

# Spider RFID Reader update service



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Congratulations on your selection of the Spider RFID Reader update service. We are certain you will be pleased with your purchase of one of the flexible solutions of the market.

We want to help you get the best result from your Spider RFID Reader update service. This manual contains information on how to do that; please read it carefully. Due to continuous product improvements this manual is subject to changes without notice.

We strongly recommend you read the license agreement to fully understand its coverage and your responsibilities of ownership.

Your dealer is dedicated to your satisfaction and will be pleased to answer your questions and your concerns.

Best wishes,

**inepro** B.V.

## **Spider RFID Reader update service - Technical Manual | EN**

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### **Publisher**

inepro B.V.

### **Managing Editor**

K. de Graaf

### **Technical Editors**

K. de Graaf

### **Cover Design**

K. de Graaf

M. Sterk

### **Team Coordinator**

J. van den Berg

### **Production**

inepro B.V.

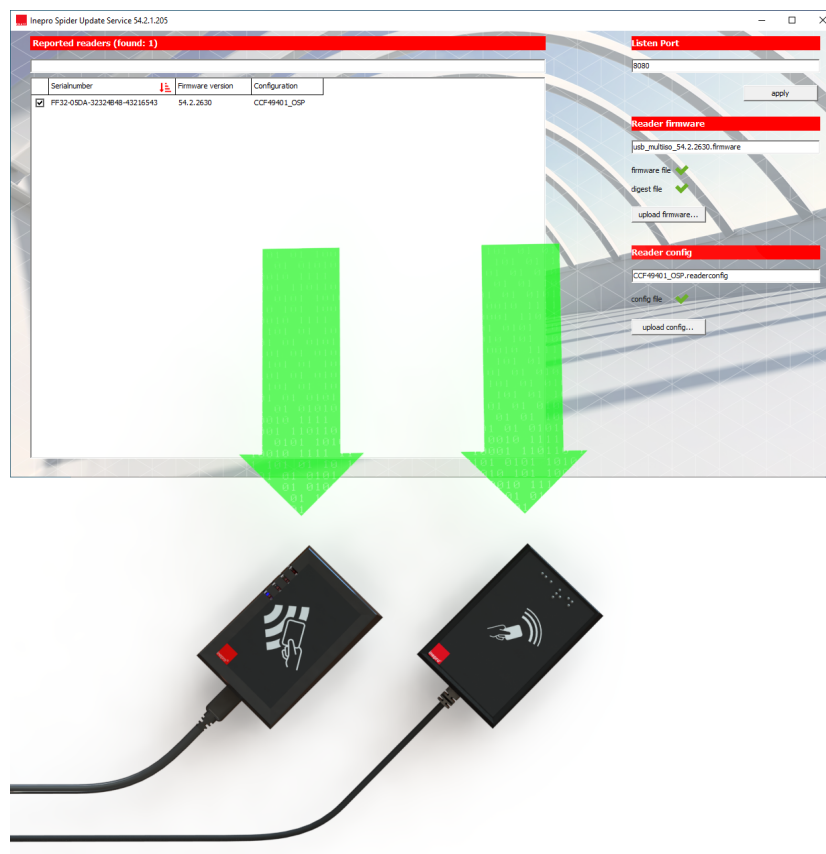
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# Introduction

The **inepro** Card Reader Update Service can be installed on your server or workstation. It is used to remotely upload new firmware or another configuration to the Spider RFID reader(s) and/or inepro SCR708(s) attached to a Ricoh MFP device featuring the Smart Operation Panel (SOP). With the **inepro** Card Reader Update Service you are able to remotely update the reader without leaving your workplace and more importantly without physically going to all the devices / readers and having to connect a laptop or to introduce an update RFID tag.

This manual is for the Ricoh SOP Generation 2.0 and 2.5/3.0 and will instruct you on how the service can be installed and used.



# Prerequisites

## Ricoh

- Ricoh MFP with **Smart Operation Panel** Generation 2.0 or 2.5 / 3.0.
- MFP must have an **SSL certificate** enabled
- Smart SDK firmware on **Ricoh MFP 2.40** or higher
- System firmware on **Ricoh 1.0** or higher, SSL enabled
- Application System firmware on **Ricoh MFP 1.16** or higher

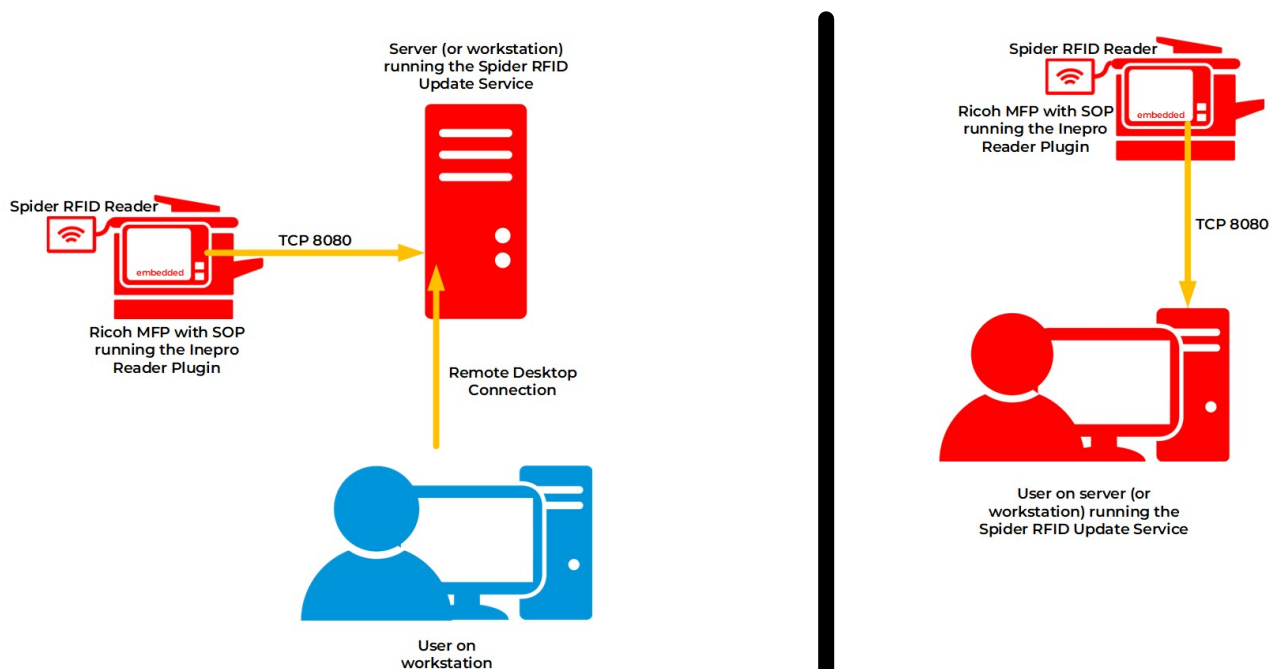
## inepro

- **inepro** Spider RFID Reader service setup (this will include the latest version of the Remote Embedded Deployer (RED) tool and the **inepro** reader plugin.zip).
- A \*.firmware / \*.digest file packet to update the firmware.
- A \*.readerconfig file (or an \*.advancedreaderconfig file) to update the configuration.
- Spider RFID reader(s) and/or inepro SCR708(s)

## Server ports

- incoming (from server executing installation) **TCP 8080\***

\* **Port 8080** is the default port, it can be configured to another value.



OR

## OS

- Microsoft Windows

Please make sure the prerequisites are met, before continuing.

## Spider RFID Reader Update Service

The Spider RFID Reader Update Service is a live service will run in the background. The Inepro Reader Plugin, will be installed on the Ricoh device and connects to this service automatically.

