

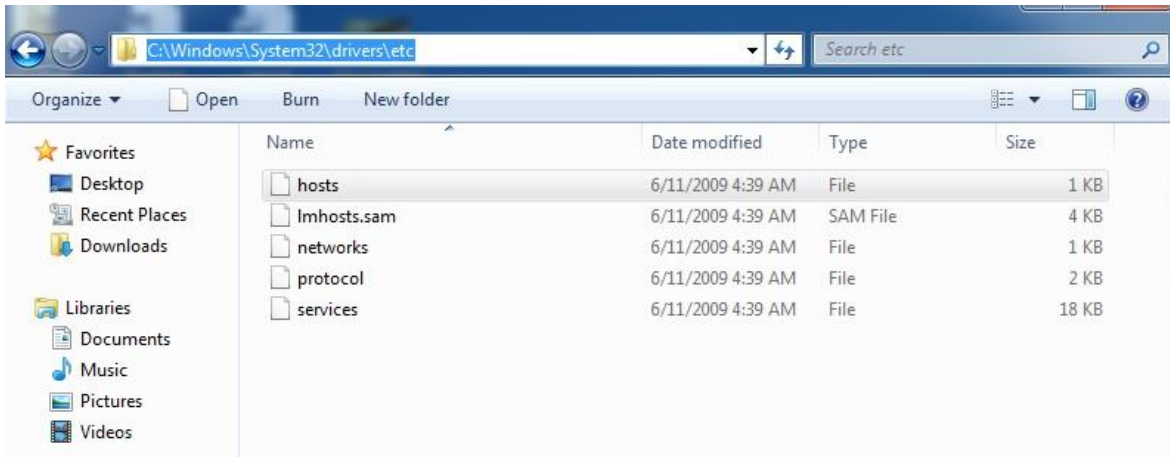
# Troubleshooting Manual

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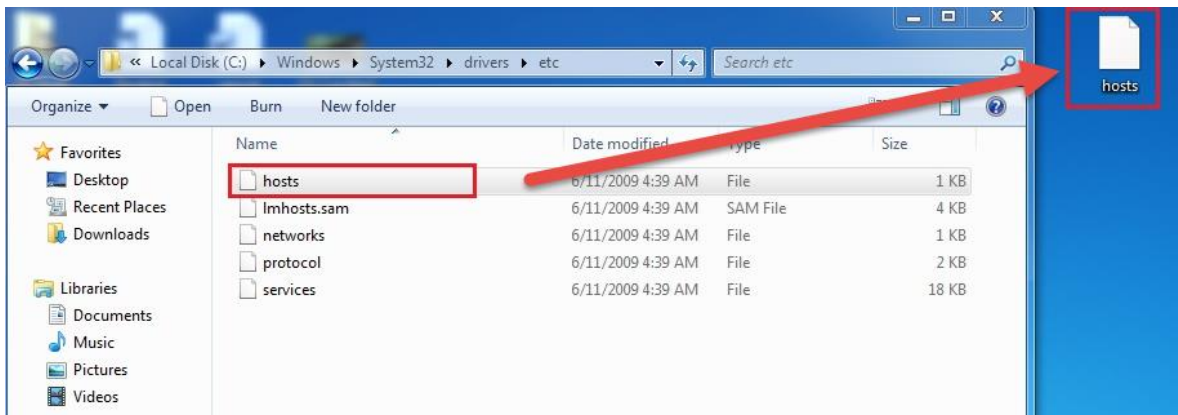
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# Can't connected to \\anywhere

