

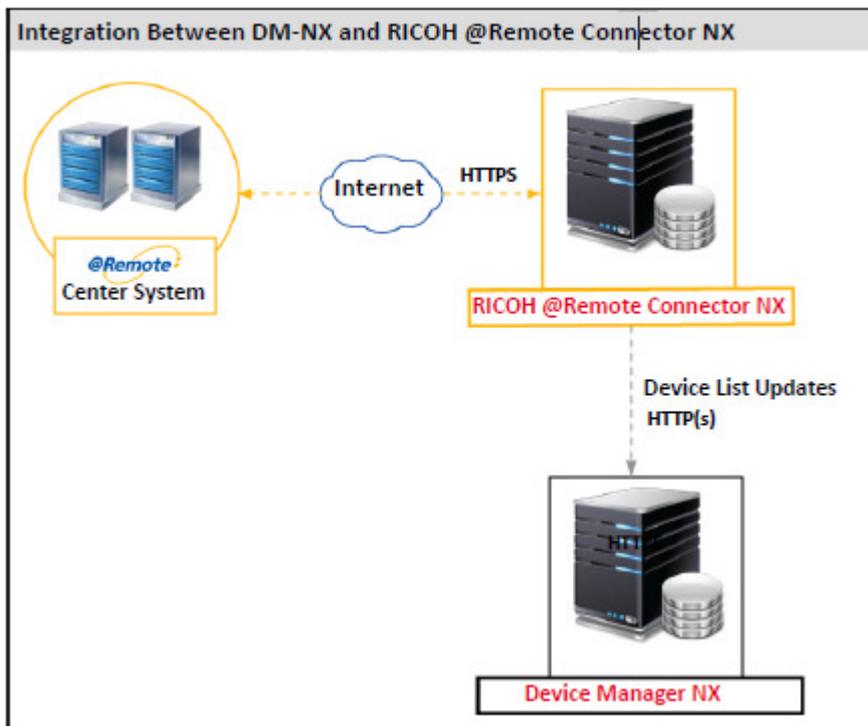
Model: Birdie-C		Date: 04-Apr-14	No.: RD793001
Subject: Integration with Device Manager NX		Prepared by: M.Yoneda	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Procedure:

Ricoh @Remote Connector NX is integrated with “Device Manager NX”

Overview

Ricoh @Remote connector NX can be integrated with Device Manage NX and migrate the managed device list from Device Manager NX. The Ricoh @Remote Connector NX system is responsible for sending the Device Lists date to Device Manager NX as it is discovered, and any updated to data to the @Remote Center System if configuration changes are made to the managed devices. After the integration is completed, Device Manager NX continually monitors the status of connected devices to ensure device availability.



Model: Birdie-C	Date: 04-Apr-14	No.: RD793001
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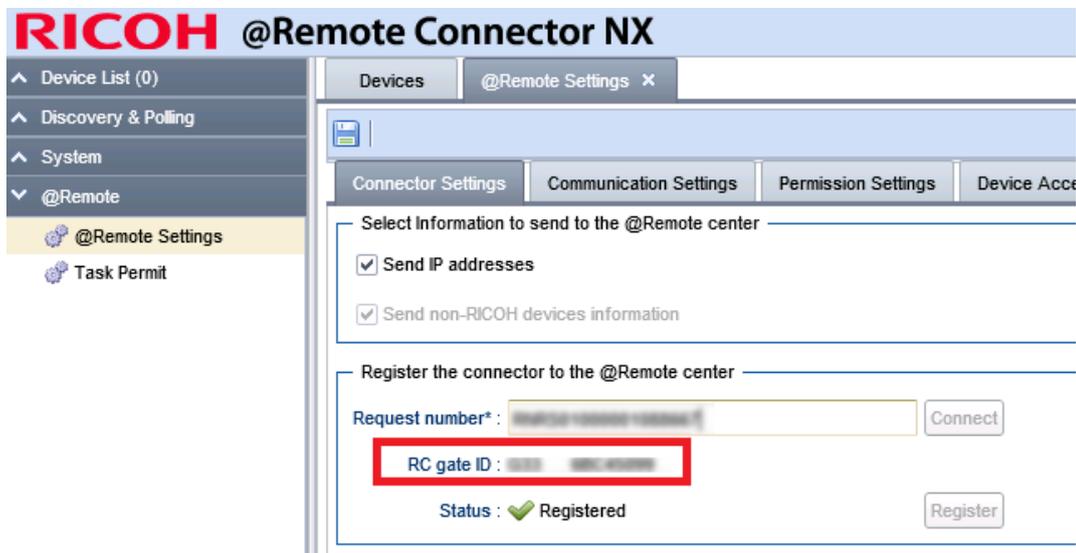
ACTION

Please refer to the procedure below & follow the steps for the installation of “Ricoh @Remote Connector NX with the Device Manager NX.

