Print Console

version 3.3

Release Notes

creo™

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Introduction

These release notes highlight the features of Print Console 3.3, 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.

TIFF Splitting

The image splitting feature only applies to output devices that have two heads, for example, the NEWS 200 machine. The purpose of this feature is to take a panorama sized TIFF file that contains two pages and image the individual pages simultaneously using the two heads in the device. To enable this feature, go to the Print Setups TIFF Downloader tab and enable the **Panorama Image Splitting** checkbox.

Before submitting TIFF files for use with the image splitting feature, ensure that the files are:

- pre-rotated
- pre-mirrored
- pre-positioned
- pre-cropped

These TIFF Downloader functions will be unavailable when the Panorama Image Splitting feature is enabled. Ideally, the files size should match the size of the plate that you are imaging on — if it is too large it will be clipped and if it is smaller than half of the subscan width of the plate, an error will occur when Print Console tries to split and crop the images.

Note: If the Invert option is needed, this checkbox must be enabled before the **Panorama Image Splitting** checkbox is enabled.

Device Support

This version of Print Console supports the following MCE output devices:

- Spectrum
- Trendsetter NEWS 200
- Trendsetter 400/800
- Trendsetter 400/800 AL

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.

LogManager and StatisticEventManager Shut Down

Problem 3352 Both LogManager and StatisticEventManager exit after starting up a second instance of Print Console.

Job fails because the color is not mapped to a proper device color

Problem 3326 An Internal Error occurs because the color is not mapped to a proper device color - no prompt for the mapping occurs. This only happens if the Job Properties dialog is set to Plates and not Proofs.

Large files freeze Print Console when cancelled

Problem 3283 Large files freeze Print Console for about four minutes when cancelled.

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.

Autoloader device problems

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

Bay loading and Suspension prompts don't clear

Problem 3374

The Bay loading prompt and the Suspension prompt do not clear after cancelling the job in the active queue.

Jobs stay active if the device is re-initialized during job processing

Problem 3372

Jobs stay active if the device is re-initialized during job processing or before the suspend prompts are cleared.

Device is stuck during initialization

Problem 3371

If a job is submitted (single or multi-seps) to the active queue and you exit Print Console while the job is processing, the output device gets stuck during initialization when you restart Print Console. To solve this you must reset the output device.

Should query device for min plate size on bay loading

Problem 3367

According to the product specifications of the Trendsetter 400/800 AL, the min along drum size is 330mm (13") for manual bypass and 508mm (20") for auto loading. Print Console should query the device to get the min size for bay loading, and bring up the invalid plate size error prompt during bay loading.

Job failed in RIP after sending a single-head job followed by a dual-head job

Problem 3310

After restarting Print Console, if you submit a single-head job first, all subsequent dual-head jobs will fail in the RIP.

To avoid this failure, image all dual-head jobs before imaging single-head jobs.

Single head job stuck after cancelling previous dual head job during loading

Problem 3300

Single head job stuck in "The RIP is generating image data" after cancelling previous dual head job during loading.

Single head job is sent to Head 2

Problem 3293

A single head job is sent to head 2 after a remake from previous seperations plotted on head 2.

A job remake will not work properly if the user ungroups the separations or changes the number of copies from the previous grouped job.

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).

Auto Media Selection for Proofing Jobs - says Imation only mostly

Problem 3378

The Job Properties of a Proofing Job are changed to Auto Media Selection. The appropriate size of media is picked (4up - the size of the image). But when the job is moved to the Active Queue, it displays "Imation" and not "4up".

Direct connection problems

This section describes problems we have discovered when Print Console receives files via a direct connection.

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.

TIff Splitting job stuck in working folder after processing

Problem 3297

TIff Splitting job (failed in RIP - TDL input thread failed) stuck in Working folder after processing. If you submit a file smaller than half the subscan size of the panorama plate and TIFF Splitting is enabled, the job fails in the RIP - see Problem 3272.

In addition, the file gets stuck in the working folder and cannot be deleted after deleting the processed job from the queue. After restarting Print Console, the file loops back to the queue and fails again in the RIP.

TDL registered before both heads finished initializing

Problem 3291

On a dual-head output device, the TIFF Downloader registers before both heads finish initializing. The result is that dual head jobs are plotted using only a single head.

