
Customer Reference Document: RICOH InfoPrint Manager V4.10 (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, RICOH 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 V4.10

This release of RICOH InfoPrint Manager includes:

New InfoPrint Manager/Streamline NX Integration

- New AnyPlace DSS available for pull print operations using the Pull Print feature in conjunction with the Ricoh Streamline NX covering cloud solution. This allows users to retrieve jobs at the printer from either Streamline NX or InfoPrint Manager. Using a pull operation requested by the printer allows the release of jobs from the cloud.

Additional SSL/TLS Encryption Enhancements

- File encryption support for non-processing jobs (pending, held, ripped, and retained) is now part of the overall encryption capabilities. This enhances security in case of compromised hardware.
- Client-server and server-server encryption with an OpenSSL to enable TLS encryption so that the communication between servers and clients is secure. (From 4.9.2)
- Data anonymity allows only the owner or recipient of the job to view the job name and details, so that data is protected from unauthorized viewing. (From 4.9.2)

New Enhancement to the SAP feature

- A valuable new tool of the SAP feature (the pdsap command) is now available that allows the InfoPrint Manager admin to create and configure printers in SAP and link them to InfoPrint Manager. This frees the InfoPrint Manager admin from the need to contact the SAP admin for every change in the InfoPrint Manager printer landscape. This improves InfoPrint Manager's mission of moving critical SAP function to the InfoPrint Manager admin strengthening the utility of the SAP feature.

Web GUI Enhancements

- Save & Share Views
 - Allows the InfoPrint Manager admin to deploy custom configuration settings across multiple users with ease. It also allows a user to save a specific view or configuration for later use.
 - Users can export their custom settings (open queues, rows, spacing preferences, and so on) to a local file.
 - Users can import their preferences from a file.
- Lockable Web GUI configuration option for users.
 - Changes made by users are not retained once user session ends
- Lockout users after failed authentication attempts – default is five attempts
- The help system in the web UI has been updated with a modern appearance and adaptable interface.

Customer requests

- Job Log for jobs submitted via hot folders. InfoPrint Manager now picks up the Job/Document Defaults notification profile for jobs submitted through hot folders. Operators can see a Job Log in the GUIs for jobs submitted via hot folders.
- Add "Default" to processing options for job submitter via the Web GUI. RIP options change depending on where the job is sent taking this from the submission process.
- Added support for job early binding in Web GUI. Provides accurate job processing and completion time estimation.
- Ported PSF inline transforms functionality from InfoPrint Manager for AIX to Linux and Windows. This enables sending with data in containers to extend this capability to printers without EPS interpreters. Processing this upstream is a form of EPS support for the EPS2AFP transform.
- Added support for canceling jobs from BSD destination support system. Can run any command through a BSD DSS and if it gets stuck, cancelling the command cancels the job.
- Added AFP2PDF support for MOCA objects which expands support for data streams providing greater value and utility.
- Upgraded PDF rip processing to APPE 5.4. This provides support from Adobe for APPE which also forces a new Clang prerequisite on AIX.

Other enhancements

- Redesigned the web browser cache utilization for the Web GUI. This new function forces a cache clear before first connection of the browser following an upgrade.
- Additional afpsplit utility parameters that allow InfoPrint Manager to use a specific form definition while using page-select attribute. Ex: With a 2 sided form definition – When the user runs afpsplit from pg 2 to pg 5, it will make the split from 1 to 6 thus ensuring the pages print correctly in duplex.
- Added Japanese PostScript Font feature for Windows. Brings the special PS Japanese fonts from AIX to Windows. This is also available on Linux.
- Added SAP2AFP transform support for QR and Datamatrix codes. This expands the SAP support for InfoPrint Manager.
- Updated Management Console (MMC) functionality to copy folder structures when user changes the working directory paths.

Security Vulnerability Scanning Process

- InfoPrint Manager, as part of the Ricoh product portfolio, undergoes rigorous security vulnerability scanning throughout the development process. As vulnerabilities are found, updates are developed and applied according to the level of risk assigned to each vulnerability. The most recent updates are made available to admins and via the Level 2 team.

Item Numbers

There are no new orderable items being added in InfoPrint Manager V4.10. There are no items being withdrawn in InfoPrint Manager V4.10. New customer orders will be fulfilled with the latest version of InfoPrint Manager Software.

