Release Notes for Version 3.14.2

(November 2026)

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



Version 3.14.2

1. Release Notes for RICOH ProcessDirector™ for Windows 3.14.2 (November 2026)

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

These release notes provide information about RICOH ProcessDirector for Windows, Version 3 Release 14 Modification 2 (3.14.2) (Program Number 5765-H30) and RICOH ProcessDirector Subscription for Windows, Version 3 Release 14 Modification 2 (3.14.2) (Program Number 5765-H70).

New functions and updates in Version 3.14.2

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 14, Modification 2.

- **RICOH ProcessDirector in Dark mode**

  By popular request, development of the RICOH ProcessDirector dark mode user interface has begun. In phase 1, you can use the Main and Administration pages predominantly in shades of black and gray. Conversion of other pages will follow in future releases.

- **Support for additional AI models in AI Connections**

  The AI Connections feature now supports connections to Anthropic models in addition to AWS Bedrock and OpenAI.

- **New custom property types**

  Custom property definitions have been expanded. You can now create custom properties that hold timestamps and file names. You can also define your own list of values, so users can select from the options you choose.

- **Notes function enhancements**

  Now, workflows and the system itself can post messages to the Notes panel. Add the **SendNote** step to a workflow and a message is sent to the Notes panel when a job passes through that step. In addition, RICOH ProcessDirector monitors the system and posts Notes when your license is about to expire or the Report database disconnects.

- **Improved support for sheet-fed printers**

  Configuration options have been added to RICOH ProcessDirector to continue improving compatibility with sheet-fed printers. If you send jobs to printers with a Fiery front end, you can now configure the workflow to submit the jobs to a specific virtual printer or preset.

- **Updated components**:
  - Tomcat: updated to version 11.0.27
  - IBM DB2: updated to version 12.1.5 special build 94858
  - Java: updated to version 21.0.13+9
  - PostgreSQL: updated to version 18.6

New functions and updates in Version 3.14.1

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 14, Modification 1.

- **Updated translations**
  The content of the Version 3.14 product interface and the help system have been translated into these languages:
  - Brazilian Portuguese
  - French
  - German
  - Italian
  - Japanese
  - Spanish
- **Security improvements**
  You can now configure RICOH ProcessDirector to use TLS 1.3 for secure connections. In addition, this release adds support for TLS connections with AFP Download Plus, for secure downloads from host systems.
- **Improved support for cut sheet printers**
  Configuration options have been added to RICOH ProcessDirector to improve compatibility with cut sheet printers. If you send jobs to printers with a Fiery front end, you can now specify the Fiery Virtual Printer that processes the job. You can also specify offset stacking options on the PrintJobs step for printers that support it.
- **Support for additional AI models in AI Connections**
  The AI Connections feature now supports connections to OpenAI in addition to AWS Bedrock. In addition, settings were added to allow communication through a proxy server for AI requests.
- **Improved AFP remote printing reliability**
  Jobs printing to AFP printers configured on remote secondary servers now continue printing when the primary server is restarted. These jobs are no longer placed into an error state, and the primary server displays the latest status reported by the remote secondary server.
- **Usability improvements**
  - Step templates provided by the Web Services Enablement feature have been updated to support retrying web service calls when certain errors occur.
  - A utility has been created to convert job logs into a human-readable format. To learn how to use the tool, log in to the primary server as the RICOH ProcessDirector user (aiw1 is the default) and open a command prompt. Type: `translateSpoolMessages.pl -h` to see usage instructions.
- **Updated components**:
  - Tomcat: updated to 11.0.24
  - IBM DB2: updated to 12.1.4 special build 86230
  - PostgreSQL: updated to 18.4
  - Java: Additional components have been updated to use Java 21.

New functions and updates in Version 3.14.0

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 14, Modification 0.

- **Add the power of AI to your print workflows**

RICOH ProcessDirector introduces the no-charge **AI Connections** feature to incorporate AI processing in your workflows. Set up your models according to your security guidelines and governance procedures, then add a **ConnectToAI** step to your workflow. The step sends a prompt to your AI service and receives a response before the job continues processing.

This feature currently supports connecting to Amazon Bedrock.

