

Ricoh-Shell MPS 2.0

Setup Guide

**IM (C) Devices
Smart Interface**

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Smart Interface**

**This information to be shared within Ricoh only.
DISPOSE OF AFTER USE**

**Buildbook version 5.7
IM (C) Devices
Smart Interface**

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1. Document Control



1.1 Version Control

Date	Author	Summary	Version
27-08-2020	Tonny Brukx	Final Version for IM Devices with Smart Interface	Version 5.7

1.2 Major Release Date

Date	Name	Released
19-01-2018	Toby Ablett	Version 1.0
09-02-2018	Kees Verwater	Version 2.0
19-03-2018	Toby Ablett	Version 3.0

1.3 Approvers

Name		Role	Date Approved
Kees Verwater		Change Manager	
Rob Houtsma		RAM Global Manager	
Toby Ablett		Global Service Manager	

2. Introduction

2.1 Purpose of Document

The purpose of this document is to provide the minimal settings needed before installation in the Shell environment. With this minimal configuration all other setting can be pushed using DMNX Enterprise

2.2 Scope

All other device settings not listed in this document are to be assumed to have their default values.

Depending on the model type, not all setting may be available for adjustment. These settings can be skipped.

The settings are based on the printer model MP C4504 as all MFP products for the MPS are backward compatible hence at present no additional changes are required. When new devices are certified and added to the MPS fleet the GSM needs to make the Change Manager aware so he/she can amend this document if required.

There are a number of methods and tools available to make changes to the settings of Ricoh devices. This document provides an indication of the preferred/recommended tool to be used to change a particular setting.

2.3 Passwords - Important: Please note process change.

Set the password for admin to 12345678

Set the password for supervisor to 12345678

With SLNX the final high security passwords will be set

Once device is installed, if an engineer needs access to the device, they need to apply for a 48 hour temporary password from ram.shell@ricoh.nl

All engineers need to apply for this temporary password at least 24 hours before arrival at site. Reason for access must be given.

2.4 Firmware

Update all Cheetah (incl Apps) & GW Firmware

2.5 @Remote configuration

Do not set any @Remote configuration. SLNX will be used for @Remote.

2.6 SOP Panel

Do not install any background image to the panel

2.7 Documentation

- Printqueue Template Spreadsheet

3. Checklist

THIS PAGE MUST be completed for EVERY Installed Device and emailed back to the RAM.Shell@ricoh.nl

Task/Setting	Setting	Comment
Update firmware	Install the latest firmware	Version:
Update Java	Install the latest version	Version:
Java enabled		
Set HDD Encryption	On	See chapter 4
SP mode 5-061-001	Set to 1	See chapter 5
SP mode 5-061-002	Set to 1	See chapter 5
SP mode 5-305-101	Set to 0	See chapter 5
SP mode 5-507-003	Set to 1	See chapter 5
SP mode 5-507-080	Set to 1	See chapter 5
SP mode 5-507-081	Set to 20	See chapter 5
SP mode 5-507-082	Set to 20	See chapter 5
SP mode 5-515-010	Set to 1	See chapter 5
SP mode 5-781-001	Set to 0	See chapter 5
SP mode 5-967	Set to 0	See chapter 5
SP mode 5-812-001	Call Service Center	See chapter 5
SP mode 5-812-003	Toner is ordered	See chapter 5
SP mode 5-828-065	Set to 1	See chapter 5
SP mode 5-853-001	Execute	See chapter 5
SP mode 5-888-001	Set to 1	See chapter 5
SP mode 5-985-002	Set to 0	See chapter 5
Set PDF file type PDF/A Fixed	On	See chapter 6
Set Copier Features		See chapter 6
Set Stamp Language	English	See chapter 6
Set IP-address	Check roll-out sheet	See chapter 6
Set DNS Servers	134.162.23.1, 134.162.23.2	See chapter 6
Set SMB version V2	On	See chapter 6
Set SMB port number	445	See chapter 6
Set SMTP server	anonsmtp-eu.shell.com	See chapter 6
Set Administrator's Email Address	noreply-mps@shell.com	See chapter 6
Set Auto Specify Sender Name	On	See chapter 6
Set SNMP Community Names		See chapter 7.1
Set Network Security		See chapter 7.2
Set Extended Feature Settings		See chapter 7.3
Set Languages	English / Local Preference	See chapter 7.4
Set USB Device List		See chapter 7.5
Set Default Scan Settings		See chapter 7.6
Set Permissions for Printer Language		See chapter 7.7
Set Specific Settings		See chapter 7.8
Smart Operation Panel Settings		See chapters 8 and 9
Set admin and supervisor password	12345678	See chapter 2
Test Print and Scan – Shell Focal Point / User	Test all functions	See chapter 10
Contact RAM team – Ricoh Netherlands	Email Ram team	See chapter 11
Device Serial Number - IP-Address		
Hostname:		
Shell Focal Point		
Signature		
I accept that Device is in full working order:		
Build book V 5.7	Ricoh Engineer Name:	

4. Device Security Features

4.1 HDD Encryption

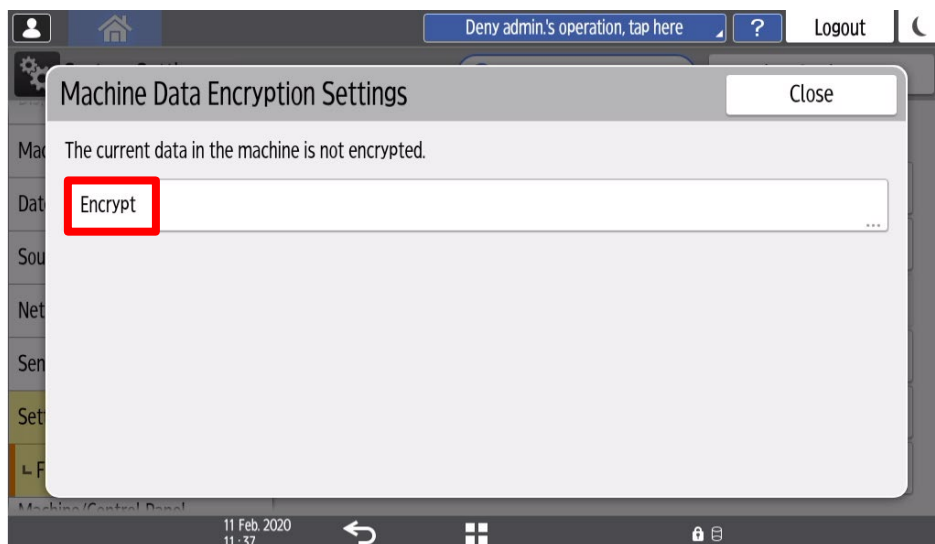
Enable Encryption Setting

Log in as the machine administrator from the operation panel

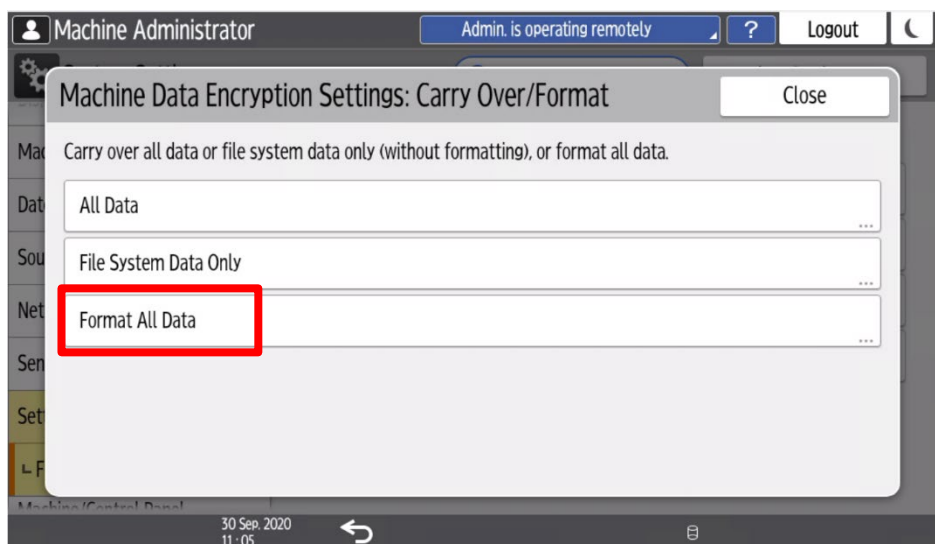
Press "Settings" icon > [System Settings].

