Installation Guide

English

Print Console

version 3.19

731-00440A-EN Rev A

www.creo.com

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Internal 731-00440A-EN Rev A

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Creo Inc.
3700 Gilmore Way
Burnaby, B.C., Canada
V5G 4M1
Tel: +1.604.451.2700
Fax:+1.604.437.9891

http://www.creo.com

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Installation Overview

Do you have the right version of Print Console for this device?

Print Console is part of a controlled release package consisting of output device, software, and firmware. The controlled release for an output device contains only those components that have been tested and approved for that device. Please check with your Creo service representative to ensure that this version of Print Console has been qualified for your output device.

Do you have an account with Administrator privileges?

Installations and upgrades must be run from an account that has administrator privileges. Before installation, the only such account is Administrator.

Is the Print Console workstation part of a workgroup or a domain?

If the Print Console workstation is attached to a domain, the MCEDevice user account must be created through the domain controller and must then be included in **Groups>Power Users** on the local machine.

Will you be selecting a language other than English as your language preference?

If you will be selecting a Far East language, you must set up your Windows system with language support for Far East languages. See *Installing Languages* on page 33 for the procedure.

Also, the locale should be set to **English** when running the installer. (The locale is the configuration that sets up an operating system to use the appropriate regional standards for numbers, currencies, times, and dates. See *To change the locale to a Far East language in Windows 2000:* on page 35.) If you are performing an upgrade on a workstation where the locale has been set to another language, you must change the locale to English and restart the operating system before running the installer for upgrades.

Have you installed Service Shell Host?

Install the Service Shell Host software *before* you install Print Console software so that you can confirm that the Print Console installation was successful. See *Installing Service Shell* on page 7.

If you are installing language files, see the Service Shell configuration information on page 34.

If you are using Service Shell 2.6, you can use the Service Shell Host TCP/IP Configuration Wizard to set up Windows as a PPP server. The TCP/IP Configuration Wizard requires a service license and possibly a service dongle.

Will this be a clean install or an upgrade?

Install Print Console using either a clean install or an upgrade procedure.

If you are installing Print Console on a workstation that:	Do this:
Does not have an existing version of device control software	Follow the procedures for *Performing a Standard Installation (Clean Install)* on page 10.
Has an earlier version of Print Console 3.x installed (and you are not changing output devices)	Follow the procedures for *Upgrading Print Console* on page 14. **MCE devices**: You can upgrade from any Print Console 3.x version to any other 3.x version. **MPE devices**: Upgrades from Print Console 1.x or 2.x to Print Console 3.x are not supported and must be handled as a clean install.

Do you want test files installed on your workstation?

After installing Print Console, install the relevant test files using the procedure in *Installing Test Files* on page 13. Having test files installed makes servicing the device more efficient. Test files are included in the standard installation.

Audience

This document is for anyone who installs Print Console software. This would typically be:

- Creo production staff, who build systems before they are shipped to customers
- Creo service representatives

Customers who have a service contract would usually have Print Console installation and configuration done by a Creo service representative.

Scope

This document explains the various installation and configuration options for Print Console. To find information about how to use this software, see the documents listed in *Related Documentation*.

Related Documentation

Print Console has a context-sensitive online help system, which has reference material and procedural information for all the features and functions in Print Console software. Other documentation that will help you install and configure Print Console includes:

Type of installation	Title and part number	Where available
All	*Print Console 3.19 Quick Start Guide* (731-00438A-EN)	Available on the: • TechPlanet Reference page • Installation CD-ROM • eCentral (https://ecentral.creo.com)
All	*Print Console 3.19 Release Notes* (739-00154A-EN)	
All	*Print Console Specification*	Available on the TechPlanet Overview page.
All	*TIFF Downloader Specification*	
All	If you are running Service Shell 2.4 or 2.5, use one of the following: • *Configuring Windows 2000 as a PPP Server for MCE TCP/IP Serial Connection with Print Console* • *Configuring Microsoft Windows Server 2003 as a PPP Server for MCE TCP/IP Serial Connection with Print Console*	Available on the: • TechPlanet Procedures page • Installation CD-ROM • Service Shell TechPlanet site
All	If you are running Service Shell 2.6, see *Using the Service Shell 2.6 Configuration Wizard to Set Up Microsoft Windows as a PPP Server*	Documentation available on the: • TechPlanet Procedures page • Installation CD-ROM • Service Shell TechPlanet site • Service Shell Host software online help system The wizard is available as part of the Service Shell 2.6 software in the Controlled Release.
All	*Enabling USB Ports* (709-00208A-A)	To use the Customer or Service dongle for Creo Feature Licensing, you will need to enable the USB port on the workstation. This document explains the procedure, and is found on the Procedures pages for Dell workstations with USB ports, such as: http://techplanet.creo.com/software_solutions/workflow_hardware/dell_platforms/nav/2650/proced.htm
All	*Password Changes for Print Console Accounts* (719-00298A-EN)	Available on the TechPlanet Installation page.
All	*SCSI Access Problem* (734-00140A-EN)	Available on the TechPlanet Procedures page.

Type of installation	Title and part number	Where available
All	*Configuring Software Update Services for Creo Workflows* (719-00275A-EN)	For systems shipped before mid-November 2003. http://techplanet.creo.com/software_solutions/networking_os/windows_support/content/docs/719-000275A-EN-A.pdf
All	*Setting up Print Console for Inventory Assist* (734-00162A-EN)	Available on the TechPlanet Procedures page. For more documentation, see the TechPlanet Consumables site: http://techplanet.creo.com/consumables/plates/customer_service_tools/inventory_assist/nav/reference.htm
Brisque Screen2Go	*Brisque to Trendsetter Connectivity via Screen2Go Installation Guide* (399Z1P903)	Available on the Screen2Go TechPlanet site.
	Brisque to Trendsetter Connectivity via Screen2Go User Guide (399Z1P904)	
	Brisque-to-Print Console Connectivity (via Screen2Go) Technical Bulletin	
Brisque Direct	*Brisque to Trendsetter... Direct Connectivity* documents (various)	Available on the Brisque TechPlanet site.
Prinergy	*Factory Installation Document Map* • *Windows 2000 Installation* • *Dell Hardware Setup* • *EMC/DG Server Hardware Setup* • *Prinergy 2.0 Installation*	http://techplanet.creo.com/software_solutions/workflow_hardware/dell_platforms/content/docs/DocumentMap.htm
	Connecting Prinergy 2.x and Print Console technical bulletin (78-0125B)	TechPlanet Trendsetter/Platesetter Connectivity site
	Imaging Thermal Bluelines Using Prinergy and Print Console	http://techplanet.creo.com/output/device_control/print_console/content/docs/78-0083B-C-TM01.pdf
	User Rights on a Print Console Workstation	http://techplanet.creo.com/output/device_control/print_console/content/docs/PC_rights_setup.pdf
ThermoFlex	*TIFF Front End Server Installation Procedure* (73-3344)	http://techplanet.creo.com/output/device_control/tiff_frontend/content/docs/agile/73-3344B-A-PR01.pdf

Requirements

The following tables give an overview of system requirements. For more information, refer to the *Site Preparation and Requirements* document for the output device on which you are installing Print Console.

Print Console is installed on different workstations, depending on the output device and workflow.

