Release Notes

English

Print Console

version 2.1.4

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Introduction

These release notes highlight the features of Print Console 2.1.4, and describe any known problems that 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 and outlines the Print Console documentation structure.
- *Print Console Software Features*—lists and describes the features of Print Console.
- *New Features*—lists the new features in this version.
- *Problems Fixed*—lists problems that existed in previous Print Console software releases that have now been solved.
- *Known Problems*—lists issues and problems that have not yet been resolved.

Conventions Used

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

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 digital halftone proofing media, film, or plates.

Product Position

Print Console is intended to replace Creo's existing output device control software:

- Allegro Workstation software (also known as Trendsetter Console)
- Platesetter Workstation software (also known as Platesetter Console)

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

Print Console Software Features

This section describes three categories of Print Console software features:

- System
- User interface
- Job processing

System Features

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

Platforms Supported

Print Console runs on Intel platforms.

Front-End Workflow Systems Supported

Print Console can connect to a variety of front-end workflow systems, such as Prinergy or Brisque. Print Console supports front-end workflow systems capable of interfacing directly through General Device Application Programming Interface (GDAPI), or through hot folders and TIFF Downloader, which accepts pre-screened 1-bit TIFF files. Print Console no longer supports direct connections via the Creo Recorder Interface (CRI). Print Console connects to TIFF workflow front-end systems using hot folder input queues.



Online help

- Print Console Overview
- Print Console Workstation Hardware Platform

GDAPI Support

Print Console contains GDAPI, a generic device application programming interface. GDAPI connects RIP software applications to Print Console and the output device. You do not interact directly with GDAPI; it operates in the background allowing you to submit raster images, with job properties defined in the RIP software workflow, directly to Print Console.

Workflow systems must meet specific requirements before they can interface with Print Console through GDAPI. If your workflow system does not support GDAPI, you can submit pre-screened 1-bit TIFF files to Print Console via hot folders and TIFF Downloader.

TIFF Downloader Support

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

As a diagnostic tool, TIFF Downloader lets you submit pre-screened 1-bit TIFF test files to Print Console for imaging on an output device. The results indicate whether imaging problems are due to the RIP you are using or to the output device.

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

When TIFF Downloader is registered with Print Console, it is available as a RIP option for your jobs. TIFF Downloader does not act as a traditional RIP. It only reads pre-screened 1-bit TIFF files and sends the raster to the output device. You do not interact with TIFF Downloader after you have selected it as a RIP for your job. It operates in the background, letting you submit pre-screened 1-bit TIFF files to the output device.

To use TIFF Downloader as a workflow tool, you must obtain a TIFF Downloader license key from a Creo service representative. Without a license key, TIFF Downloader images the words `Creo Diagnostic Tool` onto your media.

User Interface Features

This section describes the Print Console user interface.

Job Management Windows

Print Console contains four main windows:

- Status
- Queues
- Messages
- Configuration

The Status, Queues, and Messages windows are used to manage job files, and view job status. The Configuration window is used by your service representative to configure Print Console.

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

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

The Messages window contains two panes: **Messages** and **History**. The **Messages** pane is available only when Print Console presents a problem you need to address. Otherwise, this window is unavailable (the pane is grayed out). The **History** pane displays messages about Print Console processing. View these messages to find out information about the system. You cannot use the **History** pane to manage job files.

The Configuration window contains five panes: **Device Media**, **Media Size**, **Print Setups**, **Proof Color Table**, **Generate PPD**, and **Hot Folders**. The panes in the Configuration window are used by your service representative to configure Print Console.



Online help

- Working with Windows and Panes

Job Properties Dialog Box

Each job in Print Console has a Job Properties dialog box, which contains processing instructions for the job. The information in a Job Properties dialog box pertains only to the job to which it is attached. From the Job Properties dialog box, you can view and edit job properties, such as which RIP to use. See also *Print Setups and Job Initialization* on page 6.

If you are submitting raster images whose job properties have been defined in the RIP software workflow, rather than in Print Console, you will not be able to edit the properties from the Print Console Job Properties dialog box. You must edit the job properties from your RIP workflow system, for example, Prinergy.

Shortcut Menus

Print Console enables you to access shortcut menus by right-clicking jobs in the Status and Queues windows.

Animated Job Process in the Status Window

Print Console software includes animations that enables you to easily see the stage of your job during the imaging process. When the output device is imaging a job, an animation in the Status window displays the imaging progress of the job on the output device.

You can disable the animation feature entirely or limit it to displaying the first frame of an animation sequence.



Online help

- How to Configure Status Window Animation

Icons

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

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

See the Print Console version 2.1 Quick Start Guide for a list of icons and what they represent.

Job Processing Features

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

Print Console Jobs

When you submit a file to Print Console, it appears on the **Pending** pane of the Queues window as a job. The **Pending** pane lists jobs in Print Console's pending queue.

Pre-approved raster images whose job properties have been defined in the RIP software workflow and have been submitted directly to Print Console through GDAPI display in the pending queue as approved and are ready to be processed. You cannot group these jobs, nor can you edit the job properties from the pending queue. You must edit the job properties from your RIP workflow system, for example, Prinergy.



Online help

- Managing Pending Jobs

Print Setups and Job Initialization

In Print Console, a print setup is a template for assigning job properties. Print setups can be associated with input queues, which are the mechanisms you use to submit files to Print Console. When you submit a file to Print Console through an input queue that has a print setup associated with it, Print Console applies the configurations in the print setup to the incoming files. You can view the configurations for each job in the Job Properties dialog box, and you can edit the job properties as desired. See also *Job Properties Dialog Box* on page 5.

If you submit pre-approved raster images, with job properties defined in the RIP software workflow directly to Print Console through GDAPI, Print Console ignores the print setups configured in the **Print Setups** pane and accepts the jobs into the pending queue as approved. You can view the job's properties through the Job Properties dialog box, but you cannot edit them. You must edit the job's print setups in your RIP workflow and then resubmit the images.



Online help

- How to Create a Hot Folder Input Queue
- How to Create a New Print Setup
- GDAPI
- Editing Job Properties
- Submitting Files

Job Approval

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

You can choose whether or not to use the job approval feature. You can configure Print Console to automatically approve jobs when they enter the system, or you can configure Print Console to hold jobs in the pending queue until you manually approve them. Set this parameter in the **Print Setups** pane.



Online help

- How to Create a New Print Setup

Queue Control

Print Console contains three queues:

- Pending
- Active
- Processed

The pending queue contains all jobs waiting to be processed. Jobs in the pending queue are displayed on the **Pending** pane of the Queues window. The **Pending** pane lets you view the jobs queued for processing, so you can rearrange job processing priority or edit job properties before a job is processed.

The processed queue contains all the processed, failed, and canceled jobs. Jobs in the processed queue are displayed on the **Processed** pane of the Queues window. The purpose of the **Processed** pane is to list jobs Print Console has processed. You can remake TIFF jobs by dragging a file from the **Processed** pane to the **Pending** pane.

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

Color Mapping for Digital Halftone Proofing

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

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

Color mappings are only used during digital halftone proofmaking. They are not used for platemaking, film-making, or any other process.

If you submit raster proofing images to Print Console through GDAPI, color mappings for the GDAPI proofmaking job are created in the RIP software, and are based on the device media default color order and the color separations found in the job's raster. You do not need to create color mappings in the Proof Color Table. You can view the color mappings in the Job Properties dialog box—**Separations** tab, but you can change the color mappings for GDAPI proofmaking jobs only in the RIP software.



Online help

- Managing Color Mapping
- Proof Color Table

New Features

This section briefly describes new features in Print Console 2.1.4. For more detailed information on these new features, see the Print Console online help.

Changes to Bay Support for Automatic Devices

We have made a number of changes to the bay configuration functions, including:

- For multi-bay devices, you no longer need to choose the radio boxes at the top of the Configure Bay dialog box to enable the buttons at the bottom of the screen (**Load/Unload, Enable/Disable, Open**). All of these buttons, when applicable to the output device that you are driving, are now located at the bottom of the Configure Bay dialog box.
- The area of the dialog box that previously contained the radio buttons now contains a Bay Status area that displays the date and time the bay was last loaded and the current state of the bay.
- For the VLF Platesetter, the options that were contained on the VLF Bay Configuration dialog box (**Config Picker** and **Bay Enabled**) are now contained on the bottom of the Configure Bay dialog box.
- For multi-bay or cassette devices, you now configure the pick order from the **Pick Order** option menu bar. This option is only available when more than one bay is configured with the same media.

