Print Console

Release 3.10
Release Notes

739-00041B-EN Rev A
Revised May 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

739-00041B-EN Rev A

Revised May 2004

Contents

Introduction 1

What Is in These Release Notes ... 1
Conventions Used ... 1

New Features 2

Validate image data with Cyclic Redundancy Checking (CRC) ... 2
Control the amount of job information that initially displays ... 2
Queue search feature ... 2
Monitor status of digital files at remote printing sites ... 3
TIFF files not deleted until Print Console checks to see whether they are referenced by any active jobs ... 3
Use Small Media on Automatic Devices (Manual unload) ... 3
Variable Mainscan Resolution (VMR) ... 3
Media Inventory ... 4

Problems Fixed 5

Ungrouping TIFFs into separate jobs invalidated some jobs ... 5
History Panel reported unavailable search strings ... 5
Corrupt TIFF files for one job caused unrelated jobs to fail ... 5
Improvement in how file names are configured for the Agfa integration feature ... 5
Manual bypass prompt displayed for each copy of a job as if they were separate jobs ... 5
Job with three copies failed after imaging one or two copies ... 6
Required to use Apply button unnecessarily ... 6
Misleading error messages when using the Print Console utility ... 6
Status bar was not updating properly ... 6
Imaging bar in active queue gave confusing information ... 6
Each internal error should have its own prompt ID ... 7
Wrong color for progress bar for Classic PC color scheme ... 7
Blank plate jobs stuck in loading, waiting for image parameters ... 7
Print Console failed when operator enabled Media Console ... 7
Bay information didn't show up until Print Console was started twice ... 7
Print Console dialog prevented shutdown ... 7
TIFF remake caused data errors ... 7
Installer Upgrade Issues ... 8
Incorrect initialization of the Data Path ... 8
Installer caused registry problems on upgrade ... 8
Print Console crashed with Dr. Watson error ... 8
Statistics Events Manager ... 8
Image Data Path errors ... 8
Characters displayed in Proof Color prompt ... 8
Inconsistent media reporting between firmware and history ... 8
Print Console's status bar displayed incorrectly during proofing ... 9
Print Console unresponsive to Shut Down request ... 9
Print Console saw device as suspended even after suspend condition was cleared ... 9
False Installer error prompts ... 9
Print Console sometimes failed if operator deleted a job in the Processed queue that had multiple copies ... 9
Running duplicate instances of Print Console ... 9
Jobs stuck in the Print Console active queue ... 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
Print Setups should be prevented if no plate types are defined 11
Selecting stack count and plate count on two-head devices 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 3.10 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.

New Features

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

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.

Starting in Print Console 3.10, CRC works for both TIFF Downloader and GDAPI jobs.

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.

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.

Queue search feature

Print Console 3.10 introduces a search capability for the **Pending** and **Processed** queues. When operators are in the **Queue** view, they can enter a new search string or select a previously entered search string in the new dropdown box at the top of the page. They can then use the **Search Down** or **Search Up** buttons to find each instance of the search term in the job information and data source information, including information that has been collapsed. This feature does not search separation information.

Operators can also use the **Search Advanced** button to display the Search Queue dialog box, where they can refine searches by selecting **Match whole word only**, **Case sensitive**, or only one queue or search direction.

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 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**. Select **Enable**, and then enter or browse to select the path to the folder where the generated log files will be written. Then navigate to **Hot Folders>Workflow Status Event** and enter an event name of your choice in the **Event Name** box. This event name will appear on the second line of every log file that is generated.

TIFF files not deleted until Print Console checks to see whether they are referenced by any active jobs

Files that are deleted from the **Pending** queue now move into the **Processed** queue. They will be deleted from the **Processed** queue only after Print Console confirms that they are not being referenced by any jobs.

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.

Problems Fixed

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

Ungrouping TIFFs into separate jobs invalidated some jobs

PR 7338

Ungrouping TIFFs sometimes left one or more of the TIFF files with a red **X** icon beside it in the **Status** column, indicating that the job could not be approved because there was something wrong with it. The operator then had to regroup the TIFF with a good file or resubmit it from the RIP. The operator also received a message reading `Auto Media Selection is unable to find a suitable match`, even though the Auto Media Selection feature is not available in Print Console 3.10.

