1. Release Notes for RICOH ProcessDirector™ for AIX 3.9.2 (February 2021)

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

These release notes provide information about RICOH ProcessDirector for AIX, Version 3 Release 9 Modification 2 (3.9.2) (Program Number 5765-H30).

New functions and updates in Version 3.9.2

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 9, Modification 2.

- **Updated translations**

  The content of the Version 3.9 product interface and the help system has been translated into these languages:

  - Brazilian Portuguese

  - French

  - German

  - Italian

  - Japanese

  - Spanish

  In Version 3.9.2, language support is provided in a separate ISO file containing six packages. As a result, you can choose which languages to install for your installation.

  To install language packages:

  1. Download the Language Pack ISO file from the RICOH Software Downloads website (http://dl.ricohsoftware.com).

  2. Mount the ISO file and copy the EPK files that you want to install into the `/opt/infoprint/ippd/available` directory on the primary computer.

  3. Log in to RICOH ProcessDirector.

  4. Click **Administration** → **Utilities** → **Features**

  5. Select the Language Packages that you want to install and click **Install**.

  When the installation completes, use the language setting in your browser to control the language that the RICOH ProcessDirector user interface and help system display.

- **Enhancements to the Reports feature**

  - Updates to data collector objects

    In Version 3.9, we added data collector objects to the user interface and added the ability to collect data on user actions on several object types. In Version 3.9.2, we expanded the set of user actions that can be collected on printers, barcode readers, and inserter controllers.

    To help you set up and check your reports configuration without needing to access the system console and run PostgreSQL commands, we added a new **Download data** action to the data

collector objects. The action exports a CSV file from the data stored by each selected data collector and downloads it to your computer.

If the connection between RICOH ProcessDirector and the PostgreSQL database drops during data collection, we added an automated cleanup of the dump files left behind when the connection was lost. The data from the dump file is automatically written to the database when the connection is restored.

– A new data transmitter object

To help you make your PostgreSQL reports data available to other applications that can accept data using a REST web service, we added a new object called a Data transmitter. Data transmitters let you select tables from the Reports database to send on a schedule that you specify.

You can also use a one-time transmission function while you are testing the setup of the transmitter or to resend data that did not get sent correctly in the scheduled transmission. Two new credential object types, static and session, were added for use with this function.

- **Operating system support changes**

With Version 3.9.2, you can install a Linux secondary server on:

– CentOS Linux 7.7 for x86_64

– SUSE Linux Enterprise Server (SLES) 15.0 with Service Pack 1 or above for x86_64

- **Preview function added to custom portlets**

In Version 3.9, we added the ability to build your own custom portlet on the **Main** page containing a matrix or tree view summarizing jobs or other objects.

In Version 3.9.2, we added a **Preview** function you can use while you are defining your portlet so you can see the result before you add the portlet to your **Main** page.

- **Maxuproc setting recommendation on AIX primary server**

On AIX primary servers, the default value of the maxuproc property could need to be increased if you run additional programs on the server or execute many steps that start other programs.

Make sure the maxuproc value is set to at least 4096. This value is adequate for most installations, but requirements vary based on the number of programs running on your system. After the system is installed and running, work with your AIX system administrator to verify that the setting is appropriate for your environment.

- **Improvements to the user interface for selecting values from multi-select lists**

Several step templates and a few objects have properties that allow selection of multiple values, often from very long lists of choices. Recognizing this is a difficult task for our users, we added some additional functions to make selection easier.

For property selection lists in three step templates – SetDocPropsFromList. BuildExternalDocPropsFile and MapExternalResultsFiletoDocProps – the ability to reorder the selections in the list was added. To select document properties from lists in the StoreinRepository or WritePropsToReportsDatabase steps, a new selection allows you to shrink the list to only show your selections as shown below in the red box.

Document properties to store

(4/109 selected)

☐ Hide unselected ▾ Selected properties ▾

All available properties

Selected properties

☑ Address block line 1

☑ Address block line 2   ~~Doc.Address.2~~

☑ Address block line 3   Doc.Address.3

☑ Company name   Doc.CompanyName

And because both of these document property lists also include the ability to select all document properties, there is a convenient way to specify that you want to select individual properties or select all of the properties in the document properties file shown in the blue box.

