

08/18/2010

Reform.12

**RICOH**  
**LANFax**

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## About the Ricoh LANFax Plugin

The Ricoh LANFax plug-in will allow Reform 12 to interact with a LANFax-enabled Multi Function Peripheral in order to automatically distribute documents to your fax system.

## System Requirements

- Reform 12 Enterprise or Reform 12 PDC
- Ricoh LANFax Plugin
- For Evaluation and Demonstration: Windows XP, Windows 2003 Server, Windows Vista, Windows 7 or Windows 2008 Server (64 Bit Operating Systems are Supported)
- For Production Systems: Windows 2003 Server or Windows 2008 Server (64 Bit Operating Systems are Supported)
- Smart Device Monitor (included with installation)
- LANFax-enabled Multi Function Peripheral (supported drivers listed below)
- Microsoft SQL Server (SQL Server Express will be automatically installed)
- Microsoft .NET Framework 3.5 (installed automatically if not present on the current system)
- Internet Information Services (IIS)

All required Reform software downloads can be found at [www.fabsoft.com](http://www.fabsoft.com) >> Downloads section.

## Hardware Requirements

- Production System Recommendation (These suggestions are only estimations. High load environments may require multiple servers, or additional hardware.)
  1. Pentium 4 Processor
  2. 4 GB RAM
  3. HDD Space 100 GB (Redundancy recommended)
  4. Battery Backup (UPS)
  5. Dedicated server, no other software products except for virus and security programs.
- Minimum System Requirements for demonstration purposes only
  1. Pentium 4 Processor
  2. 2 GB RAM
  3. HDD Space 30 GB

Hardware specifications depend greatly on the workload and throughput that is required. Higher end processors and greater amounts of memory will increase the amount of information and data that Reform can process thus improving overall system throughput. For load balancing or failover, multiple servers can also be used. (Note: A

license for Reform and each plug-in is required for each server running the software.) Before obtaining the server that you plan on utilizing for Reform, please check the plug-ins' user manuals for System Requirements as well as they may require additional hardware. For production systems, we also recommend redundant hard drives utilizing the mirroring features of RAID (Redundant Array of Independent Disks) to minimize data loss and expedite system recovery in the event of a hardware failure. Battery backups are also suggested to maintain system uptime and reliability in case of power failures.

### Supported Drivers

- RICOH LAN-Fax M3 and greater which is connected to the Local Area Network
- RICOH LAN-Fax F3 and greater which is connected to the Local Area Network

### Installation

To install the Ricoh LANFax plug-in to your existing Reform 12 installation, download and run the Ricoh LANFax installation executable. Before you begin the installation, it is important to note that you must already have a Ricoh device with a supported LANFax driver installed and working on this computer.

If you are running Reform on a Windows 2003 Server, please see the *Installing Internet Information Services (IIS) 2003* section of this manual before continuing

If you are running Reform on Windows Vista, Windows 7 or Windows 2008 Server, please see the *Configuring Internet Information Services (IIS) 7* section of this manual before continuing.

If you meet all the requirements, please run the executable.



ricohlanfax

Step through the prompts until the setup begins. Allow the LANFax installation to complete.

The default installation directory for Reform 12 and its plugins is **C:\Program Files\Reform...\**. If you have changed the path during the Reform installation routine, or if you are using a 64 bit operating system, please refer to the appropriate path instead of the default one referenced throughout this documentation.

### Plugin Registration and Licensing

When evaluating Reform 12, the plugins will also be in an evaluation mode for that period of time. Once Reform has been purchased and licensed, the required plugins must also be licensed in order to continue functioning correctly.

Please see the “Reform 12 Licensing and Registration” section of the Reform 12 User Manual for more information on how to license Reform 12 Plug-ins. After the license is entered, the Reform Spooler will need to be restarted to refresh the licenses. More information regarding the Reform Spooler Service can be found in the Reform 12 User Manual.

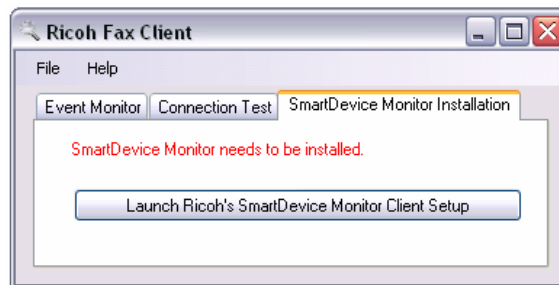
### Connection Test and SmartDevice Monitor

Next, we need to run the connection tests and install some additional software.

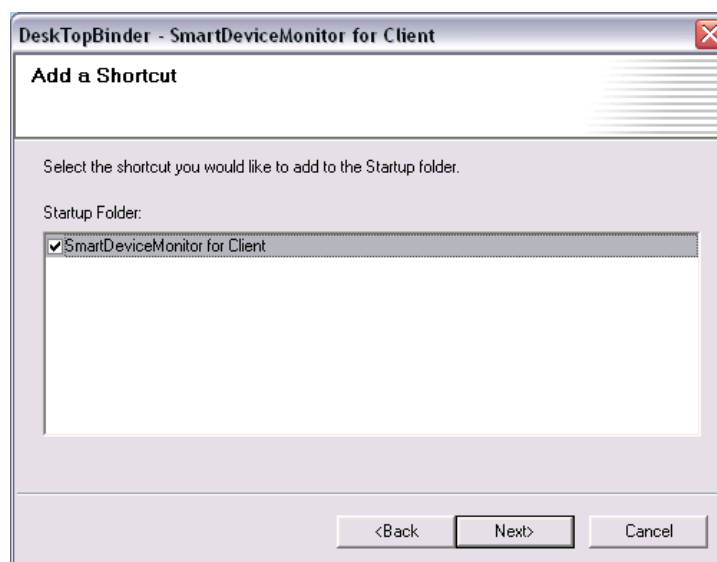
Run the Ricoh Fax Client by going to:

**Start>Programs>Reform...>LAN-Fax>Check Fax System**

The first thing we have to do is make sure that SmartDevice Monitor is installed. Click on the **SmartDevice Monitor Installation** tab. If it tells you that the Monitor needs to be installed, click the **Launch Client Setup** button to run the installer for the SmartDevice Monitor.

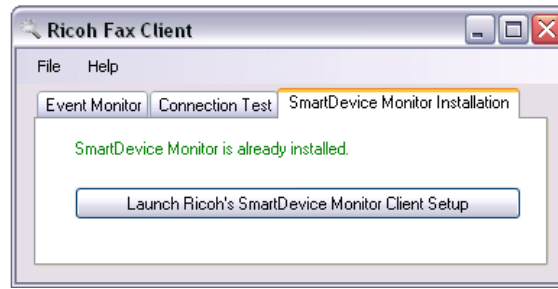


The SmartDevice Monitor installer is simple to run through. Keep the default settings for a **Full Install**, but on the screen below, be sure to check the option to run the SmartDevice Monitor for Client at startup.



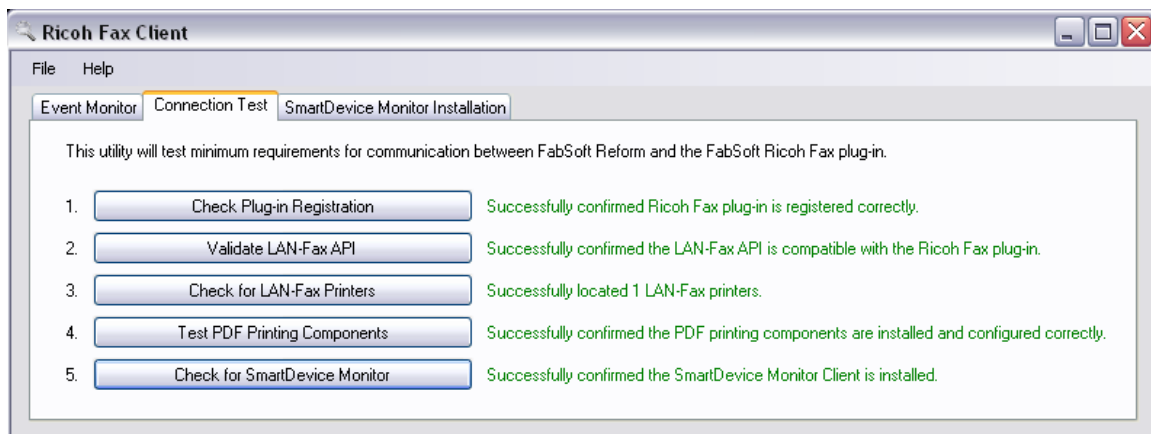
Allow the setup to install the SmartDevice Monitor. After it finishes installing, **restart your computer to complete the installation. If the SmartDeviceMonitor has already been installed, it is still important to restart your computer before proceeding in order to ensure that the RicohFax service has been started.**

After your computer restarts, open the Ricoh Fax Client. Click on the SmartDevice Monitor Installation tab. It should now say that the SmartDevice Monitor is installed.



Now you are ready to perform a connection test. Click on the Connection Test tab, and step through each test.

1. Checks to make sure the Ricoh LANFax Plug-In is correctly registered.
2. Checks compatibility between the LANFax API and the Ricoh Fax Plug-in.
3. Scans for all available LANFax-enabled printers.
4. Checks for availability of PDF printing components.
5. Makes sure the SmartDevice Monitor is installed.



After you have successfully passed the 5 connection tests, you are ready to incorporate LANFax into your first form.

Proceed to the next section: “Setting up your First Ricoh LANFax-Enabled Form.”

## Setting up your First Ricoh LANFax-Enabled Form

This tutorial will walk you through the steps of setting up a form to send a fax using a LANFax-enabled printer.

First, the Reform Designer must be started. To open it, go to

**Start>Programs>Reform...>Designer.**

1. For the example, we will be creating a new form with an existing template. Go to **File>New>New**. Select the **Fax** template and click **OK**.

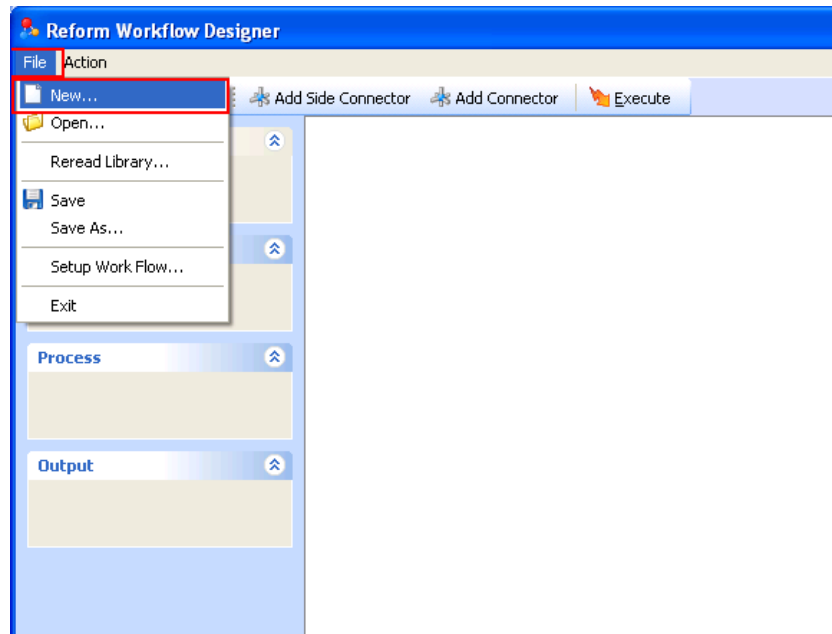


Fax.FTM  
Fax Sample - Quote Information

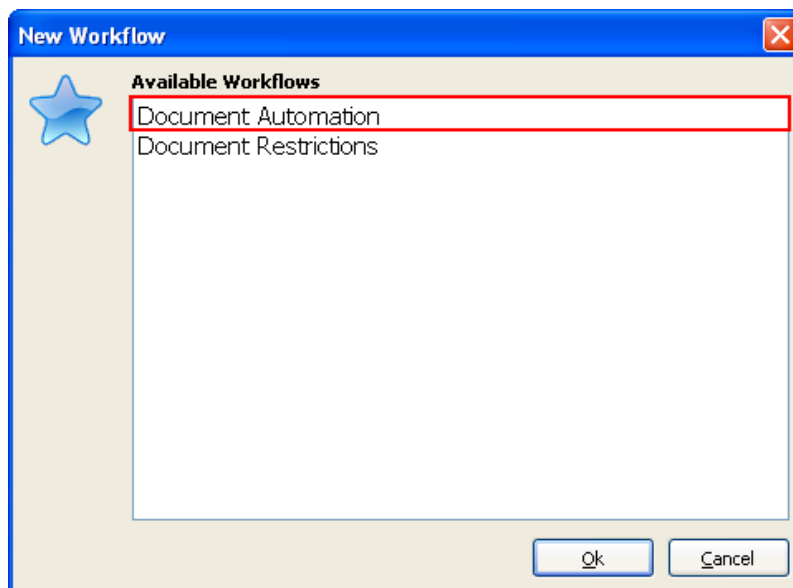
2. When it asks if you would like to open a text file for designing, select **No**.
3. Next, go to **File>Save** to save your form. Name it **Fax.FOM**.
4. You can now close the Reform Designer since we have our form which we will be using alongside the Workflow Designer to route the document.

