Print Console

Release 3.9
Release Notes

739-00033A-EN Rev A
Revised January 2004

creo™

Copyright

Copyright © 2004 Creo Inc. All rights reserved.

No copying, distribution, publication, modification, or incorporation of this document, in whole or part, is permitted without the express written permission of Creo. In the event of any permitted copying, distribution, publication, modification, or incorporation of this document, no changes in or deletion of author attribution, trademark legend, or copyright notice shall be made.

No part of this document may be reproduced, stored in a retrieval system, published, used for commercial exploitation, or transmitted, in any form by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Creo Inc.

This document is also distributed in Adobe Systems Incorporated's PDF (Portable Document Format). You may reproduce the document from the PDF file for internal use. Copies produced from the PDF file must be reproduced in whole.

Trademarks

The Creo wordmark, Creo logo, and the names of the Creo products and services referred to in this document are trademarks of Creo Inc.

Adobe, Acrobat, and the Acrobat logo are registered trademarks of Adobe Systems Incorporated, and are registered in the U.S. Patents and Trademark Office and may be registered in other jurisdictions.

Apple, AppleTalk, AppleShare, EtherTalk, LocalTalk, Macintosh, and LaserWriter are trademarks of Apple Computer, Inc.

Microsoft, Microsoft Windows NT, Microsoft Windows 2000, and Windows are trademarks or registered trademarks of Microsoft Corp.

Intellinet NewsFlow is a registered trademark of Agfa Corporation.

Other brand or product names are the trademarks or registered trademarks of their respective owners.

FCC Compliance

The Creo equipment referred to in this document complies with the requirements in Part 15 of FCC Rules for a Class A computing device. Operation of the Creo equipment in a residential area may cause unacceptable interference to radio and TV reception, requiring the operator to take whatever steps are necessary to correct the interference.

Limitation of Liability

The product, software or services are being provided on an "as is" and "as available" basis. Except as may be stated specifically in your contract, Creo Inc. expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to, any implied warranties of merchantability, fitness for a particular purpose and non-infringement.

You understand and agree that Creo Inc. shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data or other intangible losses (even if Creo has been advised of the possibility of such damages), resulting from: (i) the use or the inability to use the product or software; (ii) the cost of procurement of substitute goods and services resulting from any products, goods, data, software, information or services purchased; (iii) unauthorized access to or alteration of your products, software or data; (iv) statements or conduct of any third party; (v) any other matter relating to the product, software, or services.

The text and drawings herein are for illustration and reference only. The specifications on which they are based are subject to change. Creo Inc. may, at any time and without notice, make changes to this document. Creo Inc., for itself and on behalf of its subsidiaries, assumes no liability for technical or editorial errors or omissions made herein, and shall not be liable for incidental, consequential, indirect, or special damages, including, without limitation, loss of use, loss or alteration of data, delays, or lost profits or savings arising from the use of this document.

Patents

This product is covered by one or more of the following U.S. patents:

RE37,376	5,325,217	5,532,728	5,742,743	5,996,499	6,158,345	6,353,216
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	

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

739-00033A-EN Rev A

Revised January 2004

Contents

Introduction 1

What Is in These Release Notes 1
Conventions Used 1

New Features 2

View operator prompts in one of eight languages 2
Validate image data with Cyclic Redundancy Checking (CRC) 2
Changes in GDAPI Network 2
Monitor status of digital files at remote printing sites 3
Select location of JPS Image folder 3
Control the amount of job information that initially displays 3
The Auto Media Selection feature has been re-enabled 4
Use Small Media on Automatic Devices (Manual unload) 4
Variable Mainscan Resolution (VMR) 4
Media Inventory 5
New item in Device menu for TCS NEWS Two Head devices 5

