

INSTALLATION AND INITIAL CONFIGURATION MANUAL

Ricoh WES - Smart Operation Panel - 2.5 generation



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PublicKeyToken=94de63351b6ea861'.	42





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Introduction

Purpose of the manual

This manual describes the procedure for installing WES v3 (Watchdoc Embedded Solution) on **RICOH** SOP Gen. 2 and 2.5 devices.

Intended audience

This manual is intended to be used by technicians responsible for installing the WES on Watchdoc v6.x. Such technicians must have information on the print server, the Watchdoc hosting server, as well as the properties of the device.

Symbols used

The terms followed by an asterisk * are defined in the glossary.



Information: reports important information required to fine tune the installation or configuration of the solution or information that may be useful for a better understanding or knowledge of a notion or a function of the tool, or provides a specific case of use of this tool.Contact Doxense[®]

Doxense's technical assistance service is reserved for certified, technical partners and can be contacted via <u>Connect</u>, customer portal dedicated to partners.



For all other questions, please contact your Doxense[®] consultant or send us an email at <u>contact@doxense.com</u>





Versions

Date	Description
01/2025	Update of the manual installation procedure
10/2024	Update of the document formatting
09/2024	Update of the installation prerequisites and the installation procedure
12/2023	Addition of an information relative to the Java working environment for the operation of Ricoh WESDeployer
10/2020	Update of the available devices list
05/2020	Add of the "Renewal of the Access Token before expiration part" in the Troubleshooting chapter.
03/2020	Add of prerequisites SPModes configuration
05/2017	Addition of the Authentication Method and Print Job Release Mode parts.
03/2017	UpDate of the screenshot.
02/2017	New graphical version, adding device prerequisites, adding Organisational Requirements
09/2016	First version.



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Prerequisites and prior configuration

Configure ports

The network ports to open are the following:

Source	Port	Protocol	Target
Watchdoc	TCP 80 TCP 443	HTTP HPPS	Printing device

Configure the cards reader

Principle

If users authenticate using a card, it is necessary to install and configure the cards reader before installing the Ricoh SOP Gen2 WES.

Ricoh[®] printing devices have a generic plug-in installed by default that can handle most cards readers, including the Elatec[®] brand cards readers that Watchdoc has been tested with. Consequently, in the most common installations, it is not necessary to install the Elatec[®] plugin.

Procedure

To configure the cards reader:

- 1. connect the card reader to the device;
- 2. from the printing device panek, click on User Tools;
- then click on Screen Features > Screen Device Settings > IC Card/Bluetooth Software settings or External Device Setting for the gen 2.5 printing devices);
- 4. in Select IC Card Reader, choose Proximity Card Reader Support Plugin ;





Ricoh WES - Smart Operation Panel - 2.5 generation

Machine Administra	ator			_	Logout	C
(TC Card/Bluetooth Softw	C Card/Bluetooth Software Settings					
Settings will be applied	after machine is resta	rted.				
Select IC Card Read Proximity Card Reader	Select IC Card R	ea der				
Proximity Card Rea	Do not Use					
NEC Card Roador Sc	Proximity Card Read	er				
	NFC Card Reader					
Bluetooth Settings		Cancel				
Software Individual						
	ک 🛯	谷				

5. follow the instructions on the screen:



6. when the badge reader is detected, click on the corresponding line to select the software associated with its use(**Proximity Card Reader Support Plugin**);

Machine Administrator	Host Name: M	Host Name: MPC306Z		
Proximity Card Reader Settings				
Card Reader Info	Auth.	Software to Use		
USB Card Reader VENDOR_ID: 09D8, PRODUCT_ID: 0410	Ľ	Proximity Card Reader Supp [CIS Plugin] Proximity Card Reader S	o rt Plugin Support Plugin	
<u></u>	合			

7. after configuring the badge reader, restart the printing device.





Configure the SP modes

Principle

To enable the WES to operate, certain SP Mode settings need to be changed. This modification is made from the device and requires authentication as an administrator. Only technicians authorised by Ricoh® and who have the access procedure are authorised to make these settings.

Configure the 5-113-002 SP Mode

This parameter is used to customise SDK/J authentication (OPTIONAL_COUNTER_ TYPE__EXTERNAL_OPTIONAL_COUNTER_TYPE).

- in the SP Mode (Service) interface, enter the code for the SP mode to be modified: 5-113-002-;
- 2. Expansion device: replace the existing value with **0**.

Configure the 5-401-230 SP Mode

This parameter authorises personalised user authentication:

- access the SP Mode interface by following the specific procedure provided by Ricoh[®];
- 2. in the SP Mode (Service) interface, enter the code for the SP mode to be modified: **5-401-230**;
- the default value is 0000000. Replace the last digit of this value with 1 (0000001);
- 4. press the pound (#) button to confirm the new value and exit the interface;

This configuration must be finalised in the device management web interface (see Installing the WES manually).

Configure the 5-401-240 SP Mode

This parameter authorises management of Watchdoc security profiles (ACL).

- 1. From the SP Mode (Service) interface, use the numeric keypad to enter the code for the SP mode to be modified: **5-401-240**;
- 2. by default, the parameter value is 0000
- 3. replace with the value 1000.

Configure the 5-420-041SP Mode

This parameter disables authentication for device functions:

- from the SP Mode (Service) interface, use the numeric keypad to enter the SP mode code to be modified: 5-420-041;
- 2. by default, the Printer Authentication parameter is set to ON(0);
- 3. enter **OFF(1)** to change the default value.





	28 FEB 2017 16:54	
SP Mode(Service) Open All Close All 5420 ▼ User Authentication 1 Copy 2 Color Security Setting 11 DocumentServer 21 Fax 31 Scanner 41 Printer 51 SDK1 61 SDK2 71 SDK3 81 Browser	28 FEB 201716:54 L COPY Window SP Direct X-XXX-XXX Exit Group COPY : SP-5-420-041 User Authentication Pase I I Line I I Fage I I Group Copy : SP-5-420-041 User Authentication Printer Pinter I Pase I I Group I I	Reset 1 2 3 4 5 6 7 8 9 /* 0 # C Start
Check Status	্হ 🔥 Ξ	Stop

4. confirm the parameter by clicking on the hash key # on the numeric keypad.

Configure the 5-490-001 SP Mode

This parameter authorises printing on the server:

- 1. from the SP Mode (Service) interface, use the numeric keypad to enter the SP mode code to be modified: **5-490-001**;
- 2. the value of the **Job Permit Settings** parameter is set to **Not allowed (0)** by default;
- 3. enter the value **Allowed (1)** to change the default value and allow print jobs.



4. confirm the setting by clicking the hash key # on the numeric keypad.

→ With this setting, print jobs are executed with the default user name 99999999



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Configure the WES profile

Create the WES profile

On a clean Watchdoc installation, a first WES profile is automatically created with default parameters at the end of the wizard procedure, but you can, at any time, edit existing profiles to modify them or create a new profile.

