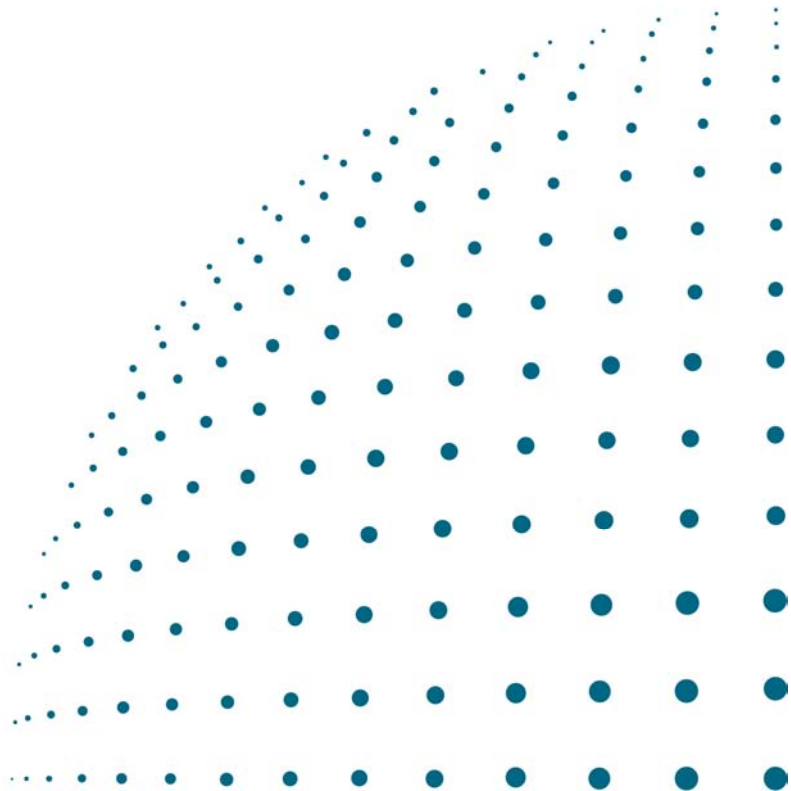




Terminal Server and Citrix Metaframe Support
for
Printer Products



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1 Notice

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2 Introduction

The support outlined in this section is designed to provide information needed when implementing Ricoh Printer Products in a Terminal Server® and/or Citrix® MetaFrame environment.

If you have a Terminal Server®/Citrix® MetaFrame environment, we recommend that you use the latest printer drivers posted within the download section of the Ricoh European Support website.

3 General information

Currently, LAN FAX drivers, Document Solution Products, and Scanner Software/Drivers with Terminal Server/MetaFrame environments are not officially supported.

3.1 Support with EFI

Citrix products are not supported with EFI models as of XenApp 5.0. If there is any requirement for XenApp 6.0 support for EFI models, please contact your Ricoh supplier.

3.2 When Using Citrix Universal Print Driver

The Citrix Universal Print Driver uses EMF data. As a result, various errors can occur depending on the application used to print. These errors include improper character encoding and misaligned graphics. Please be sure to test the application with the Citrix Universal Print Driver before starting regular use.

Some applications do not save changes made to the Citrix UPD's settings. Please connect to the Citrix server to perform a test print after making changes to the local driver settings to verify that the changes have taken effect.

If Point and Print is installed on the local PC, changes made to the Citrix UPD's settings may not take effect.

If an error (improper character encoding, misaligned images) occurs when printing using the Citrix UPD, please print the document again using the "Preview on client" function. If the preview image contains the error, the error is probably caused by the application or the document data.

3.3 When Printing with Windows Terminal Service

When printing a file containing a large number of bitmap images or fonts, some of the images or font may be lost.

3.4 When Using Auto Creating Printer (Citrix Products)

- Auto Creating Printer function can use logical printer created by copying client's local printer data to the Citrix server.
- Settings for optional equipment such as finisher or large-capacity tray will not be stored in the server after the equipment is detached.
- When printing a large number of bitmap images or when using the server in a WAN environment over dial-up lines such as ISDN, depending on the printing rate, printing may be disabled or a printing error may occur.
- If a printing error occurs on the server and the print job or Auto Creating Client Printer cannot be deleted, we recommend doing the following :

[MetaFrame XP 1.0 SP1/SP2/SP3/SP4/FR1]

Please Configure "Delete unfinished printing Jobs" setting in "Printer Properties Management" of the Citrix Management Console.

3.5 When Using Printer Driver Replication (Citrix Products)

- Printer Driver Replication is designed to distribute printer drivers across all servers in server farm.
- When printing a file containing a large number of bitmap images or fonts, some of the images or font may be lost.

3.6 When Using Citrix XenApp 6.0

An error may occur when XenApp attempts to register a network printer using the session printer function on "Citrix XenApp 6.0 for Microsoft Windows Server 2008 SR." If such an error occurs, please restart the XenApp server and disable Session Printer registration. Such devices must be registered manually.

