

RISO FW/FT/GD/GL

RISO Remote Agent (RRA)



RISO UK Ltd
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RISO Remote Agent (RRA) is a free service that will periodically submit meter readings from your RISO device(s), allowing accurate billing as well as facilitating auto-ink ordering. The RRA service is embedded into the RISO device itself; no additional software or services are required on your Servers or Network.

For RISO Remote Agent (RRA) to successfully function, the RISO device(s) will need a route to the RRA server via the internet.

Each RISO device will need the correct DNS, Gateway, Proxy Setting etc. in order to gain access through to the RRA server(s). If the network details have changed recently, please amend these on the RISO device in Admin Menu.

In addition, please check the Firewall / ISP has been configured to allow access to the RRA server(s), the details are:

For RISO X1, FW, FT (Firmware v1.x) & GD series of devices:

- <https://risoremoteagent.com>
- IP address- 202.248.57.80
- PORT 443

Note: The above RRA server uses a self-signed certificate. Please make sure your Firewall has an exception to allow self-signed certificates if required.

For RISO FT (Firmware v2.x or later) & GL series of device:

- <https://rra.risoremoteagent.com>
- IP address - 157.112.105.177
- PORT 443

Some Firewalls may require both the RRA destination URL & the IP Address to be registered.
The source IP address, (RISO device) may also need to be specially allowed though the firewall.

For further technical support or assistance, please email softwaresupport@riso.co.uk

To confirm the RRA connection status of your RISO device(s), please email consumables@riso.co.uk stating your:

- RISO device(s) serial number
- Customer Name
- Postcode