



Operating Instructions

RICOH Streamline NX PC Client Operation Guide

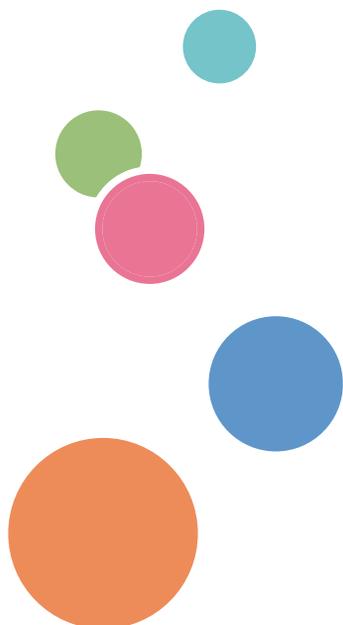


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Guides for This Solution

The following guides are available for RICOH Streamline NX:

Installation Guide (PDF)

This guide is for the administrator. It describes how to install, uninstall, and activate the system and how to configure the database. It also describes how to install RICOH Streamline NX PC Client.

Administrator's Guide (PDF/HTML)

This guide is for the administrator. It describes the system workflow and how to operate the Management Console. The following functions are described:

- Device management
- User management
- Print management
- Capture management
- Server management
- Log management

User's Guide (PDF/HTML)

This guide is for general users. It describes how to scan a document using the operation screen of the device. It also describes the Send to Email, Send to Folder, and Send to FTP functions and how to use the mobile app.

RICOH Streamline NX PC Client Operation Guide (PDF/HTML)

This guide is for general users. It describes how to configure RICOH Streamline NX PC Client installed on a client computer and how to perform Client Secure Print and Dynamic Delegation Print.

Reporting and Dashboards Guide (PDF/HTML)

This guide is for administrators and general users. It describes the report settings and report types that can be generated within the Management Console.

Important Information about Device Configuration (PDF)

This guide is for administrators. It describes the management extension function for device settings.

How to Read This Manual

Symbols

This manual uses the following symbols:

 **Important**

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

 **Note**

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

[]

Indicates the names of keys on the machine's display or control panels.

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 or non-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.

Contents of this document are subject to change without notice.

Terminology

This section describes the terms used in this guide.

Client computer

This is a computer other than a server that uses the RICOH Streamline NX system. The Secure Print and Dynamic Delegation Print functions can be performed when RICOH Streamline NX PC Client is installed.

Delegation Server

The Delegation Server processes the printing, document delivery, and device management functions. Depending on the size of the system and how the various functions are used, multiple Delegation Servers can be created to distribute the load.

Device

This refers to a printer or MFP. In this guide, printers and MFPs are referred to as "devices".

Trademarks

Microsoft, Windows, Windows Vista, Internet Explorer, Excel, SQL Server are either registered trademarks or trademarks of Microsoft Corp. in the United States and/or other countries.

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

- The product names of Windows Vista are as follows:

Microsoft® Windows Vista® Ultimate

Microsoft® Windows Vista® Business

Microsoft® Windows Vista® Home Premium

Microsoft® Windows Vista® Home Basic

Microsoft® Windows Vista® Enterprise

- The product names of Windows 7 are as follows:

Microsoft® Windows® 7 Home Premium

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

Microsoft® Windows® 8.1 Pro

Microsoft® Windows® 8.1 Enterprise

- The product names of Windows 10 are as follows:

Microsoft® Windows® 10 Home

Microsoft® Windows® 10 Pro

Microsoft® Windows® 10 Mobile

Microsoft® Windows® 10 Enterprise

Microsoft® Windows® 10 Education

Microsoft® Windows® 10 Mobile Enterprise

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1. Overview

RICOH Streamline NX PC Client is an application that is installed on client computers running under Windows. It works with RICOH Streamline NX to enhance the printing functionality.

