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## **Ricoh ProcessDirector Express V1.1 Announcement**

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### **Note:**

**This document updated on April 25, 2013 with the following change:**

- The PDF Plug-in Utility requires Sun Java Version 7 Update 6 or above**

**This document updated on May 30, 2013 with changes to “Language Support”**

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### **Overview**

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Ricoh ProcessDirector Express is easy to use, modular workflow software that lets you start small and grow over time. Ricoh ProcessDirector Express can be a single point of control to help medium size print providers optimize and manage print and mail processes. With core capabilities plus optional add-on features, ProcessDirector Express software enables flexible control of your production processes using Adobe® PDF datastreams.

This release of Ricoh ProcessDirector Express features a new visual interface to build workflows. The new workflow builder allows you to set up the same workflow to process cut sheet and continuous forms jobs with logic that routes jobs that require stapling or different media within the job to cut sheet printers, while other work is sent to continuous forms printers.

Ricoh ProcessDirector Express can streamline operations, improve process integrity, enhance operator productivity, reduce errors, and help lower costs in print operations.

### ***Highlights***

- Updated and redesigned interface for building workflows
- Added support for highly sophisticated, logic based cutsheet finishing
- Streamlined install process

### **Announce and General Availability Dates**

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**Planned Announce Date: Feb 12, 2013**

**Planned Availability Dates: March 29, 2013**

## Item Numbers

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Item	Description
<b>5765-H29</b>	<b>Ricoh ProcessDirector Express</b>
- 5765-H29-OC001	Base Platform Option
5765-H29-0001W	Ricoh ProcessDirector for Windows
5765-H29-0002L	Ricoh ProcessDirector for Linux
- 5765-H29-OC002	Optional Features
5765-H29-0001	Reports
5765-H29-0002	Service Level Agreements
5765-H29-0003	Advanced Transform InputPDF
5765-H29-0004	Advanced Transform InputPCL
5765-H29-0005	Advanced Transform InputAFP
5765-H29-0006	Advanced Transform InputPS
5765-H29-0007	Advanced Transform OutputPDF
5765-H29-0008	Advanced Transform OutputPCL
5765-H29-0009	Advanced Transform OutputAFP
5765-H29-0010	Advanced Transform OutputPS
5765-H29-0011	PitStopConnect
5765-H29-0012	Ultimate Impostrip Connect
5765-H29-0013	PDF Mailroom Integrity
- 5765-H29-OC003	Printer Attachments
5765-H29-0014	Low Speed Print Engine Attachment
5765-H29-0015	Medium Speed Print Engine Attachment
5765-H29-0016	High Speed Print Engine Attach
5765-H29-0017	Ultra High Speed Print Engine Attach
5765-H29-0018	Group of 25 Workgroup Printer Attachment
5765-H29-0019	Group of 50 Workgroup Printer Attachment
5765-H29-0020	Group of 100 Workgroup Printer Attachment
5765-H29-0021	Group of 200 Workgroup Printer Attachment
- 5765-H29-OC004	Supplies Features
- 5765-H29-S0001W	Supply Feature - ProcessDirector Express for Windows
- 5765-H29-S0002L	Supply Feature - ProcessDirector Express for Linux