For this workflow	Print Console is installed on
Prinergy	Prinergy Render Station (secondary server)
ThermoFlex	TIFF Front End server
Brisque	Print Console workstation
third-party RIP	Print Console workstation

For all workstations/servers, the following requirements apply:

Workstation/server	• Dell Optiplex workstations require Windows 2000 Professional edition and pcAnywhere. Other servers require Windows 2000 Server or Windows Server 2003. • Windows 2000 (Professional or Server) or Windows 2003 (Server) must be configured as a Point to Point Protocol (PPP) server for Print Console. If you are using Service Shell version 2.6, this can be done through the Service Shell TCP/IP configuration wizard (which requires a service license and possibly a service dongle), using the Service Shell online help for reference and procedural information. If you are using earlier versions of Service Shell, you will need to follow the procedures in one of these documents (found on the installation CD, Print Console TechPlanet Procedures page, or eCentral): ❒ *Configuring Windows 2000 as a PPP Server for MCE TCP/IP Serial Connection with Print Console* ❒ *Configuring Microsoft Windows Server 2003 as a PPP Server for MCE TCP/IP Serial Connection with Print Console.* • Servers must have NetBEUI and TCP/IP network protocols installed and configured • If UNIX network connectivity is required, Hummingbird NFS must also be installed and configured
Video cards	• High-resolution, 24-bit • Optimized for the Windows Graphics Device Interface (GDI) • Minimum 4 MB video RAM • Video display set to a minimum of 800 x 600 pixels and a minimum of 65536 colors; Creo recommends 1024 x 768 resolution and true color (24-bit) display • Older servers may not meet some of these requirements. Please contact your Creo service representative for advice. For these servers you may want to configure single frame animation rather than full animation. See *To configure animation settings* on page 29.
Hard drive space required for installation (space required for operation depends on the data)	Approximately 400 MB for installation: • Approximately 15.8 MB for Service Shell directory • Approximately 135 MB for Print Console directory (includes full set of animation images for one output device and online help files) • Approximately 23 MB for CreoSupt directory • Approximately 4 MB for PDF directory • Approximately 259 MB for TestFiles directory • Space requirement for Spool (data) directory depends on data

Installing Service Shell

Service Shell is a software tool for performing maintenance, service, test, and calibration operations. These operations can be performed locally or through remote access. Service Shell uses a client/host architecture:

Service Shell Host software	• Installed on the Print Console workstation • Install on the workstation before you install Print Console so that you can confirm that Print Console was properly installed. • Must be installed before Service Shell Client software • When you install Service Shell Host, local use of Hyperterminal and Procomm are disabled because the Host software monopolizes the serial port that is connected to the device on the workstation/server. That port is unavailable for any other use unless Service Shell Host is closed.
Service Shell Client software	• Optional, but installation is strongly recommended if you need Splot or local access to the device diagnostic port • Installed on the same workstation as the host software or on a remote workstation • Must be installed after installation of the host software

The Service Shell program is included in the same controlled release as the Print Console program.



Note: If Service Shell is already installed on the workstation, check to see whether it is the same version that is included in the controlled release for this version of Print Console. If it is an earlier version, Creo recommends that you replace it with the version that accompanies your new version of Print Console.

To install Service Shell 2.4, 2.5, or 2.6 find the relevant documents on the Service Shell TechPlanet site.



Note: If you are using Service Shell 2.6, you can use its configuration wizard to set up com port assignments and to perform the PPP server setup. The TCP/IP configuration wizard requires a license.

Installing Print Console

Types of Installations

Print Console software is on a Controlled Release CD-ROM. When you run the Print Console Installer, the installation program checks to determine what type of installation it will perform. The type of installation will determine:

- The location of directories
- Which files are installed
- Registry entries
- Screens and prompts

Clean Install

The first time that you run the Print Console installation program on a workstation, it automatically selects the **Clean Install** option. It installs Print Console control software for the device model that you select, as well as PDF documentation and a number of other folders and files. After the installation, Print Console is configured in the registry to run in production mode with the chosen output device. The procedure for a clean install is on page 10.

Upgrade

If you have previously installed Print Console, you will be offered several upgrade options:

Print Console	Installs Print Console control software for the selected device model.
Test Files	Installs a number of test files. (Additional device-specific test files are provided on separate CD-ROMs.)
Configure Software	Installs/configures Print Console options that you may have skipped during the initial installation.
Print Console Utility	Backs up or restores Print Console settings from a previous installation.
Select Device	Adds or removes animation images for additional output devices. It also configures Print Console to interface with a different device.
Migrate Settings	Migrates certain settings from existing Creo device control applications.

The procedure for an upgrade is on page 14.

Installation Procedures for Different Kinds of Workstations

As described on page 5, the type of workstation on which Print Console is installed depends on the output device and the workflow. Perform the appropriate installation procedures for each:

For this system	Use these installation procedures
Prinergy	Install Print Console on the Prinergy Render Station (secondary server): • Install and configure the Prinergy Render Station according to the Windows 2000 installation for Prinergy 2.x document (see *Related Documentation* on page 2). • Install Print Console according to the instructions in *Performing a Standard Installation (Clean Install)* on page 10, ensuring that: ❒ The **TIFF Downloader** option is enabled if you plan to produce proofs from Prinergy or TIFFs from a third-party RIP (see *Enabling, Licensing, and Configuring TIFF Downloader* on page 22) ❒ The Print Console drive is the system drive ❒ The Spool drive is the data drive • Follow the *Setting Up Output Devices* instructions in the *Prinergy Installation Guide* document (see *Related Documentation* on page 2).
Brisque Direct (Connecting to the Brisque with GDAPI)	Install Print Console on a Print Console workstation: • Install and configure Brisque 4.0 following the installation procedures in the Brisque documentation (see *Related Documentation* on page 2). • Install Print Console on the Print Console workstation according to the instructions in *Performing a Standard Installation (Clean Install)* on page 10, ensuring that you select the **Brisque to Trendsetter Connectivity** option (see page 11). • Install the Brisque Agent, using the procedure in the Brisque documentation (see *Related Documentation* on page 2). • Connect the two systems to each other and to the output device using the procedures in the Brisque documentation (see *Related Documentation* on page 2).
Brisque-to-TIFF (Screen2Go)	Install Print Console on a Print Console workstation. • Enable and license the TIFF Downloader option (see *Enabling, Licensing, and Configuring TIFF Downloader* on page 22). • Do *not* enable the **Brisque-to-Trendsetter Connectivity** option (see page 11). • Connect to the Brisque using an NFS Hummingbird connection. Use the procedures in the Brisque documentation (see *Related Documentation* on page 2). • To submit TIFF files, install the Screen2Go module on the Brisque according to the Screen2Go documentation (see *Related Documentation* on page 2).
Third-party RIPs	• Install Print Console on a Print Console workstation. • License **Direct Connection** or **TIFF Downloader** as required (see *Licensing Print Console Options* on page 21).

Performing a Standard Installation (Clean Install)

This procedure is for a standard installation of Print Console with the TIFF Downloader or Brisque to Trendsetter options enabled.

To perform a clean install

1. Log on to the Print Console workstation as Administrator.
2. Start the output device.

   The output device must be on so that the installer can find the SCSI ports to which the heads are connected and set access rights to those ports in the Windows registry.
3. Insert the Print Console installation CD-ROM into the workstation's CD drive.

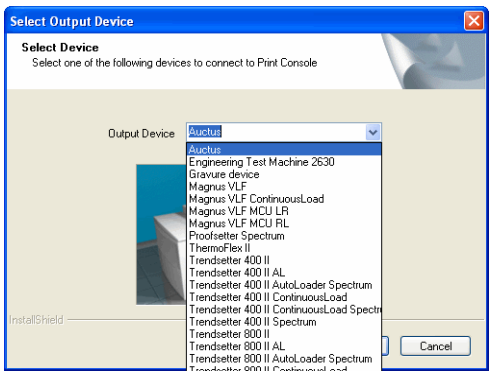
   If the main screen does not automatically appear, manually start **autorun.exe**.



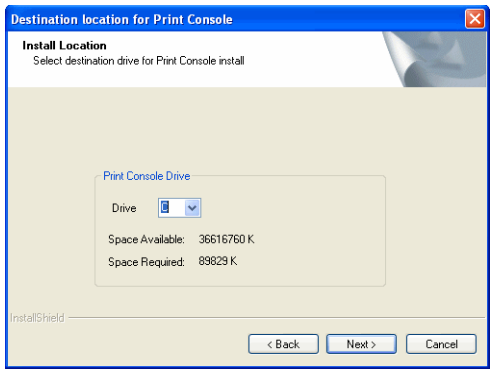
4. Click the **Print Console** button.

   When the Welcome dialog box appears, click **Next**.

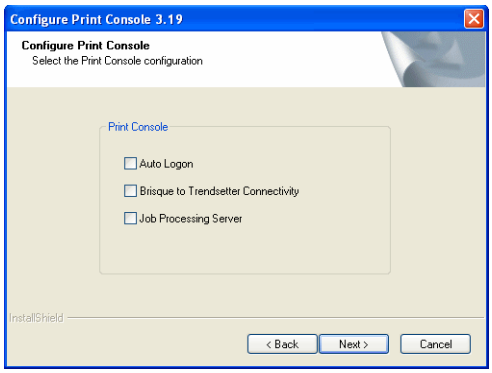
   The Select Output Device dialog box appears.
5. In the **Output Device** box, select the appropriate device from the list of devices.



