



Release Notes for InfoPrint Manager for Windows 4.9.2

Release Notes for InfoPrint Manager for Windows 4.9.2

Copyright © 2000, 2020 Ricoh Company Ltd. All rights reserved.

This edition applies to InfoPrint® Manager for Windows, 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 Windows: Procedures*, the *Managing Job Encryption* section.
- **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: 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

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 *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 4.9 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 sent 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 Compant 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.
DE39297	Fixing miscellaneous issues with pdcapture on Windows (add missing data required for problem determination and fixed crash of the program in certain situations).
DE39245	Issue with license grace period being incorrectly reset in certain situations.
DE39591	After upgrade of InfoPrint Manager for Windows, the Java desktop applications (e.g. Java GUI or License Key Management Application) do not display correctly, no text is visible.

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 Caffè (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.