

1 Novell iPrint Appliance

Novell iPrint Appliance is a virtual appliance that offers cross-platform, self-service printing for the enterprise. It allows users to print from their desktops, laptops, and mobile devices. Novell iPrint Appliance supports NetIQ eDirectory and Active Directory as user identity sources. It scales to fit organizations of any size and provides a single solution to manage the printing needs across multiple locations.

The appliance runs as a virtual machine within any virtualization environment such as VMware, Windows Hyper-V, Citrix Xen Server, or Xen on SUSE Linux Enterprise Server (SLES).

This Readme focuses on issues and information that are specific to the iPrint Appliance 1.1 release and patches.

2 What's New (iPrint Appliance 1.1 Patch 2)

This section summarizes the new features introduced in this release.

- ♦ [Section 2.1, "iPrint Client 6.0.0 for Mac," on page 1](#)
- ♦ [Section 2.2, "iPrint Client 6.1.0 for Windows," on page 1](#)
- ♦ [Section 2.3, "iPrintman Enhancements," on page 2](#)
- ♦ [Section 2.4, "Log File," on page 2](#)
- ♦ [Section 2.5, "Additional Updates," on page 2](#)

2.1 iPrint Client 6.0.0 for Mac

The iPrint Client is upgraded to version 6.0.0. and is available for Mac OS X 10.8 or later. The users can now install printers using the Google Chrome browser and get an improved installation experience with the Safari and Firefox browsers. For more information, see [Using the iPrint Printer List Web Page on Macintosh](#).

2.2 iPrint Client 6.1.0 for Windows

The iPrint Client is updated so that users can now install printers using the latest Google Chrome browser. This client is available for Windows 8.x, Windows 7, Windows Vista, Windows Server 2008 R2, and Windows Server 2012 R2. For more information, see [Using the iPrint Printer List Web Page on Windows](#).

2.3 iprintman Enhancements

The following pool and profile enhancements are made to the iprintman command:

◆ Pool Options

List: Lists the pools (`--list`) and printers in a pool (`--info`).

Manage printer pools: Creates (`--create`), modifies (`--modify`), and deletes (`--delete`) a printer pool.

Manage printers in a pool: Adds (`--add-printer`) or removes (`--remove-printer`) printers from the pool.

For more information, see [Pool Commands](#).

◆ Profile Options

List driver profiles: Lists (`--list`) the driver profiles on the server.

Import driver profiles: Imports (`--import`) the driver profiles from one server to another.

Overwrite: Overwrites (`--overwrite`) the existing profiles on the server.

For more information, see [Profile Commands](#).

2.4 Log File

Log file is now available to capture the patch installation details. In the Field Test Patch page, click [Download Log File](#) to download the file.

For more information, see [Field Patch](#).

2.5 Additional Updates

- ◆ [\[Bug 924863\]](#) Printer status is ready for direct printers even if SNMP is disabled on the printer.
- ◆ [\[Bug 889840\]](#) Localization fixes across the components.

3 What's New (iPrint Appliance 1.1 Patch 1)

This section summarizes the new features introduced in this release.

- ◆ [Section 3.1, "Flexible Communication Options," on page 3](#)
- ◆ [Section 3.2, "New iPrint Client 6.0.0," on page 3](#)
- ◆ [Section 3.3, "LDAP," on page 3](#)
- ◆ [Section 3.4, "Renderer," on page 3](#)
- ◆ [Section 3.5, "Email Printing! \[Hachette\]," on page 3](#)
- ◆ [Section 3.6, "Additional Updates," on page 4](#)

3.1 Flexible Communication Options

In addition to secure communication, iPrint Appliance now accepts non-secure communication from the Remote Renderer. In the Management Console Renderers's page, a new *Settings* icon has been added to select secure communication. If this option is not selected, both secure and non-secure communication will be supported.

For more information, see [Secure and Non-secure Communication Support \(Remote Renderer\)](#).

3.2 New iPrint Client 6.0.0

A new iPrint client has been released for Windows Vista, Windows 7, Windows 8.x, Windows Server 2008 R2, and Windows Server 2012 R2 with the following features:

- ♦ **Direct Print Accounting Support:** Supports print accounting for direct printers with third-party print accounting solutions such as PaperCut. For more information, see [Accounting With iPrint](#).
- ♦ **Simplified Printer Installation:** Users can now install printers using the Google Chrome browser prior to version 42. Users also get an improved installation experience with the Firefox browsers. In addition, on the Internet Explorer browser, you no longer need to run as an administrator to install printers on the Windows operating systems. For more information, see [Using the iPrint Printer List Web Page on Windows](#).

If you are installing printers using the Google Chrome browser version 42 and later, see [TID 7016444](#) on the Novell Support Site.

Henceforth, any updates to these browsers will not impact the installation of the iPrint clients.

