

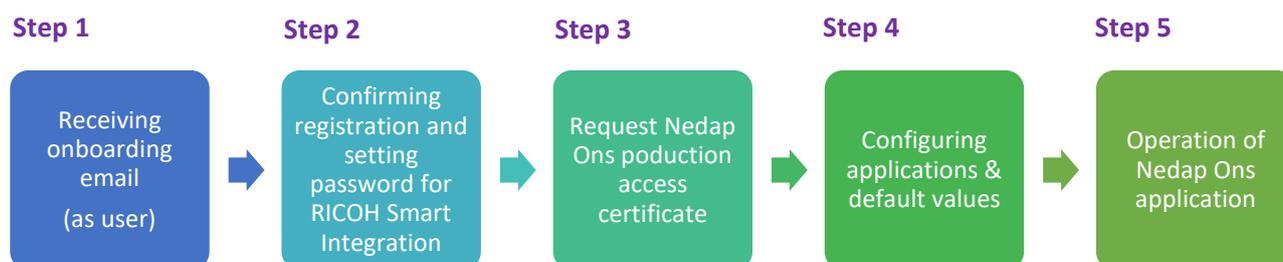
# RICOH Smart Integration Package for Nedap Ons User Guide

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## 1. Preface

This guide provides the details on how to use RICOH Smart Integration Package for Nedap Ons on Ricoh Multifunction printers (MFPs). The illustration below is a high-level flow chart for users to start using applications.



### Prerequisites

- User registration by the administrator of your tenant is required. (For administrator please refer to the “RICOH Smart Integration Admin Guide”)
- The Nedap Ons administrator needs to request a Nedap Ons connection certificate for production. To receive a certificate a certificate request must be created in Nedap’s ticketing service by uploading a CSR (certificate Signing Request). See [https://www.ons-api.nl/aansluit\\_koppelpoces/Ons-API\\_dashboard/Certificaten\\_behren\\_koppelen.html](https://www.ons-api.nl/aansluit_koppelpoces/Ons-API_dashboard/Certificaten_behren_koppelen.html) (Dutch only) for more information.
  - Creating the certificate is not an easy task. To make it easier you can download a tool developed by Ricoh with following URL: <https://we.tl/t-klRnPXZIs>. See this document’s appendix B how to use this tool.

### About This Guide

This guide is divided into following primary sections:

- **Introduction**  
This section provides a short explanation of the features of the package.
- **Getting started (Step 1 – Step 3)**  
This section describes how to activate your account and how to receive a Nedap Ons access certificate
- **Configuring applications & default values (Step 4)**  
This section contains step-by-step instructions on how to configure settings related to the apps in this package.
- **Operation of Nedap Ons application (Step 5)**  
This section contains step-by-step instructions on how to operate the apps in this package.
- **Appendix**  
Product limitations, etc.

Note: the operation panel screenshot images and User Site images, provided in this document are for illustrative purposes only. They do not reflect the exact image as displayed on the MFP.

## 2. Introduction

### What is RICOH Smart Integration?

RICOH Smart Integration is a platform which provides cloud-based apps and workflow integration. It connects your MFP to external cloud services, thus enabling you to work smarter and increase productivity.

### What is RICOH Smart Integration Package for Nedap Ons?

RICOH Smart Integration Package for Nedap Ons is developed on the RICOH Smart Integration platform. It enables users to scan to Nedap Ons online.

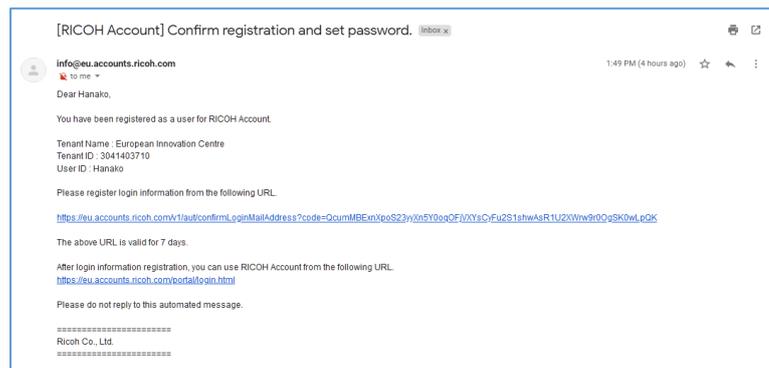
### Apps in the package

Application	Icon	Feature Description
Nedap Ons app		With the Nedap Ons app you can search and select a client name. After selecting a tag, typing a description and press start, the scan is sent to Nedap Ons online, based on the selected items.

