Release Notes

English

Print Console version 4.5

739-00270A-EN Rev A

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Introduction

We are pleased to send you the latest revision of Print Console software. These release notes highlight the changes and improvements that were made to release 4.5 of Print Console software. Where appropriate, they refer you to the Print Console online help for more information. Changes made after the online help was published are described in detail in these release notes.

What Is in These Release Notes

The release notes include the following sections:

New Features—describes new menu commands, options, windows, or dialog boxes that were added to Print Console software.

Fixed Problems—lists problems that have been fixed since the last release of Print Console software.

Known Problems—lists problems that are not yet resolved.

Known Problems With Workarounds—lists problems that are not yet resolved but that have temporary solutions.

Conventions Used

A reference number for each problem is indicated in the left margin for each known or fixed problem.

New Features

This section lists features that were added in the new release of Print Console software.

Print Console 4.5 is a new stream of device control software that is initially being offered for use with these devices:

- Magnus VLF
- Magnus VLF Autoloader (left and right configurations)
- Magnus VLF with ContinuousLoad (left and right configurations)

Print Console 4.5 can be used with:

- Prinergy, Evo, and Brisque 5.2 (for this release of Print Console, Brisque requires Screen2Go and Evo)
- TMCE and GMCE
- Delicate Media
- Devices using Thermal 3 Head or a Thermal 2 Head
- Feature Licensing

New Functionality and Appearance

If you have used a previous version of Print Console (1.x, 2.x, or 3.x), you will notice some significant differences in Print Console functionality and appearance.

Changes in Functionality

Some of the functions previously handled by Print Console have moved to the workflow software:

- The workflow shows the status of each image sent to the output device. You will configure job options, set job priority, submit jobs, and cancel jobs in the workflow software.
- Print Console shows the status of plates as they move through each stage of an output device.

Print Console now provides a Mini View mode so that you can view both Print Console status and workflow status at the same time.

Print Console no longer supports the PC Operator account.

Some of the other obvious changes include:

Queues

Queue managment of jobs has moved to the workflow software.

TIFF Management

All TIFF features have moved to the workflow software. This included the queues, hot folders, and print setups.

Reduced Plate Waste

If you cancel a job before its plate is loaded on the drum, Print Console now uses that plate for the next job (if the next job uses the same media size). This feature saves plates and processor chemicals when you need to cancel a job.

Reduced Job Cancellation

If a picking or loading error occurs before the plate is loaded on the drum, and the plate assigned to an image must be discarded, Print Console can now reassign the image to the next plate rather than cancel the job. You will be prompted to retry or put the workflow offline (while you investigate the cause of the error). This feature saves you the effort of having to resubmit the job from the workflow software.

Changes in Appearance

The Print Console user interface has been redesigned to simplify operations for operators.

