IBM

Infoprint ProcessDirector for Linux: Release Notes for PTF U811077

Version 1 Release 2

This edition applies to Infoprint ProcessDirector, Version 1 Release 2 Modification 2, with PTF U811077 (April 2007), and to all subsequent releases and modifications until otherwise indicated in new editions or technical newsletters. PTF U811077 is also known as Service Pack 2. Be sure to use the correct edition for the level of the product.

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About this PTF

These release notes provide information about PTF U811077 (April 2007) for IBM®
Infoprint® ProcessDirector for Linux®, Version 1 Release 2.1 (Program Number
5697-N55).

What's new in this PTF?

PTF U811077 for Infoprint ProcessDirector includes these changes:

- **Ability to execute external programs on Windows secondary servers**

  You can install PTF U811077 on a Windows system that meets the prerequisites
  to be defined as a secondary Infoprint ProcessDirector server. You can set up job
  types that run extermal programs on the Windows server to do composition,
  archiving, or anything else that your workflow requires. If you currently have an
  application on Windows that some or all of your jobs use during their
  processing, Infoprint ProcessDirector monitors the execution of that application
  and directs the job to the next step in the workflow, reporting status and errors
  from the Windows application as needed.

- **Filter function for Jobs table**

  A filter capability has been added to the Jobs table to let you list only the jobs
  that meet certain criteria that you specify. For example, you can show only the
  jobs whose Job names start with ABC* (where * is a wildcard). Or, you can list
  only the jobs that have the **Duplex** property set to Yes.

- **Ability to distribute the spool file system**

  With PTF U811077, you can define additional partitions to mount under the
  spool directories used by Infoprint ProcessDirector to store and transfer jobs.
  This can improve throughput by distributing the I/O across multiple file
  systems.

- **Ability to select from favorite printers on Schedule Job and Print Again pages**

  PTF U810503 added the ability for each user to set favorite printers to display in
  the Devices area of the Main page. PTF U811077 extends that support to let you
  only display favorite printers on the Schedule Job and Print Again pages. This
  reduces the number of printer selections from which to choose when doing those
  tasks.

- **Download and hot folder input devices separated**

  Before PTF U811077, input devices were all defined with a common set of
  properties, but not all of them applied to each of the two types of input devices:
  download and hot folder. With this PTF, you only need to set values for the
  properties that apply to each type of input device, simplifying the
  administrator's job of defining and maintaining input devices.

- **Improved translation of information printed on banner pages**

  In previous versions of Infoprint ProcessDirector, the headings on the banner
  pages that are provided as standard banner pages were not translated into the
  language of the printer. In this version, the job properties that are used as
  headings on the banner pages (such as Job type, Job description, and Job class)
  appear in the language selected for the printer.

  In this PTF, Infoprint ProcessDirector has added support for printing banner
  pages in all the languages that the product supports. This support includes
  changes to the banner-page control files that Infoprint ProcessDirector installs in

the `/aiw/aiw/control_file/banner_pages` directory. If you have not modified any banner-page control files, no action is required. If you have customized the banner-page control files, see "Updating customized banner pages" on page 4 for more information.

For more specific information about the product, see the Infoprint ProcessDirector information center. You can open the information center from the **Help** link in the user interface or from the Publications CD.

Updating Infoprint ProcessDirector

Service Packs contain new functions and program fixes.

When Service Packs, also called PTFs, are released for Infoprint ProcessDirector, you need to obtain the PTF code to update the base product.

You can obtain the Service Pack in these ways:
- Go to the IBM Web site for the Service Pack, download the Service Pack, and create a CD of the code as instructed. See "Updating from the IBM Web site."
- Contact your IBM representative and request the Service Pack CD. See "Updating from a Service CD."

Updating from the IBM Web site

When a Service Pack is available for Infoprint ProcessDirector, you need to determine the FTP Web site where the Service Pack is available for downloading.

To find a Service Pack, search the `www.ibm.com` Web site for the PTF number. The PTF-specific Web site contains the Release Notes that you should read before you install and use the Service Pack.

These Service Packs are available for Infoprint ProcessDirector:
- Service Pack 1, also called PTF U810503, is located at
  `http://www-1.ibm.com/support/docview.wss?uid=psd1P4000520`
- Service Pack 2, also called PTF U811077, is located at
  `http://www-1.ibm.com/support/docview.wss?uid=psd1P4000560`

Note: You cannot install a Service Pack unless you have already installed the base code for Infoprint ProcessDirector.