- **An API to add new values to the Output format and Media type details properties**

  The **Output format** properties of printers and jobs are used by the **Make job like printer** action that is helpful when scheduling jobs. A fixed set of values are provided with RICOH ProcessDirector. An API has been added to allow you to add values that you find more useful to your operators. To learn how to use this API:

  1. Open a Web browser and enter your RICOH ProcessDirector hostname or IP address into the address bar. Add `/restapi/` to the end of your hostname or IP address to access the REST API documentation. For example, `http://hostname:15080/restapi/`

  2. Open the util section and select

     `POST /util/enumdatatype/{enumName}`

  This API can also be used to add new values for the **Media type details** property on **System** and **Printer media** objects, which is useful when you have defined non-standard media in your printers.

- **Enhancement to command to start and stop Container secondary servers**

  - In version 3.9, we added the Secondary Docker feature, which can be installed on a Linux primary or secondary server. After following the instructions to install the Secondary Docker feature, you can define multiple container secondaries on the primary or a secondary computer. Commands were provided to stop and start the secondary servers that acted on all secondaries on the same computer.

  With Version 3.9.2, the commands were simplified and consolidated into one.

- **Updated features and components**

  Newer versions of these features are provided:

  - Ricoh PDF Printer

  - Ricoh AFP2PDF Transform

  - Ricoh PSPDF2AFP Transform

  - Ricoh PCL2AFP Transform

1

– Ricoh SAP2AFP Transform

– Advanced Transform (all inputs and outputs)

New functions and updates in Version 3.9.1

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 9, Modification 1.

- **Shortcut to edit rules and conditions in Workflow Editor**

  In the Workflow Editor, you can now double-click a connector to open the Connector property notebook. This function also works to view the Connector properties in the View job in workflow dialog.

- **Color-coded dots added to the System Summary portlet**

  The colors match the phase colors shown at the top of the Workflow Editor and the top row of the Job Status portlet.

For example, all jobs here are in the Assemble and Print phases.

- **New function in the heading row of the Jobs table**

  If you right-click on a column heading, you can select **Hide Column** to remove the column from the table. Instead of opening the Manage columns dialog and unchecking the property, this shortcut gets the job done faster.

- **Case-sensitive comparators in filters**

  Several filter controls on our interface, such as the Advanced filter on the Jobs table, contain a comparator (such as **is**, **is not**, **greater than**, and **less than**). Two comparators are **Like** and **Not Like**. In the legacy user interface, the **Like** and **Not Like** comparators were not case-sensitive. In the updated user interface, they were accidentally made case-sensitive. We have added other choices

to the comparator so you can choose whether you want the comparison to be case-sensitive as shown below.
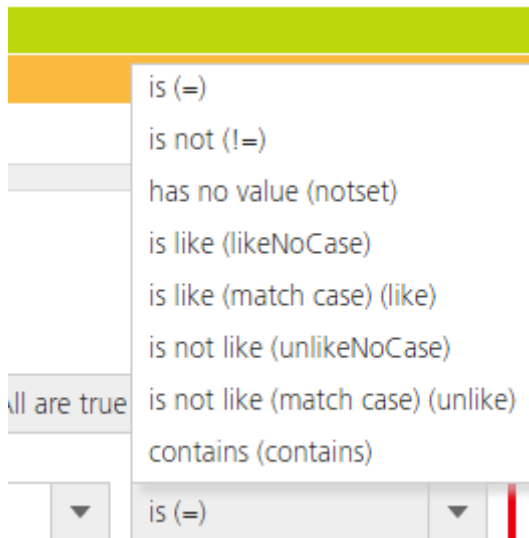
- Resolved issues related to product EIDs and license installation

New functions and updates in Version 3.9.0

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 9, Modification 0. Four versions of RICOH ProcessDirector were released since Version 3.8 so be sure to read all of the sections for the complete list of enhancements since last year at this time.

