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# Customer Reference Document: RICOH ProcessDirector V3.8 (5765-H30)

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## Overview

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RICOH ProcessDirector™ is an extensible, configurable output process management system that lets you start small and grow over time. With core capabilities plus optional add-on features, RICOH ProcessDirector allows flexible control of your critical communications output. It can streamline operations, improve process integrity, enhance operator productivity, reduce errors, and help lower costs. RICOH ProcessDirector is also the backbone software of Ricoh Automated Document Factory solutions: Mailroom Integrity, Postal Optimization and Output Management.

This release of RICOH ProcessDirector brings several features to enhance your operator and system productivity. The new user interface makes both administrator and operator tasks easier to perform and the ability to share horsepower with other systems for Ricoh transforms and AFP printing takes the load off your primary system. And getting email notifications about status of your input sources makes your staff more responsive if a problem occurs.

Workflow administration got a lot easier with the addition of step resources – an easy way to transfer control files and other configuration files you create on your workstation to the server so that steps in your workflows can access them. Step resources reduce or even eliminate the need for workflow administrators to access the server directly, helping you secure your server.

The ability to bring work into your system from a secure FTP site makes interfacing with your customers or departments easier and more secure. Exchanging print and other files over SFTP during workflow processing opens the communication channel with your clients using a pervasive technology. Expanded SOAP and REST command possibilities in workflow steps also make it easier to integrate with other client-relevant applications.

We broadened our PDF capabilities in three major areas:

- You can extract document properties from image-based Datamatrix barcodes in your print files, reducing the need to map those document properties from text on the documents
- You can configure the printer definition to call a program to build the PDF that suits the control unit you are printing on, simplifying those last-minute scheduling decisions for your operations staff
- You can preserve media page exceptions specified in PostScript or JDF when transforming files to the AFP data stream.

## Final Release

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The Final Release date is October 25, 2019.

## Highlights

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Version 3.8 of RICOH ProcessDirector contains a variety of enhancements to both the base product and its features.

## ***Highlights in the base:***

- The updated user interface can do it all – and has customer enhancement ideas built in!
- Expanded SFTP and Credential support
- Simplified transfer of files needed for workflow steps
- Email and Web Service Notifications added to input devices
- Enhanced support for last-minute PDF printing changes

## ***Highlights in the features:***

- The ability to extract document properties from Datamatrix 2D image-format barcodes in a PDF file has been added to the **PDF Document Support feature**. Using the Ricoh ProcessDirector Plug-in for Adobe Acrobat Professional, you can draw a box around a barcode and map strings of the barcode data into document properties. This saves you time from having to identify fields on the PDF page that contains the same information that has already been encoded into a barcode.
- The **Ricoh Transform features** can now be installed on a different computer than the primary server. And the transform server can also have other computers defined to share work, allowing you to distribute the processing load of these resource-intensive steps across multiple processors.
- The **AFP Support feature** has been enhanced to support remote AFP printing with a secondary server, staging work to the remote server so that Ricoh ProcessDirector keeps the pipeline to the AFP printer full, reducing the likelihood that the printer will be waiting for data. This feature is particularly useful if you have installed Ricoh ProcessDirector on a separate network, such as a virtualized environment that is far removed from the physical printers. This function is only available if a Secondary Server feature is installed on the remote print server.
- The **Web Services Enablement feature** includes a step template you can use to call REST web services. Before this release, only GET and POST commands could be used. In Version 3.8, the ability to send PATCH, DELETE and PUT commands is added. These commands can also be used by REST web services input devices.
- The **Insertter** feature can now process multi-byte character set (MBCS) strings in insertter control files.

## **Description**

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Ricoh announces the release of RICOH ProcessDirector V3.8 for AIX, Linux, and Windows.

New functions and updates in Version 3.8 include:

### ***The new user interface update is complete!***

“Clean.” “Uncluttered.” “Easy transition for operators.” These are the words we have heard from customers who have been using the updated user interface that Ricoh ProcessDirector started delivering in Version 3.5. The journey is now complete, with all of the legacy user interface functions available for your operators and administrators to do their jobs, And we didn’t just “port” the interface to a new technology stack – we improved the user experience as we went, addressing common requests such as the ability to save many filters of the Jobs table and several views of the Main

page. Also improving operators' productivity is the ability to change the values of job properties on many jobs at once. We made many improvements in the areas of the interface we heard operators used most frequently – Scheduling jobs and Reconciling jobs (when you have the PDF Document Support or AFP Support features installed).

