

Advanced Printing Software

Release Notes

September 2000

Product Version: Advanced Printing Software Version 1.1

Operating System and Version: Tru64 UNIX Version 4.0F or later

This manual contains release notes for Version 1.1 of the Advanced Printing Software.

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About This Guide

This guide contains release notes for the Version 1.1 of Advanced Printing Software for systems running the Tru64™ UNIX (formerly DIGITAL UNIX) operating system.

Audience

These release notes are intended for the person who installs Advanced Printing Software and for anyone that uses the product after installation.

Organization

The release notes consists of the following chapters:

Chapter 1	Describes new or changed features.
Chapter 2	Describes any restrictions to the software.
Chapter 3	Describes any known problems with the software.
Chapter 4	Contains documentation notes.

Related Documentation

The following documents and online help volumes are available to support Advanced Printing Software users and administrators.

<i>Advanced Printing Software System Administration and Operation Guide</i>	Describes the tasks administrators and operators perform to configure and administer the print system.
<i>Advanced Printing Software Command Reference Guide</i>	Describes all of the command line interface commands available to users and administrators.
<i>Advanced Printing Software User Guide</i>	Describes how to submit and monitor print jobs.
Advanced Printing Software GUI Help Files	Help volumes are accessible from the <i>pdprintadmin</i> , <i>pdprint</i> , and <i>pdprintinfo</i> GUI client programs.

New or Changed Features

This chapter describes new features or features that have changed for this release of the software.

1.1 Support for New Printers

Support has been added for the following printers:

- Compaq LNM40 Laser Printer (40 ppm)
- HP LaserJet 4050 Series Laser Printers
- HP LaserJet 5000 Series Laser Printers
- HP LaserJet 8100 Series Laser Printers
- Lexmark Optra Se 3455 Laser Printer
- Lexmark Optra W810 Wide Format Laser Printer
- Lexmark Optra C710 Color Laser Printer

1.2 Support for Configuring Servers in a TruCluster Environment

You can now configure spoolers and supervisors as highly available applications in a TruCluster Server environment. See the *Administration and Operation* Guide for information about configuring servers in a TruCluster environment.

1.3 Support for LDAP Name Services

This version of the Advanced Printing Software supports Lightweight Directory Access Protocol (LDAP) as a name service. LDAP offers an advantage over NIS by dynamically updating the name space when print objects are created or deleted. See the *Administration and Operation* Guide for information about configuring the LDAP client and for an example of setting up LDAP directory services.

1.4 Example Translation Filter

An example translation filter is provided with this release of the Advanced Printing Software. With this filter, you can use Adobe's Acrobat Reader program to dynamically convert documents from Portable Document Format (PDF) to PostScript as part of the printing process.

For more information about using this filter, see the `/usr/pd/examples/pdf-setup.txt` file.

1.5 Documentation Changes

The Advanced Printing Software documentation set is now available on the Tru64 UNIX documentation web site. The documentation on this web site will be periodically updated to support any changes or corrections to the content. Visit the documentation web site for more information: http://www.tru64unix.compaq.com/faqs/publications/pub_page/pubs_page.html.

Restrictions

The following subsections describe known restrictions to the Advanced Printing Software.

2.1 Supervisor Connects to More than One Spooler

Supervisor processes (`pdspvr` and `pdspvlpr`) can communicate with only one spooler. The supervisor processes allow you to set up physical printers that are associated with queues on any number of spoolers. Configuring printers in this manner is not supported, and does not work. Only the first spooler whose queues are associated with a physical printer will be able to communicate, and physical printers you create that refer to other spoolers fail to operate.

When you plan your print system configuration, be sure to follow this constraint in your configuration planning.

2.2 Cannot Print a File With a Name that Contains a Colon

The printing system, particularly the POSIX CLI interface, uses the colon character (`:`) as a field separator. Printing files whose file names include a colon cause parsing errors in the print request. Therefore, the print system does not support printing of files whose file names include the colon character.

If you need to print such a file, first rename it, such that the new name does not include a colon.

2.3 Some xxx-supported Attributes Not Visible from the GUI

The Admin GUI includes a tool for modifying supported and ready attributes on printers. It allows you to select from a fixed list of printer attributes, those that should be supported or ready on a given printer. However, the list does not include some common attributes, including media-supported, fonts-supported, page-select-supported, and others. If you need to set attributes that are not in the list, you will need to use the `pdset` command to set them.

