
Ricoh ProcessDirector V3.1

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 print and mail production processes. It can streamline operations, improve process integrity, enhance operator productivity, reduce errors, and help lower costs. Ricoh ProcessDirector is also the backbone software of Ricoh Automated Document Factory solutions: Mailroom Integrity, Postal Optimization and Output Management.

This release of Ricoh ProcessDirector includes new capabilities to allow an operator to see where a job is in its workflow as well as other usability improvements, enhancements to the Reports feature that allow flexible customization of the contents of reports and new features that allow support for Xerox and Kodak Cut Sheet PDF printers, including the ability to send values for media and stapling to the printer. With Ricoh ProcessDirector, you can meet production commitments and adapt to unexpected changes without adding staff, shifts, or equipment. Instead, move jobs easily across multi-vendor machines, datastreams, and sites to improve asset utilization. Boost productivity with the capability to:

- Drive printers and inserters more efficiently
- Avoid missing deadlines and service level agreements
- Bring in new types of work
- Be prepared for unexpected disasters
- Integrate with other business systems

Highlights

- Support for Xerox and Kodak PDF printers now allows you to send your Cut Sheet jobs with media and stapling requirements to a variety of printer models.
- Extensive usability enhancements including visual tracking of a job within its workflow, and a function that simplifies locating a job in the ProcessDirector system. A new capability allows you to customize your system by providing your own names for the phases used for workflow processing.
- The enhanced Reports feature allows you to select additional job properties to be tracked in reporting data and allows you to combine those properties with the standard properties in your own custom reports. The Reports feature also incorporates printer data to provide data used for InfoPrint 5000 color vs. black/white multi-click accounting, a function formerly provided by

InfoPrint Productivity Tracker. With the Reports feature, you no longer need Productivity Tracker to collect snapshot data from your InfoPrint 5000 printers.

- Additional control over key security settings such as password rules, account lockout after inactivity, and ability to prevent multiple simultaneous sessions for the same user

Planned Announce Date: September 26, 2013

Planned Availability Dates: September 27, 2013

New Item Numbers

Item	Description
5765-H30	Ricoh ProcessDirector
5765-H30-0050	Cut Sheet Support for Kodak
5765-H30-0051	Cut Sheet Support for Xerox
5765-H30-S0050	Supply Feature - Cut Sheet Support for Kodak
5765-H30-S0051	Supply Feature - Cut Sheet Support for Xerox
- 5639-S19-0151	Cut Sheet Support for Kodak 1 Year Registration
- 5639-S19-0152	Cut Sheet Support for Xerox 1 Year Registration
- 5639-S19-0153	Cut Sheet Support for Kodak 1 Year Renewal
- 5639-S19-0154	Cut Sheet Support for Xerox 1 Year Renewal
- 5639-S20-0112	Cut Sheet Support for Kodak 1 Year After License
- 5639-S20-0113	Cut Sheet Support for Xerox 1 Year After License
- 5639-S22-0155	Cut Sheet Support for Kodak 3 Year Registration
- 5639-S22-0156	Cut Sheet Support for Xerox 3 Year Registration
- 5639-S23-0197	Cut Sheet Support for Kodak 3 Year Renewal
- 5639-S23-0198	Cut Sheet Support for Xerox 3 Year Renewal
- 5639-S24-0239	Cut Sheet Support for Kodak 3 Year After License
- 5639-S24-0240	Cut Sheet Support for Xerox 3 Year After License
5765-H30-R0034	Restricted Use - Cut Sheet Support for Kodak
5765-H30-R0035	Restricted Use - Cut Sheet Support for Xerox
- 5639-S19-R0303	Restricted Use - Cut Sheet Support for Kodak 1 Year Registration
- 5639-S19-R0304	Restricted Use - Cut Sheet Support for Xerox 1 Year Registration
- 5639-S19-R0305	Restricted Use - Cut Sheet Support for Kodak 1 Year Renewal
- 5639-S19-R0306	Restricted Use - Cut Sheet Support for Xerox 1 Year Renewal
- 5639-S20-R0331	Restricted Use Cut Sheet Support for Kodak 1 Year After License