But we didn't stop there. Administrators have an enhanced full-screen Workflow Editor to use – with the ability to save a workflow even though it has errors (what some customers asked for as a “draft mode” for workflows). They can also edit a workflow that is enabled – though saving changes still requires the workflow to be momentarily disabled. Those of you who have built complex workflows will appreciate the ability to navigate in the editor to pan and zoom to find the area you want to work in.

The Workflow Editor has supported the ability to drag and drop a workflow into another workflow for some time, allowing you to build small chunks of steps that you frequently reuse when building a new workflow. But after you dropped a workflow into a workflow, it “dissolved” into a set of steps that you could have added individually to the workflow. In Version 3.8, we added a new object called a step chain. Step chains are collections of steps just like workflows but when you drop them into another workflow, they retain their identity as a step chain, occupying less space on your canvas.

The redesigned Feature Manager and License installer were built in consultation with many of our customers who have shared their feedback with us. These infrequently used but very important functions are more quickly and easily accomplished with their updated user interfaces.

Moreover, the new user interface design added a RESTful Application Programming Interface (API) that is documented inside the product. You can use the REST web service calls in your own web application to extract information and status from Ricoh ProcessDirector as it processes jobs and manages printers, input devices, and other objects.

Now that all of the functions from the legacy user interface are available in the new interface, the legacy user interface is no longer available.

## ***Expanded SFTP Support***

Version 3.7 added the PushToSFTP and PullFromSFTP step templates to allow data to be exchanged with other applications using the SFTP protocol within a workflow. In Version 3.8, an SFTP input device is added, allowing Ricoh ProcessDirector to monitor a directory on an SFTP server watching for files with specific filename patterns to appear. The same batching methods supported for hot folder input devices apply to SFTP input devices, providing several ways for jobs to enter the system. Print service providers can use these input devices to more easily onboard work from their customers who already place jobs onto SFTP servers.

## ***Credential object added***

Credentials are required to authenticate with an SFTP server, either using the SFTP input device or the PushToSFTP and PullFromSFTP steps. To make it easier to share the credentials across workflows and input devices, a new credential object lets you specify the username and password in the object and then specify the credential object name on the step or input device. If the username or password changes, you only have to update the credential object.

## ***Simplified transfer of files needed for workflow steps***

Some step templates let you specify a control or configuration file for the step to use as input. Often these files reside on your workstation but need to be available to Ricoh ProcessDirector when it processes jobs. For example, the control files you create using the Ricoh ProcessDirector Plug-in for Adobe Acrobat or the AFP Visual Workbench need to be transferred to the server both when you are building a new workflow or updating an existing one. A new object, the step resource, lets you upload a file to the server and name the object on a step in a workflow rather than specifying a path and file name. You can view, retrieve, and replace the file by editing the step resource object so you no longer need to access the server to manage these control files.

## ***Notifications added for input devices***

Email and web service notifications have been available for changes to printers and jobs but not for changes to input devices. In particular, Download input devices can lose connection and Ricoh ProcessDirector is not notified. In Version 3.8, hot folder and Download input devices can be monitored for status changes and have notifications sent using email or web services. If you have the Deadline Tracker feature installed, you can set up the notification so that you are informed when expected work is late.

## ***Enhanced support for last-minute PDF printing changes***

Operators often need to reassign jobs from one printer to another. Sometimes the printers have specific requirements on how JDF or PDF instructions are defined in order to achieve a certain output format. Often a change to the target printer requires some reprocessing of the job in order to account for those differences. In the worst case, the job has to be recomposed entirely. In Version 3.8 we added the ability to specify an action list of programs that can be executed after a job is assigned to a Ricoh PDF or Ricoh TotalFlow printer but before it is transmitted to the printer. This action list can include any of the filters that are available on the EnhancePDF step template provided with Ricoh ProcessDirector. This capability lets the operator reschedule the job without concern for any reprocessing because the action list for the target printer will take care of preparing the PDF and JDF for that printer.

