

The background features a large yellow triangle on the left side and two dark grey triangles on the right side, all pointing towards the center. The text is positioned on the yellow triangle.

# LIQUENT InSight Rendering 4.4 Release Notes

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# Lipient InSight Rendering 4.4 Release Notes

The Release Notes contain information about updated files, new functionality, and any open issues and workarounds in Lipient InSight Rendering 4.4.

The following issues that were reported to Technical Support have been resolved. Issues are listed in descending order by their tracking numbers. Customer incident numbers that were recorded when the issues were reported are included in brackets [#####] following the tracking number.

The details in these Release Notes supersede all similar details that appear anywhere else in this release of the product or its other documentation.

## New in Lipient InSight Rendering 4.4

Lipient InSight Rendering 4.4 includes the following new features and functional changes.

### New Features

- Lipient InSight Rendering now encrypts DMS login information in the database and in **Watch Manager** tickets.

**Note:** If you want to use an existing InSight Rendering database, it will need to be migrated using the provided Microsoft PowerShell script described in the *Lipient InSight Rendering 4.4 Installation Guide*.

- Lipient InSight Rendering now supports Ricoh High Speed Printers.

### Software Support Changes

InSight Rendering no longer supports the following software:

- Microsoft SharePoint Server 2010
- Microsoft SQL Server

### Plug-in Support Changes

InSight Rendering no longer supports the following plug-ins:

- Rendering using AutoCAD
- Rendering to HTML
- Rendering HTML documents (using the Internet Explorer plugin)

## List of New Features and Enhancements 4.4

Requested new features and enhancements are included in each release. The items are listed in descending order by their tracking numbers. Customer case numbers that were recorded when the enhancements were requested are included in brackets [#####] following the tracking number.

Issue	Description
N/A	The following Business Services were removed: <ul style="list-style-type: none"> <li>ReportPublish</li> <li>FusionOverlayTemplate</li> </ul>
N/A	The following requests were removed from the following Business Services: <p>Distribute</p> <ul style="list-style-type: none"> <li>distribute-base64</li> <li>distribute-document-lifecycle</li> <li>distribute-folder-lifecycle</li> <li>distribute-remote</li> </ul> <p>IpLinkSetter</p> <ul style="list-style-type: none"> <li>add-bookmarks</li> </ul> <p>PDFfile</p> <ul style="list-style-type: none"> <li>print-pdf</li> </ul> <p>Render</p> <ul style="list-style-type: none"> <li>render-html</li> </ul> <p>Retrieve</p> <ul style="list-style-type: none"> <li>retrieve-compound-document-list</li> <li>retrieve-remote</li> </ul>

## Resolved Issues: Liquent InSight Rendering 4.4

The following issues that were reported to Technical Support have been resolved. Issues are listed in descending order by their tracking numbers. Customer incident numbers that were recorded when the issues were reported are included in brackets [#####] following the tracking number.

Issue	Build	Description
4898		The CDCXref tool is not supported. Links created by the CDCXref tool will be stripped out of the rendition. In order to continue to use the links, the affected PDF renditions must be edited with Liquent SmartLink for PDF to recreate the links in a PDF to be used as a source document.
4897; [00056710]		Using the <code>estext</code> plugin, a very large document failed to render and an "unable to transform to PDF" error was displayed. This issue is resolved by modifying the plugin to use less memory.
4891; [00054164]		When using the DMS Browse window in Liquent InSight to browse SharePoint documents, the <b>DMS Search Results</b> frame displayed the Creation Time and Last Modified dates of the documents as 01-Jan-1970 when the locale/region on the SharePoint server was not set to US. Attempting to assign one of the SharePoint documents resulted in an error. This issue is resolved by reinstalling the LIQUENT SharePointServices installer on your SharePoint server.

