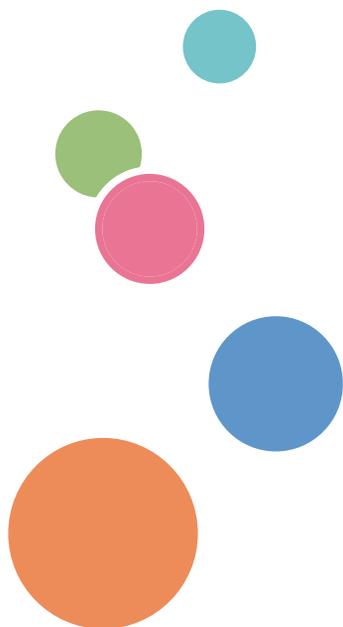




Operating Instructions

# Migration Guide: For Device Manager NX





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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.

## **Migration Guide: For Device Manager NX (PDF)**

This guide is for the administrators. It describes how to execute the migration of data from the existing product to RICOH Streamline NX.

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# How to Read This Manual

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## Symbols

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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.

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## Important

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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.

Contents of this manual are subject to change without prior notice.

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## Revision History

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Date	Revision No.	Revision Details
5/19/2017	1.0.0	First release of document
12/22/2017	1.1.0	Document for 3.1.0 software release

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# Trademarks

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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
- The product names of Windows Server 2008 R2 are as follows:
  - Microsoft® Windows Server® 2008 R2 Standard
  - Microsoft® Windows Server® 2008 R2 Enterprise

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Microsoft® Windows Server® 2008 R2 Datacenter

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

Microsoft® Windows Server® 2012 Essentials

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 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 Datacenter

Microsoft® Windows Server® 2016 Standard

Microsoft® Windows Server® 2016 Essentials

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Microsoft product screen shots reprinted with permission from Microsoft Corporation.

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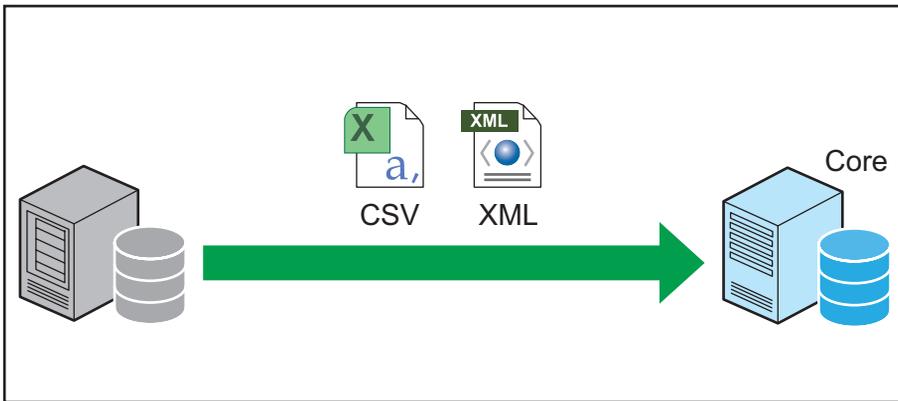
# Read This First

Use this guide to plan and execute the migration of data from the existing product to RICOH Streamline NX. The illustration below depicts the migration process.

The term "existing product" refers to the following products:

- RICOH Device Manager NX Pro/Enterprise
- Remote Communication Gate S
- Ridoc IO OperationServer Pro (Launched in Japan only)

For details about migration process of RICOH Streamline NX v2.XX to v3.XX, contact your service representative.



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## Data Types that Can Be Migrated

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### RICOH Device Manager NX Pro/Enterprise

The following data can be imported into RICOH Streamline NX:

- The IP addresses and port numbers of the Core Server and DM server
- Information of the connection to the Core Server
- All data contained in the data folder
- All data contained in the database

Data can be migrated into RICOH Streamline NX from all versions of RICOH Device Manger NX Pro/Enterprise (64-bit).

**Note**

- Upgrading from the 32-bit version of RICOH Device Manager NX Pro/Enterprise is not possible.

