

RICOH



RICOH Streamline NX HotSpot Enterprise v3 Linkage

Operating Instruction

Introduction

This manual contains detailed instructions and notes on the operation and use of this product. For your safety and benefit, read this manual carefully before using the product. Keep this manual in a handy place for quick reference.

Important

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- Do not remove or insert any disk while operating this software.

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1. Introduction

From Streamline NX V2.5, Streamline NX supports linking to HotSpot Enterprise v3 (HSE) e-mail printing. The user can use a mobile phone or tablet to print, and guest printing is supported. This document explains how to install and configure HSE to work with Streamline NX SPM-S.

For more details about HSE installation and configuration, refer to the HSE Installation guide and administrator's guide.

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How to Read This Guide

In order to familiarize yourself with the many capabilities of HotSpot Enterprise V3 Linkage Configurations, we recommend that you read this guide in its entirety.

Important

- Keep this manual in a safe place for future reference.

Symbols

The following symbols are used in the manual to help you to identify content quickly.

Important

This symbol indicates points to pay attention to when operating.

Note

This symbol indicates supplementary information that you may find helpful for completing a task.

Reference

This symbol indicates where to find further relevant information.

[]

Square brackets indicate the name of buttons or fields displayed on the computer screen.

Target Readers

This document is intended for the support staff of Ricoh Group companies.

Target Product

This document covers:

- RICOH Streamline NX v2.5 or later

Overview

The Mobile and Guest Printing Solution is intended to provide the ability for mobile users within an organization and visiting guests to print via e-mail from mobile devices on any Streamline NX controlled MFPs. This function is officially supported starting with v2.5.

Together with the HotSpot Enterprise server, this function allows visiting guests to receive a release code via a return e-mail regardless of which e-mail address the request was submitted from. This will, in turn, allow them to release a job at any Streamline NX controlled MFP configured to work with the HotSpot Enterprise server.

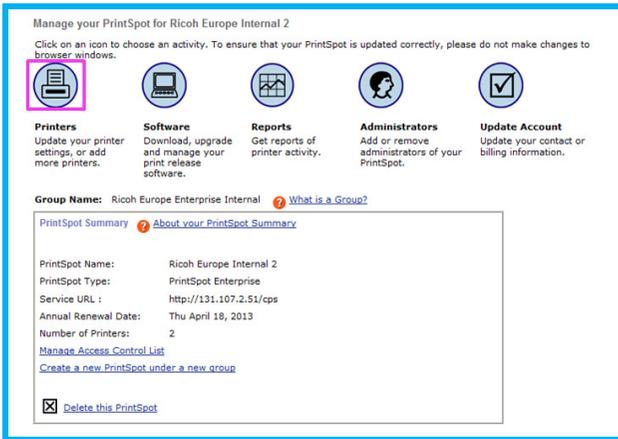
For mobile users within an organization, jobs sent via e-mail should be automatically submitted to Streamline NX as user print jobs and become available for release at any device on which this function is enabled.

2. HotSpot Enterprise Server

To work with Streamline NX, you must install and configure the HotSpot Enterprise server as follows:

Add Printer to PrinterOn Printing Service

1. Click the **[Printers]**  icon on the manage service page.



Manage your PrintSpot for Ricoh Europe Internal 2

Click on an icon to choose an activity. To ensure that your PrintSpot is updated correctly, please do not make changes to browser windows.

Printers	Software	Reports	Administrators	Update Account
Update your printer settings, or add more printers.	Download, upgrade and manage your print release software.	Get reports of printer activity.	Add or remove administrators of your PrintSpot.	Update your contact or billing information.

Group Name: Ricoh Europe Enterprise Internal [? What is a Group?](#)

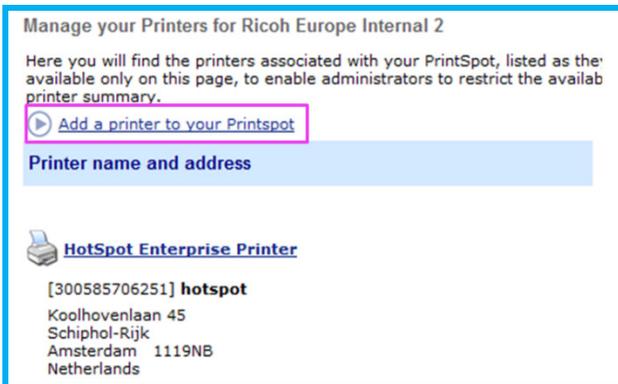
[PrintSpot Summary](#) [? About your PrintSpot Summary](#)

PrintSpot Name:	Ricoh Europe Internal 2
PrintSpot Type:	PrintSpot Enterprise
Service URL :	http://131.107.2.51/cps
Annual Renewal Date:	Thu April 18, 2013
Number of Printers:	2

[Manage Access Control List](#)
[Create a new PrintSpot under a new group](#)

[Delete this PrintSpot](#)

2. Click **[Add a printer to your Printspot]** link to add a new printer to the HotSpot Enterprise server.



Manage your Printers for Ricoh Europe Internal 2

Here you will find the printers associated with your PrintSpot, listed as the available only on this page, to enable administrators to restrict the available printer summary.

[Add a printer to your Printspot](#)

Printer name and address

 [HotSpot Enterprise Printer](#)

[300585706251] hotspot
 Koolhovenlaan 45
 Schiphol-Rijk
 Amsterdam 1119NB
 Netherlands

3. Make sure the **[Required Settings]** tab is selected.
4. Select the printer driver **1 2**.

This driver is used to convert the file to print data by PrintWhere.

[Descriptive Printer Label] **3** is an important field. This name is presented to the user in PrintSpot

Print Portals. This can be the physical location of the printer.

Required Settings **Optional Settings** **Payment & Authorization**

Printer Configuration

If PrintSpots Universal is selected, please ensure you have Print Delivery Station 2.6AG or higher, and Dr. Print installed. For details click the help button.