- 5639-S20-R0332	Restricted Use Cut Sheet Support for Xerox 1 Year After License
- 5639-S22-R0362	Restricted Use - Cut Sheet Support for Kodak 3 Year Registration
- 5639-S22-R0363	Restricted Use - Cut Sheet Support for Xerox 3 Year Registration
- 5639-S23-R0411	Restricted Use - Cut Sheet Support for Kodak 3 Year Renewal
- 5639-S23-R0412	Restricted Use - Cut Sheet Support for Xerox 3 Year Renewal
- 5639-S23-R0458	Restricted Use Cut Sheet Support for Kodak 3 Year After License
- 5639-S23-R0459	Restricted Use Cut Sheet Support for Xerox 3 Year After License
5765 H30 U0081	Cut Sheet Support for Kodak
U0082	Cut Sheet Support for Xerox
5765-H30-U0079	Restricted Use Cut Sheet Support for Kodak
5765-H30-U0080	Restricted Use Cut Sheet Support for Xerox
5765-H30-C0034	Cold Backup - Cut Sheet Support for Kodak
5765-H30-C0035	Cold Backup - Cut Sheet Support for Xerox

Description

Ricoh announces the release of Ricoh ProcessDirector V3.1.0 for AIX, Linux, and Windows.

With modular features, including vendor-neutral inserter management, Ricoh ProcessDirector is the premier modular, browser-based, workflow software for job and document management and control. The base functions of Ricoh ProcessDirector include:

- Accepting files from multiple sources: from IBM z/OS® using Download for z/OS or AFP Download Plus, from a variety of hosts by copying files or using ftp to a directory defined as a hot folder and from multiple hosts using a command line print request (such as LPR)
- Managing print queues
- Tracking the production process from receipt of the print file to final delivery
- Using a file viewer to select the pages of AFP and PDF jobs to reprint
- Interacting with other programs, such as:
 - Third-party applications
 - User-written applications

Cut Sheet Support for Xerox and Kodak Printers

In this release, we're adding support for two new PDF printer types – Xerox and Kodak. When the Cut Sheet Support for Xerox or Kodak features is installed, you can define and drive Xerox or Kodak printers from Ricoh ProcessDirector, including the ability to send selections for page- and job-level media and job-level stapling to the printer.

Supported Kodak PDF printers include these models:

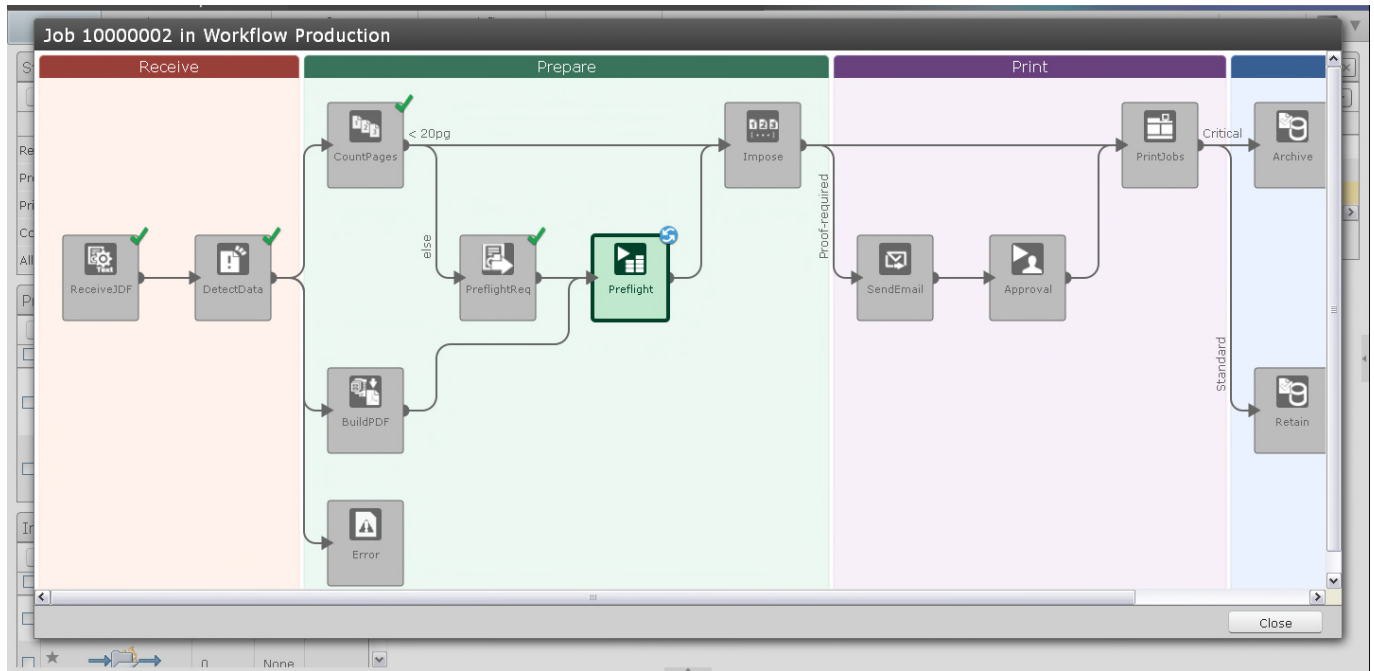
- Digimaster EX 110
- Digimaster EX 125
- Digimaster EX138
- Digimaster EX150
- Digimaster EX300

