Print Console

Release 1.0.2
Release Notes

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Revised May 2000

CreoScitex™

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CreoScitex Inc., 3700 Gilmore Way,
Burnaby, BC, Canada V5G 4M1
Tel: (1) (604) 451-2700
Fax: (1) (604) 437-9891
http://www.creoscitex.com

CreoScitex N.V., Excelsiorlaan 21, 1930 Zaventem, Belgium
Tel: (32) (2) 711-1400
Fax:(32) (2) 720-9671
http://www.creoscitex.com

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INTRODUCTION

We are pleased to send you release 1.0.2 of Print Console. These release notes define Print Console, highlight the features of the software, and describe any known problems you may encounter. Where appropriate, these release notes refer you to the *Print Console Reference Guide* and the *Print Console User Guide* for more information.

What Is in These Release Notes

The release notes include the following sections:

What Is Print Console?—defines Print Console and outlines the Print Console documentation structure.

Print Console Software Features—lists and describes the features of Print Console.

Problems Fixed—lists problems that existed in previous workstation software and Print Console releases that have now been solved.

Known Problems—lists issues and problems that have not yet been resolved.

Conventions Used

This section describes how fonts are used in these release notes:

Helvetica Bold is used to refer to buttons and other items in a dialog box. It is also used for file names, folders, menu names, and menu commands.

Times Italic is used to refer to other sections in these release notes. It is also used for book titles and titles of manuals.

Helvetica is used for figure and table captions.

`Courier` is used for messages on your computer screen and for information you must type.

SMALL CAPS is used for a key or key combination on your keyboard.

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  Creo Products Inc.
  Attn: Documentation Group
  3700 Gilmore Way
  Burnaby, British Columbia
  Canada V5G 4M1

  Phone: (604) 451-2700
  Fax: (604) 437-9891
  Email: creodocs@creo.com

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WHAT IS PRINT CONSOLE?

Print Console is software that controls output devices. It works with raster image processing (RIP) software to deliver RIPed files to an output device for imaging onto media to create digital halftone proofs, film, or plates.

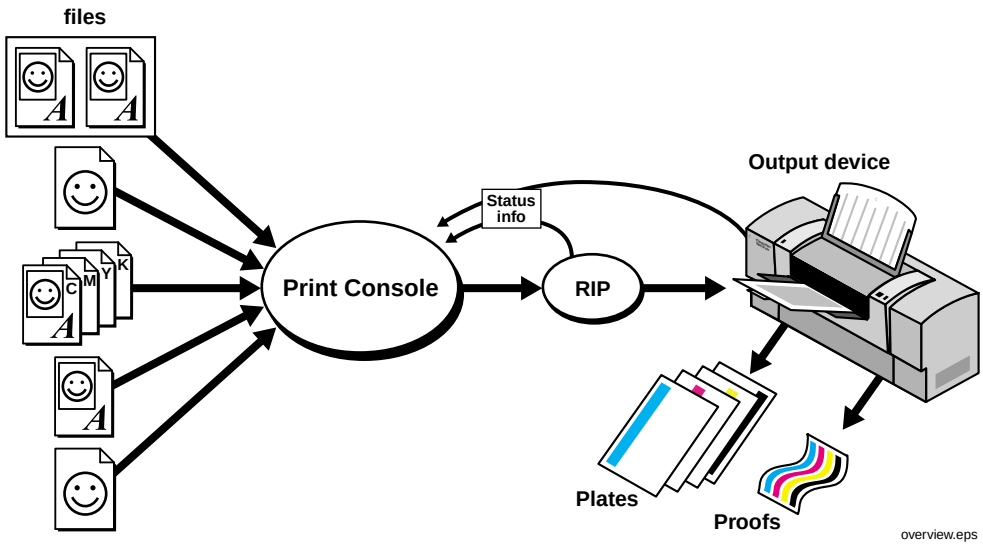


Figure 1: Print Console concept

Product Position

Print Console is intended to:

- replace Creo's existing output device control software: Allegro Workstation software (also known as Trendsetter Console) and Platesetter Workstation software (also known as Platesetter Console).
- provide Creo Recorder Interface (CRI) for third-party workflow system access

Print Console Documentation

Print Console documentation includes:

- *Print Console Reference Guide* - part number 03-4119A-C
- *Print Console User Guide* - part number 034127A-C
- technical bulletins for specific systems for example, Prinergy and PCC.

