



No additional notes



Contents of this Course

No additional notes



- **Product Overview**
 - This section introduces you to the Birdie-C, and refers you to material to review to refamiliarize yourself with @Remote.
- **Operating the Birdie-C**
 - This explains how to navigate the menus.
 - Safe shutdown and restart are also explained.
- **Installation**
 - This section explains how to install Birdie-C on a computer, then how to login and activate the software.
- **Registering the Birdie-C at the @Remote Center**
 - This section explains how to register the Birdie-C at the @Remote Center.
 - The method depends on whether you are replacing an old system (RC Gate, RC Gate A), or installing a completely new system with no existing data to transfer to the Birdie-C.

No additional notes




- **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.


No additional notes



No additional notes



Products in the Birdie Series


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- Birdie-DL: Desktop-type Device Management Tool. Successor for Uz-D and manages up to 250 devices.
- Birdie-DR: Successor for Uz-D Reporting option and manages up to 250 devices.
- Birdie-S: Server-type Device Management Tool. Successor for Forest / Uz-S and manages up to 5000 devices.
- Birdie-E: Enterprise Device Management Tool. It is intended for large customers with more than 5000 devices, distributed networks and/or other advanced requirements.
- Birdie-C: Connector to @Remote. It is a standalone system that can read the devices discovered by Birdie-S. It manages up to 5000 devices.
- This presentation covers the standalone Birdie-C.


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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.

**What is Birdie-C?**



- Birdie-C is an @Remote connector that can be installed as an add-on option for Birdie-S or Birdie-E, or as a standalone system.
 - Birdie-E and Birdie-S monitor the customer's network for connected devices.
 - Birdie-C connects Birdie-S or Birdie-E to the @Remote Center System server.
 - Birdie-C can stand alone and do monitoring also, but Birdie-E and Birdie-S have more features for the customer to manage their devices.
- Birdie-C does not function with desktop products such as Birdie-DL or Birdie-DR.

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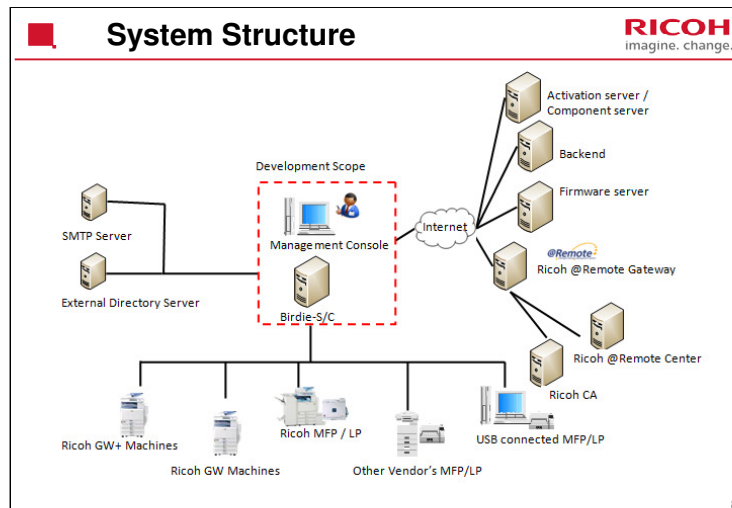
The primary user of Birdie-C is a customer engineer (CE). However, all functionalities of Birdie-C are visible by an onsite administrator. An administrator also has control on how the information of his/her company will be sent to Ricoh.

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".

System Specs for Running Birdie-C	
<div>  </div>	
<ul style="list-style-type: none"> Server specs <ul style="list-style-type: none"> Minimum: <ul style="list-style-type: none"> CPU: Intel Core /Xeon or AMD Athlon/Opteron, dual core Available Memory: 3 GB Available HDD space: 5 GB (excluding database) Recommended: <ul style="list-style-type: none"> CPU: Intel Core/Xeon or AMD Athlon/Opteron, dual core Available Memory: 5GB Available HDD space: 10GB (excluding database) OS <ul style="list-style-type: none"> Server environment: <ul style="list-style-type: none"> Windows Server 2008 Std/Ent SP1+ (32/64-bit) Windows Server 2008 R2 Std/Ent SP1+ (64-bit) Windows Server 2012 Std/Ent (64-bit) Client environment: <ul style="list-style-type: none"> Any environment with supported web browser Virtual environment <ul style="list-style-type: none"> VMWare ESX 4 VMWare ESXi 4.1, 5 Windows Server 2008 Hyper-V 2.0 	<ul style="list-style-type: none"> Browser <ul style="list-style-type: none"> Microsoft Internet Explorer 7, 8, 9, 10 Firefox 24esr Safari 6 Touch-screen-only browsers are not recommended Database <ul style="list-style-type: none"> Standard: <ul style="list-style-type: none"> Microsoft SQL Server 2012 Express Edition Optional external databases: <ul style="list-style-type: none"> Microsoft SQL Server 2008 (Workgroup, Standard, Enterprise) Microsoft SQL Server 2008 R2 (Workgroup, Standard, Enterprise) Microsoft SQL Server 2012 (Workgroup, Standard, Enterprise) Web Server <ul style="list-style-type: none"> Internal web server (Jetty) IIS 7, 7.5, 8 Supported Protocols <ul style="list-style-type: none"> IPv4, IPv6*, TCP, UDP, SNMP v1,v2,v3, HTTP/HTTPS, DNS, FTP/SFTP, LDAP/LDAPS, SMTP * IPv6 is supported through the use of hostnames only; no discovery is supported.

No additional notes

Machines that can be Monitored

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- GW+ machines
- GW machines (05S and later)
- GelJet , SMART Controller.
 - Devices with SMART Controller (BRG –P1, BRG –MF1, etc.)
- Devices with Ricoh private MIB
 - New GDI devices (Ricoh bought in; PE-P1, PE-P2, PE-MF1, PE-MF2, PE-MF3, K-C3.5L, S-C4L, etc.)
- Lexmark OEM devices
- Devices with the Standard Printer MIB
 - IT-BOX
 - Devices Ricoh bought in (GDI machines)
 - Devices with external controller. (EFI, etc)
- Other vendor machines
 - A module called FM Audit Engine monitors non-Ricoh models. There are two ways to install FM Audit Engine.
 - Built into Birdie-C or Birdie-E/S
 - Installed as a separate option for Birdie-C or Birdie-E/S
 - 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.
- To monitor devices that are connected to a PC by USB, FMAudit Agent must be installed on each workstation that has USB-connected devices.
 - The installation procedure is in Appendix C of the @Remote Connector NX Install Guide, along with details about what this agent can monitor.
 - FMAudit Engine must have been installed already or the agent will not work.

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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.



Supported Languages

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- This system supports the following languages.
 - Japanese (JP)
 - English (EN)
 - French (FR)
 - German (DE)
 - Italian (IT)
 - Spanish (ES)
 - Dutch (NE)
 - Chinese (ZH) * Simplified Chinese (KANTAI)
- If the system is installed on an OS in other than the above languages, then the system displays wordings in English by default.

