OpenText RightFax CE 21.2

Connector for Ricoh MFPs

Administrator Guide

Edition

OpenText RightFax CE 21.2 Connector for Ricoh MFPs

June 25, 2021

Copyright © 2021 Open Text. All Rights Reserved. Trademarks owned by Open Text.

One or more patents may cover this product. For more information, please visit, https://www.opentext.com/patents.

Open Text Corporation
275 Frank Tompa Drive
Waterloo, Ontario, Canada
N2L 0A1
(519) 888-7111
http://www.opentext.com

Copyright Statement

Portions of this product Copyright © 2002-2006 Glyph & Cog, LLC. Portions Copyright © 2001 artofcode LLC.
This software is based in part on the work of the Independent JPEG Group. This software is based in part on the work of the Freetype Team.
Portions Copyright © 1998 Soft Horizons. Portions Copyright ©2001 URW++. All Rights Reserved. Includes Adobe® PDF Library technology. Adobe, Acrobat and the Acrobat logo are trademarks of Adobe Systems Incorporated.

This product has been developed using Ricoh Company Ltd's proprietary embedded architecture or other proprietary Ricoh products.

Disclaimer

No Warranties and Limitation of Liability. Every effort has been made to ensure the accuracy of the features and techniques presented in this publication. However, Open Text Corporation and its affiliates accept no responsibility and offer no warranty whether expressed or implied, for the accuracy of this publication.

Contents

Chapter 1: Preparing to use RightFax with MFPs **4**

Localization support 4

RightFax support and requirements 4

Ricoh MFP support and requirements 5

Chapter 2: Registering RightFax on MFPs **6**

Step 1: Defining global MFP settings 6

Step 2: Adding MFPs 6

Managing MFP licenses 8

Viewing log files from the RightFax MFP app 9

Chapter 1: Preparing to use RightFax with MFPs

OpenText RightFax connectors for MFPs provide two-way communication between one or more supported multifunction printers (MFPs) and RightFax. Users can scan documents on the MFP and transmit them as fax or email messages from their RightFax account. Users have access to their RightFax phonebooks, cover sheets, and billing codes.

Localization support

The Connector for Ricoh MFPs is available only in English on supported Ricoh MFPs with 4.3" UWVGA screens. On supported Ricoh MFPs with larger screens, the following languages are available:

- English
- French
- French-Canadian
- Japanese
- Chinese
- Italian
- Spanish
- German
- Portuguese (Brazil)

By default, the application appears in the language of the device. If the device language is not supported, English is used.

RightFax support and requirements

The Connector for Ricoh MFPs is installed as part of RightFax but must be purchased separately and activated through the Product Licensing Utility. Refer to the *RightFax Installation Guide* for specific information on server requirements and instructions for installing and activating optional modules.

Configuring users to automatically log in to the RightFax MFP app

When a user signs in to the MFP, RightFax will attempt to match the user with a configuration in the user's profile and then start the RightFax MFP app. If the user profiles do not match, the RightFax MFP app will prompt the user to log in. This is known as single sign on.

- The Name and the Login User Name for the user in the Ricoh address book must be identical.
- Each user's email address must be identical in the Ricoh address book and in the RightFax user profile.

See the *RightFax Administrator Guide* for information about creating and editing user accounts.

Ricoh MFP support and requirements

For a list of supported Ricoh MFP devices, contact the manufacturer.

Chapter 2: Registering RightFax on MFPs

You must register RightFax on each MFP that you will use with the RightFax server. Registering detects the type of MFP and adds the appropriate RightFax application interface (the MFP app) to the device. Registering requires that you know the IP address of the MFP.

In addition, the following Ricoh Administrator Authentication Management permissions must be enabled on the MFP:

- Network Administrator Authentication
- Machine Administrator Authentication

Step 1: Defining global MFP settings

Before adding MFPs, you must specify global settings that will apply to all MFPs that you add.

To define general MFP settings

1. In Web Admin, in the left pane, click **MFPs**.
2. In the right pane, click **Global MFP Settings**, and then click the **General** tab.
3. Enter the **RightFax server address**.
4. In the **Port** box, enter the port for the RightFax server.
5. To use TLS/SSL for the MFP app, select the **Connect securely** check box. Use this only if you have installed a certificate on the device. For information, see the documentation for your MFP.
6. Defaults for notifications for users about the status of faxes that are sent from MFPs can be configured under **Notification Defaults**.
   - In the **Condition** list, select the status of the faxes for which users will be notified: **Success**, **Failure**, or **Success and failure**.
   - Click **Print** to print a notification at the MFP.
   - Click **Email** to send a notification to the email address of the user who logs in at the MFP. In the **Email address** box, enter the email address where notifications will be sent if a user doesn't have an email address.
   - By default, an image of the first page of the fax is included with each notification about sent faxes. If you wish to include the second page of the fax instead of the first page, select the check box **Skip cover sheet on sent faxes (Show first body page)**.
7. Click **OK**. If you have modified the global settings, and you are prompted to re-register the devices, click **OK**. If you wish to re-register the devices at a later time, click **Cancel**. When you are ready to re-register all devices, click **Update All**.