- 1. From the Main menu in the administration interface;
- 2. in the Configuration section, click on Web, WES & Scan destinations:



- 3. in the Web, WES & Scan Destinations Client Interface Management interface, click on Create a new WES profile;
- 4. in the list, select the profile you want to create:

ATCHDOC						DOXENS
Web, WES & Scan	destinations				Ê	wes coo
Web and mobile release pr	rofiles					
onfiguration profiles of the web a	nd mobile release station profile, accessible by the users				() Ch	ate a new web release profile
Identifier	Name	Title	Identification	Payment	Timeouts	-
a default	Q Default profile	Print job release	Thegrated Windows	Free	2#1-305-105	1 O m BB 1
a accounting	My Stateors	La Consult your account.	A Integrated Windows		201-222-100	Y @ 11 E8 :
WES profiles						
onfiguration profiles of the access	s control on the devices:					Create a new WES profile.
Identifier	Name	Printer Type	Keyboard identification	Card identification		Refs. #
C canon	Canon	Caron MEAP	[Use the default directory]	AUTO		X 11 BB
() hp	Hewlett Packard	H# CXPH	[Use the default directory]	AUTO		· 👗 11 🖼
konicaminolta	Konica Minolta	Konica Minoita OpenAPI	[Cotyperiod and a field of the state of a field of the state of the st	NUTO E	raw	1 🙊 11 📾
ican destinations			Select WES profile type:			
ist of destinations that can be asso	with scan numbles		Brother BSI 100			Create a new destination.
Identifier	Destination name		C Catton MEAP 100	5m	n hone	*
folder default	Dossier		✓ Cap Monétique CapService 100	G Sci	m to Folder	2 16 BR
mail default	E-mail		Cartadis Copicode IP 100	🤞 See	m to Mail	TH BR
mymail_default	Mon e-mail		Callatec TCPCorev 100	🐳 Sca	in to MyMail	TH 58
			E Epson Open Platform 100			
scan post processors			() NP CKPd 100			
st of the post treatment that can l	be associated with a scan profile		Conica Minella OpenAPI 100			 Create a new post process
(1) No scan post processor h	as been definied		KyoceraMita HyPAS 100			
-			Leomark eSP 100			
			000 0K0 Open Platform / sKP2 100			
			R Ricoh Streamline NX 100			
			R Ricon Smart Operation Panel 100			
			Company WOA 100			
			Sharp eSF 100			
			53 Sharp 056 100			
			Contraction of the second			
			Contraction Contractions 100			
			 Reality of the second se			

→ you will access the **Create a WES profile** form, which contains a number of sections in which you can configure your WES.





Configure the Ricoh WES profile

Configure the Properties section

Use this section to state the main WES properties:

- **Identifier:** Enter the single identifier for the WES profile. It can comprise letters, numbers and the '_' character with a maximum of 64 characters. This identifier is only displayed in the administration interfaces.
- **Name:** Enter the WES profile name. This explicit name is only displayed in the administration interfaces.
- **Global:** In the case of a domain configuration (master/slaves), tick this box to replicate this profile on the slave servers.
- Language: Select the WES display language configured from the list. If you select Automatic detection, the WES adopts the language it finds by default in the device configuration.
- **Version:** Select the version of WES. For v3, you can customise the interface by choosing the colour of the buttons and images to match your graphic identity:
 - **Colour:** enter the Hexadecimal color value corresponding to the WES button's colour. By default, the buttons are Watchdoc orange customized (#FF901). Once the value is entered, the colour is displayed in the field.
 - **Images:** if you want to customize the WES images, enter the folder path in which are recorded images you want to display instead of the default images (stored in C:\Program

Files\Doxense\Watchdoc\Images\Embedded\Doxense\[Manufacturer_ Name] by default).

see Customize the WES.

Config This form	ure n all	a WES profile - Ricoh Smart Operation Panel ows you to configure a WES configuration profile		
rioperates				
Identifier	\diamond	ricohsop		
Name	Ab	Ricoh SOP		
Language	۶P	Automatic detection		
Colour	٠	Colour of the buttons on the screen, in web format (ex: '#FF9015'): #FF9015 R=255, G=144, B=21		
Images	1	Path to the folder containing custom images:		

Configure the Keyboard authentication section

• **Keyboard authentication:** tick the box (at the section level) to enable user authentication from a physical keyboard or the touch screen one, then set out how this authentication works:





- **PUK¹ Code:** the PUK code is automatically generated by Watchdoc according to the parameters defined in the directory and communicated to the user on the "My account" page.
- Login and PIN Code: consisting of 4 or 5 digits, the user PIN code (1234, for example) is registered as anLDAP attribute or in a CSV file. It is associated to the user login (available with the Watchdoc 5.1 version).
- Login and password: users will use their LDAP credentials. We do not recommend using this mode :Directory:
- **Directory**: From the list, select the directory to query during keyboard authentication. If no directory is set, Watchdoc will query the default directory.

Αι	Authentication				
~	Keyboard authentication				
	Authentication modes	 Allow PUK code authentication Allow login and PIN code authentication Allow login and password authentication 			
	Directory	Domain used to map the PIN Code to the user account			

Configure the Card authentication section

- **Card authentication:** tick the box (at the section level) to enable user authentication from a card, then set out how this authentication works:
 - **Directory:** From the list, select the directory to query during cards authentication. If no directory is set, Watchdoc will query the default directory.
 - **Self registration :** If you enable the **self-registration**² from the WES, state how the user assigns their card to their account:
 - with PUK code: the embedded solution will ask the user for its PUK code. If the PUK code is correct, Watchdoc stores the card number with the user's login in its database;
 - with login and PIN code: the embedded solution will ask the user for his login and his PIN cpde.
 - with login and password: the embedded solution will ask the user for his login and his password. If the data keyed in are correct,

¹(Print User Key). In Watchdoc, this is a code associated with a user account to allow the user to authenticate in a WES. The PUK code is generated thanks to an algorithm. The user can consult it in the "My account" page of Watchdoc.

²An action in which a user account is associated with its own card code. Registration is carried out the first time a card is used. The registration can be carried out by the IT manager when he issues the card to a user or by the user himself who enters his identifier (PIN code, PUK code or username and password) which is then associated with his card code. Once the registration is completed, the card code is permanently associated with its owner.





Watchdoc stores the card number with the user's login in its database.

- Notify the user on self-registration: check this box to send a notification to the user when his badge has been enrolled.
- Format : State, where necessary, how the character string for the badge number string is to be transformed. E.g. raw;cut(0,8);swap. Specificity of the Format parameter: typically, when the code PUK is stored in an attribute of the LDAP directory, it is encoded for security reasons. Obtaining the code corresponding to that of the badge therefore requires a transformation of the format read by the badge reader. If you have a problem setting this parameter, contact Doxense Support.
- **Display timeout:** indicate, in seconds, the time to wait before a second badge swipe is taken into account (5s < Time < 15s)



Configure the Anonymous connection section

Check this section to enable anonymous login to allow a non-authenticated user to access the device by clicking on a specific button.

You can restrict the functionality that the anonymous user can access by applying a rights policy to the queue, group or server and using the Anonymous User filter.

• **Button label**: in this field, enter the label displayed on the device functions access button. The default text is Anonymous:

Anonymous connection -	
Button label 📎	

Configure the Accounting section

In this section, specify whether you want accounting to be performed by the device itself or from the Windows spooler.

• **Device**: Uses the prints accounting: tick this box if you want accounting to be handled by the device. In this case, specify the accounting mode:

```
Accounting
```

Device 🗹 Uses the prints accounting information from the device instead of from the Watchdoc parsers.

Configure the Pull-print section

In this section, you specify the parameters relating to the print-on-demand function, i.e. the interface from which the user accesses his pending jobs and from which he deletes or validates print-jobs:



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- **Sort Order**: in the list, select the order in which the printouts should be presented on the WES :
 - by reverse chronological: from most recent to oldest;
 - Chronological: from oldest to most recent.
- **Redirection:** specify the behaviour of the WES when the user logs on, and in particular the redirection to a page other than the home page:
 - **Smart:** the WES displays the default home interface if the user has no pending documents; on the other hand, if the user has pending documents, the WES displays the list of documents;
 - **Waiting jobs:** the WES displays the list of pending documents even if there are none.
 - **Home:** the WES displays the default home interface and does not redirect to any other interface;
 - **Copy application:** the WES displays the copy interface and does not redirect to any other interface;
- **Release all documents at login:** tick the box to ensure that all queued jobs are automatically printed when the user logs on to the print device. In this case, the user does not access the list of queued jobs to validate which ones to print.
- Verify user identity before displaying print jobs: tick the box to the user is required to authenticate before accessing the list of his or her jobs.
- Optionnal pages:
 - Enable documents preview: tick this box so that the user can preview pending jobs before confirming printing.
- **Display Options**: In the list, select the monetary information presented to the user via the WES: none, the price or the cost of their prints.
 - Force the monetary display to 2 decimal digits:
 - **Display print policy warning messages**: tick the box to limit the number of decimal places displayed to the user in the tariff information.

