



Print Console 3.0 Installation

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creo

Print Console 3.0 Installation

CONTENTS

Revision History i

1. Introduction 1

2. Scope 3

3. Related Documentation 4

4. Requirements 4

5. Installation 5
   - 5.1 Service Shell Install 6
     - 5.1.1 Service Shell Host Install 7
     - 5.1.2 Service Shell Client Install 8
   - 5.2 Print Console Install 9
   - 5.3 Clean Install 10
   - 5.4 Migrating Workstation Software Settings to Print Console 15
     - 5.4.1 Migrating Print Console 3.0 Settings To or From Another Workstation. 16
     - 5.4.2 Migrating Existing Device Control Software Settings to Print Console 3.0 (Same Workstation) 18
   - 5.5 Installing Test Files 20
   - 5.6 Installing Print Console on a System Where a Version of Workstation Software Already Exists 22
   - 5.7 Upgrading an Existing Print Console 2.x Installation 23
     - 5.7.1 Backing-Up Print Console Settings 23
     - 5.7.2 Upgrading Print Console 24
     - 5.7.3 Restoring Print Console Settings 27
   - 5.8 Uninstalling Print Console 27

6. Configuration 28
6.1 Configure Service Shell 28
6.2 Configure Print Console 28
6.2.1 Configure Device Media 28
6.2.2 Configure Media Sizes 30
6.2.3 Configure Print Setups 31
6.3 Configure Direct Connections 33
6.3.1 Install the Brisque Agent 33
6.3.2 Licensing Direct Connections 35
6.4 Configuring TIFF Downloader 36
6.4.1 TIFF Downloader Overview 36
6.4.2 Licensing 37
6.4.3 Compression 38
6.4.4 ThermoFlex Digital Masking 39
6.4.5 Image Mirroring and Rotation 39
6.4.6 Image Clipping/Margins 40
6.5 Configure Animation Settings 41
6.6 Other Configurations 41
6.6.1 Configure New Users for Print Console 41
6.6.2 Configure the Workstation to Support Dual Workflows (Prinergy & Brisque) Without a SCSI Switch 41
6.6.3 Specific Configurations 41

Appendix 1: COM Port Assignments (for standard hardware Configurations) 42

1. INTRODUCTION

Print Console is now released as part of a controlled release package of output device, software, and firmware. The 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.

To install Print Console, you must to first install the Service Shell Host software because the two applications share a common DLL. If you attempt to install Print Console without first installing the Service Shell Host, the installation program exits. The Service Shell application—which is a host/client program that, among other things, allows you to view logs remotely to diagnose problems in the device—comes with the CD that Print Console is on. To install Service Shell, see the Installing Service Shell section on page 6.

After you have installed Service Shell Host, install Print Console:

- If you are installing on a workstation that does not have an existing version of device control software, follow the

Print Console Install procedures on page 9.

- If you are installing Print Console 3.0 on a workstation that has an earlier version of Creo device control software (Print Console 1.0, Allegro Workstation 1.7 and 1.2, or PCS/TCS), follow the

Print Console Install procedures on page 9 and then follow the Migrating Workstation Software Settings to Print Console section on page 15 to migrate comparable settings from the existing device control software.

- If you are installing Print Console 3.0 on a workstation that has Print Console 2.0 (and you are not changing output devices), go to the Upgrading an Existing Print Console 2.x Installation section on page 23.

After installing Print Console, make sure to install the relevant test files. Doing so can make device servicing much more efficient. For more information, see the Installing Test Files section on page 20.

2. SCOPE

This document explains the various installation options for Print Console. It does not cover the use of Print Console — refer to the Print Console user documentation listed in the "Related Documentation" section below.

3. RELATED DOCUMENTATION

Print Console has a context-sensitive online help system. It contains reference material and procedural information for all features and functions of Print Console.

Other documentation:

- *Print Console 3.0 Specification (72-3323E)*
- *TIFF Downloader 3.0 Specification (72-3322C-A)*
- *Print Console 3.0 Quick Start Guide (03-4258A)*
- *Print Console 3.0 Release Notes(06-3360A)*
- *Print Console 3.0 Migration Guide (77-0128C)*
- For Brisque Screen2Go installations,
  - *Brisque to Trendsetter Connectivity via Screen2Go—Installation Guide (Cat. No. 399Z1P903A)*
  - *Brisque to Trendsetter Connectivity via Screen2Go—User Guide (Cat. No. 399Z1P904A)*
- For Brisque Direct installations,
  - *Brisque to Trendsetter: Spectrum Connectivity (Cat. No. 399Z1P760A)*
- For Prinergy 2.0 installations,
  - *Imaging Thermal Bluelines Using Prinergy and Print Console (78-0126A-A)*
  - *Windows 2000 Installation for Prinergy 2.x (72-3476B)*
  - *Dell Hardware Setup for Prinergy 2.x (72-3572A)*
  - *EMC/DG Server Hardware Setup for Prinergy 2.x (72-3573A)*
  - *Prinergy 2.0: Installation (72-3497A)*
- For ThermoFlex installations, *TIFF Front End Server Installation Procedure (73-3344A)*

4. REQUIREMENTS

Print Console requires a workstation/server running Windows 2000. Dell OptiPlex workstations require Windows 2000 Professional edition and pcAnywhere. Other servers require Windows 2000 Server edition. If you are installing on a server, NetBEUI and TCP/IP network protocols must be installed and configured. If UNIX network connectivity is required, Hummingbird NFS must also be installed and configured.

Note that Print Console is installed on different workstations depending on the output device and workflow. For a ThermoFlex workflow, Print Console is installed on the TIFF Front End server; for Prinergy, Print Console is installed on the Prinergy Render Station (secondary server); for integration with Brisque or a third-party RIP, Print Console is installed on a CRI Workstation.

Workstations/servers that Print Console is to be installed on should include high-resolution, 24-bit video cards, optimized for the Windows Graphics Device Interface (GDI), with a minimum of 4MB of video RAM. The workstation's video display must be set to a minimum of 800 by 600 pixels and a minimum of 65536 colors in order to install and run Print Console; however 1024 by 768 resolution and true color (24-bit) display are recommended.

For more information, refer to the *Site Preparation and Requirements* document for the output device that Print Console is being installed on.

Hard drive space requirement for a Print Console installation is as follows:

Print Console directory	~65.1MB (includes full set of animation images for one output device and online help files)
CreoSupt directory	~21.0MB
PDF directory	~10.8MB
TestFiles directory	~252MB
Spool directory	Data dependent
Service Shell directory	~15.8MB
Total	Approximately 345MB*

This figure represents the amount of hard drive space needed to install Print Console. Since the space required for the Spool directory fluctuates, you will need more hard drive space to actually operate Print Console once installed.

5. INSTALLATION

Print Console shares a Service Shell Host DLL file, which means that you can't run Print Console on a workstation that does not have Service Shell Host installed. In fact, the Print Console install program exits the installation if it does not find Service Shell Host on the workstation. The first step in a clean installation of Print Console, then, is to install the Service Shell Host (see the Service Shell Install section on page 6).

If the workstation has Service Shell already installed, go to the

Print Console Install section on page 9.

5.1 Service Shell Install

Service Shell is a software tool used to perform maintenance, service, test, and calibration operations locally or through remote access. As the name suggests, it uses a client/host architecture: the host software is installed on the Print Console workstation; the client software can be installed on the same workstation or remotely. As mentioned, the host software needs to be installed before you can install Print Console. Although you do not have to install the client, we strongly recommend doing so if you need either Splot or local access to the device diagnostic port.

CAUTION: When you install Service Shell Host, local use of Hyperterminal and Procomm are effectively disabled because the Host software monopolizes the serial port that is connected to the device on the workstation/server. Unless Service Shell Host is closed, that port is unavailable for any other use.

The following sections describe how to install the Service Shell Host and Client.

5.1.1 Service Shell Host Install

To install Service Shell, log on to the workstation/server as a user with administrative rights to that computer.

The Service Shell application is on the CD containing Print Console.

1. Manually start the installation program by running the **ServiceShell-Host-CTP.exe** file in the **\Host** directory. The Service Shell CTP Host Welcome dialog box appears.
2. Click **Next** to proceed. The Choose Destination Location screen appears.
3. Choose the C: drive and click **Next** to continue. The Setup Type dialog box appears.
4. Choose **Typical** and click **Next** to continue. The Start Copying Files dialog box appears with information confirming the installation settings (Figure 1).

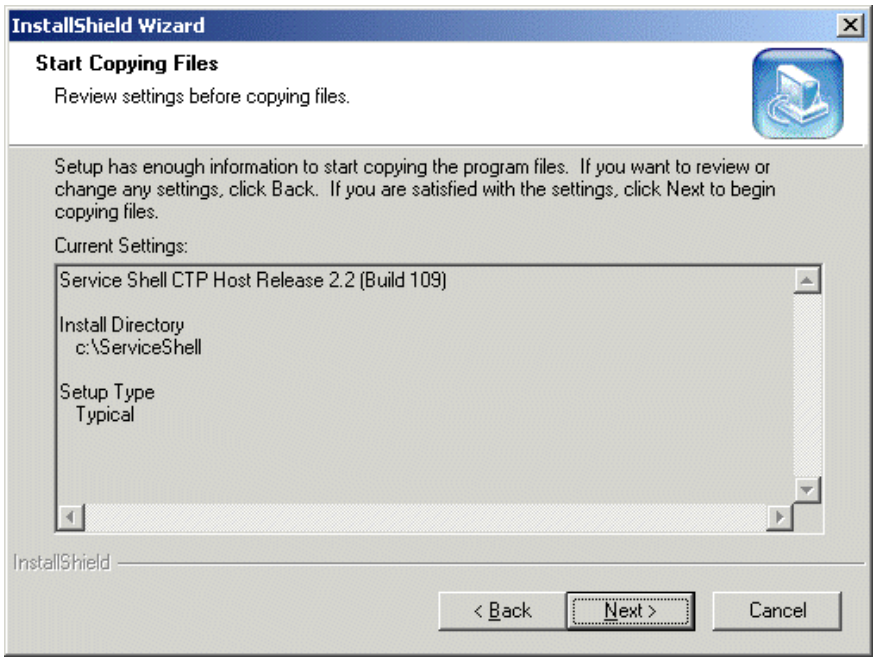


Figure 1

5. Click **Next to** start copying the Service Shell Host files. When the installation is finished, the Installation Complete screen appears.
6. Click **Finish**.

Service Shell Host and Client can be upgraded at any time after the initial install of Print Console.

5.1.2 Service Shell Client Install

You do not have to install the Service Shell Client before installing Print Console. Be aware, however, that the Client software also includes the Splot diagnostic software. If you do install it, make sure to install it in the same drive as the Host (C:).

To install Service Shell Client, log on to the workstation/server as a user with administrative rights to that computer. The Service Shell application is on the CD containing Print Console.

1. Manually start the installation program by running the **ServiceShell-Client-CTP.exe** file in the **\Client** directory. The Service Shell CTP Client Welcome dialog box appears.
2. Click **Next**. The Choose Destination Location dialog box appears.
3. Choose the same drive as the Service Shell Host (C:) and click **Next** to continue. The Setup Type dialog box appears.
4. Select **Typical** and then click **Next**. The Start Copying Files dialog box appears.
5. Click **Next** to start copying the Service Shell Host files. When the installation is finished, the Installation Complete screen appears.
6. Click **Finish**.

Service Shell Host and Client can be upgraded at any time after the initial install of Print Console. For information on how to configure Service Shell to work with Print Console, see the Configure Service Shell on page 28.

5.2 Print Console Install

The CD containing Print Console includes a single install program. The installation program's main screen (Figure 2) will automatically display after you insert the CD into the workstation's CD drive. If the install screen does not automatically appear, manually start the program by running **autorun.exe**.