- **Compare Workflows directly in the application**

  Workflow administrators can see a visual comparison of two workflows side-by-side. Choose existing workflows on the same system or contained in an export file and open the utility. Differences are highlighted and detailed property comparisons for steps and connectors are easily accessible. Use this powerful tool to save time in workflow development, troubleshooting, and migration processes.

- **Add comments to your workflows with Workflow Annotations**

  You can now add comments, notes, and other information directly in the Workflow Editor. The Workflow Annotations function lets you insert reminders and descriptions right where you need them to provide useful information to everyone who interacts with the workflow.

- **Help system search improved**

  Performance of the search function in the help system is vastly improved. We have also added advanced search capabilities for better fine tuning of search results.

- **Support for RICOH Pro 5400 series printers**

  RICOH ProcessDirector now supports sending PostScript jobs to the RICOH Pro C5400SL printer with the Ricoh standard print controller.

- **RICOH ProcessDirector now runs on updated Java**

  The Java Runtime Environment supplied with RICOH ProcessDirector has been updated to versions 17 and 21. All components of the base product are tested and compatible with the new versions. If you have installed extended features provided by Ricoh, contact Ricoh for updated packages that are compatible with the new Java versions before installing this update.

- **Updated IBM DB2**

  The version of IBM DB2 provided with RICOH ProcessDirector is updated to version 12.4.1.

- **Updated operating system support**

  – We removed support for installing RICOH ProcessDirector on Windows Server 2019.

- **Embedded Tomcat version updated**

  To address security and functionality issues, the version of Tomcat included in RICOH ProcessDirector has been updated to version 11.

New functions and updates in Version 3.13.3

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 13, Modification 3.

- **Cut sheet support for TASKalfa feature**

  RICOH ProcessDirector now supports Kyocera TASKalfa 15000c production printers with the EFI Printing System 50 option (EFI Fiery DFE). The no-charge **Cut sheet support for TASKalfa** feature adds the TASKalfa printer type for use with that printer line.

- **Install security updates without updating RICOH ProcessDirector**

In this release, we are adding the ability to update select components without updating the entire product. Now, you can independently update the installations of PostgreSQL, IBM DB2, Java, and Tomcat that are provided with RICOH ProcessDirector to address reported security vulnerabilities.

Going forward, Ricoh plans to check for security updates from the vendors/distributors monthly. After testing and verification, the packages will be posted on the Ricoh software download site (dl.software.com).

- **Migration Assistant updates**
  This release provides various functionality improvements to the Migration Assistant. Most notably, the performance of the Objects section is improved.
- **Updated IBM DB2**
  The version of IBM DB2 provided with RICOH ProcessDirector is updated to version 11.5.9 Special Build 63280.
- **Updated PostgreSQL**
  The version of PostgreSQL provided by RICOH ProcessDirector is updated to version 17.6.
- **Updated operating system support**
  You can now install RICOH ProcessDirector on Windows Server 2025.
- **Support for RICOH Pro 5400 series printers**
  RICOH ProcessDirector now supports sending jobs to these printers with the Fiery E-48B digital front end:
  - Pro C5400S
  - Pro C5410S

New functions and updates in Version 3.13.2

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 13, Modification 2.

- **Communicate inside RICOH ProcessDirector with Notes**
  Added by customer request: Communicate with your colleagues right from the user interface to enable effective, real-time collaboration. Open the **Notes** panel from the banner to leave messages for the next shift, alert operators about service updates, and report status. You can create, edit, and delete messages, with support for reactions and replies to facilitate dynamic conversations.

  You can tag colleagues and incorporate hashtags to link messages to specific objects or workflows, keeping conversations contextually relevant. Selecting a tag or hashtag filters the content to display only messages where those terms appear.

  Additionally, the entire message history in **Notes** is fully searchable, allowing for fast retrieval of past communications.
- **Order Management feature enhancements**
  In Version 3.13.2, the Order Management feature becomes even more powerful! Orders and order properties are more integrated with the user interface and other features. Added function includes:
  - Define custom properties for orders.
  - Include order properties on banner pages.
  - Collect order data using the Reports feature and a new data collector.
  - Include orders and order properties in custom portlets.

- Reference order properties from jobs.
- Use order properties in connector logic.

