InfoPrint Manager v4.7

Enterprise Output Management
Easier, Smarter, Output Management

Gain control over your company’s entire print output systems with InfoPrint Manager v4.7 from Ricoh.

Discover a leading enterprise output management solution (OMS) designed to improve asset utilization and delivery times, reduce print costs and risk of error, and streamline your workflow. InfoPrint Manager supports output from multiple platforms and features a seamless integration for those who rely on SAP. Whether you’re a midsize or large organization, achieve the centralized control you need to manage every print job across the enterprise with ease. Support a greater mixture of work, including color and monochrome as well as critical communications, and above all, gain wider and consolidated visibility of every job across your workflow.

Everything unified, and simplified

InfoPrint Manager v4.7 makes output management smarter and easier. How? By eliminating bottlenecks, improving tracking and oversight, enabling IT to address issues in real time, and by keeping information flowing. This innovative solution provides the versatility needed for your unique environment. Manage a single cutsheet device or a fleet of continuous feed printers. Integrate with your current ERP—regardless of whether you use Oracle or SAP to perform critical tasks. Support output coming from multiple platforms, such as z/OS, UNIX, Linux, Windows and Macintosh. InfoPrint Manager makes it all possible.
## Benefits of InfoPrint Manager

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<tr>
<th>Benefit</th>
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<tr>
<td>Centralizes control of jobs and queues, including job retention and reprinting, in multivendor production and distributed environments</td>
<td>Maintains security while running InfoPrint Manager as a non-privileged user on both AIX and Linux</td>
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<td>Simplifies complex tasks via new streamlined web interface option for job and queue management</td>
<td>Enables streamlined, secure login with option to leverage existing LDAP environment</td>
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<td>Proactively alerts users within the web interface to changes in system status</td>
<td>Allows enterprise-wide print to be brought under the control of managed print services teams</td>
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<td>Allows operators to validate print jobs using a job viewer</td>
<td>Supports business line applications like ERP and CRM in addition to mainframe and legacy print</td>
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<tr>
<td>Delivers Linux, AIX and Windows interoperability between InfoPrint Manager servers</td>
<td>Provides accurate information for enterprise-wide audit tracking and chargeback purposes</td>
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<td>Supports Linux, AIX and Windows</td>
<td>Easier virtual environment engagement with improved Citrix XenApp support</td>
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<td>Enables print administrators to manage enterprise print, freeing enterprise application administrators for other tasks</td>
<td>Supports Windows Clustering environment</td>
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<td>Delivers savings because you can eliminate Windows print servers and simplify your IT infrastructure</td>
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Deliver information to the right recipient at the right time, and in the right format

Now, with the ability to control all output functions across the enterprise, it’s suddenly easier to manage multi-vendor devices, speed up response times, communicate with users via alerts, track every job, and even manage multiple InfoPrint Manager servers.

Get more done in the same amount of time, improve customer service and support business-critical operations

In other words, run your business more efficiently. While Enterprise CRM and ERP applications solve specific line of business issues, it takes the flexibility, compatibility and control offered by InfoPrint Manager to make a measurable impact on your enterprises’ overall output.

Choose the Enterprise Output Management Solution that delivers speed and simplicity to make printing and output challenges virtually disappear

- Allows print administrators to monitor and manage print easily with an intuitive web or Java-based GUI, thereby freeing higher paid enterprise application administrators for other tasks
- Enables you to use the printers of all major print vendors or send documents electronically
- Includes notification and alert methods that keep users and administrators up-to-date on printer, job and server issues and status
- Improves device utilization by automating job flows and by using load balancing and job scheduling capabilities
- Transforms input and output datastreams on the fly within the included transforms, or via a command line interface
- Works with optional InfoPrint XT software from Ricoh that lets you migrate from Xerox LPS/Metacode to AFP
- Improves accounting and chargeback by tracking every job’s history
- Scales easily on Linux, AIX or Windows platforms as your needs and workloads change
Business Critical Communications: InfoPrint Manager helps you achieve full compliance

For enterprise organizations that work with mission-critical communications such as checks, invoices, statements and other documents, InfoPrint Manager provides the layer of control and assurance you need to fulfill service level agreements with confidence. Get confirmation that a job is not only printed, but printed accurately. Plus, achieve successful job completion every time with automated retries after unsuccessful print attempts, configurable job retention periods and automated reprinting in the event of a print interruption.

