Print Console

Release 1.1
Release Notes

DRAFT

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INTRODUCTION

We are pleased to send you beta release Print Console 1.1. These release notes define Print Console 1.1, 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.

New Features - lists the new features in the beta release of Print Console 1.1

Problems Fixed—lists problems that existed in previous Print Console software release 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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WHAT IS PRINT CONSOLE?

Print Console software 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.

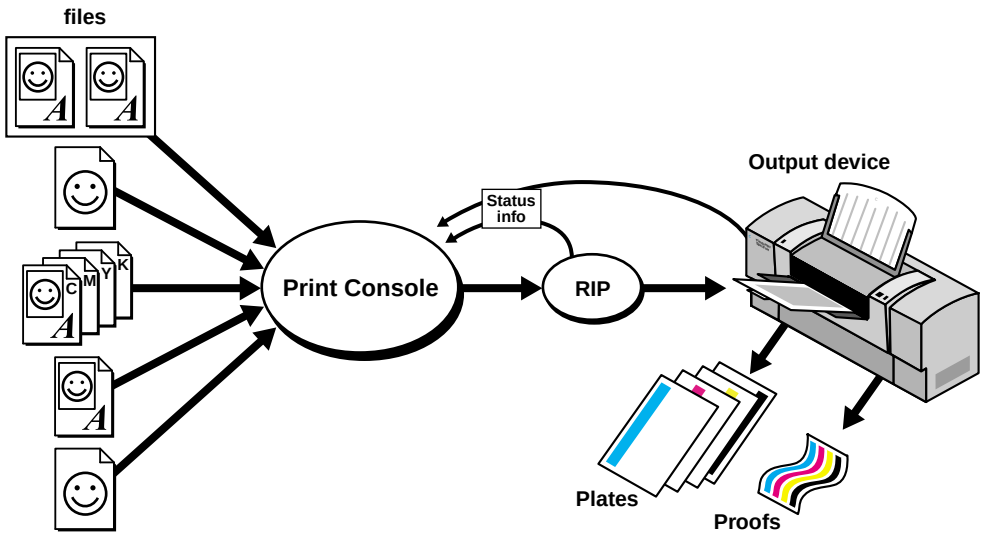


Figure 1: Print Console concept

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

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

PRINT CONSOLE SOFTWARE FEATURES

This section describes three categories of Print Console software features:

- system—explained below
- user interface—see page -7
- job processing—see page -9

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 platforms.

Output Devices Supported

This beta release of Print Console 1.1 supports the Trendsetter 2630 (TS74) output device. Print Console 1.0 supports the following four output devices:

- Trendsetter Spectrum
- VLF Trendsetter
- Proofsetter Spectrum
- ThermoFlex

For information on your output device, refer to your operator manual.

Front-End Workflow Systems Supported

Print Console can connect to a variety of front-end workflow systems, such as Prinergy. Print Console 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 through CRI.

Print Console connects to front-end systems using input queues. Print Console 1.1 supports hot folder input queues.

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 through 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 have 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 in 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

Icon	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 through 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

