

Integrated  
Solution for  
SMB

Support Guide v1.2

**In-Confidence**

## Important notice

This material contains confidential information for support purposes. Please handle with care.

Images used in this material are captured in the development environment. The production version may have different images.

## Contents:

<b>Product Overview</b> .....	2
<b>Supported Environment</b> .....	3
<b>System Structure</b> .....	4
<b>1. Checking the requirements for setup</b> .....	6
<b>2. Installation and setup of the embedded application via Cloud Settings</b> .....	8
<b>3. Batch installation and setup of the embedded application via Device Registration Tool</b> .....	12
<b>4. Confirming the result of installation</b> .....	16
<b>5. Uninstallation</b> .....	19

## Version history:

Document version	Revisions	Author	Issue date
V1.0	Initial release	Yuhei Sasaki	20 Mar, 2020
V1.1	-Support Environment : supported information is updated -Installation and set up on ACT (RICOH Always Current Technology) version 2.0 or later is added - Batch installation and setup of the embedded application via Device Registration Tool : latest tool information is updated -latest information of Confirming the result of installation is updated -Uninstallation and set up on ACT (RICOH Always Current Technology) version 2.0 or later is added	Shota Suga Yuhei Sasaki	6 <sup>th</sup> April, 2022
V1.2	Update Supported Environment	Akiko Hasegawa	31 Aug, 2023

---

## Product Overview

ISS (Integrated Solution for SMB) is a subscription type of RSI (Ricoh Smart Integration) application that includes 5 features: “authentication”, “printing (secure print)”, “scanning”, “device management”, and “reporting”.

Regions can make their own decision to add or change the combination of applications. Features RCL supports are the followings only: authentication, secure print, device management, and reporting.

- Authentication

An administrator of ISS can configure the user authentication to MFP with RSI user account on the tenant.

Authentication method can be selected from IC card, user ID, Email address, PIN code, O365 account, Smart device.

- Secure print

Location free printing is available by using port monitor for cloud printing. User can obtain print job from any MFP that is registered to the same tenant as the user.

- Device management

An administrator can manage or check the device information and status of MFPs/IWBs which are registered on the RSI tenant.

- Reporting

An administrator can output or check the device usage information and status of MFP/IWB registered on the tenant. The scheduled report can be supported. Please note that the amount of the counter report created by ISS might be different from the actual invoiced amount.

## Supported Environment

To use ISS, the following environment has to be prepared.

Items	Supported environment	
Common Settings Site(e.g.DM, Print Site, RSI User Management Site)	Please refer to the latest information here. <a href="#">Common Setting Site - Functional Spec</a> <OS> Windows OS 10 or later <Browser> Microsoft Edge Google Chrome (latest version) Mozilla Firefox (latest version)	
Printer Driver	Windows OS	Windows OS 10 or later
	MAC OS	MacOS10.13 or later
	Chrome OS	Chrome OS 89.0.4389.82 or later
Device Registration tool	Windows10 (64bit/32bit)	
MFP	The latest information can be found via following portal site. <a href="#">ISS - Support Models</a>	

Important points:

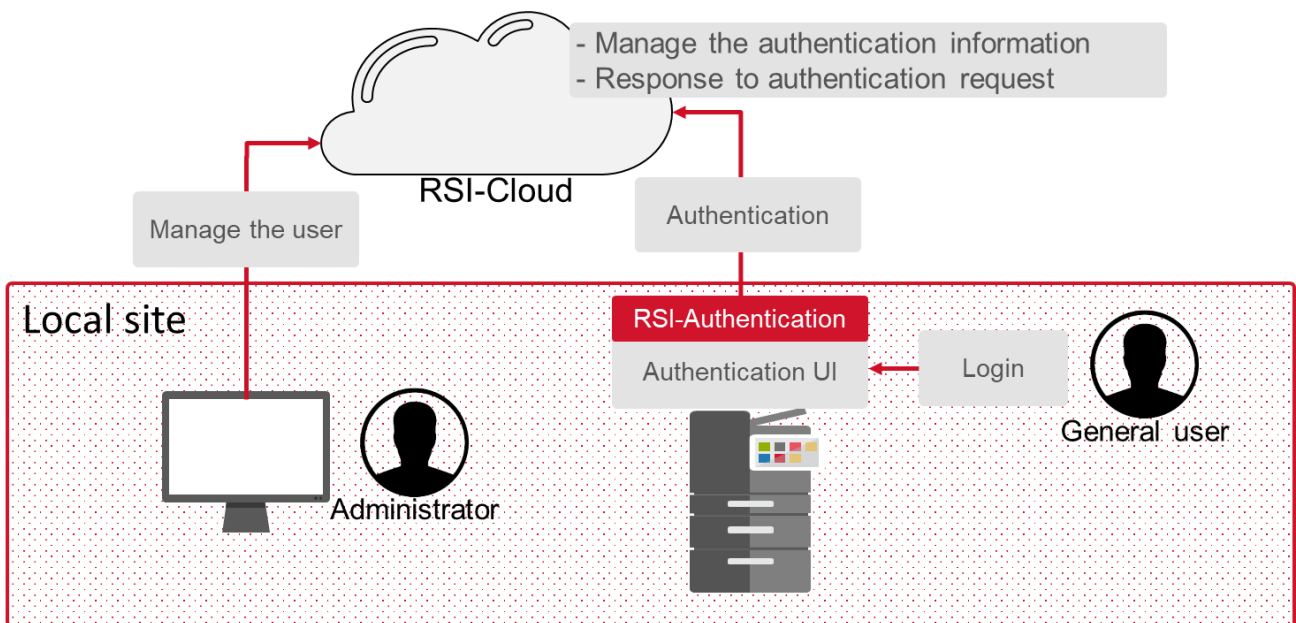
ISS does not work correctly if it co-exists with the following solutions in the same device.

- Streamline NX (Authentication / Job log collecting function will not work.)
- Equitrac or third vendors' solution products
- MFP device authentications (User code / Basic /Windows / LDAP)
- Device Manager NX series (Job log collecting function will not work.)
- Card Authentication Package / Enhanced Locked Print (Authentication will not work.)
- Ricoh Image Log Capture (Job log collecting function will not work.)

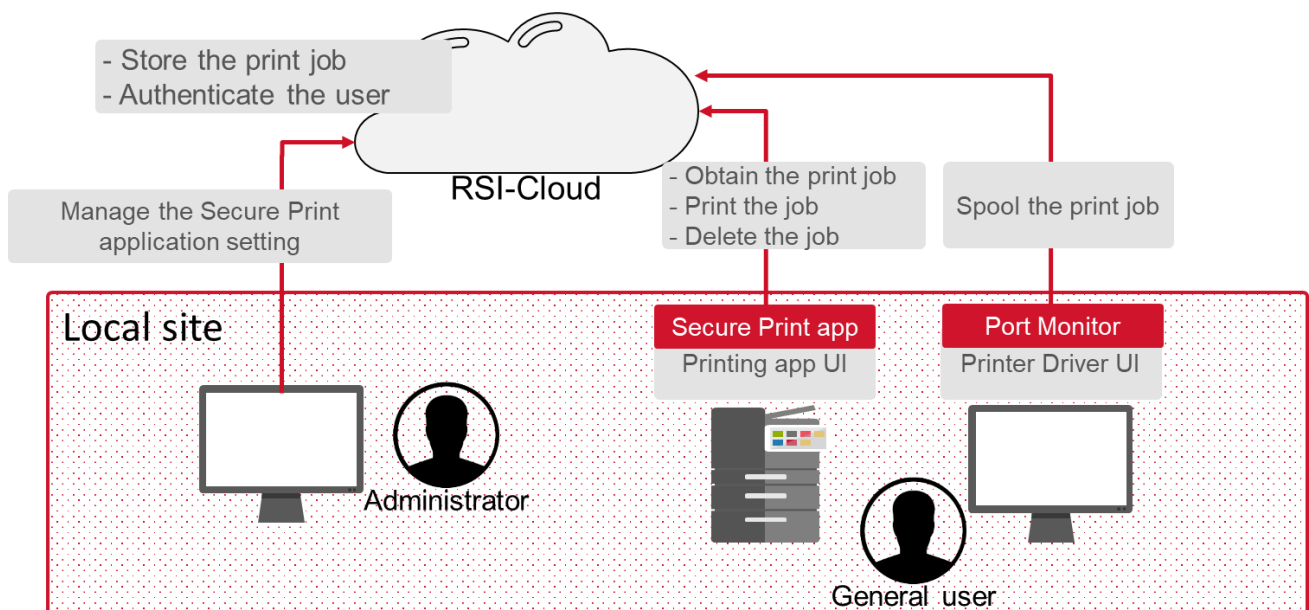
## System Structure

This section will help you to understand the system structure for each function.

