Print Console

Release 3.6
Release Notes

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creo™

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4,558,302	5,339,176	5,561,691	5,764,374	5,998,067	6,159,659	6,366,339
4,743,091	5,343,059	5,568,595	5,764,381	6,003,442	6,164,637	6,371,026
4,992,864	5,355,446	5,576,754	5,771,794	6,014,471	6,180,325	6,377,739
5,049,901	5,359,451	5,579,115	5,785,309	6,016,752	6,181,362	6,387,597
5,079,721	5,359,458	5,592,309	5,813,346	6,031,932	6,181,439	6,396,422
5,103,407	5,367,360	5,594,556	5,818,498	6,043,865	6,186,068	6,396,618
5,111,308	5,384,648	5,600,448	5,854,883	6,060,208	6,189,452	6,407,849
5,113,249	5,384,899	5,608,822	5,861,904	6,063,528	6,191,882	6,414,755
5,122,871	5,412,491	5,615,282	5,861,992	6,063,546	6,204,874	6,422,801
5,124,547	5,412,737	5,625,766	5,875,288	6,072,518	6,208,369	6,435,091
5,132,723	5,420,702	5,636,330	5,894,342	6,090,529	6,214,276	6,441,914
5,150,225	5,420,722	5,649,220	5,900,981	6,096,461	6,217,965	6,450,092
5,153,769	5,459,505	5,650,076	5,934,196	6,098,544	6,260,482	6,456,396
5,155,782	5,473,733	5,652,804	5,942,137	6,107,011	6,266,080	6,476,931
5,157,516	5,481,379	5,680,129	5,946,426	6,112,663	6,266,134	6,477,955
5,208,818	5,488,906	5,691,823	5,947,028	6,115,056	6,267,054	6,509,903
5,208,888	5,497,252	5,691,828	5,958,647	6,121,996	6,268,948	
5,247,174	5,508,828	5,696,393	5,966,504	6,130,702	6,283,589	
5,249,067	5,509,561	5,699,174	5,969,872	6,134,393	6,295,076	
5,283,140	5,517,359	5,699,740	5,973,801	6,136,509	6,299,572	
5,291,273	5,519,852	5,708,736	5,986,819	6,137,580	6,318,266	
5,323,248	5,526,143	5,713,287	5,995,475	6,147,789	6,352,816	

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Introduction

We are pleased to send you the latest revision of Print Console software. These release notes highlight the changes and improvements that were made to release 3.6 of Print Console software. Where appropriate, they refer you to the Print Console online help for more information.

What Is in These Release Notes

The release notes include the following sections:

New Features—describes new menu commands, options, windows, or dialog boxes that were added to Print Console software.

Problems Fixed—lists problems in the previous release of Print Console that are now resolved.

Known Problems—lists problems that are not yet resolved.

Conventions Used

A reference number for each fixed or known problem is indicated in the left margin.

New Features

This section lists features that were added in the new release of Print Console software.

Job Processing Server (JPS)

The Job Processing Server is a new Print Console component. It connects to Print Console via GDAPI and processes TIFF files in dual-head devices. TIFF files are placed in a folder and are processed as jobs when jobs are queued via an XML-based version of GDAPI.

Problems Fixed

This section lists problems that are resolved in the current release of Print Console software.

Workflow/Print Console Message Synchronization

PR 6254

Synchronization between workflow messages and Print Console was sometimes off, requiring a restart of Print Console or the workflow. Message synchronization has been improved.

Jobs stuck in the Print Console active queue

Improvements to the internal coordination between queueing and cancelling of jobs have significantly reduced the instances of jobs becoming stuck in the Print Console active queue.

Image Data Path errors

PR 6069

Wrong information was being provided when the image data path could not be established. Print Console now has a `Re-boot Workstation` prompt for data path errors.

Running duplicate instances of Print Console

It was possible to start a duplicate instance of Print Console, which causes problems for some Print Console features. The Begin utility for starting all related Print Console components now blocks any new components from starting while an existing component is running.

Statistics Events Manager

PR 6077

The Statistics Events Manager runs in the background, but was occasionally displaying dialog boxes. All these dialog boxes have now been changed to log messages.

Installer Upgrade Issues

PR 6156

The installer was not creating some keys during an upgrade. This meant that the keys were not removed if Print Console was uninstalled. The installer now creates the keys during an upgrade.

Print Console dialog prevented shutdown

PR 6203

Print Console displayed a dialog when a raster source or workflow disconnected from Print Console. This was an issue for the Job Processing Server that uses the Begin utility to shut down Print Console. Print Console no longer displays the disconnect dialog when the Job Processing Server is installed.

