

Print Console

software
Version 3.20.1

Release Notes

English

Internal 739-00378A-EN Rev A

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Internal 739-00378A-EN Rev A

Revised May 2007

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Introduction

Welcome to the Kodak® Print Console 3.20.1 software release notes. These release notes provide late-breaking information about the Print Console software. Where appropriate, they refer you to other documents for more information. Changes made after the help system and other documentation were 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.

Problems Fixed lists problems in the previous release of Print Console that are now resolved.

Known Problems lists problems that are not yet resolved.

Conventions Used

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

New Features

Print Console 3.20.1 is device control software that can be used with:

- Kodak® Trendsetter NEWS 100, 150, and 200 thermal platesetter output devices that are already installed at sites and that use the dual bay or single broadsheet options. Print Console 3.20.1 does not support NEWS 50, NEWS 70, or NEWS SA platesetters.
- Several Kodak software products, including:
  - Kodak® Prinergy® workflow management software
  - Kodak® Prinergy® Evo software
  - Kodak® Brisque® software 5.2 (Brisque requires Kodak® Screen2Go digital file-imaging software and Prinergy Evo software)
  - Kodak®NewsManager™ software
- These versions of Microsoft® Windows® operating systems:
  - Microsoft Windows 2000 Professional
  - Microsoft Windows 2000 Server
  - Microsoft Windows Server® 2003
- Master Control Electronics (TMCE)
- Devices using Thermal 2 Head firmware 1.06. It does not support Thermal 1.7 heads.
- Service Shell 2.6 with Test Plot Applet

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

Support for Feature Licensing via Firmware and Creo Feature Licensing (CFL)

Print Console now licenses some features using CFL rather than license keys. For example, Variable Mainscan Resolution is now licensed via CFL and the section for VMR licensing has been removed from **Configuration > Preferences > Licenses**.

For information about using the CFL system, see http://techplanet.creo.com/output/device_control/media_console/nav/v1-x/feature_lic_info.htm.

How CFL Works With Print Console Features

With CFL, Print Console determines which features are licensed by asking the device (firmware). The firmware communicates directly with the CFL server to determine which device and workstation options are licensed.

Print Console Startup

When Print Console starts, it asks the device which features are licensed. Print Console will not allow jobs to be processed until the licensed features have been determined.

New or Expired Licenses

If a new feature is licensed or a license expires for an existing feature, the operator will be notified via a Print Console operator prompt and Print Console will go through the startup procedure described above.

CFL Error

If CFL encounters an error, the operator will be notified and Print Console will not allow the operator to submit new jobs.

More Flexibility When Using Single Broadsheet Picking

The single broadsheet picking option can now:

- Be used when the platesetter is configured with a preloader.
- Be disabled without causing picking problems.

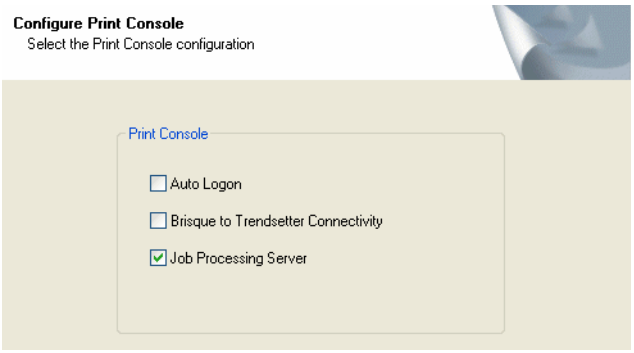
With the Single Broadsheet Picking hardware option enabled, Trendsetter NEWS devices will load only one plate for a single broadsheet job rather than always loading two plates. The device alternates stacks when picking plates for single broadsheet jobs. Ask your Kodak representative about this option.

Note: If a single broadsheet job is cancelled after the plate has been picked, the next single job goes to the other side. If a single broadsheet job is cancelled before the plate is picked, the next single job could go to the same side. If the operator is monitorig which stack will be picked from next, it may appear that Print Console has not picked from the correct stack, but this is normal behavior.

