Software Installation Manual

Cumo-nect Office (Office Essential+Flex Release)

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1. Overview

1.1 What is Cumo-nect Office?

Cumo-nect Office is a new package of RSI.

This new package is intended to cover SMB customers' fundamental needs without the need of purchasing other packages. Customers can use any combination among Cumo-nect Office and existing packages. Cumo-nect Office has five features.

- Scan to Me
- Device Management
- Reporting
- SecurePrint
- Authentication

1.2 Cumo-nect Office Series

| Functions	Office Essential	Office Essential + Flex Release	Office Essential + Scan	Office Elite
Device Management	√	√	√	√
Reporting	√	√	√	√
Authentication	√	√	√	√
Flex Release		√		√
Scan to Me			√	√
Cloud Connectors* (OCR Plus)				√

*Cloud Connectors include: One Drive, Google Drive, Box, Dropbox, SharePoint and DocuWare

2. Preparation and Installation

2.1 Device registration, Installation & Configuration

Device registration, Installation & Configuration of Cumo-nect Office SOP apps for Cumo-nect Office features

- Ricoh Cumo-nect Office and Ricoh Cumo-nect OCR Plus apps can be obtained via Application site.

- If the installation complete, It has a RICOH Smart Integration and Cloud Setting icons appear

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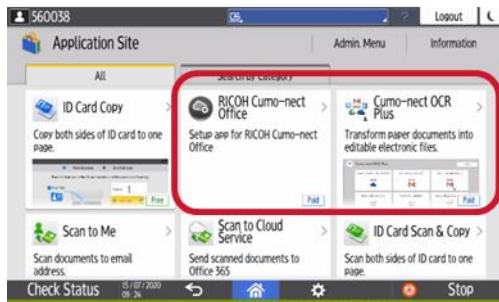

- By starting the Cloud Settings app, the device registration screen is displayed if the device has not been registered to RSI tenant.

- When the device registration is completed, Easy setup portal screen is displayed.
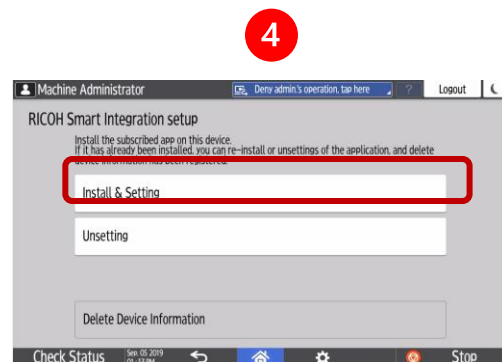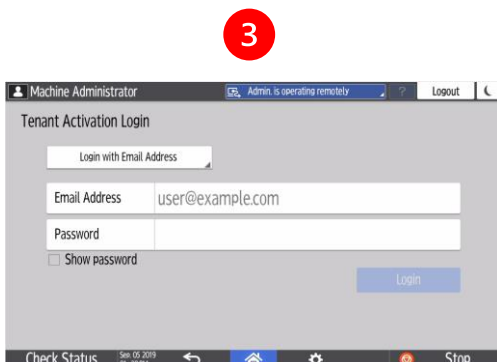
- Before installing the SOP apps, the contracted application is checked. After the checking process, multiple apps are installed to the device.
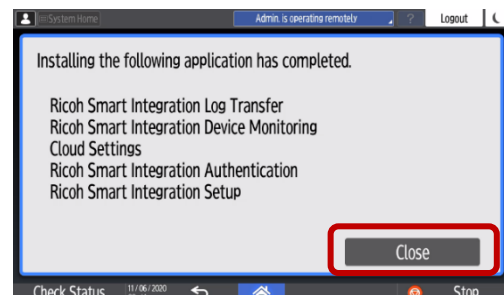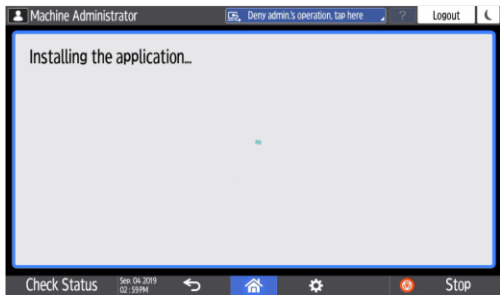
- During the installation, SOP apps are configured. After apps are configured, restart the device if required.

- If the installation complete, It has a login screen appear.
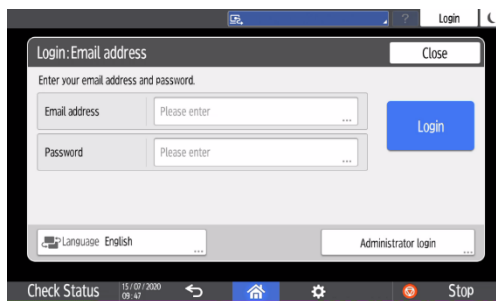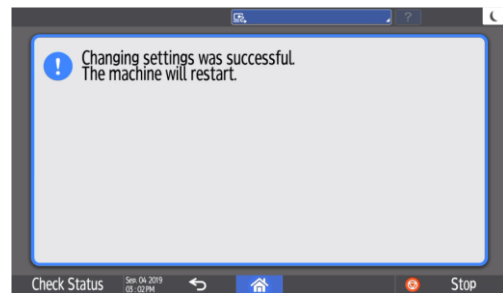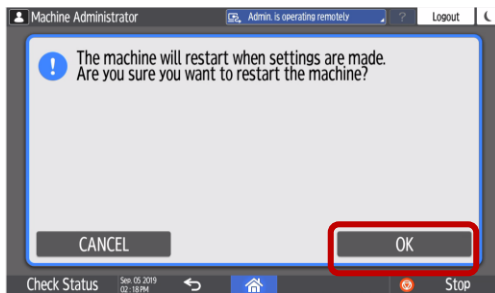
3. Configurations

   3.1 Workplace administrator UI mode

   - Specification - Switch to Administrator UI Mode

     https://na.accounts.ricoh.com/portal/login.html

   - While the user logs in with an administrator privilege into Workplace, the UI can be switched via the switch on the header.

   - When the Admin Mode is enabled, the header's color changes and application icons for administrator are displayed. This Admin Mode switch appears only when the administrator logs in.
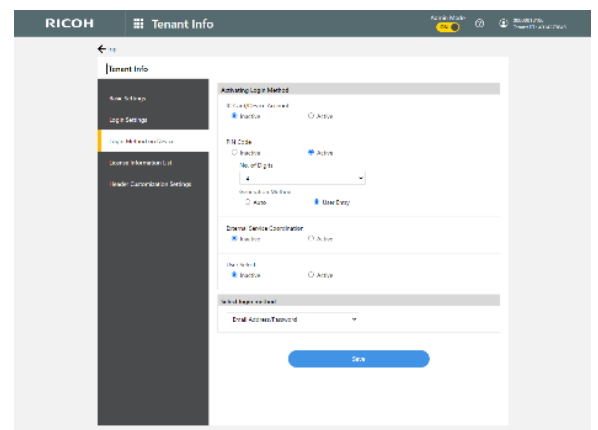

General users
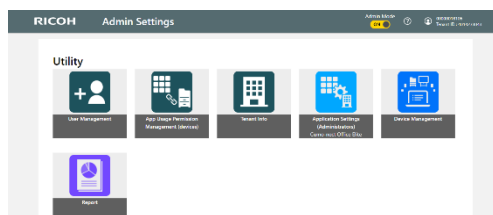
Administrators

   3.2 Authentication

   - Four kinds of login methods for general users and administrators can be supported in the SI-Auth app.

     - Pin code

     - Email and Password

     - Username and Password

     - User ID

   - Example for Interface for login methods for general users and administrators

For General Users

Email address and Password

RSI user ID and Password

PIN code login

### User select

For Administrator

- When user set the USB IC card reader to the MFP, IC card login can be supported. User can switch to the manual keyboard login via the bottom of the button, then login screen will be displayed according to the login method.
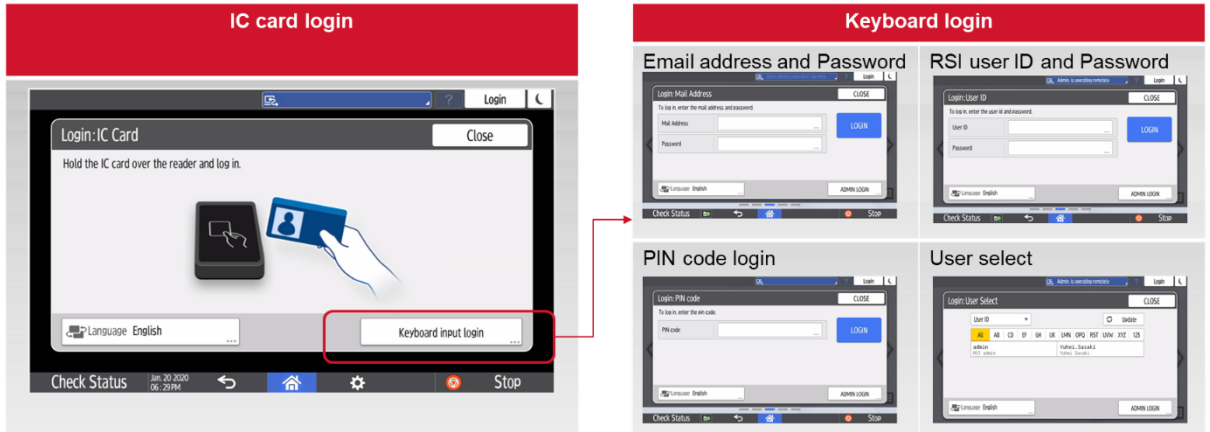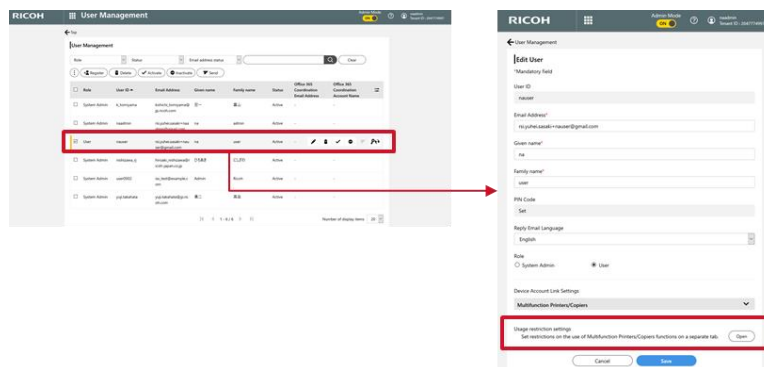

