

SYNAPPX™ MANAGE MFP APPLICATION INSTALLATION GUIDE

Installation of Synappx Manage Direct for Selected A4 Models

Installation

1. From browser, navigate to http://<MFP_IP_ADDRESS> e.g., <http://XXX.XX.XXX.XX>
2. From the left side menu, select **Apps**.
3. Expand **Installed Apps** section, select **Install an app**.
4. Select **Browse**, navigate to the FLS file and select **Open** (e.g., SynappxManage-1.0.flx)
5. Select **Install**

The screenshot displays the Synappx Manage web interface. On the left, a sidebar menu includes 'USB Drive', 'Network/Ports', 'Security', 'Reports', 'Address Book', 'Shortcuts', 'Bookmarks', 'Apps' (highlighted with a red box), and 'Site Map'. The main content area shows a 'Web Resource' section with a 'Launch' button. Below this, the 'Installed Apps' section is expanded, revealing an 'Install an app' button (highlighted with a red box). A dialog box is open over this button, showing 'App file to install: No file selected' and a 'Browse' button (highlighted with a red box). The dialog also contains 'Install' and 'Cancel' buttons (both highlighted with red boxes). In the background, the 'Easy Fax' application is visible with a 'State: Running' indicator.

6. Navigate to and expand the **Synappx Manage Direct** application details section and select **Configure**.

Synappx Go - No Login

Synappx Manage Direct

Stop

Configure

View Log

Uninstall

Description	Enables direct communication with Synappx Manage services.
Version	1.0.3
Vendor name	Sharp Corporation
Vendor email	Synappx-support@sharpsec.com
Vendor web site	https://business.sharpusa.com/synappx
License Status	None Required

To enable MFP

Direct Function, select **Enable**.

- For **Server URL** paste URL from Synappx Manage Portal. See section on **Obtaining Server URL from Synappx Admin Portal**.
- Select **Apply** to apply values.

Synappx Manage Direct

Enhanced FSS Settings

Enhanced FSS

Server URL

Enable

https://dev6-cloudrmm-api.sharpb2bcloud.c

Import

Export

Restore Defaults

Reset

Apply

Status

Click Apply to save settings.

Obtaining Server URL from Synappx Admin Portal

- Log in to Synappx Admin Portal. Select Manage (if more than one Synappx app is active).
- Select **Customer** for the device.
- Navigate to **Devices > MFP/Printers**.
- Select **+ (Register Device)**