Overview of RICOH Streamline NX PC Client

The following functions can be used when RICOH Streamline NX PC Client is installed on a client computer:

- Printing documents safely (Client Secure Print)
- Granting the printing privilege to a specified delegate user (Dynamic Delegation Print)
- Printing documents based on rules defined by the administrator (Rule-based Printing)
- Transmitting accounting information to the RICOH Streamline NX server (Client Accounting)

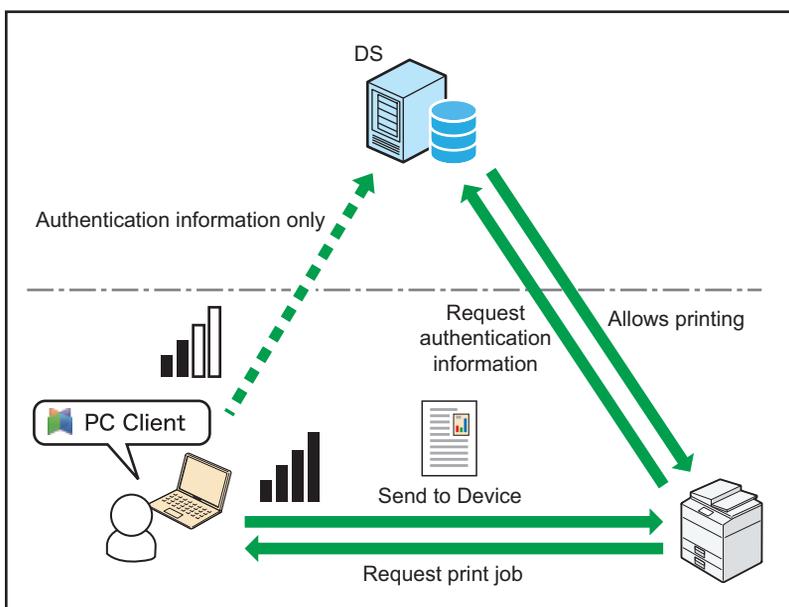
Overview of Client Secure Print

Client Secure Print can be used to store print jobs in the data folder on the user's computer. Print jobs are stored locally within RICOH Streamline NX PC Client, eliminating the need to transmit print jobs to Server, and Secure Print can be performed promptly even in an area with limited bandwidth connection.

The printer driver must be installed on the client computer to perform Client Secure Print.

↓ Note

- To install the printer, perform [Add a Printer] in [Programs and Features] under [Control Panel], and then select "SLNX Secure Print Port". For details, contact your administrator.



Overview of Dynamic Delegation Print

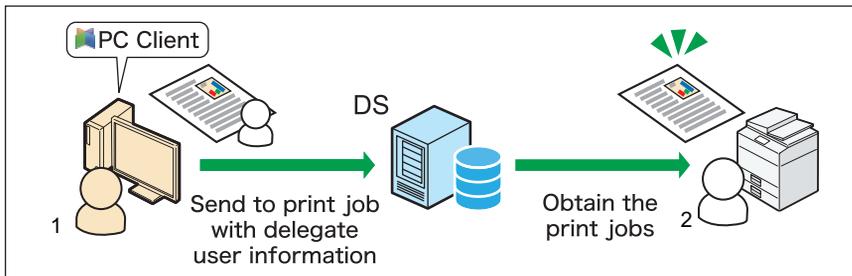
Dynamic Delegation Print is a function that allows only the sender of the print command and specified delegate users to output a print job by a printer.

- Specify up to 10 candidates in advance as delegate users.
- Of the 10 candidates, select up to 5 candidates as delegate users when a print job is sent.

If the shared printer on the Delegation Server is selected as the printer to be used for printing, the print job will be stored on the Delegation Server. In addition, if a local printer configured with SLNX Secure Print Port is selected, the print job will be stored in the data folder of RICOH Streamline NX PC Client.

You can use Dynamic Delegation Print for the following purposes:

- To have a document to be used in a meeting that was sent from a corporate officer printed by a secretary on behalf of the corporate officer.
- To send a job of a sensitive document from a member at the corporate head office to a salesperson out on a business trip, and grant print privilege of the job only to the salesperson when the salesperson needs the document while in the office that is the business trip destination.



