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## **Customer Reference Document: RICOH ProcessDirector V3.9 (5765-H30) and RICOH ProcessDirector Subscription V3.9 (5765-H70)**

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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.

RICOH ProcessDirector™ for Windows or Linux is now available to purchase as a subscription offering with a different name and order number, RICOH ProcessDirector Subscription. Rather than having to justify the investment to purchase a perpetual license and having to budget for annual maintenance of the software, you can now procure the product for as many years as your budget can hold. With a lower cost of entry, you can purchase only the features that you need to start and add subscriptions for other features as the need for them arises. Subscriptions are available in 1, 2, 3, 4, or 5-year terms. Subscriptions are available for all the features and extended features of RICOH ProcessDirector.

RICOH ProcessDirector Subscription 3.9 has the same code and the same installation requirements as RICOH ProcessDirector V3.9 on Linux and Windows platforms. On-premises, virtualized, and private cloud environments are supported the same way. License keys are issued for RICOH ProcessDirector Subscription in the same way as RICOH ProcessDirector but when the term of the subscription key expires, the product stops working. Warning messages are displayed on the user interface starting 60 days before the expiration date to notify users that the term of the subscription is nearing its end.

Subscription renewals can be purchased in the same increments as an original subscription and result in a renewal license key being issued to extend the term of the subscription. Maintenance for the base and the features is included in the subscription price.

RICOH ProcessDirector Subscription is not available on the AIX platform.

The focus of the 3.9 release of RICOH ProcessDirector is efficiency. To be efficient, you need data that helps you identify bottlenecks in your process. You need to be able to grow out of those bottlenecks by scaling your solution – perhaps into the cloud or just across a more distributed environment on the ground. You need to improve the productivity of your operators and your administrators by streamlining their tasks with a more functional user interface. You need to look for more areas to automate and integrate work into a single comprehensive platform, such as tying your Quadient inserters into your output management solution.

### **“Give me the data!”**

The no-charge Reports feature of RICOH ProcessDirector has always kept a wealth of information about the jobs that you process and the equipment you use to process them. In Version 3.9, we have made it much easier to specify what job and printer data you want to write to a PostgreSQL database. We added the ability to collect data on actions performed by users of the system, such as which operators scheduled what jobs. Plug that data into the business intelligence tool of your choice to create the data visualizations that can guide your shop to make the right decisions to improve efficiency.

### **“Let me grow”**

Cloud environments are attractive because they can scale on demand. Although earlier versions of RICOH ProcessDirector could run in virtualized and Cloud environments, some licensing issues from the original design that assumed physical servers were problematic. In Version 3.9, we have removed those issues to make RPD cloud-ready. If your virtualized environment can be set up to expand on demand, RPD can step up.

Distributing processing power across multiple servers is a common way to scale. In Version 3.9, we bring an option to install multiple secondary servers on a single system to allow you to separate tasks into right-sized processing units. And

we offer a no-charge Docker package on Linux that simplifies installation and management of the secondary server environment. To use a Docker package on a Linux secondary computer, you must install the Secondary Server feature.

Our scaling is not yet orchestrated but the steps we have made set us up for that intelligence to be added in future releases.

## “Make it easy”

Operators spend a lot of time scheduling jobs and doing a few of the many basic actions that are available on the Jobs table. We added a new function that allows operators to select a set of jobs and quickly see the number of pages, sheets, or documents contained in that selected set. You can keep selecting jobs to schedule as a batch until you reach a certain threshold and then pick the printer that is ready to receive them. Based on feedback from our users, we even expanded the Schedule dialog to show more of the information you need to pick the right printer for the jobs.

Do you only use 5 functions on the Jobs table, but they are scattered all over the menu? We will now surface the 5 most frequently used actions to a quick access menu to save you time.

Best yet – we gave administrators a way to build their own operator view of Jobs using the properties most useful to your shop. Like our System Summary view, you can build another matrix portlet for jobs that shows the number of jobs for each of your customers in each SLA state – on time, late, missed. You can make a tree view that nests the number of jobs for each customer that need a special form. The data that your administrators want to show to improve productivity is easy for them to build in the user interface – no programming required!

And the users who craft the workflows that are the life blood of your production floor will be delighted to see many new workflow editor functions such as the ability to copy and paste steps, move and delete groups of steps, and add steps into existing workflows even when the connections between steps are complex. An important new workflow object – the step chain – allows you to consolidate a set of steps that you frequently add to your workflows into a single entity for easy reuse. The appearance of your workflows will be cleaner when you see a single dot that has many steps inside it, letting you hide some of the complexity that can come from making powerful combinations of the RPD building blocks. And you'll be able to visualize the workflows more easily with an export function that “takes a picture” of the workflow to document your process – or to print on a poster to hang on the wall to show off your automated document factory!