Print driver: Ricoch (1)

Printer description to show users:

Manufacturer: Ricoch

Model: Ricoch Universal PCL 6 v2 (2)

Descriptive Printer Label: SLNX SPM Printer (3)

The Descriptive Label is used as the printer name to be presented to the user in PrintSpot Print Portals. This should be used to assist in identifying the printer and/or its physical location to the end-user. (eg. "Color Business Center Printer")

5. Enter [E-mail Domain] (2).

[PrinterOn Name] (1) is the mail box identification used for users to send print jobs.

Using your printer with Web, PrintWhere and Email Printing

Note that if you change the PrinterOn Name after Print Delivery Station is installed, you must re-import the Customization File in PDS in order to transfer this new name to PDS. For details, click the ? button above.

PrinterOn Name: None | slnxspm (1)

Department: None

Add Departments using the link in Printers page.

PrintWhere: Enable PrintWhere Printing

Document API: Enable Document API Printing

Email address: 839837663@training.com or slnxspm@training.com

Email Domain: training.com (2)

Enable Email Printing

Important note

As per this example, users are sending e-mails to the printer connected to the HotSpot Enterprise server in the format of {slnxspm@training.com}

6. Click the [Optional Settings] tab (1).

7. Select [Required] form the [User Identifier] drop-down list (2).

Required Settings **Optional Settings** **Payment & Authorization**

Job and User Information

Configure information to be collected from users and included with print jobs.

Name	Option	Label
User Identifier	Required (2)	Name
Computer Name	Disabled	

8. Select **[Required]** ① from the **[Privacy Release Code]** drop-down list.
9. Select **[Documents are released....]** ②.

Privacy Release Code

Configure the Privacy Release Code for this printer.

Privacy Release Code: **Required** ①

② Documents are released using the Print Valet key pad or Hotspot Printer (users must enter 4-10 digit release code)

Always use numbered release codes.

10. Select **[3rd Party Integration]** ① under **[Releasing print jobs]**.
11. Select **[Ricoh StreamLine NX Mode1]** ② from the **[Print Management Server]** drop-down list.

Releasing print jobs

Configure how jobs are released to this printer.

Automatically when they arrive

Using a PrinterOn Solution or HotSpot printer

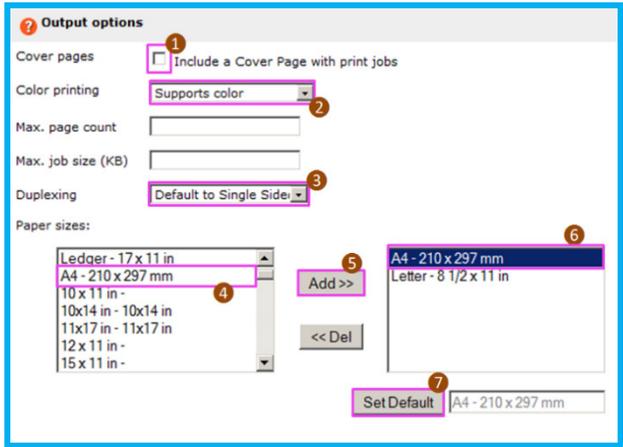
① 3rd Party Integration

Print Management Server: **Ricoh StreamLine NX Mode1** ②

Enabled Advance Integration Features

Enable printer based authorization integration

12. Clear the **[Include a Cover Page with print jobs]** check box ① so that the cover page will not be printed with the actual print job.
13. Select **[Support color]** ② from the **[Color printing]** drop-down list.
14. Select **[Default to Single Sided]** ③ from the **[Duplexing]** drop-down list.
15. Select the paper sizes from the **[Paper sizes]** list ④ and click **[Add]** ⑤.
16. Select the paper size to set as default ⑥ and click the **[Set Default]** button ⑦.



17. In the [Printer Delivery Station] configuration setting, select [Use an alternate/local Print Delivery Hub to host print jobs] 1.

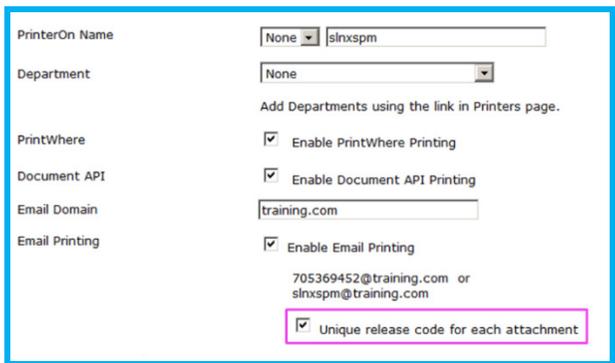
If PAS and PDS are installed on the same network, select [Allow users to print directly to Print Delivery Station].

Complete the [Server Address] field 2 where the PDS is installed.

18. Click the [Save] button 3 to save the settings.



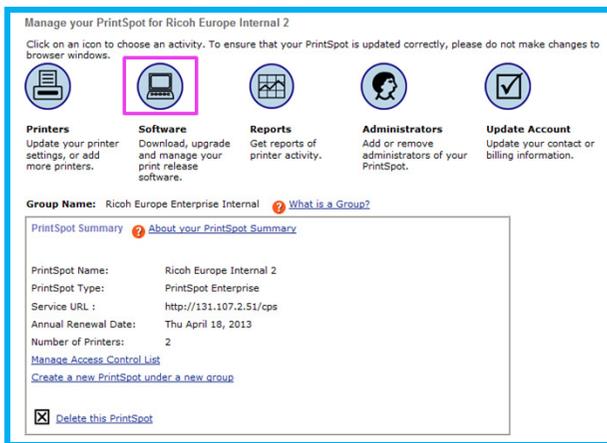
19. Click the [Printers]  icon again on the manage service page.



20. On the **[Required Settings]** tab, scroll down to the **[E-mail Printing]** setting.
21. Select **[Unique release code for each attachment]**.
22. Click the **[Save]** button to complete the printer configuration.

Add PDS to PrintOn Printing Service

1. Click the **[Software]**  icon on the manage service page.



Manage your PrintSpot for Ricoh Europe Internal 2

Click on an icon to choose an activity. To ensure that your PrintSpot is updated correctly, please do not make changes to browser windows.