- 5765-H29-S0001	Supply Feature - Reports
- 5765-H29-S0002	Supply Feature - Service Level Agreements
- 5765-H29-S0003	Supply Feature - AdvancedTransformEngine
- 5765-H29-S0004	Supply Feature - PitStopConnect
- 5765-H29-S0005	Supply Feature - Ultimate Impostrip Connect
- 5765-H29-S0006	Supply Feature - PDF Mailroom Integrity
- 5765-H29-OC005	Software Maintenance - 1 Year Registration
- 5639-R19-0001	Low Speed Print Engine Attach 1 Year Registration
- 5639-R19-0033	Medium Speed Print Engine Attach 1 Year Registration
- 5639-R19-0046	High Speed Print Engine Attach 1 Year Registration
- 5639-R19-0035	Ultra High Speed Print Engine Attach 1 Year Registration
- 5639-R19-0036	Group of 25 Workgroup Printer Attachment 1 Year Registration
- 5639-R19-0037	Group of 50 Workgroup Printer Attachment 1 Year Registration
- 5639-R19-0038	Group of 100 Workgroup Printer Attachment 1 Year Registration
- 5639-R19-0039	Group of 200 Workgroup Printer Attachment 1 Year Registration
- 5639-R19-0002	ProcessDirector Express 1 Year Registration
- 5639-R19-0003	Reports 1 Year Registration
- 5639-R19-0004	Service Level Agreements 1 Year Registration
- 5639-R19-0005	InputPDF 1 Year Registration
- 5639-R19-0006	InputPCL 1 Year Registration
- 5639-R19-0007	InputAFP 1 Year Registration
- 5639-R19-0008	InputPS 1 Year Registration
- 5639-R19-0009	OutputPDF 1 Year Registration
- 5639-R19-0010	OutputPCL 1 Year Registration
- 5639-R19-0011	OutputAFP 1 Year Registration
- 5639-R19-0012	OutputPS 1 Year Registration
- 5639-R19-0013	PitStopConnect 1 Year Registration
- 5639-R19-0014	Ultimate Impostrip Connect 1 Year Registration
- 5639-R19-0015	PDF Mailroom Integrity 1 Year Registration
- 5765-H29-OC006	ProcessDirector Express Software Maintenance 1 Year Renewal
- 5639-R19-0016	Low Speed Print Engine Attach 1 Year Renewal
- 5639-R19-0034	Medium Speed Print Engine Attach 1 Year Renewal
- 5639-R19-0040	High Speed Print Engine Attach 1 Year Renewal
- 5639-R19-0041	Ultra High Speed Print Engine Attach 1 Year Renewal
- 5639-R19-0042	Group of 25 Workgroup Printer Attachment 1 Year Renewal
- 5639-R19-0043	Group of 50 Workgroup Printer Attachment 1 Year Renewal
- 5639-R19-0044	Group of 100 Workgroup Printer Attachment 1 Year Renewal
- 5639-R19-0045	Group of 200 Workgroup Printer Attachment 1 Year Renewal
- 5639-R19-0017	ProcessDirector Express 1 Year Renewal

- 5639-R19-0020	Reports 1 Year Renewal
- 5639-R19-0021	Service Level Agreements 1 Year Renewal
- 5639-R19-0022	InputPDF 1 Year Renewal
- 5639-R19-0023	InputPCL 1 Year Renewal
- 5639-R19-0024	InputAFP 1 Year Renewal
- 5639-R19-0025	InputPS 1 Year Renewal
- 5639-R19-0026	OutputPDF 1 Year Renewal
- 5639-R19-0027	OutputPCL 1 Year Renewal
- 5639-R19-0028	OutputAFP 1 Year Renewal
- 5639-R19-0029	OutputPS 1 Year Renewal
- 5639-R19-0030	PitStopConnect 1 Year Renewal
- 5639-R19-0031	Ultimate Imposctr Connect 1 Year Renewal
- 5639-R19-0032	PDF Mailroom Integrity 1 Year Renewal
- 5765-H29-OC008	Software Maintenance - 3 Year Registration
- 5639-R22-0033	Low Speed Print Engine Attach 3 Year Registration
5639-R22-0033	Low Speed Print Engine Attach 3 Year Registration
5639-R22-0048	Medium Speed Print Engine Attach 3 Year Registration
5639-R22-0049	High Speed Print Engine Attach 3 Year Registration
5639-R22-0050	Ultra High Speed Print Engine Attach 3 Year Registration
5639-R22-0051	Group of 25 Workgroup Printer Attachment 3 Year Registration
5639-R22-0052	Group of 50 Workgroup Printer Attachment 3 Year Registration
5639-R22-0053	Group of 100 Workgroup Printer Attachment 3 Year Registration
5639-R22-0054	Group of 200 Workgroup Printer Attachment 3 Year Registration
5639-R22-0034	ProcessDirector Express 3 Year Registration
5639-R22-0035	Reports 3 Year Registration
5639-R22-0036	Service Level Agreements 3 Year Registration
5639-R22-0037	InputPDF 3 Year Registration
5639-R22-0038	InputPCL 3 Year Registration
5639-R22-0039	InputAFP 3 Year Registration
5639-R22-0040	InputPS 3 Year Registration
5639-R22-0041	OutputPDF 3 Year Registration
5639-R22-0042	OutputPCL 3 Year Registration
5639-R22-0043	OutputAFP 3 Year Registration
5639-R22-0044	OutputPS 3 Year Registration
5639-R22-0045	PitStopConnect 3 Year Registration
5639-R22-0046	Ultimate Imposstrip Connect 3 Year Registration
5639-R22-0047	PDF Mailroom Integrity 3 Year Registration
- 5765-H29-OC009	Software Maintenance - 3 Year Renewal
5639-R21-0048	Low Speed Print Engine Attach 3 Year Renewal