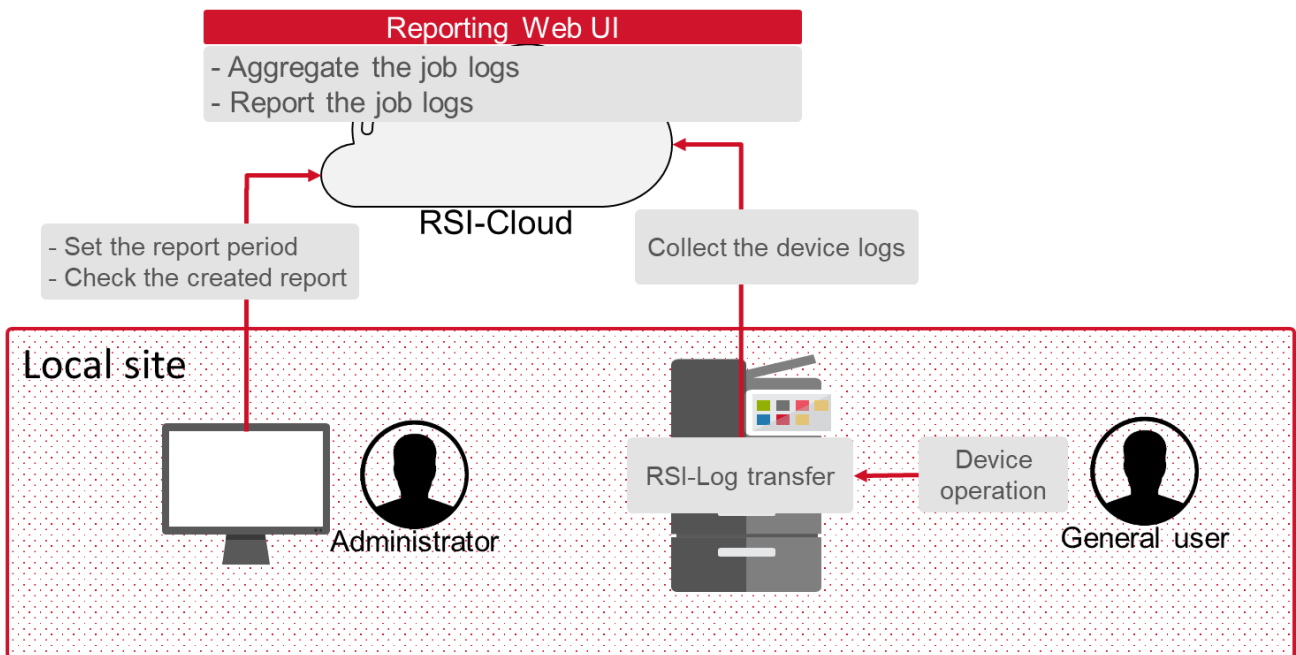
- Authentication



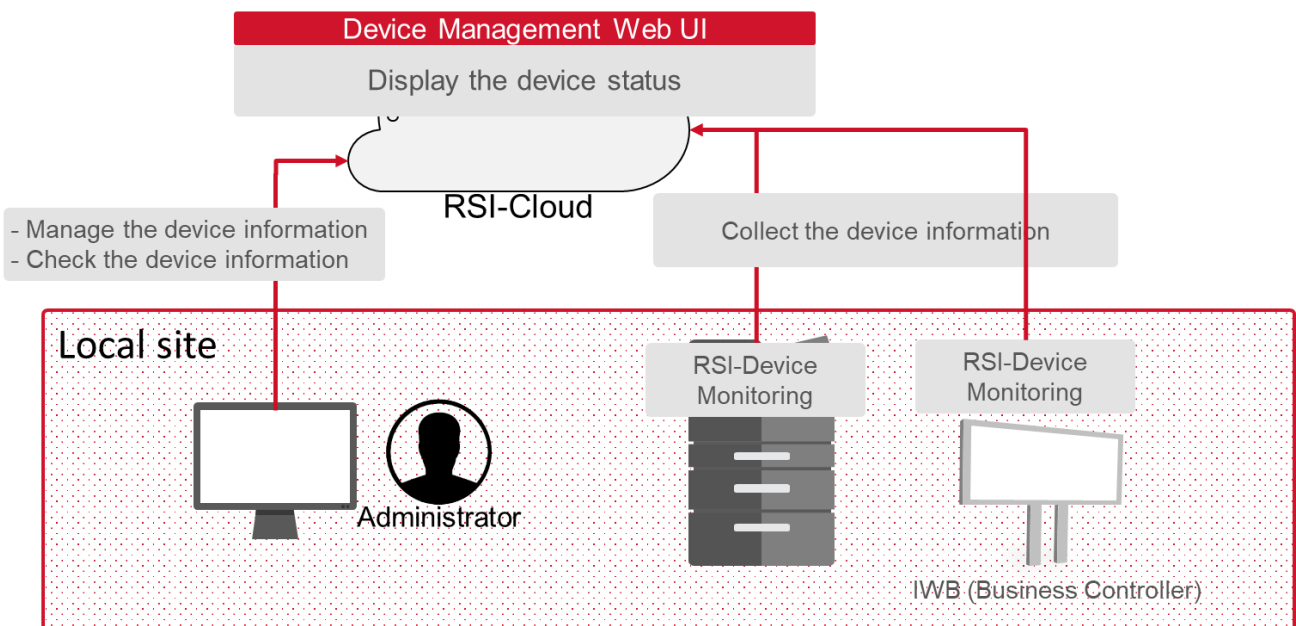
- Secure Print



• Reporting



• Device Management



## 1. Checking the requirements for setup

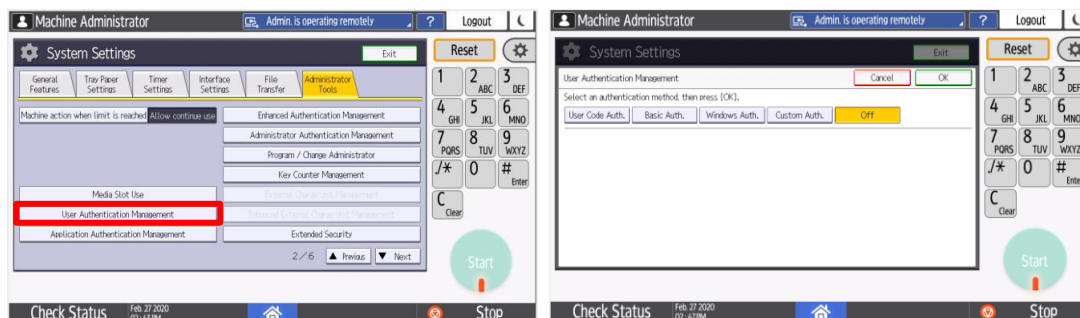
This section will help you to understand the check points before installation.

Step1. Check the requirements for setting up ISS in the device.

To execute the installation, the following condition has to be met.

- Make sure that every solution product that cannot co-exist with ISS has been uninstalled from the device.
- Make sure that the latest firmware has been applied to the device.
- Make sure that the user authentication setting is disabled.

Machine Features > System Settings > Administrator Tools > User Authentication Management



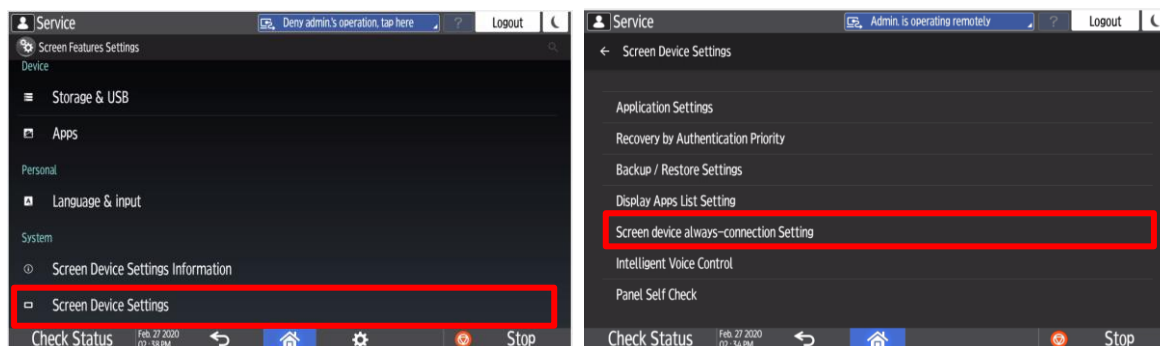
- Make sure that the job log transfer setting is disabled.

Machine Features > System Settings > Administrator Tools > Transfer Log Setting



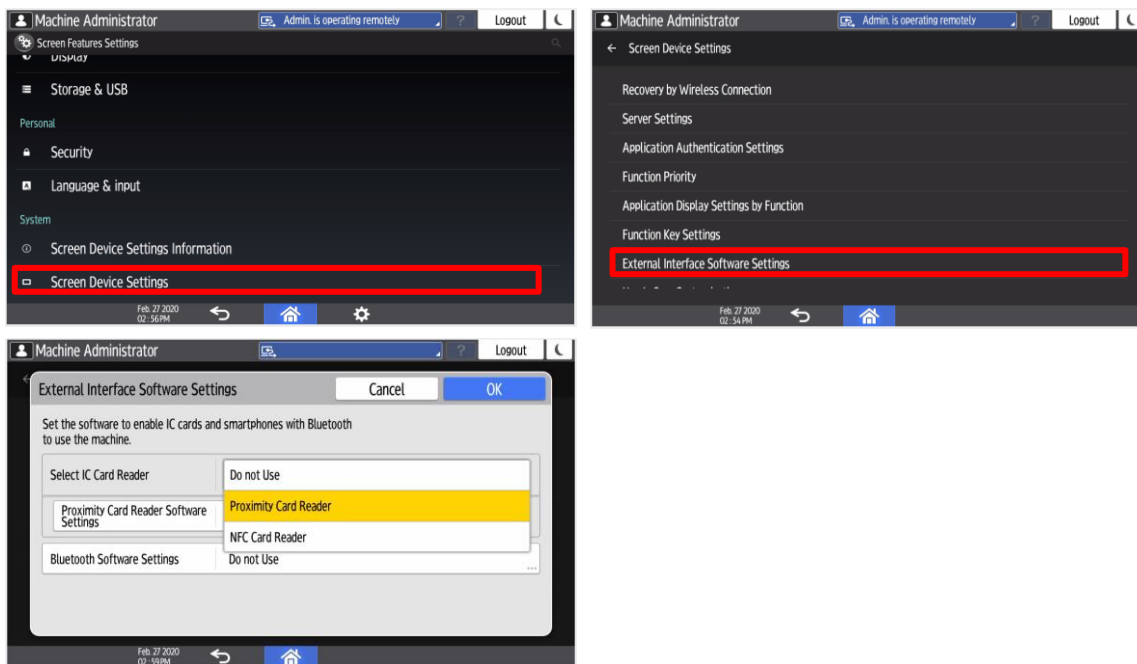
- Make sure that Screen device always-connection Setting is activated.