Press [Settings for Administrator] > [File Management] > [Machine Data Encryption Settings].

Press [Encrypt].



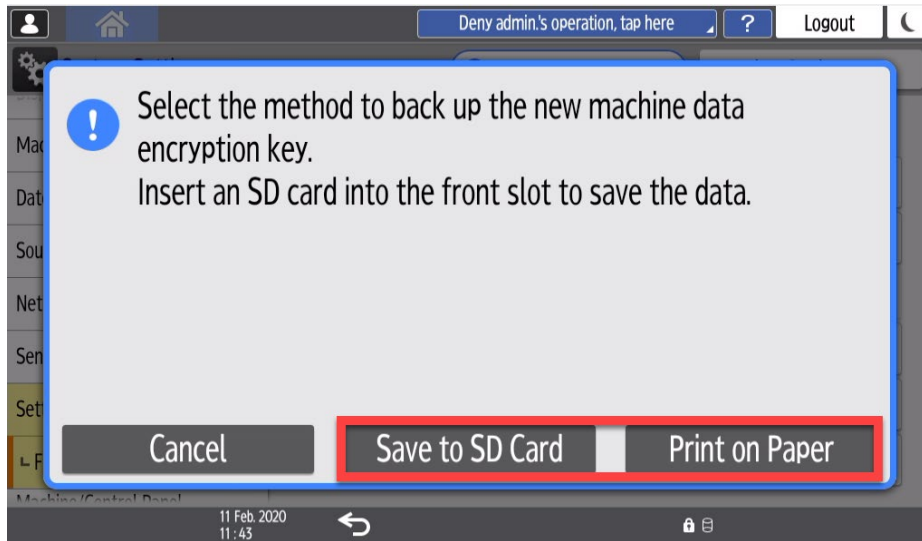
Select [Format All Data]



Select the backup method.

If you have selected [Save to SD Card], load an SD card into the media slot on the side of the operation panel and press [OK] to back up the machine's data encryption key.

If you have selected [Print on Paper], press the [Print] key. Print out the machine's data encryption key.



Press [OK].

When the confirmation dialog is displayed, press [OK].

Press [Home], and then log out of the machine.

Turn OFF the main power, and then turn the main power back ON.

The machine will start to convert the data on the memory after you turn ON the machine. Wait until the message "Memory conversion complete. Turn the main power switch OFF." appears, and then turn the main power OFF again.

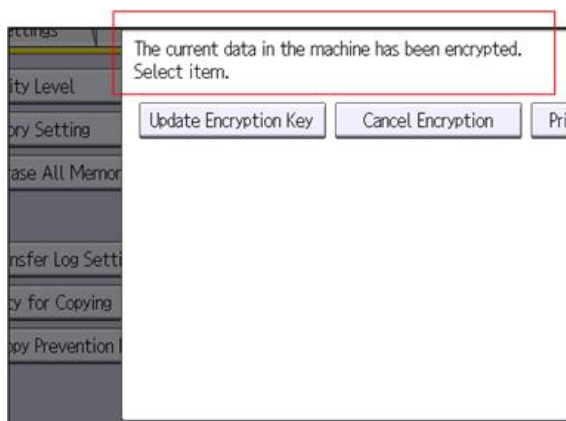
Check the Encryption Settings

Log in as the machine administrator from the operation panel.

Press "Settings" icon > [System Settings].

Press [Settings for Administrator] > [File Management] > [Machine Data Encryption Settings].

Confirm whether the encryption has been completed or not on this display.

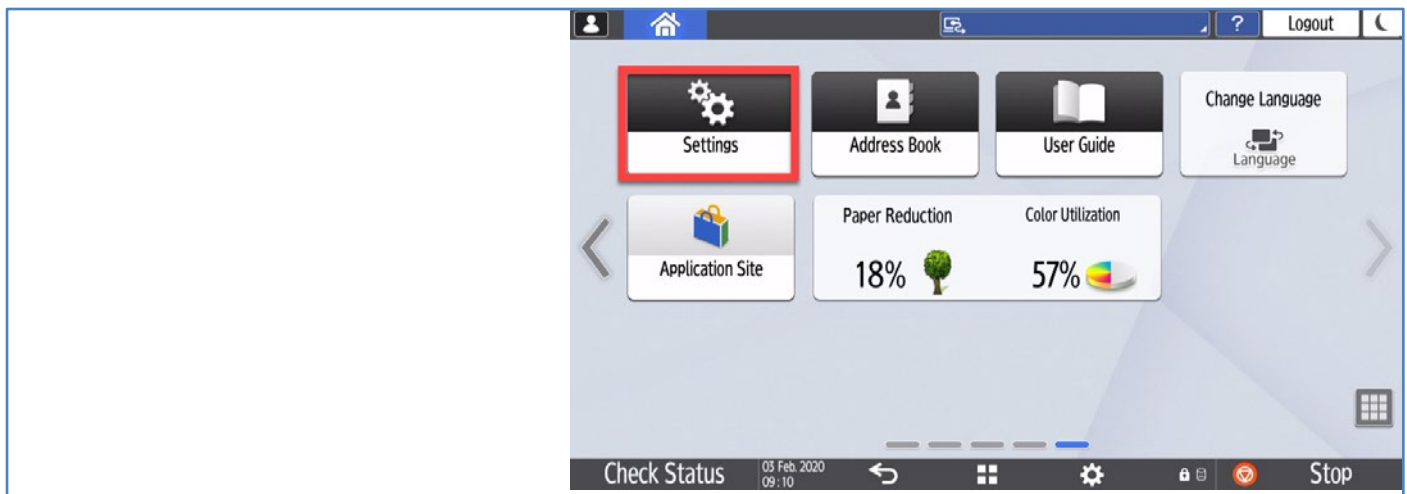


w_d1822520

5. Servicemode Settings

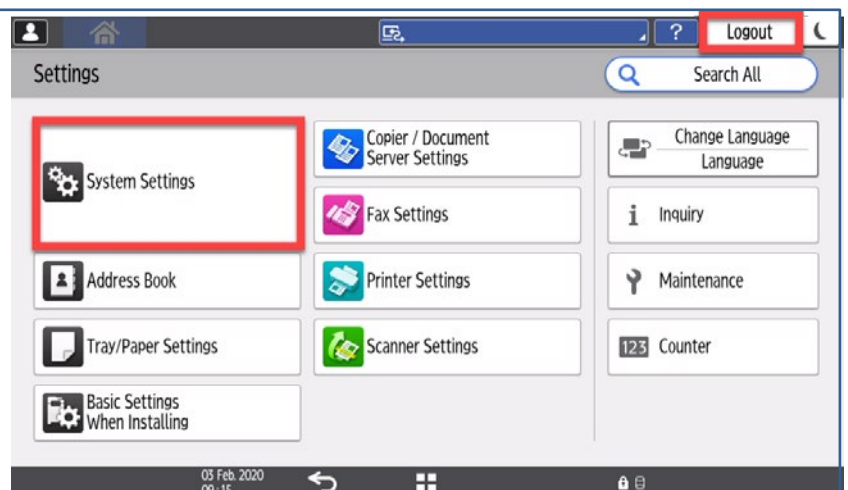
Service Mode setting		
Setting	Description	Configuration
SP mode 5-061-001	Toner Remaining Icon Display Change	Set to 1
SP mode 5-061-002	Toner Near End Display Change	Set to 1
SP mode 5-305-101	Auto Off Limit Set	Set to 0
SP mode 5-507-003	Toner Supply alarm	Set to 1
SP mode 5-507-080	Toner Call Timing	Set to 1
SP mode 5-507-081	Toner Call Threshold Black	Set to 20
SP mode 5-507-082	Toner Call Threshold CMY	Set to 20
SP mode 5-515-010	Supply Automatic Order	Set to 1
SP mode 5-781-001	Disable ACT Setting	Set to 0
SP mode 5-967	Document Server	Set to 0
SP mode 5-812-001	Service Telephone Number	Call Service Center
SP mode 5-812-003	Supply Call	Toner is ordered
SP mode 5-828-065	Job Spool	Set to 1
SP mode 5-853-001	Stamp Data Download	Execute
SP mode 5-888-001	Personal Information Protect	Set to 1
SP mode 5-985-002	On Board USB	Set to 0