\*Now that we have our form, we can begin to create the desired Ricoh LANFAX workflow using the Workflow Designer. First, the Workflow Designer must be started.

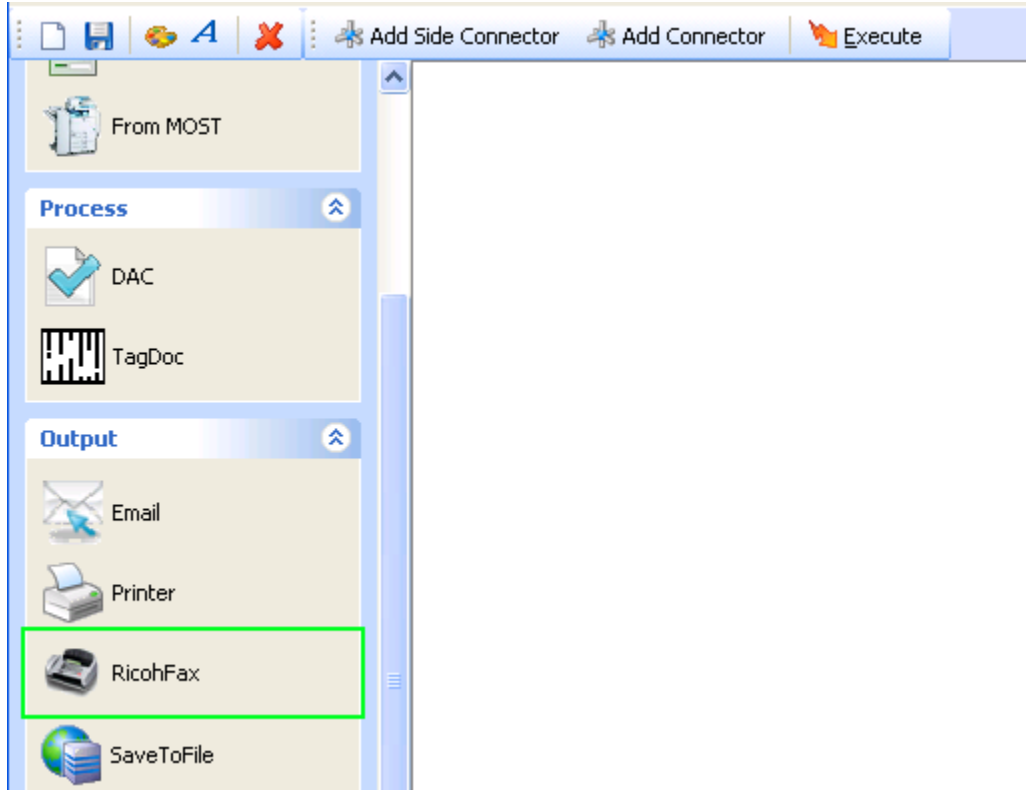
5. To open it, go to **Start>Programs>Reform... >Workflow Designer**.
6. Once open, we must go to **File > New...**



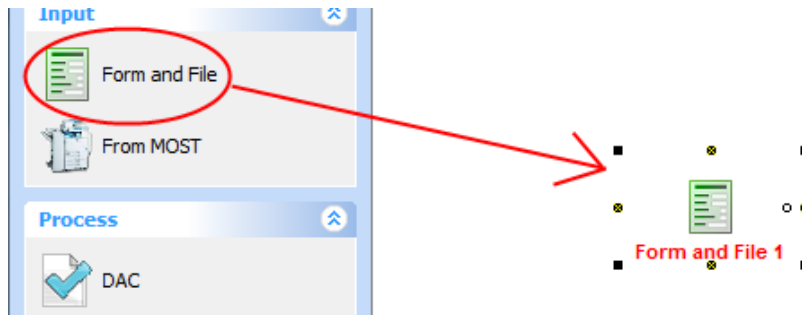
7. At the below screen, select **“Document Automation”** and click **Ok**.



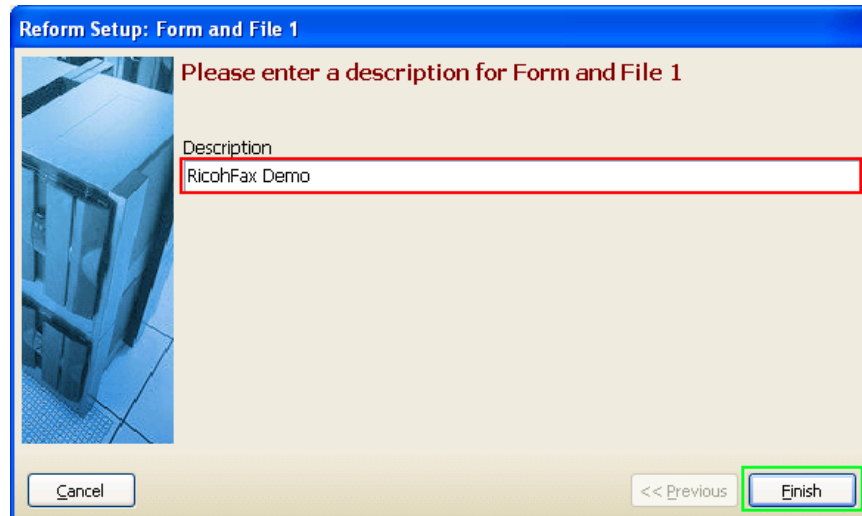
8. You will now notice that your Inputs, Processes and Outputs have been populated by the various plugins you have installed (RicohFax being one of the Outputs)



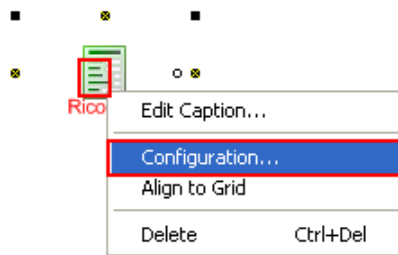
- 9. Once opened, we can start adding the necessary components to the workflow. First, drag and drop a **Form and File** object onto the workflow by clicking and holding your mouse on **Form and File** and then moving your mouse over to the workflow and releasing the mouse button.



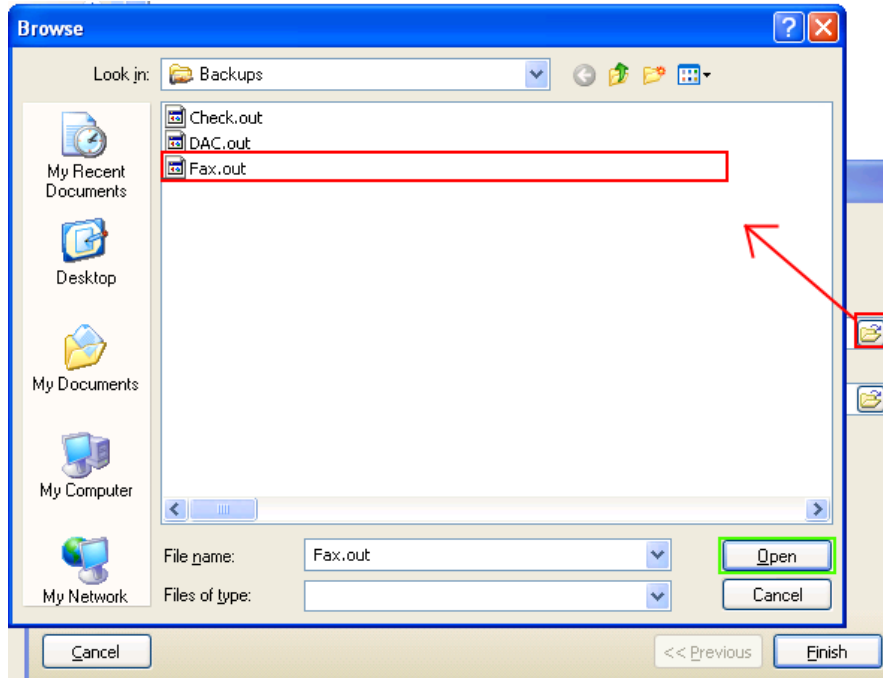
\*You will be prompted with the following dialog:



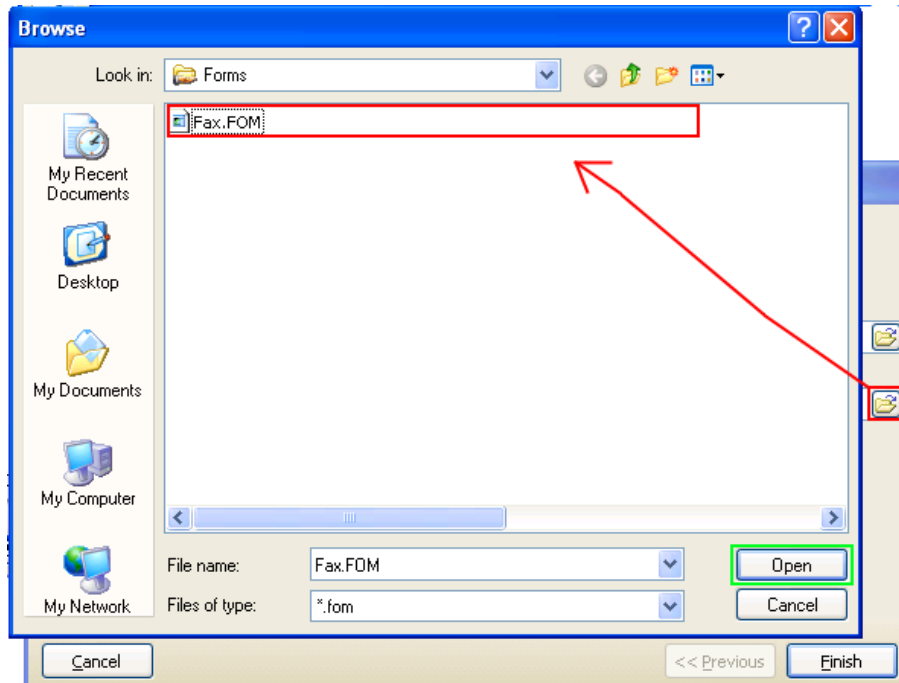
10. Enter a description for the object you just added. This is done by typing in the provided box. Type **“RicohFax Demo”** and click **Finish**. This will take you back to your workflow.
11. Now we are ready to configure the **“RicohFax Demo”** form and input file. To do so, right click on the newly added object and select **“Configuration...”** or simply **double-click** on it.



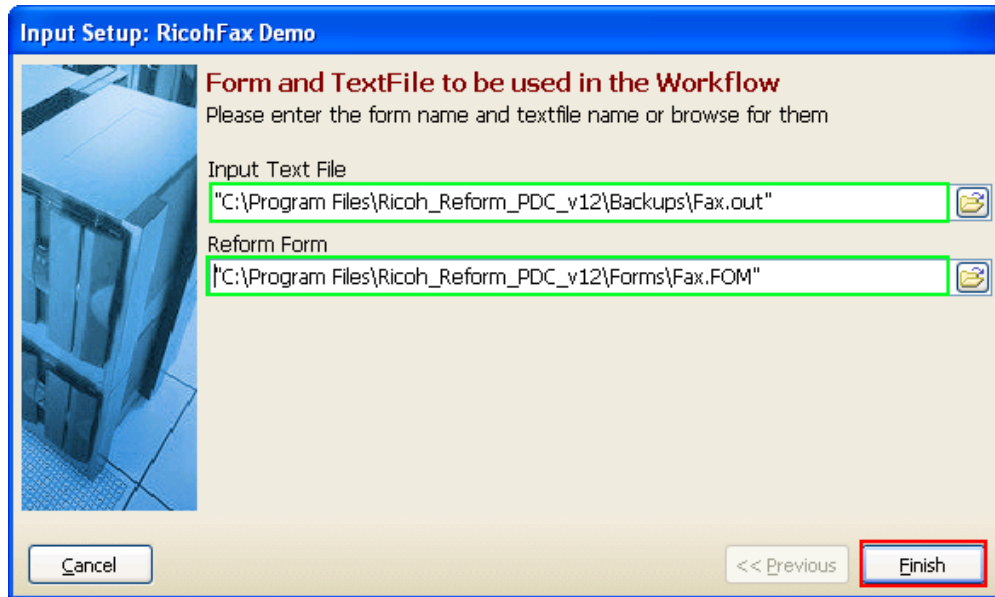
12. You are now presented with the Input Setup window. First, we want to select the TextFile or data stream that our form will be using. To do so, you can simply begin typing in the box, or you can browse to find it. We want to select the **Fax.out** file. Click the small folder icon to bring up a window which will let us choose that file. Select the file and click **Open**.



