Release Notes

English

Print Console

version 3.17

739-00093A-EN Rev A

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 3.17 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.

GUI and Operator Prompts Available in Eight Languages

In Print Console version 3.17, operators can view the GUI and operator prompts in English, French, Italian, German, Spanish, Traditional Chinese, Simplified Chinese, or Japanese.

If you select Traditional Chinese, Simplified Chinese, or Japanese as your language preference, you must install Far East language files and select the appropriate locale.

For more information, see the *Print Console 3.17 Installation Guide* (731-00253A), available on the Print Console installation CD, TechPlanet, and eCentral.

Inventory Assist Connectivity

Inventory Assist (IA) is a Creo application that collects information about plate consumption on an output device and sends it to a Creo database. When Creo account managers combine consumption data with customer plate shipment data, they can accurately measure a site's plate inventory and use this information to proactively ensure that customers do not run out of plates.

The Inventory Assist feature has three components that must be installed at the customer site:

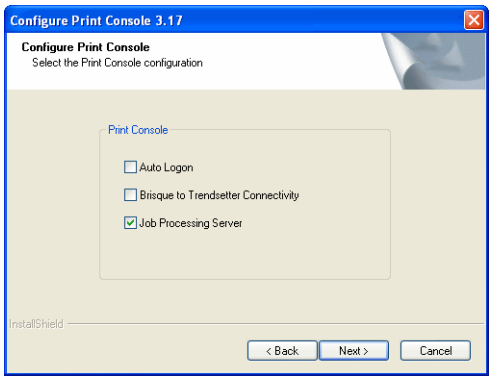
- Print controller (such as Print Console version 3.17 and later)
- Inventory Assist Service
- ServicePort

For information about setting up Print Console as the print controller component of an Inventory Assist system, see the technical bulletin titled *Setting Up Print Console for Inventory Assist*, part number734-00162A-EN.

For information about the entire Inventory Assist system, see the *Inventory Assist Administration Guide*, part number 719-00389A-EN.

Synapse NewsManager Connectivity

Print Console now supports Synapse® NewsManager, a Creo software product that provides newspaper workflow management. To use Synapse NewsManager you must select the **Job Processing Server** (JPS) option when you install Print Console.



For more information, see the Synapse NewsManager documentation.

Creo TIFF Downloader Options available for TIFF Splitting

This new feature allows customers to apply rotation, mirroring, shifting, and cropping to TIFF files that will be imaged by two heads.

Preloader as Second Bay Option

Trendsetter devices with the autoloading option can now use a third-party preloader as a second bay. This means that customers can simplify the flow of different sized plates from one Trendsetter device to one press. For example, a NEWS device can have broadsheet plates in the preloader and panorama plates in the Trendsetter bay. Or, both bays can be loaded with the same size of plate to increase bay capacity.

Hot Folder Grouping for Dual Stack Plates

If the media for a dual stack device is narrow enough to load two at a time, the hot folders can now group two TIFF files into one job. This avoids waste, because the loader cannot load just one plate—if the job contained only one TIFF, then only one plate would be imaged, resulting in inefficient throughput and potentially wasting a plate.

Although the grouping mechanism can detect the number of copies made by the operator, it does not automatically set grouping to one if copies are going to be done. The operator must set the grouping to one.

Warning When Operator Deletes File

This new feature protects operators from accidentally deleting a TIFF file that they still want. If operators delete a job from the **Processed** queue that is the last job that references a given TIFF file, the deletion of the job also deletes the TIFF file. When they delete such a job, they now receive a warning.

Password Control on Configuration Hiding

System administrators can hide the **Configuration** pane to prevent accidental modification of configurations. If hidden, it can be accessed either through the **View** menu or by using the CTRL+ALT+C keystroke. In either case, the operator must now enter a password to view the pane.