Printers
Update your printer settings, or add more printers.

Software
Download, upgrade and manage your print release software.

Reports
Get reports of printer activity.

Administrators
Add or remove administrators of your PrintSpot.

Update Account
Update your contact or billing information.

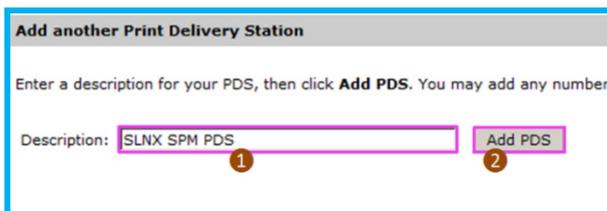
Group Name: Ricoh Europe Enterprise Internal [? What is a Group?](#)

PrintSpot Summary [? About your PrintSpot Summary](#)

PrintSpot Name: Ricoh Europe Internal 2
 PrintSpot Type: PrintSpot Enterprise
 Service URL : http://131.107.2.51/cps
 Annual Renewal Date: Thu April 18, 2013
 Number of Printers: 2
[Manage Access Control List](#)
[Create a new PrintSpot under a new group](#)

[Delete this PrintSpot](#)

2. In the **[Description]** field , type a name for the PDS and click the **[Add PDS]** button .



Add another Print Delivery Station

Enter a description for your PDS, then click **Add PDS**. You may add any number

Description:  

The PDS will be added with a serial number.

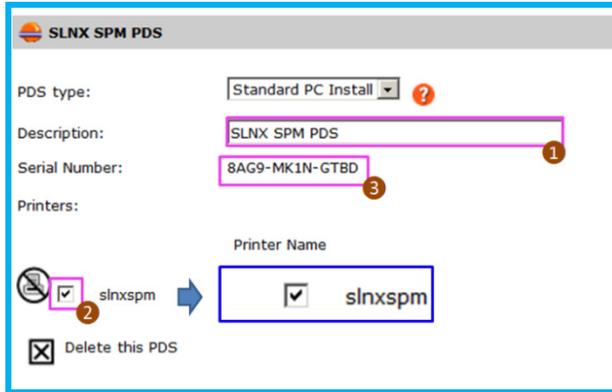
3. Select the newly added PDS from **[Description]** .

If there are more than one PDS, use the drop-down menu button to select the correct PDS.

Under **[Printer Name]**, make sure the correct printer is selected. Once the printer is selected, the offline icon  disappears .

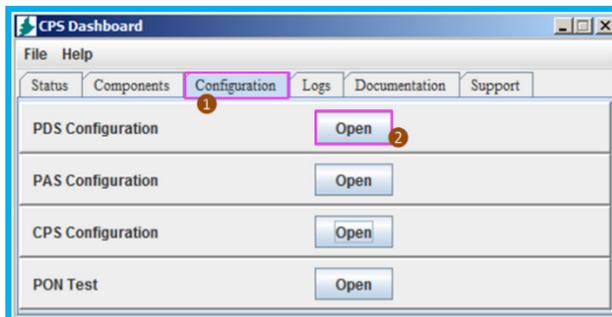
4. Write down the [Serial Number:] 3.

This information will be set in the PDS configuration later.



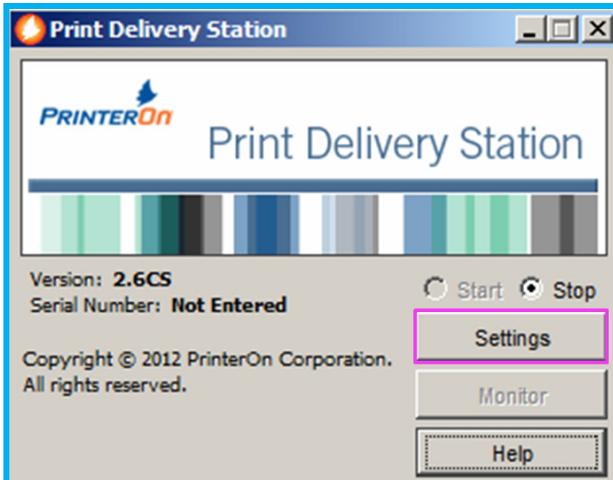
Configuring Print Delivery Station (PDS)

1. Open [CPS Dashboard] by selecting [Start] → [All Programs] → [PrinterOn Corporation] → [Central Print Services] → [CPS Dashboard].
2. Select the [Configuration] tab 1.
3. Click the [Open] button 2 in [PDS Configuration].



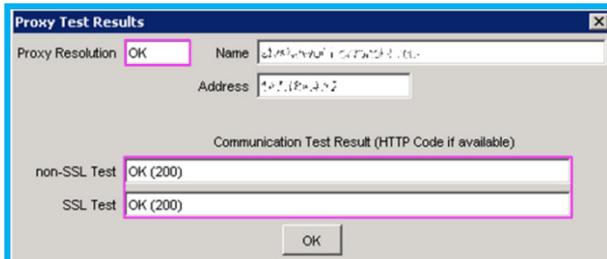
The PDS Console opens.

4. Click the **[Settings]** button.



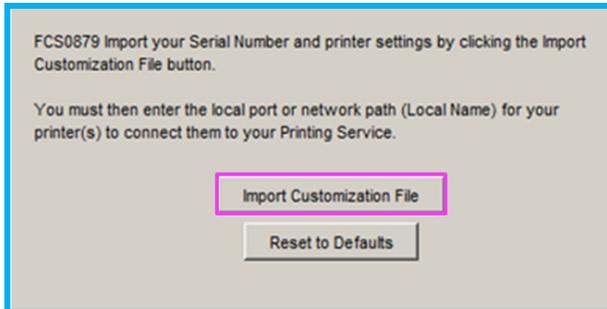
The first time you access PDS Configuration after installation, only a few tabs will be available. Once you specify the configuration and obtain the confirming licensing, more options will be available.

