Output Manager Release Notes

This document contains information on Output Manager 4.0 SP2.

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Introduction

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Output Manager allows an organization to automate document workflows and failover of printing, prevent release of sensitive information, and provide secure release of documents to print devices. Output Manager processing is transparent to end users and allows granular administrative control over user capabilities, and special processing for specific document types. Secure document release can be achieved directly at multifunction device (MFD) panels, through web browsers, or from tablets or smartphones.

New features

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Output Manager 4.0 SP2

This release of the product contains the following new features:

- Support for the Nuance Ethernet Card Reader for card-swipe release-all capability on single function devices.
- Integrated code to support the RF IDeas Ethernet 241 Card Reader.
- Document watermarking allows administrators to import and apply watermark images to documents.
- Document username and date/time stamping allows administrators to stamp documents with the submitting user's name or other information and the date/time to allow track-back of unsecured documents.
- Support for a secondary card ID that can be a physical card ID, or a user ID/PIN that is entered manually at the embedded client.

- Numerous bug fixes for user-reported issues.

System requirements

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Output Manager Core Server

The following table lists minimum requirements for the Output Manager Core Server.

Component	Requirement
Operating system	Supported client operating systems: • Microsoft Windows 8.1 (32-bit and 64-bit) • Microsoft Windows 8 (32-bit and 64-bit) • Microsoft Windows 7 (32-bit and 64-bit) SP1 • Microsoft Windows Vista SP2 (32-bit and 64-bit) SP1 Supported server requirements • Microsoft Windows 2012 R2 • Microsoft Windows 2008 R2
Framework	• Microsoft .NET Framework version 4.0
Software	Output Manager supports the following versions of Microsoft SQL Server running either locally or on a remote server. • Microsoft SQL Server 2005 with the latest cumulative updates installed (This version may require installation of Microsoft .NET Framework version 3.5 SP1.) • Microsoft SQL Server 2008 with the latest cumulative updates (This version may require installation of Microsoft .NET Framework version 3.5 SP1.) • Microsoft SQL Server 2012 • Microsoft SQL Server 2014 • **Note:** There is a known issue in Microsoft SQL Server 2005 SP3, 2005 SP4, 2008 SP1, and 2008 R2 that causes the database size to grow unnecessarily. Installing the latest cumulative updates fixes the problem.

Component	Requirement
Processor	• 3.0 GHz single core processor • 2+ GHz multi-core processor
Memory	• 6+ GB of RAM with Microsoft SQL Server • 4 GB of RAM without Microsoft SQL Server
Hard disk	• 200 GB
Virtualization	• Virtual servers running VMware are supported. • VMware VMotion is supported but with licensing restrictions. VMware VMotion licenses may expire out if vMotion moves virtual servers to new hardware.
Nuance Device Control Server (DCS)	The DCS is automatically installed with the SNMP Service and is required for the Ethernet Card Reader. The DCS is only supported on 64-bit machines and requires Microsoft .NET Framework version 4.5.

Output Manager Distributed Server

The following table lists minimum requirements for an Output Manager Distributed Server that runs all Output Manager services except the DBM service.

Component	Requirement
Operating system	• Microsoft Windows 7 (32-bit and 64-bit) SP1 • Microsoft Windows Vista SP2 (32-bit and 64-bit) SP1 • Microsoft Windows 2012 R2 • Microsoft Windows 2008 R2
Framework	• Microsoft .NET Framework version 4.0

Component	Requirement
Network	• Connectivity to the central Output Manager Core Server
Processor	• 3.0 GHz single core processor • 2+ GHz multi-core processor
Memory	• 4 GB of RAM (6+ GB of RAM recommended)
Hard disk	• 200 GB

Output Manager Web Server

The following table lists minimum requirements for Output Manager Web Server instances that support web clients.

Component	Requirement
Operating system	• Microsoft Windows 7 (32-bit and 64-bit) SP1 • Microsoft Windows Vista SP2 (32-bit and 64-bit) SP1 • Microsoft Windows 2012 R2 • Microsoft Windows 2008 R2
Framework	• Microsoft .NET Framework version 4.0
Processor	• 1.6 GHz
Memory	• 4 GB of RAM • 6+ GB of RAM with Output Manager Console
Hard disk	• 200 GB

Output Manager Console

The following table lists minimum requirements for the Output Manager Console installed on a server or workstation.

Component	Requirement
Operating system	• Microsoft Windows 7 (32-bit and 64-bit) SP1 • Microsoft Windows Vista SP2 (32-bit and 64-bit) SP1 • Microsoft Windows 2012 R2 • Microsoft Windows 2008 R2
Framework	• Microsoft .NET Framework version 4.0
Processor	• 1.6 GHz
Memory	• 2 GB of RAM
Network	• Connectivity to a central Output Manager Core server

Output Manager File Server

The Output Manager software stores all documents in one or more file store locations. File stores are frequently located on Output Manager core servers or on Output Manager distributed servers, but they can also be defined elsewhere on the network.

