

## 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?

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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. Docuware
  - 4. Egnyte
  - 5. Google Drive
  - 6. OneDrive
  - 7. OneDrive for Business
  - 8. Sharefile
  - 9. SharePoint online
  - 10. Automated Data Capture [CPE]
  - 11. SMB
  
- B. User ID and Password are used to do external service Connection for Automated Data Capture (CPE)
  
- C. DocuWare Cloud URL, User Name and Password are used to do external service connection for DocuWare
  
- D. 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

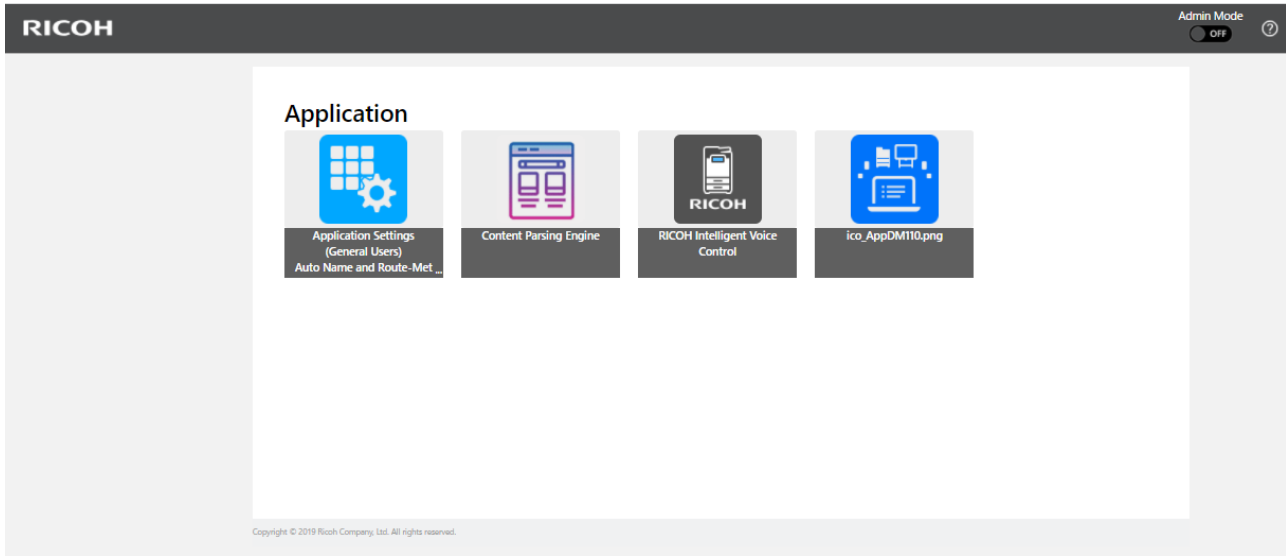
The screenshot shows the RICOH Account login interface. At the top left is the RICOH logo. The main heading is "RICOH Account". Below it, the instruction "Login with Tenant ID." is displayed. There are three input fields: "Tenant ID", "User ID", and "Password". A blue "Login" button is positioned below the fields. Below the button are two links: "Confirm other login method" and "Forgot password?". 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

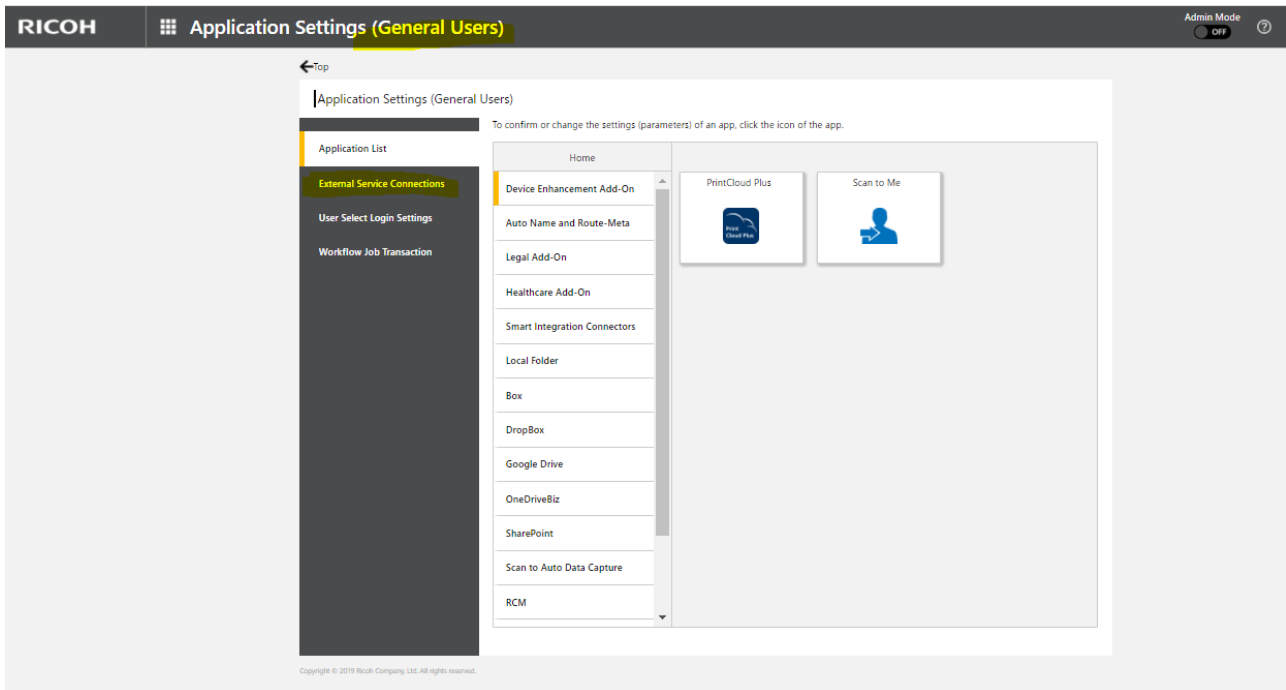
To get to this screen click on 'Login with Email Address' in the above screen.

The screenshot shows the RICOH Account login interface for Option 2. At the top left is the RICOH logo. The main heading is "RICOH Account". Below it, the instruction "Please enter your login information." is displayed. There is one input field labeled "Email Address" containing the text "jample@example.com". A blue "Next" button is positioned below the field. Below the button is a link "Forgot password?". 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'



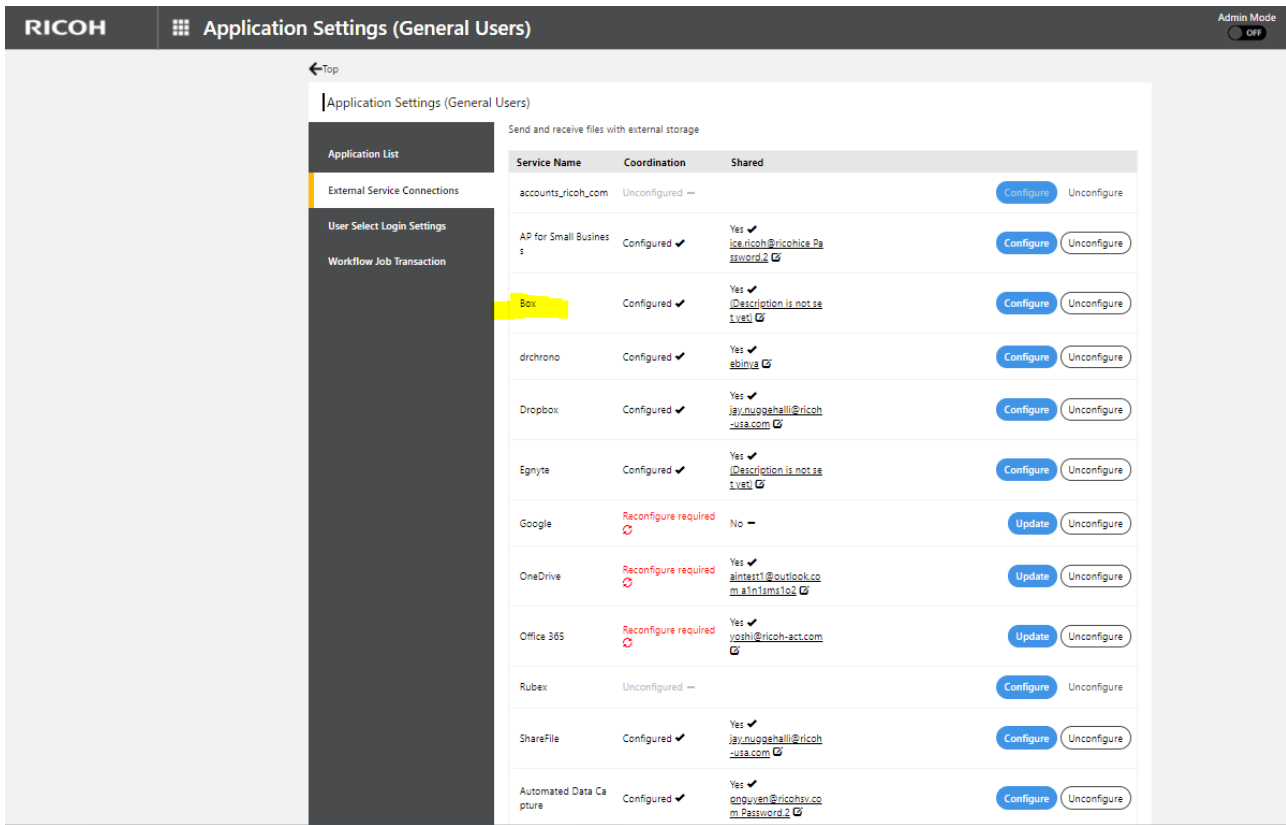
Click on 'Application Settings'



