

TotalFlow MR Field Service Manual

24 November, 2011

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1. Product Information

Product Overview

1

TotalFlow MR (Makeready) application enables you to edit paper documents and electronic files, and then create and output the data for printing. The main functions of this application are detailed below.

View the current state of the document while rearranging and deleting pages, creating chapters, and performing other changes to the document structure.

Fix problems in the original document, such as noise on scanned images and skewed pages.

View the current state of the document while configuring settings for paper type imposition, finishing, etc.

Confirm the final output in preview mode, and then output the document either to a printer or to a file.

Supported Printer

Models	Windsor Mass Production	
	EFI*4	GW
AG-P1/C1	YES	N/A*2
AG-P1/C1 Lt	YES	N/A*2
AG-P1/C1 QX	N/A	N/A*2
AG-P1/C1 Creo	N/A	N/A
Katana-C1	YES	N/A*3
Katana-C1.5	YES	N/A*3
Katana-C2	YES	N/A*3
V-C2	YES	N/A*3

*1 V-C2 Pro is available only in NA market.

*2 These models do not support GW model controller as option. This is mainframe specification.

*3 GW models require Printer/Scanner Unit and PostScript option in order to utilize Windsor.

*4 EFI model needs to support MIB in order for Windsor to recognize it as Printer.

Requirements

To run this application, your computer must meet the following requirements. Before setup, check that all the requirements are met.

1

Item	Requirements
Computer	<ul style="list-style-type: none"> • CPU: 3 GHz or higher recommended (minimum 2 GHz) • Main memory: 3 GB or higher recommended (minimum 2 GB)
Hard Disk	Program area: 500 MB <ul style="list-style-type: none"> • Free space of at least 10 GB is recommended.
USB Port	Required for connecting the dongle included with this application <ul style="list-style-type: none"> • USB 1.1/2.0
Display	1280 x 1024 pixels or greater recommended (minimum 1024 x 768 pixel)
DVD-Drive	2layer compatible DVD ROM drive.
Network	<ul style="list-style-type: none"> • Ethernet LAN adapter (at least 100 Mbps, wired LAN recommended). • TCP/IP protocol (IPv4).
Compatible printers and scanners	For details about printers and scanners that are compatible with this application, see Readme
Supported Languages	Dutch, English, French, German, Italian, Spanish

Operating System	
Windows XP	Home Edition / Professional SP3
Windows Vista	Home Basic / Home Premium / Business / Enterprise / Ultimate SP2
Windows7	Home Premium / Professional / Enterprise / Ultimate
Windows Server 2003	Standard Edition / Enterprise Edition SP2 R2 Standard Edition / Enterprise Edition SP2
Windows Server 2008	Standard / Enterprise SP2 R2 Standard / Enterprise

Note

- Under a 64-bit operating system, this application can be used only in 32-bit mode.

Associated Application

When using the following types of files, install the necessary supplemental application before setting up this application.

Microsoft Office (Word/Excel/PowerPoint) files	Adobe Acrobat 8 / 9 (Adobe PDF must be installed.) Word 2003 SP3 / 2007 SP2 / 2010 Excel 2003 SP3 / 2007 SP2 / 2010 PowerPoint 2003 SP3 / 2007 SP2 / 2010
PS/EPS files	Adobe Acrobat 8 / 9 (Acrobat Distiller® must be installed.)

2. Installation

Installation

Installing the Main Software and Related Programs

2

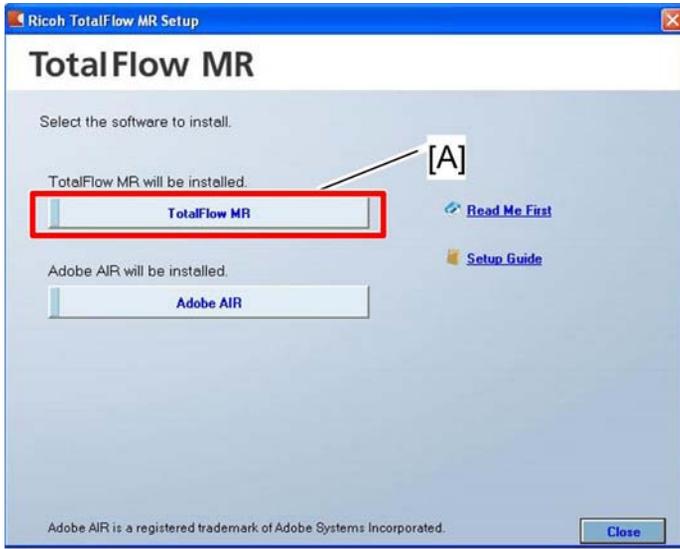
To use this product, you must install the following software and related programs:

- Main software
Basic software for this product
- TotalFlow PDF driver
TotalFlow PDF driver is necessary for using Microsoft Office (Word/Excel/Power Point) documents.
When Microsoft Office documents are loaded into this product, this driver converts the documents to PDF format.
- Adobe AIR
Adobe AIR is a runtime environment for desktop applications that uses Flash technology. This program is necessary for running this product.

Installing the Main Software

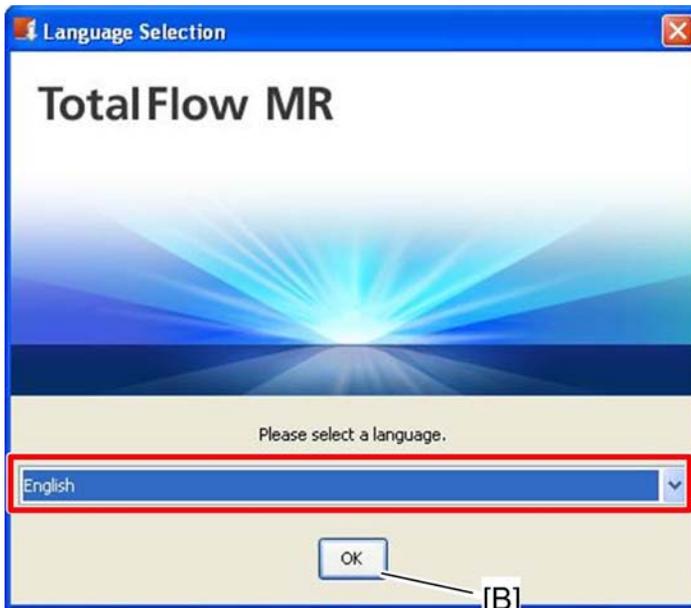
An account that has administrator privileges is required to install this product. Ask a customer to prepare such an account before installation.

