



Internal

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**@Remote  
recovery procedure  
Field Engineer**

Work instruction

@Remote Field Engineer recovery procedure



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## Version management:

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15-02-2016	Anthony van de Wouw	Yes
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## 1 Introduction

This manual describes the step-by-step plan that can be followed if @Remote no longer functions or if the 'embedded @Remote installation' fails.

**NB!**

Follow this guide closely to successfully resolve the issue. Always contact the Customer Control department at step 9.

Changes compared to the previous version are marked in yellow.

### 1.1 Additional documentation

In [General Service Bulletin 32](#) describes how you can check whether @remote is installed and functioning.

In ['Work instruction Embedded @Remote installation'](#). Is the installation procedure of an 'embedded @Remote installation' described.

In ['ID2 code recovery procedure'](#) contains the procedure that a @remote engineer must perform to restore the ID2 code.

## 2 Actions Engineer

### 2.1 Step 1

Check whether the network data in the interface settings are still correct. Test whether you can ping the set Gateway from the machine.

Also look around you to see if there are multiple machines at the customer and check whether these machines have a connection. If so, compare the network settings.

**No >** Troubleshoot this problem together with customer. Often, as a test, the machine can be set to DHCP and then see which Gateway address the machine gets.

**Yes >** Go to step 0.1

### 2.2 Step 2

This step only applies to embedded @Remote, otherwise go directly to step 3. Check if the machine is connected to the internet. If you are not sure whether this machine can go to the internet, do this together with the customer's ICT.

Tip, you could test this by pinging to 8.8.8.8 via the interface settings. (= google's DNS server). Please note that this can also be switched off in the customer's network.

**No >** Troubleshoot this problem together with customer. Perhaps a proxy server is used, check whether it is correct. The proxy server may not be a Windows Proxy server, see: ['Work instruction Embedded @Remote installation'](#). When using a Proxy it is not possible to ping to 8.8.8.8 via the interface settings.

**Yes >** Go to step 3



## 2.3 Step 3

Check under "Effective Protocol" whether: "@remote Service" is set to "Active". (Option available from the GW2011A controller)

**Systeeminstellingen** [Afsluiten]

Alg. eigenschappen | Instellingen papierlade | Tijd instellingen | **Interface instell.** | Bestands overdracht | Beheerder toepassingen

**Netwerk** [Lijst afdrukken]

Apparaat IPv4-adres	10.146.11.250	DNS Configuratie	Specificeren
IPv4 Gateway adres	10.146.11.193	DDNS Configuratie	Actief
Apparaat IPv6-adres		IPsec	Inactief
IPv6 Gateway adres	::	Domein naam	
IPv6 Staatloos adres autom. Configuratie	Actief	WINS configuratie	Aan
DHCPv6-configuratie		<b>Effectief protocol</b>	

1 / 3 [Vorige] [Volg.]

Ingelogd: Apparaatbeheerder 18 JUL 2014 11:39

**Systeeminstellingen** [Afsluiten]

**Effectief protocol** [Annuleren] [OK]

Selecteer het effectieve protocol en druk op [OK].

▶@Remote service	Actief	Inactief
▶Firmware-update (IPv4)	Actief	Inactief
▶Firmware-update (IPv6)	Actief	Inactief

2 / 2 [Vorige] [Volg.]

Ingelogd: Apparaatbeheerder 18 JUL 2014 11:40

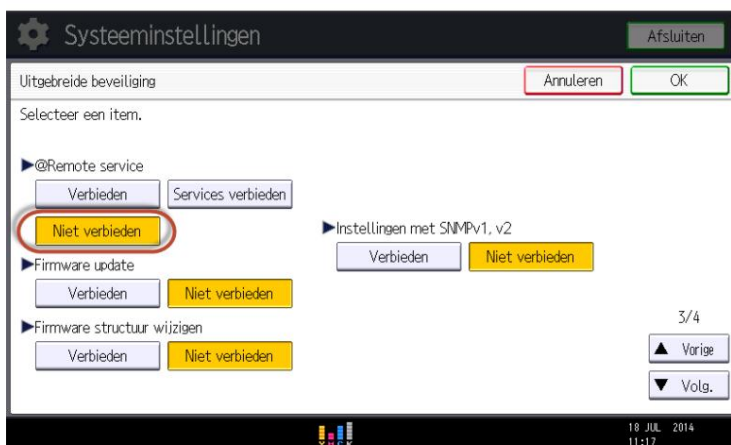
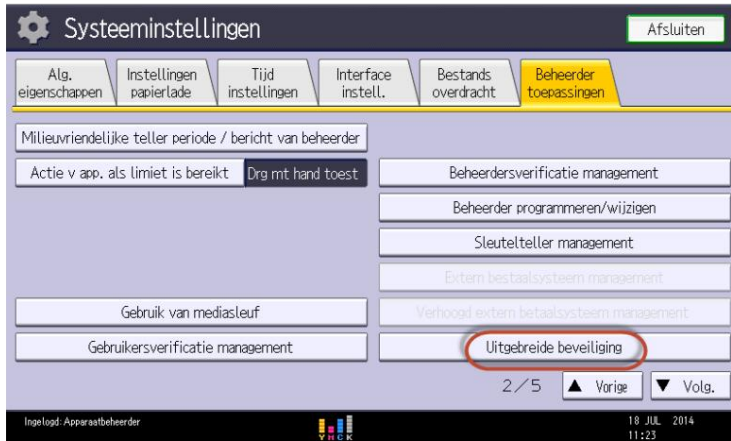
**No** > If set to Inactive, set it to "Active"; or if not present continue with step 4.

