RICOH TotalFlow Production Manager

Operating Instructions
Setup Guide

Version 4.3.7

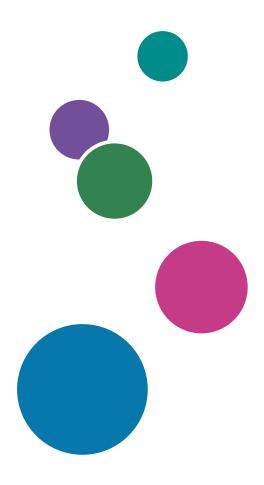Before Installation

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

Introduction

Important

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this product, losses of documents or data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of important documents or data. Documents or data might be erased due to your operational errors or malfunctions of the machine. Also, you are responsible for taking protective measures against computer viruses, worms, and other harmful software.

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- The contents of this document are subject to change without notice.

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Guides for This Application

The following guides are available for this application.

Instruction Manuals

These instruction manuals are included:

- *Setup Guide* (Printed/PDF)

  This guide explains setup and startup procedures for this application.

- *Quick Start Guide* (Printed)

  This guide explains how to log in to the application, do a basic configuration, and print the *User's Guide*.

- *User's Guide* (HTML/PDF)

  This guide explains the functions and basic operations of this application.

Adobe Acrobat Reader or Adobe Reader is required to view the PDF documentation. You can view the HTML documentation using a web browser.

Help

Field help is available on many screens to provide information for specific tasks and settings. In this guide, this type of help is referred to as "on-screen field help".

In addition, the **[Help]** menu provides access to the HTML version of the "User's Guide" directly from the user interface.

How to Read the Documentation

Before Using This Application

This manual contains instructions and cautions for correct use of this application. Before using this application, read this manual thoroughly and completely. Keep this manual handy for future reference.

How to Use the Manuals and Help

Use the instruction manuals and Help according to your needs.

To learn how to install and start this application

See the *Setup Guide*.

To start working with RICOH TotalFlow Production Manager

See the *Quick Start Guide*.

To learn about the functions and basic operations of this application

See the *User's Guide*.
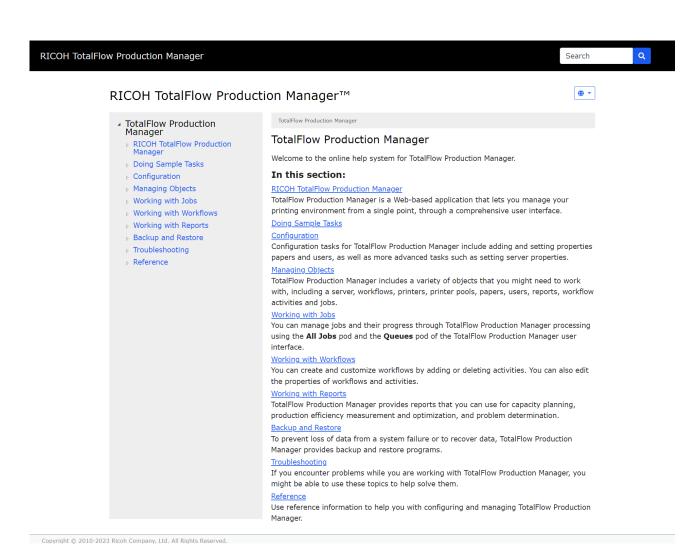
To learn about configuring on-screen settings

See the on-screen field help.

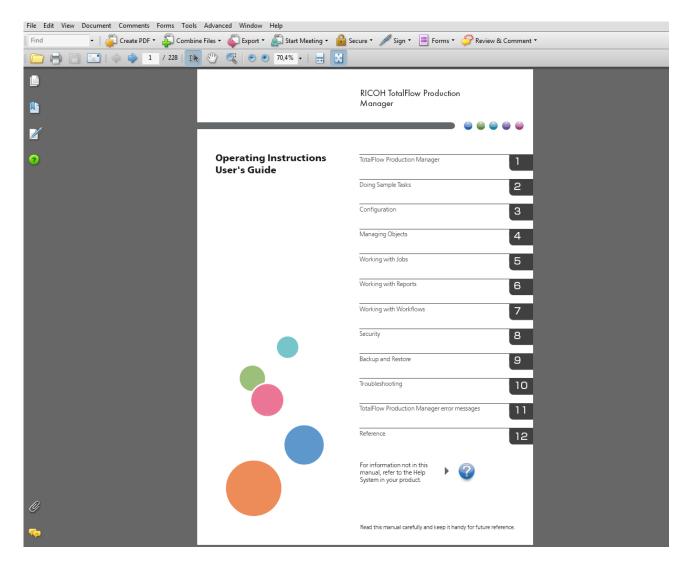### Displaying the instruction manuals (Setup Guide and User's Guide)

Use these procedures to display the instruction manuals (HTML/PDF).

The descriptions in the HTML and PDF formats of the instruction manuals are the same.

* To display the HTML *User's Guide*:

    – In the TotalFlow Production Manager user interface, click , the help button, at the right of the menu bar, then click **[Help]**.

    – If you are not logged in to TotalFlow Production Manager, enter this URL in a web browser: `http://hostname:15888/help/index.jsp`. The name of the computer where TotalFlow Production Manager is installed is *hostname*.
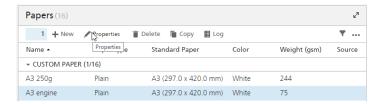
Search

RICOH TotalFlow Production Manager™

TotalFlow Production Manager

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TotalFlow Production Manager

Welcome to the online help system for TotalFlow Production Manager.

In this section:

RICOH TotalFlow Production Manager
TotalFlow Production Manager is a Web-based application that lets you manage your printing environment from a single point, through a comprehensive user interface.

Doing Sample Tasks

Configuration
Configuration tasks for TotalFlow Production Manager include adding and setting properties papers and users, as well as more advanced tasks such as setting server properties.

Managing Objects
TotalFlow Production Manager includes a variety of objects that you might need to work with, including a server, workflows, printers, printer pools, papers, users, reports, workflow activities and jobs.

Working with Jobs
You can manage jobs and their progress through TotalFlow Production Manager processing using the **All Jobs** pod and the **Queues** pod of the TotalFlow Production Manager user interface.

Working with Workflows
You can create and customize workflows by adding or deleting activities. You can also edit the properties of workflows and activities.

Working with Reports
TotalFlow Production Manager provides reports that you can use for capacity planning, production efficiency measurement and optimization, and problem determination.

Backup and Restore
To prevent loss of data from a system failure or to recover data, TotalFlow Production Manager provides backup and restore programs.

Troubleshooting
If you encounter problems while you are working with TotalFlow Production Manager, you might be able to use these topics to help solve them.

Reference
Use reference information to help you with configuring and managing TotalFlow Production Manager.

- To display the PDF manuals, click **[Start]**, point to **[All Programs]**, then **[RICOH TotalFlow Production Manager]**, and then click either **[Setup Guide]** or **[User's Guide]**.
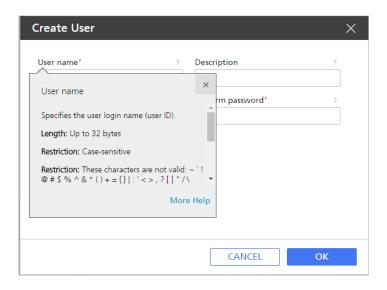
Displaying balloon help

- When you mouse over certain items on the pages of the user interface (point without clicking), help for that item appears inside a balloon.

- Click [?] to see balloon help for the property. In the balloon help, click [?] to display the related page in the HTML *User's Guide*.

Symbols

The following symbols are used in this manual to help you to identify content quickly.

