SVF Cloud

SVF Cloud Agent Setup Guide

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The Data Empowerment Company

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About this manual

This manual describes how to install, uninstall, and configure SVF Cloud Agent.

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Notational and typographic conventions

This section describes the notational conventions used in this manual.

Cautions, references, and restrictions

In this manual, cautions, references, and restrictions are shown in separate sections as follows:

CAUTION

When operations cannot be undone, or are difficult to undo, such information is shown in this section.

REFERENCE

Supplementary information on using the product is shown in this section.

RESTRICTION

Restrictions on the product are shown in this section.

Typographic conventions

The following typographic conventions are used in this manual:

Symbol	Example	Description
Bold	Select **Print** from the **File** menu.	Indicates item names and menu names displayed on the product screen. Item names and menu names for the OS and for third party products are displayed the same way.
< >	http://<server_name_or_IP_address>	Indicates a string which depends on the environment, such as a URL or part of a file name. Command arguments are also indicated using these symbols.
[ ]	Select [Total sales] from the list of **Search Conditions**.	Indicates item names, menu names, and other information displayed on the product screen that were created and set by users.

Notes on using this manual

The content of this manual is subject to change without notice.

Trademarks

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Chapter 1. Install

The service for outputting forms from a printer in the client environment with SVF Cloud is called "Direct Print".

To use Direct Print, you need to install SVF Cloud Agent on your client computer. This section describes how to install SVF Cloud Agent.

Note that the administrator must create the installation package and distribute it to clients in advance. For details on creating the installation package, see "Install SVF Cloud Agent on the client PC" in the SVF Cloud Administration Guide.

Contact your system administrator if an error occurs during installation.

About launching SVF Cloud Agent service

There are two options for launching SVF Cloud Agent: "Launch Startup" and "Launch Service".

The differences between the two options are as follows.

- **Launch Startup**
  - Administrator rights are not required at installation.
  - There are no restrictions on printers used for output.
  - Upon logging in to the OS, the task tray app for using SVF Cloud Agent settings and Direct Print is launched automatically.
- **Launch Service**
  - You must install with administrator rights.
  - You cannot output to OS shared printers.
  - Upon launching the OS, the service for using Direct Print (SVF Cloud Agent Service) is launched automatically. The task tray app that configures SVF Cloud Agent must be launched manually.

File composition in the module folder

The file composition in the module folder for installing SVF Cloud Agent is as follows.

```
<Module folder>
  ├────conf folder
  ├────ScaSetupForService.exe
  ├────ScaSetupForStartup.exe
  └────setup.ini
```

The "conf" folder must contain an agent token (secure file).

If it does not contain the agent token, contact your system administrator (the system administrator must create the installation package). For details of the procedure, see "SVF Cloud Administration Guide".

Installation procedure

CAUTION

Installation folder and proxy information might have been configured in advance by the administrator.

If Launch Startup

The procedure for installing SVF Cloud Agent with launch method as "Launch Startup" is as follows:

1. Place the module folder in any folder.
2. Double-click the "ScaSetupForStartup.exe" file in the module folder.
   The **Select Setup Language** screen appears.
3. Select the language to use in setup, and click the **OK** button.
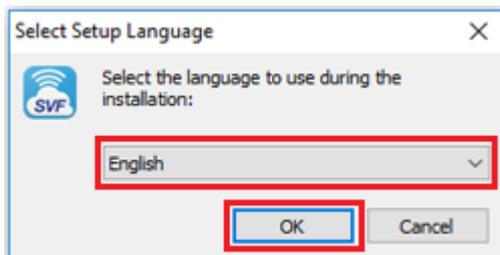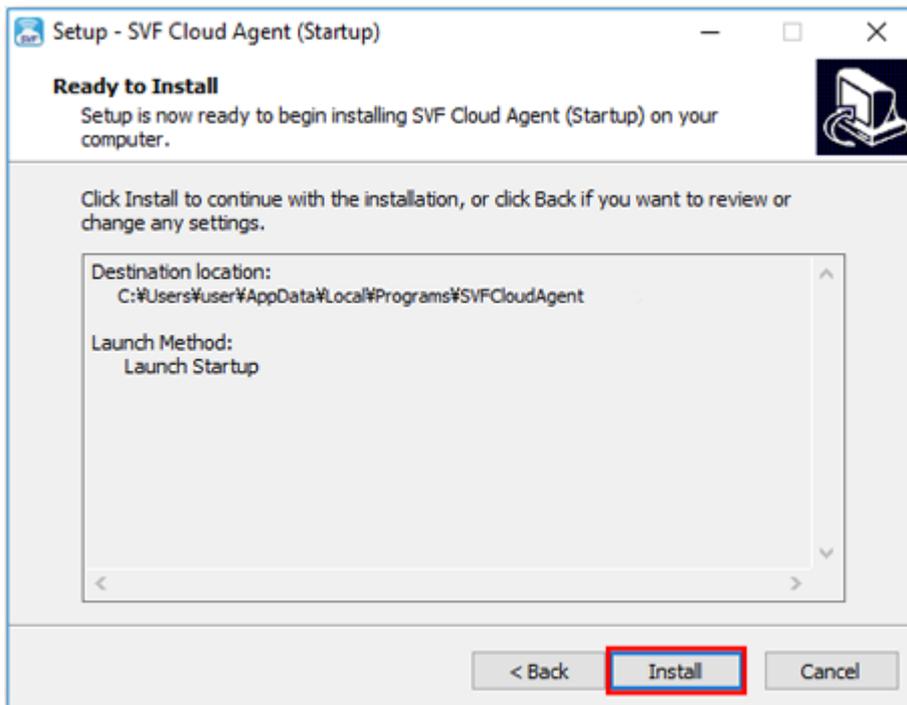

   The Setup - **SVF Cloud Agent (Startup)** screen appears.

