

# Celiveo® 8 - November 2020 Release 20K

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Release Notes for Ricoh Embedded Agent

Version: 8.8.2.2

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# Copyright Information

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Protected by US patent number: 6,889,252

Protected by Singapore patent number: 104066

Protected by Australian Patent number: 2002350998

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# Features

- Print Rules and Access Rules based on Quotas.
- Quota Management:
  - Hide Job Cost and Quota Balance information when quota is not enabled.
  - Support OU / Group profiles in an Alias Environment.
- High Availability (HA) is available without any optional connector.
- Alphanumeric ID Code Support.
- Reader PID/VID and reader information are now configured on the Web Admin and automatically communicated to the printer agent during synchronization.
- Support of ELATEC card readers from the TWN4 Family (PID 0x0410, VID 0x09D8).
- Full Cache Support.
- To support of auto license update before expiration

# Version History


Date: 13 November 2020	
Ricoh Embedded Agent (8.8.2.2)	
Changes and Fixes	
#19134	Resolved condition that caused no tracking information when High Availability is enabled with database down.
#19184	Resolved condition that caused Ricoh Agent to display "Exceeded the maximum number of sheets that can be used. Coping will be stopped" error even with sufficient quota.
#19278	Resolved "No valid license" message when user authenticates after printer wakes up after license expired.
#18636	Automatic check and update of the license before expiration.
#18739 #16254	Enhancement of Tracking mechanism.
#16267	Resolved the extra error code on System Logs for enrollment with valid user name and invalid password.
#18745	Resolved condition that allowed color job print as mono with deny printing rules + negative balance.
#18648	Resolved condition that caused synchronization to fail: Could not connect to database when synchronizing a printer on non-API environment.
#18481	Resolved truncated Page info on the pending list with long job name+value quota.
#16151	Resolved Incorrect message on printer panel and SQL logs for invalid PIN.
#16491	Resolved incorrect reader info display on panel & system logs when badge authentication profile is used.
#18645	Resolved condition that prevented from getting user quota to support multi-domain environment.
#18448	Resolved condition that caused no tracking Print jobs or copy jobs due to regional settings.

# Release Version

Software / Firmware	Version
Celiveo Product Installer (includes Web Admin)	8.8.18.2
Celiveo Ricoh Embedded Agent	8.8.2.2
TGS 10 (Reporting Tool)	10.0.8.2

## Product Safety Testing

Celiveo 8 solution for Ricoh Embedded Agent has come out clean and free of any virus while performing Antivirus scan using NOD32 ANTIVIRUS v14.0.22.0, with the detection engine 22306 (20201112).


<h3>Computer scan</h3>
Scan Log
Version of detection engine: 22306 (20201112)
Date: 12/11/2020 Time: 4:57:04 pm
Scanned disks, folders and files: C:\November Release\8.8.2.2.mr
Number of scanned objects: 2
Number of detections: 0
Time of completion: 4:57:04 pm Total scanning time: 0 sec (00:00:00)

# Supported Printers

## Ricoh

This embedded agent is compatible with Ricoh SOP Android models only. Please refer to our [website](#) to get the list of compatible Ricoh printers.

