1. Release Notes for RICOH ProcessDirector™ for Linux 3.10.0 (November 2021)

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

These release notes provide information about RICOH ProcessDirector for Linux, Version 3 Release 10 Modification 0 (3.10.0) (Program Number 5765-H30) and RICOH ProcessDirector Subscription for Linux, Version 3 Release 9 Modification 3 (3.9.3) (Program Number 5765-H70).

New functions and updates in Version 3.10.0

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 10, Modification 0. Three versions of RICOH ProcessDirector were released since Version 3.9 so be sure to read all of the sections for the complete list of enhancements since last year at this time.

- **Visualizing your data**

  The Reports feature of RICOH ProcessDirector can now deliver the historical data you collect to RICOH Supervisor, a cloud-hosted subscription offering with powerful business intelligence capabilities. A new feature, RICOH Supervisor Connect, coupled with a RICOH ProcessDirector add-on to RICOH Supervisor lets you design charts to track the areas of your business that concern you the most. Out of the box, metrics such as volume by printer and by printer operator let you identify bottlenecks and trends so you can act to address them. You choose what data matters to you, including custom job and document properties that our Advanced Solution Practice can help you define. Here's a small sample of what you can see with this solution:
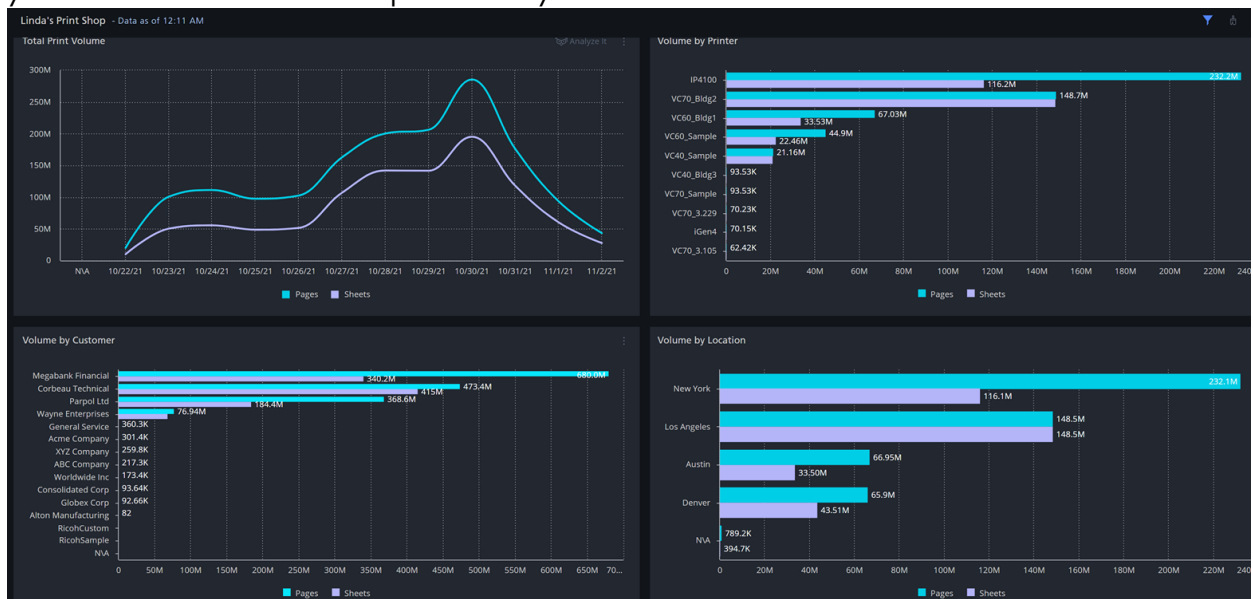
- **Enhanced interface to Ultimate Impostrip®**

  Ultimate Impostrip® is a powerful impositioning program that rearranges the pages in PDF jobs into layouts for applications such as books or business cards. The Ultimate Impostrip® Connect feature of RICOH ProcessDirector has been enhanced to take advantage of a new method to exchange files. New settings allow you to choose the legacy or new interface to connect the two products.

