

Equitrac[®]

PCC 4.2.3 Release Notes

Release Note Description

Document Title PCC 4.2.3 Release Notes
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Version V1.0

Release History

Ver	Released	Affected	Description of Change
1.0	March 23, 2017	All	<ul style="list-style-type: none">• New document template format• Updates for PCC 4.2.3.0157 release

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1 Purpose

The purpose of this document is to summarize and communicate the new features, known issues and best practices for Ricoh PCC 4.2.3 Build 0157.

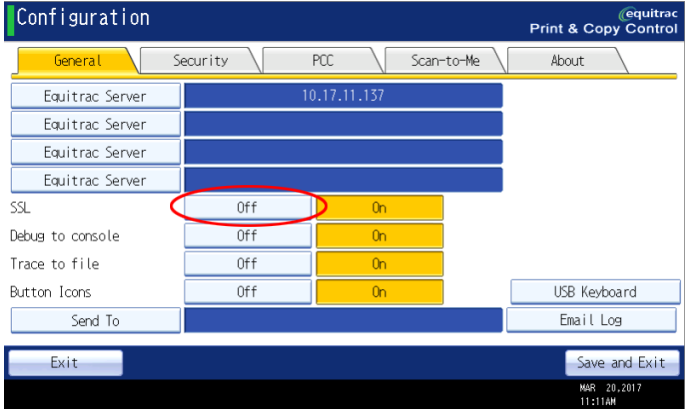
It is intended for staff and partners who support and service Equitrac solutions.

2 Scope

PCC 4.2.3 Build 0157 supersedes all other PCC 4.2.3 releases and includes all noted changes since the release of 4.2.2.0814 and any subsequent hotfixes.

3 Existing features

The following existing features from previous releases are listed here for reference.

Security Enhancements		
Feature	Description/Benefit	Introduced
TLS communication with DCE	<p>PCC4 now has the option to use a TLS for connection to the Equitrac DCE server. It is recommended when using TLS with PCC that you also implement encryption between all EQ server nodes (DCE, DRE, SPE and CAS). TLS encryption is supported on Equitrac Office / Express 5.5 onwards. The procedure to implement TLS is fully documented in the Equitrac Office / Express Admin guides for each product version.</p> <p>If using Equitrac Office/Express version 5 you are required to update to either version 5.5 or 5.6 or 5.7. The Equitrac Office /Express 5 Admin Guide can be accessed and reviewed at the Equitrac Download Portal, a direct link to this document is provided below:</p> <p>https://download.equitrac.com/271828/EO5.7/Docs/Administrati on_Guide.pdf</p> <p>Note: This TLS feature is enabled by default on PCC. To disable the feature, log in to the PCC Configuration interface available at the MFP touch screen with Administrator credentials, navigate to Configuration>General, and switch the SSL setting to Off.</p>  <p>The screenshot shows the 'Configuration' interface for 'equitrac Print & Copy Control'. The 'General' tab is selected. Under the 'SSL' section, the 'Off' button is circled in red, indicating the current setting. Other settings like 'Debug to console', 'Trace to file', and 'Button Icons' are also visible, all currently set to 'Off'. The 'Send To' field is empty, and there are buttons for 'Exit', 'Save and Exit', 'USB Keyboard', and 'Email Log'. The bottom right corner shows the date 'MAR 20 2017' and time '11:11AM'.</p>	Build 0157

Workflow Enhancements

Feature	Description/Benefit	Introduced
User Interface (UI) Enhancement with Optional Configuration to preserve performance on legacy devices	<p>PCC 4.2.3 can be configured with new modern looking icons that represent the user workflows that is shown on the logon, Follow-You and launcher screens.</p> <p>This configuration is optional and is intended for Ricoh Java 11.x and 12.x devices where performance is maintained and optimal. Legacy devices can still make use of the existing 'legacy graphics set' that maintains performance on the older generation of devices.</p> <p>The PCC application delivers both the new modern UI as well as the legacy UI in a single application.</p> <p>Please note: Tthe modern UI is not supported on the smaller uWVGA panel devices.</p>	Build 0108
Access to native Scan device function from within the PCC application	<p>PCC 4.2.3 now allows the logged-on user to switch to the native scan device functions within the PCC application that is running on Ricoh devices with Java 10.x, 11.x and 12.x.</p> <p>Access to the Scan device features is now configurable within System Manager that allows the native scan button to be added to the PCC Launcher screen, as well as being added to the Logon Screen as quick select shortcuts.</p> <p>Please note: The quick launch buttons on the logon screen are only available on the A3 Ricoh devices that utilize the WVGA panel.</p>	Build 0108
Bypass User Logon Prompts when using Release Key via new Guest user feature	<p>PCC 4.2.3 will allow a guest user to skip authentication and to open a configured launcher just for guests. The option of Billing Code can also be utilized with this workflow.</p> <p>For example the system admin could build an enhanced release key workflow by naming the guest user button 'Release Key', and selecting a launcher container with only a single option for Follow You, and enabling the release key prompt on that release key workflow".</p>	Build 0108
Swipe card data is now included in PCC cache for offline functionality	<p>Offline mode now uses Card Data after the user's card has been previously swiped on the specific MFP.</p>	Build 0108