The *Print Console Reference Guide* describes Print Console concepts, dialog boxes, windows, menus, system and job configuration.

The *Print Console User Guide* contains software procedures for managing active, pending and processed jobs through the Queues and Status windows in Print Console.

The technical bulletins describe how a specific system connects to Print Console, how to configure Print Console for the system, and how to process files.

Table 1: Print Console documentation

Title	Part number	Status
Print Console Reference Guide	03-4119C-A	Complete
Print Console User Guide	03-4127C-A	Complete
Print Console Release Notes	06-3287C-A	Complete
Prinergy and Print Console Technical Bulletin	78-0039A-B	Complete
Third Party TIFF Workflows Print Console Technical Bulletin	78-0038B-A	Complete
Rampage and Print Console Technical Bulletin	78-0047A-B	Complete

PRINT CONSOLE SOFTWARE FEATURES

This section describes three categories of Print Console software features:

- system—explained below
- user interface—see page 6
- job processing—see page 8

Print Console System Features

This section describes platforms, output devices, workflow systems and software that Print Console supports.

Platforms Supported

Print Console runs on Intel and DEC Alpha platforms.

Output Devices Supported

This release of Print Console supports three output devices:

- Trendsetter Spectrum
- Proofsetter Spectrum
- ThermoFlex

Future releases of Print Console will support additional output devices.

Front-End Workflow Systems Supported

Print Console can connect to a variety of front-end workflow systems, such as Prinergy. Creo supports any front-end workflow system capable of supplying 1-bit TIFF files or interfacing through CRI (Creo Recorder Interface). See also *CRI and RIP Software Support* on page 6.

Note: Workflow systems must meet specific requirements before they can interface with Print Console via CRI.

Print Console connects to front-end systems using input queues. Print Console 1.0.2 supports hot folder input queues. Future releases of the software will support other kinds of input queues, such as AppleTalk, line printer daemons (LPDs), sockets, and pipes.

CRI and RIP Software Support

Print Console contains CRI, which is an application programming interface (API) that connects RIP software applications to Print Console. You do not interact directly with CRI; it operates in the background, connecting the RIP software to Print Console.

Print Console supports all the RIP software applications supported by CRI. For a complete list of the RIP software supported by CRI, contact your service representative.

Note: Workflow systems must meet specific requirements before they can interface with Print Console via CRI.

CRI also includes Creo TIFF Downloader. See also *Creo TIFF Downloader Support*.

Creo TIFF Downloader Support

Creo TIFF Downloader can be used as a diagnostic tool or as a workflow tool.

As a diagnostic tool, Creo TIFF Downloader lets you submit test files to Print Console for imaging on an output device. The results indicate whether imaging problems are due to the RIP you are using or to the output device.

As a workflow tool, Creo TIFF Downloader lets you submit 1-bit TIFF files to Print Console. You generate the TIFF files using a RIP of your choice, and then submit the TIFF files to Print Console for imaging on an output device.

When Creo TIFF Downloader is registered with Print Console, it is available as a RIP option for your jobs. You do not interact with the software after you've selected it as a RIP for your job; it operates in the background, letting you submit 1-bit TIFF files to the output device.

Note: You must obtain a license key for Creo TIFF Downloader to use it as a workflow tool. Without a license key, Creo TIFF Downloader images the words **Creo Diagnostic Tool** on your media.

Print Console User Interface Features

This section describes the Print Console user interface.

Job Management Windows

Print Console contains four main windows that you use to manage job files and view job status:

- Status
- Queues
- Attention
- History

The Status window displays information about the job that Print Console is currently imaging on the output device. It includes animation of the imaging process.

The Queues window contains two tabs: **Pending** and **Processed**. The **Pending** tab lists all the jobs queued for processing, and the **Processed** tab lists all the jobs Print Console has processed.

The Attention window is available only when Print Console presents a problem you need to address; otherwise, this window is unavailable. (The selection button is grayed out.)

The History window constantly displays messages about Print Console processing. You can view these messages to find information about the system.

Note: You cannot use the History window to manage job files.

Job Properties Dialog Box

Each job in Print Console has a Job Properties dialog box. The Job Properties dialog box contains processing instructions for the job. You can edit the options in the Job Properties dialog box as desired. The information in the Job Properties dialog box is only used for the job to which it is attached. This feature lets you customize job processing instructions. See also *Print Setups and Job Initialization* on page 9.