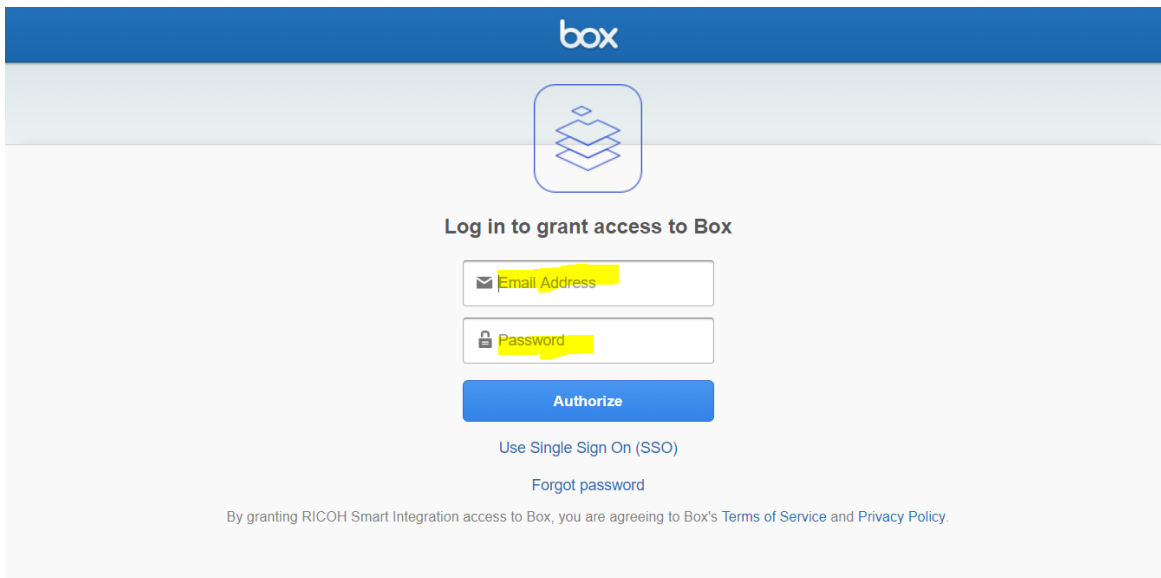
Click on 'External Service Connections'

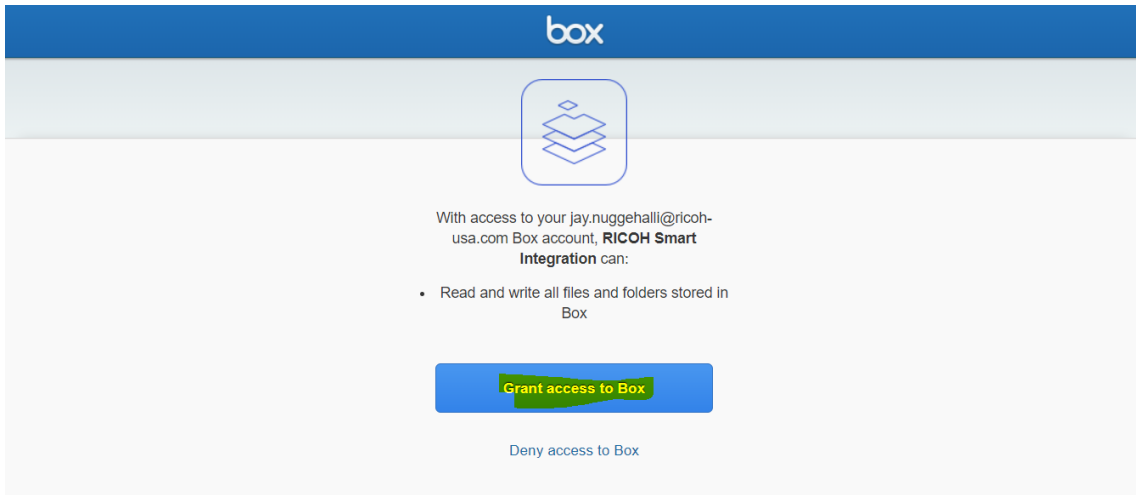
- **Box External Service Connection**

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



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





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.

The screenshot shows the 'Application Settings (General Users)' page. On the left is a navigation menu with 'External Service Connections' selected. The main area displays a table of service connections:

Service Name	Coordination	Shared	Configure	Unconfigure
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 ✓ abina	Configure	Unconfigure
Dropbox	Configured	Yes ✓ jay.duoppehall@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 ✓ jay.duoppehall@ricoh-usa.com	Configure	Unconfigure
Automated Data Capture	Configured	Yes ✓ onguyen@ricohus.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?](#)

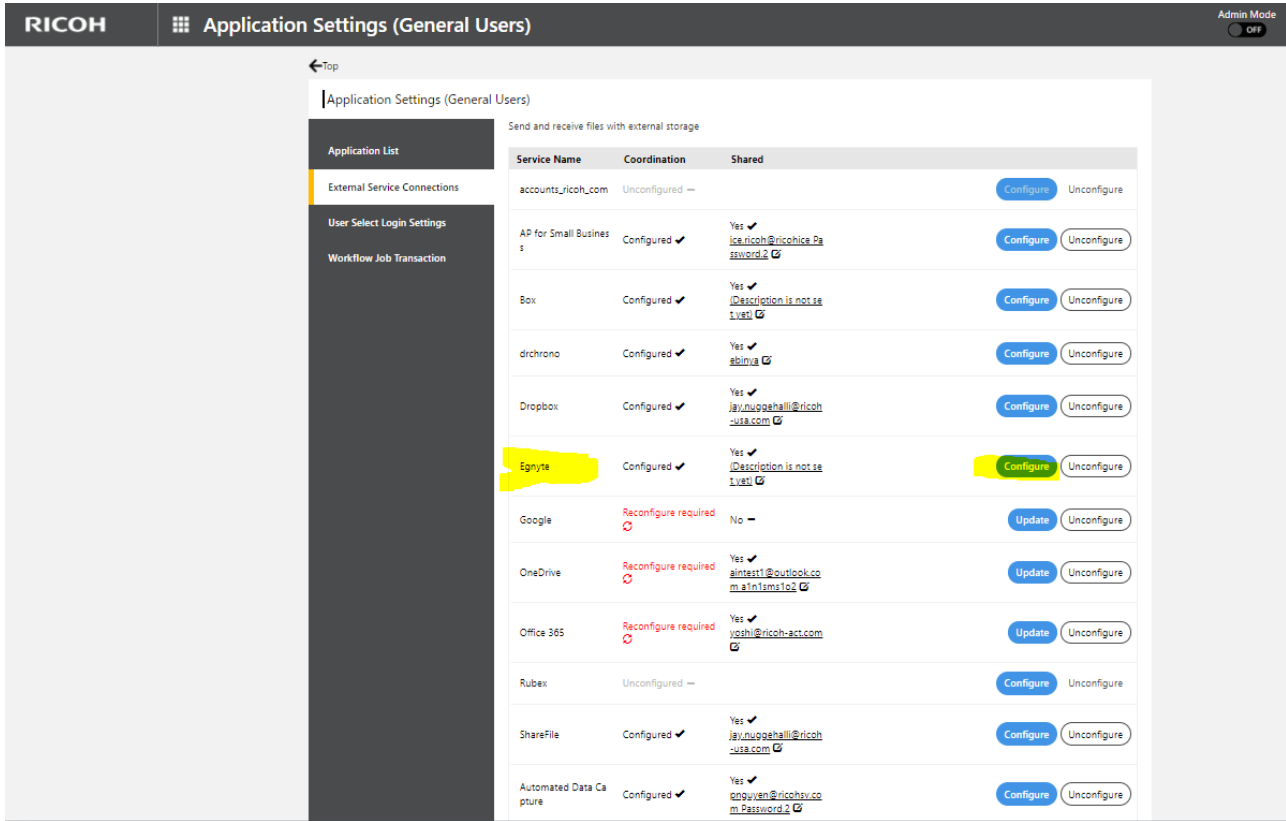


RICOH Smart Integration would like access to the files and folders in your Dropbox. [Learn more](#)

