

1. Release Notes for Ricoh ProcessDirector for Windows 3.8.3 (April 2020)

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

These release notes provide information about Ricoh ProcessDirector for Windows, Version 3 Release 8 Modification 3 (3.8.3) (Program Number 5765-H30).

New functions and updates in Version 3.8.3

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

- **Subscription offering**

Starting with this release, Ricoh ProcessDirector for Windows or Linux is now available to purchase as a subscription offering with a different name and order number, Ricoh ProcessDirector Subscription. You purchase a subscription for the base product and for each feature that you want to install.

Subscriptions are available in terms of 1, 2, 3, 4, or 5 years. When the term of the subscription expires, Ricoh ProcessDirector Subscription stops working. Subscription renewals can be ordered for 1, 2, 3, 4 or 5 years.

When there are 60 days left in a subscription, an expiration warning message appears in the product banner to let you know. You must renew your subscription before it expires to avoid interruption in access.

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

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

- **Improvements to document processing features**

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

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

- **Improvements to the workflow editor**

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

- **Additional usability improvements**

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

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

- **Updated features**

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

- **Changes to Java**

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

- **Security vulnerabilities addressed**

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

New functions and updates in Version 3.8.2

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

- **Updated translations**

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

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

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

- **Improvements to the Jobs table**

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

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

- **Improvements to the workflow editor**

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

- **Updated features**

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

New functions and updates in Version 3.8.1

These new functions and updates are included in Ricoh ProcessDirector Version 3, Release 8, Modification 1. Three versions of Ricoh ProcessDirector were released since Version 3.7 so be sure to read all of the sections for the complete list of enhancements since last year at this time.

- **Workflow Editor enhancement**

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

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

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

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



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

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

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

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

- **Usability enhancements on the Main page**

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

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

New functions and updates in Version 3.8.0

These new functions and updates are included in Ricoh ProcessDirector Version 3, Release 8, Modification 0. Three versions of Ricoh ProcessDirector were released since Version 3.7 so be sure to read all of the sections for the complete list of enhancements since last year at this time.

- **The user interface transformation is complete!**

With Version 3.8, we have replaced the legacy user interface with the updated one – for customers installing it on a new system. If you install a Product Update at Version 3.8 or later, the legacy user interface will remain, but most of the new functions we added as we built the updated interface are

not supported. If you upgrade an existing Ricoh ProcessDirector system to Version 3.8, the legacy user interface will be removed but the URL you used to access the interface will automatically redirect you to the updated user interface. For those of you who have been straddling the two interfaces as we moved function over, you can now operate and administer using one graphical user interface! Install features, add licenses, manage media – all under the same umbrella.

- **Simplified editing of job properties set in a workflow**

When creating or editing a workflow, it is sometimes difficult to find which step sets a job property so that you can set the default value you want. You can use the **Manage job defaults** action to display a list of all of the job properties set in the workflow along with the values set on the steps.

Some job properties are not associated with steps and their values can only be set in files. For example, the Common Properties feature adds several useful job properties, such as **Company Name**, but a step template does not set the properties. You can change the default property values in a workflow with the new **Manage job defaults** action.

- **Notifications added for input devices**

Email and web service notifications have been available for changes to printers and jobs but not for changes to input devices. In particular, Download input devices can lose connection and Ricoh ProcessDirector is not notified. In Version 3.8, hot folder and Download input devices can be monitored for status changes and have notifications sent using email or web services. If you have the Deadline Tracker feature installed, you can set up the notification so that you are informed when expected work is late. Monitoring of the process that connects a Download input device with its mainframe system has also been added so that if the connection is dropped, the connection status changes on the operator interface.

- **Extract document properties from Datamatrix barcodes**

The ability to extract document properties from Datamatrix image-format barcodes in a PDF file has been added to the PDF Document Support feature. Using the Ricoh ProcessDirector Plug-in for Adobe Acrobat, you can draw a box around a barcode and map strings of the barcode data into document properties. This saves you time from having to identify fields on the PDF page that contains the same information that has already been encoded into a barcode.

