

## Smart Integration External Service Connections



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# 1 Preface

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This guide provides the details on how to establish External Cloud Service Connection. This is the first step users need to do, before using any Smart Integration Workflows which uses external Cloud Services.

## About This Guide

This guide is divided into following primary sections:

### 1. Introduction

This section lays the foundation for understanding the External Service Connection

### 2. Cloud Service Connection

This section describes how to use OAuth and do service Connection with external cloud Services like Box, Dropbox, Google Drive, OneDrive for Business, SharePoint Online, Ricoh Accounts Payable Service, Sharefile, Egnyte, Rubex.

Describes External Service Connection using User ID and Password to connect to Automated Data Capture [CPE]

Describes External Service Connection using Account, User ID and Password to connect to Ricoh Content Manager

Describes External Service Connection using DocuWare Cloud URL, User Name and Password to connect to DocuWare

Describes External Service Connection using Server IP Address, User ID, Password and Domain to connect to SMB

### 3. Removing Cloud Service Connection

This section describes how to remove existing Service Connection.

### 4. Appendix

This section contains additional reference materials.

**Note:** The operation panel screen shot images and RICOH Smart Integration User Site images provided in this document are for illustrative purposes only. These images may not reflect the exact image you experience on your multi-functional printer (MFP device).

## 2 Introduction

### What is Cloud Service Connection?

---

Before using workflows, user need to establish service

- A. Connection using OAuth with Cloud service of choice. As of now following Cloud Services are supported.
  - 1. Box
  - 2. Dropbox
  - 3. Egnyte
  - 4. Google Drive
  - 5. OneDrive
  - 6. OneDrive for Business
  - 7. Sharefile
  - 8. SharePoint online
  - 9. Ricoh Accounts Payable Service
  - 10. Rubex
- B. User ID and Password are used to do external service Connection for Automated Data Capture (CPE)
- C. Account, User ID and Password are used to do external service connection for Ricoh Content Manager
- D. DocuWare Cloud URL, User Name and Password are used to do external service connection for DocuWare
- E. Server IP Address, User ID, Password and Domain are used to do external service connection for SMB

### 3 Cloud Service Connection

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#### Smart Integration User Configuration Site URL

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

#### Pre-requisites

Administrator has registered an account for user, user has following information:

1. Tenant ID
2. User ID
3. Password

Or

1. Email address (Registered with Ricoh Smart Integration)
2. Password

## Logging in to User Site

Option 1: Using Tenant ID, User ID and Password

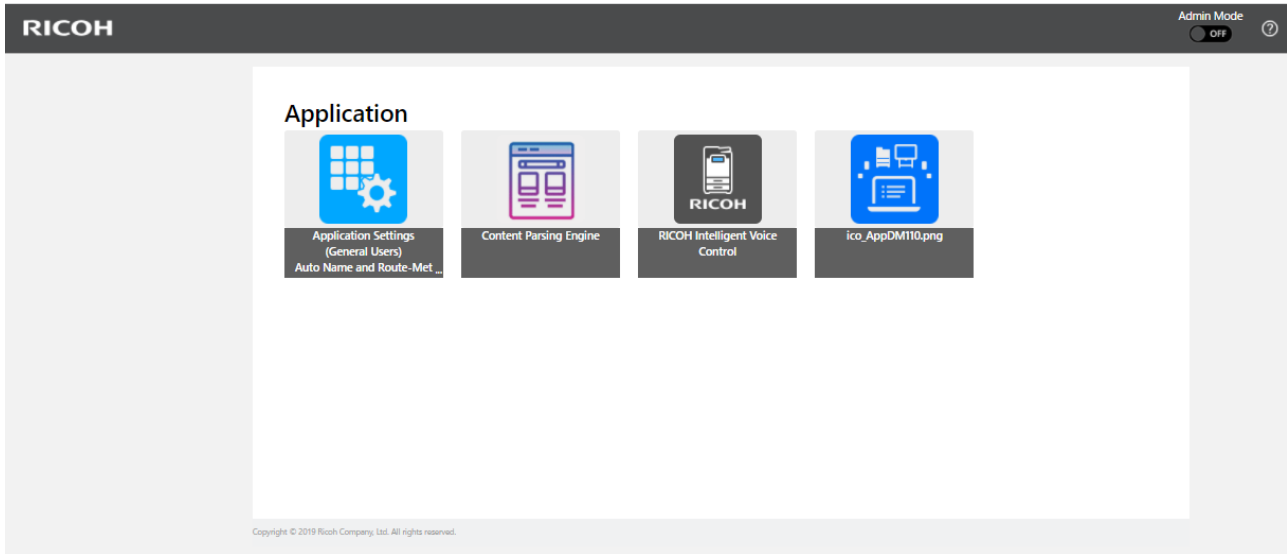
The screenshot shows the RICOH Account login page. At the top, the RICOH logo is displayed. The main heading is "RICOH Account". Below this, the instruction "Login with Tenant ID." is shown. There are three input fields: "Tenant ID", "User ID", and "Password". A blue "Login" button is positioned below the fields. Below the button, there are two links: "Confirm other login method" and "Forgot username?". At the bottom, there are three links: "Privacy Policy", "License", and "Status Dashboard", each with an external link icon. A copyright notice "Copyright © 2019 Ricoh Company, Ltd. All rights reserved." is at the very bottom.

Option 2: Email Address and Password

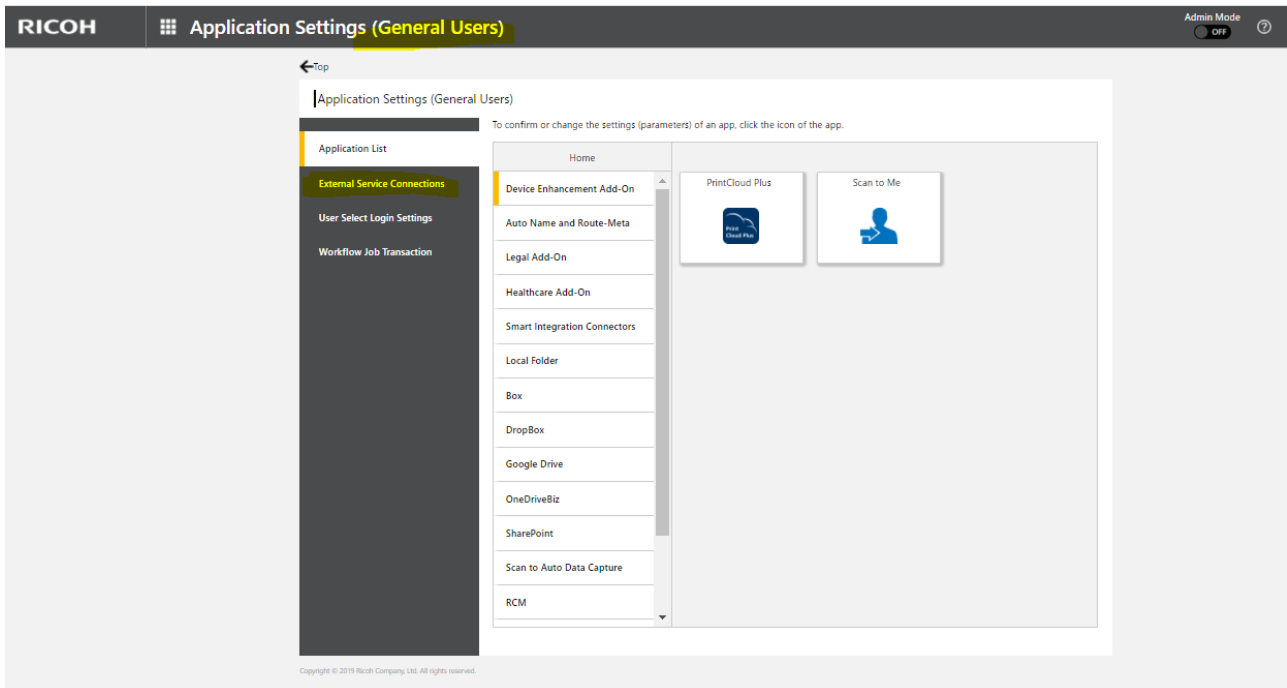
To get to this screen click on 'Login with Email Address' in the above screen.

The screenshot shows the RICOH Account login page. At the top, the RICOH logo is displayed. The main heading is "RICOH Account". Below this, the instruction "Please enter your login information." is shown. There is one input field labeled "Email Address" with the placeholder text "sample@example.com". A blue "Next" button is positioned below the field. Below the button, there is a link: "Forgot username?". At the bottom, there are three links: "Privacy Policy", "License", and "Status Dashboard", each with an external link icon. A copyright notice "Copyright © 2019 Ricoh Company, Ltd. All rights reserved." is at the very bottom.