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1. User

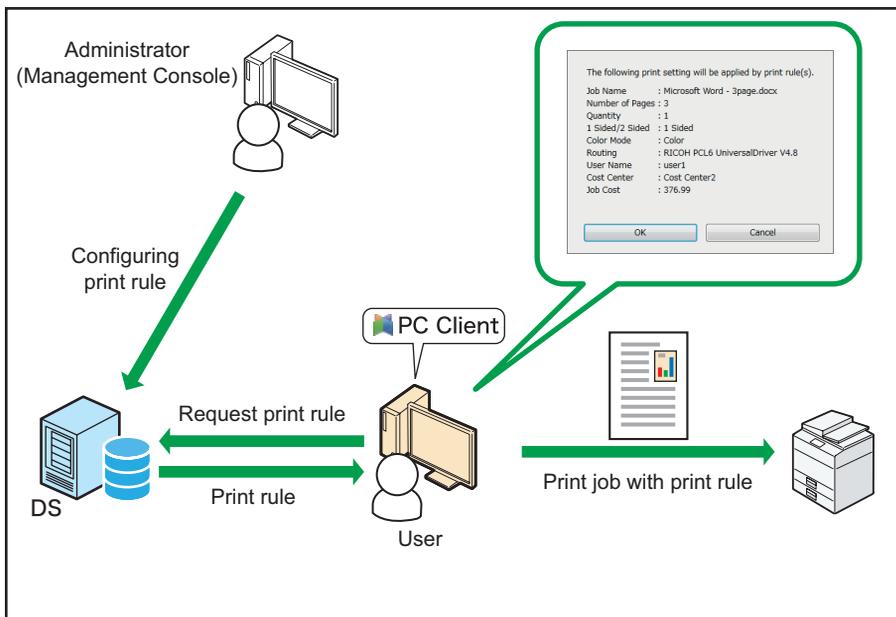
2. Delegate User

Overview of Rule-based Print

Rule-based Print is a function that processes print jobs according to the rules defined by the administrator. When a print job is sent from a client computer, the print rules are applied. RICOH Streamline NX PC Client displays a pop-up message indicating the applied print rules.

Examples of the print rules are as follows:

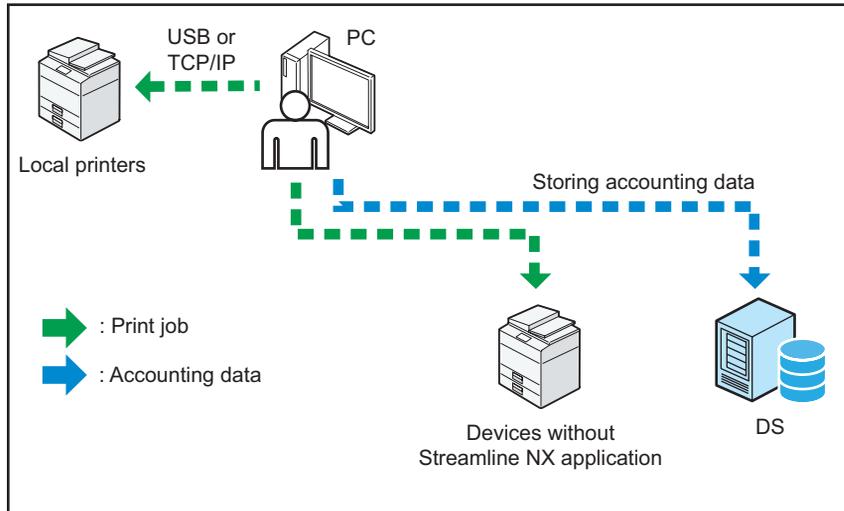
- Changing the print settings to black-and-white and two-sided printing forcibly
- Preventing printing of documents with many pages
- Redirecting print jobs to appropriate devices based on the installation location and operating cost



DSW401

Overview of Client Accounting

Configure Client Accounting to collect and store accounting data on a device that is connected only via USB and not on the network, or on a device that is not installed with the Streamline NX device application. The user is identified using the user information registered to the system and can perform printing on the device.



DSW402

Note

- Information such as the paper size and number of copies printed is sent to the Delegation Server for recording.
- If the Print Rules should satisfy the print job criteria that is specified on the Delegation Server, the rules will also be applied to print jobs that are performed using Client Accounting.

2. Printing Using RICOH Streamline NX PC Client

Use the functions shown below to print from a client computer with RICOH Streamline NX PC Client installed.

Using Client Secure Print

To perform Client Secure Print, print a document on a local printer that has been configured with SLNX Secure Print Port.

★ Important

- **User identification is required to perform Client Secure Print. When Windows Authentication is not used as the authentication method, specify the authentication information. For details, see page 23 "Authentication Settings".**

1. Select [Print] from the [File] menu in the application.

The print rules configured on the Delegation Server are applied to the print job, and the job is stored in the data folder of RICOH Streamline NX PC Client.

2. Check that the print job is spooled.

The "Succeeded to spool the print jobs." message is displayed in the notification area.