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No additional notes



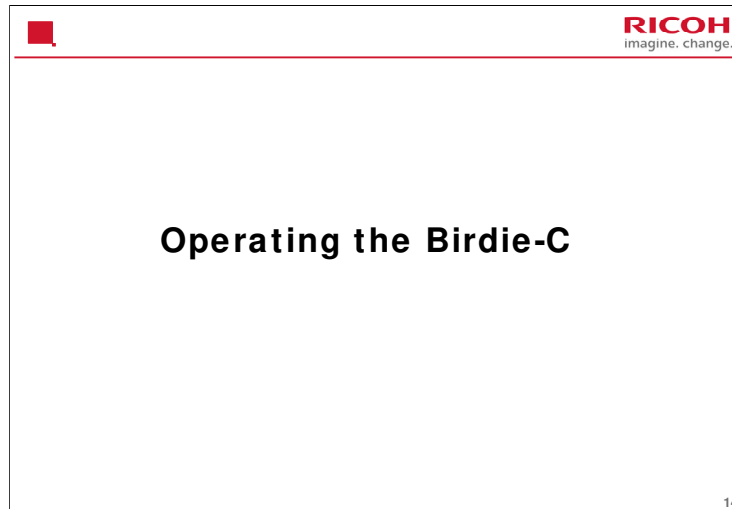
- **Appliance Transition (Merger of multiple appliances into Birdie-C)**
 - It is easier to migrate from single or multiple older appliances (RC Gate/RC Gate A/RC Gate S Pro) to Birdie-C (Semi-automated)
- **Appliance Replacement**
 - It is easier to perform appliance replacement (without uninstall/re-install/re-activation)
- **Enhancement of device management**
 - It is easy to enlarge the maximum number of managed devices to more than 5000 by collaborating with Birdie-E
- **No unnecessary communication on the customer's network**
 - In the RC Gate S Pro, there is some unnecessary communication between the appliance and the devices. The RC Gate S Pro polls all devices but only sends information on managed devices to the @Remote Center. So communication between RC Gate S Pro and unmanaged devices was unnecessary.
- **Data acquisition from local (USB-connected) printing devices**
- **Data acquisition from competitor's devices**

No additional notes



- To review the terminology of @Remote system components, please refer to the @Remote Basic Training presentations.
 - Section 3. Components of an @Remote System

No additional notes



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



- Start a browser that is compatible with Birdie-C (see the specs earlier in this course).
- Input one of the following URLs.
 - If SSL is disabled:
 - `http://(IP Address):(port)/index.html`
 - `http://(Host name):(port)/index.html`
 - If SSL is enabled:
 - `https://(IP Address):(port)/index.html`
 - `https://(Host name):(port)/index.html`

No additional notes



Login - 2


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- 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.

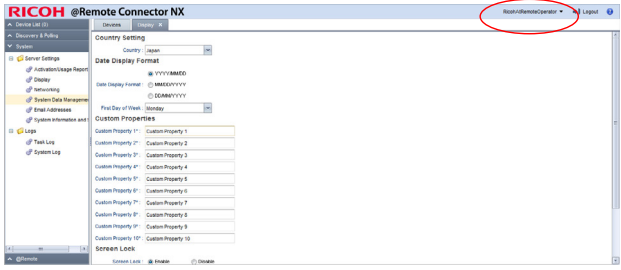
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The Profile setting is only important if Birdie-E or Birdie-S is installed. Please refer to the documentation for these products to understand this setting.



Login - 3


imagine. change.



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

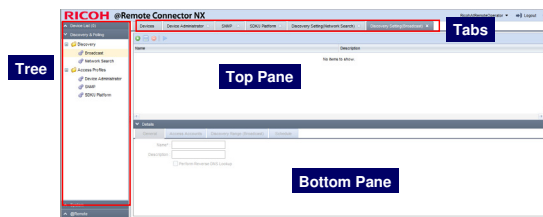
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No additional notes



Use of the Screen - 1

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- 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.

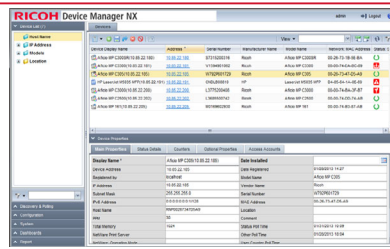
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No additional notes



Use of the Screen - 2


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imagine. change.



- 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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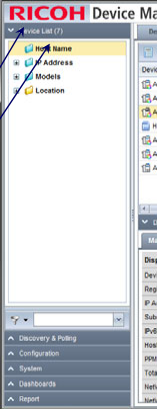
No additional notes



Tree

Branch

Feature



- The navigation tree is fixed to the left side of the screen.
- Click on one of the branches (e.g., Device List) to see a list of features under this branch.
- The selected feature shows up as yellow.

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No additional notes



- 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.

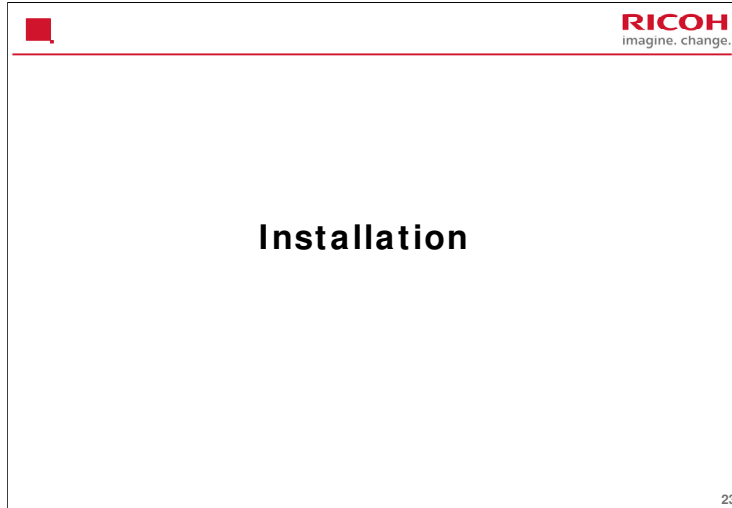
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No additional notes



- For full details on how to install and operate the Birdie-C, see the Installation Guide and Administrator's Guide.

No additional notes



No additional notes



Three Ways to Install Birdie-C

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- Birdie-C only: Standalone
- Birdie-E or Birdie-S, with Birdie-C installed as an option:
 - Independent monitoring of customer network by Birdie-C and by either Birdie-E or Birdie-S
 - Birdie-E/S and Birdie-C synchronize the results of their independent monitoring before sending the results to @Remote
 - Birdie-C is installed separately.
- Birdie-E or Birdie-S with Birdie-C built in
 - The customer's network is only monitored once.
 - Other than that, the function is the same.
 - Birdie-C is installed at the same time as Birdie-E/S
- This presentation covers the standalone Birdie-C.

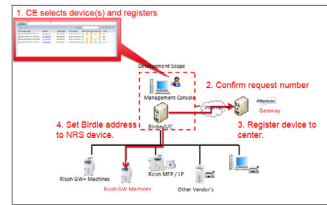
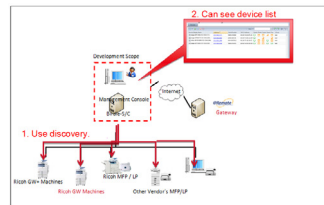
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No additional notes



Basic Workflow for Installing Birdie-C

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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



- **New installation**

- Use this for a completely new installation, or if you have already uninstalled the previous product, such as Uz-S1.

