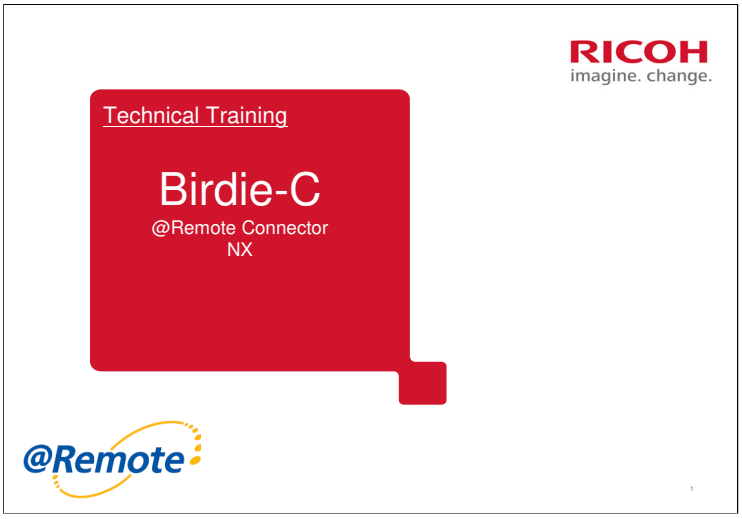
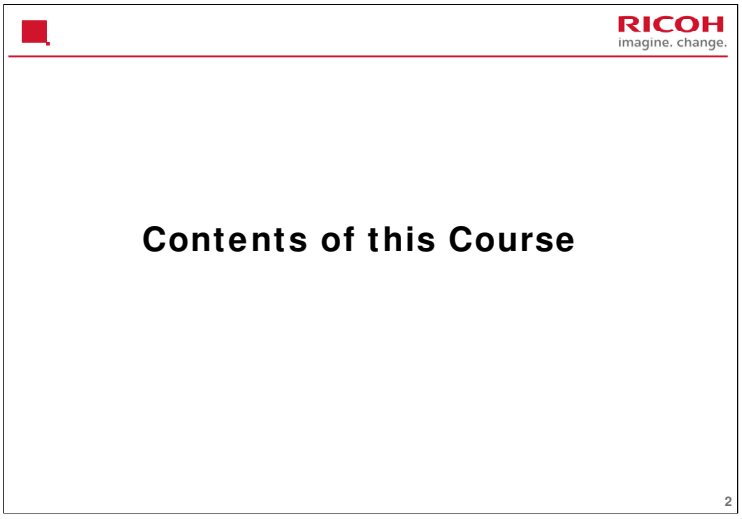
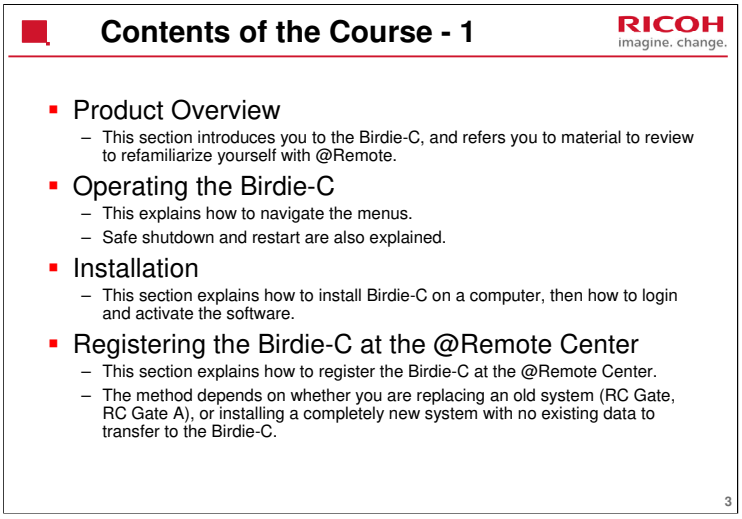


No additional notes



No additional notes



No additional notes

Contents of the Course - 2

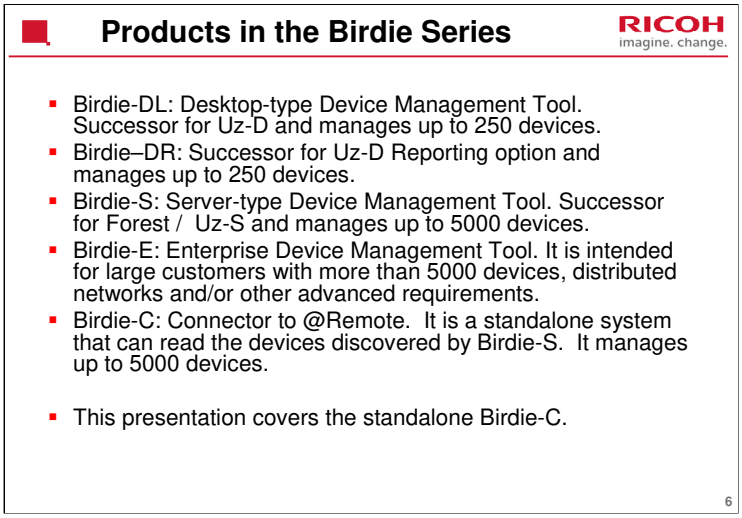
RICOH
imagine. change.

- Registering Devices in the Birdie-C
  - This section explains how to register devices in the Birdie-C, and how to set up the Birdie-C so that it can discover devices on the network.
- Changing Parameter Settings
  - This section shows how to access the various parameter settings on the Birdie-C user interface.
  - A lot of the important ones are already explained in the Installation section, so this section only explains a few additional ones.
- Uninstalling and Reinstalling a Birdie-C
  - This section explains the steps to be taken when uninstalling and reinstalling a Birdie-C.

4

No additional notes

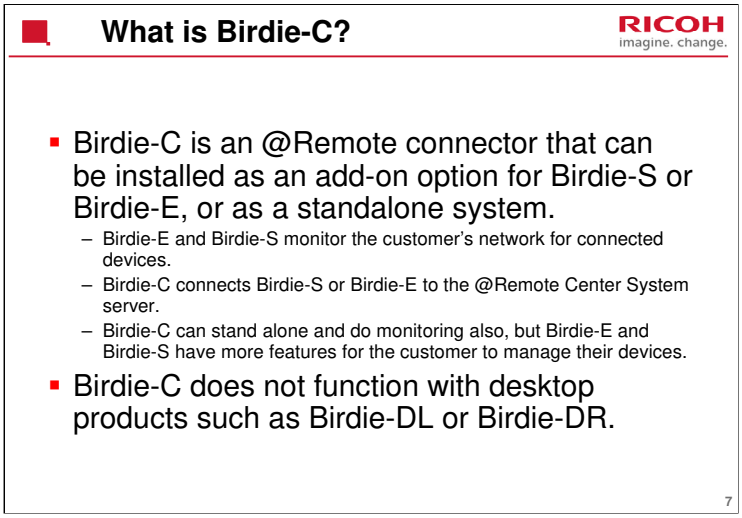
No additional notes



Birdie-DL: Can retrieve device status, counters and other capabilities, and has device configuration capability such as Device Preference (UP setting), SDK Application Preference and Address Book Preference and so on.

Birdie–DR: Manages up to 250 devices and can generate accounting reports from user counters.

Birdie-S: In addition to Birdie-D functions, Birdie-S has functions like SNMP Trap, Device Eco Log Collection, Device Map, RFU, Driver Package Distribution, Device Status Report and so on.



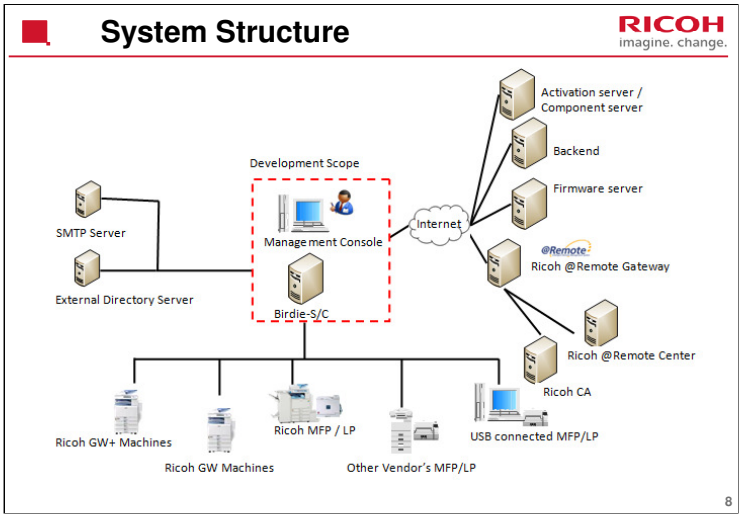
The primary user of Birdie-C is a customer engineer (CE). However, all functionalities of Birdie-C are visible by an onsite administrator. An administrator also has control on how the information of his/her company will be sent to Ricoh.

Functionalities of Birdie-C for a CE include:

- Registering the server machine on which Birdie-C is installed to @Remote Center System
- Registering the devices to be managed by the @Remote service
- Removing registered devices from the @Remote service
- Configuring device discovery and status polling
- Migrating the managed device list from superseded products such as Uz-S and Uz-A
- Viewing task logs (common to other Birdie series)
- Setting options for a logged in account such as password and email address (common to other Birdie series)

Functionalities of Birdie-C for an onsite administrator include:

- Disabling a CE account
- Monitoring/confirming data sent to @Remote Center System from Birdie-C
- Configuring a few options about the behavior of Birdie-C



If the system has multiple active IP addresses (either on a single NIC or on multiple physical NICs), Birdie will listen on all addresses. If the user wishes to restrict access on specific NICs or addresses, this can be done using Windows firewall rules.

Management Console: Administrator's PC with a web-based management console

Birdie-S/C: The Birdie-S server with core and Device Manager (DM) functions and optional Birdie-C

Ricoh GW+ Machines: Ricoh GW+ Machines which Birdie series manages

Ricoh GW Machines: Ricoh GW Machines which Birdie series manages.

Ricoh MFP/LP: Ricoh MFP/LP which Birdie series manages (non-GW device)

Other Vendor's MFP/LP: Other Vendor's network MFP/LP (MIB Compliant devices) which Birdie series monitors

USB connected MFP/LP: Birdie can monitor USB devices that are connected to Windows PCs with an FM Audit software agent installed on each such PC.

SMTP Server: SMTP Server for e-mail notification functions.

External Directory Server: Used for authentication & user management. Active Directory, LDAP and Mebius are candidates.

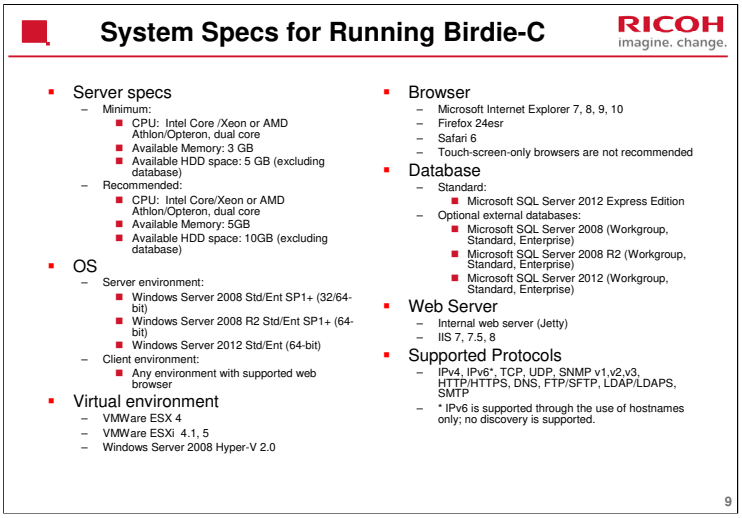
eDC Activation Server * / Component Server *: Used for Birdie products activation and SDK application activation & download.

Calypso Backend Server *: Birdie series notify utilized status (No. of devices, country, model names, etc.) to this server at scheduled intervals. Also this server can notify to Birdie whether a new version of Birdie exists or not.

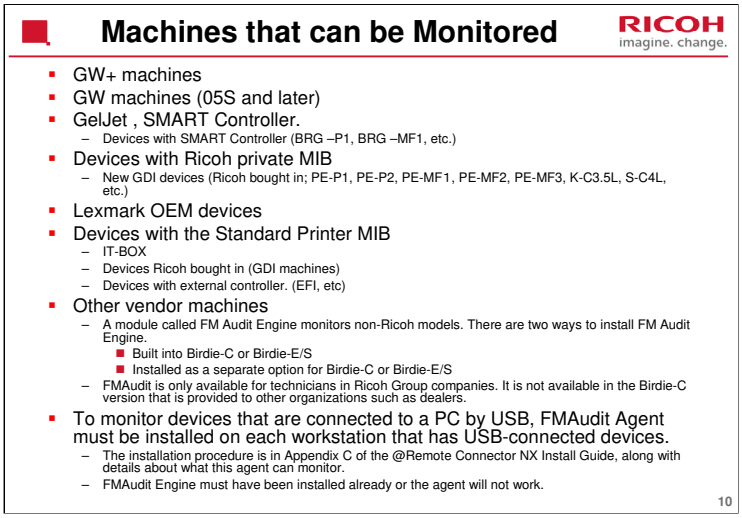
Ricoh Global Server for RFU *: Birdie series downloads device's firmware from this server.

Ricoh @Remote Gateway: This server acts as a gateway for the @Remote Center System. Birdie @Remote connector sends information about managed devices to this server.