If spooling of the print job fails, one of the following messages is displayed:

Message	Causes and Solutions
Printing has been cancelled. Could not connect to the delegation server.	Cannot connect to the Delegation Server. The entered IP address is incorrect, or the network is disconnected. Contact your administrator.
Printing has been cancelled. Authentication has failed. Please check the login user name and password.	The login user name or password is incorrect. Check that the authentication information is correctly configured on the "Authentication Settings" screen. Contact your administrator.
Printing has been cancelled. Authentication by the delegation server has failed. Please ask the system administrator.	Failed to connect to the Delegation Server via SSL. Contact your administrator.

3. Log in to the device, and then display the list of print jobs.

4. Select a print job in the list, and then print the job.

The selected print job is sent to the device, and printing of the job is performed.

Note

- If you attempt to shut down the client computer while a print job waiting to be printed remains, the shutdown process will be blocked by RICOH Streamline NX PC Client. Follow the instruction in the displayed message, and execute or cancel the printing of the job.

Deleting a Job

The following three methods are available to delete jobs:

Deleting Jobs Manually

Delete jobs on the device screen.

For details, see "Deleting a Print Document", User's Guide.

Deleting Jobs Periodically

A retention period of Client Secure Print jobs is specified on RICOH Streamline NX PC Client. The job whose retention period has passed is deleted from the data folder.

You can configure the [Scheduled Processing Settings] setting on the [Preferences] screen. For details, see page 24 "Client Secure Print".

Deleting Printed Jobs

A print job of Client Secure Print can be configured to be deleted or retained in the data folder after the job is printed.

You can configure the [Printed Jobs] setting on the [Preferences] screen. For details, see page 24 "Client Secure Print".

Performing Dynamic Delegation Print

Configure the settings to allow a delegate user other than yourself to output and send a print job.

★ Important

- To perform Dynamic Delegation Print, specify the candidates of the delegate user in advance. For details, see page 25 "Dynamic Delegation Print".
- User authentication is required to perform Dynamic Delegation Print. When Windows Authentication is not used as the authentication method, specify the authentication information. For details, see page 23 "Authentication Settings".

↓ Note

- The print jobs stored on the Delegation Server are deleted after the storage period (seven days by default) specified by the administrator has passed.

1. Select [Print] from the [File] menu in the application.

The print rules specified on the Delegation Server are applied to the print job, and the job is stored.

The location where the print job is stored differs depending on the selected printer. When the shared printer on the Delegation Server is selected, the print job is stored on the Delegation Server. When a local printer configured with SLNX Secure Print Port is selected, the job is stored in the data folder of RICOH Streamline NX PC Client.

2. Select the delegate user on the "Select Delegate User" screen.

Microsoft Word - 3page.docx

Select delegate users. Can select up to 5 users.

	User Name	Authentication Profile	Full Name
<input checked="" type="checkbox"/>	user_001	example.com	user_001
<input type="checkbox"/>	user_002	example.com	user_002
<input type="checkbox"/>	user_003	example.com	user_003
<input type="checkbox"/>	user_004	example.com	user_004
<input type="checkbox"/>	user_005	example.com	user_005

OK Cancel

Choose whether or not to specify the delegate user for each job on the [Preferences] screen.

When Selecting the Delegate User for each Print Job (Default)

Select a delegate user from the candidates displayed on the "Select Delegate User" screen, and then perform printing. RICOH Streamline NX PC Client sends the information to the selected delegation user or stores the print job on the Delegation Server.

When Not Selecting the Delegate User for each Print Job

The "Select Delegate User" screen is not displayed. The delegate user configured in advance is automatically selected. RICOH Streamline NX PC Client sends the information to the selected delegation user or stores the print job on the Delegation Server.

3. The delegate user logs in to the device and performs printing.

The name of the user that has sent the print job is displayed in the print job list.

↓ Note

- The print job is not deleted when the delegate user account is deleted.
- In addition to the specified delegate user, the user that sent the print job can also print the job from the device.

Selecting Cost Centers

The screen for selecting Cost Center may be displayed when printing is performed. Select the department to which to assign the cost incurred in printing the job on the screens shown below.

Selecting a Cost Center

When two or more Cost Centers are assigned to the user information, select a Cost Center from the menu.

Select Cost Center.

Job Name : Microsoft Word - 3page.docx

Cost Center :

description 02 [cost center 02]

OK Cancel

Searching a Cost Center

When a Cost Center is not assigned to the user information, search for and specify a Cost Center.

Microsoft Word - 3page.docx

Cost Center Name | c Search

Search and select a cost center.

