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# Ricoh ProcessDirector Express V1.4

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## Overview

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

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
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- Integrate with other business systems
- Enable multi-channel preference management and distribution

## Highlights

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This new release of Ricoh ProcessDirector Express brings value in the form of new features, enhancements to existing features and improvements to the base product itself.

### **Preference Management feature**

Use the new Preference Management feature to send multi-channel communications directly from Ricoh ProcessDirector Express by changing the delivery method for each customer's communication (such as email, archive print, or suppress) without changing the application that generates the file that currently prints all the customer documents. For example, this flexible feature can also be used to receive any information about each document in a job to add personalized marketing messages or to target a marketing campaign to all residents of a specific state or region. Print service providers can receive a preferences file with each job from their customers and develop workflows that leverage that data to provide more personalized pieces without the expense of starting over in composition. In-plant data centers can get the customer preference data collected by other parts of their business into the ProcessDirector Express platform and use that data to add value to the company's communication with their customers.

## **Production History**

Use the enhanced Archive feature to capture job and document production history. You can record the key production milestones of each job and document for later retrieval from a long-term repository. You can use the archived information to answer such questions as when a document was printed or inserted, what printer or inserter produced it, and what operator reconciled it, months after the document was mailed. With a step in the workflow or an action on the Archive GUI, you can also export the stored properties to a CSV file for use by other accounting or audit programs in your enterprise.

## **Electronic Presentment feature**

When used in conjunction with the Archive feature, the new Electronic Presentment feature allows you to serve up and view PDF documents to end users of your own website, that were produced in ProcessDirector Express, including selected history and details of those archived. The Electronic Presentment feature, which has the Archive feature as a prerequisite, contains a RESTful Web Services API that can be used to search for and retrieve documents from the ProcessDirector Express archives and retrieve PDFs for local presentment, download and reuse. Your IT staff or Ricoh's Professional Services team can build a secure access portal to integrate with your existing web application. Since this feature does not require the end users to directly log into Ricoh ProcessDirector Express, you can apply whatever brand identity to the Web application that suits your needs.

## **Email Document Distribution**

Extract individual documents from PDF jobs, make corresponding PDF files and distribute those individual PDFs in email using one of two SMTP servers – the same one you use for your notifications and email job output or a mass emailer who has been certified for bulk email distribution such as Mandrill from MailChimp or SendGrid. You can get email addresses from the PDF documents themselves or, using the Preference Management feature, in a separate file that you can maintain outside of Ricoh Process Director Express and provide updates on your own schedule. The EmailDocuments step template that allows you to compose the email message is included with the new version of all of the document processing features at no additional cost.

## **Document Suppression (Pull)**

Process a “pull list” at any point in your workflow to process last-minute changes to the production of your document-based workflows. Suppress the print for an entire postal code in the event of a disaster or select a subset of recipients based on a property you specify to receive expedited delivery or other special handling. Print service the labor-intensive process of removing printed and inserted pieces from the mail stream by suppressing print or diverting insertion before the enveloped piece is in the mail tray. This valuable function is included with the new version of all of the document processing features at no additional cost. And to make it easier to determine when to process that pull list, a new Wait step template is added to the base Ricoh ProcessDirector Express to put a job in a waiting state until either a specific time of day (for example, 9:00 AM) or a set interval has expired (for example, 15 minutes or 2 hours).

## **Security Enhancements**

Use your corporate internal LDAP (Lightweight Directory Access Protocol) or AD (Active Directory) security system to manage userid and password authentication to the Ricoh ProcessDirector Express application. Rather than manage users and passwords in the application, LDAP administrators can use their standard LDAP or Active Directory (AD) processes to manage user accounts. By defining separate access groups in LDAP that correspond to the security groups in Ricoh ProcessDirector Express (such as Administrator or Operator), you can also manage the authority granted to each ProcessDirector Express user in LDAP rather than in ProcessDirector Express. What functions each ProcessDirector Express group can perform are still managed in Ricoh ProcessDirector Express. Customers who prefer to continue to use the existing method of user account management in Ricoh ProcessDirector Express may continue to do so. For these users, support has been added for password reuse limits. The LDAP support is provided in the updated version of the free Security feature that is included with the base Ricoh ProcessDirector Express product at no charge.

### **Workflow Builder Enhancements**

Take advantage of the usability and performance improvements made to the Visual Workflow Builder. Your administrators will appreciate additions such as Undo/Redo, the ability to rename a step, and a new step finder to help you locate a step to edit in a complicated workflow. Layout improvements and new step properties like a description and a color were designed to make it easier to onboard new work or document existing workflows.

### **Operating System Support**

The following operating systems are added to the supported platforms with Ricoh ProcessDirector Express V1.4:

- Windows 2012 R2 (primary and application server)
- SUSE Linux Enterprise Server (SLES) 12
- Red Hat 7.0

The following operating systems are no longer supported with Ricoh ProcessDirector Express V1.4:

- Windows 8
- Red Hat 5
- SLES 10

The following changes are made to browser support in Ricoh ProcessDirector Express V1.4:

- Internet Explorer 11
- Latest levels of Chrome and Firefox
- Internet Explorer 9 is no longer supported

### **New Restricted Use Licenses**

Restricted Use (RU) licenses are now included for the ProcessDirector Express solution when used in a non-production environment. A non-production environment is an installation that is available when the primary production environment fails, such as a disaster recovery environment. Descriptions of the various backup/failover/recovery environments where a RU license can be used can be found in the product's License Information document.

