
ePS Metrix 22.2

**Release Notes
for Metrix 22.2.0.286**



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 Metrix | Release Notes

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Table of Contents

Introduction	4
Additional Sources	4
Contact Information	4
System Requirements.....	5
Licensing	7
Key Fixes	8
Known Issues for the Metrix 22.2 Release	8

Introduction

ePS 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 18 years of continuous, aggressive development, Metrix is recognized as the de facto industry standard for dynamic, intelligent production planning, and automated imposition. Metrix 22.2 introduces new features and enhancements and addresses issues found in previous releases.

Additional Sources

For additional information, see the [ePS Metrix 22.2 User Guide](#).

Contact Information

ePS Support	
Web Site:	https://communities.efi.com
US Phone:	1.855.334.4HLP (1.855.334.4457)
UK Phone:	+44 (0) 800.783.2737
EU Phone:	+49.2102.745.4500
E-Mail:	metrix.support@efi.com

Metrix Support hours are 8:00 am to 5:00 pm Eastern Standard Time (Eastern Daylight Time during summer), Monday – Friday. You may contact support at the above numbers or via our customer portal at communities.efi.com.

Regular European Service Desk hours are 9:00 am to 5:15 pm Greenwich Mean Time (British Summer Time during summer), Monday – Friday.

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

System Requirements

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

Metrix 22.2 system requirements:

- Metrix 22.2 requires 64-bit systems. It will **not** run on 32-bit systems.
- Metrix now supports Mac OS 13 (Ventura)* and Windows 11**

Notes *Metrix now uses a different PDF renderer for creating previews. On Mac OS 11, there were performance issues with the old renderer. The new one does not have a negative impact on performance, but the quality of the previews is not as good, especially for text. Contact Metrix Support if this is problematic for you; they can provide instructions on how to force Metrix to use the old PDF renderer.

**There may be some display resolution issues with Metrix on Windows 11 but they do not affect functionality.

Microsoft ended support for Windows 7, Windows 8, and Windows Server 2008 effective January 14, 2020, so Metrix 22.2 does not support these platforms. We recommend you upgrade your system to Metrix current minimum system requirements.

***Microsoft ended support for Windows 8.1 in January 2023. Metrix 22.2 is the last version that will support that platform.

†Microsoft is ending support for Windows Server 2012R in October 2023.

For more information on the installation process, please see the [ePS Metrix 22.2 Installation Guide](#).

Windows Minimum System Requirements for Metrix 22.2

<i>Processor</i>	<ul style="list-style-type: none"> • Intel compatible • Minimum 2-core and 4-thread processor for rectangular products • Minimum 4-core and 8-thread processor for Irregular Shape products • Minimum 4-core and 8-thread processor for Super Wide Format • Recommended: 8-core and 16-thread
<i>Processor Speed</i>	<ul style="list-style-type: none"> • 2.8 GHz minimum
<i>Windows Operating System</i>	<ul style="list-style-type: none"> • Microsoft Windows 11 (64-bit)** (see Notes above) • Microsoft Windows 10.x (64-bit) • Microsoft Windows 8.x (64-bit)*** (see Notes above) • Microsoft Windows Server 2019 (64-bit) • Microsoft Windows Server 2017 (64-bit) • Microsoft Windows Server 2016 (64-bit) • Microsoft Windows Server 2012 R2 (64-bit)† (see Notes above) • Microsoft SQL Server 2014 SP3 and SP4 (64-bit) • Microsoft SQL Server 2016, 2017, and 2019
<i>Memory</i>	<ul style="list-style-type: none"> • Metrix Client – 4 GB RAM • Metrix Data Server – 2 GB RAM

	<ul style="list-style-type: none"> Automation Server Pro – 16 GB RAM (Minimum) to 4 GB RAM per CPU Core (64 GB RAM Maximum) Automation Server Enterprise – 64 GB RAM (Minimum) to 4 GB RAM per CPU Core (256 GB RAM Maximum) Automation Server with Non-Rectangular module – 8 GB RAM (Minimum) and 1 Dual-core Processor (Minimum) Automation Server with Display Graphics/Media Optimization/Super Wide Format – 16 GB RAM (Minimum) (32 GB RAM and 16-core, 32-thread processor or better recommended) eFlow License Manager – 256 MB RAM
	Notes <ul style="list-style-type: none"> If you use the Content Previews module, the minimum RAM requirement for Metrix is 6 GB with 8 GB or more recommended. The Content Previews module is processor intensive, so a fast multi-core processor is recommended. If PDF content is being accessed across a LAN, gigabit network speeds are recommended when accessing large content files. If you use Display Graphics/Media Optimization, the minimum RAM requirement for Metrix is 16 GB. If you use Display Graphics/Media Optimization with a Super Wide Format, a 16-core processor is recommended.
<i>Monitor Resolution</i>	<ul style="list-style-type: none"> 1280 x 1024 or higher
<i>Network (multi-user)</i>	<ul style="list-style-type: none"> Static IP address for the Data Server, eFlow License Manager, and Automation Server. Automation Server runs as a service and needs a local administration account.

