Print Console

version 3.2

Release Notes

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Introduction

These release notes highlight the features of Print Console 3.2, and describe any known problems you may encounter. Where appropriate, these release notes refer you to the Print Console online help for more information.

What Is in These Release Notes

The release notes include the following sections:

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

Conventions Used

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

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

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

Frutiger is used for figure and table captions.

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

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

What Is Print Console?

Print Console software controls output devices. It works with raster image processing (RIP) software to deliver RIPed files to an output device for imaging onto media to create digital halftone proofs, film, or plates. It interfaces with a number of workflows and RIPs and images to a number of Creo output devices.

Print Console Documentation

Print Console documentation includes:

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

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

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

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

Supported Platforms and Operating Systems

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

Output Device Support

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

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

New Features

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

Recording Device Statistics on the Workstation

Collect device statistics for user consumption or for offline analysis by Creo service personnel.

Portrait plate loading on Manta Manual Devices

Enables Manta manual devices to image a plate with the longest dimension around the drum – even when the leading edge used on Manta does not match the leading edge used on press. The News 200 may also use this feature to avoid stitching raster between heads.

Dual plate loading and grouping on Manta Manual Devices

Intended to improve device throughput (this is slightly different than the dual plate load we have supported for automatic devices).

Support for Newpaper Devices

This version of Print Console includes support for all the MCE Newspaper devices. Additional support for the NEWS 200 will be added in the next release of Print Console — version 3.3.

Known Problems

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

- General problems
- Autoloader device problems
- Manual device problems
- Direct Connection problems
- TIFF Connection problems

General problems

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

Inconsistency in moving files with multi-copies on failed job

Problem 3194

Case 1: Remaking a job

Error message: Cannot remake this job because file error (2).

The second file was not found in failed folder after the job was cancelled, but the data path was set to failed folder on all copies and cannot remake this job later.

Case 2: New job

Error message: Job 26-a fresh process of a job with 2 files (3 copies) from the hot folder.

Although all three copies of the 1st file were processed successfully, it was still moved and pointed to the failed folder.

Online Help issues

Problem 2019

Three issues have been identified with the Print Console online help system:

- No features on the Messages pane are currently associated with context-sensitive online help.
- In areas of the screen where Print Console groups a number of options, the context-sensitive help may appear blank. In such cases, click directly on the option that you require information about.
- If you access the context-sensitive online help, you will not see the Microsoft Internet Explorer options at the top of the screen.

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

Problem 1974

The Variable Media Size option on the Print Setup pane has a limitation related to file sizes that are not whole numbers. What normally happens with this feature is that Print Console rounds the file size up, according to a pre-determined rounding factor configured on the Preferences pane, to create a new media size. However, if the either the resulting media size or the rounding factor is not a whole number, the new media size may not be correct.

Autoloader device problems

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

Print Console freezes after cancelling a job

Problem 3208

After cancelling a job during "Waiting for SCSI data" (after "Detecting Edge"), Print Console freezes. The messages report: " TIFF Downloader cancelling file".

Exit Print Console and restart it again.

PC cannot re-establish connection with the device

Problem 3172

Print Console cannot re-establish the connection with the device after unplugging the workstation cable.

Reset the device from Service Shell and restart Print Console for the TCP/IP connection to recover.

Approved job not processed when the device is ready

Problem 3092

If an error occurs during a flush or a query, then the command completes successfuly (PC and the device are in the initialized state) but when a new job is approved, it will not move into the active queue until the device has been re-initialized.

Job fails in "Timeout for image data"

Problem 3081

A job fails in "Timeout for image data" after detecting an empty bay. Once the bay is detected empty, the next image in the active queue will fail.

Reload the bay and submit the job again.

Log Manager not writing to the log file

Problem 3075

After starting up a second instance of Print Console, the Log Manager closes. It starts up again later, but no longer writes to the log file.

Hydra RIP not reconnecting after the SCSI connection has been verified

Problem 3067 — The Hydra RIP disconnects after detecting a SCSI erro,r but does not reconnected after the SCSI has been verified.

Manual device problems

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

Jobs disappear from Processed Queue

Problem 3253 — Jobs disappear from the Processed Queue if you cancel before clicking the load 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).

No problems logged in this category.

TIFF Connection problems

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

No problems logged in this category.

Problems Fixed

This section lists the problems from previous versions of Print Console that have been fixed in Print Console 3.2.

- General problems fixed
- Autoloader device problems fixed
- Manual device problems fixed
- Direct connection problems fixed
- TIFF connection problems fixed

General problems fixed

GDAPI 2.0 in Print Console 3.0 and later: does not set sep ID correctly

From version 3.0
Problem 3260

The GDAPI 2.0 implementation of the GDAPI DLL in Print Console 3.0 and later:

- looks like GDAPI 2.0 to the client

- behaves like GDAPI 3.0 under the covers (I.E. adds a separation ID to the functions: GDAPI_StartImageTransfer, GDAPI_SendImageData and GDAPI_EndImageTransfer)

The separation ID is set to -1 on a call to GDAPI_StartPrintSession and is incremented for each call to GDAPI_StartImageTransfer.

