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# InfoPrint ProcessDirector for Windows V2.1

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**Reference number:** AMD #SW1402-5f Final

## ***Brief Summary***

An extensible, configurable output process management system that lets you start small and grow over time, InfoPrint ProcessDirector is modular software that can help you control and manage your transaction output processes. With core capabilities plus optional add-on features, InfoPrint ProcessDirector software enables flexible control of your print and mail production processes. It can streamline operations, improve process integrity, enhance operator productivity, reduce errors and help lower costs. InfoPrint ProcessDirector is also the backbone software of InfoPrint Automated Document Factory solutions: Mailroom Integrity, Postal Optimization and Output Management.

## ***Highlights***

- Automates print management with scalable workflow control functions
- Provides a database-driven process engine with an extensible backbone for process management
- Includes an embedded IBM® DB2® database, Print Services Facility™ (PSF) print driver and a built in AFP™ and PDF viewer
- Enables you to manage document reprints from within your print center, with precision
- Lets you start small and grow as your requirements change

## ***Announcement Details***

### **Announcement Dates**

October 19, 2010

### **Planned Availability Dates**

October 19, 2010

InfoPrint ProcessDirector translations available on November 18, 2010

### **Announcement Countries**

- Argentina
- Australia
- Austria
- Belgium
- Brazil

- Canada
- Chile
- China
- Columbia
- Denmark
- Finland
- France
- Germany
- Great Britain
- Greece
- Hong Kong
- India
- Israel
- Italy
- Japan
- Korea
- Malaysia
- Mexico
- Netherlands
- Norway
- Peru
- Russia
- Singapore
- South Africa
- Spain
- Sweden
- Switzerland
- Taiwan
- Turkey
- US
- Venezuela

## ***Description***

InfoPrint Solutions Company, a Ricoh® company, announces the release of InfoPrint ProcessDirector V2.1 for Windows. With this new version, we continue our expansion of the capabilities of the InfoPrint ProcessDirector backbone workflow software, extending the functionality to Microsoft® Windows platforms. Packaged along with modular features including vendor-neutral inserter management, InfoPrint ProcessDirector is the premier modular, browser-based, workflow software for job and document management and control.

The base functions of InfoPrint ProcessDirector include the ability to:

- Receive files from IBM z/OS® using Download for z/OS or AFP Download Plus, by copying files to a directory defined as a hot folder, or from a command line print request (such as LPR) to the InfoPrint ProcessDirector LPD receiver
- Manage print queues
- Track the production process from receipt of the print file to final delivery
- Use a file viewer to find the pages of AFP and PDF jobs that need to be reprinted
- Interact with other programs, such as:
  - Third-party applications
  - User-written applications

## New platforms

InfoPrint ProcessDirector will now be supported on the Microsoft Windows platforms:

- Windows 2003 Server, 64-bit
- Windows 2008 Server, 64-bit

Latest service pack is required for each operating system.

## New Command Center feature

The Command Center feature can simplify complex environments and multiple sites to provide a combined view of all jobs and printers across multiple InfoPrint ProcessDirector primary servers for maximum productivity. Identify bottlenecks and move work from one site to another to help better manage deadlines and asset utilization.

## Updated database

InfoPrint ProcessDirector includes embedded IBM® DB2® Enterprise Server Edition 9.7 for use by InfoPrint ProcessDirector program only.

## Product Numbers

Item Number	Description
	<b>Optional Features</b>
5765-H28-0019	FC 0019 - AFP Editor [0019/C0QM/U7TCC1]
5765-H28-0016	FC 0016 - AFP Indexer [0016/C0QJ/U7TDC1]
5765-H28-0014	FC 0014 - Command Center [0014/C0QG/U7TEC1]
5765-H28-0022	FC 0022 - Designer [0022/C0QQ/U7TFC1]
5765-H28-0017	FC 0017 - InfoPrint AFP to PDF [0017/C0QK/U7THC1]
5765-H28-0043	FC 0043 - InfoPrint PCL to AFP [0043/C0RR/U7TJC1]
5765-H28-0029	FC 0029 - InfoPrint SAP to AFP [0029/C0RB/U7TKC1]
5765-H28-0031	FC 0031 - IP Postscript/PDF to AFP [0031/C0RD/U7TLC1]
5765-H28-0001	FC 0001 - IP ProcessDirector for Win [0001/C0PP/U7TMC1]
5765-H28-0061	FC 0061 - Reports [0061/C1FG/U7VJC1]
5765-H28-0032	FC 0032 - Secondary Server Support [0032/C0RE/U7T4C1]
5765-H28-0018	FC 0018 - Secondary Server Upgrade [0018/C0QL/U7T5C1]