## 3. Getting started (Step 1 – Step 3)

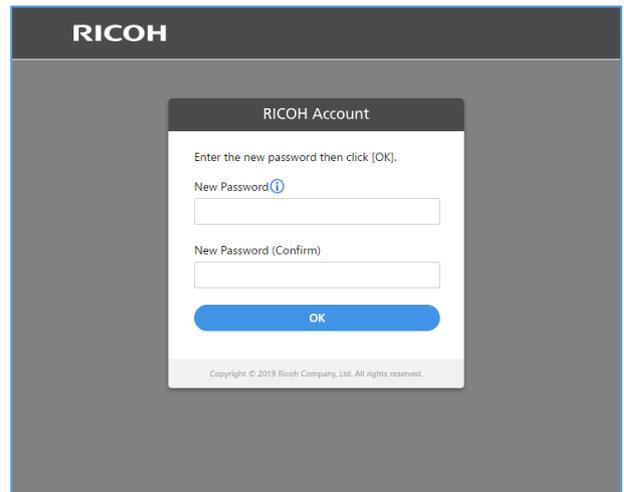
### Receiving registration email (Step 1)

After the RICOH Smart Integration administrator registers your user information, you will receive a confirmation email, sent by [info@eu.smart-integration.rioh.com](mailto:info@eu.smart-integration.rioh.com). In this email you are prompted to confirm your User ID and set your password.



### Setting password for RICOH Smart Integration (Step 2)

Please access the site, indicated in the email above, enter the required fields and save.



### Request a production certificate to access Nedap Ons (Step 3)

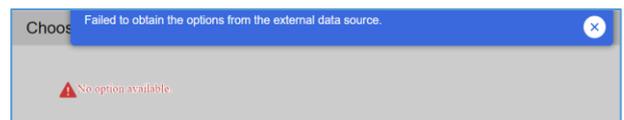
Nedap use a Two-way SSL mechanism for identifying Nedap users. Inside a certificate there are certain fields (Distinguished Name or DN). Nedap uses the Common Name field (CN) to identify the type of connector, for which customer the certificate is valid and if it's for staging or production.

To get a certificate, you'll have to generate a private/public-key pair on your client computer. With this key-pair you can generate a Certificate Signing Request (CSR). You send Nedap the CSR and when accepted you'll receive the Signed Certificate (CRT). You'll have to configure the CRT so that it corresponds with the private-key. See Appendix B which explains Nedap's certificate request procedure.

## 4. Configuring applications & default values (Step 4)

### Configure Nedap Ons online access

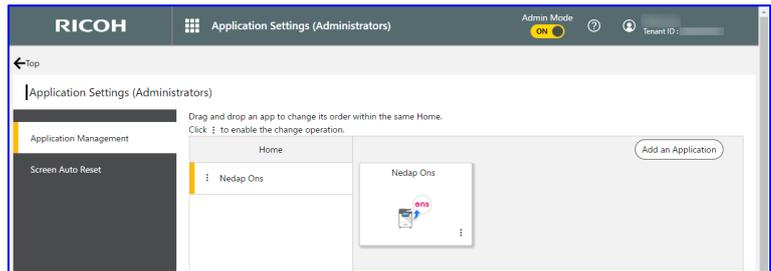
To use the search and send function in Nedap Ons, the administrator needs to set the Nedap Ons certificate and its password. If these are not set and user tries to search for a client number on the device, the user will get a "Failed to obtain the options from the external data source" message.



Log in to the user site using your credentials and select **Admin Mode**. Only the RICOH Smart Integration administrator will see the Admin Menu. Click [\[Application Settings \(Administrator\) Nedap Ons\]](#).