The problem was that the ID was also set to -1 on calls to GDAPI_CancelPrintSession and GDAPI_EndPrintSession. The call to GDAPI_CancelPrintSession was causing problems as it is often followed by a call to GDAPI_EndImageTransfer at which point the ID was -1 and invalid.

Problems created by new SCSI cards / drivers

From version 2.1 & 2.2
Problem 3259

We are seeing SCSI problems because of new SCSI cards and their drivers. The symptoms are that Prinergy can not plot. The error on the diagnostic port is: !!! ATTEMPT TO ENTER ASYNCHRONOUS DATA PHASE IN SCSI PRINT !!!

The Plate unloads and the job gets cancelled.

GDAPI 3.0 does not give correct error for a bad separation ID

From version 3.1
Problem 3245

If the GDAPI client passes a bad separation ID to GDAPI_StartImageTransfer, GDAPI_SendImageData or GDAPI_EndImageTransfer, then Print Console reports GDAPI_PRINT_SESSION_DATA_NOT_FOUND when it should report GDAPI_UNKNOWN_SEPARATION_ID.

Log file default size of 1GB takes up 50GB of space in the Print Console log

From version 3.1.0
Problem 3180

Print Console log file size was changed from 1 MB to 1 GB, eventally it will end up taking (1x50) GB of disk space.

- registry \LogManager\MaxFileSize (1000000)

Suggest to use 5 MB max, same as Service Shell log size as the default.

Always update the material margins to the same values as the device margins

From version 3.1.0
Problem 3171

Material margins are automatically updated to the same value as the device margins reported from the firmware for the FIRST start up.

During the gc adjustment, if a +ve gc (increase in margins) was made to the device margins, then the material margins are also updated to the same value. But if a -ve gc (decrease in margins) was made, PC won't update the material margins as it's already larger than the existing device margin.

In such cases, a larger material margins would be the result.

MCE TCP/IP configuration may block remote connections from the response centre

From version 3.1
Problem 3167

When using RAS and TCP/IP enabled MCE's on the same system, they are forced to use the same pool of IP addresses for all "Incomming Connections". This could create a conflict if RAS is unable to get an IP, or if it uses the one dedicated to the MCE.

The second problem is with Authentication. The Service people require that RAS will authenticate the "Administrator" and "Creoservice" users. This conflict with the proposed setup of the TCP/ip requires that no users will be authenticated in the MCE connection.

Along drum centre or shift can cause TDL to hang

From version 3.0
Problem 3164

There is a problem with shifting along the drum and the following settings: rotate is 0 and mirroring is either none or around drum; or rotate is 180 and mirroring is along drum. In these cases, the TDL can hang indefinitely, although the image can be successfully cancelled and other jobs with different settings can subsequently be imaged.

Remakes of jobs with more than one copy

From version 3.0
Problem 3141

Support needed for re-makes of jobs with more than one copy.

Number of copies droplist was disabled if the medium material used was NOT set to Aluminium Plate

From version 3.0.1
Problem 3093

When a new device media is created, Print Console will check the name against the KnownDeviceMedia list in the registry. If no match is found, then the medium material will default to "Other". The "Number of copies" droplist is only enabled when the medium material is set to Aluminium plate.

Autoloader device problems fixed

Print Console launches the 4th job if the 1st job is stuck while unloading

From version 3.1.0
Problem 3181

Submit 4 jobs to the queue at the same time. Leave the plates on the unload table for job 1 - Print Ccnsole lauches job 4 even though job 1 is not yet complete processing.

Wrong stack count (2) sent for panorama plates in static manual bypass jobs

From version 3.0.2
Problem 3173

Print Console incosistently sent a stack count of 2 on panorama plate manual bypass jobs.

Plate left on unload table, Print Console launches a fourth image task

From version 3.0
Problem 3129

On the Trendsetter 800 AL (FW1) device, if a plate got stuck on the end of the unload table, Print Console would try to launch a fourth image task.

Print Console prompts to load 2 panorama plates on a manual bypass job

Found in version 3.0.1
Problem 3100

After completing an auto job, a manual bypass job (one or more seps) is submitted using a panorama plate.

- prompt came up for loading 2 panorama plates

- loaded plate as normal but job failed in device on the suspend: Midpoint position 359000 um too small for subscan media size

Manual device problems fixed

Missing images for TS 800 & TS 800 Spectrum binary device

From version 3.1
Problem 3135

Images are missing from I0023 to I0034 for Trendsetter 800 & Trendsetter 800 Spectrum binary device. See log for details.

Direct connection problems fixed

No problems fixed in this category.

TIFF connection problems fixed

No problems fixed in this category.