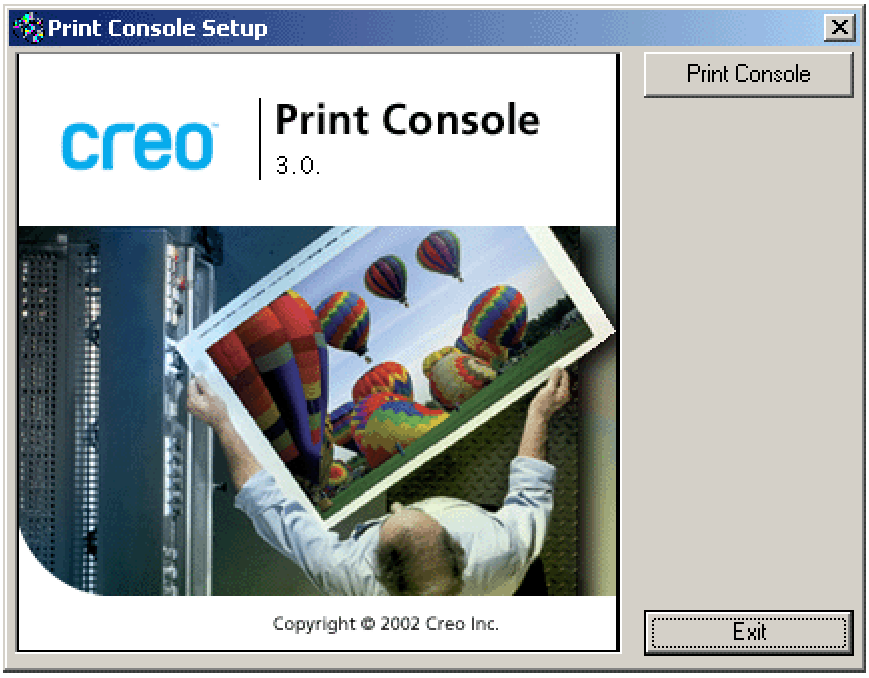


Figure 2

The installation program makes a number of checks to determine what type of installation it will do. For each different type of installation, the location of directories, files, and registry entries are different. The screens and prompts displayed also vary depending on the type of installation being performed. The first time you run the Print Console installation program, the clean install option is automatically selected (refer to the following "Clean Install" section). If you have previously installed Print Console, the installation program instead offers several upgrade options (see "Upgrading an Existing Print Console" on page 23). For any type of installation other than a first-time clean install, the following options will be available in the Print Console Setup window:

- **Print Console**–installs Print Console control software for the selected device model, with the Sample RIP (RIP simulator software)
- **Test Files–**installs a number of test files (note that additional device-specific test files will be provided on separate CDs)
- **Configure Software–**installs/configures Print Console options that you may have skipped during the initial installation
- **Print Console Utility**–backs-up and/or restores Print Console settings (from a previous installation)

- **Select Device**–adds/removes animation images for additional output devices, and to configure Print Console to interface with a different device
- **Migrate Settings**—migrates certain settings from existing CreoScitex device control applications.

5.3 Clean Install

The first time you run the Print Console installation program, the clean install option is automatically selected.

Selecting the installation program's Print Console option installs Print Console control software for the selected device model, PDF documentation, and a number of other folders and files. After the installation, Print Console is configured in the registry to run in production mode with the chosen output device.

Note that Print Console is installed on different workstations depending on the output device and workflow:

- For integration with third-party RIPs, Print Console is installed on a CRI Workstation.
- For a Brisque-to-TIFF system (Screen2Go), Print Console is installed on a CRI workstation with the TIFF Downloader option enabled and connects to the Brisque via an NFS Hummingbird connection. To submit TIFF files, you must install the Screen2Go module on the Brisque according to the Screen2Go documentation.

  Note: For Brisque Screen2Go installations, do not enable the Brisque-to-Trendsetter option during the installation of Print Console.
- For a Brisque Direct system, Print Console is installed on a CRI workstation with the Brisque to Trendsetter option enabled and connects to the Brisque via the GDAPI:

  1. Install and configure the Brisque 4.0 following the appropriate installation procedures.
  2. Install Print Console on the CRI workstation according to the instructions that follow, making sure to select the Brisque to Trendsetter option.
  3. From the Print Console CD, install the Brisque Agent according to the Install the Brisque Agent procedure on page 33.
  4. Connect the two systems to each other and the output device according to the "Brisque to Trendsetter: Spectrum Connectivity (Cat. No. 399Z1P760A)" document.

- For a Prinergy system, Print Console is installed on the Prinergy Render Station (secondary server):

    1. Install and configure the Prinergy Render Station according to the Windows 2000 installation for Prinergy 2.x document (72-3476).

    2. Install Print Console according to the instructions that follow, and ensure that the TIFF Downloader option is enabled during the install. (Note that a Prinergy installation of Print Console requires different install locations: the Print Console drive should be D: and the Spool drive should be E:).

    3. Follow the "Setting Up Output Devices" instructions in the "Prinergy Installation Guide" document (03-4121A).

To perform a standard installation of Print Console with the TIFF Downloader or Brisque to Trendsetter options enabled:

1. Close any running applications.

2. The main screen (Figure 2), which features several installation options down the right side of the dialog box, should automatically pop up when you insert the install CD into the workstation's CD drive. If the install screen doesn't automatically appear, manually start the **autorun.exe**.

3. Click the **Print Console** option button.

   If you do not have the Service Shell Host installed, Print Console exits the installation at this point. If this happens, install the Service Shell Host according to the procedures in the Service Shell Install section on page 6.

4. The Welcome dialog box appears. Click **Next >** to proceed (or click **Cancel** to exit the setup program).

5. The Select Output device dialog box appears (see Figure 3). In the **Output Device** box, select the appropriate device from the list of devices.

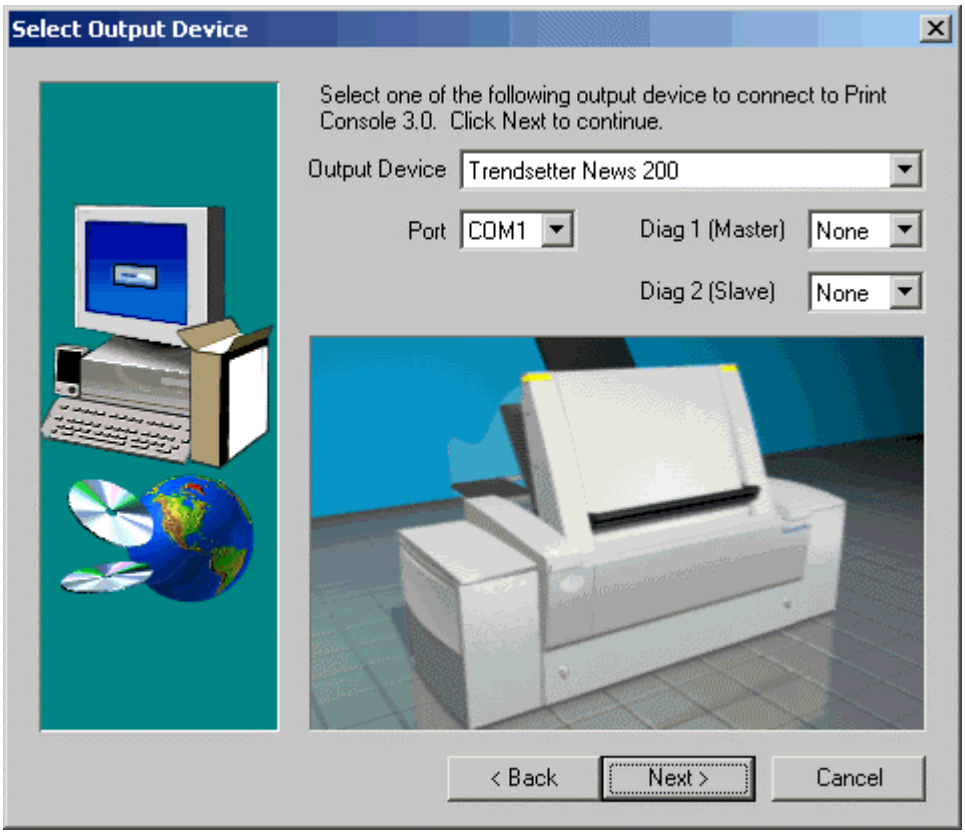


Figure 3

6. In the **Port** and **Diagnostic Port** boxes, select the appropriate COM ports depending on the workstation you are installing to.

    - For Data General servers, set the **Port** box (which is the workstation serial interface port) to COM1 and set the **Diagnostic port** to COM3.
    - For Dell servers, set the **Port** box to COM3, set the **Diagnostic Port 1** to COM4, and the **Diagnostic port 2** to COM5.

Note: Diagnostic Port 2 is only applicable to Trendsetter News 200 devices using Dell workstations that have more than four ports. For any other output devices, leave the default setting for Diagnostic Port 2 at None.

For more information on standard COM port settings, see Appendix 1: COM Port Assignments on page 42.

7. Click **Next** to continue.

8. The Destination location dialog box appears (see Figure 4). Select a location for the Print Console software (the default is E: drive), and click **Next >** to proceed.

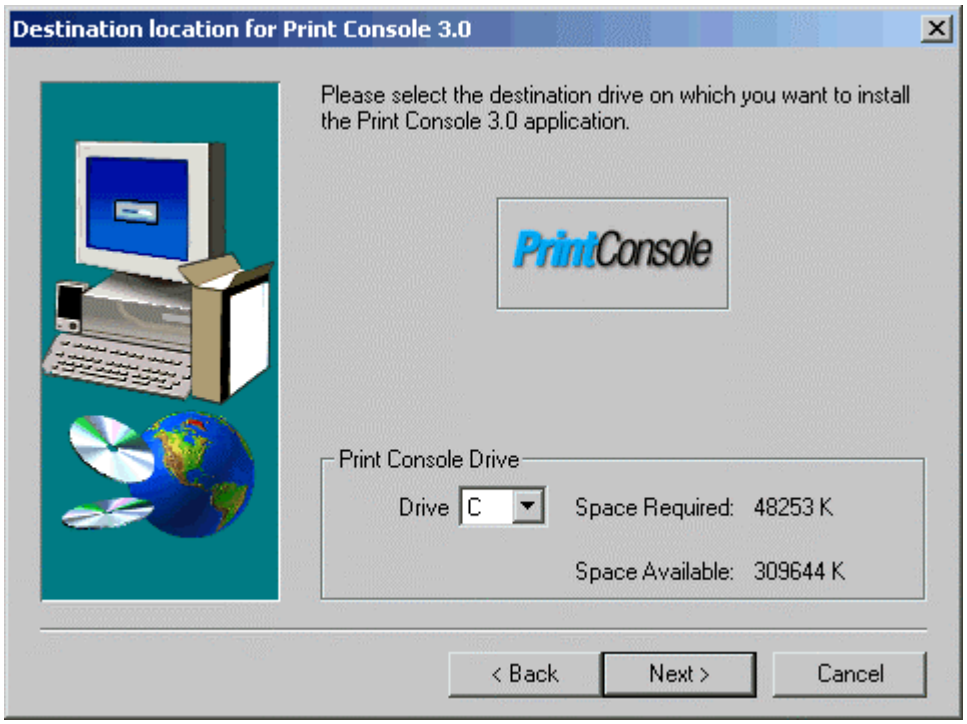


Figure 4

9. The Configure Print Console dialog box appears (see Figure 5).

   - Select the Auto Logon if you want the workstation to automatically log onto the network as “PCOperator”. Select this option if it is appropriate for your workflow configuration.

   Note: See Configure New Users for Print Console on page 41 for information on how to add new users correctly.

   - Select Brisque to Trendsetter Connectivity if you are connecting directly to the Brisque via GDAPI (not via Screen2Go).

   Note: See Install the Brisque Agent on page 33 for further procedures required to connect directly to a Brisque via GDAPI.

