Ricoh ProcessDirector

Release Notes for Version 3.8

Release Notes for Ricoh ProcessDirector for Linux 3.8.0 (October 2019)

For information not in this manual, refer to the Help System in your product.

Read this manual carefully and keep it handy for future reference.

1. Release Notes for Ricoh ProcessDirector for Linux 3.8.0 (October 2019)

- Known limitations, problems, and workarounds
- Product documentation
- Customer support
- Trademarks

These release notes provide information about Ricoh ProcessDirector for Linux, Version 3 Release 8 Modification 0 (3.8.0) (Program Number 5765-H30).

New functions and updates in Version 3.8.0

These new functions and updates are included in Ricoh ProcessDirector Version 3, Release 8, Modification 0. Three versions of Ricoh ProcessDirector were released since Version 3.7 so be sure to read all of the sections for the complete list of enhancements since last year at this time.

- **The user interface transformation is complete!**

  With Version 3.8, we have replaced the legacy user interface with the updated one – for customers installing it on a new system. If you install a Product Update at Version 3.8 or later, the legacy user interface will remain, but most of the new functions we added as we built the updated interface are not supported. If you upgrade an existing Ricoh ProcessDirector system to Version 3.8, the legacy user interface will be removed but the URL you used to access the interface will automatically redirect you to the updated user interface. For those of you who have been straddling the two interfaces as we moved function over, you can now operate and administer using one graphical user interface! Install features, add licenses, manage media – all under the same umbrella.

- **Simplified editing of job properties set in a workflow**

  When creating or editing a workflow, it is sometimes difficult to find which step sets a job property so that you can set the default value you want. You can use the **Manage job defaults** action to display a list of all of the job properties set in the workflow along with the values set on the steps.

  Some job properties are not associated with steps and their values can only be set in files. For example, the Common Properties feature adds several useful job properties, such as **Company Name**, but a step template does not set the properties. You can change the default property values in a workflow with the new **Manage job defaults** action.

- **Notifications added for input devices**

  Email and web service notifications have been available for changes to printers and jobs but not for changes to input devices. In particular, Download input devices can lose connection and Ricoh ProcessDirector is not notified. In Version 3.8, hot folder and Download input devices can be monitored for status changes and have notifications sent using email or web services. If you have the Deadline Tracker feature installed, you can set up the notification so that you are informed when expected work is late. Monitoring of the process that connects a Download input device with its mainframe system has also been added so that if the connection is dropped, the connection status changes on the operator interface.

- **Extract document properties from Datamatrix barcodes**

  The ability to extract document properties from Datamatrix image-format barcodes in a PDF file has been added to the PDF Document Support feature. Using the Ricoh ProcessDirector Plug-in for Adobe Acrobat, you can draw a box around a barcode and map strings of the barcode data into document properties. This saves you time from having to identify fields on the PDF page that contains the same information that has already been encoded into a barcode.

- **Distributed transform processing**

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The Ricoh Transform features can now be installed on a different computer than the primary server. And the transform server can also have other computers defined to share work, allowing you to distribute the processing load of these resource-intensive steps across multiple processors.

- **Support for remote AFP printing**

  The AFP Support feature has been enhanced to support remote AFP printing with a secondary server, staging work to the remote server so that Ricoh ProcessDirector keeps the pipeline to the AFP printer full, reducing the likelihood that the printer will be waiting for data. This feature is particularly useful if you have installed Ricoh ProcessDirector on a separate network, such as a virtualized environment that is far removed from the physical printers. This function is only available if a Secondary Server feature is installed on the remote print server.

- **Enhanced support for last-minute PDF printing changes**

  Operators often need to reassign jobs from one printer to another. Sometimes the printers have specific requirements on how JDF or PDF instructions are defined in order to achieve a certain output format. Often a change to the target printer requires some reprocessing of the job in order to account for those differences. In the worst case, the job has to be recomposed entirely. In Version 3.8 we added the ability to specify an action list of programs that can be executed after a job is assigned to a Ricoh PDF or Ricoh TotalFlow printer but before it is transmitted to the printer. This action list can include any of the filters that are available on the EnhancePDF step template provided with Ricoh ProcessDirector. This capability lets the operator reschedule the job without concern for any reprocessing because the action list for the target printer will take care of preparing the PDF and JDF for that printer.