- 
- Upgrading the product is not possible while an Oracle database with RICOH Device Manager NX Enterprise is used.

### **Remote Communication Gate S/Ridoc IO OperationServer Pro**

The following data can be imported into RICOH Streamline NX:

#### **★ Important**

- **The device information that is migrated using the migration tool will be associated with a Delegation Server. To distribute devices among multiple Delegation Servers so that they are managed, use the Management Console of RICOH Streamline NX to allocate each device.**
- Devices and device groups
- Discovery settings
- Polling schedule
- Access accounts
- SMTP settings

You must have the following versions (or later) installed to perform this migration:

- Remote Communication Gate S Version 01.02.03
- Ridoc IO OperationServer Pro Version DM02.09.00



# 1. Migration Workflow

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## Migrating the Data

This migration requires the following steps:

**★ Important**

- If you are using the @Remote service, contact the Ricoh service representative before beginning the migration as you need to perform ID replacement in the Center System to migrate the data from RICOH Device Manager NX to RICOH Streamline NX.

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### Migration from RICOH Device Manager NX Pro/Enterprise

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1. ▶ page 11 "Upgrade Install"

Exporting and importing the data are not required when you are migrating from RICOH Device Manager NX Pro/Enterprise. Install RICOH Streamline NX over the existing installation of RICOH Device Manager NX Pro/Enterprise on the same server.

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### Migration from Remote Communication Gate S or Ridoc IO OperationServer Pro

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1. ▶ page 16 "Using the Management Tool to Export the Data"

Use the Management Tool to export the device data.

2. ▶ page 18 "Using the Authentication Manager to Export the Data"

Use the Authentication Manager to export the user account data.

3. ▶ page 19 "Import the Data to RICOH Streamline NX"

Select the data types you want to migrate to RICOH Streamline NX, then select the correct data backup file paths for each type.



# 2. Upgrading from RICOH Device Manager NX

## Upgrade Install

This chapter explains how to perform the upgrade install of RICOH Streamline NX over RICOH Device Manager NX Pro/Enterprise.

### ★ Important

- A message regarding the @Remote function appears in the middle of installation. When using the @Remote function, suspend the upgrade process and contact a RICOH service representative.
- The paths to the install location of the system and storage folder of the data are carried over from the paths specified in RICOH Device Manager NX Pro/Enterprise. This cannot be changed.
- The license for RICOH Device Manager NX Pro/Enterprise is not carried over to RICOH Streamline NX. Deactivate the license before upgrading if necessary. Also, a separate license for RICOH Streamline NX is required to use RICOH Streamline NX.
- If an upgrade from RICOH Device Manager NX Enterprise is being performed, and multiple computers have the installation locations of the Core Server and DM server, upgrade the Core Server first, and then upgrade the DM server.

1. Double-click "Setup.exe" to run the installer.
2. Select the language to use for the installation, and click [OK].
3. Click [Next].
4. Read the entire software license agreement. If you agree, select [I accept the terms in the license agreement], and then click [Next].
5. On the "Service Logon Information" window, specify the information to use when logging in to a service.
  - [Login as System account]  
Start the service using the system account on Windows.
  - [Login as Windows account]  
Start the service using the specified Windows account. Enter the user name and password of the Windows account.

### ↓ Note

- If using Windows Authentication Mode with SQL Server, you must use a Windows account.
  - The Delegation Server that communicates with the MIE server must use a Windows account.
6. Click [Next].

**7. On the "Security Connection Keys" screen, click [Generate] as necessary.**

A key is generated when the Core Server is installed. Be sure to make note of the key and store it in a location only visible to the administrator. The stored key has the following applications:

Key type	Application
Delegation Server	This is required to install the Delegation Server on separate hardware.
MIE server	This is required to install the MIE server on separate hardware.
RICOH Streamline NX PC Client (optional)	Specifying of this key is optional. This is required to install RICOH Streamline NX PC Client to a client computer.
Embedded (optional)	Specifying of this key is optional. This is used by the Management Console when installing the Embedded Applications to a device.
User Management (optional)	Specifying of this key is optional. This key is required when you are installing an application that uses the cooperating API provided by RICOH Streamline NX. If you are not using the cooperating application, leave the key entry field blank.