Login to Screen Setting Service mode and select the Screen Device Settings > Screen device always-connection Settings

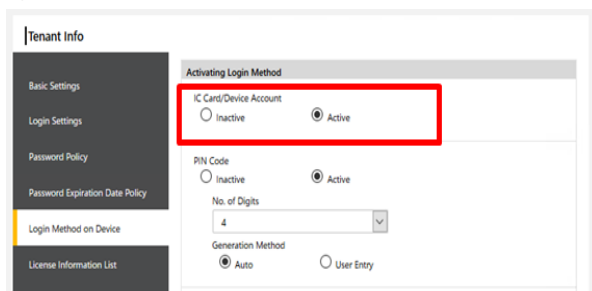


- Make sure that the IC Card reader is plugged in and necessary settings are correctly set. (If the customer uses IC Card login method.)

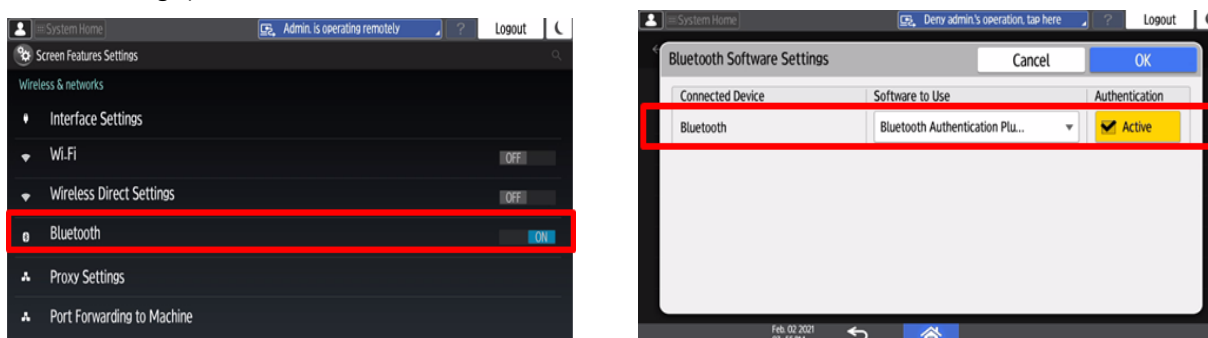
Screen Features > Screen Device Settings > External Interface Software Settings > Proximity Card Reader



- Make sure that the “IC card / Device account” is activated on Common Settings . (If the customer uses Smart Device Login)



- Activate the “Bluetooth” and “Bluetooth Software Setting” on Scee feature settings in Device. (If the customer uses Smart Device Login)



- Make sure that the connection to Ricoh Smart Integration service can be established via internet.

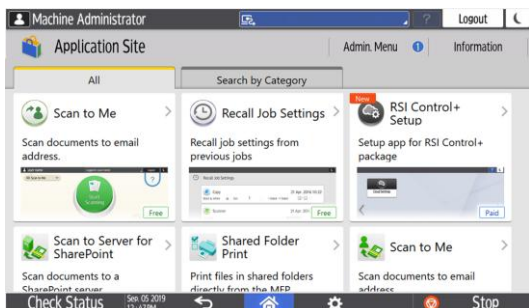
Step2. Confirm the accounts to use the product.

- Ricoh Smart Integration tenant is registered.
- ISS product license is under contract.
- Ricoh Smart Integration administrator account (ID/Email address/password) is registered in the tenant.

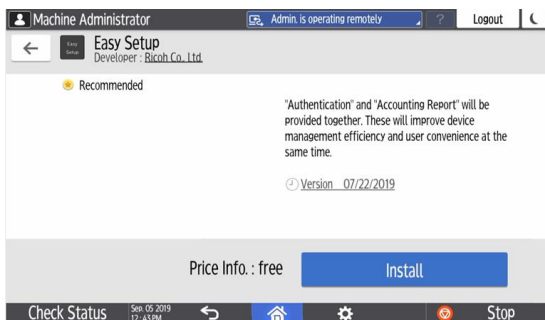
## 2. Installation and setup of the embedded application via Cloud Settings

Before start using the ISS product, this section will help you with installation steps. Installation is done by downloading Cloud Settings from Application Site.

Step1. The administrator opens Application Site on the MFP and finds the Cloud Settings on the application list (the wording can be different depending on the region).



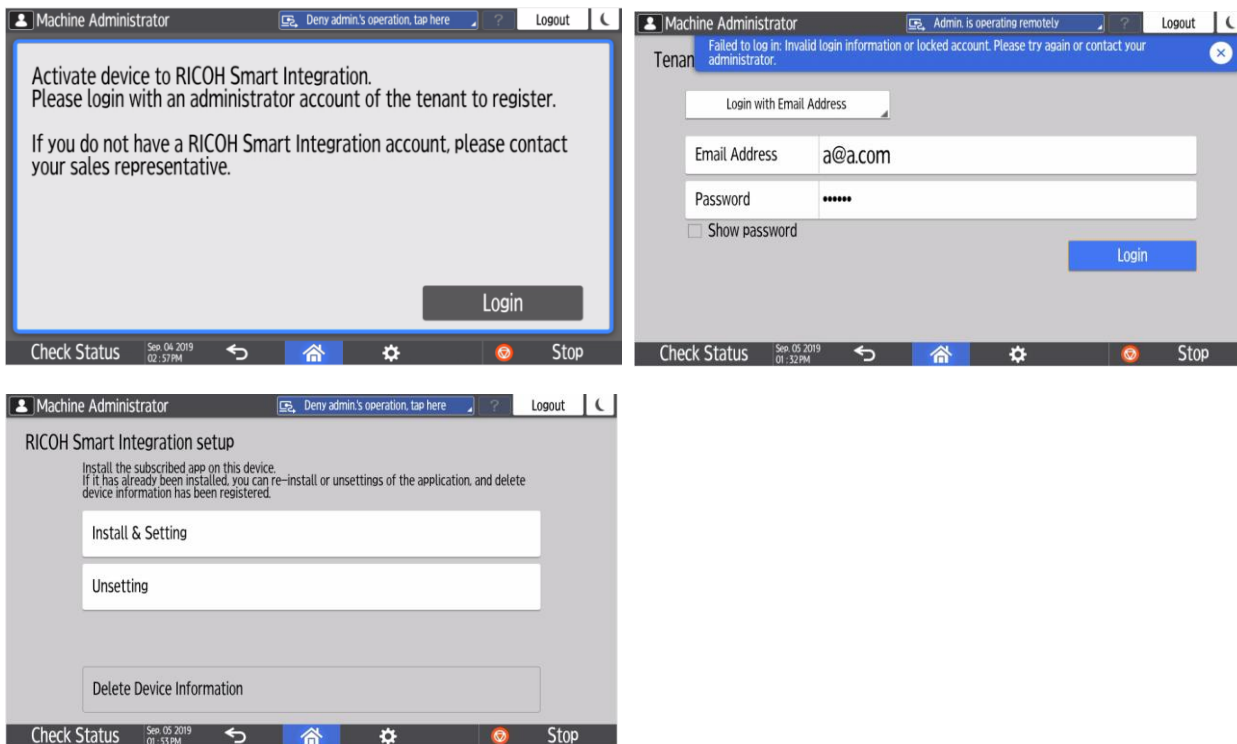
Step2. The administrator installs the Cloud Settings application to the device.