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

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

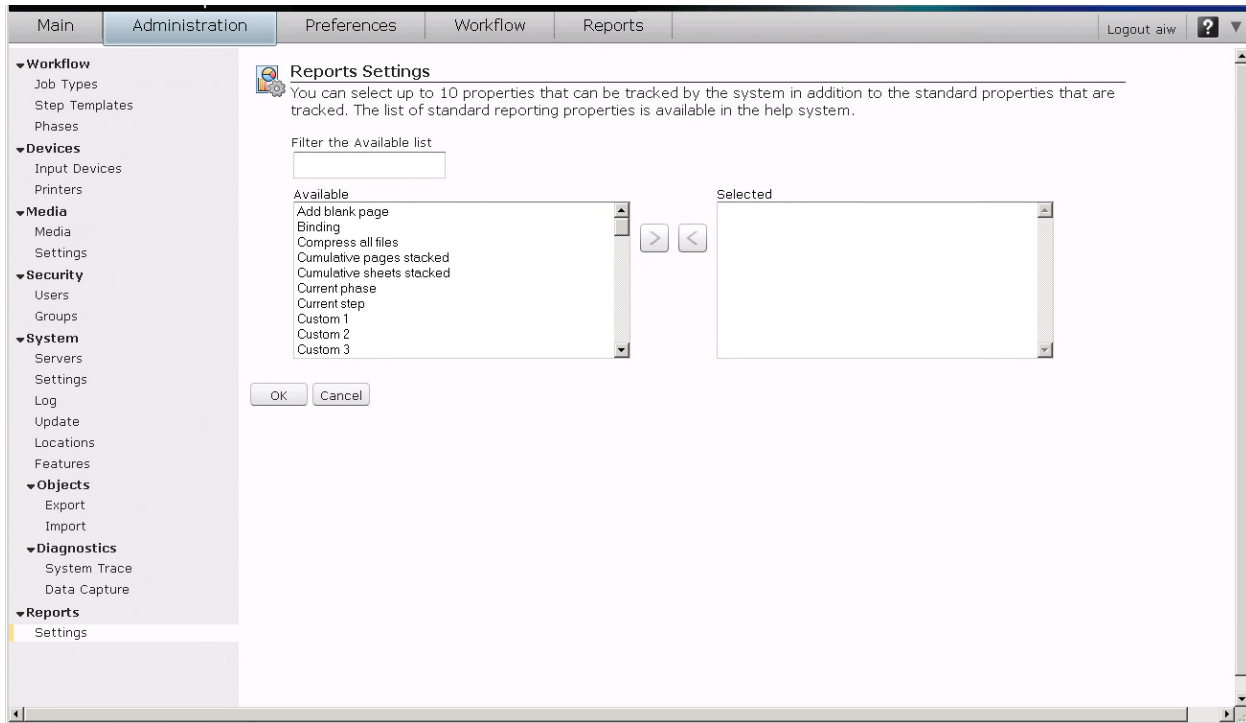
Workflow Enhancements – View job in workflow

The visual workflow builder introduced in the previous release of ProcessDirector was only accessible to the administrators creating new workflows. In this version, we are extending that function to allow operators to use that visual workflow layout to see where a job is in its workflow, what branches in any conditions were taken, and where it's heading next.