## Accessing 'External Service Connections'



Click on 'Application Settings'



Click on 'External Service Connections'



- **Box External Service Connection**

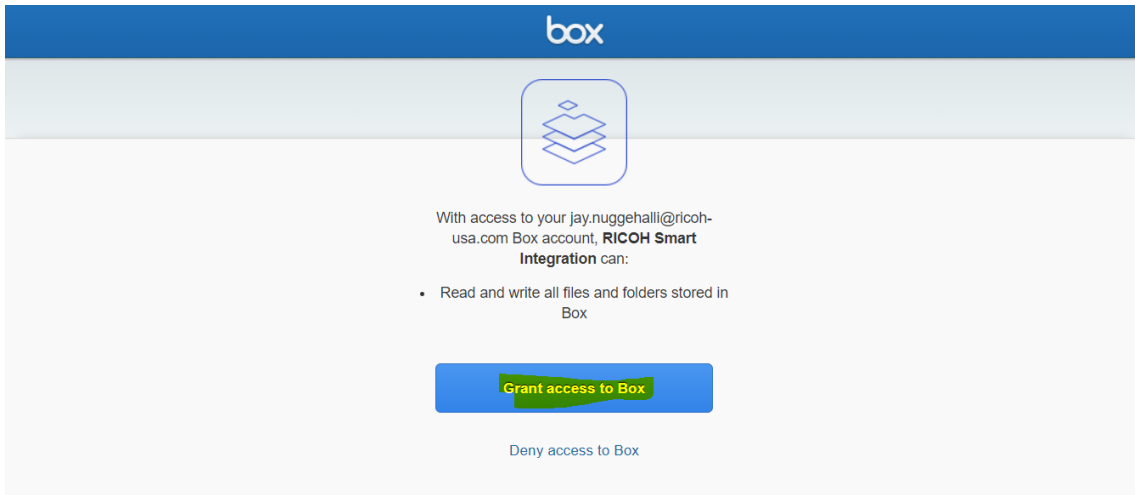
Click on 'Configure' button next to Box to start service Connection.

The screenshot shows the RICOH Application Settings (General Users) interface. On the left, there is a sidebar with navigation options: Application List, External Service Connections (highlighted), User Select Login Settings, and Workflow Job Transaction. The main area displays a table of external service connections. The 'Box' service is highlighted in yellow. The table has columns for Service Name, Coordination, and Shared. The 'Box' service is configured and has a 'Configure' button next to it.

Service Name	Coordination	Shared	Buttons
accounts_ricoh.com	Unconfigured	—	Configure Unconfigure
AP for Small Business	Configured ✓	Yes ✓ jca.ricoh@ricoh-usa.com	Configure Unconfigure
Box	Configured ✓	Yes ✓ (Description is not visible)	Configure Unconfigure
dirchono	Configured ✓	Yes ✓ ablnva	Configure Unconfigure
Dropbox	Configured ✓	Yes ✓ jav.puopgahall@ricoh-usa.com	Configure Unconfigure
Egnyte	Configured ✓	Yes ✓ (Description is not visible)	Configure Unconfigure
Google	Reconfigure required	No —	Update Unconfigure
OneDrive	Reconfigure required	Yes ✓ aintest1@outlook.com	Update Unconfigure
Office 365	Reconfigure required	Yes ✓ yoshi@ricoh-act.com	Update Unconfigure
Rubex	Unconfigured	—	Configure Unconfigure
ShareFile	Configured ✓	Yes ✓ jav.puopgahall@ricoh-usa.com	Configure Unconfigure
Automated Data Capture	Configured ✓	Yes ✓ gnguyen@ricoh-usa.com	Configure Unconfigure

Clicking on 'Configure' will display Box Account Login Screen, enter your Box account email address and password to login to Box Account

The screenshot shows the Box Account Login Screen. At the top is the Box logo. Below it is a login form with two input fields: 'Email Address' and 'Password'. Below the fields is a blue 'Authorize' button. Below the button are links for 'Use Single Sign On (SSO)' and 'Forgot password'. At the bottom, there is a line of text: 'By granting RICOH Smart Integration access to Box, you are agreeing to Box's Terms of Service and Privacy Policy.'



Click on 'Grant Access to Box' to complete Service Connection.

- **Dropbox External Service Connection**

Click on 'Configure' button next to Dropbox to start service Connection.

**RICOH** Application Settings (General Users) Admin Mode OFF

←Top

Application Settings (General Users)

Send and receive files with external storage

Service Name	Coordination	Shared		
accounts_ricoh.com	Unconfigured	—	Configure	Unconfigure
AP for Small Business	Configured ✓	Yes ✓ ice.ricoh@ricohicepa.com	Configure	Unconfigure
Box	Configured ✓	Yes ✓ (Description is not visible)	Configure	Unconfigure
dirchono	Configured ✓	Yes ✓ ablna	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ jav.duggahalli@ricoh-usa.com	Configure	Unconfigure
Egnyte	Configured ✓	Yes ✓ (Description is not visible)	Configure	Unconfigure
Google	Reconfigure required	No —	Update	Unconfigure
OneDrive	Reconfigure required	Yes ✓ aintest1@outlook.com	Update	Unconfigure
Office 365	Reconfigure required	Yes ✓ yoshi@ricoh-act.com	Update	Unconfigure
Rubex	Unconfigured	—	Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ jav.duggahalli@ricoh-usa.com	Configure	Unconfigure
Automated Data Capture	Configured ✓	Yes ✓ goguyen@ricohusa.com	Configure	Unconfigure

Clicking on 'Configure' will display Dropbox Account Login Screen, enter your Dropbox account email address and password to login to Dropbox Account



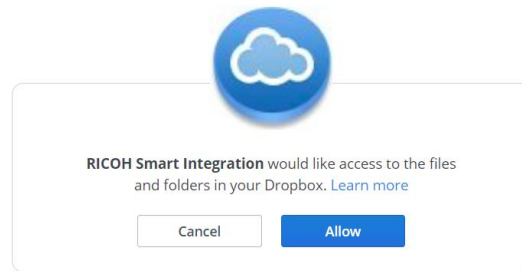
Sign in to Dropbox to link with RICOH Smart Integration

Sign in with Google

or

This page is protected by reCAPTCHA, and subject to the Google Privacy Policy and Terms of Service.

[Forgot your password?](#)



Click on 'Allow' to complete Service Connection.

- **Egnyte External Service Connection**

Click on 'Configure' button next to Egnyte to start service Connection.

**RICOH** Application Settings (General Users) Admin Mode OFF

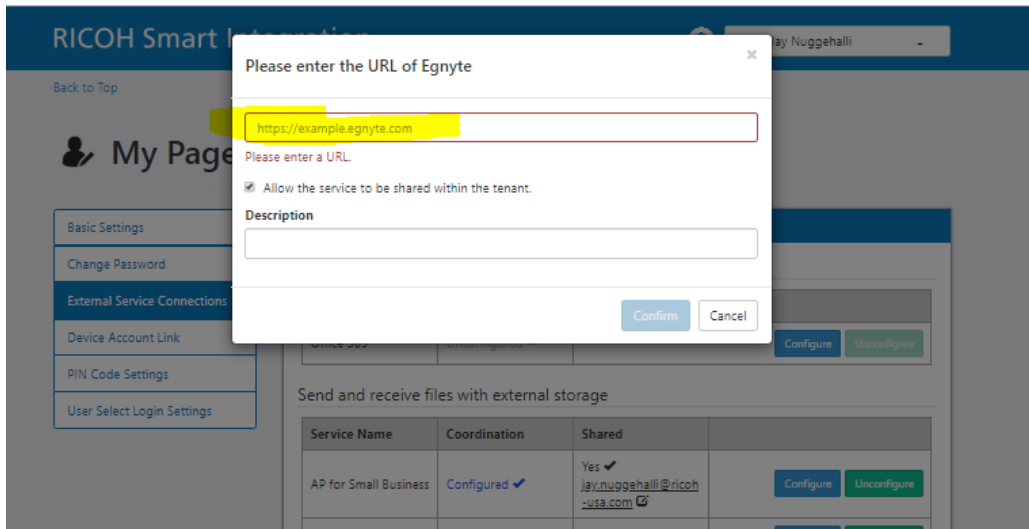
←Top

Application Settings (General Users)

Send and receive files with external storage

Application List	Service Name	Coordination	Shared	
External Service Connections	accounts_ricoh.com	Unconfigured —		Configure Unconfigure
User Select Login Settings	AP for Small Business	Configured ✓	Yes ✓ ice.rioph@ricohice Password 2	Configure Unconfigure
Workflow Job Transaction	Box	Configured ✓	Yes ✓ (Description is not available)	Configure Unconfigure
	dirchono	Configured ✓	Yes ✓ ablnva	Configure Unconfigure
	Dropbox	Configured ✓	Yes ✓ jeyvupoehall@ricoh-usa.com	Configure Unconfigure
	Egnyte	Configured ✓	Yes ✓ (Description is not available)	Configure Unconfigure
	Google	Reconfigure required	No —	Update Unconfigure
	OneDrive	Reconfigure required	Yes ✓ aintest1@outlook.com aintest102	Update Unconfigure
	Office 365	Reconfigure required	Yes ✓ yoshi@ricoh-act.com	Update Unconfigure
	Rubex	Unconfigured —		Configure Unconfigure
	ShareFile	Configured ✓	Yes ✓ jeyvupoehall@ricoh-usa.com	Configure Unconfigure
	Automated Data Capture	Configured ✓	Yes ✓ goguyen@ricohusa.com Password 2	Configure Unconfigure

Clicking on 'Configure' will displays a dialog, enter your Egnyte URL here.



