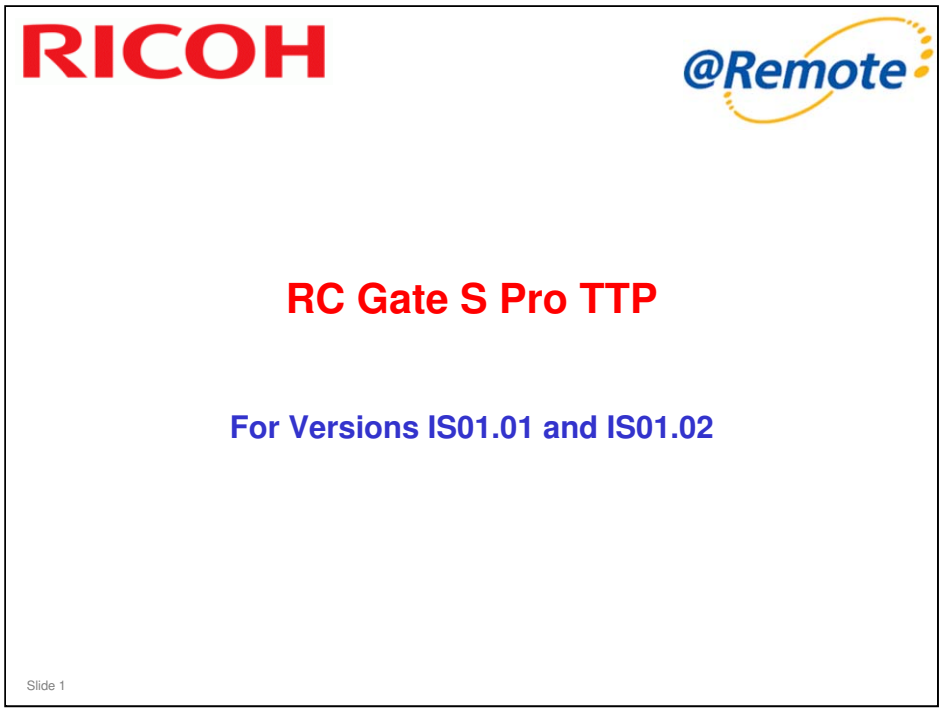
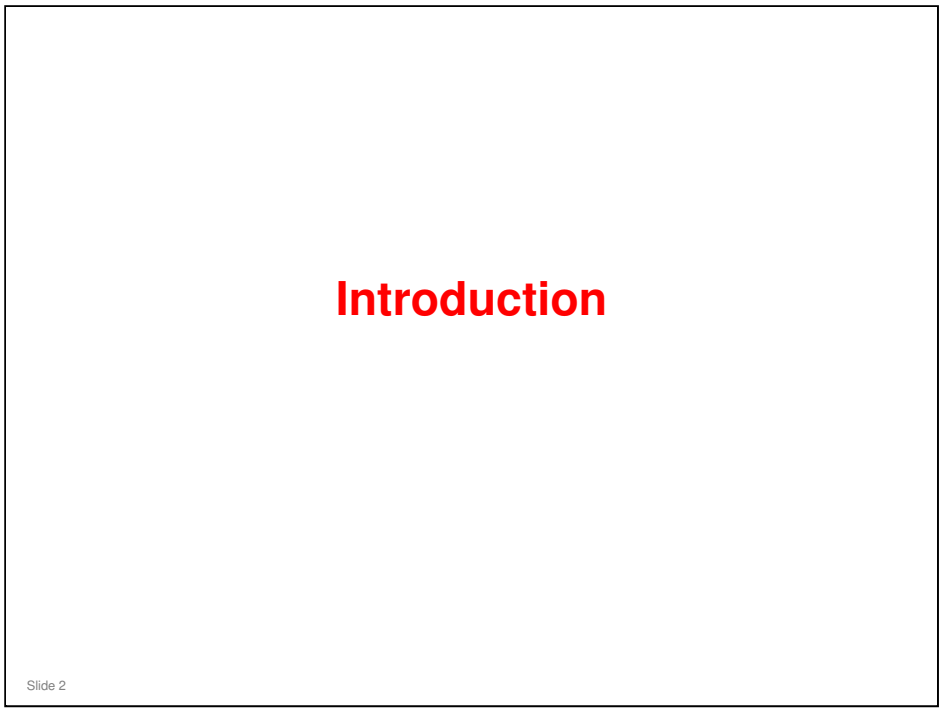


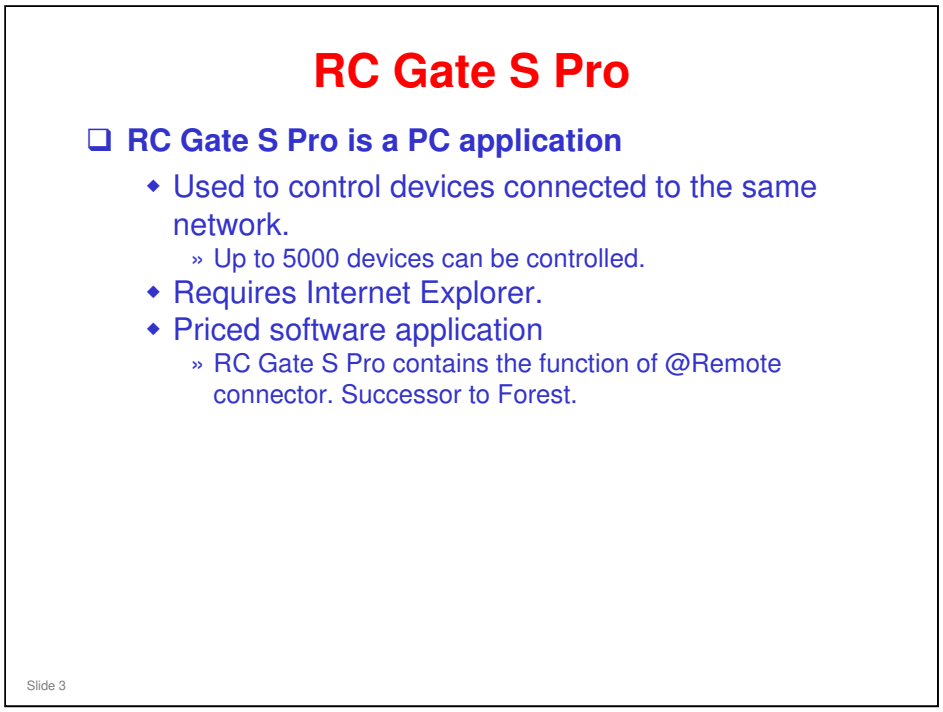
Version IS01.01: This is RC Gate S Pro Mk 1

Version IS01.02: This is RC Gate S Pro Mk 2

If something new has been added for the Mk2 version, it will be indicated on the slide or in the notes page.



No additional notes



RC Gate S Pro: Maximum number of devices is 5000

- This is a theoretical specification, but in practice the RC Gate S Pro can probably handle many more devices than this

Product Names

- **RC Gate**
  - RC Gate-S1: Remote Communication Gate Type BN1
  - RC Gate-S1M: Remote Communication Gate Type BM1
- **Embedded RC Gate**
  - Embedded RC Gate-N: Remote Communication Gate Type CN1
  - Embedded RC Gate-M: Remote Communication Gate Type CM1
- **Successor series to RC Gate**
  - RC Gate S Pro: Remote Communication Gate S
  - RC Gate A: Remote Communication Gate A

Slide 4

No additional notes

Major Specifications - 1

- **Max. number of Monitored devices**
  - 5000
- **Max. number of Managed devices**
  - 5000
- **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
- **Periodical reboot**
  - Unnecessary
- **SNMP Version**
  - SNMP v1/v2/v3

Slide 5

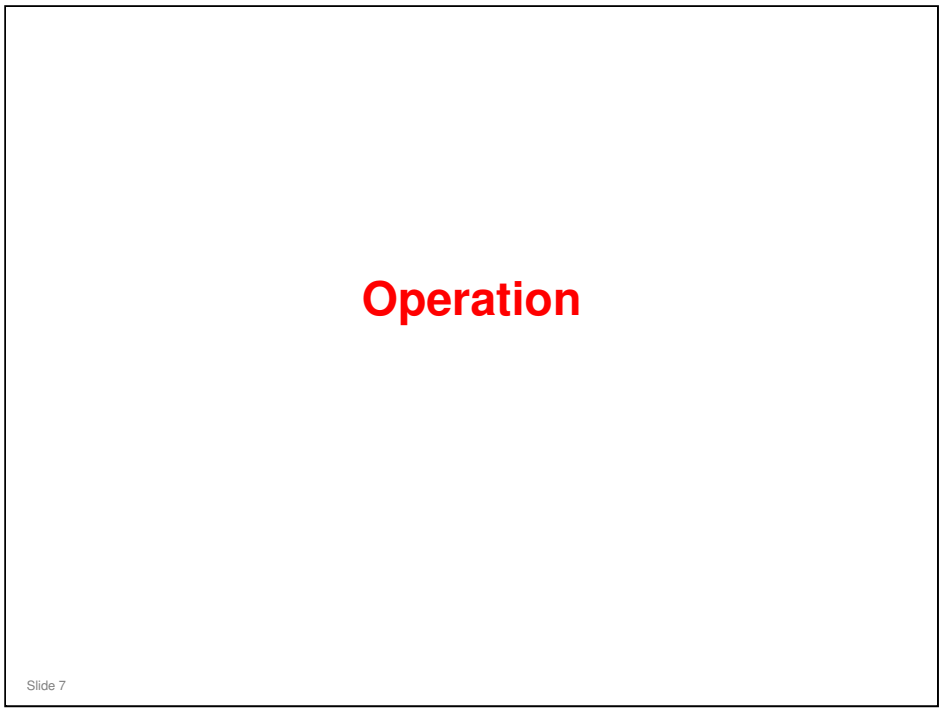
No additional notes

Major Specifications - 2

- **Communication Protocol**
  - SNMP/SOAP
- **Communication Method (between appliance and center)**
  - HTTPS only (no SMTP)
- **Appliance ID2**
  - S5600000001
- **System Log**
  - 500MB
- **Communication Log**
  - 10MB
- **When an Appliance SC occurs:**
  - RC Gate S Pro itself does not reboot, but the internal @Remote service will reboot.

Slide 6

- SOAP: Simple Object Access Protocol



❒ This section briefly explains how to operate the RC Gate S Pro.

Operating the RC Gate S Pro
Logging In

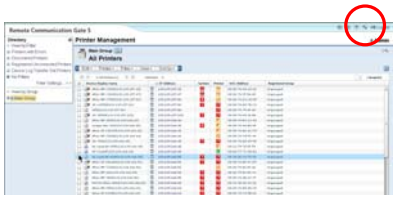
- **In addition to the users login procedures, which we will not discuss in this course, there are two others.**
  - User administrator login
    - » http://111.222.333.444:8080/wsdm/pc/basic.Login
  - CE (technician) login
    - » https://111.222.333.444:9443/CE/

Technician User administrator

Slide 8

- The user menu is sometimes known as the 'onsite menu', and the CE menu and user administrator menu are known as the '@Remote menu', even if RC Gate S Pro Onsite is already converted to RC Gate S Pro @Remote. We will attempt to explain this later in this section.

RC Gate S Pro (Onsite) Menu



- The 'All Printers' list appears immediately after you login to RC Gate S Pro (Onsite).
- If no machines have been detected yet, the blue menu screen on the right appears after login.
- To access the blue menu screen from the All Printers list, click on the spanner icon at the top right corner of the screen.

Slide 9

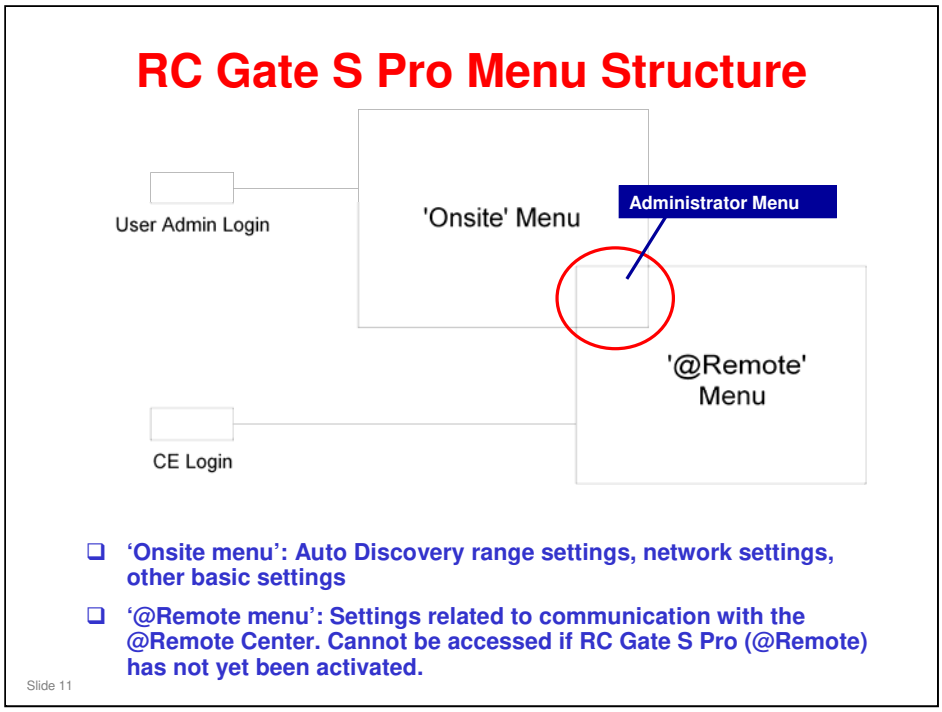
- If no machines have been detected yet, the blue menu screen appears after login.
- The data shown in the All Printers List is also often referred to as the 'onsite data'.

RC Gate S Pro (@Remote) Menu

- To enter the administrator (@Remote) menu, click on the bottom-right link as shown above.
- To go back to the Onsite menu, click Back to Onsite in the top right corner of the @Remote menu screen.

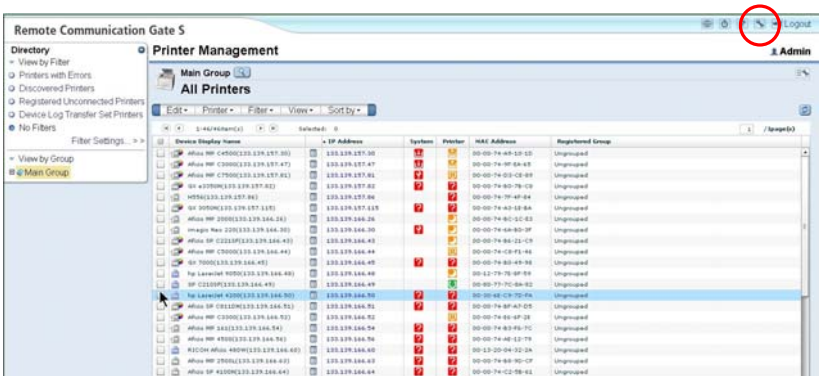
Slide 10

- It is not possible to go into the @Remote menu by directly typing a URL. It is only possible to enter from the RC Gate S Pro (Onsite) menu.



- The administrator menu is in both the onsite and @Remote menu. It can be accessed by technicians and user administrators.
- When you log in as a user administrator, the software takes you to the onsite menu.
- However, if RC Gate S Pro (@Remote) has not yet been activated, it cannot be accessed from the 'onsite' menu.

RC Gate S Pro (@Remote) Menu
Administrator Login

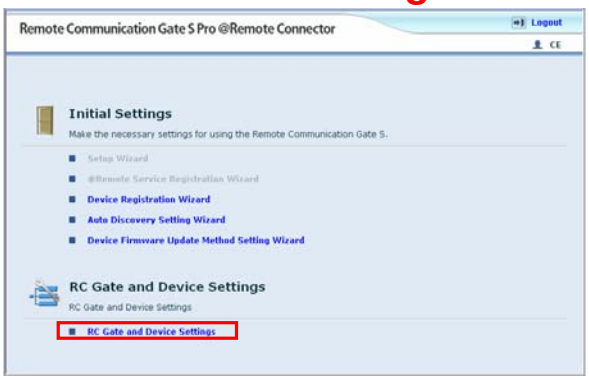


- If devices have already been registered on this RC Gate S Pro, you will not see the setup screen. You will see the registered device list (All Printers List).
- To get to the setup screen, click the spanner icon in the top right corner (this goes to the Settings menu).

Slide 12

No additional notes

RC Gate S Pro (@Remote) Menu
Technician Login

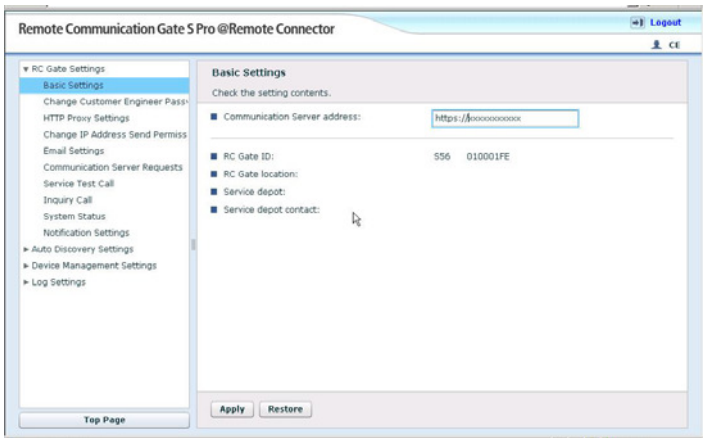


- **The appearance of the menu is different if this is the first time the RC Gate S Pro is used (i.e., not yet registered).**
  - Setup Wizard appears in blue, and Device Registration Wizard, Auto Discovery Setting Wizard, and Device Firmware Update Wizard are all grayed out.
- **If you click RC Gate and Device Settings, you will be able to see and change settings.**

Slide 13

No additional notes

RC Gate and Device Settings



- This is the settings menu for RC Gate S Pro.
- The menu is on the left, and the settings are on the right.

Slide 14

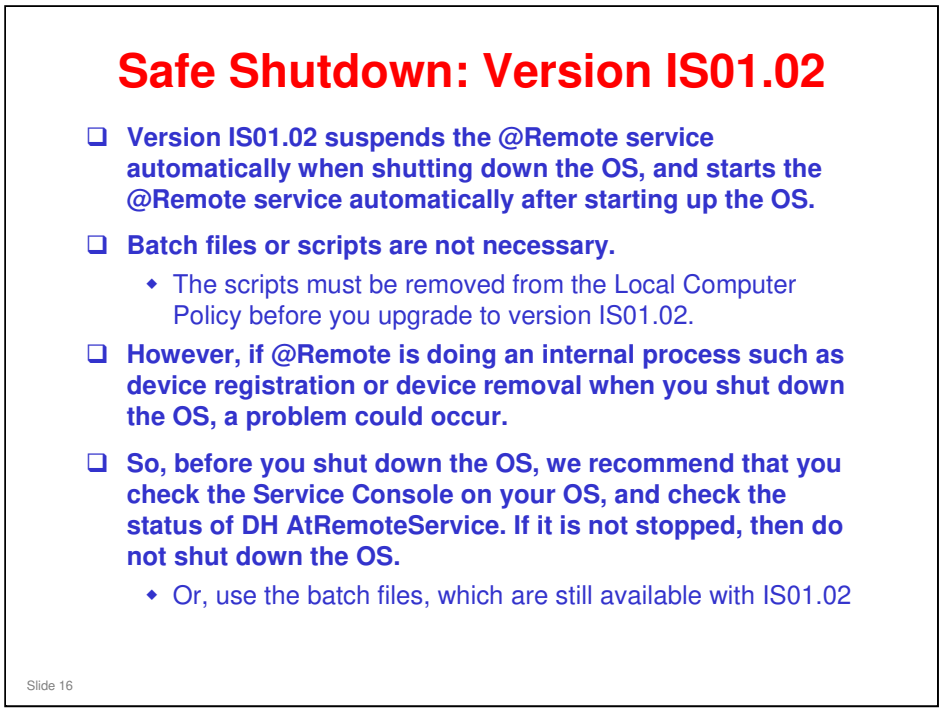
No additional notes

Safe Shutdown: Version IS01.01

- **If you need to stop @Remote service on the RC Gate S Pro, use one of the following safe shutdown procedures.**
- **There are two procedures. Use one of them to shut down the RC Gate S Pro safely.**
  - Batch file in the root directory of the server
  - Using the Shutdown script, the @Remote service will stop automatically when the OS is shut down.
    - » There is also a startup script to start the @Remote service automatically when the OS is booted up.

Slide 15

No additional notes



- The batch files are still included in the software, because you need them for activation and uninstallation. These are explained in other parts of the course.

How to see the Service Console?

- This depends on your operating system.

What kinds of errors may occur when internal processes are interrupted by shutting down the OS?

- During Installation or While Updating the Certificate: When the OS is started up again, these processes are started again automatically. No operation is needed.
- During Device Registration or Device Removal from the Center GUI: Data discrepancies can occur between the databases in the RC Gate S Pro and in the @Remote Center.

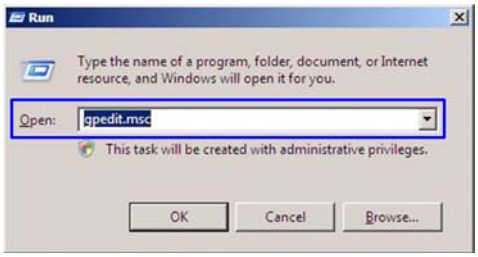
Safe Shutdown with the Batch File

- **Turning Off @Remote Service**
  - 1. Run Explorer on the server PC for RC Gate S Pro.
  - 2. Open C:¥Program Files¥RMWSDMEX¥tool (C:¥ is an example of the root drive where the RC Gate S Pro is installed.)
  - 3. Double click "atremote_stop_manual.bat" to stop the RC Gate S Pro.
- **Turning On @Remote Service**
  - 1. Run Explorer on the server PC for RC Gate S Pro.
  - 2. Open C:¥Program Files¥RMWSDMEX¥tool (C:¥ is an example of the root drive where the RC Gate S Pro is installed.)
  - 3. Double click "atremote_start_auto.bat" to reboot the RC Gate S Pro.

Slide 17

No additional notes

Configuring a Shutdown Script – 1
IS01.01 only

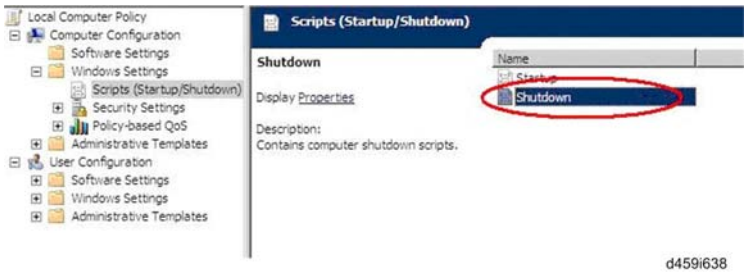


- On the display, click Start > Run.
- Browse to "gpedit.msc".

Slide 18

- The next few slides show how to add a shutdown script to the Local Computer Policy.
- This feature is called 'Enhanced Shutdown'.
- It does the same as the batch file, but the operation for the user is simpler.

Configuring a Shutdown Script - 2
IS01.01 only

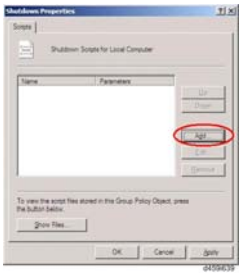


- Open "Local Computer Policy" >"Computer Configuration" >"Windows Settings" >Scripts (Startup/Shutdown).
- Then double click "Shutdown".

Slide 19

No additional notes

Configuring a Shutdown Script - 3
IS01.01 only

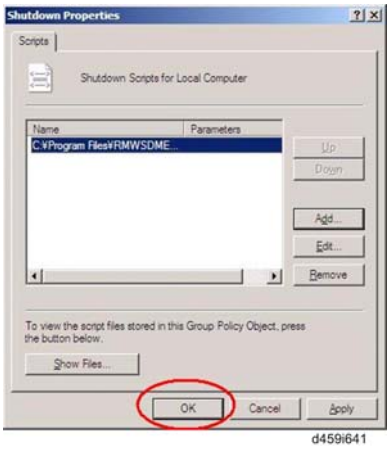


- Click ‘Add’.
- Browse to C://Program File/…../tool/atremote_stop_manual.bat

Slide 20

No additional notes

Configuring a Shutdown Script - 4
IS01.01 only

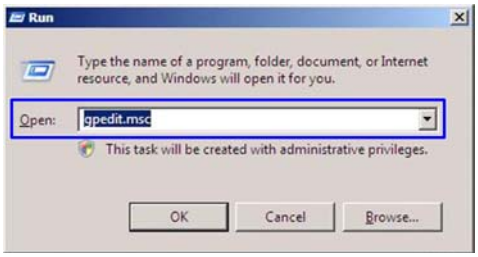


- Click 'OK'.

Slide 21

No additional notes

Configuring a Restart Script - 1
IS01.01 only



- On the display, click Start > Run.
- Browse to "gpedit.msc".

Slide 22

- The next few slides show how to add a restart script to the Local Computer Policy.

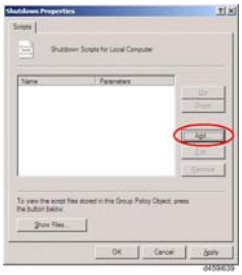
Configuring a Restart Script - 2
IS01.01 only

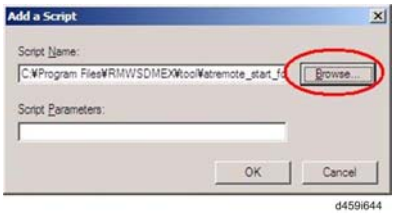
- Open "Local Computer Policy" >"Computer Configuration" >"Windows Settings" >Scripts (Startup/Shutdown).
- Then double click "Startup".

Slide 23

No additional notes

Configuring a Restart Script - 3
IS01.01 only





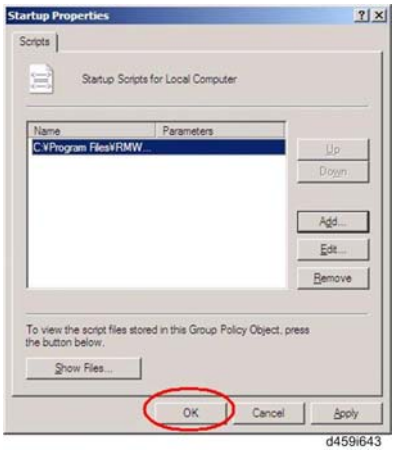
- Click 'Add'.
- Browse to C://Program File/...../tool/atremote_start_manual.bat

Slide 24

No additional notes

Configuring a Restart Script - 4
IS01.01 only

- Click 'OK'.



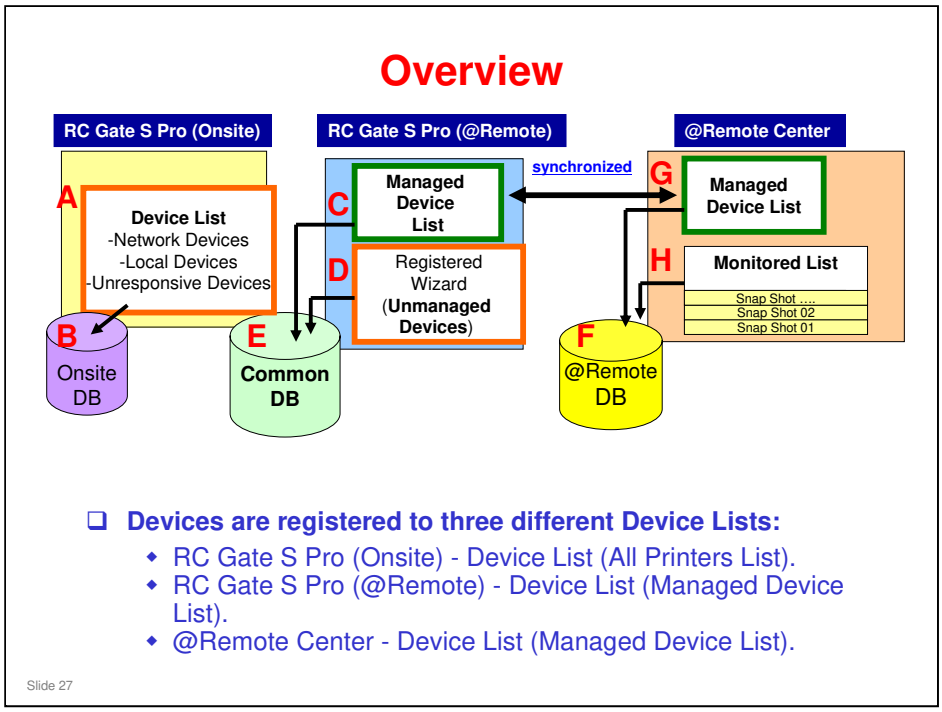
Slide 25

No additional notes

How RC Gate S Pro Handles Devices

Slide 26

❒ This section briefly explains the internal databases of the RC Gate S Pro.



- RC Gate S Pro (@Remote) is also called @Remote Connector.

Auto Discovery

- RC Gate S Pro (Onsite) scans the IP address range stored with the Device Discovery settings.
- If a new machine was added to the network, Onsite detects it and puts it in the Network Device List, and copies it to the Unmanaged Devices List.
- RC Gate S Pro (@Remote) looks in the Unmanaged Devices List (it does not scan the full address range).

Slide 28

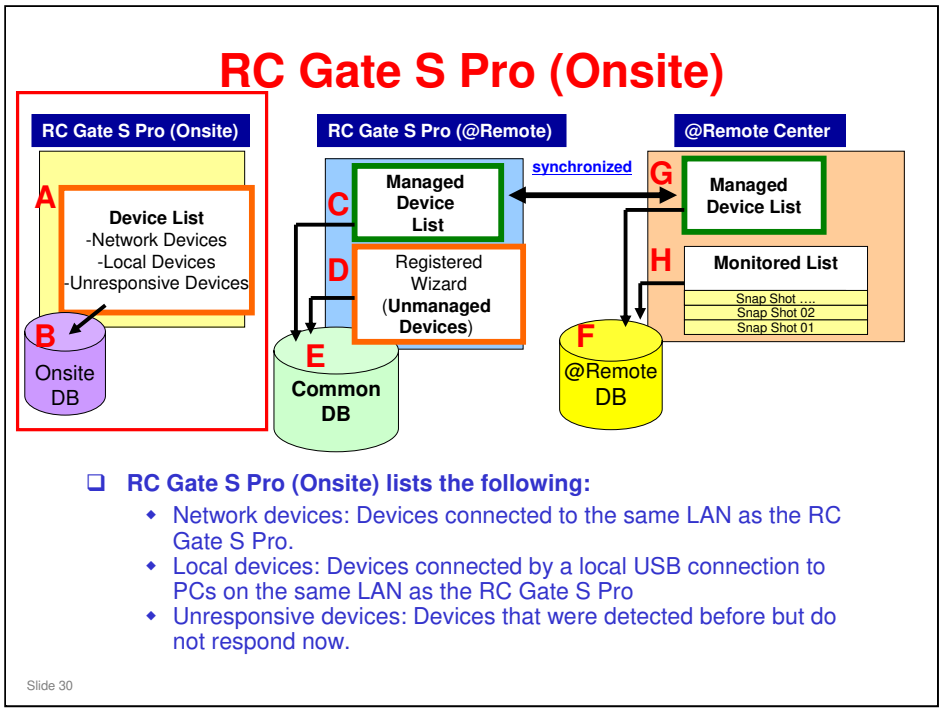
No additional notes

Setting IP Addresses for Discovery

- RC Gate S Pro does not have an independent range setting function.
- Auto Discovery uses an 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.
- Onsite Discovery is set up with the Device Discovery Settings.
- This is different from RC Gate A and RC Gate – in these two appliances, the settings for the two functions are separate.

Slide 29

- The Device Discovery settings are used for both Auto Discovery and Device Registration.
- They must be set up before starting registration. The procedure is explained later in this course.
- The Device Discovery settings are in the Onsite menu.