- **Set locations at the group level**

  Make managing access to resources by location more efficient by setting locations at the group level. Previously, locations were set for each user and updated individually. Now, you can set locations for a group and all users added to the group inherit the settings. Move a user to a different group and their locations are updated automatically.

- **RICOH Supervisor™ renamed to RICOH Predictive Insight™**

  In April 2025, RICOH Supervisor was renamed to RICOH Predictive Insight. RICOH ProcessDirector is now updated to reflect that product name change.

- **Updated PostgreSQL**

  The version of PostgrSQL provided by RICOH ProcessDirector is updated to version 17.4.

- **Improved support for Custom PDF printers**

  Custom PDF printers are easier to manage with the introduction of the Printer Definition object. Now, when you upload a GPZ file from a Ricoh representative, you create a Printer Definition, then use the printer definition when you add the Custom PDF printer. With this change, you can migrate printer definitions and Custom PDF printers using Migration Assistant more easily.

New functions and updates in Version 3.13.1

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 13, Modification 1.

- **Updated translations**

  The content of the Version 3.13 product interface and the help system have 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.

- **Updated PostgreSQL**

  The version of PostgreSQL included with RICOH ProcessDirector is updated to version 16. If you previously installed the PostgreSQL database provided with RICOH ProcessDirector, you now have the option to update that database during the installation process. You can also choose to complete the installation without updating the database and install the database update later.

- **Usability improvements**

  This release includes improvements in the behavior of the user interface, including:

  - In the Workflow Editor step template list, moved the **Favorites** group to the top of the list.
  - In the **Jobs** portlet, added a collapsible area for filters, so they take up less space on the screen.

  - In the **Orders** portlet, made order numbers active, so clicking on them opens the order property notebook.

- **Optimizing the BuildPDFFromDocuments step**

  For very large PDF jobs or jobs with complex processing requirements, the BuildPDFFromDocuments step can run for hours to finish processing. In this release, we introduce advanced configuration options to help optimize the step to complete faster. If you are interested in exploring this option, contact your Ricoh representative.

New functions and updates in Version 3.13

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 13, Modification 0.

- **Order Management feature**

  At long last, order support comes to RICOH ProcessDirector! The Order Management feature adds the ability to create and track orders submitted from your MIS or order processing system, or to build orders manually in the **Submit Jobs** portlet. Submit your order file in XML format and RICOH ProcessDirector interprets the file, creating orders and jobs to your specifications.

  The Order Management feature is included with the base product as a no-charge feature, but is not installed by default.

- **MarcomCentral Connect improvements**

  With the addition of the Order Management feature, integration with MarcomCentral is easier than ever. Sample workflows provided in the MacomCentral Connect feature have been updated to use the objects introduced by Order Management for faster integration with your Marcom storefront.

- **Improved license key installation**

  We have redesigned the license installation process to improve the experience. The process is now faster and has better messaging and feedback, so you know which feature licenses are activated.

- **Support for RICOH Pro 8400 series printers**

  RICOH ProcessDirector now supports sending jobs to these printers with the Fiery EB-36 digital front end:

  - Pro 8400S
  - Pro 8410
  - Pro 8410S
  - Pro 8420
  - Pro 8420S
  - Pro 8420Y (Japan only)

- **Usability improvements**

  - On the **Workflow Editor**, step templates and step chains have been moved to a stationary side panel, instead of displaying in a floating window. In the panel, both step templates and step chains have also been grouped into categories, to make finding the item you need easier.
  - In the **Migration Assistant**, you can now cancel and revert a migration in progress. Objects and files that were migrated are reverted to their pre-migration versions.

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. Vulnerabilities addressed in monthly security updates are rolled up and included in the list for the following release.

Reminder: Security updates for RICOH ProcessDirector and various components (Tomcat, Java, PostgreSQL, IBM DB2) are released monthly. Refer to this page for information about the vulnerabilities addressed and instructions for downloading and installing them: RICOH ProcessDirector for Windows: Security updates.