- **New InputImage Advanced Transform feature**

  The new InputImage feature allows you to transform raster image formats such as JPEG, TIFF, or PNG into other data streams such as PDF or AFP. This is useful if you want to be able to view or print

images without adding them into a print file. In addition, if you process AFP files that contain object containers with raster images included, this feature is needed to transform those embedded images into whatever output data stream you choose.

- **Other feature changes**

    – The Designer feature that integrates the Quadient Inspire Designer composition program has been renamed the Quadient Inspire Connect feature.

    – The Ink Savvy feature has been withdrawn from marketing.

- **Which GUI is which?**

    Do you have multiple RICOH ProcessDirector systems, such as a Development or Test system and Production? Do you have both GUIs open on different tabs in your browser? If you find yourself in this situation and want to be sure you know which GUI you are using at any time, you will appreciate the capability we added to allow you to select a background color you can apply to the GUI to rapidly identify the two systems. The color can also be added to a label in the banner area where you can specify a system identifier too.

- **Help with importing workflows from one system to another**

    In Version 3.9.3, we added some prechecking functions to the import utility to identify possible problems in the export file so you could decide whether to proceed with the import action or not. In Version 3.10, we enhanced the import function for workflows to allow you to safely bring in workflows that contain steps or properties that are not present on the system. Missing steps are replaced and properties set to null so that you can add the features or extensions that add them later without leaving workflows in error.

- **Relief when jobs clog your system waiting to be removed**

    A job is marked for deletion from the RICOH ProcessDirector system when it reaches a RemoveJobs step in its workflow. When multiple jobs are deleted at once, many updates to the database can slow the system down. That cleanup process usually runs when the system is not busy. But sometimes it's hard to find a slow period to perform that work. A new system setting, Clean up timing, lets you choose when you want the removal done. You can choose to have job files deleted as soon as they arrive in the step or wait until a time when the system is not as busy processing jobs.

- **Easier trace collection for Ricoh PDF printer data**

    Sometimes when a problem occurs when sending jobs to Ricoh PDF printers, our Support team needs to see the data files involved. To make it easier to collect that data, a new tracing setting was added to the System Trace page. The Capture job data from Ricoh PDF printers option should be used with caution since it make use a large amount of disk space and could include sensitive data that is usually not kept after printing.

- **Operating system support changes**

    The RICOH ProcessDirector Plug-in for Adobe Acrobat is now supported on Adobe Acrobat Pro 2020.

- **New Supported Printers**

    These new models of Ricoh printers are supported as Ricoh PDF printers:

    – Ricoh IM C6500

    – Ricoh IM C8000

    In addition, the Kyocera TASKalfa v Pro 15000c printer is supported as a Custom PDF printer and as an AFP printer in the United States.

- **Updated features and components**

Newer versions of these features are provided:

- Ricoh PDF Printer
- Ricoh AFP2PDF Transform
- Ricoh PSPDF2AFP Transform
- Ricoh PCL2AFP Transform
- Ricoh SAP2AFP Transform
- Advanced Transform (all inputs and outputs)

- **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 versions of the following components were updated:

- IBM DB2 11.5.6
- Apache Tomcat
- OpenJDK Java

New functions and updates in Version 3.9.3

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

- **Highlighting what's new**
Discovering new function in a release is now easier than ever! We added blue highlight dots to the user interface to call attention to where you can find and try out the new function. The first time each user logs in to RICOH ProcessDirector after a release is installed, available dots appear where we added new function that the user has access to. Each user can choose to dismiss one or all of the dots. To see them again. select the **View new-function tips** option on the **Help** menu.

- **Submitting jobs on the Main page**
Drag and drop files into the new **Submit Jobs** portlet to avoid the need to access the server. You can send multiple files related to a single job to a hot folder input device or a single file directly to a workflow so it starts processing immediately. Although this function might not be appropriate for all production environments or users, it can be very helpful for onboarding new applications and debugging workflows.