- **Operating System and Browser Support Changes**

  With Version 3.8:

  – Windows Server 2012 is no longer a supported environment for the primary server, application servers, or for the Ricoh ProcessDirector Plug-in for Adobe Acrobat.

  – Windows Server 2019 is added as a supported environment for the primary server, application servers, or for the Ricoh ProcessDirector Plug-in for Adobe Acrobat.

  – The Edge browser is no longer supported to use the Ricoh ProcessDirector user interface.

- **Original Web Services Deprecation**

  Version 3.8 is the last version of Ricoh ProcessDirector that will include the SOAP-based web services originally provided with the product. The new REST API is documented in the product so that you can perform any action available on the graphical user interface using a web service call. The API calls are documented in an online library that is easy for programmers to use.

New functions and updates in Version 3.7.2

These new functions and updates are included in Ricoh ProcessDirector Version 3, Release 7, Modification 2.

- **More function added to the updated user interface**

  – The PDF Document Support and AFP Support features add a Documents portlet to the Main page. Actions in the Documents portlet let operators view document properties, create a new job from selected documents, and see a list of jobs that a document is associated with.

  – Operators can now view, edit, add and delete page-level exceptions for media, sides, or stapling often specified when printing PDF jobs on cut sheet printers.

  – Administrators can more easily recover from mistakes made when editing workflows now that the Undo and Redo actions are added to the Workflow Editor. Panning and zooming of the

canvas in the Workflow Editor also makes it easier to find your place in a complicated workflow.

- **Simplified configuration file updates**

  Step resource objects, introduced in version 3.7.1 update 1, can now be specified on all properties that specify filenames as a value. Step resource objects let you update the contents of the configuration and control files without editing every workflow that uses the files you changed.

- **Enhancements to the Web Services Enablement feature**

  The Web Services Enablement feature includes step templates, input devices, and notification objects that call REST web services. Before this release, only GET and POST commands were supported. In this update, we added support for the PATCH, DELETE, and PUT commands.

- **Enhancements to the Inserter feature**

  The Inserter feature can now process multi-byte character set data contained in inserter control files.

- **Support for new printers**

  Ricoh ProcessDirector now supports these RICOH printers:

  – RICOH Pro 8300S

  – RICOH Pro 8310

  – RICOH Pro 8310S

  – RICOH Pro 8320

  – RICOH Pro 8320S

New functions and updates in Version 3.7.1 Update 1

These new functions and updates are included in Ricoh ProcessDirector Version 3, Release 7, Modification 1 Update 1.

- **More Operator tasks added to the updated user interface**

  In our continuing effort to make the Main page as function-rich as the legacy user interface, the following capabilities are now available:

  – The ability to show candidate jobs for a printer.

  – The ability to show jobs assigned to an inserter controller, if you have the Inserter feature installed.

  – A new **Deadlines** portlet to highlight jobs at risk of missing their deadline or service level agreement, if you have the Deadline Tracker feature installed.

  – The **Jump to** function to restart a job on an AFP printer, if you have the AFP Support feature installed.

  – The ability to specify what properties must match when scheduling jobs to printers.

  – A 10 day reminder before your password expires.

- **New functions provided only on the updated user interface**

  Operators spend a lot of time filtering the Jobs table to find jobs matching some criteria. Often they use the same query every day. We added the ability to save named filters on the Jobs table to easily retrieve them for use day after day. If you have the PDF Document Support or AFP Support feature installed, you can also save named searches in the **Documents** portlet and on the **Reconcile** dialog to save time when working with documents.

Sometimes you want to make the same change to multiple users in your system. For example, you want to give 10 new operators access to a new Location you have defined for a new print room. Using the updated user interface, you can use the **Update Multiple** action on the Users table accessed from the Administration page and change the Location or other user properties on all selected users at once.

- **Simplified transfer of files needed for workflow steps**

  Some step templates let you specify a control or configuration file for the step to use as input. Often these files reside on your workstation but need to be available to Ricoh ProcessDirector when it processes jobs. For example, the control files you create using the Ricoh ProcessDirector Plug-in for Adobe Acrobat or the AFP Visual Workbench need to be transferred to the server both when you are building a new workflow or updating an existing one. A new object, the step resource, lets you upload a file to the server and name the object on a step in a workflow rather than specifying a path and file name. You can view, retrieve, and replace the file by editing the step resource object so you no longer need to access the server to manage these control files.