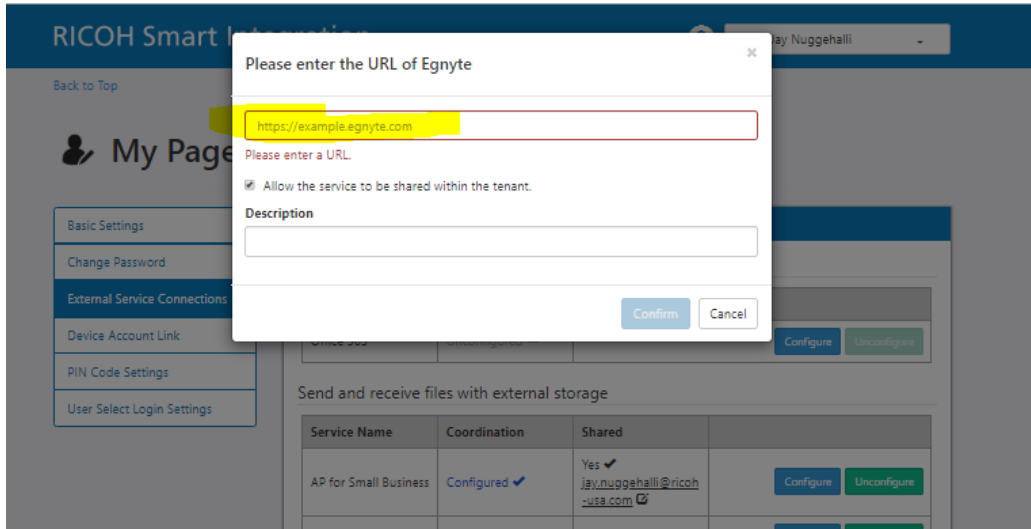
Click on 'Allow' to complete Service Connection.

- **Egnyte External Service Connection**

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



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 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

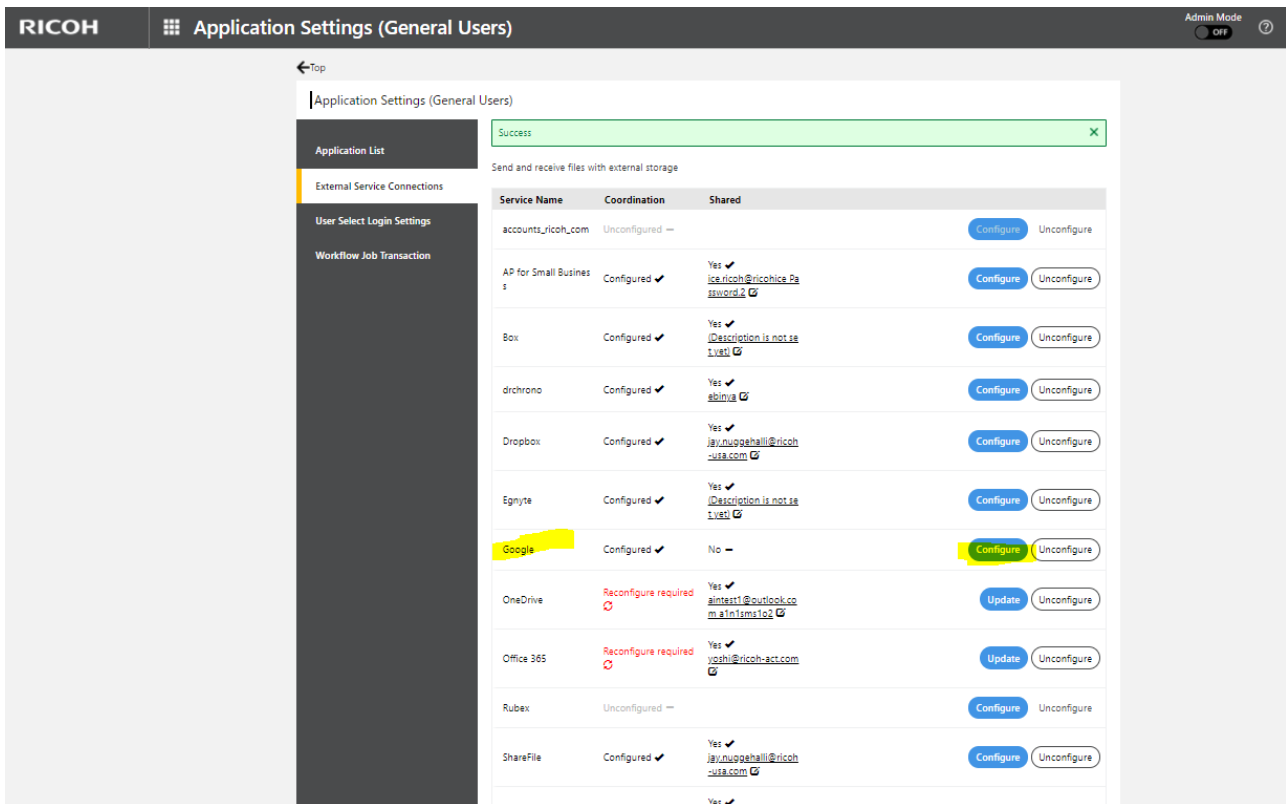
Allow Access

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

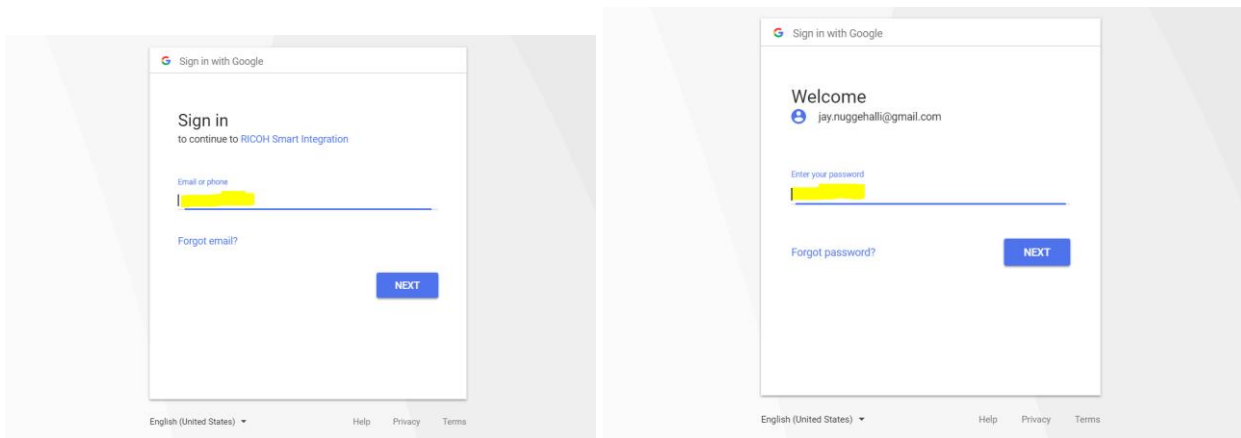
Click on 'Allow Access' to complete Service Connection.

