

# 1. Release Notes for RICOH ProcessDirector™ for Windows 3.11.2 (July 2023)

- 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 11 Modification 2 (3.11.2) (Program Number 5765-H30) and RICOH ProcessDirector Subscription for Windows, Version 3 Release 11 Modification 2 (3.11.2) (Program Number 5765-H70).

## 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 \(https://help.ricohsoftware.com/swinfocenter/\)](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.

## 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 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**

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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

### **New functions and updates in Version 3.10.2**

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 10, Modification 2.

- **Configure HTTPS connections from the user interface**

In previous releases, the process for configuring secure network connections required you to manually move and edit configuration files, a process that could be error-prone and daunting. Now, you can complete all of these configuration tasks from the RICOH ProcessDirector Administration page, for a streamlined experience.

- **New custom properties for numeric values**

In this version, RICOH ProcessDirector provides 10 new custom properties that can hold numeric values. Five of the properties can hold integers and the other five can hold numbers with decimal values. With these properties, you can store numbers in custom properties and use them to perform calculations as needed.

To use these properties, install the updated Common Properties feature.

- **Support for SNMP version 3**

Support for SNMP version 3 is now available for most printer types. Now you can configure those printers to use the enhanced security available with this updated protocol.

- **Performance improvements in job logs**

The internal processes used to create job logs have been improved to reduce the search time required and improve the performance of your workflows.

- **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:

- IBM DB2 11.5.7 Special Edition
- Ricoh PDF Printer Support
- Apache Tomcat
- OpenJDK

### **New functions and updates in Version 3.10.1**

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 10, Modification 1.

- **Updated translations**

The content of the Version 3.10.1 product interface and the help system has been translated into these languages:

- Brazilian Portuguese
- French
- German
- Italian
- Japanese
- Spanish

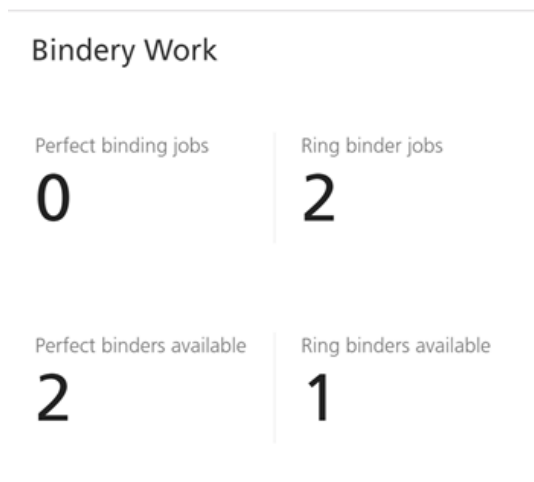
To see the translated user interface and help content, download and install the Language Pack for your language.

- **A new type of custom portlets**

We know that you want to highlight different information on your Main page to satisfy different user groups. In Version 3.9.0, we added the ability for you to create your own portlets using either a matrix or tree layout. In Version 3.10.1, we now have a third type of custom portlet – the numeric portlet.

A numeric portlet can act as a “scoreboard” to display key indicators that you want to watch in real time. The portlet can contain multiple indicators counting the number of jobs, printers, or input devices with the same set of property values (such as "printers that are disabled" or "jobs that use the same finishing requirements").

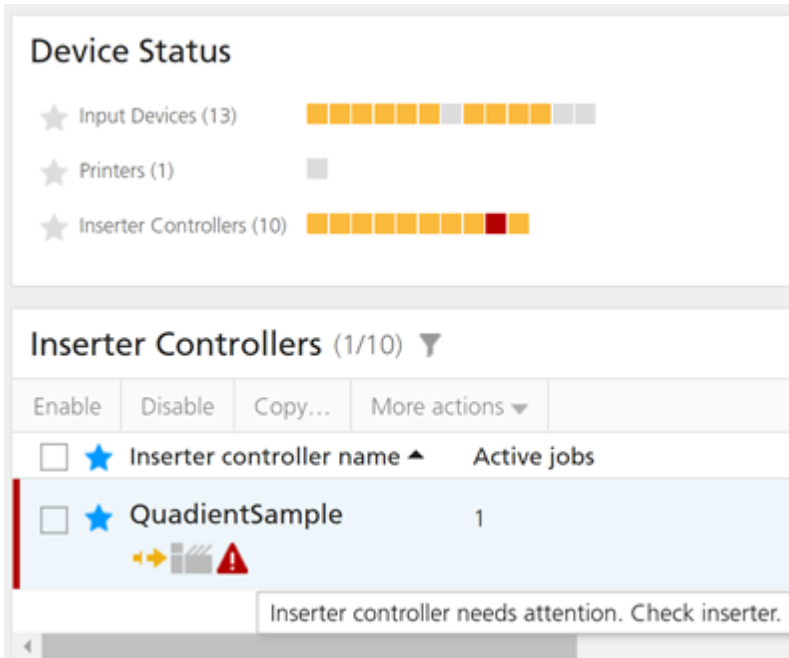
Here is an example of a custom numeric portlet showing the number of jobs requesting two kinds of binding and the number of printers available with those binding capabilities.