After restarting Print Console, the first auto-approved job might be sent as a single head job, i.e. the second plate will not be imaged. This is a timing issue with the initialization of two TIFF Downloaders that happens intermittently.

TIFF Splitting Limitation

Problem 3272

If you submit a file smaller than half the subscan size of the panorama plate and TIFF Splitting is enabled, the job fails in the RIP with the following errors on head two:

- Creo TIFF Downloader margins, cropping, and/or shifts too large
- Creo TIFF Downloader Input(0) thread failed

Problems Fixed

This section lists the problems from previous versions of Print Console that have been fixed in Print Console 3.3.

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

General problems fixed

Upgrading from Print Console 3.1 to 3.3 changes the device

Problem 3385

After upgrading Print Console from ver 3.1 to 3.3 on a TS 400 AL , the device changesto TS 800 AL. The device will be changed from TS 400/400 AL to TS 800/800AL.

You must run "Select Device" to change the device back to TS 400/400AL after the upgrade to Print Console 3.3.

Proof Colour Table not working. New entries not added.

From version 3.2.1.3
Problem 3227 & 3379

When outputting spot color proofs, a color mapping assigned to the RIP color does not get added to the Proof Color Table when the "add new RIP color to proof color table" box is checked in the Print Setup. The same problem occurs on the color assigned on the device prompt as well as the color assigned in the job properties.

Approved jobs not moved to the active queue after resetting device

From version 3.3.1.8
Problem 3373

Approved jobs not moved to the active queue after resetting the device.

Improper Firmware and Hardware Version reported

From version 3.2.2.9
Problem 3350

Improper Firmware and Hardware Version reported in EventLog (1.# instead of 1.0#)

Number of copies changed in GUI after switching to other tabs in Print setup

Problem 3309

The Number of copies in the Print setup changed to the same value as the selected PS after switching to other tabs.

Problems created by new SCSI cards / drivers

Problem 3259

The symptoms were that Prinergy could not plot:

The error on the diagnostic port is !!! ATTEMPT TO ENTER ASYNCHRONOUS DATA PHASE IN SCSI PRINT !!!

The Plate unloads and the job got 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.

Update known media list

Problem 3005

Media list needed updating. The following media were added to the list of known media:

- Anocoil
- Anocoil_22
- KPG Thermal Gold
- Agfa P970

Autoloader Device problems fixed

Upgrade should not migrate the 400-800 base/AL CurrentDeviceNumber

From version 3.3.1.8
Problem 3370

Upgrade TS 800 AL (named TS 400-800 AL in 3.1.0.42) to 3.3.1.8.

Before starting up PC, the CurrentDeviceNumber in registry was migrated from 3.1.0.42 as "18". After PC starts up, the following error prompts pop up:

"Can't open default image D:\PrintConsole\bin\Images\TS 400-800 AL\I000.bmp.

Re-install Print Console."

"The last time PC was connected to Trendsetter 400-800 AL, and now it is connected to a Trendsetter 800 AL...."

Update Creo_deviceinfo.ini to include MCE2 entry for News 200 installations

Problem 3313

Print Console does not update the creo_deviceinfo.ini properly for dual-head devices. The following changes must be made in the ini file:

[deviceinfo]

;tell the system how many devices we have

number=4

;uncomment the following line for an MCE-based system

device3=MCE

device4=MCE2

[MCE2]

Type=MCE

Number=2

;rconaddress=1.0.0

Asciichannel=2

Files from hot folder are not grouped

From version 3.3.0.17
Problem 3314

Files in the hot folder are not grouped if you start up Print Console while the output device is offline.

A workaround is to put the queue offline and regroup the job after the device is in the ready state.

Incorrect animation on imaging for boardsheets plates (single plate was used)

From version 3.2.1.4
Problem 3250

After submitting a group job using two boardsheet plates, the animation for loading & unloading was correctly showing two broadsheet plates, but the animation on the drum was showing one panorama plate instead.

Grouped job does not cancel properly after suspend during loading

From version 3.2.1.4
Problem 3249

After a suspend occurs during loading, even after clearing the suspend, the job still stays active.

Manual device problems fixed

Intermittently getting a blank StatisticEventManager warning

From version 3.2.2.9
Problem 3351

Intermittently getting a blank StatisticEventManager warning dialog during start up .

Direct connection problems fixed

No problems fixed in this category.

TIFF connection problems fixed

No problems fixed in this category.