
Ricoh ProcessDirector Express V1.3

Notes on Updates:

The Language Support section of the Announcement was updated on October 24, 2014 to document the availability of the Language Pack for French, Italian, German, and Spanish.

The Avanti Slingshot Connect feature is available as of January 6, 2015.

Overview

Ricoh ProcessDirector Express is easy to use, modular workflow software that lets you start small and grow over time. Ricoh ProcessDirector Express can be a single point of control to help medium size print providers optimize and manage print and mail processes. With core capabilities plus optional add-on features, ProcessDirector Express software enables flexible control of your production processes using Adobe® PDF datastreams.

This release of Ricoh ProcessDirector Express includes the ability to send emails to selected groups and users to notify them of printer or job events such as printer errors or successful job completion. New options give you control over the processing of large PDF files so you can optimize for first page out time and faster sustained throughput on Ricoh PDF printers. Significant improvements were also made to the installation process, especially on the Windows platform, where the requirements for Subsystem for UNIX-based Applications (SUA) has been removed and the ability to install on a server in a Windows domain has been added. A new Archive feature provides you with the ability to keep print data within your Ricoh ProcessDirector Express system longer for easy access to reprints without cluttering your production system with retained jobs. The new Avanti Slingshot Connect feature will allow connectivity to and from Ricoh ProcessDirector Express, receiving job and JDF information over JMF transmission and returning status of the time spent in tasks and pages processed. In addition, the new Archive feature provides you with the ability to keep print data within your Ricoh ProcessDirector Express system longer for easy access to reprints without cluttering your production system with retained jobs.

With Ricoh ProcessDirector Express, you can meet production commitments and adapt to unexpected changes without adding staff, shifts, or equipment. Instead, move jobs easily across multi-vendor machines, data streams, and sites to improve asset utilization. Boost productivity with the capability to:

- Drive printers and inserters more efficiently
- Avoid missing deadlines and service level agreements
- Bring in new types of work
- Be prepared for unexpected disasters
- Integrate with other business systems

Highlights

- The Archive optional feature allows you to place jobs into repositories, specifying which job and document properties you want to use to retrieve them at a later date. Repositories can be anywhere in your network and each has its own retention period. A new GUI allows you to retrieve a job or document, view it (if it is PDF) and submit it to a Workflow in Ricoh ProcessDirector Express. By moving jobs from the Ricoh ProcessDirector Express active job list to a repository, you reduce the number of jobs facing your Operations Staff as they manage their day-to-day production work.
- The Avanti Slingshot Connect feature provides the capability to receive job and JDF information from the Avanti Slingshot MIS system and process it within Ricoh ProcessDirector Express. Thereafter, Ricoh ProcessDirector Express can provide status of the job back to Avanti Slingshot as it moves through the system. You can determine what steps in the Ricoh ProcessDirector Express workflow you want to report on. The data that is sent is page count and time spent in each step. With this integration, you can automate the reporting of production information through different steps in a workflow to Avanti Slingshot, saving operator time and reducing the risk of error in recording results.
- To give you control over the throughput of your Ricoh PDF printers when they are printing large jobs, two new printer properties let you specify the size of segments that Ricoh ProcessDirector Express will create to divide large files into manageable chunks. One property controls the size of the first segment, which affects the time to first print when a job is sent to a Ricoh PDF printer. The other property sets the size of the other segments which allows you to tune the data transfer to match the printer speed.
- The new notification function allows you to watch for properties of jobs or printers to change and decide who to send an email with information about the event. You can set up one notification for printer events that occur on second shift and a different notification for the same event during the day. You can monitor completion of jobs as well as for errors in jobs. You can define conditions so that only certain printers or jobs in a special workflow (such as checks) cause an email to be sent when a change occurs. You can compose the email to contain real-time data about the event in the form of job or printer properties such as the job or printer name and status information. You can configure the Notification object to limit the number of emails you get for a particular event, so that you are not inundated with email.
- Administrators will profit from two changes to the Workflow Builder component to improve their productivity. With this release, you can edit a workflow to add, change, or remove steps or conditions even though jobs are actively being processed by the workflow. In many cases, you will have to process some jobs again, but you avoid the inconvenience of deleting or reassigning jobs that you are testing while you develop or update workflows. Additionally, you can make workflows containing steps that you commonly use together and drag and drop those workflows into other workflows. Like a group copy and paste, this function makes it easier for you to reuse common sets of steps during the workflow creation process.