To download a PTF for Infoprint ProcessDirector from the IBM Web site:
1. Access the appropriate Web site.
2. Print and read the Release Notes.
3. Follow the download installation instructions on the Web page.

Updating from a Service CD

To update Infoprint ProcessDirector from a Service CD, see "Backing up data, applying service, and adding features" in *IBM Infoprint ProcessDirector for Linux: Planning and Installation*, G550-0527.

Known limitations, problems, and workarounds

Limitations

Logical Volume Manager (LVM) restriction

When setting up partitions of the Linux system for Infoprint ProcessDirector, do not use Logical Volume Manager (LVM). Use only Hardware RAID or separate partitions. Hardware RAID 0 provides the best performance.

Daylight Savings Time and Infoprint ProcessDirector logs

Infoprint ProcessDirector records all time-stamped information in Universal Coordinated Time (UTC) format in its data base. The Infoprint ProcessDirector user interface always shows time-stamped information in logs using the time zone of the browser. As a result of the change to Daylight Savings Time (DST) in any particular time zone, there may be cases where you see messages logged an hour offset from when you would expect. For example, if users requested messages for the previous 24 hours on the Monday after a DST change, they might get more (Fall) or fewer (Spring) messages than would be expected. In the Fall, they would need to request 23 hours of messages, and in the Spring, they would need to request 25 hours of messages to capture the events of that Sunday when the time was actually adjusted.

RetainCompletedJobs step template cannot be deleted or copied anymore

Before PTF U811077, you could make a copy of the RetainCompletedJobs step template and add the copy as a step in a job type. If you had already made one or more copies of this step template, the copied step templates are deleted with this PTF and any references to the copies in job types are replaced with references to the RetainCompletedJobs step template. The values you set for the copied step, such as the retention period, remain in effect with the replacement RetainCompletedJobs step.

Resource names are case-sensitive in Linux

When you are migrating from Infoprint Manager on Windows® to Infoprint ProcessDirector on Linux, be aware that Linux is case-sensitive. As a result, Infoprint ProcessDirector looks for resource names in the case that is specified in the print job. Windows is not case-sensitive; therefore, jobs that printed with Infoprint Manager might have referred to resources in a different case than the actual resource names found on Windows.

If you copy resources from your Windows system to Linux, make sure the resource names match the case specified in your print jobs.

Text in English only

In Infoprint ProcessDirector, names of supplied objects, such as job types, step templates, input devices, and user groups, are not translated. Supplied object names are in English only. Also, the initialization messages for the InstallShield Wizard are displayed in English only.

Japanese text strings truncated in the InstallShield Wizard

When you install or uninstall Infoprint ProcessDirector in Japanese, these text strings are truncated in the InstallShield Wizard:

- Window titles
- Processing messages
- Uninstall selection button

PSF locale support on AIX

Infoprint ProcessDirector uses UTF-8 encoded locales on Linux. However, Infoprint ProcessDirector's printer-driver program, Print Services Facility™ (PSF), does not support UTF-8 on AIX®. PSF supports these locales on AIX:

English	ISO8859, IBM850, IBM1275
French	ISO8859, IBM850, IBM1275
German	ISO8859, IBM850, IBM1275
Italian	ISO8859, IBM850, IBM1275
Spanish	ISO8859, IBM850, IBM1275
Japanese	IBM932, IBMeucJP

Problems and workarounds

Messages during PTF installation suggest that objects were not reloaded successfully

When you install an update to Infoprint ProcessDirector, all the objects (for example, input devices, printers, and job types) that you had created with Infoprint ProcessDirector are migrated to the new level. The PTF installation program displays a message after it has restored the objects indicating any errors that were found. Because of a structural change made to how input devices are represented in the data base in this PTF, message AIWP3057W displays for each type of input device you had defined to Infoprint ProcessDirector before the PTF. You also see a message about phases being unable to migrate. Ignore these messages. They are the result of the structural change; your input devices migrate to the new code level without a problem.

Printers defined to an AIX secondary server require an Infoprint Manager for AIX PTF

When you apply PTF U811077 to Infoprint ProcessDirector, printers defined to an AIX secondary server will not work unless you have installed PTF U810787 for Infoprint Manager for AIX. The printers are shown as disabled in the Infoprint ProcessDirector user interface. If you try to add a new printer with an AIX system as its parent server without applying the PTF to Infoprint Manager for AIX, the printer is not added and a message is displayed.

