



# Release Notes for InfoPrint Manager for Windows 4.9.1

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This edition applies to InfoPrint® Manager for Windows, Version 4 Release 9.1. 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?

- **Secured communication for client to server and server to server using TLS 1.2.**  
For more information, see *InfoPrint Manager for Windows: Procedures*, the *Managing Transport Layer Security encryption for InfoPrint Manager for Linux* chapter.
- **Capability to anonymize data (job name related information) using the de-identification-method-used attribute.**  
For more information, see *InfoPrint Manager: Reference*, the *de-identification-method-used* attribute.
- **Ability to automatically update InfoPrint Select using addition al client-server application available on the Common Client media.**  
For more information, see *InfoPrint Manager for Windows: Getting Started*, the *Configuring client systems to receive automatic updates* chapter.
- **New tree view in the Web GUI application created for better usability for users familiar with the Java GUI existing view.**  
For more information, see the **InfoPrint Manager Web Interface** help system.
- **Web interface can be customized to display a green icon for objects in READY state.**  
For more information, see **InfoPrint Manager Web Interface → Interface Customization → Panel Information**.
- **Starting with this release, InfoPrint Manager will use OpenJDK 8 and OpenJ9 instead of Oracle Java for running the product.**  
For more information, see *InfoPrint Manager for Windows: Planning Guide*, the *Verifying prerequisites* chapter.
- **Starting with this release, multiple page-select ranges are allowed for the attribute value.**  
For more information, see *InfoPrint Manager: Reference*, the *page-select* attribute.
- **The display of rip attributes in the job-log attribute is now available.**  
For more information, see *InfoPrint Manager: Reference*, the *job-log* attribute.

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- **Actual destination attribute block-resident-fonts exposed in the user interfaces (Java GUI and Web GUI).**  
For more information, see *InfoPrint Manager: Reference*, the *block-resident-fonts* attribute.
  - **Identical licenses with different fingerprints are allowed for use within the same server.**  
For more information, see *InfoPrint Manager for Windows: Getting Started*, the *Managing trial and product InfoPrint Manager licenses using the License Key Management Application (LKMA)* section.
  - **Removed the limitation of the Maintenance license type to be extended for older releases and not only to the current release. InfoPrint Manager allows now to extend the Maintenance license for all revisions within the current version.**  
For more information, see *InfoPrint Manager for Windows: Getting Started*, the *Managing trial and product InfoPrint Manager licenses using the License Key Management Application (LKMA)* section.
  - **Improved server communication mechanism for more reliable monitoring the Java GUI and Web GUI alive connection.**
  - **Updated the PSF Other destination (using PCL Secondary Process) media size table.**  
For more information, see *InfoPrint Manager: Reference*, the *medium-identifier* attribute.
  - **InfoPrint Manager now picks up the Job or Document Defaults notification profile for jobs submitted through hot folders.**  
For more information, see *InfoPrint Manager: Reference*, the *notification-profile* attribute.
  - **Job handling mechanism when jobs are cancelled in the printer console was updated to allow better user experience.**
  - **Added client support for Red Hat Enterprise Linux 8 and CentOS 8.**  
For more information, see *InfoPrint Manager for Windows: Planning Guide*, the *Verifying prerequisites* chapter.
  - **Added support for RICOH Pro C5200S, C5210S, C5300S, and C5310S printers.**  
For more information, see *InfoPrint Manager for Windows: Planning Guide*, the *Supported printers* section.
  - **Added support for InfoPrint Font Collection 2019.**  
For more information, see *InfoPrint Manager for Windows: Planning Guide*, the *Reviewing software components* chapter.
  - **Dropped support for PPFA feature running on AIX. You can still purchase the PPFA feature with any variant (AIX, Linux or Windows) of InfoPrint Manager, but PPFA is only supported on the Windows operating system.**  
For more information, see *InfoPrint Manager: Page Printer Formatting Aid for Windows*.
  - **Revised publications:**
    - *InfoPrint Manager for Windows: Planning Guide*, G550-1071
    - *InfoPrint Manager for Windows: Getting Started*, G550-1072
    - *InfoPrint Manager for Windows: Procedures*, G550-1073
    - *InfoPrint Manager: High Availability Guidelines*, G550-20261
    - *InfoPrint Manager: Reference*, S550-1052