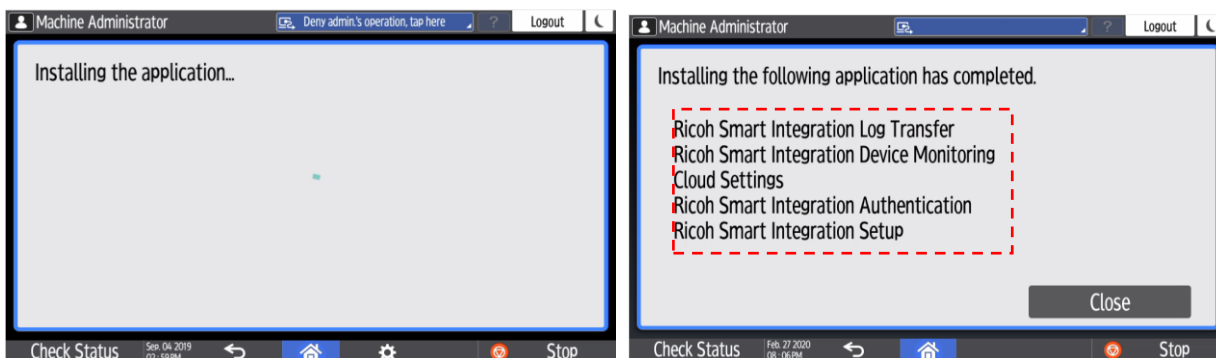
Step3. The Cloud Settings icons are now added to the Apps menu and SOP home.



Step 4. The administrator runs the Cloud Settings. The tenant login screen is displayed if the device has not been registered to RSI tenant. Enter the tenant account information and press Install & Setting.



Step5. By the administrator following the setup wizard, the necessary setups including application installation and configuration are executed automatically. After the configuration, the device will be restarted automatically.



\*Which RSI applications will be installed depending on the regions and device model (G2.5 device only supported)

The details is refer to following links.

[https://rfgrioh.sharepoint.com/:u:/r/sites/ZJS\\_ISS/SitePages/SupportModel.aspx?csf=1&web=1&e=PkgGZg](https://rfgrioh.sharepoint.com/:u:/r/sites/ZJS_ISS/SitePages/SupportModel.aspx?csf=1&web=1&e=PkgGZg)

END

[Installed ACT (RICOH Always Current Technology) version 2.0 or later]

Step1. The administrator opens Cloud Settings

Settings>Basic Settings When Installing > Installation Settings > Cloud Settings



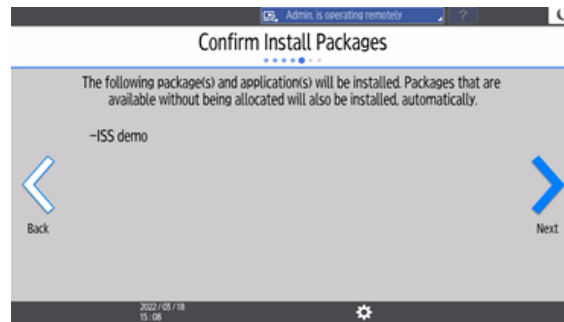
Step 2. When the Cloud Settings icon is not placed on the SOP, it can be placed. and Select Country



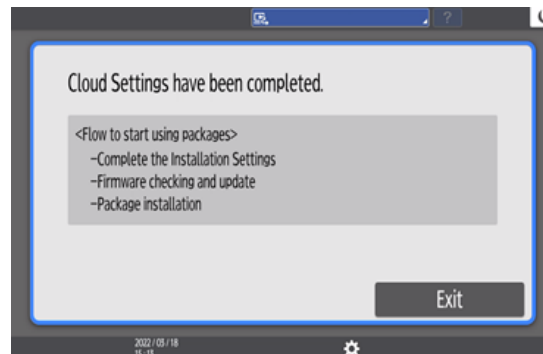
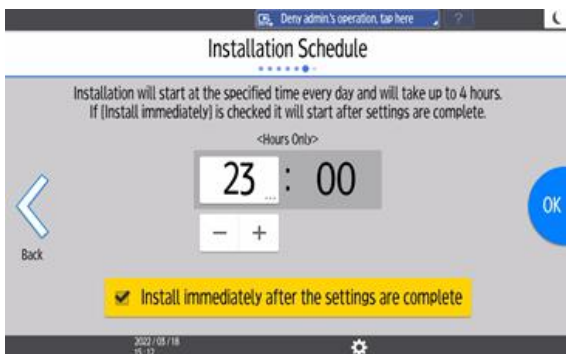
Step 3. The tenant login screen is displayed if the device has not been registered to RSI tenant. Enter the tenant account information and press Login to Register Device



Step 4. Select Package to install to the device and confirm install Package

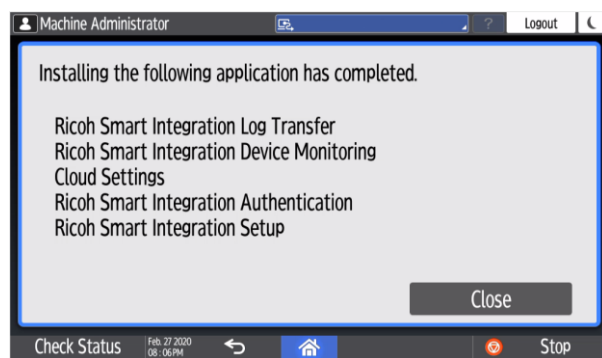
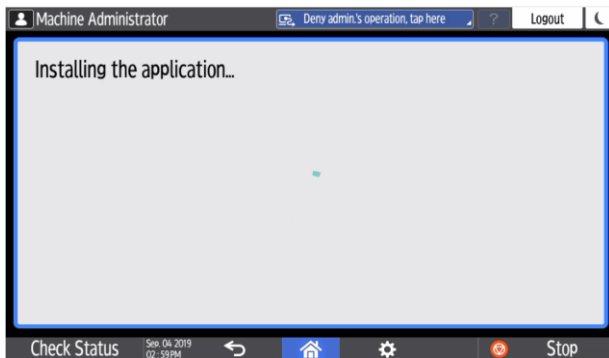


Step 5. Set the installation schedule.



Step 6

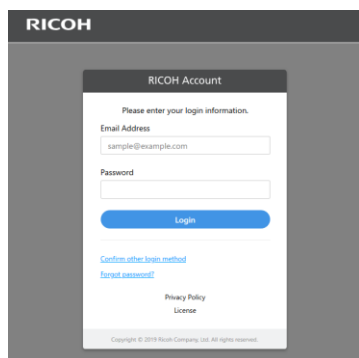
The necessary setups including application installation and configuration are executed automatically depend on installation schedule. After the settings completed, the device will be restarted automatically.



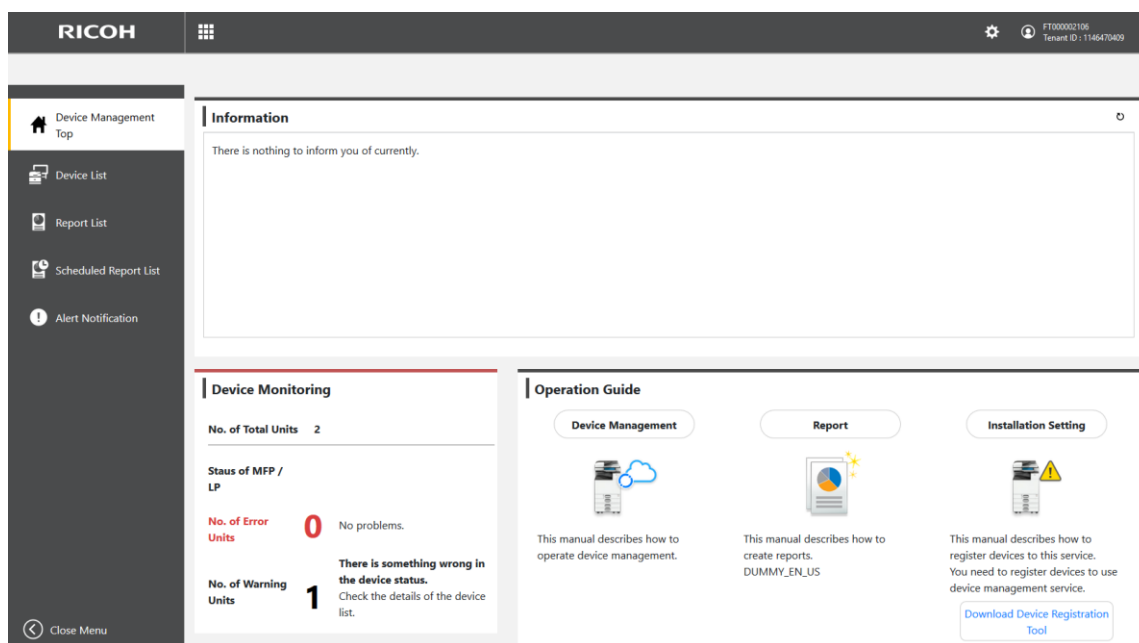
### 3. Batch installation and setup of the embedded application via Device Registration Tool

Before using the ISS product, this section will help you to understand installation steps. In this scenario batch installation is covered. For some regions, the Device Registration Tool is not released.

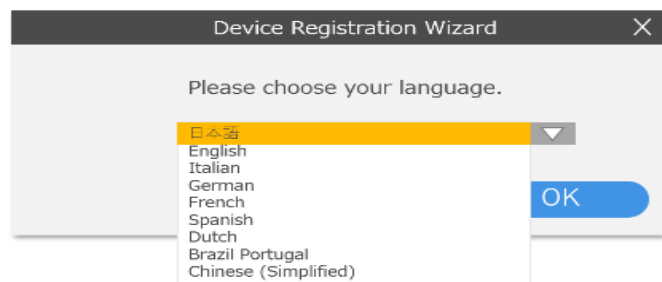
Step 1. The administrator accesses to the Workplace and logs in to his/her PC client.