## ***Step templates to convert media page exceptions in JDF to AFP medium maps***

Print data streams vary in how they specify what media to use to print pages in a job. PDF jobs are often accompanied by JDF files that contain page-level media specifications. AFP uses medium maps in a form definition resource to name what media is used for each group of pages. When jobs are transformed from one data stream to another, the page-level media exceptions can get lost.

Two new step templates help preserve that media information. The ExtractPageExceptions step template reads the page exceptions for the job, either from the JDF file or created in the user interface and writes them to a tab-delimited file. The AddPageExceptionsToAFP step template uses the page exception file generated by the ExtractPageExceptions step and converts the media settings into an inline form definition with the appropriate medium maps. The step also inserts Invoke Medium Map (IMM) structured fields into the output AFP file so that the page exceptions take effect on the correct pages. The AddPageExceptionsToAFP step template is provided with the AFP Support feature.

## ***Enhanced AFP viewer support***

You can now see PDF objects contained in AFP medium overlays in the file viewer.

## ***Support for new printers***

Ricoh ProcessDirector now supports these RICOH printers:

- RICOH Pro VC70000
- RICOH Pro 8300S
- RICOH Pro 8310
- RICOH Pro 8310S
- RICOH Pro 8320
- RICOH Pro 8320S

## ***Operating System and Browser Support Changes***

- Windows Server 2012 is no longer a supported environment for the primary server, application servers, or for the Ricoh ProcessDirector Plug-in for Adobe Acrobat Professional.

- Windows Server 2019 is added as a supported environment
- The Edge browser is no longer supported to use the Ricoh ProcessDirector user interface

## **Packaging Changes**

### **Original Web Services Deprecation**

Version 3.8 is the last version of Ricoh ProcessDirector that will include the SOAP-based web services originally provided with the product. The new REST API is documented in the product so that you can perform any action available on the GUI using a web service call. The API calls are documented in an online library that is easy for programmers to use.

## **Language support**

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This version of RICOH ProcessDirector (V3.8) is available in English. New functions appear in English only; functions present in V3.7.1 and below are translated into French, Italian, German, Spanish, Japanese and Brazilian Portuguese if you install the Language Pack feature provided with the product.

No translations are provided for the Ricoh Transform features.

Later, this version of RICOH ProcessDirector (V3.8) and the Ricoh Transform features will be translated into French, Italian, German, Spanish, Japanese, and Brazilian Portuguese.

## **Customer Responsibilities**

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

## **Software Requirements**

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RICOH ProcessDirector V3.8 primary server can be installed on a server running one of the following:

- AIX® Version 7.2, Technology Level 2
- Windows Server 2016
- Windows Server 2019
- Red Hat Enterprise Linux® (RHEL) 6.7 or above
- Red Hat Enterprise Linux® (RHEL) 7.1 or above
- SUSE Linux Enterprise Server (SLES) 12 SP1 or above

Note: In all cases, primary server OS software is 64-bit

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

- Mozilla Firefox, Latest Service Level
- Google Chrome, Latest Service Level

RICOH ProcessDirector has a web-based viewer that displays AFP or PDF files to assist you in selecting pages for reprinting.

RICOH ProcessDirector can receive jobs for processing from the Job Entry Subsystem (JES) spool on an 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 V4.3 (5655-M32). The AFP Support feature of RICOH ProcessDirector is required to receive jobs from these z/OS programs.

## Hardware Requirements for RICOH ProcessDirector V3.8

A minimum configuration for RICOH ProcessDirector V3.8 is a server with:

- AIX—One or more 1.9 GHz or faster RISC processors
- Linux—One or more 2.8 GHz or faster standard Intel® processor-compatible hardware
- Windows®—One or more 3.1 GHz or faster standard Intel processor-compatible hardware
- 4 GB or more RAM – some features require additional memory.
  - 12 GB RAM required for Automated Verification, Postal Enablement, AFP Support, Archive, PDF Document Support or Inserter features.
  - 6-8 GB RAM required for Ricoh Transform features (see table below).
- Display with minimum resolution of 1280x800.
- Connectivity to the LAN.

The following table contains the minimum hardware requirements for the RICOH ProcessDirector Transforms.