### **New 5-year Maintenance Agreement**

A new 5-year maintenance agreement is now available. This agreement is similar to the 1-year and 3-year maintenance agreement and will also have Cold Backup, Restricted Use and After license options.

### **Printer Attachment Tiers Update**

Revised printer speeds for the printer attachment categories are as follows:

- 0-62 impressions-per-minute (workgroup and impact printers) \*
- 63-110 impressions-per-minute (low-speed)
- 111-300 impressions-per-minute (medium-speed)
- 301 -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

### **Item Numbers**

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The new optional features are shown in the table below:

<b>Item Number</b>	<b>Description</b>
5765-H29-0029	PROCESSDIRECTOR EXPRESS Electronic Presentment Feature
5765-H29-0030	PROCESSDIRECTOR EXPRESS Preference Management Feature
5765-H29-T001	EP FEATURE - USER ACCESS TIER ONE (11-50) LOW
5765-H29-T002	EP FEATURE - USER ACCESS TIER TWO (51-250) MEDIUM
5765-H29-T003	EP FEATURE - USER ACCESS TIER THREE (251-1000) HIGH

All of the Ricoh ProcessDirector Express Item Numbers are included in the attached file. New item numbers are in **green**. These new item numbers include:

- 1 and 3-year Maintenance items for the optional features shown above
- New 5-year Maintenance Items for all base product items and optional features.
- Restricted use (RU) licenses for ProcessDirector Express



RPDE 1.4.xlsx

## Description

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Ricoh announces the release of Ricoh ProcessDirector Express V1.4 for Linux and Windows.

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. The base functions of Ricoh ProcessDirector Express include:

- Accepting files from multiple sources: from a variety of hosts by copying files or using ftp to a directory defined as a hot folder and from multiple hosts using a command line print request (such as LPR)
- Managing print queues
- Tracking the production process from receipt of the print file to final delivery
- Using a file viewer to select the pages of PDF jobs to reprint
- Interacting with other programs, such as:
  - Third-party applications
  - User-written applications

## Preference Management Feature

The Preference Management feature lets you update document property values with values from an external preferences file. These values can be used to change the content of selected documents or to change the processing of those documents. For example, you can create a preferences file that identifies customers who have chosen eco-friendly options and change their Output type to email so that they can receive their statements via email instead of by postal mail.

To take advantage of this function, you create a preferences file that has headings to identify the property in each column. Those headings do not have to match ProcessDirector Express property names. Preferences files might be submitted with a job or be placed in a directory accessible to the Ricoh ProcessDirector Express server by a process outside of ProcessDirector Express. For example, your Web team has a program that runs every night at midnight to collect changes your customers made on your website to their preferences or subscriptions online during the day. The output of that program is a preferences file that is shared across your company for many different uses. The ApplyPreferences step in a workflow can read that file and add or update properties of documents in one or many jobs. To interpret the contents of that preferences file, you create a property mapping object in Ricoh ProcessDirector Express.

The property mapping object defines which values must match in the preferences file and in the document properties for a document to be identified as needing to be updated. Then, it defines which document properties are updated with values from the preferences file. The same property mapping object can be used by multiple workflows. The figure below shows how a property mapping object is constructed.

### Properties for Delimiter property mapping: Multichannel

To change the value for a property, enter a value or select from a list of values and click OK.

**General**

Property mapping description <sup>?</sup>  
Gets email v print preferences from daily Website data collection

File type <sup>?</sup>  
CSV

[ Show all tabs ]