4. On the **Select Destination Location** screen, specify a folder for installing SVF Cloud Agent, and click the **Next** button.
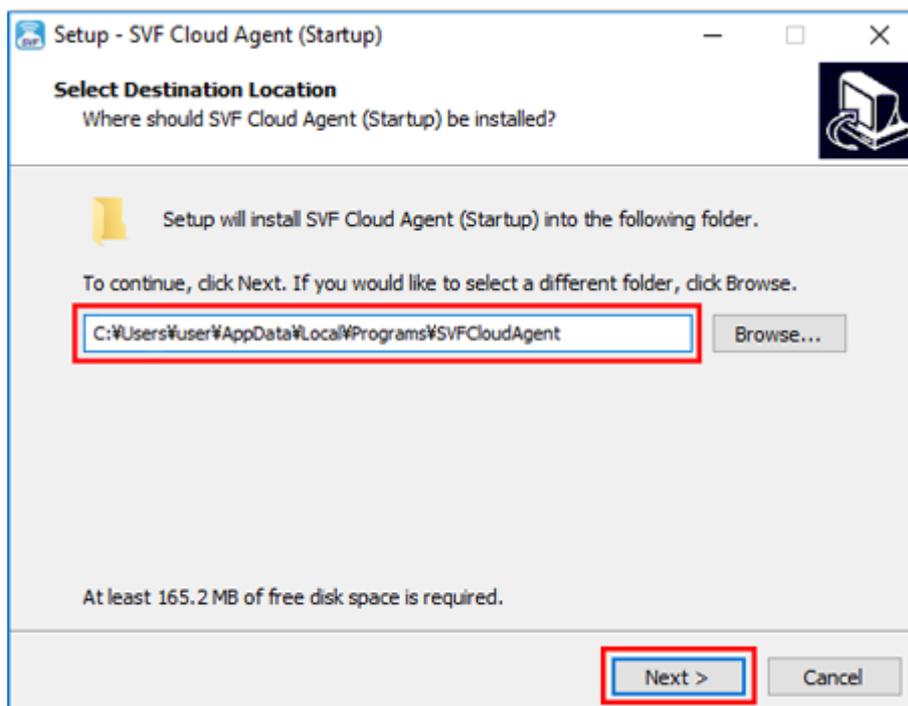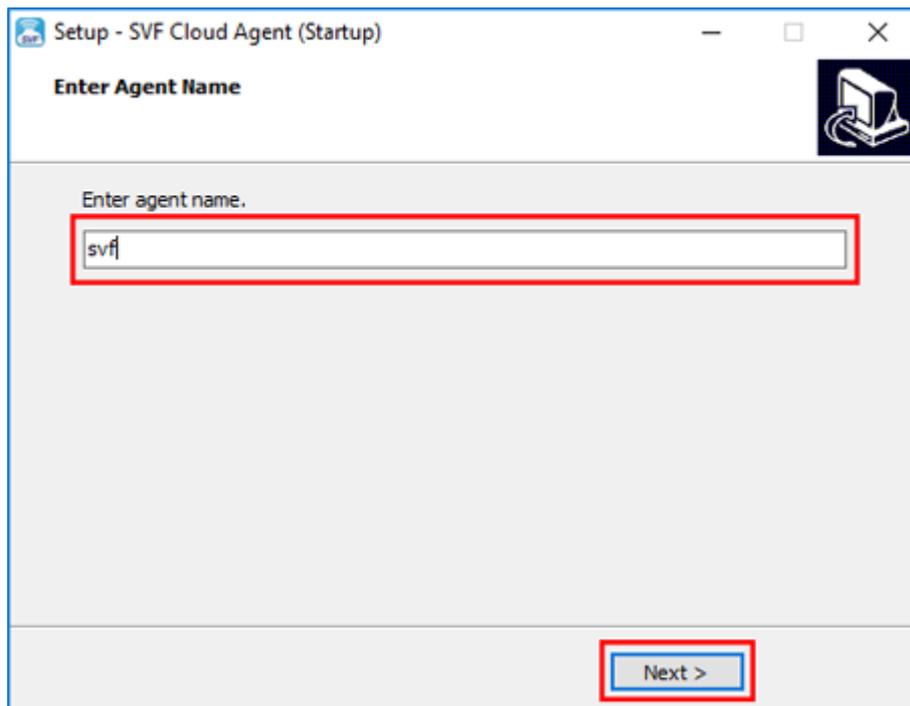
5.   Click the **Install** button.

The installation starts.

Depending on the settings by administrator, the **Enter Proxy Information** screen might appear when installation finishes. In that case, enter the proxy information and click the **Next** button.

6.   The login user name is displayed as the default value for agent name on the **Enter Agent Name** screen. If necessary, change the name to an agent name (max 128 characters) and click the **Next** button.

> **CAUTION**
> - The same agent name cannot be set within the same tenant.
> - The agent name cannot be changed after installation.

The **Completing SVF Cloud Agent (Startup) Setup Wizard** screen appears.

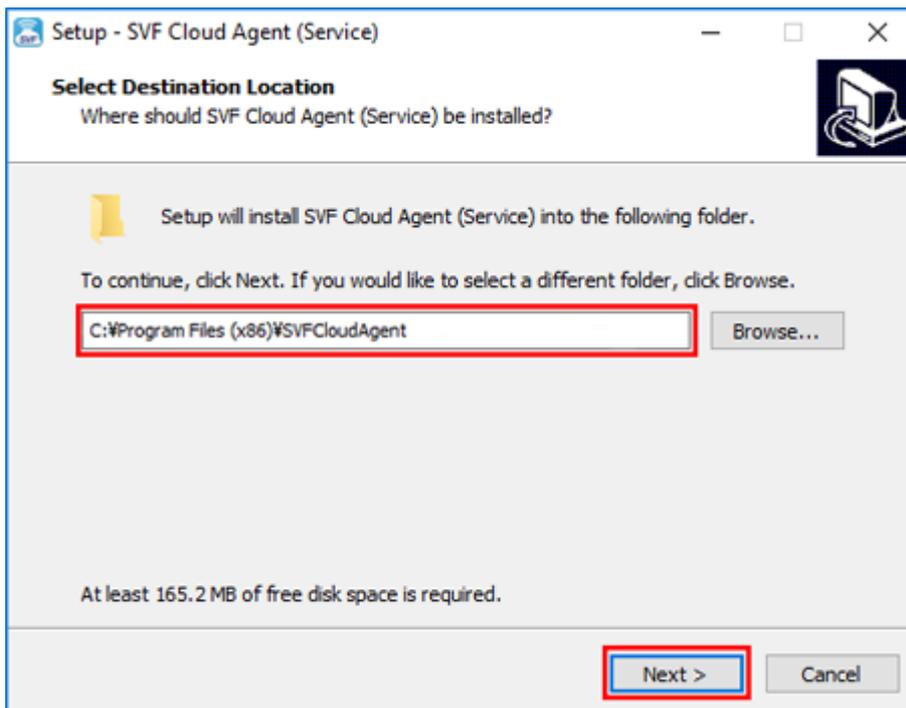7. Click the **Finish** button.

