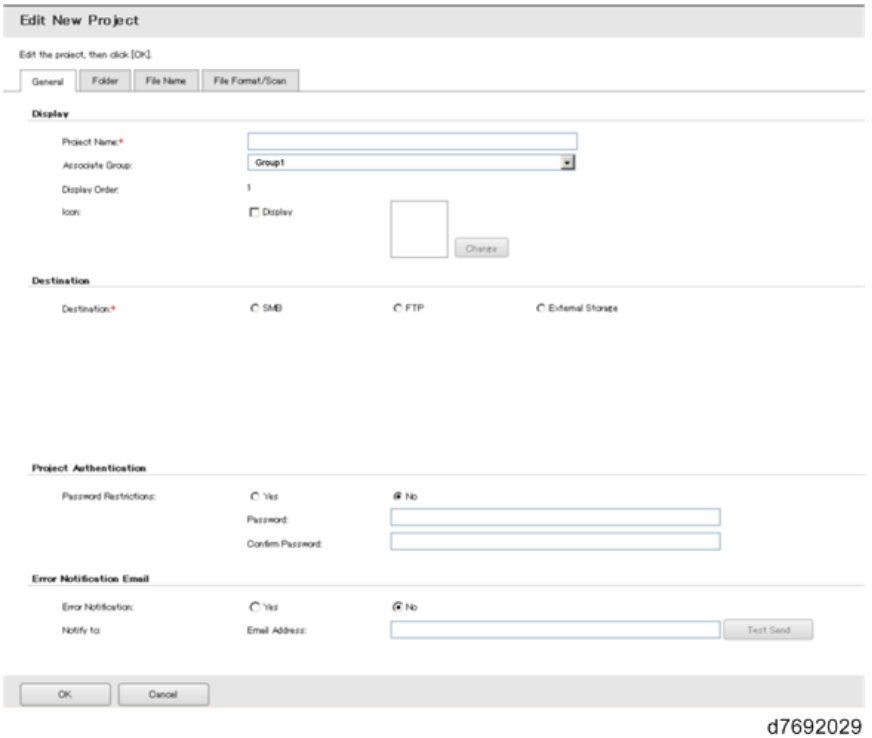
d7692009

2. **Click "RICOH Scan CX" in the navigation tab, and the profile list screen is displayed.**
   - After carrying out "Creating a Profile" and "Creating a Group", a newly created profile and a project are displayed in the profile list screen on the left pane.
3. **Click a group of a profile to add projects to from the profile list in the left pane. Then, click "New Project" in the project list screen displayed on the right pane. It is displayed.**



d7692028

4. **A new project screen is displayed.**



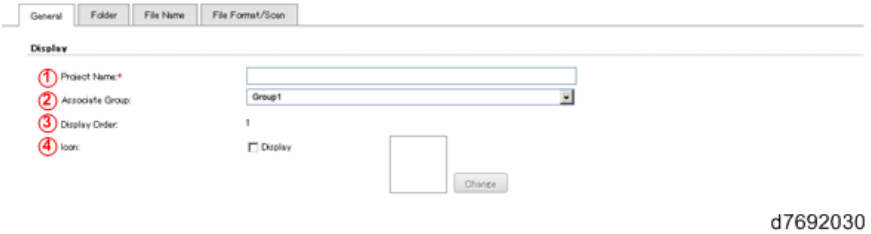
d7692029

Set a General Tab.

Set “General” tab items. In the general tab, the following four items are set.

- Display
- Destination
- Project Authentication
- Error Notification Email

1. **Input necessary information to “Display” field.**

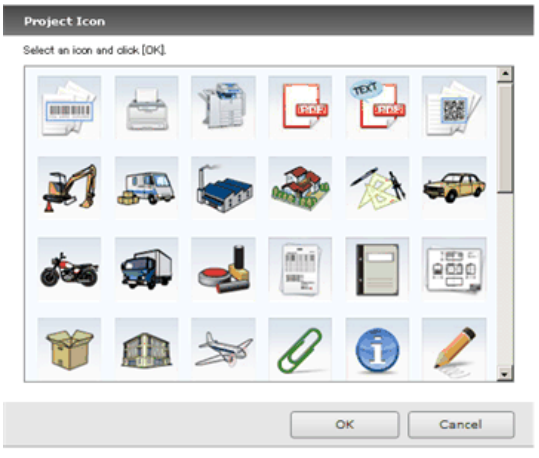


d7692030

No	Field Name ("*" is mandatory)	Maximum Input Characters	Remarks ◉ is the default selection position
1	Project Name (*)	128	• Two-byte/one-byte character can be mixed. • Registration is impossible for one-byte space only.
2	Associate Group (*)	-	• Display the group list to belong to the corresponding profile.
3	Display Order	-	• The order to display the project.
4	Icon	-	• To display the icon on the project button, select "Display". • The icon selection screen pops up by pressing the change button*.