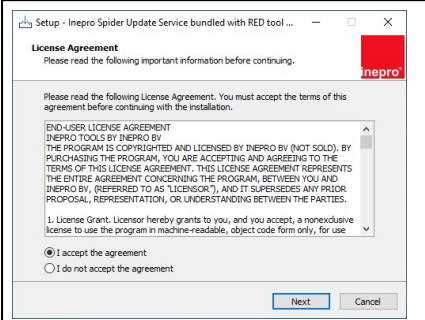
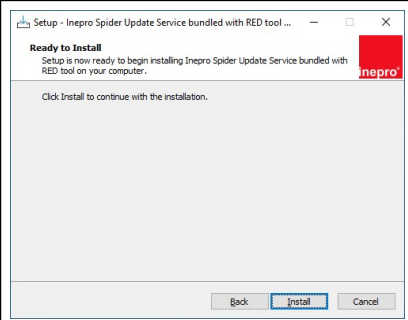
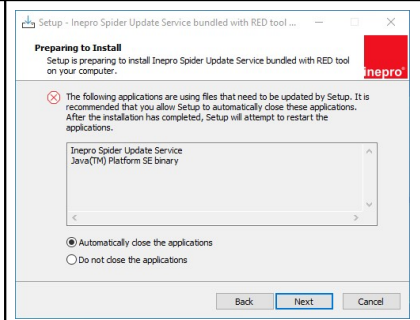
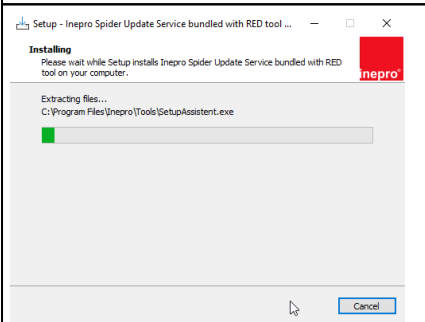
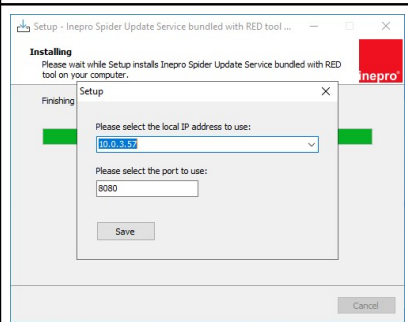
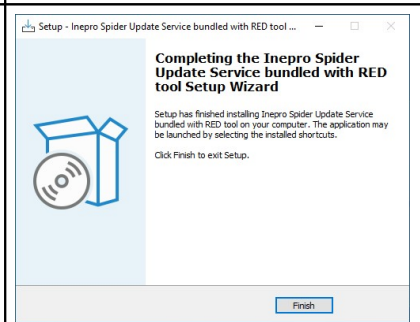
To complete this installation we will:

- Install the Inepro Spider Update Service. This will also install the Remote Embedded Deployment Tool and bring the Inepro Reader plug-in.zip as a baggage file
- Use the Remote Embedded Deployment Tool to install the reader plug-in on the Ricoh MFP (if necessary)
- Update the Spider RFID reader(s) and/or inepro SCR708(s)

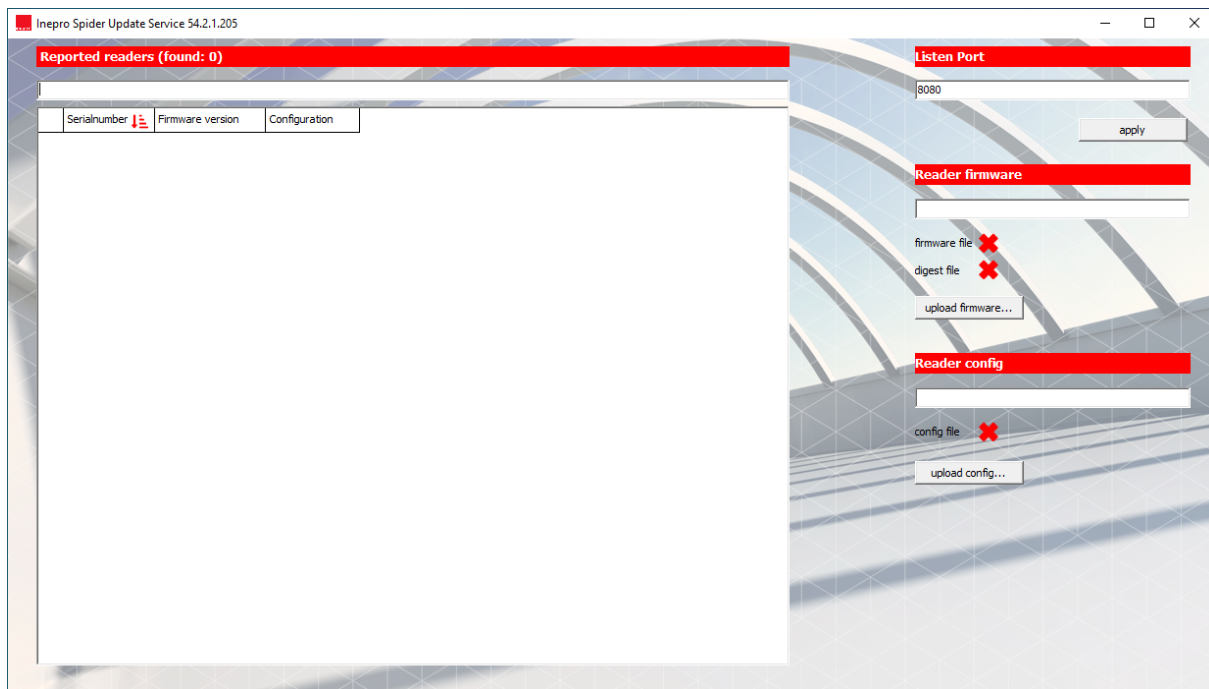
These steps will be described in details in the following sections.

## Installation process - inepro Spider Update Service

1. Obtain the latest versions of these files from your Inepro dealer: "IneproSpiderUpdateServiceSetup-54.3.0.exe" (or a higher version). This file will also set up the Inepro Reader Plugin and the Remote Embedded Deployment Tool, so there is no need to obtain these files separately.
2. Run the Inepro Spider Update Service Setup:

		
<p>Agree to the License Agreement, click 'Next'</p>	<p>Click on 'Install'</p>	<p>(Optionally) some application need to close, confirm with 'Next'.</p>
		
<p>Let the install process run</p>	<p>Fill out the local IP address and port number, by default 8080. Click 'Save' to confirm</p>	<p>Click 'Finish' to end the installation process</p>

3. Run the **inepro** Spider RFID Reader Update Service. By running the "IneproSpiderUpdateServiceSetup-54.3.0.exe" (or a higher version), the server is started in the background. In the windows task bar tray, you can open the UI of the service. Please note the listening port (by default 8080), it is possible to adjust this port to any port number preferable, please make sure incoming traffic from the Ricoh device over the configured TCP port is possible on this machine (most likely you'll need to configure your firewall for this)



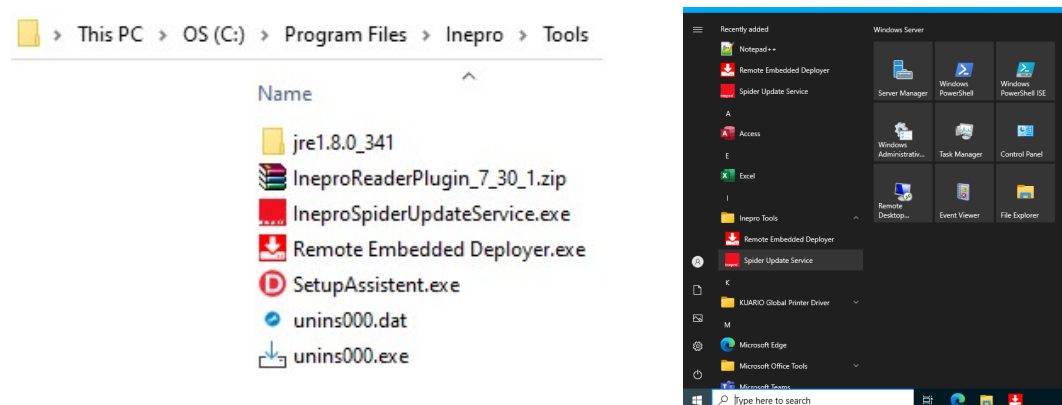


## Installation process - inepro Reader Plug-in

Install the ineproReaderPlugin (that came with the **inepro** Card Reader Update Service) on the Ricoh device. The plug-in can be installed on any Ricoh Device in the network, using the Remote Embedded Deployer tool (that also came with the **inepro** Card Reader Update Service) per device or in bulk.

### Location of key files

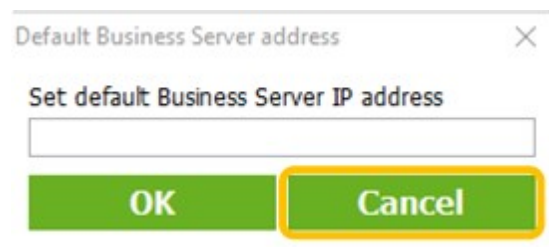
The program files are in this folder: '%ProgramFiles%\Inepro\Tools', by default this resolves to 'C:\Program Files\Inepro\Tools'.



The shortcuts to the Remote Embedded Deployer tool and the Spider RFID Update Service can be found in the Start menu under 'Inepro Tools'.