- **User actions added to the Reports feature**

    In Version 3.8.4, a graphical user interface replaced the configuration file that was used in earlier releases to build the PostgreSQL database holding the reports data. In Version 3.9, we added data collectors for user actions taken on jobs, printers, input devices, users, barcode readers and inserters so that you can report on such things as the number of jobs scheduled by each operator.

- **Two updates to the AFP Support feature**

    A new step template, StandardizeAFP, is included that can be used to ensure that each document in an AFP file uses the correct medium map. And the ReverseOutputOrder step has a new property that lets you preserve page groups and index tags when the pages are rearranged for Z-to-A print applications.

- **A no-code method to add custom portlets to the Main page**

    Using the user interface, administrators can define a new portlet showing property combinations that are meaningful to their operators. Like the System Summary portlet for jobs, you can build a matrix portlet that summarizes jobs according to locations or forms – or whatever property you want!

    You can also make a tree view portlet that includes rows with hierarchies. For example, you can use the tree to display a row for each customer. Under each customer, you can include a row for each form used by each customer and under that whether the job is simplex or duplex. As you expand the tree, each row shows the number of jobs that are in the system for that customer that use a specific form for simplex or duplex printing.

    You can also design how a drill-down from your portlet works. For jobs you can either filter the main Jobs table or open a floating Jobs window. Portlets can be built for jobs, printers, input devices, and barcode readers or inserter controllers if you have the appropriate features installed. You can add as many custom portlets as you need.

- **New options to distribute your work across multiple servers**

  For many years, you have had the ability to add secondary servers to your RICOH ProcessDirector environment, either by creating them on your primary server or by installing the Secondary Server feature on a different system. In both configurations, secondary servers share the processing burden with your primary server, most often by tuning resource-intensive steps to run on the secondary server.

  New in Version 3.9 is the ability to define multiple secondary servers on secondary computers. For Linux computers, we are introducing a new packaging option: the Docker container secondary server. Container secondary servers are easier to install and maintain than conventional secondary servers. They can be installed on either the Linux primary computer or on a secondary computer with the Secondary Server feature installed on it.

- **Cloud-ready licensing**

  IT systems are moving away from physical servers to virtualized environments, including cloud platforms. Our licensing system has relied on a physical server address, making support for virtual and cloud systems difficult. With Version 3.9, we have simplified our licensing to adapt to this changing configuration.

- **Improvements to the Workflow Editor**

  You can copy and paste steps and step chains within a workflow. And you can replace one step or step chain with another by dropping the new one onto the old. We expanded the area in a step that you can use to attach a connector.

- **New document search function**

  In addition to the property search and barcode scan, you can now enter a list of document property values in the Documents portlet or Reconcile dialog to get a list of documents to work with.

- **System prerequisites changed**

  The minimum amount of memory required to install RICOH ProcessDirector on the primary server has been increased from 4 GB to 8 GB. If you are using document processing features, the minimum amount of memory required has been increased from 12 GB to 16 GB.

- **Operating System and Browser Support Changes**

  With Version 3.9:

  – Red Hat 6 is no longer supported environment for the secondary server.

  – Red Hat 6 is no longer supported environment for the secondary server.

  – Red Hat 7.1 through 7.5 are no longer supported environments for the secondary server.

  – Red Hat 8.1 is added as supported environment for the secondary server

  – The minimum level of AIX supported for the primary server or secondary server is increased to AIX Version 7.2, Technology Level 03 SP3 or later

  – Microsoft Edge based on Chromium is added as a supported browser to use the RICOH ProcessDirector user interface

- **New Information Center with modern user interface and improved readability**

  The information Center has a new modern appearance. To go along with our enhanced user interface, the Information Center has undergone a facelift too!

- **Updated features and components**

  Newer versions of these features are provided:

  – Ricoh PDF Printer

- Ricoh PSPDF2AFP Transform

- Ricoh AFP2PDF Transform

- Ricoh SAP2AFP Transform

- Advanced Transform (all inputs and output)

The version of IBM DB/2 installed with the product has been updated to 11.5

- **Security vulnerabilities addressed:**

  Ricoh is committed to responding to results of vulnerability scans and will continue to include those fixes in each release that we deliver.