Pull print				
Sort order	♥ By chronological order ("FIFO")			
Redirection	Copy application 🗸			
	✓ Release all documents at login			
	Verify user identity before displaying print jobs			
Optional pages	ages 🗌 Enable documents preview			
Display Options	None 🗸			
	Force the monetary display to 2 decimal digits			
	Monetary information presented to the user			
	✓ Display print policy warning messages			

Configure the Device section

This section is used to define the connection mode between the server and the print devices.

- Network: the two values can be used to set :
 - **Connection timeout:** the maximum waiting time for the connection between the copier and Watchdoc during a request (server off or service stopped);
 - **Request timeout:** the waiting time for processing the request: retrieving information about a user, sending and processing accounting requests.





- Server Address type: The device needs to contact the Watchdoc server when the user tries to connect or wants to release his documents. You can specify the Watchdoc server address in three different ways: IP Address, DNS Address and Custom Address ;
- **Connection mode:** select the connection mode between the WES and the Watchdoc service:
 - **Mixed:**the WES adapts automatically according to the data communicated: it uses SSL for sensitive data (PUK code, login/mdp, etc.) and non-SSL for non-sensitive data;
 - **SSL:** the WES always uses SSL to communicate with the server. N.B.: activating SSL can cause slowness or alerts in the event of unrecognised certificates.
 - **No-SSL:** the WES never uses SSL to communicate with the Watchdoc service.N.B.: when SSL is deactivated, it is recommended not to use the connection or automatic association of the badge (enrolment) by account and password.
- **Device security:** specify the connection parameters that allow Watchdoc to communicate with the device:
 - Account: enter the administrator account and password;
 - Password: enter the password for the device administrator account;

Dovice	
Device	
Network	Connection timeout (sec) 60 sec Request timeout (sec) 60 sec
Server address	Server IP Address Connection mode : Mixed
Device security	Login admin Password •••••••

Failover options section

In this section, you configure the behaviour of the print devices in the event that the Watchdoc server does not respond.

- **Ping interval:** specify, in seconds, the frequency with which the device polls the server to check its configuration and inform it that it is operating correctly;
- **Number of attempts:** specify the number of connections the device should attempt to the main server before switching to the standby server.
- Offline mode: activate or deactivate offline mode¹ and complete the list by indicating the authorised functions if the server is off:

¹Mode enabling the print device to operate in a degraded manner in the event of the print servers (main and backup) failing. In offline mode, printing is impossible, but the device's other functions can be offered: photocopying, faxing and scanning. If offline mode is disabled, in the event of a server failure, all device functions are blocked until the server is repaired. This mode is configured in the WES profile applied to the device.





- Copy access: Tick this box to enable the user to copy;
- Scan access: Tick this box to enable the user to scan;
- Color access: Tick this box to enable the user to print in color;
- Fax access: Tick this box to enable the user to send documents by fax;
- **Print access:** Tick this box to enable the user to print documents.
- **Multiserver options:** tick this box to relay requests to a backup server in the event of failure of the server with which the WES is associated, then enter the information required to access it in the table: backup server address; https port; http port.

Then check the functions provided by the backup server:

- **Disable user authentication:** tick this box if the rescue server does not authenticate users. For each request, it returns the details of an anonymous user with the rights defined for an anonymous user on the main server. The work carried out is then recorded under the "anonymous" account;
- **Disable accounting:** If this is checked the accounting elements will be held on the device until it reconnects to the primary server. This is useful if you wish the accounting to be all sent to the same sever (if the databases are not common for example)
- **Disable pull print:** With this option, the print on demand application will be disabled. This is useful because if the backup server has no access to the jobs of the user.
- **Disable self-registration:** With this option, the self-registration will not be available on the backup server. This is useful if the cards database are not the same for both servers.

Failover options							
Ping interval	120						
Number of attempts	2 ON ✓ Allows authentication if no server responds						
Offline mode							
Offline mode	Copy access						
rights :	Scan access						
	Colour access						
	Fax access						
	Print access						
Multiserver	Enable multiserver management						
options	Server list (in priority order)						
	Kernel address (IP or DNS) (5753) (5754)						
	Add a server						
	Backup server options						
	Disable user authentication						
	Disable accounting						
	Disable pull print						
	Disable self-registration						

Configure the Misc. section

In this section, configure how and where the log files should be stored in the event of a of a malfunction between the WES and the server.





- Log options Destination: Specify where the application should collect the information:
 - **file**: Tick this box so that the information is saved in a file accessible by Watchdoc;
 - **device**: Tick this box so that the information is saved on the device;
 - **all** : Check this box to have the information saved in a file accessible by Watchdoc and on the device.
- Log options Level: indicate the level of detail of the information recorded:
 - debug: Option to keep track of WES malfunctions;
 - verbose: All detailed traces left by the WES;
 - info: Traces left by the WES;
 - warning: Traces left by the WES when there is a default;
 - error: Traces left when an error is detected at the WES.
 - fatal: Traces of faults detected on the WES
 - none: No trace

Log options	Destination	None 💙
	Level	None 🗸

History section

This section displays information on the configured WES and on modifications made to it :

History		
riistory		
	GUID	IIII bf482449-1f29-4117-89a6-046dcfc298bc
V	ersion	Edited 3 time(s), last modified 02/09/2019 at 17h36
	Owner	R This entry is managed by this server.

Validate the profile

1. Click the button \checkmark to validate the WES profile configuration.

 \rightarrow Once validated, the WES profile can be applied to a print queue.



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Configure the WES onto the queue

Access the interface

1. From the **Main Menu** of the Watchdoc administration interface, in the **Production** section, click **Print Queues, Queue Groups & Pools:**

WATC	CHD⇔C		D
DOC-CDA-V	-V6-MAS > Main menu /6- (10.) v6.1.0.4862 🖗 Master (IMPRESSION_1) Administrator (SysAdmin)		6
<	Production Production Printing queues.locations, queue groups & pools List of the printing queues controls Up Watchdoc	Analysis Printing history Printing history of all the printing queues	
	Documents on hold List of documents held in the queue	Statistics Statistics of all the printing queues	8
	User quotas List of user quotas	Reports Prints made during a certain period	2
	Archives Documents archived by the users	Failures & Alerts List of failures on queues and documents	
	Management	Configuration	
	Visit of available pricings	Printers & devices List of devices defined in the system	
	Filters List of available filters	Web, WES & Scan destinations	
	Quota Templates Management of the quota templates and management rules	User directories List of all defined user directories	
	Roles & Services List of available roles and services	This forms allows you to configure a data source	
	Authorisation access Management of access control and administration profiles	Advanced configuration Configuration and settings of the Watchdoc server	

 \rightarrow This takes you to the print queues interface. In this queue, activate the **Controlled** filter, then select the queue you want to configure:

WATCHD									
List of the printing queues controlled by Watch	ndoc		_0	l				- C	
rinting dueues (3)			253	Locations		81		The contract of the contract o	roups (5)
Search Name, Model, Description, I Q Emplacements	× All 🔻 G	roup × All groups	 Filter by 	× All queues (3)	Group by	🚦 Groups 🔻	Display by	 Overview ▼ 	50 1
Name		Туре	Location	 An queues (3) Controlled (3) 	IP Addr.	1h status	Supplies	Jobs	WES Session
Retwork Queues (2) - Shared hetwork devices			Indétancia	Disabled (0)	10 10 27 179		~		
S PRT LEX SL1			? Indétermin	Dhysical (2)	10.10.22.92			0 0	-
Universal Queues (1) - Globally available printing	queues	Var D		Virtual (0)			0		
Secure Printing		72 🔊 🔊	Racine	Oniversal (1)				ø	х
				Personal (0)					
				Active (0)					
				🕌 Failed (0)					
				付 Supplies (1)					
				🚖 VIP (0)					

2. For this queue, click the **Edit Queue Properties button** ¹ at the end of the line.

→You are taken to the **Print Queue Properties** interface in which several sections are displayed. WES properties are managed in the **WES** section.