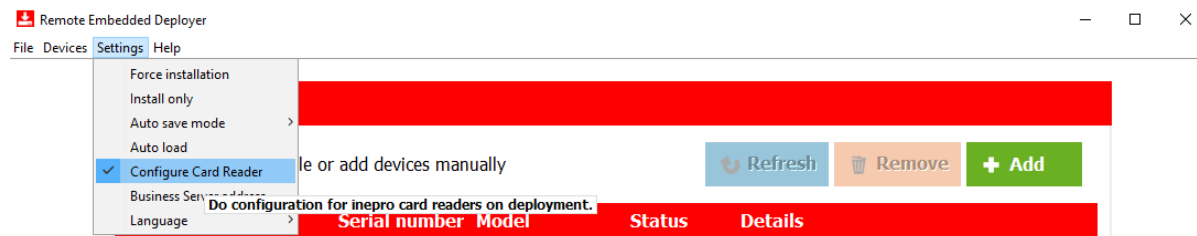
### Starting the Remote Embedded Deployer

1. Open the Remote Embedded Deployer (start Remote Embedded Deployer.exe).
2. The Business server Address is not needed for this application, so can be ignored by pressing CANCEL:



## Add an MFP device

1. Go to settings and activate "configure card reader"

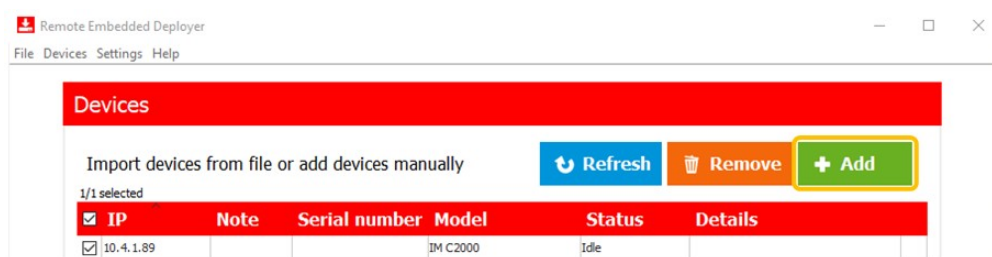


**Warning!** This setting will make sure that the card reader is configured and activated in the Smart Operation panel.

Even when the card reader is already configured on the Smart operation panel of the device, always activate this option.

Now add the available devices in the network, even when a device is (not yet) connected to the network, the device can already be added to the deployment tool.

2. Press the + ADD button:



3. In the following screen, provide all required information:
  - a. Correct WIM (Ricoh's Web Image Monitor) user name (default: admin)
  - b. Correct WIM password (default: empty)
  - c. IM Device -> Check this option when a IM (SOP G2.5 / G3.0) is used
  - d. Allow Self-signed certificates -> Always enable this setting
  - e. Remote Password of the device (Advised is to not change this password in the device, only if necessary)
  - f. Note, not required
  - g. Import -> Text or CSV file with a list of IP address (list has no maximum number of IP addresses)
  - h. Add IP, provide an IP address to manually add the MFP to the list. For convenience it is possible to keep providing the last digits of the IP addresses and quickly add the IP address by pressing ENTER.
4. Once all information is provided and IP addresses added, press OK (see item i in the image below).

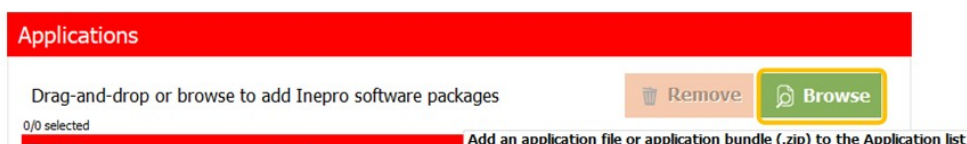
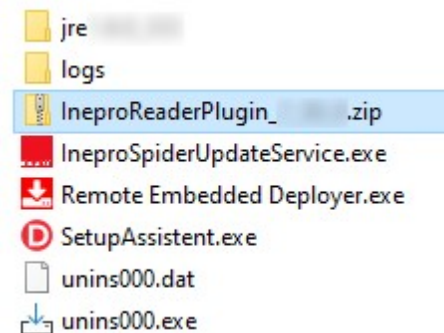
## Deploy IneproReaderPlugin.zip

**i** Note: The devices which are online will be shown with states: "IDLE", the devices which are not online at that moment will be displayed with an ERROR:

3/3 selected

IP	Note	Serial number	Model	Status	Details
<input checked="" type="checkbox"/> 10.0.0.77				Idle	
<input checked="" type="checkbox"/> 10.0.0.78				Error	Device not reachable
<input checked="" type="checkbox"/> 10.0.0.79				Error	Device not reachable

1. Make sure all the devices that need to receive the plug-in are online.
2. Select the '**IneproReaderPlugin.zip**' to deploy to the device, by clicking on BROWSE and look up the file, or drag the correct Zipfile to the “drag&drop” area



3. Select the '**IneproReaderPlugin.zip**' zip file, make sure it is version 7.30.1 or newer:

**i** Note: Once the application is added to the tool, it will be displayed as following:

<input checked="" type="checkbox"/> Title	Version	File name	Product ID
<input checked="" type="checkbox"/> Inepro Card Reader	7.30.1	IneproReaderPlugin_7.30.1.zip	1661403147

4. Select to which MFP's the application needs to be deployed and press Deploy

<input checked="" type="checkbox"/> IP	Note	Serial number	Model	Status	Details
<input checked="" type="checkbox"/> 10.4.1.89			IM C2000	Idle	


**i** Note: The inepro reader plug-in will now be deployed to the selected devices. And directly the card reader will be configured to be used with any embedded application. This process will take approximately 10 minutes per MFP including reboot(s). Multiple MFP's will be deployed and configured simultaneously. During the process the status and details of the device will be changing ongoing:


Status	Details
Busy Rebooting	Rebooting since 2:45:44 PM


When the deployment is finished the Status will be idle and the at Details the software will display Successful:

IP	Note	Serial number	Model	Status	Details
10.0.0.77		C507P604136	MP C307	Idle	Successful



- When you double-click on the device, the status will be provided including the installed applications:

 Device info: 10.0.0.77

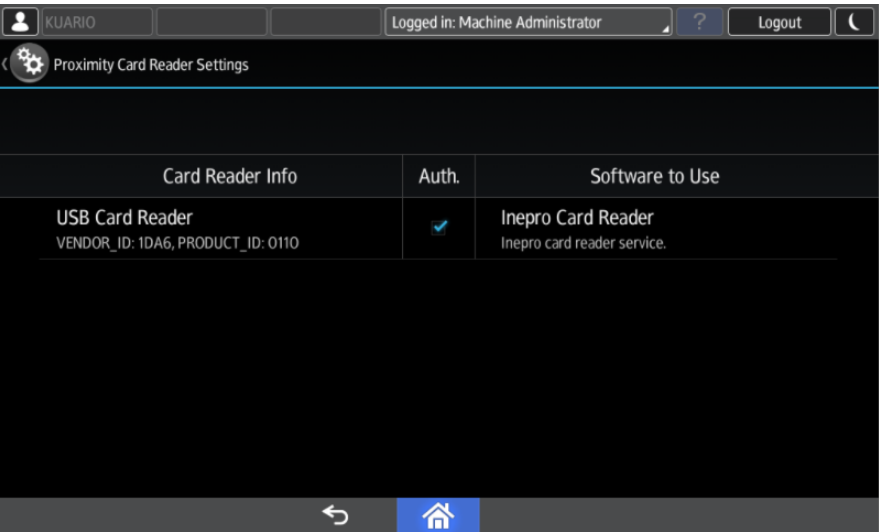


 Successful

**Vendor:** Ricoh  
**Smart panel:** true  
**Device name:** MP C307  
**Serial number:** C507P604136  
**SDK version:** 12.47.01  
**Summary:** Card Reader configuration finished successfully  
 Configuring Card Reader settings finished successfully  
 Rebooting since 12:02:40 PM finished successfully  
 Installing Inepro Card Reader finished successfully  
 Rebooting since 12:06:54 PM finished successfully  
**Installed apps:** Inepro Card Reader  
 KUARIO Kiosk  
 AppSite  
 Bluetooth Authentication Plugin

Now the card reader will also be configured on the device as shown below:



**i** Note: When Ricoh Streamline NX is used, this setting will be overwritten by Ricoh Streamline NX on reboot. Please check [Appendix B: Inepro Remote Management Tool](#)<sup>31</sup>, for additional required settings.

## Updating Devices

In this section we will show you the methods you can use to update the Spider RFID reader(s) and/or inepro SCR708(s)

The Spider RFID reader(s) and/or inepro SCR708(s) connected to the Ricoh MFP's can be updated in these ways:

- Automatically; every **inepro** reader plug-in will check with the Spider RFID Reader Update Service every three hours to update (if needed) -> Method 1
- Manually select one or more Spider RFID reader(s) and/or inepro SCR708(s) in the Remote Embedded Deployment tool and manually trigger the related **inepro** plug-ins to update their readers via the Spider RFID Reader Update Service -> Method 2
- Manually per device, via the Embedded Web Interface -> Method 3. This method requires no additional resources.

**i Note:** The Spider RFID Reader Update Service (Methods 1 & 2) currently does not support password-protected Spider updates. To update readers that are password-protected, please refer to the update manual via the Embedded Web Interface (Method 3).

**⚠ Warning!** If the firmware update is aborted for any reason (for example when a Spider firmware is used to try to update an SCR708 reader or vice versa) then the update of the configuration file (Reader config) will also be aborted! So when attempting to update both the firmware and the config file make sure that the firmware that is updated, is not aborted. And prevent firmware abortions by making sure not to update both Spider RFID and SCR708 RFID readers in the same batch.

