

PRINTSHOP MAIL SUITE



PrintShop Mail Suite 7.2.11 Release Notes



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Title	PrintShop Mail Suite 7.2.11 - Release Notes
Revision	2020/09/25

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1 What's New

This update contains some small improvements and bugfixes for PrintShop Mail. See the version notes section for more information.

Important note for PSM Web users

As PrintShop Mail Web has been discontinued this patch release of PSM hasn't been officially tested with PSM Web 7.2.x. The setup will update the PSM and PSM Server engine of PSM Web setups and these components are expected to work properly (but cannot be guaranteed). We strongly advise PSM Web 7.2.x customers upgrading to PSM 7.2.11 to create a backup of their website folder and database first (as outlined in the Help file). The PSM Web web site code stays at the respective version.

Multi User Licenses

PSM users that use PSM Web for its multi-user functionality should use the Multi User LicenseManager application to manage their licenses. This server application allows multiple PrintShop Mail users in a network to print, without the need for a local hardware key ("dongle"). The LicenseManager needs to be installed on a single computer in the network. The Multi-User hardware key should be connected to the computer running the LicenseManager. This module requires a multi-user license. The software and documentation can be found on the PrintShop Mail website, see <https://printshopmail.objectiflune.com/en/suite>.



2 System Requirements

2.1 PrintShop Mail Suite for Windows

2.1.1 Prerequisites

Please ensure that the following requirements have been met before you run the PrintShop Mail Suite installer:

- Be sure to have an internet connection during the installation!
- PrintShop Mail Suite requires the following system components to be installed on your computer prior to installing the product:
 - Microsoft Windows Installer 3.1
 - Microsoft Visual C++ Runtime 9.0 (includes ATL and MFC) (x86 for 32bit systems, x64 for 64bit systems)
 - Access Database Engine
 - Microsoft Visual FoxPro OLE DB Provider 9.0
 - Microsoft MDAC Refresh 2.8 Service Pack 1
 - Microsoft .NET Framework 2.0 Service Pack 1 (Windows 2000 only)
 - Microsoft .NET Framework 2.0 Service Pack 2 (x86 for 32bit systems, x64 for 64bit systems)
 - Microsoft XML Parser 6.0 (x64) (for 64bit systems)
 - Microsoft Visual C++ Runtime 9.0 (includes ATL and MFC) Service Pack 1
 - Microsoft Visual C++ Runtime 10.0 (includes ATL and MFC)

The PrintShop Mail Suite setup will automatically check these requirements, missing third party software packages will be downloaded from the internet and installed (but of course, not without your permission). The mentioned components can also be downloaded and installed manually. Installers for these packages can be downloaded from the [Microsoft](#) web site.

The software components are installed in the *Program Files* folder of the system drive. Normally this is C:.

2.1.2 Supported Operating Systems

- Microsoft Windows 2012 Server R2 (64-bit)
- Microsoft Windows 8.1 (32-bit and 64-bit)
- Microsoft Windows 10 (64-bit)

Although no support will be provided, PrintShop Mail Suite is also expected to run on the following operating systems: Microsoft Windows Vista (32-bit and 64-bit); Microsoft Windows 2003 Server (32-bit and 64-bit); Microsoft Windows 7 (32-bit and 64-bit); and Microsoft Windows 2008 Server (32-bit and 64-bit) (also R2).

Objectif Lune has not tested and certified PrintShop Mail Suite applications on virtualized environments. Objectif Lune support will assist customers running the applications on virtualized environments in the following manner: Objectif Lune will only provide support for issues that either are known to occur on the native OS, or can be demonstrated not to be as a result of running on virtualized environments.

2.1.3 Minimum Hardware Requirements

- Pentium 4, 3 GHz 32-bit (x86)
- 2048 MB of system memory
- 80 GB hard drive
- SVGA monitor, minimum resolution 1024 x 768, 16 bit

2.2 PrintShop Mail for Macintosh 5.4

2.2.1 Supported Operating Systems

- Mac OS X 10.9

2.2.2 Minimum Hardware Requirements

- Power PC® G4, 1GHz
- 1GB of RAM
- 50 MB of available hard-disk space
- 1,024 x 768 screen resolution



3 PrintShop Mail version notes

3.1.1 Resolved Issues

Version 7.2.11

- PrintShop Mail Suite now uses Microsoft Core XML Services (MSXML) version 6.0 instead of 4.0 which is no longer supported by Microsoft.
- The PrintShop Mail action tasks in Workflow now also work in combination with network dongles linked to PrintShop Mail License Manager.
- Files with the XLS extension are now opened using MS ADE (Access Database Engine) instead of MS JET to fix an "Object invalid or no longer set" error on certain versions of Windows.
- A third-party library that converts PS to PDF has been updated. The previous version had a problem that could cause a "Normalizer error" when generating PDF output.
- A third-party driver could cause Windows 10 version 2004 to crash and reboot when trying to install PrintShop Mail Suite. This driver has been updated.
- The Credits dialog did not display the correct information for a valid network dongle.

