

PrinterOn Enterprise 4.2.4 - Release Notes

Version 4.2.4

Product Changes and Enhancements

PrinterOn Enterprise 4.2.4 provides a number of security improvements. UI enhancements provide administrators greater control over the security of network communication between PrinterOn components.

PrinterOn Enterprise 4.2.4 also includes several print performance improvements.

This release supersedes the 4.2.3 release and should be used in all cases.

IMPORTANT NOTE: You can only upgrade to PrinterOn Enterprise 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 4.2.4 for the best upgrade experience.

Product Changes and Enhancements:

- **New – Support for Configuration Manager roles** (CSOGEN-)
With this release, PrinterOn has introduced the concept of roles to the Configuration Manager, which are used to differentiate different levels of access to the PrinterOn service. PrinterOn supports two roles to which you can assign users:
 - **User:** The User role applies to any user using PrinterOn's print services.
 - **Administrator:** The Administrator role provides access to the Configuration Manager where the admin can manage and configure the PrinterOn service.
- **New – Support for multiple Configuration Manager administrators** (CSOBOB-1271)
With this release, PrinterOn Enterprise now supports the creation of multiple Configuration Manager administrators. Creating new administrators requires you to create additional internal users on the Users tab in Configuration Manager, and then apply the Administrator role to those users. All administrators have full access to modify any Configuration Manager setting.
- **New – Emailed password reset for PrinterOn Enterprise Managed Cloud:**
For PrinterOn Enterprise Managed Cloud Service subscribers, Configuration Manager now uses an email-based password reset workflow, similar to many cloud-based services. If you click the **Forgot Password?** button in the Configuration Manager Login dialog, you'll now be prompted to enter your email address. CPS then verifies that an account associated with that email address exists and, if it does, emails a link to that address. The destination of that link is a page where you can reset your password. This workflow is commonly used amongst cloud-based services and significantly improves the security of the service.

- **New – Enhanced security for print job delivery (PDH, PDS, and embedded PrinterOn agents)**

The PrinterOn Enterprise 4.2.4 release introduces several security improvements:

- **Support for signed requests** (CSOSCPS-7081): You can now configure the PDH to require a Signature Key to be included in all requests. The signature key allows the PDH to confirm who sent the print request, and to ensure that only that person can retrieve and release the request.
- **Unique Per-agent Print Delivery Station Password Protection** (CSOSCPS-7169): For Managed Cloud deployments of PrinterOn Enterprise, communication between PDH and embedded PDS agents (for example, Ricoh Hotspot or PrinterOn Agent for HP) is secured using an agent-specific password. Previously, if a password was set for PDH, that password needed to be used by each agent attempting to communicate with that PDH (**Note:** This is still the behavior in on-premise deployments of PrinterOn Enterprise).

With this new behavior, a password is set when configuring the agent and is stored encrypted with the PrinterOn server when the agent registers itself with the service. When subsequently attempts to communicate with the PDH, the agent includes the password in the request, and the PDH passes the supplied password to the PrinterOn server for validation.

- **JWT-based user validation for PrinterOn Managed Cloud Service** (CSOSCPS-7076): When a user successfully logs into the PrinterOn service, a JSON Web Token is returned to the user by the authentication service. The PDS/embedded agent then includes this token in subsequent requests on behalf of the user; the PDH validates the token before providing access to other print jobs.
- **Support for PDS certificate validation:** This release of PrinterOn provides an additional level of security for Print Delivery Stations. A new setting, added in the Networking tab of the PDS Configuration settings, allows you to ensure that any resource the PDS is communicating with has a valid certificate. The setting, **Require Certificate Validation**, is enabled by default. In production environments, it is strongly recommended that you not change the default setting.

- **New – Configurable option for disabling web content printing** (CSOGEN-7542)

With this release, a new setting has been added to the PAS Configuration settings, allowing administrators to control whether users are able to use the PrinterOn service to print web content. When administrators enable the **Block Web Content (HTML or URLs)** setting on the PAS > Formats tab, users will not be able to browse for and print URLs from any PrinterOn print workflow.

