FUJI Xerox

User Guide

Connect to: Installer for SharePoint Online version 1.0

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Issue 1.0

Fuji Xerox Australia

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Note: By using this document you acknowledge that you have read and agree to the terms and conditions in the **Connect to:** for SharePoint Online Software Licence Agreement.

Updates

This document is subject to continual updating and improvement. You are strongly advised to check the Fuji Xerox web-site to ensure that you have the most recent version:

http://www.fujixerox.com.au/

Issue History

Date	Issue	Description
Jul 2014	1.0	First Issue

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Introduction

This document provides detailed information on installation procedure and detailed functionalities of the Fuji Xerox **Connect to:** Installer (v1.0) for SharePoint Online.

Overview

The Fuji Xerox **Connect to:** Installer (v1.0) for SharePoint Online is designed to be an all-purpose application that helps in discovering compatible Fuji Xerox multifunction devices (MFDs) on the network and then installing, uninstalling and upgrading **Connect to:** plug-ins on the MFDs. The installer also works as a single point to manage the number of MFDs, maintain version control of plug-ins and apply licensing to the installed plug-ins.

After installing or updating the **Connect to:** plug-ins successfully on the MFD through **Connect to:** Installer for SharePoint Online, users can use it on the MFD.

Help Desk

If you require further assistance, please contact Fuji Xerox Australia Customer Support Centre on:

1800 028 962

Prerequisites for **Connect to:** for SharePoint Online

Microsoft .NET Framework 4.0 must be installed on the machine on which the **Connect to:** for SharePoint Online runs.

The application can run on the following Operating Systems:

- Windows Server 2003 (32/64 bit)
- Windows Server 2008 (32/64 bit)
- Windows Server 2008 R2
- Windows Vista (32/64 bit)
- Windows 7 (32/64 bit)
- Windows 8 (32/64 bit)

The application requires the Fuji Xerox MFDs to have SSMI version 1.17.2 or higher installed on them and XCP plug-in kit version 1.3.1 or higher enabled.

- Following is the list of Fuji Xerox MFDs on which the application can run:
    - ApeosPort IV 2275/3373/3375/4475/5575
    - ApeosPort IV 6080/7080
    - ApeosPort V C3373 (T2)/C3375 (T2)/C4475 (T2)/C5575 (T2)/C6675 (T2)/C7775 (T2)
    - ApeosPort V C5580 (T2)/C6680 (T2)/C7780 (T2)

Note: The installer does not work on *DocuCentre*.

For information on how to configure **Connect to:** for SharePoint Online shortcut on MFD All Services screen, refer to *Appendix A*. For information on how to check SSMI version, refer to *Appendix B*. For information on how to check if XCP plug-in is enabled or not, refer to *Appendix C*. For information on how to change the log file path, refer to *Appendix D*.

How to Install **Connect to:** Installer for SharePoint Online

To install **Connect to:** Installer for SharePoint Online:

1. Right-click the **Connect to for SharePoint Online.exe** and select **Run as administrator**.

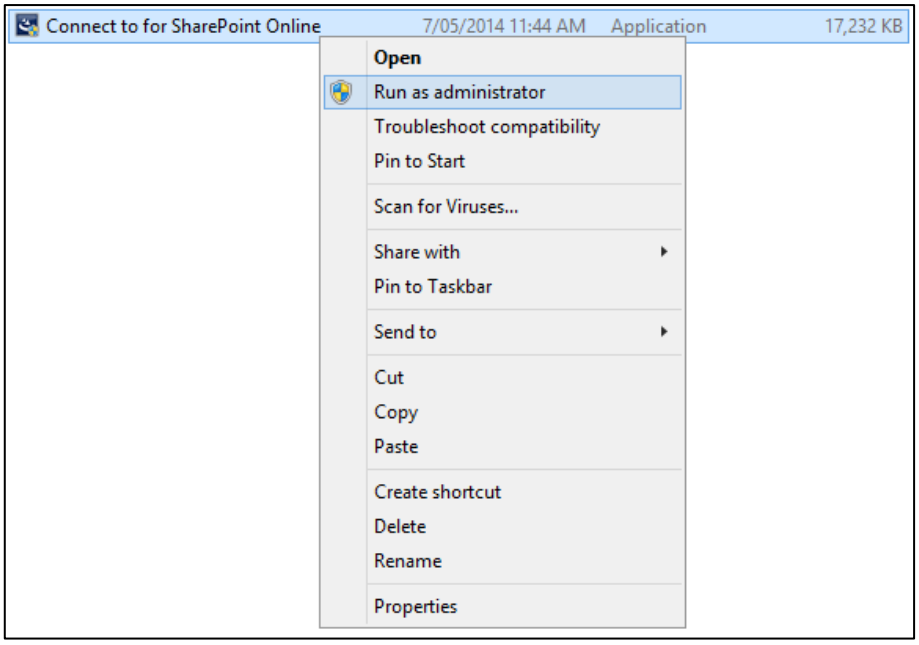

Figure 1

The *InstallShield Wizard* screen is displayed.

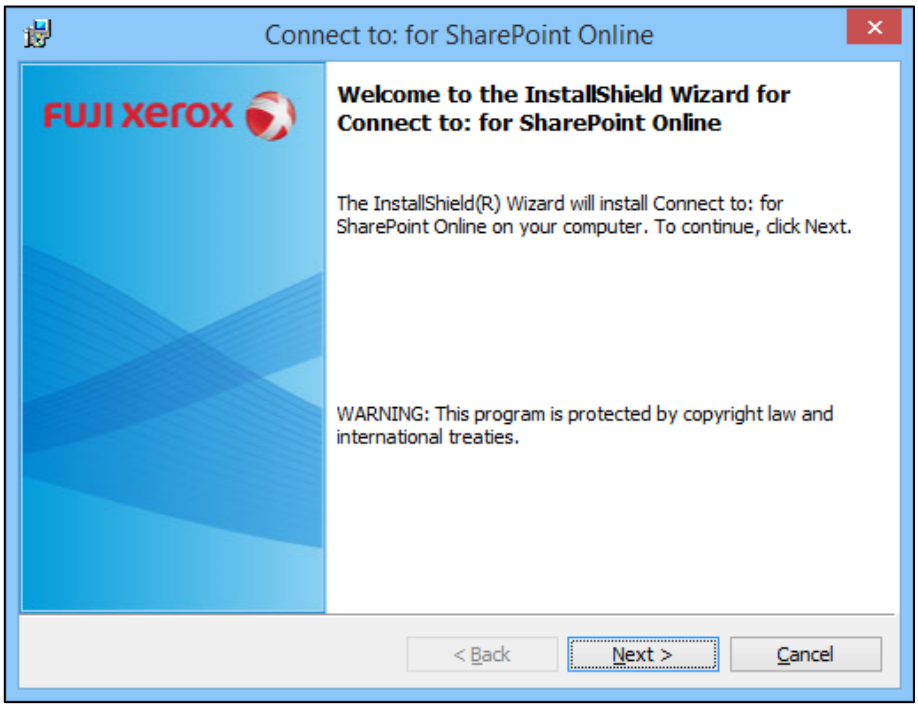

Figure 2

2. Click **Next**.

   The *Licence Agreement* screen is displayed.

3. Select **I accept the terms in the licence agreement** and click **Next**.

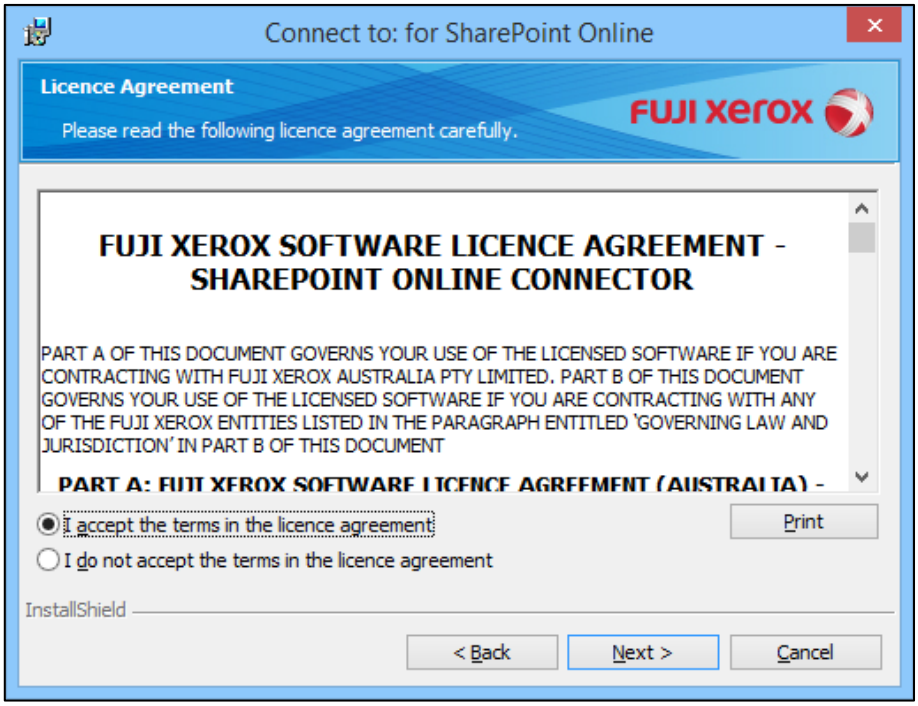

Figure 3

The following screen is displayed:

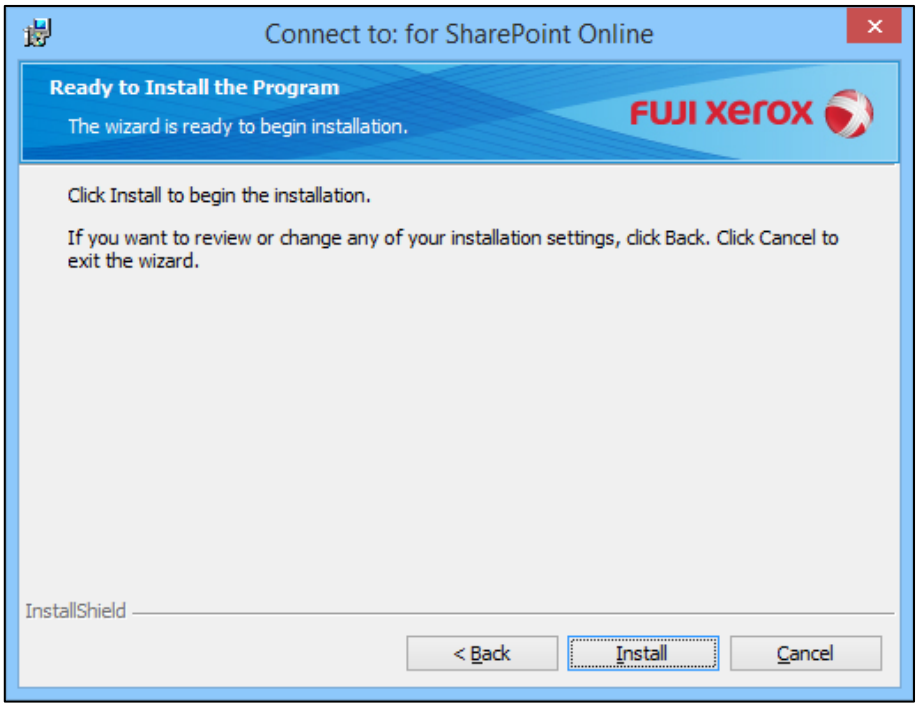

Figure 4

4. Click **Install** to begin the installation.

   The *InstallShield Wizard Completed* screen is displayed.

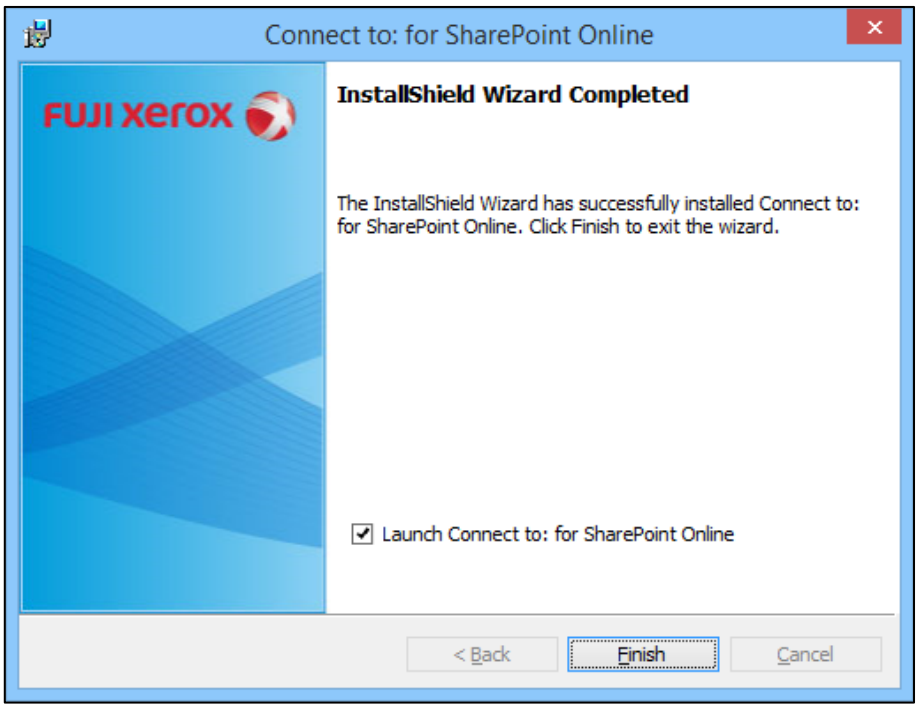

Figure 5

5. Click **Finish** to exit the wizard.

User Help for **Connect to:** Installer for SharePoint Online

This section provides information on the following topics:

- How to Discover MFDs
- How to Install Plug-ins on MFDs
- How to Uninstall Plug-ins from MFDs
- How to Upgrade Plug-ins on MFDs
- How to Apply Licence for Plug-ins
- How to Repair Plug-ins on MFDs
- Troubleshooting

How to Discover MFDs

This section describes the user interface of the **Connect to:** Installer for SharePoint Online and explains how to search MFDs.

To search MFDs:

1. Type the common device Admin credentials (**Administrator ID** and **Password**) in the corresponding fields displayed on the **Connect to:** Installer for SharePoint Online home page:

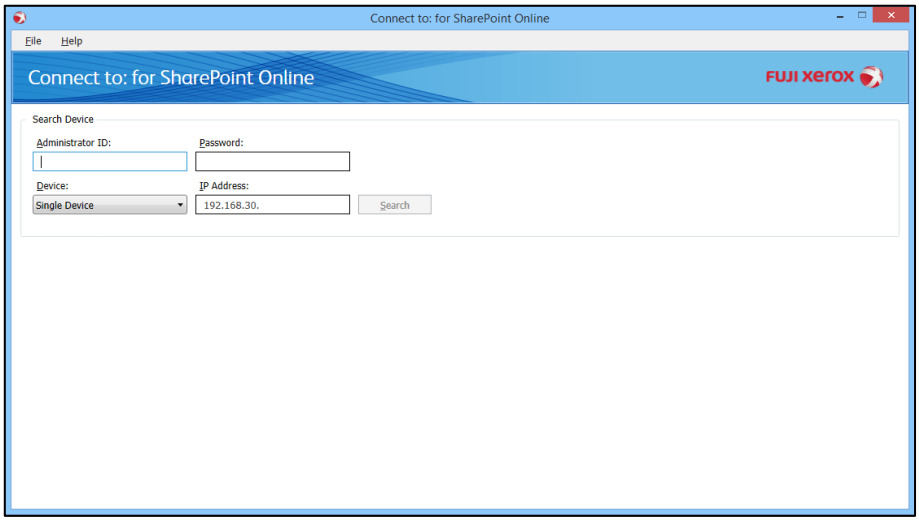

Figure 6

Note:

- Click **File** > **Exit** to exit the application.
- Click **Help** > **View Help** to access the *Fuji Xerox Connect to: Installer for SharePoint Online help*. Alternatively, you can press **F1** to access the help.
- Click **Help** > **About** to view the following screen with version details:

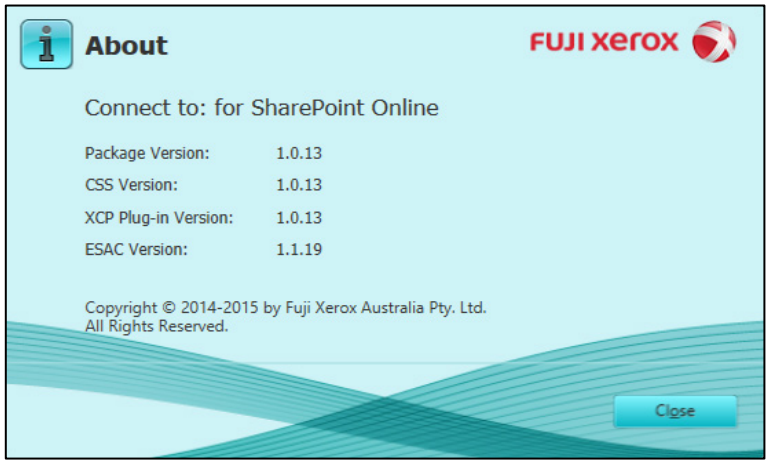

Figure 7

When required, please share the **Package Version** details with the Fuji Xerox Australia Customer Support Centre.

2. Select the appropriate search criteria from the dropdown list as shown in the screenshot below:

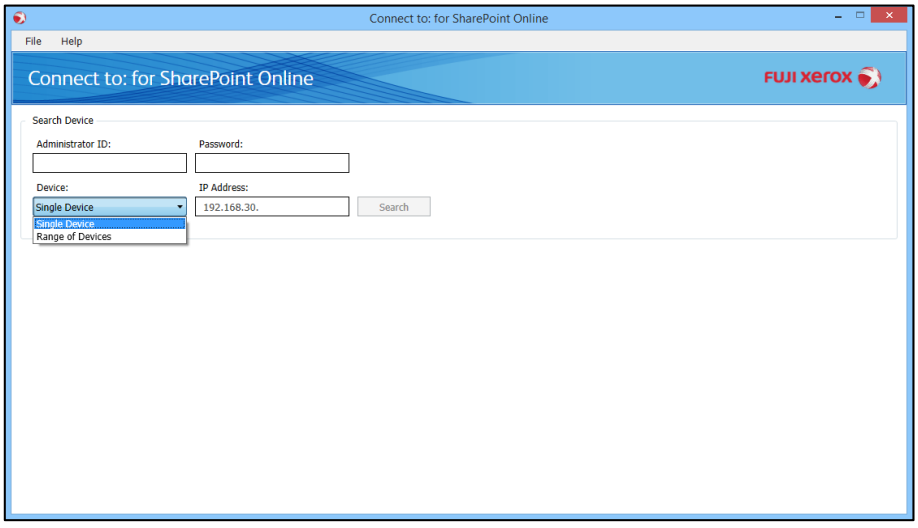

Figure 8

You have the following two search options available for device discovery:

- Single Device
- Range of Devices

Single Device search

To start Single Device search:

1. Select **Single Device** from the *Device* dropdown list.

> Note: **Single Device** is the default selection in the *Device* dropdown list.