5639-R19-0062	Medium Speed Print Engine Attach 3 Year Renewal
5639-R21-0063	High Speed Print Engine Attach 3 Year Renewal
5639-R21-0064	Ultra High Speed Print Engine Attach 3 Year Renewal
5639-R21-0065	Group of 25 Workgroup Printer Attachment 3 Year Renewal
5639-R21-0066	Group of 50 Workgroup Printer Attachment 3 Year Renewal
5639-R21-0067	Group of 100 Workgroup Printer Attachment 3 Year Renewal
5639-R21-0068	Group of 200 Workgroup Printer Attachment 3 Year Renewal
- 5639-R21-0049	ProcessDirector Express 3 Year Renewal
- 5639-R21-0050	Reports 3 Year Renewal
- 5639-R21-0051	Service Level Agreements 3 Year Renewal
- 5639-R21-0052	InputPDF 3 Year Renewal
- 5639-R21-0053	InputPCL 3 Year Renewal
- 5639-R21-0054	InputAFP 3 Year Renewal
- 5639-R21-0055	InputPS 3 Year Renewal
- 5639-R21-0056	OutputPDF 3 Year Renewal
- 5639-R21-0057	OutputPCL 3 Year Renewal
- 5639-R21-0058	OutputPS 3 Year Renewal
- 5639-R21-0059	PitStopConnect 3 Year Renewal
- 5639-R21-0060	Ultimate Impostrip Connect 3 Year Renewal
- 5639-R21-0061	PDF Mailroom Integrity 3 Year Renewal
- 5639-R22-0069	OutputAFP 3 Year Renewal
5765-H29-S0001-ENID	Product Key
OC010	Cold Backup Optional Features
5765-H29-C0001	Cold Backup Reports
5765-H29-C0002	Cold Backup Service Level Agreements
5765-H29-C0003	Cold Backup Advanced Transform InputPDF
5765-H29-C0004	Cold Backup Advanced Transform InputPCL
5765-H29-C0005	Cold Backup Advanced Transform InputAFP
5765-H29-C0006	Cold Backup Advanced Transform InputPS
5765-H29-C0007	Cold Backup Advanced Transform OutputPDF
5765-H29-C0008	Cold Backup Advanced Transform OutputPCL
5765-H29-C0009	Cold Backup Advanced Transform OutputAFP
5765-H29-C0010	Cold Backup Advanced Transform OutputPS
5765-H29-C0011	Cold Backup PitStopConnect
5765-H29-C0012	Cold Backup Ultimate Impostrip Connect
5765-H29-C0013	Cold Backup PDF Mailroom Integrity
5765-H29-C0014	Cold Backup - Linux Base
5765-H29-C0015	Cold Backup - Windows Base

## **Description**

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Ricoh announces Ricoh ProcessDirector Express V1.1 for Windows and Linux. With this program, we offer the proven capabilities of Ricoh ProcessDirector in a simple, easy to use package that can lower operational costs and improve quality for full document level control of Adobe PDF files.