Auto start workflow when only one workflow is active (Launcher / Guest Launcher containers only)	PCC 4.2.3 will automatically run the configured workflow (in Launcher and Guest Launcher containers) in cases where only 1 workflow is active, rather than showing the container.	Build 0108
Improvements to Scan To Me workflow	The default behavior of Scan To Me has been improved, where the scan detail screens are now skipped when using Scan To Me without a Capture & Send license. (User can still access screens in those circumstances where default values require modification).	Build 0108

Capture and Send Improvements		
Feature	Description/Benefit	Introduced
Auto Logout after scan process completes	PCC 4.2.3 will allow the user to be automatically logged out of their session when the scan process completes when using Capture & Send. This setting can be configured on a per workflow basis and is configured with System Manager	Build 0108
Auto Done after scan process completes	PCC 4.2.3 will allow the scan process to automatically complete when the last page has scanned when using Capture & Send. This setting can be configured on a per workflow basis and is configured with System Manager.	Build 0108
Skip scan data screens when default settings are used	PCC 4.2.3 can be configured to suppress all scan data settings appearing on the embedded interface when the workflow has been setup to use default settings within System Manager when using Capture & Send.	Build 0108
Display and update the time and date components of a default field value when scanning another document within same session	PCC 4.2.3 can be configured to display and update the time and date components of a default field value when scanning another document within the same scan session on the embedded application when using Capture & Send. Please note: This is tied to the 'Replay prompts' feature. The Admin can select to retain the user modified data, or replay the prompts.	Build 0108

Performance Enhancements		
Feature	Description/Benefit	Introduced
Scan File Transfer Speed improvements	PCC 4.2.3 will now transfer scan jobs in the background of the session allowing the user to continue with other workflows, or allow the user to log-off and another user to log-on.	Build 0108
Pre-selection of a single print job in the Follow You screen	A single print job displayed on the Follow You screen will now be auto-selected ready for the logged-on user to access the job or to release the job.	Build 0108
Configure whether Total Job cost is shown on the Follow You screen	PCC 4.2.3 now offers the ability to configure whether the job cost per follow-you workflow is shown, independent of the Global setting "Show balance at the beginning/end of session" settings in system manager/session flow.	Build 0108
Exit button on Follow You screen changed wording of Launcher name in workflow configuration	PCC 4.2.3 will now allow the 'EXIT' button that is displayed on the Follow You screen to reflect the name given to be the Launcher screen within the workflow configuration in System Manager.	Build 0108

Localization Enhancements		
Feature	Description/Benefit	Introduced
Addition of Catalan language support for embedded PCC	PCC 4.2.3 now supports Catalan language as an embedded language.	Build 0108
Translation improvements for Japanese language	PCC 4.2.3 has introduced improvements to existing Japanese translations for the embedded PCC application.	Build 0108

Management Improvements		
Feature	Description/Benefit	Introduced
Track Mono-Twin color copy jobs as B/W	PCC 4.2.3 now allows twin color copy jobs to be accounted as B/W copy jobs. A new setting on the defaults options pane has been added to force twin color jobs as B&W. By default this will be set to "Off".	Build 0108

	Please note: This feature is only enabled when using specific MFP firmware that typically is only deployed in certain geographical markets, such as Japan.	
Support of extended feature keyboard on Ricoh MFP	PCC 4.2.3 is now able to utilize the Ricoh extended keyboard that allows additional alpha-numeric characters to be used within the logon sequence.	Build 0108

PCC Bulk Deployment Tool Release		
Feature	Description/Benefit	Introduced
Formal release of the PCC Bulk Deployment Tool	<p>Feature Allows Administrators to configure and deploy the PCC embedded application across multiple devices by use of a command line interface (CLI) batch file or a new Graphical User Interface (GUI).</p> <p>New features that have been added to the release build of the PCC Bulk Deployment Tool over the previous beta release are as follows.....</p> <ul style="list-style-type: none"> • Addition of support for Ricoh devices that run Java 12.x • Various Bug fixes 	Build 0108

4 Known Issues

The following is a list of known issues that have been identified to be persistent with this release.

