Print Console

Release 3.8
Release Notes

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Revised March 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	

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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 version 3.8 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.

Multiple bay functionality for MCE devices

Print Console now supports MCE devices that have multiple bays. When Print Console detects that a bay is empty or does not have enough plates for a job, it will reassign the job to another bay that does have an adequate supply of the media required for the job. After depleting the bays containing the appropriate media, it will prompt the operator to reload the bays. When operators need to load a bay, they can do so without cancelling the job.

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.

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.

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.

Bay configuration information lost after restarting Print Console under error condition

PR 6863

After all the errors were cleared, Print Console initialized the device, but all the bay configuration information was gone. Operators had to reload each bay.

This now works as expected.

Problem cancelling a dual plate load when a bay had one plate

PR 7210

If Print Console received a dual plate job when there was only one plate in the bay, operators received a suspend message instructing them to load the bay. When they cancelled the suspend, subsequent jobs were unsuccessful.

This now works as expected.

Door Unlock menu item not available when workstation first launched

PR 7078

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. You now have two options:

- 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.

Device picking two plates for a single separation job

PR 6673

This now works as expected.

Load Bay or Manual bypass prompt not displayed

PR 6670

Sending a job that has a plate size that is not loaded in any bays should result in an operator prompt to load the bay and click Resume or select manual bypass. This prompt did not appear in Print Console, but was recorded in the log file.

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.

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.

Message does not clear with an OK

PR 6570

This happens with the `Bay inconsistencies found on...` message.

Print Console hangs after a device query

PR 6758

After an operator selects **Query** from the **Device** menu, Print Console reports that the device is being queried. Eventually, the GUI hangs and the operator must restart Print Console.

Print Console's status is not being updated after a suspend

PR 6774

After a device suspend, Print Console is still reporting that the device is suspended, even when the device has already recovered from the suspend and is ready to process jobs.

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.

Magnus ContinuousLoad jobs failing after imaging

PR 7213

Workaround: Submit all jobs without specifying the unload method. For ContinuousLoad jobs, Print Console will default to manual unload which will not result in this error.