- **Downloading the print file from the Main page**
Downloading the print file for a job at any point in its workflow can also be useful when debugging a new workflow. As a result, a new action has been added to the **Jobs** portlet. This function is also useful in some customer service settings where server access is limited by security (for example, a cloud instance) or skills (a Windows client of a Linux server). As with all actions in RICOH ProcessDirector, administrators can control who is allowed to use this action.

- **Time-saver for busy users**
Operators will appreciate a new function that lets them do other tasks on the Main page while long-running actions continue to run in the background. If an operator selects multiple jobs or input devices and starts a process that usually takes a long time to complete, they can now continue working on other tasks. When the long-running action completes, a status message appears. Users debugging workflows using the **Process again** action on many jobs at once will also find this function valuable.

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- **Click-saver for administrators**

  Several objects in RICOH ProcessDirector reference other types of objects in their properties:

  – Step templates can name step resources, credentials, or property mappings (from the Preference Management feature).

  – Workflows can name service policies if the Deadline Tracker feature is installed.

  In the past, if you were editing a workflow and realized you forgot to create the required step resource, you had to save the workflow, go to the **Step Resources** page and add the step resource. Then you could return to the **Workflow Editor** and add the step resource reference– if you could remember which step needed it!

  Now, the process is simplified. If you realize that you need a new step resource, just click the add button next to the property where you need the step resource. A dialog opens so you can create the step resource without leaving the **Workflow Editor**! You can edit a step resource from the same place by clicking the pencil icon next to the step resource name in the list.

  The same functions are provided for credential, property mapping, and service policy objects inside the objects that reference them.

- **Videos to give administrators some basic training on the RICOH ProcessDirector system**

  Learn about the basic objects in RICOH ProcessDirector: printers, input devices, groups, locations, and users. And follow step-by-step instructions on how to install and license the product. Use the **View How-to videos** link from the **Help** menu to access our video training library.

- **Help with importing your objects from one system to another**

  RICOH ProcessDirector has had an export function for many years to help you move objects from one system to another. Whether you are taking a workflow and its associated objects from a test system to production or upgrading from one version of the product to another, smoothly importing onto the target system is essential! With this release, we added prechecking functions, to alert you to any potential problems before the import begins. When you select the export file, RICOH ProcessDirector flags the objects that might need your attention before you start the import.

- **Enhanced job logging**

  We made two improvements to our job logs. We now record the user ID who performed the **Schedule** action on a job in its job log. And, if you are using the Advanced Transform features, we now include the log files generated by those transforms when you export the job log.

- **Ink usage tracking for a job**

  For PDF jobs printed on RICOH TotalFlow printers, ink usage data has been reported in job properties before. But in Version 3.9.3, if you are also using the Avanti Slingshot Connect feature to send job information to Avanti Slingshot, the ink usage data for each job can also be sent. If you set up Avanti Slingshot to include cost data for each type of ink, you can use the ink usage data to estimate your cost to produce those jobs.

- **Enhancements to the Reports feature**

  – At the top of the **Data Collector** page, a new status message lets you know if the connection to the PostgreSQL data base is active or not.

  – Data transmitters can be configured to execute on a Linux secondary or Windows application server, offloading the overhead of this processing from the primary server.

  – A new type of data collector, the Workflow Step Collector, can be used to manage the data written to the Reports database by steps in workflows.

- **CentOS support limitations**

You can install the base product or a secondary server on CentOS Linux 7.7 for x86_64 and higher versions. However, you cannot install either on CentOS 8.

- **Updated features and components**

  Newer versions of these features are provided:

  – Ricoh PDF Printer

  – Ricoh AFP2PDF Transform

  – Ricoh PSPDF2AFP Transform

  – Ricoh PCL2AFP Transform

  – Ricoh SAP2AFP Transform

  – Advanced Transform (all inputs and outputs)

  Newer versions of these components are included:

  – IBM DB2 11.5.6

  – Apache Tomcat

  – OpenJDK Hotspot Java

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 the base product or a 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.