  - In this release, the version of ApacheTomcat installed with RICOH ProcessDirector was updated, addressing vulnerabilities reported in that component.

- **Changes to Java**

  The Oracle Java supplied with RICOH ProcessDirector has been removed and replaced with OpenJDK Hotspot Java.

New functions and updates in Version 3.8.4

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 8 Modification 4.

- **Better reporting from printers that use Ricoh TotalFlow Print Server for full-color and single-color pages in PDF jobs**

  These page counts are visible in the user interface and can be written to the Reports or production history databases. They can also be sent to Avanti Slingshot with an update to the Avanti Slingshot Connect feature.

- **Easier setup of standard Reports feature**

  Now, you can specify the job and printer properties you want to write to the PostgreSQL database directly in the user interface, instead of editing a configuration file.

- **Improvements to the workflow editor**

  You can select a group of steps to move, delete, or make into a step chain from the workflow editor. You can also save a workflow in image format to include in your internal reference material. You can use the **Delete** key to delete an object already selected in the workflow editor.

- **Usability enhancements**

  - A list of your most frequently used actions now appears on the context menu of the Jobs table. The list adjusts over time, as RICOH ProcessDirector learns what actions you use most often.

  - A footer can be displayed at the bottom of the Jobs table that displays total values for numeric columns when a set of jobs is selected. Operators can use this function to select jobs that can be printed as a group, based on the number of total pages across all jobs.

  - Behind-the-scenes changes that reduce the need to clear your browser cache after updates are applied to the RICOH ProcessDirector primary server.

- **Updated features**

  Newer versions of the Ricoh PDF Printer, Ricoh PCL2AFP Transform, and Ricoh SAP2AFP Transform features are provided.

- **Security vulnerabilities addressed:**

Ricoh is committed to responding to results of vulnerability scans and will continue to include those fixes in each release that we deliver.

– In this release, the version of Apache log4j installed with Ricoh ProcessDirector was updated, addressing vulnerabilities reported in that component.

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New functions and updates in Version 3.8.3

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 8 Modification 3.

• **Addition of SSH keys to credential objects**

Before this release, credentials used with SFTP sites only supported username and password authentication. Now you can supply a private SSH key as the authentication method. Credentials are used with SFTP input devices and the **PullFromSFTP** and **PushToSFTP** step templates.

• **Improvements to document processing features**

A new action, **Show Documents**, is added to the Jobs table when the PDF Document Support or AFP Support features are installed. Use this action to list all the documents associated with one or more jobs. The **Documents** portlet must be open before you select the action.

Many customers have custom document properties defined as database properties and may want to check the value of a custom document property in the workflow. You can now see those properties on the **Custom** tab of the document property notebook. If a custom document property is defined as a limited property, it is not displayed on the user interface but you can check its value in the document property file.

• **Improvements to the workflow editor**

When editing a workflow, you can now drop a step or step chain onto a connector that has no rules defined on it and the connector reconnects automatically. You can also drop a step or step chain onto a connector that has rules on it so long as the connector does not overlap with another connector on the canvas. In this case, the rule is always retained on the inbound side of the added step or step chain. These functions apply when you are adding a new step or step chain to the workflow or if you are attaching an unconnected step or step chain to the workflow.

• **Additional usability improvements**

We have made it easier to use Feature Manager. When the feature installation process has completed, clicking the **Dismiss** button automatically displays the login page since RICOH ProcessDirector has been restarted.

We changed the way that we display dates in the user interface to use the locale setting of the browser rather than the language setting.

• **Updated features**

Newer versions of the Ricoh PDF Printer feature and the Ricoh Transform features are provided.

• **Security vulnerabilities addressed**

Ricoh is committed to responding to results of vulnerability scans and will continue to include those fixes in each release that we deliver. In this release, the version of Apache Tomcat installed with RICOH ProcessDirector was updated to 8.5.51, addressing vulnerabilities reported in that component.

New functions and updates in Version 3.8.2

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 8 Modification 2.

- **Change to the RICOH ProcessDirector prerequisites**

  To use the AFP Support feature to drive AFP printers on Red Hat Linux secondary servers, you must use Red Hat 7.1 through latest 7.X. The AFP Support feature cannot be used with any version of Red Hat 6.x.