ID	Manifestation	Result
N/A	This release of PCC is not supported for MFPs that use Fiery controllers. Some features of the controller can interfere with PCC operation.	No Fiery support.
31279	After installing PCC with the bulk installer onto Ricoh 11.x /12.x and 10.x (A4) devices, they initially require either manually starting PCC, or rebooting the device (which can now be selected as a workflow option – as part of the install)	PCC starts as expected after

31175	A limitation exists where under certain circumstances where the user initiates a copy job then immediately logs out, PCC will track events for copies that are not actually performed. When the events stop coming PCC thinks that the job has ended which causes the remainder of the job to be aborted while it was still ongoing.	PCC may track more pages than actually copied – number of copies will be less than expected.
31236	With the specific scenario where DCE is communicating but CAS is disrupted - with DCE login caching disabled in System Manager, and offline access (for the device) set to 'none' - the login screen on PCC will continue to show server communication being successful. User login attempts will fail though displaying a 'server offline' error.	User login attempts will fail displaying a 'server offline' error

5 Resolved Issues

5.1 Language

All supported languages now show the Native Function buttons in the Launcher screen, and on Quick buttons where configured.

5.2 Recent Resolved Issues

The following is a list of issues resolved in PCC 4.2.3 since the release of build 0157.

ID	Manifestation	Result
SR: 160526-000199 EQ: D-04239	If a user with no funds tried to login via the Scan-to-Me shortcut when user limits were enabled, the PCC device entered a loop and failed to login.	Fixed.
SR: 150623-000425 EQ: 33759	Print jobs from a DRE that became inaccessible after login were still present after dismissing a message that the DRE was no longer available. This situation had led to a message that could not be dismissed.	Fixed.
SR: None EQ: 33783	A situation may have occurred where a notification message was displayed that could not be dismissed after the CAS service became inaccessible during a logged in session.	Fixed.

SR: 150423-000242 EQ: 33341	With account limits enabled, users were able to make copies to their limit and then in the same session release prints to their limit again. Now copies and prints are tracked in the same session so their limit cannot be exceeded.	Fixed.
SR: 150529-000333 EQ: 33506	PCC would enter offline mode after restarting all DCE servers and would not reconnect.	Fixed.
SR: 150218-000301 Task ID: 59021	A blank billing code screen appears when a user with one billing code releases a second job from Follow-You.	Fixed.
SR: 150218-000301 EQ: 32989	A previous fix that stopped the occurrence of a Blank Billing Details screen appearing addressed the issue in English only. The error is now fixed in all non-English languages as well.	Fixed.

5.3 Previously Resolved Issues

The following is a list of issues resolved in PCC 4.2.3 since the release of PCC 4.2.2 Build 0814.

ID	Manifestation	Result	Fixed In
SR: 150218-000301 EQ: 32989	A scenario may have occurred where a blank Billing Details screen with only a Next button was displayed.	Fixed.	Build 0133
SR: 150108-000153 EQ: 32723	Documents were not released after login when the Release behaviour was set to "Release all at login".	Fixed.	Build 0133
SR: None EQ: 32236	When a user with special Japanese characters in their User ID logs in, workflows selected from the launcher screen would not start.	Fixed.	Build 0125
SR: None EQ: 32009	On devices with the optional Android SOP panel, when the Start button was pressed and the User ID was blank, a screen refresh would occur	Fixed.	Build 0125

	that displayed a hybrid of the login screen and the login error message.		
SR: 141023-001681 EQ: 32105	On some devices a limitation exists where scans of a Legal size document at 600 dpi resulted in a cropped document of A4 size at 600 dpi. Now a scanned document of Legal size with 400 dpi is created.	Fixed.	Build 0125
SR: 141001-000151 EQ: 31954	An error message may have displayed in the Follow-You screen instead of the list of available jobs for release when a document with special Japanese characters was queued. This prevented the user from releasing any print jobs.	Fixed.	Build 0125
SR: 141006-000043 EQ: 31966	If a user's department had sufficient funds, but the user did not, even when configured to charge to the user's department, print jobs could not be released.	Fixed.	Build 0125
EQ-29310	uWVGA device: PCC does not display the logo on home screen of uWVGA screen supported models	Size of the images was incorrect. Re-saved them and the icon displays correctly	Build 0108
EQ-30039	Error in Japanese language localization - "Done"	Translation for 'Done' updated to correct string	Build 0108
EQ-30125	MFP touch panel hangs after login with PCC	Now ignoring Login/Logout hardkey press when not logged in. Also fixed a possible NPE and guard against exceptions in keyPressed event	Build 0108