- **Distributed transform processing**

The Ricoh Transform features can now be installed on a different computer than the primary server. And the transform server can also have other computers defined to share work, allowing you to distribute the processing load of these resource-intensive steps across multiple processors.

- **Support for remote AFP printing**

The AFP Support feature has been enhanced to support remote AFP printing with a secondary server, staging work to the remote server so that Ricoh ProcessDirector keeps the pipeline to the AFP printer full, reducing the likelihood that the printer will be waiting for data. This feature is particularly useful if you have installed Ricoh ProcessDirector on a separate network, such as a virtualized environment that is far removed from the physical printers. This function is only available if a Secondary Server feature is installed on the remote print server.

- **Enhanced support for last-minute PDF printing changes**

Operators often need to reassign jobs from one printer to another. Sometimes the printers have specific requirements on how JDF or PDF instructions are defined in order to achieve a certain output format. Often a change to the target printer requires some reprocessing of the job in order to account for those differences. In the worst case, the job has to be recomposed entirely. In Version 3.8 we added the ability to specify an action list of programs that can be executed after a job is assigned to a Ricoh PDF or Ricoh TotalFlow printer but before it is transmitted to the printer. This action list can include any of the filters that are available on the EnhancePDF step template provided

with Ricoh ProcessDirector. This capability lets the operator reschedule the job without concern for any reprocessing because the action list for the target printer will take care of preparing the PDF and JDF for that printer.

- **Operating System and Browser Support Changes**

With Version 3.8:

- Windows Server 2012 is no longer a supported environment for the primary server, application servers, or for the Ricoh ProcessDirector Plug-in for Adobe Acrobat.
- Windows Server 2019 is added as a supported environment for the primary server, application servers, or for the Ricoh ProcessDirector Plug-in for Adobe Acrobat.
- The Edge browser is no longer supported to use the Ricoh ProcessDirector user interface.

- **Original Web Services Deprecation**

Version 3.8 is the last version of Ricoh ProcessDirector that will include the SOAP-based web services originally provided with the product. The new REST API is documented in the product so that you can perform any action available on the graphical user interface using a web service call. The API calls are documented in an online library that is easy for programmers to use.

Known limitations, problems, and workarounds

Base product

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.

Information Center search freezes during indexing

The first time you search for terms in the Information Center after a restart, you see a message that the system is indexing. The index process runs in the background until it completes, but the message might not be updated.

If the progress indicator freezes before reaching 100%, wait one minute and try one of these:

- Click the **Show result categories** button at the top of the search panel.
- Refresh the browser, then search again.

Jobs information does not refresh in updated user interface

After upgrading to Ricoh ProcessDirector V3.8, some users might see that the **System Summary** and **Jobs** portlets are not automatically updated when job status or job properties change. Closing and reopening both the **System Summary** and **Jobs** portlets fixes this problem. When reopened, the contents of both portlets updates when a job status changes and any columns in the **Jobs** table updates when job properties change.

Logs are empty in updated user interface

After upgrading to Ricoh ProcessDirector V3.8, some users might see empty columns in logs (for example, job logs or printer logs) in the updated user interface.

To display the log data for a user, the Ricoh ProcessDirector system user must log in to a command prompt and enter these commands:

```
db2 connect to aiwdb
db2 "delete from Pref.GUI_PREFERENCES where pref_object =
'TableInfoViewLog_preference' and pref_id = '<USER ID>'"
```

If multiple users see blank log data, use this command:

```
db2 "delete from Pref.GUI_PREFERENCES where pref_object =
'TableInfoViewLog_preference'"
```

Refresh the page for the changes to take effect.

Searching in Viewer takes a long time

If you open a large file in the Viewer and use the text search function, it can take a long time to find results. For better responsiveness, search using document property values.

Legacy workflows and the updated Workflow editor

The Workflow editor in the updated user interface has many new functions that make it easier to use than the Workflow editor in the legacy user interface.

However, when you first open a workflow with multiple branches, you may see overlapping connectors and step names. Try moving steps around to reduce the overlap.

