Print Console

Release 3.15
Release Notes

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Revised April 2004

creo™

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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

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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 3.15 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 the device detects that there has been a change, it suspends and prompts the operator to check for artifacts on the plate.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.

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.

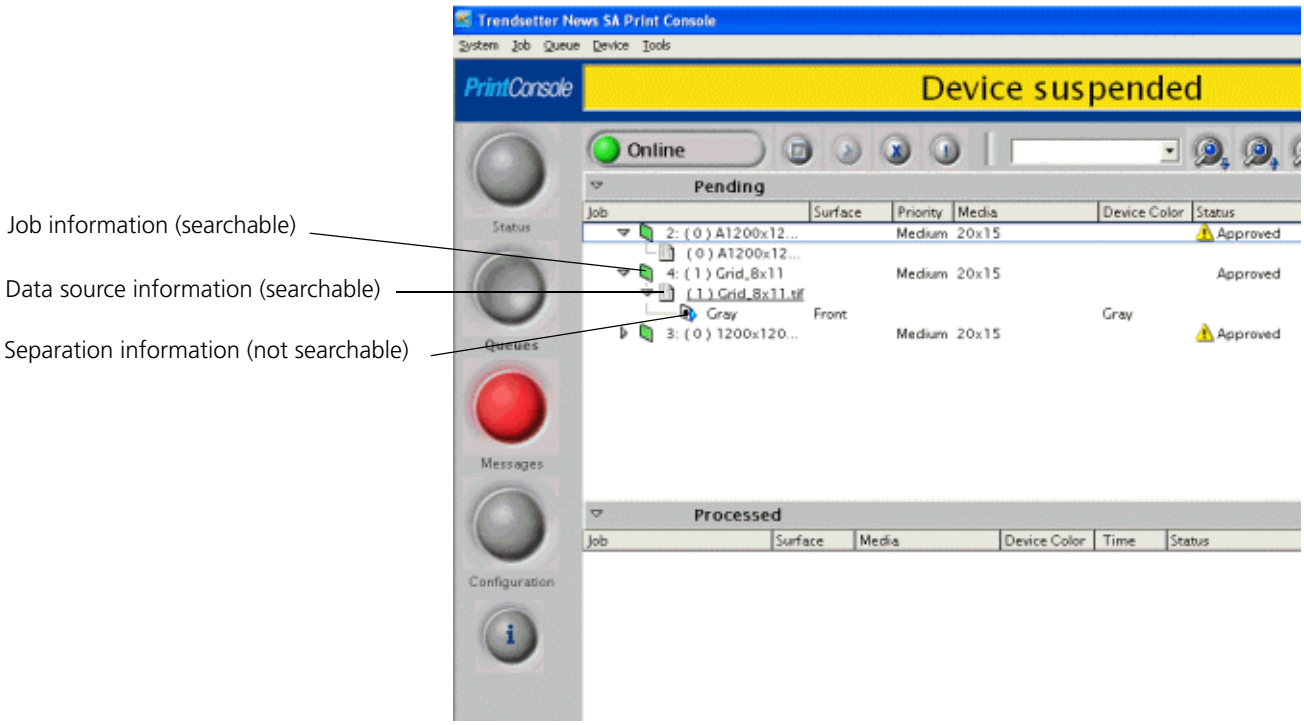
TIFF files not deleted until Print Console checks to see whether they are referenced by any active jobs

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.

Queue search feature

Print Console now has 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.



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.

Changes to Existing Features

TIFF Downloader Crop

Operators who use the **Crop** functionality in **Configuration>Print Setups>TIFF Downloader** can now specify a cropping start location that starts outside the plate size. This allows operators to select a portion of a large image to be placed on a small plate.

Values for height and/or width cannot be zero (0).

Print Console Utility

The Print Console Utility now backs up the current registry settings before restoring older registry settings. In addition, the file names now contain the time as well as the date of creation. This makes the file names unique, so that operators can back up the registry more frequently than once a day.

Automedia Selection

Media assignments are now made as soon as a TIFF file is added to the queue, rather than just before imaging. If a valid media size cannot be found for an image, the job is unapproved and a red **X** appears beside its name in the **Pending** queue.

Automedia selection is not available for dual stack machines.

Problems Fixed

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

Validating that cropping region isn't larger than image size

PR 7269 When a TIFF file enters the **Pending** queue, Print Console checks to see if the cropping region is larger than the image size. If it is, a red X now appears beside the file in the **Pending** queue and an error message is generated.

Media Inventory files not being sent after Synapse Link server restarted

PR 7259 This now works as expected.