5765-H28-0042	FC 0042 - Service Level Agreements [0042/C0RQ/U7T6C1]
5765-H28-0028	FC 0028 - Whitespace Manager [0028/C0RA/U7T8C1]
5765-H28-0100	FC 0100 - Inserter Level I
5765-H28-0101	FC 0101 - Inserter Level II
5765-H28-0102	FC 0102 - Mailroom integrity level I
5765-H28-0103	FC 0103 - Mailroom integrity level II
5765-H28-0104	FC 0104 - Manufacturing Optimization
	<b>Printer Attachments</b>
5765-H28-0009	FC 0009 - Lo-speed Print Engine Attach [0009/C0QB/U7TNC1]
5765-H28-0036	FC 0036 - Med-speed Prt Engine Attach [0036/C0RJ/U7TPC1]
5765-H28-0055	FC 0055 - Hi-speed Print Engine Attach [0055/C0TH/U7TGC1]
5765-H28-0060	FC 0060 - Ultra High Speed Attachment [0060/C0WP/U7T7C1]
5765-H28-0046	FC 0046 - Group of 25 Workgroup Printer Attachment [0046/C0RV/A7T9R0]
5765-H28-0047	FC 0047 - Group of 50 Workgroup Printer Attachment [0047/C0RW/A7UGR0]
5765-H28-0048	FC 0048 - Group of 100 Workgroup Printer Attachment [0048/C0TA/A7UHR0]
5765-H28-0049	FC 0049 - Group of 200 Workgroup Printer Attachment [0049/C0TB/A7UJR0]
	<b>InfoPrint Manager Upgrade Features</b>
5765-H28-0003	FC 0003 - IP ProcessDirector for Win [0003/C0PR/XZC4C1] Upgrade from 5639-N49 FC: 0414/D0RH/U2NVC1
5765-H28-0004	FC 0004 - IP ProcessDirector for Win [0004/C0PT/XZC5C1] Upgrade from 5648-F35 FC: 0001/D7TM/U5AGC1
5765-H28-0005	FC 0005 - IP ProcessDirector for Win [0005/C0PU/XZC6C1] Upgrade from 5648-F36 FC: 0001/D7UF/U5AXC1
5765-H28-0002	FC 0002 - IP ProcessDirector for Win [0002/C0PQ/XZC7C1] Upgrade from 5765-F68 FC: 0001/B6VD/U4FEC1
5765-H28-0008	FC 0008 - Lo-speed Print Engine Attach [0008/C0QA/XZC8C1] Upgrade from 5639-N49 FC: 0416/D0RK/U2NWC1
5765-H28-0010	FC 0010 - Lo-speed Print Engine Attach [0010/C0QC/XZC9C1] Upgrade from 5648-F35 FC: 0002/D7TN/U5AHC1
5765-H28-0011	FC 0011 - Lo-speed Print Engine Attach [0011/C0QD/XZD0C1] Upgrade from 5648-F36 FC: 0002/D7UG/U5AYC1
5765-H28-0007	FC 0007 - Lo-speed Print Engine Attach [0007/C0PW/XZD1C1] Upgrade from 5765-F68 FC: 0008/B6VL/U4FGC1
5765-H28-0039	FC 0039 - Med-speed Prt Engine Attach [0039/C0RM/XZD4C1] Upgrade from 5648-F36 FC: 0003/D0RP/U2NXC1
5765-H28-0037	FC 0037 - Med-speed Prt Engine Attach [0037/C0RK/XZD2C1] Upgrade from 5639-N49 FC: 0420/D7TP/U5AJC1
5765-H28-0038	FC 0038 - Med-speed Prt Engine Attach [0038/C0RL/XZD3C1] Upgrade from 5648-F35 FC: 0003/D7UH/U5AZC1
5765-H28-0035	FC 0035 - Med-speed Prt Engine Attach [0035/C0RN/XZD5C1] Upgrade from 5765-F68 FC: 0009/B6VM/U4FHC1
5765-H28-0054	FC 0054 - Hi-speed Print Engine Attach [0054/C0TG/XZC0C1] Upgrade from 5639-N49 FC: 0421/D0RQ/U2NYC1
5765-H28-0058	FC 0058 - Hi-speed Print Engine Attach [0058/C0TL/XZC2C1] Upgrade from 5648-F36 FC: 0004/D7TQ/U5AKC1
5765-H28-0057	FC 0057 - Hi-speed Print Engine Attach [0057/C0TK/XZC1C1] Upgrade from 5648-F35 FC: 0010/D7UJ/U5A0C1
5765-H28-0056	FC 0056 - Hi-speed Print Engine Attach [0056/C0TJ/XZC3C1] Upgrade from 5765-F68 FC: 0010/B6VN/U4FJC1
	<b>Supply Features</b>
5765-H28-5809-02.01.00	IP ProcessDirector for Win
5765-H28-5859-02.01.00	AFP Editor
5765-H28-5869-02.01.00	AFP Indexer

5765-H28-5903-02.01.00	Command Center
5765-H28-5901-02.01.00	Designer
5765-H28-5989-02.01.00	InfoPrint AFP to PDF
5765-H28-5969-02.01.00	InfoPrint PCL to AFP
5765-H28-5979-02.01.00	InfoPrint SAP to AFP
5765-H28-5909-02.01.00	Insertter Level I
5765-H28-5919-02.01.00	Insertter Level II
5765-H28-5959-02.01.00	IP Postscript/PDF to AFP
5765-H28-5939-02.01.00	Mailroom Integrity Level I
5765-H28-5949-02.01.00	Mailroom Integrity Level II
5765-H28-5929-02.01.00	Manufacturing Optimization
5765-H28-5879-02.01.00	Reports
5765-H28-5849-02.01.00	Secondary Server Support
5765-H28-5889-02.01.00	Secondary Server Upgrade
5765-H28-5899-02.01.00	Service Level Agreements
5765-H28-5902-02.01.00	Whitespace Manager
	<b>Software Maintenance - 1 Year Registration</b>
5639-Q19-0019	FC 0019 - Lo-speed Print Engine Attach [0019/E1UB/U9FRC2]
5639-Q19-0061	FC 0061 - Med-speed Prt Engine Attach [0061/E1WD/U9FSC2]
5639-Q19-0071	FC 0071 - Hi-speed Print Engine Attach [0071/E1WP/U9FJC2]
5639-Q19-0087	FC 0087 - Ultra High Speed Attachment [0087/E2MN/U9F8C2]
5639-Q19-0073	FC 0073 - Group of 25 Workgroup Printer Attachment [0073/E1WR/U9GAC2]
5639-Q19-0075	FC 0075 - Group of 100 Workgroup Printer Attachments [0075/E1WU/U9K0C2]
5639-Q19-0074	FC 0074 - Group of 50 Workgroup Printer Attachment [0074/E1WW/U9GAC3]
5639-Q19-0076	FC 0076 - Group of 200 Workgroup Printer Attachment [0076/E1WT/U9KZC2]
5639-Q19-0053	FC 0053 - AFP Editor [0053/E1VR/U9FEC2]
5639-Q19-0001	FC 0001 - AFP Indexer [0001/E1TD/U9FFC2]
5639-Q19-0033	FC 0033 - Command Center [0033/E1UR/U9FGC2]
5639-Q19-0069	FC 0069 - Designer [0069/E1WM/U9FHC2]
5639-Q19-0035	FC 0035 - InfoPrint AFP to PDF [0035/E1UU/U9FKC2]
5639-Q19-0045	FC 0045 - InfoPrint PCL to AFP [0045/E1VH/U9FLC2]
5639-Q19-0051	FC 0051 - InfoPrint SAP to AFP [0051/E1VP/U9FMC2]
5639-Q19-0021	FC 0021 - IP Postscript/PDF to AFP [0021/E1UD/U9FNC2]
5639-Q19-0065	FC 0065 - IP ProcessDirector for Windows [0065/E1WH/U9FPC2]
5639-Q19-0089	FC 0089 - Reports [0089/E2MV/U9MBC2]
5639-Q19-0041	FC 0041 - Secondary Server Support [0041/E1VD/U9F5C2]
5639-Q19-0003	FC 0003 - Secondary Server Upgrade [0003/E1TF/U9F6C2]
5639-Q19-0015	FC 0015 - Service Level Agreements [0015/E1TU/U9F7C2]
5639-Q19-0029	FC 0029 - Whitespace Manager [0029/E1UM/U9F9C2]
5639-Q19-0101	FC 0101 - Insertter Level I
5639-Q19-0103	FC 0103 - Insertter Level II
5639-Q19-0105	FC 0105 - Mailroom integrity level I
5639-Q19-0107	FC 0107 - Mailroom integrity level II
5639-Q19-0109	FC 0109 - Manufacturing Optimization
	<b>Software Maintenance - 1 Year Renewal</b>
5639-Q19-0020	FC 0020 - Lo-speed Print Engine Attach [0020/E1UC/U9FRC3]
5639-Q19-0062	FC 0062 - Med-speed Prt Engine Attach [0062/E1WE/U9FSC3]
5639-Q19-0072	FC 0072 - Hi-speed Print Engine Attach [0072/E1WQ/U9FJC3]
5639-Q19-0088	FC 0088 - Ultra High Speed Attachment [0088/E2MP/U9F8C3]
5639-Q19-0078	FC 0078 - Group of 50 Workgroup Printer Attachment [0078/E2AA/U9KZC3] ren
5639-Q19-0079	FC 0079 - Group of 100 Workgroup Printer Attachments [0079/E2AB/U9K0C3]

