# Qlik® NPrinting February 2018 Release Notes

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# What's new in Qlik NPrinting February 2018

## Single sign-on support with JSON Web Token (JWT) authentication

Qlik NPrinting log in supports JSON Web Token (JWT) authentication on both Qlik Sense and QlikView with DMS.
JSON Web Token (JWT) is an open standard for secure transmission of information between two parties used for authentication and authorization. JWT enables single sign-on (SSO) in Qlik NPrinting, minimizing the number of times a user has to log on.

## QlikView server DMS authorization is supported

Qlik NPrinting connections to QlikView Server now support DMS authentication. Section access can be integrated easily with Qlik NPrinting without the need of other actions. Qlik NPrinting On-Demand plugin works for Access Point users authenticated with DMS credentials.
The QlikView DSC service port (default: 4730) should be open in the firewall of the QlikView Engine server. QlikView server NTFS authorization was already supported.

# Improvements

## Improved QlikView cache generation

Due to a set of improvements in the QlikView connection cache, all existing QlikView connection caches will be marked as "not generated". After updating your Qlik NPrinting installation to the February 2018 release, all QlikView connection caches must be regenerated. You will not be able to edit or create report templates until this is done.

# Bug fixes

### PowerPoint report preview failed when paging more than two slides on the same field

Jira issue ID: OP-5723
If you added the same field twice into the Page node of a PowerPoint template and then you inserted the tags in two different slides, you get the error "Specified cast is not valid" when you clicked on Save and Close. Both field names were displayed without the suffix with the sequential number. The bug affected reports with data from both QlikView and Qlik Sense connections.
This was not an issue in Qlik NPrinting 16.

### Inserting publish task does not create reports for all users when conditions are used

Jira issue ID: OP-6598
Sometimes, publish tasks containing many reports with conditions would not generate reports for all users. The task status would stay stuck on RUNNING 99%, even if Qlik NPrinting was not doing anything (CPU and RAM were not used).

### Inserting more than one <deleterow> tag in a row caused an error

Jira issue ID: OP-6169
Inserting more than one <deleterow> tag on a single Excel row caused an access violation error. There is no reason to insert more than one <deleterow> in the same row. But there is no longer an error if this occurs.

### Commas in filter, group, and role names in the user worksheet of import files were not supported

Jira issue ID: OP-6185
User worksheets of an import Excel file could not contain commas in filter, group, and role names. They must never be used in Qlik NPrinting versions prior to February 2018, because they will never be associated with related users. This means that reports will not be delivered or filtered.
Starting from this version, commas can be used, as long as they are in between quotation marks: ",".

### Fetching data from QlikView objects with duplicated labels was unsupported

Jira issue ID: OP-5220
If in a QlikView object had the same labels in two fields, only one field would appear in Qlik NPrinting Designer. If that field was inserted into the template as single column tag, the generated reports were filled with values only from the first occurrence of that field in the original QlikView object. If the entire QlikView object was inserted into the template as a single table tag, all the fields and data appeared correctly.
Starting from this version, duplicated field labels are managed by Qlik NPrinting. NPrinting Designer will automatically add an underscore followed by a progressive integer to the field name.

### Errors in previewing Excel and Word report with objects that use calculated conditions

Jira issue ID: OP-5257
Previewing a Word or Excel report that contains QlikView objects with calculated conditions generated an error when the calculated condition was not matched.

## Excel reports preview generated an error when columns from the same table were added twice

Jira issue ID: OP-5103

This error would occur if you created an Excel report, added the same QlikView table twice on the Tables node, and dragged the same columns as single tags from both tables into the template. When you tried to preview, you would get this error: "The preview request failed with message: Sequence contains no matching element".

## Some filters with cached decimal values were ignored

Jira issue ID: OP-5099

In some cases, filters created by selecting decimal values from the cache (instead of typing the values directly into the form) caused incorrect selections during report production.
The issue is resolved, but any filters created before the fix need to be updated. You must re-enter the values of all filter fields that contains decimal values to recreate them properly.

## When creating PDFs from PixelPerfect reports, image quality setting were ignored

Jira issue ID: OP-6523

When exporting PixelPerfect templates to PDF, image quality property settings were ignored during report production. This generated very large PDF reports.

## Invalid characters in destination folders caused task execution failure without error messages in logs

Jira issue ID: OP-6101

Invalid Windows path characters in destination folders caused task execution failures, and no error messages were generated in log files.
Task Execution dashboard showed the error: "ERROR: The path is not of a legal form at System.IO.Path.NewNormalizePathLimitedChecks".
Now invalid characters are removed from path before publishing, and the error is recorded on the logs.

## Missing data in PowerPoint charts

Jira issue ID: OP-3835

PowerPoint scatter charts containing native QlikView data, and a fourth column managing the point labels, generated the error "Provider column fails to produce the correct output when generated from his own data".
Now, Qlik NPrinting correctly manages four columns: X, Y, point widths, and point labels.