After entering URL, click on 'Confirm'. This will display Egnyte Account Login Screen, enter your Egnyte account credentials login to Egnyte Account



## Ricohsdca File Server

jay

☐ Keep me logged in

Log in

[Log in with a different account](#)  
[Forgot password?](#)



## Ricohsdca File Server

RICOH Smart Integration would like to access your Egnyte Account. This application will be able to:

- Read and write all files and folders

Allow Access

[I don't want to give access to my account](#)

Click on 'Allow Access' to complete Service Connection.

- **Google External Service Connection**

Click on 'Configure' button next to Google to start service Connection.

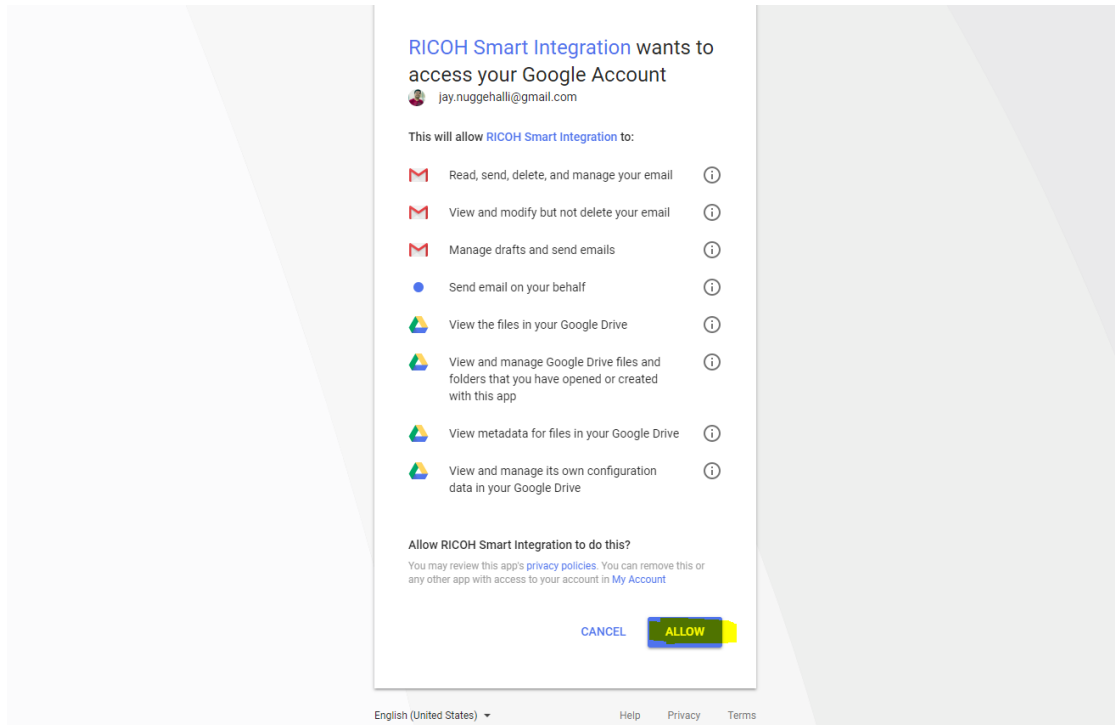
The screenshot shows the RICOH Application Settings (General Users) interface. A success message at the top indicates that the user can send and receive files with external storage. The left sidebar contains navigation options: Application List, External Service Connections (selected), User Select Login Settings, and Workflow Job Transaction. The main area displays a table of external service connections.

Service Name	Coordination	Shared	Buttons
accounts_ricoh_com	Unconfigured	—	Configure Unconfigure
AP for Small Business	Configured ✓	Yes ✓ ice.ricoh@ricohice.pa password2	Configure Unconfigure
Box	Configured ✓	Yes ✓ Description is not a valid	Configure Unconfigure
dirchono	Configured ✓	Yes ✓ abine	Configure Unconfigure
Dropbox	Configured ✓	Yes ✓ jay.nuggehall@ricoh usa.com	Configure Unconfigure
Egnyte	Configured ✓	Yes ✓ Description is not a valid	Configure Unconfigure
Google	Configured ✓	No	Configure Unconfigure
OneDrive	Reconfigure required	Yes ✓ aintest1@outlook.co main1ams102	Update Unconfigure
Office 365	Reconfigure required	Yes ✓ yogh@ricoh-act.com	Update Unconfigure
Rubex	Unconfigured	—	Configure Unconfigure
ShareFile	Configured ✓	Yes ✓ jay.nuggehall@ricoh usa.com	Configure Unconfigure

Clicking on 'Configure' will display Google Account Login Screen, enter your Google email address and password to login to Google Account

The first screenshot shows the Google 'Sign in with Google' screen. It prompts the user to 'Sign in to continue to RICOH Smart Integration'. There is a text input field for 'Email or phone' and a 'NEXT' button. The second screenshot shows the 'Welcome' screen for the user 'jay.nuggehall@gmail.com'. It prompts the user to 'Enter your password' and has a 'NEXT' button.





Click on allow to complete Service Connection.

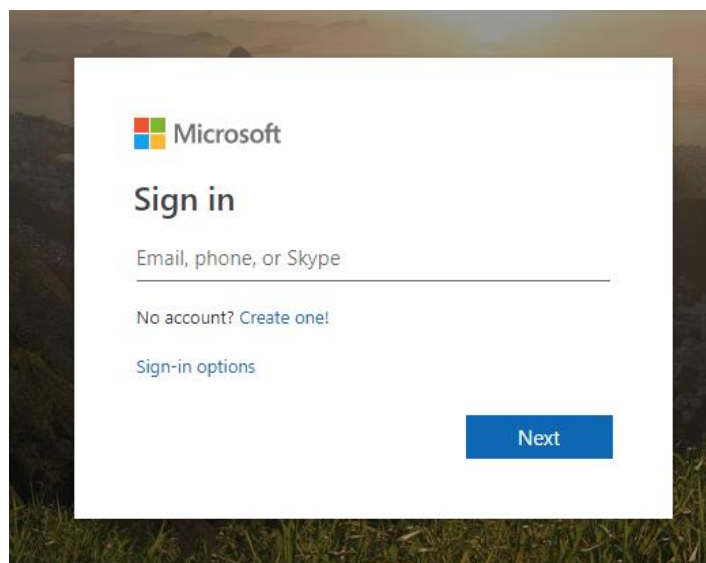
- **OneDrive External Service Connection**

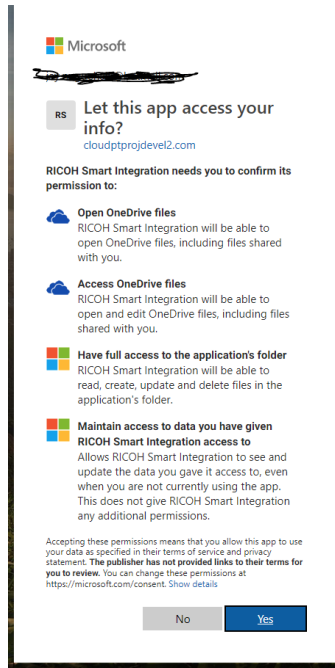
Click on 'Configure' button next to OneDrive to start service Connection.

The screenshot shows the 'Application Settings (General Users)' interface. A 'Success' message is displayed at the top. The 'External Service Connections' section is active, showing a table of services. The 'OneDrive' row is highlighted in yellow, and its 'Configure' button is also highlighted in yellow.

