

InfoPrint ProcessDirector for Linux:
Release Notes for PTF U820528
October 15, 2008

Version 1 Release 3

Note:

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

These release notes apply to InfoPrint ProcessDirector for Linux, Version 1 Release 3 Modification 1 (Program Number 5765-G79) with PTF U820528 (October 2008).

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About PTF U820528 (October 2008)

These release notes provide information about PTF U820528, Service Pack 2, for InfoPrint® ProcessDirector for Linux®, Version 1 Release 3 Modification 1 (Program Number 5765-G79).

PTF U820528 includes:

Enhanced printer status information

Displays printer status information using the Simple Network Management Protocol (SNMP) and offers one-click access to a printer-resident Web page for up-to-the-minute status information.

Cutsheet printer support

Defines cut-sheet printer options, such as media size and type, and finishing options, such as punch and staple, and lets you schedule jobs based on these properties.

User interface automatic refresh

Each user can set an interval to have the Main page of the user interface refresh. Updates such as printer and job status changes that have occurred since the last refresh appear automatically at this interval.

Additional features

Starting with this PTF, four extensions that were previously available as Services offerings are now orderable as product features. The features are:

- **AFP Editor:** Lets you create bar codes and hide areas in AFP™ files. You can create bar codes that contain index values, job properties, and static text. For example, if the ZIP codes in an AFP file are index values, you can create bar codes that contain the ZIP codes. In addition, AFP Editor can automatically replace POSTNET bar codes with Intelligent Mail bar codes (IMBs) that have the same routing code. You can hide areas in AFP files so that no one can see the data in the hidden areas and so that the data does not print.
- **AFP Indexer:** Lets you create page groups and indexes in AFP files. When you view an AFP print file that contains page groups and indexes in InfoPrint ProcessDirector, you can navigate in the file to find pages containing specific index values. You can also use the indexing provided by AFP Indexer to reprint all the pages in one or more page groups.
- **Reports:** Lets you create reports based on data that InfoPrint ProcessDirector collects about job events, user actions, and printer activity. You can use the reports for capacity planning, production efficiency measurement and optimization, and problem determination.
- **Service Level Agreement (SLA):** Lets you manage your progress towards meeting your performance objectives. If you have service level agreements in place with your customers, this feature can help you make sure that their print jobs are on schedule to be completed on time.

Improved interaction with other applications

Lets you interface with third-party applications that use hot folders to receive work and return results. This update includes a step template that can be used to place work in another application's hot folder and monitor a user-specified directory for results.

Job Definition Format (JDF) support

Lets you select job printing properties, such as media and finishing

options, in a job ticket in the Job Definition Format (JDF). You can submit just a job ticket in a hot folder and tell InfoPrint ProcessDirector where to retrieve the file for processing.

Web services support

Lets you use Representational State Transfer (REST) Web services to send commands and requests to InfoPrint ProcessDirector from other applications. Syntax and usage for the supported Web services are described in a new publication: *InfoPrint ProcessDirector: Developing Web Services*, G550-1152, and in the InfoPrint ProcessDirector information center.

Security enhancements

If you have a digital certificate installed on your primary server, you can use a script included in this update to activate the Secure Sockets Layer (SSL) protocol for the InfoPrint ProcessDirector Web server. After SSL is activated, all communications between the primary server and the Web user interfaces are encrypted. Communications between the primary server and applications that use Web services requests are also encrypted.

Halftone selection support

Lets you specify halftones when converting color images from the continuous tones you see on a monitor to a printer's black and white shading pattern. Halftones are used by transform programs to tune output for the specific printer model you are using.

Import/Export function support

Exports objects, such as job types created by InfoPrint ProcessDirector on one primary server, so that they can be imported to another InfoPrint ProcessDirector primary server. The objects are saved in XML format in a location you specify.

Stopping a job based on message count

Lets you set the number of data stream messages that causes an AFP print job to stop printing. Messages issued as a result of an operator command or an intervention required at the printer are not included in this count.

Enhanced printer sharing support

For AFP printers that support it, you can configure InfoPrint ProcessDirector to let the printer receive IPDS™ data from one source and non-IPDS data from another source, such as a hot folder. The TCP/IP connection over which the IPDS data is sent remains active when the control of the printer engine is switched to the other input source.

64-bit support

Includes support for 64-bit Linux, mainly to allow the use of machines that have more than 4 GB of memory and to run IBM® DB2 Universal Database™ as a 64-bit process on these machines. While DB2® is running as a 64-bit process, the rest of InfoPrint ProcessDirector (the Web server, Print Services Facility™ (PSF), and InfoPrint ProcessDirector servers) all run as 32-bit processes on a 64-bit operating system.

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

InfoPrint Manager for AIX Version 4 Release 3 support

If you want to use InfoPrint ProcessDirector for Linux and PTF U820528 with an AIX® secondary server that has InfoPrint Manager for AIX installed, you must install InfoPrint Manager for AIX, Version 4 Release 3 (Program Number 5648-F35), because of changes made in both products for printer support:

1. Installing or upgrading either product modifies executables that are shared between the products. Before you install or upgrade either product on the same server, you must stop both the InfoPrint Manager for AIX and InfoPrint ProcessDirector for Linux servers. You can start the servers after you install or upgrade both products.
2. You must install InfoPrint Manager Version 4 Release 3 before you install InfoPrint ProcessDirector PTF U820528.

Known limitations, problems, and workarounds

Limitations

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:

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

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

Unexpected results with portlets on the Main page of the user interface

The automatic refresh function added with this PTF causes the portlets on the Main page to fade while they are refreshing. If a portlet remains dim or an error is displayed, click the **Refresh** button on the browser window to activate the portlet. For example, if you use **Go to next page/Go to previous page** or **Go to last page/Go to first page** on the Jobs portlet from the Main page of the InfoPrint ProcessDirector user interface and you receive an unexpected error, click **Refresh**.

Japanese characters displayed incorrectly

When the Linux operating system (SLES 9 or SLES 10) is installed in English and you install PTF U820528 in Japanese, the Japanese characters display as little boxes. To correct this situation, either install the Linux operating system in Japanese or install PTF U820528 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 lets applications 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.

APARs included in this PTF

This PTF includes resolution for these APARs:

APAR	Description
IZ27273	Jobs processed through ITM fail with message AIWI6135E
IZ31771	No error message printed for NACK "020D..05"; job terminated
IZ32784	Two or more \$\$ in FORMDEF/PAGEDEF names cause ACIF errors
IZ33932	New LPR and Download Input Devices accept jobs only after stopaiw/startaiw

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 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 Linux: User Documentation* CD, GK4T-4007, has been updated with Service Pack 2. An ISO image of this CD is available on the InfoPrint ProcessDirector Service Pack 2 download page, and you can also order the CD from InfoPrint Solutions Company.

To access the InfoPrint ProcessDirector Service Pack 2 download page:

1. Open the InfoPrint Solutions Company home page at www.infoprint.com.
2. Click **Support & Maintain**.
3. On the left side of the page, click **Online Hardware and Software Support**.
4. Under **Software support**, click **InfoPrint ProcessDirector**.

5. Click **DOWNLOADS AND DRIVERS**.
6. Click the link for PTF U820538.

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 shut down, 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
```

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 5.

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