If Launch Service

The procedure for installing SVF Cloud Agent with launch method as "Launch Service" is as follows:

1. Place the module folder in any folder.
2. Double-click the "ScaSetupForService.exe" file in the module folder.
   The **User Account Control** appears.
   For standard users, enter the administrator's **User name** and **Password**.
3. Click the **Yes** button.
   The **Select Setup Language** screen appears.
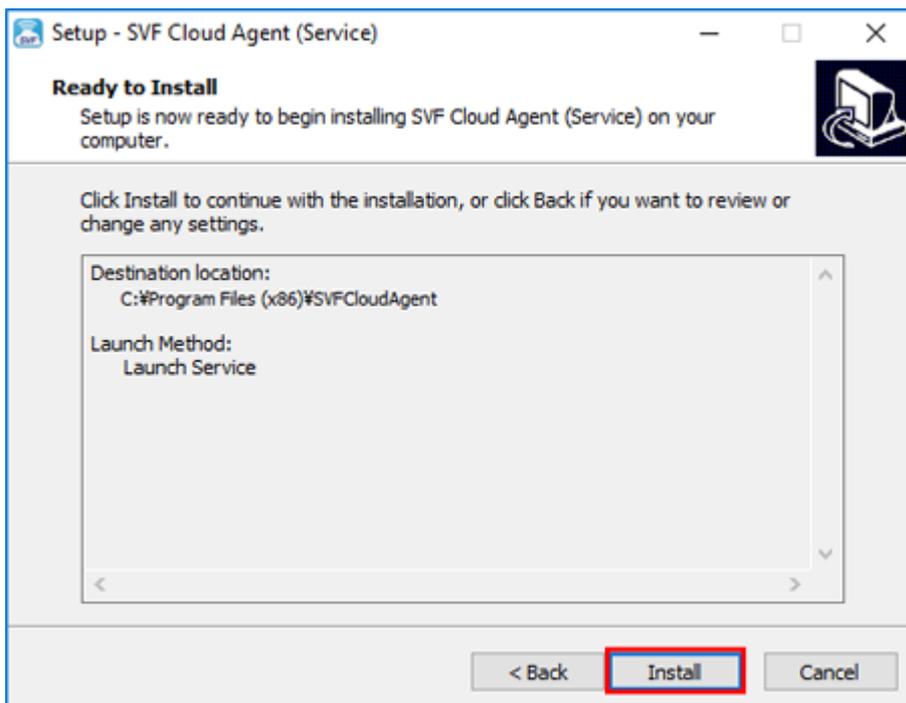4. Select the language to use in setup, and click the **OK** button.
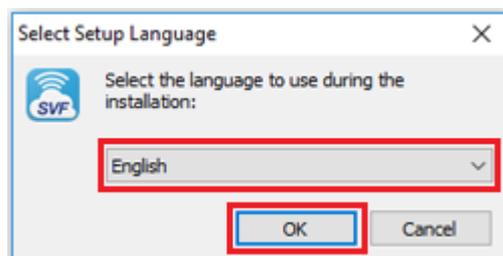
The **Setup - SVF Cloud Agent (Service)** screen appears.

5. On the **Select Destination Location** screen, specify a folder for installing SVF Cloud Agent, and click the **Next** button.

6. Click the **Install** button.

The installation starts.

Depending on the settings by administrator, the **Enter Proxy Information** screen might appear when installation finishes. In that case, enter the proxy information and click the **Next** button.

7. The computer name is displayed as the default value for agent name on the **Enter Agent Name** screen. If necessary, change the name to an agent name (max 128 characters) and click the **Next** button.

> **CAUTION**
> - The same agent name cannot be set within the same tenant.
> - The agent name cannot be changed after installation.
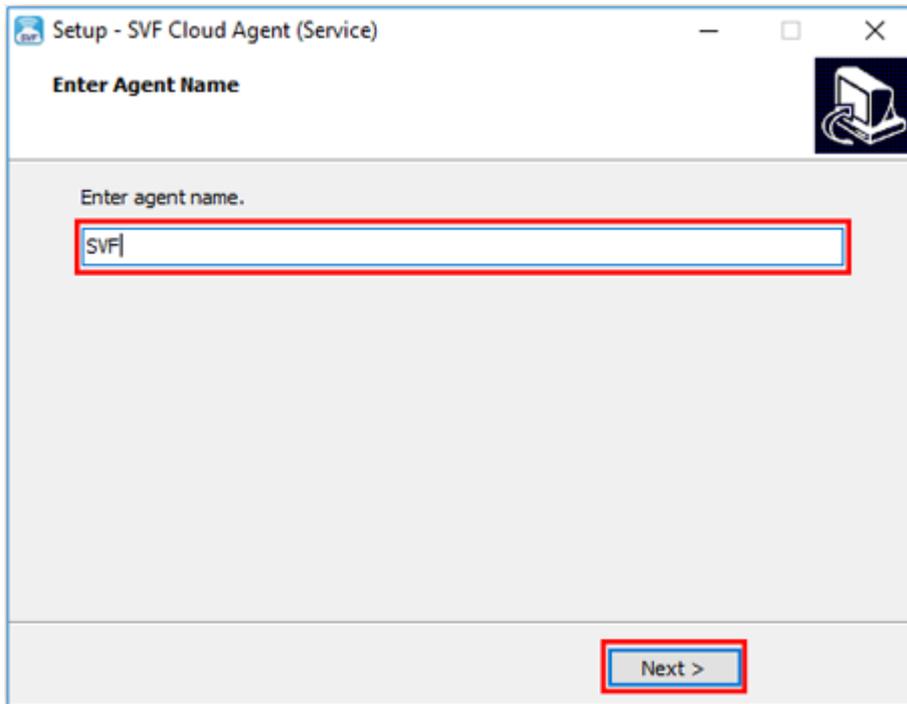
The **Completing SVF Cloud Agent (Service) Setup Wizard** screen appears.

8. Click the **Finish** button.

Chapter 2. Start and stop SVF Cloud Agent

The configuration for SVF Cloud Agent differs depending on the launch method, as described below.

- **If Launch Startup**
  - **Task tray app**

    Launches automatically when you log in to the OS. Set the printers to use in Direct Print. The task tray app must be running when you output data in SVF Cloud.
    For details of how to start the task tray app at your own discretion, see "Start and stop the task tray app (p. 9)".

- **If Launch Service**
  - **SVF Cloud Agent Service**

    Registered as a service at installation, and automatically launched when OS starts.
    For details of how to start the service at your own discretion, see "Start and stop SVF Cloud Agent Service (p. 10)".

  - **Task tray app**

    When you start the task tray app, you can set the printer used for Direct Print. You must launch the service manually.
    For details of how to start the task tray app, see "Start and stop the task tray app (p. 9)".