5639-Q19-0080	FC 0080 - Group of 200 Workgroup Printer Attachments [0080/E2AC/U9K1C3]
5639-Q19-0054	FC 0054 - AFP Editor [0054/E1VT/U9FEC3]
5639-Q19-0002	FC 0002 - AFP Indexer [0002/E1TE/U9FFC3]
5639-Q19-0034	FC 0034 - Command Center [0034/E1UT/U9FGC3]
5639-Q19-0070	FC 0070 - Designer [0070/E1WN/U9FHC3]
5639-Q19-0036	FC 0036 - InfoPrint AFP to PDF [0036/E1UV/U9FKC3]
5639-Q19-0046	FC 0046 - InfoPrint PCL to AFP [0046/E1VJ/U9FLC3]
5639-Q19-0052	FC 0052 - InfoPrint SAP to AFP [0052/E1VQ/U9FMC3]
5639-Q19-0022	FC 0022 - IP Postscript/PDF to AFP [0022/E1UE/U9FNC3]
5639-Q19-0066	FC 0066 - IP ProcessDirector for Windows [0066/E1WJ/U9FPC3]
5639-Q19-0090	FC 0090 - Reports [0090/E2MW/U9MBC3]
5639-Q19-0042	FC 0042 - Secondary Server Support [0042/E1VE/U9F5C3]
5639-Q19-0004	FC 0004 - Secondary Server Upgrade [0004/E1TG/U9F6C3]
5639-Q19-0016	FC 0016 - Service Level Agreements [0016/E1TV/U9F7C3]
5639-Q19-0030	FC 0030 - Whitespace Manager [0030/E1UN/U9F9C3]
5639-Q19-0102	FC 0102 - Inserter Level I
5639-Q19-0104	FC 0104 - Inserter Level II
5639-Q19-0106	FC 0106 - Mailroom integrity level I
5639-Q19-0108	FC 0108 - Mailroom integrity level II
5639-Q19-0110	FC 0110 - Manufacturing Optimization
	<b>Software Maintenance - 1 Year After License</b>
5639-Q20-0024	FC 0024 - Lo-speed Print Engine Attach [0024/E2KB/U9GMC4]
5639-Q20-0013	FC 0013 - Group of 50 Workgroup Printer Attachment [0013/E2JL/U9K2C4]
5639-Q20-0036	FC 0036 - Med-speed Prt Engine Attach [0036/E2KP/U9GNC4]
5639-Q20-0035	FC 0035 - Hi-speed Print Engine Attach [0035/E2KN/U9GFC4]
5639-Q20-0043	FC 0043 - Ultra High Speed Attachment [0043/E2LA/U9G5C4]
5639-Q20-0012	FC 0012 - Workgroup Printer Attachment [0012/E2JK/U9G7C4]
5639-Q20-0015	FC 0015 - Group of 200 Workgroup Printer Attachment [0015/E2JN/U9K4C4]
5639-Q20-0014	FC 0014 - Group of 100 Workgroup Printer Attachment [0014/E2JM/U9K3C4]
5639-Q20-0021	FC 0021 - AFP Editor [0021/E2JV/U9GBC4]
5639-Q20-0027	FC 0027 - AFP Indexer [0027/E2KE/U9GCC4]
5639-Q20-0010	FC 0010 - Command Center [0010/E2JH/U9GDC4]
5639-Q20-0041	FC 0041 - Designer [0041/E2KV/U9GEC4]
5639-Q20-0019	FC 0019 - InfoPrint AFP to PDF [0019/E2JT/U9GGC4]
5639-Q20-0032	FC 0032 - InfoPrint PCL to AFP [0032/E2KK/U9GHC4]
5639-Q20-0022	FC 0022 - InfoPrint SAP to AFP [0022/E2JW/U9GJC4]
5639-Q20-0003	FC 0003 - IP Postscript/PDF to AFP [0003/E2JA/U9GKC4]
5639-Q20-0009	FC 0009 - IP ProcessDirector for Windows [0009/E2JG/U9GLC4]
5639-Q20-0044	FC 0044 - Reports [0044/E2LB/U9MDC4]
5639-Q20-0001	FC 0001 - Secondary Server Support [0001/E2HV/U9G2C4]
5639-Q20-0034	FC 0034 - Secondary Server Upgrade [0034/E2KM/U9G3C4]
5639-Q20-0028	FC 0028 - Service Level Agreements [0028/E2KF/U9G4C4]
5639-Q20-0023	FC 0023 - Whitespace Manager [0023/E2KA/U9G6C4]
5639-Q20-0100	FC 0100 - Inserter Level I
5639-Q20-0101	FC 0101 - Inserter Level II
5639-Q20-0102	FC 0102 - Mailroom integrity level I
5639-Q20-0103	FC 0103 - Mailroom integrity level II
5639-Q20-0104	FC 0104 - Manufacturing Optimization
	<b>Software Maintenance - 3 Year Registration</b>
5639-Q22-0029	FC 0029 - Lo-speed Print Engine Attach [0029/E2BU/U9H3C5]
5639-Q22-0037	FC 0037 - Med-speed Prt Engine Attach [0037/E2CF/U9H4C5]
5639-Q22-0041	FC 0041 - Hi-speed Print Engine Attach [0041/E2CK/U9HXC5]

