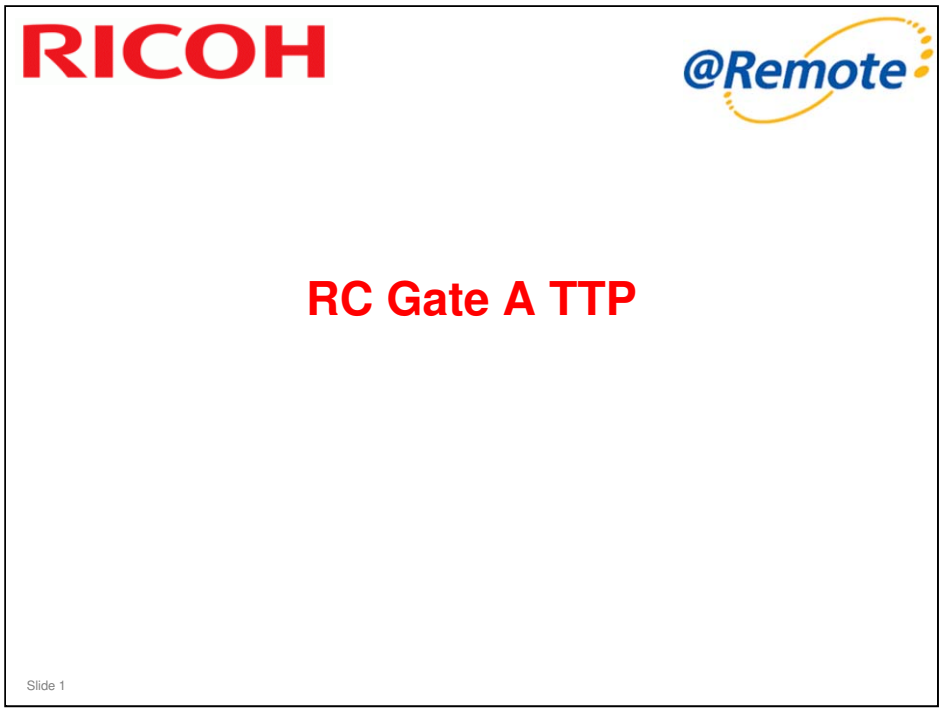
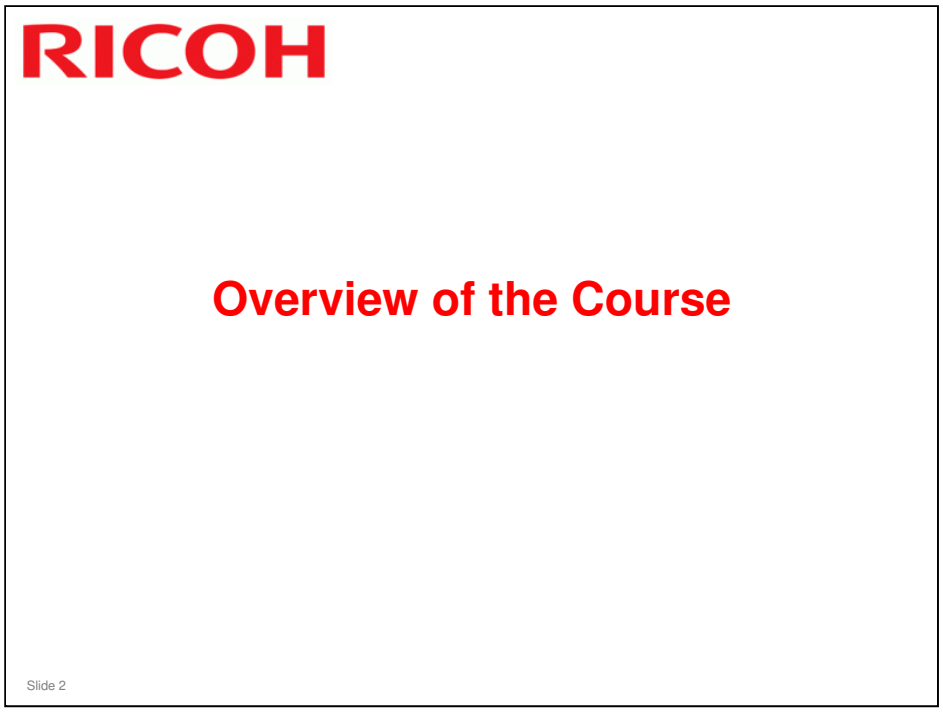


- This training course assumes that you are familiar with the previous model 'RC Gate'.

Modifications to this TTP

- January 29 2010
  - Modified slides (old numbering)
    9, 34 (notes page only), 37, 59, 87, 94
    Slides 72, 73, 74 (old numbering) - deleted
  - Added slides
    After slide 32 (old numbering) - 2 slides added
    After slide 37 (old numbering) - 1 slide added
    After slide 87 (old numbering) - 2 slides added
    After slide 90 (old numbering) - 1 slide added
    After slide 92 (old numbering) - 1 slide added
- February 3 2010
  - Modified slides (Jan 29 numbering)
    99 (slide replaced)
- March 5 2010
  - 99 (slide edited)
- March 24 2010
  - 85 (last paragraph of slide corrected)
- June 22 2010: New slides added to the user code counter section, and changes made to the other slides in this section. Ten slides in this section now, plus the title slide.
- July 7 2010: Slide 110 – Note *5 added, Slides 82 and 83 inserted (ping connection), Slide 9 (REST protocol and Cosmos – not used), slide 91 (text added)



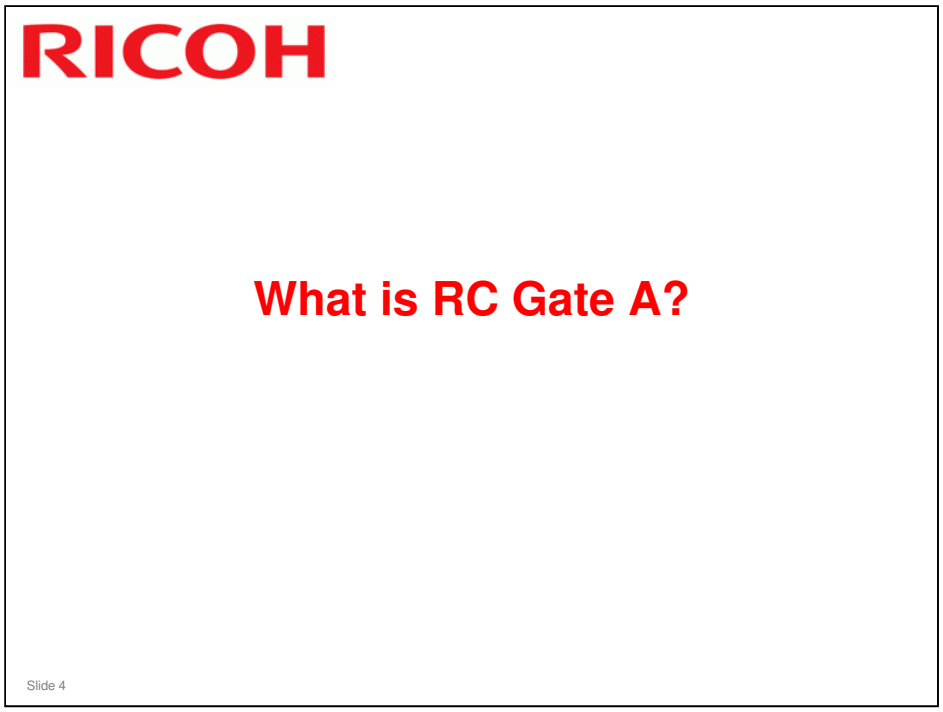
No additional notes

Sections in this Course

- What is RC Gate A?
- Comparison with Previous Products
- Installation
- New Features
- Correct Turning Off Procedure
- Replacement Procedures
- Troubleshooting
- Migrating a Customer from Multiple RC Gates to an RC Gate A

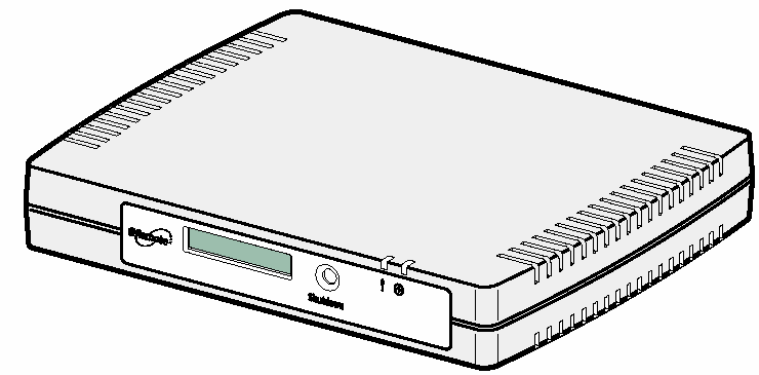
Slide 3

No additional notes



No additional notes

What is RC Gate A?



- The RC Gate A is a desktop external appliance.
- It is the successor to the RC Gate.

Slide 5

No additional notes

Options for the RC Gate A

- **DIMM: Allows the RC Gate A to handle user counters.**
- **SSD (solid state disk): Increases the maximum number of managed devices from 100 to 1000.**
  - The DIMM must also be installed, or the SSD will not work.

Slide 6

No additional notes

❒ We include the RC Gate S Pro also, for reference.

Major Specifications - 1

- **Max. number of Monitored devices**
  - RC Gate: 500
  - RC Gate S Pro: 5000
  - RC Gate A: 500 (standard), 1500 (with optional memory)
- **Max. number of Managed devices**
  - RC Gate: 100
  - RC Gate S Pro: 5000
  - RC Gate A: 100 (standard), 1000 (with optional memory)
- **Periodical reboot**
  - RC Gate: Adjustable; Weekly or Monthly
  - RC Gate S Pro/RC Gate A: Unnecessary
- **SNMP Version**
  - RC Gate: SNMP v1/v2 only
  - RC Gate S Pro/RC Gate A: SNMP v1/v2/v3

Slide 8

❒ These are the most important differences from the RC Gate.

Major Specifications - 2

- **Communication Protocol**
  - RC Gate: SNMP/SOAP
  - RC Gate S Pro/RC Gate A: SNMP/SOAP
- **Communication Method (between appliance and center)**
  - RC Gate: SMTP (1-way) or HTTPS (2-way)
  - RC Gate S Pro/RC Gate A: HTTPS only
- **Appliance ID2**
  - RC Gate: J77 / (J76)Ymm00001
  - RC Gate S Pro: S5600000001
  - RC Gate A: V7800000001
- **System Log**
  - RC Gate: 4KB
  - RC Gate S Pro: 500MB, RC Gate A: 2MB
- **Communication Log**
  - RC Gate: 64kB
  - RC Gate S Pro: 10MB, RC Gate A: 2MB
- **Security Log**
  - RC Gate A: 2MB

Slide 9

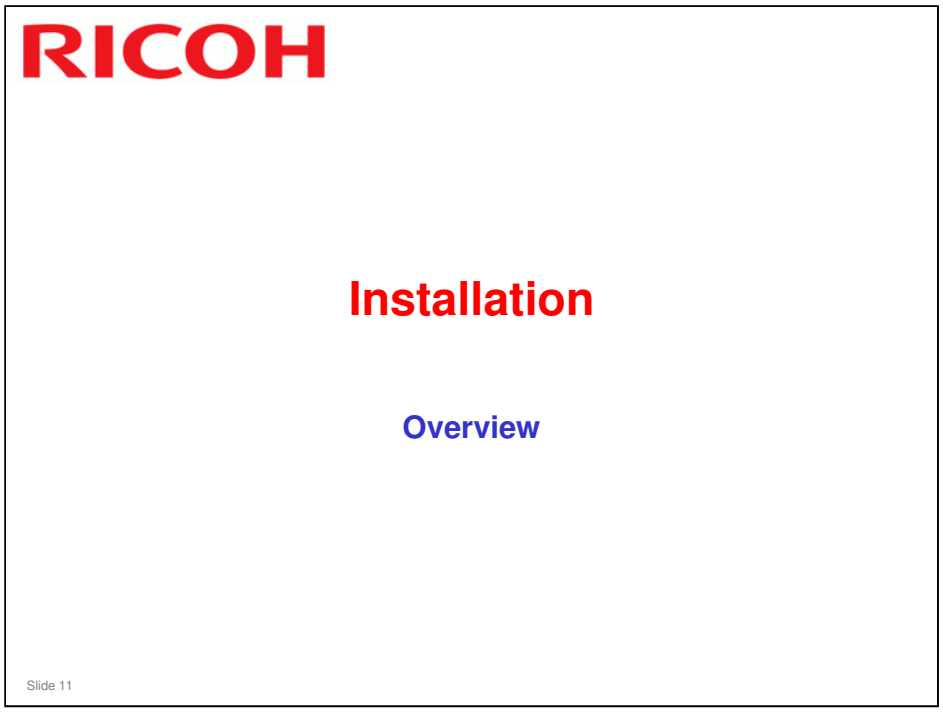
- These are the most important differences from the previous model ‘RC Gate’.
- SOAP: Simple Object Access Protocol

Major Specifications - 3

- **When an Appliance SC occurs**
  - RC Gate: Will reboot.
  - RC Gate S Pro: RC Gate S Pro itself does not reboot, but the internal @Remote service will reboot.
  - RC Gate A: Will reboot.

Slide 10

- These are the most important differences from the previous model ‘RC Gate’.



This section will explain the main points about installing a RC Gate A at a customer site.

A Summary of the Steps - 1

- **Step 1. Customer Pre-Survey**
  - To gather the necessary information for the installation
  - Will the machines be 'Monitored' or 'Managed'?
  - How many RC Gate As will be needed?
- **Step 2. Pre-Register the RC Gate A, using the Center GUI**
  - To issue a Request Number for the RC Gate A
- **Step 3. Device Configuration**
  - To check that the machines can be connected to @Remote.

Slide 12

No additional notes

A Summary of the Steps - 2

- **Step 4. Install the RC Gate A at the Customer Site**
  - Install the RC Gate A unit and the options requested by the customer.
  - Connect the RC Gate A to a PC, so that you can make settings on the RC Gate A.
  - Connect the RC Gate A to the customers LAN and set up the network settings
  - Connect the RC Gate A to the @Remote Gateway, to register the RC Gate A with the @Remote Center
- **Step 5. Register the devices that are connected to the RC Gate A(s) that you just installed**
  - In the RC Gate A UI, use the Device Registration Wizard or the Auto Discovery Wizard
  - It will be necessary in some cases to also register the machines with the Center GUI

Slide 13

No additional notes

No additional notes

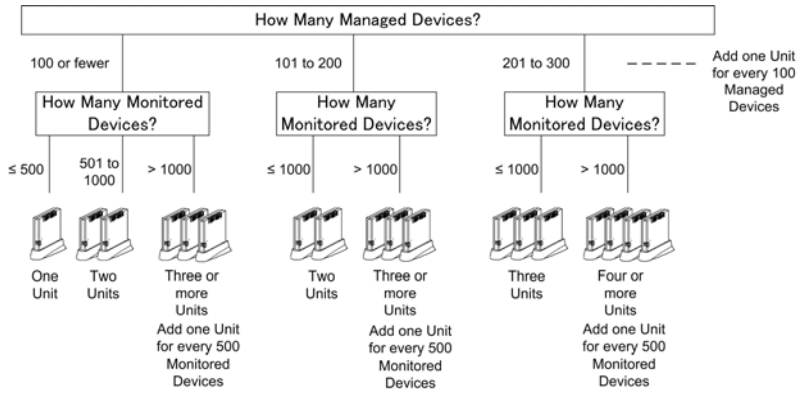
Managed or Monitored Devices

- **RC Gate A with no optional memory**
  - Maximum managed devices - 100
  - Maximum monitored devices - 500
  - Maximum total devices - 600
- **RC Gate A with optional memory (DIMM plus SSD)**
  - Maximum managed devices - 1000
  - Maximum monitored devices - 500
  - Maximum total devices - 1500
- **RC Gate**
  - Maximum managed devices - 100
  - Maximum monitored devices - 500
  - Maximum total devices - 500
- **RC Gate S Pro**
  - Maximum total devices - 5000 (any mixture of managed and monitored)
  - This is a theoretical specification, but in practice the RC Gate S Pro can probably handle many more devices than this

Slide 15

- For the RC Gate A without memory, the number of managed devices is fewer.
- To manage more devices, the optional DIMM and optional hard disk (SSD: solid state disk) must both be installed. The SSD cannot work without the DIMM.
- If only the DIMM is installed, the RC Gate A will be able to handle user counters.

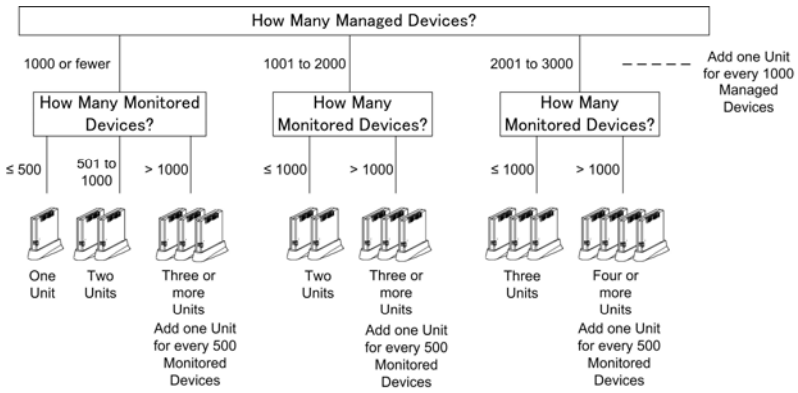
How Many Units do I Need?
No Optional Memory



Slide 16

- Keep in mind that the customer may remove some of these machines or install some new ones. So you may need to change the number of RC Gate As at the location.

How Many Units do I Need?
With Optional Memory



Slide 17

- Keep in mind that the customer may remove some of these machines or install some new ones. So you may need to change the number of RC Gate As at the location.

No additional notes

Registering a New Device

- **Login to the center server.**
  - Make sure that your PC has the required settings to access center GUI.
  - Make sure that you already have your ID and password to login to the following URL: https://rcg.support.ricoh.com/atremotecenter/MainServlet
- **In the center GUI, click "New Registration" in the Registration menu.**
  - Input the necessary information.
- **Click "Register" to obtain a Request Number.**
  - The technician needs this number to install the RC Gate A at the customer site.

Slide 19

- This slide is an overview of the steps. The procedure is the same as for the previous model 'RC Gate'.

No additional notes

Can the Device be Connected to @Remote?

- This is the same as for the previous model 'RC Gate'.

Slide 21

No additional notes

No additional notes

Overview

- **In this section, we will:**
  - Install the RC Gate A unit and the options requested by the customer.
  - Connect the RC Gate A to a PC, so that we can make settings on the RC Gate A.
  - Connect the RC Gate A to the customers LAN and set up the network settings
  - Set up the RC Gate A settings, then register the RC Gate A with the @Remote Center

Slide 23

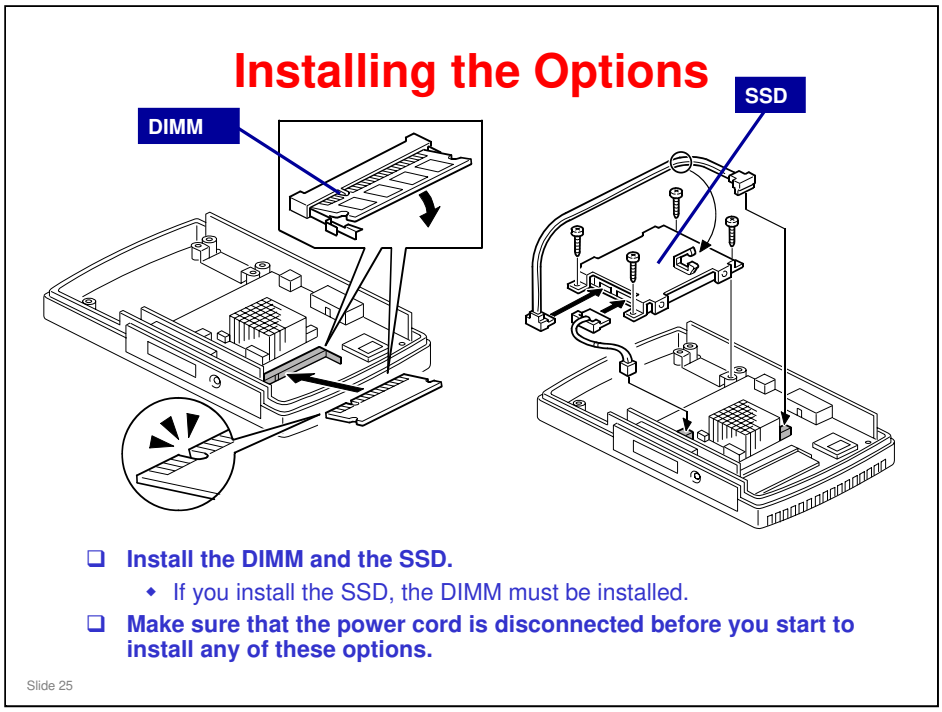
No additional notes

Preparation

- **Bring the following items to the customer site:**
  - RC Gate A
  - Customer survey
    - » Make sure the request number from the @Remote Center is written on the survey.
  - Laptop computer
    - » Make sure the computer has an RJ-45 100Base-TX/10Base-T network port.
  - Make sure the computer has Internet Explorer 5.0 or newer.
  - If you cannot bring a laptop computer, ask to use the customer's computer.
  - Network cross cable for laptop computers
- **Make sure you can use the following at the customer site:**
  - A power outlet
  - An open port on the hub

Slide 24

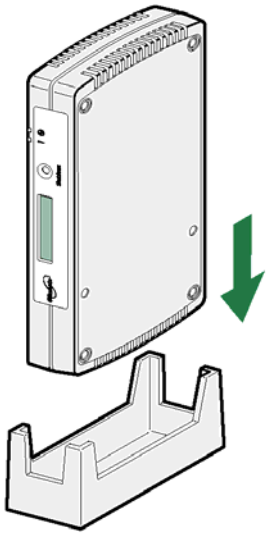
❒ This is the same as for the previous model 'RC Gate'.



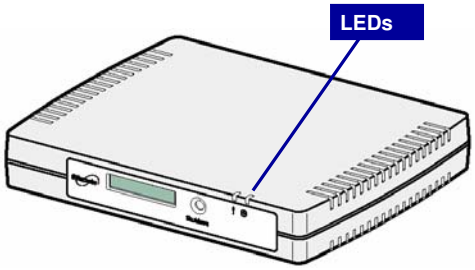
RC Gate A/RC Gate S Pro Field Service Manual, Installation Procedure

- ❒ Take off the top cover, as shown in the manual.

