

MobilePrint 2.0 Release Notes

This document contains release notes for MobilePrint 2.0 General Release.

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Install and Upgrade Notes

Supported upgrade path

Supported MobilePrint 2.0 will upgrade an existing 1.3.2 installation only. If you are running other versions, please contact Pharos Support.

Supported Pharos Servers

MobilePrint 2.0 supports Uniprint 9.0 only. If you are running older versions of Uniprint, you must first upgrade to Uniprint 9.0 before upgrading to or installing MobilePrint 2.0.

Operating Systems

MobilePrint 2.0 is supported on 32-bit and 64-bit versions of the following platforms:

- Microsoft® Windows Server 2012 R2
- Microsoft® Windows Server 2012
- Microsoft® Windows Server 2008 R2
- Microsoft® Windows Server 2008
- Microsoft® Windows Server 2003

Supported Web Browsers

You will require a web browser to run Pharos MobilePrint 2.0 Web Administrator and to log on to the Pharos Print Center. Pharos MobilePrint 2.0 Web Administrator and the Pharos Print Center require web browsers. Both MobilePrint Administrator and the Pharos Print Center have been tested with the following browsers:

- Internet Explorer 10.0
- Mozilla Firefox 27
- Google Chrome 29
- Apple Safari 6.0

Ensure Windows Firewall Service is started

Before installing MobilePrint, make sure that the “Windows Firewall Service” is started; if it is not started the installer will fail and will roll back the installation.

Windows 2008 Interactive Services Detection

On Windows Server 2008, ensure that the **Interactive Services Detection Service** is not set to “Disabled” on all servers running the MobilePrint Worker Service.

Verify that DNS is set up and working correctly

All servers find and communicate with each other using their server names. Before installing MobilePrint, make sure that you have a properly working Domain Name System (DNS) for all machines on which you want to install MobilePrint Servers, Uniprint Print Servers, or Blueprint Analyst and Collectors. Name resolution issues caused by an incorrectly configured DNS can potentially stop the MobilePrint Servers from working.

Print driver issues when installing MobilePrint 2.0 on Windows Server 2012 R2

Pharos MobilePrint is typically installed with a default generic PCL 5 or PCL 6 print driver. However, MobilePrint cannot install these default print drivers on Windows Server 2012 R2. This means you will not have working MobilePrint after installing MobilePrint 2.0 on Windows Server 2012 R2. After installing MobilePrint 2.0, you must first set up a working print driver.

When setting up a print driver, take note of these limitations:

- MobilePrint cannot use print drivers shipped with Windows 2012 R2.

- Windows Server 2012 R2 does not allow setting port monitors for Type 4 print drivers.
- MobilePrint does not support Type 3 print drivers supplied by Windows Server 2012 R2.

To work around these issues, Pharos recommends installing third party supplied Type 3 print drivers and then configure them to use the MobilePrint Port Forwarding monitor. For instructions, please refer to the "MobilePrint 2.0 Advanced Configuration" document.

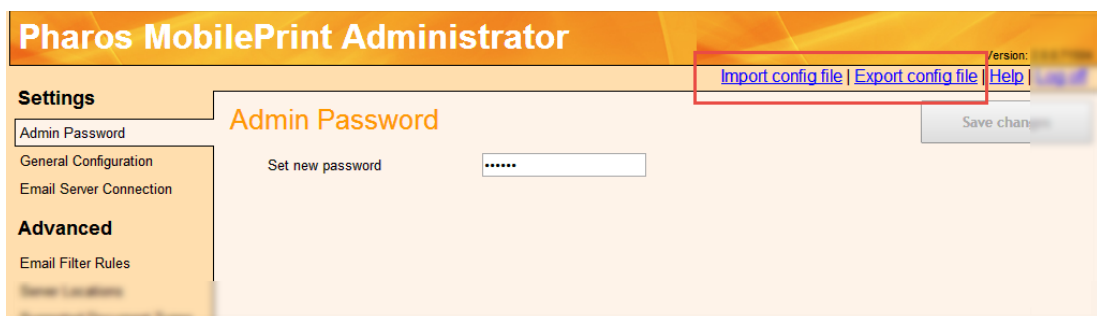
New Features and Enhancements

Pharos MobilePrint 2.0 has been re-designed to integrate with the new Pharos Print Center. The Pharos Print Center replaces the MobilePrint Web Release feature of previous MobilePrint versions. The Pharos Print Center is a new feature of Pharos Uniprint that provides a web portal for authenticating users and lets them manage their print jobs as well as other aspects of their accounts.