OK Cancel

**Mapping**

Property mapping

Heading	Document property		
* Account	Member number	+	-
Channel	Output type	+	-

Summary

```
('Account' = Doc.Member.Number) ; ('Channel' = Doc.Pref.Output)
```

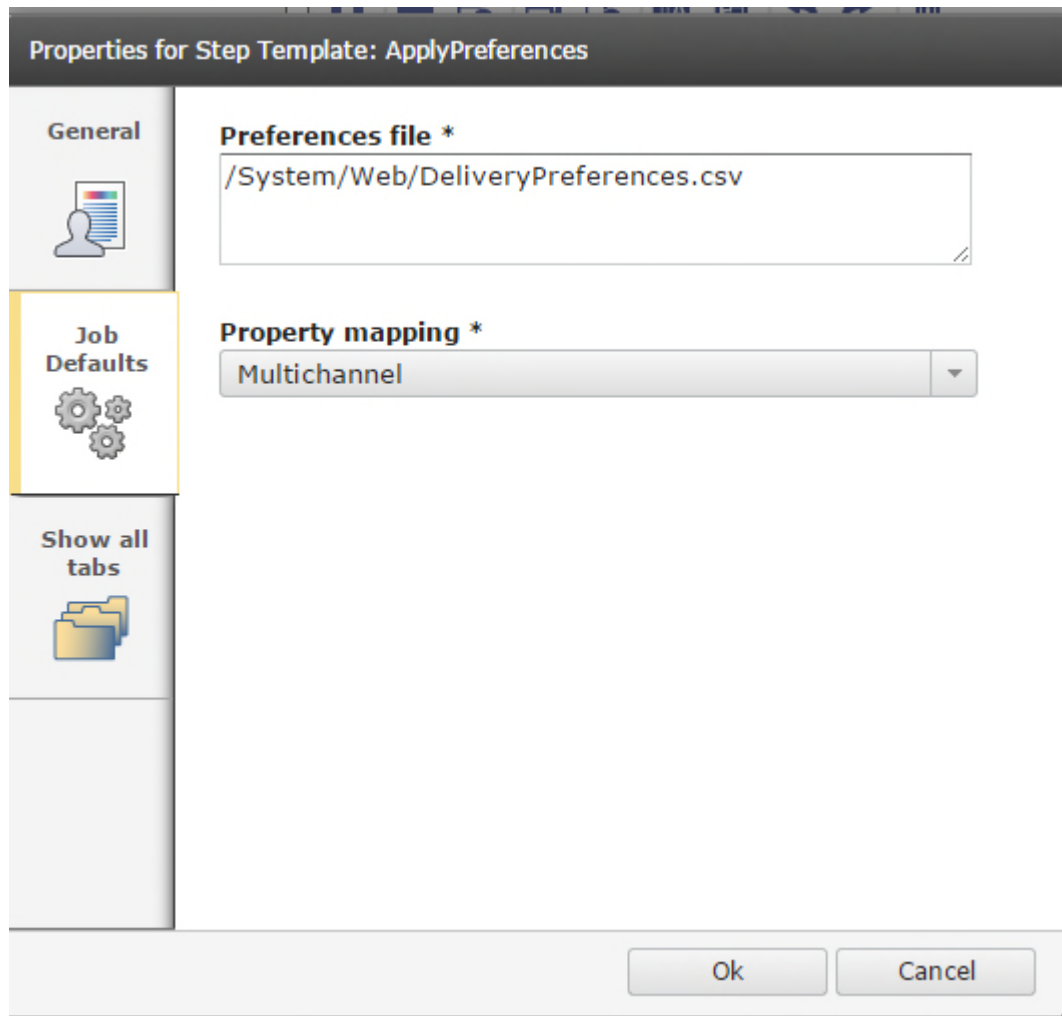
**Usage**

Property usage <sup>?</sup>

Document property to set	Document identifier
* Output type	Member number

> <

With a property mapping object created to match the preferences file and the name and location of the preferences file known, you add an ApplyPreferences step to your workflow to process the file and make the updates to the document properties file for a job. A sample ApplyPreferences step is shown below:



In this example, the preferences file has one column named Account and another named Channel. The values in the Account column correspond to values for the Member number property in Ricoh ProcessDirector Express. The values in the Channel column correspond to values for the Output type property in ProcessDirector Express.

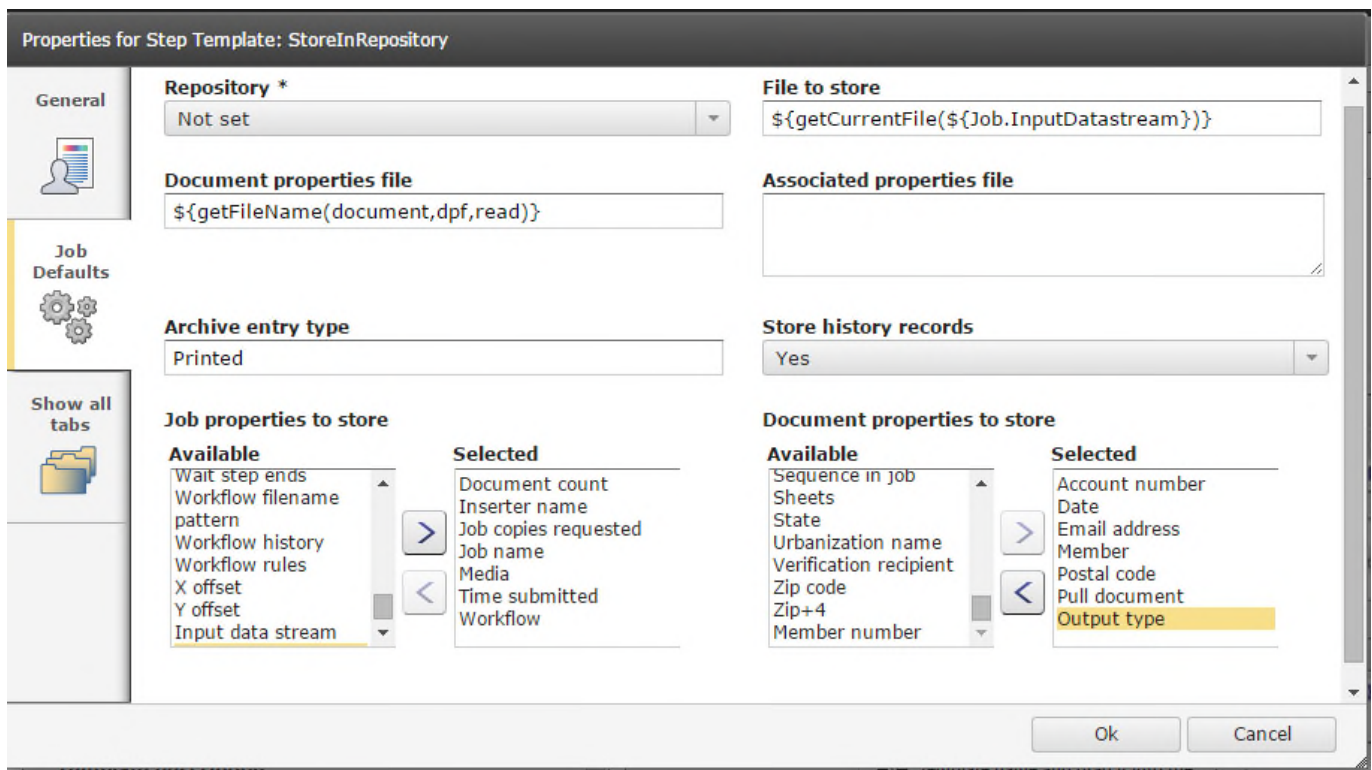
When the ApplyPreferences step runs, it looks for each unique value of the Member number property in the document properties file for the job and assigns the corresponding value of the Output type property to it. Subsequent steps in the workflow can use the value of the output type property to route to each document down the correct production path.

