

# **Unified Client™ for Ricoh Smart Operation Panel 1.1**

## **Release Notes**

## Release History

Document Version	Released	Affected	Description of Change
1.0	August 23, 2016	All	Initial release.
1.1	August 24, 2016	3, 4, 5, and 6	Updates to release.
1.2	February 7, 2017	2, 3, 4	Updates due to hotfix release.
1.3	April 18, 2017	All	Updates to release.
1.4	July 6, 2018	All	Updates to release.
1.5	July 31, 2018	4, 5, 7, 8	Updates to release.
2.0	September 14, 2018	All	New release.
2.1	January 25, 2019	1, 3, 4, 5, and 8	New release.
2.2	February 20, 2019	1, 3, 4, 5, 8 and 10	Updates to release.
2.3	March 18, 2019	6 and 8	Updates to release.

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# 1 Purpose

This document summarizes and communicates the new features, requirements, and known issues for Unified Client for Ricoh Smart Operation Panel 1.1 build version 1.30.213.

It is intended for staff and partners who support and service the Unified Client for Ricoh Smart Operation Panel 1.1.

# 2 Scope

This release provides new device support and the ability to set the authentication screen displayed to the user.

# 3 Changes in This Release

The following section includes enhancements and fix details.

## Build 1.30.213

The following section includes enhancements and fix details. For more details, see section [Fixed Issues and Updates](#).

## Build 1.30.199

Release provides fixes for the embedded client. For more details, see section [Previously Released Fixes and Updates](#).

## Build 1.30.184

### Product Introduction

Feature	Description	Benefit
<b>Updated embedded client for Ricoh Smart Operation Panel (SOP) devices</b>	<p>Updated single embedded application that provides Equitrac or Output Manager print capability and AutoStore capture within the same user session.</p> <p>This updated unified embedded client is supported with the following versions of Kofax software:</p> <ul style="list-style-type: none"> <li>▪ AutoStore 7 SP5 or greater</li> <li>▪ Equitrac Office / Express version 5.6 or 5.7 or greater</li> <li>▪ Output Manager 4 SP2 or greater</li> </ul>	<p>Provides key enhanced functionality at the device with single user experience between print and capture workflows that delivers increased productivity with reduced user time needed to access key document workflows within the same user session.</p>

## Usability Enhancements

Feature	Description	Benefit
<b>Ability to change the text message on the Welcome Screen</b>	Additional functionality has been added to DRS and the embedded client so that the system admin can change the text that is displayed on the Welcome Screen.	Increased usability and reduction in user specific training where specific messaging can be applied to the first screen of the embedded client.
<b>Ability to change the image and logo on the Welcome Screen</b>	Additional functionality has been added to DRS and the embedded client so that the system admin can change the image and logo that is displayed on the Welcome Screen.	Increased user usability where specific imagery and company logos can be applied to the first screen of the embedded client.
<b>Deploy the Full Native Copy, Fax &amp; Scan Applications on the screens</b>	<p>Additional functionality has been added so that the system admin can add the full native Copy, Scan and Fax applications to the Launcher and Welcome / Login screen as quick-selects. The configuration for this feature has been added to DRS via new configuration settings. As this configuration is now handled within DRS, these native device apps can now be added to the Welcome Screen / Login Screen when Output Manager or Output Manager + AutoStore is used.</p> <p><i>This feature only applies to devices that support Full Copy, Full Scan, and Full Fax workflows.</i></p>	Increased user usability and adoption as quick access is provided to key device functionality within the embedded application with the ability to build workflows dependent on customer requirements.
<b>Deploy extended native applications such as GlobalScan NX and Ricoh Cloud apps on the screens</b>	<p>Additional functionality has been added so that the system admin can add extended native applications such as GlobalScan NX and Ricoh Cloud Apps to the Launcher and Welcome / Login screen as quick-selects. The configuration for this feature has been added to DRS via new configuration settings. As this configuration is now handled within DRS, these extended native device apps can now be added to the Welcome Screen / Login Screen when Output Manager or Output Manager and AutoStore deployment</p>	Increased user usability and adoption as quick access is provided to key device functionality within the embedded application with the ability to build workflows dependent on customer requirements.