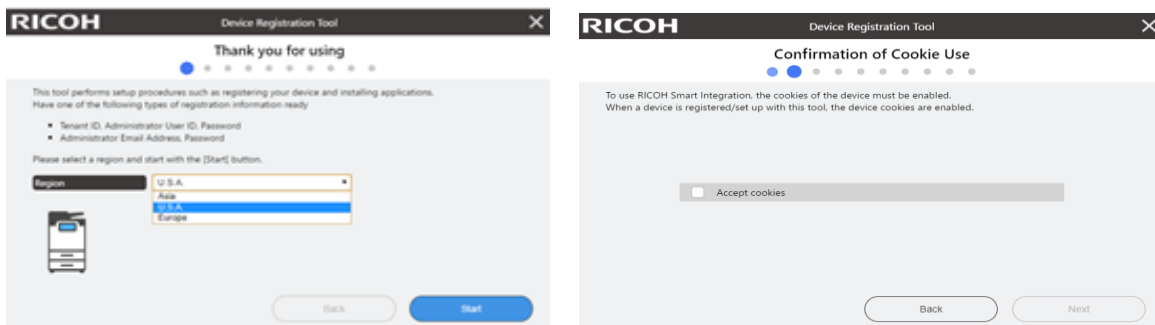
Step2. The administrator finds the utility download link on the device management top screen then download the file.



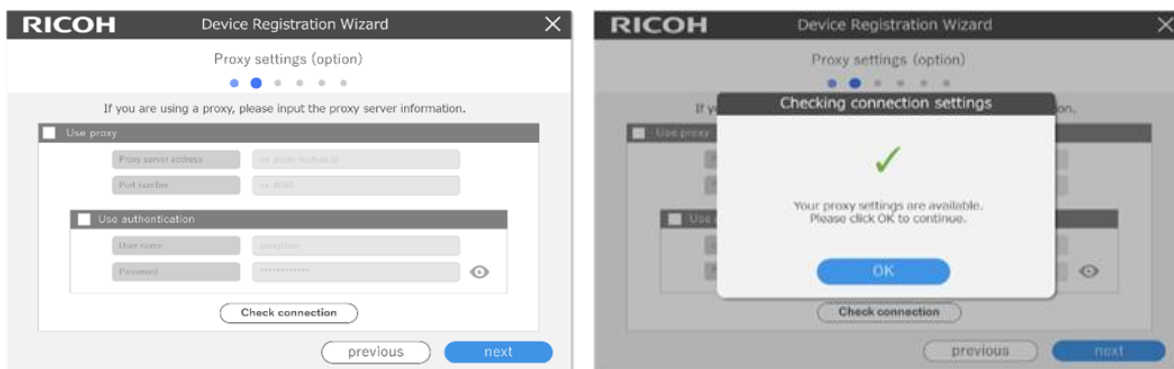
Step3. The administrator extracts the downloaded file and runs the Device Registration Tool to start the wizard.



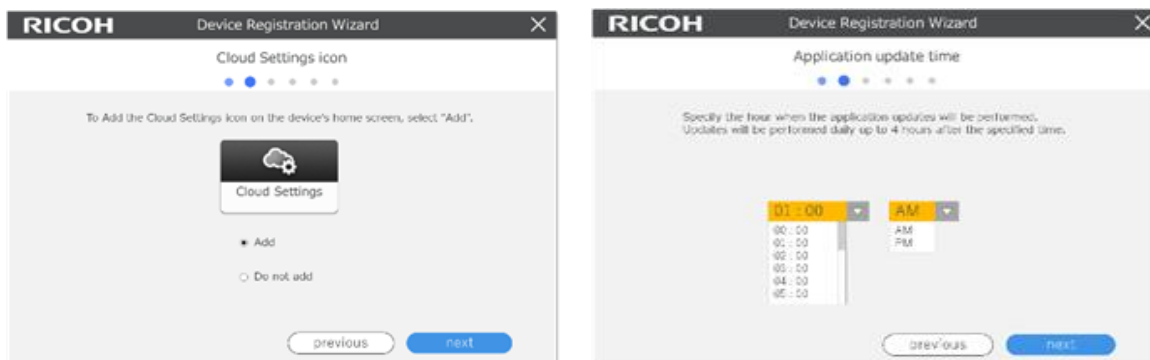
Step4. The administrator selects the region and confirm Cookie Settings



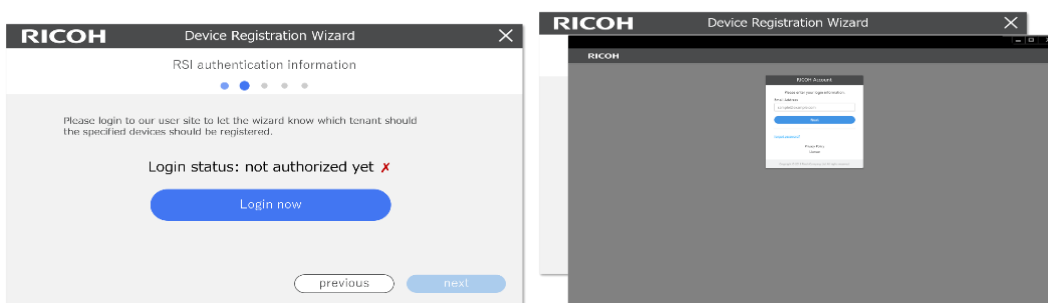
Step5. If Proxy is used, enter the necessary information for Proxy authentication. Then check the connection setting.

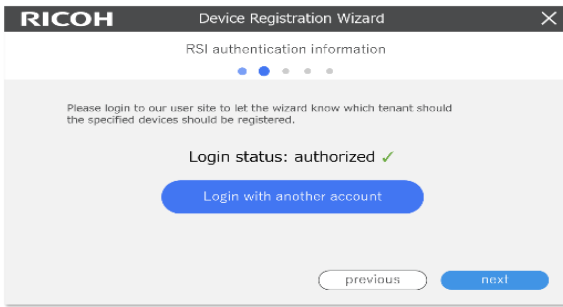


Step6. Select whether to add the Cloud Settings icon on SOP home and Specify the schedule when the application update will executed.



Step7. Enter the tenant information.





Step8. Specify the device to search.



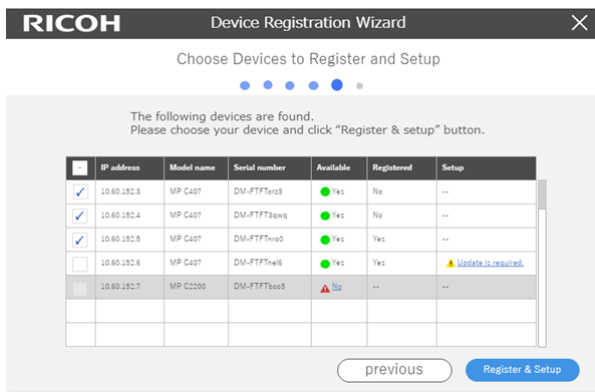
Step9. Before device Searching, the administrator account and SNMP account on the device have to be configured on Advanced Setting.



Step10. The device list is displayed. Devices selected in this list will be registered to RSI tenant.



Step11. The results of device registration and ISS application installation are displayed.



Step12. Select the package which apply to the device. After selecting the package, enter the "Register & Setup".



The result of batch configuration will be displayed.

