



Qlik® NPrinting 17.2.1 release notes

IMPORTANT: Upgrading from 17.2.0 to 17.2.1

You must back up your data before to proceed. Data could become damaged if a problem occurs during upgrading so it will be necessary to restore the repository from the backup. See [Backup and restore of a repository](#).

Do the following:

1. Confirm that you have a current backup of the repository.
2. Open Windows Services.
3. Stop the following Qlik NPrinting services by right-clicking them, and then clicking **Stop**:
 - QlikNPrinting Engine
 - QlikNPrinting Scheduler
 - QlikNPrinting WebEngine
 - QlikNPrinting RepoService
4. Close Windows Services. Windows stops the services only after you close this program, so do not keep it open.

Proceed only when you are sure that all the services mentioned are stopped or the repository may be damaged. If any of these services are left running during upgrade, the upgrade can fail, and it might be necessary to restore data from backup.

5. Open the Windows **Task Manager**, then do the following:
 - a. Browse to the **Processes** tab.
 - b. Click on **Show processes from all users** to be sure to see all working processes.
 - c. If any of the following processes is running, terminate it by right clicking on it and choosing **End process tree**:
 - **Qlik.NPrinting.Engine.exe**
 - **Qlik.NPrinting.Scheduler.exe**
 - **Qlik.NPrinting.WebEngine.exe**
 - **Qlik.NPrinting.Cefsharp.exe**. If you see more than one process with this name, select the one owned by the Windows user of the Qlik NPrinting services.
 - **webconsoleproxy.exe**
 - **newsstandproxy.exe**

Proceed only when you are sure that all the processes mentioned are stopped or the repository may be damaged. If any of these processes are left running during upgrade, the upgrade can fail, and it might be necessary to restore data from backup.

6. Install Qlik NPrinting as described in [Installing Qlik NPrinting](#).
7. Check all Qlik NPrinting services are running after the upgrade is complete. It may be necessary to start them manually.

What's new in this release?

Messaging Service

Starting from this version, a customized version of RabbitMQ is installed by the Qlik NPrinting Server setup. The Windows service is called QlikNPrintingMessagingService. The installation process will remove any other version of RabbitMQ that is installed on the same computer.

Support for Italian and simplified Chinese

Qlik NPrinting supports two new languages, Italian and simplified Chinese. The Qlik NPrinting user interface is translated into Italian and simplified Chinese. Related locale codes can be used on Excel files.

Bug fixes

Repository database deleted after upgrading with pending processes

Jira issue ID: OP-3828

The repository database was deleted after upgrading with pending process. All data was lost.

Starting from this version, the Qlik NPrinting upgrading process attempts to close the Windows services and stop the processes by automatically. However, it is possible under some circumstances, that not all services and processes are stopped successfully. If you attempt to update Qlik NPrinting while the Windows services and process are still running, this can result in data in the repository being lost, so it is important to check before proceeding, and close them manually if necessary.

The Qlik NPrinting upgrading process also creates two backups of the repository:

- Backup before updating the repository. Its name is composed by concatenating a timestamp (YearMonthDayTime) with the fixed string _nprinting17.2.0.0_backup_old.zip (for example 201611180947162456_nprinting17.2.0.0_backup_old.zip).
- Backup after updating the repository. Its name is composed by concatenating a timestamp (YearMonthDayTime) with the fixed string _nprinting17.2.1.0_backup_new.zip (for example 201611180947162456_nprinting17.2.1.0_backup_new.zip).

Both backup files are stored in the folder %ProgramData%\NPrinting. We strongly recommend you also create a backup manually at the beginning of the upgrading process.

For example, if you are upgrading from Qlik NPrinting 17.2.0.0 to 17.2.1.0, Qlik NPrinting will create the backup 201611180947162456_nprinting17.2.0.0_backup_old.zip before making any changes to the repository database, and the backup 201611180947162456_nprinting17.2.1.0_backup_new.zip after upgrading the repository database. If, for any reason, you want to re-install Qlik NPrinting 17.2.0.0, you must restore the backup 201611180947162456_nprinting17.2.0.0_backup_old.zip.

Web engine crashed when a password reset was done without an SMTP server configured

Jira issue ID: OP-3123

Trying to do a password reset on a Qlik NPrinting installation without an SMTP server configured caused the crash of the Web Engine, and the login pop-up disappeared. Starting from this version, Qlik NPrinting will show the following message when there is a password reset and the SMTP server is not configured: "Cannot send the password reset email. Contact the administrator to check the system SMTP configuration."

