

# Qlik NPrinting®

## April 2019

Release notes

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# What's new in Qlik NPrinting April 2019

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## Email task notifications

Qlik NPrinting can now send email notifications in case of errors, warnings or success for publish tasks, import tasks and connection cache reloading. Email task notification can be configured in the new Task tab under the Admin -> Settings menu. The task notification email will contain a link to the task and, in case of errors or warnings, also a part of the logs.

## Manage email distribution errors

You can now manage email distribution errors under the Admin menu in the Qlik NPrinting web console.

These new settings let you control whether a publish task will send emails if a report or a variable tag fails.

The option *disable-failure-email-sending* in the *scheduler.config* file has been removed. It is no longer effective. If you had previously configured distribution errors via *scheduler.config*, you must re-configure them in the web console.

## This document covers the following releases:

Qlik NPrinting April 2019

Release: April 25<sup>th</sup>, 2019

# Improvements

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## Smaller backups

Jira issue ID: OP-8056

Auditing tables were removed from the Qlik NPrinting Repository. This saves disk space in the Qlik NPrinting Repository computer and the backups will have smaller dimensions avoiding upgrade issues in case of big installations or low free disk space.

## Bug fixes

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### Deleting a user used as email sender raised an error

Jira issue ID: OP-7491

Deleting a user, via API or import task, whose email was used as default sender in SMTP settings or in a publish report task email configuration as sender, cc or bcc raised an error like: "Importing USER : ERROR: 23503: update or delete on table "email\_address" violates foreign key constraint "fk2845be5917196dd2" on table "smtp\_destination".

Starting from this version, the user and its email are deleted, but other occurrences of the email in other Qlik NPrinting Repository tables are not removed.

### Table columns were wrongly aligned in generated reports

Jira issue ID: OP-7784

Some table column alignments were not inherited from PowerPoint templates to the generated reports when using objects from the Qlik NPrinting Tables node. Objects in the Images node worked fine.

The workaround was to disable the Keep Source Formats option, but it worked only to align to the left all columns.

Starting from this version, the columns alignment are consistent to the Number settings of the Chart or the Number setting of the Dimension.

### Qlik NPrinting Web Engine or Scheduler services stopped with NHibernate.StaleStateException exception

Jira issue ID: OP-8072

The Qlik NPrinting WebEngine or the Scheduler Windows services stopped working with the NHibernate.StaleStateException exception. A possible cause of this issue is solved and additional error logs are added to obtain more information in case of similar future issues.

### SVG images in Word templates were not present in generated reports

Jira issue ID: OP-8245

Images in SVG format added into Word templates were not present in produced reports.

## **Fixed text following a variable was missing in Excel reports**

Jira issue ID: OP-8259

In generated Excel reports, template cells containing a variable followed by a fixed text, only the variable values were replaced correctly and the fixed text was missing.

For example, the Excel template cell with `<vYear> Fixed Text` content was rendered with only the value of the year and the `Fixed Text` was missing.

## **Formula in PowerPoint reports produced text with tangled rows**

Jira issue ID: OP-8268

In PowerPoint reports, formulas that generated a multiple lines text resulted in reports with tangled rows.

## **Qlik NPrinting Engine setup failed if the Windows service account profile was not loaded**

Jira issue ID: OP-8305

If you installed the Qlik NPrinting Engine by using a Windows service account that did not have a profile on the computer you get the error: "System.Security.Cryptography.CryptographicException: The data protection operation was unsuccessful. This may have been caused by not having the user profile loaded for the current thread's user context, which may be the case when the thread is impersonating."

The workaround was to log into the Qlik NPrinting Engine computer with the Windows service account and install the Qlik NPrinting Engine there.

## **The "Insert and Link" function did not work in PowerPoint reports**

Jira issue ID: OP-6729

The "Insert and Link" image function in PowerPoint reports was not correctly managed.

## **Task with thousands of email recipients never ended**

Jira issue ID: OP-8355

Publish task with thousands of email recipients never ended. Starting from this version publish tasks performances have been improved.

## **Sometimes Qlik NPrinting Scheduler stopped after a few minutes**

Jira issue ID: OP-8195

Sometimes the Qlik NPrinting Scheduler Windows service started and stopped after a few minutes after an installation upgrade. The bug was solved by upgrading RabbitMQ (Qlik NPrinting Messaging Service) to latest version 3.7.10.

## **PowerPoint template in .ppt format did not work**

Jira issue ID: OP-8349

Previewing PowerPoint templates in .ppt format produced the error: "Document is corrupt PowerPoint will attempt to repair it [...]".

## **Qlik NPrinting Designer would not launch in Internet Explorer**

Jira issue ID: OP-8491

Qlik NPrinting Designer would not open when launched from Internet Explorer on a computer with the latest Windows security updates. The error message: “The given key was not present in the dictionary” appeared. Only Internet Explorer was affected, so the workaround was to use a different web browser. Chrome, Firefox, and Edge worked correctly.

## **Qlik NPrinting On-Demand add-on did not work with QlikView 11.20 and 12.10**

Jira issue ID: QV-16668

Qlik NPrinting On-Demand add-on February 2019 did not work with QlikView 11.20 and 12.10. Only February 2019 was affected by this limitation.

# Upgrade notes

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

- April 2019 Technical Preview (19.9.0)
- February 2019 SR1 (19.0.4)
- February 2019 (19.0.3)
- February 2019 Technical Preview (19.0.0)
- November 2018 (18.39.6.0)
- November 2018 Technical Preview (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 Technical Preview (18.19.0)
- April 2018 (18.9.5)
- April 2018 Technical Preview
- February 2018 SR1 (18.0.4)
- February 2018 (18.0.3)
- February 2018 Technical Preview (18.0.0)
- November 2017 (17.6.0)
- November 2017 Technical Preview (17.5.0001.0)
- September 2017 (17.5.0)
- September 2017 Technical Preview (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 April 2019.

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 April 2019 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 April 2019 Server.

## Upgrade to April 2019 or newer

Qlik NPrinting April 2019 introduces new web console settings that let you control whether a publish task sends emails in case of report or variable tag errors. You can find them under *Admin > Settings > Task*. In previous versions of Qlik NPrinting, distribution error handling was controlled by editing `<add key="disable-failure-email-sending" />` in the *scheduler.config* file. This string has been removed. If you had previously configured distribution errors via *scheduler.config*, you must re-configure them in the web console.

## 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.

## **Qlik Sense On-Demand reports with selections on calculated dimensions fails**

Jira issue ID: OP-8382

Qlik Sense On-Demand reports with selections applied on calculated dimensions will fail. However, you can apply selections on dimensions based on Qlik Sense fields. The workaround is to move the formula to the load script and use the calculated fields to apply selections to your On-Demand reports.

## **Images were rendered with the title caption**

Jira issue ID: OP-7953

This bug is solved starting from Qlik NPrinting November 2018 but if you use QlikView 12.20 SR7, and only with this specific service release, it is still present.

So, only if you use QlikView 12.20 SR7, when you add a QlikView chart as an image in a template it will still be exported with the border and the title caption.



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