3.3 Function usage restriction and User registration
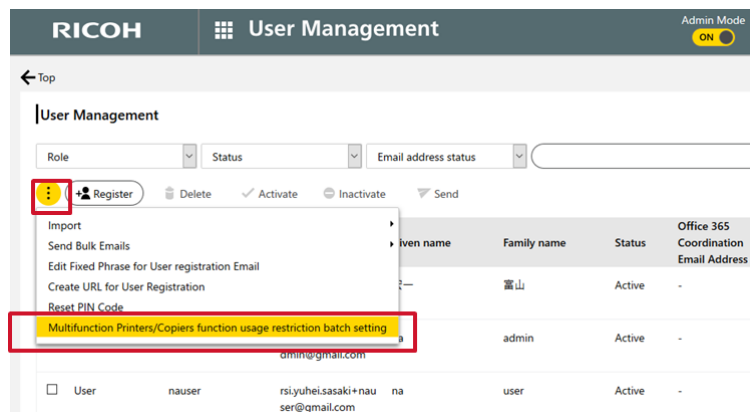
3.3.1 Function usage restriction

- Function usage restriction and User registration
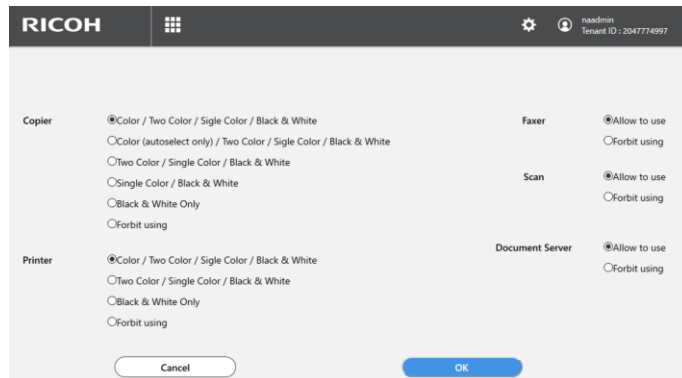
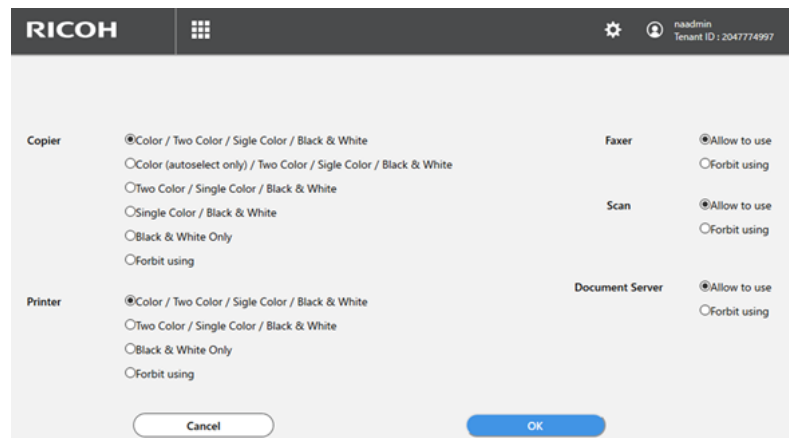- Individual setting for each user

- Batch setting for all the users in tenant
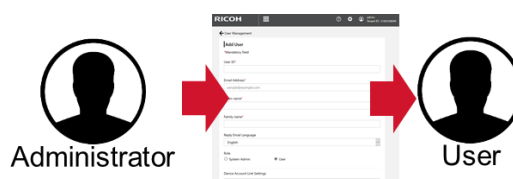

- Specifications - Target functions for function usage restriction are

  - Copier

  - Printer

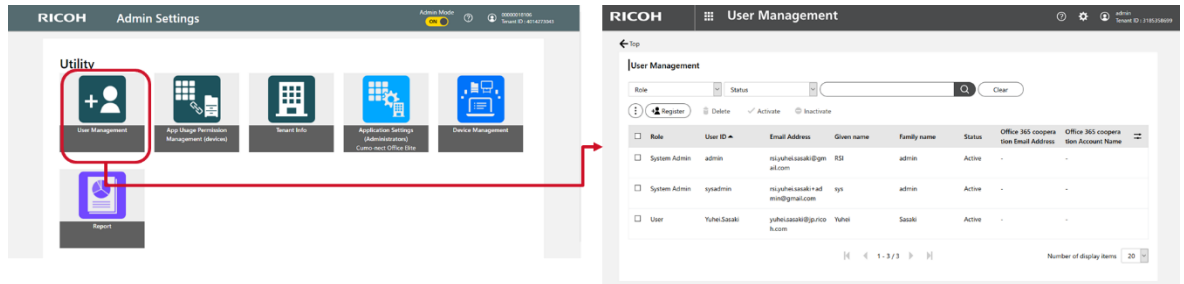 - Faxer

  - Scan

  - Document Server

3.3.2 User registration

- RSI features are managed per registered user in RSI-Cloud.

- User registration can be conducted by three method

  1. Individual registration

- **User Management** registration is available via User Management menu. By pressing the user management icon, the screen will switch to User Management screen


User information Conditional

| Feature	Specifications
User ID	- The number of character that can be entered: 1 to 128 characters. - Default value: blank - Only 1-byte alphanumeric characters, hyphens, periods, and underscores are allowed for User ID. - Hyphen is not allowed as the first character. - User ID that contains only periods is not allowed. - Registering identical User IDs is not allowed.
Email Address	- The number of character that can be entered: 1 to 128 characters. - Default value: blank - ASCII characters can be used for the Email address. - Back slash (/) and back quotation (') are not allowed.
First Name / Last Name	- The number of character that can be entered: 1 to 128 characters. - Default value: blank
Device Account Link – Account ID	- The number of character that can be entered: 1 to 128 characters. - Default value: blank - Identical users in the same tenant is not allowed. - Unicode BMP characters are allowed.
Reply Email Language	- **Default value: The language that is set by the tenant's administrator.** - **Supported languages: Dutch, English, French, German, Italian, Japanese, Brazilian Portuguese, and Spanish**
Role	- System administrator or general user can be selected. - Default: General User
User License	Package privileges can be assigned to the user. If no user license left in the package, the message "No license remains." is displayed and the package cannot be selected.

- **Register a user** By pressing the Register button, Add User menu is displayed. In this menu, individual registration can be operated
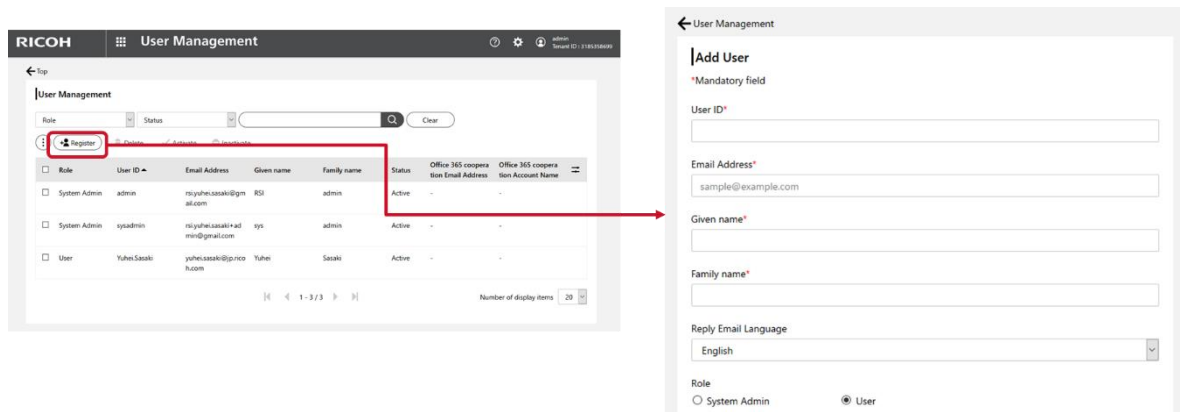
- **Specifications for user registration** Information can be set according to the following specifications.

