RICOH RICOH Streamline NX Client Tool

Installation Guide

Symbols Used in the Manual

The symbols used in this manual have the following meanings.

⭐ **Important**

Indicates an explanation containing points to pay attention to when operating the software, restrictions, or other information. Be sure to read the explanation.

⬇ **Note**

Indicates an explanation containing information that is useful to know, a supplementary operating procedure, or other information.

[ ]

Indicates a screen item or button name.

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Notes

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Before Installation

This manual explains procedures using Windows 7 Professional as an example.

To perform the procedures described in this manual, you need to log in as a user with administrator privileges. Also, close all running applications and check that there are no current print jobs on the computer.

Overview

RICOH Streamline NX Client Tool is software for enhancing print functions that is linked with the RICOH Streamline NX system.

The software has the following features:

- Log in to a printing device and securely print documents (Client Secure Print[*1]).
- Permit specified delegate users to print (Client Delegation Print[*1]).
- Send document information printed on a locally connected printing device to a server (Client Accounting[*1]).

[*1] These are optional functions. Install the plugins to use the functions.

Client Secure Print

This is a function for securely checking, printing, and deleting from the operation screen of a printing device to ensure no print documents are left.
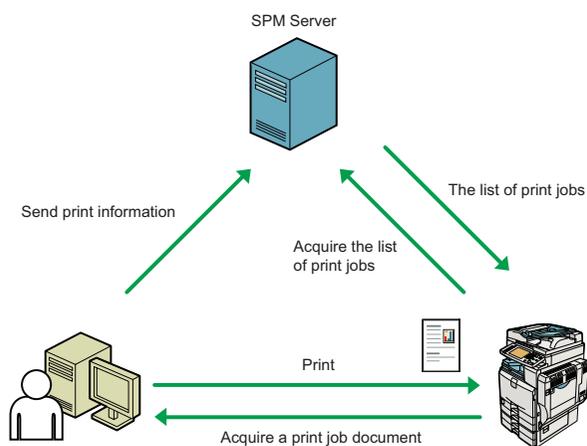
Client Secure Print has three modes for registering the print document data and the print document information.

Storing Data on the User's Computer Using the SPM Server

The print document is encrypted, and then saved to the user's computer.

The following information is sent to the SPM server:

- Location information of local computer
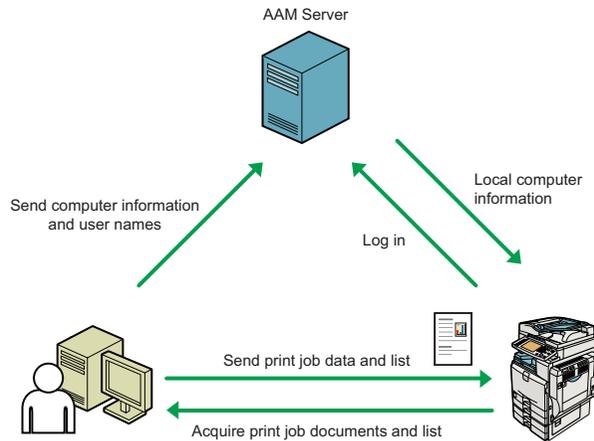- Print job name
- User name
- Print settings

DMV002

Storing Data on the User's Computer without Using the SPM Server

The print document is encrypted, and then saved to the user's computer.

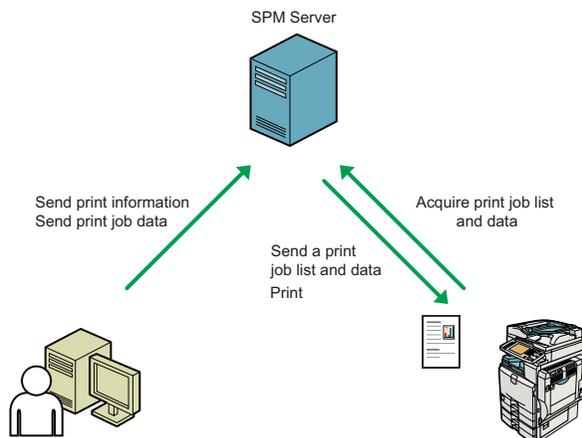The SPM server is not used. The following information is sent to the AAM server:

- Local computer information
- User name

Storing Data on the SPM Server

The print document and the print job information are encrypted with AES 128-bit encryption, and then saved to the SPM server.
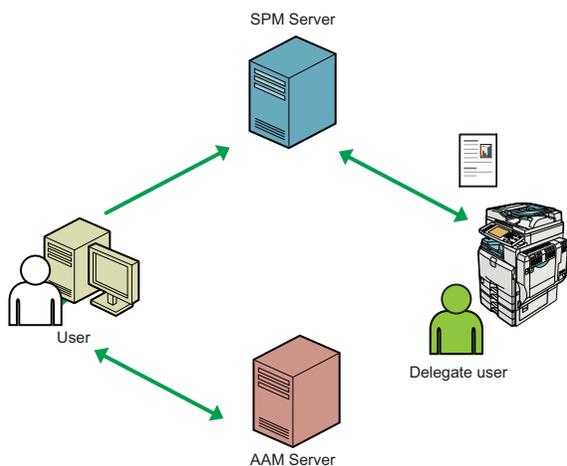
Client Delegation Print

This is a function for enabling printing from a device only by the person who instructed printing and the delegate set for each print job.

The print document is sent to the SPM server.

- Up to 5 delegate users can be specified every time printing is performed.
- Up to 10 delegate user candidates can be preset.

SPM Server
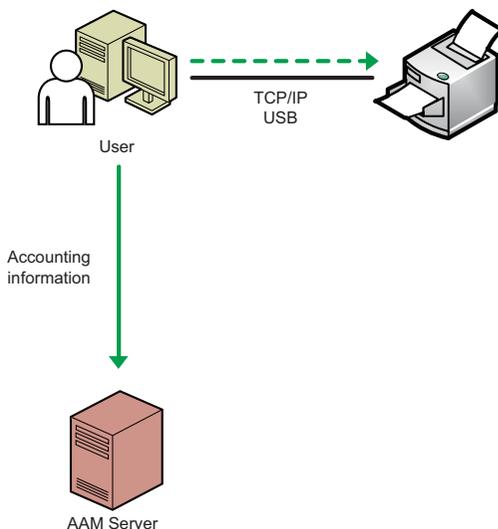
User

Delegate user

AAM Server

DBZ006

Client Accounting

This is a function for sending accounting information such as the number of sheets of a document printed by the following printing devices to the AAM server.

- Printer of standard TCP/IP port
- Printer connected via USB

User

TCP/IP
USB

Accounting
information

AAM Server

For Users

This section describes the procedures for users to install and uninstall the software.

Installing RICOH Streamline NX Client Tool

Installing RICOH Streamline NX Client Tool requires installation of RICOH Desktop Agent UX at the same time.

RICOH Desktop Agent UX is software for managing multiple Ricoh software.

⭐ Important

- **To use Kerberos authentication and encryption settings in the Client Secure Print function of RICOH Streamline NX Client Tool Ver. 1.2 or later, the following conditions are required.**
    - **The local computer is in a domain that supports the AAM server, Active Directory, and the Kerberos service**
    - **The optional PKI module has been installed on the device**
- **To use the Client Secure Print function that does not use the SPM server in RICOH Streamline NX Client Tool Ver. 1.2 or later, select [Print Job List from Desktop Client only] or [Both] from [Print Job List retrieval location] in Embedded settings for SPM server.**
- **If RICOH Streamline NX Client Tool Ver. 1.0.x or Ver. 1.1.x is installed, uninstall RICOH Streamline NX Client Tool Ver. 1.0.x or Ver. 1.1.x before installing RICOH Streamline NX Client Tool Ver. 1.2 or later.**
- **Save the installation folder to the local computer before beginning the installation.**
- **To install an optional plugin, the version of the optional plugin and RICOH Streamline NX Client Tool must be the same. Contact the administrator for information on how to check the version information of RICOH Streamline NX Client Tool and optional plugins.**

1. **Run "Setup.exe" in the installation folder.**

   When User Account Control is set, the [User Account Control] screen appears. Click [Yes].

2. **When the setup wizard screen appears, click [Next].**

3. **Check the terms of the software license agreement. Select [I accept the terms in the license agreement], and then click [Next].**

   The [Destination Folder] screen appears.

4. **Specify the program installation destination and data save destination, and then click [Next].**

   When changing the installation destination or data save destination from the default setting, click [Change] and specify the path.