Shortcut Menus

Print Console lets you access shortcut menus by right-clicking jobs in the Status window and in the Queues window.

Animated Job Process in the Status Window

Print Console software includes animation which lets you easily see at what stage your job is during the imaging process. When the output device is imaging a job, animation in the Status window displays the imaging progress of the job on the output device.

Note: You can choose to disable the animation feature entirely or limit it to displaying the first frame of an animation sequence. See the information on the Preferences dialog box in the *Print Console Reference Guide*.

Icons

Print Console uses graphic icons for elements of the user interface and elements of your job, making it easier to navigate through the user interface and your job.

For example, jobs are listed on the **Pending** tab of the Queues window. You can tell the job type by the icon displayed beside the job name. Jobs queued for output on aluminum plates have a green plate icon beside the job name; jobs queued for output on digital halftone proofing media have a four-color proof icon beside the job name.

Table 2: Job queue icons defined

Graphic	What it represents
	A four-color proof icon represents digital halftone proofing media.
	A green plate icon represents aluminum plating media.
	A gray plate icon represents flexographic media.
	A file icon represents a file in the job.
	This icon is either cyan, magenta, yellow, or black, and it represents the color of the color separation in the file and/or job.
	This icon represents a spot color separation in the file and/or job.
	This icon represents an unknown color in the file and/or job.

Print Console Job Processing Features

This section describes the job processing features available in Print Console.

Print Console Jobs

When you submit a file to Print Console, it is displayed on the **Pending** tab of the Queues window as a job. The jobs listed on the **Pending** tab are the jobs in Print Console's Pending queue.

Note: You can group two or more jobs together to create one large job that contains many files.

Print Setups and Job Initialization

In Print Console, print setups are named collections of job-specific configurations. Print setups can be associated with input queues, the mechanisms you use to submit files to Print Console. When you submit a file to Print Console via an input queue that has a print setup associated with it, Print Console applies the configurations in the print setup to the incoming files. You can view the configurations for each job in the Job Properties dialog box, and you can change the job properties as desired. See also *Job Properties Dialog Box* on page 7.

Job Approval

Print Console offers a job approval feature that holds jobs in the Pending queue until you manually approve them for processing. This feature gives you time to prepare the job for processing, to edit the job properties. Print Console does not process unapproved jobs; Print Console only processes jobs with a status of approved.

You can choose whether or not to use the job approval feature. You can configure Print Console to automatically approve jobs when they enter the system, or you can configure Print Console to hold jobs in the Pending queue until you manually approve them. This configuration is set in the Configure Print Setups dialog box. See the *Print Console Reference Guide* for more information.

Queue Control

Print Console contains three queues:

- Pending
- Active
- Processed

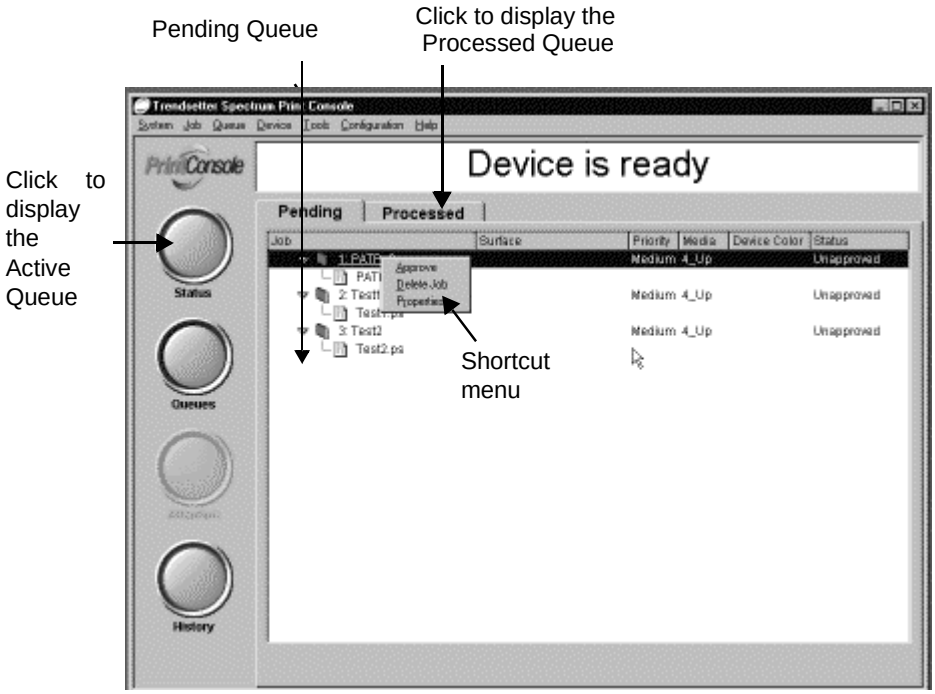


Figure 2: Print Console Queue windows

The Pending queue contains all the jobs waiting to be processed. The jobs in the Pending queue are displayed on the **Pending** tab of the Queues window. The purpose of the **Pending** tab is to let you see the jobs queued for processing, so you can rearrange job processing priority or edit job properties before Print Console processes them.

The Active queue contains the job Print Console is currently imaging on the output device. The active job is displayed on the bottom half of the Status window.

The Processed queue contains all the processed, failed, and cancelled jobs. Jobs in the Processed queue are displayed on the **Processed** tab of the Queues window. The **Processed** tab contains filters—such as **Successful**, **Unsuccessful**, and **Cancelled**—that you can use to hide or display processed jobs. The purpose of the **Processed** tab is to list jobs Print Console has processed.

Color Mapping for Digital Halftone Proofing

Print Console provides a proof color table for creating digital halftone proofs. This feature lets you map the names of the colors in the files you're processing to the names of the colored digital halftone proofing media you want to use. The result is a color mapping, which is stored in the proof color table.

The purpose of the proof color table is to convert color names from the large selection of special colors available for printing inks, such as the PANTONE library of colors, to the smaller selection of colored media available from a given media vendor for digital halftone proofmaking.

Color mappings are only used during digital halftone proofmaking; they are not used for platemaking, film-making, or any other process. For more information, see the *Print Console Reference Guide*.

PROBLEMS FIXED

This section lists the problems in Print Console 1.0.1.1 that have been fixed in Print Console 1.0.2.

Intel Workstations Continuously Hang If Not Attached To An Output Device

Problem 571 and 593

Print Console intel workstations alone or with an Adaptec SCSI Adapter and driver no longer hang continuously if Print Console is not attached to an output device. However, if Print Console is not attached to an output device, it will hang every 30 seconds.

Previously, the SCSI driver would continually search for an output device, and eventually, the Print Console workstation would hang continuously.

Attention Window Buttons Display Incorrectly

Problem 572

The Attention window now sizes properly, and the buttons in the Attention window are correctly displayed.

Print Console Window Spontaneously Resizes

Problem 573

The Print Console interface no longer spontaneously resizes. Previously, in Print Console 1.0.1.1, the interface window spontaneously resized after a job finished processing.

Jobs do not Update in the Queues Window after Filtering

Problem 570 and 527

Substrate filtering has been removed. Jobs now display correctly in the **Process** and **Pending** tabs.

Output Media Name box has no character limit

Problem 361

The **Output Media Name** box now allows a maximum of 32 characters.

At Start-up, PPD is not Generated

Problem 584

In Print Console 1.0.1.1, PPDs were being generated to disk only after the first output media configuration was saved. PPDs are once again generated after Print Console is started.

Unlicensed TIFF Downloader Hangs At The Beginning Of Imaging

Problem 590

Unlicensed versions of TIFF Downloader no longer hang at the beginning of an image.

Clipping-in Not Accurate With Mirrored Files

Problem 590

Clipping-in is now accurate with all mirrored tiled files.

Rampage Cannot Find Hot Folder Locations

Problem 579

The registry location of the spool folder and the Ctpin, used by Rampage to locate the spool folder, has been updated so that your RIP software can look for and find the spool folder location (using Ctpin).

Device Color Error Message

Problem 463

In the Attention window, the error message: "`A device color is needed before imaging can proceed. Select one of the colors listed in the Job Device Color selection box.`" displays. There is no **Job Device Color** box.

To work around this problem:

Select a color from the **Choose a device color** box.

Yellow Images Shift On The Proof

Problem 428

In Print Console 1.0.1.1, due to an output device problem, yellow images would shift on proofs throwing it out of register. This has been fixed.