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	is used.	
<b>Simplified user notifications via Inline Notifications</b>	<p>The embedded client now provides two levels of user notifications within inline messaging, one for errors and one for status alerts.</p> <p>Visual representation has been added to the User Interface to distinguish the alert and only the error alert automatically pops-up on screen.</p> <p>When a status alert occurs, this will only blink the status icon to encourage the user to review but will not pop-up the alert on the screen.</p>	<p>Increased user usability and reduction in user specific training as error alerts are displayed to the user immediately, whilst the status notifications are only displayed when the user chooses to review the notice.</p>
<b>Server Status Screen</b>	<p>A new overlay screen has been added to the client that displays the current connection status to connected servers, this includes three states – Online, Offline or Connecting. The connected server address or hostname is also shown.</p> <p>This new overlay screen can be opened via the settings menu at the top of the screen and the screen will be automatically displayed in the event of the server state going offline.</p>	<p>Increased user usability as the embedded client will provide immediate notification to the user of the server state going offline</p> <p>In addition, this status screen provides valuable information to the service/support teams in isolating error conditions on-site.</p>
<b>Follow You Print Screen Enhancements</b>	<p>Elements of the Follow You Screen have been enhanced to aid usability and visual aesthetics, this includes a new design for the Force Mono button and re-location of the User Balance notice.</p>	<p>Increased user usability and adoption with a clearer, concise user interface for print release.</p>
<b>Revised product application icon</b>	<p>The application icon that appears on the Ricoh home screen has been updated to aid visual aesthetics and appear more in line with the Ricoh look n’ feel.</p>	<p>Increased user usability and adoption with a clearer, concise user interface that matches the Ricoh User Interface.</p>
<b>Ability to change Print Preferences at print release time with Output Manager</b>	<p>Additional functionality has been added so that the user can change print preferences for print jobs that originated from Output Manager queues when the embedded client is configured for Output Manager.</p>	<p>Increased user adoption and usability as the user can now manipulate their print settings when the client is used and configured for Output Manager.</p>

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## Security Features

Feature	Description	Benefit
<b>Certificate Pinning between client and DCE service [Equitrac only]</b>	A major new security feature has been added where the certificate used between the Equitrac Service and the device is now verified via a check mechanism where the certificate is pinned between the client and DCE so that only the DCE that presents the certificate to the client in the original transaction can continue to communicate with the client.	Raises the compliance level and provides enhanced security as this mechanism will reduce the likelihood of a man-in-the-middle attack between the embedded client and the Equitrac DCE service.
<b>Authorisation Key between client and DRS application</b>	Security enhancement to provide additional security between the DRS application and the device via an authorization key. This additional security check will confirm that only the initial DRS instance that was used to deploy / configure the device can be used to update the configuration of the embedded client on the device.	Raises the compliance level and provides enhanced security as this mechanism will reduce the likelihood of a man-in-the-middle attack between the embedded client and the DRS application.
<b>Common Access Card (CAC) support expanded and now covers Equitrac.</b>	For US Government accounts the unified embedded client can use CAC cards for user authentication when configured with Equitrac. In this instance Equitrac will now operate in AUTH-OFF mode.	Provides US federal government customers with the ability to use their existing ID cards with the solution, increasing user usability, security and productivity.
<b>Support for AES_256 ciphers</b>	The updated client will now support AES_256 ciphers.	Provides effective data security.

## New Device Support

Feature	Description	Benefit
<b>Support for Ricoh Smart Operation Panel-enabled SFP models</b>	The updated client will support Smart Operation Panel-enabled Single Function Print (SFP) devices. Additional device handling has been added to DRS to choose what device type is being configured at time of deployment or configuration.	Provides Ricoh and resellers a wider selection of devices that can be deployed with this embedded client and provides a higher level of user usability and adaption as the same interface can be applied across multiple MFP

and SFP devices.