5. If you are using a proxy server, select the **[Advanced Settings]** tab and configure the proxy server settings.



After configuring the proxy server settings, click the **[Test Proxy]** button and confirm that the test results show **[OK (200)]**.

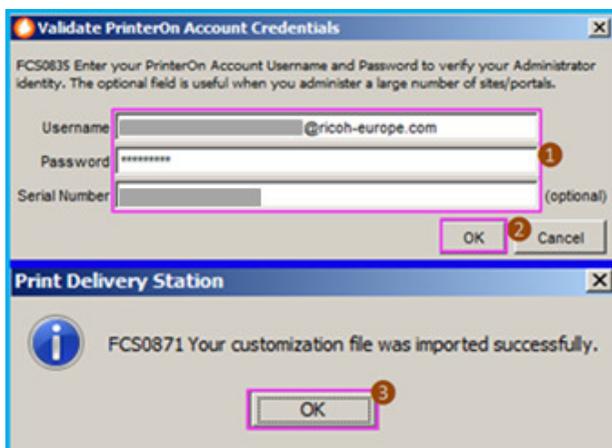
6. Select the **[Import Settings]** tab to import the printer settings previously configured on the PrinterOn website.



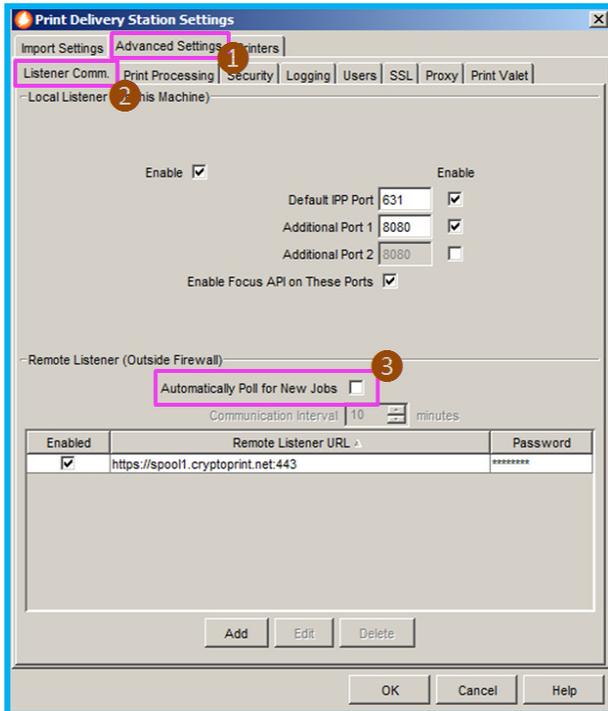
7. On the **[Import Settings]** tab, click the **[Import Customization File]** button.
8. Enter your PrinterOn username/e-mail address and password **1**. (These are the same as your login information for the PrinterOn website.)
9. In the **[Serial Number]** field **1**, enter the serial number created when you created the PDS .
10. Click **[OK]** **2** to import the customization file.

A message appears once the customization file is successfully imported from the PrinterOn database.

11. Click **[OK]** **3**.



12. Click the [Advances settings] tab ①.
13. Click the [Listener Comm] sub-tab ②.
14. In the [Remote Listener (Outside Firewall)] section, clear the [Automatically Poll for New Jobs] check box ③.



15. Click **[Yes]** to confirm.

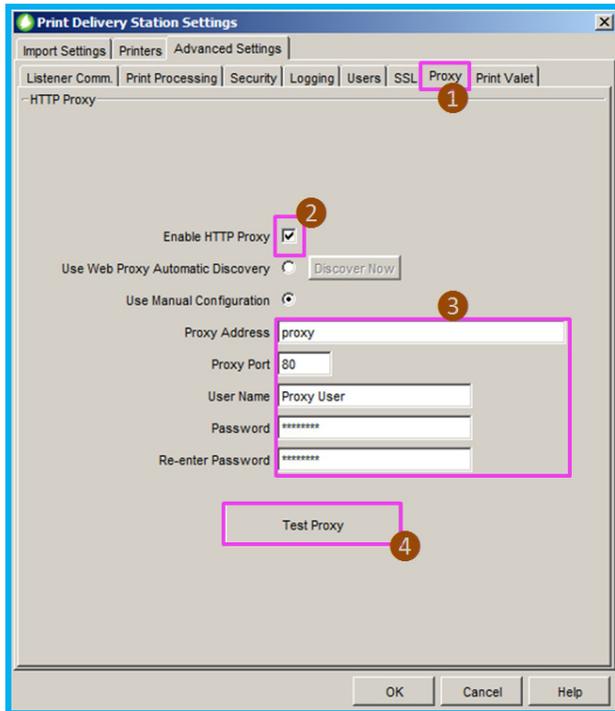
16. Click the **[Proxy]** tab **1**.

17. Select **[Enable HTTP Proxy]** **2**.

This setting enables the proxy configuration.

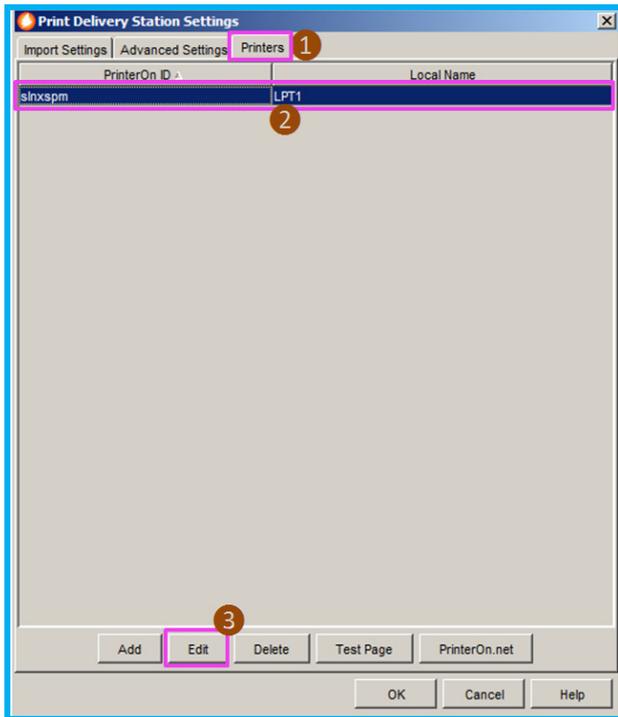
18. Select **[Use Manual Configuration]** and configure the proxy server settings **3**.