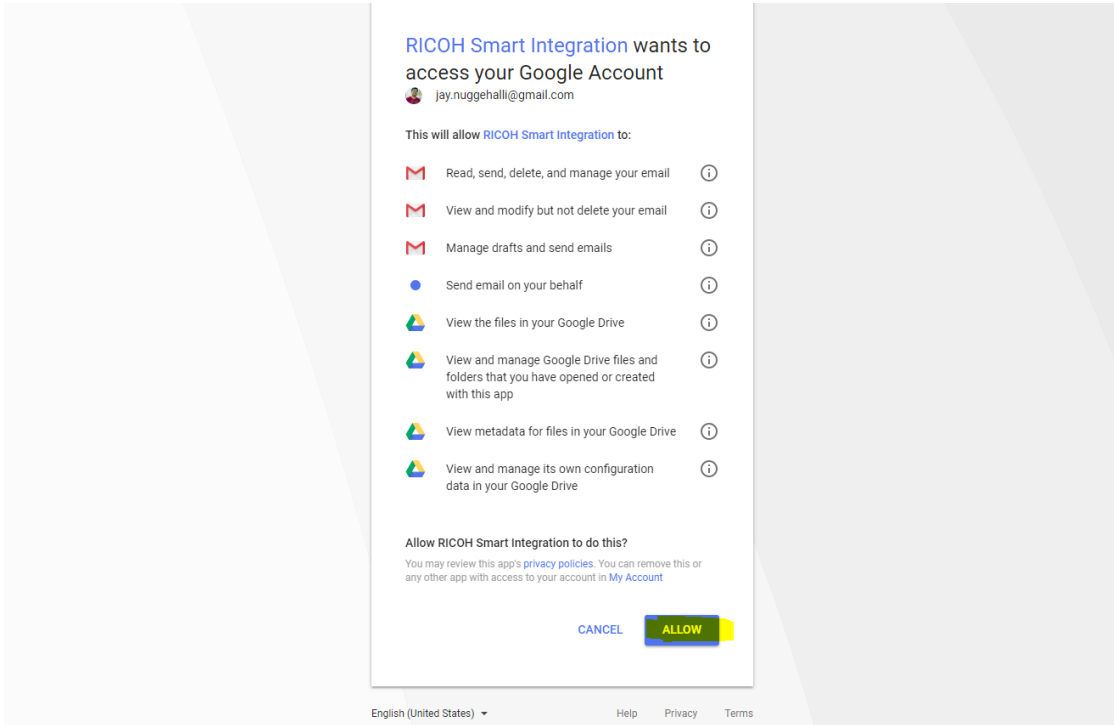
- **Google External Service Connection**

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



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





Click on allow to complete Service Connection.

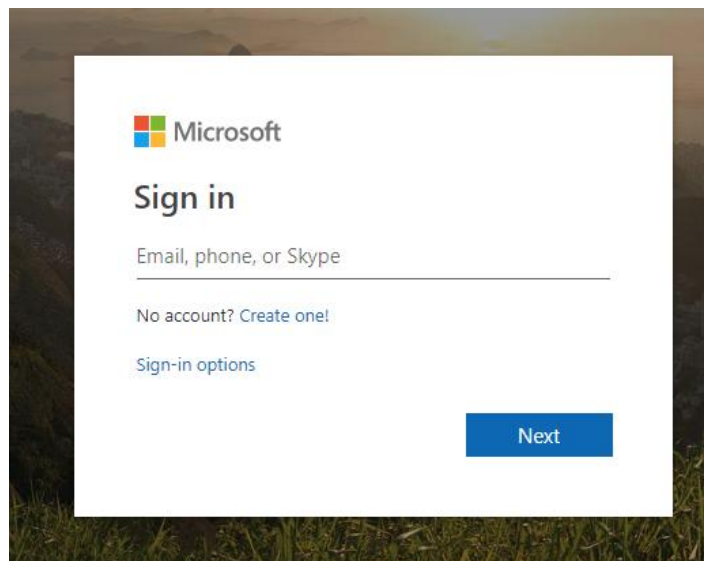
- **OneDrive External Service Connection**

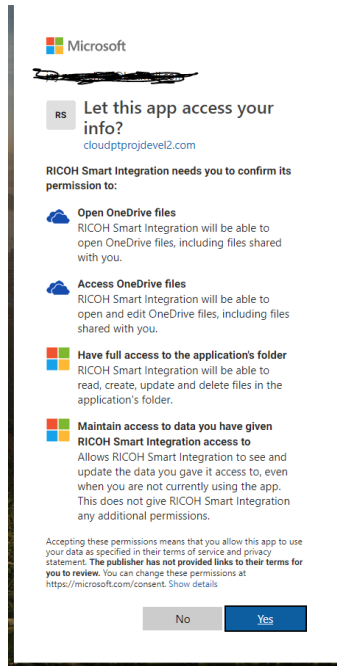
Click on 'Configure' button next to OneDrive to start service Connection.

The screenshot shows the 'Application Settings (General Users)' interface. A 'Success' message is displayed at the top. The main content area is titled 'Send and receive files with external storage' and contains a table of service connections. The 'OneDrive' entry 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 ✓ isa.nicoh@ricohice.de password	Configure	Unconfigure
Box	Configured ✓	Yes ✓ (Description is not available)	Configure	Unconfigure
dichrono	Configured ✓	Yes ✓ @binca	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ jay.muganah@ricoh-usa.com	Configure	Unconfigure
Egnyte	Configured ✓	Yes ✓ (Description is not available)	Configure	Unconfigure
Google	Configured ✓	No —	Configure	Unconfigure
OneDrive	Configured ✓	Yes ✓ aintest1@outlook.com in1n1m1o2	Configure	Unconfigure
Office 365	Reconfigure required ⚠	Yes ✓ yoshi@ricoh-act.com	Update	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ jay.muganah@ricoh-usa.com	Configure	Unconfigure
		Yes ✓		

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



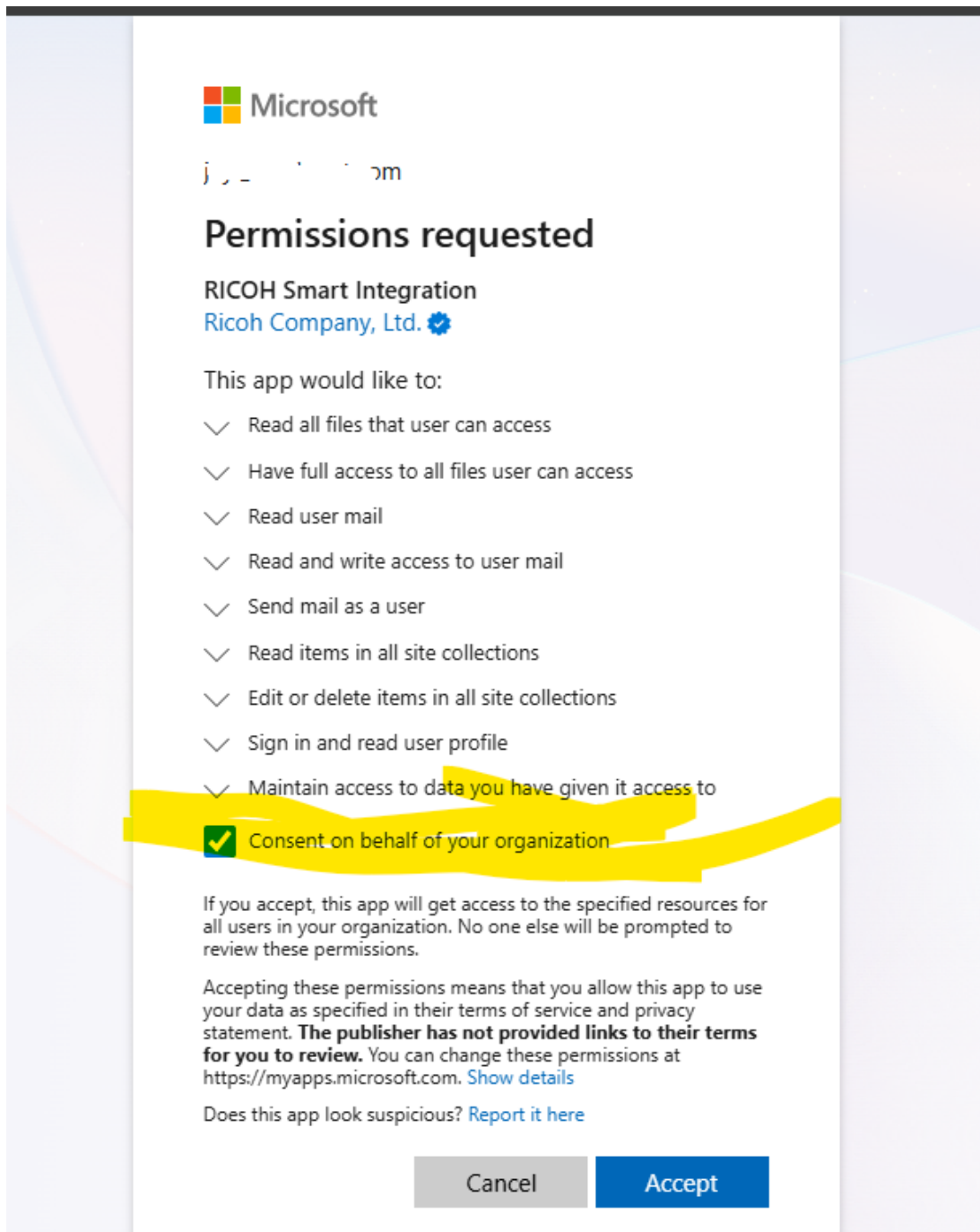


Click on 'Yes' to complete Service Connection.