6. User Tool Settings



Press Login and enter credentials.
Initial Loginname: admin
Initial Password: <leave blank>

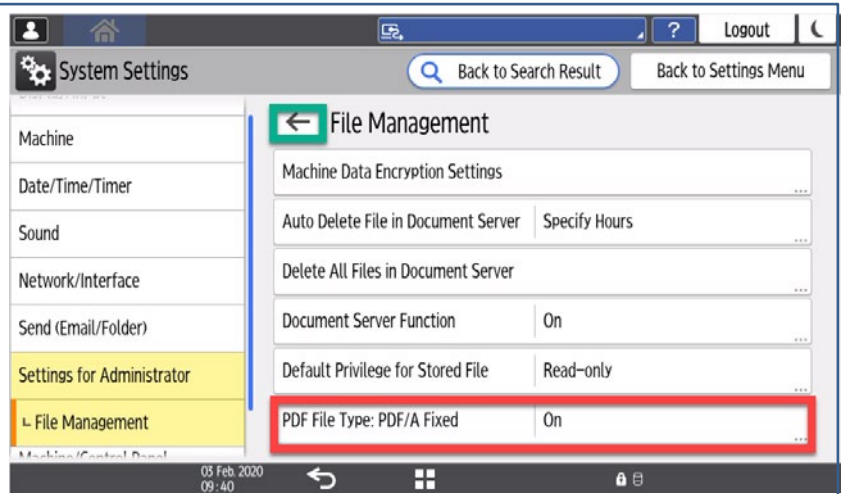
Select System Settings



Select Settings for Administrator → File Management

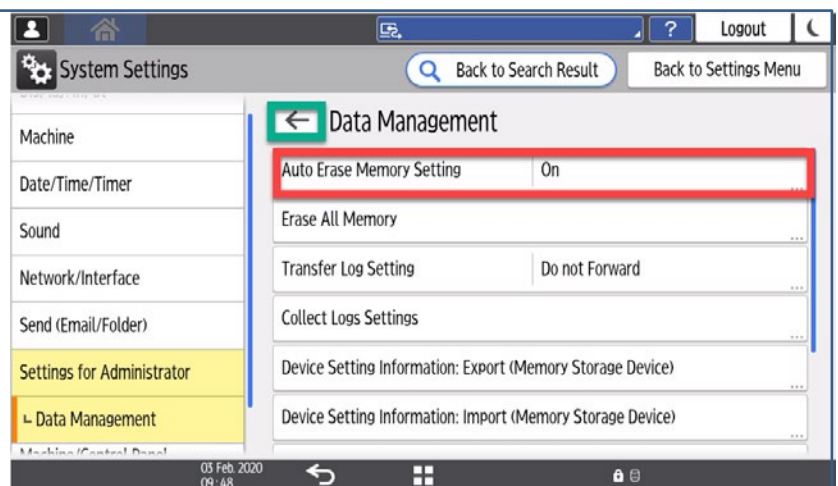
Set PDF File Type: PDF/A Fixed to ON

Press the Back arrow to return to the previous screen.



Select Settings for Administrator → Data Management

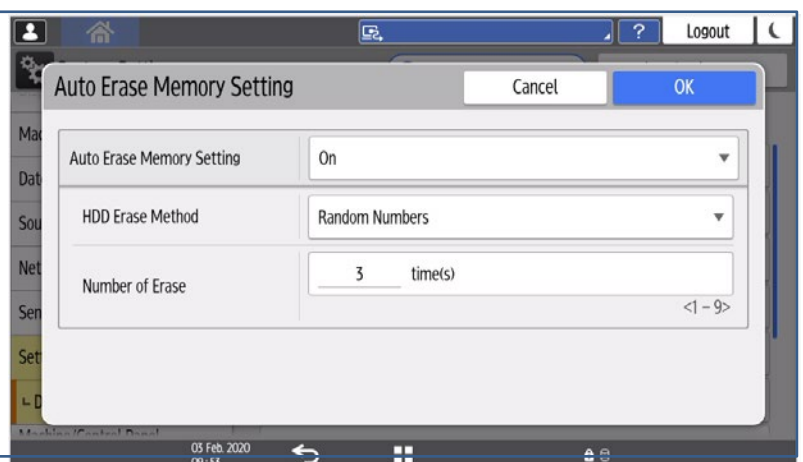
Select Auto Erase Memory Setting



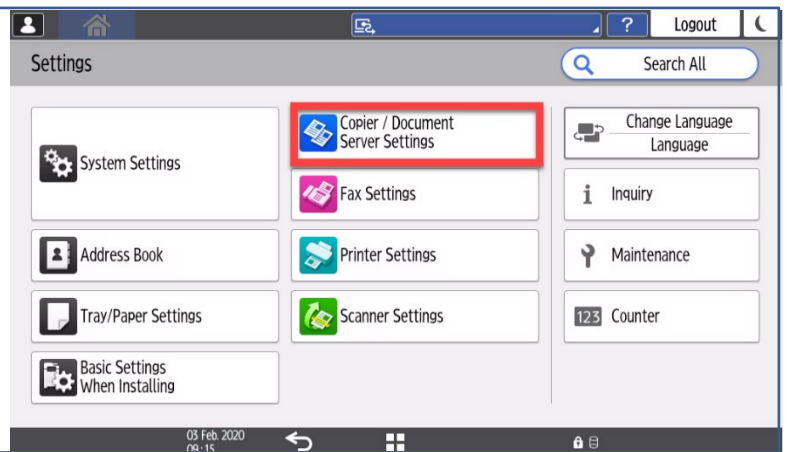
Set Auto Erase Memory Setting to On
Set HDD Erase Method to Random Numbers
Set Number of Erase to 3

Press OK

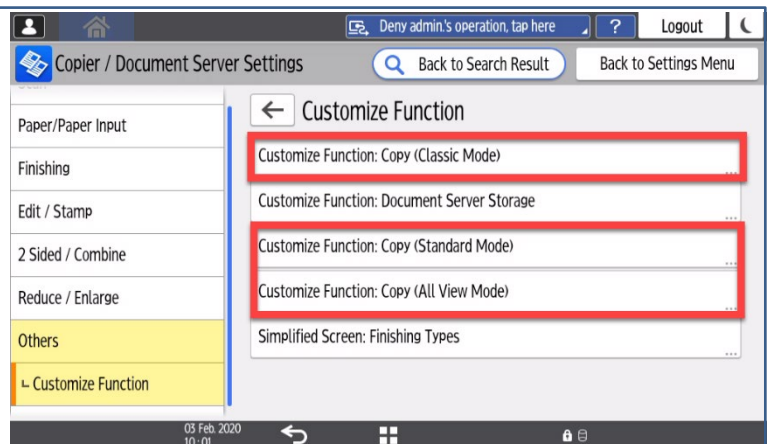
Press the Back arrow to return to the previous screen.