Important	This symbol indicates points to pay attention to when using the application. Be sure to read these explanations.
Note	This symbol indicates supplementary information that you may find helpful, but not essential to completing a task.
[Bold]	**Bold type** indicates the names of keys, menus, menu items, windows, field labels, settings, and buttons. It also indicates the names of commands and new terms.
Italic	*Italic type* indicates variables that you must replace with your own information.
`Monospace`	`Monospace type` indicates computer input and output and file names.
{}	In messages and other elements of the user interface, curly brackets indicate variables that a program replaces with its own information.
...	An ellipsis indicates that a series can continue.

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  Microsoft® Windows 10 Enterprise

- Windows 11:

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  Microsoft® Windows 11 Enterprise

- Windows Server 2016:

  Microsoft® Windows Server® 2016 Standard

- Windows Server 2019:

  Microsoft® Windows Server® 2019 Standard

  Microsoft® Windows Server® 2019 Essentials

- Windows Server 2022:

  Microsoft® Windows Server® 2022 Standard

  Microsoft® Windows Server® 2022Essentials

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- Before Setting Up

Overview of RICOH TotalFlow Production Manager

RICOH TotalFlow Production Manager lets you manage your printing processes on up to 15 printers with a distinct IP or host name, from a single web browser-based user interface. TotalFlow Production Manager is installed as a server and the user interface acts as a client.

TotalFlow Production Manager provides a central location for assigning jobs to printers and managing print jobs. It routes and tracks incoming, processing, and completed jobs and lets you edit job tickets until the last minute. TotalFlow Production Manager lets you change print order, change output printers, and reprint jobs easily.

TotalFlow Prep lets you do make-ready tasks such as editing, imposition, and changing page layout. TotalFlow Prep sends jobs with their job tickets to TotalFlow Production Manager. TotalFlow Prep and TotalFlow Production Manager work seamlessly to create jobs, apply make-ready settings, and send jobs to the best matching printer.

TotalFlow Production Manager also supports job submission by dragging and dropping jobs into hot folders. You can also submit jobs from other systems by using the line printer daemon (LPD) protocol for file transmission.

With networked communication to your printers, you can easily check printer and job status.

Before Setting Up

This section explains the setup flow and computer requirements of TotalFlow Production Manager.

Read this section thoroughly before setting up this application.

Setup Steps

Set up TotalFlow Production Manager in this order:

Step 1	Check the operation environment.	Computer Requirements, p. 12
Step 2	If you are installing a patch, back up your data.	Backing up Data, p. 15
	If you are migrating to a new operating system, follow the instructions for migration.	Migrating to a New Operating System, p. 23
Step 3	Install TotalFlow Production Manager.	Installing TotalFlow Production Manager, p. 17
Step 4	If you will use the LPD protocol to submit jobs to TotalFlow Production Manager, disable any other LPD server on the system where you installed TotalFlow Production Manager.	Disabling the LPD Server, p. 19

Step 5	If you will use the LPD protocol to submit jobs, install the LPR client.	Installing the LPR Client, p. 20
Step 6	If you will use FTP to submit jobs to TotalFlow Production Manager, install and configure the FTP server.	Follow the instructions in the "Set Up FTP in IIS 7" topic in the Microsoft TechNet Library at http://technet.microsoft.com/en-us/library/cc771012(v=ws.10).aspx.
Step 7	If you will use TotalFlow PM PDF Print Driver to submit jobs to TotalFlow Production Manager, install and configure the TotalFlow PM PDF Print Driver.	Installing and Configuring TotalFlow PM PDF Print Driver, p. 39
Step 8	Install the permanent license. You can do this now or at any time until the trial license expires.	Installing the Permanent License, p. 21
Step 9	Install a web browser and configure the system where you will access TotalFlow Production Manager.	Configuring Client Computers, p. 25
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Step 11	Configure TotalFlow Production Manager.	Configuring TotalFlow Production Manager, p. 31; see also *TotalFlow Production Manager Quick Start Guide* and *TotalFlow Production Manager User's Guide*.

Computer Requirements

To run TotalFlow Production Manager, your computer must meet these requirements. Before setup, check that all the requirements are met.

This table lists the requirements for the computer where you install TotalFlow Production Manager:

Item	Requirements
Computer	• CPU: 2.5 GHz quad-core or higher • Main memory: 8 GB
Hard disk	• 10–GB free space on the System Drive. • 1–5 printers: 100–GB free space • 6–15 printers: 200–GB free space

Item	Requirements
	Note 1. Because TotalFlow Production Manager does not check the space available on the hard disk, you might be able to install and start TotalFlow Production Manager with less space. If you do, you will receive a Windows error message or a database error message when the hard disk is full. 2. A Printer is a distinct printer IP or host name.
Operating system	One of these: • Windows Server 2016 Standard (64–bit) • Windows Server 2019 Standard (64–bit) • Windows Server 2019 Essentials (64–bit) • Windows Server 2022 Standard (64–bit) • Windows 10 Enterprise or Professional (64–bit) • Windows 11 Enterprise or Professional (64–bit)
File system	NTFS or ReFS recommended
TCP/IP and UDP ports	• TotalFlow Production Manager user interface: 15080, 15009, 15505, 80 • *User's Guide* in HTML format: 15888 • LPD server: 515 • FTP server: 20, 21 • PDF/JDF and Postscript: 80, 8010, 9100, 9101, 9102, 9103 • SMTP: 25 • Printer Connector: 15509, 15580, 15505 • TotalFlow Prep: 17080 • CommPoint: 55555 • PitStop server: 139, 445 • PostgreSQL database: 55559 • UDP: 523 If your firewall is configured to block these ports, open them. To add these ports as exceptions, read the documentation for your firewall.
Web browser	One of these: • Mozilla Firefox 116 (see note 2) • Google Chrome 116 (see note 2) • Microsoft Edge

Note

1. For more information about the browsers that can be used on specific operating systems, see .

2. This is the latest version tested with TotalFlow Production Manager 4.3.7 but you can also use later versions of this browser.

This table lists the requirements for any computer that will access TotalFlow Production Manager:

Item	Requirements
Operating system	One of these: • Windows Server 2016 Standard (64–bit) • Windows Server 2019 Standard (64–bit) • Windows Server 2019 Essentials (64–bit) • Windows Server 2022 Standard (64–bit) • Windows 10 Enterprise or Professional (32–bit or 64–bit) • Windows 11 Enterprise or Professional (32–bit or 64–bit) • OS X 10.11 El Capitan • macOS 10.12 Sierra • macOS 10.13 High Sierra
Display	1280 x 800 pixels or greater, 16.7 million colors or more
Web browser	One of these: On Microsoft Windows OS: • Mozilla Firefox 116 (see note 2) • Google Chrome 116 (see note 2) • Microsoft Edge
Supported languages	• Dutch • English • French • German • Italian • Japanese • Spanish

⬇ Note

1. For more information about the browsers that can be used on specific operating systems, see Configuring Client Computers, p. 25.

2. This is the latest version tested with TotalFlow Production Manager 4.3.7, but you can also use later versions of this browser.