Service Name	Coordination	Shared	Configure	Unconfigure
accounts_ricoh.com	Unconfigured —		Configure	Unconfigure
AP for Small Business	Configured ✓	Yes ✓ Yes ✓ Yes ✓ (Description is not set)	Configure	Unconfigure
Box	Configured ✓	Yes ✓ (Description is not set)	Configure	Unconfigure
diichrono	Configured ✓	Yes ✓ #binge	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ jey.muganahalli@ricoh-usa.com	Configure	Unconfigure
Egnyte	Configured ✓	Yes ✓ (Description is not set)	Configure	Unconfigure
Google	Configured ✓	No —	Configure	Unconfigure
OneDrive	Configured ✓	Yes ✓ aintest1@outlook.com	Configure	Unconfigure
Office 365	Reconfigure required	Yes ✓ yoshi@ricoh-act.com	Update	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ jey.muganahalli@ricoh-usa.com	Configure	Unconfigure

Clicking on 'Configure' will display OneDrive Account Login Screen, enter your OneDrive account email address and password to login to OneDrive Account



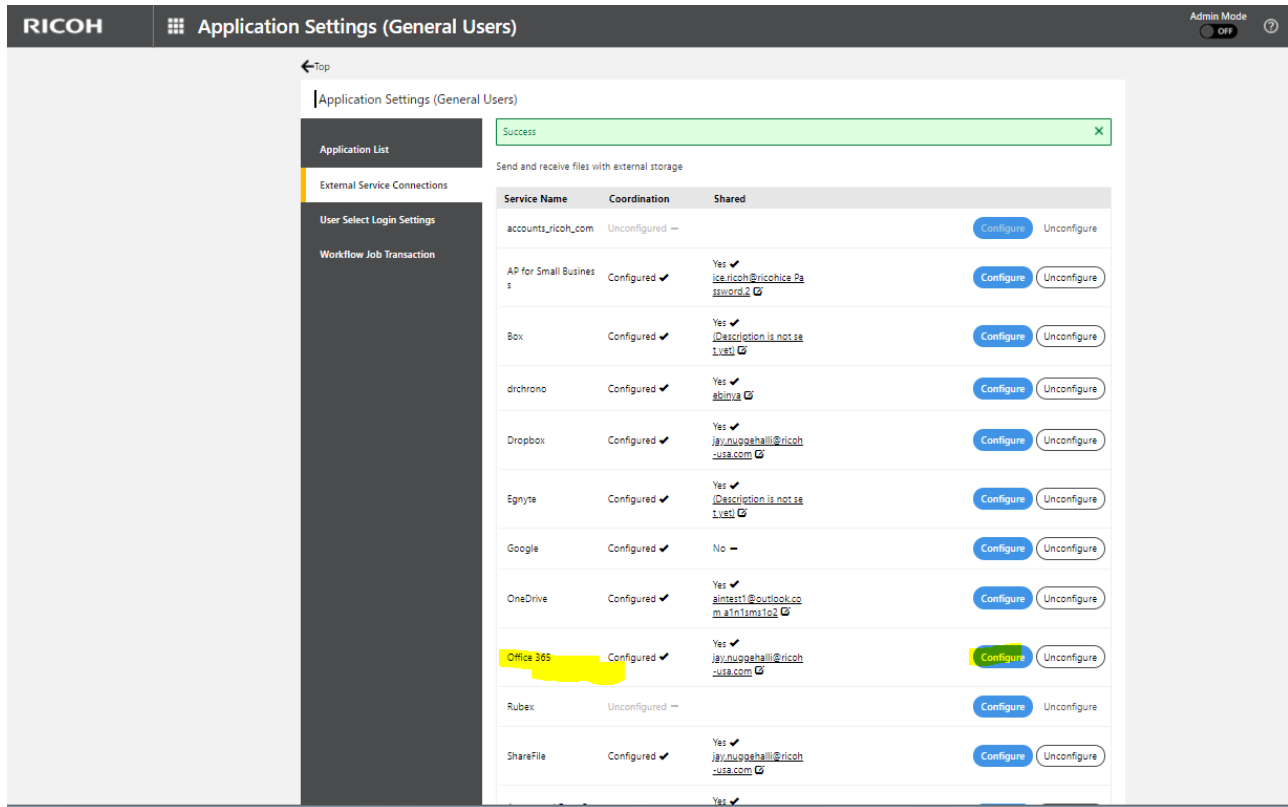


Click on 'Yes' to complete Service Connection.

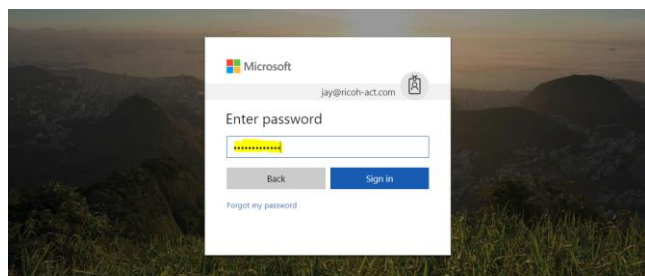
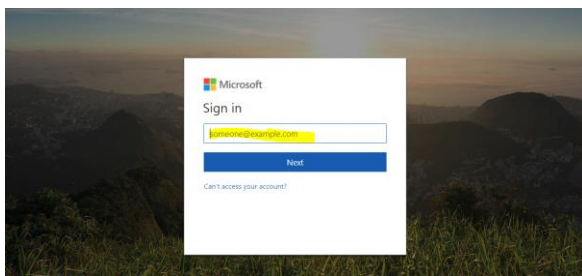
- **OneDrive for Business External Service Connection**

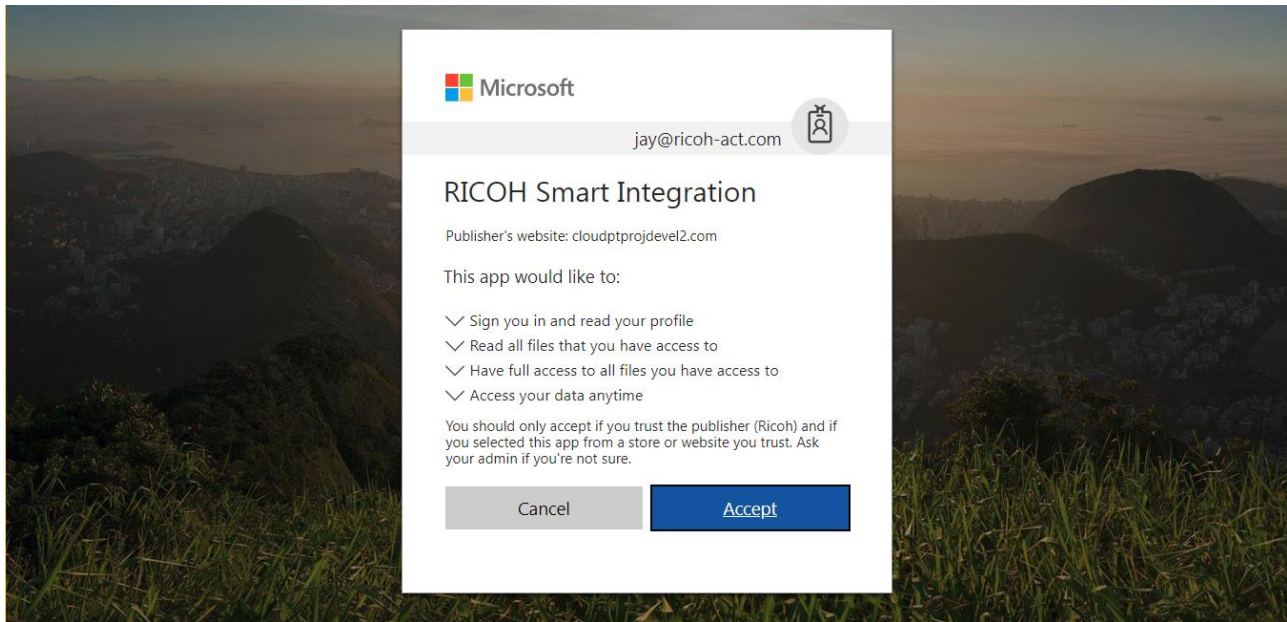
Click on 'Configure' button next to Office 365 to start service Connection.

**Note:** Doing Service Connection for Office 365 will support OneDrive for Business as well.



Clicking on 'Configure' will display OneDrive for Business Account Login Screen, enter your OneDrive for Business email address and password to login to OneDrive for Business Account

