PrinterOn Enterprise 4.3.5 - Release Notes

Version 4.3.5

Product Changes and Enhancements

PrinterOn Enterprise 4.3.5 is a maintenance update that introduces an improved Web Print UI. It also upgrades the Java version installed with the software to Java 16, and introduces a number of performance and security improvements.

This release supersedes the 4.3.4 release and should be used in all cases, except on 32-bit machines or where 32-bit components must be used. In those instances, 4.2.8 remains the latest release.

IMPORTANT NOTES:
- **This version of PrinterOn Enterprise is 64-bit only. No 32-bit version of this release of PrinterOn Enterprise will be built. If you need a 32-bit version of any of standalone PrinterOn components (PDS, PDH, PDG) you should download the 4.2.8 versions of the installers, which remain available from the printeron.com Download page.**

- **With the product moving to 64-bit only, the upgrade path has changed. You can only upgrade to PrinterOn Enterprise 4.3+ from version 4.2.8.**

- **For upgrades from versions earlier than version 2.5.1, please update your software to the latest version of 2.5.1, then to version 4.2.8, before upgrading to the latest version.**

Product Changes and Enhancements:

- **New – Web Print User interface redesign**
  With this release, a new Web Print interface has been developed. This interface is a complete redesign and provides a better end user experience with fewer steps to the workflow and greater printing flexibility. For example, users can now upload multiple documents for printing in a single submission. Each job submitted in the session can be monitored in the jobs list. In addition, users are no longer limited to maximum of 10 copies.

  In addition, a new setting, **Enable New Web Print UI**, has been added to the Web Print Workflow configuration in Configuration Manager, allowing you to specify whether users will view the new interface. If you choose not to enable the new interface, the previous Web Print UI is displayed to the user.

- **New – Java Upgrade** (CSOSCPS-8464)
  With this release, PrinterOn Enterprise has upgraded the version of Java installed with the software to Java 16.0.1.

General Improvements and Resolved Issues:

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

- **Fixed – Hide printer email address when email printing is disabled** (CSOSCPS-8409)
  In previous releases, when the user viewed the printer details, the printer's email address (assigned to it automatically by PrinterOn when it was created) was always displayed, even if email printing was disabled for the PrinterOn service. With this release, the address will only be displayed if the Email Print workflow is enabled.

- **Improved – Configuration Manager authentication settings** (CSOSCPS-8409)
  An improvement was made to the way Configuration Manager addressed a configuration error for Configuration Manager authentication. Previously, if you disabled both **Enable "root" User** and **Enable CPS Authentication** (which is not permitted; you must have one or both selected), the error message provided was not user friendly. With this release, the message now clearly indicates the misconfiguration and how to correct it.

- **Fixed – When printer synchronization fails, the Printers list is not populated** (CSOSCPS-8598)
  An issue was identified in Configuration Manager when attempting to synchronize the list of printers on the Printers tab. If the synchronization failed for any reason, then the list of printers was left unpopulated. The issue occurred because Configuration Manager wasn't waiting for the operation to be successful before refreshing the list. This issue has been fixed in this release. Now, the existing list of printers is not purged until the updated list is returned.

- **Fixed – Printer policy not behaving as expected** (CSOSCPS-8523)
  Printer policies, introduced in PrinterOn Enterprise v4.3.4, are meant simplify the printing process for a user by defining default values for various print settings. However, an issue was identified with one of the policy settings. When specifying a default paper size for a user, if the user then sends a print job to a printer that doesn't have that paper size, the unavailable paper size was still the default selection in the print dialog. Instead, in this situation, the user be presented with the default paper size defined for the printer. This issue has been fixed in this release.

- **Fixed – PDS unable to check for jobs in deployments with a large number of printers** (CSOPDS-1676)
  An issue was identified when PDS tries to check for new jobs in deployments with large numbers of printers. In deployments with over 150 printers, this request was failing. Investigation determined this failure was caused by an inefficient request method, which led to an excessively large request string that caused the connection to timeout. Adopting a more efficient communication strategy fixed the issue.