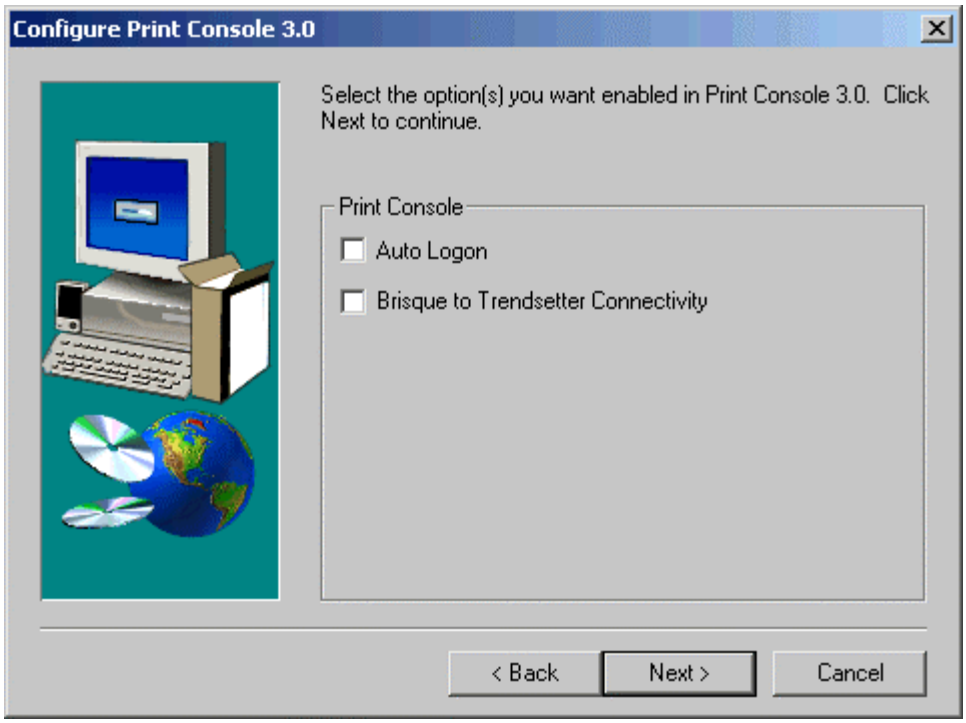


Figure 5

10. The Confirm Installation dialog box appears. Review the choices you have made, then click **Finish >** to proceed (or click **< Back** to return to previous screens in order to change installation options and settings).

    The Print Console installation begins, and the various executables and DLLs are copied to the **\PrintConsole\bin** directory.

11. When the installation is complete, a readme.txt file appears warning you to make sure the gc mss value (geometric correction main scan shift) in the device firmware matches the value in the Clip for Leading Edge Clamp in the Device Margins tab in the Print Console Service pane. If these values do not match, you must **change the value in the firmware**; otherwise, image shifting may occur. Follow the directions in the Readme document to ensure this does not happen. When the Program Group window appears – close it.

12. If the installation detects existing CreoScitex device control software on the workstation, it displays a dialog box prompting you to migrate the settings to Print Console.

    - If you choose to run the Migration Utility at this point, select **Yes** and go to step 2 in the Migrating Print Console 3.0 Settings section on page 15.
    - If not, close the dialog box and restart the workstation when prompted.

    You can run the migration utility at any point in the future by choosing the Migrate Settings option from the Print Console installation program.

After installing Print Console, make sure to install the relevant test files. Doing so can make device servicing much more efficient. For more information, see the *Installing Test Files* section on page 20.

5.4 Migrating Workstation Software Settings to Print Console

If you install Print Console on a system that has existing CreoScitex device control software (Print Console 1.x, Allegro Workstation 1.2/1.7, or PCS/TCS 2.0), the installation program launches the migration program after the installation is complete (before you reboot). This program copies certain settings—print setups, media sizes, preferences, and so on—so that you do not have to manually configure the system. You can either run the Migration Utility during the installation of Print Console 3.0, or at any point in the future from the Print Console installation program.

Alternatively, you can use the migration utility to copy the settings from other Print Console 3.0 installation on the same network. This option will only work if both installations are connected to the same version of the same device.

To migrate device control settings,

1. Close any running applications and open the Print Console installation program (if not already open).
2. The Welcome dialog box appears. Click **Next** to continue.
3. The Select Migration Option screen appears (Figure 6) with three options:

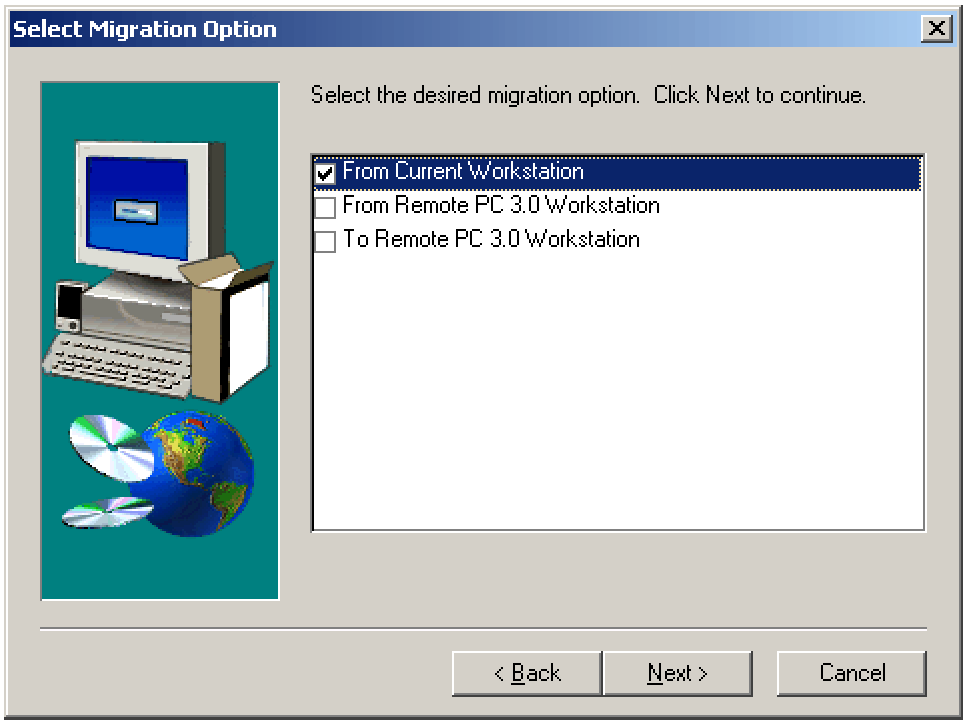


Figure 6

- **From Current Workstation** copies certain settings from existing device control software on the same workstation to the current installation of Print Console. This option copies settings from the following device control software:
    - Allegro Workstation 1.2 or 1.7
    - Trendsetter or Platesetter Console Software 2.0
    - Print Console 1.0 or 1.1

  Due to differences in registry structures, the migration utility can migrate only certain settings existing device control software. For a comprehensive list of settings you can migrate per device control software, refer to the Print Console 2.0 Migration Guide (77-0128A-A).

  For more information, refer to the Migrating Existing Device Control Software Settings to Print Console 3.0 (Same Workstation) section on page 18.

- **From Remote PC 2.2 Workstation** copies Print Console 3.0 settings from another workstation on the network to the Print Console 3.0 installation on the current workstation. For more information, refer to the Migrating Print Console 3.0 Settings To or From Another Workstation section on page 16.

- **To Remote PC 2.2 Workstation** copies Print Console 3.0 settings to another workstation on the network that has Print Console 3.0 installed. For more information, refer to the Migrating Print Console 3.0 Settings To or From Another Workstation section on page 16.

5.4.1 Migrating Print Console 3.0 Settings To or From Another Workstation

The migration to or from a remote workstation copies print setups, media sizes, and hot folder settings. For it to work correctly,

- Each workstation must be running the same version of Print Console with the same version of the device
- The Spool directory must be located in the same drive on each workstation (that is, if the Spool directory is on the D: drive on the remote workstation, it must also be on the D: drive on the local workstation)
- Both workstations must have the same hardware configurations.

1. From the **Migration Options** dialog box (Figure 6), choose to migrate settings either from or to another workstation. Click **Next** to continue.

2. The Enter Remote Workstation dialog box appears. Enter the correct workstation name and select **Next**.

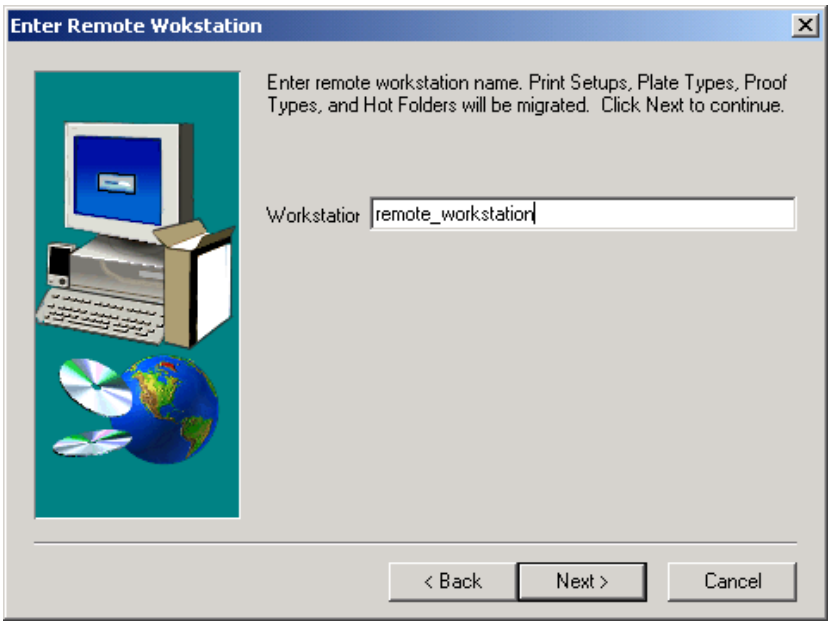


Figure 7

3. The Confirm Installation dialog box appears. Confirm that the settings are correct and select **Finish**.

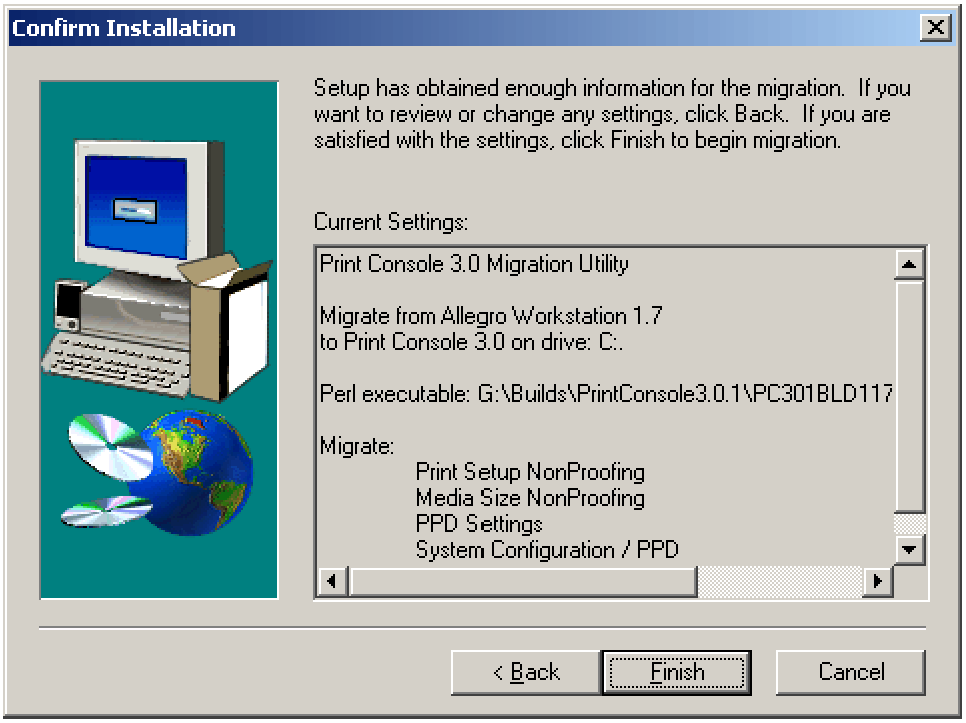


Figure 8

The Migration Utility then copies the settings from one workstation to the other.