   - Specify a path between 4 to 139 characters long for the save destination.
   - Do not enter spaces at the beginning or end of the path.
   - The following characters cannot be used for the path:" * ? | < > / ; @ & = + $, # ' %
   - Specify an absolute path.
   - Specify different folders for the installation destination and data save destination.
   - A subfolder of the folder specified for the data folder cannot be specified as the installation destination.

5. **Specify whether or not to regularly send usage reports for RICOH Streamline NX Client Tool to Ricoh's server, and then click [Next].**

6. **Click [Install].**

7. **When the setup completion screen appears, click [Complete].**

   RICOH Desktop Agent UX starts and the icon is displayed in the task tray.

🔽 **Note**

- For details about supported drivers, see the Ricoh website.
- If the installation folder contains optional plugin installers, the optional plugins are also installed at the same time.
- After installing RICOH Streamline NX Client Tool, launch the optional plugin installer to additionally install the optional plugins.
- Once sent to Ricoh's server, usage reports are used to analyze the usage of RICOH Desktop Agent UX and Ricoh software managed by RICOH Desktop Agent UX.
- To configure RICOH Streamline NX Client Tool, right-click the icon in the task tray, and then click [Preferences]. For details about the settings, see Help which can be displayed by clicking ⑦ in the [Preferences] screen.
- The following browsers are recommended for displaying Help:
  - Internet Explorer 6 or later
  - Firefox 3.5 or later
  - Safari 4.0 or later

  Enable JavaScript in the browser. If it is disabled, searches cannot be performed and some buttons cannot be used.
- To quit RICOH Streamline NX Client Tool, right-click the icon in the task tray, and then click [Exit].
- To start RICOH Streamline NX Client Tool, click the Windows [Start] button > [All Programs], and then click [RICOH Streamline NX Client Tool] > [RICOH Desktop Agent UX].

Uninstalling RICOH Streamline NX Client Tool

⭐ Important

- Uninstalling RICOH Streamline NX Client Tool requires uninstallation of RICOH Desktop Agent UX at the same time.
- Uninstalling RICOH Streamline NX Client Tool requires uninstallation of the optional plugins at the same time.
- To check the optional plugins installed using RICOH Desktop Agent UX, right-click the 📘 icon in the task tray, and then click [Version Information] > [Software List].
- Close RICOH Desktop Agent UX if it is running. To close RICOH Desktop Agent UX, right-click the 📘 icon in the task tray, and then click [Exit].

1. **Click [Uninstall a program] in [Control Panel].**

2. **Select [RICOH Streamline NX Client Tool], and then click [Uninstall].**

3. **Click [Next].**

4. **Select the [Delete the Data Folder] check box, and then click [Delete].**
   To keep the data folder, clear the [Delete the Data Folder] check box.

5. **Click [Next].**

6. **When the uninstallation is complete, click [Complete].**

⬇ Note

- The data folder contains usage reports, configuration files specified by the administrator, and other data.

Uninstalling Optional Plugins Only

⭐ Important

- To check the optional plugins installed using RICOH Desktop Agent UX, right-click the 📘 icon in the task tray, and then click [Version Information] > [Software List].
- Close RICOH Desktop Agent UX if it is running. To close RICOH Desktop Agent UX, right-click the 📘 icon in the task tray, and then click [Exit].

1. **Click [Uninstall a program] in [Control Panel].**

2. **Choose the optional plugin to uninstall from any of the following optional plugins, and then click [Uninstall].**
   - RICOH Streamline NX Client Accounting
   - RICOH Streamline NX Client Secure Print
   - RICOH Streamline NX Client Delegation Print

3. **Click [Next].**

4. **Select the [Delete the Data Folder] check box, and then click [Delete].**

To keep the data folder, clear the [Delete the Data Folder] check box.