- **Fixed – Pull and Post Print not behaving as expected** (CSOPDS-1657)
  Several issues were identified with the Pull Mode and Post Print Mode settings, which define how print jobs are handled once delivered to the PDH and after being printed, with the settings not resulting in the expected behavior in some scenarios. With this release, the settings now result in the correct behavior under all conditions.

- **Improved** – **PrintWhere error handling improvements** (CSOPWC-7031)
  In some scenarios, when there was an issue printing from PrintWhere and the job failed, the user received no notification of the failure, leaving them to assume it was sent to the print queue when that was not the case. This release addresses this poor user experience. Now, if the

- **Improved** – **PDH Job storage settings usability** (CSOPDH-251, CSOPDH-252)
  This release introduces several improvements to the user experience when configuring PDH Job storage settings. In a previous release, an issue was identified with the error message returned when PDH job storage was configured incorrectly. If you configured the Job storage settings in such a way as to prevent PDH from communicating with the cloud storage server (for example, by entering an incorrect Secret Key), the error message returned was misleading, indicating that the printer was offline or out of paper, when the real issue was that a connection to the cloud storage server could not be established. The error message now reflects the actual issue. In addition, a **Test** button has been added to the storage settings so that the administrator can ensure the settings are correct before saving.

- **Fixed** – **PDFs of Chinese and Japanese documents unable to print** (CSOPAS-4806)
  In the previous release, some PDFs of Chinese- or Japanese-language documents were not printing successfully. The issue stemmed from a change to the utility used to render PDF documents, which applied a file size optimization that negatively impacted documents with Chinese and Japanese characters. Reverting this optimization resolved the issue.

Known issues:
The following section describes known issues for this release of PrinterOn Enterprise.

- **Known issue** – **Issues printing Microsoft Office files using LibreOffice** (CSOPAS-4742)
  There is a known issue when printing some Microsoft Office files through LibreOffice. When you change the orientation from landscape to portrait, LibreOffice fails to rescale the document to fit the page. As a result, the content is split across pages. This issue only occurs using LibreOffice to print Microsoft Office files. When using Microsoft Office, the documents rescale correctly.

- **Known issue** – **Issues printing text files**
  There is a known issue when attempting to print text files. Because the default text-file rendering agent is a 32-bit component, it is not supported in PrinterOn Enterprise 4.3.0 and later. To print text files, open them in a third-party app, and print them from there.

- **Known issue** – **Issues using Email print workflow with IMAP**
  There is a known issue when attempting to using IMAP for the email print workflow. In some cases, PrinterOn may is unable to connect to the mail server, so the print job cannot be delivered to the printer. This issue is probably caused by one or more Tunnel adapter. To work around this issue, you can disable the following tunnel adapters using Microsoft's Device Manager:
  - Isatap tunnel adapter
  - Toredo Tunneling Pseudo-Interface

Deprecation notices:

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

- **Deprecation Notice – Support for Apache OpenOffice**
  Excluding critical security updates, support for Apache OpenOffice are deprecated with the release of PrinterOn 4.3.

- **Deprecated – Support for 32-bit servers**
  Excluding critical security updates, support for 32-bit servers was deprecated with the release of PrinterOn 4.2.4.

- **End of Support – Support for 32-bit clients**
  Effective July 1 2020, 32-bit clients are no longer be supported.

- **End of Support – Support for Print Delivery Station v2.6**
  Effective April 1 2020, version 2.6 of the Print Delivery Station is no longer supported.

- **End of Support – Support for IBM Domino server**
  Effective April 1 2020, the IBM Domino Email server is no longer supported.

- **End of Support – Support for Generic PCL 6 Printer Driver**
  Effective July 1 2020, PrinterOn no longer supports the Generic PCL 6 printer driver. It is 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 4.3.5 includes the following software:

- Central Print Services 4.3.5.2581
- PrintAnywhere Server 6.3.5.2119
- Print Delivery Gateway 4.3.5.2644
- Print Delivery Station 4.3.5.2868
- Print Delivery Hub 4.3.5.2868
- PrintWhere® 6.3.5.2247
- Sun Java Runtime Environment 16.0.1
- Tomcat 9.0.44

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.