## Archiving Job and Document Production History

The Archive feature now gives you more control over what properties are saved in the repository and also adds the ability to record timestamps of production events such as print completion or delivery to the postal service. To collect the events you want to capture, you define a new type of notification object called a history record. Each history record notification object is configured to watch for a set of job

state changes and record the event and its timestamp for each job that meets the conditions specified. For example, you might only track postal delivery for a subset of your jobs identified by workflow name but log the print completion time for all jobs. After a history record notification object is enabled, it collects the information for all jobs as they are processed and a StoreInRepository step in the workflow specifies when to write the historical data to the repository.

The figure below shows the StoreInRepository step template and the new Store history records property. Another new function on this step is the ability to store the values of properties associated with objects other than jobs. In the previous release of the Archive feature, you could store the name of the printer that printed the job but not any attributes of the printer such as the media used or whether it could staple. With the Associated properties file you can define properties of printers, inserters, barcode readers, and other objects used by the job during its processing for storage in the archive.



Although you can't use the history records or printer properties as search criteria to find jobs or documents in the archive, you can view the production history of each object found in the search. You can export the job and document properties along with the history records into CSV files for reporting purposes. The screenshots below show examples of the properties and history information that can be retrieved for a document or job in the repository.



Details for : 10000048.3.1-18

<b>Properties</b>	<b>Sequence in original job</b> 189	<b>Original pages</b> 8	<b>Document status 1</b> Attention
<b>History</b>	<b>Action</b> Reprint	<b>Insert iteration</b> 2	<b>Current first page</b> 80
	<b>Current pages</b> 8	<b>Current Sheets</b> 4	<b>Date</b> 03/06/2007 5:00:00 PM
	<b>Member number</b> R59299735	<b>Original first page</b> 897	<b>Member</b> THOMAS S ROTELLA
	<b>Output type</b> Print	<b>Sequence in child job</b> 18	<b>Workflow</b> PersonixAVArchive
	<b>Job number</b> 10000048.3.1	<b>Total pages</b> 87	<b>Print complete time</b> 03/08/2015 2:50:12 PM
	<b>Form definition</b> -	<b>AFP resource path</b> -	<b>Custom 1</b> Print
	<b>Document count</b> 18	<b>Archived folder</b> 10000048.3.1-2015-03-08_20.50.13.0	<b>Data type</b> -

Close

Details for : 10000120.3.3-2

Time Event Occurred	Event Type	State	Phase	Step	Workflow	Notification ID
03/10/2015 10:24:35 AM	ChangedTo	Complete	Receive	SetJobPropsFromOriginal	PersonixAVArchive	ChildJobCreated
03/10/2015 10:24:38 AM	ChangedTo	Complete	Print	PrintJobs	PersonixAVArchive	AllComplete
03/10/2015 10:24:38 AM	ChangedTo	ReadingBarcodes	Insert	ReadBarcodeData	PersonixAVArchive	StartInsert
03/10/2015 10:24:38 AM	ChangedTo	Complete	Insert	ReadBarcodeData	PersonixAVArchive	EndInsert
03/10/2015 10:24:38 AM	ChangedTo	Complete	Insert	Reconcile	PersonixAVArchive	Demo

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Close

## Electronic Presentment

The Electronic Presentment feature provides a set of Web services that you can use to search Repositories created by the Archive feature and retrieve jobs or documents so they can be viewed or resubmitted. You can use the Web services to create your own interface to the data stored in those repositories.

For example, if your company has a robust internal Web interface, you can create a portlet for that interface so call center representatives can access customer statements when customers call with inquiries. The representatives can find the statements, and resubmit them to be reprinted and sent to the customer, all without logging in to the Ricoh ProcessDirector Express user interface. Alternately, the Electronic

Presentment feature can be used external to your enterprise, directly by your end users, allowing them to search and retrieve their documents from a secure web portal.

You must have the Archive feature installed to use the Electronic Presentment feature.

The feature adds these Web services to Ricoh ProcessDirector Express:

- **Get repositories for user**  
Retrieves the list of all the repositories in the system that the user is authorized to view.
- **Get properties to search on**  
Retrieves the list of properties that can be used to search one or more repositories.
- **Search repository**  
Searches one or more repositories and returns a list of the objects that meet the search criteria, along with the properties that were stored with them. The search results are included in the body of the response.
- **Get data file**  
Retrieves the file that was stored in the repository, as specified in the File to store property of the StoreInRepository step. You can use the results returned by the Search repository Web service to determine the file identifier and location.

If you require more than 10 end users to access the Archive repositories via the web services API, you may purchase one or more Electronic Presentment User Access Tier features.