  This change applies to RICOH ProcessDirector 3.7 and above.

- **Updated translations**

  The content of the Version 3.8.1 product interface and the help system has been translated into these languages:

  – Brazilian Portuguese

  – French

  – German

  – Italian

  – Japanese

  – Spanish

  You must install the latest Language Pack feature to get the latest translations.

- **Improvements to the Jobs table**

  A new capability on the **Jobs** table has been added that displays totals of the values of properties such as **Total sheets** or **Document count** for the set of jobs selected on the **Jobs** table. You can select what properties to include on the **Totals** footer. Look for the new function on the **Settings** menu of the **Jobs** table.

  The context menu of actions on the **Jobs** table was reformatted to make it easier to use.

- **Improvements to the workflow editor**

  The time it takes to open a complex workflow in the workflow editor was reduced.

- **Updated features**

  Newer versions of the Ricoh PDF Printer feature and the Ricoh Transform features are provided.

New functions and updates in Version 3.8.1

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 8, Modification 1. 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.

- **Workflow Editor enhancement**

  The Workflow Editor has supported the ability to drag and drop a workflow into another workflow for some time, allowing you to build small chunks of steps that you frequently reuse when building a new workflow. But after you dropped a workflow into a workflow, it "dissolved" into a set of steps that you could have added individually to the workflow. In Version 3.8, we added a new object called a step chain. Step chains are collections of steps just like workflows but when you drop them into another workflow, they retain their identity as a step chain, occupying less space on your canvas. The step chain gives you a way to do the equivalent of the **ChangeJobType** step to execute a set of steps but adds the ability to return to the original workflow at a known point for processing to resume.

  If you use the same set of steps in many of your workflows, you can create a step chain with those steps. You can then use the step chain instead of adding each step every time you create a new workflow.

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- **Portal to send Ricoh your enhancement requests**

  A way to send your feedback to the RICOH ProcessDirector team was added to the user interface. A **Submit ideas** button was added to the banner at the top of the window and to the Help menu.

  Clicking on either button opens a portal where you can sign up to send your suggestions to the team. You can also vote on ideas that others have submitted to help us prioritize enhancements to the product. Your input helps us make RICOH ProcessDirector better for everyone.

- **New and improved links to other applications**

  A link was added to the website where you can download updates to RICOH ProcessDirector. Under the Help menu, select **Download updates** to go directly to the website where you log in with your Entitlement ID to access EPK and ISO files containing the latest product and feature code.

  The website where you retrieve your license keys for RICOH ProcessDirector was recently streamlined with faster performance. The Install License dialog that was added in Version 3.8.0 has been updated to take you to the newer URL.

- **Usability enhancements on the Main page**

  Several actions on the Main page open a **Jobs** table in its own dialog that you can move around on top of the Main page. Examples include showing candidate jobs for a printer and showing jobs waiting on an inserter. The contents of this type of **Jobs** table are not refreshed automatically when more jobs arrive in the system. A **Refresh** button was added to this type of **Jobs** table so that you can leave the dialog up and get updated information when you need it.

  The **Schedule Jobs** dialog was enlarged to show more information about jobs and printers.

Installation alerts

Ports needed for Transform features

If IBM System Director is already using port 6988, you do not need to open it when you install the AIX operating system. Just open ports 6984-6986 and 6989-6992.

Known limitations, problems, and workarounds

Base product

Database errors when installing multiple features simultaneously

When you install multiple features at the same time, installation occasionally fails due to a database error. To avoid this error, install one feature at a time.

Additional libraries required for font support

RICOH ProcessDirector for AIX now uses OpenJDK instead of the IBM SDK for AIX. OpenJDK requires additional libraries to identify available fonts on the system.

To ensure that OpenJDK can find the fonts on your system, make sure the fontconfig and freetype2 libraries are installed.