- Introduction of complex password rules allow you to make access to your Ricoh ProcessDirector Express server more secure.
- Ricoh ProcessDirector Express can now receive PDF jobs in a MIME package that contains the PDF file as well as JDF and JMF information. The JDF supported is a subset of the JDF Integrated Digital Printing Interoperability Conformance Specification (IDP ICS) and the associated Application Note. To use this submission method, the hot folder input device receiving the file must be configured with a Batching method of JDF and the JMF must reference the name of the hot folder as the DeviceID.
- New customers of Ricoh ProcessDirector Express for Windows need not install the Subsystem for UNIX-based Applications (SUA) component that was formerly a prerequisite. Existing customers need not remove it and new customers can install it on their Windows Server 2008 or Windows 8 servers but it is not needed by Ricoh ProcessDirector Express to run. Support has also been added to allow installing Ricoh ProcessDirector Express on a system in a Windows domain.
- The PDF document processing power has been enhanced with changes to the available Adobe Acrobat Pro plug-in. Automated mapping of USPS address formats to postal document properties is now included. This new capability can help streamline the postal optimization process. A new function allows you to insert the same set of PDF pages to the beginning or end of each document and apply markup to those pages. This page insertion capability allows static PDF page content to be added to enhance documents. For example, a PDF full page advertisement can be added to the end of a statement. It can also be used to add a new page to the beginning of each document, and then augment that page with an address that is correctly positioned for the envelope stock being used during insertion. Several new ways of identifying page group boundaries were also added, including text in a defined area changing from one page to the next or text matching a string including wild cards or regular expressions. This allows a complex job to be broken into its individual included documents during processing within the workflow.

Announce and General Availability Dates

Planned Announce Date: August 26, 2014

Planned Availability Date: August 29, 2014

Note: The Avanti Slingshot Connect feature will release after the August 29, 2014 release of Ricoh ProcessDirector Express 1.3. Additional notification will be made of the Feature availability.

Update on January 20, 2015: The Avanti Slingshot Connect feature is now available. It can be downloaded from the Ricoh ProcessDirector web page.

New Item Numbers

Item	Description
5765-H29-OC001	Base Platform Option
0001W	Ricoh ProcessDirector Express for Windows
0002L	Ricoh ProcessDirector Express for Linux
0027	ProcessDirector Express Archive Feature
S0012	Supply Feature -
5639 R19 0063	Ricoh ProcessDirector Express Archive Feature 1 Year Registration
0065	Express Archive Feature 1 Year Renewal
R22 0060	Ricoh ProcessDirector Express Archive Feature 3 Year Registration
R21 0077	Ricoh ProcessDirector Express Archive Feature 3 Year Renewal
5765 H29 C0021	Cold Backup -

New Avanti Slingshot Connect Item Numbers

Item Number	Description
5765-H29-0028	Ricoh ProcessDirector Express Avanti Slingshot Connect Feature
5765-H29-S0013	Supply Feature - Ricoh ProcessDirector Express Avanti Slingshot Connect Feature
5639-R19-0002	ProcessDirector Express 1 Year Registration
5639-R19-0064	Ricoh ProcessDirector Express Avanti Slingshot Connect Feature 1 Year Registration
5639-R19-0066	Ricoh ProcessDirector Express Avanti Slingshot Connect Feature 1 Year Renewal
5639-R22-0061	Ricoh ProcessDirector Express Avanti Slingshot Connect Feature 3 Year Registration
5639-R21-0078	Ricoh ProcessDirector Express Avanti Slingshot Connect Feature 3 Year Renewal
5765-H29-C0022	Cold Backup - Ricoh ProcessDirector Express Avanti Slingshot Connect Feature