1. Setting host on computer
  - a. Go to C:\windows\system32\drivers\etc



- b. Copy "hosts" and Paste at desktop



- c. Double click at "hosts"(On desktop)
  - d. Type

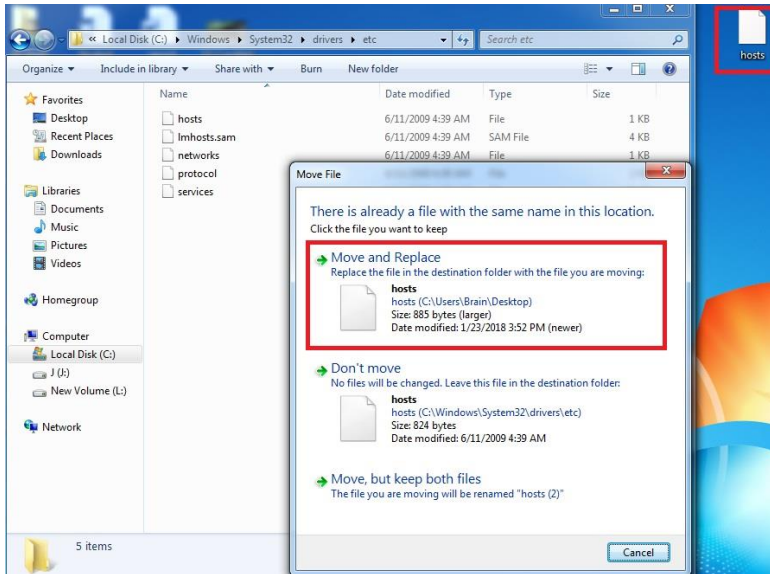
203.159.12.54 anywhere

203.159.12.54 anywhere.ait.asia

```
hosts - Notepad
File Edit Format View Help
# Copyright (c) 1993-2009 Microsoft Corp.
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
# For example:
#       102.54.94.97   rhino.acme.com   # source server
#       38.25.63.10  x.acme.com     # x client host
# localhost name resolution is handled within DNS itself.
# 127.0.0.1          localhost
# ::1               localhost
203.159.12.54  anywhere
203.159.12.54  anywhere.ait.asia
```

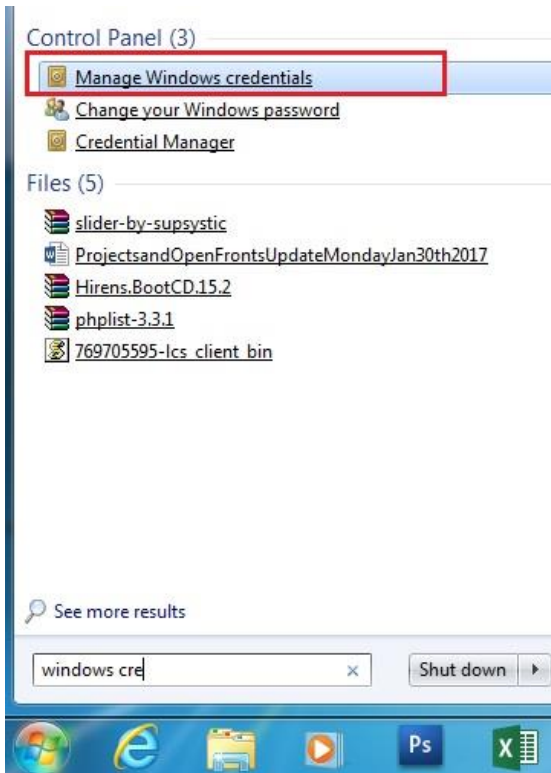
- e. Save it.

- f. Copy "hosts" from desktop to C:\windows\system32\drivers\etc
- g. Select Move and Replace

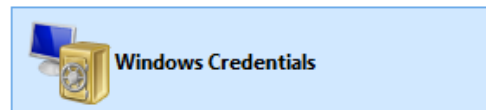


## 2. Setting Manage Windows Credentials

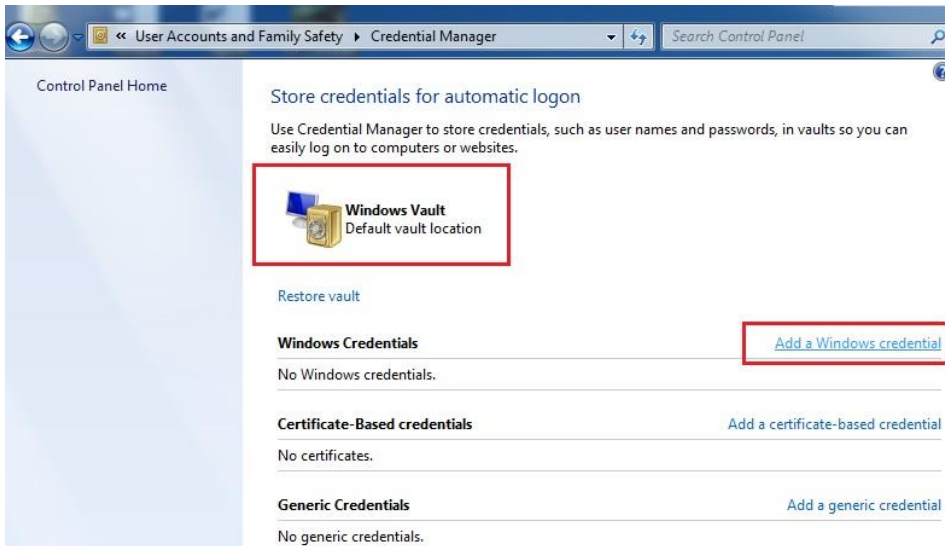
- a. Go to Control panel
- b. Select "Manage Windows Credentials"



