

# Qlik NPrinting® February 2019 SR1

Release notes

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# Bug Fixes

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## Publish tasks remained in Running status

Jira issue ID: OP-8321

Publish tasks would sometimes become stuck in Running status because some resolutions were lost. After a timeout period, Qlik NPrinting would try to execute these lost resolutions. Only Qlik NPrinting February 2019 was affected.

## The date and time for publish tasks were not accurate

Jira issue ID: OP-8299

The creation date and time for publish tasks were incorrect. For example, in the Task executions page. When upgrading from February 2018, or older releases, to the November 2018 release, the Qlik NPrinting Server system time zone offset would cause incorrect date and time to display.

The workaround was to set UTC as default time zone in the database configuration file by following the steps:

1. Open the file: `%ProgramData%\NPrinting\data\postgresql.conf`
2. Search for `timezone` under the `Locale and Formatting` section.
3. Replace the local time zone with `UTC`.
4. Save the change and restart all the Qlik NPrinting Windows services.

## Qlik NPrinting Scheduler Windows service crashed if TLS 1.0 was disabled

Jira issue ID: OP-8358

On Qlik NPrinting November 2018 installations, the Qlik NPrinting Scheduler services would crash after a few minutes if TLS 1.0 was not enabled on the Qlik NPrinting Server computer. Starting from this version, only TLS 1.2 is required on Qlik NPrinting Server and Engine machines.

**This document covers the following releases:**

Qlik NPrinting February 2019 SR1

Release: February, 2019

# Upgrade notes

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To upgrade to Qlik NPrinting February 2019 SR1, you must start from one of the following versions:

- February 2019 (19.0.3)
- February 2019 TP (19.0.0)
- November 2018 (18.39.6.0)
- November 2018 TP (18.39.0.0)
- September 2018 SR2 (18.29.9.0)
- September 2018 SR1 (18.29.8.0)
- September 2018 (18.29.7.0)
- June 2018 (18.19.6)
- June 2018 TP (18.19.0)
- April 2018 (18.9.5)
- April 2018 TP
- February 2018 SR1 (18.0.4)
- February 2018 (18.0.3)
- February 2018 TP (18.0.0)
- November 2017 (17.6.0)
- November 2017 TP (17.5.0001.0)
- September 2017 (17.5.0)
- September 2017 TP (17.4.0001.0)
- June 2017 (17.4.0)
- 17.3.1
- 17.3.0

If you have installed an older version of Qlik NPrinting, you must upgrade to Qlik NPrinting 17.3 before you can upgrade to Qlik NPrinting February 2019 SR1.

You must back up your data before you proceed. Data can become damaged if a problem occurs during the upgrade. If data is damaged, a backup is required to restore the repository. See: [Backup and restore of a repository](#).

After backup, you must follow the instructions for upgrading on the help site page [Qlik NPrinting upgrade](#).

If you are upgrading from a version older than February 2018, due to a breaking change in the format of the metadata cache, all metadata caches (QlikView and Qlik Sense) will be marked as "not generated". Before being able to edit a template designed with one of these connections or create new ones, all connection caches must be regenerated.

## Upgrade to November 2018 or newer

If you are upgrading to February 2019 SR1 from September 2018 SR2 included or older version you must:

- Open port 4997 outbound on Qlik NPrinting Server and inbound on all Qlik NPrinting Engines
- Reinstall all your Qlik NPrinting Engines and providing a password for certificate exchange
- Open the Engine manager in the Web Console
- Open the detail page for each Engine and send the certificate after inserting the same password you used during the engines reinstallation

Qlik NPrinting Engines stay offline until the certificate exchange is performed. Older Engine versions cannot connect to a Qlik NPrinting February 2019 SR1 Server.

# Known issues and limitations

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The following issues and limitations were identified at release time. The list is not comprehensive; it does however list all known major issues and limitations. We expect to have the issues fixed in future versions.

## Supported languages

The following languages are supported:

- English
- French
- German
- Spanish
- Brazilian Portuguese
- Japanese
- Italian
- Simplified Chinese

Other languages are not officially supported. There may be issues with other languages, particularly those with right-to-left script and non-Roman alphabets.

## Qlik Sense custom size sheets

Qlik Sense custom size sheets are not supported. Custom size will not be maintained on export.