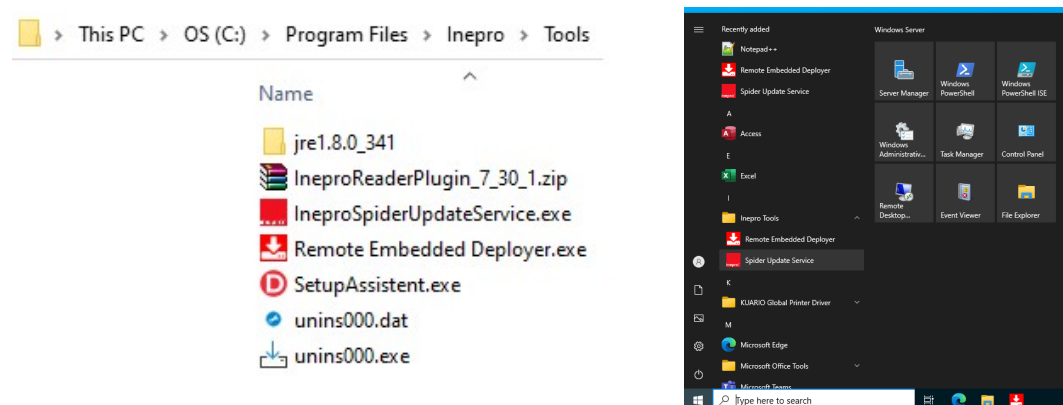
Select one of the methods and check the relevant chapter.

### Automatic Update via update service

Follow the next steps to enable the (automated) updates via the **inepro** Spider RFID Reader update service:

#### Location of key files

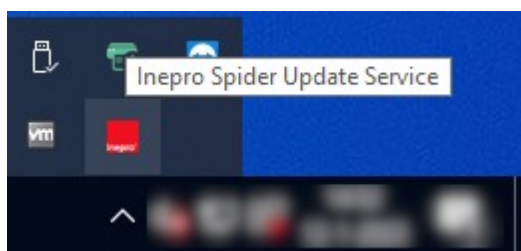
The program files are in this folder: '%ProgramFiles%\Inepro\Tools', by default this resolves to 'C:\Program Files\Inepro\Tools'.



The shortcuts to the Remote Embedded Deployer tool and the Spider RFID Update Service can be found in the Start menu under 'Inepro Tools'.

#### Starting the inepro Spider RFID Reader Update Service

1. Start the **inepro** Spider RFID Reader Update Service, by clicking the executable.



2. Open tray icons and click on the Inepro Spider Service tray icon to open the GUI (window) of the **inepro** Spider RFID Reader Update Service. Leave the GUI open.



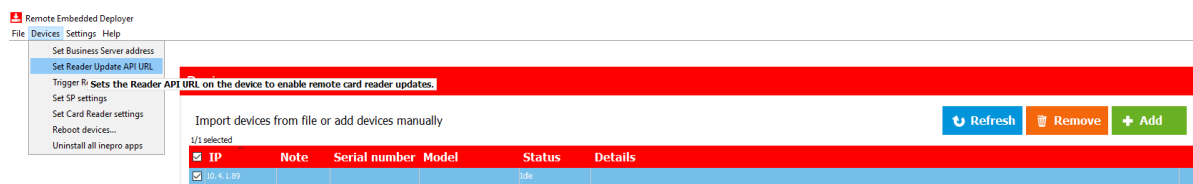
## Preparing Ricoh MFP's

3. (Re)open the Remote Embedded Deployer tool (double-click the 'Remote Embedded Deployer.exe' file).
4. Select the device(s) which needs to be activated:

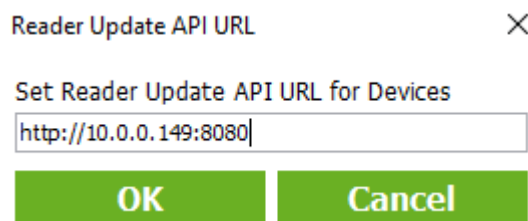


When the required devices are not available in the overview, [please follow the 'add an MFP'-procedure](#) from the installation process

5. Open the Devices Menu and select: “Set Reader Update API URL”



6. In the Reader Update API URL, fill in the base URL of the **inepro** Spider RFID Reader Update Service, in the form **http://<host name>:<port>** or **http://<IP address> :<port>**
7. Use the **host name or IP address** of the device where the **inepro** Spider RFID Reader Update Service is started



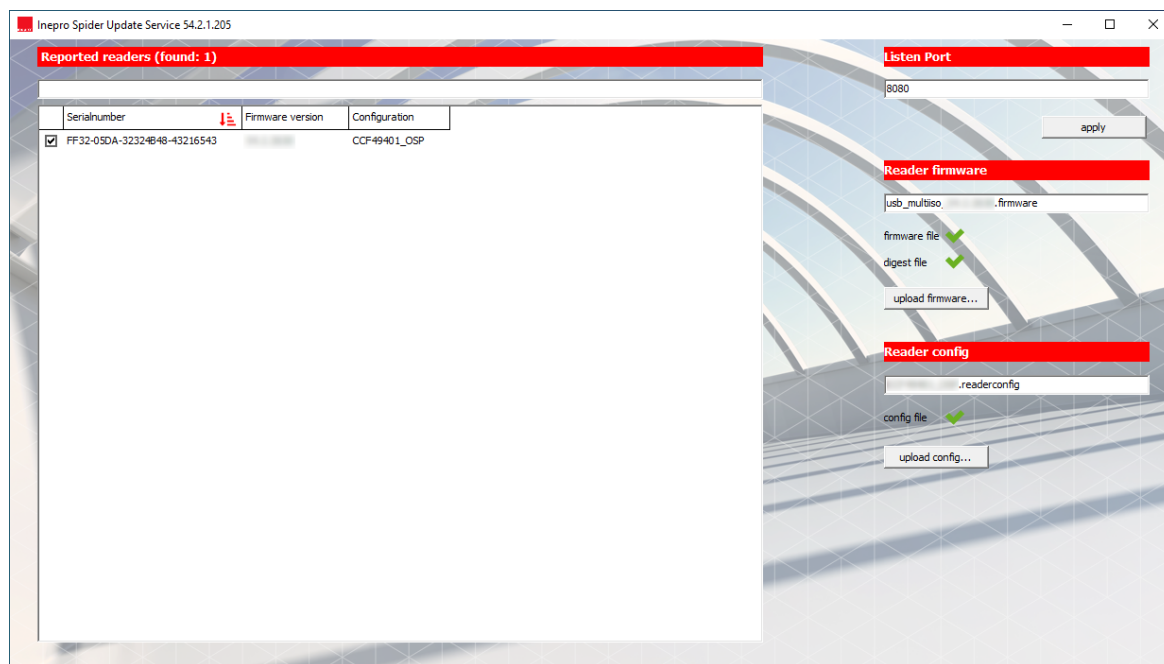
**i** Note: When you change this setting (the IP-address and port) and click OK, this will be stored as the new address (and port). The MFP will try listen for new update notifications at this address also and download a new version here if it is notified that a reader update is available.

**i Note:** The base URL is persisted in the Ricoh device across reboots, which should prevent having to reconfigure this URL. However, after manually removing and re-installing the plug-in, you may need to reconfigure this URL.

When successfully configured, the reader information will be visible in the UI of the **inepro** Spider RFID Reader Update Service, check this! (See image below).

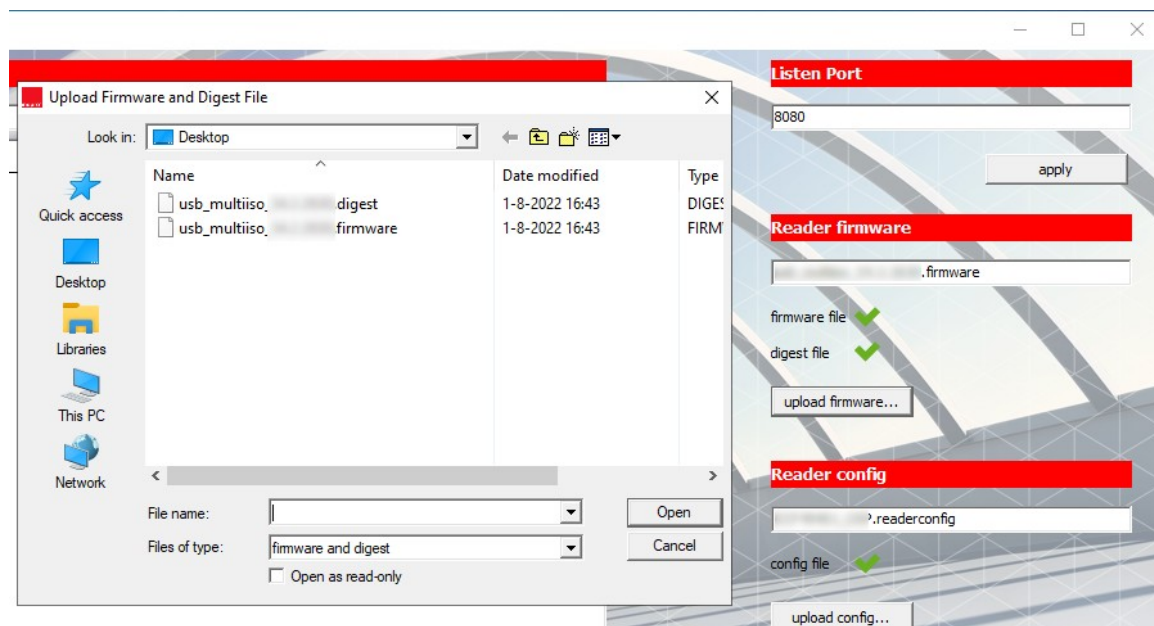
Reported readers (found: 1)		
Serialnumber	Firmware version	Configuration
<input type="checkbox"/> C6CAB49F2A305778		Generic V2.0

**i Note:** The reader(s) will only be visible directly [when the GUI was opened previously](#), when not opened, the reader(s) will only be visible once an update is triggered.