- **OneDrive for Business External Service Connection**

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

**Note:** External Service Connection for Office 365 must be done by the Office 365 Global Administrator account and grant "Consent on behalf of your organization" first.



### Application Settings (General Users)

Application List

**External Service Connections**

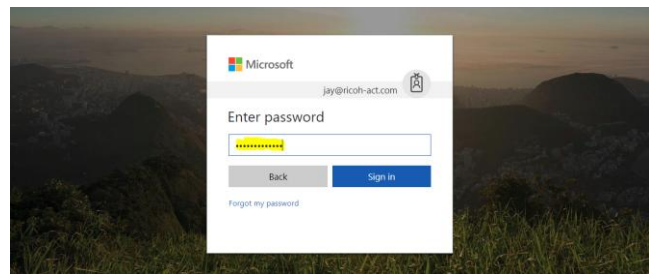
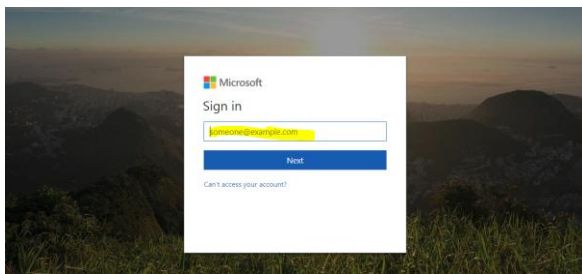
User Select Login Settings

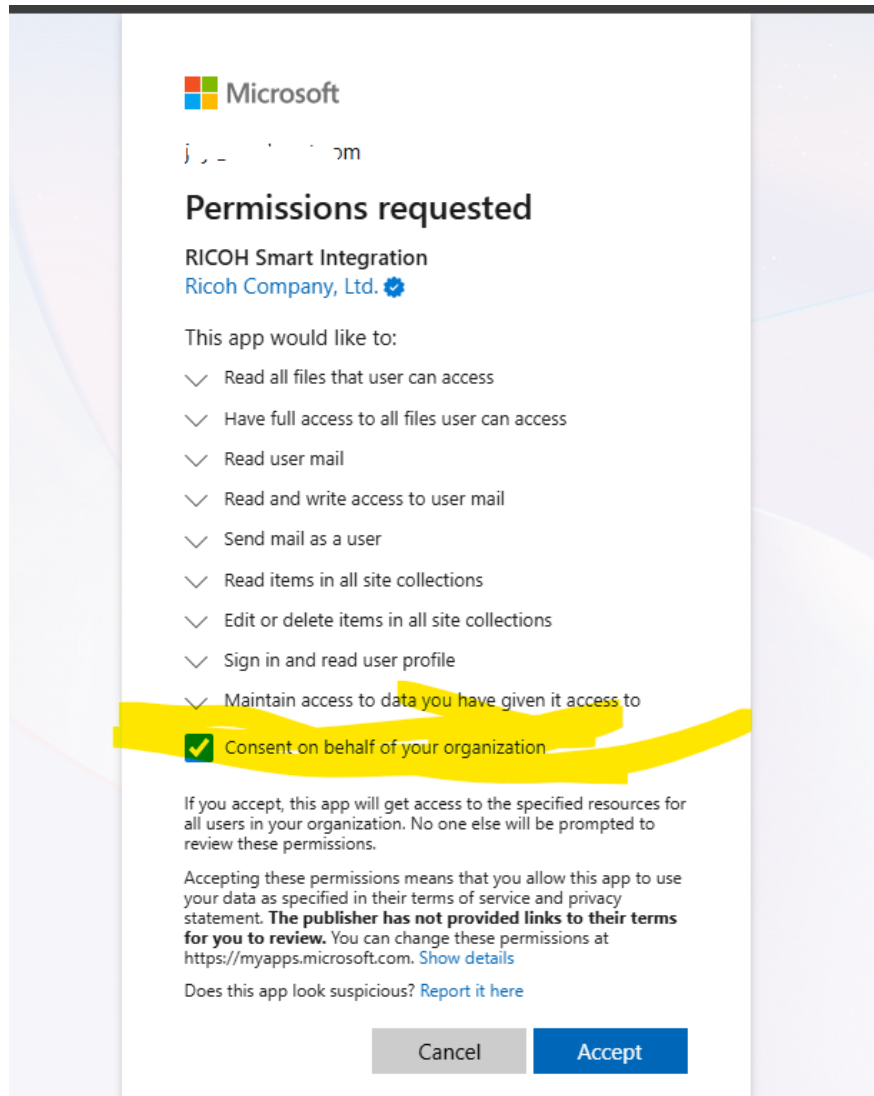
Workflow Job Transaction

Send and receive files with external storage

Service Name	Coordination		
Box	Unconfigured	Configure	Unconfigure
Dropbox	Unconfigured	Configure	Unconfigure
Egnyte	Unconfigured	Configure	Unconfigure
Google	Unconfigured	Configure	Unconfigure
OneDrive	Unconfigured	Configure	Unconfigure
Microsoft 365	Configured	Configure	Unconfigure

Clicking on 'Configure' will display Office 365 Login Screen, enter your Office 365 Global Administrator email address and password to login to OneDrive for Business Account