Re-generating cache broke entities that uses deleted QlikView variables

Jira issue ID: OP-3304

Re-generating the cache for a connection after deleting QlikView variables used in report dynamic names or in destination folders caused report generation or delivery failures. Starting from this version, Qlik NPrinting correctly manages variables that are deleted from the connected QlikView document but are

QlikView NPrinting 17.2.1.0 – Release notes 4

still used in the reporting system. Deleted variables are now marked with a line-through and a warning is displayed.

Error trying to open the page

Jira issue ID: OP-2924

When the same QlikView connection was present several times with different aliases and a metadata reload was run, any report with dynamic naming, etc., could not be opened. Clicking on a report resulted in the following message: "Error trying to open the page".

Customers experiencing this problem should check for missing Qlik variables and eventually fix them in:

- Reports with dynamic name
- Folders
- Conditions

Services failed to start after installation

Jira issue ID: OP-1638

Both the Qlik NPrinting Scheduler and the Qlik NPrinting RepoService services stopped unexpectedly when started after installation.

Preview failed in some cases with levels

Jira issue ID: OP-2472

Preview failed in some cases when levels in the template were connected with a Qlik Sense app, with the error message: "Wrong content node response type".

Inconsistent behavior when using Windows authentication

Jira issue ID: OP-2640

The behavior of Qlik NPrinting Designer was different based on where the user logged in and the authentication that they used. In some cases after launching the Qlik NPrinting Designer, a second log in pop-up appeared.

RepoService password stored as clear text

Jira issue ID: OP-2721

The password for the Qlik NPrinting repository database (Qlik NPrinting RepoService is a PostgreSQL database) was stored as clear text in the Windows registry. Starting from this version, this password is not readable by humans.

Japanese UI translations

Jira issue ID: OP-2797, OP-2894, OP-2912

In the Reports page of the Japanese user interface of the Qlik NPrinting admin console, the Created and Last Updated labels were inaccurately translated.

The trigger user interface has been revamped to improve Japanese translations for daily and weekly scheduling. The translation for Occurs Every in Daily Frequency section is also improved.

Timeout error when previewing reports

Jira issue ID: OP-2809

Previewing reports ended with a timeout error after waiting several minutes.

Preview failed with hide columns in tables

Jira issue ID: OP-2914

Preview failed with errors when attempting to use a QlikView table with hidden columns.

Group field selections did not kept

Jira issue ID: OP-2920

Group field selections in tables were ignored when adding only columns to the template.

Reports cannot be deleted

Jira issue ID: OP-2948

Trying to delete some reports that were used by On-Demand requests caused an error, and the report was not deleted. Starting from this version, deleting an app will also delete all related reports.

QVP connection to documents with Section Access failed

Jira issue ID: OP-3022

QVP connection to a document with section access failed even though a local connection to the same document worked.

Inconsistent behavior of import task with empty password

Jira issue ID: OP-3143

Users can be created by importing an Excel file. The password can be blank during the first import task that creates users, but must be filled in starting from the second import. Otherwise, the task fails with the error "Can not set an empty password". This was inconsistent behaviour. Starting from this version, blank passwords are not allowed during the first import. This fix invalidates old import files with empty passwords.

Designer failed to open

Jira issue ID: OP-3214

After clicking the edit button, the Designer failed to open the template with the error "XML Serializer. Cannot set property value".

Upgrade failed with services credentials different than the logged user

Jira issue ID: OP-3492

It was not possible to uninstall or upgrade Qlik NPrinting Server by logging in with a user that the one that runs the related Windows service. It did not matter if the new user had administrator and logon as a service privileges, due to a read only attribute on proxy configuration files.

Resizing of image from chart in Word template did not work

Jira issue ID: OP-1875

Large images, from charts, did not fit the World template page even though the image was resized. The resizing was not applied to the rendered report, and the only workaround was changing the size of the original object in the QlikView document. Starting from this version, the image can be resized directly in the template.

Inconsistent English terminology

Jira issue ID: OP-2930

The user interface for task triggers used the terms “One-shot” and “Once” in different places with the same meaning.

Cell wrap did not work in Excel templates

Jira issue ID: OP-3000

Report output did not wrap cell contents if it was set in the Excel template.

