Print Console

version 3.0

Release Notes

creo™

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Introduction

These release notes highlight the features of Print Console 3.0, and describe any known problems you may encounter. Where appropriate, these release notes refer you to the Print Console online help for more information.

What is in these Release Notes

The release notes include the following sections:

- *What Is Print Console?*—defines Print Console, outlines the Print Console documentation set, describes interface options (GDAPI/TIFF), and lists supported devices.
- *New Features*—lists new features in this version.
- *Known Problems*—lists issues and problems that have not yet been resolved.
- *Problems Fixed*—lists problems that existed in previous Print Console software releases that have now been resolved.

Conventions Used

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

Frutiger bold is used to refer to buttons and other items in a dialog box, file names, folders, menu names, and menu commands.

Minion Italic is used to refer to other chapters in the manual, book titles, and titles of other manuals.

Frutiger is used for figure and table captions.

`Letter Gothic` is used for messages on your computer screen and for information that you must type.

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

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. It interfaces with a number of workflows and RIPs and images to a number of Creo output devices.

Print Console Documentation

Print Console documentation includes:

- Print Console online help
- Print Console Quick Start Guide
- technical bulletins for specific systems; for example, Prinergy

The Print Console online help describes Print Console concepts, dialog boxes, windows, menus, system and job configuration, and contains software procedures for managing active, pending and processed jobs through the Queues and Status windows in Print Console. The online help is available from within Print Console.

The Quick Start Guide describes fundamentals of how to use Print Console to submit jobs to the device. A PDF version of this manual is located in the \PrintConsole\pdf directory on the CD containing the Print Console software, or in the \PrintConsole\pdf folder on the drive where Print Console is installed.

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.

Supported Platforms and Operating Systems

Print Console is qualified for the Windows 2000 operating system (Professional edition for Dell OptiPlex workstations/Server edition for Dell 2400 and 2500 servers) running on Intel platforms.

Output Device Support

Print Console is now released as part of a package of output device, software, and firmware. This controlled release for any particular output device will contain only those components that have been tested and approved for that output device.

While Print Console is designed to support all output devices, please check with your Product Service Representative if you are unsure about the qualification of this version of Print Console with your output device.

New Features

This section briefly describes the new features in this version of Print Console. For more detailed information on these new features, see the Print Console online help.

Trendsetter News 200 Support

This version of Print Console is the first to provide support for Master Control Electronics (MCE) firmware. The first of these devices to be supported is the Trendsetter News 200.

Hot Folder changes

Changes were made to the Hot Folders configuration to support automatic grouping of TIFF files. TIFF files can be grouped together to make use of the two-head configuration where two TIFF files are simultaneously imaged by the two heads.

Unlock Panel Door Option

The rear panel door of the News 200 machine can be unlocked from the Print Console GUI. After servicing, a prompt appears to lock the panel door again before imaging can continue.

Edge Detect Selection

For the News 200 and News 150 devices, you can turn the Edge Detect option on or off. The two options are shown in the Device menu as edge detect always or edge detect when needed. These options will not show with other devices.

Known Problems

This section lists known limitations of this version of Print Console. The problems are divided into one or more of the following sections:

- **General Problems**—lists problems that are not specific to particular devices nor workflow/RIP connections (TIFF Downloader/GDAPI). That is, these problems may manifest when driving any device and when connected to any workflow.
- **Autoloader Device Problems**—lists problems that could affect autoloading devices (devices that load and unload plates automatically).
- **Manual Device Problems**—lists problems that affect manual devices (devices that require you to manually load plates).
- **Direct Connection Problems**—lists problems for systems using the GDAPI to submit files to the device.
- **TIFF Connection Problems**—lists problems for systems using TIFF Downloader to submit files to the device.

General Problems

This section describes problems that are not specific to devices or input mechanisms (TIFF Downloader/GDAPI). That is, the following problems may occur on any device connected to any workflow or RIP.

Shutdown of Threads is Not Consistant

Found in version 3.0.1
Problem 3018

The shutdown and thread-exiting sequence is not consistant. 50% of the time Print Console will crash and then "begin" will try to restart the 2 TDL instances and PC itself.

Media Being Updated in the Bay and Sent Onto the Device

Found in version 3.0.1
Problem 3008

If a plate size is loaded in the bay and you disable the bay to edit the parameters of the plate size, when you re-enable the bay the changed parameters do not get sent to the device.