- **Step templates to convert media page exceptions in JDF to AFP medium maps**

  Print data streams vary in how they specify what media to use to print pages in a job. PDF jobs are often accompanied by JDF files that contain page-level media specifications. AFP uses medium maps in a form definition resource to name what media is used for each group of pages. When jobs are transformed from one data stream to another, the page-level media exceptions can get lost. Two new step templates help preserve that media information. The **ExtractPageExceptions** step template reads the page exceptions for the job, either from the JDF file or created in the user interface, and writes them to a tab-delimited file. The **AddPageExceptionsToAFP** step template uses the page exception file generated by the **ExtractPageExceptions** step and converts the media settings into an inline form definition with the appropriate medium maps. The step also inserts Invoke Medium Map (IMM) structured fields into the output AFP file so that the page exceptions take effect on the correct pages. The **AddPageExceptionsToAFP** step template is provided with the AFP Support feature.

- **Enhanced AFP viewer support**

  You can now see PDF objects contained in AFP medium overlays in the file viewer.

- **New prerequisites for Windows Server 2012 R2**

  The KB2919355 Windows update is required if you are using the AFP Support feature.

New functions and updates in Version 3.7.1

These new functions and updates are included in Ricoh ProcessDirector Version 3, Release 7, Modification 1.

- **Updated translations for Version 3.7.0**

  The content of the Version 3.7.0 product interface and the help system has been translated into these languages:

  - Brazilian Portuguese

  - French

  - German

  - Italian

  - Japanese

  - Spanish

- **Expanded SFTP support**

  Version 3.7.0 added the **PushToSFTP** and **PullFromSFTP** step templates to allow data to be exchanged with other applications using the SFTP protocol within a workflow. In Version 3.7.1, an SFTP input device is added, allowing Ricoh ProcessDirector to monitor a directory on an SFTP server watching for files with specific filename patterns to appear. The same batching methods supported for hot folder input devices apply to SFTP input devices, providing several ways for jobs to enter the system.

- **Credential object added**

  Credentials are required to authenticate with an SFTP server, either using the SFTP input device or the **PushToSFTP** and **PullFromSFTP** steps. To make it easier to share the credentials across workflows and input devices, a new credential object lets you specify the user name and password in the object and then specify the credential object name on the step or input device. If the username or password changes, you only have to update the credential object. The Credential property replaces the **User name** and **Password** fields that were on the two step templates in Version 3.7.0.

- **Enhanced Schedule Jobs dialog**

  In the updated user interface, it is easier to select the printer from the **Printers** table.

- **Support for new printers**

  Ricoh ProcessDirector now supports these RICOH printers:

    - RICOH Pro C7200SL

    - RICOH Pro VC70000

Known limitations, problems, and workarounds

Base product

Windows user passwords cause problems with DB2 services

To avoid problems with DB2 services, a Windows user password must not contain two pound signs (##) next to each other.

Information Center search freezes during indexing

The first time you search for terms in the Information Center after a restart, you see a message that the system is indexing. The index process runs in the background until it completes, but the message might not be updated.

If the progress indicator freezes before reaching 100%, wait one minute and refresh the browser, then search again.

Jobs information does not refresh in updated user interface

After upgrading to Ricoh ProcessDirector V3.8, some users might see that the **System Summary** and **Jobs** portlets are not automatically updated when job status or job properties change. Closing and reopening both the **System Summary** and **Jobs** portlets fixes this problem. When reopened, the contents of both portlets updates when a job status changes and any columns in the **Jobs** table updates when job properties change.

Logs are empty in updated user interface

After upgrading to Ricoh ProcessDirector V3.8, some users might see empty columns in logs (for example, job logs or printer logs) in the updated user interface.

To display the log data for a user, the Ricoh ProcessDirector system user must log in to a command prompt and enter these commands:

```
db2 connect to aiwdb
db2 "delete from Pref.GUI_PREFERENCES where pref_object =
'TableInfoViewLog_preference' and pref_id = '<USER ID>'"
```

If multiple users see blank log data, use this command:

```
db2 "delete from Pref.GUI_PREFERENCES where pref_object =
'TableInfoViewLog_preference'"
```

Refresh the page for the changes to take effect.