The file store size can vary depending on system utilization. A minimum recommended file store location has 500 GB of available space, with the capacity to expand as necessary.

Output Manager Web Client

The Output Manager Web client requires one of the following browsers:

- Internet Explorer version 9.x and later
- Google Chrome version 10.x and later
- Firefox version 4.x and later

The Output Manager Web Console does not support mobile browsers. The Output Manager Web Kiosk supports mobile browsers.

Installation notes

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The software is available for download from the NSi Web License Portal. One installation package contains the version 4.0 Output Manager Console and another package contains the version 4.0 Output Manager services and database. Download the packages as follows:

- For the Output Manager Console, click **Start > Programs > NSi > NSi Output Manager Console > Check for Output Manager updates**.
- For the services and database, click **Start > Programs > NSi > NSi Output Manager Server > Check for Output Manager updates**.

For each installation, use autorun.exe in the unzipped package to start the installation. Run the installation file from a local hard drive using a short directory path less than 255 characters to avoid potential installation failure. Network drives and user desktop are not recommended locations.

The following table describes how the installation wizard installs the software:

Output Manager version installed	Installation wizard action
None	Performs a new installation.
Upgradeable version	Performs an upgrade of the Output Manager server software.
Non-upgradeable version	Uninstalls the installed version before it performs a new installation.

The *Output Manager Installation Guide* provides more information.

Output Manager History

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Release OM 4.0 SP2 (08/05/2016)

- Fixed issue where the “Database percentage used” system notification resulted in format exception on some systems.
- Fixed issue where a .csv file was referenced by more than one @LookupCSV function, and only the last reference to the file is used.
- Fixed issue where a field code that represents a custom document property wasn’t resolved properly.
- Added a .ppd file to add support for Output Bin and mailbox trays to printer families for Ricoh MP C8002 and MP C5503.
- Fixed issue where an advanced document modification rule action stayed in rules processing state when run by ad hoc rule.
- Fixed issue where the Burst and Extract unit library isn’t logging error properly or returning an error code from the process.
- Fixed an issue that an error occurred when a scheduled task was modified and left the database in an inconsistent state.
- Fixed issue where database timeouts caused an object reference exception when completing business rules on a document.
- Fixed issue where destinations received an error and entered into a Retry Pending state.
- Fixed issue where the Devices home page used the device’s IP address to build the webpage URL, instead of using the DNS name when available.

- Fixed issue where a user didn't receive a prompt for a billing code if a billing account wasn't selected.
- Fixed issue where the input document didn't complete and consumed all available space on the disk.
- Fixed issue that while processing ERTF files, text might have been inadvertently modified when processed by an invalid code page.
- Fixed issue that when Output Manager was configured to not retain documents, the database record tracking the status was removed when the document is removed.
- Fixed issue where an error occurred when the EWS source was configured to create a header document and the email document body is empty.
- Fixed issue when an error occurred when you save a newly created scheduled task for a report.
- Added fix for fold options for PostScript data processed by the Ricoh MP C8002 printer family.
- Fixed issue where IPP sources didn't receive header mapper changes by assignment or configuration and continued using their mapper assigned at their startup.
- Fixed issue where the Make Copies output process action caused a failure in print preference object associated with the destination.
- Fixed issue where the Microsoft Exchange WebServices dlls weren't installed in the INPUT service directory.
- Fixed issue that removed the vertical scroll bar from a resized Destination configuration window.
- Added a Compart update to resolve transform and analyze document problems.
- Fixed issue where updates to the Notifications profile weren't saved.
- Fixed issue where the Custom Pick List Properties wasn't substituted correctly into banner resources.
- Fixed issue where the console document grids for sources, destinations and documents didn't display all documents.
- Fixed issue where the console documents windows was sometimes hidden until you restarted the console.
- Fixed issue where the Reports timed out at a maximum of one minute.
- Fixed issue where the server Config Utility didn't show STOP or START Selected Services when only the DBM service was installed.
- Fixed issue where the document data type was always unknown on an IPP source with Analyze Document set.
- Fixed issue where the output costs were still calculated when a document was lost on the MFD.
- Fixed issue where the PJL Status Readback wasn't working.
- Fixed issue where the some email wasn't fetched or processed correctly after the POP3 Email source threw an exception when it was disconnected from the target email server.
- Fixed issue with a problem caused by incorrect ColorPagesRemaining when user allowance balances were updated manually.
- Added fix to block quotation marks used in description fields for Burst action extraction variables.
- Fixed issue where reports were timing out when running from an aggregate database.
- Added fix to modify the Output Manager server config for Ricoh CC 7.5.3.94 and above.
- Added fix when using duplicate username on multiple LDAP domains for Ricoh Client Authentication.
- Fixed issue where burst documents have their document property set based on document file name instead of the original document name.
- Fixed issue that when large documents burst into many small ones used a significant amount of memory in the DBM.
- Fixed issue where rule conditions with custom document property weren't updated when the document property was renamed.
- Added fix to include Saturday in the Schedule Manager's Daily Recurrence pattern.
- Fixed issue where the Security Configuration page showed deleted users and groups.
- Fixed issue where the @lookupcsv function has problems with duplicate key column values in the Set Document Properties rule action.
- Fixed issue where some settings weren't saved in the Schedule Manager.
- Fixed issue where the source cost wasn't displaying in the Notification pop-up dialog.
- Added fix when staple and punch occurred on opposite corners for landscape PS documents when using Ricoh MP C5503 and Ricoh MP C8002 printer family.