Sense objects cannot be used as data source for PixelPerfect charts

Jira issue ID: OP-3138

Tables from connections to Sense apps could not be used as data source for PixelPerfect charts. Tables were visible in the PixelPerfect template editor, but no data appeared in the Value dropdown menu of the Value Properties area.

Empty entity reports was when generated from QlikView reports

Jira issue ID: OP-3472

Entity report produced empty results when using QlikView reports as sources.

Importing users with filters multiple times wiped the filters

Jira issue ID: OP-3434

Importing users from Excel files multiple times with different filters wiped the filters instead of updating the list.

Installation fails on computer with custom HOMEDRIVE

Jira issue ID: OP-3491

Qlik NPrinting Server installation failed on computers with a custom HOMEDRIVE environment variable set (for example H: instead of C:), with the message: “Error: Failed to create cookie file 'h:/.erlang.cookie': enoent”

On-Demand objects did not appear in Access Point

Jira issue ID: OP-3684, QVII-1424

After performing an upgrade to QlikView 11.20 SR15 from a previous version, it is necessary to add the missing mimetypes in order to make the On-Demand add-on work.

Add the two new mimetypes 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:
 - .JSON application/json
 - .TTF application/x-font-truetype

'Update recipients if modified' option of import task removes user filters

Jira issue ID: OP-3672

Selecting the option 'Update recipients if modified' in import tasks removed the filters of the imported user, although no changes to the filter column have been made in the imported Excel file.

Variable conditions did not work on Sense connections

Jira issue ID: OP-3665

Conditions based on Qlik Sense connections of the type “Variable X equals constant Y” (for example, variable VMaxYear is equal to constant 2016) now work. In older versions, evaluation always returned false, and reports were not produced.

Known limitations

QlikView and Qlik Sense support matrix

	Qlik NPrinting version
QlikView 11.2	16 and above
QlikView 12.0 and above*	17.2 and above
Qlik Sense 2.2 and 3.0	17.1 and above
Qlik Sense 3.1 and above	17.1.3 and above

*Note that due to an outstanding compatibility issue between Qlik NPrinting 17.x and QlikView 12.10, we recommend that customers using both products wait for QlikView 12.10 SR-1 to upgrade their QlikView environment.

On-Demand reports with data from mounted folders

Jira issue ID: QVII-1336

Not all selections are taken into consideration when creating On-Demand reports based on connections that use mounted folders. The error occurs in the On-Demand scenario when a document name preceded with a mount name is sent in through automation to create a DocumentChain Bookmark. This limitation applies to QlikView 11.20 SR15 and earlier.

On-Demand reports cannot be connected with Qlik Sense

It is possible to flag the check box Enable On-Demand also on reports with data from Qlik Sense apps. These reports will be visible on the On-Demand menu but, if selected, they will not be generated and will end with an error.

NPrinting Designer sometimes crashes with zoomed screen settings

If you experience random crashes when using Qlik NPrinting Designer, open Windows Display settings in the Control Panel and check that you have Smaller – 100% (default) selected. With 125% or 150% selected, NPrinting Designer may crash.

Objects in containers cannot be exported as images

Jira issue ID: OP-3008

QlikView objects that are inside containers cannot be exported as images by using Qlik NPrinting. Qlik NPrinting Designer allows you to insert objects into your report templates. However, due to a bug, they are not getting exported to final reports.

Objects in containers are exported only when they are in front row

Jira issue ID: OP-2429

QlikView objects inside a container are not activated so they are not exported in case they are not in the front row.

Qlik Sense extensions not supported

Jira issue ID: OP-3125

The export of the Qlik Sense extension through all Qlik NPrinting versions is not currently supported.

Upgrade from 17.0.2 to 17.1.0 when there is a QVP connection

Jira issue ID: OP-3441

Trying to upgrade from 17.0.2 to 17.1.0 when there is a QVP connection fails with Unhandled Exception:

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

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

There is the following workaround:

- Change all the QVP connections to local connections.
- Upgrade to 17.1.0
- Change back to QVP Connections

Tables in PowerPoint templates slow down reports creation

Jira issue ID: OP-3090

Adding tables into PowerPoint templates will cause a great use of RAM that slow down and could stop reports generation.

Same condition applied to multiple reports in the same task does not work

Jira issue ID: OP-3580

If in a task there are two different reports with the same condition and in one the "Expected result" is true and in the other is false, the task will not produce the report. The simple workaround is to create two separate tasks: one to publish the report related with the true expected result and another you related to the false case.

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.