If system administrators select the **Enable Configuration Button hiding** option, they can also select the:

- **Show button password** box, and then change the password that users must enter to show the **Configuration** button
- **Make job properties read-only** box to make the Job Properties dialog box read-only when the **Configuration** button is hidden

Support for Windows 2003 on PE 700 and Dell 2600

Print Console can now be installed on workstations running either the Windows 2000 or the Windows 2003 operating systems.

For more information, see the *Print Console 3.17 Installation Guide* (731-00253A) and one of the following:

- *Configuring Windows 2000 as a PPP Server for MCE TCP/IP Serial Connection with Print Console*
- *Configuring Microsoft Windows Server 2003 as a PPP Server for MCE TCP/IP Serial Connection With Print Console*
- *Using the Service Shell 2.6 Configuration Wizard to Set Up Microsoft Windows as a PPP Server*

All these documents are available on the Print Console installation CD, TechPlanet, and eCentral.

Check for Invalid Media Thickness

The Print Console registry now has a valid range of media thicknesses for each class of device, and it uses that information to validate the thickness values entered in **Device Media**.

Receive Status Messages From the Processor

Print Console now has processor flow control capability for output devices that can automatically unload to a processor. This new feature allows Print Console to receive status messages over a socket connection with the Processor Monitor Interface (PMI).

The PMI sends Print Console one of three status messages: ready, wait, or fault. If the status is different from the previous status, or if more than five seconds has lapsed between status messages, Print Console sends the status to the firmware, where it is used to determine the readiness of the processor.

If Print Console starts up and PMI is unavailable, Print Console sends a fault message to the device every 30 seconds. In this case, operators receive a prompt each time a plate has finished imaging, advising them to ensure that the processor is free before they unload the plate.

This feature is currently limited to one processor.

Media License Expire Report

If you are using a media that is licensed, Print Console now displays the date on which the license expires in the new **Device Media Date** box.

View Menu

Print Console now has a **View** menu, where you can select panes that are hidden during normal use. Previously these hidden panes were accessible only with keystrokes and, in the case of the **Service** pane, a password.

- System administrators can hide the **Configuration** pane to prevent accidental modification of configurations. If hidden, it can now be accessed either through the **View** menu or by using the CTRL+ALT+C keystroke. In either case, the operator must now enter a password to view the pane.
- The **Service** pane is normally hidden. It can now be accessed either through the **View** menu or by using the CTRL+ALT+S keystroke, and then entering a password.

New Imaging Mode Implementation

There is a read-only section in the **Device Media** tab of the **Configuration** pane where Creo service representatives can confirm that they have correctly mapped imaging mode information for the selected medium.

The **AM imaging mode ID** and **FM imaging mode ID** boxes display the number of the slot in the output device firmware that holds information about the imaging mode for the medium that is being configured. This slot validation process has been improved and these boxes will now display the following information:

When Media Is Set Up For:	Both AM and FM (0)	FM Only (1)	AM only (2)
The **AM imaging mode ID** box displays:	*<Slot ID for AM>*	**N/A**	*<Slot ID for AM>*
The **FM imaging mode ID** box displays:	*<Slot ID for FM>*	*<Slot ID for FM>*	**N/A**

Ability to Keep OS X Hidden Files Out of Hot Folders

When a Macintosh OS X system creates TIFF files, it stores resource information within the file. When that file is sent to a Windows machine—for example, dropped into a Print Console hot folder—it shows up as two files:

- The file that is to be imaged, named: **<file name>.TIFF**
- Another file containing the resource information, named: **.<filename>.TIFF** or **._<file name>.TIFF**

These hidden files with the resource information accumulate in Print Console queues as failed jobs. The operator must periodically delete them manually.

Starting in Print Console 3.17, service engineers can edit the registry on the Windows workstation running Print Console to identify and block the hidden files. This workaround can be set up remotely by dialing in and editing the registry. In a future release, service engineers will be able to use a feature in the **Service** panel to filter the file patterns of the OS X hidden files so that they do not enter a hot folder.