Cost Center Name	Description
cost center 01	description 01
cost center 02	description 02
cost center 03	description 03
cost center 04	description 04
cost center 05	description 05
cost center 06	description 06
cost center 07	description 07
cost center 08	description 08
cost center 09	description 09
cost center 10	description 10

<< 1-10/30 >>

OK Cancel

3. Preferences

The items and functions that can be configured on the [Preferences] screen are described below.

You can configure the settings depending on the server settings specified by the administrator.

Selecting the Location Profile

Depending on the administrator's setting, you can select a location profile to be applied to your copy of RICOH Streamline NX PC Client.

3

1. Right-click the  icon in the notification area and select [Select Profile].
2. Select a location profile.
3. Press [OK].

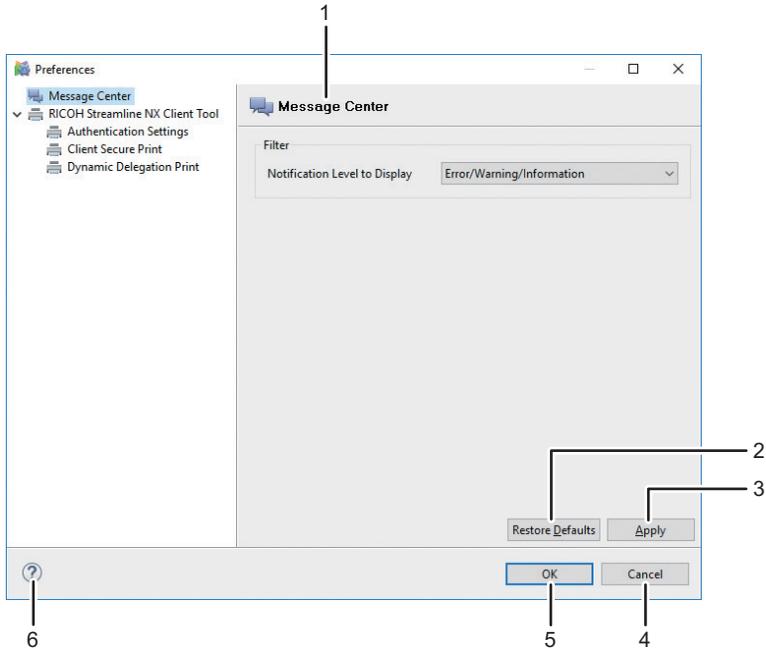
RICOH Streamline NX PC Client starts downloading the selected location profile from the Delegation Server.

Note

- You may not be able to change some settings in [Preferences] when a location profile is selected and applied.

Preferences Screen

Right-click the  icon in the notification area and select [Preferences] to display the screen shown below.



DSW403

1. Title/Error Message

Displays the title of the settings category.

Displays an error message when an error occurs.

2. [Restore Defaults]

Restores the value of each setting item to the default value.

3. [Apply]

Applies the changes made to each setting item.

4. [Cancel]

Cancels the changes made to each setting item.

5. [OK]

Applies the changes made to each setting item, and then closes the window.

6.

Displays Help.

Note

- For an item causing an error,  and the error details are displayed in the title and the setting item. You cannot click [Apply] or [OK] until the error is resolved.
- For an invalid entry,  and a warning message are displayed. You can ignore the warning and click [Apply] or [OK].

Message Center

This section describes the setting items of [Message Center]. Right-click the  icon in the notification area and select [Preferences] to display the settings screen of [Message Center].

Specify the type of messages to be displayed in the balloon.

Item	Description
Notification Level to Display	<p>Specify the type of messages to be displayed on the desktop.</p> <ul style="list-style-type: none"><li data-bbox="522 593 856 623">• [Error/Warning/Information] Displays all notification information as messages.<li data-bbox="522 687 1195 799">• [Error/Warning] Displays a message when a print process could not proceed or certain user operations are required.<li data-bbox="522 819 1126 931">• [Error] Displays a message only when a print process could not proceed.

Authentication Settings

This section describes the setting items of [Authentication Settings]. Right-click the  icon in the notification area and select [Preferences] to display the settings screen of [Authentication Settings].

Item	Description
User Name	Enter the user name to be used for authenticating print jobs.
Password	Enter the password.
Confirm User Name	Check whether the [User Name] exists.

Note

- When Windows Authentication is used as the authentication information for print jobs, no items can be configured on the "Authentication Settings" screen.