MacOS Minimum System Requirements for Metrix 22.2

<i>Processor</i>	<ul style="list-style-type: none"> Intel Core 2 Duo Minimum 2-core and 4-thread processor for rectangular products Minimum 4-core and 8-thread processor for Irregular Shape products Minimum 4-core and 8-thread processor for Super Wide Format Recommended: 8-core and 16-thread processor
<i>Processor Speed</i>	<ul style="list-style-type: none"> 2.8 GHz minimum
<i>Macintosh Operating System</i>	<ul style="list-style-type: none"> OS 13 (Ventura) OS 12 (Monterey) OS 11 (Big Sur) OS X 10.15 (Catalina) OS X 10.14 (Mojave) OS X 10.13 (High Sierra)

	<ul style="list-style-type: none"> • OS X 10.12 (Sierra) • OS X 10.11.x (El Capitan) • OS X 10.10.x (Yosemite) • OS X 10.9.x (Mavericks) • Microsoft SQL Server 2014 SP3 and SP4 (64-bit) • Microsoft SQL Server 2016, 2017, and 2019 <p>Notes</p> <ul style="list-style-type: none"> • eFlow LIM v. 10.0.100052.35 and later is supported on Mac OS 12 (Monterey). • Metrix requires Java 11. Metrix installs and uses this version internally, regardless of the Java version that is installed on the computer. • If you see the Content Previews module, the minimum RAM requirement for Metrix is 6 GB with 8 GB or more recommended. • The Content Previews module is processor intensive, so a fast multi-core processor is recommended. If PDF content is being accessed across a LAN, gigabit network speeds are recommended when accessing large content files. • If you use Display Graphics / Media Optimization, the minimum Ram requirement for Metrix is 16 GB. • If you use Display Graphics / Media Optimization with a Super Wide Format, a 16-core processor is recommended.
<i>Memory</i>	<ul style="list-style-type: none"> • Metrix Client – 4 GB RAM • Metrix Data Server – 2 GB RAM • eFlow License Manager – 256 MB RAM
<i>Monitor Resolution</i>	<ul style="list-style-type: none"> • 1280 x 1024 or higher
<i>Network (multi-user)</i>	<ul style="list-style-type: none"> • Static IP address for the Data Server and eFlow License Manager.

Licensing

Upgrade your eFlow License Manager to the latest version to ensure optimum performance and security. The installers can be found on <https://www.efi.com/marketing/productivity-software/downloads/metrix-installers/>.

Notes eFlow LIM v. 10.0.100054.37 and later is supported on Mac OS 12 (Monterey) and Windows 11.

At the time of this release, the latest version of eFlow LIM is 10.1.101059.23.

If you are installing eFlow LIM on any version of Mac OS, see the [ePS Metrix 22.2 Installation Guide](#) for instructions and important information.

Important

Earlier versions of Metrix installed in C:\ProgramData\EFI\Metrix and C:\ProgramFiles\EFI\Metrix on Windows and /Applications/EFI/Metrix on MacOS. Metrix 22.2 installs in C:\ProgramData\eps\Metrix and C:\Program Files\eps\Metrix on Windows and /Applications/eps/Metrix on MacOS. If you are upgrading Metrix from an earlier version, make a backup of your **Data** and **Marks** folders and, after installing Metrix 22.2, place those copied folders in C:\ProgramData\eps\Metrix (Windows) or /Applications/eps/Metrix (Mac). See the [Metrix 22.2 Installation Guide](#) for more information.

Key Fixes

- **Metrix Automation Server temp files prevent successful layout plans**
Fixed the issue where Metrix tried to modify a temp file while it was being read, preventing output of PDF files with Layers/OCG. (Issue Reference: 17338)
- **Metrix Automation Server Auto Restart problem**
In some cases, Metrix did not wait for a currently running job to finish before doing an Auto Restart. (Issue Reference: 17339)

Known Issues for the Metrix 22.2 Release

- Irregular Shape products created with PDF content files that contain rotated pages may not preview with the correct rotation, but when you export, the results may be correct. We do not recommend using PDF content files with rotated pages, but you may proceed at your own risk. (Issue Reference: 15895)
- When upgrading from Metrix 2016.1 or earlier, you are required to back up your database, install 2019.2, and then upgrade the database for 2019.2 before you can install 22.1 and upgrade the database again. (Issue Reference: 14185)
- When dragging Irregular Shape products on Side 2 of a layout, the rules are not applied for snapping to other items and preventing the overlapping of instances. (Issue Reference: 15717, 15718)
- Auto Production does not reset bound product components to minimum trim values. (Issue Reference: 14168)
- **Page To Bleed Gap** does not work with Irregular Shape and Die-cut products. This will be addressed in an upcoming release. (Issue Reference: 13482)
- Metrix will not save the default printer in the Export window. (Issue Reference: 8441, 13310)
- Japanese fonts may print as indecipherable text when there are multiple PDFs in a project that contain fonts with the same name but different glyphs. (Issue Reference: 13452)
- The **Auto Expand Trims** option does not work with Auto Layout. (Issue Reference: 12858)
- Unable to scroll beyond the right or top edges of a sheet when a layout is magnified. (Issue Reference: 13782)
- The **Allowed Bleed Intrusions** setting for die-cutting tools works in most cases, but there are a few situations in which it does not work per expectations. (Issue Reference: 13208)
- Help menu on Mac OS sometimes disappears after selecting other menu items. You can still select the Help menu by clicking on the menu bar directly to the right of the Settings menu. (Issue Reference: 13411)
- Die-cutting tools and standards created in 2018.1 show errors when opened in 22.1 if the multi-up file used to create a die-cutting tool had horizontal and/or vertical offsets defined. Metrix ignored horizontal and/or vertical offsets in 2018.1, but in 22.1 the offsets are applied. This results in misalignment of the die-cutting tool on the sheet and/or errors in standards and projects that use the die-cutting tool (for example, "Sheet must be large enough for Die-cut Tool").
Workaround: Edit the die-cutting tool and change the Anchor Horizontal Offset, Anchor Vertical Offset, Minimum Sheet Width, and Minimum Sheet Height values. (Issue Reference: 14296)

- If content is not found when importing a CSV product while running Metrix using millimeters, when you relink the content, the initial view may be zoomed out to 2%. Selecting Fit to Page may not cause Metrix to correctly redraw the product view.

Workaround: Select a specific magnification value from the popup menu. (Issue Reference: 15742)