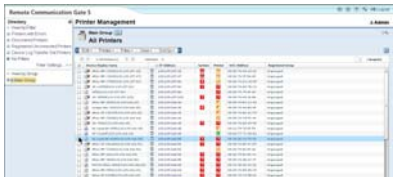


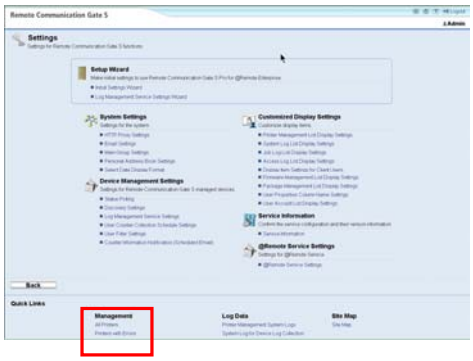
- Local devices: These devices are found by RC Gate S Pro Onsite, but only the IP address, serial number, and model name can be reported. No counter data, toner alarms, logs.
- Unresponsive devices: For example, if DHCP changes the IP address of a device, the device is listed in the Network Device List with the new IP address, and in the Disused Device list with the old IP address.

- So, the same device can appear many times, with many different IP addresses, only one of which is current. Also, the same IP address can appear many times, with many different devices, only one of which is current.
  - Database F (@Remote DB) tracks devices by serial number, so it automatically updates device registration when the IP address of a device changes. However, databases B (Onsite DB) and E (Common DB) do not update device registration, causing the same device to be registered multiple times (once for each IP address that device has used). The old IP addresses will indicate an unresponsive device, and must be deleted manually for B and E.

- RC Gate S Pro searches for devices within the set Device Discovery range.
  - This setting is explained in the section of the course on Installation.

RC Gate S Pro (Onsite)

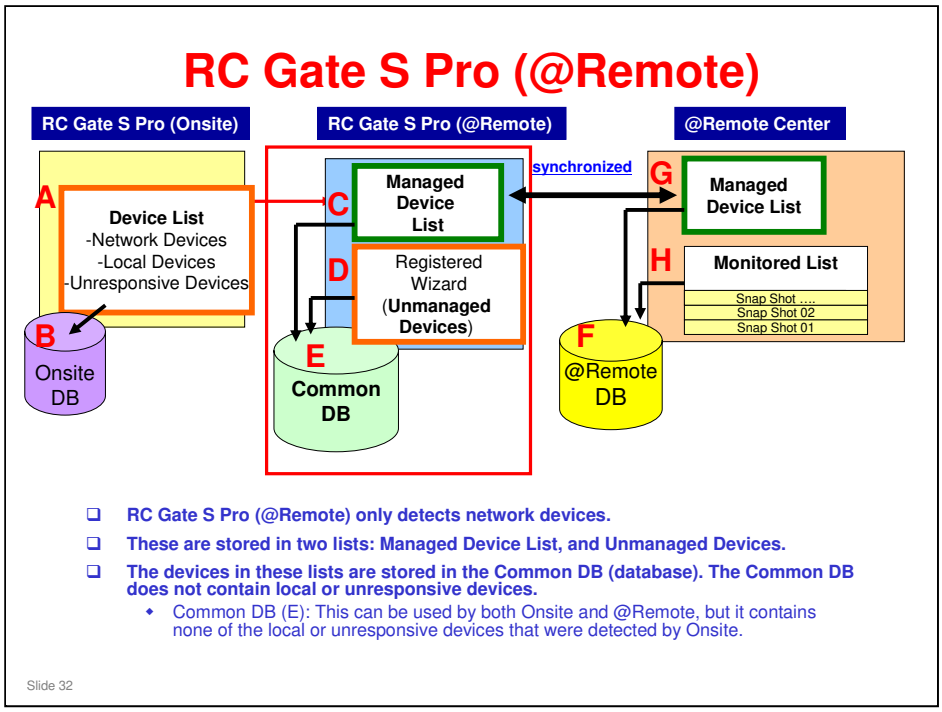




- To view a list of devices detected by RC Gate S Pro (Onsite), see the 'All Printers' list (an example is shown above left).
- This list appears immediately after you login to RC Gate S Pro (Onsite).
- Or you can see it by selecting 'All Printers' from the menu as shown above right.

Slide 31

- If no machines have been detected yet, the blue menu screen appears after login.
- The data shown in the All Printers List is also often referred to as the 'onsite data'.

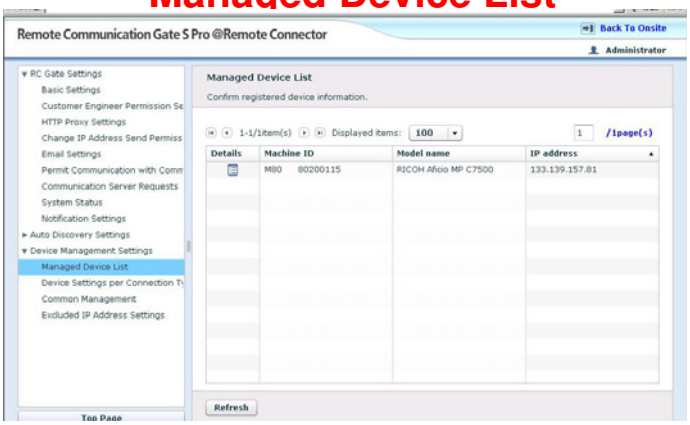


- For a new installation, the Managed Devices List is empty, and all detected devices are in the Unmanaged Device List.
- These devices can be seen with the Device Registration Wizard.
- After registration, these go into the Managed Device List.
  - This list can be seen with Managed Device List in the RCGate and Device Settings menu.

Auto Discovery

- RC Gate S Pro (Onsite) scans the IP address range stored with the Device Discovery settings.
- If a new machine was added to the network, Onsite detects it and puts it in the Network Device List, and copies it to the Unmanaged Devices List.
- RC Gate S Pro (@Remote) looks in the Unmanaged Devices List (it does not scan the full address range).

RC Gate S Pro (@Remote)
Managed Device List

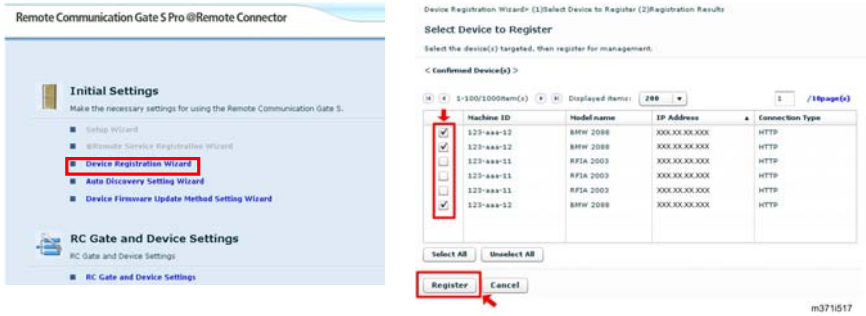


- **Managed Device List: Managed Device List in the Device Management Settings menu of RC Gate and Device Settings (as shown above left)**

Slide 33

No additional notes

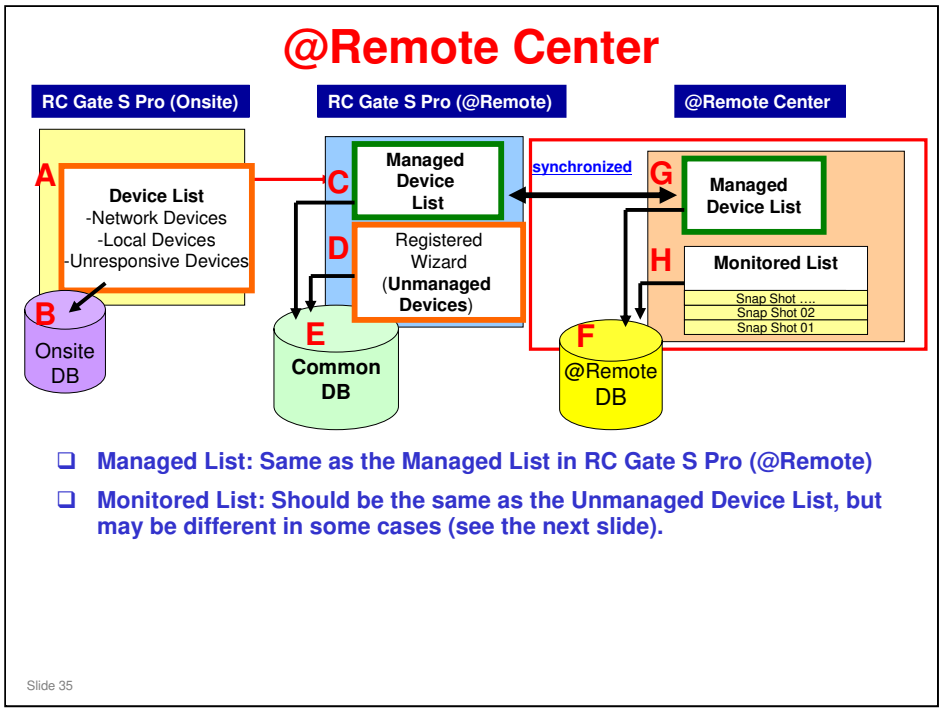
RC Gate S Pro (@Remote)
Unmanaged Device List



- **Unmanaged Device List: Start the Device Registration Wizard**
  - The listed devices are all unmanaged.
  - If a device becomes managed, it disappears from this list.

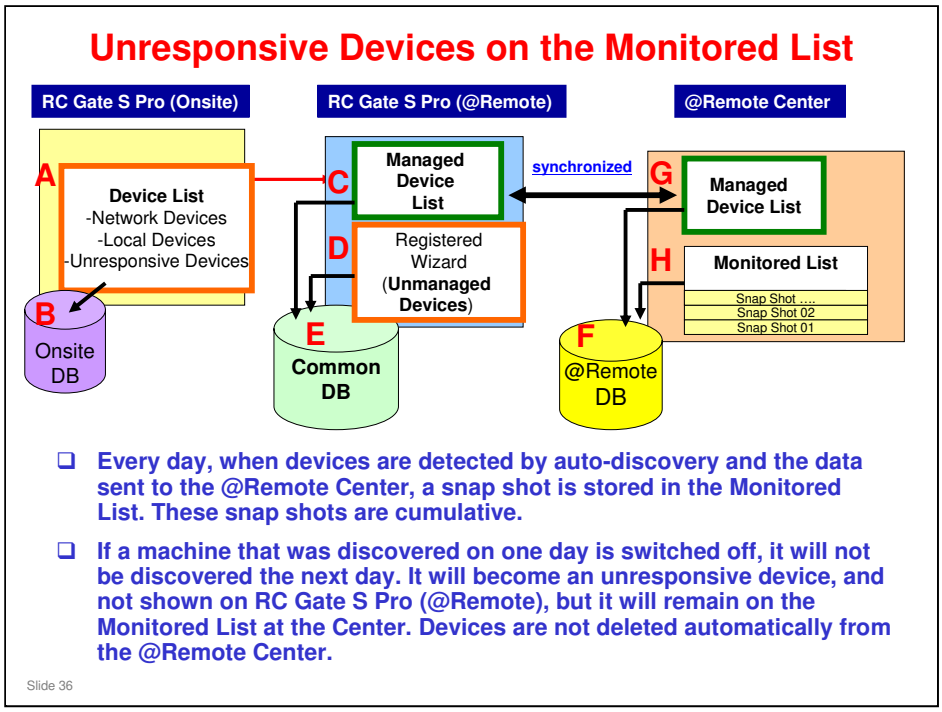
Slide 34

No additional notes

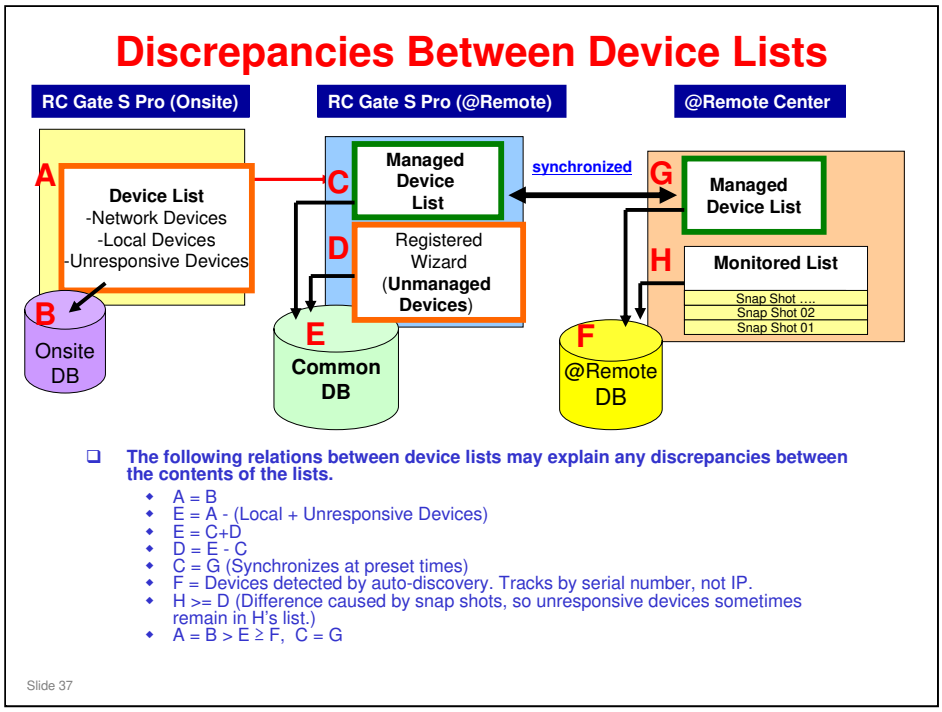


- IS01.01: Acquires data from all devices in database E, and sends to the @Remote Center.
- IS01.02: Acquires data from all devices in database C, and sends to the @Remote Center. This is the same as the RC Gate A and RC Gate.

- So, in the IS01.01 version, the managed device list will also contain unmanaged devices, in addition to the managed devices.



- Also, note that if a device is deleted at the @Remote Center, it is automatically deleted from the RC Gate S Pro (@Remote), but not from the RC Gate S Pro (Onsite).

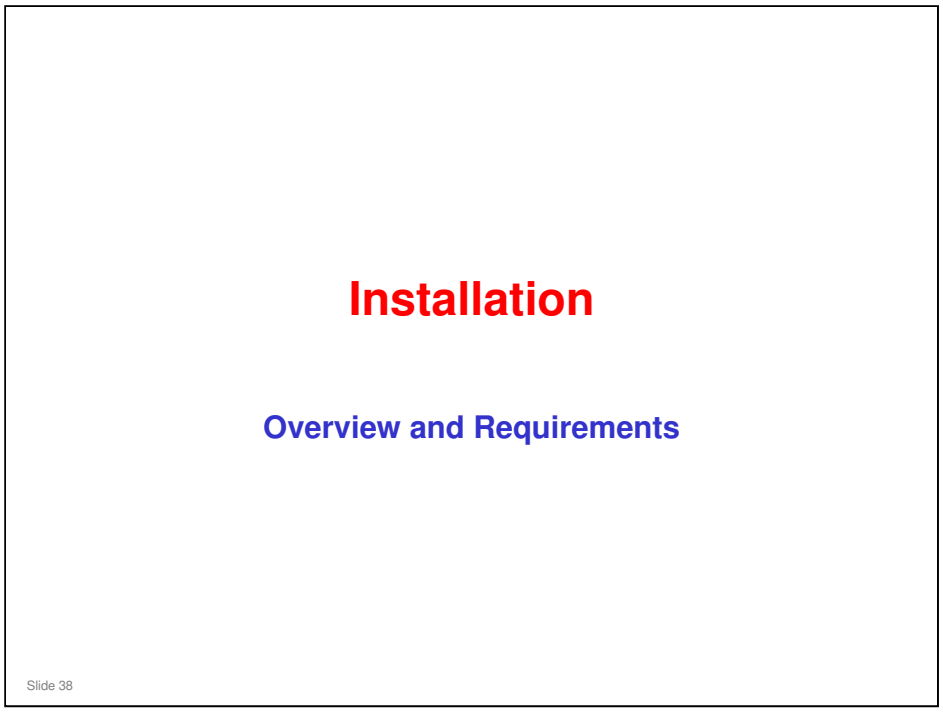


C=G

- There is an exception. If a device is removed from the center GUI by the 4-hour time-out process, the device is removed from G, but remain in C, resulting C>G. (It takes 4 hours to remove the device if the appliance is physically disconnected or its power is off)

4-hour timeout

- After removing a device at the @Remote Center, the RC Gate S Pro receives a request to remove the device. Normally, the RC Gate S Pro removes the device from its list C immediately (the device will go to list D). The RC Gate S Pro then informs the @Remote Center, and the Center deletes from its database. (However, note that the device is still in the Onsite data.)
- But if the RC Gate S Pro is disconnected, it cannot modify its databases or inform the @Remote Center. If the @Remote Center is not informed within 4 hours, the Center deletes the device from iots database. But the data still remains in the RC Gate S Pro's databases, and will not be deleted automatically, even after the RC Gate S Pro is switched on again. It must be deleted manually to make database C the same as database G.



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

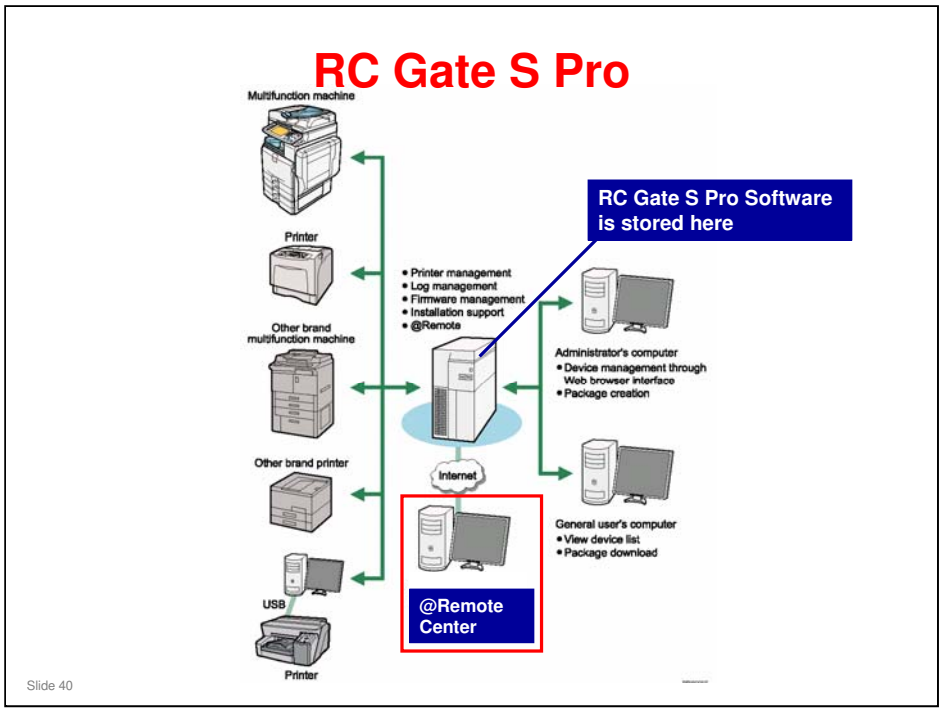
How many Different Versions?

- **Remote Communication Gate S Pro**
  - Also called 'RC Gate S Pro Onsite'
  - This is a trial version of RC Gate S Pro that can be used for 45 days.
  - It allows local management of devices, with no internet connection (it is a successor to Web SmartDeviceMonitor)
- **Remote Communication Gate S Pro @Remote Connector**
  - Also called 'RC Gate S Pro @Remote'
  - This gives an internet connection, and allows devices to be managed/monitored in the same way as the RC Gate.

Slide 39

RC Gate S Pro Onsite

- After 45 days, some of the functions can no longer be used. The customer has to pay to recover these functions.
- Then, for an additional charge, the customer can upgrade to RC Gate S Pro @Remote.



- This slide shows a schematic of the customer's network, with RC Gate S Pro installed.
  - The @Remote Center is in Japan.
  - All the other equipment in this diagram is at the customer site.

Installation Guide, 1. Pre-installation Checks, System Requirements

- The next two slides show some of the important requirements for the computer on which the RC Gate S Pro will be installed. See the operation manual for full details.

System Requirements
Communication Server - 2

- **Database Application**
  - SQL Server 2005 Express Edition Service Pack 2 or later
  - NET Framework 2.0 must be installed.
  - SQL Server 2005 is included in the Remote Communication Gate S installer.
- **Web Server**
  - Apache 2.0
  - Internet Information Services 6.0 or later
- **Web Browser**
  - Internet Explorer 6.0 Service Pack 1 or later
  - Internet Explorer 7.0
  - JavaScript must be activated.
  - Adobe Flash Player 9.0 or later must be installed.
- **Network**
  - TCP/IP and UDP must be installed and configured correctly.
  - Only compatible with IPv4.

Slide 42

No additional notes

System Requirements
Communication Server - 3

- **The server PC must be fitted with a UPS (Uninterruptible Power Supply).**
  - After reviewing field experiences with the current IS01.01 version, it is strongly recommended that the server PC be equipped with a UPS, in order to prevent the @Remote Connector from database file corruption due to a sudden loss of power (e.g., such as when Windows does not shut down correctly).
  - If the server PC is powered down without going through the normal Windows shutdown process and the database file becomes corrupted, the entire program may have to be re-installed and re-activated in order to resume using the @Remote Connector.
  - So please set up the server PC so that the OS automatically shuts down before the UPS runs out of power.

Slide 43

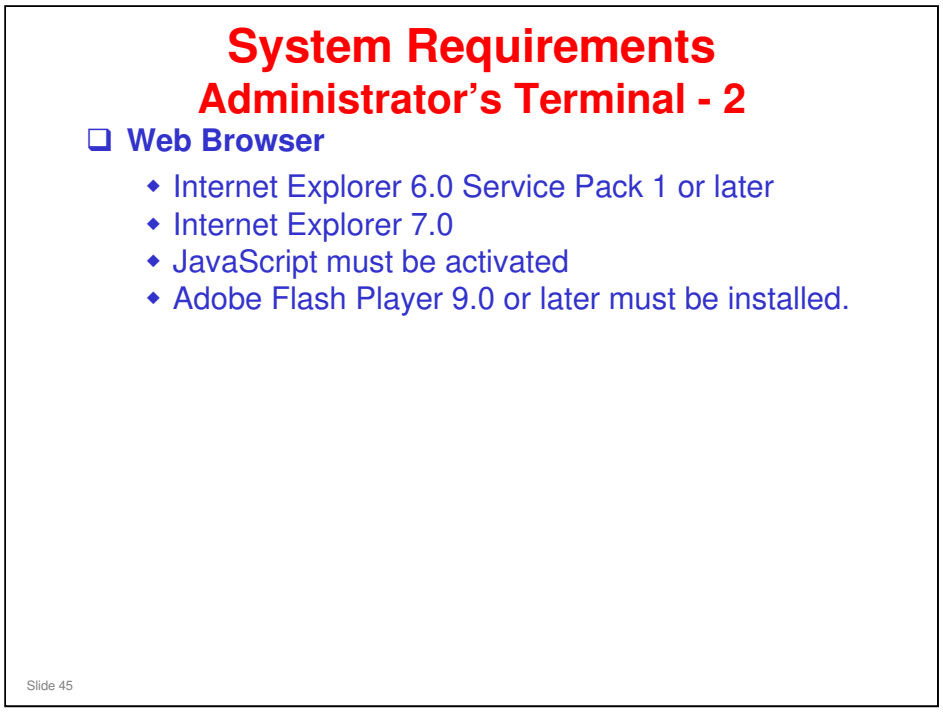
No additional notes

System Requirements
Administrator's Terminal - 1

- **Hardware**
  - CPU: Pentium compatible 500 MHz or higher
  - Memory: 200 MB
  - Minimum available hard disk space: same as recommended minimum for operating system
- **Operating System**
  - Windows XP Home Edition/Professional: SP1 or later
  - Windows Vista (x86)Ultimate/Enterprise/Business/Home Premium/Home Basic
  - Windows Server 2003 Standard Edition/Enterprise Edition: Service Pack 1 or later
  - Windows Server 2003 R2 Standard Edition/Enterprise Edition: Service Pack 1 or later
  - Windows Server 2008 Standard Edition/Enterprise Edition
  - Operating systems must be 32 bit versions.

Slide 44

No additional notes



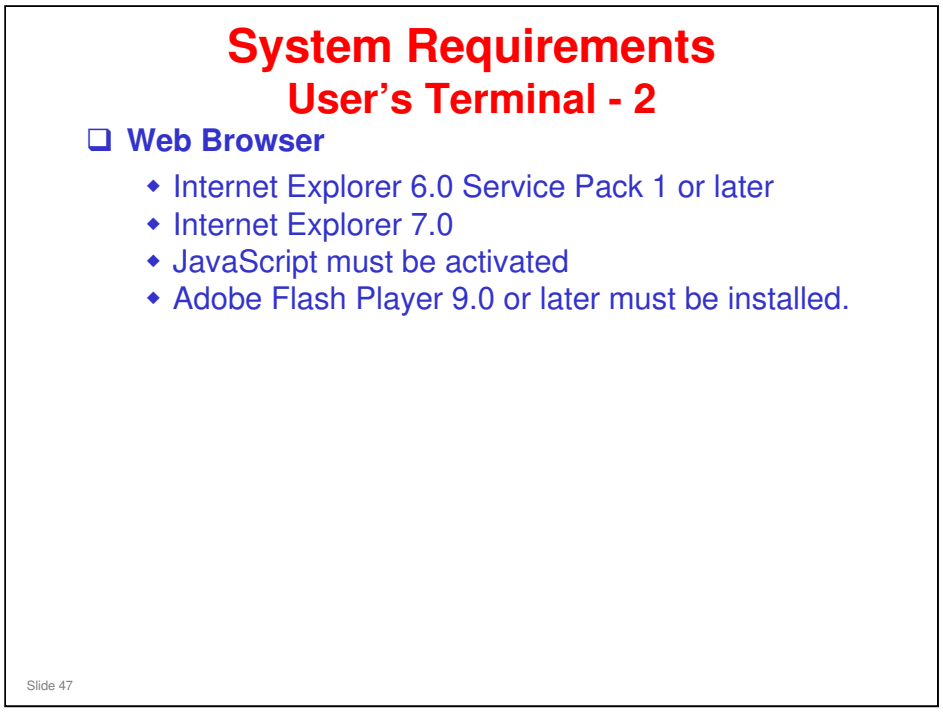
No additional notes

System Requirements
User's Terminal - 1

- **Hardware**
  - CPU: Pentium compatible 500 MHz or higher
  - Memory: 128 MB or higher
  - Minimum available hard disk space: same as recommended minimum for operating system
- **Operating System**
  - Windows 2000 Professional/Server/Advanced Server (i386): Service Pack 4 or later
  - Windows XP Home Edition/Professional: Service Pack 2 or later
  - Windows Vista (x86)Ultimate/Enterprise/Business/Home Premium/Home Basic
  - Windows Server 2003 Standard Edition/Enterprise Edition: Service Pack 2 or later
  - Windows Server 2003 R2 Standard Edition/Enterprise Edition: Service Pack 2 or later
  - Windows Server 2008 Standard Edition/Enterprise Edition
  - Operating systems must be 32 bit versions.

Slide 46

No additional notes



No additional notes

Required Settings - 1

- **Web Server Settings**
  - If you want to use IIS as a Web server, make the following settings beforehand (these settings are not needed if you use Apache)
    - » 1. Install the corresponding IIS using the CD-ROM of the server operating system.
      - – Windows Server 2003 Standard Edition/Enterprise Edition: Service Pack 2 or later (requires IIS version 6.0)
      - – Windows Server 2003 R2 Standard Edition/Enterprise Edition:Service Pack 2 or later (requires IIS version 6.0)
      - – Windows Server 2008 Standard Edition/Enterprise Edition (requires IIS version 7.0)
    - » 2. Launch the Web service before starting the installation of Remote Communication Gate S.

Slide 48

Installation Guide, 1. Pre-installation Checks, Required Settings

Required Settings - 2

- **Settings Windows Firewall-excepted Ports**
  - If you are installing Remote Communication Gate S in a firewall-protected Windows environment, you must open the required ports.
    - » For details, see the Installation Guide
- **Security Settings When Using Windows Server 2003 or Later**
  - In Internet Explorer, click the [Security] tab in Internet Options.
  - Select [Local intranet] and click [Sites...].
  - Enter the URL below in [Add this Web site to the zone].
    - » http://{Remote Communication Gate S host name or IP address}
- **Activating Browser JavaScript: To access RC Gate S Pro, it is necessary to activate JavaScript on the Web browser.**
  - In Internet Explorer, click the [Security] tab in Internet Options.
  - Click [Custom Level...].
  - Under [Scripting] select [Enable] in [Active scripting].

Slide 49

Installation Guide, 1. Pre-installation Checks, Required Settings

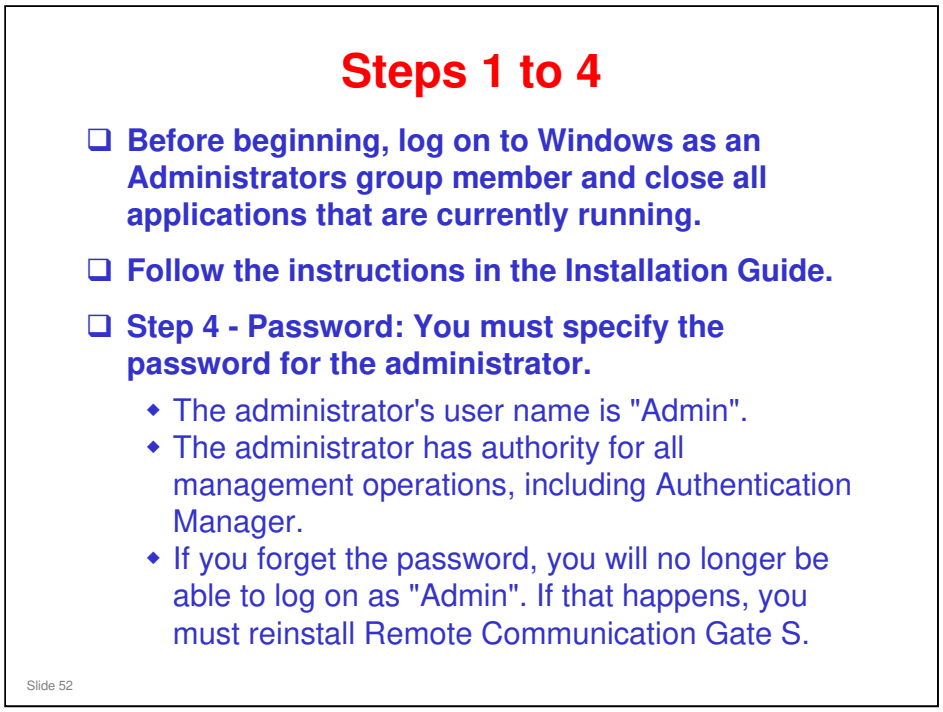
No additional notes

Installation Steps

- Step 1: Install SQL Server 2005 Express Edition Service Pack 2
- Step 2: Install Remote Communication Gate S
- Step 3: Set the authentication method
- Step 4: Set the built-in password
- Step 5: Activate Remote Communication Gate S
  - This must be done after 45 days after the customer pays to restore the full functions of RC Gate S Pro Onsite
- Step 6: Make the Device Discovery Settings
- Step 7: Initial Setting and Registration

Slide 51

- This slide shows the steps to install this product. More detail follows later.
- Customers can do steps 1 to 5 (step 5 requires a fee to be paid before it can be done).
- RC Gate S Pro @Remote can also be installed and activated by customers, after payment of another fee, but it must be registered by a technician.



Installation Guide, 2. Installation, New Installation

- After these operations are completed, the customer can use RC Gate S Pro Onsite for up to 45 days.

Step 5. Activating 'RC Gate S Pro Onsite'

- **This must be done within 45 days after installing RC Gate S Pro Onsite, or many of the functions will be disabled.**
- **The administrator at the customer site can do this.**
  - After the customer has purchased the software, a product key is provided by Ricoh. This must be input during the installation. It generates a license code, which is used to complete the activation process.