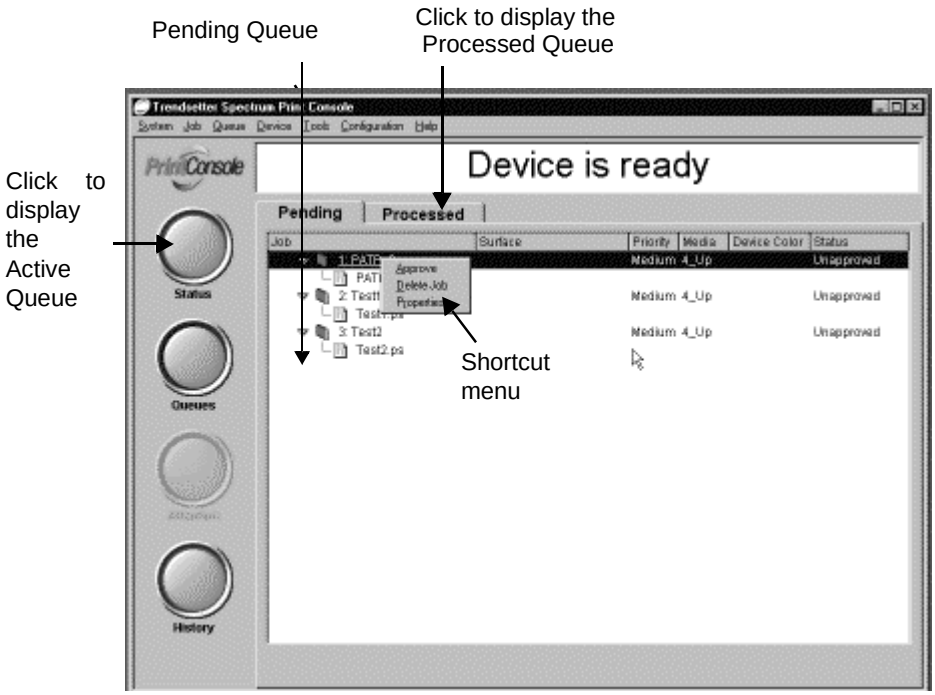


Figure 2: Print Console Queue windows

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 canceled 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 **Canceled**—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*.

NEW FEATURES

This section briefly describes the new features in Print Console 1.1. For more detailed information on these new features see the *Print Console Reference Guide*.

Support for the Trendsetter 2630

Print Console 1.1 supports the Trendsetter 2630. To support the Trendsetter 2630, the following feature has been implemented:

- SvcHost.exe (Service Host). The Service Host talks to the Trendsetter 2630 over the serial cable.

Dynamic Sizing of Output Media

Print Console 1.1. supports variable media dimensions and thicknesses for output media. You can now determine your device medium or output medium and medium thickness just before you load your output medium into the output device. To support dynamic sizing of output media, the following features have been implemented:

- Device Media Thickness Values dialog box, which allows configuration of multiple device medium thicknesses.
- functionality to the Configure Output Media dialog box, which allows a device medium thickness, predefined in the Device Media Thickness dialog box, to be selected for the output medium.
- functionality to the Configure Print Setups dialog box, which allows a print setup to have no device medium, output medium, or medium thickness defined. The device medium or output medium, and medium thickness can be defined just before the job is imaged.
- A suspend prompt, which appears just before the job is imaged, used to specify either a device medium or an output medium, and a medium thickness for the job.

PROBLEMS FIXED

This section lists the problems in Print Console 1.0.2 that have been fixed in Print Console 1.1.

Cannot Change The Serial Port in The Configure Workstation Dialog Box

Problem 629

Previously, you could not switch the serial port (for example, COM1 to COM3) in the Configure Workstation dialog box. If you switched the serial port, but did not switch the cable, Print Console continued to connect to the output device. Also, if you switched the cable to match the workstation serial port, Print Console could not connect to the device. You can now change the serial port from the Configure Workstation dialog box.

Switching Devices From A Trendsetter 2630 To Another Device Changes The Baud Rate

If Print Console was connected to a Trendsetter 2630 output device, and you switched your output devices, Print Console would not default the correct baud rate for the new output device. The baud rate would be incorrect for the output device. You can now switch devices, and Print Console defaults to the correct baud rate for the output device.

Print Console Hangs If There Is No Network Connection

If there was no network connection to the workstation, Print Console would lock up for a few minutes. This problem has been fixed.

The Number Of Connected Serial Ports Does Not Display In The Configure Workstation Dialog Box

Problem 630

In the **Port** drop-down box, on the Configure Workstation - **Serial I/O** tab, Print Console now displays the serial ports to which Print Console can connect.

Print Console Looks For Incorrect Images Path

Problem 637

Sometimes registry values for images would change and Print Console would look for the images on the wrong directory path. This has been fixed.

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

Problem 377

You can now select and de-select queue window components in the same way.

Successful Job Status Displays, But Separation Has Failed In Device

Problem 604

Previously, if the RIP had finished RIPing the job before the Print Console had completed processing the color separation, Print Console displayed a separation imaging error. This problem has been fixed.