Configuration Window Can Be Hidden From View

You can now configure Print Console to hide the Configuration window.

Automatic Selection of the Smallest Proof Format that Fits the Raster

If you decide to configure your print setups or job properties to use the configured device media (**Auto Media Selection** box)—instead of a fixed media size or variable sized media—Print Console looks for the existing media size, configured with the device media, that best fits the raster image.

Automatic Deletion of Processed Jobs Over a Preset Limit

You can now configure the Processed queue to delete old TIFF jobs from the Processed queue when a preset number of processed jobs has been reached. Print Console deletes older jobs one at a time as newer jobs move from the active queue to the processed queue. Print Console only deletes jobs if their job properties indicate they can be deleted.

Rounding Factor for Variable Sized Media Jobs

You can now apply a rounding factor to variable sized media jobs so that when the job is imaged, a margin is added to the job's raster size.

If you select a device media and thickness, the RIP software RIPs the job, Print Console takes the raster size and rounds up to the nearest .5" or 10 mm, and then applies the value defined in the Add around image box to the four sides of the raster image. Print Console then prompts you to load media that is the size of the raster image plus two times the rounding factor.

More Descriptive Operator Prompt Messages

Operator prompt messages can now display the prompt message, as well as instructions on what to do to continue imaging the job.

Enable or Disable Mouse-Over Highlights

You can now enable or disable mouse-over highlights on the buttons that run down the left side of Print Console screen.

Non-Creo Direct Connections via GDAPI Require License Key

Much like CRI connections in earlier versions of Print Console, you now have to enter a license key on the Preferences pane for non-privileged RIPs and digital front-ends, which are usually non-Creo products, to connect to Print Console and the output device.

CRI direct connections are not supported in this version of Print Console.

Imaging Multiple Copies of a Single File

You can now image up to 16 copies of a 1-bit, pre-screened TIFF file using the **Number of Copies** box on the General tab of the Print Setups pane. You cannot remake copied files.

User Interface Changes

We have made a number of changes to the user interface. We have:

- Divided the Device Media pane into two tabs: General, which displays the medium characteristics configured in the device, and Optional, which provides a section to enter media thickness values and a section to view medium index values.
- Re-worked the **TIFF Downloader** tab in both the Print Setups pane and Job Properties dialog box to contain image positioning, shifting (moved from the **Additional** tab), rotation and mirroring options.
- Added two new, separately-priced, TIFF Downloader tabs (plate ganging and web growth) in both the Print Setups pane and the Job Properties dialog box. These tabs display only if your system is enabled for these features, and are mutually exclusive (if you choose one option, you cannot choose the other in the same print setup).
- Changed the name of the the Additional tab to the Imaging Mode tab since the imaging mode options are the only options on that tab now that we have moved the the image shifting options to the **TIFF Downloader** tab.
- Divided thePreferences pane into three tabs: General, Serial I/O, and Licenses. It no longer has a Preferences tab or Matching tab. All information that was previously in those two tabs is now in the General tab.
- Changed the **Use Device Media** option, found on the General tab of the Print Setups pane or Job Properties dialog box, to **Auto Media Selection**
- Changed the **Choose media just before imaging** option, found on the General tab of the Print Setups pane or Job Properties dialog box, to **Choose media just before imaging (for variable sized media)**.
- Added signature and sheet identification numbers to the color section of the job column in all Print Console queues (for GDAPI connections)

Changes to TIFF Downloader

TIFF Downloader has a number of new features and enhancements in addition to those already described:

TIFF Downloader No Longer Runs From a Command Window

TIFF Downloader no longer runs from a command window. The RIP status button on the Device Status pane indicates TIFF Downloader status.

Centering Options

You can now configure TIFF Downloader to center TIFF jobs either in the center of the media or along the leading edge of the plate. If the image is larger than the imageable area on the media, TIFF Downloader crops it to fit. If smaller, TIFF Downloader centers it and pads the unused space. This option is in the Image Placement section of TIFF Downloader tab in the Print Setups pane and the Job Properties dialog box.

Image Shifting in the RIP

Previously, you configured media sizes (in the Media Sizes pane) with image shifts because the output device applied the shift to the image. The RIP, which in this case is TIFF Downloader, is now responsible for the image shift.

With TIFF Downloader applying image shifts, images that require raster removal (negative shifts) can be imaged successfully, and the entire imageable area of the plate is exposed, which is useful when imaging positive plates.

You can only apply image shift parameters in Print Console on those jobs that use TIFF Downloader as the RIP. All images RIPed by other RIPs must have any image shift values applied in the RIP software.

This option is now located in the Image Placement section of the **TIFF Downloader** tab in both the Print Setups pane and the Job Properties dialog box

Cropping TIFF Files

You can now configure TIFF Downloader to crop TIFF files so that only the required portion of the TIFF file is imaged. You might want to use this feature if, for example, you are in a newspaper setting and the image files are consistently larger than the plate.

Improved Mirroring and Rotation

You can now configure TIFF Downloader to rotate an image 0, 90, 180, or 270° and to either mirror print along the drum or around the drum or not at all. The most efficient rotation and mirror print settings are 90° rotation and mirror print around the drum or 270° rotation and mirror print along the drum.

The following table describes the how the settings in Print Console 2.0 map to the settings in Print Console 2.1:

Table 1: Mapping mirroring and rotation settings in Print Console 2.0 and 2.1

Rotation and Mirroring Settings in version 2.0	Rotation and mirror printing settings in version 2.1
None	90° and mirror print Around the drum
Transform	180° rotation and no mirror print
Mirror print only	90° rotation and no mirror print

Plate Ganging

TIFF Downloader now supports ganging of images onto a single plate. This separately priced and licensed option allows you to gang a maximum of four images onto a plate. You gang images to speed up processing time and to save media. Image ganging is usually done on either a VLF Trendsetter device or a Trendsetter News device.

Web Growth Compensation

TIFF Downloader now supports the application of web growth or raster distortion profiles to TIFF jobs. This separately priced and licensed option allows you to compensate for web growth problems that occur when running two or more color separation jobs for web presses. Properly applied web growth profiles help make sure color separations register at the end of the press run.

Remaking TIFF Jobs from the Processed Queue

You can now drag and drop processed TIFF files from the Processed pane to the Pending pane to remake a TIFF job.

This feature is not available on files that have been imaged using the **Multiple Copies** option.

Viewing TIFF Tag Information

In the **TIFF Downloader** tab of the Job Properties dialog box, Print Console now displays the information contained in the ImageDescription tag of the pending queue. Specifically, it displays information about the TIFF job's image width and length, resolution (pixels/cm), dimensions (cm), bits/sample, compression scheme, photometric interpretation, date and time of submission, type of software used, document name, image description, make, samples/pixel, rows/strip, and planar configuration. This information only displays if there are color separations in the TIFF job.

Changing Raster Polarity

You can now configure TIFF Downloader, in both print setups and job properties, to instruct the device to change the polarity of the raster image.

Changes to the Service Pane

- Service representatives can now configure Print Console to filter job, device status, and system configuration messages so that only warning, error, or information type messages display in the History pane.
- Service representatives can now configure Print Console to query for a set number of media, resolutions, bays, and proof formats when the device is initializing.
- The installation of Print Console now depends on the installation of the Service Shell Host, a diagnostic tool, since these two applications share a file.

Problems Fixed

This section lists the problems in Print Console 2.0 or earlier releases of Print Console 2.1 that have been fixed in Print Console 2.1.4.

Banding on press

GDAPI jobs sent to Print Console did not trigger a stroke shift, which shifts the laser's stroke between separations to eliminate banding on press. (This is not a problem for TIFF jobs, which do trigger a shift stroke.)

This problem was fixed in Print Console build 2.1.4.25.

Timing of SCSI port opening improved

GDAPI now opens the SCSI port later. MPE devices use High Voltage Differential (HVD) SCSI cards rather than Low Voltage Differential (LVD) SCSI cards. This change continues to support HVD cards as well as LVD-to-HVD bridges. The bridge configuration consists of an LVD card in the workstation, a bridge to HVD, and HVD support in the MPE. The SCSI port must be opened later to support the LVD configuration.

This problem was fixed in Print Console patch 2.1.1.24, Patch 5, and the fix has been incorporated into build 2.1.4.25.