Issue	Build	Description
4887; [00055257]		Due to an issue with Microsoft Word 2016, link boxes in the rendered PDF for page number links in TOCs were only one digit wide, regardless of the number of digits in the page number. This resulted in a portion of page number links with multiple digits being outside of the link box. This issue was resolved by updating the code to avoid the issue.
4870		The CDCXref tool is not supported. Links created with the CDCXref tool will no longer appear in the PDF rendition. In order to continue to use the links, the affected Word source document must be edited with Licient SmartLink for Word to recreate the links in the source document. If the links are not to be preserved, re-render the affected Word source document to remove these links from the PDF rendition.
4859; [00053717, 00052994]		Due to an issue caused by Microsoft updates, attempting to publish to PostScript resulted in an error. This issue was resolved by modifying the code to workaround the issue with the Windows SDK.
4852		Licient InSight Rendering Online Help was migrated to a new server. As a result, any previous manually entered help URLs will not need to be updated. The new server uses the https protocol.
4843; [00052540]		Very large Microsoft Word documents with tens of thousands of tables and no links were taking several hours to render. The algorithm to iterate through the tables in a document was refactored to reduce the time required to render the documents.
4835; [00052177]		The occurrence of a "next line" character (0x0D or 0x0A) together with the "feed form" character (0x0C) on the last line of a page caused the ESText plugin to render blank pages in the PDF rendition. This issue is resolved.
4802; [00050141, 00051465]		The password character length for the Licient InSight Rendering installer was limited to the size of the dialog window. This issue has been resolved. The password can now be set up to 32,767 characters in length.
4783; [00048853]		It can take over an hour to render a document when the Microsoft Word option <b>Show Only Comments and formatting in Balloons</b> is selected. This issue has been resolved. The document now renders in a reasonable time.
4759, 4325; [00045108]	4.3.0.34	When rendering via InSight Publisher, the Title of a PDF rendition was being set to the original filename plus extension and not to the Title of the source document. This issue has been resolved. Now, if the document is in Documentum, the Title in the rendition will be Documentum's Title property. If the document is not in Documentum, the Title in the rendition will be the Title property of the document. You will have to re-render all documents that need the Title updated.
4750, 4801; [00047063], [00049812]		Links and TOC entries in Microsoft Word 2013 source documents targeted the wrong page in the PDF rendition when the "All Markup" option was selected. This issue is resolved.  <b>Note:</b> The issue will still be present if the "Simple Markup" option is selected. The "All Markup" option must be used.
4748; [00046492]		Bookmarks below the selected level were being expanded after publishing. This issue is resolved.

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Issue	Build	Description
4747; [00046851]		Single-character reference field links in a Microsoft Word document did not target the correct destination page in the PDF rendition. This issue is resolved.
4715		Liquent InSight Rendering sometimes sent multiple notifications to InSight. This issue is resolved. Liquent InSight Rendering now does not send extra notifications.
2134		Change to Business Service Distribute, distribute-folder request: InSight Publisher uses the distribute-folder request to distribute published output. In previous versions, this was part of a database transaction, so if any single file could not be distributed, the transaction was terminated and nothing was distributed. Now if there is a failure, files that have already been distributed will remain (but the distribute will stop).

# Lipient InSight Rendering 4.4 CHF 1 Release Notes

The Release Notes contain information about updated files, new functionality, and any open issues and workarounds in Lipient InSight Rendering 4.4.

The following issues that were reported to Technical Support have been resolved. Issues are listed in descending order by their tracking numbers. Customer incident numbers that were recorded when the issues were reported are included in brackets [#####] following the tracking number.

The details in these Release Notes supersede all similar details that appear anywhere else in this release of the product or its other documentation.

## New in Lipient InSight Rendering 4.4 CHF 1

Lipient InSight Rendering 4.4 CHF 1 includes the following new features and functional changes along with the support to new software.

### New Software Support

Lipient InSight Rendering 4.4 CHF 1 provides support to the following software:

- Microsoft Windows Server 2016
- Documentum REST Services
- Oracle 12.2.0.1.0 64-bit (Client database)
- Java AdoptOpenJDK jdk8u202-b08 64-bit

### 64-Bit BSM Conversion

Lipient InSight Rendering 4.4 CHF 1 now includes 64-bit conversion for BSM for stability during high load rendering.

### Documents Extraction Results Processing Optimization

The process of rendering PDF files has been optimized in Lipient InSight Rendering 4.4 CHF 1.