1. Insert the installation CD for this product into the CD-ROM drive.
2. If the display screen appears automatically, select [Install/execute program].
 - If the user account control screen appears, do one of the following according to the permission level that customer's Windows account has:
If you have administrator permissions, click [Admit].
If you have general user permissions, enter the password for an administrator account, and then click [OK].



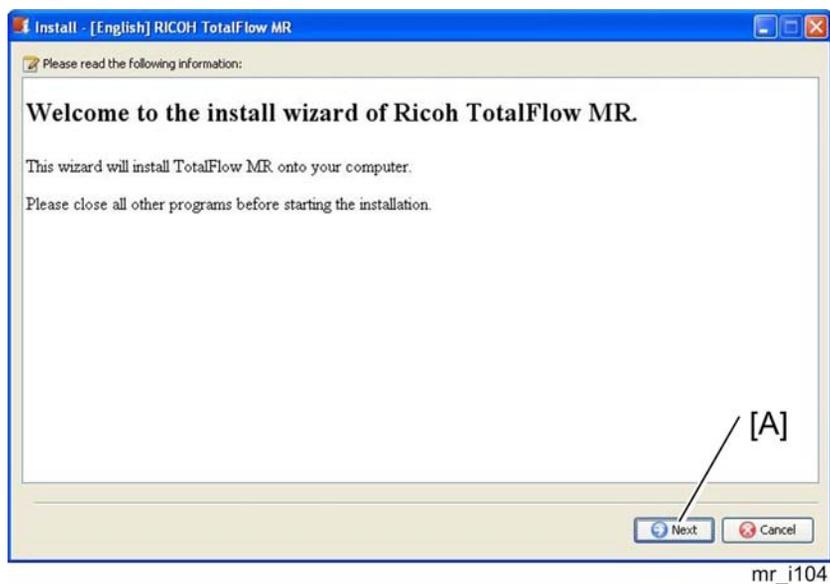
mr_i101

3. Click "TotalFlow MR" [A] on the setup screen.

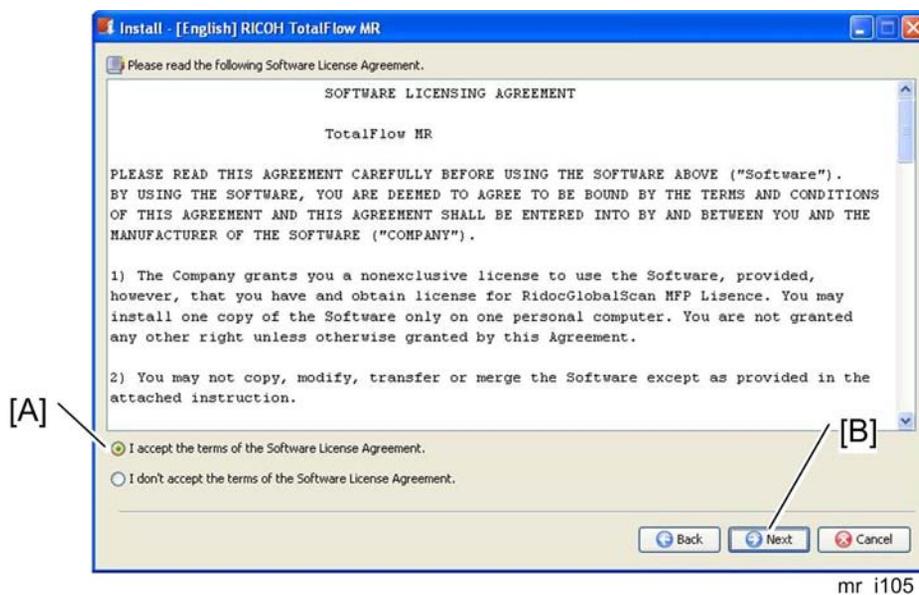


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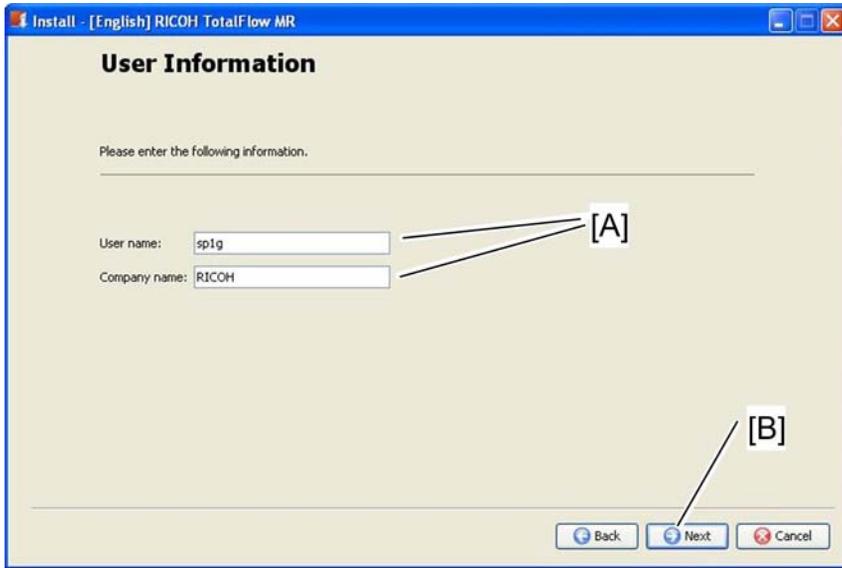
4. Select the language for the interface from the pull-down menu [A], and then click "OK" [B].
- This step is required only when stalling the software for the first time.
 - If you have mistakenly selected a wrong language or want to change the language after the initial installation, reinstall the Main software.



5. Click "Next" [A].

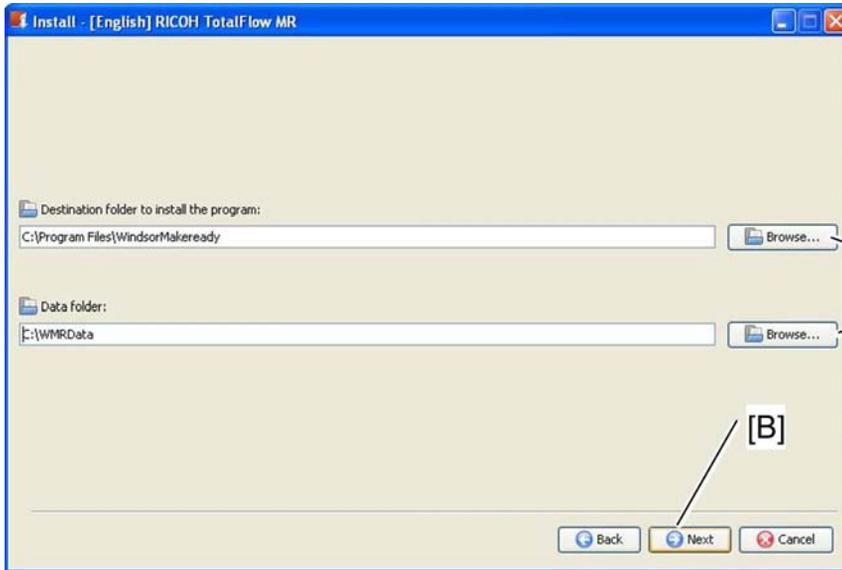


6. Select the radio button [A] "I accept the terms of the Software License Agreement.", and then click "Next" [B].
 - If the customer does not accept this license agreement, installation will not continue.