### Setting the firmware files

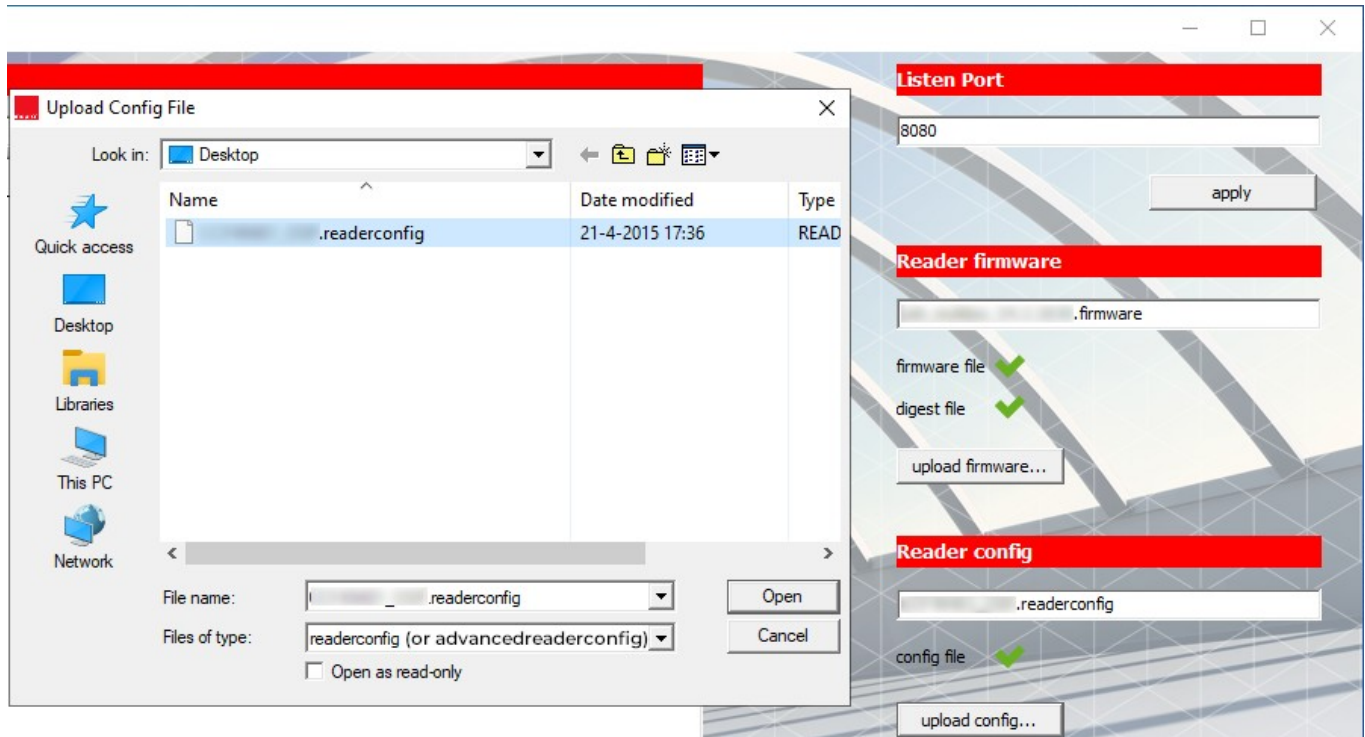
1. Click on 'Upload Firmware' to upload the firmware files. Make sure to upload both the files that are needed, they must be selected together, a \*.digest and a \*.firmware file.
2. Click 'Open'.
3. Green check marks should appear next to the digest and firmware files (see image).



**i Note:** Once used these files are stored in the Program Data directory. If you feel you the need to delete (some of) these files read ['Appendix A: Deleting files'](#) [30].

### Setting the configuration files

1. Click on 'Upload Config' to upload the configuration files. A \*.readerconfig file (or an \*.advancedreaderconfig file) is required.
2. Click 'Open'.
3. A green check mark should appear next to the config file (see image).



The service should now be up and running and ready to receive request for updates.

**Warning!** Please make sure the reader configuration has a unique name and the file has the same name as the configuration. An unnecessary update may trigger to overwrite the configuration, while the configuration is the same.

**Warning!** In the User Interface you will find the active files that are used to update the readers in the panel on the right side. The main window shows a list of readers that have reported for an update and received it.

**Warning!** If the firmware update is aborted for any reason (for example when a Spider firmware is used to try to update an SCR708 reader or vice versa) then the update of the configuration file (Reader config) will also be aborted! So when attempting to update both the firmware and the config file make sure that the firmware that is updated, is not aborted. And prevent firmware abortions by making sure not to update both Spider RFID and SCR708 RFID readers in the same batch.

**Note:** The reader(s) will only be visible directly [when the GUI was opened previously](#) <sup>[16]</sup>, when not opened, the reader(s) will only be visible once an update is triggered.

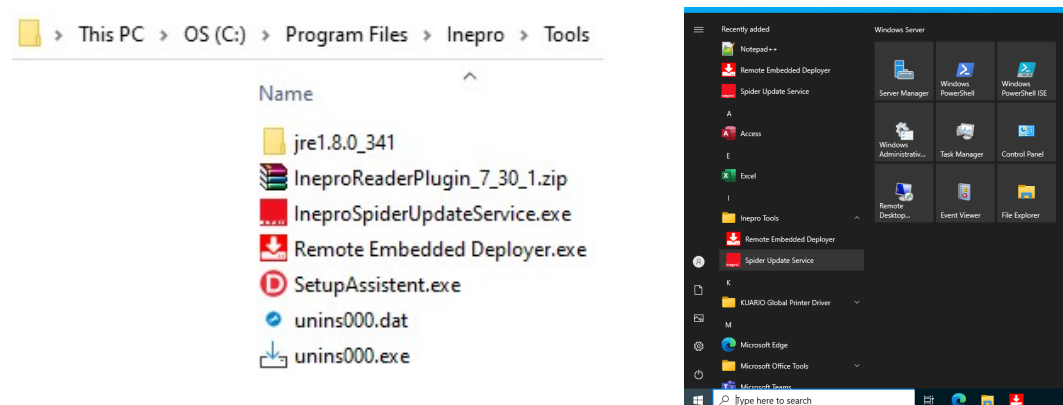
**Note:** The Spider RFID Reader update service is not a Windows service and is not automatically started when the workstation or server is (manually or automatically) rebooted. So always make sure that the service has been started.

## Update service triggered via RED tool

Follow the next steps to trigger updates by the **inepro** Spider RFID Reader update service via the Remote Embedded Deployer tool:

### Location of key files

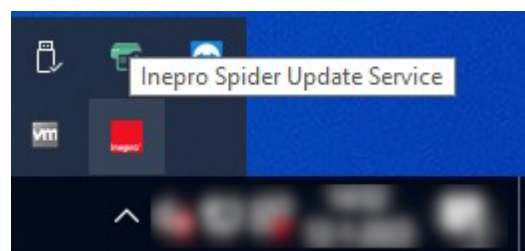
The program files are in this folder: '%ProgramFiles%\Inepro\Tools', by default this resolves to 'C:\Program Files\Inepro\Tools'.



The shortcuts to the Remote Embedded Deployer tool and the Spider RFID Update Service can be found in the Start menu under 'Inepro Tools'.