This has brought about changes in the architecture and the administrative components in MobilePrint. The following lists some of the major changes in Pharos MobilePrint 2.0.

- Pharos MobilePrint no longer includes the Web Release website. Web Release settings have been removed from Pharos MobilePrint Web Administrator.
- The MobilePrint installer no longer includes **MobilePrint Website Services** and **MobilePrint Authenticator Services**. The Pharos Print Center component of Uniprint now handles the Print Center user interface and user authentication.
- The **idcache.db** - the database that contains all the registered email addresses - will no longer be available in this version. Starting with MobilePrint 2.0, all user information will be stored in the Pharos database, including newly registered email addresses. Previously, registered email addresses were added to the MobilePrint internal cache database only and never added to the Pharos database.
- Previously, all the custom print drivers restored their original ports (e.g. LPT or Standard TCP IP) after upgrade. They needed to be reconfigured to use the MobilePrint Forwarding ports. In this version, custom print drivers retain the MobilePrint Forwarding ports, hence no reconfiguration is required.
- With MobilePrint 2.0, the MobilePrint configuration file can now be exported and imported. This is to support the upgrade and patching process for MobilePrint.
 - **Exporting configuration file** – Clicking the **Export config file** link on the MobilePrint Web Administrator downloads the **config.xml** file to your Downloads folder.
 - **Importing configuration file** – Clicking the **Import config file** allows you to select a configuration file from a location.

These features are available on the upper right hand corner of the Pharos MobilePrint Web Administrator.



- Web print submission (i.e. web upload) settings can be configured from the **Print Center** tab of the System > **Systems Settings** context of Pharos Uniprint Administrator. Email print

submission settings is configured in the **Email Server Connection** menu of MobilePrint Web Administrator

The screenshot displays the MobilePrint Web Administrator interface. On the left, a navigation tree shows 'System Settings' highlighted. The main window is titled 'Print Center' and contains several configuration sections:

- Print Center Authentication uses Bank:** Default Bank
- External Gateway name:** PrintCenterGatewayID
- Charging Model:** <None>
- Print Center Hostname:** pv-2k8-up83.vmdomain.local
- Checkboxes:** Show Cost Confirmation Message, Display Print Button, Allow Guest Accounts
- Guest Account duration in days:** 28
- Custom Links to display in Print Center (limit 3):** A table with columns 'Name' and 'URL'.
- Localization:** Date Format: M/D/YYYY, Time Format: h.mma
- Features Requiring MobilePrint (highlighted with a red box):**
 - Allow Custom Finishing Options
 - Allow Document Uploads
 - Maximum Upload Size (MB):** 50
 - Default Finishing Options for Uploaded Jobs:**
 - Default Page Size:** Letter
 - Pages Per Side:** 1
 - Duplex
 - Black and White
 - Copies:** 1

Note: Finishing options for emailed documents are configured in the MobilePrint Administrator.

Removed Features

- Configuration of alternative web release links has been removed in this version. This feature allowed having an alternative URL for the Web Release website using CNAME instead of a computer's host name.
- The ability to configure Web Release links has been removed. Previously, it was possible to add links to web pages on the Web Release logon page to provide users with useful links, such as custom end-user documentation. The links were able to be added as footers to the Web Release logon page. Custom links can be configured from the Uniprint Pharos Administrator and the links are available at the Pharos Print Center.
- Users can no longer manually register their email addresses from the new Pharos Print Center website. In this version, the only way to register an email address is by sending an email to the MobilePrint email address.

Changes to the MobilePrint Web Administrator

- Removed **Authenticator Configuration** menu from the **Settings** menu. User authentication is now handled by the Pharos REST API, which is installed with the Pharos Print Center component.
- New **Import config file** link.
- New **Export config file** link.