Select Copier/Document Server Settings



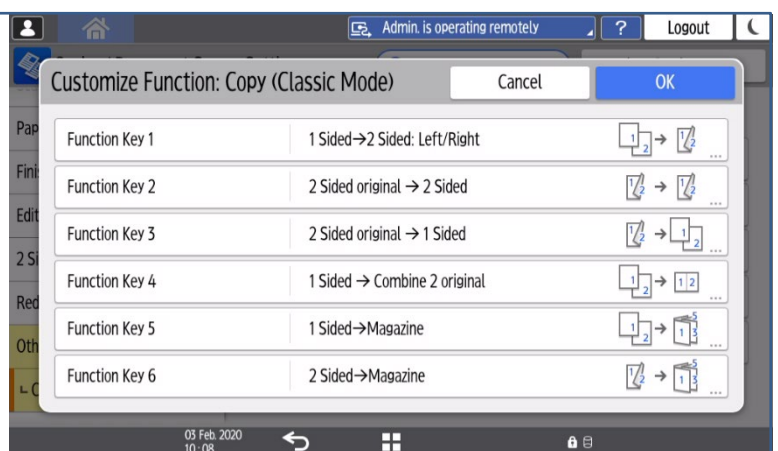
Select Others → Customize Function



Set the buttons for the different Copy modes as shown.

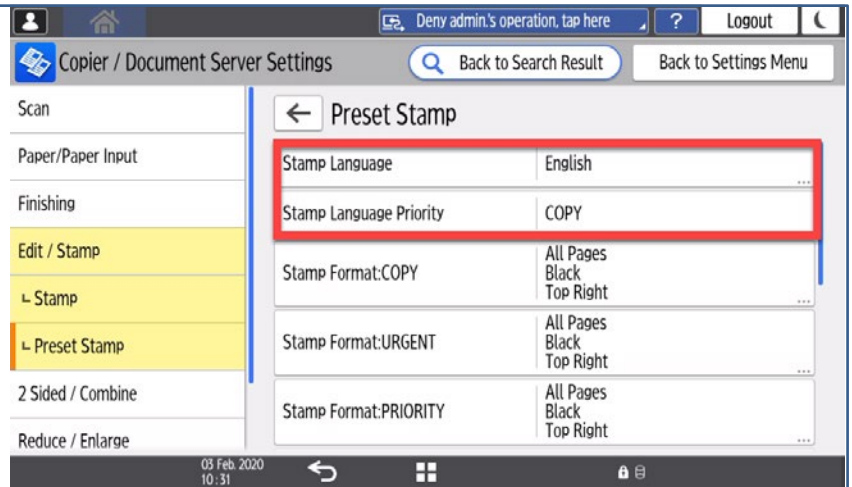
Press OK

Press the Back arrow multiple times to return to the initial settings screen



Select Copier/Document Server Settings →
Edit/Stamp → Stamp → Preset Stamp

Set Stamp Language to English
Set Stamp Priority to Copy



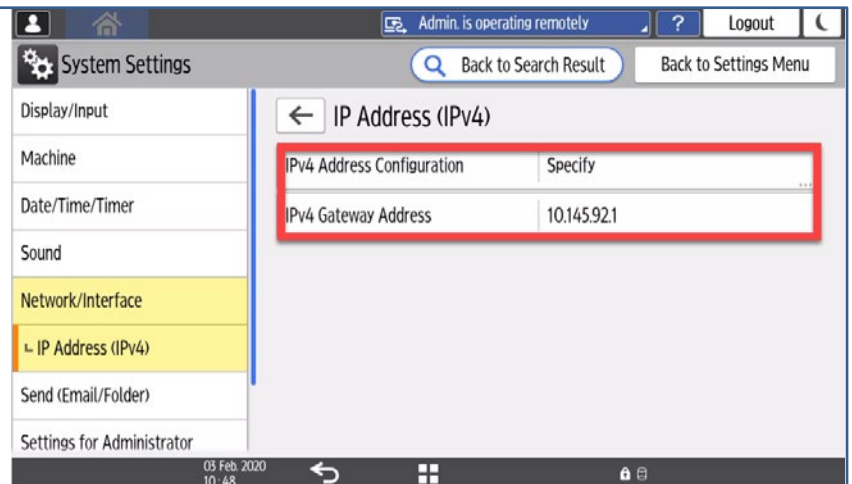
Select System Settings →
Network/Interface → IP Address (IPv4)
Set the correct IP settings.
Press OK to confirm.

Press the arrow left to IP address.

Select DNS Configuration
Set DNS Configuration to Specify
Set DNS Server 1 to 134.162.23.1
Set DNS Server 2 to 134.162.23.2
Set DNS Server 3 to 0.0.0.0
Press OK to confirm

Select Machine Name
Set Machine Name to Print Queue Name
Press Ok to confirm

Select Host Name
Set Host Name to Print Queue Name
(Replace any underscore _ with a hyphen -)
Press Ok to confirm
IP, Subnet Mask, Gateway, and Host Name
can be found in the Print Queue
information sheet. To be provided by your
SDM.

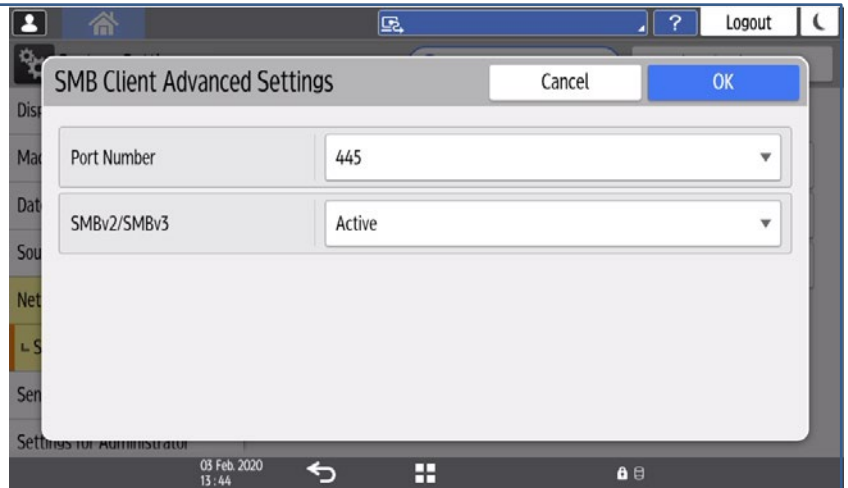


Use the blue scroll bar to scroll down the menu

Select SMB → SMB Client Advanced Settings

Set Port Number to 445
Set SMBv2/SMBv3 to Active

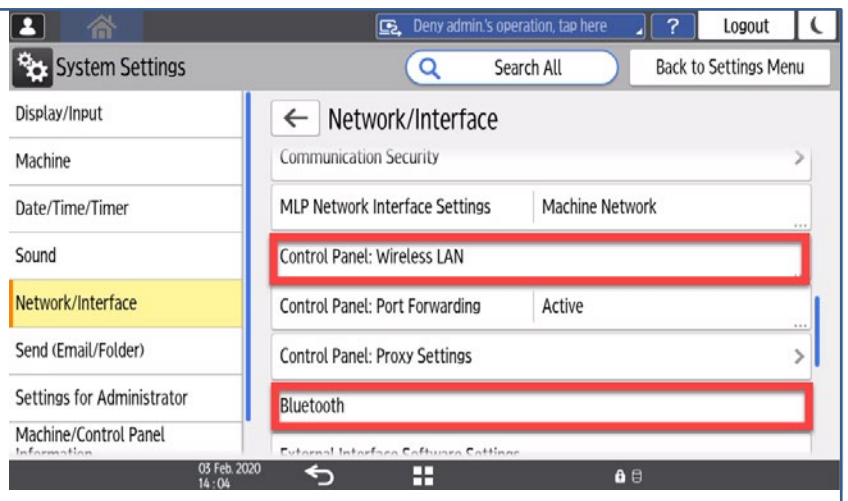
Press OK to confirm



Select System Settings →
Network/Interface
Use the blue scroll bar to scroll down the menu

Select Control Panel Wireless LAN
Set Wi-Fi to Off
Set Wireless Direct to Off
Select Bluetooth
Set Bluetooth to Off

Press OK to confirm



Select System Settings → Send (Email/Folder)
→ Email → SMTP Server

Set Server Name to anomsmtp-eu.shell.com
Set Secure Connectionn (SSL) to Off
Set Port Number to 25