<b>RICOH ProcessDirector for AIX</b>	
Transform Features	An additional 512 MB RAM for every two CPU cores, but no less than 2 GB. For example, if the computer has: <ul style="list-style-type: none"> <li>- One dual-core processor, it must have an additional 2 GB RAM.</li> <li>- Two quad-core processors, it must have an additional 2 GB RAM.</li> <li>- Three quad-core processors, it must have an additional 3 GB RAM.</li> <li>- Four quad-core processors, it must have an additional 4 GB RAM.</li> </ul> Transform features require an additional 4 GB of free hard drive space in addition to the space required for RICOH ProcessDirector. 4GB is required regardless of the number of Transform Features installed. Advanced Transform Features require additional HDD space.
Advanced Transform Feature	<ul style="list-style-type: none"> <li>- With appropriate features installed, supports up to 32 core processors which is the maximum that may be utilized simultaneously.</li> <li>- Additional memory may be required for large or complex files</li> <li>- Minimum 3 GB additional free hard-drive space on the same drive that RICOH ProcessDirector is installed on</li> </ul>
<b>RICOH ProcessDirector for Linux</b>	
Transform Features	– An additional 512 MB RAM for every two CPU cores, but no less than 2 GB. For example, if the computer has: <ul style="list-style-type: none"> <li>- One dual-core processor, it must have an additional 2 GB RAM.</li> <li>- Two quad-core processors, it must have an additional 2 GB RAM.</li> <li>- Three quad-core processors, it must have an additional 3 GB RAM.</li> <li>- Four quad-core processors, it must have an additional 4 GB RAM.</li> </ul> Transform features require an additional 4 GB of free hard drive space in addition to the space required for RICOH ProcessDirector. 4GB is required regardless of the number of Transform Features installed.
Advanced Transform Feature	<ul style="list-style-type: none"> <li>- With appropriate features installed, supports up to 32 core processors which is the maximum that may be utilized simultaneously.</li> <li>- Additional memory may be required for large or complex files - Minimum 3 GB additional free hard-drive space on the same drive that RICOH ProcessDirector is installed on.</li> </ul>
<b>RICOH ProcessDirector for Windows</b>	
Transform Features	– An additional 512 MB RAM for every CPU core, but no less than 2 GB. For example, if the computer has: <ul style="list-style-type: none"> <li>- One dual-core processor, it must have an additional 2 GB RAM.</li> <li>- Two quad-core processors, it must have an additional 4 GB RAM.</li> </ul>



	<ul style="list-style-type: none"> <li>- Three quad-core processors, it must have an additional 6 GB RAM.</li> <li>- Four quad-core processors, it must have an additional 8 GB RAM.</li> <li>- Transform features require an additional 4 GB of free hard drive space in addition to the space required for RICOH ProcessDirector. 4GB is required regardless of the number of Transform Features installed. Advanced Transform Features require additional HDD space.</li> </ul>
Advanced Transform Feature	<ul style="list-style-type: none"> <li>- With appropriate features installed, supports up to 32 core processors which is the maximum that may be utilized simultaneously.</li> <li>- Additional memory may be required for large or complex files</li> <li>- Minimum 3 GB additional free hard-drive space on the same drive that RICOH ProcessDirector is installed on.</li> </ul>

## Supported PDF Printers

The models of Ricoh PDF printers that are supported in this version of RICOH ProcessDirector are shown in the following list.

RICOH ProcessDirector has several ways of sending jobs to printers capable of printing PDF files.

The most general way is to define the printer as a Passthrough printer and specify a command that is appropriate for your printer.

The InfoPrint 5000 printer, for example, can accept PDF jobs in a hot folder on the printer that is accessible to the server or it can accept jobs using the LPR protocol.

The Ricoh PRO VC40000, VC60000, VC70000 and other Ricoh printers with the TotalFlow Print Server accept a PDF job with a JDF job ticket as a MIME package.

Printers defined to RICOH ProcessDirector as Ricoh PDF printers are sent PostScript generated from an input PDF job or can be sent a combination of JDF and PDF if the control unit supports it.

