

# InfoPrint ProcessDirector for Linux: Release Notes for PTF U815639

*Version 1 Release 3*

**Note:**

Before using this information and the product it supports, read the information in "Notices" on page 6.

These release notes apply to InfoPrint ProcessDirector for Linux, Version 1 Release 3 Modification 1 (Program Number 5765-G79) with PTF U815639 (March 2008).

**Internet**

Visit our home page: <http://www.infoprint.com>

You can send comments by e-mail to [printpub@us.ibm.com](mailto:printpub@us.ibm.com) or by mail to:

InfoPrint Solutions Company  
6300 Diagonal Hwy 002J  
Boulder, CO 80301-9270  
U.S.A.

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## About PTF U815639 (March 2008)

These release notes provide information about PTF U815639, Service Pack 1, for InfoPrint® ProcessDirector for Linux®, Version 1 Release 3 Modification 1 (Program Number 5765-G79).

PTF U815639 includes:

- Support for SUSE Linux Enterprise Edition (SLES) 10 SP1
- Support for the Mozilla Firefox browser on SLES 10, Windows® XP, and Windows Vista
- Ability to customize the columns shown in the Jobs table for each user
- Ability to export logs to improve diagnostic capabilities
- Zoom-in/zoom-out function in the file viewer

**Note:** If you have the AFP™ Indexer Extension installed, an update is available for use with this PTF. In the update, AFP Indexer has been enhanced to let you easily index address blocks with variable numbers of lines and to combine adjacent text blocks into a single index tag.

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.

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## Installation alerts

### Install Service Pack 1 first

The base product installer does not run on SLES 10 without some of the files that are available in this PTF. If you are installing on SLES 10, you must insert the PTF CD first, before you insert the base product CDs.

If you are installing on SLES 9, you can also start with the PTF CD first.

### Installing Service Pack 1 with previously installed Extensions

If you already have Extensions installed with InfoPrint ProcessDirector for Linux, use this sequence to install Service Pack 1:

1. Install Service Pack 1 and select **Activate later**.
2. Contact your sales representative to obtain the appropriate Extensions.
3. Install the appropriate Extensions available with Service Pack 1 and select **Activate**.

### Ignore error messages when installing Service Pack 1 and Extensions at the same time

When you install Service Pack 1 and the Extensions at the same time, InfoPrint ProcessDirector issues error messages about replacement of RPM files that you can ignore because the installation is successful.

## Migrating from SLES 9 to SLES 10

Before you migrate from SLES 9 to SLES 10 when you have Extensions installed with InfoPrint ProcessDirector for Linux 1.3.1, contact InfoPrint Solutions Company Software Support. SLES 10 omitted a file that is needed for activation of the Extensions, and the support team can direct you to the needed file.

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## Known limitations, problems, and workarounds

### Limitations

#### 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.

#### 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 secondary servers

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:

<b>English</b>	ISO8859, IBM850, IBM1275
<b>French</b>	ISO8859, IBM850, IBM1275
<b>German</b>	ISO8859, IBM850, IBM1275
<b>Italian</b>	ISO8859, IBM850, IBM1275
<b>Spanish</b>	ISO8859, IBM850, IBM1275
<b>Japanese</b>	IBM932, IBMeucJP

The locale is used to determine what language is used to log printer and server messages.

**Note:** Do not use double-byte characters in the name of an AIX secondary server.

### Problems and workarounds

#### Japanese characters displayed incorrectly

When the Linux operating system (SLES 9 or SLES 10) is installed in English and you install PTF U815639 in Japanese, the Japanese characters display as little boxes. To correct this situation, either install the Linux operating system in Japanese or install PTF U815639 in English.

### **Messages and descriptions not shown in the expected language**

During the installation process, you are asked for the language to be used by the server for some messages and descriptive text on the user interface. Your selection is used to set the language for the aiw1 user that is created for InfoPrint ProcessDirector. Sometimes that language setting does not take effect, so messages in the printer log or descriptions of objects supplied with InfoPrint ProcessDirector appear in English instead of the language that you selected. To ensure that you receive printer messages in the desired language, you can set the **Printer language** property on each printer. For other text, you can edit the aiw1 user profile and specify the desired language.

### **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.

### **Use Internet Explorer when accessing different user interfaces**

When accessing user interfaces for both InfoPrint Transform Manager and InfoPrint ProcessDirector, InfoPrint Solutions Company recommends that you use separate sessions of the Microsoft® Internet Explorer browser. If you use the Mozilla browser, you must log off the InfoPrint Transform Manager user interface before logging in to the InfoPrint ProcessDirector user interface.

### **Job continues processing on InfoPrint Transform Manager**

When you use the **Stop** function for a job that is processing in a step that calls InfoPrint Transform Manager, the status of the job changes to Stopped, but InfoPrint Transform Manager continues processing the job. Do not use the **Process again** function on the stopped job unless you make a change to the job type to overcome any error that caused the InfoPrint Transform Manager step to take a long time to run.

### **Processing AFP files containing multiple documents**

The AFP architecture allows applications to place multiple documents within a single file, with the document boundaries marked with Begin Document (BDT) and End Document (EDT) structured fields. Applications might use this function to cause finishing operations, such as stapling or binding, to operate on each document separately.

The EnableRepositioning and CreatePageRanges steps provided in all job types supplied with InfoPrint ProcessDirector are used to map pages to sheets so that the **Jump to** and **Print again** functions can reliably locate a page in the job. However, those steps cannot process files that contain multiple documents as described above.