5. **Click [Next].**

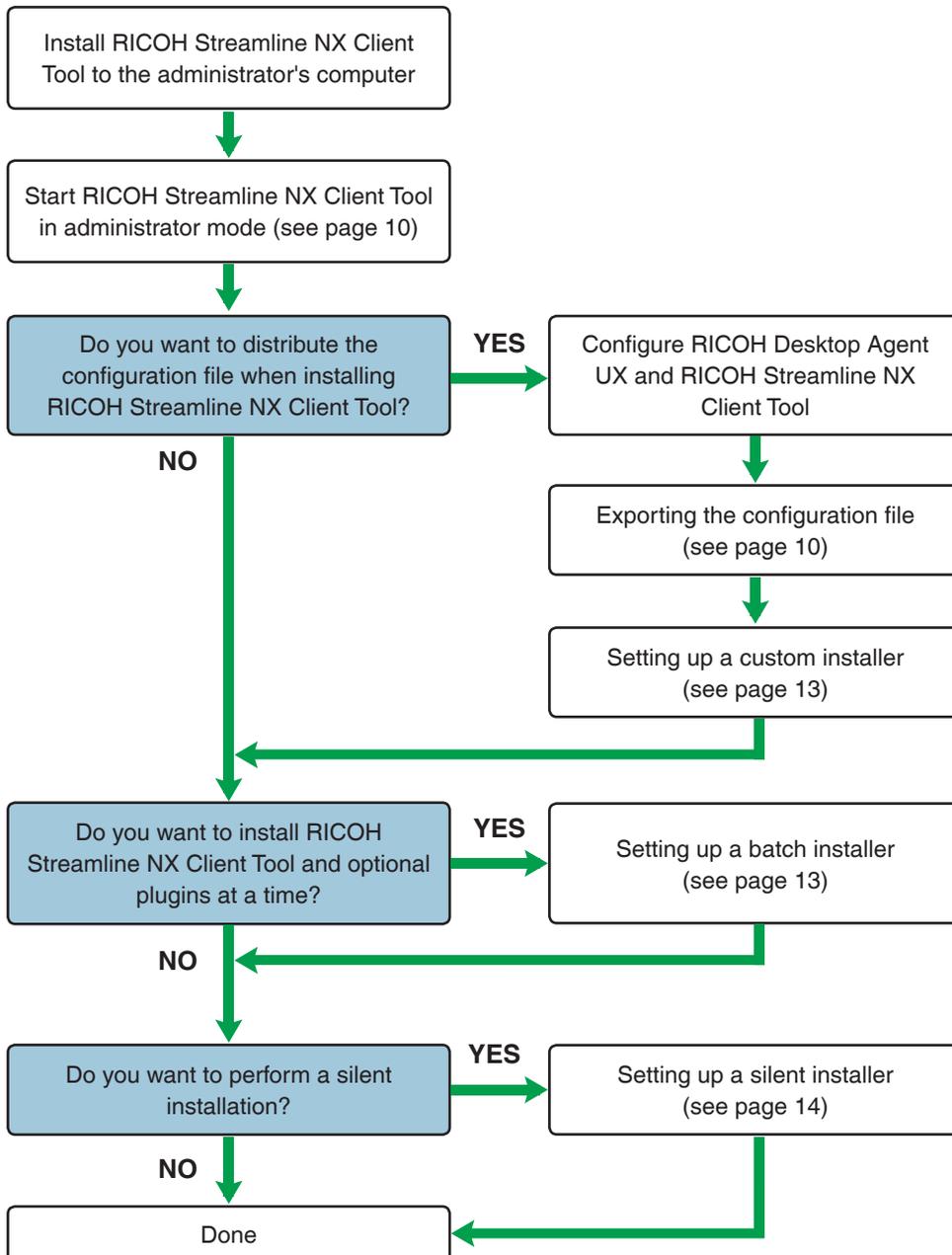**6.** **When the uninstallation is complete, click [Complete].**

⬇ Note

- The data folder contains usage reports, configuration files specified by the administrator, and other data.

For Administrators

The administrator can export the configuration files or create a custom installer.

Process Flow for Setting Up an Installer

The process flow for setting up an installer is as follows:

Install RICOH Streamline NX Client Tool to the administrator's computer

Start RICOH Streamline NX Client Tool in administrator mode (see page 10)

Do you want to distribute the configuration file when installing RICOH Streamline NX Client Tool? — **YES** → Configure RICOH Desktop Agent UX and RICOH Streamline NX Client Tool → Exporting the configuration file (see page 10) → Setting up a custom installer (see page 13)

NO

Do you want to install RICOH Streamline NX Client Tool and optional plugins at a time? — **YES** → Setting up a batch installer (see page 13)

NO

Do you want to perform a silent installation? — **YES** → Setting up a silent installer (see page 14)

NO

Done

Starting in Administrator Mode

In administrator mode, the configuration files for setting the functions of RICOH Streamline NX Client Tool can be created.