## Simplified inserter integration with Quadient inserters

The previous Inserter feature of RICOH ProcessDirector provides all the pieces needed to drive any brand of inserter and instructions for how to perform the often complex configuration. After doing several installations with various models of Quadient (formerly Neopost) inserters that are controlled by the Automated Insertion Management System (AIMS) software, we built sample workflows, input devices, and inserter controllers that greatly simplify the setup effort for this class of inserters. With a few changes to the samples and the normal application work to define mailpiece boundaries in incoming jobs, you can get the inserter results flowing back into RICOH ProcessDirector and use its powerful reconciliation interface to make sure every document is accounted for. The Quadient Inserter Express feature is designed and priced with small to medium businesses in mind to bring insertion under the same umbrella as output management.

## Improved efficiency – as you suggested

Several of these enhancements originated in ideas submitted by our active user community either at our annual Interact Users Group event or through a new link on the product user interface that we introduced last December. A “Submit ideas” button was added to the banner at the top of the application and to the Help menu. Clicking on either button opens a portal where you can sign up to send your suggestions to the team. You can also vote on ideas that others have submitted to help us prioritize enhancements to the product. The headings you see above in quotes summarize what we heard from our users and delivered in this release.

## Final Release

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The Final Release date is October 30, 2020.

## Highlights

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Version 3.9 of RICOH ProcessDirector contains a variety of enhancements to both the base product and its features.

### Highlights in the base:

- Productivity enhancements for operators
- No-code method to add a custom portlet to the Main page
- A new workflow object, the step chain, lets you easily reuse a set of steps across multiple workflows
- Improved workflow editing functions
- Better reporting from printers that use RICOH TotalFlow Print Server for full-color and single-color pages in PDF jobs
- New and improved links to other applications
- Portal to send RICOH your enhancement requests
- New Information Center with modern user interface and improved readability
- Security vulnerabilities addressed

### Highlights in the features:

- A new Quadient Inserter Express feature  
With its pre-configured workflow and sample inserter definition, this feature makes setting up Quadient (formerly Neopost) midrange inserters with AIMS software
- User actions and simplified setup added to free Reports feature  
A GUI replaces the configuration file that was used in earlier releases to build the PostgreSQL data base holding the reports data. User actions taken on jobs, printers, input devices, users, barcode readers and inserters can be written to the reports database.
- Two updates to the AFP Support feature  
A new step template, StandardizeAFP, that can be used to ensure that each document in an AFP file uses the correct medium map. And the ReverseOutputOrder step gets a new property to allow you to preserve page groups and index tags when the pages are rearranged for Z-to-A print applications.
- The Avanti Slingshot Connect feature enhances page count information  
For printers with the Ricoh TotalFlow print server, counts can be sent to Avanti Slingshot as single-color or full-color pages

## Description

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Ricoh announces the release of RICOH ProcessDirector V3.9 for AIX, Linux, and Windows and RICOH ProcessDirector Subscription V3.9 for Linux and Windows.

See the New in this release section of the Release notes for specific functions added in this release.

### Support for new printers

Ricoh ProcessDirector now supports these RICOH printers:

- Ricoh Pro C5300S

- Ricoh Pro C5310S

## Operating System and Browser Support Changes

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- Red Hat 6 is no longer a supported environment for the primary server or secondary server
- Red Hat 8.1 is added as a supported environment for the primary server or secondary server
- The minimum level of AIX supported is increased to AIX Version 7.2, Technology Level 02 TL3 SP3 or later
- The Chromium Edge browser is added as a supported browser to use the Ricoh ProcessDirector user interface

## Language support

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This version of RICOH ProcessDirector (V3.9) is available in English. New functions appear in English only; functions present in V3.8 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 (V3.9) 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 V3.9 primary server can be installed on a server running one of the following:

- AIX® Version 7.2, Technology Level 2 TL3 SP3 or later
- Windows Server 2016
- Windows Server 2019
- Red Hat Enterprise Linux® (RHEL) 7.6 through latest 7.X
- Red Hat Enterprise Linux® (RHEL) 8.1 through latest 8.X
- SUSE Linux Enterprise Server (SLES) 12 SP4 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
- Chromium Edge, Latest Service Level

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 V3.9

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A minimum configuration for RICOH ProcessDirector V3.9 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
- 8 GB or more RAM – some features require additional memory.
  - 16 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> <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> </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	- With appropriate features installed, supports up to 32 core processors which is the maximum that may be utilized simultaneously. - 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.

## 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 Pro 8200S
- RICOH Pro 8210
- RICOH Pro C751
- RICOH Pro C751EX



- 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 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 C5300S**
- **Ricoh Pro C5310S**
- RICOH Pro C550EX
- RICOH Pro C651EX
- RICOH Pro C700EX
- 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 V3.9 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

### Secondary Server

The new Docker package containing the secondary server code requires the Secondary Server feature to be installed, along with Docker Engine 19.03 or above. The Docker package is available for download separately from the product features.