Version 7.2.8

- An issue is resolved where image resources were missing in the zip archive created by the Save for Output feature.
- Publish to Web and Print to Web features are restored in order to allow customers with legacy PrintShop Mail Web to continue using their software.

Version 7.2.7

- Inserting a new barcode didn't reuse the settings from the previously inserted barcode.
- 'split job every...' was not working correctly for PPML output.
- Applying "Vertical layout" to a variable text object caused the application to freeze.
- A problem has been resolved where intermittently reusable objects like text fields and static images were not printed when generating PDF/VT output.
- In some scenarios reusable objects were not printing when generating multi-up PDF/VT output.
- Anchored Barcode objects could cause a PostScript error when generating PDF output (PostScript Error: undefined; OffendCommand: load)
- An issue had been resolved where the paper size was reverted to A4 on reopening the template.
- Some dialogs showed Chinese characters although the user interface wasn't set to Chinese. • In some scenarios specific PDF and EPS could cause an "Unspecified print error"
- 7.2.7 is fully compatible with the PSM plugin in Workflow 8.

Version 7.2.6

- An issue has been resolved where MS Word files could not be imported when running the software on Microsoft Windows 8.1.
- PCL output was incorrectly clipped with certain RICOH printer drivers. This is fixed for the PCL6 Driver for Universal Print.
- Hyperlinks always appeared in blue on Microsoft Windows 2012 and Microsoft Windows 8.1.
- The Adobe Normalizer library has been updated to version 10 resolving various PS to PDF conversion issues.

Version 7.2.5

- In some scenarios the Today() function didn't show the correct value, this has been resolved.
- A problem has been fixed where hyperlinks were automatically displayed and outputted in blue with a blue underline.
- An issue was fixed for the checksum of the CODABAR function.

Version 7.2.4

- An issue has been resolved where the reference character (X) on the OLA forms was missing.
- In some scenarios generating PPML and PPML/VDX output resulted in an 'unspecified print error'.
- A problem was fixed where the PSM Net client could not connect to a License Manager.

Version 7.2.3

- An incorrect warning message was shown when installing and updating the software. The message stated that the update wasn't covered by your current license even when this was not the case. The software operated correctly after the installation.

Version 7.2.2

- An issue has been resolved where JPG 2000 images embedded in imported PDF files were greatly downsampled.
- Layout_NR() function was not working properly when using Bleed at Page level, this has been fixed.
- A problem has been solved where the PrintShop Mail connector was not working properly in PlanetPress Production.
- VPS output was incorrect when using split job, this has been resolved.

Version 7.2.1

- When verifying the document missing PDF images were not detected, this has been resolved.
- Barcode: *Code 2 of 5 interleaved* showed a default value ("012345") when its data expression results in an empty value. This is fixed.
- An issue has been resolved where .docx files could not be opened when having MS Office 2010 installed.
- The Embedded PostScript didn't work properly when the document uses layout repetition.
- The ODBC connection to Filemaker Pro under Windows XP didn't not work (problem did not occur on Windows 7).
- An error was shown when connecting to an Oracle database via ODBC.
- PPML output showed incorrect clipping EFI Fiery RIPS.

Version 7.2

- An issue has been resolved when using schema.ini files that contain long names for database files.
- In some scenarios cropmarks were not visible in VPS output.
- Resolved an issue where anchored objects were not positioned correctly in VPS output.
- A problem where anchored objects showed up cluttered in the Print Preview has been resolved.

Version 7.1.3

- The user interface of double-byte languages showed incorrect characters.
- Users of version 7.0.x had to update to version 7.1 first before updating to 7.1.2.

Version 7.1.2

- A problem with output optimization in combination with external text files that are variable for certain records and static for other records has been resolved.
- QR Barcodes didn't properly state japanese kana characters.
- In some scenarios fonts were not collected when using Print to Web, Publish or Save for Output.
- An issue has been resolved where barcodes did not shown on VPS output

Version 7.1.1

- Output of N-Up jobs showed incorrect layout order and duplicated counters when using Page Level bleed (Preferences -> Imposition settings).
- Fixed an issue where the angle of rotated barcodes was not stored with the document.
- Updated German language strings in application UI.