Configure the print queue mode

In the Print Queue Properties interface, General Information section, select the operating mode for the queue:





• **Mode:** select **Validation** to have users validate queued jobs so that they are actually printed. If the queue belongs to a group configured in Validation mode, you can also select **Same as Group**.

Printing queue properties This form allows you to update the printing queue settings									
Go To: General informatio	n Co	ntacts Devices Redirections Monitoring Notifications Restrictions Archiving WES DSP Expert Mode							
General informa	itio	n							
Identifier	\otimes	DOC-CDA-V6-STDA.PRT_RH							
Name		PRT_Ricoh							
		Name visible by users							
Group		Files Site B 🗸							
Mode		Validation 🗸							
Comment	Í	Same as group							
		Validation							
		Accounting e, rules of use							
Location	9	Virtual queue of the device:							
		site_4626b31805c18f0b							
		Detailed description of the device location:							
		Monde/Cambodge/Région Nord							
		Ex: "Entrance Hall", "Second Floor, Room 205", "Mindy's Office",							

Configure the WES onto the queue

In the Print Queue Properties interface, click on **WES** to access the dedicated section.

- Device Activate embedded interface: tick the box to use a WES.
- **Profile subsection:** From the list, select the WES to configure. The list comprises profiles created ahead of time in your instance of Watchdoc. If the desired profile is not found there, you will need to configure it (see <u>Configure a</u> <u>WES</u> article).
- WES identifier subsection: Once you have ticked the box and selected the profile, the ID of the WES field will fill itself with "\$AUTOSERIAL\$". Keep it that way so that the server will determine itself the serial number of the device and use it as the WES ID. You can also input directly the serial number of the device in this field.
- **Diagnosis subsection:** It may be useful to activate WES trace logging, especially to diagnose an anomaly. Use this subsection to specify settings relating to WES trace log files:
 - Log level: From the list, select the type of requests you wish to trace:
 - Network trace: Communications between server and WES.
 - **All requests:** Used to keep a trace of all of the requests (to APIs, to RPCs).

Although all options are possible, we recommend strongly to opt for the activation of **All Requests** so that as much information as possible can be View of the diagnosis. For the sake of performance, the traces must not Be activated only for analytical and diagnostic purposes.

- **Requests to APIs and RPCs:** Used to retain traces of requests to the API and the RPC requests sent,
- API Requests: Used to retain traces of the requests sent to the





APIs,

- None: Not used.
- Files location: Use this field to enter the path to the folder where you wish to save the trace files. If no path is specified, then by default, Watchdoc saves the trace files to C:\Program Files\Doxense\Watchdoc\logs.
- Log options Replace profile's log level: if the WES trace files on this queue are different from the trace files configured on the WES, specify the parameters below:
 - **Destination:** Specify where the application should collect the information:
 - file: Tick this box so that the information is saved in a file accessible by Watchdoc;
 - device: Tick this box so that the information is saved on the device;
 - **all**: Check this box to have the information saved in a file accessible by Watchdoc and on the device.
 - Level: indicate the level of detail of the information recorded:
 - profile: level defined in the WES profile;
 - debug: Option to keep track of WES malfunctions;
 - verbose: All detailed traces left by the WES;
 - info: Traces left by the WES;
 - warning: Traces left by the WES when there is a default;
 - error: Traces left when an error is detected at the WES;
 - fatal: Traces of faults detected on the WES;
 - none: No trace.

S	
Device	Activate the embedded interface
Profile	To ricohsop - Ricoh SOP
WES Identifier	Server-side configuration profile SAUTOSERIALS Id of the device associated with this queue
Diagnosis	WES specific logs Log level Include binary content Files location
Log options	Replace profile's log level Destination Level

Validate the configuration

- 1. Click on \bigcirc to validate the WES configuration on the print queue.
- 2. After having configured the WES onto the queue, you must install it.

After **modifying** a WES profile already installed on a print queue, it is necessary to restart the queue so that it takes account of the profile modifications. To restart a queue, click on the "pause" and then "start" buttons in the queue list.



WATCHD (>>C

Install the WES on the queue automatically

Principle

The WES Ricoh Smart Operation Panel is installed using the WESRicohDeployer.jar executable provided by Doxense® as a JAVA archive file (.jar) in the Watchdoc installation package.

This file can be run from the Watchdoc server or from any workstation that can network with the Watchdoc server and target devices. The server or workstation from which the executable is launched must support the Java® 8 min application.

In order for WESRicohDeployer to function correctly, it is necessary to use one of the following versions of the JRE (Java Runtime Environment) (Ricoh restriction):

- Amazon Corretto v8, v11, v17 or v19;
- Liberica v19.

If the installation of WES using the executable fails, you can resort to manual installation, described in the next chapter.

Run the executable

- 1. Access the Watchdoc server as administrator.
- 2. Go to the folder C:\Program Files\Doxense\Watchdoc\Redist\
- 3. Double-click on this WESRicohDeployer.jar file;



N.B. :As the Java 8 application on which WESRicohDeployer is based is relatively heavy, you can also install it not on the Watchdoc server, but on a workstation communicating with the server and the devices, from which WESRicohDeployer.jar will be launched:

- 1. Check that the workstation is communicating on the network with the Watchdoc server and with the Ricoh® devices;
- 2. copy/paste the WESRicohDeployer.jar file on the workstation;
- 3. double-click on WESRicohDeployer.jar to launch the executable.

The WES Ricoh deployer interface that is displayed consists of 3 parts:

- the Server Info section contains fields relating to the Watchdoc server;
- the Actions section contains buttons to launch installation and uninstallation actions;





• the Report section includes a field in which you can specify the folder in which reports relating to WES installation and uninstallation operations will be saved;

The bottom section (blank at start-up) displays information about the actions launched and a progress cursor:

~		WES Ricoh	deployer		– – X
Server info					
Server address :	localhost				
Server port :	5753				
Authentication mode :	Maintenance Password 🗸 🗸	Actions			
Login :		Get Devices	Installing Application	Uninstall Application	Check Install
Password :	•••••	Gerbences	installing Application	oninstan Application	Check instan
Domain :		Report			
		Output report in directory :	C:\Program Files\Doxense\W	/atchdoc\Redist	Browse
PFDEMO.RHMP	RICOH MP C307	10.10.0.192	Installing auth app	vlication	Installing (4/10)

Configure access to the server

In the **Server Info** section, complete the following fields to identify and locate the server on which the WES is to be installed:

- Server address: enter the address (IP address) of the Watchdoc server;
- Server port: enter the port used to access the Watchdoc server;
- Authentication mode : from the list, select the authentication mode chosen to access the server.
 - **Maintenance Password**: select this mode if you want to access the server using a maintenance account and fill in the Password field.
 - **Login/Password**: select this mode if you wish to access the server using an administration account, then complete the fields relating to this account:
 - Login: enter the administration account login ;
 - Password: enter the password for the administration account;
 - **Domain**: enter the domain of the administration account.