- **Upgrade**

- You cannot upgrade directly from Uz-S1, because data is not automatically migrated.
 - First, you must also set up the transfer of data from the UZ-S1 to the Birdie-C by an operation at the @Remote Center.
 - Then you must uninstall Uz-S1, or Birdie installation will abort.
 - Then install Birdie-C and copy the data in from the @Remote Center.
 - Birdie-C cannot be installed on the same PC as the following older products: Forest, Uz-D1, Uz-S1, Birdie-DL, Birdie-DR

No additional notes



- The procedure is quite straightforward, but we will go over it briefly on the next few slides.
- You will need help from the customer concerning user names, SQL server settings, port numbers, and other settings during the installation.

No additional notes



New Installation - 1

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- 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.



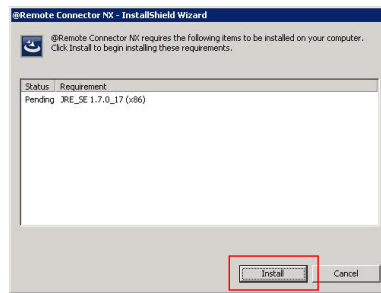
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No additional notes



New Installation - 2

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- 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:

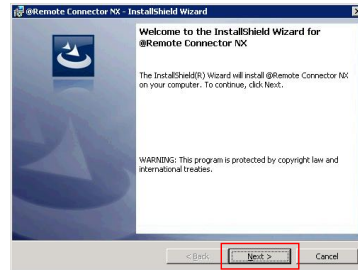
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No additional notes



New Installation - 3

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- 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.

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No additional notes

New Installation - 4

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@Remote Connector NX - InstallShield Wizard

Customer Information

Please enter your information.

User Name:
RCL OTS

Organization:
RicoN

InstallShield

< Back Next > Cancel

@Remote Connector NX - InstallShield Wizard

Destination Folder

Click Next to install to this folder, or click Change to install to a different folder.

Install @Remote Connector NX to:
C:\Program Files\RicoH\@Remote Connector NX

Change...

InstallShield

< Back Next > Cancel

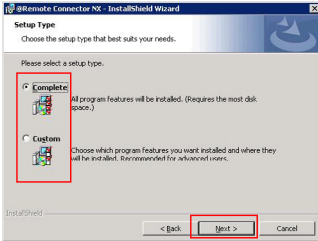
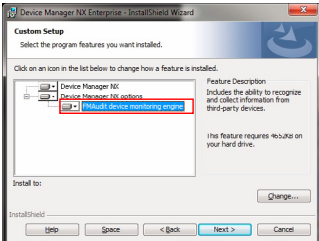
- After accepting the license agreement, input your user name and organization name.
- Then select the folder where you want to install the software.

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No additional notes

New Installation - 5

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- **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

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@Remote Connector NX - InstallShield Wizard

Service Logon Information
Enter the credentials of the account under which the Windows services will run.

☒ Login as System account
☐ Login as Windows account

Account Name:
[LOCAL]Administrator

Password:
[*****]

InstallShield

< Back

Next >

Cancel

- 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.

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No additional notes

New Installation - 7

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Remote Connector NX - InstallShield Wizard

Web Server

Select the port numbers you wish to use with Remote Connector NX:

Core server port: 8080

DM server port: 9090

InstallShield

< Back

Next >

Cancel

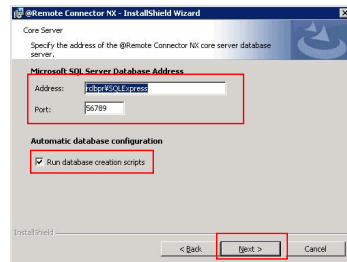
- Input the communication ports for the Device Manager (DM) Server and Core Server.
 - The defaults are port 8080 for the Core Server, and port 9090 for the DM Server.

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No additional notes

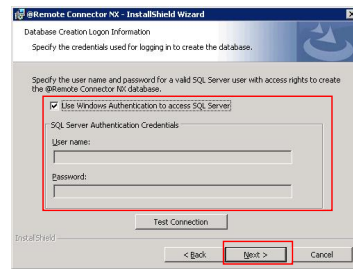


New Installation - 8



- Enter the SQL Server address and instance.
 - For example, if 'rolbpr' is the location and 'SQLEXPRESS' is the database instance, enter 'rolbpr\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.

No additional notes



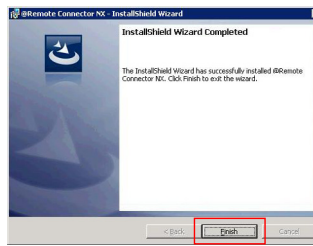
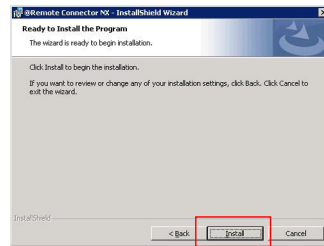
- Input the credentials that the Core Server will use to connect to the database.
 - If you previously provided Windows credentials under which the services will run, the 'Use Windows Authentication to access SQL Server' checkbox will be available. Enable the option to check for Windows Authentication 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.

No additional notes



New Installation - 10

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

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No additional notes



Upgrade – Two Patterns

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- Replacing a single older appliance (RC Gate, RC gate A, RC gate S Pro) with one Birdie-C
- Replacing a number of older appliances with one Birdie-C

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No additional notes

Upgrade – Replacing a Single Older Appliance (1)

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1.

At the @Remote Center, access the Replace Appliance screen.

- See the Center GUI operation manual for details of how to do this.

2.

Input the serial number of the old appliance (such as RC Gate) in 'Old Appliance S/N'.

3.

Input the serial number of the new appliance (Birdie-C) in 'New Appliance S/N'.

4.

Click 'Replace'.

①

Replace Appliance

Migrate Appliance

Replace

③

Fields marked with an asterisk * are required.

②

* Old Appliance S/N

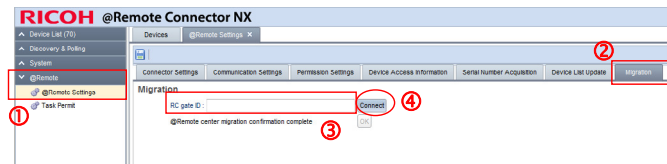
* New Appliance S/N

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No additional notes

Upgrade – Replacing a Single Older Appliance (2)

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.



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No additional notes



- In the example on the next few slides, let us imagine that we are migrating from three old RC Gate units to a new Birdie-C.
 - We will call the RC Gate units A, B, and C.
 - The procedure first replaces unit A with the new Birdie-C. Then the data from unit B is migrated to the Birdie-C, then the data from unit C is migrated to the Birdie-C.
 - The procedure for unit A is different from that for subsequent units B and C.
- The @Remote settings for unit A will be copied to the Birdie-C. So, make sure that for unit A you select an RC Gate with the required settings.

No additional notes

Upgrade – Replacing Multiple Older Appliances (1)

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1.

At the @Remote Center, access the Replace Appliance screen.
– See the Center GUI operation manual for details on how to do this.

2.

Input the serial number of the RC Gate unit A in 'Old Appliance S/N'.

3.