With modular features, including vendor-neutral inserter management, Ricoh ProcessDirector Express is the premier modular, browser-based, workflow software for job and document management and control of Adobe PDF jobs.

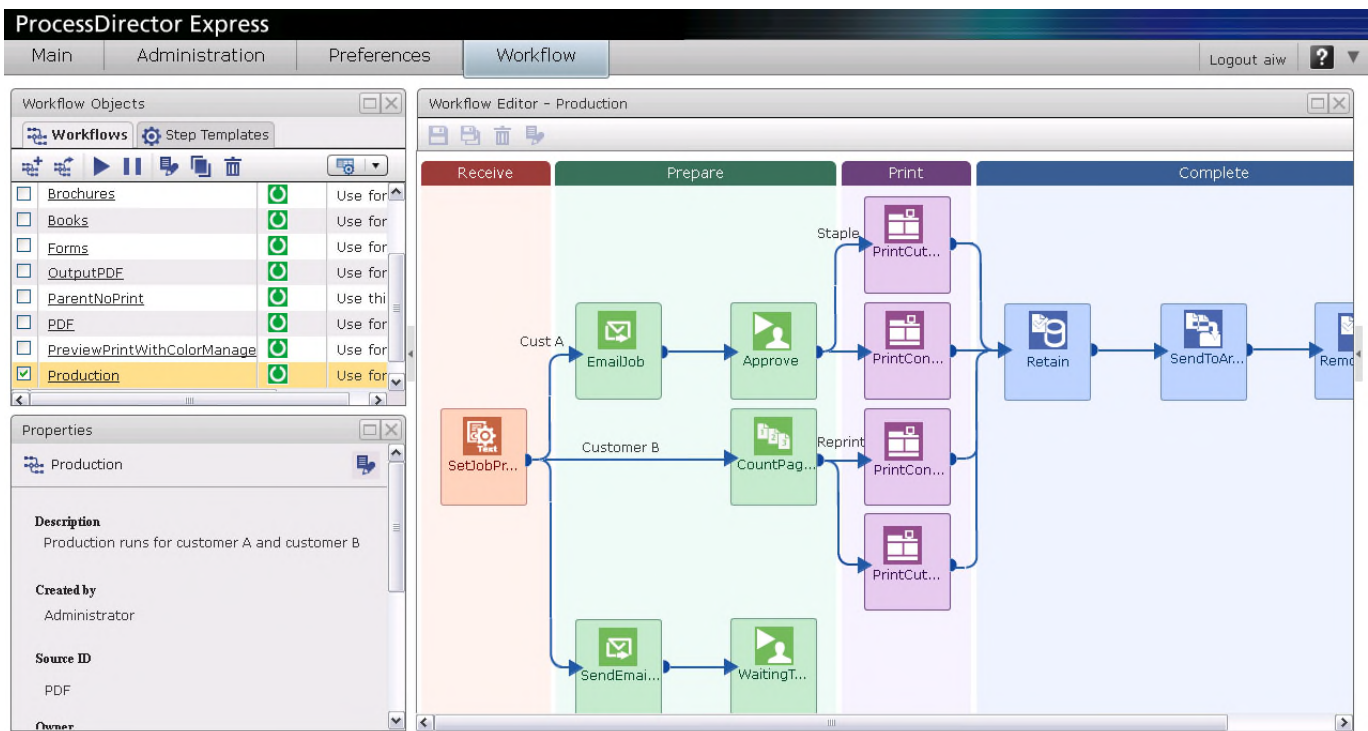
The base functions of Ricoh ProcessDirector Express include:

- Managing print queues
- Tracking the production process from receipt of the print file to final delivery
- Using a file viewer to find the pages of PDF jobs that need to be reprinted
- Interacting with other programs, such as:
  - Third-party applications
  - User-written applications

## New Visual Workflow Builder

This new version of ProcessDirector Express includes a completely redesigned workflow building interface. In the past, workflows (or job types) were created in a linear, top-to-bottom manner. With our new workflow editor, setting up workflows for new jobs is easier than ever. Using visual icons representing each step, you can simply drag and drop to design your new automated workflow. You can add rules to decide whether to skip a step or change the job properties used by a subsequent step. For example, if you wanted to check the number of pages in a job, and based on that decide if it should be printed on a cutsheet or a continuous forms printer, you can create that rule and set up that condition.