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- *InfoPrint Manager: PSF, Server, and Transform Messages*, G550-1053
  - *Secure Print: Installing and Configuring*, G550-20129
  - *InfoPrint Manager: SAP R/3 Planning and Configuring Guide*, S550-1051
  - *AFP Conversion and Indexing Facility: User's Guide*, G550-1342
  - *InfoPrint Manager: Dictionary of Keywords*, S550-1188
  - *InfoPrint Manager AFP2PDF Transform Feature: Installing and Using*, G550-1057
  - *InfoPrint Manager: Page Printer Formatting Aid for Windows*, S550-0801
  - *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.

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## 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 *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.

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### **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 (`d i p r i n t` 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.

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## CCRs included in Release 4.9

Release 4.9.0 includes resolution for these CCRs:

DE33520	Memory leak in PSF API (libpsfapi) calls related to printer operations causes pdserver to crash.
DE35097	Garbled characters in PSF message catalog for Japanese language.
DE35781	Setting the value of the <b>Sides to Print</b> attribute from the Web GUI job or printer property panel does not function correctly.
DE36135	Job aborted by system when concurrent jobs are submitted through the configurable transform subsystem.
DE36159	Transformer AFP2PDF generates output with overlapped text in some cases.
DE36161	Server crashes when you submit certain PCL files.
DE36400	The 'forms' column is missing from the Web GUI retained jobs view.
DE36331	Modify MVS Download exit program to tolerate ACIF return code 4 (warning) indicating that the file does not meet the linedata specification.
DE36335	Job Viewer fails to display full job and crashes due to memory corruption in AFP2PDF transformer when processing large AFP files containing multiple page segments.
DE36519	Special characters in the AFP font descriptor cause AFP2PDF transform to generate invalid PDFs.
DE36709	InfoPrint Manager 4.8.1 Windows common client library clntinf.dll crashes when processing Windows error messages, could cause incomplete ACL during installation, failures of : pdcommands, utilities (fstsecutil, pdcapture) or user interface clients (MMC, Java GUI).
DE36962	Windows systems missing KB2565063 security update (vcredist 2010) could prematurely reboot during installation of InfoPrint Manager, causing incomplete ACL or missing files.
DE36566	Bad processing of True Type fonts causes AFP file containing linked fonts not to print.
DE36586	afpconcat utility generates the output file in the wrong path if the input file path contains more than one "." character.
DE37005	Web Server Application Settings panel from the Management Console cannot be closed when high resolution and scaling are used for display.
DE37162	InfoPrint Manager SAP clients (ipm_job_query and ipm_dev_query) used for OMS support (access method E) are failing.
DE36963	Missing BRG/ERG structure field in AFP document causes afpconcat to fail closing the output file, resulting in files remaining in the MVSD receiver folder.
DE37042	Alternate Offset Stacker not working for Interrupt Message Pages.
DE37344	Bad processing when verifying the base font name in a TrueType Collection (TTC).

DE37393	MVS Download receiver crashes when receiving premature EOF (via port scanning software).
DE37496	PDF file processed via APF2PDF transformer (or email DSS) is missing rotated page segments from the output.
DE37531	InfoPrint Manager LDAP cache daemon fails to start crashing during initialization.
DE37489	pdpause command on a queue forwarded in a multi-server environment displays bogus message 5010-264 Command results were not received from the server.
DE37533	Changing InfoPrint Manager Workspace Path location on Windows results in server not starting.
DE36961	InfoPrint Manager cannot connect to printers via SNMPv3 protocol in cases when password is longer than 9 characters.

Release 4.9.1 includes resolution for these CCRs:

DE37992	Cold backup license is not verified before entering to grace mode when fingerprint changes on the server.
DE37965	ISMU cannot restore auxiliary sheets ending up in error "5010-565 Clean and disable destinations associated with object none in server."
DE38178	AFP files containing image with tiles and missing relative resolution value result in error when transformed by the AFP2PDF transformer or when using the Web GUI job view function.



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- InfoPrint
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- Intelligent Printer Data Stream
- IPDS
- Mixed Object Document Content Architecture
- MO:DCA
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