5639-Q22-0043	FC 0043 - Ultra High Speed Attachment [0043/E2MQ/U9KHC5]
5639-Q22-0019	FC 0019 - Group of 25 Workgroup Printer Attachment [0019/E2BH/U9KKC5]
5639-Q22-0022	FC 0022 - Group of 50 Workgroup Printer Attachment [0022/E2BL/U9LAC5]
5639-Q22-0021	FC 0021 - Group of 100 Workgroup Printer Attachment [0021/E2BK/U9K9C5]
5639-Q22-0020	FC 0020 - Group of 200 Workgroup Printer Attachment [0020/E2BJ/U9K8C5]
5639-Q22-0014	FC 0014 - AFP Editor [0014/E2BC/U9HTC5]
5639-Q22-0024	FC 0024 - AFP Indexer [0024/E2BN/U9HUC5]
5639-Q22-0040	FC 0040 - Command Center [0040/E2CJ/U9HVC5]
5639-Q22-0036	FC 0036 - Designer [0036/E2CE/U9HWC5]
5639-Q22-0023	FC 0023 - InfoPrint AFP to PDF [0023/E2BM/U9HYC5]
5639-Q22-0030	FC 0030 - InfoPrint PCL to AFP [0030/E2BV/U9HZC5]
5639-Q22-0035	FC 0035 - InfoPrint SAP to SFP [0035/E2CD/U9H0C5]
5639-Q22-0011	FC 0011 - IP Postscript/PDF to AFP [0011/E2AW/U9H1C5]
5639-Q22-0004	FC 0004 - IP ProcessDirector for Windows [0004/E2AN/U9H2C5]
5639-Q22-0044	FC 0044 - Reports [0044/E2NC/U9MHC5]
5639-Q22-0009	FC 0009 - Secondary Server Support [0009/E2AU/U9KEC5]
5639-Q22-0038	FC 0038 - Secondary Server Upgrade [0038/E2CG/U9KFC5]
5639-Q22-0013	FC 0013 - Service Level Agreements [0013/E2BB/U9KGC5]
5639-Q22-0033	FC 0033 - Whitespace Manager [0033/E2CB/U9KJC5]
5639-Q22-0100	FC 0100 - Inserter Level I
5639-Q22-0101	FC 0101 - Inserter Level II
5639-Q22-0102	FC 0102 - Mailroom integrity level I
5639-Q22-0103	FC 0103 - Mailroom integrity level II
5639-Q22-0104	FC 0104 - Manufacturing Optimization
	<b>Software Maintenance - 3 Year Renewal</b>
5639-Q21-0012	FC 0012 - Lo-speed Print Engine Attach [0012/E2FE/U9HJC6]
5639-Q21-0016	FC 0016 - Med-speed Prt Engine Attach [0016/E2FJ/U9HKC6]
5639-Q21-0030	FC 0030 - Hi-speed Print Engine Attach [0030/E2GC/U9HCC6]
5639-Q21-0043	FC 0043 - Ultra High Speed Attachment [0043/E2GR/U9J5C6]
5639-Q21-0018	FC 0018 - Group of 25 Workgroup Printer Attachment [0018/E2FL/U9J7C6]
5639-Q21-0021	FC 0021 - Group of 50 Workgroup Printer Attachment [0021/E2FP/U9K7C6]
5639-Q21-0020	FC 0020 - Group of 100 Workgroup Printer Attachment [0020/E2FN/U9K6C6]
5639-Q21-0019	FC 0019 - Group of 200 Workgroup Printer Attachment [0019/E2FM/U9K5C6]
5639-Q21-0042	FC 0042 - AFP Editor [0042/E2GQ/U9G8C6]
5639-Q21-0002	FC 0002 - AFP Indexer [0002/E2EQ/U9G9C6]
5639-Q21-0028	FC 0028 - Command Center [0028/E2GA/U9HAC6]
5639-Q21-0029	FC 0029 - Designer [0029/E2GB/U9HBC6]
5639-Q21-0008	FC 0008 - InfoPrint AFP to PDF [0008/E2FA/U9HDC6]
5639-Q21-0005	FC 0005 - InfoPrint PCL to AFP [0005/E2EU/U9HEC6]
5639-Q21-0041	FC 0041 - InfoPrint SAP to AFP [0041/E2GP/U9HFC6]
5639-Q21-0027	FC 0027 - IP Postscript/PDF to AFP [0027/E2FW/U9HGC6]
5639-Q21-0034	FC 0034 - IP ProcessDirector for Windows [0034/E2GG/U9HHC6]
5639-Q21-0044	FC 0044 - Reports [0044/E2GT/U9MFC6]
5639-Q21-0035	FC 0035 - Secondary Server Support [0035/E2GH/U9J2C6]
5639-Q21-0023	FC 0023 - Secondary Server Upgrade [0023/E2FR/U9J3C6]
5639-Q21-0009	FC 0009 - Service Level Agreements [0009/E2FB/U9J4C6]
5639-Q21-0026	FC 0026 - Whitespace Manager [0026/E2FV/U9J6C6]
5639-Q21-0100	FC 0100 - Inserter Level I
5639-Q21-0101	FC 0101 - Inserter Level II
5639-Q21-0102	FC 0102 - Mailroom integrity level I
5639-Q21-0103	FC 0103 - Mailroom integrity level II
5639-Q21-0104	FC 0104 - Manufacturing Optimization

