# Release Notes for Version 3.13.2

**Version 3.13.2**

Release Notes for RICOH ProcessDirector™ for Linux 3.13.2

(June 2025)

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

▶

# 1. Release Notes for RICOH ProcessDirector™ for Linux 3.13.2 (June 2025)

- Security Vulnerabilities
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- Product documentation
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These release notes provide information about RICOH ProcessDirector for Linux, Version 3 Release 13 Modification 2 (3.13.2) (Program Number 5765-H30) and RICOH ProcessDirector Subscription for Linux, Version 3 Release 13 Modification 2 (3.13.2) (Program Number 5765-H70).

**New functions and updates in Version 3.13.2**

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

- **Communicate inside RICOH ProcessDirector with Notes**

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

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

  Additionally, the entire message history in **Notes** is fully searchable, allowing for fast retrieval of past communications.

- **Order Management feature enhancements**

  In Version 3.13.2, the Order Management feature becomes even more powerful! Orders and order properties are more integrated with the user interface and other features. Added function includes:

  – Define custom properties for orders.

  – Include order properties on banner pages.

  – Collect order data using the Reports feature and a new data collector.

  – Include orders and order properties in custom portlets.

  – Reference order properties from jobs.

  – Use order properties in connector logic.

- **Set locations at the group level**

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

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

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

- **Updated PostgreSQL**

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

- **Improved support for Custom PDF printers**

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

## New functions and updates in Version 3.13.1

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

- **Updated translations**

    The content of the Version 3.13 product interface and the help system have been translated into these languages:

    – Brazilian Portuguese

    – French

    – German

    – Italian

    – Japanese

    – Spanish

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

- **Updated PostgreSQL**

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

- **Usability improvements**

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

    – In the Workflow Editor step template list, moved the **Favorites** group to the top of the list.

    – In the **Jobs** portlet, added a collapsible area for filters, so they take up less space on the screen.

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

- **Optimizing the BuildPDFFromDocuments step**

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

## New functions and updates in Version 3.13

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

- **Order Management feature**

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

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

- **MarcomCentral Connect improvements**

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

- **Improved license key installation**

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

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

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

  – Pro 8400S

  – Pro 8410

  – Pro 8410S

  – Pro 8420

  – Pro 8420S

  – Pro 8420Y (Japan only)

- **Usability improvements**

  – On the **Workflow Editor**, step templates and step chains have been moved to a stationary side panel, instead of displaying in a floating window. In the panel, both step templates and step chains have also been grouped into categories, to make finding the item you need easier.

  – In the **Migration Assistant**, you can now cancel and revert a migration in progress. Objects and files that were migrated are reverted to their pre-migration versions.

- **Operating system support changes**

  – With this release, we are adding support for two Linux operating system levels: Red Hat 9.2 through latest 9.X and Rocky Linux 9.0 through latest 9.X

  – In addition, we now support installing the PostgreSQL database provided by RICOH ProcessDirector in a Podman container on all supported versions of Linux. You must install Podman 5.2.3 or higher before you install RICOH ProcessDirector.

  – We are removing support for Red Hat 7 and CentOS 7. With this change, CentOS is no longer a supported operating system.

**New functions and updates in Version 3.12.2**

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 12, Modification 2.

- **Integrate document composition using FusionPro into your workflows**

With this release, we introduce the **FusionPro Connect** feature, which lets you send jobs from RICOH ProcessDirector to **FusionPro Server** for composition and/or impositioning.

- **Run RICOH ProcessDirector with your own PostgreSQL database**

  You can now configure RICOH ProcessDirector to use a PostgreSQL database that you install, instead of using the version installed with the product or using IBM DB2. Your database can be installed on the primary computer or anywhere in your network that the primary server can access.

- **Migration Assistant enhancements**

  The Migration Assistant makes moving from one system to another easier with two major improvements:

  – **Configuration file migration**

    You can now migrate configuration files stored in the /aiw/aiw1 directory to the target system without manual intervention.

  – **Reports database configuration and migration**

    The Migration Assistant can help you set up your Reports database on the target system. Whether you want to set up the target system to connect to the same Reports database that the source system currently uses, or you want to create a new database and move your existing data into it, the Migration Assistant makes the process easier.

  In addition, you can now pause/resume and cancel a migration that is in progress.