19. Click the **[Test Proxy]** button **4** and confirm that the proxy test is successful.



20. Click the **[Printers]** tab **1**.

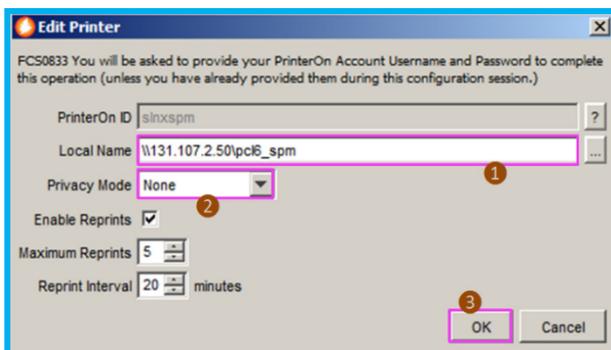
21. Select the printer **2** and click the **[Edit]** button **3**.



22. In the [Local Name] field ①, select the SPM-S printer if SPM-S is installed on the same server, or enter the network printer path for the SPM-S printer.

{¥¥IP Address or FQDN of the SLNX SPM¥shared name of the printer}

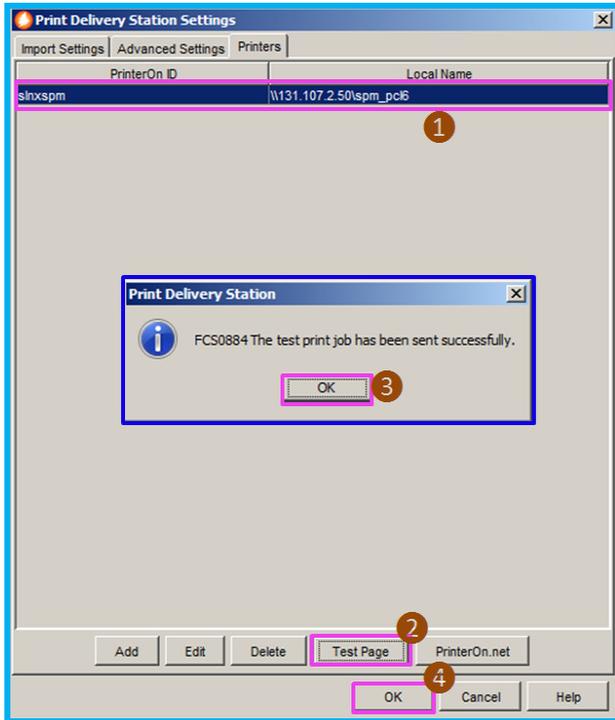
23. Set [Privacy Mode] to [None] ②.
24. Click [OK] ③.



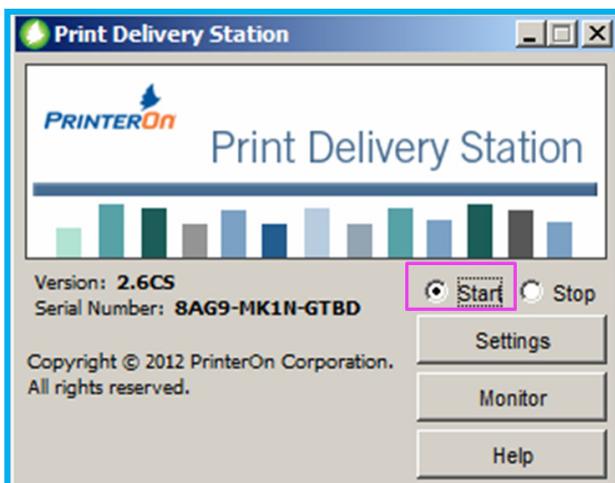
25. Click the [Test page] button to print a test page ①②.

If the settings are properly configured, a message appears indicating that the test page was printed successfully ③.

- 26. Click **[OK]** ⁴ in the **[Print Delivery Station Settings]** window to save your printer changes.



- 27. In the PDS console window, click **[Start]**.



Once PDS starts running and the logo graphic is animated, the console can be closed.

3. Streamline NX

AAM-S Settings

For guest print, the Guest login function needs to be configured using ADM and AAM-S Web UI.

Configure AAM-E Template

1. Open the device configuration template in ADM > "Configuration" > "Device Preference" > "Template" > "Authentication and Accounting Manager (Embedded)" > "Embedded Settings".
2. Enable "Guest Login" and ensure that it is set to "On".
3. Save the template and apply it to the target devices.

Configure AAM-S Template

1. Open the Authentication Settings template in ADM > "Server Management" > "Server Preference" > "Authentication Management".
2. Complete the "Guest User Settings".
3. Open the Authentication Settings template in ADM > "Server Management" > "Server Preference" > "Template" > "Authentication and Accounting Manager" > "Authentication Settings".
4. Enable "Use Guest User" and ensure it is set to "On".
5. Save the template and apply it to the AAM Server.

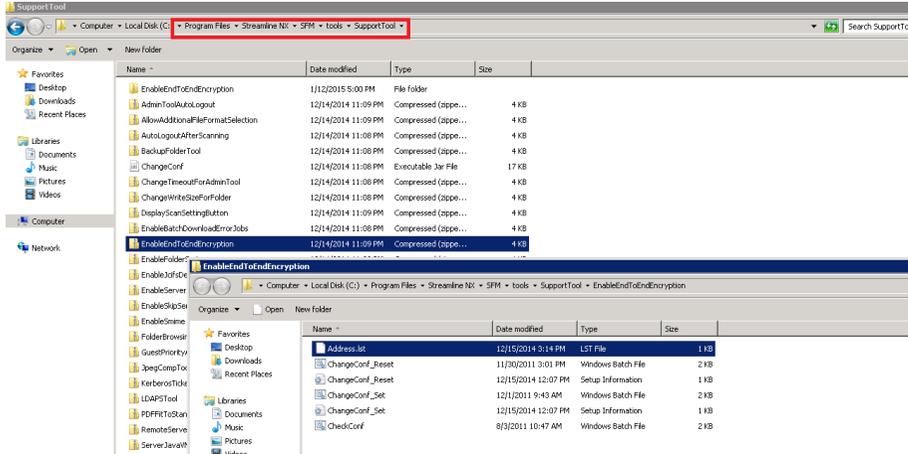
SLNX Configuration Tool Settings

For guest print, the SFM-E login screen needs to be configured using SLNX Configuration Tool "GuestPriorityAppSPM.zip".

