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# Customer Reference Document: InfoPrint Manager V4.9 (5648-F40)

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## Overview

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Effective Enterprise Output Management (EOM) is vital to driving reductions in the Total Cost of Operations (TCO) of output and related print processes. Ricoh's premier EOM solution, InfoPrint Manager, is a robust enterprise application print management tool designed to fully support output processes, including distributed office print, high speed production, decentralized production, and enterprise application printing.

## Enhancements in this Release V4.9

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This release of InfoPrint Manager includes:

### SSL/TLS Encryption between client-server (end-to-end) and server-server

- Secured communication for client-to-server and server-to-server using TLS 1.2 and SSL.
- The Transport Layer Security (TLS) protocol encrypts internet traffic of all types, making secure communication possible across a network in a way designed to prevent eavesdropping and tampering.
- InfoPrint Manager uses OpenSSL (<https://www.openssl.org>) to enable TLS encryption so that the communication between servers and clients is secure. InfoPrint Manager provides the OpenSSL libraries on all supported OS-es. By default, the latest version of TLS available with InfoPrint Manager is used.

### Added running as a standard user in Linux

- Removed the limitation to use Linux sys group for the users that run on Linux

### Web GUI enhancement

- New tree view for better usability for users familiar with the Java GUI
- Interface can be customized to display a green icon for objects in READY state
- IPM Ideas portal is now exposed in the Web GUI
- Exposed Block Resident Fonts Enhancement actual destination attribute in Java and Web GUI
- Allow multiple page-select ranges for the attribute value
- New 404 page not found interface

### Other enhancements

- Ability to anonymize data (job name related information)
- Ability to automatically update the InfoPrint Select and PDF Driver running on Windows
- Dropped support for PPFA feature running on AIX
- Added support for InfoPrint Font Collection 2019
- InfoPrint Manager will use OpenJDK8/OpenJ9 Java, instead of Oracle (Linux and Windows)/IBM (AIX) Java
- Documented InfoPrint Manager cloud recommendations
- Improved server communication for notifying Java and Web GUI that connection is alive

### Customer requests

- Removed the limitation to use Linux sys group for the users that run on Linux
- Updated the PSF Other (using PCL Secondary Process) media size table
- PSF attribute block-resident-font exposed in the user interfaces
- InfoPrint Manager now picks up the Job/Document Defaults notification profile for jobs submitted through hot folders
- Maintenance license type can be applied for older releases
- Display rip attributes in the job log [on Linux and AIX](#)
- Allow identical licenses with different fingerprints
- Job handling mechanism when jobs are cancelled in the printer console was updated to allow better user experience

### New Printer Support & Technologies

- Added support for RICOH Pro C5200S, C5210S, C5300S, C5310S printers.

## Item Numbers

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There are no new orderable items being added in InfoPrint Manager V4.9. There are no items being withdrawn in InfoPrint Manager V4.9. New customer orders will be fulfilled with the latest version of InfoPrint Manager Software.

## Software Requirements

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### InfoPrint Manager V4.9 for AIX (64-bit kernel)

- AIX 7.1 TL04 SP1 minimum is required
- AIX 7.2 no minimum is required

### InfoPrint Manager V4.9 for Linux (64-bit kernel)

- CentOS 7
- CentOS 8 (x86 64) – New!
- RedHat Enterprise Linux Server 7
- RedHat Enterprise Linux Server 8 (x86\_64) – New!
- SUSE Linux Enterprise Server 12
- SUSE Linux Enterprise Server 15
- Oracle Linux Server 7.5.

### InfoPrint Manager V4.9 for Windows

InfoPrint Manager 4.9 supports only 64-bit versions of Windows for servers and clients.

Server supported operating systems are:

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

Client supported operating systems are:

- Windows 7 Professional SP1 or later
- Windows 7 Ultimate SP1 or later
- Windows 7 Enterprise SP1 or later
- Windows 8 Pro
- Windows 8 Enterprise
- Windows 8.1 Pro
- Windows 8.1 Enterprise
- Windows 10 Pro
- Windows 10 Enterprise
- Windows Server 2012 Standard
- Windows Server 2016 Standard
- Windows Server 2019 Standard

## Publications

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All publications are available for download from the Ricoh Production Print Information Center at this Web link:

[RICOH Software Information Center](#) or

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

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

- InfoPrint Manager: Installing InfoPrint Manager Transform Feature - G550-20160-03
- InfoPrint Manager: Secure Print: Installing and Configuring, G550-20129-15
- InfoPrint Manager afp2pdf Transform Feature: Installing and Using, G550-1057-08
- InfoPrint Manager: SAP R/3 Planning and Configuration Guide, G550-1051-17
- InfoPrint Manager: PSF, Server, and Transform Manager Messages, G550-1053-12
- InfoPrint Manager: Reference, S550-1052-21
- InfoPrint Manager for AIX and Linux: High Availability Guidelines, G550-20261-08
- InfoPrint Manager: Dictionary of Keywords, S550-1188-10
- Page Printer Formatting Aid: User's Guide, S550-0801-07
- AFP Conversion and Indexing Facility, G550-1342-08

**InfoPrint Manager for AIX ships with these publications:**

- InfoPrint Manager for AIX: Planning Guide, G550-1060-16
- InfoPrint Manager for AIX: Getting Started, G550-1061-20
- InfoPrint Manager for AIX: Procedures, G550-1066-20
- InfoPrint Manager for AIX and Linux: Configuring and Tuning Guide, S550-1062-13

**InfoPrint Manager for Linux ships with these publications:**

- InfoPrint Manager for Linux: Planning Guide, G550-20262-09
- InfoPrint Manager for Linux: Getting Started, G550-20263-12
- InfoPrint Manager for Linux: Procedures, G550-20264-11
- InfoPrint Manager for AIX and Linux: Configuring and Tuning Guide, S550-1062-13

**InfoPrint Manager for Windows ships with these publications:**

- InfoPrint Manager for Windows: Planning Guide, G550-1071-16
- InfoPrint Manager for Windows: Getting Started, G550-1072-21
- InfoPrint Manager for Windows: Procedures, G550-1073-20

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

Japanese versions of these publications (Getting Started and Procedures for AIX, Linux and Windows) will be available.

