RICOH Remote Communication Gate A2

Operating Instructions

Read this manual carefully before you use this machine and keep it handy for future reference. For safe and correct use, be sure to read "Safety Information" before using the machine.

How to Read This Manual

Symbols

The following set of symbols is used in this manual.

Important

Indicates a situation that may result in malfunction if instructions are not followed. Be sure to read the instructions.

Note

Indicates supplementary relevant information.

Reference

Indicates where you can find further relevant information.

[ ]

Indicates the names of keys that appear on the computer screen.

Notes

Contents of this manual are subject to change without prior notice.

Certain options might not be available in some countries. For details, contact your local dealer.

Some illustrations in this manual might be slightly different from the machine.

Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.

About the Abbreviation

In these sheets, we use the term RC Gate as an abbreviation of Remote Communication Gate A2 for @Remote office NX. Generally, "administrator" refers to the "RC Gate administrator," unless otherwise specified in this Manual.

Screens

The explanations in this manual use screen images from Windows 7 and Internet Explorer 9.0. If you use different OS, screen images may differ. However, you can perform the same steps.

Manuals for This Equipment

The following manuals describe procedures to operate and maintain this equipment. For safe and efficient operation of this equipment, all users should read and follow the instructions carefully.

Operating Instructions (this manual)

Provides all of the information on how to use this equipment. Perform the procedures in this manual after you have completed the procedures in "Safety Information/Setup Guide".

Safety Information/Setup Guide

Provides the information on safe usage of this equipment and how to install/set up it.

Note

- You need not perform the registration procedures explained in this manual if a customer engineer has already registered your equipment. However, in order to operate and maintain the equipment, you must read this manual carefully.
- Adobe Acrobat or Adobe Reader is necessary to view this manual in PDF format.

Important

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this product, losses of data, or the use or non-use of this product and operation manuals provided with it. You are responsible for taking protective measures against computer viruses, worms, and other harmful software.

Laws and Regulations

User Information on Electrical & Electronic Equipment

Users in the countries where this symbol shown in this section has been specified in national law on collection and treatment of E-waste

Our Products contain high quality components and are designed to facilitate recycling.

Our products or product packaging are marked with the symbol below.

The symbol indicates that the product must not be treated as municipal waste. It must be disposed of separately via the appropriate return and collection systems available. By following these instructions you ensure that this product is treated correctly and help to reduce potential impacts on the environment and human health, which could otherwise result from inappropriate handling. Recycling of products helps to conserve natural resources and protect the environment.

For more detailed information on collection and recycling systems for this product, please contact the shop where you purchased it, your local dealer or sales/service representatives.

All Other Users

If you wish to discard this product, please contact your local authorities, the shop where you bought this product, your local dealer or sales/service representatives.

For Turkey only

AEEE Yönetmeliğine Uygundur.
Bu sistem sarf malzemeleri ve yedek parçaları da dahil olmak üzere AEEE Yönetmeliğine Uygundur.

Üretici:

Ricoh Company, Ltd.

3-6, Nakamagome 1-chome,
Ohta-ku, Tokyo 143-8555 Japan

+81-3-3777-8111(English only/Sadece İngilizce)

Environmental Advice for Users

Users in the EU, Switzerland and Norway

Consumables yield

Please refer to either the User's Manual for this information or the packaging of the consumable.

Recycled paper

The machine can use recycled paper which is produced in accordance with European standard EN 12281:2002 or DIN 19309. For products using EP printing technology, the machine can print on 64 g/m^2 paper, which contains less raw materials and represents a significant resource reduction.

Duplex printing (if applicable)

Duplex printing enables both sides of a sheet of paper to be used. This saves paper and reduces the size of printed documents so that fewer sheets are used. We recommend that this feature is enabled whenever you print.

Toner and ink cartridge return program

Toner and ink cartridge for recycling will be accepted free of charge from users in accordance with local regulations.

For details about the return program, please refer to the Web page below or consult your service person.

https://www.ricoh-return.com/

Energy efficiency

The amount of electricity a machine consumes depends as much on its specifications as it does on the way you use it. The machine is designed to allow you to reduce electricity costs by switching to Ready mode after it prints the last page. If required, it can immediately print again from this mode. If no additional prints are required and a specified period of time passes, the device switches to an energy saving mode.

In these modes, the machine consumes less power (watts). If the machine is to print again, it needs a little longer to return from an energy saving mode than from Ready mode.

For maximum energy savings, we recommend that the default setting for power management is used.

Products that comply with the Energy Star requirement are always energy efficient.

Note for the Battery and/or Accumulator Symbol (For EU countries only)

In accordance with the Battery Directive 2006/66/EC Article 20 Information for end-users Annex II, the above symbol is printed on batteries and accumulators.

This symbol means that in the European Union, used batteries and accumulators should be disposed of separately from your household waste.

In the EU, there are separate collection systems for not only used electrical and electronic products but also batteries and accumulators.

Please dispose of them correctly at your local community waste collection/recycling centre.

Notes to users in the United States of America

Notes on lamp(s) inside this machine

LAMP(S) INSIDE THIS PRODUCT CONTAIN MERCURY AND MUST BE RECYCLED OR DISPOSED OF ACCORDING TO LOCAL, STATE OR FEDERAL LAWS.

Notes to users in the state of California

Perchlorate Material - special handling may apply. See: www.dtsc.ca.gov/hazardouswaste/perchlorate

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1. About the RC Gate

This chapter will describe the outline of the RC Gate.

What Can be Done with the RC Gate

The following operations are available using the RC Gate:

- Send an automatic service call notifying the RS Center System that a device has malfunctioned.
- Update device firmware.
- Obtain device counter information and send it to the RS Center System.
- Automatically report to the RS Center System to order new supplies, such as toner, when a device indicates that its supplies are low.
- Quickly check the usage status of multiple devices.

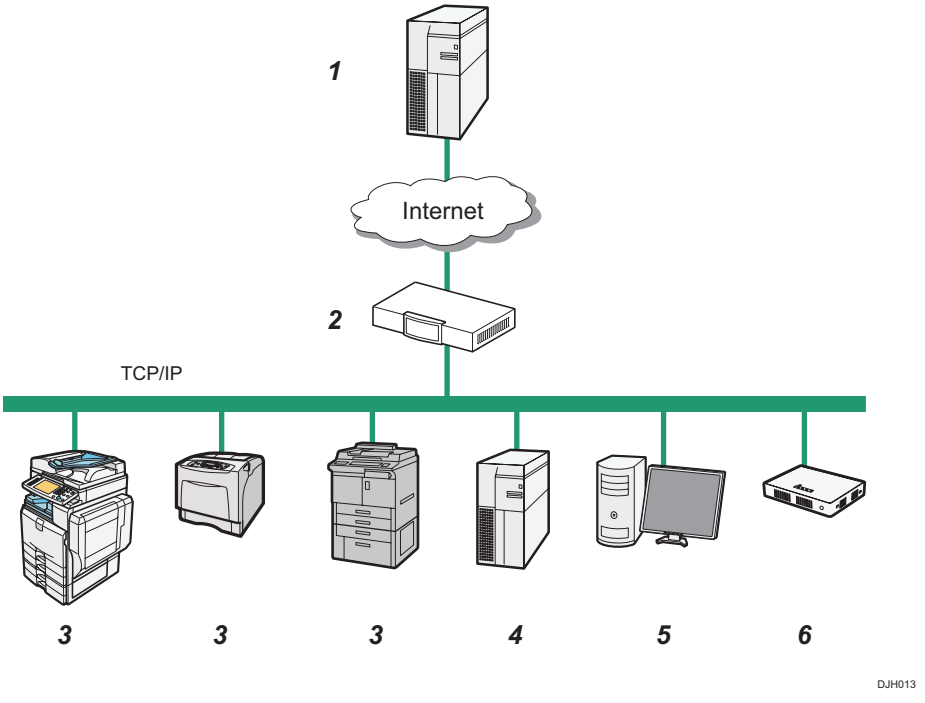
Outline of the System

The RC Gate communicates with the RS Center System over the Internet using HTTPS. Authentication by HTTPS ensures the security of communication between the RC Gate and the RS Center System.

The RS Center System serves as the HTTPS server, and the RC Gate works as the HTTPS client.

Communication is possible when the following conditions are satisfied:

- Your environment is arranged to be able to access Web sites outside of your network.
- The network setting is specified for a communication that may require a proxy server.



1. **RS Center System**

   Information sent for various services will be aggregated to this server.

2. **Proxy Server and/or Firewalls**

   You are able to use your proxy server and firewalls with this equipment. The proxy server can be used without authentication or with Basic authentication, Digest authentication, Windows authentication, or Kerberos authentication.

3. **Device**

   A printer and multifunction machine can be managed by this equipment. This equipment can manage a maximum of 100 devices.

- There are two types of devices managed by the RC Gate. One is compatible with HTTPS, and the other is compatible with SNMP. The user can identify the type by selecting [@Remote Properties] on the [Device List] and referring to [Connection Type].
- Mutual authentication in the HTTPS connection ensures the security of communication between the RC Gate and an HTTPS-compatible device. As a requirement for HTTPS-compatible devices, [Do not Prohibit] must be specified in [@Remote Service] under the Administrator Tools menu.
- SNMPv1/v2 or SNMPv3 can be used for communication between the RC Gate and SNMP-compatible devices.
- TLS 1.0, TLS 1.1, and TLS 1.2 can be used to communicate between the RC Gate and TLS-compatible devices.

If you have installed optional storage to expand the capacity, up to 1,000 devices can be registered. For details, contact your service representative.

For option information, see page 16 "About Options".

4. **Mail Server (SMTP Server)**

   This machine is equipped with the server to use e-mail notification.

5. **Computer for Administration**

   You can manage this equipment by accessing the RC Gate Monitor via web browser. For details, see page 17 "About the RC Gate Monitor".

6. **This Equipment (RC Gate)**

   Intermediates the managed devices and the RS Center System. Sends the device information to the RS Center System, and receives software to update the devices from the RS Center System.

Notes on an Environment Using both IPv4 and IPv6

This product supports the dual-stack environment of IPv4 and IPv6 while it does not support the environment using a translator. In an environment using a translator, depending on the MFP or printer in use, no communication with this product can be established.

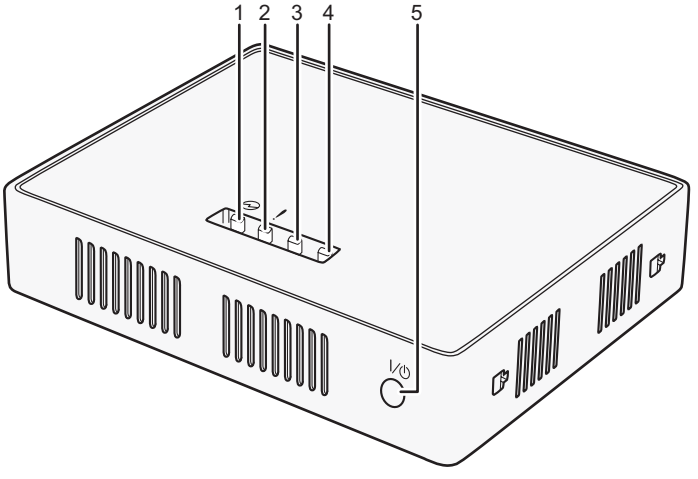
If the no communication is possible between the device and the RC Gate, check whether the environment supports the translator. For details, contact your service representative.

Guide to Equipment

This section explains names and functions of each part.

Front

This section explains names and functions of the parts on the front side of the RC Gate.



DJH100

1. **Power LED (Blue)**
2. **Alert LED (Red)**
3. **Status 1 LED (Yellow)**
4. **Status 2 LED (Yellow)**
5. **Power button**

   Press the button to turn on the power or switch to standby mode.

   The power is switched on when the power cable is plugged into the receptacle even without pressing the power button. Also by holding down the power button for 4 seconds, the system shuts down and switches to the standby mode.

Note

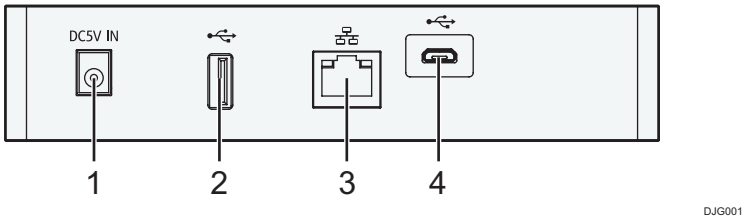
- Before disconnecting the power plug, be sure to shut down the machine to switch to the standby mode. Otherwise, the storage medium and the log of the latest operation will be lost.
- If the Error Status LED blinks or an error, see page 105 "The RC Gate LED display".

Back

This section explains names and functions of the parts on the back side of the RC Gate.

Important

- **Do not touch the outer screws (two outer screws shown) that are for customer engineers' operation.**



DJG001

1. **Power Socket**

   This socket is used to connect the power cord.

2. **USB 2.0 interface**

   You cannot use this port.

3. **LAN Port**

   The network (Ethernet) interface port to connect the RC Gate to the network. This setting remains blank as it is not specified when this product is shipped from the factory. Specify the IP address at the initial setting.

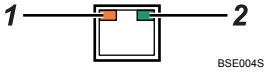
   For details, see "5. The RC Gate Initial Settings", Setup Guide.

4. **USB 2.0 interface (Maintenance port)**

   This is a port for connecting the micro-USB cable. This port is used when a customer engineer performs maintenance, or when the designated administrator connects a PC to perform initial settings and registration of the RC Gate.

LAN Port Indicator

You can check the connection condition of the LAN port.



BSE004S

1. **Orange**

   Indicates that the RC Gate is connected to the network.

2. **Green**

   Indicates that the RC Gate is transmitting data.

About Options

This section explains the names and functions of options for the RC Gate.

Expandable storage is available as hardware options for the RC Gate. Contact your service representative for installation.

- RICOH Remote Communication Gate A2 Storage 1000

  The RC Gate can manage a maximum of 100 devices. If you have installed optional storage to expand the capacity, up to 1,000 devices can be registered. For details, contact your service representative.

About the RC Gate Monitor

The RC Gate Monitor is the software used to register, monitor, and make settings of the RC Gate. The software is pre-installed in the RC Gate.

Access the RC Gate Monitor in this equipment from web browser in the computer. The computer and this equipment must be on the network.

Important

- **Some failure in operation or in displaying might occur in the following cases:**
  - **You use web browsers lower than the recommended version.**
  - **JavaScript is not set to valid.**
  - **Cookie is not set to valid.**
  - **You set to show cache in the web browser.**
- **Page layout may be out of shape depending on the font size settings. We recommend to set it to "Medium" or smaller.**
- **Some letter deterioration may occur if you use languages that do not correspond to web browser.**
- **Specify settings so that the machine and main unit, and browser and main unit can be used in a shared-usage mode.**
- **Depending on the browser being used, a dialog box asking whether you cancel the execution of the script may appear. If this happens, select [No].**

Applicable Operating System

Use operating systems which support the recommended web browsers below.

Recommended Web Browser

- Microsoft Internet Explorer 8.0 or later
- Mozilla Firefox 28.0 or later

Note

- Check whether the certificate required for SSL encrypted communication has been installed on the RC Gate.

Users of the RC Gate Monitor

The following type of users can log in to the RC Gate:

Administrator

The administrator can change the RC Gate settings, provide access permission to the customer engineer.

The administrator has all administrative (device administrator, user administrator, file administrator, and network administrator) privileges of the subject device.

1

To Start the RC Gate Monitor

Important

- Use a browser that can display disguised characters (such as asterisks) during password entry.
- Change the password. Be sure to change the password for actual operation of the RC Gate Monitor.
- For security purpose, if you fail to log in to the RC Gate monitor at least 3 times in 5 minutes, you will have to wait an additional 1 minute before you can try to log in again.
- After changing the password, be sure to remember it. If you forget it, you need to contact the service representative to configure the machine's settings again.
- To use the machine in a CC-certified environment, check the version of the CC-certified firmware matches that of the machine. For details about checking the version, see page 22 "Checking Versions for CC Conformance".

1. Start the web browser of the computer.
2. Enter "http://{LAN port IP address}:8080/index.html" in "Address".
3. Enter the user name "admin".

   You cannot change the user name.
4. Enter the user password.

   The default password is "administrator". Be sure to change the password for actual operation of the RC Gate Monitor. For details, see page 28 "Setting a Password".

5. Select the display language in [Language].
6. Click [Login].

Note

- Security logs can be configured. For details, see page 79 "Security Log".

To Close the RC Gate Monitor

Important

- User must always click [Logout] before closing the web browser.
- When you are finished using the RC Gate Monitor, remember to click [Logout]. If you leave the RC Gate Monitor idle for 15 minutes, the screen locks. The idle time before locking the screen can be changed.

1. Click [Logout] in the header area.
2. Confirm that you have logged out of the RC Gate Monitor, and then close the web browser.

2. Setting up the RC Gate

This chapter explains the procedure for registering the RC Gate with the RS Center System.

Preparation for Use

To use the devices in a CC-certified environment, the administrator must perform the procedures described in page 21 "Specifying the Device Settings" in advance. The administrator must read this product's manuals thoroughly before performing the procedures described in page 21 "Specifying the Device Settings".