Input the serial number of the new appliance (Birdie-C) in 'New Appliance S/N'.

4.

Click 'Replace'.

①

Replace Appliance

Migrate Appliance

Replace

③

②

Fields marked with an asterisk * are required.

* Old Appliance S/N

* New Appliance S/N

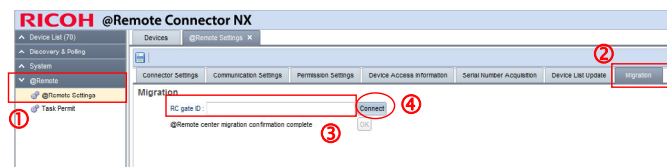
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This procedure will be used if a customer wishes to upgrade from a situation with many RC Gates to just one appliance.

The appliances are migrated one at a time.

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

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.






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No additional notes

Upgrade – Replacing Multiple Older Appliances (3) 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'.

①  

 ③

Fields marked with an asterisk * are required.

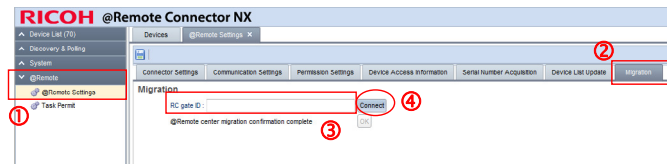
② * Old Appliance S/N

* New Appliance S/N

44

No additional notes

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

- For RC Gate unit C, the procedure is the same as for RC Gate unit B.
- For units B and C, only the device list data is migrated. Settings are not migrated.
- After completing migration from all old units, make sure that the @Remote settings in the new Birdie-C are correct.
- The data of RC Gate A is deleted automatically from the @Remote Center (this step was a replacement). But the data of units B or C is not deleted automatically from the @Remote Center (these steps were migrations). So the data of units B and C must be deleted automatically from the @Remote Center manually afterwards.

No additional notes



- Start a browser that is compatible with Birdie-C (see the specs earlier in this course).
- Input one of the following URLs.
 - If SSL is disabled:
 - `http://{IP Address}:{port}/index.html`
 - `http://{Host name}:{port}/index.html`
 - If SSL is enabled:
 - `https://{IP Address}:{port}/index.html`
 - `https://{Host name}:{port}/index.html`

No additional notes



Login - 2

RICOH
imagine. change.



- 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



- You can run the software in trial mode for up to 60 days without performing activation, or many of the functions will be disabled.
- The administrator at the customer site can do this.
 - After the customer has purchased the software, a product key is provided by Ricoh. This must be input during the installation. It generates a license code, which is used to complete the activation process.
- Activation can be done online or offline.

The next few slides show details of the procedure.



- Requires internet connectivity to allow Birdie-C to contact the Ricoh Activation Server.
- A Product Key is provided to the customer at the time of purchase. This key is needed during online activation.
 - Basically for online activation, we just input the Product Key and click OK.
- If the network uses a proxy server to hide IP Addresses, you must set the proxy server information before you can do the activation.

No additional notes



- 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.

No additional notes

Activation - 1

RICOH
imagine. change.

①

System

②

Activation/Usage Report

③

Activation

RICOH @Remote Connector NX

Device System Information and Settings Activation/Usage Report @Remote Settings Task Panel

Device List (0)

Activation/Deactivation

License Name Product Key

No items to show.

Activation Deactivation

Usage Report

Usage Report: On 201

- 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

52



Activation - 2

RICOH
imagine. change.



- 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

RICOH
imagine. change.

Activation

①

Activation Type : ☐ Online ☒ Offline

②

License Code* :

Lock Code : +TwCwIBAPTHF24%9

③

OK Cancel

- 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.

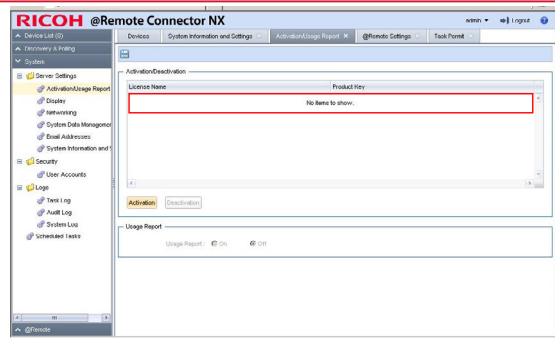
Input the Lock Code and the Product Key into the Ricoh Activation Server.

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



Was Activation Successful?

RICOH
imagine. change.



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

55

No additional notes



Registering the Birdie-C at the @Remote Center

No additional notes




Before you Register


RICOH
imagine. change.

- The customer must do the following procedures before you start the registration:
 - Install the software.
 - Activate the software.
 - Obtain a request number from the @Remote Center for registering this Birdie-C.

57

No additional notes

**Appliance Registration - Overview**


imagine. change.

- These are the steps of the registration procedure.
 - Login as a CE
 - HTTP Proxy Settings
 - Email Settings
 - Enable IP Address Sending
 - Individual Certificate Acquisition
 - Entering the Request No.
 - Registration with the @Remote Center

58

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

Appliance Registration – Login

RICOH
imagine. change.

Login

RICOH
Device Manager NX

Profile : GSE

User Name :

Password :


Language : English

Login


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

59

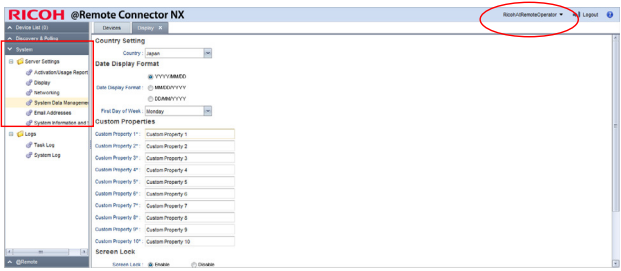
No need to add /CE to the end of the url.



Appliance Registration – HTTP and Email Settings



imagine. change.




- '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.

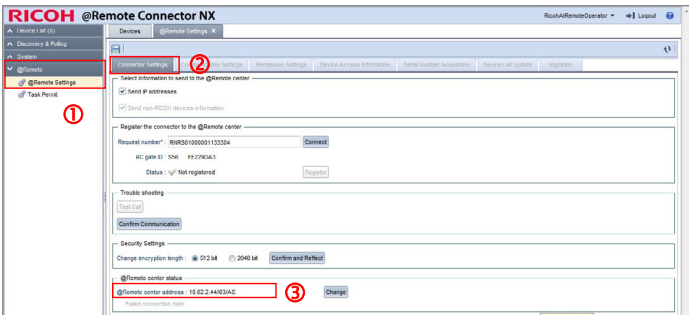
60

No additional notes

Appliance Registration – Access the @Remote Settings Screen




imagine. change.




- 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


Appliance Registration - IP Address Sending



imagine. change.