The procedure for editing the registry to block the hidden files is in Technical Bulletin *Blocking Hidden Mac OS X Files From Print Console Hot Folders* (734-00200A-EN), available on TechPlanet.

Problems Fixed

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

Problems That Affected All Devices

Grouped hot folder jobs failed

PR 7775

This happened when grouped hot folder jobs were cancelled while remakes of the jobs were in the **Active** queue.

All hot folders deleted

PR 7755

This happened only in certain scenarios. For example, if you:

1. Set up one hot folder and applied it.
2. Clicked **Create hot folder** and deleted it without applying it.
3. If the **Cancel** button remained, clicking the **Cancel** button deleted the first hot folder you created.

   Or:

   If the **Cancel** button was not available, clicking **Create hot folder** and but not applying it, and then pressing **Cancel** deleted the first hot folder.

This now works as expected.

MCE Image Mode Enumeration

PR 7587

Print Console has been changed to support the following image modes:

- 0 - AM or FM
- 1 - FM only
- 2 - AM only

See *New Imaging Mode Implementation* on page 6.

Version numbers reported via statistics was truncated

PR 7069

The firmware and head firmware version numbers were truncated. This now works as expected.

Problems That Affected Trendsetter 400/800 and Trendsetter NEWS SA

Print Console not using the correct media for FM with Media Console enabled

PR 7933

Print Console unexpectedly used the FM media mode rather than the AM media mode.

This now works as expected.

Intermittent problem with Print Console not starting in Windows Server 2003

PR 7873

Print Console started up, displayed a message about missing configuration data, and then shut down.

This now works as expected.

Plate Count disabled (NEWS SA)

PR 7813

If you created a media size and attached it to a print setup, then renamed the media size, Print Console displayed a pop-up message warning that the media size no longer existed in that print setup. The print setup became the default—the first media size on the dropdown list—but the dropdown lists for both **Number of copies** and **Plate count** were disabled.

If you selected the renamed media size from the list, the **Number of copies** list was enabled again, but not the **Plate count** list. To re-enable it, you had to select another print setup, then select the print setup with the renamed media size.

If you selected **Cancel** on the dialog box, the media selection boxes were all blank. If you selected another media size and then returned to the renamed media size, the renamed one was the default, but the registry still had the old media size name.

This now works as expected.

Various UI language problems

PR 7797

These problems were found in several of the translations, and usually involved cut-off text.

No apparent response if many jobs were collapsed or expanded

PR 7372

If an operator selected a large number of jobs to expand or collapse, Print Console took several minutes to respond, and appeared to be frozen.

This now works as expected.

Evo job stuck in pending queue after previous job was cancelled

PR 7316

If an operator submitted a job from Prinergy Evo, then cancelled the job from the client when the job arrived in the Print Console queue (with Pre-ripping status), the job appeared to be cancelled properly in both Print Console and Evo. However, a subsequent job from Evo got stuck in the Print Console **Pending** queue.

This problem occurred only when jobs were cancelled at the pre-ripping stage. Jobs cancelled at any other point did not have this problem.

This now works as expected.

Print Console failed when operator selected Exit

PR 7297

Print Console sometimes failed when an operator selected **Exit** if jobs from hot folders were sitting in the **Pending** queue with red **X**s next to them because they were mapped to unconfigured media (media manager enabled).

This now works as expected.

Print Console displayed N/A for both Normal and FM imaging modes

PR 7167

Print Console displayed **N/A** in the boxes for both Normal and FM modes of a media when Media Console allowed a user to configure a media with only an FM imaging mode.

This has been improved. See *New Imaging Mode Implementation* on page 6.

Suspend prompt missing

PR 6200

If a flush did not complete, Print Console did not display the suspend prompt.

PR 6086

This happened in Print Console and JPC during startup.

Problems That Affected Autoloading Devices (Trendsetter AL and Trendsetter NEWS 50/70/100/150/200)

Incorrect number of media tracking files generated

PR 8094

For example, a job set up for three copies generated five files instead of three.