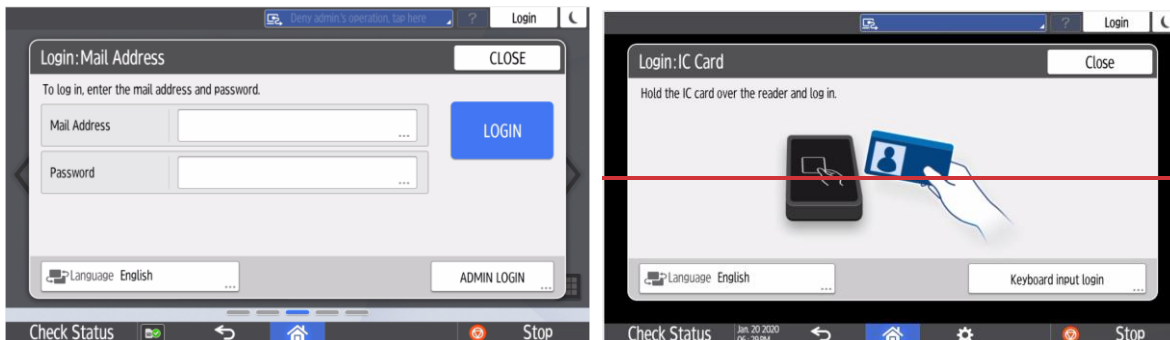


END

#### 4. Confirming the result of installation

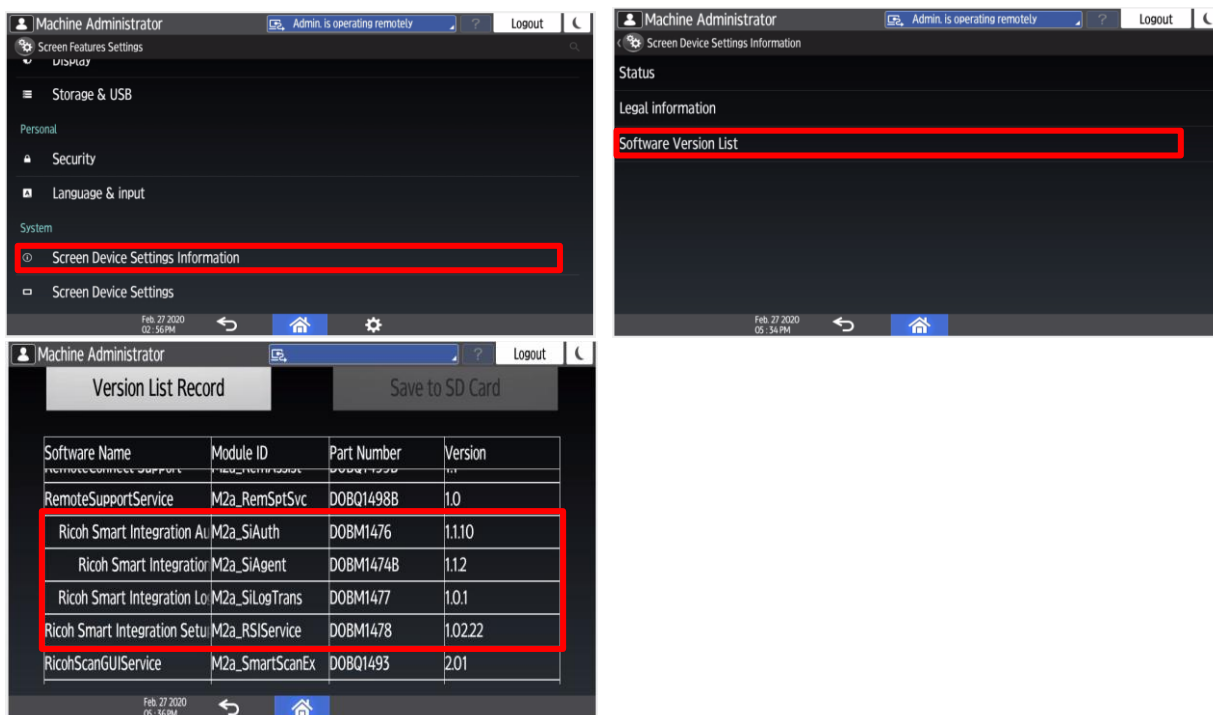
This section will help you to understand the points to check after installing ISS.

Step1. Turn on the device. The following RSI authentication login screen is displayed depends on the RSI login setting (e.g. IC Card, Smart Device). If the customer uses IC card login method, the screen right below is displayed. When either login screen does not appear, please refer to Step2 and Step3 to check the installed applications and settings.



Step2. Check the installed software.

Screen Features > Software Version List



The following applications can be found in the version list

- Ricoh Smart Integration Authentication
- Ricoh Smart Integration Device Monitoring
- Ricoh Smart Integration Log Transfer
- Ricoh Smart Integration Setup
- Cloud Settings

- Ricoh Smart Integration Automatic Printing\*1

\*1This RSI application will be installed or not depending on the regions and device model (G2.5 device only supported)

Step3. Check the authentication setting.

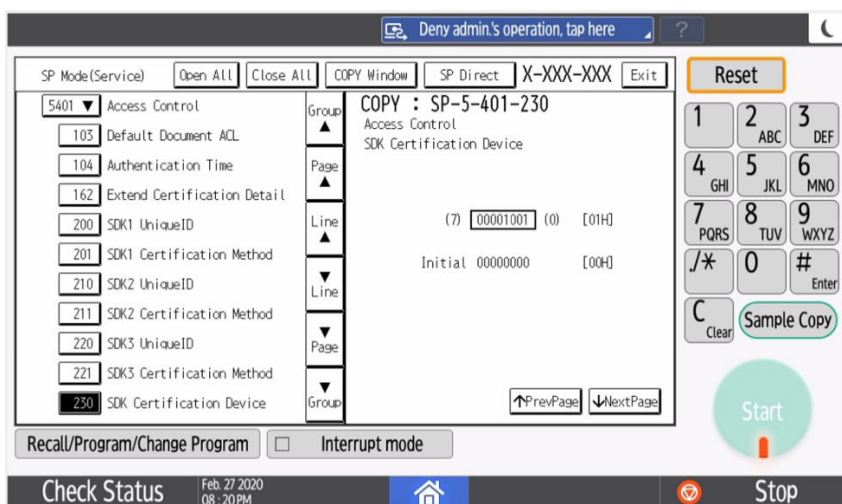
- Make sure that the Custom authentication is enabled.

Machine Features > Administrator Tools > User Authentication Management

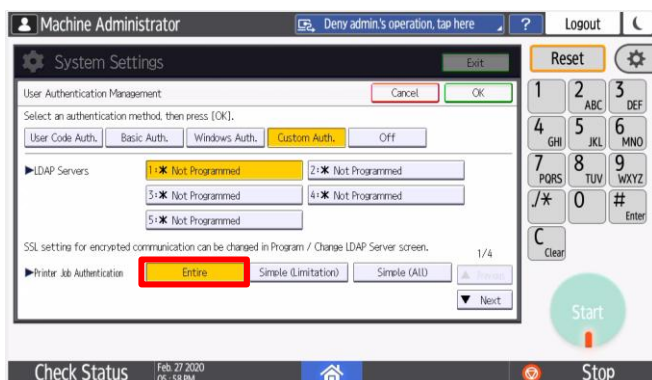


If the Custom Auth. tab is not displayed, change the value of SDK Certification Device to 000001001

Service Mode > System SP > SP5-401-230 Access Control SDK Certification Device



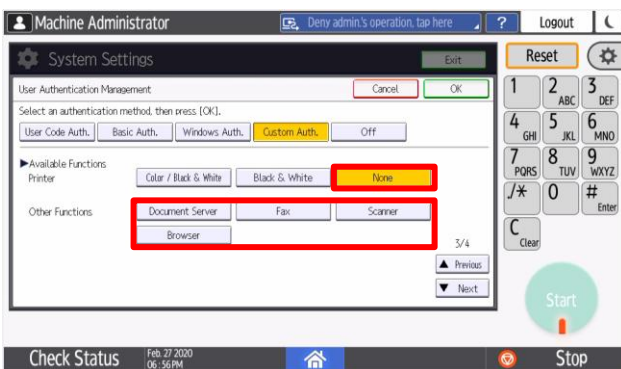
- Make sure that Entire is selected for Printer Job Authentication.



- Make sure that None is selected for Available Function for Copier.

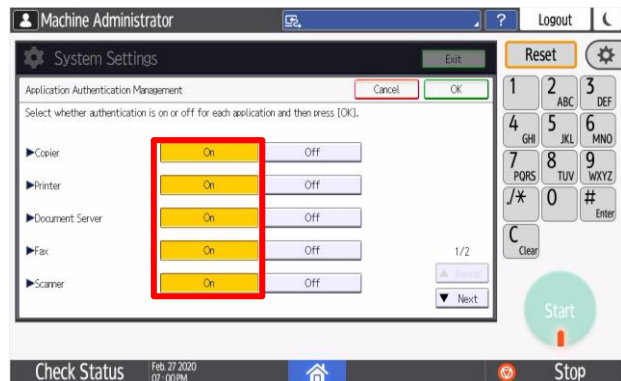
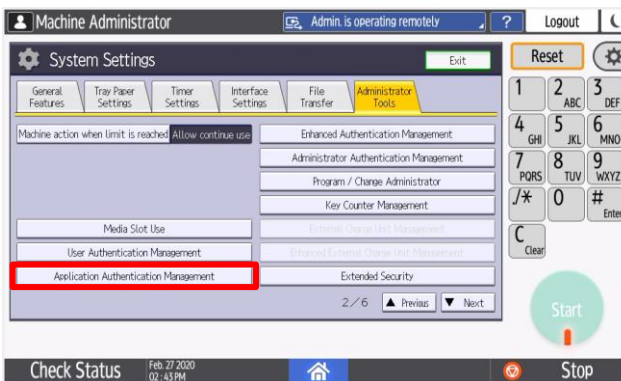


- Make sure that None is selected for the Available Function for Printer and nothing is selected for Other Functions.



- Make sure that the all items in Application Authentication Management are enabled.

#### Machine Features > Application Authentication Management



- Make sure that SI-Launcher (Ricoh Smart Integration) is available on the SOP home.



END

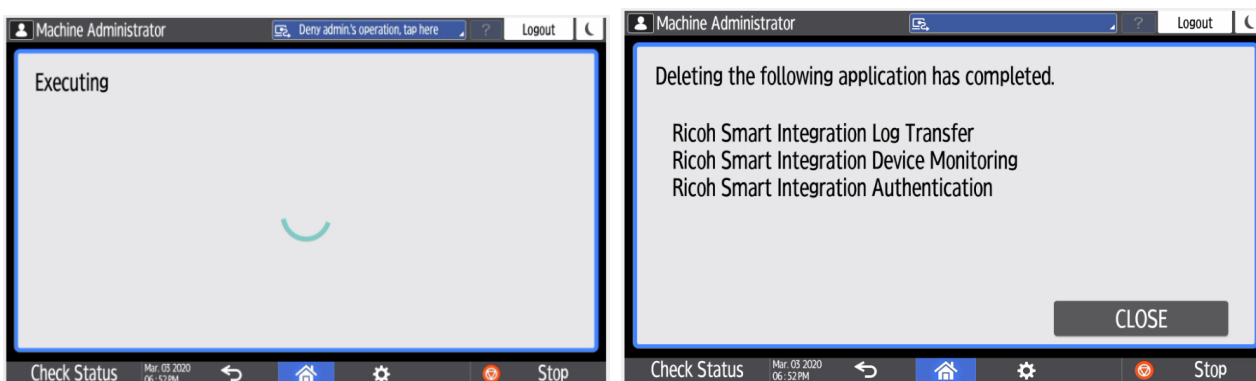
## 5. Uninstallation

This section will help you to understand uninstallation steps.