RICOH @Remote Connector NX
Account: admin@operator Login

- Device List (0)
- Discovery & Policy
- System
- @Remote**
- @Remote Settings
- Task Permit

Devices
@Remote Gateway X

Connector Settings
Communication Settings
Permission Settings
Device Address Information
Serial Number Association
Device List Update
Migration

Select information to send to the @Remote center
Send IP addresses

☒ Send non-@Remote device information

Register the connector to the @Remote center
Connect

Request number: 000021000001133304
 RC pin ID: 000 89270043
 Status: OK Not registered

Transfer sharing
Test Call

Confirm Communication

Security Settings

Change encryption strength: 512 bit 2048 bit
Confirm and Return

@Remote center status

@Remote center address: 10.02.2.44@3045
Change

- Enable the 'Send IP Addresses' setting.
- Security settings: If you set 2048 bit, devices with 512-bit security will not be able to work with the Birdie-C. At the moment, most devices are 512-bit, so keep the setting at 512-bit.

62

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.

RICOH @Remote Connector NX

Remote@RemoteConnector - Logout

Device ☒ General Settings ☐ Advanced Settings ☐ Advanced Settings ☐ Device Access & Connect ☐ Search Remote Accounts ☐ Device List Update ☐ Migration

Discovery & Policy
System
Quarantine
Remote Settings
Task Permit

Select information to send to the @Remote center

☒ Send IP addresses
☒ Send non-RICOH device information

Register the connector to the @Remote center

Request number: 144620905001123084
RC pin ID: 056 8E220043
Status: ☒ Not registered

Trouble shooting

Security Settings
Change encryption length: ☒ 61 bit ☐ 3048 bit

@Remote center status
@Remote center address: 10.42.2.1403345
Failed connection date:

- Click 'Register'.
- When 'Register succeeded' appears, click OK.

64

No additional notes

Appliance Registration – Completed

RICOH

imagine. change.

RICOH @Remote Connector NX

RocheARRemoteOperator Logout

Devices

Appliance Settings

Networking

Connector Settings

Communication Settings

Permission Settings

Device Access Information

Serial Number Acquisition

Device List Update

Migration

Task Permit

Select information to send to the @Remote center

Send IP addresses

Send non-RICOH device information

Register the connector to the @Remote center

Request number: ROES01000001123204

OK (pin 0: 106, 86209043)

Connect

Status: **Registered**

Resets

Trouble shooting

TEST OK

Confirm Communication

Security Settings

Change encryption length: 512 bit 2048 bit

Confirm and Refuse

@Remote center status

@Remote center address: 10.67.2.4460365

Failed connection date:


Change

▪ The status has now changed to ‘Registered’.


65

No additional notes

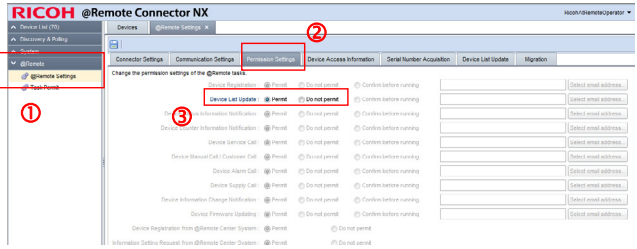
65



Enable Device List Update



imagine. change.




The screenshot shows the RICOH @Remote Connector NX web interface. The 'Permission Settings' tab is selected. The 'Device List Update' option is highlighted with a red box and a circled '2'. The 'Device List Update' option is also highlighted with a red box and a circled '3'. The 'Device List Update' option is also highlighted with a red box and a circled '1'.


- 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)



imagine. change.

RICOH @Remote Connector NX
RicoH@RemoteOperator Logout

Version 1.00 (3)

Discovery & Policy

Troubleshooting

@Remote

@Remote Settings

Task Permit

Devices

@Remote Settings

Networking

Connector Settings

Communication Settings

Permission Settings

Device Access Information

Serial Number Acquisition

Device List Update

Migration

Select information to send to the @Remote center

☒ Send IP addresses

☒ Send non-RICOH device information

Register the connector to the @Remote center

Request number*: R0B5100001123204 Connect

IC pin ID: 196 86206043

Status: ☒ Registered Refresh

Troubleshooting

TEST CALL

Confirm Communication

Security Settings

Change encryption length: ☒ 512 bit ☐ 2048 bit Confirm and Refresh

@Remote center status

@Remote center address: 10.67.2.4460365 Change

Failed connection date:

- 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

67



Registering Devices in the Birdie-C

No additional notes



- Broadcast: Issues an SNMP broadcast and searches the responding IP addresses.
- Network Search: Access one by one with SNMP
- Manual Input: Identify specific devices by IP Address or by OID.
- Import: Import list of devices from a csv file
- Migrate: Import device data from a previous Ricoh @Remote appliance.
 - This was explained in the Installation section of the course.

No additional notes

After Registering Devices is Completed

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.



- An access profile is a method by which Birdie-C tries to authenticate itself for access to the machine.
- You have to set up access profiles for the Birdie-C so that it can access the machines on the customer's network, based on the authentication settings set up by the customer on their machines.

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

RICOH
imagine. change.




- 73

73



Access Profiles – SNMP (2)



Profile Name	Description	Protocol	Read Community	Write Community
default		SNMP-v1/v2	public	admin

Create

Profile Name*

Description

Retry*: 2

Timeout*: 3000

Protocol: ☒ SNMP-v1/v2 ☐ SNMP-v3

Read Community Name*: public

Write Community Name*: admin

User Name*: admin

Password*

Change...

Authentication Algorithm: ☒ MD5 ☐ SHA1

Context Name*: 0VNC5

Encrypted Password*

Change...

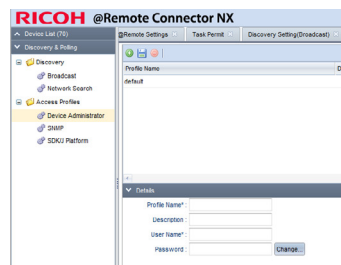
Encryption Algorithm: ☒ DES ☐ AES128

Click the Save icon when you have made the settings

74

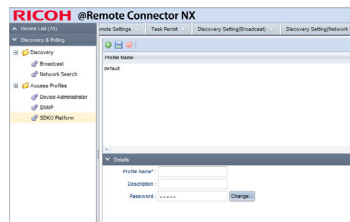
For details on the settings, see the Administrator's Guide.

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



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

No additional notes



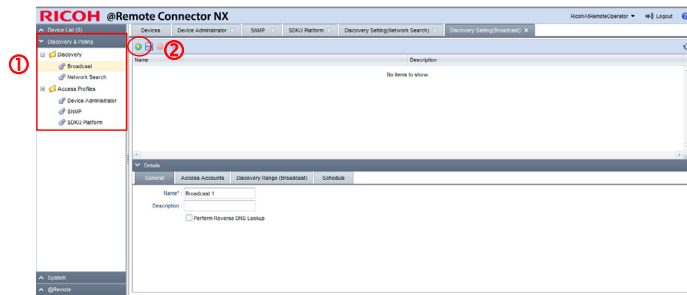
- Authentication on the SDK/J platform is even more simple, with just a password to set up.

No additional notes



Broadcast - 1

RICOH
imagine. change.



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

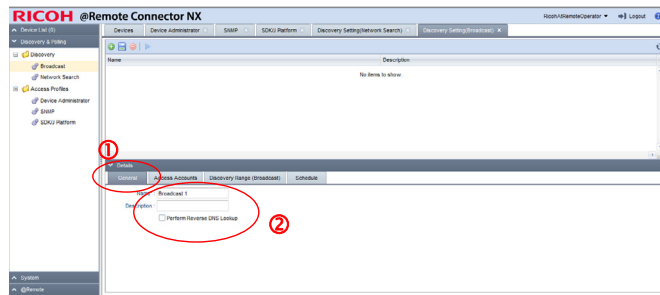
77

No additional notes



Broadcast - 2

RICOH
imagine. change.