Operators do not have to perform any actions to make the single broadsheet picking option work. However, operators may want to keep track of which side will be picked from next. If there is only one plate in the plate bay when a single broadsheet job is sent for imaging and it is not on the side that is scheduled to be picked from next, the device will suspend with a message to load the bay.

Kodak NewsManager Connectivity

Print Console now supports Kodak NewsManager software, a product that provides newspaper workflow management. To use NewsManager you must select the **Job Processing Server** (JPS) option when you install Print Console.



For more information, see the KodakNewsManager documentation.

Preloader as Second Bay Option

Trendsetter devices with the autoloading option can now use a third-party preloader as a second bay. This means that customers can simplify the flow of different sized plates from one Trendsetter device to one press. For example, a NEWS device can have broadsheet plates in the preloader and panorama plates in the Trendsetter bay. Or, both bays can be loaded with the same size of plate to increase bay capacity.

Improvements to the Job Processing Server (JPS)

The JPS component, which supports the Kodak NewsManager workflow, has been enhanced with:

- Stability improvements
- Ability to use the resolution specified in the file, providing it is a resolution supported on the CTP. (JPS previously used a resolution value of 1200 DPI, regardless of the file resolution.)
- Support for single stack newspaper devices (so that a newspaper device can be configured with a rotator)

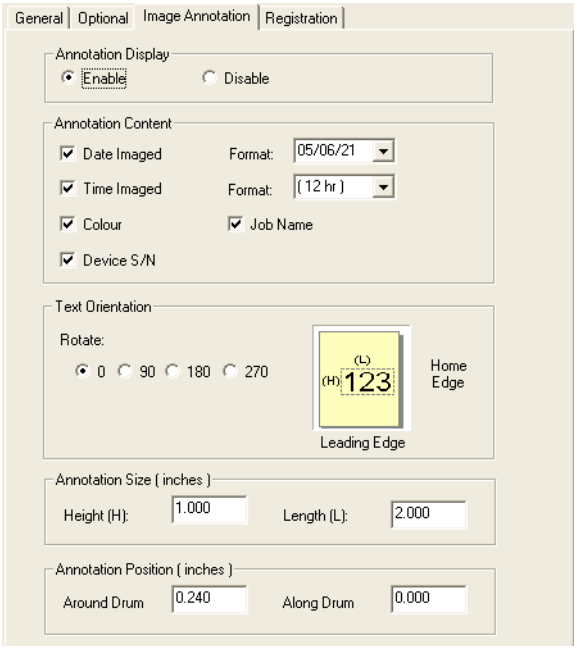
Image Annotation Feature

You can configure Print Console to annotate the media with various types of information:

- Date the media was imaged
- Time the media was imaged
- Color of the separation imaged on the media (including Japanese color names in the TIFF file)
- Name of the job imaged on the media
- Serial number of the device on which the media was imaged

To set up the Image Annotation feature, you must enable it in the **Image Annotation** tab on the **Media Sizes** pane. You then select the information that you want to include in the annotation, degree of rotation, the amount of space that the annotation will occupy on the media, and the location of the annotation on the media.

Note: Annotations are not supported for Brisque or NewsManager jobs or for the Spectrum option. They are supported for TIFF, Prinergy, and Evo jobs.



Once image annotation is enabled on the **Media Sizes** pane, it becomes one of the options you can select when you are configuring a print setup.

If you want to include an annotation on a media, select the **Include Image Annotation** check box in the print setup that will be applied to the job (**Print Setups pane > General tab**). If you disable image annotation on the **Media Sizes** pane, it is automatically disabled in the **Print Setups** pane.

Note: If you want to include job names that have characters in Far East languages, make sure that the operating system locale is the appropriate Far East language. See the Installation Guide for the procedure for changing locale.

