# YSOFT SAFEQ 6 RELEASE NOTES MU 27

# CONTENT

# 1 FIXES AND IMPROVEMENTS

## 1.1 TERMINALS, USER INTERFACES

User's last access date and time is now correctly stored in the Spooler Controller in off-line mode so the user's credentials are no longer mistakenly deleted from the memory when the user has been regularly authenticating on a terminal.

The copy count finishing option in Embedded Terminal for Epson has been adapted to the latest version of the Epson MFD and PostScript print language.

It is now possible to log into the user interface web page as another user when the single sign on functionality is implemented.

The line between print jobs is now visible on the Printed and Favorite tabs of Embedded Terminals 2nd Gen.

The print progress window is once again shown on Embedded Terminal 2nd Gen. for Xerox VersaLink.

Copy and scan icons are no longer visible on YSoft Terminal Pro 4 when the print device doesn't have these capabilities. System properties enableCopyOnHardwareTerminals and enableScanOnHardwareTerminals are validated.

User card numbers are no longer logged by default. A special level of logging must be used.

The user can no longer release a print from the job details window in Embedded Terminal 2nd Gen. when the user doesn't have sufficient quota.

The eFilling feature is once again accessible when YSoft SafeQ Embedded Terminal is installed on Toshiba/OKI devices with SDK version 3.1.

The user can once again activate his card via Card Activation key on Embedded Terminal for HP.

The icon showing "no billing code search results" is now fully visible on a smaller touch screen with Embedded Terminal for HP.

The print progress window is now opened by default on Embedded Terminal for Xerox for AltaLink devices. The "Allow Open Access to Job Information" device's variable is enabled automatically during the installation.

## 1.2 PRINTING

Management Interface no longer keeps a print job in the "printing" state when the print job failed.

Management Interface no longer keeps a print job in the "pending" state when the job's transfer to the device via LPR backend failed.

YSoft SafeQ Enterprise Client 2.x can now be used with the authentication setup CurrentUserNameFormat=SAFEQ_SID_FORMAT and JobOwnerMethod=1. Site Services no longer refuses this type of username.

In rare cases, it could happen that parts of segmented print jobs spooled to the devices get swapped. It mostly resulted in printing errors or print job failures. Additionally, this issue created

server memory leaks which could lead to an automatic restart of the FlexiSpooler service after some time. Starting MU27 it has been fixed.

Mobile Print Server is now able to convert PowerPoint presentations created in 16:9 view into A4 format and print them correctly.

When Spooler Controller is in off-line mode, it no longer crashes with an "Out of Memory" message when many print jobs create a bigger load.

Behavior of Near Roaming Group has been improved. The internal address book of the connected spoolers is now updated periodically which prevents loss of a FlexiSpooler's connectivity.

Print jobs are now accounted to the right billing code when off-line accounting is used for printing from YSoft SafeQ Client.

## 1.3   AUTOMATED SCAN WORKFLOWS

The "Edit" user access rights is no longer needed for scanning to Microsoft SharePoint. The "Write" access rights is now sufficient.

## 1.4   YSOFT PAYMENT SYSTEM

Editing Entitlements in YSoft Payment System management interface is now faster and no longer gets stuck with the "Please wait" message.

The YSoft SafeQ 5 with YSoft Payment System upgrade to version 6 has been fixed. An error message about Tomcat uninstallation should no longer appear

## 1.5   INSTALLATION AND ADMINISTRATION

Support for Microsoft SQL Server 2017 Standard or Enterprise Edition has been added. The Administrative Guide's chapter, YSoft SafeQ Server Requirements, has been updated.

Web and scheduled reports exported from Management Interface now have a fixed number of columns even when some columns include empty or null values.

The user can now re-queue jobs in the Management Interface even when the "printJobAccessSafeMode" system property is enabled.

The process of deleting devices through the Management Interface has been improved.  When an administrator tries to delete a device with an Embedded Terminal, the uninstallation of the Embedded Terminal starts automatically. If the deletion is not successful (e.g. the device is not accessible on the network), deletion is not done. In this case, an administrator can confirm deletion and take responsibility for further setting of the device because it could stay inaccessible for the users. Otherwise an administrator can make the device accessible and try to delete it again.

Far Roaming of prints no longer generates a big load on the database. The SQL queries have been optimized.

The SNMPv3 protocol can now be used for online accounting when YSoft Terminal Pro 4 is connected to the device.

A better message: "Could not log in to the device because it is in use" is shown to the administrator in Management interface when Embedded Terminal can't be installed to Konica Minolta / Develop / Olivetti devices because a user is working with it.

It could happen that YSoft SafeQ Terminal Server services didn't start automatically when Embedded Terminal for Brother was used. The services' dependencies have been changed and the service now starts well.

# 2  KNOWN LIMITATIONS

## 2.1  INSTALLATION AND DEPLOYMENT

- Backup of YSoft SafeQ 6 (configuration, database and more) can be done using the documented procedure. Please follow the product documentation for backup and restore.
- FlexiSpooler in server mode and Spooler Controller components must be installed on the same server.
- After updating FlexiSpooler in client mode, the Offline Print capability needs to build a new list of last used printers.
- PostgreSQL database server uses GMT time zone by default. If YSoft SafeQ management server is in different time zone, PostgreSQL time zone has to be set accordingly. Description: Administrative Guide / Installation and deployment / Software / Configure PostgreSQL time zone for correct print job and report data
- Automated upgrade from YSoft SafeQ 5 does not support migration of YSoft SafeQ Payment System and YSoft SafeQ Mobile Print Server.

    - When the Mobile Print Server is a part of the YSoft SafeQ 5 system, automated upgrade of other components is still available. However, the MPS service in YSoft SafeQ will need to be configured manually.
    - When the YSoft SafeQ Payment System is a part of the YSoft SafeQ 5 system, a special manual upgrade must be provided. Contact your Y Soft Regional Sales Manager for additional information.