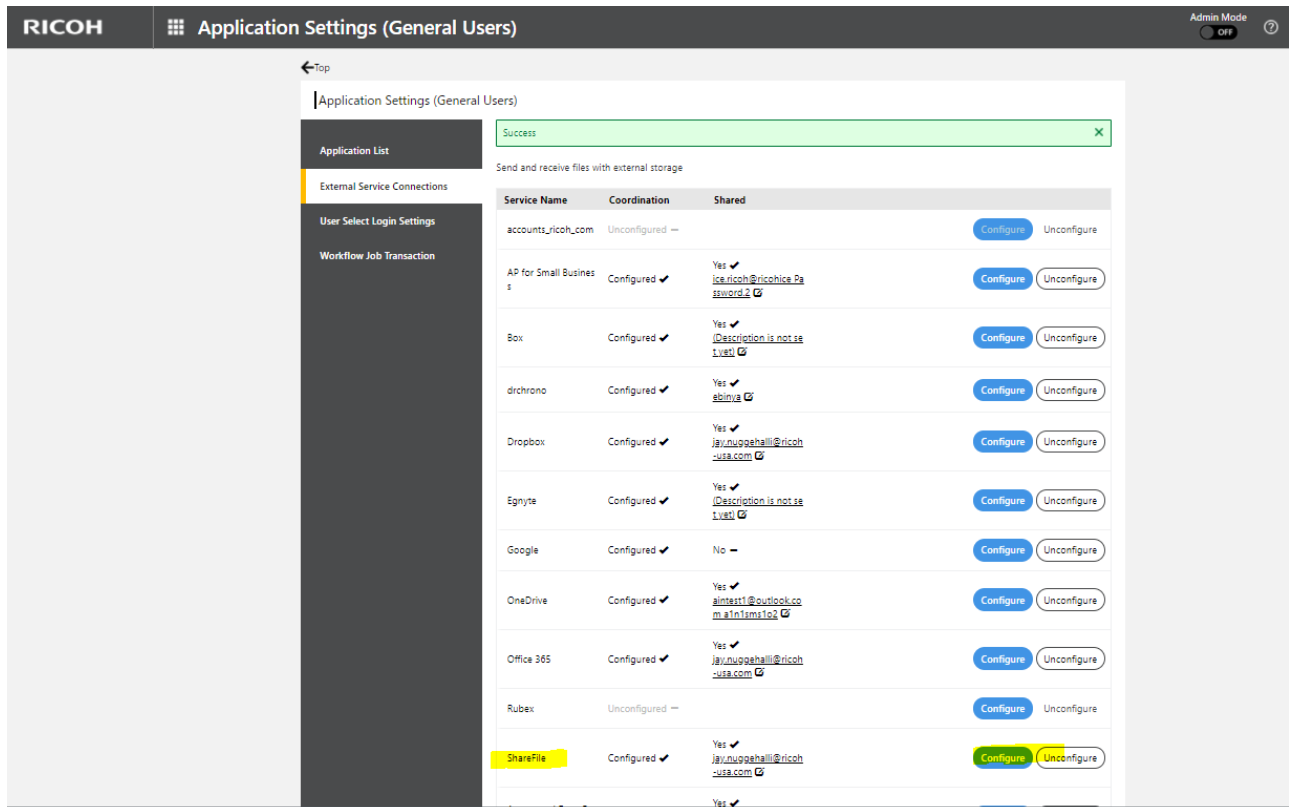




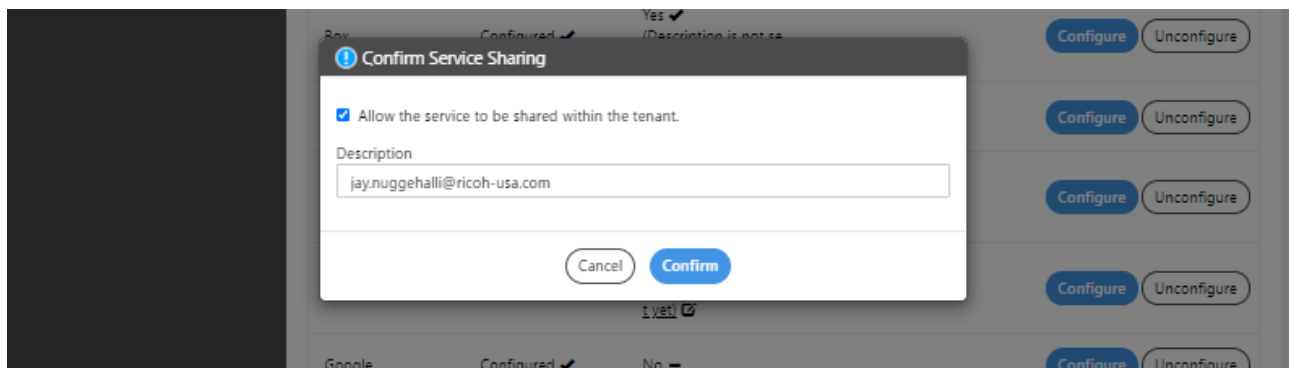
Click on 'Accept' to complete Service Connection.

- **Sharefile External Service Connection**

Click on 'Configure' button next to Sharefile to start service Connection.



Clicking on 'Configure' will display following Screen.



Click on 'Confirm'



Ricoh RICOH Smart Integration has requested access to your ShareFile account.

Sign In

[Log in with my company credentials](#)

[Sign in with Citrix Workspace](#)

[Forgot Password?](#)

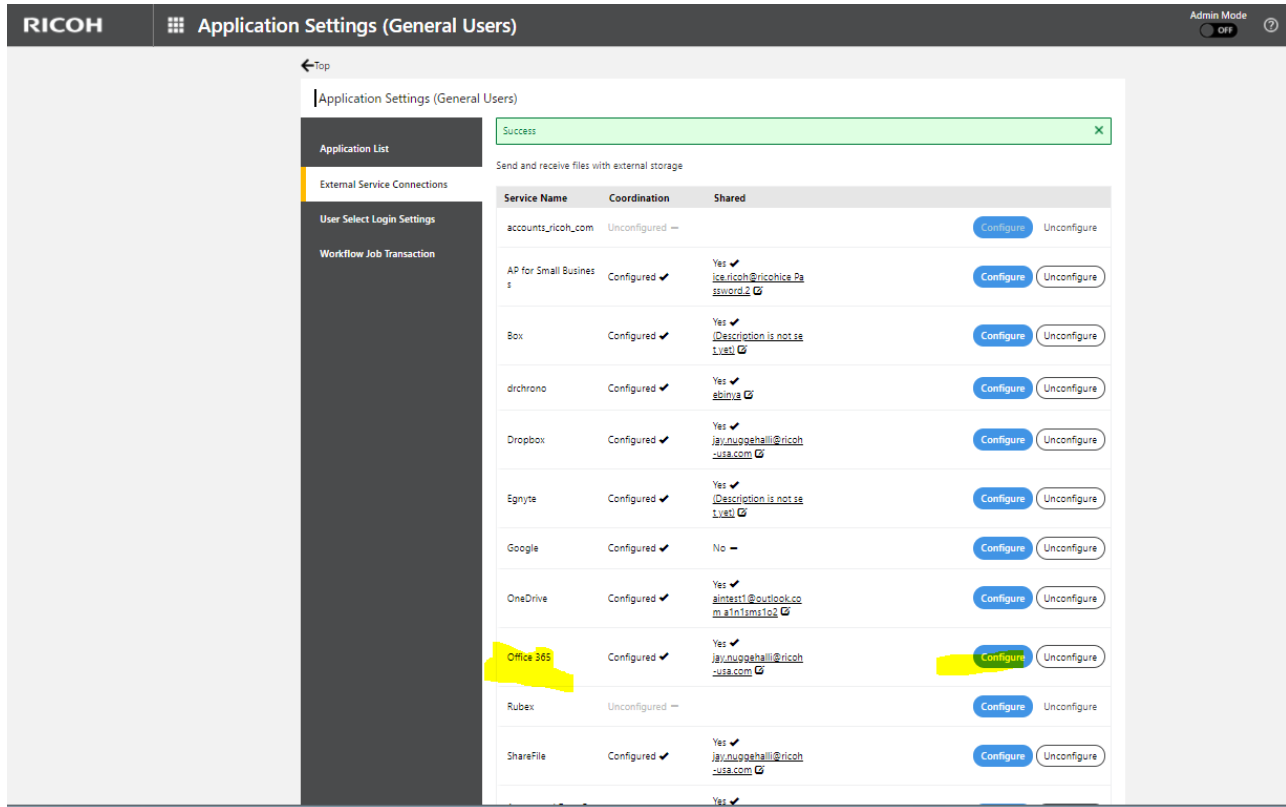
[Privacy Policy](#)



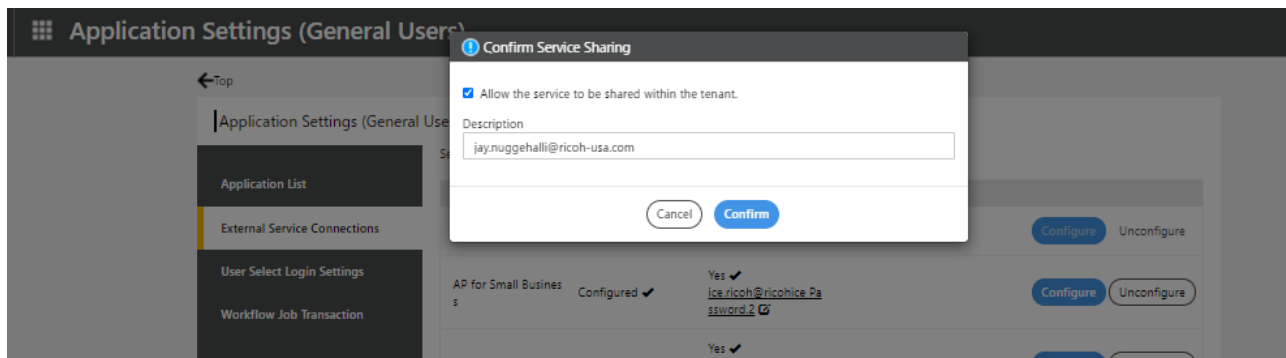
Enter Sharefile Credentials to Login.

- **SharePoint Online External Service Connection**

Click on 'Configure' button next to 'Office 365' to start service Connection.