Procedure

Prior to completing the steps outlined below, verify the following:

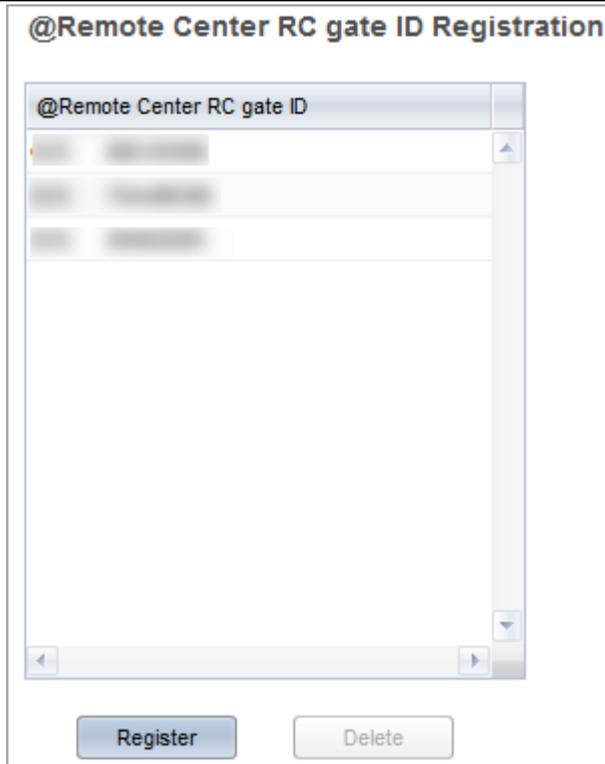
- Ensure the Device Manager NX system and the @Remote Connector NX system are both fully configured and functional.
- Obtain the RC Gate ID from the RICOH @Remote Connector System: Login to the @Remote Connector system. On the Navigation Tree, click the @Remote branch, and then click @Remote Settings. On the Connector Settings tab, locate the RC gate ID information that appears within the “Register the Connector to the @Remote center” section.



To perform the integration on the Device Manager NX Server:

1. On the Navigation tree, click **System**, then locate the **Server Settings** folder.
2. Click **System Information and Settings**.
3. Under the @Remote Center RC gate ID Registration section, click **Register**.

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- 4. Enter the **Gate ID** you obtained from the RICOH @Remote Connector NX system, then click **OK** to continue.



- 5. Click **Save** to save the changes.

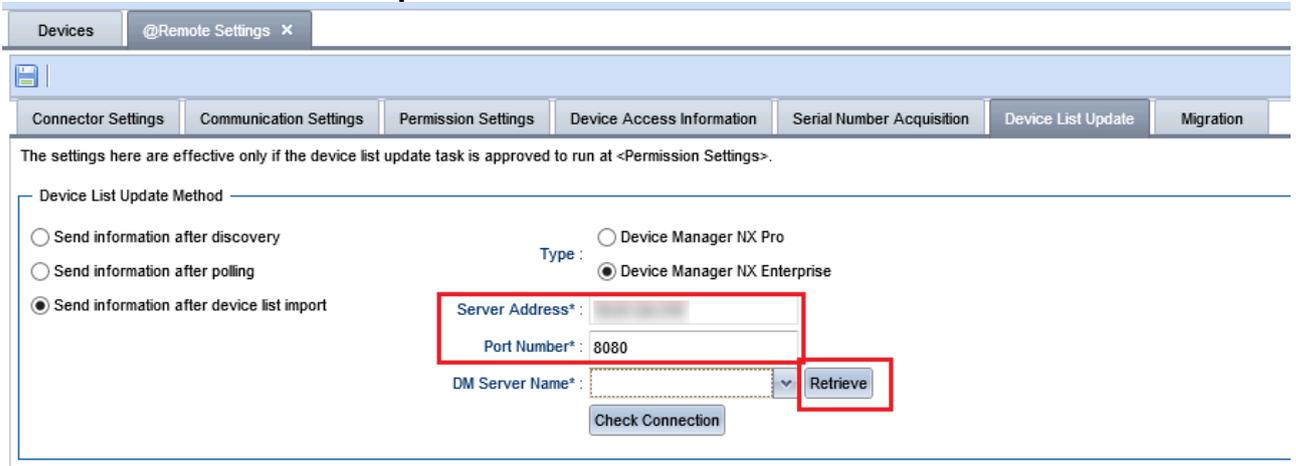
The required setup on the Device Manager NX server is now complete.

To complete the integration, you must now configure the Device List update method on the RICOH @Remote Connector NX server. The procedure is described below.

Model: Birdie-C	Date: 04-Apr-14	No.: RD793001
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To complete the integration on the RICOH @Remote Connector NX server:

1. On the Navigation Tree, click the **@Remote** branch, then click **@Remote Settings**.
2. Switch to the **Device List Update** tab.



3. Select the method you prefer to use for Device List Updates.
4. Under **Type**, select either Device Manager NX **Pro** or Device Manager NX **Enterprise**.
5. Enter the **Device Manager NX server address**, and set the port number to **8080**.
6. Click **Retrieve**, and then choose the DM Server that will manage the device list data. If you are integrating with Device Manager NX Pro, only one DM Server will appear.
7. Click **Check Connection** to confirm the settings. If the connection succeeded, you will see a confirmation message. If the connection failed, check the settings you entered and try again.

Reissued:2-Dec-14

Model: Birdie-C	Date: 08-Oct-14	No.: RD793002a
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RTB ReissueThe items in ***bold italics*** were corrected or added.

Subject: Device Manager NX version up problem		Prepared by: K. Yamamoto	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM**Birdie C (Birdie-S/E option, version 1.1):**

1. Call notifications for devices may not be received right after registration at the @Remote center.

Note: Once the device status is received, call notifications can be received.

2. SC600/SC700 may occur several times if the Birdie is using a registered MIB device (a non-Ricoh device).
3. Ricoh MIB devices (Ricoh-brand devices without a GW controller) cannot be discovered automatically.
4. The Birdie-C cannot be registered with the @Remote Center.