If you cannot get the connectors and rules to display in a suitable way, delete and redraw them. When you delete a connector, its rule remains available in the workflow until you save the workflow. You can redraw the connector and select the rule that was used on the deleted connector without redefining the rule.

Location filtering between legacy and updated user interfaces

In the legacy user interface, when a user sets preferences to show objects from a set of locations, the System Summary contains an **All** button. The button lets the user remove location filtering. If a user clicks the **All** button, the **Allowed locations** property for that user is modified to remove all the locations that were set. All objects with or without locations are displayed.

If the same user then logs in to the updated user interface, the user only sees objects that do not have the **Location** value set. To show the objects in other locations in the updated user interface, an administrator must update the **Allowed locations** property for that user to contain the locations that were removed using the legacy user interface.

You can use the **Update Multiple** action on the Users table accessed from the Administration page and change the Location or other user properties on all selected users at once.

Configuration updates for InfoPrint 5000 printers

If you use Ricoh ProcessDirector to send jobs to an InfoPrint 5000 and turn SNMP on, the **Default bins** property is set incorrectly. The printer sends an incorrect bin name as the default, so print jobs cannot be sent to the printer.

To fix the problem, change the value for the **Output bins supported** property on the printer object to **All bins**.

Japanese PDF banner page causes error on InfoPrint 5000

To print double-byte characters on PDF banner pages, make sure that font substitution is enabled for the LPR printer attachment:

1. On the InfoPrint 5000 console, open **Printer Definitions** → **Network** → **Attachments** → **LPR**.
2. On the **Job** tab, select the option to enable font substitution and save the setting.

Rotating in the viewer component

When you rotate a page that shows a PDF object container in the AFP viewer, the PDF object container does not rotate. You are most likely to see this problem when you install the Preprinted Forms Replacement feature. When Ricoh ProcessDirector combines data in an AFP file with an electronic form, it creates a PDF object container for the form.

Searching for double-byte character set data in the viewer component

The search function of the AFP viewer can only find double-byte text strings when they are represented using outline fonts. Text strings represented using raster fonts cannot be found.

Features

Exporting objects from systems with the Reports feature

Through version 3.6 of Ricoh ProcessDirector, the Reports feature included a DB2 data base, a Reports tab in the user interface, and three step templates that could be added to workflows to write data into the reports data base. In version 3.7, those parts of the Reports feature were removed. If you export workflows or groups from a system with the older Reports feature on it and attempt to import them onto a system at version 3.7 or above with the Reports feature on it, errors occur because of the actions defined in groups or the step templates referenced in workflows that are no longer provided with the newer Reports feature. You can overcome this problem with workflows if you remove the steps from the workflows before you export them. Steps based on the **WriteJobReport**, **ArchiveDocumentData**, and **ArchiveInserterData** step templates need to be deleted from workflows. Ricoh Software Support can help you import groups that have this error.

Ricoh Visual Workbench data contained in NOP records might be garbled on a DBCS system

When you run the Visual Workbench product interface on a system that uses a double-byte character set (DBCS), the data contained in any No Operation (NOP) records might be garbled.

Text added using Whitespace Manager does not wrap

When you use Whitespace Manager to add text to print jobs, the text does not wrap to the next line at the edge of the white space boundary; the text prints on one line and can extend off the page. You cannot insert carriage returns or line feeds in the text. Whitespace Manager does not check the length of the text, so it does not display a warning that the text is longer than the defined white space.

To insert multiple lines of text in white space, we recommend that you either create a page segment or an image that includes the text and include it as an image rather than entering the text in Whitespace Manager.

Code change requests included in this release

Code change requests (CCRs), service requests (SRs), and other field issues are resolved in this release.

These issues were resolved in Ricoh ProcessDirector 3.8.3:

Issue number	Description
DE35660	Entry too long in AFP resource path causes error in viewer.
DE36976	Problems with the MVS download.
DE37393	MVSPRSD download receivers fail.
DE37743	Media names from Ricoh TotalFlow printers are not shown correctly in the legacy user interface.
DE37754	Daily maintenance logs were not removed on Windows systems.
DE38033	Daily maintenance logs were not removed on Windows systems installed on drive other than C : \.

