RICOH
imagine. change.

Market leaders

Knowledge sharing & collective problem solving

End-to-End solutions

Process transformation

Global coverage

GSSC

@REMOTE CLEAR CERTIFICATES

PRE-REQUIRED INFORMATION

- Basic troubleshooting and knowledge of Device Monitoring and @Remote
- Local team to check if it's already registered in @Remote within their country

1. Instructions for the onsite engineer

1. 5870-003 Execute – Common Key Info Initialize

2. Execute SP5870-004: the common key info writing 2048 bit if available

3. 5816-209 Execute – Install Clear

4. ID2 information is set properly at SP5811-003

5. The value of SP5816-201 is not (1), (2) or (4)

6. Active the function of @Remote service according to the following procedure.

   - System Setting -> Interface setting -> Network -> Effective Protocol ->Change to "active" mode (@Remote Service)

7. Confirm the setting value of @Remote service.

   - System Setting ->Administrator Tool -> Extended Security ->Confirm "Do not Prohibit" (@Remote service)

8. Check the following settings.

   - SP5816-001 = 0 -> This must be 2 to enable network.
   - SP5816-003 = 0 -> This must be 1 to make @Remote available.

9. Check the setting of SP5816-201, if the value isn't "0", then execute SP5816-209

10. Restart the device (Mandatory)

2. Possible issues after applying the remote clear

- SSL error on the device's web interface (the device's certificate needs to be recreated)

- The Remote Clear might not work, and the device remains registered

If you find any of these casualties, where devices are registered under "Another appliance" or with an unknown Cumin and need to be re-registered, please send these steps to the onsite technician:

- Enter SP mode.

- Check the setting of SP5816-201, if the value isn't "0", then execute SP5816-209.

File Name: GSSC-DM-@Remote Clear certificates Quick Guide.docx	Page **2** of 3
Classification: **Internal Documentation in Confidence**	Owner: GSSC
Release version: 1.0	Document Valid until date: 20-Mar-24

- Reboot.

- Then contact us, and we will check if it has worked, and we will try to register it in @Remote.