"Page cannot be displayed" in Message window

PR 7946

The message "The page cannot be displayed" appeared when it was not applicable. This no longer happens.

Intermittent problem with Print Console not starting in Windows Server 2003

PR 7873

Print Console started up, displayed a message about missing configuration data, and then shut down.

This now works as expected.

Plate Count disabled

PR 7813

If you created a media size and attached it to a print setup, then renamed the media size, Print Console displayed a pop-up message warning that the media size no longer existed in that print setup. The print setup became the default—the first media size on the dropdown list—but the dropdown lists for both **Number of copies** and **Plate count** were disabled.

If you selected the renamed media size from the list, the **Number of copies** list was enabled again, but not the **Plate count** list. To re-enable it, you had to select another print setup, then select the print setup with the renamed media size.

If you selected **Cancel** on the dialog box, the media selection boxes were all blank. If you selected another media size and then returned to the renamed media size, the renamed one was the default, but the registry still had the old media size name.

This now works as expected.

Various UI language problems

PR 7797

These problems were found in several of the translations, and usually involved cut-off text.

Should query device for minimum plate size on bay loading

PR 6695

Print Console does not query the device to get the minimum size for bay loading and does not display any error prompts about invalid plate size during bay loading. There are no plans to change Print Console because:

- The range of media sizes that a device can load automatically is available in the specifications for that device. Plates that are smaller than the minimum media size for automatic loading can be loaded with the manual bypass procedure.
- Operator training includes instruction about how to configure Print Console for plates that are too small for automatic loading and how to perform a manual bypass procedure
- Refresher documentation about small plate configuration and manual bypass is available in the Print Console online help

The unload configuration for small plates on automatic machines is done in the **Media Sizes** tab. Again, this procedure is part of operator training, and refresher documentation is available in the online help.

Suspend prompt missing

PR 6200

If a flush did not complete, Print Console did not display the suspend prompt.

PR 6086

This happened in Print Console and JPC during startup.

Problems That Affected TSC News (Japan) Devices

JPS job was queued before Tiffdownloader was fully licensed

PR 7677 This now works as expected.

Uninstall didn't remove the JPS, LogManager, and StatistEventManager registry keys

PR 7668 This now works as expected.

Problems that Affected Devices With the Spectrum Proofing Option

Status bar displayed Magenta when imaging a plating job

PR 6819 When Print Console had a plating job before a proofing job with two separations, it showed color information while imaging the plating job.

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.

Problems That Affect All Trendsetter Devices

Change in unit of measure could trigger error about invalid media size

PR 8445

Changing the unit of measure between millimeters and inches could change the size slightly. This may result in an error message about the media size being invalid—for example, smaller than the minimum or larger than the maximum.

Queue loses expanded or collapsed view after a refresh

PR 8307

If the operator has been manually expanding or collapsing views of job information in the **Pending** queue, those views will not persist if the operator changes any job properties or uses the **F5** key to refresh the queue.

Corrupted GUI display on workstations using Traditional Chinese

PR 8106

On workstations that have the language preference set to **Chinese (Hong Kong S.A.R.)**, the GUI display can sometimes appear corrupted when you are scrolling through the **Configuration** panels.

Workaround: Close the panels and then reopen them.

Jobs orphaned in Print Console queues

PR 7815

If a GDAPI client such as Prinergy or Brisque disconnects before it provides all the required data for the jobs that it has submitted to Print Console, some jobs may not be cancelled. The job in the **Active** queue will be stuck with the message `The RIP is generating image data`. If the operator deletes that job, the next job that moves from the **Pending** queue to the **Active** queue will have the same problem.

Workaround: Delete the orphaned jobs from the **Pending** and **Active** queues.

Insufficient logging for problems with hot folder jobs

PR 7783

Print Console needs more logging for hot folders and job creation to help troubleshoot problems that occur in situations such as this one:

- The user copies a TIFF file to the hot folder (spooling directory).
- Print Console moves the file to the working directory.
- A corresponding job does not appear in the Print Console queue.
- The log file show that the job is created, but doesn't indicate why the job is not showing up in the pending queue.