### AutoStore Specific Features

Feature	Description	Benefit
<b>Support for protected and restricted RRTs</b>	The Unified Client when used with AutoStore will now support protected and restricted Runtime Replacement Tags (RRTs).	Increased user usability and adoption as the embedded client will now allow greater flexibility when using AutoStore RRTs.
<b>Ability to use a list field without a default value selected</b>	The Unified Client when used with AutoStore will now allow a list field to be used without a default entry.	Increased user usability and adoption as the embedded client will now allow greater flexibility when using AutoStore list fields.

### New DRS Configuration Features for Ricoh

Feature	Description	Benefit
<b>Multiple Install options to deploy the embedded client</b>	Allows the system admin to choose multiple install / configuration options to deploy and/or configure the embedded application to the device.  Choices can range from Quick Install, Full Install, Install & Reboot, Configure & Reboot, Assets Sync, Sync Workflow Buttons, Reboot, Uninstall, Get Device Settings and Set Device Settings.	Provides the system admin or installing engineer multiple options to fine tune the deployment and configuration of the application to the device to speed up the operation of deployment. As an example, these enhancements will enable Hotfix only deployments to execute quicker and more efficiently.
<b>Deployment Status</b>	The DRS application will now provide status feedback to the system admin that shows the current state of the deployment of the embedded application to the device.	Provides direct feedback that can inform the system admin or installing engineer on the current deployment process and alert the admin of success or failure of the install process.



<b>Hostname or IP address used to contact device</b>	The DRS application will now use either a hostname or IP address to contact the device from within the DRS application.	Allows system administrators more flexibility in assigning network addresses to devices within their IT infrastructure.
<b>Deploy Native Device Functionality and Extended Device Functionally to device</b>	Enhancement to configure and control deployment of native device functions (copy, fax, scan, GlobalScan NX & Ricoh Cloud Apps) to a single device or multiple devices.	Provides the system admin or installing engineer with the ability to build specific workflows dependent on customer requirements within the DRS application.
<b>Device Type Configuration</b>	When deploying native device apps, DRS can now be configured to select the correct device type (MFP, SFP or 306/406) to ensure only supported functionality is deployed to the device.	Allows the system admin or installing engineer to configure key device-specific workflows to the right devices within the DRS application.
<b>DMNX Device Reboot Sequence</b>	The client application and DRS will now function with the device reboot sequence that is initiated via Ricoh's DMNX application.	Allows Ricoh and our channel partners to utilise both the Ricoh DMNX application and the Unified Client with no loss of functionality.

## 4 Fixed Issues and Updates

The following list contains the fixed issues and updates for this release:

### 4.1 AutoStore

Build	ID	Description
1.30.213	D-15060 RN 153170	Mandatory numeric fields only accept maximum 3 digits when the device language is set to Swedish.
1.30.213	D-15061 RN 156173	The client displays a validation error and it is not possible to make changes within a displayed field.
1.30.213	D-15178	Numeric fields cannot handle decimal precision for locales.

## 4.2 *Equitrac*

Build	ID	Description
1.30.213	B-22773	Address ability to show either the Welcome screen or Login screen for walk up authentication.
1.30.213	B-22827	Native shortcuts now launch full copy/scan/fax on IM devices.

## 4.3 *Output Manager*

Build	ID	Description
1.30.213	B-22773	Address ability to show either the Welcome screen or Login screen for walk up authentication.

## 4.4 *Ricoh*

Build	ID	Description
DRS 7.13	D-15015	Update installer to work with MP C501 and IM devices.
DRS 7.13	D-15074 Ref. 2831	Scan GUI service is no longer uninstalled. It is a protected service on IM devices.
DRS 7.13	B-22878 build version 1.30.213	Client support for new scan settings introduced on IM series device with Scan GUI service 2.01. Refer to Ricoh documentation on how to use these new settings.