Press OK to confirm

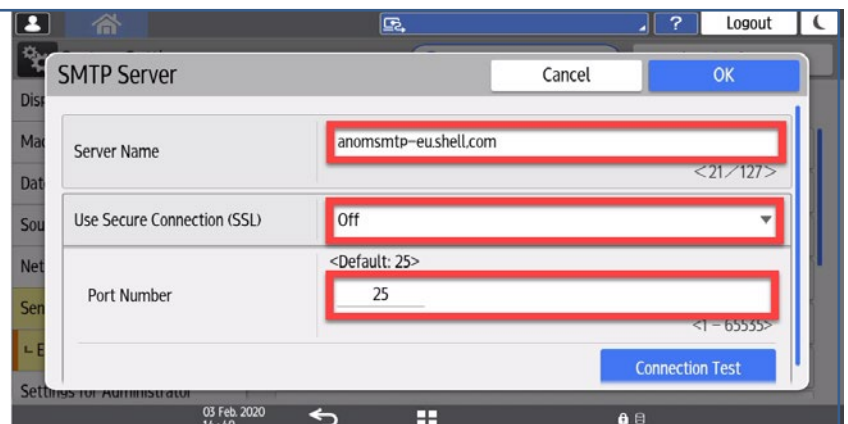
Select Administrator's Email Address
Set to noreply-mps@shell.com

Press OK to confirm

Scroll down

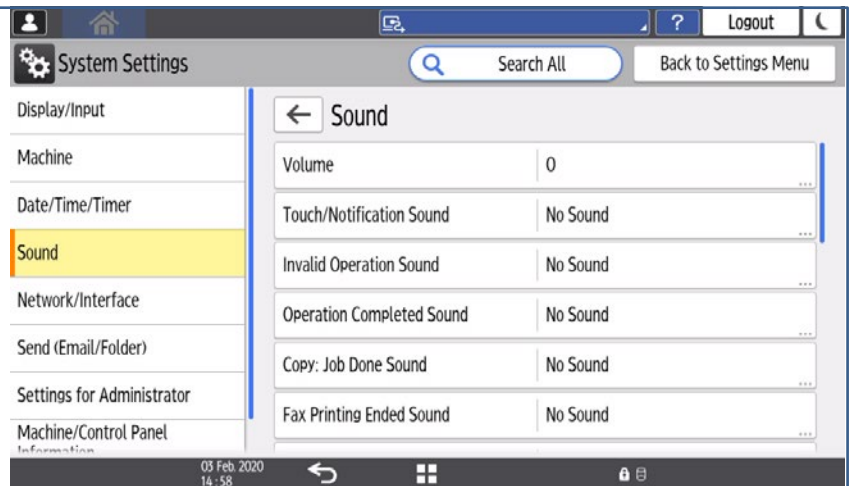
Set Auto Specify Sender Name to On

Press OK to confirm.



Select System Settings → Sound
Set Volume to 0
Set All Sounds to No Sound

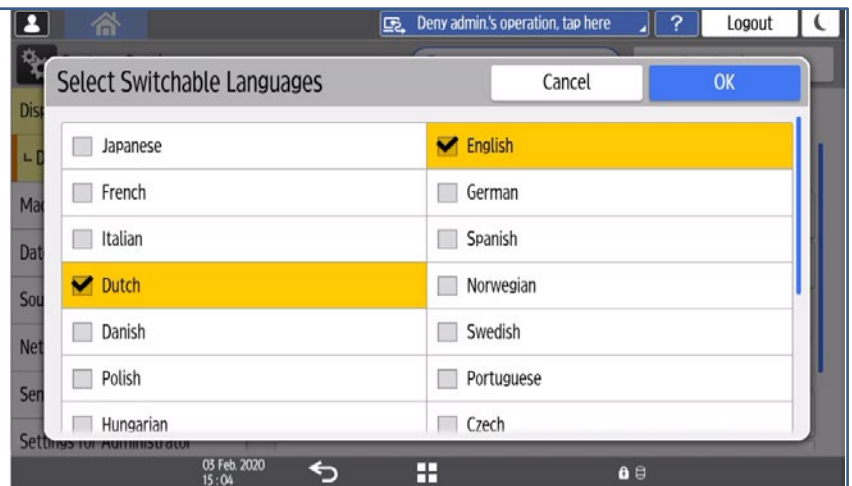
Press OK to confirm



Select System Settings → Display/Input →
Display → Select Switchable Languages

Select English
Select a local preferred language.

Press OK to confirm



7. Minimal Device Setup using Web Image Monitor

These settings must be checked and applied by using the Web Image Monitor.

7.1 SNMP

Devicemanagement → Configuration → Network → SNMP

- Set Permit Settings by SNMPv1 and v2 to **[On]**
- Set Community Name 1 to **\$\$\$213@&A** Set Access Type to **read-write**
- Set Community Name 2 to **\$\$\$213@&A** Set Access Type to **Not Accessible**
- For Community Name 3 to 9 Set Access Type to **Not Accessible**

7.2 Network Security

Devicemanagement → Configuration → Security → SSL/TLS

- Set SSL/TLS IPv4 to **[Active]**
- Set TLS1.2 to **[Active]**
- Set TLS1.1 to **[Inactive]**
- Set TLS1.0 to **[Inactive]**
- Set SSL3.0 to **[Inactive]**
- Set Encryption Strength AES 128bit and 256bit to **[Active]**
- Set Encryption Strength 3DES and RC4 to **[Inactive]**

Devicemanagement → Configuration → Security → Network Security

- Set SSL/TLS Port 443 IPv4 to **[Open]**
- Set Permit SSL/TLS communication to **[Ciphertext/Cleartext]**
- Set TLS1.2 to **[Active]**
- Set TLS1.1 to **[Inactive]**
- Set TLS1.0 to **[Inactive]**
- Set SSL3.0 to **[Inactive]**
- Set Encryption Strength AES 128bit and 256bit to **[Active]**
- Set Encryption Strength 3DES and RC4 to **[Inactive]**
- Set NetBios over TCP/IPv4 to **[Inactive]**

7.3 Extended Feature Settings (Only when Java is available)

Devicemanagement → Configuration → Extended Feature Settings → Startup Setting

- JavaTM Platform must be present and Status must show **[Starting Up]**

Devicemanagement → Configuration → Extended Feature Settings → Administrator Tools

- Set TLS1.2(SSL Server) to **[Active]**
- Set TLS1.1(SSL Server) to **[Inactive]**
- Set TLS1.0(SSL Server) to **[Inactive]**
- Set SSL3.0(SSL Server) to **[Inactive]**
- Set AES_256(SSL Suite) to **[Active]**
- Set AES_128(SSL Suite) to **[Active]**
- Set 3DES(SSL Suite) to **[Inactive]**
- Set RC4_128(SSL Server) to **[Inactive]**

7.4 General Settings

Devicemanagement → Configuration → Screen

- Set Display Panel Language 1 to **[English]**
- Set Display Panel Language 2 to **[Local Preferred Language]**
- Set Display Panel Language 3 and more as desired.
- Set Sound Volumes to **[0]**
- Set Screen Startup Mode to **[Normal]**

Devicemanagement → Configuration → Webpage

- Set Webpage Language 1 to **[English]**
- Set Webpage Language 2 to **[Local Preferred Language]**

7.5 USB Device List

Devicemanagement → Configuration → Device Settings → Program/Change USB Device List

- Device 1
- Set Vendor ID to **[216B]**
- Set Product ID to **[0005]**
- Device 2
- Set Vendor ID to **[0908]**
- Set Product ID to **[0410]**

7.6 Default Native Scanner Settings

Devicemanagement → Configuration → Scanner → Send Settings

- Set Max. Email Size to [**14000 KB**]
- Set Divide & Send Email to [**No**]
- Set Insert Additional Email Info to [**On Language: English**]
- Set Compression (Black & White) to [**On**]
- Set Compression Method to [**MH**]
- Set Compression (Gray Scale/Full Color) to [**On**], Highest
- Set High Compression PDF level to [**Higher**]
- Set Compression Method for Photo to [**JPEG2000**]
- Set Compression Method for Text to [**JBIG2**]