- **Improved reporting of errors with inserter controllers**

Sometimes when a job is being inserted, RICOH ProcessDirector loses connection with the database that stores the results or encounters an error reading the results file. In those cases, the inserter controller is disabled. In the past, no messages were logged to describe the reason for the problem. In addition, the state change was not very visible on the Device Status and Inserter controllers portlets.

A new property, **Inserter controller state**, was added to reflect the error condition on both portlets, and a **Clear alert** action was added to the Inserter controller object to be used when the error has been corrected. In the image below, the QuadiantSample inserter controller needs attention.



- **Miscellaneous user interface improvements**

- In the legacy user interface, we included the hostname of the system on the browser tab but accidentally removed it when we moved to the updated user interface. It's back!
- Users told us they configured what columns were shown on the tables on the **Schedule Jobs** and **Reconcile** dialogs to include only those properties that operators needed to do those critical tasks. Those column configurations were not saved in a saved view so often had to be recreated. The column configurations on those two dialogs are now preserved in saved views.

- **Operating system support changes**

RICOH ProcessDirector for Windows can now be installed on Windows Server 2022 Standard. The RICOH ProcessDirector Plug-in for Adobe Acrobat and AFP Visual Workbench can be used on Windows 11 Pro and Windows Server 2022 Standard.

- **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:

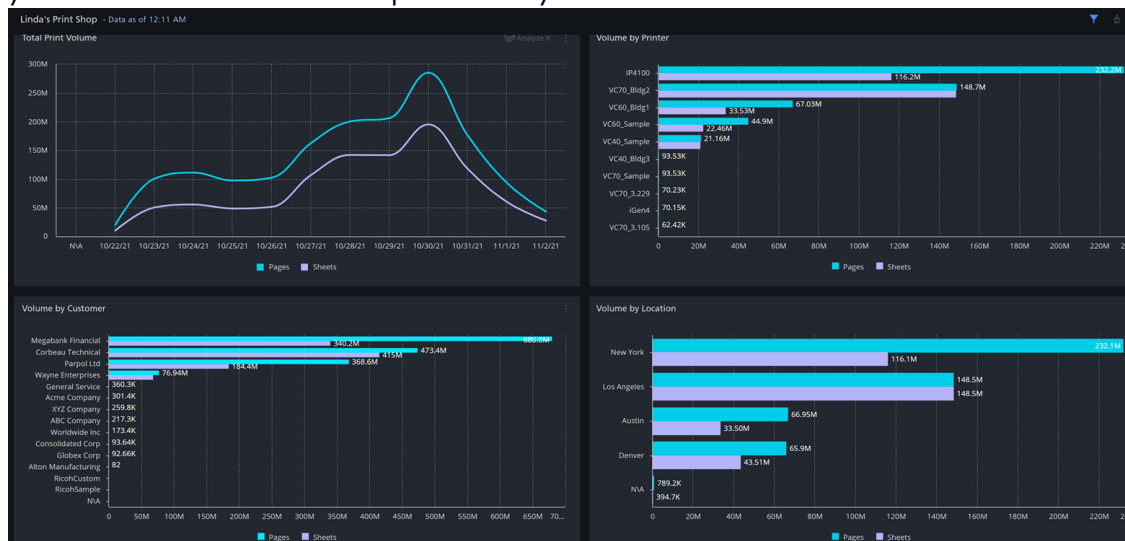
- IBM DB2 11.5.7 Special Edition
- Apache Tomcat
- OpenJDK Java