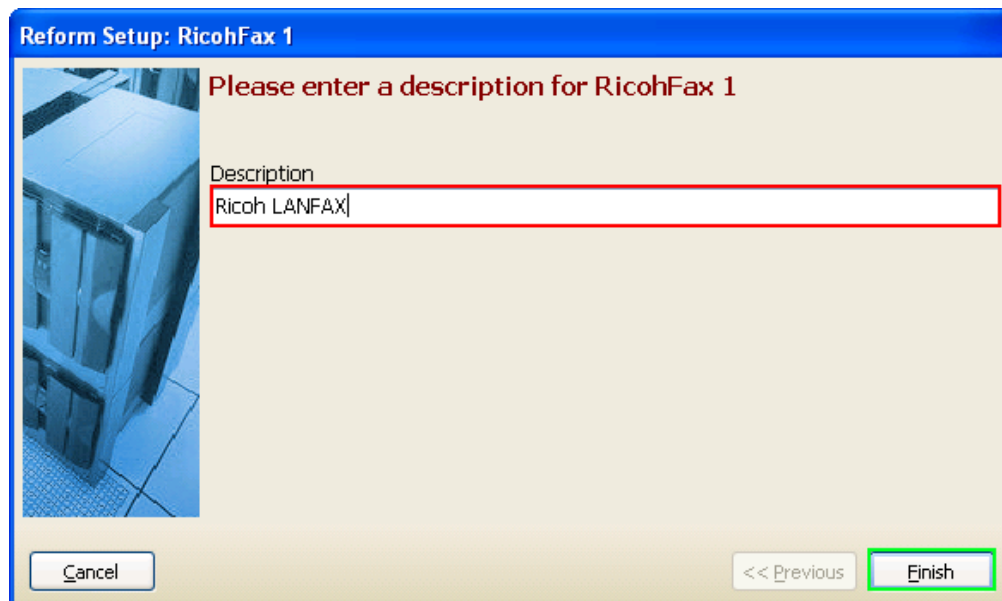
13. After choosing the text file, you are taken back to the Input Setup page so that you can now select a form. Click the small folder icon to bring up a window which will let us choose the desired **Fax.FOM** form file. Select the FOM file and click **Open**.



14. Now that you have both your Input Text File and Reform Form selected, the setup of **Form and File** is complete. You can quickly double check that the correct files are selected and then click **Finish**.



15. You will also be prompted to add a page-break field to the forms. At this point, we want to select **No**.
16. To finish the Fax workflow, we want to add a **RicohFax** Output. We use the same drag and drop procedure as with the **“Form and File”** (see step 9). Take your mouse and drag the **“RicohFax”** object from under Output onto the workflow somewhere below your Input. Once you release your mouse, you will be prompted to describe **“RicohFax”**. Type **“Ricoh LANFAX”** in the box and then click **Finish**.



17. Once you click Finish, you are taken back to your workflow. Your **RicohFax** will have a **Red** Caption because it is not yet configured. To configure **RicohFax**, you must first connect the Form and File object titled **“RicohFax Demo”**. To do so, first

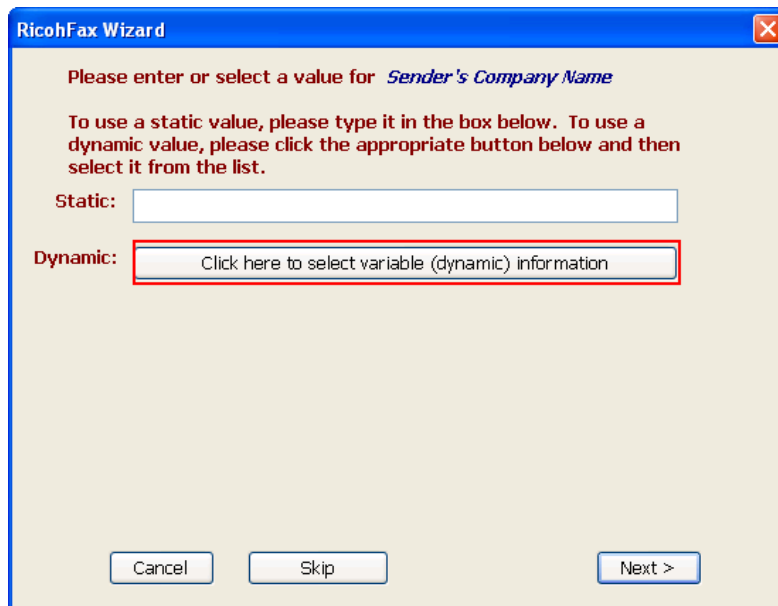
select the “**Add Connector**” button from the menu bar. Next, drag your mouse from the small “x” underneath “**RicohFax Demo**” to the small “x” above “**Ricoh LANFAX**” as pictured below. When the connection is complete, the connector will turn black (if red, connection has not been made correctly, try again) and the “**RicohFax Demo**” caption will turn **green**.



18. You will be prompted to configure **RicohFax** upon completing the connection. Click **Yes**. If you click **No**, you can begin the configuration by **double clicking** on the RicohFax object or **right-clicking** and selecting “**Configuration...**”. This configuration will step you through all the settings necessary for **RicohFax** to successfully connect to your Ricoh LanFax driver and send faxes. The first piece of information needed is your **Username**. **This username should be the name you are currently logged in as.** This will allow you to view the fax statuses in the Device Viewer. Type your username and click **Next**.

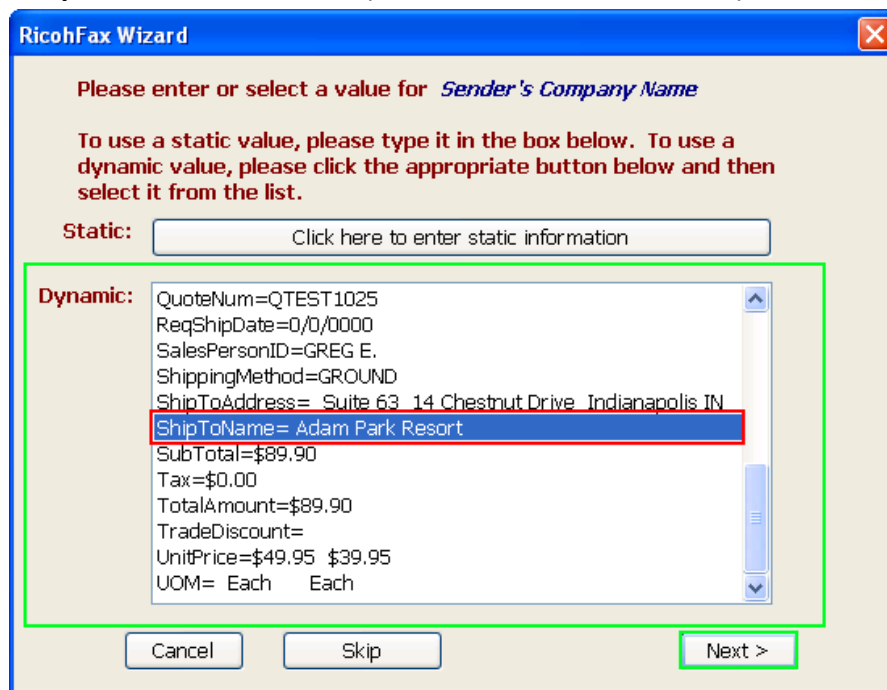
The screenshot shows a dialog box titled "RicohFax Wizard". The main text reads: "Please enter or select a value for *User Name*". Below this, there is a sub-instruction: "To use a static value, please type it in the box below. To use a dynamic value, please click the appropriate button below and then select it from the list." There are two options: "Static:" with a text input field containing "admin", and "Dynamic:" with a button that says "Click here to select variable (dynamic) information". At the bottom of the dialog, there are two buttons: "Cancel" and "Next >". The "Next >" button is highlighted with a green border.

19. Next is the “**Sender’s Company Name**”. Here we would like to use data that is available in the data stream instead of a static value. To do so, we first must click the “**Click here to select variable information**” button.



\*Note-After doing so, we see that a list will appear with the different fields that you can choose for your variable data. If you want to go back to static input mode, you can do so by clicking the appropriate button for static information and then you will be able to type static information.

20. We want to use the dynamic field **ShipToName** as the “**Sender’s Company Name**”. Select **ShipToName** from the list (You will have to scroll down) and click **Next**.



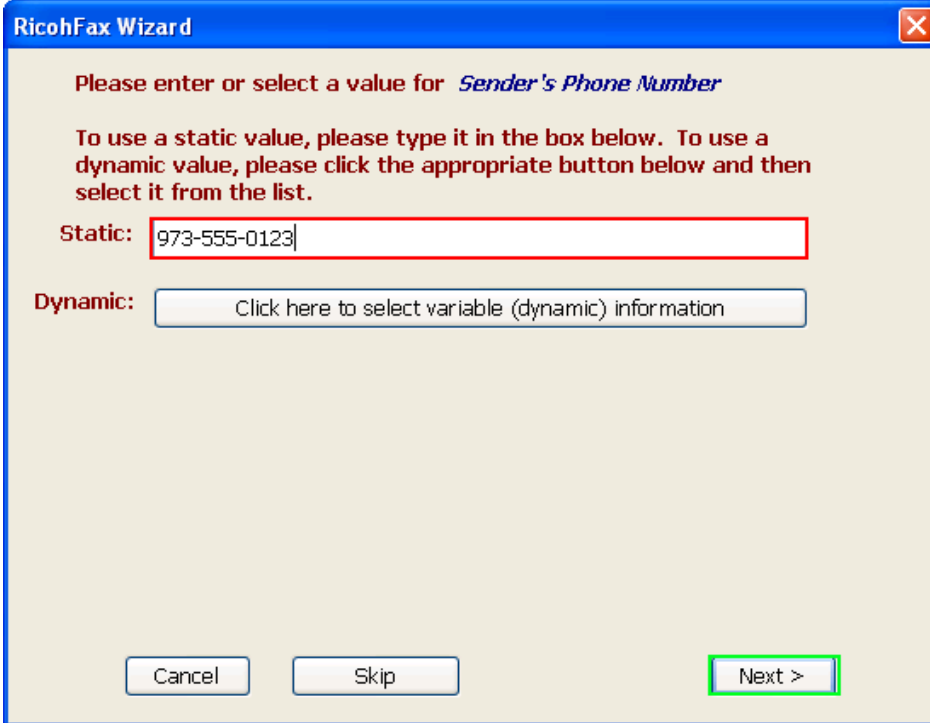
21. For “**Sender’s Name**”, we would like to again use variable data from the print stream. To do so, first click the button “**Click here to select variable data**”. From the list that appears, select **ClientName** and click **Next**.

The screenshot shows the 'RicohFax Wizard' dialog box with the title 'Please enter or select a value for *Sender's Name*'. Below the title, instructions state: 'To use a static value, please type it in the box below. To use a dynamic value, please click the appropriate button below and then select it from the list.' There are two sections: 'Static:' with a button labeled 'Click here to enter static information', and 'Dynamic:' with a list box. The list box contains the following text: 'ClientAddress= P.O. Box 1391 Indianac', 'ClientName= Adam Park Resort', 'CustomerID=ADAMPARK0001', 'Date=8/28/2008', 'Description= 32x DVD-ROM 40x DVD-ROM', 'Discount=\$0.00 \$0.00', 'ExtPrice=\$49.95 \$39.95', 'FormKey=Quote', 'FreightCost=\$0.00', 'ItemNum= 32X IDE 40X IDE', 'MasterNum= 331', and 'Misc=\$0.00'. The 'ClientName= Adam Park Resort' entry is highlighted with a blue selection bar. At the bottom of the dialog, there are three buttons: 'Cancel', 'Skip', and 'Next >', with the 'Next >' button highlighted by a green box.

22. Next, it will ask you to enter the **Department Name** of the person sending the fax. Type in the value **Accounting**, and click **Next**.

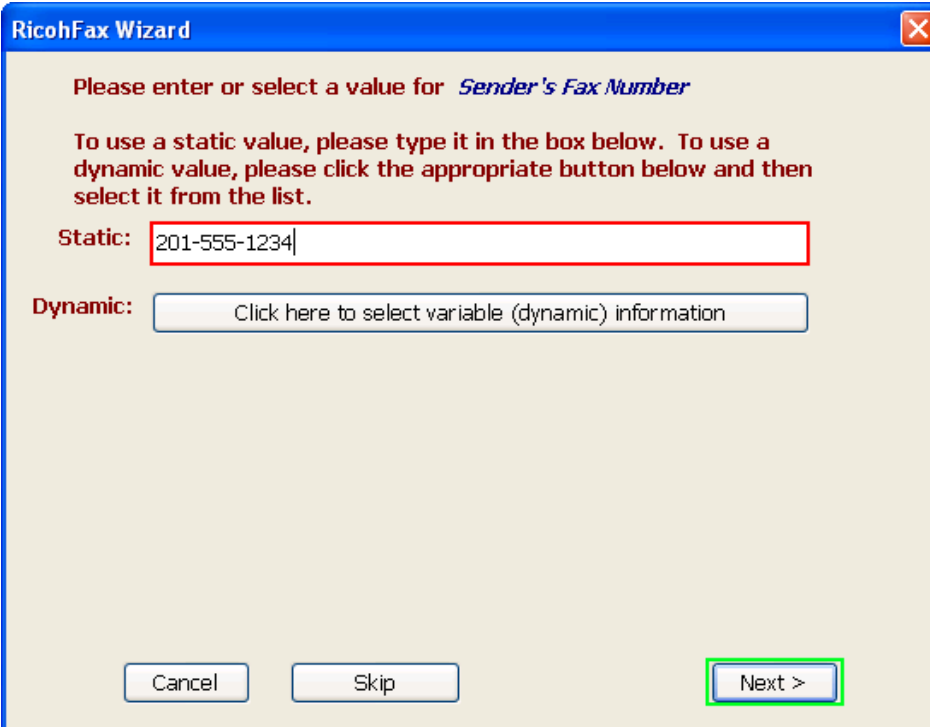
The screenshot shows the 'RicohFax Wizard' dialog box with the title 'Please enter or select a value for *Sender's Department Name*'. Below the title, instructions state: 'To use a static value, please type it in the box below. To use a dynamic value, please click the appropriate button below and then select it from the list.' There are two sections: 'Static:' with a text box containing the word 'Accounting', and 'Dynamic:' with a button labeled 'Click here to select variable (dynamic) information'. At the bottom of the dialog, there are three buttons: 'Cancel', 'Skip', and 'Next >', with the 'Next >' button highlighted by a green box.