New Hot Folder Features

Ability to Block and Delete OS X Resource Files

When a Macintosh OS X system creates TIFF files, it stores resource information within the file. When that file is sent to a Windows machine—for example, dropped into a Print Console hot folder—it shows up as two files:

- The file that is to be imaged, named: **<file name>.TIFF**
- Another file containing the resource information, named: **.<filename>.TIFF** or ._**<file name>.TIFF** or _**<file name>.TIFF**

These hidden files with the resource information accumulate in Print Console queues as failed jobs. The operator must periodically delete them manually. The procedure for editing the registry to block the hidden files is in Technical Bulletin *Blocking Hidden Mac OS X Files From Print Console Hot Folders* (734-00200A-EN), available on TechPlanet.

Hot Folder File Filters

There is now a **File Types** box in the **Hot Folders** pane that can be used to specify which file types Print Console should process. This setting applies only to files submitted through hot folders.

By default, ***.tif** and ***.tiff** files are allowed and all others (for example, ***.tif1**) are blocked from the hot folder. If you want to allow other file types into the hot folder, type the file pattern into this box. If you want to specify more than one file filter, use a colon (:) to separate them.

For example, if you want Print Console to process *.tif1 files in addition to the default file types, the entry would look like this: ***.tif**:***.tiff:*.tif1**

FIFO Hot Folders

Print Console now supports first-in-first-out (FIFO) hot folders, and will pick up TIFF files in FIFO order. The file creation time dictates the order in which files are processed.

For customers who prefer the previous behavior (spooling files in alphabetical order), there is a registry key that can be edited to toggle between FIFO and alphabetical spooling:

HKEY_LOCAL_MACHINE \ SOFTWARE \ Creo \ PrintConsole \ V2.0 \ Spoolers \ HotFolder \ FIFOSpooling

Set this registry key to **0** to turn off FIFO spooling and go back to alphabetical spooling. (Default = **1** for FIFO)

GUI and Operator Prompts Available in Eight Languages

In Print Console version 3.20.1, operators can view the GUI and operator prompts in English, French, Italian, German, Spanish, Traditional Chinese, Simplified Chinese, or Japanese.

If you select Traditional Chinese, Simplified Chinese, or Japanese as your language preference, you must install Far East language files and select the appropriate locale. For more information, see the installation guide for the version of Print Console you are using, available on the Print Console installation CD, TechPlanet, and eCentral.

Creo TIFF Downloader Options available for TIFF Splitting

This new feature allows customers to apply rotation, mirroring, shifting, and cropping to TIFF files that will be imaged by two heads.

Warning When Operator Deletes File

This new feature protects operators from accidentally deleting a TIFF file that they still want. If operators delete a job from the **Processed** queue that is the last job that references a given TIFF file, the deletion of the job also deletes the TIFF file. When they delete such a job, they now receive a warning.

Password Control on Configuration Hiding

System administrators can hide the **Configuration** pane to prevent accidental modification of configurations. If hidden, it can be accessed either through the **View** menu or by using the CTRL+ALT+C keystroke. In either case, the operator must now enter a password to view the pane.

If system administrators select the **Enable Configuration Button hiding** option, they can also select the:

- **Show button password** box, and then change the password that users must enter to show the **Configuration** button
- **Make job properties read-only** box to make the Job Properties dialog box read-only when the **Configuration** button is hidden

Support for Windows 2003

Print Console can now be installed on workstations running either the Windows 2000 or the Windows 2003 operating systems.

For more information, see the *Print Console 3.20 Installation Guide* (731-00653A) and one of the following:

- *Configuring Windows 2000 as a PPP Server for MCE TCP/IP Serial Connection with Print Console*
- *Configuring Microsoft Windows Server 2003 as a PPP Server for MCE TCP/IP Serial Connection With Print Console*
- *Using the Service Shell 2.6 Configuration Wizard to Set Up Microsoft Windows as a PPP Server*

All these documents are available on the Print Console installation CD, TechPlanet, and eCentral.

View Menu

Print Console now has a **View** menu, where you can select panes that are hidden during normal use. Previously these hidden panes were accessible only with keystrokes and, in the case of the **Service** pane, a password.

- System administrators can hide the **Configuration** pane to prevent accidental modification of configurations. If hidden, it can now be accessed either through the **View** menu or by using the CTRL+ALT+C keystroke. In either case, the operator must now enter a password to view the pane.
- The **Service** pane is normally hidden. It can now be accessed either through the **View** menu or by using the CTRL+ALT+S keystroke, and then entering a password.