### Updated PDF Conversion Engines

Lipient InSight Rendering 4.4 CHF 1 is enhanced with the updated version of the PDF conversion engines that includes multiple improvements.

## List of New Features and Enhancements: Lipient InSight Rendering 4.4 CHF 1

Requested new features and enhancements are included in each release. The items are listed in descending order by their tracking numbers. Customer case numbers that were recorded when the enhancements were requested are included in brackets [#####] following the tracking number.

Issue	Description
4926; [00060159]	Lipient InSight Rendering 4.4 CHF 1 supports Microsoft Windows Server 2016.

## Resolved Issues: Lipient InSight Rendering 4.4 CHF 1

The following issues that were reported to Technical Support have been resolved. Issues are listed in descending order by their tracking numbers. Customer incident numbers that were recorded when the issues were reported are included in brackets [#####] following the tracking number.

Issue	Fixed in Build	Description
4943; [00064051]	4.4.0.51	After installing the hotfix for VCS-4935 - Lipient InSight Rendering was not handling SmartLinks with double quotes in them and some TOC variables were not being resolved in the published output. This issue is resolved, and the TOC variables will now resolve.
4935; [00063244]	4.4.0.45	Lipient InSight Rendering failed when creating a rendition for a source document containing a SmartLink to a bookmark with double quotes. This issue is resolved.  <b>Note:</b> For the documents that are already affected, they must be re-rendered after this certified hotfix is installed to resolve the issue.
4933; [00063046]	4.4.0.48	When the source file was a PDF, from a Veeva vault and the Lipient InSight Rendering setting was to use the viewable rendition, the source file was published instead of the viewable rendition. This issue is resolved.
4930; [00063096, 00063166, 00063448]	4.4.1.1	When extracting headings into bookmarks, control characters that are valid in Unicode but not valid in XML (except for horizontal tab, line feed, and carriage return) were causing errors. This issue is resolved. Control characters are now converted to spaces when creating bookmarks. Affected documents need to be re-rendered.
4922; [00059345]	4.3.0.42	Links in Visio files that contained parameters after the address were incorrect in the rendition. This issue is resolved.
4889; [00060371, 00060015, 00058007, 00058062, 00058073, 00055307]	4.3.0.44	File System and Documentum files 2 GB or larger in size were unable to be retrieved, moved or distributed by Lipient InSight Rendering. This issue is resolved. This hotfix allows LIQUENT InSight to support publishing native files that are 2 GB or larger.