1. **Install RICOH Streamline NX Client Tool as described on page 5 "Installing RICOH Streamline NX Client Tool".**

2. **Open the configuration file installed in the following path in a text editor.**

   <Install Folder:>\configuration\config.ini

   The default setting for [Install Folder] is C:\Program Files\Ricoh\DesktopAgent.

3. **Change "com.ricoh.gamelan.adminMode=false" on the last line of the open config.ini to "com.ricoh.gamelan.adminMode=true".**

4. **Save the config.ini file.**

5. **Restart RICOH Desktop Agent UX.**

   RICOH Desktop Agent UX starts in administrator mode.

⬇ Note

- To cancel administrator mode, change the last line of "config.ini" to the following:

  com.ricoh.gamelan.adminMode=false

Managing the Configuration File

This section describes exporting and importing the configuration file.

Exporting the Configuration File

The administrator can export the settings configured in RICOH Streamline NX Client Tool to the configuration files. The exported configuration files can be distributed to users.

For details about how to distribute created configuration files, see page 12 "Configuring the Remote Settings".

1. **Start RICOH Desktop Agent UX in administrator mode as described on page 10 "Starting in Administrator Mode".**

2. **Right-click the ▥ icon in the task tray, and then click [Preferences].**

   The following options are added to each item in the [Preferences] screen.
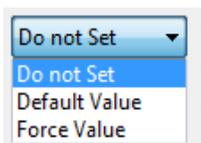
Do not Set	The configured setting is not exported to files.
Default Value	The configured setting is exported as the default setting to files.
Force Value	The configured setting is exported as a forced setting to the files. The user cannot change the setting of the exported files.

3. **Set one of [Do not Set], [Default Value], and [Force Value] for each setting item.**

4. **Click [Export].**

   A screen for entering the export destination directory and version appears.

5. **Enter the export destination directory and version.**

   Enter the version, which is specified as 1.0.0 and so on.

   The version you enter has no relation to the version of the application.

6. **Click [OK].**

   The "preference.zip" and "version.txt" are created in the path specified in [Export Destination Directory].

⬇ Note

- With [SSL Settings], the keystore file containing the SSL server certificate is exported instead of the setting values. Placing the exported keystore file on the server enables it to be distributed together with the configuration files.

Importing the Configuration File

The administrator can reuse a configuration file that was exported in the past by importing it.

1. **Start RICOH Desktop Agent UX in administrator mode as described on page 10 "Starting in Administrator Mode".**

2. **Right-click the 🖼 icon in the task tray, and then click [Preferences].**

3. **Click [Import].**

   The screen for entering the import source directory appears.

   Specify the directory containing the "preference.zip" file for the import source directory.

4. **Click [OK].**

   The configuration file below the import source directory is imported and reflected in the [Settings] window.

⬇ Note

- Only item included in the configuration files are configured.

Configuring the Remote Settings

Using the remote settings enables the configuration files created by the administrator to be updated automatically.

⭐ Important

- **To use remote settings, select [Use Remote Settings] in [Remote Settings] of RICOH Desktop Agent UX, and then configure the server settings, so that the configuration files can be placed in [Server].**

1. **Create the "preference.zip" file as described on page 10 "Managing the Configuration File".**

2. **Place the "preference.zip" file in the server path configured in [Remote Settings] of RICOH Desktop Agent UX.**

   RICOH Desktop Agent UX compares the version.txt in [Install Folder] and the "version. txt" on the server configured in the remote settings.

   If the version in the "version.txt" on the server configured in the remote settings is newer than that in the "version.txt" in [Install Folder], the "preference.zip" file on the server is automatically copied to the installation folder.

Configuring the Installation Settings

The installation methods that can be set by the administrator are as follows.

- Manual installation

  This is the normal installation method. See page 5 "Installing RICOH Streamline NX Client Tool".

- Custom installation

  This method allows you to set the items to install in advance and then install them. See page 13 "Creating a Custom Installer".

- Batch installation

  This method allows you to install the common functions and optional functions in one installation. See page 13 "Creating a Batch Installer".

- Silent installation

  This method allows you to install the software without displaying a screen during the installation. See page 14 "Creating a Silent Installer".

- Automatic installation or update

  This method allows you to install software on the client computers automatically by placing an update installer on the server. See page 14 "Configuring the Installation/ Updating".