23. Next, it will ask you to enter the **Phone Number** (NOT the fax number!) of the person sending the fax. Enter the value **973-555-0123**, and click **Next**.



The screenshot shows a dialog box titled "RicohFax Wizard" with a close button in the top right corner. The main text reads: "Please enter or select a value for *Sender's Phone Number*". Below this, a sub-instruction says: "To use a static value, please type it in the box below. To use a dynamic value, please click the appropriate button below and then select it from the list." There are two options: "Static:" followed by a text input field containing "973-555-0123", and "Dynamic:" followed by a button labeled "Click here to select variable (dynamic) information". At the bottom, there are three buttons: "Cancel", "Skip", and "Next >". The "Next >" button is highlighted with a green border.

24. Next, it will ask you to enter the **Fax Number** of the person sending the fax. Enter the value **201-555-1234**, and click **Next**.



The screenshot shows a dialog box titled "RicohFax Wizard" with a close button in the top right corner. The main text reads: "Please enter or select a value for *Sender's Fax Number*". Below this, a sub-instruction says: "To use a static value, please type it in the box below. To use a dynamic value, please click the appropriate button below and then select it from the list." There are two options: "Static:" followed by a text input field containing "201-555-1234", and "Dynamic:" followed by a button labeled "Click here to select variable (dynamic) information". At the bottom, there are three buttons: "Cancel", "Skip", and "Next >". The "Next >" button is highlighted with a green border.

25. For “**Recipient’s Company**”, we would like to use variable data from the print stream. To do so, first click the button “**Click here to select variable data**”. From the list that appears, select **ShipToName** (scroll down) and click **Next**.

The screenshot shows the 'RicohFax Wizard' dialog box with the title 'Please enter or select a value for Recipient's Company Name'. It contains a 'Static' section with a text box containing 'Click here to enter static information' and a 'Dynamic' section with a list of variables. The variable 'ShipToName= Adam Park Resort' is highlighted with a red box. At the bottom, there are 'Cancel', 'Skip', and 'Next >' buttons, with the 'Next >' button highlighted with a green box.

**RicohFax Wizard**

Please enter or select a value for *Recipient's Company Name*

To use a static value, please type it in the box below. To use a dynamic value, please click the appropriate button below and then select it from the list.

**Static:**

**Dynamic:**

- QuoteNum=QTEST1025
- ReqShipDate=0/0/0000
- SalesPersonID=GREG E.
- ShippingMethod=GROUND
- ShipToAddress= Suite 63 14 Chestnut Drive Indianapolis IN
- ShipToName= Adam Park Resort**
- SubTotal=\$89.90
- Tax=\$0.00
- TotalAmount=\$89.90
- TradeDiscount=
- UnitPrice=\$49.95 \$39.95
- UOM= Each Each

26. For “**Recipient’s Contact Name**”, we would like to again use variable data from the print stream. To do so, first click the button “**Click here to select variable data**”. From the list that appears, select **ClientName** and click **Next**.

The screenshot shows the 'RicohFax Wizard' dialog box with the title 'Please enter or select a value for Recipient's Contact Name'. It contains a 'Static' section with a text box containing 'Click here to enter static information' and a 'Dynamic' section with a list of variables. The variable 'ClientName= Adam Park Resort' is highlighted with a red box. At the bottom, there are 'Cancel', 'Skip', and 'Next >' buttons, with the 'Next >' button highlighted with a green box.

**RicohFax Wizard**

Please enter or select a value for *Recipient's Contact Name*

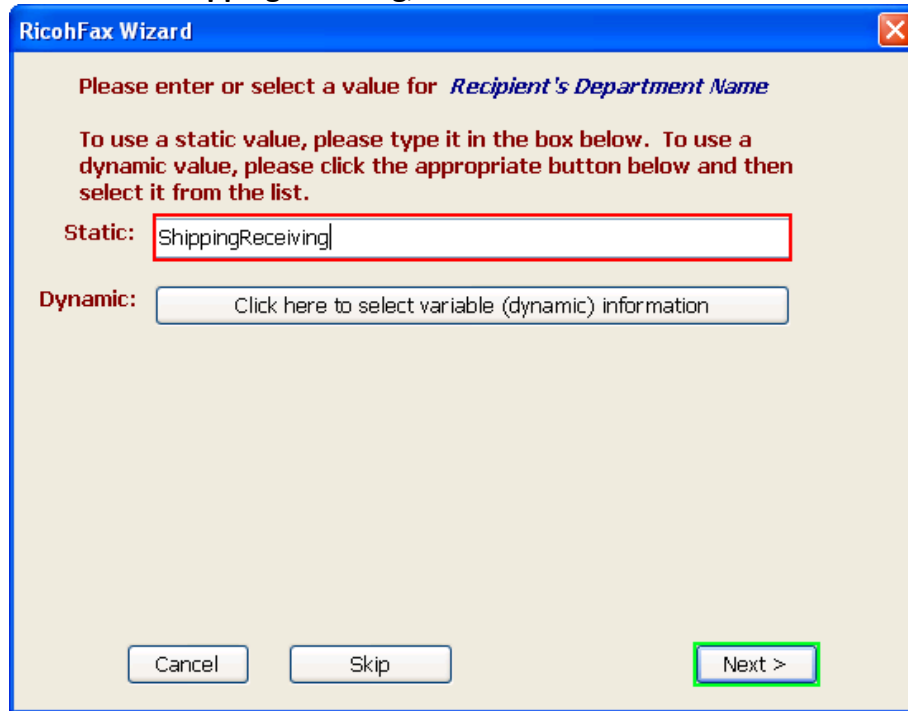
To use a static value, please type it in the box below. To use a dynamic value, please click the appropriate button below and then select it from the list.

**Static:**

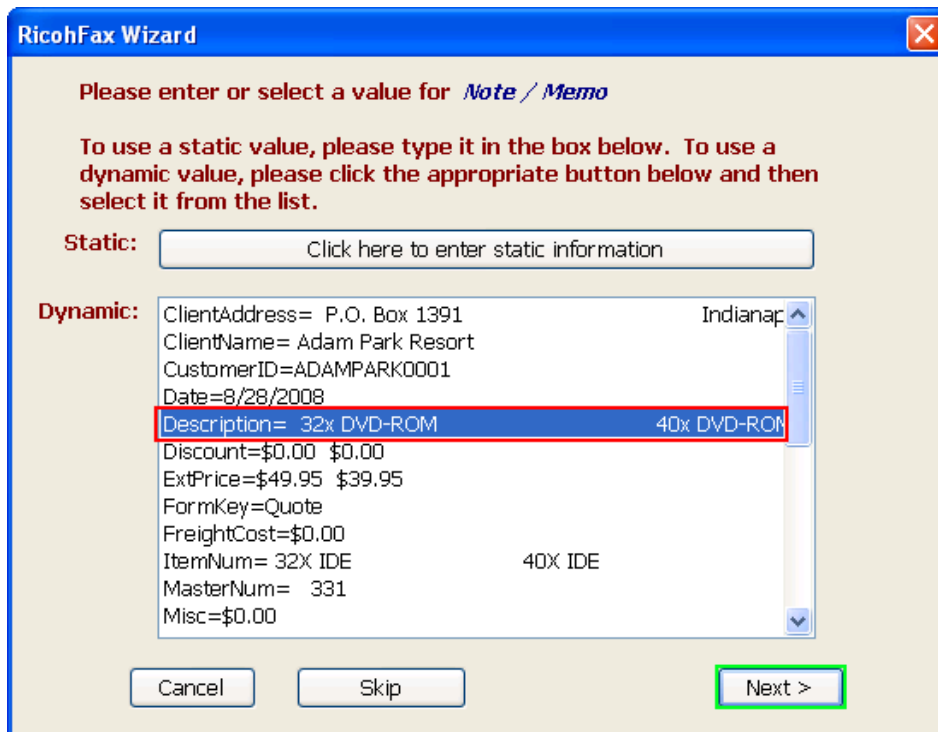
**Dynamic:**

- ClientAddress= P.O. Box 1391 Indianac
- ClientName= Adam Park Resort**
- CustomerID=ADAMPARK0001
- Date=8/28/2008
- Description= 32x DVD-ROM 40x DVD-ROM
- Discount=\$0.00 \$0.00
- ExtPrice=\$49.95 \$39.95
- FormKey=Quote
- FreightCost=\$0.00
- ItemNum= 32X IDE 40X IDE
- MasterNum= 331
- Misc=\$0.00

27. Next, it will ask you to enter the Department Name of the person receiving the fax. Type in the value **ShippingReceiving**, and click **Next**.

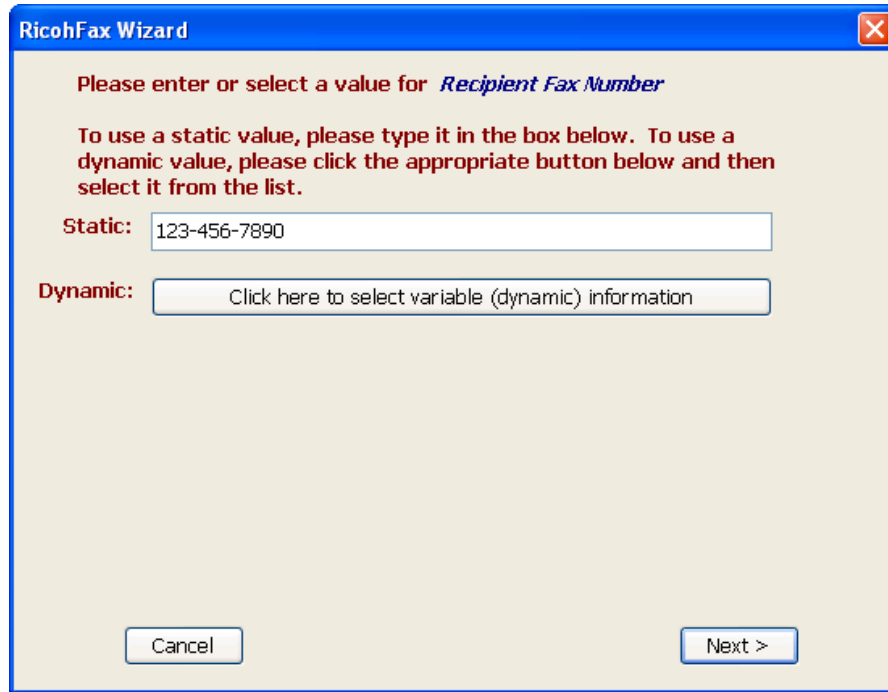


28. For “**Note / Memo**”, we would like to use variable data from the print stream. To do so, first click the button “**Click here to select variable data**”. From the list that appears, select **Description** and click **Next**.

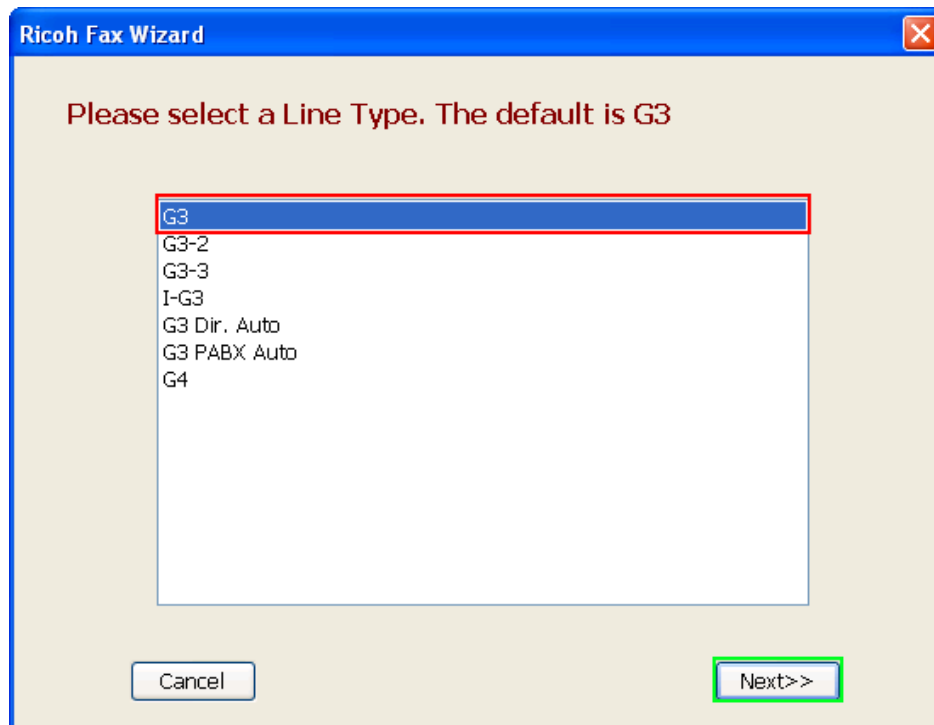


29. Next, enter the **Recipient Fax Number** for the machine you wish to send the fax to. This number is where the fax will be sent.