## Delivery failures were not visible on the task executions page

Jira issue ID: OP-5638

The task executions page would not warn users when email delivery failed. For example, if a user's email address was invalid, or SMTP settings were incorrect, the execution status would say "Completed". Errors were only visible in the log files.
Publishing errors will now appear on the task executions page with a "Warning" status.

### Report preview failed if there were formulas in column headers

Jira issue ID: OP-5552

Report previews would fail if table column headers contained formulas. For example, the Label field in QlikView starts with an equal "=" symbol.

### Cache status "Evicted"

Jira issue ID: OP-6495

Task executions, especially cache reloads, would fail with the error message: "Request has been evicted for this reason: Evicted". This would happen if Qlik NPrinting Scheduler machine experienced memory pressure or heavy load (many tasks running at once). It also happened when Qlik NPrinting Scheduler and Engine were installed on the same computer.

### Requests made with TLS version 1 are no longer accepted

Jira issue ID: OP-3981

Qlik NPrinting proxy configuration will now reject requests made with TLS protocol version 1.0.

### Qlik NPrinting Messaging service crashed if the %LOGS% variable pointed to a folder

Jira issue ID: OP-6369

The Windows service QlikNPrintingMessagingService would crash immediately on computers where the environment variable %LOGS% was set with a folder path as value.
The service now ignores the value of the %LOGS% variable and stores the RabbitMQ log files under %ProgramData%\NPrinting\RabbitMQ\log.

### Could not import big images

Jira issue ID: OP-5627

Qlik NPrinting failed to manage images larger than 50 MB.
The following upload process were affected:
- NewsStand logo
- Importing reports
- Default templates (Admin > Settings > Report settings)
- Report custom templates
- Saving report templates in Qlik NPrinting Designer

### Qlik NPrinting and Windows login did not respect authentication settings

Jira issue ID: OP-6514

Qlik NPrinting login (based on internal Username and Password) and Windows login (based on the domain user) now check if related authentication methods are enabled in Qlik NPrinting authentication settings, including requests via API.
QlikView On-Demand plugin requires Windows login to be enabled.

### Blank levels failed

Jira issue ID: OP-6116

If a level was blank, it would be raised as an exception, instead of leaving the values blank.

### Publishing to hub raised errors if special characters were used in dynamic names

Jira issue ID: OP-6335

Publishing to hub tasks raised errors if reserved URL characters '#' and '&' were used in dynamic names.

### Conditions that compared Qlik Sense variables to strings were always false

Jira issue ID: OP-6522

Conditions that compared a Qlik Sense variable with a constant string would not evaluate as true. This also occurred if the variable had the expected value in the Qlik Sense application.

### Backup did not include some critical tables

Jira issue ID: OP-6125

In some environments, the restore process would end with a success message in the last row of the logs, but some tables (like users) were not backed up. In previous rows of the same restore log, there was the error message: "Error while PROCESSING TOC".
Restore logs are stored in the folder %ProgramData%\NPrinting\Logs\nprinting_manager.log.

### Report generation was blocked if an object filter had the same field as another filter

Jira issue ID: OP-5635

Report generation was blocked if the same field was filtered in both an object filter and an applied filter, or if the report was cycled for the same field.

### Columns removed from QlikView were still visible in Qlik NPrinting Designer

Jira issue ID: OP-6027

Columns removed from connected QlikView documents were still visible inside Qlik NPrinting Designer.

### Report production error "Sequence contains no elements"

Jira issue ID: OP-4309

In some cases, correctly applied filters that created an empty dataset would cause a "Sequence contains no elements" error during report production.

### "Expand Range" option did not work for columns

Jira issue ID: OP-5985

The "Expand Range" option would not work at column level, only at table level. Now, if you remove the flag on the "Expand Range" property of a table, and drag single columns onto the template, the values are inserted over the cells without adding rows at the end.

### Hyperlinks from Qlik Sense apps did not work as expected

Jira issue ID: OP-6551

If you created a table in a template with a field from a Qlik Sense app that contained hyperlinks, the links were not clickable in the generated report.

## Imported reports incorrectly showed the error "Imported report does not use any connections"

Jira issue ID: OP-5826

The report import feature did not take into consideration objects that were added to the left pane of the template, but not dragged onto the template. In some cases, matching connections was impossible, and imported reports could not be opened by Qlik NPrinting Designer.
Now when you import a report, all added objects are checked, whether they are used in the template or not.

## Search filter fields did not work with some special characters

Jira issue ID: OP-6574

Some special characters used in the "Search" form were not handled in filters with uncached fields. This meant that the "Search started" status never completed.

## "Add Title" table option was not available

Jira issue ID: OP-6554

The table option "Add title" was not available in Excel templates.

## Triggered cache regeneration sometimes failed

Jira issue ID: OP-6542

If a triggered cache reload starts during the execution of another reload task, it sometimes raised errors that were visible in Qlik NPrinting Scheduler log file as "StaleObjectStateException".

## The error message "Error Object reference not set to an instance of an object" was not clear

Jira issue ID: OP-5486

Qlik NPrinting Engine log messages related to metadata reload failures due to wrong or missing Qlik Sense objects have been improved.