Creating a Custom Installer

The administrator can create a custom installer that includes the configuration files.

1. **Prepare the RICOH Streamline NX Client Tool installer folder.**

2. **Place the "preference.zip" file created on page 10 "Managing the Configuration File" in the RICOH Streamline NX Client Tool installer folder.**

   If "Setup.exe" in the installation folder is run, installation will be performed using "preference.zip" file.

Creating a Batch Installer

The package you purchased includes the following installers:

- Installer for common functions of RICOH Streamline NX Client Tool

- Plugin installers for optional functions

You can create a batch installer by placing the plugin installers of optional functions in the installer of common functions of RICOH Streamline NX Client Tool. Using a batch installer allows you to install all functions in one installation.

1. **Decompress the purchased package in any folder.**

2. **Decompress the installer for common functions.**

3. **Create folders for the plugin installers in the folder in which you decompressed the installer in Step 2.**

   - [Client Accounting] folder

   - [Client Delegation Print] folder

   - [Client Secure Print] folder

4. **Decompress the plugin installers.**

5. **Copy and paste the files in the plugin installer folders created in Step 4 to the folders created in Step 3.**

   If "Setup.exe" located directly under the installer folder for the common functions of RICOH Streamline NX Client Tool is run, the placed plugin installers are also run at the same time. Furthermore, if a "preference.zip" file is at the same level as Setup. exe, installation will be performed using "preference.zip".

Creating a Silent Installer

A silent installation is an installation method in which an installation configuration file created in advance is read. A screen is not displayed during the installation.

⭐ Important

- **Place the installer folder in the following location.**
  - **Shared folder in a Windows operating system with support for SMB communication**

1. **Prepare the installer created on page 11 "Importing the Configuration File" and page 13 "Creating a Custom Installer".**

2. **Run the following command in the command prompt to create the installation configuration file.**

   <Installer path>\Setup.exe /r

   The installer starts in installation configuration mode.

   When the installation finishes, a configuration file named Setup.conf is created at the same level as "Setup.exe."

3. **Place the installer folder containing the "Setup.conf" file created in step 2 on the file server.**

4. **Create a batch file containing the following command.**

   <Path of server on which installer is placed>\Setup.exe /s

5. **Use the created batch file to perform the installation.**

⬇ Note

- If the /l option is added to Setup.exe, the path of the folder to output the log can be specified. When placing the installer in a shared folder, specify a path on the local computer for the log output destination.

  <Path of server on which installer is placed>\Setup.exe /s /l<Folder path on local computer>

Configuring the Installation/Updating

A new version of the installer can be placed on the server so that the client PCs can perform the installation automatically.

1. **Right-click the 🖼 icon in the task tray, and then click [Preferences].**

2. **Click [Install/Update].**

3. **Configure the update condition in [Auto Update].**

4. **In [Server], enter the information of the server on which the update file will be placed.**

5. **Place the RICOH Streamline NX Client Tool installer in the folder specified in [Path] of [Server].**

RICOH Desktop Agent UX searches for an installation file in the folder specified in the path. When there is a new version of the installer, update confirmation or installation is performed.

⬇ Note

- When [Do not Check Updates] is selected in [Auto Update], automatic updating is not performed.

- You can place a batch installer in a subfolder of the folder specified in [Path] to update RICOH Streamline NX Client Tool and option plugins at the same time. Auto updating is only applicable when the version of common functions of RICOH Streamline NX Client Tool is newer than the installed version. For how to create a batch installer, see page 13 "Creating a Custom Installer".

- When you want to update only a specific option, place only the installer of that option on the server.

Updating the Keystore file

A keystore file is for storing the encryption key and server certificates used for SSL communication.

The keystore file is included in the RICOH Streamline NX Client Tool installer. SSL communication can be performed as soon as RICOH Streamline NX Client Tool is installed, but this keystore file needs to be updated with the correct certificate when the server with which communication is performed changes the server certificate or RICOH Streamline NX Client Tool changes its own server certificate.

The following shows the encryption key and certificates stored in the keystore file that is installed.

Alias	Description
spm	Encryption key held by RICOH Streamline NX Client Tool
spm_client	Server certificate of SPM server
aam_client	Server certificate of AAM server

If an alias which is the same as that of a server certificate or encryption key already saved to the keystore file is specified when importing a server certificate or encryption key from the SSL Settings window, the existing one will be overwritten. To add the new certificate or encryption key and keep the already saved certificate or encryption key, specify a different alias.