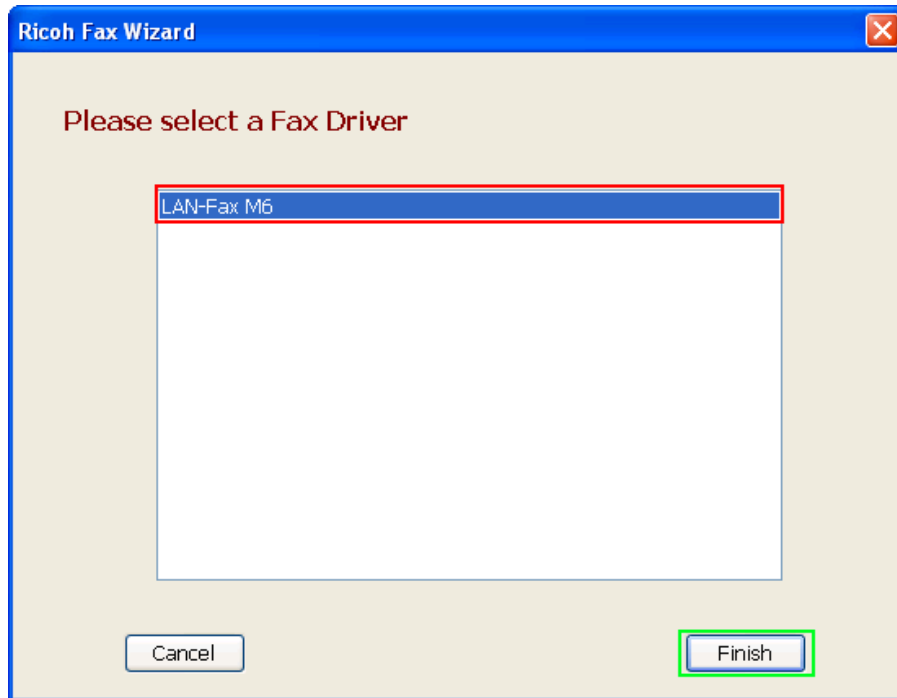
**\*PLEASE MAKE SURE THIS NUMBER CAN RECEIVE FAXES PROPERLY!\***



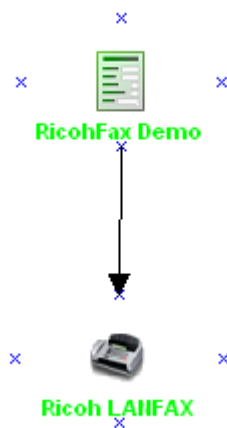
30. The wizard will now ask for the Line Type of the MFP. Select the Line Type for the Fax (Default is G3) and click **Next**.




31. Last, the wizard will now collect information about the LANFax driver you want to use. Select the LAN-Fax driver to use and click **Finish**.

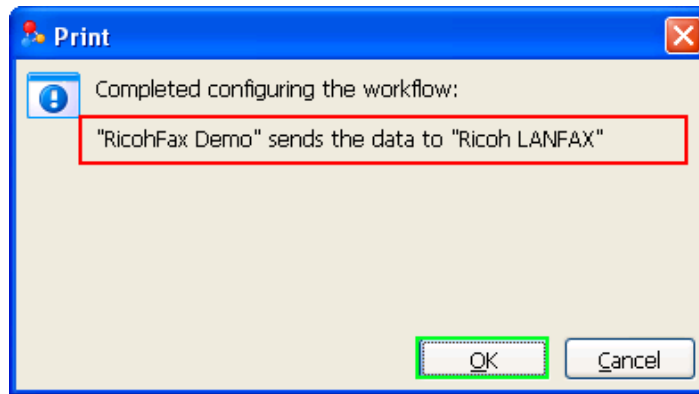


32. You have completed configuring your simple RicohFax workflow. Your 2 objects ("RicoHFax Demo" and "RicoH LANFAX") should all be green meaning they have been successfully configured and the workflow is ready to be created.

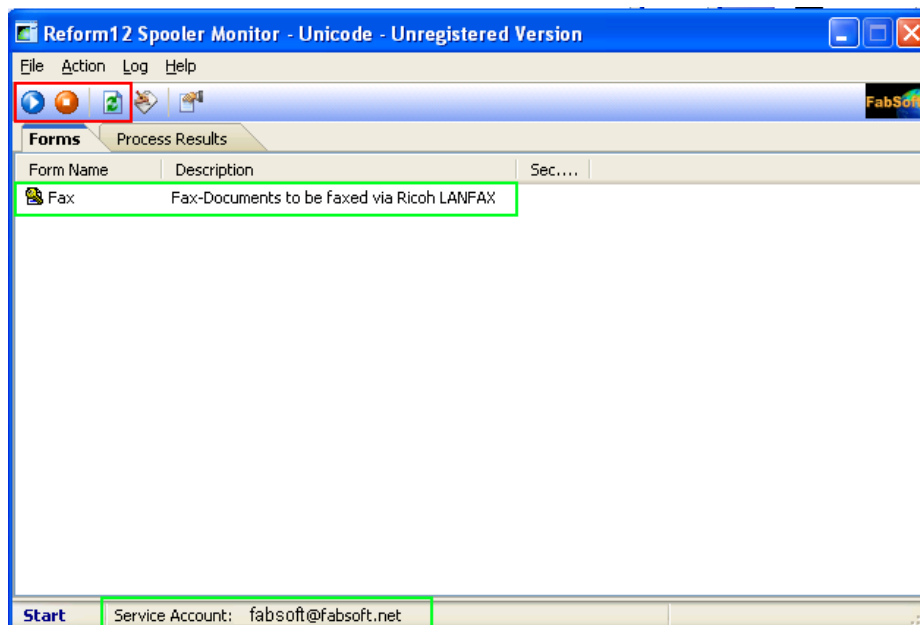


33. To make all the appropriate forms and changes, the workflow must be executed.

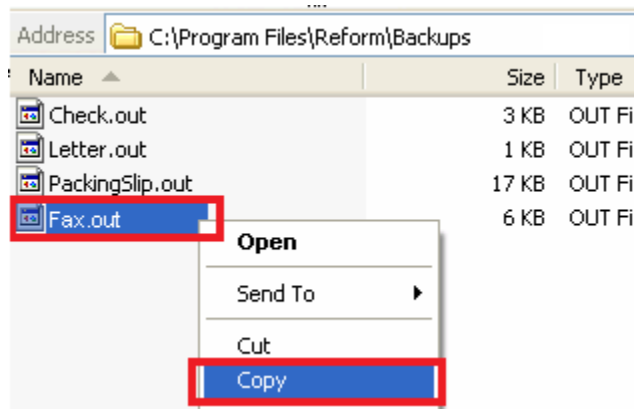
This is done by clicking the "Execute" button  Execute on the menu bar. After execution, you will be notified about what has taken place. Click **OK**.



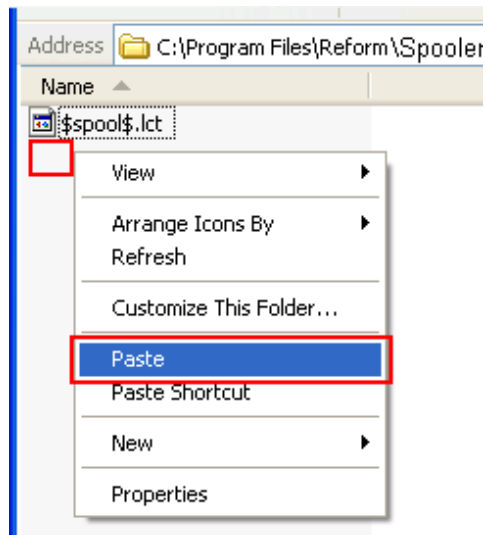
34. You can now close the Workflow Designer. Your form has been saved in your default forms directory. A backup of your original **Fax.FOM** file has been copied to the "**Workflow Designer Original Forms**" folder in your forms directory. . **Any permanent form changes should be made to this original form as it is used throughout the form configuration process as a template. If changes are made to this template, you will have to execute your workflow again to see the changes in the forms.**
35. The Spooler should now be started by clicking **Start>Programs>Reform...>Spooler**. Once it is open, press the **Start** button. It should now say **Start** in the lower left corner.
- If it was already running, it will need to be stopped and restarted so that it recognizes the new forms that were created by the Workflow Designer.



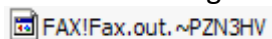
36. Navigate to your `\Reform\Backups\` directory. Select the **Fax.out** file, right click the file, and select **Copy**.



37. Navigate to your `\Reform\Spooler\` directory. Paste the file into the Spooler directory. (Pasting the data stream to this folder simulates printing from Windows, AS400, Unix, etc.)



38. When the Spooler Application begins processing the file, you will notice the file name change to something similar to the image below.



39. Once the document is faxed, the demonstration is complete. If you are not getting your output, Reform Spooler might not have the correct permissions to process the file. Please see the Reform 12 manual for more information. You can re-print the document by copying the file from the backup directory to the spooler directory again. You can also create another new form using the Workflow Designer.

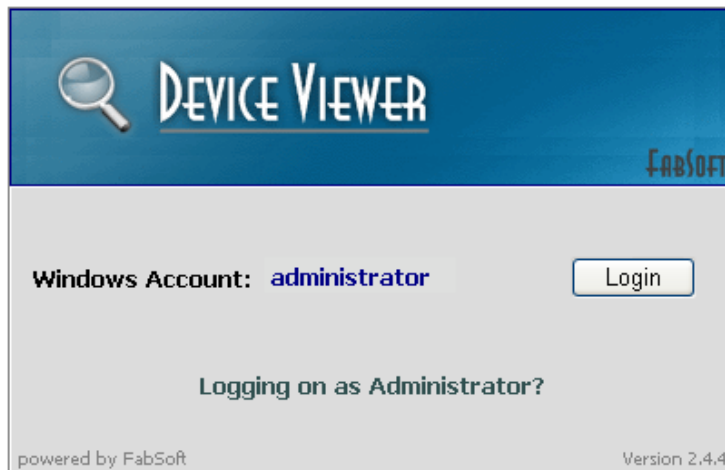
You can also view the status of the LANFax job by opening the Device Viewer. This is covered in the next section.

## Monitoring the Fax Status from the Device Viewer

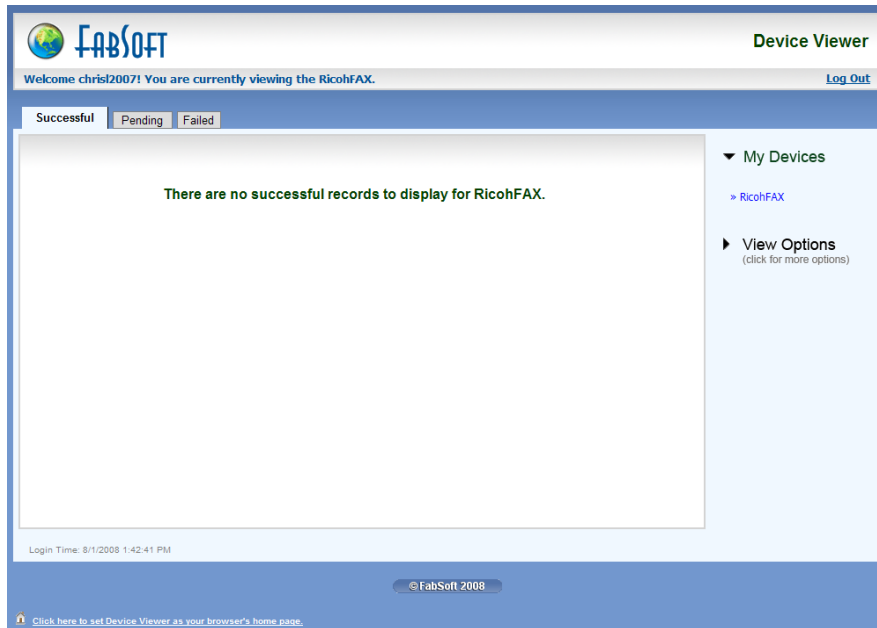
The Device Viewer is a web-based monitoring system packaged with the Ricoh LANFax Plug-in that allows you to view the status of different jobs sent through Reform (Microsoft NET Framework 3.5 required to use the Device Viewer). Using the Device Viewer, you can see up to the minute status changes on an easy to use interface.

You can open the Device Viewer by going to:

**Start>Programs>Reform...>LAN-Fax>Fax Web Client**



You will see a login screen (pictured above). Device Viewer automatically fetches your current Windows username that you are logged in with, and lets you log in with that name. To log in, you simply click the Login button. After you log in, you will see the main Device Viewer panel.