Issue	Fixed in Build	Description																												
4850; [00052462]	4.4.1.1	<p>Licient InSight Rendering was limiting the amount of sub-jobs to 25 per workflow, and not starting the next workflow until all 25 sub-jobs had completed. This issue is resolved. Now, the total MaxConcurrent for the Workflow Business Service on all servers is multiplied by 3 to control the number of jobs in progress, with 10 as the minimum and 40 as the maximum. Examples:</p> <table border="1" data-bbox="508 415 1464 760"> <thead> <tr> <th data-bbox="508 415 732 468">Servers</th> <th data-bbox="732 415 984 468">Max Concurrent</th> <th data-bbox="984 415 1219 468">Formula value</th> <th data-bbox="1219 415 1464 468">Jobs in progress</th> </tr> </thead> <tbody> <tr> <td data-bbox="508 468 732 514">2 servers</td> <td data-bbox="732 468 984 514">3</td> <td data-bbox="984 468 1219 514">10 (low limit)</td> <td data-bbox="1219 468 1464 514">3</td> </tr> <tr> <td data-bbox="508 514 732 560">2 servers</td> <td data-bbox="732 514 984 560">15</td> <td data-bbox="984 514 1219 560">10 (low limit)</td> <td data-bbox="1219 514 1464 560">10</td> </tr> <tr> <td data-bbox="508 560 732 606">4 servers</td> <td data-bbox="732 560 984 606">5</td> <td data-bbox="984 560 1219 606">12 (4*3)</td> <td data-bbox="1219 560 1464 606">5</td> </tr> <tr> <td data-bbox="508 606 732 653">4 servers</td> <td data-bbox="732 606 984 653">15</td> <td data-bbox="984 606 1219 653">12 (4*3)</td> <td data-bbox="1219 606 1464 653">12</td> </tr> <tr> <td data-bbox="508 653 732 699">20 servers</td> <td data-bbox="732 653 984 699">5</td> <td data-bbox="984 653 1219 699">40 (high limit)</td> <td data-bbox="1219 653 1464 699">5</td> </tr> <tr> <td data-bbox="508 699 732 760">20 servers</td> <td data-bbox="732 699 984 760">50</td> <td data-bbox="984 699 1219 760">40 (high limit)</td> <td data-bbox="1219 699 1464 760">40</td> </tr> </tbody> </table>	Servers	Max Concurrent	Formula value	Jobs in progress	2 servers	3	10 (low limit)	3	2 servers	15	10 (low limit)	10	4 servers	5	12 (4*3)	5	4 servers	15	12 (4*3)	12	20 servers	5	40 (high limit)	5	20 servers	50	40 (high limit)	40
Servers	Max Concurrent	Formula value	Jobs in progress																											
2 servers	3	10 (low limit)	3																											
2 servers	15	10 (low limit)	10																											
4 servers	5	12 (4*3)	5																											
4 servers	15	12 (4*3)	12																											
20 servers	5	40 (high limit)	5																											
20 servers	50	40 (high limit)	40																											
4767; [00056042, 00048240, 00050634, 00055970, 00058496]	4.0.0.96	<p>Rendering Microsoft Word and Excel documents containing objects that reference external sources is not supported by the Licient InSight Rendering platform. However, to prevent such job requests from failing, this update suppresses errors associated with such objects and allows rendering of documents containing such content to complete successfully, although rendition fidelity is not assured.</p>																												
4592	4.4.0.51	<p>Publishes with many small distribute requests (as in NeeS or leaf-only publish submissions) failed intermittently with the error: "Unable to distribute folder". This issue is resolved.</p>																												

# Lipient InSight Rendering 4.4 CHF 2 Release Notes

The Release Notes contain information about updated files, new functionality, and any open issues and workarounds in Lipient InSight Rendering 4.4.

The following issues that were reported to Technical Support have been resolved. Issues are listed in descending order by their tracking numbers. Customer incident numbers that were recorded when the issues were reported are included in brackets [#####] following the tracking number.

The details in these Release Notes supersede all similar details that appear anywhere else in this release of the product or its other documentation.

## New in Lipient InSight Rendering 4.4 CHF 2

Lipient InSight Rendering 4.4 CHF 2 includes the following new features and functional changes along with the support to new software.

### New Software Support

Lipient InSight Rendering 4.4 CHF 2 provides support to the following software:

- Oracle 19c (12.2.0.3)

### Veeva DMS Support Enhancements

Lipient InSight Rendering 4.4 CHF 2 is optimized to reduce of the number of authentication calls to Veeva.

## List of New Features and Enhancements: Lipient InSight Rendering 4.4 CHF 2

Requested new features and enhancements are included in each release. The items are listed in descending order by their tracking numbers. Customer case numbers that were recorded when the enhancements were requested are included in brackets [#####] following the tracking number.

Issue	Description
4977	A new method of Retrieve request and two new methods of backbone-generator request are introduced with this release to support: <ul style="list-style-type: none"> <li>• eCTD import of EAEU submissions with PDFs embedded into XML</li> <li>• the process of EAEU submissions generation with PDFs embedded into XML</li> </ul>
N/A	A new optimize-fonts parameter is introduced with this release. See: <i>optimize-fonts</i> in <i>Lipient InSight Rendering Business Service Reference Guide</i> .

# Resolved Issues: Lipient InSight Rendering 4.4 CHF 2

The following issues that were reported to Technical Support have been resolved. Issues are listed in descending order by their tracking numbers. Customer incident numbers that were recorded when the issues were reported are included in brackets [#####] following the tracking number.