### Starting the inepro Spider RFID Reader Update Service

1. Start the **inepro** Spider RFID Reader Update Service, by clicking the executable.



2. Open tray icons and click on the Inepro Spider Service tray icon to open the GUI (window) of the **inepro** Spider RFID Reader Update Service. Leave the GUI open.(re)open the Remote Embedded Deployer tool

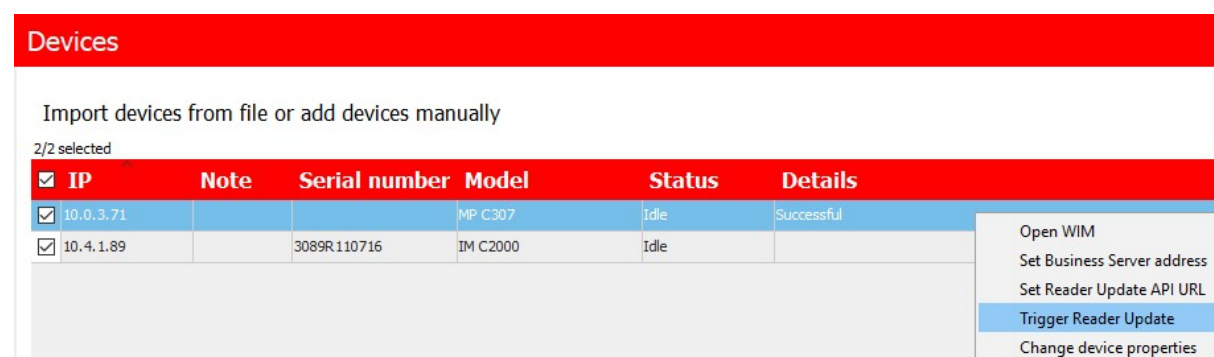
Trigger the MFP's

- 1. Select the device(s) which needs to be activated:

Devices						
Import devices from file or add devices manually						<div><div>Refresh</div><div>Remove</div><div>Add</div></div>
1/1 selected						
<input checked="" type="checkbox"/>	IP	Note	Serial number	Model	Status	Details
<input checked="" type="checkbox"/>	10.4.1.89				Idle	

When the required devices are not available in the overview, please [follow the 'Add MFP'-procedure](#) from the installation process

- Open the Devices Menu (or right-click on the reader and use the context menu) and select: "Trigger Reader Update"



**i Note:** After a trigger, the plug-in will send the current card reader information to the server. The server compares the files with what is currently in the folder. If an update is necessary, the server will respond by sending download links back to the plug-in. The plug-in will download these files and push the updates to the reader. How long the update takes depends on the size of the firmware / configuration files and the network speed but should maximally take about 40 seconds.

**i Note:** The 'Successful' ✓ message appears very quickly. This only indicates the trigger succeeded, it does not indicate the status of the actual reader update. If the trigger was not successful, it probably indicates the device was not reachable.

**i Note:** The **inepro** Spider RFID Reader Update Service GUI can be used to see the actual version of the reader firmware and the loaded configuration.

**i Note:** Once the GUI of the **inepro** Spider RFID Reader Update Service has been closed, the reader information will only be displayed again after (re)opening the GUI **and** one of the following conditions:

- Reboot of the device
- Set update API URL
- Manually update triggered
- Automated update triggered (every 3 hours)

### 3 - Update with Web Interface

This method does not require you to run ineproudateservice.exe.

Be sure to have

- A valid \*.firmware, a \*.digest file if you are going to update the firmware
- A valid \*.readerconfig file (or an \*.advancedreaderconfig file) if you are going to update the configuration.
- The Web Image Monitor (WIM) credentials for your Ricoh machine.

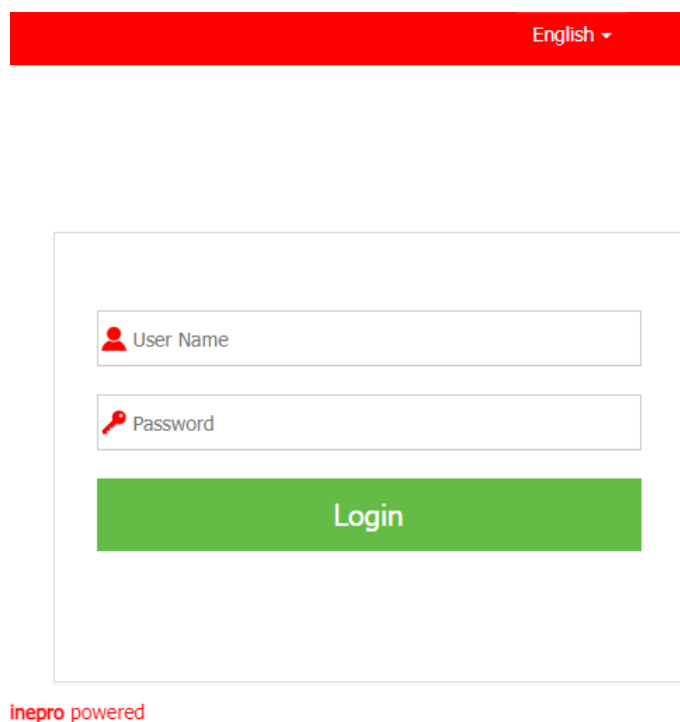
#### Firmware update

1. Navigate to the RFID reader page of the MFP:

The address is as following: <http://<IP ADDRESS>/rws/sop/inepro/cardreader>  
for example:

<http://10.0.0.77/rws/sop/inepro/cardreader>

The following page will be opened:



The web page will show the version of the **inepro** reader plug-in, provides a language selection and a login screen.

The login credentials are equal to the login credentials of the Web Image Monitor (WIM) of the device. By default, the user name is: 'admin' and the password is blank ('').

**i** **Note: Both the user name and password are case-sensitive! So make sure to write 'admin' with a lower case 'a'.**

2. Provide the login credentials and click on **Login**



The next view will display the following information:

### Upload

☐ Card Reader Service Configuration  
☐ Card Reader Firmware  
☒ Card Reader Configuration

Please select '.readerconfig' / '.advancedreaderconfig' file

Reader password

Browse

### Technical Details

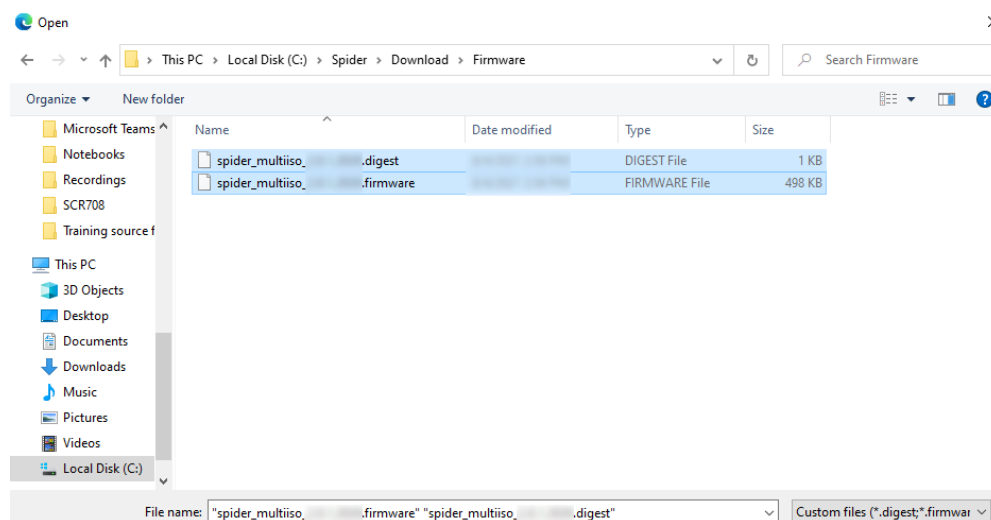
Device Model Name	MP C307
Device Serial Number	
Business Server	10.4.1.24
Card Reader Configuration	CCF49401_OSP
Card Reader Firmware Version	
Card Reader Name	Omni Reader
Card Reader Status	Ready
Encryption Key Used	False
Last Update	Successful

The options to update the firmware or the configuration

The details of the device and the reader.  
There may not be a 'Last Update' section.

**i Note:** If this reader was never updated before, the 'Last Update' section in 'Technical Details' will be omitted.

- To update the card reader firmware, select the Card Reader firmware option and select **browse**.  
Select both the digest and the firmware file and click on **Open**:




Now the selected firmware version will be displayed, and the **Upload** button will appear:


Upload


☐ Card Reader Service Configuration
 ☒ Card Reader Firmware
 ☐ Card Reader Configuration

Card Reader Firmware Version selected to upload: spider\_multitso\_1.0.1.202008

Reader password

 Password


 Browse

 Upload

- Click on **Upload** to update the reader with the selected firmware, during the update a progress bar will be shown.

When the update is finished, the following information will be displayed:

Technical Details

Device Model Name	MP C307
Device Serial Number	XXXXXXXXXX
Card Reader Configuration	Generic V2.0
Card Reader Firmware Version	1.0.1.202008
Card Reader Name	Spider 1.0.1.202008
Card Reader Status	Ready
Encryption Key Used	False
Last Update	 <div> <div>Successful</div> <div>spider_multitso_1.0.1.202008.firmware</div> </div>

**Configuration update**

With the Spider Web interface it is also possible to update the configuration remotely, follow these steps:

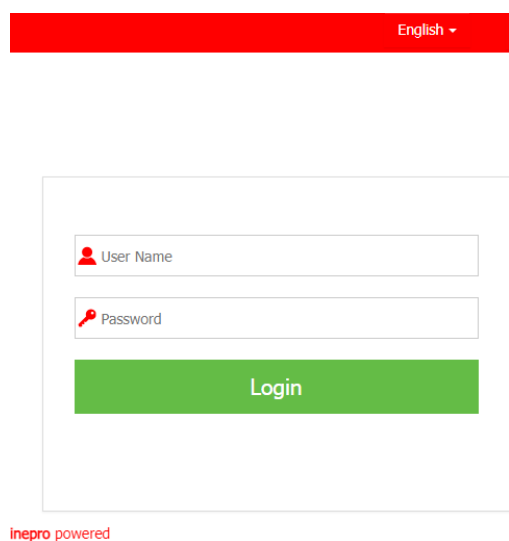
1. Navigate to the RFID reader page of the MFP:

The address format is as following: **http:// <IP ADDRESS> /rws/sop/inepro/cardreader**

**for example:**

<http://10.0.0.77/rws/sop/inepro/cardreader>

The following page will be opened:



**i Note:** The web page will show the version of the **inepro** reader plug-in, provides a language selection and a login screen.