2. Installation

- Backing up Data
- Installing TotalFlow Production Manager
- Disabling the LPD Server
- Installing the LPR Client
- Installing the Permanent License
- Upgrading to a Higher Version
- Migrating to a New Operating System

Backing up Data

You can use the **aiwbackup** program to archive a copy of your TotalFlow Production Manager configuration, or allow the uninstall program to do the data backup. Then use the backup copy to restore the configuration.
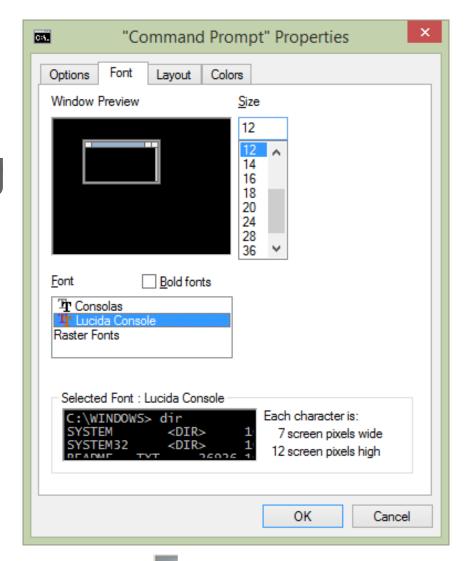
⭐ **Important**

- You cannot use the backup and restore programs to back up data from one version of TotalFlow Production Manager and restore it to another version.

- The **aiwbackup** program stops TotalFlow Production Manager automatically. If you use any other backup program, stop TotalFlow Production Manager first.

- You can use **aiwrestore** to restore any data that you back up using **aiwbackup** or you can follow the restoration procedure in the TotalFlow Production Manager installer.

To do the data backup during the uninstall process, click **[Yes]** in the **[Back up Data]** dialog window, then specify the archive where you want the data to be stored and whether to include the jobs.

To back up TotalFlow Production Manager data from the command line:

1. Log in to Windows as a local administrator.

2. For an optimal display of language characters, set the font to Consolas or Lucida.

    1. Open a Command Prompt window.

2

2. Right-click the command line icon, then click **[Properties]**.

3. In the Font dialog, select either Consolas or Lucida Console, to change the default font, then click **[OK]** to save the new setting.

3. Open a new Command Prompt window.

   In Windows Server 2008 or later versions of Windows, right-click the Command Prompt icon and click **[Run as Administrator]**.

4. Enter one of these commands:

   - To save system data, control files, jobs, input files, and job files (the files in the spool directory that contain job information, including copies of input files):

   ```
   installation_drive:\installation_folder\bin\aiwbackup.bat
   ```

   The default location where the backup data is saved is *installation_drive*: *installation_folder*\bin\migrateData.zip

   - To save system data, control files, and so on, but not jobs or job files:

   ```
   installation_drive:\installation_folder\bin\aiwbackup.bat -r
   ```

⭐**Important**

> If you use the **-r** option when you back up TotalFlow Production Manager, you should also use it when you restore the system.

> – On **aiwbackup**, the **-r** option does not save jobs or job files.

> – On **aiwrestore**, the **-r** option does not restore jobs.

- To specify a name and location of the archive where you want to store the backup data:

```
installation_drive:\Installation_folder\bin\aiwbackup.bat -r -f archive_name.zip
```

> The **-f** option specifies the name and location of the archive that contains the restored data.

> You see a confirmation message.

5. Press enter to proceed with the backup.

> The backup might take several minutes to complete, depending on the number and size of files to be backed up. Some status updates appear in the command prompt window while the backup is running. When it completes, you can see the backup file in the folder you specified or the default location: `installation_drive:\installation_folder\bin\migrateData.zip`.

Installing TotalFlow Production Manager

To install TotalFlow Production Manager, you need the TotalFlow Production Manager installation media.

To install TotalFlow Production Manager:

1. Log in to Windows as an administrator.

2. Insert the TotalFlow Production Manager 64-bit installation media in the drive.

⬇**Note**

> If you receive this error message: **Windows error 216 occurred while loading the Java VM**, you have an installation program incompatible with your system.

> The installation should start automatically. If it does not, launch **setupTFPM_64.exe**, in the DVD root directory.

3. You see the **[User Account Control]** dialog. Click **[OK]**.

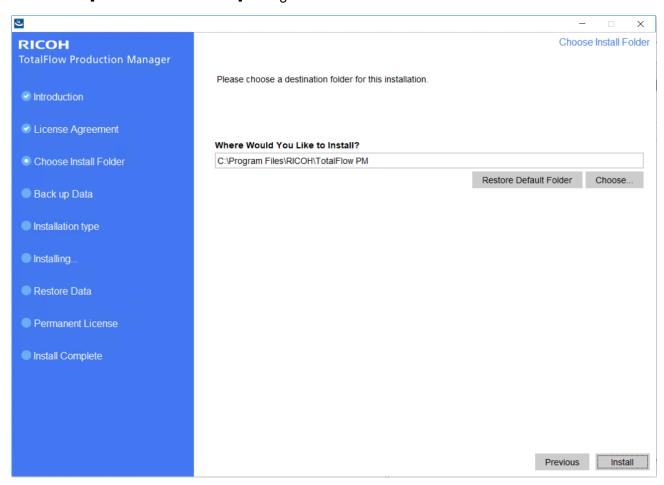> You see the TotalFlow Production Manager splash screen:

4. Select a language for the installer and click **[OK]**.

   You see the Introduction dialog.

5. Click **[Next]**.

   The installer verifies that the prerequisites are installed on your system. This might take a few seconds. When it finishes, you see the **[License Agreement]** dialog.

6. In the **[License Agreement]** dialog:

   1. Read the license agreement.

   2. Click **[I accept the terms of the License Agreement]**.

   3. Click **[Next]**.

7. In the **[Choose Install Folder]** dialog:

   1. **Optional:** To change the default installation folder, click **[Choose]**. Select the folder where you want to install TotalFlow Production Manager and click **[OK]**.

      🔸Note

      1) If you accept the default installation folder and `C:\Program Files\RICOH\TotalFlow PM` does not exist, the installer creates it.

      2) The installer creates another folder called `installation_drive:\aiw\aiw1`. Files that TotalFlow Production Manager uses (for example, spool files, control files, and trace files) are stored there.

2. Click **[Install]**.

You can see the installation progress bar. The installation might take a few minutes.

8. To install the permanent license at this point, select **[Install the permanent license now]** and enter the license information in the dialog that opens. You can also install the permanent license later from the Windows Start menu.

9. Click **[Next]**.

10. If you see the **[Windows Security Alert]** dialog during the installation, click **[Unblock]**.

11. When TotalFlow Production Manager has been activated, you see the **[Restore Data]** dialog. If you saved TotalFlow Production Manager data from a previous installation in a backup file and want to restore it, do these steps.

    1. Select **[I would like to restore data]**.

    2. Click **[Choose]**.

    3. Select the backup file and click **[Open]**.

       The backup file can be in any folder. We recommend *installation_drive \installation_folder*\bin. The default file name of the backup file is migrateData.zip.

12. Click **[Next]**.

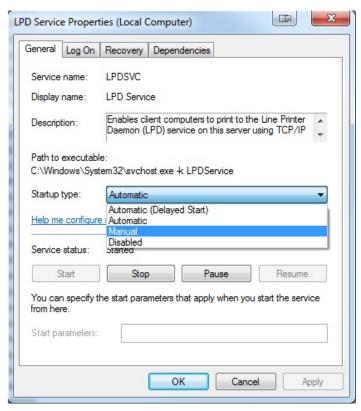   You see the **[Install Complete]** dialog.

13. If you do not want to open the TotalFlow Production Manager interface at this point, clear the **[Open the TotalFlow Production Manager user interface now]** check box.

14. Click **[Done]**.

Disabling the LPD Server

If you plan to use the LPD protocol to submit jobs to TotalFlow Production Manager, disable any other LPD server on the system where TotalFlow Production Manager is installed. The TotalFlow Production Manager server includes an LPD server. Only one LPD server can run on a system at a time.