Birdie-C (Independent, versions 1.0 and 1.0.1):

1. Call notifications for devices may not be received right after registration at the @Remote center.

Note: Once the device status is received, call notifications can be received.

2. SC600/SC700 may occur several times if the Birdie is using a registered MIB device (a non-Ricoh device).
3. Ricoh MIB devices (Ricoh-brand devices without a GW controller) cannot be discovered automatically.

Reissued:2-Dec-14

Model: Birdie-C

Date: 08-Oct-14

No.: RD793002a

CAUSE

1. Call notifications detailing the device status are not sent to the center just after device registration. If a call is sent to the center before the registration is completed, the center is unable to process the data, triggering the SC.
2. Some non-Ricoh products send unknown data to Birdie; as a result, Birdie cannot process the data and produces the SC.
3. The Birdie does not process the data sent by the Ricoh MIB device that distinguishes it from non-Ricoh MIB devices. As a result, the Birdie cannot recognize the device as a Ricoh product.
4. The URLs contained in Birdie-S/E version 1.1 for @Remote connection were incorrect.

Reissued:2-Dec-14

Model: Birdie-C

Date: 08-Oct-14

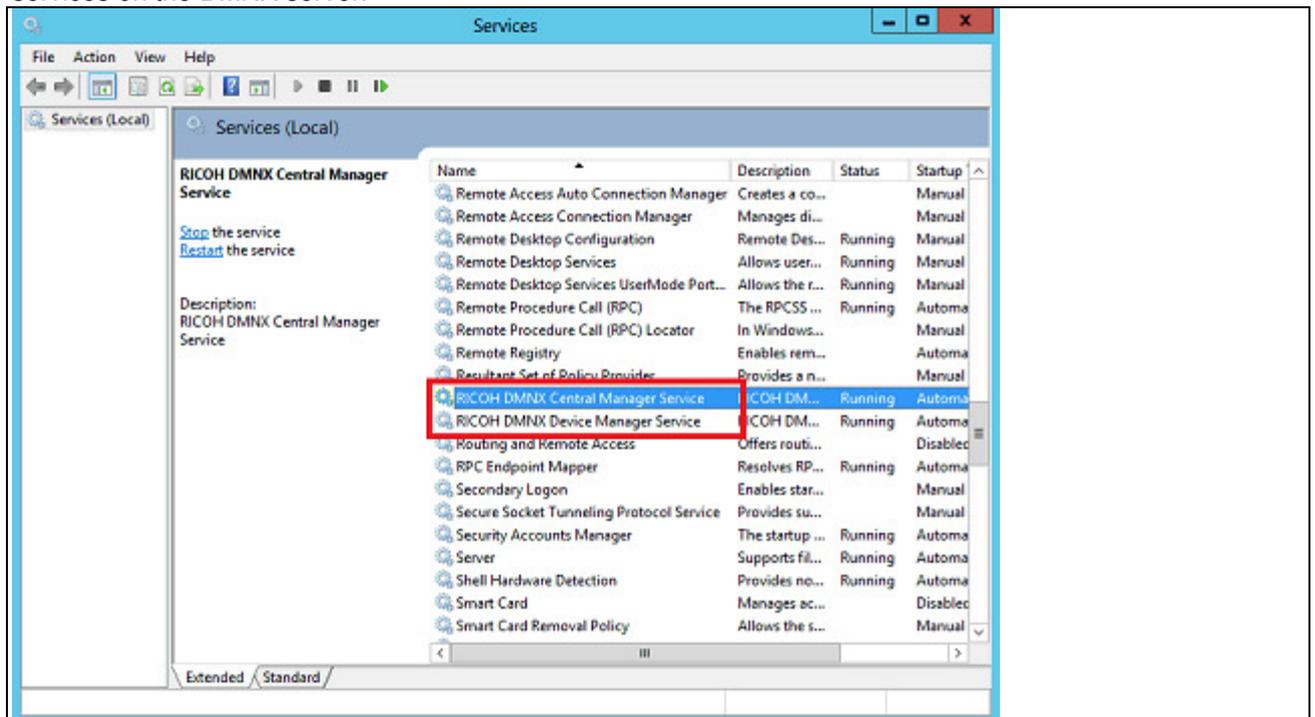
No.: RD793002a

SOLUTION**Birdie-S/E:**

1. Update the application to **ver1.1.1 or later**.
2. Change the URLs for @Remote connection inside the "gc.properties-default" file.