2. Type the IP address in the **IP Address** field and click **Search**:

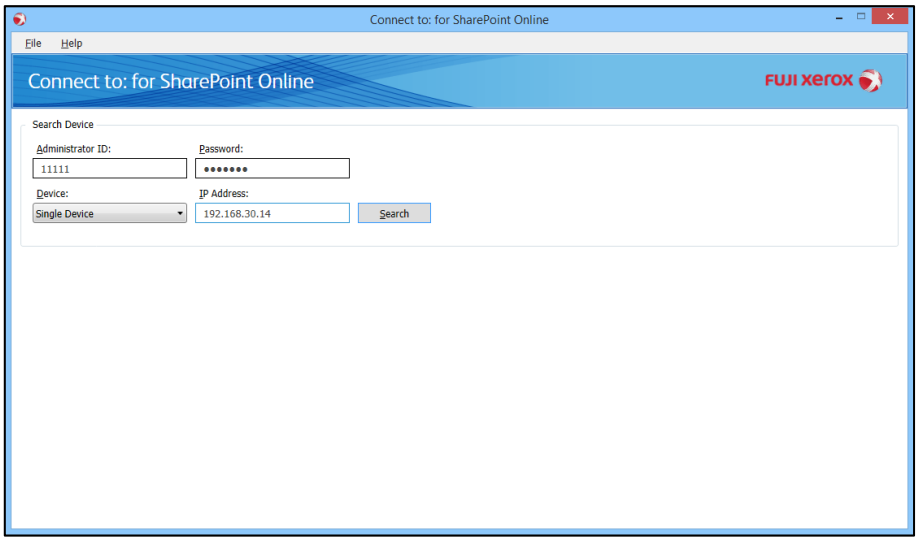

Figure 9

> **Note**: The first three parts of the IP address is auto-populated with the IP address of the machine on which the Installer runs.

The following device search progress screen is displayed:

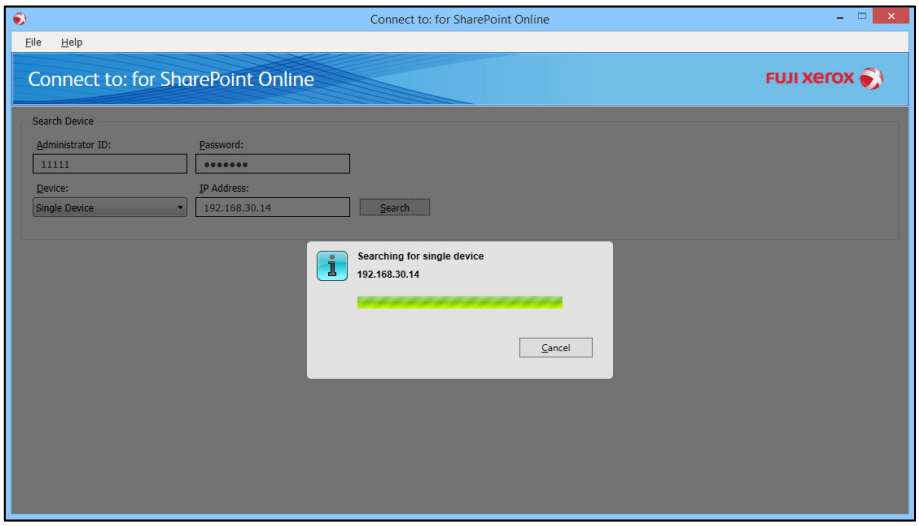

Figure 10

Note: Click **Cancel** on the device discovery search screen if you want to stop the search.

After the search is complete, the following screen with MFD details is displayed:

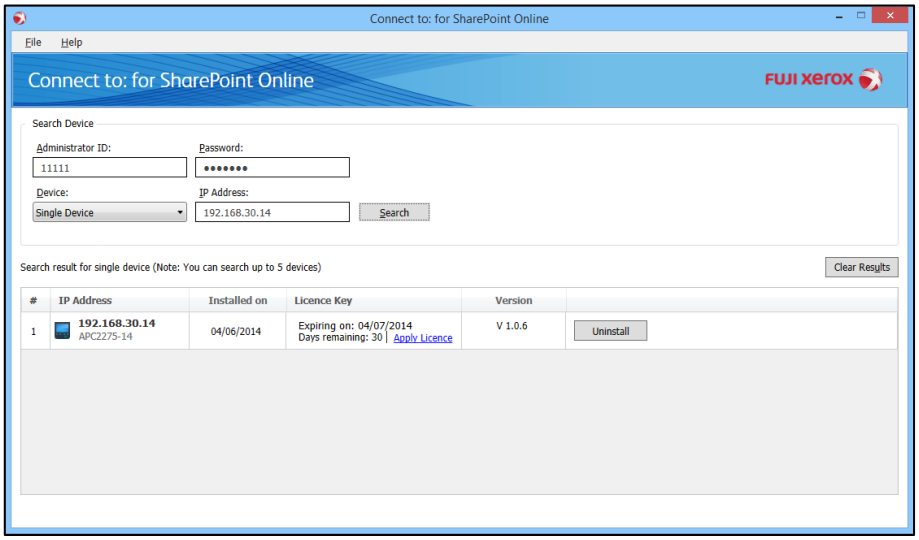

Figure 11

Note:

- If no device is found, then a message *Device not found* is displayed.
- If no compatible device is found, then a message *Compatible device(s) not found* is displayed.

- If a user provides wrong credentials for an MFD, the IP Address and the **Install** button are displayed, and either of the following two messages are updated in the log files:
  - **Invalid MFD username or password**
  - **System is Locked**

[This note is also applicable for the Range of Devices search section.]

The search results display the following data in different columns:

- **IP Address**: Displays the IP address of the device. The hostname is also displayed under the IP address.
- **Installed On**: Displays the date on which the plug-in is installed
- **Version**: Displays the version details of the installed plug-in.
- **Licence Key**: Displays the expiry date of the trial licence and the exact number of days remaining before its expiry. Also displays the **Apply Licence** link whenever applicable.

Range of Devices search

To search multiple devices within a specific range of IP addresses:

1. Select **Range of Devices** from the *Device* dropdown list.
2. Type the start range of the IP address in the **From IP Address:** field and end range of the IP address in the **To IP Address**: filed and click **Search**.

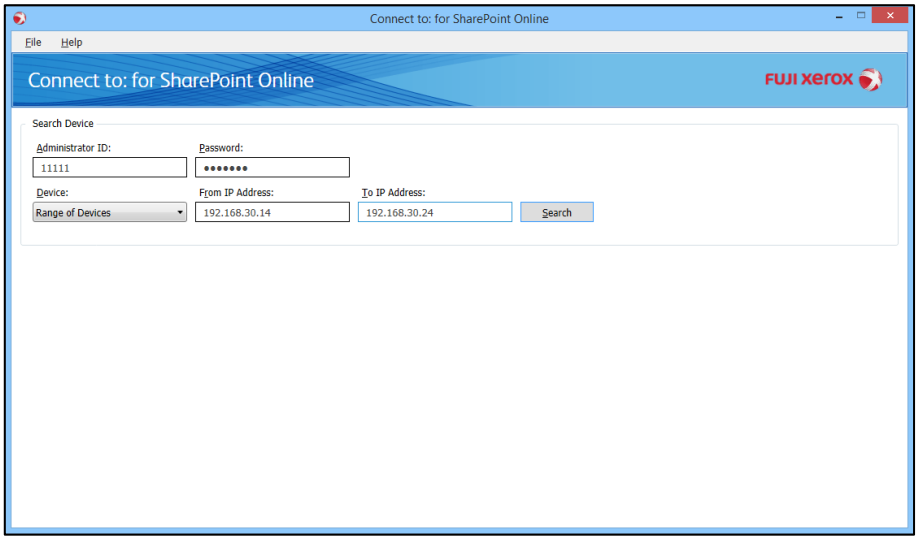

Figure 12

Note: The first three parts of the IP address in both the fields are auto-populated with the IP address of the machine on which the Installer runs.

The following device search progress screen is displayed:

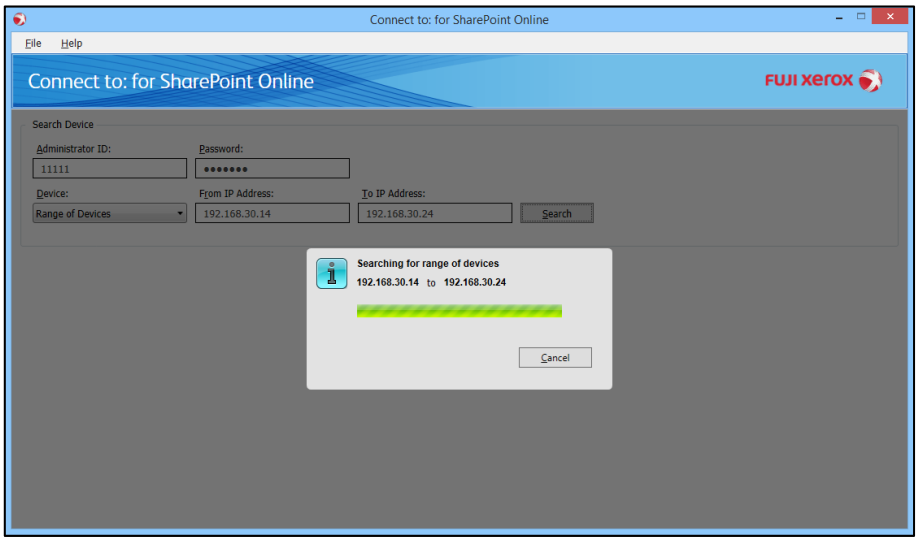

Figure 13

Note: Click **Cancel** on the device discovery search screen if you want to stop the search.