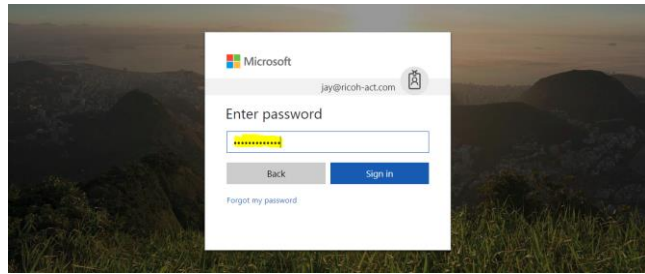
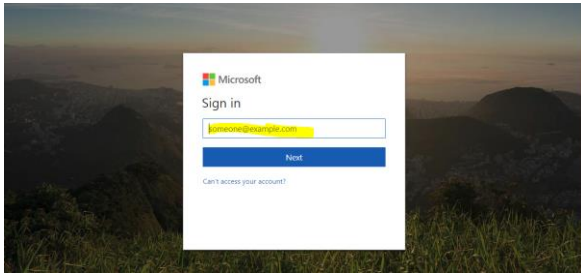
Clicking on 'Configure' will display following screen



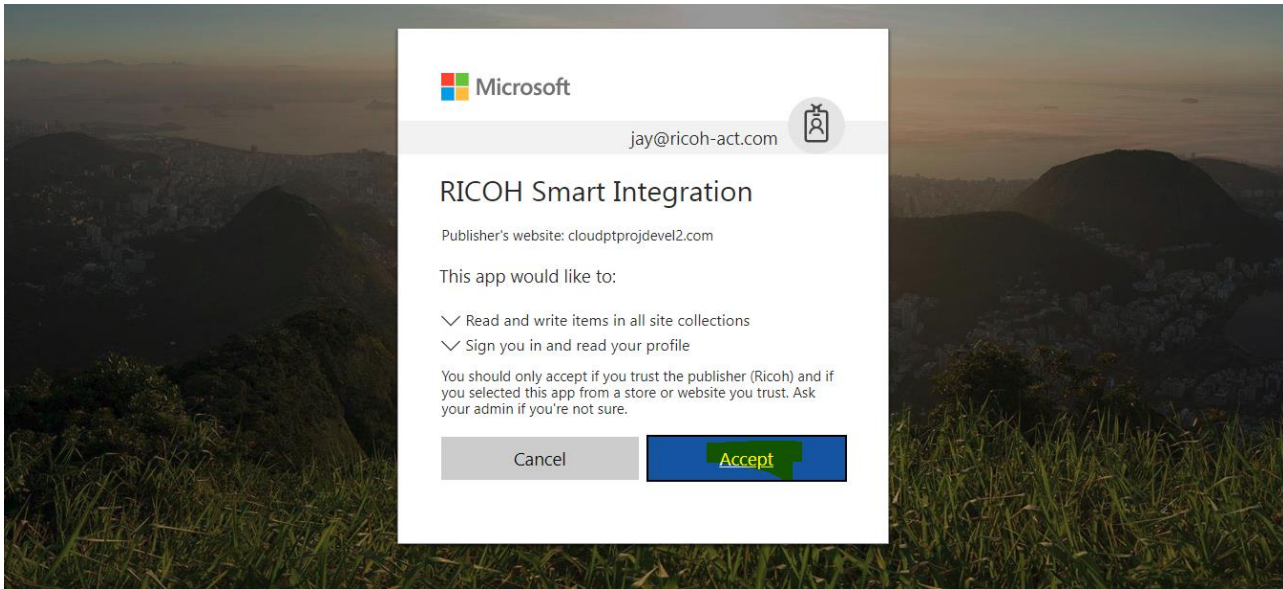
Please enter description, like account email address, this is just for reference.

Clicking on 'Confirm' in previous screen will display SharePoint Online Account Login Screen, enter your SharePoint Online email address and password to login to SharePoint online Account





Following screen is displayed after successful login



Click on 'Accept' Button to complete Service Connection

## • Ricoh APS Online External Service Connection

Click on 'Configure' button next to 'AP for Small Business' to start service Connection.

Application Settings (General Users)

Success

Send and receive files with external storage

Service Name	Coordination	Shared	Configure	Unconfigure
accounts_ricoh.com	Unconfigured —		Configure	Unconfigure
AP for Small Business	Configured ✓	Yes ✓ ice.ricoh@ricoh-usa.com	Configure	Unconfigure
Box	Configured ✓	Yes ✓ (Description is not set)	Configure	Unconfigure
dirchono	Configured ✓	Yes ✓ ebnva	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ jbr.murphy@ricoh-usa.com	Configure	Unconfigure
Egnyte	Configured ✓	Yes ✓ (Description is not set)	Configure	Unconfigure
Google	Configured ✓	No —	Configure	Unconfigure
OneDrive	Configured ✓	Yes ✓ aintest1@outlook.com	Configure	Unconfigure
Office 365	Configured ✓	Yes ✓ jbr.murphy@ricoh-usa.com	Configure	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ jbr.murphy@ricoh-usa.com	Configure	Unconfigure

Clicking on 'Configure' will display following screen

RICOH Home Sign up Help

Already have a Ricoh AP for Small Business account? Sign in

Sign in to your account

Email address:  
Type your email address

Password:  
Type your Password

☐ Remember me

Sign in

Forgot your password? click here  
Looking for the Intuit login? click here

Don't have an account?

Sign up for a free Ricoh AP for Small Business account!

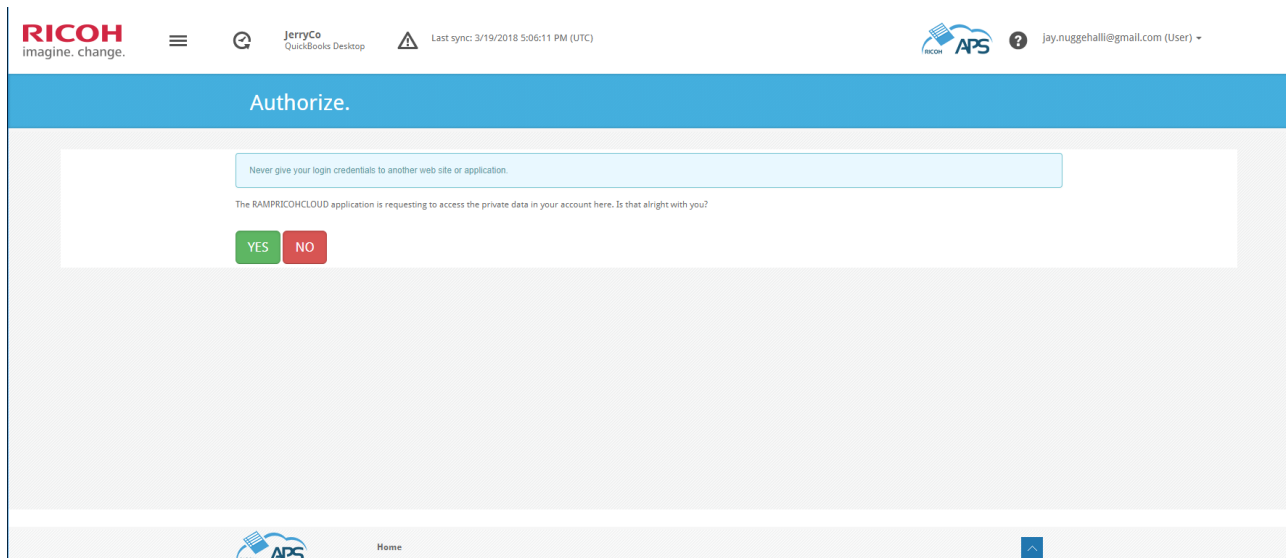
Sign Up

RICOH APS Home Sign up

v1.0.6676.19542 4/12/2018 10:51 AM

Enter your RICOH APS email address and password to login to RICOH APS online Account