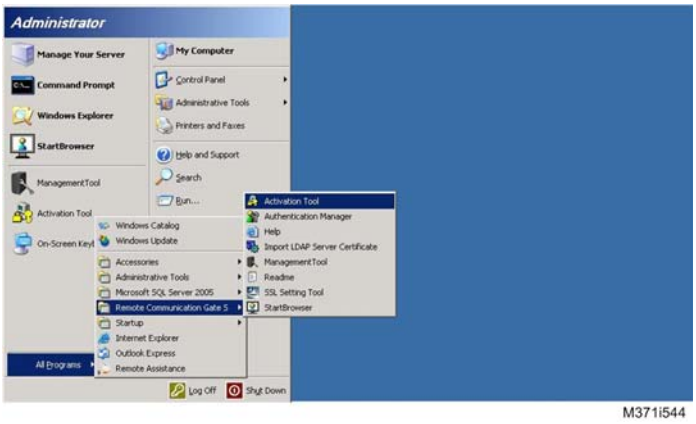
Slide 53

Installation Guide, 2. Installation, New Installation

RC Gate S Pro/RC Gate A Service Manual, 2. Installation, @Remote Activation

❒ The next few slides show details of the procedure.

Step 5: Activation - 1



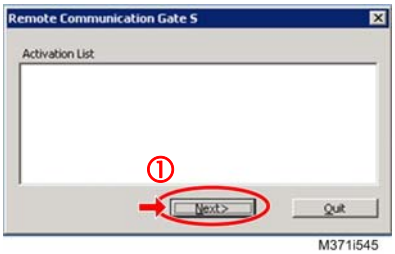
M371i544

- Start the "Activation Tool ".

Slide 54

No additional notes

Step 5: Activation - 2



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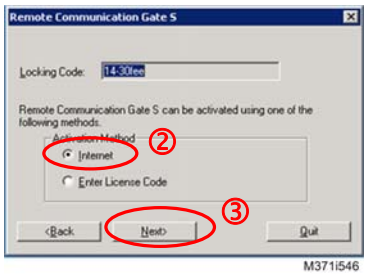


M371i546

- **Click 'Next'.**
- **Then, select 'Internet' and click 'Next'.**
  - After you click 'Next', the computer connects to the activation server at the @Remote Center.
  - Keep a note of the Locking Code at the top of the window.

Slide 55

- If you already have the license code, you can select 'Enter License Code', and click 'Next'. This finishes the activation procedure.
- If you do not have a license code, you have to generate one, as explained in the remaining part of the procedure.
- Locking Code: This is automatically created by the Activation Tool using the MAC Address and the HDD server number of the customer's PC.
- If the customer's hard disk has to be replaced and the software installed again, the locking code will be different. You cannot use the old locking code.

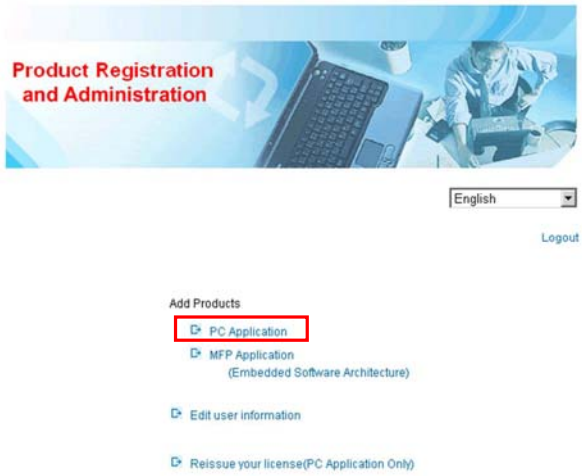
Step 5: Activation - 3

- **Enter your User ID and Password,and then click Login.**

Slide 56

- This is the Product Registration Wizard.

Step 5: Activation - 4

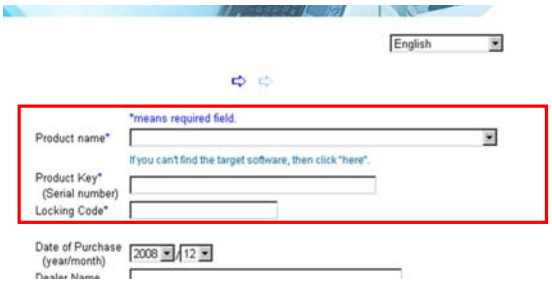


- Click 'PC Application'.

Slide 57

No additional notes

Step 5: Activation - 5



- **Select a product name**
  - Select Remote Communication Gate S Pro when activating the Onsite version.
  - Select Remote Communication Gate S Pro @Remote Connector when activating the @Remote version.
- **Input the product key.**
  - The customer gets this from the sales company after they have paid for the software.
- **Input the Locking Code**
  - It may already be displayed; make sure that it is correct.
  - If it is not displayed, input the number that you got earlier in this procedure.

Slide 58

- The locking code automatically appears in this field if you do the complete installation procedure on the same PC.

Step 5: Activation - 6

- After you input all the data, click Next.
- Then click OK when the confirmation dialog appears.

Slide 59

No additional notes

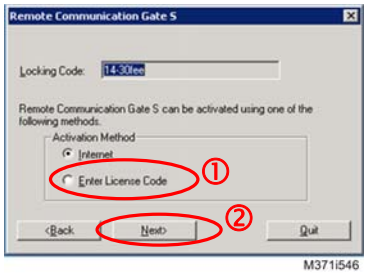
Step 5: Activation - 7

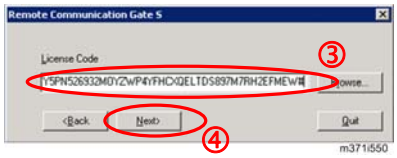
- **After you finished registering, the above screen is displayed.**

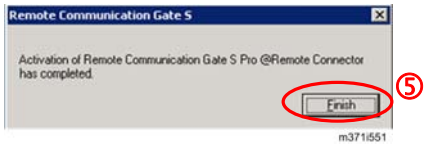
Slide 60

- The license code (approx 70 bytes) is generated from the product key and the locking code. Keep a note of this (try to copy to the computer's clip board, then you can paste it in the next step).

Step 5: Activation - 8







- To register your license code, start the Activation tool again, and select 'Enter License Code'.
- Input the license code that you just got, and click 'Next'.
- Click 'Finish'. Activation is completed.

Slide 61

No additional notes

Converting to RC Gate S Pro @Remote

- **When the trial version (RC Gate S Pro Onsite) is installed, the full @Remote version is also installed. It just needs to be unlocked.**
- **So, all you do is activate the @Remote version with a new product key, then register the RC Gate S Pro.**
- **The customer can do the activation, but a technician must do the registration.**
- **In summary, to install the full version of RC Gate S Pro @Remote, from the start.**
  - Download the software.
  - Install RC Gate S Pro (Onsite)
  - Activate RC Gate S Pro (Onsite) – must be done within 45 days
  - Activate RC Gate S Pro (@Remote).
  - Register the RC Gate S Pro (@Remote).

Slide 62

- You must activate RC Gate S Pro (Onsite) before you can activate RC Gate S Pro (@Remote).

Activating 'RC Gate S Pro @Remote'

- **This is basically the same as the procedure for activating RC Gate S Pro Onsite, except:**
  - The product key will be different.
  - When you select a product name, select Remote Communication Gate S Pro @Remote Connector.

Slide 63

No additional notes

After Activation
Was Activation Successful? - 1

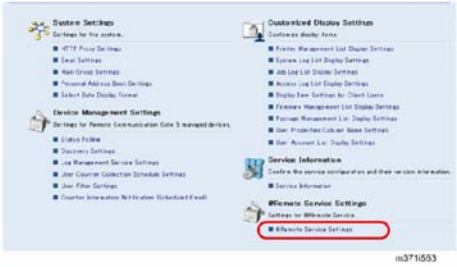
- **IS01.01**
  - With Explorer, open C:¥Program Files ¥. . . ¥Tools (the directory where RC Gate S Pro is installed.)
  - Double click “atremote_start_auto.bat ” to reboot RC Gate S Pro (@Remote).
- **IS01.02**
  - Same as IS01.01

Slide 64

RC Gate S Pro/RC Gate A Service manual, 2. Installation, @Remote Activation, License Code Registration

- These ‘Was Activation Successful’ steps are only needed for the RC Gate S Pro @Remote.

Was Activation Successful? - 2



- **Log into RC Gate S Pro in the users admin mode, and then click "@Remote Service Settings".**
  - It is also possible to use the technicians (CE) mode for this.

Slide 65

- This is the setup menu for the customer's administrator.
- If activation was not successful, it should not be possible to access the service settings from this menu (only possible with the CE login).
- For details of the different ways to login to the RC Gate S Pro, see the section of the course called 'Operation'.

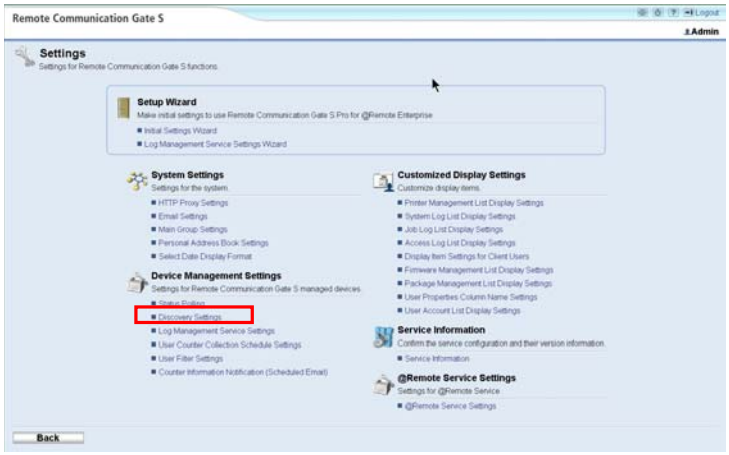
Was Activation Successful? - 3

- Click "RC Gate and Device Settings“ on the @Remote Service Settings page.
- If the "RC Gate and Device Settings"page is displayed, the activation procedure is successfully completed.

Slide 66

No additional notes

Step 6: Device Discovery Settings - 1



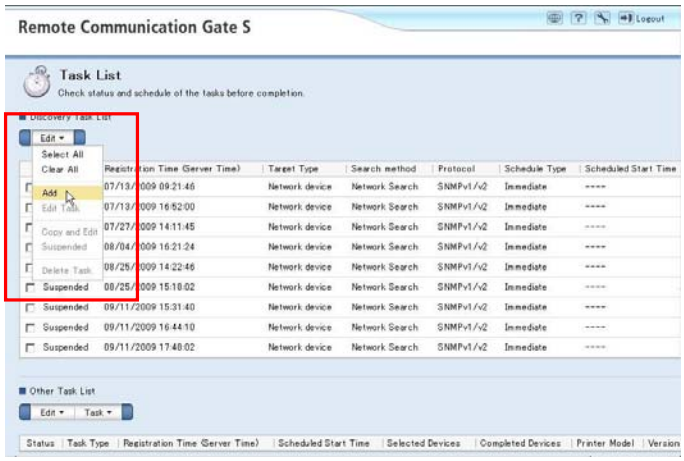
- Log in as a user administrator.
- Then click 'Discovery Settings'.

Slide 67

The Device Discovery settings are used for both Auto Discovery and Device Registration. They must be set up before starting registration. The Device Discovery settings are in the customer's 'Onsite' menu.

- RC Gate S Pro does not have an independent range setting function. Auto Discovery uses an 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. Onsite Discovery is set up with the Device Discovery Settings.
- This is different from RC Gate A and RC Gate – in these two appliances, the settings for the two functions are separate.

Device Discovery Settings - 2

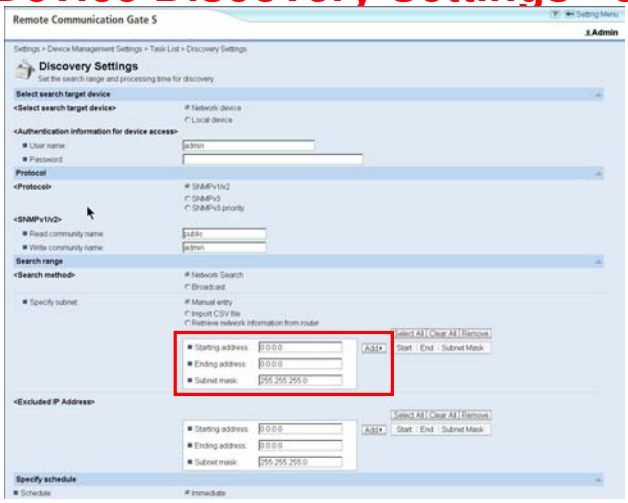


- Click 'Edit' then 'Add'.

Slide 68

No additional notes

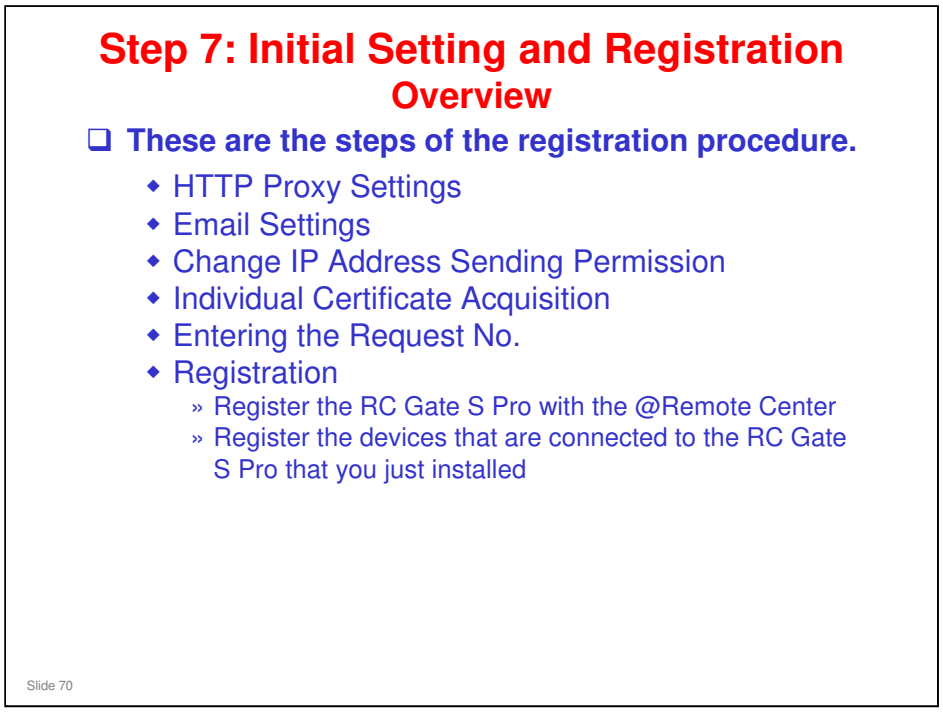
Device Discovery Settings - 3



- Input the IP address range, and click 'Add'.

Slide 69

No additional notes



RC Gate S Pro/RC Gate A Service manual, 2. Installation, @Remote Appliance Registration

The customer must do the following procedures before you start the registration:

- ❒ Install the software
- ❒ Activate RC Gate S Pro (Onsite) and RC Gate S Pro (@Remote).
  - ➢ It is possible to only activate RC Gate S Pro (Onsite), then the user can do the proxy settings with the Onsite menu. But the registration procedure is only available if @Remote is activated.
- ❒ Make the Device Discovery settings (device registration and auto discovery both use these settings)

Initial Setting and Registration

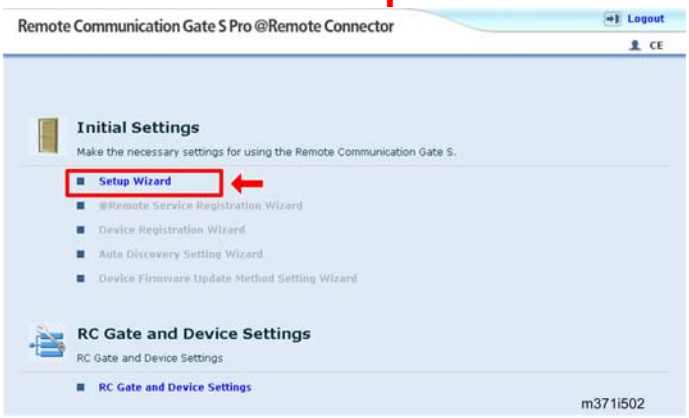
Start RC Gate S Pro (@Remote)

- **Access the CE login page of the RC Gate S Pro.**
  - Login page: https://aaa.bbb.ccc.ddd:9443/CE
    - » 9443 is the port number used for service functions.
- **Enter the CE password, then click "Login"**

Slide 71

No additional notes

Initial Setting
Start the Setup Wizard

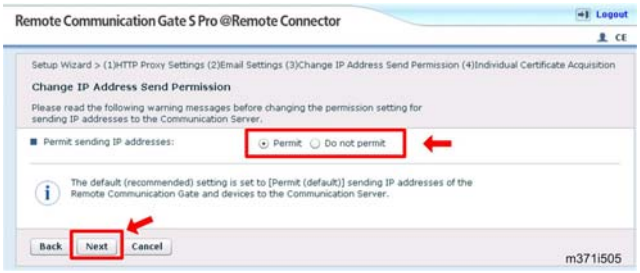


- **Click "Setup Wizard".**
  - The next screens ask for HTTP Proxy Settings and E-Mail Settings.
  - Consult the customer for the required settings.
  - Click 'Next' after filling the required items in each screen.

Slide 72

- The above screen is called the 'top screen'.
  - At this time, only Setup Wizard is activated, because registration has not yet been done. Other items are greyed out.
  - If registration has already been done, Setup Wizard is greyed out, and the bottom three items on the menu are activated.
- Details of the HTTP Proxy Settings and E-Mail Settings can be found in the following file in the handouts directory: RC Gate S Pro_Setup_Proxy_and Email_Settings.ppt
  - Basically the same as RC Gate.
  - Can be changed in the user administrator menu later if needed.

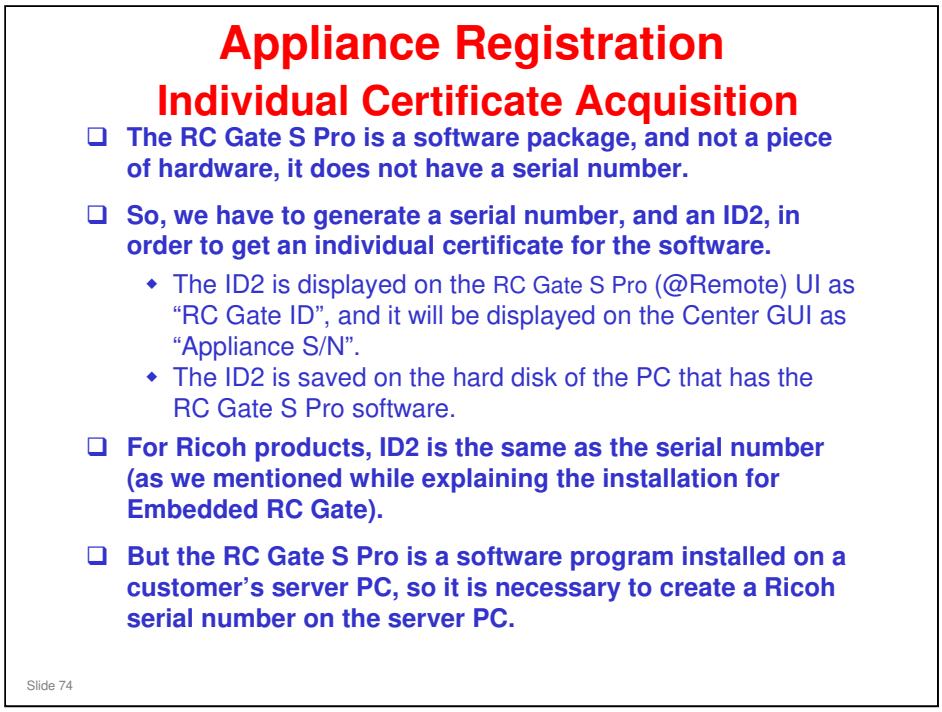
Appliance Registration
IP Address Sending Permission



- **Normally, keep this setting at 'Permit'.**

Slide 73

- RC Gate/RC Gate A: This setting cannot be changed after registration. RC Gate S Pro: It can be changed at any time.
- If you set 'Do not permit', the operation of the RC Gate S Pro will be extremely restricted, because all IP addresses will be informed as 0.0.0.0.
  - See the following file in the handouts directory for full details of the limitations on operation: Limitations if 'IP Address Sending Permission' is set to 'Do Not Permit'.doc
- Communication between RC Gate S Pro and the @Remote Center will be possible, and information can be received from the devices connected to the RC Gate S Pro, and logged, because the device serial number is used for handling counter data, and receiving SC calls or toner alarm calls.
- However, the @Remote Center cannot communicate with the devices and changes cannot be made from the Center GUI.
- Also, remote registration will not be possible (this needs IP addresses as well as serial numbers and MAC addresses; when the appliance sends the data from auto discovery, the IP addresses will not be included)
- Also, if the appliance must be replaced at some time, restoring data on connected devices during appliance replacement will not be possible. After restoration, the appliance tries to contact all the connected devices to confirm that they are present, but there are no IP addresses if the setting is 'do not permit', so the function will not work.
  - Appliance restoration: The @Remote Gateway has details of all connected devices for each appliance (refreshed daily). During restoration, these can be sent back to the new appliance using the Center GUI.



- The individual certificate is obtained from the authentication terminal at the @Remote Center, using the ID2 of the RC Gate S Pro that is generated during installation.
  - The RC Gate S Pro does not have an ID2 initially, so it must be generated during installation.

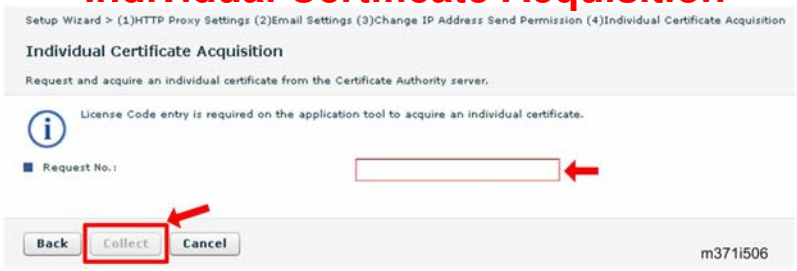
- This step is not necessary for the RC Gate A, because an individual certificate is stored in the RC Gate A at the factory (like with the RC Gate).

Restoring the Individual Certificate (Rescue Mode)

- Do the rescue procedure after the software has been activated.
  - Rescue Procedure: @Remote Core Training - @Remote_15_Changing NVRAM.ppt

Appliance Registration

Individual Certificate Acquisition



- **When you see this screen input the Request Number that you obtained earlier, then click 'Collect'.**
  - Then, a code known as the 'ID2' is generated.
    - » The ID2 is stored on the hard disk of the computer where the RC Gate S Pro is stored.
  - From the ID2, the Individual Certificate is obtained. (It is the same as the ID2).
    - » The system uses rescue mode to create this certificate.
- **When the "Setup Complete" screen appears, click the "To @Remote Service Registration Wizard" button.**

Slide 75

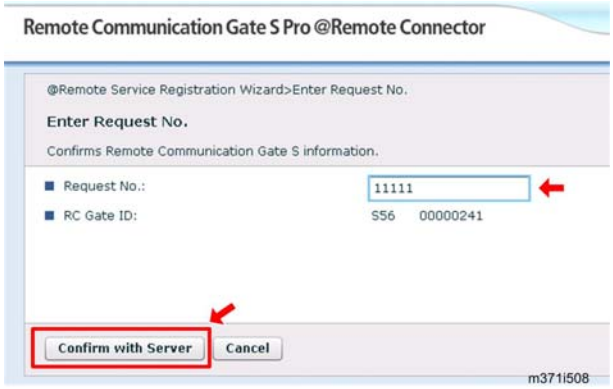
- The Serial Number created here is unique for each RC Gate S Pro (@Remote).
  - It consists of the Device Prefix ID (three digits), followed by the Device Number ID (eight digits).

    Device Prefix ID: Fixed RC Gate S Pro ID (3 digits: The purpose is to discriminate within the Ricoh product range). It is created from the license code and locking code, so it is a unique number for each unit.

    Device Number ID: Serial Number (8 digits: The purpose is to discriminate between the RC Gate S Pro connections.)
- The ID2 is created from the serial number, so it is also unique.
  - The ID2 is the same as the Serial Number, but six spaces are added between the Device Prefix ID and the Device Number ID
- Using the ID2 and the Rescue Certificate (included in the Web Download Package of the RC Gate S Pro), the system asks the Ricoh CA Server to issue the Individual Certificate.
  - The individual certificate is the same as the ID2.
  - Ricoh CA server – a server at the @Remote Center dedicated to handling certificates.
  - The Individual Certificate is imported into the system using the java.security package in the CoreAPI of Java2.
  - The Individual Certificate provided from the CA Server to the RC Gate S Pro is a PKCS12 format file which is protected by a password.

- For basic information about certificates (why do we need them, etc), see the presentation titled 'Changing the NVRAM, Engine Board, or GW Controller' in the @Remote Core Training TTP.
  - Filename: @Remote_15_Changing NVRAM.ppt
  - Also, for more about rescue mode, see @Remote_15_Changing NVRAM.ppt

Appliance Registration
Input the Request Number



- **Input the Request Number that was issued by the @Remote Center for this RC Gate S Pro.**
- **Then click 'Confirm with Server'.**
  - The "Confirm" screen appears.
  - A progress bar indicates how the confirmation process is going.

Slide 76

- This is similar to the RC Gate installation.
- After confirmation finishes, if you see 'Ask Error', click the "Back" button and input the request number again.

Input the request number again?

- Yes. The first time we input the request number was a special procedure for the RC Gate S Pro. Because this is a software package, and not a piece of hardware, it does not have a serial number. So, we have to generate a serial number, and an ID2, in order to get an individual certificate for the software.
- This second procedure is the same as the procedure for the RC Gate and RC Gate A.

Appliance Registration

Start Registration

- **Click the "Start Registration" button.**
  - A progress bar indicates how the registration process is going.

Slide 77

If you see 'Registration Error', click the "Back" button and input the request number

Technical Details about Confirmation

- The confirmation process determines whether the RC Gate S Pro (@Remote) which has been set up at the customer site coincides with the setup which is being planned at the @Remote Gateway/Center.
- The request which refers to the RC Gate S Pro (@Remote) connection uses the request number that is issued by the @Remote Center.
- The request contains the following.
  - Request number: Issued and used by the @Remote center.
  - Function Flag: False only for the RC Gate S Pro (@Remote)
  - Connection method: Internet (2-way) connection for the RC Gate S Pro (@Remote)
- After the confirmation, the following information will be replied.
  - Place of registration: Place where the RC Gate S Pro (@Remote) is set up
  - Administrator mail address: Mail address of the RC Gate S Pro (@Remote) Administrator

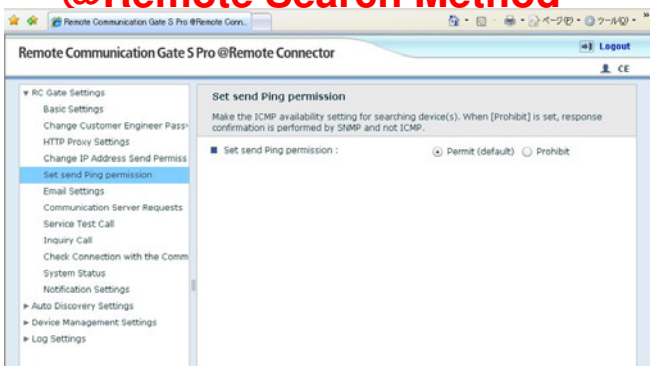
Appliance Registration
Complete Registration

- When you see this screen, the RC Gate S Pro has been registered successfully with the @Remote Center.
- Click 'Finish'.

Slide 78

No additional notes

Device Registration @Remote Search Method



- **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 79

- This function controls only the device search that is done by the @Remote side of the RC Gate Pro.
- For controlling device search that is done by the Onsite part, you have to access the setting through the task list.
  - Click Edit – Add in the Task List, then look for Network Search in the Search Range part of the screen. For more, see the next two slides.

    Network Search: Access one by one with SNMP (not by ping; ping is only used by @Remote, not by Onsite)

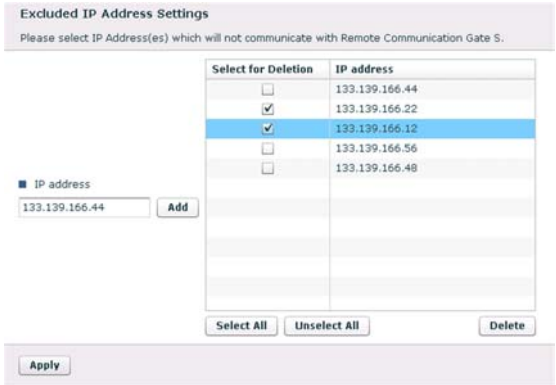
    Broadcast: Issues an SNMP broadcast and searches the responding IP addresses.
- This function was introduced for version IS01.02. For version IS01.01, there is a complex procedure which is explained in the troubleshooting section of the service manual.

  RC Gate A/S Pro Service Manual, Troubleshooting, How to Disable the Ping Send (RC Gate S Pro only)

Onsite Search vs @Remote Search

- Onsite search can search the following devices:
  - Network devices: Devices connected to the same LAN as the RC Gate S Pro.
  - Local devices: Devices connected by a local USB connection to PCs on the same LAN as the RC Gate S Pro
  - Disused devices: Devices that were detected before but do not respond now.
- @Remote search only searches network devices.

Device Registration
Excluded IP Address Settings



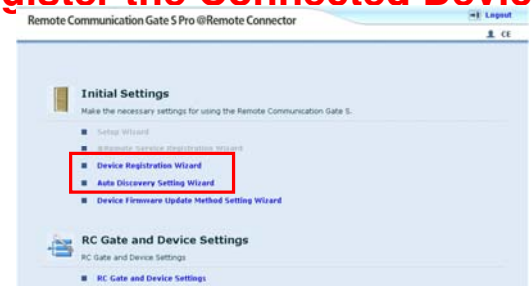
- This appears if you select 'Device Management Settings – Excluded IP Address Settings'.
- Using this screen, you can exclude some IP addresses from Auto Discovery.

Slide 80

- We will discuss this function in more detail later in the course.

Device Registration

Register 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
- **Remember that the Device Discovery settings must be made before you start to register the connected devices.**
  - If you followed this procedure correctly, it has been done already.

Slide 81

The process is similar to the RC Gate. The user interface is different.

Technical Details about Registration

- After the confirmation, the registration process is carried out. RC Gate S Pro (@Remote) notifies the following information to the Gateway.
  - RC Gate S Pro Box ID: ID2 of the RC Gate S Pro (@Remote)
  - Connection method: Internet (2-way) connection for the RC Gate S Pro (@Remote)
  - RC Gate S Pro (@Remote) firmware version
- When the RC Gate S Pro (@Remote) registration is successful, the following response is returned from the Gateway.
  - RC Gate S Pro (@Remote) server information: Initial values of the server.
  - RC Gate S Pro (@Remote) notification timing information: Initial values of the notification timing.
  - RC Gate S Pro (@Remote) common information: Initial values of the common settings for device management.
  - For details about the contents of the information that is returned from the Gateway, see the following file in the handouts directory:

    Registration_Results_from_Gateway.ppt

Device Registration

Input the URL for the Service Rep

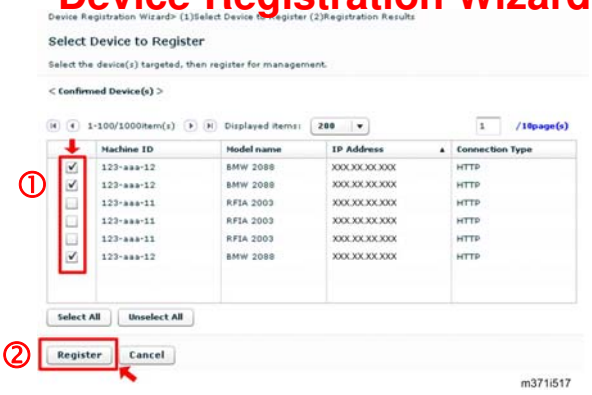
- **Device registration can be done only by a service representative.**
- **To register devices, input the following IP address into the browser to access the RC Gate S Pro (@Remote) functions for the service representative.**
  - "IP address of the server PC for RC Gate S Pro"and ":9443/CE/"
  - Example – https://111.222.333.444:9443/CE/
    - » 9443 is the port number used for service functions.