6. Select a location for the Print Console software (or accept the default) and click **Next**.



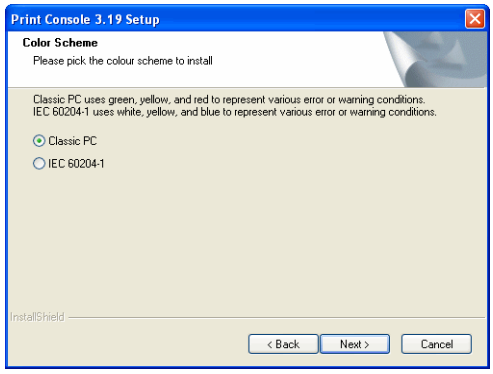
7. Select the options that you want to enable in Print Console:



- Enable **Auto Logon** if it is appropriate for your workflow configuration. This will cause the workstation to automatically log onto the network as `PCOperator`. See *Configuring New Users for Print Console* on page 29 for information on how to add new users correctly.
- Enable **Brisque to Trendsetter Connectivity** if you are connecting directly to the Brisque using GDAPI. Do *not* enable this option if you are connecting to Brisque with Screen2Go. See *Configuring Direct Connections* on page 21 for more procedures required to connect directly to a Brisque via GDAPI.
- Enable **Job Processing Server** if you are connecting to a:
  - TSC News Japan device
  - NEWS device that is using Synapse NewsManager as a workflow

  The JPS allows the GUIs on Print Console and TSC News to communicate and sets up two instances of TIFF Downloader for the two TSC NEWS heads.

8. Click **Next** and select a color scheme.



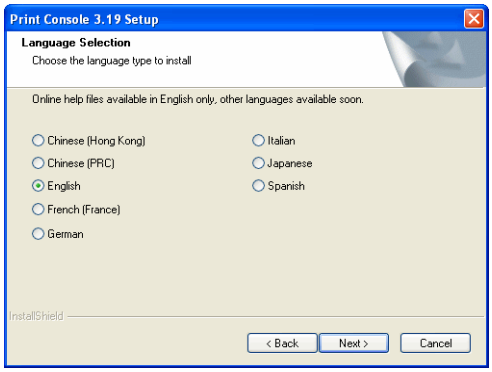
- Select **Classic PC** if you don't need to conform to the IEC60204-1 standard.
- Select **IEC60204-1** if you do need to conform.

  IEC60204-1 is a safety standard that dictates the colors of buttons and the information they convey. The original Print Console colors (**Classic PC**) do not comply with this standard.

This selection can be changed later in **Configuration>Preferences**.

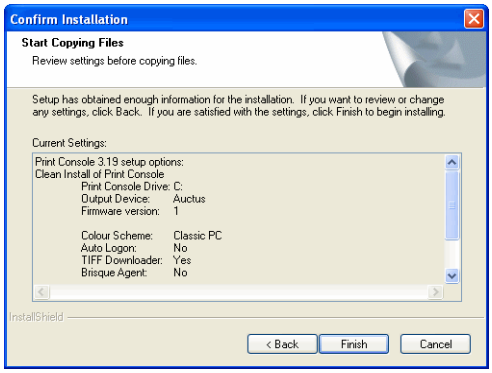
9. Click **Next** and select a language for the operator prompts and the help files for the online help system.

   If you select **Chinese (Hong Kong)**, **Chinese (PRC)**, or **Japanese**, you will be prompted to configure Windows for the appropriate language support. See *Installing Languages* on page 33 for the procedure.



   If the language you selected is not yet available, a window appears telling you that it is not available and that English will be installed. When the online help is available in that language, you can download it from eCentral and copy it to the Print Console workstation (**\PrintConsole\bin\Help** directory) to replace the English files.

10. Click **Next** and review the choices you have made.



11. Click **Finish** to continue or **Back** to return to previous screens to change installation options and settings.

    When you click **Finish**, the Print Console installation begins. Various executables and DLLs are copied to the **\PrintConsole\bin** directory.

12. Restart the workstation when prompted.

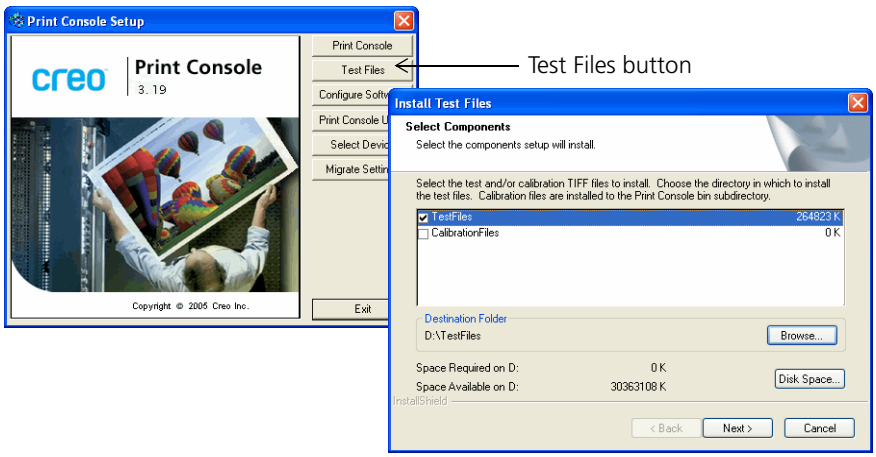
Installing Test Files

Test files are automatically installed during the Print Console installation procedure. To re-install them, select the **Test Files** option in the Print Console Setup window (see page 10).

The **Test Files** option installs a number of test files onto the workstation. Test files are a series of simple TIFF files that you can output using TIFF Downloader as the RIP. You can use them to ensure that the workstation and the device are communicating properly. This can significantly reduce the amount of time that it takes to diagnose problems with the device. (Additional device-specific test files are provided on separate CD-ROMs.)

To install Print Console Test Files:

1. Close any running programs and open the Print Console Setup program.
2. Click **Test Files**.



3. In the Select Components dialog box, select the **TestFiles** checkbox.
4. Browse to select a location for the files. The default folder is **TestFiles**.

5. If you also want to install calibration files, select the **CalibrationFiles** checkbox.

   Calibration files are always installed in the same drive and directory in which Print Console is installed.

6. Click **Next.**

7. Review your selections in the Confirm Installation dialog box and click **Next** to begin the test file installation.

   When the installation is complete, a message box appears to confirm that the files were successfully installed.

8. Click **OK**.

Upgrading Print Console

You can upgrade from any Print Console 3.x version to any other 3.x version. Upgrades from Print Console 1.x or 2.x to Print Console 3.x are not supported. If you are installing a 3.x version to replace a 2.x version, you must manually recreate the configuration settings.

If Print Console has already been installed on a workstation, the Print Console installation program will automatically detect it and offer you two of the following three options (depending on the state of the workstation):

Refresh Print Console files	Refreshes the Print Console executables and DLLs. This option is available only when installing the same build number/version of the software.
Clean Install	*In the same location* Automatically prompts you to back up the existing installation, uninstalls the existing installation, and then creates a new, clean installation of the Print Console software in the same location as the original installation.
	In a different location Automatically prompts you to back up the existing installation, uninstalls the existing installation, and then creates a new, clean installation of the Print Console software in a new location.
Upgrade the existing install with a newer version	Replaces the existing directories (**CreoSupt**, **Print Console**, **TestFiles**, **Service**, **Spools**, **PDF**) but does not change the device you selected. If you have changed a file in one of these directories, you can restore it from your backup (see *Backing Up and Restoring Print Console Settings* on page 15) after installing the newer build. This option is available only when installing a version that is newer than the version that already exists on the workstation. The program will not overwrite an installation of a newer build.

Backing Up and Restoring Print Console Settings

Before updating an installation of Print Console, you can use the Print Console Utility option to back up the configuration settings of your existing installation. The entire Print Console registry key is backed up, including print setups and input channels. If the upgrade does not work, you can reinstall the previous Print Console version and use the Print Console Utility to restore the settings you configured for it.

Attention: Restoring backed-up registry settings is only guaranteed to work for the same release of Print Console software—that is, if you are planning to back up, refresh, and restore the same build. There is no guarantee that registry settings for an earlier build with be compatible with the registry settings of a later build. Therefore, if you encounter a problem upgrading Print Console, you must reinstall the original version before restoring from the backup.

A copy of the Print Console Utility is installed with the Print Console software and is accessible from the Windows Start menu: **Start>Programs>Print Console>Print Console Utility**. You can also access it as one of the options in the Print Console installation program.