- **User registration confirmation** By pressing "OK" button at the bottom page, a user registration Email with the access URL to User Site is sent to the specified Email address.
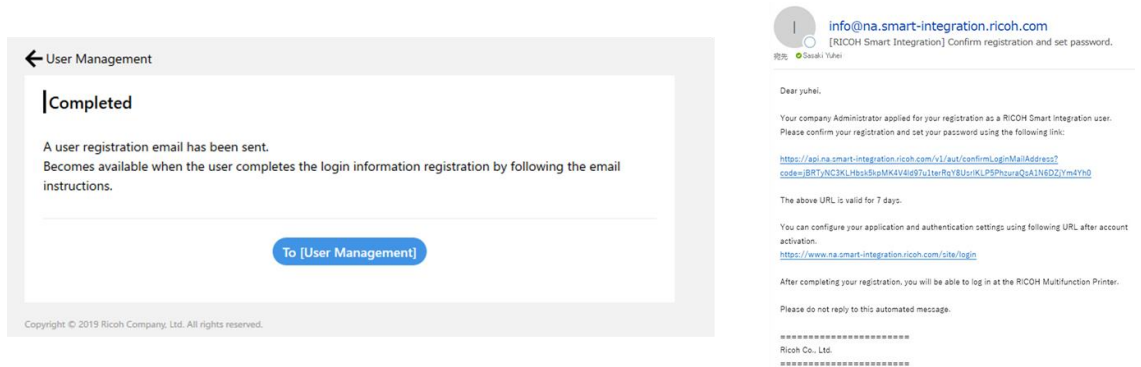


2. Batch registration using a spreadsheet
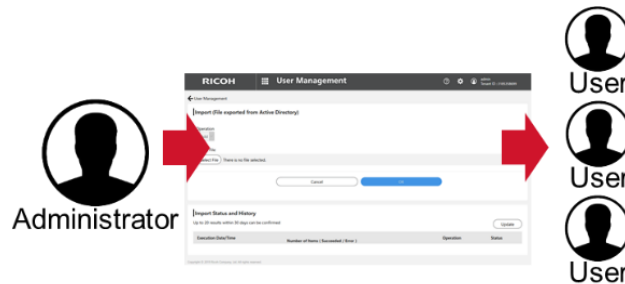
- **Importable file formats** Importable file formats For customers who want to register multiple users at once, RSI supports batch registration using the spread sheet.There are two ways for importing user information:

   1. **File created using a format**: The file format can be obtained via RSI-Cloud and the created file is imported to RSI-Cloud
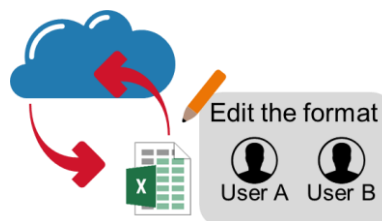
- Prepare an import file The import file format can be obtained from the download link. Also, the user help as a web manual is available via the "How to Make an Import File" link.
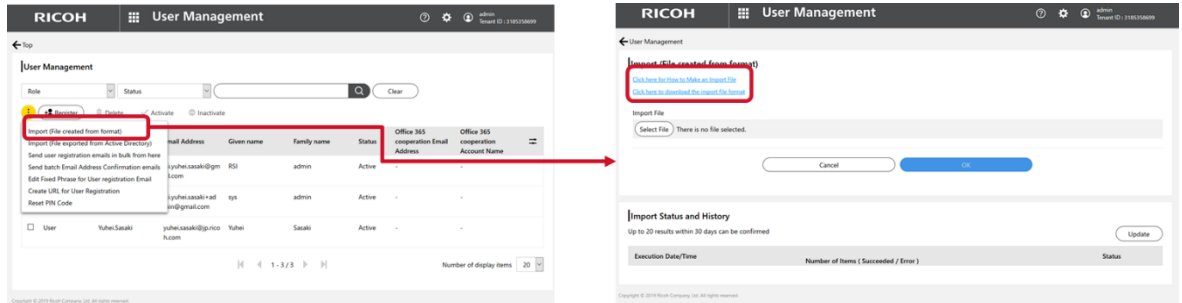

Items	Notes
The maximum number of users that can be registered in a batch	2,000 users
Maximum size of import file	10 MB

- Sample format for import file : 1st row is for headers, and 2nd for explanations about key information that are used by import features. The user information have to be entered from 3rd row

User ID *1	Email address *2	First Name *2	Last Name *2	Device account Link – Account ID	Operation *1
userId	nextLoginMailAddress	givenName	familyName	onpremiseAccounts.id(type=mfp_address_book,deviceType=RicohMfp)	operation
test01	test01@example.com	John	Smith	123	Add
test02	test02@example.com	Anne	Jackson		Edit
test03	test03@example.com	Mike	Patric		Delete

2. Export the AD user information.

User A User B
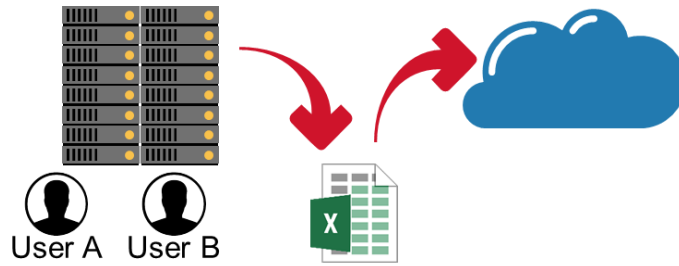
- Necessary attributes to import an AD user.

Workplace item	AD Attributes	Required (Y) /Not required (N)	Notes
User ID	userPrincipalName	Y	If the User ID includes the characters that are not 1-byte alphanumericals, hyphens, or dots, they are replaced by underscores.
Mail Address	mail	Y	If the identical mail address already exists in the User Site, the user cannot be registered.
Last Name	sn	Y	
First Name	givenName	Y	
Device Account Link – Account ID	sAMAccountName	N	

- To export the AD user information, CSVDE command on Command Prompt by an administrator is required. Following operation result is an example of exporting the user information from AD.

```
csvde -u -f export.csv -r objectCategory=user -l
userPrincipalName,mail,sn,givenName,samAccountName
```
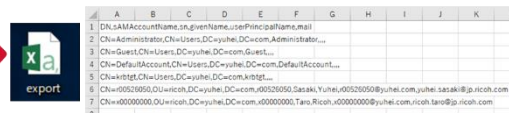

To modify the exported CSV file, please follow the procedure below.
- Open the CSV file via "File" – "Open" to use Text Import Wizard. In the Wizard, select "Comma" for "Delimited".
- After the modification, save the file as XLSX file format.

- **Execute the Import**: When the import file is updated, the Execution button is activated. By pressing this button, a confirmation dialog pops up. Press "OK" button to start importing the file


Go back to the Import menu.
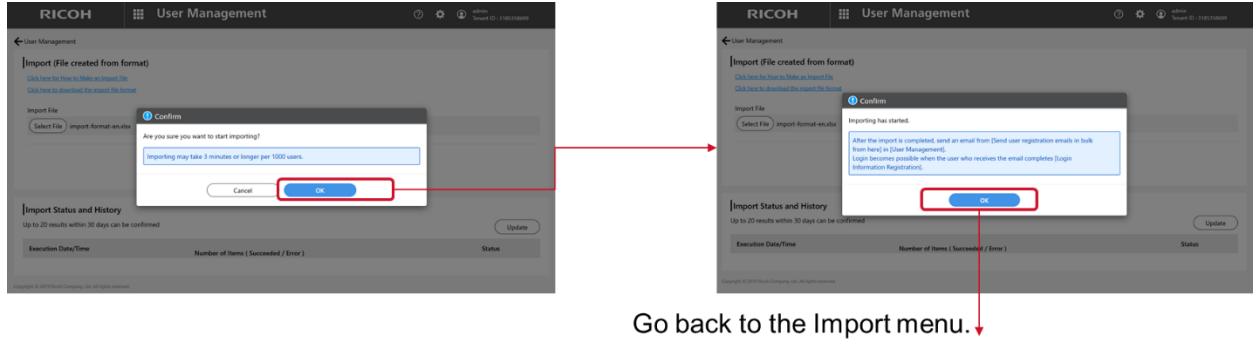
- **Result of executing imports**: The import result can be confirmed via "Import Status and History" menu. To confirm the detailed results, select the date
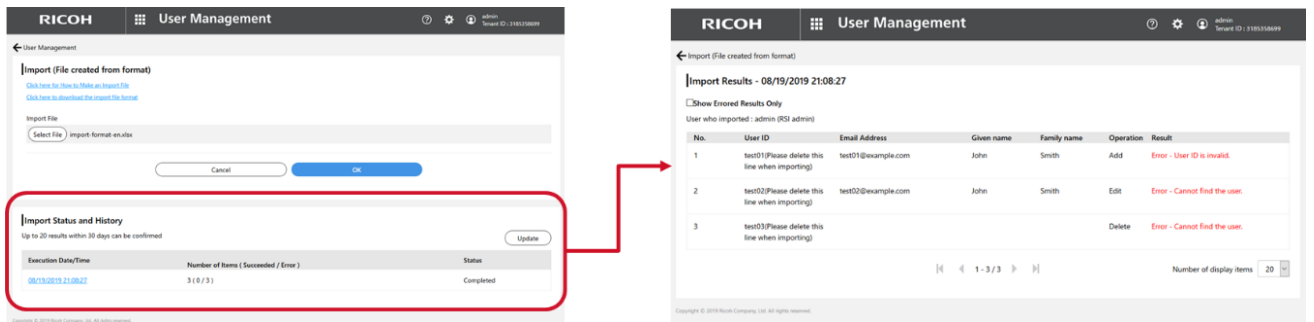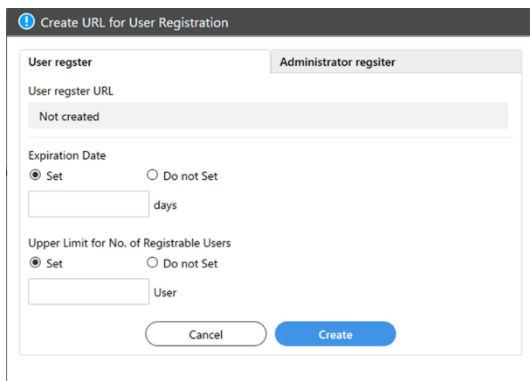

3. Self-registration
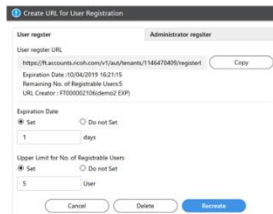
- User self-registration is available via Create URL for User Registration menu. By pressing this menu, the screen popup will be displayed.