After the search is complete, the following screen with device details is displayed:

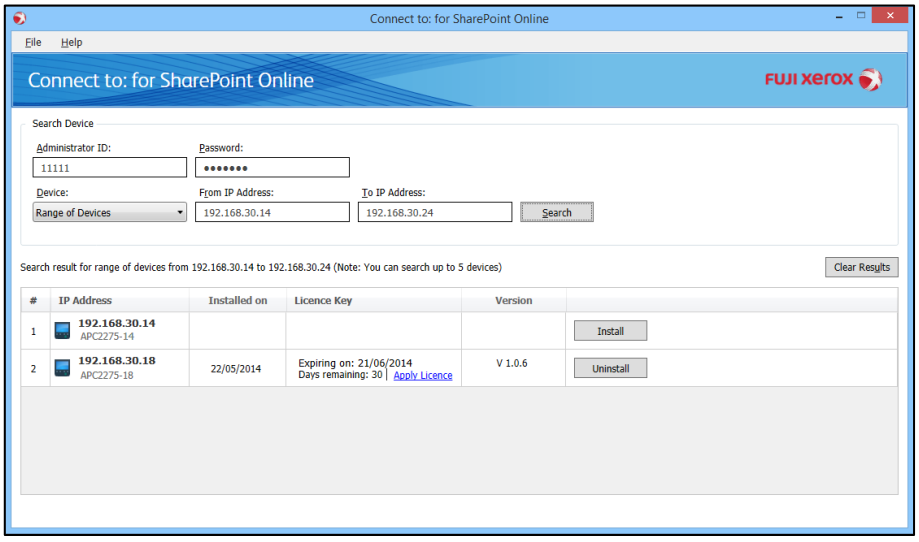

Figure 14

How to Install Plug-ins on MFDs

To install plug-ins and CSS files on an MFD:

1. Search the MFDs on which you want to install the plug-in and CSS file, using the procedures explained in *How to Discover MFDs*.

   The search results are displayed:

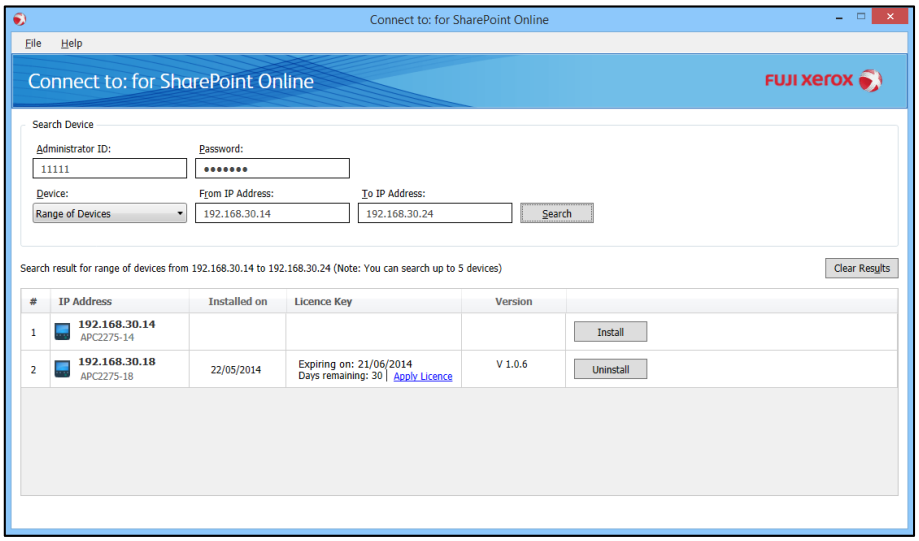

Figure 15

Note: The **Install** button is displayed only for those devices on which the plug-in and CSS file are yet to be installed.

2. Click **Install** to install the plug-in and CSS file on the corresponding device.

Note 1: If you force close the application (by clicking the **X** button at the top-right corner of the screen) at any point of time during *installing*, *uninstalling* or *upgrading* the plug-ins, the following screen with a warning message is displayed. Clicking **Yes** may leave the MFD in error state.

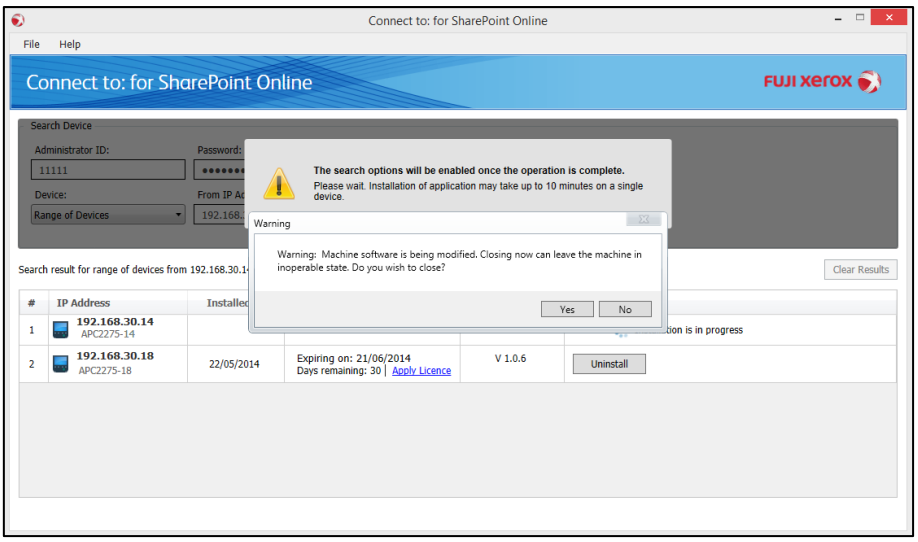

Figure 16

Note 2: While installing, uninstalling, upgrading or repairing the plug-ins, if either the device is simultaneously in operation by a different user or there is movement in front of the device, causing it to wake up from power save mode, the following error message displayed on the screen:

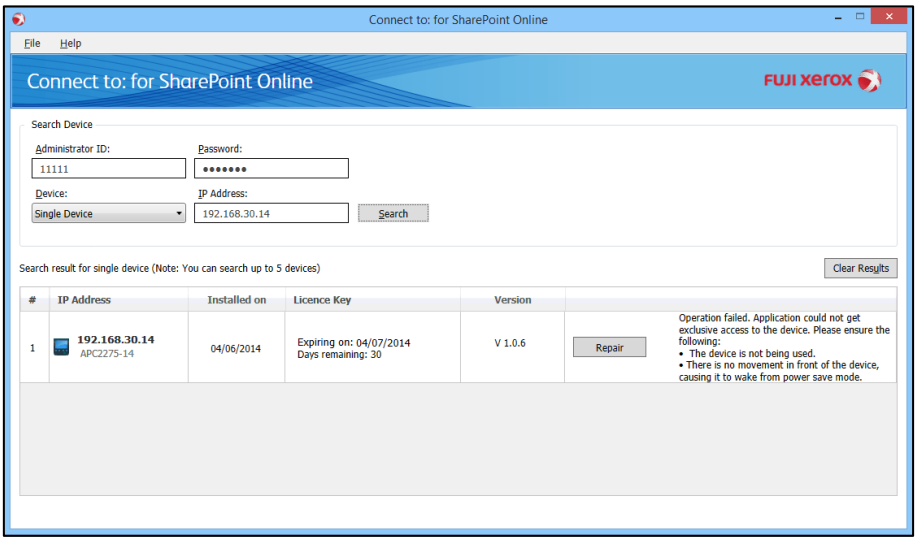

Figure 17

How to Uninstall Plug-ins from MFDs

To uninstall plug-ins and CSS files on an MFD:

1. Search the MFDs from which you want to uninstall the plug-ins and CSS files, using the procedures explained in *How to Discover MFDs*.

   The search results are displayed:

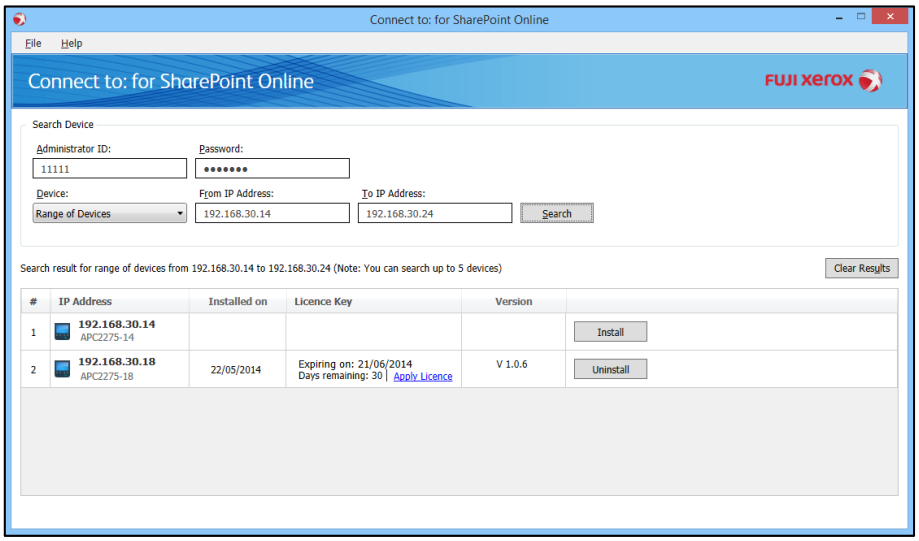

Figure 18

> **Note**: The **Uninstall** button is displayed only for those devices on which the plug-in and CSS file have already been installed.