Slide 82

No additional notes

Device Registration

Device Registration Wizard

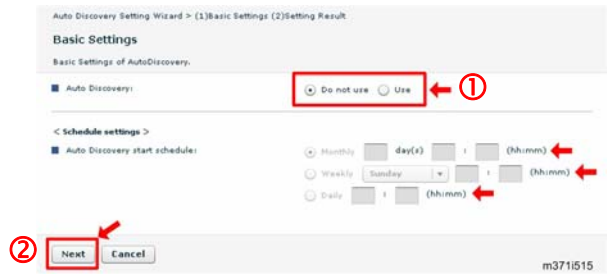


- RC Gate S Pro searches for machines that can be registered.
- When a list appears as shown above, select the devices to register, then click 'Register'.
- A results screen will be shown after device registration has finished. Click 'Complete' to finish.

Slide 83

- The RC Gate S Pro searches the network for devices in a similar way to SmartDeviceMonitor.
- The RC Gate S Pro (@Remote) system automatically generates a device request number and sends this number through the system to the @Remote Gateway/Center.
  - No need to click 'Obtain Request Number' to get request numbers, like we have to do with RC Gate.
- If the request is accepted, the system registers the device at the @Remote Gateway/Center.

Device Registration
Auto Discovery Setting Wizard



- **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 84

- For the RC Gate, you have to input a range of IP addresses at this time for the RC Gate to search.
- For the RC Gate S Pro, this must be done in advance with the Device Discovery settings, as described earlier.

Auto Discovery in the RC Gate A/RC Gate S Pro series

- RC Gate A is like the RC Gate (range setting, on/off)
- RC Gate S Pro does not have an independent range setting function. Auto Discovery uses an 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.

Registering Devices with EFI Controllers

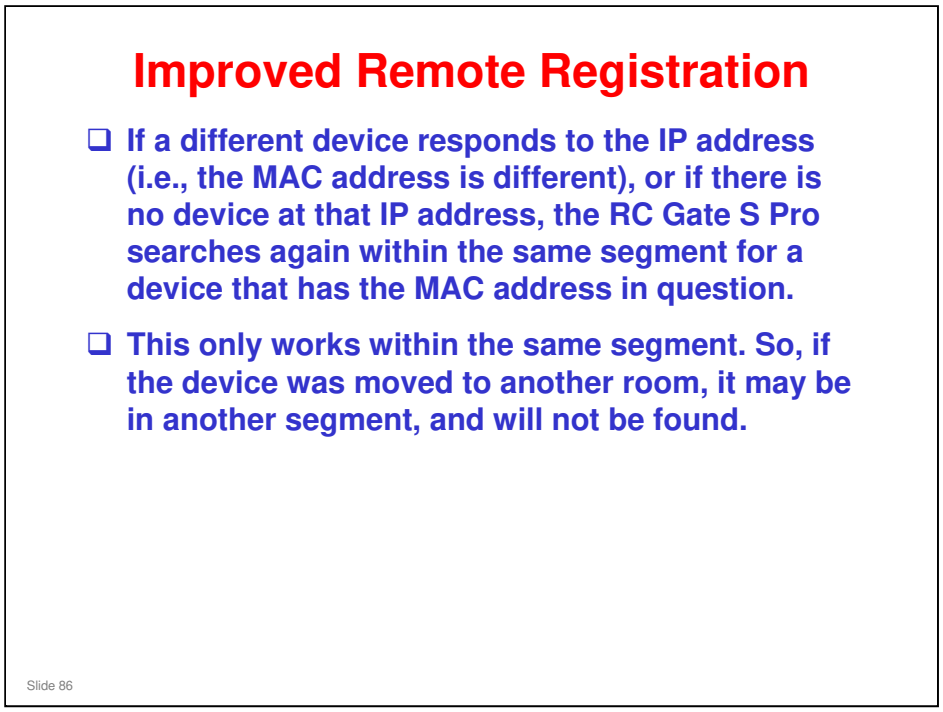
- Normally, when using Auto Discovery, the appliance finds devices by looking for the printer module of the GW controller. But, if an EFI controller is installed, the printer module of GW is deleted, so the appliance cannot find the device using Auto Discovery. This means that Remote Registration is not possible. But, using SOAP protocol, the appliance can find the devices using the Device Registration Wizard.
- In the RC Gate A (but not the RC Gate S Pro), there is a new feature called Extended Device Search that uses a different process to find devices. During Auto Discovery, this process looks for a different area of GW, so it can find devices that have EFI controllers (the process can take twice as long to find machines with EFI controllers, because it looks for the printer area first, then this other area, but it can find the devices with EFI controllers).

Improved Remote Registration

- **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 85

No additional notes



- This is new for the IS01.02 version.
- When performing remote registration, the IP address and MAC address are used which are normally one day old. If the IP address has changed due to DHCP registration may fail (because the data at the center is one day old). This new function prevents this problem.

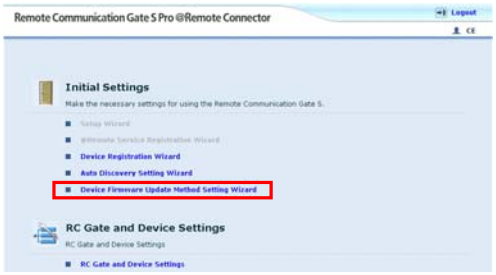
Improved Remote Registration

- **Version IS01.01**
  - When the RC Gate S Pro does not receive a response from the Gateway at device registration, it stays in the waiting status.
- **After modification applied (version IS 01.01.04):**
  - When the RC Gate S Pro performs device registration, it waits for a response from the Gateway for a set time.
  - If no response comes from the Gateway within this time, the RC Gate S Pro will detect a time-out and show an error (connection failure) on the UI. The Gateway will also cancel the registration process.
  - The RC Gate S Pro can register the device again.

Slide 87

- This was implemented from version IS 01.01.04

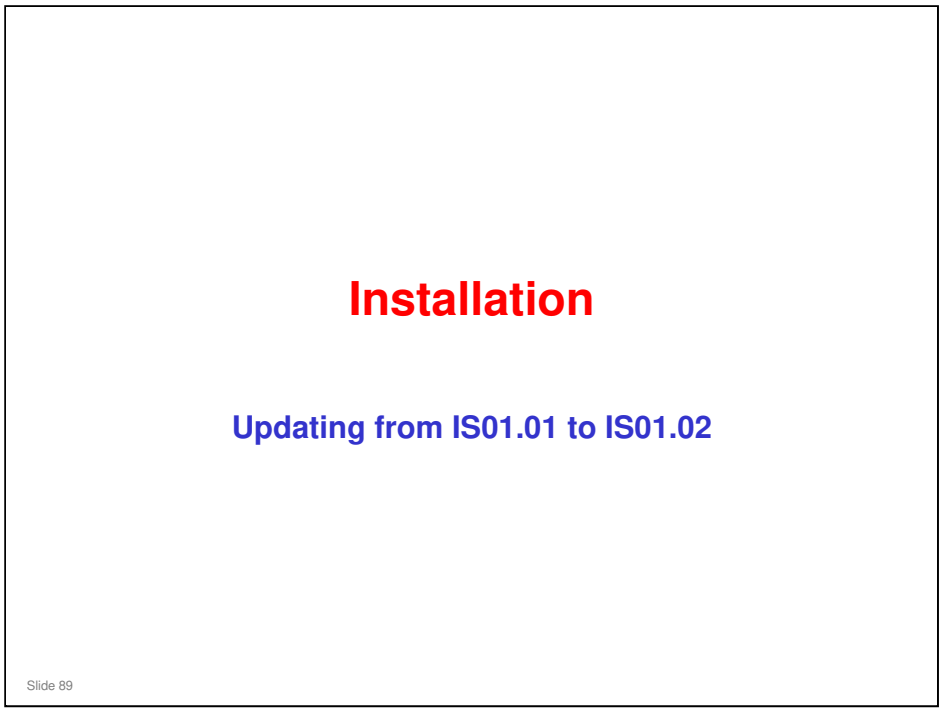
Remote Firmware Update Wizard



- **This wizard decides whether device firmware can be updated by @Remote.**
- **There are two settings:**
  - "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. A technician can also do RFU using this, but only on the customer's site.

Slide 88

- This wizard is not available for the RC Gate A. The 'onsite update' feature is only available for the RC Gate S Pro. Communication server update is the only way to do RFU in the RC Gate A, like for the RC Gate.



No additional notes

Overview

- The next few slides explain how to upgrade an existing IS01.01 to IS01.02.
- After completing this procedure, an automatic process will begin to migrate all necessary files into the database for the new IS01.02

Slide 90

No additional notes

If the RC Gate S Pro is not Working

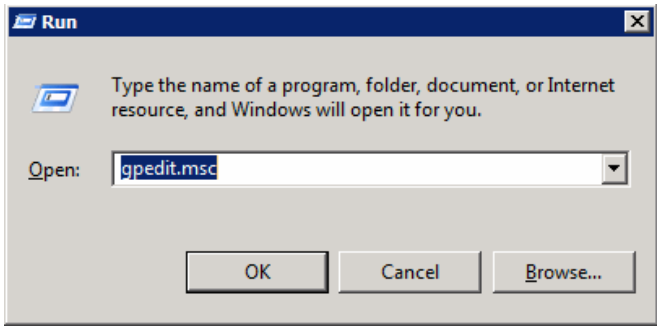
- **If the RC Gate S Pro IS01.01 is not working, do not start the update to IS01.02.**
  - If you can log in to the UI, the IS01.01 is working and you can go ahead with the update.
- **First recover the IS01.01, then log in to the IS01.01, and then start the update procedure to IS01.02.**

Slide 91

- Normally when doing the update, we do not have to log in before doing the update. But if we have to recover the IS01.01 first, then we must log in before starting the update.
- This is because during recovery, some flags are reset. If we do not log in, the flags do return to their normal condition, and this causes a problem during updating to IS01.02.

Before you Start - 1

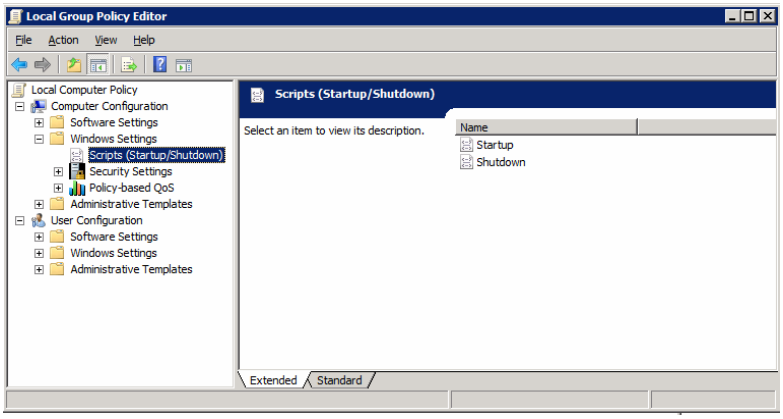
- **First, you must remove the Startup and Shutdown scripts from Local Computer Policy, if they are included.**
  - The batch files are still included with the Mk2 software, and can be used manually. However, they must be removed from the Local Computer Policy.
- **1. Click Start > Run, and open gpedit.msc.**



Slide 92

No additional notes

Before you Start - 2

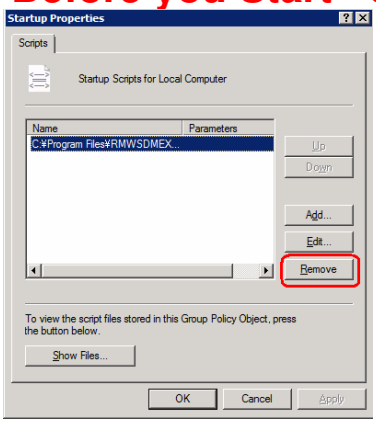


- 2. Open "Local Computer Policy" ->"Computer Configuration" ->"Windows Settings" ->Scripts (Startup/Shutdown).

Slide 93

No additional notes

Before you Start - 3



- 3. Double-click "Startup".
- 4. Click "Remove", then "Apply" and "OK".
- Repeat steps 3 and 4 for “Shutdown’.

Slide 94

No additional notes

Caution

- **Do not start the update procedure within a day of the M/R date.**
- **For example, if the M/R date is the 20th of each month, do not start the procedure on the 19th or the 20th .**
  - For updating to IS01.02, this issue is not so critical as it is for appliance replacement. But, if the update procedure fails and stops @Remote, it cannot be resumed until the problem is fixed. This may require intervention from your regional HQ or from Japan. So, if all this happens on or immediately before the M/R date, the correct counter data will not be acquired and billing for that month will be inaccurate.
  - So, to be on the safe side, we recommend that you do not do update work on the M/R Date or the day before it.

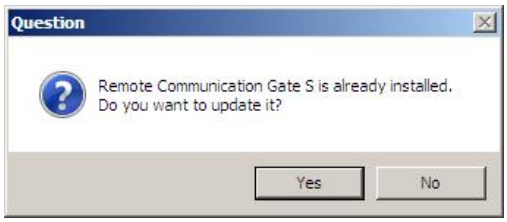
Slide 95

This is also true for appliance replacement; do not start appliance replacement within a day of the M/R date.

The importance of M/R dates, counters, and the reasons for not starting within a day of the M/R date are explained in more detail in 'Replacing an RC Gate S Pro'.

Procedure – Steps 1 to 3

- **1. Make sure that the current IS01.01 version is working properly by checking that the service has correctly started, and troubleshoot any problems that occur.**
  - If you do the update without checking whether the current version works properly, the new version (Mk2) may not work properly.
- **2. Execute the setup file.**
  - You do not need to stop the service beforehand, because the program will terminate the service automatically.
- **3. When you start the program installation, RC Gate S Pro will ask whether the installation is for updating from the current version to Mk2 version, click Yes.**



Slide 96

No additional notes

Procedure – Steps 4 to 6

- **4. The program will backup database files and store them locally. The backed up files are used for the restoring process after installation (after step 6 below).**
  - If the backup failed, an error message “Cannot install to the currently installed package. Installation will be cancelled” will be displayed.
- **5. The program will be installed by overwriting the current program.**
- **6. When the Install Shell Wizard Complete window appears, click Finish. This restarts the OS.**

Slide 97

No additional notes

Procedure – Step 7

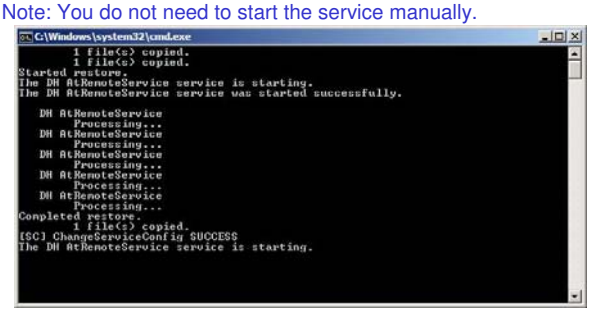
- 7. After the OS is restarted, RC Gate S Pro requires the setting for Authentication Method, password and so on. Then the update is completed. Click OK.

Slide 98

No additional notes

Procedure – Steps 8 to 10

- **8. RC Gate S Pro performs the restoring process.**
- **9. While the restoring process runs, a Command Prompt window appears (see below).**
  - It may take some minutes (but less than an hour) to complete the restoring process (the time required depends on the number of managed devices and the network condition).
  - Do not perform any operations until the Command Prompt Window disappears.
- **10. When the restoring process is completed, the Command Prompt Window disappears, and the service for @Remote Connector will restart and resume automatically.**
  - Note: You do not need to start the service manually.



Slide 99

No additional notes

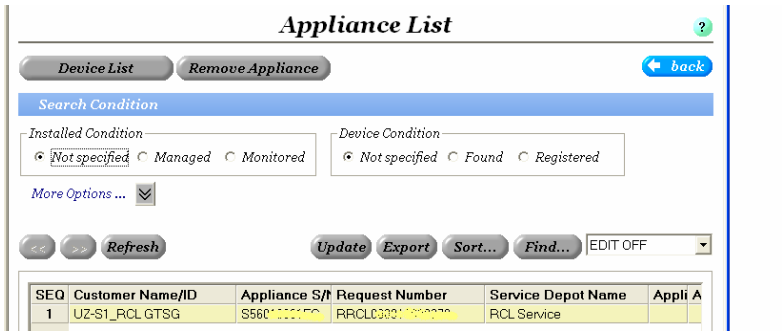
After the Procedure has Finished

- **After this procedure has finished, login to the UI and check that it is working properly.**
- **Then, some work must be done at the Center GUI.**
- **So, notify the Center GUI operator that the upgrade of the RC Gate S Pro (from IS01.01 to IS01.02) has been done.**
  - The upgrade operation must be recognized at the Gateway/Center, so that the Gateway will replace the original backup data with the one newly created as IS01.02.
  - A procedure must be performed to make a trigger to initiate communication between the Gateway/Center and IS01.02.

Slide 100

No additional notes

Triggering Procedure - 1

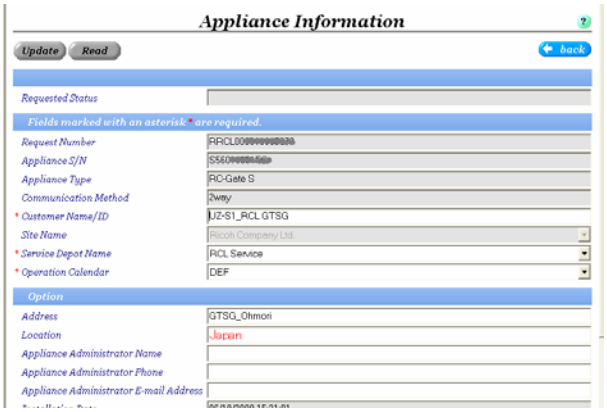


- 1. Log in to the center GUI and search for the target appliance.
- 2. Select the target appliance on the Appliance List and double click to open the Appliance Information

Slide 101

No additional notes

Triggering Procedure - 2

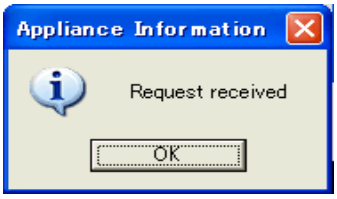


- **3. In the Appliance Information, input some data in the "Location" field.**
  - You can just insert a space – anything will do, just to make the trigger signal.

Slide 102

No additional notes

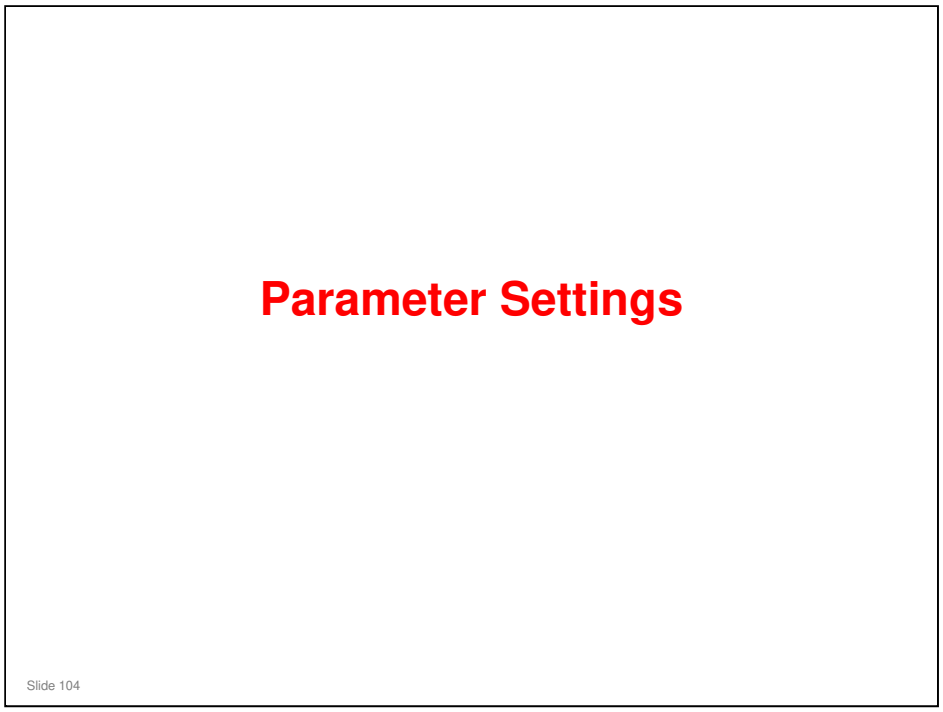
Triggering Procedure - 3



- 4. Click the [Update] button.
- 5. When the "Request received" window appears, click OK to close it.

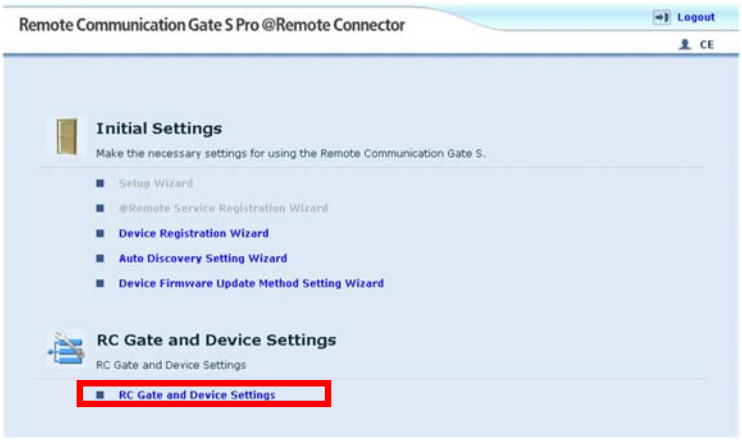
Slide 103

No additional notes



This section will explain some new features of the RC Gate S Pro that were not described earlier in this course.

How to Access the Settings - 1

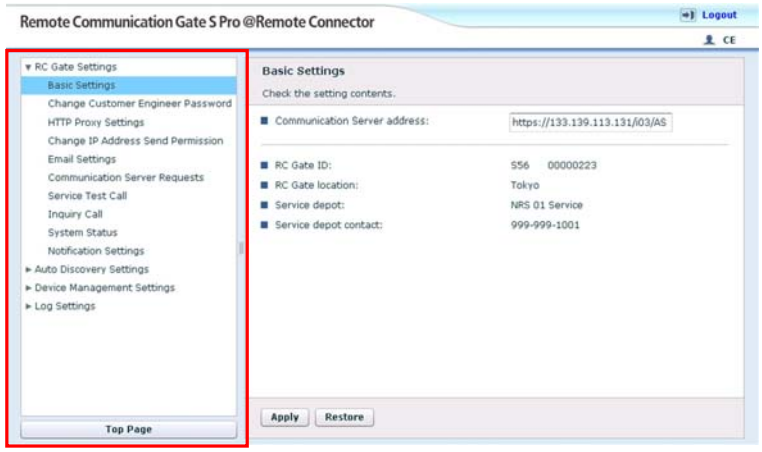


- Select 'RC Gate and Device Settings'

Slide 105

No additional notes

How to Access the Settings - 2



❑ **Select from the menu on the left side of the screen.**

Slide 106

- In the top right of the screen, you can see a ‘CE’ mark. This indicates that the RC Gate S Pro is in CE (technician) mode.
- If you see “Administrator”, it is in user administrator mode.
- Inquiry Call: This has the same function as the Device Check Request Call in RC Gate and RC Gate A.

Editable/Usable Items
Basic Settings

- **These settings appear if you select 'Basic Settings'.**

Slide 107

- RCGate ID: Shows the ID2 of the RC Gate S Pro.

Editable/Usable Items

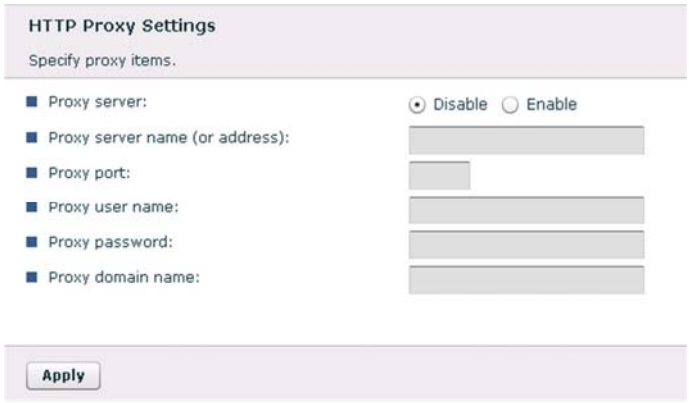
Change Customer Engineer Password

- These settings appear if you select 'Change Customer Engineer Password'.

Slide 108

No additional notes

Editable/Usable Items
HTTP Proxy Settings



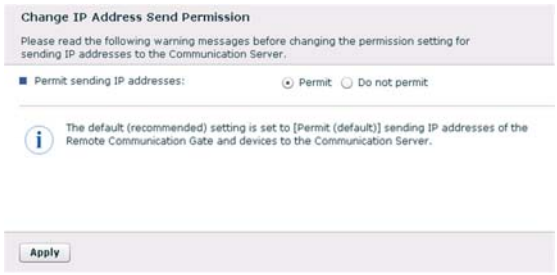
- These settings appear if you select 'HTTP Proxy Settings'.

Slide 109

- Proxy domain name: When using Windows authentication, enter the proxy domain name, within 255 characters. Only NTLMv2 authentication is available.

Editable/Usable Items

Change IP Address Send Permission

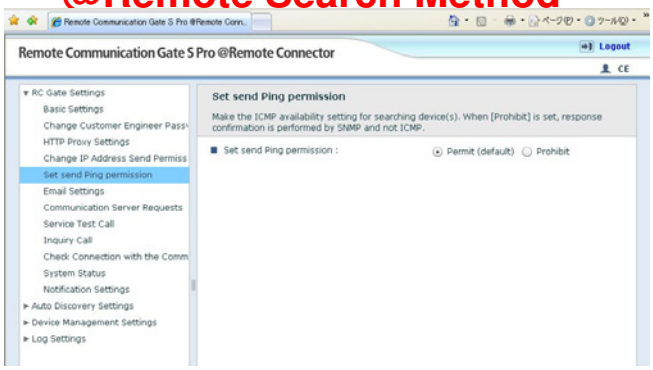


- **These settings appear if you select 'Change IP Address Send Permission'.**

Slide 110

- When "Permit (default)" is selected, the IP addresses of the appliance and registered devices are sent to the @Remote Center.
- If you set 'Do not permit', the operation of the RC Gate S Pro will be extremely restricted, because all IP addresses will be informed as 0.0.0.0.
  - See the following file in the handouts directory for full details of the limitations on operation: Limitations if 'IP Address Sending Permission' is set to 'Do Not Permit'.doc

Editable/Usable Items @Remote Search Method



- **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 111

- This function controls only the device search that is done by the @Remote side of the RC Gate Pro.
- For controlling device search that is done by the Onsite part, you have to access the setting through the task list.
  - Click Edit – Add in the Task List, then look for Network Search in the Search Range part of the screen. For more, see the next two slides.

    Network Search: Access one by one with SNMP (not by ping; ping is only used by @Remote, not by Onsite)

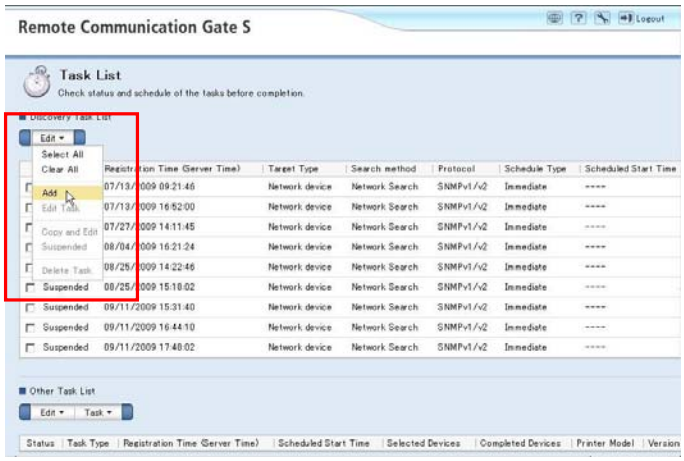
    Broadcast: Issues an SNMP broadcast and searches the responding IP addresses.
- This function was introduced for version IS01.02. For version IS01.01, there is a complex procedure which is explained in the troubleshooting section of the service manual.

  RC Gate A/S Pro Service Manual, Troubleshooting, How to Disable the Ping Send (RC Gate S Pro only)

Onsite Search vs @Remote Search

- Onsite search can search the following devices:
  - Network devices: Devices connected to the same LAN as the RC Gate S Pro.
  - Local devices: Devices connected by a local USB connection to PCs on the same LAN as the RC Gate S Pro
  - Disused devices: Devices that were detected before but do not respond now.
- @Remote search only searches network devices.

Onsite Search Method - 1

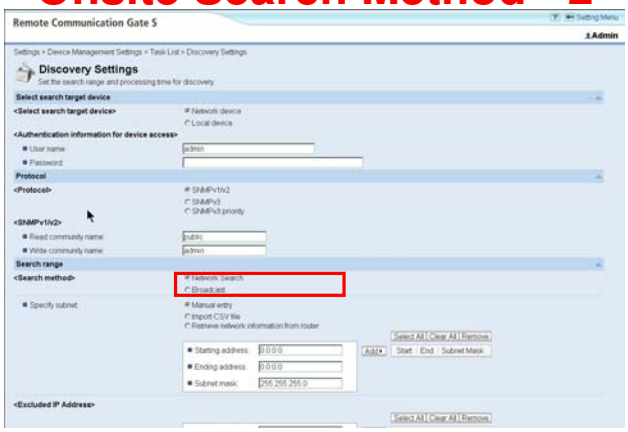


- Click 'Edit' then 'Add'.

Slide 112

No additional notes

Onsite Search Method - 2

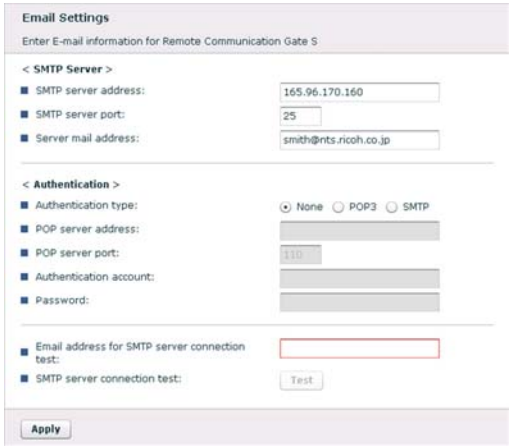


- Network Search: Access one by one with SNMP (not by ping; ping is only used by @Remote, not by Onsite)
- Broadcast: Issues an SNMP broadcast and searches the responding IP addresses.

Slide 113

No additional notes

Editable/Usable Items
E-mail Settings



- **These settings appear if you select 'E-mail Settings'.**
- **These are the settings for the SMTP Server.**

Slide 114

- SMTP server: Enter the IP address or host name of the SMTP server to use for sending event notification e-mail.
- SMTP port No.: Enter the port number to use for communicating with the SMTP server. Default: 25
- Server mail address: Enter the e-mail address for the server. This e-mail address is the sender address when the RC Gate S Pro sends e-mails.
- Authentication type: Select an authentication method.
  - [None]: Authentication is not applied. This is the default setting.
  - [POP3]: Authentication is through the POP3 server.
  - [SMTP]: Authentication is through the SMTP server specified in [SMTP server:].
- POP3 server: Enter the IP address or host name of the POP3 server that will provide authentication. Only available if [POP3] is selected for the Authentication Type.
- POP3 port No.: Enter the port number to use when communicating with the POP3 server. Only available if [POP3] is selected for the Authentication Type.
- Authentication account: Enter the user name for authentication with the POP3 server. Only available if [POP3] or [SMTP] is selected for the Authentication Type.
- Authentication password: Enter the password for authentication with the POP3 server. Only available if [POP3] or [SMTP] is selected for the Authentication Type.
- Email address for SMTP server connection test: Enter an e-mail address. A test e-mail will be sent to the address to confirm that the SMTP server settings are correct.
- SMTP server connection test: Click [Perform]. A test e-mail will be sent to the e-mail address specified in [Email address for SMTP server connection test:].