Issue	Fixed in Build	Description
4991	N/A	Some native links could disappear under certain conditions, such as splitting a document in an assembly into several page ranges. This issue is resolved. Now the links are displayed and navigate to the correct locations.
4988	N/A	Business Service Retrieve re-authenticated with Veeva on each request processed, causing the Veeva API burst limit to be reached. This issue is resolved. Lipient InSight Rendering now includes a cache that saves login data so that it does not have to authenticate each time it needs to get a document or information from Veeva.
4979	4.4.1.4	Publish jobs failed when attempting to publish two documents assigned from Veeva with Publishing Output Channel = Paper. This issue is resolved.
4958; [00056740, INC0013561]	N/A	Watch requests failed if the server they belonged to was down or suspended. This was caused by a problem with the repository backup algorithm. This issue is resolved. Now a backup repository will properly execute watches that belong to a down/suspended repository.
4957	4.4.1.3	In Domain Manager, on the General tab of the Domain Properties dialog box, users were unable to set the memory size to a value greater than 1024 MB. This issue is resolved. Users can now set the memory size to any value from 0 to 999999. Setting the value to 0 will result in the default JVM size being used.
4946; [00064768]	4.4.0.49	Lipient InSight Rendering was not able to communicate back to the application server on networks that did not allow TLS 1.0 encryption. This issue is resolved.
4929; [00062908]	N/A	Some users observed issues with the <b>Auto Text Wrap</b> option for tabs. Users had to manually override the tab text due to improper line breaks. This issue is resolved. The list of line break symbols has been expanded. See: <i>auto-wrap-text</i> in the <i>Business Service Reference Guide</i> .
4895; 4928; 4975; [00056617, 00062932, INC0016169, INC0021914]	N/A	Print jobs using the Lipient PS Printer option failed due to memory management issues in the 3 <sup>rd</sup> party component responsible for converting PDF to Postscript. This affected only the Postscript-based printers. This issue is resolved.
4639; [00041423]	N/A	Large jobs sometimes failed with a "Not enough storage is available to complete this operation." error. Tickets have now been optimized to reduce their size.

# Clarification of Behavior

This section provides an explanation of functionality that may be interpreted as an issue, but is in fact working as designed. All explanations contained here will be added to the product documentation at the earliest opportunity.

Issue	Description
4797; [00049118]	Adobe has set a byte limit for Bookmarks in PDF renditions: 374 bytes for Unicode and 751 bytes for non-Unicode. If the bookmark exceeds this length, shorten the bookmark accordingly. Failure to do so will result in the bookmark being truncated.
4767; [00056042, 00048240, 00050634, 00055970, 00058496]	Rendering Microsoft Word and Excel documents containing objects that reference external sources is not supported by the Liquent InSight Rendering platform. However, to prevent such job requests from failing, errors associated with such objects is suppressed and rendering of documents containing such content can complete successfully, although rendition fidelity is not assured.
4739; [00046311]	Word templates created in Word 2007 may not include the style of a bookmark's text. This will cause a rendering failure (failed to get extracts) when trying to render it in Word 2016. To render the template successfully, save the template as a <code>.doc</code> file, then save it again as a <code>.docx</code> file.
3900; [192548FW]	<p>The path to a document in the Liquent InSight Rendering temporary directory must not exceed 259 characters. This includes:</p> <ul style="list-style-type: none"> <li>• The length of the Insight Rendering temporary directory path specified in the BusinessService Render request</li> <li>• The length of the filename from the source document in the repository</li> <li>• The <code>.pdf</code> extension</li> </ul> <p>If the path is too long, the document cannot be rendered.</p>
3745; [172317FW]	Double quote characters used in Document Properties (Title, Author, Subject, Keywords, etc.) are displayed by Adobe Acrobat with one or two additional double quote characters in the PDF. Liquent InSight Rendering correctly creates Document Property fields directly from the source and does not modify them.

# Known Issues: InSight Rendering 4.4

The following general issues and module-specific issues were known at the time this document was published, but (due to time limitations) could not be included in the module-specific user documentation packaged with the software product.

## Installation

Issue	Description
3512	When you try to install Liquent InSight Rendering to a folder in a path that includes Chinese characters, some characters can be converted to question marks after you select the installation folder. This causes an invalid character error. To fix this, install to a folder in the path that does not include Chinese characters.