- Product Manager (role) was not able to save changes to a User Input field entry in the Publication Types section (Unauthorized access).
- If an JPG image has a corrupt ICC profile, it will no longer cause the entire print job to fail.

Version 7.1

- Very large numbers are no longer truncated (trailing zeros) • Layout Count function didn't increment correctly.
- An issue has been resolved where the jpg previews for PSM Web contained unwanted black bars/areas
- Rotated barcode objects placed near the edge of the page are no longer truncated.
- OneCode barcode's width kept shrinking when changing records, this has been fixed.

Version 7.0.5

- Fixed a bug in our output buffering mechanism that caused PSM to generate corrupt output, under certain conditions.

Version 7.0.4

- In some cases, PDF text would get flattened (i.e. turned into a bitmap) in the print output. Workarounds included downgrading the PDF to 1.3 and saving the PDF as an EPS. This problem should be fixed now.

Version 7.0.3

- A custom page size will no longer revert to the default size after you reload a saved document.
- The font of variable text could reset to a different font if the original font was a symbol font. For example: Wingdings.
- Several database related errors should no longer occur. Most notably: "Record is too large" when opening a database, and "Either BOF or EOF is True" while browsing through records.

Version 7.0.2

- Fixed the viewing orientation for PDF output of landscape documents.
- Spaces in PDF text were sometimes replaced by squares (notdef glyphs). This problem has been fixed.
- PSM now uses font substitution if a font is not available when rendering a PDF or when converting a PDF to EPS.
- Improved the mechanism that finds matching paper sizes when loading documents.
- Pasting an object that references an undefined spot color will no longer produce an error.
- Verify and Print will no longer produce unoptimized output.
- FreeForm and FreeForm 2: sending only the master data did not produce any output. This problem has been fixed.
- Whitespace in a variable with only one line will no longer have whitespace removed when 'Remove empty lines' is used.

Version 7.0.1

- It should now be possible to install PSM Suite on any non-English OS.
- Installer: plug-ins are now always installed, they are no longer optional.
- Copy-pasting objects would sometimes cause data fields to remain visible in the Data Fields pane even when they are no longer in use. This bug has been fixed.
- Opening a database through ODBC should no longer produce an error.
- After opening a document by double-clicking a psmd file, lines in text objects would sometimes appear to wrap incorrectly. This update problem has been fixed.
- If a column in a CSV or Excel database contains mixed types, its field type in PSM will now correctly be set to Text.
- Selecting or right-clicking an object would sometimes add that object to the current range of selected objects. This bug has been fixed.
- The Save as PDF menu item is now disabled if no document is open.

- Formatting of variables: the Email category is no longer reset to Text after saving and loading a document.
- The Credits dialog now correctly displays the installed features on network dongles.
- After placing certain EPS images on a layout, their orientation in the design view would be incorrect. This bug has been fixed.
- The Update Request menu item now redirects to the Voucher page when an empty dongle is attached.
- Improved error handling when PSM cannot establish a connection to PSM Web. After testing the connection you should now get error details.
- PSM is now more robust when it comes to misbehaving macros.

3.1.2 Recommendations

- Multi-user version: for PrintShop Mail 6.x-net, License Manager 2.0.7 (or later) is required. This version of PrintShop Mail License Manager can be freely downloaded from our website. Please consult the on-line Help of PrintShop Mail License Manager for more info about it
- Opening documents made in PrintShop Mail 4: as 'Regional Settings' can be set per variable object in PrintShop Mail 5 and higher, it is advised to verify and adjust f.i. the DATE format settings for the variable objects in that document.
- #13862 Batch files (.bat) for Automated Printing must be saved in ANSI encoding#11761 (also on double-byte systems).

3.1.3 Known Issues

The following are known issues:

- Applying **Vertical layout** to a variable text object on Windows 10 may cause application to freeze.
- **Custom cropboxes in imported PDF documents might shift and show unwanted parts of the actual image.**
- **"Compatibility issues found" message**
When publish to web or print to web functions are used a compatibility warning is shown even though the PSM version to create the document and the PSW version matches. *Workaround:* Stop and restart the PrintShop Server service
- **Alternate color representation of a spot color is slightly different**
SpotColor alternate-color might deviate slightly from the same (non-spot) color specified to a document element (fill color, border).
Workaround: If the exact alternate color is required, use that directly instead of using a spot-color.
Note: Print output for printers that have the spotcolor available is correct, no action needed.
- **Spot color alternate color in output stream is LAB**
The colormodel for the alternate color for a spotcolor is in LAB colormodel in the output. *Workaround:* If the alternate color is required to be in a specific model (CMYK;RGB or Gray) then use that color directly.
Note: Print output for printers that have the spotcolor available is correct, no action needed.
- **Not all printers installed on the PrintShop Web server are shown**
When printing to PrintShop Web the list of printers may not be up to date after installing a new printer on the PrintShop Web Server.
Workaround: Restart the PrintShop Server service after installing a new printer on the PrintShop Web server.
- **Page numbers per page is not supported when using repetition**
It is only possible to place an object on a layout and not on the whole page.
- **On Windows 2000 the 'Vertical-Layout' feature is not supported**
When opening documents, on this platform, containing objects with Vertical Layout set to 'Yes', this setting will be changed to 'No' without warning.
Workaround: Use PrintShop mail on a machine with a different Operating System installed
- **The first line of a linked text object is incorrectly indented**
In linked text objects, if a paragraph spans multiple text boxes, its First Line Indent setting will be applied to the first line of each of those objects.
- **Can't use Excel 2007 (.xlsx, .xlsb, .xlsm) or Access 2007 (.accdb) databases on Win 2000**

Office 2007 is not supported on Windows 2000. *Workaround:* Convert the databases on a machine with Office 2007 installed to Excel 2003 format or run PrintShop Mail on a machine with another Operating System installed.

- **DirectSmile images are being output with a watermark**

The printed output shows low resolution DirectSmile images with a "Preview" watermark. *Workaround:* The DirectSmile plug-in requires a PostScript printer. Either print using a PostScript printer or save the output as a PDF and print the PDF via Acrobat Reader.

- **Advanced printer settings may be lost when porting a document to an older OS**

When opening a document on an older OS, advanced printer settings (like custom page sizes) may be lost. In particular, this will happen when the document was saved on Windows XP SP3, Windows 2008 Server, Windows Vista, or Windows 7, and then ported to an older platform like Windows XP SP2, Windows 2003 Server, or Windows 2000.

Workaround: If this happens, the advanced printer settings will need to be restored manually. Note that PrintShop Mail will display a warning if it detects that the printer driver has changed since the document was last saved. This indicates that some settings may be lost.

- **CSV datasource: Text fields containing over 255 characters are clipped**

- **Print to Web produces blank pages when printing via a Win 2003 Server**

The Print to Web feature might produce blank pages when printing to a physical printer via PrintShop Mail Web running on a Win 2003 Server. As a workaround one could generate PDF output by setting the print technology in the Print to Web dialog to Acrobat PDF. The output can be downloaded via the Print Job overview located in the Order Manager section of the PrintShop Mail Web user interface.



4 Barcode plug-in

Requirements

- This version of the Barcode plug-in (version 2.2.3) is compatible with PrintShop Mail version 7 or later. It is not supported by older versions of PrintShop Mail.
- The plug-in requires a hardware dongle with a valid OL Care date; otherwise the print output will include a watermark.

What's new

Version 2.1.1 [June 2011]

- Bugfix: QR Barcodes didn't properly state japanese kana characters.

Version 2.1 [January 2011]

- A new property was added called *Dot Gain Compensation*, also referred to as *Pixel Shaving*. Reduces printing tolerance and enhances the bar code quality (e.g. you can compensate dot gain caused by toner saturation or ink spread).
- The *Align to Pixel Raster* attribute is added (applies to all barcode types). Aligns the bars to the pixel raster of the output device and positions the barcode object at device pixel boundaries.
- Bugfix: OneCode barcode's width kept shrinking when changing records.

Version 2.0.5 [March 2010]

- USPS Postnet: Bar height is now fixed at 0.125 inch.
- USPS Postnet: Recommended module width is now fixed at 0.508 mm (0.020 inch).
- USPS Postnet: Space between bars is now 1.25 times larger than the bar width.
- USPS Postnet: The Data and Encoding properties have been replaced by properties called ZIP and Address. When ZIP represents a ZIP+4 code consisting of 9 digits, the Address property can be used to form a delivery point barcode. This works similar to the POSTNET function in PSM.
- Default font size for human readable text is now set to 8pt instead of 12pt.