Problems Fixed 6

Each internal error should have its own prompt ID 6
Wrong color for progress bar for Classic PC color scheme 6
Blank plate jobs stuck in loading, waiting for image parameters 6
Print Console fails when operator enables Media Console 6
Jobs stuck in the Print Console active queue 6
Image Data Path errors 6
Running duplicate instances of Print Console 7
Statistics Events Manager 7
Installer Upgrade Issues 7
Print Console dialog prevented shutdown 7
Incorrect initialization of the Data Path 7
False Installer error prompts 7
Characters displayed in Proof Color prompt 7
Print Console saw device as suspended even after suspend condition was cleared 8
Print Console unresponsive to Shut Down request 8
GDAPI Network clients could queue jobs before Print Console was ready 8
GDAPI Network client not notified of Device Attributes change 8
Installer caused registry problems on upgrade 8
Print Console's status bar displayed incorrectly during proofing 8
Print Console crashed with Dr. Watson error 8
Inconsistent media reporting between firmware and history 9
TIFF remake caused data errors 9

Known Problems 10

Print Console restart prompt discrepancies 10
Job missing from queue and no print session callback made to GDAPI Network client after the device is reset 10
Print Console startup issues 10
Improper device state on idle 10
Should query device for minimum plate size on bay loading 11
Operator prompt not changing device state 11
Operator prompts in non-English languages not displaying properly 11

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 3.9 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 problem and known problem is indicated in the left margin for each change.

New Features

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

View operator prompts in one of eight languages

You can now configure Print Console to display operator prompts in English, French, German, Italian, Spanish, Japanese, Simplified Chinese, or Traditional Chinese. Select the language as an option when installing the software or change it in the **Language** section of the **Preferences** page.



Important: When you are working on the Print Console component of your system (for example, doing diagnostic work), the non-English operator prompts may not display properly. If this is the case, you can switch the language preference to **English** while you are working on Print Console, and then return to your preferred language when you have finished.
Future versions of Print Console will be completely internationalized and the correct non-English operator prompts will display.

Validate image data with Cyclic Redundancy Checking (CRC)

Print Console can now validate image data to see whether it has changed between the source and the device. If Print Console detects that there has been a change, it suspends the device and prompts the operator to check for artifacts on the plate.

CRC is turned on by default. If you do not want to use CRC, it can be disabled in the registry files. Please contact a Creo service representative for help.

Changes in GDAPI Network

GDAPI Network version 1.3.0 has the following improvements:

Two new attributes for first plate optimization

To optimize the first plate's creation time (from workflow to punch-bender), the GDAPI Network client no longer needs to rotate and/or mirror the TIFF file into the correct output orientation. Instead, the new ROTATE_IMAGE and MIRROR_IMAGE print session attributes can now be used. Creo recommends these settings to first-plate optimize normal-reading TIFF files:

- ROTATE_IMAGE=0
- MIRROR_IMAGE=NO_MIRROR

You can see examples in the JPSClient.cpp file and the GDAPI Net 1.3.0 document.

For consecutive jobs immediately after the first job, the GDAPI Network client should rotate and/or mirror the TIFF file into the correct output orientation before copying it to the \PLIS_files folder. This will maximize output device throughput for consecutive plates. Otherwise there is a 3-second time penalty. As these new

attributes will default to assume that the TIFF file is in the correct output orientation, these two new attributes do not need to be specified for consecutive jobs.

Device command to lock the doors

There is a new device command to the interface to lock the doors:
DEV_CMD_LOCK_DOORS
This command requires both the new Print Console and the new Fugu firmware, which will be in the Fugu CR 1.2 release.

Bug fixes

There are several bug fixes in the GDAPI Network interface code. Creo recommends recompiling this latest interface code base into the GDAPI Network client to use version 1.3.0.

Monitor status of digital files at remote printing sites

The new **Generate Workflow Status Files** feature allows you to generate log files for each TIFF file submitted through the hot folders. These log files are used with newspaper workflows such as Agfa's IntelliNet® NewsFlow to monitor the status of digital files at remote printing sites.

To enable this feature, navigate to **Preferences>Folders>Generate Workflow Status Files** and follow the instructions in the online help.

Select location of JPS Image folder

Operators of TSC NEWS devices can now configure where the Job Processing Server (JPS) image folder (or PLIS— Plate Imaging Station) will be created.

To do this, navigate to **Preferences>Folders>JPS Image Folder** and follow the instructions in the online help.

