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Customer Reference Document: InfoPrint Manager V4.7.2 (5648-F40)

Overview

Effective Enterprise Output Management (EOM) is vital to driving reductions in the Total Cost of Operations (TCO) of output and related print processes. Ricoh's premier EOM solution, InfoPrint Manager, is a robust enterprise application print management tool designed to fully support output processes, including distributed office print, high speed production, decentralized production, and enterprise application printing.

Enhancements in this Release V4.7.2

This release of InfoPrint Manager includes:
- Support for IPv6
- Web GUI enhancement
    - job filtering function improved
    - adds the ability to type ahead on selectable list controls
    - interface updated for better ability to select page and sheet ranges, and choose requested destination, for one or more jobs
- Clients enhancement for Linux Secure Mobile Print (LSMP) feature
    - Mac Select is now able to pass PJL commands
    - Windows Select is now able to work with a wide variety of driver as well as Ricoh PDF driver
- Technical Currency & Update
    - Adds support for Oracle Java 8u181, IBM Java 8 SRS FP17 and Apache Tomcat 8.5.32
    - Adds CentOS 7 support
    - Includes APPE4.1 glyph fix
    - Includes CPSI 3020.101 service rollup effective July 2018
- Printer Support
    - Adds new generation of LB-F models (Ricoh Pro F2130Y/F2180/F2120Y/F2120)
    - Adds support for Ricoh Pro VC70000

Item Numbers

There are no new items being added or items being withdrawn in InfoPrint Manager V4.7.2. New customer orders will be fulfilled with the latest version of InfoPrint Manager Software.

Software Requirements

InfoPrint Manager V4.7.2 for AIX

- AIX 7.1 (64-bit kernel) TL04 SP1 minimum is required
- AIX 7.2 (64-bit kernel) no minimum is required

InfoPrint Manager V4.7.2 for Linux

- CentOS 7 (x86 64)
- RedHat Enterprise Linux Server 6 (x86_64)
- RedHat Enterprise Linux Server 7 (x86_64)
- SUSE Linux Enterprise Server 12 (x86_64)

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InfoPrint Manager V4.7.2 for Windows

InfoPrint Manager 4.7 supports only 64-bit versions of Windows for servers and supports mixed 32-bit and 64-bit for clients.

Server supported 64-bit operating systems are:

- Windows Server 2012 Standard
- Windows Server 2012 R2 Standard
- Windows Server 2016 Standard

Client supported 32-bit operating systems are:

- Windows 7 Professional SP1 or later
- Windows 7 Ultimate SP1 or later
- Windows 7 Enterprise SP1 or later
- Windows 8 Pro
- Windows 8 Enterprise
- Windows 8.1 Pro
- Windows 8.1 Enterprise
- Windows 10 Pro
- Windows 10 Enterprise

Client supported 64-bit operating systems are:

- Windows 7 Professional SP1 or later
- Windows 7 Ultimate SP1 or later
- Windows 7 Enterprise SP1 or later
- Windows 8 Pro
- Windows 8 Enterprise
- Windows 8.1 Pro
- Windows 8.1 Enterprise
- Windows 10 Pro
- Windows 10 Enterprise
- Windows Server 2012 Standard
- Windows Server 2016 Standard

Publications

All publications are available for download from the Ricoh Production Print Information Center at this Web link:

RPP Information Center   or

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

The following publications apply to all three platforms: AIX, Linux, and Windows:

- InfoPrint Manager: Secure Print - Installing and Configuring, G550-20129-12
- InfoPrint Manager afp2pdf Transform Feature: Installing and Using, G550-1057-06
- InfoPrint Manager: SAP R/3 Planning and Configuration Guide, G550-1051-15
- InfoPrint Manager: PSF and Server Messages, G550-1053-10
- InfoPrint Manager: Reference, S550-1052-18
- InfoPrint Manager: High Availability Guidelines, G550-20261-05
- InfoPrint Manager: Dictionary of Keywords, S550-1188-08
- Page Printer Formatting Aid: User's Guide, S550-0801-05
- AFP Conversion and Indexing Facility, G550-1342-08
- InfoPrint Font Collection: Font Summary, G550-20001-07

InfoPrint Manager for AIX ships with these publications:

- InfoPrint Manager for AIX: Planning Guide, G550-1060-14
- InfoPrint Manager for AIX: Getting Started, G550-1061-17
- InfoPrint Manager for AIX: Procedures, G550-1066-17
- InfoPrint Manager for AIX and Linux: Configuring and Tuning Guide, S550-1062-10

InfoPrint Manager for Linux ships with these publications:

- InfoPrint Manager for Linux: Planning Guide, G550-20262-07
- InfoPrint Manager for Linux: Getting Started, G550-20263-09
- InfoPrint Manager for Linux: Procedures, G550-20264-08
- InfoPrint Manager for AIX and Linux: Configuring and Tuning Guide, S550-1062-10

InfoPrint Manager for Windows ships with these publications:

- InfoPrint Manager for Windows: Planning Guide, G550-1071-14
- InfoPrint Manager for Windows: Getting Started, G550-1072-18
- InfoPrint Manager for Windows: Procedures, G550-1073-17

Note: The publications are included in the InfoPrint Manager Base Server DVD for each platform, which contains the publications in a PDF format.