Start and stop the task tray app

Use the following procedure to start or stop the task tray app:

1. Run SVFCloudAgent from the Windows Start menu.

2. An icon for SVF Cloud Agent is placed in the task tray.
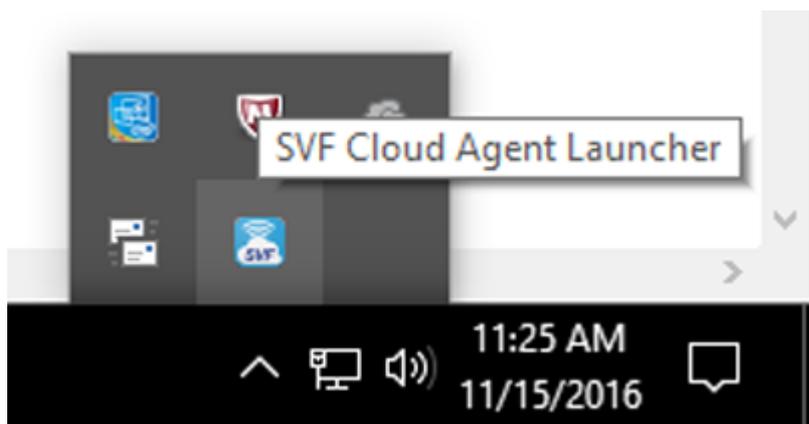
3. Right-clicking the SVF Cloud Agent icon displays the menu.

To exit the app, right-click the SVF Cloud Agent icon and select **Exit** from the menu.
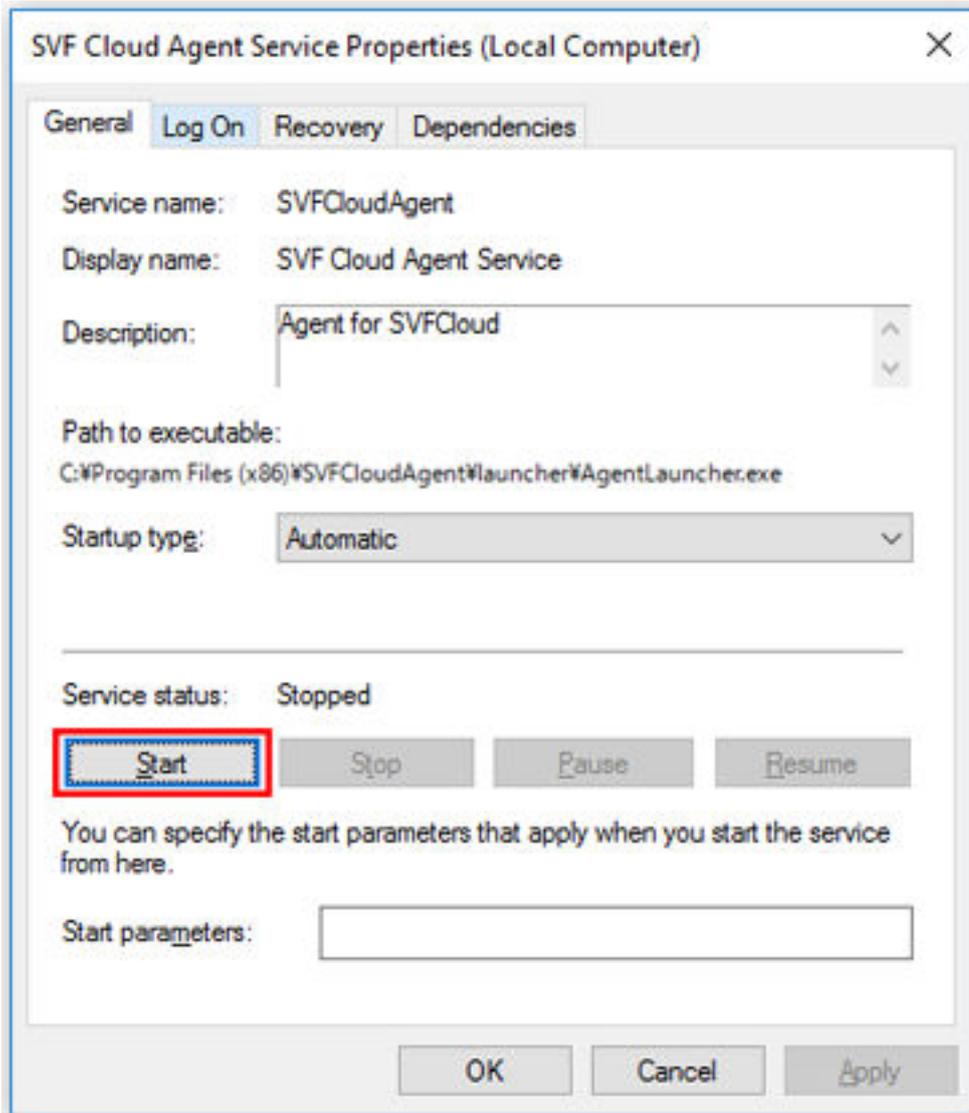
Start and stop SVF Cloud Agent Service

To start or stop SVF Cloud Agent Service at your own discretion, use the **Service** window in Windows.