Print Console should not report color for nonproofing jobs

PR 7258 This caused the plate count to be incorrect for the Media Inventory feature. Plating jobs no longer display the color in event logs or media inventory logs.

Problem when trying to create media inventory file

PR 7257 When the Synapse Link connector was stuck in a deadlock, an accumulation of media inventory files were not sent. This caused jobs to stop processing.

This now works as expected.

Print Console reporting media inventory information incorrectly

PR 7255 This now works as expected. All imaged media for both single and dual stack are being reported for media inventory.

Problems validating cropping in TIFF Downloader properties page

PR 7251 This now works as expected. The problem where Leading Edge edits were not changed if no other fields were changed has also been fixed.

Incorrect cropping warning

PR 7239 This now works as expected.

Problem deleting one separation from a hot folder job

PR 7237

If a hot folder job with multiple separations had one separation deleted, the TIFF file would be stuck in the working folder.

Now, the TIFF file will be deleted unless another job is referencing it.

Problems when group end command fails

PR 7199

No image group is available and all subsequent jobs fail.

This now works as expected.

PPP server link down and cannot be re-established

PR 7200

This happens after an upgrade to Creo Feature Licensing 1.0.31 RC2.

This now works as expected.

Change in how status of individual separations in job reported

PR 7194

Individual separations in a job now have their status reported in the workflow status logs rather than through job status window.

Problem with feedback in history window when jobs submitted

PR 7160

When jobs were submitted, there was no feedback to the user in the history pane. The history pane now reports the following:

- `File X submitted.`
- `Start Active job.`
- `[Job X] This job has failed.`
- `[Job X] This job has been processed successfully.`
- `End active job.`

Print Console doesn't send CRC data to firmware

PR 7117

This now works as expected.

Print Console uses the same FM mode setup for all media

PR 7090

This happens if only one media is set up for FM mode.

This now works as expected in Print Console. A related problem exists in Media Console, however, when only one FM media is configured. See the Media Console documentation for details.

Problem with validation for TIFF splitting

PR 7035

If automedia selection was unable to find a media match, there was no validation for TIFF splitting.

This now works as expected.

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.

Fix for Add/Remove Programs after upgrade

PR 6928

There were problems using Add/Remove Programs for Print Console versions 3.9 and later.

This now works as expected.

Mapping of Normal and FM mode backwards in Print Setup

PR 6898

The Normal mode media slot was used regardless of the settings in Print Setup.

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.

Incorrect device state

PR 5540

Print Console reported that the device is ready when it was in fact shut down.

This now works as expected.

Missing device status

PR 5578

This occurred on Trendsetter NEWS 200 output devices.

This now works as expected.

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 caused 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.

Total file time sometimes not available

PR 5516

This should be available in the **Separation** tab in the Job Properties window.

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.

Suspend prompt not appearing consistently

PR 6031

This happens when Print Console cancels an image before the suspend is displayed.

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, 6200

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

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. (To find the minimum media sizes for a device, see the specifications for that device.)

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.

Multiple warnings do not produce Suspend prompts in Print Console

PR 6031, 6761

A single warning will cause a suspend prompt to be displayed in Print Console. Multiple warnings do not produce Suspend prompts, but are displayed in the **Messages** window. This means that jobs can be cancelled before the operator knows that there is something wrong with them.

Status bar displays Magenta when imaging a plating job

PR 6819

When Print Console has a plating job before a proofing job with two separations, it shows color information while imaging the plating job.

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.

Print Console 3.15 does not accept Asian characters

PR 7081

Print Console will not accept Asian characters for medium names and print setup names.

Print Console log files stop logging

PR 7115

If the number of log files is increased, Print Console log files will stop logging after reaching the maximum number of log files (100).

Problems installing Print Console immediately after uninstalling it

PR 7116

This happens if you do not reboot the workstation between uninstalling Print Console and re-installing it.

The uninstall procedure marks the setup.exe file for removal during the reboot. If the reboot is not performed, the clean-up procedures from the uninstall are applied to the install, and setup.exe is deleted.

Workaround: Reboot the workstation after uninstalling Print Console.

Print Console and firmware hang

PR 7130

This happens when the operator cancels a manual bypass job before being asked to load a plate.

Problems with online help search features

PR 7165 and 7166

The index search feature is not working. Also, the online help dialog disappears after pressing Enter on the Index/Search input box.

Media Console allows users to configure a media with only an FM imaging mode

PR 7167

This should not be allowed.

Clearing JPS in the Configure Software window does not modify begin.inf properly

PR 7187

Auto-approved jobs not moving to Active queue

PR 7231 This happens after Print Console is reinitialized while suspended.

Handles leak on dual stack jobs

PR 7245