For customers migrating from prior releases of Ricoh ProcessDirector Express, existing workflows will be imported automatically. However, with the new power of conditional logic, you can evaluate your existing workflow inventory, and possibly combine and streamline the number of job types you have in your system.



## Cutsheet Support

This latest version of Ricoh ProcessDirector Express features expanded support for Ricoh PostScript and PDF production printers. With the new printer support, you can now define and drive Ricoh cutsheet printers from Ricoh ProcessDirector Express, including the ability to invoke the media catalog and many of the finishing capabilities installed and available on that printing device.

Supported Ricoh PostScript/PDF printers include currently available models:

Pro C550EX

Pro C651EX

Pro C700EX

Pro C751

Pro C900

Pro C901 Graphic Arts Edition

Pro C901s Graphic Arts Edition

Pro 907EX

Pro 1107EX

Pro 1357EX

As part of supporting these new printers, new finishing management and media management have been added. The properties of the job – such as media, finishing, and binding -- can be set up as Ricoh ProcessDirector Express job properties and also set in the JDF job ticket for the job. These attributes can then be used as simple criteria to help search for work and to schedule jobs for printing on printers with matching capabilities., Supported finishing capabilities include binding (Perfect, Ring, or Ring Punch), folding (Z Fold, C fold, Gate, Saddle, or Parallel), stapling, and punching. Specific support varies based on printer capabilities.

## **Advanced, Logic-based finishing**

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When you bring together data, logic, media and finishing, you can bring a whole new level of sophistication to your application production. Imagine that you could mine information from a multi-document print job such as a recipient's name or their member status, and dynamically set what paper it prints on. What if you could simply set up the ability to find the document boundaries within a print job, and if the document is greater than a certain number of pages, request that it be perfect bound? All other documents with fewer pages would be stapled.

Using the optional Ricoh ProcessDirector Plug-in for Adobe Acrobat, you can very easily set up these kinds of rules, visually. You can set up subset stapling and logic based media substitutions based on a sample file, and then automatically apply those rules every time that type of work comes through Ricoh ProcessDirector.

## **Unleash the power of document-level automation**

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After you've used the logic based output support to set up the media, finishing, and binding requirements for every document, Ricoh ProcessDirector Express can use this knowledge to power production optimization. For example, all the documents to be bound can be extracted from the job and run separately and on a different time table.

## **Streamlined Install Process**

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This release includes multiple improvements to the installation and migration procedures for Ricoh ProcessDirector Express. First, we've streamlined the installation of Ricoh ProcessDirector Express 1.1 to allow you to quickly install the primary server. For existing customers, we've added a new migration path from the ProcessDirector Express 1.0 release that dramatically reduces any downtime associated with upgrading your ProcessDirector Express server. In addition, all future features of Ricoh ProcessDirector Express can be installed separately from the base product. This allows updates to specific features to be performed independent of the base product (for example, installing future Reports feature levels while keeping the base product at 1.1). With this enhancement you can easily update specific features when new function is desirable while minimizing impact to your operations.

## **Accessibility by people with disabilities**

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Ricoh ProcessDirector Express has the following capabilities for vision-impaired users:

- Allows operation using only the keyboard (except for layout customization and visual workflow builder)
- 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

Ricoh ProcessDirector Express has the following capability for users with mobility impairments or limited hand use:

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

U.S. Section 508 Voluntary Product Accessibility Template (VPAT) can be requested from the Web site at

<http://www.infoprint.com/accessibility>

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

Ricoh ProcessDirector Express is capable, when used in accordance with Ricoh Production Print Solutions' 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 Production Print Solutions' Web site at

<http://www.infoprint.com/accessibility>

The PDF Mailroom Integrity feature does not satisfy the applicable requirements of Section 508 of the Rehabilitation Act.