## Online Help

Issue	Description
4428	In the <b>Domain Manager</b> , pressing the F1 key on the <b>Original Request</b> tab and <b>Current Results</b> tab on the <b>Job Details</b> pane does not consistently access the online help.

## Fonts

Issue	Description
4908	Text on pages with replaced Attributes and resolved TOC entries viewed at low zoom percentages may appear gray or with thinner strokes when viewed with newer versions of Adobe Acrobat Reader and Adobe Acrobat Pro. This is due to how these viewers present Compact Font Format (CFF) fonts.  Select <b>Edit &gt; Preferences &gt; Page Display</b> . Ensure <b>Smooth Text</b> is set for your display type.
4084	If Windows system permissions for a font used in a source document, overlay, or other InSight Rendering input do not allow that font to be embedded in a PDF rendition or other output file, Windows can substitute a font in the file. For example, Windows can substitute the MicrosoftSansSerif font for the Lucida Sans Typewriter Regular font.
4033	Each Excel spreadsheet in a workbook is processed as a separate document, to render the sheet with the correct page orientation. Consequently, each font in the workbook is embedded in every sheet in which the font is used. For example, the Arial font could be used in three sheets. Then in the rendered document, when opened in Adobe Acrobat, this font would be listed three times on the Fonts tab of the Document Properties dialog box.

## Rendering

Issue	Description
4947	Rendering Excel files that include links can result unexpected, additional links in the Excel pages.
4902	Microsoft Word 2016 (32-bit) cannot print a document with thousands of tables and pages.
4889	The maximum file size that can be retrieved for publish or render is 2 GB. To publish or render successfully, it is recommended that files larger than 2 GB be divided and saved as smaller files.

Issue	Description
4822	When using <b>Domain Manager</b> to add a Host Mail Server, if you browse to the Host Mail Server by clicking the ... button on the <b>Mail</b> tab of the <b>Domain Properties</b> dialog, the Host Mail Server will not be saved. In order to save the Host Mail Server, it must be entered manually.
4408	When Microsoft Excel worksheets that have the <b>Row and column headings</b> Page Setup option selected are rendered as a PDF document, link boxes in the PDF are split into different boxes. When the different boxes are clicked, different actions are executed.
4407	When Microsoft Excel worksheets that have horizontally centered data are rendered as a PDF document, link boxes in the PDF are split and shifted.
4138; [00024488, 00035347]	When you publish a PDF file that is smaller than 4KB and has the Fast Web View property set to <b>Yes</b> , some versions of Adobe Acrobat incorrectly display the property as <b>No</b> , but the document is still optimized for Fast Web View.
4134	EPS files might not render correctly, because of limitations of the Amyuni driver installed with Lipient InSight Rendering 4.4.
4103	You can render an Excel document containing a link in a shape, when the <b>Preserve Links</b> option is selected, but in the rendered document, the shape does not have a link. All links outside of shapes are preserved in the rendered document.
3488; [133540FW]	In a InSight Rendering multi-server domain, clearing the option <b>Use network shared folders</b> in the Domain Properties can result in inconsistent versions of output documents. This issue is described in the online help topic Configuring archive and purge intervals.
3432, 2966	InSight Rendering cannot use the LIQUENT PDF Creator to render PostScript (PS) files.
3220; [82920FW]	The values of the Title and Author fields in a PDF document rendered from a Word document can be different from the values of these fields in the Word document.

# Access the Customer Service Portal

If you have issues when working in the system that you cannot resolve with the Help documentation, you can access the Service Portal to view knowledge articles or log a support ticket.

To access the Service Portal:

1. Navigate to [mytrials.com](https://mytrials.com).

The Perceptive MyTrials log in page appears.

2. Enter your Perceptive MyTrials user name and password, and click **Log On**.

If you do not have a Perceptive MyTrials account, click **Join Perceptive MyTrials** and register. Perceptive MyTrials confirms your account with an email.

The home page appears.

3. Do one of the following:

- Click **Customer Care** at the bottom of the page.
- In the **My Weblinks** portlet, click **Customer Service Portal**.

The home page for the [Service Portal](#) appears. You can browse and search for the information you need.

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