

Print Console

Software
Version 4.14

Release Notes
English

Internal 739-00427B-EN Rev A

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Introduction

These release notes describe the changes in the Print Console 4.14 software. Where applicable, the release notes refer you to other documentation for more information.

What Is in These Release Notes

The release notes include the following sections:

- *New Features* describes new menu items, 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.

New Features

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

The ability to take components offline

Print Console now allows operators to set hardware components offline and online. Setting a component offline allows the output device to continue to operate (with reduced functionality) while the offline component awaits repair.

The components that can be temporarily disabled vary across devices and vary depending on the options that are enabled. Depending on the component in question, Print Console may or may not disable various parts of the user interface.

For the 400/800/News Controlled Release 3.0, operators are able to take the picker and the unload table offline. Thus, for this release, this feature applies only to autoloading devices.

- If you disable the picker only, you must load media manually, but the imaged media will automatically unload to the unload table (unless the media size is configured for manual unloading) as with ContinuousLoad operation.
- If you disable both the picker and the unload table, you must load and unload manually as with semiautomatic operation.
- Disabling the unload table only is not recommended. After the picker picks media from the bay, it must move out of the way so that the manual unload can take place. In addition, you must open the bypass door for the manual unload. This will take more time and work than performing a manual load and manual unload.

To set a component offline, go to the Preferences tool and select the component or components that you want to temporarily disable. When you click Apply, Print Console displays a prompt where you confirm that you want to continue. If yes, Print Console shuts down so that the device can change its settings. After the reset, you must restart Print Console.

E-scan support for dual head imaging to improve the quality of the stitch line

Print Console now supports e-scan for 2400 DPI stitching. E-scan means that both the master and slave heads write the same data for “n” scan lines at the stitch location in accordance with a media e-scan parameter.

Problems Fixed

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

Trendsetter Autoloader, ContinuousLoad, and News devices didn't initialize if unload table home sensor failed

PR 7002

If the device did not initialize, you couldn't use the manual bypass mode.

You can now use the component offline feature to take the autoloader offline and still do manual load jobs. See *The ability to take components offline* on page 2.

GMCE stuck in "Gboot" during recovery from disconnected cable

PR 10835

The scenario for this problem is that the GMCE cable was disconnected from the workstation while a News 150 with dual broadsheets was imaging the first plate. When the cable was reconnected, the plates were moved to the unload table. As they were being moved, the Print Console message stated that the device had started initializing, and the system then got stuck at that point. The operator would have to restart the workstation to recover.

This now works as expected.

Rescheduling message needed Cancel button

PR 10932

The rescheduling message had only two buttons:

- **Retry** to requeue the failed workflow image with the device
- **Disconnect** to disconnect Print Console from the workflow, preventing any additional workflow jobs from imaging on the device

You now have a **Cancel** option for this scenario:

1. The failed workflow image needs to be fixed by workflow and resubmitted.
2. There are other workflow images queued after the failed workflow image that will image correctly on the device as they may be targeted for a different media size or a different customer job.
3. You want to cancel the failed workflow image in the Print Console rescheduling message to allow the other jobs to continue imaging on the device.
4. You do not want to search through the Evo queue to find the failed workflow image.

Exception dialog had buttons that could complicate a problem

PR 10940

The exception dialog now has only an **OK** button. The **Retry** and **Continue** buttons were removed.

For dual bay transfer, problem when set Bay 1 quantity beyond its maximum

PR 10956

If the Bay 1 quantity was set beyond its defined maximum, Print Console would crash.

The Bay 1 quantity will now be displayed beyond the maximum. The first time the operator edits the 'over maximum' quantity in the Status Mode Bays tab, the value will be automatically reset in the UI to the maximum value. The operator can enter any other valid quantity after the reset. When the operator presses the Apply button the quantity is saved to the device.

Pressing the Print Console Stop button causes unassigned plates to get stuck while loading

PR 11072

For example, if you queued 4 separations in one job in one job in the workflow software, and then pressed the Print Console **Stop** button after the output device had loaded and started imaging the first two separations, the two separations that were being imaged were canceled and the plates were unloaded. The next two plates, however, were assigned to the load stage but had not image ID assigned to them and were stuck. The only was to recover was to reinitialize the device in Print Console.

This now works as expected.

On News 200, Print Console must block images with different resolutions

PR 11330

On dual head devices, the device will not properly handle a group with mixed resolutions—one of the jobs will end up with artifacts.

For devices with the dual-head option enabled, Print Console now blocks the grouping of two images with different resolutions.

Escan problems at the stitch line for 2400 DPI heads

PR 11488

The stitch line varied by +/- 10um within an individual image. The gap or overlap occurred on all plots.

This now works as expected.

Plate quantity not reported correctly

PR 11532

Cassette quantity was not correctly reported to the workflow software.

This now works as expected.

Unexpected delays between the two plots on a dual-plate job

PR 11557

This now works as expected.

Print Console did not report errors about transmitting image data to the workflow

PR 11778

There was no feedback to the workflow software when there are PSRM errors related to transmitting image data. This now works as expected.

Command failures now handled differently

PR 11827

Instead of generating a stack trace dialog when there is a command failure related to opening, closing, or measuring, Print Console now displays a prompt that informs the operator that:

- An error has occurred
- The device is reverting to the state it was in before the error occurred

  If the error occurred when the device was commanded to measure something, the device reverts to the state of the door/panel/bay being open.