* Icon Selection Screen

Select the icon to display on the project button to click OK.



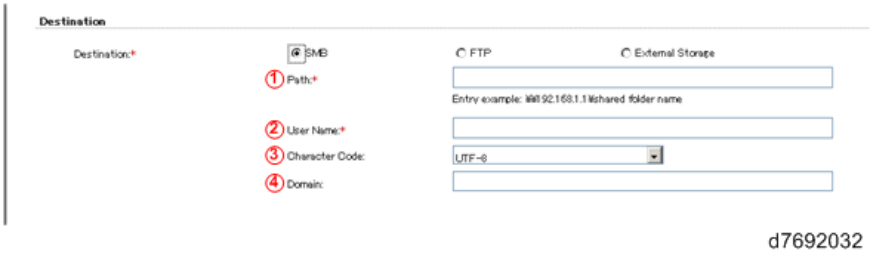
d7692031

⚠CAUTION

- Project name duplication is not allowed within the identical profile.
- User cannot add the icon.

2. Input the necessary information to “Destination” field.

If “SMB” is selected as the destination



1. Path (*)

   Specify the destination path. Characters can be input up to 255 characters at a maximum. Registration is not possible for one-byte space or tab only. Also, the anteroposterior space and tab are cut.

   Please input in the following format.

   \\IP address (host name)\common name\target directory

   ⚠CAUTION

   - FQDN is recommended for the host name.

2. User Name (*)

   Input the user name. Characters can be input up to 128 characters at a maximum. Registration is not possible for one-byte space or tab only. Also, the anteroposterior space and tab are cut.

3. Character code

   Select the character code of SBM server. *◉is the default value.

   Options (◉UTF-8/Windows Shift-JIS/Latin-1)

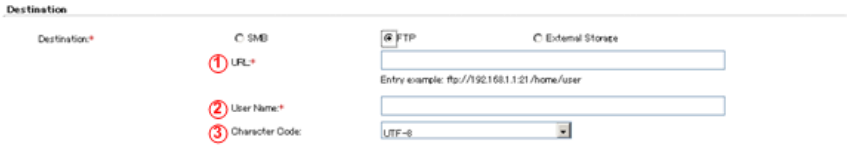
4. Domain

   Input the domain name. For environments that have not joined the domain, “Domain” is left with no input. Characters can be input up to 128 characters at a maximum.

   ⚠CAUTION

   - In case of inputting the domain, input with FQDN format.
   - The domain supports Windows only.

If “FTP” is selected as the destination



d7692033

1. URL (*)

   Specify the destination URL. Characters can be input up to 255 characters at a maximum. Registration is not possible for one-byte space or tab only. Also, the anteroposterior space and tab are cut.

   - Please input in the following format.

   ftp://ip address/directory

   ftp://host name/directory

   ⚠CAUTION

   - SFTP cannot be used.
   - FQDN is recommended for the host name.

2. User Name (*)

   Input the user name. Characters can be input up to 128 characters at a maximum. Registration is not possible for one-byte space or tab only. Also, the anteroposterior space and tab are cut.

3. Character code

   Select the character code of SBM server. *◉is the default value.

   Options (◉UTF-8/Windows Shift-JIS/Latin-1)

If “External Storage” is selected as the destination

d7692034

1. User name (*)

   Select the user name from the drop down list.

   In the “User Information” screen, only the user who performed the service coordination settings is displayed.

2. Service Name (*)

Select the service name. In "Service Coordination Settings" of "User Information", the external storage already set is displayed in the drop down list.

- The service name will be following two destinations.