## Supported Printer Drivers

**Note: This is applicable for Celiveo Virtual Printer**

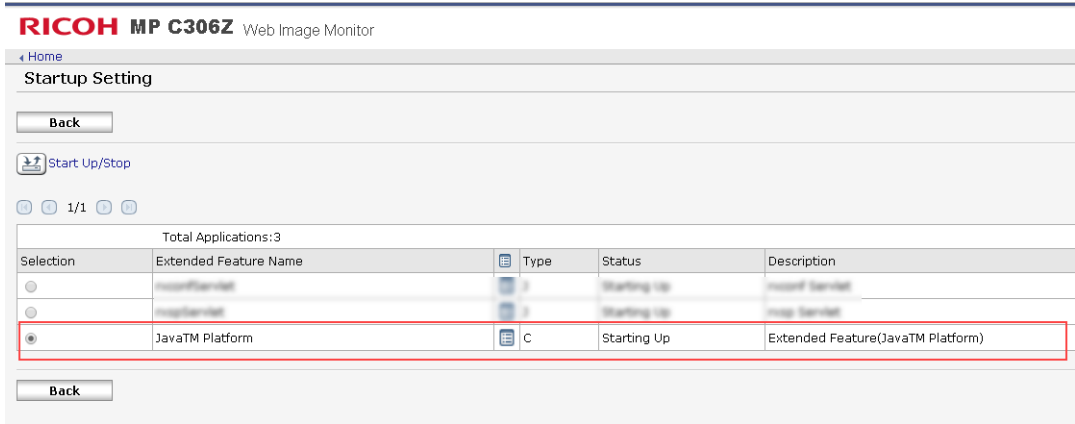
- Ricoh UPD PCL6
- Ricoh UPD PS

# System Requirements

Before you install, make sure these prerequisites are met:

- The printer is connected to an active LAN connection.
- The printer has a fixed IP or DHCP reserved IP address.
- The network allows management by Simple Network Management Protocol (SNMP) v1/v2.
- Enable HTTPS for Ricoh secure access.
- From the Ricoh Web Image Monitor, set the printer session time to be longer than the default Celiveo Web Admin inactivity time out (30 sec).
- JRE (Java SE Runtime Environment) 8 is installed in the virtual machine, in which Celiveo solution (Web Admin) will be deployed.
- SQL Server is configured to listen to port 1433 for TCP/IP connections.
- Java TM platform is enabled on the printer.

**Note:** This is applicable ONLY for Ricoh Android SOP G2 printers.



TRACK_PERMISSION	0
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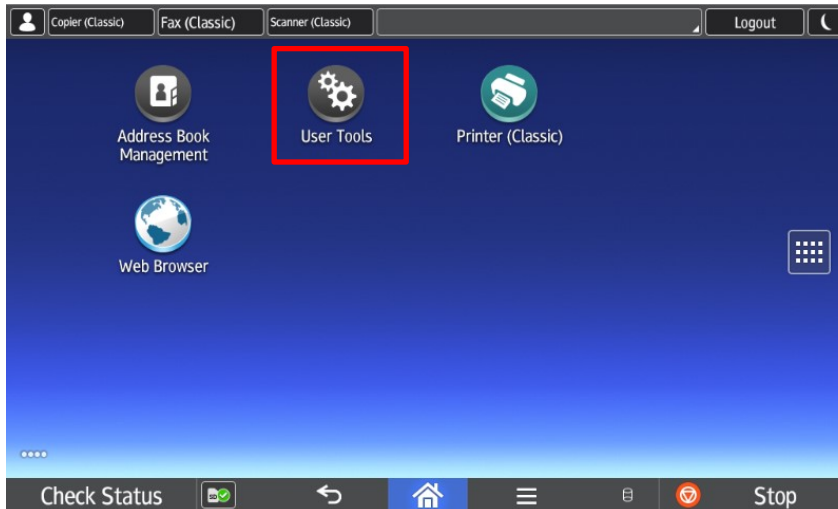
1. Values can be viewed by selecting "Get SP".



## 1.1 Configure the printer (pre-installation)

### 1.1.1 Configure network settings (IP and DNS settings)

1. Press **User Tools**, then select **Machine Features**.



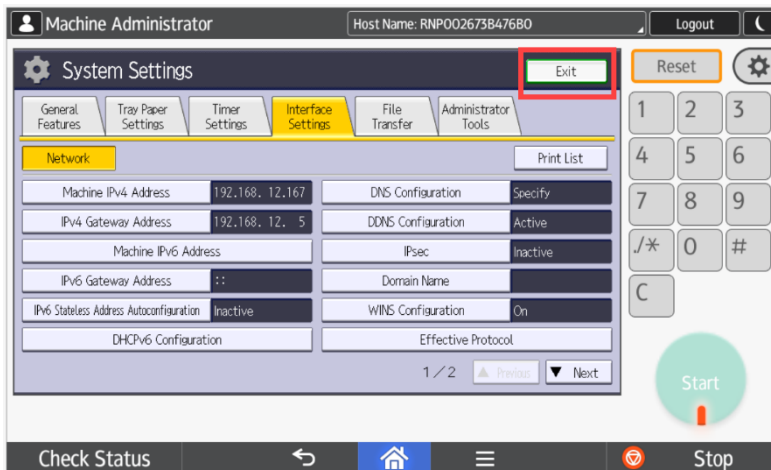
2. When prompted, enter a valid username and password.
3. Choose **System Settings** and then select **Interface Settings** tab.