5.4.2 Migrating Existing Device Control Software Settings to Print Console 3.0 (Same Workstation)

1. From the Select Migration Option box (Figure 6), select the **From Current Workstation** option. Click **Next** to proceed.

2. If the Migration Utility detects one or more CreoScitex Workstation applications, it lists them on the Select Workstation software screen (Figure 9). Select the appropriate software and click **Next >** to proceed.

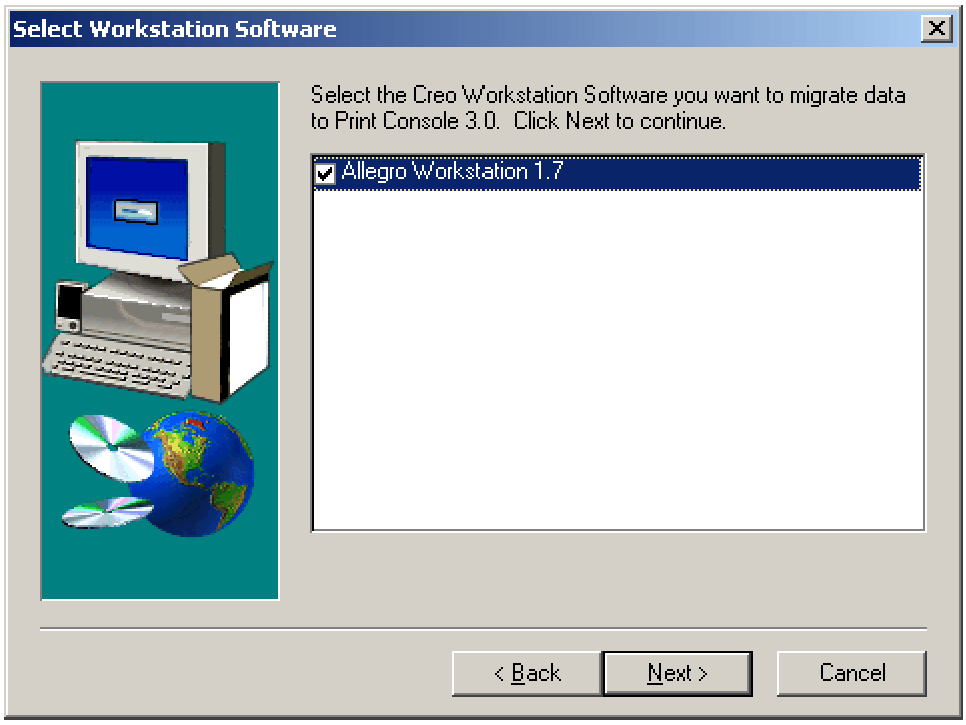


Figure 9

3. The Select Components screen appears with a list of settings in that software. Select the settings you want to migrate to Print Console 3.0 and click **Next >** to proceed.

Note: The list differs depending on which workstation software your migrating from. For example, the list of settings to be migrated for Allegro 1.2 is different from that of Print Console 1.0.

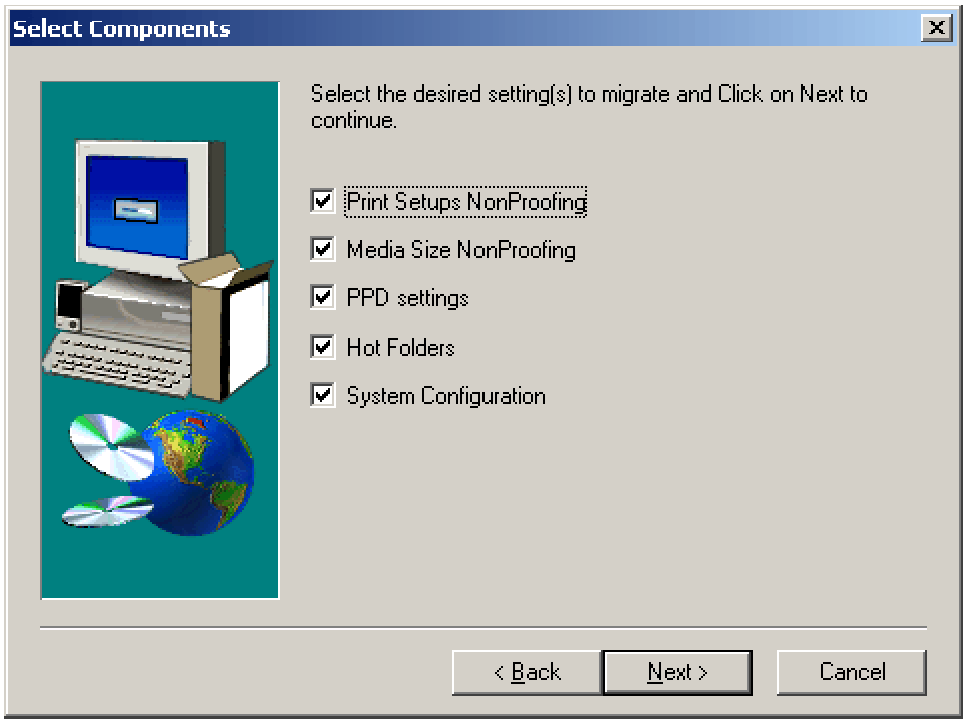


Figure 10

4. Confirm the settings to be migrated on the Confirm Installation screen and click **Next >** to proceed. The Migration Utility then installs these settings in Print Console 3.0.

5. Press OK when the migration is complete.

Note: Because of functional differences between the other device control software and Print Console 3.0, certain settings from the previous device control software do not have equivalents in Print Console 3.0 and, therefore, cannot be migrated. For example, when migrating from Allegro Workstation Software 1.7, you can attach a hot folder to an output media. In Print Console 3.0, you can only attach a hot folder to a print setup. Likewise, Allegro RIP-specific imposition modifiers are available in Allegro Workstation Software, but not in Print Console 3.0. Therefore, whenever performing a migration to Print Console, check the resulting configuration carefully to ensure that all settings are appropriate to your workflow needs. Again, for a comprehensive list of which settings can be migrated from each workstation software application, refer to the Print Console 2.0 Migration Guide (77-0128A-

5.5 Installing Test Files

The Test Files option installs a number of test files. These are a series of simple TIFF files that you can output, using TIFF Downloader as the RIP, to ensure that the workstation and the device are communicating properly, which can significantly reduce the amount of time it takes to diagnose problems with the device. CDs with additional, output-device-specific test files are also available.

To install the Print Console Test Files:

1. Close any running applications and open the Print Console Setup program.
   - Click the install program's **Test Files** option button.
     The Test Files button installs a number of test files onto the workstation (note that additional device-specific test files will be provided on separate CDs).



Figure 11

2. The Test Files Installation dialog box appears (see Figure 12).Enable the **TestFiles** checkbox and select a location for the files (the default folder is **TestFiles**).
   Select the **CalibrationFiles** checkbox at this time if you want them to be installed. Note that the calibration files will be installed to the drive and directory that Print Console is installed to.

3. Click **Next >** to proceed (or click **Cancel** to exit the setup program).

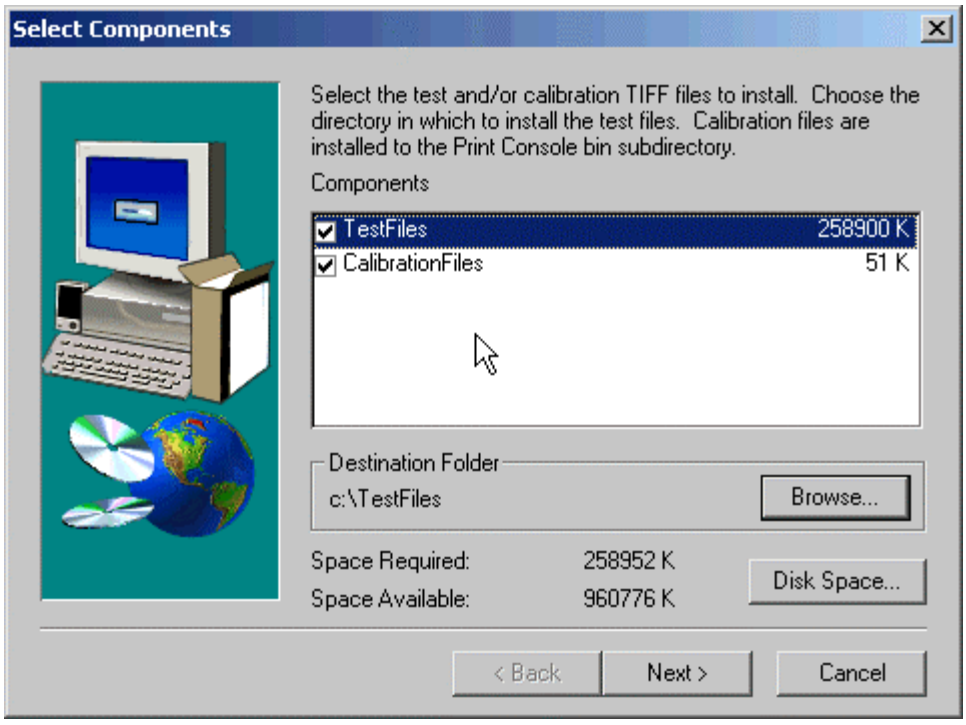


Figure 12

4. The Confirm Installation dialog box appears (see Figure 13). Click **Next >** to proceed.

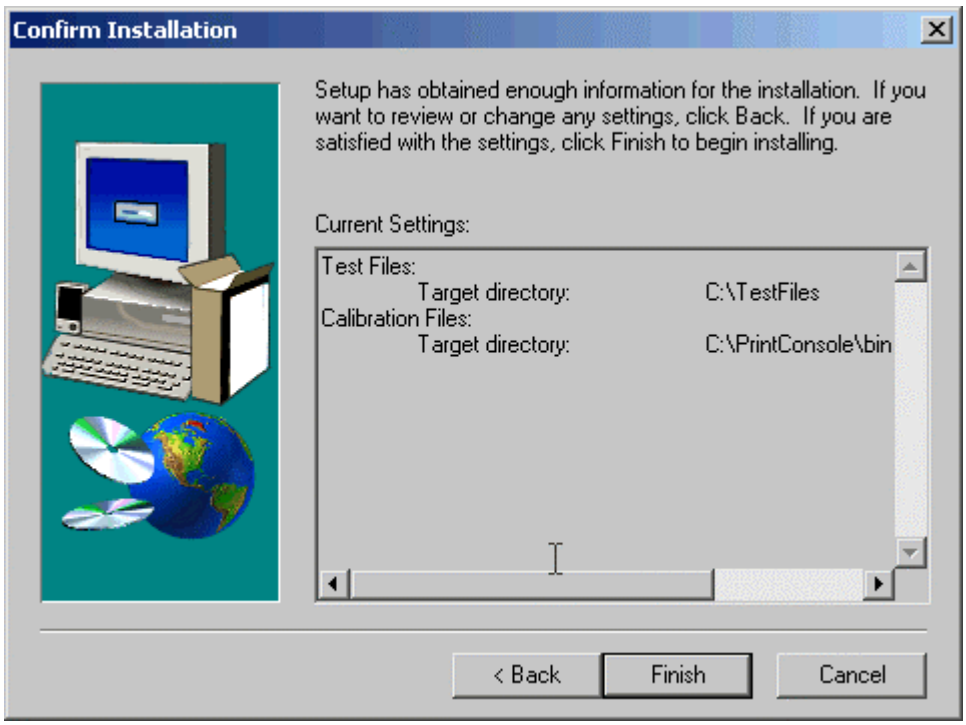


Figure 13

5. The Test Files installation begins. When the installation is complete, a message box appears, indicating that the files installed successfully: click the **OK** button.

5.6 Installing Print Console on a System Where a Version of Workstation Software Already Exists

You can install Print Console on a different logical drive on a system where a version of device control software already exists.