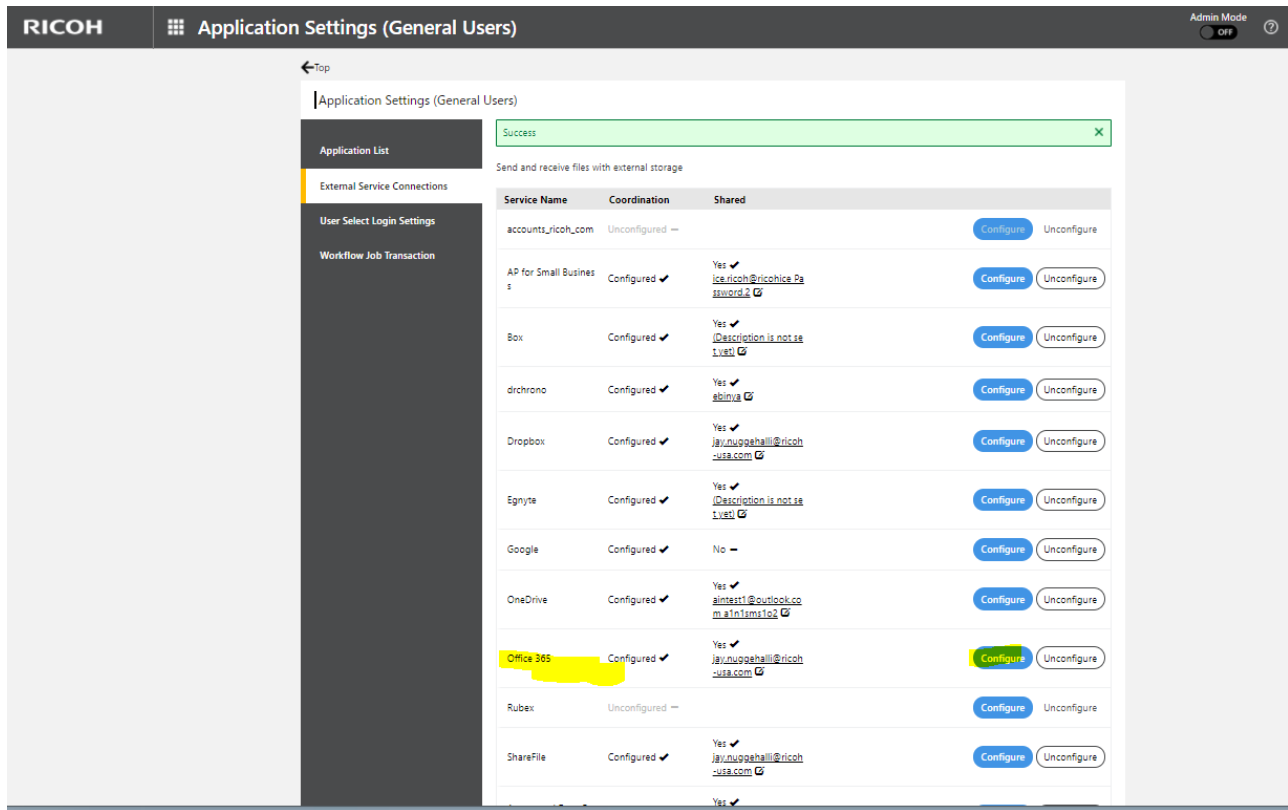




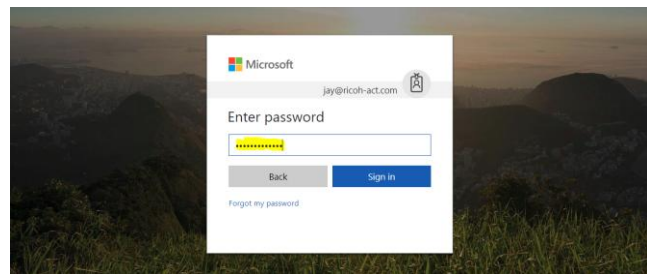
Click on 'Accept' to complete Service Connection.

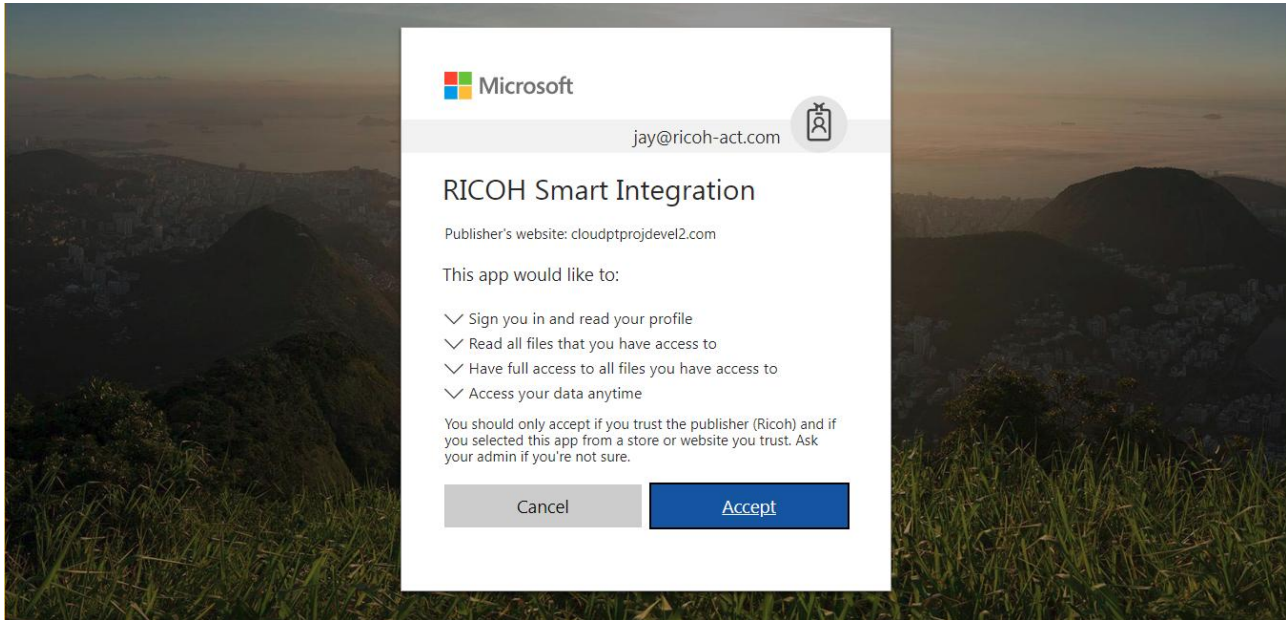
Office 365 User role:

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



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

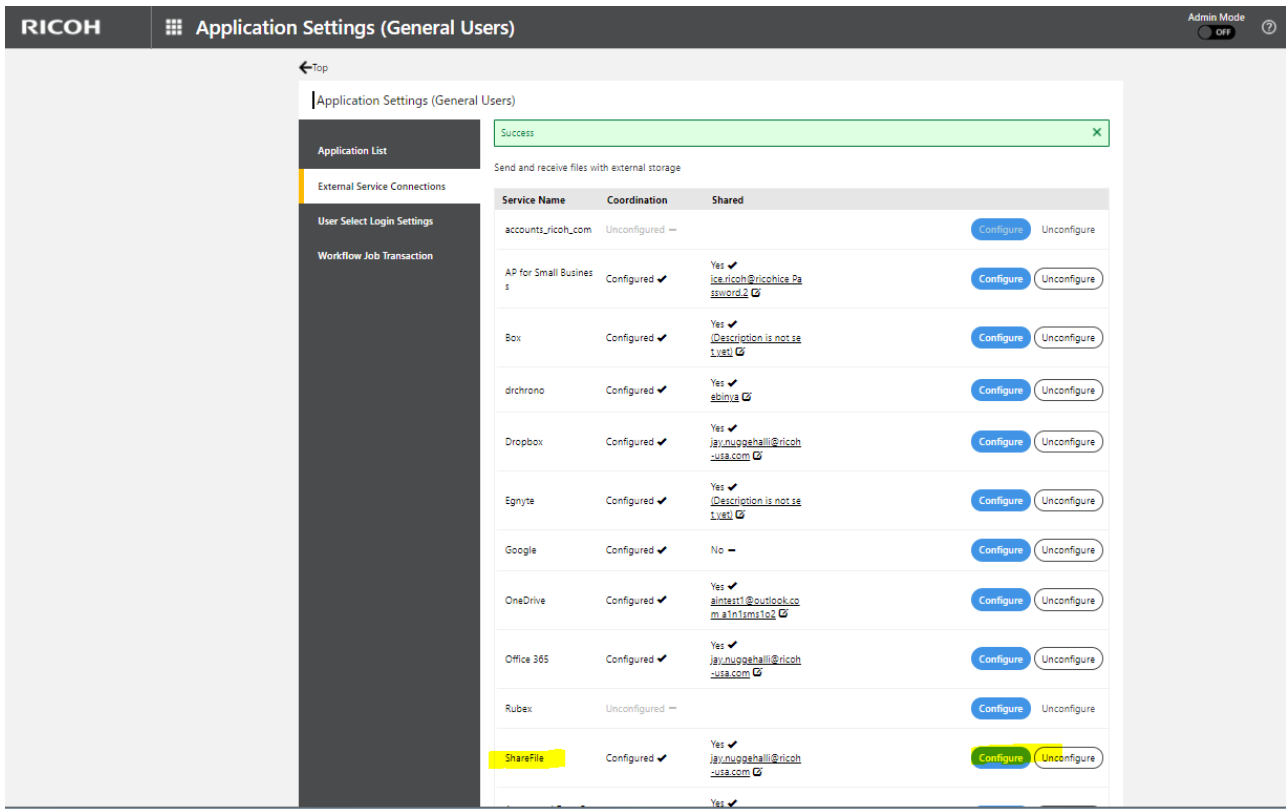




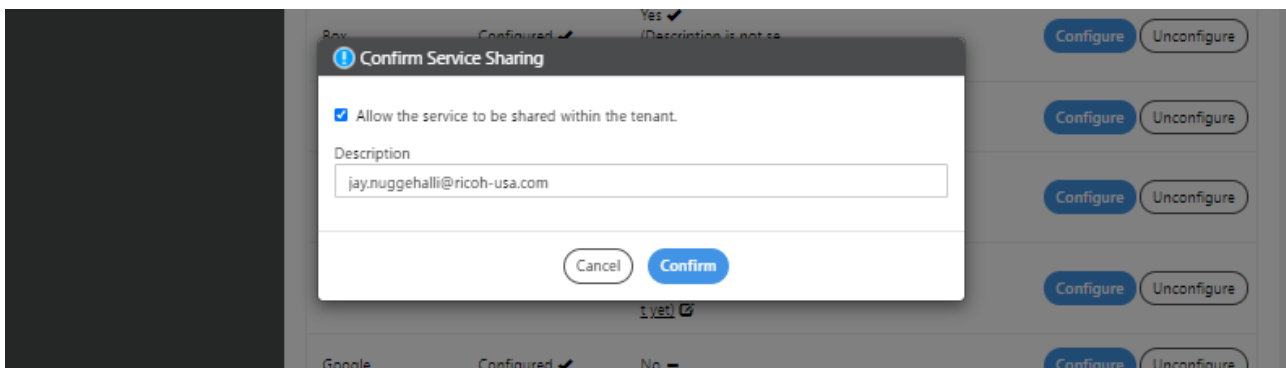
Click on 'Accept' to complete Service Connection.

