1. Release Notes for RICOH ProcessDirector™ for Linux 3.12 (November 2023)

- Security Vulnerabilities
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- Product documentation
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These release notes provide information about RICOH ProcessDirector for Linux, Version 3 Release 12 Modification 0 (3.12.0) (Program Number 5765-H30) and RICOH ProcessDirector Subscription for Linux, Version 3 Release 12 Modification 0 (3.12.0) (Program Number 5765-H70).

New functions and updates in Version 3.12

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 12, Modification 0.

- **Primary database options now available**

  After many years of supporting only one database, RICOH ProcessDirector can now run with PostgreSQL as its primary database. While IBM DB2 is still supported in the same configuration as it has been, PostgreSQL is now the default database configuration. Existing customers can upgrade to version 3.12 and continue to use DB2 with no interruptions, or can choose to migrate their data to a PostgreSQL database.

  🡇 Note

  To migrate data from DB2 to PostgreSQL, you must install RICOH ProcessDirector version 3.12 on a different computer. You cannot install the PostgreSQL configuration on the same system as an existing DB2 configuration.

  The PostgreSQL database is installed in a Docker container, so Docker Engine must be installed on the primary computer.

- **Migration simplified**

  One of the most challenging aspects of moving to a new version of an application is ensuring that everything still works. Especially when the upgrade requires moving to a new system, it is challenging to know that you have copied everything that needs to be there. The RICOH ProcessDirector Migration Assistant now makes the process much easier.

  Install the base product on a new system, then log in and start the Migration Assistant. Use the Assistant to connect to your existing installation, choose the objects and settings to migrate to the new one, and let the Assistant do the work. The Migration Assistant can handle moving data from an existing DB2 database to PostgreSQL, and can even work across operating systems.

- **RICOH ProcessDirector for AIX replacement**

  In version 3.12, RICOH ProcessDirector for AIX has been discontinued. Customers running on AIX can continue to use the application until the end of support date. Alternately, they can migrate to version 3.12 on Linux or Windows and use the Migration Assistant to port their data to a new system.

- **New Supported Printers**

  RICOH ProcessDirector now supports printer models with the new Fiery® N-series Controller Digital Front Ends, based on Fiery and Ricoh technology. You can define these new printer models as Ricoh PDF printers:

  – RICOH Pro C7500

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– RICOH Pro C9500

- **Updated operating system support**

  You can now install RICOH ProcessDirector on these operating system versions:

  – Rocky Linux 8.4 through latest 8.X

  – Rocky Linux 9.0 through latest 9.X

  ⬇ Note

  You can only install the PostgreSQL configuration on these operating systems. IBM DB2 is not supported on Rocky Linux.

New functions and updates in Version 3.11.2

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 11, Modification 2.

- **New support for custom job properties**

  With this release, you can create custom properties for jobs. In the past, RICOH ProcessDirector provided 20 job properties that you could use to store custom information. However, you could not rename the fields or change anything about them. With this new function, you can create your own job properties– assigning unique field and database property names as you want to see them.

  To define custom job properties, use the **Custom properties** page on the **Administration** tab. Fill in the property notebook, activate the property, and you can start using it in your workflows!

- **An easier way to define custom document properties**

  The same **Custom properties** page used to define custom job properties can also be used to define document properties! This new function significantly reduces the overhead associated with creating custom document properties. You no longer need to update the `docCustomProperties.xml` file, run the DocCustom utility, or install the new property. Simply fill in the fields in the custom property notebook and activate. Your document properties are ready to use!

- **Updated Adobe Acrobat Plug-in**

  The RICOH ProcessDirector Plug-in for Adobe Acrobat has been updated to support the OpenJDK™ Java® JRE Version 1.8 in addition to Oracle® Java. An appropriate JRE must be installed on your system before you install the Plug-in. With this update, we strongly recommend installing the 64-bit version of the JRE.

  In addition, you can now install the Plug-in with the 64-bit version of Adobe Acrobat Pro.

- **Updates to translated publications**

  Books and help systems containing translated information for function released in Version 3.11.1 are now available. To see the translated help content and updated books from the help menu, download and install the Language Pack for your language. PDF versions of the books are also available in the RICOH Software Information Center (https://help.ricohsoftware.com/swinfocenter/)

New functions and updates in Version 3.11.1

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 11, Modification 1.

- **Updated translations**

The content of the Version 3.11 product interface and the help system has been translated into these languages:

– Brazilian Portuguese

– French

– German

– Italian

– Japanese

– Spanish

To see the translated user interface and help content, download and install the Language Pack for your language.

- **Choose paper for banner pages using media settings**

  If you're printing PDF jobs, you can now specify which paper to print banner pages on by media, instead of by specifying a paper tray. Your banner pages print on the correct paper, regardless of where that paper is loaded. This function is available for Ricoh PDF, Kodak PDF, and Xerox PDF printers.

