

Printing Systems Division



Infoprint Manager for Windows NLV Release Notes

Version 2 Release 2

Note!

Before using this information and the product it supports, read the information in "Notices" on page 7.

First Edition (January 2005)

This edition of Release Notes applies to the National Language Version (NLV) of IBM Infoprint Manager for Windows, Version 2 Release 2 Modification 0, and to all subsequent releases and modifications until otherwise indicated in new editions. Be sure to use the correct edition for the level of the product.

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Chapter 1. About this release

Infoprint Manager for Windows, Version 2 Release 2, is a new release of Infoprint Manager, and it includes a major revision of the information about the release. The information is available from the Printing Systems Division home page on the Web at <http://www.ibm.com/printers>, in the Printing Systems Division Information Center at <http://publib.boulder.ibm.com/infocenter/printer/index.jsp>, or on the Infoprint Manager Publications CD-ROM, SK2T-9346, that is shipped with the product.

For information about what is new in this release, what the hardware requirements are, and what the software requirements are, please see the *Infoprint Manager for Windows: Introduction and Planning Guide*, G544-5716.

For information about installing this release, see *Infoprint® Manager for Windows®: Getting Started*, G544-5717.

Configuration notes

Manually running fontmap.cmd on new Windows systems

During configuration, a file called **fonts.map** is created. This file is used by the PostScript and PDF transforms. In cases where the install of Infoprint Manager is done on a new Windows system, it is possible for this file to be created with a size of 0 bytes. If this happens, the transforms will fail. To solve this problem, from a Command Prompt navigate to the *install_path\PS* folder and enter this command to run the font command script: fontmap.cmd.

While this script is running, it is checking for the fonts installed on your system, and you may see messages on the screen indicating fonts that are not installed. These are not error messages, and you can ignore them.

Known limitations, problems, and workarounds

Limitations

Backing up the UserInit file for the PostScript transform program

If you have modified the **UserInit** file for the **ps2afp** transform, you must create a backup copy of the file prior to installing a service update or new version of Infoprint Manager for Windows. If you do not perform this task, the install program provided with Infoprint Manager for Windows overwrites the existing **UserInit** file, removing all prior changes to that file.

Infoprint Manager for Windows installs the **UserInit** file into the following locations:

1. *install_path\var\psf\ps2afp*
2. *install_path\var\psf\ps2afp2*

Stop and restart server after prolonged server activity

Due to known limitations involving prolonged server activity, it is strongly recommended that the Infoprint Manager Server be stopped and restarted every seven (7) days to avoid potential problems that could disrupt server processing.

To stop and restart the server:

1. Disable all actual destinations with the Infoprint Administration or Operations graphical user GUI.
2. Wait for all currently printing jobs to finish.
3. Stop the Infoprint Manager Server through the Management Console.
4. Restart the Infoprint Manager Server through the Management Console.
5. Re-enable all actual destinations through the Administration or Operations GUI.

Do not log off the Windows server

If you log onto the Infoprint Manager server, do not log off. If you log off, all SNMP printer monitoring terminates. This can be reset by either restarting the server or by logging on and stopping and starting the Infoprint Manager Windows server through the MMC.

Infoprint JobTicketer Limitations

File viewing with Infoprint Job Ticketer not supported for Windows XP SP2:

The online help and *Infoprint Job Ticketer: User's Guide*, S550-0419, describe how you can view print files from the table on the Setup page of the Infoprint Job Ticketer user interface. Because of a known problem with Microsoft® Windows, viewing files in Infoprint Job Ticketer is NOT supported on workstations that run the Windows XP operating system with Service Pack 2.

File chooser dialog slow to appear and operate with IBM JRE 1.4.1: On some systems that use IBM® JRE Version 1.4.1, the file chooser dialog that you access by clicking the **Browse for print files** button on Infoprint Job Ticketer Setup page is delayed in the time it takes to appear and operate. This is a known issue that is resolved with IBM JRE Version 1.4.2.

Problems using Ctrl to select multiple print files in long list: On systems that use Sun JRE Version 1.4.2, in the file chooser dialog that you access by clicking the **Browse for print files** button on the Infoprint Job Ticketer Setup page, you may experience problems when you use the **Ctrl** key to select multiple print files. This only occurs when you browse a large directory (100+ files). When you scroll to select files, the dialog may auto-scroll back to the top of the dialog. This problem is resolved with Sun JRE Version 1.5.

Do not use blanks in Job Name or Job ID: Do not use blank spaces when you provide a name for your print job in the Job Name field on the Infoprint Job Ticketer Setup page or when you provide an identifier in the Job ID field on the Description page. The print job will not be saved if there are blank spaces in the Job Name or Job ID.

Known problems and workarounds

Default output resolution incorrect for ps2afpd.cfg and ps2afp.cfg

The documentation for the **pdf2afp** and **ps2afp** transforms incorrectly shows the default output resolution for the **ps2afp** and **pdf2afp** transforms as **600**. The default output resolution is specified in the **ps2afp.cfg** and **ps2afpd.cfg** configuration files. An output resolution of **300** is the correct default value.

If you are using these transforms from the command line and your output requires an output resolution other than 300, you need to specify the output resolution for your jobs with the **-r** flag on the **ps2afp** and **pdf2afp** transforms or change the output resolution in the configuration file.

Note: When you use the **pdpr** command, the output resolution is resolved based on the actual destination configuration.

Hang when creating non-SNMP printer

If a hang occurs when you are creating a printer that does not have SNMP, complete these steps:

1. Shutdown Windows with the **Restart** option.
2. Open the Infoprint Manager Administration GUI.
3. Create a PSF TCP/IP actual destination pointing to a printer that has SNMP enabled.
4. If present, delete the actual destination that was being created when the hang occurred.
5. Re-create the actual destination that caused the hang.