Important

- To prevent this machine being stolen or willfully damaged, etc., install it in a secure location.
- If you connect the local-area network (LAN) to which the RC Gate is connected to an external network, block unused ports between the LAN and the external network in accordance with your operational environment by such means as a firewall.
- Upload the certificate by pressing the [Install Certificate] button in [Device SSL Setting] in [@Remote Settings] in [@Remote].
- To prevent the customer engineer's account from being used illegally, select [Prohibit login with CE account] in [Access Accounts] in [User Accounts] in [Security] in [System] except when a customer engineer performs operations. When the customer engineer specifies this setting after his or her performance is complete, make sure to confirm that the settings in the table described in page 21 "Specifying the Device Settings" match those of this machine, so that the CC-certified environment can be maintained.
- To prevent the customer engineer from changing the security setting, when the customer engineer's operation is complete, check if the settings described in page 21 "Specifying the Device Settings" along with [Date/Time Settings], [Networking], and [IEEE 802.1x Authentication Setting] in [Setup] in [System] are configured correctly. Likewise, check if [Proxy Server] in [Networking] in [Server Settings] in [System] and [Connect to @Remote System] in [@Remote Settings] in [@Remote] are configured correctly.

Specifying the Device Settings

This section explains how to specify the device settings to set up a CC-certified environment.

Item name	Description
[System] ▶ [Setup] ▶ [Date/Time Settings] ▶ [Time zone]	Current zone
[System] ▶ [Setup] ▶ [Date/Time Settings] ▶ [Date Settings]	Current Date

Item name	Description
[System] ▶ [Setup] ▶ [Date/Time Settings] ▶ [Time Settings]	Current time
[System] ▶ [Server Settings] ▶ [Networking] ▶ [SSL] ▶ [Use SSL] *1	[On]
[System] ▶ [Server Settings] ▶ [Networking] ▶ [SSL] ▶ [SSL 3.0]	[Inactive]
[@Remote] ▶ [@Remote Settings] ▶ [Save Call/Counter History] ▶ [S/MIME Setting] *1	[On]
[@Remote] ▶ [@Remote Settings] ▶ [Device SSL Setting] ▶ [Use SSL] *1	[On]
[@Remote] ▶ [@Remote Settings] ▶ [Connect to @Remote System] ▶ [Security Settings] ▶ [Device Encryption Level]	2048bit
[System] ▶ [Security] ▶ [User Accounts] ▶ [Access Accounts] ▶ [Login password minimum length]	8 characters or more
[System] ▶ [Server Settings] ▶ [Networking] ▶ [SSL] ▶ [Disable HTTP]	Check the button
[@Remote] ▶ [@Remote Settings] ▶ [Permit @Remote Task Performance] ▶ [Update System Firmware] *2	[Do not permit]

*1 These settings can be specified at the initial setting.

*2 To update the RC Gate firmware, select [Permit]. If you update the system firmware, the system configuration will differ from the CC-certified one, so typically select [Do not permit].

Checking Versions for CC Conformance

You can display the firmware version.

Classification	Version
System	1.0.2

You can check the system version in [System Information and Settings] in [Server Settings] in [System].

Manuals

The reference numbers of the CC-certified manuals are as follows:

Mainly Europe

Manual Name	Reference Number
Safety Information/Setup Guide	D3AR-8600
Setup Guide	D3AR-8620
Operating Instructions	D3AR-8640F

Mainly North America

Manual Name	Reference Number
Safety Information/Setup Guide	D3AR-8610
Setup Guide	D3AR-8620
Operating Instructions	D3AR-8640F

Settings on Installation

Initial system settings appear when you first log in to the machine.

You can configure the following settings:

Date/Time Settings

Specify the time zone, date settings, and time settings.

For details, see page 67 "Date/Time Settings".

After configuration, click (Save).

Networking

Specify the networking.

For details, see page 68 "Networking".

After configuration, click (Save).

IEEE 802.1x Authentication Setting

Specify the IEEE 802.1x authentication settings.

For details, see page 70 "IEEE 802.1x Authentication Setting".

After configuration, click (Save).

Note

- By clicking (Save) in the [IEEE 802.1x Authentication Setting] menu, you can specify [Proxy Server Setting] and [Connect to @Remote System].

Proxy Server Setting

Specify the proxy server setting.

For details, see page 74 "Networking".

Connect to @Remote System

Specify the connection settings.

For details, see page 87 "Connect to @Remote System".

Note

- In [Connect to @Remote System], enter the request number. If you click [Register], the remaining initial system settings appear.

Permit @Remote Task Performance

You can specify whether or not to authorize the following @Remote tasks.

- Device Registration
- Auto Discovery
- Device Status Information Notification
- Device Counter Information Notification
- Device Service Call
- Device Manual Call/ Customer Call
- Device Alarm Call
- Device Supply Call
- Device Information Change Notification
- Device Firmware Updating
- Update System Firmware
- Device Registration from @Remote Center System
- Information Setting Request from @Remote Center System
- Information Retrieval Request from @Remote Center System

For details, see page 91 "Permit @Remote Task Performance".

Auto Discovery

Specify the auto discovery.

For details, see page 94 "Auto Discovery".

After configuration, click (Save).

SNMP Access

Specify the SNMP access.

For details, see page 57 "SNMP".

After configuration, click (Save).

Add Device

Specify the add device.

For details, see page 51 "Add Device".

System Log

Change the log level and download the system log.

For details, see page 79 "System Log".

After configuration, click (Save).

Installation Completed

Installation can be finished by clicking [OK] button.

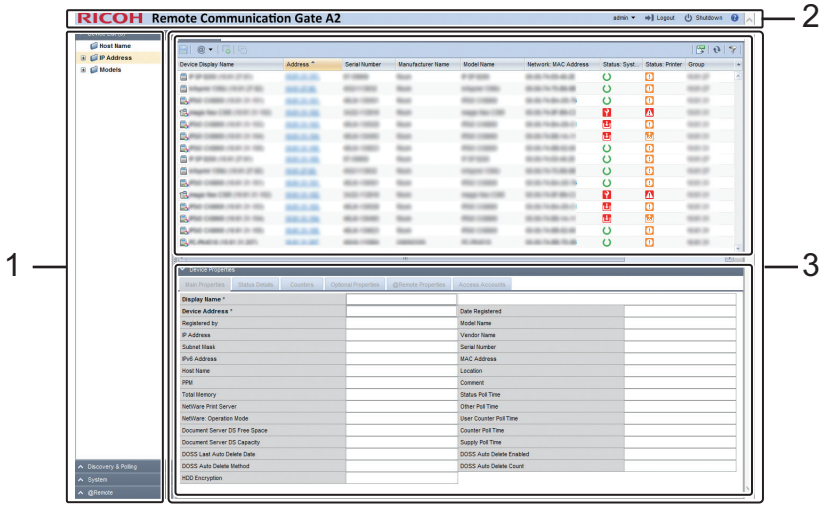
1. **Click [OK] button.**

3. How to Configure and Check the Device

This chapter explains operations that can be done from each screen of the RC Gate Monitor.

Screen Configuration

The standard screen configuration of the RC Gate Monitor is explained below using the Device List section as examples.



DJH011

1. **Section area**

   Items in each section are displayed in this area.

   When a section is clicked, details of each item are displayed in a tree structure.

2. **Header area**

   - admin

     You can change the RC Gate Monitor login password. For details about the password setting method, see page 28 "Setting a Password".

   - Logout

     Log out the RC Gate Monitor. For details about log out, see page 19 "To Close the RC Gate Monitor".

   - Shutdown

     Shut down and put the RC Gate in standby mode. For details about shutdown, see page 29 "Shutdown the RC Gate".

   -

     Connect to the Ricoh website. You can also download "Setup Guide" and "Operating Instructions" from the Ricoh website.

3. **Tab area**

The upper part is the list area and the bottom part is the properties area.

The control screen that corresponds to the selected section tree item is displayed and uses the tabs to switch between multiple control screens. To close multiple tabs at once, right-click on the tab and select [Close All but Current] or [Close All].

- List area (The upper part)

  A list of devices, tasks and other items are displayed above the tab area. Various icons are located on the tool bar in the list area and can be used for the following operations:

  - Import and export information such as the list information

    See page 33 "Importing/Exporting the System Settings".

  - Switch to an arbitrary view

    See page 29 "Display Icons".

  - Sort and classify lists

    See page 31 "Sorting/Classifying Lists".

  - You can access Web Image Monitor.

    Click the IP address of the target device. The device management tool displayed may differ depending on the target device.

- Properties area (The bottom part)

  Detailed information about a device or task selected in the list area is displayed below the tab area and used for editing and configuring the information. Click the name bar in the property area to open or close the selected area. Drag the name bar to change the size (height) of the area.

Setting a Password

Important

- **Never use the default password. You can change the minimum number of characters used for the password. (The default password contains 8 characters.) Specify a new password using up to 128 characters (ASCII character).**
- **You can use the following ASCII characters for password: (Space)"(double quotations)! % &'(/) +,- . :$; <=>?[\]^_`{|} ~0 1 2 3 4 5 6 7 8 9 #a b c d e f g h i j k l m n o p q r s t u v w x y z @ A B C D E F G H I J K L M N O P Q R S T U VW X Y Z ***
- **If the error message "Failed to change the entry information." appears, check that the current password is entered correctly, the password uses supported characters only, or the number of characters does not surpass the limit, and then retry the entry.**
- **Change the passwords at intervals of 6 months or less.**
- **Avoid using well known words or phrases, or repeated characters that can easily be guessed.**
- **Do not leave passwords written where they can be seen.**
- **New passwords become valid at next login.**

- After changing the password, be sure to remember it. If you forget it, you need to contact the service representative to configure the machine's settings again.

1. In the header area, click [admin] and [Change Password].
2. In the [Password], enter a password.
3. In the [New Password], enter a new password.
4. In [New Password (Confirm)], enter the new password again to prevent mistyping.
5. Click [OK].

Shutdown the RC Gate

Important

- If the power plug is disconnected before shutting down the RC Gate Monitor, the storage will be damaged. In such a case, the latest logs will be lost. Before disconnecting the power plug, be sure to shut down the machine to switch to the standby mode.

1. In the header area, Click [Shutdown].
2. When the confirmation message appears, click [Yes].

Note

- You can also switch to the standby mode by pressing the Power button.

Display Icons

All of the operation icons and device icons displayed by the RC Gate Monitor are described below. There are some operation icons that are not displayed depending on the function.

Operation icons

Icon	Description
	Add or delete devices and tasks to/from the list.
	Save the edited device information, configured task and templates.
	To immediately execute the detected result by the discovery function, click the (Immediately perform) icon.
	Export or import the list information in a CSV file.
	Update the list information. The information temporarily retrieved by the RC Gate is retrieved again.

Icon	Description
	Filter the list information. Click to display an input/selection area over the item name in the list. Enter or select a search key and click (Filters) located to the right of the input area or press the Enter key. The relevant entry is displayed.
	Connect to the Ricoh website.
	Retrieve device data from the router. For details, see page 62 "Search the Device".
	Display the debug log, register devices, and change the encryption key length.
	Check whether the counter information can be acquired and processed on a per-user basis for devices specified by the RS Center System. This can be executed by clicking icon. The dialog box reporting the result (success or failure) appears.
	Change the access profile of the device selected from the device list. For details about specifying the access profile, see page 61 "Specifying Access Profiles".
	You can execute polling manually.

Note

- For details about the information that can be exported by the CSV file and the CSV file name, see page 33 "Importing/Exporting the System Settings".
- For the format of CSV files, see page 35 "Format of CSV Files".

Device icons

Icon	Description
	RICOH digital full color multifunctional machine *
	RICOH digital monochrome multifunctional machine *
	RICOH color laser printer *
	RICOH monochrome laser printer *
	RICOH hybrid multifunctional machine
	RICOH gel jet printer
	RICOH OEM color/monochrome multifunctional machine or printer

Icon	Description
	Non-RICOH brand color/monochrome multifunctional machine or printer

* Device icons to be displayed differ depending on the machine being used.

Sorting/Classifying Lists

This section describes how to sort and classify lists for ease of view.

Place the cursor on the item name of a row and right-click. The following menu items for sorting and classification are displayed. Some menu items are not displayed depending on the function.

Menu item	Description
Ascending Sort	Sort the target row in the ascending order.
Descending Sort	Sort the target row in the descending order.
Configure Sort	Click this to display a sort dialog. By clicking (Add), you can select items from [Columns] and sort them by specifying the sort order. After the setting is complete, click [Apply].
Clear Sort	Clear the sorting status.
Auto Fit All Columns	Display all columns with widths automatically adjusted. Items in all columns are displayed fully.
Auto Fit	Adjust the target column width. Specified columns are displayed at fully.
Columns	Set the items to be displayed in or to be hidden from the list. In the item name list on the submenu, select check boxes for the items to be displayed and clear the check boxes for the items to be hidden.
Freeze "Item name"	The rows on the left including the target rows are fixed so that they are not hidden even when horizontal scrolling is performed. The item name is displayed as "Item name".
Unfreeze "Item name"	Unfreeze the target rows. The item name is displayed as "Item name".
Right Align	The target row information is right-justified.

Menu item	Description
Left Align	The target row information is left-justified.

Importing/Exporting the System Settings

Importing CSV files to the RC Gate enables you to integrate register volume information such as devices and user data.

Information that can be imported/exported as a CSV file

Information type	Import	Export
Device List	Not available	Available
Discovery Range	Available	Available
Security Log	Not available	Available
Shift Device Firmware Update Prohibited Period	Available	Not available

Note

- The creation date, the exported function name will be automatically appended to the exported CSV file name. Specify the date and time format of the creation date in [Date Display Format]. For details about the date and time format, see page 67 "System Settings".
- When editing the CSV file to be imported, follow the formatting rule, and edit the file accordingly. For details about the format of CSV files, see page 35 "Format of CSV Files".
- For details about importing the CSV file, see page 33 "Importing a CSV File".
- For details about exporting the CSV file, see page 33 "Exporting a CSV File".

Importing a CSV File

You can import a discovery range and a shift device firmware update prohibited period data as CSV files.

1. **Click (Imports data from CSV files.).**
2. **Click [Browse...].**
3. **Select the CSV file to import, and then click [Open].**
4. **Click [Upload].**
5. **Click [OK].**

Exporting a CSV File

You can save a device list, a discovery range, and a security log as CSV files.

1. Click (Export data to a CSV file).
2. Specify a save destination and a file name, and then click [Save].

Format of CSV Files

CSV files are used for import/export of the RC Gate.

Devices can be exported to a CSV file (), and the data from the CSV file can be loaded to a CSV file after editing it ().

This procedure is explained using the CSV file for broadcasting the discovery range.

The variables are indicated by "X".

Typical description of a CSV file

```
# Format Version: 6.1.1.X
# Generated at: XX/XX/XXXX XX:XX:XX
# Function Name: Broadcast Discovery Range
Subnet                    Subnet Mask  Range Name  Description
X.X.X.X                   X.X.X.X      XXXX        XXXX
```

DJG150

Items in the CSV file appear in the following format.

Note

- UTF-8 is used as the character code for CSV files. However, GB18030 is used as the character code when the language is Chinese.
- When data includes commas (,) or double quotations ("), enclose the entire data with double quotations. When enclosing with double quotation marks data with a double quotation marks, place additional quotation marks outside the double quotation marks in the data. (e.g., a, "b", c => "a, ""b"", c")

Format of a Device List CSV File

A device information CSV file is written out in the format indicated below:

The variables are indicated in **bold letters**.

Line number	Contents
1	# Format Version: 6.1.1.**X**
2	# Generated at: **(Date/time of write-out)**
3	# Function Name: Device List
4	"**(Item name of the column)**"

Line number	Contents
5	"**(Value of the device that corresponds to the item name of the column)**"

As "Item name of the column" in line 4, the item name of the column displayed in the header of the device list is written out row-by-row sequentially from the left-hand side.

In Line 5 and subsequent lines, the values of all devices displayed in the device list at the time of export can be written line-by-line along with the values in the columns not displayed on the machine's control panel.

Format of a Discovery Range CSV File

CSV files are divided into two types depending on the search method of discovery range.

Broadcast

The broadcast CSV file can be read and written in the following settings:

- [Broadcast] in [Add Device] in [Discovery & Polling].
- [Broadcast] in [Auto Discovery] in [@Remote Settings] in [@Remote].

The variables are indicated in **bold letters**.

Line number	Contents
1	# Format Version: 6.1.1.**X**
2	# Generated at: **(Date/time of write-out)**
3	# Function Name: Broadcast Discovery Range
4	"**(Row name)**"
5	"**(Value that corresponds to row name)**"

The "Row name" and row number in line four, and their corresponding values of line five and subsequent lines are as follows:

Row number	Row name	Value of line five and subsequent lines
A	Subnet	Enter a subnet address. An IPv4 address can be used.

Row number	Row name	Value of line five and subsequent lines
B	Subnet Mask	Enter a subnet mask.
C	Range Name	Enter a discovery range name. Use up to 61 alphanumeric characters.
D	Description	Enter a discovery range description. Use up to 61 alphanumeric characters.

Rows C and D appear only you write data using the broadcast setting in [Auto Discovery] in [@Remote Settings]. However, you can also have CSV files including rows C and D read into the broadcast setting in [Add Device]. Also, you can have CSV files written from the broadcast setting in [Add Device] read using broadcast setting in [Auto Discovery].

Note

- Do not change the information in lines one through three, as this information is used for identification.

Network Search

The network search CSV file can be read and written in the following settings.

- [Network Search] in [Add Device] in [Discovery & Polling].
- [Manual Discovery] in [Discovery & Polling].
- [Network Search] in [Auto Discovery] in [@Remote Settings] in [@Remote].

The variables are indicated in **bold letters**.