mr_i106

7. Enter "User name" and "Company name" in the input fields [A], and then click "Next" [B].

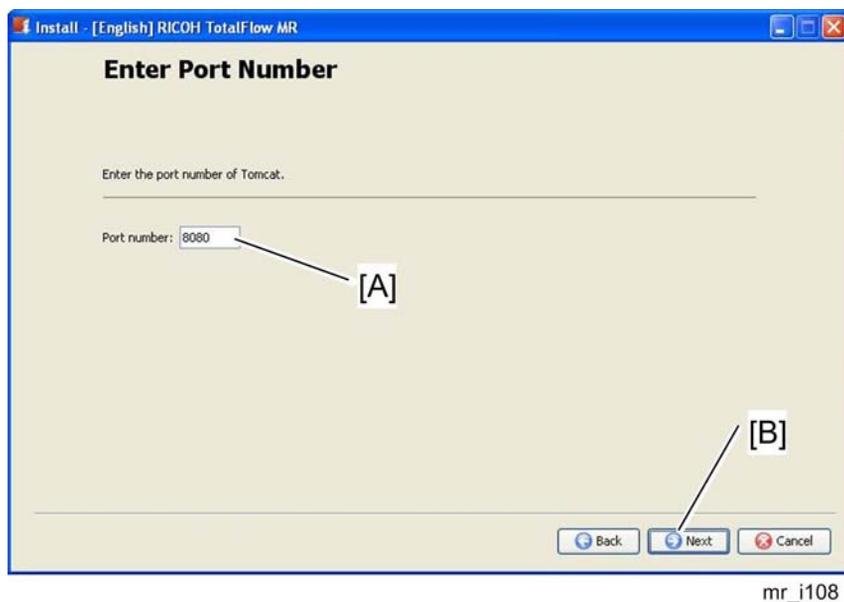


mr_i107

8. Specify a folder where the main software is to be installed, and the folder where the data created by using this product is to be stored with "Browse..." buttons [A], and then click "Next" [B].

Note

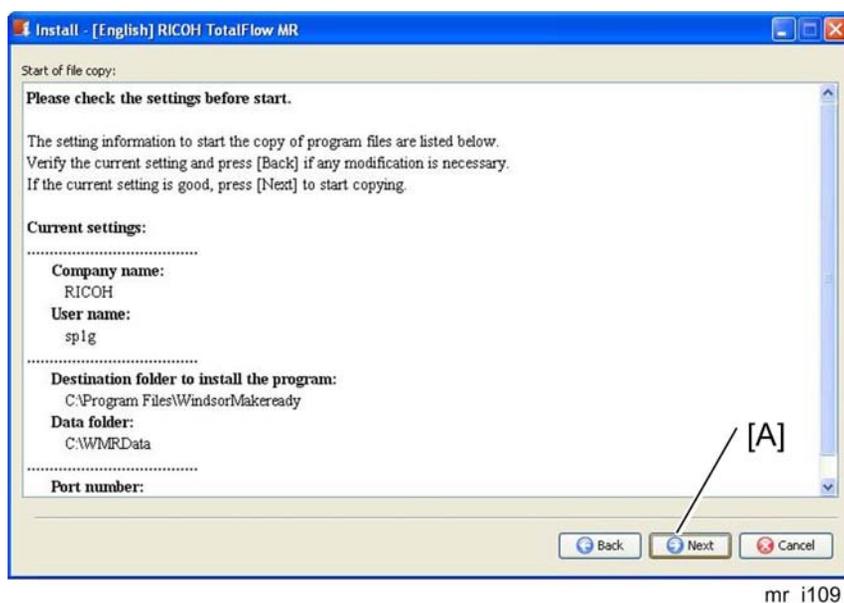
- You can specify removable disks and network folders as the data folder.



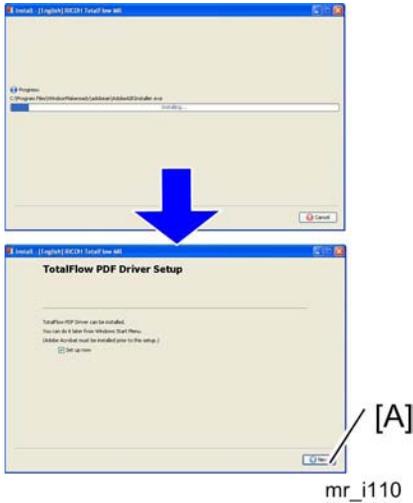
9. Enter the "Tomcat port number" in the input field [A] on the Enter Port Number screen, and then click "Next" [B].
- Normally, leave the port number the default value "8080". If "8080" is already used for another application, enter an unused port number.

Note

- Contact the system administrator for details about the port number.



10. Check the settings, and then click "Next" [A].



11. Installation starts.

- New installation

After the installation is complete, the setup screen for the TotalFlow PDF driver appears. Click "Next" [A] to continue the installation procedure.

- Overwrite installation/update

After the file copying is finished, the setup completion screen appears. Click [Close].

If a window appears prompting you to restart the computer, click [Yes] to restart the computer.