- The Electronic Presentment User Access Tier 1 provides access for 11-50 end users
- The Electronic Presentment User Access Tier 2 provides access for 51-250 end users
- The Electronic Presentment User Access Tier 3 provides access for 251-1000 end users

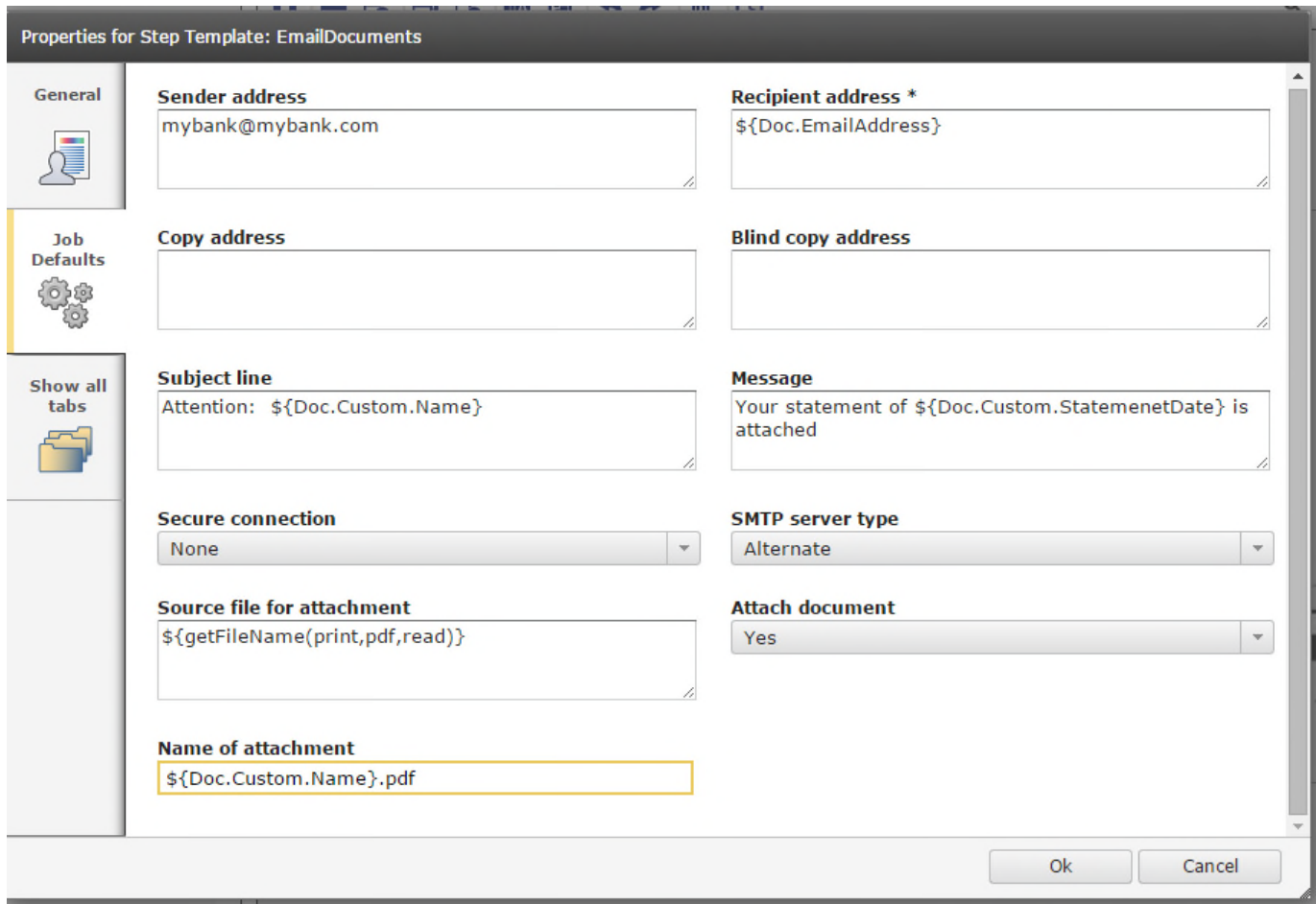
The User Access Tiers to be selected based on the total number of end users accessing the Electronic Presentment API, regardless of the number of web applications being used. For example, both of the scenarios below would require the purchase of Electronic Presentment feature and User Access Tier 2:

- 200 total end users are accessing the Archive repositories using four different web applications
- 200 total end users are accessing the Archive repositories using one web application

The Electronic Presentment feature applies to all production, restricted use and cold backup licenses. The Electronic Presentment User Access Tier features apply only to production licenses, and are not required for restricted use or cold backup licenses.

## **Email Document Delivery**

The new EmailDocuments step template shown below can be used in a workflow so that each document can be sent as an email attachment to a separate email address that is set as a document property.