## If the character ' was the first character in a word, it would not appear in preview

Jira issue ID: OP-4826

It the special character ' (single quotation mark) was the first character in a word, it would not appear in preview.

## Cache reload failed when multiple triggers started at the same time

Jira issue ID: OP-6373

Connection cache generation sometimes failed if multiple reload triggers were scheduled for the same connection at the same time.

## Excel Pivot Chart were rendered incorrectly in PDF

Jira issue ID: OP-6198

If you exported an Excel report with a pivot chart to PDF format, the pivot chart would render incorrectly.

### QlikView objects saved inside and outside a container appeared duplicated

Jira issue ID: OP-5112

If the same QlikView object was saved inside and outside a container, it could appear twice in the QlikView entities list.

### Cache and metadata reload from QlikView Server remained in *Generating* status

Jira issue ID: OP-6195

The cache and metadata reload process of some QlikView Server connections remained in *Generating* status forever.

### Preview failed with iconize pivot table containing filters that generated empty set

Jira issue ID: OP-5005

Report previews failed when the template contained an iconized QlikView pivot table with filters that generated an empty dataset. Minimizing the pivot table and adding data to the filters was the initial workaround.

### Qlik Sense bookmarks were not deleted after each metadata reload

Jira issue ID: OP-6726

Qlik Sense bookmarks were added but not deleted after each cache and metadata reload.

### Error with SMTP authentication

Jira issue ID: OP-6727

In some cases, attempts to send emails resulted in the error message "**ERROR: No compatible authentication mechanisms found".** The error is generated because the SMTP servers returned custom headers, instead of standard headers used for accepted authentication methods. This has been resolved by forcing the use of LOGIN (configured username and password), or NTLM authentication if no header was found in the server response.

### Charts in PowerPoint reports exported as PDF displayed as a black square

Jira issue ID: OP-6250

If you applied a filter that returned an empty dataset to a PowerPoint report with a native chart, and previewed it as a PDF, you would see a black square instead of an empty chart. Previewing in .ppt or .pptx formats displayed correctly.

### Qlik NPrinting Engine logs flooded with error "Caller: OnBeginInitStream, file path: <path>\AsyncStreamSocketSession.cs"

Jira issue ID: OP-6343

Qlik NPrinting Engine logs were flooded with the following error lines:
*Unexpected error*
*Caller: OnBeginInitStream, file path:*
*d:\WorkShop\SuperSocket\v1.6\SocketEngine\AsyncStreamSocketSession.cs, line number: 245*
*Session: 74e103a4-ab15-44b8-b814-b6d8f7872b05/10.215.36.7:50120*

### Images were incorrectly managed when a page was applied on multiple slides in PowerPoint

Jira issue ID: OP-6467

In PowerPoint reports with a Page field applied, you can have images with filters that exclude other images. Qlik NPrinting was incorrectly generating the placeholders for images that had been filtered out.

Now the placeholders of images that are not produced are removed from the generated report.

### Hyperlinks cannot be opened in new browser tabs or windows

Jira issue ID: OP-6372

Qlik NPrinting Web Console menu links, such as Reports or Publish Tasks, could not be opened in new browser tabs or windows. Attempting to do so resulted in blank pages, or the Qlik NPrinting Welcome page, depending on the browser.

### Cannot disable multiple users in a task at the same time

Jira issue ID: OP-6584

Trying to disable many users in a publishing task at the same time caused the error: "An error occurred while enabling the selected items". It was possible to disable users one by one.

### PowerPoint report review failed with message: Specified cast is not valid

Jira issue ID: OP-4079

If you added the same field two times into the Page node of a PowerPoint template and then you inserted the tags in two different slides, you get the error "Specified cast is not valid" when you clicked on Save and Close.

It happened with both QlikView and Qlik Sense connections. Both field names were displayed without the suffix with the sequential number.

### Publishing to Qlik Sense Hub failed with the error: "Qlik Certificate for Sense not found in My CurrentUser"

Jira issue ID: OP-6782

Qlik NPrinting was unable to load certificates to publish to Qlik Sense Hub if the capitalization for the certificate's issuer name and the configured address in the Qlik Sense Hub destination were different. For example, issuer *sense.MyDomain.com* and Qlik Sense Hub *https://sense.mydomain.com*. This prevented certificates from being loaded and caused a failure in publishing to Hub, with the error message: *"Qlik Certificate for Sense not found in My CurrentUser"*.

# 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.

## 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.

### Email attachment file names cannot exceed 255 characters

Jira issue ID: OP-6482
Due to Windows file systems limitations, Qlik NPrinting will not send email attachments with filenames longer than 255 characters.  If you attach a file with a name that is too long, your email will not be sent, and you will see this error message: "Path with value name is exceeding windows limitations, the fully qualified file name must be less than 260 characters."

### 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

# Upgrade notes

To upgrade to Qlik NPrinting February 2018, you must start from one of the following versions:
- 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 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 available on the help site page Qlik NPrinting upgrade.

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.

**Qlik Q**

150 N. Radnor Chester Road
Suite E120
Radnor, PA 19087
Phone: +1 (888) 828-9768
Fax: +1 (610) 975-5987

qlik.com