Check for Invalid Media Thickness

The Print Console registry now has a valid range of media thicknesses for each class of device, and it uses that information to validate the thickness values entered in **Device Media**.

Stability Improvements for Logging

A number of improvements have been made to logging, which should prevent the loss of information or Print Console crashing.

Media License Expire Report

If you are using a media that is licensed, Print Console now displays the date on which the license expires in the new **Device Media Date** box.

Receive Status Messages From the Processor

Print Console now has processor flow control capability for output devices that can automatically unload to a processor. This new feature allows Print Console to receive status messages from the Processor Monitor Interface (PMI).

The PMI sends Print Console one of three status messages: ready, wait, or fault. If the status is different from the previous status, or if more than five seconds has lapsed between status messages, Print Console sends the status to the firmware, where it is used to determine the readiness of the processor.

If Print Console starts up and PMI is unavailable, Print Console sends a fault message to the device every 30 seconds. In this case, operators receive a prompt each time a plate has finished imaging, advising them to ensure that the processor is free before the device will unload the plate.

This feature is currently limited to one processor.

New Imaging Mode Implementation

There is a read-only section in the **Device Media** tab of the **Configuration** pane where Creo service representatives can confirm that they have correctly mapped imaging mode information for the selected medium.

The **AM imaging mode ID** and **FM imaging mode ID** boxes display the number of the slot in the output device firmware that holds information about the imaging mode for the medium that is being configured. This slot validation process has been improved and these boxes will now display the following information:

When Media Is Set Up For:	**Both AM and FM (0)**	**FM Only (1)**	**AM only (2)**
The **AM imaging mode ID** box displays:	*<Slot ID for AM>**	N/A	*<Slot ID for AM>*
The **FM imaging mode ID** box displays:	*<Slot ID for FM>**	*<Slot ID for FM>*	N/A
*These can be either: The same ID, for cases where different settings are not required for AM and FM screens Different IDs, for cases where different settings are required for AM and FM screens			

Problems Fixed

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

Improved mechanism for detecting PowerUser access level

PR 11437

There were problems with the way that the SCSI check code detected and repaired:

- PowerUser access rights
- Connected SCSI ports

This has been improved with the addition of YASU.exe, a new SCSI utility that has been added to CreoSupt.

JPS in Print Console 3.x does not work with Windows 2003 operating system

PR 11360

When the operator attempts to start Print Console, JPS displays an error and quits, which prevents Print Console from starting.

TIFF Downloader problem with stitching on NEWS 200 with rotations of 0 and 180

PR 11253

TIFF Downloader was having problems with dual head stitching and rotations of 0 and 180 degrees.

This now works properly.

NewsManager jobs were not able to use the single broadsheet imaging feature

PR 11190

There were some problems with alternating the picking location of single broadsheet jobs in JPS. This affected the NewsManager software.

This now works properly.

Single broadsheet picking didn't work when preloader loaded plates into Trendsetter bay

PR 11191

In the first implementation of the single broadsheet picking feature, the output device could not perform single broadsheet picking on plates that had been loaded into the Trendsetter bay from the preloader.

The feature has been redesigned so that the device will perform a single pick from plates loaded into the Trendsetter bay from the preloader.

Tiffdownloader added line on image when writing swap files

PR 9435

Tiffdownloader added a line across the trailing edge of an image when a swap file is written (0 or 180 degree rotation).

This now works properly.

Brisque job stuck

PR 9350

Brisque jobs may get stuck after loading waiting for image parameters.

This now works properly.

Print Console freezes after BrisqueAgent unexpectedly disconnects

PR 9349

This problem has the following symptoms:

- Print Console freezes while processing a job.
- BrisqueAgent restarts continuously in begin.exe.
- Jobs are cancelled properly from the Brisque station with the error `Port Send error (Try reboot the device, check connector) Err number: 5172.`
- The operator must restart Print Console to recover.

This now works properly.