You will notice 3 different tabs on top of the main status area: Successful, Pending, and Failed. You can switch between these 3 tabs to view the status of any process sent to LANFax. By default, you will only see faxes sent from your username.

### Customizing Views

You can customize which columns will be displayed in the status panes by expanding the View Options list on the right side of page. This list contains all of the possible columns that can be displayed. By default, they are all selected and visible. Uncheck columns that you do not want to appear in the status pane.

### Managing Failed LANFax Jobs

Jobs found under the Failed tab were unable to be correctly sent. This could be due to a multitude of problems. However, these jobs can be edited and re-sent to be tried again.

	Department	FaxCompany	FaxNumber	FromDepartment	FromFax	Status	TransmittionDate	PageCount	SysUser	RowID
<a href="#">Preview</a> - <a href="#">Delete</a> - <a href="#">Edit</a>	Accounting	HGC Heavy Equipment	555-123-4567	Professional Services	555-123-4567	Failed	7/28/2008 3:23:38 PM	2	christ2007	2

Pages: 1

Once on the Failed tab, you will see entries for each failed job. On the left of each job you will see 3 links: Preview, Delete, and Edit.

**Preview** – This allows you to download a copy of the document that has failed.

**Delete** – Completely deletes the job from the database. This is irreversible.

**Edit** – This allows you to edit each field to correct any issues that may have caused the faxing to fail. After modifying the field(s), you can re-send the job so that LANFax may try to process it again.

	Department	FaxCompany	FaxNumber	FromDepartment	FromFax
<a href="#">Preview</a> - <a href="#">Delete</a> - <a href="#">Resend</a> <a href="#">Cancel</a>	Accounting	HGC Heavy Equipment	555-123-4567	Professional Services	555-123-4567

Pages: 1

After you have changed the appropriate fields, click on the **Resend** link on the left side. The page will refresh and the item you just modified will be moved to the **Pending** page until it is ready to be processed.

## Recommendation to Improve Performance

If you disable Communication Result Reports on your MFP, you can prevent delays in fax status updates. The Communication Result Report feature can cause these delays if the MFP has an open tray, is out of paper, or for any other reason is unable to print the report.

To disable the Communication Result Report feature on your MFP, follow these steps:

1. From the MFP controls, press the **User Tools** button.
2. From the MFP screen, select **Facsimile Features**.
3. Select the **Administrator Tools** tab from the MFP screen. (Initial settings tab on newer MFPs).
4. Hit the **Next** button on the MFP screen at the bottom right corner of the screen to proceed to the second page of administration options.
5. Select the **Parameter Settings** button on the MFP screen.
6. Select the **03** button on the MFP screen.
7. Deselect the **0** button that should appear to be pressed in and show a value of 1 above it. After deselecting the button, its current value should read 0.
8. Select the **OK** button on the MFP screen and continue to select the **Exit** buttons on the previous screens until back at the screen you desire.

## Attachment Setup

To configure Reform to use attachments with Ricoh LANFax, click on the **Attachment Setup** button beside the **Transport Type** dropdown list in Page Setup to call up the Attachment Setup dialog box.

**Note:** The Ricoh LANFax plug-in only supports PDF attachments. The Workflow Designer automatically configures this for you.

## Fax Cover Page

To use the LANFax cover page in your faxes, select **Fax Cover Page** under the **Automation** submenu of the **Options** menu as usual. Instead of browsing for a cover page, type in the fax cover name that exists in your LANFax System. To use LANFax' default cover page, type '**System Default**' in the Cover Page File box.

To view a list of available cover pages or to create new ones, please open the LanFax Cover Page editor by going to **Start>LanFax-Utilities>Lan Fax Cover Sheet Editor**.

## Ricoh Fax Service

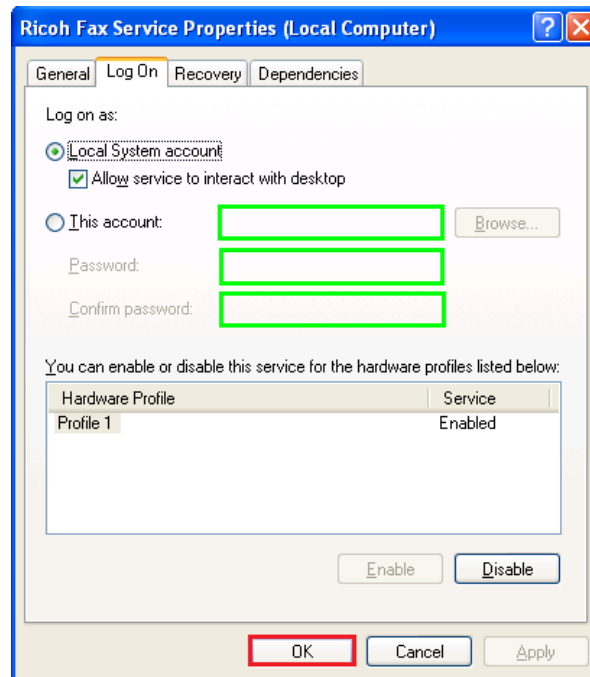
A single service is installed with the Ricoh LANFAX plugin. The purpose of this service is to communicate with the installed Fax device. When you setup your fax enabled form, you had setup the line type and the driver for your fax system. When data is printed to that form, it sends the document, line type and driver up to the SQL database. This service monitors entries in that database in order to relay them to the actual fax device.

This allows for tracking of documents as well as error correction and control. If switching LANFax drivers, this service may need to be restarted.

The service is installed during the Ricoh LANFAX plugin installation. After the installation, you are prompted to restart your computer so that this service can be started. The **Ricoh Fax Service** should be set to Automatic and should be started after restarting. To view currently installed services, go to **Start>Control Panel>Administrative Tools > Services**.

Remote Desktop ne...	manages d...		Manual	Local System
Remote Procedure ...	Provides th...	Started	Automatic	Network S...
Remote Procedure ...	Manages t...		Manual	Network S...
Remote Registry	Enables re...	Started	Automatic	Local Service
Removable Storage			Manual	Local System
<b>Ricoh Fax Service</b>	<b>Ricoh Fax ...</b>	<b>Started</b>	<b>Automatic</b>	<b>Local System</b>
Routing and Remot...	Offers rout...		Disabled	Local System
Secondary Logon	Enables st...	Started	Automatic	Local System
Security Accounts ...	Stores sec...	Started	Automatic	Local System
Security Center	Monitors s...		Automatic	Local System
Server	Supports fil...	Started	Automatic	Local System

It is recommended to run the service as a domain account with administrative privileges on the local computer. To do so, right click on the service and go to **Properties**. Next, click on the **Log On** tab. Use the “This Account” setting to enter the desired service account. Click **OK** when complete. The service may need to be restarted for the changes to take effect.



## Maintenance

There are certain directories and SQL tables that need to be monitored for growth along with the Ricoh LanFax plugin for Reform 12. As a system processes more and more jobs, the size of these directories and SQL tables can grow very quickly. Overall system performance can be affected by the large amounts of space that the files may take up. Also, there exists a 4GB database limit if using the Microsoft SQL Server Express 2005 supplied with this installation. Obsolete files/database entries should be deleted according to your needs and file retention specifications. It is recommended to monitor the following directories and SQL tables for growth:

### Directories:

C:\Program Files\Reform...\Backups

C:\Program Files\Reform...\Spooler\ImageQueue

C:\Program Files\Reform...\Plugins\DeviceViewer\FaxJobs\

### SQL Tables:

LanFaxPhoneBook

RicohFaxTrans

Other company or product names mentioned herein may be trademarks or registered trademarks of their respective companies.

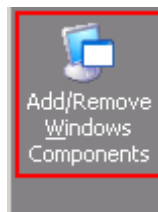
## Installing/Configuring Internet Information Services (IIS) 2003

Internet Information Services is required to operate Device Viewer. This section will walk you through how to install IIS 2003, as well as configuring the installation to ensure proper Device Viewer functionality. This installation will require the Windows 2003 Service Pack 2 CD/DVD to be inserted.

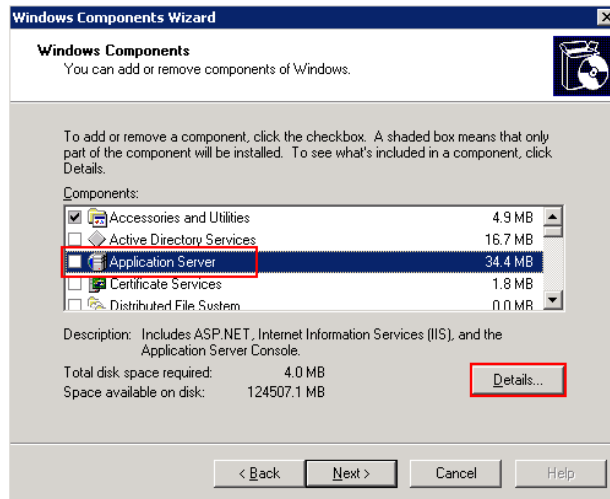
Go to Start>Control Panel>Add/Remove Programs.



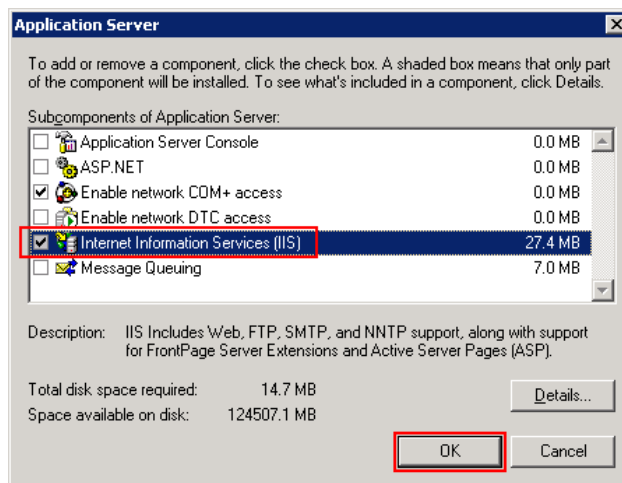
In Add/Remove Programs, click the **Add/Remove Windows Components** button.



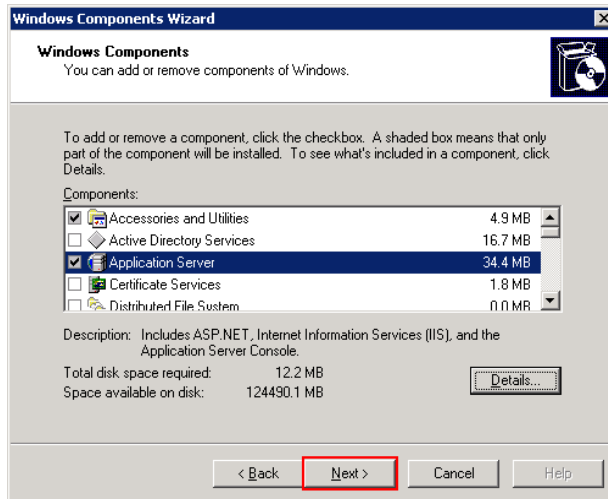
You will see a list of Windows components that you can install. To find Internet Information Services, click on Application Server, then click the **Details** button.



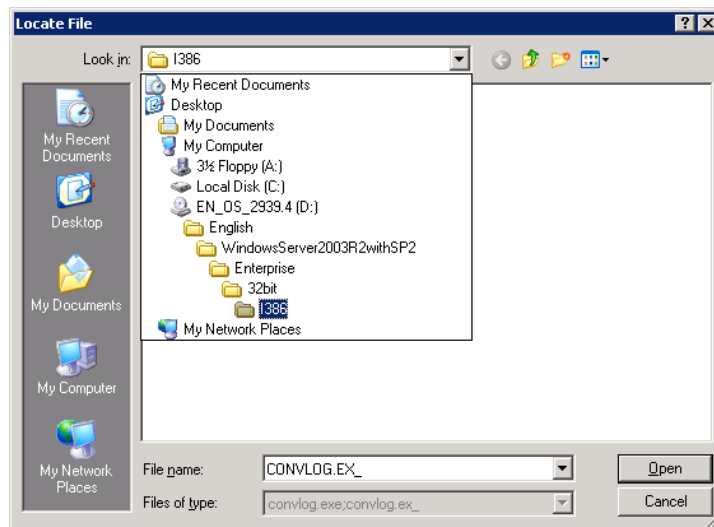
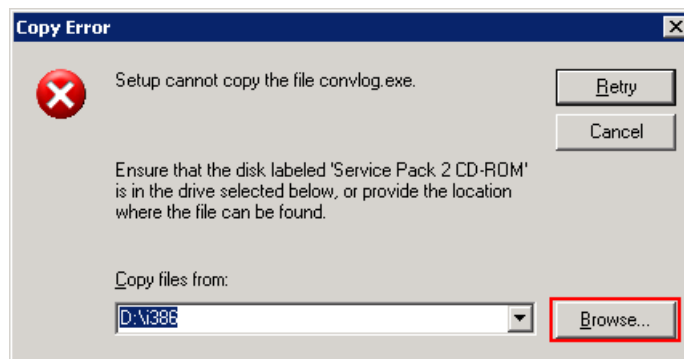
Another window will pop up with several components you can install. We need to install **Internet Information Services**, so check the entry for **IIS**. You will notice that Enable network COM+ access will be selected—this is normal. Click the **OK** button.



