


XMediusFAX Ricoh ESA Connector 11.0.0 Release Notes

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Version: 11.0.0

Release Date: February 2014

Thank you for your interest in XMedius. This document explains the evolution of XMediusFAX Ricoh ESA Connector from the previous major version. It describes the new features introduced and lists those that were changed.

 **Note:** *Minor version updates (subsequent to the initial version described here) will be listed in the product download page (Help Center) and in the `xmediusfaxricohesaconnector.txt` file provided along with the latest updated version.*

The latest list of system requirements and supported hardware is available in the XMediusFAX Ricoh ESA Connector Administration Guide.

About the XMediusFAX Ricoh ESA Connector

The XMediusFAX Ricoh ESA Connector is a solution allowing Ricoh Multi-Function Devices (MFDs) that are compatible with the Ricoh Embedded Software Architecture (ESA) to fax documents by using XMediusFAX (on-premises deployment or cloud-based solution).

From the MFD, users can benefit from many faxing features inherited from the Fax Server, according to their faxing profile. They can also select recipients from the Fax Service phone books and add new entries to their personal contacts.

Changes in this Release

Editable Fax Options

The XMediusFAX Ricoh ESA Connector provides a way to change fax options (such as priority, sending retries and notifications settings – depending on the user profile) for the fax being sent.

Option for Simplified Interface

The XMediusFAX Ricoh ESA Connector can be configured to display its normal interface (all options) when composing a fax, or a simplified interface (fax number field only) to enable quick faxing.

Retrieval of the Connector Version Installed on MFDs

The "Retrieve Status" function of the Ricoh ESA Connector Deployer now returns the version of the connector installed on the listed MFDs, along with the connector installation status (Feature Request #19183).

Multilingual Support

The user interface of the XMediusFAX Ricoh ESA Connector (on MFDs) is now available in 5 more languages: German, Spanish, Italian, Portuguese and Russian (in addition to English and French). Its configuration interface is now available in German (in addition to English and French). Proper documentation is also available in all these respective languages.

Supported Features and Requirements

New support


- Ricoh Embedded Software Architecture 11.x


Full Requirements Lists

To know the full lists of installation requirements and supported features regarding this release, please refer to the XMediusFAX Ricoh ESA Connector *Administration Guide*.

Installation/Upgrade Instructions


Please read the following before any XMediusFAX Ricoh ESA Connector installation.

 **Note:** All detailed information and installation instructions are provided in the XMediusFAX Ricoh ESA Connector *Administration Guide*.

 **Attention:** This version of the XMediusFAX Ricoh ESA Connector will only work with MFDs on which the installed version of Ricoh Embedded Software Architecture (ESA) is 10.x or 11.x.

However for MFDs supporting older ESA versions, the previous version of the XMediusFAX Ricoh ESA Connector is still available for purchase (for more information: [Contact Us](#) on page 4).

Upgrades

 **Attention:** You can use this version of the connector to upgrade connectors of version 10.0 minimum only. Upgrades on previous versions of the connector are not supported.

To upgrade the XMediusFAX Ricoh ESA Connector on a MFD, you will first need to upgrade the XMediusFAX Ricoh ESA Connector Deployer (version 10.0 minimum). All instructions can be found in the XMediusFAX Ricoh ESA Connector *Administration Guide*.

Fixed Issues

All the following issues have been fixed in this release (11.0.0).

 **Note:** The following table is extracted from the defects database (in English).

Defect Number	Summary
16645	Cancellation of scanning job on MFDs that use the Ricoh ESA Connector does not stop the scanning process right away
16648	No valid message is prompted on the screen of MFDs using the Ricoh ESA Connector when there is not enough space left on HDD
16782	Possible race in Scanner.java on scanPage (buzz()) and scan buttons and label (updateScanPage()) of the Ricoh ESA Connector
18442	The Ricoh SDKJ Connector does not have any visual indicator to show that something is going on once the user has entered credentials and clicks login
19046	Writing access to the Ricoh ESA Connector deployer installation folder is denied if the deployer is not installed by a local or domain Administrator
19374	If the current directory is different than the Ricoh ESA Connector Deployer installation directory, the default configuration is not found and the new configuration cannot be saved
19608	The Ricoh ESA Connector crashes if the default cover sheet is 'none' while no other cover sheets are allowed and "User Must Use Cover Sheet" option is enabled in the user's profile
19959	The Ricoh ESA Connector Admin Guide provides inaccurate information about Access Token permission required for Cloud-based solution
19964	The Sender Information screen in the French version of the Ricoh ESA Connector shows "Salutation" instead of "Civilité"
19966	The Ricoh ESA Connector administration guide does not specify that "Hostname or URL" should be an https address with port 8443
20073	The 'Paper Size' field has no scroll bar for paper size selection
20222	Device configuration cannot be saved if the Ricoh ESA Connector deployer is running as a user rather than the Administrator and the deployer is installed in default folder

Known Issues

- Some Ricoh MFD models do not support auto-detection features (originals remaining on the exposure glass, original size auto-detection) used by default by the Ricoh ESA Fax Connector, which makes the Connector unable to scan documents on these MFDs.

This issue can however be solved via a workaround procedure: follow the instructions in KB Article #314106 (see support.xmediusfax.com).

Feature Requests

Let us know what features you would like to see in the next version of XMediusFAX Ricoh ESA Connector.

You may address feature requests to us:

- by email at the following address: support.software@xmedius.com
- by posting suggestions in the dedicated forum on our support portal: support.xmediusfax.com

Documentation and Knowledge Base

Technical Documentation Purpose

Technical Documentation gives all general information for:

- XMediusFAX Ricoh ESA Connector installation and maintenance
- XMediusFAX Ricoh ESA Connector administration
- XMediusFAX Ricoh ESA Connector users needs

Technical Documentation

XMediusFAX Ricoh ESA Connector Technical Documentation is offered as PDF files within the distribution media:

- XMediusFAX Ricoh ESA Connector *Administration Guide* (English, French and German).
- XMediusFAX Ricoh ESA Connector *User Instructions* (English, French, German, Spanish, Italian, Portuguese and Russian).

Knowledge Base Purpose

The Knowledge Base gives advanced/specific information and help about XMediusFAX and the XMediusFAX Ricoh ESA Connector (in addition to the Technical Documentation provided with the products).

It regroups more than 300 KB Articles:

- “Troubleshooting” procedures to fix or give workarounds on known issues
- “How To” procedures to reach specific goals (e.g. advanced configurations)
- “Reference” explanations on specific software elements/features/interfaces

Knowledge Base Location

- On our Technical Support portal: support.xmediusfax.com

Additional Resources

You can also benefit from a dedicated Community Help forum on our support portal: support.xmediusfax.com.

Contact Us

Contacting Technical Support

From the XMediusFAX Help Center: support.xmediusfax.com (sign-in required).

By email: support.software@xmedius.com.

By phone:

- Americas: +1-866-615-3066 (North America only) | +1-514-787-2122
- EMEA: +33 (0)1 57 61 30 30
- APAC: 0011-800-132-00000 (Australia only) | +1-514-787-2122