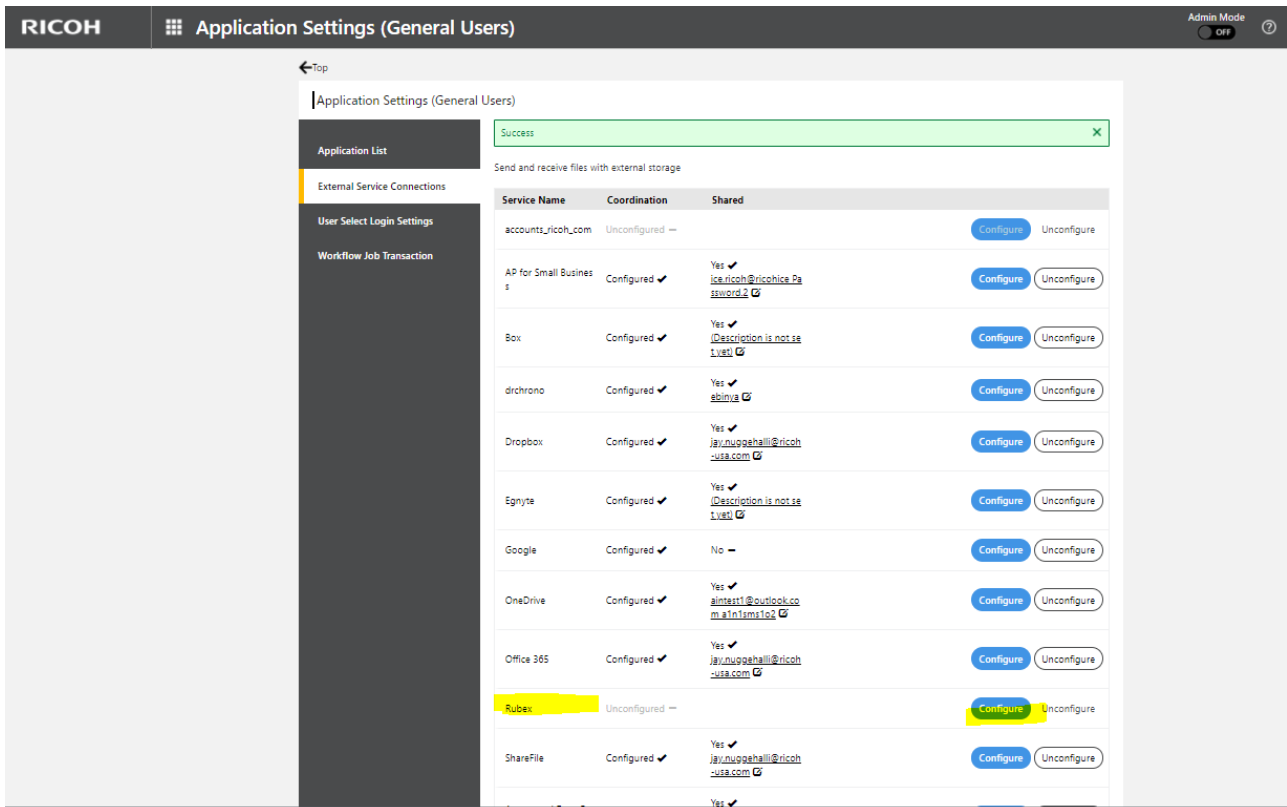
Following screen is displayed after successful login



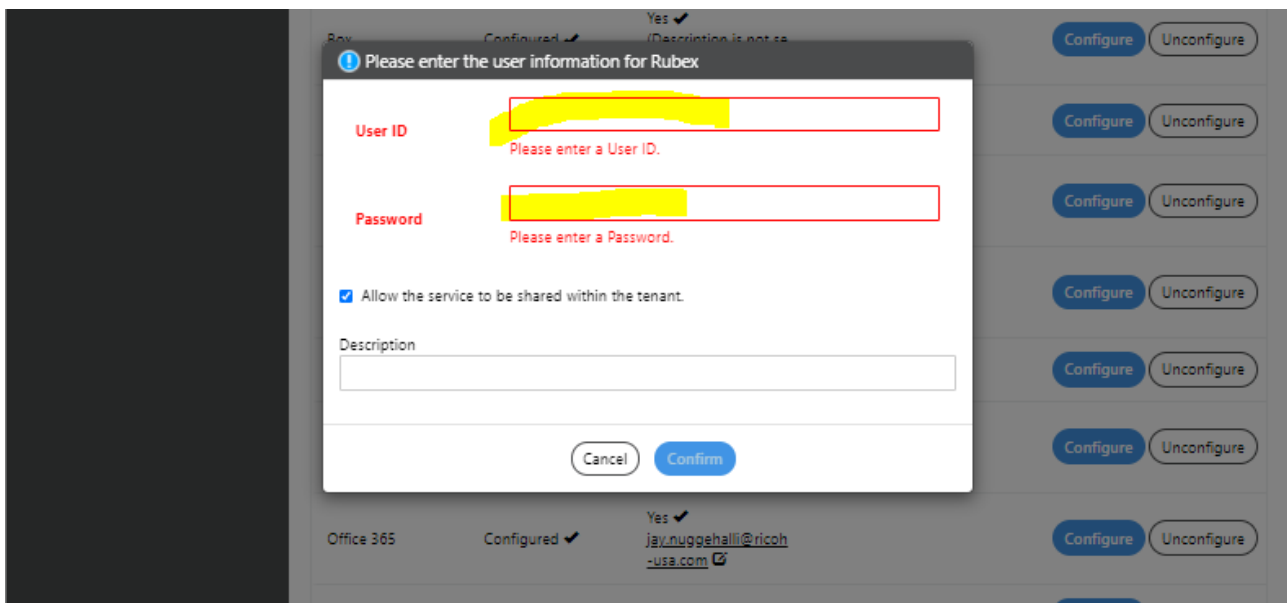
Click on 'YES' Button to complete Service Connection

- **Rubex External Service Connection**

Click on 'Configure' button next to Rubex to start service Connection.



Clicking on 'Configure' will display following dialog.



Enter 'Rubex' Credentials to complete Service Connection

- **Automated Data Capture [CPE] External Service Connection**

Click on 'Configure' button next to Automated Data Capture to start service Connection.

Box	Configured ✓	Yes ✓ (Description is not set yet) ⓘ	Configure	Unconfigure
dirchono	Configured ✓	Yes ✓ elbinya ⓘ	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ jay.nuggehalli@ricoh-usa.com ⓘ	Configure	Unconfigure
Egnyte	Configured ✓	Yes ✓ (Description is not set yet) ⓘ	Configure	Unconfigure
Google	Configured ✓	No —	Configure	Unconfigure
OneDrive	Configured ✓	Yes ✓ aintest1@outlook.com a1n1sms1o2 ⓘ	Configure	Unconfigure
Office 365	Configured ✓	Yes ✓ jay.nuggehalli@ricoh-usa.com ⓘ	Configure	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ jay.nuggehalli@ricoh-usa.com ⓘ	Configure	Unconfigure
Automated Data Capture	Configured ✓	Yes ✓ nguyen@ricohsv.com Password 2 ⓘ	Configure	Unconfigure
DocuWare	Configured ✓	Yes ✓ (Description is not set yet) ⓘ	Configure	Unconfigure
RICOH Content Manager	Configured ✓	Yes ✓ phuc Password1 ⓘ	Configure	Unconfigure
SMB	Configured ✓	Yes ✓ (Description is not set yet) ⓘ	Configure	Unconfigure
ZolaMedia	Configured ✓	Yes ✓ ricoh@zolasuite.com ⓘ	Configure	Unconfigure

Clicking on 'Configure' will display following screen

Please enter the user information for Automated Data Capture

Username: pnguyen-55yuf

Password: Please enter a Password

☒ Allow the service to be shared within the tenant.

Description: pnguyen@ricohsv.com Password.2

Cancel Confirm

Enter your CPE User Name and password to login to CPE Account and click on 'Confirm' button.

**Note:** User Name is CPE User Name not the Email address you use to sign in to CPE. Username for CPE can be found here

Login to CPE using email address and password. Click on your User Name to see the profile. User Name is listed here. Use this for External Service Connection.

**RICOH**  
imagine. change. Content Parsing Engine

jay.nuggehalli@hotmail.com  
2145614090

DASHBOARD CONTENT PARSING CLASSIFICATION SETTINGS HELP

**Profile**

Personal

First name	Jay	Tenant ID	2145614090
Last name	Nuggehalli	Organization	Dealer POC
Username	jay.nuggehalli-lnxyb	RSI Workflow external service connection	Password has been set
Email	jay.nuggehalli@hotmail.com	User type	Admin
Subscriptions	Both	Time Zone	(UTC-08:00) Pacific Time (US & Canada)

Change Password Update

Click on 'Accept' Button to complete Service Connection

- **Ricoh Content Manager External Service Connection**

Click on 'Configure' button next to Ricoh Content Manager to start service Connection.

Box	Configured ✓	Yes ✓ (Description is not se t yet) ⓘ	Configure	Unconfigure
dirchono	Configured ✓	Yes ✓ ebinya ⓘ	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ jay.nuggehalli@ricoh -usa.com ⓘ	Configure	Unconfigure
Egnyte	Configured ✓	Yes ✓ (Description is not se t yet) ⓘ	Configure	Unconfigure
Google	Configured ✓	No —	Configure	Unconfigure
OneDrive	Configured ✓	Yes ✓ aintest1@outlook.co m a1n1sm5to2 ⓘ	Configure	Unconfigure
Office 365	Configured ✓	Yes ✓ jay.nuggehalli@ricoh -usa.com ⓘ	Configure	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ jay.nuggehalli@ricoh -usa.com ⓘ	Configure	Unconfigure
Automated Data Ca pture	Configured ✓	Yes ✓ pnguyen@ricohsv.co m Password 2 ⓘ	Configure	Unconfigure
DocuWare	Configured ✓	Yes ✓ (Description is not se t yet) ⓘ	Configure	Unconfigure
RICOH Content Man ager	Configured ✓	Yes ✓ phuc.Password1 ⓘ	Configure	Unconfigure
SMB	Configured ✓	Yes ✓ (Description is not se t yet) ⓘ	Configure	Unconfigure
ZolaMedia	Configured ✓	Yes ✓ ricoh@zolasuite.com ⓘ	Configure	Unconfigure

Enter RCM Account, Login Name and Password in this dialog and click on 'Confirm'

Office 365 Configured ✓ Yes ✓ (Description is not sa)

1 Please enter the user information for RICOH Content Manager

Account mfp\_saas

Login Name phuc

Password    
Please enter a Password.