Editable/Usable Items
Communication Server Requests

- **These settings appear if you select 'Communication Server Requests'.**

Slide 115

- @Remote Connector function availability: Select this to accept or refuse all requests from the @Remote Center.
- Communication Server Requests: Select this to accept Auto Discovery settings from the @Remote.
  - If "Restrict" is selected for the "@Remote Connector function availability" setting, the "Communication Server Requests" setting cannot be used.

Editable/Usable Items

Permit Communication with Communication Server

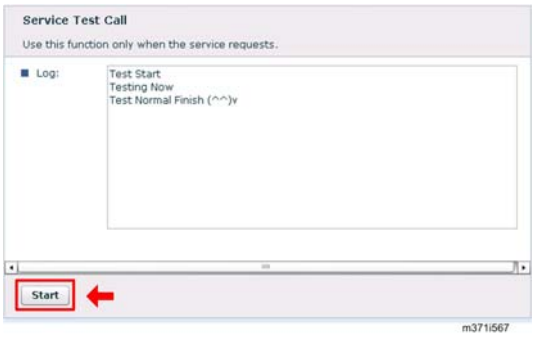
- **In Administrator mode, a stronger security mode is available.**
- **If this is set to 'Do Not Permit', the RC Gate S Pro stops communications completely.**

Slide 116

- This function is not available in the RC Gate A.
- The RC Gate S Pro has it because it is a server. If there is a problem on the customer's network, the customer may wish to stop equipment on the network one at a time to see what is causing the problem.
- This function causes the RC Gate S pro to cease all operations, so that it can be 'eliminated from the enquiries'.

- However, when the @Remote center cannot acquire the device information and call notification, check the @Remote On/Off setting under RC Gate Settings > Permit Communication with Communication Server.
  - If "Do not permit" is selected in the @Remote On/Off settings, ask an administrator to change this setting to "Permit".

Editable/Usable Items
Service Test Call

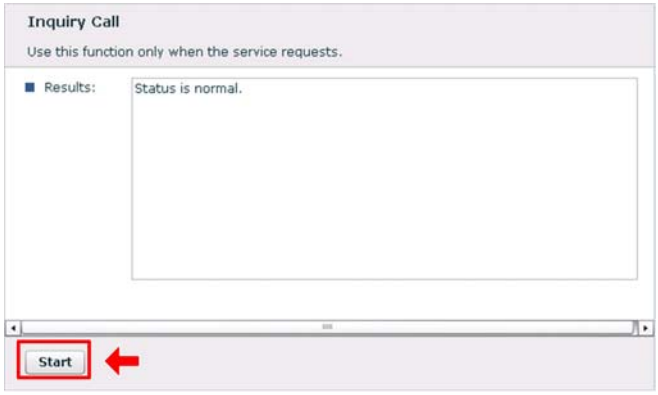


- This appears if you select 'Service Test Call'.
- To execute the "Service Test Call", press the "Start" button.
- This calls the Gateway (not the @Remote Server), and then displays the test call status in the "Log:" box.

Slide 117

No additional notes

Editable/Usable Items
Inquiry Call

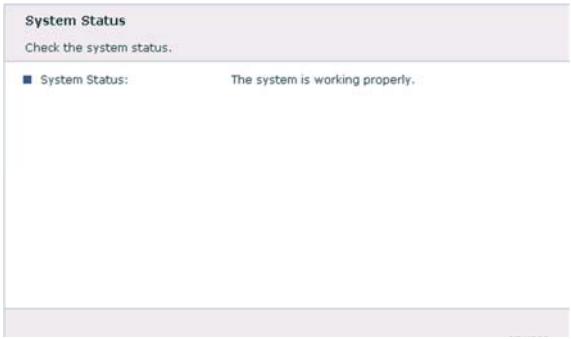


- This appears if you select 'Inquiry Call'.
- To execute the "Inquiry Call", press the "Start" button.
- This call is a trigger for the Gateway to execute polling. The result of this call is displayed in the "Results:" box.

Slide 118

- In the RC Gate, the Inquiry Call is known as the Device Check Request Call.

Editable/Usable Items
System Status

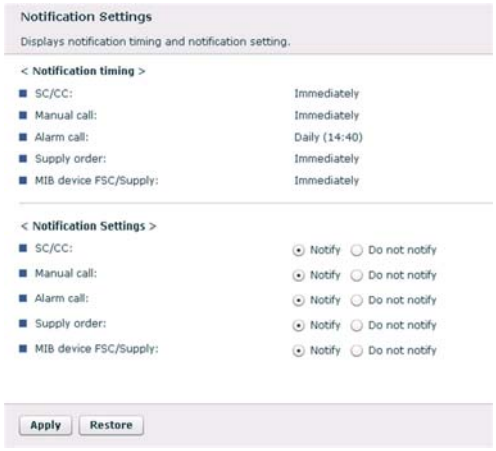


- This appears if you select 'System Status'.
- This shows the status of the RC Gate S Pro/RC Gate A.

Slide 119

No additional notes

Editable/Usable Item
Notification Settings

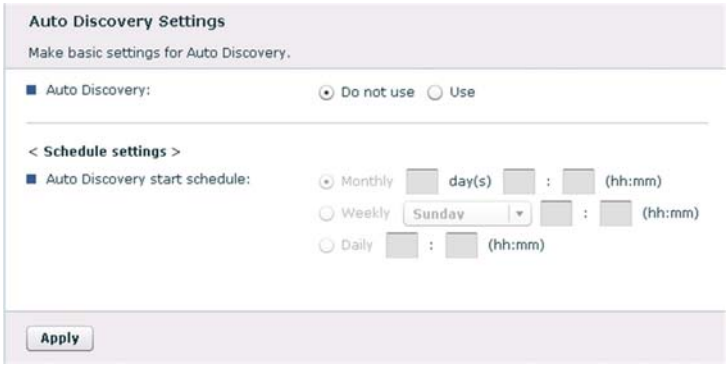


- This appears if you select 'Notification Settings'.
- This setting screen displays information about when the various notifications are sent to the @Remote Center.
- You can also specify whether or not to send or these notifications.

Slide 120

No additional notes

Editable/Usable Items
Auto Discovery Settings



- This appears if you select 'Auto Discovery Settings'.
- These are the basic Auto Discovery settings for the RC Gate S Pro/RC Gate A.

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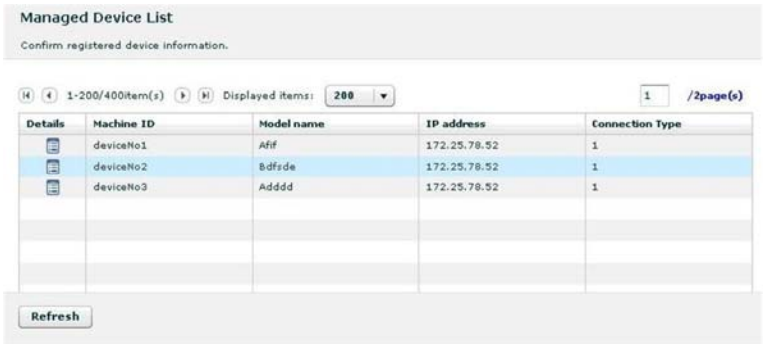
- The IP address ranges for Auto Discovery are inout with Device Discovery settings.
- This is different from RC Gate and RC Gate A.
- For more on this, see Device Discovery Settings in @Remote_05_Installation.ppt

Editable/Usable Items

Device Management Settings – Managed Device List



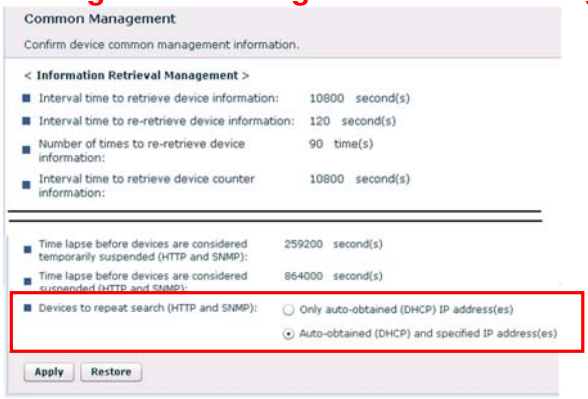
- This appears if you select 'Device Management Settings – Managed Device List'.
- The list shows devices that were detected by Auto Discovery.
- Click Refresh to update the list.

Slide 122

No additional notes

Editable/Usable Items

Device Management Settings – Common Management



- This appears if you select 'Device Management Settings – Common Management'.
- Only one item can be adjusted in this screen.

Slide 123

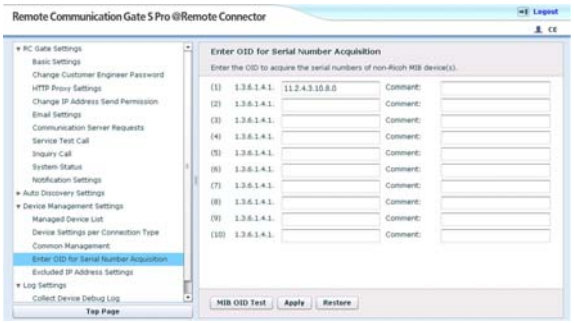
Common Management

- Devices to repeat search (HTTP and SNMP): This selects which devices are subject to repeat searching. There are two choices: "Only auto-obtained (DHCP) IP address(es)" and "Auto-obtained (DHCP) and specified IP address(es)."

The other items are read-only items, set up by the @Remote Gateway.

Editable/Usable Items

Enter OID for Serial Number Acquisition



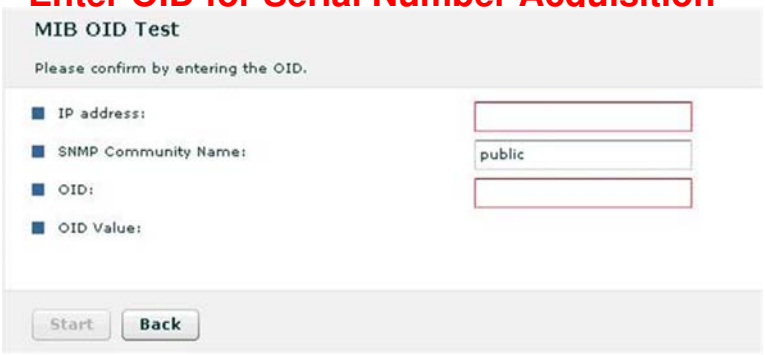
- **This appears if you select 'Device Management Settings – Enter OID for Serial Number Acquisition'.**
  - An OID is a data location within Private MIB.
- **If you click "MIB OID Test", go to the next screen**

Slide 124

- This is a way to get serial numbers of non-Ricoh devices during Auto Discovery.
- Normally, the MAC Address of these devices is reported, instead of the serial number.
- But, if you specify the OID for a non-Ricoh device, Auto Discovery can pick-up the serial number of that device.
  - An OID (Object Identifier) is a data location within the device's Private MIB area. Because this information belongs to another company, it may not be easy to find out which OID is the correct one for the serial number for a particular model.
- When you find the OID for the serial number of a non-Ricoh device on the customer's network, input it into one of the spaces on the screen. Add the model name in the Comment field.
  - Click the MIB OID Test button to see what data comes back from the device. If it is the serial number, then you have the correct OID. See the next slide for how to use this feature.
- If there is more than one non-Ricoh model, how does the RC Gate S know which OID to use for which model? The RC Gate S looks inside these OIDs for all the non-Ricoh models, and looks for data that is in the format of a serial number.
  - You can also use the MIB OID Test feature to see if you got the correct data. See the next slide.
- For more information on this feature, see RC Gate RTB 4 (the RTBs are in the handouts directory)

Editable/Usable Items

Enter OID for Serial Number Acquisition



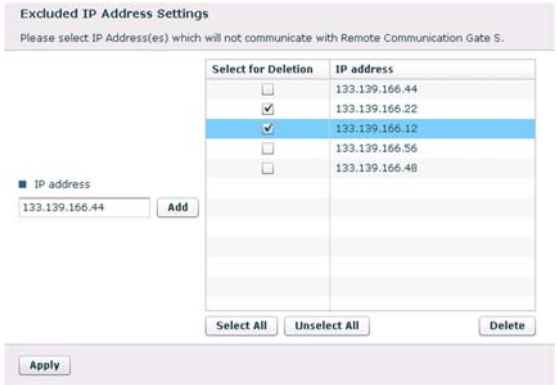
- Input the IP address of the non-Ricoh model in question.
- Input the OID where you think the serial number is.
- Click 'Start'.
- The contents of the OID will be displayed.

Slide 125

No additional notes

Editable/Usable Items

Excluded IP Address Settings



- This appears if you select 'Device Management Settings – Excluded IP Address Settings'.
- Using this screen, you can exclude some IP addresses from Auto Discovery.

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No additional notes

More about 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 S Pro.**

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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.

More about IP Address Exclusion

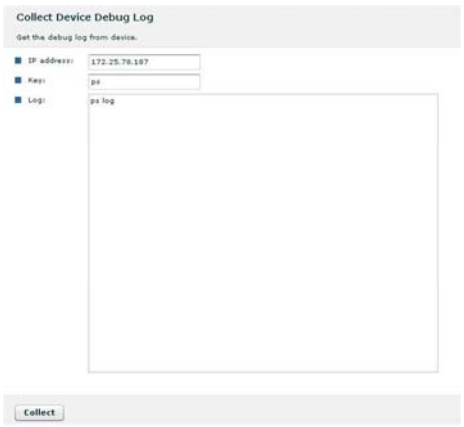
- **These IP addresses are only excluded during discovery-type sweeping operations, which ping each address within a specified range, looking for a response.**
- **Functions that use direct communication between the RC Gate S Pro and a managed device, by pinpointing a known IP address, will still work 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 128

No additional notes

Editable/Usable Items

Logs – Collect Device Debug Log



- This appears if you select 'Logs – Collect Device Debug Log'.
- Do this procedure to create a "Device Debug Log" in the RC Gate S Pro/RC Gate A.
- The RC Gate S Pro/RC Gate A will get the data from the device, and then send it to the PC.
- Make sure to do this procedure before you turn OFF the device main power. This is because the data is stored in volatile memory in the device. As a result, it is erased when the device main power is turned OFF.

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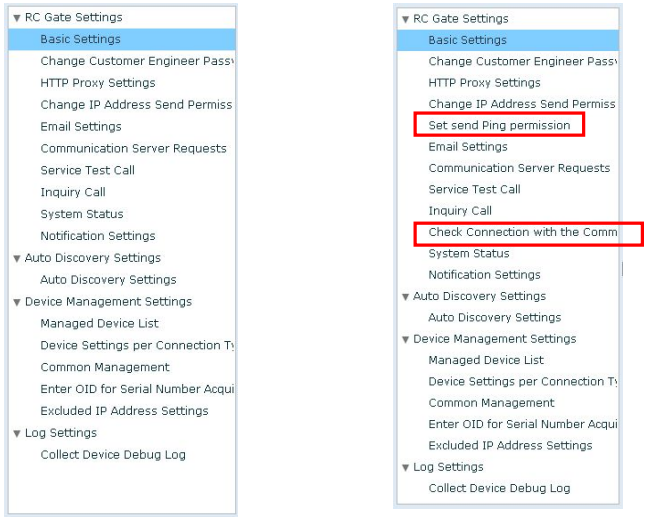
Details of the procedure are shown in the service manual for the RC Gate S Pro/RC Gate A, in the following section.

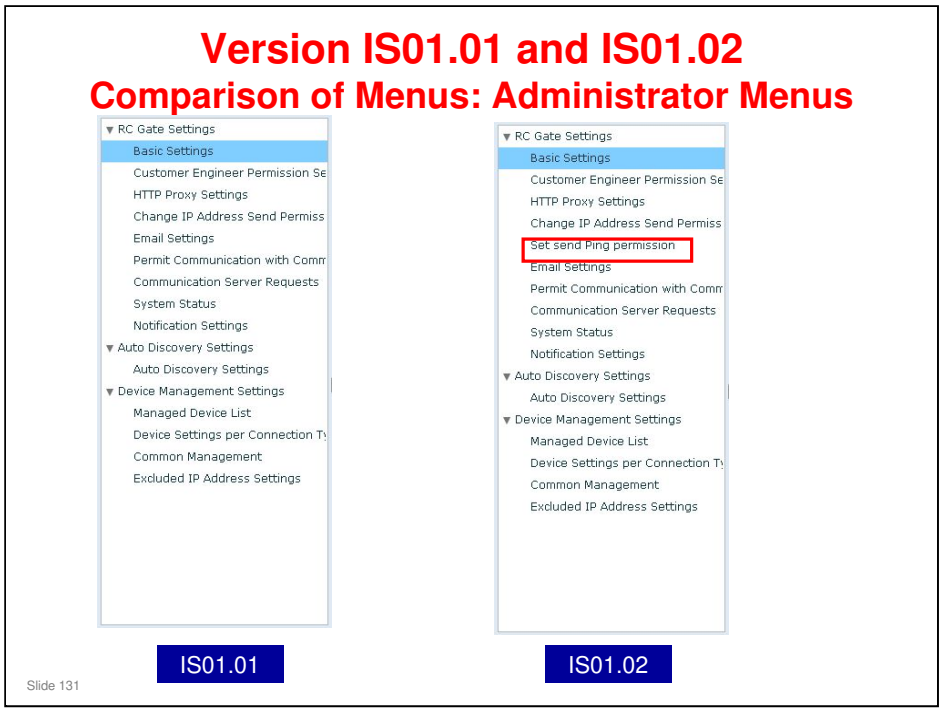
- @Remote Connector Features, RC Gate and Device Settings, Collect Device Debug Log

Version IS01.01 and IS01.02
Comparison of Menus: CE Menus

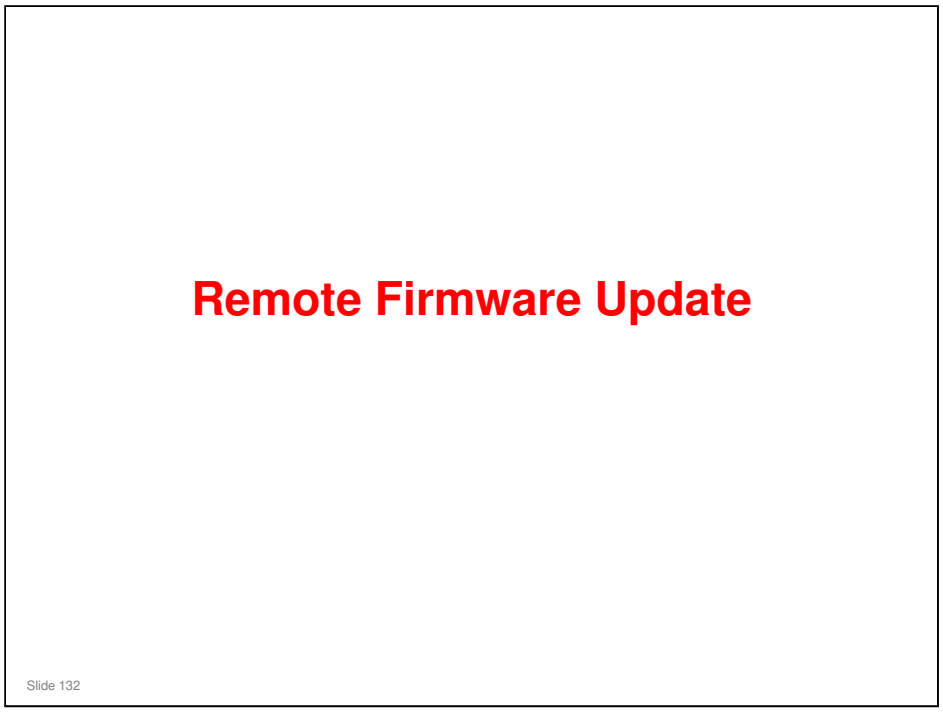


Slide 130

❒ The changes are shown in red squares.



❒ The changes are shown in red squares.



This section will explain how (Remote Firmware Update) RFU works with the RC Gate S Pro.

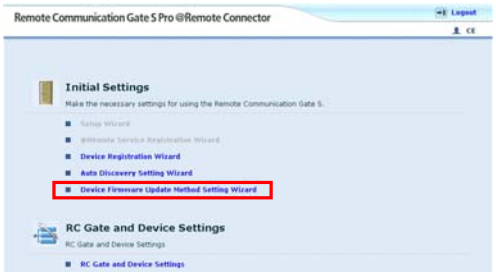
RFU Enable/Disable for RC Gate S Pro

- **For the previous model RC Gate, RFU must be disabled or enabled at each device connected to the RC Gate.**
- **For the RC Gate S Pro, this can be done for all devices at the same time by making a setting in the RC Gate S Pro.**
  - The setting is made with the Remote Firmware Update Wizard, as shown on the next slide.

Slide 133

No additional notes

Remote Firmware Update Wizard



- **This wizard decides whether device firmware can be updated by the @Remote center or by an administrator at the customer site.**
- **There are two settings:**
  - "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.

Slide 134

- Instead of an enable/disable feature, the RC Gate S Pro has this feature.
  - Communication server update: Enables RFU from the @Remote Center for all devices
  - Onsite update: The user does it themselves. RFU for devices connected to this RC Gate S Pro cannot be done from the Center GUI.
- This wizard is not available for the RC Gate A. The 'onsite update' feature is only available for the RC Gate S Pro. Communication server update is the only way to do RFU in the RC Gate A, like for the RC Gate.
- RC Gate S Pro has no appliance firmware 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 135

- RC Gate S Pro version IS01.01 does not have this feature. RC Gate S Pro version IS01.02 has it.
- This function can only be adjusted at the Center GUI.

This section will explain some new features of the RC Gate S Pro that were not described earlier in this course.

@Remote On/Off

- **The customer can disable @Remote communication.**
- **This is supposed to be a temporary measure**
  - For example, when the customer needs to isolate the cause of a problem during network troubleshooting
- **While @Remote is disabled, the Center GUI can see the settings in the appliance, but can change nothing. Only the customer administrator or a technician can make changes, using the UI of the appliance.**

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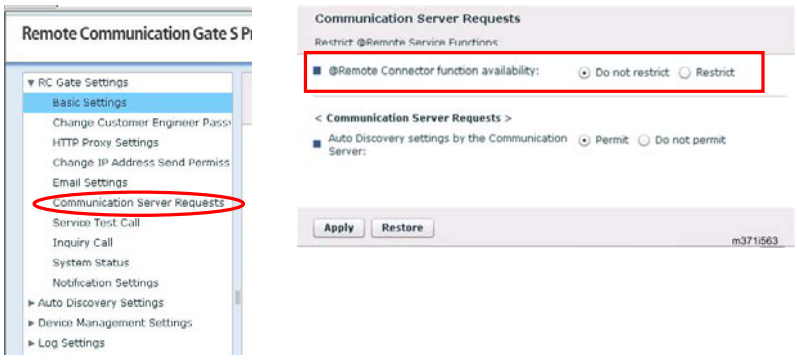
- RC Gate A does not have this function.
- When @Remote is off:
  - The appliance does not poll the @Remote Center
  - The appliance does not check device connections
  - The appliance ignores requests received from the @Remote Center
  - The appliance ignores calls from devices
  - The appliance keeps communication/system logs but doesn't make/send responses.

@Remote On/Off



- To use this function, you must log in as an administrator, not in CE mode.

Slide 138

No additional notes

Auto Call Notification Timing

- **The RC Gate S Pro 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 are the first appliances to have this function (the previous model RC Gate cannot do this).**

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- 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.
- RC Gate A also has this feature.

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 Procan pass auto calls from devices to the @Remote Center.**
  - Administrator menu – Appliance Information for Admin – Notification tab

Slide 140

No additional notes

Center Connect Check

- This checks the connection from the appliance to the @Remote center.

Slide 141

- This feature was not included in version IS01.01.
- It was included in the RC Gate and RC Gate A.

No additional notes

Disconnected Devices

- If RC Gate S Pro cannot detect a certain device for three days, RC Gate S Pro notifies the center of a disconnected device almost immediately (about 30 seconds later).
- However, if power is turned on again within this 30 seconds, the disconnection will still be reported to the center.

Slide 143

No additional notes

Action During Appliance Suspension Mode

- During this mode, if a device has an SC, supply call, or some other condition, the RC Gate S Pro retries. If all retries fail, then the RC Gate S Pro sends an error signal back to device.
- This error will appear on the operation panel of the device, and the customer can contact the center.

Slide 144

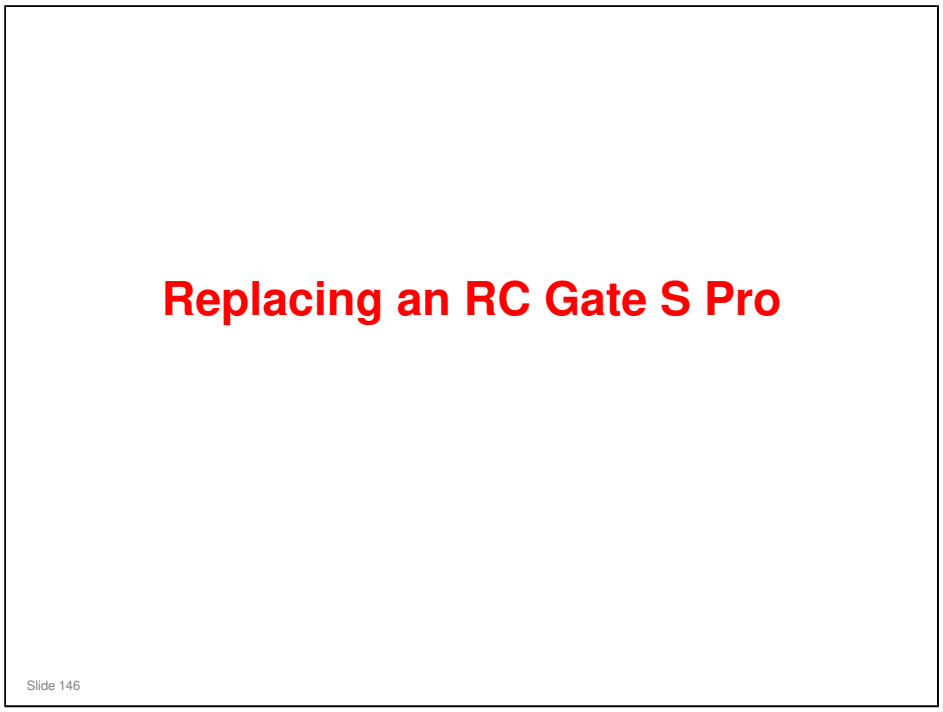
No additional notes

How to See if the RC Gate S Pro is in Appliance Suspension Mode

- **When an appliance goes into appliance suspension mode, if the customer administrator's email address is programmed, the appliance will send email.**
  - For RC Gate S Pro, this is only way to see that the appliance is in suspension mode

Slide 145

No additional notes



This section explains the steps to be taken if an RC Gate S Pro needs to be replaced at a customer site.

Overview

- **The RC Gate S Pro may need to be uninstalled under the following circumstances:**
  - When uninstalling/installing the RC Gate S Pro on the same PC, due to corrupted files, for example
  - When replacing the PC
  - When replacing the HDD of the PC
  - When canceling the @Remote service – in this case, there is no re-installation
- **Before replacing an RC Gate S Pro, the 'onsite data' must be backed up by a user administrator using the "Management Tool".**

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- 'Onsite Data': See the 'How RC Gate S Pro Handles Devices' section of this course.

Overview

- RC Gate S Pro has no serial number. The ID2 is used instead.
- Install the software on the PC first, before doing the A to B replacement procedure.
- During registration, the data will be copied to the new RC Gate S Pro from the backup data in the gateway.

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No additional notes

Caution when replacing RC Gate S Pro @Remote

- **Do not start the appliance replacement procedure within a day of the M/R date.**
- **Appliance replacement can take several hours if there are a lot of managed machines.**
  - However, the longest time observed in the field so far is 9 hours.
- **For example, if the M/R date is the 20th of each month, do not start on the 19th or the 20th.**

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This is a common issue when one of the following actions is performed:

- Performing server replacement (RC Gate S Pro)
- Performing appliance replacement on RC Gate A with storage option (expanded for 1000 devices managed).
- Updating (RC Gate S Pro) from IS01.01 to Mk2
  - For updating to IS01.02, this issue is not so critical as it is for appliance replacement. But, if the update procedure fails and stops @Remote, it cannot be resumed until fixed.
  - So, to be on the safe side, we recommend that you do not do update work on the M/R Date or the day before it.

See the next few slides for more on this.

Appliance Replacement compared with Upgrade to IS01.02

- **When doing appliance replacement, the RC Gate S Pro will access every managed device one by one, and backed up data at the Center will be restored on the replaced appliance.**
  - So, the replacement can take up to 9 hours (the actual time required is dependent on the condition of each device and the network environment).
- **However, when upgrading from IS01.01 to IS01.02, there is no contact between the RC Gate S Pro and the devices or the center. All the processes are internal.**
  - So, the update takes a number of minutes (less than an hour) for 5000 devices.

Slide 150

No additional notes

Why not start the replacement within a day of the M/R date?

- The closing counter and latest counter are stored in separate memory addresses.
- The closing counter, which is sent as M/R data, is overwritten once a day by the data in the latest counter.
- The closing counter data is sent once a month to the @Remote Center, on the M/R date. This counter data is used for billing, so it is important that the data is correct.
- However, if this software update process is going on, the closing counter will not be overwritten with the latest counter.
- If the update is done on the 19th, when the closing counter data is sent on the 20th, it will not contain the correct data.
- This means that appliance replacement should not be done on the M/R Date or one day prior to the M/R Date.

Slide 151

- Device counter data is collected every day and sent to the center (only from HTTPS devices (latest counter); counter data from SNMP devices is kept until the M/R Date for use as the closing counter), and a flag is created that indicates that the closing counter needs to be sent on the M/R Date.
- On the set M/R Date, if the closing counter flag is enabled, the Appliance will send the closing counter for both HTTPS and SNMP devices.
- However, when backup data is restored on the Appliance, this flag is reset. So if the Appliance replacement is performed one day prior to the M/R Date, the closing counter for that month may not be sent because the flag may still be reset.
- In the same way, if the Appliance replacement is performed on the M/R Date, the closing counter for that month may not be sent because the specified transfer time for this day may be interrupted by the replacement process.
- As a result, it is not a big issue for HTTPS devices because a HTTPS device sends the latest counter every day. But it is a big issue for SNMP devices because SNMP devices only send the closing counter once a month. If the above symptom occurs, no counter data is sent from SNMP devices for that month. (If AD is used, the AD counter is sent every day even from SNMP devices.)

Uninstallation

- **To uninstall the RC Gate S Pro while @Remote is in service, you must follow the proper procedure.**
- **Otherwise, all settings and log data in the @Remote are deleted. Also you must reprogram all registrations and settings from the beginning.**
  - You should back up your data before you start to uninstall, using the procedure in the Administrator Operations Guide.
- **The RC Gate S Pro may need to be uninstalled under the following circumstances:**
  - When uninstalling/re-installing the RC Gate S Pro on the same PC, due to corrupted files, for example
  - When replacing the PC
  - When replacing the HDD of the PC
  - When cancelling the @Remote service – in this case, there is no re-installation

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RC Gate S Pro/RC Gate A Service Manual, 4. Replacement and Removal, Program Uninstallation

Operating Instructions – Installation Guide, 4. Uninstallation

- In addition, for details about making a backup using Management Tool and Authentication Manager, see "Backing Up Server Data“ and "Maintenance of Remote Communication Gate S Server“ in the Administrator Operations Guide.