- The user create menus for general users and administrator are separated.
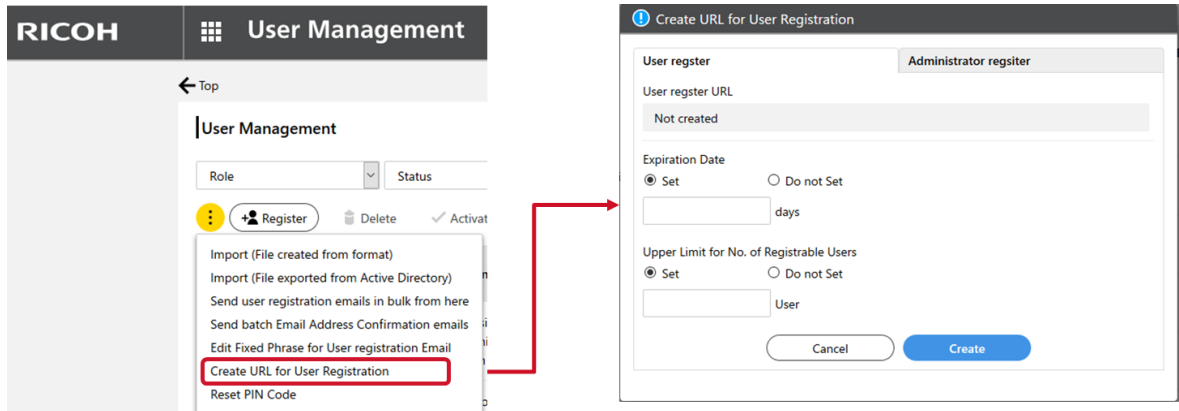

- The URL settings including when this link is expired or how many users can be set are configured in this popup.

| Items	Default	Value range
User register URL	Not created	-
Expiration Date	Set (Blank)	1 - 100
Upper Limit for No. of Registrable Users	Set (Blank)	1 - 100000

- An administrator has already created the URL for user registration, the popup will be changed as follow. The URL recreation or deletion can be conducted.

- When the URL has expired, displayed URL is changed and URL copy button is inactivated.
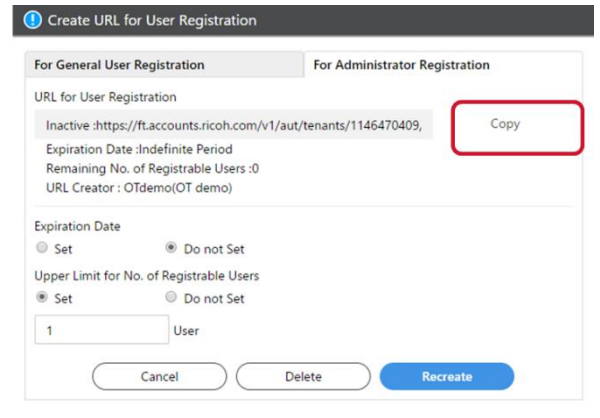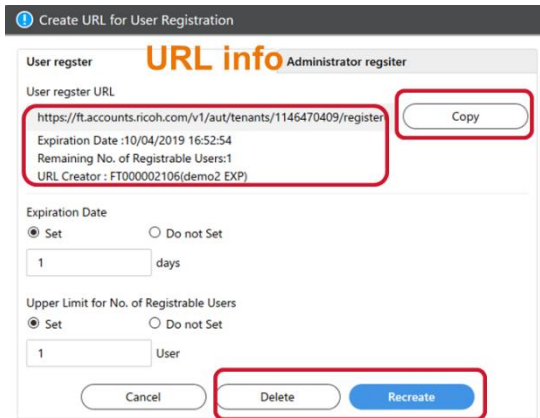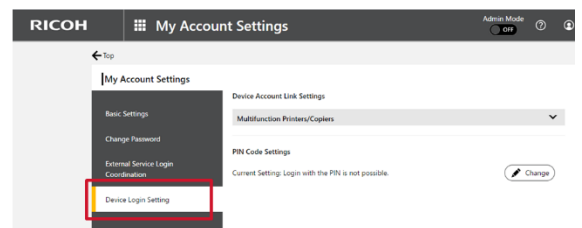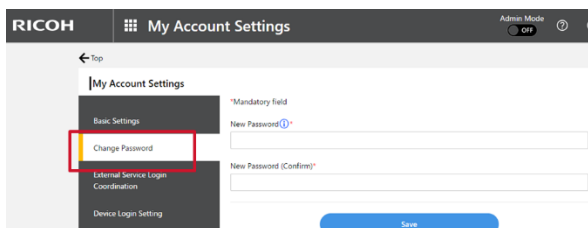

3.3.3 Change Password or PIN Code.

- User can change the login password or PIN Code via Account Settings.
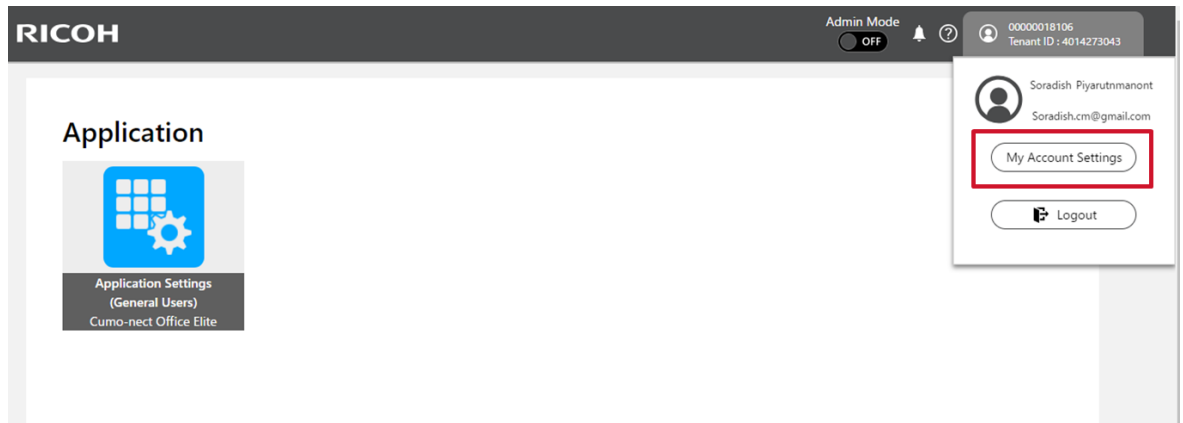
- There are two menu tab to change.
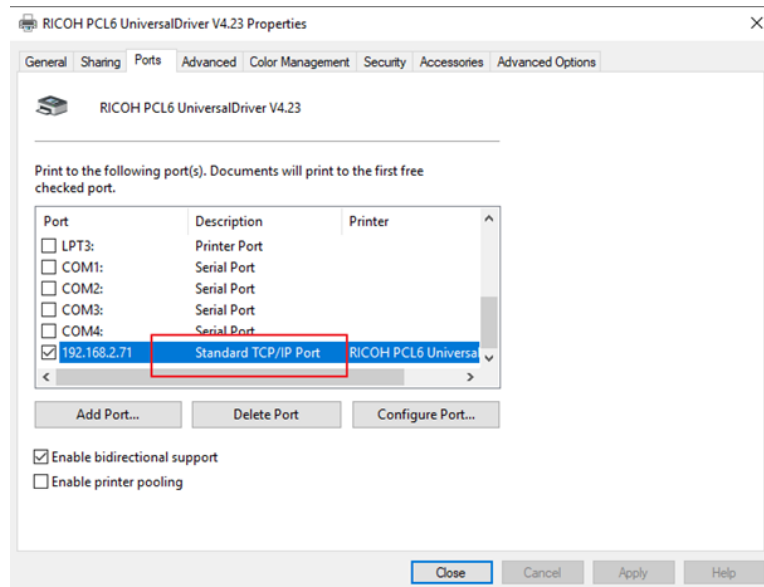
  - Password