Keep sensitive information protected

In any large organization, sensitive information is constantly generated, shared, printed and distributed—to internal stakeholders, partners, customers and more. Having a nimble and uniform technology solution in place to prevent these highly-sensitive print jobs from getting in the wrong hands helps limit liability, reduces waste and improves collaboration. After a simple authentication procedure, InfoPrint Manager enables users to retrieve submitted print output whether onsite or at a remote location and be productive.

Optional features further enforce security and eliminate waste:

Pull Print Technology
 Allows users to authenticate themselves when they submit a job, and re-authenticate themselves when they arrive at a printer to pick up the job.

Streamline NX Technology
 When you need extensive accounting and reporting to go with your output management, InfoPrint Manager now works with RICOH Streamline NX.

Enhance your SAP with InfoPrint Manager

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<tr>
<th>Simplify SAP Enterprise Print Environments</th>
<th>Improve SAP Asset Utilization and Efficiency</th>
<th>Decrease Cost of SAP Printing, Increase Reliability</th>
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<tr>
<td>Print server and server administrator consolidation</td>
<td>SAP transforms for flexible input and output</td>
<td>Audit-ready accounting logs</td>
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<td>Vendor-agnostic support for workgroup, cutsheet, and continuous feed printers</td>
<td>Manual SAP job and queue management when needed</td>
<td>SAP job reprint capability and job manipulation</td>
</tr>
<tr>
<td>Fewer SAP application print issues</td>
<td>Increased device utilization with balancing/automation</td>
<td>Secure Shell command support for Oracle Solaris, HP-UX and Linux</td>
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<td>Help desk has a centralized point of output control</td>
<td>Configurable notifications to users and administrators</td>
<td>High-availability and virtualized configurations supported</td>
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Plan smartly — InfoPrint Manager integrates seamlessly with SAP

Many of today’s enterprise companies rely on SAP software to help visualize, access and manage virtually every operational aspect of their business — from HR and finance to accounting, distribution and more. And while SAP’s modular applications are highly effective at supporting operations as well as customer relationship activities they are not designed to manage and report on the vast print output each of these departments generate on a day-to-day basis. No matter how complicated your IT/operating environment, InfoPrint Manager integrates with SAP via the simple BC-XOM interface.

Intelligent callback functionality makes troubleshooting easier

An innovative callback function provides real-time job information to administrators and back to end users. For InfoPrint Manager with SAP, this function can be set up so that SAP queries InfoPrint Manager, and InfoPrint Manager sends updates proactively to SAP. Additionally, the callback function keeps local records in case SAP is unavailable, and synchronizes records so that SAP always contains current information regarding users’ output jobs. This innovative feature also ensures that notifications and alerts never get lost in the system, thus increasing uptime.

The benefits of integrating InfoPrint Manager with SAP:

Improve IT staff efficiency, employee productivity and end-user customer service.

• **Help desk centralized point of recovery.** Fewer initial calls are placed to the help desk for lost, missing or never-delivered output. Because there is a single point of control for the entire system, the help desk staff can resolve end-user issues more quickly.

• **Reprint capability and legacy job manipulation.** Files can be retained and recalled for reprinting in an instant. Old and new documents can be converted into different formats to aid printing or e-distribution, thus eliminating business slowdowns.

• **High availability.** Near 100 percent system availability is possible with Linux and with the IBM® PowerHA® for AIX configuration that includes automated fail-over capabilities.

True enterprise output management

InfoPrint Manager provides a central point of management, status monitoring and control over the connection between SAP’s inputs and outputs.