- 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

RICOH
imagine. change.

Priority	Profile Name	Description	User Name
1	default	Account for Ricoh devices	admin

Profile Name	Description	User Name
Admin1	Account for Ricoh devices	adminacct1

- 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.

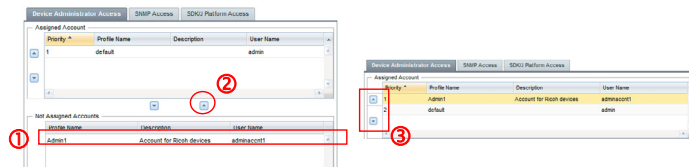
79

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.

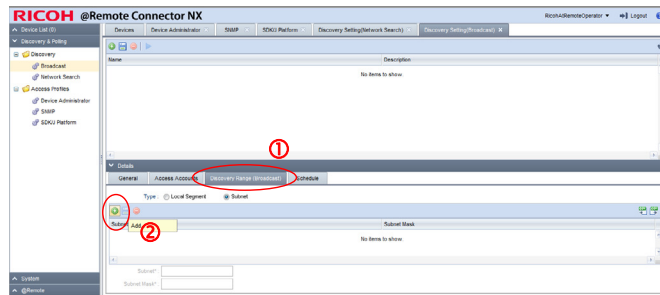
80

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 '+'.

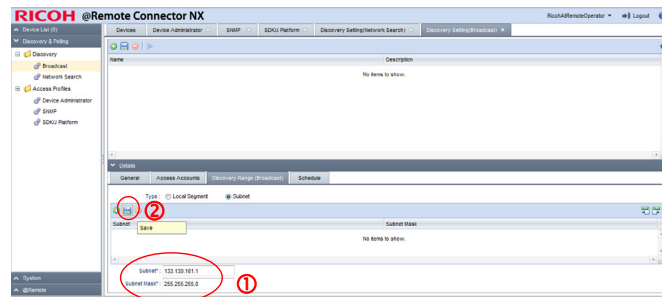
81

No additional notes



Broadcast - 6

RICOH
imagine. change.



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

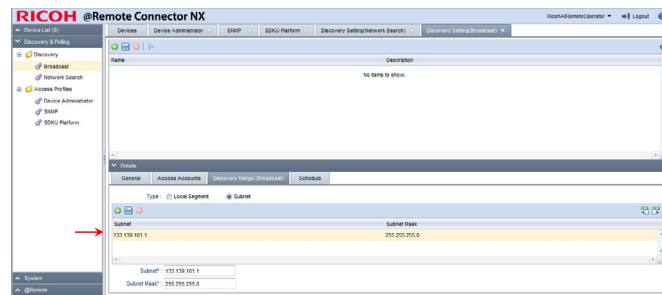
82

No additional notes



Broadcast - 7

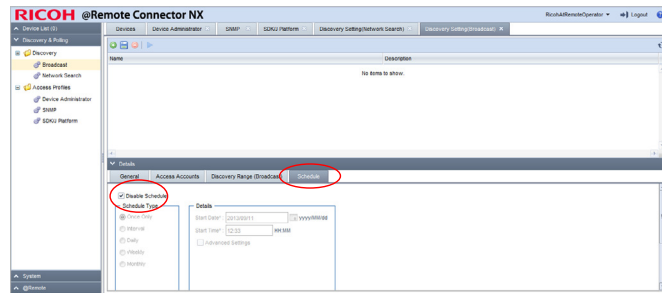
RICOH
imagine. change.



- 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



- 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



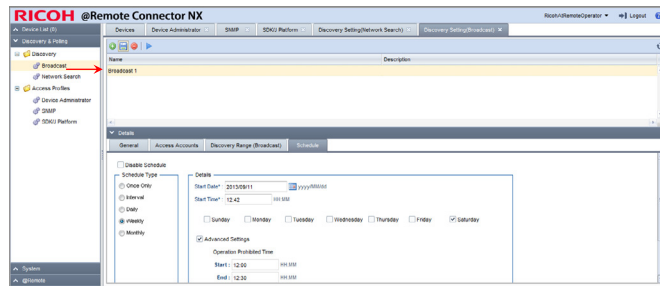
Broadcast - 9

RICOH
imagine. change.

- 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.

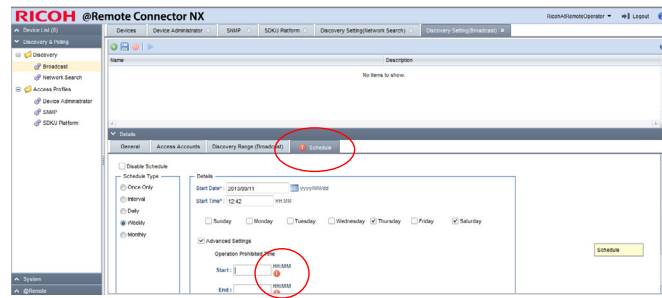
85

No additional notes



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

No additional notes



- 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.

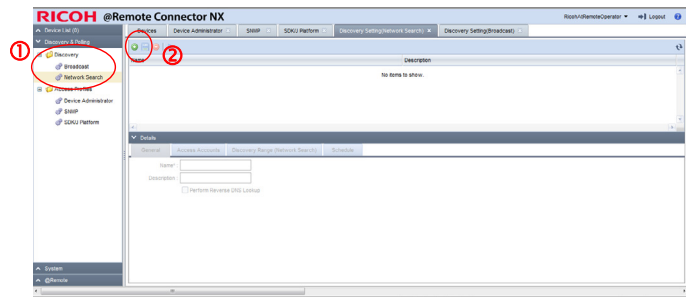
87

No additional notes



Network Search - 1

RICOH
imagine. change.



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

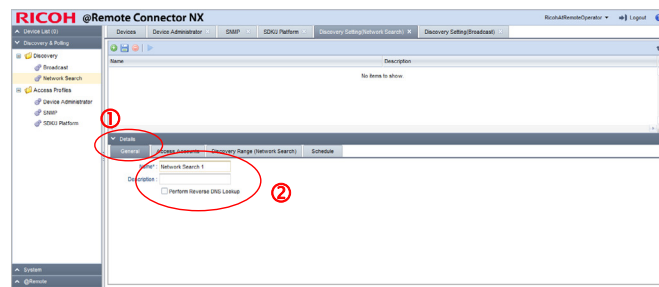
88

No additional notes



Network Search - 2

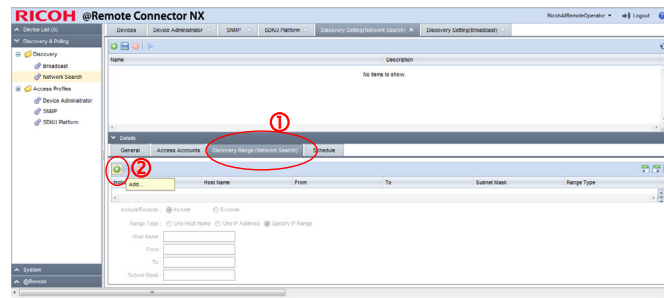
RICOH
imagine. change.