  - Device Login Setting
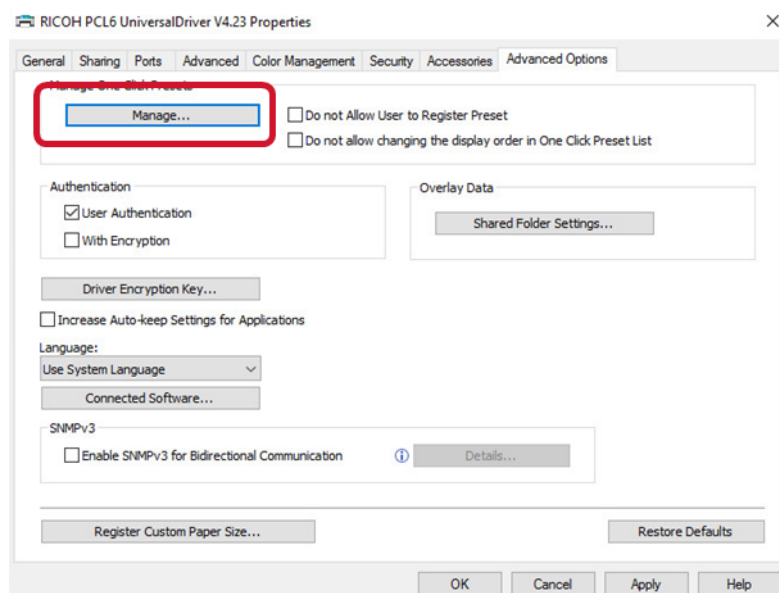
3.4 Driver installation to PC for Secure Print

3.4.1 Driver installation (Direct Print)

- **Printing from printer driver on PC**: When RSI-Auth is installed, RSI account authentication setting has to be set in the printer driver to print from PC.

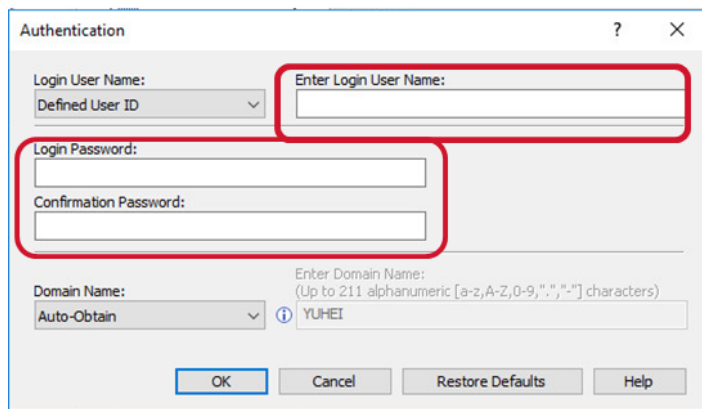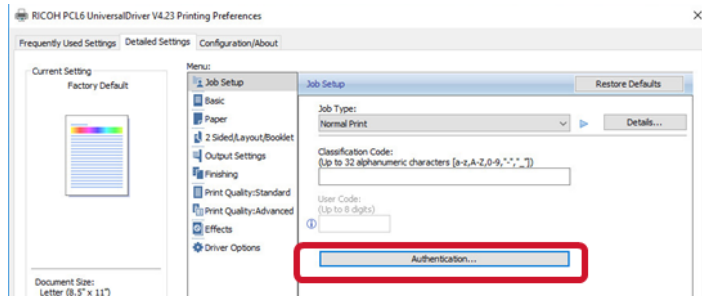 1. Install Printer's Driver via TCP/IP Protocol

  2. Enable User Authentication
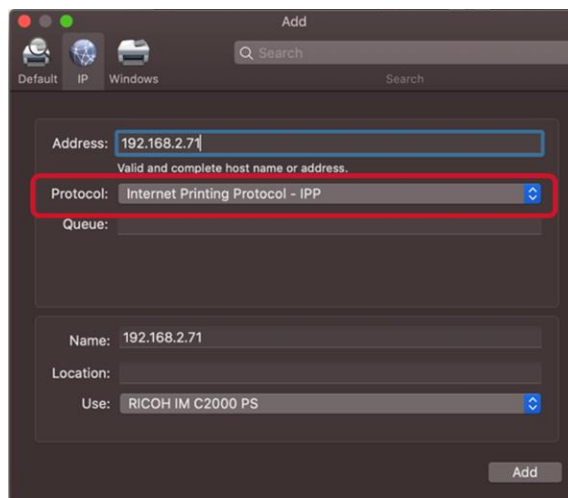
3. Set the RSI user information.

Login User Name : User ID

Login Password : Password

- **Printing from printer driver on PC (Macintosh OS):** When RSI-Auth is installed, RSI account authentication setting has to be set in the printer driver to print from PC.
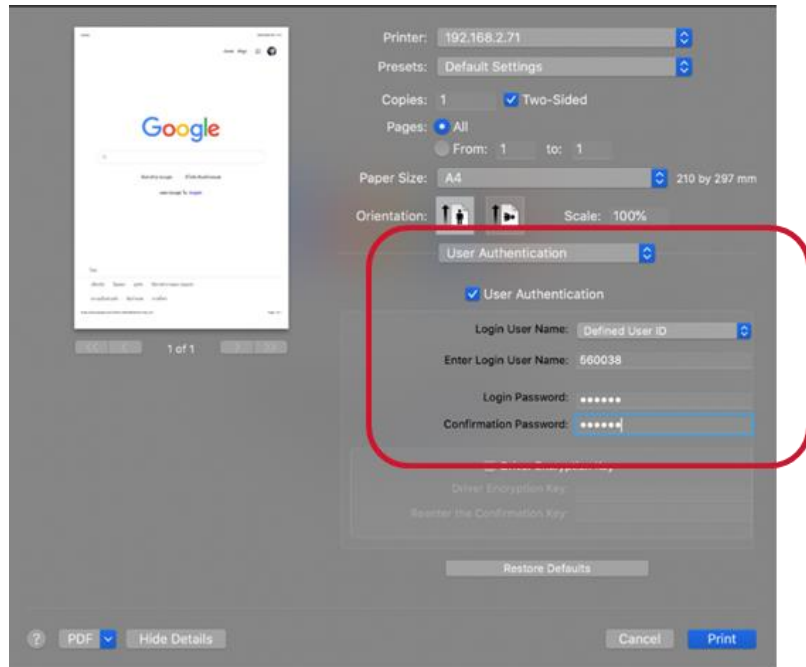
1. Install Printer's Driver via IPP Protocol

2. Enable User Authentication and Set the RSI user information

   Login User Name : User ID
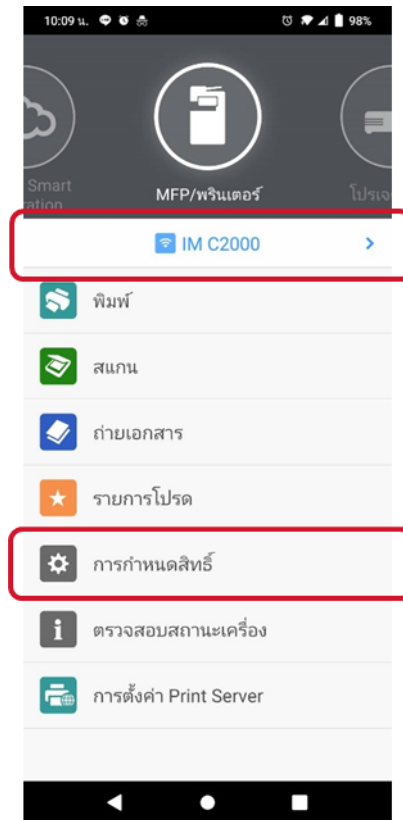
   Login Password : Password

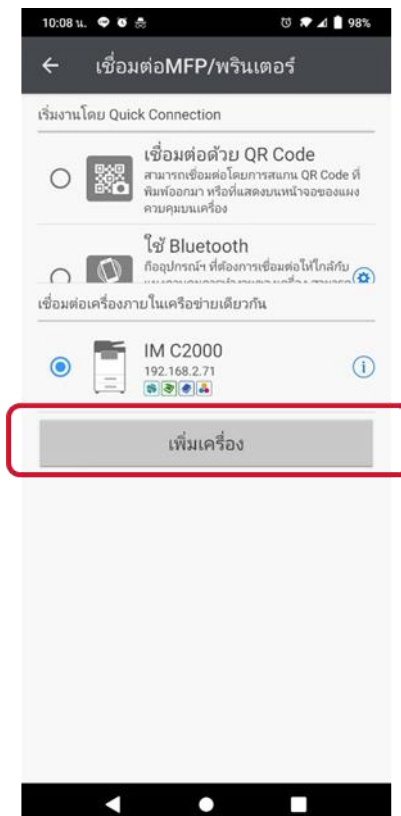- Printing from Application on Smart Device Android or iOS

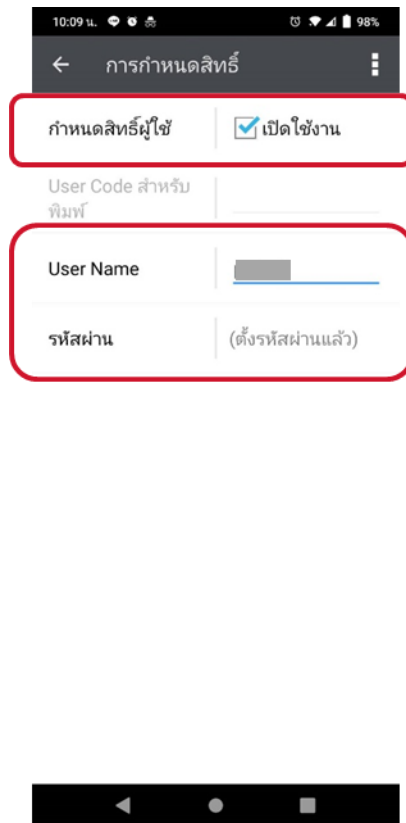   1. Download Application Via App Store and Google Play

2. Add MFP and set up Permission User

3. Select Machine and Systems go to searching MFP by Internal network

4. Select Menu Permission User and input User and Password

3.4.2 Driver installation (Flex Release Print): Only Support Office Essential + Flex Release and Office Elite

- **Driver installation to PC for Flex Release Print (Windows OS):** Download the installer for Port Monitor

  1. Users can find the printer driver (Port Monitor) download link on the Workplace, an executable file (.exe) for install the Port Monitor is available.