2. Click **Uninstall** to uninstall the plug-in and CSS file from the corresponding device.

How to Upgrade Plug-ins on MFDs

To upgrade the plug-ins and CSS files on an MFD:

1. Search the MFDs on which you want to upgrade the plug-in or CSS file, using the procedures explained in *How to Discover MFDs*.

   The search results are displayed:

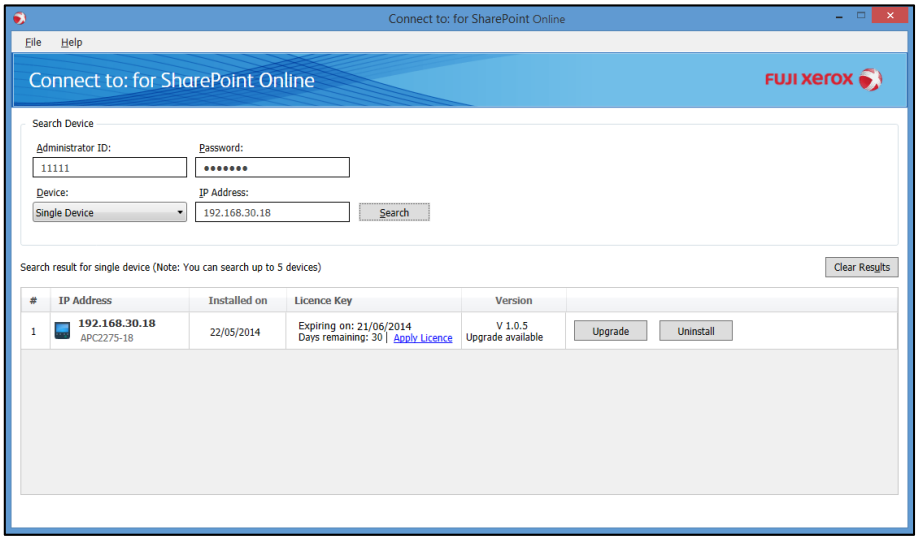

Figure 19

> **Note**: If a different version of **installer**, **CSS** or **XCP plug-in** is available for the **Connect to:** for SharePoint Online, the **Upgrade** button is displayed.

2. Click **Upgrade** to update the plug-in and CSS file on the corresponding MFD either to the higher or to the lower version.

How to Apply Licence for Plug-ins

This section provides information on how to activate a licence for **Connect to:** plug-ins installed on MFDs.

To apply licence for plug-ins on MFDs:

1. Follow the steps explained in *How to Discover MFDs* to search the MFDs on which you want to apply licence for the plug-in installed.

   The search results screen is displayed:

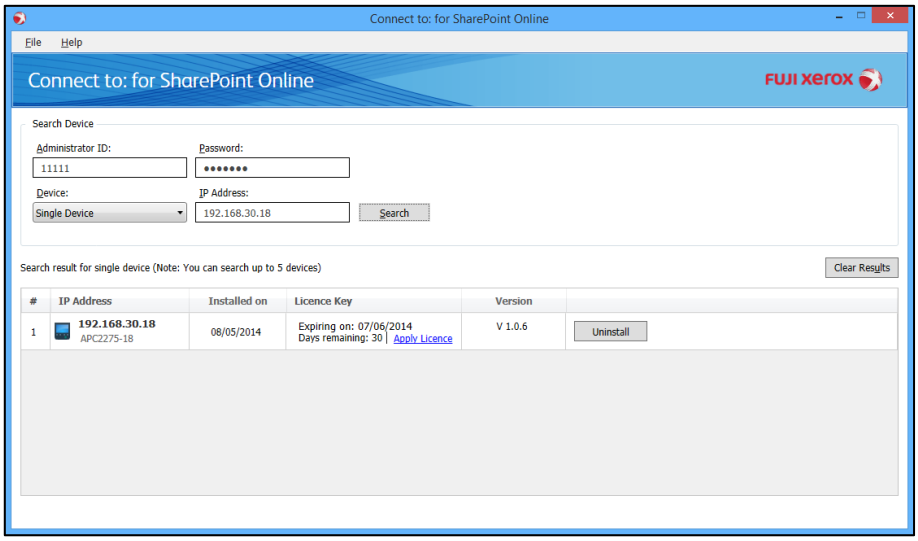

Figure 20

2. Search through the **Licence Key** column to find the MFDs for which the licence either has expired or is in its trial period.
3. The **Apply Licence** hyperlink is displayed for those plug-ins (on the MFDs), whose trial period still exists or has expired. If trial period exists, following information is displayed in the **Licence Key** column:
   - ***Expiring on**: <date>*
   - ***Days remaining**: <number of days>*

   If trial period is over, the message ***Expired on** <date>* is displayed along with **Apply Licence** hyperlink.

4. Click **Apply Licence**.

   The following screen is displayed:

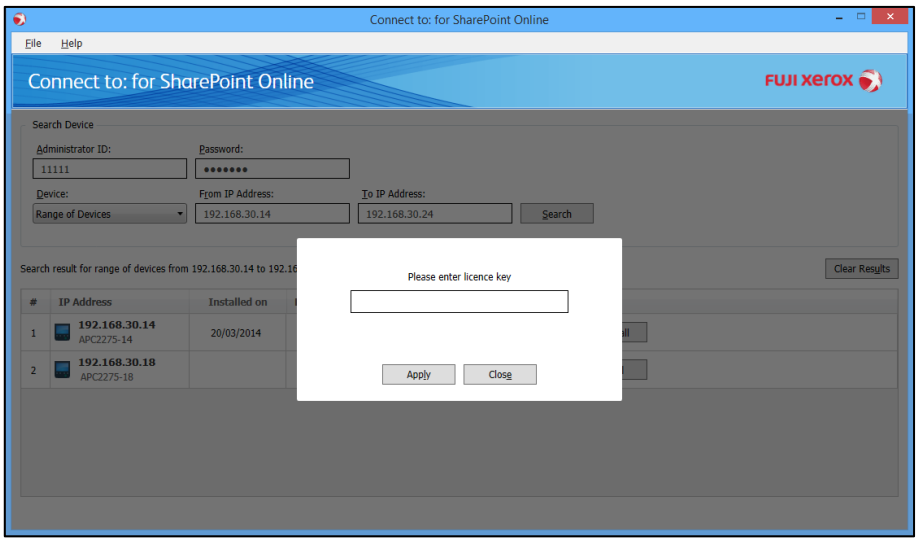

Figure 21

5. Type a valid licence key in the **Please enter licence key** field and click **Apply**.

> **Note**: To obtain a perpetual licence for the **Connect to:** for SharePoint Online, please visit the Fuji Xerox Australia website and follow the prompts under the **Connect to:** for SharePoint Online micro-site.

A confirmation screen like the following is displayed:

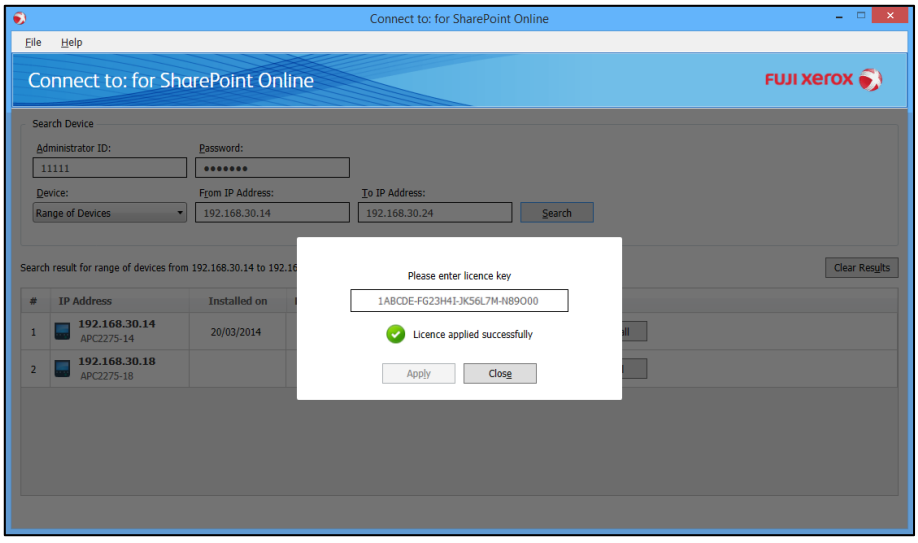

Figure 22

6. Click **Close** after the licence is applied.

   The associated record is refreshed with the latest licensing information (*Perpetual* in the following screenshot) in the *Licence Key* column.