2.4 Event Notification Incompatibility

A change was made in the Version 1.01 release to the communication protocol used to send event notification messages. In Version 1.0, event notification messages were communicated from server to client using the ToolTalk protocol. Recent security enhancements to the ToolTalk protocol made event delivery unreliable, necessitating this protocol change. (For more information about the ToolTalk changes, please see <http://www.service.digital.com/patches>, patch file SSRT0617U_ttsession.tar)

With this change, clients running Advanced Printing Software Version 1.0 will not be able to receive console/GUI notification messages from server systems running Advanced Printing Software Version 1.01 or Version 1.1. Regardless of the combination of versions, electronic mail notification will continue to work. It is recommended that all systems be upgraded to Version 1.1 when using console/GUI notification.

2.5 Number Up and Content Orientation Limitations

Number up and content orientation are not supported on documents other than simple text documents printed on PostScript printers.

2.6 Inbound Gateway Restrictions

There are a number of restrictions that you must be aware of when installing and using the Inbound Gateway. The following sections describe these restrictions.

2.6.1 Inbound Gateway and lpr Options

Not all `lpr` options are supported by the Inbound Gateway. See the LPD Inbound Gateway Mappings section in the *System Administration and Operation Guide* for information on what options are supported.

Some `lpr` options cause jobs to abort quietly if corresponding printer options are not supported by the Advanced Printing Software logical printer.

For example, if you submit a job with the `lpr -K2` (two sided printing) and the Advanced Printing Software logical printer is not configured to support two sided printing, the spooler rejects the job and no message is displayed.

2.7 The `pdclean` and `pdshutdown` Commands are Asynchronous

Both the `pdclean` command and the `pdshutdown` commands are asynchronous. That is, these commands return before execution is completed. These commands should not be used in scripts unless your

script uses other commands to monitor the progress of the `pdclean` or `pdshutdown` commands, waiting for them to complete.

Known Problems

The following sections describe known problems with Advanced Printing Software.

3.1 Printing to Disabled Supervisor Causes Excessive System Load

If you disable a supervisor server with the `pddisable(1)` command, or with the `pdprintadmin` GUI tool, and the associated spooler continues to schedule jobs for printers controlled by that supervisor, then the supervisor and spooler processes use an excessive amount of CPU load. In this situation, the spooler continually attempts to schedule jobs and the supervisor rejects them.

As workarounds, use one of the following methods to stop all printing on a supervisor:

- Disable the physical printers with the `pddisable(1)` command. Issue a `pddisable(1)` command for each physical printer, or specify all physical printers in one `pddisable` command.
- Shut down the supervisor process with the `pdshutdown(1)` command. This stops the supervisor process. The spooler will still accept jobs, but will not schedule them for printing until the supervisor is restarted. You will need to restart the supervisor from the superuser account on the server machine.

If you inadvertently disable the supervisor and find that the supervisor is using excessive CPU resources, use the `pdenable(1)` command to reenable the supervisor, then use one of the foregoing workarounds to temporarily stop all printing.

3.2 Administration GUI (`pdprintadmin`) Issues

The following problems affect the Administration GUI (Admin GUI).

3.2.1 Advanced Printing Software GUIs Do Not Use Alternate Display

If you use the Advanced Printing Software GUI client programs (`pdprint`, `pdprintinfo`, `pdprintadmin`) from a remote X terminal or X server, you should use the `DISPLAY` environment variable to designate the display before running the programs. If the `DISPLAY` variable is not defined,

and you instead use the `-display` option, invoking a print action from the `pdprintinfo` or `pdprintadmin` program can cause the `pdprint` dialog box to appear on the host workstation instead of the display you are using.

3.3 Outbound Gateway

The following problems are related to the outbound gateway.

3.3.1 Changing the printer-address Attribute

If you change the `printer-address` attribute of a physical printer supported by the outbound gateway supervisor (`pdspvlpr`) you need to shut down and restart that supervisor before the new address takes effect.

Use the following commands to shut down the `lpd` outbound gateway and then restart it so that a new printer address becomes available. Note that you must be root to shut down and restart servers.

```
# pdshutdown -c server server_name
# /usr/pd/lib/pdspvlpr server_name
```

3.3.2 Outbound Gateway Issues Confusing Error Message

If you attempt to create a physical printer on the `lpd` outbound gateway supervisor (`pdspvlpr`), and no valid `printer-address` attribute is defined, the following message is displayed when you attempt to enable the printer with the `pdenable` command:

```
physical printer name The operation failed in
the supervisor backend.
```

You must use the `pdset` command to define the `printer-address` attribute, supplying the three required fields: remote system name, remote printer, and extension family. The three fields must be specified in order, separated by commas, and no spaces.