On Application Settings (Administrators) click **Nedap Ons**.



Configure **Certificate**, **Password** and enable **Apply setting to all users** for all parameter settings. This function prohibits user from changing this setting. See [Appendix B](#) how to request a Nedap Ons certificate.

Value	Display Name
Tag1	Tag1
Tag2	Tag2

Click **Save**

Value	Display Name
Tag1	Tag1
Tag2	Tag2

The parameter setting **Nedap Ons API URL** connects the Nedap Ons workflow application to the three available Nedap Ons environments:

1. Production (default)
2. Staging
3. Development

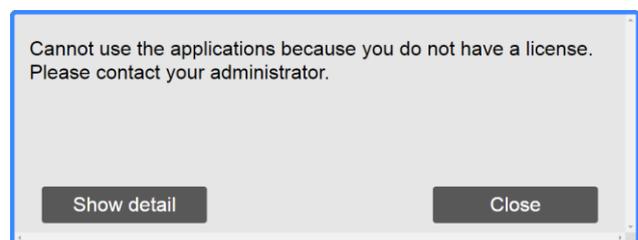
Do not change this setting unless you want to test the Nedap Ons workflow application first before using it in your Nedap Ons production environment. Then set this parameter to Staging. For more information, visit [https://www.ons-api.nl/aansluit\\_koppelproces/Ons-API\\_dashboard/Certificaten\\_beheren\\_koppelen.html](https://www.ons-api.nl/aansluit_koppelproces/Ons-API_dashboard/Certificaten_beheren_koppelen.html). Every Nedap Ons environment needs its own certificate, see [Appendix B](#) how to request a Nedap Ons certificate for the Staging environment.

**Note** The parameter setting Production is for Ricoh Staff only.

The Nedap Ons workflow can now be used on the MFP after login.

### Configure Nedap Ons online access (User license mode)

Only users for which the Nedap Ons user licence is activated can use the Nedap Ons workflow. Users without a Nedap Ons user licence will get the message below when logging in on the Nedap Ons workflow on the MFP.

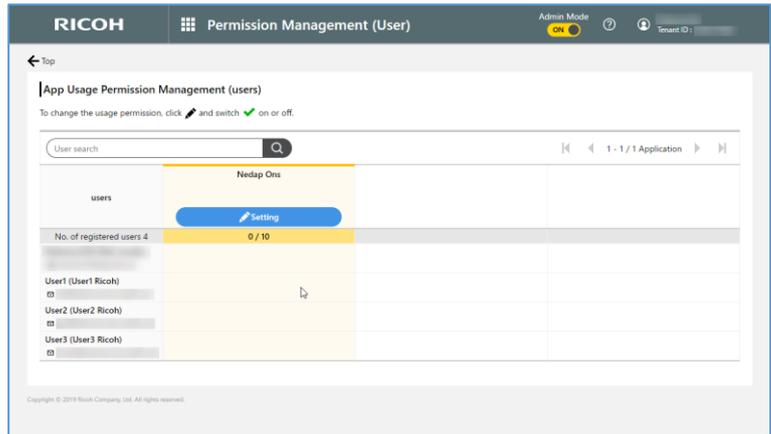


### Activate NEDAP ONS user access

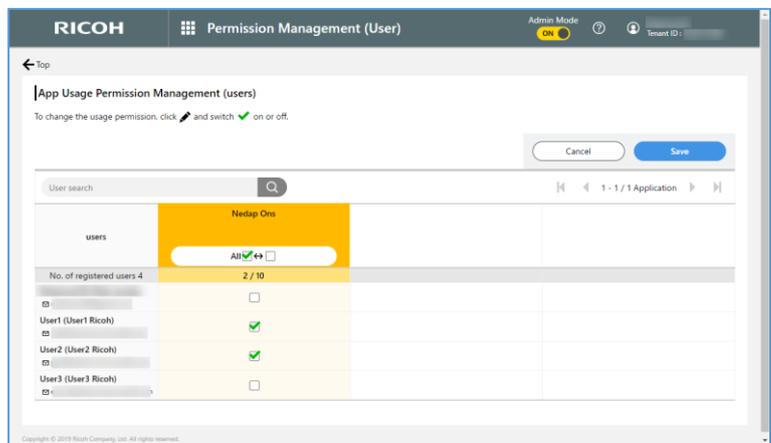
The Nedap Ons workflow licence is user-based for a certain maximum number of users as ordered. It is the company's RICOH Smart Integration administrator to activate the Nedap Ons licence for user who are allowed to scan to Nedap Ons. Log in to the user site using your credentials and select **Admin Mode**. Only the RICOH Smart Integration administrator will see the Admin Menu.