Setting the TCP KEEPALIVE frequencies (for customers using Download for OS/390® or DPF)

Because network objects, such as printers, are sometimes terminated abruptly (for example, powered off), it is advisable to use a periodic poll that enables TCP to discover when a connection is no longer usable. This periodic polling is called the KEEPALIVE frequency.

The frequency of these KEEPALIVE transmissions is determined by system-wide TCP/IP configuration parameters in the host(s). You should set the KEEPALIVE interval, as described in the instructions for your particular type of host, to be much smaller (for example, four minutes), to maintain the network connection. This allows the system to detect if a printer has been powered off or is no longer accessible to the network.

ACIF resource names

If the resource library name, such as `reslib` or `userlib`, is specified with a trailing slash, ACIF is not able to locate the resources named with the file extensions, such as `.FDE` or `PDEF38PP`.

There are a number of ways to workaround this situation:

- Do not specify the trailing slash ("/" or "\") on the resource library name.
- Rename the resources with just the base name, where:
 - `F1FDEF.FDEF38PP` becomes `F1FDEF`
 - `P1PDEF.PDEF38PP` becomes `P1PDEF`
- When creating resources with PPFA, specify the command line parameters so that they do not include the extension when PPFA compiles the resources. For example: `ppfa input.file -p. -f.`

APKA2E exit with carriage controls

When you use the ACIF input exit APKA2E with carriage controls, incorrect output may be produced.

A workaround is to modify the APKA2E source by replacing this line (#229 in the source file):

```
exitstruc->recordln = (unsigned short) outbytes;
```

With the following line:

```
exitstruc->recordln = (unsigned short) outbytes + start_index;
```

And then rebuild the index.

Infoprint JobTicketer known problems and workarounds

Error 500 messages: If an error message beginning with “Error 500” is issued while you are using Infoprint Job Ticketer, close all of your browser sessions. Then reopen your browser and restart Infoprint Job Ticketer. If you continue to receive any “Error 500” messages, contact your Infoprint Job Ticketer system administrator who will need to restart the Infoprint Manager server.

Locating files in long list in file chooser: When you browse for print files in a directory with a long list of files, you will not be able to locate files by typing just the first letter of a file name. Instead, you can locate files using the asterisk (*) character as a wildcard. For example:

- To find all files that begin with the letter “d”, type **d*** in the chooser’s File name field and click the **Insert** button or press the **Enter** key.
- To find all files that contain the string “test”, type ***test*** in the chooser’s File name field and click the **Insert** button or press the **Enter** key.

Print job with multiple inserts will fail: Do not attempt to create a print job that contains more than one insert using the Inserts option in the Exceptions menu from the Print Files table on the Setup page. If your print job requires more than one insert, create a one-page print file for each additional insert and include those print files in the appropriate position in your print file using the **Browse for print files** button.

Problems with imported job tickets: After you import a job ticket, you may experience one or more of the following problems.

- The printer specified in the original job ticket may not be specified correctly in the Printer field on the Setup page. Verify what printer is specified, and if it is not the correct printer, select the correct printer from the Printer field drop down list.
- The paper size specified in the original job ticket may not be specified correctly in the Paper field on the Setup page. Verify what paper size is specified, and if it is not the correct paper size, select the correct size from the Paper field drop down list.
- The print files included in the original job ticket may not be automatically selected in the Print Files table on the Setup page. Be sure to select the print files that you want to have included in your print job.
- When you attempt to print a job created from an imported job ticket, the message “<filenames> not submitted because file upload failed” may be issued. If this occurs you need to replace the file or files. To replace files in your print job:
 1. Select the file or files in the Print Files table on the Setup Page.
 2. Select **Replace File** in the Print Files table drop down list.
 3. Locate and select the file or files in the chooser dialog.
 4. Resubmit the print job.

Job will not release in Submitted Jobs table: If an attempt to release a print job in the Infoprint Job Ticketer Submitted Jobs table is unsuccessful and the message “jobname cannot be released because the job has not yet been fully submitted” is issued, wait until the job has been fully submitted and then try again to release it.

Saving the current job does not create a new job: When you make changes to the current print job and click the **New** button to create a new job without saving the current job, you are prompted to save the changes to the current job. When you

select **Yes** in response to the prompt and choose to save the job in the job library, the Setup page is displayed after the current job is saved. Fields are not reset to their default values, so you need to click the **New** button before you begin to create a new print job.

Activate print server in Infoprint Job Ticker after print server restart: If you are notified that the Infoprint Manager print server has gone down and has been restarted, or if the print server shows a status of **Unavailable** in the Print Servers table on the Print Devices page, you need to activate the print server in Infoprint Job Ticker. To activate the print server:

1. Select the server in the Print Servers table on the Print Devices page.
2. Select **Set as Active** in the Print Servers table drop down list.

Print jobs and device settings are lost when Web Server is uninstalled and reinstalled:

Note: This information is for Infoprint Job Ticker system administrators only.

If the Infoprint Manager Web Server is uninstalled and then reinstalled, all of the jobs in the Infoprint Job Ticker job library and all device settings will be lost.

Submitting a job with custom media

When submitting a job that uses custom media, the output may not be as expected. Reverse the width and length dimensions on the media object and try the job again.

Large number of objects in Infoprint Manager Administration and Operations GUI

If you maintain tens of thousands of objects in your Infoprint Manager server and manage them with the Infoprint GUIs, the GUIs may exceed the default memory limits. Use this procedure to increase the memory limits:

1. Right click the desktop shortcut for the Infoprint GUI and select **Properties**.
2. In the **Target** field, find the text **javaw.exe** and insert **-Xoss600k** immediately after it.
3. Click **OK**.

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