Install the WES

Once you have entered the data for the server

- 1. in the Actions section, click on the Get Devices button;
- →in the lower section, all the Ricoh® devices installed on the server are displayed;
 - 2. click on the Install Application button to start the WES installation on the detected devices;





3. a cursor indicates the progress of the operation;

~		WES Ricoh	deployer	_ 🗆 X
Server info]		
Server address : Server port : Authentication mode :	localhost 5753 Maintenance Password V	Actions	TCHD	<≫C
Login :				
Password :	•••••	Get Devices	Installing Application Uninstall Applica	tion Check Install
Domain :		Report		
		Output report in directory :	C:\Program Files\Doxense\Watchdoc\Redist	Browse
PFDEMO.RHMP	RICOH MP C307	10.10.0.192	Installing auth application	Installing (4/10)

→At the end of the operation, a message will appear indicating that the installation has been successful on the device(s): You can check that the WES is working on the device(s) by clicking on the **Check install** button.

Check the installation

To check that the WES has been installed on one of the devices:

- 1. in the Actions section, click the Get Devices button;
- 2. in the list of devices, tick the box for the device or devices whose installation you wish to check;
- 3. click on the Check install status button;
- 4. a message indicates that the check has been completed;
- 5. click on the line corresponding to the device to access the details:





»	WES Ricoh deployer	
Server info Server address : localhost Server port : 5753 Authentication mode: Maintenance Password v Login : Password : Domain :	Actions Get Devices Report Output report in directory: C:\Program Files\Doxense\Watch	Uninstall Application Check Install Status
PFDEMO,RHMP	10.10.0.192 Installation Check Comparison Check Comparison Check APPS INSTALLATION CHECK APPS INSTALLATION CHECK APPS INSTALLATION CHECK SERVER CONFIGURATIO CHECK SERVER CONFIGURATIO Server PPDEMO	SUCCESS FDEMORHMPC307 at 10.100.192

Finalise the installation in Watchdoc

From the Main Menu of the administration interface,

- 1. in the Operations section, click Print Queues :
- 2. In the list of queues, click on the queue on which you wish to install the Ricoh WES;
- 3. in the queue interface, click on the Properties tab;
- In the WES Ricoh SOP section, click on the **Configure** button to install the application;



- 5. At the end of the installation, the status of the application is displayed:
- 6. From the device administration interface, you can use the screen simulator to check that the Watchdoc application is correctly installed:





F	RICOH MP C306Z Web	o Image Monitor			Q, ? i →) Logout ≜ '∄ £ ⊟ Administrator
S	ione Creen Monitoring				0
	Back				
By Ric	clicking [Display Device's Screen], the cu	urrent screen on the de	vice will be displayed.		
	Display Device's Screen	10100	27	Connovion	
		10.10.0	31 A)	203.1 58	
	WATCHD	С		• ?	
		Please enter yo to authenticate	our username and password		
ja		your use	rname		
		your pas	sword		
	LOGIN		CANCEL		



Install the WES manually

Principle

If WES installation using the **WESRicohDeployer.jar** executable fails, you can install WES manually using the procedure described below. Manual installation involves the following steps:

- 1. activate SSL/TSL communication :
- 2. install WES from the Ricoh interface;
- 3. configure administrator authentication.

Access the device administration interface

WES is installed manually from **Web Image Monitor**, the Ricoh device administration website. You can access it in two different ways:

- by entering the website address directly into a browser;
- or via the Watchdoc administration website.

To access Web Image Monitor via Watchdoc:

- 1. in the Watchdoc administration interface from the **Main Menu**, **Production** section, click on **Printing Queues**, **locations**, **queue groups & pools** link;
- 2. in the list of printing queues, click on the Ricoh queue on which you wish to install WES:
- 3. in the queue configuration interface, under the Status tab, in the Monitoring section, click on the device **IP address**:

WATCHDO	»C						
RICOH M O Powersave O "Mode éco	MP C306Z PCL 6 e. onomie d'énergie"					Edit properties	Delete the queue
Status	Properties	条 Pricing	🛸 Policy	M Statistics	🌾 Jobs	🜿 History	👺 Failures
General information -			Monitoring				
Identifier 🎥 DO	DC-CDA-V6-		SNMP 🚫	Monitoring is active (Idle)		Devi	ce counters
Group 🚦 Ne	twork Queues (default)		IP Address 🛒	10.10,0.37		iotai 🐦	1 690 page(s)
Mode 📗 Ao	counting		Location 🛒	Washdebar			922 (54,56%)
Comment QPCL	L6 Driver (For Windows)		Model R	RICOH MP C306Z		•	/68 (45,44%)
Location 🌵 Inc	déterminé		Serial # III	G435PC00050		Copies 🏐	216 (12,78%)
Colour 🚷 Co	lour (Defined by the group)		Firmware 💖	v1.24		181 (83,80%)	
Duplex ቓ Du	aplex (Defined by the group)		Uptime 🕑	1h 9 min		۰	38 (17,59%)
Large Size 🖄 Lar	rge format (Defined by the group)					Print jobs 🔕	1 471 (87,04%)
Vendor U Au	itomatic vendor detection					Session 🕑	0 page(s)
Spool transf. & Ric	con					Ping time 🕮	2.4 ms
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Alerts						_	LED
Type Alert					Code	 Données reçues 	
🐞 🚯 12 sec Mode économi	ie d'énergie (10033) (generalPrinter1)				000027	31 Da	ily status
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#2 Rynass Tray - 21.0 x 29.7	7 🔬 🗛 🕕						0 doc/s)

- 4. you access Web Image Monitor, the Ricoh device administration website.
- 5. Authenticate yourself as administrator:





Not secure https://10.10.0.37/web/guest/en/websys/webArd	ch/login.cgi
	RICOH
	Web Image Monitor
	Login User Name : Login Password : Login
	Cancel

Enable SSL / TLS communication

To enable exchanges between the device and the WES, you first need to activate SSL/TLS communication:

1. from the administration interface, go to **Device Management > Configuration:**



2. in the Security section, click on SSL/TLS:

RIC	OH MP C306Z Web Image Monitor		9, ? i →) Logout
< Home			
Confi	guration		@Refresh ②
80	*		
	screen		Interiace
	Screen		Interface Settings
-	Device Settings		Network
	System	ei-te	# IPv4
	Paper		I IPv6
	Date/Time		II SMB
	Timer		II SNMP
	Logs		SNMPv3
	Download Logs		I SSDP
	Email		Bonjour
	Auto Email Notification		System Log
	On-demand Email Notification		
	File Transfer	0	Security
	User Authentication Management		
	Administrator Authentication Management	_	 Network Security
	Program/Change Administrator		# Access Control
	Print Volume Use Limitation		I DP AUTHENDICATION
	LDAP Server	(
	Firmware Update		
	Kerberos Authentication		Ste Certricate
	Device Setting Information: Import Setting (Server)		Device Centrate
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	Eco-friendly Counter Period/Administrator Message		USER LOCKOUL POICY Second and Se
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	Unauthorized Copy Prevention: Copier		Extended Security
	Unauthorized Copy Prevention: Document Server	-	Objects
	Unauthorized Copy Prevention: Printer	()	økenote
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			II Update RC Gate Firmware
-	Printer		RC Gate Proxy Server
	E Davis California		
-	Desic Secongs		Webpage
	Tray Parameters (PCL)		B Webpage
	rray Parameters (PS)		
	PDF Group Password	•	Extended Feature Settings
	PUP Fixed Password	69	-
	 virtual Printer Seconds 	-	 Scarcep Security
	Permissions for Printer Language to Operate File System		In Extended Peaker Into
			Instan





- 3. in the SSL/TLS interface, check :

 - IPv4 parameter is enabled;
 the SSL certificate is installed.

