
Customer Reference Document: RICOH ProcessDirector V3.10 (5765-H30) and RICOH ProcessDirector Subscription V3.10 (5765-H70)

Overview

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 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 3.10 has the same code and the same installation requirements as RICOH ProcessDirector V3.10 on Linux and Windows platforms. On-premises, virtualized, and private cloud environments are supported the same way.

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.

RICOH ProcessDirector Version 3.10 brings enhancements in many areas, including:

- The ability to visualize the historical data collected with the Reports feature in a business intelligence tool, RICOH Supervisor™ with the addition of the RICOH Supervisor Connect feature.
- Cloud-ready file transfer of job data into and out of the RICOH ProcessDirector server
- Administrator and operator productivity enhancements to simplify your staff's work
- Improvements that make lifting and shifting your RICOH ProcessDirector installation onto a new system easier as well as improvements to tracing and logging to speed problem diagnosis
- Built-in education materials in the form of How-to videos for basic administrative tasks and New function tips that highlight new functions with blue dots on the user interface

“Show me the data!”

Announcing the marriage of RICOH ProcessDirector and RICOH Supervisor! With the powerful (though free) Reports feature and the new RICOH Supervisor Connect feature, you can make dashboards to capture your shop's performance over time. Spot trends in growth, identify bottlenecks in production, track volume by operator—all on a customizable dashboard. Job and document properties added by features can be displayed too, such as met and missed Service Level Agreements (with the Deadline Tracker feature) and number of documents reprinted by each inserter (with the Inserter feature).

Here is an example of the types of charts you can see on a RICOH Supervisor dashboard:



RICOH Supervisor is a subscription-based cloud offering hosted by Ricoh that can receive data from the printers in your shop by way of a data collector on your site(s) and send it to the RICOH Supervisor application to show on a large display or on a variety of dashboards provided with the product. You can also create your own charts and your own dashboards with the printer data collected in that way. The base subscription of RICOH Supervisor includes 5 printer attachments but you don't have to use that function in order to get the data that RICOH ProcessDirector collects. There are advantages to each type of collector; RICOH Supervisor gets detailed error logs and printer state data and RICOH ProcessDirector can report on properties of the jobs printed on each printer such as the number of documents or name of the customer who you received the job from.

For the RICOH ProcessDirector data, data collectors provided with the Reports feature are used to gather information you specify on printers, jobs, and users. Steps can be added to workflows to collect job and document properties specific to each application. A new data transmitter object lets you send the database tables you select to RICOH Supervisor on a schedule – such as daily, weekly, or monthly. The data transmitter can use a proxy server to access the cloud so that you don't need to open your RICOH ProcessDirector server to the internet directly.

RICOH Supervisor has a trial program that you can take advantage of to see your RICOH ProcessDirector on dashboards and identify the key items you want to track visually over time.

Cloud readiness: less reliance on access to the server

System administrators are locking down direct login access to servers in their shops. Cloud providers rarely allow their customers to access server instances directly. Now users can submit jobs to hot folders or download job data without such access. We've added a job submission portlet to the main page of the RICOH ProcessDirector user interface so you drag and drop as many files as you need into the portlet and choose the workflow or input device you want them to be processed by. Although this function might not be appropriate for all production environments or users, it can be very helpful for onboarding new applications and debugging workflows.

Similarly, downloading the print file for a job at any point in its workflow can also be useful when debugging a new workflow. We added a new Download job data action to the Jobs portlet. As with all actions in RICOH ProcessDirector, administrators can control who is allowed to use this action.

Time-savers for administrators and operators

We've received a lot of great enhancement requests from our customers and added several to this release. Some highlights for operators:

- Operators will appreciate a new function that lets them do other tasks on the Main page while long-running actions continue in the background. If an operator selects multiple jobs or input devices and starts a process

that usually takes a long time to complete, they can now continue working on other tasks. When the long-running action completes, a status message appears. Users debugging workflows using the Process again action on many jobs at once will also find this function valuable.

- If you right-click on a column heading on the Jobs table you can select Hide Column to remove the column from the table. Instead of opening the Manage columns dialog and unchecking the property, this shortcut gets the job done faster.

And here are a couple for those busy administrators:

- Several objects in RICOH ProcessDirector reference other types of objects in their properties, such as step resources in workflows. In the past, if you were editing a workflow and realized you forgot to create the required step resource, you had to save the workflow, go to the Step Resources page and add the step resource. Then you could return to the Workflow Editor and add the step resource reference— if you could remember which step needed it!

Now, the process is simplified. If you realize that you need a new step resource, just click the add button next to the property where you need the step resource. A dialog opens so you can create the step resource without leaving the Workflow Editor! You can edit a step resource from the same place by clicking the pencil icon next to the step resource name in the list. The same functions are provided for credential, property mapping, and service policy objects inside the objects that reference them.