  If the error occurred when the device was commanded to close a door/panel/bay, the device reverts to the state of the door/panel/bay being open.

  If the error occurred when the device was commanded to open a door/panel/bay, the device reverts to the state of the door/panel/bay being closed.

Magnus VLF with APL message appears on Trendsetter devices

PR 11874

This now works as expected.

News 200 waiting to image but not suspended

PR 11887

A single plate and single head image was stuck, waiting for image data. This occurred if a single master head and single home/panorama job followed a dual-head and dual-plate job that failed due to PSRM error.

This now works as expected.

Known Problems

This section lists known problems in the Print Console software. If a future version of the software resolves a problem listed here, the solution will be described in the *Problems Fixed* section of the release notes accompanying that version of the software.

For devices with preloader: Need warning to remove plate from outer bay

PR 8234

This problem occurs when the device is loading plates from Bay 1, but the loading process is disrupted when the device loses communication with Print Console or when the firmware crashes. When communication is re-established, there is no warning to remove the plates that were left on Bay 1.

News devices with preloader: Could end up with different media sizes in Bay 1

PR 10845

If, in Print Console, you change the media size in Bay 1 without using up the remaining media or undocking the preloader and removing the media from the bay, you will not receive a warning about mixed media sizes in Bay 1 the next time you invoke a plate transfer operation.

For dual by configurations, make sure that you clear plates out of the "inner" bay if you want to change plate sizes for that bay.

Instructions in recovery message 40420 not clear

PR 10965

If recovery message 40420 appears during a plate transfer from a preloader, it is unclear what pressing **Cancel** will do. Pressing **Cancel** stops the transfer.

This message will be rewritten with a better description of the actions initiated by any buttons that are available.

Workflow Problem: Workflow links unrelated jobs; a cancel impacts both

PR 11011

If you send two jobs from the workflow and then cancel the second job from the workflow while the first job is imaging, imaging stops on the first job. In the workflow software, the job you canceled showed a status of canceled, but the job that encountered an error while imaging out on the device showed a status of having completed successfully. The only recovery option is to eject the plate.

For devices with both Prinergy and Evo connected to Print Console: Prinergy jobs get stuck in Print Console

PR 11215

If Print Console tries to pair jobs from different workflows for dual plate loading, one of the jobs is canceled, but does not leave the media stage in the queue.

Workaround: Stop Prinergy and all Evo jobs will go through.

Magnus VLF recovery messages appear on Trendsetter devices

PR 11879 The operator is asked to remove a Magnus VLF rear cover.

After pressing the Print Console Stop button, get PSRM error 100160

PR 11881 When you click the Stop button in Print Console, the device unloads the job correctly. When it loads the next job, however, the job is not imaged and eventually suspends with "Workstation fault (100160) Timeout waiting for workflow to connect". After you eject the plate, the next job is loaded and imaged correctly.

Workflow problem: Print Console waits for Evo (4.0.6.4) to connect

PR 11930 After recovering from a dropped plate, Print Console reports that the device is in **Ready** state. Evo, however, does not cancel the job that was dropped. If you submit another job, Print Console reports that it is waiting for the workflow to connect.

Media Tool does not default to manual load for minimum plate sizes

PR 11934 On automatic devices, some plate sizes are too small for automatic loading and must use manual bypass. If the Media Tool is not set to manual load and unload, the jobs will fail—Print Console does not automatically default to the Manual Load and Manual Unload settings for these plate sizes.

When the Media Tool is set up for automatic loading, the job will go to Print Console and Print Console will display the "load bay or manual bypass" message. When you click Manual Load, Print Console displays an error message about invalid subscan length. This message has a cancel button, but it only cancels the message. The next message tells you that the device has encountered a problem and you are offered the option of disconnecting or retrying.

Print Console does not display the prompt for manual loading

PR 11950 After receiving a file from Evo, a Trendsetter device with the autoloading option beeps and illuminates the blue light, which indicates that a manual load is required. Print Console, however, does not display the manual load prompt. This occurs only when Print Console is installed under an account that is not the Evo account.

Print Console works under both the Araxi and Administrator accounts. The following scenario creates a problem with the Araxi account, which can be corrected with the workaround:

1. Install the controlled release under the Administrator Account.
2. Creat an Araxi account (belonging to the administrator group).
3. Install Prinergy in the Araxi account.
4. Find the Print Console .exe and create a shortcut under Araxi.

5. If you run under Araxi, there is no prompt for manual bypass.

Workaround:

6. Install Print Console under the Araxi account.

Print Console has problems with corrupted TIFF file from Evo

PR 11953

If Evo sends a corrupted TIFF file, Print Console loads a plate, goes to the drum stage, and then hangs. Even if the job is canceled in Evo, Print Console does not cancel it and shows that it is in working status. Eventually the job must be canceled by pressing **Stop** in Print Console.

Canceling any queued job from Prinergy causes the job that is currently imaging to fail

PR 11977

If you cancel *any* queued job from Prinergy (including jobs that are not yet in a media stage) while the workflow is transferring raster data, the current job (the one for which the raster data is being transferred) may be interrupted and eventually time out.

Kodak

Eastman Kodak Company
343 State Street
Rochester, NY 14650 U.S.A.

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