Install the RC Gate A

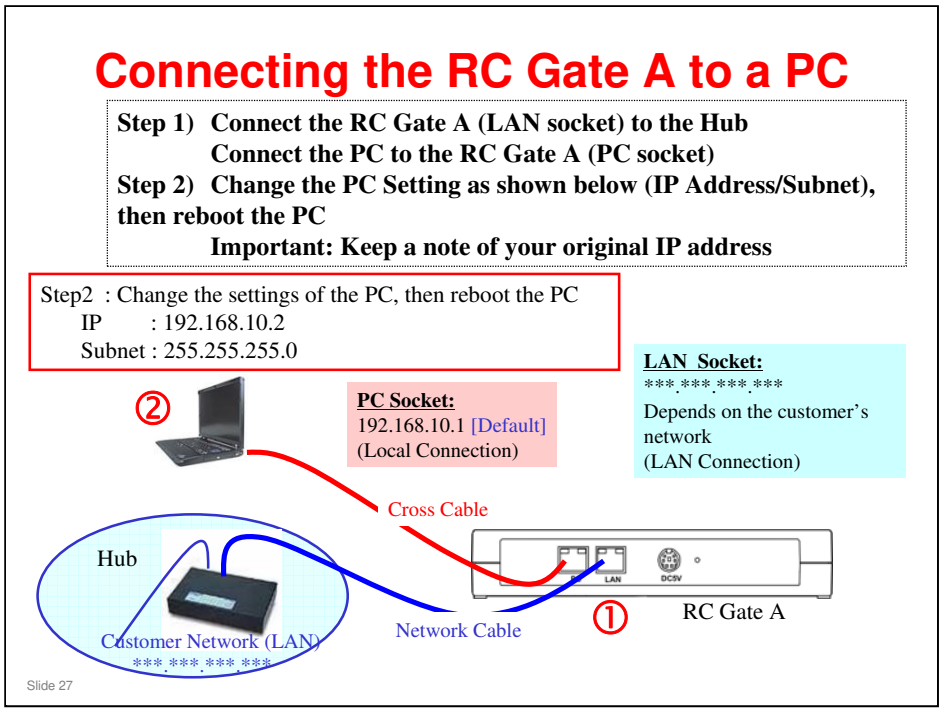


- You can put the RC Gate A in the supplied stand, or you can put it on a flat surface with the LEDs facing up.



Slide 26

No additional notes



❒ After you do the above operations, and plug the RC Gate A's power cable in, you can make settings in the RC Gate A.

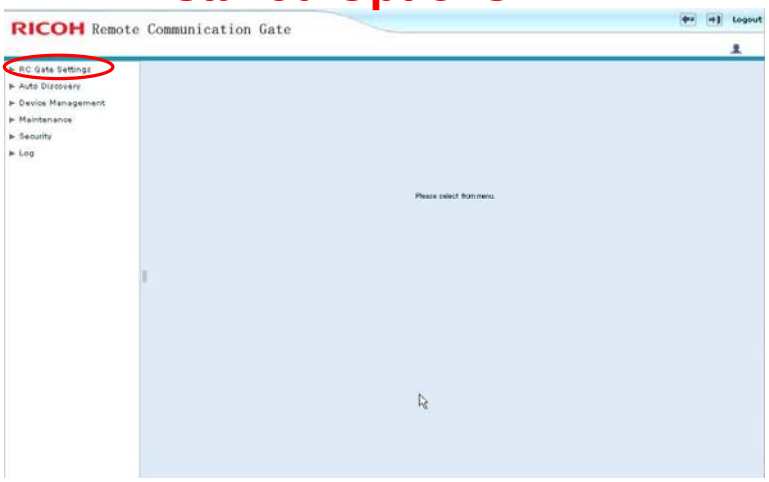
Does the RC Gate A Recognize the Installed Options? - 1

- **Access the CE login page of the RC Gate A.**
  - Login page: https://192.168.10.2:9443/CE
    - » 9443 is the port number used for service functions.
- **Select 'RC Gate Configuration' from the drop box above the Login button.**
- **Enter the CE password, then click "Login"**

Slide 28

No additional notes

Does the RC Gate A Recognize the Installed Options? - 2

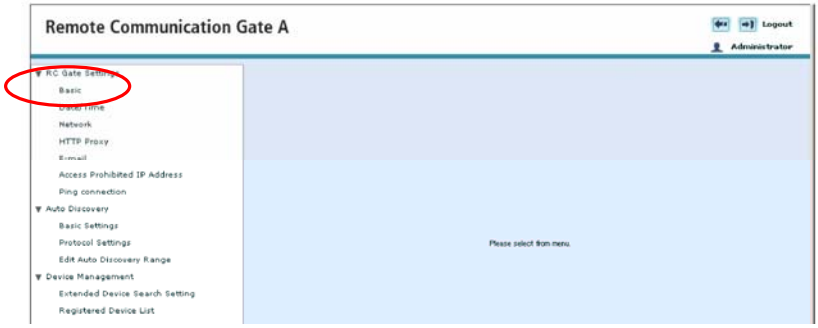


- Click “RCGate Settings”

Slide 29

No additional notes

Does the RC Gate A Recognize the Installed Options? - 3



- Click 'Basic' in the menu on the left.

Slide 30

No additional notes

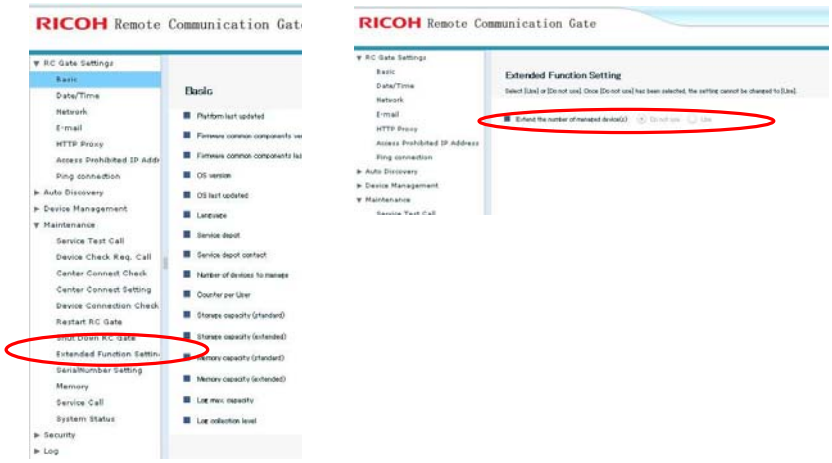
Does the RC Gate A Recognize the Installed Options? - 4

- **To check if the DIMM and SSD options are properly functioning, see the indicated locations on the screen.**
  - SSD: Storage capacity (extended)
  - DIMM: Memory capacity (extended)

Slide 31

No additional notes

Enable the Installed Options



- In the Maintenance menu, click ‘Extended Function Setting’.
- Select ‘Use’.

Slide 32

- You will not be able to select ‘Use’ unless both the memory options are installed.
- If you do not change this setting to ‘Use’, you will only be able to register 100 managed devices, even if the memory options are installed.
- After you change the setting, you cannot change it back to ‘Do not use’.
  - The software cannot undo the preparations it has made to accept the larger number of managed devices (max 1000).

Installing Options at a Later Time

- The previous procedure assumes that you install the options at the same time as installing the RC Gate A.
- If you install the options at a later time, you do not need to remove the RC Gate A from the @Remote Center.
- Just install the options, using the procedure that we already described.

Slide 33

No additional notes

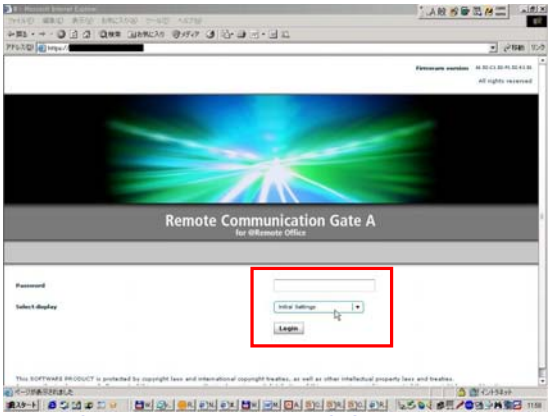
Uninstalling Options

- **If you uninstall the storage and memory options after you have registered the RC Gate A at the @Remote Center, then you must do the following:**
  - 1. Remove the RC Gate A from the @Remote center.
  - 2. Remove the Memory and Storage Options from the RC Gate A.
  - 3. Make sure that the setting of "Extended Function Setting" is set to "Do not use".
  - 4. Perform "A to A replacement".
- **If you remove the options before removing the RC Gate A from the @Remote center, device registration data will still remains in the storage option.**
  - Removing the RC Gate A from the @Remote center will erase all data in the storage option.
- **If there are more than 100 managed devices or more than 500 monitored devices, it is not possible to restore the backed-up data to the RC Gate A after removing options.**

Slide 34

- Without storage and memory options, the RC Gate A can only hold data for 100 managed devices and 500 monitored devices.

Set up the RC Gate A - 1

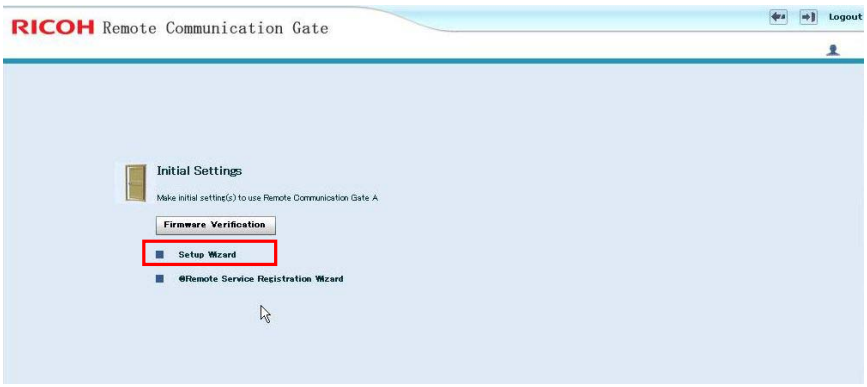


- **Access the CE login page of the RC Gate A.**
  - Login page: https://192.168.10.2:9443/CE
    - » 9443 is the port number used for service functions.
- **Select 'Initial Settings' from the drop box above the Login button.**
- **Enter the CE password, then click "Login"**

Slide 35

No additional notes

Set up the RC Gate A - 2

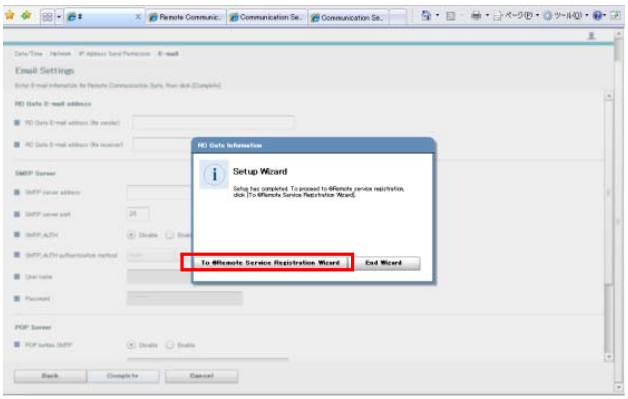


- **Click "Setup Wizard".**
  - The next screens ask for date and time, network settings, IP address send permission, E-mail settings.
  - Consult the customer for the required settings.
  - Click 'Next' after filling the required items in each screen.
  - After the final screen (E-mail Settings), click 'Complete'.

Slide 36

- The above screen is called the 'top screen'.
- The items that come up in the screens are the same as for the previous model 'RC Gate'.
- IP Address Send Permission: After the registration of the RC Gate A at the @Remote center is completed, this setting cannot be changed.

Register the RC Gate A - 1

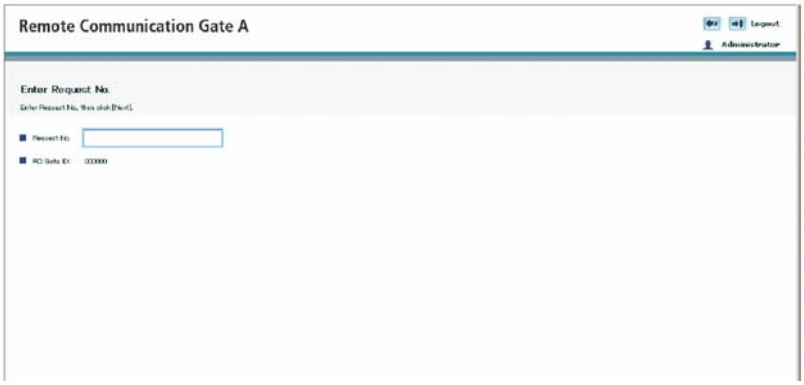


- Then click “@Remote Service Registration Wizard” in the small window that appears.
- Or, if you are not ready to register, click End Wizard. Then later, you can select “@Remote Service Registration Wizard” in the top screen.

Slide 37

- Top screen: see the previous slide.
- If you cannot see “@Remote Service Registration Wizard” in the top screen, it means that the RC Gate A is already registered.

Register the RC Gate A - 2

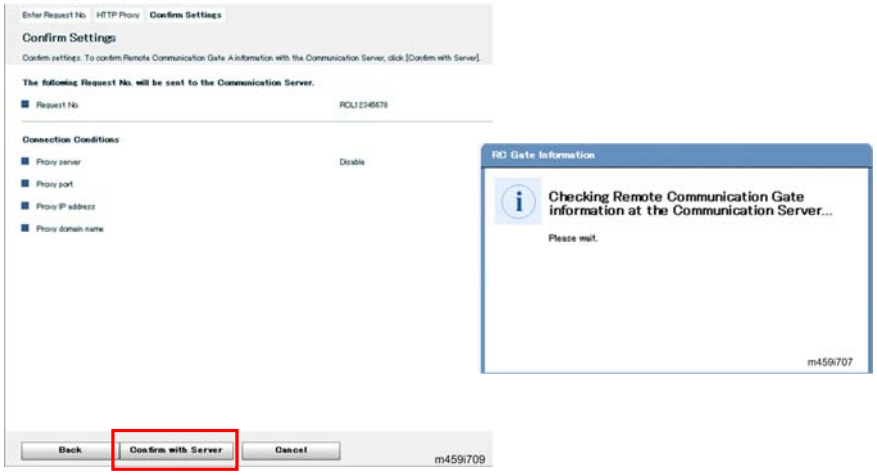


- **Input the Request Number that was issued by the @Remote Center for this RC Gate A.**
- **Then click 'Next'.**
  - You will be asked to check if the HTTP settings are correct. Click Next if they are OK.

Slide 38

- This is similar to the installation for the previous model 'RC Gate'.
- After confirmation finishes, if you see 'Ask Error', click the "Back" button and input the request number again.
- The RC Gate S Pro has an additional step before this one, to create the individual certificate. This is not necessary for the RC Gate A, because an individual certificate is stored in the RC Gate A at the factory (like with the RC Gate).

Register the RC Gate A - 3

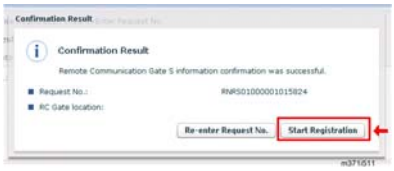


- ❑ **Click 'Confirm with Server'.**
- ❑ **The confirmation process begins.**

Slide 39

- ❒ If you see 'Error', click the "OK" button and input the request number to start again.

Register the RC Gate A - 4



- **Click the "Start Registration" button.**
  - A progress bar indicates how the registration process is going.
- **When you see the screen on the right, the RC Gate A has been registered successfully with the @Remote Center.**
  - Click ‘Finish’.

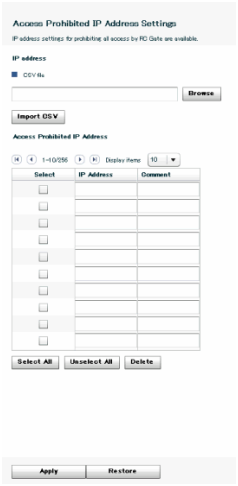
Slide 40

- If you see ‘Registration Error’, click the "Back" button and input the request number to start again.

No additional notes

IP Address Exclusion

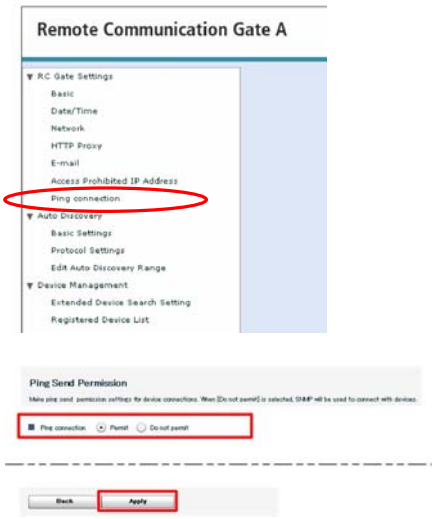
- It is possible to set IP addresses which you do not wish to be searched by the RC Gate A when looking for devices to register.
- You can set up to 255 IP addresses.



Slide 42

- You have to select one at a time.
  - With the RC Gate A, it is also possible to import a set of addresses as a csv file.
- You will also have a chance to set up this function during setting up Auto Discovery.

Ping Connection



- **With this feature, you can select how the machine searches for devices to register.**
  - Permit: Ping every IP address on the network one after the other.
  - Prohibit: Issue an SNMP broadcast on the network and limit the search to responding addresses only.

Slide 43

No additional notes

Register the Connected Devices
Overview

- **To register the devices with the @Remote Center, there are two methods:**
  - Remote Registration
  - Local Device Registration

Slide 44

- This is basically the same as the previous model ‘RC Gate’.

Register the Connected Devices
Remote Registration

- **At the RC Gate A UI, use the Auto Discovery Registration Wizard.**
- **Then, at the Center GUI, select the devices which we want to be managed and click 'Manage Devices'.**
  - Select only devices for which 'Monitored' is displayed on the Device List; if 'Managed' is displayed, the device is already managed.
  - For devices that you wish to be monitored, there is no need to do anything. Monitored devices are created automatically every time that Auto Discovery is done.

Slide 45

- This is basically the same as the previous model 'RC Gate'.

Register the Connected Devices
Local Device Registration

- **At the RC Gate A UI, use the Device Registration Wizard.**
  - Devices found in the IP address ranges set up with the Device Registration Wizard will become 'managed'.
- **Then, again at the RC Gate A UI, use the Auto Discovery Registration Wizard.**
  - AD must be on
  - Devices found in the IP address ranges set up with the Auto Discovery Registration Wizard will become 'monitored'.
- **Then, at the Center GUI, select all devices that show 'Found' on the device list, and click 'Register Devices'. These will become 'managed' devices.**
  - Normally, 'Found' devices automatically convert to 'Registered'. But if the system is still busy looking for devices before a timeout (1 hour) occurs, then the devices will still be displayed as 'Found'.

Slide 46

- This is basically the same as the previous model 'RC Gate'.

Login

- **Access the CE login page of the RC Gate A.**
  - Login page: https://aaa.bbb.ccc.ddd:9443/CE
    - » 9443 is the port number used for service functions.
- **Select 'Initial Settings' from the drop box above the Login button.**
- **Enter the CE password, then click "Login"**

Slide 47

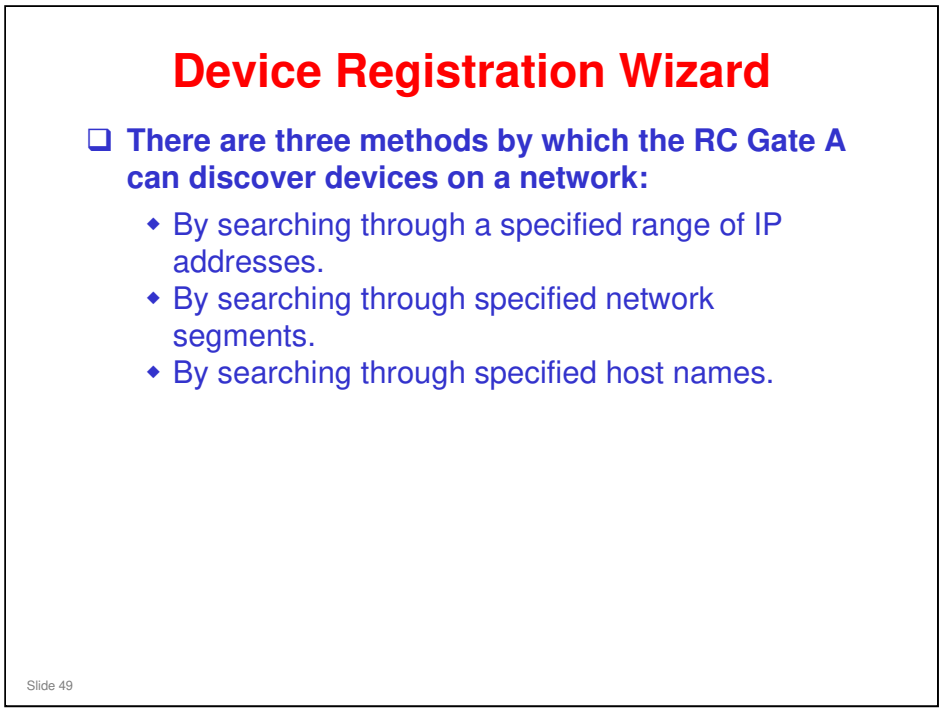
- This time, we access the RC Gate A from a PC on the customer's network (connected through the LAN socket, not the PC socket).
- aaa.bbb.ccc.ddd is the IP address of the RC Gate A on the customers network.

Registering the Connected Devices

- **To register the devices with the @Remote Center, we must use either of the following:**
  - Device Registration Wizard
  - Auto Discovery Setting Wizard

Slide 48

- The process is similar to the previous model ‘RC Gate’. The user interface is different.
- Device registration can be done only by a service representative.



Operating Instructions, 4. Registering Devices with the Communication Server

- We will take a look at how to search through a list of IP addresses. Details of all three methods are in the operation manual.

Device Registration Wizard - 1

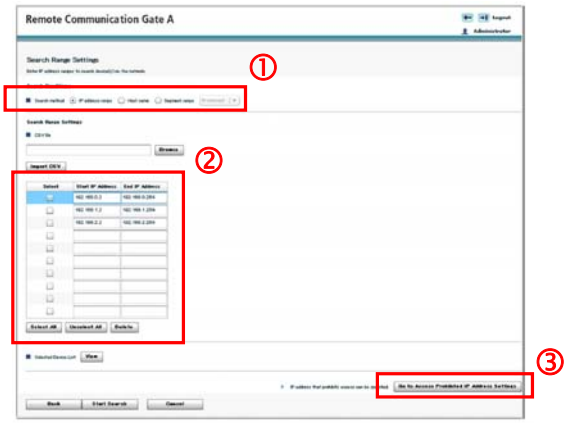
- **Select a protocol for the search.**
  - The correct setting depends on the customer's networks SNMP version
  - If in doubt, select SNMP V3 priority. SNMP V3 will be used first, then the other protocols.
- **Click Next.**

Slide 50

It takes 13 min. of processing time to register 500 devices at one time.

- So, for RC Gate A (maximum of 1000 devices), it takes up to 26 minutes.
- Each registration operation can handle up to 500 devices, so you have to do up to 2 operations for the RC Gate A.