Support for Japanese extended ASCII and Mac character sets

Found in version 2.1.1
Problem 3014

The Prinergy Team requires support for the Japanese extended ASCII character set in the filename for Prinergy version 2.1. PrintConsole, which does not support this character set, moves the tiff files with Japanese charactors in the names into the failed folder instead of the working folder.

Update Known Media List

Found in version 2.2.1
Problem 3005

The known media list that Print Console uses to define media settings needs to be updated. New vendors such as Anocoil do not appear on the list. This impacts the functionality of PC with respect to value checking the GUI performs when allowing/disallowing certain functions.

New Spool Directory is Not Created if You Select ‘Allow Cyclical Hot Folders’

Found in version 2.1.1
Problem 2461

If the 'Allow cyclical hot folders' option is selected in the Service menu, all new spool directories will not be created. It still allows you to save the new hot folder, but there is no dialog prompt to create the new spool folder.

PC Crashed if Exit PC While Copying Files to the Hot Folder

Found in version 2.1.2
Problem 2841

Print Console crashes if you exit while copying files to the hot folder.

Job Failed in the Device Had the Job Status Set to "Successful" in the Processed Queue

Found in version 3.0
Problem 3029

Job failed in the device had the job status set to "Successful" in the Processed queue.

Deleting Non-configured Device Media Causes Print Setup and Media Size Problems

Found in version 2.1.2
Problem 2758

If you have print setups and media sizes that use a particular media, switch devices to a device that doesn't have that media configured, and then delete the media from the Device Media pane, you may encounter two issues:

- Media sizes using the deleted media did not have a designated device media, or could default to the next device media in the drop-down list box. In either case, Print Console does not issue any warning about the change.
- Print setups using the deleted device media change to the **Choose media just before imaging (for variable sized media)** option. Again, except for the arrow on the pane changing to red, Print Console does not issue any warning about this change.

Print Console Cancels All Jobs After Select Device Color Prompt

Found in version 2.1.0
Problem 2258

When you submit a job that has no color designation, Print Console issues the **Select Device Color** prompt to ask you to choose a color. If you choose a color and process the job, everything works as normal. If you cancel the job, Print Console tries to process the rest of the approved jobs in the queue, but quickly fails them all for no apparent reason.

To cancel a job from the Select Device Color prompt:

1. On the Print Console Status screen, take the queue offline.
2. Cancel the job and wait for Print Console to cancel it completely.
3. When the active job clears from the Active Queue, put the queue online.

Arrow Keys Move Cursor Two Positions Instead of One

Found in version 2.1.0
Problem 2241

The **Arrow** keys that move the cursor up and down in all Print Console queues jump two lines instead of one.

Print Console Does Not Display SCSI Unavailable Status

Found in version 2.0.1
Problem 2764

Print Console 2.2 recognizes when the SCSI connection is broken and fails jobs with the "Job Failed in RIP" error message. However, when the SCSI connection is broken, Print Console does not change the device status to reflect this state, nor does it inform Prinergy so that it can stop sending jobs through the GDAPI.

User Interface Conflict with Large Fonts Setting in Windows 2000

Found in version 2.1.1
Problem 2409

If you set the Windows 2000 operating system to use large fonts, Print Console may not display correctly.

Online Help Issues

Found in version 2.1.0
Problem 2019

We have identified three issues with the Print Console online help system:

- No features on the Messages pane are currently associated with context-sensitive online help.
- In areas of the screen where Print Console groups a number of options, the context-sensitive help may appear blank. In such cases, click directly on the option that you require information about.

If you access the context-sensitive online help, you will not see the Microsoft Internet Explorer options at the top of the screen.

Medium Number Set to Zero if Media Configured Incorrectly

Found in version 2.1.0
Problem 2283

If the media name entered in the Print Console registry does not match that set in the device (including the case), the **Medium Number in device** setting displays zero.

Jobs With Unsupported Resolutions Not Rejected

Found in version 2.0.1
Problem 1849

Print Console does not always fail jobs with resolutions that are not supported by the device. For example, if you submit a job with a resolution of 1600 x 2400 dpi, the job is still processed successfully even though the head can not support output to such a resolution.

Refreshing Queue Expands Minimized Items

Found in version 2.1.0
Problem 1892

If any items in the queue are minimized, selecting **Queue** and then **Refresh** causes those items to expand.

Must Restart Print Console for Changes to Preferences to Take Effect

Found in version 2.1.0
Problem 1840

If you change a setting on the Preferences pane, the change may not take effect until you restart Print Console.