To create a virtual drive that you can install Print Console to:

1. Create a folder on the drive you wish to install to. For example, **E:\Vdrive**.
2. Create a batch file called **DriveSubst.bat**.
3. Include the following text:

```
subst V: /d
subst V: E:\Vdrive
```

...where /d deletes the drive mapping/substitution if already present.

- Save **DriveSubst.bat.** To make sure it runs each time the workstation is rebooted, move it to the Computer Management\System Tools\System Information\Software Environment\Startup Programs directory. You may have to navigate to this directory via the My Computer icon on the desktop.

Or…

- Save **DriveSubst.bat** to the desktop, then drag it to **Start -> Programs -> Start Up**.

You can now install Print Console to the new virtual drive (V drive in this case), as described in “

Print Console Install" on page 9.

Be aware that when Print Console is installed on a system where a version of device control software already exists, the Auto Logon feature works a bit differently. When you first log on to the workstation, the Auto Logon feature will automatically choose the new Print Console PCOperator user account (which triggers the new **Pcop.bat** file). To start the old device control software, log off and log back on using the old CTPOperator user account (which triggers the old **CTPop.bat** file).

Note: If you install Print Console to a virtual drive, you may notice a problem when rebooting the workstation. When the workstation reboots, may not be able to find any links to the software installed on the the virtual drive, which means the icons on the desktop may not show the proper images. To fix this, re-select the icons for each shortcut.

5.7 Upgrading an Existing Print Console 2.x Installation

5.7.1 Backing-Up Print Console Settings

Before updating an installation of Print Console 2.x, you may use the install program's Print Console Utility option to backup the configuration settings of your present installation. If the upgrade does not work, you can restore the earlier Print Console version and settings. Settings that are backed up include print setups and input channels (the entire Print Console registry key is backed up). A copy of this utility is also installed along with the Print Console control software and accessible from the Windows Start menu in the "Print Console 3.0" program grouping.

CAUTION! Restoring from these backed-up registry settings is only guaranteed to work for the same release of the Print Console software, i.e. if you plan on backing-up, refreshing, and restoring *the same build version*. (Unfortunately there is no guarantee that the registry settings for an older build will be compatible with the registry settings of a newer build.) Therefore, if you encounter a problem upgrading to Print Console 3.0 from, for example, 2.0 (build 2.0.2.7), you would then have to reinstall build 2.0.2.7 before restoring from the backup.

To backup the Print Console registry settings:

1. Click on the install program's **Print Console Utility** button, or launch the utility by going to Start -> Programs -> Print Console 3.0 and choosing Print Console Utility.
2. Choose "Save Print Console settings" and click **Next >** to proceed.
3. Enter the path and registry filename you want to save to (the default is **backup\PC2.2_M_D_YYYY.reg**, where M is the month, D is the day, and YYYY is the year). Click **Next >** to proceed.
4. The backup process begins. When it is complete, a message box appears, indicating that the Print Console settings were saved successfully: click the **OK** button.

5.7.2 Upgrading Print Console

When run, the Print Console installation program automatically detects an existing Print Console installation; it provides 2 of the 3 possible update/upgrade options, depending on the state of the workstation

Print Console checks for the Service Shell Host software before upgrading. If it does not find it, Print Console exits the installation and prompts you to install the Service Shell Host. If it does find it, Print Console continues with the upgrade. Be aware, though, that Print Console does not check the version of the Service Shell Host. Ensure the installed version of Service Shell Host is the same or a later version as that on the Service Shell installation CD that comes with the Print Console CD. To install Service Shell Host, see the Service Shell Install section on page 6.

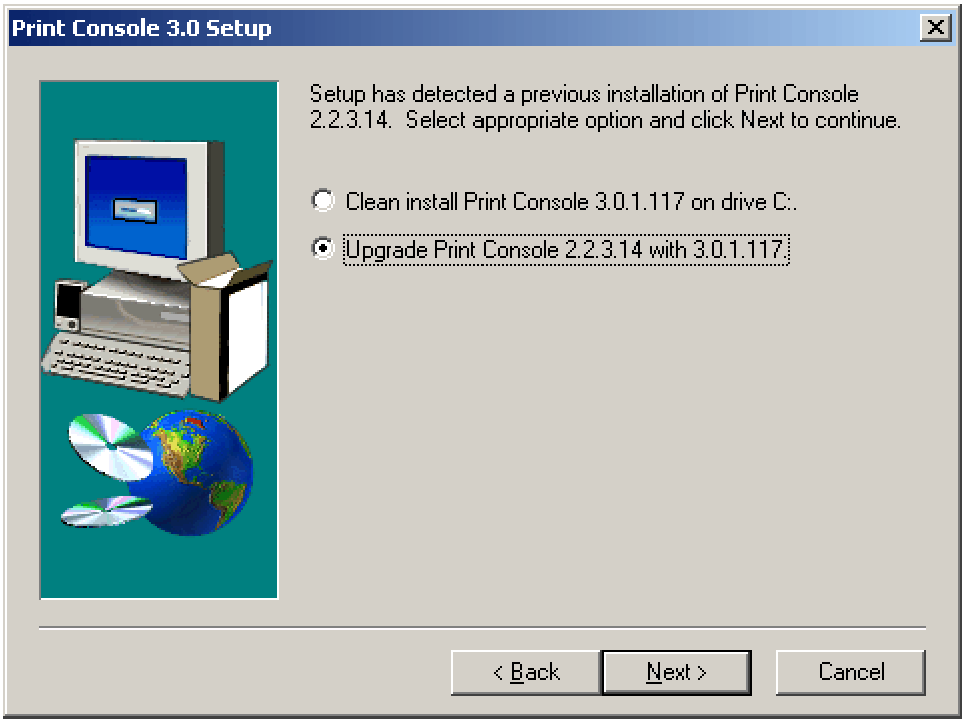


Figure 14

...or:

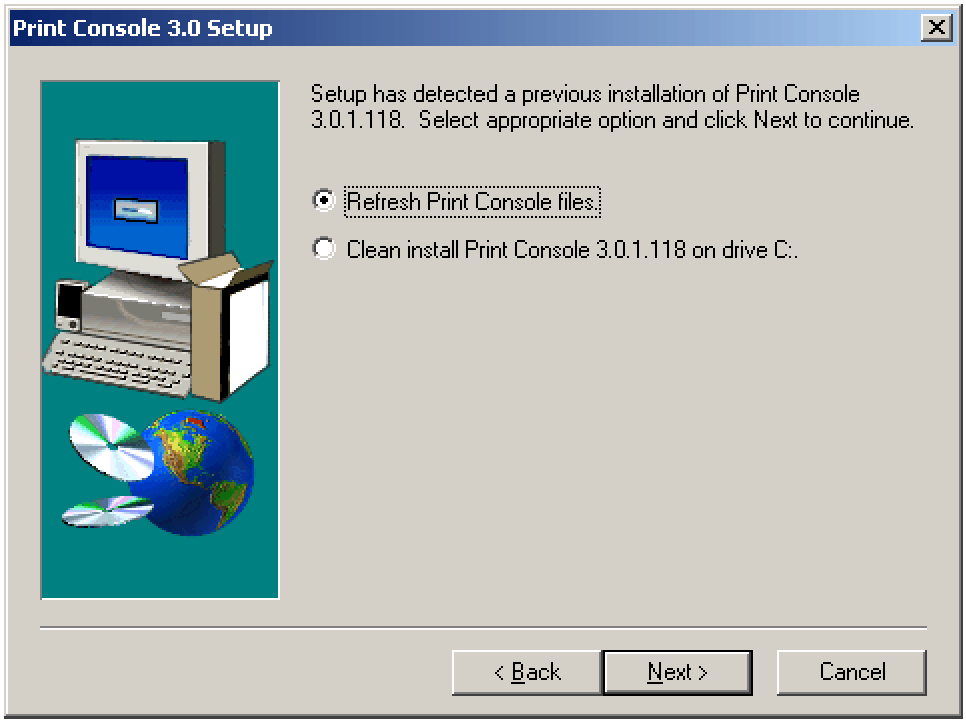


Figure 15

- **Refresh Print Console files** refreshes the Print Console executables and DLLs. This option is only available when installing the same build number/version of the software.
- **Clean install of Print Console 3.0 in the same location** automatically prompts you to backup the existing installation of Print Console, the existing version is uninstalled, then a new, clean installation of the Print Console software is created in the same location as the original install.
- **Clean install of Print Console 3.0 in a different location** automatically prompts you backup the existing installation of Print Console, the existing version is uninstalled, then a new, clean installation of the Print Console software is created in a new location.
- **Upgrade the existing install with a newer version** replaces the existing directories (CreoSupt, Print Console, TestFiles, Service, Spools, PDF), but does not change the device you've selected. If you have changed a file in one of these directories, you can restore it from your backup after installing the newer build This option is only available when installing a newer version than what already exists on the workstation. The program will *not* overwrite an installation of a newer build.

To upgrade/refresh a Print Console installation:

1. Close any running applications, and open the Print Console installation program (if not already open).

   Note: When installing Print Console or selecting a different device, make sure to shut down Launch Service Host and restart it after install is complete.

2. Click the **Print Console** option button.

3. Select one of the 2 install options and then follow the onscreen prompts.

   Note: If you choose "Clean install of Print Console 3.0 on drive C:", you will be prompted to backup the software configuration settings from the previous installation. This is optional, and is similar to the process described in "Backing-Up Print Console Settings" on page 23. However, there are a couple of differences: the Print Console registry key is automatically saved as **printconsole.reg** in the backup directory that you specify; the **creosupt**, **pdf**, **printconsole**, and **service** folders from the original Print Console installation are copied to the backup directory that you specify.

   Note: When Print Console upgrades from 2.0 to 2.2, it sets the diagnostic port to COM8. It does this because there is no diagnostic port registry setting in version 2.0. You can change this setting via the **Preferences** option in the Service Shell Client.

   CAUTION! Restoring the registry settings is only guaranteed to work for *the same build* of the Print Console software.

4. Open **printconsole/bin/begin.inf** and **printconsole/bin/begin.dat** and ensure that the TIFF Downloader lines in each file are as follows:

   ```
   # the following lines should be uncommented to start the tiff
   downloader

   #"tiffdownloader /testscsi /auxthreads4 /sws1048576 /tib70"
   /unique /noconsole /min /exit 0 /restartdelay 10
   ```

   ...if you *do not* want the TIFF Downloader enabled.

   If you *want* the TIFF Downloader to be enabled, uncomment the line:

   ```
   # the following lines should be uncommented to start the tiff
   downloader

   "tiffdownloader /testscsi /auxthreads4 /sws1048576 /tib70"
   /unique /noconsole /min /exit 0 /restartdelay 10
   ```

   For more information about the TIFF Downloader, refer to Configuring TIFF Downloader on page 36.

Note: If you upgraded from Print Console 2.0 to 2.2, ensure all image shift settings migrated to the correct print setups. Since image shifting was previously configured on the Media Sizes pane, the value may not have migrated correctly to all associated print setups.

5.7.3 Restoring Print Console Settings

After updating *the same build* of Print Console software you can use the Print Console Utility to restore the previous configuration/settings (*if* you backed them up), which will save you from having to go back and completely reconfigure Print Console.

CAUTION! Restoring the registry settings is only guaranteed to work for *the same build* of the Print Console software.

To restore these settings:

1. Exit the Print Console software if it is running. (If you were to attempt to restore these settings while Print Console was running, everything would appear to work but no changes would be made to the registry.)
2. Start the Print Console install program and click the **Print Console Utility** button, or launch this utility by going to Start -> Programs -> Print Console 3.0 and choosing Print Console Utility.
3. Choose "Restore Print Console settings" and click **Next >** to proceed.
4. Enter the path and registry filename you want to restore from (the default backup file is **backup\PC21_M_D_YYYY.reg**, where M is the month, D is the day, and YYYY is the year). Click **Next >** to proceed.
5. Confirm (or cancel) your choice.
6. If you choose to proceed, the registry restoration process will begin. When it is complete, a message box appears, indicating that the Print Console settings were restored successfully: click the **OK** button.