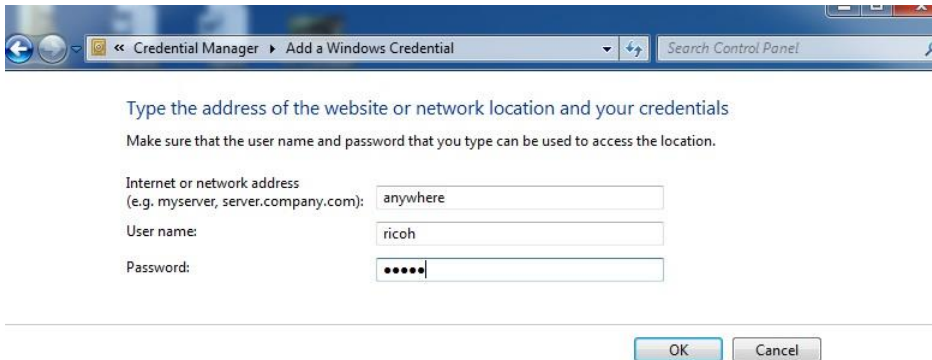
- c. Select Windows Credentials (or Windows Vault ,if you used windows7)



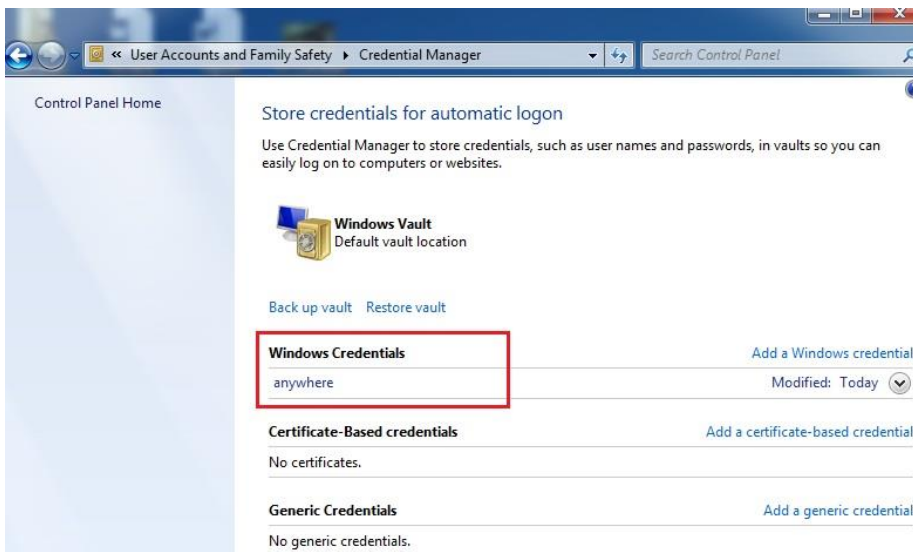
d. Click "Add a Windows credential"



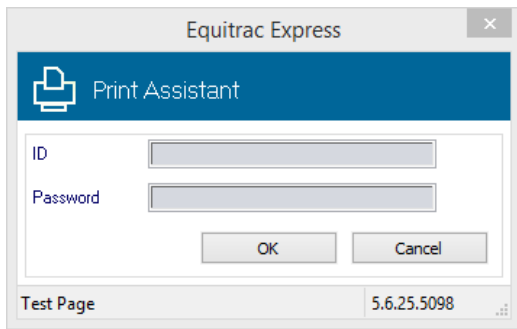
e. Insert  
Internet or network address = anywhere  
Username = ricoh  
Password = ricoh



