

EFI Metrix Release Notes

Version 2019.2.0.973

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EFI Metrix 2019.2 | *EFI Metrix Release Notes*

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## Welcome to Metrix 2019.2

EFI Metrix is an industry-leading job planning engine that transforms big data into actionable data in the most proven end-to-end integrated solution with a holistic view into manufacturing. With over 1,200 Metrix users in 25 countries and 12 years of continuous, aggressive development, Metrix is recognized as the de facto industry standard for dynamic, intelligent production planning, and automated imposition. Metrix 2019.2 introduces new features and enhancements and addresses issues found in previous releases.

### Contact Information

#### EFI Support

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<b>Web Site:</b>	<a href="https://customer.efi.com/support">https://customer.efi.com/support</a>
<b>US Phone:</b>	1.855.EFI.4HLP/ (972) 638-7490 (Metrix Support)
<b>UK Phone:</b>	+44 (0) 800.783.2737
<b>EU Phone:</b>	+49.2102.745.4500
<b>E-Mail:</b>	<a href="mailto:metrix.support@efi.com">metrix.support@efi.com</a>

Regular Service Desk hours are 8:00 AM to 5:00 PM Eastern Time, Monday–Friday. Metrix Support hours are 9:00 AM to 5:30 PM Pacific Time, Monday–Friday. Outside of these hours, you may leave a voice mail message and an on-call support representative will be paged. Response time is based on the severity of the issue.

**Note** For problems involving infrastructure (i.e., computers, networks, operating systems, backup software, printers, third-party software, etc.), contact the appropriate vendor. EFI cannot support these types of issues.

#### EFI Professional Services

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<b>US Phone:</b>	(651) 365-5321
<b>US Fax:</b>	(651) 365-5334
<b>E-Mail:</b>	<a href="mailto:ProfessionalServicesOperations@efi.com">ProfessionalServicesOperations@efi.com</a>

**Notes** EFI Professional Services can help you perform EFI software installations, upgrades, and updates. This group can also help you implement, customize, and optimize your EFI software plus offer a range of training options.

## System Requirements

Please ensure your system is running one of the supported operating systems listed below before beginning the installation process.

### Metrix 2019.2 system requirements:

- Metrix 2019.2 requires 64-bit systems. It will **not** run on 32-bit systems.
- Metrix now supports Mac OS X 10.14 (Mojave)

**Note** For complete information on Metrix system requirements, see the *EFI Metrix 2019.2 Installation Guide*.

Supported Operating Systems for Metrix 2019.2	
<i>Windows Operating System</i>	<ul style="list-style-type: none"> <li>• Microsoft Windows 10.x (64-bit)</li> <li>• Microsoft Windows 8.x (64-bit)</li> <li>• Microsoft Windows 7 (64-bit)</li> <li>• Microsoft Windows Server 2016 (64-bit)</li> <li>• Microsoft Windows Server 2012 R2 (64-bit)</li> <li>• Microsoft SQL Server 2014 SP3 and SP4 (64-bit)</li> </ul> <p><b>Note</b> Metrix no longer supports Windows Server 2008.</p>
<i>Macintosh Operating System</i>	<ul style="list-style-type: none"> <li>• OS X 10.14.x (Mojave)</li> <li>• OS X 10.13.x (High Sierra)</li> <li>• OS X 10.12.x (Sierra)</li> <li>• OS X 10.11.x (El Capitan)</li> <li>• OS X 10.10.x (Yosemite)</li> <li>• OS X 10.9.x (Mavericks)</li> </ul> <p><b>Note</b> Metrix no longer supports OS X 10.7 (Lion) or OS X 10.8 (Mountain Lion).</p>

## Licensing

Licenses for customers currently running Metrix version 2017.3 and later will be automatically updated to allow the use of 2019.2. Customers with earlier versions of Metrix are asked to contact EFI Customer Support for a 2019.2 license before upgrading.

## New Features

For detailed information and usage instructions on the new features and enhancements introduced in Metrix 2019.2, see *EFI Metrix 2019.2 What's New* and the *EFI Metrix 2019.2 User Guide*.

- **Produce Exact Quantity** added to die-cut product properties.
- **Finishing Group** added to product properties.
- **Double Sided No Gripper Change** added to press properties.
- Nesting of die-cut products that do not require the use of die-cutting tools.
- Ability to calculate and define variable cutoffs for roll-fed media.
- New dialog window for adding die-cutting tools to the database. This window is consistent throughout the entire application.
- Super-wide Format support with maximum dimensions of 25 meters.
- Option to disable product information added for two-sided printing methods in reports.
- New fields—**How to Handle Diecut Layouts Without a Standard, Product Group Placement, Enable Block Algorithms, Allow a Component to be on Multiple Layouts**—added to the **Auto Layout** section of the **User Preferences**.
- New **How to handle Page Size Error** field added to the **General** section of the **User Preferences**.
- New **Use Die-Cutting Tool Geometry** field in **Layout** properties and **Auto Plan** dialog.

## Product Enhancements

- Support archives now include marks, mark sets, and content files.
- Metrix client has improved WAN tolerance.
- Shorter plant load times.
- Shorter loading time for the list of standards in the **Standard Manager**.
- Enhanced performance of the **Open Project** dialog.
- Shorter load and save times for projects.

## Known Issues for the Metrix 2019.2 Release

- **Page to Bleed Gap** and **Auto Page to Bleed Gap** do not work with die-cut products. Die-cut component instances are positioned on the layout with bleeds abutting regardless of the **Page to Bleed Gap** settings. (Issue Reference: 13482)
- Shortcut icons are not created on Windows unless logged in as an **Administrator**. (Issue Reference: 10080)
- Mark numbers change to zero when opening the **Layout** drop-down list in the **Properties** pane. (Issue Reference: 10414)
- The **Auto Expand Trims** option does not work with **Auto Layout**. (Issue Reference: 12858)
- Variable cutoff length is not compatible with **Work and Tumble** printing. (Issue Reference: 13490)

- **Die Cutting Tool Streams** are not yet fully functional in Metrix 2019.2. Full functionality will be included in an upcoming release.
- **Press Guide Allowances** do not work with die-cut products. (Issue Reference: 13504, 13550)
- **Auto Layout** does not find standard for die-cut products with a die-cutting tool. *Workaround:* Use **Apply Standard** to find and select multi-up die standards. (Issue Reference: 13541)
- Die-cut products cannot be stepped and repeated using Opt/Alt-drag. (Issue Reference:

## Key Fixes

- **Error in Metrix Automation: java.lang.IllegalStateException: Blocking Load Timed Out**  
Metrix Automation was occasionally failing to create layouts with the following error message in the job logs: “java.lang.IllegalStateException: Blocking Load Timed Out”. (Issue Reference: 13941)
- **Problems with layout selection in Auto Plan Selector**  
It was not possible to select a layout in the Auto Plan Selector dialog with a single mouse click due to tool tips being in the way. Layout tool tips have been disabled in this dialog. (Issue Reference: 13838)
- **Status update delay after layout changes**  
Status did not always update immediately after some changes were made to layouts. This has been fixed. (Issue Reference: 13836)
- **“No workable layouts found” for certain die-cut products**  
Metrix was failing to create a layout for some die-cut products. This has been fixed. (Issue Reference: 13736)
- **Dimensions are no longer deleted when swapping component instances**  
Dimensions attached to component instances (for example, distance between trims of two instances) are now retained if you swap one instance with another. (Issue Reference: 12529)