

Xerox[®] Workplace Cloud

Release Notes for 5.7.1 Update

(Scheduled for Update on January 22, 2022)

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Release

Xerox® Workplace Cloud will be updated on **Saturday, January 22, 2022**. This is a feature release and will involve a service outage window from approximately 8:30am to 1:00pm EDT time (1:30pm to 6:00pm UTC).

Purpose

This document summarizes new features, fixed field issues, and lists any known issues and workarounds for the Xerox® Workplace Cloud 5.7.1 update. This document is not intended to provide full instructions on how to use new features; those details will be included in the online documentation released with the product.

Requirements

Web Portal access is available from the following:

PC Browsers	Macintosh Browsers
Microsoft Internet Explorer v11	Mozilla Firefox
Microsoft Edge	Google Chrome
Google Chrome	Safari
Mozilla Firefox	

Documentation

Workplace Cloud Documentation in PDF format are available for viewing or downloading from:

<https://www.support.xerox.com/support/xerox-workplace-cloud/documentation/enus.html>

Knowledge Base

<https://www.support.xerox.com/support/xerox-workplace-cloud/support/enus.html>

Support Forum

Users may also ask questions of their peers on the Customer Support Forum at:

<https://forum.support.xerox.com/t5/Xerox-Workplace-Suite-Workplace/bd-p/Cloud>

Xerox moderators will monitor the forum and provide information and answer questions as needed.

Xerox® Workplace Cloud

Version: 5.7.1xx

New Features

Engineering Tracking Number(s)	Feature Details
76029	<p>Allow Compliance Manager role to be assigned to Cloud users to control access to the Reporting tab.</p> <p>Xerox Workplace Cloud introduces a “Compliance Manager” role. When applied to a user, this role will provision the user to access the Reports tab. This will facilitate him to review reports and pull reporting data. In addition, the user will have access to the Print Tab and Jobs tab allowing him printing capability.</p> <p>UI: Users > Change Role action</p>
76030	<p>Change retention period for unprinted job to be 3 days.</p> <p>Current job retention policy setting options are Immediately after printing, 1 day after printing or 7 days after printing. The job retention policy will be changed from after printing to after submission.</p> <p>This feature changes these settings to: Immediate, 1 day or 3 days after printing. In addition, background logic will be updated to make sure that no file is retained for more than 3 days beyond the submission date.</p> <p>UI: Account > Policies > Data Retention > Retention Policys</p>

Engineering Tracking Number(s)	Feature Details
83644	<p>Print Limits - Port XWS feature to XWC [FER: 15670, 16549]</p> <p>This feature will add the ability to restrict the size of jobs that users can print based on total page count or number of color pages in the job. If there are any print limit rules defined for the account, users will only be able to print if they have associated print limit rules and the page count of the job they are attempting to print is less than or equal to maximum allowed total page count and total color page count from all the rules associated to the user.</p> <p>Print limits apply to all workflows. Users will receive an email notification when printing is blocked if it exceeds the defined print limits. Additionally, when a user releases a job at the @PrintByXerox app, they will receive an in-app notification if the job was blocked. This email notification is customizable per supported language.</p> <p>NOTE: If page count cannot be determined for any reason, the job will be printed.</p> <p>View Print Limit Rules and Configure Notification Settings: Account > Policies > Rules > Print Limits tab Add Print Limit Rules: Account > Policies > Rules > Print Limits tab > New Action View/Edit Print Limit Rule: Account > Policies > Rules > Print Limits tab > Click Name Enable Print Limit Rule: Account > Policies > Rules > Print Limits tab > Enable Action Disable Print Limit Rule: Account > Policies > Rules > Print Limits tab > Disable Action View Rules Associated to User (Administrator): Users > Edit User > Rules tab > Print Limits tab View Rules Associated to Self: User Profile > User Information > Print Limits</p>

Engineering Tracking Number(s)	Feature Details
123757	<p>Support configuration of the blocking screen text, alternate login & locked services for Workplace Cloud Direct Printer</p> <p>The following settings will now be configured for Workplace Cloud Direct Devices when Authentication is enabled:</p> <ol style="list-style-type: none"> 1. Locking of the device 2. Blocking Screen Text 3. Alternate Login <p>NOTE:</p> <ol style="list-style-type: none"> 1. The QR Code Unlock with Workplace Mobile App feature is not supported for Workplace Cloud Direct printers as the QR Code cannot be pushed to the device. 2. This option is only supported by AltaLink 81xx devices running firmware level: 113.xxx.011.17810 or higher.
160872	<p>Support Admin Access at LUI for Workplace Cloud Direct Printer</p> <p>This feature enables the user of “Printer Control Panel: Administrator Login” feature for a Workplace Cloud Direct printer. The “Printer Control Panel: Administrator Login” feature will function as it does today on non-Workplace Cloud Direct printers.</p> <p>NOTE: This feature is only supported if the cloud company is using an authentication mechanism that supports Alternate Login (e.g., OKTA would not support this option).</p> <p>UI: Account > Policies > Printer Authentication > Printer Control Panel: Administrator Login.</p>
160875	<p>Support manual device enablement of Workplace Cloud Direct Printer Remote Management from Printer</p> <p>This feature will allow the customer to link a Workplace Cloud Direct printer to their company and enable it <u>without</u> using an on-premise agent. This would help address customers desiring this capability for one or two devices or in zero-trust environments where the installation of an agent is just not feasible.</p> <p>Once a printer establishes an IoT Hub connection and the printer is enabled in XWC and there are no ‘Active’ agents discovering the printer, then Workplace Cloud will set the Cloud Direct value to Enabled for that printer and the Cloud Agent should now be Active for this device.</p>