Auto Media Selection feature selecting wrong media size

This feature now selects a media size correctly, based on the image size of a TIFF file submitted to Print Console.

This problem was fixed in Print Console patch 2.1.1.24, Patch 5, and the fix has been incorporated into build 2.1.4.25.

GDAPI reported the wrong resolution values

Problem 3091

This problem was fixed in Print Console patch 2.1.1.24, Patch 4, and the fix has been incorporated into build 2.1.4.25.

GDAPI MEDIA_SIZE values not updated

Problem 3076

This problem was fixed in Print Console patch 2.1.1.24, Patch 4, and the fix has been incorporated into build 2.1.4.25.

No support for network spooling where the Done or Failed folder was defined on a remote machine

Problem 3103

When a job completed, Print Console waited for the file copying to the remote machine to finish before continuing with the next job. For large files, this could result in extensive delays between jobs.

Print Console began to support network spooling in Print Console patch 2.1.1.24, Patch 4, and the fix has been incorporated into build 2.1.4.25.

Missing image files for animations

Image files for Print Console animations were missing for these devices:

- Trendsetter 3230 Spectrum
- Trendsetter 3244
- Trendsetter 3244 Spectrum
- VLF Postersetter

These files became available in Print Console patch 2.1.1.24, Patch 3, and have been incorporated into build 2.1.4.25.

Incorrect data path after cancellation

Problem 2741

The data path was incorrect on multiple separation jobs after a job was cancelled. This problem was fixed in Print Console patch 2.1.1.24, Patch 2, and the fix has been incorporated into build 2.1.4.25.

Problems with files stuck in working folder

Problem 2785

Read-only files sometimes became stuck in the working folder.

Problems 2740 and 2761

Files sometimes became stuck in the working folder after operators cancelled jobs in the bay loading prompt.

These problems were fixed in Print Console patch 2.1.1.24, Patch 2, and the fix has been incorporated into build 2.1.4.25.

Hot folder problems

Problem 2980

Print Console was not picking up TIFF files from the hot folder. This problem was fixed in Print Console patch 2.1.1.24, Patch 2, and the fix has been incorporated into build 2.1.4.25.

Artifacts after reset

Imaging artifacts sometimes appeared when imaging TIFF files after resetting the output device. This problem was fixed in Print Console patch 2.1.1.24, Patch 1, and the fix has been incorporated into build 2.1.4.25.

Illegal characters cause problems

Illegal characters in the file name caused error messages in Print Console. This problem was fixed in Print Console patch 2.1.1.24, Patch 1, and the fix has been incorporated into build 2.1.4.25.

Print Console not shutting down second instance

If Print Console detects a second instance, it should shut it down. This was not working correctly for dial-up access. This problem has been fixed in build 2.1.4.24.

Print Console Couldn't List the COM Ports

This problem occurred when system administrators installed Microsoft patches that tightened security on on Windows 2003 and Windows 2000 machines. This problem has been fixed in build 2.1.4.21.

Print Console Installer Couldn't Create PCOperator or CreoService Accounts

This problem occurred on workstations attached to a domain. When the workstations were configured to become part of a domain, they picked up the Windows password policy. The Windows password policy would not allow the creation of PCOperator and CreoService accounts. This problem has been fixed in build 2.1.4.21.

This fix requires new passwords. Contact a Creo service representative or check the Creo confidential document *Password Changes for Print Console Accounts* (719-00298) on TechPlanet.

Cancelling a Job From Print Console When Imaging Was Complete Prevented the Firmware Image Task From Completing

Print Console sent the "abort" command when the firmware thought the job was complete. This problem has been fixed in build 2.1.4.21.

No Communication Between Device and Print Console If Current Suspend Not Cleared

Problem 2119 (2.0)

Previously, if you send a command to the device without first clearing a current suspend prompt from the **Message** pane, communications between Print Console and the device ended. This has been fixed.

VLF Platesetter Bay Not Unlocked After Disabled

Problem 2108 (2.0.2)

Previously, if connected to a VLF Platesetter, the bay was not disabled and unlocked when you cleared the **Bay Enable** box on the VLF Bay Configuration dialog box. Therefore, you could not load the bay. This problem is now fixed.

Transforming Test TIFF Files Results in an Application Error for TIFF Downloader

Problem 2083 (2.0)

A multi threaded TIFF Downloader may crash with an application error message. Whenever a Newsway TIFF test file is submitted, approved, and transformed, TIFF Downloader displayed an application error: `The exception Integer division by zero. (0xc0000094) occurred in the application at location 0x0040c098`. This problem is now fixed.

Print Console Hangs When Trying to Unload an Empty Bay

Problem 2053 (2.0)

Print Console hangs with an Open Bay prompt, when you try to unload an already empty bay. For example, if all the plates in a bay are processed and from the Configure Bay dialog box, you click Unload to unload the empty bay, a suspend displays that the bay is not loaded. If you click Resume, nothing happens, if you click Abort, Print Console hangs with the Open Bay prompt. This problem is now fixed.

VLF Trendsetter AL Bays Not Set To Offline When Unload in Configure Bay Dialog Box

Problem 2125 and 2052 (2.0)

Previously, Print Console did not shade (gray-out) the Bay button on the Status screen, nor did it default to the Load Bay radio button in the Configure Bay dialog box when you took the bay offline. These settings did not change until you attempted to submit a job to that bay. This problem is now fixed.

Print Console Sometimes Crashes When Imaging GDAPI Jobs From Brisque

Problem 2078 (2.0)

Print Console sometimes crashes when submit GDAPI jobs from a Brisque workflow. This is now fixed.

GDAPI Jobs From Prinergy Fail with an Access Violation When you Exit Print Console

Problem 2159

If you sent a large number of jobs to Print Console from Prinergy via the GDAPI and then exited Print Console using CTRL+C in the debug window, the Prinergy JTP failed with an access violation. This problem was fixed in Prinergy.

You cannot submit Prinergy GDAPI jobs while the device is initializing

Problem 2156

If you submitted a job from Prinergy while the device was initializing, Print Console sent the job to the pending queue with a status of unapproved. If you then manually approved the job, Print Console waited for the image parameters from Prinergy. Prinergy, however, had cancelled the job. Consequently, the job was stuck in the queue until you rebooted Print Console. Print Console now holds these jobs until the device is initialized.

Progress Bar Not Reporting Correct Progress

Problem 2145

Since the device firmware was reporting the percentage of the image completed every 10 seconds, the progress bar displayed in jerky increments: 0%,67% and image completed, for example. This problem, which was discovered to be a problem with the firmware, has been fixed.

TIFF Downloader Failing Transform Jobs

Problem 1798 (2.0)

If you submitted two jobs with the first job's properties configured to rotate the image 90° and mirror print using TIFF Downloader and if TIFF Downloader fails the rotate and mirror print on the first job, the the second job also failed even though its job properties were not configured to rotate and mirror print. The mirror and transform options have been replaced by a number of rotation and mirroring options.

TIFF Downloader and Spoolers.exe do not Close Down With Print Console

Problem 1311 (2.0)

Sometimes, when you exit Print Console, TIFF Downloader and the `Spoolers.exe` do not close down. You cannot restart Print Console.

Hot Folders Sometimes Go Cold

Problem 821and 1488 (1.0.2)

Sometimes, hot folder input queues would go cold; they would no longer work. This occured when the `Spoolers.exe` exited before the `GHFS.exe` shut down. Since Print Console 2.1.1 now uses internal spoolers, `GHFS.exe is` no longer used.

Image Not Centered on the Media When Using Variable Media

Problem 1269 (2.0)

Although the **Choose media just before imaging** option does not automatically center images on the media, if the file is a pre-screened, one-bit TIFF file, you use a print setup to configure TIFF Downloader to center the images on the media.

Print Console Interface Not Refreshing When Disabling Bays

Problem 2118 (2.0)

When connected to a Trendsetter 3244 AL, disabling a bay appeared to fail because the bay status icon in the Status Window and the bay fields didn't appear grayed out. Thus, it was not immediately obvious that the bay had been disabled. This problem is now fixed.

TIFF Downloader Over-Renders Jobs When Center Image Option Selected

Problem 2092 (2.0)

If you select **Center image** option on the **TIFF Downloader** tab in either the **Print Setups** pane or Job Properties dialog box, TIFF Downloader will over-render the job.

