

Novell iPrint Appliance 1.0.1 Readme

December 2013

Novell®

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 to your current printers from all your desktops, laptops, and mobile devices. Novell iPrint Appliance supports Active Directory and mobile identities. It scales to fit organizations of any size and provides a single solution to manage all your printing across multiple office locations.

Novell iPrint Appliance 1.0.1 provides the following enhancements:

- ♦ Hyper-V support
- ♦ Xen support
- ♦ User Sync Performance Improvements
- ♦ Improved Scalability
- ♦ Enhanced Rendering
- ♦ Ability to change the eDirectory Admin Password
- ♦ Bug Fixes

This Readme focuses on issues and information that are specific to the iPrint Appliance 1.0.1 release.

2 iPrint Appliance System Requirements

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

3 iPrint Appliance Installation Instructions

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

4 Documentation

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

Before installing this release, be sure to review [Section 5, “Known Issues,”](#) on page 2.

5 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 5.1, “iPrint Appliance Configuration Issues,” on page 2](#)
- ♦ [Section 5.2, “LDAP Synchronization Issues,” on page 2](#)
- ♦ [Section 5.3, “Document Rendering Issues,” on page 3](#)
- ♦ [Section 5.4, “AirPrint through iPrint Issue,” on page 3](#)
- ♦ [Section 5.5, “App Issues,” on page 4](#)
- ♦ [Section 5.6, “Email Printing Issues,” on page 4](#)

5.1 iPrint Appliance Configuration Issues

- ♦ iPrint Appliance 1.0.1 does not support network setting changes after the initial configuration. Do not change any settings in the iPrint Appliance Management Console's *Network* page, located under *Appliance System Configuration > Network*.
- ♦ If you are upgrading to iPrint Appliance 1.0.1 from iPrint Appliance 1.0, the license file does not get automatically exported to the new version. To work around this issue, you must manually copy the license file from the license folder of iPrint Appliance 1.0 to the license folder of iPrint Appliance 1.0.1. The license file for both versions of iPrint Appliance is located at `/opt/novell/filr/apache-tomcat/webapps/ssf/WEB-INF/license/`.
- ♦ In iPrint Appliance 1.0.1, PCL drivers configured with LibreOffice using the spadmin tool are not backed up. To work around this issue, you must configure PCL drivers using the method specified in the [“Using Printer Specific Drivers with LibreOffice”](#) section of the *Novell iPrint Appliance Admin Guide*.

5.2 LDAP Synchronization Issues

- ♦ [Section 5.2.1, “Issues with Initial Synchronization of iPrint Appliance Users,” on page 2](#)
- ♦ [Section 5.2.2, “Default Groups and Containers in Active Directory Are Not Synchronized to iPrint Appliance through LDAP,” on page 3](#)
- ♦ [Section 5.2.3, “Issues with Renaming and Moving Users in Your LDAP Directory,” on page 3](#)
- ♦ [Section 5.2.4, “LDAP Referrals Are Not Supported,” on page 3](#)
- ♦ [Section 5.2.5, “Active Directory Cross Forest Trust Relationship Is Not Supported,” on page 3](#)
- ♦ [Section 5.2.6, “User Accounts with the Same Names Are Overwritten,” on page 3](#)

5.2.1 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`.

5.2.2 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.

5.2.3 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 Admin 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.

5.2.4 LDAP Referrals Are Not Supported

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

5.2.5 Active Directory Cross Forest Trust Relationship Is Not Supported

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

5.2.6 User Accounts with the Same Names Are Overwritten

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

5.3 Document Rendering Issues

- ♦ The orientation option might not work with PDF documents that are rendered by “iPrint Windows Renderer.”
- ♦ HTML files (or HTML email messages) that include images might not render correctly when printed.
- ♦ 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 documents that are restricted for editing, the orientation and paper size options might not work.
- ♦ When you upgrade or export iPrint Appliance, the iPrint Windows Renderer status might be “Inactive.” To work around this issue, you must unregister and re-register iPrint Windows Renderer. For more information, see “[iPrint Renderer Status Is Inactive after Exporting or Upgrading iPrint Appliance](#)” in the *Novell iPrint Appliance Admin Guide*.

5.4 AirPrint through iPrint Issue

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.

5.5 App Issues

- ♦ 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.
- ♦ 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, you must close the app and launch it again.
- ♦ When trying to print photos on a BlackBerry PlayBook, you may not be able to zoom in or zoom out of photos on the camera roll page.

5.6 Email Printing Issues

- ♦ When printing using email printing, the job status only indicates submission to the iPrint server and not to the printer.
- ♦ 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.

6 Legal Notices

Novell, Inc. makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc. makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export, or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. Please refer to the [Novell International Trade Services Web page \(http://www.novell.com/info/exports/\)](http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2013 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

For Novell trademarks, see [the Novell Trademark and Service Mark list \(http://www.novell.com/company/legal/trademarks/tmlist.html\)](http://www.novell.com/company/legal/trademarks/tmlist.html).

All third-party trademarks are the property of their respective owners.