Device Registration Wizard - 2

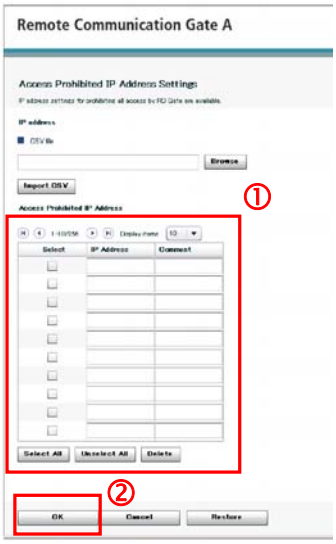


- Select a search method, then input the IP Address Ranges.
- If you want to prevent some IP addresses from being searched, click 'Go to Access Prohibited IP Address Settings'

Slide 51

- You can also import a list of IP addresses as a csv file.

Device Registration Wizard - 3

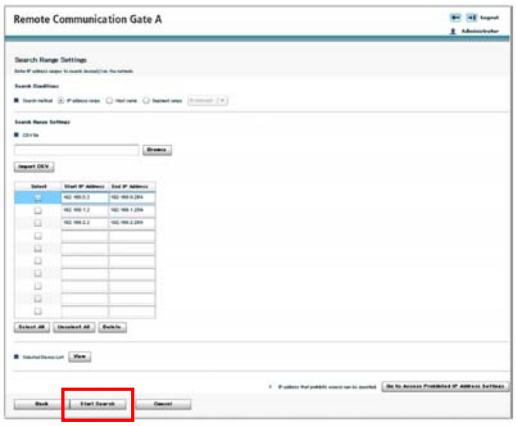


- **Input the IP addresses you wish to exclude.**
  - Then click OK.

Slide 52

No additional notes

Device Registration Wizard - 4

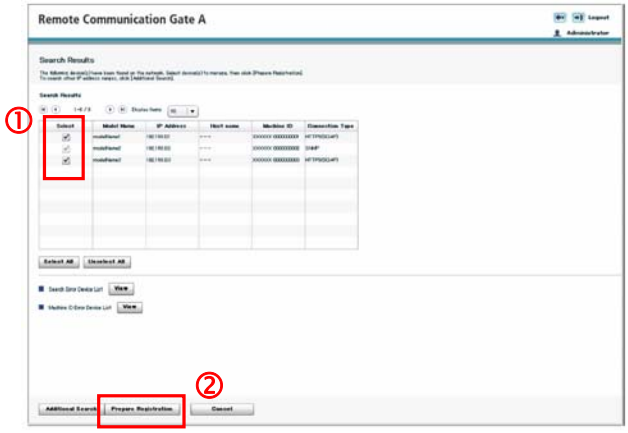


- Click ‘Start Search’ when you have specified the IP addresses.

Slide 53

No additional notes

Device Registration Wizard - 5

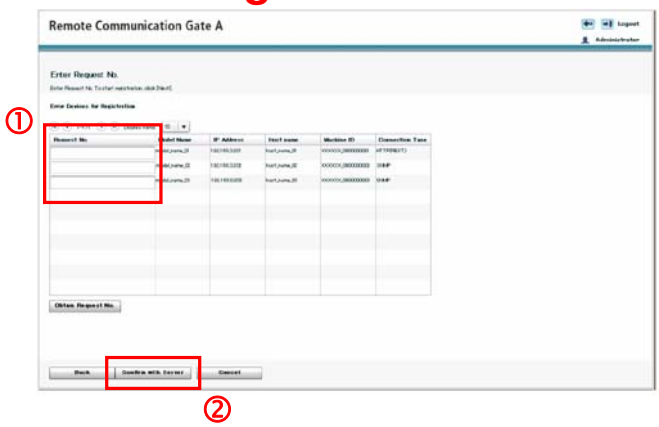


- Click the boxes next to the devices that you wish to register.
- Then click 'Prepare Registration'.

Slide 54

No additional notes

Device Registration Wizard - 6

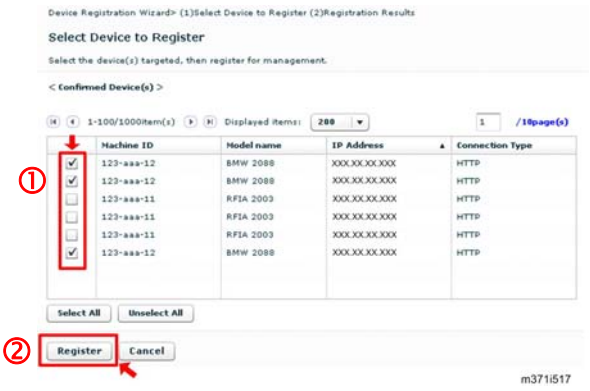


- **Input a request number for each device.**
  - If you click 'Obtain Request No', the request number fields will be filled in automatically.
- **Then click 'Confirm with Server'.**

Slide 55

No additional notes

Device Registration Wizard - 7



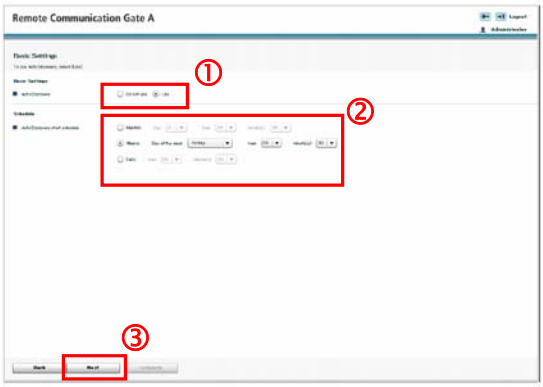
- The RC Gate A searches for machines that can be registered.
- When a list appears as shown above, select the devices to register, then click 'Register'.
- A results screen will be shown. Click 'Complete' to finish.

Slide 56

- The RC Gate A searches the network for devices in a similar way to SmartDeviceMonitor.
- If the request is accepted, the system registers the device at the @Remote Gateway/Center.

No additional notes

Auto Discovery Setting Wizard - 1

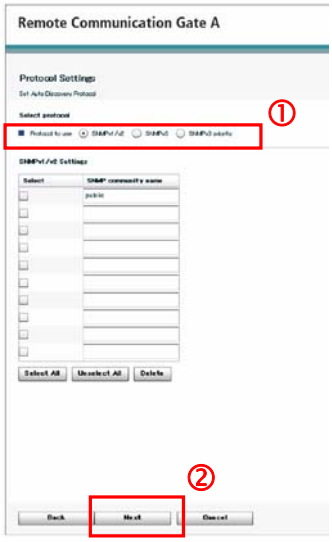


- **To enable auto discovery, select 'Use', input the schedule, and click 'Next'.**
  - If there are no monitored devices, then you can select 'Do not use'.
- **When the Setting Result screen appears, click 'Finish'.**

Slide 58

No additional notes

Auto Discovery Setting Wizard - 2

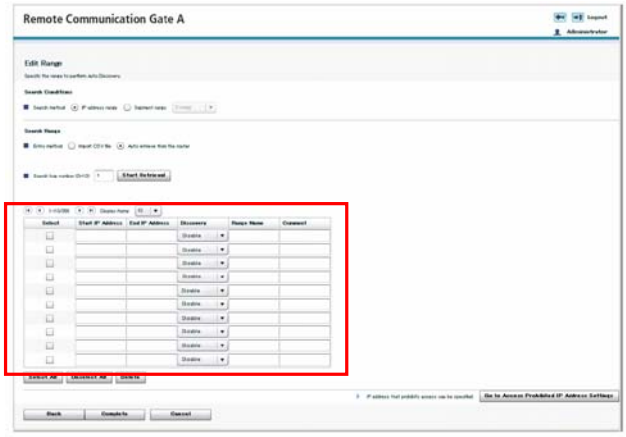


- **Select a protocol for the search.**
  - The correct setting depends on the customer's networks SNMP version
  - If in doubt, select SNMP V3 priority. SNMP V3 will be used first, then the other protocols.
- **Click Next.**

Slide 59

No additional notes

Auto Discovery Setting Wizard - 3

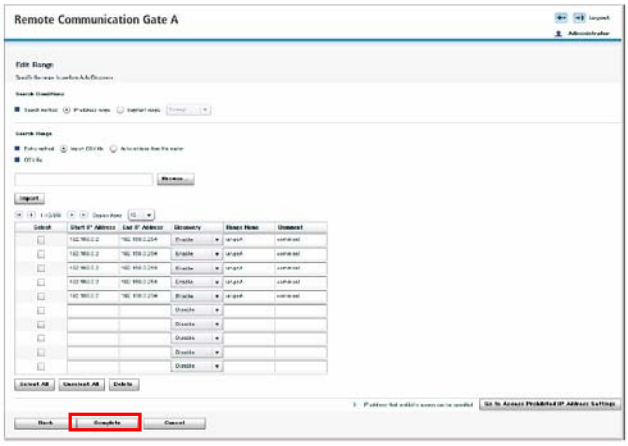


- Set the search ranges
- If you want to prevent some IP addresses from being searched, click 'Go to Access Prohibited IP Address Settings'

Slide 60

No additional notes

Auto Discovery Setting Wizard - 4



- When you have finished, click 'Complete'.

Slide 61

No additional notes

Remote Firmware Update Wizard

- **Not available for RC Gate A.**
  - "Communication Server update" is the only way to do RFU. "Onsite update“ is not available for the RC Gate A. So no wizard is needed.

Slide 62

- This is the same as previous model ‘RC Gate’. But RC Gate S Pro has the ‘onsite update’ choice.
  - "Communication Server update“: Allows a technician at the Center GUI to update the device firmware by RFU (Remote Firmware Update) through @Remote.
  - "Onsite update“: Allows a user administrator to update the device firmware themselves.

This section explains features that are new. It also explains a few improvements to the RC Gate features.

Overview

- IP Address Exclusion
- RFU Enable/Disable
- RFU Prohibition Interval
- RFU Method Selection
- RFU Timeshift
- Auto Call Notification Timing and Retry
- Extended Device Search

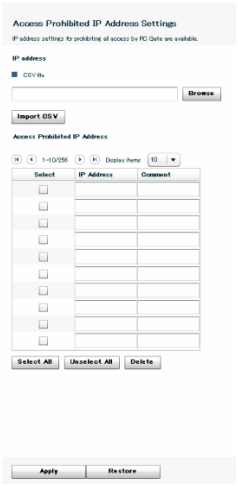
Slide 64

No additional notes

No additional notes

IP Address Exclusion

- It is possible to set IP addresses which you do not wish to be searched by the RC Gate A.
- You can set up to 255 IP addresses.



Slide 66

- You have to select one at a time.
  - With the RC Gate A, it is also possible to import a set of addresses as a csv file.
- You will also have a chance to set up this function during setting up Auto Discovery.

IP Address Exclusion

- **During Auto Discovery, the excluded addresses are skipped.**
- **But, if an excluded machine uses DHCP and its IP address changes into a discoverable address, it will not be skipped during the next Auto Discovery.**
  - Conversely, a device can go from a detected IP address to an excluded IP address.
- **So, if you use IP Address Exclusion, it is best to used fixed IP addresses for devices that need to be detected by the RC Gate A.**

Slide 67

Auto Discovery in the new models

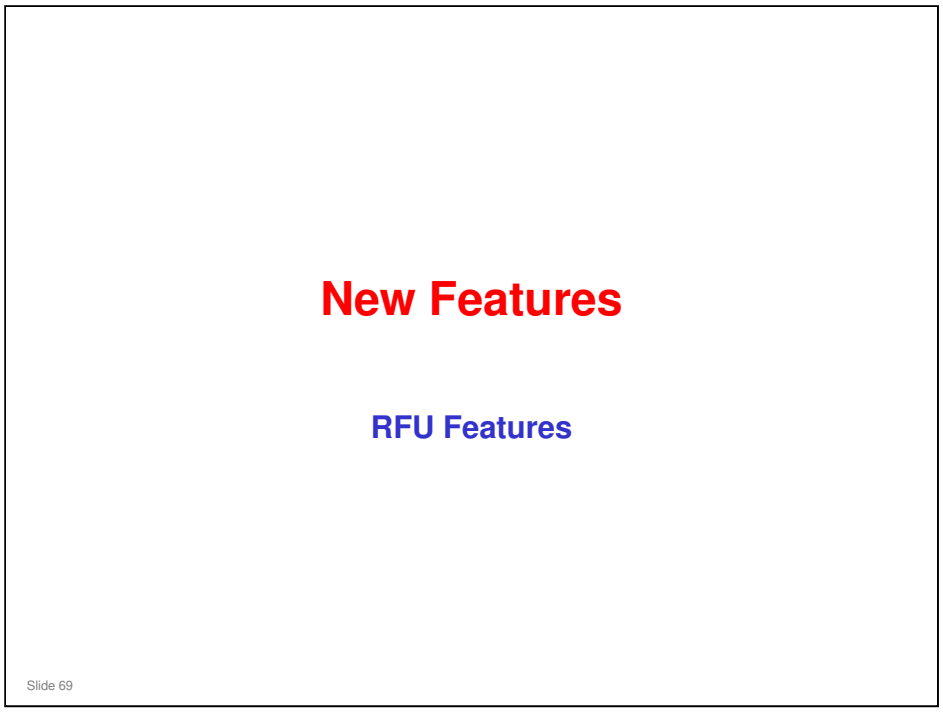
- RC Gate A is like the previous model 'RC Gate' (range setting, on/off)
- RC Gate S Pro does not have an independent range setting function. Auto Discovery uses a RC Gate S Pro function known as Onsite Discovery, which makes a list of detected devices. Auto Discovery and Device Registration both use data from this list.

IP Address Exclusion

- **These IP addresses are only excluded during discovery-type sweeping operations, which ping each address within a specified range, looking for a response.**
- **Functions that use direct communication between the RC Gate A and a managed device, by pinpointing a known IP address, will still work for an address that has been excluded.**
  - Also, during Remote Registration, if the excluded IP addresses are changed before registration is complete, and a device happens to be one of the excluded addresses, Remote Registration will still work, because this is not a sweeping-type operation.

Slide 68

No additional notes



RFU: Remote Firmware Update

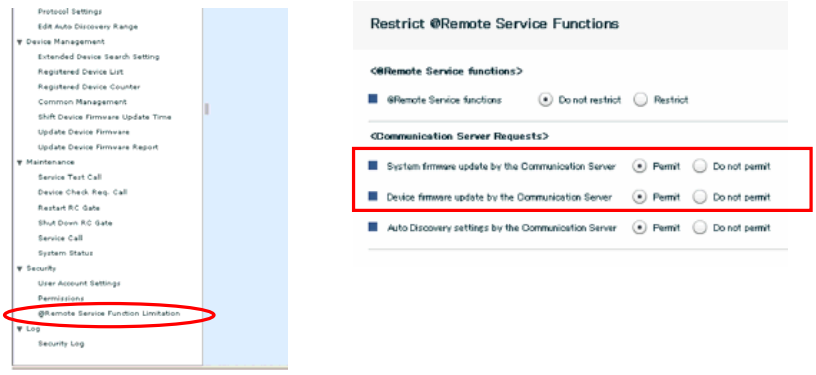
RFU Enable/Disable

- For the previous model RC Gate, RFU must be disabled at each device connected to the RC Gate.
- For the RC Gate A, this can be done for all devices with a setting in the RC Gate A.

Slide 70

No additional notes

RFU Enable/Disable



- **For the RC Gate A, there are two settings:**
  - Enable/disable RFU for the appliance
  - Enable/disable RFU for the devices (this is a new function for RC Gate S Pro/RC Gate A)

Slide 71

- Previous model (RC Gate): Has enable/disable RFU for its own firmware but not for devices.
- RC Gate S Pro has no appliance update function.

RFU Prohibition Interval

- Normally, when set up at the Center GUI, RFU is set for a convenient time for the customer, and must be finished within a set period (default: 3 days).
- If RFU is done during office hours, it may be inconvenient for the customer.
- So, with the RC Gate A appliance, it is possible to prohibit RFU during working hours.
- If RFU is still in progress when working hours start, it is suspended until the end of working hours. Then it resumes.

Slide 72

- RC Gate S Pro does not have this feature. RC Gate S Pro Mk2 may have it.
- This function can only be adjusted at the Center GUI.

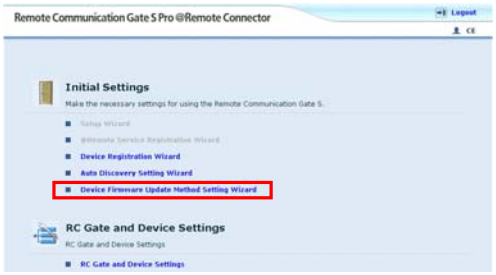
RFU Method Selection

- **This is only available with the RC Gate S Pro.**
- **With this function, there are two ways to do RFU. Select one of the following with the @Remote Firmware Update Wizard:**
  - Remote: Can be set up from the Center GUI as usual
  - Onsite: The customer does it. RFU for devices connected to this RC Gate S Pro cannot be done from the Center GUI.

Slide 73

No additional notes

RFU Method Selection



- **This wizard decides whether device firmware can be updated by @Remote.**
- **There are two settings:**
  - "Communication Server update“: Allows a technician to update the device firmware by RFU (Remote Firmware Update) through @Remote.
  - "Onsite update“: Allows a technician to update the device firmware only by RFU at a customer's site.

Slide 74

No additional notes

RFU Timeshift

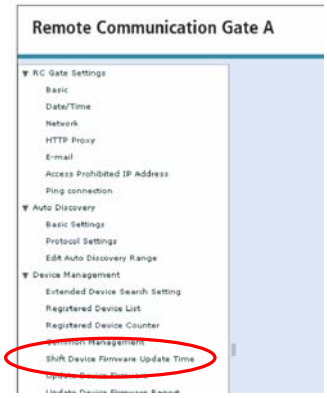
- An appliance can monitor devices in very remote locations. For example, the RC Gate A can be in New York, but some devices can be in Los Angeles; a different time zone.
- If the RFU is set up for 2200 New York time, then the RFU on the devices in Los Angeles could start during Los Angeles office hours.
- To prevent this, at the RC Gate A, set up the timeshift function in advance for those devices in different time zones.

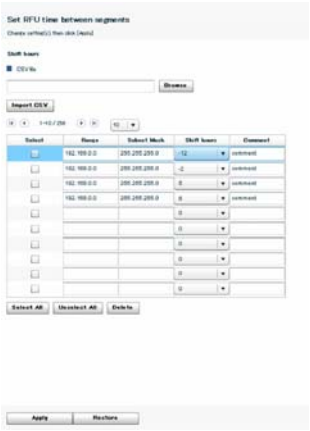
Slide 75

- RC Gate S Pro does not have this feature. RC Gate S Pro Mk2 may have it.

RFU Timeshift

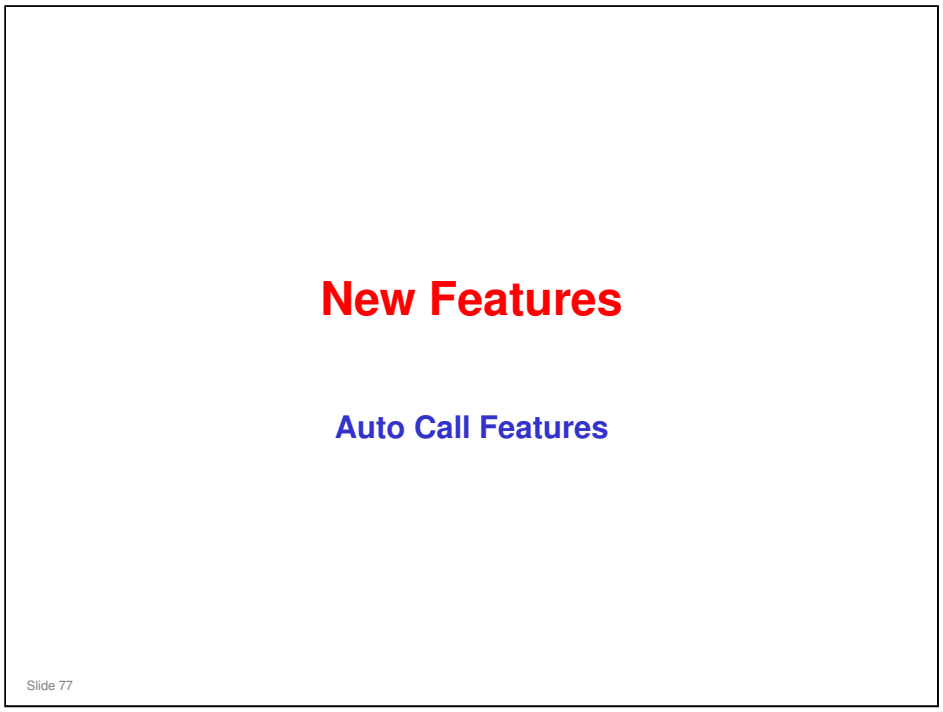
- To operate this feature, you specify network segments that require a timeshift, and the timeshift that is needed
- You can also import a csv file containing the network segments that need the timeshift.





Slide 76

No additional notes



No additional notes

Auto Call Notification Timing

- **The RC Gate S Pro and RC Gate A can specify what to do when it receives a call from a device. There are three settings.**
  - No Send: The call is not passed on to the @Remote Center
  - Real Time: The call is passed on immediately after it is received from the device.
  - Periodic: Calls are passed on either Daily, Weekly, or Monthly.
- **The setting is made from the Center GUI.**
  - Center GUI: Administrator menu – Appliance Information for Admin – Notification tab
- **The RC Gate S Pro/RC Gate A are the first appliances to have this function (the previous model RC Gate cannot do this).**

Slide 78

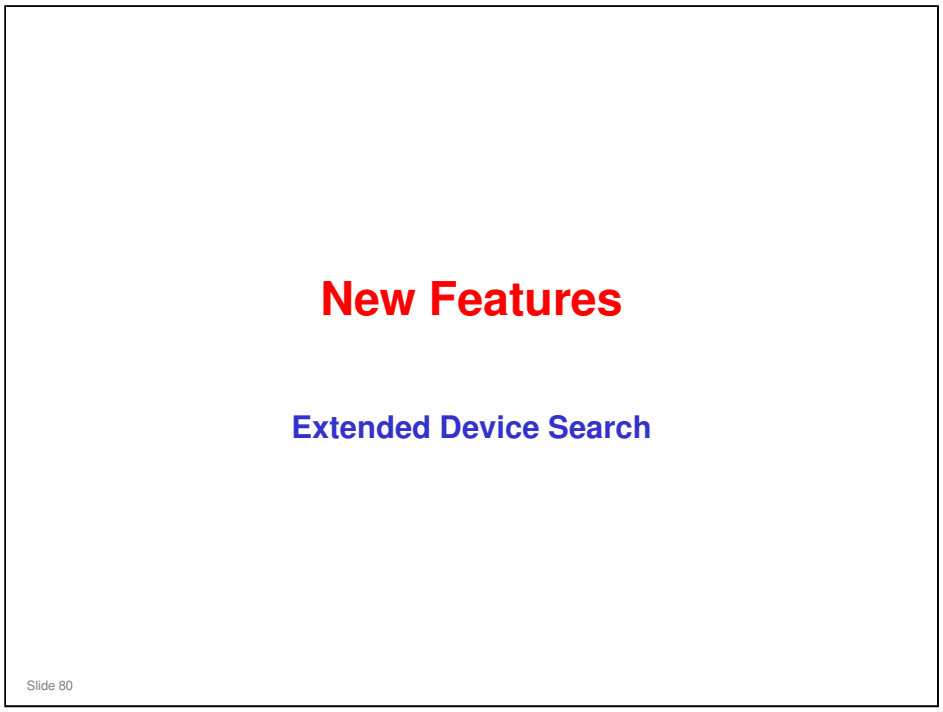
- Calls from a device: Supply call, SC call, alarm call, etc
- Each type of call can have its own timing setting.
- Technicians and user administrators can make these settings.