## **Publications**

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All publications are downloadable from the Ricoh Information Center

<http://www4.infoprintsolutions.com/help/index.jsp>

The ProcessDirector Express for Windows Publications CD, GK4T-20022 contains the following publications:

- ProcessDirector Express for Windows: Planning and Installing, G550-20221
- ProcessDirector Express: Integrating with Other Applications, S550-20222
- ProcessDirector Express: License Information, G550-20219

In addition, the CD contains ProcessDirector Express for Windows Information Center.

The ProcessDirector Express for Linux Publications CD, GK4T-20021 contains the following publications:

- ProcessDirector Express for Linux: Planning and Installing, G550-20220
- ProcessDirector Express: Integrating with Other Applications, S550-20222
- ProcessDirector Express: License Information, G550-20219

In addition, the CD contains ProcessDirector Express for Linux Information Center.

The PDF Mailroom Integrity feature also includes this publication on its CD:

- ProcessDirector Express: Installing, configuring, and Using the PDF Mailroom Integrity Feature, G550-20229

## Language support

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Ricoh ProcessDirector and features are available and supported in the following languages:

- English, French, Italian, German, Spanish, Japanese, Brazilian Portuguese.

## Customer Responsibilities

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The customer is responsible for installing, configuring, maintaining and using the Ricoh ProcessDirector Express™ according to documented procedures, and for using the product in accordance with the Ricoh Production Print Solutions International Product License Agreement (IPLA), which can be found at this Web link:

<http://www.infoprint.com/licenses>

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

[http://www.infoprint.com/internet/comnelit.nsf/Files/Software\\_Support\\_Handbook/\\$File/Software\\_Support\\_Handbook.pdf](http://www.infoprint.com/internet/comnelit.nsf/Files/Software_Support_Handbook/$File/Software_Support_Handbook.pdf)

## Software Requirements

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Ricoh ProcessDirector Express primary server can be installed on a server running one of the following:

- Windows Server 2008 R2 or later, 64-bit
- SUSE Linux Enterprise Server (SLES) 10 SP3 or SP4 or SUSE Linux Enterprise Server 11 for x86 with SP1 or SP2 , 64-bit
- Red Hat Enterprise Linux® 5.6, 5.7, 5.8, 6.1 or 6.2 64-bit

Ricoh ProcessDirector Express 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 ProcessDirector Express on a client system are as follow:

- Microsoft Internet Explorer 9 and X
- Mozilla Firefox Version 6 or above

Ricoh ProcessDirector Express has a Web-based viewer that displays PDF files to assist you in selecting pages for reprinting. This viewer requires Adobe Reader 9.0 on the client system.

**The Ricoh ProcessDirector PDF Plug-in** utility of the PDF Mailroom Integrity feature can be installed on a client workstation. The workstation must be running one of these operating systems:

- Windows XP Professional with SP3 or above – 32 and 64 bit
- Windows 7 Professional with SP1 or above – 32 and 64 bit

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

- Adobe Acrobat X Pro version 10.1.1 or above
- **Sun Java Version 7 Update 6 or above**
- 1GB RAM dedicated to the application

## Hardware Requirements

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A minimum configuration for Ricoh ProcessDirector Express V1.1 is a server with:

- One or more 2.8 GHz, or faster, processors.
- DVD-ROM device.
- Minimum of 4 GB or more RAM (12 GB RAM required for PDF Mailroom Integrity).
- A display with a resolution of 1280x800 is preferred.
- Connectivity to a LAN.
- 200 GB free hard-drive space.

Optional features installed on the same computer as the base product might have their own hardware requirements.

The following table contains the hardware requirements for the Ricoh ProcessDirector Express Transforms.