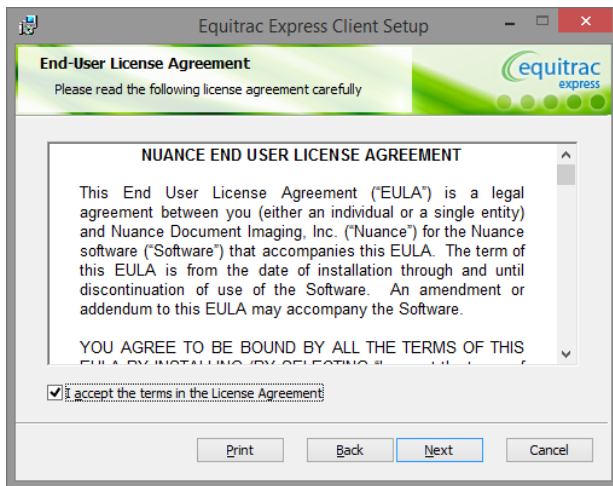
f. Click OK



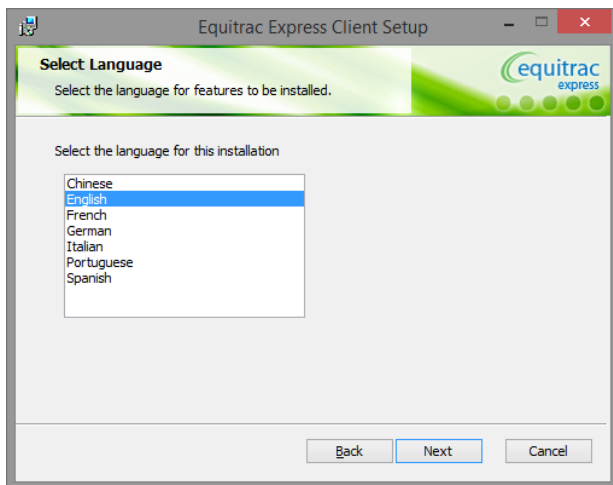
# Didn't show Equitrac PopUp



- 1 Install dotnetfx45\_full\_x86\_x64 from [\\anywhere\InstallPOPOP](#)
- 2 Install Equitrac.Express.Clientx64 (If your windows is 32bits ,install Equitrac.Express.Clientx86)
- 3 Select "I accept the terms in theLicense Agreement" and click "Next"



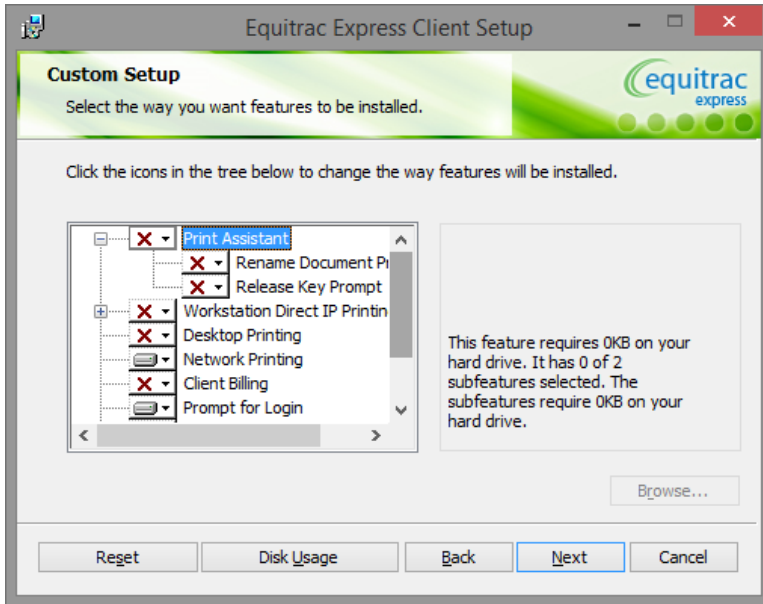
- 4 Click "Next"



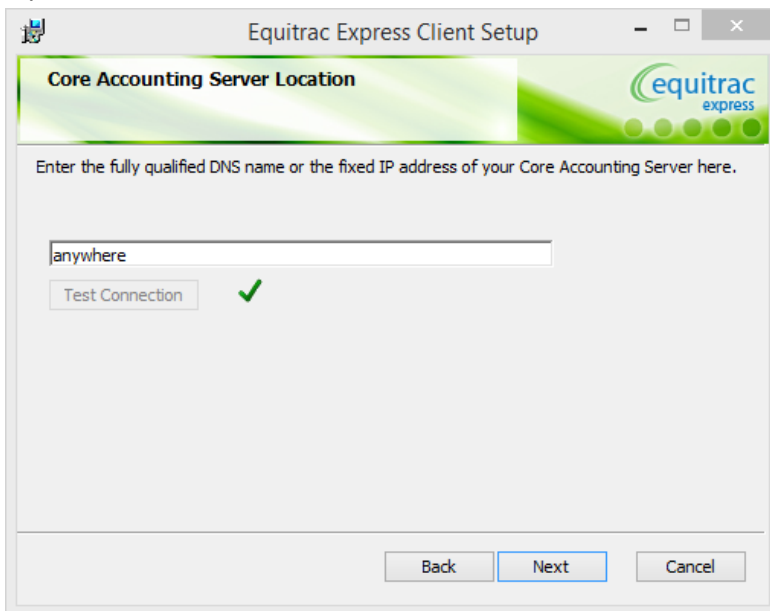
5 Disable all features except only 2 features