* These servers are sometimes referred to generically as "Ricoh Global Server".

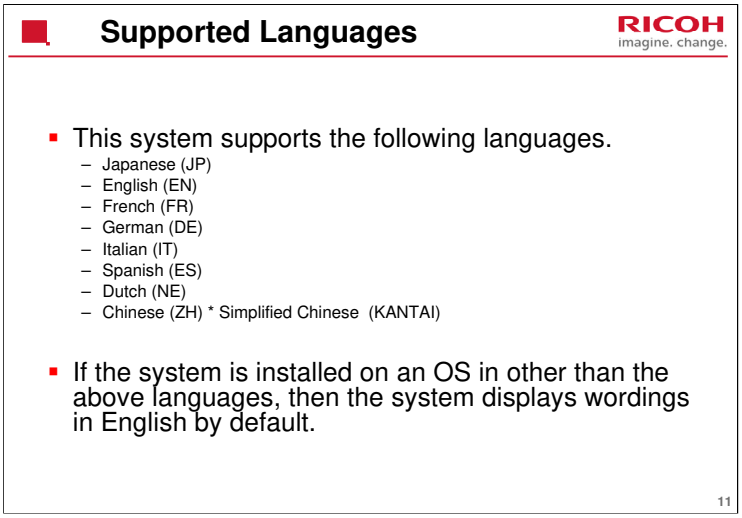


No additional notes

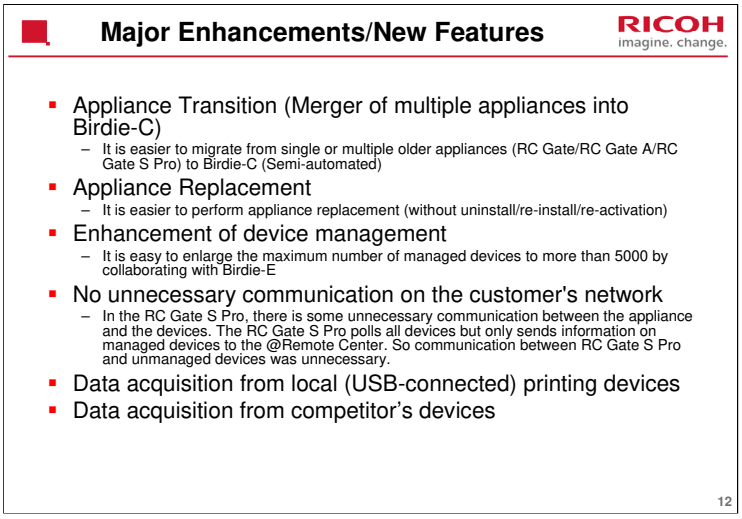


Basically, Birdie should be able to monitor any device on the network.

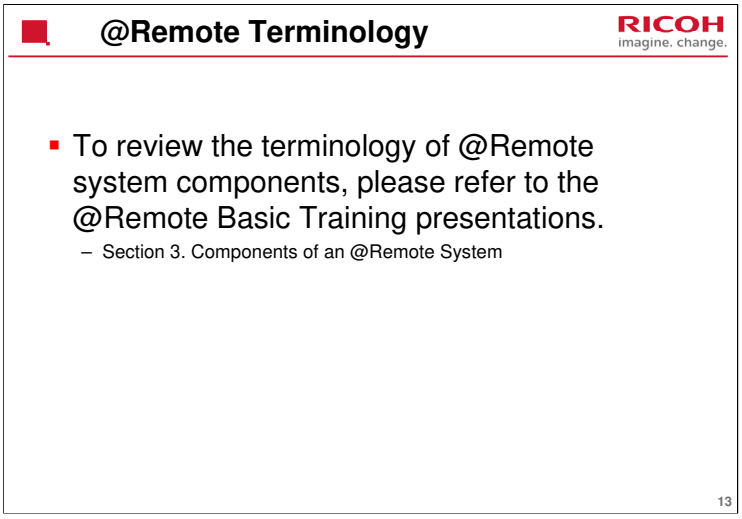
The user interface appears the same whether or not FMAudit is installed. The only difference is the types of machines that will show up in the device list after discovery.



No additional notes

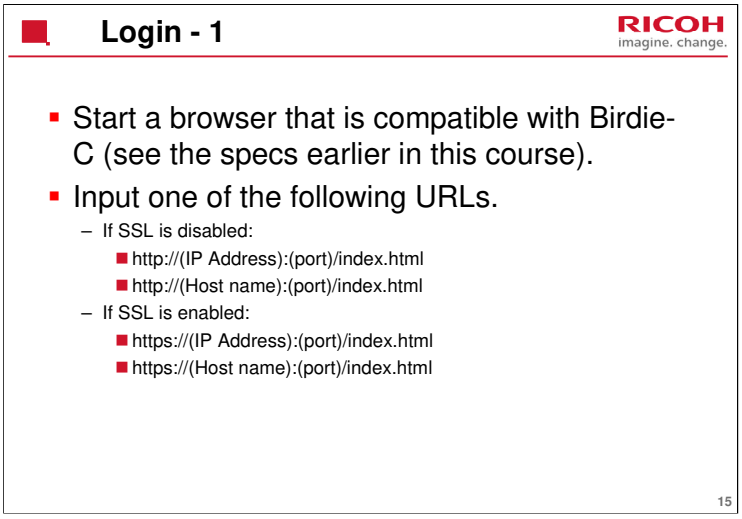


No additional notes



No additional notes

We explain this now, because you need to be familiar with the screen before completing activation and discovery.



No additional notes

Login - 2

- Type your User Name and then your Password.
  - The password is case-sensitive, so make sure you enter it correctly.
  - To login as a CE, there is a fixed user name that you must use: RicohAtRemoteOperator
- Click Login to continue.

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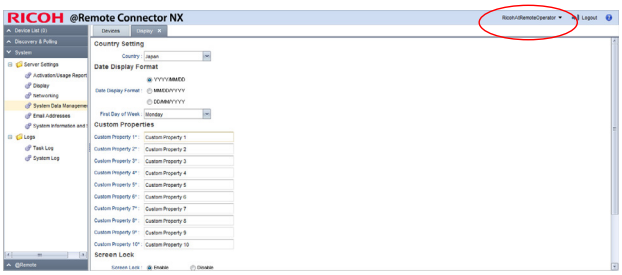
The Profile setting is only important if Birdie-E or Birdie-S is installed. Please refer to the documentation for these products to understand this setting.

Login - 3



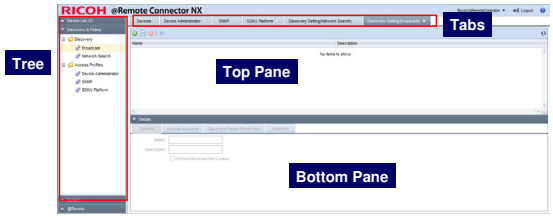
- 'RicohAtRemoteOperator' in the top right corner indicates that you are in CE mode. Some user administrator features are not displayed in this mode.

17

No additional notes

Use of the Screen - 1

RICOH imagine. change.

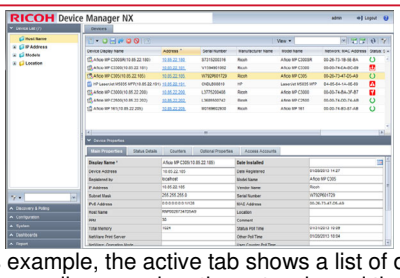


- The top pane shows the tab that is now active.
  - The appearance of tabs across the top of the top pane shows what tabs you were looking at recently, for your convenience.
- The bottom pane shows properties or details of the selected item in the active tab in the top pane.
- In this course, we shall often navigate using the tree on the left of the screen, so you can ignore the tabs across the top of the screen in these cases.

18

No additional notes

Use of the Screen - 2



- In this example, the active tab shows a list of devices that have been discovered on the network, and their current statuses.
- Click on a device and details will appear in the bottom pane.
- Some columns of the discovered device list contain symbols. Just move the mouse pointer over a symbol and you will get an explanation of what it means.

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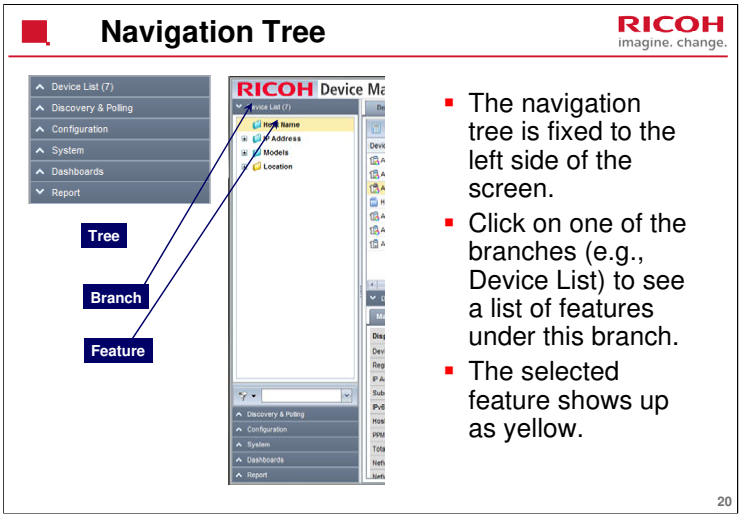
No additional notes



No additional notes

Features and their Options

- When you click on a feature, it opens up as a tab in the Active Tabs section (top pane). The currently active tab has a darker shade.
- The Options bar contains various tools that can be used with the active feature.
  - Examples (from the left as seen above): Add a new one, save, delete the selected one, copy, export to CSV.
  - Different options appear for different features. To find out what an option does, move the mouse pointer over it. The operation manual also has some detail on these options.

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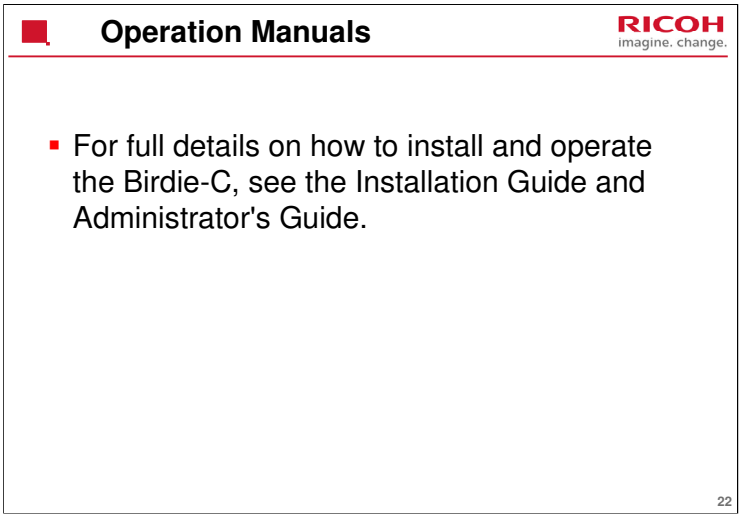
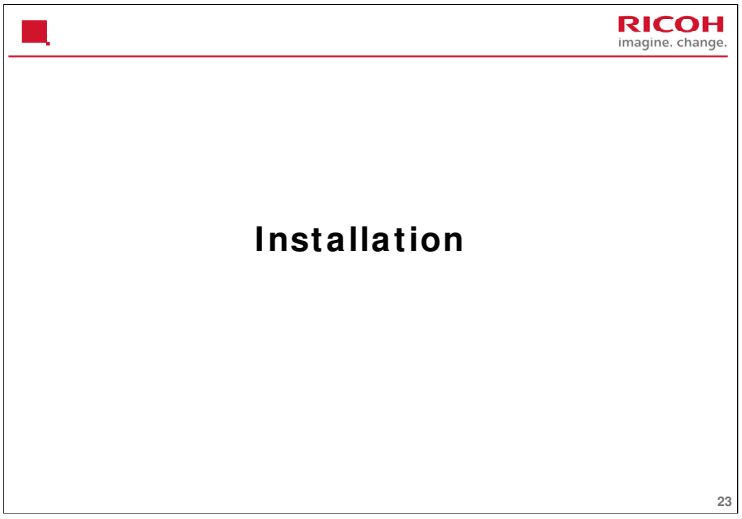
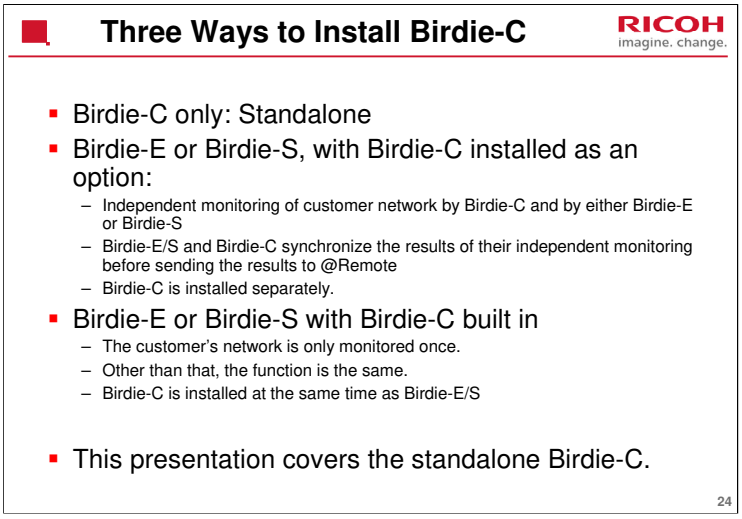
No additional notes



No additional notes

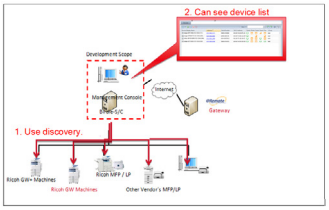


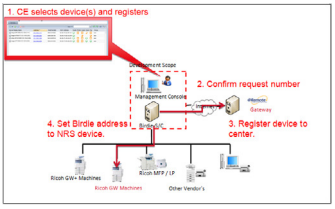
No additional notes



No additional notes

Basic Workflow for Installing Birdie-C





1. A CE installs Birdie-C on a PC.
2. The CE has to activate Birdie-C.
3. The CE registers @Remote connector at the @Remote Center.
4. The CE uses the discovery function and sees the device list.
5. The CE sets @Remote configurations.
6. The CE registers the devices on the device list at the @Remote Center on the device list screen.