Click the **Next** button to begin the installation process.

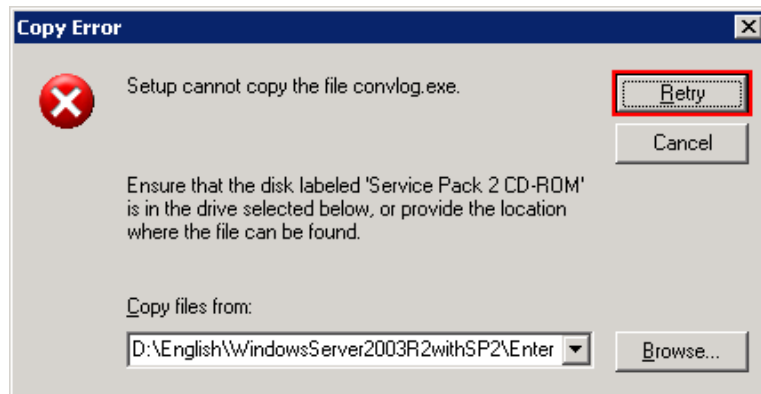


The installation will now begin. After a few seconds, a prompt will appear asking you to choose the location of the files on the CD/DVD. Click on the **Browse** button to bring up an open file dialog.



On the Service Pack 2 DVD, the file you need to locate can be found in:

D:\English\WindowsServer2003R2withSP2\Enterprise\32bit\i386\ CONVLOG.EX\_



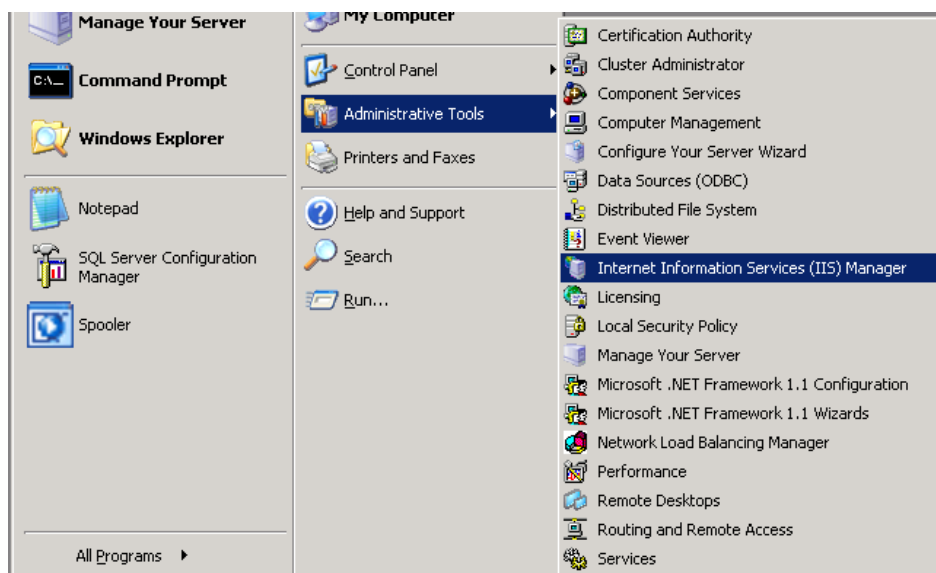
After you select the file, click **OK** to close the open file dialog, then click **Retry** in the Copy Error prompt. The installation will resume.

After the installation is complete, you can close out of Add/Remove Programs. At this point, you should install the Ricoh LanFax plugin, and then return back to this section afterwards for configuring Internet Information Services to allow Device Viewer to function properly.

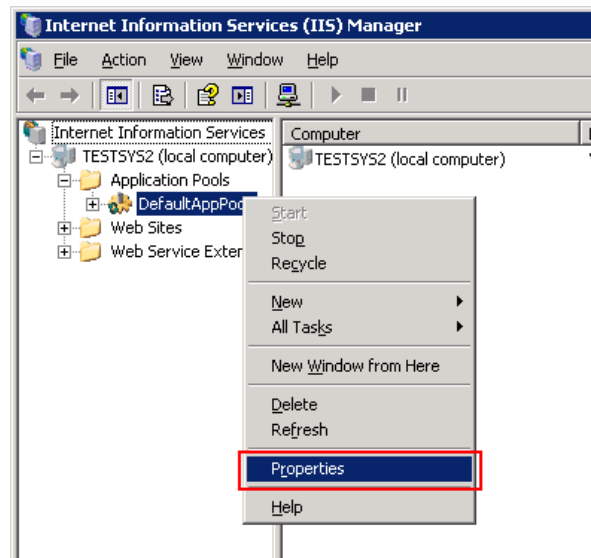
*After you have installed the Ricoh LanFax plugin:*

We are going to change some IIS settings that will allow Device Viewer to run in a Windows 2003 environment.

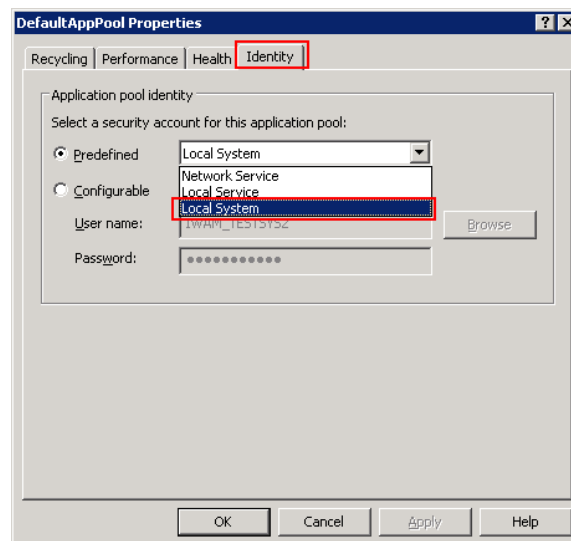
Go to Start>Administrative Tools>Internet Information Services (IIS)



Expand the tree-view on the left panel under SystemName > Application Pools. Right-click **DefaultAppPool** and select **Properties**.

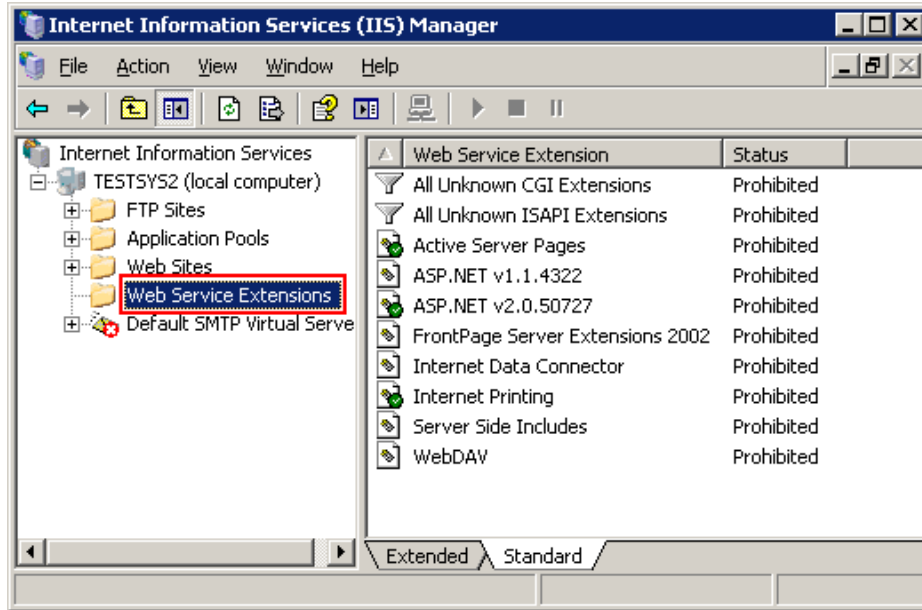


On the **Identity** tab, select the **Predefined** option, and choose **Local System** from the drop-down menu. Click **OK** to save your changes.

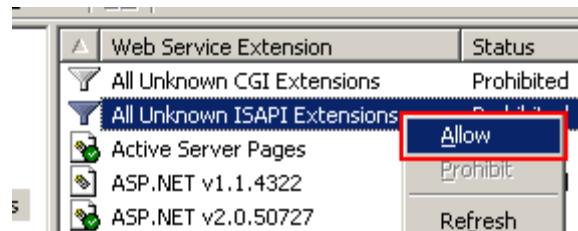


On the left pane in the IIS Manager, click on **Web Service Extensions**. We need to allow the following extensions:

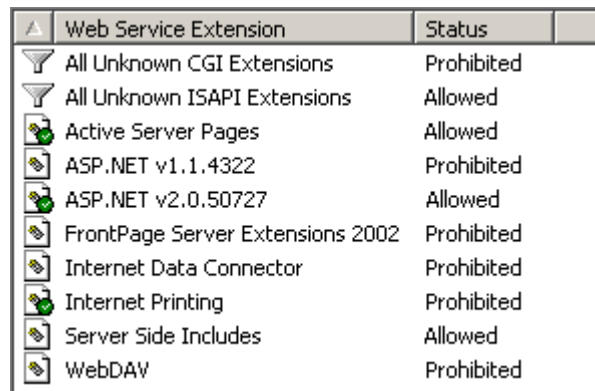
- All Unknown ISAPI Extensions
- Active Server Pages
- ASP.NET v2.0.50727
- Server Side Includes



Right-click each of these entries and click **Allow**. If a warning appears, ignore it and click **Yes**.

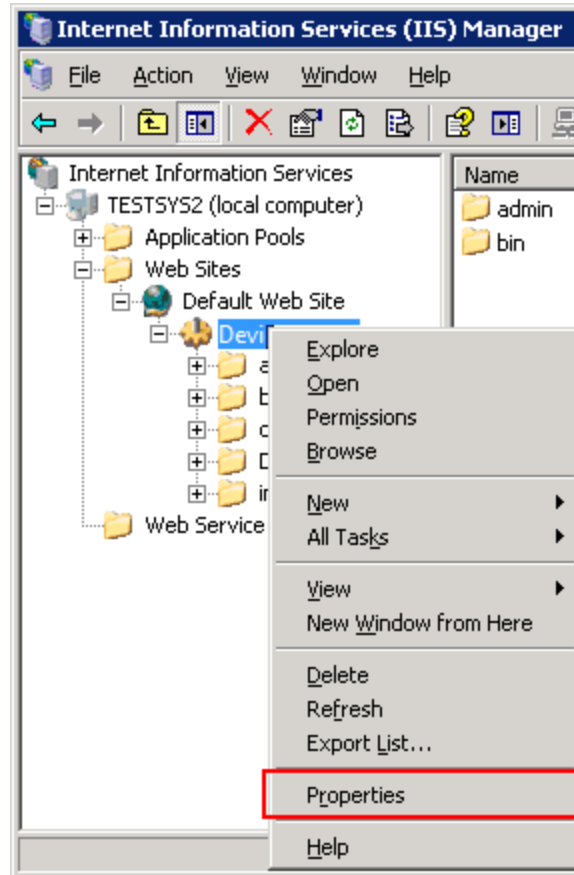


Repeat these steps until all 4 of the aforementioned extensions have **Allowed** status, as shown below.

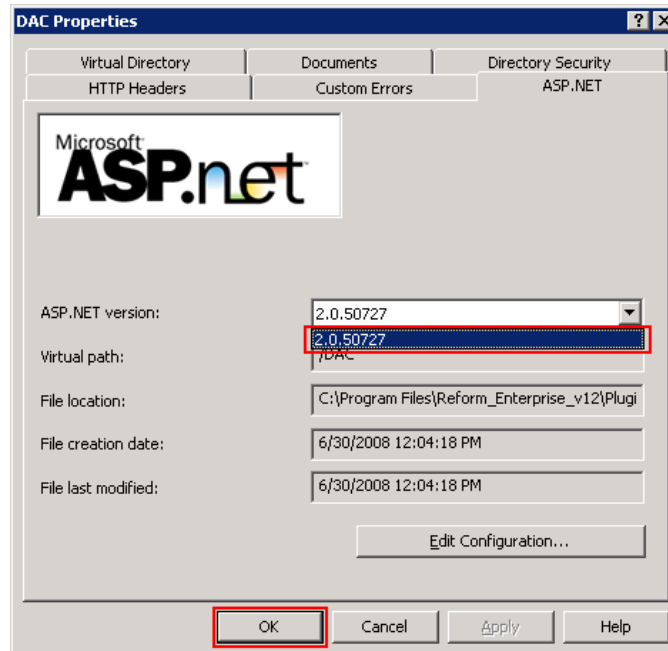


The last thing we have to do is double-check that the correct version of ASP.NET is being used.

On the left pane, expand the tree-view Web Sites>Default Web Site. Right-click on **Device Viewer** and select **Properties**.



In the Properties window, go to the **ASP.NET** tab and change the ASP.NET version to 2.0.\*. Click **OK** to close the Properties window, and you can now close the IIS Manager.