- Do you have multiple RICOH ProcessDirector systems, such as a Development or Test system and Production? Do you have both GUIs open on different tabs in your browser? If you find yourself in this situation and want to be sure you know which GUI you are using at any time, you will appreciate the capability we added to allow you to select a background color you can apply to the GUI to rapidly identify the two systems. The color can also be added to a label in the banner area where you can specify a system identifier too.

Improving the upgrade and troubleshooting experience

RICOH ProcessDirector has had an export function for many years to help you move objects from one system to another. Whether you are taking a workflow and its associated objects from a test system to production or upgrading from one version of the product to another, smoothly importing onto the target system is essential! With this release, we added prechecking functions, to alert you to most potential problems before the import begins. When you select the export file, RICOH ProcessDirector flags the objects that might need your attention before you start the import and prevent you from trying to import objects that would not function. For workflows, we enhanced the import function to allow you to safely bring in workflows that contain steps or properties that are not present on the system. Missing steps are replaced and properties set to null so that you can add the features or extensions that add them later without leaving workflows in error. These changes should make it less error-prone to “lift and shift” your RICOH ProcessDirector instance from one server to another.

We made several improvements to logging and our diagnostic capture utility to make it easier for you to get any data we need to debug issues you report to us. Some examples include:

- A new System trace option makes it easier to get traces from Ricoh PDF printers
- We made two improvements to our job logs. We now record the user ID who performed the Schedule action on a job in its job log. And, if you are using the Advanced Transform features, we now include the log files generated by those transforms when you export the job log.
- We added more information to our capture utility, including data gathered on secondary and application servers

Learning tools

Keeping current on what's new in each RICOH ProcessDirector release is a big job! The What's New section in our Release notes (available on the Help menu) is the best way but takes time. We added blue highlight dots to the user interface to call attention to a spot where you might try the new function. The first time each user logs in to RICOH ProcessDirector after the new code is installed, the available dots appear in areas where we added new function that the user has access to. Each user can choose to dismiss one or all of the dots. To see them again, use the **View new-function tips** option on the Help menu.

And as a refresher or an onboarding tool for new administrators, we have produced some videos covering the basic objects in RICOH ProcessDirector - printers, input devices, groups, locations and users. Additional videos provide step-by-step instructions on how to install and license the product. Use the **View How-to videos** link from the Help menu to access our video training library. These videos are also available from the Software Information Center. Search on Ricoh How-to Videos.

Final Release Date

The Final Release date is November 12, 2021.

Highlights

Version 3.10 of RICOH ProcessDirector contains a variety of enhancements to both the base product and its features.

Highlights in the base:

- Cloud-ready file transfer of job data into and out of the RICOH ProcessDirector server
- Administrator and operator productivity enhancements to simplify your staff's work
- Improvements that make lifting and shifting your RICOH ProcessDirector installation onto a new system easier as well as improvements to tracing and logging to speed problem diagnosis
- Built-in education materials in the form of How-to videos for basic administrative tasks and new-function tips that highlight new functions with blue dots on the user interface
- Security vulnerabilities addressed

Highlights in the features:

- Enhancements to the Reports feature
If you have other applications that consume the data you are collecting with the Reports feature, you will want to check out the new data transmitter object. It allows you to specify a REST command to transmit selected PostgreSQL tables on a schedule to the web application of your choice. This type of data transmitter is not configured to work with RICOH Supervisor; the RICOH Supervisor Connect feature adds its own type of preconfigured data transmitter. We also added a new job property, Scheduled by user, that is set by the schedule jobs action and can be collected by both the Job Print Progress and Job Step Progress data collectors.
- A new InputImage Advanced Transform feature
The new InputImage feature allows you to transform raster image formats such as JPEG, TIFF, or PNG into other data streams such as PDF or AFP. This is useful if you want to be able to view or print images without adding them into a print file. In addition, if you process AFP files that contain object containers with raster images included, this feature is needed to transform those embedded images into whatever output data stream you choose.
- An updated Ultimate Impostrip® Connect feature
Ultimate Impostrip® is a powerful imposition program that rearranges the pages in PDF jobs into layouts for applications such as books or business cards. The Ultimate Impostrip® Connect feature of RICOH ProcessDirector has been enhanced to take advantage of a new method to exchange files. New settings allow you to choose the legacy or new interface to connect the two products.
- The Designer feature has been renamed to the Quadient Inspire Connect feature
The feature provides step templates that can be included in a workflow to send data to Quadient Inspire Designer for composition.