(Document Mall/Google Drive)

3. Directory Path (*)

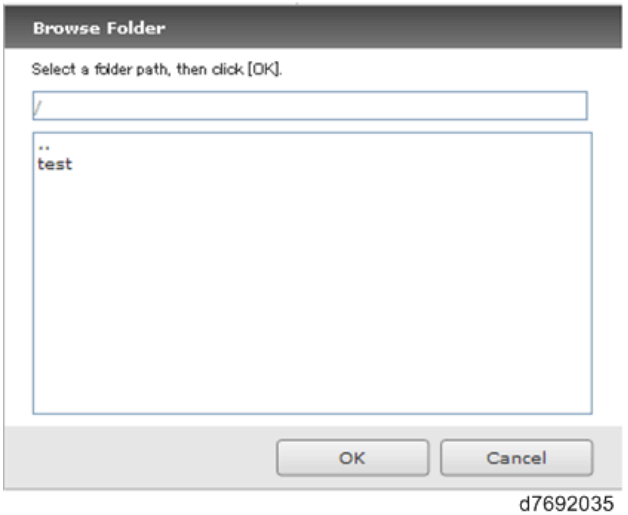
Select the directory path of the external storage using "browse" button.

If the directory that cannot be saved is selected,

"With the specified storage, the save to the specified folder cannot be performed. Please select other folder".

- Browse Folder

The folder that exists in the external storage of the service name is displayed. Select the folder path to use as the destination, and click "OK".

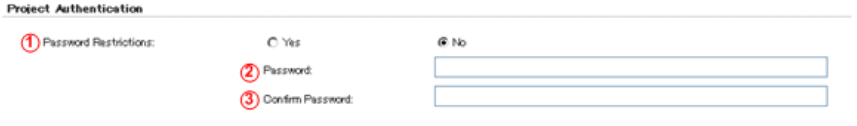


d7692035

Note

- Since the service coordination settings of the user information settings need to deal with the account information of the external storage, it is performed by the customer.

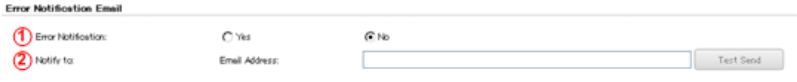
3. Input the necessary information to "Project Authentication" field.



d7692036

No	Field Name ("*" is mandatory)	Maximum Input Characters	Remarks ◉ is the default selection position
1	Password Restrictions (*)	-	• Selectable (Yes/◉No) • Settings are possible only when the user authentication of the corresponding profile is set to "Yes".
2/3	Password/Confirm Password	128	• Only when "Yes" is selected in the password limitation. • The anteroposterior space and tab are cut.

4. **Input the necessary information to "Error Notification Email" field.**

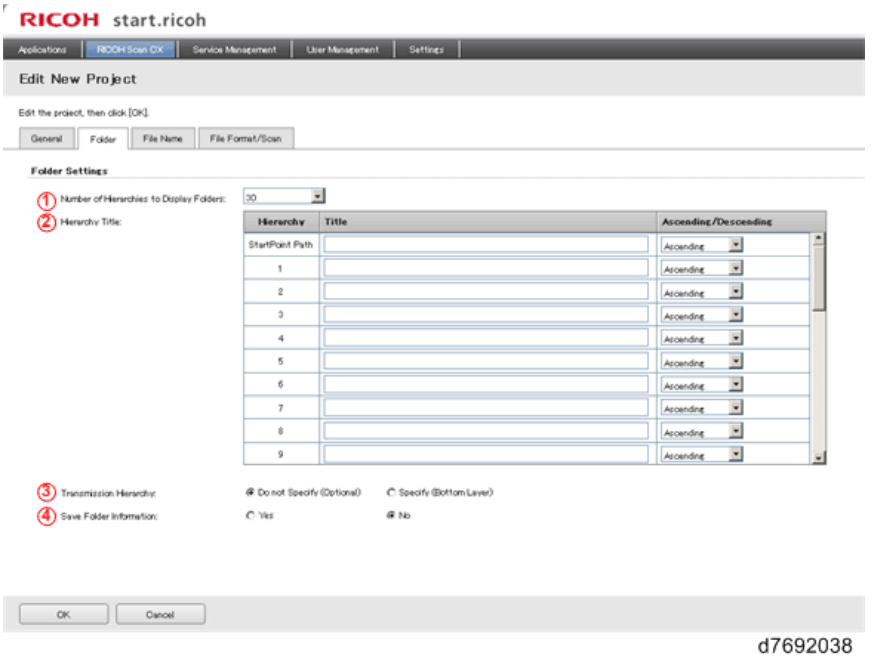


d7692037

No	Field Name ("*" is mandatory)	Maximum Input Characters	Remarks ◉ is the default selection position
1	Error Notification (*)	-	• Selectable (Yes/◉No)
2	Notify to/Email Address	128	• Selectable (◉Yes/No) • Registration is impossible for one-byte space only. • The anteroposterior space and tab are cut.