1. Select **Start** - **Control Panel** - **Administrative Tools** - **Service**.
    The **Service** window appears.
2. Double-click **SVF Cloud Agent Service**.
    The **SVF Cloud Agent Service Properties** screen appears.
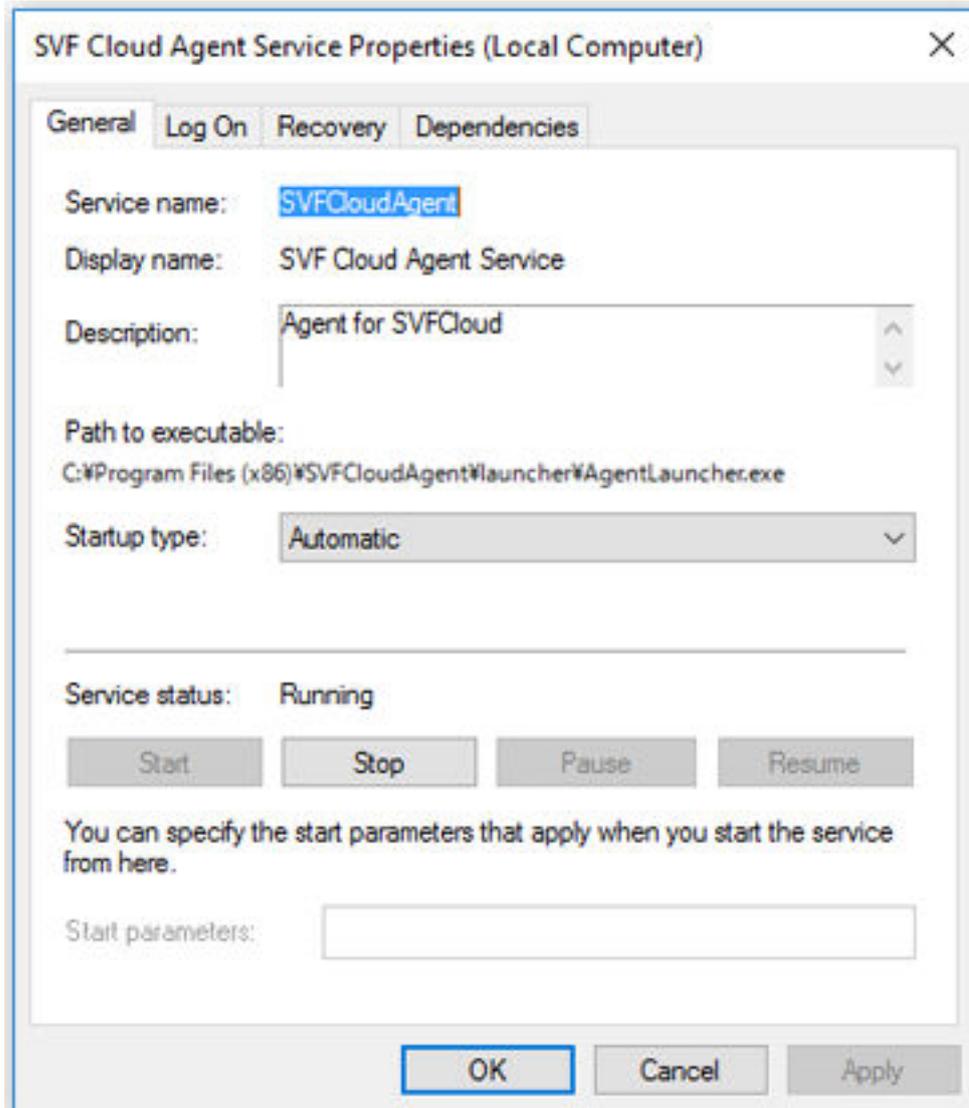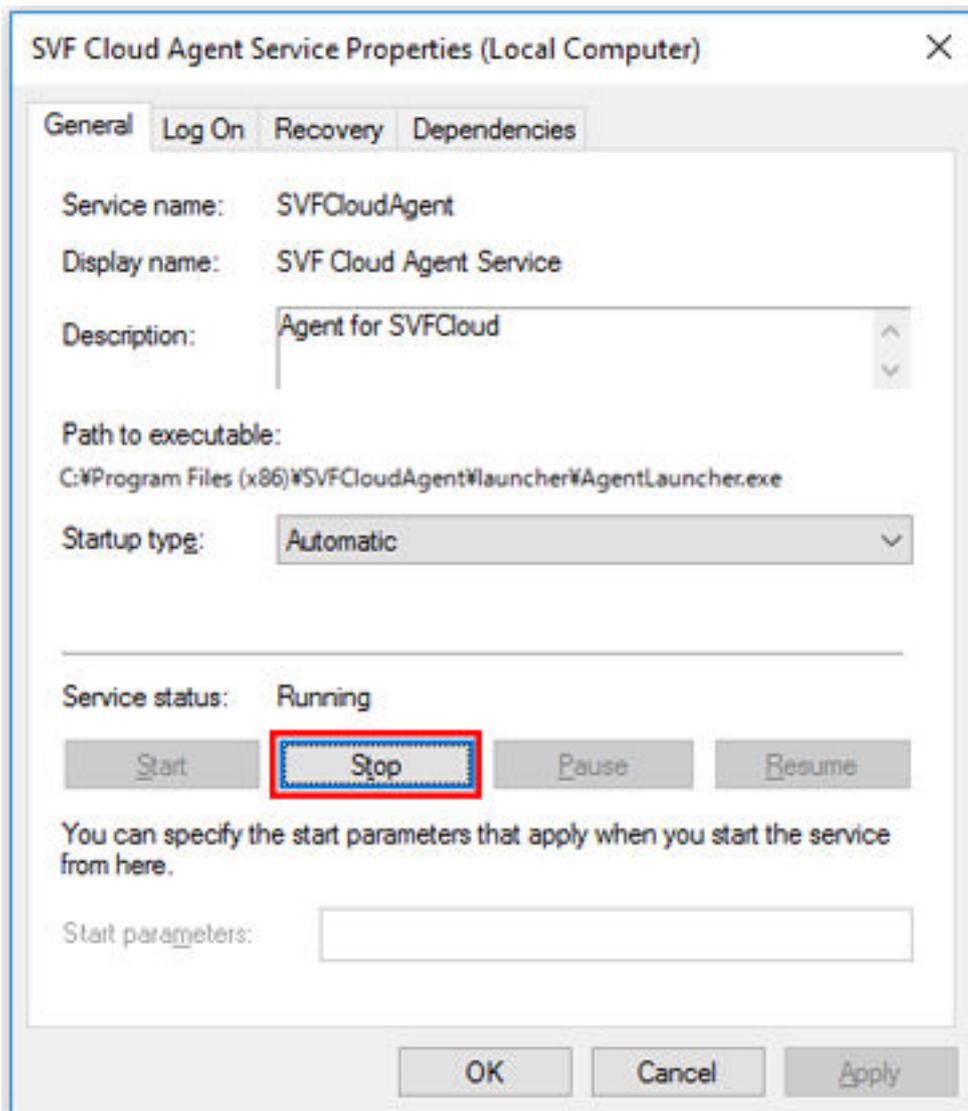
3. Perform the following operations:

- **Start SVF Cloud Agent Service**
  Confirm that the Service status is **Stopped** and then click the **Start** button.

- **Stop SVF Cloud Agent Service**
  Confirm that the Service status is **Running** and then click the **Stop** button.

Chapter 3. Uninstall SVF Cloud Agent

This section describes how to uninstall SVF Cloud Agent.

The uninstallation procedure differs depending on the version of SVF Cloud Agent at the time of installation (not your current version of SVF Cloud Agent.) First, check the version of SVF Cloud Agent, and then proceed with uninstall.

- How to check the installation version (p. 14)
- If version 1.0.9 or later (p. 14)
- If version 1.0.4 to 1.0.8 (p. 15)
- If version 1.0.0 to 1.0.2.1 (p. 15)

How to check the installation version

Use the following procedure to check the installation version.

1. Check "Programs and Features"
   Select **Programs and Features** from Windows **Control Panel**. Is **SVF Cloud Agent** included?
   - **No**
     Proceed to step 2.
   - **Yes**
     The version at installation is 1.0.9 or later. See "If version 1.0.9 or later (p. 14)".
2. Confirm the module folder
   Check whether the "sca_cleanup.exe" file is included in the SVF Cloud Agent module folder.
   - **Included**
     The version at installation is 1.0.4 to 1.0.8. See "If version 1.0.4 to 1.0.8 (p. 15)".
   - **Not included**
     The version at installation is 1.0.0 to 1.0.2.1. See "If version 1.0.0 to 1.0.2.1 (p. 15)".

If version 1.0.9 or later

Uninstall it from Windows control panel.

> **CAUTION**
> The following processes are executed during uninstallation:
>
> - If you installed SVF Cloud Agent with "Launch Service", delete SVF Cloud Agent Service.
> - If you installed SVF Cloud Agent with "Launch Startup", delete "SVFCloudAgent" from the Windows startup folder.
> - The relevant agent information is deleted from the **Agent** screen in SVF Cloud Manager.
> - Stop SVF Cloud Agent from the icon in the task tray.