For example, to set up a remote printer `xjprint` on remote machine `bigred` and use pure RFC 1179 protocol, define the `printer-address` attribute as follows:

```
#pdset -c printer \
-x printer-address=bigred,xjprint,1179 bigred_pp
```

See the *System Administration and Operations Guide* for information about the required format of the `printer-address` attribute when applied to printers connected through the LPD outbound gateway.

3.4 Printing Files

The following problems are related to printing files.

3.4.1 Handling of Zero (0) Length Document Files

If you attempt to print a zero-length document (a file with no data bytes), the `pdpr` command displays the following message:

```
An internal error has occurred.
```

If you attempt to print a zero length document and one or more nonzero length documents in the same job, documents that you specify after the zero length document are not printed and the following message is displayed:

```
Insufficient memory in client program
```

You should disregard these messages. The `internal error` is not serious.

3.4.2 Cannot Print a File With a Name that Contains a Colon (:)

The printing system, particularly the POSIX CLI interface, uses the colon character (`:`) as a field separator. Printing files whose file names include a colon cause parsing errors in the print request. Therefore, the print system does not support printing of files whose file names include the colon character.

If you need to print such a file, first rename it, such that the new name does not include a colon.

3.5 Shutting Down Supervisors

The following subsections describe problems related to the state of jobs after a `pdshutdown` command has been issued.

3.5.1 The `pdshutdown -w after-current` Command

On rare occasions, issuing the command `pdshutdown -w after-current` on a supervisor causes a job to be placed in the `held` state, rather than letting it complete normally.

If you notice a job has been put in the `held` state after shutting down the supervisor, you can cause it to print later by setting its `job-hold` attribute to `no`.

3.5.2 The `pdshutdown -w after-all` Command

If you issue a `pdshutdown` command specifying `-w after-all` to a spooler that controls a logical printer associated with a paused physical printer, the spooler will remain in the terminating state.

If this situation arises, you can shut down the spooler by issuing another `pdshutdown` command without using the `-w` option.

3.6 Cannot Remove a Retained Job

Using the `pdrm` command to remove a job in the retained state produces a message similar to the following:

```
"The job has completed or has already been cancelled."
```

3.7 Cannot Set `job-retention-period` for Scheduled Job

You can set the `job-retention-period` attribute on a job to cause it to be retained after printing is complete. However, you cannot set this attribute once the job has been scheduled for printing on a physical printer.

3.8 Cannot Add Values to `output-bins` Attributes

Unlike several other `xxx-supported` and `xxx-ready` attributes, you cannot add values to the `output-bins-supported` or `output-bins-ready` attributes using the CLI `+=` operator. Nor can you remove individual items using the `-=` operator. If you need to add or remove individual output bin values from these attributes, you must redefine them with all values using the `=` operator.

For example, if `output-bins-supported` has the value `top side`, and you want to add `bottom` to this list, you must redefine the entire attribute as follows:

```
# pdset -c p -x output-bins-supported="top side bottom"
```

3.9 `pdpromote` Error Messages

The `pdpromote` command moves one job to the top of a print queue. If you enter a `pdpromote` command and specify more than one job, the command returns no error message, but only promotes the first job specified on the command line.

3.10 Client Attributes Can be Requested or Set for Any Object

Client or command attributes can be requested or set for any object, even if they are not valid attributes for the object. For example, the following

command returns an empty value, even though `retention-period` is not a valid attribute for a queue object.

```
#pdl -c queue -r retention-period red_qu
retention-period
-----
```

In addition, you can set invalid attributes for some objects while you cannot set invalid attributes for others. The following examples show some of the attributes that can be set.

```
#pdset -c queue -x retention-period=2 red_qu
#pdset -c queue -x style=line red_qu
```

3.11 Output Format for Delta Time is Unclear

When requesting attributes values that are expressed in delta time, the CLI returns unclear values unless all three fields of the attribute are set. The following examples show how you can set the time for the `job-retention-period` attribute and show what the output looks like when you read the value of this attribute.

```
#pdset -c job -r job-retention-period=2 13055
#pdl -c job -r job-retention-period 13055
job-retention-period
-----
02
```

Users may be unsure as to whether `02` specifies 2 hours, 2 minutes, or 2 seconds. In this case, it specifies 2 minutes.

3.12 Notification Restrictions

Selecting notification messages by "class" in the CLI notification profile or using the GUIs does not work. You must specify each individual event for which you want to receive notification.

Documentation Notes

This section lists known problems and omissions in the documentation.

4.1 X Host Access for Notification Changes

Section 3.5.2 of the Users Guide states that a user must give a host system X access in order to receive notification messages. X access is no longer a requirement in order to receive notification messages.