3.3 LDAP

- ♦ [!Bug 884066](#) Large number of user and group objects are successfully imported from the source LDAP directory (eDirectory or Active Directory) to the iPrint Appliance server.
- ♦ [!Bug 908438](#) Modifications and deletions to the configuration on the source LDAP directory is synced successfully to the Appliance server.
- ♦ [!Bug 866274](#) The synchronization of User and Group Objects is enhanced.
- ♦ [!Bug 827923](#) Users renamed on the source LDAP directory are successfully imported to the Appliance.
- ♦ [!Bug 877837](#) eDirectory users now successfully authenticate to the iPrint Appliance server.

3.4 Renderer

- ♦ [!Bug 891275, 891272](#) Upgrade issues related to renderers are resolved.
- ♦ [!Bug 898764](#) Remote renderer processes print job with the latest driver associated with the printer.
- ♦ [!Bug 891497](#) Secure configuration of Renderer is allowed only if the certificate files are of PKCS12 (file extensions .pfx or .p12) type.

3.5 Email Printing![\[Hachette\]](#)

- ♦ [!Bug 905390](#) The print command for email printing is simplified. You can now specify only the printer name in the subject line to print your mail and its attachments. For example, `printername#Test Mail`.

- ♦ A new option `audit_common_name` is added to the `/etc/opt/novell/iprintmobile/conf/iprintmobile.conf` file. You can set this value `audit_common_name=true` to send only the Common Name from the FDN.

By default, FDN value is sent for Accounting or Auditing of the LDAP imported users.

3.6 Additional Updates

- ♦ [!Bug 889840](#) You can successfully print from a Linux server using the LPR protocol.
- ♦ [!Bug 890165](#) Migration is now successful even if the OU includes “&” sign.
- ♦ [!Bug 889502](#) No erroneous messages are displayed when printers are migrated.
- ♦ [!Bug 887444](#) Print jobs are successful and audit logs are updated when the job file size changes.

4 What' New (iPrint Appliance 1.1)

Novell iPrint Appliance 1.1 provides the following enhancements:

For Mobile

- ♦ Print Microsoft Office documents on Windows Phone 8.1
- ♦ In addition to secure communication, iPrint Appliance now accepts non-secure communication from the Remote Renderer.
- ♦ QR Code support (scan a QR code to quickly connect your mobile device to a specific printer)
- ♦ Multi-Driver Support for local and remote renderers
- ♦ Built-In PDF converters in remote renderers
- ♦ Web-based management for remote renderers
- ♦ Support for Windows Mobile Devices
- ♦ Multi-Server support on Mobile apps
- ♦ Improved rendering for Microsoft Office formats
- ♦ MobileIron Integration
- ♦ Samsung KNOX certified
- ♦ GUI enhancements for better user experience

For Desktop

- ♦ Microsoft Windows 6.0.0 client is bundled with iPrint Appliance 1.1 Patch 1. The client provides the following features:
 - ♦ **Direct Print Accounting Support:** Supports print accounting for direct printers with third-party print accounting solutions such as PaperCut.
 - ♦ **Simplified Printer Installation:** Improved installation experience with the Firefox browser. In addition, on the Internet Explorer browser, you no longer need to run as an administrator to install printers on the Windows operating systems.

Henceforth, any updates to these browsers will not impact the installation of the iPrint clients. For more information, see [Using the iPrint Printer List Web Page on Windows](#).
- ♦ Enhanced iPrint Printer List web page for better user experience
- ♦ Microsoft Windows 5.98 and Mac 5.76 clients are bundled with iPrint Appliance 1.1

For both Mobile and Desktop:

- ♦ Support for bulk importing printers into iPrint Appliance through a csv file.
- ♦ Support for improved printer migration with iPrint Client Management (iCM) settings and Access Control Lists (ACL)
- ♦ Support for renaming a printer from the Printers page in the Management console

5 iPrint Appliance System Requirements

For iPrint Appliance system requirements, see “[Server Requirements](#)” in the *Novell iPrint Appliance 1.1 Administration Guide*.

6 iPrint Appliance Installation Instructions

For iPrint Appliance installation instructions, see “[Installing iPrint Appliance](#)” in the *Novell iPrint Appliance 1.1 Administration Guide*.

7 Documentation

For additional iPrint Appliance documentation, see the [iPrint Appliance documentation web site](#).

Before installing this release, be sure to review [Section 8, “Known Issues,”](#) on page 5.

8 Known Issues

You might encounter the following issues when you are using iPrint Appliance. Novell plans to fix these issues in a future release.