Procedure

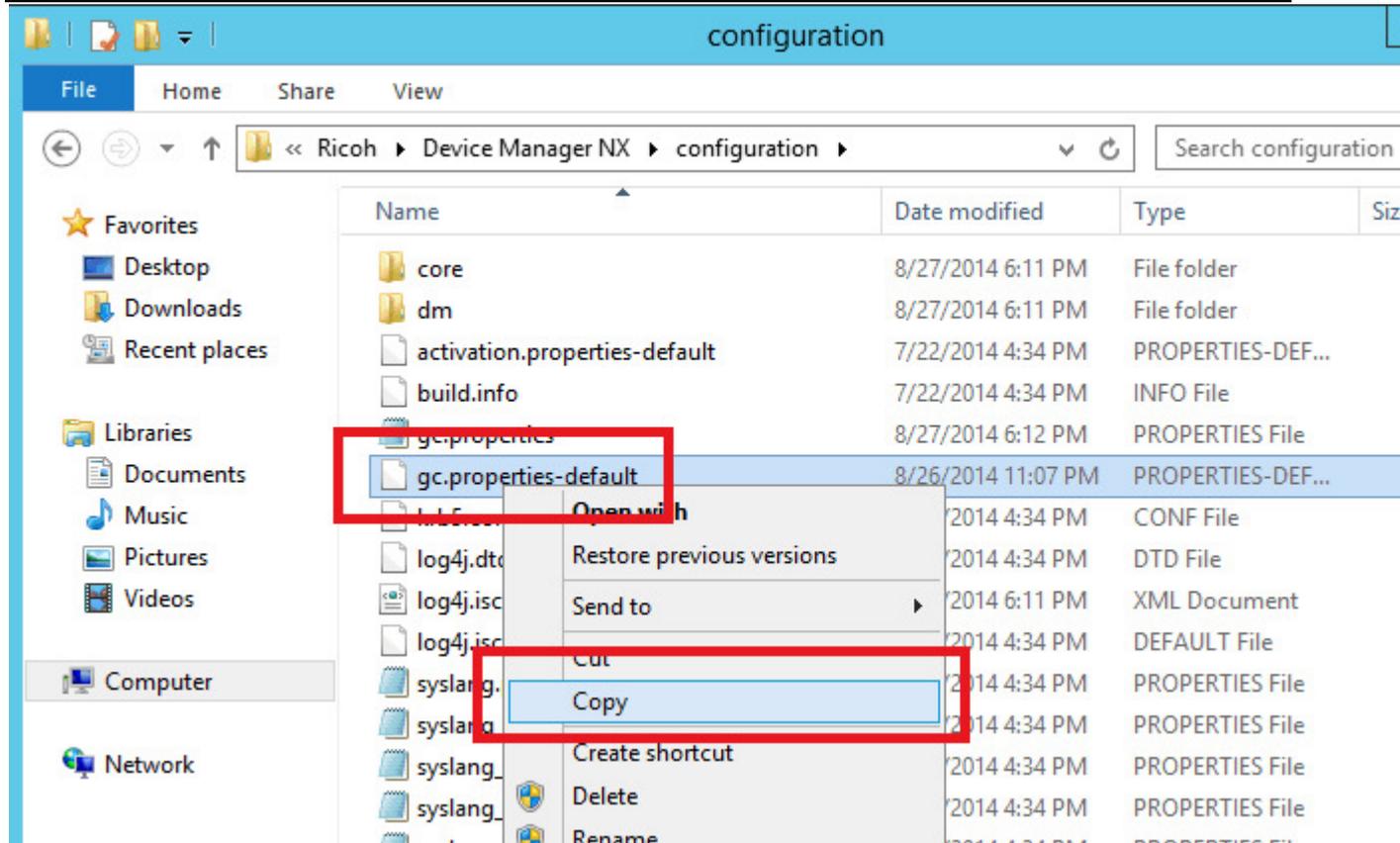
1. Stop the "**RICOH DMNX Central Manager Service**" and "**RICOH DMNX Device Manager Service**" services on the DMNX server.



2. Copy the DMNX setup file (gc.properties-default) for backup. File location: "<Install Path>\configuration". Default path: "C:\Program Files\Ricoh\Device Manager NX\configuration\gc.properties-default".

Reissued:2-Dec-14

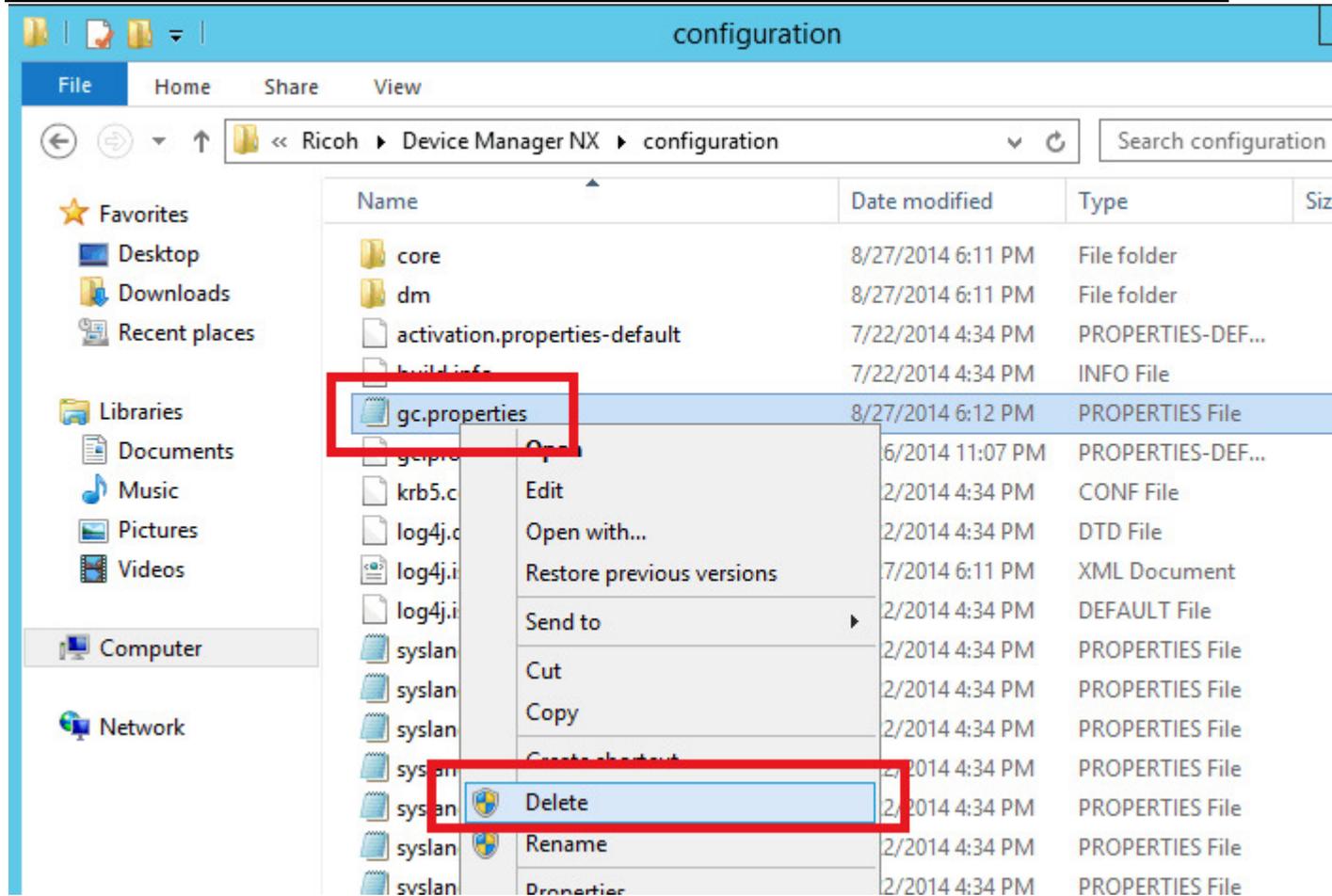
Model: Birdie-C	Date: 08-Oct-14	No.: RD793002a
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It is strongly recommended to check the successful backup of the file by checking its contents. If an error occurs during the manual configuration, you can redo the steps by restoring the copied setup file.