Incorrect initialization of the Data Path

PR 6134

Print Console could incorrectly initialize the data path for image data to the CTP if it could not communicate with the device over the control path. The data path is no longer initialized if communications can't be established.

False Installer error prompts

PR 5734

The installer was asking if the user wanted to delete files when they didn't exist. Prompts are no longer generated when the files don't exist.

Characters displayed in Proof Color prompt

PR 6066

Strange characters were being displayed in an operator prompt for proof colors. The characters are no longer displayed.

Print Console unresponsive to Shut Down request

PR 6025

Print Console was not always responding to a shut down request because it was in the middle of transmitting a large block of command data to the device. Print Console now cancels any current "send" if a shutdown is required.

JPC queued jobs before Print Console was ready

PR 6157

JPS no longer allows a new print session to be queued if Print Console is not ready. There were three items that were causing this problem: a callback issue from Print Console, a JPS bug in a lookup file, and a communication issue between JPC and Print Console. All three issues have been resolved.

JPC not notified of Device Attributes change

PR 6177

Print Console wasn't sending an attribute change notification for Device Media. Change reports are now being sent for the Device Media attribute.

Installer caused registry problems on upgrade

PR 6099

The installer failed to find the JPS registry key to back up, and aborted. Installshield then removed the Print Console install entirely. The installer now proceeds even if it fails to find any non-Print Console registry keys. In this event a warning message is generated in a pop-up.

Print Console's status bar displayed incorrectly during proofing

PR 6034

The status bar displayed `loading media`, `imaging media`, and so on instead of `loading cyan/magenta/yellow/black`. It now properly displays the correct color.

Print Console crashed with Dr. Watson error

PR 6079

Print Console crashed randomly when multiple jobs were cancelled and new jobs re-queued, and a Dr. Watson error was generated. This has now been fixed by reworking the synchronization of the data streams that affect the state of a job object.

Inconsistent media reporting between firmware and history

PR 6063

Print Console was using an internal loop index instead of the media ID when formatting the log message. It now uses the media ID.

TIFF remake caused data errors

PR 6165

A remake of a TIFF job could be queued before Print Console was ready to process jobs. This resulted in errors, as some of the data required to validate the job was not available. A remake of a TIFF job is now blocked when Print Console is not ready to process jobs.

Known Problems

This section lists known problems in Print Console software. They may be outstanding issues from a previous release or new problems. When a problem listed here is resolved, the solution is described in the *Problems Fixed* section of the release notes for the next version of Print Console software.

Print Console restart prompt discrepancies

PR 5926

When editing the settings in the **General** tab in the **Preferences** pane, all settings (except **Color Scheme**) are effective immediately, without a restart of Print Console. If a user goes from the **Licenses** tab back to the **General** tab, Print Console prompts for a restart, even though the settings have already been registered.

This problem may occur on any device connected to any workflow or RIP.

Print Console sees device as suspended even after suspend condition is cleared

PR 6023

After an operator fixes a problem described in a suspend message and presses the **Resume** button, the device state remains suspended, even though the event statistics show that all protocols and device statuses are normal and ready to process.

This problem may occur on any device connected to any workflow or RIP.

Job missing from queue and no print session callback is made to JPC after the device is reset

PR 6061

When a device is reset, only the job in the active queue should be cancelled. However, Print Console cancels not only the job in the active queue, but also the first job in the pending queue. Subsequent jobs in the pending queue are usually not affected by this problem, depending on timing.

This problem may occur on any device connected to any workflow or RIP.

Print Console Startup issues

PR 6086

On the first Print Console startup after a clean install, Print Console may be in a suspended state, but there is no suspend prompt in either Print Console or the JPC. If the user tries to restart the software from the JPC or reset the device, they cannot successfully recover and Print Console may crash.

Workaround: After an install, do not start Print Console until you have confirmed that the device is not suspended. Or, if you have already started Print Console, shut it down manually (from the **Start** menu), and reset the firmware.

This problem may occur on any device connected to any workflow or RIP.

Improper device state on idle

PR 6216

There is inconsistent reporting between Print Console, GDAPI, and JPS for idle state. Code fix works from Print Console on startup, but not for the reset device after Print Console has started.

This problem may occur on any device connected to any workflow or RIP.

Should query device for minimum plate size on bay loading

PR 3367

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

This problem may occur when Print Console drives autoloading devices (devices that automatically load and unload plates).

Operator prompt not changing device state

PR 6142

Print Console displays the `manual load options` operator prompt, but GDAPI does not receive the device state change to `operator required`.

This problem may occur when Print Console drives manual devices (devices that require an operator to manually load plates).