EQ-31142	It is not possible to scan mixed size originals using PCC	'mixed sizes' now selectable (on devices that support it) – and are able to scan mixed originals..	Build 0108
EQ-31580	The timestamp in the attachment filename is not updated if scanning multiple jobs during same login	Was addressed by the "Replay prompts on scan another" feature. Attachment timestamp is now updating as expected.	Build 0108
EQ-29624	Session summary screen is automatically dismissed after clicking panel logout key with custom container displayed	Session summary now displays as expected until it is released or it times out.	Build 0108
EQ-29698	After 8-9 logons PCC slows down until restarted	Threads were processing wait times – process has been refactored.	Build 0108
EQ-30705	Increasing the number of copies after selecting document(s) in FYP is not updating total job cost	Increasing the number of copies in combination with the documents selected - all now adjusts the job costing that is shown and utilized.	Build 0108

6 Installation Requirement

1. Server Requirements: Equitrac Office / Express. PCC 4.2.3 does not support EO/EE 5.1 or below.
2. Ricoh PCC must be installed on the on-board flash memory (Java 11.x/12.x devices), or an SD card (if applicable), not on the device hard disk drive.
3. Equitrac Embedded Remote Administration must be installed on the device hard disk drive, not on the SD card.

6.1 Changes to Remote Admin

Instructions for changes below are included in the PCC 4.2.3 Admin Guide:

1. Default Scan Page Size has a selection added for 'Mixed Sizes'. On devices that support scanning of mixed size originals, the output file will show pages in their original size. For devices that do not support mixed sizes, Default Scan Page Size will default to 'Letter'.
2. Theme variable has been added to select the UI to display. It offers variables 'Auto', 'Default' and 'Modern'. 'Auto' tells the MFP to load the recommended UI based on device SDK/J version. 'Default' is the Legacy UI which is the standard for all 10.x and older devices. 'Modern' is now the standard on

- 11.x and newer devices.
3. Soft Keyboard Language variable allows logged on users to access extended character sets / diacritic buttons on the extended (soft) keyboard. It offers variables Default, English, German, French, Spanish, Italian, Simplified Chinese, Traditional Chinese, Polish, Portuguese, Czech, Hungarian, Russian, Dutch, Danish, Japanese, Swedish, Norwegian, Turkish and Finnish.

7 Best Practices

The following is a list of best practices that will better position for an effective installation, use and maintenance of the product.

ID	Manifestation	Result
1	Timer Recommendations	Ensure that your PCC session time out is less than Energy Save, Panel Off and Auto Off timers.
2.	Timer Recommendations	Ensure that the MFP's Auto Off and Energy Save timers are set to at least 5 minutes.
3.	Work Flow Improvement	For customers that primarily use the Follow-You Printing Features, set the PCC default function to the "Follow-You" application.
4.	Third Party Integration	Equitrac recommends that third-party applications be installed to the SD card or the on-board flash drive on the Java 11.x / 12.x devices instead of the hard drive. Please verify with your third-party that their application may be installed to an SD card or the on-board flash drive on the Java 11.x / 12.x devices.
5.	PCC Installation	PCC must be installed to the SD card or the on-board flash drive on the Java 11.x / 12.x devices, not to the device hard drive.
6.	Third Party Support	When PCC is running without any third party applications, a 12MB JVM heap allocation is sufficient for normal operations. When installing two or more JAVA applications on an MFP, Equitrac recommends that the JVM heap allocation be set to a minimum of 16MB.
7.	Field Support	Use only trace logging when capturing device logs for troubleshooting purposes. Do not enable debug logging as device instability may occur.
8.	Remote Admin Installation	Equitrac Embedded Remote Administration must be installed on the device hard disk drive, not on the SD card or the on-board flash drive on the Java 11.x / 12.x devices.