Configure Print Setup Dialog Box Displays Deleted Output Medium

Problem 655

Previously, if you deleted an output medium, in the Configure Output Medium dialog box, that was attached to a print setup, Print Console did not delete the output medium from the **Use Output Medium** drop-down list in the Configure Print Setup dialog box. Print Console now deletes the output medium.

No TIFF File Extension Color Names Displayed In Queue Window

Problem 300

The Pending queue now displays the color name from the TIFF file extensions. However, if the color does not match a device color, Print Console stops imaging and prompts you to map the RIP spot color to a device color.

Error Message Displays When Files Are Submitted To A Hot Folder

Problem 497

Previously, the generic sample print setups that came with the Print Console Simulator install (Composite4_upProof) and which did not have a RIP, displayed an error message "`Job #x could not be approved.`" This message no longer displays.

The PPD File Name Does Not Change When Switching Devices

Problem 587

The default PPD file name now changes when you switch devices.

KNOWN PROBLEMS

This section lists in order of severity the known problems that have not been fixed in Print Console beta release 1.1. Workarounds are provided where possible.

Critical problems

This section describes known problems that are rated as critical.

Eject Button Not Refreshing Properly On Attention Window

Problem 785

Print Console does not display the **Eject** button in the Attention window, if the output device reports that the main scan size is incorrect.

To work around this problem:

- Click the **Resume** button

  The **Eject** button displays.

Hot Folders Sometimes Go Cold

Problem 756

Sometimes, hot folder input queues no longer work. This occurs when the spoolers.exe exits before the GHFS shuts down.

If TIFF Files Have No Color Extensions, Print Console Fails The Job

Problem 832

During a proof job, if you create a job with a print setup that is configured to ignore RIP color names when matching, when that job is RIPed, if the RIP cannot find any color information from the TIFF file extensions (for example, .c, .y, .m, .k), Print Console fails the job.

TIFF Downloader Application Error In PCC Files If Leading Edge Margin Greater Than 5000 mil

Problem 722

When processing PCC TIFF files, if you change the default leading edge margin in the Configure System - **Margin** tab to greater that 5000 mil, the PCC TIFF file fails in the RIP with a Creo TIFF Downloader application error.

Device Animation On Status Queue Hangs During Imaging

Problem 721 and 753

While a job is imaging, if you change the **Animations** box in the Preferences dialog box from Full to Off, the **Device Animation** on the Status Window hangs.

Checking Job Properties On Pending Jobs Before Separations Have Appeared, Causes Print Console To Crash

Problem 696

If you check the job properties on a pending job before the job's data source and separations appear on the **Pending** tab, Print Console crashes.

On VLF Trendsetter Output Devices, Print Console Cannot Process Jobs That Are To Be Transformed

Problem 636

During the RIP, Print Console cancels jobs to be transformed and processed on a VLF (Very Large Format) Trendsetter.

Print Console Crashes If The Main Scan Shift For A Trendsetter 3244 Is Too Large

Problem 697

When running a Trendsetter 3244 with Print Console, Print Console crashes when the main scan shift in the output medium, for the job being processed, is too large. Print Console displays, in the Attention window, a message that the mainscan shift is too large, but when you click the **Abort** button to cancel the job, Print Console crashes.

When Transforming TIFFs, The Output Device Duplicates The Image On The Plate

Problem 616

When Print Console processes TIFF files that have the **Transform** check box selected in the Configure Print Setup - **TIFF Downloader** tab 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.

Print Console Crashes When 4 Plate Prinergy Jobs Are Submitted To A Trendsetter Through Print Console

Problem 586

Print Console may crash when 4 plate jobs from Prinergy are sent to a normal Trendsetter through Print Console.

To work around this problem:

- Uninstall Print Console and re-install with Print Console 1.7 software.

Transforming Large Files Causes The RIP To Fail

Problem 701

Transforming a large file (for example, 58”x80”) may cause the RIP to fail.

Print Console Does Not Validate that TIFF Downloader License Keys Are Correct

Problem 752 and 735

Print Console does not do a validity check on your Creo TIFF Downloader license key numbers. Therefore, when typing in your license key number, if you type in the key number incorrectly (for example, type a zero (0) instead of an “O”), Print Console will image all jobs with the words **Creo Diagnotstic Tool**.