- **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

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

    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

– Ricoh SAP2AFP Transform

– Advanced Transform (all inputs and outputs)

New functions and updates in Version 3.9.1

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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.
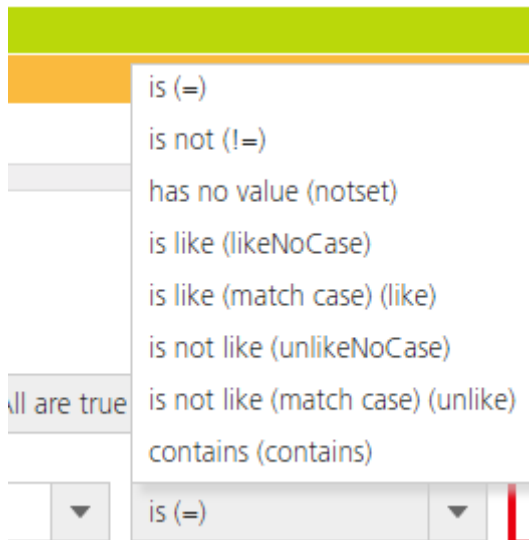
- Resolved issues related to product EIDs and license installation

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.

- **A new Quadient Inserter Express feature**

  With its pre-configured workflow and sample inserter definition, this feature makes setting up Quadient (formerly Neopost) inserters with Automated Insertion Management System (AIMS) software a snap. The AIMS software enables exchange of inserter control and results files in a configurable format, but the feature includes sample files to edit for your needs.

- **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 7.1 through 7.5 are no longer supported environments for the primary server or secondary server.

  – Red Hat 8.1 is added as supported environment for the primary server or 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 versions of ApacheTomcat and OpenJDK Java installed with RICOH ProcessDirector were updated, addressing vulnerabilities reported in those components.

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.

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.

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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.

These issues were resolved in RICOH ProcessDirector 3.10:

Issue number	Description
DE41740	Jobs scheduled to Fiery stay in Assigned state.
DE41455	At login error "Unable to connect to server".

These issues were resolved in RICOH ProcessDirector 3.9.3:

Issue number	Description
DE41464	Cannot set **Batching method** and **Create .zip file** at the same time.
DE41204	Having issue with reports when turning on data collection, the print again feature isn't working correctly.
DE41248	Jobs sent with Total Flow printer remain in Assigned state.
DE41319	CombineAFPWithForm fails with a 2-up AFP file.
DE40623	The loading icon does not disappear and remains to be displayed.
DE41220	Show Document List is Not Populating on New GUI for some jobs, Same Job in Old GUI shows Documents: POST 400 Error.
DE40735	Insert plan date changes.
DE41055	Users are unable to complete the password reset process in RICOH ProcessDirector v3.9 GUI
DE40730	Performance problem on RICOH ProcessDirector, actions perform slowly.
DE40406	Internal server error 500 after viewing AFP file.
DE40259	Unable to copy file error when trying to reprocess job
DE40741	Adobe plug-in does not read barcodes

Issue number	Description
DE40383	RICOH ProcessDirector viewer fails to show page 1.
DE40757	Can't print with media from Fiery.

These issues were resolved in RICOH ProcessDirector 3.9.2:

Issue number	Description
DE40580	Unable to login to new RICOH ProcessDirector 3.9.1 System
DE40281	Jobs stay in **Server unavailable** state.
DE39888	Issue with the new GUI and job arrival time filter

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.
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.
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 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 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 Linux: User Documentation* CD, GK4T-4007, has been updated.

New and updated publications

Updated publications

In version 3.10, these publications were updated:

- *RICOH ProcessDirector for Linux: Planning and Installing*, G550-1042, has been updated in English.
- *Using RICOH ProcessDirector Plug-in for Adobe Acrobat*, G550-20229, has been updated in English.
- *Installing Document Processing Features*, G550-20312, has been updated in English.
- *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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