Extract SLNX Configuration Tool

SLNX Configuration Tool is stored in the [GuestPriorityAppSPM.zip] file that is located under the [tools] folder: *[SFM Server Installation Path]* > [SFM] > [tools] > [SupportTool] > [GuestPriorityAppSPM.zip]

To use the setting tools, extract the [GuestPriorityAppSPM.zip] file inside the [tools] folder.



Unpacked [GuestPriorityAppSPM] folder contains the batch and configuration files as follows:

File Name	Explanation
ChangeConf_Set.bat	Batch file to apply settings.
ChangeConf_Reset.bat	Batch file to reset changes made by the [ChangeConf_Set.bat] file.
CheckConf.bat	Batch file to display the current setting.
ChangeConf_Set.inf	Configuration file to apply settings. <div style="border: 1px solid orange; border-radius: 10px; padding: 2px; display: inline-block;">★ Important</div> <ul style="list-style-type: none"> ▪ Do not modify this file.
ChangeConf_Reset.inf	Configuration file to reset settings. <div style="border: 1px solid orange; border-radius: 10px; padding: 2px; display: inline-block;">★ Important</div> <ul style="list-style-type: none"> ▪ Do not modify this file.
Address.lst	Configuration file to specify the IP addresses of target devices.

Enabling Guest Print Screen Settings

1. In the [Address.lst] file, specify the device information the setting is applied to.

Reference

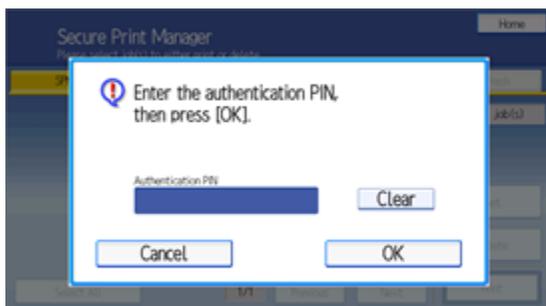
- For details on the [Address.lst] file, see page 19 "Specifying Device Information".

2. Double-click the [ChangeConf_Set.bat] file.

Reference

- For details about process result, see page 20 "Process Result".

3. Confirm that the device shows the following screen when "Guest" button is selected.



Resetting to the Default

1. In the [Address.lst] file, specify the device information the configuration file is applied to, if necessary.

Note

- If the IP address of device is not changed, skip this procedure.

Reference

- For details on the [Address.lst] file, see page 19 "Specifying Device Information".

2. Double-click the [ChangeConf_Reset.bat] file.

Specifying Device Information

You can specify the device information using the [Address.lst] file.

Item	Explanation	Conditions
Address	Device (SFM-E) IP address or FQDN	Text
SSL flag (Optional)	SSL required (true) or not (false)	true/false

An example of the format of [Address.lst] file is as follows:

#The SDK application is located at 192.168.xxx.201, and SSL is required.
192.168.xxx.201,true

#The SDK application is located at 192.168.xxx.202, and SSL is required.
192.168.xxx.202,true

#The SDK application is located at 192.168.xxx.203, and SSL is not required.
192.168.xxx.203,false

#The SDK application is located at 192.168.xxx.204, and SSL is not required.
192.168.xxx.204,false

#The SDK application is located at 192.168.xxx.205, and SSL is not required.
192.168.xxx.205,false

Process Result

The user can confirm the process result after executing the configuration file.

After double-clicking the [ChangeConf_Set.bat] file, enter “y”, and then press the “Enter” key. [SUCCESS] or [FAILED] appears.

SUCCESS: Any operation is available after the configuration tool is executed.

FAILED: A problem relating to an IO issue (IOException) may occur. If this is the case:

- Confirm that the [Address.lst] file is in the correct format.
- Confirm that the target device and the host computer is connected.
- Confirm that name lookup is performed successfully using the FQDN.
- Confirm that the SFM is installed on both the host computer and target servers.
- Confirm that the function is compatible with the version of the target SFM.
- Confirm that the target Streamline NX Scan and Fax Manager service has started.

Example of Process Result

```
=====  
Change Configuration Setting Tool [Set]  
=====
```

Settings

```
[set1]  
key= admin-tool.system-constants.end-to-end-encryption  
type=boolean  
value=true
```

Apply the settings to the following address(es).

```
127.0.0.1:8080/sfm,false
```

Would you like to continue? (y/n) [n] : y

```
=====  
PROCESS RESULT  
=====
```

```
RESULT: SUCCESS (127.0.0.1)  
=====
```

Would you like to check the current settings? (y/n) [n] : y

```
=====  
Check the current Settings  
=====
```

```
127.0.0.1,false  
key : admin-tool.system-constants.end-to-end-encryption  
value : true
```

```
=====
```

Press any key to continue . . .

4. Confirmation

Checking E-mail Printing by Domain User (SLNX User)

1. Create a new e-mail for the PrinterOn printer e-mail address.

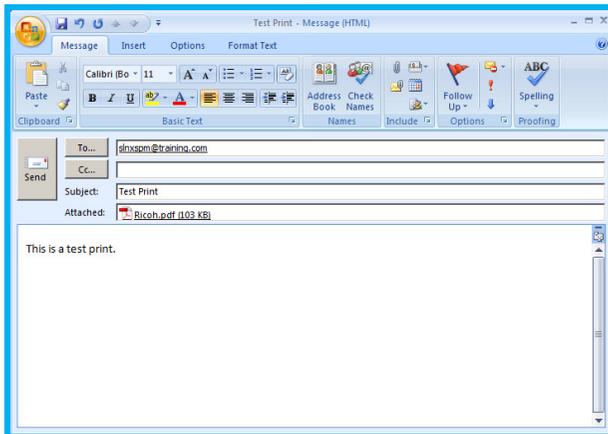
Submit the print job.