Devicemanagement → Configuration → Scanner → Default Settings for Normal Screens

- Set Original Type to [**B & W: Line Art**]
- Set Resolution to [**200 DPI**]
- Set Auto Density to [**On**]
- Set Send File Type to [**Multi-page: PDF/A**]

Devicemanagement → Configuration → Scanner → Default Settings for Simplified Screens

- Set Original Type to [**B & W: Line Art**]
- Set Resolution to [**200 DPI**]
- Set Send File Type to [**Multi-page: PDF/A**]

7.7 Permissions for Printer Language to Operate File System

Devicemanagement → Configuration → Printer → Permissions for Printer Language

- Set PDL File System Operation to **Do not Permit**
- Set PDF/Postscript File System Operation to **Do not Permit**

7.8 Specific settings

Devicemanagement → Configuration → Device Settings → System

- Set Print from Memory Storage Device to **[Prohibit]**
- Set Store to Memory Storage Device to **[Prohibit]**
- Set Device Name (Equals Print Queue Name)
- Set Wim Location (Max 30 characters)

Devicemanagement → Configuration → Device Settings → Email

- Set Auto Specify Sender Name to **[On]**

Devicemanagement → Configuration → Network → SNMP

- Set Permit Settings by SNMPv1 and v2 to **[On]**

Devicemanagement → Screen → Sound

- Set Volumes to **[0]**
- Set all Operation Sounds to **[No Sound]**

Devicemanagement → Configuration → Security → IPsec

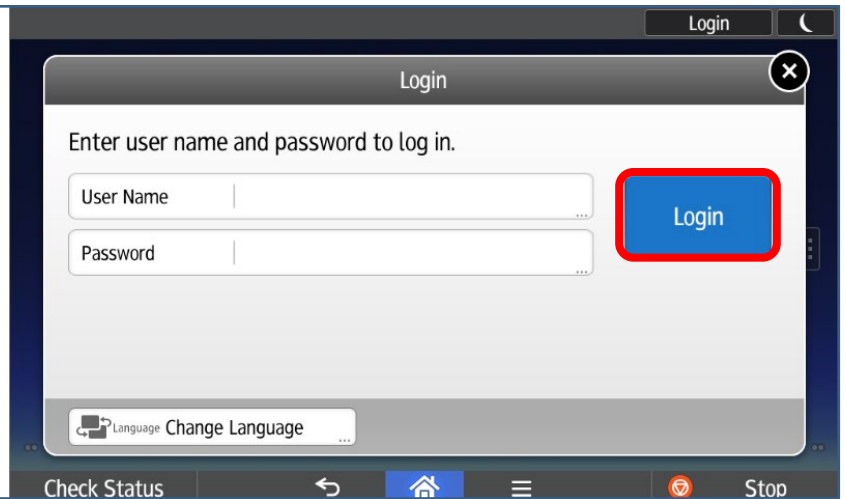
- Set IPsec to **[Inactive]**

8. Smart Operation Panel Settings

Press the Login button

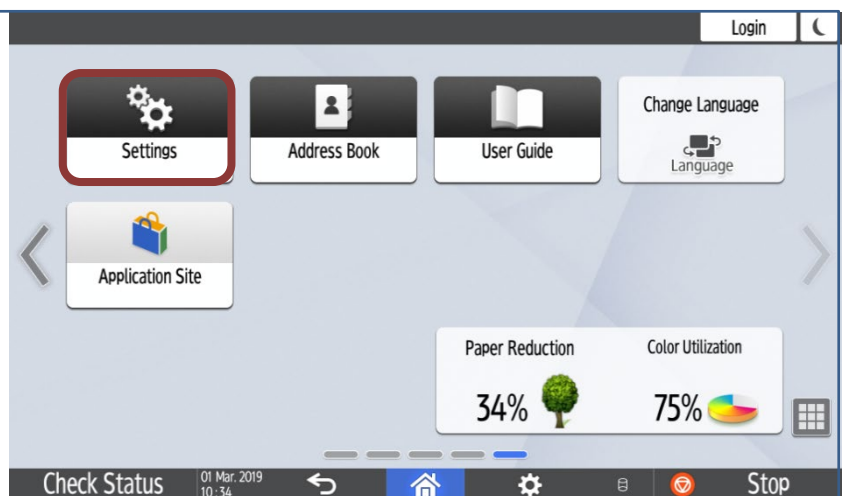


Enter the login credentials
Press the Blue Login button



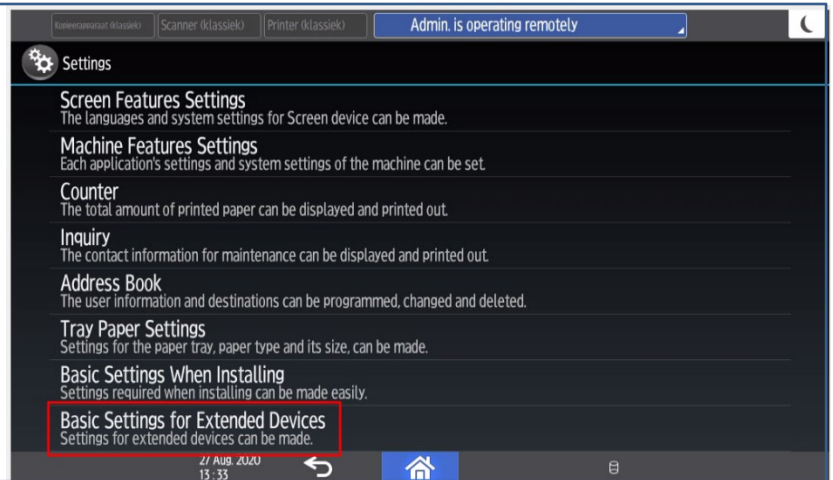
Swipe the screen to the left or right until
you see the Settings button

Press the Settings button

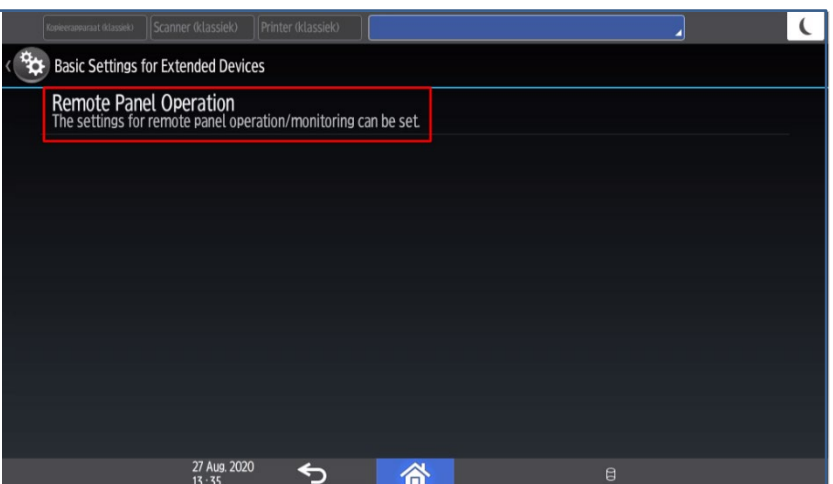


8.1 Activate Remote Panel Operation

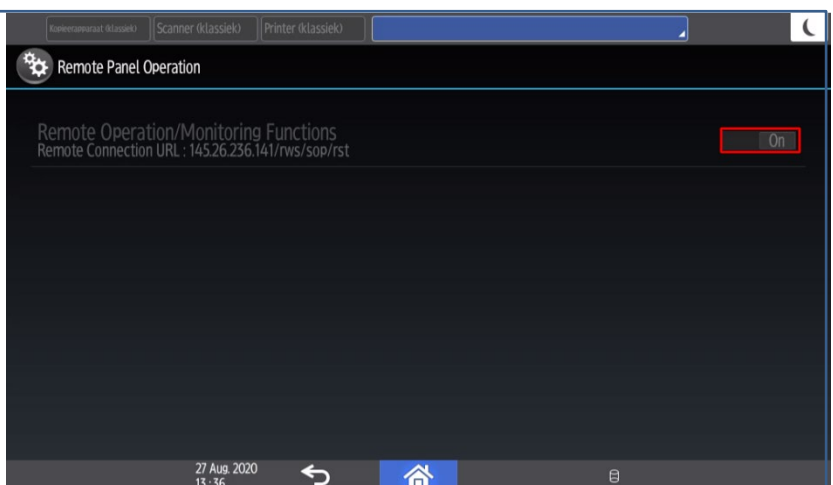
Select Basic Settings for Extended Devices



Select Remote Panel Operation



Set Remote Operation/Monitoring Functions to [On]



8.2 Arrange Buttons

Press and hold the icons and drag it to this or another screen or position until the screens are as shown

This is the initial start-up screen



This is the second screen.