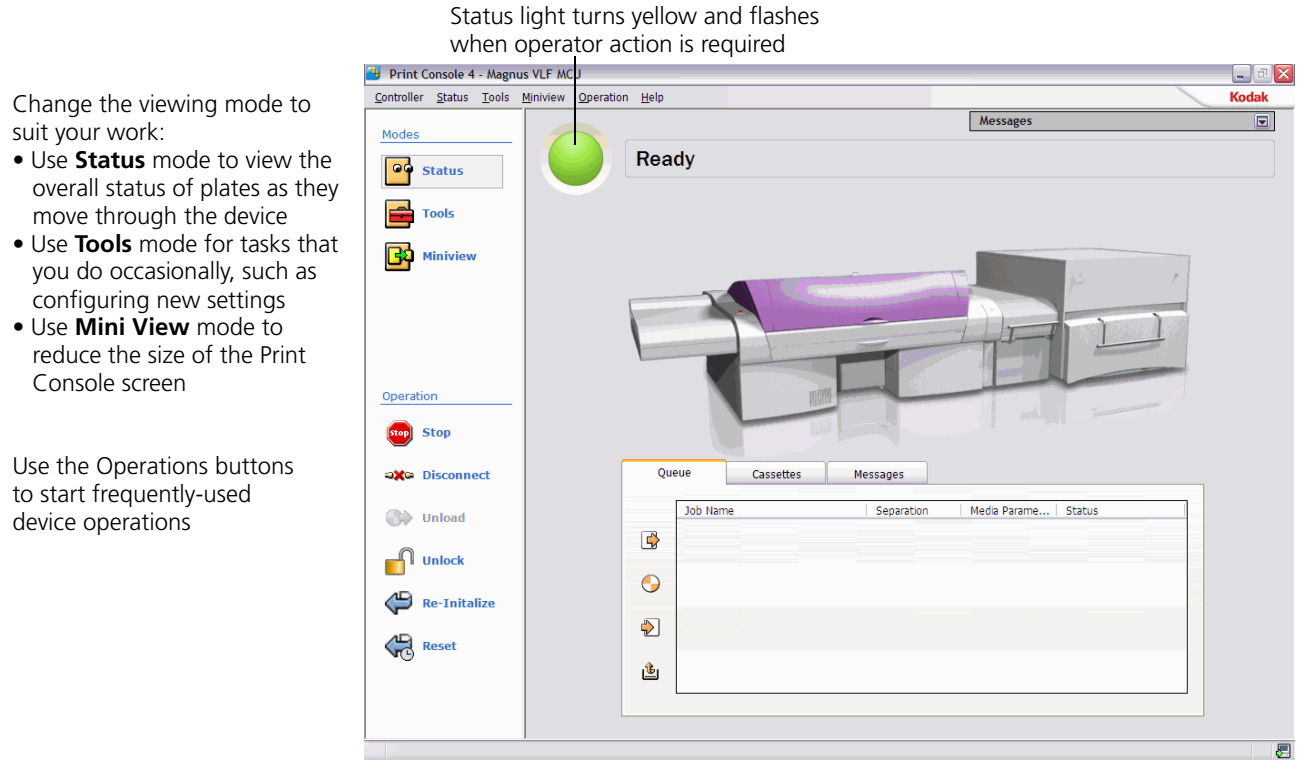


Figure 1: New user interface in Print Console 4

Tool tips and online help are available to provide more information about the different parts of the user interface. In addition, error messages and online help are available in English, French, Italian, German, Spanish, Japanese, Traditional Chinese, and Simplified Chinese.

Supported Workflows

Print Console 4.5 supports TMCE and GMCE configurations of the Magnus VLF.

Workflow	Input file formats	Supported	Data path supported		
		CRs that include Print Console 4 will support this configuration after:	SCSI **TMCE**	TSP **TMCE**	Gigabit Ethernet **GMCE**
Prinergy Connect®	• PDF • PS • DCS • EPS • CT/LW • TIFF/IT	December 2005	Yes		Yes
Prinergy® Evo - Normalize		December 2005	Yes		Yes
Prinergy Evo - Output from Adobe PostScript®	PS	December 2005	Yes		Yes
Prinergy Evo - TIFF	1-bit TIFF	December 2005	Yes		Yes
Brisque® via Screen2Go and Evo TIFF Hot Folders	• CT/LW • PDF • ICF • TIFF (1-bit, IT, 8-bit)	December 2005	Yes		Yes
Brisque Direct • TSP on TMCE only • All other connections via Screen2Go		May 2006		Yes	
Kodak NewsManager	• PDF • 1-bit TIFF	TBD	Yes		Yes
Third-party workflows via Evo TIFF Hot Folders	Third-party file formats	December 2005	Yes		Yes

Migration Tool

A tool in Print Console 4 migrates settings from Print Console 3.x to either Print Console 4 or the workflow, depending on where the various types of functionality now reside. See the *Print Console 4.5 Installation Guide* (731-00730A-EN) for the procedure.

Feedback on What the Device is Doing During Startup

Print Console 4 has an area in the top right of the screen when you receive information about processes that are occurring in the device. At startup, you will receive confirmation that the device is initializing.

Aids for Dealing With Errors

Operator prompts are now linked to help topics, for detailed information about how to recover from an error. Some of the help topics include Flash animations of the recovery procedure.

Feature Licensing for Magnus VLF

These features are now controlled by the Creo Feature Licensing system:

- Dual Plate Load
- Portrait Plate Load
- Imaging Speed
- Plate Size
- Plate Rotator
- Resolution
- Quantum or Not
- Processor Interface

Internationalized User Interface

The Print Console 4 user interface is being translated into several languages:

Early versions will offer translated help messages and online help topics. Eventually all GUI elements will be available in multiple languages.