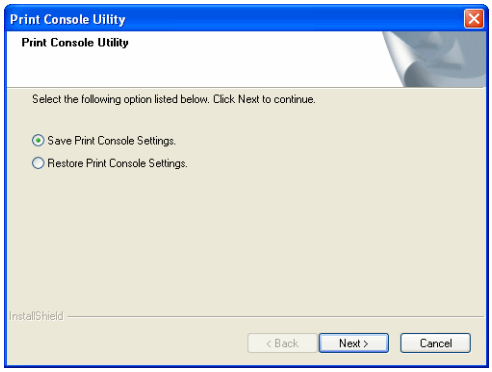
To back up Print Console registry settings:

1. Open the Print Console Utility by clicking the **Print Console Utility** button in the Install program.

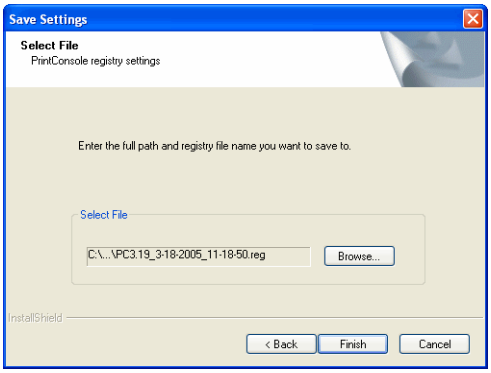
   Or,

   Launch the utility from **Start>Programs>Print Console>Print Console Utility**.

2. Select **Save Print Console settings** and click **Next**.



3. Enter the path and registry filename you want to save and click **Next**.



The default is **backup\PCx.x_M_D_YYYY_hh-mm-ss. reg**, where **M** is the month, **D** is the day, **YYYY** is the year, **hh** is the hour, **mm** is the minute, and **ss** is the second.

When you click **Next** the backup process begins. When it is complete, a message box appears indicating that the Print Console settings were successfully saved.



4. Click **OK**.

To restore Print Console registry settings:

1. Exit Print Console if it is running.

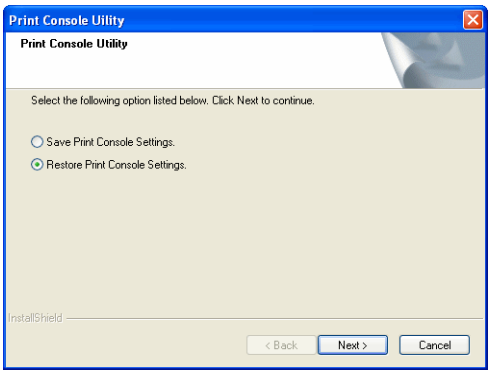
   If you attempt to restore settings while Print Console is running, everything will appear to work, but no changes will have been made to the registry.

2. Open the Print Console Utility by clicking the **Print Console Utility** button in the Install program.

   Or,

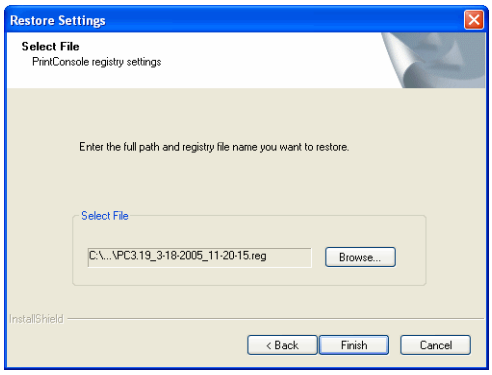
   Launch the utility from **Start>Programs>Print Console>Print Console Utility**.

3. Select **Restore Print Console settings** and click **Next**.

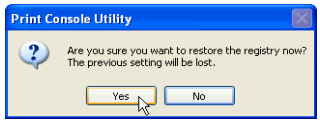


4. Enter the path and registry filename you want to restore from and click **Next**.

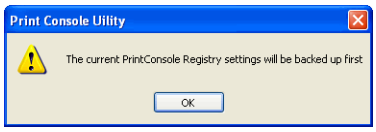
   The default is **backup\PCx.x_M_D_YYYY_hh-mm-ss. reg**, where **M** is the month, **D** is the day, **YYYY** is the year, **hh** is the hour, **mm** is the minute, and **ss** is the second.



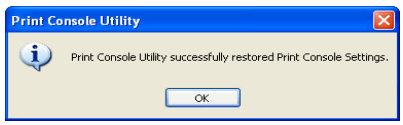
5. Confirm (or cancel) your choice.



   If you confirm, Print Console backs up the current registry settings and then begins the registry restoration process.



   When it is complete, a message box appears indicating that the Print Console settings were successfully restored.



6. Click **OK**.

Upgrade Procedure

Ensure that the installed version of the Service Shell Host is either the same as (or later than) the version of Service Shell included in this controlled release. If it is an earlier version, replace it with the version that accompanies your new version of Print Console (see *Installing Service Shell* on page 7).

To upgrade/refresh a Print Console installation:

1. Log on to the Print Console workstation as Administrator.

2. Start the output device.

   The output device must be on so that the installer can find the SCSI ports to which the heads are connected and set access rights to those ports in the Windows register.

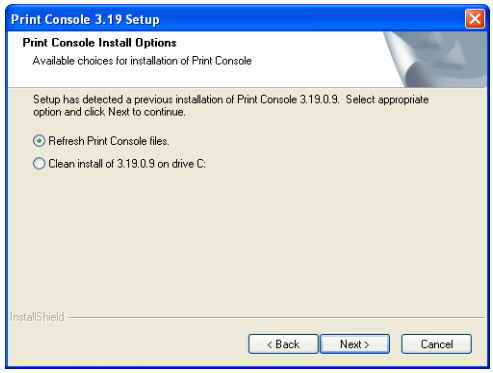
3. Close any running applications and open the Print Console installation program.

   When installing Print Console or selecting a different device, shut down Launch Service Host and restart it after installation is complete.



4. Click the **Print Console** button.

5. Select one of the two install options (see page 14) and follow the onscreen prompts.



   If you select **Clean install of Print Console on drive C:**, you will be prompted to back up the settings from the previous installation. This is optional and is similar to the process in *To back up Print Console registry settings:* on page 15. However, the Print Console registry key is automatically saved as **printconsole.reg** in the backup directory that you specify and the **creosupt**, **pdf**, **printconsole**, and **service** folders from the original installation are copied to the backup directory that you specify.

   Remember that restored settings are only guaranteed to work in the same build of Print Console software from which they were saved.

6. Open **printconsole/bin/begin.inf** and **printconsole/bin/begin.dat** and find the TIFF Downloader lines in each file. If you do *not* want the TIFF Downloader enabled, they should read as follows:

```
# the following lines should be uncommented to start the tiff
downloader
#"tiffdownloader /auxthreads4 /sws1048576 /tib70" /nounique /
noconsole /min /restartdelay 10
```

If you *do* want the TIFF Downloader enabled, they should read as follows:

```
# the following lines should be uncommented to start the tiff
downloader
"tiffdownloader /auxthreads4 /sws1048576 /tib70" /nounique /
noconsole /min /restartdelay 10
```

For more information about the TIFF Downloader, refer to *Enabling, Licensing, and Configuring TIFF Downloader* on page 22.

Uninstalling Print Console

An uninstall script is included in the Print Console installation.

To uninstall Print Console:

1. Go to **Start>Settings>Control Panel>Add/Remove Programs.**
2. Select **Print Console** from the list of installed components.
3. Click **Add/Remove.**
4. Follow the onscreen instructions.



Attention: Do not delete the **uninst.isu** file found in the **PrintConsole\bin** folder. It must be present for the uninstall script to work.

Configuring Service Shell

The Print Console installation program configures most of what is needed for you to start using the software. Depending on the workstation's configuration, however, there may be a few settings that will require manual configuration.

If you are using the Service Shell Client in Service Shell version 2.4 or earlier, you will need to edit the **LogFileSrv.ini** file in the **\ServiceShell\Bin** directory to make Print Console logs appear in the **Remote** list.



Note: If you are using Service Shell version 2.5, you will make all required configurations in the Configuration Wizard that is part of the installation program.