- **New – Security enhancements** (CSOSCPS-7330, CSOBOB-1144)

This release of PrinterOn Enterprise includes a number of underlying enhancements to improve the security of the product. Most notably, the ability to configure the HTTP Options method that is used to describe the communication options for a web server. With this release, this method is disabled by default. Administrators can enable it by opening the Advanced tab of the CPS configuration settings in Configuration Manager and unchecking **Disable HTTP OPTIONS request**.

General Improvements and Resolved Issues:

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

- **Improved – PrintWhere enhancements**

This release includes a number of improvements to the way in which PrintWhere determines which network ports to communicate with. Previously, if a port was not identified for a PDS or PDH, PrintWhere would check for available ports one at a time until it found an available port, considerably increasing the time it took PrintWhere to establish a connection. With this release, PrintWhere now simultaneously checks multiple ports at once, prioritizing TLS ports, resulting in reduced latency and improved performance in those instances where no ports are specified for PDS or PDH.

Note: This feature is meant to improve performance only when PrintWhere must guess the port; for optimal performance, administrators should ensure that ports are correctly specified for the PDS and PDH components.

- **Improved – Official support for Microsoft Office 2019/365 documents**

PrinterOn has confirmed compatibility with documents produced by Microsoft Office 2019 and Microsoft Office 365.

- **Improved – Rendering improvements** (CSOSCPS-7173):

PrinterOn has replaced some underlying rendering components, resulting in improved performance when rendering documents for printing.

- **Improved – Support for anonymous bind for user lookup in LDAP/AD** (CSOSCPS-7266):

In this release of PrinterOn Enterprise, administrators no longer need to include user credentials as part of an LDAP/AD configuration. This allows customers using LDAP/AD authentication to receive print requests from users without requiring a password.

- **Improved – Support for tabbing between web controls when authenticating** (CSOPWC-6976, CSOBOB-1294):

In this release of PrinterOn Enterprise, users can now tab between the username and password fields when authenticating during a Web print or PrintWhere job submission. Previously, they were required to use the mouse to move between fields.

- **Fixed – Jobs with an odd number of pages and multiple copies do not print as expected** (CSOBOB-104)

In previous releases of PrinterOn Enterprise, when a user attempted to print multiple copies of a document with an odd number of pages, and duplex selected, PrinterOn was not always correctly inserting a final blank page to the first copy of the document before printing the second copy, resulting in the first page of the second copy starting on the back of the last page of the first. This issue has been corrected in this release.

Known Issues:

The following section describes known issues with this release of PrinterOn Enterprise.

- **Known issue – Remote releasing documents to a printer** (CSOSCPS-7575):
There is a known issue in PrinterOn Enterprise v.4.2.4 when a guest user attempts to remotely release documents to the printer. When PrinterOn is configured to use LDAP/AD authentication, and the Authentication Behavior for guests is set to **Prompt**, when the unidentified user attempts to release the print job, the printer is unable to access the print job and a 401 error is returned. No issue occurs if the Authentication Behavior for guests is set to **Default** or **Do Nothing**.

Deprecation notices:

The following section describes features for which PrinterOn will no longer provide support.

- **Deprecated – Support for 32-bit servers**
Excluding critical security updates, support for 32-bit servers is deprecated with the release of PrinterOn 4.2.4.
- **Deprecated – Support for 32-bit clients**
Effective July 1 2020, 32-bit clients will no longer be supported by PrinterOn.
- **Deprecated – Support for Print Delivery Station v2.6**
Effective April 1, version 2.6 of the Print Delivery Station will no longer be supported by PrinterOn.
- **Deprecated – Support for IBM Domino server**
Effective April 1, PrinterOn will no longer support the IBM Domino Email server.
- **Deprecated – Support for Generic PCL 6 Printer Driver**
Effective July 1, PrinterOn will no longer support the Generic PCL 6 printer driver. It will be replaced by the GT PCL 6 printer driver.

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

PrinterOn Enterprise 4.2.4 includes the following software:

- Central Print Services 4.2.4.2224
- PrintAnywhere Server 6.2.4.1928
- Print Delivery Gateway 4.2.4.2218
- Print Delivery Station 4.2.4.2402
- Print Delivery Hub 4.2.4.2402
- PrintWhere® 6.2.4.2057
- Sun Java Runtime Environment 1.8.2.01
- Tomcat 8.5.46

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 if you have any questions.