

## PrinterOn Enterprise Private Cloud Print Platform Release Notes

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Enterprise 2.0 – PSIM 2.0

### 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 provides significant new features and functionality across the entire product scope and includes over 200 product enhancements and improvements. This release is a major update that 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 the addition of new Discovery capabilities to PrinterOn Enterprise. PrinterOn's new Discovery capabilities bridge the gap between ease of use, security and product flexibility.

This release of PrinterOn Enterprise also focuses on updating PrinterOn Enterprise for greater quality, performance and reliability. This release focuses on addressing issues intended to simplify deployments and addresses numerous issues related to 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.

### PrinterOn Enterprise New Additions

- **NEW – PrinterOn Discovery**

PrinterOn Enterprise 2.0 introduces enhanced Discovery, an "AirPrint-like" capability that enables PrinterOn mobile applications to automatically discover available PrinterOn Enterprise printers and associated services. Unlike AirPrint, PrinterOn Discovery supports all print workflows, works with iOS, Android and Windows devices, is compatible with **ALL** printers/MFPs and supports release codes as well as other advanced workflows.

- **New – Advanced Guest Printing Workflows**

PrinterOn Enterprise 2.0 brings a rich Guest Printing experience to users. These new guest printing features support all print workflows including web submission, email and mobile apps.

- Distinct guest user reporting options
- Job owner prefixes for guest users
- Printer discovery through mobile apps will only return Guest Printers
- Guest user supplied IDs that are validated for uniqueness against AD/LDAP servers
- Guest Printing can be an enabled feature of a stand-alone PrinterOn Enterprise deployment or co-deployed with a Print Management system.

- **New – Push Notification**

The introduction of push notification enables Print Delivery Station (PDS) to automatically download new jobs as soon as they are ready, making the printing process even faster for end users. Previously, PDS would poll the server for new print jobs every minute. PrinterOn has introduced an industry first by combining the reliability of PrinterOn patented polling technology with the network efficient push notification.

- **New – Localization & Language Support**

PrinterOn Enterprise now supports the following 6 languages: English, French, German, Dutch, Spanish and Italian. Enterprise printing portals, PrinterOn’s mobile apps and email responses for release codes can be displayed in any of the 6 languages.

- Enterprise administrators may now select which language to include in their printing portal.
- Users of the web printing portal are now supplied with a drop down list, when logging in, of those languages enabled by the administrator.
- Printer administrators may select a default language for printers, using the PrinterOn.com administrative console. The default language indicates what language will be used when email printing.
- Default language configuration is now included with the Enterprise Server’s License/Configuration file. The default server language can now be specified prior to installation.
- Added support for printer and user language information to be communicated in all PrinterOn’s APIs including Job Accounting, Discovery and Print APIs.

- **New – Large Deployment Management Tools for Enterprise**

PrinterOn has introduced an Enterprise wide rapid deployment feature, whereby printers and service can be created and managed in bulk to support enterprise-wide multi-device implementations. New features on the PrinterOn.com administration dashboard include:

- Direct links from the “Printers” management list to the PDS, Print Connect or Ricoh HotSpot software license.
- Search options in the “Software” management page to more easily locate printers and their linked software.
- Improved navigation tools for sites with multiple PDS, PrintConnect and Ricoh HotSpot instances.

- **New – Enterprise Ricoh Embedded MFP**

PrinterOn has extended the Ricoh embedded software to fully integrate with the PrinterOn platform to provide the first fully embedded private-cloud mobile print solution. This integrated solution provides a plug & play deployment, a fully integrated job release interface and the ability to deliver print jobs across remote and disparate networks.

Ricoh HotSpot MFPs running PrinterOn-Ricoh HotSpot version 5.21 or later can now be configured to communicate with an Enterprise Print Delivery Hub server allowing the Ricoh HotSpot MFP to receive jobs using the PrinterOn Enterprise infrastructure and the embedded Ricoh Release Client.