Description

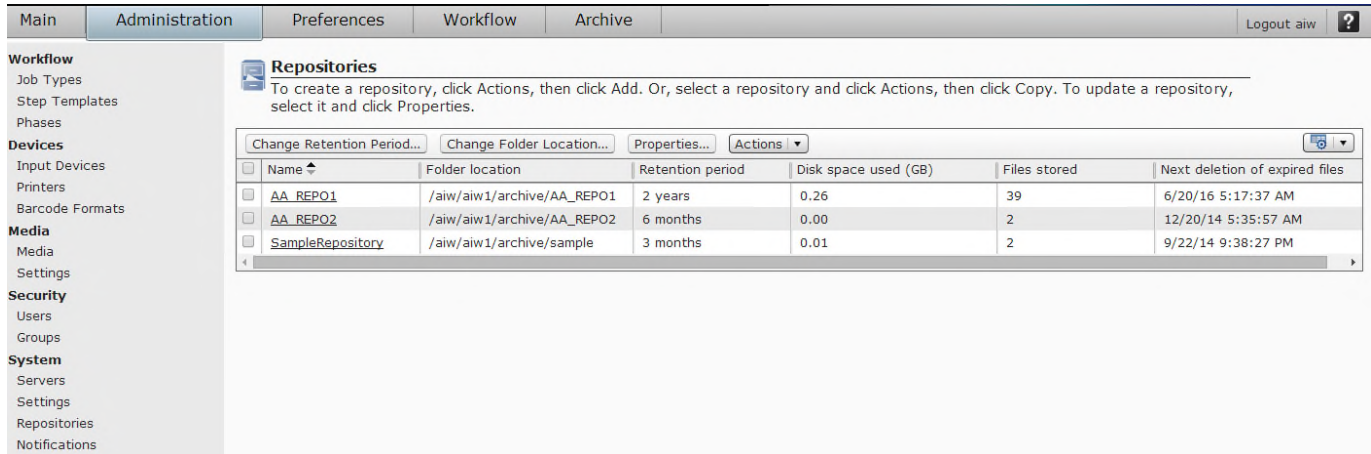
Ricoh announces Ricoh ProcessDirector Express V1.3 for Windows and Linux. With this program, we offer the proven capabilities of Ricoh ProcessDirector Express in a simple, easy to use package that can lower operational costs and improve quality for full document level control of Adobe PDF files.

With modular features, including vendor-neutral inserter management, Ricoh ProcessDirector Express is the premier modular, browser-based, workflow software for job and document management and control of Adobe PDF jobs. The base functions of Ricoh ProcessDirector Express include:

- Managing print queues
- Tracking the production process from receipt of the print file to final delivery
- Using a file viewer to find the pages of PDF jobs that need to be reprinted
- Interacting with other programs, such as:
 - Third-party applications
 - User-written applications

Archive Optional Feature

The Archive feature uses the concept of repositories to put jobs and documents into a directory where users can recall them when needed. In addition to a folder location, each repository can have its own retention period, allowing you to separate the jobs you must save for 3 months from ones you need to keep for 2 years, for example.



After you define your repositories, you use a new step template called StoreInRepository to write any file associated with the job to a repository you select. You also specify which job and document properties you want to store with the file as metadata to be used to retrieve the file. You can have multiple StoreInRepository steps in a workflow to save different files at different spots in the workflow or to select a different repository based on conditional branches in the workflow.

To retrieve a document or job, the user accesses the Archive tab. Your administrator authorizes access to the Archive tab and the use of the Location property of the repository object restricts what repository each user can search. By selecting any combination of job and document properties, you can search one or all repositories for a document or job. If you supply any document properties to search for (with or without job properties), a list of documents is returned. If you search for only job properties, a list of jobs is returned.

From the list of results, users can view the PDF file or submit it back to Ricoh ProcessDirector Express for reprocessing. You select a workflow to process the new job which could produce an identical reprint or specify different processing such as sending the file as an email attachment or reprinting it with different barcodes.