Searching in Viewer takes a long time

If you open a large file in the Viewer and use the text search function, it can take a long time to find results. For better responsiveness, search using document property values.

Legacy workflows and the updated Workflow editor

The Workflow editor in the updated user interface has many new functions that make it easier to use than the Workflow editor in the legacy user interface.

However, when you first open a workflow with multiple branches, you may see overlapping connectors and step names. Try moving steps around to reduce the overlap.

If you cannot get the connectors and rules to display in a suitable way, delete and redraw them. When you delete a connector, its rule remains available in the workflow until you save the workflow. You can redraw the connector and select the rule that was used on the deleted connector without redefining the rule.

Location filtering between legacy and updated user interfaces

In the legacy user interface, when a user sets preferences to show objects from a set of locations, the System Summary contains an **All** button. The button lets the user remove location filtering. If a user clicks the **All** button, the **Allowed locations** property for that user is modified to remove all the locations that were set. All objects with or without locations are displayed.

If the same user then logs in to the updated user interface, the user only sees objects that do not have the **Location** value set. To show the objects in other locations in the updated user interface, an administrator must update the **Allowed locations** property for that user to contain the locations that were removed using the legacy user interface.

You can use the **Update Multiple** action on the Users table accessed from the Administration page and change the Location or other user properties on all selected users at once.

Configuration updates for InfoPrint 5000 printers

If you use Ricoh ProcessDirector to send jobs to an InfoPrint 5000 and turn SNMP on, the **Default bins** property is set incorrectly. The printer sends an incorrect bin name as the default, so print jobs cannot be sent to the printer.

To fix the problem, change the value for the **Output bins supported** property on the printer object to **All bins**.

Japanese PDF banner page causes error on InfoPrint 5000

To print double-byte characters on PDF banner pages, make sure that font substitution is enabled for the LPR printer attachment:

1. On the InfoPrint 5000 console, open **Printer Definitions** → **Network** → **Attachments** → **LPR**.
2. On the **Job** tab, select the option to enable font substitution and save the setting.

Rotating in the viewer component

When you rotate a page that shows a PDF object container in the AFP viewer, the PDF object container does not rotate. You are most likely to see this problem when you install the Preprinted Forms Replacement feature. When Ricoh ProcessDirector combines data in an AFP file with an electronic form, it creates a PDF object container for the form.

Searching for double-byte character set data in the viewer component

The search function of the AFP viewer can only find double-byte text strings when they are represented using outline fonts. Text strings represented using raster fonts cannot be found.

Ricoh ProcessDirector does not support file systems created with the 64-bit inode setting

Use the 32–bit inode setting when you create file systems for Ricoh ProcessDirector. File systems created with the 64–bit inode setting are not supported.

Features

Restart required after installing Reports feature

After you install the Reports feature using Feature Manager, the updated user interface might not function correctly. Restart Ricoh ProcessDirector to reset the updated user interface.

Exporting objects from systems with the Reports feature

Through version 3.6 of Ricoh ProcessDirector, the Reports feature included a DB2 data base, a Reports tab in the user interface, and three step templates that could be added to workflows to write data into the reports data base. In version 3.7, those parts of the Reports feature were removed. If you export workflows or groups from a system with the older Reports feature on it and attempt to import them onto a system at version 3.7 or above with the Reports feature on it, errors occur because of the actions defined in groups or the step templates referenced in workflows that are no longer provided with the newer Reports feature. You can overcome this problem with workflows if you remove the steps from the workflows before you export them. Steps based on the **WriteJobReport**, **ArchiveDocumentData**, and **ArchiveInserterData** step templates need to be deleted from workflows. Ricoh Software Support can help you import groups that have this error.

Ricoh Visual Workbench data contained in NOP records might be garbled on a DBCS system

When you run the Visual Workbench product interface on a system that uses a double-byte character set (DBCS), the data contained in any No Operation (NOP) records might be garbled.

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Text added using Whitespace Manager does not wrap

When you use Whitespace Manager to add text to print jobs, the text does not wrap to the next line at the edge of the white space boundary; the text prints on one line and can extend off the page. You cannot insert carriage returns or line feeds in the text. Whitespace Manager does not check the length of the text, so it does not display a warning that the text is longer than the defined white space.