## Alternate states

QlikView and Qlik Sense alternate states are not supported.

## "Always One Selected Value" does not work correctly with QlikView Server 11.20 SR15

Jira issue ID: OP-4663

Opening a QlikView document with at least one field with "Always One Selected Value=true" from QlikView Server version 11.20 SR15 causes incorrect results. You will see different values compared to opening the same document using a local connection.

The workarounds, in order of preference, are:

- Use a newer version of QlikView server.
- Remove the "Always One Selected Value=true" option.
- Connect the document locally.

## Qlik NPrinting must be installed only on C: drives

Jira issue ID: OP-6196

Qlik NPrinting Server, Engine, and Designer can only be installed on C: drives. Any attempt to install them on a different drive will result in task failures.

## Re-installation of an existing Qlik NPrinting Engines

Jira issue ID: OP-8043

If you uninstall and then reinstall an existing Qlik NPrinting Engine, you must re-activate it:

1. Open the Engine manager in the Web Console.
2. Delete the reinstalled Engine.
3. Add the Engine again.
4. Remember to insert the password to send the certificate.
5. Be sure that the status becomes Online again.

## Image size settings are not respected when adding the same object twice

Jira issue ID: OP-5831

When you add the same object twice, using the Images node in Qlik NPrinting Designer, only the image size property of the first image is respected.

## QlikView On-Demand reports with data from mounted folders

Jira issue ID: QVII-1336

When creating QlikView On-Demand reports based on connections that use mounted folders, not all selections are taken into consideration. Errors occur when a document name that is preceded by a mount name is sent in through automation to create a Document Chain Bookmark. This limitation applies to QlikView 11.20 SR15 and earlier.

## QlikView On-Demand reports cannot be connected to Qlik Sense

It is possible to select the “Enable” check box in On-Demand for reports using Qlik Sense app data. These reports are visible in the QlikView On-Demand menu of the QlikView On-Demand add-on. But if selected, they will not generate reports, and you will see an error message.

## Qlik NPrinting Designer crashes sometimes with zoomed screen settings

If you experience random crashes when using Qlik NPrinting Designer, open your Windows Display Settings in the Control Panel and verify that Smaller – 100% (default) is selected. When settings of 125% or 150% are selected, Qlik NPrinting Designer may crash.

## On-Demand works in Chrome and Firefox, but not in Internet Explorer (11 or older) or Edge

Jira issue ID: OP-5908

In some cases, when you use Qlik NPrinting On-Demand in Internet Explorer 11 or Edge, the custom HTTP header X-XSRF-TOKEN is not generated. The header must be added to match the value in the cookie to allow validation from the proxy.

Using DMS authentication avoids the issue.

## On-Demand objects do not appear in Access Point

Jira issue ID: OP-4655

After upgrading to QlikView 11.20 SR15 or SR16, you must add the missing MIME types to make the On-Demand add-on work.

To add the two new mime types in the QMC:

1. In the QMC, open the System tab.
2. Click Setup.
3. Expand the QlikView Web Server node.
4. Click on QVWS@YourServer.
5. Click the Web tab.
6. In the Mime Types section, the click the green + button in the upper right corner.
7. Add the following rows to the Content column:

.JSON in the Extension column and `application/json`

.TTF in the Extension column and `application/x-font-truetype`

This problem does not occur with new installations of QlikView 11.20 SR15 or SR16.

## Upgrading from 17.0.2 to 17.1.0 with a QVP connection

Jira issue ID: OP-3441

Upgrading from 17.0.2 to 17.1.0 with a QVP connection will fail with an Unhandled Exception:

*System.InvalidOperationException: Could not upgrade database to version 17.1.2.0. --->*

*System.ArgumentException: Invalid connection string parameter DocumentPath: a.qvw.*

To upgrade from 17.0.2 to 17.1.1 with a QVP connection, you must do the following:

1. Change all the QVP connections to local connections.
2. Upgrade to 17.1.0.
3. Re-connect to QVP Connections.

## Too many users and filters leads to Qlik NPrinting Designer errors

Jira issue ID: OP-4940

Qlik NPrinting Designer may be unable to open a report template if there are too many filters associated with a connection in the report's app. The following error message displays: "A task was canceled".

This typically happens when more than 4000 filters are using fields from a connection. Sometimes, higher numbers can work. For example, 7000 filters have worked in some situations.