Auto Call Retries

- **This is a new function.**
- **With this function, the Center GUI can specify how many retries (and at what interval) a RC Gate S Pro/RC Gate A can pass auto calls from devices to the @Remote Center.**
  - Administrator menu – Appliance Information for Admin – Notification tab

Slide 79

No additional notes



No additional notes

Extended Device Search - 1

- There can be problems with Ricoh devices that contain controllers from other manufacturers (such as EFI or Samsung).
- This new feature enables or disables a different type of search function that is more likely to find such devices.
- Normal Ricoh MFPs have a GW controller that contains Printer MIB, Fax MIB, Copier MIB, and so on. The appliance looks for the MIB and recognizes the type of device in accordance with the type of MIB found.
- In models with EFI controllers, the printer MIB is held in the EFI controller, not the GW controller.

Slide 81

- This is in the RC Gate A only, not in the RC Gate S Pro.

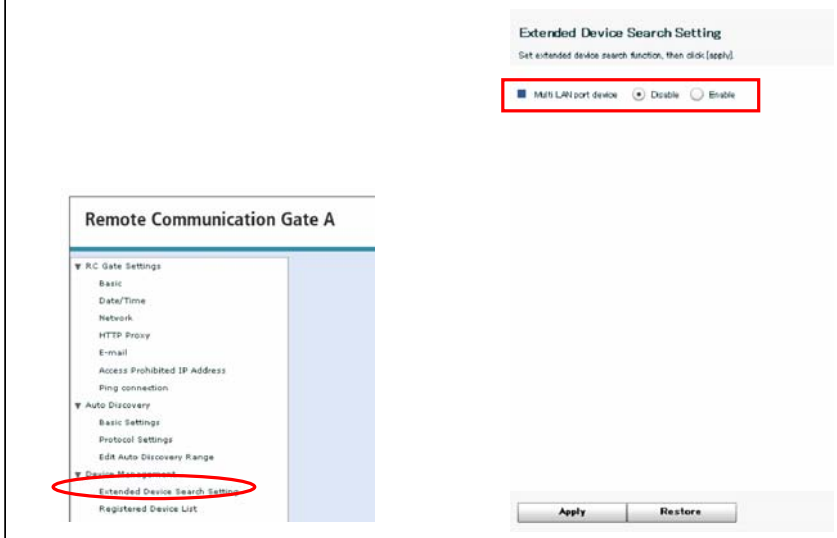
Extended Device Search - 2

- With the normal search (ping, followed by SNMP inquiry), the appliance finds the EFI or other controller, because it contains the printer MIB, but cannot find the GW controller. So, this device cannot be managed as a HTTPS device. It can only be managed as an SNMP (MIB) device.
- With the new search function, the RC Gate A searches first using the normal search method. Then, using another type of MIB command, it investigates the devices that it found but did not have printer MIB in the GW controller. This can find printer MIB stored in other controllers, such as EFI or Samsung controllers.
- This search takes twice as long.

Slide 82

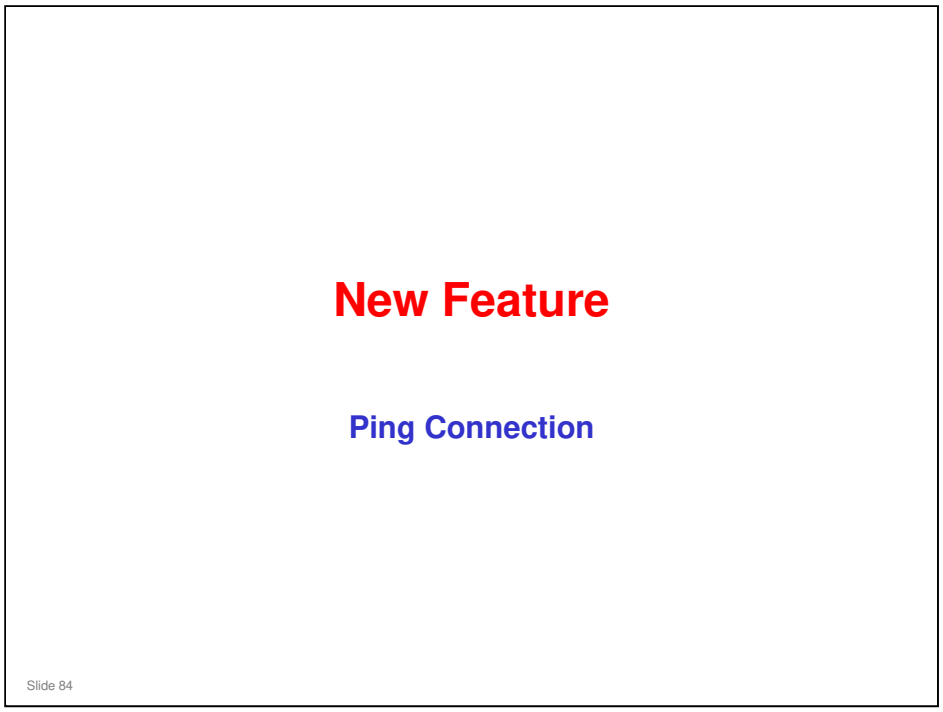
No additional notes

Extended Device Search - 3



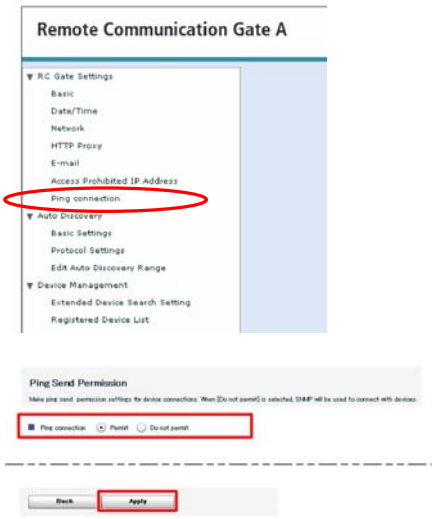
Slide 83

No additional notes



No additional notes

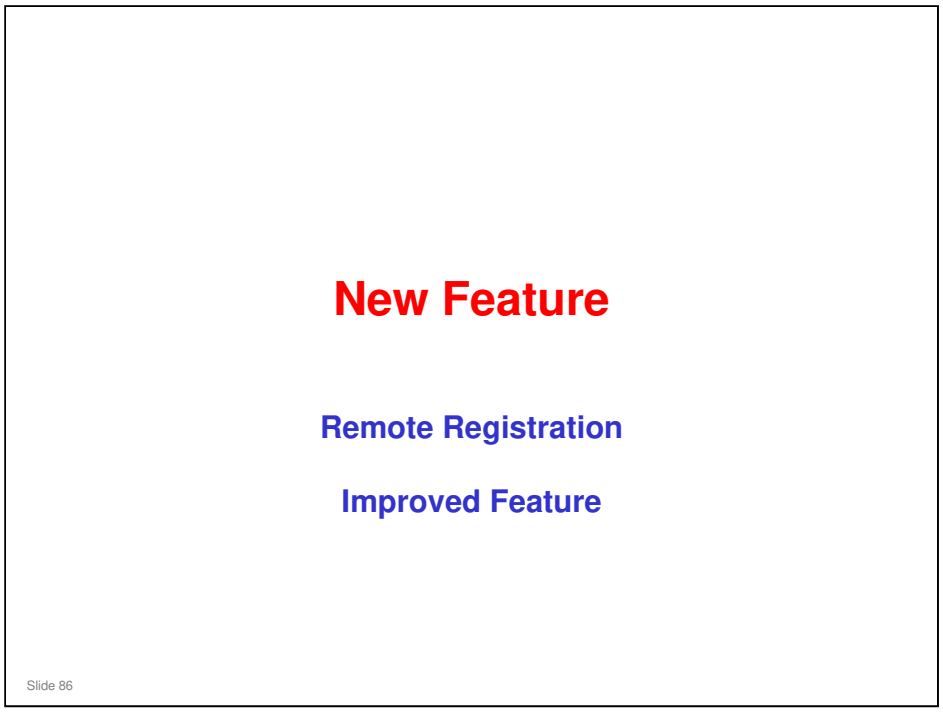
Ping Connection



- **With this feature, you can select how the machine searches for devices.**
  - Permit: Ping every IP address on the network one after the other.
  - Prohibit: Issue an SNMP broadcast on the network and limit the search to responding addresses only.

Slide 85

No additional notes



No additional notes

Remote Registration - RC Gate

- During Auto Discovery, the RC Gate collects the following for each device: Device S/N, IP address, MAC address
- Data at the @Remote Center is normally 1 day old.
- Normally, only the IP address and MAC address are used for Registration.
- Registration at the center can only go ahead if the RC Gate can connect to the specified IP address and the MAC address is correct.
  - The center GUI sends the IP address and MAC address to the RC Gate.
  - The RC Gate checks that the device with that IP address has the correct MAC address.
  - Then the RC Gate registers that device at the @Remote Center
- If the device power is off at the time of registration, or if the IP address has changed due to DHCP (the data at the center is one day old), the RC Gate sends an error to the center.

Slide 87

No additional notes

Remote Registration - RC Gate A

- If a different device responds to the IP address (i.e., the MAC address is different), or if there is no device at that IP address, the RC Gate A searches again within the same segment for a device that has the MAC address in question.
- This only works within the same segment. So, if the device was moved to another room, it may be in another segment, and will not be found.

Slide 88

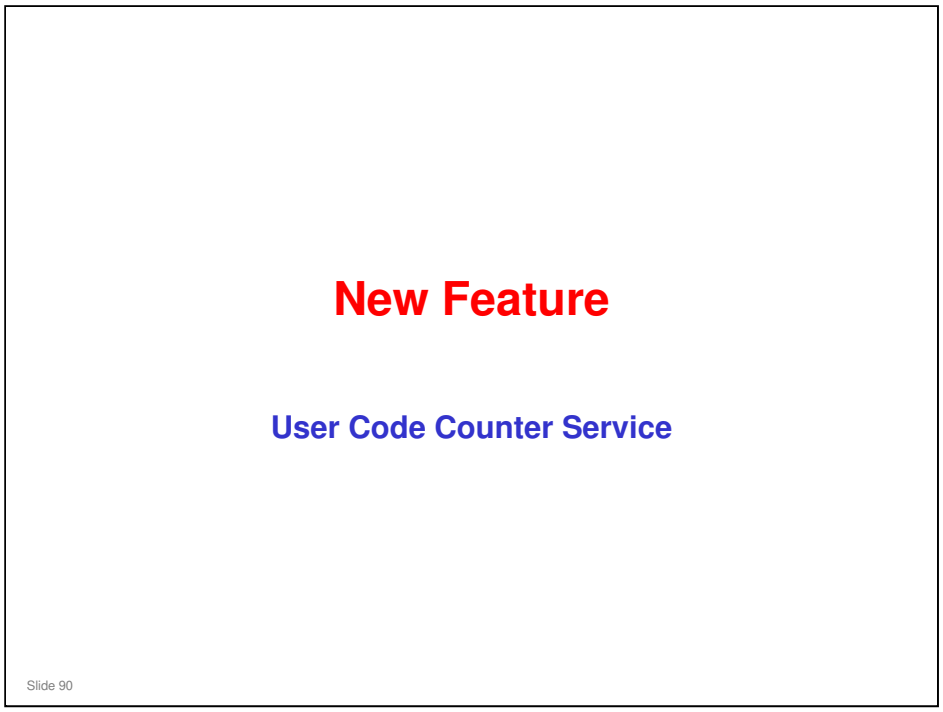
No additional notes

Remote Registration - RC Gate A

- The RC Gate can only accept one registration request at a time from the Center GUI (up to 100 devices per request).
- If there are more than 100 devices for the RC Gate, you must wait until the first batch has been registered, before you can send a registration request for the next 100.
  - Otherwise, the RC Gate will return an error message (busy – request not accepted).
- For the RC Gate S Pro, up to 100 requests can be queued.
- For the RC Gate A, up to 5 requests can be queued.

Slide 89

No additional notes



No additional notes

Overview

- **RC Gate A can capture User Code Counters from managed Ricoh devices**
  - An optional memory must be installed.
  - The Application version of the RC Gate A must be A2.05 or higher.
- **RC Gate A can then transmit the data to @Remote.net (Fleet reporting web portal) through the Center system.**
- **@Remote.net will provide reports in a fixed format.**

Slide 91

No additional notes

Preparation

- **Before you set up the User Code Counter Capturing function, you must know the following:**
  - Which devices should be set as target devices
  - User name and password for all target devices
  - What interval for data capturing the customer expects (Monthly or Weekly) and the start time

Slide 92

No additional notes

Setting up the Devices

- 1. Program user accounts in the address book of the MFPs/LPs
- 2. Enable User Code Authentication
- 3. Set a User Name and Password in each device.
  - If you set nothing, the default setting is as shown below:
    - » User Name: admin
    - » Password: “empty”
- The devices must be set up as HTTPS devices for this feature to work.

Slide 93

No additional notes

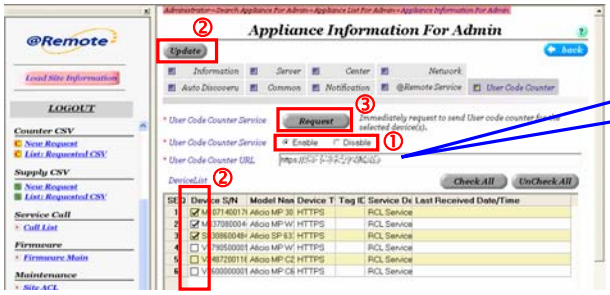
At the Center GUI

- **There are two ways to set the function up here:**
  - Administrator Menu > Appliance > Search Appliance for Admin > Appliance Information for Admin > User Counter Tab
  - Search Menu > Search Appliance > Appliance List > Appliance Information > [User Code Counter Information] button

Slide 94

No additional notes

User Code Counter Service
Operation at the Center GUI – Admin Menu

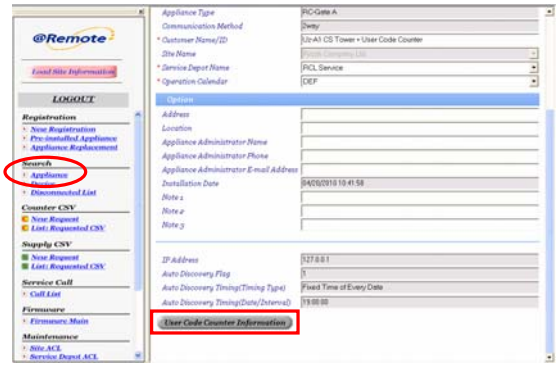


1. **To enable the user code counter for the appliance, select 'Enable' for User Code Counter Service.**
   - Then the customer can use the Counter per User feature on the RC Gate A User Interface. Until you do this, everything for this function is grayed out on the RC Gate A.
2. **In the list of devices, if you click the check box, and click Update, you will enable the user code counter function for those devices.**
   - Only managed HTTPS devices appear in the device list, so only these machines can use the user code counter function.
3. **If you click Request, you can get data from the devices immediately that you have selected with the check boxes.**

Slide 95

- The URL for this tab is different from the other tabs. The data goes to another gateway server. Do not change it.
- The above operations can also be done with Search Appliance (Search Menu > Appliance). See the next two slides.
  - Search Appliance > Appliance List > Appliance Information > [User Code Counter Information] button

User Code Counter Service
Operation at the Center GUI – Search Menu



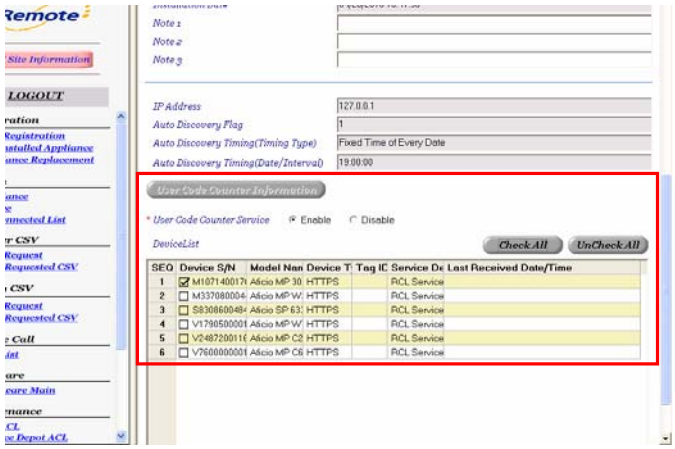
- In the Search Appliance menu, search for the target RC Gate A.
- Double click an appliance from the search results, then click User Code Counter Information at the bottom of the screen.
- A list of managed devices appears.

Slide 96

No additional notes

User Code Counter Service

Operation at the Center GUI – Search Menu

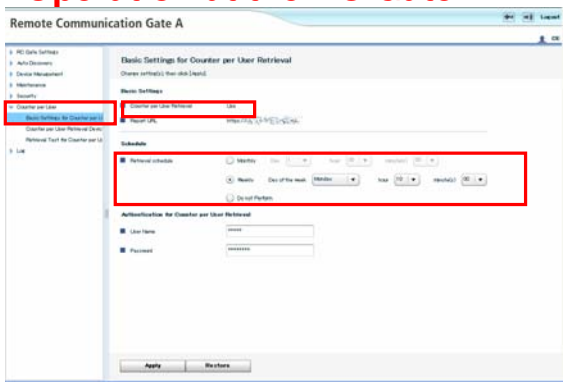


- Here is the device list that appears. From this point, operation is the same as the User Code Counter tab in Appliance Information for Admin.

Slide 97

No additional notes

User Code Counter Service
Operation at the RC Gate A - 1

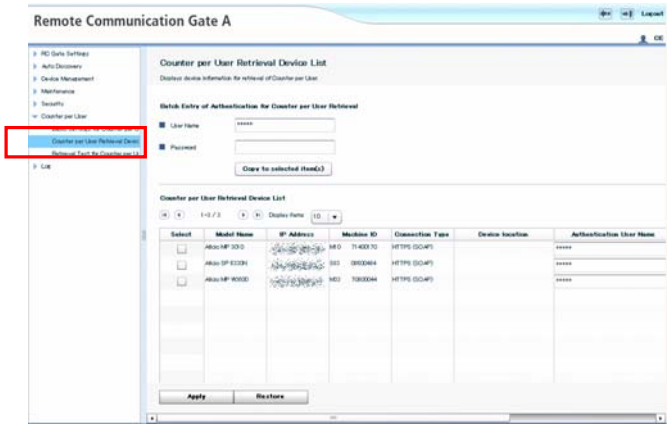


- On the RC Gate A user interface, Counter per User appears in the menu on the left side of the screen.
  - The feature must be enabled at the Center GUI or all settings are greyed out.
- After enabling, click on the first item in the menu
- Counter per User Retrieval should be 'Use' if the feature has already been enabled at the Center GUI.
- Then you can set up the schedule for sending user counter data (weekly, monthly)

Slide 98

- This feature must be enabled at the @Remote Center GUI (Appliance Information for Admin, User Code Counter tab).
- If it is not enabled at the @Remote Center, all the settings are greyed out in the RC Gate A User Interface.
- To see how to enable, see the @Remote Core Training materials (section 9. Parameter Settings), or the center GUI manual.

User Code Counter Service
Operation at the RC Gate A - 2

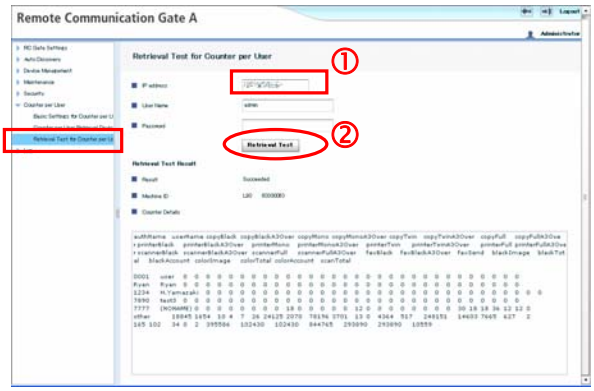


- In Counter per User Retrieval Device List, you can see a list of all devices managed by the RC Gate A.
- The Select check boxes for the devices are only used for testing to see if the user code and password is correct for authentication. Enabling/disabling user code retrieval for a certain device can only be done at the Center GUI.

Slide 99

- User code and password: Input the User Name and Password of each device for authentication. If the same User Name and Password is commonly used among all devices, you can input them only once in the common field to reflect the same user name and password to all devices. Or, input a unique user name and password for each device separately.

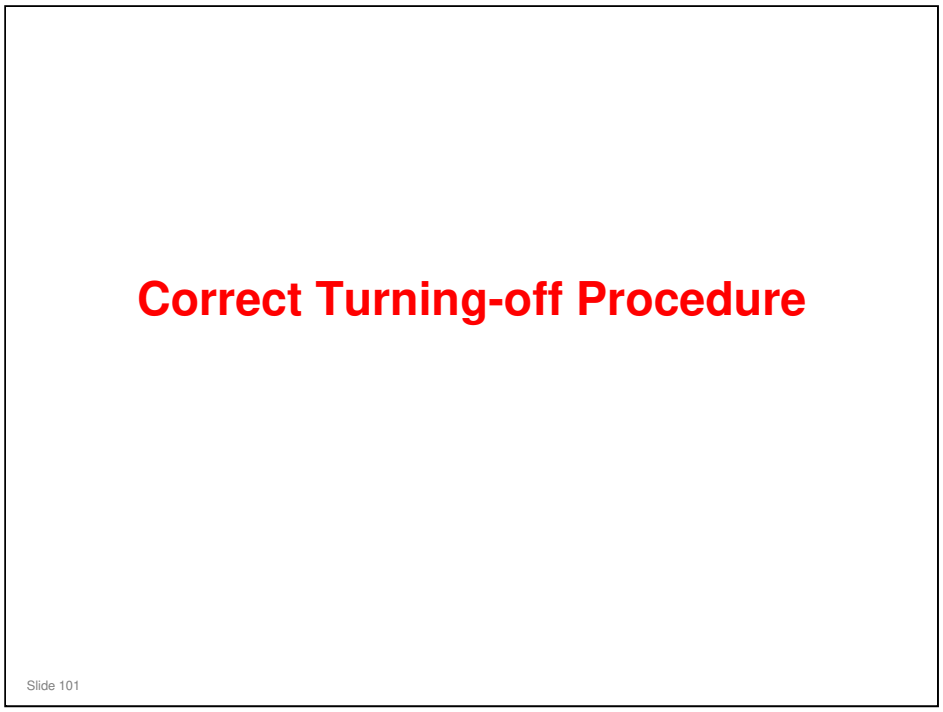
User Code Counter Service
Operation at the RC Gate A - 3



- **Retrieval Test: If you input the IP address of a device, you can see what data it picks up for the user code counters**
- **This test does not allow you to change data.**

Slide 100

- If you want to test more than one device at the same time, use the Request button as explained in the 'User Code Counter Service > Operation at the Center GUI – Admin Menu' slide.