Enter the saved key when performing a custom installation of only a Delegation Server or MIE server.

**Note**

- A key is generated automatically when you click [Generate].
- You can also specify any text string as the key.
- Leave the key entry field blank if you are not specifying any key.

**8. Click [Next].**

**9. When a typical installation is performed, specify SLP on the "SLP Configuration" window.**

Function to be installed	Description
SLP	<p>On the "SLP Configuration" window, specify the scope of the Delegation Server.</p> <ul style="list-style-type: none"> <li>Scope Enter the string to use when RICOH Streamline NX PC Client detects a Delegation Server.</li> </ul>

**10. Click [Next].**

**11. On the "Ready to Install the Program" window, click [Install].**

The installation starts.

**12. When installation is completed, click [Finish].**

Navigate to the following URL from the web browser on a client computer, and check that the login screen of the Management Console is displayed.

- When not using SSL  
`http://(IP-address-or-hostname-of-Core Server):(port-number)/index.html`
- When using SSL  
`https://(IP-address-or-hostname-of-Core Server):(port-number)/index.html`

**Note**

- If the login screen of the Management Console is not displayed correctly, delete the cache of your web browser and access the URL of the Management Console again.
- After installation of the system is completed, the following services are installed according to the installed functions:

Installed function	Service
Core Server	RICOH SLNX Central Manager Service
Delegation Server SLP FMAudit	RICOH SLNX Delegation Server Service

- To install the MIE server, select RICOH Streamline NX from [Program and Features] in the control panel, click [Change], and then follow the instructions in the wizard that appears.
- After installation of the MIE server is completed, the following services are installed:
  - RICOH SLNX Mobile Intranet Extender Service



# 3. Data Migration from Remote Communication Gate S or Ridoc IO OperationServer Pro

## Overview

To acquire the data from Remote Communication Gate S or Ridoc IO OperationServer Pro, you will use the Management Tool and the Authentication Manager. These tools are located on the Windows Start Menu within the existing product folder. After the acquisition is complete, you will have the following backup data files:

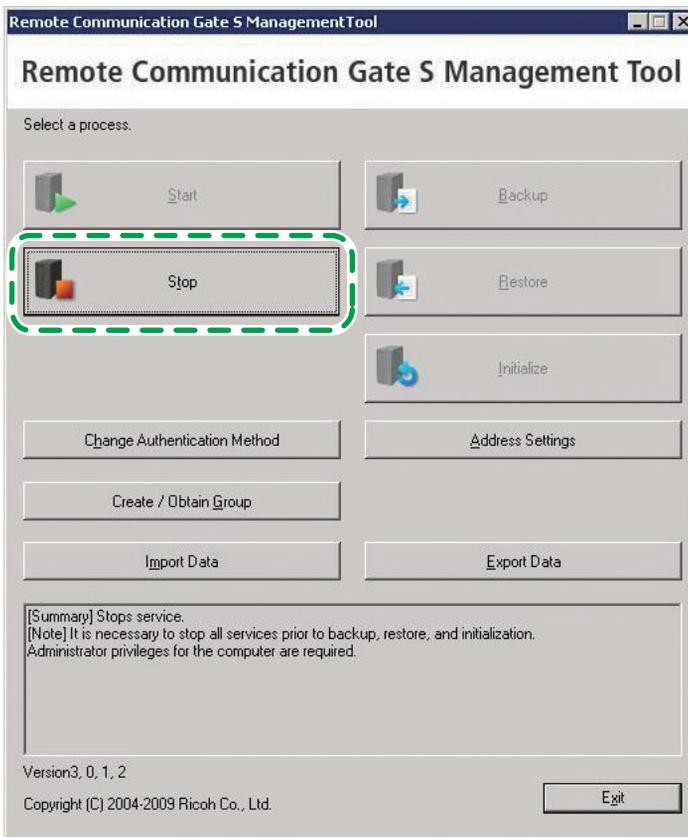
Tool	Backup File	Data to be migrated
Management Tool	management.xml	<ul style="list-style-type: none"><li>• Device and device groups</li><li>• Discovery settings</li><li>• Polling schedule</li><li>• Access accounts</li><li>• SMTP settings</li></ul>
	DeviceGroup.csv <sup>*1</sup>	Devices and device groups
	software.xml	Proxy settings
Authentication Manager	UserInformation.csv <sup>*1</sup>	User Accounts

\*1 You can change these names when exporting device groups and user accounts, but for example purposes, this guide will refer to these files as DeviceGroup.csv and UserInformation.csv.