Uninstallation Procedure

- **1. If the customer will not use RC Gate S Pro any more, remove the appliance at the Center GUI.**
  - Remove the devices from the RC Gate S Pro you will uninstall.
    - » Each device is deleted from @Remote center, but the registration is still valid in the Onsite part of RC Gate S Pro.
    - » Function flag (SP5816-003) and Install Status (SP5816-201) in each device are initialized.
  - Then remove the RC Gate S Pro appliance itself.
    - » Registration is automatically deleted from the @ Remote Center.
- **2. Stop the @Remote service**
  - Run Explorer.
  - Open C:¥Program Files¥RMWSDMEX¥tool (C:¥ is an example of the root drive where the RC Gate S Pro software is installed.)
  - Double click “atremote_stop_manual.bat ”.
- **3. Uninstall the program from the PC.**
  - See the Operating Instructions (Installation Guide) for details.

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- Step 1: For temporary uninstallation or installation on another PC, this step is not needed.
- Step 2. This does the same as the shutdown procedure for RC Gate A.
- When the removal procedure at the Center GUI is completed, Setup Wizard will no longer be greyed out in the initial screen of CE mode. The screen appears the same as during installation, before setup and registration.
- If the removal of RC Gate S Pro is permanent, a technician does not have to attend the customer site, because there is no hardware to retrieve. So, the customer can do steps 2 and 3 at any time (before or after step 1; it doesn’t matter).
- Removing devices from RC Gate S Pro when replacing the device:
  - When you delete a device using the Center GUI, you delete it from the Managed Device List in the @Remote part of RC Gate S Pro.
  - However, the data still remains in the Network Device List in the ‘Onsite Data’. It must also be deleted from the All Printers list in the onsite menu of the RC Gate S Pro.
  - If the customer will cancel @Remote service but continue Onsite (free program), or cancel the RC Gate S Pro completely, it is not necessary to remove the device(s) from the onsite data. But they must be removed using the Center GUI, to remove them from the @Remote Center databases.
  - For more about this, see the section on How the RC Gate S Pro Handles Devices

Re-installing - 1

- **To re-install the program, the procedure is similar to a new installation.**
- **1. You must obtain a new product key.**
  - If you re-install RC Gate S Pro, you cannot reuse the previous product key for the @Remote function.
  - However, you can reuse the original product key for RC Gate S Pro functions other than @Remote (onsite).
- **2. The customer must do the following:**
  - Back up the onsite data by using the "Management Tool" before doing the replacement procedure for RC Gate S Pro.
    - » Otherwise, the onsite data in RC Gate S Pro will be lost after installing or uninstalling the software.
  - Install the RC Gate S Pro software, using the new product key. Uninstall old software first if replacing and restoring on the same PC.
  - Activate RC Gate S Pro (Onsite) and RC Gate S Pro (@Remote)
  - Make the Device Discovery settings (device registration and auto discovery both use these settings).

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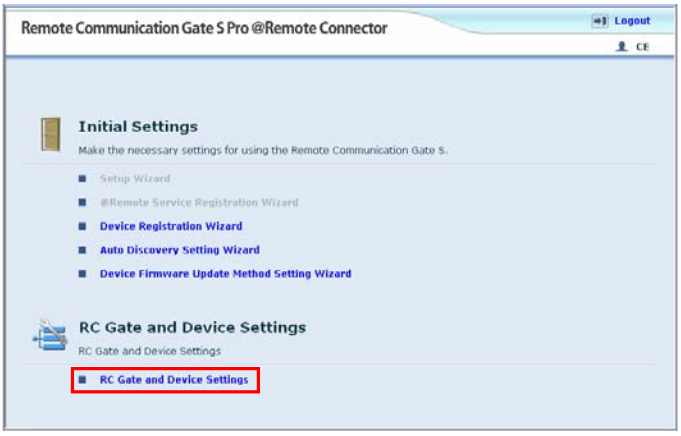
- In addition to the above, even if you want to re-register RC Gate S Pro (@Remote), you must uninstall the complete program. For RC Gate, it is possible to initialize it by changing dip switch no. 2 and power on/off.

Re-installing - 2

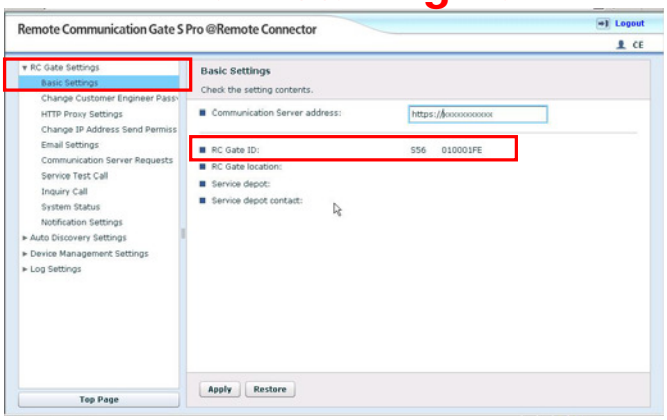
- **3. Login to the CE login page of the RC Gate S Pro.**
  - Explained earlier in this presentation.
- **4. Click 'RC Gate and Device Settings'.**



Slide 155

No additional notes

Re-installing - 3



- 5. Click 'Basic Settings' in the menu on the left side of the screen.
- 6. Make a note of the ID2 that is displayed. This is the new ID2. Inform this to the @Remote Center.

Slide 156

No additional notes

Re-installing - 4

- **7. The Center GUI must now do the 'A to B' replacement procedure.**
  - By re-installing RC Gate S Pro with a different product key, a different ID2 will be given. So, the A to B replacement procedure must be performed. The new ID2 informed in the previous step is input as the 'new serial number'.
  - When this is done, the operator at the Center GUI must inform the technician in the field that they can go on to the next step.

Slide 157

- The A to B replacement procedure is explained in the section of the @Remote Core Training TTP called 'Appliance Replacement' (filename: @Remote_14_Appliance Replacement.ppt).
  - We never use A to A for an RC Gate S Pro, because the ID2 is always different when re-installing.
- After this procedure, there are a few slides to show what happens to the ID2 in various situations.

Re-installing - 5

- **8. Register the RC Gate S Pro, in the same way as for a new installation. There are some differences, as follows:**
  - When you are asked for the request number (for example, for Individual Certificate Acquisition), input # followed by the old ID2.
  - After you click 'Finish' at the end of the registration procedure, the data from the previous RC Gate S Pro will be automatically sent from the gateway.
    - » This may take an hour at minimum when 5000 devices are managed. It is not possible to see the progress on the screen, or when the data transfer is finished.
    - » To be safe, do not attempt to operate the RC Gate S Pro until the next day.

Slide 158

- While the data is being copied from the @Remote Center to the new RC Gate S Pro installation, 'Replacing' is shown on the Center GUI for this appliance. When the data transfer is finished, 'Replacing' disappears.
- While the data is being copied, the customer can login to the RC Gate S Pro, but Ricoh recommends that they wait until the next day before attempting any operations.

Checking the Results of the Appliance Replacement

- 1. Close the RC Gate S Pro (@Remote) UI.
- 2. Log in the UI in CE mode.
- 3. Check if "@Remote Service Registration Wizard" is grayed out.
  - If it is grayed out, the Appliance Replacement was completed successfully.
  - If it is not grayed out yet, this means that the replacement procedure is still underway. Log out of the UI and confirm the status again later, using steps 1 to 3 above.

Slide 159

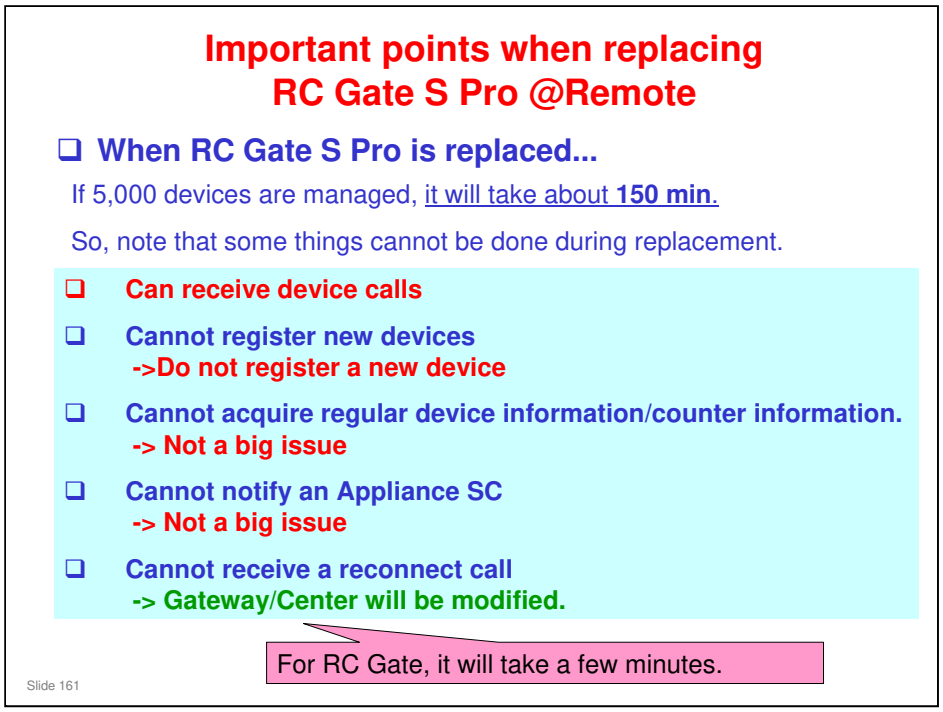
No additional notes

Do Not Operate During Replacement

- **Even while the replacement procedure is underway, it is possible for the operator to initiate the screen operations for newly registering the RC Gate S Pro data with the @Remote Center.**
- **However, do not make any operations during a replacement procedure.**
  - Otherwise, duplicated requests will cause a data restoration error since the original replacement is running in the background.
- **Before you do any operations, first check if "@Remote Service Registration Wizard" is grayed out, as explained on the previous slide.**

Slide 160

No additional notes



- Even though it takes 150 minutes to replace RC Gate S Pro @Remote, it is possible to receive device calls during the replacement process.
- Note the following important points:
- 1. Do not register new devices during the replacement process.
- 2. Cannot receive reconnect calls during the replacement process. <- Under consideration at IT/S.

Login Timeout during Replacement

- **When doing an appliance replacement for an appliance that has a large number of devices, the UI may declare a timeout if the replacement takes longer than 15 minutes.**
  - It is estimated that this may occur if there are more than 2000 devices.
- **However, the appliance replacement continues, even though the UI has timed out.**
- **If @Remote Service Registration Wizard" is not grayed out in the main menu, the Appliance Replacement is still in progress.**
  - IS01.02: A message appears on the screen during appliance replacement, to make it easier to recognize that the process is still not finished.

Slide 162

- The following shows the estimated amount of time needed to complete replacements of various quantities of registered devices.
  - 100 devices: Approx.1 min.
  - 300 devices: Approx.2 min.
  - 500 devices: Approx.3 min.
  - 1,000 devices: Approx.10 min.
  - More than 1,000 devices: Not examined

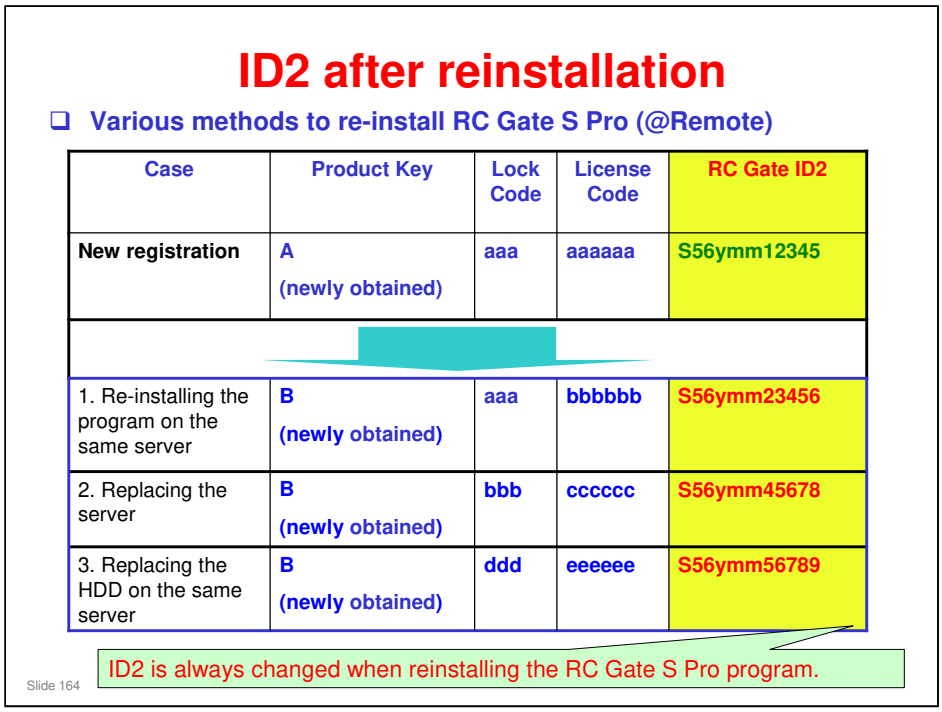
  - IS01.02 message: ‘When there are many devices the server replacement function may take time to complete and the browser might timeout. If this happens restart the browser and confirm that the "@Remote Service Registration Wizard" on the top page is grayed down.’

Login Timeout during Replacement

- **In version IS01.02, if the appliance replacement message appears on the screen, do not do anything with the RC Gate S Pro during that day.**
  - Even if you see an error message, please do not try to fix the problem until the next day.
- **The next day, restart the browser. If @Remote Service Registration Wizard is still greyed out, this means the appliance replacement procedure is still in progress.**
- **Do not try to use the RC Gate S Pro until @Remote Service Registration Wizard is not greyed out.**

Slide 163

No additional notes



- For any way of reinstalling the RC Gate S Pro software, the ID2 will be changed.
- This is because the product key used for reinstallation is different.
- As the RC Gate ID2 is created based on the License Code, ID2 is always changed when reinstalling the RC Gate S Pro software.
- Also, because each hard disk has a different locking code, the license code and ID2 will be different if the hard disk is changed or the software is installed on another PC.

ID2 after reinstallation

❑ Various methods to re-install RC Gate S Pro (Onsite)

Case	Product Key	Lock Code	License Code	RC Gate ID2
New registration	A (newly obtained)	aaa	aaaaaa	N/A
1. Re-installing the program on the same server	A	aaa	aaaaaa	N/A
2. Replacing the server	A	bbb	cccccc	N/A
3. Replacing the HDD on the same server	A	ddd	eeeeee	N/A

ID2 is always changed when reinstalling the RC Gate S Pro program.

Slide 165

- Red boxes show the differences between the Onsite version and the @Remote version.
- For the Onsite version, the product key does not change.
  - The backup and restore functions for the Onsite version include support for the product key – this is not done for the @Remote version.
  - The same product key can be used up to 3 times for simple re-installation on the same PC.
- The ID2 is not used in the Onsite version because there is no communication with @Remote.
- However, because each hard disk has a different locking code, the license code will be different if the hard disk is changed or the software is installed on another PC.

Replacing Appliances

From \ To	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.

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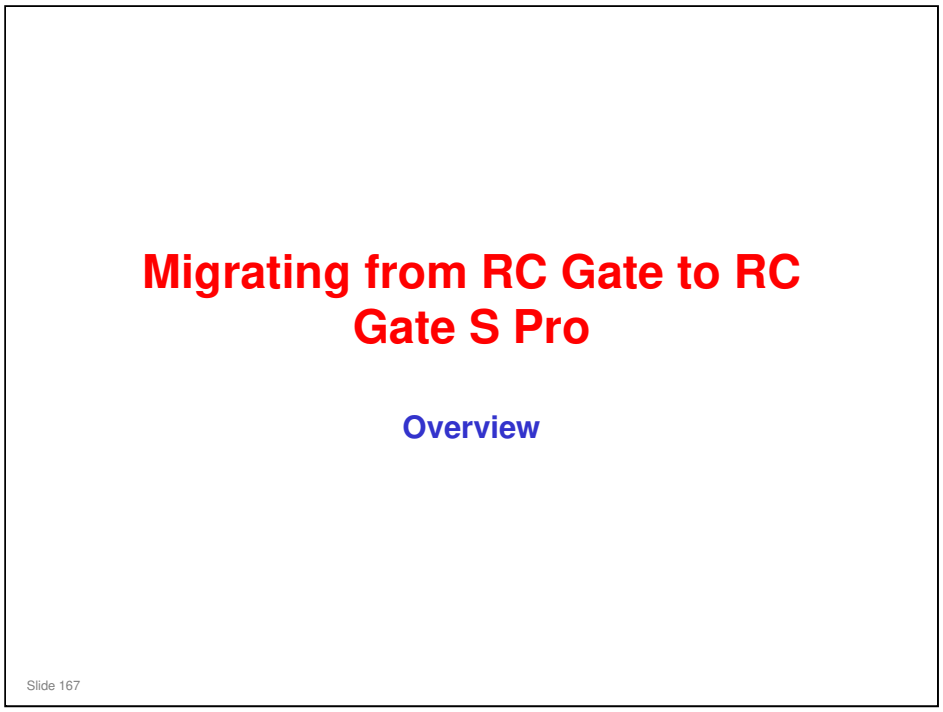
- This table shows what appliances you can use to replace another appliance.
- *1: Only "RC Gate A" is installed (no memory or storage options).
- *2: RC Gate A with Memory and Storage Options are installed and the setting of "Extended Function Setting" is kept at the default setting ("Do not use").
- *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.



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 S Pro.**
- **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).**

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No additional notes

Global Major Accounts

- **If the RC Gate S Pro 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 S Pro 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.

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- 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 S 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.

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❒ 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.)

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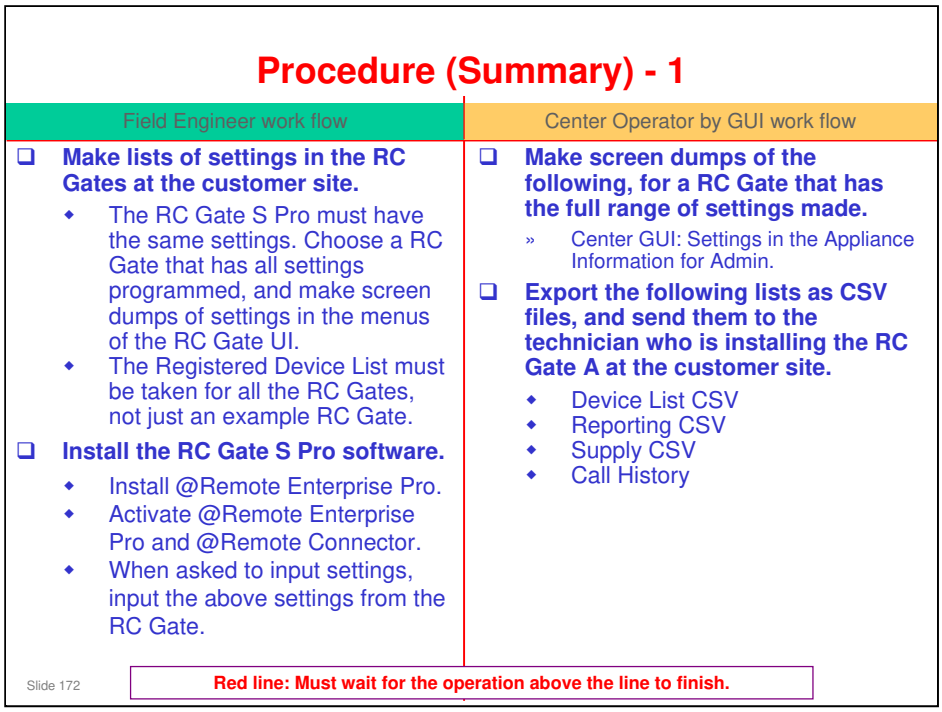
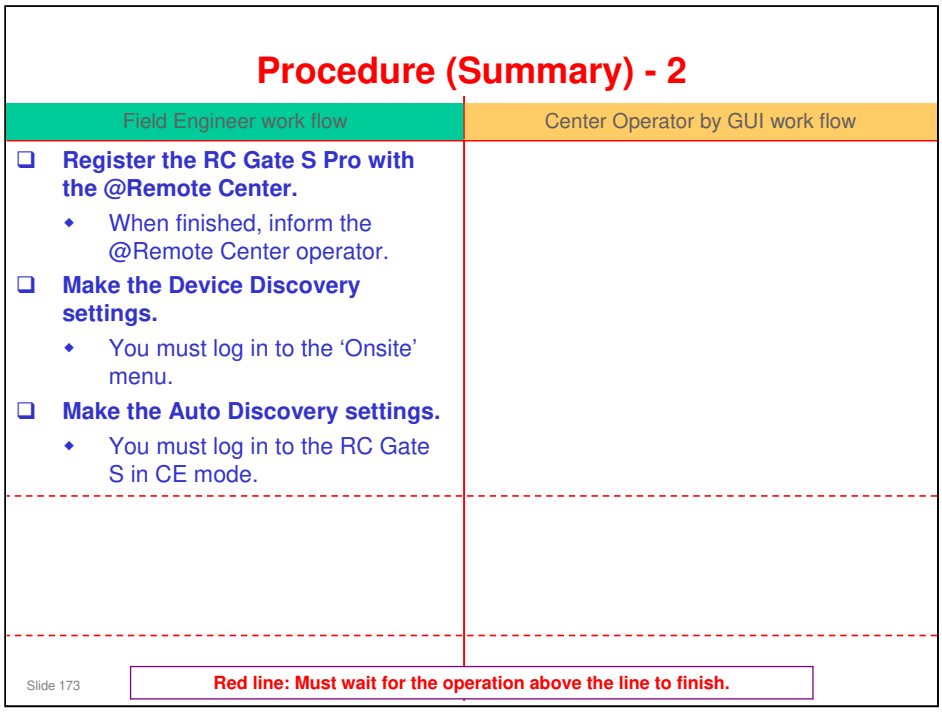
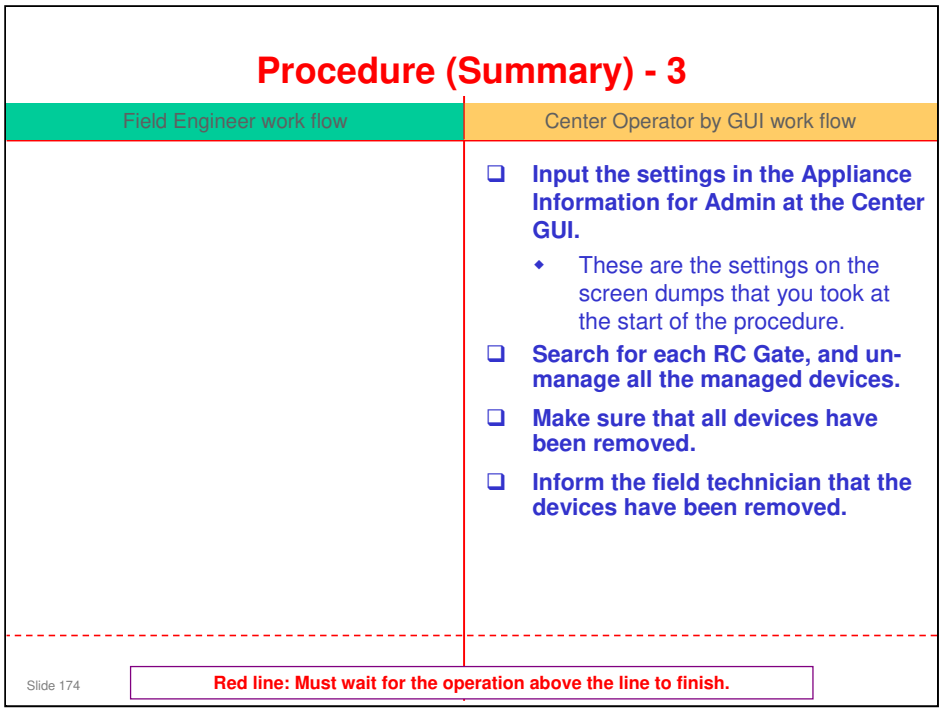
No additional notes



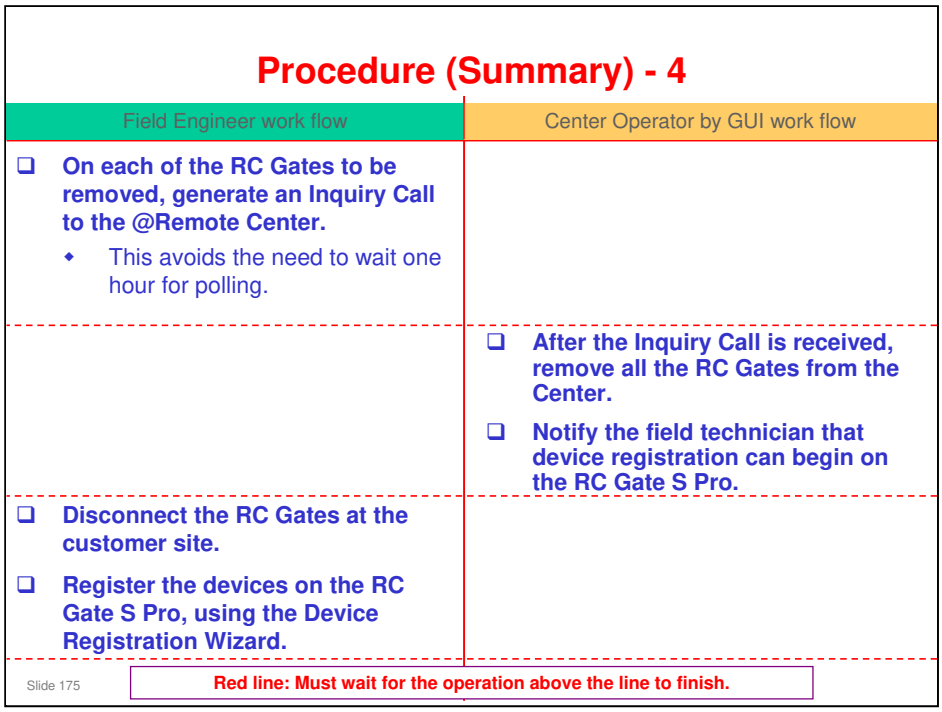
- This procedure may seem a bit complicated, but it allows the quickest changeover from RC Gate to RC Gate S Pro, to get the customer up and running with the new RC Gate S Pro as quickly as possible.
- Make lists of settings in the RC Gates at the customer site: At a customer site where there are a lot 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



❒ At any time after the devices have been removed, the old RC Gate(s) can be removed from the Center GUI and disconnected at the customer site.

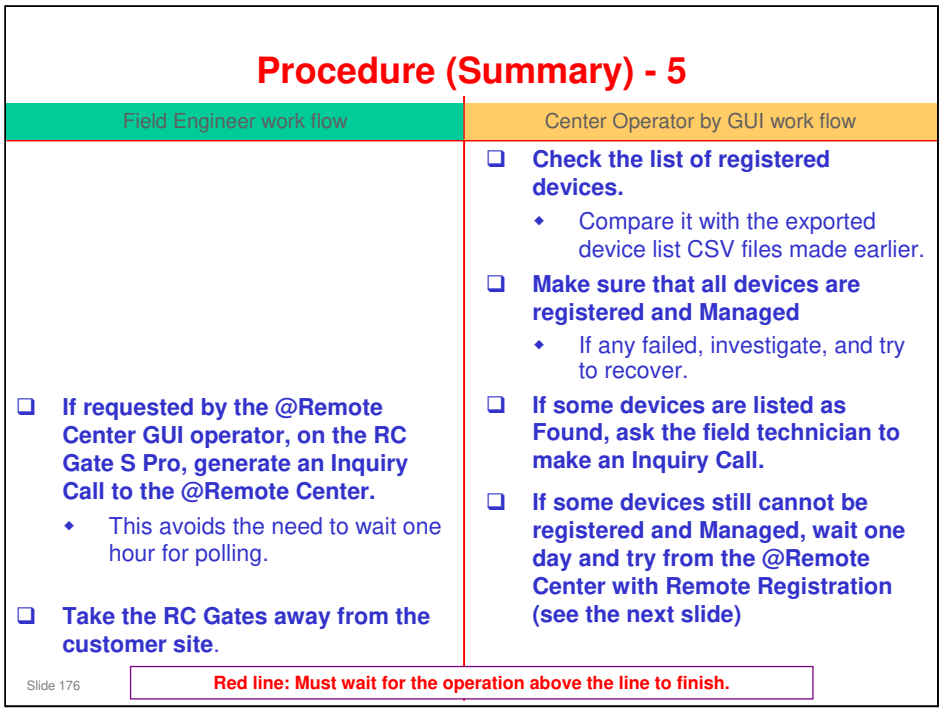


Inquiry Call: In the RC Gate A and the RC Gate, this is called the Device Check Request Call.

- After a successful Inquiry Call, “Status is normal” is displayed.
- If the procedure continues without a successful Inquiry 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 Inquiry 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.

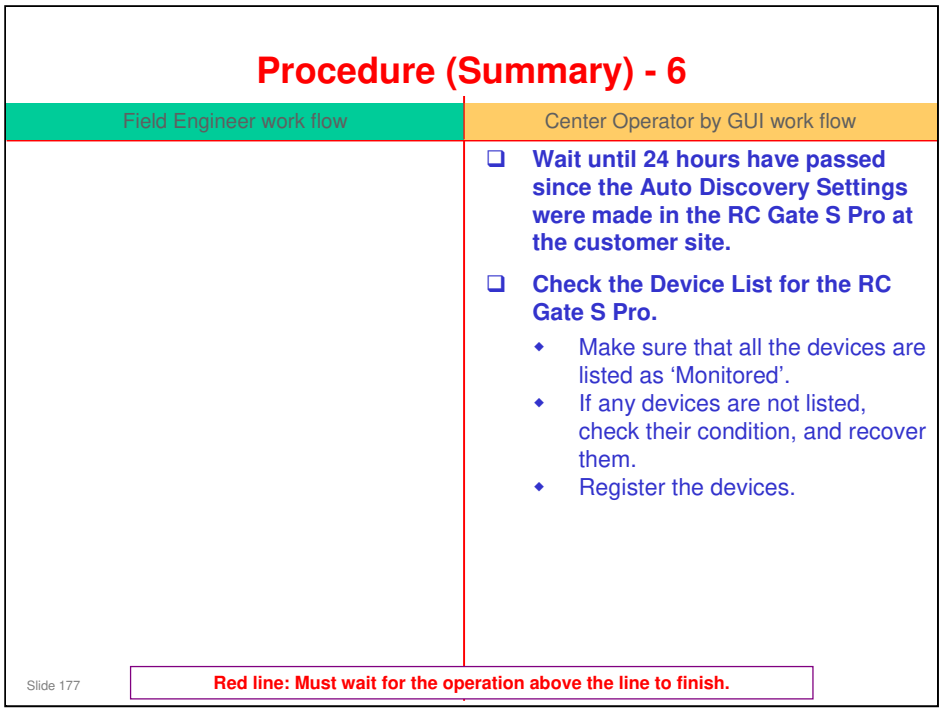


Inquiry Call from RC Gate S Pro

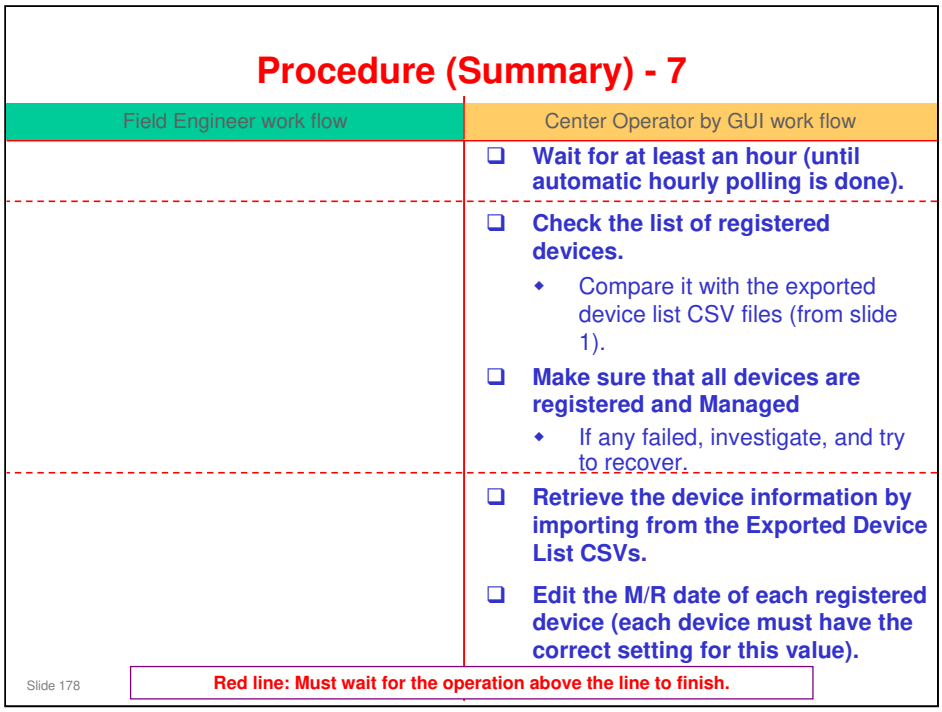
- If some devices are listed as Found, ask the field technician to make an Inquiry Call.
- After registering devices with the Device Registration Wizard, they are also automatically registered at the Center GUI. However, some may still be in the Found status. If so, an Inquiry Call from the RC Gate S Pro 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 S Pro and activate •Registration at center •Setting Parameters •Setting Device Discovery, 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)	5 min.	This is operation time only. It will take more time to complete the removal of all target devices.
		[33–63 min.]	[53 min.]	