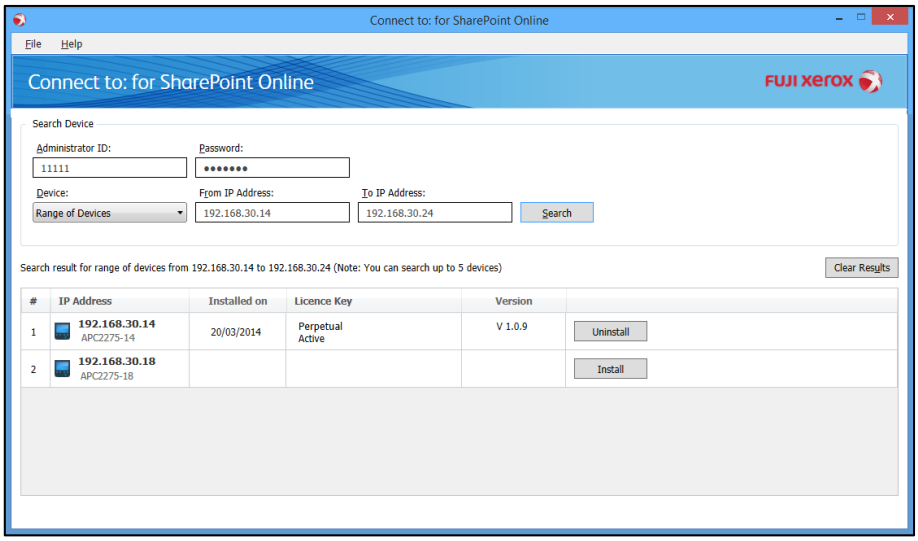

Figure 23

How to Repair Plug-ins on MFDs

This section provides information on how to repair **Connect to:** plug-ins installed on MFDs.

1. If either the plug-in or the CSS files are missing in the MFD, you can see the **Repair** button while discovering it:

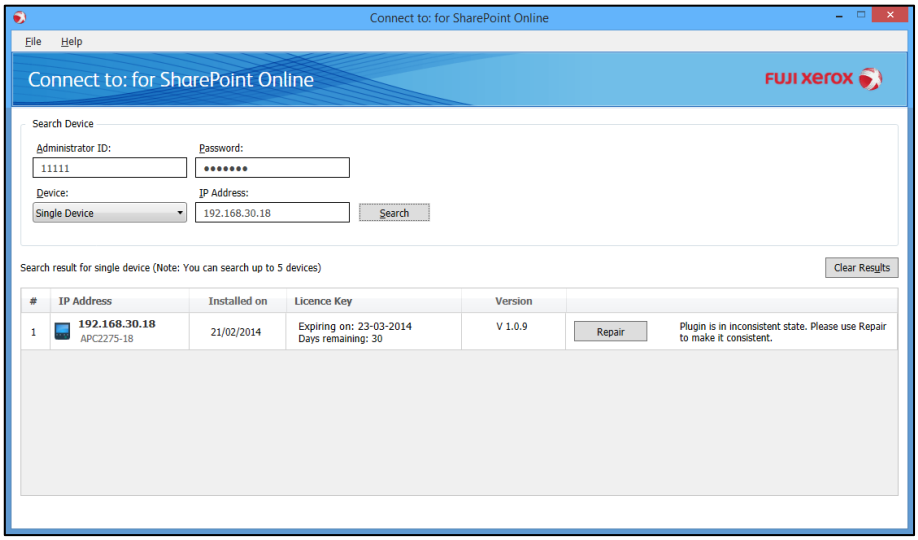

Figure 24

2. Click **Repair** to send the plug-in or the CSS files to a consistent state. (It might take a few minutes to complete this action.)

   The following screen is displayed:

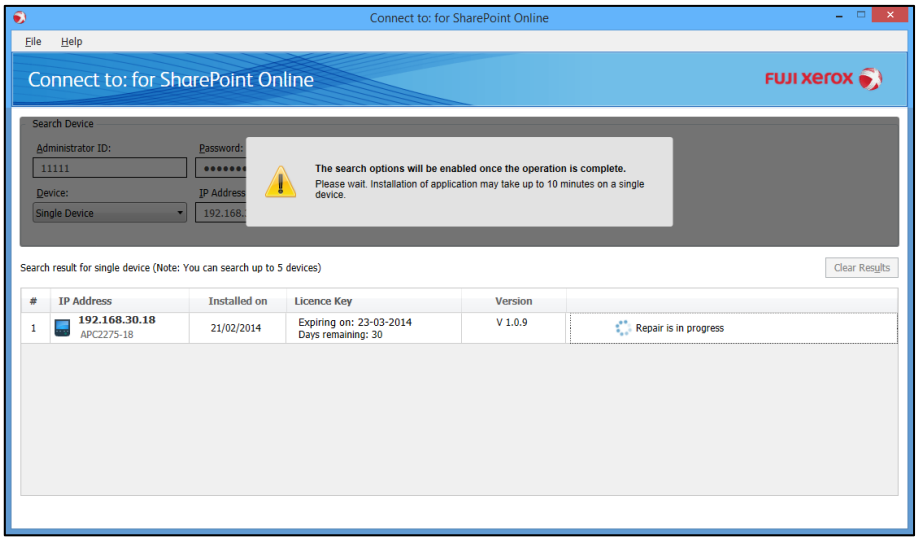

Figure 25

3. After the repair is complete, a confirmation screen like the following is displayed:

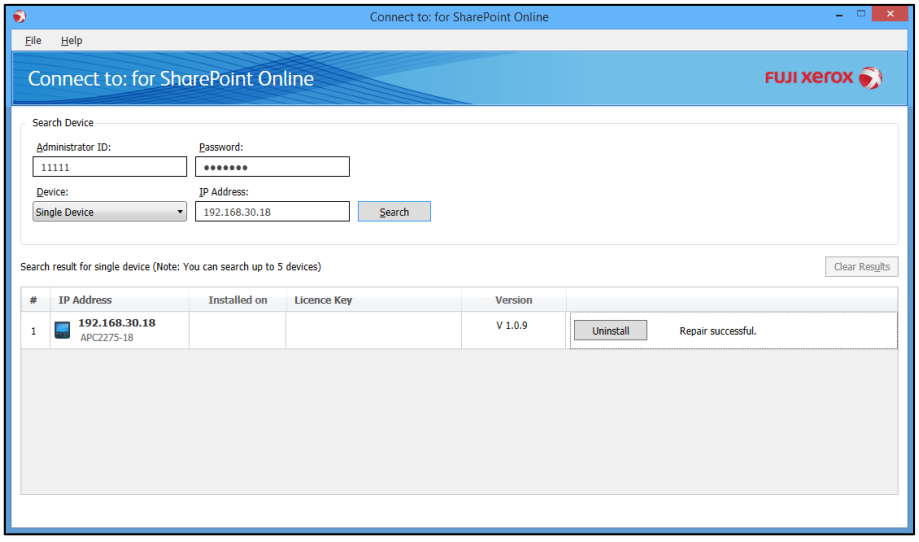

Figure 26

Troubleshooting

This section lists a few problems that users might face while working with the **Connect to:** Installer for SharePoint Online and their probable solutions.

Problem: ***If there are issues related to compatibility, what should I do?***

Solution:

Check the SSMI version of the MFD.

For information on how to check the SSMI version of an MFD, refer to *Appendix B*.

Problem: ***If upgrade/install/uninstall fails, what should I do?***

Solution:

Restart the MFD and retry the operation. If problem persists, the device might be in error state. Please contact Technical Support for assistance.

Problem: ***If applying licence fails, what should I do?***

Solution:

Please contact Technical Support to ensure that you have a valid licence.

Problem: ***In case of 'Device not found' errors, what should I do?***

Solution:

- Check if the FXA-K1SDK.pfx security certificate is installed in Microsoft Management Console.
- Check if the MFD is in the network and accessible by using a web browser to access the MFD's CentreWare Internet Services (CWIS). See *Appendix B* for information on how to access MFD's CWIS.
- Check if the proxy settings are enabled for your web browser. If they are enabled, add the MFD IP address in the *Exceptions* list for *Proxy Settings* of the Internet Options.

Problem: ***If the application doesn't work, what should I do?***

Solution:

Ensure that the security certificates for the application are installed.

Problem: ***My trial licence has expired. How should I renew it?***

Solution:

Licences available for this application are of two types, *trial* and *perpetual*. A **trial** licence is valid for 30 days and it expires after that period. A **perpetual** licence is valid forever and it never expires.

If your trial licence has expired, you must contact Technical Support for a valid perpetual licence to use the application.

Problem: ***If I don't have the Admin rights to an MFD, what does this mean? What should I do?***

Solution:

Admin rights are the credentials which are used to do any operation (such as *get plug-in details*, *install plug-in*, *uninstall plug-in* or *upgrade plug-in*) on an MFD. The default admin credentials are:

- Username: 11111
- Password: x-admin

Please contact your System Administrator to get the Admin rights. If required, please contact Technical Support.

Problem: ***What should I do when I have started searching for devices but the search results are not displayed?***

Solution:

Following might be a few possible reasons:

- Improper credentials provided during search
- Network failure
- Incompatible devices (i.e. SSMI version is not 1.17.2 or higher)
- XCP plug-in is not active

Ensure that the above issues are addressed. If the problem persists, please contact Technical Support.

Problem: ***What should I do if I get the message 'Unable to retrieve Plug-in information'?***

Solution:

Restart the specific MFD and search again. If problem persists, please contact Technical Support.

Problem: ***What should I do if I get the message 'Unable to retrieve Licence information'?***

Solution:

This message is displayed when plug-ins are pushed to or removed from the MFD, but the MFDs are yet to reboot for activation or deactivation. So wait for a few minutes and try to search the device again. If problem persists, open the CWIS and check for the state of the plug-in in the MFD.

Problem: ***What should I do if I get the message 'System is Locked'?***

Solution:

This message is displayed when wrong Administrator ID or Password is entered more than five times consecutively. Please reboot the MFD and enter the correct credentials.