Destination address (To):

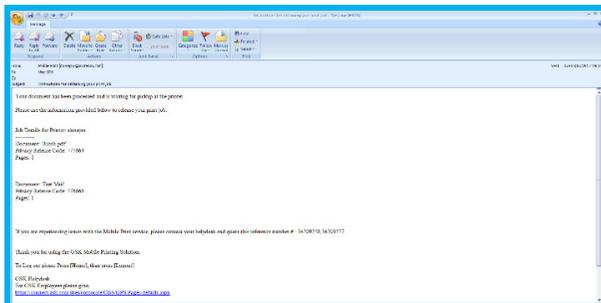
E-mail address in the web portal

Mail source (From):

A user in the same domain as specified in Authentication of the CPS admin page

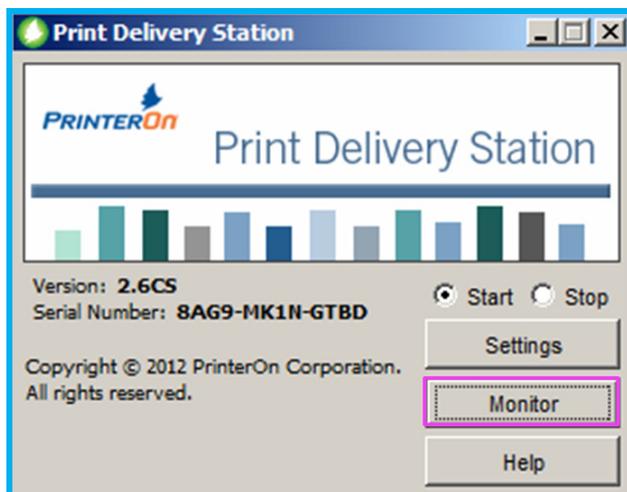


After submitting the print job, the user will receive a notification when the job is delivered with the release code successfully.

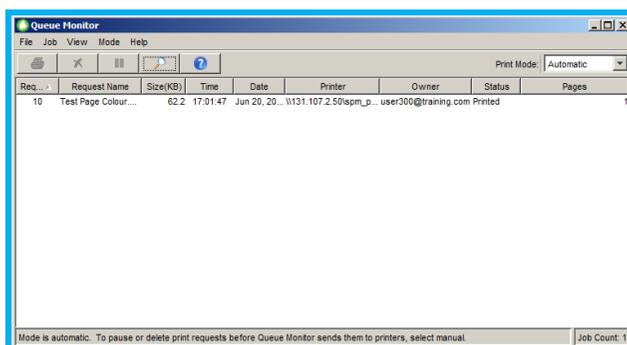


2. Open the Print Delivery Station console by double-clicking the PDS icon in the system tray.

3. In the [Print Delivery Station] console, click [Monitor].



The [Queue Monitor] opens and the job you just submitted appears in the list.



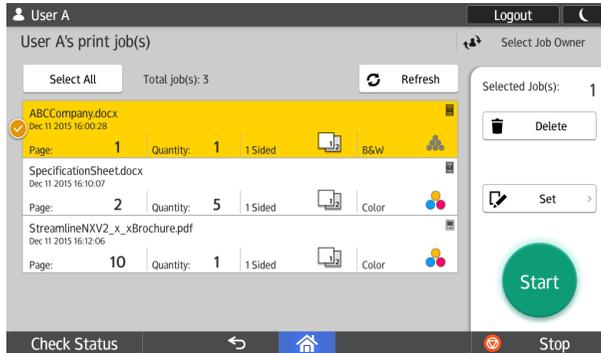
It may take a while for the print job to appear in the [Queue Monitor].

4. Authenticate the print device configured to use Streamline NX Secure Print.

Standard Operation Panel



Smart Operation Panel



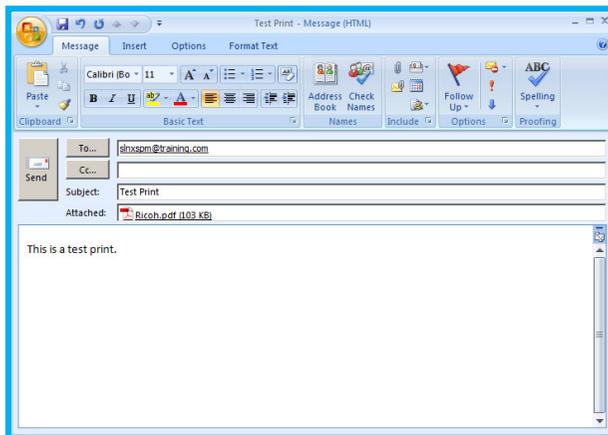
Confirm that the print job can be released.

You can also check the job from the job list in the ADM Web UI.

Checking E-mail Printing by Guest User

1. Create a new e-mail for the PrinterOn printer e-mail address.

Submit the print job.