Line number	Contents
1	# Format Version: 6.1.1.**X**
2	# Generated at: **(Date/time of write-out)**
3	# Function Name: Network Search Discovery Range
4	"**(Row name)**"
5	"**(Value that corresponds to row name)**"

The "Row name" and row number in line four, and their corresponding values of line five and subsequent lines are as follows:

Row names and their corresponding values

Row number	Row name	Value of line five and subsequent lines
A	Range Type	Specify the search criteria from "One Host Name", "One IP Address", "Specify IP Range", and "IPv6 Address".
B	IP Start/IP Address/Host Name	Enter the discovery target host name, IP address, IPv6 address or start IP address of the discovery target IP address range.
C	IP End	Enter an end IP address of the discovery target IP address range.
D	Subnet Mask	Enter a subnet mask.
E	0=Include/1=Exclude	Specify whether to include or exclude network search as a search range. The data is included in the network search if you enter "0" and excluded if you enter "1".
F	Range Name	Enter a discovery range name. Use up to 61 alphanumeric characters.
G	Description	Enter a discovery range description. Use 0 to 61 alphanumeric characters.

Rows F and G appear only when writing data using the broadcast setting in [Auto Discovery] in [@Remote Settings]. Nonetheless, you can also have CSV files including Rows F and G read into the broadcast setting in [Add Device] or [Network Search] in [Manual Discovery]. Also, you can have CSV files written from the broadcast setting in [Add Device] or [Network Search] in [Manual Discovery] read using broadcast setting in [Auto Discovery].

Note

- Do not change the information in lines one through three, as this information is used for identification.

Format of a Security Log CSV File

Security log CSV file is written out in the format indicated below:

The variables are indicated in **bold letters**.

Line number	Contents
1	# Format Version: 6.1.1.**X**
2	# Generated at: **(Date/time of write-out)**
3	# Function Name: Security Log
4	**"(Row name)"**
5	**"(Value that corresponds to row name)"**

Row names and their corresponding values

Row number	Row name	Value of line five and subsequent lines
A	Date	Indicates a date the log data was recorded.
B	Role	Indicates a type of user who accessed the RC Gate.
C	User Name	Indicates a user name.
D	Action	Indicates the log's generating factor.
E	Security Log Details	Indicates a detail of the security log.
F	Result	Indicates a result.

Format of a Shift Device Firmware Update Prohibited Period CSV File

The shift device firmware update prohibited period CSV file is written out in the format indicated below:

The variables are indicated in **bold letters**.

Line number	Contents
1	# Format Version: 6.1.1.**X**
2	# Generated at: **(Specified time)**
3	# Function Name: Shift Device Firmware Update Prohibited Period
4	**"(Row name)"**
5	**"(Value that corresponds to row name)"**

Row names and their corresponding values

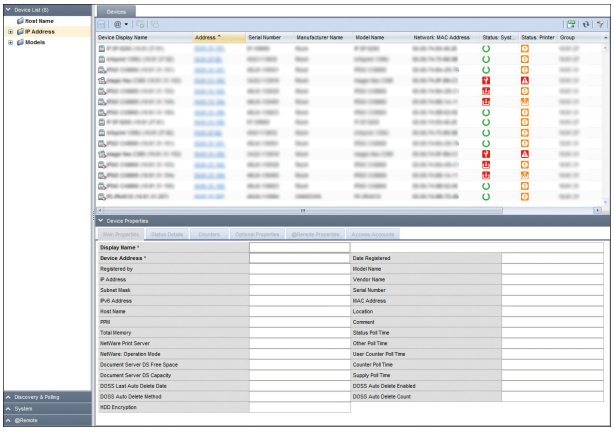
Row number	Row name	Value of line five and subsequent lines
A	Range Type	Specify the search criteria from "One Host Name", "One IP Address", "Specify IP Range", and "IPv6 Address".
B	IP Start/IP Address/Host Name	Enter the discovery target host name, IP address, IPv6 address or start IP address of the discovery target IP address range.
C	IP End	Enter the end IP address of the shift setting target IP address range.
D	Subnet Mask	Enter a subnet mask address range.
E	Shift Time [H]	Specify a figure between -12 and 12.
F	Description	Enter the description of each item in the shift setting. Use 0 to 61 characters.

4. Device List

This chapter explains the items included in the Device list.

Device List Items

The devices that this product manages appear in the [Device List] section. To display the settings screen, click [Device List].



Retrieved devices are automatically classified according to the following three list items:

Host Name

A tree view is used to display host names that are separated by domain hierarchies. Whether an actual domain or not, domain hierarchies are separated by dots.

IP Address

A tree view is used to display IPv4 addresses that are separated every 8 bits.

Models

Names of device manufacturers or models are used for classification.

Note

- The device list applies only to models registered in the RS center System. For details about adding a device to the device list and registering a device to the RS Center System, see page 62 "Searching for Devices".

Checking Device Properties

Device properties that are retrieved by the RC Gate are explained below.

When a device is selected in the device list, the information about the device retrieved by discovery or polling is displayed in the properties area.

Important

- **Some items are not displayed depending on the device.**

Displaying Device Properties

1. **In the [Device List] section, click a target group to display the corresponding device list.**
2. **Select a target device in the list area.**
3. **The information about the selected device is displayed in the [Device Properties].**

   Check the device information and statuses by switching the following tabs:

   - Main Properties
   - Status Details
   - Counters
   - Optional Properties
   - @Remote Properties
   - Access Accounts

Main Properties

You can check general information such as display name, model name, and IP address, along with date registered, serial number and MAC address.

- Display Name

  The name of the device is displayed. You can change the display name to the one you want.

- Device Address

  The address for the RC Gate to access the device is displayed.

- Date Registered

  The registration date is displayed. This date/time indicates when discovery or a device is manually added.

- Registered by

  This is displayed as "localhost".

- Model Name
- IP Address
- Vendor Name
- Subnet Mask
- Serial Number
- IPv6 Address
- MAC Address
- Host Name
- Location
- PPM
- Comment
- Total Memory
- Status Poll Time
- NetWare Print Server
- Other Poll Time
- NetWare: Operation Mode
- User Counter Poll Time
- Document Server DS Free Space
- Document Server DS Capacity
- Counter Poll Time
- Supply Poll Time
- DOSS Last Auto Delete Date
- DOSS Auto Delete Enabled
- DOSS Auto Delete Method
- DOSS Auto Delete Count
- HDD Encryption

Note

- On a RICOH MFP or printer, the settings configured in Web Image Monitor are displayed as "WIM Location" and "WIM Comment" information.

Status Details

You can check the device status by switching the [Printer Status], [Paper Tray], [Toner/Ink], and [Output Tray] tabs.

Printer Status

- System

  You can check the system status. To display detailed information, place the mouse cursor on the status icon. If there are multiple statuses, the status of the higher priority is displayed.

  Descriptions of the icons indicated below are displayed in the order of highest priority.

   : No response

   : Service call

   : Replace/supply

   : Toner/ink exhausted

   : Paper jam

   : No paper

   : Paper jam in ADF

   : Performing maintenance

   : Fax transmission error

   : Open cover

   : Miscellaneous error

   : Access violation has been detected

   : Ready

- Printer

  You can check the statuses of the printer functions. To display detailed information, place the mouse cursor on the status icon. If there are multiple statuses, the status of the higher priority is displayed.

  Descriptions of the icons indicated below are displayed in the order of highest priority.

   : No response

   : Toner/ink exhausted

   : Paper jam

   : No paper

   : Open cover

   : Miscellaneous error

   : Offline

   : Warming up

   : Busy

   : Toner/ink cartridge almost empty

   : Paper almost empty

: Caution

: Energy saver mode

: Ready

- Copier

  You can check the statuses of the copier functions. To display detailed information, place the mouse cursor on the status icon. If there are multiple statuses, the status of the higher priority is displayed.

  Descriptions of the icons indicated below are displayed in the order of highest priority.

  : No response

  : Service call

  : Toner/ink exhausted

  : Paper jam

  : Paper jam in ADF

  : No paper

  : Open cover

  : Miscellaneous error

  : Warming up

  : Busy

  : Toner/ink cartridge almost empty

  : Caution

  : Energy saver mode

  : Ready

- Fax

  You can check the statuses of the fax functions. To display detailed information, place the mouse cursor on the status icon. If there are multiple statuses, the status of the higher priority is displayed.

  Descriptions of the icons indicated below are displayed in the order of highest priority.

  : No response

  : Service call

  : Performing maintenance

  : Fax transmission error

  : Paper jam in ADF

  : Open cover

  : Miscellaneous error

: Busy

: Toner/ink exhausted

: Paper jam

: No paper

: Warming up

: Toner/ink cartridge almost empty

: Caution

: Energy saver mode

: Ready

- Scanner

  You can check the statuses of the scanner functions. To display detailed information, place the mouse cursor on the status icon. If there are multiple statuses, the status of the higher priority is displayed.

  Descriptions of the icons indicated below are displayed in the order of highest priority.

  : No response

  : Service call

  : Paper jam in ADF

  : Open cover

  : Miscellaneous error

  : Busy

  : Caution

  : Energy saver mode

  : Ready

Paper Tray

You can check the paper tray type. Also, you can check the orientation, size, type and remaining quantity of paper loaded in each paper tray.

: Indicates two orientations of the loaded paper

On devices using rolled paper, the icon on the right-hand side that indicates the remaining paper amount is displayed.

: No paper

: 0-20%

: 20-40%

: 40-60%

: 60-80%

: 80-100%

Toner/Ink

You can check the colors of toner/ink and the remaining quantity of each toner/ink. "Unknown" may be displayed for some devices or monochrome MFPs if the remaining quantity of toner or ink cannot be detected.

The level of remaining toner or ink is indicated as shown below. The color of the indicator is the same as that of the applicable toner. Black is used as an example below:

: Toner/ink is empty

: Toner/ink cartridge is almost empty

: 0-20%

: 20-40%

: 40-60%

: 60-80%

: 80-100%

Output Tray

You can check the output tray type and the status of each tray.

The output tray status is indicated by the icons as shown below:

: Output tray is full

: Paper is located in output tray

: Miscellaneous error

(Nothing appears): Normal status

Counters

You can check counter information such as the number of pages printed in color/monochrome or transmitted pages.

- Total

  A total of the counters for the copier, printer, and fax functions

- Copy Color: Black, Full, Twin, Mono

  Counter for the copier function

- Printer Color: Black, Full, Twin, Mono

  Counter for the printer function

- Economy Color Counter
- Fax Color: Full, Mono

Counter for the fax function

- A3/DLT
- A2
- Duplex
- Send: Color, Mono

  A total of the counters for the scanner transmission and fax transmission functions
- Fax Send
- Scanner Send: Color, Mono

  The counter for the scanner transmission function
- Total: Mono, Color
- Coverage Color: Pages, Percentage
- Coverage B&W: Pages, Percentage
- Color 1, 2, 3
- Active
- Idle
- Preheat
- Sleep
- OffMode

Optional Properties

You can check the individual information of optional properties by switching the [Custom Properties], [Installed Applications], [Firmware and Platform], and [Functions] tabs.

Custom Properties

Users can configure custom properties. For details about configuring custom properties, see page 49 "Setting custom properties".

Installed Application

You can check Application, Version, and Product ID.

Firmware and Platform

The user can check each device version.

Functions

You can check the functions and printer language provided for the device.

- Functions

You can check the functions provided for the device, such as manual paper feed, duplex printing, and card printing functions.

- Printer Language

  You can check the printer language provided for the device.

Setting custom properties

Custom properties are used for adding arbitrary information to devices. Information such as administration number and asset number can be set for each device.

1. **In the section area, click [System].**
2. **In the [Server Settings] category on the section tree, click [Display].**
3. **Enter the item name to be used for custom properties.**

   You can specify the name of each item using up to 255 alphanumeric characters and create up to 10 custom properties.

   However, you cannot create multiple custom properties of the same name.
4. **Click (Save).**
5. **Select a target device from the device list.**
6. **In the properties area, click the [Optional Properties] tab, and then click [Custom Properties] tab.**
7. **Double-click the [Value] row, and enter the unique information.**

   Use 1 to 255 characters.
8. **Click (Save) when the setting is configured.**

@Remote Properties

Part of the device information the RS Center System manages appears.

- Machine Id
- Connection Type
- Cutoff Date
- Service Depot
- Service Depot Phone No
- Supply Order From
- Supply Order Phone No
- Encryption Length

Access Accounts

You can check access account profiles used for access to devices. You can also choose whether or not to display the access profile used for communication with devices and change the access profile. In addition, you can change device administrators. For details about specifying the access profile, see page 61 "Specifying Access Profiles".

For the functional outlines or operations of access accounts, see page 59 "Configuring Access Accounts".

Manually Performing Polling

1. **Select a target device in the device list.**
2. **Click in the list area, click [Request Polling].**
3. **Specify the types of polling to perform, and click [OK].**

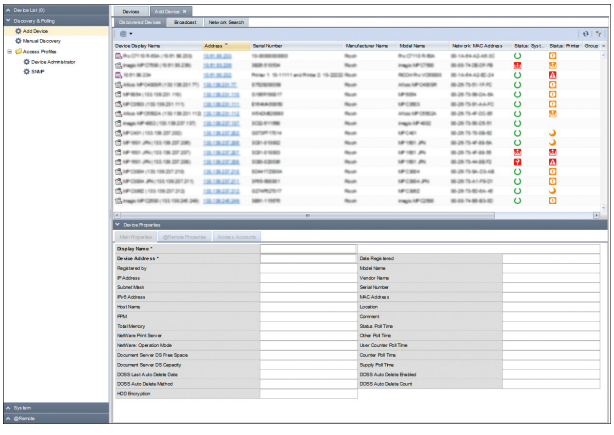
5. Discovery and Polling

This chapter enables you to configure settings to access devices using the discovery and polling functions.

Discovery and Polling

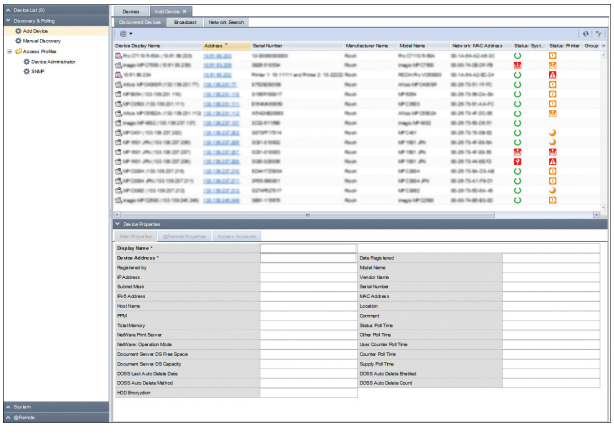
Add Device

Add any device you want to use.



[Discovered Devices] tab

The devices searched, detected, and added from the [Broadcast] and [Network Search] tabs appear in this window. To display the settings screen, click [Discovery & Polling] - [Add Device] and [Discovered Devices].

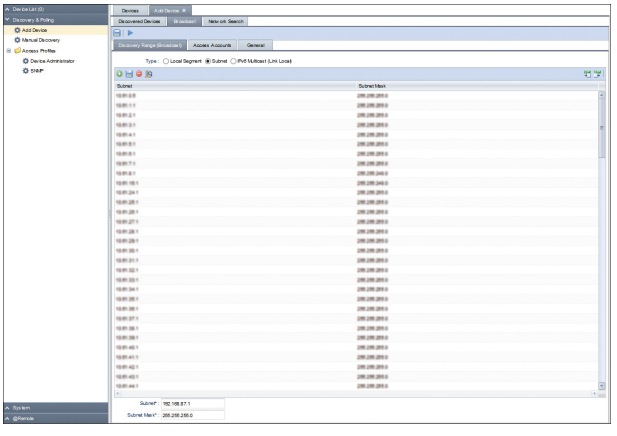


Item name	Description
List area	Indicates the added device as a list.
Properties area	Indicates the [Main Properties], [@Remote Properties], and [Access Accounts]. For details the Device Properties, see page 42 "Checking Device Properties".

[Broadcast] tab

Tasks of discovery by broadcast appear in a list.

Broadcast tasks can be configured using the [Discovery Range (Broadcast)], [Access Accounts], and [General] tabs.



[Discovery Range (Broadcast)] tab

Set the target range of discovery by broadcast.

Item name	Description
Type	In the [Discovery Range (Broadcast)] setting, you can specify the following settings for the local segment, subnet, and IPv6 multicast (link-local): • Subnet • Subnet Mask
Subnet	Enter the subnet address of the broadcast. An IPv4 address can be specified.

Item name	Description
Subnet Mask	Enter the subnet mask of the broadcast. An IPv4 address can be specified.

[Access Accounts] tab

Set an account used for access to devices at the time of discovery. Change the account to be used from [Not Assigned Accounts] to the [Assigned Account] list by clicking the [▲] [▼] button or by dragging and dropping.

[General] tab

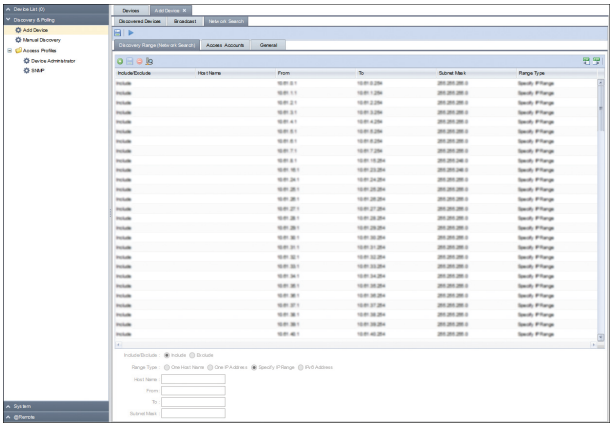
If the [Reverse DNS Lookup] is enabled, the machine detects the host name by applying reverse lookup from the detected device address. If the machine fails to detect it, the device address appears.

Item name	Description
Reverse DNS Lookup	Select this to enable the [Reverse DNS Lookup] to identify device host names.