Security Vulnerabilities resolved in various releases

Release	Security Vulnerabilities resolved		
Version 3.14.2	• CVE-2026-75596 • CVE-2026-75595 • CVE-2026-71290 • CVE-2026-64607 • CVE-2026-59949 • CVE-2026-59921 • CVE-2026-59903 • CVE-2026-59900 • CVE-2026-59899 • CVE-2026-59898 • CVE-2026-59650 • CVE-2026-59638 • CVE-2026-58062 • CVE-2026-56819 • CVE-2026-56746 • CVE-2026-56745 • CVE-2026-55833 • CVE-2026-55831 • CVE-2026-54428 • CVE-2026-54399 • CVE-2026-49844 • CVE-2026-42198 • CVE-2026-8763 • CVE-2025-53864 • CVE-2025-48924 • CVE-2025-8885 • CVE-2025-7962 • CVE-2024-6763 In OpenJDK: • CVE-2026-101516 • CVE-2026-91487 • CVE-2026-91464 • CVE-2026-91463 • CVE-2026-91462 • CVE-2026-91453 • CVE-2026-91452 • CVE-2026-91451 • CVE-2026-91418 • CVE-2026-91417 • CVE-2026-91415 • CVE-2026-91411 • CVE-2026-91410 • CVE-2026-91409 • CVE-2026-91398 • CVE-2026-91396 • CVE-2026-91395 • CVE-2026-91394	In OpenJDK (continued): • CVE-2026-91382 • CVE-2026-91381 • CVE-2026-91380 • CVE-2026-91379 • CVE-2026-91375 • CVE-2026-91374 • CVE-2026-91373 • CVE-2026-91333 • CVE-2026-91332 • CVE-2026-87294 • CVE-2026-87293 • CVE-2026-87291 • CVE-2026-87290 • CVE-2026-87255 • CVE-2026-83400 • CVE-2026-83395 • CVE-2026-83387 • CVE-2026-83381 • CVE-2026-83380 • CVE-2026-83378 • CVE-2026-83374 • CVE-2026-70907 • CVE-2026-61308 • CVE-2026-60589 • CVE-2026-60147 • CVE-2026-47063 • CVE-2026-47059 • CVE-2026-47027 • CVE-2026-47021 • CVE-2026-47010 • CVE-2026-46968 • CVE-2026-46917 • CVE-2026-41254 In Apache Tomcat: • CVE-2026-103119 • CVE-2026-101356 • CVE-2026-101296 • CVE-2026-93446 • CVE-2026-88041 • CVE-2026-87022 • CVE-2026-86350 • CVE-2026-86248 • CVE-2026-79677 • CVE-2026-78437 • CVE-2026-78383	In Apache Tomcat (continued): • CVE-2026-77791 • CVE-2026-77762 • CVE-2026-77756 • CVE-2026-76183 • CVE-2026-75973 • CVE-2026-74049 • CVE-2026-74048 • CVE-2026-73581 • CVE-2026-66299 In IBM DB2: • CVE-2026-105466 • CVE-2026-105465 • CVE-2026-105464 • CVE-2026-104364 • CVE-2026-104332 • CVE-2026-87958 • CVE-2026-86093 • CVE-2026-86087 • CVE-2026-78404 • CVE-2026-49844 • CVE-2026-45205 • CVE-2026-35092 • CVE-2026-32597 • CVE-2026-30922 • CVE-2026-18166 • CVE-2026-18097 • CVE-2026-18096 • CVE-2026-17463 • CVE-2026-16702 • CVE-2026-16480 • CVE-2026-15955 • CVE-2026-10695 • CVE-2026-10649 • CVE-2026-10543 • CVE-2026-10535 • CVE-2026-10534 • CVE-2026-9762 • CVE-2026-7771 In PostgreSQL: • CVE-2026-19385 • CVE-2026-18408 • CVE-2026-18024 • CVE-2026-16241 *Continues on next page*

