

## PrinterOn Enterprise 4.0.1 - Release Notes

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Version 4.0.1

### Product Changes and Enhancements

PrinterOn Enterprise 4.0.1 is a maintenance update primarily focused on workflow improvements and to address issues reported in the PrinterOn Enterprise 4.0.0 and earlier releases.

PrinterOn Enterprise 4.0.1 also includes a number of administration updates to improve configuration and management.

This release supersedes the 4.0.0 release and should be used in all cases.

**IMPORTANT NOTE: You can only upgrade to PrinterOn Enterprise and Express 4.0 from version 2.5.1 or higher. For upgrades from previous versions, please update your software to the latest version of 2.5.1.**

**PrinterOn STRONGLY recommends upgrading all servers to version 3.2.7 before upgrading to 4.0.1 for the best upgrade experience.**

### New Features and Enhancements:

- **New – Live Job View support for PrinterOn Mobile**  
When communicating with the PrinterOn Mobile for iOS or PrinterOn Mobile for Android clients, PrinterOn Enterprise can now provide a live list of all jobs submitted by the user from all submission methods and from any network. Users can also release print jobs (when their service allows it) from their mobile app for any submission type.
- **New – Configuration Manager memory management utility (SPOCPS-4781)**  
Added a new Java configuration utility to manage and configure memory allocations for the Configuration Manager embedded Tomcat instance, to be used under specific high-load scenarios.

## General Improvements and Resolved Issues

The following section describes issues that have been resolved and other general product improvements.

- **Improved – Disparate Network Remote Release**  
PrinterOn-developed clients have been enhanced to support form-based authentication services provided by 3<sup>rd</sup> party iDM providers. This new support enables users to authenticate using existing, externally hosted authentication forms. This increases overall security by integrating with OpenID Connect authentication forms. Support for form-based authentication is available in these PrinterOn clients:
  - PrinterOn PrintWhere client for Windows version 6.0+
  - PrinterOn Mobile for iOS version 3.5+
  - PrinterOn Mobile for Android and the Android Print Service plugin version 3.5+
- **Fixed – Unable to release print jobs using mobile apps to Ricoh and Samsung embedded agents (SPOCPS-4570)**  
Addressed an issue that caused remotely releasing print jobs from a PrinterOn mobile app to a PrinterOn embedded agent to fail.
- **Updated – Administrator warning added when enabling Azure AD authentication without an SSL-enabled Service URL (SPOCPS-4259)**  
Introduced a new warning message to PrinterOn administrators when attempting to enable Azure AD authentication and the PrinterOn Service URL is not setup to use SSL.
- **Updated – Azure AD URLs automatically cleaned before saving (SPOCPS-4269)**  
When configuration URLs in the Configuration Manager for Azure AD, the values are automatically cleaned by removing leading and trailing spaces to reduce issues introduced through copy-pasting values from the Azure console.
- **Fixed – Unable to authenticate when using Azure AD and no primary email address configured (SPOCPS-4577)**  
Addressed an issue that prevented authentication when using Azure AD and when the user's Azure AD profile did not contain a primary email address. Previously, a primary email was required, but the integration has been updated to use secondary/alternate email address in place of the primary.
- **Fixed – Printers missing in WebPrint when synchronizing large numbers of printers (SPOCPS-4684)**  
Addressed an issue that caused printers to not be shown in the UI while the server was synchronizing printers with a remote server or in Hybrid mode. Issues were most noticeable when synchronizing over 5000 printers. PrinterOn has tested up to 15,000 printers.
- **Fixed – Automatic synchronization scheduling does not run reliably until completing a manual synchronization at least once (SPOCPS-4624)**  
Addressed an issue that blocked automatic synchronizations from occurring until a manual synch request was performed at least once after restarting.
- **Fixed – Error printing when synchronizing large numbers of printers (SPOCPS-4685)**

Addressed an issue that caused the server to report errors printing while the server was synchronizing printers with a remote server or in Hybrid mode. Issues were most noticeable when synchronizing over 5000 printers. PrinterOn has tested up to 15,000 printers.