3.Delete the "gc.properties" file in the same directory as the "gc.properties-default" file.

Model: Birdie-C	Date: 08-Oct-14	No.: RD793002a
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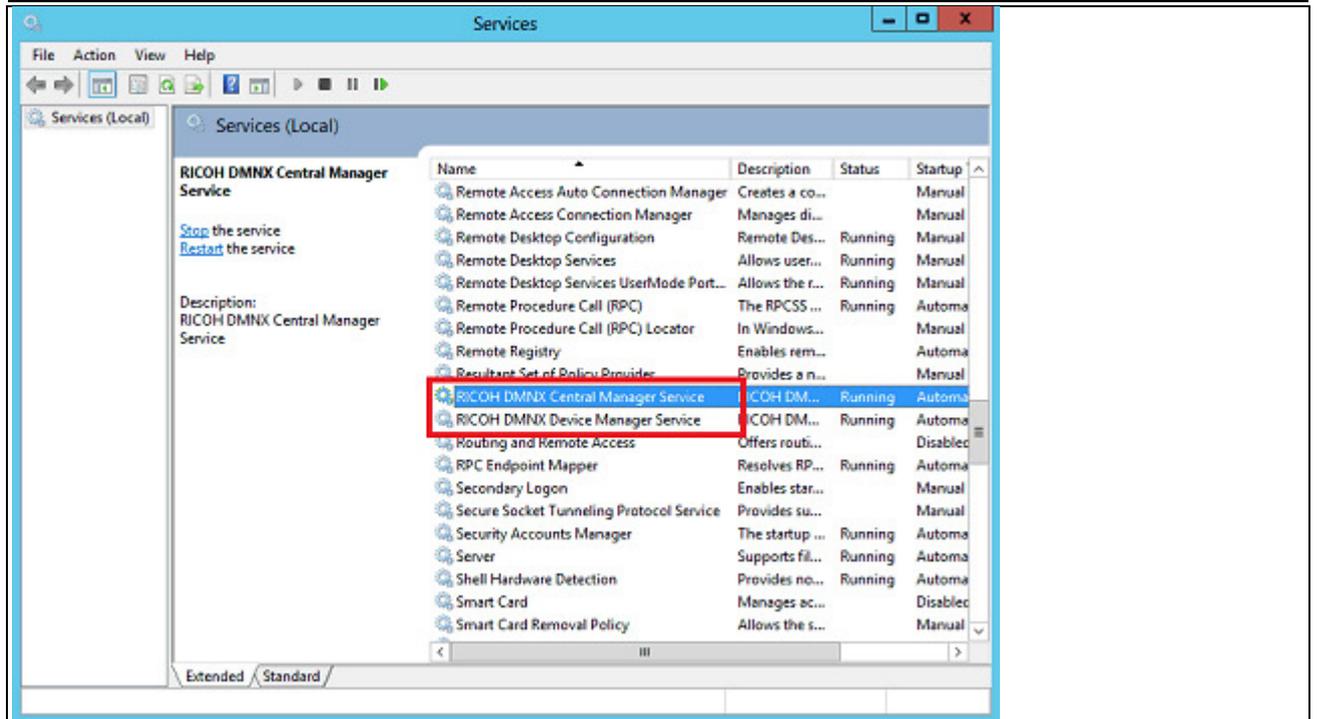


The same file will be regenerated after restarting the services.