- **User interface updates**

  The user interface has been enhanced to adjust the size of your portlets to fit inside your browser window. When you change the size of the window (by changing the dimensions of the browser or by moving it to a different screen), the portlets shrink or expand to fill the space available.

- **Data capture improvements**

  With this update, you can download a data capture file to your system directly from the data capture page, so you don't have to access the primary server to retrieve the file. You can also stop a capture that is already in progress.

- **Operating system support changes**

  In this release, we increased the minimum level of CentOS required to install RICOH ProcessDirector to version 7.9.

New functions and updates in Version 3.11

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 11.

- **Ability to restore to a previous installation of RICOH ProcessDirector**

  With this version of RICOH ProcessDirector, you can restore a previous installation using Feature Manager. With this new function, you install a new feature and then effectively back it out if you decide that it does not meet your needs. Or, if you apply an update but something goes wrong during the install process, you can restore the installation from before the update to get back to a stable state before you try to update again.

- **New data collector to collect information about processing durations**

  Now, you can use the **Job Step Duration** data collector to collect information about how long each step was in the **queued** and **processing** states, as well as the total length of time it takes for each step in a workflow to complete processing. You can also select job properties to capture at the end of each step.

- **Operating system support changes**

  In this release, we have removed support for installing RICOH ProcessDirector application servers on Windows Server 2016.

- **Include the Preset name in AFP print jobs**

  If you send AFP print jobs to a printer that uses TotalFlow Print Server, you can now include the name of the printer preset to use for the job as a job property.

- **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, various components were updated to address these vulnerabilities, including:

  – AFP Support

  – Avanti Slingshot Connect

  – Reports

  – Printer Connector

  – Ricoh PDF Printer

  – DB2

  – Product Update

Release notes for prior versions of RICOH ProcessDirector are available on the RICOH Software Information Center here: Release notes: RICOH ProcessDirector

Security Vulnerabilities

The following security vulnerabilities were addressed in this and previous RICOH ProcessDirector releases.

Security Vulnerabilities resolved in various releases

Release	Security Vulnerabilities resolved
Version 3.12	• CVE-2013-1569 • CVE-2013-2383 • CVE-2013-2384 • CVE-2013-2419 • CVE-2014-7923 • CVE-2014-7926 • CVE-2014-7940 • CVE-2014-8146 • CVE-2014-8147 • CVE-2014-9911 • CVE-2014-9654 • CVE-2015-1270 • CVE-2016-6293 • CVE-2016-7415 • CVE-2017-14952 • CVE-2017-15422 • CVE-2017-7867 • CVE-2019-17543 • CVE-2020-25694 • CVE-2020-25695 • CVE-2020-25696 • CVE-2021-20229 • CVE-2021-32029 • CVE-2021-3393 • CVE-2022-31197 • CVE-2022-41862 • CVE-2022-41946 • CVE-2023-22946 • CVE-2023-41080
Version 3.11.2	• CVE-2022-31160 • CVE-2022-40146 • CVE-2022-43927 • CVE-2022-43929 • CVE-2023-24998 • CVE-2023-28708
Version 3.11.1	• CVE-2019-17571 • CVE-2020-9488 • CVE-2021-29425

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Release	Security Vulnerabilities resolved
Version 3.11	• CVE-2016-6814 • CVE-2019-12779 • CVE-2020-17521 • CVE-2021-28169 • CVE-2021-34428 • CVE-2021-42340 • CVE-2022-22970 • CVE-2022-23437
Version 3.10.2	• CVE-2018-11770 • CVE-2018-11804 • CVE-2020-11988 • CVE-2020-15250 • CVE-2021-41561 • CVE-2021-43090 • CVE-2022-23437

Known limitations, problems, and workarounds

Base product

Unrestricted access for updated Custom properties

When you create a custom property from **Administration** → **Objects** → **Custom Properties**, the access type properties do not impose any restrictions or limitations on accessing or modifying the custom properties values. Regardless of the access type group assigned to the custom property, all users have unrestricted access to the custom property visibility and values.

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.

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.

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

Uninstalling Reports can result in errors

Uninstalling reports should only be done if assisted by Ricoh Software Support team. Attempting to uninstall reports could result in the inability to install some features afterwards.

Uninstall AFPSupport can affect the AFPSupport samples

If you want to uninstall AFPSupport, you must manually change the AFPSupport samples.

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Restoring a previous installation of RICOH ProcessDirector

When you restore a previous installation of RICOH ProcessDirector to remove a feature, we recommend:

- If a feature was just installed and not used, restore to a point before that feature was installed.
- If the feature was used, request assistance from the Ricoh Software Support team.