- Steps 5 and 6 are done at the @Remote Center, so will not be explained in this course.

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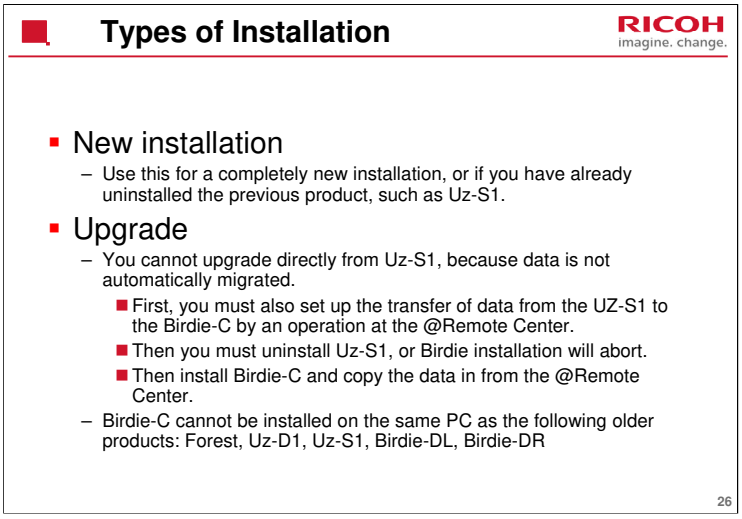
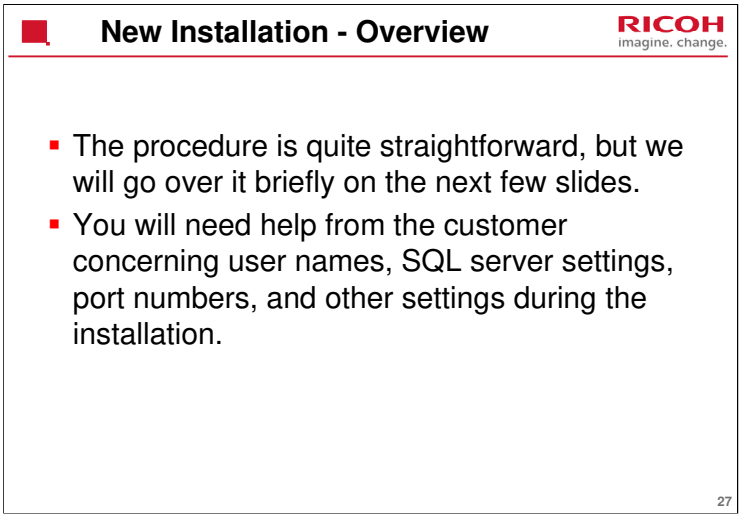
No additional notes



No additional notes



No additional notes

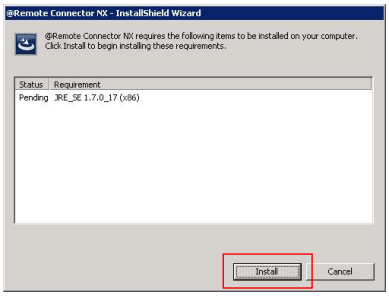
New Installation - 1

- There are two installers available to install the product:
  - Setup-x64.exe
  - Setup-x86.exe
- Run the installer that corresponds to the architecture of the machine you are installing Birdie on.
  - You must have administrator rights on the computer.
- Then select the language that you want to install.
  - The example below shows the Japanese version, with 'English' selected.
  - You cannot change the language settings after the initial installation. To change the display language, you must uninstall and reinstall.

28

No additional notes

New Installation - 2



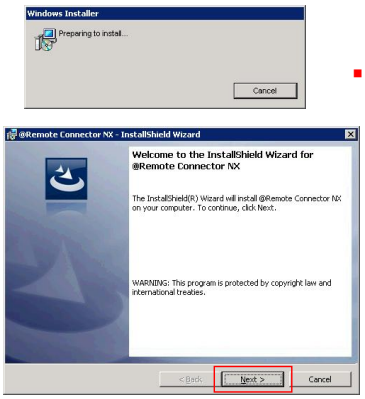
- The software now checks for the Java Runtime Environment (JRE), a required piece of software.
- If the JRE is not found, you will be prompted to install it:

29

No additional notes

New Installation - 3

RICOH
imagine. change.

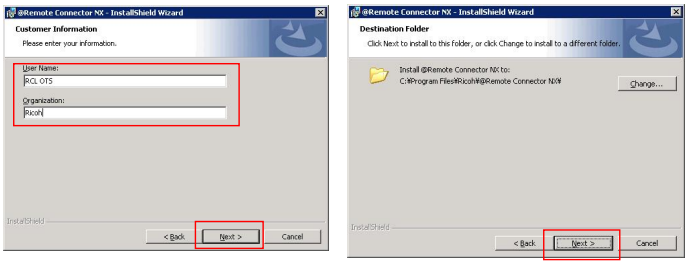


- After the JRE install is complete (or if it was already installed), the installer extracts the MSI and you can select the components to install.

30

No additional notes

New Installation - 4



- After accepting the license agreement, input your user name and organization name.
- Then select the folder where you want to install the software.

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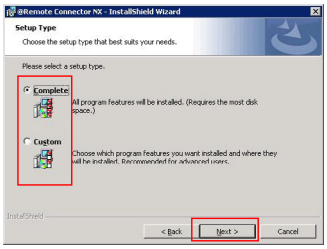
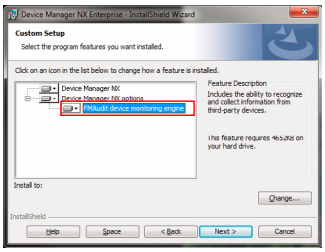
No additional notes

New Installation - 5





- Select Complete or Custom.
  - A Complete install will install Device Manager NX and the FMAudit device monitoring engine, a required option to support non-Ricoh devices. An additional agent for FMAudit can be installed separately on workstations that have printers connected by USB, as explained earlier, to monitor those USB-connected devices.
  - FMAudit is only available for technicians in Ricoh Group companies. It is not available in the Birdie-C version that is provided to other organizations such as dealers.
  - If you don't want to support non-Ricoh devices or USB-connected devices, do a custom install and deselect FMAudit in the Device Manager NX options.

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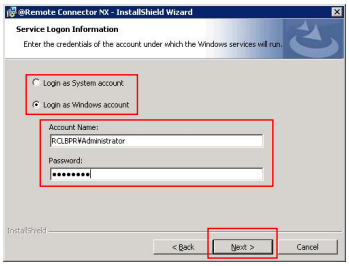
The FMAudit installed here, on the server, is FMAudit Engine. FMAudit Agent is installed on workstations that have devices connected by USB.

New Installation - 6

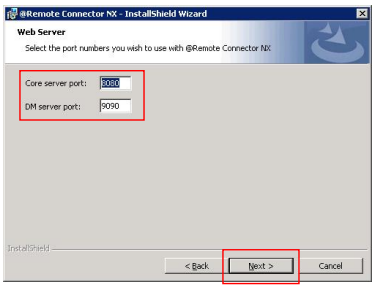


- Choose the account under which the Birdie-C will run. Click Next to continue.
  - If using Windows Authentication Mode with SQL Server, you must use a Windows account.
- The credentials will be validated before you can go to the next step.

33

No additional notes

New Installation - 7

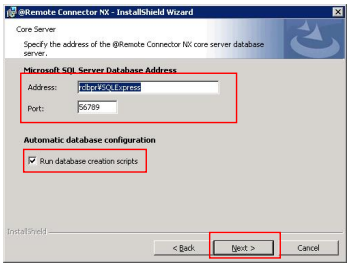


- Input the communication ports for the Device Manager (DM) Server and Core Server.
  - The defaults are port 8080 for the Core Server, and port 9090 for the DM Server.

34

No additional notes

New Installation - 8



- Enter the SQL Server address and instance.
  - For example, if 'rclbpr' is the location and 'SQLExpress' is the database instance, enter 'rclbpr¥SQLExpress'.
- Enable the Run database creation scripts option to allow the Installer to automatically create and configure the database tables, then start the Core Server.
  - If you do not enable automatic database configuration and you installed an external SQL Server database, you must configure the database as explained in the Installation Guide before the software is ready for first use.

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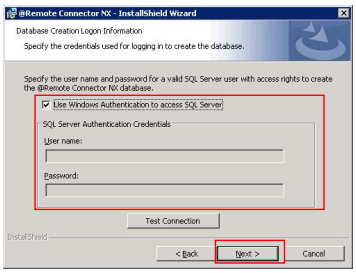
No additional notes

New Installation - 9

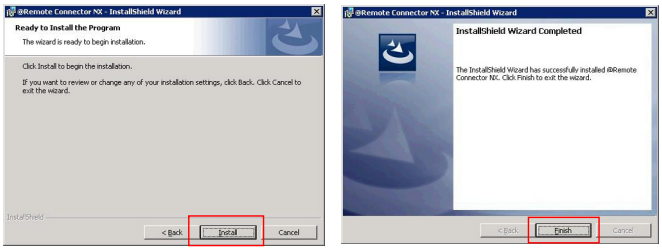


- Input the credentials that the Core Server will use to connect to the database.
  - If you previously provided Windows credentials under which the services will run, the 'Use Windows Authentication to access SQL Server' checkbox will be available. Enable the option to check for Windows Authentication to SQL Server, or leave the option unchecked to provide SQL Authentication username and password credentials.
  - After you click Next, the database will be created.

36

No additional notes

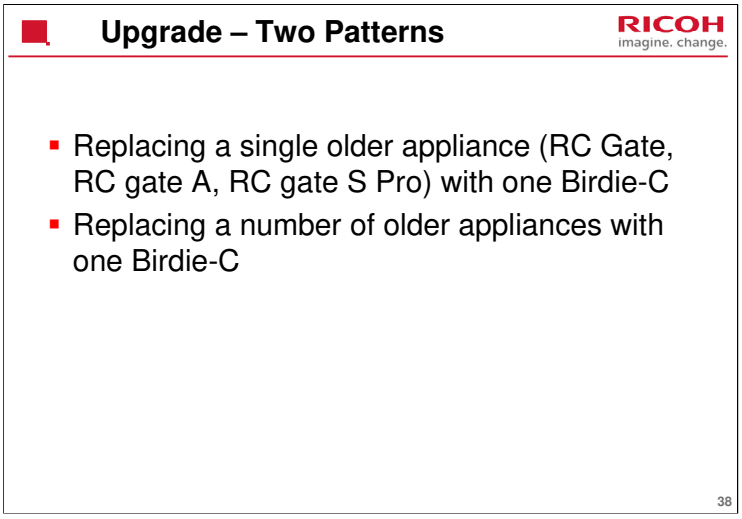
New Installation - 10



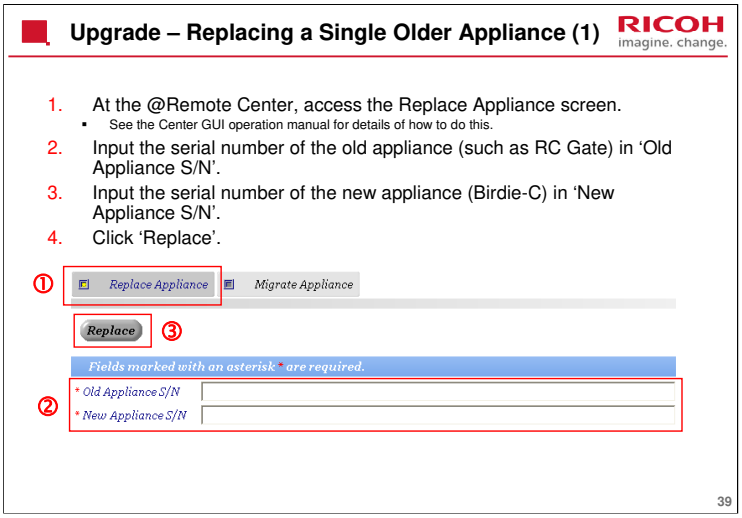
- Click Install to begin the installation.
- When the software has been installed, click Finish.