You can write files in formats other than PDF or AFP into the archive and retrieve and submit them for reprocessing, but you can only view PDF format files.

Main Administration Preferences Workflow **Archive** Reports Logout

Search

Select Repository: All Apply any or all of the following search options: All Number of results *: 10

Property	Comparison	Value		
1 Customer name (Job)	=	MyInsurance	+	-
2 Postal state	=	MO	+	-
3 Member number	Like	6883%	+	-

Search

Results

* - Search: (8) Job.CustomerName = 'MyInsurance' AND Doc.Address.State = 'MO' AND Doc.Member.Number like '6883%' AND Doc.Address.ZipCode like '6%'

<input type="checkbox"/>	Member number	Zip code	Postal state	ID ↕	Customer name (Job)
<input type="checkbox"/>	6883180429226837	65449	MO	10000018-1093	MyInsurance
<input type="checkbox"/>	6883180463953642	65721	MO	10000018-1105	MyInsurance
<input type="checkbox"/>	6883173780518906	65039	MO	10000018-1162	MyInsurance
<input type="checkbox"/>	6883179256453903	65714	MO	10000018-1165	MyInsurance
<input type="checkbox"/>	6883180429226837	65449	MO	10000019-893	MyInsurance
<input type="checkbox"/>	6883180463953642	65721	MO	10000019-905	MyInsurance
<input type="checkbox"/>	6883173780518906	65039	MO	10000019-962	MyInsurance
<input type="checkbox"/>	6883179256453903	65714	MO	10000019-965	MyInsurance

E-Mail Notifications

With the base Ricoh ProcessDirector Express, you can define a notification object to send emails to groups of users or individual email addresses when an event involving a job or printer occurs. You can enable and disable each notification object so that you only send emails when you want to. And you can set conditions for each notification to only apply to events occurring on a specific printer or between certain hours or for jobs with a certain string in their filename. Here are some examples of notification objects that might be useful in your operation.

You want to tell the customer service representative in your print service bureau when a rush job can be picked up in the Finishing area when it has completed the PrintJobs or BindJobs step.

Message [?]

* Job {Job.InputFile} can be picked up in the Finishing area

Secure connection [?]

None ▾

Notification limit [?]

messages within minutes ▾

Event

You can specify one or more properties to monitor. When the event occurs, the system sends a notification based on the properties specified on the Conditions tab.

Property	Action	Value		
Current step ▾	Changes from ▾	PrintJobs	+	-
Current step ▾	Changes from ▾	BindJobs	+	-

Summary

(Job.Step CHANGES FROM 'PrintJobs') OR (Job.Step CHANGES FROM 'BindJobs')

Conditions

Conditions limit the notifications that are sent for the specified event. If no conditions are specified, the system sends notifications whenever the event occurs. If one or more conditions are specified, those conditions must be satisfied before any notifications are sent.

Apply any or all of the following conditions [?]

All ▾

Property	Comparison	Value	
1 Workflow ▾	= ▾	RushJobs ▾	+

This notification informs your Operations supervisor that a printer has had a problem during second shift.

Main	Administration	Preferences	Workflow	Archive
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Message ⓘ
 Printer \${Printer.ID} reported this error: \${Printer.Status}

Secure connection ⓘ
 None ▾

Event
 You can specify one or more properties to monitor. When the event occurs, the system sends a notification based on the properties specified on the Conditions tab.

Property	Action	Value	
Printer status ▾	Changes to ▾	Needs attention ▾	+ -
Printer status ▾	Changes to ▾	Disconnected ▾	+ -

Summary
 (Printer.Status CHANGES TO 'InterventionRequired') OR (Printer.Status CHANGES TO 'Disconnected')

Conditions
 Conditions limit the notifications that are sent for the specified event. If no conditions are specified, the system sends notifications whenever the event occurs. If one or more conditions are specified, those conditions must be satisfied before any notifications are sent.

