



# Print Solutions from Atac

Newsletter for Asia Pacific Region

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## More information at...

<https://www.atac.com.au>

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## Output Manager 3.1 Released

This release provides the following new features:

### User Interface new colour theme

Output Manager now has a new colour theme which is in line with other BlueCrest products.

### Smart PDF preflight and correction through Enfocus Pitstop Server

Enfocus Pitstop Server is now offered as an add-on. It can be configured as a pre-processing step within Output Manager PDF Input Client processing. Integration of Enfocus Pitstop directly within Output Manager takes advantage of the smart pre-flighting, correction and optimization capabilities of Pitstop Server.

### Digital archival for storing your mission-critical documents

Output Manager customers can archive and access documents quickly and efficiently using the new electronic vault solution. Users can now search, retrieve and display customer documents instantly, saving significant time and money. The functionality is invoked by adding OUTPUT\_TYPE=ARCHIVE to the output client config file. Output Enhancement scripts pull out information to create an index for documents and pages within composed print streams.

### Extended outline font support

Postscript output can now be configured to pass-through native TrueType fonts from Postscript and PDF inputs. This is controlled by the existing parameter PSOUT\_FONTFORMAT.

### Reducing PDF file sizes

A number of changes aid in the reduction of the size of files generated by the PDF output client.

- The default value for PDF\_FILTERS has changed from FLATE ASCII85 to FLATE. Previously, this was the recommended setting but FLATE is now the default when generating compact PDF files.
- The PDF output client can now use object streams for better PDF compression. This makes the PDF smaller and possibly faster to load. Object streams are used only if PDF\_FORMAT is set to Acrobat 6 or higher.

### PDF 2.0 feature support

- Page level output intents are now supported
- The PDF output client supports Unicode passwords. Previously, this was restricted to characters covered under the PDDocEncoding Scheme.

### TrueType hinting support

The PDF input client now uses hints stored in TrueType fonts.

### AFP Shift-Out/Shift-In (SOSI) processing

Support for Shift-out and Shift-In controls for double-byte processing in Line Data when transforming AFP data streams is now implemented. This is enabled by the SOSI\_MODE command which specifies process modes to print data sets containing both single-byte and double-byte fonts.

### Improved performance

Output Manager now takes advantage of multithreading to improve the performance of its image processing algorithms. This should speed up jobs which involve halftoning and compression/decompression of multi-band IOCA images.

### Information pages support in IPDS output client

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IPPM DFE allows creation of information banner pages whenever there is an error recovery, job cancellation or job repositioning. This support has been extended to the IPDS output client.

### Improved text extraction for PDF files with transparency

Text extraction via Output Enhancement for jobs with PDF data files containing transparencies is significantly improved. The flattener now preserves the Unicode text information correctly for all cases. Previously, text extraction resulted in gibberish text in some scenarios.

### AFPOUT\_SUPPORT is now deprecated

This parameter is deprecated and superseded by a number of new parameters for example, AFP\_OUTFS45, AFPOUT\_BCOCA, AFPOUT\_PDFS\_IN\_OCS etc. These allow specific control of individual elements of functionality and are all enabled by default. This allows the passing of most AFP objects through to the AFP output file. Backward compatibility is maintained for those using AFPOUT\_SUPPORT in their config or profile files to avoid any disruptions.

Contact Atac today to arrange for your free upgrade to Output Manager and Output Enhancement 3.1.

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## BHCS Memory Leak Plugged!

After exhaustive testing and a debugging run of over two weeks, Barr Systems has tracked down and eliminated a memory leak in the BHCS Spoolcore module. The memory leak is thought to be the cause of occasional instability at very high-volume sites, processing some thousands of spool files daily.

Sites which rebooted their BHCS machine daily or even weekly seemed to have no issues; it was the 24x7 sites who never got a chance to restart, who eventually had some sort of issues. Barr setup some looping test machines in their lab at Gainesville, Florida, with diagnostic debuggers running and after two weeks identified the code responsible for a very small but gradual memory leak.

The code was revised and the loop restarted, running for six weeks straight without any memory loss. BHCS 7.1.49.9 contains the corrected code and is available from [barrcentral.com](http://barrcentral.com) now.

If you have a high-volume BHCS site, we urge you to upgrade to 7.1.49.9 as soon as possible. Contact Atac to discuss the upgrade process and your options for a smooth transition.