To disable another LPD server:

1. Log in to Windows as a local administrator.

2. Set the view of the Windows **[Control Panel]** to **[Large Icons]** or **[Classic View]**.

3. Double-click **[Administrative Tools]**, then double-click **[Services]**.

4. Look for these services:

   • TCP/IP Print Server (LPDSVC)

   • Line Printer Daemon Service (LPD)

   • Any third-party LPD server that runs as a Windows service

5. If you find any of these services, double-click it to display its **[Properties]** dialog window. In the **[Startup type]** list select **[Manual]** or **[Disabled]** mode, then click **[OK]** to close the dialog.

2

↓Note

> Depending on the operating system that you are using, you might not find any of these services. They are not installed and activated on all Windows systems.

6. If you have installed any third-party LPD server that does not run as a Windows service, see the documentation for that product.

Installing the LPR Client

If you plan to submit jobs from TotalFlow Production Manager to Passthrough printers, which can print both PDF and other data streams, you must install an LPR client on the system where TotalFlow Production Manager is installed. You must also install an LPR client on any system that uses the LPD protocol to submit jobs to TotalFlow Production Manager.

↓Note

- Many different LPR clients are available. These procedures explain how to install the LPR client supplied with the Windows operating system.

- This procedure shows how to install the LPR Client on Windows Server 2012. There might be minor differences in other versions of Windows.

    1. Log in to Windows as a local administrator.

    2. Look in `C:\Windows\SysWOW64` for a file called `lpr.exe`. If you find it, stop.

       The LPR client is already installed.

    3. Look in `C:\Windows\System32` for `lpr.exe`. If you find it, go to Step 5.

    4. If you do not find `lpr.exe`, install the LPR Port Monitor feature. To install the LPR Port Monitor feature:

1. Click **[Manage]**.

2. Click **[Add Roles and Features]**.

3. Click next until you reach **[Feature]**.

4. Select the **[LPR Port Monitor]** check box and click **[Next]**.

5. Click **[Install]**.

5. Copy these files from `C:\Windows\System32` to `C:\Windows\SysWOW64`:

   `lpr.exe`
   `lprhelp.dll`
   `lprmon.dll`
   `lprmonui.dll`

Installing the Permanent License

The TotalFlow Production Manager installer installs a trial license. The trial license lets you use TotalFlow Production Manager for 60 days. To continue using TotalFlow Production Manager after the trial license expires, you must install a permanent license.

You can install the permanent license as soon as you finish installing TotalFlow Production Manager. You do not have to wait for the trial license to expire.

To install the TotalFlow Production Manager permanent license, you need the email containing the entitlement ID (EID) that you received from Ricoh.

TotalFlow Production Manager comes with these additional features included:

Enhanced Workflow

   This feature allows you to use advanced workflow activities, such as pref lighting or transforming other data streams to PDF.

Enhanced Preflight Component

   This feature allows you to use custom preflight profiles and action lists.

⭐Important

1. If you used TotalFlow Production Manager with the Base Preflight Component before installing TotalFlow Production Manager with the Enhanced Preflight Component included, clear your browser cache. You must do that to make sure that the graphic interface of the current version is displayed correctly.

Do this procedure on the computer where you installed TotalFlow Production Manager.

1. In the Windows tool bar, click **[Start]**, point to **[All Programs]**, then **[RICOH TotalFlow Production Manager]**.

2. Right-click **[License Manager]**, then click **[Run as administrator]**.
   You see the license application.

3. Click **[Help]**.
   The default browser opens and displays the license application help page with instructions for generating a license key.

📎Note

If Microsoft Edge is set as the default browser and you are logged on with the Built-in Administrator account, an error occurs. Set a different browser as default or use a different account with administrator privileges.

4. Follow the instructions in the license application help.

📎Note

If you want to remove or relocate the TotalFlow Production Manager license, read the license revocation and transfer instructions in the Printer Connector installation folder. These instructions are usually stored in `C:\Program Files\RICOH\Printer Connector\docs`.

Upgrading to a Higher Version

If you already have TotalFlow Production Manager installed, you can upgrade to a higher version without uninstalling your existing software.

To install a higher version of TotalFlow Production Manager, you need the TotalFlow Production Manager installation media.

You can install the permanent license as soon as you finish upgrading TotalFlow Production Manager. You do not have to wait for the trial license to expire.

⭐Important

* When upgrading TotalFlow Production Manager to 4.3, if you currently have a version earlier than 3.1, upgrade to 3.1 first, then to 4.3.

* If you want to migrate to a new operating system, and you currently have a version earlier than 3.1, upgrade to 3.1 first, then to 4.3. Follow the instructions in the "*Migrating to a new operating system*" section.

Do this procedure on the computer where you installed TotalFlow Production Manager.

1. Log in to Windows as an administrator.

2. Insert the TotalFlow Production Manager installation media in the drive.
   The installation should start automatically. If it does not, launch **setupTFPM_64.exe** in the DVD root directory.

3. You see the TotalFlow Production Manager splash screen:

4. Select a language for the installer and click **[OK]**.

   You see the Introduction dialog.

5. Click **[Install]**.

The installer verifies that the prerequisites are installed on your system. This might take a few minutes.

You see the **[License Agreement]** dialog.

6. In the **[License Agreement]** dialog:

    1. Read the license agreement.

    2. Click **[I accept the terms of the License Agreement]**.

    3. Click **[Next]**.

7. In the **[Back up Data]** dialog, choose **[Yes]**.
   You see the **[Backup Directory]** panel. Select or enter a directory where you want to save the back up data archive, then click **[Next]**.

   ⭐ Important

   If, for any reason, the upgrade process fails, use the migration script `migrateReload.bat` to restore your data. To run the script, follow the instructions in Migrating to a New Operating System, p. 23.

   To restore your data successfully, run the script on a clean TotalFlow Production Manager installation.

8. You see a pop-up window saying that you already have an older version of TotalFlow Production Manager and asking if you want to install the new version. Click **[Yes]**.

   The new version of TotalFlow Production Manager is installed and activated.

9. If you see the **[Windows Security Alert]** dialog during the installation, click **[Unblock]**.

10. Click **[Next]**.

    You see the **[Install Complete]** dialog.

11. Click **[Done]**.

   ⬇ Note

1. Clearing the browser cache is recommended before every new installation or upgrade.

2. You cannot install x64 version on x86 operating system.

Migrating to a New Operating System

If you want to change your operating system, you can back up your data on your current machine and restore it on the new one. You can also restore your data from a 32–bit operating system onto a 64–bit operating system.

⭐ Important

- Read carefully the following migration procedure. Otherwise, you might lose important data during the process.

- If you have a version lower than 3.1, upgrade your current TotalFlow Production Manager to 3.1 using the 3.1 installer.

- For an optimal display of language characters, set the font to Consolas or Lucida. For information about changing the font, see Step 2 in *Backing up Data*, p 17.

2

Do these steps before running the migration procedure:

1. Install TotalFlow Production Manager 4.2 on the destination machine. Do not perform any action on this newly installed system before the migration is complete.

2. Copy these files from the `TFPM_INSTALL_FOLDER\bin` folder on the destination machine to your current machine:

   - `migrateData.pl` and `migrateUnload.bat`. You can copy them in any convenient location.

   - `getLocaleMsg.pl`. Copy it in `TFPM_INSTALL_FOLDER\bin`. You receive a message asking if you want to overwrite the older version of this file. Click Yes.

You can find the migration scripts in the `scripts` directory in the installation package of this product.

To migrate your data onto a new operating system, follow these steps:

1. On your current machine, do this procedure to back up the data.

   1. Log in to Windows as an administrator.

   2. Right-click `migrateUnload.bat` file, then **[Run as administrator]**.

   3. Save the `migrateData.zip` file generated by the script into a location that you can access from the destination machine.