- 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



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

No additional notes



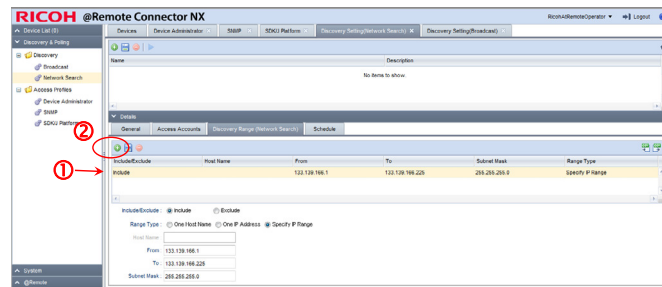
Network Search - 4

RICOH
imagine. change.

- 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



- 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

RICOH
imagine. change.

RICOH @Remote Connector NX

Discovery Range (Network Search)

Host Name	From	To	Subnet Mask	Range Type
Include	192.168.1.1	192.168.1.255	255.255.255.0	Specify IP Range

Include/Exclude Include Exclude

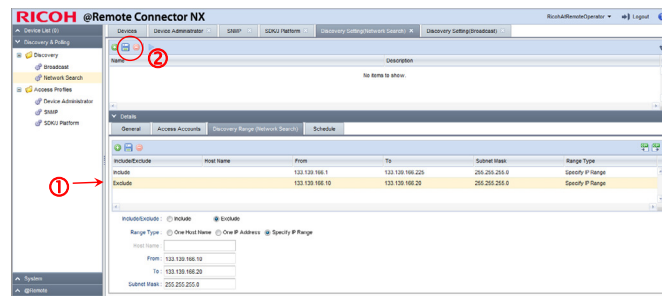
Range Type: One Host Name One IP Address **Specify IP Range**

From: 192.168.1.1 To: 192.168.1.255 Subnet Mask: 255.255.255.0

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

93

No additional notes



- 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.

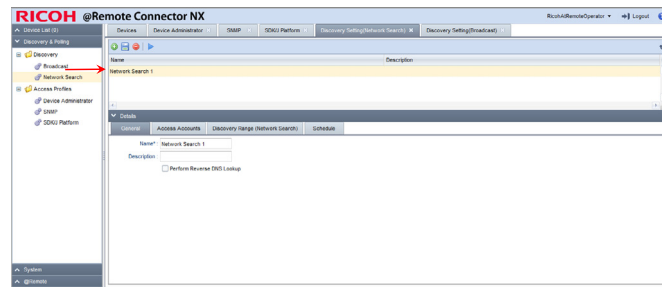
94

No additional notes



Network Search - 8

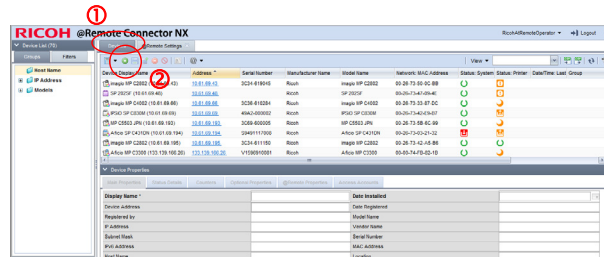
RICOH
imagine. change.



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

95

No additional notes



- Click 'Add' in the Devices tab.

96

No additional notes



Add Device

Address

10.85.220.40
10.85.228.49

Device(s)*

Access Profiles

SNMP Access*: SNMP2


Device Administrator Access*: default

SDK/J Platform Access*: default


OK Cancel


- 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.

No additional notes



Manual Input - 3




RicoH@RemoteOperator | Logout

Networking | Task Permit | Discovery Setting(Broadcast) | Discovery Setting(Network Search) | @Remote Settings

Device List (70)

Discovery & Polling

System

@Remote

@Remote Settings

Task Permit

Connector Settings | Communication Settings | Permission Settings | Device Access Info | Serial Number Acquisition

Enter OID to acquire the serial numbers of non-Ricoh device(s).

(1) 1.3.6.1.4.1.1	<input type="text"/>	<input type="button" value="Test"/>	<input type="text" value="Comment"/>
(2) 1.3.6.1.4.1.1	<input type="text"/>	<input type="button" value="Test"/>	<input type="text" value="Comment"/>
(3) 1.3.6.1.4.1.1	<input type="text"/>	<input type="button" value="Test"/>	<input type="text" value="Comment"/>
(4) 1.3.6.1.4.1.1	<input type="text"/>	<input type="button" value="Test"/>	<input type="text" value="Comment"/>
(5) 1.3.6.1.4.1.1	<input type="text"/>	<input type="button" value="Test"/>	<input type="text" value="Comment"/>
(6) 1.3.6.1.4.1.1	<input type="text"/>	<input type="button" value="Test"/>	<input type="text" value="Comment"/>
(7) 1.3.6.1.4.1.1	<input type="text"/>	<input type="button" value="Test"/>	<input type="text" value="Comment"/>

- This tab is useful if the FMAudit Agent is unavailable to provide connectivity to non-Ricoh devices. In this case, an Ricoh Customer Engineer can enter up to 10 different OID's that are required to obtain the serial numbers of non-Ricoh devices.
 - An OID is a data location within Private MIB.
- If you click "Test", go to the next screen.

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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

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Test MIB OID

Device (Hostname or IP Address)* : 10.85.22.215

SNMP Community Name* : public

MIB Value* : 3.5.7.9.15

Get MIB Value

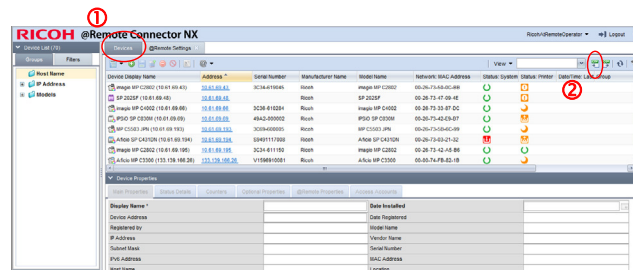
OID Value :

OK Cancel

- 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.


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No additional notes

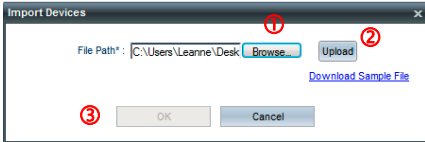


- In the Devices tab, click the Import button.

No additional notes

**Import - 2**

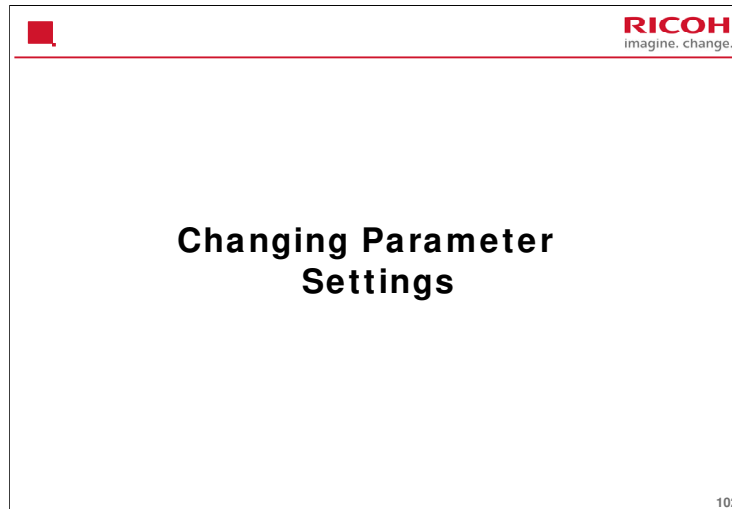
RICOH
imagine. change.