Click **[App Usage Permission Management (users)]**.



On the App Usage Permission Management (users) page select **Settings**.



Below Nedap Ons select every user who needs access to the Nedap Ons app and **save** the configuration  
 You can give access to users until you run out of ordered user licences. All users with an active licence can use the Nedap Ons app on the MFP after login.

### NEDAP ONS app settings

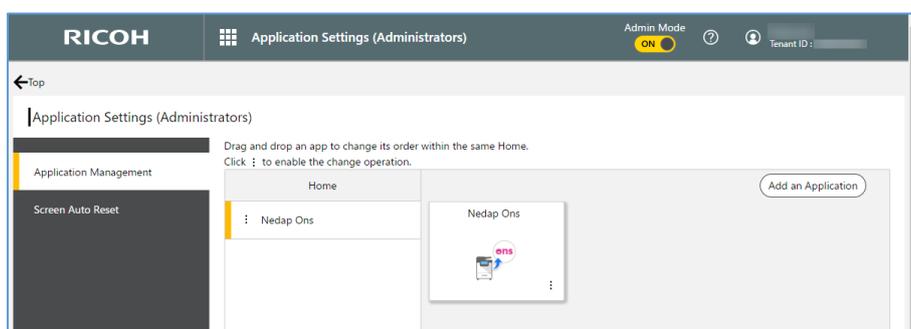
Both the RICOH Smart Integration company administrator and users are able to change their preferred scan settings.

Login to RICOH Smart Integration and select:

- 1) **[Application Management]**; only available for the administrator after enabling **Admin Mode**
- 2) **[Application Settings (General Users) Nedap Ons]**; for all user to set your personal application settings



On the Application page select **Application Settings (General Users) Nedap Ons** to change the settings. The 2) **three dots** and 3) **Add an Application** are only available for the administrator.



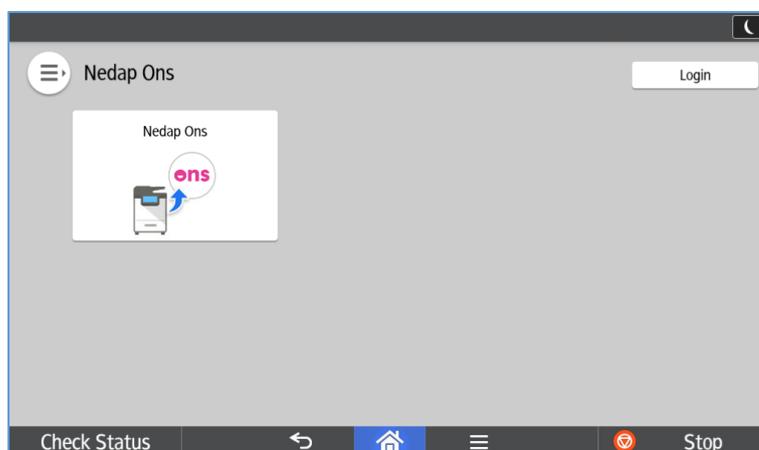
Below a list of settings available for configuration.