- **Fixed – Print Delivery Station not obeying log limit** (SPOCPS-4688)  
Addressed an issue where PDS did not obey configured log limits and consumed large amounts of disk space.
- **Fixed – CPS synchronization settings reset after restarting CPS** (SPOCPS-4331)  
Addressed an issue that caused CPS printer synchronization to revert to 2 minutes after CPS is restarted. Settings are no longer reverting to defaults.
- **Fixed – Unable to enable WebPrint “Approval” to large number of printers** (SPOCPS-4694)  
Addressed an error reported when enabling Web Print approval for 10,000+ printers at the same time.
- **Fixed – Incorrect email delivered to users when enabling PrinterOn’s Job Accounting API** (SPOCPS-4747)  
Addressed an issue that resulted in the email delivered to end users incorrectly referring to a payment process instead of user authorization when enabling PrinterOn’s Job Accounting API integration. User email now correctly references the authorization process.
- **Fixed – Increased PDS memory usage under load with many printers when also connected to a Configuration Manager parent** (PDS-1464)  
Addressed an issue that could cause memory exhaustion under print load when many thousands of printers are managed by a single PDS and the child PDS is also configured to connect to a parent Configuration Manager. The problem occurred as a result of many job notifications sent from the child PDS to the parent Configuration Manager and the child PDS updating printer information from the list of configured printers each time a job was sent to the parent. This unneeded printer update was removed prior to sending a notification to the parent.
- **Fixed – General Settings Options Report Error in Hybrid configuration** (SPOCPS-4602)  
Addressed an issue that caused the Configuration Manager General Settings options to report an error when many printers are loaded and multiple servers connected. The issue was caused by a timeout being reached when applying settings across multiple servers in parallel.
- **Fixed – Datables error reported loading WebPrint Portal with many printers** (SPOCPS-4333)  
Addressed an issue that caused the client web browser to report a datatables JavaScript error when loading printers for WebPrint.
- **Fixed – Guest printers not visible when searching using PrintWhere or Mobile Apps** (SPOCPS-4511)  
Addressed an issue that caused Guest printers to not be visible when searching for printers using PrinterOn mobile apps and PrintWhere and when no credentials are set in the user interface. Note that this issue was introduced in version 4.0.0.

- **Fixed – Incorrect job owner included in jobs from mobile apps when authentication is inactive** (SPOCPS-4085)  
Addressed an issue that caused the job owner associated with a job to be set as [ios@guest.user](#) or [android@guest.user](#) instead of the value supplied by the user. This occurred when authentication was inactive, but User Identifier is required or optional.
- **Fixed – Errors PAS00134 and PAS00075 submitting multiple concurrent documents to a clustered server** (PAS-4581)  
Addressed an issue that caused jobs to be rejected when many documents are submitted to a clustered server environment at the same time. The problem was caused by the PrintAnywhere Status Server failing to report that a job can be accepted for processing.
- **Fixed – XPS fails to print when submitted with Document API without poDuplex included and when default duplex is configured for a printer** (PAS-4583)  
Addressed an issue that caused XPS files to fail to print when submitting a job using the PrinterOn Document API without duplex options set but the printers configuration has duplex forced or default by the administrator.
- **Fixed – Print Delivery Gateway printer synchronization via a proxy server** (PDG-385)  
Addressed an issue that caused printer synchronization to fail when a proxy server is configured in PDG. This issue was exhibited when PDG was on a different server than the Central Print Services. The issue only affected printer synchronization and not other operations.
- **Fixed – Incorrect service broadcast type prevents Mobile apps from showing service on the apps' Network tab** (PDG-378)  
PDG incorrectly broadcast a non-SSL service URL for the Central Print Services, which caused the PrinterOn Mobile Apps to not display the service on the Network tab in the mobile app. PrinterOn mobile apps only display SSL-enabled services.
- **Fixed – Unable to read some text in Remote Queue Monitor Basic View** (SPOCPS-4518)  
Addressed an issue when using the Remote Queue Monitor's Basic View that caused some text to be unreadable due to the font color being too closely matched to the background color. The text color has been updated to provide more contrast.
- **Updated – Print Delivery Gateway "Test Connection" behavior change** (PDG-329)  
Modified the behavior of the PDG Test Connection option, located on the Networking tab of the Configuration Manager interface. The Test Connection option previously validated the configured credentials as well as the URL supplied. The option now only validates that the connection with the supplied URL can be established.
- **Updated – Increased PDS default heap memory allocation**  
Increased the default heap Java memory allocation for PDS from 256MB to 512MB to handle large print volumes.

NOTE: These release notes and previous versions may be found on the PrinterOn on website at <http://www.printeron.com/support/product-releases.html>

## Installed Product Information

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**PrinterOn Enterprise 4.0.1.1836 includes the following software:**

- Central Print Services 4.0.1.1228
- PrintAnywhere Server 6.0.1.1135
- Print Delivery Gateway 4.0.1.967
- Print Delivery Station 4.0.1.1208
- Print Delivery Hub 4.0.1.1208
- RenderPDF 6.0.1.95
- PrintWhere® 6.0.1.1259
- Sun Java Runtime Environment 1.8.1.21
- Tomcat 8.5.11

## System Requirements

- A dedicated physical server or virtual machine
- Intel compatible processor with 2GHz multi-core processor
- 4 GB RAM minimum (8 GB recommended)
- 60 GB (10 GB of free disk space for PrinterOn Server software and third party applications)
- Windows Server 2012 including 2012 R2 with current patches installed (Datacenter and Standard Editions) or Windows Server 2016 (Datacenter and Standard Editions)

Please contact [support@printeron.com](mailto:support@printeron.com) if you have any questions.