Apply any or all of the following conditions ⓘ
 All ▾

	Property	Comparison	Value	
1	Current time ▾	> ▾	05 :00 PM ▾	+ -
2	Current time ▾	< ▾	11 :59 PM ▾	+ -

Summary
 WorkflowSystem.CurrentTime > '17:00' AND WorkflowSystem.CurrentTime < '23:59'

Accessibility by people with disabilities

Ricoh ProcessDirector Express has the following capabilities for vision-impaired users:

- Allows operation using only the keyboard (except for layout customization, visual workflow builder and job workflow viewer)
- Communicates all information without using color as the only distinguisher
- Supports interfaces commonly used by screen magnifiers
- Supports interfaces commonly used by screen readers
- Provides documentation in an accessible format

The Archive feature has the following capabilities for vision impaired users:

- Communicates all information without using color as the only distinguisher
- Supports interfaces commonly used by screen magnifiers
- Provides documentation in an accessible format

Ricoh ProcessDirector Express has the following capability for users with mobility impairments or limited hand use:

Can be operated using only the keyboard with exceptions noted above.

U.S. Section 508 Voluntary Product Accessibility Template (VPAT) can be requested from the Web site at

http://www.ricoh-usa.com/about/accessibility/accessibility.aspx?utm_id=46&alnv=access

SECTION 508 OF THE U.S. REHABILITATION ACT

Ricoh ProcessDirector Express is capable, when used in accordance with Ricoh Production Print Solutions' associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) can be requested using the Ricoh Production Print Solutions' Web site at

http://www.ricoh-usa.com/about/accessibility/accessibility.aspx?utm_id=46&alnv=access

Publications

All publications are downloadable from the Ricoh Information Center

<http://info.rpp.ricoh-usa.com/help/index.jsp>

The Ricoh ProcessDirector Express for Windows Publications CD, GK4T-20022 contains the following publications:

- Ricoh ProcessDirector Express for Windows: Planning and Installing, G550-20221
- Ricoh ProcessDirector Express: Integrating with Other Applications, S550-20222
- Ricoh ProcessDirector Express: Installing Document Processing Features, G550-20313
- Ricoh ProcessDirector Express: Using Ricoh ProcessDirector Plugin for Adobe Acrobat, G550-20226

In addition, the CD contains a stand-alone version of the Ricoh ProcessDirector Express for Windows help system, also referred to as the Information Center. The Ricoh ProcessDirector Express for Linux Publications CD, GK4T-20021 contains the following publications:

- ProcessDirector Express for Linux: Planning and Installing, G550-20220
- ProcessDirector Express: Integrating with Other Applications, G550-20222
- Ricoh ProcessDirector Express: Installing Document Processing Features, G550-20313
- Ricoh ProcessDirector Express: Using Ricoh ProcessDirector Plugin for Adobe Acrobat, G550-20226

In addition, the CD contains a stand-alone version of the Ricoh ProcessDirector Express for Linux help system, also referred to as the Information Center.

Language support

As of October 24, 2014, this version of Ricoh ProcessDirector Express (V1.3) is available in English, French, Italian, German, and Italian.

A no-charge Language Pack (item # LCD22005200) is available for download to be applied on a Ricoh ProcessDirector Express V1.3 that was installed prior to October 24, 2014 that requires French, Italian, German, or Italian language support.

This Language pack is now included when Ricoh ProcessDirector Express V1.3 is downloaded or ordered on media after October 24, 2014.

Customer Responsibilities

The customer is responsible for installing, configuring, maintaining and using the Ricoh ProcessDirector Express™ according to documented procedures, and for using the product in accordance with the Ricoh Software License Agreement (RSLA).