Japanese versions of these publications (Getting Started and Procedures for AIX, Linux and Windows) will be available.

Language Support

InfoPrint Manager V4.7 is available in English, French, Italian, German, Spanish, and Japanese.

Translations are not being updated in InfoPrint Manager V4.7.2

InfoPrint Manager Limitations

The following are InfoPrint Manager Limitations:

- PPFA is available as a 32-bit application. PPFA is not supported on Windows 64-bit operating systems or Linux.
- The small (one bit monochrome) images that are transformed with transparency enabled are not transformed with the Single Cell algorithms. The native PostScript data streams that use the imagemask operator are transformed using the original halftone algorithms. The PDF data streams that process small (one bit monochrome) images with transparency enabled also use the original algorithms.
- MVS Download cannot be used with multiple data sets that have already been indexed (contain AFP TLEs).
- The SAP2AFP transform command does not create IS/3 compliant AFP output when converting an ABAP file by specifying 3 as value for the –is flag.
- When transforming PDF with color text that uses embedded font subsets to black and white or color AFP output, the rip processing can take longer. InfoPrint Manager Object names are case-sensitive. However, Windows API is not case-sensitive. Because of this limitation, you cannot have two objects with the same name, even if one of the names has uppercase letters.
- InfoPrint Manager for AIX, Linux and Windows 4.7 does not coexist with any version of RICOH Process Director due to 64-bit architectural changes.
- Adobe PDF Print Engine limitation - Adobe PDF Print Engine does not support Red Hat Enterprise Server 6. To use Adobe PDF Print Engine, update your operating system to SUSE Linux Enterprise Server 12 or Red Hat Enterprise Server 7.
- Ricoh PDF Driver available with the Linux Mobile Secure Print feature has the following limitations:
  - When you print from Microsoft Word, Black and White printing setting might result in printing objects in color.

- o When you print from Microsoft Excel, some shading patterns might be missing.
- o Missing logo from PDF File in some cases could be resolved by using setting "Print as Image".
- o Printing of encrypted PDF is not supported.
- o The PDF Driver is not WHQL certified.
- o Microsoft Word documents that contain the Print Field option cannot be printed. You can print the document after you remove the Print Field option from the document.
- When you use Class drivers (type 4 printer drivers), InfoPrint port monitor and InfoPrint TCP/IP Network Port Monitor are not supported. Use V3 print drivers either shipped with the Windows installation base or downloaded from the manufacturer's website.

The following functions are not supported on InfoPrint Manager for Linux:

- InfoPrint 2000 DSS (available on AIX only)
- IPP DSS (available on Windows only)
- Pass-through DSS (available on Windows only)
- DPF (available on Windows only)

Customer Responsibilities

The customer is responsible for installing, configuring, maintaining and using this product according to documented procedures, and for using the product in accordance with the Ricoh Software License Agreement, which can be found at this Web link:

Ricoh Software License Agreement or

http://info.rpp.ricoh-usa.com/help/index.jsp?topic=%2Fcom.infoprint.software.license%2Flicenseshome.html

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

Software Support Handbook Software Support Handbook or

https://www.ricoh-usa.com/-/media/Ricoh/Common/PDFs/Brochures/Software/Software_Support_Handbook_V8

Terms and Conditions

RICOH InfoPrint Manager is offered by Ricoh USA, Inc. 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 if 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 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 assistance for your routine, short-duration installation, and usage (how to) questions, as well as code defect support and access to Product 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 InfoPrint Manager is warranted as stated in the Ricoh Software License Agreement

Ordering Information

InfoPrint Manager is composed of a base license, required printer attachment features based on the rated speed in impressions per minute of printers driven by the server running InfoPrint Manager, and several optional features. For detailed ordering information contact your local Ricoh representative.

For the Linux Mobile Secure Feature, the smallest number of secure print printers that you can purchase is 5. The 'group of 5 printers' feature supports between 1 and 5 secure printers.

Marketing channels

Ricoh Sales Specialists

Warranty Period

The program is warranted for 90 days as stated in the Ricoh Software License Agreement.

Accessibility by people with disabilities

Base InfoPrint Manager Accessibility capabilities and characteristics apply to this InfoPrint Manager update.

A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on the product accessibility compliance can be requested via this Web site:

[Accessibility](#) or

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

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