Release	Security Vulnerabilities resolved		
Version 3.14.2, continued	In PostgreSQL (continued): • CVE-2026-16239 • CVE-2026-16238 • CVE-2026-15742 • CVE-2026-15741 • CVE-2026-14681 • CVE-2026-14680 • CVE-2026-14679 • CVE-2026-14678 • CVE-2026-14677 • CVE-2026-14676 • CVE-2026-14673 • CVE-2026-14672 • CVE-2026-14671 • CVE-2026-14670 • CVE-2026-14669 • CVE-2026-14668 • CVE-2026-14666 • CVE-2026-14664 • CVE-2026-14663		
Version 3.14.1	• CVE-2026-42587 • CVE-2026-42585 • CVE-2026-42584 • CVE-2026-42581 • CVE-2026-42580 • CVE-2026-42578 • CVE-2026-41417 • CVE-2026-33871 • CVE-2026-33870 • CVE-2025-67735 • CVE-2025-66566	In OpenJDK: • CVE-2026-34282 • CVE-2026-34268 • CVE-2026-23865 • CVE-2026-22021 • CVE-2026-22018 • CVE-2026-22016 • CVE-2026-22013 • CVE-2026-22007 • CVE-2026-21945 • CVE-2026-21933 • CVE-2026-21932 • CVE-2026-21925 • CVE-2025-65018 • CVE-2025-64720 • CVE-2025-61748 • CVE-2025-53066 • CVE-2025-53057	In Apache Tomcat: • CVE-2026-59084 • CVE-2026-59083 • CVE-2026-55956 • CVE-2026-55955 • CVE-2026-55276 • CVE-2026-53434 • CVE-2026-53404 • CVE-2026-50229 • CVE-2026-43515 • CVE-2026-43514 • CVE-2026-43513 • CVE-2026-43512 • CVE-2026-42498 • CVE-2026-41293 • CVE-2026-41284
Version 3.14	• CVE-2025-68161 • CVE-2025-67735 • CVE-2025-66566 • CVE-2025-58057 • CVE-2025-58056 • CVE-2025-55163 • CVE-2025-55039 • CVE-2025-54920 • CVE-2025-54656	In OpenJDK: • CVE-2026-21945 • CVE-2026-21933 • CVE-2026-21932 • CVE-2026-21925 • CVE-2025-53066 • CVE-2025-53057	In IBM DB2: • CVE-2026-1577 • CVE-2026-1352 • CVE-2025-68161 • CVE-2025-36442 • CVE-2025-36428 • CVE-2025-36427 • CVE-2025-36425

Release	Security Vulnerabilities resolved		
	• CVE-2025-48924 • CVE-2025-25193 • CVE-2025-24970 • CVE-2025-12383 • CVE-2025-12183 • CVE-2025-7962 • CVE-2024-47535 • CVE-2024-26308 • CVE-2024-25710 • CVE-2024-9823 • CVE-2024-8184 • CVE-2024-7254 • CVE-2023-49735 • CVE-2023-35116 • CVE-2023-34396 • CVE-2023-2976 • CVE-2022-44730 • CVE-2022-44729 • CVE-2022-2047 • CVE-2017-9096	In Apache Tomcat: • CVE-2026-34500 • CVE-2026-34487 • CVE-2026-34486 • CVE-2026-34483 • CVE-2026-32990 • CVE-2026-29146 • CVE-2026-29145 • CVE-2026-29129 • CVE-2026-25854 • CVE-2026-24880 • CVE-2026-24734 • CVE-2025-61795	• CVE-2025-36424 • CVE-2025-13867 • CVE-2025-8916 In PostgreSQL: • CVE-2026-2007 • CVE-2026-2006 • CVE-2026-2005 • CVE-2026-2004 • CVE-2026-2003 • CVE-2025-12818 • CVE-2025-12817
Version 3.13.3	• CVE-2025-48734 • CVE-2024-13009 In Apache Tomcat: • CVE-2025-55668 • CVE-2025-53506 • CVE-2025-52520 • CVE-2025-52434 • CVE-2025-49125 • CVE-2025-49124 • CVE-2025-48989 • CVE-2025-48988 • CVE-2025-48976 • CVE-2025-46701		
Version 3.13.2	• CVE-2025-31651 • CVE-2024-21742 • CVE-2024-34750 • CVE-2024-47554 • CVE-2023-48795 • CVE-2023-51074		
Version 3.13.1	• CVE-2024-56337 • CVE-2024-50379		
Version 3.13	• CVE-2024-21742 • CVE-2024-34750		

Known limitations, problems, and workarounds

Base product

Offset stacking limitation with Fiery controllers

If you send jobs to a Fiery controller with the **Data stream to send** property set to **JDF/PDF** and you set **Offset stacking** on the **PrintJobs** step to **Jobs and copies**, the Fiery controller does not recognize the request. You must set **Offset stacking** to **Use printer default**, then set up the printer to offset the output in the stacker.