- **Improved security with fapolicyd support**

  If your company uses the File Access Policy Daemon (fapolicyd) to secure your computing environment, RICOH ProcessDirector now provides scripts to generate the list of the standard directories that it uses and a list of rules that permit RICOH ProcessDirector to run.

- **Support for requesting a printer preset with a job**

  If you print AFP jobs, you can now send a printer preset request along with the job. If the printer supports the function, it changes its settings to use that preset automatically before printing the job.

- **Embedded Tomcat version updated**

  To address security and functionality issues, the version of Tomcat included in RICOH ProcessDirector has been updated to version 9.

## New functions and updates in Version 3.12.1

These new functions and updates are included in RICOH ProcessDirector Version 3, Release 12, Modification 1.

- **Updated translations**

  The content of the Version 3.12 product interface and the help system has been translated into these languages:

  – Brazilian Portuguese

  – French

  – German

  – Italian

  – Japanese

  – Spanish

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

- **Upgrade and migrate to PostgreSQL on the same system**

  In RICOH ProcessDirector version 3.12, we introduced support for PostgreSQL as the main database underlying RICOH ProcessDirector. To move to PostgreSQL, you were required to install version 3.12 on a different server and use the Migration Assistant to migrate your data. With version 3.12.1, you can upgrade and migrate your data on the same system. Install RICOH ProcessDirector, making sure to choose the PostgreSQL database configuration. After the installation completes, follow the instructions to migrate your data, then remove IBM DB2 from your primary computer.

- **Manual failover now supported for PostgreSQL configurations**

  Manual failover configurations for system redundancy are now supported on RICOH ProcessDirector with PostgreSQL as well as DB2.

- **XML-RPC calls no longer supported**

  The Connect extension, which let you connect to RICOH ProcessDirector remotely and use XML-RPC calls in scripts, is deprecated and no longer supported. We recommend using RICOH ProcessDirector web service API instead.

- **Additional updates include:**

  - Ability to save the **View job in workflow** image

  - Added the **StepChainDemo** workflow to illustrate the use of step chains

  - Updated prerequisites for the Preprinted Forms Replacement feature, so customers with the AFP Support Feature can install Preprinted Forms Replacement without also installing PDF Document Support.

  - Usability updates for the Migration Assistant

**New functions and updates in Version 3.12**

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

- **Primary database options now available**

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

  ⬇ Note

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

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

- **Migration simplified**

  One of the most challenging aspects of moving to a new version of an application is ensuring that everything still works. Especially when the upgrade requires moving to a new system, it is

challenging to know that you have copied everything that needs to be there. The RICOH ProcessDirector Migration Assistant now makes the process much easier.

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

- **RICOH ProcessDirector for AIX replacement**

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

- **New Supported Printers**

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

  – RICOH Pro C7500

  – RICOH Pro C9500

- **Updated operating system support**

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

  – Rocky Linux 8.4 through latest 8.X

  – Rocky Linux 9.0 through latest 9.X

  ⬇ Note

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

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

## Security Vulnerabilities

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

**Security Vulnerabilities resolved in various releases**

| Release | Security Vulnerabilities resolved |
| --- | --- |
| Version 3.13.2 | • CVE-2025-31651<br>• CVE-2024-21742<br>• CVE-2024-34750<br>• CVE-2024-47554<br>• CVE-2023-48795<br>• CVE-2023-51074 |
| Version 3.13.1 | • CVE-2024-56337<br>• CVE-2024-50379 |

| Release | Security Vulnerabilities resolved |
|---|---|
| Version 3.13 | • CVE-2024-21742<br>• CVE-2024-34750 |
| Version 3.12.2 | • CVE-2023-52428<br>• CVE-2024-23672<br>• CVE-2024-24549<br>• CVE-2024-29025<br>• CVE-2024-29131<br>• CVE-2024-29133 |
| Version 3.12.1 | • CVE-2023-26048<br>• CVE-2023-26049<br>• CVE-2022-34169<br>• CVE-2023-5072<br>• CVE-2023-51074 |
| Version 3.12 | • CVE-2013-1569<br>• CVE-2013-2383<br>• CVE-2013-2384<br>• CVE-2013-2419<br>• CVE-2014-7923<br>• CVE-2014-7926<br>• CVE-2014-7940<br>• CVE-2014-8146<br>• CVE-2014-8147<br>• CVE-2014-9911<br>• CVE-2014-9654<br>• CVE-2015-1270<br>• CVE-2016-6293<br>• CVE-2016-7415<br>• CVE-2017-14952<br>• CVE-2017-15422<br>• CVE-2017-7867<br>• CVE-2019-17543<br>• CVE-2020-25694<br>• CVE-2020-25695<br>• CVE-2020-25696<br>• CVE-2021-20229<br>• CVE-2021-32029<br>• CVE-2021-3393<br>• CVE-2022-31197<br>• CVE-2022-41862<br>• CVE-2022-41946<br>• CVE-2023-22946<br>• CVE-2023-41080 |