- 3. Start the "RICOH DMNX Central Manager Service" and "RICOH DMNX Device Manager Service" services on the DMNX server.
- 4. Change the URL for @Remote Center address at the Birdie UI "@Remote" => "@Remote Settings" to the following address:
https://210.173.216.63/i02/AS



Model: Birdie-C	Date: 08-Oct-14	No.: RD793002a
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5. Confirm the following points to check if this procedure was a success.
 - @RCNX option can be registered at the @Remote Center?
 - "Monitored" device list is in the @Remote Center? (Needs a few hours for the list to appear in the @Remote Center after executing the device list update function.)

Birdie-C:

Update the Birdie-C with the patch file.

Procedure

1. Stop the "**RICOH DMNX Central Manager Service**" and "**RICOH DMNX Device Manager Service**" services on the DMNX server.
 - 1) Server: Start -> Administrative Tools -> Services
 - 2) RICOH DMNX Central Manager Service と RICOH DMNX Device Manager Service
2. Replace the patch file.
 - 1) Unzip "Patch_Ver1-0-2..zip"
 - 2) Upwrite Unzipped folder of "plugins" in the following pass (InstallPath)/plugins
Note: The default pass of the (InstallPath) is located "C:\Program Files\Ricoh\@Remote Connector NX"
3. Restart the "**RICOH DMNX Central Manager Service**" and "**RICOH DMNX Device Manager Service**" services on the DMNX server.

Model: Birdie-C		Date: 29-Sep-16	No.: RD793003
Subject: Service Manual Correction: Replacement procedure of @RCNX		Prepared by: M. Yoneda	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Correction

Please apply the following update to your FSM as the replacement procedures were incorrect and unclear.

Field Service Manual

Appliance Replacement / Multi-in-one (P19)

Appliance Replacement

Title	RC Gate	RC Gate A/ RC Gate S Pro	Birdie-C
A to B Replacement	Special care unnecessary	RC Gate A: Same as RC Gate	<p>Different ID2 (RC Gate ID) is required for A to A replacement of Birdie-C since its RC Gate ID always changes at Restoration.</p>
Restoration (A to A Replacement)		<p>RC Gate S Pro: Special care may be necessary before or after.</p> <p>Reason 1) For the new appliance, activation and obtaining certification/ID2 must be done beforehand.</p> <p>Reason 2) Because it takes longer to complete restoring (10min. per 1000 managed device), some conditions and remarks have to be followed.</p>	

Model: Birdie-C	Date: 29-Sep-16	No.: RD793003
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Multi-in-one (Switch from multiple RC Gates to a ~~RC Gate S Pro/ RC Gate A~~ successor model)

Title	RC Gate	RC Gate A/ RC Gate S Pro	Birdie-C
To put together two or more RC Gates into one RC Gate S Pro.	Not applicable	This can be to migrate all managed devices from multiple RC Gates to one RC Gate S Pro/ RC Gate A manually.	This can be to migrate all managed devices from multiple RC Gates/ RC Gate S Pro/ RC Gate A to one Birdie-C by <u>semi-automated</u> .

See section "5. Migration" (P71) for detail.

Migration (P71-P76)

Migration/Replacement

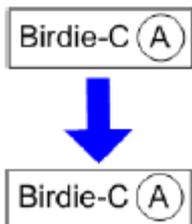
Data migrations from the previous models or old machine have three migrating procedures depending on the pattern to replace.

Prerequisites

- Check if the "Sending IP addresses" setting is permitted.
- Take note of the Current License and RC Gate ID.

Pattern 1 : Restoration of @Remote connector NX

Replacement from the same model (Replacement)



1. Deactivate the license.
System>Activation/Usage Report
2. Uninstall the @Remote Connector NX using the installer.
3. Delete the data base from the SQL server.

Model: Birdie-C	Date: 29-Sep-16	No.: RD793003
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4. Newly install the @Remote Connector NX (Install Guide/ FSM).
5. Activate the license.
6. Execute the Replacement Appliance at the Center GUI.
 1. Input the Birdie-C (A) ID in "Old Appliance S/N".
 2. Input the Birdie-C (B) ID in "New Appliance S/N".
 3. Click "Replace".

Center image (Refer to the @Remote Center GUI V3.0 for Center operation.)

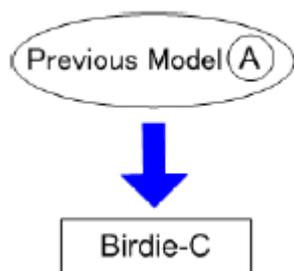


7. Register @Remote Connector NX according to the Request No for Replacement.
 - * See section "Registration @Remote Connector NX" (P43).
 - * Request No for Replacement is created based on the following rule:
 - "#" at the beginning of the old RC Gate ID
 - 6 spaces in between the 3 digit-prefix and the remaining digits
 Example:
 Old Appliance RC Gate ID: G3300000010
 New Appliance S/N RC Gate ID: G3300000020
 Request number input to RC Gate YY: #G33_____00000010
8. Confirm proper restoration of the device information.

Pattern2: Replacing a Predecessor Model with @Remote Connector NX

Replacement from a previous model (Replacement)
 Example: RC gate (A) → Birdie-C (A)

Model: Birdie-C	Date: 29-Sep-16	No.: RD793003
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1. Install the @Remote connector NX
2. Activate the license.
3. Do steps **6 through 8** of Pattern 1.