Enhanced Reports Feature

Extend your reporting power – add up to 10 new job properties that can be tracked and then combined with standard job properties to create your own custom reports.



The Reports feature also has two new report templates--SnapshotLoaded and SnapshotUsage. Snapshots are defined on some InfoPrint-branded AFP printers. The SnapshotLoaded report shows the value of the meter count when a snapshot is loaded on a printer. The SnapshotUsage report shows how many meters of paper ran through a given printer after each snapshot was loaded.

For example, the SnapshotUsage report can tell you how many pages printed using monochrome settings versus full color settings on an InfoPrint® 5000 printer.

The new snapshot reports can be used instead of InfoPrint Productivity Tracker to collect the usage data needed for multi-click billing data on the InfoPrint 5000 printer.

Printer Name	Snapshot Name	Meters Engine 1	Meters Engine 2	% of Total meters Engine 1	% of Total meters Engine 2
IP5000_BIC_Dye	Aus_Jet_Ready_C...	1413	1412	1.23	1.27
IP5000_BIC_Dye	Berga_Laser_80gs...	2148	2090	1.87	1.88
IP5000_BIC_Dye	Berga_Laser_80gs...	1169	1101	1.02	0.99
IP5000_BIC_Dye	Blank_64_080813	118	118	0.10	0.11
IP5000_BIC_Dye	CVG_FC_90gsm_1...	567	491	0.49	0.44
IP5000_BIC_Dye	CVG_FC_90gsm_1...	2719	2387	2.37	2.15
IP5000_BIC_Dye	CVG_FC_90gsm_64	6011	5905	5.24	5.32
IP5000_BIC_Dye	Dom_LFB_90gsm...	691	692	0.60	0.62
IP5000_BIC_Dye	Dom_QDMH_Opaq...	284	284	0.25	0.26
IP5000_BIC_Dye	Drewsen_ProI1_80...	200	200	0.17	0.18
IP5000_BIC_Dye	Drewsen_ProI1_80...	229	229	0.20	0.21
IP5000_BIC_Dye	Drewsen_ProI1_80...	1291	1283	1.13	1.16
IP5000_BIC_Dye	Edwards_Finch50l...	1070	1029	0.93	0.93
IP5000_BIC_Dye	Excellus_Finch	244	244	0.21	0.22
IP5000_BIC_Dye	Excellus_Finch_08...	573	530	0.50	0.48

USABILITY ENHANCEMENTS

Both the Operator interface and the administrator’s Workflow Builder GUI were enhanced to improve user productivity. In addition to the ability to view a graphical status of a job in its workflow, operators can more easily locate jobs in the system using a powerful search function that can filter the Jobs list by searching for a string appearing in any job property value displayed in the list. Additionally, operators can reorder the printers and input devices lists on the Main page using drag and drop to place the more frequently used item at the top of the list.

In the Workflow builder, administrators will now be able to more easily specify and change the order in which Ricoh ProcessDirector evaluates the connectors when it tries to choose which connector a job should use. And even when a workflow is enabled and in use, you can now view the properties for a step or connector to aid in workflow design and debug. An enhancement that improves the usability of the system for both operators and administrators is the ability to rename the phases that ProcessDirector uses to describe the stages of a workflow. The base ProcessDirector product supplies phases named Receive, Prepare, Print and Complete. You can now change those phase names to better match the functions that you perform in your workflows, such as Setup, Prepress, Print and Mail. These phase names appear in the System Summary on the Main page and the Workflow builder when workflows are being created so that you can use terms more familiar to your staff when working with the product.

Updated operating system support

You can now install the primary server on these additional operating systems or levels:

- Red Hat Enterprise Linux 5.9
- Red Hat Enterprise Linux 6.3 or 6.4
- Windows 8 Enterprise Edition

From an AIX or Linux primary server, you can now install Linux secondary servers on Red Hat Enterprise Linux 5.9 and Red Hat Enterprise Linux 6.3 or 6.4.

Updated browser support

You can now run the user interface with these browsers:

– On Windows:

- ♦ Microsoft Internet Explorer 9 and 10
- ♦ Most recent version of Mozilla Firefox
- ♦ Most recent version of Google Chrome

– On Linux:

- ♦ Most recent version of Mozilla Firefox
- ♦ Most recent version of Google Chrome

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

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.