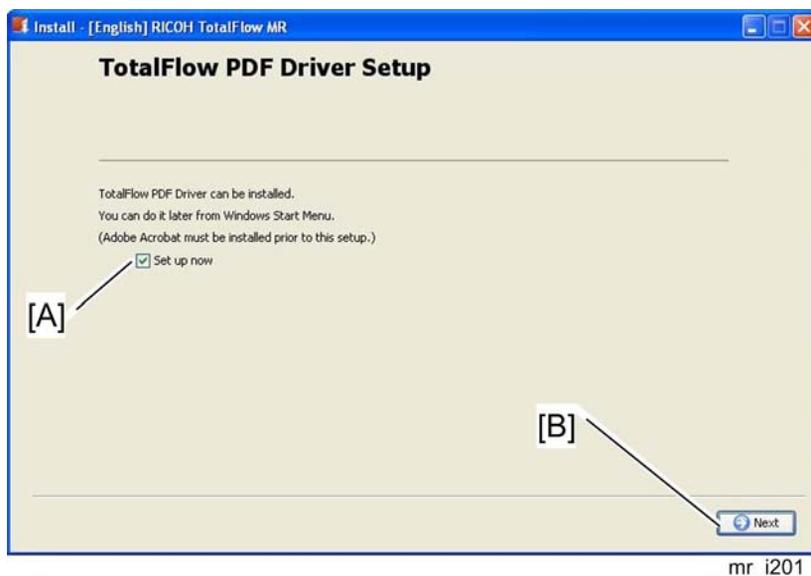
Installing the TotalFlow PDF Driver

★ Important

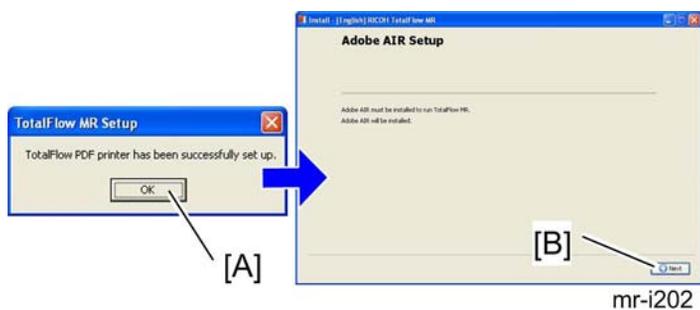
- An account that has administrator privileges is required to install this product. Make sure you have access to such an account before installation.
- Adobe Acrobat must be installed in advance to install the TotalFlow PDF driver.

Installation Procedure

When installing the driver immediately after installing the main software (New installation)



1. On the setup screen of the TotalFlow PDF driver, select the "Set up now" check box [A], and then click "Next" [B].



2. After the installation completes, click "OK" [A].
 - The Adobe AIR setup screen appears. Click "Next" [B] to continue the installation procedure.

For details about installing Adobe Air, see @@Installing Adobe AIR.

When installing the driver separately using the Start menu

1. Click "Start", select "All Programs", and then select "TotalFlow MR".
2. Select "TotalFlow PDF Driver Setup".
3. Select "Yes".
4. After the installation completes, click "OK".

Precautions after installing the TotalFlow PDF Driver

- Do not change the settings or name of the TotalFlow PDF driver.
- If Adobe Acrobat is changed (upgraded or downgraded), you need to reinstall the TotalFlow PDF driver as well. In this case, delete the TotalFlow PDF driver manually, update Adobe Acrobat, and then install the TotalFlow PDF driver from the Start menu.
- If you uninstall Adobe Acrobat, the TotalFlow PDF driver will not function. Delete it manually.

↓ Note

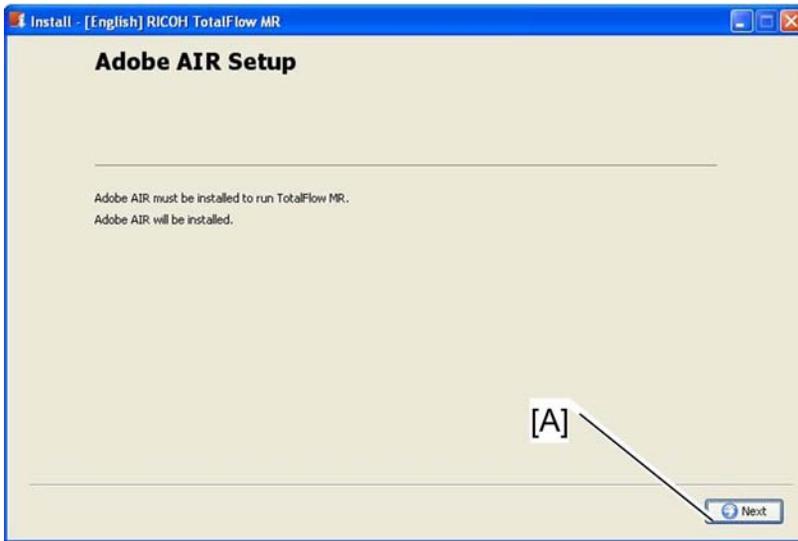
- For details about deleting the TotalFlow PDF driver, see @@Deleting the TotalFlow PDF Driver Manually.

Installing Adobe AIR

★ Important

- An account that has administrator privileges is required to install this product. Make sure you have access to such an account before installation.

When installing the program immediately after installing the main software (New installation)

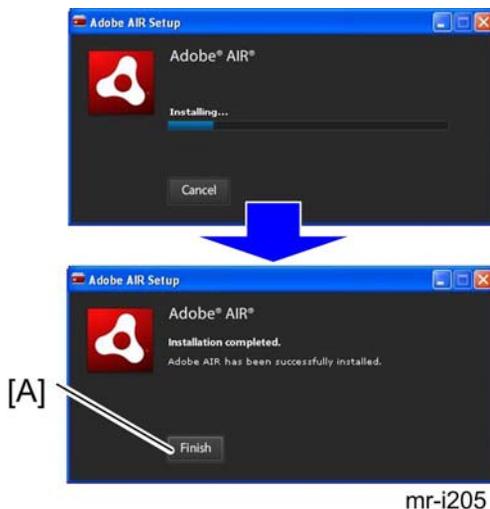


mr_i203

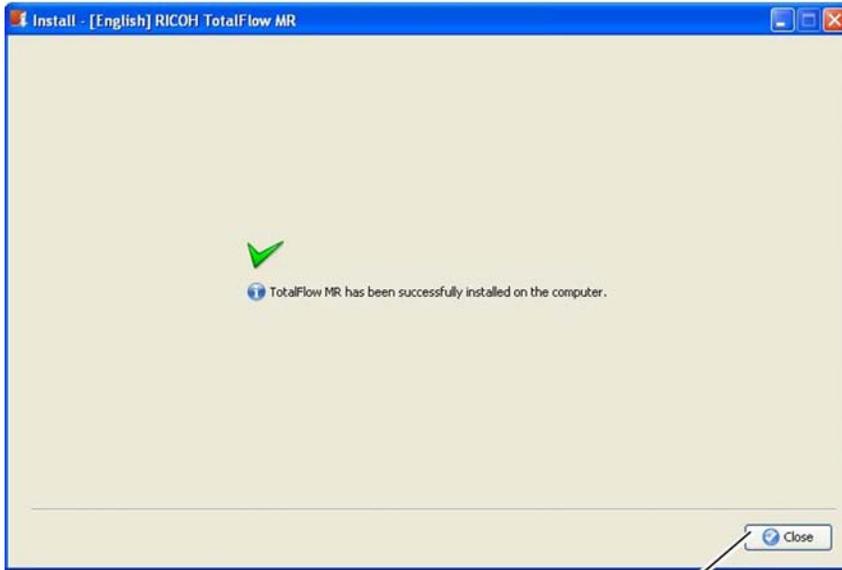
1. On the setup screen of Adobe AIR, click "Next" [A].