- ♦ [Section 8.1, “Installation Issues,”](#) on page 5
- ♦ [Section 8.2, “Upgrade Issues,”](#) on page 6
- ♦ [Section 8.3, “Migration Issues,”](#) on page 6
- ♦ [Section 8.4, “Configuration Issues,”](#) on page 6
- ♦ [Section 8.5, “LDAP Synchronization Issues,”](#) on page 7
- ♦ [Section 8.6, “Management Console Issues,”](#) on page 8
- ♦ [Section 8.7, “Document Rendering Issues,”](#) on page 8
- ♦ [Section 8.8, “AirPrint through iPrint Issue,”](#) on page 8
- ♦ [Section 8.9, “Mobile App Issues,”](#) on page 8
- ♦ [Section 8.10, “Email Printing Issues,”](#) on page 9

8.1 Installation Issues

- ♦ [Section 8.1.1, “Error When Configuring Secondary Hard Disk \(/vastorage\) on Xen,”](#) on page 5

8.1.1 Error When Configuring Secondary Hard Disk (/vastorage) on Xen

When installing the iPrint, search index, or database appliances on Xen, configuring hard disks (`/vastorage` or `/var`) during installation can result in the following error:

```
PCI: Fatal: No config space access function found.
Unable to read sysrq code in control/sysrq
i8042: No controller found
end_request:I/O error, dev xvda 18576
```

This issue can cause a small delay; however, the server will operate normally.

Verify that the disks are added as expected by running the following command from the appliance console:

```
df -h

/dev/xvda1      20G  5.5G   14G  30% /
/dev/xvdc1      12G  2.0G   9.4G  18% /vastorage
/dev/xvdd1      2.0G  257M   1.7G  14% /var
```

! [864351; Thayne Peterson]

8.2 Upgrade Issues

- ◆ [Section 8.2.1, “License File IS Not Exported to the Newer Version,” on page 6](#)

8.2.1 License File IS Not Exported to the Newer Version

When you upgrade to iPrint Appliance 1.1, the license file does not get automatically exported to the newer version. Upload the license file manually by using the iPrint Appliance Management Console.

8.3 Migration Issues

- ◆ [Section 8.3.1, ““iprintmig command failed! Migration failed with Errors” Message is Displayed! \[Bug 889502\],” on page 6](#)

8.3.1 “iprintmig command failed! Migration failed with Errors” Message is Displayed! [Bug 889502]

When executing migration from an OES iPrint server to an iPrint Appliance server version 1.1, you might see the following message:

```
iprintmig command failed! Migration failed with Errors
```

You can ignore this message, since the message is erroneously displayed despite a successful migration of printers. This issue occurs if the OES iPrint server is not SSL-enabled when authenticating in the Migration Tool.

To verify if the printers are successfully migrated, do the following:

Launch a web browser and specify `http://server_DNS_or_IP_address/ipp`

This page displays the list of existing and migrated printers.

For more information, see [TID 7015452](#).

8.4 Configuration Issues

- ◆ iPrint Appliance 1.1 does not support changes to network settings for the primary IP (eth0) after the initial appliance configuration. Do not change any settings for the primary IP in the iPrint Appliance Management Console’s *Network* page, located under *Appliance System Configuration > Network*.

8.5 LDAP Synchronization Issues

- ♦ [Section 8.5.1, “Issues with Initial Synchronization of iPrint Appliance Users,” on page 7](#)
- ♦ [Section 8.5.2, “Default Groups and Containers in Active Directory Are Not Synchronized to iPrint Appliance through LDAP,” on page 7](#)
- ♦ [Section 8.5.3, “Issues with Renaming and Moving Users in Your LDAP Directory,” on page 7](#)
- ♦ [Section 8.5.4, “LDAP Referrals Are Not Supported,” on page 7](#)
- ♦ [Section 8.5.5, “Active Directory Cross Forest Trust Relationship Is Not Supported,” on page 7](#)
- ♦ [Section 8.5.6, “User Accounts with the Same Names Are Overwritten,” on page 7](#)

8.5.1 Issues with Initial Synchronization of iPrint Appliance Users

The LDAP value of the attribute you specify for the LDAP configuration setting *LDAP attribute used for iPrint name* must be unique throughout your LDAP directory. For example, if you specify `cn`, all users in the LDAP directory might not have a unique value.

To resolve this issue, use an attribute whose value is always unique across all containers, such as `emailAddress`.

8.5.2 Default Groups and Containers in Active Directory Are Not Synchronized to iPrint Appliance through LDAP

Membership of groups that are located in the Default Users OU (such as the Domain Users group) in Active Directory are not synchronized to iPrint Appliance through LDAP.

![796812; Jay Wootton]

8.5.3 Issues with Renaming and Moving Users in Your LDAP Directory

In order to rename or move users in your LDAP directory, ensure that you have specified a value for the setting *LDAP attribute that uniquely identifies a user or group*, as described in the “[LDAP Attribute to Identify a User or Group](#)” section of the *Novell iPrint Appliance 1.1 Administration Guide*. If a value is not specified for this setting, renaming or moving users in your LDAP directory might result in new users being created in iPrint Appliance or in the existing user account being deleted.