Incorrect pick order on single broadsheet imaging job

PR 9335

With the single broadsheet option enabled, the device should alternate stacks when picking single plates for broadseet jobs. Sometimes it did not alternate.

This now works as expected.

Single broadsheet option not reported in device query

PR 9334

If the single broadsheet option is enabled in firmware, it should appear in the history message when Print Console is started or when the device is queried. This did not happen.

This now works properly.

Problem with Annotation validation

PR 9201

If you created several media sizes with the Annotation feature enabled, but left them with the default value of zero (0) for **Height** and **Length**, you received a warning about invalid height and length when you clicked **Apply**. If you fixed one media size only and clicked **Apply** again, you did not receive a warning about the remaining media sizes that were still configured with invalid **Height** and **Length**.

This now works properly.

Print Console gets stuck when Evo fails

PR 9197

When an error caused Evo to fail, the GDAPI server did not cancel the print session and Print Console was stuck with the job.

The workaround was to use Task Manager to close the GDAPI client before it processed the job. This would make Print Console cancel the job. The operator needed to confirm that the log file showed that the client was not responding to a callback and that the GDAPI server canceled the job.

This now works properly.

Problem with Annotation rotation

PR 9186

If you rotated the annotation text 0 degrees or 180 degrees, the last letter in Japanese job names was truncated. There was no such problem if you rotated 90 degrees or 270 degrees.

This now works as expected.

Using the installer to disable JPS didn't work correctly

PR 9028

Users can enable or disable the Job Processing Server option by running the Print Console installer, pressing the **Configure Software** button, selecting or clearing the **Job Processing Server** option, and then pressing **Next** and **Finish**. Enabling JPS worked correctly, but disabling JPS did not—it left one of the two instances of JPS TIFF Downloader active.

This now works as expected.

Print Console Utility gives inaccurate error message

PR 8642

When the Print Console Utility was used to restore Print Console settings in the PCOperator account, it restored the settings correctly but displayed a message saying that there was an error writing to the registry. The workaround was to run the restore tool from the Administrator account.

This now works as expected.

Incorrect number of media tracking files generated

PR 8094

For example, a job set up for three copies generated five files instead of three.

This now works as expected.

Prinergy couldn't recognize plate type with both AM and FM mode set up in firmware

PR 7959

If a media is set up in two slots, with image mode of 0 and 1 in the firmware, Prinergy couldn't recognize a plate size with that media type. This occurred when there was a case (upper case/lower case) mismatch in the firmware. For example, if a plate type was configured for AM imaging mode with the name "CREO PTP" and then was also configured for FM imaging mode with the name "Creo PTP", Prinergy couldn't recognize a plate size that uses that media type. If both imaging modes were configured "CREO PTP" or "Creo PTP", Prinergy didn't have problems recognizing a plate size using that media type.

This now works as expected.

"Page cannot be displayed" in Message window

PR 7946

The message "The page cannot be displayed" appeared when it was not applicable. This no longer happens.

Dragging two jobs for remake plus a job submit action caused Print Console to fail

PR 7940

Print Console failed in a situation such as this:

1. The operator submits four files to the **Pending** queue and then manually groups them to create two jobs.
2. The operator processes the job.
3. The operator remakes the two jobs and clicks the **Approve** button.

This now works as expected.

Intermittent problem with Print Console not starting in Windows Server 2003

PR 7873

Print Console started up, displayed a message about missing configuration data, and then shut down.

This now works as expected.

Jobs orphaned in Print Console queues

PR 7815

If a GDAPI client such as Prinergy or Brisque disconnected before it provided all the required data for the jobs that it submitted to Print Console, some jobs were not cancelled. The job in the **Active** queue was stuck with the message `The RIP is generating image data`. If the operator deleted that job, the next job that moved from the **Pending** queue to the **Active** queue had the same problem.

This now works as expected.

Plate Count disabled

PR 7813

If you created a media size and attached it to a print setup, then renamed the media size, Print Console displayed a pop-up message warning that the media size no longer existed in that print setup. The print setup became the default—the first media size on the dropdown list—but the dropdown lists for both **Number of copies** and **Plate count** were disabled.