To view Print Console log files in the Remote section of Service Shell Client:

1. In the **\ServiceShell\Bin** directory, use a text editor to open the **LogFileSrv.ini** file.

2. In the **Install0Log2Path** line, add the path to the Print Console log files.

   The files should look like this (the drive letters may vary depending on the configuration of your system):

```
[ LogFileSrv]

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

3. Save the file.

Configuring Service Shell for Language Files

When language files are installed, Service Shell can stop Windows from shutting down, logging off, and/or restarting. To prevent this, configure Service Shell as follows:

- If you are using Service Shell 2.5 SP2, enable multi-language support.
- If you are using a version earlier than 2.5 SP2, disable the **Allow service to interact with desktop** feature for the LaunchServiceHost service.

Configuring Print Console

The Print Console installation program configures most of what is needed for you to start using the software. Depending on the workstation's configuration, however, there may be a few settings that will require manual configuration.

To configure Print Console settings, start the Print Console software and click the **Configuration** button.

Depending on the output device, you will have different types of configurations available. They may include settings for:

- **Device Media**
- **Media Sizes**
- **Print Setups**
- **Proof Color Table**
- **Generate PPD**
- **Hot Folders**
- **Preferences**
- **Service**

For detailed information on configuring Print Console for a specific device or workflow, refer to the Print Console online help or to an appropriate workflow-specific technical bulletin. See *Related Documentation* on page 2.



Note: Clicking the **Configure Software** button in the installation program does not give you the same options as clicking the **Configuration** button in Print Console.

The **Configure Software** button allows you to configure the options in the Configure Print Console dialog box in the installation program (**Auto Logon**, **Brisque to Trendsetter Connectivity**, **Job Processing Server**).

Configuring Direct Connections

Installing the Brisque Agent

To connect a Brisque (version 4.0) to Print Console, you must install the Brisque Agent. This program enables the Generic Device Application Programming Interface (GDAPI) between Brisque and Print Console. The Brisque Agent is one of the components of the controlled release.

The first time you install the Brisque Agent, install it:

- After installing Print Console
- On the same workstation as Print Console
- On the same drive as Print Console

If you are upgrading to a new version of Brisque Agent, do one of the following:

- Remove the old version from the workstation
- Rename the old version **brisqueagent.bat.old**. This creates a backup of the old file.

To install and configure the Brisque Agent, use the procedures in the Brisque documentation (see *Related Documentation* on page 2).

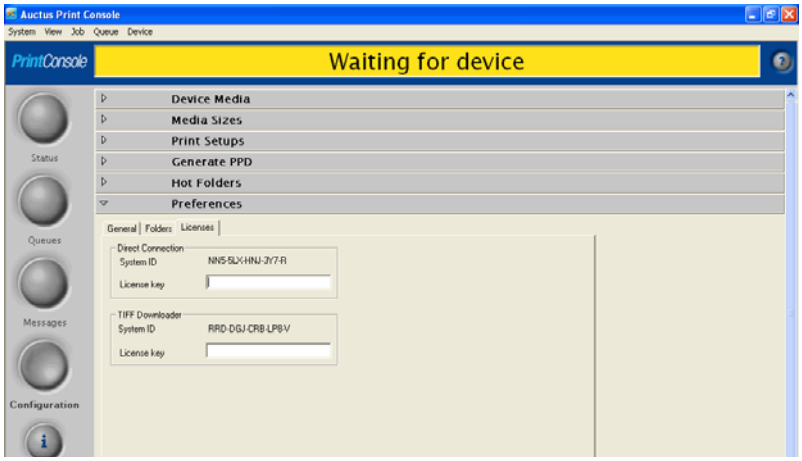
Licensing Print Console Options

Some Print Console options require licenses:

Direct Connection	Licensing direct connections is required only if you are connecting a third-party RIP to Print Console using GDAPI. It is not required for Prinergy, Brisque, or TIFF Downloader connectivity.
TIFF Downloader	If you are using the TIFF Downloader for diagnostic purposes, you do not require a license key. A one-inch by five-inch label reading `Creo Diagnostic Tool` is superimposed on the imaged output media. Depending on the size of the media, it may appear up to three times. To use the TIFF Downloader as part of your production workflow, it requires a license key.

To license a Print Console option:

1. Go to **Configuration>Preferences>Licenses** and find the **System ID** for the option you want to license:
   - **Direct Connection**
   - **TIFF Downloader**



2. Send the System ID, the customer's name, and the sales order number to License.Key@creo.com with a request for a license key for the desired option.

   Creo will generate a license key and send it back to you.

3. Return to **Configuration>Preferences>Licenses** and enter the license key in the **License key** box for the option you want to license.

4. Click **Apply.**

   The license will be in effect the next time you start Print Console.

Important: If your workstation has licenses for Direct Connection, the TIFF Downloader, and/or Variable Mainscan Resolution, Creo recommends that you record the license keys in a text file. This could be useful if you need to perform a clean install of Print Console (that is, the license cannot be recovered from the registry files saved for an upgrade).

Enabling, Licensing, and Configuring TIFF Downloader

Systems that submit one-bit TIFF files to a device via Print Console must enable, license, and correctly configure the TIFF Downloader. The TIFF Downloader is a tool that opens TIFF files and outputs the raster to the output device as commanded by Print Console.

Enabling

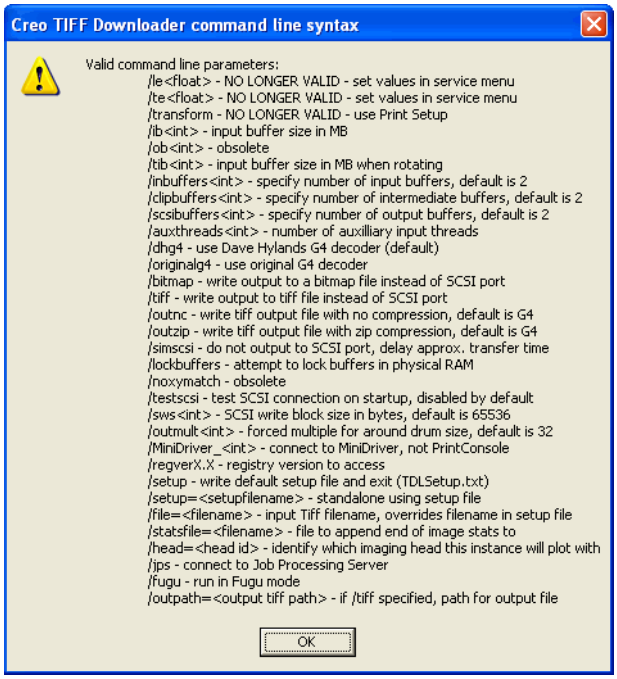
If you selected the **TIFF Downloader** option when you installed Print Console, TIFF Downloader will already be enabled. This command line will appear in the Print Console **begin.inf** file:

```
"tiffdownloader /auxthreads4 /sws1048576 /tib70" /nounique /
noconsole /min /restartdelay 10
```

Licensing

You do not require a license to use TIFF Downloader as a diagnostic tool. You do need to license it if you will be using it as part of your workflow. See *Licensing Print Console Options* on page 21. The license will take effect on the next image.

Configuration Parameters



The following table includes TIFF Downloader parameters. Many of the command line switches are not normally used, but they may be useful for testing or for special cases. For example, if you are having problems with a file that is transformed, you may want to increment the **/tib<n>** command. Or, if you are having problems with retraces, you may want to do the same to the **/sws<n>** command.

/le<float>	No longer valid in the command line. Now specified in the Device Margins dialog box in the **Service** pane.
/te<float>	No longer valid in the command line. Now specified in the Device Margins dialog box in the **Service** pane.
/transform	No longer valid in the command line. See the **TIFF** tab in the **Print Setups** pane.
/ib<int>	Force input buffer size in MB
/ob<int>	No longer valid.
/tib<int>	Force input buffer size in MB when rotating by 0 or 180 degrees. (For Print Console 2.0, force the input buffer size when transforming.)
/inbuffers<int>	Specify number of input buffers per image. Defaults to 2.
/clipbuffers<int>	Specify the number of intermediate buffers. Defaults to 2.

/scsibuffers<int>	Specify number of output buffers. Defaults to 2.
/auxthreads<int>	Number of auxiliary input threads.
/dhg4	Use Dave Hylands G4 decoder (default)
/originalg4	Use fixed version of original libtiff G4 decoder.
/bitmap	Write output to a bitmap file instead of SCSI port (for testing)
/tiff	Write output to TIFF file instead of SCSI port (for testing)
/outnc	If **/tiff** is enabled, specifies that the output TIFF file should not be compressed
/outzip	If **/tiff** is enabled, specifies that the output TIFF file compression scheme should be Zip (that is, Flate or Zlib)
/simscsi	Do not output to SCSI port. Delay approx. transfer time (for testing)
/lockbuffers	Attempt to lock buffers in physical RAM.
/noxymatch	Obsolete. X and Y resolutions no longer have to match by default.
/testscsi	Test SCSI connection between TIFF Downloader and device on startup. The startup test is disabled by default.
/sws<int>	SCSI write block size in bytes. Default is 65536.
/outmult<int>	Forced multiple for around drum size. Default is 32.
/MiniDriver_<int>	Connect to MiniDriver, not Print Console
/regverX.X	Registry version to access
/setup	When no filename is specified, the TIFF Downloader creates (or overwrites) a default setup file (**TDLSetup.txt**) in the current directory and exits. See **/setup=*filename***.
/setup=<setupfilename>	Instructs the TIFF Downloader to operate in standalone mode using parameters from the specified setup file. The TIFF Downloader images a single plate and then exits. The setup file must have been created by the **/setup** command. Note that the filename specified by **/file=** overrides the filename in the setup file when not ganging.

/file=<filename>	Instructs the TIFF Downloader to operate in standalone mode. A single plate is imaged using <filename> as the input TIFF, and then the TIFF Downloader exits. The TIFF Downloader uses parameters from a setup file if **/setup=*filename*** is specified. Otherwise it uses default parameters.
/statsfile=<filename>	Appends timing statistics from each image to the end of the specified file. If no path is specified, the file is assumed to be in **PrintConsole\bin**. If the files does not already exist, it is created. Check the size of this file periodically because the TIFF Downloader will never delete or rename it.
/head=<head id>	Identify which imaging head this instance will plot with.
/jps	Connect to Job Processing Server
/fugu	Run in Fugu mode
/outpath=<outpath tiff path>	If **/tiff** is specified, path for output file

Compression

All image files should be compressed. Creo recommends using either G4 or LZW. Some types of files, such as those used with stochastic screening, may not compress properly with G4. The TIFF Downloader supports Flate (also known as Zip or Zlib) compression. Although not widely supported at the present, it performs well with most file types.

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