To work around this problem:

- Look in the History window to see if Creo TIFF Downloader is working under a diagnostic license or not.

Error Messages For Incorrect Plate Loadings Display In History

Problem 516 and 641

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. Communication difficulties between Print Console and the output device occur.

Device Stuck Flushing When Reset In A Flyoff Condition

Problem 533

If a plate flys off, Print Console displays an error message. If you reset the output device, click the **Resume** button in the Attention window prompt, queue a second plate job, and then select the **Reinitialize** command from the Device menu, Print Console does not image the plate and displays that it is still reinitializing or flushing the output device.

Major problems

This section describes known problems that are rated as major.

Trendsetter 2630 Simulator's Service Host Connection Does Not Use Pipes

Problem 583

The 2630 simulator' Service Host connection does not use pipes. It requires a loop-back cable.

Select Device Dialog Box Not Functioning Properly

Problem 627

The Select Device dialog box in Print Console does not properly change the output device to which Print Console is connected.

To work around this problem:

- Use the Print Console Installation CD to switch the output device to which Print Console is connected.

Differing Units Of Measurement Can Cause Incorrect Output Media Thickness Calculations

Problem 738

If the unit of measurement for the device medium thickness is different than the default unit of measurement set in the Preferences dialog box, Print Console calculates an incorrect output medium thickness.

For example, if you set the unit in the Preference dialog box to mm (millimeters), and in the Device Medium Thickness Values dialog box, type all thickness values in inches, and then in the Configure Output Medium dialog box, create an output medium, Print Console does not convert the thickness values in **Thickness** drop-down box in the Configure Output Medium dialog box from inches to mm.

Operator Prompts Obscure Existing Plate Load Prompts In Attention Window

Problem 663

If a plate load prompt is active in the Attention window when Print Console displays an operator prompt, the operator prompt obscures the plate load prompt.

Print Console Reads A Trendsetter 3230 As A Trendsetter 3244

Problem 755

When Print Console queries a Trendsetter 3230, it reports: “`Query device successful: Device type is Trendsetter 3244.`” This is a problem because before Print Console displays the device status as ready, Print Console checks to ensure that the animations match the current output device.

To work around this problem:

- When running a Trendsetter 3230 with Print Console, set up Print Console to run a Trendsetter 3244.

Input Queues Names With The “\” Character Not Accepted

Problem 837

If you create an input queues name containing the "\" character, and then click the **Apply** button, the queue disappears. There is no warning message that the “\” character is invalid.

To work around this problem:

- Manually edit the `PCHotFolders.cfg` and place the "\" characters in the hot folder name.

Print Console Converts Inches And Millimeters Differently

Problem 706

Print Console converts inches to millimeters and millimeters to inches differently. For example, if the minimum size of a plate is 285mm (millimeters) and you configure a plate that is 11.220 inches, Print Console displays the error that the plate is too small. Print Console translates 11.220" to 284.988 mm, whereas Print Console translates 285mm to 11.220”. Therefore, jobs configured with 285mm image correctly.

First Flush After Print Console Queries the Device Is Invalid.

Problem 766

After querying the device, Print Console reports the first flush as an invalid flush.

Print Console Crashes When Processing Jobs To A Trendsetter 3244

Problem 703

Print Console sometimes crashes after processing one or two jobs on a Trendsetter 32”x 44” output device.

Home And Away Margin Settings Are Not Included When Jobs Are RIPed

Problem 577

Although home and away margins may be defined in the **Margins** tab in the Configure System dialog box, the RIP sends a message to the **CRIJobData message** that the home and away margin values are zero.

Problems With Error Recovery When Print Console Is Connected To Rampage

Problem 631

Sometimes, if Print Console is connected to Rampage, the proofmaking job is in the pending queue, and the carrier is being loaded, Print Console will display an error message that the carrier is not correctly loaded. Print Console does not off load the carrier for reloading, and both the workstation and output device locks up.

To work around this problem.

- Reset your Trendsetter Spectrum output device and reboot the Print Console workstation.

Only Jobs With A Plate Thickness Equal To The Firmware Default Can Be Processed

Problem 657

Only output media configured with the firmware's default media thickness can be processed. If the output media is configured with a plate thickness other than the firmware's default thickness, Print Console fails the job.