Problem: ***What should I do if I get this message 'Unable to retrieve information as Plug-in is in reboot to activate state'?***

Solution:

This message is displayed when the plug-ins are pushed to the MFD, but the MFD is yet to reboot for activation. So, open the CWIS and click **Reboot Machine** from the *Status* tab. Alternatively, you can repair the plug-in using the procedure explained in the *How to Repair Plug-ins on MFDs* section.

Problem: ***What should I do if I get the message 'Unable to retrieve information as Plug-in is in reboot to deactivate state'?***

Solution:

This message is displayed when the plug-ins are removed from the MFD but the MFD is yet to reboot for deactivation. So, open the CWIS and click **Reboot Machine** from the *Status* tab. Alternatively, you can repair the plug-in using the procedure explained in the *How to Repair Plug-ins on MFDs* section.

Problem: ***What should I do if I get the message 'Plug-in Settings option is not enabled on the MFD'?***

Solution:

This message is displayed when the plug-in settings are not enabled on the MFD. So enable the plug-in settings through CWIS tool and search the device. For more information on plug-in settings, refer to *Appendix C*.

Problem: ***I have installed the latest version of Connect to: Installer for SharePoint Online on my laptop. During device discovery, the error 'Device not found' message is displayed. What should I do?***

Solution:

This might happen if any other application uses the port 15191, which is the default port used by **Connect to:** Installer for SharePoint Online. This default port cannot be modified.

Appendix A – How to Configure **Connect to:** for SharePoint Online Shortcut on MFD All Services Screen

1. Touch the **Log In / Out** button on the **MFD Control Panel**.

Figure 27

2. Touch the **Log in as Administrator** button.

Figure 28

3. If you do not see the screen as shown in *Step 2*, proceed with *Step 4*.

4. The *Log in as System Administrator* dialogue is displayed.

Figure 29

5. Type the **Admin's Login ID** and touch **Enter**.
   The *All Services screen* is displayed with Admin logon.

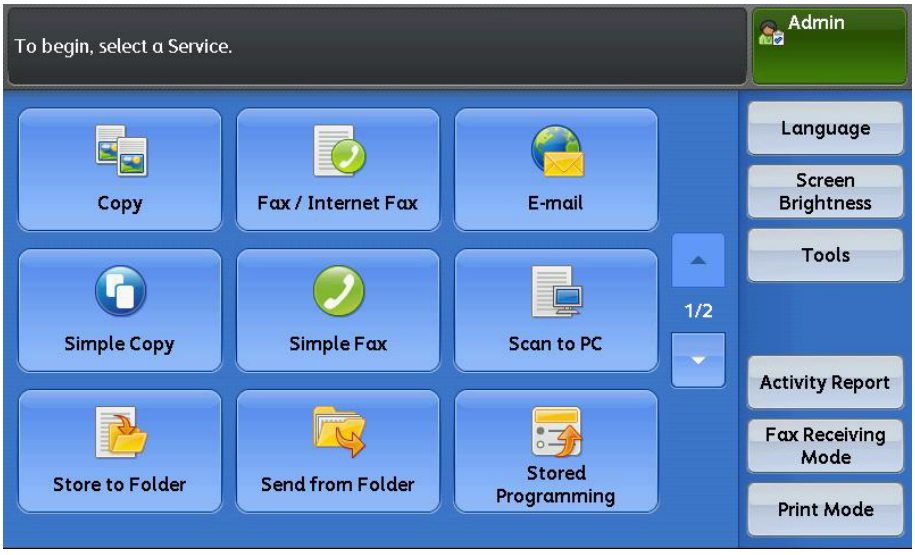

Figure 30

6. Touch the **Tools** button.

   The *Tools screen* is displayed.

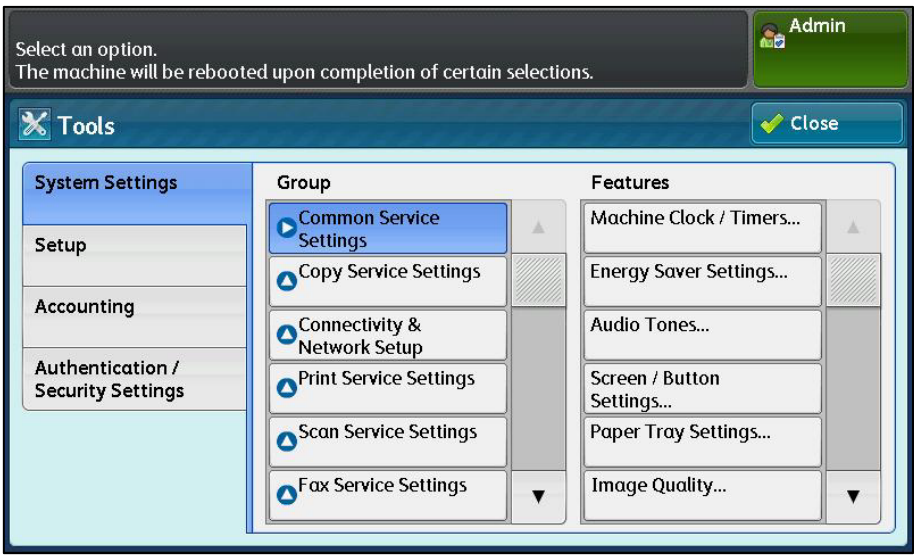

Figure 31

7. From the **Features** menu on the right, touch **Screen/Button Settings**….

   The *Screen / Button Settings screen* is displayed.

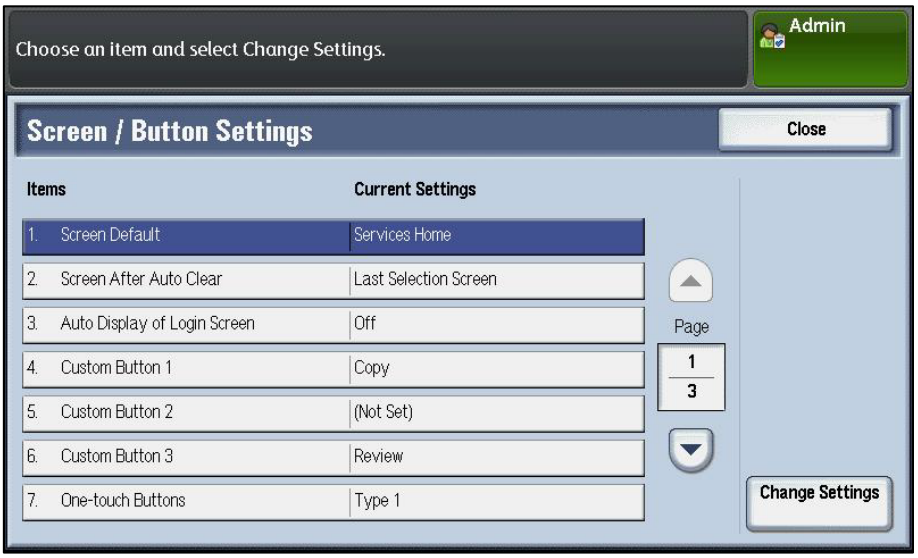

Figure 32

8. Scroll down till you see **Services Home** in the ***Items*** column and touch it.
9. Touch **Change Settings**. (Refer to *Figure 32*.)

   The *Services Home screen* is displayed.

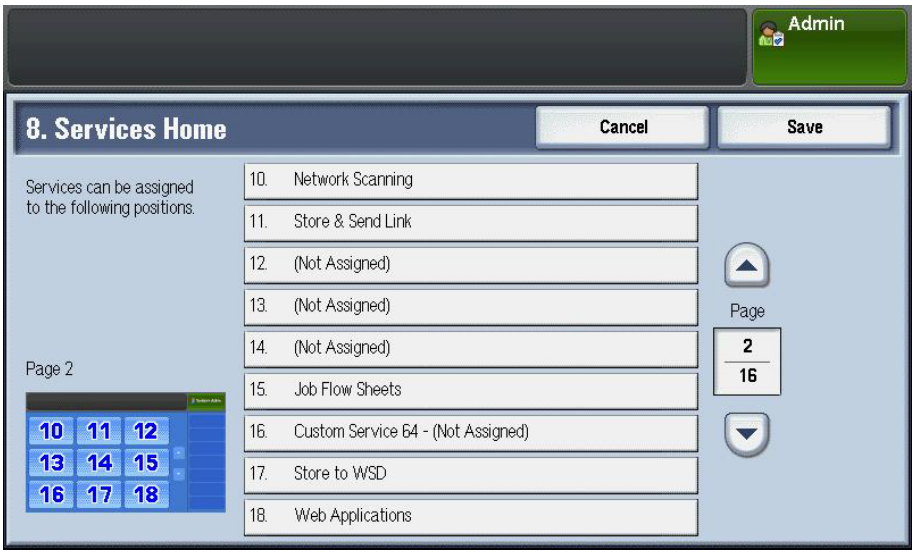

Figure 33

10. Touch the corresponding button position number where you want the ***Connect to:*** *for SharePoint Online* shortcut to be displayed.
11. Scroll down and select **Connect to: for SharePoint Online**.