Synappx Manage

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Dashboard

Devices

MFP/Printers

Displays

Power & Input Schedules

Device Cloning

Storage Backup

Print Drivers

Custom Device Types

Security

Analytics

Monitoring & Management

4

3

1

Groups

Apply Schedule

Remove Schedule

Columns

2

0

0

0

0

1

0

+

-

Sleep

Wake Up

Reboot

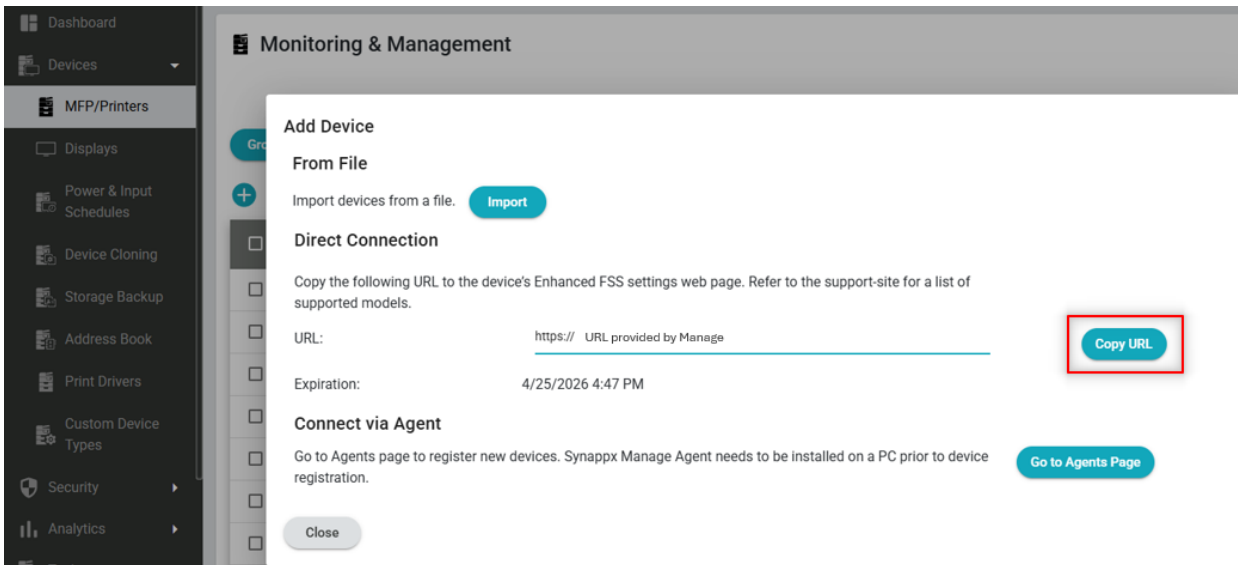
Refresh

	Status	Device Status	Model Name	Serial Number	IP Address	Custom Name	Groups	Error Code/Maintenance Code	Action
☐	✓	Online	SHARP BP60C31	00000746	10.36.107.90	Dummy Device from rest-client		No	⋮
☐	✓	Online	Brother HL-L6300DW series	E75338M5N128671	10.36.102.190	BRN30055CA51A69		N/A	⋮
☐	✓	Online [Auto Power Shut-Off]	SHARP MX-M6071	9504615800	10.36.107.21			No	⋮
☐	!	Toner Low	MXC357F	75290141494NN	172.29.134.45	ET788C77E4D613		No	⋮

Items Per Page: 25

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5. Under **Direct Connection**, select **Copy URL**

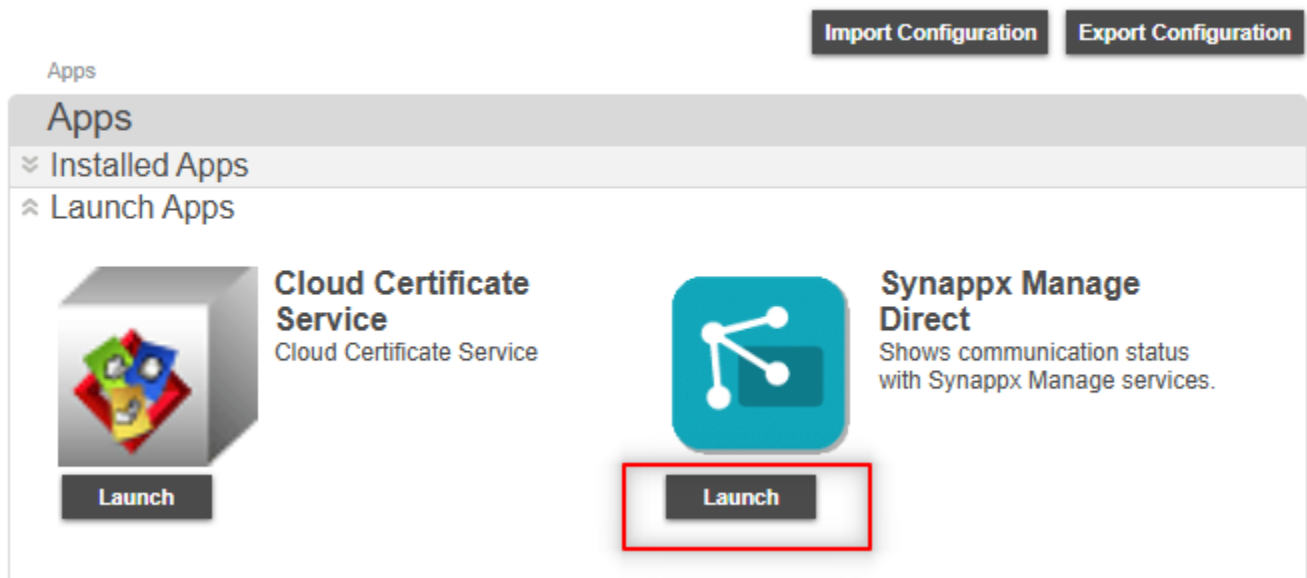


6. The **Direct Connection URL** will be input into the **Configure** section of the Synappx Manage Direct app device embedded web page.

Check Now Operation

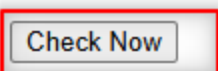
The following steps describe how to perform the Check Now operation.

1. Navigate to **Apps**.
2. Expand **Launch Apps**.
3. Select **Launch** for the **Synappx Manage Direct** application.



4. A new browser tab will be displayed.
5. Select **Check Now** button.

Check Enhanced FSS Connection



6. If successful you will see the following message.

Check Enhanced FSS Connection

Check Now

"Your request was successfully processed."

Proxy Support (Only if Proxy is Used)

There are 2 methods to enable proxy support on Luna 2.

If Method 1 does not work, please try Method 2.

Method 1

1. From the device's Embedded Web Server navigate to **Apps > App Framework Configuration**.
2. Select checkbox for **Use printer's proxy settings**.