- The Avanti Slingshot Connect feature enhances page count information
For printers with the Ricoh TotalFlow print server, ink usage amounts can be sent to Avanti Slingshot for PDF jobs
- The Ink Savvy feature has been withdrawn from marketing

Description

Ricoh announces the release of RICOH ProcessDirector V3.10 for AIX, Linux, and Windows and RICOH ProcessDirector Subscription V3.10 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 IM C6500
- Ricoh IM C8000

In addition, the Kyocera TASKalfa v Pro 15000c printer is supported as a Custom PDF printer and as an AFP printer in the United States.

Operating System and Browser Support Changes

- CentOS Linux 7.7 for x86_64 is added as a supported environment for the primary server or secondary server. CentOS 8 is not supported.
- SUSE Linux Enterprise Server (SLES) 15.0 with Service Pack 1 or above for x86-64 is added as a supported environment for the primary server or secondary server
- The RICOH ProcessDirector Plug-in for Adobe Acrobat is now supported on Adobe Acrobat Pro 2020.

Language support

This version of RICOH ProcessDirector (V3.10) is available in English. New functions appear in English only; functions present in V3.9 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 (V3.10) and the Ricoh Transform features will be translated into French, Italian, German, Spanish, Japanese, and Brazilian Portuguese.

Customer Responsibilities

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

Software Requirements

RICOH ProcessDirector V3.10 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
- CentOS Linux 7.7 for x86_64
- SUSE Linux Enterprise Server (SLES) 12 SP4 or above
- SUSE Linux Enterprise Server (SLES) 15.0 with Service Pack 1 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

A minimum configuration for RICOH ProcessDirector V3.10 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.

RICOH ProcessDirector for AIX	
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"> - One dual-core processor, it must have an additional 2 GB RAM. - Two quad-core processors, it must have an additional 2 GB RAM. - Three quad-core processors, it must have an additional 3 GB RAM. - Four quad-core processors, it must have an additional 4 GB RAM. 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"> - 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

RICOH ProcessDirector for Linux	
Transform Features	<ul style="list-style-type: none"> – 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"> - One dual-core processor, it must have an additional 2 GB RAM. - Two quad-core processors, it must have an additional 2 GB RAM. - Three quad-core processors, it must have an additional 3 GB RAM. - Four quad-core processors, it must have an additional 4 GB RAM. - 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"> - 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.
RICOH ProcessDirector for Windows	
Transform Features	<ul style="list-style-type: none"> – 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"> - One dual-core processor, it must have an additional 2 GB RAM. - Two quad-core processors, it must have an additional 4 GB RAM. - Three quad-core processors, it must have an additional 6 GB RAM. - Four quad-core processors, it must have an additional 8 GB RAM. - 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"> - 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
- RICOH Pro 6100
- RICOH Pro 6100HT
- RICOH Pro 8100S
- RICOH Pro C7100
- RICOH Pro C7100S
- RICOH Pro C7100SX

- 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 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 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 IM C6500**
 - **Ricoh IM C8000**
- RICOH Pro 8200S
 - RICOH Pro 8210
 - RICOH Pro 8210S
 - RICOH Pro 8220
- RICOH Pro C751
 - RICOH Pro C751EX
 - RICOH Pro C900
 - RICOH Pro C900S
- 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 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 C901
 - RICOH Pro C901S
 - RICOH Pro C9100
 - RICOH Pro C9110
 - RICOH Pro C9200
 - RICOH Pro C9210

In addition, the Kyocera TASKalfa v Pro 15000c printer is supported as a Custom PDF printer in the United States.

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

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 V3.10 optional Features

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
 - 2020
 - 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 is no longer available with RICOH ProcessDirector starting at Version 3.10.

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.

Ultimate Impostrip® Connect

- For RICOH ProcessDirector for Linux, Ultimate Impostrip® Automation or Ultimate Impostrip® Scalable can be installed on either a Windows application server that is configured to work with the primary server or on another Windows system shared with the RICOH ProcessDirector primary server for RICOH ProcessDirector for AIX. Ultimate Impostrip® Automation or Ultimate Impostrip® Scalable must be installed on a Windows application server that is configured to work with the primary server.
- For RICOH ProcessDirector for Windows, Ultimate Impostrip® Automation or Ultimate Impostrip® Scalable can run on the same server or on another Windows system shared with the RICOH ProcessDirector primary server.

Avanti Slingshot Connect

The Avanti Slingshot Connect feature requires the JDF Integration add-on for Avanti Slingshot.

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
- CentOS Linux 7.7 for x86_64
- SUSE Linux Enterprise Server (SLES) 12 SP4 or above
- SUSE Linux Enterprise Server (SLES) 15.0 with Service Pack 1 or above

Terms and Conditions

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

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

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

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

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

Publications

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

<https://help.riohsoftware.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

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

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