Category	Item	Option
Default Parameter Settings	Choose Tag	To maintain the Tag list. By default, the list is populated with Tag1 and Tag2. Double click one of the fields to change the value or display name of the tags. The value is used as a tag for Nedap Ons.
	Description	To set a predefined search description; empty by default.
	Certificate	See "Configure Nedap Ons online access"
	Password	See "Configure Nedap Ons online access"
	Nedap Ons API URL	See "Configure Nedap Ons online access"
	Search by client name	<b>No</b> , the client is searched by the client ID. Yes, the client is searched by the name or a part of the name.
	Use employee Contract	<b>No</b> , the first Employee ID from the returned list is used to search for a client. Yes, the Employee ID with an active contract and the most contract hours from the returned list is used to search for a client.
	Label client list	Define which client parameters are displayed in the choose list <b>%1 %2</b> , displays the client in the chose list with first and last name, like John Doe. Options:

		<ul style="list-style-type: none"> <li>• %0 - logged in employee ID.</li> <li>• %1 - client's first name.</li> <li>• %2 - client's last name.</li> <li>• %5 - client's birth date.</li> <li>• %6 – client's ID.</li> <li>• %7 – client's identification number</li> </ul>
	Include out of care	<b>No</b> , clients out of care are excluded from the choose list. Yes, clients out of care are included in the choose list.
	Include wait for care	<b>No</b> , clients waiting for care are excluded from the choose list. Yes, clients waiting for care are included in the choose list.
Default Scan settings	Scan Color Mode	<b>Auto Color Select</b> (default) - B&W Text - B&W Text/Photo - B&W Text/Line Art - B&W Photo - Gray Scale - Full Color Text/Photo - Full Color Photo
	Original Sides	1 Sided - <b>2 Sided (Open to Right/Left)</b> (default) - 2 Sided (Open to Top) - Spread
	Document Orientation	<b>Readable Direction</b> (default) - Unreadable Direction
	Scan Resolution	100 – 150 – 200 – <b>300</b> (default) – 400 – 600 dpi
	Document Size	<b>Auto</b> (default) - Mixed - A3 - A3 (horizontal) - A4 --A4 (horizontal) A5 - A5 (Horizontal) - JIS B4 - JIS B4 (Horizontal) - JIS B5 - JIS B5 (Horizontal) - 5 ½ x 8 ½ - 5 ½ x 8 ½ (horizontal) - 8 ½ x 11 - 8 ½ x 11 (horizontal) - 8 ½ x 13 (horizontal) - 8 ½ x 14 (horizontal) -11 x 17 (horizontal)
	Manual Density	3 to -3 in steps of 1, default = <b>0</b>
	Scan Method	<b>Normal</b> (default) - Batch
	Preview	Off – <b>On</b> (default)

## 5. Operation of Nedap Ons application (Step 5)

Open RICOH Smart Integration on the MFP and select Nedap Ons. If Nedap Ons is not displayed select Nedap Ons from the **Hamburger menu** (top left) on the MFP screen.

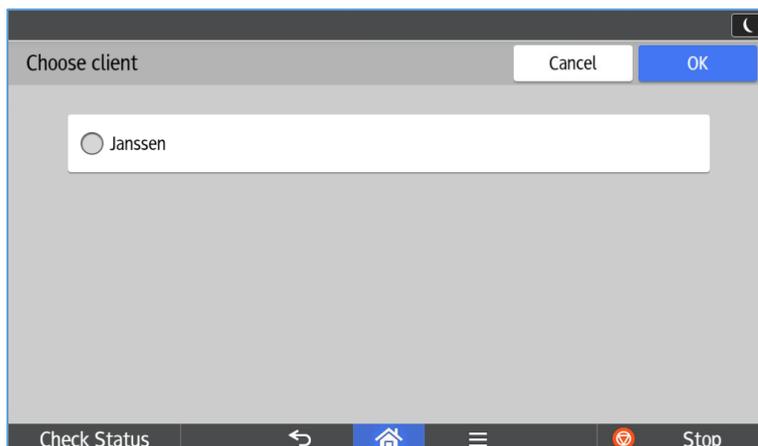


Click on the **Nedap Ons** application and you are requested to login.