Software Requirements

InfoPrint Manager V4.10 for AIX (64-bit kernel)

- AIX 7.1 Technology Level (TL) 5 Service Pack (SP) 5 or higher

AIX 7.2 Technology Level (TL) 3 or higher InfoPrint Manager V4.10 for Linux (64-bit kernel)

- CentOS 7
- CentOS 8 (x86 64) – New!
- RedHat Enterprise Linux Server 7
- RedHat Enterprise Linux Server 8 (x86_64) – New!
- SUSE Linux Enterprise Server 12
- SUSE Linux Enterprise Server 15
- Oracle Linux Server 7.5.

InfoPrint Manager V4.10 for Windows

InfoPrint Manager 4.10 supports only 64-bit versions of Windows for servers and clients.

Server supported operating systems are:

- Windows Server 2012 Standard
- Windows Server 2012 R2 Standard (Update KB2919355)
- Windows Server 2016 Standard
- Windows Server 2019 Standard

Client supported operating systems are:

- Windows 10 Pro
- Windows 10 Enterprise
- Windows Server 2012 Standard
- Windows Server 2016 Standard
- Windows Server 2019 Standard

Publications

All publications are downloadable from the [Ricoh Software Information Center](#) or

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

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

- InfoPrint Manager: Installing InfoPrint Manager Transform Feature - G550-20160-04
- InfoPrint Manager: Secure Print: Installing and Configuring, G550-20129-17
- InfoPrint Manager afp2pdf Transform Feature: Installing and Using, G550-1057-09
- InfoPrint Manager: SAP R/3 Planning and Configuration Guide, G550-1051-18
- InfoPrint Manager: PSF, Server, and Transform Manager Messages, G550-1053-14
- InfoPrint Manager: Reference, S550-1052-23
- InfoPrint Manager for AIX and Linux: High Availability Guidelines, G550-20261-10
- InfoPrint Manager: Dictionary of Keywords, S550-1188-12
- Page Printer Formatting Aid: User's Guide, S550-0801-08
- AFP Conversion and Indexing Facility, G550-1342-10

InfoPrint Manager for AIX ships with these publications:

- InfoPrint Manager for AIX: Planning Guide, G550-1060-19
- InfoPrint Manager for AIX: Getting Started, G550-1061-23

- InfoPrint Manager for AIX: Procedures, G550-1066-22
- InfoPrint Manager for AIX and Linux: Configuring and Tuning Guide, S550-1062-15

InfoPrint Manager for Linux ships with these publications:

- InfoPrint Manager for Linux: Planning Guide, G550-20262-12
- InfoPrint Manager for Linux: Getting Started, G550-20263-15
- InfoPrint Manager for Linux: Procedures, G550-20264-14
- InfoPrint Manager for AIX and Linux: Configuring and Tuning Guide, S550-1062-15

InfoPrint Manager for Windows ships with these publications:

- InfoPrint Manager for Windows: Planning Guide, G550-1071-18
- InfoPrint Manager for Windows: Getting Started, G550-1072-24
- InfoPrint Manager for Windows: Procedures, G550-1073-22

Japanese Translated IPM V4.10.1 Books

Six of the 20 IPM V4.10.1 books were selected as Priority 1 books to be translated into Japanese. Here is the list of six books that have been translated into Japanese for the IPM V4.10.1 release:

- RICOH InfoPrint Manager™ for AIX: Getting Started, GB88-4107-07
- RICOH InfoPrint Manager™ for AIX: Procedures, GB88-4109-07
- RICOH InfoPrint Manager™ for Linux: Getting Started, G550-20265-06
- RICOH InfoPrint Manager™ for Linux: Procedures, G550-20266-06
- RICOH InfoPrint Manager™ for Windows: Getting Started, GB88-4106-07
- RICOH InfoPrint Manager™ for Windows: Procedures, GB88-4108-07

Help systems

- Java GUI Help (HTML)
- Web GUI Help including Job Viewer (Titania)
- IPM MI Help for Windows (CHM)
- IPM MI Help for Linux (HTML)
- IPM Select (CHM)
- Submit Help (HTML)

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

Language Support

InfoPrint Manager V4.10.0 is available in English.

Translations will be updated in InfoPrint Manager V4.10.1 for French, Italian, German, Spanish, and Japanese.