No additional notes

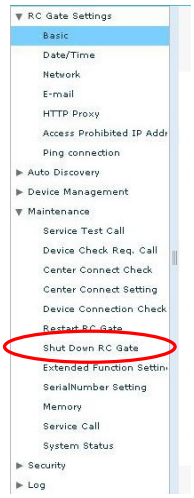
Safe Shutdown

- **If you need to disconnect the RC Gate A, use one of the following safe shutdown procedures.**
  - Turning off the power without safe shutdown can damage the RC Gate's hard drive and result in loss of log data.
- **There are two procedures. Use one of them to shut down the RC Gate A safely.**
  - From the Maintenance menu
  - Using the Shutdown button
- **If you unplug the power cord without one of these two procedures, the memory could be damaged and log data will be lost.**

Slide 102

No additional notes

Safe Shutdown from the Maintenance Menu

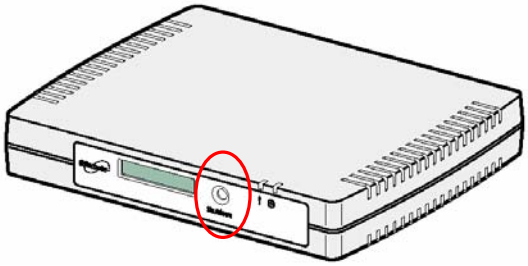


- In the RC Gate UI menu, select 'Maintenance – Shut Down RCGate'.
- Click Shut Down to shut down the RC Gate.
- Make sure that "Shutdown" is displayed on the LCD before you unplug the power cord.

Slide 103

- There is also a Restart RC Gate function, to reboot the RC Gate. This may help to recover the RC Gate when it is not in good condition, such as cannot log in , or a memory leak has occurred and the system does not work properly.

Safe Shutdown with the Shutdown Button



- Hold the "Shutdown" button on the front of the RC Gate A for 5 seconds or longer.
- Make sure that the LCD turns off after displaying the "Shutdown" message.
- Then, unplug the power cord of the RC Gate A.

Slide 104

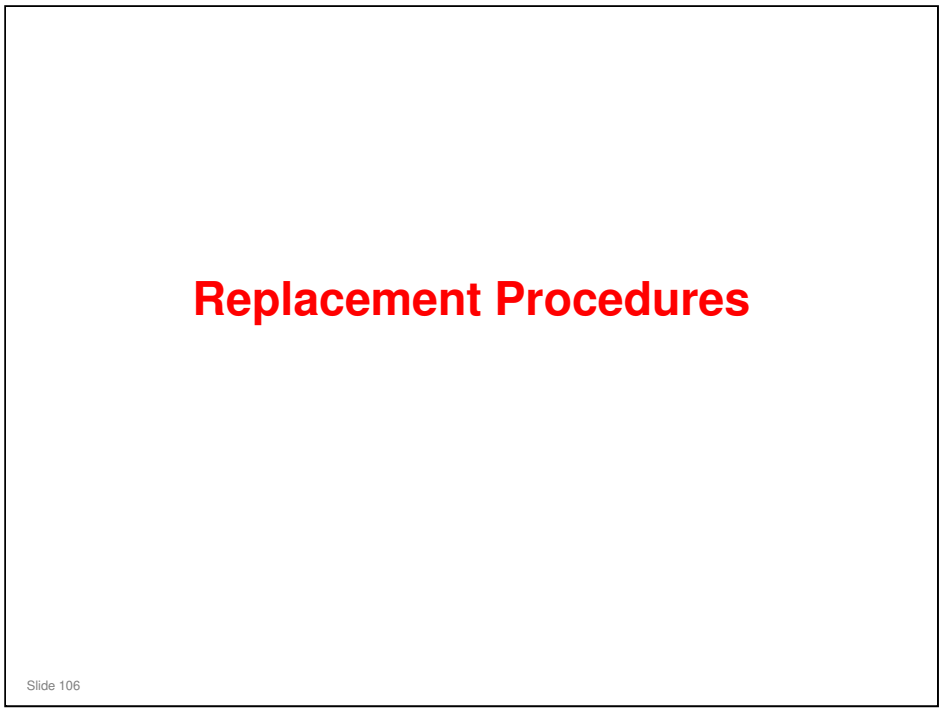
No additional notes

Turning On

- **1. Plug in the power cord of the RC Gate A.**
  - There is no power switch to turn on.
  - Note that if the customer uses DHCP, the IP address of the RC Gate A may be changed after turning the RC Gate A off and on.

Slide 105

No additional notes



No additional notes

Replacement

- The 'A to A' and 'A to B' replacement procedures are the same as for the previous model 'RC Gate'.
- A to A replacement: There are only a few service parts. Basically, if a unit is defective, it will probably be necessary to replace it.

Slide 107

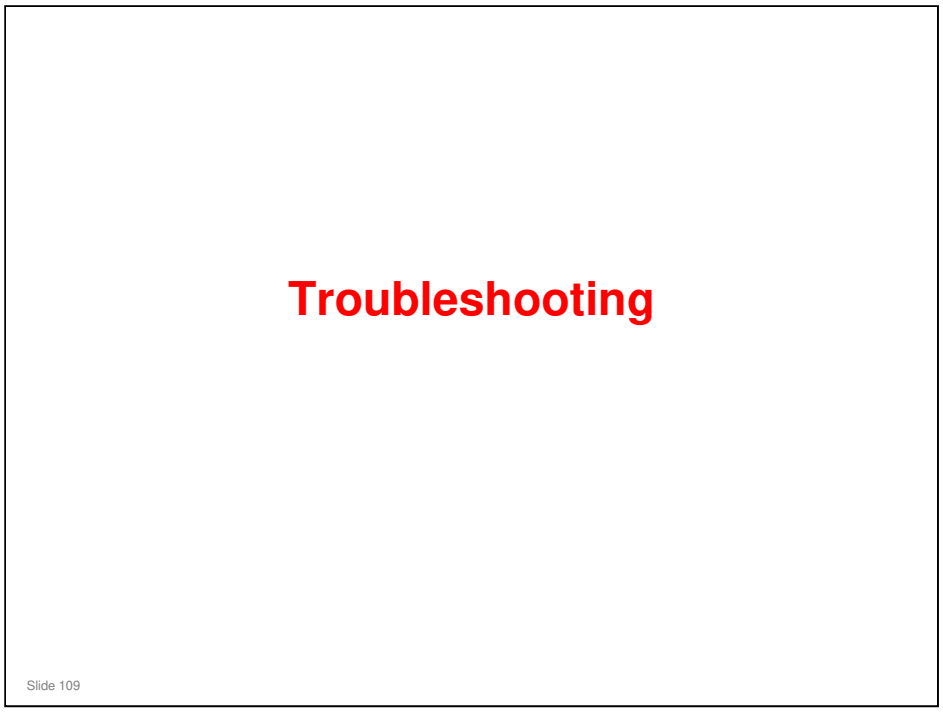
- Also, there are security issues related to replacing parts. It is not good to re-use main boards. There may be some data from the previous user stored there.

SD Card Failure

- **How to Initialize or Replace an SD Card in case of SD Card Failure**
- **The following is a summary of the procedure. For full details, see the service manual.**
  - Format the new SD card.
    - » It may take about half an hour or more to format an SD card.
  - Copy the contents of the "permanent_data" folder on the old SD card (or from another RC Gate A) to the new SD card.
  - Extract "rcgaupd_all.zip" file (Download from the Global Server or back-up from the SD card of the RC Gate A.), and copy the contents to the new SD card.
  - Put the new SD card in the RC Gate A.
  - Clear the data on the SD card with the DIP switches.
    - » RC Gate A/RC Gate S Pro Service Manual, Troubleshooting Guide, Additional Information for RC Gate A
  - Do the 'A to A' replacement procedure.

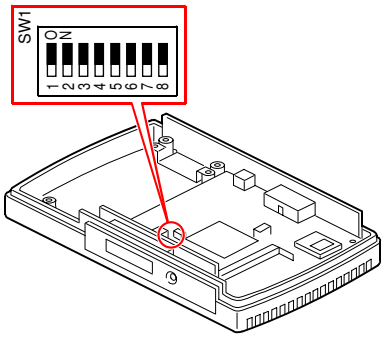
Slide 108

- The procedure is in the RC Gate A/RC Gate S Pro service manual.
  - 5. Replacement and Removal, RC Gate A Removal, SD Card
- SD Formatter (http://www.sdcard.org/consumers/formatter/)
- SD Card USB Read/Writer (P/N: B6456820)
- SD Card (P/N: D4595120)



No additional notes

DIP Switches



- **The DIP switches can be used for two functions.**
  - Function 1: To delete the registered IP address in the RC Gate A.
  - Function 2: To clear the settings of the RC Gate A.
- **Switch number 4 is the switch for the lithium battery.**
  - If you turn off this switch, the data in the SD card is erased.

Slide 110

RC Gate A Service Manual, Troubleshooting Guide, Additional Information for RC Gate A

❒ The service manual has details on how to use the dip switches for these two functions.

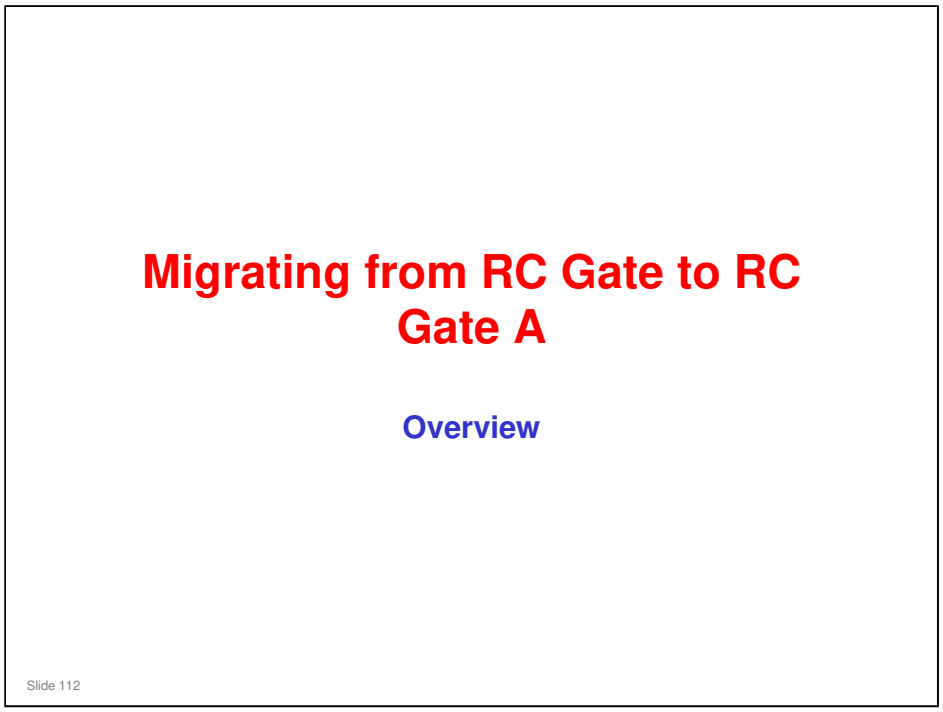
Updating the RC Gate A Firmware using an SD Card

- **The following is a summary of the procedure. For full details, see the service manual.**
  - Put the SD card in an SD card reader attached to a PC.
  - Delete everything except the "permanent_data" folder.
  - Extract "rcgaupd_all.zip" file (Download from the Global Server or back-up from the SD card of the RC Gate A.), and copy the contents to the new SD card.
  - Put the SD card in the RC Gate A. Turn the RC Gate A power on.
  - Set the correct time zone, and the date/time.

Slide 111

RC Gate A Service Manual, Troubleshooting Guide, Additional Information for RC Gate A

- This procedure explains how to update the RC Gate A firmware without using RFU.



No additional notes

Overview

- **This section will explain how to help a customer who has a number of RC Gates to change over to RC Gate A.**
  - The RC Gate A must have the storage and memory options, and the 'Extended Function Setting' must be set to 'Use'.
- **Work must be done at the Center GUI and at the customer site.**
- **We will explain in detail how to do this.**
  - The process will be started at the customer site using Device Registration Wizard.
  - Then, if some devices do not get registered, pick them up the next day at the Center GUI using Remote Registration.
- **We will also explain how to set up ACL levels for technicians who work on machines for a customer that has machines in more than one country (e.g. GMA customer).**

Slide 113

- Storage and memory options, Extended Function Setting: These were explained earlier in the installation part of the course.
- The storage and memory options must be installed, because if you have managed data from more than one RC Gate, the RC Gate A will not be able to hold the data if these options are not installed.

Replacing Appliances

To / From	1x RC Gate	RC Gate S Pro (Onsite)	RC Gate S Pro @Remote Connector	RC Gate A (Case 1)	RC Gate A (Case 2)	RC Gate A (Case 3)
1x RC Gate	Possible	Not possible	Not possible	Possible*5	Possible*5	Not possible
Multiple RC Gates	Not possible	Not possible	Available as Special Operation. Refer to "Transition for @Remote Service" in the RC Gate A/S Pro service manual.			
RC Gate S Pro (Onsite)	Not possible	Possible *4	Not possible	Not possible	Not possible	Not possible
RC Gate S Pro @Remote Connector	Not possible	Not possible	Possible	Not possible	Not possible	Not possible
RC Gate A (Case 1) *1	Not possible	Not possible	Not possible	Possible	Possible	Not possible
RC Gate A (Case 2) *2	Not possible	Not possible	Not possible	Not possible	Possible	Not possible
RC Gate A (Case 3) *3	Not possible	Not possible	Not possible	Not possible	Not possible	Possible

- This table shows what appliances you can use to replace another appliance.
- *1: RC Gate A Case 1: Only "RC Gate A" is installed (no memory or storage options).
- *2: RC Gate A Case 2: RC Gate A with Memory and Storage Options are installed and the setting of "Extended Function Setting" is kept at the default setting ("Do not use").
- *3: RC Gate A Case 3: RC Gate A with Memory and Storage Options are installed and the setting of "Extended Function Setting" is set to "Use".
- *4: For RC Gate S Pro, activating the @Remote Connector is required before performing Appliance Replacement.
- *5: This case is only possible if the firmware version of the RC Gate is Ver. 3.51 or more. If not, first update the firmware version of the RC Gate.

Slide 114

- This table shows what appliances you can use to replace another appliance.
- *1: Only "RC Gate A" is installed (no memory or storage options).
- *2: RC Gate A with Memory and Storage Options are installed and the setting of "Extended Function Setting" is kept at the default setting ("Do not use").
- *3: RC Gate A with Memory and Storage Options are installed and the setting of "Extended Function Setting" is set to "Use".
- *4: For RC Gate S Pro, activating the @Remote Connector is required before performing Appliance Replacement.
- *5: This case is only possible if the firmware version of the RC Gate is Ver. 3.51 or more. If not, first update the firmware version of the RC Gate.

- In the rest of this presentation, we will concentrate on the ‘Special Operation’ needed to switch a customer from multiple RC Gates to one RC Gate A or RC Gate S Pro.

Global Major Accounts

- **If the RC Gate A is installed at a Global Major Account, and if devices are located in two or more countries, you MUST do the following:**
  - Make a global site structure that includes service depots from different countries.
    e.g.: Site: ABC Global Site
    Service Depots: ABC Host Germany
    ABC UK
    ABC USA
    In the above example, the RC Gate A is installed under "ABC Host Germany", and devices are registered with each service depot by location.
  - Site and Service Depot ACL rights for each center GUI operator MUST be assigned in accordance with their own roles and responsibilities.

Slide 115

❒ In this example, ABC is a global major account company.

Points when conducting the Transition Work

Preconditions

- ❑ To conduct communication between the field and the Center in the most efficient way possible.
  - ✓ This means continuing work without waiting for the next hourly polling.
- ❑ To be allowed Internet access at customer site.
  - ✓ To make it possible to operate both the RC Gate/RC Gate A UI and the Center GUI at the customer site. However, the technician needs access to the Administrator menu of the Center GUI to complete all tasks.

Remarks

- ❑ Execute a Device Check Request Call from the appliance UI each time a center command is created (e.g. Device remove request, Device Registration request, Parameter change request, etc.). This prevents the need to wait for the next polling.

Slide 116

❒ Instead of a Device Check Request Call, a Service Test Call can also be made, but this takes longer.

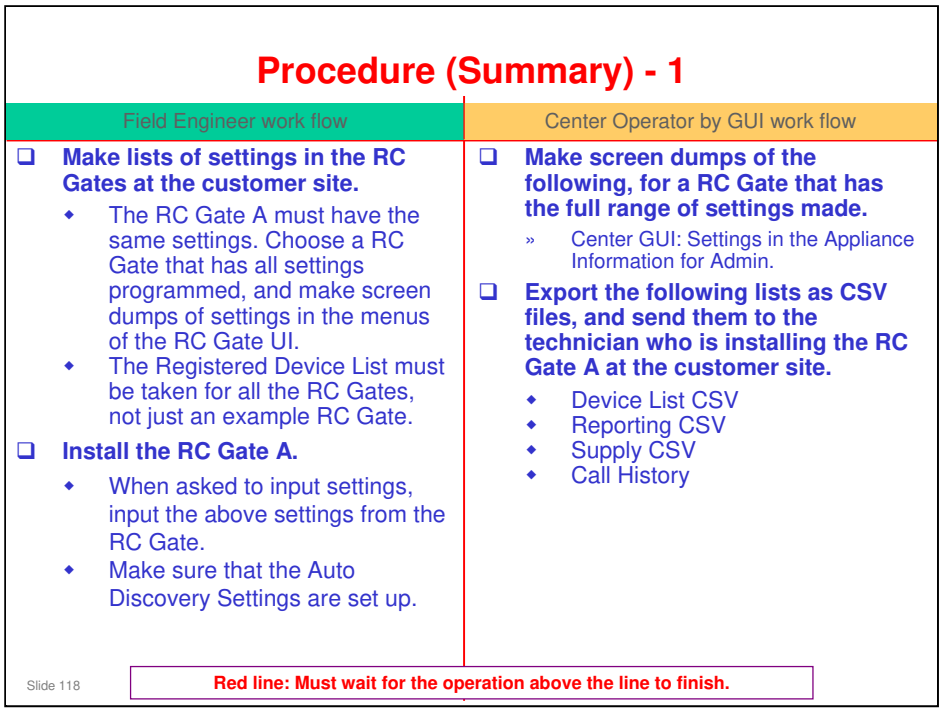
Remarks

Please note that the following functions and services may not work properly during the transition:

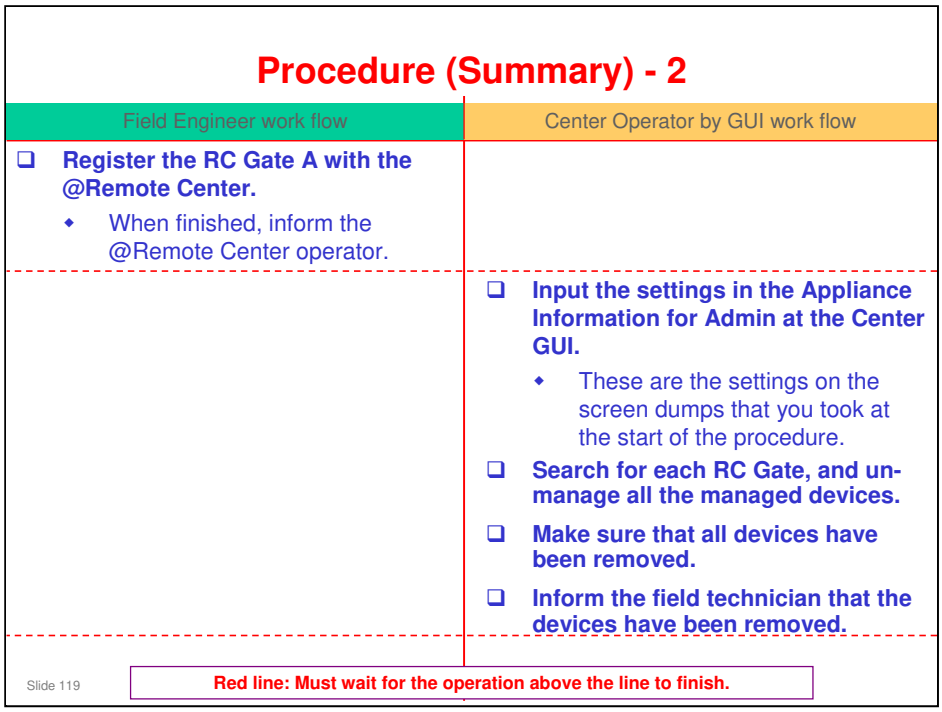
1. Auto Calls (SC/CC/Supply Calls/MIB Calls) may not be notified to the center.
2. Counter information and regular device information may not be captured and notified to the @Remote center.
3. RFU (Normally, no one would conduct an RFU during a transition).
4. Any setting change notification from devices (IP address change, power on, etc.)

Slide 117

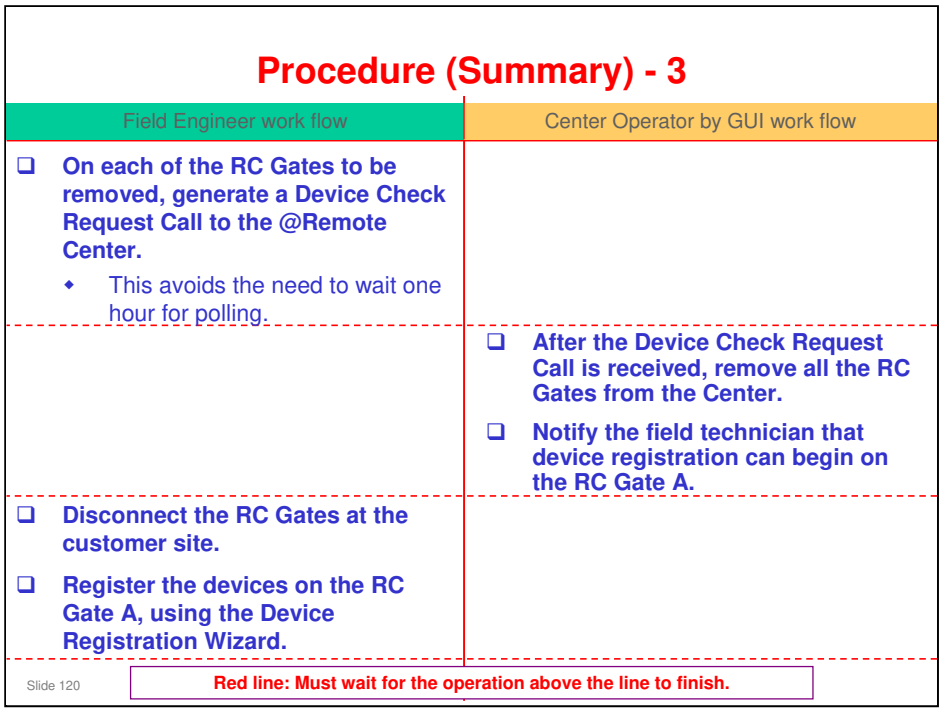
No additional notes



- This procedure may seem a bit complicated, but it allows the quickest changeover from RC Gate to RC Gate A, to get the customer up and running with the new RC Gate A as quickly as possible.
- Make lists of settings in the RC Gates at the customer site: At a customer site where there are a lot of RC Gates, at least one RC Gate must have all settings stored. The other RC Gates may not have some of the details, such as customer information. They will only have settings that are necessary for the RC Gate to operate, and to be distinguished from each other.