Problems with online help search features

PR 7166

The online help dialog disappears after pressing Enter on the Index/Search input box.

Problems That Affect Trendsetter 400/800 Devices

Prinergy can't recognize plate type with both AM and FM mode set up in firmware

PR 7959

This can happen when the firmware is configured with a media that requires two slots, one for AM settings and a second for FM settings. If the names of the media in both slots do not match in case (upper case/lower case), Prinergy cannot recognize a plate size with that media type. For example, if Prinergy sees:

Media Size List:

- Media Size A (Device Media 'Creo PTP')
- <other sizes>

Device Media List:

- creo PTP
- <other device media>

when validating the Media Size, Prinergy may reject 'Media Size A' because it says it is 'Creo PTP', while the Device Media List says it is 'creo PTP'.

Workaround: When you configure the same media for both AM and FM imaging modes, make sure that the cases are identical in both configurations.

Runtime error on first time shutdown if PMI is enabled

PR 7802

If PMItoPCEnabled is set to anything but 0, a runtime error dialog pops up and is then dismissed automatically. This happens only on the first shutdown.

Problems That Affect Trendsetter NEWS SA Devices

Incorrect animation (two plates) on dual stack job with single file

PR 7359

If an operator submits one file to a print setup that has a plate count of 2, Print Console will prompt the operator to load one plate, but the animation shows two plates.

Inconsistent animation on first and second stack plate

PR 7357

The animation of a flashing red light that should display during edge detect and imaging is missing on the second stack plate.

Arrow icon on job separation didn't update after data transfer is completed

PR 7211

The arrow icon at the job separation level in the Active queue should behave as follows:

- No arrow icon for single stack (both panorama and broadsheet)
- Right and left arrow icon for dual stack plates

If the operator edits the job properties from single to dual stacks or vice versa, the arrow icon is not updated accordingly.

Problems That Affect Autoloading Devices (Trendsetter AL and Trendsetter NEWS 50/70/100/150/200)

Red Cross in job status column if operator updates job properties while the device is resetting

PR 8454

This problem occurs as follows:

1. The operator submits jobs to the pending queue.
2. The operator resets the device.
3. While the device is initializing (before media query), the operator changes a job properties setting and clicks **OK**.
4. A red **X** appears in the job **Status** column and the **Messages** pane says the device medium is not configured in the device.
5. The red **X** remains after the device finishes initializing.

Workaround: Do not change any job properties while the device is initializing.

If you do encounter this problem, make any change in job properties and click **OK**. Job status will reset to normal.

Prinergy job stuck after server stopped during imaging

PR 8393

This problem occurs as follows:

1. A 6-color broadsheet job is submitted from Prinergy.
2. The Prinergy server stops immediately after the device has started imaging the second image of the first group.
   - The first group was unloaded, but the second group remains on the drum.
   - The job was cancelled, but remains stuck in the **Active** queue.
   - The device status changes to `Unloading media`.
   - The operator cannot cancel the job in the **Active** queue because the **Delete** button is not available.
   - The new job doesn't enter the **Active** queue.
3. The operator resets the device.

   The PPP link is re-established, but Print Console does not send down the flush, and remains stuck in the same state.
4. The operator attempts to shut down Print Console.

   Print Console does not shut down properly; the operator has to shut it down from **Begin**.

Incorrect medium index for Anocoil plate after upgrade

PR 8317

In Print Console 3.17, the Medium Index for Anocoil (media042) was changed from 3100 to 1100. The new Creo Mirus plate was assigned Medium Index 3100.

After an upgrade to Print Console 3.17, the Anocoil plate will still be set to 3100 rather than 1100, and will have the same Medium Index number as the Mirus plate.

Workaround: Use the medium index override in the Media Sizes panel to change one of the two duplicated medium indexes.