4. Press **DNS Configuration**.
5. Enter the required DNS settings for your network.

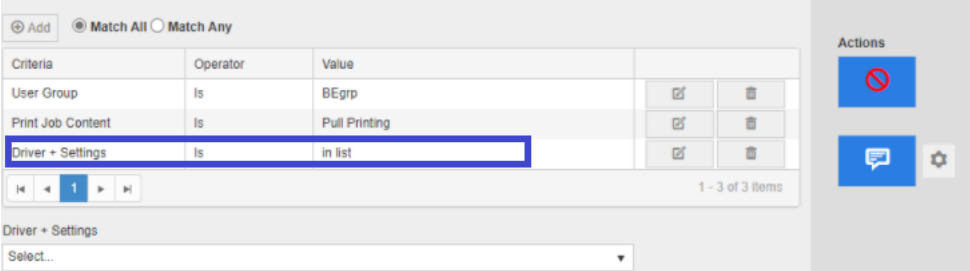
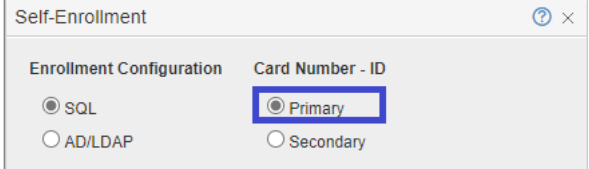


6. To apply the settings, press **Exit**.



Ensure that Celiveo Web Admin and Ricoh printer are in the same network, i.e. they are connected to the same DNS server and have network accessibility to each other.

# Known Limitations

No.	Description
#8883	<p>Logout fails and displays an error message, when user attempts to sign out from Scan to Email preview screen at the printer.</p> <p><b>Workaround:</b> Press either the Cancel button to cancel or the Send button to complete the scan operation. Logout button will be enabled after this.</p>
#8959	<p>Printing rules do not take effect at the printer, if printing rule notification message is not defined in Web Admin.</p>
#8985	<p>Sometimes while synchronizing printer from Web Admin, an error is seen as “Sync failed: Could not connect to database” before moving to successful synchronization.</p>
#7970	<p>When printer goes to Sleep mode, it normally takes an additional 5-10 seconds for the Reader to sleep. If a user tries to perform badge authentication (by tapping card) at the time, Reader may become unresponsive. Login screen is not displayed and reader becomes unresponsive when user tries to wake the printer as soon as it goes to Sleep mode.</p> <p><b>Workaround:</b> Press on the printer panel to wake up the printer from sleep mode</p>
#8976	<p>Page orientation data is missing in the tracking report when performing a Pull print with orientation specifics applied.</p>
#9390	<p>Authenticated user’s email address is not auto-populated in the “To” field, when the user performs “Scan to Email” at the printer.</p>
#13993	<p>On Ricoh C307 printers, a firmware defect causes the printer to enter a "System_Busy" state after printing from USB. This causes the loss of tracking data.</p> <p><b>Workaround:</b> Log in as Administrator and Logout or restart the printer.</p>
#16961	<p>Print Queue Rights based on print rules. The below criteria setting is available on Web Admin however the this is currently not available for Ricoh Embedded Agent.</p>  <p>The screenshot shows a table with columns: Criteria, Operator, Value. The table contains three rows: 'User Group' with operator 'Is' and value 'BEgrp', 'Print Job Content' with operator 'Is' and value 'Pull Printing', and 'Driver + Settings' with operator 'Is' and value 'in list'. The 'Driver + Settings' row is highlighted with a blue border. To the right of the table are 'Actions' buttons (edit, delete) for each row. Below the table is a pagination control showing '1 - 3 of 3 items' and a dropdown menu for 'Driver + Settings' with 'Select...' as the current selection.</p>
#15399	<p>Self-Enrollment - Card Number – ID Currently, the Ricoh Embedded Agent is only supporting the Primary field</p>  <p>The screenshot shows a dialog box titled 'Self-Enrollment'. It has two sections: 'Enrollment Configuration' with radio buttons for 'SQL' (selected) and 'AD/LDAP', and 'Card Number - ID' with radio buttons for 'Primary' (selected and highlighted with a blue box) and 'Secondary'.</p>