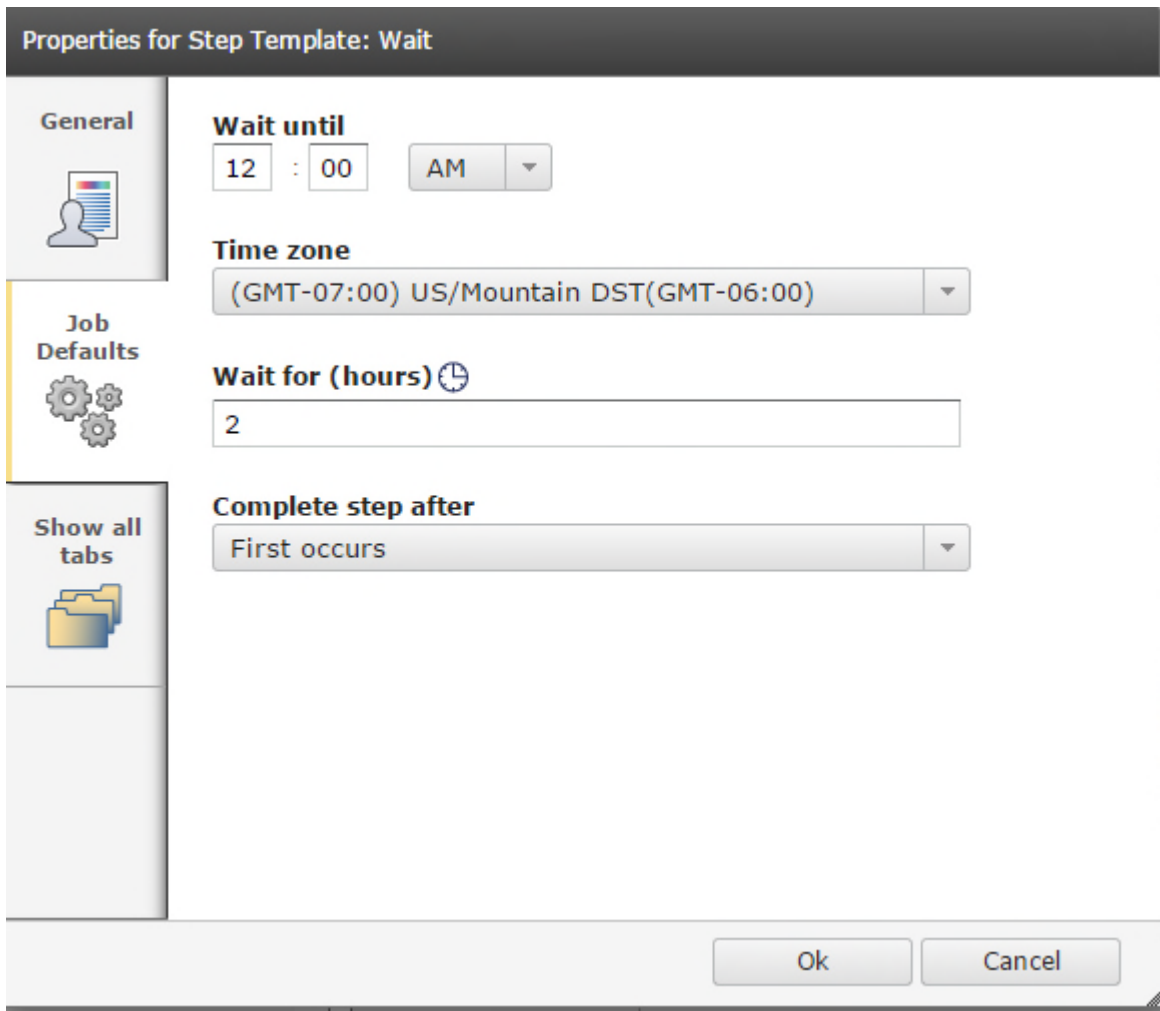


We have added the ability to configure two SMTP servers so that you can select an email service provider for these customer-facing emails and keep your intranet SMTP server for output such as notifications about printer outages or emails to your customer service reps as each job is ready for pickup by your customers.

## Document Suppression (Pull)

A common occurrence in a critical communication production environment is that some statements or invoices that were originally included in a print file need to be removed before they are placed in the mail. To solve this problem, we have added a step that can be placed in your workflow at each point during the production of the mailpiece where you might need to “pull” that document from the job – before print, before insertion, before mailing, for example. Often it is not just a single document but either a list of documents (such as account numbers) or even a group of documents that could be identified by a single property such as a department number or a postal code. We call that list of documents to suppress a “pull list.”

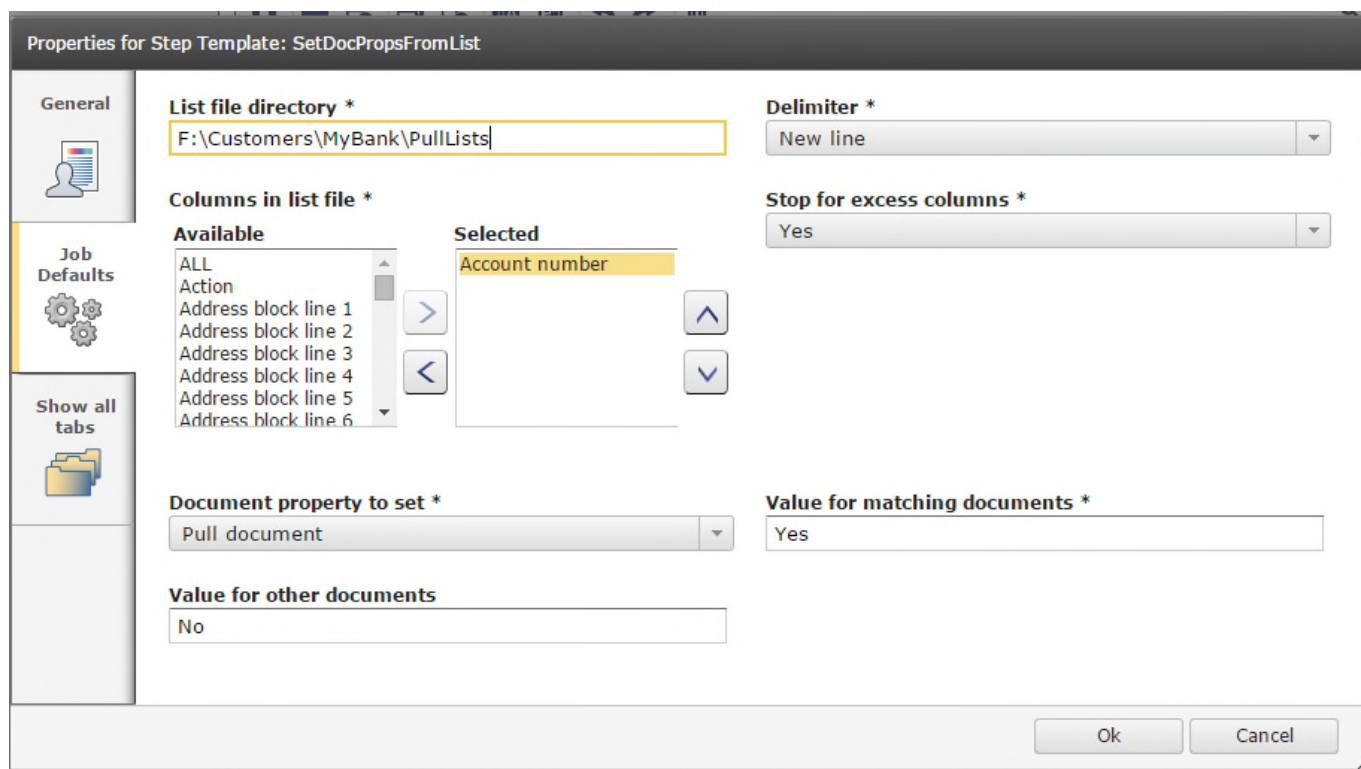
Because pulls can occur in a myriad of ways (if you get your Pull list to me by 10:00 AM, Mr. Customer, I can guarantee that I will have your file printed by 10:00 PM the same day) we created a new step that simply waits for a period of time that you configure, before it completes its task of waiting and moves on to the next step. The two ways to define the waiting period are in intervals (seconds, minutes, hours and days) or time of day (hh:mm AM/PM). The clock begins to tick once the step starts the job status changes to Waiting until the waiting period has elapsed.