No additional notes

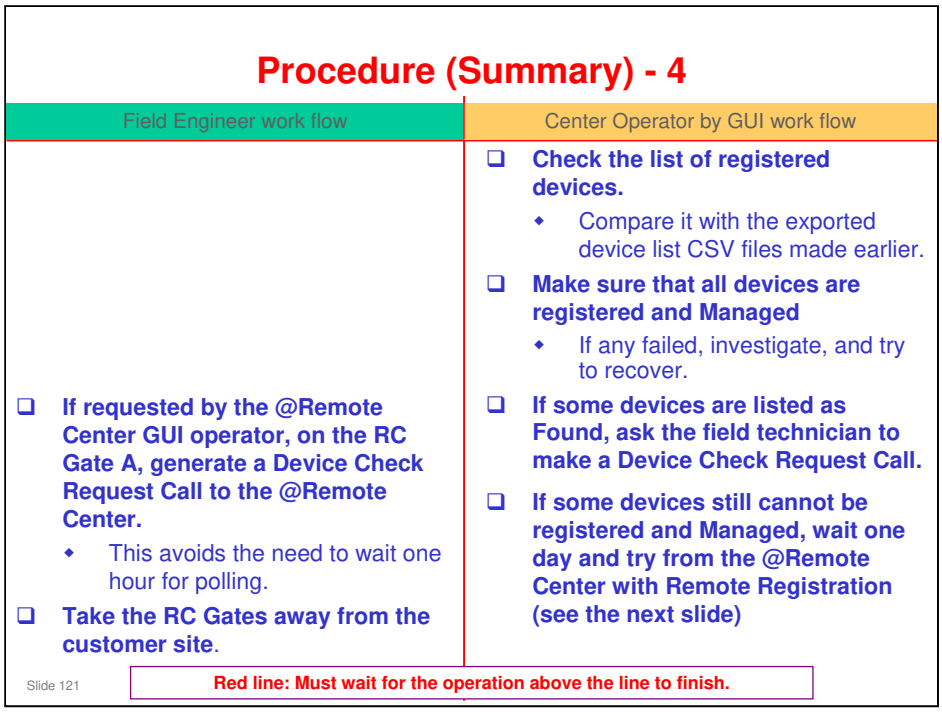


Device Check Request Call: In the RC Gate S Pro, this is called the Inquiry Call.

- There is no indication when a Device Check Request Call has been completed successfully, or if it failed.
- If the procedure continues without a successful Device Check Request Call, the RC Gates will still have registered device data in the memory when they are disconnected and taken back to the service depot. So they cannot be installed again at a new customer.
  - If the Call succeeded, the device data is deleted from the RC Gates, and they are returned to the same condition as when they were new.
- However, the @Remote Center has deleted the device data, so the same devices can be registered again on the new RC Gate A.
- The Device Check Request call takes a very short time. A service test call takes much longer, but you get a clear indication of if the call fails.

Timing for disconnecting the RC Gates at the customer site

- After removing a RC Gate at the Center GUI, the RC Gate becomes initialized (like a brand new RC Gate). All 3 LEDs become lit (this is the 'shut down' status). Then the RC Gate can be disconnected and taken back to the service depot.
- If a RC Gate could not be initialized (all 3 LEDs did not become lit) after removal at the Center GUI (e.g., because it is disconnected), the RC Gate is still active and may send data to the gateway if connected. This will cause a problem at the Gateway when an unknown RC Gate (already removed at the Center GUI) sends data to it. So, after a RC Gate is removed at the Center GUI, a technician should disconnect it immediately. If a RC Gate could not be initialized, it should not be installed at another customer because it still holds data from the previous customer.
- Note that for Global Major Accounts and other large customers, RC Gates may be installed in different locations, or even in different countries. It is necessary to organize technician visits at the time of removal from the Center GUI, in order to disconnect the RC Gates at the correct time.

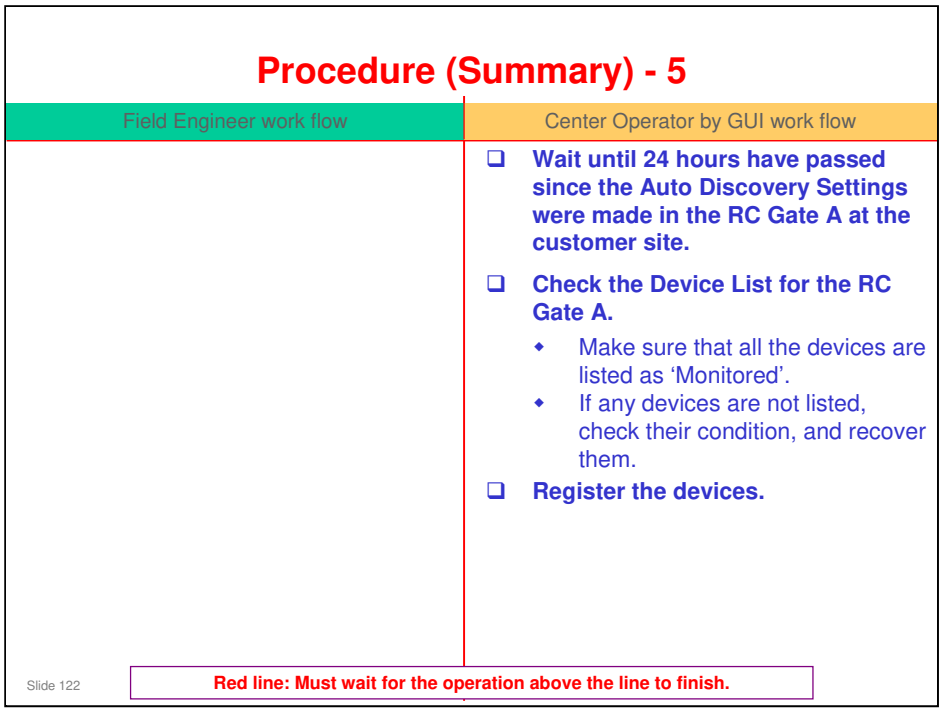


Device Check Request Call from RC Gate A

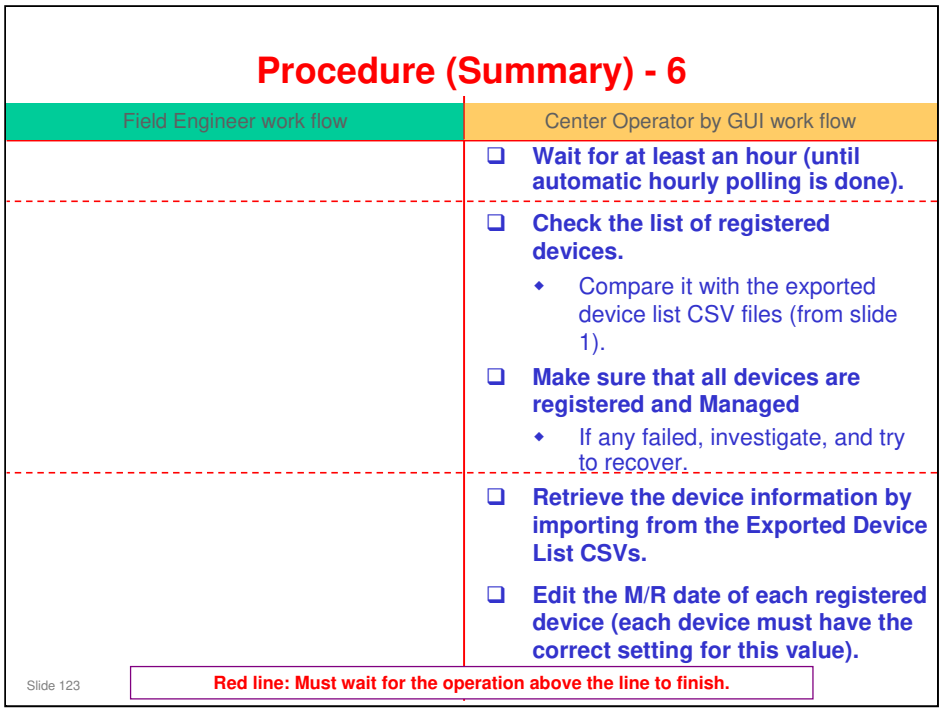
- If some devices are listed as Found, ask the field technician to make a Device Check Request Call.
- After registering devices with the Device Registration Wizard, they are also automatically registered at the Center GUI. However, some may still be in the Found status. If so, a Device Check Request Call from the RC Gate A will change them from Found to Registered. If that fails, then the Center GUI operator will have to register them manually, and then another Device Check Request Call will be needed.

Taking the RC Gates away from the customer site

- If the RC Gate was removed successfully (all 3 LEDs lit), you can reuse them or dispose of them. Even though an initialized RC Gate contains no data from the old customer, some customers may worry about data security.



No additional notes



No additional notes

The Time Required for Transition Work

Original RC Gate <- The settings/parameters in this RC Gate will be carried over to RC Gate A.

No.	Item	On Site	Center	Remarks
1	Make a backup of RC Gate settings	3 min.	3 min.	
2	•Install RC Gate A •Registration at center •Setting Parameters •Setting AD, etc.	30 – 60 min. (Execute Test call)	10 min.	
3	Download CSV files •Exported Device List: Detail •Exported Device List: Simple •Reporting CSV •Supply CSV		15 min.	
4	Download Call History		20 min.	Per 100 devices. Estimated 1 min. per 5 devices.
5	Device removal	(Execute Test call) [33–63 min.]	5 min. [53 min.]	This is operation time only. It will take more time to complete the removal of all target devices.

Operation at customer site

Operation on center GUI

Slide 124

No additional notes

The Time Required for Transition Work

Original RC Gate – continued

No.	Item	On Site	Center	Remarks
6	Device Registration (100 devices)	10 min.	*	• The time required to register 100 devices at one time is estimated as 3 min. • The above estimation is based on the result of designer's testing; it takes 13 min. of processing time to register 500 devices at one time. • This estimation is the case when no devices failed registration.
7	Remote Registration from Center (Must be finished at least one time to complete performing AD)	(Execute Test call)	5 min.	• This is operation time only. • Actually, you may have to wait for hourly polling to execute the request. • You can avoid waiting for hourly polling by executing a Test Call from RC Gate A.
8	RC Gate Removal	(Execute Test call)	2 min.	• Steps 7 and 8 do not need to be performed each time you perform this procedure for each individual RC Gate; Instead, you can do these steps at the end, for all RC Gates at once.
	Total Time	43 – 73 min.	60 min.	

You can estimate how long it will take to register 1000, 3000, 5000 devices based on this figure.

For transition of the original (first) RC Gate, it will take more than one hour (this work includes carrying over the parameters to the RC Gate A, copying the RC Gate settings, downloading several CSV files, etc.).

Slide 125

It takes 13 min. of processing time to register 500 devices at one time.

- So, for RC Gate A (maximum of 1000 devices), it takes up to 26 minutes.
- And for RC Gate S Pro (maximum of 5000 devices), it takes up to 2 and a half hours.
- Each registration operation can handle up to 500 devices, so you have to do up to 2 operations for the RC Gate A, or up to 10 operations for the RC Gate S Pro.

The Time Required for Transition Work

Second and following RC Gates

No.	Item	On Site	Center	Remarks
	Make a backup of RC Gate settings	3 min.	3 min.	
	•Install RC Gate A •Registration to center •Setting Parameters •Setting AD, etc.	30 – 60 min. (Execute Test call)	10 min.	
	•Download CSV files •Exported Device List: Detail •Exported Device List: Simple •Reporting CSV •Supply CSV		15 min.	
1	Download Call History		20 min.	• Per 100 devices. Estimated 1 min. per 5 devices.
2	Device removal	(Execute Test call)	5 min.	• This is operation time only. • It will take more time to complete the removal of all target devices.
		[0]	[25 min.]	

Slide 126

No additional notes

The Time Required for Transition Work

Second and following RC Gates –

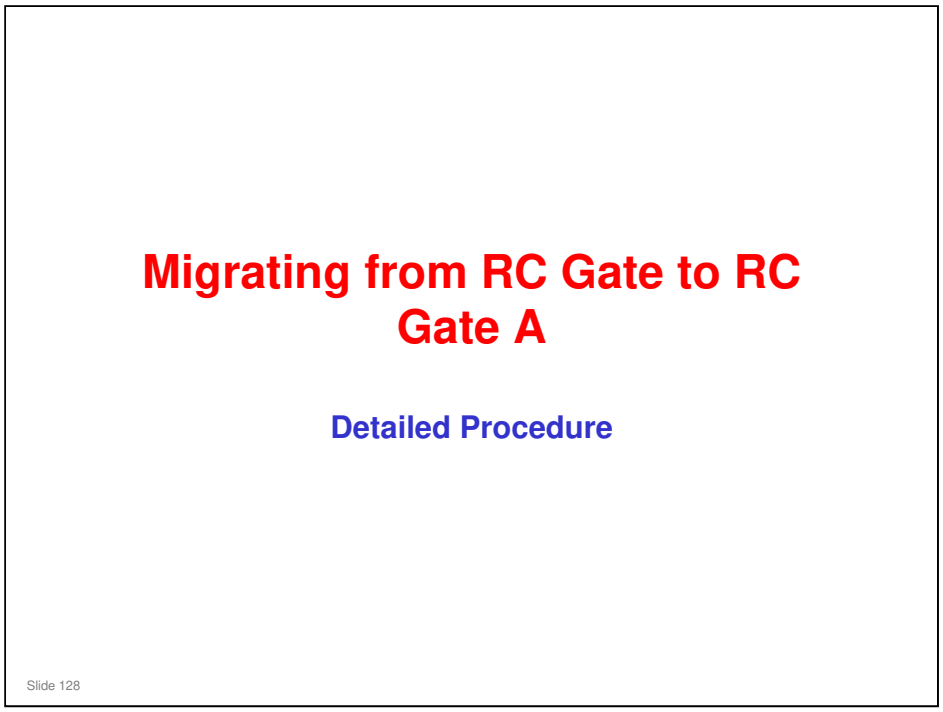
No.	Item	On Site	Center	Remarks
3	Device Registration (100 devices)	10 min.	*	• The time required to register 100 devices at one time is estimated as 3 min. • The above estimation is based on the result of designer's testing; it takes 13 min. of processing time to register 500 devices at one time. • This estimation is the case when no devices failed registration.
4	Remote Registration from Center (Must be finished at least one time to complete performing AD)	(Execute Test call)	5 min.	• This is operation time only. • Actually, you may have to wait for hourly polling to execute the request. • You can avoid to wait for hourly polling by executing a Test Call from RC Gate A.
5	RC Gate Removal	(Execute Test call)	2 min.	• Steps 4 and 5 do not need to be performed each time you perform this procedure for each individual RC Gate; Instead, you can do these steps at the end, for all RC Gates at once.
	Total Time	10 min.	32 min.	

For transition of the second and following RC Gates, it will take less than half the time of the original RC Gate.

Slide 127

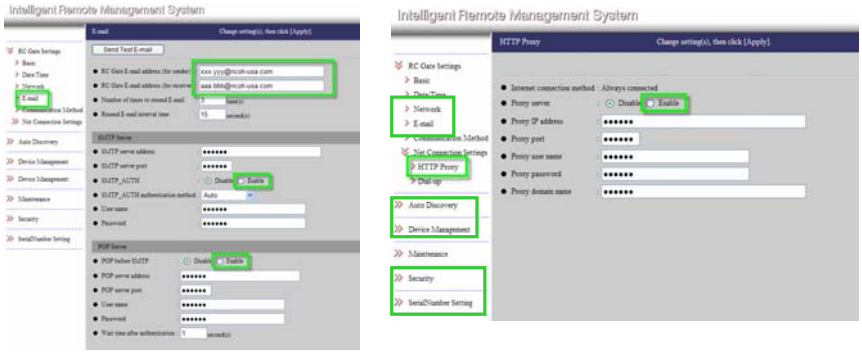
It takes 13 min. of processing time to register 500 devices at one time.

- So, for RC Gate A (maximum of 1000 devices), it takes up to 26 minutes.
- And for RC Gate S Pro (maximum of 5000 devices), it takes up to 2 and a half hours.



No additional notes

1. Making Lists of Settings at the RC Gate UI



- **At the customer site: Make lists of settings in the RC Gates at the customer site.**
  - The RC Gate A must have the same settings. Choose a RC Gate that has all settings programmed.
    - » The Registered Device List must be taken for all the RC Gates, not just an example RC Gate.
  - Access the RC Gate UI in CE mode.
  - Make screen dumps of the settings in the above menus of the RC Gate UI.

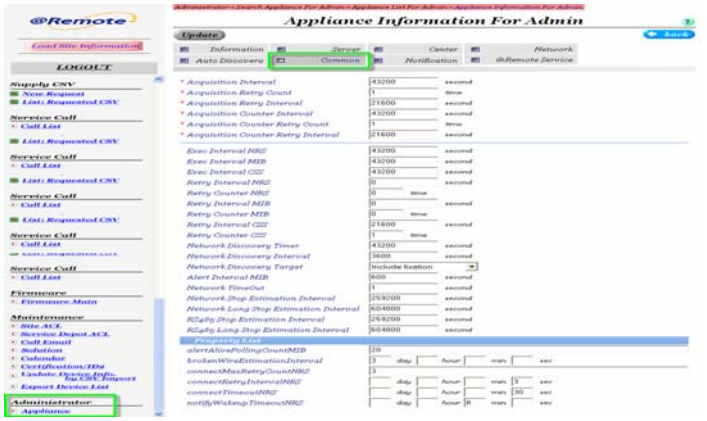
Slide 129

- If SMTP AUTH or POP before SMTP or Proxy is enabled, you will have to obtain the detailed information from the Customer to properly program it into the RC Gate A.

Settings needed

- RC Gate Settings menu
  - Network: DHCP on/off setting, IP address
  - E-mail: See the example screen dump on the left.
- Net Connection Settings menu
  - HTTP Proxy: See the example screen dump on the right.
- Auto Discovery menu: All settings
- Device Management menu: Registered Device List – Needed for each RC Gate, not only an example RC Gate
- Security menu: Network security setup (ping on/off)
- Serial number setting menu: These settings are related to acquiring the serial numbers of non-Ricoh MIB devices.

2. Making Lists of Settings at the Center GUI



- At the Center GUI, log in as an Administrator (you need access to the Administrator menu)
- Make screen dumps of the Appliance Information for Admin, for a RC Gate that has the full range of settings made.

Slide 130

- Make screen dumps of the settings in each tab.

3. Exporting Lists
Device List CSV

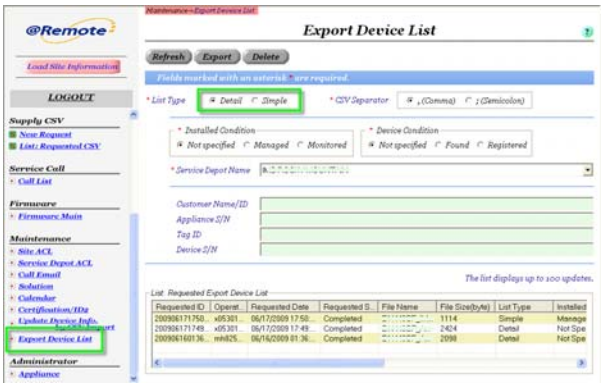
- **Export Device List: Detail**
  - This exported device list can be used for the following:
    - » To designate devices to be registered under RC Gate A.
    - » To retrieve the M/R Date of each device (after devices are registered at the center, the M/R Date is set to 1 by default, so you need to edit the M/R Date by using the Export Device List: Detail.)
- **Export Device List: Simple**
  - After registering devices under RC Gate A, this exported device list can be used to retrieve information for each device by using “Update Device Info. by CSV Import”.
  - Then, the information can be imported later after registering the RC Gate A.

Slide 131

No additional notes

3. Exporting Lists

Device List CSV



- **Export Device List: Detail and Simple**
  - Center GUI, Maintenance Menu, Export Device List: The lists for all RC Gates can be exported in one operation.
  - You cannot do this if you do not have access to the Maintenance Menu.

Slide 132

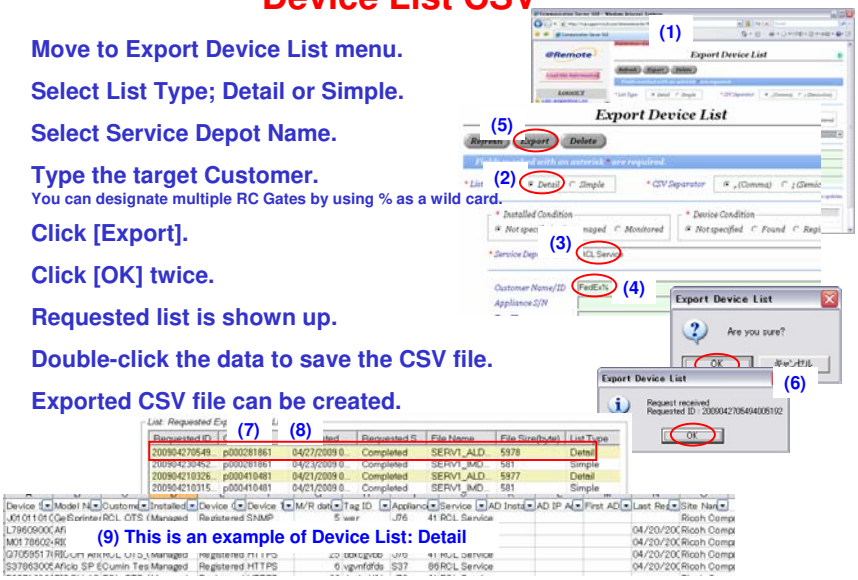
To do this operation with the Maintenance Menu, you need to have the following ACL Access Rights. These are set up with Site ACL and Service Depot ACL in the Maintenance menu of the Center GUI.

- Site ACL
  - The ACL setting must be ‘Full’
  - The Dev setting must be ‘Site Administrator’ or higher.
  - In the row of check boxes, Mt must be checked. The status of the other boxes can be either checked or unchecked.
- Service Depot ACL
  - The ACL setting must be ‘Full’

3. Exporting Lists

Device List CSV

1. Move to Export Device List menu.
2. Select List Type; Detail or Simple.
3. Select Service Depot Name.
4. Type the target Customer.
   You can designate multiple RC Gates by using % as a wild card.
5. Click [Export].
6. Click [OK] twice.
7. Requested list is shown up.
8. Double-click the data to save the CSV file.
9. Exported CSV file can be created.