```
"tiffdownloader /auxthreads4 /sws1048576 /tib70 /originalg4" /
nounique /noconsole /min /restartdelay 10
```



Note: TIFF files cannot be larger than 4 GB. However, the uncompressed image size can be larger than 4 GB and therefore large images, such as larger VLF images, must be compressed.

These standard TIFF compression schemes are available in the TIFF Downloader:

Uncompressed	
CCITT G3 fax encoding	
CCITT G4 fax encoding	
LZW	For licensing information, see page 26.

Packbits	A form of Run Length Encoding (RLE). Good only for sparse images (images with lots of white space). Poor for screened images.
Modified Huffman	A form of RLE. Good only for sparse images (images with lots of white space). Poor for screened images.
Flate	Also known as Zip or Zlib. Not officially part of the TIFF specification, but gaining acceptance.

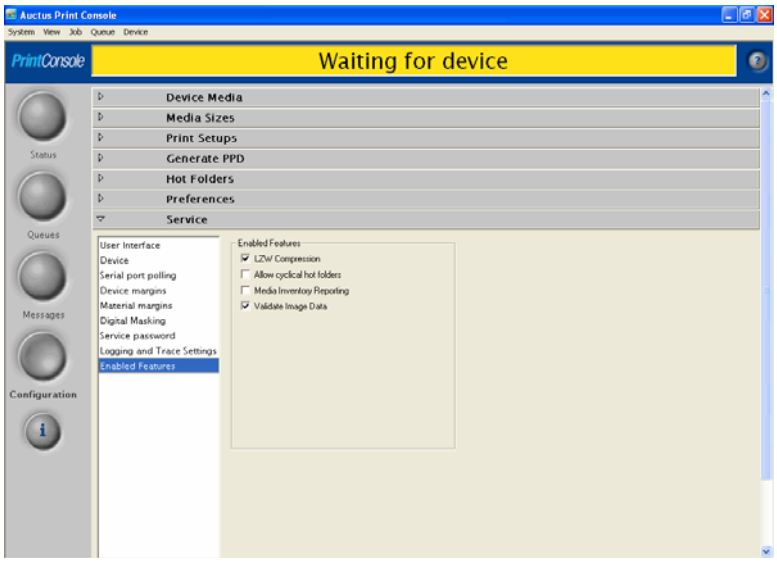
Enabling Features

Some features can be enabled or disabled in the **Service** pane as a convenience for the operator or service representative. This enabling or disabling is not connected to licensing—customers do not pay extra for these features.

Allow cyclical hot folders	Allows the output of one hot folder to be the input of the next hot folder. Used only for testing by service representatives.
Media Inventory Reporting	Enable this feature only if the customer is using the Creo Inventory Assist feature. See *Setting Up Print Console for Inventory Assist* (734-00162A-EN).
Validate Image Data	This is the Cyclic Redundancy Checking (CRC) feature. It should be disabled only under extraordinary conditions. If it is disabled, the customer is exposed to the risk of data transmission errors being introduced silently and the expense of dealing with artifacts on press.

To enable features:

1. Go to the **Configuration** screen and press CTRL+ALT+S, or, from the **View** menu, select **Service Panel**.
2. In the Enter the Service password dialog box, enter the service pane password in the **Password** box and click **OK**.
3. Select the **Enabled Features** option and select the checkboxes for the required functions.



4. Restart Print Console to make the changes take effect.

Image Mirroring and Rotation

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

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

Tiled files can now be rotated and mirrored with little or no noticeable performance degradation, which can be useful if the image has not been prerotated by the RIP. Striped files, however, will take longer because they must first be rewritten to a temporary tiled file. Stripped files will therefore be delayed at the start while the TIFF Downloader writes the temporary file. The delay will be approximately two to five minutes for a gigabyte image (that is, 32 x 44 inches at 2400 dpi).

If possible, the temporary file should be placed in a temporary directory in the image file's path. If there is not enough free space, the temporary directory will be created in the TIFF Downloader's executable path. The image will fail if adequate free space is not found.

To configure the TIFF Downloader to write a temporary file to a different drive for better performance:

1. Open the TIFF Downloader key in the registry:

   HKEY_LOCAL_MACHINE\SOFTWARE\Creo\PrintConsole\v*x.x*\TiffDownloader

2. Right-click the TIFFDownloader key and select **New>String Value**.

3. Name the new key **TransformTempFolder**.

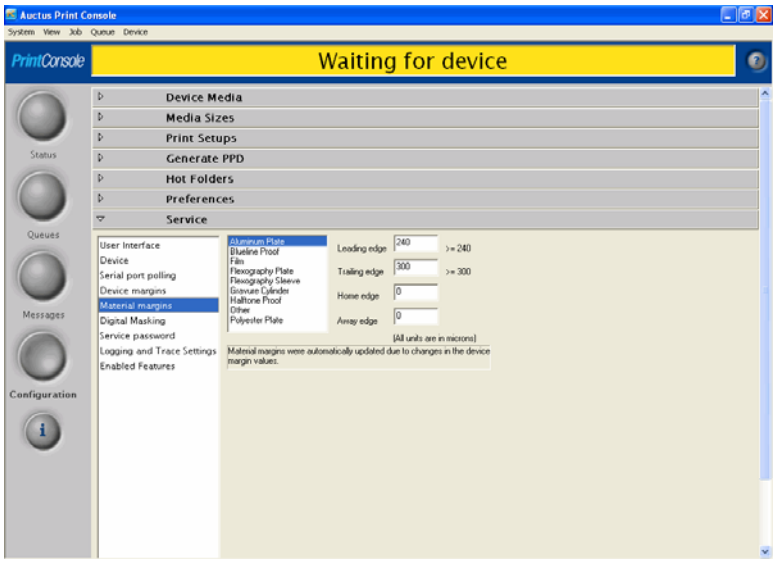
4. Double-click **TransformTempFolder** and enter the path to the temporary file in the Edit String dialog box (for example, **e:\TDLTemp**).

   Make sure this temporary directory is not on the same drive as the Spool (data) drive.

Material Margins

The margins define areas of the media that cannot be imaged (for example, the areas covered by the leading edge clamps and trailing edge clamps). The output device will not allow imaging in these areas, and so the TIFF Downloader removes these areas from the image file before it is output. The exact handling of the margins depends on image size and media size and on whether you have enabled the **Center Image** options. Refer to the Print Console online help for more information on centering.

TIFF Downloader supports clipping of all four sides of output media via the Print Console software. Service representatives can enter clipping values for each device media using the **Material Margins** option in the **Service** pane.



If the **Center Image** options are not enabled, the TIFF Downloader removes the leading and home edge margins from the image. The trailing and away edge margins are removed from the image only if they extend into these regions on the plate.

For example, if the margins are set as follows:

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

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

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

Configuring Animation Settings

You have the option of turning the animation on or off, or setting it to **Single-Frame** mode.

To configure animation settings

1. Go to **Configuration>Preferences>General>Panels>Device Status>Animations**.
2. In the drop-down list, select **Off**, **Single-Frame**, or **Full**.

Configuring New Users for Print Console

When you install Print Console, the installation program automatically creates a default user name called **PCOperator** with a given set of permissions. If you enable the **Auto Logon** option during the installation, the system automatically logs in as **PCOperator** and the program works correctly.

If, however, you did not enable **Auto Logon** and if you do not log in as **PCOperator** when prompted, you may not have permission to process jobs. Specifically, if a user does not have the Increase Scheduling Priority permission, the TIFF Downloader may issue the following error message on every image: `Insufficient memory available, performance may be affected`.

To add the Increase Scheduling Priority permission to any user names that log into Print Console:

1. Go to **Start>Settings>Control Panel>Administrative Tools>Local Security Policy.**

   The Local Security Settings dialog box appears.
2. Select **Local Policies** and then **User Rights Assignment.**
3. Scroll down to find the **Increase Scheduling Priority** entry and right-click it.
4. Select **Security** and then **Add**.
5. Scroll down to find the account name that Print Console is started from (normally **PCOperator**) and select it.
6. Select **Add** and then select **OK.**

For more information refer to the *User Rights on a Print Console Workstation* document (see *Related Documentation* on page 2).

Specific Configurations

For more detailed information about configuring Print Console, refer to the Print Console online help system.

A COM Port Assignments

These are the COM port assignments for standard hardware configurations.

Data General servers		
COM1	In the motherboard	Workstation Serial Interface
COM2	In the motherboard	UPS
COM3	On the DuoCom board	Recorder Diagnostics
COM4	On the DuoCom board	Modem

Dell servers		
COM1	In the motherboard	Modem
COM2	In the motherboard	UPS
COM3 (P1)*	On the Digiboard Classic 4 or AccelePort Xp board	Workstation Serial Interface
COM4 (P2)*	On the Digiboard Classic 4 or AccelePort Xp board	Recorder Diagnostics
