
Customer Reference Document: RICOH ProcessDirector™ Subscription V3.8 (5765-H70)

Description

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 now 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 of the features and extended features of RICOH ProcessDirector.

RICOH ProcessDirector Subscription 3.8 has the same code and the same installation requirements as RICOH ProcessDirector V3.8.3 on Linux and Windows platforms. On-premise, virtualized, and private cloud environments are supported the same way. 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. Warning messages are displayed on the user interface starting 60 days before the expiration date to notify users that the term of the subscription is nearing its end.

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.

For a summary of the functions and features of RICOH ProcessDirector, see [RICOH ProcessDirector V3.8 \(5765-H30\)](#) and the latest release notes at [Ricoh Software Information Center](#).

Final Release

The Final Release date is April 10, 2020.

Customer Responsibilities

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

The customer must renew their subscriptions prior to expiration. The subscription software will stop working when the subscription expires.

Software and Hardware Requirements

Software and hardware requirements for RICOH ProcessDirector Subscription are the same as the requirements for RICOH ProcessDirector V3.8.3.

Refer to [RICOH ProcessDirector V3.8 \(5765-H30\)](#) and the latest version of the Planning and Installing RICOH ProcessDirector publication at [Ricoh Software Information Center](#)

Supported PDF and AFP Printers

The models of Ricoh PDF printers that are supported in this version of RICOH ProcessDirector Subscription are the same as the printers supported by RICOH ProcessDirector.

When the AFP Support Feature is installed, RICOH ProcessDirector Subscription can print to any AFP printer that conforms to the AFP specifications.

Refer to [RICOH ProcessDirector V3.8 \(5765-H30\)](#) and the latest release notes at [Ricoh Software Information Center](#).

Software and Hardware Requirements for Optional Features

The hardware and software requirements for the features of RICOH ProcessDirector Subscription are the same as the requirements for the features of RICOH ProcessDirector V3.8.3. The customer must purchase and renew subscriptions for each feature.

Refer to [RICOH ProcessDirector V3.8 \(5765-H30\)](#) and the latest release notes at [Ricoh Software Information Center](#).

Terms and Conditions

RICOH ProcessDirector Subscription 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 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 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 with 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 Subscription 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 of 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 \(5765-H30\)](#)

Publications

All publications are downloadable from the [RicoH Software Information Center](#).

Accessibility by people with disabilities

Refer to [RICOH ProcessDirector V3.8 \(5765-H30\)](#) and the latest release notes at [RicoH Software Information Center](#) .

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