2. Revoke the license of your current machine. To revoke the license, contact your service representative.

3. On the destination machine, do this procedure to restore the data.

   1. Log in to Windows as an administrator.

   2. Copy the `migrateData.zip` generated during the backup procedure in the `TFPM_INSTALL_FOLDER\bin` folder.

   3. Right-click on `migrateReload.bat`, then **[Run as administrator]**.

4. When the migration is complete, restart your computer.

5. On the destination machine, run the License Application. For more information, see Installing the Permanent License, p. 21.

↓Note

1. If you receive the message `Server cannot be stopped. Stop it manually.` in the command prompt opened by the .bat script, go to RICOH TotalFlow PM service and stop it manually. Then run the script again.

2. For details about supported migrations, check the TotalFlow Production Manager Readme file.

3. If you update your operating system to Windows 10 on a machine where TotalFlow Production Manager is already installed, restart the computer when the update is complete, then log in to TotalFlow Production Manager.

3. After Installation

- **Configuring Client Computers**
- **Logging in to TotalFlow Production Manager**
- **Starting and Stopping TotalFlow Production Manager**
- **Configuring TotalFlow Production Manager**
- **Enabling HTTPS connection on the TotalFlow Production Manager server**
- **Uninstalling TotalFlow Production Manager**
- **Restoring Data**

Configuring Client Computers

You can access the TotalFlow Production Manager user interface from any Windows system that has access to the network. You must install and configure a web browser on each system. If you want to access the user interface from the system where you install TotalFlow Production Manager, install a browser there too. Make sure that you set a default browser on the machine where you install TotalFlow Production Manager.

You can install these browsers on these systems:

	Windows 11	Windows 10
Microsoft Edge	Yes	Yes
Mozilla Firefox 116 (see note)	Yes	Yes
Chrome 116 (see note)	Yes	Yes
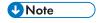
	Windows Server 2016	Windows Server 2019	Windows Server 2022
Microsoft Edge	No	No	No
Mozilla Firefox 116 (see note)	Yes	Yes	Yes
Chrome 116 (see note)	Yes	Yes	Yes

⬇ Note

This is the latest version tested with TotalFlow Production Manager 4.3.7, but you can also use later versions of this browser.

Configuring Mozilla Firefox

To access TotalFlow Production Manager with Mozilla Firefox, you must configure the browser.

⬇ Note

This procedure shows how to configure Mozilla Firefox 116 on Windows 11. There might be minor differences in other releases of Firefox or Windows.

To configure Mozilla Firefox:

1. Open **[Firefox]**.
2. Type this command In the address bar:

```
about:config
```

3. Press **[Enter]**.
   You see a warning message.

4. Click **[Accept the risk and continue]**.

   You see the **Advanced Preferences** page.

5. In the search bar, type `javascript.enabled`.

6. Make sure that the value of **[javascript.enabled]** is **[true]**.

7. To change the language that TotalFlow Production Manager uses for the user interface:

   1. Click the **[Open application menu]** icon in the top right corner, then select **[Settings]** from the menu.

   2. On the **General** page, scroll down to **Language and Appearance** → **Language**.

   3. Click the **[Choose]** button next to **Choose your preferred language for displaying pages**

      You see the **Webpage Language Settings** dialog.

   4. If your preferred language as not in the list, click **Select a language to add**, then select a language and click **Add**.

   5. Select your preferred language and click **Move up** until your language is the first entry in the list.

      TotalFlow Production Manager supports these languages:

      • Dutch

      • English

      • French

      • German

      • Italian

      • Japanese

      • Spanish

      ↓Note

      • If you set the browser language to a language that is not supported, TotalFlow Production Manager defaults to English.

      • If more than one locale is available for a language, for example, English\United Kingdom [en-gb] and English\United States [en-us], it does not matter which locale you choose.

   6. Click **[OK]**.

8. On the **Privacy and Security** page, scroll down to **[History]**.

9. Click the arrow next to **Firefox will** and select **[Use custom settings for history]**.

10. In the options list, select **[Remember browsing and download history]**.

Configuring Google Chrome

To access TotalFlow Production Manager with Google Chrome, you must configure the browser.

⬇Note

This procedure shows how to configure Google Chrome 116 on Windows 11. There might be minor differences in other releases of Windows or Chrome.

To configure Google Chrome:

1. Click ⋮ the configuration icon, then click **[Settings]**.

   You see the **[Settings]** page.
2. Open the **Privacy and security** tab.
3. Click **[Third-party cookies]**.
4. Scroll down to **Allowed to use third-party cookies** and click **Add**.
5. Enter `http://hostname:15080/TFPM`.
6. Go back to **Privacy and security** tab and click **Site settings**
7. Click **[JavaScript]** and select **[Sites can use JavaScript]**.
8. To change the language that TotalFlow Production Manager uses for the user interface:

   1. On the **Settings** page, open the **[Languages]** tab.

      You see the **[Preferred languages]** dialog.
   2. Click **[Add languages]**.
   3. Select a language from the list and click **[Add]**.

      TotalFlow Production Manager supports these languages:

      - Dutch
      - English
      - French
      - German
      - Italian
      - Japanese
      - Spanish

      ⬇Note

      - If you set the browser language to a language that is not supported, TotalFlow Production Manager defaults to English.
      - If more than one locale is available for a language, for example, English and English (United States), it does not matter which locale you choose.

      The languages you added are displayed in the **[Preferred languages]** list.

4. Select your preferred language and click ⋮ .

5. Select the option **[Display Google Chrome in this language]**, then click **[Relaunch]**.

Configuring Microsoft Edge

To access TotalFlow Production Manager with Microsoft Edge, you must configure the browser.

↓Note

This procedure shows how to configure Microsoft Edge on Windows 11. There might be minor differences in other releases of Windows or Edge.
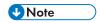
To configure Microsoft Edge:

1. Click ⋯ , the Settings and more icon, and then **[Settings]**.

2. Click ≡ , the Settings menu icon in the top left corner of the page.

3. Select **Cookies and site permissions**.

4. Under **[Cookies and data stored]**, click **Manage and delete cookies and site data**.

5. In the **Allow** section, click **Add**.
   The **Add a site** dialog opens.

6. Enter `http://hostname:15080/TFPM`.

7. Select the option `Include third-party cookies on this site`.

8. Click **Add**.

9. To change the language that TotalFlow Production Manager uses for the user interface:

   1. Click ≡ , the Settings menu icon in the top left corner of the page.

   2. Select **[Languages]** tab.

      You see the **[Preferred languages]** dialog.

   3. Click **[Add languages]**.

   4. Select a language from the list and click **[Add]**.

      TotalFlow Production Manager supports these languages:

      - Dutch
      - English
      - French
      - German
      - Italian
      - Japanese
      - Spanish

⬇ Note

- If you set the browser language to a language that is not supported, TotalFlow Production Manager defaults to English.

- If more than one locale is available for a language, for example, English and English (United States), it does not matter which locale you choose.

The languages you added are displayed in the **[Preferred languages]** list.

5. Select your preferred language and click ⋮ .

6. Select the option **[Display Microsoft Edge in this language]**, then click **[Restart]**.

Logging in to TotalFlow Production Manager
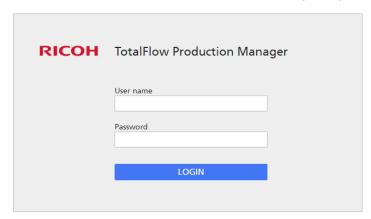
To log in to TotalFlow Production Manager:

1. Open a browser window.

2. Enter this URL in the address bar of your browser, where *hostname* is the host name or IP address of the computer where TotalFlow Production Manager is installed:

```
http://hostname:15080/TFPM
```

3. If you see a security message in the browser information bar, close the information bar and continue.

   You see the TotalFlow Production Manager login dialog:

   RICOH TotalFlow Production Manager

   User name
   [   ]

   Password
   [   ]

   [LOGIN   ]
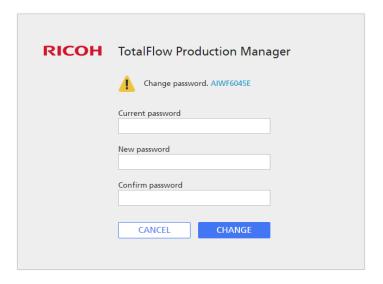
4. Enter your user name in the **[User name]** field.