The following models of Ricoh printers are supported as Ricoh PDF printers in this version of RICOH ProcessDirector: (newly added RICOH printers in Bold)

- Aficio MP 1100
- Aficio MP 1350
- Aficio MP 9000
- Aficio MP C6000
- Aficio MP C6501
- Aficio MP C7500
- Aficio MP C7501
- Aficio SP 9100DN
- Linoprint C7100
- Linoprint C7100S
- Linoprint C7100SX
- Linoprint C7100X
- Linoprint C7110
- Linoprint C7110S
- Linoprint C7110SX
- Linoprint C7110X
- Linoprint C9100
- Linoprint C9110
- RICOH imagio MP 1100
- RICOH imagio MP 9000
- RICOH Pro 6100
- RICOH Pro 6100HT
- RICOH Pro 8100S
- RICOH Pro 8100Se
- RICOH Pro 1106EX
- RICOH Pro 8110e
- RICOH Pro 8110S
- RICOH Pro 8110Se
- RICOH Pro 8120
- RICOH Pro 6100HT
- RICOH Pro 8100S
- RICOH Pro 8100Se
- RICOH Pro 1106EX
- RICOH Pro 8110e
- RICOH Pro 8110S
- RICOH Pro 8110Se
- RICOH Pro 8120
- RICOH Pro 8120e
- RICOH Pro 8120S
- RICOH Pro 8120Se
- RICOH Pro C7100
- RICOH Pro C7100S
- RICOH Pro C7100SX
- RICOH Pro C7100X
- RICOH Pro C7110
- RICOH Pro C7110S
- RICOH Pro C7110SX
- RICOH Pro C7110X
- RICOH Pro C720
- RICOH Pro C720S
- RICOH Pro C7200S
- RICOH Pro C7210S
- RICOH Pro C7200SL
- RICOH Pro C7200SX
- RICOH Pro C7210SX
- RICOH Pro C7200
- RICOH Pro C7210
- RICOH Pro C7200e
- RICOH Pro C7200X
- RICOH Pro C7210X

- RICOH imagio MP C6000
- RICOH imagio MP C6001
- RICOH imagio MP C7500
- RICOH imagio MP C7501
- RICOH Pro 8110
- RICOH IPSiO 9100Pro
- RICOH Pro 1107
- RICOH Pro 1107EX
- RICOH Pro 1107M
- RICOH Pro 1356EX
- RICOH Pro 1357
- RICOH Pro 1357EX
- RICOH Pro 1357M
- RICOH Pro 8200S
- RICOH Pro 8210
- RICOH Pro 8210S
- RICOH Pro 8220
- RICOH Pro 8220S
- **RICOH Pro 8300S**
- **RICOH Pro 8310**
- **RICOH Pro 8310S**
- **RICOH Pro 8320**
- **RICOH Pro 8320S**
- RICOH Pro 906EX
- RICOH Pro 907
- RICOH Pro 907EX
- RICOH Pro C5100S
- RICOH Pro C5110S
- RICOH Pro C5200S
- RICOH Pro C5210S
- RICOH Pro C550EX
- RICOH Pro C651EX
- RICOH Pro C700EX
- RICOH Pro C751
- RICOH Pro C751EX
- RICOH Pro C900
- RICOH Pro C900S
- RICOH Pro C901
- RICOH Pro C901S
- RICOH Pro C9100
- RICOH Pro C9110
- RICOH Pro C9200
- RICOH Pro C9210

**Supported Kodak PDF printers include these models:**

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

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

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

## Supported AFP Printers

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When the AFP Support Feature is installed, RPD can print to any AFP printer that conforms to the AFP specifications.

## Hardware and Software Requirements for RICOH ProcessDirector V3.8 optional Features

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The RICOH ProcessDirector Plug-in for Adobe Acrobat is provided as part of the PDF Document Support feature. It can be installed on a workstation, and requires one of the following:



- Windows 10
- Windows Server 2016
- Windows Server 2019

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

- One of these versions of Adobe Acrobat:
  - X Pro (Version 10.1.1 or higher) or XI Pro
  - 2017
  - DC
- Java 8 2GB RAM dedicated to the application

## **RICOH ProcessDirector's Ink Savvy Tool**

The Ink Savvy Tool requires one of the following:

- Windows Server 2008
- Windows 7

In addition, the following are required:

- System requirements: Intel® Core™ 2 or similar, 2.4 GHz, 2 x 4 MB Level 2 (L2) cache, 2 GB RAM, 750 GB - 10,000 U/min hard disk drive with at least 5 GB free disk space
- Hardware components: Video card (DVI, supporting DirectX 9c), enabled Direct 3D acceleration, updated driver (not Windows default driver), for example, NVIDIA® GeForce 8600 GT; minimum screen resolution 1024 x 768 PX, 32-bit color depth
- Microsoft Internet Explorer 6.0 or higher, Direct X 9c or higher

The server must use the NTFS file system (FAT32 is not supported) with Ink Savvy.