The workaround is:

1. Split the Qlik NPrinting app into separate apps.
2. Split the connections (possibly by using multiple connections to the same documents in different apps).
3. Split the filters across apps (so that the filter count per app is lower).

## Task fails with the error 'Exceeded maximum number of retries'

Jira issue ID: OP-4839

Some Qlik NPrinting tasks fail with the error message: "Exceeded maximum number of retries". This is due to a performance issue in QlikView that appears when it exports large unfiltered files to Excel.



## Verify connection freezes during “Initializing...” status

Jira issue ID: OP-5278

In some rare circumstances, pressing the Verify connection button will cause the screen to freeze on the “Initializing...” status and the spinning wheel cursor. This happens when a Qlik NPrinting Engine goes offline and Verify connection is pressed before the Qlik NPrinting Scheduler is aware that it is offline. It can take up to 20 seconds before the Qlik NPrinting Scheduler determines the offline status of a Qlik NPrinting Engine.

## User filters are excluded from matching and object filters

Jira issue ID: OP-5914

When you:

- Open Qlik NPrinting Designer
- Import a report

The filters associated with each user are not uploaded, or displayed, for performance reasons. Waiting for all filters for thousands of users to import would take a long time. In most cases, importing this information is unnecessary, because filters created for users often contain something like the user IDs.

You can change this behavior and make all filters visible by uncommenting the line `<!--<add key="include-user-filters" />-->` in the `webengine.config` file.

To make a specific filter visible in the lists, remove its association to all users, or create a new filter with the same fields and values not linked to any user.

## Keep Source Format option does not keep Excel merged cells

Jira issue ID: OP-5545

Excel merged cells are not supported for Qlik NPrinting tags regardless of Keep Source Format option.

## Cancelling an upgrade results in a corrupted environment

Jira issue ID: OP-3986

The rollback that follows a Qlik NPrinting Server or Engine upgrade cancellation may corrupt the related Qlik NPrinting installation. A rollback is triggered by errors or by clicking the cancel button during the upgrade execution. After a corruption caused by a rollback, services may be uninstalled or cannot be started.

To restore a Qlik NPrinting Server to its original status:

- Retrieve a recent backup
- Uninstall Qlik NPrinting Server
- Perform a clean installation of the same Qlik NPrinting Server of the backup
- Restore the backup

You should always create a backup before starting an update. In any case, a backup is automatically created in the folder `"%ProgramData%\NPrinting"` at the beginning of the upgrade process.

To restore a Qlik NPrinting Engine to original status:

- Uninstall Qlik NPrinting Engine
- Perform a clean installation of Qlik NPrinting Engine

## **Adding a title to a Sense object with Assistance on generates an error on preview or task**

Jira issue ID: OP-7560

Add title functionality is not supported on Qlik Sense objects with Assistance mode enabled. The workaround to restore the Add title functionality is to disable Assistance mode for the chart in Qlik Sense. Then reload the metadata of the connection.

## **Cannot export tables, columns, and cells from Qlik Sense objects made using chart suggestions**

Jira issue ID: OP-7568

Qlik Sense objects made in Assistance mode cannot be used as tables, columns, or cells in Qlik NPrinting. To restore them, disable Assistance mode on the chart in Qlik Sense; then reload the metadata of the connection. Furthermore, if a Qlik Sense object made with Assistance mode is exported as a table, column, or cell using Qlik NPrinting APIs, the request will fail.

## **Open Type Fonts (\*.otf) are not supported**

Jira issue ID: OP-7165

Open Type Fonts (\*.otf) are not supported in PixelPerfect templates. Generated reports will use a different font, and not look as expected.

## **Qlik Sense tables with conditionally shown columns have limited functionality**

Jira issue ID: OP-7747

The following functionalities are not supported for Qlik Sense tables that have a "Show column if" condition set on one or more of their columns: Levels, single column export, and keep source formats.

## **Qlik Sense logs could be full of error messages: "Proxy Authenticate request (ReceiveRequestAsync) failed."**

Jira issue ID: OP-7457

When Qlik NPrinting is running the Qlik Sense logs could be filled with many log entries like: "Proxy Authenticate request (ReceiveRequestAsync) failed.". This does not generate any issue in Qlik Sense or Qlik NPrinting.



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