   The user name supplied with TotalFlow Production Manager is `Admin`. User names are case-sensitive.

5. Enter your password in the **[Password]** field.

   The initial password for the `Admin` user is `password`. Passwords are case-sensitive.

6. Click **[LOGIN]**.

7. If this is the first time that you are logging in to TotalFlow Production Manager, or if your password has expired, you must change your password:

1. Enter your old password in the **[Current password]** field.

2. Enter your new password in the **[New password]** field and in the **[Confirm password]** field.

    Passwords can be from 8 bytes to 32 bytes. They are case-sensitive and cannot include these characters:

    ' (apostrophe)

    < (less than)

    = (equals sign)

    > (greater than)

    ` (grave accent)

    | (vertical bar)

    ~ (tilde)

    ${ (dollar sign followed by left brace)

    [DEL] (Delete key)

    All non-printing characters

3. Click **[CHANGE]**.

Starting and Stopping TotalFlow Production Manager

TotalFlow Production Manager runs as a Windows service. It starts automatically when it is installed and whenever you start Windows. If you want to stop and restart TotalFlow Production Manager, use the Windows **[Services]** dialog.

↓Note

- You do not have to exit the TotalFlow Production Manager user interface before you stop or restart TotalFlow Production Manager.

To stop or restart TotalFlow Production Manager:

1. Go to **[Control Panel]**.

2. Set the view of the **[Control Panel]** to **[Large Icons]** or **[Small Icons]**.

3. Double-click **[Administrative Tools]**.

   You see the **[Administrative Tools]** folder.

4. Double-click **[Services]**.

   You see the **[Services]** dialog.

5. Click the **[Extended]** tab.

6. In the list of services, select **[RICOH TotalFlow Production Manager]**.

   You see the actions that you can do to TotalFlow Production Manager.

7. Do one of these:

   • To stop TotalFlow Production Manager, click **[Stop]**.

   • To restart TotalFlow Production Manager, click **[Restart]**.

Configuring TotalFlow Production Manager

After you log in to TotalFlow Production Manager, you must configure it. This topic provides an overview of the configuration process. For instructions for a basic configuration, see the *TotalFlow Production Manager Quick Start Guide*. For complete instructions, see the *TotalFlow Production Manager User's Guide*.

At a minimum, you must have at least one **workflow** and one **printer** to use TotalFlow Production Manager.

Workflows receive jobs and submit the jobs to TotalFlow Production Manager printers. Workflows receive jobs through these job submission methods:

[TotalFlow applications]

   You can submit jobs to TotalFlow Production Manager workflows from these programs:

   • RICOH TotalFlow Prep

   • RICOH TotalFlow Production Manager Job Submission

   • RICOH TotalFlow PM PDF Print Driver

[Hot folder]

   You can specify a folder as a hot folder for a workflow. You can use file copy or FTP to copy print files to the hot folder.

[LPD]

   You can use the LPD protocol to send print files to a workflow.

MarcomCentral Web-to-print system

   You can use MarcomCentral connections to create orders. TotalFlow Production Manager automatically receives orders from the MarcomCentral stores that you connected, processes the orders as requested, provides status updates, creates packing slips, invoices and settlements.

You create printers to represent printer devices in TotalFlow Production Manager. Printers receive jobs from workflows and send jobs to printer devices. The type of printer that you create to represent a printer device depends on the capabilities of the printer device:

The type of printer that you create in TotalFlow Production Manager to represent a printer device depends on the capabilities of the printer device:

Job Ticket printer

Job Ticket printers are associated with printer devices that support job tickets. You can specify job options by editing the job tickets for jobs assigned to Job Ticket printers.

TotalFlow Production Manager workflows that are associated with Job Ticket printers can receive jobs from these programs:

- RICOH TotalFlow Production Manager Job Submission

- RICOH TotalFlow Prep

- RICOH TotalFlow PM PDF Print Driver

- External online applications such as MarcomCentral Web-to-print system.
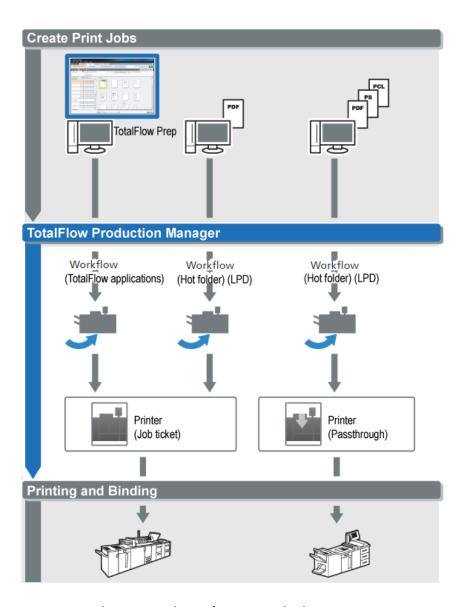
They can also receive jobs in a hot folder or from a print command that uses the line printer daemon (LPD) protocol. Job Ticket printers can communicate directly with printer devices and obtain status on the jobs while they are printing.

Passthrough printer

Passthrough printers are associated with printer devices that can print jobs in many different formats, for example, PCL, PostScript, and PDF. Jobs assigned to passthrough printers do not have job tickets. TotalFlow Production Manager workflows that are associated with Passthrough printers can receive these jobs in a hot folder or from a print command that uses the LPD protocol. Passthrough printers cannot report job status.

Passthrough printers can receive jobs from RICOH TotalFlow Production Manager Job Submission.

This figure shows how jobs flow from workflows to TotalFlow Production Manager printers and then to printer devices:

To create and test a simple configuration, do these steps:

1. Configure a printer to represent the output printer device.

2. Configure a workflow to use one or more of the job submission methods.

3. Associate the workflow with the printer.

4. Submit a job to the workflow using the appropriate job submission type.

5. Check for output from the printer device.

Enabling HTTPS connection on the TotalFlow Production Manager server

You can activate Transport Layer Security (TLS) in TotalFlow Production Manager and link it to an existing digital certificate.

To activate TLS follow these steps:

1. Log in to the TotalFlow Production Manager server as an administrator.

2. Find the `https.bat` file in the installation package.

3. Right click `https.bat` and select **Run as an administrator**.

4. Follow the instructions to complete the configuration.

5. Restart the TotalFlow Production Manager Windows service.

Uninstalling TotalFlow Production Manager

To uninstall TotalFlow Production Manager, use the Windows **[Programs and Features]** utility.

To uninstall TotalFlow Production Manager:

1. Log in to Windows as a local administrator.

2. Go to **[Control Panel]**.

3. Set the view of the **[Control Panel]** to **[Large Icons]** or **[Classic View]**.

4. Double-click **[Programs and Features]**.

   You see the **[Programs and Features]** dialog.

5. Select **[RICOH TotalFlow Production Manager]**, then click **[Uninstall/Change]**.

   You see the TotalFlow Production Manager splash screen, then the **[Back up Data]** dialog.

6. Do either of these:

   • To back up TotalFlow Production Manager

      1. Select **[Yes]** and click **[Next]**.
         You see the **[Backup Jobs]** dialog.

      2. Select **[Yes]** to include jobs in the backup file or **[No]** to exclude jobs and click **[Next]**.
         You see the **[Backup Directory]** dialog.