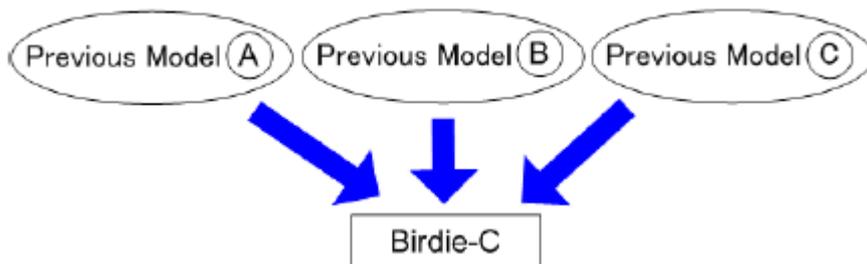
Note: Be sure that the previous model has been disconnected from the network before step 7 when replacing BOX type appliances such as RC Gate A.

Pattern3 : Migrating Multiple Predecessor Models to @Remote Connector NX

Replacement from plural previous model (Replacement and Migration)

Example: RC gate (A), (B) and (C) -> Birdie-C (A)

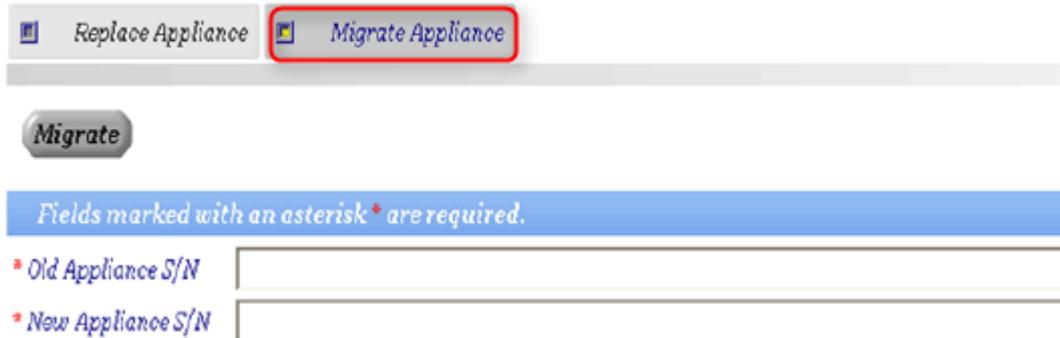
Migration/Replacement



1. Select one of the previous models as a host.
 - Set one of the previous models as a host. Because only the @Remote setting of the host machine is migrated to the Birdie-C, set the standard machine as a host.
2. Follow the procedure of Pattern2 with the main appliance.
3. Execute the **Migration** at the Center GUI.
 1. Input the RC gate (B) ID in "Old Appliance S/N".
 2. Input the Birdie-C (A) ID in "New Appliance S/N".
 3. Click "Migrate".

Model: Birdie-C	Date: 29-Sep-16	No.: RD793003
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Center image (Refer the @Remote Center GUI V3.0 for Center operation.)



4. Execute the Migration.

Input the RC gate (B) ID in “RC gate ID” and then click “Connect”.



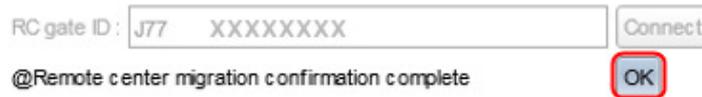
- Right before executing the migration, switch off the RC gate (B).

Migration



Then Click “OK”.

Migration



5. Confirm proper migration of the managed devices to the new appliance device list.

Note:

- New installation & Device registration is required if “Sending IP addresses” setting is not permitted.
- Do not re-execute the registration process even if a timeout message appears before the status changes to “Registered”.
Timeout may occur if the DM server is managing many devices, but the registration process is working in the background. (Note that it may take a few hours to finish.)
- RC Gate S Pro supports only Pattern 2.
Migration of multiple RC Gate S to one @Remote Connector NX is not expected because the number of available managed devices are the same for the 2 products.
- Only the device list data is migrated. @Remote settings data such as discovery ranges for RC gate (B) and (C) is not transferred.
- Be sure to cancel the registration at the center GUI for RC gate (B) and (C), because the appliance is not automatically replaced.

Model: Birdie-C		Date: 29-Sep-16	No.: RD793004
Subject: How to assign an exclusive NIC port for device communication (SP5821-002)		Prepared by: M. Yoneda	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

How to assign an exclusive NIC port for device communication (SP5821-002)

Overview

Ricoh @Remote connector NX notifies its IP address to the managed devices (which is displayed in SP5821-002). However, the address in the SP may get overwritten, if the DM server has multiple NIC ports and the port not used for the managed device is given priority.

This situation can be resolved by changing the port priority-setting on the server. However, if this is not accepted by the customer, do the procedure described below, which will assign an exclusive NIC port to prevent overwriting of the SP.

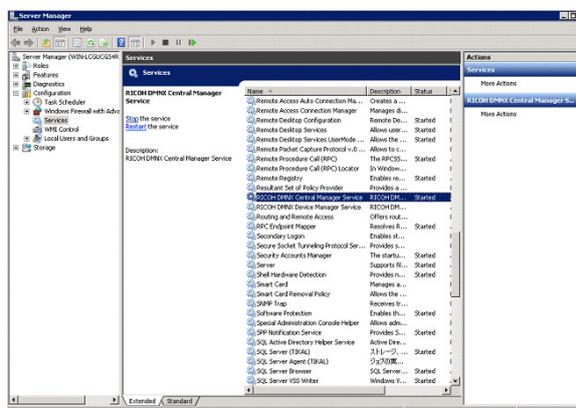
Note

This procedure is applicable with the following product version.