No Debug Log in Log File When Service Shell Coexists With Print Console

Problem 2071 (2.0)

If the Service Shell.exe coexisted with Print Console on the same workstation, no debug log was written to the log file.

Print Console Incorrectly Displays Bays as Empty

Problem 1565 (2.0)

Print Console incorrectly indicates a bay is offline when it is empty. A bay is only offline when it is unloaded, not when it is empty. This becomes problematic when a bay is already offline (unloaded) because you can't tell which bay is empty and which is offline.

Bay Buttons Do Not Turn Gray

Problem 1563 (2.0)

If you loaded an autoloader bay or cassette with plates, the bay button on the Status window turned green. If you select the **Unload bay** option, the bay button would not turn gray. This is now fixed.

Wrong Status and Animation for Trendsetter News AL Two Plate Jobs

Problem 1829 (2.0)

When imaging a two-plate job on a Trendsetter News AL, Print Console displayed the wrong device status and animation. This is now fixed.

Bay Status Between Device and Print Console Does Not Match

Problem 1559 (2.0)

The bay status between the device and Print Console did not match if you:

1. Unloaded a bay (select **Unload Bay** on the Configure Bay dialog box).
2. Closed and the reopened the Configure Bay dialog box.

   The Configure Bay dialog defaulted to **Load Bay**.
3. Exited and restarted Print Console, and then re-open the Configure Bay dialog box.

The dialog box then defaulted to **Unload Bay** even though the bay has already been unloaded. With the re-design of the bay handling options, this is no longer an issue.

Submitting Jobs to Empty Cassettes Causes Next Job to Hang in Active Queue

Problem 1833 (2.0)

When submitting a job for imaging on a Trendsetter 3244 AL while the cassette was empty, a loading prompt displayed. If you selected **Reset** from the **Device** menu and then submitted a new job for imaging, the new job becomes stuck in the active queue. This problem is fixed.

Restarting Print Console During Imaging Causes TIFF Downloader to Crash

Problem 1583 (2.0)

Sometimes, the **Device Status** box showed that the device was `Ready` even though the plate had not been unloaded from around the drum and the next job in the queue had not been moved to the active queue.

During imaging, if you clicked the Print Console desktop shortcut to start Print Console again, the message `Print Console is already running` displayed, TIFF Downloader disconnected, and the imaging job failed in the RIP.

This problem is fixed.

Cannot Submit Same File As the Current Active File

Problem 1645 (2.0) If you resubmitted a job that was currently being imaged, the resubmitted job would not display in the pending queue

TIFF Downloader Tab Not Displaying When Switch RIP Name in Job Properties

Problem 1657 (2.0) If you submitted a job with an applied print setup that was configured with a **RIP name** other than TIFF Downloader, and then opened the Job Properties dialog for the job and changed the **RIP name** to TIFF Downloader, the **TIFF Downloader** tab would not display. This is now fixed.

Deleted Print Setup Appears as Default Media When a Job Is Sent Through a Hot Folder

Problem 1658 (2.0) If you created a hot folder with an attached print setup, then deleted the print setup attached to the hot folder, the print setup displayed as the media size of any job that was submitted through the hot folder.

Resume Button Does Not Always Work on Suspend Prompts, May Need to Abort the Job

Problem 1747 (2.0) If, when connected to a Trendsetter 3244 AL, you submitted a four-color separation job, and the first separation was imaged successfully, but, while imaging the second separation, Print Console was unable to focus during the edge detect, a suspend prompt displayed. If you clicked **Resume** on the **Messages** pane, the first and third separation were displayed in the processed queue as canceled by the user, and the same suspend prompt displayed again. This is now fixed.

All Separations Placed in Failed Folder Even Though Not All Failed

Problem 1746 (2.0) If you submitted four color separations through a hot folder with **Done** and **Failed** folder paths, grouped the four separations into one job in the pending queue, approved the job, and after the first two color separations imaged successfully, cancel the job, Print Console moved all four color separations to the **Failed** folder. This is now fixed.

Dr. Watson Error Appears When Exiting Print Console

Problem 1728 (2.0) When connected to a Trendsetter News AL, you can cancel all remaining files in the queue through the empty bay's load bay prompt in the **Messages** pane, then load the empty bay with new media and queue files to the new media size. However, if TIFF Downloader stopped running and you exited Print Console, a Dr. Watson error would appear. This is now fixed.

After a Flyoff Suspension, the Aborted Job Remains in the Active Queue

Problem 1722 (2.0) If, during unloading, there was a plate flyoff, and for all message prompts that appear, you clicked **Resume** after completing the instructions in each prompt, the job remained active in the active queue. You could not cancel the job. This is now fixed.

Media Sizes Pane Displayed All Media Sizes as Unloaded When Only One Bay Was Unloaded

Problem 1716 and 1702 (2.0)

If you unloaded a bay, the **Currently loaded in a bay** check box was unchecked in the **Media Sizes** pane for all media sizes. Only the media size that was loaded into the unloaded bay should display with the **Currently loaded in a bay** check box unchecked. This is now fixed.

PPD Not Generated When New Print Setup Is Created

Problem 1710 (2.0)

If you create a new print setup configured with a newly created media size, making sure that there is no default print setup, when you click **Apply** an error prompt displays, requesting you to select a default print setup. If you make the new print setup the default and click **Apply** again, a warning message displays stating that Print Console is unable to generate the PPD.

Switching Media Selection Values Causes Blank Media Selection Default Values to Display in Job Properties Dialog Box

Problem 1705 (2.0)

In the Job Properties dialog box, if you switched the job's media selection from the media size configured in the applied print setup to **Use Device Media**, the default value in the **Use Device Media** box was blank. If you clicked **OK**, no warning message displayed. This also occured if you switched a job's media selection from **Choose media just before imaging** (configured in the applied print setup) to **Use Media Size**. The default value in the **Use Media Size** box was blank. If you click **OK**, no warning message displayed. This is now fixed.

TIFF Downloader Messages Do Not Always Appear in the Log Files

Problem 1679 (2.0)

Sometimes, TIFF Downloader messages—for example, `tiffdownloader.main.ctprip`—did not appear in the log files. This made it very difficult to diagnose problems. This is now fixed.

Plate Numbers Decrease Even If Manual By-Pass Is Canceled

Problem 1555 (2.0)

The plate count in autoloader bays or cassettes was reduced even if a manual by-pass job was canceled before imaging had begun on the plate. The next automatic job in the pending queue was sent to the same plate, but the number of plates indicated one less.

Messages Pane Frozen With Second Loading Cassette Prompt

Problem 1557 (2.0)

When connected to a VLF Trendsetter AL, if, in a Configure Bay dialog box, you clicked the **Load Bay** button twice on the same bay, the second loading bay prompt got stuck in **Messages** pane.

All Bays With the Same Media Size Revert to Empty When One Bay Empties

Problem 1466 (2.0)

If you configured two cassettes on the VLF Trendsetter AL with the same media size, when the first cassette emptied, Print Console displayed a loading suspend prompt and reset the second cassette to zero. If you queried the device, Print

Console reset the plate count correctly, but when you clicked **Resume** on the loading prompt in the **Messages** pane, Print Console reset the plate count back to zero again.

Test Plots Do Not Work

Problem 1494 (2.0)

Test Plot functionality in Print Console did not work and is no longer part of the software.

Cassette Loading Prompt Displays Before Device Is Ready for Loading

Problem 1553 (2.0)

When connected to a VLF Trendsetter AL, if you configured the cassette for loading (click the **Load Bay** button), Print Console displayed a loading prompt in the **Messages** pane requesting you to load the bay. However, the output device was moving the cassette into a pick position and was not ready to be loaded. This was caused by a miscomunication between the firmware and Print Console. It is now fixed.

Print Console Removes Failed Jobs From Processed Queue First Once Maximum Reached

Problem 907 (2.0)

If the processed queue reached its maximum number of jobs, Print Console removed the unsuccessful or failed jobs from the processed queue before it removed the oldest job. This is now fixed.

Duplicate File Names Results in Job Duplication and Causes Print Console to Crash

Problem 1034 (2.0)

Sometimes, if you submitted multiple files with the same file name—for example `PCC.C.tiff`—and then grouped the files, Print Console duplicated the grouped job. If you attempted to edit the duplicated job through the Job Properties dialog box, Print Console crashed. You could not delete the duplicate job. This is now fixed.