### 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 6.0.2020 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 TL3 SP3 or later
- Red Hat Enterprise Linux® (RHEL) 7.6 through latest 7.X
- Red Hat Enterprise Linux® (RHEL) 8.1 through latest 8.X
- SUSE Linux Enterprise Server (SLES) 12 SP4 or above

## **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. RICOH ProcessDirector has 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.

RICOH ProcessDirector Subscription has a subscription period of permitted usage for use of the program, and an annual (or multi-year if available) renewable charge for ongoing permitted usage and 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.

License keys are issued for RICOH ProcessDirector Subscription in the same way as RICOH ProcessDirector but when the term of the subscription key expires, the product stops working. The period of your subscription is available in your Entitlement Certificate email. Warning messages are displayed in the RICOH ProcessDirector user interface starting at 60 days before the subscription expiration date.

## **Maintenance Service Offerings**

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RICOH ProcessDirector 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.

RICOH ProcessDirector Subscription includes software maintenance during the subscription period according to the terms of Ricoh Software Maintenance Agreement for Production Printing Software, which does not require customer signatures. No orderable Maintenance features are available for RICOH ProcessDirector Subscription.

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.

## Software Subscription FAQs

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Q: When does a subscription start?

A: The start date is the order date or the date that software is made available to the customer. The subscription will not function prior to subscription start date. The customer will be billed when the order is placed.

Q: When does a subscription end?

A: The end date of the subscription is determined by the term of the subscription. If you purchase a two year subscription starting on August 1 of one year, the subscription ends on July 31 two years later.

Q: How does a RICOH ProcessDirector Subscription customer renew their subscription?

A: Place an order for one of the renewal items. A subscription renewal can be for 1, 2, 3, 4 or 5 years. The subscription will renew the day after the existing subscription expires.

Q: How does a RICOH ProcessDirector Subscription customer know when their subscription is going to expire?

A: The License page of the user interface shows the subscription expiration date. A warning message appears in the user interface starting 60 days prior to the expiration date and at regular interval thereafter.

Q: Can a customer move from RICOH ProcessDirector Subscription to RICOH ProcessDirector?

A: Yes, but there is no credit for prior subscription payments.

Q: Can a customer move from RICOH ProcessDirector to RICOH ProcessDirector Subscription?

A: To make this move on the same release of RICOH ProcessDirector, you must install the software again.

You can upgrade your RICOH ProcessDirector at one release to RICOH ProcessDirector Subscription at a higher release without reinstalling the software.

Q: Can a customer with a RICOH ProcessDirector perpetual license add a new subscription-based feature to their current license?

A: No, the base product and features must be under the same license terms.

Q: Is the 60-day trial still available?

A: Yes. RICOH ProcessDirector Subscription can be used for 60 days without purchasing a subscription.

Q: Can a RICOH ProcessDirector Subscription customer add a new feature part way through a subscription term?

A: Yes. New features can be added at a prorated cost and the end date of the feature subscription will be coterminous with the base subscription end-date.

Q: Can a RICOH ProcessDirector Subscription customer change the end date of a subscription to align it with the end of a printer or other equipment lease?

A: Yes. A new subscription order is required to change the end date.

Q: Can a RICOH ProcessDirector Subscription customer cancel prior to the subscription end date?

A: Subscriptions cannot be cancelled.

Q: Are Professional Services Extended features available on a subscription basis?

A: Yes. Please contact your Ricoh Solutions Executive for pricing and availability information.

Q: Are Professional Services hours included in the subscription?

A: No. Hours for customization, project management and other Advanced Solution Practice services as determined in the Statement of Work (SOW) remain a one-time charge (OTC) and are not included in the subscription pricing.

## **RICOH ProcessDirector Subscription Ordering Information**

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

- Open the Configurator model for RICOH ProcessDirector (#5765-H70)
- Choose among the Windows (5765-H70-0001W) or Linux (5765-H70-0002L) option
- Choose optional features – one optional feature is required for each base license (5765-H70) that will install the optional feature. The optional features are listed in the “Item Numbers” section of this document.
- Specify the desired subscription term (1, 2, 3, 4 or 5 years). The term must be the same for the base product and all the features in the order. If a customer adds a feature during the term of the base subscription, the term and price for the feature will be prorated to match the term of the base product.
- Specify the correct number and type of printer attachment features.
- For additional ordering information, see [RICOH ProcessDirector V3.8 \(5765-H30\)](#)

## **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

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All publications are downloadable from the [Ricoh Software Information Center](https://help.ricohsoftware.com/swinfocenter/) or

<https://help.ricohsoftware.com/swinfocenter/>

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.



## **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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