Qlik® NPrinting 17.3 release notes

IMPORTANT: Upgrading from any 17.2 to 17.3

To upgrade to Qlik NPrinting 17.3 you must start from any version of Qlik NPrinting in the 17.2 series. All of the following starting points are supported:

- *17.2.0*
- *17.2.1*
- *17.2.2*
- *17.2.3*

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](#).

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 on them, and selecting **Stop**:
   - **QlikNPrinting Engine**
   - **QlikNPrinting Scheduler**
   - **QlikNPrinting WebEngine**
   - **QlikNPrinting RepoService**
4. Close **Windows Services**. Windows stops the services only once you close the program, so do not keep it open.

   Proceed with the upgrade only once you are sure that all of the above services are stopped. If you proceed while these services are still running, the repository may be damaged, the upgrade may fail, and you may need to restore your data from a backup.

5. Open the **Windows Task Manager**, and do the following:
   a. Click the **Processes** tab.
   b. Click on **Show processes from all users** to see all working processes.
   c. If any of the following processes are running, stop them by right-clicking on them and selecting **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 that is owned by the Qlik NPrinting services user.
      - **webconsoleproxy.exe**
      - **newsstandproxy.exe**

   Proceed with the upgrade only once you are sure that all the above processes are stopped. If you proceed while these processes are still running, the repository may be damaged, the upgrade may fail, and you may need to restore your data from a backup.

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

What's new

Changes in QlikView documents and Qlik Sense apps are included in the Qlik NPrinting cache after a reload, without restarting the Qlik NPrinting Windows services

Jira issue ID: PS-813

After changing the content or the structure of a QlikView document or a Qlik Sense app and manually reloading the Qlik NPrinting cache, all of the changes will be available in Qlik NPrinting. You no longer need to stop and restart the Qlik NPrinting Windows services for the changes to take effect.

Qlik NPrinting Designer localized

Jira issue ID: PS-812

The locale set in the Qlik NPrinting Web Console and NewsStand is communicated to Qlik NPrinting Designer in a consistent way. The language displayed is the one set in the profile of the connected user.

More upgrade paths

Jira issue ID: OP-4280

Qlik NPrinting 17.3 has increased the number of supported upgrade paths. It is now possible to upgrade to Qlik NPrintinting 17.3 from any version of Qlik NPrinting in the 17.2 series. All of the following starting points are supported:

- 17.2.0
- 17.2.1
- 17.2.2
- 17.2.3

Bug fixes

New objects added to a QlikView document are not updated on reload

Jira issue ID: OP-1610

When you add new objects to a QlikView document that has an open Qlik NPrinting connection, the new objects are not picked up when the metadata is reloaded. To see the new objects, you must restart the services.

Qlik NPrinting 17.3 makes new objects available when the cache is reloaded. Older versions of Qlik NPrinting, require you to restart the services.

Email not sent when the "No reports attached" option is selected

Jira issue ID: OP-3121

When the **No reports attached** option is selected and a task is run, no emails are sent. To send emails you must select the **All reports attached** option.

Qlik Nprinting 17.3 allows you to send customized emails without reports attached.

Connection cache generation fails when Qlik Sense apps contain null object values

Jira issue ID: OP-3853

Qlik NPrinting fails to generate the connection cache for Qlik Sense apps that contain null object values. Qlik NPrinting 17.3 is not stopped by null objects returned from Qlik Sense.

Preview of Excel template with an embedded pivot table fails

Jira issue ID: OP-3954

In previous versions of Qlik NPrinting, it was not possible to preview an Excel report with an embeded QlikView pivot table.

Qlik NPrinting 17.3 allows you to preview Excel reports with embeded QlikView pivot tables.

Qlik Sense connection stuck "Generating"

Jira issue ID: OP-3990

In some cases connections to Qlik Sense apps get stuck on **Generating** because Qlik NPrinting Engines installed on physical or virtual computers with 32 logical cores cannot generate the cache of Qlik Sense connections. Computers with a different number of logical cores are able to create the cache of Qlik Sense connections correctlly. Connections to QlikView documents are not affected by this issue.

Qlik NPrinting 17.3 includes a fix for this issue.