37

No additional notes



No additional notes



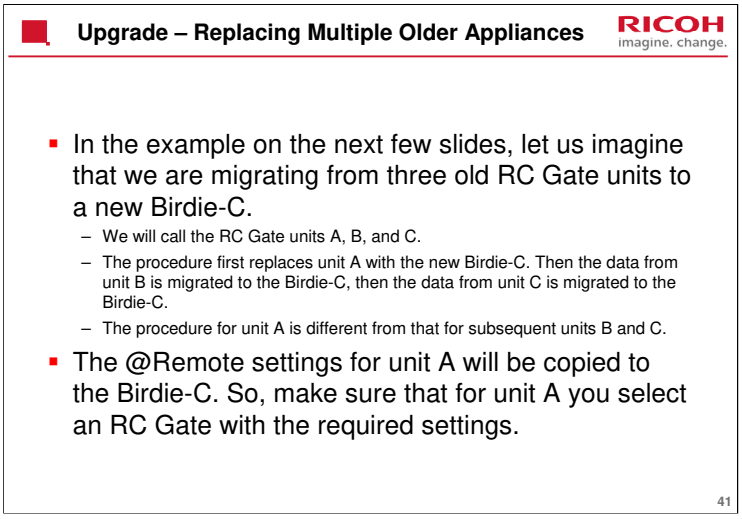
No additional notes

Upgrade – Replacing a Single Older Appliance (2)

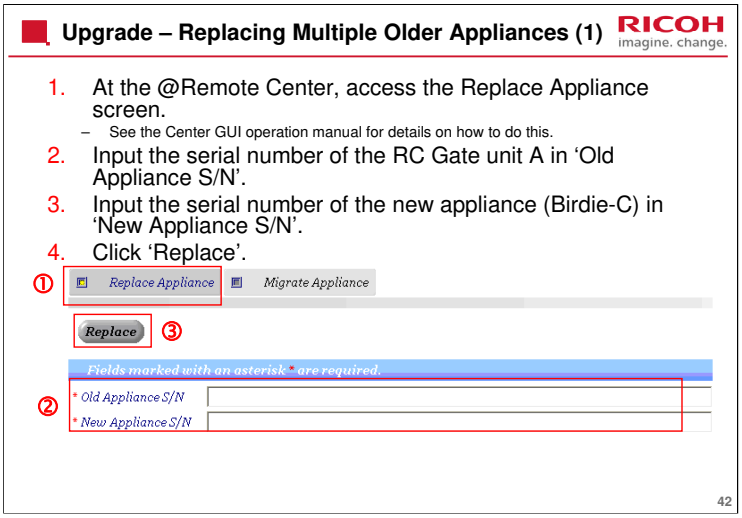
RICOH imagine. change.

5. If you are replacing RC Gate S Pro, uninstall the software for that appliance.
   - If you are replacing RC Gate or RC Gate A, turn off the power on that old appliance before you start the migration.
6. Then, install Birdie-C.
7. Then, on the new Birdie-C, access the Migration tab as shown below.
8. Input the RC gate ID of the old appliance from which you are migrating. Then click Connect.
   - The data for the old appliance is copied to Birdie-C from the @Remote Center.
   - The @Remote Center will call when the migration is complete. Check the device list to see if the connected devices appear.

No additional notes



No additional notes



This procedure will be used if a customer wishes to upgrade from a situation with many RC Gates to just one appliance.

The appliances are migrated one at a time.

For the first appliance, the procedure is the same as Upgrade - Replacing a Single Older Appliance

Upgrade – Replacing Multiple Older Appliances (2)

RICOH imagine. change.

5. Turn off the power on the old appliance.
6. Then, install Birdie-C.
7. Then, on the new Birdie-C, access the Migration tab as shown below.
8. Input the RC gate ID of RC Gate unit A. Then click Connect.
   - The data for RC Gate unit A is copied to the Birdie-C from the @Remote Center.
   - The @Remote Center will call when the migration is complete. Check the device list to see if the connected devices appear.

43

No additional notes

Upgrade – Replacing Multiple Older Appliances (3)

RICOH imagine. change.

9. Now we migrate the data from the second of the old appliances. At the @Remote Center, access the Migrate Appliance screen (not the Replace Appliance screen).
   - See the Center GUI operation manual for details on how to do this.
10. Input the serial number of RC Gate unit B in 'Old Appliance S/N'.
11. Input the serial number of the new appliance (Birdie-C) in 'New Appliance S/N'.
12. Click 'Migrate'.

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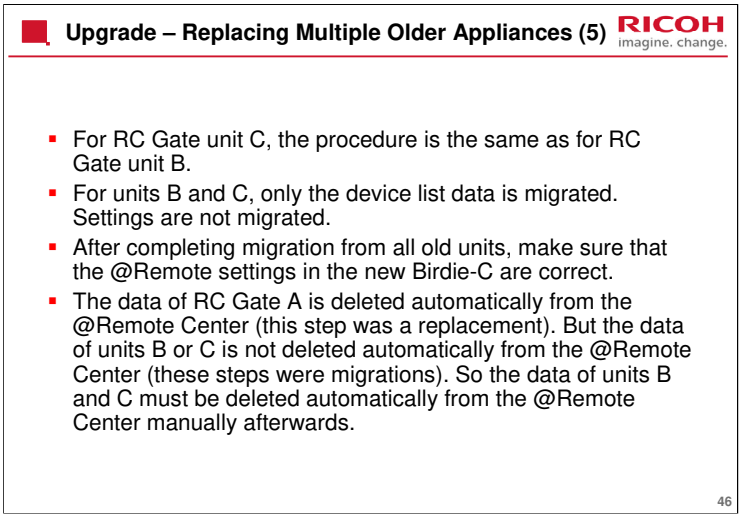
No additional notes

Upgrade – Replacing Multiple Older Appliances (4)

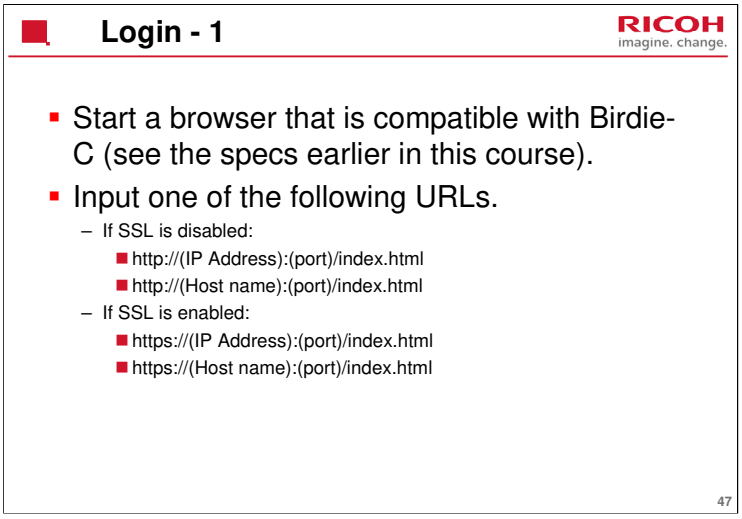
13. Turn off the power on the old appliance.
14. On the new Birdie-C, access the Migration tab as shown below.
15. Input the RC gate ID of RC Gate unit B. Then click Connect.
    - The data for RC Gate unit B is copied to the Birdie-C from the @Remote Center.
    - The @Remote Center will call when the migration is complete. Check the device list to see if the connected devices appear.

45

No additional notes



No additional notes



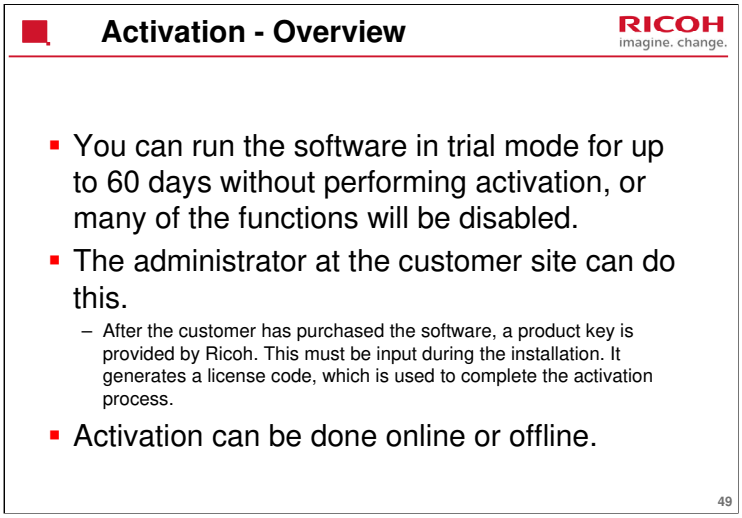
No additional notes

Login - 2

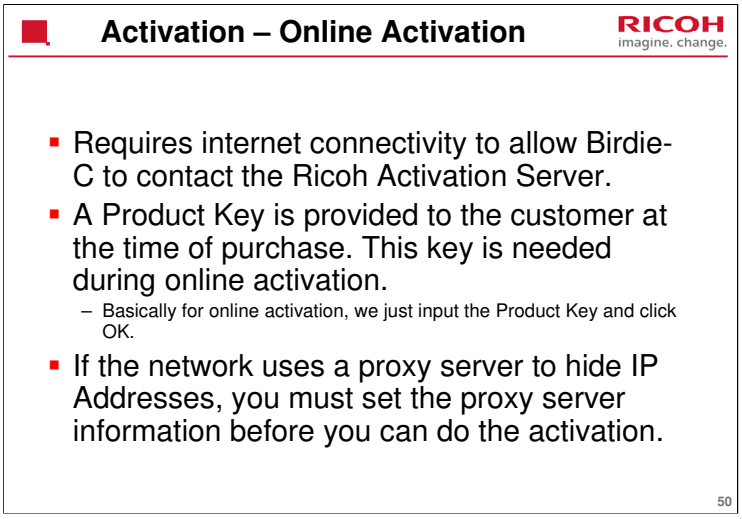
- Type your User Name and then your Password.
  - The password is case-sensitive, so make sure you enter it correctly.
  - To login as a CE, there is a fixed user name that you must use: RicohAtRemoteOperator
- Click Login to continue.

48

No additional notes



The next few slides show details of the procedure.



No additional notes

Activation – Offline Activation

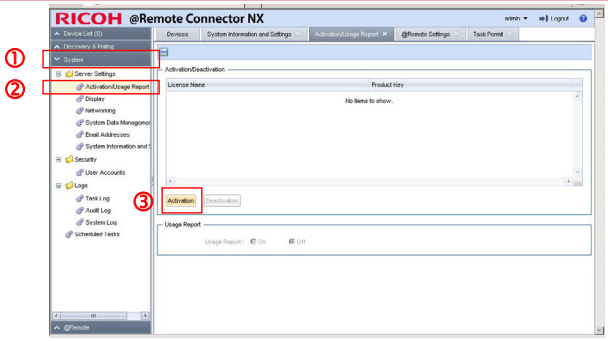
RICOH imagine. change.

- If the PC with Birdie-C cannot connect to the internet at this time, you must do offline activation, as follows:
  - Contact Ricoh to obtain the lock codes for Birdie-C.
    - If the customer's hard disk has to be replaced and the software installed again, the locking code will be different. You cannot use the old locking code.
  - Use an internet-ready PC to enter the lock code and the product key on the Ricoh Activation Server website. The Activation Server will generate the required license code. Copy this carefully. You will need it for the offline activation procedure.

51

No additional notes

Activation - 1

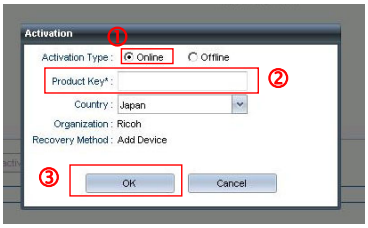


- After login, click System in the Navigation Tree.
- Under Server Settings, click Activation/Deactivation/Usage Report.
- Then, in the main screen, click Activation

52

No additional notes

Activation - 2

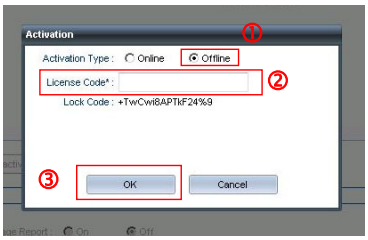


- Select Online or Offline
- If you selected Online, input the Product Key, select your country, and click OK.
- The product is now fully licensed and active.

53

No additional notes

Activation - 3



- If you selected Offline, input the License Code and click OK.
- The product is now fully licensed and active, but you need to enable internet connection on the PC.

54

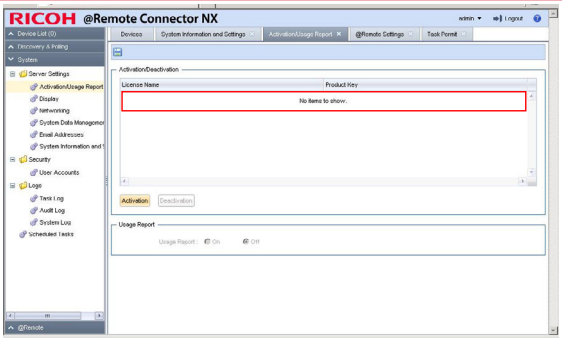
To get the License Code:

Contact Ricoh for a Lock Code.

Input the Lock Code and the Product Key into the Ricoh Activation Server.

The Ricoh Activation Server will then give you a License Code.