If you selected the renamed media size from the list, the **Number of copies** list was enabled again, but not the **Plate count** list. To re-enable it, you had to select another print setup, then select the print setup with the renamed media size.

If you selected **Cancel** on the dialog box, the media selection boxes were all blank. If you selected another media size and then returned to the renamed media size, the renamed one was the default, but the registry still had the old media size name.

This now works as expected.

Various UI language problems

PR 7797

These problems were found in several of the translations, and usually involved cut-off text.

Grouped hot folder jobs failed

PR 7775

This happened when grouped hot folder jobs were cancelled while remakes of the jobs were in the **Active** queue.

All hot folders deleted

PR 7755

This happened only in certain scenarios. For example, if you:

1. Set up one hot folder and applied it.
2. Clicked **Create hot folder** and deleted it without applying it.
3. If the **Cancel** button remained, clicking the **Cancel** button deleted the first hot folder you created.

   Or:

   If the **Cancel** button was not available, clicking **Create hot folder** and but not applying it, and then pressing **Cancel** deleted the first hot folder.

This now works as expected.

Version numbers reported via statistics was truncated

PR 7069

The firmware and head firmware version numbers were truncated. This now works as expected.

Suspend prompt missing

PR 6200

If a flush did not complete, Print Console did not display the suspend prompt.

PR 6086

This happened in Print Console and JPC during startup.

Known Problems

This section lists known problems in the Print Console software. 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 the Print Console software.

When the Dual Plate option is disabled, Print Console still loads a plate on the away side

PR 11386

When the Dual Plate option is disabled, Print Console loads the first plate on the home side but still loads the second plate on the away side. After the plate is loaded, Print Console shows an error (invalid plate parameter) and the plate is ejected.

This happens because the configuration for dual plate functionality includes enabling both the Dual Plate and Single Broadsheet Picking options in the firmware and only one option was disabled.

Workaround: If you want to disable the Dual Plate option, disable both the Dual Plate and Single Broadsheet Picking options in the firmware.

Problem loading two plates on dual-plate devices

PR 11376

When Print Console is used with the Prinergy Evo workflow, Print Console can get stuck on the second job if the first job is cancelled. The problem unfolds as in this example:

1. The operator outputs three TIFF files from the Evo workflow (Evo groups them).
2. Print Console groups them as Group 1.
3. The first plate is loaded.
4. The operator cancels the first job and the first plate is unloaded.
5. The seond plate is loaded, but does not start the imaging process.
6. The third plate is in the picker stage. At this point Print Console gets stuck.
7. The operator cancels the second job and the second plate is unloaded.
8. The third plate loads and starts to image.

There is an additional complication for dual-plate jobs, as only one plate is loaded.

Print Console 3.x does not automatically group workflow images. To support Dual Plate devices when using Print Console 3.x, use one of these workarounds:

Workaround 1: Submit TIFF files to Print Console hot folders. Print Console will automatically group the TIFF files to maximize throughput.

Workaround 2: Configure the workflow software to output multiple images per job. This is not an ideal solution, but it will support dual plate devices. Note that the number of images per workflow job depends on the source file.

- Optimal: Workflow jobs with an *even* number of images will result in two plates loaded at once.
- Sub-optimal: Worflow jobs with an *odd* number of images will result in one plate loaded at the end of the job.

Operating system fails when operator cancels a job during the imaging stage in Print Console

PR 10247

As of April 2006, there has been a problem using 2.x and 3.x versions of Print Console with Microsoft Windows XP. Microsoft no longer supports the way that Print Console 2.x or 3.x sends SCSI data, causing Windows XP to crash with every plot. Print Console continues to support Windows 2000 and Windows 2003.

In the Windows 2000 release, Microsoft designated SCSIPRINT.SYS (a system level driver) as an end-of-life product, which meant that Kodak software products had to develop another way to interface with Adaptec SCSI cards.

NEWS devices: Job stuck in NewsManager

PR 9180

If the firmware fails or gets reset while jobs are processing, Print Console is forced to cancel the job. Print Console, however, does not communicate the job cancellation to NewsManager, and NewsManager continues to consider the job as active.