Additional customer responsibilities can be found in the Software Support Handbook under your responsibilities at this Web Link: Ricoh Software License Agreement (RSLA)

http://rpp.ricoh-usa.com/images/uploads/Literature/Software_Support_Handbook.pdf

Software Requirements

Ricoh ProcessDirector Express primary server can be installed on a server running one of the following:

- Windows Server 2008 R2 or later, 64-bit
- Windows 8 Enterprise Edition, 64-bit
- SUSE Linux Enterprise Server (SLES) 10 SP3 or SP4 or SUSE Linux Enterprise Server 11 for x86 with SP1 or SP2 , 64-bit
- Red Hat Enterprise Linux® 5.6 through latest 5.X release, 64-bit
- Red Hat Enterprise Linux® 6.2 through latest 6.X release 64-bit

Ricoh ProcessDirector Express 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 system running a supported web browser. The supported browser versions for accessing ProcessDirector Express on a client system are as follows:

- Microsoft Internet Explorer 9 and 10
- Mozilla Firefox Latest Service Level
- Google Chrome, Latest Service Level

Ricoh ProcessDirector Express has a Web-based viewer that displays PDF files to assist you in selecting pages for reprinting. This viewer requires Adobe Reader 9.0, XI, or X on the client system.

The Ricoh ProcessDirector Express Plug-in for Adobe Acrobat is provided as part of each of the document process features of ProcessDirector Express. It can be installed on a workstation and requires one of the following:

- Windows XP Professional with SP3 or above – 32 and 64 bit
- Windows 7 Professional with SP1 or above – 32 and 64 bit

In addition, the following are required for the PDF Plug-in utility:

- Adobe Acrobat X Pro version 10.1.1 or above
- Sun Java Version 7 Update 6 or above
- 1GB RAM dedicated to the application

PitStop Connect

For Ricoh ProcessDirector Express on Linux, Pitstop Connect requires Enfocus PitStop Server 10 or higher on an application server that is configured to work with the primary server.

Impostrip Connect

For Ricoh ProcessDirector Express on Linux, Impostrip Connect requires Ultimate Impostrip OnDemand Digital Automation 7 or higher on an application server that is configured to work with the primary server.

Avanti Slingshot Connect

The Avanti Slingshot Connect feature requires Avanti Slingshot Connect Version 6.2014 or higher.

Hardware Requirements for Ricoh ProcessDirector Express V1.3.0

A minimum configuration for Ricoh ProcessDirector Express V1.3 is a server with:

- One or more 2.8 GHz, or faster, processors.
- DVD-ROM device.
- 4 GB or more RAM – some features require additional memory.
 - 12 GB RAM required for Automated Verification, Postal Enablement, Archive, or PDF Mailroom Integrity.
- A display with a resolution of 1280x800 is preferred.
- Connectivity to a LAN.

Optional features installed on the same computer as the base product might have their own hardware requirements.

The following table contains the hardware requirements for the Ricoh ProcessDirector Express Transforms.

Ricoh ProcessDirector Express for Linux	
Advanced Transform Feature	-Minimum 3 GB additional free hard-drive space on the same drive that Ricoh ProcessDirector Express is installed on -Additional memory may be required for large or complex files
Ricoh ProcessDirector Express for Windows	
Advanced Transform Feature	-Minimum 3 GB additional free hard-drive space on the same drive that Ricoh ProcessDirector Express is installed on -Additional memory may be required for large or complex files

Supported PDF Printers

Additional models of Ricoh PDF printers are supported in this version of ProcessDirector Express. Supported models include:

- RICOH Aficio MP 1100
- RICOH Aficio MP 1350
- RICOH Aficio MP 9000
- RICOH Aficio MP C6000
- RICOH Aficio MP C6501
- RICOH Aficio MP C7500
- RICOH Aficio MP C7501
- RICOH imagio MP 1100
- RICOH imagio MP 1350
- RICOH imagio MP 9000
- RICOH imagio MP C6000
- RICOH imagio MP C6001
- RICOH imagio MP C7500
- RICOH imagio MP C7501
- RICOH IPSiO 9100Pro
- RICOH IPSiO Aficio SP 9100DN
- RICOH Pro 1106EX
- RICOH Pro 1107
- RICOH Pro 1107EXP
- RICOH Pro 1107M
- RICOH Pro 1356EX
- RICOH Pro 1357
- RICOH Pro 1357EXP
- RICOH Pro 1357M
- RICOH Pro 6100
- RICOH Pro 6100HE
- RICOH Pro 6100HT
- RICOH Pro 8110S
- RICOH Pro 8100S
- RICOH Pro 8120S
- RICOH Pro 906EX
- RICOH Pro 907
- RICOH Pro 907EXP
- RICOH Pro C5100S
- RICOH Pro C550EX
- RICOH Pro C651EX
- RICOH Pro C700EX
- RICOH Pro C720
- RICOH Pro C720S
- RICOH Pro C751
- RICOH Pro C751EX
- RICOH Pro C900

