



Release Notes for RICOH InfoPrint Manager™ for Windows 4.12.3

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This edition applies to InfoPrint Manager for Windows, Version 4 Release 12.3. 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/>.

A new online platform has been rolled out for InfoPrint Manager customers to engage the support team. It is available at <https://support.ricohsoftware.com> and allows customers to open and manage support tickets across their organization. For more information about registering and working with support tickets using the new online platform, visit [https://help.ricohsoftware.com/swinfocenter/ricoh-software-support/support_project.ditamap/\\$/support_using_support_site](https://help.ricohsoftware.com/swinfocenter/ricoh-software-support/support_project.ditamap/$/support_using_support_site).

↓ Note

- To find out if your country supports opening and managing support tickets directly by customers, contact your local Ricoh representative.

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

If you are upgrading multiple servers, keep all clients at the older (4.9.1 or earlier) level until all servers are upgraded to 4.9.2 or later. Then upgrade the clients.

Starting with Release 4.12.0, you must agree to the terms of the Software Maintenance Agreement (SWMA) prior to installing the InfoPrint Manager software.

What's new in Release 4.12.3?

- This is a service update release. For more information, see [CCRs included in Release 4.12.3, p. 7](#) and [Security fixes included in Release 4.12.3, p. 6](#).

Limitations

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

Accounting information when printing PJI 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 Microsoft V4 printer drivers, all InfoPrint Manager port monitors (InfoPrint Select, InfoPrint TCP/IP Port Monitor, InfoPrint 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

- InfoPrint Manager for Windows and InfoPrint Transform Manager feature for Windows cannot coexist on the same Windows machine.
- 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 limitations

- When viewing an AFP Job that uses a form-definition with an n-up value set, the n-up value will be ignored.
- Embedded PDF files can be viewed only when the job is viewed page by page. When viewing the full document, the embedded PDF files are not supported.

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**.

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*.

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 4.12 on macOS, 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.

Security fixes included in Release 4.12.3

Release 4.12.3 includes fixes for these CVEs:

Apache Tomcat 10.1.16	Request smuggling CVE-2023-46589
	Request smuggling CVE-2023-45648
	Denial of service CVE-2023-44487
	Information disclosure CVE-2023-42795
	Open redirect CVE-2023-41080
OpenSSL 3.0.12	Incorrect cipher key & IV length processing CVE-2023-5363
	POLY1305 MAC implementation corrupts XMM registers on Windows CVE-2023-4807

CCRs included in Release 4.12.3

Release 4.12.3 includes resolution for these CCRs:

IPM3-1209	Incorrect locale exposed for InfoPrint Manager for Windows on pdserver.conf .
IPM3-1217	Management Console and MVSD Service incorrectly report MVS Download Receiver process as running if it failed to start or if it was terminated and its PID was allocated meanwhile to another process.
IPM3-1215	Resolve hang during pdserver shutdown while issuing a stop_server command followed by a pdshutdown -x when=now command. Moreover, shutdown time is improved if server has PSF destination types.
IPM3-1224	pioinfo backend hangs when certain printers do not respond to normal closing of communication socket.

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