Version 2.0.3 [January 2010]

- USPS Postnet 5, 6, 9, 10, 11 and 12 variants have been replaced by one barcode type called USPS Postnet. The plug-in will use the appropriate Postnet variant based on the input data length.
- Any hyphens will automatically be stripped from the USPS Postnet input data.
- The recommended module width of USPS Postnet has been set to the range between 0.381 and 0.635 mm.
- Japanese Postal now accepts Japanese addresses as input data. The plug-in will extract the relevant information.
- The plug-in now exposes a property called Font Size that controls the size of the human readable text.
- Korean translation.
- [PrintShop Mail 7 only] The expression of a barcode plug-in object can now be viewed and edited through the Variables pane.
- [PrintShop Mail 7 only] Double-clicking a barcode plug-in object will now edit the associated expression.
- [PrintShop Mail 7 only] Snap Frame to Content is supported and set to Yes by default.

Version 2.0.2 [June 2009]

Added a number of new barcode types:

Linear Barcodes (1D)

Codabar
Code 11
Code 2 of 5, Code 25
Code 3 of 9, Code 39
Code 93
Code 128
EAN 8 (JAN, IAN)
EAN 13
EAN 14
EAN 128
Flattermarken
GS1-128, UCC/EAN-128, UCC-128
GS1 DataBar, RSS
ISBN
LOGMARS
MSI
NVE 18
Pharmacode
PLANET
Plessey
PZN
SSCC-18
Telepen
UPC-A, UPC 12
UPC-E
UPC Shipping Container Code, EAN/UCC-14, SCC-14, ITF-14

Postal barcodes (1D)

Australian Post
German Parcel Service Label Code
Deutsche Post Identcode
Deutsche Post Leitcode
Japanese Postal
Italian Postal
KIX (Dutch)
Korean Postal Authority
RoyalMail 4State (RM4SCC)
USPS Intelligent Mail Barcode, OneCode, 4-State Customer Barcode
USPS Postnet

Two-dimensional Barcodes (2D)

Aztec Code
Codablock-F, Stacked Code 128
Data Matrix
GS1 DataBar Stacked, RSS-14 Stacked
MaxiCode
MicroPDF417
PDF417
QR-Code



5 DirectSmile plug-in

Requirements

- This version of the DirectSmile plug-in (2.0.4) is compatible with PrintShop Mail version 6.1 for Windows, but version 7 is recommended. It is not supported by older versions of PrintShop Mail.
- The plug-in requires a hardware dongle with an OL Care date of at least May 2008; otherwise the print output will include a watermark.

What's new in 2.0.4

[Released: January 2010]

- You can now select multiple DirectSmile objects and change all host addresses, ports, and image sets simultaneously.
- Added support for background images saved in the TIFF image format.
- Korean translation.
- [PrintShop Mail 7 only] The text layer expressions of all DirectSmile plug-in objects can now be viewed and edited through the Variables pane.

Recommendations

- This version of the DirectSmile plug-in is compatible with PSM version 6.1, but version 7.0 is recommended. It is not supported by older versions of PSM.
- The plug-in has been tested with DirectSmile Generator 3.50 revision 129.
- When using DirectSmile with PrintShop Mail, using a separate machine as production server is strongly recommended to improve stability and performance.
- Certain DirectSmile versions can make use of multiple CPU cores to improve rendering speed. It is highly recommended to use a multi-core machine to run DirectSmile.
- Enabling 'split job' in the print dialog can significantly improve print performance.
- When using a PostScript driver and any print technology other than Creo VPS, you will get the best possible performance by configuring the driver for 'Optimize for Speed' instead of 'Portability'.

Known issues

- [PrintShop Mail 6.1 only] Rotated DirectSmile objects will get an incorrect offset when using the print technology Creo VPS.
- [PrintShop Mail 7 only] DirectSmile requires a PostScript driver; other driver types are not supported.
- Background image resolution (DPI) must be specified as an integer; a floating point value can cause small gaps to appear between the background layer and the foreground image slices.
- Network traffic between PrintShop Mail and the DirectSmile server will affect print spooling performance. Depending on the complexity of your document and on your system- and network configuration, spooling speed should on average be around 60-75 pages per minute.
- If no DirectSmile dongle is attached to the DirectSmile server, on the printout the DirectSmile watermark will be drawn on top of the personalized text, but not on the background. This is not WYSIWYG; the previews in PrintShop Mail do show the DirectSmile watermark on the background.
- Longer print runs containing a DirectSmile set or documents containing multiple DirectSmile sets may generate time out issues when running DirectSmile Generator and PSM Web on the same machine. The same applies for workflows where documents are being outputted using the Print to Web feature. It is strongly recommended to run DirectSmile Generator and PSM/PSM Web on separate machines.