## 4.5 *DRS*

Build	ID	Description
DRS 7.13	B-22625	No longer change the SP mode to delete entries from the address book when full.
DRS 7.13	B-22838	Do not remove Scan GUI service from devices on uninstall
DRS 7.13	B-22839	Address ability to show either the welcome screen or login screen for walk up authentication

## 5 **Previously Released Fixes and Updates**

The following list contains previously fixed issues and updates included in this release:

### 5.1 *AutoStore*

Build	ID	Description
1.30.199	SR: 181012-000136 EQ: <b>B-22234</b>	Scan form field values can now be updated following the completion of an AutoStore scan.

Build	ID	Description
1.30.199	SR: 180928-000440; 181108-000180 EQ: <b>D-13849</b>	Enabling TLS 1.2 on the AutoStore server resulted in random generation of 0 KB PDF files.
1.30.199	SR: 180926-000338; 181128-000744 EQ: <b>D-15847</b>	Scans were not completed after immediately pressing the Scan button if a required field was present in a scan workflow.

## 5.2 *Equitrac*

Build	ID	Description
1.30.184	N/A	Very rapid, repeated pressing of the Platform <b>Check Status</b> button can result in the application displaying the "Unfortunately, Embedded for Ricoh Smart Operation Panel has stopped" dialog, prompting a restart and recovery process.
1.30.184	<b>D-02699</b>	If the connection to the DCE1 is lost and a user tries to start scanning, the warning messages disappear before they can be read.
1.30.184	<b>D-05136</b> <b>D-05140</b>	Launcher screen - clicking <b>Stop</b> button after selecting Launcher shortcut takes user to blank screen.
1.30.184	<b>D-05430</b> <b>D-05433</b>	SharePoint: Not possible to select subfolders. Navigation between folders will cause "Error while validating prompts".
1.30.184	<b>D-05452</b>	Workflows become unresponsive when device times out; not able to login.
1.30.184	<b>D-05461</b>	Intermittently, changing the language does not fully take effect immediately
1.30.184	<b>D-11487</b>	Upon performing Install with Equitrac and AutoStore (Authentication ON) through DRS, the install is successful but the message "Failed to get Equitrac workflows" is displayed on the Welcome Screen and Quick shortcuts are not visible. Also applicable with AutoStore deployment.
1.30.184	<b>D-12090</b>	MPC 406 device shows 'Failed to get Equitrac workflows' following a reboot. Workflows are available after login.

## 5.3 *Output Manager*

Build	ID	Description
1.30.184	<b>D-02702</b>	Output Manager: Billing codes validation - feedback for missing required field and invalid value.

## 5.4 *DRS*

Build	ID	Description
1.30.184	<b>D-11944</b>	User remains logged in when sending a reboot command from DRS with user logged in.

## 6 Known Issues

The following list contains the known issues in this release:

### 6.1 *AutoStore*

ID	Description	Resolution
D-02337	Scan Settings: <b>Allow Changes</b> option does not work for [Multi Page] setting.  The user can change the multi-page setting even if <b>Allow Changes</b> option is disabled.	Kofax will consider this in a future release.
D-08606	UX - Scan Settings: The [File Type] settings can be changed in runtime if the <b>Allow Changes</b> option is disabled.	Kofax will consider this in a future release.
D-08611	Scan Settings: The <b>Allow Changes</b> option is available for compression level/method.	Kofax will consider this in a future release.
D-15132	In AutoStore, when login with user that has restricted form and public forms - user cannot see the restricted forms, only the public forms.	Kofax will consider this in a future release.

### 6.2 *Equitrac*

ID	Description	Resolution
D-05176 D-09703	After install or reboot the device is in Restricted mode preventing login until the Home Key/System Home is selected.	Kofax will continue to investigate this issue with Ricoh.
D-05178 D-12497 Ref. 4799	Clicking <b>Stop</b> at <b>Welcome</b> screen takes UI into restricted mode.	Workaround:  1. Dismiss the Welcome screen by clicking the hamburger menu and selecting <b>Administration</b> from the drop-down list. 2. Click the <b>Continue Printing</b> button to exit access restricted mode. The Login button is now visible at the top right corner of the Ricoh panel and the user is able to login.  Kofax will consider this in a future release.