Set the folder Tab.

Set the number of the folder display hierarchies and titles displayed when setting the destination by the operator panel of the complex machine.

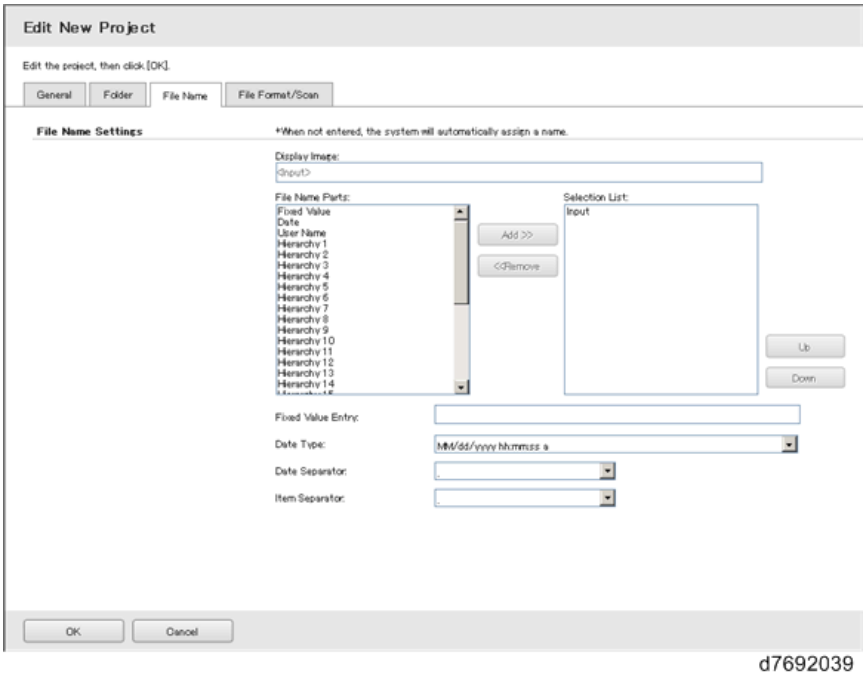


d7692038

No	Field Name ("*" is mandatory)	Maximum Input Characters	Remarks ◉ is the default selection position
1	Number of Hierarchies to Display Folders	-	• Selectable (1/2/3...30) *If nothing is selected, specify 30.
2	Title	32	
	Ascending/Descending	-	• Selectable (◉ ascending/descending)
3	Transmission Hierarchy (*)	-	• Selectable (Do not Specify (Optional)/Specify (Bottom Layer))
4	Save Folder Information:	-	• Selectable (Yes/◉ No)

Set a File Name Tab.

Set the rule of the file name to be delivered.



