Qlik® NPrinting June 2018
Release Notes

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What's new in Qlik NPrinting June 2018

Sense Pivot Table support

Qlik NPrinting supports pivot tables as objects from Qlik Sense connections, the same as QlikView connections.

There are some features and behaviors that are not supported:
- Partial expansion of rows and columns
- Foreground colors and background colors
- Hyperlinks (will display as plain text)
- Expanding or shrinking the size of the table. The desired pivot table size must be saved in the Qlik Sense app, before you open the report in Qlik NPrinting Designer. If you change the size or layout of the table in Qlik Sense, you will need to reload your Qlik Sense connection cache in Qlik NPrinting.

New versioning system

Qlik NPrinting has a new versioning system that complies with the company standard. This new feature makes the upgrade procedure easier to maintain.

Kerberos authentication support

Qlik NPrinting now supports the use of Kerberos and NTLM. If you want to use Kerberos authentication, you need to ensure that browsers used to access Qlik NPrinting are configured to support Kerberos.

Monthly and yearly schedule

Time-based triggers now allow the creation of monthly or yearly schedules. This feature removes a gap between Qlik NPrinting 16 and 17+.

Qlik Sense 2.2 is no more supported

Qlik NPrinting June 2018 does not support Qlik Sense 2.2 anymore. If you are using an unsupported version of Qlik Sense, we suggest you update your installation, even if it seems to work.

This document covers the following releases:

- **Qlik NPrinting June 2018**
  Release: June 2018

Improvements

Continue to update a template in Qlik NPrinting Designer when previewing

Jira issue ID: OP-3122

Report preview is now executed in a separate thread, so the user can continue to edit the report template while report preview is generating. The new "Preview" group in the ribbon menu now has a progress bar.

The new Abort button lets the user stop report preview generation. If preview generation takes more than 2 hours, it will timeout.

Qlik NPrinting Messaging service (RabbitMQ and Erlang) updated

Jira issue ID: OP-7290

Third-party components of the Qlik NPrinting Messaging service have been updated:

- RabbitMQ [server] from version 3.5.7 to v3.7.4
- RabbitMQ [client] from version 3.6 to v5.0.1
- Erlang OPT from version 18.1 to v20.3

The new Erlang cookie path is: *C:\WINDOWS\system32\config\systemprofile\.erlang.cookie* instead of *C:\WINDOWS\.erlang.cookie*.

Bug fixes

Corrupted template tree after deleting an object filter

Jira issue ID: OP-4176

Deleting an object filter in a template resulted in report generation failure when running a task. This meant the template could no longer be edited.

Starting from this version, deleting an object filter is denied on: filters list, filters edit, and import task. Trying to delete an object filter will show this message:

"The filter is used as object filter in one or more reports". In the log files you will find a more detailed message: "FilterName is used in template of reports: ReportName."

Images from QlikView objects were sometimes rendered with the wrong zoom value

Jira issue ID: OP-5167

Some images from QlikView objects would be incorrectly displayed zoomed in or out. This led to data being cutoff, or too small to read.

Starting from this version, clipboard zoom settings of all Qlik NPrinting Engine computers is reset to 100% every time report generation starts. (ClipboardZoom= 1 option in ..\AppData\Roaming\QlikTech\QlikView\Settings.ini).

Sense objects with the Assistance option activated caused report generation failure

Jira issue ID: OP-7274

Reports containing auto-chart objects, i.e., objects with the Assistance option activated, would fail to generate when run from the Qlik NPrinting Designer or from a publish task.

Wrong column order, colors, and hyperlinks with Qlik Sense February and April 2018

Jira issue ID: OP-7453

Qlik Sense tables added to report templates from Qlik Sense February and April 2018 connections, with modified column orders would generate errors. Reports would show incorrect column order, and color or hyperlinks were applied to the wrong columns.

Index Out of range exception when producing reports

Jira issue ID: OP-7459

If you added a QlikView straight table with only calculated columns as level in a report template, but did not drag any columns into the template, an Index out of range exception would occur during the report generation.