RICOH	MP C30	6Z Web Image Monitor
Home		
SSL/TLS		
ОК	Cancel	
SSL/TLS		
IPv4		: O Active O Inactive
IPv6		: 🔍 Active 🔾 Inactive
Permit SSL/TL	S Communicatio	n : Ciphertext Priority 🛛 🗸
Certificate Sta	itus	: Installed
SSL/TLS Version	on	
TLS1.2		: 🔍 Active 🔾 Inactive
TLS1.1		: 💿 Active 🔾 Inactive
TLS1.0		: 💿 Active 🔾 Inactive
SSL3.0		: 💿 Active 🔾 Inactive
Encryption Str	rength Setting	
AES		: 🗹 128bit 🗹 256bit
3DES		: 🗹 168bit
RC4		: 🗆 128bit
ок	Cancel	

• for generation 2.5 devices, check that all radio buttons in this section are enabled:





RICOH	MP C30	6Z Web Image Monitor
Home		
SSL/TLS		
ОК	Cancel	
SSL/TLS		
IPv4		: 🔍 Active 🔾 Inactive
IPv6		: 💿 Active 🔾 Inactive
Permit SSL/TL	S Communicatio	on : Ciphertext Priority 🛛 🗙
Certificate State	tus	: Installed
SSL/TES Versi	ion	
TLS1.2		: 🔍 Active 🔾 Inactive
TLS1.1		: 🔍 Active 🔾 Inactive
TLS1.0		: 🔍 Active 🔾 Inactive
SSL3.0		: 🔍 Active 🔾 inactive
Encryption St	rength Setting	
AES		: 🗹 128bit 🗹 256bit
3DES		: 🗹 168bit
RC4		: 🗌 128bit
ок	Cancel	

4. click on **OK** to validate the settings.

Install the WES from the Ricoh[®] device interface

Access the interface

1. from the **Configuration** interface, in the **Settings - Advanced functions** section, click on **Install**:





RIC	OH MP C306Z Web Image Monitor		Q, ? i →1 Loport â *î ± ⊡ Administrator
Conf	guration		(i) Refresh (2)
	20.000		
	b		
	Screen		Interface
-4	E Screen		Interface Settings
		_	
122	Device Settings		Network
	System		B94
	Paper		EDu6
	Date/Time		
	Elimer		E SURA
	Logi		SNM-V2
	Deveload Loge		ESCP
	Erral		Bonjeur
	Auto Email Notification		System Log
	On-demand Email Notification		
	Fie Transfer	•	Security
	User Authentication Management		Network Security
	Administrator Authentication Management		Access Control
	Irogram/Change Administrator		IPP Authentication
	Print Volume Use Limitation		BSU/TUS
	LDAP Server		III ssh
	Firmware Update		Site Certificate
	Kerberos Authentication		Device Certificate
	Device Setting Information: Import Setting (Server)		S/MME
	Import Test		I Diec
	Import/Export Device Setting Information		User Lockost Policy
	 Lco-mendy Lounter Hendy Administrator Ressage 		IEEE 802.1X
	Compulsory Security Stamp		Extended Security
	Unauthorized Copy Prevention: Copier		
	Drauthorbee Copy Prevention: Document Server	0	@Remote
	Unautocrass Copy Heventon: Hinter	e	Setup RC Gate
	Mogram/change Use Device List		Update RC Gate Firmware
-	Delahar		C Gate Proxy Server
6	Francer		
	Rasic Settings		Webpage
	Tray Parameters (PCL)		• Webcase
	Tray Parameters (PS)		
	PDF Group Password	-	Extended Feature Settings
	PDF Fixed Password	- CI)	
	Virtual Printer Settings	_	 setup setup
	Permissions for Printer Language to Operate File System		E contra l'anna a contra a c
-	_	- C	
	otomer	-	R demonstrator Trols
	General Settings		Additional Driveram Starbus Settion
	scan settings		Install Additional Program
	E Send Settings		Uninstall Additional Program
	Trital Settings		Copy Extended Features
	Default Settings for normal Screens on Device		Copy Card Save Data
	 Default settings for simplified screens on Device 		
	a To Too of Hus Dana		
-			
Ba	x		

- 2. in the **Installer** interface, click on the **Local file** radio button, then click on Browse ;
- 3. in the selection window, browse your working environment to select the Ricoh WES installation file inProgramsDoxenseWatchdocRedist by default):

all									t Ref
ack	Open							×	
source media, then click [Display Extended Sectors]	🗤 🗢 🔶 🕆 📙 > Th	is PC → Windows (C:) → Program Files → D	xense > Watchdoc > R	edist >		~ ð	Search Redist	ρ	
e Nedia	Organize X New folde	ч					[:::	 0	
Card Slot			D		<i>c</i>		8	•	
Server	on	Name	Date modified	type	size				
File : Choose File No file chosen	data	Watchdoclcon.gif	11/30/2024 2:00 PM	GIF File	2 KB				
Display Extended Feature List	external	WES.ucf	11/30/2024 2:00 PM	UCF File	3 KB				
	Images	Wes30LexAuthSDK4.fls	11/30/2024 2:00 PM	FLS File	1,402 KB				
	This 80	Wes30LexAuthSDK6.fls	11/30/2024 2:00 PM	FLS File	2,225 KB				
	THIS PC	WeScaniconW-Sharp50.png	11/30/2024 2:00 PM	PNG File	22 KB				
	3D Objects	WeScanKyocera_std_38E001.pkg	11/30/2024 2:00 PM	PKG File	11,921 KB				
	Desktop	WesCanonAuth.jar	11/30/2024 2:00 PM	JAR File	6,998 KB				
	Documents	WesCanonPullPrint.jar	11/30/2024 2:00 PM	JAR File	3,651 KB				
	Downloads	WeScanSDK6.fls	11/30/2024 2:00 PM	FLS File	3,183 KB				
	b Music	WesCommonAppSDK6.fls	11/30/2024 2:00 PM	FLS File	1,349 KB				
	Picturar .	WesKyocera_std_38E100.pkg	11/30/2024 2:00 PM	PKG File	1,379 KB				
		WesKyoceraV3_std_38E100.pkg	11/30/2024 2:00 PM	PKG File	1,667 KB				
	videos	WesLexAuth.fls	11/30/2024 2:00 PM	FLS File	1,396 KB				
	Windows (C:)	WesLexmarkcSF.xml	11/30/2024 2:00 PM	XML Document	2 KB				
	Network	WesLexmarkSDK3.fls	1/30/2024 2:00 PM	FLS File	1,511 KB				
	BOX-DOXE-002	wesParams.ucf	11/30/2024 2:00 PM	UCF File	4 KB				
	CALIRANI DOX	WesPullRrint.flc	11/30/2024 2:00 PM	FLS File	3,181 KB				
	CALIBAIN-DOX	1 WesRicoh_std_1661468673.zip	11/30/2024 2:00 PM	Compressed (zipp	3,571 KB				
	CITRIX-INFRA	WESRicohDeployer.jar	11/30/2024 2:00 PM	JAR File	21,446 KB				
	DC01	K WESRicohDeployer.zip	11/30/2024 2:00 PM	Compressed (zipp	17,943 KB				
	DEV-JMM-MAST	WesSamsung.par	11/30/2024 2:00 PM	PAR File	1,038 KB			v	
	File n	ame				~	All Files (*.*)	~	

- 4. once the file has been selected, click on the Show advanced functions list button (N.B.: the display may take several seconds)
 - ightarrow new configuration sections appear in the interface.