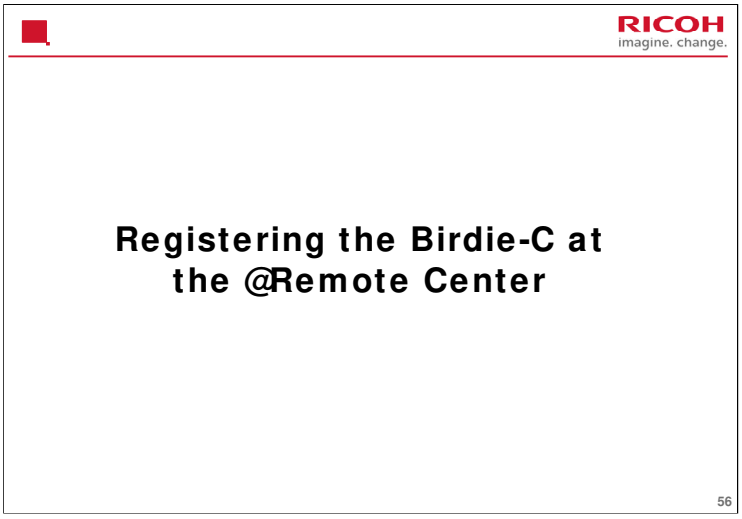
Was Activation Successful?



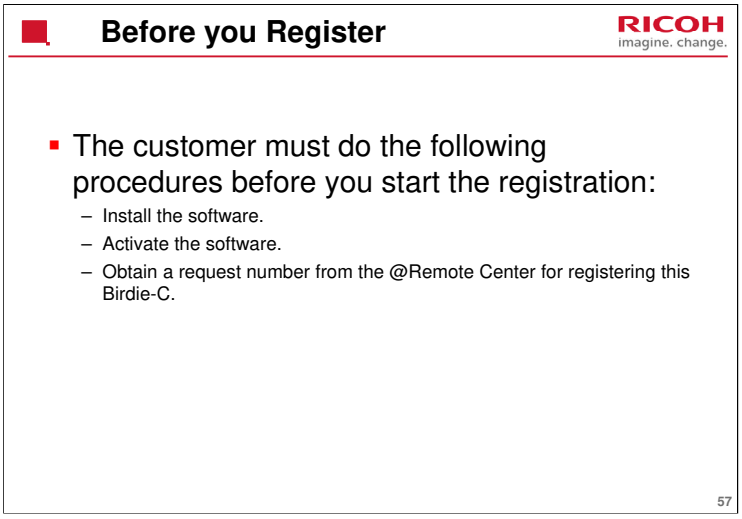
- If activation was successful, data is shown in this window under License Name and Product Key.

55

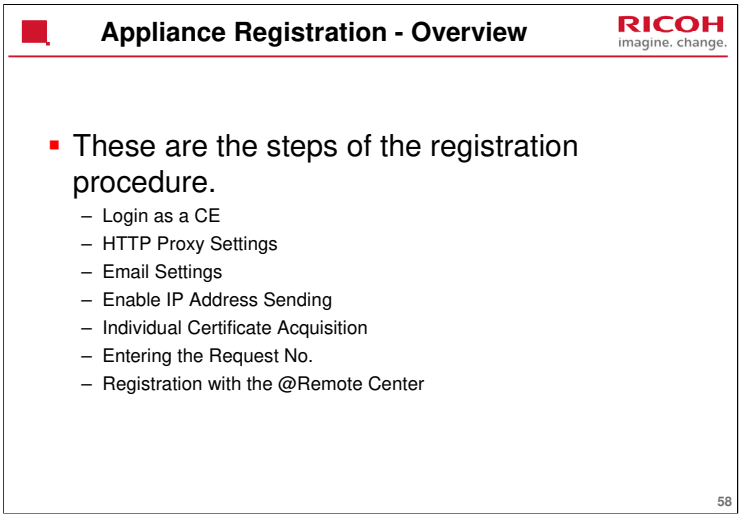
No additional notes



No additional notes



No additional notes



Appliance: The Birdie-C is an appliance (@Remote terminology).

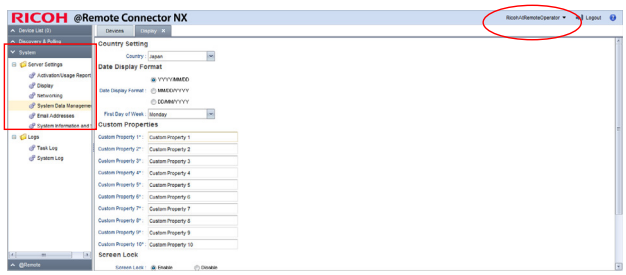
Appliance Registration – Login

- Input the user name RicohAtRemoteOperator, and input the CE password.

59

No need to add /CE to the end of the url.

Appliance Registration – HTTP and Email Settings

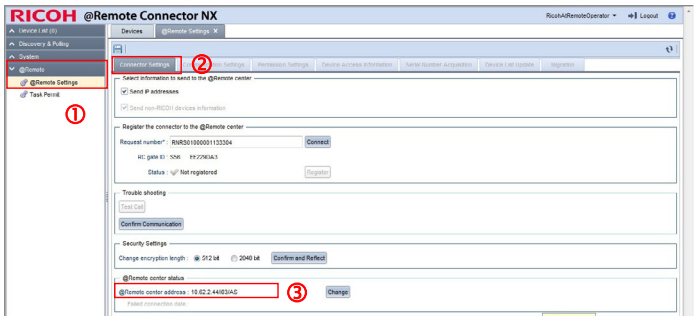


- 'RicohAtRemoteOperator' in the top right corner indicates that you are in CE mode.
  - If you want to change the password, click on RicohAtRemoteOperator in the top right corner and click Change Password.
- Under 'System', select Server Settings.
- Input settings in all the screens from Display to System Information and Settings.
  - In the System Information and Settings screen, Debug Log Download allows you to download the debug log for the Birdie-C.

60

No additional notes

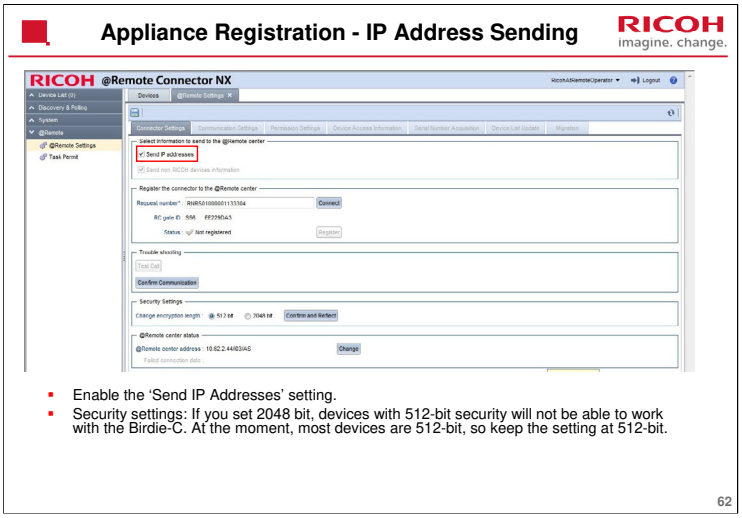
Appliance Registration – Access the @Remote Settings Screen



- In the navigation tree, select @Remote, and click @Remote Settings.
- Click the Connector Settings tab.
- @Remote center status: Check that the @Remote center address is correct. Change if necessary.

61

No additional notes



If you do not select Send IP Addresses, the operation of the Birdie-C will be extremely restricted, because all IP addresses will be informed as 0.0.0.0.

Communication with the @Remote Center will be possible, and information can be received from the devices connected to the Birdie-C, and logged, because the device serial number is used for handling counter data, and receiving SC calls or toner alarm calls.

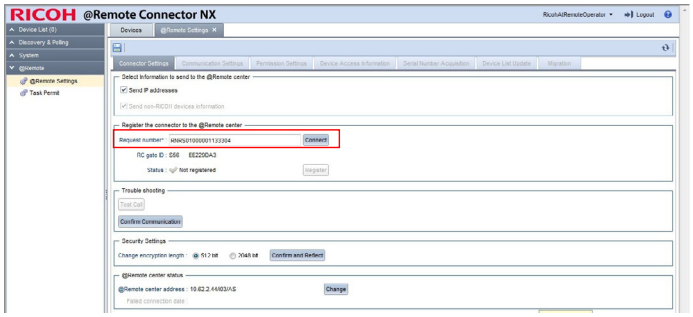
However, the @Remote Center cannot communicate with the devices and changes cannot be made from the Center GUI.

Also, remote registration will not be possible (this needs IP addresses as well as serial numbers and MAC addresses; when the appliance sends the data from auto discovery, the IP addresses will not be included)

Also, if the appliance must be replaced at some time, restoring data on connected devices during appliance replacement will not be possible. After restoration, the appliance tries to contact all the connected devices to confirm that they are present, but there are no IP addresses if the setting is 'do not permit', so the function will not work.

> Appliance restoration: The @Remote Gateway has details of all connected devices for each appliance (refreshed daily). During restoration, these can be sent back to the new appliance using the Center GUI.

Appliance Registration – Input the Request Number



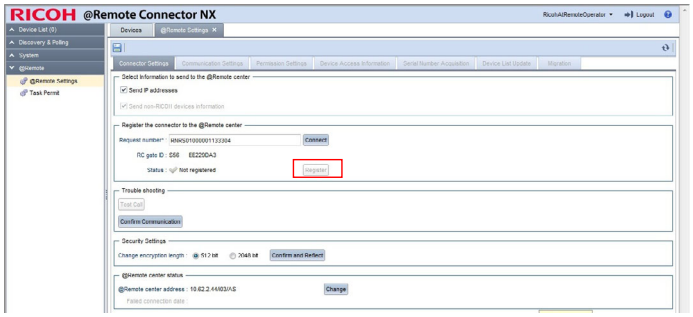
- Input the Request Number that was issued by the @Remote Center for this Birdie-C.
- Then click Connect.
- When 'Connection succeeded' appears, click OK.

63

The Individual Certificate is acquired and the ID2 generated automatically after activation, based on the product key, in the same way as for the UZ-S1. The ID2 is displayed on the screen as RC Gate ID.

In the same way as for UZ-S1, if the hard disk is changed or you get a new computer, you must make a new product key when you re-install, and reactivate the software.

Appliance Registration – Register

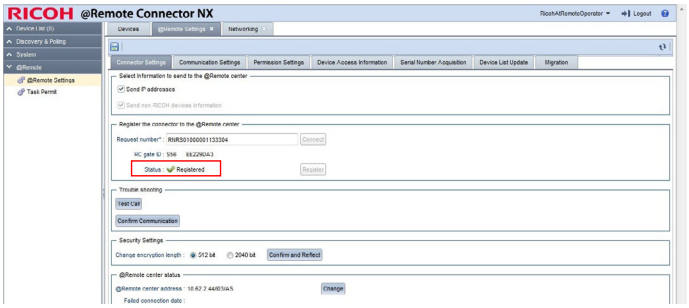


- Click ‘Register’.
- When ‘Register succeeded’ appears, click OK.

64

No additional notes

Appliance Registration – Completed

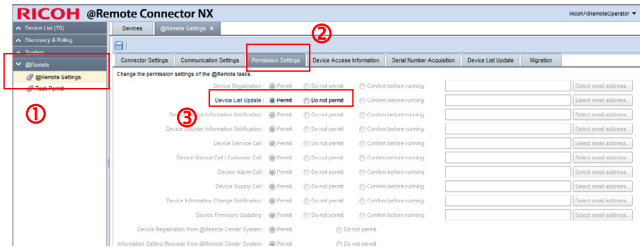


- The status has now changed to ‘Registered’.

65

No additional notes

Enable Device List Update

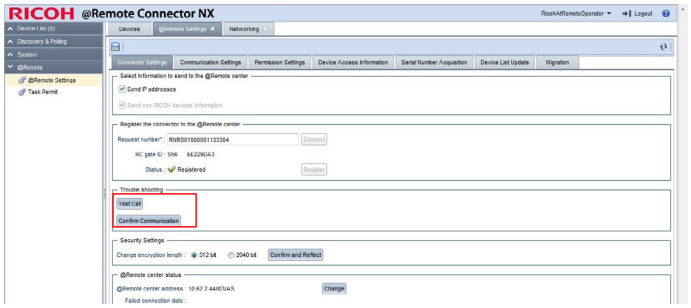


- Open the Permission Settings tab and enable Device List Update.
  - If you don't enable this option, @Remote Connector NX will not send updates in the Device List to the @Remote Center System.
  - Click the Save icon if you change a setting in this screen.

66

No additional notes

Appliance Registration – Test Communication (Optional)

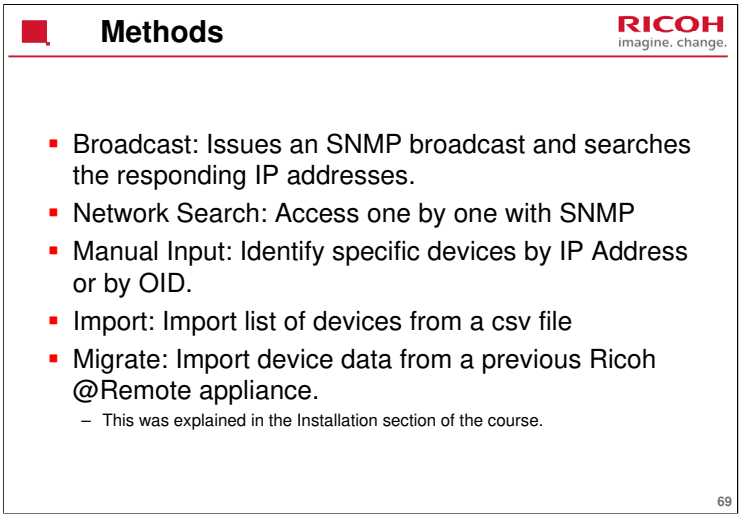


- Make a communication test.
  - 'Confirm communication' is just a connection test with the @Remote Center.
  - 'Test call' includes some handshaking with the @Remote Center and takes longer.