Print Console Prompts For Images To Be Reinstalled During Restart

Problem 906 and 1126 (2.0)

Sometimes, if you restarted Print Console, Print Console prompted you to reinstall the images, then exit. However, the next time you started Print Console, it did not prompt you to reinstall the images and started normally. This is now fixed.

Cannot Change Animations Settings From the Preferences Tab

Problem 1157 (2.0)

In the **Preferences** pane—**Preferences** tab, if you changed the **Animation** box from Full to Off or Single Frame, Print Console updated the settings in the registry, but the actual animation in the Status window remained as full animation. This is now fixed.

Cannot Edit Job Properties Dialog Box When Properties Button Clicked

Problem 1296 (2.0)

Sometimes, if you selected a non-GDAPI job in the pending queue, and clicked the **Properties** button, Print Console displayed the Job Properties dialog box as view only. You could not edit the job properties. This has now changed.

Device Script Dialog Box Displays All Files in the Same Folder

Problem 1348 (2.0)

If you browsed for a scripts file by clicking **Browse...** in the Device Script dialog box, then selected **OK**, Print Console did not display any files in the Device Script dialog box until you closed and then reopened the Device Script dialog box.

TIFF Downloader, Spoolers, and GHFS Do Not Support Wide Character Strings

Problem 791, 792, 900, 992, and 993 (2.0)

Spoolers are built in ASCII mode and therefore did not support wide character strings for hot folders. For example, you could not define hot folders in Japanese.

GHFS did not support wide character strings for hot folders.

TIFF Downloader did not support wide character strings, therefore you could not open files that support wide character strings. For example, you could not open files that contain Japanese characters.

GHFS has been replaced by internal spoolers, which means this problem no longer occurs

During a Second Suspend Prompt, Print Console Does Not Send Response to Device

Problem 1289 (2.0)

If you clicked the **Load Bay** button in the Configure Bay dialog box, while the device was beam balancing, Print Console displayed the suspend prompt message `MCM safety loop is open...`, allowing you to resume, abort, or remove media. If you selected the **Resume** button, the same suspend prompt message displayed, allowing you to select **OK**. Once you selected **OK**, Print Console cleared the suspend prompt. However, the log file recorded that Print Console did not send a command response to the device during the second suspend prompt. This is now fixed.

Columns in Proof Color Table May Disappear

Problem 293 (2.0)

The columns in the **Proof Color Table** pane could be resized to overlap and cover each other, making the covered columns disappear. This is now fixed.

Device Status Bar Does Not Correspond to Raster Output

Problem 436 (2.0)

When imaging a plate with TIFF Downloader, the **Device Status** box did not correspond to the actually progress of the job. For example, the progress bar progressed smoothly, but once it read 100 percent, the device continued plotting for at least a minute longer. Therefore, it was difficult to tell when the plate has finished imaging.

Certain devices now report the status of the job to Print Console. In such cases, Print Console uses this status report rather than the RIP output status since the RIP output status did not take into consideration buffering in the device. Devices that do not send this job status will continue to exhibit this problem.

Error Messages Do Not Use the Preferred Units

Problem 454

Error messages explaining that Print Console could not find a media size to match your job are not displayed using the preferred units defined in the **Preferences** pane. The message did not specify any unit measurements.

RIP Status Box Does Not Indicate Currently Selected RIP

Problem 1421(2.0)

If a RIP unregistered and you registered another RIP in place of the registered RIP, the **RIP Status** box on the Status window displays as `RIP unregistered`. The **RIP Status** is no longer a pop-up box, so this problem no longer occurs.

Canceling New Hot Folder Configurations Does Not Clear Related Settings Boxes

Problem 1431 (2.0)

If there were no hot folders configured, and you created a new hot folder, then selected **Cancel** once you have finished configuring all the settings, Print Console greyed out all the boxes, but did not clear the boxes. This is now fixed.

Plate Orientation for Bays Does Not Always Display Correctly

Problem 1477 (2.0)

If you configured a bay or cassette with upright plates, the plate orientation image in the Configure Bay dialog box displayed the plates in the bay or cassette with a sideways orientation. This is now fixed.

Print Console Does Not Check for Allowable Media Thickness

Problem 1498 (2.0)

In the **Media Sizes** pane, Print Console checks that the media size along and around values are within the allowable media size. Print Console did not check to make sure that the media thickness values were within allowable thickness values. It now does so.

TIFF Downloader Does Not Center Crop Images on Thermal Blueline Media

Problem 941(2.0)

When TIFF Downloader sent images to thermal blueline media that were smaller than the raster size, TIFF Downloader positioned the image on the leading and home edges, and cropped the image on the trailing and away edges. You now have the option of centering the image on the media.

Service Pane Arrowhead Does Not Indicate Pending Changes

Problem 1257 (2.0)

The arrowhead on the **Service** pane horizontal bar does not change to red if there are pending changes in the pane. It remains grey.

No Warning If Deleted Print Setups Have Been Used in Other Configurations

Problem 1329 and 1305 (2.0)

In the **Print Setup** pane, if you deleted a print setup, Print Console did not warn you that deleting the print setup will affect any other configurations.

For example, if you created a hot folder input queue, attached a print setup to it, then deleted that print setup from the **Print Setup** pane, Print Console did not warn you that the hot folder input queue configurations needed to be updated. When files were submitted through that hot folder, Print Console initialized all incoming files with the default print setup. This is now fixed.

Job Status and Device Status Do Not Always Correspond

Problem 819 (2.0)

Sometimes, the active queue job status column did not reflect the status message in the **Device Status** box on the Status window. For example, if the job status column displayed the message `Imaging`, the **Device Status** box may have displayed the message `Detecting Edge`. This is now fixed.

Must Restart Print Console for Changes to Maximum Number of History Messages to Take Effect

Problem 1515 (2.0)

On the **Preferences** pane, in the **Preference** tab, if you change the maximum number of history messages to display in the **History** pane, you must exit and then restart Print Console before Print Console will initiate the change.

Print Console Calculates Margin Clippings Before Shifting the Image

Problem 858 (1.1)

Print Console clips the margins and then shifts the image on the output device, causing the image to fail within the margins or to image off the plate. This is no longer a problem with the latest version of TIFF Downloader.

When Editing an Existing Media Size Name, Print Console Does Not Check Values

Problem 534(1.1)

If you edited an existing medium size name in the **Media Sizes** pane, Print Console did not check to make sure the size along and size around drum values were correct. If the values were too large for the output device's drum, Print Console did not send an error message. This is now fixed.

When Processing Spot Donor File, Print Console Displays the Loading Black Message Before the Imaging <Spot> Donor Message

Problem 462 (1.1)

When Print Console processed a spot donor file, Print Console briefly displayed the `Loading Black` message before sending the `Imaging <spot> Donor` message. This is now fixed.

Pending Queue Does Not Display Submitted Job Until After Device Query Completes

Problem 457 (2.0)

If you submited a job while Print Console queried the device, Print Console did not display the job in the pending queue until after the query was finished. This is now fixed.

Columns in Dialog Boxes May Disappear

Problem 313 and 410 (2.0) The columns in the active queue and **Pending** and **Processed** tabs could be resized to overlap and cover each other, making the covered columns disappear. This is now fixed.

RIP Color Reported as Device Color in Suspend Prompt

Problem 1006 (2.0) Sometimes, if you approved a job where the RIP color does not match the device color in the Job Properties dialog box—**Separation** tab, the suspend prompt message displayed the incorrect device color. This is now fixed.

Switching Unload Modes Causes Media Section to Temporarily Clear

Problem 1214 (2.0) When connected to a Trendsetter News AL, if you changed the unload mode selection—for example, from **Express** to **Economy**—in the **Print Setups** pane or Job Properties dialog box, Print Console temporarily cleared the **Media Selection** section. This is now fixed.

History Message Is Incorrect After Plates Are Rejected and Unloaded

Problem 742 (1.1) If you submitted a job and then loaded the incorrect plate size on the output device, the plate would be rejected or would fly off, and Print Console would cancel the job. When you look at the history message for the job, the message incorrectly indicated that the TIFF file had been fully processed. This is now fixed.

Scripts Directory Paths Not Updated Until Device Scripts Dialog Box Is Closed

Problem 512, 705, and 1349 (2.0) When browsing for a new scripts path in the Device Scripts dialog box, Print Console does not update the scripts directory path until after you have closed the Device Scripts dialog box.