KNOWN PROBLEMS

This section lists in order of severity (critical, major, minor, and incidental) the known problems that have not been fixed in Print Console release 1.0.2. Workarounds are provided where possible.

Critical problems

This section describes known problems that are rated as critical.

When Transforming TIFFs, Output Duplicates Image On Plate

Problem 616

When outputting transformed TIFF files that have the **Transform** check box selected on the **TIFF Downloader** tab, in the Configure Print Setup dialog box, the image is repeated on the plate. For example, although the positioning of the image is acceptable, an image at 18 1/16” in the main scan direction on a plate grid appears at the 19 7/16” position.

No Timeout On The SCSI Write

Problem 593

TIFF Downloader hangs during imaging if the output device is turned off or the SCSI cable is pulled.

Major problems

This section describes known problems that are rated as major.

When Load Carrier Command Aborted, Print Console Continues Loading The Carrier.

Problem 606

If you select the **Load Carrier** command from the **Service** menu, and then select the **Abort** button to cancel the load, Print Console continues to prompt you to load the carrier. In order to continue, you must continue to load the carrier.

Jobs In The Active Queue That Fail Do Not Move To Processed Queue

Problem 614

If there is a device error or RIP error on a job in the **Active** queue, the job stays in the Active queue with a "`Failed in Device`" or "`Failed in RIP`" message, but does not move to the **Processed** queue. The job cannot be cancelled. It remains caught in the **Active** queue.

To work around this problem

- Restart Print Console.

Cannot Scan For Output Media In TIFF Files

Problem 615

In the Configure Print Setup dialog box, the **Scan for Output Medium name** check box is grayed when the **Data format** box is set to TIFF. This means that output media information in the TIFF file cannot be used when the file is processed.

Print Console Reports A SCSI Error If Thermoflex Side Door Opened

Problem 613

While imaging a plate on a Thermoflex, if the side door is opened, Print Console reports a SCSI error, and Thermoflex takes about 30 seconds to stop imaging and must be reset to clear the error.

No Directory Error In Create New Hot Folder Input Queue Dialog Box

Problem 519

If the **Use done directory**, **Use failed directory**, or **Use print setup** check boxes are activated with no corresponding directory path, or print setup selected, you can save the configuration when you click **OK**. However, when you re-open the Input Queue, Print Console automatically deactivates the check boxes.

To work around this problem:

- Input corresponding directory paths into the activated boxes.

When Applying New Color Matching To Proof Media, Separation Setup Does Not Refresh

Problem 648

In the Configure Print Setup dialog box, on the **Separation Setup** tab, when you apply a new RIP color or device color to a new proof output medium (or if you just click the **Add Process** button), then click the **Apply** button, and then try to create another new proof print setup, the values in the **Separation Setup** tab remain the same as those of the previous print setup.

Cannot Use Same Directory Path For More Hot Folders And Done Directories

Problem 515

If you assign the same directory path to a Hot Folder and a Done Directory, the job in the hot folder is automatically processed twice.

To work around this problem:

- Do not assign the same directory name to Hot Folders and Done Directories.

Cannot Use Same Directory Path For More Than One Hot Folder

Problem 514

If you assign the same directory path to two Hot Folders, the job in the second Hot Folder is not processed.

To work around this problem:

- Do not assign the same directory name to more than one Hot Folders.

Diagnostic Series Generated Through The Service Interface Do Not Function

Problem 498

Diagnostic series generated through the service interface do not function. With a workstation plot, the device completes one series and then hangs (no end plot command). With the diagnostic plot, the correct parameters (for example, drum speed) are not sent correctly to the firmware.

Registry Settings For Proof Media Lost

Problem 427

Yellow and black separation files lose their applied medium identification values, which are defined in the output device. The medium identification values are reset to “O” even though before the imaging process begins, the medium identification values have been set to the correct values.

Online Help Items Inaccessible When Acrobat Reader Is Deleted

Problem 505

During a Print Console software installation, Acrobat Reader is automatically installed. Through Acrobat Reader, you can view the PDF files from the **Help** menu in Print Console. When Acrobat Reader is not installed on the Print Console workstation, you cannot view the PDF files from the **Help** menu in Print Console software.

To work around this problem:

- Do not delete Acrobat Reader from the Print Console workstation.