2. Click "I Agree" [A].



3. After installation completes, click "Finish" [A].



[A] mr_i206

- The setup completion screen of this product appears. Click "Close" [A].
- If a window appears prompting you to restart the computer, click "Yes" to restart the computer.

When installing the program separately using the installation CD

1. Insert the installation CD of this product into the CD-ROM drive.
2. If the Autoplay window appears automatically, select "Install/execute program".
 - If the user account control screen appears, do one of the following according to the permission level your Windows account has:
If you have administrator permissions, click "Admit".
If you have general user permissions, enter the password for an administrator account, and then click "OK".
3. On the setup screen, click "Adobe AIR".
4. On the setup screen of Adobe AIR, click "Next".
5. Click "I Agree".
6. After the installation completes, click "Finish".

Uninstallation

This section explains the procedures for uninstalling the main software and Adobe AIR.

Note

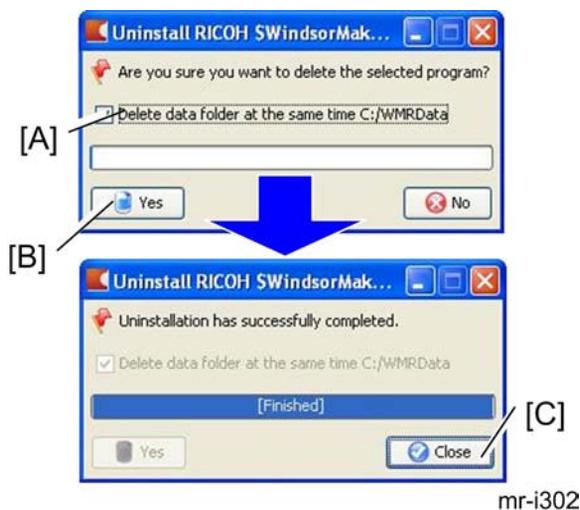
- The TotalFlow PDF driver is uninstalled together with the main software.
- If you need to delete only the TotalFlow PDF driver, see [Deleting the TotalFlow PDF Driver Manually](#).

2

Uninstalling the Main Software

The following uninstallation procedures are based on Windows XP. Although the procedures may differ depending on the operating system in use, the basic operations are the same.

1. Click "Start", and then select "Add or Remove" in "Control Panel".
2. Select "TotalFlow MR", and then click "Yes".



3. On the Uninstallation screen, continue as follows:
 - Select the "Delete data folder at the same time C:/WMRData" check box [A] when uninstalling this product completely.
 - Clear the "Delete data folder at the same time C:/WMRData" check box [A] when planning to reinstall this product and reuse the data (job file) after uninstallation.
4. Click "Yes" [B].
5. Click "Close" [C].

Uninstalling Adobe AIR

★ Important

- Do not uninstall Adobe AIR if it is used for other applications. If you do, you will not be able to use those applications.

2

The following uninstallation procedures are based on Windows XP. Although the procedures may differ depending on the operating system in use, the basic operations are the same.

1. Click "Start", and then select "Add or Remove" in "Control Panel".
2. Select "Adobe AIR", and then click "Uninstall".
3. On the confirmation dialog box, click "Uninstall".
 - Uninstallation starts.

Uninstalling the TotalFlow PDF Driver Manually

The following uninstallation procedures are based on Windows XP. Although the procedures may differ depending on the operating system, the basic operations are the same.

1. Click "Start", and then select "Display devices and printers".
2. Select "TotalFlow PDF", and then click "Delete the device".
3. On the confirmation dialog box, click "Yes".
 - This deletes TotalFlow PDF Driver.

Log Tool Operation

Log Capture Procedure for RICOH System Information Tool

Failure, the following steps to get the Log in, if necessary, please attach at the time of disaster escalation.

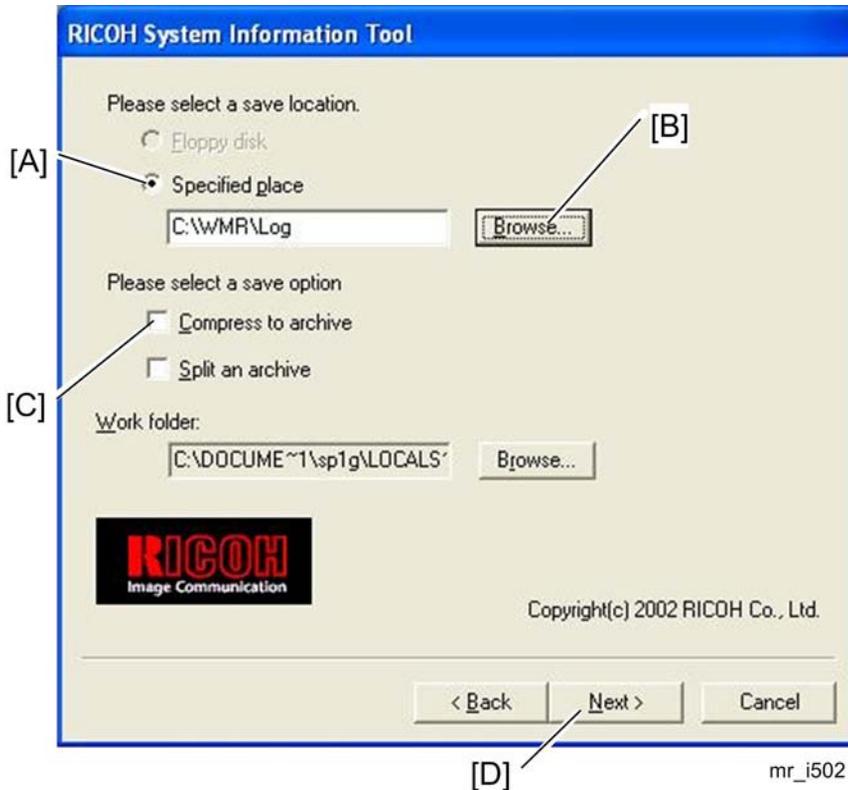
1. Extract the RICOH System Information Tool file.
2. Copy the all extracted files to a directory in the PC which the TotalFlow MR has been installed in.
 - A folder name in the directory should be unique for the log report management.
3. Reproduce an error process with TotalFlow MR.
4. Run the "RsInfo.exe" in the directory which all extracted files have been copied to.