- RICOH Pro C900S
- RICOH Pro C901
- RICOH Pro C901S

Supported Kodak PDF printers include these models:

- Digimaster EX110
- Digimaster EX125
- Digimaster EX138
- Digimaster EX150
- Digimaster EX300

Supported Xerox PDF printers include these models with the DocuSP® Controller

- DocuTech 6100,6115,6135,6155, 6180, 75, 90, 350, 425, 500, 700, 850, 1000, 128HLV, 155HLC, 180HLC,
- DocuPrint 100EPS, 115EPS, 135 EPS, 155EPS, 180EPS
- DocColor 250,2045,2060,6060,7000,8000
- iGen3
- Nuvera 100DCP, 120DCP, 100DPS, 120DPS
- XDP 4110,4590

Ricoh ProcessDirector Express Ordering Information

Ricoh ProcessDirector Express is composed of a base license, printer attachment features, and optional features.

Ordering optional features for Ricoh ProcessDirector Express

To order one or more optional features:

- Open the Configurator model for Ricoh ProcessDirector Express (#5765-H29)
- Choose either the Windows (5765-H29-0001W) or Linux (5765-H29-0002L) option
- Choose optional features – one optional feature is required for each base license (5765-H29) that will install the optional feature. The optional features are listed in the “Item Numbers” section of this document.
- Specify the correct number and type of printer attachment features. A printer attachment feature must be ordered for each attached printer. The print speeds for the printer attachment are:
 - 0-62 impressions-per-minute (workgroup)
 - 63-91 impressions-per-minute (low-speed)
 - 92-116 impressions-per-minute (medium-speed)
 - 117 -1499 impressions-per-minute (high-speed)
 - 1500+ impressions-per-minute (ultra-high-speed)

A printer attachment feature is required for each group of 25 workgroup printers.

A printer attachment feature is required for each low-speed printer.

No attachment feature is required for the first five medium-speed printers. For example, if 10 medium-speed printers are attached, order the medium speed feature with a quantity of 5.

No attachment feature is required for the first two high-speed printers. For example, if 5 high-speed printers are attached, order the high-speed feature with a quantity of three.

A printer attachment feature is required for each ultra-high-speed printer.

- Specify the desired maintenance item (1 or 3 years)

Terms and Conditions

Ricoh ProcessDirector Express is offered by Ricoh Production Print Solutions LLC in the United States and by one or more of its affiliates in selected countries outside of the United States, collectively (“Ricoh”).

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with Ricoh are contained in the applicable contract documents, such as, but not limited to, the Ricoh Software License Agreement (RSLA) and the Ricoh Software Maintenance Agreement for Production Printing Software.

Licensing:

The RSLA governs your use of the program. Your invoice serves as your License Confirmation as defined in the RSLA. These programs have a One-time-charge (OTC) for use of the program, and an annual (or multi-year if available) renewable charge for ongoing support, which includes telephone assistance, as well as access to updates and new releases of the program as long as you have a current software maintenance agreement in effect.

Maintenance Service Offerings

Ricoh includes one year of software maintenance with the initial license acquisition of each program acquired under the terms of the Ricoh Software Maintenance Agreement for Production Printing Software, which does not require customer signatures.

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

Ricoh 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 Ricoh support center. This assistance is not available to your end users. Ricoh provides Severity 1 assistance 24 hours a day, every day of the year.

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

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Limited Warranty

Ricoh ProcessDirector Express is warranted as stated in the Ricoh Software License Agreement.

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