YSOFT SAFEQ 6 MU9 - RELEASE NOTES

CONTENT

New Features and Benefits

Improved: Larger deployments of YSoft SafeQ 6 can offload scan job processing to a central dedicated location. Offloading scan job processing can eliminate the impact of scanning on branch servers.

Offloading scan job processing to a central location eliminates impact of resource-intensive scan processing operations, such as OCR, on branch servers. This may allow for the use of less powerful branch servers or reducing the number of branch servers. It is now also possible to create a central farm of servers hosting the Workflow Processing Service. This is suitable when a powerful datacenter for scan processing is available in the company.

New: A new documentation section covers backup and recover scenarios.

New: A new documentation section covers failover and load balancing options for embedded terminals.

Note that all product documentation is available in the Partner Portal in PDF format.

Info: Since MU7 we have been robotically measuring the time characteristics of YSoft SafeQ embedded and external terminals. Quick response of the authentication process is important for the ease-of-use for users. In the graph below you can see the measured lengths of the authentication process within the latest versions of YSoft SafeQ 6.

Measurements are made using a robotic system that interacts with MFDs and YSoft SafeQ embedded and external terminals much like a person would. The device screen is observed by a camera and video processing technology. The measurement starts by the robot tapping the login button and ends by detecting the screen after authentication. This measurement is repeated in hundreds of cycles for each device to guarantee the statistical significance of the results.
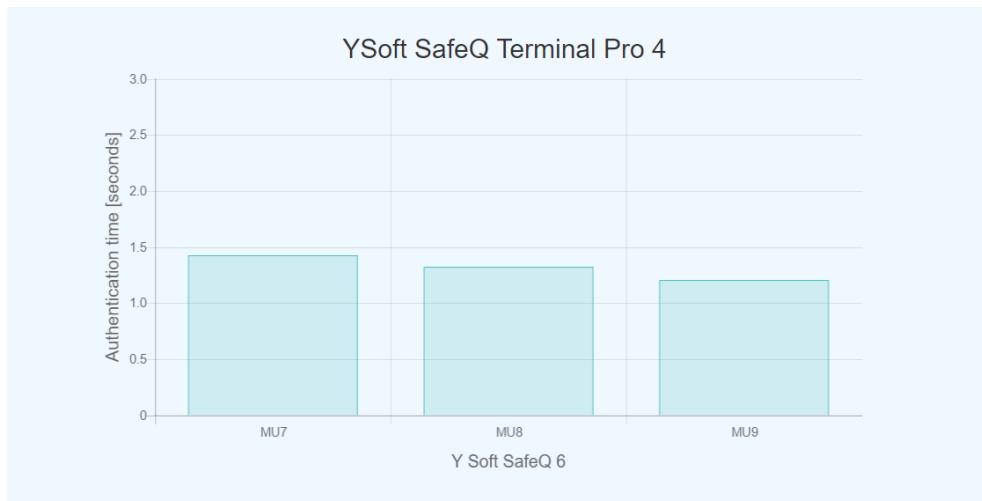
1 FIXES AND IMPROVEMENTS IN MU9

- Terminals
    - There were some problems when reinstalling Embedded Terminal on a Fuji Xerox – APEOS MFD. A new property containing a longer delay for the MFD's reboot was created which has fixed it. Refer to the "fujiXeroxFinishRebootDelay" property in the YSoft SafeQ management interface.
    - When a YSoft SafeQ authenticated user printing with the YSoft SafeQ client application wasn't the same as a Microsoft Windows logged-in user, billing codes assigned to the Windows user had been erroneously loaded and offered to the YSoft SafeQ authenticated user.
    - Administrators can configure the YSoft SafeQ terminals' behavior such that even non compatible print jobs are visible. For example, a color job is visible at a BW MFD YSoft SafeQ terminal. However, there was an error when a user tried to force BW printing of these special jobs. With MU9, BW printing in this situation is possible.
    - "Card and PIN" authentication methods did not work on Terminal Ultralight together with Online Accounting.
    - When a card reader was set to continuous mode with YSoft SafeQ Terminal Pro 4, a user could still log in to the Terminal when swiping a card.
    - On Samsung devices, when a user had a default billing code assigned, the screen remained stuck on billing code selection upon login.

- Administration & deployment

  - In some situations, a number of open connections to the PostgreSQL database exceeded a limit and caused YSoft SafeQ to work improperly. For more information about the newly implemented configuration search for "Tomcat JDBC connection pool configuration" in the How To Guide.

  - If you set the YSoft SafeQ 6 management interface to French or Dutch, a JavaScript error was displayed.

  - It was not possible to change the job owner with YSoft SafeQ 6 installed on a MSSQL database.

  - Updates from YSoft SafeQ 6 MU6 to a higher version would sometimes fail with YSoft SafeQ 6 installed on a PostgreSQL database.