To insert multiple lines of text in white space, we recommend that you either create a page segment or an image that includes the text and include it as an image rather than entering the text in Whitespace Manager.

Code change requests included in this release

Code change requests (CCRs), service requests (SRs), and other field issues are resolved in this release.

These issues were resolved in Ricoh ProcessDirector 3.8:

Issue number	Description
DE32981	Problems viewing files with older versions of Firefox.
DE35060	JAR file missing in the Adobe Acrobat plug-in build.
DE35097	PSF messages that get printed after a job do not get translated.
DE35850	Jobs that finish printing go into a **Stopped** phase.
DE35973	Restarting Ricoh ProcessDirector fails.
DE36022	Text missing when the **BuildPDFFromZIP** or **IdentifyPDFDocumentsFromZip** steps in a workflow.
DE36193	License failed to install.
DE36202	extra blank spaces appear in the address block of a PDF.
DE36286	Job fails in the **CombinePDFWithForm** step.
DE36298	Could not install a license from the Ricoh ProcessDirector user interface.
DE36362	Database connection failed because the startTask thread became blocked.
DE36383	Ricoh Pro 8310s PDF printer was not supported.
DE36430	Job slows down in **ReorderPages** step.
DE36431	Unexpected font in the output of a workflow.
DE36480	Not enough disk space causes PSF install to fail.

Issue number	Description
DE36882	Wrong output file created because of bad file path.
DE36894	Linked fonts resource missing.
DE36944	OUTGRP causes issues on Ricoh ProcessDirector when written in lowercase letters.
DE37026	Input files are not removed.
DE37029	MVS Download problems with lower case outgrp values.

These issues were resolved in Ricoh ProcessDirector 3.7.2:

Issue number	Description
DE33449	**RemoveJobs** step fails because of broken symbolic link in the spool file directory.
DE33520	Ricoh ProcessDirector Primary server crashes due to AFP print driver issue.
DE34053	Could not switch between custom views.
DE34088	Incorrect characters appear in the document properties file for an AFP job.
DE34526	DB2 errors occurred intermittently.
DE34637	The Visual Workbench creates the wrong TLE from input with a diacritical character.
DE34684	Wrong JCL settings applied when Ricoh ProcessDirector creates a job.
DE34809	Installing Ricoh ProcessDirector 3.7 fails at the DB2 installation because Ricoh transform programs were running.
DE35225	Improve processing by the **RunHotFolderApplication** step if a restart occurs while waiting for a returned file.
DE35297	Problems with JDF sent to Ricoh Pro C5210S printer.
DE35431	Cannot import user group that contains setting for deprecated job property related to Reports feature.
DE35481	Problems specifying LDAP **User search base** and **Group search base** properties.
DE35534	The prerequisites checker does not prevent installing Ricoh ProcessDirector on the unsupported Windows Server 2008 operating system.
DE35811	**EnhancePDF** step causes open file limit to be reached.
DE35849	**EnableRepositioning** step fails because of data stream built by **BuildAFPFromDocuments** step.
DE35850	Jobs stop when printing AFP trailer pages.
DE35987	LDAP connection does not close.
DE36134	Deprecated Web service commands do not work on V3.7.
DE36143	Jobs that write data to PostgreSQL reports database fail after a reboot.

Issue number	Description
DE36173	Sharing a hot folder using Samba without setting up user mapping prevents remote users from submitting files.
DE36218	Could not log into Ricoh ProcessDirector after the Security feature was installed.
DE36362	Database errors on login.

These issues were resolved in Ricoh ProcessDirector 3.7.1 Update 1:

Issue number	Description
DE35015, DE34618	Change to Daylight Savings Time caused empty Jobs table and TZoffset message to display.
DE35008	Corrupt or invalid files in a ZIP cause job to fail in the **IdentifyPDFDocumentsFromZip** step.
DE35286	The **Process again** action does not send the job to the specified workflow.
DE34925	Error is generated when a user takes an action that redirects to another page.
DE34923	The application event log gets filled with PostGreSQL errors.
DE34183	**String Find** function in viewer does not work.
DE35054	Database deadlocks keep occurring.
DE34298	Server unable to process documents in PDF jobs that are larger than 11 MB.