Operation at customer site
Operation on center GUI

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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 an Inquiry Call from RC Gate S Pro. • 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.
8	RC Gate Removal	(Execute Test call)	2 min.	
	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 S Pro, copying the RC Gate settings, downloading several CSV files, etc.).

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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 S Pro and activate •Registration at center •Setting Parameters •Setting Device Discovery, 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.]	

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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 waiting for hourly polling by executing an Inquiry Call from RC Gate S Pro. • 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.
5	RC Gate Removal	(Execute Test call)	2 min.	
	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.

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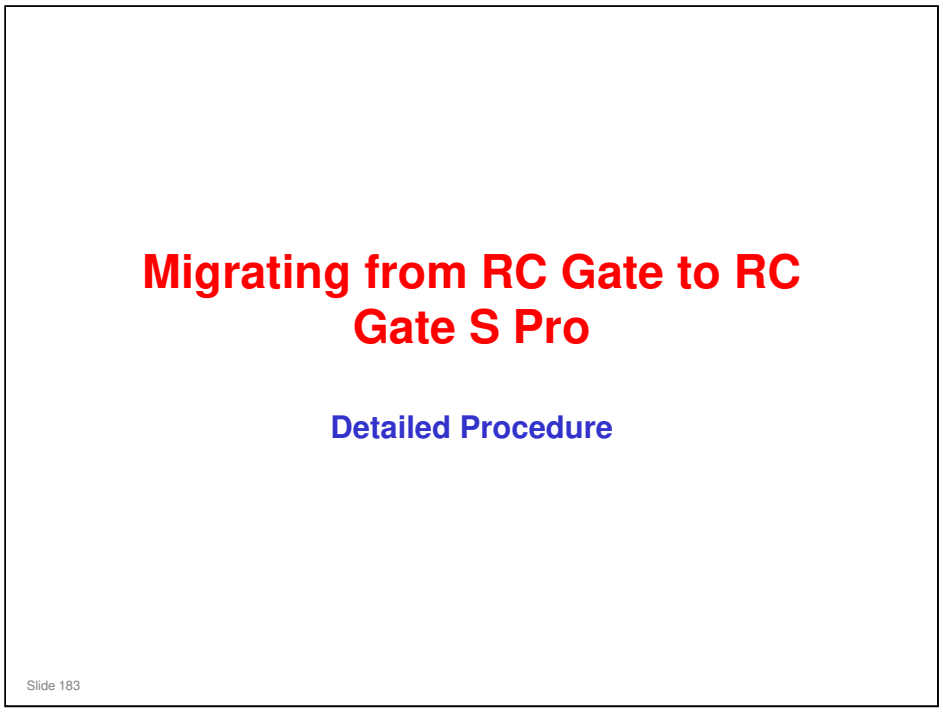
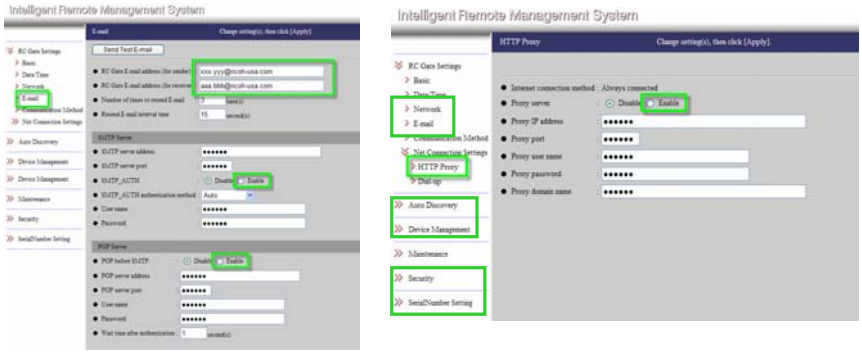
It takes 13 min. of processing time to register 500 devices at one time.

- 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.

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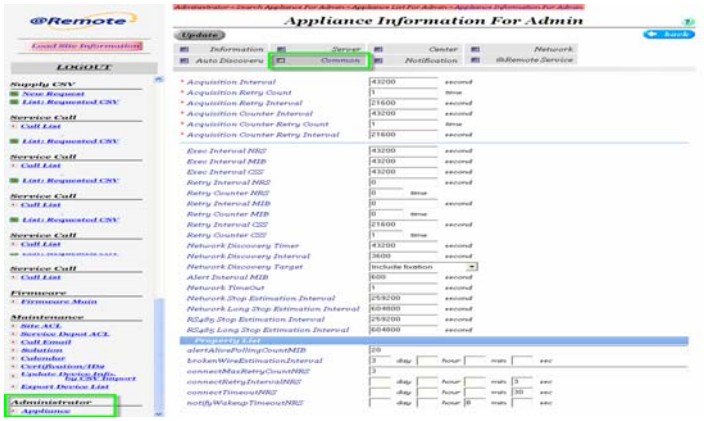
- If SMTP AUTH or POP before SMTP or Proxy is enabled, you will have to obtain the detailed information from the Customer to properly program it into the RC Gate S Pro.

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.

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- 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 S Pro.
    - » 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 S Pro, 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 S Pro.

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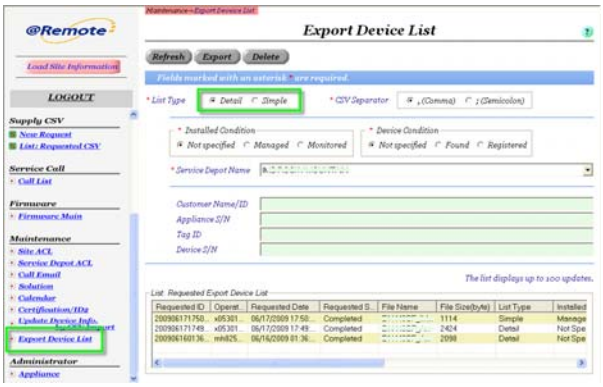
No additional notes

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.

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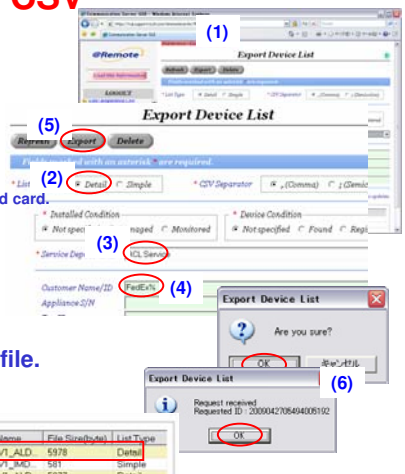
To do this operation with the Maintenance Menu, you need to have the following ACL Access Rights. These are set up with Site ACL and Service Depot ACL in the Maintenance menu of the Center GUI.

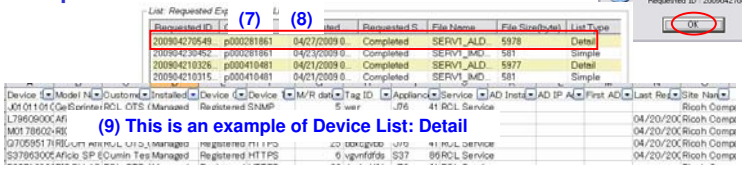
- Site ACL
  - The ACL setting must be ‘Full’
  - The Dev setting must be ‘Site Administrator’ or higher.
  - In the row of check boxes, Mt must be checked. The status of the other boxes can be either checked or unchecked.
- Service Depot ACL
  - The ACL setting must be ‘Full’

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.





(9) This is an example of Device List: Detail

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- 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 189

No additional notes

3. Exporting Lists

Reporting CSV

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

Slide 190

No additional notes

3. Exporting Lists
Supply CSV

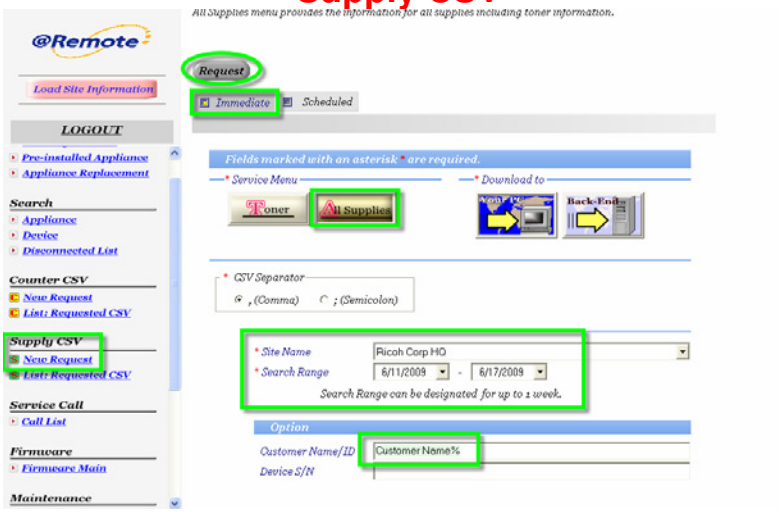
- **At the center, supply data for all appliances is saved for up to a maximum of 30 days.**
- **Perform the download as five separate operations to obtain all the data.**
  - Set range A = 0 to -6 days
  - Set range B = -7 to -13 days
  - Set range C = -14 to -20 days
  - Set range D = -21 to -27 days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

Slide 191

- 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 192

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

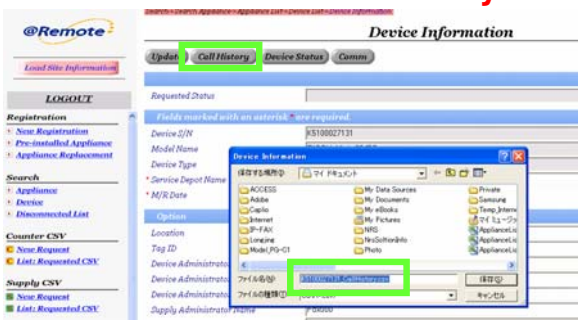
3. Exporting Lists
Call History

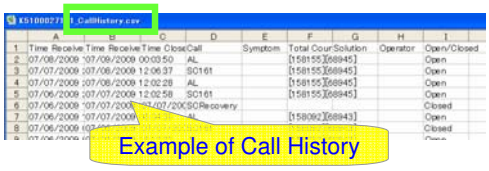
- **Download Call History from the devices one by one.**
  - The call history for each device has to be captured one by one.

Slide 193

- 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 194

No additional notes

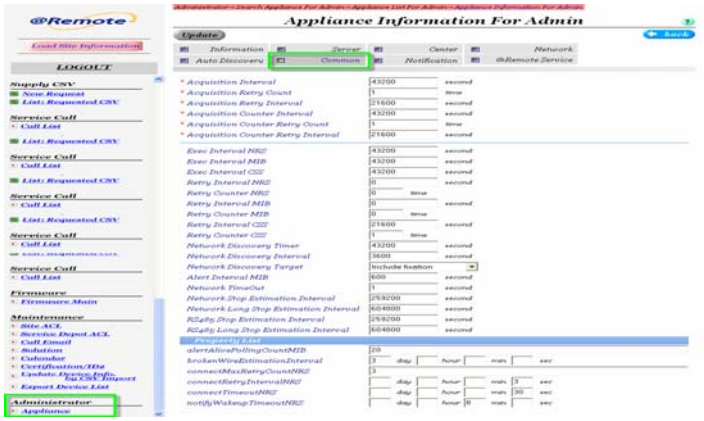
4. Install the RC Gate S Pro

- **Install the RC Gate S Pro software.**
  - Install @Remote Enterprise Pro.
  - Activate @Remote Enterprise Pro and @Remote Connector.
  - When asked to input settings, input the settings from the old RC Gate (see step 1).
- **Register the RC Gate S Pro with the @Remote Center.**
  - When finished, inform the @Remote Center operator.
- **Make the Device Discovery settings.**
  - You must log in to the 'Onsite' menu.
- **Make the Auto Discovery settings.**
  - You must log in to the RC Gate S in CE mode.
- **When finished, inform the @Remote Center operator.**

Slide 195

❒ These steps are covered in the section on installation.

5. Input the Appliance Information for Admin

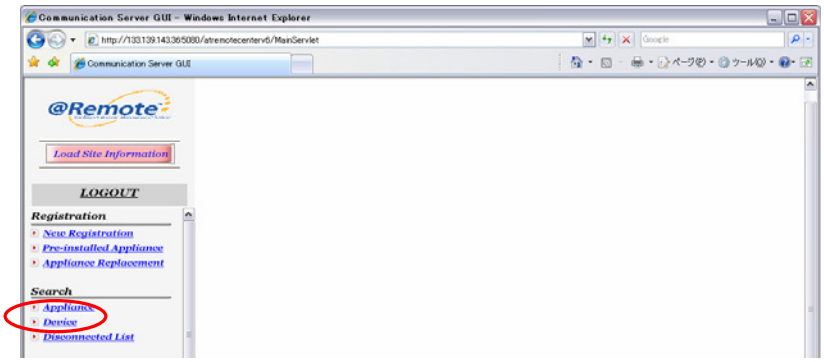


- At the Center GUI, log in as an Administrator (you need access to the Administrator menu)
- Input the data from the screen dumps of the Appliance Information for Admin that you made earlier.

Slide 196

- Input the data for each of the tabs.

6. Unmanage all Managed Devices

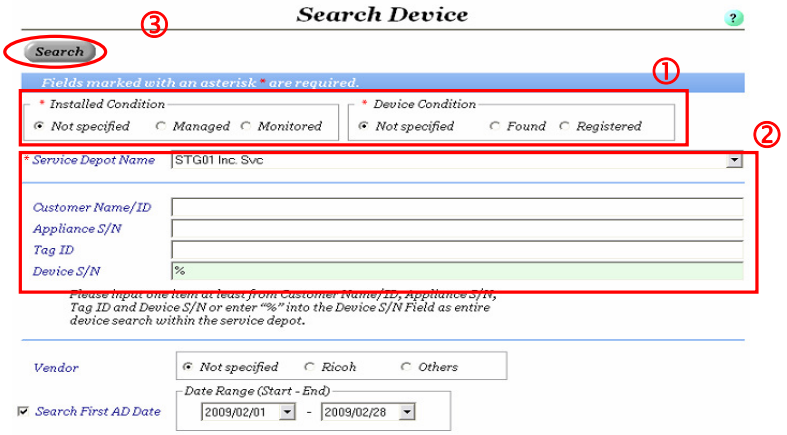


- Click 'Device' in the Search Menu.

Slide 197

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

6. Unmanage all Managed Devices

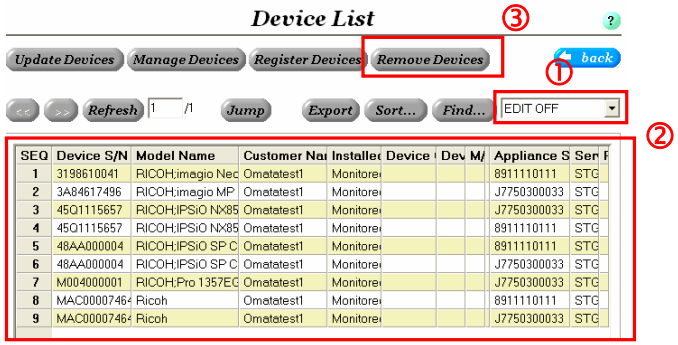


- **Select "Managed" for Installed Condition and "Not Specified" for Device Condition.**
- **Input the Service Depot, Appliance S/N, and other search conditions, then click 'Search'.**

Slide 198

- 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 S Pro.

6. Unmanage all Managed Devices

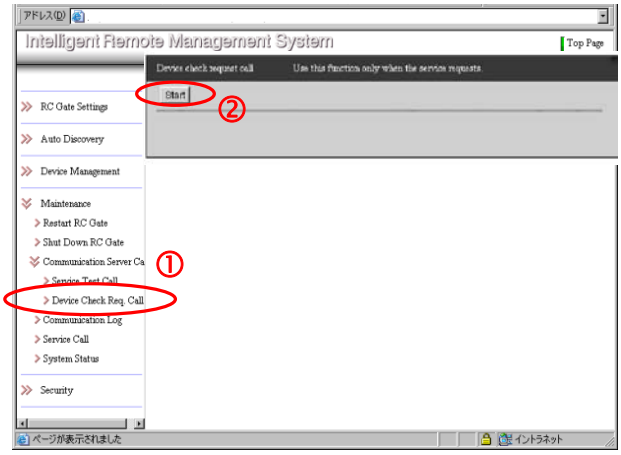


- **Make sure that "EDIT OFF" is selected.**
- **Select all devices.**
- **Click "Remove Devices".**
  - While the remove request for a managed device is being carried out, "Removing" is displayed in the "Requested Status" area.
  - At the next polling (or after a Device Check Request Call is made),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

Slide 199

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 200

- 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 S Pro

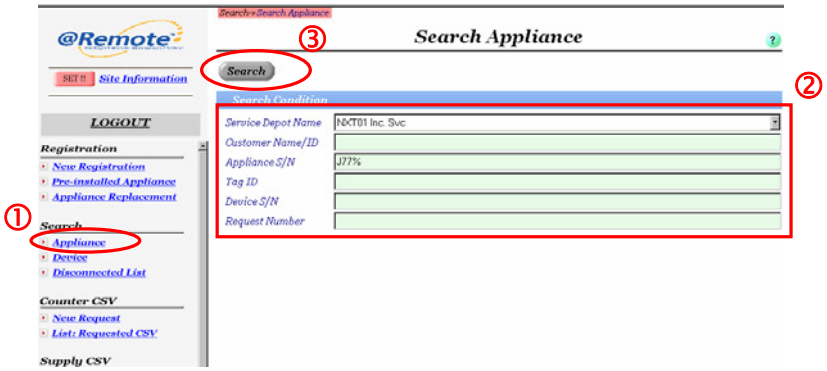
8. After Receiving the Calls

- **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 S Pro.**

Slide 201

- 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

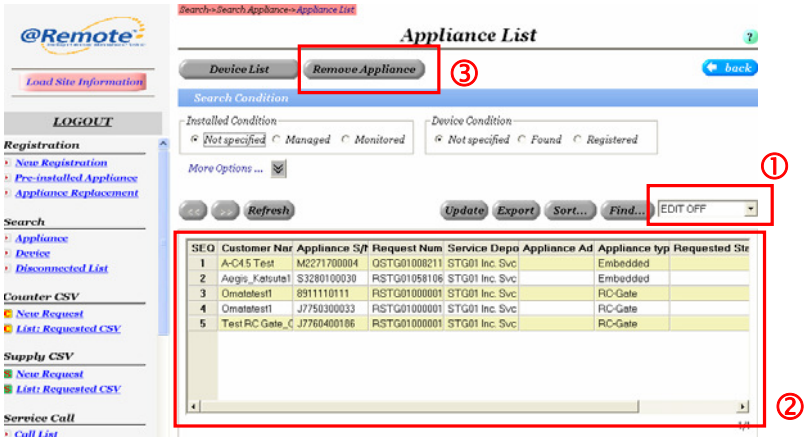


- ❑ **Click 'Appliance' in the Search menu.**
- ❑ **Input search parameters and click "Search".**

Slide 202

❒ 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 203

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 S Pro

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

Slide 204

- 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.

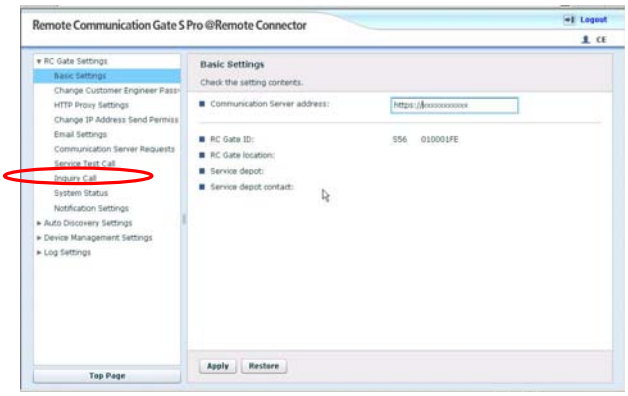
11. Check the Device List for the RC Gate S Pro

- **During the Device Registration Wizard, the RC Gate S Pro contacts the @Remote Center with the new device data.**
- **So, the device list at the Center GUI for the new RC Gate S Pro 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 205

- Each registration operation can handle up to 500 devices, so you have to do up to 10 operations for the RC Gate S Pro. 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 RC Gate Settings menu of the RC Gate S Pro UI, click Inquiry Call.
- Then click Start.

Slide 206

If some devices are listed as Found, ask the field technician to make an Inquiry Call from the RC Gate S Pro.

- 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, an Inquiry Call from the RC Gate S Pro will change them from Found to Registered. If that fails, then the Center GUI operator will have to register them manually, and then another Inquiry Call will be needed.

13. Remote Registration

- **Wait until 24 hours have passed since the Auto Discovery Settings were made in the RC Gate S Pro at the customer site.**
- **Check the Device List for the RC Gate S Pro.**
  - 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 207

❒ 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 Inquiry 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 208

No additional notes

15. Retrieve the Old Device Information

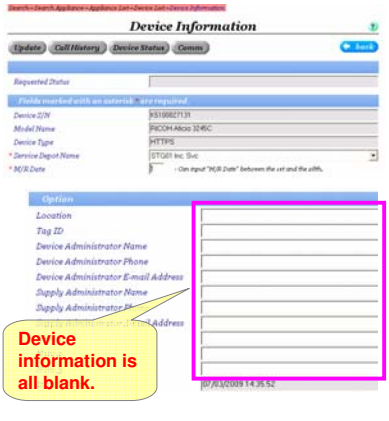
- **Import the device information from the old RC Gates.**
  - Import it from the Exported Device List CSVs that you made in step 3.
  - You need the Export Device List: Simple

Slide 209

No additional notes

15. Retrieve the Old Device Information

Data when registered on the RC Gate

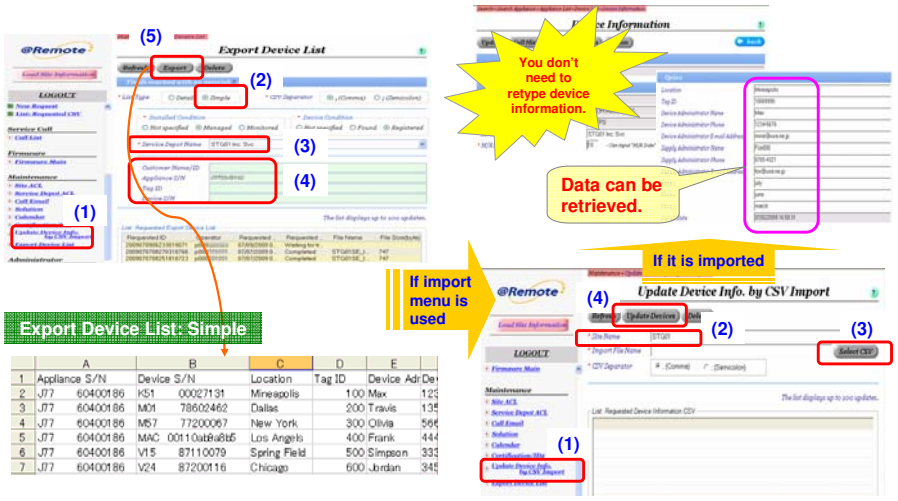


Data after registering on the RC Gate A

Slide 210

No additional notes

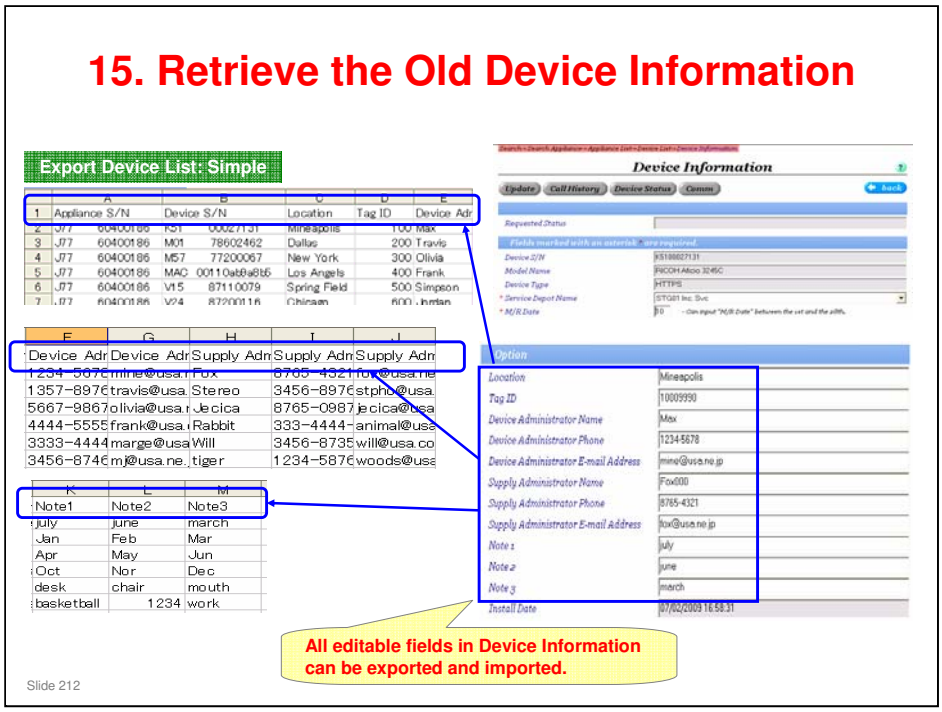
15. Retrieve the Old Device Information



	A	B	C	D	E
1	Appliance S/N	Device S/N	Location	Tag ID	Device Adr
2	J77 60400186	K51 00027131	Mineapolis	100	Max
3	J77 60400186	M01 78602462	Dallas	200	Travis
4	J77 60400186	M57 77200067	New York	300	Olivia
5	J77 60400186	MAC 00110ab8a8b5	Los Angels	400	Frank
6	J77 60400186	V15 87110079	Spring Field	500	Simpson
7	J77 60400186	V24 87200116	Chicago	600	Jordan

Slide 211

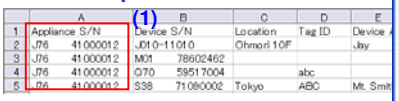
No additional notes

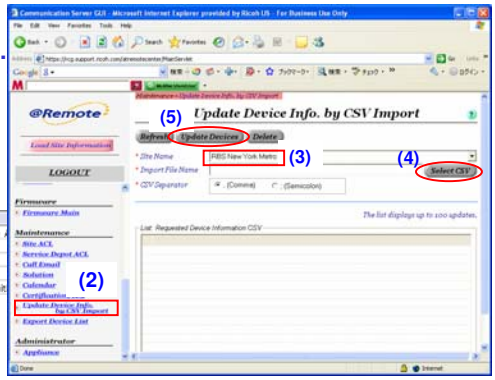


No additional notes

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.



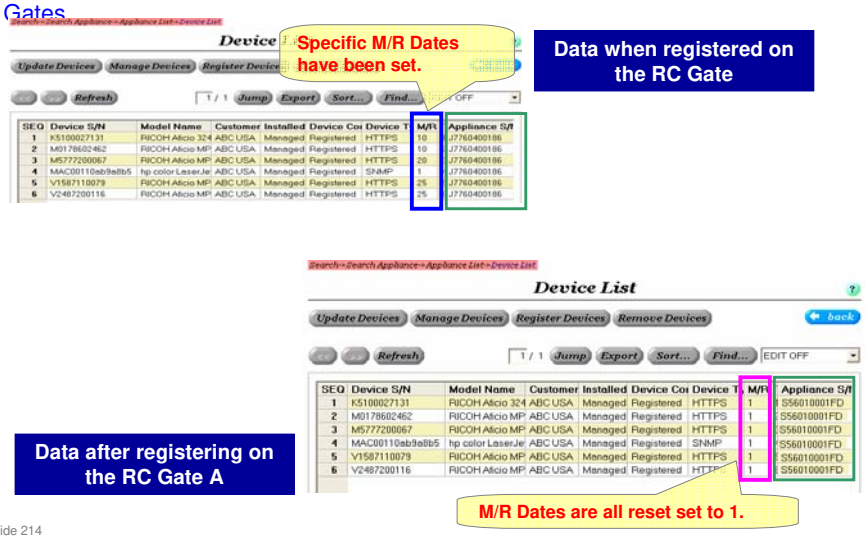


Slide 213

No additional notes

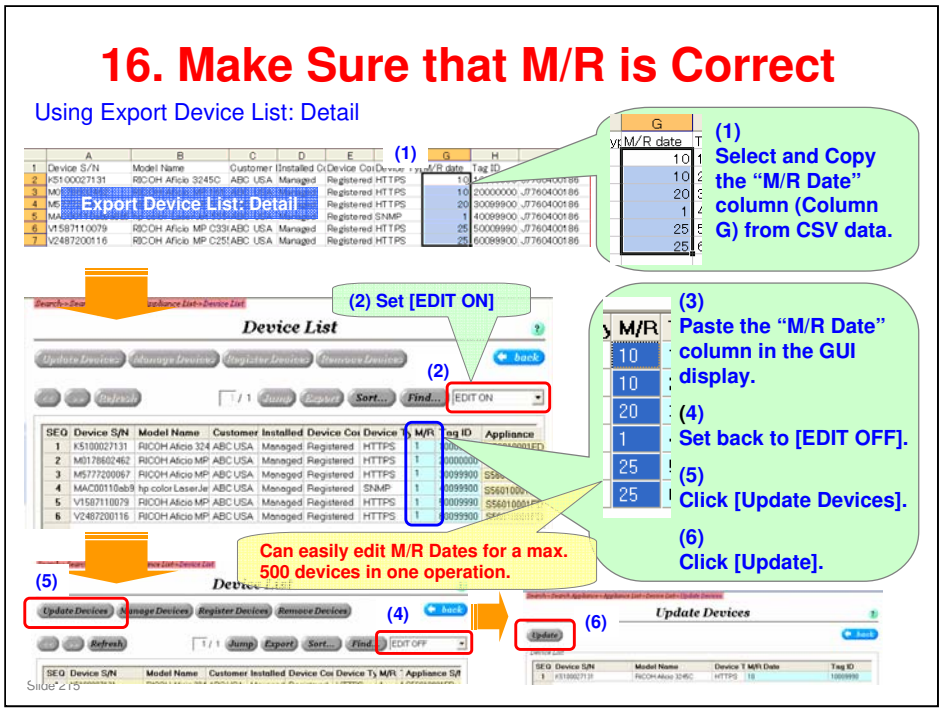
16. Make Sure that M/R is Correct

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.