Support your entire enterprise output from one GUI

• Mainframe, production, distributed, print on-demand (POD), and electronic output environments
• Continuous feed, cutsheet, workgroup, and impact printers
• SAP clients: AIX, Windows, Oracle Solaris, HP-UX, and Linux
• PostScript®, PCL, PDF, OTF, ABAP, and Advanced Function Presentation™ (AFP™)/Intelligent Printer Data Stream™ (IPDS™) datastreams
InfoPrint Manager and InfoPrint Manager with SAP: output power and control from one hub

Experience an easier way to keep your organization effective, productive and moving forward. Manage multiple jobs from a single printer or fleet of print devices, even in remote locations. Produce mission-critical communications with confidence and meet SLAs without compromise. Give IT greater control, and users more freedom, with a seamless and scalable solution that integrates with your current ERP. Discover a true enterprise-class print output OMS solution, with built-in security features, plus the ability to automate job flows, free up IT resources and reduce costs, all from a central point of control.

6 reasons to integrate InfoPrint Manager with SAP

1. **Diverse SAP output.** You have mixed printers, multiple datastreams, multiple operating systems and SAP fax.
2. **Need for mission-critical printing.** Successful job completion, including automated reprinting on IPDS devices.
3. **SAP administrators spend too much time on print.** Give your help desk the power to see and manage jobs from anywhere.
4. **Users need to know job status.** Callback support provides up-to-date job details.
5. **SAP certification.** InfoPrint Manager is an SAP-certified output management solution with a 20-year track record of proven successes.
6. **Simple implementation.** We’ll get you up and running in no time at all (typically 1-4 days).

Resolve common SAP print issues

- Single-threaded print process
- Invalid print complete status
- High-volume print misses print window
- Barcode printing
- Requirement for dedicated printers
- Limited print options
- No job management
- Professional-looking documents
- Enterprise fax process

Explore free trial software for a full 60 days
Download yours today at: [https://ricohsoftware.com/trial_request](https://ricohsoftware.com/trial_request)

For more information contact your Ricoh production print specialist.
## InfoPrint Manager at a glance

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<th>Items</th>
<th>Description</th>
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<tr>
<td><strong>Product numbers:</strong></td>
<td>• InfoPrint Manager for Linux, AIX or Windows v4.6 (5648-F40)</td>
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<tr>
<td><strong>Minimum hardware:</strong></td>
<td>• Depending upon required capacity for printers and print workloads, a Linux, AIX or requirements Windows Server® capable of running any of the operating systems listed below.</td>
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| **Minimum software requirements:** | • InfoPrint Manager for AIX requires AIX Version 7.1 or 7.2. InfoPrint Manager for requirements Windows requires Microsoft® Windows Server 2008 Standard Edition or Windows 7 or Windows 8 Professional or Windows 8 Enterprise or Windows Server 2012 or Windows 2012 Standard Server R2 or Windows 2016 Standard Server.  
• InfoPrint Manager for Linux requires Red Hat Enterprise Linux 6 or Red Hat Enterprise Linux 7 or SUSE Linux Enterprise Server 11 Service Pack 3 or Service Pack 4 or SUSE Linux Enterprise Server 12.  
• Pull Print/Follow Me integration with Equitrac Office/Express version 4.2.4 or above. |
| **Submission methods:** | • pdpr command line  
• InfoPrint Select  
• InfoPrint Submit Express  
• InfoPrint Job Ticketer  
• Ip, lpr, AIX enq and qprt  
• Hotfolders  
• SAP applications  
• AFP™ Download Plus from Print Services Facility for z/OS®  
• AFP Download from Print Services Facility for z/OS |
| **Standard and optional capabilities:** | • Job viewing  
• Pull Print, Follow Me Print  
• Support for converting datastreams to PCL6 in addition to PPDS, PCL4, PCL5 and PCL5C  
• Support for reprinting and selected page printing with PJL commands  
• SAP-certified Output Management Solution, including callback support and transforms for ABAP and OTF  
• Intelligent document routing and scheduling  
• Job, printer and queue management  
• Output load balancing  
• Notifications and alerts  
• Virtualized environments  
• Archive solution support  
• Device status monitoring  
• Production, POD and distributed workgroup output support  
• Document delivery via email on Linux and AIX®  
• Scalable and distributable workloads and control  
• Simple layout functionality without complex composition tools  
• Security and job control considerations  
• Mainframe integration  
• Job submission methods  
• Embedded and third-party transforms |