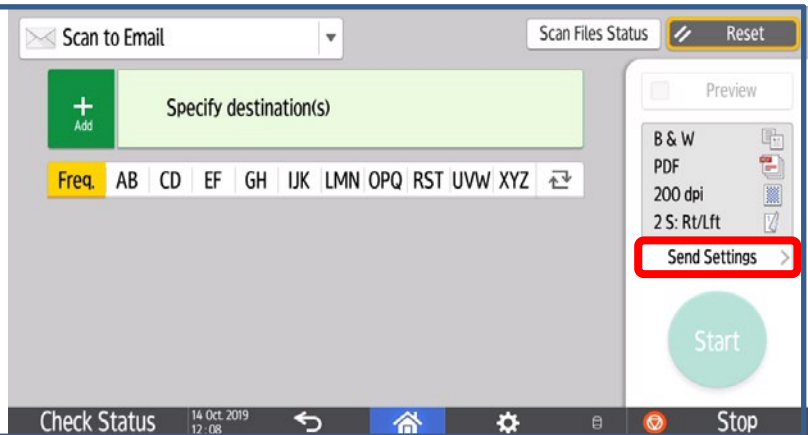
*NOTE – Fax related icons will not be visible when there is no fax option installed

**Press and hold any other icon and drag it to the waste bin in the top left corner.
The waste bin will automatically appear.**



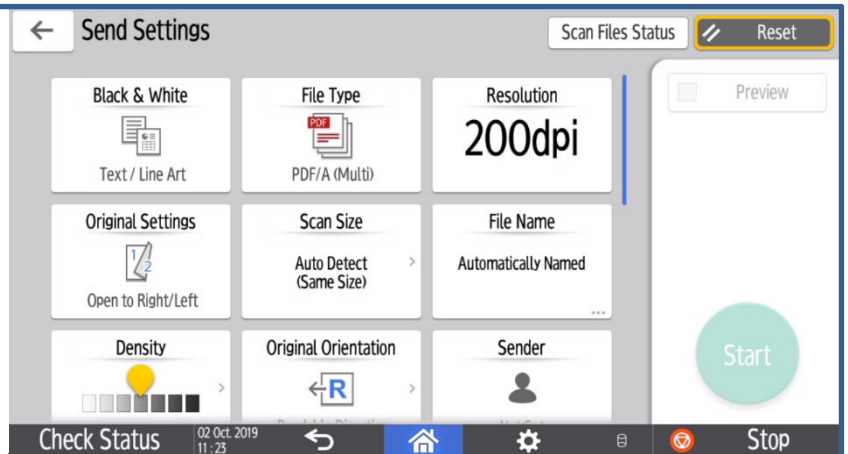
9. Default Scanner Settings

Select the scanner function on the initial start-up screen
Press 'Send Settings'



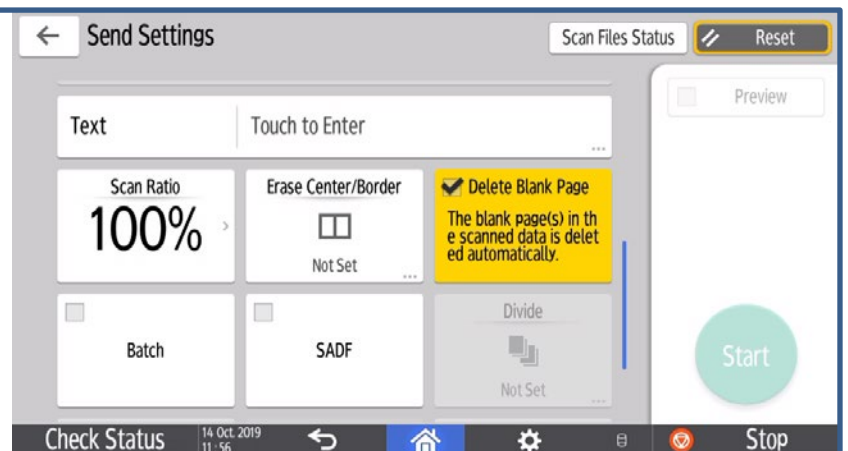
Set default scanner settings as shown:

Black & White Text / Line Art
File Type PDF/A (Multi)
Resolution 200 DPI
Original Settings Open Right/Left
(Use the blue slider to scroll down)



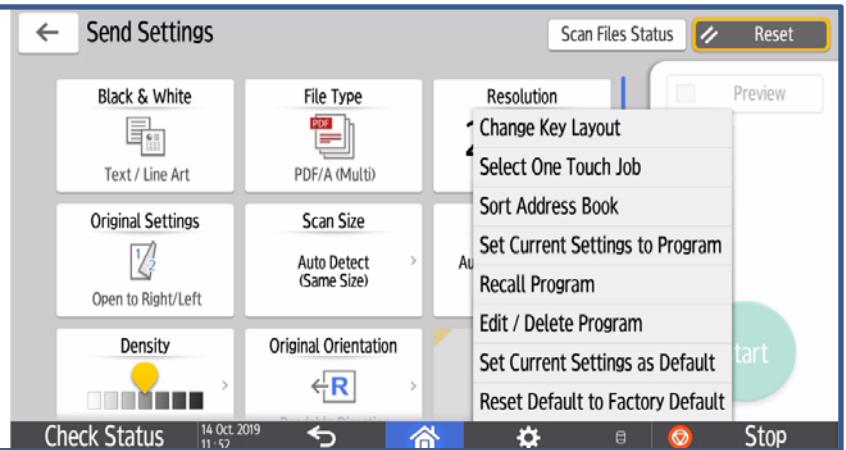
Select 'Delete Blank Page'

Do not alter other settings

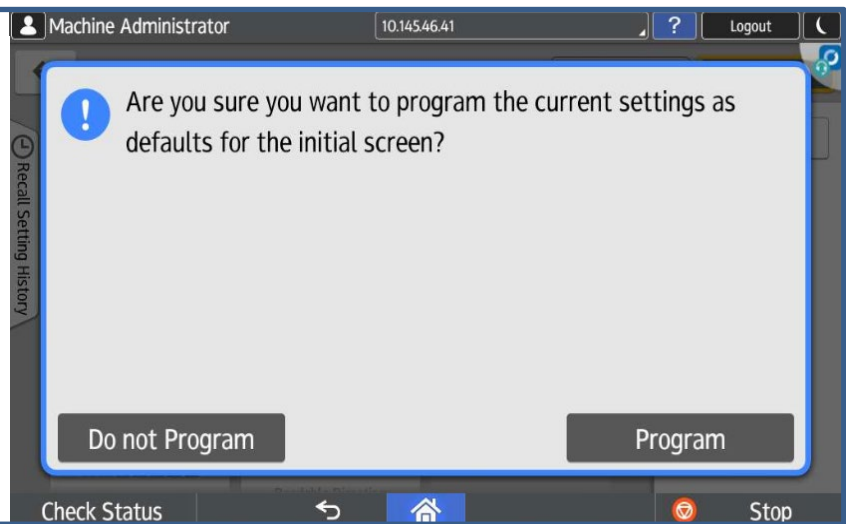


Open the program function by pressing the icon right from the blue home icon.