In Print Console 4.3 (Magnus VLF CR 3.0), translations of the online help were available by downloading a patch. In Print Console 4.5 (Magnus VLF CR 3.1), all the translated online help is installed with Print Console.

Fixed Problems

This section lists problems that are resolved in the current release of Print Console software.

GDAPI.dll did not properly close the socket connection to the Log Message Culvert

PR 10226

When a client (for example, Evo) loaded the GDAPI DLL, it made a connection to the Log Message Culvert that was never properly closed. If Print Console wasn't running, the client would try to connect again at a later time, and each time it loaded the GDAPI DLL, it created a new connection and the Log Message Culvert ended up with many open socket connections.

This now works properly.

Incorrect suspend message for error 35783

PR 10098

This has been corrected.

Convert dimensions to inches before logging to stat logs

PR 10205

A new feature in Print Console 4 allows users to enter plate dimensions in any units. If users defined some parameters in inches and others in millimeters, it caused problems for Statilyzer.

Print Console now converts all dimensions to inches before reporting them to the stat logs.

Logging problems

PR 9972
PR 10208

Print Console 4 would sometimes stop logging.

The logging functionality now works as expected.

Unhandled exception on Message History window

PR 10279

This now works as expected.

Plate not rescheduled after Prinergy cancelled the active separation

PR 10093

When an image is cancelled from Prinergy after a plate has been loaded but before imaging has started, Print Console should reschedule the next image to the loaded plate. However, Print Console was displaying the message `Plates are on the drum waiting for a workflow job` when there were images lined up in the queue.

This now works as expected.

DCAPI sometimes forcefully unreserved and disconnected Print Console 4

PR 10045

DCAPI could independently unreserve and disconnect Print Console 4 while Print Console was reserving the device. This sometimes happened when the workstation was started and Prinergy, Print Console 4, and DCAPI were all starting up together, consuming many system resources.

This now works as expected.

DCAPI clients needed to gracefully handle a server shutdown

PR 9693

When the communications layer (DCAPI) was shutting down, Print Console sometimes crashed.

This now works as expected.

Print Console error message dialog displayed too many significant digits

PR 10206

It now displays numbers to three decimal places.

Unhandled exception occurred when user clicked scroll bar on Message tab

PR 9941

This now works as expected.

Loading prompt message was cut off

PR 10125

This now works as expected.

Cancelled job in Evo kept rescheduling back to queue until Print Console restarted

PR 9794

If you submitted a job from Evo and then cancelled it while it was still in the Evo queue, the job would be cancelled in Evo, but not cancelled in Print Console. Print Console continually attempted to reschedule it. The workaround was to restart Print Console and Evo to get out of the rescheduling loop.

Job not suspended when SCSI cable was not connected

PR 10065

This now works as expected.

Problem running Print Console on newly-created Administrator account

PR 10174

When the user logged on to a new Administrator account, they could not find Print Console in the Start menu.

This now works as expected.

Print Console Application Error occurred while Print Console shut down

PR 10259

This now works as expected.

Plates not rescheduled after Prinergy cancels the active separation

PR 10093

This now works as expected.

Print Console started automatically every time the user logged in

PR 10018

Users did not find this helpful, so the installer no longer adds the shortcut to Print Console to the startup folder in the operating system.

If you *do* want Print Console to start automatically when you log in, add the shortcut to **C:\Documents and Settings\All Users\Start Menu\Programs\Startup**.

Known Problems

This section lists known problems in Print Console software. They may be outstanding issues from a previous release or new problems. When a problem listed here is resolved, the solution is described in the *Problems Fixed* section of the release notes for the next version of Print Console software.

Some online help topics not available in translations

PR 10276

The online help topics for these features were not translated:

- Retain message history
- PPD preferences
- Virtual Punch location parameters

They will be available in all translations in the next release.

Message tab not automatically selected if a device suspend occurs during startup

PR 9985

The normal Print Console 4 behavior during a device suspend is as follows:

- If you are in Tools mode, but Print Console 4 is not the active window, Print Console will jump to the **Messages** tab in Status mode so that you can view the suspend information.
- If Print Console 4 is the active window and you are editing in Tools mode, Print Console will remain in Tools mode so that you can continue working with the tools.

However, if Print Console was in Tools mode when you shut down, and if there is a device suspend during the next startup, Print Console will open in Tools mode rather than display the **Messages** tab with the suspend information. The yellow attention button will be blinking, however, to alert you that you should select the Status mode and view the suspend information in the **Messages** tab.