      3. Click **[Choose]**. Select the folder where you want to save the backup file and click **[OK]**.
         You can choose any folder. We recommend *installation_drive:\installation_folder*\bin.

      4. Click **[Next]**.
         The backup file is created. The default file name is `migrateData.zip`.
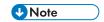
   • To uninstall without backing up, select **[No]** and click **[Next]**.

   You see the **[Uninstall TotalFlow Production Manager]** dialog.

7. Click **[Uninstall]**.

   You see the **[Uninstall Complete]** dialog.

8. Restart Windows:

   • To restart Windows immediately, select **[Yes, restart my system]**.

   • To restart Windows later, select **[No, I will restart my system myself]**.

9. Click **[Done]**.

✑Note

> After reboot, uninstall process will perform some additional operations. Do not stop your machine.
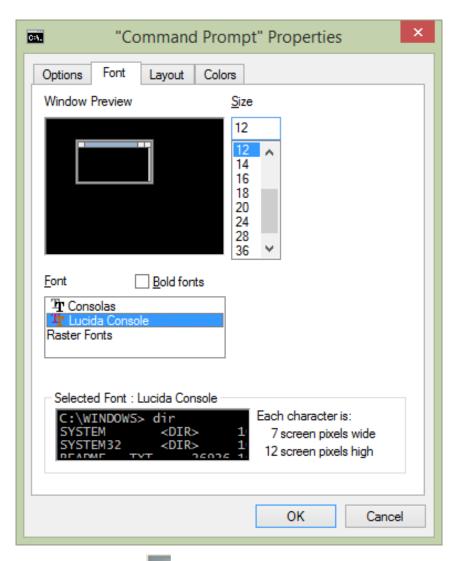
Restoring Data

If you used the **aiwbackup** program to back up TotalFlow Production Manager, use either the **aiwrestore** program or the restoration procedure in the TotalFlow Production Manager installer to return to the configuration that you stored in a backup archive.

⭐Important

- You cannot use the backup and restore programs to back up data from one version of TotalFlow Production Manager and restore it to another version.

- The **aiwrestore** program stops TotalFlow Production Manager automatically. If you use any other program to restore backed-up data, stop TotalFlow Production Manager first.

- If you restore your data on a trial or basic version of TotalFlow Production Manager, make sure that the maximum number of printers allowed on that version is not exceeded. Otherwise, the printers are restored but they cannot be enabled.

To restore TotalFlow Production Manager data:

1. Log in to Windows as a local administrator.

2. Reinstall TotalFlow Production Manager.

3. For an optimal display of language characters, set the font to Consolas or Lucida Console.

   1. Open a Command Prompt window.

2. Right-click the command-line icon, then click **[Properties]**.

3. In the Font dialog, select either Consolas or Lucida Console, to change the default font, then click **[OK]** to save the new setting.

4. Open a new command prompt window.

   Right-click the command prompt icon and click **[Run as Administrator]**.

5. Enter one of these commands:

   • To restore system data, control files, jobs, input files, and job files (the files in the spool directory that contain job information, including copies of input files):

   ```
   installation_drive:\installation_folder\bin\aiwrestore.bat
   ```

   The default location where the backup data is restored is *installation_drive*:
   installation_folder\bin\migrateData.zip

   • To restore system data, control files, and so on, but not jobs or job files:

   ```
   installation_drive:\installation_folder\bin\aiwrestore.bat -r
   ```

⭐**Important**

If you used the **-r** option when you backed up TotalFlow Production Manager, also use it when you restore the system.

   – On **aiwbackup**, the **-r** option does not save jobs or job files.

   – On **aiwrestore**, the **-r** option does not restore jobs.

• To specify a name and location of the archive where you want to restore the data:

```
inatallation_drive:\installation_folder\bin\aiwrestore.bat -r -f  /
drive_name:\folder_name\archive_name.zip
```

The **-f** option specifies the name and location of the archive that contains the restored data.

You see a confirmation message.

6. Press enter to proceed with the restore.

When the restore is complete, you see a message that the restore was successful.

3

4. Installing and Configuring Drivers

- Installing and Configuring TotalFlow PM PDF Print Driver
- Uninstalling TotalFlow PM PDF Print Driver

Installing and Configuring TotalFlow PM PDF Print Driver

You can use the TotalFlow PM PDF Print Driver from either Windows or Mac operating systems to submit jobs to TotalFlow Production Manager. You must install and configure TotalFlow PM PDF Print Driver on each respective system.

You can download TotalFlow PM PDF Print Driver from TotalFlow Production Manager user interface, on any supported browser. Also, you can run the TotalFlow PM PDF Print Driver application executable file from the TotalFlow Production Manager installation package.

TotalFlow PM PDF Print Driver can be installed on any operating system version supported for TotalFlow Production Manager.

⭐Important
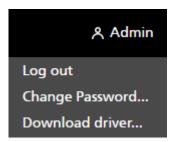
- Make sure that you use the TotalFlow PM PDF Print Driver version included in the TotalFlow Production Manager package.

- TotalFlow PM PDF Print Driver does not run in HTTPS. If you configured the TotalFlow Production Manager server to run in HTTPS, use the same tool to revert to HTTP when using TotalFlow PM PDF Print Driver.

Installing and Configuring TotalFlow PM PDF Print Driver on Mac OS X

To install TotalFlow PM PDF Print Driver, you must have OS X Mavericks (v10.9) or higher. Also, you must have administrator rights on the system where you install it.

Follow these steps to install TotalFlow PM PDF Print Driver from the TotalFlow Production Manager interface.

1. Log in to Mac OS as an administrator.

2. Open TotalFlow Production Manager on any supported browser.

3. Click 🙎 the administrator tools icon at the right of the menu bar.

4. In the options list that opens, select **[Download driver...]**.

5. Save the driver archive on your computer.

6. Go to **Downloads** → **RICOH** and right-click the TotalFlow PM PDF Print Driver icon.

7. In the menu that appears, select **[Open]**.
    An installation application starts.

8. Follow the instructions to run the installation application.

9. Select a language for the installer and click **[OK]**:
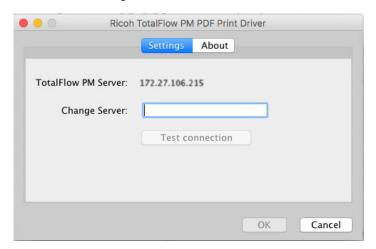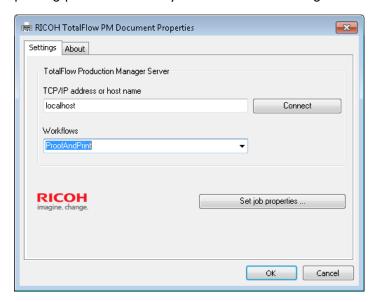
   You see the **[Introduction]** dialog.

10. Click **[Next]**.

11. In the **[License Agreement]** dialog:

    1. Read the license agreement.

    2. Select **[I accept the terms of the License Agreement]**.

    3. Click **[Next]**.

12. In the **[User and Company]** dialog:

    1. Enter your name in the **[User name]** field.

    2. Enter the name of your company in the **[Company name]** field.

    3. Click **[Next]**.

13. In the **[Set server IP/Hostname]** dialog, enter the IP or host name of the TotalFlow Production Manager server to which you want to submit jobs.

14. Review the information in the **[Pre Installation Summary]** dialog and click **[Install]**.

    TotalFlow PM PDF Print Driver is installed and activated.

To change this IP/hostname address of the TotalFlow Production Manager server to which you want to submit jobs, follow these steps:

1. Go to **[Applications]** folder.

2. Open the TotalFlow PM PDF Print Driver IP changing application.

3. In the **[Settings]** tab, enter the new IP/hostname in the **[Change Server]** field:

4. To make sure that the connection to the new server is established, click **[Test connection]** or **[OK]**. If the connection is valid, the new IP/hostname is saved.