67

No additional notes

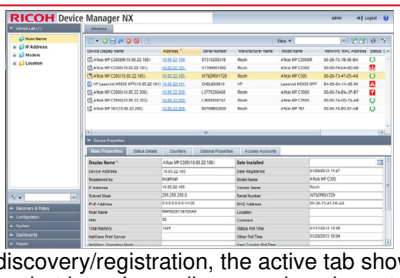
No additional notes



No additional notes

After Registering Devices is Completed

RICOH imagine. change.



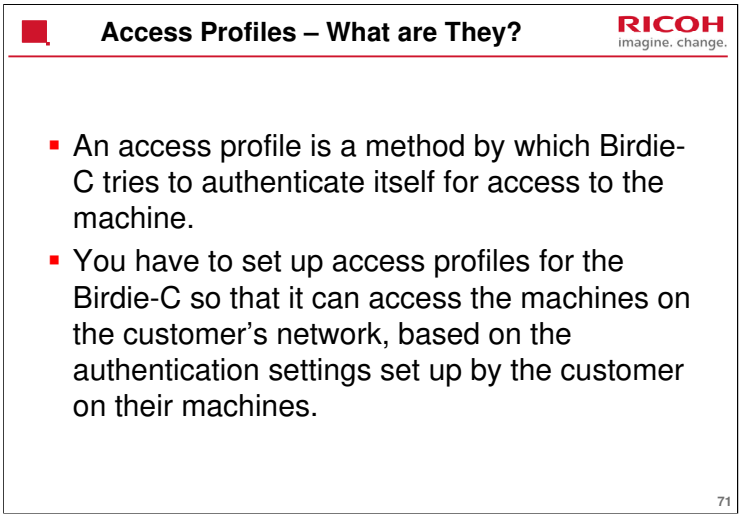
- After discovery/registration, the active tab shows a list of devices that have been discovered on the network, and their current statuses.
- Click on a device and details will appear in the bottom pane. You cannot change anything here; it is read only.
- Some columns of the discovered device list contain symbols. Just move the mouse pointer over a symbol and you will get an explanation of what it means.

70

There is no device connection check such as the one in the RC Gate A.

With the Access Accounts tab in the bottom pane, it appears that you can specify which access profile to use when connecting to a certain machine. However, there is no need to do this, because after discovery, the machine will automatically use the most appropriate profile to use when communicating with that machine. So you do not need to touch anything in the tabs in the bottom pane.

> However, if you want to fine-tune a profile, you can modify the access profile using the procedures explained on the next few slides.



No additional notes

Access Profiles – Three Types

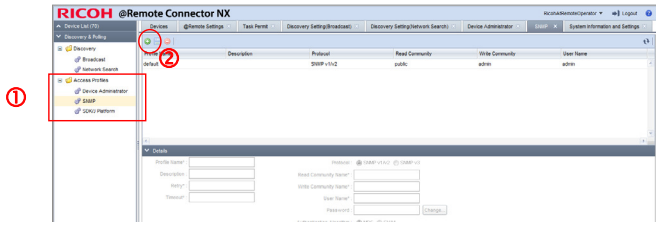
RICOH imagine. change.

- Birdie-C attempts to communicate and authenticate with a device using three possible access profile types:
  - SNMP
  - Device Administrator
  - SDK/J Platform
- For each profile, you must set the authentication information, or account profiles, that Birdie-C can use to communicate with devices.
  - You can configure as many access profiles per profile type as you require, and set priority on each profile.
  - Then, for each discovery and search operation, you can select one or more of these profiles, and for that particular discovery or network search, Birdie-C will try to authenticate itself on each machine that it discovers using these profiles in the selected order of priority.

72

No additional notes

Access Profiles – SNMP (1)

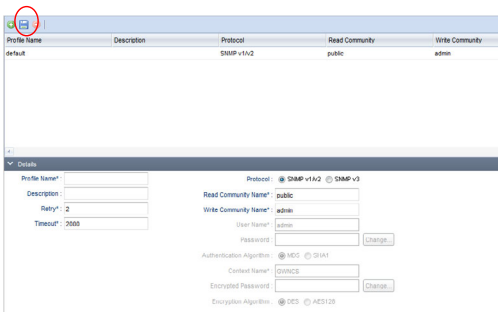


- To create an SNMP access profile, select Discovery and Polling > Access Profiles > SNMP.
- Then click the + icon to add a new profile.
  - There is a default profile stored already, after you install Birdie-C

73

Communication with USB-connected local devices also uses SNMP v1/v2. Ensure the @Remote Connector NX USB Agent is installed on each local computer which has a USB-connected device.

Access Profiles – SNMP (2)



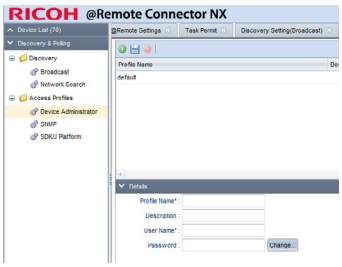
- Click the Save icon when you have made the settings

74

For details on the settings, see the Administrator's Guide.

4. Add Devices to Manage > 4.2 Establish Account Information > 4.2.1 SNMP Account

Access Profiles – Device Admin

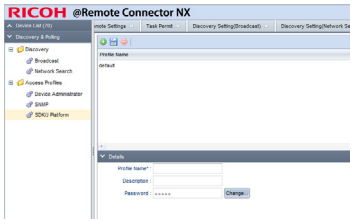


- Device Administrator authentication is more simple, with just a user name and password to set up, in addition to the Profile Name.

75

No additional notes

Access Profiles – SDK/J

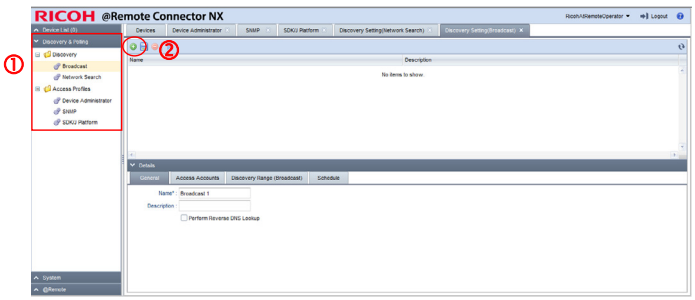


- Authentication on the SDK/J platform is even more simple, with just a password to set up.

76

No additional notes

Broadcast - 1

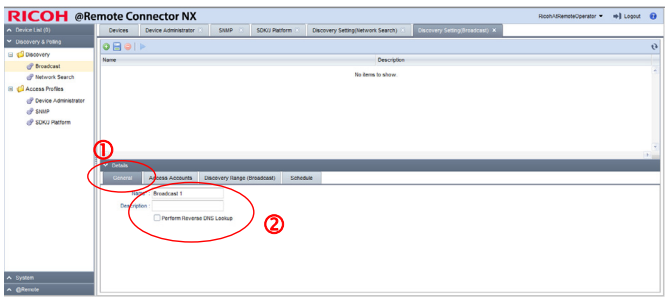


- In the navigation tree, select Discovery and Polling, then Broadcast.
- Then click the '+' icon in the upper pane to add a new operation.

77

No additional notes

Broadcast - 2

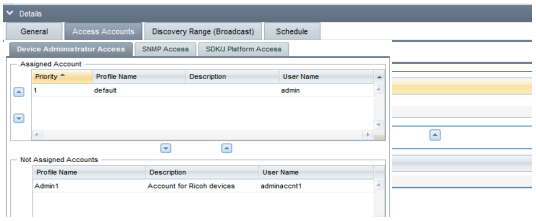


- In the bottom pane, select the General tab, and input a name for the broadcast operation that you are about to set up.
- You may also add a description.

78

No additional notes

Broadcast - 3



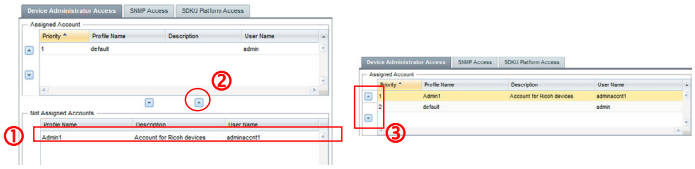
- In the bottom pane, switch to the Access Accounts tab.
- Remember that we set up some Access Accounts earlier in this section. Now, from the three subtabs, assign one or more of these access accounts to this broadcast. Choose the best method to communicate with devices in the Discovery range (you will identify this range in a later step).
- You must assign at least one or more Device Administrator, SNMP, or SDK/J Platform access profiles to each Discovery operation.
- When @Remote Connector NX runs the Discovery operation, it will apply the access profiles in the priority order assigned in this tab.

79

No additional notes

Broadcast - 4

RICOH
imagine. change.



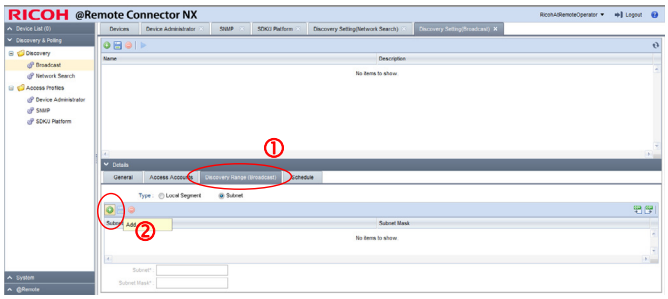
- From the Not Assigned Accounts section, click on the Profile Name of the access profile that you want to assign, then click the Up arrow to move it up to the Assigned Account section.
- If you add more than one profile to the Assigned Account list, use the Up/Down arrow keys on the left side of the screen, beside the Assigned Accounts, to change the priority order.
- Birdie-C will try to authenticate the device using each of the profiles in the order they appear here.
- To configure full access to the device, switch to the SNMP Access and SDK/J Platform Access tabs to assign additional access profiles to this Discovery operation.

80

No additional notes

Broadcast - 5

RICOH imagine. change.

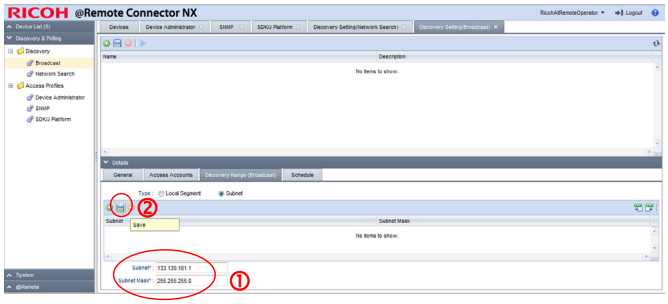


- Select the Discovery Range tab, and click '+'.
  - You can select more than one range for each operation. To add a new range, click '+'.

81

No additional notes

Broadcast - 6

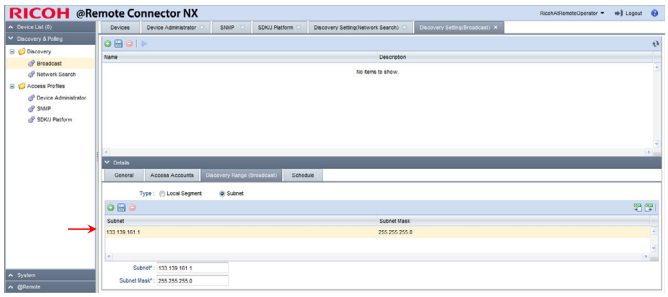


- Input the range of IP addresses for discovery.
- Click the floppy disk icon in the lower pane to save this range.

82

No additional notes

Broadcast - 7

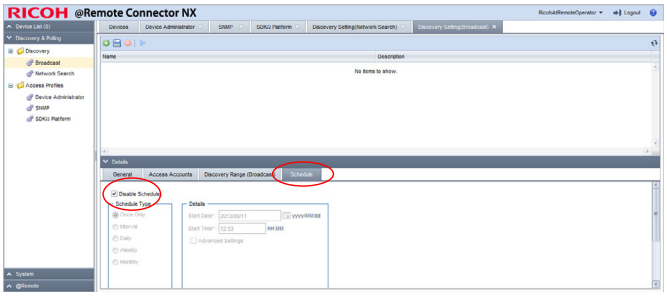


- The range appears in the lower pane as shown here.
  - You can add another range by clicking the '+' icon and inputting another range.

83

No additional notes

Broadcast - 8

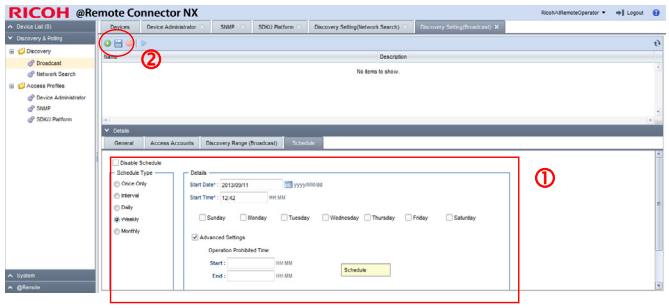


- Click the Schedule tab.
- As a default, Disable Schedule is selected. This means the broadcast will be done once only, after it is set up.