- Device Manager NX Pro/Enterprise version 1.1.8 or later.
- @Remote Connector NX version 1.0.5 or later.

Procedure

1. Stop the DM server service.



2. Open "gc.properties-default" file and add a unique IP address as follows.
"dm.priority.atremote.ip.address=xxx.xxx.xxx.xxx.
3. Delete the "gc.properties" file.

Model: Birdie-C

Date: 29-Sep-16

No.: RD793004

4. Restart the DM server service.

Note: Check the results on the day after you perform the above procedure, as it may take time for the new IP address to take effect.

Model: Birdie-C		Date: 7-Feb-17	No.: RD793005
Subject: FSM Correction: Configure Permission Settings		Prepared by: M. Yoneda	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Correction

Please add the following Note regarding Permission Settings to your FSM, in this section:

- 3. @Remote Settings > Configure Permission Settings (p. 53-54)



Once the “Notificaton Timing ” setting is changed from the @Remote Center Server, the default setting on the @RCNX is overwritten and cannot be changed on the @RCNX. If the customer wishes to return the setting, it must be changed from the @Remote Center Server. Make sure to tell your customer about this specification to prevent confusion.

See the following pages for examples that explain the importance of the above note.

Model: Birdie-C	Date: 7-Feb-17	No.: RD793005
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Example of a non-confusing case

1. The customer changes the permission setting to "Do not permit" on the @RCNX. Notification timing on the @Remote Center Server automatically changes to "No Send."

Permission Settings

Change the permission settings of the @Remote tasks.

Device Registration : Permit Do not permit

Device List Update : Permit Do not permit

Device Status Information Notification : Permit Do not permit

Device Counter Information Notification : Permit Do not permit

Device Service Call : Permit Do not permit

Device Manual Call / Customer Call : Permit Do not permit

Device Alarm Call : Permit Do not permit

Device Supply Call : Permit Do not permit

Device Information Change Notification : Permit Do not permit

Device Firmware are Updating : Permit Do not permit

Device Registration from @Remote Center System : Permit Do not permit

Information Setting Request from @Remote Center System : Permit Do not permit

Information Getting Request from @Remote Center System : Permit Do not permit

Notification Timing (Center Server)

Notification Timing		
Item Name	Timing Type	Da
Alarm	No Send	
Counter Information	Fixed Time of Every Month	11
Device Status	No Send	
MIB FSC	On Time	
MIB Supply	On Time	
SC/CC	On Time	
Supply	On Time	
User Code Counter	No Send	

2. The customer decides to change the setting back to "Permit." Notification timing at the @Remote Center Server automatically returns to "Fixed time of Every Date."

Permission Settings

Change the permission settings of the @Remote tasks.

Device Registration : Permit Do not permit

Device List Update : Permit Do not permit

Device Status Information Notification : Permit Do not permit

Device Counter Information Notification : Permit Do not permit

Device Service Call : Permit Do not permit

Device Manual Call / Customer Call : Permit Do not permit

Device Alarm Call : Permit Do not permit

Device Supply Call : Permit Do not permit

Device Information Change Notification : Permit Do not permit

Device Firmware are Updating : Permit Do not permit

Device Registration from @Remote Center System : Permit Do not permit

Information Setting Request from @Remote Center System : Permit Do not permit

Information Getting Request from @Remote Center System : Permit Do not permit

Notification Timing (Center Server)

Notification Timing			
Item Name	Timing Type	Day	Wes
Alarm	No Send		
Counter Information	Fixed Time of Every Month	11	
Device Status	Fixed Time of Every Date		
MIB FSC	On Time		
MIB Supply	On Time		
SC/CC	On Time		
Supply	On Time		
User Code Counter	No Send		

Model: Birdie-C	Date: 7-Feb-17	No.: RD793005
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Example of a confusing case

1. The Timing Type was set to “No send” on the @Remote Center Server. The **default setting value on the @RCNX is overwritten** as “No Send.”

Notification Timing		
Item Name	Timing Type	Day
Alarm	No Send	
Counter Information	Fixed Time of Every Month	11
Device Status	No Send	
MIB FSC	On Time	
MIB Supply	On Time	
SC/CC	On Time	
Supply	On Time	
User Code Counter	No Send	

2. The customer decides to change the permission settings to "Permit." On the @RCNX screen, it appears as though the setting is permitted, but in reality, the setting remains as “No Send,” because the default setting was overwritten from the @Remote Center Server.

Permission Settings

Notification Timing (Center Server)

Change the permission settings of the @Remote tasks.

Device Registration : Permit Do not permit

Device List Update : Permit Do not permit

Device Status Information Notification : Permit Do not permit

Device Counter Information Notification : Permit Do not permit

Device Service Call : Permit Do not permit

Device Manual Call / Customer Call : Permit Do not permit

Device Alarm Call : Permit Do not permit

Device Supply Call : Permit Do not permit

Device Information Change Notification : Permit Do not permit

Device Firmware Updating : Permit Do not permit

Device Registration from @Remote Center System : Permit Do not permit

Information Setting Request from @Remote Center System : Permit Do not permit

Information Getting Request from @Remote Center System : Permit Do not permit

Notification Timing		
Item Name	Timing Type	Day
Alarm	No Send	
Counter Information	Fixed Time of Every Month	11
Device Status	No Send	
MIB FSC	On Time	
MIB Supply	On Time	
SC/CC	On Time	
Supply	On Time	
User Code Counter	No Send	