Select Option

Status

Settings

Device

Print

Paper

Copy

Fax

E-mail

FTP

USB Drive

Network/Ports

Security

Reports

Address Book

Shortcuts

Bookmarks

Apps

Site Map

Apps

Installed Apps

App Framework Configuration

Framework Version Information

Framework	Version	Status
Embedded Solutions	7.0.0	Enabled
Cloud Solutions	2.3.0	Enabled

Disable

Framework Resource Information

	Total	Used	Free
Memory	32,768 KB	24,775 KB	7,993 KB (24% Free)
Storage	729,632 KB	139,896 KB	589,736 KB (81% Free)

Framework Configuration

Allow Remote Flashing ☒

If selected, flash files containing eSF applications may be sent directly to the printer. Otherwise, they may only be sent via this web interface.

Use printer's proxy settings ☒

When checked, this will use the printer's HTTP proxy and port settings for all embedded application's HTTP and HTTPS proxy and port settings. If not checked, embedded applications will use the proxy settings specified below.

HTTP:

Proxy Server

The IP address of the HTTP proxy server. Leave blank for no HTTP proxy.

Proxy Port

80

The HTTP proxy server port.

HTTPS:

Proxy Server

The IP address of the HTTPS proxy server. Leave blank for no HTTPS proxy.

Proxy Port

80

The HTTPS proxy server port.

Proxy Credentials

Proxy Username

Proxy username. Leave blank if no proxy authentication used.

3. Select **Save** to save changes.
4. Navigate to **Network/Ports > HTTP/FTP Settings**.
5. Input proxy server IP address in **HTTP Proxy IP Address** field.

- Input proxy server port in **HTTP Default IP Port** field.
- If required, input proxy username in **User Name** field.
- If required, input proxy password in **Password** field.

⌵ HTTP/FTP Settings

Proxy

HTTP Proxy IP Address Example: 123.123.123.123

HTTP Default IP Port Example: 80

FTP Proxy IP Address Example: 123.123.123.123

FTP Default IP Port Example: 21

Authentication

User Name

Password

Local Domains Example: ld1.yourcomp.com, ld2.yourcomp.com

- Select **Save** to save changes.

Method 2

- From the device's Embedded Web Server navigate to **Apps > App Framework Configuration**.
- Uncheck **Use printer's proxy settings**.

⌵ App Framework Configuration

Framework Version Information

Framework	Version	Status
Embedded Solutions	7.0.0	Enabled
Cloud Solutions	2.3.0	Enabled Disable

Framework Resource Information

	Total	Used	Free
Memory	32,768 KB	17,957 KB	14,811 KB (45% Free)
Storage	729,632 KB	292,992 KB	436,640 KB (60% Free)

Framework Configuration

Allow Remote Flashing ☒ If selected, flash files containing eSF applications may be sent directly to the printer. Otherwise, they may only be sent via this web interface.

Use printer's proxy settings ☐ When checked, this will use the printer's HTTP proxy and port settings for all embedded application's HTTP and HTTPS proxy and port settings. If not checked, embedded applications will use the proxy settings specified below.

- Input proxy server IP address in **HTTP: Proxy Server** field.
- Input proxy server port in **HTTP: Proxy Port** field.
- If required, input proxy username in **Proxy Username** field.

- If required, input proxy password in **Proxy Password** field.

settings specified below.

HTTP:

Proxy Server The IP address of the HTTP proxy server. Leave blank for no HTTP proxy.

Proxy Port The HTTP proxy server port.

HTTPS:

Proxy Server The IP address of the HTTPS proxy server. Leave blank for no HTTPS proxy.

Proxy Port The HTTPS proxy server port.

Proxy Credentials

Proxy Username Proxy username. Leave blank if no proxy authentication used.

Proxy Password Proxy password. Leave blank if no proxy authentication used.

DNS TTL The number of seconds a DNS name will be cached. Use -1 to cache forever and 0 to disable caching.

Accept Cookies ☒ Allows apps to store and retrieve cookies on this device. Session cookies are always allowed.

Remove All Cookies

Restore Defaults **Save** **Reset**

- Select **Save** to save changes.

Compatibility¹

MFP Models	Printer Models
MX-C607F	MX-C607P
MX-C507F	MX-C507P
MX-C407F	MX-C407P
MX-C557F	MX-C528P
MX-C528F	MX-C428P
MX-C428F	MX-B707P
MX-C358F	MX-B557P
MX-C357F	
MX-B707F	
MX-B557F	
MX-B468F	
MX-B467F	
MX-B428W	
MX-B429W	

¹ Additional multifunction and printer models for the European market are also supported.



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