[Network Search] tab

Discovery tasks implemented by network search are displayed in a list.

A network search task is configured on the [Discovery Range (Network Search)], [Access Accounts], and [General] tabs.



[Discovery Range (Network Search)] tab

Set the target range of discovery by network search.

Item name	Description
Include/Exclude	Specify whether to include or exclude a specified range in the network search.
Range Type	Select [One Host Name], [One IP Address], [Specify IP Range], or [IPv6 Address] as a type of the value to be specified.
Host Name	Specify this setting only if [Range Type] is set to [One Host Name]. Use 1 to 255 characters.
From	Enter the discovery target IP address, IPv6 address or start IP address of the discovery target IP address range.
To	Enter the end IP address of the discovery target IP address range.
Subnet Mask	Enter the subnet mask in the IP address range specified by [From] and [To].

[Access Accounts] tab

Set an account used for access to devices at the time of discovery. Change the account to be used from [Not Assigned Accounts] to [Assigned Account] by clicking the [▲] [▼] button or by dragging and dropping.

[General] tab

If the [Reverse DNS Lookup] is enabled, the machine attempts to determine the host name of the device whose address has been detected. If the attempt fails, only the device address appears.

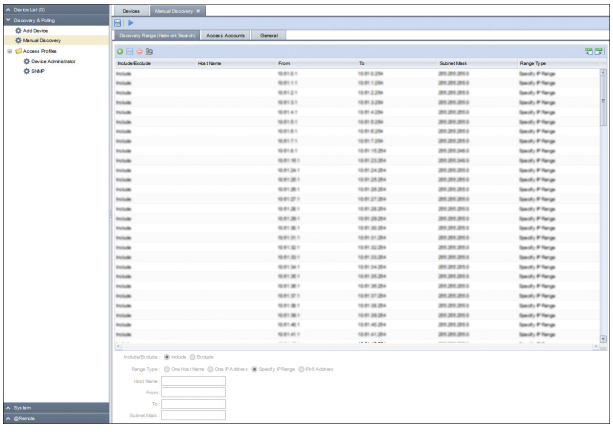
Item name	Description
Reverse DNS Lookup	Select this to enable the [Reverse DNS Lookup] to determine device host names.

For an outline of the functions related to these settings and their operation, see page 62 "Searching for Devices".

Manual Discovery

Specify the search range and search conditions for the device you want to search.

Manual Discovery task is configured on the [Discovery Range (Network Search)], [Access Accounts], and [General] tabs.



[Discovery Range (Network Search)] tab

Set the target range of discovery by network search.

Item name	Description
Include/Exclude	Specify whether to include or exclude a specified range in the network search.
Range Type	Select [One Host Name], [One IP Address], [Specify IP Range], or [IPv6 Address] as a type of the value to be specified.
Host Name	Specify this setting only if [Range Type] is set to [One Host Name]. Use 1 to 255 characters.
From	Enter the discovery target IP address, IPv6 address or start IP address of the discovery target IP address range.
To	Enter the end IP address of the discovery target IP address range.
Subnet Mask	Enter the subnet mask in the IP address range specified by [From] and [To].

[Access Accounts] tab

Set an account used for access to devices at the time of discovery. Change the account to be used from [Not Assigned Accounts] to [Assigned Account] list by clicking the [▲] [▼] button or by dragging and dropping.

[General] tab

If the [Reverse DNS Lookup] is enabled, the machine attempts to determine the host name of the device whose address has been detected. If the attempt fails, only the device address appears.

Item name	Description
Reverse DNS Lookup	Select this to enable the [Reverse DNS Lookup] to determine device host names.

For an outline of the functions related to these settings and their operation, see page 62 "Searching for Devices".

Access Profiles

A list of the registered access accounts is displayed. An access account can be configured for [Device Administrator] and [SNMP].

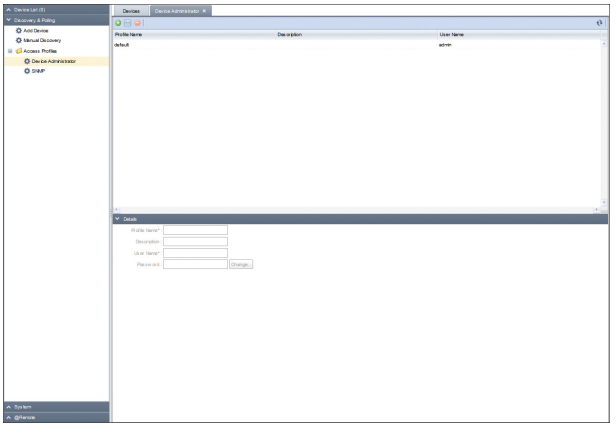
For details about how to configure access accounts, see page 59 "Configuring Access Accounts".

Important

- **To manage a device using the discovery and polling, make sure that the authentication information of the access account matches the authentication information specified on the device.**

Device Administrator

Indicates an access account that can be used for the Device Administrator in the list area. To display the settings screen, click [Discovery & Polling] - [Access Profiles] and [Device Administrator].



Item name	Description
Profile Name	Enter a profile name. Use 1 to 255 characters.
Description	Enter a profile description. Use 0 to 511 characters.
User Name	User name is "admin". You can't change the user name.

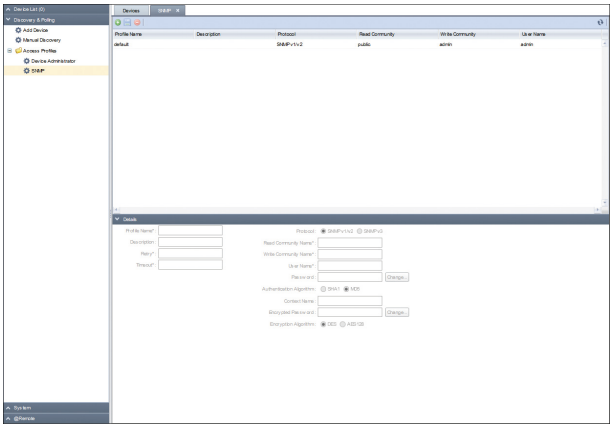
Item name	Description
Password	Click [Change...], enter a changing password. Use up to 128 characters (ASCII character).

Note

- "default" is registered as a default account in the system.

SNMP

Indicates an access account that can be used for SNMP protocol in the list area. To display the settings screen, click [Discovery & Polling] - [Access Profiles] and [SNMP].



Item name	Description
Profile Name	Enter a profile name. Use 1 to 255 characters.
Description	Enter a profile description. Use 0 to 511 characters.
Retry	Specify how many retry attempts can be performed if a device does not respond during discovery. Select from 0 to 5 attempts. The default is 2 attempts.
Timeout	Specify how long the waiting period can be if a device does not respond during discovery. Any value between 500 and 60000 milliseconds can be specified. The default is 2000 milliseconds.
Protocol	Select either [SNMP v1/v2] or [SNMP v3] as the protocol type. Configuration items vary depending on protocol types.

Item name	Description
Read Community Name	Specify a read community name. Use 1 to 15 characters. (SNMPv1/v2)
Write Community Name	Specify a write community name. Use 1 to 15 characters. (SNMPv1/v2)
User Name	Enter a user name. Use 1 to 32 characters. (SNMPv3)
Password	Click [Change...], enter a changing password. Use up to 128 characters (ASCII character). (SNMPv3)
Authentication Algorithm	Select [MD5] or [SHA1] as the authentication algorithm. (SNMPv3)
Context Name	Enter a context name. Use 0 to 256 characters. (SNMPv3)
Encrypted Password	Click [Change...], enter a changing password. Use up to 32 characters (ASCII character). (SNMPv3)
Encryption Algorithm	Select [DES] or [AES128] as the encryption algorithm. (SNMPv3)

Note

- "default" is registered as a default account in the system.

Configuring Access Accounts

Specify user account information so that the RC Gate can access a device. Multiple accounts can be configured in the RC Gate. If an account is created and its information is specified, the account can be used with the discovery function and associated with devices.

Multiple accounts can be created for the device administrator account and SNMP account. The device can be accessed in the specified order. An account that is successfully accessed is registered to the device profile, and the registered device access account is used for future access to these devices.

By default, one access account is provided for the device administrator account and SNMP account. These default SNMP access accounts can be edited but cannot be deleted.

Setting a SNMP Account

1. **In the section area, click [Discovery & Polling].**
2. **In the [Access Profiles] category on the section tree, click [SNMP].**
3. **Click (Add) in the list area.**
4. **In the properties area, set [Profile Name], [Description], [Retry], and [Timeout] for the account.**
5. **Select protocol [SNMP v1/v2] or [SNMP v3].**
6. **Specify values appropriate for the selected protocol.**

   For details about values that can be specified, see page 56 "Access Profiles".
7. **Click (Save) when the setting is configured.**
8. **Click [OK].**

Setting a Device Administrator Account

1. **In the section area, click [Discovery & Polling].**
2. **In the [Access Profiles] category on the section tree, click [Device Administrator].**
3. **Click (Add) in the list area.**
4. **In the properties area, set [Profile Name], [Description], [Retry], [User Name], and [Password] for the account.**
5. **Click (Save) when the setting is configured.**
6. **Click [OK].**

Overwriting an Access Account

How to change and overwrite an access account of a detected device is explained below.

1. **In the section area, click [Discovery & Polling].**
2. **In the [Access Profiles] category on the section tree, click the target account.**
3. **Select the profile name of the account that you want to change from the list area.**
4. **Click (Save) when the setting is complete.**
5. **Click [OK].**

Deleting an Access Account

1. **In the section area, click [Discovery & Polling].**
2. **In the [Access Profiles] category on the section tree, click the target account.**
3. **Select the profile name of the account that you want to delete from the list area.**
4. **Click (Delete).**
5. **Click [Yes] when a confirmation message appears.**
6. **Click [OK].**

Note

- The account may not be deleted depending on its state. For details, see page 106 "Troubleshooting".

Specifying Access Profiles

To configure access profile information, configure an SNMP account or device administrator account profile according to page 59 "Configuring Access Accounts", and then select the access profile you have created for the SNMP account or device administrator account according to page 61 "Specifying Access Profiles".

SNMP

1. **In the section area, click [Discovery & Polling].**
2. **In the [Add Device] category on the section tree, click [Broadcast] or [Network Search] tab.**
3. **Click on the [Access Accounts] tab, and then select the access account you have created or edited.**
4. **Click (Save).**

Device Administrator

1. **In the [Device List] section, click a target group to display the corresponding device list.**
2. **Select a target device in the list area.**
3. **Click [Access Accounts] in the [Device Administrator Access] in the properties area.**
4. **Select a profile from the "Profile Name:" pull-down menu.**
5. **Click (Save).**

Note

- If there are more than one Device Administrator accounts, first select the one that is used on the largest number of devices as the default settings, and then select the accounts for the other devices one by one.

Searching for Devices

You can use the RC Gate to search for devices on a network by using the discovery function and to detect monitoring and control target devices.

Before using the discovery function, set search conditions such as the IP address range, model name, and status.

The following two methods are available when using discovery on a network:

Network Search

A specified IP address range is used for network search. Each of the IP addresses within the IP address range will be accessed using SNMP.

Broadcast

SNMP broadcast is performed for all devices on a local or specified network so as to detect devices that are connected to the network.

Important

- **The discovery function can detect devices that are compatible with Printer MIB v2 (RFC 3805), Printer MIB (RFC 1759), MIB-II (RFC 1213), and Host Resource MIB (RFC 2790).**

Search the Device

1. **In the section area, click [Discovery & Polling].**
2. **Click [Add Device] on the section tree.**
3. **Click the [Broadcast] or [Network Search] tab, and then click the [Discovery Range] tab.**
   - Click (Add) on the list area.
     1. Specifying settings is possible when the half-bright highlighted setting item changes to bright highlighted one.
     2. To register a device, configure search conditions such as the IP address range, model name, and status of the device.
   - If a CSV file that specifies a search range is imported:

     For details, see page 33 "Importing a CSV File".
   - Auto Retrieve Router:
     1. Click (Auto Retrieve Router).
     2. Select [Number of Search Hops] and then configure the access account.

        On the [Access Accounts] tab, you can specify all access accounts.
     3. Click [Start Retrieval].

        Automatic retrieval starts.

You cannot check the overlaps of the discovery range before clicking the button and the discovery range added by clicking the button.

The items that can be specified vary depending on whether [Network Search] or [Broadcast] is specified. Click (Export data to a CSV file) to export the set search range as a CSV file.

4. **Click (Save) when the setting is configured.**

   A discovery task is registered to the list. To immediately perform discovery, click (Immediately perform).

Note

- Select the discovery range that is already registered to the list area and edit the settings in the property area. To save edited settings, click (Save).
- To delete a discovery range, select the discovery range to be deleted, and click (Delete).
- New devices may be added to the network. To find additional devices on the network after the initial network configuration, perform discovery again.
- For details on the configuration items of each tab, see page 51 "Add Device".

Search the Device Again

This is the procedure for avoiding possible inconsistencies between the device information managed by the RC Gate and the actual device information that may occur due to changing the IP address of the device or other operation.

1. **In the section area, click [Discovery & Polling].**
2. **Click [Manual Discovery] on the section tree.**
   - Click (Add) on the list area:
     1. Specifying settings is possible when the half-bright highlighted setting item changes to bright highlighted one.
     2. To register a device, configure search conditions such as the IP address range, model name, and status of the device.
   - If a CSV file that specifies a search range is imported:

     For details, see page 33 "Importing a CSV File".
   - Auto Retrieve Router:
     1. Click (Auto Retrieve Router).
     2. Select [Number of Search Hops] and then configure the access account.

        On the [Access Accounts] tab, you can specify all access accounts.
     3. Click [Start Retrieval].

        Automatic retrieval starts.

You cannot check the overlaps of the discovery range before clicking the button and the discovery range added by clicking the button.

The items that can be specified vary depending on whether [Network Search] or [Broadcast] is specified. Click (Export data to a CSV file) to export the set search range as a CSV file.

3. **After filling all the fields, click (Save), and then click (Immediately perform).**

   Retrieve data to identify the device.

4. **Check the device in [Discovered Managed Devices], and then click [OK].**

Registering a Device to the RS Center System

This section explains how to register a device to the RS Center System.

When registering a device, be sure to add it to the [Discovered Devices] tab function in advance. For details about add device, page 62 "Search the Device".

1. **In the section area, click [Discovery & Polling].**
2. **Click [Discovered Devices] in [Add Device] in the section tree.**

   If the added device does not appear in the list area, click (Refresh). Repeat this process in accordance with the procedure described on page 62 "Search the Device" until the added device appears in the list area.

3. **When the device information appears, right-click on the device you want to register in [Display Name] in the list area, and then click [Register].**

   You can also register by clicking the (@Remote) icon in the list area.

4. **Check that the device to be registered appears in the [Confirmed View], and then click [OK].**

   If registering a device to the RS Center System fails, "Failed" appears in the [Result] field with the cause of failure displayed in the [Cause] field. Take appropriate measures according to the cause of the failure displayed in the [Cause] field.

5. **In the [Registration Result], click [OK].**
6. **To display the registered device, click the (Refresh) in the device list.**

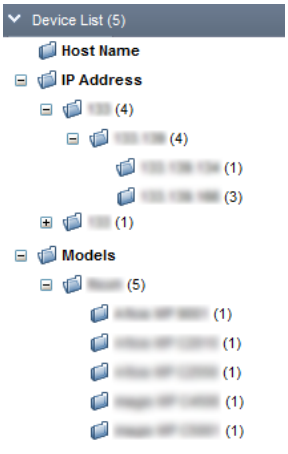
   If the group tree has not been updated, right-click in the section area and update the list.

Classifying Devices by Group Name

Monitoring and management of devices can be facilitated if devices are grouped by category such as installation site and user.

Automatic groups

The RC Gate classifies devices automatically. Groups [Host Name], [IP Address], and [Models] are provided.



When registered, devices are grouped automatically by each category.

The section tree structure is displayed with low-layer groups expanded/collapsed when the "+" / "-" icon next to the group (folder) icon is clicked.

6. System

This chapter explains the items that appear in the System.

System Settings

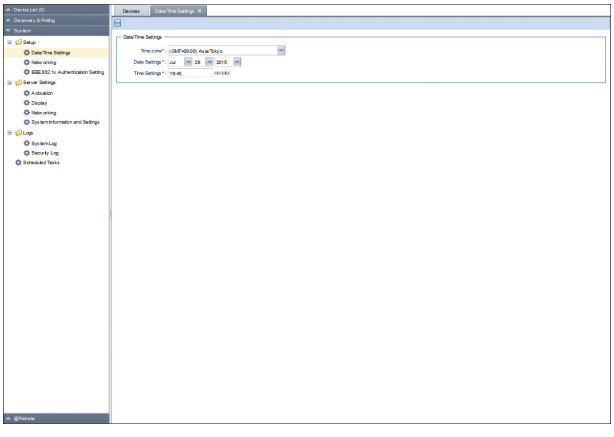
Setup

Date/Time Settings

You can confirm and change the clock of the RC Gate. To display the settings screen, click [System] - [Setup] and [Date/Time Settings].