Engineering Tracking Number(s)	Feature Details
160876	<p>Support mobile unlock for Workplace Cloud Direct Printers</p> <p>When a Workplace Cloud Direct printer has been enabled for authentication:</p> <ul style="list-style-type: none"> • The mobile unlock feature will be supported. This includes the unlock code, QR code scanning and NFC. • If the “4-Digit Code Unlock with Workplace Mobile App” setting is enabled, the mobile unlock code will be included on the blocking screen. <p>NOTE: Even if the “QR Code Unlock with Workplace Mobile App” option is enabled, the QR Code will not be pushed to the printer blocking screen.</p> <p>UI: Account > Policies > Printer Authentication</p>
166164	<p>Reinstate the “credential access allowed” for Simple Azure AD Authentication</p> <p>When the account is set to Simple Azure AD Authentication, the Credential Access Allowed setting will be available for users. It will be disabled for new accounts. The current setting will be preserved for existing accounts. When the setting is disabled, alternate login will not be allowed at the device (Message: Feature not available). If enabled, alternate login will be allowed at the device.</p> <p>NOTE: Multi-Factor Authentication via Azure AD is not supported for Alternate Login.</p> <p>UI: Account > Company Profile > Company Authentication Type > Allow Credential Access.</p>

Resolved Defects:

Engineering Tracking Number(s)	Support Number(s)	Description
163043		Changed the description to Domain\Username on the Swedish version of the Xerox Workplace Cloud Login page and XWC Client

Engineering Tracking Number(s)	Support Number(s)	Description
168717	2222703	Resolved the Session Timeout issue message shown in the Web portal for Agent Administrators when they click on Printer – Details tab.
169195		Resolved Email Job print output issue in Brazilian Portuguese language
169665		When a device is registered with a limited selection of paper sizes, subsequent conversion requests including larger paper sizes are not honored.
176926		XWC: Print performance issue when using Advanced LDAP authentication with a large number of Active Directory domains
167488	2221130	Resolved the issue on print control settings for Email and Client generic print jobs.

Fixes from Previous Releases:

Engineering Tracking Number(s)	Support Number(s)	Description
162983		Some jobs were listed with domains, some without. Job owner was not resolved correctly in all cases. The issue has been fixed to show the username consistently.
169523	2222881 2223213	Resolved Email print job issue which gets stuck at “Processing” status and never print while releasing from @PrintByXerox app

Additional Notes: None

Known Issues

Engineering Tracking Number(s)	Support Reference Number	Details
1529947		In some cases, the PDF file conversion does not work as expected for the PDF fonts.
1565337		The user information display is not up to date when the print quota is analyzed for the first time.
1594193		In some cases, drivers will generate 0-byte files and jobs will fail on submission or release with client versions 5.2.115 or older.
1594194		Old versions of the Xerox Workplace Cloud Client (5.2 or earlier) will not send job to cloud when local client optimization is enabled, and the account is configured to always send jobs to cloud. This may cause failures on print release if client is offline or unreachable.
1594195		Documents printed from Office365 using a browser will result in jobs being named request.pdf or request.pdf.pdf
28823		Conversion error occurs while doing EIP print release by selecting page ranges in document.
52827		Public printers enabled in the XWC portal are not listed in the public printer tab.
96162		When job with large file is sent to MUP queue the job fails to submit to printer.

Xerox® Workplace Cloud Client (Windows)

Version: 5.7.1xx

New Features

Engineering Tracking Number(s)	Feature Details
160881	<p>Apply Local Optimization to Desktop Direct Jobs (Local Only) [FER: 16979]</p> <p>When submitting a desktop direct job and the client is unable to reach the printer on the local network, the job will not be uploaded to the cloud and routed through an Agent if the Local Print Optimization settings is configured for "Local Only" job storage. The job will fail in this scenario.</p>
76030	<p>Change retention period for unprinted job to be 3 days.</p> <p>Current job retention policy setting is Immediately after printing, 1 day after printing or 7 days after printing. The job retention policy will be changed from after printing to after submission.</p> <p>This feature changes these settings to: Immediate, 1 day or 3 days after printing. In addition, background logic will be updated to make sure that no file is retained for more than 3 days beyond the submission date.</p> <p>UI: Account > Policies > Data Retention > Retention Policy</p>

Resolved Defects: None

Xerox® Workplace Cloud Client (Mac)

Version: 1.3.xx

New Features: None

Resolved Defects: None

Fixes from Previous Releases:

Engineering Tracking Number(s)	Support Reference Number	Details
166356	2222133	Resolved the issue for macOS users getting temp files uploaded to the cloud queue for later release at their printers
170895	2222985 2223011	Resolved the Mac client jobs printing issue on Fiery+C60 when submitted from OSX Catalina and Big Sur

Additional Notes: None

Known Issues: None

Xerox® Workplace Cloud Agent

Version: 5.7.1xx

New Features:

Engineering Tracking Number(s)	Feature Details
167165	Support Agent install on MS Server 2022

Resolved Defects:

Engineering Tracking Number(s)	Support Reference Number	Details
162984		Resolved Xerox Workplace Cloud Agent's inability to find and list domains.
167114		Resolved all EIP calls for system to force use HTTPS only – this is for enabling authentication, EIP application registration, enabling usage tracking and JBA data retrieval.

Fixes from Previous Releases: None

Additional Notes: None

Known Issues: None