- Fixed issue where System Health malfunctioned with a stored procedure privilege error.
- Fixed issue where the controls from the Set Document Properties From Web Service (REST) rule action weren't anchored properly.
- Fixed issue where the User and Job Type fields weren't populated in the User Detail by Job Type report.
- Added fix to correctly import .csv files with a large number of errors.
- Fixed issue where the users quota balances didn't refresh properly after assigning an allowance profile.
- Added fix for the missing icons in the Web Kiosk set to Swedish.
- Fixed issue where a color job was selected for a B&W print and the job was incorrectly reported as color.
- Fixed issue where a device's destinations weren't updated properly after changing the IP address or DNS name.
- Fixed issue where an added user from the UI didn't get its adPath set in the associated database user record.
- Fixed issue where the Extract Text rule action set the document name, but it wasn't persisted to other rules.

Release OM 4.0 SP1 (11/20/2015)

- Errors when processing job status when **Ignore IPP job status results** is set.
- Fixed issue that the SNMP History showed rows in which most of the columns are blank.
- Fixed issue that when the Fiery controller lost a job under certain conditions, the previously set copy counts were set to zero.
- Fixed issue that the header mapping of email "To" and "From" addresses sometimes resulted in empty value in a mapped document property.
- Fixed issue that the customized name of a custom document property was not shown on non-English clients.
- Fixed issue that billing accounts associated with a document do not carry forward when the document is transformed using business rules.
- Fixed issue that a Set Document Owner - Guest rule action in a business rule created in Output Manager 3.2 does not function as expected after an upgrade to Output Manager 4.0.
- Enable sorting by clicking Account Name column header in the Billing Account table.
- Fixed a continuity issue between AD Sync and AD Import scheduled tasks. AD Import used a fully qualified name for ADPath and AD Sync used a SID-based ADPath. This caused group membership synchronization issues.
- Fixed issue that the Desktop Client incorrectly reported Output Manager jobs as external jobs when the printer has port pooling enabled.
- Changed Manage Billing Accounts in the Output Manager Console to limit input for the **Account name** to 50 characters on entry.
- Fixed issue that the User Import wizard and DBM-side import/synchronization experienced various undocumented COM exceptions (typically 0x80005000 unknown error).
- Fixed issue that the Server Configuration utility did not initialize SSL Certificate Manager/Output manager service ports.
- Added bulk billing account management capabilities.
- Added an option to inactivate billing accounts.
- Fixed issue that memory consumption is extreme and WCF listeners do not start. This occurred on DBM startup with 100,000+ documents in spool and all assigned a notification profile that utilizes polling (for example, Document in Specific State for Elapsed Time).
- Added ability to ignore job status results received by IPP when using SNMP private MIB to query a device.
- Fixed issue that Output Manager Job Status Manager showed exception when users tried to **Get Status** on a selected job.
- Fixed issue that Fiery jobs sent to the Fiery hold queue were prematurely costed instead of waiting for final job status after the job was printed.
- Fixed issue that job page counts were being zeroed for Fiery jobs that were reported as failed by the fiery controller.
- Fixed issue that an upgrade of Output Manager Services to 4.0 did not install port monitor files in system 32 directory.
- Fixed issue while importing users in User Import that the .NET/COM layer threw an unexpected Unknown Error 0x80005000 exception resulting in some users not being imported.

- Fixed issue with the User Import Wizard that the .NET/COM layer threw unexpected/undocumented exceptions when the U/I tree was being filled upon node expansion.
- Fixed an unhandled exception in SNMP service when running detect or update.
- Skip link previously added to Web Kiosk moved to first in tab order.
- Fixed issue that information reported by NpmMonitoringService overwrote information from Analyze Document processing.
- Fixed issue that when processing bulk Run Script jobs the Rules Agent consumed memory by holding onto memory allocations after jobs completed.
- Fixed issue that of inconsistent behavior with pop-up notification of jobs failing due to quota restrictions.
- Fixed issue that Reports DateTime parameters were not formatted correctly for a database set to German.
- Job status can be used to notify that a document was printed successfully.
- Fixed issue that the Desktop Client in a foreign locale does not use locale settings to display job costs.
- Fixed issue that copying a "Source capabilities profile" resets the options in the new profile to a default state instead of using the same settings as in the original profile.