These issues were resolved in Ricoh ProcessDirector 3.7.1:

Issue number	Description
DE35060	Could not preview a PDF file with the Adobe Acrobat plug-in.
DE34739	Job processed by the AFPResolveObjects program goes into an error state.
DE34713	Error received when you send a PCL file to an LPD input device.
DE34659	Problem restoring backed up data using aiwrestore script on Japanese systems.
DE34637	TLE data with diacritical characters is interpreted wrong.
DE34598	Problem with time zones on target system when installing Product Update.
DE34507	Could not access the user interface after a product update.
DE34385	Job fails in the **BuildPDFFromDocuments** step.
DE34328	A nullPointerException error is displayed when processing a PDF received from Avanti Slingshot.
DE34273	Error message displayed when viewing an AFP file.

Issue number	Description
DE34272	Blank pages shown in legacy Reports user interface.
DE34250	Errors displayed in jobs after importing workflows from Ricoh ProcessDirector Express.
DE34192	Errors displayed when a job enters the **SetJobTypeFromRules** step.
DE34066	Printing a job in the updated user interface produces different results than when it is printed in the legacy user interface.
DE33961	Jobs are not deleted when their retention period expires.
DE33959	After editing and saving a workflow, connectors are duplicated.
DE33832	Installing the itmclient-win extension fails.
DE33788	Jobs enter an error state when they enter the **SetJobPropsFromRule** step.
DE33507	Errors processing page level exceptions.
DE32990	Jobs are sent to the printer in the wrong state.
DE32965	Printer clutches between AFP jobs on a 3.6.1 system.
DE32614	Jobs fail in the **EnableRepositioning** step.
DE32362	Only the first page is displayed in the AFP viewer.
DE32212	Signatures in AFP files are not displayed in the AFP viewer.
DE31597	Output bins appear with multiple names.

These issues were resolved in Ricoh ProcessDirector 3.7:

Issue number	Description
DE34285	Input not received from Avanti Slingshot.
DE33937	Could not get Avanti Slingshot to work on new Ricoh ProcessDirector 3.6.1 systems.
DE33873	Conflict between patch and product update.
DE33769	Cannot view most jobs after certain product updates.
DE33607	Jobs that are processing do not show in Jobs table.
DE33590	Slow processing time when header page is used.
DE33507	Wrong Page Exception error received on Pro8220 RPD 3.4.1.
DE33505	Error received when trying to reprint a job using a page range.
DE33233	`No matching device` error message received on incorrectly.
DE33178	Jobs fail in the **DetectInputDatastream** step.

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Issue number	Description
DE32990	Jobs that do not have a printer specified still appear as candidate jobs for some printers.
DE32860	The **Update media** action does not work on a Windows system with Internet Explorer 11 in French.
DE32805	Jobs remain in the **Stopped** state.
DE32753	Jobs submitted to a printer only print one at a time.
DE32707	An error is displayed when the **Update media** action is used.
DE32467	Jobs in the **EnableRepositioning** step have unexpected results.
DE32455	Jobs fail to process with the **DownloadAFP** input device.
DE32439	Transforms do not work after making changes to the server hardware.
DE32369	An unexpected messages is returned by the daily DB2 maintenance script.
DE32328	When you copy the **TransformJobIntoAFP** step, some values are not saved.
DE32316	Unexpected results when using the **tiff2afp** transform.
DE32296	The automatic refresh was not working.
DE32212	The viewer does not display signatures in AFP files.
DE32191	The **ReverseOutputOrder** step adds blank pages to AFP files with even pages.
DE32103	When printing a job, the printer progress bar displays 100% instead of the real percentage.
DE32096	Error message is displayed when trying to view a PDF file.
DE31750	Ricoh ProcessDirector slows down when processing a large number of PDF files.
DE31633	Error message is displayed when the **IdentifyPDFDocumentsFromZip** step processes a large number of files.
DE31495	PDF jobs remain in the **Spooled to Printer** state.
DE31235	The FORMDEF option is missing from the `xform.cfg` file provided with the Advanced Transform Feature.

These issues were resolved in Ricoh ProcessDirector 3.6:

Issue number	Description
DE27540	Printer progress bar gives no information or wrong information about jobs running on the printers.
DE27595	**ExportFromRepository** step fails with **OutOfMemoryError** when processing large queries.