Known Problems

This section lists known limitations of Print Console 2.1.4. The problems are divided into one or more of the following sections:

- **General Problems**—lists problems that are not specific to particular devices nor workflows/RIP connections (TIFF Downloader/GDAPI). That is, these problems may appear 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 may 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/RIP.

Incorrect Clipping and Positioning When Centering Image on a Blueline Proof

Problem 2793

If you select any image centering options such as **Along leading edge** or **Center of media**, or if you select **Shift along drum** in the **Image Placement** section of the **TIFF Downloader** tab, the image renders incorrectly in the following ways:

- image is clipped incorrectly on trailing and away edges on both sides of the plate
- image is not centered correctly on both sides of the plate

This is caused by incorrect calculations within TIFF Downloader.

Avoid this problem by not applying image centering or placement options when creating blueline proofs.

Incorrect Values in Material Margins Box After Upgrade

Problem 2356

After upgrading an installation of Print Console, the **Leading Edge** box in the Device Margins section of Service pane may display `8192101` for all media except halftone proofing, which correctly displays 0 (zero).

New Settings Lost After Renaming or Copying Media Size

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.

Medium Index Override Set to Zero After Upgrade

Problem 2574

When you upgrade to version 2.1.1 from version 2.0, the **Medium Index Override** box on the Media Sizes pane defaults to zero. It should default to the same value as that contained in the **Medium Index** box in the Device Media pane.

Print Console Cannot Shut Down While Attempting to Shut Down Device

Problem 2561

While the job is in a suspend state, if you attempt to shut down the device from the Print Console menu bar and then shut down Print Console, Print Console may not shut down. Always clear a suspend prompt before attempting to shut down the device or Print Console.

Inconsistent Behaviour When Deleting Jobs

Problem 2400, 2483

If you right click on a job in the queue and select **Delete**, the job deletes correctly. However, if you select the whole group and attempt to delete them the same way, nothing may happen. If you select different amounts of jobs (2, 3, 5, and so on), you may be able to delete them successfully.

Punch Coordinates Are Incorrect

Problem 533(2.0)

Sometimes, the punch coordinates for both proofs and plates in the PPX files are incorrect, even when the Punch Coordinates in the **Media Sizes** pane display as expected—that is middle of leading for plates and middle of trailing for proofs.

For example, create a new media size in the Media Sizes pane. In the `Print Console\bin` directory open the .ppx file. The punch coordinates in the .ppx file for the new media read as zero.

To work around this problem:

After applying the Media Size:

1. In the **Media Sizes** pane, click the **Optional** tab, then click the **General** tab again.

   The arrow on the horizontal pane changes to red.

2. Click **Apply**.

3. Check the .ppx file from the `Print Console\bin` directly.

Punch coordinates should display correctly.

User Interface Conflict with Large Fonts Setting in Windows 2000

Problem 2409

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

Online Help Issues

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 do not have the Microsoft Internet Explorer options at the top of the screen.

Medium Number Set to Zero if Media Configured Incorrectly

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.

Print Console Utility Does Not Check for Existing Registry File Before Saving

Problem 1994

The Print Console Utility creates a backup of your current registry settings based on the date it was created. If you run the utility twice in one day, you will overwrite the existing backup file since it will have the same name.

To work around this problem:

- In Windows Explorer, rename the first backup file before running the Print Console Utility for the second time.

Settings Not Updated in PPD file

Problem 2371, 2370

Two settings do not get updated in the PPD file after they are changed:

- Color mapping
- Medium index override

Jobs With Unsupported Resolutions Not Rejected

Problem 1849 (2.0)

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

Problem 1892

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

Must Re-Start Print Console for Preferences to Take Effect

Problem 1840

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

Active Queue Not Updating

Problem 1884

If you approve a proofing job, but abort the job when prompted to load the cassette, the active queue may not refresh.

Print Console Does Not Cancel Jobs When the Device Is Reinitialized

Problem 1141 (2.0)

Print Console does not cancel the job if from the **Device** menu, you select **Reinitialize**. The job stays in the active queue and cannot be canceled.

All Pending Jobs Default to the Active Job's Properties

Problem 1388 (2.0)

If you open the Job Properties dialog box for any pending job in the pending queue while there is an active job, the Job Properties dialog box displays the job properties for the active job.

Queues Do Not Always Refresh Properly

Problem 1105 (2.0)

Sometimes, when you select the **Refresh** command from the **Queues** menu, the queues do not refresh. For example, processed jobs may continue to display in the pending queue, and failed jobs may continue to display in the active queue.

Dragging Jobs to the Pending Queue May Not Work Properly

Problem 1033 (2.0)

Sometimes, when you attempt to drag jobs in the pending queue to reorder job priority, Print Console does not order the jobs in the priority sequence that you specified.

For example, if you have four jobs in priority sequence 1, 2, 3, and 4, and you dragged job 1 between jobs 3 and 4, you should get a job priority sequence of 2, 3, 1, and 4. Instead, Print Console displays the job sequence as 2, 1, 3, and 4.

Resolutions In Generate PPD Pane May Not Match Resolutions in PPD File

Problem 1093 (2.0)

In the **Generate PPD** pane, the options in the **Default Resolution** box are hard-coded; whereas, the resolutions listed in a PPD file are gathered from the device query.

Cannot Submit Manual Punch Jobs

Problem 1606 (2.0)

When submitting a manual punch job, Print Console sends the job as an auto-approved test plot using the default print setup. The default print setup contains a default media size that may be different from the size of the media you want to punch. Since the job is auto-approved, you do not have a chance to change the media size if necessary.

To work around this problem:

1. Take the pending queue offline.
2. From the **Job** menu, select **Manual Punch**.

   The manual punch job displays at the top of the pending queue.

3. Right-click to display the Job Properties dialog box, and select the **Choose media just before imaging** option.
4. Click the Pending Queue button to put the pending queue back online.
5. When Print Console prompts you, select the appropriate **Media Size**.
6. Click **OK**.
7. Manually load the media into the device as prompted by Print Console.

Print Console Displays Incorrect Job Status

Problem 1295 (2.0)

Sometimes Print Console shows the incorrect job status. For example, if you load a bay with a with a plate size that is smaller than the raster size, Print Console displays the job status as `Fetching`. The processed queue displays the job as unsuccessfully completed. The job status should display `Failed in device` when the device reports the error `Image too wide for plate`.

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

Problem 1333 (2.0)

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

SCSI Interruption Warning Messages Do Not Appear in History Pane

Problem 1340, 1342 and 1170(2.0)

SCSI interruption warning messages only appear in the debug log, not in the **History** pane or Job Properties dialog box—**Messages** tab.

For example, if the SCSI cable is pulled during the imaging process, the imaging progress slows down, but there is no other indication that the SCSI cable connection has been interrupted

Device Status Bar Does Not Correspond to Raster Output

Problem 436 (2.0)

When imaging a plate with TIFF Downloader, the **Device Status** box did not correspond to the actually progress of the job. For example, the progress bar progressed smoothly, but once it read 100 percent, the device continued plotting for at least a minute longer. Therefore, it was difficult to tell when the plate has finished imaging.

Certain devices now report the status of the job to Print Console. In such cases, Print Console uses this status report rather than the RIP output status since the RIP output status did not take into consideration buffering in the device. Devices that do not send this job status will continue to exhibit this problem.

Media Sizes Pane Does Not Accept Commas

Problem 289 (2.0)

You cannot use commas when typing measurements in the **Media Sizes** pane. When specifying a measurement, use a period (.) instead of a comma (,).

Different Media Sizes in PPD Files

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

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.

Autoloader device problems

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

Auto Media Selection Option Not Supported for Automatic Devices

Problem 2534, 2533, 2532

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

Problem 2480, 2479, 2493, 2566, 2540, 1687, 2566, 2540

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

- While a job is in a suspend state, if you attempt to shut down the device (via the Print Console menu bar) and then shut down Print Console, Print Console may not shut down. Always clear the suspend prompt before shutting down the device or Print Console
- 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 Conosle 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.
- (2.0)When disabling a bay for the first time, the color on the **Bay** button on the Status window remains green. To work around this problem, disable the bay a second time.
- On the Platesetter VLF and 3244, Print Console allows you to select the **Load** button on the Configure Bay dialog box even while you are already performing a load sequence on the same bay. This can cause Print Console to incorrectly update the current bay, as well as other bays.