Users cannot be deleted

Jira issue ID: OP-4008

Qlik NPrinting users cannot be deleted after they complete an On-Demand or a preview request. The error message displayed is **The user cannot be deleted because their email address is in use**.

Qlik NPrinting 17.3 includes a fix for this issue.

Qlik NPrinting Engines fail to go online due to a Rabbit service failure

Jira issue ID: OP-4018

Qlik NPrinting Engines fail to go online because the QlikNPrintingMessaging service is not able to start. This occurs on some network configurations, where the environment variable %COMPUTERNAME% is not set with the hostname of the computer.

Object level filters are deleted when a report is deleted

Jira issue ID: OP-4158

Deleting a report that contains an object level filter also permanently deletes that filter from the available filters list.

Qlik NPrinting 17.3 maintains the object filters so that they remain visible in the filters list when a report is deleted.

Upgrading to 11.20 SR16 breaks On-Demand port to the Qlik NPrinting 17.3 branch

Jira issue ID: OP-4230

When a connected QlikView document is located in a mounted folder, the path sent from QlikView to Qlik NPrinting On-Demand is formatted incorrectly.

Qlik NPrinting 17.3 works with QlikView 11.20 SR16 (or above) and 12.10 SR1 (or above) with On-Demand when documents are located in mounted folders.

Incorrect report names appears when downloading from NewsStand using Internet Explorer 11

Jira issue ID: OP-3395

A report name containing Japanese characters was changed to a string such as **UTF-8_B_<string>==_=** when downloaded from NewsStand using Internet Explorer 11. Chrome works without problem.

Qlik NPrinting 17.3 ensures that the report name is not altered when it is downloaded from NewsStand using Internet Explorer 11.

PowerPoint report pages are not visible in a NewsStand preview

Jira issue ID: OP-3838

PowerPoint reports with two or more pages did not preview correctly in NewsStand. The second page did not display even after clicking on the multiple pages option on tool bar.

Qlik NPrinting 17.3 allows you to preview multiple page PowerPoint reports in NewsStand.

Incorrect PowerPoint slide numbers display in NewsStand preview

Jira issue ID: OP-3840

PowerPoint report slide numbers display incorrectlly when previewing in NewsStand.

Qlik NPrinting 17.3 allows you to preview PowerPoint reports with correct slide numbering in NewsStand.

Known limitations

On-Demand reports with data from mounted folders

Jira issue ID: OP-1336

Not all selections are taken into consideration when creating On-Demand reports based on connections that use mounted folders. Errors occurs when a document name preceded by 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 select the check box **Enable On-Demand** on reports using data from Qlik Sense apps. These reports are visible in the On-Demand menu, but if selected, they will not generate and will result in an error.

Qlik NPrinting Designer may crash when increased screen settings are selected

If you experience random crashes when using Qlik NPrinting Designer, open your **Windows Display Settings** in the **Control Panel** and check that the Smaller – 100% (default) is selected. When settings of 125% or 150% are 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 using Qlik NPrinting. Qlik NPrinting Designer allows you to insert objects into your report templates. However, due to a known issue, they are not exported to the final reports.

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

Jira issue ID: OP-2429

QlikView objects inside a container are not active so they are not exported if they are not in the front row.

Qlik Sense extensions are not supported

Jira issue ID: OP-3125

Exporting Qlik Sense extensions through all Qlik NPrinting versions is not currently supported.

Qlik Sense tables and charts with columns with duplicate IDs are not supported

Jira issue ID: OP-3858

Qlik NPrinting Designer does not support Qlik Sense tables and charts that contain two or more columns with the same ID (columns that refer to the same field). If you try to add a Qlik Sense table or chart with a duplicate column, the following error message appears:

An item with the same key has already been added.

You must remove the duplicate columns from the Qlik Sense tables and charts, and then reload the cache of the connection to the Qlik Sense app that contains the modified tables and charts.

Upgrade 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 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. Change back to QVP Connections

Tables in PowerPoint templates slow down report generation

Jira issue ID: OP-3090

Adding tables to PowerPoint templates will use a lot of RAM which slows down and could stop report generation.

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

Jira issue ID: OP-3580

If a task contains two different reports with the same condition applied, and for one the expected result is true but for the other it is false, the task will not produce the report. You must create two separate tasks, one to publish the report with the true expected result and another for the report with the false expected result.

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.