These issues were resolved in Ricoh ProcessDirector 3.8.2:

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

These issues were resolved in Ricoh ProcessDirector 3.8.1:

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

These issues were resolved in Ricoh ProcessDirector 3.8:

Issue number	Description
DE32981	Problems viewing files with older versions of Firefox.
DE35060	JAR file missing in the Adobe Acrobat plug-in build.
DE35097	PSF messages that get printed after a job do not get translated.
DE35850	Jobs that finish printing go into a Stopped phase.

Issue number	Description
DE35973	Restarting Ricoh ProcessDirector fails.
DE36022	Text missing when the BuildPDFFromZIP or IdentifyPDFDocumentsFromZip steps in a workflow.
DE36193	License failed to install.
DE36202	extra blank spaces appear in the address block of a PDF.
DE36286	Job fails in the CombinePDFWithForm step.
DE36298	Could not install a license from the Ricoh ProcessDirector user interface.
DE36362	Database connection failed because the startTask thread became blocked.
DE36383	Ricoh Pro 8310s PDF printer was not supported.
DE36430	Job slows down in ReorderPages step.
DE36431	Unexpected font in the output of a workflow.
DE36480	Not enough disk space causes PSF install to fail.
DE36882	Wrong output file created because of bad file path.
DE36894	Linked fonts resource missing.
DE36944	OUTGRP causes issues on Ricoh ProcessDirector when written in lowercase letters.
DE37026	Input files are not removed.
DE37029	MVS Download problems with lower case outgrp values.

These issues were resolved in Ricoh ProcessDirector 3.7.2:

Issue number	Description
DE33449	RemoveJobs step fails because of broken symbolic link in the spool file directory.
DE33520	Ricoh ProcessDirector Primary server crashes due to AFP print driver issue.
DE34053	Could not switch between custom views.
DE34088	Incorrect characters appear in the document properties file for an AFP job.
DE34526	DB2 errors occurred intermittently.
DE34637	The Visual Workbench creates the wrong TLE from input with a diacritical character.
DE34684	Wrong JCL settings applied when Ricoh ProcessDirector creates a job.
DE34809	Installing Ricoh ProcessDirector 3.7 fails at the DB2 installation because Ricoh transform programs were running.
DE35225	Improve processing by the RunHotFolderApplication step if a restart occurs while waiting for a returned file.
DE35297	Problems with JDF sent to Ricoh Pro C5210S printer.

Issue number	Description
DE35431	Cannot import user group that contains setting for deprecated job property related to Reports feature.
DE35481	Problems specifying LDAP User search base and Group search base properties.
DE35534	The prerequisites checker does not prevent installing Ricoh ProcessDirector on the unsupported Windows Server 2008 operating system.
DE35811	EnhancePDF step causes open file limit to be reached.
DE35849	EnableRepositioning step fails because of data stream built by BuildAFPFromDocuments step.
DE35850	Jobs stop when printing AFP trailer pages.
DE35987	LDAP connection does not close.
DE36134	Deprecated Web service commands do not work on V3.7.
DE36143	Jobs that write data to PostgreSQL reports database fail after a reboot.
DE36173	Sharing a hot folder using Samba without setting up user mapping prevents remote users from submitting files.
DE36218	Could not log into Ricoh ProcessDirector after the Security feature was installed.
DE36362	Database errors on login.

These issues were resolved in Ricoh ProcessDirector 3.7.1 Update 1:

Issue number	Description
DE35015, DE34618	Change to Daylight Savings Time caused empty Jobs table and TZoffset message to display.
DE35008	Corrupt or invalid files in a ZIP cause job to fail in the IdentifyPDFDocumentsFromZip step.
DE35286	The Process again action does not send the job to the specified workflow.
DE34925	Error is generated when a user takes an action that redirects to another page.
DE34923	The application event log gets filled with PostgreSQL errors.
DE34183	String Find function in viewer does not work.
DE35054	Database deadlocks keep occurring.
DE34298	Server unable to process documents in PDF jobs that are larger than 11 MB.