If The Device Restarts, Print Console Does Not Cancel a Device Query

Found in version 2.0.0
Problem 1333 (2.0)

When running a device query, if the output device restarts, Print Console does not cancel and restart the query.

Different Media Sizes in PPD Files

No problem number

Because previous versions of the workstation software used a formula of 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.

CTRL+G Shortcut Keys Do Not Work Consistently

Found in version 2.1.1
Problem 2523

Pressing CTRL+G normally groups jobs on the pending queue. Sometimes, however, you have to press the keys two or three times for the shortcut to work.

Limitation to Rounding Factor for Variable Sized Media When Not Using Whole Numbers

Found in version 2.1.0
Problem 1974

The Variable Media Size option on the Print Setup pane has a limitation related to file sizes that are not whole numbers. What normally happens with this feature is that Print Console rounds the file size up, according to a pre-determined rounding factor configured on the Preferences pane, to

create a new media size. However, if the either the resulting media size or the rounding factor is not a whole number, the new media size may not be correct.

Material Margin not Updated in the Registry

Found in version 3.0
Problem 3101

The material margin is not updated in the registry after changing the TEC margin in the firmware. As a result, jobs could fail because of image sizes being out of limits.

Autoloader Device Problems

This section describes problems we encountered when Print Console drives autoloading devices (devices that automatically load and unload plates).

Manual Bypass Limitation for the News 150 Device

Found in version 3.0
Problem 3074

If you are imaging two broadsheet TIFF files simultaneously in Manual By-Pass mode, select the Hydra RIP. If you select the TIFF Downloader RIP in this instance, the separations are grouped into one job but only the home-side plate is imaged. You will be prompted to load two plates again for the second image.

If you are imaging a single plate (panorama) in Auto mode, select the TIFF Downloader RIP. If you select the Hydra RIP, the file grouping will still be enabled and two separations will be imaged on the same plate.

Auto Media Selection Option Not Supported for Automatic Devices

Found in version 2.1.1
Problem 2534, 2533

For automatic devices, this release does not support the **Auto Media Selection** option on the General tab of the Print Setup pane due to a number of issues, such as jobs getting stuck in the working folder when submitted via a hot folder, and incorrect prompts to manually load media when driving a Platesetter.

Bay Button Issues

Found in version 2.1.1
Problem 2479, 2493, 2540

We have discovered the following issues with the **Bay** buttons when driving and automatic device:

- If the second image in a group of two suspends while the first is in the unload sequence, Print Console aborts both separations, but the bay button may continue to blink. In addition, the number of plates in the bay does not decrement until you submit the next job.
- If two bays are loaded with different media sizes and one of those bays runs out of plates, Print Console incorrectly disables it. However, if two bays are loaded with the same media sizes, when one of those bays runs out of plates, Print Console correctly keeps the bay enabled and indicates that the bay is now empty.
- In addition, if you unload one of those bays (while another has the same media size), the quantity is set back to zero. However, if only one bay was loaded (and the other was not configured at all), the quantity remains at the correct level.

Next Job Shows Status of Previous Job if Previous Job Suspends During Unload

Found in version 2.1.1
Problem 2439

In all automatic devices, if a job suspends during the unload sequence, the next job in the queue displays the status of the previously suspended job. Once the suspend sequence is complete, the next job returns to its appropriate status.

Changing Media Sizes Does Not Update the Bay Configuration

Found in version 2.1.1
Problem 2591

Print Console does not perform a consistency check on the bays to make sure the media sizes are correct. That is, if you configure a bay with a particular media size, disable the bay, edit that media size in the Media Sizes pane, and then enable the bay, Print Console does not make sure the media in the bay matches that configured in Print Console.

TIFF Downloader Crashes When Image Cancelled and Plate Ejected Before Next Job on VLF Trendsetter AL

Found in version 2.1.2
Problem 2775

If you do the following when using Print Console to submit TIFF files to a VLF Trendsetter AL:

- cancel a job before it starts imaging (plate remains on the drum)
- submit a second job that has a different plate size (plate unloaded from device)

Print Console and TIFF Downloader may lose synchronization. Essentially, TIFF Downloader thinks the second job has been cancelled; Print Console thinks the second job is still valid. When it asks TIFF Downloader for the raster, TIFF Downloader cannot provide it and, as a result, has a break down and crashes. In the History screen, Print Console issues a `TDL` crashed on a suspended job (Invalid command (ReadyForRaster) received message.