2



mr_i501

5. Click "Next" [A]. without any setting changes.



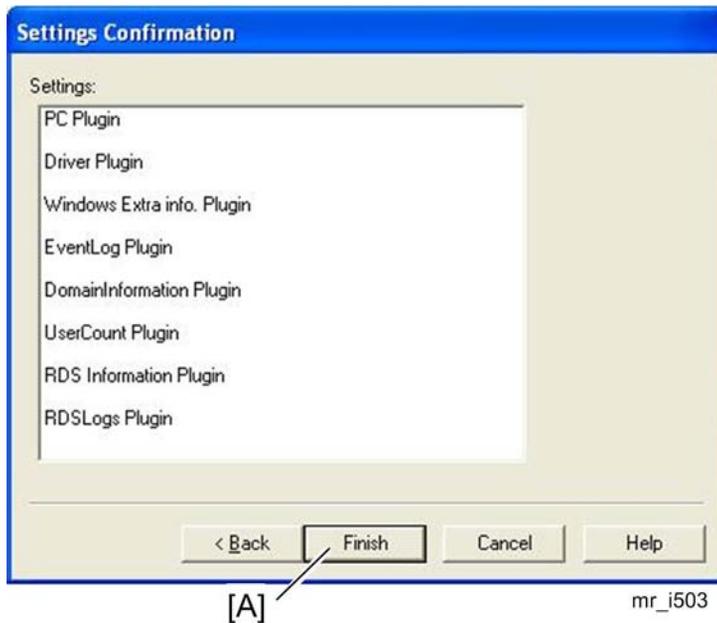
6. Select the radio button "Specified place" [A], and then specify the folder for the log file saving with "Browse..." [B].
7. Check the check box "Compress to archive" [C].
8. Click "Next" [D].

Then the following input screen appears, do not type anything on the screen all the "Next" Please go on.

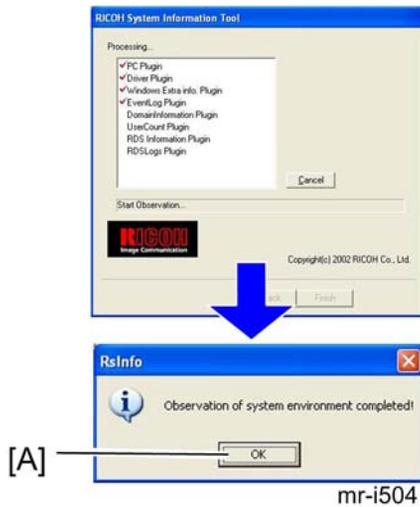
- DNS Information
- SMTP Information
- LDAP Information
- SNMP Information
- ActiveDirectory Information
- RDS Job Details

↓ Note

- support tools are so common to many software, the screen above appears to respond to a variety of software.



9. Confirm the settings for log files, and then click "Finish" [A].



10. Click "OK" [A] after the processing of the RICOH System Information Tool has been done.



11. Click "Finish" [A].to terminate this procedure.
12. "RSresult.exe" is created in the folder you specified in step 6.

★ Important

- All files must be removed or deleted from the customer's PC. Make sure that no files are left in the customer's PC.

Log Information

Item	Description
Basic Information	Installed application information
	Executed program information
	Service information
RDS Log	-
RDS Information	Installation information
	Registry

Item	Description
Printer Driver Information	-

Start-up and Shutdown

Starting

2

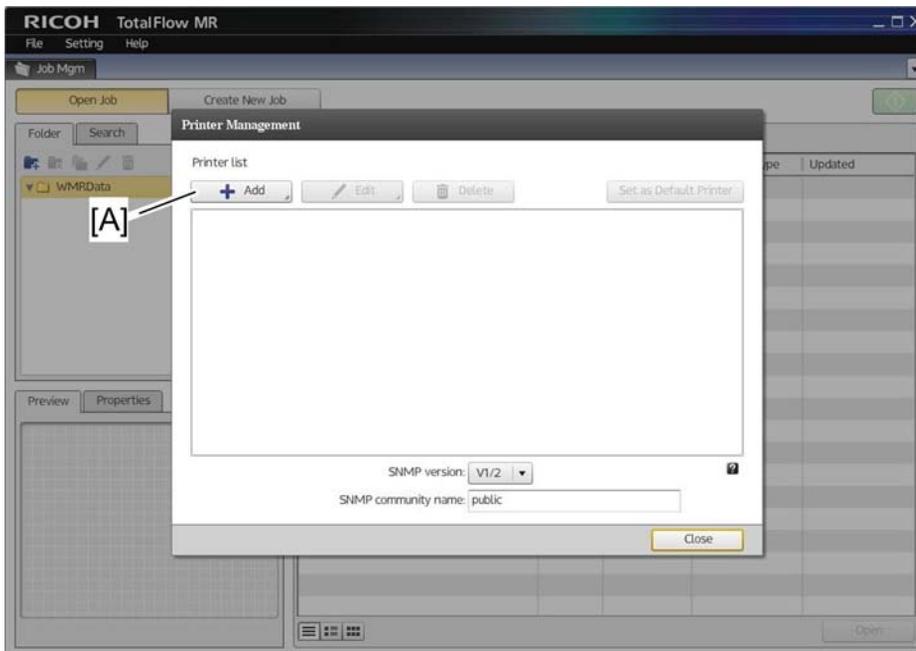
★ Important

- Before starting this product for the first time, you must register a printer. Check that the computer and printer you will use are properly connected to the network. For details about connecting to the network, see the documentation of the printer in use.

1. Insert the USB dongle included with this product into the USB port of the computer.

★ Important

- The dongle is required to confirm the license for this product. If you try to start this product without inserting the dongle, an error message will display and this program cannot be started.
 - Leave the dongle inserted while this product is running. If you remove the dongle with this product running, you cannot use the product.
2. Click the "Start" button, select "All programs", and then select "TotalFlow MR".
 - If a printer is not registered the first time when you start this product, the printer management screen appears.
 - Go to step 5 if a printer is registered.



mr_i401

3. On the Printer Management screen, click "Add" [A].
4. On the Add/Edit Custom Printer Settings screen, select "Print mode" and specify each setting.
For details about the individual settings, see the on-screen balloon help.
5. Click "OK".

- This product starts.

After this product has started, you can add other printers. For details about registering printers, see *User's Guide*.

To scan the paper documents, you must register a scanner. For details about registering scanners, see *User's Guide*.

Shutting Down

1. On the "File" menu, select "Exit".
 - The screen closes.

↓ Note

- Wait until this product has shut down before removing the dongle. Remove the dongle by simply disconnecting it from the USB port.

Notes on first boot

There need to register the printer.

2

To use this application, you must first register a printer. You can register multiple printers to handle different types of output formats.

