

InfoPrint ProcessDirector for AIX: Release Notes for PTF US00104

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 AIX, Version 1 Release 3 Modification 1 (Program Number 5765-G74) with PTF US00104 (March 2008).

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Contents

About PTF US00104 (March 2008)	1	Product documentation	3
Installation alerts	1	User Documentation CD updated	4
Install Service Pack 1 first	1	Printing PDF and PostScript files on the InfoPrint 5000 printer Models AS1 and AD1/2 with hot folders from InfoPrint ProcessDirector for AIX	4
Ignore error messages when installing Service Pack 1 and Extensions at the same time	1	Customer support	5
Known limitations, problems, and workarounds	1	Notices	6
Limitations	1	Trademarks	7
Problems and workarounds	2		

About PTF US00104 (March 2008)

These release notes provide information about PTF US00104, Service Pack 1, for InfoPrint® ProcessDirector for AIX®, Version 1 Release 3 Modification 1 (Program Number 5765-G74).

PTF US00104 includes:

- 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
- Added support for the AFP™ Indexer, AFP Editor, Service Level Agreement, and Reports Extensions

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.

Installation alerts

Install Service Pack 1 first

If you are installing InfoPrint ProcessDirector for AIX on a new system, install the Service Pack 1 CD before you install the product CDs.

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.

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

InfoPrint ProcessDirector uses UTF-8 encoded locales on AIX. 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

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

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.

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.

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.

Messages from InfoPrint Transform Manager not translated

Some messages that InfoPrint ProcessDirector logs from InfoPrint Transform Manager are only available in English.

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

Product documentation

See *InfoPrint ProcessDirector for AIX: Planning and Installation* (G550-1045) 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 AIX, Linux[®], and Windows 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 AIX: User Documentation* CD, GK4T-4011-02, 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.
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 US00104.

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

To send PDF and PostScript files to the hot folders on the InfoPrint 5000 printer Models AS1 and AD1/2 with InfoPrint ProcessDirector for AIX, 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 `bos.cifs_fs` fileset is installed on your primary system.
- Define a job type that includes a **CopyToFolder** step.
- Make sure that your primary AIX system is connected to the InfoPrint 5000 printer.

Verifying that `bos.cifs_fs` fileset is installed

To print to an InfoPrint 5000 printer hot folder from InfoPrint ProcessDirector for AIX requires the `bos.cifs_fs` fileset.

To verify that the `bos.cifs_fs` fileset is installed:

1. Enter this command:

```
lslpp -l | grep cifs
```
2. You see results similar to these:

<code>bos.cifs_fs.rte</code>	5.3.0.61	COMMITTED	Runtime for SMBFS
<code>bos.cifs_fs.smit</code>	5.3.0.60	COMMITTED	SMIT Interface for SMBFS
<code>bos.cifs_fs.rte</code>	5.3.0.61	COMMITTED	Runtime for SMBFS
<code>bos.cifs_fs.smit</code>	5.3.0.0	COMMITTED	SMIT Interface for SMBFS
3. If the `bos.cifs_fs` fileset 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 **mount** command.

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

To issue a **mount** command:

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

```
>mount -v cifs -n printerIPAddress/none -o fmode=707 /simplex /mnt
```
3. Enter this command for Model AD1/2:

```
>mount -v cifs -n printerIPAddress/none -o fmode=707 /duplex /mnt
```
4. Press Enter when you are prompted to enter a password.

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 3.

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