Attention Window Abort Button Not Functioning Correctly

Problem 700

If you press any button on the output device without first loading a plate, the output device sends an error ("`Plate not detected on load ramp`") to Print Console. If you click the **Abort** button in the Attention window to cancel the job, nothing happens. The output device re-sends the same error message.

Plates Shift Due To Incorrect Values For Device Clipping

Problem 678

Jobs imaging on plates shift 5/16" because the default values for device clipping are incorrect. The values for the device clipping leading and trailing edges default to "0" when you upgrade to Print Console 1.1.

To work around this problem:

- Your service representative must type the correct leading and trailing edge values in the Configure System dialog box - **Device Clipping** tab.

Active Jobs Hang If Canceled Through the Active Queue During A Suspend Prompt

Problem 635

After Print Console has displayed a suspend prompt in the Attention window, if you choose to cancel a job through the Active queue (select the job, right-click the mouse, and select the **Cancel** command), the job hangs in the canceled state.

To work around this problem:

- If possible, cancel the job through the Attention window.

Cannot Close Print Console After Registry Save/Restore Sequence

Problem 632

When running Print Console with a Delta output device, you cannot restart PrintConsole.exe if you run a registry save/restore sequence through the CREO Setup utility.

To work around this problem

- Reboot your workstation.

Columns in Proof Color Table May Disappear

Problem 293

The columns in the Proof Color Table dialog box can be resized to overlap and cover each other, making the covered columns disappear.

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

Problem 606

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

Failed Jobs 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. The job does not move to the **Processed** queue. The job cannot be canceled. It remains in the **Active** queue.

To work around this problem

- Restart Print Console.

Print Console Reports A SCSI Error If Thermoflex Side Door Opened

Problem 613

If the side door is opened when imaging a plate on a ThermoFlex device, Print Console reports a SCSI error. The output device takes approximately 30 seconds to stop imaging and must be reset to clear the error.

Print Console Clears Directory Check Boxes When There Is No Directory Path

Problem 519

In the Create New Hot Folder Input Queues dialog box, you can save hot folder configurations even if the **Use done directory**, **Use failed directory**, or **Use print setup** check boxes are selected with no corresponding directory path or print setup selected. However, when you re-open the Create New Hot Folder Input Queue dialog box, Print Console automatically clears the check boxes.

To work around this problem:

- Type in the corresponding directory paths into the selected boxes.

Cannot Use Same Directory Path For 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.

Registry Settings For Proof Media Lost

Problem 427

When imaging begins, 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 “0,” even though before the imaging process begins, the medium identification values have been set to the correct values.

Help PDF's Are Inaccessible When The Acrobat Reader Is Deleted

Problem 505

During 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.

The 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) sometimes 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, Creo 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.

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.

Vacuum Error Message When Loading A Carrier

Problem 509 and 641

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 1.1. 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.

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 (,).

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, Creo TIFF Downloader registers, then unregisters, and then registers again to remain registered with Print Console.

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.

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, Creo TIFF Downloader currently does not support TIFF files larger than 2 Gb.

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

Plate Dimension Error Messages Are Not Displayed In Print Console

Problem 578

When the ThermoFlex recorder evaluates that the plate size is too small for the image and sends an error message to Print Console, Print Console does not display the error message in the Attention window or record it in the History window.

When The Wrong Carrier Is Loaded, The Output Device And Print Console Hang

Problem 823

If you select a 4UP_Proof Type in the Select Proof Type dialog box, and then load an 8UP carrier into the output device, both the output device and Print Console hang.

To work around this problem

- Reboot the output device and Print Console.

Output Media Name And Plate Size Not Displayed In Attention Window

Problem 656

When Print Console begins processing an active job, the Attention window prompts you to '`Please load a new plate`.' The message does not include the output media name and plate size.

Minor problems

This section describes known problems that are rated as minor.

The Device Status Box Displays Detecting Edge Status Before Beam Balancing Status

Problem 847

The **Device Status** box on the Status window displays the Beam balancing status before the Detecting Edge status. This should be reversed.