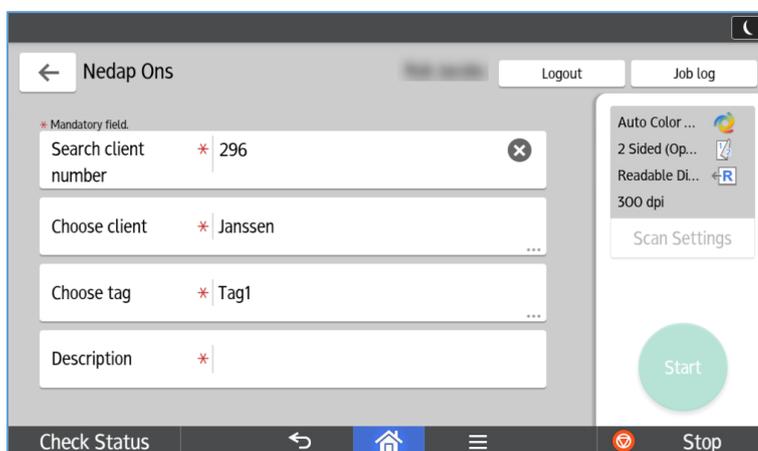
After login, the scan process starts with **Search client number** (Dutch: **Zoek clientnummer**).

The client number must match exactly.

Press on **Choose client** (Dutch: **Kies client**) and one client name is presented. Check if the logged in user has the correct permissions in Nedap Ons for the client if no client name is presented



Select the client's name and press **OK**.

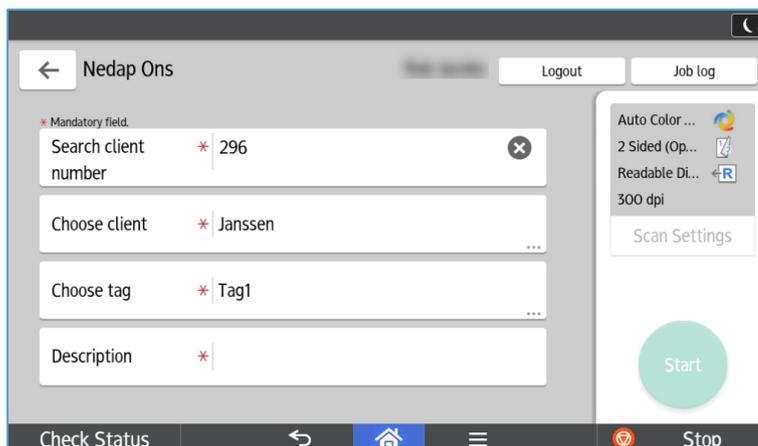


By pressing **Choose tag** (Dutch: **Kies tag**) you can select the desired tag. As a last step you need to type a **Description** (Dutch; **Omschrijving**), which is a mandatory field (\*). Typing a **Description** enables the green Start button. Place your document in the ADF (Automatic Document Feeder) and press Start.

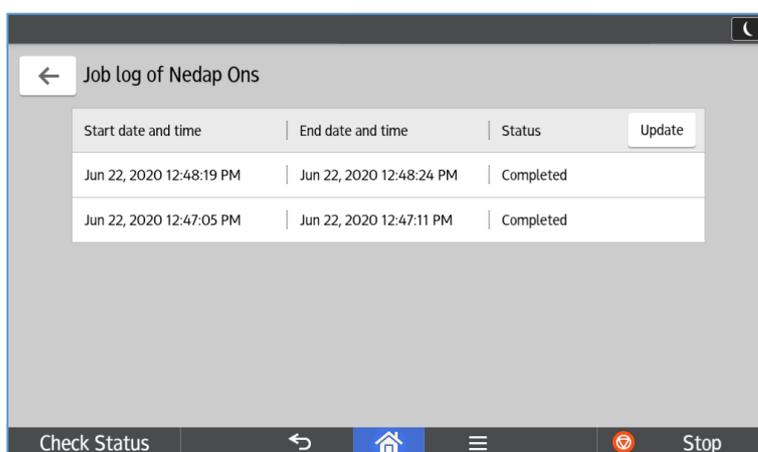


The MFP will show a preview (default setting) of your scanned document. You can scroll through the document and enlarge when needed, before pressing on **Send** which will send the scan to Nedap Ons.

You check the scan result in the job log



Press **Job log**.