These issues were resolved in Ricoh ProcessDirector 3.7.1:

Issue number	Description
DE35060	Could not preview a PDF file with the Adobe Acrobat plug-in.
DE34739	Job processed by the AFPResolveObjects program goes into an error state.
DE34713	Error received when you send a PCL file to an LPD input device.
DE34659	Problem restoring backed up data using aiwrestore script on Japanese systems.
DE34637	TLE data with diacritical characters is interpreted wrong.
DE34598	Problem with time zones on target system when installing Product Update.
DE34507	Could not access the user interface after a product update.
DE34385	Job fails in the BuildPDFFromDocuments step.
DE34328	A <code>nullPointerException</code> error is displayed when processing a PDF received from Avanti Slingshot.
DE34273	Error message displayed when viewing an AFP file.
DE34272	Blank pages shown in legacy Reports user interface.
DE34250	Errors displayed in jobs after importing workflows from Ricoh ProcessDirector Express.
DE34192	Errors displayed when a job enters the SetJobTypeFromRules step.
DE34066	Printing a job in the updated user interface produces different results than when it is printed in the legacy user interface.
DE33961	Jobs are not deleted when their retention period expires.
DE33959	After editing and saving a workflow, connectors are duplicated.
DE33832	Installing the itmclient-win extension fails.
DE33788	Jobs enter an error state when they enter the SetJobPropsFromRule step.
DE33507	Errors processing page level exceptions.
DE32990	Jobs are sent to the printer in the wrong state.
DE32965	Printer clutches between AFP jobs on a 3.6.1 system.
DE32614	Jobs fail in the EnableRepositioning step.
DE32362	Only the first page is displayed in the AFP viewer.
DE32212	Signatures in AFP files are not displayed in the AFP viewer.
DE31597	Output bins appear with multiple names.

These issues were resolved in Ricoh ProcessDirector 3.7:

Issue number	Description
DE34285	Input not received from Avanti Slingshot.
DE33937	Could not get Avanti Slingshot to work on new Ricoh ProcessDirector 3.6.1 systems.
DE33873	Conflict between patch and product update.
DE33769	Cannot view most jobs after certain product updates.
DE33607	Jobs that are processing do not show in Jobs table.
DE33590	Slow processing time when header page is used.
DE33507	Wrong Page Exception error received on Pro8220 RPD 3.4.1.
DE33505	Error received when trying to reprint a job using a page range.
DE33233	No matching device error message received on incorrectly.
DE33178	Jobs fail in the DetectInputDatastream step.
DE32990	Jobs that do not have a printer specified still appear as candidate jobs for some printers.
DE32860	The Update media action does not work on a Windows system with Internet Explorer 11 in French.
DE32805	Jobs remain in the Stopped state.
DE32753	Jobs submitted to a printer only print one at a time.
DE32707	An error is displayed when the Update media action is used.
DE32467	Jobs in the EnableRepositioning step have unexpected results.
DE32455	Jobs fail to process with the DownloadAFP input device.
DE32439	Transforms do not work after making changes to the server hardware.
DE32369	An unexpected messages is returned by the daily DB2 maintenance script.
DE32328	When you copy the TransformJobIntoAFP step, some values are not saved.
DE32316	Unexpected results when using the tiff2afp transform.
DE32296	The automatic refresh was not working.
DE32212	The viewer does not display signatures in AFP files.
DE32191	The ReverseOutputOrder step adds blank pages to AFP files with even pages.
DE32103	When printing a job, the printer progress bar displays 100% instead of the real percentage.
DE32096	Error message is displayed when trying to view a PDF file.

Issue number	Description
DE31750	Ricoh ProcessDirector slows down when processing a large number of PDF files.
DE31633	Error message is displayed when the IdentifyPDFDocumentsFromZip step processes a large number of files.
DE31495	PDF jobs remain in the Spoiled to Printer state.
DE31235	The FORMDEF option is missing from the xform.cfg file provided with the Advanced Transform Feature.