4 Printer Drivers

4.1 Support Types

Support Type 1: MetaFrameXP, MetaFrame PresentationServer3.0

Support Type 2: Citrix PresentationServer 4.0 (32 bit only)

Support Type 3: Citrix PresentationServer 4.5

Support Type 4: Citrix XenApp 5.0

Support Type 5: Citrix XenApp 6.0

Supported Windows Servers are those supported by each Citrix product.

4.2 RPCS driver

RPCS drivers are not officially supported with Terminal Server / Citrix MetaFrame environments.

4.3 DDST driver

	Product	Support Type 1	Support Type 2	Support Type 3	Support Type 4	Support Type 5
Color LP	Aficio SP C220N	No	Yes	Yes	Yes*1	Yes*1

*1: Point & Print using print server import function is not supported.
Point & Print using printer server import may require server reboot.

4.4 PCL6 driver

	Product	Support Type 1	Support Type 2	Support Type 3	Support Type 4	Support Type 5
B&W LP	AP1400	Yes	Yes	No	No	No
	AP1600	Yes	Yes	No	No	No
	AP2000	Yes	Yes	No	No	No
	AP2100	Yes	Yes	No	No	No
	AP2600/AP2600N	Yes	Yes	No	No	No
	AP2610/AP2610N	Yes	Yes	No	No	No
	Aficio AP400/AP400N	Yes	Yes	No	No	No
	AP410	Yes	Yes	No	No	No
	AP410N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio BP20/BP20N	No	No	No	No	No
	Aficio SP 3300D/3300DN	No	No	No	No	No
	Aficio SP 3400N/3410DN	No	No	No	No	No
	Aficio SP 4100N/4110N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 4100NL	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 4210N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio AP2700	Yes	Yes	No	No	No
	Aficio AP3200	Yes	Yes	No	No	No
	Aficio AP600N	Yes	Yes	No	No	No
	AP610N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 6330N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio AP4500	Yes	Yes	No	No	No
	Aficio AP4510	Yes	Yes	No	No	No
	Aficio SP 8100DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 8200DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 5100N	No	No	No	No	No
	Aficio AP900	Yes	Yes	Yes	Yes*1	Yes*1
Aficio SP 9100DN	Yes	Yes	Yes	Yes*1	Yes*1	

*1: Point & Print using print server import function is not supported.

Point & Print using printer server import may require server reboot.

Notes:

Following Citrix environment is supported for PCL6 driver for Universal Print (32bit / 64bit)

- MetaFrame Presentation Server 3.0
- Citrix PresentationServer 4.0 (32bit only)
- Citrix PresentationServer 4.5 (32bit/64bit)
- Citrix XenApp 5.0
- Citrix XenApp 6.0
- PCL mini drivers are supported

	Product	Support Type 1	Support Type 2	Support Type 3	Support Type 4	Support Type 5
Color LP	Aficio CL3000	No	No	No	No	No
	Aficio CL3100DN /CL3100N/CL2000	No	No	No	No	No
	Aficio CL3500N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL4000HDN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C221N/C222DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C231N/C232DN	No	Yes	Yes	Yes*1	Yes*1
	Aficio SP C311N/C312DN	No	Yes	Yes	Yes*1	Yes*1
	Aficio SP C320DN	No	Yes	Yes	Yes*1	Yes*1
	Aficio SP C410DN/C411DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C420DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C430DN/C431DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL1000N	No	No	No	No	No
	Aficio CL5000	No	No	No	No	No
	AP3800C	No	No	No	No	No
	Aficio CL7000	No	No	No	No	No
	Aficio CL7100	Yes	Yes	No	No	No
	Aficio CL7200/CL7300	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C811DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C820DN/C821DN	Yes	Yes	Yes	Yes*1	Yes*1

*1: Point & Print using print server import function is not supported.

Point & Print using printer server import may require server reboot.

Notes:

Following Citrix environment is supported for PCL6 driver for Universal Print (32bit / 64bit)

- MetaFrame Presentation Server 3.0
- Citrix PresentationServer 4.0 (32bit only)
- Citrix PresentationServer 4.5 (32bit/64bit)
- Citrix XenApp 5.0
- Citrix XenApp 6.0
- PCL mini drivers are supported