5. To exit the application, click **[Cancel]**.

⭐**Important**

Although only users with Administrator rights can install TotalFlow PM PDF Print Driver, any user can change the server IP/hostname.

If any user changes the IP/hostname of the TotalFlow Production Manager server, all users of theTotalFlow PM PDF Print Driver will submit jobs to the new printing server, unless they change it again.

To install TotalFlow PM PDF Print Driver from the TotalFlow Production Manager installation package, follow these steps:

1. On the computer where TotalFlow Production Manager is installed, open the TotalFlow Production Manager installation package.

2. Open the **Drivers** folder.
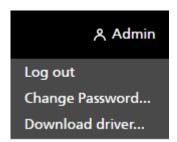
3. Copy the RICOH_TotalFlow_PM_PDF_Print_Driver_4_x_x_MacOSX.zip archive onto your machine.

4. Extract the archive files and run the driver installation.

Installing and Configuring TotalFlow PM PDF Print Driver on Windows

To install TotalFlow PM PDF Print Driver, you must have administrator rights on Windows.

To install TotalFlow PM PDF Print Driver from the TotalFlow Production Manager user interface:

1. Log in to Windows as an administrator.

2. Open TotalFlow Production Manager on any supported browser.

3. Click 👤 the administrator tools icon at the right of the menu bar.

4. In the options list that opens, select **[Download driver]**.

5. Save the driver installation file on your computer.

6. Double-click the TotalFlow PM PDF Print Driver installation file.
An installation application starts.

7. Follow the instructions to run the installation application.

8. Select a language for the installer and click **[OK]**.

You see the **[Introduction]** dialog.

9. Click **[Next]**.

10. In the **[License Agreement]** dialog:

    1. Read the license agreement.

    2. Click **[I accept the terms of the License Agreement]**.

    3. Click **[Next]**.

11. In the **[Choose Install Folder]** dialog, enter the full path name of the folder where you want to install the driver.

12. Click **[Next]**.

13. In the **[Printer Name]** dialog, enter the name of the printer associated with the TotalFlow PM PDF Print Driver.

14. Review the information in the **[Pre Installation Summary]** dialog and click **[Install]**.

15. Restart your system.

    TotalFlow PM PDF Print Driver is installed and activated.

16. Configure the newly created printer to allow other users to work with it:

    1. In Windows Start menu, go to **Control Panel** → **All Control Panel Items** → **Devices and Printers**.

    2. In the **[Printers]** area, right-click the printer you created and select **[Printer Properties]** in the options list that opens.

    3. Under **[Group or user names]**, either select **[Everyone]** or click **[Add]** to grant permissions to a certain user.

    4. Under **[Permissions]**, select **[Allow]** check box for whatever permissions you want to grant.

    5. Click **[OK]**.

Note

1. Any user can create several printers by running the TotalFlow PM PDF Print Driver installation application again. For other users to be able to send jobs, or manage documents and the printers, the owner must grant the respective permissions.

2. Each user must specify their own settings in the **[Printing Preferences]** dialog window. The printing preferences set by one user do not change other users' settings.

17. Optionally, you can add as many printers as you need, using the same driver, without running the installation application again. To do that, follow these steps:

    1. On the Windows start page, click **Printers & scanners**, then **[Add printer or scanner]**.

    2. Click **The printer that I want isn't listed**.

    3. Select **Add a local printer or network printer with manual settings**.

    4. Click **[Next]**.

    5. Select **Use an existing port**

    6. Click **[Next]**.

    7. In the **Manufacturer** area, select **Ricoh**.

    8. In the**[Printers]** area, select **Ricoh** TotalFlow PM PDF Print Driver.

    9. Click **[Next]**.

    10. Select **Use the driver that is currently installed (recommended)**.

    11. Click **[Next]**.

    12. Type a new printer name and click **[Next]**.

    13. Follow the next steps of the wizard, until the new printer is installed.

Note

The procedure above shows Windows 10. There might be minor differences in other Windows releases.

To install TotalFlow PM PDF Print Driver from the TotalFlow Production Manager installation package, follow these steps:

1. On the computer where TotalFlow Production Manager is installed, open the TotalFlow Production Manager installation package.

2. Open the **Drivers** folder.

3. Copy the `RICOH_TotalFlow_PM_PDF_Print_Driver_4_x_x_Windows_x64` or `RICOH_TotalFlow_PM_PDF_Print_Driver_4_x_x_Windows_x86` archive onto your machine.

   ◆Note

   4_x_x is the current driver version number.

4. Extract the archive files and run the driver installation.

Upgrading TotalFlow PM PDF Print Driver to a Higher Version
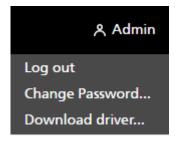
If you already have TotalFlow PM PDF Print Driver installed on Windows, you can upgrade to a higher version without uninstalling your existing driver.

To install a higher version of TotalFlow PM PDF Print Driver, choose one of these options:

• Download the TotalFlow PM PDF Print Driver from TotalFlow Production Manager interface.

• Run the TotalFlow PM PDF Print Driver executable file from the TotalFlow Production Manager installation package.

To install a higher version of TotalFlow PM PDF Print Driver from the TotalFlow Production Manager interface, do this procedure on the computer where you installed TotalFlow PM PDF Print Driver.

1. Log in to Windows as an administrator.

2. Open TotalFlow Production Manager on any supported browser.

3. Click 🔳 the administrator tools icon at the right of the menu bar.
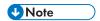
4. In the options list that opens, select **[Download driver...]**.
   You see a pop-up window saying that you already have an older version of TotalFlow PM PDF Print Driver and asking if you want to install the new version.

5. Click **[Yes]**.

   The new version of TotalFlow PM PDF Print Driver is installed and activated and it contains all the settings that you made on the previous version.

To install a higher version of TotalFlow PM PDF Print Driver from the TotalFlow Production Manager installation package, follow these steps:

1. On the computer where TotalFlow Production Manager is installed, open the TotalFlow Production Manager installation package.

2. Open the **Drivers** folder.

3. Copy the `RICOH_TotalFlow_PM_PDF_Print_Driver_4_x_x_Windows_x64` or `RICOH_TotalFlow_PM_PDF_Print_Driver_4_x_x_Windows_x86` archive onto your machine.

   ⬇ Note

   4_x_x is the current driver version number.

4. Extract the archive files and run the driver installation.

Uninstalling TotalFlow PM PDF Print Driver

Uninstalling TotalFlow PM PDF Print Driver from Mac OS X

To uninstall TotalFlow PM PDF Print Driver from Mac OS X:

1. Log in to Mac OS as an administrator.

2. In **Applications**, go to the driver installation folder and click the **[Remove RICOH TotalFlow PM PDF Print Driver]** icon.
   You see the **[Uninstall RICOH TotalFlow PM PDF Print Driver]** dialog window.

3. Click **[Uninstall]**.

4. Enter your user name and password to allow the uninstalling and click **[OK]**.

5. Click **[Done]** to quit the application.

Uninstalling TotalFlow PM PDF Print Driver from Windows

To uninstall TotalFlow PM PDF Print Driver from Windows:

1. Log in to Windows as an administrator.

2. On the start page, click **Control Panel** → **Programs and Features**.

3. Right-click TotalFlow PM PDF Print Driver, then click **[Uninstall/Change]**.
   You see the **[Uninstall TotalFlow PM PDF Print Driver]** dialog window.

4. Click **[Next]** until the uninstallation process is complete.

5. Click **[Done]** to quit the application and restart your system.

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