Repeated Device Status Messages In History Window

Problem 848

The History window displays the same repeated device status messages every second. For example, "`Head detecting edge,`", "`Head calibrating`."

Generate PPD Dialog Box RIP Orientation And Save As Path Do Not Update To Defaults

Problem 623

In the Generate PPD dialog box, if you generate a new PPD by changing the **Save As** path and by changing the **RIP Orientation** from Portrait to Landscape, when you re-open the Generate PPD dialog box and click the **Load Defaults** and **Generate PPD** buttons, Print Console does not update the dialog box with the system defaults.

Print Console Calculates Margin Clippings Before Shifting The Image

Problem 858

Print Console clips the margins and then shifts the image on the output device.

Proof Output Media Inherit Previous Print Setup's Separations

Problem 648

In the Configure Print Setup dialog box, if you apply (click the **Apply** button) a separation setup to a proof print setup, and then create a new proof print setup (click the **New** button), the new proof print setup inherits the separation setup of the first print setup.

Attention Window Buttons Not Functioning Correctly

Problem 699

When Print Console receives error messages from the output device (for example, the wrong sized plate is loaded), the relevant buttons (Resume, Abort, Cancel, Clear) that display in the Attention window do not always display, or do not always function correctly.

Cannot Scan For Output Media In TIFF Files

Problem 615

You cannot activate the **Scan for Output Medium name** check box in the Configure Print Setup dialog box when submitting TIFF files. This means that output media information in the TIFF file cannot be used when the file is processed.

Edge Detect And Beam Balancing States Not Shown On Device Status Bar

Problem 765 and 789

When the output device is in the beam balancing and edge detect stages, the **Device Status** box on the Status window displays the "`Loading media`" message. The **Device Status** box does not accurately reflect the status of the output device.

Margins From Device Are In Millimeters And Margins In Print Console Are In Mils

Problem 768

The Trendsetter 2630 sends Print Console the device clipping margin values displayed in the Configure System - **Device Clipping** tab in millimeters. Print Console converts these values into mils. Because the device clipping values come from the output device, the device clipping boxes are view only. The **Leading** and **Trailing edge** boxes in the Configure System - **Margin** tab default to the values displayed in the **Device Clipping** tab.

When Editing An Existing Output Media, Print Console Does Not Check Values

Problem 605

If you edit an existing output medium, in the Configure Output Media dialog box, Print Console does not check to make sure that the size along and size around drum values are correct. If the values are too large for the output device's drum, Print Console does not send an error message.

Medium Material Not Updated In The Configure Output Media Dialog Box

Problem 530

If you change the medium material of a device medium in the Configure Device Media dialog box, Print Console does not update output media configured in the Configure Output Media dialog box with the edited device medium.

For example, If you change the device medium Imation's medium material from Halftone proof to Blueline proof, and then, in the Configuration Output Media dialog box, check the output media configured with the Imation device medium, it has not been updated to Blueline proof.

The Pending Queue Sometimes Appears Empty Even When There Are Jobs In It

Problem 415

Sometimes, the pending queue appears empty. This can occur when you switch views (for example, to the Status View) from the Pending queue to another queue and then back again to the Pending queue.

To work around this problem:

- Scroll up the queue window.

When A Spot Donor File Is Processed, The Message "Loading Black" Displays Before "Imaging <Spot> Donor"

Problem 462

When Print Console processes a spot donor file, Print Console sends the brief message "`Loading Black`" before sending the message "`Imaging <spot> Donor.`"

Deleted Jobs 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 Media Still 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 Device Media Dialog Box

Problem 541 and 549

If you delete a **Device medium** using the **Delete** button in the Configure Device Media 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 Device Media dialog box does not work properly.

Automatic Cancel Is Not Working Properly For Dylux Plots

Problem 520 and 628

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 Images Do Not Match Their Unmirrored Images

Problem 591

In Creo TIFF Downloader, if an image is mirrored before tinting, and 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.

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.

If The Along Or Around Drum Maximum Values Are Exceeded, The Job Fails

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 Media dialog box, from a plate to a proof, the default punch location does not update in the Configure Output Media dialog box - **Optional** tab or in the PPX file.