Manual Device Problems

This section describes general problems we have discovered when Print Console drives manual devices (devices that require you to manually load plates).

Using the Auto Media Selection With a ThermoFlex Device

Found in version 2.1.2
Problem 2840

In the Print Setup pane, the **Auto Media Selection** on the **General** tab should be used with caution when you are using Print Console with a ThermoFlex device.

Using the **Auto Media Selection** feature may mean that you inadvertently choose the wrong media thickness. Try using **Choose Media Just Before Imaging** instead, as you can always choose the correct media thickness with this option.

Direct Connection Problems

This section describes problems encountered by systems using a direct (GDAPI) to connect with a workflow or RIP. This includes systems connected to Prinergy, when outputting to a plate, and Brisque (version 4.0 only).

Allow Re-ordering of GDAPI Jobs in the Pending Queue

Found in version 3.0
Problem 2628

If there is a mixture of jobs from the hot folder and GDAPI, even though they had the same priority, it won't allow you to drag the GDAPI jobs in the pending queue.

GDAPI Clients Need to Know When the Device Needs a Plate

Found in version 3.0
Problem 2837

Print Console device state information that is reported to GDAPI clients via the Device State Callback. The information reported by this callback is meant to inform users that the device needs some attention, such as loading a plate. The status codes are in place but are not being reported now when the device needs the user to load a plate.

GDAPI clients also need to know when the Print Console queue is off line — this means that jobs will not be processed.

Print Console Displays Constant Error Message in Brisque Direct to Trendsetter Configuration

No problem number

In a workflow that includes Print Console 2.1, Brisque Direct and a Trendsetter output device, Print Console displays an error that the SCSI link is broken or currently unavailable when in fact there is no problem with the configuration.

To work around this problem:

1. From the Windows desktop, select **Start > Run** and type `regedit`.
2. Navigate to the following folder path: **HKEY_LOCAL_MACHINE\SOFTWARE\Creo\PrintConsole\V2.0\ScsiConfig**
3. Open the registry file **PollInterval**.
4. In the Edit DWORD Value dialog box, type `0` (zero) in the **Value Data:** box.
5. In the **Base** box, click the **Decimal** radio button.

   Note: Changes to these values will take effect while Print Console is running.
6. Click **OK** and exit Regedit.

Prinergy's Print Console JTP Does Not Start

No problem number

Print Console 2.1 only works with Prinergy version 2.0.7 and later. Previous versions of Prinergy contained an incompatible DLL that caused the Print Console JTP to fail. If you want to install Print Console 2.1 with a Prinergy system running a version before 2.0.7, you must manually upgrade the DLL in Prinergy.

GDAPI Jobs That Fail After Unload Not Reported in RIP

Found in version 2.1.1
Problem 2155, 2538

If a GDAPI job fails during or after the unload sequence, Print Console incorrectly reports a **job complete** status to the RIP. In addition, the job may get stuck in the active queue.

TIFF Connection Problems

This section describes problems encountered by systems using hot folders to submit pre-screened, 1-bit TIFF files to TIFF Downloader in Print Console. This includes systems connected to Prinergy, for proofs, and the Brisque via Screen2Go, as well as other third party workflows and RIPs.

Invert Raster is Unchecked in Job Properties

Found in version 2.1
Problem 2869

Invert Raster is unchecked in job properties even it is turned on in the printsetup. The invert flag is turned on in the registry, so it is just a GUI bug. Will be fixed in ver 3.1.

Defined TIFF Separation Color Information Displays as "Untitled"

Found in version 2.1.2
Problem 2826

When Print Console interprets the RIP color in a TIFF separation and the approved job is processed by TIFF Downloader, the color information is lost and the color name converts to "Untitled". After the files moves to the processed queue, the color name remains "Untitled", but the device color information reflects the proper name.

This problem occurs when sending a file to be imaged on a plate, where the creator application has not written a color to a TIFF tag that TIFF Downloader interprets. When you are sending a proof, this problem does not occur.

Message Screen Incorrectly Indicates Job Cannot Be Remade

Found in version 2.1.0
Problem 2224

When you process a job, Print Console often issues a message on the History pane indicating that the job cannot be remade. However, only jobs submitted via the GDAPI interface cannot be remade. You can remake TIFF jobs.