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## Barr Diagnostics

Although we would like things to always run smoothly, problems crop up with any system from time to time. Collecting Diagnostics is a most important task which, if performed properly, should allow rapid problem resolution.

Barr includes a tool to capture multiple pieces of Diagnostic information, as follows:

- Operator Console and Error logfiles, containing operational and error info logged recently. The Console logfile captures info from all BHCS modules continuously. Open it (TOOLS | OPERATOR CONSOLE) to see activity happening in real time. This utility may pinpoint your problem immediately; open and minimize the Operator Console, reproduce your problem and then look at the Console. Additionally, each module can have logging enabled/disabled or ramped up to Technical Trace levels via the Operator Console's Options menu, if instructed to do so by Barr Technicians.
- Any Print files with problems can be tagged for inclusion – if a particular print file demonstrates the problem you're having, right-click it and choose ADD TO DIAGNOSTICS. It will be gathered during the next Diagnostic run.
- Any Trace files gathered since the last Diagnostics snapshot – if files are arriving into Barr incorrectly, you may be asked to run a TCP/IP or Channel TRACE, capturing the raw data as it is input to BEPS. Trace files are stored in C:\Program Files\Common Files\Barr\Trace, and automatically moved to ..\OldTrace after being gathered by the Diagnostic Utility.
- Event Logs from the computer, which Windows maintains itself.
- An MS Diag snapshot, telling us almost everything about the computer itself, and how it is configured.
- Hardware Serial numbers from any Barr equipment installed in the machine.

- Program versions for all Barr modules, DLLs etc.
- Software licensing details

These items are all gathered by the Diagnostics Utility – TOOLS | DIAGNOSTICS from the SPOOL Window. Simply enter your name and contact number, as well as a brief problem description, then click START or GATHER DIAGS (depends on version).

The Diagnostics Utility assembles the preceding items and packs them into a single BarrDiag.BCT file, which is highly compressed and ready for email transmission. The BarrDiag.bct file is placed in the folder pointed to by your TEMP environment variable. Simply open File Explorer, type “%temp%” into the file location field at the top and press Enter. Explorer will move to that folder and you can then access the BarrDiag.bct file.

A BarrDiag.bct file is required with any problem report so we can ensure correct diagnosis and correction in a timely manner.

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## Q & A

**Q.** Our IPDS Converter runs slowly after a PC upgrade. What could be causing this?

**A.** Most probably the LAN card on the new PC is not set to 1GB Full Duplex. Check this and test again. You can also take a Trace of a session, which can be used standalone to “replay” the session and verify the time to transform the IPDS, with transmission time out of the picture.

**Q.** Our BHCS machine’s license needs to be updated with the new expiry date, following our payment of the maintenance renewal. We have the updated .xml license file but how do we apply it?

**A.** Choose Spool Window | Tools | License Manager | License Wizard to first Uninstall the existing license. This puts the license “token” back on barrcentral.com. Following this, you can Install then Activate the new license. The process is the same whether you are updating the license or moving the software to a new machine.

If you don’t Uninstall the existing license first, the “token” will not be available for you on barrcentral.com to Activate. If you somehow managed to Uninstall without updating barrcentral.com, don’t panic. Just Install the new license and when Activation fails to find the token, let us know. You have 10 days with full functionality after Installing before Activation is required. That’s plenty of time for us to contact Barr Systems and get the license “token” corrected.

**Q.** We are setting up a large-volume Output Manager (Emtex) installation capable of processing up to 1,000,000 impressions a day. How is this best achieved?

**A.** Setup a big, fast server with Output Manager installed in Server mode. You’ll want three dedicated SSD’s; one for OM and the job files, one for the VDD (intermediate files) and one for the output. Benchmark a typical file and see how much memory is used and what processing volumes are achieved. This allows you to calculate how many input and output clients are required to meet SLA. Add multiple input and output clients to the Server until CPU cores and Ram are close to exhaustion. Put the remaining input and output clients on Remote Client machines connected to the server with fast networking.

Contact Atac directly if you’d like assistance setting this up.

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## Feedback

Your feedback is valuable to Atac and helps us provide the high standard of service which you have come to expect from us, and which we are proud to deliver. Whether you have questions about our product range, a story to share regarding your experiences, or you would like to comment on our newsletter, just send us an **email**.

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