

## PrinterOn Enterprise Private Cloud Print Platform Release Notes

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1.9 R3 - PSIM 1.9PI

### Product Changes and Enhancements

PrinterOn's Enterprise Server provides Enterprise-grade cloud print services for Corporate, Enterprise or Education use. This private cloud solution leverages PrinterOn's years of mobile print experience to provide a complete printing solution for native mobile apps, email, web and desktop printing.

This release of PrinterOn Enterprise is a significant update which expands on PrinterOn's existing solution to provide greater support for complex network requirements, 3<sup>rd</sup> party solution integrations and greater security while maintaining an easy-to-install experience.

PrinterOn is also pleased to announce additional integrated solutions for a number of partner print management solutions. PrinterOn Enterprise offers a range of solutions that meet the needs of small businesses, educational institutions as well the world's largest corporations integrated with partner print management solutions including Ricoh, Equitrac and most other 3<sup>rd</sup> party solutions.

This release of PrinterOn Enterprise also focuses on updating PrinterOn Enterprise for greater performance and reliability. This release focuses on addressing issues intended to simplify deployments by providing a consistent and replicable user experience and deployment process.

The following are some of the enhancements and improvements that have been made in this version of the PrinterOn Enterprise Platform.

### Services and Integrations

- **NEW – Nuance Equitrac Support**  
Improved compatibility when integrating with Nuance Equitrac Print Management solutions. PrinterOn provides a flexible solution that complements Nuance Equitrac's various deployment scenarios and fully integrates all PrinterOn print workflows with Nuance solutions including Follow-You print and secure release.
- **Improved – Print Job Owner Management**  
Significant improvements have been made to how PrinterOn Enterprise delivers job owner information with print jobs. Enhancements ensure greater consistency of job owner information presented across all print workflows including web, mobile apps, PrintWhere and email printing.
- **Improved – PrinterOn Job Accounting API & Enterprise**  
Improved Enterprise solutions integrated with PrinterOn's Job Accounting API and Enterprise. Introduced enhancements to provide additional job information to API integrators and greater consistency between the PrinterOn Hosted Cloud solution and PrinterOn's Enterprise solution. Improved PrinterOn Enterprise compatibility when deployed in a complex clustered environment and when integrated with PrinterOn's APIs including both custom integrations and PrinterOn's PayPal integration.

- **Improved – Print Performance**  
Improved overall performance of the solution focused on efficiency of service and network compatibility. Identified improvements to more quickly detect successful network paths from the Enterprise server to the destination devices.
- **Improved – LDAP/AD Support**  
Improvements have been made to support a wider range of LDAP/AD configurations and provide improved management tools for complex deployments. The CPS administration interface has been updated to provide simpler and more intuitive management of multiple LDAP/AD services. Addressed a reported issue in which configurations containing slashes in OUs resulted in failed authentication requests.

## Mobile & Email Printing

- **New – Email Response Suppression**  
Provided a new option to allow PrintAnywhere administrators to choose to suppress email responses when delivered to an unrecognized printer email address.
- **Improved – International Language Support**  
Significant improvements have been made for email printing in a variety of areas focused on print quality. Improvements include greater support for a variety of email encodings resulting in greater support for accented characters and general formatting of emails.
- **Improved – Email Body Printing**  
Improved handling of email bodies including complex formatting such as bulleted lists and identified the cause reported by some users where HTML-based email may be cropped or “zoomed”.
- **Fixed – Mobile Print Upload Improvements**  
Addressed an issue that caused the PrinterOn iOS App to report a failure uploading when configured to use LDAP/AD on the Enterprise server in some configurations.
- **Fixed – MAPI Connection Monitoring**  
Addressed an issue that could occur when restarting Exchange and disconnecting the managed print mailbox.

## Web Printing

- **New – Auto-Generated Release Codes for Web-Based Printing**  
Web-based printing now supports auto-generated release codes. All print workflows may be configured to support user generated or auto-created release codes.
- **Improved – Single Sign On Support**  
Improvements have been made to the Central Print Service SSO implementation. Changes provide greater compatibility with a variety of SSO integrations and improvements receiving user information SSO HTTP session headers.
- **Fixed – Web-Based Printing when using Multiple Sessions**  
Addressed an issue that caused an error reported to a user when printing multiple documents using a single browser at the same time.

## Other Improvements and Enhancements

- **Improved – PrintAnywhere Print Data Management**  
Improved PrintAnywhere's print data management to better detect and manage print jobs pending delivery to a PrinterOn Print Delivery Station. Improvements ensure jobs are more consistently removed from the server when the destination PDS or printer is unreachable.
- **Improved – Network Compatibility**  
Improved Enterprise's ability to detect and adapt to various network configurations. Improvements focused on delivery of print jobs from the Enterprise server to print locations, print management servers and printers/MFPs result in greater flexibility regardless of network configurations and improved performance detecting these configurations.
- **Improved – Stability and Reliability**  
Significant improvements in reliability and stability in many areas of the Enterprise Server.
- **Improved – PDF Print & Third Party Cost Accounting**  
Improved printing of PDF files to allow third party print management and cost accounting solutions to better calculate the number of pages in PDF print jobs. This improvement addresses an issue reported integrating PrinterOn with VendPrint.
- **Fixed – PDS Network Destination Configuration**  
Addressed an issue that caused jobs to be rejected when specific network ports are configured for a specific PDS or printer in the PrinterOn Printer Listing.
- **Fixed – PrintWhere Upgrade Procedures**  
Addressed an issue during upgrades that may result in multiple versions of PrintWhere installed on a server.
- **Fixed – HTML/Email Output Cropping**  
Identified the cause reported by some users, in which output of HTML-based email and HTML content may be cropped or "zoomed". The issue was a result of an incompatible Service Account used for the server installation. Installation and configuration documentation has been updated.
- **Fixed – Word Documents & Page Counting**  
Addressed an issue that caused an errant blank page to be added to the end of a print stream when printing certain Word documents in combination with specific print models.

## Installed Product Information

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**PrinterOn Enterprise 1.9 PI includes the following software:**

- Campus Printing System 1.7.15
- PrintAnywhere Server 4.3CG
- Print Delivery Station 2.6DD
- Dr. Print 1.7AK
- Sun Java Runtime Environment 1.6.0u31
- Tomcat 7.0.25
- CPS Dashboard 1.4.05
- PrintWhere 3.8CW

### **System Requirements**

- A dedicated physical server or virtual machine
- Intel compatible processor with 2GHz multi-core processor
- 2 GB RAM minimum (4 GB recommended)
- 2 GB of free disk space for PrinterOn Enterprise software and third party applications
- Windows Server 2008 32-bit or 64-bit, with current patches installed

Please contact [support@printeron.com](mailto:support@printeron.com) if you have any questions.