TIFF Downloader Crashes When Image Cancelled and Plate Ejected Before Next Job

Found in version 2.1.2
Problem 2775

If you do the following when using Print Console to submit TIFF files to a Trendsetter VLF AL:

- cancel a job before it starts imaging (plate remains on the drum)
- submit a second job that has a different plate size (plate unloaded from device)

Print Console and TIFF Downloader may lose synchronization. Essentially, TIFF Downloader thinks the second job has been cancelled; Print Console thinks the second job is still valid. When it asks TIFF Downloader for the raster, TIFF Downloader cannot provide it and, as a result, has a break down and crashes. In the History screen, Print Console issues the message `TDL crashed on a suspended job (Invalid command (ReadyForRaster) received`.

Files Can Get Stuck in Working Folder if Using Hot Folders Without Failed and Done Folders

Found in version 2.1.2
Problem 2761

If you are using hot folders to submit jobs, but do not have Done or Failed folders configured, jobs can get stuck in the Working folder. This only happens if you approve the jobs, but then cancel from the active queue, or when prompted to, for example, load a bay on an autoloading device.

Device Not Meeting Engine Speed (for TIFF files)

No problem number

If the device is performing a large number of retraces and is not meeting engine speed, TIFF Downloader may not be configured to send the data through the SCSI in large enough blocks.

To work around this problem:

Using the /sws<n> command in the **begin.inf** file, increase the block size that TIFF Downloader sends to the device. The <n> represents the number of bytes (in multiples of 64) that TIFF Downloader sends to the device. For example, use /sws65536 to increase the block size to 65536 bytes (64x1024=65536 bytes). Use /sws131072, /sws196608, /sws262144, and so on to increment the block size.

If necessary, contact a service representative.

TIFF Downloader Failing Transform Jobs

Found in version 2.0
No problem number

If a file that has been configured with the transform option selected fails, or if it outputs with strips of data missing, TIFF Downloader may not be configured correctly.

To work around this problem:

Increase the size of the transform input buffer in TIFF Downloader **begin.inf** file. If necessary, contact a service representative.

Add New RIP Color to Device Color Not Working Consistently

Found in version 2.1.0
Problem 1922

Normally, if you submit a proof job and map the RIP color to a device color while the **Add new RIP colors to the Proof Color Table** option is enabled on the print setup, the RIP color should be mapped to a device color for all future jobs that use that print setup. In this release, the RIP color is not permanently mapped to the device color when you select the **Add new RIP colors to the Proof Color Table**.

To workaround this problem:

Map the RIP color to the Device color on a per job basis using the Job Properties dialog box.

Problems Fixed

This section lists the problems from previous versions of Print Console that have been fixed in Print Console 3.0.

Wrong polarity on padding when Invert Raster is selected in Print Setup

From version 2.1
Problem 3142

1. Sumbit a test file that is SMALLER than the plate size.
2. Turn on the "Invert Raster" in print setup.
3. Test on both -ve and +ve media.

For MPE device, shifting is done by padding.

- (-ve media): wrong polarity on PRE-IMAGE padding
- (+ve media): wrong polarity on both PRE-IMAGE & POST-IMAGE padding

For MCE devices, shifting is done by the device so the padding is applied ONLY on +ve media.

- (+ve media): wrong polarity on both PRE-IMAGE & POST-IMAGE padding

Separation timer ("Clock") isn't shown for Prinergy jobs.

From version 2.0
Problem 1435

Separation timer is available for TIFFDownloader jobs (indicates the amount of time the separation has taken). This separation timer isn't available for Prinergy jobs (the time is kept in the Properties, but not displayed in the Status window GUI).

New Settings Lost After Renaming or Copying Media Size

From version 2.1.1
Problem 2587

On the Media Size pane, if you **Rename** or **Copy** a media size, and change some of the settings on associated settings, when you click **Apply**, Print Console saves the new name, but does not save the new settings.

Copy Option on Print Setup Pane Does Not Work Consistently

From version 2.1.1
Problem 2622

In some cases, the **Copy** option on the Print Setup pane does not work correctly. Specifically, if you attempt to copy two print setups, Print Console may stop you from copying the second print setup by issuing the following message: `A copy of <printsetup1> has already been made. can not create duplicate entry`.

Load Sends the Wrong Dimensions to the Device

From version 3.0.1
Problem 2778

Newspaper 100, TS 2637 AL, & TS VLF AL - Load sends the wrong dimensions to the device when:

- print setup name and the media size name are the same. For example, '26x30'.
- the print setup is configured to use any media size that is not '26x30'. For example, '19x20'.
- when you load the bay from the UI, the load command (CB) sends '19x20' to the device instead of '26x30'.