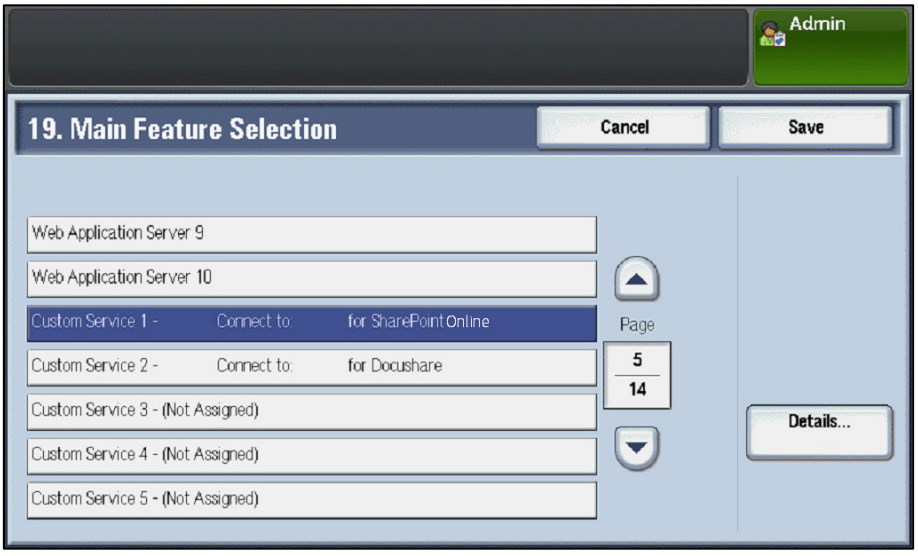

Figure 34

12. Touch **Save**.

    The *Services Home screen* is displayed. (Refer to *Figure 33*.)

13. Touch **Save**.

    The *Screen / Button Settings screen* is displayed. (Refer to *Figure 32*.)

14. Touch **Close**.

    The *Tools menu* is displayed.

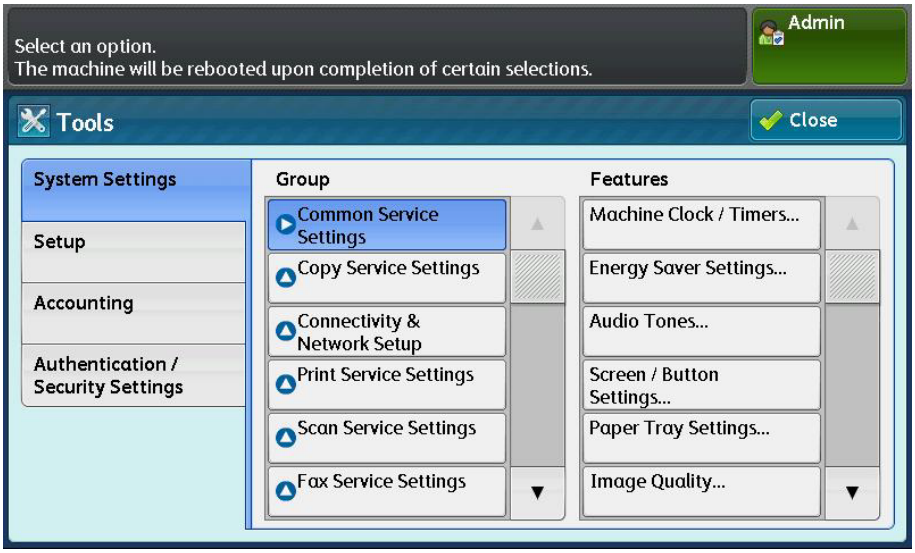

Figure 35

15. Touch **Close**.

    The *All Services screen* is displayed. The **Connect to: for SharePoint Online** shortcut is created in the specified position.

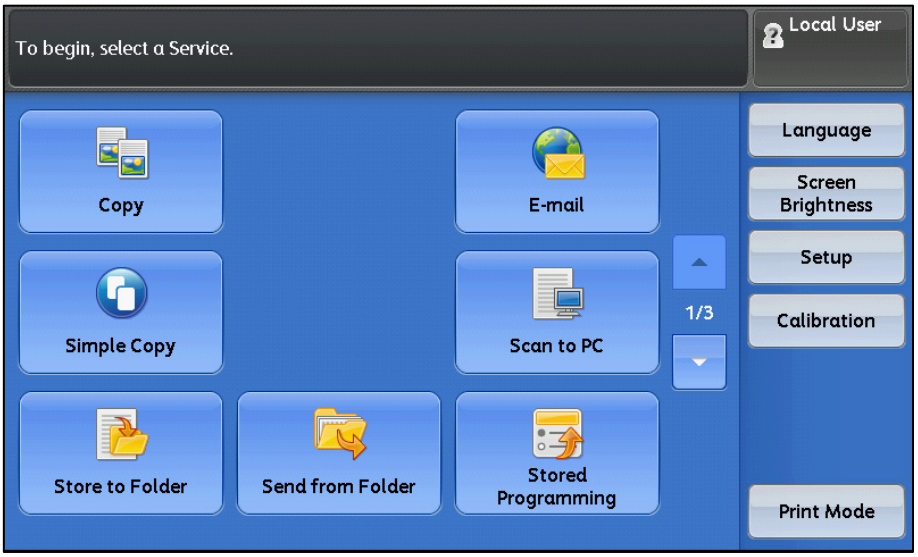

Figure 36

You may need to browse the pages to locate the shortcut.

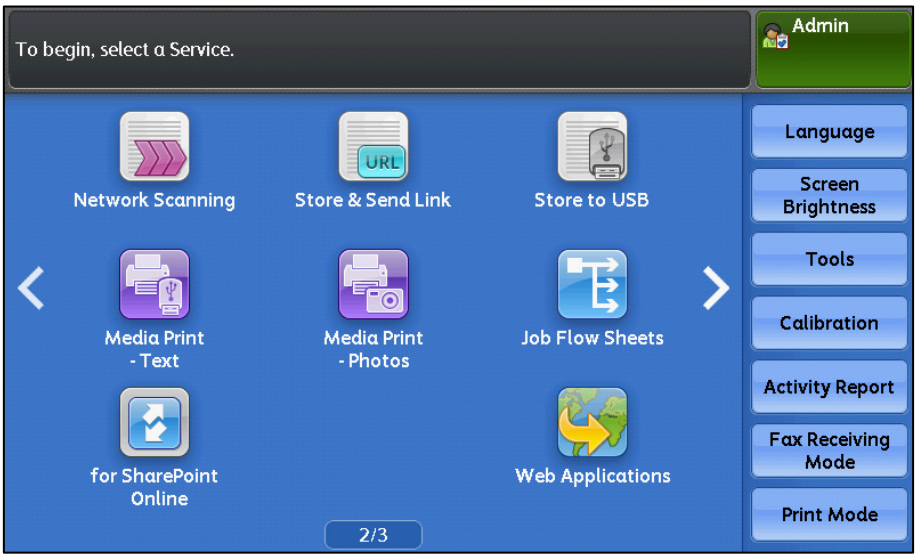

Figure 37

16. Touch the **Log In / Out** button to exit *Admin* mode.

Appendix B – How to Check the SSMI Version of an MFD

To check the SSMI version of an MFD:

1. Browse the IP address of the MFD on a web browser.
2. Click the **Properties** tab.
3. Click **General Setup** in the left pane and then click **Configuration**.

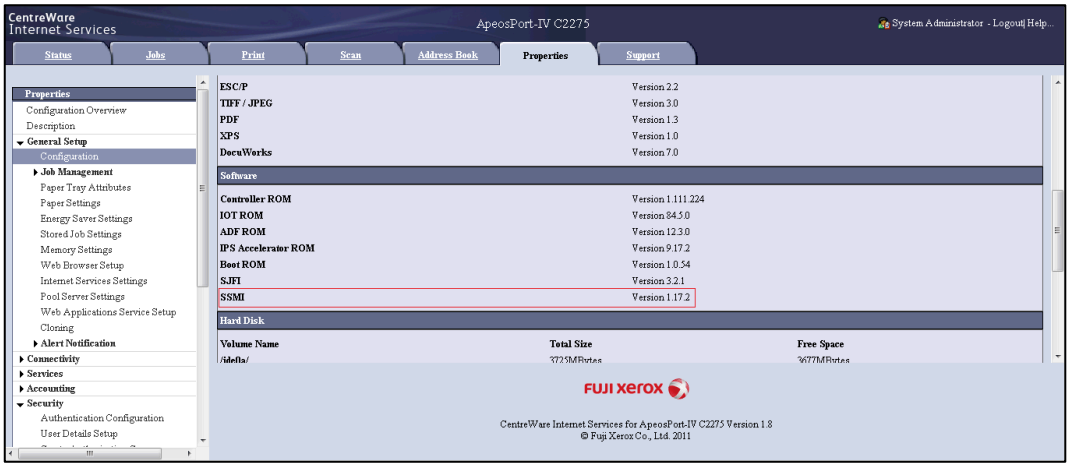

Figure 38

4. Scroll down to the **Software** section.

   You can find the SSMI version details.

Appendix C – How to Check If XCP Is Activated and Enabled

To check if XCP Plug-in is activated and enabled on the MFD:

1. Browse the IP address of the MFD on a web browser.
2. Click the **Properties** tab.
3. Click **General Setup** in the left pane and then click **Security**.
4. Scroll down and click the **Plug-in Settings** node.

> **Note**: The **Plug-in Settings** node is visible only when XCP plug-in is activated.

If the plug-in is enabled, the following screen is displayed with **Enabled** checkbox selected:

Figure 39

Appendix D – How to Change the Log File Path

To change the log file path:

1. Browse the **Connect to: for SharePoint Online** application installation path.
2. Open the **FXA.OI.ESAC.Installer.exe.config** file with *Notepad*.

   You can find the following two instances where the log file path is mentioned:

   - C:\Temp\FXA.OI.ESAC.log
   - C:\Temp\K1SDK.log
3. Modify the path as per your requirement and save the file.