To ensure that Internet Information Services is now properly configured, try opening an Internet Explorer window and opening Device Viewer by navigating to:

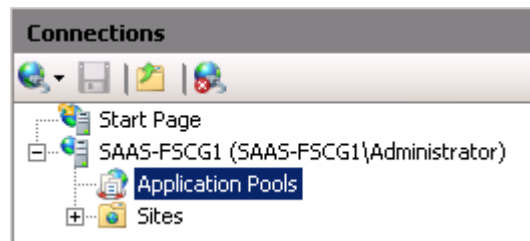
<http://localhost/DeviceViewer>

If you are presented with the main login screen, you have correctly configured IIS to properly operate Device Viewer.

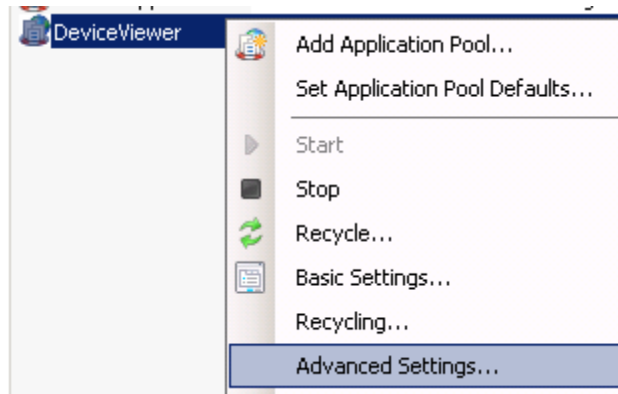
## Configuring Internet Information Services (IIS) 7

This section will walk you through configuring DAC/DeviceViewer with IIS 7 in a Windows Server 2008 environment.

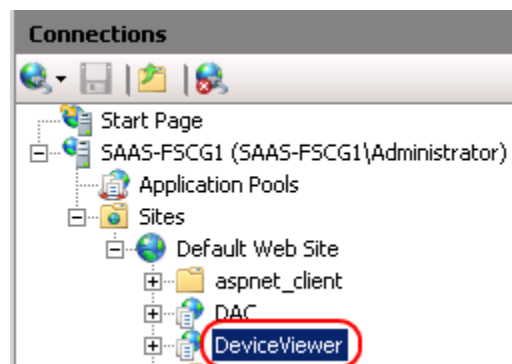
1. Go to **Start>Administrative Tools>Internet Information Services (IIS) Manager**.
2. Click on **Application Pools** in the Connections pane.



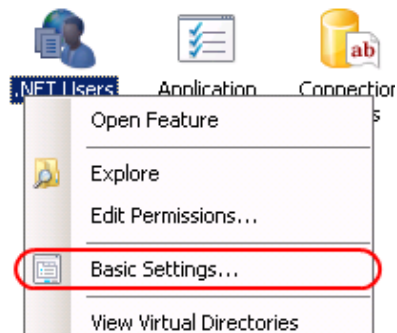
3. In the Application Pools list, right-click on **DAC/DeviceViewer** and click **Advanced Settings**.



4. Set the following Properties:
  - a. .NET Framework Version = v2.0
  - b. Enable 32-Bit Applications = True
  - c. Managed Pipeline Mode = Classic
  - d. Identity = Local System
5. Click **OK** to save your changes.
6. In the Connections pane, expand **Sites**, expand **Default Web Site**, and select **DAC/DeviceViewer**.



7. In the center pane, right-click on **.NET Users** and click **Basic Settings**.



8. Click **Connect As...** Select the option **Application User (pass-through authentication)** and click **OK**.

- Click **OK** in the Edit Application window to save your changes and close the window.
- Double-click **Authentication** in the central pane.



Authentication

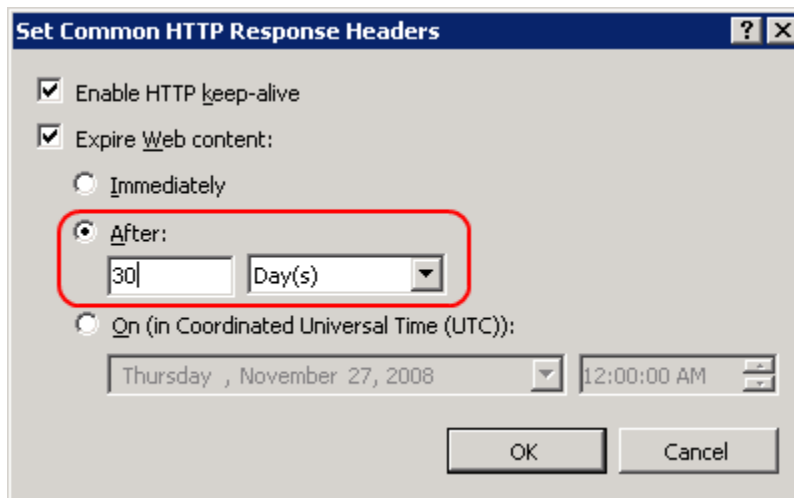
- Enable **ASP .NET Impersonation** and **Windows Authentication**. To enable an option, right-click on the item in the list and click **Enable**.
- Click on **DAC/DeviceViewer** in the Connections pane again to display the configuration categories in the central pane. Double-click **HTTP Response Headers**.

HTTP  
Response  
Headers

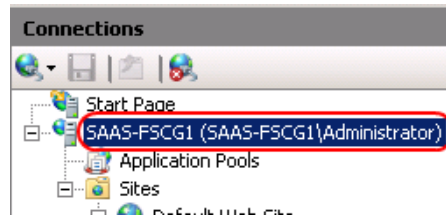
Click **Set Common Headers** on the Actions pane.



- Check the **Expire Web content** option, and set it to **30 days**. Click **OK** to save your changes.



- In the left pane, select your computer.



15. Double-click **ISAPI and CGI Restrictions**.



16. Allow the following items in the list:

- Active Server Pages
- ASP.NET v2.0.50727

Group by: No Grouping		
Description	Restriction	Path
Active Server Pages	Allowed	C:\Windows\system32\inetsrv\asp.dll
ASP.NET v2.0.50727	Allowed	C:\Windows\Microsoft.NET\Framework\v2.0.507...

17. You are finished configuring Internet Information Services 7. The Microsoft .NET Framework 3.5 SP1 may be required to be installed on the server.

## Troubleshooting

Q: Faxes are not reaching the LANFax printer.

A: You may have to restart the **Ricoh Fax Service**.

1. From the Control Panel, open **Printers and Faxes**.
2. Right-click on the LANFax printer you are trying to fax from. Click **Pause Printing** to pause the printer.
3. Try sending another fax to the LANFax printer.
4. After the fax is processed, check your LANFax printer print queue for a pending document.

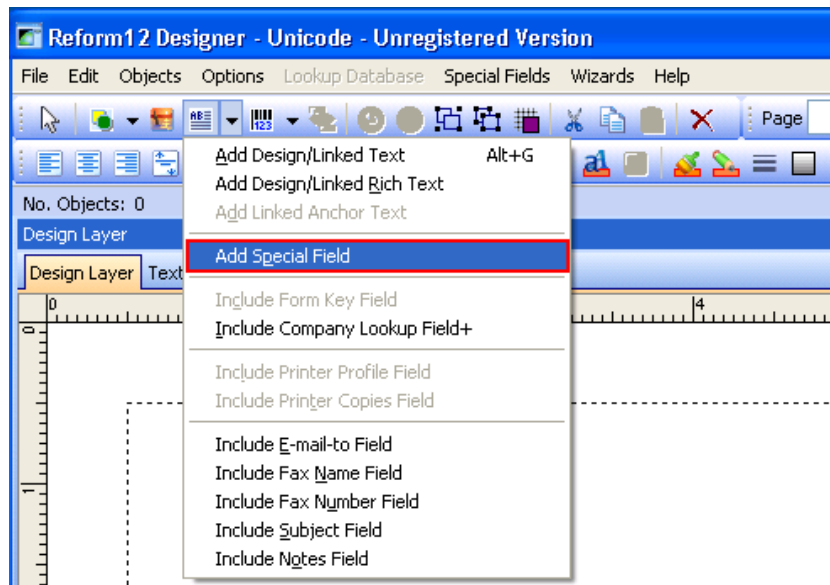
If there is a pending document in the queue, resume the printing and the document should be successfully faxed. If the queue is empty, continue on to step 5 to cycle the fax service.

5. Go to Start>Run. Enter **services.msc** and press **OK**.
6. Find the service **Ricoh Fax Service**.
7. Right-click on the service and click **Restart**. This will cycle the fax service.
8. You may close the Services panel.
9. Go back into **Printers and Faxes**.
10. Right-click the LANFax printer you just paused, and choose **Resume Printing**.
11. You may close the Printers and Faxes window.

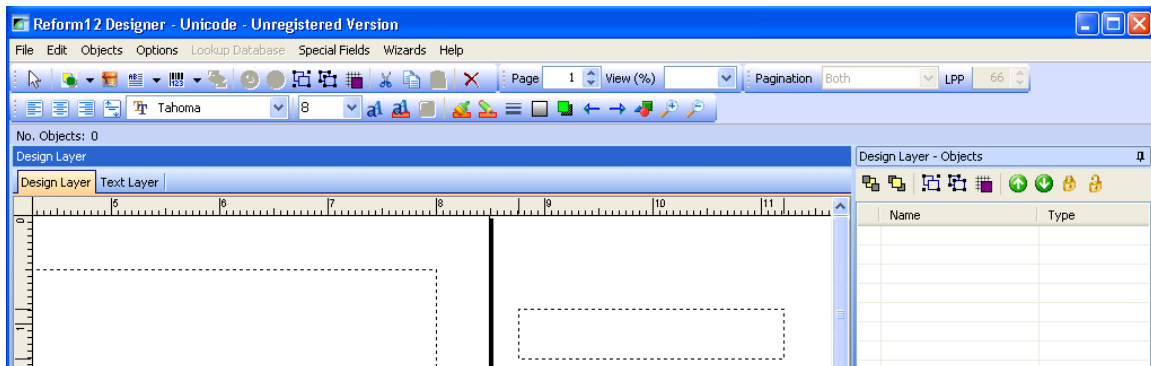
Try sending another fax. You should see it briefly enter the queue of the LANFax printer before it is processed. If still not working, make sure you can manually send faxes to the LANFAX driver before configuring Reform to do so.

Q: Fax status is coming back as “Not Authorized”.

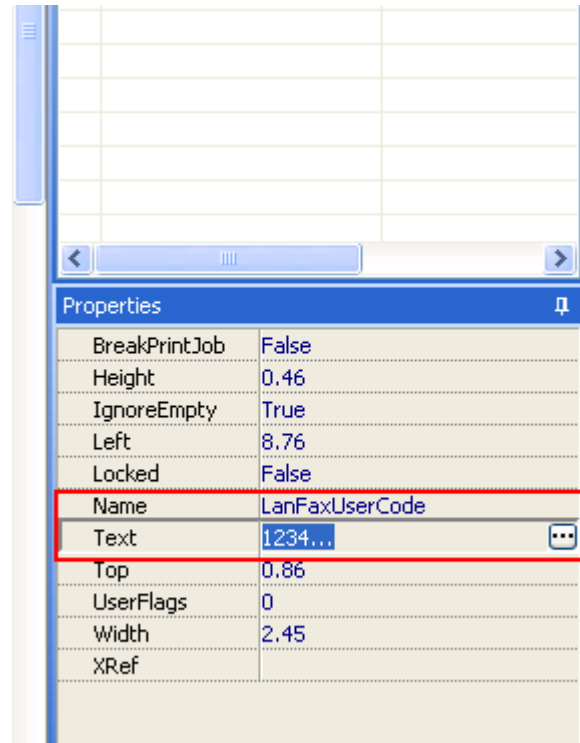
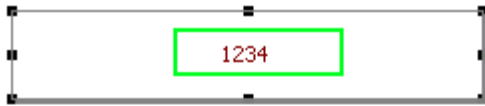
A: This implies that Faxing has been locked on the MFP. The RicohLANFax plugin allows you to manually send a UserCode to the MFP that has access to the Faxing feature. This will allow faxes to be sent even if the faxing panel is locked on the device. Using the MFP’s Web Image Monitor, User Authentication Management must be set to “User Code” and an address book entry must be created for the user code. Once you have taken the steps to create this UserCode, a Special Field should be added to your form. The name of this Special Field should be “**LanFaxUserCode**”. To add a Special Field in the Reform Designer, first open the form you are using for faxing. Then click on the Design/Linked Text button in the toolbar and select **Add Special Field**.



By clicking and dragging with your mouse cursor, draw the Special Field object onto your form.



In the properties for the newly created special field, change the **Name** to LanFaxUserCode and enter the appropriate UserCode as the Text Value. Your UserCode will be displayed in the Special Field object.



Properties	
BreakPrintJob	False
Height	0.46
IgnoreEmpty	True
Left	8.76
Locked	False
Name	LanFaxUserCode
Text	1234...
Top	0.86
UserFlags	0
Width	2.45
XRef	

After creating this object, try resending your fax by going to File>Print (assuming you have the data stream open in the form). If you have correctly configured the UserCode in the Web Image Monitor, your faxes should send successfully.