Release Notes for InfoPrint Manager for Linux 4.9.2

Release Notes for InfoPrint Manager for Linux 4.9.2

This edition applies to InfoPrint® Manager for Linux, Version 4 Release 9.2. It is available in the RICOH Software Information Center at https://help.ricohsoftware.com/swinfocenter.

We encourage you to become part of the InfoPrint Manager community by visiting our forum at: http://rpp.ricoh-ipm.forums.net/, where you can engage in InfoPrint Manager related discussions. Register your account and start participating in the InfoPrint Manager forum threads.

Infoprint Manager provides an Ideas portal for Infoprint Manager users to submit feedback to the product management team directly from the product interface. The Ideas portal link is https://ipm-ideas.ricohsoftware.com/.

All InfoPrint Manager servers and clients must be upgraded to the same version. Do not forget to upgrade any secondary InfoPrint Manager servers.

What's new in Release 4.9.2?

- **New AnyPlace DSS available for pull print operations using the Pull Print feature in conjunction with the Ricoh Streamline NX covering cloud solution.**
  For more information, see *Secure Print: Installing and Configuring*.

- **File encryption support for non-processing (pending, held, ripped, and retained) jobs.**
  For more information, see *InfoPrint Manager for Linux: Procedures*, the *Managing Job Encryption* section.

- **Documented how to use the ipps CUPS backend in conjunction with InfoPrint Manager for encrypted communication.**
  For more information, see *InfoPrint Manager for Linux: Getting Started*.

- **Revised publications:**

  – *InfoPrint Manager for Linux: Planning Guide*, G550-20262

  – *InfoPrint Manager for Linux: Getting Started*, G550-20263

  – *InfoPrint Manager for Linux: Procedures*, G550-20264

  – *InfoPrint Manager for AIX and Linux: Configuring and Tuning Guide*, S550-1062

  – *InfoPrint Manager: Reference*, S550-1052

  – *InfoPrint Manager: PSF, Server, and Transform Messages*, G550-1053

  – *Secure Print: Installing and Configuring*, G550-20129

  – *AFP Conversion and Indexing Facility: User's Guide*, G550-1342

Function not supported on InfoPrint Manager for Linux

- Infoprint 2000 DSS (available on AIX only)

- IPP DSS (available on Windows only)

- Passthrough DSS (available on Windows only)

- DPF (available on Windows only)

Limitations

InfoPrint Manager for Linux and Ricoh ProcessDirector for Linux limitation

InfoPrint Manager for Linux and Ricoh ProcessDirector for Linux cannot coexist on the same Linux machine.

Single Cell Halftone

Single Cell Halftone support has a limitation with the provided transparency support. The small (one bit monochrome) images that are transformed with transparency enabled are not transformed with the Single Cell algorithms. The native PostScript data streams that use the imagemask operator are transformed using the original halftone algorithms. The PDF data streams that process small (one bit monochrome) images with transparency enabled also use the original algorithms.

Indexed Multiple Data Sets

MVS Download Receiver cannot be used with multiple data sets that have already been indexed (contain AFP TLEs).

Interchanging set version attribute

The sap2afp transform command does not create IS/3 compliant AFP output when converting an ABAP file by specifying 3 as a value for the **-is** flag. The sap2afp transform command creates IS/3 compliant AFP output only when the input file is an OTF file.

Linux Mobile Secure Print feature limitations

- The Mobile Secure Print available with InfoPrint Manager does not support IPv6 socket communication at this time, so it can only be used in IPv4 network environments.
- SUSE Linux Enterprise Server 15 does not support Linux Mobile Secure Print feature.
- Linux Mobile Secure Print feature does not work when SSL encryption is enabled.

Ricoh PDF Driver available with the Linux Mobile Secure Print feature has the following limitations:

- Missing logo from PDF File in some cases could be resolved by using setting "Print as Image".
- Printing of encrypted PDF is not supported.
- The PDF Driver is not WHQL certified.
- Microsoft Word documents that contain the Print Field option cannot be printed. You can print the document after you remove the Print Field option from the document.

If your Secure Print feature license is expired or missing, the error message is not displayed when you log into the Secure Print administration page.

You can see the status of your license in the **Settings** tab under the **Licensing** category.

InfoPrint Transform Manager feature limitations

- On the Linux platform, the PDF to AFP transform is only supported on SLES12 and later versions or RedHat 7.1 and later versions.
- SAP2AFP transformer does not support SAP ABAP document format.

Job Viewer limitation for n-up documents when form-definition is used

When viewing an AFP Job that uses a form-definition with an n-up value set, the n-up value will be ignored.

Known problems and workarounds

Longer processing for color text that uses embedded fonts

When transforming PDF with color text that uses embedded font subsets to black and white or color AFP output, the rip processing can take longer. If you use **savevm=false**, this performance will improve. However, we recommend using the current default of **savevm=true** because, in some cases, PDF input files with many embedded font subsets might fail to transform. The **savevm** option appears on the **ps2afp/pdf2afp** command line as: `-pragma pdf2psoptions=savevm=true`.