Network Printing

Prompt for login

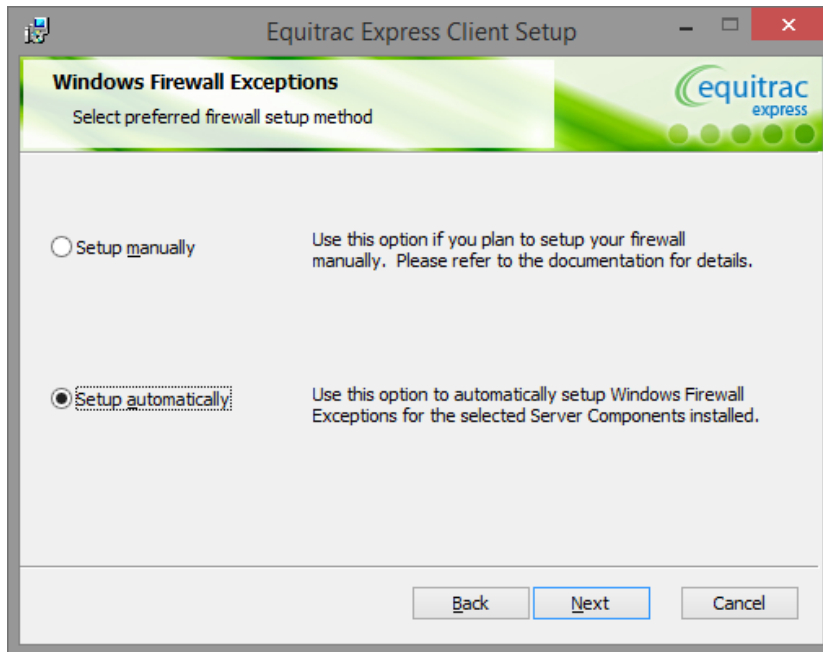


6 Insert "anywhere" and Click "Test Connection"



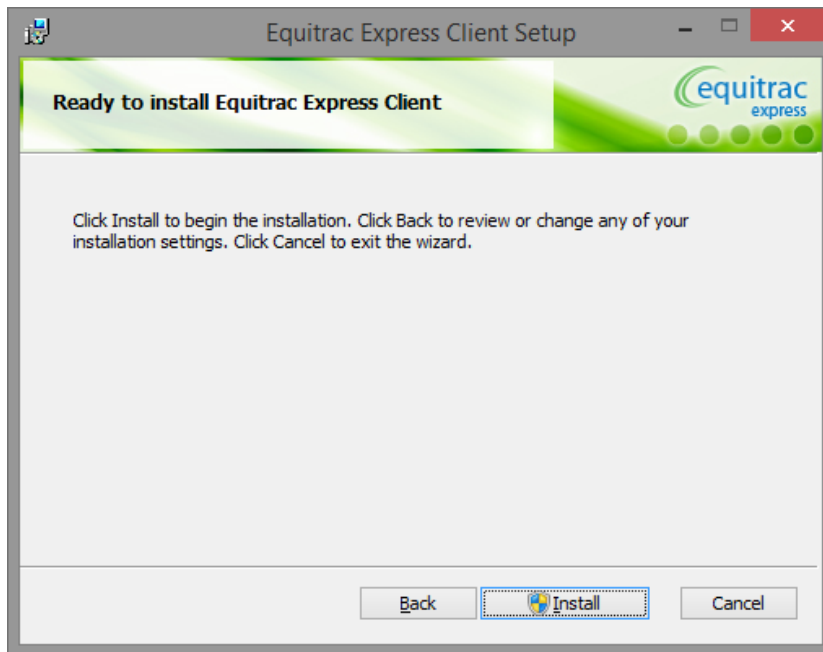
7 Click "Next"

8 Select "Setup Automatically"



9 Click "Next"

10 Click "Install"



11 Finish.