	<b>Software Maintenance - 3 Year After License</b>
5639-Q23-0014	FC 0014 - Lo-speed Print Engine Attach [0014/E2DE/U9JMC7]
5639-Q23-0001	FC 0001 - Med-speed Prt Engine Attach [0001/E2CM/U9JNC7]
5639-Q23-0022	FC 0022 - Hi-speed Print Engine Attach [0022/E2DN/U9JFC7]
5639-Q23-0043	FC 0043 - Ultra High Speed Attachment [0043/E2MR/U9KWC7]
5639-Q23-0009	FC 0009 - Group of 25 Workgroup Printer Attachment [0009/E2CW/U9KYC7]
5639-Q23-0012	FC 0012 - Group of 50 Workgroup Printer Attachment [0012/E2DC/U9LDC7]
5639-Q23-0011	FC 0011 - Group of 100 Workgroup Printer Attachment [0011/E2DB/U9LCC7]
5639-Q23-0010	FC 0010 - Group of 200 Workgroup Printer Attachment [0010/E2DA/U9LBC7]
5639-Q23-0026	FC 0026 - AFP Editor [0026/E2DT/U9JBC7]
5639-Q23-0021	FC 0021 - AFP Indexer [0021/E2DM/U9JCC7]
5639-Q23-0036	FC 0036 - Command Center [0036/E2EG/U9JDC7]
5639-Q23-0030	FC 0030 - Designer [0030/E2EA/U9JEC7]
5639-Q23-0034	FC 0034 - InfoPrint AFP to PDF [0034/E2EE/U9JGC7]
5639-Q23-0013	FC 0013 - InfoPrint PCL to AFP [0013/E2DD/U9JHC7]
5639-Q23-0017	FC 0017 - InfoPrint SAP to AFP [0017/E2DH/U9JJC7]
5639-Q23-0027	FC 0027 - IP Postscript/PDF to AFP [0027/E2DU/U9JKC7]
5639-Q23-0005	FC 0005 - IP ProcessDirector for Windows [0005/E2CR/U9JLC7]
5639-Q23-0044	FC 0044 - Reports [0044/E2NE/U9MKC7]
5639-Q23-0025	FC 0025 - Secondary Server Support [0025/E2DR/U9KTC7]
5639-Q23-0018	FC 0018 - Secondary Server Upgrade [0018/E2DJ/U9KUC7]
5639-Q23-0028	FC 0028 - Service Level Agreements [0028/E2DV/U9KVC7]
5639-Q23-0003	FC 0003 - Whitespace Manager [0003/E2CP/U9KXC7]
5639-Q23-0100	FC 0100 - Inserter Level I
5639-Q23-0101	FC 0101 - Inserter Level II
5639-Q23-0102	FC 0102 - Mailroom integrity level I
5639-Q23-0103	FC 0103 - Mailroom integrity level II
5639-Q23-0104	FC 0104 - Manufacturing Optimization
	<b>Restricted Use Optional Features</b>
5765-H28-0012	FC 0012 - Restricted Use IP AFP2PDF [0012/C0QE/U7TWC1]
5765-H28-0013	FC 0013 - Restricted Use Reports [0013/C0QF/U7T0C1]
5765-H28-0015	FC 0015 - Restricted Use IP PS2AFP [0015/C0QH/U7TYC1]
5765-H28-0023	FC 0023 - Restricted Use Designer [0023/C0QR/U7TVC1]
5765-H28-0024	FC 0024 - Restricted Use AFP Indexer [0024/COQT/U7TSC1]
5765-H28-0025	FC 0025 - Restricted Use Base License [0025/C0QU/U7TTC1]
5765-H28-0026	FC 0026 - Restricted Use Whitespace Manager [0026/C0QV/U7T3C1]
5765-H28-0027	FC 0027 - Restricted Use IP SAP2AFP [0027/C0QW/U7TZC1]
5765-H28-0030	FC 0030 - Restricted Use AFP Editor [0030/C0RC/U7TRC1]
5765-H28-0033	FC 0033 - Restricted Use IP PCL2AFP [0033/C0RF/U7TXC1]
5765-H28-0040	FC 0040 - Restricted Use SLA [0040/C0RN/U7T2C1]
5765-H28-0052	FC 0052 - Restricted Use Secondary [0052/C0TE/U7T1C1]
5765-H28-0059	FC 0059 - Restricted Use Command Center [0059/C0TM/U7TUC1]
5765-H28-0105	FC 0105 - Restricted Use Inserter Level I
5765-H28-0106	FC 0106 - Restricted Use Inserter Level II
5765-H28-0107	FC 0107 - Restricted Use Mailroom integrity level I
5765-H28-0108	FC 0108 - Restricted Use Mailroom integrity level II
5765-H28-0109	FC 0109 - Restricted Use Manufacturing Optimization
	<b>InfoPrint ProcessDirector Restricted Use Software Maintenance - 1 Year Registration</b>
5639-Q19-0007	FC 0007 - Restricted Use AFP Editor [0007/E1TK/U9FTC2]
5639-Q19-0055	FC 0055 - Restricted Use AFP Indexer [0055/E1VU/U9FUC2]
5639-Q19-0023	FC 0023 - Restricted Use Command Center [0023/E1UF/U9FWC2]



5639-Q19-0059	FC 0059 - Restricted Use Designer [0059/E1WB/U9FXC2]
5639-Q19-0009	FC 0009 - Restricted Use IP AFP2PDF [0009/E1TM/U9FYC2]
5639-Q19-0067	FC 0067 - Restricted Use IP PCL2AFP [0067/E1WK/U9FZC2]
5639-Q19-0037	FC 0037 - Restricted Use IP SAP2AFP [0037/E1UW/U9F1C2]
5639-Q19-0011	FC 0011 - Restricted Use IP PS2AFP [0011/E1TP/U9F0C2]
5639-Q19-0039	FC 0039 - Restricted Use Base License [0039/E1VB/U9FVC2]
5639-Q19-0091	FC 0091 - Restricted Use Reports [0091/E2NA/U9MCC2]
5639-Q19-0025	FC 0025 - Restricted Use Secondary [0025/E1UH/U9F2C2]
5639-Q19-0049	FC 0049 - Restricted Use SLA [0049/E1VM/U9F3C2]
5639-Q19-0057	FC 0057 - Restricted Use Whitespace Manager [0057/E1VW/U9F4C2]
5639-Q19-0111	FC 0111 - Restricted Use Inserter Level I
5639-Q19-0113	FC 0113 - Restricted Use Inserter Level II
5639-Q19-0115	FC 0115 - Restricted Use Mailroom integrity level I
5639-Q19-0117	FC 0117 - Restricted Use Mailroom integrity level II
5639-Q19-0119	FC 0119 - Restricted Use Manufacturing Optimization
	<b>InfoPrint ProcessDirector Restricted Use Software Maintenance - 1 Year Renewal</b>
5639-Q19-0008	FC 0008 - Restricted Use AFP Editor [0008/E1TL/U9FTC3]
5639-Q19-0056	FC 0056 - Restricted Use AFP Indexer [0056/E1VV/U9FUC3]
5639-Q19-0024	FC 0024 - Restricted Use Command Cntr [0024/E1UG/U9FWC3]
5639-Q19-0060	FC 0060 - Restricted Use Designer [0060/E1WC/U9FXC3]
5639-Q19-0010	FC 0010 - Restricted Use IP AFP2PDF [0010/E1TN/U9FYC3]
5639-Q19-0068	FC 0068 - Restricted Use IP PCL2AFP [0068/E1WL/U9FZC3]
5639-Q19-0038	FC 0038 - Restricted Use IP SAP2AFP [0038/E1VA/U9F1C3]
5639-Q19-0012	FC 0012 - Restricted Use IP PS2AFP [0012/E1TQ/U9F0C3]
5639-Q19-0040	FC 0040 - Restricted Use Base License [0040/E1VC/U9FVC3]
5639-Q19-0092	FC 0092 - Restricted Use Reports [0092/E2NB/U9MCC3]
5639-Q19-0026	FC 0026 - Restricted Use Secondary [0026/E1UJ/U9F2C3]
5639-Q19-0050	FC 0050 - Restricted Use SLA [0050/E1VN/U9F3C3]
5639-Q19-0058	FC 0058 - Restricted Use WhitespaceMgr [0058/E1WA/U9F4C3]
5639-Q19-0112	FC 0112 - Restricted Use Inserter Level I
5639-Q19-0114	FC 0114 - Restricted Use Inserter Level II
5639-Q19-0116	FC 0116 - Restricted Use Mailroom integrity level I
5639-Q19-0118	FC 0118 - Restricted Use Mailroom integrity level II
5639-Q19-0120	FC 0120 - Restricted Use Manufacturing Optimization
	<b>InfoPrint ProcessDirector Restricted Use Software Maintenance - 1 Year After License</b>
5639-Q20-0007	FC 0007 - Restricted Use AFP Editor [0007/E2JE/U9GPC4]
5639-Q20-0017	FC 0017 - Restricted Use AFP Indexer [0017/E2JQ/U9GRC4]
5639-Q20-0006	FC 0006 - Restricted Use Command Center [0006/E2JD/U9GTC4]
5639-Q20-0011	FC 0011 - Restricted Use Designer [0011/E2JJ/U9GUC4]
5639-Q20-0018	FC 0018 - Restricted Use IP AFP2PDF [0018/E2JR/U9GVC4]
5639-Q20-0040	FC 0040 - Restricted Use IP PCL2AFP [0040/E2KU/U9GWC4]
5639-Q20-0008	FC 0008 - Restricted Use IP SAP2AFP [0008/E2JF/U9GYC4]
5639-Q20-0026	FC 0026 - Restricted Use IP PS2AFP [0026/E2KD/U9GXC4]
5639-Q20-0042	FC 0042 - Restricted Use Base License [0042/E2KW/U9GSC4]
5639-Q20-0045	FC 0045 - Restricted Use Reports [0045/E2LC/U9MEC4]
5639-Q20-0020	FC 0020 - Restricted Use Secondary [0020/E2JU/U9GZC4]
5639-Q20-0029	FC 0029 - Restricted Use SLA [0029/E2KG/U9G0C4]
5639-Q20-0031	FC 0031 - Restricted Use Whitespace Manager [0031/E2KJ/U9G1C4]
5639-Q20-0105	FC 0105 - Restricted Use Inserter Level I
5639-Q20-0106	FC 0106 - Restricted Use Inserter Level II