This now works as expected.

History Panel reported unavailable search strings

When starting a Print Console session, operators received a message that search strings could not be read from the registry, when they had not entered any search strings.

This now works as expected.

Corrupt TIFF files for one job caused unrelated jobs to fail

PR 7199

This now works as expected.

Improvement in how file names are configured for the Agfa integration feature

If the **Generate Workflow Status Files** feature is enabled, you can now configure a hot folder to trim the TIFF file name that is reported to the Agfa workflow.

Manual bypass prompt displayed for each copy of a job as if they were separate jobs

PR 7029

You were required to respond to the Manual Bypass prompt for each copy of a job as though they were separate jobs.

If you want Print Console to continue to generate a Manual Bypass prompt for every copy job with multiple copies, please contact your Creo representative for help in setting this up.

Otherwise, Print Console will now generate a manual bypass prompt for the first copy only. This allows you to load the first plate manually and then load the bay in response to the second prompt.

Job with three copies failed after imaging one or two copies

PR 7028

After imaging two of three copies, a job sometimes failed and moved to the **Processed** queue. A remake sometimes failed after the first copy. These failures were accompanied by a report that SCSI write failed due to error 1167 (the device is not connected) when in fact the device was connected.

This now works as expected.

Required to use Apply button unnecessarily

PR 7027

After creating a hot folder, you should be able to click on it to view its details (what you've mapped to it). If you did this, however, the arrow turned red, which is only supposed to happen when a setting has been changed and you are required to click the **Apply** button to apply the new setting.

This now works as expected.

Misleading error messages when using the Print Console utility

PR 7025

When using the Print Console utility to save or restore registry settings, there were occasionally error messages that indicated that the operations could not be performed. For example:

- `Unable to retrieve DefaultPassword key value` when saving
- `file:\c\Backup|jps_pc3.9-1-22-2004.reg could not be opened` when restoring

After clicking **Cancel** or **OK** (depending on which operation you were performing), however, the registry settings were successfully saved or restored.

This now works as expected.

Status bar was not updating properly

PR 6999

After the status bar reports `Unloading Media`, it should move on to `Ready` or `Loading Media` (for the next job). Sometimes, however, it continued to report `Unloading Media` even after the load prompt for the next job appeared.

This now works as expected.

Imaging bar in active queue gave confusing information

PR 6990

The imaging bar in the active queue fluctuated between 100% and the actual percentage of imaging that had been completed. This was reported only on two-headed devices.

This now works as expected.

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 failed when operator enabled Media Console

PR 6884

Print Console failed after the operator enabled Media Console and configured some media.

This now works as expected.

Bay information didn't show up until Print Console was started twice

PR 6859

After a fresh install of Print Console on an automatic device, the bay configuration did not show up until Print Console was restarted the second time.

This now works as expected.

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.

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.

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.

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.

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 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.

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.

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.

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.

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.

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 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.

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.

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.

Print Console sometimes failed if operator deleted a job in the Processed queue that had multiple copies

PR 5423

Print Console sometimes failed when operators deleted a job in the **Processed** queue that had a print setup with **Number of Copies** set to more than one.

This now works as expected.

Running duplicate instances of Print Console

It was possible to start a duplicate instance of Print Console, which causeed 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.

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.

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 6695

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).

Print Setups should be prevented if no plate types are defined

PR 6291

It is currently possible to create a Print Setup that has the **Use Media Size** button selected but a blank media size selection. This can happen when there are no media sizes defined.

Selecting stack count and plate count on two-head devices

PR 6852

When the plate size falls between the specifications for single and double stack plate, the **Stack Count** in the Bay Configuration dialog box is blank.

With Manual Bypass:

- If the plate is capable of doing dual stack, you can select a plate count of 1 or 2. In this case, plate count is not read-only.
- If the plate can do single stack only (too big for dual stack), you can only use a plate count of 1.

Without Manual Bypass, there is a maximum and minimum plate size for dual and single stacks of plates. This is reported at initialization.