1. Display **Programs and Features** from the **Control Panel**.

2. Select **SVF Cloud Agent** and click the **Uninstall** button.
   The **Uninstall SVF Cloud Agent** screen appears.

3. Click the **Yes** button.
   The uninstallation starts.

4. When the uninstallation completes, a message screen appears. When you click the **OK** button, the uninstallation is complete.

If version 1.0.4 to 1.0.8

Use the uninstaller found in the module folder for SVF Cloud Agent.

> **CAUTION**
>
> The following processes are executed during uninstallation:
>
> - If you installed SVF Cloud Agent with "Launch Service", delete SVF Cloud Agent Service.
> - If you installed SVF Cloud Agent with "Launch Startup", delete "SVFCloudAgent" from the Windows startup folder.
> - The relevant agent information is deleted from the **Agent** screen in SVF Cloud Manager.
> - Stop SVF Cloud Agent from the icon in the task tray.

1. Go to SVF Cloud Agent module folder.

2. Double-click the "sca_cleanup.exe" file.

3. When the confirmation message appears, select **Yes**.

4. When the completion message appears, uninstallation is complete.

5. Delete the module folder.

> **REFERENCE**
>
> If you installed SVF Cloud Agent with "Launch Service", the "User Account Control" screen appears. Allow changes to the computer by completing the following procedure:
>
> 1. Click the icon for Windows User Account Control that appears on the Windows taskbar.
>
>
>
> 2. The **User Account Control** appears.
>   For standard users, enter the administrator's **User name** and **Password**.
> 3. Click the **Yes** button.

If version 1.0.0 to 1.0.2.1

Use the uninstaller found in the module folder for SVF Cloud Agent.

1. Open the command prompt in administrator mode.

2. Go to the "<Module_Folder>/SVFCloudAgent\launcher" folder.

3. Execute the following command:

```
AgentLauncher.exe /uninstall
```

SVF Cloud Agent Service is deleted.

4. Delete the module folder.
5. This procedure is unnecessary if you installed SVF Cloud Agent with launch method as "Launch Service".
If you installed SVF Cloud Agent with launch method as "Launch Startup", delete "SVFCloud-Agent" from the Windows startup folder.

> **REFERENCE**
> - The location of the startup folder differs depending on the OS.
> - If you installed SVF Cloud Agent with "Launch Service", the "User Account Control" screen appears. Allow changes to the computer by completing the following procedure:
>
>   1. Click the icon for Windows User Account Control that appears on the Windows taskbar.
>
>
>
>   2. The **User Account Control** appears.
>   For standard users, enter the administrator's **User name** and **Password**.
>   3. Click the **Yes** button.

Chapter 4. Configure SVF Cloud Agent

In the task tray app for SVF Cloud Agent, you can configure the printer used in Direct Print. You can also change the proxy server settings after installation.

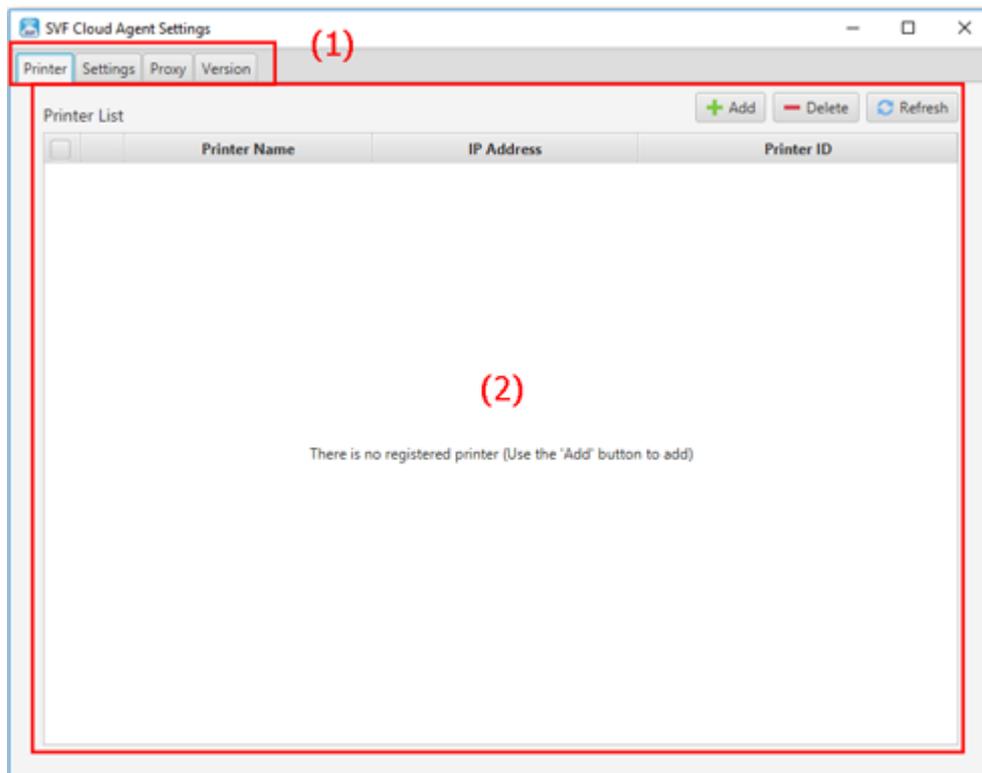## Configure SVF Cloud Agent

Use the following procedure to configure SVF Cloud Agent:

1. Right-click the SVF Cloud Agent icon in the task tray.
    The menu appears.

2. Select **Setup**.
    The **SVF Cloud Agent Settings** screen appears.

Layout of the "SVF Cloud Agent Settings" screen

(1) Tab selection

Click the relevant tab to select the items that you want to configure.

Item	Description
Printer	Register or unregister printers. For details, see "4-1 Configure the printer settings (p. 18)".
Settings	You can check the settings for SVF Cloud Agent.
Proxy	You can check the proxy server settings. You can change the proxy server settings that you configured during installation. For details, see "4-2 Check the proxy server settings (p. 23)".
Version	You can check what version of SVF Cloud Agent is installed.

(2) Detail screen

Displays the details screen for the selected tab.

4-1 Configure the printer settings

Register the **Printer** tab to configure the printer to use in Direct Print.