5639-Q20-0107	FC 0107 - Restricted Use Mailroom integrity level I
5639-Q20-0108	FC 0108 - Restricted Use Mailroom integrity level II
5639-Q20-0109	FC 0109 - Restricted Use Manufacturing Optimization
	<b>InfoPrint ProcessDirector Restricted Use Software Maintenance - 3 Year Registration</b>
5639-Q22-0039	FC 0039 - Restricted Use AFP Editor [0039/E2CH/U9H5C5]
5639-Q22-0002	FC 0002 - Restricted Use AFP Indexer [0002/E2AL/U9H6C5]
5639-Q22-0026	FC 0026 - Restricted Use Command Center [0026/E2BQ/U9H8C5]
5639-Q22-0016	FC 0016 - Restricted Use Designer [0016/E2BE/U9H9C5]
5639-Q22-0028	FC 0028 - Restricted Use IP AFP2PDF [0028/E2BT/U9JAC5]
5639-Q22-0003	FC 0003 - Restricted Use IP PCL2AFP [0003/E2AM/U9J8C5]
5639-Q22-0001	FC 0001 - Restricted Use IP SAP2AFP [0001/E2AK/U9KAC5]
5639-Q22-0032	FC 0032 - Restricted Use IP PS2AFP [0032/E2CA/U9J9C5]
5639-Q22-0034	FC 0034 - Restricted Use Base License [0034/E2CC/U9H7C5]
5639-Q22-0045	FC 0045 - Restricted Use Reports [0045/E2ND/U9MJC5]
5639-Q22-0005	FC 0005 - Restricted Use Secondary [0005/E2AP/U9KBC5]
5639-Q22-0006	FC 0006 - Restricted Use SLA [0006/E2AQ/U9KCC5]
5639-Q22-0025	FC 0025 - Restricted Use Whitespace Manager [0025/E2BP/U9KDC5]
5639-Q22-0105	FC 0105 - Restricted Use Inserter Level I
5639-Q22-0106	FC 0106 - Restricted Use Inserter Level II
5639-Q22-0107	FC 0107 - Restricted Use Mailroom integrity level I
5639-Q22-0108	FC 0108 - Restricted Use Mailroom integrity level II
5639-Q22-0109	FC 0109 - Restricted Use Manufacturing Optimization
	<b>InfoPrint ProcessDirector Restricted Use Software Maintenance - 3 Year Renewal</b>
5639-Q21-0015	FC 0015 - Restricted Use AFP Editor [0015/E2FH/U9HLC6]
5639-Q21-0036	FC 0036 - Restricted Use AFP Indexer [0036/E2GJ/U9HMC6]
5639-Q21-0003	FC 0003 - Restricted Use Command Center [0003/E2ER/U9HPC6]
5639-Q21-0024	FC 0024 - Restricted Use Designer [0024/E2FT/U9HRC6]
5639-Q21-0010	FC 0010 - Restricted Use IP AFP2PDF [0010/E2FC/U9HSC6]
5639-Q21-0032	FC 0032 - Restricted Use IP PCL2AFP [0032/E2GE/U9JWC6]
5639-Q21-0031	FC 0031 - Restricted Use IP SAP2AFP [0031/E2GD/U9JYC6]
5639-Q21-0017	FC 0017 - Restricted Use IP PS2AFP [0017/E2FK/U9JXC6]
5639-Q21-0013	FC 0013 - Restricted Use Base License [0013/E2FF/U9HNC6]
5639-Q21-0045	FC 0045 - Restricted Use Reports [0045/E2GU/U9MGC6]
5639-Q21-0011	FC 0011 - Restricted Use Secondary [0011/E2FD/U9JZC6]
5639-Q21-0038	FC 0038 - Restricted Use SLA [0038/E2GL/U9J0C6]
5639-Q21-0006	FC 0006 - Restricted Use Whitespace Manager [0006/E2EV/U9J1C6]
5639-Q21-0105	FC 0105 - Restricted Use Inserter Level I
5639-Q21-0106	FC 0106 - Restricted Use Inserter Level II
5639-Q21-0107	FC 0107 - Restricted Use Mailroom integrity level I
5639-Q21-0108	FC 0108 - Restricted Use Mailroom integrity level II
5639-Q21-0109	FC 0109 - Restricted Use Manufacturing Optimization
	<b>InfoPrint ProcessDirector Restricted Use Software Maintenance - 3 Year After License</b>
5639-Q23-0041	FC 0041 - Restricted Use AFP Editor [0041/E2EM/U9JPC7]
5639-Q23-0031	FC 0031 - Restricted Use AFP Indexer [0031/E2EB/U9JRC7]
5639-Q23-0016	FC 0016 - Restricted Use Command Center [0016/E2DG/U9JTC7]
5639-Q23-0042	FC 0042 - Restricted Use Designer [0042/E2EN/U9JUC7]
5639-Q23-0019	FC 0019 - Restricted Use IP AFP2PDF [0019/E2DK/U9JVC7]
5639-Q23-0015	FC 0015 - Restricted Use IP PCL2AFP [0015/E2DF/U9KLC7]
5639-Q23-0032	FC 0032 - Restricted Use IP SAP2AFP [0032/E2EC/U9KNC7]
5639-Q23-0040	FC 0040 - Restricted Use IP PS2AFP [0040/E2EL/U9KMC7]