PrinterOn's optional centralized configuration tools may be used to pre-configure HotSpot servers prior to deployment and support a plug & play deployment. In this mode, the HotSpot MFPs retrieve their Enterprise configuration at startup from the central PrinterOn servers.

- **New – Citrix Certified PrinterOn PrintWhere Driver**

PrinterOn PrintWhere is now Citrix Ready Certified. PrintWhere installed on an Enterprise Citrix server enables Citrix users to print from iPads, Android tablets and other devices across disparate networks to any enterprise print location using standard File>Print methods.

PrintWhere supports installation and use on Citrix XenApp and XenDesktop deployments.

## Email Printing Enhancements

- **Improved – Email Client Compatibility**

Significant improvements have been made to ensure a consistent experience and greater compatibility for jobs submitted from a variety of email clients including iOS and OS X mail client, Gmail and other web based mail clients.

- **Improved – Embedded image support**

Improved WYSIWYG support for printing images embedded in HTML-based email.

- **Fixed – Attachments Ignored when Printing via Email**

Addressed an issue that resulted in some attachments being ignored when printing via email and using MAPI. Symptoms include attachments not being printed and no references to jobs in email responses. Research found that the issue was caused by the Exchange server unexpectedly reporting an error retrieving attachment properties. This resulted in the server treating the attachment as an embedded email body image and not being printing. (Thanks Ryan)

- **Fixed – Apostrophe in Email Addresses**

Addressed an issue that could cause print requests to be rejected if the email address contained an apostrophe.

- **Fixed – MAPI Connection Monitoring**

Addressed an issue that could occur when restarting Exchange or losing connectivity with the print mailbox that resulted in the Enterprise server shutting down automatically. Improvements now support an extended offline period before shutting down to allow the server to re-establish its connection.

## Web Printing Enhancements

- **New – Customization and Branding Capabilities**

New centralized CSS and HTML support provide simple customization capabilities for the web-printing portal. This new centralized approach significantly reduces the time to introduce custom colors and logos to the web printing portals.

- **New – Printer Sorting and Search Capabilities**

Both users and administrators are now provided with an expandable list of printers and printer departments when selecting printers to print to or configure. New search options are now available to allow users and administrators to locate printers by name, department or ID.

- **Improved – Windows 8 RT Web Printing and Administration**

Added additional support and addressed compatibility issues with Window 8/Internet Explorer running on Windows tablets. Users may now browse to and upload documents directly from their Microsoft SkyDrive using the standard Browse button on the Windows 8 tablet. Other improvements with CPS reduce its use of new windows and pop-ups along with other compatibility improvements.

- **Fixed – Enterprise Web Print Navigation Link**

Updated the web printing workflow pages to ensure the “Cancel Job” and “Select Another Printer” options are visible on all appropriate web printing pages.

## Services and Infrastructure Enhancements

- **Improved – LDAP/AD Support**

PrinterOn Enterprise can now support any number of distinct LDAP servers and significant performance improvements have been made for LDAP/AD queries on servers with over 100,000 users. Improvements include:

- More efficient multi-threading model for connecting to multiple concurrent LDAP/AD servers
- Configuration options for LDAP Referral support now allows administrators to choose when to ignore or follow LDAP Referrals based on the installation requirement.
- Email address wildcards may be enabled when using PrinterOn’s user email lookup validation. This new functionality allows LDAP/AD administrators to support multiple email addresses in a single lookup field.

- **Improved – Manage Directory Search Results from CPS**

Printers that are disabled in the CPS Administrators dashboard are now excluded from Directory Search results returned from CPS.