Or:

- Reinstall Acrobat Reader.

TIFF Downloader Transform Option Sometimes Fails

Problem 537

When you select the **Transform** option on the **TIFF Downloader** tab in the Configure Print Setups dialog box, Print Console (through Creo TIFF Downloader) fails all TIFF files to which the print setup is applied. Creo TIFF Downloader is unable to transform the TIFF files.

To work around this problem:

- Ensure the **Transform** option is cleared (turned off) on the **TIFF Downloader** tab for all print setups.

Or:

- Select the **Transform** option (turn it on) on the **TIFF Downloader** tab in the Configure Print Setups dialog box, but only submit TIFF files that can be transformed.

Note: Transforming TIFF files results in degraded performance speed.

Print Console Crashes if RIPs Simultaneously Access SCSI

Problem 272

If Print Console is configured to launch and register two RIPS (for example, TIFF Downloader and PlateWorksRIP), both these processes will access the SCSI port to establish a connection to the output device. At start-up, Print Console will crash if both processes try to access the SCSI port at the same time.

To work around this problem:

- Delay the start-up of one of the processes until Print Console is started and is in a ready state. Modify the **begin.inf** file to call a **.bat** file when starting one of the RIPs. The **.bat** file should contain a wait command to delay the start-up of one RIP.

Progress Bar Not Corresponding To Raster Output

Problem 436

When imaging a plate, the progress bar with TIFF Downloader does not correspond to the percentage of raster output. The progress bar does not progress smoothly, but once it reads 100 percent, the device continues plotting for at least a minute longer. Therefore, it is difficult to tell when the plate has finished imaging.

No TIFF Tag Color Names Displayed In Queue Window

Problem 300

The Pending queue does not display the color name from the TIFF tags. However, if the color does not match the donor name, Print Console stops imaging and displays a warning message.

Error Messages Not Displayed Using Preferred Units

Problem 454

Error messages explaining that Print Console cannot find a media size to match your job are not displayed using the preferred units defined in the Preferences dialog box. The message does not specify any unit measurements (that is, in or mm).

Activated Reinitialize Device Commands During Plotting Stops The Plot And Flushes The Media

Problem 524

The **Reinitialize** and **Query** menu commands can be activated at any time during a job process, which, in the case of plotting, stops the current plot and flushes the media.

Error Messages For Incorrect Plate Loadings Display In History

Problem 516

If you load a plate carrier, turn on the laser hazard keyswitch, and create a flyoff, the error message stating that the plate is incorrectly loaded displays in the History window. However, communication difficulties between Print Console and the output device occur.

Vacuum Error Message When Loading A Carrier

Problem 509

If you receive a vacuum error message in the Attention window when loading a carrier, you will need to reset your device with Print Console 1.0. Once the vacuum error appears, the **Resume** button will not appear in the Attention window.

Dimensions For Proof Output Media Not Selectable

Problem 453

You cannot select the units with which to view the dimensions of any proof output media in the Configure Output Medium dialog box. The **unit** boxes are grayed out.

Identical RIP Colors Can Be Setup More Than Once

Problem 284

In the **Separation** tab on the Configure Print Setup dialog box, you can setup RIP colors with the same name. The identical RIP colors cannot be differentiated in the workflow.

To work around this problem:

- Do not setup RIP colors with the same name.

Selection Bar In Queues Window Not Selecting When Enabling Or Disabling Separations

Problem 357

If you enable or disable a separation from the Queues window, the item selection bar moves to the first file in the separation list but does not select it. The item selection bar changes from a blue solid line to a dashed transparent box.

Configure Output Media Dialog Box Does Not Accept Commas

Problem 289

You cannot use commas when typing measurements in the Configure Output Media dialog box. When specifying a measurement, use a period (.) instead of a comma (,).

Error Message Displays When Files Are Submitted To A Hot Folder

Problem 497

The generic sample print setups that come with the Print Console Simulator install (Composite4_upProof) and which don't have a RIP display an error message "`Job #x could not be approved.`" This message displays even though the job properties indicate that the Hot Folder Print Setup settings are the ones that were applied to the job.

Jobs Canceled In Prinergy Remain Pending In Print Console

Problem 482

If you cancel jobs through either the Process dialog box or the Queues Manager in Prinergy, the canceled jobs in Prinergy are not canceled in Print Console. The job remains in the Print Console Pending queue, and when it reaches the Active queue, a RIP error displays.