Printers registered in SVF Cloud Agent are displayed in the registered printer list on the **Printer** screen in SVF Cloud Manager.
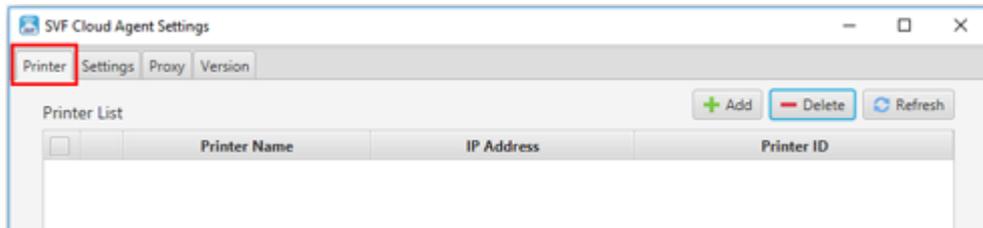
- Register printers (p. 19)

-

Register printers

Use the following procedure to register a printer for use in Direct Print:

1. Select the **Printer** tab on the **SVF Cloud Agent Settings** screen.

2. Click the **Add** button.
    The **Search Printers** screen appears.

3. - **To search for a local printer**
      Click the **Search** button.

    - **To search for a network printer**
      Type the IP address of the printer that you want to search for in **IP Address**, and click the **Search** button.
      If a printer with a matching IP address is found but acquisition of printer information fails, a screen for entering the printer information is displayed.
      All items in the screen are mandatory except for **MAC Address** and **Serial Number**. Either **MAC Address** or **Serial Number** must be entered.
      After entering the printer information, click the **Save** button.

A list of printers found by the search will be displayed.

4. In the list, select the check box for the name of the printer that you want to register and click the **Add to Printer List** button.

The specified printer is added to the printer list on the **Printer** tab on the **SVF Cloud Agent Settings** screen.

Unregister printers

Use the following procedure to unregister a printer:

> **CAUTION**
>
> You cannot unregister a network printer with SVF Cloud Agent. You need to unregister it with SVF Cloud Manager.
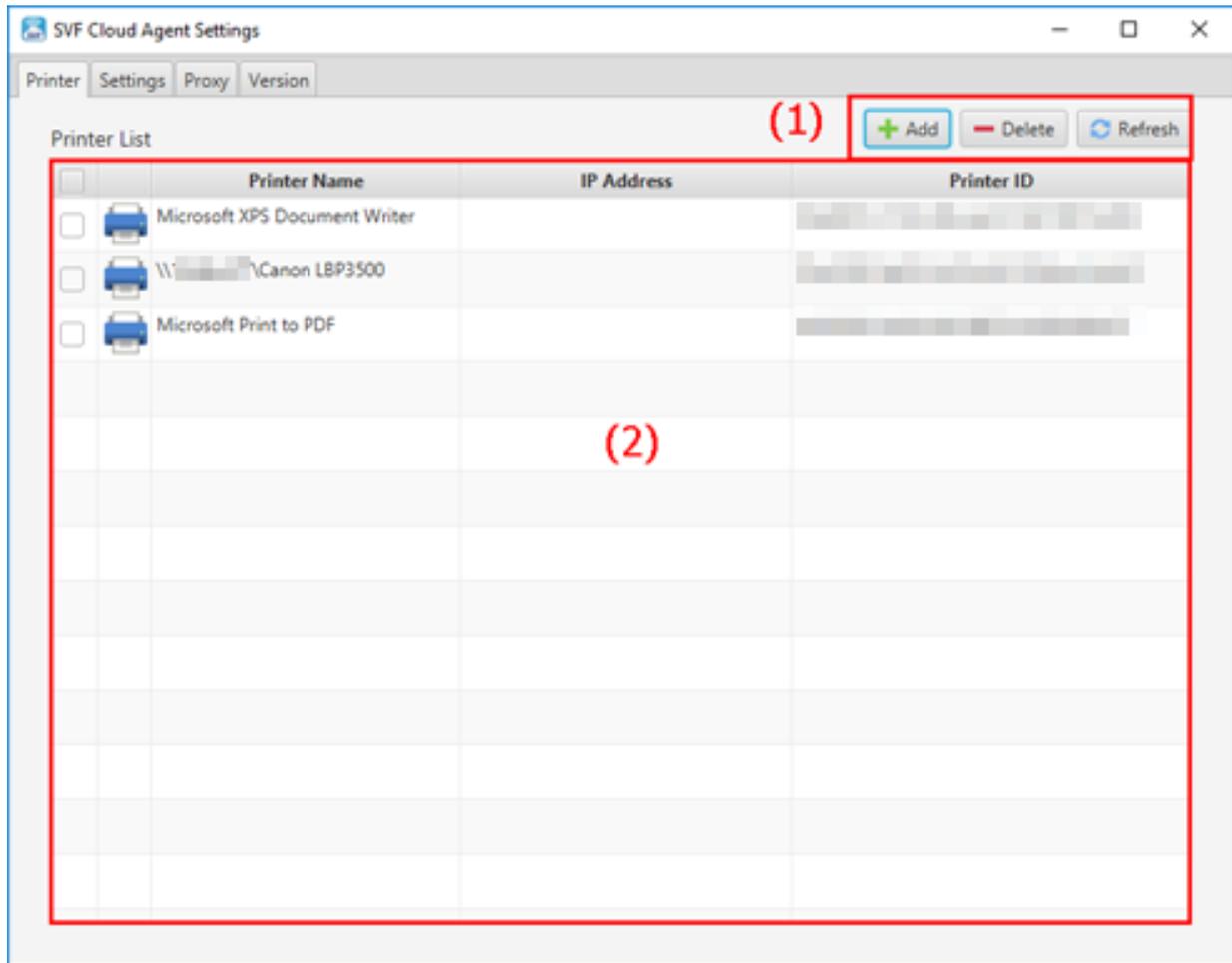>
> For details of SVF Cloud Manager, see "SVF Cloud Administration Guide".

1. Select the **Printer** tab on the **SVF Cloud Agent Settings** screen.

2. In the printer list on the **Printer** tab, select the check box for the relevant printer.
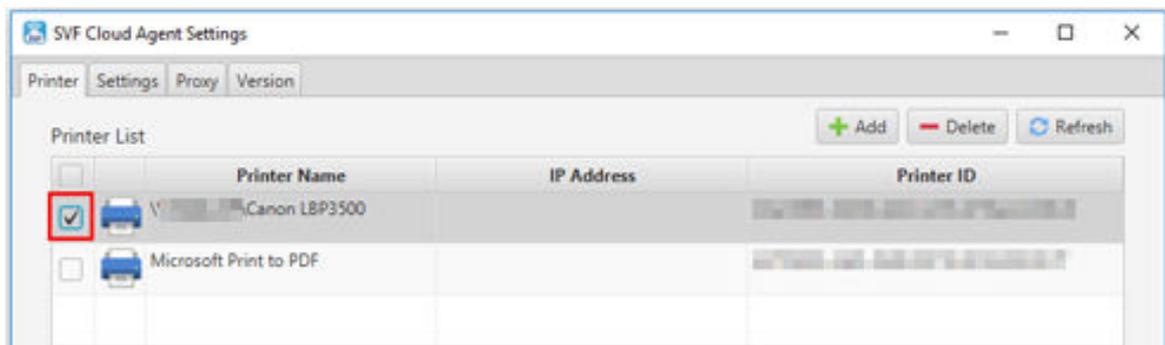
3. Click the **Delete** button.
   The specified printer is deleted from the printer list.