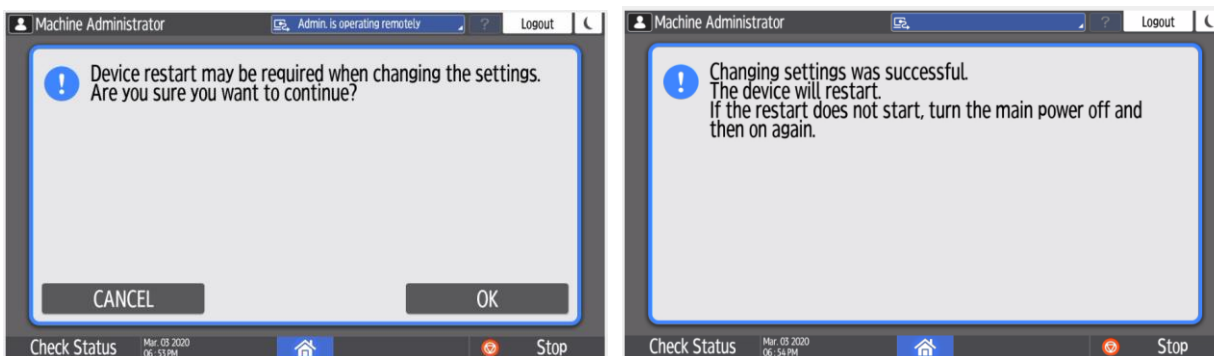
Step1. The administrator opens Cloud Settings and press Unsetting.



Step2. The application is automatically uninstalled.



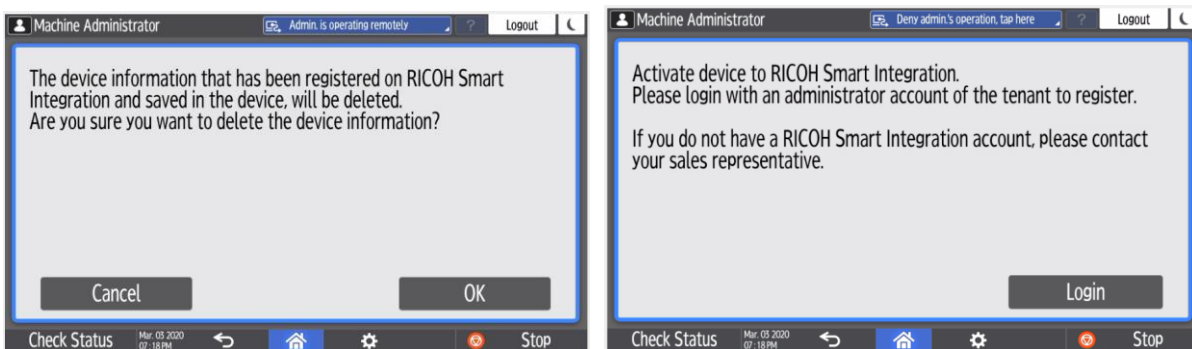
Step3. When the necessary settings are deleted, the following pop-up is displayed. The device will restart automatically.



Step4. When the device is started, the user authentication screen does not appear. Login with the device administrator privilege to run Cloud Settings again. Select the Delete Device Information option on the menu.



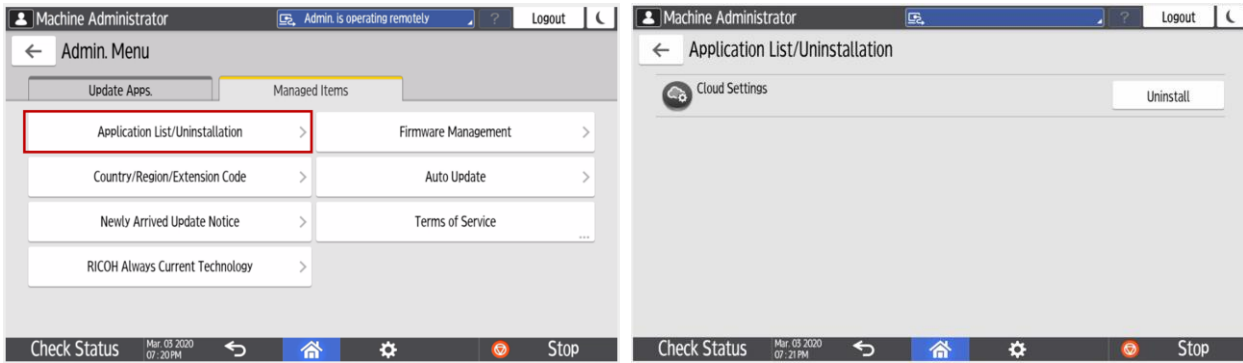
Step5. By pressing Delete Device Information, a confirmation screen is displayed. Continue the process. After the device information is deleted from the tenant, the tenant login screen is displayed but PLEASE DO NOT login via this screen. Instead, press the home button to go to the SOP home.



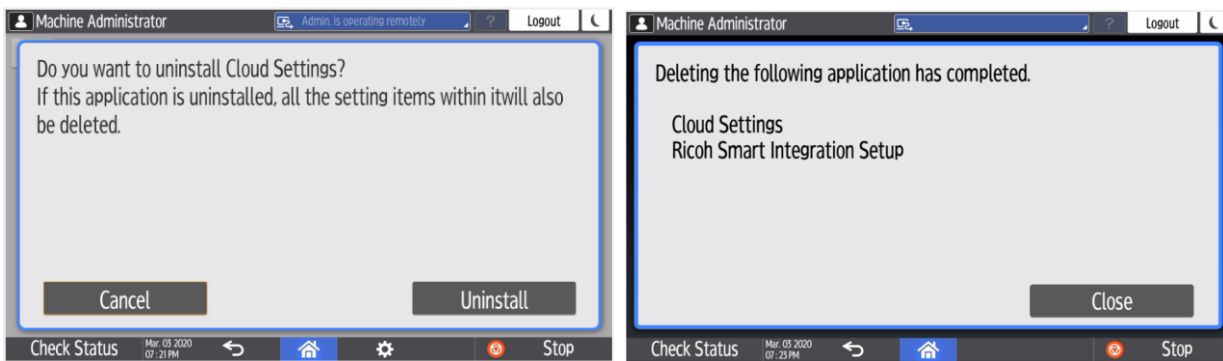
Step6. Cloud Setting and RSI Setting app are kept in the device in case they are needed for re-installation. If the customer would like to remove these apps, the device administrator can uninstall them via Application Site. To remove apps, open the Application Site and presse Admin Menu.



Step7. The uninstallation is possible via the Application List / Uninstallation option.

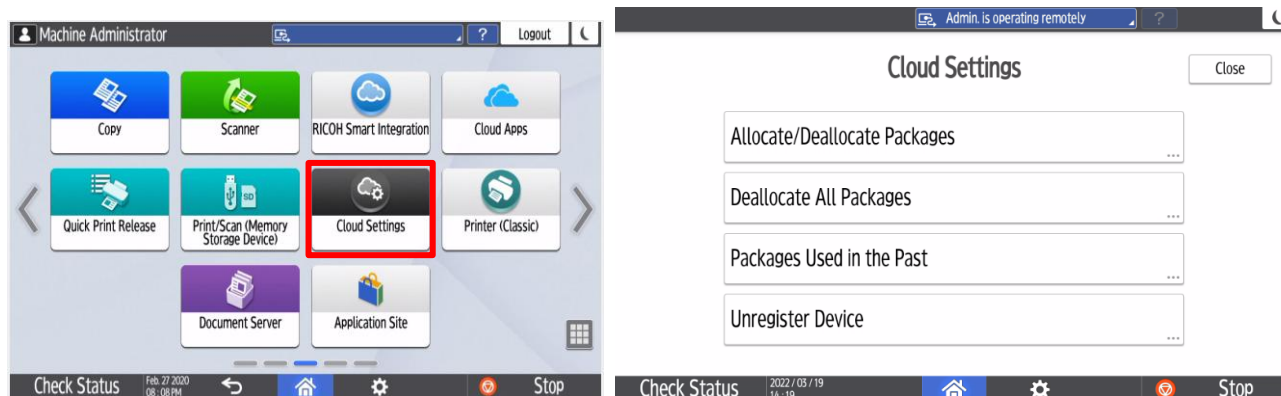


Step8. After the Uninstall button is pressed, Cloud Settings and Ricoh Smart Integration Setup are deleted from the device.