These issues were resolved in Ricoh ProcessDirector 3.6:

Issue number	Description
DE27540	Printer progress bar gives no information or wrong information about jobs running on the printers.
DE27595	ExportFromRepository step fails with OutOfMemoryError when processing large queries.
DE27757	Jobs go to Server unavailable state upon Ricoh ProcessDirector restart.
DE27836	Ricoh ProcessDirector intermittently stops sending jobs to Ricoh PDF Printers and jobs get stuck in Assigned and Unassigned states.
DE27994	Jobs stay in Spooling state after they finish printing on Ricoh PDF Printers.
DE28000	All properties and column options are greyed out for the Jobs portlet.
DE28268	Jobs from Mainframe get wrong JCL settings applied when Ricoh ProcessDirector creates a job.
DE28307	Ricoh PDF Printers fail to work after an upgrade due to a problem encountered during the unpacking of the pc.zip file.
DE28410	Make the import views work on all Ricoh ProcessDirector versions.
DE28584	IdentifyPDFDocuments and IdentifyPDFDocumentsFromZIP steps do not work when they are tuned to a secondary server.
DE28606	Jobs are not starting on printers that are enabled by the Remember enabled status of printers property.
DE28731	Saving LDAP security settings cause exceptions to show up in the GUI.
DE28762	Custom media objects are no longer set after restarting Ricoh ProcessDirector.
DE29007	SetJobTypeFromFileName does not work when a batching method other than None is selected.
DE29053	BuildPDFFromDocuments step fails due to a file write problem with <JobID>.print.pdf files.
DE29102	Job arrival time displays a 12 hour delay in the user interface.

Issue number	Description
DE29167	Jobs fail to print after reinstalling Ricoh ProcessDirector due to failed PSF uninstallation that occurred before reinstalling.
DE29216	The job size is 0 and the related InputFiles are remaining in the InputDevice.
DE29346	Transform fails due to invalid gcorr file even though the file type is supported.
DE29534	Ricoh ProcessDirector cannot delete certain jobs in Ricoh ProcessDirector GUI.
DE28942	Jobs remain in the LPD Input device until the Input device is disconnected and reconnected.
DE29669	Ricoh ProcessDirector cannot access job files causing the job to fail.
DE29822	Jobs sent to Ricoh PDF Printers fail due to incorrect media mapping.
DE29972	GUI time format preferences are ignored.
DE30025	Printers error out when enabled due to a problem with handling Remember enabled status of printers property in System Settings .
DE30136	Print again with page range errors out due to missing or inaccessible PDF file.
DE30239	In the viewer, a random box appears around the address block after the job runs through a selector in the workflow.
DE30356	Job.SheetsStacked value is incorrect for an AFP file.
DE30542	Fixing a Ricoh ProcessDirector vulnerability with the ability to download files.
DE30579	Fixing a Ricoh ProcessDirector vulnerability with missing HTTPOnlyFlag.
DE30726	Ricoh ProcessDirector takes a long time to save large workflows.
DE30778	getControlFileName resolves to null.
DE30822	Fixing a Ricoh ProcessDirector vulnerability which allows arbitrary file reading from the server.
DE31009	Viewer does not work after clients update Adobe Acrobat viewer on their workstation.
DE31065	Fixing a Ricoh ProcessDirector vulnerability with XML External Entities.

These issues were resolved in Ricoh ProcessDirector 3.5.1:

Issue number	Description
DE27456	Jobs go into an Error state during the RemoveJobs step.
DE28000	When the language is set to German, the ability to change columns on Jobs table grayed out.
DE28203	Cannot connect to TotalFlow Supervisor.

Issue number	Description
DE27595	An error in the ExportFromRepository step results in a large query file.
DE28410	Importing views from Ricoh ProcessDirector 3.4 system to Ricoh ProcessDirector 3.5 system does not work.