4.5 PCL5e/c driver

	Product	Support Type 1	Support Type 2	Support Type 3	Support Type 4	Support Type 5
B&W LP	AP1400	Yes	Yes	No	No	No
	AP1600	Yes	Yes	No	No	No
	AP2000	Yes	Yes	No	No	No
	AP2100	Yes	Yes	No	No	No
	AP2600/AP2600N	Yes	Yes	No	No	No
	AP2610/AP2610N	Yes	Yes	No	No	No
	Aficio AP400/AP400N	Yes	Yes	No	No	No
	AP410	Yes	Yes	No	No	No
	AP410N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio BP20/BP20N	No	No	No	No	No
	Aficio SP 3300D/3300DN	No	No	No	No	No
	Aficio SP 4100N/4110N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 4100NL	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 4210N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 6330N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio AP2700	Yes	Yes	No	No	No
	Aficio AP3200	Yes	Yes	No	No	No
	Aficio AP600N	Yes	Yes	No	No	No
	AP610N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio AP4500	Yes	Yes	No	No	No
	Aficio AP4510	Yes	Yes	No	No	No
	Aficio SP 8100DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 8200DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 5100N	No	No	No	No	No
	Aficio AP900	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 9100DN	Yes	Yes	Yes	Yes*1	Yes*1

*1: Point & Print using print server import function is not supported.
Point & Print using printer server import may require server reboot.

Note:

- PCL mini drivers are supported

	Product	Support Type 1	Support Type 2	Support Type 3	Support Type 4	Support Type 5
Color LP	Aficio CL3000	Yes	Yes	No	No	No
	Aficio CL3100DN /CL3100N/CL2000	Yes	Yes	No	No	No
	Aficio CL3500N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL4000HDN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C221N/C222DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C231N/C232DN	No	Yes	Yes	Yes*1	Yes*1
	Aficio SP C311N/C312DN	No	Yes	Yes	Yes*1	Yes*1
	Aficio SP C320DN	No	Yes	Yes	Yes*1	Yes*1
	Aficio SP C410DN/C411DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C420DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C430DN/C431DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL1000N	Yes	Yes	No	No	No
	Aficio CL5000	Yes	Yes	No	No	No
	AP3800C	Yes	Yes	No	No	No
	Aficio CL7000	Yes	Yes	No	No	No
	Aficio CL7100	Yes	Yes	No	No	No
	Aficio CL7200/CL7300	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C811DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C820DN/C821DN	Yes	Yes	Yes	Yes*1	Yes*1

*1: Point & Print using print server import function is not supported.
Point & Print using printer server import may require server reboot.

Note:

- PCL mini drivers are supported

4.6 PS driver

	Product	Support Type 1	Support Type 2	Support Type 3	Support Type 4	Support Type 5
B&W LP	AP1400	No	No	No	No	No
	AP1600	No	No	No	No	No
	AP2000	No	No	No	No	No
	AP2100	No	No	No	No	No
	AP2600/AP2600N	Yes	Yes	Yes	Yes*1	Yes*1
	AP2610/AP2610N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio AP400/AP400N	Yes	Yes	Yes	Yes*1	Yes*1
	AP410	Yes	Yes	Yes	Yes*1	Yes*1
	AP410N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio BP20/BP20N	No	No	No	No	No
	Aficio SP 3300D/3300DN	No	No	No	No	No
	Aficio SP 3400D/3410DN	No	No	No	No	No
	Aficio SP 4100N/4110N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 4100NL	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 4210N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 6330N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio AP2700	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio AP3200	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio AP600N	Yes	Yes	Yes	Yes*1	Yes*1
	AP610N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio AP4500	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio AP4510	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 8100DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 8200DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP 5100N	No	No	No	No	No
	Aficio AP900	Yes	Yes	Yes	Yes*1	Yes*1
Aficio SP 9100DN	Yes	Yes	Yes	Yes*1	Yes*1	

*1: Point & Print using print server import function is not supported.
Point & Print using printer server import may require server reboot.

Notes:

Following Citrix environment is supported for PS driver for Universal Print (32bit / 64bit)

- Citrix PresentationServer 4.0 (32bit only)
- Citrix PresentationServer 4.5 (32bit/64bit)
- Citrix XenApp 5.0
- Citrix XenApp 6.0

	Product	Support Type 1	Support Type 2	Support Type 3	Support Type 4	Support Type 5
Color LP	Aficio CL3000	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL3100DN /CL3100N/CL2000	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL3500N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL4000HDN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C221N/C222DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C231N/C232DN	No	Yes	Yes	Yes*1	Yes*1
	Aficio SP C311N/C312DN	No	Yes	Yes	Yes*1	Yes*1
	Aficio SP C320DN	No	Yes	Yes	Yes*1	Yes*1
	Aficio SP C410DN/C411DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C420DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C430DN/C431DN	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL1000N	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL5000	Yes	Yes	Yes	Yes*1	Yes*1
	AP3800C	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL7000	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL7100	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio CL7200/CL7300	Yes	Yes	Yes	Yes*1	Yes*1
	Aficio SP C811DN	Yes	Yes	Yes	Yes*1	Yes*1
Aficio SP C820DN/C821DN	Yes	Yes	Yes	Yes*1	Yes*1	

*1: Point & Print using print server import function is not supported.
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Notes:

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- Citrix XenApp 5.0
- Citrix XenApp 6.0