COM5 (P3)*	On the Digiboard Classic 4 or AccelePort Xp board	Head Diagnostic
COM6 (P4)*	On the Digiboard Classic 4 or AccelePort Xp board	Harmony Densitometer Interface
*P1, P2, and so on refer to the cable numbers.		

Depending on the version of Print Console, COM port assignment is done in various ways:

- MPE versions of Print Console use a serial interface to connect to the output device. You make a selection in the **Port** box to indicate the COM port through which you connect to the device and a selection in the **Diag 1 (Master)** box to indicate the COM port through which you connect to remote support. If you have a dual-headed device, you also make a selection in the **Diag 2 (Slave)** box.
- MCE versions of Print Console use a TCP/IP protocol to connect to the output device. When you set up the Print Console workstation's operating system as a PPP server, you select a port (usually COM3) as the workstation interface with the output device. There is no need to re-select it during Print Console installation. All you need to select is the port for connection with remote support—using **Diag 1 (Master)** for most devices and both **Diag 1 (Master)** and **Diag 2 (Slave)** for dual-headed devices.
- In Print Console MCE versions that work with Service Shell 2.6, you can set up the port for remote diagnostics in the Service Shell configuration wizard. If you use this wizard, you do not need to make any port assignment in Print Console and these options will not appear in the Print Console installation wizard.

Print Console	Assign COM port for communication with device	Assign COM port for communication with remote support
MPE	**Port** box: • **COM1** for Data General servers • **COM3** for Dell servers	**Diag 1 (Master)** box: • **COM3** for Data General servers • **COM4** for Dell servers **Diag 2 (Slave)** box: • **COM5** for Dell servers that have more than four ports and that are being used with dual-headed devices • **None** for all other servers
MCE	Done in PPP server setup	**Diag 1 (Master)** box • **COM4** **Diag 2 (Slave)** box: • **COM5** for Dell servers that have more than four ports and that are being used with dual-headed devices • **None** for all other servers
Any MCE version that uses Service Shell 2.6	Done in PPP server setup	Can be done in the Service Shell 2.6 configuration wizard (requires license)

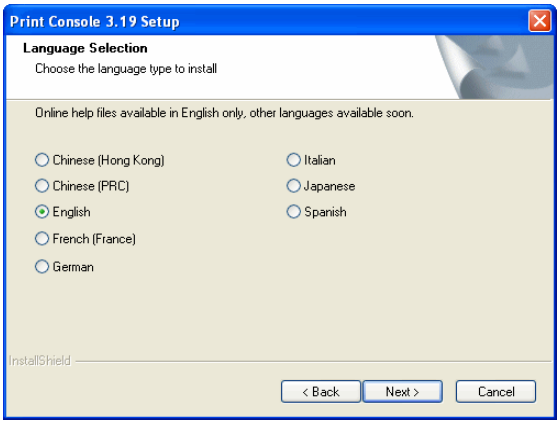
B

Installing Languages

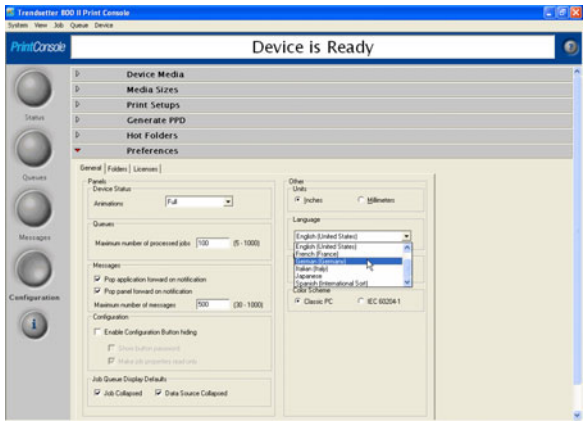
You can configure Print Console to display the user interface and operator prompts in English, French, German, Italian, Spanish, Japanese, Simplified Chinese, or Traditional Chinese.

Select your language preference as an option when installing the software or change it later in the **Language** section of the **Preferences** pane.

Select language in installation program



Change language in Preferences pane



To use a Far East language for the user interface and operator prompts, your Windows system must be set up for Far East language support. When you select a Far East language as an option in the Print Console installation program or the **Preferences** pane, Print Console displays a message reminding you to configure Windows with the appropriate language support.

Configuring Windows 2000 for Far East Language Support

To configure Windows for Japanese or Chinese language support, you need the **Windows 2000 Server, Including SP4** CD-ROM (Creo part number 651-00160).

For the procedure for configuring the Far East language settings, see *To configure Far East Language Settings for Windows 2000* on page 34.

Some information encoded in TIFF tags (for example, the names of color separations) will not display correctly in Print Console configurations for Far East languages unless you also change the locale to the appropriate language. For this procedure see *To change the locale to a Far East language in Windows 2000:* on page 35.

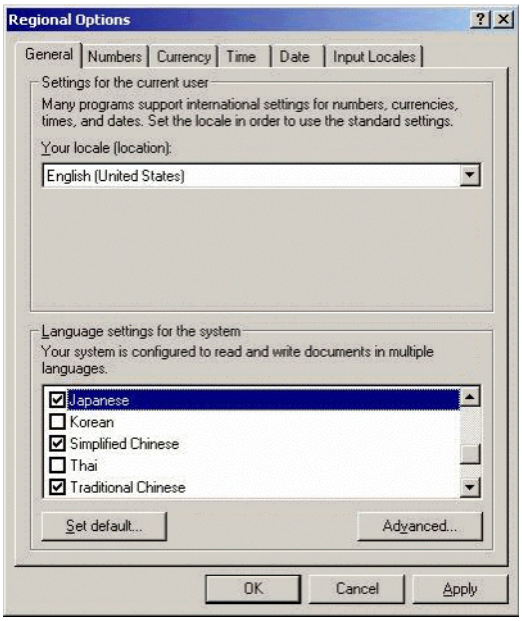
Important: When language files are installed, Service Shell prevents Windows from shutting down, logging off, and/or restarting. To avoid this problem, reconfigure the version of Service Shell that is on your workstation (or select these options while you are installing Service Shell):

- If you are using Service Shell 2.5 SP2, enable multi-language support.
- If you are using a version earlier than 2.5 SP2, disable the **Allow service to interact with desktop** feature for the LaunchServiceHost service in the Log On tab.

To configure Far East Language Settings for Windows 2000

1. On your Print Console workstation, select **Start>Settings>Control Panel>Regional Options>General.**

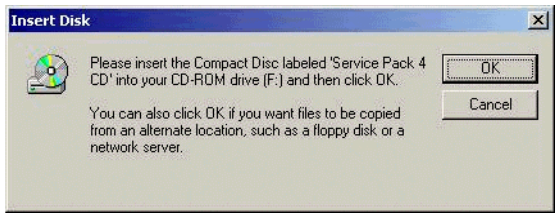
   The Regional Options dialog box appears.



2. In the **Language settings for the system** section, select **Japanese**, **Simplified Chinese**, and **Traditional Chinese** and click **Apply.**

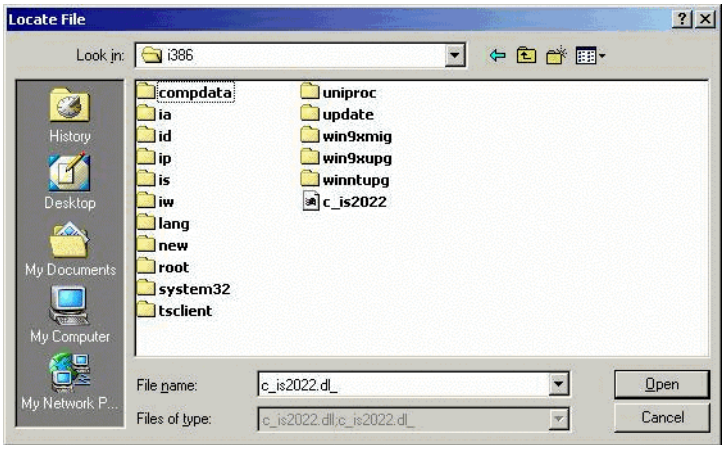
   Note: You must configure Simplified Chinese and Traditional Chinese language settings to make Japanese language settings work properly.

   You will be prompted to insert the **Service Pack 4 CD** into your CD-ROM drive.



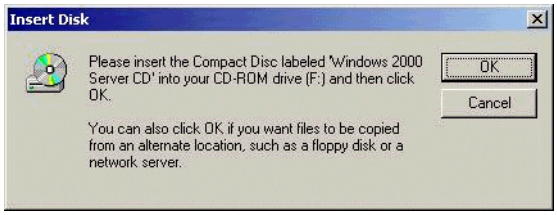
3. Insert the **Windows 2000 Server, Including SP4** CD-ROM (Creo part number 651-00160) and click **OK**.

   The Locate File dialog box appears.



4. Navigate to the **i386** directory on the CD-ROM and click **Open**.

   Several files will be installed, and then this prompt appears:



5. Return to the **i386** directory on the CD-ROM and click **Open**.

   Several files will be installed, and then you will be prompted to reboot your workstation.

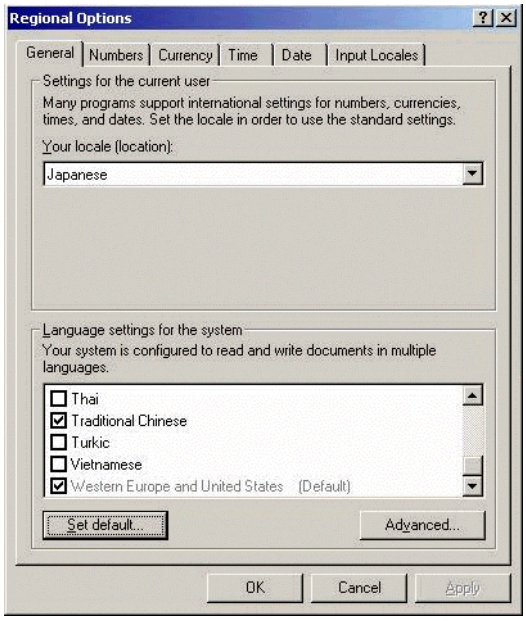
6. Reboot your workstation.

   The new language settings take effect the next time you start your workstation.

To change the locale to a Far East language in Windows 2000:

1. On your Print Console workstation, select **Start>Settings>Control Panel>Regional Options>General**.

   The Regional Options dialog box appears.



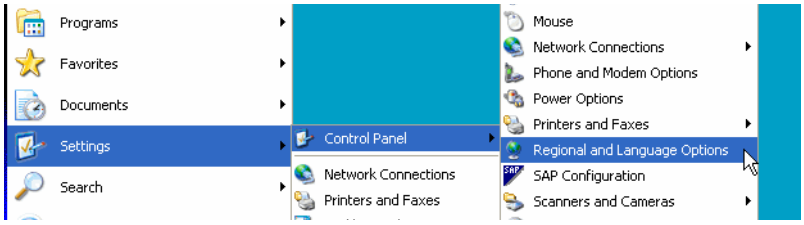
2. Change **Your locale (location)** to the Far East language of your choice and click **OK**.

Note: Before you perform an upgrade, you must change the locale back to English. See *Will you be selecting a language other than English as your language preference?* on page 1.

Configuring Windows 2003 for Far East Language Support

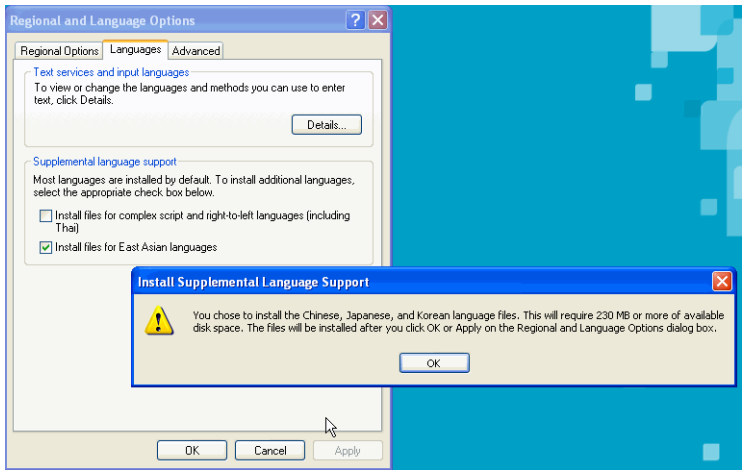
To configure Far East Language Settings for Windows 2003:

1. From the **Start** menu, select **Settings>Control Panel>Regional and Language Options.**



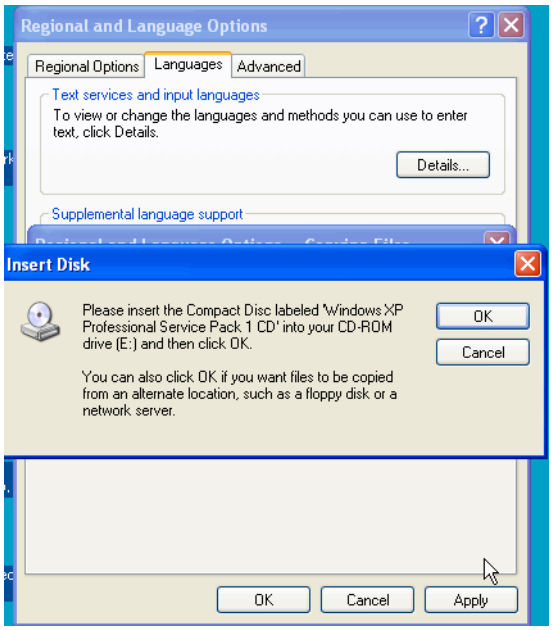
2. In the Regional and Language Options dialog box, select the **Languages** tab and then select **Install files for Far Asian languages**. Click **OK**.

   You will receive a message describing the amount of disk space required.



3. If you have sufficient disk space, click **OK**.

   You will receive a message instructing you to insert the CD with the language files you require.



4. Insert the CD and click **OK**, or click **OK** to copy the files from another location.
5. Follow the onscreen instructions to complete the procedure.

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