84

No additional notes

Broadcast - 9

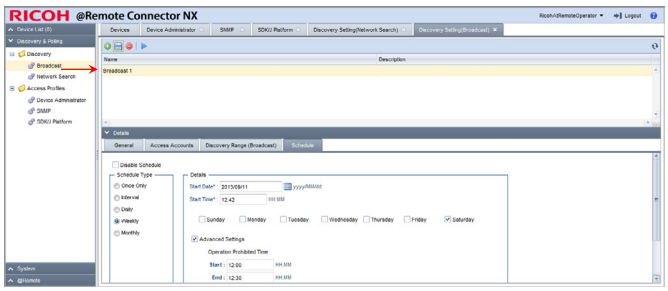


- Input the schedule.
  - By clicking Advanced Settings, you can input a time range where discovery will not be done (for example, during office hours, to avoid tying up the customer's network).
  - If you select 'Interval; on the left, and input a short interval, this can cause heavy network traffic.
- Click the floppy disk icon in the upper pane to save this discovery operation.

85

No additional notes

Broadcast - 10

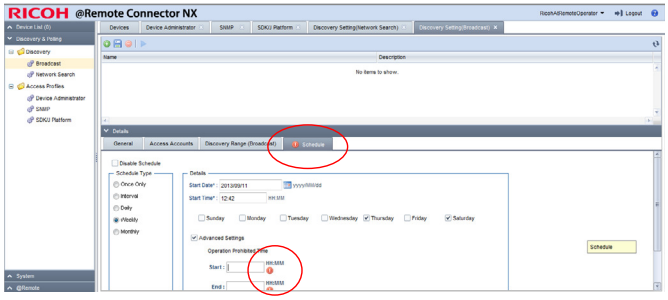


- The name of the broadcast operation appears in the upper pane.

86

No additional notes

Broadcast - 11

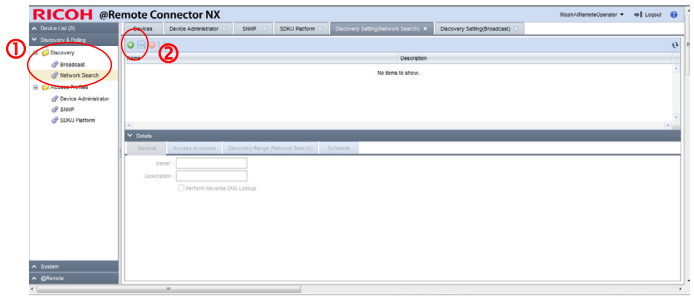


- If you made an error during the setup, a red exclamation mark will appear in the tab where the error can be found.
- Another exclamation mark appears next to the error inside the tab.

87

No additional notes

Network Search - 1

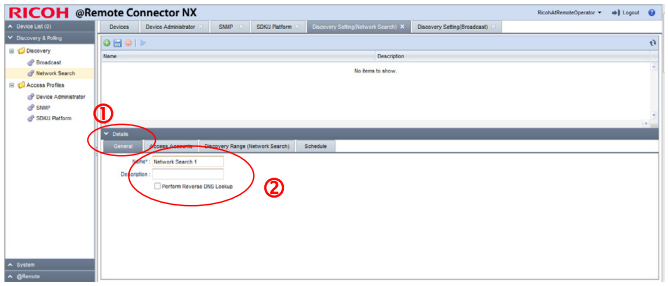


- In the navigation tree, select Discovery and Polling, then Network Search.
- Then click the '+' icon in the upper pane to add a new operation.

88

No additional notes

Network Search - 2

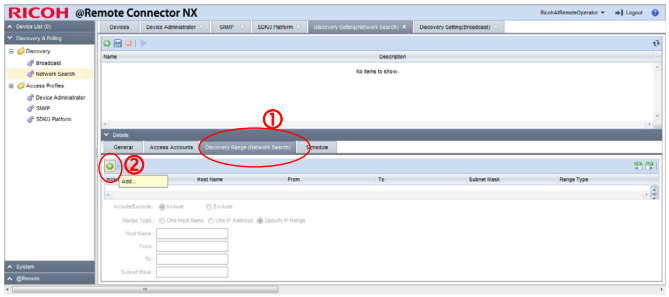


- In the bottom pane, select the General tab, and input a name for the broadcast operation that you are about to set up.
- You may also add a description.
- Then select the access profiles in the same way as we described for Discovery.

89

No additional notes

Network Search - 3

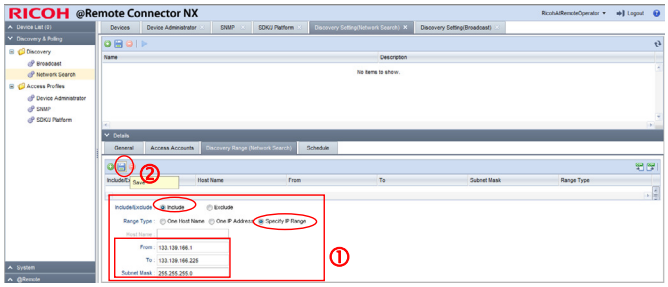


- Select the Discovery Range tab, and click '+'.
  - You can select more than one range for each operation. To add a new range, click '+'.

90

No additional notes

Network Search - 4

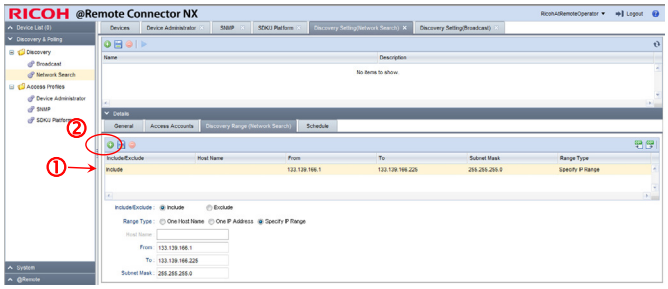


- You can input a range of IP addresses to include, or a range to exclude.
- Or, you can input one IP address or host name.
- In this example, we input a range of IP addresses, then click the floppy disk icon to store this range.

91

No additional notes

Network Search - 5

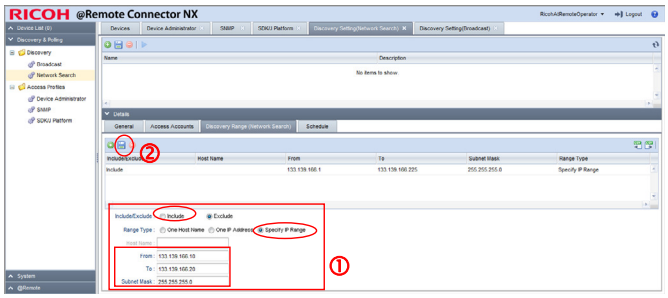


- The range appears in the lower pane as shown here.
- In our example, we now want to input a range of IP addresses to exclude, so click the '+' icon again.

92

No additional notes

Network Search - 6

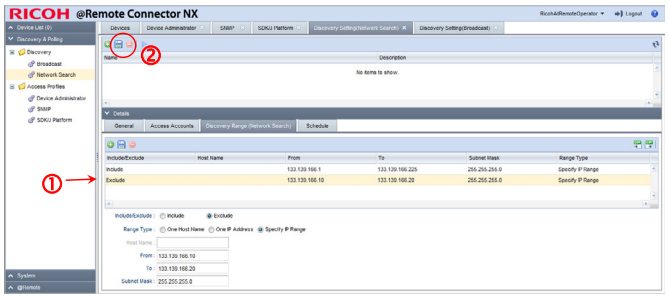


- Input the range of IP addresses to exclude, then click the floppy disk icon to store this range.

93

No additional notes

Network Search - 7

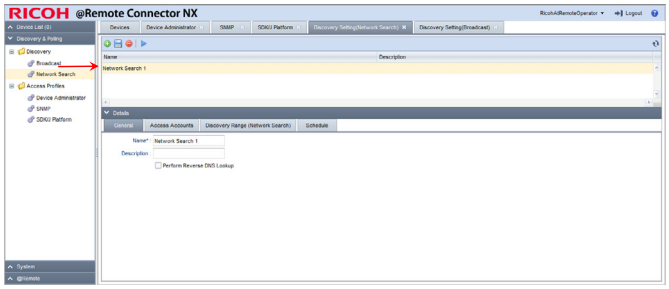


- The inclusion range and the exclusion range are both shown in the lower pane.
- Click the floppy disk icon in the upper pane to save this operation.

94

No additional notes

Network Search - 8

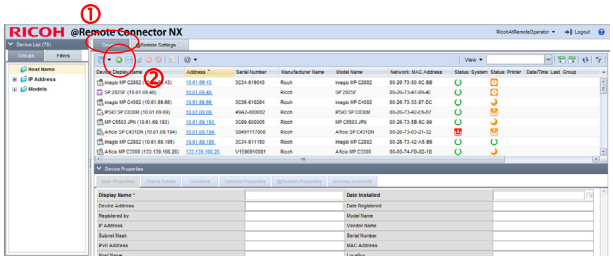


- The name of the network search operation appears in the upper pane.

95

No additional notes

Manual Input - 1

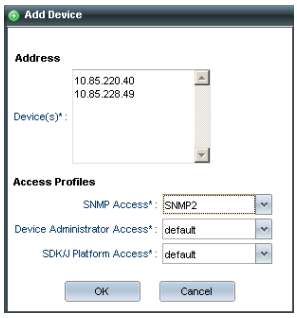


- Click ‘Add’ in the Devices tab.

96

No additional notes

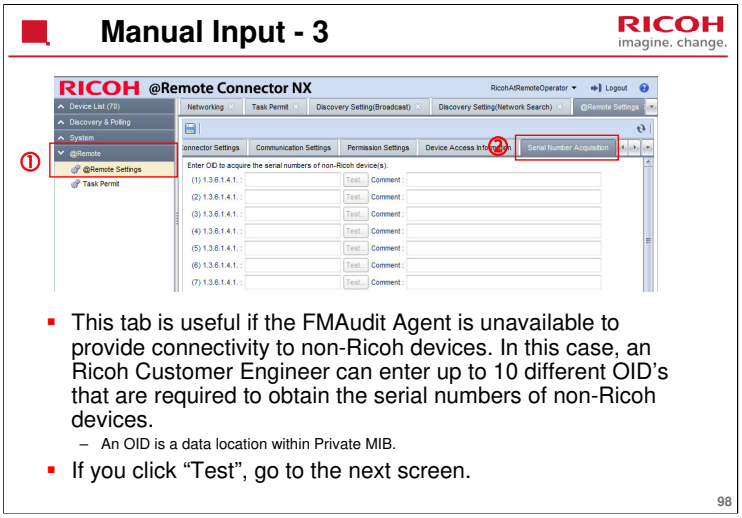
Manual Input - 2



- Input the IP addresses of devices to include in the discovery, and their access profiles.
- Then click OK.
  - The IP addresses will be added to the device list.
  - Any missing properties for the manually-input devices will be completed after the devices are successfully polled.
- If the devices you want to manually input have different access profiles, repeat the procedure for each required set of access profiles.

97

No additional notes



This is a way to get serial numbers of non-Ricoh devices during Auto Discovery.

Normally, the MAC Address of these devices is reported, instead of the serial number.

But, if you specify the OID for a non-Ricoh device, Auto Discovery can pick-up the serial number of that device.

> An OID (Object Identifier) is a data location within the device's Private MIB area. Because this information belongs to another company, it may not be easy to find out which OID is the correct one for the serial number for a particular model.

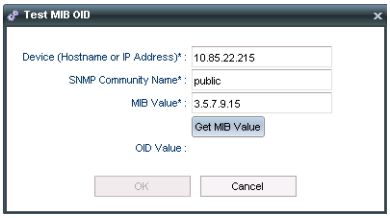
When you find the OID for the serial number of a non-Ricoh device on the customer's network, input it into one of the spaces on the screen. Add the model name in the Comment field.

> Click the Test button to see what data comes back from the device. If it is the serial number, then you have the correct OID. See the next slide for how to use this feature.

If there is more than one non-Ricoh model, how does Birdie-C know which OID to use for which model? The software looks inside these OIDs for all the non-Ricoh models, and looks for data that is in the format of a serial number.

> You can also use the MIB OID Test feature to see if you got the correct data. See the next slide.

Manual Input - 4

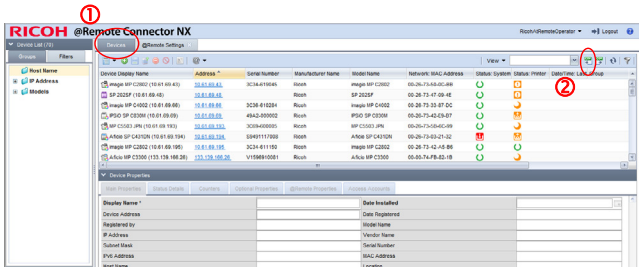


- In the Test MIB OID screen, enter the hostname or IP Address of the device, and enter the SNMP Community Name that is used to communicate with this device.
- Click Get MIB Value. If found, the value is reported beside the OID Value text.
- Click OK to add the OID to the list.

99

No additional notes

Import - 1

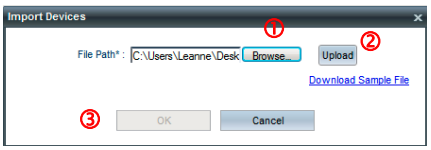


- In the Devices tab, click the Import button.