  - If YSoft SafeQ 6 was installed on an external MSSQL database, the IMS service did not start after installation.

  - YSoft SafeQ installers can now detect the actual configuration of the YSoft SafeQ server which is being updated. For example, if you have originally installed a server with the YSoft SafeQ 6 Server installer and you are trying to update it with the SafeQ 6 Standalone Management installer, you get a warning (you should upgrade other services too).

  - Device editing in the YSoft SafeQ management interface with Internet Explorer 10 wasn't fully functional.

- Scan workflows

  - Billing code scan metadata was invalid when scanning on Xerox devices.

  - Switching from "Scan" screen to "Copy" screen on YSoft SafeQ Terminal Pro 4 caused user logout.

- Mobile Print

  - Documents printed on some printers using YSoft SafeQ Mobile print can contain incorrect diacritic symbols. A new conversion option was added and administrators can solve this by turning on a new parameter in the conversion.config (<add key="ensurePdfA" value="true"/>).

- End user web interface

  - Memory leaks in the YSoft SafeQ 6 End User Interface were removed.

  - The end user web interface shows number of copies at every job now.

- Finishing Options

  - The copy count finishing option did not work when duplex was set on the Konica Minolta printer driver and copy count finishing option was set on the device by a user.

  - The copy count finishing option did not work when copy count finishing option was set on the Sharp printer driver.

- Payment Systems
  - Administrators faced an error in the YSoft Payment System administration when trying to open detail of the payment gateway with pending deposits.
- Other
  - We improved the reliability of the job transfer between the YSoft SafeQ client and server (Flexi spoolers) when the data connection has low quality. Flexi spooler logic ensures that the job is transferred even if the connection is interrupted.
  - Xerox models have new print drivers. Some problems appeared when applying rules (multiple copy) in environments with CBPR.

2 KNOWN LIMITATIONS

2.1 INSTALLATION AND DEPLOYMENT

- Backup of YSoft SafeQ 6 (configuration, database and more) can be done using documented procedure. Please follow the product documentation for backup and restore.

- Automated data and configuration upgrade from YSoft SafeQ 5 is not supported. For any ad-hoc requests, please contact your Y Soft representative.

- FlexiSpooler in server mode and Spooler Controller components must be installed on the same server.

- After updating FlexiSpooler in client mode, Offline Print capability needs to build new list of last used printers.

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 Mobile terminal 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 is not supported.
- Estimated price of a print job does not change after modification of Finishing options.

2.3 EMBEDDED, EXTERNAL AND MOBILE TERMINALS

- Legacy Terminal Professional v3.5 is not supported.
- Finishing options are not supported on the YSoft SafeQ Embedded Terminal for Samsung.

- Scan Workflows are available on the following vendors. Please refer to the product documentation for more details.

  - FujiXerox

  - Konica Minolta / Develop

  - OKI

  - Ricoh

  - Sharp

  - Toshiba

  - Xerox

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

  - FujiXerox

  - Konica Minolta

  - Lexmark

  - OKI

  - Ricoh

  - Sharp

  - Toshiba

  - Xerox

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

  - Konica Minolta

  - Ricoh

  - Sharp

  - Xerox

- 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 "Fax accounting", "Extended accounting of colors" and "Public user accounting" are currently not supported.

- YSoft Mobile Terminal does not support pay-for-print capability.

- Advanced finishing options are supported only when the YSoft Mobile Terminal is used on the devices with Embedded Terminals.

- Advanced finishing options are not supported on Terminal Pro 4.

- When deploying an software update package on Terminal Pro 4, change of IP address in Terminal Pro 4 settings is required prior to start 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.

2.4 PRINTING AND PRINT PROCESSING

- YSoft SafeQ Desktop Interface with FlexiSpooler for MacOS is not supported.

- Desktop Interface notifications from Rule Based Engine work only with FlexiSpooler in client mode.

- Estimated price for the job is not displayed in the YSoft SafeQ Desktop Interface.

- Offline print is not supported the following Embedded Terminals:
  - Lexmark
  - Sharp
  - Samsung

2.5 SCAN WORKFLOWS

- Output format Compact PDF is not working properly in combination with any processing step. Scanned file is split in multiple pages.

- Concurrent upload of big files is not working reliably for some cloud connectors (SharePoint Online, Onedrive for Business, Dropbox).

2.6 PRINTING THROUGH MOBILE PRINT SERVER

- Character encoding of incoming email must match the encoding configured on the server containing FlexiSpooler used by Mobile Print Server in order to avoid job name with corrupted characters.

- After adjusting the page range, preview of PDF jobs sent via AP Connector is not generated from that page.

2.7 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 secured channel, but some of them can be configured to use HTTP.

- Administrator can not change SSL certificate on SafeQube 2.

- Double-byte characters are not supported.

- All ports must be configured above 1024.