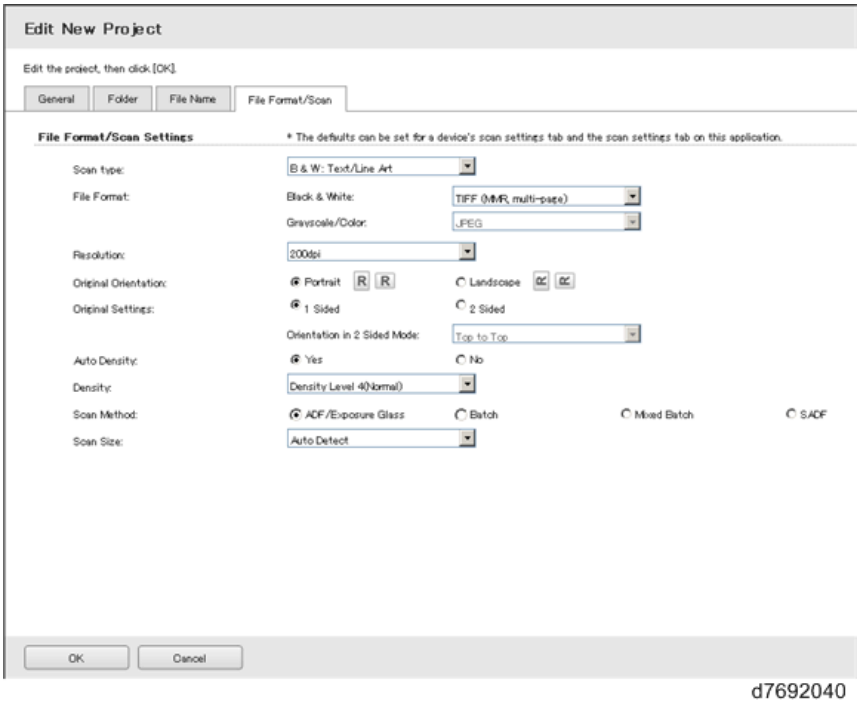
d7692039

No	Field Name ("*" is mandatory)	Maximum Input Characters	Remarks ◉ is the default selection position
1	Display Image	-	• Display only. *Automatically updated by the selected file name parts or each separator.
2	File Name Parts	-	• Selectable (fixed value/input/Data/ user name/hierarchy 1/hierarchy 2 ... hierarchy 30) *The number of the hierarchies is the same as "The Number of the Folder Display Hierarchies" of "Folder Settings".
3	Fixed Value Entry (It is mandatory when the fixed value is registered in the selection list)	128	• Registration is impossible for one-byte space only.
4	Date Type	-	• Selectable*
5	Date Separator	-	• Selectable (◉./_/-/none)

No	Field Name ("*" is mandatory)	Maximum Input Characters	Remarks ◉ is the default selection position
6	Item Separator	-	• Selectable (◉./_/-/none)

Set a File Format/Scan tab.

Set "File Format/Scan" tab fields.



d7692040

No	Field Name ("*" is mandatory)	Maximum Input Characters	Remarks ◉ is the default selection position
1	Scan type (*)	-	• Selectable (Black & White: Text/ B & W: Text/Line Art/◉Black & White: Text/Photo/Black & White: Photo/ Gray Scale/Full Color: Text/Photo/ Full Color: Glossy Photo)

No	Field Name ("*" is mandatory)	Maximum Input Characters	Remarks ◉ is the default selection position
2	File Format: Black & White (*)	-	• Selectable (◉TIFF (MMR, multi-page)/PDF (multi-page)/ Searchable PDF • Selectable only when binary graphic is selected in the manuscript type.
3	Resolution (*)	-	• Selectable (100dpi/◉ 200dpi/ 300dpi/400dpi/600dpi)
4	File Format: Grayscale/Color (*)	-	• Selectable (◉JPEG/PDF (multi-page)/PDF with text) • Selectable only when binary graphic is selected in the manuscript type.
5	Original Orientation (*)	-	• Selectable (◉portrait/landscape)
6	Original Settings (*)	-	• Selectable (◉one side/both sides)
7	Orientation in 2 Sided Mode: (*)	-	• Selectable (Top to Top/Top to Bottom)
8	Auto Density (*)	-	• Selectable * With the default check
9	Density (*)	-	• Selectable (1/2/3/◉4/5/6/7)
10	Scan Method: (*)	-	• Selectable (◉ADF/Exposure Glass/ Batch/Mixe Batch/SADF)
11	Scan Size (*)	-	• Selectable (◉Auto Detect/Mixed Original Sizes/A3 Landscape/A4 Portrait/A4 Landscape/A5 Portrait/A5 Landscape/B4 JIS Landscape/B5 JIS Portrait/B5 JIS Landscape/11 x 17 Landscape/8 1/2 x 14 Landscape/8 1/2 x 13 Landscape/8 1/2 x 11 Portrait/8 1/2 x 11 Landscape/5 1/2 x 8 1/2 Portrait/5 1/2 x 8 1/2 Landscape)

Close the project creation.