Report failure because Engine cannot delete temporary .png files

Jira issue ID: OP-6227

Qlik NPrinting Engine would fail to create PixelPerfect reports because it was not able to delete temporary .png files. Users would receive an error message: "Cannot delete temporary directory "C:\Users\NPUser\AppData\Local\Temp\Reporting\Temp\efb9c2e1e5ab41938ebfc04f97aacbfd - The process cannot access the file 'd31133706c234d5ba1a97e1a1521de4c.png' because it is being used by another process."

A formula tag inside a level stalled reports generation

Jira issue ID: OP-7222

Adding the tag of a formula inside a level caused reports generation to stall, with the error message: "Object reference not set to an instance of an object error".

Tags in the two rows above an Excel pivot tables were not replaced with values

Jira issue ID: OP-7251

Entity tags placed in the two rows above a native Excel pivot table were not replaced with their values when previewing the report.

Same field used two times in the Pages node of an Excel template caused task error

Jira issue ID: OP-7261

Excel report templates that had the same field twice in the Pages node resulted in task failure.

Cannot send email due to a certificate validation failure

Jira issue ID: OP-7072

Sending emails with some SMTP servers was not possible due to certificate validation failure. The Qlik NPrinting logs error message was: "The remote certificate is not valid according to the validation procedure".

Starting from this version, users can obtain a list of invalid certificates, and disable certificate verification entirely:

- Set the Qlik NPrinting log files to debug mode. They will show which certificates are invalid.
- Configure email settings to disable the entire certificate validation procedure. This will allow you to send emails, even if server certificates are invalid.

Importing a Qlik NPrinting 16 report with more than one connection failed

Jira issue ID: OP-7368

Importing a Qlik NPrinting 16 report with more than one connection would fail. No reports were visible when trying to import.

The same field used as page and level on different worksheets caused filter errors

Jira issue ID: OP-7421

In Excel templates, using the same field in the Pages node of a worksheet and in the Levels node of another worksheet caused filters errors.

Cycling on fields with duplicate values with different cases ended with the error: "Cannot read that as a ZipFile"

Jira issue ID: OP-6187

If you created a cycle and the cycled field contained some repeated values with different font cases (e.g. "Sweden" and "sweden") the related publishing task failed with the error: "Cannot read that as a ZipFile". The logs would show the same error message: "Cannot read that as a Zip File ---> An item with the same key has already been added".

The workaround is to remove the duplicate values in the connected document. For example, by forcing the case via the loading script.

All zip files with duplicated values are now renamed (e.g. "Sweden", "Sweden_(2)") to avoid Windows file naming limitations.

Qlik NPrinting Engine log does not follow the standard format

Jira issue ID: OP-6300

Some rows of the Qlik NPrinting Engine logs did not follow the standard log format, so their columns were not properly formatted.

Evaluation licenses had activation failures

Jira issue ID: OP-7394

You can now activate evaluation licenses without setting the product level support date.

Excel named cells were not produced

Jira issue ID: OP-7046

If you created a named range for a cell and you inserted an entity tag in that cell, it was not produced.

Excel tables with calculated columns, inside levels, were not filled with formulas

Jira issue ID: OP-7084

Formulas in Excel tables inserted inside a level were not copied in all rows, so only the first row showed the correct results.
The workaround was to create nested levels instead of tables.

Report names containing two percent characters (%%) would not generate

Jira issue ID: OP-7173

Report names which contained two percent characters ("%%") would not generate.

Cache reload of Qlik Sense connections with invalid objects failed

Jira issue ID: OP-7229

The cache reload process of Qlik Sense connections with invalid objects failed with the error: "Object reference not set to an instance of an object".

Unquoted path vulnerabilities eliminated from Qlik NPrinting Engine services

Jira issue ID: OP-7277

The QlikView Desktop startup performed from the Qlik NPrinting Engine suffered from unquoted path vulnerabilities (CVE-2005-1185, CVE-2005-2938 and CVE-2000-112). This vulnerability has been resolved.

Running a non-enabled publish task generated misleading error message

Jira issue ID: OP-7285

Running a non-enabled publish task generated a misleading error message similar to: "*The task with id 'c47e20ad-f36d-49cb-9079-35e2031c3c8e' could not be scheduled for execution.*"
Starting from this version:

- The *Run now* button (on list and edit pages) is disabled for disabled publish tasks
- The run-many action on publish tasks lists only starts enabled tasks

Table columns were updated only if the Tables node was expanded

Jira issue ID: OP-7339

The "Update" functionality of the Tables node would not execute if the Tables node was collapsed, so the columns list would not update.