**Yes** > Step 4



## 2.4 Step 4

Check under "Extended security" whether "@Remote service" is set to "Do not prohibit".



**No** > Set this to "Do not prohibit" and continue with step 5.

**Yes** > Step 5



## 2.5 Step 5

Run SMC report (SP5-990-002) and check the settings below (this sp-mode is only on the report and cannot be read via the control panel):

5811-02	MachineSerial	Display	S7234300098
-03	ID2 Code Display	S72	34300098

The serial number must match the serial number on the type plate on the back of the MFP/printer.

Serial number and ID2 Code must be identical. Only with the ID2 code there are 6 spaces between the prefix (S72) and the rest of the serial number (34300098).

**No** > Call Customer Control (tst2120) and indicate that you are at step 5 of the procedure and that the ID2 Code is incorrect. Provide the serial number and IP address. Customer Control then indicates which next step (option 1 or option 2) you must perform: **Option 1** > Customer does not have an external RC-Gate: Book the call on 'Waiting for knowledge' and indicate at 'Comments': "ID2 code is corrupt, schedule call at: '@Remote Office (RC-A)' skills". Contact planning and clearly indicate again that call must be scheduled with someone with '@Remote Office (RC-A)' skills to perform the '[ID2 code recovery procedure](#)' to be carried out.

Proceed to step 11

**Option 2** > Proceed to step 6

**Yes** > Proceed to step 6

## 2.6 Step 6

Check the settings below:

5816-01	Remote Service	I/F Setting	2	2
-03	Function Flag		0	0

5816-01 must be set to 2 and 5816-03 can be set to 0 or 1. This does not need to be adjusted.

**No** > Set this to 2 via sp-mode 5816-01 and then continue with step 7 **Yes** >

continue with step 7

## 2.7 Step 7

Check the settings below:

5816-90	Remote Service	CERT:Subject	000000
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5816-90 should read 000000

**No** > Go to step 8

**Yes** > Continue with step 9

## 2.8 Step 8

Run SP mode 5870-03, then 5870-01 and if present 5870-04 (from GW 2012A controller) and restart the MFP/printer. This order is important, as this sets the certificate to 2048 bit. If you do 5870-01 last, the certificate is set to 512 bit.

Check after the restart if you can perform a manual call.

**Yes** > Problem solved. Continue with step 11.

**No** > Run SP mode 5816-209 (This sets SP mode 5816-03 to 0) and restart the MFP/printer. Then continue with step 9



## 2.9 Step 9

Contact Customer Control(ext 2120) and indicate that you are at step 9 of the procedure.

Provide the serial number and IP address. Customer Control then indicates which next step (option 1, option 2 or option 3) you must perform: **Option 1>** Continue with step 10 **Option 2>** Book the call and indicate in 'comments': '@Remote installation failed , a new call has been created on the serial number of the external RC-Gate'. Continue with step 11.

**Option 3>** Book the call and indicate at 'comments': '@Remote installation failed, a new call has been created on the serial number of the @Remote Connector'. Continue with step 11.

## 2.10 Step 10

If it concerns an embedded @Remote installation, follow the work instruction: '[Work instruction Embedded @Remote installation](#)'.

After the above procedure, perform the final check as described in: [General Service Bulletin 32 Were you able to successfully execute a 'manual call'?](#)

**No >** Repeat the entire procedure and if the last check still does not work, book the call to 'Waiting for knowledge' and indicate at 'Comments': "Embedded @Remote installation failed, schedule call at: '@Remote Office ( RC-A)'skills". Contact planning and clearly indicate again that the call must be scheduled with someone with '@Remote Office (RC-A)' skills. Continue with step 11.

**Yes >** Continue with step 11

## 2.11 Step 11

Tell the customer what you have done and if there are any follow-up actions.

**End of procedure.**

## 3 Escalation

If you have any problems or questions, please contact:

Customer Control (ext 2120)

[Customer.control@ricoh.nl](mailto:Customer.control@ricoh.nl)