If a job containing multiple documents is processed by the EnableRepositioning or CreatePageRanges step, an error occurs that prevents the job from printing. You can remove those steps from the job type being used to process the job and it will print, but you will no longer be able to use sheet numbers or indexing tags to select pages in the viewer when using the **Jump to** and **Print again** functions.

### **Banner pages print in portrait orientation**

Configuration files to format the content of banner pages are only available in the portrait orientation. If you change the setting for the **Banner page** property on the printer, it has no effect.

## Jobs are not deleted as scheduled

If jobs become stuck in a **Preprocessing** state in the **Complete** phase, you can manually delete the jobs.

## APAR included in this PTF

This PTF includes resolution for this APAR:

Table 1.

APAR	Description
IZ09376	Viewing large file causes viewer and Web server crash

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## Product documentation

See *InfoPrint ProcessDirector for Linux: Planning and Installation* (G550-1042) 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 InfoPrint ProcessDirector. 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**. Replace *hostname* with the name of the machine where the primary InfoPrint ProcessDirector system is installed.
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.

## User Documentation CD updated

The *InfoPrint ProcessDirector for Linux: User Documentation* CD, GK4T-4007-01, has been updated with Service Pack 1. An ISO image of this CD is available on the InfoPrint ProcessDirector Service Pack 1 download page, and you can also order the CD from the IBM® Publications Center.

To access the InfoPrint ProcessDirector Service Pack 1:

1. Open the InfoPrint Solutions Company home page at [www.infoprint.com](http://www.infoprint.com).
2. Under **Get Support**, click **Downloads & Drivers**.
3. You see the **Printer drivers and downloads** page.
4. Scroll down to the bottom of the page to **Print management and driver software**.
5. Click **InfoPrint ProcessDirector**.
6. Click the link for PTF U815639.



## Printing PDF and PostScript files on the InfoPrint 5000 printer Models AS1 and AD1/2 with hot folders from InfoPrint ProcessDirector for Linux

To send PDF and PostScript files to the hot folders on the InfoPrint 5000 printer Models AS1 and AD1/2 with InfoPrint ProcessDirector for Linux, you can set up a job type that uses the **CopyToFolder** step.

To send PDF and PostScript files to an InfoPrint 5000 hot folder, you must:

- Verify that the Samba open source client is installed on your primary system.
- Define a job type that includes a **CopyToFolder** step.
- Make sure that your primary Linux system is connected to the InfoPrint 5000 printer

### Verifying that Samba open source client is installed

To print to an InfoPrint 5000 printer hot folder from InfoPrint ProcessDirector for Linux requires the Samba open source client.

To verify that the Samba open source client is installed:

1. Log in to the primary server as root.
2. Enter this command:

```
>smbclient -L printername -N
```

3. You see results similar to these:

```
Domain=[WORKGROUP] OS=[Unix] Server=[Samba 3.0.22-ibm-SLES10]
  Sharename      Type         Comment
  -----
  Duplex         Disk
  IPC$           IPC          IPC Service (INFOPRINT 5000)
  ADMIN$        IPC          IPC Service (INFOPRINT 5000)
```

```
Domain=[WORKGROUP] OS=[Unix] Server=[Samba 3.0.22-ibm-SLES10]
  Server          Comment
  -----
  printer3       INFOPRINT 5000
```

The presence of the Sharename of Duplex indicates that at least one hot folder is enabled on the InfoPrint 5000 printer.

4. If Samba is not installed, contact your system administrator.

### Defining a job type to submit a file to an InfoPrint 5000 hot folder

To submit a print job to a hot folder on an InfoPrint 5000, you must create a job type that uses the **CopyToFolder** step.

To define the job type:

1. Log in as an administrator.
2. On the Main page, click the **Administration** tab.
3. In the left pane, click **Workflow** → **Job Types**.
4. Select the **OutputPDF** job type.
5. Click **Actions** → **Copy**.
6. Type a name for the new job type.
7. Under the **Prepare** phase, click the **Delete step** button next to the **TransformJobIntoPDF** step.
8. Click the name of the **CopyToFolder** step.

9. Delete the contents of the **External Command [Print] [CopyToFolder]** property and replace it with a command that looks like this:  

```
cp ${getFileName(print,${Job.InputDatastream},read)}  
/mnt/destinationHotFolder/${Job.Name}
```
10. Replace *destinationHotFolder* with the name of the directory that the InfoPrint 5000 printer uses as a hot folder:  

```
cp ${getFileName(print,${Job.InputDatastream},read)} /mnt/yourhotfolder  
on the InfoPrint 5000/${Job.Name}
```
11. Click **OK**.
12. To use the new job type, select it and click **Enable**.

### Connecting to the InfoPrint 5000 hot folder

To copy files into a hot folder on an InfoPrint 5000, that hot folder must be mounted to the InfoPrint ProcessDirector primary server.

You can mount the hot folder using the **smbmount** command.

**Note:** If either InfoPrint ProcessDirector or the InfoPrint 5000 printer is shutdown, you need to re-issue the **smbmount** command.

To issue a **smbmount** command:

1. Log in to the primary InfoPrint ProcessDirector as root.
2. Enter this command for Model AS1:  

```
>smbmount //printerIPAddress/simplex /mnt -o guest,fmask=777
```
3. Enter this command for Model AD1/2:  

```
>smbmount //printerIPAddress/duplex /mnt -o guest,fmask=777
```
4. To view the enabled hot folders, list the contents of the shared directory:  

```
>ls -al /mnt
```

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## Customer support

For help installing InfoPrint ProcessDirector, contact Software Support:

- Web page: <http://www.infoprint.com/support>
- 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 4.

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