2. An installer requires to match on the selected login method.
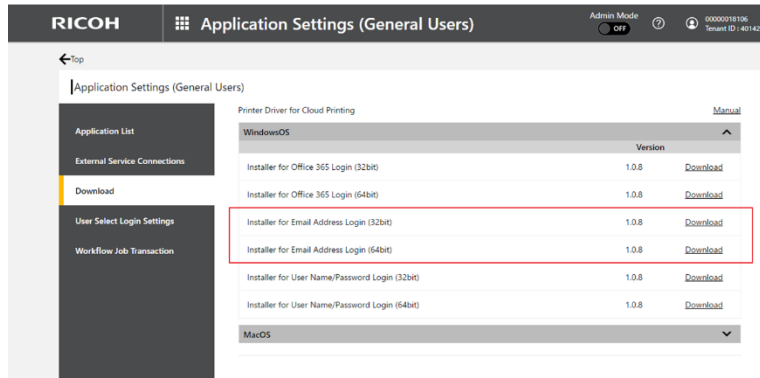
* Secure Print supports three types of user authentication methods.

- E-mail address authentication

- O365 account authentication

- Tenant ID / Password authentication

3. When the installer has been executed, following screen is displayed. No operation is necessary during the setup. Compare to the current driver installation, setup is easier.
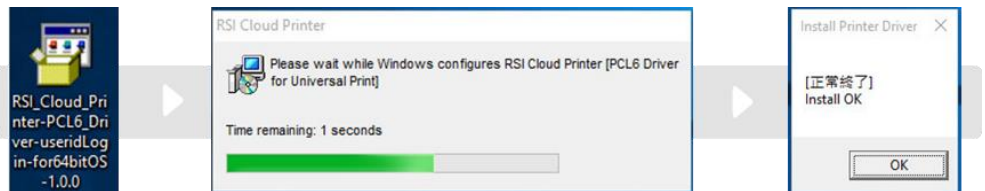

4. At the first print job spool after starting up the OS, the user login window pops up according to the registry data that specifies the user authentication method. By checking "Save User Information", the username and password are kept until restarting the client PC.
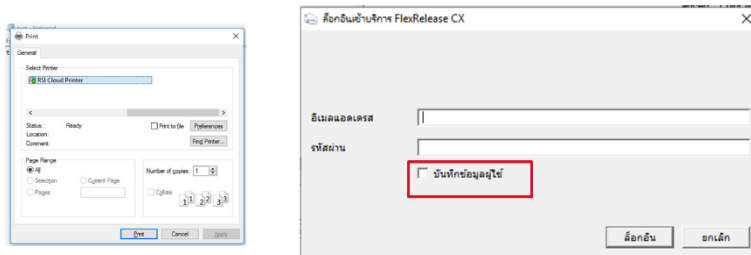
If user login fails, the "Login to FlexRelease CX Service" dialog appears again and this dialog shows the error message and error code

This dialog pops up if login with saved credentials fails. This happens if:

- ✔ The user account has been deleted.

- ✔ The user password has been changed.

- ✔ The user account has been locked.

- ✔ The user account is disabled.
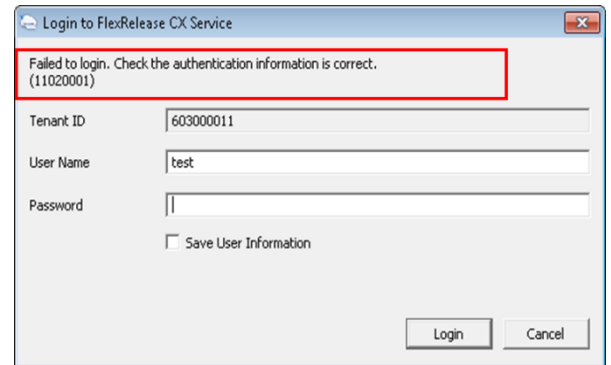
- Driver installation to PC for Flex Release Print (Macintosh OS)
    1. Users can find the printer driver (Port Monitor) download link on the Workplace, an executable file (.exe) for install the Port Monitor is available.
    2. An installer requires to match on the selected login method. (Recommend E-mail Address Login)
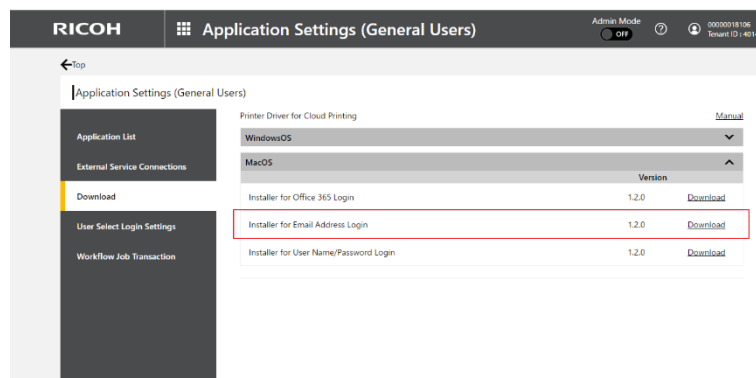
3. When the installer has been executed, following screen is displayed. No operation is necessary during the setup. Compare to the current driver installation, setup is easier
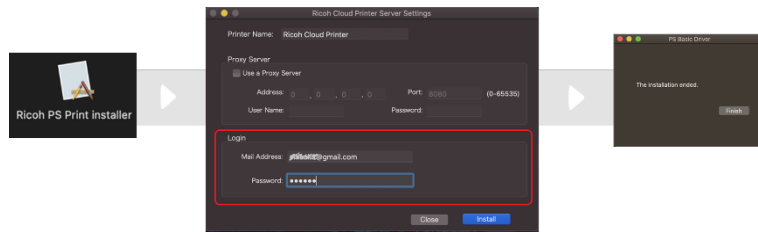

4. When the installer has been executed, RSI account authentication setting has to be set in the application to print from Smart Device.
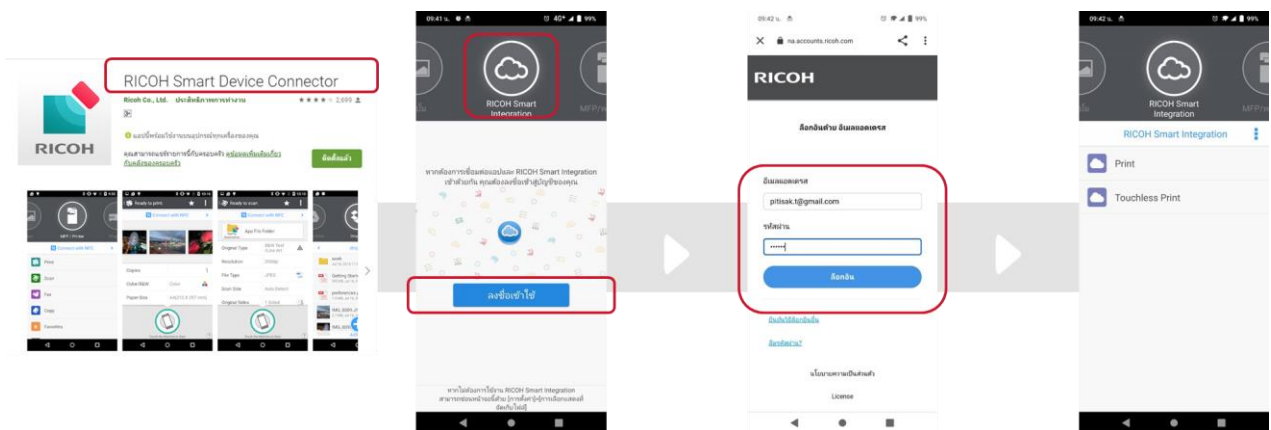
3.4.3 Port Monitor specification: Only Support Office Essential + Flex Release and Office Elite

- The protocol used for transmitting the data is HTTPS.