Slide 133

❒ Use of % as a wild card: For example, if the customer names are registered as ABC Germany, ABC France, and ABC Italy, you can select all these names by inputting ‘ABC%’ as the target customer in step 4.

3. Exporting Lists
Reporting CSV

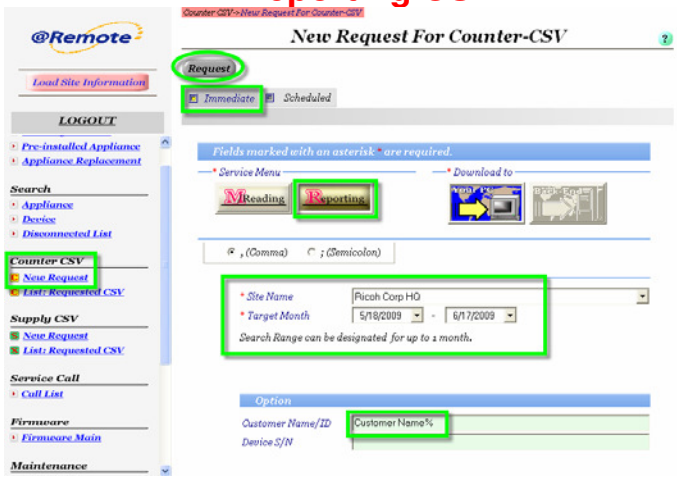
- At the center, counter data from all appliances is saved for up to a maximum of 40 days.
- Perform the download as two separate operations to obtain all the data.
  - Set range A = -40 to -30 days
  - Set range B = -30 to 0 days

Slide 134

No additional notes

3. Exporting Lists

Reporting CSV



- To get the data for all 40 days, do the operation twice.

Slide 135

No additional notes

3. Exporting Lists
Supply CSV

- **At the center, supply data for all appliances is saved for up to a maximum of 30 days.**
- **Perform the download as five separate operations to obtain all the data.**
  - Set range A = 0 to -6 days
  - Set range B = -7 to -13 days
  - Set range C = -14 to -20 days
  - Set range D = -21 to -27 days
  - Set range E = -28 to -30 days

Slide 136

- Basically, this is only for customers to which the toner replenishment service is provided.

3. Exporting Lists

Supply CSV

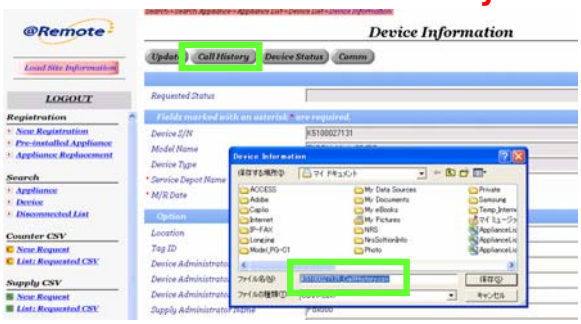
❑ **To get the data for all 30 days, do the operation 5 times.**

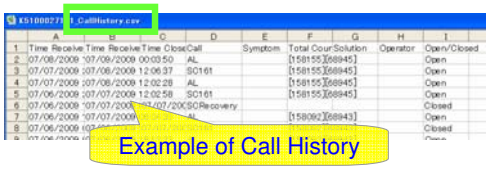
Slide 137

❒ Basically, this is only for customers to which the toner replenishment service is provided.

- Basically, this is only for customers to which the call handling and/or toner replenishment services are provided.

3. Exporting Lists
Call History





Example of Call History

- You have to download Call History CSV for each device one by one.
- It will take about 20 minutes to download call history from 100 devices.

Slide 139

No additional notes

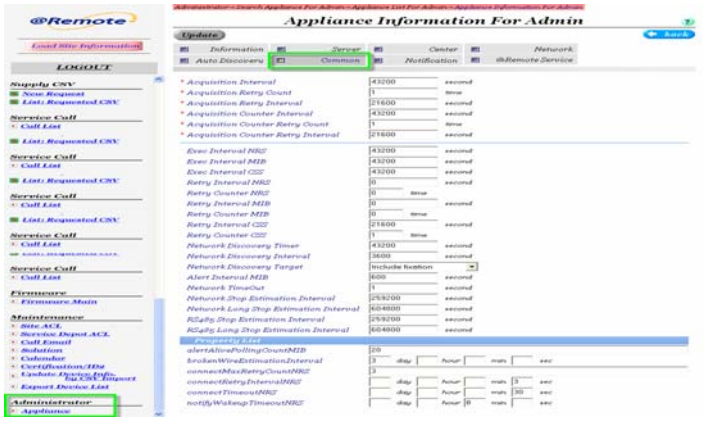
4. Install the RC Gate A

- When asked to input settings, input the settings from the old RC Gate (see step 1).
- Make sure that the Auto Discovery Settings are set up.
- Register the RC Gate A with the @Remote Center
- When finished, inform the @Remote Center operator.

Slide 140

- These steps are covered in the section on installation.

5. Input the Appliance Information for Admin

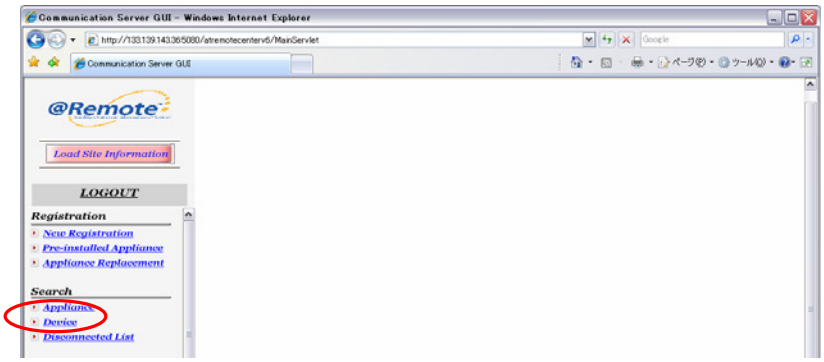


- At the Center GUI, log in as an Administrator (you need access to the Administrator menu)
- Input the data from the screen dumps of the Appliance Information for Admin that you made earlier.

Slide 141

- Input the data for each of the tabs.

6. Unmanage all Managed Devices

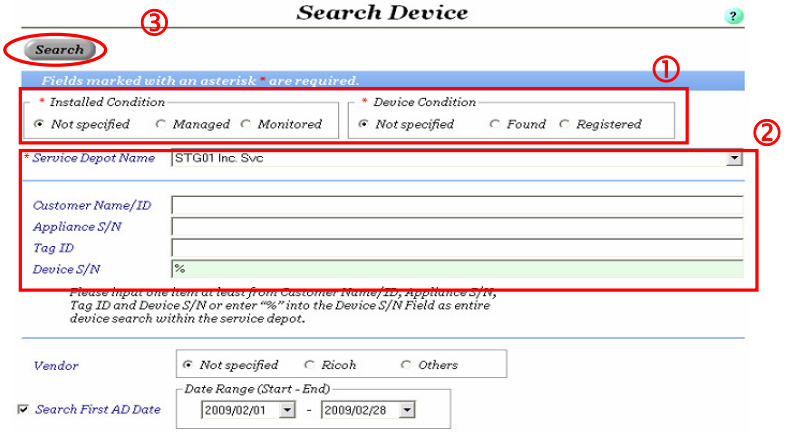


- Click 'Device' in the Search Menu.

Slide 142

- This is the reverse of the 'Registering at the Center GUI' procedure during installation and registration.

6. Unmanage all Managed Devices

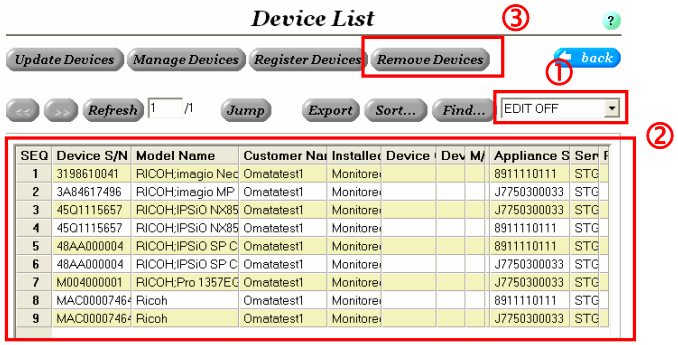


- **Select "Managed" for Installed Condition and "Not Specified" for Device Condition.**
- **Input the Service Depot, Appliance S/N, and other search conditions, then click 'Search'.**

Slide 143

- Device Condition: Some devices may be listed as 'Found'. These also need to be unmanaged. So, we must select 'Not specified'.
- Installed condition: Monitored devices do not have to be unmanaged and re-registered.
  - However, the customer may want to compare the lists of monitored devices made before and after switching over. To do this, you can use the device list that was exported in step 3, and compare it with a device list made after completing the switchover to RC Gate A.

6. Unmanage all Managed Devices

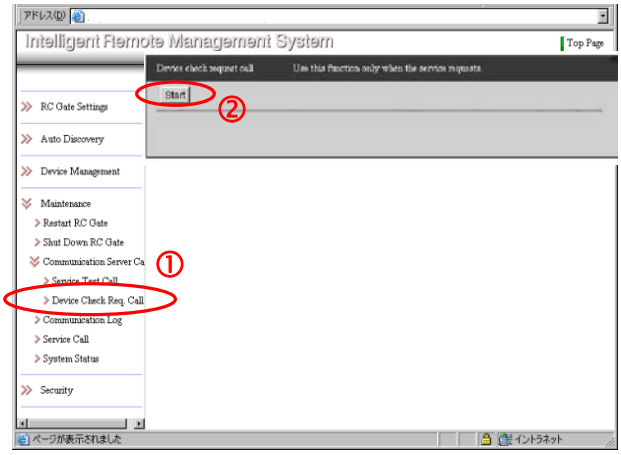


- **Make sure that "EDIT OFF" is selected.**
- **Select all devices.**
- **Click "Remove Devices".**
  - While the remove request for a managed device is being carried out, "Removing" is displayed in the "Requested Status" area.
  - At the next polling (or after a Device Check Request Call is made), the center requests the RC Gate to remove the device.

Slide 144

No additional notes

7. Make a Call from each RC Gate



- In the Maintenance menu of the RC Gate UI, click[Maintenance] - [Communication Server Calls] - [Device Check Req. Call].
- Then click Start.

Slide 145

- Make the Device Check Request call from each of the RC Gates to be removed.
  - The Device Check Request call takes a very short time. A service test call takes much longer, but you get a clear indication of whether the call succeeds or fails.
- This prevents the need to wait one hour for the next polling.

There is no indication when a Device Check Request Call has been completed successfully, or if it failed.

- If the procedure continues without a successful Device Check Request Call, the RC Gates will still have registered device data in the memory when they are disconnected and taken back to the service depot. So they cannot be installed again at a new customer.
  - If the Call succeeded, the device data is deleted from the RC Gates, and they are returned to the same condition as when they were new.
- However, the @Remote Center has deleted the device data, so the same devices can be registered again on the new RC Gate A.

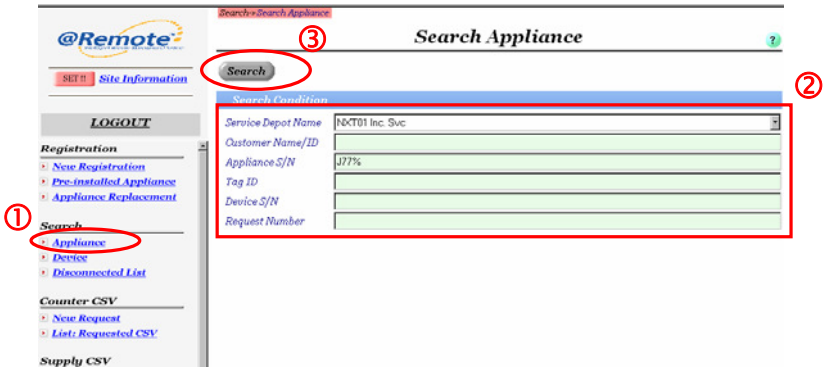
8. After Receiving the Calls

- **After the Device Check Request call, check the Device List again, to make sure that all devices were removed.**
  - It may occur that one or more devices could not be removed, and the device data remains at the Gateway.
  - In this case, it is not possible to remove the device on site, and only the solution is to ask IT/S in R-Japan to delete the data.
- **When all devices have been removed, notify the field technician that device registration can begin on the RC Gate A.**

Slide 146

- Normally, the device is online during removal. The RC Gate resets the flag in the device to be removed, receives a response from the device, and reports to the @Remote Center. Then the device is removed.
- If the device is disconnected, the flag will not be reset, but the RC Gate lists the device as deleted, and this is picked up by the gateway and the center.
  - Flag: 5816-209.
- But, if the RC Gate is disconnected, it cannot receive a remove device request from the center. After 4 hours, the center times out, and removes the devices from the center database, but not from the Gateway. The only solution is to ask for assistance from IT/S in Japan to delete the records from the database.

9. Remove the RC Gates from the Center

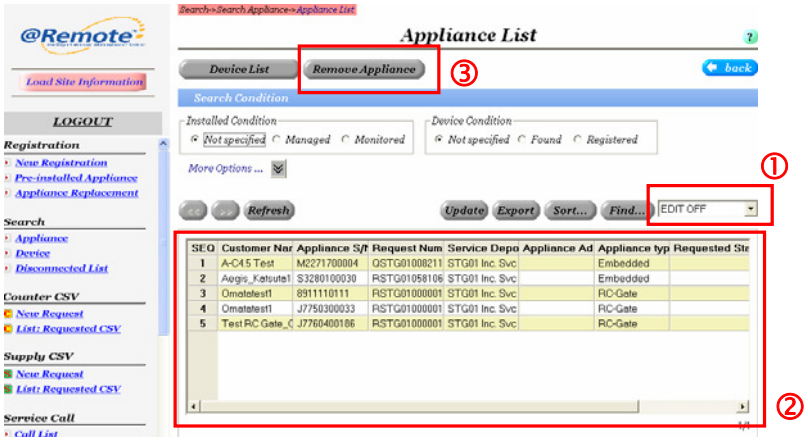


- ❑ **Click 'Appliance' in the Search menu.**
- ❑ **Input search parameters and click "Search".**

Slide 147

❒ The operation is similar to removing the devices, except this time we use Appliance in the Search menu.

9. Remove the RC Gates from the Center



- Make sure that 'EDIT OFF' is selected.
- Select the appliances and click 'Remove Appliance'.
- After a RC Gate has been removed at the Center GUI, ask the technician to disconnect it immediately.

Slide 148

Timing for disconnecting the RC Gates at the customer site

- After removing a RC Gate at the Center GUI, the RC Gate becomes initialized (like a brand new RC Gate). All 3 LEDs become lit (this is the 'shut down' status). Then the RC Gate can be disconnected and taken back to the service depot.
- If a RC Gate could not be initialized after removal at the Center GUI (e.g., because it is disconnected), the RC Gate is still active and may send data to the gateway if still connected. This will cause a problem at the Gateway when an unknown RC Gate (already removed at the Center GUI) sends data to it. So, after a RC Gate is removed at the Center GUI, the field technician should disconnect it immediately.
- Note that for Global Major Accounts and other large customers, RC Gates may be installed in different locations, or even in different countries. It is necessary to organize technician visits at the time of removal from the Center GUJI, in order to disconnect the RC Gates at the correct time.

10. Register the Devices on the RC Gate A

- **Register the devices on the RC Gate A, using the Device Registration Wizard.**

Slide 149

- Device Registration Wizard: This was explained in the section of the course on Installation.
- It takes 13 min. of processing time to register 500 devices at one time.
  - So, for RC Gate A (maximum of 1000 devices), it takes up to 26 minutes.
  - And for RC Gate S Pro (maximum of 5000 devices), it takes up to 2 and a half hours.
  - Each registration operation can handle up to 500 devices, so you have to do up to 2 operations for the RC Gate A, or up to 10 operations for the RC Gate S Pro.

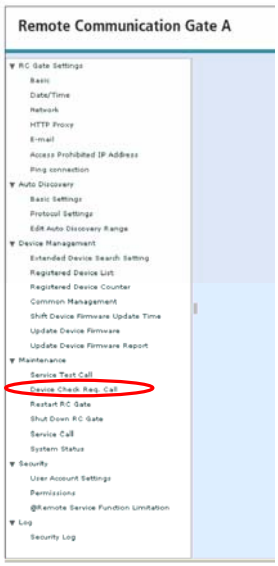
11. Check the Device List for the RC Gate A

- **During the Device Registration Wizard, the RC Gate A contacts the @Remote Center with the new device data.**
- **So, the device list at the Center GUI for the new RC Gate A should contain all the registered devices.**
- **Check this list.**
  - Compare it with the exported device list CSV files that you made earlier.
- **Make sure that all devices are registered and Managed**
  - If any failed, investigate, and try to recover.
- **If some devices still cannot be registered and Managed, wait one day and try from the @Remote Center with Remote Registration (see the next slide)**

Slide 150

❒ Each registration operation can handle up to 500 devices, so you have to do up to 2 operations for the RC Gate A. Before you give up and go on to remote registration, make sure to finish all operations first.

12. If Needed, Make a Call from the RC Gate A



- In the Maintenance menu of the RC Gate A UI, click Maintenance – Device Check Req. Call.
- Then click Start.

Slide 151

If some devices are listed as Found, ask the field technician to make a Device Check Request Call from the RC Gate A.

- This prevents the need to wait one hour for the next polling.
- After registering devices with the Device Registration Wizard, they are also automatically registered at the Center GUI. However, some may still be in the Found status. If so, a Device Check Request Call from the RC Gate A will change them from Found to Registered. If that fails, then the Center GUI operator will have to register them manually, and then another Device Check Request Call will be needed.

13. Remote Registration

- **Wait until 24 hours have passed since the Auto Discovery Settings were made in the RC Gate A at the customer site.**
- **Check the Device List for the RC Gate A.**
  - If some devices are still not registered and Managed, make sure that all the devices are listed as 'Monitored' or 'Found'.
  - If any devices are not listed, check their condition, and recover them.
- **Register the devices.**

Slide 152

❒ We use Remote Registration to try to register devices that are still not registered.

14. Register the Devices

- **After you finished this step, wait for at least an hour (until automatic hourly polling is done).**
  - There is no technician at the customer site to make an Device Check Request call this time.
- **Then check the list of registered devices.**
  - Compare it with the exported device list CSV files (from slide 1).
- **Make sure that all devices are registered and Managed**
  - If any failed, investigate, and try to recover.

Slide 153

No additional notes

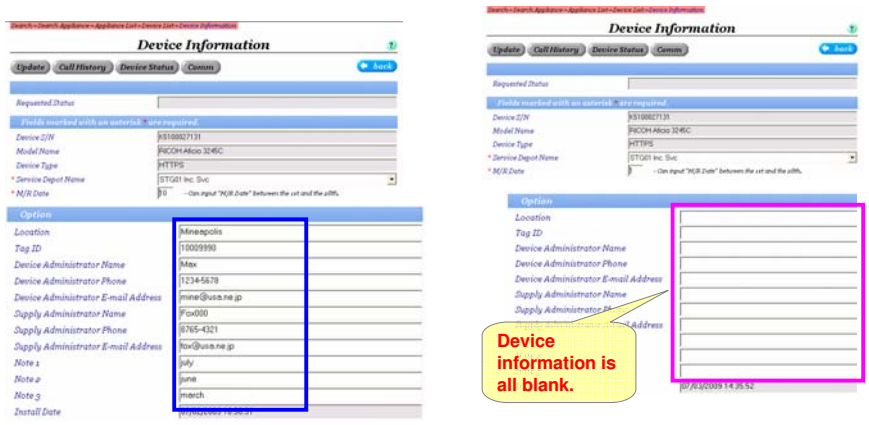
15. Retrieve the Old Device Information

- **Import the device information from the old RC Gates.**
  - Import it from the Exported Device List CSVs that you made in step 3.
  - You need the Export Device List: Simple

Slide 154

No additional notes

15. Retrieve the Old Device Information



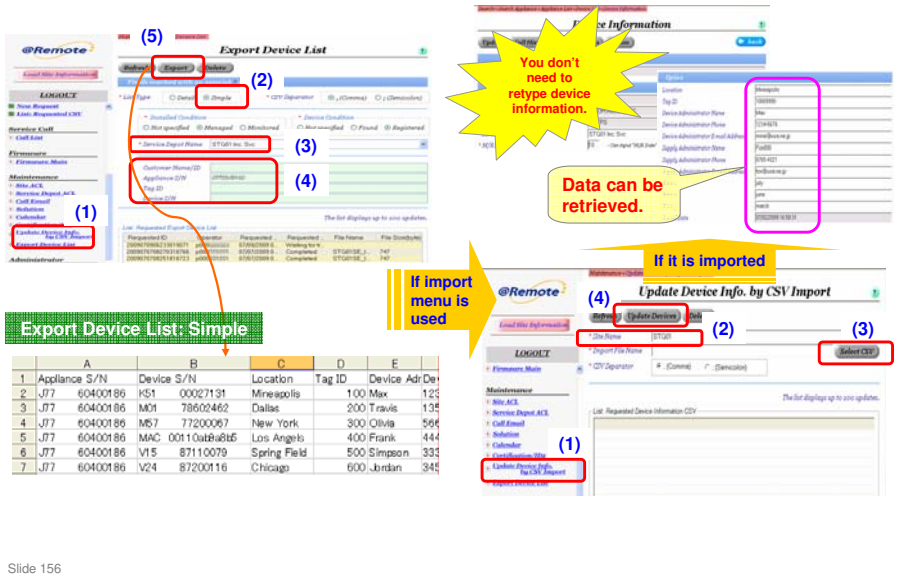
Data when registered on the RC Gate

Data after registering on the RC Gate A

Slide 155

No additional notes

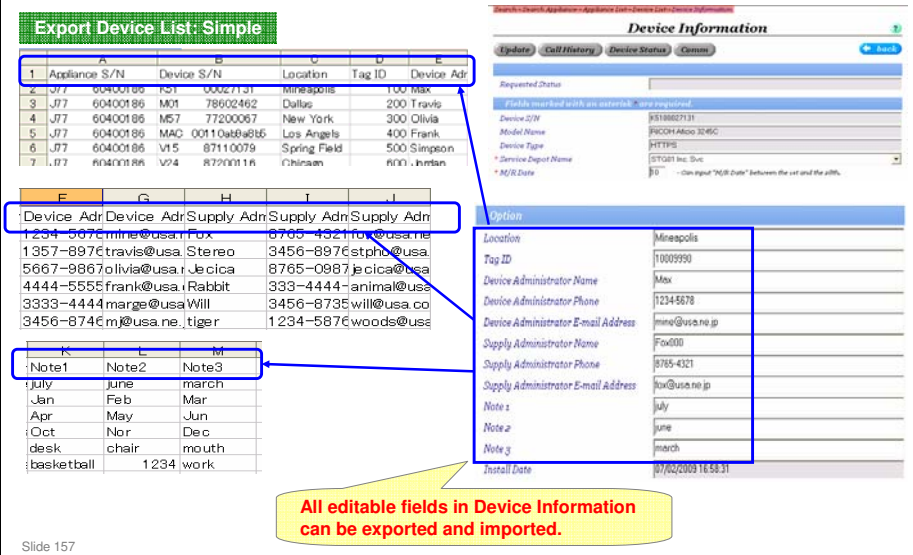
15. Retrieve the Old Device Information



Slide 156

No additional notes

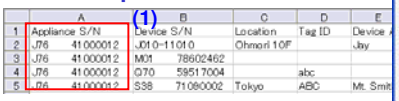
15. Retrieve the Old Device Information

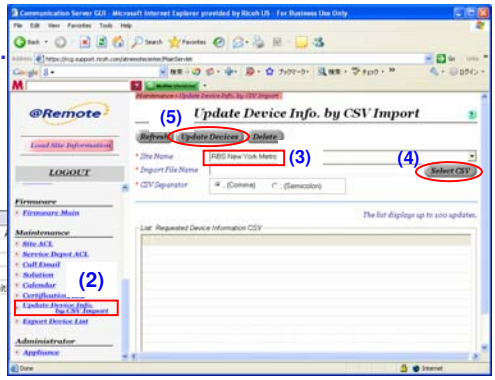


No additional notes

15. Retrieve the Old Device Information

1. In the exported Device List: Simple CSV, change the Appliance S/N from the old RC Gates' S/N to the S/N for the new RC Gate A, and other information if necessary.
2. Click "Update Device Info by CSV Import" in the Maintenance menu of the center GUI.
3. Select the Site Name.
4. Select the CSV file to import.
5. Click [Update Device].
6. Open the Device List in the CenterGUI, and check that all updates are correct.