Install authentication

- 1. In the **Installer** interface, in the **Type-J Configuration** section, check the **ON** radio button to enable **Auto-Start**;
- 2. in the Advanced features list section, check the Watchdoc Authentication radio button,
- 3. then click **Install**;





RICOH MP C306Z Web Image Monitor					9, ? i +) Logout
Home					
Install					O Refres
Back					
elect a source media, then click [Display Extended Feature List].					
Source Media					A
Web Server					
Local File : Choose File No file chosen					
Display Extended Feature List					
Installation Target Setting					
Install to : Device HDD ¥					
Type-J Setting					A
Auto Start : On Off					
Extended Feature List					
0.44.0.0					
Total Applications: 1					
Extended Feature Name	Туре	Description	Version	Source Media	
WatchdocAuthentic	SOP	outLineDescr	1.0	Local File	
Back					

4. In the **Confirm** window, click on **OK**:

→a confirmation message informs you that the **WatchdocAuthentication** advanced function is being installed and the **Install** interface reappears.

Install the servlet

- 1. In the **Install** interface, click again on the **Local file** radio button, then click on **Browse**;
- in the selection window, browse your working environment to select the compressed folder <u>ServletsRicoh_std [...] (in</u>

			<u> </u>				
3	Open						×
-	→ → ↑ ↓ → 1	This PC > Windows (C:) > Program Files > D	Doxense > Watchdoc > R	edist >		 Ø Search Redist 	2
media, then cick [Utspiay Ettended Peature Cist].				1			
	Organize New tol	der		1		Ree 👻 🛄	U
e.	1	Name	Date modified	Туре	Size		^
Choose File to file chosen	Curck access	BrotherElatec.prn	11/30/2024 2:00 PM	PRN File	1 KB		
Display Extended Feature List	Desktop 🖈	keyboardreader.fls	11/30/2024 2:00 M	FLS File	96 KB		
organity extended reactive cost	🔸 Downloads 🖈	netpod-firmware.tar	11/30/2024 200 PM	TAR File	66 KB		
1	🔮 Documents 🖈	netpod-firmware-diag.tar	11/50/2024 2:00 PM	TAR File	99 KB		
-	📰 Pictures 🚿	netpod-firmware-netlog.tar	11/30/2024 2:00 PM	TAR File	68 KB		
	bin	ServletsRicoh_std_1661468676.zip	11/30/2024 2:00 PM	Compressed (zipp	828 KB		
	data	SetupPopup4.zip	11/30/2024 2:00 PM	Compressed (zipp	2,803 KB		
	external	TakeAwayIconW-Sharp50.png	11/30/2024 2:00 PM	PNG File	9 KB		
	Images	TakeAwayIconW-Toshiba4.png	11/30/2024 2:00 PM	PNG File	7 KB		
		■ Watchdoclcon.gif	11/30/2024 2:00 PM	GIF File	2 KB		
	This PC	WES.ucf	11/30/2024 2:00 PM	UCF File	3 KB		
	3D Objects	Wes30LexAuthSDK4.fls	11/30/2024 2:00 PM	FLS File	1,402 KB		
	E Desktop	Wes30LexAuthSDK6.fls	11/30/2024 2:00 PM	FLS File	2,225 KB		
	Cocuments	WeScanlconW-Sharp50.png	11/30/2024 2:00 PM	PNG File	22 KB		
	Downloads	WeScanKyocera_std_38E001.pkg	11/30/2024 2:00 PM	PKG File	11,921 KB		
	Munic	WesCanonAuth.jar	11/30/2024 2:00 PM	JAR File	6,998 KB		
	Distance	WesCanonPullPrint.jar	11/30/2024 2:00 PM	JAR File	3,651 KB		
	Pictures	WeScanSDK6.fls	11/30/2024 2:00 PM	FLS File	3,183 KB		
	Videos	WesCommonAppSDK6.fls	11/30/2024 2:00 PM	FLS File	1,349 KB		
	Windows (C:)	Weskyocera_std_sse rouping	11/30/2024 2:00 PM	PKG File	1,379 KB		
	A 41 - 1	, Weskyoceravs_std_s8E100.pkg	11/30/2024 2:00 PM	PKG File	1,007 KB		~
	File	name:				 All Files (*.*) 	~
						Open Cancel	

...\Programs\Doxense\Watchdoc\Redist by default):

- once the file has been selected, click on the **Displayed Extended Feature List** button;
- 4. in the **Extended features** list section, check the WatchdocWebAppInstallation radio button, then click on Install;





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Install					Refres
Back					
Select a source media, then click [Display Extended Feature List].					
Source Media					
So Card Slot Web Sarver E Local File : (Choose File) No file chosen Display Extended Feature List					
Installation Target Setting					A
Install to Device HDD					
Type-J Setting					A
Auto Start : On Off					
Extended Feature List					A
Total Applications: 1	-				
Extended Health Name	Type	Description	Version	Source Media	
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Back					

- 5. In the **Confirm** window, click on **OK** : A confirmation message informs you that the WatchdocWebAppInstallation advanced function is being installed..
- 6. click **OK** to confirm installation. You then return to the **Install** interface.
- 7. In the Install interface, click on the **Back** button to return to the general configuration interface.





Configure administrator authentication

1. In the **Configuration** interface, **Device Setting Information** section, click on **Administrator authentication management**:



- 2. In the **Administrator authentication management** interface, check the **ON** radio buttons to activate :
 - user administrator authentication ;
 - administrator tools ;
 - machine administrator authentication ;
 - all parameters available to the machine administrator;
 - network administrator authentication ;
 - all parameters available to network administrator;
 - file administrator authentication ;
 - all parameters available to file administrator.





RICOH MP C306Z Web Image Monitor

∢ Home								
Administrator Authentication Management								
OK Cancel								
 User Administrator Authentication Available Settings for User Administrator 	•	● On ○ Off ✓ Administrator Tools						
 Machine Administrator Authentication Available Settings for Machine Administrator 	:	● On ○ Off ✓ General Features	Tray Paper Settings	Timer Settings				
		 Interface Maintenance 	File Transfer	Administrator Tools				
 Network Administrator Authentication 	÷	● On ○ Off						
Available Settings for Network Administrator	•	File Transfer	Interface	Administrator Tools				
 File Administrator Authentication 	÷	● On ○ Off						
Available Settings for File Administrator	÷	Administrator Tools						
OK Cancel								

- 3. Click on **OK** to validate the settings;
- 4. You return to the general configuration interface.
- 5. Click on User authentication management parameter, select Custom Authentication from the list;

N.B.: if the **Custom authentication** management type does not appear in the list, this means that SP modes are not correctly configured on the device (see **Configuring SP modes**).

RICOH MP C306Z Web Image Monitor
4 Home
User Authentication Management
OK Cancel
■ User Authentication Management : Custom Authentication ▼ Off
Printer Job Authentication Settings
 Printer Job Authentication : Entire "Simple" will take effect for printer jo Limitation Range (IPv4) IPv4 Address 1 : 0.0.

- 6. click on **OK** to confirm your choice;
- 7. in the dans la section **Printer Job Authentication Settings** displayed, for the Printer Job Authentication setting, select **Entire**:





RICOH MP C306Z Web Image Monitor ↓ Home **User Authentication Management** OK Cancel User Authentication Management : Custom Authentication er Job Authentication Settings Printer Job Authentication : Entire imple" will take effect for p Entire g ranges. Limitation Range Simple (Limitation) - 0.0.0.0 IPv4 Address 1 : Simple (All) IPv4 Address 2 - 0.0.0.0 : 0.0.0.0 IPv4 Address 3 : 0.0.0.0 - 0.0.0.0 IPv4 Address 4 - 0.0.0.0 : 0.0.0.0 IPv4 Address 5 : 0.0.0.0 - 0.0.0.0 Limitation Range (IPv6) Range :: : OMask :: IPv6 Address 1 Mask Length 128 - :: Range :: IPv6 Address 2 ္ Mask 💠 Mask Length 128 Range :: IPv6 Address 3 Mask :: Mask Length 128 Range :: IPv6 Address 4 Mask Length 128 Mask 💠 Range :: IPv6 Address 5 Mask 💠 Mask Length 128 USB (Simple) : O Apply Do not Apply

8. Keep the other parameters as default, then click on **OK** to validate the configuration.

You will then return to the general configuration interface.