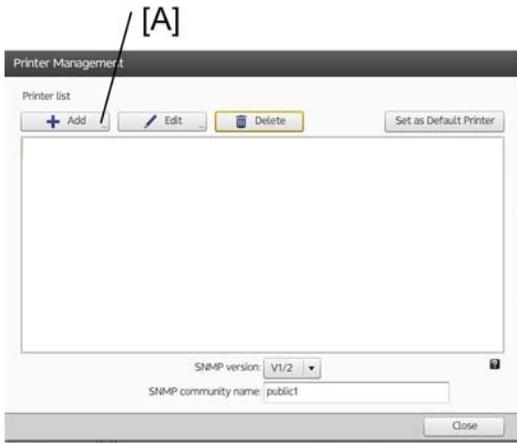
Note

- Before registering a printer, make sure that both your computer and the printer are correctly connected to the network. For details about printers that are compatible with this application, see Readme. For details about how to connect the printer to a network, see the printer’s documentation.
- To output jobs via TotalFlow PM, you must first set up TotalFlow PM. For details, see the TotalFlow PM documentation.

Printer registration

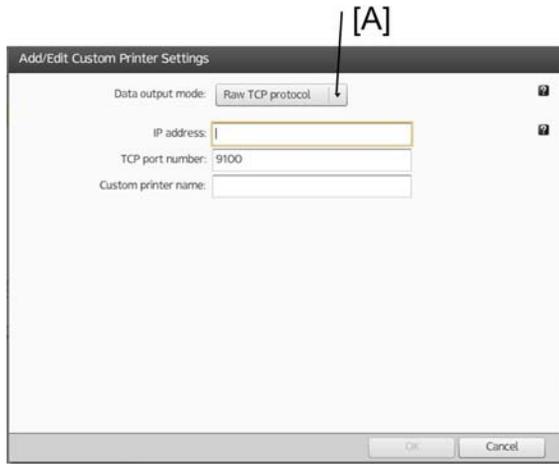
Use the following procedure to register a printer. For details about a specific setting, click the button to display the on-screen balloon help.

1. On the [Printer Management] screen, click [Add]. [A].



mr-i506

2. On the [Add/Edit Custom Printer Settings] screen, select [Data output mode:] [A], and then configure the settings.



mr-i507

3. System Maintenance Reference

Backing Up and Restoring Settings

You can protect your data and settings by creating backup files.

Then, if a problem occurs, you can use the backup file to restore lost data and return the settings to their previous states.

3

Backed up/restored items

The following settings and data can be backed up and restored:

- Paper Library
- Tab stock presets
- Programs
- Imposition presets
- Image overlay
- Preferences
- Registered printers
- Base scan properties configurations
- External program information

Note

- Saved jobs are not backed up and therefore cannot be restored. To back up jobs, use Windows Explorer to create a copy of the folder where the jobs are saved. You can use the Preferences screen to find the folder in which the jobs are saved. For details, see Setting Preferences.

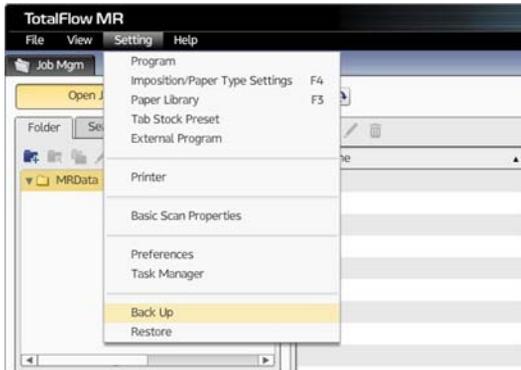
Performing a System Settings Backup

Backed up data is stored as a compressed ZIP-format file.

Use the following procedure to perform a backup.

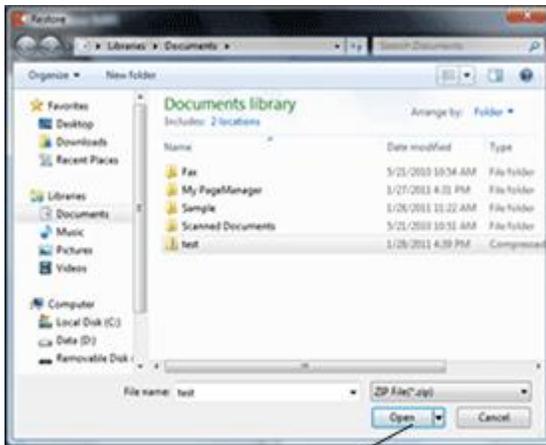
1. On the [Setting] menu, select [Back Up].

3



mr-i508

2. Specify a save location and a name for the backup file, and then click [Save] [A].



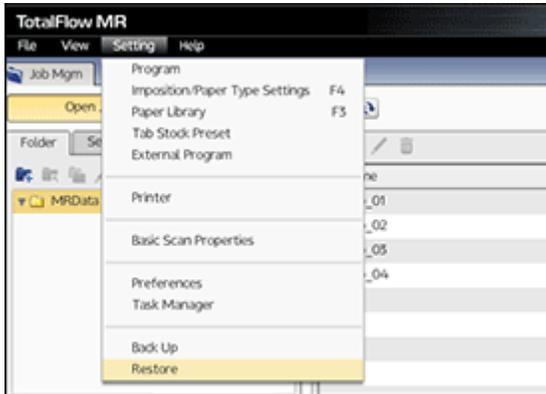
[A] mruser_012

Restoring System Settings

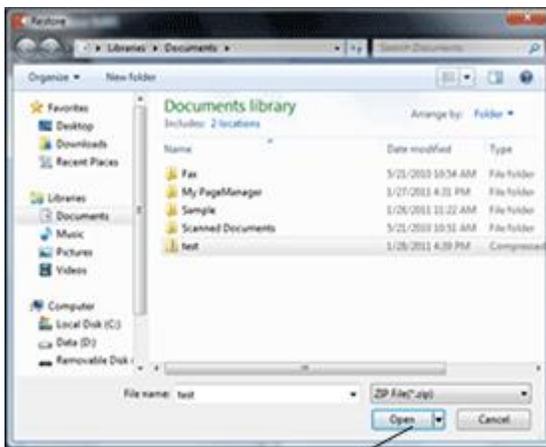
You can decompress the backup file to restore the data. This will return the product to how it was when the backup was made.

Use the following procedure to restore the data.