- The maximum size per document that can be submitted via Port Monitor is 300MB (spool size).
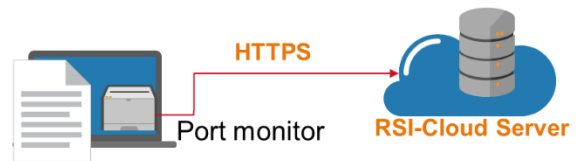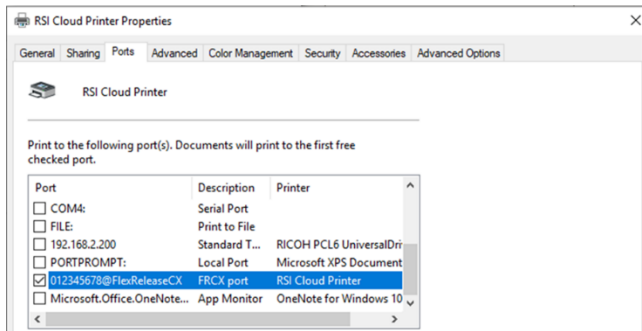
3.4.4 Email to Print: Only Support Office Essential + Flex Release and Office Elite

- The methods to spool print jobs: Sending an Email with attached files to specific Email address

- Following step by

  1. Login

  2. Go to Application Setting

  3. Select LF Print
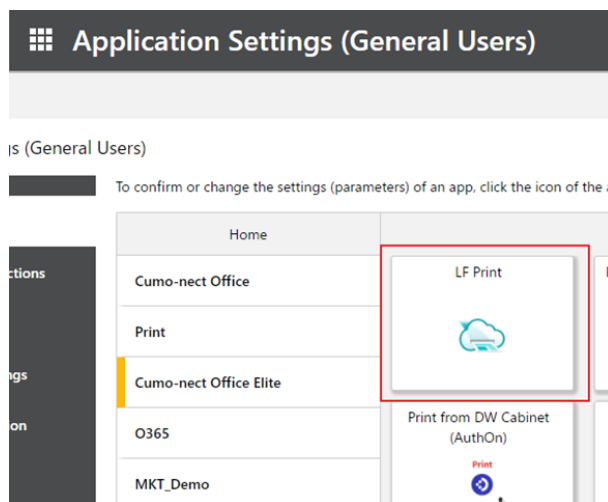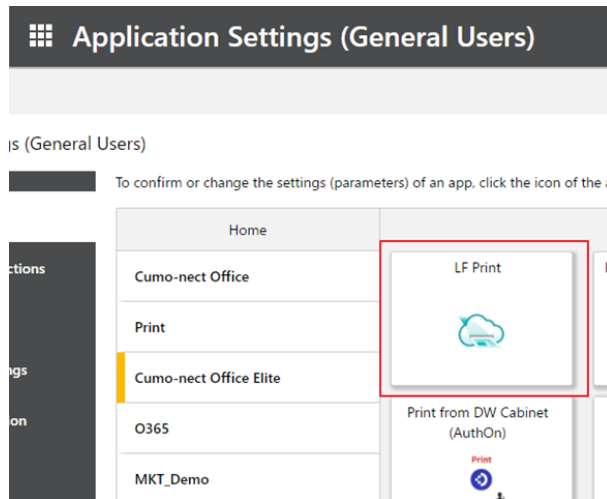
4. Select FlexRelease service URL

Application Settings (General U

ld

ameter Settings

inting   [yes ⌄]

vice URL

URL   [https://www.start.ricoh.com/frcx-portal/clear_ticket]

5. Select E-mail Address

FlexRelease CX

FlexRelease CX	

| Job List |
| Upload File |
| Email Print Settings ▶ |
| Download Logs |
| Prt Management Stg |

✉ **Email Print Settings**

Send-only Email Address for Print Jobs

Email Address :   [f.4014273043@frcx.ricoh.com]

Print Settings (Email)

Quantity :   [1]
1 Sided/2 Sided :   [1 Sided   ⌄]
Combine :   [Do not Combine ⌄]
Paper Size :   [Same as Original ⌄]
Orientation :   [Portrait ⌄]
Color/Black & White :   [Color   ⌄]
Print Body Text :   [No ⌄]

Detailed Setting Options

3.4.5 Upload file to Print: Only Support Office Essential + Flex Release and Office Elite

- Upload file to Print documents via upload a file on web browse

- Following Step by

    1. Login

    2. Go to Application Setting

    3. Select LF Print

    4. Select FlexRelease CX Service URL
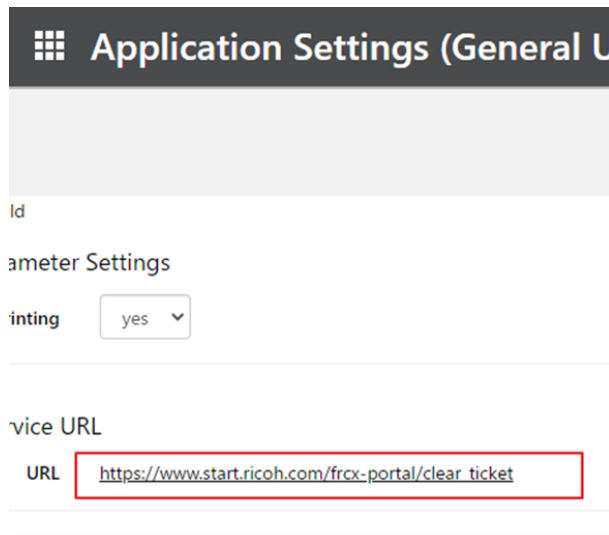
5. Upload File

FlexRelease CX

3.4.6 Retrieve the print job: Only Support Office Essential + Flex Release and Office
Elite

- Job List

    1. When the user logs in via SI-Auth app, the job list is displayed for the login
        user.

    2. By checking the boxes in front of jobs, the jobs can be printed or the print
        settings can be modified.

    3. When more than 10 print jobs are selected, printing cannot be executed.

    4. Due to the WebBrowserNX and SOP system limitation, the print jobs that
        can be printed are limited within 10 files.

- Job delete

1. When the right allow (squared in red below) is selected, how the uploaded jobs should be treated after printing them out can be configured.

2. The default setting is "Yes" (delete).
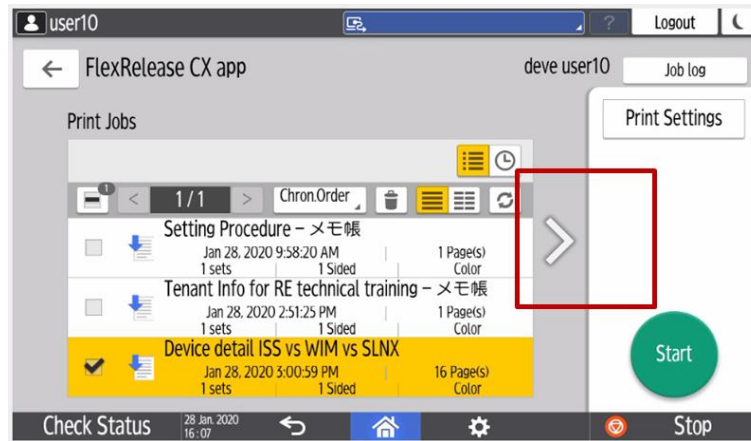
- Print setting change
    - To change the print settings after print job is spooled, following settings are available via the "Print Setting" (squared in red).
        - Print color mode
        - Quantity (minimum 1)
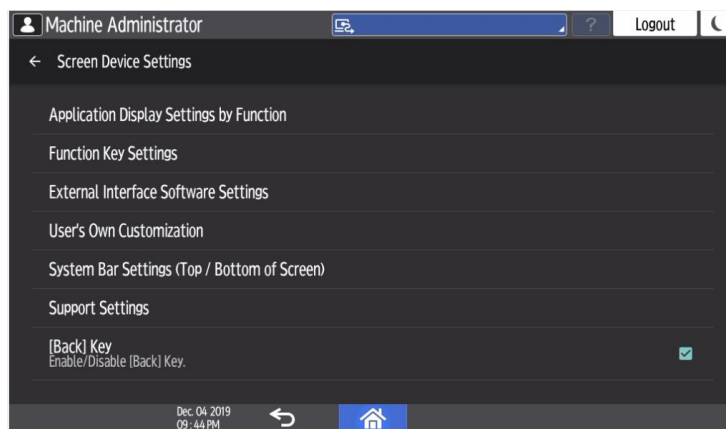   - 1 or 2 sided (Short /Long edge bind)

## 3.5 The procedure for IC Card reader setting

3.5.1 IC Card reader setting

- When user use IC card for user authentication, these settings are mandatory.

    1. Login to the MFP as a device administrator.

    2. Settings>Screen Features Settings>Screen Device Settings>External

       Interface Software Settings

3. Setting > Screen Features Setting > Screen Device Setting > External Interface Software Setting
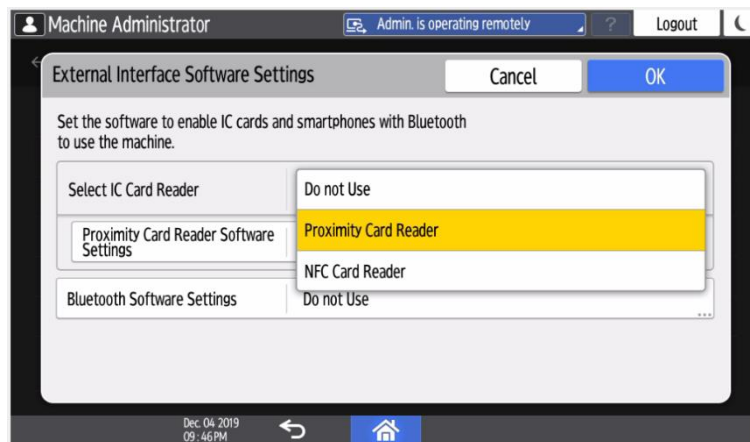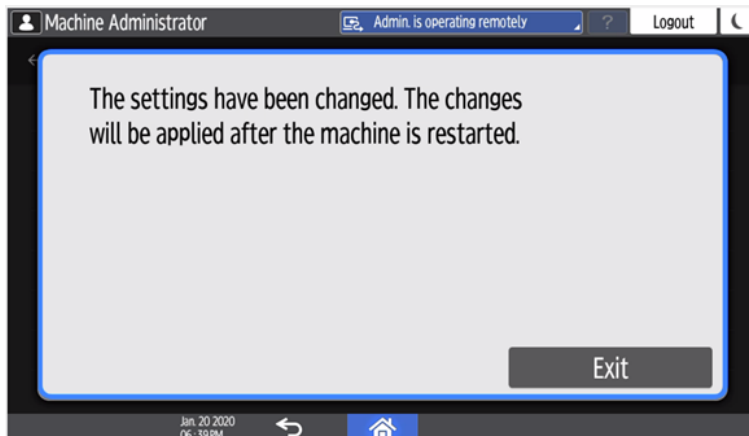