Important

- **Check the time and date regularly, and correct them if necessary.**



Date/Time Settings

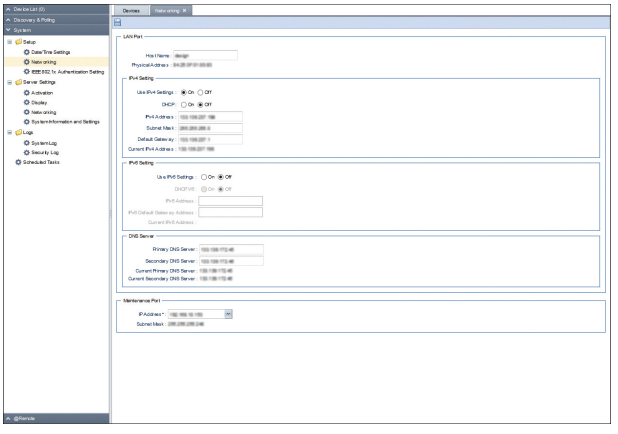
Item	Description
Time zone	The standard time of the place where the RC Gate is set (The time zone indicates the time difference from Universal Coordinated Time).
Date Settings	Set the current date of the place where the RC Gate is set.
Time Settings	Set the current time of the place where the RC Gate is set.

Networking

You can change and confirm the network settings of the RC Gate. To display the settings screen, click [System] - [Setup] and [Networking].

Important

- **After changing the network settings, you have to log in to the RC Gate again. Using the changed address, open the new URL with the web browser.**
- **After changing the DNS server setting, reboot the machine. (You do not need to reboot the machine after configuring the initial setting.)**



LAN Port

Item	Description
Host Name	A host name for the RC Gate.
Physical Address	A MAC address for the PC port.

[LAN Port] - [IPv4 Setting]

Item	Description
Use IPv4 Settings	Select whether or not to use IPv4 server.
DHCP	Select whether or not to use DHCP server.
IPv4 Address	An IPv4 address for the RC Gate (LAN port). You can specify this setting only if DHCP is set to [OFF].
Subnet Mask	A subnet mask for the RC Gate. You can specify this setting only if DHCP is set to [OFF].

Item	Description
Default Gateway	A gateway address for the RC Gate. You can specify this setting only if DHCP is set to [OFF].
Current IPv4 Address	Displays the current IPv4 address.

[LAN Port] - [IPv6 Setting]

Item	Description
Use IPv6 Settings	Select whether or not to use IPv6 server.
DHCP v6	Select whether or not to use DHCP v6 server.
IPv6 Address	An IPv6 address for the RC Gate (LAN port). You can Enter it when DHCP v6 is set to [Off].
IPv6 Default Gateway Address	A gateway address for the RC Gate (LAN port).
Current IPv6 Address	Displays the current IPv6 address.

[LAN Port] - [DNS Server]

Item	Description
Primary DNS Server	Enter the IP address of the DNS server which the RC Gate mainly uses. Enter the IP address in "x.x.x.x" format ("x" stands for a number from 0 to 255). You may enter the IPv6 address.
Secondary DNS Server	Enter the IP address of a secondary DNS server to use a secondary DNS server when a primary DNS server cannot be used for some reason. Enter the IP address in "x.x.x.x" format ("x" stands for a number from 0 to 255). You may enter the IPv6 address.
Current Primary DNS Server	Displays the current primary DNS server address.
Current Secondary DNS Server	Displays the current secondary DNS server address.

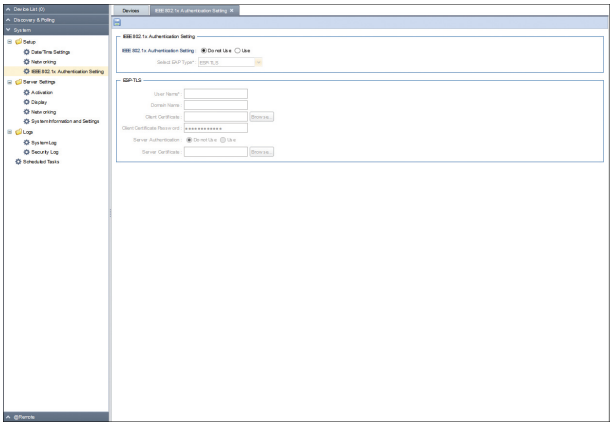
Maintenance Port

This setting can be accessed only at the initial setting.

Item	Description
IP Address	An IP address for the USB 2.0 interface (Maintenance port).
Subnet Mask	A subnet mask for the USB 2.0 interface (Maintenance port).

IEEE 802.1x Authentication Setting

You can specify the setting for IEEE 802.1x authentication. To display the settings screen, click [System] - [Setup] and [IEEE 802.1x Authentication Setting].



IEEE 802.1x Authentication Setting

Item	Description
IEEE 802.1x Authentication Setting	Set whether to enable IEEE 802.1x authentication.
Select EAP Type	Authentication type can select the following item: • EAP-TLS • PEAP • EAP-TTLS

The item selected in [Select EAP Type] appears as follows:

EAP-TLS

Item	Description
User Name	The login user name for the authentication server. Use 1 to 96 characters (ASCII characters). You cannot use " (double quotation) and ' (single quotation) marks.

Item	Description
Domain Name	The login domain name for the authentication server. Use 1 to 96 characters (ASCII characters).
Client Certificate	Click [Browse...] to select the certificate.
Client Certificate Password	Enter the password required. Use up to 128 characters (ASCII character). You cannot use " (double quotation) and ' (single quotation) marks.
Server Authentication	Set whether to enable the server authentication that uses route certificate.
Server Certificate	This is displayed only when the authentication is [Use]. Click [Browse...], upload the certificate.

PEAP

Item	Description
User Name	The login user name for the authentication server. Use 1 to 96 characters (ASCII characters). You cannot use " (double quotation) and ' (single quotation) marks.
Domain Name	The login domain name for the authentication server. Use 1 to 96 characters (ASCII characters).
Tunneling Method	Set the tunneling method.
Tunneling User Name	Set the user name. Use 1 to 31 characters (ASCII characters).
Tunneling Password	Enter the certificate password. Use up to 128 characters (ASCII character).
Server Authentication	Set whether to enable the server authentication.
Server Certificate	This is displayed only when the authentication is [Use]. Click [Browse...], and then upload the certificate.

EAP-TTLS

Item	Description
User Name	The login user name for the authentication server. Use 1 to 96 characters (ASCII characters). You cannot use " (double quotation) and ' (single quotation) marks.

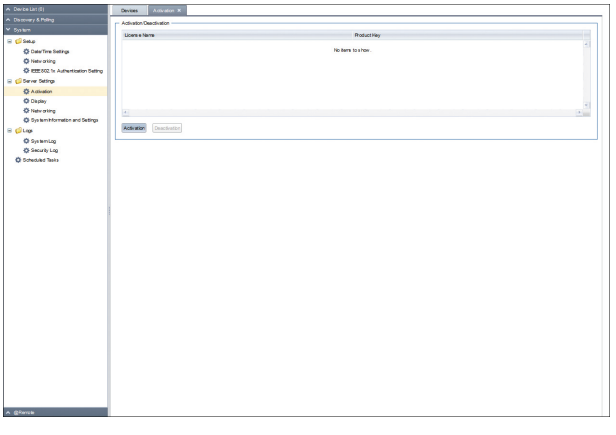
Item	Description
Domain Name	The login domain name for the authentication server. Use 1 to 96 characters.
Tunneling Method	Set the tunneling method to MSCHAPv2, PAP, CHAP or MSCHAP.
Tunneling User Name	Set the user name. Use 1 to 31 characters (ASCII characters).
Tunneling Password	Enter the certificate password. Use up to 128 characters (ASCII character).
Server Authentication	Set whether to enable the server authentication.
Server Certificate	This is displayed only when the authentication is [Use]. Click [Browse...], upload the certificate.

After registering all items, click (Save).

Server Settings

Activation

To use the counter per user function, you need to register the license by activation. When the activation is complete, the activated license appears in the list area. To display the settings screen, click [System] - [Server Settings] and [Activation].



Activation/Deactivation

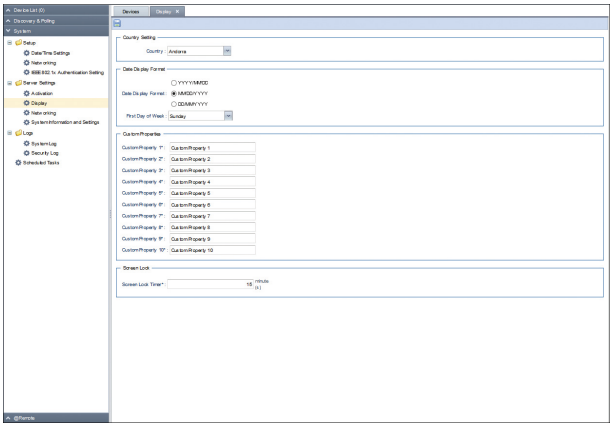
Item	Description
[Activated license] field	Displays the activated license on the [Activated license] field. Only one license can be activated.
[Activation] button	Activates a license. This button can be only if [Activated license] field is blank. This button cannot be used if [Activated license] field is not blank. Click [Activation] and then specify the following settings, and then click [OK]. • Product Key • Country • Organization
[Deactivation] button	Deactivates the activated license. If you select an activated license from [Activated license] field and click [Deactivation] button, the deactivation confirmation message appears.

Note

- For the functional outlines or operations of these setting items, see page 84 "Activating the RC Gate".

Display

You can configure the date display format and other related settings for the RC Gate. To display the settings screen, click [System] - [Server Settings] and [Display].



Country Setting

Item	Description
Country	Specify [Country Setting] in [System] section. The default is Andorra.

Date Display Format

Item	Description
Date Display Format	Select from the following date display formats: • YYYY/MM/DD • MM/DD/YYYY • DD/MM/YYYY
First Day of Week	You can select the date to start the week in the calendar displayed in the settings.

Custom Properties

Item	Description
Custom Property 1 - 10	Set the item names of custom properties. Use 1 to 255 characters. For the functional outlines or operations of these setting items, see page 49 "Setting custom properties".

Screen Lock

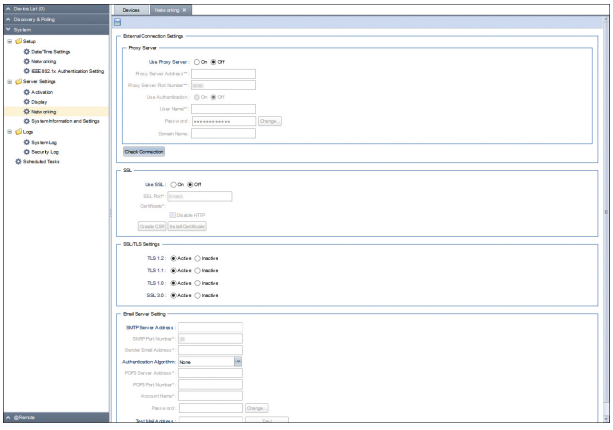
Item	Description
Screen Lock Timer	Set the screen lock to between 1 - 60 minutes. You can disable the screen lock function by entering the password again on the login screen.

Networking

Configure the proxy server setting for Internet access. To display the settings screen, click [System] - [Server Settings] and [Networking].

Important

- **After changing the SSL/TLS setting, reboot the machine.**
- **Specify settings so that the machine and main unit, and browser and main unit can be used in a shared-usage mode.**



[External Connection Settings] - [Proxy Server]

Item	Description
Use Proxy Server	Specify whether or not to use a proxy server.
Proxy Server Address	Enter the IP address of the proxy server. Use 1 to 255 characters.
Proxy Server Port Number	Enter the port number of the proxy server. Use 1 to 65535 numbers.
Use Authentication	Specify whether or not to apply user authentication to the proxy server.
User Name	Enter the user name to use for authentication of the proxy server. Click [Change...], enter a changing password. Use 1 to 256 characters. This item is enabled only when [Use Authentication] is [On].
Password	Change the password to use for authentication of the proxy server. Click [Change...], enter a changing password. Use 0 to 256 characters. This item is enabled only when [Use Authentication] is [On].
Domain Name	Enter the domain name you want to use for NTLM authentication of the proxy server. Use 0 to 256 characters. This item is enabled only when [Use Authentication] is [On].

After configuring all settings, click (Save) and click the [Check Connection] button. A connection test is executed using the proxy server.

SSL

Item	Description
Use SSL	Select whether or not to use SSL.
SSL Port	Enter the port of the SSL. Use 1 to 65535 numbers.
Certificate	Create and install the device certificate. In [Create CSR], enter Request Number, and then execute [Install Certificate] to upload the certificate. To disable HTTP, select [Disable HTTP].

SSL/TLS Settings

Item	Description
TLS 1.2	Specifies whether connection is set to [Active] or [Inactive].
TLS 1.1	Specifies whether connection is set to [Active] or [Inactive].
TLS 1.0	Specifies whether connection is set to [Active] or [Inactive].
SSL 3.0	Specifies whether connection is set to [Active] or [Inactive].

You cannot disable all network settings. Specify settings so that the machine and main unit, and browser and main unit can be used in a shared-usage mode.

After configuring settings, click (Save). The RC Gate reboots itself to apply the specified setting.

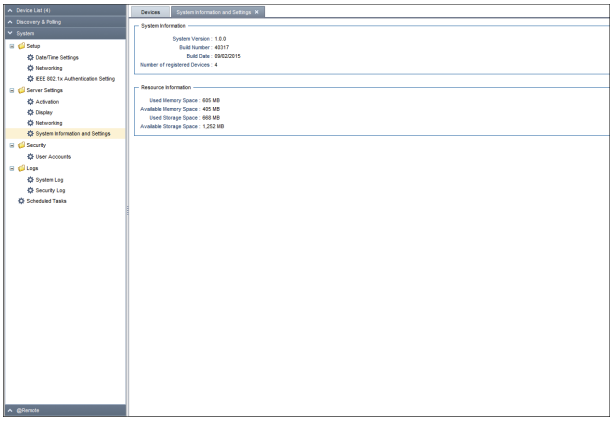
Email Server Setting

Item	Description
SMTP Server Address	Enter the IP address of the SMTP server. Use 0 to 255 characters.
SMTP Port Number	Enter the port number of the SMTP server. Use 1 to 65535 numbers.
Sender Email Address	Specify the sender address of an e-mail the system sends. Use 1 to 256 characters.
Authentication Algorithm	Select the authentication algorithm.
POP3 Server Address	Enter the IP address for POP3 server. Use 1 to 256 characters.
POP3 Port Number	Enter the port number for POP3 server. Use 1 to 65535 numbers.

Item	Description
Account Name	Enter the account name for POP3 and SMTP. Use 1 to 256 characters.
Password	Click [Change...], enter the user password for POP3 and SMTP. Use 0 to 256 characters.
Test Mail Address	Enter an e-mail address for POP3 and SMTP. Use 1 to 256 characters. You can execute the connection test by clicking [Test].

System Information and Settings

You can check the information for the RC Gate. To display the settings screen, click [System] - [Server Settings] and [System Information and Settings].



System Information

Item	Description
System Version	You can check the system version.
Build Number	You can check the build number.
Build Date	You can check the build date.
Number of registered Devices	You can check the number of registered devices.

Resource Information

Item	Description
Used Memory Space	You can check the used memory space.

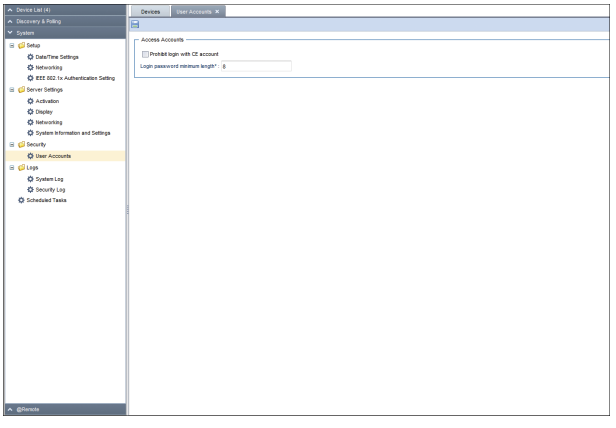
Item	Description
Available Memory Space	You can check the available memory space.
Used Storage Space	You can check the used storage space.
Available Storage Space	You can check the available storage space.

If an SD expansion card is installed, the occupied and available capacities of the external storage also appear.

Security

User Accounts

Match the settings with those of the CC-certified environment. To display the settings screen, click [System] - [Security] and [User Accounts].



Access Accounts

Item	Description
Prohibit login with CE account	Check this to prevent the customer engineer from logging in. If you forget the password while the check box is selected, the customer engineer cannot reset the password.
Login password minimum length	You can specify the minimum number of characters required for the login password. The default is 8 characters.

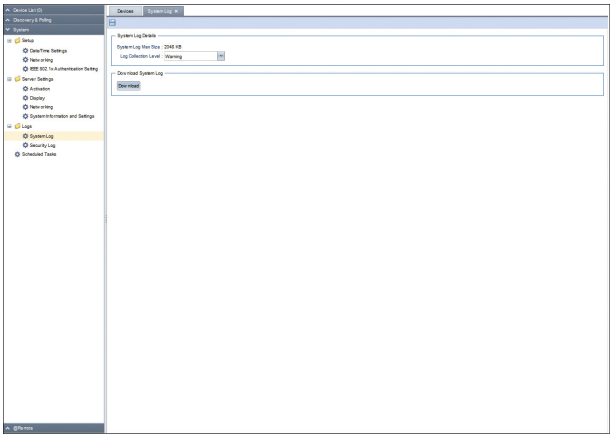
After configuring settings, click (Save).

Logs

In the RC Gate, you can check the following system operation logs.

System Log

You can download the internal system operation log to analyze the system log at the time the error occurred. To display the settings screen, click [System] - [Logs] and [System Log].



System Log Details

Item	Description
System Log Max Size	Indicates the maximum size of system log.
Log Collection Level	Adjust the log collection level to a suitable level for analyzing the error.

Download System Log

Item	Description
[Download] (button)	You can download the system log file by clicking [Download].