ID	Description	Resolution
D-10261	If Equitrac DCE offline server settings are updated in System Manager, changes may take up to 12 hours to take effect.	Workaround: Restart the DCE.  Kofax will consider this in a future release.
D-10732	The order of customized workflows is changed if default workflow is not available. The relative order of customized Workflow buttons may change in Quick Shortcuts if the default workflow is not available.	Kofax will consider this in a future release.
D-11872	Scan Settings: DPI setting button unresponsive on first selection.  On an MPC 306/406 device, in Scan GUI, the DPI setting button is unresponsive on first selection.	Workaround: The user needs to exit the Change Scan Settings screen and then re-enter to select DPI setting(s).  Kofax will continue to investigate this issue with Ricoh.
D-12269	Web pages printed out from device browser are not shown in Equitrac reports.	Kofax will consider this in a future release.
D-12635 Ref. 4823	Unsupported workflows set as <b>Default</b> in System Manager are displayed on SFP device Quick Shortcuts.	Kofax will consider this in a future release.
D-13162	On MP C306 devices, when a scan workflow is using a monochrome mixed color mode, monochrome lineart is displayed.	Kofax will consider this in a future release.
D-15094	Devices without fax hardware still show active Native Fax link, if configured.	Kofax will consider this in a future release. You can configure the system to not show fax on those devices. If the Fax application opens, exit out of it.
D-15183	Billing code search window does not auto dismiss under some scenarios.	Kofax will consider this in a future release. You can close the window manually.
D-15272	Equitrac FAC exceptions do not work as expected: You can either allow all users access to a function or deny all users access to a function.	Kofax will consider this in a future release.
D-15405	Equitrac scan tracking reports total pages scanned even when <b>Delete Blank Pages</b> option is selected.	Kofax considers this as designed.

## 6.3 Output Manager

ID	Description	Resolution
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ID	Description	Resolution
D-02544	If Output Manager is configured to “Allow card swipe” only, on the Ricoh Smart Operation Panel, users are shown a read-only Card ID field with a <b>Cancel</b> and <b>Login</b> button. Users should receive a prompt to swipe their cards.	Kofax will consider this in a future release.
D-02672	Subaccounts for billing accounts are not supported in this release.	Kofax will consider this in a future release.
D-10444	NBC mobile login failed when <b>Require PIN with Card ID entry</b> selected on Output Manager.	Kofax considers this a feature enhancement and will consider to be included in a future version release.
D-10445	NBC mobile cannot load print queue when <b>Require PIN with Card ID entry</b> is selected on Output Manager.	Kofax considers this a feature enhancement and will consider to be included in a future version.
D-13136	DRS icons are not available if the Output Manager login method is set to user name and password.	Workaround: Set the login method to card ID entry.
D-15094	Devices without fax hardware still show active Native Fax link, if configured.	Kofax will consider this in a future release. You can configure the system to not show fax on those devices. If the Fax application opens, exit out of it.
D-15183	Billing code search window does not auto dismiss under some scenarios.	Kofax will consider this in a future release. You can close the window manually.

## 6.4 Ricoh

ID	Description	Resolution
N/A	If you are using a 306/406 MFP device, you cannot deploy the Full Native Copy, Fax, and Scan Applications to screens, as these workflows are not applicable to these devices.	Quick Copy, Fax, and Scan Applications are supported on 306/406 MFP devices.
D-08909	Auto reset timer does not timeout and return to launcher from the Scan Settings screen.	Kofax will continue to investigate with Ricoh.
D-11332	Scan preview screen - Auto logout timer does not timeout from the Scan Preview screen (see D-11507).	Workaround: Disable scan preview from DRS.