Reset device

Once these settings have been completed, the device must be reset:

- from the Image Monitor Web interface > Configuration, click on the Back button;
- 2. in the menu, click on **Device Management > Reset Device**:

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				English V Switch & Refresh ?	
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Configuration	Vasquehal	II Host Name	: MPC306Z		
Address Book	mart Operation Panel				
int Job/Stored File Central Manag	ment				
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onvenient Links					
Reset the Mac					
Screen Monito					
Alert		Status			
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Messages	litem(s)) 10.10.0.37 Host Name: MBC2067	Toner	🔝 Status OK		
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3. in the Reset device interface, click OK to confirm the restart:







A message informs you that the device is inaccessible during the reboot and invites you to wait.

Check device status

You can check the device's status using the screen simulator. To access the simulator:

1. You can check the device's status using the screen simulator. To access the simulator :

from the **Web Image Monitor** device administration interface, click on the Device Management>Screen Management menu;

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nvenient Links Main Power Off			
Reset Printer Job			
Based the Machine			
Alert	Status		
Alert	System System	Status OK	
Messages (litern(s)) 10.10.0.37 Host Name: MPC306Z	Toner	Status OK	
	Input Tray	E Status OK	
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- 2. in the **Screen Management** interface, the device screen is displayed. When the device restart is complete, the message displayed is "Settings modification complete":
- 3. Click on the **Display device's screen** link to update it:





RICOH MP C306Z Web Image Monitor
(Home
Screen Monitoring
Back
By clicking [Display Device's Screen], the current screen on the device will be displayed. Bight click to save the screen data.
Display Device's Screen

→ A message informs you that the installation is continuing and awaiting a valid configuration:

- Click the View device screen link again to update the device.
 Return to the Watchdoc configuration interface to install the WES.



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Troubleshoot the WES

General troubleshooting rules

- What? What procedure can be used to reproduce the incident?
- When? What date and time did the incident occur?
- Where? On which printer did the incident occur?
- Who? On which user account did the incident occur?
- Watchdoc.log: thank you for providing the Watchdoc.log file;a
- config.xml file: thank you for providing the Watchdoc.log file;
- server/device communication logs: please activate the trace files on each file.

Once this information has been gathered, you can send a resolution request from the Connect portal, the incident management tool dedicated to partners.

To obtain the best possible record of the data required for diagnosis, use the Watchdoc DiagTool® supplied with the Watchdoc installation program (cf. <u>Creating a</u> log report with DiagTool).

Scan, fax and photocopying are not in Watchdoc

If the scan, fax and photocopy jobs are not counted by Watchdoc, verify that the address (host name or IP) of the Watchdoc server configured in the device is correct:

- lin the configuration interface of the queue, in the WES section, click on the button Application status (displayed when the WES is properly installed);
- 2. Click the **Download** button to download the log files and WES configuration;
- 3. In the downloaded .zip file, open the Config.json file using a text editor and check the information corresponding to the address of the server (Address) and ports;
- 4. If the configuration of the address and / or ports is not correct, click on the Configure button on the queue configuration interface.
- 5. Verify that the procedure has resolved the problem.

Activating WES Traces

To diagnose a problem with WES applications, you need to activate the log files specific to WES communications :

- 1. in the Watchdoc web administration interface, from the **Main Menu**, **Production** section, click **Printing queues, queues groups & pools**;
- 2. In the list of queues, click on the name of the queue with the WES for which you want to activate the trace files;
- 3. in the queue management interface, click on **Properties**;
- 4. in the **WES** section, click on the **Edit the settings** button:
- 5. in the WES>Diagnostics section, tick the Enable traces box;
- 6. in the **Trace level** list, select:





- Auto: retains standard traces;
- Include binary content: retains detailed traces.
- 7. In the **Path field**, enter the path of the folder in which the trace files should be saved. If you leave the field blank, the trace files will be saved by default in the Watchdoc_install_dir/Logs/Wes_Traces/Queueld installation folder:

Device	Activate the embedded interface		
Profile	Té	1	
	Server-side configuration profile		
WES			
Identifier	Id of the device associated with this queue		
Diagnosis	WES specific logs		
	🗴 🖌 🖌 🕹 🕹 🕹 🕹 🕹 🖍		
	Files location		

Activating the logs may slow down the server, so it is strongly recommended that you deactivate this option once the problem has been resolved.

Renewal of the Access Token before expiration

Context

When Watchdoc uses a Ricoh WES, it may occur that an alert message indicates that the access token will soon expire and invite you to contact your retailer:



Resolution

This issue can be solved by the update of Watchdoc.

If the Watchdoc update is not possible, the issue can be solved by the manual modification of the Watchdoc configuration file.

Since this procedure requires a service interruption, be sure to perform it when it will have the least impact on printing activity. Depending on the size of your print fleet, this service interruption can take between 15 seconds and 20 minutes.

Procedure

To modify the Watchdoc configuration file:

1. log in to the server that hosts Watchdoc as an administrator and shut down the Watchdoc service;





- search the config.xml file (saved by default in C:\Program Files\Doxense\Watchdoc\Data\config.xml);
- 3. copy the config. xml file to save it;
- 4. open the config. xml with a text editor and seach the tag <ricoh-web-api>.
- 5. If this tag doesn't exist, create it under the <instances><default-instance> tag; modify the tags included in this tag as follows:

```
<ricoh-web-api>
<remote>
<token>/yRUEU9p0bcbloN5wA3BTxPAAITn+8LXqRCmNpzb7zHjvk6Qc
xQqZyKragYFtX9qgisDrak4ITi1EjQYncukK9cMwxi1jShy5fN9qCUy9HRd
L8qIYr4mU6aQrJhVVUwE8sWIRaaZG/3aZA07ybuJvUEoTf/OA66ja2I8Cf
+9N4oGvErB3D6ZZh3GJ+kYcUZ0</token>
<valid-until>20260123</valid-until>
</remote>
<br/>
<br/>
hrowser>
<token>/yRUEU9p0bcbloN5wA3BTxPAAITn+8LXqRCmNpzb7zHUG08F
n3losZyFihRFrLgsgisDrak4lTi1EjQYncukK4cxmrZHgFOSkv7Yl2KGKSJh
DL4Jw8dRfwat4g6pQkkV8sWIRaaZG/3aZA07ybuJvWtAIrYyDz2ZFxhihx
/d5srA+yWYP6Sbn8dufT8VstpiMtpQC6O/rDX3/tY1jGK6jw==</token>
<valid-until>20260123</valid-until>
</browser>
</ricoh-web-api>
```

In the <token> tag, there must be no spaces in the character string; if there are spaces, remove them.

6. As in the following example:



- 5. save the config.xml file;
- 6. restart the Watchdoc service;

7. in the Watchdoc administration web site, check that the access token alert message no longer displays.





Unable to find the 'Doxense.Web assembly, Version=5.4.0.0, culture=neutral, PublicKeyToken=94de63351b6ea861'.

Context

When the Ricoh WES is installed, the following error is displayed when the **Configure** button is clicked:

Unable to find the 'Doxense.Web Version=[n°_version], Culture=neutral, PublicKey Token=94de63351b6ea861'

Resolution

Install the Ricoh WES manually. Do not use the WESRICOHDEPLOYER

Information to ask the technician Have the login details for the print device's web portal. Ask the technician on site to activate SP Modes and confirm as many times as possible using the hash key #.

- 5-113-002 = 0
- 5-401-230 = 00000001
- 5-401-240 = 1000
- 5-420-041 = OFF
- 5-490-001 = Allowed