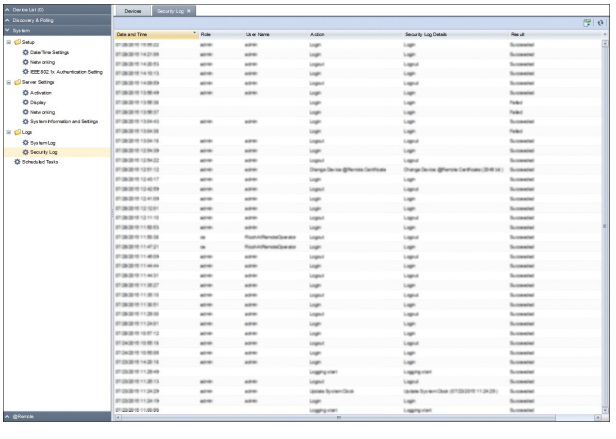
Security Log

The security log contains a list of security-related events, such as logins, logouts, and system changes. To display the security log, click [System] - [Logs] and [Security Log].

Click (Refresh) to obtain the latest log.

Important

- Under the following operating conditions, about 28 log entries are generated each day. Because the Maximum number of security log entries is 5,824, about 208 days of records can be stored in the security log (5,824 divided by 28 = 208).
  - Administrator logs in and out once a day.
  - Device polling occurs once an hour.
- It is recommended that you check the security log at least once every 104 days (about 15 weeks) to ensure that logs are not overwritten before you view them. Check the security log more frequently if your usage is greater than that given above.
- If the number of security log entries exceeds the maximum, new entries will overwrite the oldest entries, regardless of whether or not the log has been checked.
- When checking the log, make sure to check that your most recent login information is displayed. If your most recent login information is not displayed, contact your service representative.
- If the security log is not saved immediately, it may be that downloading is taking time. Wait a while.
- If the security log cannot be displayed or saved, try a different web browser. If the problem persists even with a different web browser, shut down the RC Gate, and then contact your service representative.



The following table explains the information that is displayed for one entry in the security log.

Item	Description
Date and Time	Displays the date and time of the log entry according to the local time specified in [Time zone] in [Date/Time Settings] in [Setup] in [System]. m-d-y H:M:S y: year, m: month, d: day, H: hour, M: minute, S: second

Item	Description
Role	The type of user who accessed the RC Gate. • RC Gate administrator: "admin" • Customer engineer: "ce" • RS Center System: "center" • System: "System"*1
User Name	Displays a user name. • RC Gate administrator: "admin" • Customer engineer: "Ricoh AtRemote Operator"
Action	The event that caused the log to be recorded. • Power on: "Logging start" • Power off: "Logging end" • Login: "Login" • Logout: "Logout" • Lockout: "Lockout" • Update account: "Update account (Updated account name)" *2 • Get system log: "Get system log" • Get security log: "Get security log" • Update system clock: "Update System Clock (Updated time)" *2 • Update system firmware: "Update system firmware (Firmware version)" *2 • Validate system firmware: "Validate system firmware (Firmware version)" *2 • Update system @Remote certificate: "Update system @Remote certificate" • SSL communication error: "SSL communication error" • Update Device @Remote Certificate: "Update device auth. Key (Updated value)" *2 • Change Device @Remote Certificate: "Change encryption length (Updated value)" *2 • Change SSL/TLS Settings: "Change SSL Protocols (Active SSL Protocols)" *2

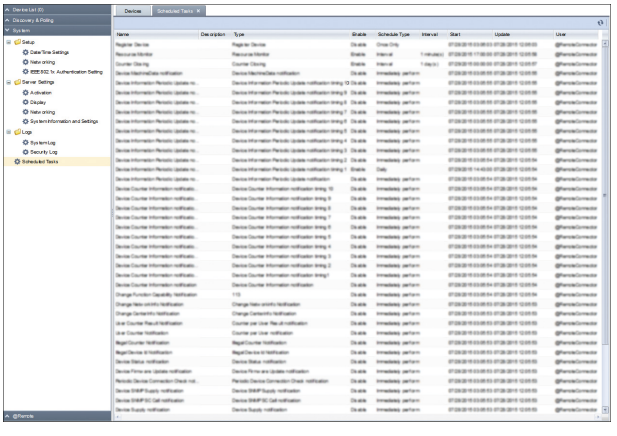
Item	Description
Security Log Details	Displays the details of the security log.
Result	• Succeeded: "Succeeded" • Failed: "Failed"

*1 "System" refers to the RC Gate itself.

*2 Details of "(****)" appear in [Security Log Details].

Scheduled Tasks

You can check the scheduled tasks. To display the settings screen, click [System] - [Scheduled Tasks].



Item	Description
Name	This is the task name entered when the task was registered.
Description	This is the description of task entered when the task was registered.
Type	Indicates the task type. ex) Discovery, Status Polling
Enable	Indicates whether the schedule for the task is enabled or disabled.
Schedule Type	Indicates the schedule settings. ex) Immediately perform/Once Only/Interval/Repeatedly/ Daily

Item	Description
Interval	Indicates the interval if [Schedule Type] is set to [Interval].
Start	Indicates when the task starts.
Update	Indicates when the task was created or edited.
User	Indicates who created or edited the task.

Note

- In the scheduled task list, you cannot change the schedule or remove the task.

Activating the RC Gate

Connect to the Internet directly from the RC Gate and activate the product.

This function is required to use the counter per user function. When a proxy server is required to access the Internet, configure the required settings in the [Proxy Server] in the [Networking] in the [Server Settings] category under the [System] section. For details about proxy server, see page 74 "Networking". When using the DNS server, the activation fails if the settings are not specified correctly. For details about DNS server settings, see page 68 "Networking".

Note

- If the product is not deactivated before the network interface is replaced, consult your sales or service representative.

Activating

Connect to the Internet directly from the RC Gate and activate the product.

1. **Click the [System] section.**
2. **Click [Activation] under [System Settings].**
3. **Click [Activation] button.**
4. **Enter the product key.**

   Enter the product key that you purchased.
5. **Select the country where the product is used in [Country].**

   Activation is performed even if this setting is not specified.
6. **Enter the organization in [Organization].**

   Use 0 to 250 characters. Activation is performed even without making this entry.
7. **Click [OK].**

Deactivating the Product

Make sure to deactivate the RC Gate first, and then uninstall the product. This procedure is required to re-use the product key again.

Important

- **You cannot use the counter per user function after the product has been deactivated.**

Connect to the Internet directly from the RC Gate and deactivate the product. When a proxy server is required to access the Internet, configure the required settings in the [Proxy Server] in the [Networking]

in the [Server Settings] category under the [System] section. For details about proxy server, see page 74 "Networking".

1. **Click the [System] section.**
2. **Click [Activation] under [System Settings].**
3. **Click [Deactivation] button.**
4. **Click [OK].**

   Deactivation is performed, and then a dialog box reporting the result appears.

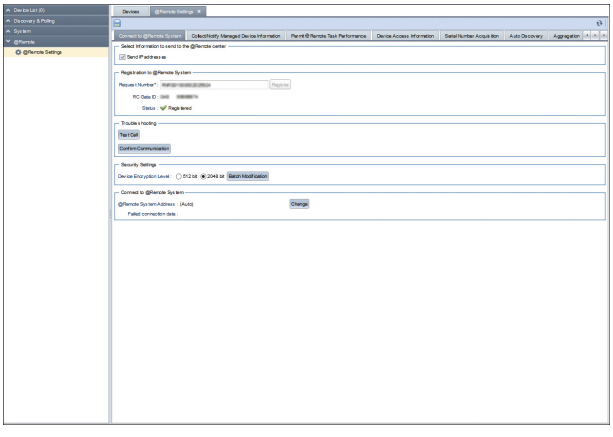
7. @Remote

This chapter explains the items that appear in the @Remote.

@Remote Settings

Connect to @Remote System

You can configure connector settings. To display the settings screen, click [@Remote] - [@Remote Settings] and [Connect to @Remote System] tab.



Select Information to send to the @Remote center

Item	Detail
Send IP addresses	Check this to send your IP address to RS Center System.

Registration to @Remote System

Item	Detail
Request Number	Input the request number to connect to the RS Center System. If the registration has already been made, you do not need to make an entry.
RC Gate ID	Displays the RC Gate ID.

Item	Detail
Status	Displays the status of server registration to the RS Center System.

Trouble shooting

Item	Detail
[Test Call] button	Check that a test call can be enabled to the RS Center System.
[Confirm Communication] button	Attempts connecting to the RS Center System. If the connection fails, its reason appears in details.

Security Settings

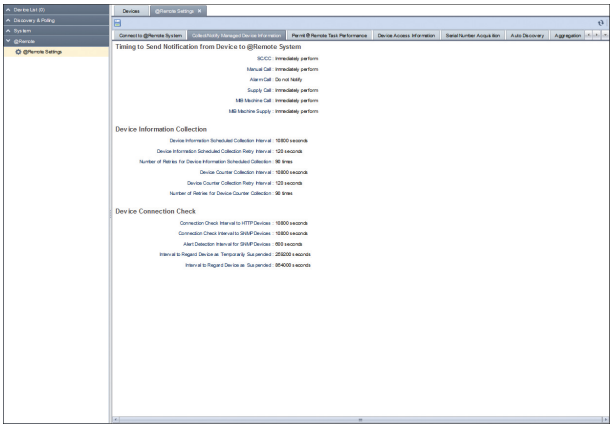
Item	Detail
Device Encryption Level	Change the encryption length to 2048 bit in accordance with the CC-certified environment. By selecting 2048bit and clicking [Batch Modification], the selected encryption key length is applied to all the devices.

Connect to @Remote System

Item	Detail
@Remote System Address	Indicates the RS Center System. Clicking [Change], you can change the RS Center System's e-mail address in [@Remote System Address] windows.
Failed connection date	Indicates when the connection to RS Center System failed.

Collect/Notify Managed Device Information

You can check the communication status of the device connected to the network. To display the settings screen, click [@Remote] - [@Remote Settings] and [Collect/Notify Managed Device Information] tab.



Timing to Send Notification from Device to @Remote System

Item	Detail
SC/CC	Indicates when service or customer calls are notified.
Manual Call	Displays the manual call notification timing.
Alarm Call	Displays the alarm call notification timing.
Supply Call	Displays the supply call notification timing.
MIB Machine Call	Indicates the timing of the device call notification from MIB.
MIB Machine Supply	Indicates the timing of the supply call notification from MIB.

Device Information Collection

Item	Detail
Device Information Scheduled Collection Interval	Indicates intervals to retrieve the device information.

Item	Detail
Device Information Scheduled Collection Retry Interval	Indicates retry intervals to retrieve the device information if it cannot be retrieved properly.
Number of Retries for Device Information Scheduled Collection	Indicates how many times retries are performed to retrieve the device information if it cannot be retrieved properly.
Device Counter Collection Interval	Indicates intervals to retrieve the device counter data.
Device Counter Collection Retry Interval	Indicates the interval between periodic retries in the case of failing to retrieve the counter date of the device.
Number of Retries for Device Counter Collection	Indicates the number of times between periodic retries in the case of failing to retrieve the counter date of the device.

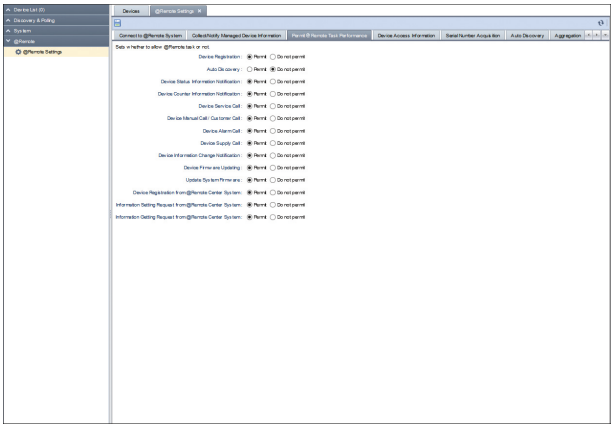
Device Connection Check

Item	Detail
Connection Check Interval to HTTP Devices	Indicates intervals to check whether a device supporting HTTPS to retrieve data by the HTTP protocol is connected.
Connection Check Interval to SNMP Devices	Indicates intervals to check whether a device supporting SNMP to retrieve data by the SNMP protocol is connected.
Alert Detection Interval for SNMP Devices	Indicates an interval between sending a warning alert from a device supporting SNMP to retrieve data by the SNMP protocol.

Item	Detail
Interval to Regard Device as Temporarily Suspended	Indicates how long it takes to decide a network device is offline temporarily after its connection to the network is lost.
Interval to Regard Device as Suspended	Indicates how long it takes to decide that a network device is offline for a long period of time after its connection to the network is lost.

Permit @Remote Task Performance

You can specify privileges for an @Remote task. To display the settings screen, click [@Remote] - [@Remote Settings] and [Permit @Remote Task Performance] tab.

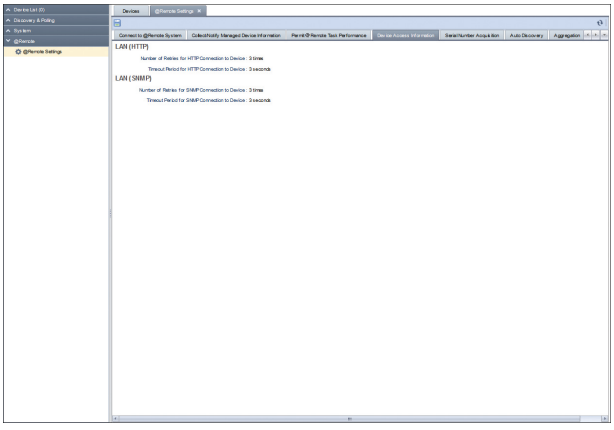


Item	Detail
Device Registration	Permit Do not permit
Auto Discovery	Permit Do not permit
Device Status Information Notification	Permit Do not permit

Item	Detail
Device Counter Information Notification	Permit Do not permit
Device Service Call	Permit Do not permit
Device Manual Call/ Customer Call	Permit Do not permit
Device Alarm Call	Permit Do not permit
Device Supply Call	Permit Do not permit
Device Information Change Notification	Permit Do not permit
Device Firmware Updating	Permit Do not permit
Update System Firmware	Permit Do not permit
Device Registration from @Remote Center System	Permit Do not permit
Information Setting Request from @Remote Center System	Permit Do not permit
Information Retrieval Request from @Remote Center System	Permit Do not permit

Device Access Information

You can display the device access settings and connection status. To display the settings screen, click [@Remote] - [@Remote Settings] and [Device Access Information] tab.



LAN (HTTP)

Item	Detail
Number of Retries for HTTP Connection to Device	Displays the number of retries.
Timeout Period for HTTP Connection to Device	Indicates the time out period.

LAN (SNMP)

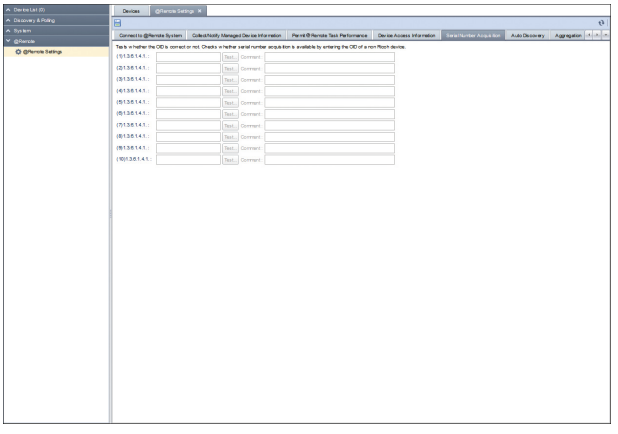
Item	Detail
Number of Retries for SNMP Connection to Device	Displays the number of retries.
Timeout Period for SNMP Connection to Device	Indicates the time out period.

Serial Number Acquisition

You can specify settings to acquire the serial numbers of devices other than those of Ricoh products. To display the settings screen, click [@Remote] - [@Remote Settings] and [Serial Number Acquisition] tab.

Important

- **You do not have the authority to perform this function.**



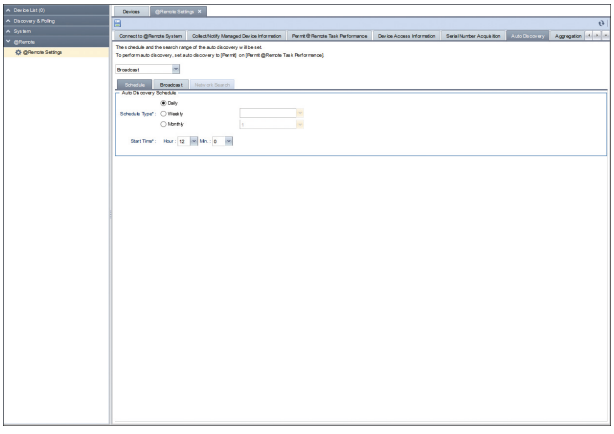
Item	Detail
OID (1-10)	You do not have the authority to perform this function.
Comment	You do not have the authority to perform this function.

Auto Discovery

This is the setting for collecting the network device information and sending it to the RS Center System according to the specified schedule. To perform auto discovery, set auto discovery to [Permit] on [Permit @Remote Task Performance] tab. To display the settings screen, click [@Remote] - [@Remote Settings] and [Auto Discovery] tab.

Broadcast

Select the broadcast in the drop-down list box.