The status can be:

- **Completed** (Dutch: **Voltooid**); the scan is successfully sent to Nedap Ons
- **Processing**<sup>1</sup> (Dutch: **Bezig met verwerken**); the scan is processed
- **Error**<sup>2</sup> (Dutch; **Fout**); the scan could not be delivered to Nedap Ons

#### <sup>1</sup> Processing

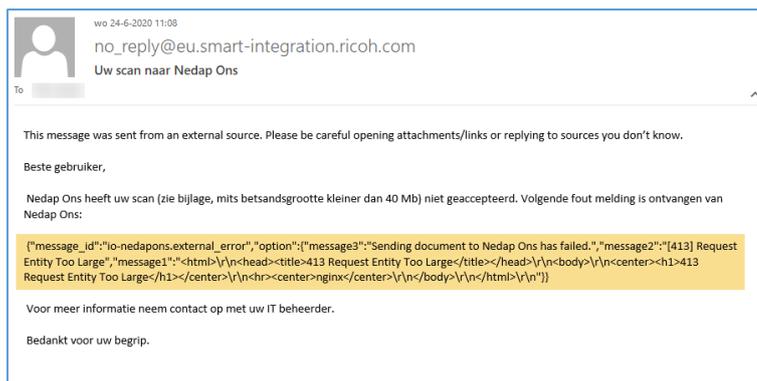
All pages are scanned on both sides. During processing:

- Blank pages are removed
- Documentation orientation is corrected, readable from top to bottom
- Skew is corrected
- Language is recognised, Dutch

The scan is sent in PDF/A format to Nedap Ons

#### <sup>2</sup> Error

In case the document could not be delivered to Nedap Ons, the user will receive an email with the error message received from Nedap Ons, highlighted in the image below and the scan attached (if the file size is not larger than 40 MB).



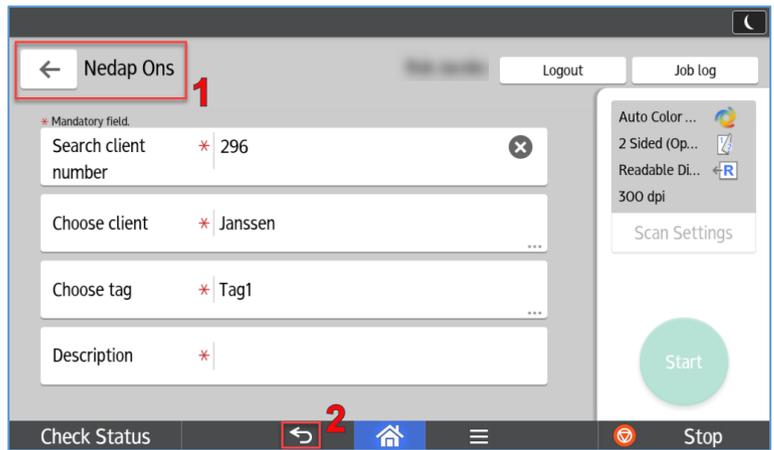
## 6. Appendix A

### Remarks

- Max data scan size is 40 MB.  
If the file size exceeds the limit, your operation may fail and you will receive an error notification email from the system.

### Other remarks (common across all packages)

- Supported browsers for User Site are:
  - Internet Explorer: 11 or later
  - Edge: latest Version
  - Chrome: latest Version
  - Firefox: latest Version
- Limitations for Home Screen/Applications
  - Home: Maximum 20 for each profile, Max 32 characters for the name.
  - Applications: Maximum 18 for each home screen, Max 32 characters for the name
- User Management
  - Email address is unique in the system; same Email address cannot be used even if user belongs to different tenants
  - Users, belonging to the same tenant cannot set different time zones
  - User cannot change their login email address, need administrator's assistance to change email address
- Once administrator has logged in to a tenant on the MFP, an administrator from another tenant cannot login to the same MFP.
- 1) **Back button** inside application display screen must be used, instead for 2) **Back button** on the operation panel.



## 7. Appendix B

Creating the certificate is not an easy task. To make it easier you can download a tool developed by Ricoh with following URL: <https://we.tl/t-klarNpXZIs>.