These issues were resolved in Ricoh ProcessDirector 3.5.0:

Issue number	Description
DE24377	The script echoLicenseInfo.pl fails to run.
DE24847	A user in the default Operator group gets an error when trying to "Make jobs match printer" when scheduling a job.
DE24887	When trying to use the Print again by groups function using an indexed AFP file, an error [AIWI6052E] occurs.
DE24992	AFP viewer does not display AFP file correctly when page size has changed with certain tables in medium overlays.
DE25015	AFP files display blank pages and the incorrect number of pages when using the AFP viewer.
DE25140	Duplex jobs printed with merged banner pages and with a page range on Ricoh PDF printer prints the last two pages as simplex.
DE25181	AFP viewer does not display certain jobs due to the incorrect handling of an error that occurs when custom FOCA fonts that are not found.
DE25213	AFP viewer displays tables incorrectly truncated on the left side as well as a table background image truncated with certain medium overlays.
DE25568	Property permissions are not updated properly with exports and imports of groups.
DE25653	Sometimes "Sheets stacked" and "Cumulative sheets stacked" are partially miscalculated.
DE25751	User location is reset to "not set" when a view is selected using the "Select view" dropdown option in the Main tab.
DE25795	AFP viewer is not cleaning up temporary files and it causes the file system to fill up.
DE25832	Vulnerability for Ricoh ProcessDirector occurs when a DTD file is included in the XML and it calls an external website.

Issue number	Description
DE25858	AFP viewer incorrectly displays certain jobs' medium overlays. They are missing and incorrectly positioned.
DE25890	AFP viewer displays a warning for a missing external resource when viewing an AFP file using an external FORMDEF.
DE26373	AFP viewer does not display the job when custom FOCA fonts are not found either in-line or within the resource paths due to incorrectly handling an error.
DE26574	Child jobs are not printed in the correct order.
DE26588	Printers cannot be enabled after importing them from an earlier version of Ricoh ProcessDirector.
DE26745	Error occurs when requesting job status through Web services.
DE26822	Ricoh PDF plug-in fails to launch after Acrobat Pro DC is updated to v2015.016.20039.
DE27205	When extracting text from a PDF, the text is sometimes jumbled or truncated.
DE27258	AFP viewer fails to display certain images when images are rotated 270 degrees clockwise. This causes clipping paths to be calculated incorrectly.
DE27497	When LDAP is used to authenticate users, incorrect password expiration messages are shown.
DE27514	Trace files on Ricoh ProcessDirector Windows Application servers are not removed.
DE27759	Text becomes garbled when extracting text from a PDF file that is using a CID/double byte font.
DE27879	When restarting Ricoh ProcessDirector, internal server errors are shown when scheduling jobs to printers.

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 a *i* W and the default password of a *i* W 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

Ricoh ProcessDirector for Windows: Planning and Installing has been updated in English, G550-1365.

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

Ricoh ProcessDirector: Installing Document Processing Features has been updated in English, G550-20312

Using Ricoh ProcessDirector Plug-in for Adobe Acrobat has been updated in English, G550-20229

Customer support

For problems when installing or using Ricoh ProcessDirector, contact Software Support:

- Web page: <http://www.rpp.ricoh-usa.com/support>
- Outside the United States: open a call through your country's help line. Level 1 sends it to Level 2 for the Geography.

While using the Ricoh ProcessDirector user interface, see the online help before contacting Software Support.

Trademarks

1

These terms are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both:

- DB2
- IBM

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.

Kodak is a registered trademark of the Eastman Kodak Company in the United States, other countries, or both.

Microsoft and Windows are trademarks of Microsoft Corporation in the United States, other countries, or both.

Ricoh and Ricoh ProcessDirector are not affiliated with NEC Corporation.

SafeNet code: The license management portion of this Licensee Application is based upon one or more of the following copyrights:

Sentinel ® RMS
Copyright 1989-2006 SafeNet, Inc.
All rights reserved.

Sentinel ® Caffé (TM)
Copyright 2008-2009 SafeNet, Inc.
All rights reserved.

Sentinel ® EMS
Copyright 2008-2009 SafeNet, Inc.
All rights reserved.

Other company, product, or service names may be trademarks or service marks of others.