4. Press the Proximity Card Reader Software Settings

5. Plug the IC Card reader to SOP panel.

6. The IC card reader information will be displayed then check the authentication column as active.
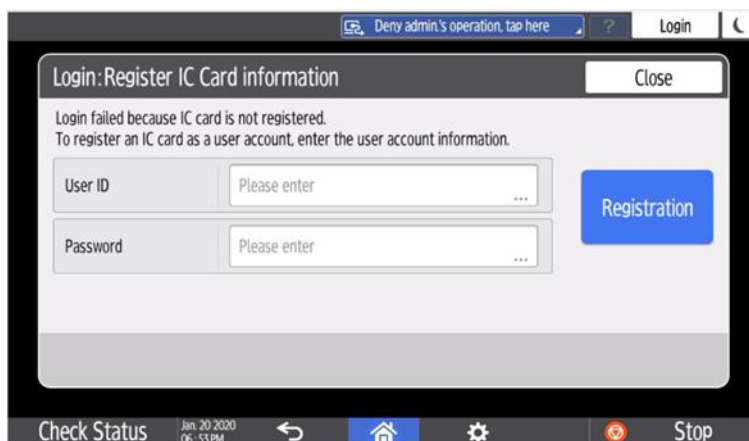
7. Press the EXIT button and restart the device

3.5.2 IC Card registration

- The number of registerable IC card to tenant user is

    1. When user swipe the new IC card with registered IC card user via following dialog then IC card information will be over write with new IC card.

- When other IC card is swiped during user is being login, logout process will be executed and then login process will be executed for other IC card user.

3.5.3 IC Card unregistration

- When user needs to unregister the IC card, it can NOT be executed via Device Login Setting on the Workplace.
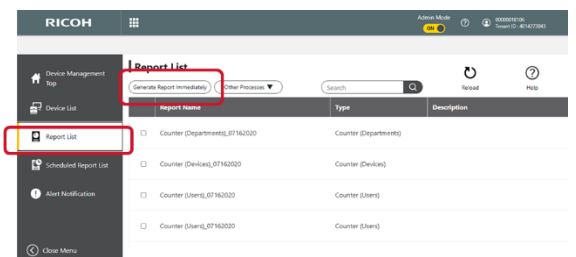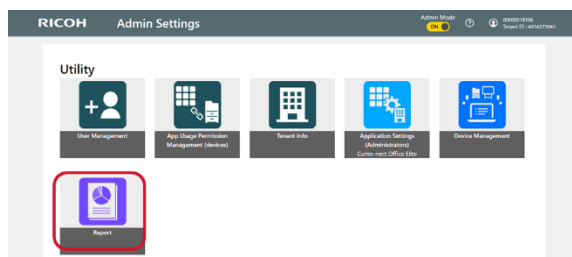 1. Login > My Account Setting > Device Login Setting > Multifunction Printer/Copier > Device Account > Unconfigure
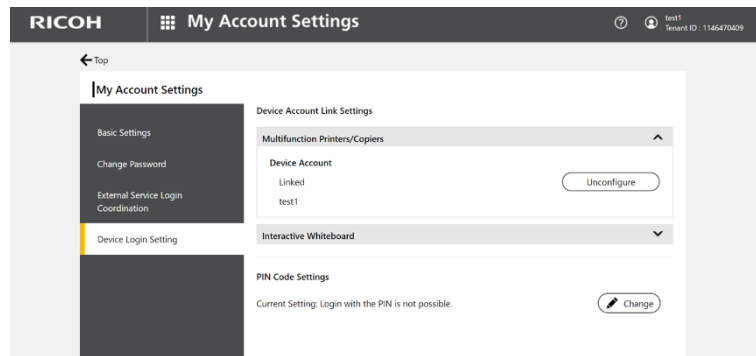
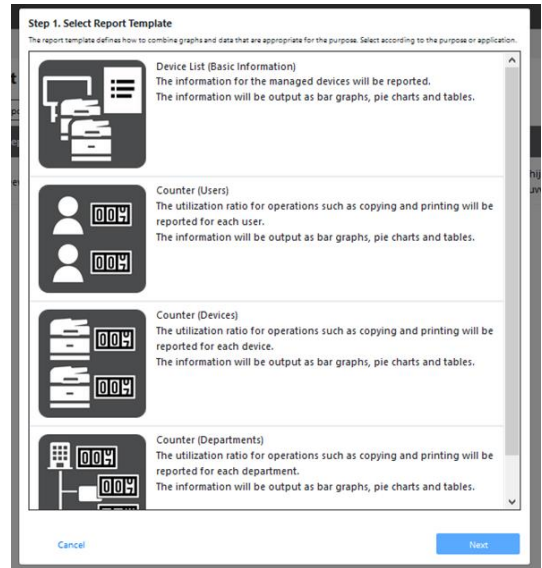## 4. Functionalities of Cumo-nect Office

4.1 Reporting

- There are two ways to access to the reporting web UI. Press the application icon on the Workplace.
  - In Workplace UI Select Report > Report List

- Reports can be created by following templates.

    - Device List (Basic information)

    - Counter (Users)

    - Counter (Devices)

    - Counter (Departments)

- There are two ways to create a report.

    - Generate Report immediately: Instant report generation is executed by following the wizard procedure.

        1. Select the report template

2. Select the target devices and specify the start / end dates.

3. Enter management information

4. Confirm the input information

5. Report List has six features and then Select to Download
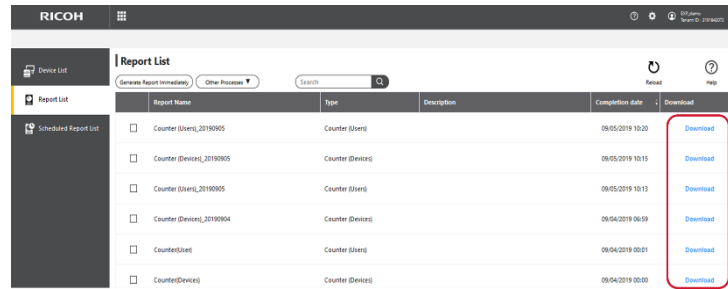
* When user selects the template "Counter (Departments)", following screen will be displayed. In this screen, the department master can be downloaded, and user can modify it.

Item	Description
1st line (Header)	User ID, Code of group1, Code of group2 and Code of group3 are displayed. Displayed header is changed by language setting of the browser.
From 2nd line (Value)	Value is entered by user

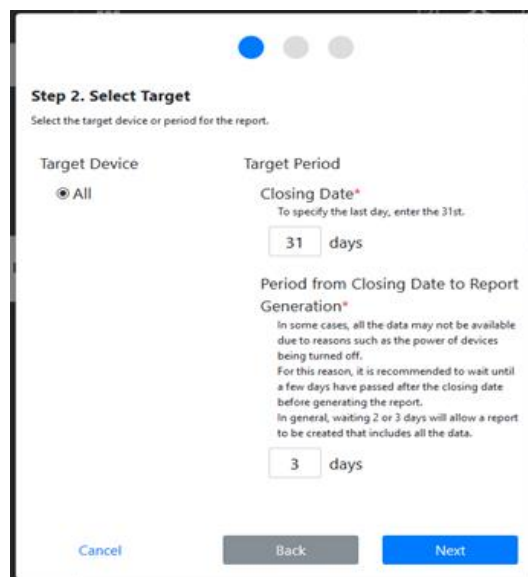The content of the department master must meet the following conditions:

Item	Description	Behavior when conditions are not met
File size	File size must be smaller than 4 MB. Note: Size of character strings is calculated so please consider the file size of 4MB only as a reference value.	Error message about the file size being too large is displayed.
Input value	Values must not contain double quotes (" ") or commas (,) Note: An error will not occur if the user ID or code of group is enclosed in double quotes.	Error message indicating that invalid character is included is displayed.
User ID	1. Identical User ID must not exist. 2. User ID must not be empty.	1. Error message indicating that the same user ID already exists is displayed. 2. The line with empty User ID is deleted.
The number of rows in Excel file	The supported number of rows is 5,000 or less.	Error message is displayed if the number of rows exceeds 5,000.
The layer of department code	Department code must have 3 levels.	· If less than 3 levels: A blank layer is added at the end · If more than 4 levels: The levels after the fourth are deleted.
Header of Excel file	The header must be in 1st line.	The header is automatically added.

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- Create a Scheduled report : Schedule report generation is executed by following the wizard procedure.

  1. Select the report template.

  2. Select the target devices and period (days)

3. Enter management information.

4. Confirm the input information