## Language Support

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InfoPrint Manager V4.9.0 is available in English.

Translations will be updated in InfoPrint Manager V4.9.1 for French, Italian, German, Spanish, and Japanese.

## InfoPrint Manager Limitations

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The following are InfoPrint Manager Limitations:

## ***InfoPrint Manager General Limitations:***

### **Single Cell Halftone**

The small (one bit monochrome) images that are transformed with transparency enabled are not transformed with the Single Cell algorithms. The native PostScript data streams that use the imagemask operator are transformed using the original halftone algorithms. The PDF data streams that process small (one bit monochrome) images with transparency enabled also use the original algorithms.

### **Indexed Multiple Data Sets**

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

### **Interchanging set version attribute**

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

## ***InfoPrint Manager for Windows limitations:***

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

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

### **Make sure that all x64 kernel-mode software is signed**

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

### **InfoPrint Manager for Windows and Ricoh ProcessDirector for Windows limitation**

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

### **Capitalization of object names**

InfoPrint Manager object names are case-sensitive. However, Windows API is not case sensitive. Because of this limitation, you cannot have two objects with the same name, even if one of the names has uppercase letters.

### **When you use Class drivers (type 4 printer drivers), InfoPrint port monitor and InfoPrint TCP/IP Network Port Monitor are not supported.**

Use V3 print drivers either shipped with the Windows installation base or downloaded from the manufacturer's website.

## ***InfoPrint Manager for Linux limitations:***

### **InfoPrint Manager for Linux and Ricoh ProcessDirector for Linux limitation**

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

### **Linux Mobile Secure Print feature does not support IPv6.**

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

### **Ricoh PDF Driver available with the Linux Mobile Secure Print feature has the following limitations:**

- When you print from Microsoft Word, Black and White printing setting might result in printing objects in color.
- When you print from Microsoft Excel, some shading patterns might be missing.
- Missing logo from PDF File in some cases could be resolved by using setting "Print as Image".
- Printing of encrypted PDF is not supported.
- The PDF Driver is not WHQL certified.
- Microsoft Word documents that contain the Print Field option cannot be printed. You can print the document after you remove the Print Field option from the document.

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

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

**InfoPrint Transform Manager Feature limitations**

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

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

***InfoPrint Manager for AIX limitations:***

**InfoPrint Manager for AIX and Ricoh ProcessDirector for AIX limitation**

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

**IBM AIX native printing system does not support IPv6.**

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

**InfoPrint Manager printing limitation on InfoPrint 5000**

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

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## **Customer Responsibilities**

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The customer is responsible for installing, configuring, maintaining and using this product according to documented procedures, and for using the product in accordance with the Ricoh Software License Agreement, which can be found at this Web link:

[Software License Agreements](#) or

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

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

[Support and Downloads](#) or

<https://www.ricoh-usa.com/en/support-and-download>

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## **Terms and Conditions**

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RICOH InfoPrint Manager is offered by Ricoh USA, Inc. in the United States and by one or more of its affiliates in selected countries outside of the United States, collectively (“RicoH”).

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with Ricoh are contained in the applicable contract documents, such as, but not limited to, the Ricoh Software License Agreement (RSLA) and the Ricoh Software Maintenance Agreement for Production Printing Software.

**Licensing:**

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

## **Maintenance Service Offerings**

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

While covered under the terms of the software maintenance agreement, Ricoh provides assistance for your routine, short-duration installation, and usage (how to) questions, as well as code defect support and access to Product Updates, releases, and versions of the program.

Ricoh provides assistance via telephone and, if available, electronic access, only to your Information Systems (IS) technical support personnel during normal business hours (published prime shift hours) of your Ricoh support center. This assistance is not available to your end users. Ricoh provides Severity 1 assistance 24 hours a day, every day of the year.

Software maintenance does not include assistance for the design and development of applications, program modifications, print data-streams, your use of programs in other than their specified supported operating environment, or failures caused by products for which Ricoh is not responsible under this agreement.

## **Limited Warranty**

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RICOH InfoPrint Manager is warranted as stated in the Ricoh Software License Agreement

## **Ordering Information**

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InfoPrint Manager is composed of a base license, required printer attachment features based on the rated speed in impressions per minute of printers driven by the server running InfoPrint Manager, and several optional features. For detailed ordering information contact your local Ricoh representative.

For the Linux Mobile Secure Feature, the smallest number of secure print printers that you can purchase is 5. The 'group of 5 printers' feature supports between 1 and 5 secure printers.

## **Marketing channels**

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Ricoh Sales Specialists

## **Warranty Period**

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The program is warranted for 90 days as stated in the Ricoh Software License Agreement.

## **Accessibility by people with disabilities**

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Base InfoPrint Manager Accessibility capabilities and characteristics apply to this InfoPrint Manager update.

A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on the product accessibility compliance can be requested via this Web site:

[Accessibility](#) or

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

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