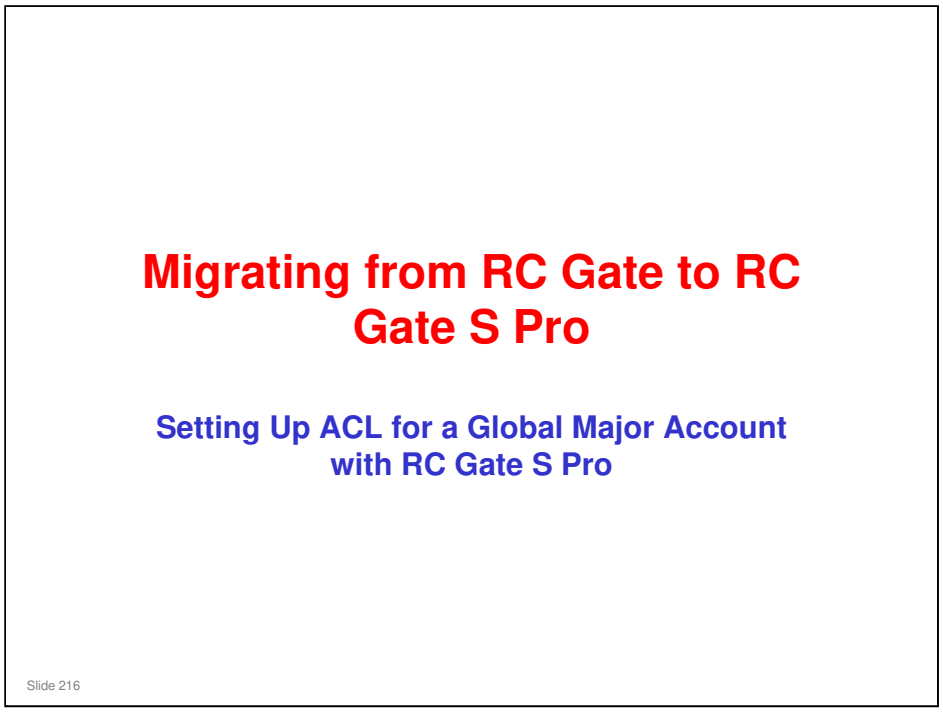


Slide 214

No additional notes



No additional notes

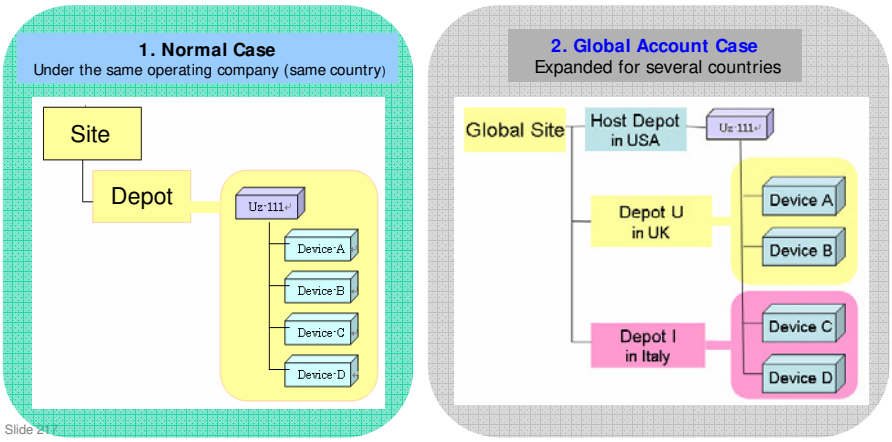


- This procedure shows how to set up ACL for the general technicians at a service depot. It is not for setting up ACL rights for specialists who perform special tasks (such as working with the Maintenance menu on the Center GUI).

Site ACL and Service Depot ACL

Overview:

When several devices are migrated from multiple RC Gates in different countries to one RC Gate S Pro, and the RC Gate S Pro 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 218

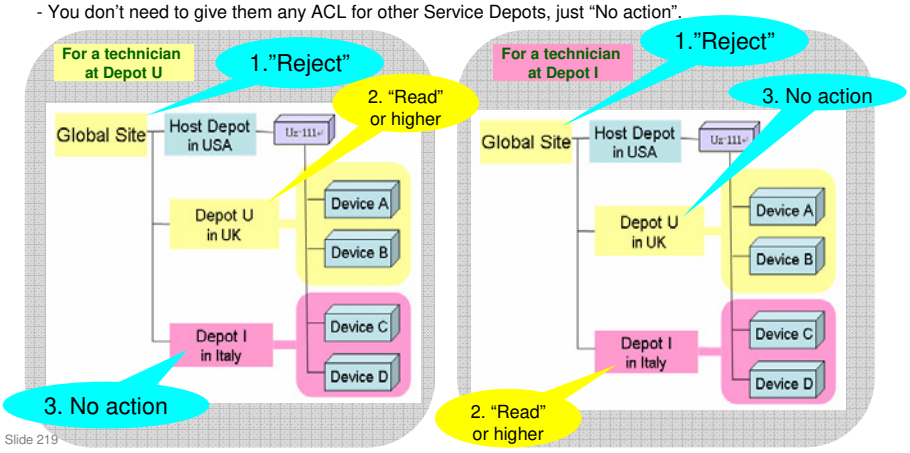
No additional notes

Site ACL and Service Depot ACL

When you install a RC Gate A/S Pro 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 219

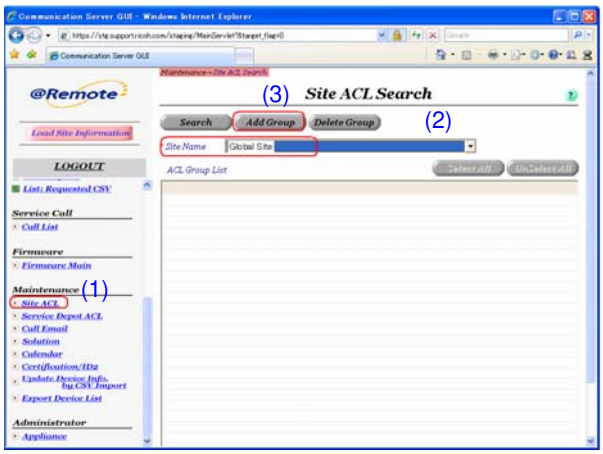
❒ No action: For example, UK technicians need no service depot ACL setting in the Italy service depot

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.

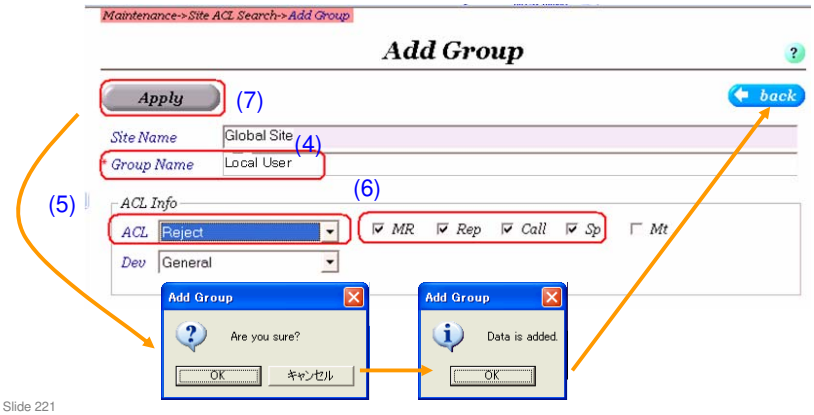


Slide 220

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.

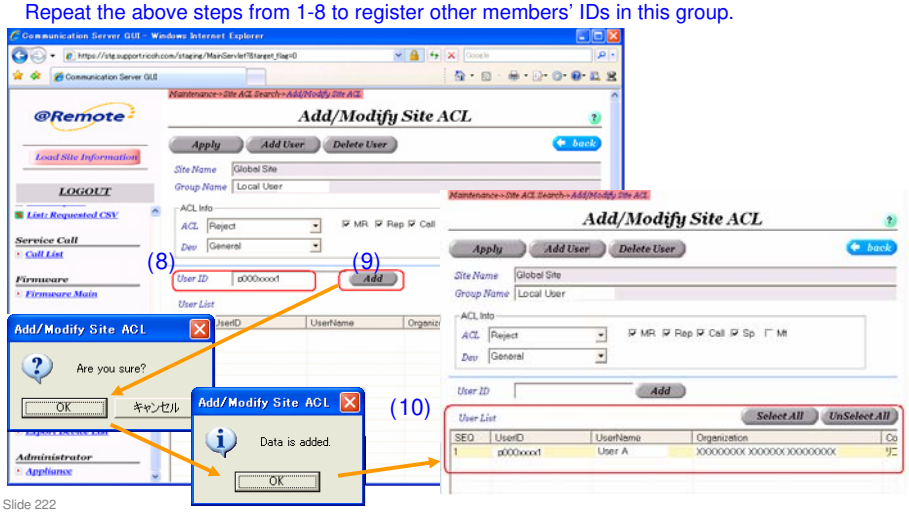


Slide 221

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 222

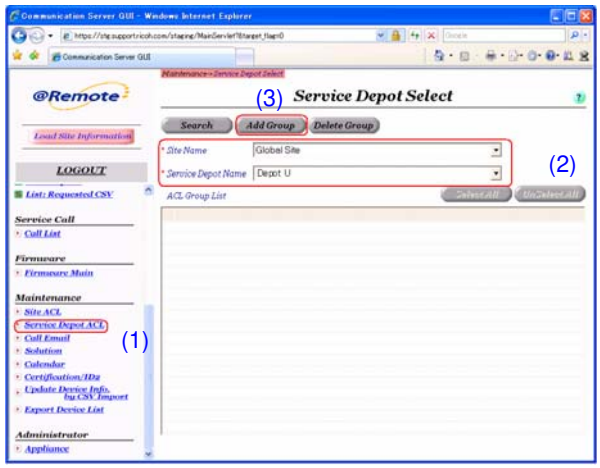
No additional notes

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.

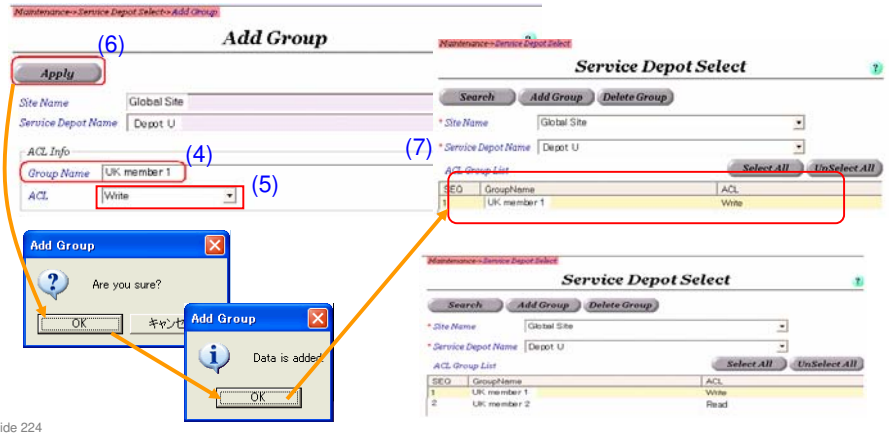
They must be able to operate devices registered under the Service Depot U, but should not see the Appliance (RC Gate A) in the USA or Service Depot I in Italy.



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 224

No additional notes

How to set Service Depot ACL

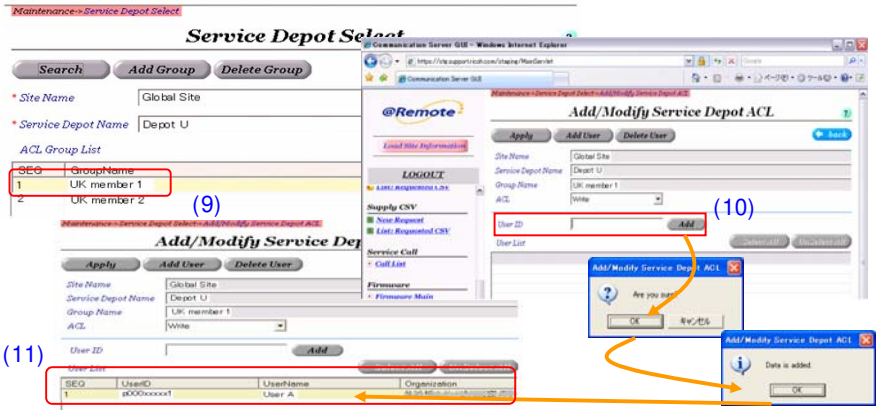
2-8. The result after making groups in 2 Service Depots.

Slide 225

- 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.

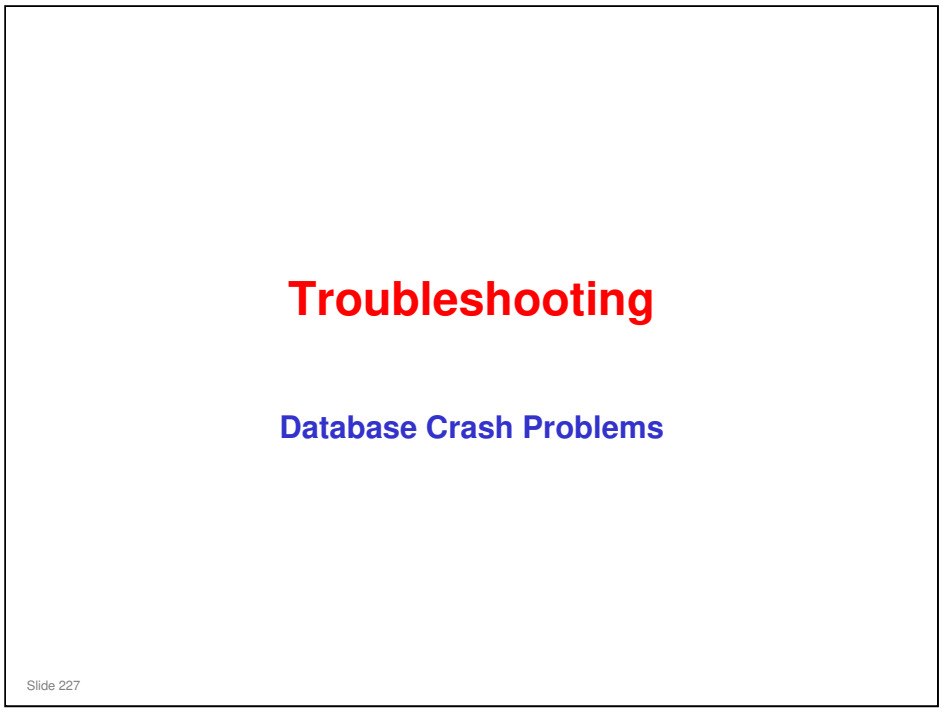
How to set Service Depot ACL

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 226

- 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.



No additional notes

Overview

- **This section explains how to recover databases on a server PC that crashes when an error occurs with the RC Gate S Pro @Remote Connector.**
  - When the server PC crashes, database files can be damaged, or there may be data discrepancies with the @Remote database, or other problems.
- **Version IS01.01:**
  - Previously, if any of the errors listed below cannot be cleared with a stop/start batch file or rebooting the server, you must uninstall/reinstall the entire program, do the reactivation, and then do an Appliance Replacement (Restoration).
    - SC700/900 occurs repeatedly
    - Pink screen
    - Cannot login to the @Remote Connector UI
  - However, a short-term workaround was introduced, with a batch tool, so you can fix these common @Remote Connector errors without having to uninstall/reinstall the entire program or do a reactivation.
- **Version IS01.02:**
  - In most cases, the system automatically recovers from this type of error.
  - See the next slide.

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❒ This procedure was introduced as a technical bulletin (RM371002).

Overview

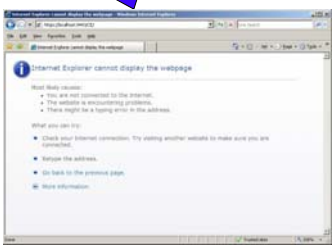
- **Version IS01.02 can recover automatically in the following cases (server replacement is not required)**
  - 1. If the database crashed due to Windows being shut down without using the batch file.
  - 2. If the database crashed due to Windows being shut down while the stop batch file does not function (@Remote processing was still in progress).
- **Please note that even Version IS01.02 may not recover in the following case, and server replacement will be required.**
  - If the database crashed due to the server PC being unplugged without doing the shutdown process.

Slide 229

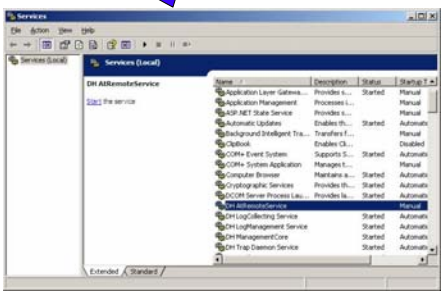
No additional notes

Symptoms

Case 1 :
After starting the @Remote Service, the UI isn't displayed .



Case 2 :
Shortly after starting the @Remote Service, "DH AtRemoteService" turns to OFF.



Slide 230

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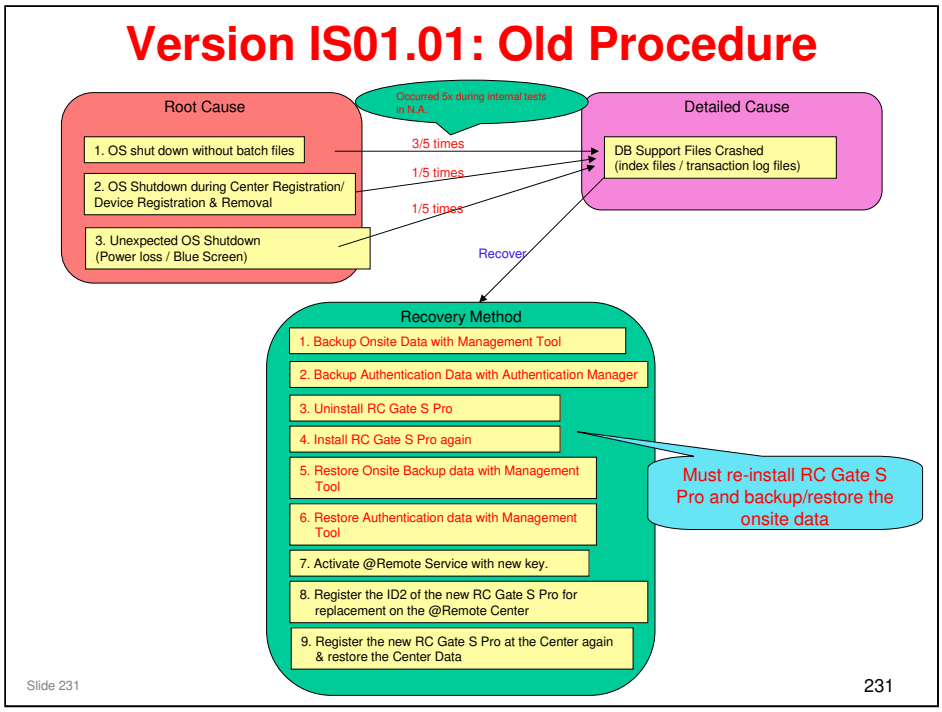
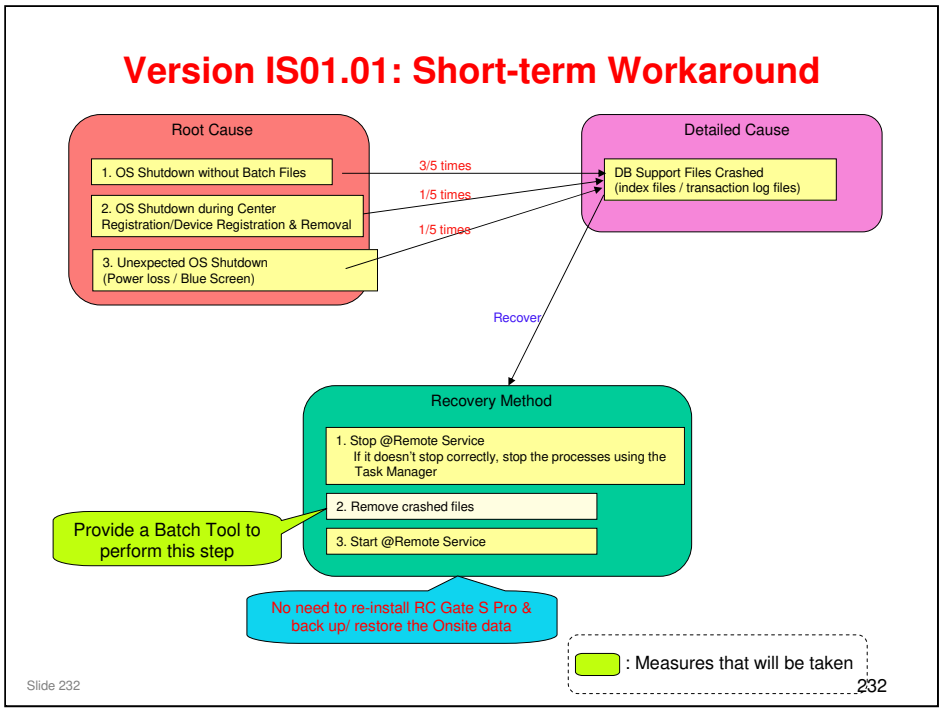
❒ This slide shows typical cases in which recovery will be needed.

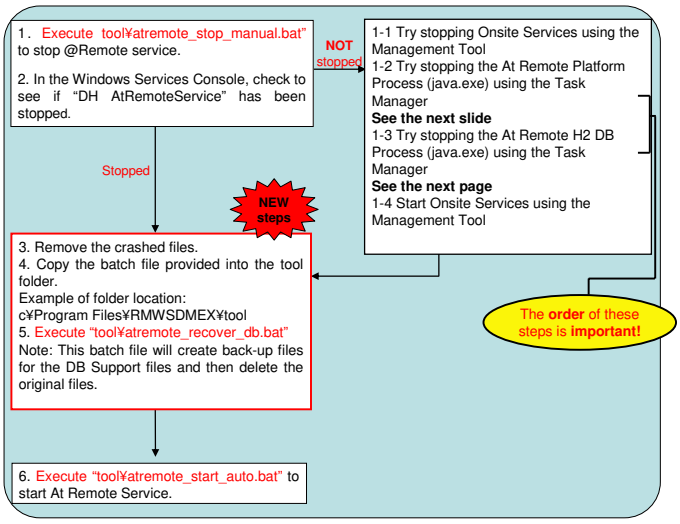


- This slide explains what had to be done before the new procedure was implemented.
- It was necessary to uninstall and reinstall RC Gate S Pro, which could cause problems.



❒ This slide explains a short term solution that was developed for this problem.

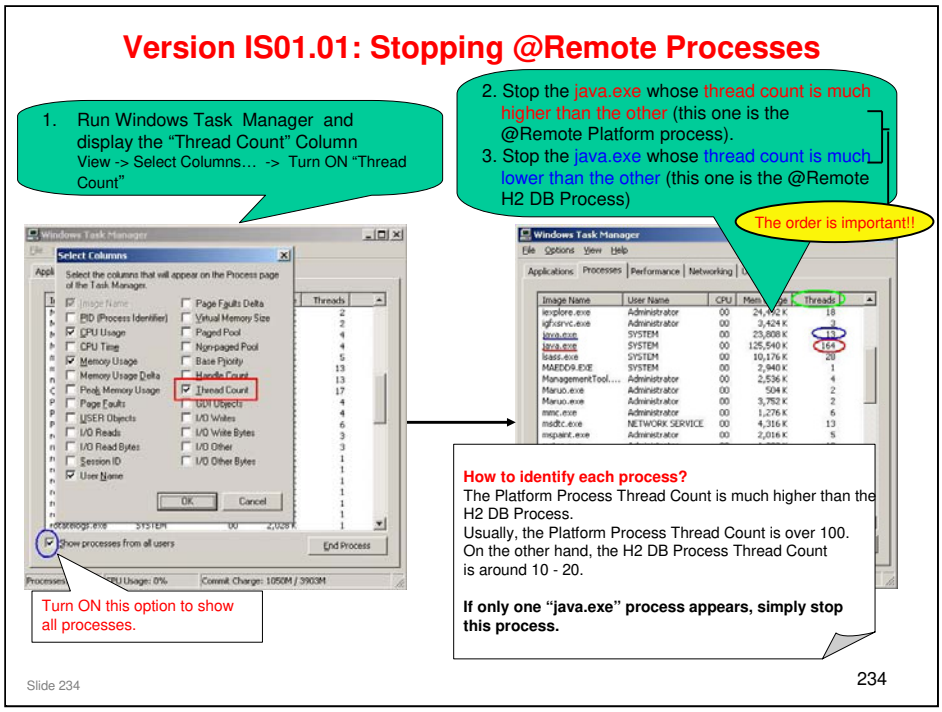
Version IS01.01: Short-term Workaround Procedure



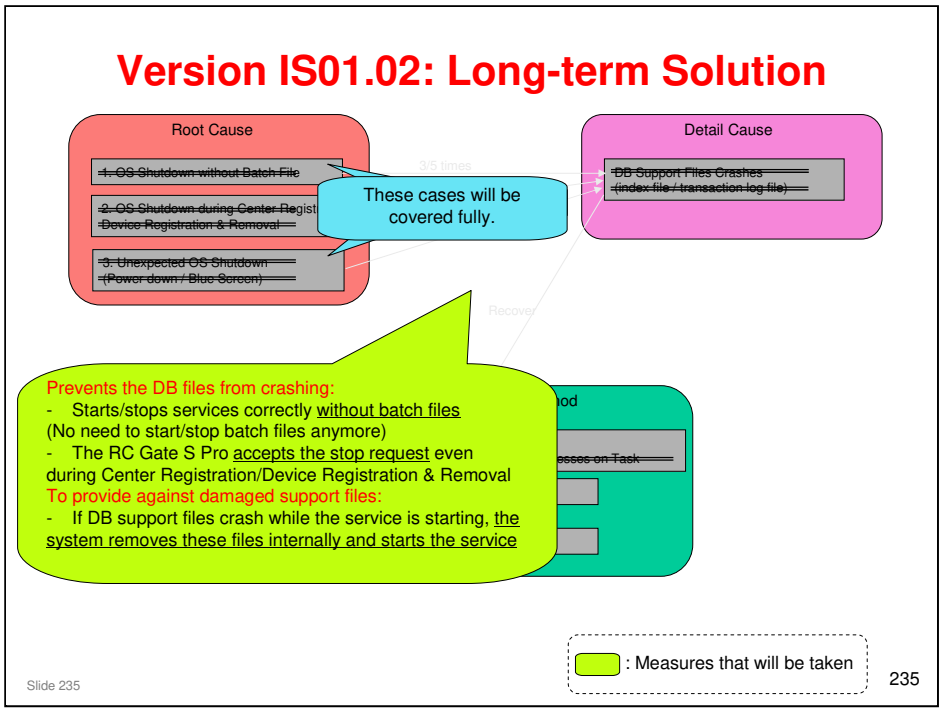
Slide 233

233

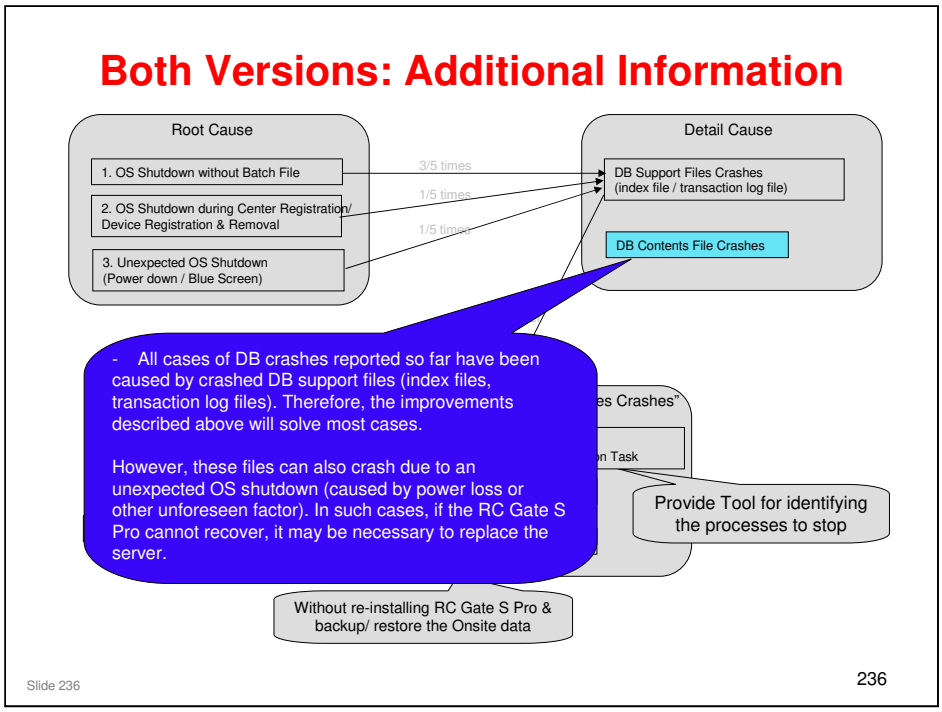
❒ This slide shows details of the recovery procedure, using the batch file



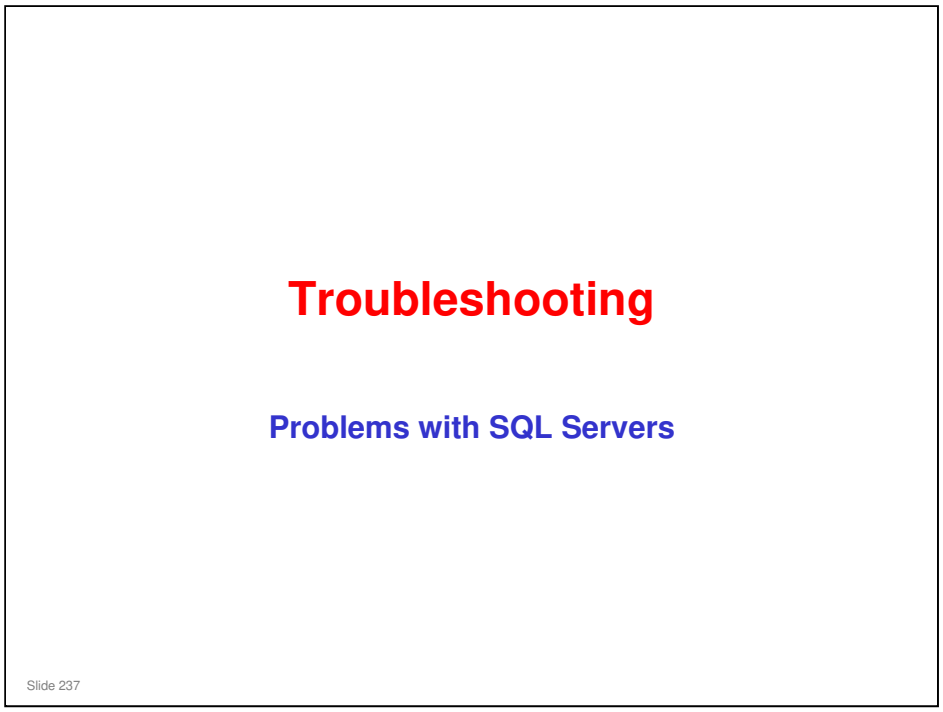
❒ This slide explains steps 1-2 and 1-3 on the previous slide.



❒ This slide explains what will be implemented in the long term (for the RC Gate S Pro Mk 2 [also called version IS01.02]) to solve this problem.



❒ Server replacement means uninstall/reinstall the entire RC Gate S Pro program, and re-activate and then perform Appliance Replacement.



No additional notes

Symptom

- **Reported symptom and cause in version IS01.01:**
  - When an SQL server restarted because of Windows Update, the @Remote Connector service will be terminated if @Remote Connector accesses the SQL server, but without response.
  - After 5 times of retrying, @Remote Connector suspends the service. If this occurs, it is necessary to restart the OS to resume the service.

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- After each failed re-try, @Remote Connector generates SC900, then restarts the service. Then, when it cannot access the SQL server, it generates SC900 again, and so on, until 5 retries have been made.

Solution for IS01.02

- **After modification is applied:**
  - When Mk2 @Remote Connector does not receive a response from the SQL server, Mk2 monitors the SQL server every 30 minutes for a total of 3 hours.
  - If Mk2 is able to access the SQL server, it resumes the service automatically.

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No additional notes