![Jay Wootton; Permanent?]

8.5.4 LDAP Referrals Are Not Supported

iPrint Appliance does not currently support the use of LDAP referrals in regards to LDAP synchronization.

![538993; Thayne Peterson]

8.5.5 Active Directory Cross Forest Trust Relationship Is Not Supported

Cross Forest Trust relationships in Active Directory are not supported in iPrint Appliance.

![807706; Glen Christensen]

8.5.6 User Accounts with the Same Names Are Overwritten

While syncing users to iPrint Appliance, all user accounts with the same names are overwritten.

8.6 Management Console Issues

- ♦ [Section 8.6.1, “Driver Store Configuration Page Displays Inaccurate User Name !\[887943\],” on page 8](#)

8.6.1 Driver Store Configuration Page Displays Inaccurate User Name ![887943]

In the Management Console > Driver Store Configuration page, select the *Enable remote driver store* option, then specify details for the remote server. When you click *Save*, the *username* field displays "cn=driver_store,o=iPrintAppliance." This is a display issue and does not impact the functionality of the feature. The drivers are available from the remote server with the credentials specified by you.

8.7 Document Rendering Issues

- ♦ If the remote renderer is configured with Adobe for handling PDF jobs, then the *orientation* option might not work with PDF documents.
- ♦ Email attachments that are converted from one format to another might not render correctly when printed. For example, documents created in Open Office and saved to Microsoft Word or Powerpoint formats, or documents created in MS Office and saved to ODT or ODP formats, might not render correctly when printed.
- ♦ When printing a workbook, only the first worksheet is printed.
- ♦ When trying to print Microsoft Office documents that are restricted for editing, the orientation and paper size options might not work.
- ♦ When using the in-built PDF renderer to render large sized PDF files, or PDF files with large number of pages, printing might take a long time.

8.8 AirPrint through iPrint Issue

- ♦ When enabling a printer as a secure printer, the port number is not updated to 443 in the *service* file (*/etc/avahi/service*). To resolve this issue, using the iPrint Appliance Management Console, you must disable and enable that printer as an AirPrint printer. [!\[Bug 885386\]](#)
- ♦ If the printer does not have sufficient memory to store the print-ready document, high-resolution images and large-sized images might not print using AirPrint.

8.9 Mobile App Issues

- ♦ [Section 8.9.1, “General,” on page 8](#)
- ♦ [Section 8.9.2, “Windows Phone App,” on page 9](#)
- ♦ [Section 8.9.3, “BlackBerry App,” on page 9](#)

8.9.1 General

- ♦ When printing using the Novell iPrint app, job status is not available.
- ♦ When printing through the Novell iPrint app, if you cancel a print job, the job might not get canceled. Canceling a print job can result in unexpected behavior such as partial printing, printing junk characters, or a held job on the server side.

8.9.2 Windows Phone App

- ◆ **[Bug 922950]** The iPrint app on Windows Phone 8.1 fails to print macro-enabled documents and macro-enabled template files. However, if email printing is configured on the iPrint server, the job will get printed using the email feature.
- ◆ The iPrint app on Windows Phone 8 fails to print Microsoft Office documents due to a limitation of the Windows 8 framework. However you can print Microsoft Office documents by using Windows Phone 8.1 or Windows RT 8.1.

8.9.3 BlackBerry App

- ◆ If a print job fails, the Novell iPrint app switches over to email printing as a fallback option. However, for BlackBerry Z10 devices, the email generated by the app fails to populate the necessary data.

To resolve this issue, print the document by using the email client.

- ◆ **[Verify]** On a BlackBerry PlayBook, the back button does not work when trying to return to the *Settings* page from the *Help* page. To work around this issue, close the app and launch it again.
- ◆ **[Verify]** When trying to print photos on a BlackBerry PlayBook, you might not be able to zoom in or zoom out of photos on the camera roll page.
- ◆ The BlackBerry app was created by porting the Novell iPrint app from the Android platform. Therefore, native BlackBerry apps cannot print using the Novell iPrint app. To work around this issue, save the file on your device from the native BlackBerry app, access the file using a file browser that was ported from Android, then print the file using Novell iPrint.

8.10 Email Printing Issues

- ◆ When printing the email body, the job does not print using the font of the email body. The job prints using the font available on the iPrint Appliance server.
- ◆ If you print an email containing emoticons, the emoticons are treated as attachments, and each emoticon is printed on a new page. For example, if your email contains three emoticons, four pages are printed, with one page containing the mail body and the rest containing one emoticon each.
- ◆ For printers configured with private email addresses, email notifications might still be sent from the global print email address.

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