Japanese Language Support Package needed to view jobs

To view jobs that use double-byte fonts in Infoprint ProcessDirector, be sure that the Japanese Language Support Package for the Adobe Reader is installed on your system. The Japanese Language Support Package is available from Adobe at `http://www.adobe.com/products/acrobat/acrrasianfontpack.html`.

Information Center is not available

If you click the help link on a page in the Infoprint ProcessDirector user interface and an error is displayed instead of the Information Center, stop the primary server and restart it. The Information Center should be available after Infoprint ProcessDirector is restarted.

Updating customized banner pages

After you install this version of Infoprint ProcessDirector, do this procedure to update your banner-page control files. You only need to do this procedure if you made modifications based on the original files:

1. Log in to the Linux® system that the Infoprint ProcessDirector primary system is installed on as the Infoprint ProcessDirector user (`aiw1`).
2. Navigate to `/tmp/aiwsave/ConfigFiles`.

3. Open the control file with a text editor. All lines in the file (except lines for bar codes) include two fields that specify the character set and code page for the line. For example:

```
Field502 JobID;JobTicketField;[Job.ID];C0PCLR12;T1000850;2.250;6.34375;0
```

In this example, C0PCLR12 is the character set and T1000850 is the code page. These fields need to change to the name of a single-byte coded font, and a double-byte character set (DBCS) coded font, respectively. The default single-byte coded font that Infoprint ProcessDirector supplies with its printer driver component is X0PCLR12. You can also use any coded font that /aiw/aiw1/config/banner_page_code_page_mapping.cfg defines. You only need to include the name of a DBCS coded font if you will print banner pages that include DBCS characters. Update the lines in the control file so that they use one of these formats. The first example omits the DBCS coded font:

```
Field502 JobID;JobTicketField;[Job.ID];X0PCLR12;;2.250;6.34375;0
```

```
Field502 JobID;JobTicketField;[Job.ID];X0CR5M;XZE26F;2.250;6.34375;0
```

4. Ticket key fields in the lines can include Infoprint ProcessDirector property names that are in the database format and that are delimited by brackets ([]). In the previous examples, [Job.ID] is the ticket key. Update the ticket key fields so that they use one of these formats:

```
[Property.Name.Value]
```

```
[Property.Name.NameAndValue]
```

Examples are [Job.ID.Value] and [Job.ID.NameAndValue]. The first format prints only the value for the property on the banner page, such as 10000000. The second format prints the property notebook name for the property followed by the value, such as Job number: 10000000. Use the first format for bar code lines.

5. Lines that specify time values and printer names previously used field types of ExitData and exit keys that queried the Infoprint ProcessDirector printer driver component for values:

```
Field503 PrintTime;ExitData;Time;C0PCLR12;T1000850;3.600;6.34375;0
```

```
Field602 PrinterName;ExitData;LongPrinterName;C0PCLR12;T1000850;2.250;7.25;0
```

The new banner-page control files now use ticket keys and property names instead of ExitData and exit keys. They also use coded fonts instead of the character sets and code pages:

```
Field502 PrintTime;JobTicketField;Job.Print.AssignPrintTime.NameAndValue];X0PCLR12;;1.000;6.34375;0
```

```
Field602 PrinterName;JobTicketField;[Job.CurrentPrinter.NameAndValue];X0PCLR12;;1.000;7.25;0
```

Make any changes that are necessary for time values and printer names in your configuration file.

6. Save the configuration file in /tmp/aiwsave/ConfigFiles.
7. Navigate to /aiw/aiw/control_file/banner_pages.
8. If the control files that you modified in the temporary directory used the default Infoprint ProcessDirector control file names, rename the new control files before you copy your updated versions:

```
mv header.cfg header.cfg.newstyle
```

```
cp /tmp/aiwsave/ConfigFiles/header.cfg .
```

9. Copy any custom control files that you modified in the temporary directory to the current directory:

```
cp /tmp/aiwsave/ConfigFiles/myheader.cfg .
```

10. Run test jobs to make sure that your modified banner-page control files produce banner pages in the expected format.

Daylight Savings Time (DST) 2007 for Infoprint ProcessDirector

To enable Infoprint ProcessDirector to support the 2007 Daylight Savings Time change, do these steps on the Infoprint ProcessDirector server:

1. Log in as the root user.
2. Make sure the operating system is SLES 9 Service Pack 3.
3. Upgrade to Infoprint ProcessDirector Version 1 Release 2 Modification 2 with PTF U811077.
4. Download the IBM Time Zone Update Utility for Java (JTZU) from this Web site and consult the readme file:
   http://www-128.ibm.com/developerworks/java/jdk/dst/index.html
5. Follow the "Specifying the JRE used to run the Utility" procedure. In runjtzuenv.sh, specify /usr/lib/java/jre for JAVA_HOME. You must do this step at the console.
6. To confirm that the operating system has been set to recognize the 2007 Daylight Savings Time change, enter this command:
   ```
   zdump -v America/Denver | fgrep 2007
   ```

   The dates displayed must be Sun Mar 11 2007 and Sun Nov 4 2007.