Manual Bypass Prompt Does Not Disappear When RIP Exits (GDAPI)

Problem 2498

From a RIP or workflow connected to Print Console via a GDAPI connection, if you submit a job that triggers a manual bypass (wrong media size) and then exit the workflow without clearing the prompt, Print Console does not clear the prompt, which blocks other jobs from processing.

To work around this problem:

- Re-start Print Console.

Device Will Not Initialize After Re-Starting Print Console if Bay Door Left Open

Problem 2573

If you select the **Configure Picker...** option, leave the bay open, and then re-start Print Console, Print Console gets stuck in the Initializing device stage.

To work around this problem:

- From the Print Console menu bar, select **Device**, and then **Reset**.

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

Probem 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

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.

Trendsetter 3244 AL TIFF Jobs Sometimes Get Stuck at 100% Imaging

Problem 1852 (2.0)

When connected to a Trendsetter 3244 AL, if you approve a TIFF job, the device loads the plate, but then the job sometimes gets stuck at 100% imaging and no image is plotted.

To work around this problem:

Cancel the job when 100% imaging is reached.

Trendsetter News Does Not Unload Plate

Problem 2143

When using Print Console to submit jobs to the Trendsetter News (firmware version 1.10 Beta 2), jobs canceled during imaging (in Express Mode) do not unload.

Jobs Can Get Stuck in Active Queue When the Trendsetter News Suspends due to Incorrect Plate Size

Problem 2035

If you you load the incorrect media size into the device, the device suspends and Print Console cancels the job from the Active queue while prompting you to remove the media. In some cases—such as when you submit three separations grouped into one job—the device may remain in the suspend state and the jobs may not automatically cancel from the active queue. In fact, the separations may remain in a loading state in the queue, even though the suspend prompt has disappeared.

To work around this problem:

Manually cancel the job in the active queue and re-submit.

Trendsetter News Jobs Stuck in Active Queue After Suspend Prompt

Problem 2396, 1895 (2.0)

If, when imaging two small plates on a Trendsetter News device, a suspend occurs due to a plate error—for example, a flyoff, or the device is unable to safely unload the plates—the job will hang in the active queue even after you have cleared the suspend prompts.

Cannot Recover From Flyoffs During Manual By-Pass Jobs

Problem 1643 (2.0)

When connected to a device that supports manual by-pass, if a plate is incorrectly loaded or a flyoff occurs, this error prompt displays in the **Messages** pane: `Plate not loaded correctly on drum, obstruction detected below LEC actuator. Remove plate from drum with the 'Media removed' button.` If you remove the plate, and click the **Media removed** button, the device clears and cancels the job, but a loading prompt for the canceled job displays even though the device is still in suspension.

Print Console Freezes During Stepper Motor Error With VLF Trendsetter AL

Problem 1817 (2.0)

When connected to a VLF Trendsetter AL, Print Console cannot recover from a stepper motor error. Print Console displays a suspend prompt, but you cannot cancel the job. Print Console displays that the file separation has already failed in the device even though the job is still active in the active queue. If you try and cancel the job from the active queue, Print Console freezes.

To work around this problem:

- In the Task Manager, select Print Console.
- Click End Task.

Incorrect Device Status on VLF Trendsetter AL When Unloading Cassettes

Problem 1558 (2.0)

When connected to a VLF Trendsetter AL, if in the Configure Bay dialog box, you click the **Unload Bay** button, the **Device Status** box on the Status window displays as `Open Bay`. The status should display as `Unloading Bay`.

Job Not Canceled When TIFF Downloader Fails While Transforming a Job (VLF Trendsetter AL)

Problem 1740 (2.0)

When connected to a VLF Trendsetter AL and when TIFF Downloader rotates a job 90 degrees and mirror prints, if, in the **History** pane, Print Console reports a `TIFF Downloader allocation error`, and in the debug log the message: `SetProcessWorkingSet error: 1450` is reported, the job is not canceled. The job hangs with the message in the **Device Status** box `waiting for image parameters`. Print Console should have canceled the job.

If VLF Trendsetter AL Shuts Down While Print Console Is Running, Print Console Hangs

Problem 1251 (2.0)

When connected to a VLF Trendsetter AL, if the output device shuts down while Print Console is running, Print Console displays the device's status as disconnected. If you reset the device through the **Device** menu, **Reset** command and the device has finished initializing, Print Console continues to display the device's status as disconnected.

If you exit and then restart Print Console, the device status still displays as '`Device Disconnected`.' If you then reset the VLF Trendsetter AL from the NVS, and restart Print Console, Print Console hangs while initializing.

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).

If Device Proof Format Names Change, Print Console Jobs Fail

Problem 830 (2.0)

If the proof format names in the device firmware change, then Print Console's proof media sizes (and corresponding print setups) become invalid and jobs will fail.

Print Console Automatically Adds RIP Color to Device Color

Problem 1628(2.0)

If you submit a job with a print setup that has been configured without the option to **Add new RIP colors to the Proof Color Table**, the job fails with the message `Can't find media`. The **Device Color** box in the Job Properties dialog box, **Separations** tab auto fills with the same RIP color. For example, the **RIP Color** box displays PANTONE CVC and the **Device Color** box will auto fill with PANTONE CVC.

Custom Color Mappings in Proof Color Table Are Not Used

Problem 1631 (2.0)

Print Console does not look up custom color mappings in the Proof Color Table. Print Console will map to the RIP color regardless of whether the RIP color has been mapped to a different device color in the Proof Color Table.

To work around this problem:

In the Job Properties dialog box—**Separation** tab, change the **Device color** in the **Separation** grid for the **RIP color**.

Media Size Operator Prompt Hidden For ThermoFlex Jobs Using Variable Sized Media Print Setups

Problem 1255 (2.0)

When connected to a ThermoFlex output device, if you submit jobs to a print setup configured to use variable sized media, you cannot see what type or size of media to load when Print Console displays the load media size operator prompt message. This is because the message is hidden by the device's operator prompt `Press Start button for vacuum` message.

To work around this problem:

1. In the active queue on the Status window, select the job.
2. Click the **Job Properties** button.

   The current job's properties display.
3. Read the media size from the **Use Media Sizes** box.

Operator Prompts Obscure Existing Plate Load Prompts in Messages Pane

Problem 663 (2.0)

If a plate load prompt is active in the **Messages** pane when Print Console displays an operator prompt, the operator prompt obscures the plate load prompt.

Print Console Reports a SCSI Error If ThermoFlex Side Door is Opened

Problem 613

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

Vacuum Error Message When Loading a Carrier

Problem 509 and 641 (2.0)

If you receive a vacuum error message in the **Messages** pane when loading a carrier, you must reset your device. Once the vacuum error displays, the **Resume** button is not available in the **Messages** pane.

Blueline Proof Loading Prompt Does Not Have Standard Prompt Information

Problem 1522 (2.0)

When submitting a thermal blueline proof job for imaging, the loading prompt, for example, the **Messages** pane does not contain the standard loading prompt information—that is, the job identification number (Job ID), the separation identification number (Sep ID), the medium name and size.

Grouped Jobs Imaged On Same Sized Media Regardless of Settings

Problem 1562 (2.0)

If you group jobs of various sizes into a single job, then in the Job Properties dialog box, select the **Choose media just before imaging** box, when the job is approved and sent to be imaged, the first file within the group job is imaged on a media size appropriate for the file. However, the rest of the files within the job are also imaged on the same sized media as the first file, regardless of whether it is the correct media size for the file or not.

To workaround this problem:

- Do not group jobs with variable sized media

Device Medium Settings Not Properly Updated

Problem 542 (2.0)

In the **Device Media** pane, if you change the medium material of **Kodak IR** to **Halftone Proof**, Print Console does not update the settings in the **Colors and default order** box, nor does it update the **Media Sizes** pane's **Load Orientation** box.

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

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

After a Device Flush, Print Console Does Not Always Clear the Message Pane

Problem 709 (1.1)

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

To work around this problem:

In the **Messages** pane, click the **Cancel** button.

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).

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 2.1.1 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 2.1.1 with a Prinergy system running a version before 2.0.7, manually upgrade the DLL in Prinergy.

Manual Bypass Prompt Does Not Disappear When RIP Exits (GDAPI)

Problem 2498

From a RIP or workflow connected to Print Console via a GDAPI connection, if you submit a job that triggers a manual bypass (wrong media size) and then exit the workflow without clearing the prompt, Print Console does not clear the prompt, which blocks other jobs from processing.

To work around this problem:

Re-start Print Console.