[Schedule] tab

Item	Detail
Schedule Type	Schedule type can be selected from the following items. • Daily • Weekly • Monthly
Start Time	Setting start time Hour: 0-23 Min: 00-59

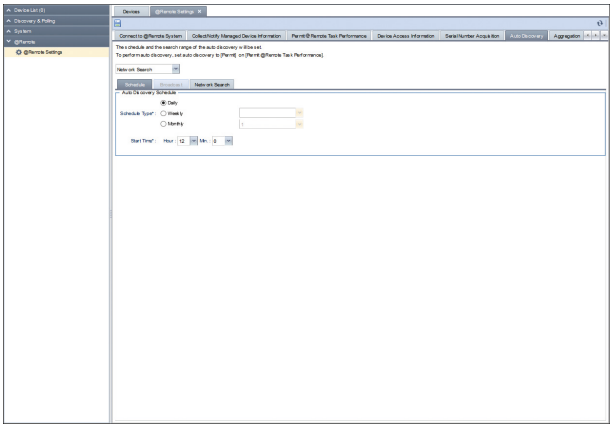
[Broadcast] tab

Item	Detail
[Discovery Range (Broadcast)] tab	In the [Discovery Range (Broadcast)] setting, you can specify the following settings for the local segment, subnet, and IPv6 multicast (link-local): • Subnet • Subnet Mask • Range Name • Comment

Item	Detail
[Access Accounts] tab	Select an access account suitable for communicating with the devices that can be detected. Change the account to be used from [Not Assigned Accounts] to [Assigned Account] by clicking the [▲] [▼] button or by dragging and dropping.

Network Search

Select the broadcast in the drop-down list box.



[Schedule] tab

Item	Detail
Schedule Type	Schedule type can be selected from the following items. • Daily • Weekly • Monthly
Start Time	Setting start time Hour: 0-23 Min: 00-59

[Network Search] tab

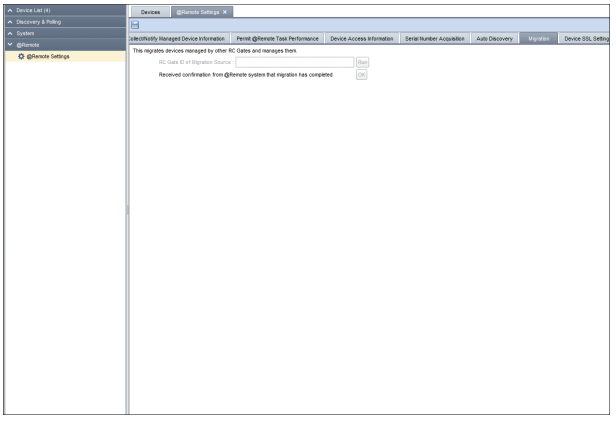
Item	Detail
[Discovery Range (Broadcast)] tab	[Discovery Range (Network Search)] can enter the following item. • Include/Exclude • Range Type - One Host Name - One IP Address - Specify IP Range - IPv6 Address • Host Name • From • To • Subnet Mask • Range Name • Comment
[Access Accounts] tab	Select the access accounts suitable for communicating with the devices in the discovery range. Change the account to be used from [Not Assigned Accounts] to [Assigned Account] by clicking the [▲] [▼] button or by dragging and dropping.

Migration

You can collectively manage multiple devices registered to the RC Gate by entering the RC Gate ID. To display the settings screen, click [@Remote] - [@Remote Settings] and [Migration] tab.

Important

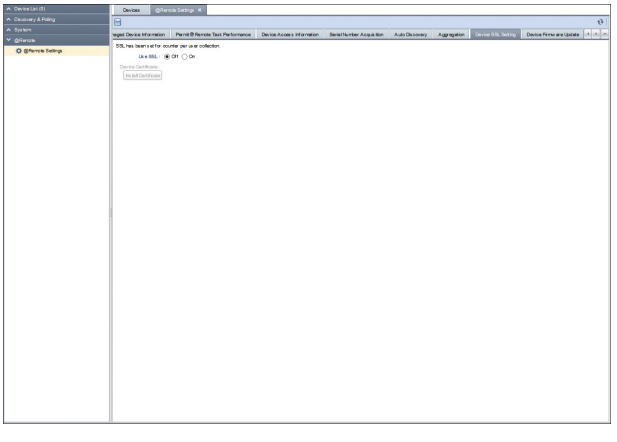
- **You do not have the authority to perform this function.**



Item	Detail
RC Gate ID of Migration Source	You do not have the authority to perform this function.

Device SSL Setting

You can install a certificate for SSL communication to collect the counter log of each user. To display the settings screen, click [@Remote] - [@Remote Settings] and [Device SSL Setting] tab.



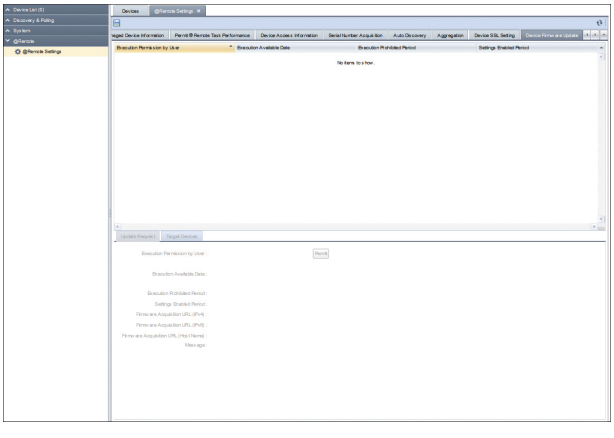
Item	Detail
Use SSL	To use SSL, select [On].

Item	Detail
Device Certificate	Displays the public key certificate of the organization validating the signature of the HTTPS-supported client certificate. The public key certificate is installed on the server. Click [Install Certificate], import the certificate.

Check that the authentication method and length of the public key of the installed certificate are sufficiently strong.

Device Firmware Update

You can check the firmware update status and update schedule. To display the settings screen, click [@Remote] - [@Remote Settings] and [Device Firmware Update] tab.



[Update Request] tab

Item	Detail
Execution Permission by User	Checks whether [Execution Permission by User] is set to [Required] or [Not Required]. If [Execution Permission by User] is set to [Required], click [Permit] to perform device firmware updates.

Item	Detail
Execution Available Date	Indicates when device firmware updates are performed.
Execution Prohibited Period	Indicates when firmware updates are prohibited.
Settings Enabled Period	Indicates when firmware updates can be performed. No update is executed in this period, it will be considered that the update has failed.
Firmware Acquisition URL (IPv4)	Indicates the firmware's IPv4 address.
Firmware Acquisition URL (IPv6)	Indicates the firmware's IPv6 address.
Firmware Acquisition URL (Host Name)	Indicates the firmware's host name.
Message	Displays the message from the RS Center System.

[Target Device] tab

Item	Detail
Target Device List	Indicates the target device list. You can check the following items: • Device Number

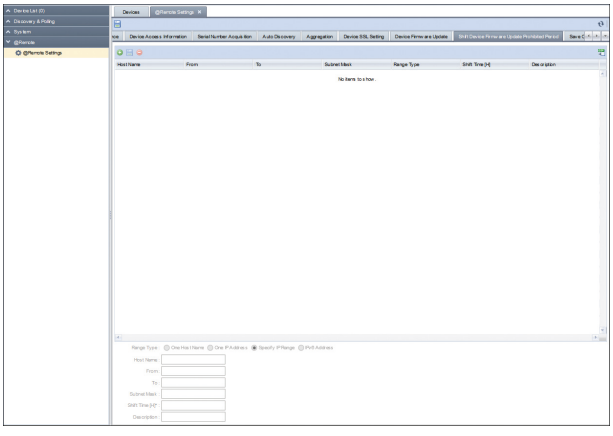
For details, see page 104 "Update Device Firmware".

Shift Device Firmware Update Prohibited Period

You can specify settings to change the period where device firmware updates are prohibited. To display the settings screen, click [@Remote] - [@Remote Settings] and [Shift Device Firmware Update Prohibited Period] tab.

Note

- You can specify this setting for up to 256 devices.

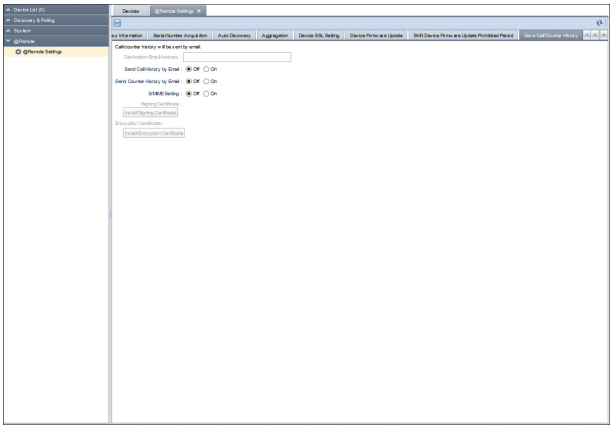


Item	Detail
Range Type	Select [One Host Name], [One IP Address], [Specify IP Range], or [IPv6 Address] as a type of the value to be specified.
Host Name	Specify this setting only if [Range Type] is set to [One Host Name]. Use 1 to 255 characters.
From	Enter the discovery target IP address, IPv6 address or start IP address of the discovery target IP address range.
To	Enter the end address for the IP address range.
Subnet Mask	Enter the subnet mask. Only IPv4 address can be allowed.
Shift Time [H]	You can specify the time difference between different locations. Specify a figure between -12 and 12.

Item	Detail
Description	Enter the description of each item in the Shift setting. Use up to 61 characters.

Save Call/Counter History

You can specify e-mail settings for call or counter e-mail notifications. To display the settings screen, click [@Remote] - [@Remote Settings] and [Save Call/Counter History] tab.



Item	Detail
Destination Email Address	Enter the e-mail address to send for [Send Call History by Email] and [Send Counter History by Email]. Use 0 to 512 characters.
Send Call History by Email	If using [Send Call History by Email], select [On].
Send Counter History by Email	If using [Send Call History by Email], select [On].

Item	Detail
S/MIME Setting	Specify whether or not to apply S/MIME setting to send a notification by e-mail. If [S/MIME Setting] is set to [Off], it is more likely that eavesdropping or data tampering is performed. For use in a CC-certified environment, set this to [On].
Signing Certificate	Displays the signature certificate installed on the machine. By clicking the [Install Signing Certificate] button, you can upload the signature certificate.
Encryption Certificate	Displays the installed public key certificate of the receiver. By clicking the [Install Encryption Certificate] button, you can upload the encryption certificate.

Check that the authentication method and length of the public key of the installed certificate are sufficiently strong.

Checking the Firmware

Update Device Firmware

The firmware managed by the RC Gate is updated when a notification e-mail is sent from the RS Center System. When the update is completed, the firmware update result is reported to the RS Center System. For details about the device firmware item, see page 99 "Device Firmware Update".

The device firmware update is performed when [Execution Permission by User] is set to [Required] or [Not Required].

- [Required]

  If you click [Permit] in [Device Firmware Update] in [@Remote Settings] in [@Remote], the RC Gate performs a device firmware update as specified in execution start date.

- [Not Required]

  The RC Gate automatically performs a device firmware update without the user permission as specified by the RS Center System.

Update System Firmware

Important

- **During the device firmware update, no firmware update is performed when an update request is received.**
- **Make sure that the [Update System Firmware] in [Permit @Remote Task Performance] is set to [Permit].**

System firmware update is performed as follows:

1. **The RC Gate receives a system firmware update request.**
2. **The system firmware is downloaded.**

   If another function is in operation, the system firmware is downloaded after the operation is completed.
3. **The RC Gate verifies the system firmware.**
4. **The RC Gate performs a system firmware update.**
5. **The RC Gate reboots.**

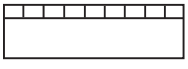
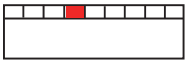
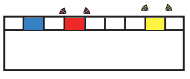
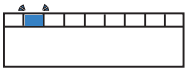
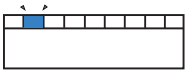
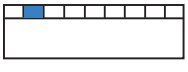
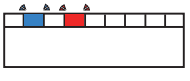
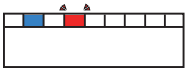
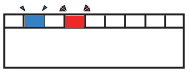
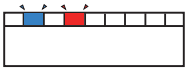
   After rebooting, the RC Gate automatically reports the system firmware update result to the RS Center System.

8. Appendix

Troubleshooting

The RC Gate LED display

Indicates different patterns depending on the status of the RC Gate. For details, see the table below.

LED Pattern	Status	LED Pattern	Status
	Power Off		The IP address has not been assigned.
	The operating system is starting up.		IEEE 802.1X authentication server error.
	An application is starting up.		Recovering from an error.
	Registration to the RS Center System has not been completed.		Updating the system firmware.
	Registration to the RS Center System has been completed and communication is established.		System error persists even after restarting the device for the specified number of times.
	Communication error has occurred.		Restarting
	The cable is disconnected or broken.		Shutting down

DJH012

* : Flashing at intervals of 1 second

* : Flashing at intervals of 0.2 second

Troubleshooting

Problem	Causes and solutions
A device on the network is not detected.	• Even when settings have been made to search for a device on another network, the target device may not be detected due to the network router settings. • Check the discovery range. For details, see page 62 "Searching for Devices".
Devices from a manufacturer other than RICOH are displayed on the device list, but some device information cannot be retrieved.	Discovery detects devices that support PrinterMIB. Devices from other manufacturers are also monitored, but the same information cannot be retrieved from such devices.
Device detection was disabled after setting up SNMPv3 as the SNMP access account monitoring protocol.	Set up SNMPv3 on the device side. If it is a RICOH device, setup can be performed from Web Image Monitor. For details, see the instruction manual that comes with the device.
An access account cannot be deleted.	An access account cannot be deleted if it's in any of the following conditions: • The account is assigned to the access account of auto discovery task. • The account is assigned to the access account of discovery task. • The account is assigned to the access account in any of the device that is displayed in the device list. In order to delete an access account, these must be released from those assignments.

When Error Messages Appear

Message	Reason and Action
Either the user name or the password is not correct.	User name is admin. Checking the user name and the password, and then check and make the entry again.

Message	Reason and Action
You do not have the authority to perform this function.	This message appears if the password is entered incorrectly 3 times in a row. Once this error occurs, an attempt to log in is prevented for 1 minute even if the password is entered correctly. Try logging in again after a while.
A system critical error has occurred.	Indicates the SC code, the detail code, the error time and date, the center notification, the service representative or service representative contact. For details about the SC code and the detail code page 109 "Error Codes".
Cannot shutdown at the moment because a task is currently running.	Shut down again after a while.
A system software error has occurred	An error has occurred to the system software during shutdown. Contact your service representative.
A system hardware error has occurred	An error has occurred to the system hardware during shutdown. Contact your service representative.
Cannot reboot because a process is being performed.	Reboot again after a while.
Password contains characters that cannot be used.	The entry contains invalid character(s) for the password. Check and make the entry again.
The support range (xxxx) has been exceeded.	You have reached the maximum limit of devices that can be registered. Retry registration with a fewer number of devices.
IPv4 address has not been set. The required entry field is blank.	Subnet has been selected on the Broadcast tab, but the subnet or subnet mask field is blank. Enter an appropriate value in the subnet or subnet mask field.
Failed to retrieve the discovery execution range information from the network.	Subnet has been selected on the Broadcast tab, but the subnet or subnet mask field is invalid. Enter an appropriate value in the subnet or subnet mask field.
Entered parameters are invalid.	Enter correct parameters.
IPv4 address has not been set.	The IPv4 address has not been specified. Specify the address.
The IPv6 address has not been set.	The IPv6 address has not been specified. Specify the address.

Message	Reason and Action
The required entry field is blank.	Required settings have not been specified. Enter an appropriate value in the field.
IPv4 address has not been set. The IPv6 address has not been set.	The primary DNS server or the secondary DNS server have not been specified. Specify the address.
Contains characters that cannot be used.	The entry contains invalid characters. Check and make the entry again.
The product key is invalid.	The entered product key is incorrect. Check and make the entry again. If the problem persists even if you enter the correct product key, contact your service representative.
Invalid Email Address	You cannot use this address. Check and make the entry again.
Cannot retrieve the resource information.	Contact your service representative.
The number of characters for the password is incorrect.	It is possible to change the minimum number of characters, but specify it to 8 or more characters for use in a CC-certified environment.
The number of characters for the password is incorrect.	The maximum number of characters for the password is 128.
Failed to save the settings.	Contact your service representative.
Security setting is failed. (Error code)	An attempt to change the setting has failed in some device(s). If an error code appears, report the error code to your service representative.
Failed to change the setting on some devices.	An attempt to change the setting has failed in some device(s). If an error code appears, report the error code to your service representative.
Some devices are not supported.	An attempt to change the setting has failed in some device(s). If an error code appears, report the error code to your service representative.
Perform the process again later.	Processing is taking some time. Please check the Device List after some time has passed.

Message	Reason and Action
Connection is failed. (Error code)	An attempt to establish a connection has failed. Check and report the error code to your service representative.
An unexpected error has occurred.	Contact your service representative.

Note

- The variables are indicated by "X".

If Problems Described in Error Messages Persist

Contact your service representative if problems described in error messages persist.

When the Office or Devices are Moved

Registration to the RS Center System is required in the following cases. Contact your service representative.

- When your office has moved (The RC Gate has moved.)
- When managed devices are moved (Except Auto Discovery)
- When managed devices are newly connected (Except Auto Discovery)
- When managed devices are deleted (Except Auto Discovery)

Inquiry for Repair and Maintenance Services

For details about machine operation and product specifications, contact your sales or service representative.

To Return the RC Gate

Contact your service representative when you no longer require the RC Gate. Your service representative will collect it and, for security purposes, will erase all information it has stored.