## **PitStop Connect**

For RICOH ProcessDirector for AIX or Linux, Pitstop Connect requires Enfocus PitStop Server 10 or higher on an application server that is configured to work with the primary server. For RICOH ProcessDirector for Windows, PitStop Connect can run on the same server.

## **Impostrip Connect**

For RICOH ProcessDirector for AIX or Linux, Impostrip Connect requires Ultimate Impostrip OnDemand Digital Automation 7 or higher on a Windows application server that is configured to work with the primary server. For RICOH ProcessDirector for Windows, Impostrip Connect can run on the same server.

## **Avanti Slingshot Connect**

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

## **RICOH Transform features**

The transform features require WorldType Fonts version 8.13 for sap2afp files to transform correctly when IS/3 support is enabled.

## **RICOH ProcessDirector Secondary Server Feature**

The RICOH ProcessDirector Secondary Server Feature can be installed on a system running one of these operating systems:

- AIX® Version 7.2, Technology Level 2
- Red Hat Enterprise Linux® (RHEL) 6.7 through latest 6.X release, 64-bit
- Red Hat Enterprise Linux® (RHEL) 7.1 through latest 7.X release, 64-bit

- SUSE Linux Enterprise Server (SLES) 12 with SP1 or above, 64-bit
- The Secondary Server feature is not available on RICOH ProcessDirector for Windows.

## Terms and Conditions

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

## RICOH ProcessDirector Ordering Information

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

- Open the Configurator model for RICOH ProcessDirector (#5765-H30)
- Choose among the Windows (5765-H30-0001W) or Linux (5765-H30-0002L) or the AIX (5765-H30-003A) option
- Choose optional features – one optional feature is required for each base license (5765-H30) 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, 2, 3, 4 or 5 years) –

- Specify the correct number and type of printer attachment features. Effective October 27, 2017, there are changes to the Printer Attachment Features. The revised printer speeds for each of the printer attachment categories is described below:
  - Workgroup Printers (Now 80 impressions per minute (ipm) and below; Previously this group was 62 impression per minute
    - Added Group of 10 printers at 80 impressions per minute and below
  - Low Speed Printers (Now 80-150 impressions per minute; previously 63-110 ipm). The new printer groups for low speed are:
    - Single Device at 81-150 impressions per minute
    - Added Group of 5 printers at 81-150 impressions per minute
    - Added Group of 10 printers at 81-150 impressions per minute
    - Added Group of 25 printers at 81-150 impressions per minute
  - Medium Speed Printers (Now 151-400) impressions per minute; previously this group was 111-300 impressions per minute)
    - No new groups are being added
  - High Speed Printers are now defined as 401-1,999 impressions per minute; Previously this group was 301-1,499 impressions per minute)
    - No new groups are being added
  - Ultra High Speed is now defined as 2,000 impressions per minute or above. Previously this group was for printers greater than 1,499 impressions per minute.
    - No new groups are being added

## 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 Ricoh print servers (InfoPrint Manager and RICOH ProcessDirector), only one printer attachment is required. A “physical printer” may be a printer or a controller and printer combination.
- General Exceptions
  - A printer attachment feature is not required when output is sent to another printer server or application and not to a physical printer.
  - Physical printers that are used only for test, development and cold backup do not require printer attachments.
  - 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.
- Definitions
  - Impressions per minute (IPM) for letter (8.5 x 11 inches) or A4 (210x297 mm) 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.

The Printer Attachment Items are shown in the following table.