TIFF Downloader Registers, Unregisters, And Registers Again

Problem 321

Sometimes, when you start Print Console, TIFF Downloader registers, then unregisters, and then registers again to remain registered with Print Console.

Or:

- If you do adjust the Status column width so that it disappears from view, resize one of the visible columns until the Status column reappears.

Different Media Sizes In PPD Files

Because previous versions of the workstation software used 25.402 to convert inches to millimeters, your Print Console PPD files may reflect a 1 point difference in media sizes. See *Intel Workstations Continuously Hang If Not Attached To An Output Device* on page 12 for details.

To work around this problem:

- Use Print Console's equivalent of the plate matching feature in Allegro Workstation software 1.2 to adjust the matching tolerance to take the different conversion value into account.

TIFF Downloader Does Not Support Files Greater Than 2Gb

Problem 592

The maximum TIFF file size (not image size) is 4Gb. However, TIFF Downloader currently does not support TIFF files larger than 2 Gb.

A TIFF uncompressed image size can be larger than 2Gb, therefore, large images must be compressed.

Minor problems

This section describes known problems that are rated as minor.

Deleted Jobs Queue Do Not Clear From The Processed Queue

Problem 608

Deleted jobs from the **Processed** queue do not clear from the queue. For example, if you have a number of successful jobs in the **Processed** queue and one canceled job, and you clear the **Successful** filter, only one job appears. If you try to delete the job, Print Console deletes the job from the queue list, but the job does not disappear from the **Processed** queue window.

To work around this problem

- Enable all filters and then delete the required job.

Deleted Output Mediums Display As Options For Print Setups

Problem 513

After deleting an output medium in the Configure Output Media dialog box, the deleted output medium remains a selectable option in the **Output medium name** box on the **General** tab, in the Configure Print Setup dialog box.

Copied Print Setup Names Have Character Limits

Problem 460

You cannot apply a copy of a print setup, through the **Copy** button, in the Configure Print Setup dialog box, when the copied name exceeds 32 characters. An error message displays preventing you from applying the copy.

Delete Button Does Not Work Properly In The Configure Output Medium Dialog Box

Problem 541 and 549

If you delete a **Device medium** box item using the **Delete** button in the Configure Device Medium dialog box, and then open the Configure Proof Color Mappings dialog box, the device medium that was deleted is displayed. Therefore, the **Delete** button in the Configure Output Medium dialog box does not work properly.

Automatic Cancel Is Not Working Properly

Problem 520

If an error is induced on one side of a Dylux plot, the output device does not automatically cancel side two.

To work around this problem:

- In the Load media dialog box, click the **Cancel** button.

Mirrored Tinted Image Does Not Match The Unmirrored Image

Problem 591

In TIFF Downloader, if an image is mirrored before tinting, and then the mirrored image is put on a transparency and laid over the unmirrored image, the images are different at the pixel level.

To work around this problem:

- Mirror after tinting.

Scripts Directory Paths Not Changed In Device Scripts Dialog Box

Problem 512

When browsing for a new scripts path in the Device Scripts dialog box, Print Console does not change the scripts directory path until after you have closed the Device Scripts dialog box. To view the contents of the new path script, you must close the Device Scripts dialog box after you have clicked the **Execute** button and then reopen the dialog box.

Process Of Selecting And Deselecting Components In Queue Window Are Not The Same

Problem 377

You cannot deselect components in the Queues window in the same way as you select them. For example, when you select a component you can press SHIFT + CLICK anywhere in the component row, except in the graphic tree. To deselect a component, you must click on the name of the component.

Device Medium Settings Not Properly Updated

Problem 542

If, in the Configure Device Medium dialog box, you change the medium material of **Kodak IR** to **Halftone Proof**, Print Console does not update the settings in the **Colors and default order** box, nor does it update the **Load Orientation** box in the Configure Output Medium dialog box.

In the Configure Print Setup dialog box, you must set the **Default device medium** box to **Kodak** in order for the **Proof Color Mappings** button to display in the **Separation** tab.

In the Proof Color Table Entry dialog box, accessed through the Configure Proof Color Mappings dialog box, the **Select device color** box remains blank when you try to create a new color mapping.