☒ Allow the service to be shared within the tenant.

Description  
phuc Password!1

Cancel Confirm

Office 365 Configured ✓ Yes ✓ jay.nuggehalli@ricoh-usa.com

Configure Unconfigure

Configure Unconfigure

Configure Unconfigure

Configure Unconfigure

Configure Unconfigure

Configure Unconfigure

Configure Unconfigure



- **DocuWare External Service Connection**

Click on 'Configure' button next to DocuWare to start service Connection.

Box	Configured ✓	Yes ✓ (Description is not set yet) ⓘ	Configure	Unconfigure
dirchono	Configured ✓	Yes ✓ abinya ⓘ	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ jay.nuggehalli@ricoh-usa.com ⓘ	Configure	Unconfigure
Egnyte	Configured ✓	Yes ✓ (Description is not set yet) ⓘ	Configure	Unconfigure
Google	Configured ✓	No —	Configure	Unconfigure
OneDrive	Configured ✓	Yes ✓ aintest1@outlook.com a1n1sm1o2 ⓘ	Configure	Unconfigure
Office 365	Configured ✓	Yes ✓ jay.nuggehalli@ricoh-usa.com ⓘ	Configure	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ jay.nuggehalli@ricoh-usa.com ⓘ	Configure	Unconfigure
Automated Data Capture	Configured ✓	Yes ✓ pnguyen@ricohsv.com Password2 ⓘ	Configure	Unconfigure
DocuWare	Configured ✓	Yes ✓ (Description is not set yet) ⓘ	Configure	Unconfigure
RICOH Content Manager	Configured ✓	Yes ✓ phuc.Password1 ⓘ	Configure	Unconfigure
SMB	Configured ✓	Yes ✓ (Description is not set yet) ⓘ	Configure	Unconfigure
ZolaMedia	Configured ✓	Yes ✓ ricoh@zolasuite.com ⓘ	Configure	Unconfigure

Enter DocuWare Cloud URL, User Name and Password in this dialog and click on 'Confirm'

Box: Configured ✓ Yes ✓ (Description is not sa)

**Please enter the user information for DocuWare**

DocuWare Cloud URL:

User Name:

Password:  Please enter a Password.

☒ Allow the service to be shared within the tenant.

Description:

Office 365 Configured ✓ Yes ✓ jay.nuggehalli@ricoh-usa.com

- **SMB External Service Connection**

Click on 'Configure' button next to SMB to start service Connection.

Box	Configured ✓	Yes ✓ (Description is not se t yet) ⓘ	Configure	Unconfigure
dirchono	Configured ✓	Yes ✓ abinya ⓘ	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ jay.nuggehalli@ricoh -usa.com ⓘ	Configure	Unconfigure
Egnyte	Configured ✓	Yes ✓ (Description is not se t yet) ⓘ	Configure	Unconfigure
Google	Configured ✓	No —	Configure	Unconfigure
OneDrive	Configured ✓	Yes ✓ aintest1@outlook.co m a1n1ams1o2 ⓘ	Configure	Unconfigure
Office 365	Configured ✓	Yes ✓ jay.nuggehalli@ricoh -usa.com ⓘ	Configure	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ jay.nuggehalli@ricoh -usa.com ⓘ	Configure	Unconfigure
Automated Data Ca pture	Configured ✓	Yes ✓ pnguyen@ricohsv.co m Password 2 ⓘ	Configure	Unconfigure
DocuWare	Configured ✓	Yes ✓ (Description is not se t yet) ⓘ	Configure	Unconfigure
RICOH Content Man ager	Configured ✓	Yes ✓ phuc.Password1 ⓘ	Configure	Unconfigure
SMB	Configured ✓	Yes ✓ (Description is not se t yet) ⓘ	Configure	Unconfigure
ZolaMedia	Configured ✓	Yes ✓ ricoh@zolasuite.com ⓘ	Configure	Unconfigure

Clicking on 'Configure' will display SMB Account Login Screen,

**Please enter the user information for SMB**

Server Name: \\10.85.22.176\\wseshare

User ID: jnuggehalli

Password: [Redacted]

Password (Confirm): [Redacted]

Domain: GSE

☒ Allow the service to be shared within the tenant.

Description: [Empty]

Buttons: Cancel, Confirm

Background Table:

Service	Status	User	Action
ShareFile	Configured ✓	jay.nuggehalli@ricoh	Configure / Unconfigure
Rubex	Unconfigured		Configure / Unconfigure

Enter the IP Address of the Server + root of the path which is shared with the User who is performing Service Connection. [\\ServerIPAddress\ShareName, Example: \\172.30.2.82\MyShare]

**Note: Only IP Address is supported for Server Name. Do not enter computer name**

Enter the User ID and Password with which you login to your file server.

Enter the domain name.

Click on confirm to complete Service Connection.

Refer to next page on how to find IP address and domain name of File Server.

Click on 'Confirm' to complete Service Connection.

Once the external service Connection is complete, you will see 'configured' status next to 'SMB' on the above page

## How to find IP Address of File Server

Login to File Server, Open Windows Power Shell (Command Prompt).

Run **ipconfig /all**

**Note down the IP Address of the interface, which is connected to same network as MFP.**

```
PS C:\WINDOWS\system32>
PS C:\WINDOWS\system32> ipconfig /all

Windows IP Configuration

    Host Name . . . . . : 156947DT
    Primary Dns Suffix . . . . . :
    Node Type . . . . . : Hybrid
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No
    DNS Suffix Search List. . . . . : ricohsv.com
                                      us.ricoh.ds
                                      nts.ricoh.co.jp

Ethernet adapter Ethernet 2:

    Connection-specific DNS Suffix . :
    Description . . . . . : Intel(R) Ethernet Connection (2) I219-V #2
    Physical Address. . . . . : 64-00-6A-7B-D2-75
    DHCP Enabled. . . . . : No
    Autoconfiguration Enabled . . . . : Yes
    Link-local IPv6 Address . . . . . : fe80::65da:1d40:c782:8830%12(Preferred)
    IPv4 Address. . . . . : 172.30.2.112(Preferred)
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 172.30.2.1
    DHCPv6 IAID . . . . . : 425984106
    DHCPv6 Client DUID. . . . . : 00-01-00-01-1E-0B-EA-4D-64-00-6A-7B-D2-75
    DNS Servers . . . . . : 172.30.11.21
    NetBIOS over Tcpip. . . . . : Enabled

Wireless LAN adapter Wi-Fi 2:

    Media State . . . . . : Media disconnected
```

## How to find Domain name

Login to File Server, Open Windows Power Shell (Command Prompt).

Run **net config workstation**

**Note down Workstation Domain**

```
PS C:\WINDOWS\system32> net config workstation
Computer name                \\156947DT
Full Computer name          156947DT
User name                   jnuggehalli

Workstation active on
    NetBT_Tcpip_{86836DFA-D7F8-4367-9C7E-33B32C86A44E} {64006A7BD275}
    NetBT_Tcpip_{4A04370E-0F66-4F4B-B4F8-3A25D458E1AA} {005056C00001}
    NetBT_Tcpip_{EA608CDE-530A-45A2-9014-02806F6AB4FC} {005056C00008}

Software version             Windows 10 Pro

Workstation domain          WORKGROUP
Logon domain                 156947DT

COM Open Timeout (sec)      0
COM Send Count (byte)       16
COM Send Timeout (msec)     250
The command completed successfully.

PS C:\WINDOWS\system32>
```

## 4 Removing Cloud Service Connection

**Application Settings (General Users)**

←Top

Application Settings (General Users)

Success

Send and receive files with external storage

Service Name	Coordination	Shared	Configure	Unconfigure
accounts_ricoh_com	Unconfigured —		Configure	Unconfigure
AP for Small Business	Configured ✓	Yes ✓ <a href="#">ice.ricoh@ricohice Password 2</a>	Configure	Unconfigure
Box	Configured ✓	Yes ✓ <a href="#">(Description is not set yet)</a>	Configure	Unconfigure
drchono	Configured ✓	Yes ✓ <a href="#">abinya</a>	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ <a href="#">jay.nuogehalli@ricoh-usa.com</a>	Configure	Unconfigure
Egnyte	Configured ✓	Yes ✓ <a href="#">(Description is not set yet)</a>	Configure	Unconfigure
Google	Configured ✓	No —	Configure	Unconfigure
OneDrive	Configured ✓	Yes ✓ <a href="#">aintest1@outlook.com a1n1sm1o2</a>	Configure	Unconfigure
Office 365	Configured ✓	Yes ✓ <a href="#">jay.nuogehalli@ricoh-usa.com</a>	Configure	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ <a href="#">jay.nuogehalli@ricoh-usa.com</a>	Configure	Unconfigure
Automated Data Capture	Configured ✓	Yes ✓ <a href="#">panguyen@ricohsv.com Password 2</a>	Configure	Unconfigure

Click on 'Unconfigure' button to remove External Service Connection