Control the amount of job information that initially displays

The new **Job Collapsed** and **Data Source Collapsed** features allow you to specify the level of detail that displays when a job is added to the Pending or Processed queues.

If you do not want new jobs to enter the queues displaying all levels of information, you can select the **Job Collapsed** and/or **Data Source Collapsed** buttons to reduce the amount of information initially displayed. Information in the Active queue continues to be displayed fully expanded so that you can monitor what is happening as a job is being processed.

See the online help in **General** tab of the **Preferences** pane for details.

The Auto Media Selection feature has been re-enabled

When you use this feature, Print Console automatically selects the media size for a job. You select a device medium from the list that was configured for your output device. Print Console then checks the raster size and automatically selects the appropriate media size for the job.

See the online help on the **Print Setups** page for more information.

Use Small Media on Automatic Devices (Manual unload)

Operators can now use the new **Manual unload** option in the **Media Sizes** pane (**General** tab) to set up small plate sizes that cannot be unloaded automatically.

Select the media size that you want to unload manually and then select the **Manual Unload** checkbox. Do this for each media size that you want to unload manually. Once this feature is configured for a specific media size, all jobs using that media size will be manually unloaded from automatic devices.

If the **Manual Unload** checkbox is not available, go to the **Device Media** page and clear the **Manual Unload** checkbox there. You can configure manual unloading for a specific media or a specific media size, but not both.

This means that there are now several load/unload options possible on automatic devices:

- Automatic load /automatic unload
- Automatic load/manual unload
- Manual load/automatic unload
- Manual load/manual unload

Variable Mainscan Resolution (VMR)

This feature allows operators to make a mainscan scaling adjustment to stretch or shrink the image for lenticular imaging.

Operators enter a percentage of the image's current resolution. The device will either stretch or shrink the image in the mainscan direction to achieve the target resolution, which simulates the fractional resolution for lenticular imaging.

The VMR feature requires a license key. The license key is entered in **Configuration>Preferences>Licenses>Variable Mainscan Resolution**.

Please contact a Creo service representative for help.

Media Inventory

Print Console can now automatically collect information about your media usage and report it to Creo's media inventory database. If desired, you can arrange to have a Creo representative contact you when your Creo media supply needs replenishing.

Contact a Creo sales representative for details.

New item in Device menu for TCS NEWS Two Head devices

Operators of TCS NEWS Two Head devices now have the option to **Lock panel(s)** from the **Device** menu.

This menu item is not available for other devices.

Problems Fixed

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

Each internal error should have its own prompt ID

PR 6942 This now works as expected.

Wrong color for progress bar for Classic PC color scheme

PR 6932 In the Classic PC color scheme, the progress bar should have a yellow background when the device is in a suspended state. Instead, it displayed a red background, which indicates that device communication has failed. This has now been corrected.

No changes were made to the IEC color scheme.

Blank plate jobs stuck in loading, waiting for image parameters

PR 6929 This now works as expected.

Print Console fails when operator enables Media Console

PR 6884 Print Console fails after the operator enables Media Console and configures some media.

This now works as expected.

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 saw device as suspended even after suspend condition was cleared

PR 6023

After an operator fixed a problem described in a suspend message and pressed the **Resume** button, the device state remained suspended, even though the event statistics showed that all protocols and device statuses were normal and ready to process.

This now works as expected.

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.

GDAPI Network clients could queue 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 the GDAPI Network client and Print Console. All three issues have been resolved.

GDAPI Network client 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.

Job missing from queue and no print session callback made to GDAPI Network client 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, the device may be in a suspended state, but there is no suspend prompt in either Print Console or the GDAPI Network client. If the user tries to restart the software from the GDAPI Network client 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).

Operator prompts in non-English languages not displaying properly

When you are working on the Print Console component of your system (for example, doing diagnostic work), the non-English operator prompts may not display properly. If this is the case, you can switch the language preference to **English** while you are working on Print Console, and then return to your preferred language when you have finished.

Future versions of Print Console will be completely internationalized and therefore the correct non-English operator prompts will display.