"Very high" quality images in Qlik NPrinting NewsStand subscriptions were produced with "Normal" quality

Jira issue ID: OP-7397

When you subscribe to a report in the Qlik NPrinting NewsStand, you can choose image quality. However, choosing the "Very high" option produced "Normal" quality images.

The same Qlik NPrinting entity could appear many time in API generated lists

Jira issue ID: OP-7407

Retrieving a list of Qlik NPrinting entities by running API calls with the *limit* and *offset* optional parameters could result in the same object retrieved multiple times.

Starting from this version, lists of entities returned by API calls are sorted, when not specified, by the object creation date in descending order. This allows consistent results and avoids duplication when using offset and limit parameters in API calls without an explicit sorting option.

FQDN URLs in QlikView Server settings could cause Qlik NPrinting connection verification error

Jira issue ID: OP-7431

Using FQDN addresses for the QVP URLs in a QlikView Server Management Console configuration could cause the failure of the Run Verification test in a Qlik NPrinting connection.

Cannot publish report to Qlik Sense Hub

Jira issue ID: OP-7455

Publishing a report to Qlik Sense Hub failed after updating the *Days to keep* or *Reports to keep* parameters. The error message "Cannot publish to Sense Hub. ERROR: The remote server returned an error: (409) Conflict." appeared.

The workarounds are:

a) Restore the original *Days to keep* and *Reports to keep* values in the task.

b) Create a copy of the affected publish task and change the *Days to keep* or the *Reports to keep* values only during the task creation. Do not change them after the task creation.

Wrong label translation in Japanese

Jira issue ID: OP-7460

In Qlik NPrinting Designer April 2018, the *Import NP 16 Report* button name was wrongly translated in Japanese to "輸入NP 16レポート". It was modified to the correct translation "インポートNP 16レポート".

Maps are exported without background or as grey image

Jira issue ID: OP-7284

Qlik Sense maps without any layers are sometimes exported in Qlik NPrinting reports as a title with a grey box. The background map is not printed.
This does not apply to the normal case in which the map has one or more layers.

Bookmarks were not replicated in all QlikView servers in a Cluster

Jira issue ID: OP-7571

When multiple QlikView servers were participating in On-Demand report generation, the probability that the report generation would fail was high. The cause was that the shared bookmark could not be found in the other QlikView Servers. Starting from this version, Qlik NPrinting will try to force a refresh in this particular case. The fix works with QlikView starting from 12.20 SR6.

Known issues and limitations

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.

"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, Designer, and On-Demand plugin can only be installed on C: drives. Any attempt to install them on a different drive will result in task failures.

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

Jira issue ID: OP-5831

When adding 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 sometimes crashes 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 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.

On-Demand works in Chrome, but not Internet Explorer

Jira issue ID: OP-5908
The custom HTTP header X-XSRF-TOKEN must be added to match the value in the cookie to allow validation from the proxy.

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 fails 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).

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 the 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.

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 big to Excel.

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

Note that 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 the *Assistance mode* option enabled. The workaround to restore the *Add title* functionality is to disable the *Assistance mode* for the chart in Qlik Sense. Then reload the metadata of the connection.

Cannot export tables, columns, and cells using auto-charts objects

Jira issue ID: OP-7568

Tables, columns, and cells are disabled on Qlik Sense objects with the Assistance mode option enabled. The workaround to restore them is to disable the Assistance mode for the chart in Qlik Sense; then reload the metadata of the connection. Furthermore, if a Qlik Sense object with the Assistance mode option enabled is exported as a table, column, or cell using Qlik NPrinting APIs the request will fail. Assistance mode must be disabled in order to export these using Qlik NPrinting APIs.

Qlik Sense charts with Autochart mode sometimes are exported as blank images

Jira issue ID: OP-7563

Sometimes, exporting a Qlik Sense chart with the Assistance Mode enabled as an image can create a blank or partial image. Disabling Assistance Mode for that particular chart on the connected Qlik Sense app solves this issue.

Upgrade notes

To upgrade to Qlik NPrinting June 2018, you must start from one of the following versions:
- 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 June 2018.

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.

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