Press 'Set Current Setting as Default'



Press 'Program' to confirm
Press 'Exit'
Press 'Logout'



10. Test Print and Scan – Shell Focal Point / User.

These settings must be checked in the printer preferences on the client desktop of the Shell Focal User.
Select the print queue properties and check if all options are selected regarding the device in the accessories tab.

Check the next functions:

Can you print in Duplex mode?

Can you select color?

Can you select Staple? (in case a finisher is installed)

Can all trays be selected?

Can you print a document?

Does a scan from the device reach the user?

11. Now you have completed your part of the installation.

You MUST contact RAM.Shell@ricoh.nl
And send the below text:

**I have completed Build Book Settings for device in IP XXX.XXX.XXX
You are now free to complete the install of this device.**

The following files must be included in the attachment:

1. *Checklist*
2. *HDD encryption sheet*
3. *Printer configuration page*

Filename must be set to <Serial Number>-<IP address>-<Host Name>.pdf

For example: C123M456789 - 192.168.0.1 – PER02P123-SMPS.pdf

RAM Team to configure the below:

- Push remaining Device settings via SLNX

12. For reference only – Settings pushed by DMNX/SLNX

Device Functions-Scan-Email Size Limit-Email Splitting	No
Device Functions-Scan-Email Size Limit-Max email size (KB)	14000
Device Functions-Scan-Journal-Print and Delete Scanner Journal	Do not Print: Delete Oldest
General-Information-Front Panel-Panel Key Sound	Off
Interfaces-Media-Enable print application with media inserted	Disable
Interfaces-Media-Enable scan application with media inserted	Disable
Interfaces-USB-USB Interface	Off
Network Protocols-IPv4 protocols-Enable BMLinkS	Enable
Network Protocols-IPv4 protocols-Enable Bonjour	Disable
Network Protocols-IPv4 protocols-Enable DIPRINT	Enable
Network Protocols-IPv4 protocols-Enable FTP	Disable
Network Protocols-IPv4 protocols-Enable IPP	Enable
Network Protocols-IPv4 protocols-Enable IPsec	Disable
Network Protocols-IPv4 protocols-Enable LPR	Enable
Network Protocols-IPv4 protocols-Enable RHPP	Disable
Network Protocols-IPv4 protocols-Enable RSH	Disable
Network Protocols-IPv4 protocols-Enable SFTP	Disable
Network Protocols-IPv4 protocols-Enable SSDP	Disable
Network Protocols-IPv4 protocols-Enable SSH	Enable
Network Protocols-IPv4 protocols-Enable SSL	Enable
Network Protocols-IPv4 protocols-Enable Telnet	Disable
Network Protocols-IPv4 protocols-Enable WS-Device	Disable
Network Protocols-IPv4 protocols-Enable WS-Printer	Enable
Network Protocols-IPv4 protocols-Enable WS-Scanner	Disable
Network Protocols-IPv6 protocols-Enable Bonjour	Disable
Network Protocols-IPv6 protocols-Enable RHPP	Disable
Network Protocols-IPv6 protocols-Enable SFTP	Disable
Network Protocols-IPv6 protocols-Enable SSL	Disable
Network Protocols-IPv6 protocols-Enable Telnet	Disable
Network Protocols-IPv6 protocols-Enable WS-Device	Disable
Security-Data Overwrite-Auto-Erase Memory DOSS	On
Security-Data Overwrite-DOSS Overwrite Type	Random Numbers
Security-Data Overwrite-Overwrite Number	3
TCP/IP-Addressing-DNS server 1	134.162.23.1
TCP/IP-Addressing-DNS server 2	134.162.23.2
TCP/IP-Addressing-DNS server 3	0.0.0.0
TCP/IP-Addressing-WINS	Disable
Printer-Host Interface-Host Interface-I/O Buffer	256 KB
Printer-Host Interface-Host Interface-I/O Timeout	15 sec.
Printer-System-Printer System-Auto Continue	Immediate
Printer-System-Printer System-Auto Delete Stored Print Jobs	On

Printer-System-Printer System-Auto Delete Stored Print Jobs-day(s) later	1
Printer-System-Printer System-Auto Delete Temporary Print Jobs	On
Printer-System-Printer System-Auto Delete Temporary Print Jobs-hour(s) later	24
Printer-System-Printer System-Blank Page Print	Off
Printer-System-Printer System-Job Separation	On
Printer-System-Printer System-Letterhead Setting	Off
Printer-System-Printer System-Sub Paper Size	Auto
Administrator-Administrator Accounts-Supervisor-Password	Not in this document
Administrator-Administrator Authentication-File Administrator Authentication	Administrator Tools
Administrator-Administrator Authentication-File Administrator Authentication Enabled	On
Administrator-Administrator Authentication-Machine Administrator Authentication	Select all except maintenance
Administrator-Administrator Authentication-Machine Administrator Authentication Enabled	On
Administrator-Administrator Authentication-Network Administrator Authentication	Select all
Administrator-Administrator Authentication-Network Administrator Authentication Enabled	On
Administrator-Administrator Authentication-User Administrator Authentication	Select all
Administrator-Administrator Authentication-User Administrator Authentication Enabled	On
Email-Email-Default sender name enable	Set automatically
Email-Email-Email Address	noreply-mps@shell.com
Email-POP before SMTP-POP before SMTP	Off
Email-SMTP-SMTP Authentication	Off
Email-SMTP-SMTP Port Number	25
Email-SMTP-SMTP Server Setting	anonsmtp-eu.shell.com
Security-Information Protect-Personal Information Protect	On
SNMP-Advanced Configuration-Community 1-Access Type	read-write
SNMP-Advanced Configuration-Community 1-Community Name	\$\$213@&A
SNMP-Advanced Configuration-Community 2-Access Type	Not Accessible
SNMP-Advanced Configuration-Community 2-Community Name	\$\$213@&A
SNMP-Advanced Configuration-SNMP v1/v2-Enable SNMP v1/v2 write	On

13. Contact Details

13.1 Contact Details Shell

Component Service Manager – End User Computing Workspace	
Name	Manuel Roos
Address	Shell Rijswijkseweg 81
Postal code & City	Den Haag
Telephone number	+31 70 319 1063
SPAC number (if applicable)	manuel.roos@shell.com

Project responsible person	
Name	Gagan Mathur
Telephone number	
E-Mail address	gagan.mathur@Shell.com

13.2 Contact Details Ricoh

Ricoh Netherlands Application Management team	
Manager	Rob Houtsma
Telephone number	+31 6 50631527
Mailbox	RAM.shell@ricoh.nl

Contact person Sales	
Name	Jeroen Sas
Telephone number	+31 6 25044648
E-mail address	jeroen.sas@ricoh-gs.com

Contact person Change Management	
Name	Kees Verwater
Telephone number	+31 6 48877567
E-mail address	kees.verwater@ricoh.nl

Solution Consultant	
Name	Jonathan Nixon
Telephone number	+44 7881 800 3014
E-mail address	Jonathon.nixon@ricoh-europe.com

Global Service Manager	
Name	Toby Ablett
Telephone number	+44 7584 186 559
E-mail address	toby.ablett@ricoh-gs.com

14. Agreement



This build book is a combination of Shell Requirements and Ricoh Technical Settings, there is the possibility that some settings within this book have been mistakenly written. If both parties agree that the particular setting is a mistake then Ricoh will correct this mistake without the requirement of an RFC. Any other setting request change will be governed by change management.

The below party agrees by signing this document with the settings as described in this Global Device Build Book. Any changes of the above will be considered as a global change and will result in a RFC.

Name: `{{_es_:signer1:fullname}}`

Date: `{{_es_:signer1:date}}`

Function: `{{_es_:signer1:title}}`

Signature: `{{_es_:signer1:signature}}`