To see if fontconfig is installed run this command: `rpm -qa | grep fontconfig`

If fontconfig is installed, you see results similar to: `fontconfig-2.11.95-4.ppc`

To see if freetype2 is installed run this command: `rpm -qa | grep freetype2`

If freetype2 is installed, you see results similar to: `freetype2-2.8-1.ppc`

Ricoh PDF Printer Limitation

You cannot define a Ricoh PDF Printer on a Linux secondary server connected to a RICOH ProcessDirector for AIX primary server.

Booklet processor tray option not supported

If you create a RICOH Totalflow printer object to represent a cut sheet printer that uses RICOH TotalFlow Print Server, the **Booklet processor tray** option for the **Output bin** property is not supported.

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.

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

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.

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.

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These issues were resolved in RICOH ProcessDirector 3.9.1:

Issue number	Description
DE40137	Search criteria now have case sensitive and case insensitive comparators.
DE40179	Jobs running steps on Windows application or secondary servers get stuck in **Server unavailable** state.
DE39681	Internal server error when trying to view an AFP file.
DE36844	Java error in a PDF document filter.

These issues were resolved in RICOH ProcessDirector 3.9.0:

Issue number	Description
DE39215	IdentifyPDFDocuments fails on 3.8.3 with same file that worked on 3.6.1
DE38824	When importing a workflow that already exists, it does not get updated.
DE39140	RunHotFolderApplication step issue
DE39018	System Health shows high CPU usage incorrectly
DE38788	doc property incorrect after upgrade from 3.4 to 3.7

These issues were resolved in RICOH ProcessDirector 3.8.4:

Issue number	Description
DE38842	CallRESTService step generates a leftover file.
DE38580	Steps in a workflow do not process correctly.
DE38489	Steps in a workflow do not process correctly.
DE38317	Filtering problems with Advance filter and filter contents.
DE38307	DB2 error when saving the workflow.
DE38327	Printing error when using a printer media.
DE37175	Incorrect characters appear when indexing using RICOH - PDF Plug-in.
DE38203	Parameters should be in metric system.

These issues were resolved in RICOH ProcessDirector 3.8.3:

Issue number	Description
DE35660	Entry too long in AFP resource path causes error in viewer.
DE36976	Problems with the MVS download.
DE37393	MVSPRSD download receivers fail.

Issue number	Description
DE37743	Media names from Ricoh TotalFlow printers are not shown correctly in the legacy user interface.
DE37754	Daily maintenance logs were not removed on Windows systems.
DE38033	Daily maintenance logs were not removed on Windows systems installed on drive other than `C:\`.

These issues were resolved in RICOH ProcessDirector 3.8.2:

Issue number	Description
DE35881	Steps in a workflow do not process correctly.
DE36566	Problems with the AFP output when using True Type font links.
DE37167	Updated user interface is slow when editing a workflow.

These issues were resolved in RICOH ProcessDirector 3.8.1:

Issue number	Description
DE36960	Connector rules for workflows created in the legacy user interface do not appear in the updated user interface.
DE37042	Alternate offset stacker not working for interrupt message pages.

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.

Issue number	Description
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.
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.

Product documentation

See *RICOH ProcessDirector for AIX: Planning and Installing*, G550–1045, 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 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.

User documentation CD updated

The *RICOH ProcessDirector for AIX: User Documentation* CD, GK4T-4011, has been updated.

New and updated publications

Updated publications

In version 3.9.2, these publications were updated:

RICOH ProcessDirector for AIX: Planning and Installing has been updated in these languages:

- English, G550-1045
- French, G550-20328
- German, G550-20333
- Italian, G550-20338
- Japanese, GA88–4044
- Portuguese, G550-20355
- Spanish, G550-20343

Using RICOH ProcessDirector Plug-in for Adobe Acrobat has been updated in these languages:

- English, G550-20229
- French, G550-20250
- German, G550-20248
- Italian, G550-20251
- Japanese, G550–20252
- Portuguese, G550-20247
- Spanish, G550-20249

RICOH ProcessDirector: Installing Document Processing Features has been updated in these languages:

- English, G550-20312
- French, G550-20317
- German, G550-20318
- Italian, G550-20319
- Japanese, G550-20320
- Portuguese, G550-20358
- Spanish, G550-20321

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

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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