Issue number	Description
DE27757	Jobs go to **Server unavailable** state upon Ricoh ProcessDirector restart.
DE27836	Ricoh ProcessDirector intermittently stops sending jobs to Ricoh PDF Printers and jobs get stuck in **Assigned** and **Unassigned** states.
DE27994	Jobs stay in **Spooling** state after they finish printing on Ricoh PDF Printers.
DE28000	All properties and column options are greyed out for the **Jobs** portlet.
DE28268	Jobs from Mainframe get wrong JCL settings applied when Ricoh ProcessDirector creates a job.
DE28307	Ricoh PDF Printers fail to work after an upgrade due to a problem encountered during the unpacking of the pc.zip file.
DE28410	Make the import views work on all Ricoh ProcessDirector versions.
DE28584	**IdentifyPDFDocuments** and **IdentifyPDFDocumentsFromZIP** steps do not work when they are tuned to a secondary server.
DE28606	Jobs are not starting on printers that are enabled by the **Remember enabled status of printers** property.
DE28610	Application server is not running as a service in Ricoh ProcessDirector 3.5.
DE28731	Saving LDAP security settings cause exceptions to show up in the GUI.
DE28762	Custom media objects are no longer set after restarting Ricoh ProcessDirector.
DE28855	**aiwcapture** fails when it is set to collect data from both the application server and primary server.
DE29007	**SetJobTypeFromFileName** does not work when a batching method other than **None** is selected.
DE29053	**BuildPDFFromDocuments** step fails due to a file write problem with <JobID>.print.pdf files.
DE29102	**Job arrival time** displays a 12 hour delay in the user interface.
DE29167	Jobs fail to print after reinstalling Ricoh ProcessDirector due to failed PSF uninstallation that occurred before reinstalling.
DE29216	The job size is 0 and the related InputFiles are remaining in the InputDevice.
DE29346	Transform fails due to invalid gcorr file even though the file type is supported.
DE29534	Ricoh ProcessDirector cannot delete certain jobs in Ricoh ProcessDirector GUI.
DE28942	Jobs remain in the LPD Input device until the Input device is disconnected and reconnected.
DE29669	Ricoh ProcessDirector cannot access job files causing the job to fail.
DE29822	Jobs sent to Ricoh PDF Printers fail due to incorrect media mapping.

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Issue number	Description
DE29972	GUI time format preferences are ignored.
DE30025	Printers error out when enabled due to a problem with handling **Remember enabled status of printers** property in **System Settings**.
DE30136	**Print again with page range** errors out due to missing or inaccessible PDF file.
DE30239	In the viewer, a random box appears around the address block after the job runs through a selector in the workflow.
DE30356	**Job.SheetsStacked** value is incorrect for an AFP file.
DE30542	Fixing a Ricoh ProcessDirector vulnerability with the ability to download files.
DE30579	Fixing a Ricoh ProcessDirector vulnerability with missing HTTPOnlyFlag.
DE30726	Ricoh ProcessDirector takes a long time to save large workflows.
DE30778	**getControlFileName** resolves to null.
DE30822	Fixing a Ricoh ProcessDirector vulnerability which allows arbitrary file reading from the server.
DE31009	Viewer does not work after clients update Adobe Acrobat viewer on their workstation.
DE31065	Fixing a Ricoh ProcessDirector vulnerability with XML External Entities.

These issues were resolved in Ricoh ProcessDirector 3.5.1:

Issue number	Description
DE27456	Jobs go into an Error state during the **RemoveJobs** step.
DE28000	When the language is set to German, the ability to change columns on Jobs table grayed out.
DE28203	Cannot connect to TotalFlow Supervisor.
DE27595	An error in the **ExportFromRepository** step results in a large query file.
DE27886	The secondary print server cannot connect to the primary server.
DE28410	Importing views from Ricoh ProcessDirector 3.4 system to Ricoh ProcessDirector 3.5 system does not work.