Upgrade database when switching from IBM DB2 to PostgreSQL

Special instructions apply if you choose to update RICOH ProcessDirector on the same machine AND want to migrate from using IBM DB2 to PostgreSQL as your main database. In the install program, you must select both to use the PostgreSQL configuration and upgrade PostgreSQL.

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.

Feature Manager page does not load

If you run RICOH ProcessDirector on Windows 2016, the Feature Manager page occasionally stalls while it is loading. If you try to open Feature Manager and the list of features has not loaded after 3 minutes, refresh your browser.

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.

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.

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.

Features

Uninstalling Reports can result in errors

Uninstalling the Reports feature 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.

Uninstalling AFPSupport can affect the AFPSupport samples

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

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 property mappings on a different OS

Order property mapping objects cannot be exported from a primary server running on Linux and imported onto a server running on Windows and vice versa. Contact Software Support for assistance if you need to move these objects between operating systems.

Cannot import RICOH Predictive Insight data transmitter or Ricoh cloud credential

Because of the one-to-one relationship between a RICOH ProcessDirector system and RICOH Predictive Insight, the only way to create the RICOH Predictive Insight data transmitter is to use the **RICOH Predictive Insight Settings** page on the system that will transmit data to RICOH Predictive Insight. 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.

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.

Trimming properties are not supported for JDF and PDF output.

Starting with version 3.13.2, RICOH ProcessDirector introduced support for the trimming feature on printers equipped with a trimmer. This functionality is exclusively available when utilizing PostScript format and is not supported with JDF or PDF-based workflows.

MBCS characters are not supported in RICOH Predictive Insight Settings

MBCS characters cannot be used in any of the fields on the **RICOH Predictive Insight 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.

Resolved in version 3.14.2:

Issue number	Description
RPD3-6800	Fixed an issue with jobs stuck in various states if more than 50 jobs were actively running steps when RICOH ProcessDirector was restarted.
RPD3-6843	Fixed an issue with importing a printer resulting in a NullPointerException.

Issue number	Description
RPD3-6867	Fixed an issue with the viewer incorrectly displaying black areas and AFP2PDF transform inserting black areas.
RPD3-6899	Fixed an issue with the View Job in Workflow function not highlighting certain steps.
RPD3-6949	Fixed an issue with custom properties for selectors not shown after RICOH ProcessDirector upgrade.

Resolved in version 3.14.1:

Issue number	Description
RPD3-6717	Fixed an issue where the BuildPDFFromDocuments step failed with a DataFormatException: unknown compression method error.
RPD3-6842	Fixed an issue where the user was unable to access the full height of the last row in the Import Objects table.
RPD3-6780	Fixed an issue with the viewer incorrectly displaying black areas.

Resolved in version 3.14:

Issue number	Description
RPD3-6355	Fixed an issue with the CharSetName and External Fonts fields in the RICOH ProcessDirector Plug-in for Adobe Acrobat.
RPD3-6393	Fixed an issue with the submitFile.pl script always returning an error even after a successful submission.
RPD3-6530	Fixed an issue with the viewer displaying unexpected black lines with certain AFP files.
RPD3-6555	Fixed an issue with misaligned text composed of images appearing incorrectly in the RICOH Transform features.
RPD3-6605	Fixed an issue with certain features appearing in trial mode after RICOH ProcessDirector subscription renewal.
RPD3-6617	Fixed an issue with database transactions used to set transaction isolation levels not being closed.
RPD3-6620	Fixed an issue with PostgreSQL failing to upgrade on a non-C drive on Windows.
RPD3-6624	Fixed an issue with custom conditions for connectors not working.
RPD3-6628	Fixed an issue with the BuildAFPFromZip step resulting in an AVAP1010E error.
RPD3-6631	Fixed an issue with RICOH ProcessDirector upgrade failing due to a Podman container not remaining running.

Issue number	Description
RPD3-6663	Fixed an issue with a disconnected Reports database causing slowdowns.
RPD3-6708	Fixed an issue with the ApplyPreferences step causing the PreferenceManagement feature upgrade to fail.
RPD3-6709	Fixed an issue with installations using Podman container as the database was failing during PostgreSQL database creation.
RPD3-6720	Fixed an issue with custom banner pages causing AFP printing to fail.
RPD3-6729	Fixed an issue with RICOH ProcessDirector activation during the upgrade process due to code mismatch.
RPD3-6734	Fixed an issue with certain trimming offsets causing the BuildPDFFromDocuments step to fail.
RPD3-6766	Fixed an issue with System message writer thread terminating due to a NullPointerException.