## Using the Management Tool to Export the Data

The [Backup] button in the Management Tool allows you to obtain the discovery settings, polling schedule, access accounts, Proxy setting, and SMTP setting of the managed devices in Remote Communication Gate S or Ridoc IO OperationServer Pro. The [Export] button in the Management Tool allows you to export the Device Group data. Ensure you complete all steps in this section.

1. On the Remote Communication Gate S server or the Ridoc IO OperationServer Pro server, locate the Management Tool on the start menu: click [All Programs] ▶ [Existing Product] ▶ [Management Tool].
2. On the main Management Tool screen, click [Stop] to stop the existing product's service.



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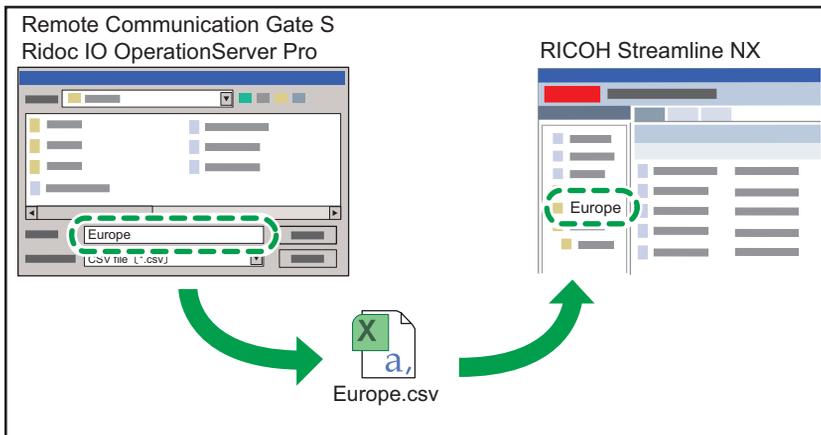
3. To start the backup, click [Backup].

The backup will start automatically, and the resulting files are placed in a folder named with the current date and timestamp. As shown in the example below, you will later require the management.xml file and the software.xml file. Ensure that you make note of the saved file locations.

4. To acquire the Device Group Data, open the Management Tool again, and click [Export Data].
5. In the Export screen, select [Group], then specify the name and location of the CSV file that will be output. This example uses the name DeviceGroups.csv for the exported file name. You will later require the exported file, so ensure that you make note of the saved file location.
6. Click [Perform] to save the backup.

**Note**

- When a CSV file is imported into RICOH Streamline NX, the name of the imported CSV file is registered as the category name in the device list. It is recommended to rename the CSV file to the name of the category to be registered before importing the file.



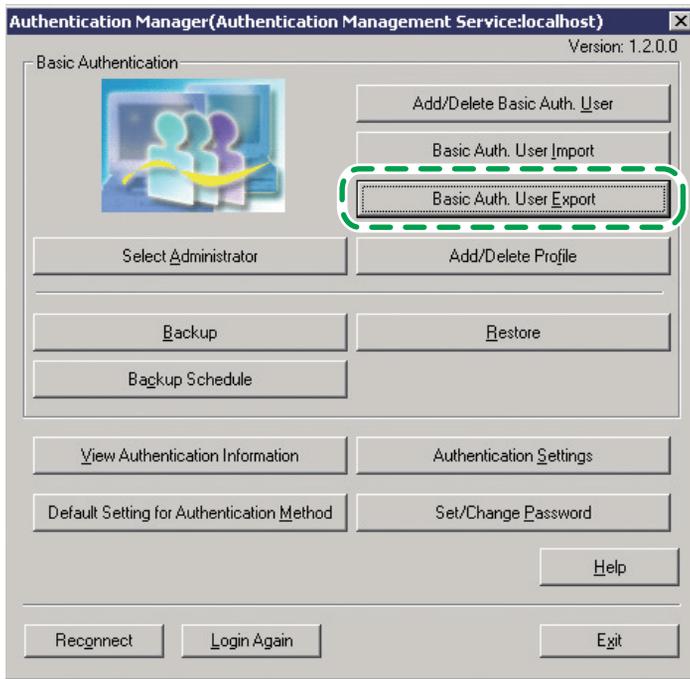
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# Using the Authentication Manager to Export the Data

