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Technical bulletin

Copies of Controlled Releases on Customer Servers

Easier to Reinstall a Component of a Controlled Release

Field engineers who find themselves at a customer site without a copy of the appropriate Controlled Release (CR) CD may be able to find a copy of the CR components in a folder on the customer's render station.

Since February 27, 2004, workflow production has been copying the contents of the CR to a folder named **ControlledRelease** at the root drive on the customer server. The CR is in a subfolder named with the CR version number.

This applies to all MCE and some MPE Print Console render stations that have been shipped from workflow production since that date. The MPE products that do *not* have copies of the CR contents on their servers when they ship from production are:

- MPE 3244 Platesetter®
- MPE Trendsetter® A
- MPE Trendsetter B
- MPE VLF Platesetter
- MPE VLF Trendsetter
- MPE ThermoFlex® Wide I

Best Practices for Upgrading a Controlled Release

When field engineers upgrade a CR, the following procedure is strongly recommended:

1. Copy the contents of the new CR from the CD to the **ControlledRelease** folder, naming the new subfolder with the updated CR version ID.
2. Ensure that the device is running correctly.
3. Delete the subfolder containing the old CR.

Deleting the old CR ensures that versions of software in which certain features were not licensed cannot be downloaded by customers or third-party service providers, who could then bypass security features that are implemented in newer CR packages.

About Creo

Creo is a world leader in solutions for the graphic arts industry. Core product lines include image capture systems; inkjet proofers; thermal imaging devices for films, plates, and proofs; professional color and copydot scanning systems; workflow management software; and proofing and printing consumables. Creo is also an original equipment manufacture supplier of on-press imaging technology, components for digital presses, and color servers for high-speed, print-on-demand digital printers. Creo trades under the symbols CREO on NASDAQ and CRE on the Toronto Stock Exchange. www.creo.com

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