Workaround: Restart Print Console.

Confusing error message

PR 9019

Print Console logs `Device Message:0-` in the **History** panel.

Red Cross in job status column if operator updates job properties while the device is resetting

PR 8454

This problem occurs as follows:

1. The operator submits jobs to the pending queue.
2. The operator resets the device.
3. While the device is initializing (before media query), the operator changes a job properties setting and clicks **OK**.
4. A red **X** appears in the job **Status** column and the **Messages** pane says the device medium is not configured in the device.
5. The red **X** remains after the device finishes initializing.

Workaround: Do not change any job properties while the device is initializing.

If you do encounter this problem, make any change in job properties and click **OK**. Job status will reset to normal.

Change in unit of measure could trigger error about invalid media size

PR 8445

Changing the unit of measure between millimeters and inches could change the size slightly. This may result in an error message about the media size being invalid—for example, smaller than the minimum or larger than the maximum.

Prinergy job stuck after server stopped during imaging

PR 8393

This problem occurs as follows:

1. A 6-color broadsheet job is submitted from Prinergy.
2. The Prinergy server stops immediately after the device has started imaging the second image of the first group.
   - The first group was unloaded, but the second group remains on the drum.
   - The job was cancelled, but remains stuck in the **Active** queue.
   - The device status changes to `Unloading media`.
   - The operator cannot cancel the job in the **Active** queue because the **Delete** button is not available.
   - The new job doesn't enter the **Active** queue.
3. The operator resets the device.

   The PPP link is re-established, but Print Console does not send down the flush, and remains stuck in the same state.
4. The operator attempts to shut down Print Console.

   Print Console does not shut down properly; the operator has to shut it down from Begin.

Workaround: Type `exit` in the **Begin.exe** window.

Incorrect medium index for Anocoil plate after upgrade

PR 8317

In Print Console 3.17, the Medium Index for Anocoil (media042) was changed from 3100 to 1100. The new Creo Mirus plate was assigned Medium Index 3100.

After an upgrade to Print Console 3.17, the Anocoil plate will still be set to 3100 rather than 1100, and will have the same Medium Index number as the Mirus plate.

Workaround: Use the medium index override in the Media Sizes panel to change one of the two duplicated medium indexes.

Queue loses expanded or collapsed view after a refresh

PR 8307

If the operator has been manually expanding or collapsing views of job information in the **Pending** queue, those views will not persist if the operator changes any job properties or uses the **F5** key to refresh the queue.

Corrupted GUI display on workstations using Traditional Chinese

PR 8106

On workstations with the language preference set to **Chinese (Hong Kong S.A.R.)**, the GUI may appear corrupted when you scroll through the **Configuration** panels.

Workaround: Close the panels and then reopen them.

Insufficient logging for problems with hot folder jobs

PR 7783

Print Console needs more logging for hot folders and job creation to help troubleshoot problems that occur in situations such as this one:

- The user copies a TIFF file to the hot folder (spooling directory).
- Print Console moves the file to the working directory.
- A corresponding job does not appear in the Print Console queue.
- The log file show that the job is created, but doesn't indicate why the job is not showing up in the pending queue.

Problems with online help search features

PR 7166

The online help dialog disappears after pressing Enter on the Index/Search input box.

Should query device for minimum plate size on bay loading

PR 6695

Print Console does not query the device to get the minimum size for bay loading and does not display any error prompts about invalid plate size during bay loading. There are no plans to change Print Console because:

- The range of media sizes that a device can load automatically is available in the specifications for that device. Plates that are smaller than the minimum media size for automatic loading can be loaded with the manual bypass procedure.
- Operator training includes instruction about how to configure Print Console for plates that are too small for automatic loading and how to perform a manual bypass procedure
- Refresher documentation about small plate configuration and manual bypass is available in the Print Console online help

The unload configuration for small plates on automatic machines is done in the **Media Sizes** tab. Again, this procedure is part of operator training, and refresher documentation is available in the online help.

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