These issues were resolved in Ricoh ProcessDirector 3.5.0:

Issue number	Description
DE24847	A user in the default Operator group gets an error when trying to "Make jobs match printer" when scheduling a job.
DE24887	When trying to use the Print again by groups function using an indexed AFP file, an error [AIWI6052E] occurs.
DE24992	AFP viewer does not display AFP file correctly when page size has changed with certain tables in medium overlays.
DE25015	AFP files display blank pages and the incorrect number of pages when using the AFP viewer.
DE25140	Duplex jobs printed with merged banner pages and with a page range on Ricoh PDF printer prints the last two pages as simplex.
DE25181	AFP viewer does not display certain jobs due to the incorrect handling of an error that occurs when custom FOCA fonts that are not found.
DE25213	AFP viewer displays tables incorrectly truncated on the left side as well as a table background image truncated with certain medium overlays.
DE25568	Property permissions are not updated properly with exports and imports of groups.
DE25653	Sometimes "Sheets stacked" and "Cumulative sheets stacked" are partially miscalculated.
DE25751	User location is reset to "not set" when a view is selected using the "Select view" dropdown option in the Main tab.
DE25795	AFP viewer is not cleaning up temporary files and it causes the file system to fill up.
DE25832	Vulnerability for Ricoh ProcessDirector occurs when a DTD file is included in the XML and it calls an external website.
DE25858	AFP viewer incorrectly displays certain jobs' medium overlays. They are missing and incorrectly positioned.
DE25890	AFP viewer displays a warning for a missing external resource when viewing an AFP file using an external FORMDEF.
DE26373	AFP viewer does not display the job when custom FOCA fonts are not found either in-line or within the resource paths due to incorrectly handling an error.

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Issue number	Description
DE26574	Child jobs are not printed in the correct order.
DE26588	Printers cannot be enabled after importing them from an earlier version of Ricoh ProcessDirector.
DE26745	Error occurs when requesting job status through Web services.
DE26822	Ricoh PDF plug-in fails to launch after Acrobat Pro DC is updated to v2015.016.20039.
DE27205	When extracting text from a PDF, the text is sometimes jumbled or truncated.
DE27258	AFP viewer fails to display certain images when images are rotated 270 degrees clockwise. This causes clipping paths to be calculated incorrectly.
DE27497	When LDAP is used to authenticate users, incorrect password expiration messages are shown.
DE27514	Trace files on Ricoh ProcessDirector Windows Application servers are not removed.
DE27759	Text becomes garbled when extracting text from a PDF file that is using a CID/double byte font.
DE27879	When restarting Ricoh ProcessDirector, internal server errors are shown when scheduling jobs to printers.

Product documentation

See Ricoh ProcessDirector for Linux: Planning and Installing, G550–1042, for pre-installation planning, installation tasks, and post-installation tasks.

After it is installed, you can access the Ricoh ProcessDirector user interface from a web browser on workstations in your network. The user interface contains field-level help and an information center for Ricoh ProcessDirector. The information center contains administrative and operational topics that help users learn about Ricoh ProcessDirector. It also includes procedures that describe how to use the product.

To use the online help:

1. Access the legacy user interface at **http://*hostname*:15080/aiw** or the updated user interface at **http://*hostname*:15080/pd**. Replace hostname with the hostname or IP address of the primary computer.

2. To view the information center, click the **?** in the top task bar and select **Help**.

3. To access field or property help:

    1) Log in to the user interface:

1. Type the default user name of aiw and the default password of aiw or another user name and password that have been created.

2. Click **Log in**. The first time that you log in with a user name, you are prompted to change the password.

2) Right-click any object on the **Main** or **Administration** page and select **Properties** to open a property notebook.

3) Click any question mark icon in the property notebook for help about a field or property.

In the information center, you can see help about a field or property by typing its name in the **Search** box.

Base product documentation

User documentation CD updated

The Ricoh ProcessDirector for Linux: User Documentation CD, GK4T-4007, has been updated.

New and updated publications

Updated publications

Ricoh ProcessDirector for Linux: Planning and Installing has been updated in English, G550-1042.

Ricoh ProcessDirector: Integrating with Other Applications has been updated in English, S550-1069

Using Ricoh ProcessDirector Plug-in for Adobe Acrobat has been updated in English, G550-20229

Customer support

For problems when installing or using Ricoh ProcessDirector, contact Software Support:

- Web page: http://www.rpp.ricoh-usa.com/support

- Outside the United States: open a call through your country's help line. Level 1 sends it to Level 2 for the Geography.

While using the Ricoh ProcessDirector user interface, see the online help before contacting Software Support.

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