Spool directory changed after installing this PTF

If you have jobs in the Infoprint ProcessDirector system when you install this PTF, each job had a spool directory in the /aiw/aiw1/spool directory that contained the input file and other files created during Infoprint ProcessDirector processing. After you install PTF U811077, a new directory is added to the file system structure. Each job's spool directory is copied to the new directory, /aiw/aiw1/spool/default. If you see messages in a job log that refer to those files before the PTF, be aware that they have moved to a new location.

Download input device ports conflict with default Linux X Windows ports

Infoprint ProcessDirector supplies five Download input devices defined at ports 6000-6004. By default, the X Windows function on Linux also uses ports in this range. The daemon program associated with each input device will not be able to start if its port is already defined to X Windows. To fix this problem, edit the Infoprint ProcessDirector input device properties to change the port to a port that is not already in use.

Insufficient storage for DB2

If you see return code 67 during the DB2® installation, your system does not have enough storage space available to install the program. You must create more space in the /opt/IBM directory.

Update sequence for servers

When installing PTF U811077, update the primary server first and then all the secondary servers. If you update a secondary server and start it before updating the primary server, you need to restart the secondary server after the primary server is updated.

Might lose log messages for some jobs

If you install PTF U811077 when you have jobs in the Infoprint ProcessDirector system, you might lose log messages for those jobs. To minimize the impact, remove as many jobs as possible from the Infoprint ProcessDirector system before applying the PTF.

Modified supplied Download input devices

If you modified any of the Download input devices supplied with Infoprint ProcessDirector Version 1.2.2 before installing PTF U811077, those modifications are removed when the input devices are reinstalled with the PTF. You need to make those modifications again on the supplied input devices. However, the supplied hot folder input devices are not affected.

Cut-sheet emulation mode prints incorrectly when repositioning to a page

When you are printing in cut-sheet emulation (CSE) mode and you request to resume printing at a specific page, the printer might not start printing at the correct page. Other requests to print at a specific side of a sheet are done correctly.

Sheet count incorrect when using JCL DUPLEX keyword

If you use the JCL DUPLEX keyword to set duplexing for a job, Infoprint ProcessDirector might display an incorrect sheet count. IBM recommends that you set duplexing in a form definition.

Use Internet Explorer when accessing different user interfaces

When accessing user interfaces for both Infoprint Transform Manager and Infoprint ProcessDirector, IBM recommends that you use the Microsoft® Internet Explorer browser. If you use the Mozilla browser, you must log in each time you switch between the Infoprint Transform Manager and Infoprint ProcessDirector user interfaces.

Product documentation

See *IBM Infoprint ProcessDirector for Linux: Planning and Installation* (G550-0527) for pre-installation planning, installation tasks, and post-installation tasks.

After it is installed, you can access the Infoprint ProcessDirector user interface from a Web browser on the Windows and Linux workstations in your network. The user interface contains field-level help and an information center for Infoprint ProcessDirector. The information center contains administrative and operational topics that help administrators, operators, and supervisors learn about the Infoprint ProcessDirector product. It also includes procedures that describe how to use the product.

To use the online help:

1. Access the user interface at **http://***hostname***:15080/aiw**. The host name of the primary Linux server is *hostname*.
2. To view the information center, click **Help** from the top task bar.
3. To access field or property help:
   a. Log in to the user interface:
      1) Type the default user name of **aiw** and the default password of **aiw**.
      2) Click **Log in**. You are prompted to change the password before you can log in to the user interface.
   b. Click the question mark icon for help about a field or property.

Customer support

For help installing Infoprint ProcessDirector, contact IBM Software Support:

- Web page: `http://www.ibm.com/printers/support`
- USA telephone: 1-800-IBM-SERV or 1-800-426-7378
- Outside the United States: open a call through your country's help line. Level 1 sends it to Level 2 for the Geography. If Level 2 cannot answer the question, the question becomes a PMR in the RETAIN system.

While using the Infoprint ProcessDirector user interface, see the online help before contacting software support. See "Product documentation" on page 7.

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