Client Secure Print

This section describes the setting items of [Client Secure Print]. Right-click the  icon in the notification area and select [Preferences] to display the settings screen of [Client Secure Print].

Item	Description
Printed Jobs	Specify whether or not to delete the print job after it has printed.
Scheduled Processing Settings	<ul style="list-style-type: none"> • Job Storage Period Specify the period to retain the print job. Specify from the following: <ul style="list-style-type: none"> • When [day(s)] is selected: 1–365 day(s) • When [hour(s)] is selected: 1–24 hour(s) The default is 7 Days. • Exclude Saturdays and Sundays from Storage Period Specify whether or not to exclude weekends from the specified job storage period. • Auto Delete Interval (hours) Specify the interval to delete the print jobs for which the job storage period has elapsed.

Dynamic Delegation Print

This section describes the setting items of [Dynamic Delegation Print]. Right-click the  icon in the notification area and select [Preferences] to display the settings screen of [Dynamic Delegation Print].

Item	Description
Delegate User Candidate List	Displays the delegate user candidates in a list. Users whose check box is selected in this list are shown as selected as delegate users on the "Select Delegate User" screen that is displayed when a print job is sent.
Select Delegate User Candidate...	Displays the "Select Delegate User Candidate" screen. Search for a user by [User Name] or [Full Name], and move the user displayed in the list from the list on the left side to the list on the right side. Note <ul style="list-style-type: none"> Specify up to 10 candidates as delegate users. Of the 10 candidates selected on the "Select Delegate User Candidate" screen, select up to 5 candidates as delegate users when a print job is sent.
Do not Select Delegate User Every Time on Printing	The "Select Delegate User" screen is not displayed when this check box is selected. Users whose check box is selected on the delegate user candidate list are automatically set as delegate users.
Output Printer	Select the printer to be used for printing.

Note

- When there is no printer available, the "There is no printer available for use." message is displayed.
- For details about the shared printer on the Delegation Server, contact the administrator.

4. Troubleshooting

This chapter shows the list of messages that are displayed in RICOH Streamline NX PC Client and describes the cause and solution of each message.

List of Messages

Common

Message	Cause	Solution
Cannot detect the set printer.	The printer specified on the settings screen could not be found.	Specify a printer that is available.
An error occurred while processing job "<Print Job Name>", and the process has been cancelled.	An error has occurred while a print job has been processed.	Contact your administrator.

Rule-based Print

Message	Cause	Solution
Insufficient memory. Job "<Print Job Name>" has been cancelled.	Another application that is running at the same time is using up the memory.	<ul style="list-style-type: none">• Close all applications that are not being used.• Add more memory to the client computer.• Restart the client computer, and then print the job again.

Client Secure Print

Message	Cause	Solution
Failed to spool the print jobs.	Cannot connect to the Delegation Server. The entered IP address is incorrect, or the network is disconnected.	Contact your administrator.

Message	Cause	Solution
A problem occurred while spooling the print jobs.	A problem has occurred while the print job has been spooled.	Contact your administrator.

Dynamic Delegation Print

Message	Cause	Solution
Add at least one delegate user candidate.	No delegate user candidate is registered to the [Dynamic Delegation Print] settings.	Add at least one delegate user candidate.
Could not connect to the delegation server.	Cannot connect to the Delegation Server. The entered IP address is incorrect, or the network is disconnected.	Contact your administrator.
Authentication by the delegation server has failed. Please ask the system administrator.	Failed to connect to the Delegation Server via SSL.	Contact your administrator.
Authentication has failed. Please check the login user name and password.	The login user name or password is incorrect.	Check that [User Name] and [Password] in [Authentication Settings] are correct, or contact your administrator.

Client Accounting

Message	Cause	Solution
Printing has been cancelled. Could not connect to the delegation server.	Cannot connect to the Delegation Server. The entered IP address is incorrect, or the network is disconnected.	Contact your administrator.
Printing has been cancelled. Authentication has failed. Please check the login user name and password.	The login user name or password is incorrect.	Check that [User Name] and [Password] in [Authentication Settings] are correct, or contact your administrator.

Message	Cause	Solution
Printing has been cancelled. Could not connect to the delegation server.	Failed to connect to the Delegation Server via SSL.	Contact your administrator.
Cannot find the printer.	The printer's IP address was changed.	<ul style="list-style-type: none">• Check the printer's IP address.• Contact your administrator.

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