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 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>

Publications

All publications are downloadable from the Ricoh Information Center

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

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

- Ricoh ProcessDirector for AIX: Planning and Installing, G550-1045
- Ricoh ProcessDirector for AIX: Planning and Installing (Japanese), GA88-4044
- Ricoh ProcessDirector: Integrating with Other Applications, S550-1069
- Ricoh Font Summary, G550-1140
- Ricoh ProcessDirector: License Information, G550-1043

In addition, the CD contains Ricoh ProcessDirector for AIX 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 for Linux: Planning and Installing (Japanese), GA88-4060
- Ricoh ProcessDirector: Integrating with Other Applications, S550-1069
- Ricoh Font Summary, G550-1140

- Ricoh ProcessDirector: License Information, G550-1043

In addition, the CD contains Ricoh ProcessDirector for Linux 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 for Windows: Planning and Installing (Japanese), G550-20013
- Ricoh ProcessDirector: Integrating with Other Applications, S550-1069
- Ricoh Font Summary, G550-1140
- Ricoh ProcessDirector: License Information, G550-1043

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

The Manufacturing Optimization feature also includes this publication on its CD:

Ricoh ProcessDirector: Installing and Configuring the Manufacturing Optimization Feature, G550-1070

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

Ricoh ProcessDirector: Installing, Configuring, and Using the PDF Mailroom Integrity Feature, G550-20229

Language support

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

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

No new function in version 3.1 has been translated.

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 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

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

- AIX® Version 6.1, Technology Level 06 with SP03 or later; or AIX Version 7.1, Technology Level 00 with SP03 or later, 64 bit
- SUSE Linux Enterprise Server 10 or SUSE Linux Enterprise Server 11 for x86 with latest service packs, 64-bit
- Red Hat Enterprise Linux® 5.6, 5.7, 5.8, 5.9, 6.1, 6.2, 6.3, or 6.4 64-bit
- Windows Server 2008 R2 or later, 64-bit
- Windows 8 Enterprise Edition, 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:

- Microsoft Internet Explorer 9 and 10
- Mozilla Firefox Latest Service Level
- Google Chrome, Latest Service Level

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

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).

Hardware Requirements for Ricoh ProcessDirector V3.1.0

A minimum configuration for Ricoh ProcessDirector V3.1 is a server with:

- One or more 2.8 GHz, or faster, processors.
- DVD-ROM device.

- 4 GB or more RAM – some features require additional memory
 - 12 GB RAM required for PDF Mailroom Integrity, Inserter or Manufacturing Optimization features.
 - 6-8 GB Ram required for InfoPrint Transform features
- Display with minimum resolution of 1280x800
- Connectivity to the LAN.

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

Ricoh ProcessDirector for AIX	
Transforms	An additional 512 MB RAM for every two CPU cores, but no less than 2 GB. For example, if the computer has: - 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.
Advanced Transform Feature	2 additional GB RAM
Ricoh ProcessDirector for Linux	
Transforms	– An additional 512 MB RAM for every two CPU cores, but no less than 2 GB. For example, if the computer has: - 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.
Advanced Transform Feature	2 additional GB RAM
Ricoh ProcessDirector for Windows	
Transforms	– 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.
Advanced Transform Feature	<p>2 additional GB RAM</p> <p>– Minimum 1.5 GB additional free hard-drive space on the same drive that InfoPrint ProcessDirector is installed on.</p>

Supported PDF Printers

Additional models of Ricoh PDF printers are supported in this version of Ricoh ProcessDirector. Supported models include:

Aficio SP 9100DN
 imagio MP C6000/C7500
 imagio MP C6000/C7500 (F4000)
 imagio MP C6001/C7501 (F4010)
 imagio MP C6001/C7501
 imagio MP 9000/1100/1350
 imagio MP 9000/1100/1350 (F5000)
 IPSiO SP 9100Pro
 Pro 550EX/C700EX (E-8100)
 Pro 906EX/1106EX/1356EX
 Pro 907
 Pro 907EX/1107EX/1357EX
 Pro 907EX/1107EX/1357EX (F5010)
 Pro 1107
 Pro 1107M
 Pro 1357
 Pro 1357M
 Pro 8100EX
 Pro 8110EX
 Pro 8120EX
 Pro 8100S
 Pro 8110S
 Pro 8120S