The login credentials are equal to the login credentials of the Web Image Monitor (WIM) of the device. By default, the user name is: 'admin' and the password is blank ('').

**i Note:** Both the username and password are case-sensitive! So make sure to write 'admin' with a lower case 'a'.

2. Provide the login credentials and click on **Login**

3. The next view will display the following information:

### Upload

☐ Card Reader Service Configuration  
☐ Card Reader Firmware  
☒ Card Reader Configuration

Please select '.readerconfig' / '.advancedreaderconfig' file

Reader password

Browse

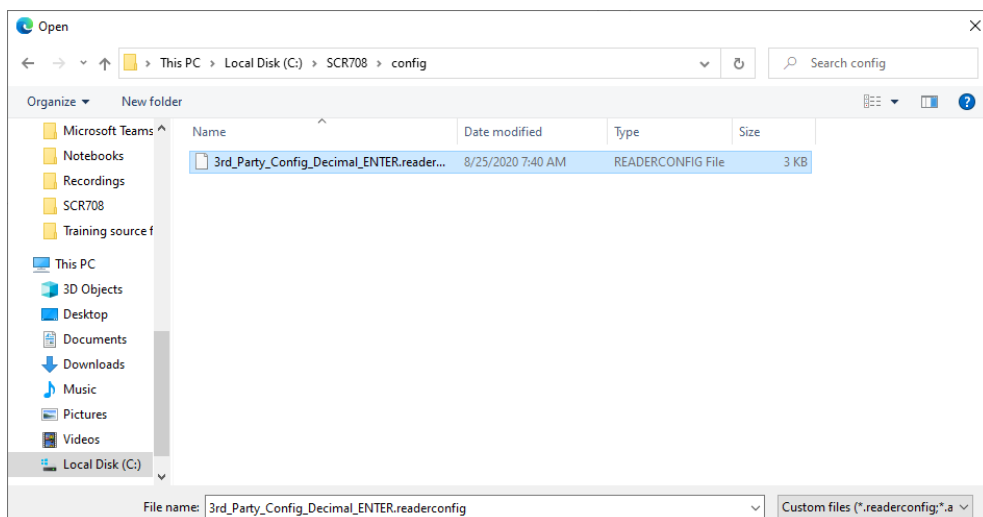
### Technical Details

Device Model Name	MP C307
Device Serial Number	
Business Server	10.4.1.24
Card Reader Configuration	CCF49401_OSP
Card Reader Firmware Version	
Card Reader Name	Omni Reader
Card Reader Status	Ready
Encryption Key Used	False
Last Update	Successful

The options to update the firmware or the configuration

The details of the device and the reader

4. To update the card readers' configuration, select the Card Reader configuration option and select **browse**. Select required configuration file and click on **Open**:




- Now the selected configuration will be visible and the **Upload** button will appear, press **Upload** to start the configuration update for this reader:


Upload


☐ Card Reader Service Configuration  
☐ Card Reader Firmware  
☒ Card Reader Configuration

Card Reader Configuration selected to upload: 3rd\_Party\_Config\_Decimal\_ENTER

Reader password

 Password

 Browse

 Upload

During the update a progress bar will be shown.

When the configuration update is finished, the following information will be displayed:

Technical Details

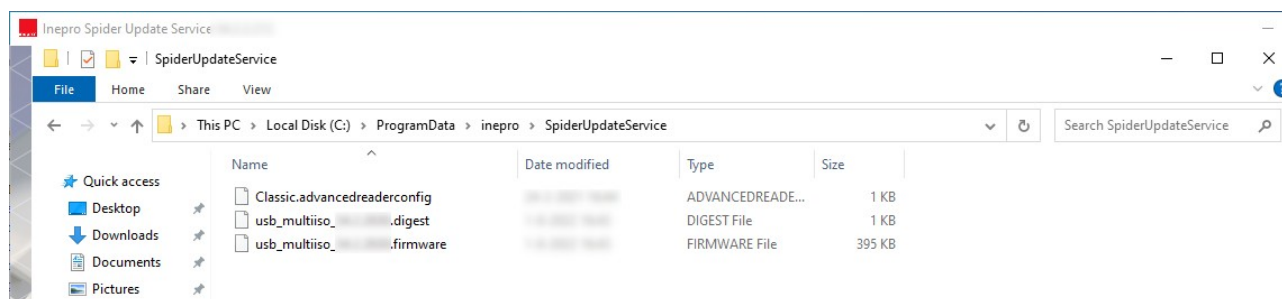
Device Model Name	MP C307
Device Serial Number	
Card Reader Configuration	3rd_Party_Config_Decimal_ENTER
Card Reader Firmware Version	
Card Reader Name	Spider
Card Reader Status	Ready
Encryption Key Used	False
Last Update	<div>  <div> <div>Successful</div> <div>3rd_Party_Config_decimal_ENTER.readerconfig</div> </div> </div>

## Appendix A: Deleting files

### Appendix A: Deleting files

By default all firmware and configuration files are kept and can be selected the next time you need them. When you are sure you will no longer need (some of) these files, you might want to delete these files. If you do...

1. Go to '%ProgramData%\inepro\SpiderUpdateService\', this will resolve by default: 'C:\ProgramData\inepro\SpiderUpdateService\'.



Here all the firmware and configuration files can be found and deleted.

2. Delete the files that you need to delete.

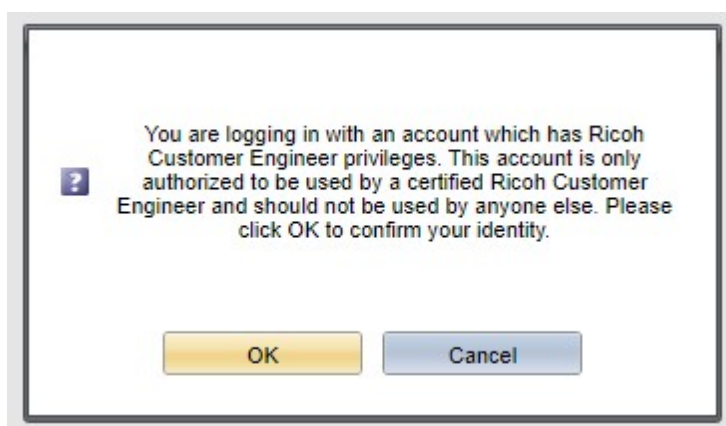
## Appendix B: Inepro Remote Management Tool

### Appendix B – Ricoh Streamline NX required configuration.

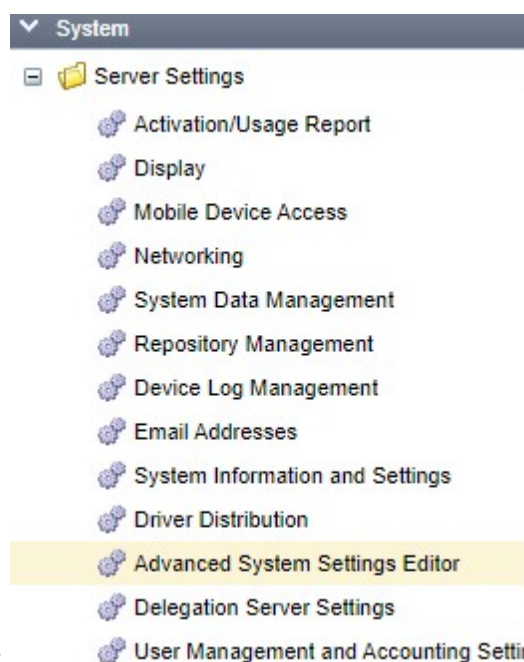
When working with Ricoh Streamline, it is required to correctly configure the card reader in Streamline. If these steps are not correctly followed, the RFID reader will operate normally, but it will not be possible to perform a remote update.