PSRM error 100040 occurs before imaging on the first GMCE job

PR 9752

Before imaging starts, a suspend message appears. Before the operator can cancel the job, DCAPI crashes. The operator must restart Print Console to recover.

CFL problem: Device doesn't allow current plot to finish if customer dongle removed

PR 9721

If the customer dongle is removed while the device is imaging, the print session is cancelled. What *should* happen is:

- The current image completes imaging.
- The next jobs are not imaged until the CFL problem is resolved.

Throughput slowed by Eject Speed setting

PR 9086

The global **Eject Speed** setting is set to the slowest required for all plate sizes. This can reduce throughput for plates that can be ejected faster.

Installer error dialogs hidden

PR 9033

The installer error dialogs for "incompatible versions" get hidden behind the main installer dialog instead of popping in front of it.

CRC generation not supported

PR 9027

The generation of the CRC value is not supported for Magnus VLF Controlled Release 3.1.

Suspend prompt not shown in Print Console

PR 10268

If, for example, a plate is on the drum, the drum is spinning, but imaging does not start, there is no suspend prompt displayed in Print Console.

Job stuck in unloading stage waiting for image parameter

PR 10172

Print Console sends a group of jobs and:

- One image is stuck in the unloading stage; the device is idle waiting for the image parameter.
- The next image was found in the drum stage with the image parameter that the first image is waiting for.
- The operator presses Stop to cancel all jobs.
- The image on the drum is cancelled, but the image in the unloading stage is still active.
- The operator must restart Print Console to clear all the jobs.

Magnus stops processing jobs and Service Shell stops logging

PR 10130

The job is stuck in the Print Console queue, Service Shell stops logging, and the device is not suspended.

Service Shell stopped logging

PR 10281 Service Shell stopped logging. After restarting the client, the log data came back.

Known Problems With Workarounds

This section lists known problems in Print Console software that have temporary solutions you can use until the problem is fixed. They may be outstanding issues from a previous release or new problems. When a problem listed here is resolved, the solution is described in the *Problems Fixed* section of the release notes for the next version of Print Console software.

Need a better way to shut down Brisque_Agent_Begin

PR 10284

Brisque_Agent_Begin starts automatically during workstation startup.

In Print Console 3.x, the Begin window is shut down together with Print Console when Print Console is terminated.

In Print Console 4.5, however, shutting down Print Console does not shut down Brisque_Agent_Begin and clicking **X** to close the window does not end the program properly.

Workaround: The user must type **Exit** in the window to close the Begin window.

Print Console times out waiting for data transfer for rescheduled Evo job

PR 10188

In dual stack devices, this scenario is sometimes encountered:

- Both separations failed
- The workflow cancelled both, but sent Print Console a cancel print session message for only one of the separations
- Print Console timed out waiting for the second job

Workaround: Until this problem is resolved in the workflow, the temporary solution is that Print Console now checks when the cancel print session message was sent. Print Console can then determine if the job has actually been done. If it hasn't been done, Print Console will cancel the print session.

Intermittent problems updating the path variable in Print Console installations

PR 9956

Sometimes Prinergy workflow software does not pick up the correct GDAPI DLL after a Print Console installation.

Workaround: Confirm that you have the correct path variable after a Print Console 4.5 installation. Follow the procedure in the Print Console 4.5 installation guide for *Checking the Path Variable*.

PPrinterJTP crashes on workstations with both Prinergy and Evo running

PR 9919

At sites where the workflow configuration includes both Prinergy and Evo, PPrinterJTP may crash frequently.

Workaround: Stop Evo while Prinergy is running.

Print Console should query bay content and update GUI on startup

PR 9912

If a bay contains a different plate size than what is indicated in the Print Console user interface, no warning message displays and the job fails.

Workaround: Select the loaded media size name from the Print Console 4 UI. It is not necessary to reload.

Timeout waiting for workflow to connect

PR 9500

DCAPI sometimes sends an image status event that contains the wrong information, such as the wrong image ID. This can prevent Print Console 4 from receiving the status that the firmware is ready to receive raster data and not communicate to the workflow that it needs to send data to PSRM. This leads to the PSRM timeout.

This error can occur under extreme conditions when the workstation's resources are overloaded.

Workaround: Restart the workstation.