Layout of the "Printer" tab

(1) Operations

This area displays buttons for operations that you can perform on the **Printer** tab.

Item	Description
Add button	Adds printers.
Delete button	Removes printers.
Refresh button	Refreshes information on registered printers.

(2) Printer list

Displays a list of registered printers. Network printers and local printers are distinguished by the icons that appear.

Printer type	Icon	Description
Network printer		Printer connected directly from SVF Cloud Agent by the IP address that you specified.
Local printer		Printer registered on the PC where SVF Cloud Agent is installed.

4-2 Check the proxy server settings

You can check the settings for the proxy server on the **Proxy** tab. You can also change the proxy server settings that you configured during installation.

## Change the proxy server settings

Use the following procedure to change the proxy server settings:

1. Select the **Proxy** tab on the **SVF Cloud Agent Settings** screen.

2. Change the settings.
3. Click the **Save** button.
4. If you installed SVF Cloud Agent with "Launch Service", restart SVF Cloud Agent Service.
   If you installed SVF Cloud Agent with "Launch Startup", restart the task tray app.
   For details of how to restart the service or task tray app, see "Chapter 2. Start and stop SVF Cloud Agent (p. 9)".

Layout of the "Proxy" tab
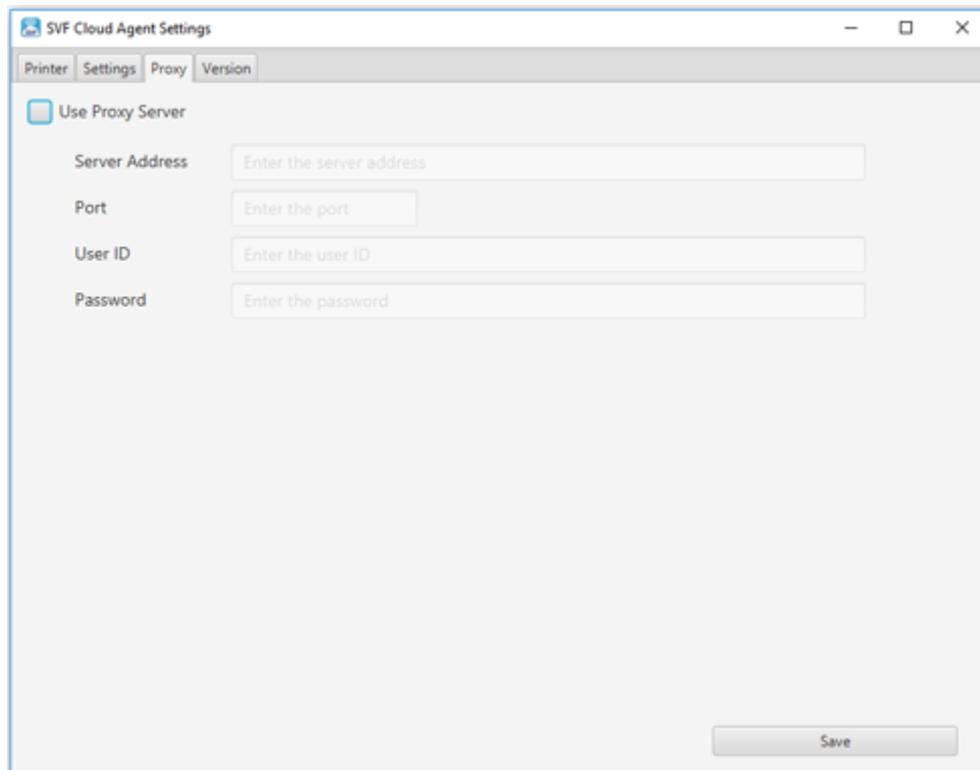
Item	Description
Use Proxy Server	Select this check box to use a proxy server.

Item	Description
Server Address	Type the address of the proxy server.
Port	Type the port number for the proxy server. You can type numeric characters only.
User ID	Type a user ID. This specification is optional.
Password	Type the password. This specification is optional.
Save button	Saves the settings.

Revision history

Date	Section to be changed	Content
2022/6/17	(Entire manual)	Deleted the description regarding MacOS, as SVF Cloud Agent is no longer offered for MacOS.
2020/3/21	Chapter 1. Install (p. 3)	Modified the description to encourage the use of SVF Cloud Manager due to discontinuation of the admin console.
	3-1 Uninstall from Windows	Modified the description to encourage the use of SVF Cloud Manager due to discontinuation of the admin console.
	3-2 Uninstall from Mac	Modified the description to encourage the use of SVF Cloud Manager due to discontinuation of the admin console.
	4-1 Configure the printer settings (p. 18)	Modified the description to encourage the use of SVF Cloud Manager due to discontinuation of the admin console.
2018/12/15	4-1 Configure the printer settings (p. 18)	Added the description of manual registration in case of failure to obtain network printer information.
2017/3/28	1-1 Install in Windows, 1-2 Install in Mac	Added a note on files required for installation.
2017/1/10	Chapter 1. Install (p. 3)	• Moved installation instructions for each OS to "1-1 Install in Windows" and "1-2 Install in Mac". • Added means for handling errors that occur during installation.
2017/1/10	1-1 Install in Windows, 1-2 Install in Mac	Added description of differences in launch methods for SVF Cloud Agent.
2017/1/10	Chapter 2. Start and stop SVF Cloud Agent (p. 9)	• The launch method for Task Tray App in Windows has been changed to the latest version's method. • Revised wording without affecting descriptions.
2017/1/10	Chapter 3. Uninstall SVF Cloud Agent (p. 14)	Moved uninstallation instructions for each OS to "3-1 Uninstall from Windows" and "3-2 Uninstall from Mac".
2017/1/10	3-1 Uninstall from Windows	• The method for checking version has been changed to the method for checking the installation version. • Added a description of the uninstallation procedure for versions 1.0.9 and later.

Date	Section to be changed	Content
2017/1/10	3-2 Uninstall from Mac	• The method for checking version has been changed to the method for checking the installation version. • Revised name of items deleted from login items.
2016/7/1	Chapter 3. Uninstall SVF Cloud Agent (p. 14)	Added a description of the uninstallation procedure for SVF Cloud Agent versions 1.0.0 - 1.0.2.1.
2016/5/18	Chapter 1. Install (p. 3)	Changed the file configuration in the module folder.
2016/5/18	Chapter 3. Uninstall SVF Cloud Agent (p. 14)	Changed the procedure for uninstalling SVF Cloud Agent.