- **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.

[Log in with my company credentials](#)

[Sign in with Citrix Workspace](#)

[Forgot Password?](#)

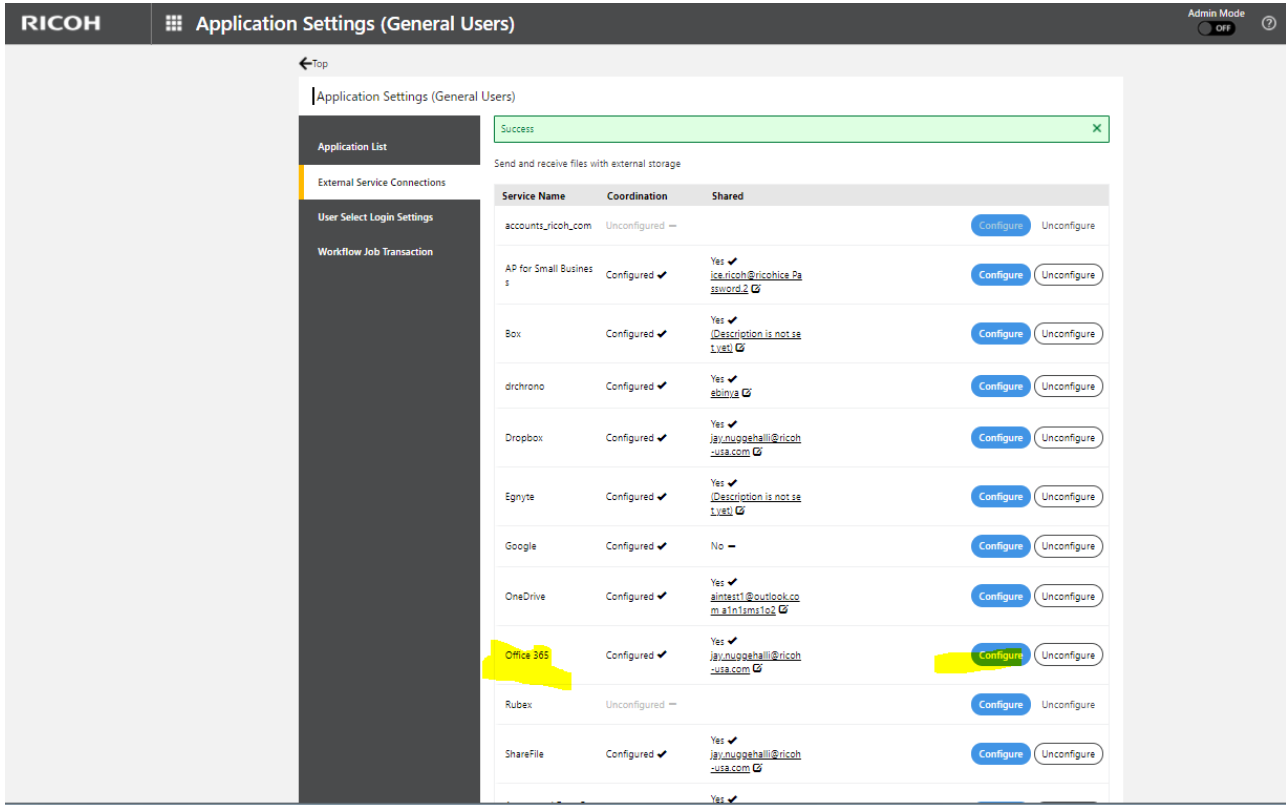
[Privacy Policy](#)



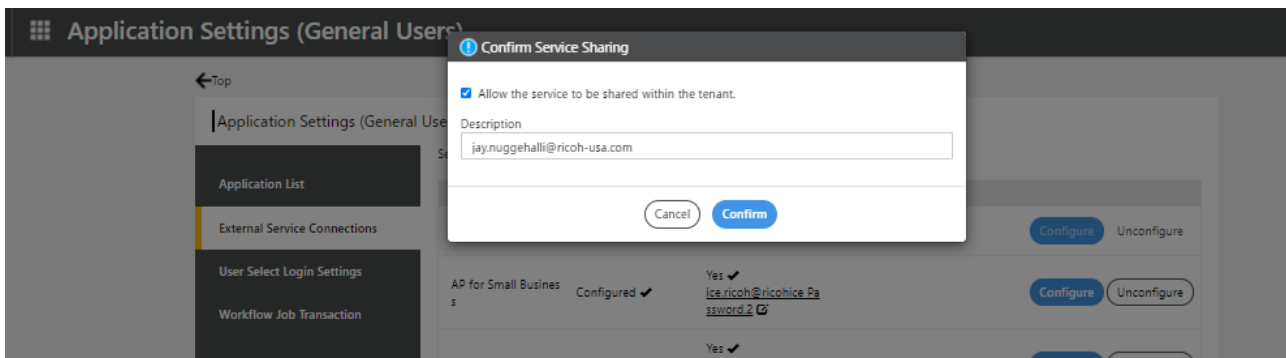
Enter Sharefile Credentials to Login.

- **SharePoint Online External Service Connection**

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

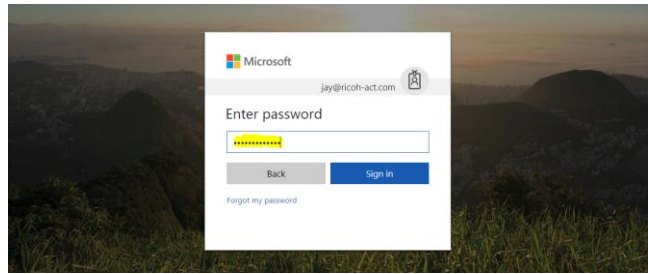
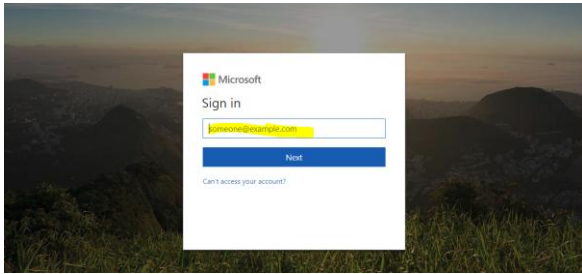


Clicking on 'Configure' will display following screen

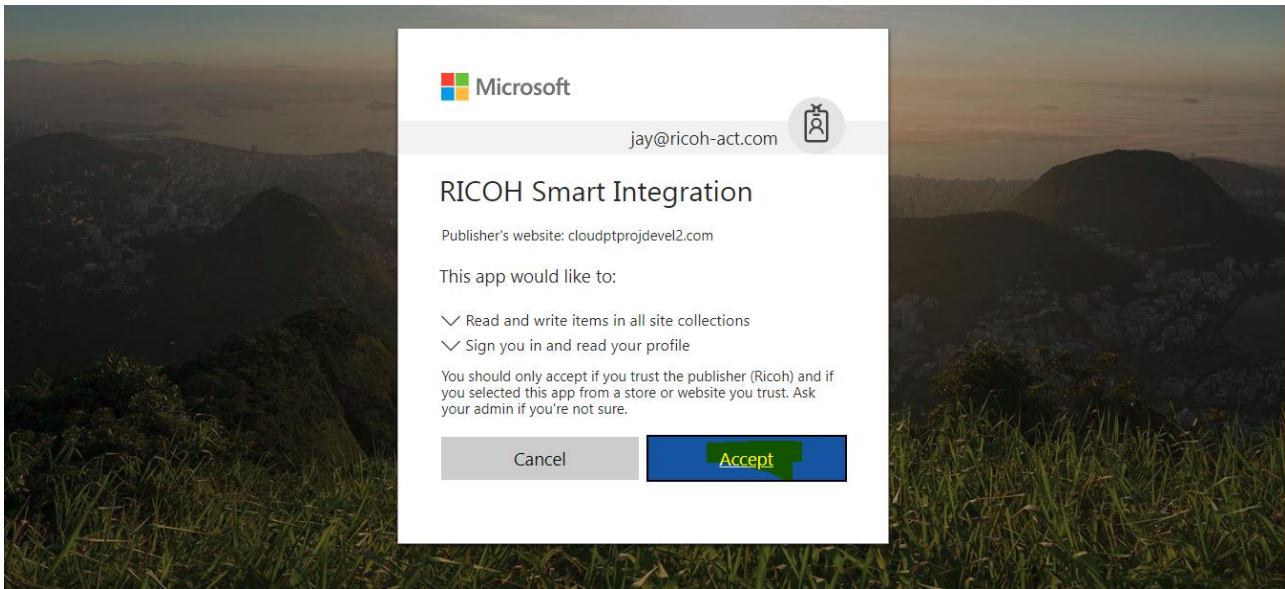


Please enter description, like account email address, this is just for reference.