5639-Q23-0002	FC 0002 - Restricted Use Base License [0002/E2CN/U9JSC7]
5639-Q23-0045	FC 0045 - Restricted Use Reports [0045/E2NF/U9MLC7]
5639-Q23-0037	FC 0037 - Restricted Use Secondary [0037/E2EH/U9KPC7]
5639-Q23-0035	FC 0035 - Restricted Use SLA [0035/E2EF/U9KRC7]
5639-Q23-0006	FC 0006 - Restricted Use Whitespace Manager [0006/E2CT/U9KSC7]
5639-Q23-0105	FC 0105 - Restricted Use Inserter Level I Software Maintenance - 3 Year After License
5639-Q23-0106	FC 0106 - Restricted Use Inserter Level II
5639-Q23-0107	FC 0107 - Restricted Use Mailroom integrity level I
5639-Q23-0108	FC 0108 - Restricted Use Mailroom integrity level II
5639-Q23-0109	FC 0109 - Restricted Use Manufacturing Optimization
	<b>Cross-Platform Upgrade - Optional Features</b>
5765-H28-U0001	FC U0001 - IP ProcessDirector for Win
5765-H28-U0016	FC U0016 - AFP Indexer
5765-H28-U0017	FC U0017 - InfoPrint AFP to PDF
5765-H28-U0018	FC U0018 - Secondary Server Upgrade
5765-H28-U0019	FC U0019 - AFP Editor
5765-H28-U0022	FC U0022 - Designer
5765-H28-U0028	FC U0028 - Whitespace Manager
5765-H28-U0029	FC U0029 - InfoPrint SAP to AFP
5765-H28-U0031	FC U0031 - IP Postscript/PDF to AFP
5765-H28-U0032	FC U0032 - Secondary Server Support
5765-H28-U0042	FC U0042 - Service Level Agreements
5765-H28-U0043	FC U0043 - InfoPrint PCL to AFP
5765-H28-U0061	FC U0061 - Reports
5765-H28-U0100	FC U0100 - Inserter Level I
5765-H28-U0101	FC U0101 - Inserter Level II
5765-H28-U0102	FC U0102 - Mailroom integrity level I
5765-H28-U0103	FC U0103 - Mailroom integrity level II
5765-H28-U0104	FC U0104 - Manufacturing Optimization
	<b>Cross-Platform Upgrade - Printer Attachments</b>
5765-H28-U0009	FC U0009 - Lo-speed Print Engine Attachment
5765-H28-U0036	FC U0036 - Med-speed Prt Engine Attachment
5765-H28-U0060	FC U0060 - Ultra High Speed Attachment
5765-H28-U0046	FC U0046 - Group of 25 Workgroup Printer Attachment
5765-H28-U0047	FC U0047 - Group of 50 Workgroup Printer Attachment
5765-H28-U0048	FC U0048 - Group of 100 Workgroup Printer Attachment
5765-H28-U0049	FC U0049 - Group of 200 Workgroup Printer Attachment
5765-H28-U0055	FC U0055 - Hi-speed Print Engine Attach
	<b>Cross-Platform Upgrade - Restricted Use Optional Features</b>
5765-H28-U0012	FC U0012 - Restricted Use IP AFP2PDF
5765-H28-U0013	FC U0013 - Restricted Use Reports
5765-H28-U0015	FC U0015 - Restricted Use IP PS2AFP
5765-H28-U0023	FC U0023 - Restricted Use Designer
5765-H28-U0024	FC U0024 - Restricted Use AFP Indexer
5765-H28-U0025	FC U0025 - Restricted Use Base License
5765-H28-U0026	FC U0026 - Restricted Use Whitespace Manager
5765-H28-U0027	FC U0027 - Restricted Use IP SAP2AFP
5765-H28-U0030	FC U0030 - Restricted Use AFP Editor

5765-H28-U0033	FC U0033 - Restricted Use IP PCL2AFP
5765-H28-U0040	FC U0040 - Restricted Use SLA
5765-H28-U0052	FC U0052 - Restricted Use Secondary
5765-H28-U0059	FC U0059 - Restricted Use Command Center
5765-H28-U0105	FC U0105 - Restricted Use Inserter Level I
5765-H28-U0106	FC U0106 - Restricted Use Inserter Level II
5765-H28-U0107	FC U0107 - Restricted Use Mailroom integrity level I
5765-H28-U0108	FC U0108 - Restricted Use Mailroom integrity level II
5765-H28-U0109	FC U0109 - Restricted Use Manufacturing Optimization

## ***Publications***

The InfoPrint ProcessDirector for Windows Publications CD, GK4T-4107 contains the following publications:

- InfoPrint ProcessDirector for Windows: Planning and Installing, G550-1365
- InfoPrint ProcessDirector: Integrating with Other Applications, S550-1069
- InfoPrint Font Summary, G550-1140
- InfoPrint ProcessDirector: License Information, G550-1043

In addition, the CD contains InfoPrint ProcessDirector for Windows Information Center.