General Configuration

With the introduction of the new Pharos Print Center, some sections related to the Pharos Web Release have been removed from the MobilePrint Web administrator:

- The **Alternative Web Release URL** section has been removed.
- The **Web Release Links** section has been removed from the **General Configuration** settings menu of MobilePrint Web Administrator. Custom links can now be configured in the **System > System Settings** context of Pharos Uniprint 9.0 Administrator.

Server Location

- Removed **Authenticator** and **Pharos Website Servers** from the **Server Location** menu.
- Added **The Pharos Print Center Web Server** in the list of servers.

Print Driver Mapping

- Added the new **Black and White Conversion** setting, which controls whether Black and White conversion is to be handled by the printer or by MobilePrint. There are two options for this setting:
 - **Converted by Printer:** MobilePrint sends the job to the printer as-is. The printer converts the job to grayscale automatically while printing. This is the default and recommended option.
 - **Converted by MobilePrint:** MobilePrint converts the job to grayscale before sending it to the printer. Use this option for printers that do not support automatic grayscale conversion or have poor grayscale quality.

Known Issues/Limitations

- **Print jobs forwarded multiple times via Microsoft Outlook App may fail to render properly**

On Microsoft Outlook App for Exchange Server 2010, email messages that have been forwarded multiple times may fail to render. MobilePrint will send a reply email to the user as per usual, but will print out garbage characters. This is a known issue with Microsoft Outlook App where email messages that have been forwarded multiple times corrupt the html format of the email body.

- **Pharos Print Center does not support changing the finishing options for native jobs**

The Pharos Print Center shows both native jobs (those sent to the Pharos Secure Queues) and MobilePrint jobs (sent via email to MobilePrint). The Print Center allows users to change the finishing options of MobilePrint jobs, but not native jobs.

- **Log file error messages when emails are discarded**

When MobilePrint discards an email, such as when the email body doesn't meet the Email Message Filter requirements, several warnings and error messages will be visible in MobilePrint's logs if logging is turned on. These "error messages" are intended for diagnostic information only, and your system is working perfectly.

- **Duplicate images on iOS devices**

Reply emails that users receive from MobilePrint show duplicate images (e.g. organization’s logo) on iOS devices. This is an iOS feature – images are shown within the email as well as at the bottom of the email.

The workaround is to edit the relevant email template by adding multiple line breaks at the end of the message (between the </body> and </html> tags). This will make the bottom image disappear when viewing email messages in portrait mode. For more information on how to customize email messages using the default email templates, refer to the “MobilePrint 2.0 Installation and Configuration Guide for Uniprint”.

- **Issue when importing MobilePrint configuration files from MobilePrint 1.3.2 to MobilePrint 2.0**

MobilePrint Configuration settings are installed in an xml file called “**MobilePrint.Configurator.config.xml**”. If you want to retain settings from your previous installation, you can copy this xml file to a temporary folder prior to upgrade. You can then import the file to your new MobilePrint installation using the new **Import config file** feature of MobilePrint.

However, you may encounter an issue where MobilePrint fails to communicate with the Print Center Web server after importing the **MobilePrint.Configurator.config.xml** to MobilePrint 2.0.

We recommend the following steps to get around this issue:

1. On your MobilePrint 1.3.2 installation, copy the **MobilePrint.Configurator.config.xml** file to a temporary folder. This file is in the App Data folder **C:\ProgramData\PharosSystems\MobilePrint**.
2. Upgrade MobilePrint 1.3.2 to MobilePrint 2.0.
3. Import the xml file to MobilePrint 2.0 by clicking on the **Import config file** link at the upper right hand corner of Pharos MobilePrint Web Administrator.
4. Restart the “MobilePrint Configurator Service”.
5. In the **Advanced > Server Locations** menu, check that the **Pharos Print Center Web Server** is not blank or is pointing to the correct server.
6. If MobilePrint is not configured with the correct server, edit the **MobilePrint.Configurator.config.xml** file to point to the Print Center Web server.

```
<webShortNames />
<webMimeTypes>application/x-mspublisher</webMimeTypes>
</DocumentRenderers>
</DocumentRendererConfiguration>
<ServerConfiguration>
  <Port>9001</Port>
  <PrintServers json:Array="true" xmlns:json="http://james.newtonking.com/projects/json">
    <Alive>true</Alive>
    <Name>PV-2k8-UP83.vmdomain.local</Name>
    <Port>808</Port>
  </PrintServers>
  <workflows json:Array="true" xmlns:json="http://james.newtonking.com/projects/json">
    <Alive>true</Alive>
    <Name>PV-2k8-UP83.vmdomain.local</Name>
    <Port>9001</Port>
  </workflows>
  <workers json:Array="true" xmlns:json="http://james.newtonking.com/projects/json">
    <Alive>true</Alive>
    <Name>PV-2k8-UP83.vmdomain.local</Name>
    <Port>9001</Port>
  </workers>
  <Configurators json:Array="true" xmlns:json="http://james.newtonking.com/projects/json">
    <Alive>true</Alive>
    <Name>PV-2k8-UP83.vmdomain.local</Name>
    <Port>9001</Port>
  </Configurators>
  <PharosRestAPIS json:Array="true" xmlns:json="http://james.newtonking.com/projects/json">
    <Alive>true</Alive>
    <Name>PV-2k8-UP83.vmdomain.local</Name>
    <Port>443</Port>
  </PharosRestAPIS>
</ServerConfiguration>
<XMPPConfiguration>
  <ServerName>talk.google.com</ServerName>
  <ServerPort>80</ServerPort>
```

7. Save changes to the file.
8. Restart the 'MobilePrint Configurator Service'.

Limitations of the Mobile Print Center

The Mobile Print Center is the Print Center version that runs on mobile devices.

- The web upload feature is not yet supported on mobile devices; it is supported on desktop and laptops only (via the Pharos Print Center).
- Password protected jobs cannot be released from the Mobile Print Center.
- Users can change finishing options of jobs sent via email or web upload, but not jobs sent to the Pharos Queues.
- Users cannot add funds via the Mobile Print Center. To add funds, users must log in to the Pharos Print Center using their laptops, desktops, or tablets.
- Third Party Charging (i.e. Cost Center, Grant) is not supported.
- Activity and Funds reports are not available on the Mobile Print Center.

Installing or Upgrading to MobilePrint 2.0

MobilePrint 2.0 comes with an .msi file that supports both new installs and upgrades. If the installer detects that the computer is running a 1.3.2 version of Pharos MobilePrint, it will automatically switch to upgrade mode.

Warning: Blocked Files

Depending on how the MobilePrint installer files were copied to the target machine, some of the files may have been "blocked" by Windows. Trying to install or upgrade MobilePrint with a blocked file will most likely prevent that component from working correctly. To check whether a file is blocked and/or unblock it, right-click the file in Windows Explorer and select '**Properties**'. If it is blocked, you must first unblock it before proceeding with the MobilePrint install. For more information, navigate to <http://support.microsoft.com/kb/883260>.

Installing or Upgrading to MobilePrint 2.0

1. Download the service pack from the Pharos website. Ensure that the downloaded files are not blocked by Windows.
2. Run **PharosSystems.MobilePrint.Installer.msi** and then follow the onscreen instructions. Refer to page 28 of the "MobilePrint 2.0 Installation and Configuration Guide for Uniprint" for more information.

If you encounter any problems or require further assistance, contact your Pharos Authorized Reseller.

How to get Help

The following documents are available on the MobilePrint disk image. You can also access these documents from our new Pharos Community website:

<http://community.pharos.com/community/getting-started/blog/2013/05/13/read-me-first>.

Take note that you must first register with the community before you can access these documents.

- [Readme](#)
- [MobilePrint 2.0 Installation and Configuration Guide for Uniprint](#)
- [MobilePrint 2.0 Quick Start Guide for Uniprint](#)
- [MobilePrint 2.0 Release Notes](#)
- [MobilePrint 2.0 Advanced Configuration](#)