- **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.

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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

The screenshot shows the RICOH @Remote Connector NX application window. The 'Discovery' tab is selected, displaying various configuration options. A red box highlights the 'Send Information after service list import' option under the 'Device List Update Method' section. Another red box highlights the 'Select Server Type' section, which includes radio buttons for 'Service Manager NX Server' (selected) and 'Service Manager NX Enterprise', and input fields for 'Server Address' and 'Port Number'.

- **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).

No additional notes

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- Navigate to the Permission Settings tab as shown above.

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No additional notes

Permission Settings - 2

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Connector Settings
Communication Settings
Permission Settings
Device Access Information
Serial Number Acquisition
Device List Update
Migration

Change the permission settings of the @Remote tasks.

Device Registration: <input type="radio"/> Permit <input type="radio"/> Do not permit <input type="radio"/> Confirm before running	<input type="text" value="testuser@remote.com"/>	<input type="button" value="Select email address"/>
Device List Update: <input type="radio"/> Permit <input type="radio"/> Do not permit <input type="radio"/> Confirm before running		<input type="button" value="Select email address"/>
Device Status Information Notification: <input type="radio"/> Permit <input type="radio"/> Do not permit <input type="radio"/> Confirm before running		<input type="button" value="Select email address"/>
Device Counter Information Notification: <input type="radio"/> Permit <input type="radio"/> Do not permit <input type="radio"/> Confirm before running		<input type="button" value="Select email address"/>
Device Service Call: <input type="radio"/> Permit <input type="radio"/> Do not permit <input type="radio"/> Confirm before running		<input type="button" value="Select email address"/>
Device Manual Call / Customer Call: <input type="radio"/> Permit <input type="radio"/> Do not permit <input type="radio"/> Confirm before running		<input type="button" value="Select email address"/>
Device Alarm Call: <input type="radio"/> Permit <input type="radio"/> Do not permit <input type="radio"/> Confirm before running		<input type="button" value="Select email address"/>
Device Sample Call: <input type="radio"/> Permit <input type="radio"/> Do not permit <input type="radio"/> Confirm before running		<input type="button" value="Select email address"/>
Device Information Change Notification: <input type="radio"/> Permit <input type="radio"/> Do not permit <input type="radio"/> Confirm before running		<input type="button" value="Select email address"/>
Device Firmware Updating: <input type="radio"/> Permit <input type="radio"/> Do not permit <input type="radio"/> Confirm before running		<input type="button" value="Select email address"/>
Device Registration from @Remote Center System: <input type="radio"/> Permit <input type="radio"/> Do not permit		
Information Setting Request from @Remote Center System: <input type="radio"/> Permit <input type="radio"/> Do not permit		
Information Setting Request from @Remote Center System: <input type="radio"/> Permit <input type="radio"/> Do not permit		

- In CE mode, only 'Device List Update' is available (see the previous slide). To change the other settings (as shown above), you have to be in admin mode.
- Permit: Allows the task to execute automatically.
- Do not permit: The task will not be executed
- Confirm before running: When this option is selected, the Administrator must click Select email address to identify an email address that will receive a message to notify them that a task is awaiting their permission. The user must login to @Remote Connector NX and confirm the task in the Task Permit area.
- If you make changes on this tab, ensure you click the Save icon in the top left corner to save the changes.

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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.

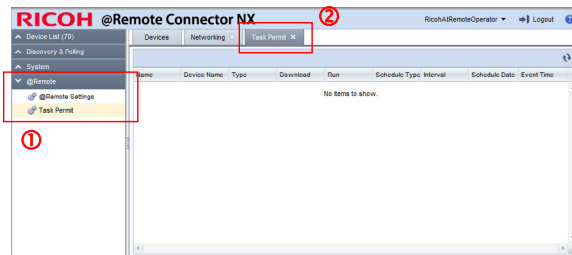
Device Firmware Updating: Allows/disallows the device firmware update task that is run by the @Remote Center System.

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

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- 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

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RICOH @Remote Connector NX
Rico

Device List (10)
@Remote Settings
Permit
Discovery Setting(Broadcast)
Discovery Setting(Network Search)
Device Administrator
SNMP

Group: Filters

Host Name

IP Address

Models

Device Display Name	Register	Manufacturer Name	Model Name	Network: MAC Address	Status: System	Status:
Imajo MP C2802 (10.61.69.43)	Debug Log	Ricoh	Imajo MP C2802	00-26-73-50-0C-8B	🟢	🟡
SP 262SF (10.61.69.48)	Change encryption length	Ricoh	SP 262SF	00-26-73-47-69-4E	🟢	🟡
Imajo MP C4002 (10.61.69.66)		Ricoh	Imajo MP C4002	00-26-73-33-87-2C	🟢	🟡
PSGO SP C200M (10.61.69.69)		Ricoh	PSGO SP C200M	00-26-73-42-69-87	🟢	🟡
MP C5503_JPN (10.61.69.193)		Ricoh	MP C5503_JPN	00-26-73-58-6C-99	🟢	🟡
Alfria SP C4117N (10.61.69.194)		Ricoh	Alfria SP C4117N	00-26-73-03-71-77	🔴	🔴
Imajo MP C2802 (10.61.69.195)		Ricoh	Imajo MP C2802	00-26-73-42-A5-86	🟢	🟢

- 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

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①

RICOH @Remote Connector NX

Devices @Remote Settings Task Permit Discovery Settings (Broadcast) Discovery Settings (Network Search) Device Administrator DMSP System Information and Settings

System

Server Settings

Activation/Charge Report

Cluster

Network

System Data Management

Print Addresses

System Information and Settings

Log

Task Log

System Log

System Information

System Version: 1.0.0

Number of registered Devices: 10

Number of registered Groups: 0

Number of registered Users: 0

Debug Log Download

Debug Log

Download Debug Logs

Download

②

- 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

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Remote Firmware Update

RICOH
imagine. change.

- Enable/disable is set with 'Device Firmware Update' in the Permission Settings tab.
- There is no timeshift function.
- The prohibition interval can only be set up at the @Remote Center.

110

No additional notes



Uninstalling and Reinstalling a Birdie-C

111

No additional notes



When is this Done?

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- 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

Procedure (1)

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- At the @Remote Center, access the Replace Appliance screen.
 - See the Center GUI operation manual for details.
- Input the serial number of Birdie-C in 'Old Appliance S/N' and in 'New Appliance S/N'.
 - Input the same serial number in both fields.
- Click 'Replace'.

1

Replace Appliance

Migrate Appliance

Replace

3

Fields marked with an asterisk * are required.

2

* Old Appliance S/N

* New Appliance S/N

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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.



No additional notes



The End