- SFP devices limitation: The Billing Code at login for Equitrac is still displayed on client (at login) if set on the server, but will not be used for tracking any activity, as SFP devices do not support copy, fax or scan functionalities. This setting cannot be set per device as it is set globally on the server.
- Configuring and using DRS for a Common Access Card (CAC) device (version 4.0.5): For more information, see [Configuring and using DRS for a Common Access Card \(CAC\) device](#).
- Native workflows show up on SFPs with workflow set to default quick shortcut. When Native workflows are set as Default in System manager, they are not filtered from Quick Shortcuts.
- Print and Scan transactions performed using Ricoh cloud apps are not tracked using the Nuance Unified Client for Ricoh Smart Operation Panel 1.1 client as this is not a supported configuration.
- Sync Workflow customization and Sync Assets actions are not supported if Authentication is set to **False**.
- AutoStore: Workflow customization is not supported in AutoStore only deployment.
- The card reader may not be attached to the USB port on the body of the printer.
- Some scanning options are different between the MP C306z / MP 406z models and other supported models due to a different Ricoh Scan GUI Service.
- Output Manager: Quick Shortcut for Print release (Follow-You Printing) on Welcome screen is not available.
- Output Manager: When making a configuration change that references a new printer family, you must restart Output Manager services to apply this change.
- In this release, the Session Summary Screen is not available.

## 8 Installation Requirements

### 8.1 Supported Ricoh MFPs

Please review the supported model matrix for updates when new models are released: [https://nuanceimaging.custhelp.com/app/imaging/supported\\_devices?mfr=7](https://nuanceimaging.custhelp.com/app/imaging/supported_devices?mfr=7)

### 8.2 Ricoh Firmware

This client supports Ricoh firmware M2a\_System version (Smart Operation Panel firmware) version v1.26 or later. Note: IM series devices may require M2a\_System version 1.06.1 or later.

### 8.3 Nuance Unified Client for Ricoh SOP 1.1 version

For client upgrade only, perform the following:

1. Upload a new client installation package. Refer to *Configure Device Registration Service* section in the deployment guides listed below.
2. Perform a Quick Install. Refer to *Ricoh SOP 1.1 Actions Reference* section in the deployment guides listed below.

Deployment guides available:

- *Nuance Unified for Ricoh SOP 1.1 Equitrac and AutoStore Deployment Guide*
- *Nuance Unified for Ricoh SOP 1.1 AutoStore Deployment Guide*
- *Nuance Unified for Ricoh SOP 1.1 AutoStore and Output Manager Deployment Guide*
- *Nuance Unified for Ricoh SOP 1.1 Output Manager Deployment Guide.*

Note: When installing into a new deployment, ensure to deploy using the Full Install method.

## 8.4 Nuance Ricoh Unified Client version

The Nuance Unified Client for Ricoh SOP 1.1 embedded client will be released to market as: Nuance Unified Client for Ricoh SOP version 1.30.199.

## 8.5 Supported Nuance Servers

- Equitrac Office / Express 5.7 with latest hotfixes (including EQ57-HF-353803-CAS or later)
- Equitrac Office / Express 5.6 with latest hotfixes (including EQ56-HF-334058-DCE or later and EQ56-HF-353790-CAS or later)
- AutoStore 7 SP5 or later
- Output Manager 4 SP2 or later
- DRS 7.13 or later

This client is unified and can support multiple Nuance product servers individually or simultaneously.

The client can act as an Authentication Agent or run as a regular application on the Smart Operation Panel.

**At this time, we recommend that you do not set the Nuance Unified Client as the priority application for any deployment configurations.**

Scenario	EO/EE	AutoStore	Output Manager	Authentication Agent
Equitrac standalone	Yes			Yes
AutoStore standalone (no device locking)		Yes		No
Output Manager (with device locking)			Yes	Yes
Output Manager (no device locking)			Yes	No
Equitrac and AutoStore	Yes	Yes		Yes
Output Manager and AutoStore (with device locking)		Yes	Yes	Yes
Output Manager and AutoStore (no device locking)		Yes	Yes	No

Scenario	EO/EE	AutoStore	Output Manager	Authentication Agent
locking)				
Equitrac standalone – CAC	Yes			No
Equitrac and AutoStore – CAC	Yes	Yes		No
Output Manager standalone – CAC			Yes	No
Output Manager and AutoStore – CAC		Yes	Yes	No

## 9 Third-Party Application Dependencies

- CAC – 4.1.2-54
- AAA – 2.0.3
- RXOP – 3.7.3
- Scan GUI Service:
  - SmartScanEx – 1.06 (used for MP devices except for MP C306/C406 and SFP devices)
  - SimpleScanEx – 1.03.00 (used only for MP C306/C406 model devices)
  - IM devices come preinstalled with Scan GUI service 2.01.