1. On the [Setting] menu, select [Restore]



2. Select the backup file, and then click [Open] [A].



[A] mruser_012

4. Troubleshooting

Troubleshooting

Folder operations		
Message	Message code	Action and reference
Failed to create the folder.	2038 3001 3003 ** *013	Check the following: <ul style="list-style-type: none">• Do you have sufficient privileges to create the folder?• Is there sufficient free space on the hard disk? *1• Is the length of the folder name 80 characters or less?
Failed to copy the folder.	2038	Check the following: <ul style="list-style-type: none">• Do you have sufficient privileges to copy the folder?• Is there sufficient free space on the hard disk? *1
Failed to move the folder.	2038	Check the following: <ul style="list-style-type: none">• Do you have sufficient privileges to move the folder?• Is there sufficient free space on the hard disk? *1• Is a file in the folder open? If so, close the file.
Failed to change the folder name.	2038	Check the following: <ul style="list-style-type: none">• Is there sufficient free space on the hard disk? *1• Is the length of the folder name 80 characters or less?

Folder operations		
Message	Message code	Action and reference
Failed to delete the folder.	2038	If a file in the folder is open, close the file.

File operations		
Message	Message code	Action and reference
Failed to access the file.	***015 ***016 ***017	Check the following: <ul style="list-style-type: none"> • Does the file exist? • Do you have sufficient privileges to access the file?
Failed to copy the file.	2038	Check the following: <ul style="list-style-type: none"> • Do you have sufficient privileges to access the file? • Is there sufficient free space on the hard disk? *1
Failed to move the file. Failed to change the file name. Failed to delete the file.	2038	Check the following: <ul style="list-style-type: none"> • Is there sufficient free space on the hard disk? *1 • Is a file in the folder open? If so, close the file.
Failed to authenticate the password.	2010100110	Confirm the password for the PDF file.

Creating jobs		
Message	Message code	Action and reference
Failed to create a new job. Failed to read the file.	2020900015	Check whether you have sufficient privileges to read the specified MJD file. If this error occurs even though you have sufficient privileges, contact your service representative. * 2
	***008	Check whether you have sufficient privileges to access the file.
Failed to incorporate original file / scanned data into job. This image is unavailable.	2020302111 2060502111	See Supported File Formats , and check whether this application supports the file's format.
	2020302112 2060502112	Use an image file that does not require reduced reading or a file where the X and Y resolutions are the same. For details about image sizes supported by this application, see Supported Image Formats and Image Sizes.
	2020700003	Increase the amount of free space on the hard disk. * 1
Failed to save the job. Failed to save as PDF file.	2010100112	Check the following: <ul style="list-style-type: none"> • Is the length of the file name 80 characters or less? • Is the length of the absolute path 260 characters or less?

Creating jobs		
Message	Message code	Action and reference
Failed to update the program information.	2000200102	<p>A new folder could not be created.</p> <p>Check the following, and then specify a folder that is valid:</p> <ul style="list-style-type: none"> • Do you have sufficient privileges to access the specified folder? • Did you specify a read-only folder? (For example, a folder on a CD)
PDF conversion by the TotalFlow PDF printer failed.	-	<ol style="list-style-type: none"> 1. See Supported File Formats, and check whether the file's format is supported by this application. 2. If the TotalFlow PDF printer's settings have been changed, reinstall the TotalFlow PDF driver. For details, see "Setup Guide". 3. If the problem could not be resolved in Step 1 or Step 2, the file might be corrupt. Check whether the file can be opened in the program that was used to create it.
Page information unavailable.	2000000004	<p>There might have been insufficient memory when reading in a document.</p> <p>If memory was insufficient, reduce the amount of memory currently in use.</p>

Printing and printers		
Message	Message code	Action and reference
Failed to reprint the job. Failed to print the job. Failed to assign device to the job. Failed to print. Device capability information unavailable. Cannot execute printing.	2000400110 2000400114 2000600105 2000400144 2000400133	Check the following: <ul style="list-style-type: none"> • Is the printer turned on? • Is the printer connected to the network? • Did an error occur on the printer?
Device capability information unavailable. An HTTP error has occurred. Failed to add the printer. Failed to update the printer information. Failed to update the printer connection settings. The printer status is unknown.	2000400109 2000400134	On the [Setting] menu, select [Printer], and then check whether the settings configured on the [Add/Edit Custom Printer Settings] screen are correct. For precautions about configuring the settings, see the help.
	2000400114 2000400115	The connection to the server on which TotalFlow PM is installed might have failed. Check the following: <ul style="list-style-type: none"> • Is the server turned on? • Is the server connected to the network? • Did TotalFlow PM start up correctly? If not, try restarting the server. • Can you print from TotalFlow PM?

Printing and printers

Printing and printers		
Message	Message code	Action and reference
	2000400102 2000400132 2000400144	<p>Check the following in TotalFlow PM.</p> <p>For details about operating TotalFlow PM, see the documentation for TotalFlow PM.</p> <ul style="list-style-type: none"> • Does an appropriate virtual printer exist on the server on which TotalFlow PM is installed? • Is the virtual printer associated with a physical printer? • Can you print from the physical printer that is associated with TotalFlow PM?
	2000400128 2000400130	<p>Check that an error has not occurred on the printer.</p> <p>If "Failed to update the printer connection settings." appeared, check all registered printers.</p>
	2000400103	<p>When all printing has finished on the specified printer, perform the operation again.</p>

Scanners		
Message	Message code	Action and reference
<p>Failed to delete the basic scan properties.</p> <p>Failed to acquire the basic scan properties.</p> <p>Failed to update the basic scan properties.</p>	2090700103	<p>The settings file for this application might be corrupted.</p> <p>If this message reappears even after you reconfigure the [Basic Scan Properties] settings, contact your service representative. * 2</p>
Scanning has been cancelled.	-	If scanning was not cancelled and this message appears, repeat the scanning.

Other issues		
Message	Message code	Action and reference
Failed to register the task.	2000300003	Increase the amount of free space on the hard disk. * 1
	2000300004	<p>There might have been insufficient memory when reading in a document.</p> <p>If memory was insufficient, reduce the amount of memory currently in use.</p>
Failed to export the custom paper.	2090200005	<ol style="list-style-type: none"> 1. Check whether the amount of free space on the hard disk is sufficient. * 1 2. Check whether you have sufficient privileges to access the specified folder.

Other issues		
Message	Message code	Action and reference
<p>Preferences information unavailable.</p> <p>Failed to update the preferences information.</p>	2090400105	<ol style="list-style-type: none"> 1. Check whether the amount of free space on the hard disk is sufficient. ^{*1} 2. If the problem could not be resolved in Step 1, restart your computer. 3. If the problem could not be resolved in Step 2, the settings file might be corrupt. Contact your service representative. ^{*2}

Dongle failure to respond

If the dongle is defective, you need a product key that corresponds to the tentative new dongle to arrive.

Product Key installation instructions

Program files (pseudonym: TFMRrecover.exe) file is created by running a trial.

Then start in trial mode and reboot PC.

In addition, the program runs instead of the screen, you can create trial run from Windows Explorer and file and exit.