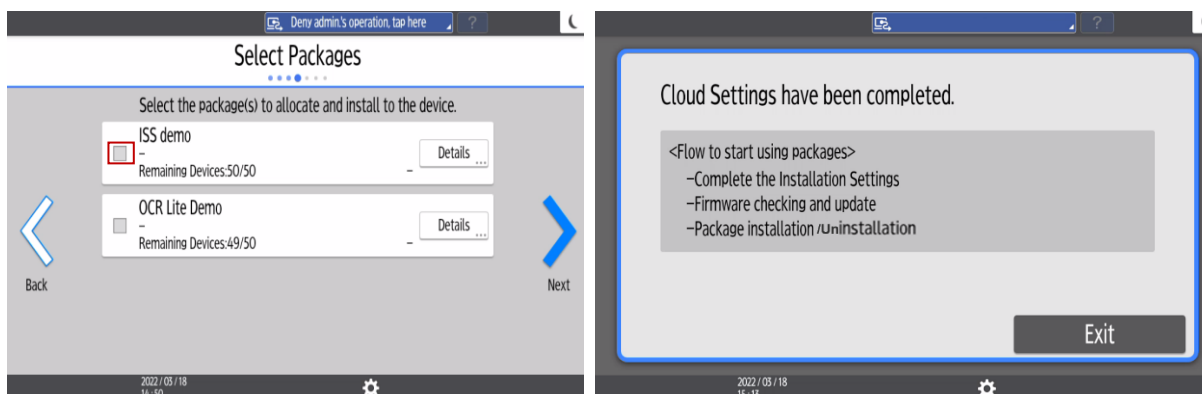


[Installed ACT (RICOH Always Current Technology) version 2.0 or later]

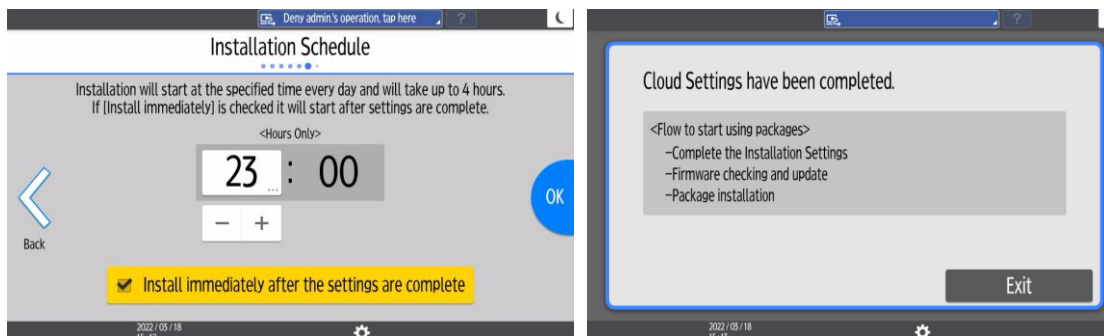
Step1. The administrator opens Cloud Settings and press “Allocate/Deallocate Packages”.



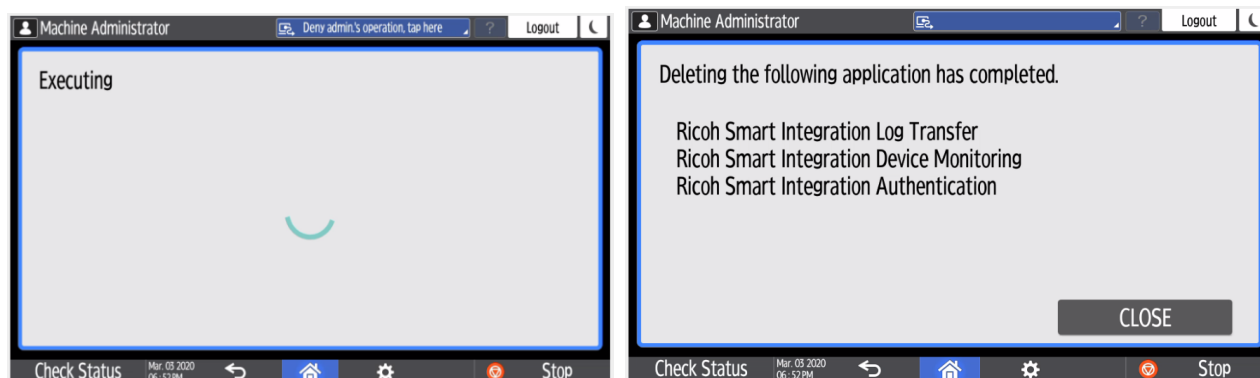
Step2. Remove the check from the package to be deallocated, and then press [Next] .



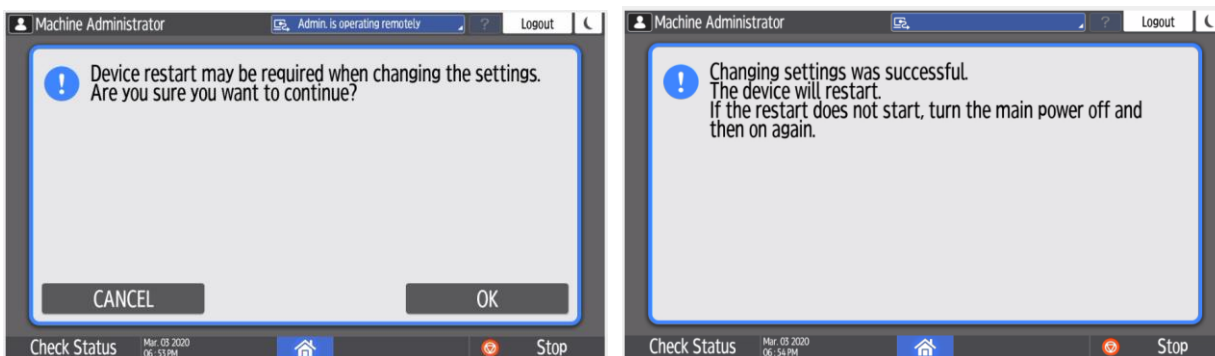
Step3. Set the schedule at which to uninstall the package.



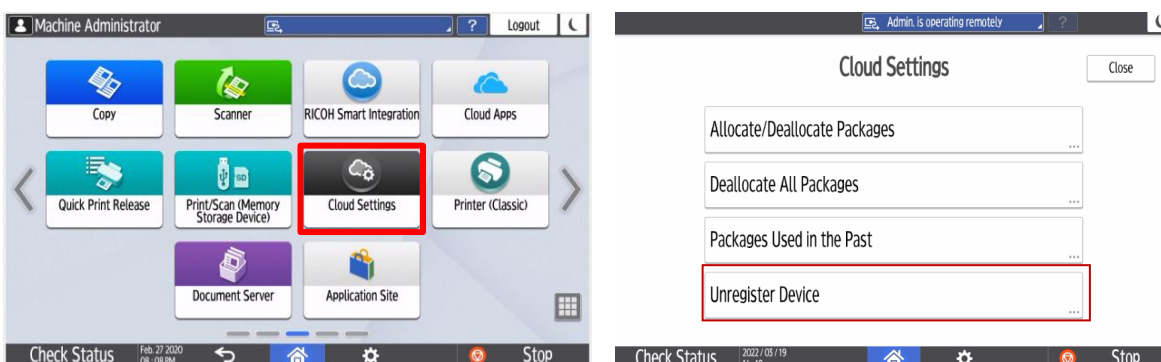
Step4. The application is automatically uninstalled depends on the schedule at which to uninstall the package.



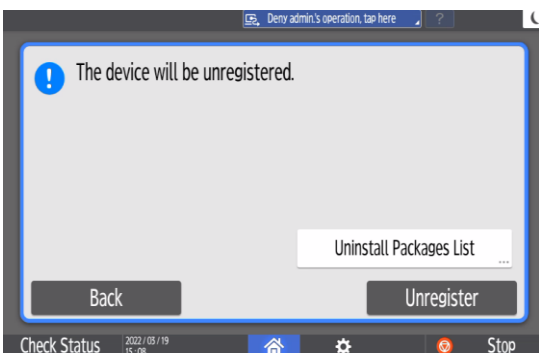
Step5. When the necessary settings are deleted, the following pop-up is displayed. The device will restart automatically.



Step6. When the device is started, the user authentication screen does not appear. Login with the device administrator privilege to run Cloud Settings again. Select the Unregister Device option on the menu.



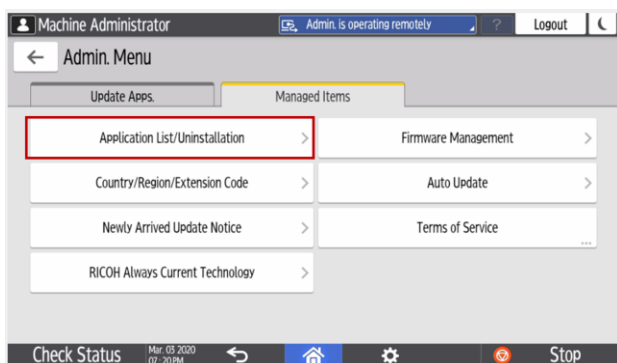
Step7. By pressing Delete Device Information, a confirmation screen is displayed. Continue the process. After the device information is deleted from the tenant



Step8. Cloud Setting and RSI Setting app are kept in the device in case they are needed for re-installation. If the customer would like to remove these apps, the device administrator can uninstall them via Application Site. To remove apps, open the Application Site and press Admin Menu.



Step9. The uninstallation is possible via the Application List / Uninstallation option.



Step10. After the Uninstall button is pressed, Cloud Settings and Ricoh Smart Integration Setup are deleted from the device.