100

No additional notes

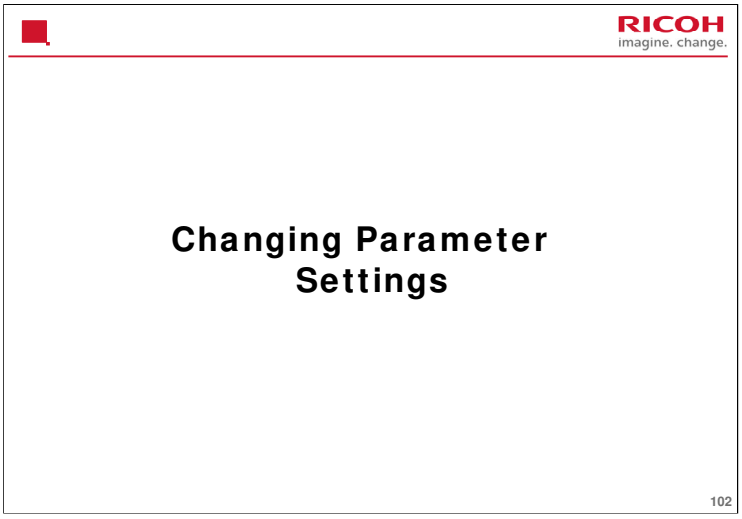
Import - 2



- Browse to the csv file that you want to upload, then click Upload.
  - First, make sure that your csv file is in the correct format. Click 'Download Sample File' to see an example of the correct file format.
- Click OK.
  - The results will appear immediately in the Device List. Any missing properties for the imported devices will be completed after the devices are successfully polled.

101

No additional notes



Basic settings were covered in the Installation section. We will look at some other settings here.

Specify how the Device List is Updated

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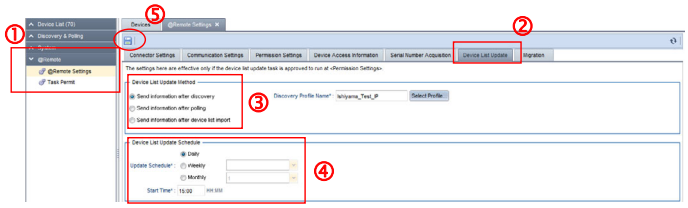

- Method – choose one of three.
  - Send information after discovery
    - Discovery and polling are run before sending data to the @Remote Center System
    - For 'Discovery Profile Name', you can select one of the Network Search operations that you set up earlier for Discovery.
  - Send information after polling
    - Polling is run before sending data to the @Remote Centre System, but Discovery is not performed
  - Send information after device list import
    - See the next slide
- Schedule
  - Set a daily, weekly, or monthly schedule.
- Finally, click the Save button at the top left of the screen.

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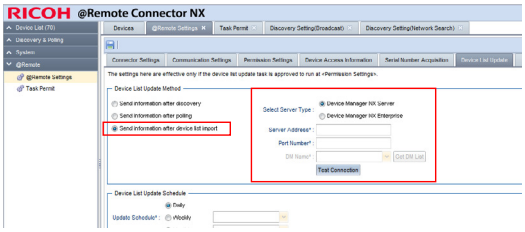
If Birdie-S or Birdie-E is installed, there is a 4th Device List Update Method.

'Send information only': No polling or importing – the appliance just sends what is currently in the Device Manager server

Send information after device list import

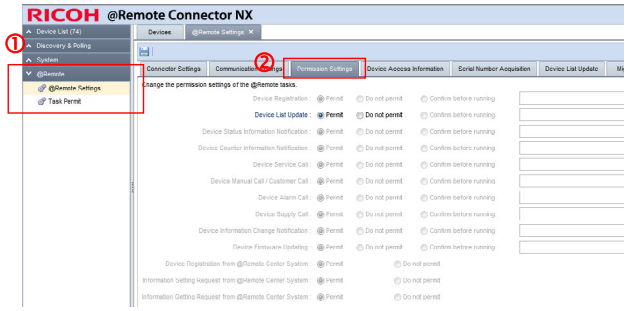


- Send information after device list import
  - The device list is retrieved from another Birdie.
  - Only devices within this list are polled before the data is sent to the @Remote Center System.
  - The devices on your Birdie-C's device list are not polled (unless of course they also happen to be on this imported list).

104

No additional notes

Permission Settings - 1



- Navigate to the Permission Settings tab as shown above.

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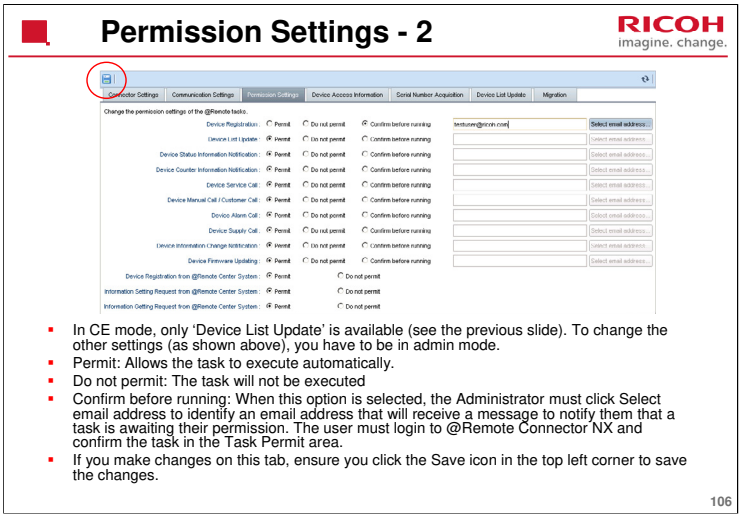
No additional notes



Device status information notification: An @Remote task that periodically provides managed device information to the @Remote Centre System.

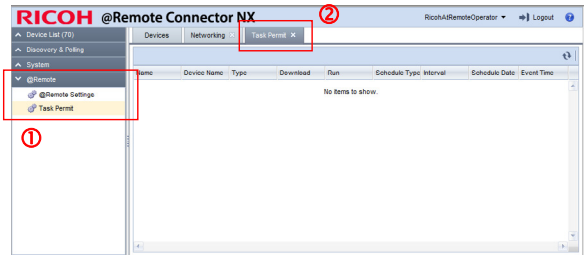
Device counter information notification: An @Remote task that provides managed device reporting counter information to the @Remote Centre System on or after a device closing date for meter reading.

Device Information Change Notification: Notifies @Remote Center that the device information has changed (e.g. IP address change). Check timing: Periodic Device Connection Check or after a registered device restart. Example: When a device restarts, @Remote Connector gets the device's IP address from the device wakeup notification which is sent by the device. Then @Remote Connector checks whether it is same as the device's IP (etc.) saved in the database.

Device Firmware Updating: Allows/disallows the device firmware update task that is run by the @Remote Center System.

Device Registration from @Remote Center System: The process in which @Remote Center System uses @Remote Connector to add a device to the management list.

Permission Settings - 3



- If 'Confirm before running' was selected for any of the tasks, and an email address was set, the task appears in this tab when the user with that email address logs in to the Birdie-C.
- The task remains in the Task Permit tab until the Administrator runs the task, or until an event occurs to match the automated delete condition, as described in the Administrators Guide.
  - 7. Configure @Remote Settings > 7.9 Task Permit

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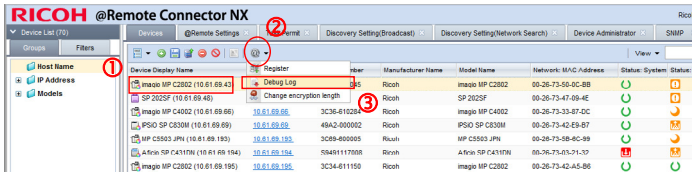
No additional notes

Device Debug Log



- In the device list, select a machine for which you want to see the debug log.
- Then, click the '@' icon and select Debug Log.
  - You are asked for a Key Code. Input the code that was informed from Ricoh Japan, so that you will store the area of the log that is of interest for troubleshooting this problem by Ricoh Japan.
  - Then navigate to the location on your PC where you wish to store the log.
- Make sure to do this procedure before you turn OFF the device main power. This is because the data is stored in volatile memory in the device. As a result, it is erased when the device main power is turned OFF.

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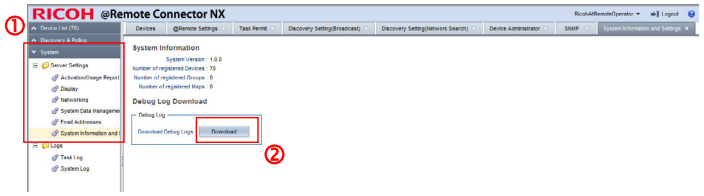
No additional notes

Debug Log



- This function lets you collect the debug log for the Birdie-C itself.
- When the Download button is clicked, the debug log files are zipped and a zip file is created. The user can select the file name and path to save.

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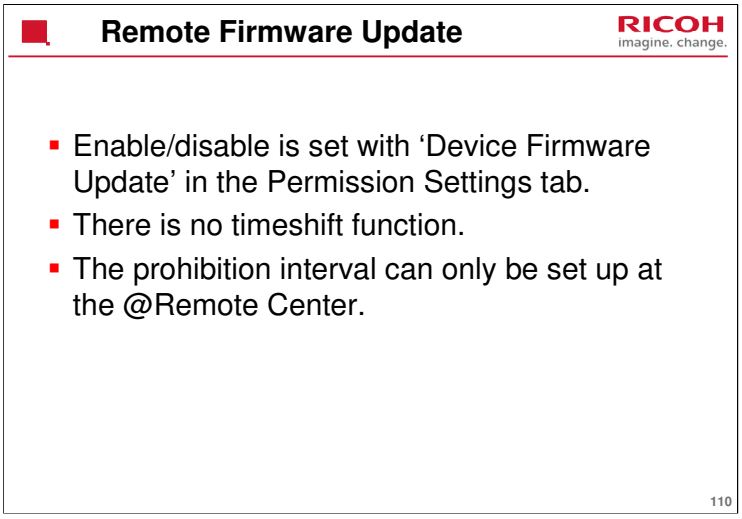
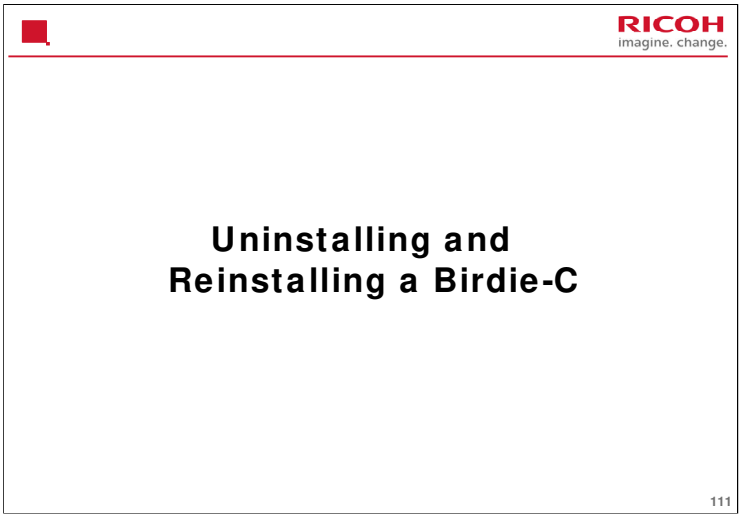
No additional notes



No additional notes



No additional notes

When is this Done?

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imagine. change.

- The Birdie-C may need to be uninstalled and reinstalled under the following circumstances:
  - When uninstalling/installing Birdie-C on the same PC, due to corrupted files, for example
  - When replacing the PC
  - When replacing the HDD of the PC

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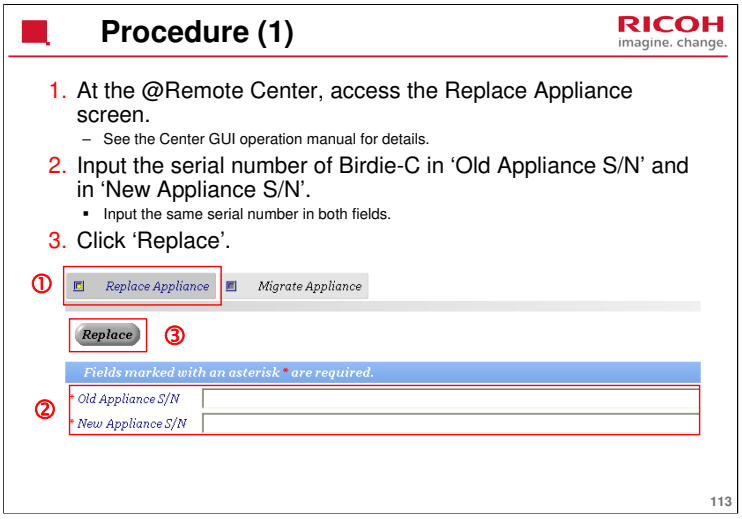
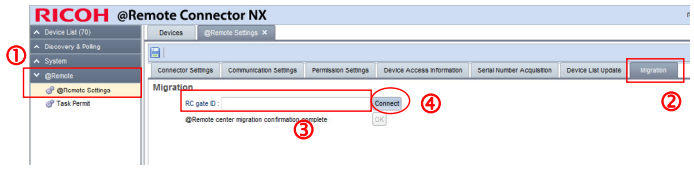
No additional notes



No additional notes

Procedure (2)

5. Uninstall the software, then reinstall it.
6. Then, access the Migration tab as shown below.
7. Input the RC gate ID of the Birdie-C. Then click Connect.
   - The data for the Birdie-C is copied back to the reinstalled Birdie-C from the @Remote Center.
   - The @Remote Center will call when the data transfer is complete. Check the device list to see if the connected devices appear.



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No additional notes

The End