Any alias can be assigned because the alias is not be used during communication.

The updated keystore file can be distributed to the users using remote settings.

⬇ Note

- Only item included in the configuration files are configured.

Validating Network Communication

Requests from devices can be validated when communicating with devices.

⭐ Important

- **[Validate Network Communication] settings and [Kerberos Authentication Settings] cannot be used at the same time.**

- **[Validate Network Communication] uses the time information. When using [Validate Network Communication], set the time of the client PCs and devices.**

- **To use [Validate Network Communication], set [Network Communication Settings] -> [Validate Network Communication] ->[On]. For details, see Secure Print Manager (Server) Administrator's Guide.**

- **Apply the template with [Validate Network Communication] set to the devices. For details, see "Add a Device Preference Template" and "Add/Execute a Device Preference Policy", Streamline NX Server Software Installation & Configuration Guide.**

1. **Start RICOH Desktop Agent UX in administrator mode as described on page 10 "Starting in Administrator Mode".**

2. **Right-click the 📘 icon in the task tray, and then click [Preferences].**

3. **Click [RICOH Streamline NX Client Tool] to expand the tree, and then click [Client Secure Print].**

4. **Select the [Perform Validation on Network Communication] check box in [Validate Network Communication].**

5. **Click [Apply].**

Configuring Kerberos Authentication

Kerberos authentication can be used for access between the device and the local computer when printing from a device.

⭐ Important

- **Kerberos authentication can be configured only when Storage Mode of Client Secure Print is set to [Store in Client PC (Do not use SPM Server)].**

- **When configuring Kerberos authentication, the local computer must be in a domain that supports the AAM server, the Active Directory and the Kerberos service.**

- **[Validate Network Communication] settings and [Kerberos Authentication Settings] cannot be used at the same time.**

1. **Start RICOH Desktop Agent UX in administrator mode as described on page 10 "Starting in Administrator Mode".**

2. **Right-click the 📘 icon in the task tray, and then click [Preferences].**

3. **Click [RICOH Streamline NX Client Tool] to expand the tree, and then click [Client Secure Print].**

4. **Select the [Use Kerberos Authentication] check box in [Kerberos Authentication Settings].**

5. **Click [Apply].**

Registering a Port to a Printer Driver

To use the Client Secure Print function of RICOH Streamline NX Client Tool Ver. 1.2 or later, you need to register a port to the printer driver.

⭐ Important

- **Administrator privileges are required to register a RICOH Streamline NX Client Tool dedicated port to the printer driver.**

1. **Click the [Start] button, and then click [Devices and Printers].**

2. **Right-click the icon of the printer you want to register the port to.**

3. **Click [Printer properties].**

4. **Click the [Port] tab.**

5. **Select the port with the port name [SLNX Secure Print Port] or [SLNX Server Secure Print Port].**

   If you want to store data to the local computer, select the [SLNX Secure Print Port] check box.

   If you want to store data on the SPM Server, check the [SLNX Server Secure Print Port] check box.

6. **Click [Apply].**

7. **Click [OK] to close the printer properties screen.**

Appendix

Limitations

- If you have updated your operating system to Windows 10, uninstall RICOH Streamline NX Client Tool, Client Secure Print, Client Accounting, and Client Delegation Print once, and then install them again.

Troubleshooting

Problem	Cause and Solution
RICOH Streamline NX Client Tool cannot be installed.	You are installing RICOH Streamline NX Client Tool in an application running under an unsupported operating system. Install it in a supported operating system. For details about the supported operating system, see "Readme.txt."
	The computer's operating system and the operating system that the installer requires do not match. Download and install the correct installation file.
	You do not have administrator privileges. Log in as a user with administrator privileges, and then install the software.
	A print job remains in the spooler. Install the software after all printing is finished.
	RICOH Streamline NX Client Tool Ver. 1.0.x or Ver. 1.1.x is installed. Uninstall RICOH Streamline NX Client Tool Ver. 1.0.x or Ver. 1.1.x before installing RICOH Streamline NX Client Tool Ver. 1.2 or later.
A path cannot be specified.	The specified path cannot be specified for the installation destination or data save destination. Specify the correct path. For details about the path that can be configured, see Step 5 on page 2 "Installing RICOH Streamline NX Client Tool".

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