GDAPI Does Not Check for SCSI Connection Before Imaging

Problem 2085 (2.0)

GDAPI does not check for SCSI connections before imaging. If there is no SCSI connection, the job gets stuck with a device status message that the job is at 100% imaging even though no image is plotted.

Prinergy Disconnects After Print Console Crashes

Problem 1673 (2.0)

If Print Console crashes and then restarts automatically after a couple of minutes, Prinergy can no longer communicate with Print Console through GDAPI.

To work around this problem:

Manually restart Print Console.

When Print Console Is Connected to Prinergy, Print Console May Not Restart

Problem 1338 (2.0)

Sometimes, if you exit Print Console with jobs from Prinergy in the pending queue and then attempt to restart Print Console, Print Console does not restart.

To work around this problem:

Use Prinergy Administrator to shut down the Prinergy GDAPI JTP.

Device and Material Margin Changes Not Immediately Sent to RIPs (GDAPI)

Problem 2288

Print Console contains two types of margin settings in the Service pane: **Device** and **Material Margins**. If you make changes to these values, the changes are not immediately relayed to workflows that connect to Print Console via the GDAPI. They are only sent when you make a change to a media size.

To work around this problem, either:

- Re-Start Print Console.

or...

- From the Configuration screen, make a change to the Media Sizes dialog box and click **Apply**. Return the Media Sizes dialog box to its original state.

Changing a media size or re-starting Print Console prompts the software to send a group of attributes, including the Device and Material Margin attributes, to the RIP/workflow via the GDAPI.

GDAPI Jobs That Fail After Unload Not Reported in RIP

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.

Prinergy Plate Jobs Display With Previous Proof Job’s Last Color Separation

Problem 1285 (2.0)

After submitting a proofmaking job from Prinergy, if you submit a Prinergy plate job through GDAPI to Print Console, the plate job displays correctly in the active queue, but the status and animations in Print Console display as though Print

Console was imaging the previous proofmaking job. Print Console also displays each color separation in the plate job as the last color separation that was imaged on the previous proofmaking job.

GDAPI Does Not Support Multiple Thicknesses Per Device Media

Problem 1318 (2.0)

GDAPI does not support multiple device thicknesses per device media. Media sizes configured in Print Console are displayed in Prinergy's Process Plan Editor dialog box, **Layout** pane, **Media** section, **Name** box. Therefore, plate thicknesses are configured in the fixed media size, equaling one plate thickness per fixed media size.

Imaging Time Does Not Appear for Prinergy/GDAPI Submitted Jobs

Problem 1307, 1435 (2.0)

When submitting jobs to Print Console, from Prinergy, through GDAPI, the **RIP Status** box on the Status window only displays the `Rip Registered` status. ou can view the separation time in the **Messages** tab on the Job Properties dialog box, but it is not displayed in the Status window.

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 Brisque via Screen2Go, as well as other third-party workflows and RIPs.

Image Problems on -ve media when Invert Raster is selected in TIFF Downloader

Problem 2791

When you are using -ve media and select the Invert Raster option inTIFF Downloader and are centering or shifting the image, output will not be as expected. The raster on the pre-image (padded or shifted area) will be inverted.

Solution: do not use this feature when imaging to -ve media when centering or shifting image. This limitation will be corrected in a future release.

Defined TIFF Separation Color Information Displays as "Untitled"

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 colour 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.

Screen2Go Files Occasionally Fail in Hot Folders

Problem 2675

Sometimes—if the network is busy or if Brisque takes a long time to write raster to the TIFF file in the hot folder—Print Console will move Screen2Go files to the pending queue and flag them as invalid TIFF files.

To work around this problem:

1. If Print Console is not running, start it.
2. Click **Configuration**.
3. Click **Hot Folders** to open the Hot Folders pane.
4. Select a hot folder in the left-hand window: the associated settings appear on the right side of the pane.
5. In the **Time Settings For All Folders** box, do the following:
   a. In the **Scan for new files every <n> seconds** box, type `5`.
   b. In the **File stabilization time every <n> seconds** box, type `10`.

   Note: The new settings you enter apply to all hot folders in Print Console. Hot folders cannot be set up individually.
6. Click **Apply**.

   Note: These changes will take effect while Print Console is running.

TIFF Downloader Mirror and Transform Settings Not Correctly Upgraded

Problem 2488

When upgrading to Print Console 2.1.1 from version 2.0, the mirror and transform settings are not migrated correctly to the new mirroring and rotation options on the **TIFF Downloader** tab in the Print Setup pane. For example, the **Mirror** option changes to **Mirror Around the Drum** and **90 degree** rotation when it should be set to **90 degree** and **None**.

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

No problem number (2.0)

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.

Web Growth and Plate Ganging Not Mutually Exclusive on Job Properties Box

Problem 2476

If a system is licensed to use both Web Growth and Plate Ganging via TIFF Downloader, you should not be able to select both at the same time in either the print setup or the job properties. In fact, on the Print Setup pane, if you choose one, you cannot choose the other. However, you can currently select both from the Job Properties dialog box on a per job basis.

TIFF Downloader Issues Misleading Message in Logs

Problem 2224, 2598

- If you submit a job through a hot folder to TIFF Downloader and then cancel the job before the device starts imaging, TIFF Downloader may issue a message to the Print Console log file stating that the job cannot be remade. If you attempt to remake the job, the same message is issued to the log file, but the job is remade successfully.
- If the image shift value is set to the largest allowable shift (size of the media), TIFF Downloader correctly fails the job, but issues a misleading error message in the Messages pane:
  `Some separation information is missing, an attempt to find a suitable match will be made when the data has been RIPed, and the size of the raster is known.`

Must Have Administrative Rights to Use TIFF Downloader

Problem 1135 and 1005 (2.0)

TIFF Downloader does not work if you do not have administrative rights on the Windows 2000 Print Console workstation.

TIFF Downloader does not work because PowerUser account privileges have changed in Windows 2000.

To work around this problem:

- Add PowerUser to “Increase scheduling priority” rights.

To add PowerUser rights:

1. In Windows 2000, run **UserManager**.
2. From the **Policies** menu, select **UserRights**.
3. Select **Show Advanced User Rights**.
4. From the **Rights** drop down box, select **Increase scheduling priority**.

   The users that have these rights will appear.
5. Add **PowerUser** to the user’s rights.

You should only give the user rights to ”Increase scheduling priority”. You do not want to give the PowerUser group that the user belongs to rights to “Increase scheduling priority.”

Trendsetter 3244 AL TIFF Jobs Sometimes Get Stuck at 100% Imaging

Problem 1852 (2.0)

When connected to a Trendsetter 3244 AL, if you approve a TIFF job, the device loads the plate, but then the job sometimes gets stuck at 100% imaging and no image is plotted.

To work around this problem:

Cancel the job when 100% imaging is reached.

Job Not Canceled When TIFF Downloader Fails While Transforming a Job (VLF Trendsetter AL)

Problem 1740 (2.0)

When connected to a VLF Trendsetter AL, and when TIFF Downloader rotates a job 90 degrees and mirror prints, if, in the **History** pane, Print Console reports a `TIFF Downloader allocation error`, and in the debug log the message: `SetProcessWorkingSet error: 1450` is reported, the job is not canceled. The job hangs with the message `waiting for image parameters` in the **Device Status** box. Print Console should have canceled the job.

TIFF Downloader Displays as Disconnected in Print Console, But as Connected in Task Manager

Problem 1680 (2.0)

Sometimes, in the RIP Connected Status dialog box, TIFF Downloader displays as disconnected (shows a red X), but in the Desktop Task Manager, TIFF Downloader displays as running.

TIFF Downloader Sends 100% Raster When Device Not Ready

Problem 1256 (2.0)

TIFF Downloader downloads 100% of the raster data even if the output device is not ready to receive it.

For example, when processing a job to a ThermoFlex device, if you open a door on the device, the ThermoFlex device stops imaging. However, TIFF Downloader continues to send the raster data to the device. Instead, Print Console should cancel the job with a status of `Failed in device`.

Auto Approved TIFFs Fail In Device If Previous TIFF Failed in RIP

Problem 2044 (2.0)

When connected to a Trendsetter 3244 Spectrum, using TIFF Downloader, if a TIFF fails in the RIP, the following TIFF job will consistently fail in the device if that TIFF has been 'Auto-Approved'. However, if approximately ten seconds elapses between the RIP error and the approval of the next TIFF, no error in device occurs.