Cannot import RICOH Supervisor data transmitter or Ricoh cloud credential

Because of the one-to-one relationship between a RICOH ProcessDirector system and RICOH Supervisor, the only way to create the RICOH Supervisor data transmitter is to use the **RICOH Supervisor Settings** page on the system that will transmit data to RICOH Supervisor. If you export all objects from one system to another, these objects are included in the export file but cause an error when you try to import them.

Cannot export or import custom portlets from previous versions

If you created a tree or matrix custom portlet on a RICOH ProcessDirector system prior to version 3.10.1, you cannot import it to a 3.10.1 system. Create the custom portlet again.

Jobs are not processed correctly when sent to Ultimate Impostrip®

When sending jobs to Ultimate Impostrip®, we do not recommend using Multi-Byte Character Set (MBCS) characters in a job name, as it will not process correctly.

MBCS characters are not supported in RICOH Supervisor Settings

MBCS characters cannot be used in any of the fields on the **RICOH Supervisor Settings** page.

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 3.12:

Issue number	Description
RPD3-5305	Selectors are blocked from running.
RPD3-5395	Inserter controller stops running after upgrading.
RPD3-5438	Users with view only permission are logged out without prior notification.
RPD3-5450	Auto refresh stops working.
RPD3-5466	Statistics are not sent to Avanti Slingshot.
RPD3-5486	AFP properties cannot be selected or viewed when in Windows.
RPD3-5490	Viewer not rendering correctly.
RPD3-5495	Run Pipeline step encounters a NullPointerException.
RPD3-5517	Password length error.
RPD3-5533	RICOH ProcessDirector Hot Folders disconnects unexpectedly, causing an error when reconnecting.
RPD3-5543	Job filter errors.
RPD3-5547	The input file processed by ACIF outputs an invalid AFP file.
RPD3-5582	BuildPDFFromZIP step fails after upgrading RICOH ProcessDirector version.
RPD3-5635	BuildPDFFromDocuments step outputs truncated PDF.
RPD3-5655	BuildPDFromZIP step fails when job batch contains only one file.

These issues were resolved in RICOH ProcessDirector 3.11.2:

Issue number	Description
RPD3-5430	PSF internal error when printing.
RPD3-5334	Upgrading RICOH ProcessDirector from version 3.8 to 3.10 generates printing errors.
RPD3-5386	Process Again does restart from the beginning of the workflow.
RPD3-5364	Unable to add or remove columns in Documents portlet table.
RPD3-5335	Import of object does not store data correctly.
RPD3-5276	Repository clean up configuration.
RPD3-5300	Media-type objects are created with imported object's name when importing non-media type objects.
RPD3-5297	Upgrading RICOH ProcessDirector from version 3.9 to 3.10 generates performance problem, actions perform slowly.
RPD3-5295	Ricoh Transform afp2pdf printing error.

These issues were resolved in RICOH ProcessDirector 3.11.1:

Issue number	Description
RPD3-4471	AFP viewer barcode scans incorrectly.
RPD3-5200	A single file / application is failing in the IdentifyDocuments step.
RPD3-5184	The value at the top of the header page is null.
RPD3-5197	UAT server errors when assigning jobs to printers if users are in groups lacking edit permission for the Job or Job form.
RPD3-5204	Upgrading RPD from version 3.7 to 3.10.1, slowed down the printing process.
RPD3-5270	Using the PPFR module when printing AFP files results in randomly added blank pages.
RPD3-5287	Upgrading Windows Application server to version 3.11 generates an error.
RPD3-5320	ACIF error on AFP job in EnableRepositioning step.
RPD3-5324	System.trace littered with "FINDSTR: Line n is too long." messages.
RPD3-5335	Import of object does not store data correctly.
RPD3-5033	Upgrading RPD from version 3.7 to 3.10.1 causes issues in viewing reprints.
RPD3-5332	Upgrade failed after upgrading RPD from version 3.9.3 to 3.10.1.

These issues were resolved in RICOH ProcessDirector 3.11:

Issue number	Description
RPD3-5117	Problems with display language in GUI.
RPD3-5109	Problems with the Report Collector download permission.
RPD3-5098	JDF errors.
RPD3-4935	Archive permission errors and slow processing for the archive statement view.
RPD3-5097	Job fails to print.
RPD3-5215	PDF2AFP transform producing valid but incomplete AFPs in certain scenarios caused by an error when counting pages of the output AFP.
RPD3-5166	Fixing issues with Cipher objects that can cause RPD GUI login and other functions to fail.
RPD3-5147	Resolved an issue with Job.CycleDate attribute that caused problems with the advanced filter in the jobs portlet.

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 3.12, 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:

- In the United States: https://support.ricohsoftware.com

- 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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