Resolved in version 3.13.3:

Issue number	Description
RPD3-6396	Fixed an issue with stop job action taking a long time.
RPD3-6475	Fixed an issue with DB2 to PostgreSQL migration failing because of old migrateDb2ToPostgresql.jar left behind.
RPD3-6495	Fixed an issue with the viewer displaying a JSON parse error.
RPD3-6504	Fixed an issue with the DecryptPDF step resulting in AIWENPDF006E error.
RPD3-6505	Fixed an issue with afpconcat failing with input files that are larger than 2GB.

Resolved in version 3.13.2:

Issue number	Description
RPD3-6213	Fixed an issue where changing the Output Bin property does not result in correct value getting set.
RPD3-6230	Fixed an issue with Custom PDF Printers where the Printer Server property does not get saved.
RPD3-6234	Fixed an issue where viewing job in workflow action causes RPD GUI to hang.
RPD3-6295	Fixed an issue with the viewer displaying blank pages if the AFP file has too many inline resources.
RPD3-6312	Fixed an issue where changing the name of a Step Chain can cause GUI errors.

Issue number	Description
RPD3-6352	Fixed an issue with SFTP input devices sometimes hanging instead of disconnecting when problems are encountered.
RPD3-6377	Fixed an issue with the InfoPrint Transform feature not identifying the input type due to problems in config files.

Resolved in version 3.13.1:

Issue number	Description
RPD3-6106	Batch time for input devices was not handling daylight savings times correctly.
RPD3-6146	Fix RICOH ProcessDirector GUI not displaying the bottom row of the jobs portlet when the browser is refreshed with an expanded advanced filter section.
RPD3-6161	Submitting jobs through the Submit Jobs portlet can crash the GUI web server.
RPD3-6179	Viewing the same job multiple times may cause the viewer to display incorrect pages.
RPD3-6182	Intermittent job hangs in the DetectInputDataStream step with a specific byte sequence in a PCL file.
RPD3-6190	The property values drop-down does not populate with options when attempting to print again and selecting groups in the viewer.
RPD3-6204	The IdentifyPDFDocuments step may fail due to a cp command error.
RPD3-6231	The upgrade to PostgreSQL version 15.10 encounters a failure.

Resolved in version 3.13:

Issue number	Description
RPD3-6032	Ricoh PDF Printers using FieryAPI without media information in the job ticket fails to print with NullPointerException
RPD3-6051	Migration from DB2 to PostgreSQL can fail to migrate some database tables if there are some custom features
RPD3-6058	Printing with AFP printers can fail with an unknown error if a job has a long value for AFP Resource Path
RPD3-6067	Migrating a very large reports data with Migration Assistant, OutOfMemoryError can occur and cause reports tables not to get migrated.
RPD3-6076	API responses from certain GUI actions on user objects can sometimes return unnecessary user information.
RPD3-6082	Using the quick filter in the Jobs portlet could cause a database error if the Jobs portlet had certain properties enabled.
RPD3-6098	Feature Manager can hang when reloading context for fmgr-api web app.

Issue number	Description
RPD3-6113	RICOH ProcessDirector can incorrectly appear as not licensed after installing enablement licenses with -POST and -DB2 at the end of compids.
RPD3-6117	Process again action multiple jobs and selecting a different workflow does not actually change the workflow

Product documentation

See *RICOH ProcessDirector for Windows: Planning and Installing*, G550-1365, 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 Windows: User Documentation* CD, GK4T-4107, has been updated.

New and updated publications

Updated publications

In version 3.14.2, these publications were updated in English:

- *RICOH ProcessDirector for Windows: Planning and Installing*, G550-1365
- *Using RICOH ProcessDirector Plug-in for Adobe Acrobat*, G550-20229
- *Installing Document Processing Features*, G550-20312
- *RICOH ProcessDirector: Integrating with Other Applications*, S550-1069

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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RICOH ProcessDirector Release Notes for Version 3.14.2