    An automated upgrade is possible only when using the latest YSoft SafeQ 5 Maintenance Update. More details on the upgrade process can be found in the Administrative Guide in the article Upgrade from YSoft SafeQ 5.

## 2.2  ACCOUNTING AND REPORTING

Online accounting:

- Online accounting of direct prints is not supported.
- Online accounting of fax is not supported.
- Online print accounting with coverage accounting correction is not supported.
- Online accounting with the YSoft SafeQ Mobile Terminal is not supported.
- The batch accounting of secure prints is not supported.

Offline accounting:

- Combination of offline accounting and Payment System is not supported.
- Offline accounting of copies using smart cable is not supported.

Local print monitoring (Local Monitor) is not supported. The price list section "Local" remains on the web interface for the backward compatibility.

Estimated price of a print job does not change after modification of finishing options.

## 2.3  MANAGEMENT INTERFACE

- Page with printers does not support searching by the direct queue when the name is put into the Basic filter or into the keyword field in the Advanced filter. This functionality was removed due to performance reasons. Searching by direct queue will be reintroduced via a dedicated field in the Advanced filter.

## 2.4  EMBEDDED, EXTERNAL AND MOBILE TERMINALS

- Legacy Terminal Professional v3.5 is supported with the following limitations.

    - Scan Workflows are not available.
    - When using online accounting, price and number of pages displayed on the terminal might be different from the actually accounted numbers. Accounted information is correct, terminal displays only estimation from the parser.

- Finishing options are not supported on the YSoft SafeQ Embedded Terminal for Samsung.
- Scan Workflows are available on devices from the following manufacturers. Please refer to the product documentation for more details.

    - FujiXerox
    - Konica Minolta / Develop
    - OKI
    - Ricoh
    - Sharp
    - Toshiba
    - Xerox
    - EPSON
    - HP

- Basic finishing options (Simplex/Duplex, BW/Color and Number of copies) are available on devices from the following manufacturers. See product documentation for details.

    - FujiXerox
    - Konica Minolta
    - Lexmark
    - OKI
    - Ricoh
    - Sharp
    - Toshiba
    - Xerox
    - EPSON
    - HP

- Advanced finishing options (Stapling, Punching, Folding) are available on devices from the following manufacturers. See product documentation for details.

- Konica Minolta
- Ricoh
- Sharp
- Xerox
- FujiXerox

- Any jobs submitted via Mobile Print or AP Connector do not support advanced finishing options.
- Not all of the finishing options are supported on every device, for detailed information please see the documentation.
- YSoft SafeQ 5 Early Access features such as "Extended accounting of colors" and "Public user accounting" are currently not supported in Y Soft SafeQ 6.
- YSoft SafeQ Mobile Terminal does not support pay-for-print capability
- YSoft SafeQ Mobile Terminal is not currently supported for use with other hardware terminals (Terminal Ultralight, Terminal Professional v3.5 and Terminal Pro 4).
- Advanced finishing options are supported only when the YSoft Mobile Terminal is used on devices with Embedded Terminals.
- Advanced finishing options are not supported on Terminal Pro 4.
- When deploying a software update package on Terminal Pro 4, a change of IP address in Terminal Pro 4 is required prior to starting the software update package deployment. The IP address of Management server is required. The change can be made via SSH client and connection to Terminal Pro 4.
- Terminal Pro 4 does not support Payment System.
- Terminal Pro 4 does not support Stop on zero.
- Scan workflows don't support user inputs and scan settings on Terminal Pro 4.
- Scan workflows with hardware terminals (Terminal Ultralight, Terminal Pro 4) requires a Windows-based shared scan destination folder to transfer scanned files. Linux or other operating systems based shared folders are not supported.
- A user is not notified about the unavailable print job while using local spooler (CBPR) when Print All function on the authentication page is enabled and used.

## 2.5  PRINTING AND PRINT PROCESSING

- YSoft SafeQ desktop Interface with FlexiSpooler for MacOS is not supported.
- Desktop interface notifications from Rule-Based Engine work only when the FlexiSpooler is in client mode.
- Estimated price for the job is not displayed in the YSoft SafeQ desktop Interface.
- Offline print is not supported in the following Embedded Terminals:

  - Lexmark
  - Sharp
  - Samsung

## 2.6  SCAN WORKFLOWS

- The output format, Compact PDF, is not working properly in combination with any processing step. The scanned file is split into multiple pages.

## 2.7  PRINTING THROUGH MOBILE PRINT SERVER

- Character encoding of the incoming email must match the encoding configured on the server containing FlexiSpooler used by Mobile Print Server in order to avoid a job name with corrupted characters.
- After adjusting the page range, preview of PDF jobs sent via AP Connector is not generated from that page.

## 2.8  YSOFT SAFEQUBE 2

- Only Konica Minolta, FujiXerox, Lexmark, Ricoh, Sharp and Xerox Embedded Terminals are supported with SafeQube 2.
- Scanning on FujiXerox via SafeQube 2 is not supported.
- Near, Far Roaming and Offline Print are not supported with SafeQube 2.
- Only TLS 1.0 and SSL 3 are supported on SafeQube 2. MFDs with TLS 1.1 or TLS 1.2 only won't work via a secured channel, but some of them can be configured to use HTTP.
- An administrator can not change SSL certificate on SafeQube 2.
- Double-byte characters are not supported.
- All ports must be configured above 1024.

## 2.9  YSOFT BE3D EDEE PRINT MANAGEMENT SOLUTION

- Card self-registration is not supported.
- Billing codes are not supported.
- Quotas are not supported.