In the workflow that needs to process the pull list, you add the new SetDocPropsFromList step template after the Wait step. As shown in the figure below, you specify the directory where pull list files can be found at runtime, which properties can be used to identify the documents in the job that need to be pulled, and the Document property to set by the step. Matching documents are set to one value and other documents are set to another.

In the example below, the step reads all files in the directory named C:\Customers\MyBank\PullLists and searches for matches on the Account number contained in the pull list file. If the pull list file contained

10 account numbers, those 5 documents would have their value for the Pull document property set to Yes, which subsequent steps in the workflow could then use to remove the 10 documents from the print file.



## LDAP/AD Security Feature Addition

To use LDAP for user and password management, the ProcessDirector Express administrator obtains the LDAP server configuration information shown in the figure below.

The ability to synchronize LDAP groups with ProcessDirector Express groups allows your IT staff to centralize group membership in LDAP if desired. The definition of what each security group means is still maintained in Ricoh ProcessDirector Express.

It is important to note that this new capability does not enable support for Single Sign-On (a session/user authentication process that permits a user to enter one name and password in order to access multiple applications).

## Workflow Builder Updates

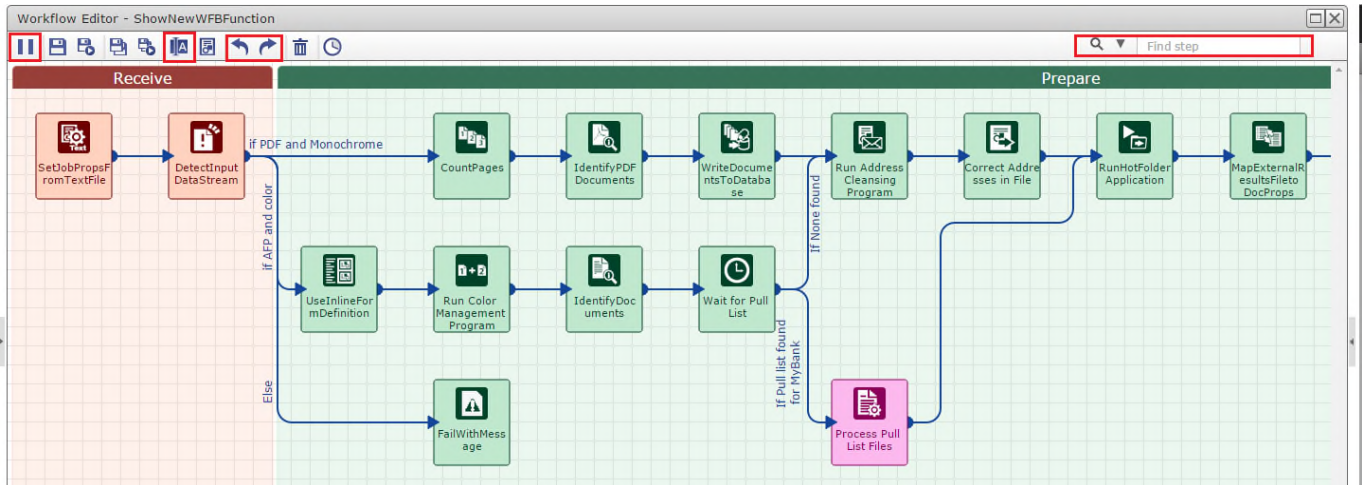
The picture below highlights several of the improvements made to the Workflow Builder. The new actions on the toolbar of the Editor portlet are (from left to right in red rectangles):