Ricoh ProcessDirector Express Linux							
Advanced Transform Feature	2 additional GB Memory – Minimum <b>additional</b> free disk space: <table border="0"> <tr> <td><b>Directory</b></td> <td><b>Free disk space</b></td> </tr> <tr> <td>/opt</td> <td>1 GB</td> </tr> <tr> <td>/aiw/aiw1</td> <td>500 MB</td> </tr> </table>	<b>Directory</b>	<b>Free disk space</b>	/opt	1 GB	/aiw/aiw1	500 MB
<b>Directory</b>	<b>Free disk space</b>						
/opt	1 GB						
/aiw/aiw1	500 MB						
Ricoh ProcessDirector Express Windows							
Advanced Transform Feature	2 additional GB Memory – Minimum <b>additional</b> free disk space: <table border="0"> <tr> <td><b>Directory</b></td> <td><b>Free disk space</b></td> </tr> </table>	<b>Directory</b>	<b>Free disk space</b>				
<b>Directory</b>	<b>Free disk space</b>						

	/opt	1 GB
	/aiw/aiw1	500 MB

## **Ricoh ProcessDirector Express Ordering Information**

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

### **Ordering optional features for Ricoh ProcessDirector Express**

To order one or more optional features:

- Open the Configurator model for Ricoh ProcessDirector Express (#5765-H29)
- Choose either the Windows (5765-H29-0001W) or Linux (5765-H29-0002L) option
- Choose optional features – one optional feature is required for each base license (5765-H29) that will install the optional feature. The optional features are listed in the “Item Numbers” section of this document.
- Specify the correct number and type of printer attachment features. A printer attachment feature must be ordered for each attached printer. The print speeds for the printer attachment are:
  - 0-62 impressions-per-minute (workgroup)
  - 63-91 impressions-per-minute (low-speed)
  - 92-116 impressions-per-minute (medium-speed)
  - 117 -1499 impressions-per-minute (high-speed)
  - 1500+ impressions-per-minute (ultra-high-speed)

A printer attachment feature is required for each group of 25 workgroup printers.

A printer attachment feature is required for each low-speed printer.

No attachment feature is required for the first five medium-speed printers. For example, if 10 medium-speed printers are attached, order the medium speed feature with a quantity of 5.

No attachment feature is required for the first two high-speed printers. For example, if 5 high-speed printers are attached, order the high-speed feature with a quantity of three.

A printer attachment feature is required for each ultra-high-speed printer.

- Specify the desired maintenance item (1 or 3 years)

## **Terms and Conditions**

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Ricoh ProcessDirector Express is offered by Ricoh Production Print Solutions LLC 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 International Program License Agreement (IPLA) and the International Agreement for Acquisition of Software Maintenance.

## **Licensing:**

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The IPLA governs your use of the program. Your invoice serves as your Proof of Entitlement. These programs have a One-time-charge (OTC) for use of the program, and an annual (or multi-year if available) renewable charge for ongoing support, which includes telephone assistance, as well as access to updates and new releases of the program as long as you have a current software maintenance agreement in effect.

## **Maintenance Service Offerings**

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Ricoh includes one year of software maintenance with the initial license acquisition of each program acquired under the terms of International Agreement for Acquisition of Software Maintenance, which does not require customer signatures.

While covered under the terms of the software maintenance agreement, Ricoh provides you assistance for your routine, short-duration installation, and usage (how to) questions, as well as code defect support and access to PTF 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 warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. Ricoh does not warrant uninterrupted or error-free operation of the program or that Ricoh will correct all program defects. You are responsible for the results obtained from the use of the program. Ricoh may provide you with access to databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. Consult the Ricoh Software Support Handbook for further information at

[http://www.infoprint.com/internet/comnelit.nsf/Files/Software\\_Support\\_Handbook/\\$File/Software\\_Support\\_Handbook.pdf](http://www.infoprint.com/internet/comnelit.nsf/Files/Software_Support_Handbook/$File/Software_Support_Handbook.pdf)

Ricoh will maintain this information for at least one year after the original licensee acquires the program.

**Money-back Guarantee:** If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it; if within 30 days of your invoice date you return the program and invoice or a copy thereof to the party from whom you obtained it. If you download the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

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