Cannot Cancel One Separation File In Job And Output Remaining Separation Files

Problem 417

You cannot cancel a separation and still output the remainder of the separations from within the job.

Submitted Jobs Display In The Pending Queue After The Device Is Queried

Problem 457

If you submit a job while Print Console queries the device, Print Console does not display the job 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 Dialog Boxes May Disappear

Problem 313 and 410

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

Device Status Box Does Not Always Display The Correct Status

Problem 712

In the Trendsetter 3244, when you open the door on the output device, and the head finishes reinitializing, the Device Status box on the Status window, displays the message "`Device reinitializing`." This is incorrect, as the device is ready.

To work around this problem:

- In the **Device** menu, select **Reinitialize**. Print Console refreshes the **Device Status** box to display the correct message, "`Device is ready`."

Incidental Problems

This section describes known problems that are rated as incidental.

The History Message Is Incorrect After Plates Are Rejected And Unloaded

Problem 742

If you submit a job and then load the incorrect plate size on the output device, the plate will be rejected or fly off and the Print Console will cancel the job. When you look at the history message for the job, the message displays that the TIFF file has been fully processed. This is incorrect.

Options In The Job Properties Dialog Box Are Not Accurate For Invalid Device Plots

Problem 727

When you submit an invalid device plot, the Job Properties dialog box does not accurately represent the options selected. For example, if you submit a Microband2 device plot with a Delay series plot to a Trendsetter device or cardcage, the delay is not supported in the device and the job fails. When you view the job properties, the job shows a Microband2 device plot with an Asynch series plot and not a Delay series plot.

After A Device Flush, Print Console Does Not Always Clear The Attention Window

Problem 709

When Print Console displays the message "`Please load plate X`", and you press a button on your output device without loading a plate, Print Console displays, in the Attention window, the message "`Plate not detected on load ramp`." If you click the **Clear** button to cancel the job, Print Console continues to display the "`Please load plate X`" message.

To work around this problem:

- Click the **Cancel** button on the Attention window.

During A Query, The Output Device Reports The Incorrect Head Type And Firmware

Problem 767

When you first start Print Console and Print Console queries the output device, the output device reports the wrong head type and firmware version. Print Console does not wait until the device is fully initialized before querying the head.

To work around this problem:

- In the **Device** menu, click **Reinitialize**.

  The output device displays the correct imaging head type and firmware version.

Device Error Messages Do Not Always Display In Messages Tab On Job Properties Dialog Box

Problem 746

When a job fails in the device, Print Console reports a device error message in both the History window and the debug file, but not in the **Message** tab on the Job Properties dialog box.

The Registry Writes Print Setup Information To The Wrong Key

Problem 673

The Registry writes print setup proofing type information to the **NonProofingType** key.

Scripts Directory Paths Not Changed Until Device Scripts Dialog Box Closed

Problem 512 and 705

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 work around this problem:

1. Clicked the **Execute** button.
2. Click the **Done** button to close the dialog box.
3. Reopen the dialog box (**Tools** menu, **Scripts** command).

CRI License Key Is Stored in V2.0 Key

Problem 622

The CRI License Key should be stored in SystemConfig/CRILicenseKey in the Registry, the same path as CRISystemID and TiffDownloaderKey.

If The Default Print Setup Uses Allegro RIP, Job Properties Values In Device Test Plots Are Not Valid

Problem 207

If the default print setup's RIP is Allegro RIP, the job property values for Device Test Plots are not valid.

History Messages Are Incorrect If Files Are Sent To A Hot Folder Before Print Console Is Started

Problem 708

If you send files to your hot folder and then restart Print Console, the History Window displays the message "`Job cannot be approved because no device medium...`" This message is not true, the jobs in the hot folder can be approved and processed as normal.

In The Job Properties Dialog Box, Data Format Must Be Manually Changed

Problem 567

If you want to change a job's **RIP name,** for example, to Creo TIFF Downloader, in the **General** tab on the Job Properties dialog box, you must also manually change the **Data Format** box option to TIFF on the **Separation** tab.

File Limit For The Submit File Command

Problem 378

The **Submit File** command, in the **Job** menu, displays a Submit File dialog box from which 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 initial 16 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).

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.


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