Error Codes

The causes of errors and their solutions are described below:

Code	Cause	Solution
004	Unsupported device.	A function not supported by the target device is specified. Check the target device.
005	Unsupported item.	A setting item not supported by the target device is specified. Check the target device.
006	Unsupported value.	A configuration values not supported by the target device is specified. Check the target device.
019	The target application is not installed.	The machine is operating normally.
020	The target application is not activated.	The machine is operating normally.
023	An application is installed on the device.	The machine is operating normally.
027	The latest application is already installed.	The machine is operating normally.
050	The device is managed using an application such as MK-1.	The device is managed using Ricoh key card MK1 or other management tools. You cannot retrieve any data.
056	Unknown data has been retrieved.	Check the status of the retrieved device.
057	An unknown device has been retrieved.	Check the status of the retrieved device.
058	Waiting to reboot	The device is restarting, so wait for it to be completed.
059	The entry does not exist.	The Address Book entry for the device and the template are not the same.
060	The entry does not exist.	The Address Book entry for the device and the template are not the same.
061	It is necessary to install the Type -C extended feature.	Perform installation from Web Image Monitor. Restart the device after installation has completed.
062	It is necessary to uninstall the Type -C extended feature.	Perform uninstallation from Web Image Monitor. Restart the device after uninstallation has completed.

Code	Cause	Solution
100	Device authentication has failed.	Check whether the following settings of the device access account are correct: • User name and/or password of Device Administrator • Community name if SNMPv1/v2 protocol is used • User name and password if SNMPv3 protocol is used See page 59 "Configuring Access Accounts".
101	Parameters for other devices are invalid.	Settings not supported by the target device are specified, or settings are incorrect. Check the settings. If the parameters indicate a backup file, check the specified password matches that of the backup file.
102	The device password policy has been violated.	Set a password that complies with the device password policy.
106	The support range (value) has been exceeded.	Set a value within the support range (value).
107	You do not have the privileges to perform this operation.	Check whether the following settings of the device access account are correct: • User name and password of Device Administrator • Community name if SNMPv1/v2 protocol is used • User name and password if SNMP v3 protocol is used See page 59 "Configuring Access Accounts".
108	The setting target is different.	The target device does not support the set function. Check the target device.
109	The authentication method for the device and the template is not the same.	Check the authentication methods for the device and the template.

Code	Cause	Solution
150	Parameters for other devices are invalid.	• Check the configuration values. • The target device does not support the set function. Check the target device. • A task that is not supported by the target device, was executed. Check the device. • Check that the number of entries including the number that is currently registered to the device does not exceed the maximum number of entries that can be registered.
200	No response from the device.	• Check the network environment. • Check the device status.
201	Network is disconnected.	Check the network environment.
202	Communication timeout has occurred.	Check the network environment.
203	SSL communication is unavailable.	Check whether the certificate is configured correctly.
204	Unable to connect to the Certificate Authority.	Check the network environment.
205	Device is in use.	The task was not executed because the target device is being used. Do not use the device while a task is being executed.
206	Device is in energy saver mode.	Disable energy saver mode on the target device.
208	System error has occurred on the device.	Retry the process after the device restarts.
210	The number of sessions on the device has reached the limit.	• Retry the process later. • Do not use the device while a task in progress.
211	System busy has occurred on the device.	• Retry the process later. • Do not use the device while a task in progress.

Code	Cause	Solution
212	SC has occurred.	The target device has a problem. Resolve the device problem.
214	Failed to restart the device.	Check whether the following settings of the device access account are correct. • User name and password of Device Administrator • Community name if SNMP v1/v2 protocol is used • User name and password if SNMP v3 protocol is used See page 59 "Configuring Access Accounts".
240	The user code/login name is prohibited.	Enter the correct user code/login name.
241	The user code/login name is duplicated.	Enter a user code/login name that is not already registered.
242	Failed to retrieve the counter per user.	Check the user data (address book) on the target device.
243	Failed to reset the counter per user.	Check the user data (address book) on the target device.
250	Failed to check.	A problem such as the device being turned off may have occurred while configuring the settings. Check the device status.
260	Failed to change the entry information.	Restart the device and perform the operation again.
261	Failed to delete the entry.	Restart the device and perform the operation again.
266	Failed to restore the Address Book.	Restart the device and perform the operation again.

Code	Cause	Solution
280	A other device error has occurred.	• Check the target device settings. • Check the target device. • Check that the specified password does not violate the password policy of the device. • In the address book settings, check that the user whose account is to be deleted or the authentication information is updated is not being logged in on the control panel of the machine. If none of the these conditions applies, restart the device and perform the operation again.
304	Proxy authentication has failed.	If user authentication of the proxy server is enabled, check that it has been correctly configured. See page 67 "System Settings".
305	Proxy connection has failed.	• Check the network environment. • Check that the proxy server has been correctly set in the [System] section. See page 67 "System Settings".
307	Unable to communicate with the RICOH Software Server.	Check whether RICOH Software Server communication can be established.
308	Communication with the RICOH Software Server has been interrupted.	Check whether RICOH Software Server communication can be established.
310	Failed to transmit data.	• Check that the server and network environment settings are correct. • Check that the proxy server has been correctly set in the [System] section. See page 67 "System Settings".
311	Failed to receive data.	• Check that the server and network environment settings are correct. • Check that the proxy server has been correctly set in the [System] section. See page 67 "System Settings".

Code	Cause	Solution
350	An other external system connection error.	• Check that the server and network environment settings are correct. • Check that the proxy server has been correctly set in the [System] section.
400	Entered parameters are invalid.	Set the correct parameters.
401	The file format is invalid.	Check whether there is a problem with the file format.
402	The file version is invalid.	Check whether there is a problem with the file version.
403	The character code of the file is invalid.	Set a correct character code.
404	Interrupted by user operation.	The system operation is not completed. Perform the operation again.
450	A other system entry error.	Check that the specified setting values and parameters are correct.
500	Failed to authentication the data base.	Check whether the authentication setting is correct.
501	Failed to access the data base.	Check whether the server setting is correct.
502	Failed to save date for the data base.	The available storage space on the hard disk may be insufficient. Delete unnecessary logs/data to provide sufficient storage space.
503	Failed to read the data.	The free space on the hard disk may be insufficient. Delete unnecessary logs/data to ensure there is enough free space.
504	Failed to save the data.	The free space on the hard disk may be insufficient. Delete unnecessary logs/data to ensure there is enough free space.
550	A data input or output error has occurred.	The free space on the hard disk may be insufficient. Delete unnecessary logs/data to ensure there is enough free space.
600	Insufficient disk space.	The hard disk has insufficient free space. Delete unnecessary data.

Code	Cause	Solution
601	Cancelled because of system suspension.	The RC Gate has exited or a computer shutdown occurred. Restart the computer and the RC Gate.
602	The system has insufficient memory.	• The hard disk has insufficient free space. Delete unnecessary data. • Restart the computer and the RC Gate.
603	The number of sessions has reached the limit.	Contact your service representative.
604	The product key is invalid.	Enter a correct product key.
605	The template has been saved. Check there are enough licenses to execute the task.	• Purchase additional license(s). • Deactivate software installed on other devices.
606	The application cannot be installed on the device.	• Install on another device. • Check the status of the retrieved device.
611	Failed to lock the device.	The target device is operating. Check the target device.
612	Failed to restart the device.	• Do not use the device when settings are configured. • Check whether the access account is configured correctly.
619	The Address Book backup file is invalid.	Check whether the file is correct.
620	The Device Preference backup file is invalid.	Check whether the file is correct.
621	The encryption key is invalid.	Check whether the encryption key is correct.
622	The item is unavailable for retrieval.	The specified item cannot be retrieved. Secure information such as passwords cannot be obtained.
631	Failed to initialize the task because the task information is incorrect.	Check that the task setting is properly configured.
632	Failed to initialize the task because the target device does not exist.	Check the target device.

Code	Cause	Solution
634	Failure has occurred on the previous setting item.	• Check the target device. • Check that the task setting is properly configured.
640	There is more than 1 newly discovered device.	The machine is operating normally.
641	There are no newly discovered devices.	The machine is operating normally.
642	There are no failed devices.	The machine is operating normally.
643	There are no configured devices.	The machine is operating normally.
650	An other system error.	• Check that the system setting of the RC Gate is properly configured. • The free space on the hard disk may be insufficient. Delete unnecessary logs/data to ensure there is enough free space.
660	Failed to read the data.	Check that the following settings of the device access account are properly configured: • User name and login password of Device Administrator • Community name if SNMP v1/v2 protocol is used • User name and login password if SNMP v3 protocol is used
670	There are some non-executed tasks that cannot be performed because the system has been suspended.	The machine is operating normally.
700	An attempt to add data has failed.	Contact your service representative.
701	An attempt to update data has failed.	Contact your service representative.
702	An attempt to delete data has failed.	Contact your service representative.
703	An attempt to get data has failed.	Contact your service representative.
704	An error has occurred in the server.	Contact your service representative.

Code	Cause	Solution
705	Task deletion has not completed.	Contact your service representative.
706	Task update has not completed.	Contact your service representative.
707	The attempt has failed because it was made during a task.	Retry the attempt after a while. If the error persists, contact your service representative.
708	An attempt to connect to the DM server has failed.	Contact your service representative.
709	The map image size has exceeded the capacity limit.	Contact your service representative.
710	The DM server is processing data, so the data cannot be moved.	Contact your service representative.
750	An unexpected error has occurred.	Contact your service representative.
801	The RS Center System is unavailable outside the business hours.	Check the business hours.
802	An attempt to retrieve the device information has failed.	Check the target device.
803	An attempt to send a message has failed.	Check the target device.
804	An error related to the hardware has occurred.	Contact your service representative.
805	An error related to the database has occurred.	Contact your service representative.
806	An unclassifiable error has occurred in the RS Center System.	Contact your service representative.
807	An error on the client side that does not have an error code has occurred.	Contact your service representative.
809	Cannot find the connector in RS Center System.	Contact your service representative.
810	The device registered by the RC Gate cannot be found at the RS Center System.	Contact your service representative.

Code	Cause	Solution
813	Firmware restoration, system firmware update, or device firmware update is in process.	During the device firmware update, the system firmware is not updated even in the case of receiving the system firmware update request.
814	Cannot register device.	The selected item is an RC Gate ID being used or registered device. Use another ID or register another device.
816	The selected device is already registered to the RS Center System.	The selected device is already registered. Register another device.
817	Oversized data entry.	Check the settings.
818	An error has occurred in relation to the parameter.	Settings have not been specified entirely or invalid values have been specified. Specify the settings with correct parameters.
823	During the device firmware update or the RC Gate firmware update, the size of the firmware to download is too large.	The capacity is insufficient, so do not execute firmware update. Contact your service representative.
824	The scheduled device firmware update time has passed without updating.	Contact your service representative.
825	An error has occurred in the e-mail setting.	The e-mail setting is not configured correctly. Configure it correctly in [Email Server Setting].
827	The notification of the device firmware update result has been canceled.	The customer engineer has canceled the notification of the device firmware update result.
828	Cannot access targeted device.	Check the target device.
829	FTP login authentication failure.	Contact your service representative.
830	FTP disconnected.	Contact your service representative.
831	A reply did not come back from the server within a specified period of time.	Contact your service representative.
834	The operation has been cancelled.	Processing has been suspended.
835	There was an operation timeout.	Log in again.

Code	Cause	Solution
836	Timeout.	Log in again.
841	The RC Gate ID is invalid.	Contact your service representative.
842	The device ID in this notification and in the installation plan information differs.	Enter a correct device ID.
843	The format of RC Gate ID is invalid.	Contact your service representative.
844	Received request number incorrect.	Contact your service representative.
848	Connection test has failed.	Check the connection.
849	Exchange is not supported by the service site.	Contact your service representative.
850	The selected country is incorrect. Exchange is not supported by the service site.	Select the country where the product is used.
852	The applicable data is missing.	Contact your service representative.
853	A CSS device has been specified as managed	Contact your service representative.
899	There was an unclassified error.	Contact your service representative.
951	An error has occurred to the network connection.	The proxy server setting may not be correct or there may be a problem in the network environment. Check the settings.
954	It is prohibited to operate the selected function.	The permission setting of the selected function is set to [Do not permit]. Check the setting.
955	An xml parse error has occurred.	Contact your service representative.
1001	There is an error in the system status.	Contact your service representative.
9801	Http connection error	Contact your service representative.

Specifications for the Main Unit

Item	Descriptions	
Type	Box type	
Interface	Ethernet interface × 1 (10BASE-T or 100BASE-TX, 1000BASE-T)	
Options	RICOH Remote Communication Gate A2 Storage 1000	
Indicator	LED	4(Blue: Power, Red: Alert, Yellow: Status × 2)
Protocols	HTTP, HTTPS, SNMP v1/v2/v3, FTP, SMTP	
Managing Devices	Digital multifunction devices, copiers, and printers correspondent to the service	
Maximum Number of Devices to be Supported	• Controlled devices registered to the RS Center System 100 devices (1,000 devices when the optional storage have been installed) • Auto Discovery 1,000 devices (including the devices registered to the RS Center System on the network)	
Environment	Operating ambient temperature range: 10 - 32 °C (50 - 89.6 °F), 15 - 80 %RH Storage temperature range: -10 - 50 °C (14 - 122 °F), 15 - 90%RH	
Power	• For Users in Countries Outside of North America: 220-240 V, 50/60 Hz, 2.5 A or more • For Users in North America: 120 V, 60 Hz, 3.0 A or more	
Power Consumption	10 W	
Dimensions	Width 155 mm (6.1 inches) /Depth 120 mm (4.7 inches) /Height 32 mm (1.3 inches)	
Weight	300 g (0.7 lbs)	

Information about Installed Software

The following is a list of the software included in this equipment:

- WPASupplicant
- OpenSSL
- busybox
- glibc
- ethtool
- gdb
- linux
- LTIB
- u-boot
- udev
- wide-dhcpv6
- libstdc++
- Antlr
- Apache Axiom
- Apache Axis
- Apache Axis2 OSGi Integration
- Apache Commons Beanutils
- Apache Commons CLI
- Apache Commons Codec
- Apache Commons Collections
- Apache Commons Compress
- Apache Commons CSV
- Apache Commons DBCP
- Apache Commons Digester
- Apache Commons Discovery
- Apache Commons EL
- Apache Commons File Upload
- Apache Commons IO
- Apache Commons Jxpath
- Apache Commons Lang

- Apache Commons Logging
- Apache Commons Logging API
- Apache Commons Net
- Apache Commons Pool
- Apache Commons Validator
- Apache Derby
- Apache Felix Gogo
- Apache Geronimo crypto
- Apache Http Core
- Apache Http Core OSGi bundle
- Apache HttpComponents httpclient
- Apache Jasper
- Apache Log4j
- Apache Lucene
- Apache Mime4j
- Apache Poi
- Apache ServiceMix :: Bundles :: Jaxen
- Apache Velocity
- Apache Xerces
- Apache Xml Commons
- Apache XML Commons Resolver
- Apache Xml Resolver
- Apache XMLBeans
- ASM
- asm-attrs
- Axis2
- Bouncy Castle
- c3p0
- cglib
- cglib-nodep
- Codehaus Jackson
- Dom4j
- Dumbster

- ehcache
- Equinox
- Fast Infoset
- Ftp4j
- Glassfish
- Google guice
- Google Web Toolkit
- Guava
- gwt-crypto
- Hibernate
- hibernate-jpa-2.0-api
- hibernate-jpamodelgen
- HyperSQL
- iBATIS
- Jakarta Oro
- Java EL
- Java Mail
- Java Message Service
- Java Native Access
- Java Persistence API
- Java Servlet
- Java Servlet JSP
- Java Validation API
- JavaBeans Activation Framework
- Javassist
- jaxb-api
- jaxb-impl
- jaxrs-api
- Jboss Cache
- jboss-common-core
- jboss-el
- jboss-logging-spi
- jboss-transaction-api

- jcifs_krb5
- Jcip Annotation
- JCL 1.1.1 implemented over SLF4J
- jdbc2_0-stdext
- Jetty
- Jgroups
- JNA
- jni4net
- Jsch
- Jsch OSGi bundle
- Jsr250-API
- JTA
- Jtidy
- juniversalchardet
- Jyaml
- ksoap2
- kXML2
- kXML2 OSGi bundle
- MyBatis
- Oauth
- oauth-provider
- Org. Jettison JETTISON
- OSCache
- Quartz
- RestEasy
- scannotation
- Slf4j
- Snmp4j
- Snmp4j OSGi bundle
- Spring Dynamic Modules
- Spring Framework
- spring-osgi-annotation
- spring-osgi-core

- spring-osgi-extender
- spring-osgi-io
- spring-osgi-mock
- Stax API
- Sun Java Streaming XML Parser
- Super CSV
- Web Services Metadata 2.0
- woden-api
- woden-impl-commons
- woden-impl-dom
- Wsdl4j
- Wstx Asl
- xml-commons
- XmlPull
- XmlSchema

You can check the information about software licenses and copyright by entering the following URL in the web browser:

http://{LAN port IP address}:8080/licenses/index.html

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- Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights to those marks.

  This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit.

  (http://www.openssl.org/)
- The product names of Windows 7 are as follows:

  Microsoft® Windows® 7 Starter

  Microsoft® Windows® 7 Home Premium

  Microsoft® Windows® 7 Professional

  Microsoft® Windows® 7 Ultimate

  Microsoft® Windows® 7 Enterprise
- The product names of Windows 8.1 are as follows:

  Microsoft® Windows® 8.1

  Microsoft® Windows® 8.1 Pro

  Microsoft® Windows® 8.1 Enterprise
- The proper names of Internet Explorer 8, 9, 10 and 11 are as follows:

  Windows® Internet Explorer® 8

  Windows® Internet Explorer® 9

  Internet Explorer® 10

  Internet Explorer® 11

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