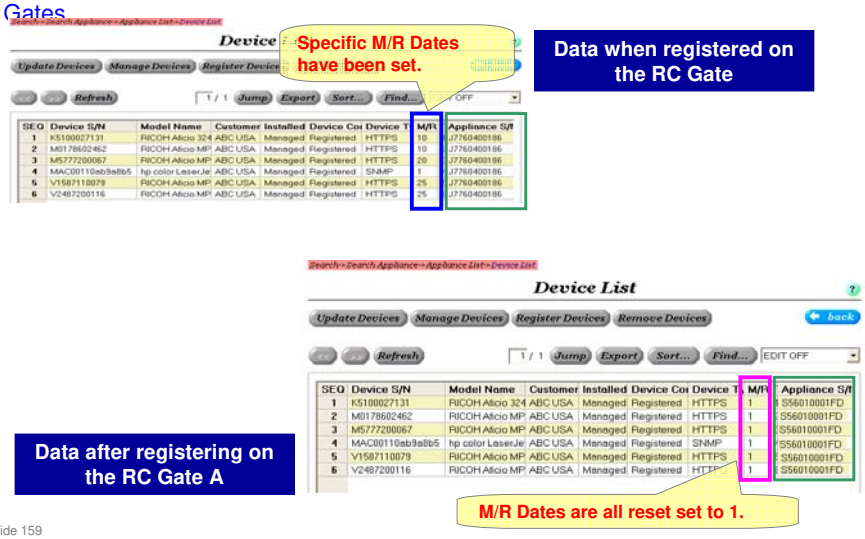


Slide 158

No additional notes

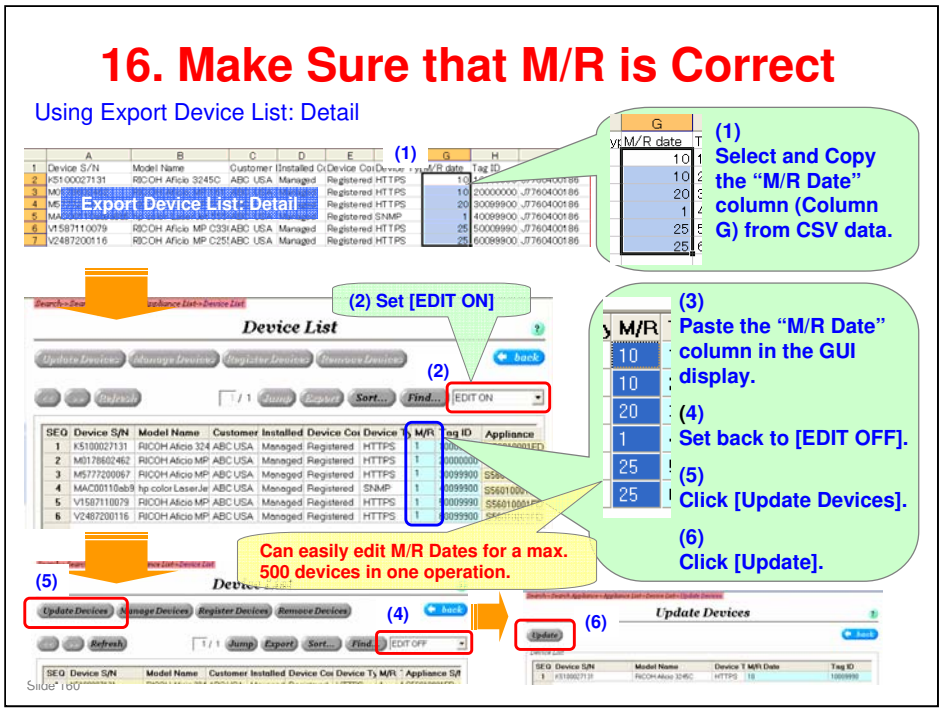
16. Make Sure that M/R is Correct

The M/R dates have all been reset to 1. They must be set to the same values as they were when registered on the previous RC Gates.

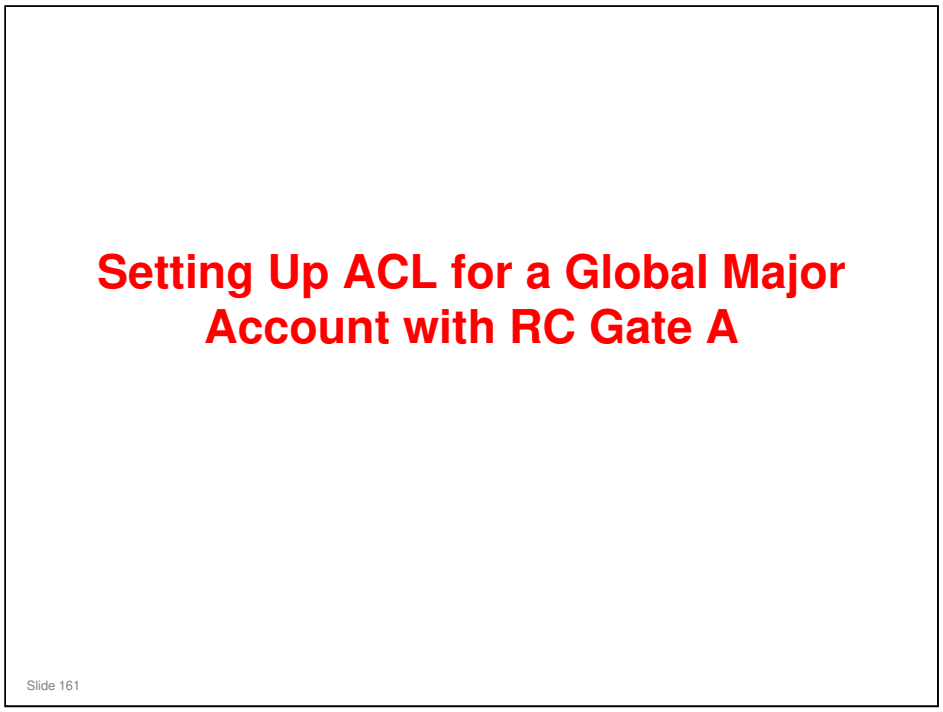


Slide 159

No additional notes



No additional notes

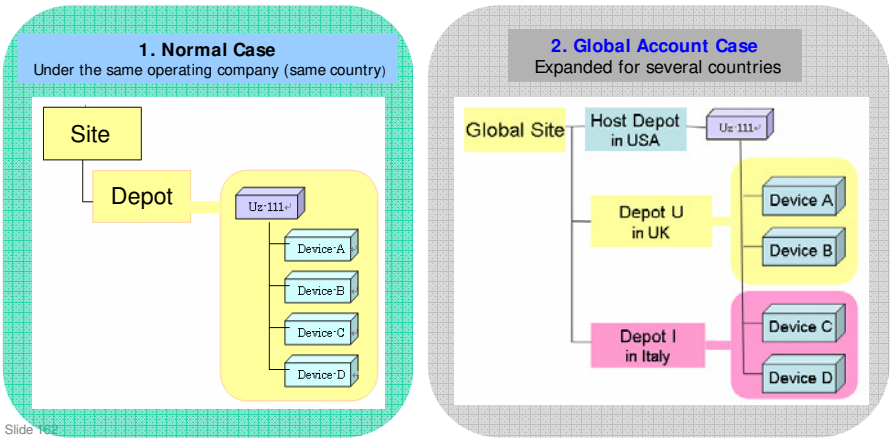


- This procedure shows how to set up ACL for the general technicians at a service depot. It is not for setting up ACL rights for specialists who perform special tasks (such as working with the Maintenance menu on the Center GUI).

Site ACL and Service Depot ACL

Overview:

When several devices are migrated from multiple RC Gates in different countries to one RC Gate A, and the RC Gate A needs to manage devices among different countries, a specific ACL set-up may be required in the center GUI. This is to make cross-border support possible.



No additional notes

Site ACL and Service Depot ACL

- **In general, managed devices must be registered within the same site as the Appliance.**
- **To meet global accounts requirements, a cross-border site must be set up, to enable the assignment of its service depots that are located in different countries.**
  - For example, Site Name is “Global Site” located in the USA, and two Service Depots are registered under the Site: “Depot U in UK” and “Depot I in Italy”.
- **It is possible to acquire device data using the Appliance in the USA as long as the Appliance manages these devices, even though the installation sites of the devices are in a different country.**
- **However, to maintain toner replenishment and call handling services, and/or RFU, it is necessary to entrust the required work to a sales company located in the same country as the device.**
- **To make this possible, ACL settings at the center GUI are important.**
  - For example, a person in UK may be responsible for devices in UK, but does not require access rights to manage the appliance and devices in the USA or devices in Italy.

Refer to the following procedure, to set the appropriate access rights (ACL) for the technicians.

Slide 163

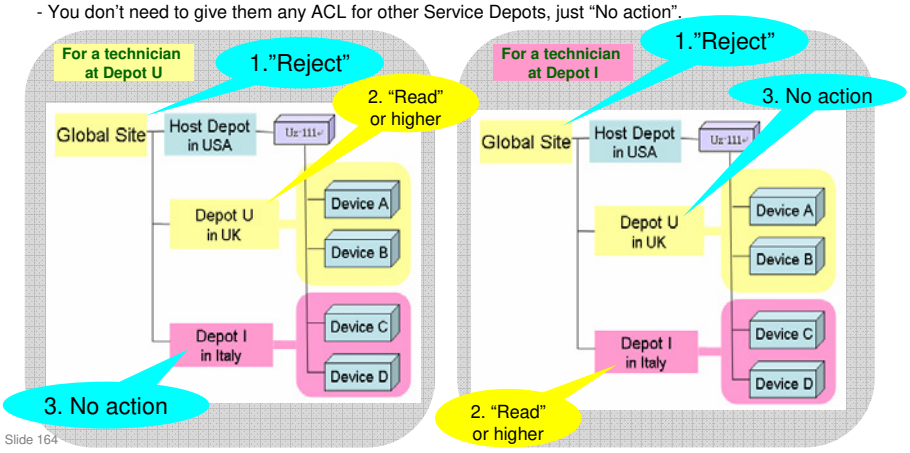
No additional notes

Site ACL and Service Depot ACL

When you install a RC Gate A/S1 under a Global Site, the regional manager must set appropriate ACL for all responsible persons at the Service Depots in different countries;

1. Global Site ACL: Set to “Reject”. ← With this setting, they cannot operate anything related to the Appliance.
2. Their own Service Depot ACL: “Read” or higher. ← With this setting, they can operate the areas of the center GUI related to the devices they are responsible for, but no others.

- If they want to edit Device information etc., you need to set their Service Depot ACL as “Write” or higher.
- You don’t need to give them any ACL for other Service Depots, just “No action”.



Slide 164

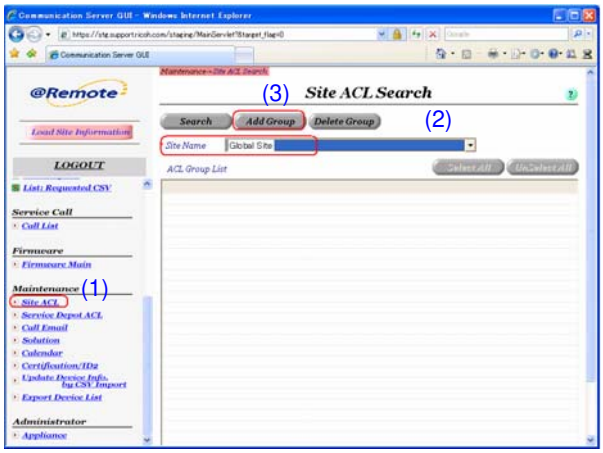
❒ No action: For example, UK technicians need no service depot ACL setting in the Italy service depot

How to set Site ACL

Procedure:

1. To set Site ACL
   1-1. Open Site ACL in Maintenance menu of the center GUI.
   1-2. Select the Site Name in your area.
   1-3. Click [Add Group].

This procedure shows how to allow responsible persons to access only the devices in their country.

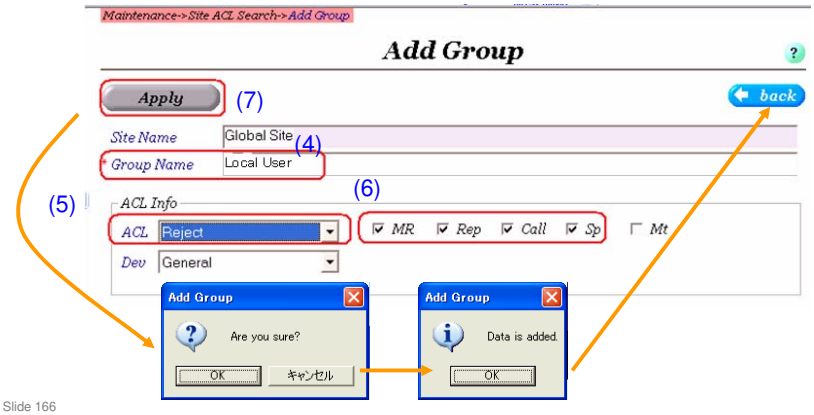


Slide 165

No additional notes

How to set Site ACL

1-4. Input the Group Name; e.g. “Local User”.
1-5. Select ACL as “**Reject**” in ACL Info.
- Select Dev as “General”
1-6. Select check boxes in accordance with the role of the technicians in this group.
- Don’t need to select the [Mt] check box.
1-7. Click [Apply] ,and click [OK] twice.
Go back to the Site ACL Search window, then select and double-click the Group Name.

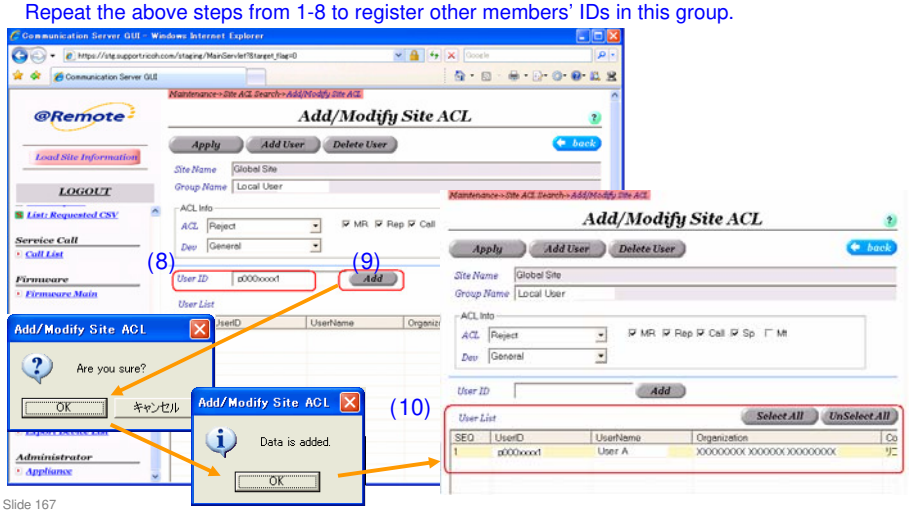


Slide 166

No additional notes

How to set Site ACL

1-8. Input the User ID of the technician in the “User ID” box.
1-9. Click [Add], and click [OK] twice,
1-10. The user is registered in the User List.
Repeat the above steps from 1-8 to register other members’ IDs in this group.



Slide 167

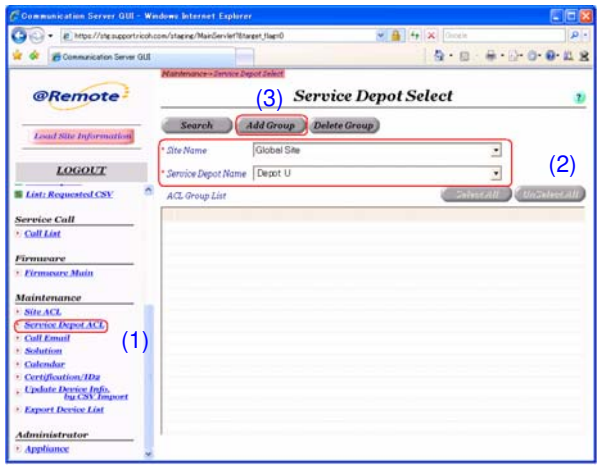
No additional notes

How to set Service Depot ACL

2. To set Service Depot ACL
   2-1. Open Service Depot ACL in the Maintenance menu of the center GUI.
   2-2. Select the Site and Service Depot that you want to set.
   2-3. Click [Add Group].

This procedure shows how to give the necessary Service Depot ACL level to responsible persons of the Service Depot U in the UK.

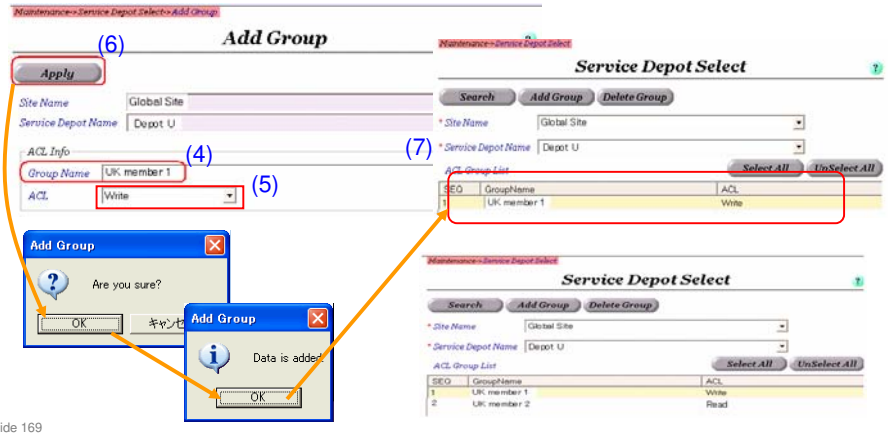
They must be able to operate devices registered under the Service Depot U, but should not see the Appliance (RC Gate A) in the USA or Service Depot I in Italy.



No additional notes

How to set Service Depot ACL

2-4. Input the Group Name; e.g. “UK member”.
2-5. Select ACL as “**Read” or higher** in ACL Info.
- If they will edit device information, and/or input Solutions in the Call List menu, select “Write”.
2-6. Click [Apply], and click [OK] twice.
2-7. The Group Name is registered in the ACL Group List.
Repeat the above procedure to register different groups for this Service Depot as necessary.

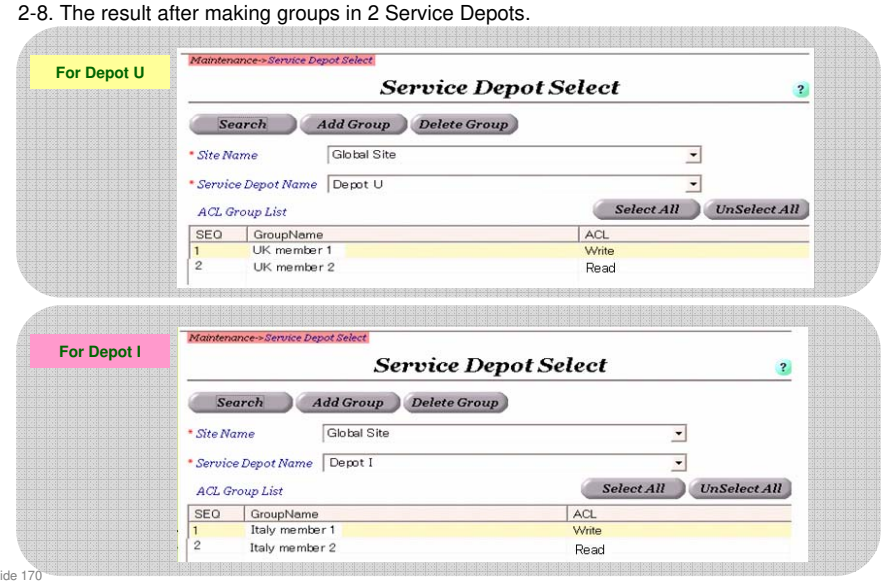


Slide 169

No additional notes

How to set Service Depot ACL

2-8. The result after making groups in 2 Service Depots.

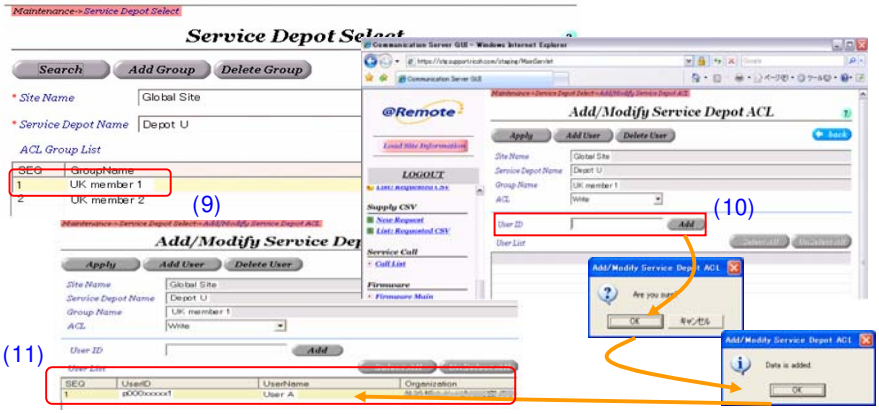


Slide 170

- In the above example, we have made two groups in the UK service depot, and two groups in the Italy service depot.
- In each depot, we made a group for users with read status, and a group for users with write status.
- Now we can add users to each group, as shown on the next slide.

How to set Service Depot ACL

2-9. Select and double-click the Group Name.
2-10. Input the technician's User ID in the "User ID" box, then click [Add].
2-11. User A is added to the User list.



Slide 171

- In this slide, we register a user for the UK service depot.
- We can register users for groups in Italy after we change the Service Depot Name to Italy.