This procedure will backup the user accounts from Remote Communication Gate S or Ridoc IO OperationServer Pro.

1. On the Remote Communication Gate S server or the Ridoc IO OperationServer Pro server, locate the Management Tool on the start menu: click [All Programs] ▶ [Existing Product] ▶ [Authentication Manager].
2. On the main Authentication Manager screen, click [BasicAuth. User Export] to export the user account data.

3



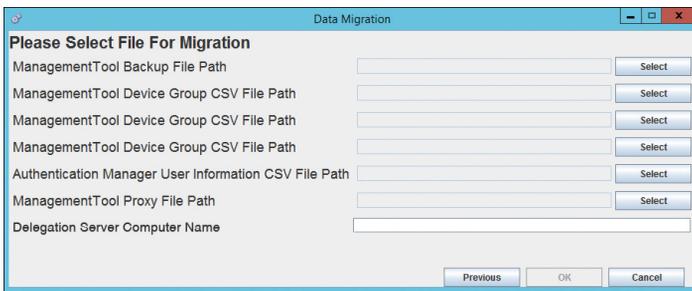
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3. In the Export dialog, choose a location where you will save the file. Click [OK] to save the file. This example uses the name UserInformation.csv for the exported file.

# Import the Data to RICOH Streamline NX

To import the data into RICOH Streamline NX, you require the Migration Tool, a propriety tool developed specifically for this purpose and is located in the RICOH Streamline NX Installation folder on the Core Server.

1. On the Core server, browse to the installation folder location of RICOH Streamline NX. From the [Tools] ► [Migration Tool] folder.
2. Double-click the MigrationTool.bat file to launch the Migration Tool.
3. In the Select Migration Data screen, check all of the items that you want to import to RICOH Streamline NX from Remote Communication Gate S or Ridoc IO OperationServer Pro.
4. Click [Next].
5. In the Please Select File For Migration screen, click the [Select] button beside each option, and browse to the location of the correct backup file that you saved previously.



Specify the following files for each item displayed on the screen from top to bottom.

Item Name	File to be Specified
ManagementTool Backup File Path	management.xml
ManagementTool Device Group CSV File Path	DeviceGroup.csv
ManagementTool Device Group CSV File Path	DeviceGroup.csv
ManagementTool Device Group CSV File Path	DeviceGroup.csv
Authentication Manager User Information CSV File Path	UserInformation.csv
ManagementTool Proxy File Path	software.xml

6. Enter the computer name of the Delegation Server to import the data.
7. Click [OK] to complete the migration process.

**8. Click [OK].**

The success message appears when the migration process is completed successfully.

For details about how to resolve the problem when the migration process fails, see page 21 "Error Messages".

# 4. Troubleshooting

## Error Messages

When the data migration succeeds, a success message is displayed. If the migration is unsuccessful, refer to the following table for potential errors and possible solutions.

Error Messages	Possible Resolution
The format of selected file is wrong	You did not select a file of the correct type. Refer to the table in page 15 "Overview" for a list of file types corresponding to the exported data.
Failed to access the database	Ping the Core Server database to ensure it is reachable.
Unexpected error. Finish data migration tool	The Migration Tool encountered an unexpected parameter. Restore the system to its initial state, then run the migration tool again.
There is no data to migrate	The file you selected does not contain any data. Select the correct file that contains the exported data.

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