- **Improved – PrinterOn.com *Print Delivery Software* Management Performance**  
Performance improvements have been introduced to the PrinterOn *Print Delivery Software* management page to provide faster page load times. Performance improvements are most noticeable when administering sites with over 2000 printers.
- **Improved – PrinterOn ACL Printing and Management**  
Addressed multiple issues related to Discovery and management of ACL users on the PrinterOn administrative dashboard including:
  - Incorrect filtering of non-email users when only specifying an email domain in the ACL list. Email domain filters now only apply to email users.
  - Improved error messaging when attempting to print to an ACL managed printer that the user is not provisioned for.
  - Improved performance and reliability when performing *private printers* discovery using the Directory Search API with no search filter criteria supplied.
  - Addressed an issue that allowed users to search for ACL-managed printers after they had been removed from an ACL.

## Directory Search Improvements and Enhancements

- **New – Directory Search Language Support**  
Directory Search API calls may now specify their preferred communication language. When specified, Directory Search responses will provide user presentable labels and field data in the specific language.  
  
A new Printer Language Dictionary has been added to the printer detail response allowing API callers to retrieve an entire dictionary of user presentable labels and field data in all supported languages.
- **Improved –Private Printer Search Performance**  
Improvements in search request performance for PrinterOn Directory Search integrators when performing *private* (accessClass) printer search via the Enterprise server, with specific focus on requests without search filter criteria. Significant improvements in response are noted when invalid credentials are supplied with the request along with the Search query.
- **Fixed – Directory Search Site Class Filtering**  
Addressed an issue that could result in Enterprise printers being returned when a Directory Search request included a siteClass filter for *Public*. Please note that this only affected Enterprise sites that were configured to be visible in the PrinterOn Directory by any user, not private Enterprise printers.
- **Fixed – Enterprise Directory Geo-based Search**  
Addressed an issue that resulted in no printers being returned from the Directory Search API when performing a geo-based search with no search criteria. Directory Search now returns Enterprise printers that are accessible by the user. (Thanks Brent)
- **Fixed – Enterprise Directory Search with Authentication Disabled**  
Addressed an issue searching for hidden printers through CPS when "Authenticate search using LDAP" was disabled returned 0 results. When using the Enterprise Directory through CPS, all CPS printers will be returned when authentication is not enabled. Behavior is not consistent when authentication is enabled or disabled in CPS.

- **Fixed –Directory Search Case Sensitivity**  
Removed case sensitivity requirements for certain Directory Search fields including city, state and searchText.

## Other Improvements and Enhancements

- **Improved – PrintAnywhere License Management**  
Added the ability to rename or delete PrintAnywhere Server licenses within the PrinterOn.com administration dashboard
- **Improved – Australian Regional Support**  
Added support for specifying Australian states and territories when configuring printer address metadata.
- **Improved – Master Checkbox to control CPS Approval Page**  
A new “master” checkbox has been added to the CPS administration page to allow administrators to enable or disable the web-printing job approval page for all printers in one step.
- **Updated – Java Version**  
The supplied Java version included with the Enterprise server has been updated to JRE 7. JRE 7 is now the default supported JRE for the Enterprise Server, Print Delivery Station and the Print Delivery Hub.
- **Updated – Apache Tomcat**  
The supplied Apache Tomcat version included with the Enterprise server has been updated to 7.0.37.
- **Fixed – PrinterOn Virtual Printer Creation**  
When adding or creating new PrinterOn virtual printers, the Manufacturer’s drop-down is now pre-populated with the data from last printer created. All other printer data fields were properly copied in previous versions.
- **Fixed – CPS Dashboard Log File Size**  
Addressed an issue that caused the CPS Dashboard to write excessive messages to its log file when some Enterprise components are not installed.

## Installed Product Information

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### PrinterOn Enterprise 2.0 includes the following software:

- Campus Printing System 2.0.13
- PrintAnywhere Server 4.4AN
- Print Delivery Station 2.6DO
- Dr. Print 1.7AK
- Sun Java Runtime Environment 1.7.0u17
- Tomcat 7.0.37
- CPS Dashboard 1.4.05
- PrintWhere 4.4AL

### 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.