The certificate creation application comes in a zip file. Extract its content to a folder location of your choice. The zip file contains:

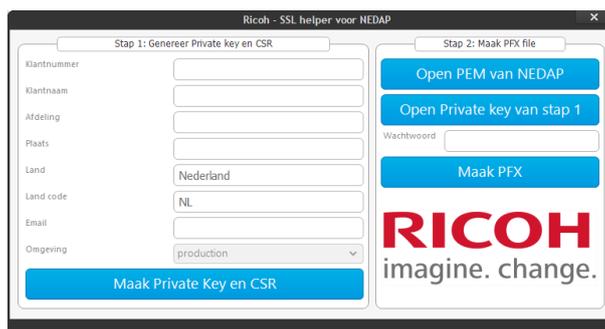
- Ricoh - SSL helper voor NEDAP.exe; the certificate application.
- BouncyCastle.dll; a library used by the certificate application.
- Handleiding Ricoh scankoppeling en Nedap certificaat v1.1.pdf; a manual (Dutch) explaining the application.

Note: The certificate application has been updated. Therefore the screenshot in the Dutch manual may vary slightly.

1. Start the **Ricoh – SSL helper voor NEDAP** application.



2. Type "RicohRicoh" as the password and click login.



3. In the left column, fill in all fields (Step 1, left column). It is important that the correct customer number is entered and the correct environment (staging = acceptance, production = production) is selected.
4. Click **Maak Private Key en CSR**
5. This opens the explorer to store the private with name: ricoh\_scanner-klantnummer-omgeving.key, where
  - a. Klantnummer is replaced by the given client number
  - b. Omgeving is replaced by the selected environment (production, staging or development)
6. Accept the proposed name and click Save
7. Click **OK** in the pop-up: "KEY opgeslagen"
8. This opens the explorer to store the CSR (Certificate Signing Request) with name: ricoh\_scanner-klantnummer-omgeving.csr, where
  - a. Klantnummer is replaced by the given client number
  - b. Omgeving is replaced by the selected environment (production, staging or development)
9. Accept the proposed name and click **Save**
10. Click **OK** in the pop-up: "CSR opgeslagen"
11. Click **OK** in the pop-up: "Keys opgeslagen"

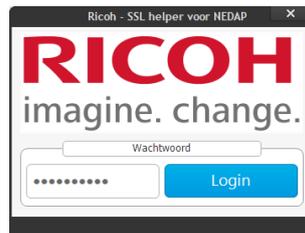
**Note:** Never provision the private key to anybody, even not to Nedap.

**Note:** Keep the Private Key and files in safe place. You will need them later to create to create a PFX certificate (valid for one year) and every year to extend the PFX certificate.

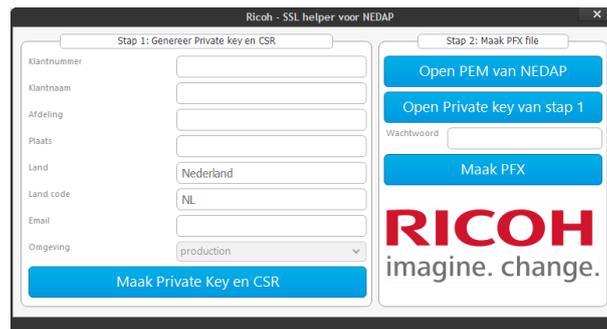
12. Upload the CSR file on the Nedap portal (<https://support.nedap-ons.nl/support/tickets/new>).
  - a. Select **Certificaten voor API-koppelingen & OnsDB**
  - b. Choose **API-certificaat aanvragen of laten verlengen**
  - c. Type for “URL klant-applicatie”: <https://eu.accounts.ricoh.com/portal/login.html>
  - d. Type for “Naam Koppeling”: ricoh\_scanner

After Nedap returns your certificate a PFX certificate must be created. To create the PFX certificate the private key, created in step 7, is needed.

1. Start the **Ricoh – SSL helper voor NEDAP** application.



2. Type “RicohRicoh” as the password and click login.



3. Click **Open PEM van Nedap** (Step 2, right column).
4. Select the PEM file retrieved from Nedap.
5. Select **Open Private key van stap 1** and select the private key.
6. Type a password in “Wachtwoord” to secure the PFX file.
7. Click **Maak PFX**.
8. Click **Save**.
9. Click **OK**.