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# Known limitations, problems, and workarounds

## Base product

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### Unrestricted access for updated Custom properties

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

### Booklet processor tray option not supported

If you create a RICOH Totalflow printer object to represent a cut sheet printer that uses RICOH TotalFlow Print Server, the **Booklet processor tray** option for the **Output bin** property is not supported.

### Caution when upgrading RICOH ProcessDirector with embedded PostgreSQL

If you try to upgrade RICOH ProcessDirector on a Linux system, you could encounter errors if your system meets all of these conditions:

* You use the PostgreSQL database provided in the installation package.

* That PostgreSQL database runs in a Docker container.

* Both Docker Engine and Podman are installed and active on the server.

If both Podman and Docker Engine are active, the RICOH ProcessDirector installation program looks for Podman first. If the installer finds an active Podman instance, it installs PostgreSQL in a Podman container, instead of updating the PostgreSQL in the Docker container. To avoid this scenario, disable Podman before you upgrade RICOH ProcessDirector.

### Searching in Viewer takes a long time

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

### Configuration updates for InfoPrint 5000 printers

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

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

### Japanese PDF banner page causes error on InfoPrint 5000

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

1. On the InfoPrint 5000 console, open **Printer Definitions** → **Network** → **Attachments** → **LPR**.

2. On the **Job** tab, select the option to enable font substitution and save the setting.

### Rotating in the viewer component

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

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

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

### RICOH ProcessDirector does not support file systems created with the 64-bit inode setting

Use the 32–bit inode setting when you create file systems for RICOH ProcessDirector. File systems created with the 64–bit inode setting are not supported.

## Features

### Uninstalling Reports can result in errors

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

### Uninstalling AFPSupport can affect the AFPSupport samples

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

### Restoring a previous installation of RICOH ProcessDirector

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

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

### Cannot import property mappings on a different OS

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

### Cannot import RICOH Predictive Insight data transmitter or Ricoh cloud credential

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

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### Cannot export or import custom portlets from previous versions

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

### Jobs are not processed correctly when sent to Ultimate Impostrip®

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

### Trimming properties are not supported for JDF and PDF output.

Starting with version 3.12.2, RICOH ProcessDirector introduced support for the trimming feature on printers equipped with a trimmer. This functionality is exclusively available when utilizing PostScript format and is not supported with JDF or PDF-based workflows.

### MBCS characters are not supported in RICOH Predictive Insight Settings

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

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

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

### Text added using Whitespace Manager does not wrap

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

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

## Code change requests included in this release

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

**These issues were resolved in RICOH ProcessDirector 3.13.2:**

| Issue number | Description |
|---|---|
| RPD3-6213 | Fixed an issue where changing the Output Bin property does not result in correct value getting set. |
| RPD3-6230 | Fixed an issue with Custom PDF Printers where the Printer Server property does not get saved. |
| RPD3-6234 | Fixed an issue where viewing job in workflow action causes RPD GUI to hang. |

| Issue number | Description |
|---|---|
| RPD3-6295 | Fixed an issue with the viewer displaying blank pages if the AFP file has too many inline resources. |
| RPD3-6312 | Fixed an issue where changing the name of a Step Chain can cause GUI errors. |
| RPD3-6352 | Fixed an issue with SFTP input devices sometimes hanging instead of disconnecting when problems are encountered. |
| RPD3-6377 | Fixed an issue with the InfoPrint Transform feature not identifying the input type due to problems in config files. |