Prinergy can't recognize plate type with both AM and FM mode set up in firmware

PR 7959

If a media is set up in two slots, with image mode of 0 and 1 in the firmware, Prinergy cannot recognize a plate size with that media type. This occurs when there is a case (upper case/lower case) mismatch in the firmware. For example, if a plate type is configured for AM imaging mode with the name "CREO PTP" and then is also configured for FM imaging mode with the name "Creo PTP", Prinergy cannot recognize a plate size that uses that media type. If both imaging modes are configured "CREO PTP" or "Creo PTP", Prinergy doesn't have problems recognizing a plate size using that media type.

Workaround: When you configure the same media for both AM and FM imaging modes, make sure that the cases are identical in both configurations.

Dragging two jobs for remake plus a job submit action causes Print Console to fail

PR 7940

Print Console fails in a situation such as this:

1. The operator submits four files to the **Pending** queue and then manually groups them to create two jobs.
2. The operator processes the job.
3. The operator remakes the two jobs and clicks the job submit button.

Problems That Affect TSC News (Japan) Devices

Invalid Media Size on first startup

PR 7708

If you start Print Console the first time after installation and connect JPC before the device has finished initializing (before device query), all jobs in the queue will fail with `Invalid media size`.

UItoDMInterface terminates abnormally

PR 7687

JPC GUI hangs after abnormal Print Console shutdown

PR 7683

If Print Console is processing jobs that JPC has been queuing, and the operator forces a shutdown from the System menu and also closes the GUI window, Print Console will shut down immediately with a flash of red dialog, while the JPC GUI hangs indefinitely.

Inconsistent device status on Loading and Unloading media

PR 7612

If the operator submits one job at a time, the device status will display the following sequence of states: `Loading media> Detecting edge> Imaging> Plotting completed`.

If the operator submits more than one job at a time, only the first job displays the `Loading media` status. All subsequent jobs display `Ready` as the status while they are loading. They only show the `Loading media` status if the job is suspended before loading, and the suspend is cleared.

The `Unloading media` state displayed only when the job was cancelled after loading. Otherwise the device status remained at `Plotting completed` until the plate was unloaded.

All jobs disappear

PR 7571

This happens after the operator deletes jobs in the **Pending** queue and then refreshes the queue.

Cannot display Japanese operator prompt in JPC

PR 6931

The JPC status window and operator prompts do not display Japanese characters, even when the workstation has the appropriate language files installed and the system locale set to Japanese.

Next job failed if cancel job after data transfer is completed

PR 6096

If an operator has only one job active in the queue and cancels the job after the data transfer has completed, the next job will suspend with the message `The current command has been preempted`.

Problems That Affect ThermoFlex Sleeves Devices

Device status bar displays "disconnected" temporarily

PR 7502

Print Console displays the message `Device is disconnected` in the following situation:

1. The operator submits a file, loads the media, and then resets the device.
2. The device comes back online.
3. The operator removes the media from the drum and presses the drum vac button to confirm the unload.

Problems that Affect Devices With the Spectrum Proofing Option

Unconfigured colors sometimes can't be deleted from Print Console

PR 8303

When colors are removed from the media manager database, they sometimes can't be deleted from Print Console because the **Delete** button is not available.

While this may appear to be a problem, there is no negative impact if these colors are not removed from Print Console. Their AM/FM checkboxes will not be selected, which indicates to the operator that they are not configured. In addition, when jobs are submitted, Print Console detects unconfigured colors in its error checking and displays a red **X** next to jobs in the **Pending** queue that have unavailable colors.

Print Console does not detect that a media type has been deleted from Media Console

PR8201

If a media is deleted from Media Console and removed from the known media types in the **Device Media** tab, the print setups and media plate definitions that used the deleted media type default to media/plate type at the top of the list. Operators do not receive any notification that the print setups and media plate definitions have changed.

Print Console fails on shutdown

PR 7978

This happens if the Media Console database is not updated when the head is updated.