- A Disable workflow button to make it easier to get to edit mode for an open workflow
- A Rename step button that lets you change the name of a step after it has been placed in the workflow
- Undo and Redo buttons that keep track of all the changes you made to the workflow since you last saved it and lets you back up to a previous state of the workflow
- The Find step function to help you locate the step you want to edit in a complex workflow

Other improvements to Workflow Builder include:

- New support in the rules for connectors to test for Set and Not set values
- A Step color property so you can “bookmark” a step you are working on or highlight steps for certain operators to use in the View job in workflow function on the Jobs table

- A Step description property to help you document the function each step performs
- Resizable entry fields in the property notebooks
- Improved formatting of labels for both step names and connector names to make your workflows easier to follow



## Language support

This version of Ricoh ProcessDirector Express (V1.4) is available in English. New functions appear in English only; functions present in V1.3 and below are translated in French, Italian, German, Spanish and Japanese if you install the Language Pack feature provided with the product.

Later, this version of Ricoh ProcessDirector Express (V1.4) will be translated into French, Italian, German, Spanish, Japanese and Brazilian Portuguese.

## 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:

[http://rpp.ricoh-sa.com/images/uploads/Literature/Software\\_Support\\_Handbook.pdf](http://rpp.ricoh-sa.com/images/uploads/Literature/Software_Support_Handbook.pdf)

## Software Requirements

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

- Red Hat Enterprise Linux® (RHEL) 6.2 through latest 6.X release, 64-bit
- Red Hat Enterprise Linux® (RHEL) 7, 64-bit
- SUSE Linux Enterprise Server (SLES) 11 for x86 with SP1 or SP2, 64-bit
- SUSE Linux Enterprise Server (SLES) 12, 64-bit
- Windows Server 2008 R2, 64-bit
- Windows Server 2012 R2, 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 Ricoh ProcessDirector Express on a client system are as follows:

- Microsoft Internet Explorer 10 and 11
- 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, X, or XI 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 Ricoh 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
- Windows 8 – 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
- Java JRE Version 7 Update 6 or above (not Java Version 8)
- 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 V1.4.0**

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A minimum configuration for Ricoh ProcessDirector Express V1.4 is a server with:

- One or more 2.8 GHz, or faster, processors.
- 4 GB or more RAM – some features require additional memory.
  - 12 GB RAM required for Automated Verification, Postal Enablement, Archive, PDF Mailroom Integrity, Preference Management, or Electronic Presentment.
- 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**

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**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 C7100
- RICOH Pro C7100S
- RICOH Pro C7100SX
- RICOH Pro C7100X
- RICOH Pro C7110
- RICOH Pro C110S
- RICOH Pro C110SX
- RICOH Pro C110X
- Ricoh Pro 5110S
- Ricoh Pro 8100EX

**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**

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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 desired maintenance item (1, 3 or 5 years)

- Specify the correct number and type of printer attachment features. The print speeds for the printer attachment are:
  - 0-62 impressions-per-minute (workgroup and impact printers)
  - 63-110 impressions-per-minute (low-speed)
  - 111-300 impressions-per-minute (medium-speed)
  - 301-1499 impressions-per-minute (high-speed)
  - 1500+ impressions-per-minute (ultra-high-speed)

#### Printer Attachment Requirements

- General Attachment Requirements
  - The following general requirements explain the requirement for acquisition of printer attachment features.
  - Unless an attachment is not required by either the General Exceptions or the Product Specific Attachment Exceptions set forth below, a printer attachment feature is required for each physical printer that receives print data. When the same physical printer receives data from multiple print servers (InfoPrint Manager, Ricoh ProcessDirector, and Ricoh ProcessDirector Express), only one printer attachment is required. A “physical printer” may be a printer or a controller and printer combination.
- General Exceptions
  1. A printer attachment feature is not required when output is sent to another printer server or application and not to a physical printer.
  2. Physical printers that are used only for test, development and cold backup do not require printer attachments.
  3. Physical printers that are used solely to add MICR or color to a page previously printed by another physical printer do not require a printer attachment. For example, an InfoPrint 5000 XR3 would not require an attachment but other physical printers with integrated MICR or color capability will require a printer attachment feature.
- Product Specific Attachment Exceptions
  - Ricoh Process Director Express
    - 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.
- Definitions
  - Impressions per minute (IPM) for A4 (8.5 x 11) or letter that is standard for your location. An Impression is defined as a printed side. A page with one side printed equals 1 impression and a page printed on both sides equals 2 impressions.
  - Cutsheet printers use 1-UP printing speed. Print speed is determined by the highest rated A4/Letter impressions per minute specified for cutsheet printers.

Continuous Forms printers use 2UP printing speeds per engine or the maximum A4/letter ipm per paper width allowed. Use the highest rated images-per-minute throughput per engine to determine the print attachment for continuous forms printers. Duplex continuous form printers that have two print engines need two printer attachments.

## **Accessibility by people with disabilities**

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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](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's 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's Web site at

[http://www.ricoh-usa.com/about/accessibility/accessibility.aspx?utm\\_id=46&alnv=access](http://www.ricoh-usa.com/about/accessibility/accessibility.aspx?utm_id=46&alnv=access)

## **Publications**

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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
- Release notes

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:

- Ricoh ProcessDirector Express for Linux: Planning and Installing, G550-20220
- Ricoh 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
- Release notes

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.

## **Terms and Conditions**

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Ricoh ProcessDirector Express is offered by Ricoh Americas 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:**

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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**

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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 operating environment, or failures caused by products for which Ricoh is not responsible under this agreement.

### **Limited Warranty**

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

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