**These issues were resolved in RICOH ProcessDirector 3.13.1:**

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

**These issues were resolved in RICOH ProcessDirector 3.13:**

| Issue number | Description |
|---|---|
| RPD3-6032 | Ricoh PDF Printers using FieryAPI without media information in the job ticket fails to print with NullPointerException |
| RPD3-6051 | Migration from DB2 to PostgreSQL can fail to migrate some database tables if there are some custom features |
| RPD3-6058 | Printing with AFP printers can fail with an unknown error if a job has a long value for AFP Resource Path |
| RPD3-6067 | Migrating a very large reports data with Migration Assistant, OutOfMemoryError can occur and cause reports tables not to get migrated. |
| RPD3-6076 | API responses from certain GUI actions on user objects can sometimes return unnecessary user information. |

| Issue number | Description |
|---|---|
| RPD3-6082 | Using the quick filter in the Jobs portlet could cause a database error if the Jobs portlet had certain properties enabled. |
| RPD3-6098 | Feature Manager can hang when reloading context for fmgr-api web app. |
| RPD3-6113 | RICOH ProcessDirector can incorrectly appear as not licensed after installing enablement licenses with -POST and -DB2 at the end of compids. |
| RPD3-6117 | Process again action multiple jobs and selecting a different workflow does not actually change the workflow |

**These issues were resolved in RICOH ProcessDirector 3.12.2:**

| Issue number | Description |
|---|---|
| RPD3-5524 | Viewer performance problem when printing again with page ranges and specific pages. |
| RPD3-5719 | Race condition when reprocessing Jobs get stuck in the Waiting state at the ChangeJobType step. |
| RPD3-5760 | RICOH ProcessDirector plugin for Adobe Acrobat not parsing document properties due to a missing space and comma. |
| RPD3-5775 | Viewer failing with an error. |
| RPD3-5783 | Print again or viewing properties causing RICOH ProcessDirector GUI to become unresponsive. |
| RPD3-5797 | afpconcat command failing due to identical resources with the same name and content. |
| RPD3-5807 | Viewer not displaying certain AFP pages due to transformer terminating. |
| RPD3-5817 | Viewer problem with loading a document processing library. |
| RPD3-5932 | Job goes to error when printing multiple jobs at the same time to an AFP printer. |
| RPD3-5961 | Job goes to error after a paper jam at the printer. |

**These issues were resolved in RICOH ProcessDirector 3.12.1:**

| Issue number | Description |
|---|---|
| RPD3-5625 | Advance filter fails to match entries with the requested cycle date. |
| RPD3-5689 | Unable to install features on new RICOH ProcessDirector Linux 3.11.2 system. |
| RPD3-5722 | Cut sheet printing media issue. |
| RPD3-5748 | The input device stopped batching the files automatically. |

**These issues were resolved in RICOH ProcessDirector 3.12:**

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

# Product documentation

See *RICOH ProcessDirector for Linux: Planning and Installing*, G550–1042, for pre-installation planning, installation tasks, and post-installation tasks.

After it is installed, you can access the RICOH ProcessDirector user interface from a web browser on workstations in your network. The user interface contains field-level help and an information center for RICOH ProcessDirector. The information center contains administrative and operational topics that help users learn about RICOH ProcessDirector. It also includes procedures that describe how to use the product.

To use the online help:

1. Access the user interface at **http://*hostname*:15080/pd**. Replace *hostname* with the hostname or IP address of the primary computer.

2. To view the information center, click the **?** in the top task bar and select **Help**.

3. To access field or property help:

    1) Log in to the user interface:

        1. Type the default user name of `aiw` and the default password of `aiw` or another user name and password that have been created.

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2. Click **Log in**. The first time that you log in with a user name, you are prompted to change the password.

2) Right-click any object on the **Main** or **Administration** page and select **Properties** to open a property notebook.

3) Click any question mark icon in the property notebook for help about a field or property.

In the information center, you can see help about a field or property by typing its name in the **Search** box.

## User documentation CD updated

The *RICOH ProcessDirector for Linux: User Documentation* CD, GK4T-4007, has been updated.

## New and updated publications

### Updated publications

In version 3.13.2, these publications were updated:

- *RICOH ProcessDirector for Linux: Planning and Installing*, G550-1042, has been updated in English.
- *Using RICOH ProcessDirector Plug-in for Adobe Acrobat*, G550-20229, has been updated in English.
- *Installing Document Processing Features*, G550-20312, has been updated in English.
- *RICOH ProcessDirector: Integrating with Other Applications*, S550-1069, has been updated in English.

# Customer support

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

- In the United States: https://support.ricohsoftware.com
- Outside the United States: open a call through your country's help line. Level 1 sends it to Level 2 for the Geography.

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

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