5.8 Uninstalling Print Console

An uninstall script is included as part of the Print Console installation.

To uninstall Print Console,

1. Go to Start -> Settings -> Control Panel and double-click on Add/Remove Programs.
2. Select Print Console from the list of installed components, click the **Add/Remove** button, and follow the on-screen instructions.

Note: *Do not* delete the **uninst.isu** file found in the **PrintConsole\bin** folder, as it is required (not only) by the uninstall script.

6. CONFIGURATION

The Print Console installation program will configure most of what is needed for you to start using the software; however, there are some minimum settings you may have to manually configure depending on the workstation's configuration.

6.1 Configure Service Shell

For Print Console logs to appear in the **Remote** list in the Service Shell Client, you have to edit the **LogFileSrv.ini** file in the **\ServiceShell\Bin** directory. To do so:

1. In the **\ServiceShell\Bin** directory, open the **LogFileSrv.ini** file using a text editor.
2. In the **Install0Log2Path** line, add the path to the Print Console log files. The file should look like the following, though the drive letters may be different depending on the configuration of your system:

```
[LogFileSrv]

[LogPathList]
Install0Log1Path=c:\ServiceShell\logs
Install0Log2Path=c:\PrintConsole\log
```

3. Save the file.

You can now view Print Console log files in **Remote** section of the Service Shell Client application.

6.2 Configure Print Console

To configure Print Console so that you can process a 4-up proof test file using the **Job** menu's **Submit File** option, refer to the following sections. These sections, however, are provided as general examples only. For more detailed information on configuring Print Console, refer to the Print Console online help, or to the appropriate workflow-specific Technical Bulletin.

Note: Choosing the installation program's Configure Software option merely allows you install/configure the features from section Clean Install, step 9 (see page 13).

6.2.1 Configure Device Media

Verify that Print Console recognizes the device media settings from the output device.

1. Start the Print Console software (if it is not already running).
2. Open the Device Media pane (press the **Configuration** button, and then select **Device Media** option) and verify that the expected device media characteristics are displayed. (These values are read from the output device firmware and stored in the Print Console workstation's registry.)

Device media characteristics for Imation halftone proof media appear as follows (note that the screen shot below shows the list of device media from the Trendsetter Spectrum simulator software; the list you would see for an actual output device may be different:

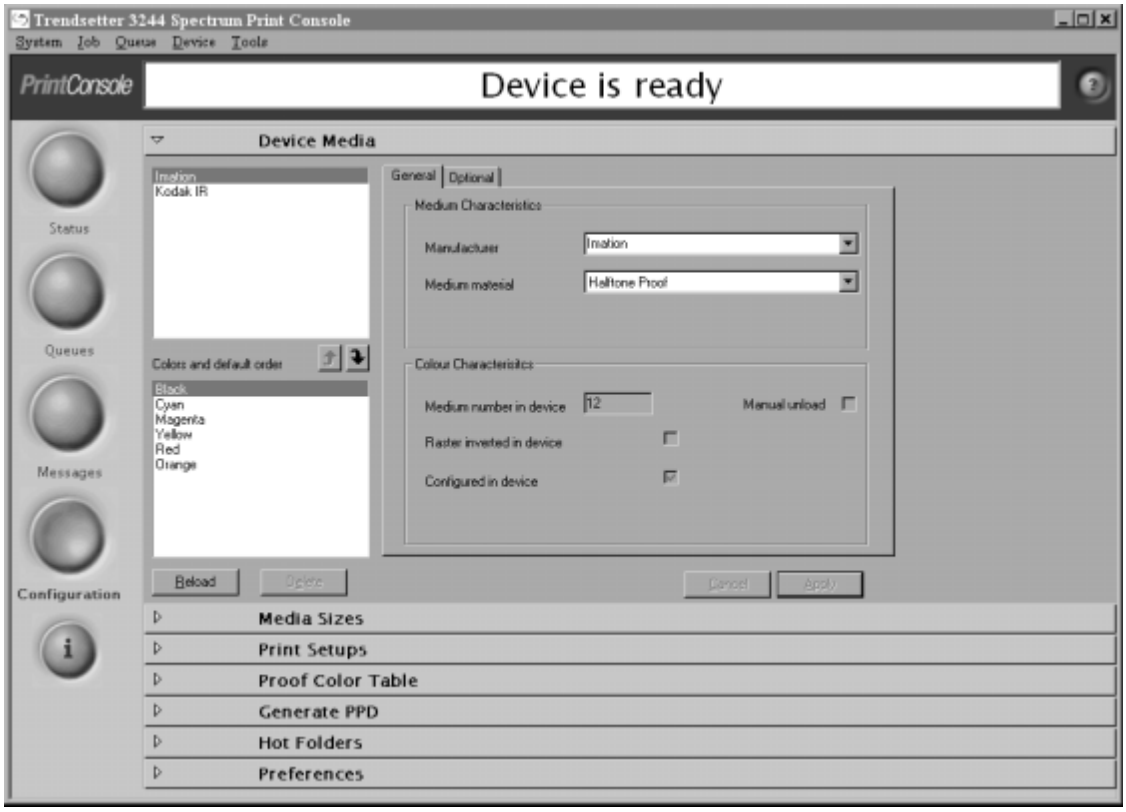


Figure 16

Note: The Imation-recommended order for color separations is now K, C, M, Y and the Kodak-recommended order for color separations is now Y, M, C, K.

This change can be made in 2 different places. If the change is made here, via Print Console's Device Media pane,this separation order becomes the default order that appears in the second place that this change can be made, Print Console's Print Setups pane.

6.2.2 Configure Media Sizes

1. Open the Media Sizes pane (press **Configuration** button, and then choose **Media Sizes** pane). Note that there are no default media size names installed with Print Console: *device media* values are read from the output device firmware (and stored in the Print Console workstation's registry); these device media are used when creating Print Console media size names.

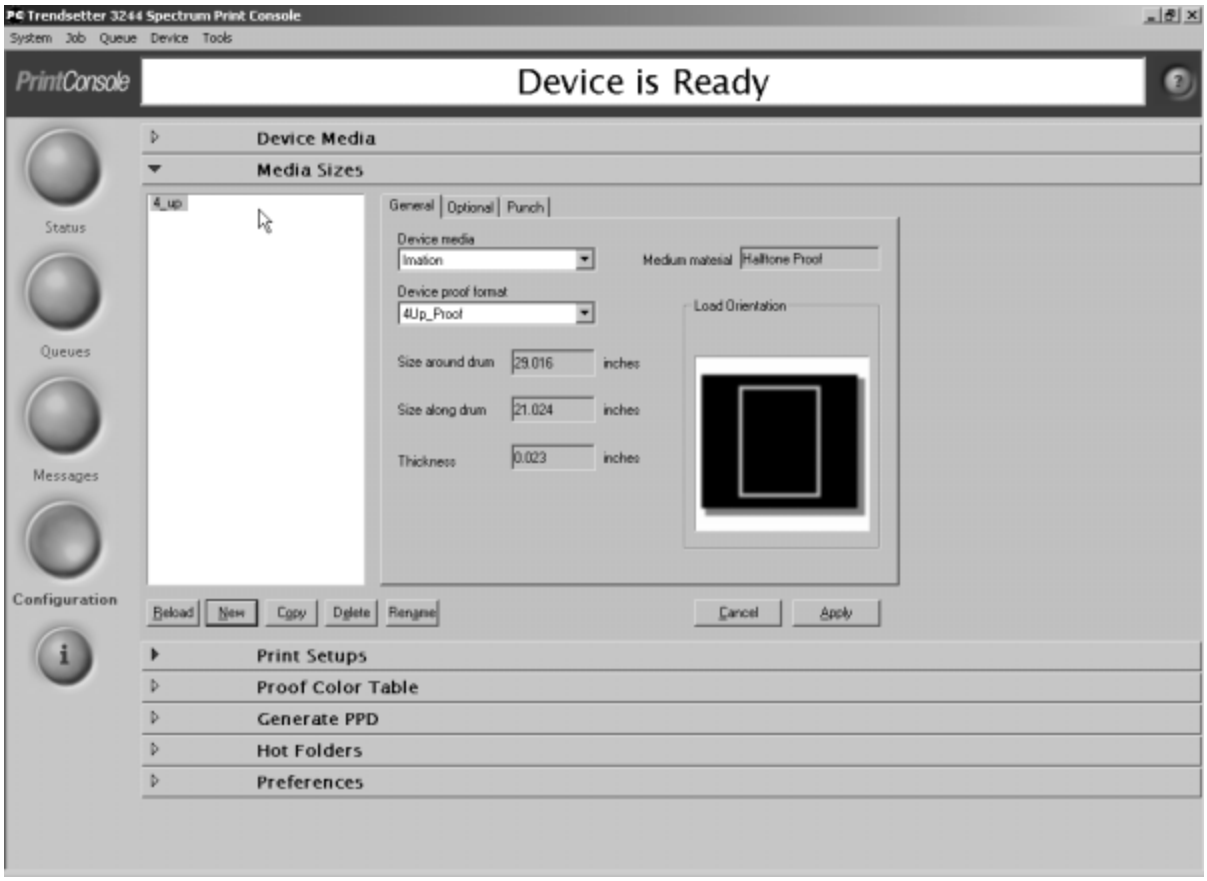


Figure 17

2. Click the **New** button to create a new media size name; the Enter Media Size name dialog box appears:

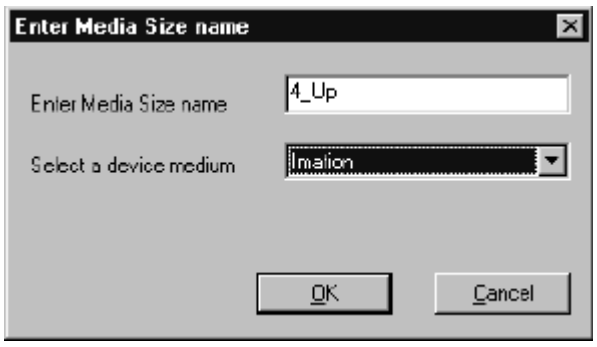


Figure 18

Enter a medium size name (use “4_Up”), select a device medium from the drop-down list (choose Imation media), and click the **OK** button. Note that the name of the medium size cannot be the same as the name of any print setup.

3. Select the appropriate device proof format from the Device Proof Format drop-down list (“4Up_Proof” in this case). The media dimensions are read-only.

4. Click the **Apply** button.

5. Repeat steps 1-4 for all other media sizes you would like to configure.

   If the device medium is a plate, be sure to enter the correct thickness value.

Note: Previous versions of output device control software (i.e. Allegro and Platesetter Workstation software) used a factor of 25.402 to convert inches to millimeters. The correct value, though, is 25.4, which Print Console uses for the conversion. Due to rounding effects, Print Console PPD files may reflect a 1-point difference in media sizes.

6.2.3 Configure Print Setups

If you did not migrate print setups from existing workstation software, you will have to create your own.