#### How to configure Streamline:

1. Make sure the IneproCardReaderPlugin is deployed to the device previously.
2. Make sure version 3.7 (or higher) of Streamline is installed.
3. Logon to the management webpage of Streamline as an Administrator, including CE (Customer Engineer) privileges. When these privileges are correctly configured, the following message is displayed when login to Streamline:

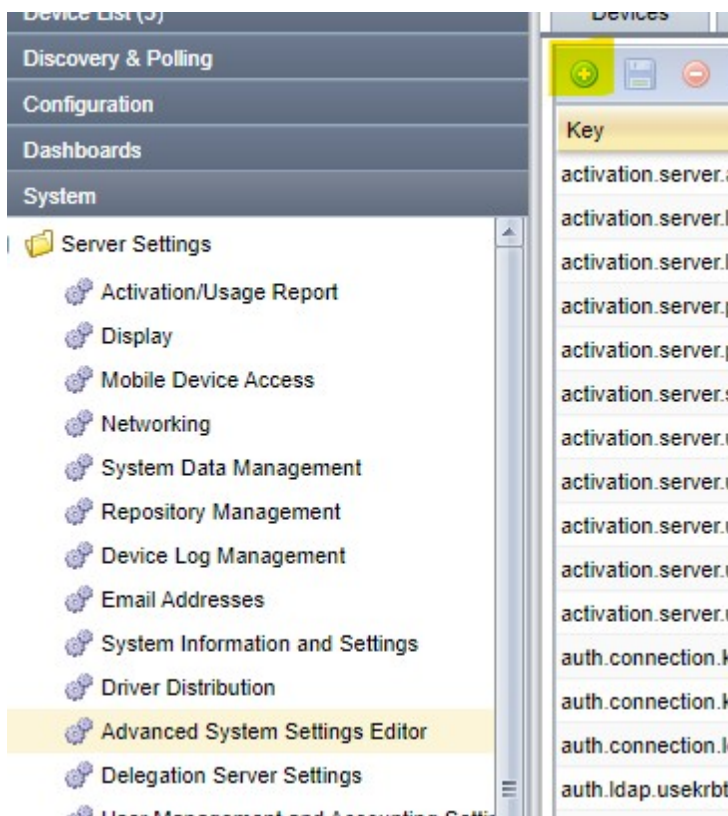


If this message is not displayed, please refer to the Streamline manuals and/or support, to enable the correct configuration.



4. Open the Advanced System Settings Editor (under System):
5. Click on the "+" symbol to add a new key:

## Appendix B: Inepro Remote Management Tool



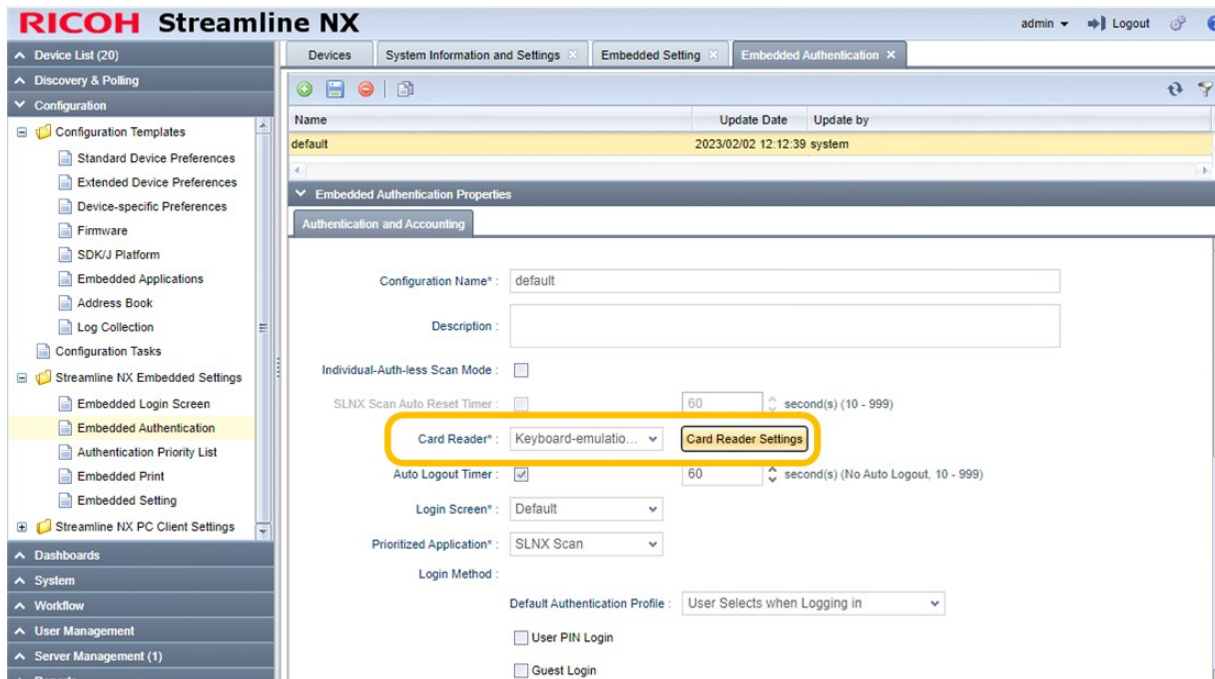
6. Enter the following details:  
 Key: core.ui.embedded.authentication.cisplugin.display  
 Type: Boolean  
 Value: True



7. Store this KEY by clicking on SAVE
8. Log off from the Streamline NX management console
9. Log in again to the Streamline NX management console
10. Open the card reader settings at the Embedded Authentication settings:



## Appendix B: Inepro Remote Management Tool



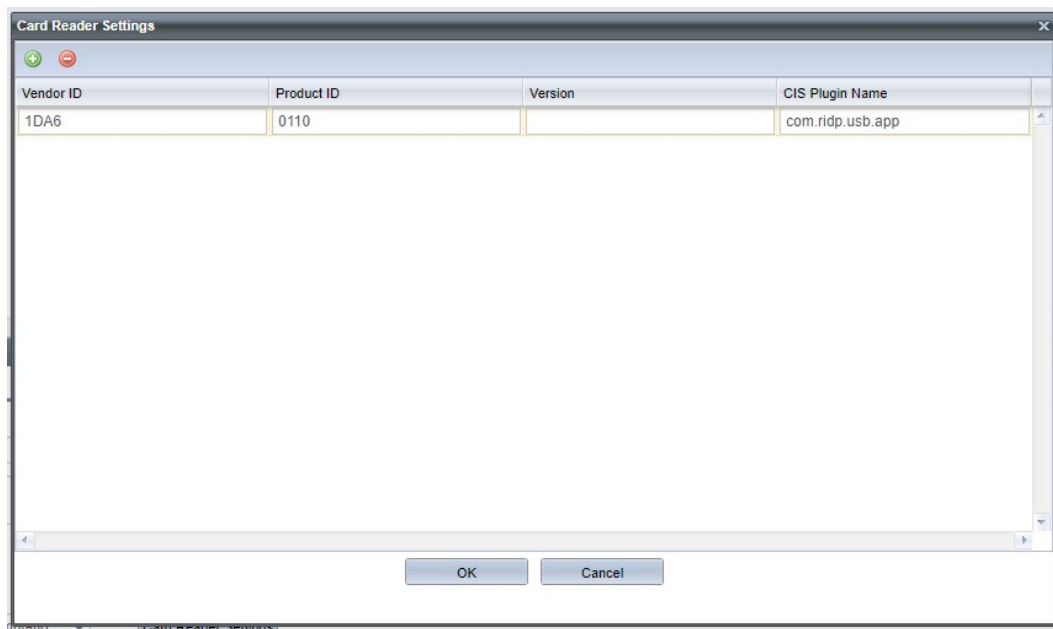
11. Provide the following Card Reader Settings:

Vendor ID: 1DA6

Product ID: 0110

Version: <empty>

CIS Plugging Name: com.ridp.usb.app



Confirm with OK



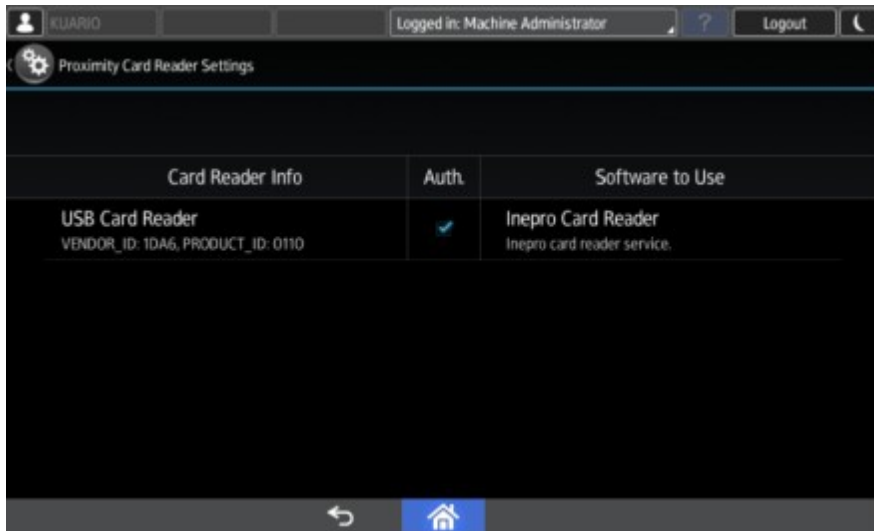
And click on SAVE:

12. Now Install the SLNX embedded client via configuration tasks

## Appendix B: Inepro Remote Management Tool

13. If the Embedded client was previously installed, only a REBOOT or Reinitialize SLNX Embedded is required.

14. Now the card reader is correctly configured on the device and should look like this:



15. The reader is now available for remote updates.

Do not forget to remove the CE (Customer Engineer) privileges are removed from the ADMIN account.