ITEM	RPD PRINTER ATTACHMENT OPTIONS	Printer Speeds for Printer Attachment Features
5765-H30-0047	RPD GRP OF 10 WORKGRP PRNTR ATTACH	Group of 10 printers 80 impressions per minute and below
5765-H30-0041	RPD GRP OF 25 WORKGRP PRNTR ATTACH	Workgroup defined as 80 impressions per minute and below
5765-H30-0042	RPD GRP OF 50 WORKGRP PRNTR ATTACH	Workgroup defined as 80 impressions per minute and below
5765-H30-0043	RPD GRP OF 100 WORKGRP PRNTR ATTACH	Workgroup defined as 80 impressions per minute and below
5765-H30-0044	RPD GRP OF 200 WORKGRP PRNTR ATTACH	Workgroup defined as 80 impressions per minute and below
5765-H30-0048	RPD GRP OF 500 WORKGRP PRNTR ATTACH	Workgroup defined as 80 impressions per minute and below
5765-H30-0049	RPD GRP OF 1000 WORKGRP PRNTR ATTACH	Workgroup defined as 80 impressions per minute and below
5765-H30-0037	RPD LOW-SPEED SINGLE PRNTR ATTACH	Single Device defined as 81-150 impressions per minute
5765-H30-0036	RPD LOW-SPEED GRP OF 5 PRNTR ATTACH	Group of 5 printers as 81-150 impressions per minute
5765-H30-0045	RPD LOW-SPEED GRP OF 10 PRNTR ATTACH	Group of 10 printers as 81-150 impressions per minute
5765-H30-0046	RPD LOW-SPEED GRP OF 25 PRNTR ATTACH	Group of 25 printers as 81-150 impressions per minute
5765-H30-0038	RPD MED-SPEED PRINT ENGINE ATTACH	Single Device defined as 151 - 400 impressions per minute
5765-H30-0039	RPD HIGH-SPEED PRINT ENGINE ATTACH	Single High Speed defined as 401-1,999 impressions per minute
5765-H30-0040	RPD ULTRA HIGH-SPEED PRINT ENGINE ATTACH	Single Ultra High Speed defined as 2,000 impressions per minute or above

### Ink Savvy Ordering

Ink Savvy is priced per print system (one duplex configuration = one system) and is designed to work exclusively with the InfoPrint 5000 (all models).

The Configurator automatically selects the maintenance items and supply features based upon the specified Optional Features, Upgrade Features, and Printer Attachments.

### Publications

All publications are downloadable from the Ricoh Information Center

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

The RICOH ProcessDirector for AIX Publications CD, GK4T-4011, contains the following publications:

- RICOH ProcessDirector for AIX: Planning and Installing, G550-1045
- RICOH ProcessDirector: Integrating with Other Applications, S550-1069
- RICOH ProcessDirector: Installing Document Processing Features, G550-20312
- RICOH ProcessDirector: Using RICOH ProcessDirector Plugin for Adobe Acrobat, G550-20229
- RICOH Font Summary, G550-20001
- Whitepaper: Using the Enhance AFP Function
- Release notes

In addition, the AIX Publications CD contains a stand-alone version of the RICOH ProcessDirector AIX help system, also referred to as the Information Center.

The RICOH ProcessDirector for Linux Publications CD, GK4T-4007, contains the following publications:

- RICOH ProcessDirector for Linux: Planning and Installing, G550-1042
- RICOH ProcessDirector: Integrating with Other Applications, S550-1069
- RICOH ProcessDirector: Installing Document Processing Features, G550-20312
- RICOH ProcessDirector: Using RICOH ProcessDirector Plugin for Adobe Acrobat, G550-20229
- RICOH Font Summary, G550-20001
- Whitepaper: Using the Enhance AFP Function
- Release notes

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

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

- RICOH ProcessDirector for Windows: Planning and Installing, G550-1365
- RICOH ProcessDirector: Integrating with Other Applications, S550-1069
- RICOH ProcessDirector: Installing Document Processing Features, G550-20312
- RICOH ProcessDirector: Using RICOH ProcessDirector Plugin for Adobe Acrobat, G550-20229
- RICOH Font Summary, G550-20001
- Whitepaper: Using the Enhance AFP Function
- Release notes

In addition, the Windows Publications CD contains a stand-alone version of the RICOH ProcessDirector Windows help system, also referred to as the Information Center.

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## Accessibility by people with disabilities

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

- Allow 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 has the following capability for users with mobility impairments or limited hand use:

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

#### SECTION 508 OF THE U.S. REHABILITATION ACT

RICOH ProcessDirector 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 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)

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