Pro C5100S
Pro C5100SHT
Pro C5110S
Pro C5110SHT
Pro 6100
Pro 6100HT
Pro 6100HE
Pro C651EX/C751EX (E-41A)
Pro C720 (Fiery)
Pro C720S (Fiery)
Pro C751 (E-41A)
Pro C900 (Fiery)
Pro C900S (Fiery)
Pro C900 (E-80)
Pro C900S (E-80)
Pro C901 (E-41)
Pro C901S (E-41)
Pro C901 (E-42)
Pro C901S (E-42)
Pro C901 (E-81)
Pro C901S (E-81)
Pro C901 (E-82)
Pro C901S (E-82)

Supported Kodak PDF printers include these models:

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

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

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

Hardware and Software Requirements for Ricoh ProcessDirector V3.1.0 optional Features

The PDF Plug-in for the PDF Mailroom Integrity Feature can be installed on a workstation, and requires one of the following:

- 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.

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

Ricoh ProcessDirector's Ink Savvy Tool

The Ink Savvy Tool requires one of the following:

- Windows XP Professional Service Pack 3 or later
- Windows Server 2008
- Windows 7

In addition, the following is required:

- System requirements: Intel® Core™ 2 or similar, 2.4 GHz, 2 x 4 MB Level 2 (L2) cache, 2 GB RAM, 750 GB - 10.000 U/min hard disk drive with at least 5 GB free disk space
- Hardware components: Video card (DVI, supporting DirectX 9c), enabled Direct 3D acceleration, updated driver (not Windows default driver), for example, NVIDIA® GeForce 8600 GT; minimum screen resolution 1024 x 768 PX, 32 bit color depth
- Microsoft Internet Explorer 6.0 or higher, Direct X 9c or higher

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

PitStop Connect

Pitstop Connect requires Enfocus PitStop Server 10 or higher on an application server that is configured to work with the primary server.

Impostrip Connect

Impostrip Connect requires Ultimate Impostrip OnDemand Digital Automation 7 or higher on an application server that is configured to work with the primary server.

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's Ink Estimation

The Ink Estimation feature includes a step template that must be tuned to run on an Application server that meets these requirements:

Operating system requirements (for the ink estimation feature):

- Windows XP Professional Service Pack 3 or later (configured as an Ricoh ProcessDirector Application server)
- Windows 7 (configured as an Ricoh ProcessDirector Application server)
- Windows Server 2008 (Running on the Ricoh ProcessDirector primary server)
- Adobe Acrobat X Pro

Hardware requirements and software requirements (for the ink estimation feature):

- A minimum of two, 2.0 GHz CPU cores
- At least 1 GB RAM for each CPU core
- Enough free disk space to hold the TIFF images created by the EstimateInk step.
The amount of space needed varies greatly, depending on the size and number of pages that are estimated at the same time.
- Adobe Acrobat X
- Microsoft.Net framework 3.5.1 or later

Ricoh ProcessDirector Secondary Server Feature

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

- SUSE Linux® Enterprise Server (SLES) 10.0 with SP3 or SP4 or SUSE Linux Enterprise Server 11 for x86 with SP1 or SP2, 64 bit
- AIX® Version 6.1, Technology Level 06 with SP03 or later; or AIX Version 7.1, Technology Level 00 with SP03 or later, 64 bit
- Red Hat Enterprise Linux® 5.6, 5.7, 5.8, 5.9, 6.1, 6.2, 6.3, or 6.4

Terms and Conditions

Ricoh ProcessDirector 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:

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

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/connelit.nsf/Files/Software_Support_Handbook/\\$File/Software_Support_Handbook.pdf](http://www.infoprint.com/internet/connelit.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.

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 correct number and type of printer attachment features. A printer attachment feature must be ordered for each attached printer. For example, for 5 low-speed printers, the low-speed print attach item (5765-H30-0037) must be ordered with a quantity of five.
- 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)
- Specify the desired maintenance item (1 or 3 years)

Ink Savvy Ordering

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

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

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- Advanced Function Presentation
- AFP
- InfoPrint
- Ricoh

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- AIX
- IBM
- DB2
- PSF
- z/OS

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