InfoPrint Manager Limitations

The following are InfoPrint Manager Limitations:

InfoPrint Manager General Limitations:

Single Cell Halftone

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.

Indexed Multiple Data Sets

MVS Download Receiver cannot be used with multiple data sets that have already been indexed (contain AFP TLEs).

Interchanging set version attribute

The sap2afp transform command does not create IS/3 compliant AFP output when converting an ABAP file by specifying 3 as a value for the -is flag. The sap2afp transform command creates IS/3 compliant AFP output only when the input file is an OTF file.

InfoPrint Manager for Windows limitations:

Accounting information when printing PJI nested jobs to Ricoh controller devices reports 0 (zero) pages completed

Accounting information when printing PJI nested jobs to Ricoh controller devices reports 0 (zero) pages completed when InfoPrint Manager is configured to report job completed when printed (wait-for-job-completion is enabled) and when using InfoPrint TCP/IP Network Port Monitor. If you encounter this problem, contact your local Ricoh printer representative.

Make sure that all x64 kernel-mode software is signed

Previous x64 versions of Microsoft Windows Server did not require drivers to be signed. However, in the x64 version of Windows Server, all kernel-mode software (including drivers) that runs on the computer must have a signature.

InfoPrint Manager for Windows and Ricoh ProcessDirector for Windows limitation

InfoPrint Manager for Windows and Ricoh ProcessDirector for Windows cannot coexist on the same Windows machine.

Capitalization of object names

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.

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.

InfoPrint Transform Manager feature limitations

- On the Linux platform, the PDF to AFP transform is only supported on SLES12 and later versions or RedHat 7.1 and later versions.
- SAP2AFP transformer does not support SAP ABAP document format.

Job Viewer limitation for n-up documents when form-definition is used

When viewing an AFP Job that uses a form-definition with an n-up value set, the n-up value will be ignored.

InfoPrint Manager for Linux limitations:

InfoPrint Manager for Linux and Ricoh ProcessDirector for Linux limitation

InfoPrint Manager for Linux and Ricoh ProcessDirector for Linux cannot coexist on the same Linux machine.

Linux Mobile Secure Print feature does not support IPv6.

The Mobile Secure Print available with InfoPrint Manager does not support IPv6 socket communication at this time, so it can only be used in IPv4 network environments.

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.
- When you print from Microsoft Excel, some shading patterns might be missing.
- Missing logo from PDF File in some cases could be resolved by using setting "Print as Image".
- Printing of encrypted PDF is not supported.
- The PDF Driver is not WHQL certified.
- 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.

If your Secure Print feature license is expired or missing, the error message is not displayed when you log into the Secure Print administration page.

You can see the status of your license in the Settings tab under the Licensing category.

InfoPrint Transform Manager Feature limitations

- On the Linux platform, the PDF to AFP transform is only supported on SLES12 and later versions or RedHat 7.1 and later versions.
- SAP2AFP transformer does not support SAP ABAP document format.

The Linux Mobile Secure Print feature is not supported on SUSE Linux Enterprise Server 15.

InfoPrint Manager for AIX limitations:

InfoPrint Manager for AIX and Ricoh ProcessDirector for AIX limitation

InfoPrint Manager for AIX and Ricoh ProcessDirector for AIX cannot coexist on the same AIX machine.

IBM AIX native printing system does not support IPv6.

IBM AIX native printing system does not support IPv6, so functions such as: LPD or remote queue, are not supported.

InfoPrint Manager printing limitation on InfoPrint 5000

You cannot print via a hot folder to an InfoPrint 5000 from InfoPrint Manager for AIX version 7.2.

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:

[Software License Agreements](#) or

[https://help.ricohsoftware.com/swinfocenter/ricoh-software-licenses/swlicenses.ditamap/\\$/licenseshome](https://help.ricohsoftware.com/swinfocenter/ricoh-software-licenses/swlicenses.ditamap/$/licenseshome)

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

[CIP Software Support Handbook](#) or

https://help.ricohsoftware.com/swinfocenter/ricoh-software-support/CIPSoftware_SupportHandbookV8-10.pdf

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

<https://www.ricoh-usa.com/en/about-us/corporate-responsibility-and-environmental-sustainability/accessibility>

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