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



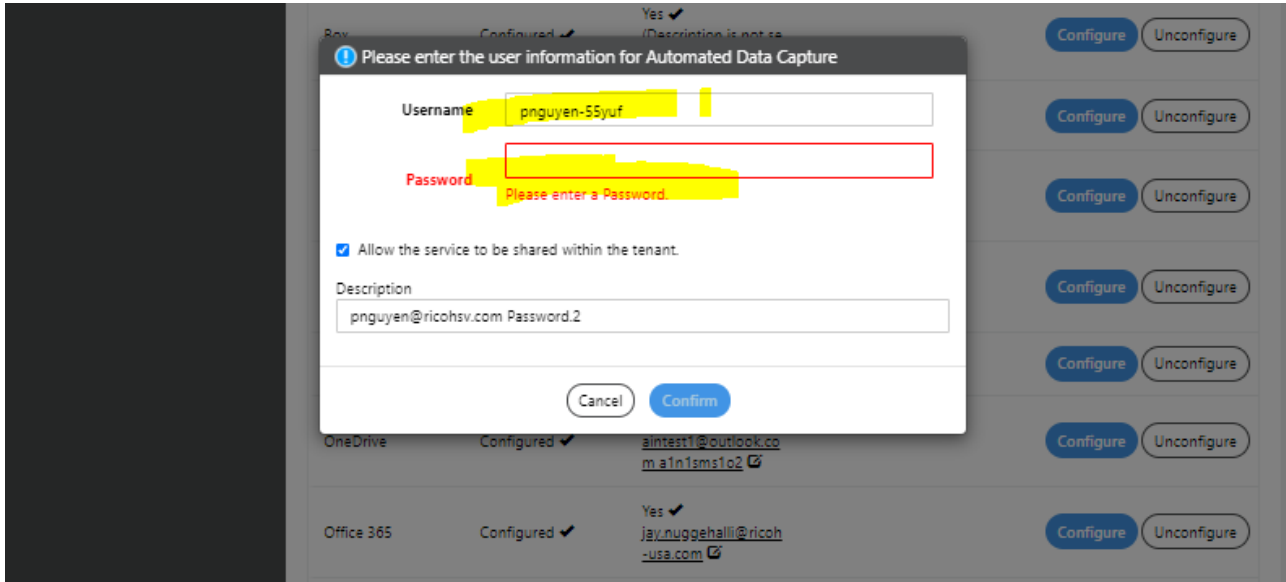
Click on 'Accept' Button to complete Service Connection

- Automated Data Capture [CPE] External Service Connection

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

Box	Configured ✓	Yes ✓ <a href="#">(Description is not set yet)</a>	Configure	Unconfigure
drchrono	Configured ✓	Yes ✓ <a href="#">ebinya</a>	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ <a href="#">jay.nuggehall@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</a>	Configure	Unconfigure
Office 365	Configured ✓	Yes ✓ <a href="#">jay.nuggehall@ricoh-usa.com</a>	Configure	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ <a href="#">jay.nuggehall@ricoh-usa.com</a>	Configure	Unconfigure
Automated Data Capture	Configured ✓	Yes ✓ <a href="#">pnguyen@ricohsv.com</a>	Configure	Unconfigure
DocuWare	Configured ✓	Yes ✓ <a href="#">(Description is not set yet)</a>	Configure	Unconfigure
RICOH Content Manager	Configured ✓	Yes ✓ <a href="#">phuc.Password1</a>	Configure	Unconfigure
SMB	Configured ✓	Yes ✓ <a href="#">(Description is not set yet)</a>	Configure	Unconfigure
ZolaMedia	Configured ✓	Yes ✓ <a href="#">ricoh@zolasuite.com</a>	Configure	Unconfigure

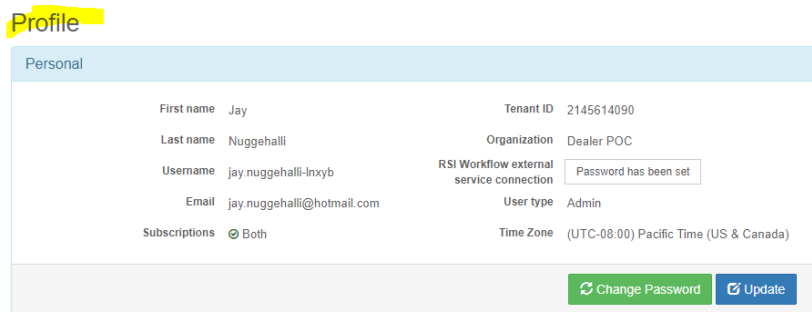
Clicking on 'Configure' will display following screen



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.



Click on 'Accept' Button to complete Service Connection

- **DocuWare External Service Connection**

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

Box	Configured ✓	Yes ✓ <a href="#">(Description is not set yet)</a>	Configure	Unconfigure
drchrono	Configured ✓	Yes ✓ <a href="#">@binya</a>	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ <a href="#">jay.nuggehall@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.nuggehall@ricoh-usa.com</a>	Configure	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ <a href="#">jay.nuggehall@ricoh-usa.com</a>	Configure	Unconfigure
Automated Data Capture	Configured ✓	Yes ✓ <a href="#">pnguyen@ricohsv.com Password 2</a>	Configure	Unconfigure
DocuWare	Configured ✓	Yes ✓ <a href="#">(Description is not set yet)</a>	Configure	Unconfigure
RICOH Content Manager	Configured ✓	Yes ✓ <a href="#">phuc.Password1</a>	Configure	Unconfigure
SMB	Configured ✓	Yes ✓ <a href="#">(Description is not set yet)</a>	Configure	Unconfigure
ZolaMedia	Configured ✓	Yes ✓ <a href="#">ricoh@zolasuite.com</a>	Configure	Unconfigure

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

**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.nuggehall@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
drchrono	Configured ✓	Yes ✓ @binya ⓘ	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ jay.nuggehall@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 a1n1sm1o2 ⓘ	Configure	Unconfigure
Office 365	Configured ✓	Yes ✓ jay.nuggehall@ricoh -usa.com ⓘ	Configure	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ jay.nuggehall@ricoh -usa.com ⓘ	Configure	Unconfigure
Automated Data Ca pture	Configured ✓	Yes ✓ pnguyen@ricohsv.co m Password2 ⓘ	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\wshare

User ID: jnuggehalli

Password: [Redacted]

Password (Confirmation): [Redacted]

Domain: GSE

Allow the service to be shared within the tenant.

Description: [Empty]

Cancel Confirm

Service	Status	User	Action
ShareFile	Configured ✓	jay.nuggehalli@ricoh	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
drchro	Configured ✓	Yes ✓ <a href="#">abinya</a>	Configure	Unconfigure
Dropbox	Configured ✓	Yes ✓ <a href="#">jay.nuogehall@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.a1n1zms1o2</a>	Configure	Unconfigure
Office 365	Configured ✓	Yes ✓ <a href="#">jay.nuogehall@ricoh-usa.com</a>	Configure	Unconfigure
Rubex	Unconfigured —		Configure	Unconfigure
ShareFile	Configured ✓	Yes ✓ <a href="#">jay.nuogehall@ricoh-usa.com</a>	Configure	Unconfigure
Automated Data Capture	Configured ✓	Yes ✓ <a href="#">pnguyen@ricohsv.com.Password 2</a>	Configure	Unconfigure

Click on 'Unconfigure' button to remove External Service Connection