Release OM 4.0 (06/30/2015)

- Fixed issue that SNMP Meter History reports for Konica Minolta were incorrect.
- Fixed issue of failure attempting to acquire a Konica Minolta job log.
- Fixed issue that Rules agent crashed when it was unable to successfully communicate with the DBM.
- Make the **Job Status** tab visible by default for all device types except Konica Minolta.
- Fixed issue that on rare occasions the results of RunCommand can be processed in the context of the wrong document.
- Fixed issue that write-in billing codes sent by the Unified Client were not added to the Output Manager database.
- Fixed issue that **Apply Print Preferences** was sometimes not removing an existing PJL statement a print preference was modified.
- Fixed issue that copies and scans were not reported for departments defined in Output Manager.
- Fixed issue that an IPP Destination error (source file being used by another process) occurred while routing to multiple IPP destinations (MDR).
- Fixed issue that staple feature did not work properly with jobs from NSi UPSD when Konica Minolta C454e printer family is selected.
- Fixed issue that Set Document Exception rule action was not working correctly for some print preferences parameters.
- Add the ability to specify Image Shift in exception pages (overrides) when printing to the Ricoh Pro 8100 with the Fiery Print Controller.
- Added the ability to pass custom page size command attributes to Fiery devices.
- Fixed issue that **EPS with Banner** did not resolve document property references for non-BDL banners.
- Added a DBM configuration file setting to allow users to receive documents via a Unified Client in the same order that jobs are submitted (FIFO order).
- Fixed issue that input tray settings were not working properly while processing PCL data with the Konica Minolta C454e printer family.
- Change document display limit in Unified Client to a user-defined value.
- Added Grid-based versions of the User Detail by Job Type and User Summary by Job Type reports.
- Fixed issue that down arrow button for number of copies field was grayed out.
- Fixed issue that clicking exit button on Output Manager MFP Panel displays the error message An error has occurred” OR “Connection Failure on Konica Minolta 654e MFP.
- Fixed issue that **Direct Input** option was removed from MFP Scan/Fax button after registering authentication.
- Fixed issue that input value provided using NSi keyboard tool is not retained for MFPs with an older browser (bizhub c280, bizhub 601).
- Fixed issue that when a job was deleted the view toggled between Printed Jobs and Unprinted Jobs.
- Fixed issue that duplex print job prints simplex. Changing job from simplex to duplex fails to print duplex.

- Fixed issue that Scandinavian characters were not extracted correctly in text extract (page) mode.
- SQL Server 2014 supported in this release.
- Fixed issue that Job Parsing incorrectly uses custom values instead of setting a print preference to the corresponding picklist item selection.
- Added support for YSoft card readers for Konica Minolta Unified Client.
- Fixed issue that some settings configured in the **Print Preferences** were not provided to the Universal PostScript Driver.
- Fixed issue that devices reported that a user was not logged on when the user attempts to view pending jobs in Ricoh Unified Client.
- Fixed substantial memory leaks that occurred when a package merge rule action was performed.
- Addressed 508 compliance issues in Web Interfaces.
- Created new report for Equitrac report import tool.
- Fixed issue that the Konica Minolta iOption Unified Client on A4 devices was unable to launch due to a null reference exception.
- Added system notifications when a source is disabled or encounters errors.
- Added Exchange Web Services (EWS) to Email Source options.
- Added user properties within **Set Document Properties** business rule action to make them available in reporting.
- Added the device serial number to SNMP alert history reports.
- Fixed issue that print job names longer than 4096 characters in length caused a buffer overflow, which crashed Windows print spooler.
- Added a new EPIC source type.
- Fixed issue that hole punch was not working correctly with data from Ricoh PCL 6 Driver For Universal Print.
- Fixed billing account issue for Ricoh Unified Client to follow specification that Output Manager should only allow a document to be assigned to a single billing account.
- Removed the restriction on multiple transform actions in a single output process.
- Now provides full Konica Minolta card ID on for AutoStore 7 authentication on Wiegand 26bit hard readers.
- Added Print/Export option to the User Manage options in Output Manager Console.
- Added notification that elevated permissions are required for manual license installation and activation without an Internet connect.
- Added user preference to immediately release all of a user's documents for printing upon client authentication via Card ID.
- Added ability to export and import customized reports.

Known issues

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An issue has been found with the web upload component. Documents are successfully sent to Output Manager, but the document metadata is lost. To prevent issues, we recommend upgrading the OM Server components, but leaving the older OM Web Interface in place until a fix is available. A hot fix will be available after release.

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