## 10 Supported DRS Releases

From DRS 7.12, support for Ricoh SOP 1.0 has been discontinued. This means that if a user having Ricoh Smart Operation Panel 1.0 wants to upgrade from previous DRS to DRS 7.12 or later, they must also upgrade their Ricoh client from 1.0 to 1.1.

For more information on how to upgrade from Ricoh Smart Operation Panel 1.0 to 1.1, see [Best Practices](#).

DRS version	Nuance Unified Client for Ricoh SOP 5.1 (versions 1.30.184, 1.30.199 and 1.30.213)	Nuance Unified Client for Ricoh SOP 5.0 (version 1.14.525)	Nuance Unified Client for Ricoh SOP 5.0 (version 1.14.342)
7.13 (**)	Yes	No	No
7.12	Yes	No	No
7.11	No	Yes	Yes
7.10	No	Yes	Yes
7.9 (patch 2)	No	Yes	Yes
7.9	No	No	Yes
7.8 (*)	No	No	Yes
7.7 (*)	No	No	Yes
7.6	No	No	Yes

(\*) These DRS builds were not released to market.

(\*\*) For new Ricoh devices, use build 1.30.213.

**Note:** DRS 7.11 does not support Ricoh Smart Operation Panel 1.1.

## 11 Configuring and using DRS for a Common Access Card (CAC) device

### 11.1 Selection on the Ricoh SOP device - DRS Web client

1. Open the `http://<DRSIP>:9000/device` or `https://<DRSIP>:9000/device` depending on TLS configuration.
2. Make sure you select the Baseline Installation as 'False'. Note: For NON-CAC device use Baseline Installation as 'True'.

### 11.2 DRS action steps

1. Select the device which has CAC on it.
2. Run action 'Full Install'.

See the *Deployment Guide* for additional information.

## 12 Best Practices

- For Equitrac, it is recommended that you do not add Quick Shortcuts to the Launcher container, as you might experience an infinite navigation loop.
- When updating firmware, it is recommended to perform a Full Install action in DRS after installation. This will ensure that the SP modes are set as required after the firmware update.
- To upgrade from Nuance Unified Client for Ricoh Smart Operation Panel 1.0 to 1.1, complete the following:
  1. Upgrade to DRS 7.12 or later. NOTE: It is recommended to upgrade to DRS 7.13 to access new models. For more information, see the *Upgrading Device Registration Service* section in the *Device Registration Service 7.13 Installation Guide*.
  2. Uninstall the Nuance Unified Client for Ricoh Smart Operation Panel 1.0 client.
  3. Install the latest Nuance Unified Client for Ricoh Smart Operation Panel 1.1 client using DRS 7.12 or later with a Full Install action.

Also note the following:

- Allow DRS 7.12 or later to uninstall the Nuance Unified Client for Ricoh Smart Operation Panel 1.0.
  - Do not allow DRS 7.12 or later to manage or install a Nuance Unified Client for Ricoh Smart Operation Panel 1.0 environment.
  - (If available) Do not allow DRS 7.11 to manage, install, or upgrade a Nuance Unified Client for Ricoh Smart Operation Panel 1.1 environment.
- Database Upgrade Tool: The database upgrade tool is run after an existing DRS installation has been successfully upgraded, with the backed-up database correctly

restored, but before the DRS service is started. The tool goes through all existing application profiles, devices and device groups, and perform necessary modifications to have the database records ready for the latest DRS release. For more information, see section *Database Upgrade Tool* in the *Device Registration Service 7.13 Installation Guide*.