1. Open the Configure Print Setups dialog box (**Configuration** button, **Print Setups** pane).

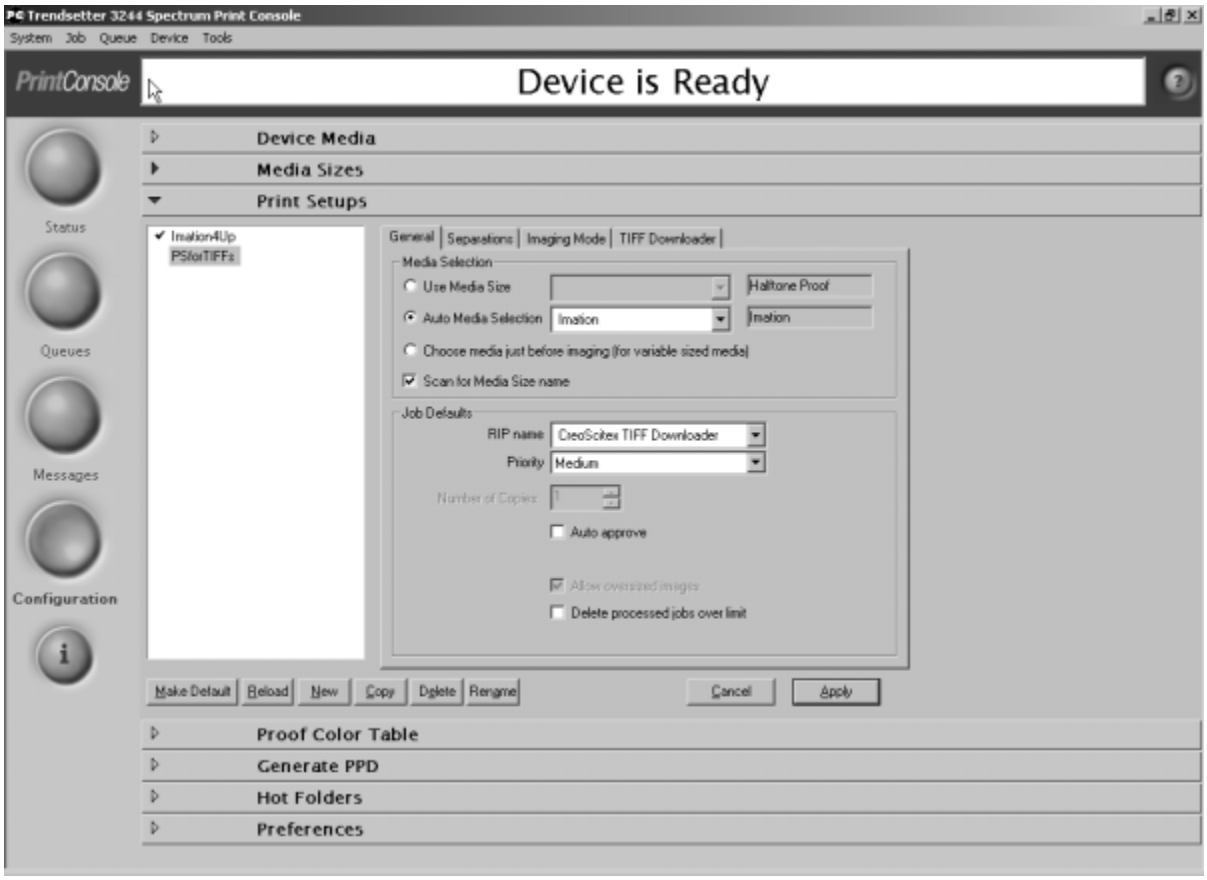


Figure 19

2. With the General tab selected:

   a). Create a new print setup by clicking the **New** button.

   b). In the **Enter Print Setup Name** dialog box, type a name for the print setup (PSforTIFFs, for example), and click the **OK** button. Note that the name of the print setup cannot be the same as any media size name *(due to the way that the Print Console PPD file is read).*

   c). *In the Media Selection box, s*elect either the appropriate media size name *or* the appropriate device media. If it's a ThermoFlex device and you want to use dynamically sized media, select the "Choose media just before imaging" option.

   d). *In the Media Selection box, e*nable or disable the Scan for Media Size name option.

   e). *In the Job Defaults box, s*elect a RIP (TIFF Downloader in this case).

   f). Select a Queue Priority.

3. (The need for this step is rare and depends on the workflow: you do not have to worry about this for a separation-based workflow, which includes a TIFF-based workflow, or for a GDAPI workflow. Consult the workflow-specific documentation to determine the necessity of this step)

   Change the imaging order of the color separations. With the Separation Setup tab selected:

   a). Press the **Add Process** button.

   b). Reorder the separations so that Black is first (i.e. at the top) by selecting the Black separation row and pressing the **up arrow** button three times.

   Note: This may be required due to a recent change to the Imation-recommended imaging order of color separations. The required order is now K, C, M, Y.

4. Select any appropriate options available via the Print Setups pane's RIP-specific tab (TIFF Downloader in this case, which allows a number of configuration options, such as mirroring, rotation, cropping, and so on. For information about these TIFF Downloader options, refer to the Configuring TFF Downloader section on page 36).

5. Set the new print setup to be the default by right-clicking on the print setup name and left-clicking on the **Default Print Setup** popup button:



   ...or by clicking the **Make Default** button in the lower-right corner of the Print Setups dialog box.

6. Click the Print Setups pane's **OK** button to save the new, default print setup.

Note: If you upgraded from Print Console 2.0 to 2.2, ensure all image shifts migrated correctly. Since image shifting was previously configured on the Media Sizes pane, the value

may not have migrated correctly to all print setups that are attached to a media size that had an image shift.

6.3 Configure Direct Connections

6.3.1 Install the Brisque Agent

In order to connect a Brisque (version 4.0) to Print Console, you must install the Brisque Agent, an application that enables the GDAPI (Generic Device Application Programming Interface) between the two applications.

You can download the latest version of Brisque Agent from the Technical Library: navigate to the Print Console 3.0 pages and choose **Downloads**.

When installing this program, remember to install the Brisque Agent…

- On the *same* workstation and drive as Print Console.
- *After* installing Print Console

If you are upgrading to a newer version of the Brisque Agent, either

- Remove the old version from the workstation
- Rename the old version of Brisque Agent to brisqueagent.bat.old. This creates a back up of the old file.

For more information on connecting the Brisque to a Trendsetter, refer to the Brisque to Trendsetter Spectrum Connectivity technical bulletin.

To install the Brisque Agent on the Print Console workstation:

1. Shut down all applications, including Print Console
2. From the Print Console CD, double-click on the **setup.exe** file in the BrisqueAgent directory (**\BrisqueAgent\setup.exe**).
3. The Welcome dialog box appears (see Figure 20). Click **Next >** to proceed (or click **Cancel** to exit the setup program).



Figure 20

4. The BrisqueAgent Setup dialog box appears (see Figure 21). Click **Next >** to proceed.



Figure 21

5. When the Brisque Agent files are installed, click **Finish**, exit the installation and restart the computer.

6. After the computer has re-booted, open the **brisqueagent.bat** file and ensure the com port is the same as the com port that the Trendsetter diagnostic cable is connected to.

If not, change the com port number in the file to the correct one. Save and close the file.

7. To ensure the connection has initialized, start Print Console and click the RIP button on the Status screen. If CreoScitex Expose appears in the list with a green light beside it, it is registered and ready to submit jobs.

Note: The Brisque Agent takes about 30 seconds to initialize.

Refer to the Brisque-to-Trendsetter Spectrum Connectivity document for complete information about connecting a Brisque to a Trendsetter.

6.3.2 Licensing Direct Connections

This step is only necessary if connecting a 3rd party RIP directly to Print Console via the GDAPI (Generic Device Application Programming Interface). It is not necessary for Prinergy, Brisque, or TIFF Downloader connectivity. For TIFF Downloader licensing information, see the TIFF Downloader Licensing section on page 37.

Enter the Direct Connection license key via the Licenses tab in the Preferences pane (**Configuration** button, **Preferences** pane, **Licenses** tab):

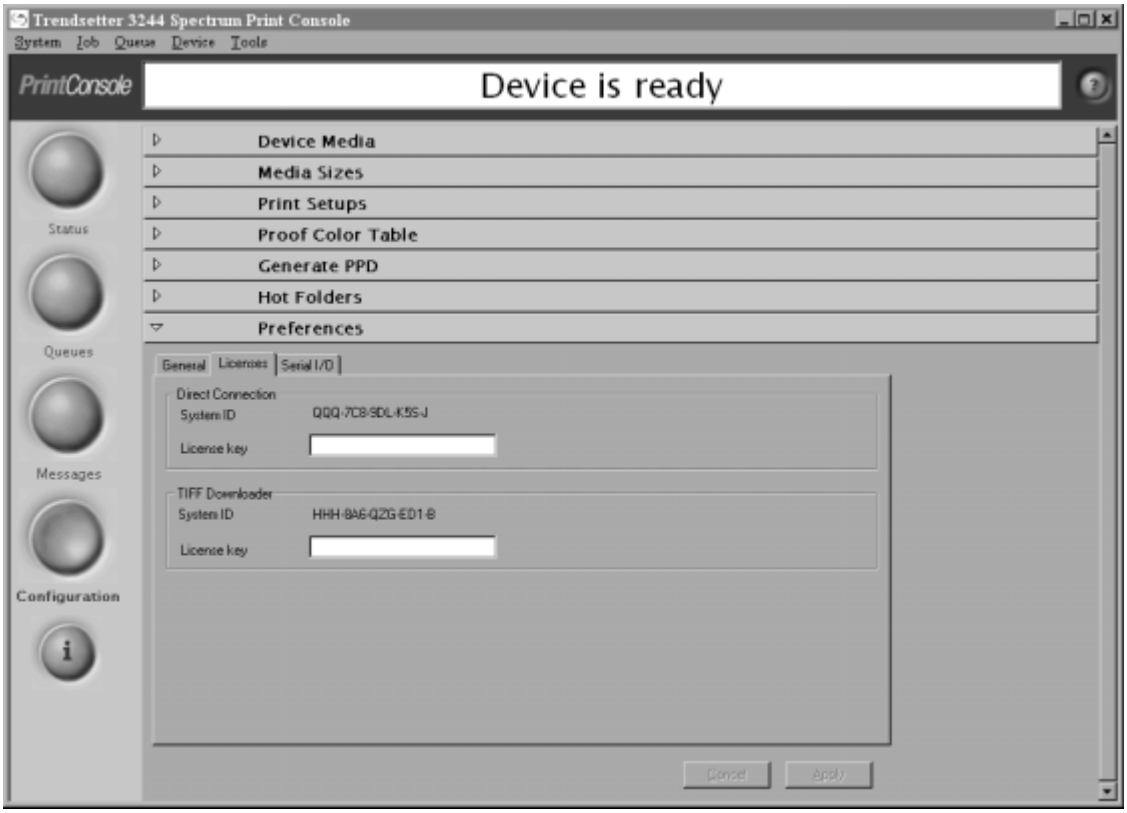


Figure 22

6.4 Configuring TIFF Downloader

Systems submitting one-bit TIFF files to the device via Print Console must enable, license, and correctly configure the TIFF Downloader. The TIFF Downloader is a tool that opens TIFF files and outputs the raster to the output device as commanded by Print Console. The following sections describe some of the basic TIFF Downloader configurations. For a comprehensive description, please refer to the TIFF Downloader sections of the online help. This version of Print Console 3.0 includes TIFF Downloader 3.0.

