



Release Notes for RICOH InfoPrint Manager™ for Windows 4.10

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This edition applies to InfoPrint Manager for Windows, Version 4 Release 10. 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 4.10?

- **Added the following new functionalities to the Web GUI:**
 - **A new Web GUI help system.**
 - **Save and Share views (import/export) to be able to import/export custom Web GUI configurations.**
 - **Lock out users after failed authentication attempts.**
 - **Enhanced error message dialog for better visualization of the server messages.**
 - **Change User Manager from check box to toggle.**
 - **"Default" options for job submitter via the Web GUI.**
 - **Lock Web GUI configuration for users.**
 - **Support for job early binding in Web GUI.**
 - **A new mechanism for WEB GUI caching.**

Important

For the mechanism to function properly, you must clear the browser cache before logging in to InfoPrint Manager for the first time after the update.

For more information, see the **InfoPrint Manager Web Interface** help system.

- **New pdsap command for SAP server printer administration from the InfoPrint Manager server.**

For more information, see *RICOH InfoPrint Manager SAP R/3 Planning and Configuring Guide*, the *Managing SAP printers from InfoPrint Manager* chapter.

- **Added Japanese PostScript Font feature for Windows.**

For more information, see *RICOH InfoPrint Manager for Windows: Procedures*, the *Installing the Japanese PostScript font feature* section.

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- **Added QR Code and Data Matrix barcodes support for the sap2afp transformer.**
For more information, see *RICOH InfoPrint Manager: Reference*, the *sap2afp* command section, and *RICOH InfoPrint Manager SAP R/3 Planning and Configuring Guide*, the *Using bar codes with SAP R/3* section.
 - **Enhancement of the server code to avoid collision of duplicate job Global IDs in certain cases.**
For more information, see *RICOH InfoPrint Manager: Reference*, the *job-identifier* attribute.
 - **Ported PSF inline transforms functionality from InfoPrint Manager for AIX to Linux and Windows.**
For more information, see *RICOH InfoPrint Manager for Windows: Procedures*, the *Resources that document composition software includes inline* section.
 - **Updated Management Console functionality to copy folder structures when user changes the working directory paths.**
For more information, see *RICOH InfoPrint Manager for Windows: Getting Started*, the *Server Configuration tasks* list under the *Tasks you do using the Management Console* section.
 - **Enhanced afpsplit utility allowing InfoPrint Manager to specify a form definition while using page-select attribute for PSF DSS destinations.**
For more information, see *RICOH InfoPrint Manager: Reference*, the *afpsplit utility* section.
 - **Added support for canceling jobs from BSD destination support system.**
For more information, see *RICOH InfoPrint Manager for Windows: Getting Started*, the *Understanding Destination Support Systems (DSS)* section.
 - **Added afp2pdf support for MOCA (metadata object content architecture) objects.**
For more information, see *RICOH InfoPrint Manager AFP2PDF Transform Feature: Installing and Using*, the *afp2pdf transform configuration file* section, and *RICOH InfoPrint Manager: Reference*, the *afp2pdf transform* section.
 - **Updated documentation with Reprint jobs from the Retain area procedure.**
For more information, see *RICOH InfoPrint Manager for Windows: Procedures*, the *Resubmitting a retained job for reprint* procedure.
 - **Updated License Information (Restricted Use, Cold Back Up, Production).**
For more information, read the new *License Information* available with the product.
 - **Phone and online registration of licensing keys via LKMA (License Key management Application) is not supported anymore.**
 - **Dropped SAPcomm support from the SAP supported connection methods.**
 - **Dropped support for InfoPrint 2000 destination.**
 - **Revised publications:**
 - *RICOH InfoPrint Manager for Windows: Planning Guide*, G550-1071
 - *RICOH InfoPrint Manager for Windows: Getting Started*, G550-1072
 - *RICOH InfoPrint Manager for Windows: Procedures*, G550-1073
 - *RICOH InfoPrint Manager: High Availability Guidelines*, G550-20261
 - *RICOH InfoPrint Manager: Reference*, S550-1052
 - *RICOH InfoPrint Manager: PSF, Server, and Transform Messages*, G550-1053
 - *RICOH InfoPrint Manager: Secure Print: Installing and Configuring*, G550-20129

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- *RICOH InfoPrint Manager: SAP R/3 Planning and Configuring Guide*, S550-1051
 - *AFP Conversion and Indexing Facility: User's Guide*, G550-1342
 - *RICOH InfoPrint Manager: Dictionary of Keywords*, S550-1188
 - *RICOH InfoPrint Manager AFP2PDF Transform Feature: Installing and Using*, G550-1057
 - *Page Printer Formatting Aid for Windows: User's Guide and Reference*, S550-0801
 - *RICOH InfoPrint Manager: Installing InfoPrint Manager Transform Feature*, G550-20160

Limitations

Accounting information when printing PDL nested jobs to Ricoh controller devices reports 0 (zero) pages completed

Accounting information when printing PDL nested jobs to Ricoh controller devices reports 0 (zero) pages completed when InfoPrint Manager is configured to report job completed when printed (wait-for-job-completion is enabled) and when using InfoPrint TCP/IP Network Port Monitor. If you encounter this problem, contact your local Ricoh printer representative.

Single Cell Halftone

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.

Make sure that all x64 kernel-mode software is signed

Previous x64 versions of Microsoft Windows Server did not require drivers to be signed. However, in the x64 version of Windows Server, all kernel-mode software (including drivers) that runs on the computer must have a signature.

Indexed Multiple Data Sets

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

InfoPrint Manager for Windows and RICOH ProcessDirector™ for Windows limitation

InfoPrint Manager for Windows and RICOH ProcessDirector for Windows cannot coexist on the same Windows machine.

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.

Capitalization of object names

InfoPrint Manager object names are case-sensitive. However, Windows API is not case-sensitive. Because of this limitation, you cannot have two objects with the same name, even if one of the names has uppercase letters.

When you use Class drivers (type 4 printer drivers), InfoPrint port monitor and InfoPrint TCP/IP Network Port Monitor are not supported.

Use V3 print drivers either shipped with the Windows installation base or downloaded from the manufacturer's website.

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

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 *RICOH InfoPrint Manager: SAP R/3 Planning and Configuring Guide*.

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**.

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 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 4.10 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 sent as multiple documents of the same job. To avoid this situation, submit each file separately.

CCRs included in Release 4.10

Release 4.10 includes resolution for these CCRs:

DE39573	Server cores when a pdset job command is called without any attributes.
DE39693	Sending a job which specifies discard time to 2021 year causes problems because the Java GUI control does not contain this value and automatically selects the first value from the list.
DE39694	Changes in pcl2afpd.cfg daemon configuration file are not detected and passed to the PCL transform.
DE39741	Fix inconsistency between LDAP server and IPM server case sensitivity for user names by supporting case sensitive and insensitive setting.
DE39916	Transform daemons fail to start on 5 digit port numbers due to small buffer size.
DE40071	Java GUI and Web GUI: the Change Page Range dialog did not allow select all pages value.
DE40202	Simultaneous actions against a job could cause deadlock which results in a server controlled crash with error "5010-513 Deadlock error. The server stopped processing."
DE40211	Printing color (FS45) AFP resulting from ps2afp transform on monochrome InfoPrint 5000 printer might not be pure black, use -pragma "KONLYCMYK" parameter for the transform to resolve issue.

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