Step 2: Adding MFPs

When you add an MFP, the RightFax server detects the MFP and adds the appropriate RightFax application interface (the MFP app) to

the device.

To add an MFP

1. In Web Admin, in the left pane, click **MFPs**.
2. In the right pane, click **New**.
3. Enter a **Description**, and in the **Network address** box, enter the IP address or network name of the MFP.

   If you use a non-standard port, append the port to the IP address separated by a colon. For example, *IP:port#*
4. Click **Detect**. The device type appears in the dialog box. The device type determines which options are available when registering RightFax on the device.
5. In the right pane, under **Register RightFax Connector**, if available, in the **Fax addressing restrictions** list, select **None** to not apply any addressing restrictions or **Phonebook Only** to require that users select recipients from the phonebook.
6. If available, select a **Default scanned page size**.
7. If available, you can change the default **Guest user account** (WALKUP) to any RightFax user account. This account will be the guest account for all users that wish to send faxes via RightFax.
8. Under **Notification Defaults**, select the defaults for notifying users about the status of faxes that are sent from the MFP.
   - In the **Condition** list, select the status of the faxes for which users will be notified: **Success**, **Failure**, or **Success and failure**.
   - Click **Print** to print a notification at the MFP.
   - Click **Email** to send a notification to the email address of the user who logs in at the MFP. In the **Email address** box, enter the email address where notifications will be sent if a user doesn't have an email address.
9. Under **Other**, if you wish to designate this printer for automated network print functions, select the **Also add a server printer** check box.
10. If you are modifying the settings for an MFP that was registered previously, select the **Update registration** check box.
11. Click **OK**. The device is added to the MFP list. If registration fails, the **Registered** column shows that the device is not registered.

To import MFPs from a .csv file

1. Create a .csv file. For each MFP, the file must include a line of text in the following format:

   Description,NetworkAddress,Username,Password,GuestUsername,AddressingType,Skip,AddServerPrinter

   The variables are described in the following list:
   - **Description**. A description of the MFP.
   - **NetworkAddress**. The IP address of the MFP.
   - **Username**. The user name with administrative rights to the MFP. The user name will be used to install the RightFax software on the MFP.
   - **Password**. The password for the user name with administrative rights to the MFP.
   - **GuestUsername**. The user ID for the guest user account. Typically this is WALKUP.
   - **AddressingType**. Restrictions for users when they address faxes on the MFP.

- Enter **None** or **0** for no addressing restrictions.
- Enter **Phonebook Only** or **2** to require the user to select recipients from the phonebook.

- **Skip**.
  - Enter **True** or **1** to skip this MFP.
  - Enter **False** or **0** to install the MFP.

- **AddServerPrinter**. Designate this printer for automated network print functions.
  - Enter **True** to designate this printer for automated network print functions.
  - Enter **False** if you do not wish to designate this printer for automated network print functions.

2. In Web Admin, in the list of items, click **MFPs**.
3. Click **Import**, and then click **Choose File**.
4. Find and select the .csv file, and then click **Import**.
5. To check the status of the device import task, on the <*username*> menu, click **View Task Monitor**. The Status column shows one of the following:
   - **In progress**. The task has not yet completed.
   - **Warning**. The process completed, but not all of the devices were successfully imported or created.
   - **Error**. The tasks did not complete. The associated error message appears in the **Output** column.
   - **Ok**. The task completed.
6. If the task completed, click **View** to check how many devices were created. If there were problems, a **Download** link appears in the **Output** column. Click the link to download a file containing detailed information for each device not created.

To delete and unregister an MFP

1. In Web Admin, in the left pane, click **MFPs**.
2. In the right pane, click the MFP in the list, click **Delete**, and click **OK** to confirm the deletion. This deletes the MFP from the list and attempts to remove the RightFax application interface from the device.

   If the device is deleted from the list but the device could not be reached, then you must re-add the device in Web Admin and delete it again.

To edit an MFP

1. In Web Admin, in the left pane, click **MFPs**.
2. In the right pane, click the MFP in the list, and then click **Edit**. The **Edit MFP** dialog box opens in the right pane.
3. Make any necessary changes, and under **Other**, select the **Update registration** check box.

   If you change the network address, the MFP is considered new. The license will be transferred to the MFP, and RightFax will be registered on the device.
4. Click **OK**.

Managing MFP licenses

Enterprise Fax Manager and Web Admin display a list of licensed MFP devices. When the connector sends a fax from an MFP for the first time, it adds that MFP to the list and assigns a license to that device.

If you remove an MFP from your network, you can delete the MFP from the list to free up the license.

Viewing log files from the RightFax MFP app

Log files from the RightFax app for MFPs are available in RightFax Web Admin.

To view the RightFax MFP app log files

1. In Web Admin, in the left pane, click **MFPs**.
2. In the right pane, select the MFP, and then click **View Log**. The log appears in a dialog box. To download the log, click **Download**.