6.4.1 TIFF Downloader Overview

If you selected the TIFF Downloader option when you installed Print Console, TIFF Downloader will already be enabled, as the necessary command line will appear in the Print Console **begin.inf** file:

```
"tiffdownloader /testscsi /auxthreads4 /sws1048576 /tib70" /unique
/noconsole /min /exit 0 /restartdelay 10
```

Parameters are as follows:

- **/le<float>**—no longer valid in the command line; now specified in the **Device Margins** dialog box in the **Service** pane.
- **/te<float>**—no longer valid in the command line; now specified in the **Device Margins** dialog box in the **Service** pane.
- **/transform**—no longer valid in the command line; see the **TIFF** tab in the **Print Setups** pane.
- **/ib<int>**—force input buffer size in MB
- **/tib<int>**—force input buffer size in MB when rotating by 0 or 180 degrees (For Print Console 2.0, force the input buffer size when transforming)
- **/ob<*int*>**—no longer valid
- **/inbuffers<*int*>**—specify number of input buffer per image, defaults to 2.
- **/scsibuffers<*int*>**—specify number of output buffers, defaults to 2.
- **/clipbuffers<*int*>**—specify number of intermediate buffers, defaults to 2.
- **/noxymatch**—obsolete: X & Y resolutions no longer have to match by default.
- **/originalg4**—use fixed version of original libtiff G4 decoder
- **/bitmap**—write output to a bitmap file instead of SCSI port (for testing)
- **/regver2.0**—enables the TIFF Downloader to work with Print Console 2.0.x
- **/regver1.0**—obsolete
- **/tiff**—write output to TIFF file instead of SCSI port (for testing). Default compression is G4. See also, **/outzip** and **/outnc**
- **/simscsi**—do not output to SCSI port, delay approx. transfer time (for testing)

- **/testscsi**— test SCSI connection between TIFF Downloader and device on start-up. The startup test is disabled by default.
- **/auxthreads<*n*>**—run more than one input thread per file, where ***n*** represents the number of auxiliary threads to spawn.
- **/sws<*size in bytes*>**— size of the output image data blocks sent to the SCSI port
- **/outzip**—if /tiff is enabled, specifies that the output TIFF file compression scheme should be Zip (i.e. Flate or Zlib).
- **/outnc**—if /tiff is enabled, specifies that the output TIFF file should not be compressed
- **/testlzw**—no longer needed, LZW is enabled by default
- **/file=*filename***—instructs the TIFF Downloader to operate in stand-alone mode. A single plate is imaged using the <filename> as the input TIFF, and then the TIFF Downloader exits. The TIFF Downloader uses parameters from a setup file if **/setup=***filename* is specified; otherwise, it uses default parameters.
- **/setup**—when no filename is specified, the TIFF Downloader creates (or overwrites) a default setup file, **TDLSetup.txt**, in the current directory and exits (see **/setup=*filename***).
- **/setup=*filename***—instructs the TIFF Downloader to operate in stand-alone mode using parameters from the specified setup file. The TIFF Downloader images a single plate and then exits. The setup file must have been created by the /setup command. Note that the filename specified by **/file=** overrides the filename in the setup file when not ganging.
- **/statsfile=*filename***—appends timing statistics from each image to the end of the specified file. If no path is specified, the file is assumed to be in **PrintConsole\bin**. If the file does not already exist, it is created. Check the size of this file periodically because the TIFF Downloader will never delete or rename it.

Many of these command line switches are not normally used; however, they may be useful for testing or for special cases. For example, if you are having problems with a file that is transformed, you may want to increment the the /tib<n> command, or if you are having problems with retraces, you may want to do the same to the /sws<n> command.

6.4.2 Licensing

Licensing for General Use

The TIFF Downloader requires a license key for general use. To obtain the license key, send an email to LicenseKey@creoscitex.com that includes the customer name, workstation number, and the TIFF system ID number (**Configuration** screen, **Preferences** pane). Enter the license key in the same dialog box where you found the TIFF system ID number.

Note: It may take as much as a day to obtain a license key this way. If urgent, contact Workflow Production directly.

If the license key is not entered, a one-inch by five-inch “Creo Diagnostic Tool” label will be superimposed (up to 3 times, depending on the media size) across the top of the imaged output media. Once entered, the license key will take effect on the next image.

Enabling Web Growth, Plate Ganging, or LZW Compression

If a customer has paid for plate ganging, web growth, or LZW compression support, you can enable these on the **Service** pane.

To enable these options,

1. Go to the **Configuration** screen and press CTRL+ALT+S.
2. Enter the **Service Pane** password.
3. Select the **Enabled Features** option and enable the required functions.
4. Re-start Print Console for the changes take effect.

For detailed information about configuring web growth compensation and plate ganging, see the Print Console online help.

6.4.3 Compression

All image files should be compressed. We recommend using either G4 or LZW (for LZW licensing information, see the Enabling Web Growth, Plate Ganging, or LZW Compression section on page38). Some types of files (like those with stochastic screening, for example) *may not* compress properly with the G4. The TIFF Downloader supports Flate (also known as Zip or Zlib) compression, and although not widely supported at the present time, it performs well with most file types.

If the new G4 decoder cannot process a particular G4 file, the original G4 decoder *may* be able to. Enable the original G4 decoder via the appropriate **begin.inf** file command line using the **/originalg4** switch as shown below (note the placement of the quotation marks):

"tiffdownloader /auxthreads4 /sws1048576 /tib70 /originalg4" /unique /noconsole /min /exit 0 /restartdelay 10

Note: TIFF files cannot be larger than 4Gb. However, the uncompressed image size *can* be larger than 4GB, therefore, large images (like larger VLF images) *must* be compressed.

The following are the standard TIFF compression schemes available in the TIFF Downloader:

- Uncompressed
- CCITT G3 fax encoding
- CCITT G4 fax encoding
- LZW (for licensing information, see the Enabling Web Growth, Plate Ganging, or LZW Compression section on page38).
- Packbits (a form of Run Length Encoding (RLE), good only for sparse images, i.e. images with lots of white space; poor for screened images)

- Modified Huffman (a form of Run Length Encoding (RLE), good only for sparse images, i.e. images with lots of white space; poor for screened images)
- Flate, also known as Zip or Zlib, not officially part of the TIFF specification, but gaining acceptance

6.4.4 ThermoFlex Digital Masking

TIFF Downloader supports ThermoFlex "digital masking" mode (previously called "tinting") for certain media via the Print Console software, although this option is not available to regular users/operators. Digital masking is selected for a device media by first selecting the media via the Digital masking tab in the **Service** pane's **Configure System** dialog box, and then selecting the Digital Masking Scheme in the Device Media pane (the Digital Masking Scheme box only appears once the media is correctly set up in the Digital Masking tab). Tinting (Digital Masking) schemes must be entered directly in **TintingSchemes** under the **PrintConsole\Vx.x** registry key.

Digital Masking will significantly increase the amount of processor time required by the TIFF Downloader. A single processor can tint a typical file at a rate that is barely fast enough to keep up with the output device. A dual-processor machine will perform much better because the tinting algorithm is executed in a thread separate from the main TIFF Downloader threads.

Note that if the TIFF Downloader detects an error with the any of the tint parameters, the image will fail and a message that begins with "Tinting Library Error…" will be displayed in the Print Console History window. This message *should* contain enough information to fix the problem.

6.4.5 Image Mirroring and Rotation

TIFF Downloader supports two forms of mirroring (around and along the drum axis), which are independent of rotation options. Mirroring and rotation is necessary to support the Spectrum digital halftone proofing devices, or for TIFF files that are incorrectly mirrored for the intended media. This feature is selected via the TIFF Downloader tab in the Print Setups pane.

TIFF Downloader can mirror the image with little degradation in performance. Note that the image is mirrored around the center of the plate, not the center of the image. The leading and trailing edge clips are applied after the image is mirrored. In other words, the leading edge clip still applies to the leading edge of the plate.

Tiled files can now be rotated and mirrored, which can be useful if the image has not been pre-rotated by the RIP, with little or no noticeable performance degradation. Stripped files, though, will take longer since they must first be re-written to a temporary tiled file. Stripped files will therefore be delayed at the start while the TIFF Downloader writes the temporary file. The delay will be approximately 2 to 5 minutes for a gigabyte image (i.e. 32"x44" at 2400 dpi). If possible, the temporary file is be placed in a temporary directory in the image file's path. If there is not enough free space, the temporary directory will be created in the TIFF Downloader's executable path. The image will fail if adequate free space is not found.

The following shows how to configure the TIFF Downloader to write the temporary file to a different drive for better performance:

1. Open the TIFF Downloader key in the registry: **HKEY_LOCAL_MACHINE\SOFTWARE\Creo\PrintConsole\v2.0\TiffDownloader**.
2. Add a new string value (right-click the **TIFFDownloader** key and select **New** > **String Value**).
3. Name the new key "**TransformTempFolder**".
4. Double-click **TransformTempFolder**. In the **Edit String** dialog box, enter the path to the temporary file, for example "**e:\TDLTemp**". Make sure this temporary directory is not on the same drive as the Spool drive.

6.4.6 Image Clipping/Margins

TIFF Downloader supports clipping of all four sides of output media via the Print Console software, although this option is not available to regular users/operators. These clippings can be entered for each device media via the Material Margins tab in the **Service pane's Configure System** option.

The margins define areas of the media that cannot be imaged. The output device will not allow imaging in these areas, and therefore the TIFF Downloader removes these areas from the image file before it is output. The exact handling of the margins depends on the sizes of the image and the media, and whether you have enabled the **Center Image** options (see the Print Console online help for more information on centering).

Without the **Center Image** options enabled, the TIFF Downloader removes the leading and home edge margins from the image. The trailing and away edge margins are removed from the image only if it extends into these regions on the plate.

For example, assume the following material margins are set:

Leading edge: 240 mils
Trailing edge: 300 mils
Home edge: 100mils
Away edge: 100 mils

If the 32" by 44" version of a file is to be imaged on a 32" by 44" plate, all margins would be applied and the TIFF Downloader would output an image that is 31.45" by 43.8". If this same file were to be imaged on a 22" by 33" plate, the TIFF Downloader would produce a 21.45" by 32.8" image.

There is a minor limitation, however, in the way the TIFF Downloader handles the leading edge clip (for the normal case where there is no mirroring or rotating). The leading edge clip is converted to pixels and rounded down to the nearest multiple of 8. For example, if a leading edge clip of 115mils is specified for a 2400 DPI image, the actual leading edge clip will be 113.3 mils (corresponding to 272 pixels instead of 276). The image position on the plate will be shifted by the rounded off amount, but the overall image size will not be adjusted (i.e. the trailing edge clip is increased by the rounded off amount). The same type of rounding will occur with the home edge clip for transformed files.

6.5 Configure Animation Settings

You have the option of turning the animation on or off, or setting it to Single-Frame mode. Select Print Console's **Configuration** button and choose the **Preferences** pane. In the Preferences tab, select Single-Frame, Off, or Full in the **Animations** drop-down list.

6.6 Other Configurations

6.6.1 Configure New Users for Print Console

When you install Print Console 3.0, the installation automatically creates a default user name called PCOperator with given set of permissions. If you enable the auto-logon option during the installation, the system automatically logs in as PCOperator and the application works correctly. If, however, you did not enable auto-logon, and if you do not log in as PCOperator when prompted, you may not have enough permissions to process jobs. Specifically, if a user does not have the "Increase Scheduling Priority" permission, the TIFF Downloader may issue the following error message on every image: **Insufficient memory available, performance may be affected**.

To fix this problem, add the "Increase Scheduling Priority" permission to any user names that log into Print Console:

1. From the **Control Panel**, select **Administrative Tools** and then **Local Security Policy**. The **Local Security Settings** dialog box appears.
2. Select **Local Policies** and then **User Rights Assignment**.
3. Scroll down to find the **Increase Scheduling Priority** entry. Right-click it.
4. Select **Security**, and then **Add**. Scroll down to find the account name that Print Console is started from (normally PCOperator). Select it.
5. Choose **Add**, and then select **OK**.

6.6.2 Configure the Workstation to Support Dual Workflows (Prinergy & Brisque) Without a SCSI Switch

In a Prinergy workflow, all Render stations running Print Console have hyphenated host names, for instance YCS527-250. The Brisque, or any other workflow running on a Unix platform, does not recognize hyphenated hostnames. So, when you try to connect the Brisque to the Render station where Print Console is running, the Mount Pro won't connect because the "local Mount Point" name is illegal.

Therefore, to run submit jobs to Print Console from a Prinergy and Brisque workflow simultaneously, you have to add a host name alias in front of the actual host name on both the Render station and the Brisque.

6.6.3 Specific Configurations

For more detailed information about configuring Print Console, refer to the Print Console Online Help system.

APPENDIX 1: COM PORT ASSIGNMENTS (FOR STANDARD HARDWARE CONFIGURATIONS)

Data General Servers: COM1 and 2 are located in the motherboard. COM3 and 4 are located on the DuoCom Board.	
COM1	Workstation Serial Interface
COM2	UPS
COM3	Recorder Diagnostics
COM4	Modem

Dell Servers: COM1 and 2 are located in the motherboard. COM3, 4, 5, and 6 are located on the Digiboard Classic Board.	
COM1	Modem
COM2	UPS
COM3 (P1)*	Workstation Serial Interface
COM4 (P2)*	Recorder Diagnostic
COM5 (P3)*	Head Diagnostic
COM6 (P4)*	Harmony Densitometer Interface

**The P1, P2, and so on, refer to the cable numbers.*

Follow the directions in the Readme document to ensure this does not happen.