InfoPrint Manager setup installation

Using the InfoPrint Manager setup graphical installer can cause issues when installing the product. This occurs when the register path is selected and you use the **Back** button after the installer asks for the license key. To avoid this, either have the product license key prepared before the installation process is started or install the product in trial mode and register it after the installation is complete using the License Key Management Application. For more information, see *InfoPrint Manager for Linux: Getting Started*, G550-20263.

Upgrading SAP Clients on Linux

If you are upgrading your SAP clients, update the LOMS definitions for all your InfoPrint Manager printers to point to the updated **ipm_submit**, **ipm_dev_query**, **ipm_job_query**, and **ipm_job_cancel** commands by removing all trailing **.linux** options from the OMS commands. For more information on modifying the OMS commands, see *InfoPrint Manager: SAP R/3 Planning and Configuring Guide*.

License clock tampering problem

If the InfoPrint Manager is installed on a machine with the system date and time older than the current date, the InfoPrint Manager server starts issuing the error: "5010-901 InfoPrint Manager detected a time tampering problem".

Contact your support personnel and ask them to make sure that the system time is synchronized with the Internet time server. Remove the license that caused the problem and reinstall it.

Job status and accounting for nested PJL jobs

Accounting information reports 0 (zero) pages completed when InfoPrint Manager prints nested PJL jobs to RICOH controller devices and InfoPrint Manager is configured to wait for the job to print completely (wait-for-job-completion is enabled).

To avoid this situation, use the InfoPrint Manager provided **pioinfo** backend and enable the PJL JOB counting function using the **enable-ustat-count** option with the printer command, for example: `pioinfo://ricohdevice.yourcompany.com enable-ustat-count`.

Job status and device timeout setting

The device timeout setting can cause the jobs to be reported as failed and the actual destination state to be changed to **needs key operator** when InfoPrint Manager is configured to provide accurate job status (by enabling the **wait-for-job-completion** attribute), which requires the backend program to wait for the jobs to print completely.

If your physical printer has a timeout setting, make sure it is disabled or the timeout value is higher than the necessary time to print your largest possible job when you enable the **wait-for-job-completion** attribute. For Ricoh printers, you can use Remote Maintenance by telnet to make the necessary changes to the direct printing port settings (`diprint` command).

The Submit Express client must be set up at the same level as the InfoPrint Manager server

To upgrade the Submit Express client to version 4.9 on Mac OS, you must first remove any older versions installed on the system.

AFP files with inline resources might not print correctly when submitted as a multi-document job via pdpr command or Web GUI

Specific AFP documents containing inline resources might be misprinted if the AFP files are send as multiple documents of the same job. To avoid this situation, submit each file separately.

CCRs included in Release 4.9.2

Release 4.9.2 includes resolution for these CCRs:

DE38340	Make InfoPrint Manager (server and PSF) tolerate an ACIF return code of 4 when completing the output file with warnings. The job will still be listed as an erroneous job in the error log as coming out from ACIF with message 0425-441 and rc=4, but it will be sent to the printer as that.
DE38694	WebGUI: Objects on queues in the middle area are not listed when queues are retrieved from user's preferences.
DE38682	Sequential AFP jobs (usually generated by the Compart transformer) containing inline resources (different fonts having the same name) may result in printing incorrectly, in case of a printer intervention or printer operator commands (hold or pause), using resources from one job to the other. Also, in case you print similar AFP jobs, having mixed resources (different fonts having the same name) available inline and external, for the time being you need to set the maximum-fonts-to-keep actual destination attribute to 0 to avoid incorrect usage of resources (fonts) between the jobs.
DE39136	WebGUI core dumps due to out of memory condition caused by incorrect web socket handling for jobs transitioning through retain state.
DE39245	Issue with license grace period being incorrectly reset in certain situations.

Trademarks

These terms are trademarks or registered trademarks of Ricoh Co., Ltd., in the United States, other countries, or both:

- Advanced Function Presentation
- Advanced Function Printing
- AFCCU
- AFP
- Bar Code Object Content Architecture
- BCOCA
- InfoPrint
- Infoprint
- Intelligent Printer Data Stream
- IPDS
- Mixed Object Document Content Architecture
- MO:DCA
- Ricoh

These terms are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both:

- AIX
- DFS
- HACMP
- IBM
- Linux
- MVS
- OS/2
- OS/390
- POWER
- PowerHA SystemMIrror
- Print Services Facility
- pSeries
- S/370
- S/390
- z/OS

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

CUPS is a trademark of Apple Inc. in the United States, other countries, or both

Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

SafeNet code: The license management portion of this Licensee Application is based upon one or more of the following copyrights:

```
Sentinel  RMS
Copyright 1989-2006 SafeNet, Inc.
All rights reserved.

Sentinel Caffe (TM)
Copyright 2008-2009 SafeNet, Inc.
All rights reserved.

Sentinel EMS
Copyright 2008-2009 SafeNet, Inc.
All rights reserved.
```

Other company, product, or service names may be trademarks or service marks of others.