After setting all tabs in “New Project Edit” screen, click “OK” to confirm that the created project is added on the right pane.

d7692041

5. Confirmation of Registered Devices

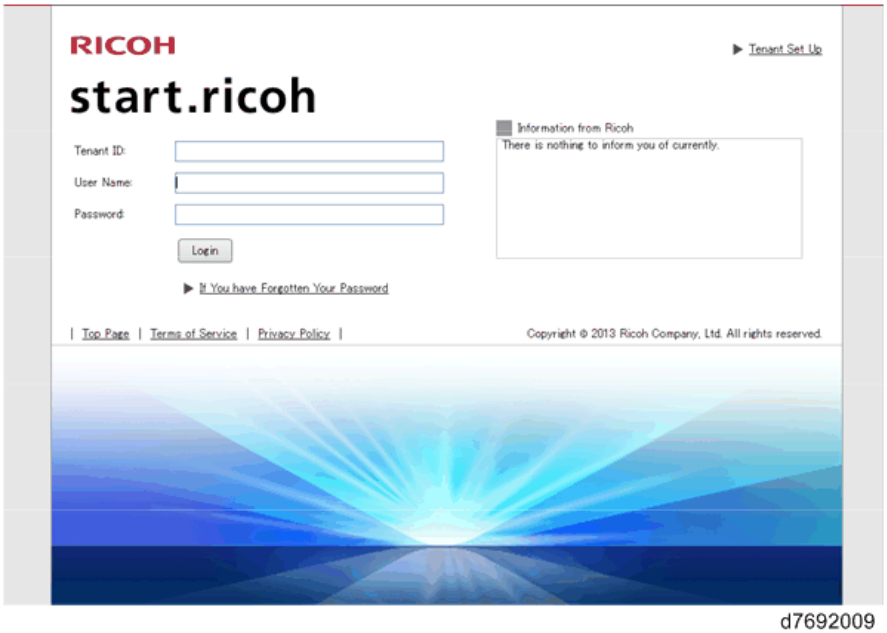
Allocating a Profile to the Registered Device

Assign the created project to the device that installed RICOH Scan CX Embedded application.

d7692053

1. **The screen below is displayed after accessing Ricoh Cloud URL from PC browser. Input the tenant ID and the administrator account to login.**

   URL: https://www.start.ricoh.com/portal/top/login

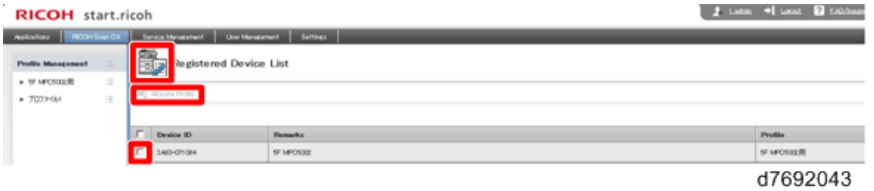


d7692009

2. Click “Registered Device List” in the left pane, and confirm that the device registered in “Device Registration” is displayed in the registered-device list screen in the right pane.

d7692042

3. Check the checkbox of the device to assign the profile to, and click “Allocate Profile”.



d7692043

4. In the allocate profile screen, select the profile to assign, and click “OK”.

d7692044

No	Field Name (“*” is mandatory)	Maximum Input Characters	Remarks
1	Device Number	-	• Display only • If multiple devices are selected in the device list, blank is displayed.

No	Field Name ("*" is mandatory)	Maximum Input Characters	Remarks
2	Remarks	-	• Display only • Items that are registered in the remarks column in WebUI at the time of MFP device registration is displayed. • If multiple devices are selected in the device list, blank is displayed.
3	Profile (*)	-	• Selectable • Select the profile that links to the target device in the device list by default. • If nothing is selected, or if different profiles are linked in multiple devices, a status of no selection is applied.

5. **In the registered device list screen, confirm if a profile is assigned to the device that is set.**
6. **Start RICOH Scan CX with the device to confirm that the profile is displayed.**
    - The automatic update of the profile is not performed for 1 hour after the implementation. If it is necessary to perform the update immediately, please reboot the device.
    - If the profile that is already assigned to the device is edited, the profile is reflected at the time of the profile update timing without performing the assignment operation again.

6. Uninstallation

Priority Feature Cancellation

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

RICOH Scan CX v1 Uninstallation

Please see the Service Manual of Remote Install Manager.

7. Appendix

VM Card Update

1. Access the RICOH Scan CX Embedded management tool to write down the settings.
2. Download Error Job using Job Management function from the maintenance of RICOH Scan CX Embedded management tool.
3. Uninstall RICOH Scan CX Embedded from the device.
4. Update the Java VM.
5. Install RICOH Scan CX Embedded.
6. Set the settings value that were written down again.

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