The Manufacturing Optimization feature also includes this publication on its CD:

- InfoPrint ProcessDirector: Installing and Configuring the Manufacturing Optimization Feature, G550-1070

## **Language support**

InfoPrint ProcessDirector Base translations will be available in the following languages on November 18, 2010:

- French, German, Italian, Japanese, Russian, Spanish, Simplified Chinese, Traditional Chinese

Translations for InfoPrint ProcessDirector features will be available in the following languages on November 18, 2010:

- French, German, Italian, Japanese, Russian, Spanish

## ***Customer Responsibilities***

The customer is responsible for installing, configuring, maintaining and using the InfoPrint ProcessDirector™ according to documented procedures, and for using the product in accordance with the InfoPrint International Product License Agreement (IPLA), which can be found at this Web link:

[http://www.infoprint.com/internet/wwsites.nsf/vwwebpublished/sm\\_warrantyhome\\_us](http://www.infoprint.com/internet/wwsites.nsf/vwwebpublished/sm_warrantyhome_us)

Additional customer responsibilities can be found in the Software Support Handbook under your responsibilities at this Web Link:

[http://www.infoprint.com/internet/comnelit.nsf/Files/Software\\_Support\\_Handbook/\\$File/Software\\_Support\\_Handbook.pdf](http://www.infoprint.com/internet/comnelit.nsf/Files/Software_Support_Handbook/$File/Software_Support_Handbook.pdf)

## ***Accessibility***

InfoPrint ProcessDirector has the following capabilities for vision-impaired users:

- Can be operated using only the keyboard
- Communicates all information without color
- Supports interfaces commonly used by screen magnifiers
- Supports interfaces commonly used by screen readers
- Provides documentation in an accessible format

InfoPrint ProcessDirector allows for users with mobility impairments or limited hand use to be operated using only the keyboard.

## ***Technical Information***

### **Software Requirements**

InfoPrint ProcessDirector primary server can run under the following:

- Windows Server 2003 (64-bit) R2 or later
- Windows Server 2008 (64-bit) R1 or later

InfoPrint ProcessDirector uses a web browser to access and display the user interface. You can access the interface from the system where the primary server is installed, or from any Linux or Microsoft Windows system running a supported web browser. The supported browser versions for accessing IPPD on a client system are as follows:

- Microsoft Internet Explorer 6.x (Windows XP only)
- Microsoft Internet Explorer 7
- Mozilla Firefox 2.0.0.9, or later

InfoPrint ProcessDirector has a Web-based viewer that displays AFP or PDF files to assist you in selecting pages for reprinting. This viewer requires Adobe Acrobat Reader 7.0, or later.

InfoPrint ProcessDirector can receive jobs for processing from the Job Entry Subsystem (JES) spool on a IBM z/OS host using either the Download for z/OS or AFP Download Plus optional feature of IBM Print Services Facility for z/OS V4.1 (5655-M32). InfoPrint ProcessDirector can also process jobs using any file copying method (such as FTP, SCP) that can send files to a hot folder or any method that uses the LPD protocol for file transmission.

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a README file, or other information published by IBM, such as an announcement letter.

Documentation and other program content may be supplied only in the English language.

## **Limitations**

- InfoPrint workgroup printers have not been tested with this release of InfoPrint ProcessDirector.

## **Hardware Requirements**

A minimum configuration for InfoPrint ProcessDirector Windows V2.1.0 is a server with:

- Windows Server 2003 (64-bit) or
- Windows Server 2008 (64-bit)
- One or more 2.8 GHz, or faster, processors
- DVD-ROM device
- 4 GB or more RAM (12 GB RAM required for inserter or manufacturing optimization features)
- Display with minimum resolution of 1024 x 768
- Connectivity to the LAN

The following printers are supported by InfoPrint ProcessDirector:

- InfoPrint 2090ES Printer
- InfoPrint 2105ES Printer
- InfoPrint 2190 Printer
- InfoPrint 2210 Printer
- InfoPrint 2235 Printer
- InfoPrint 4000 Printer
- InfoPrint 4100 Printer
- InfoPrint 5000 Printer
- InfoPrint 75
- InfoPrint 100
- InfoPrint EMP156
- InfoPrint Pro 907
- InfoPrint C900 and C900AFP
- InfoPrint 907EX
- InfoPrint 1107 and 1107EX
- InfoPrint 1357 and 1357EX
- InfoPrint SP8200

## **Terms and Conditions**

The information provided in this announcement letter is for reference and

convenience purposes only. The terms and conditions that govern any transaction with InfoPrint Solutions Company are contained in the applicable contract documents such as the International Program License Agreement, and the Agreement for Acquisition of Software Maintenance.

## **Licensing**

InfoPrint Solutions Company International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

## **License Information form number**

The program's License Information will be available for review on the InfoPrint Solutions Company Web site:

<http://www.infoprint.com/licenses>

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InfoPrint Solutions Company includes one year of Software Subscription and Support with the initial license acquisition of each program acquired. The software maintenance agreement does not require customer signatures.

While covered under the terms of the software maintenance agreement, InfoPrint Solutions Company provides you assistance for your routine, short-duration installation, usage (how to) questions, as well as code defect support and access to PTF updates, releases, and versions of the program.

InfoPrint Solutions Company provides assistance via telephone and, if available, electronic access, only to your Information Systems (IS) technical support personnel during normal business hours (published prime shift hours) of your InfoPrint Solutions Company support center. This assistance is not available to your end users. InfoPrint Solutions Company provides Severity 1 assistance 24 hours a day, every day of the year. For additional details, consult the InfoPrint website at:

[http://www.infoprint.com/internet/wwsites.nsf/vwebpublished/sm\\_contracthome\\_us](http://www.infoprint.com/internet/wwsites.nsf/vwebpublished/sm_contracthome_us)

Software maintenance does not include assistance for the design and development of applications, program modifications, print data-streams; your use of programs in other than their specified supported operating environment, or failures caused by products for which InfoPrint Solutions Company is not responsible under this agreement.

The InfoPrint ProcessDirector is covered by the Agreement for Acquisition of Software Maintenance. This agreement applies for subscription and support (also referred to as software maintenance), when purchased with the software product or as a subsequent renewal of software maintenance.

## Limited Warranty

InfoPrint Solutions Company warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. InfoPrint Solutions Company does not warrant uninterrupted or error-free operation of the program or that InfoPrint Solutions Company will correct all program defects. You are responsible for the results obtained from the use of the program. InfoPrint Solutions Company may provide you with access to databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. Consult the InfoPrint Solutions Company Software Support Handbook for further information at

[http://www.infoprint.com/internet/comnelit.nsf/Files/Software\\_Support\\_Handbook/\\$File/Software\\_Support\\_Handbook.pdf](http://www.infoprint.com/internet/comnelit.nsf/Files/Software_Support_Handbook/$File/Software_Support_Handbook.pdf)

InfoPrint Solutions Company will maintain this information for at least one year after the original licensee acquires the program (warranty period).

**Money-back Guarantee:** If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it; if within 30 days of your invoice date you return the program and invoice or a copy thereof to the party from whom you obtained it. If you download the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

## Configurator Availability Dates

October 19, 2010

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