## 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 Imposition®

Ultimate Imposition® is a powerful impositioning program that rearranges the pages in PDF jobs into layouts for applications such as books or business cards. The Ultimate Imposition® 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 Quadiant Inspire Designer composition program has been renamed the Quadiant 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 might 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

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 3.11.2	<ul style="list-style-type: none"> <li>• CVE-2022-31160</li> <li>• CVE-2022-40146</li> <li>• CVE-2022-43927</li> <li>• CVE-2022-43929</li> <li>• CVE-2023-24998</li> <li>• CVE-2023-28708</li> </ul>
Version 3.11.1	<ul style="list-style-type: none"> <li>• CVE-2019-17571</li> <li>• CVE-2020-9488</li> <li>• CVE-2021-29425</li> </ul>



Release	Security Vulnerabilities resolved
Version 3.11	<ul style="list-style-type: none"> <li>• CVE-2016-6814</li> <li>• CVE-2019-12779</li> <li>• CVE-2020-17521</li> <li>• CVE-2021-28169</li> <li>• CVE-2021-34428</li> <li>• CVE-2021-42340</li> <li>• CVE-2022-22970</li> <li>• CVE-2022-23437</li> </ul>
Version 3.10.2	<ul style="list-style-type: none"> <li>• CVE-2018-11770</li> <li>• CVE-2018-11804</li> <li>• CVE-2020-11988</li> <li>• CVE-2020-15250</li> <li>• CVE-2021-41561</li> <li>• CVE-2021-43090</li> <li>• CVE-2022-23437</li> </ul>

## 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.

#### 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.

#### 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.

## 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.

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## Features

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### Enabling Reports on some SLES versions results in failure

On some versions of SLES, in a rare case, you might see PostgreSQL database fail to install on a new version due to a missing Libm.so.6 (GLIBC\_2.29) (64bit) package. Even if this missing package does not cause any errors when installing, enabling the Reports feature for the first time fails.

### 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.

### 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.

## 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 3.11.2:

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.

Issue number	Description
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 PFR 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.

Issue number	Description
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.

### These issues were resolved in RICOH ProcessDirector 3.10.2:

Issue number	Description
RPD3-4931	License key for the current step was not found or expired.
RPD3-4912	Cannot schedule print files.
RPD3-4868	Jobs in wait status.
RPD3-4863	The print command for a job failed: String index out of range: 8.
RPD3-4842	Step ReadBarcodes, Current job state details Duplicate detected.
RPD3-4754	RICOH ProcessDirector using incorrectly formed JobPartID in JMF message to Avanti.
RPD3-4746	Print banner and trailer get wrong media.
RPD3-4734	Can't open the Feature Manager tab.
RPD3-4725	'Unable to connect to server' until RICOH ProcessDirector restart.
RPD3-4687	Advent of DST requires resetting input device batching times.
RPD3-4675	Problems with Archive Index. After archive purge the current index is overwritten / deleted. Only new batches are then indexed.
RPD3-4661	JumpToTLE fails after product update.
RPD3-4652	Customer can select multiple files for delete from input directories, but not a single file.
RPD3-4589	Error message "pages to print again option is not working".
RPD3-4515	Ongoing issues with Wrapper errors on Child jobs after reboots of the RICOH ProcessDirector system.
RPD3-4077	About RICOH ProcessDirector's session error.

### These issues were resolved in RICOH ProcessDirector 3.10.1:

Issue number	Description
IPPD3-4681	Transform service not starting upon reboot

## These issues were resolved in RICOH ProcessDirector 3.10:

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

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## 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

In version 3.11.2, these publications were updated:

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

- English, G550-1365
- French, G550-20330
- German, G550-20335
- Italian, G550-20340
- Japanese, G550-20013
- Portuguese, G550-20357
- Spanish, G550-20345

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

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

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

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

*RICOH ProcessDirector: Integrating with Other Applications* has been updated in English, and new translated versions are now available:

- English, S550-1069
- French, S550-1089
- German, S550-1079
- Italian, S550-1099
- Japanese, S550-1119
- Portuguese, S550-1129
- Spanish, S550-1109



## 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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