Exceeded Maximum Values In Size Along Or Around Drum Causes Job To Fail

Problem 534

If, in the Configure Output Medium dialog box, the values in the **Size along drum** or **Size around drum** boxes exceed the maximum value (for example, 32 by 44), a warning message displays. You can still save the output medium to the job list, but when you submit a job with this setup, the job will fail.

Default Punch Location Not Updating Properly

Problem 533

If you change the **Output medium** box value in the Configure Output Device Medium dialog box, from a plate to a proof, the default punch location does not update in the **Optional** tab or in the PPX file.

Cannot Cancel One Separation In File And Output Remainder

Problem 417

You cannot cancel a separation and still output the remainder of the separations from within the file. When cancelling a job, the History window displays the message, "`Error: failed to cancel Data Source X in RIP.`" However, Print Console does cancel the job.

Submitting Jobs While Device Is Being Queried

Problem 457

If you submit a job while Print Console queries the device, the job does not show up in the Pending Queue until after the query is finished.

Cannot Specify The Files Of Type When Submitting Jobs

Problem 316

When submitting a file, the Submit Files dialog box appears, but no values are listed in the **Files of type** box. Therefore, you cannot specify the type of file to look for.

Columns in Configure Input Queues Dialog Box May Disappear

Problem 313

The columns in the Configure Input Queues dialog box can be resized to overlap and cover each other, making the covered column disappear.

Scrolling Arrow Buttons In Queues Sometimes Disappear

Problem 503

Sometimes, the scroll arrow buttons in the Queue windows disappear if the jobs pending in the queue are greater than what can be viewed on your screen.

To work around this problem

- Click in the blank area where the scroll arrow button should be. The arrow will be redrawn.

Incidental Problems

This section describes known problems that are rated as incidental.

File Limit For The Submit File Command

Problem 378

The **Submit File** command, in the **Job** menu, displays a Submit File dialog box that lets you select files for submission to Print Console. When you select a large number of files in the Submit File dialog box, and then click **Open**, Print Console closes the Submit File dialog box, but, sometimes, does not add the selected files to the **Pending** tab in the Queues window.

The failure of the **Submit File** command is related to the total length of the file names selected for submission. For example, you can successfully submit 30 or more files with very short names using the **Submit File** command, but you can only successfully submit 10 or less long named files using the **Submit File** command.

To work around this problem:

- Submit only a small number of files with long file names when using the **Submit File** command.

  Or:

- Use a hot folder to submit files to Print Console.

Maximum Of 17 Characters Displayed In Output Medium Of Print Setup

Problem 562

The **Output medium** box in the Configure Print Setup dialog box displays a maximum of 16 to 17 characters of the output medium name. If you have more than one output medium configuration that begins with the same 16 characters you will not be able to tell them apart.

To work around this problem:

- Do not create output medium names that have the same initial16 characters.

No Warning Messages For Features Not Supported

Problem 568

There are no warnings messages for features that are not currently supported by Print Console.

Cannot Change Default History Message Number

Problem 556

The value in the **Maximum Number of Messages** box in the Preferences dialog box cannot be changed. The value returns to the default value (200).

Active Queue Functioning Like The Pending Queue

Problem 526

When you attempt to drag an item that is in the active Queue, a black line and a small page icon appears. It looks like you can move the item. This is similar to how the Pending queue functions. However, in the Active queue, if you attempt to drag and drop the item, nothing will happen.

Note:

The PPD File Name Does Not Change When Switching Devices

Problem 587

The default PPD file name does not change when you switch devices.

To work around this problem:

- Manually change the PPD file name in the Generate PPD dialog box.

Medium Material Icon Does Not Match Medium Properties

Problem 525

Once a job has been submitted, the Pending queue updates the job properties, but the icon displaying the medium material for the job remains unchanged from that of the previous submitted job. The medium material icon displayed does not match the medium properties used in the current job. The medium material icon updates once the job is processed.

Acrobat Reader Not Registered When Installed

Problem 366

The Print Console installation program automatically installs **Acrobat Reader** files (CreoSupt\AcroRead folder) but it does not register the software on the system. This means the **Help** menu command cannot automatically access and read the Help PDF files.

To work around this problem:

1. From the **Help** menu in Print Console open a Help PDF document (for example, Reference Guide).

   An Open With dialog box displays.

2. Select **Acrobat** from the list and register your Acrobat software.