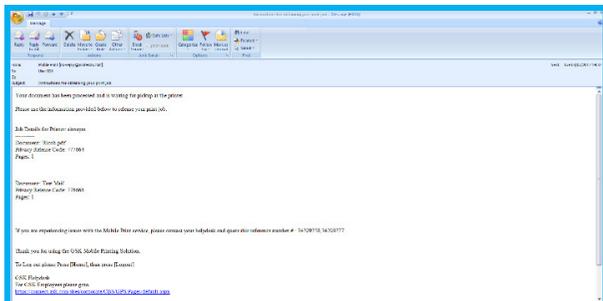
Destination address (To):

Email address in the web portal

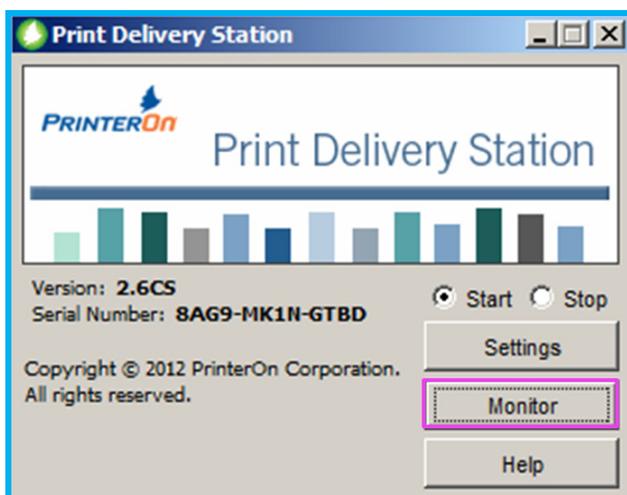
Mail source (From):

A user in a domain different from the one specified in Authentication of the CPS admin page

After submitting the print job, the user will receive a notification when the job is delivered successfully.

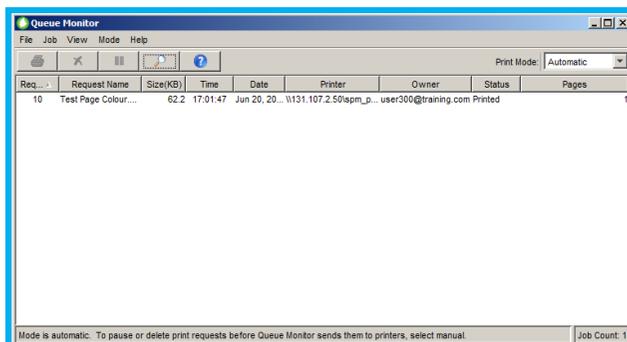


2. Open the Print Delivery Station console by double-clicking the PDS  icon in the system tray.



3. In the [Print Delivery Station] console, click [Monitor].

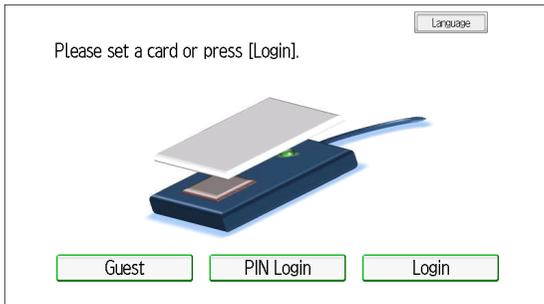
The [Queue Monitor] opens and the job that you just submitted appears in the list.



It may take a while for the print job to appear in the [Queue Monitor].

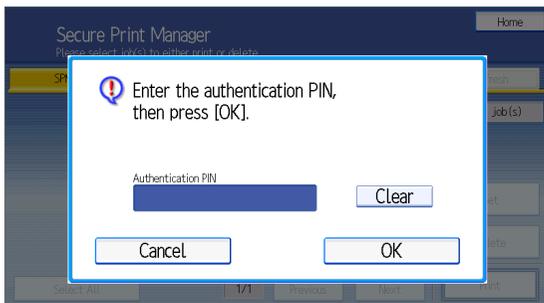
In the case of a guest print job, you cannot check the job list from the ADM Web UI.

4. Click [Guest].

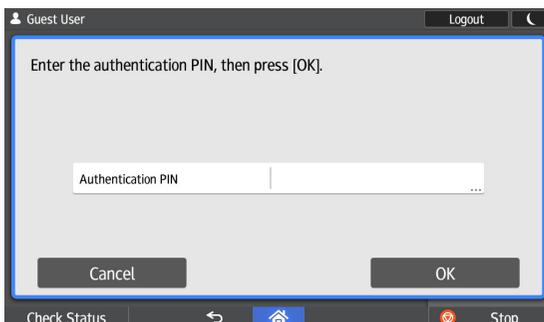


5. Enter the Release Code that is in the return e-mail from HotSpot Enterprise, and click [OK].

Standard Operation Panel

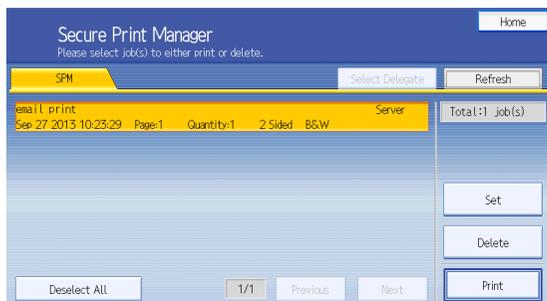


Smart Operation Panel

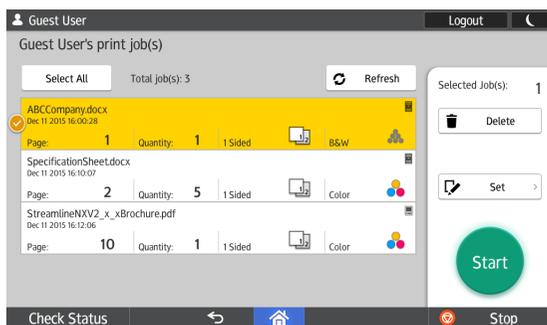


6. Select and print a job in the same way as SLNX printing.

Standard Operation Panel



Smart Operation Panel



7. After printing, click the [Home] button.

5. Limitation

Limitations

- The release code for a guest user is a 6-digit number. This is an HSE specification to print e-mails. Currently, there is no option to modify this setting. As of Streamline NX (SPM-E), 6 or fewer digits can be input on the operation panel.
- To display the Guest button on the Login screen, you must enable the Guest Login functionality.
- The proxy user for "Guest user" must have access rights for the printer. You can add copier or other access rights depending on customer needs.
- RCL is not responsible for Hotspot Enterprise functionality.

Supported models

- E-mail print by employees is supported by all models that SLNX supports. Guest print is supported only by the models whose guest login function SLNX supports.

