Release Notes

English

Print Console

version 3.16.4

739-00197A-EN Rev A

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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

Internal 739-00197A-EN Rev A

Revised July 2005

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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 3.16.4 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:

Problems Fixed—lists problems in the previous release of Print Console that are now resolved.

Known Problems With Workarounds—lists known problems in Print Console software that have temporary solutions you can use until they are fixed.

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.

Problems Fixed

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

Animation error caused Print Console failure

PR 9153 An animation error caused Print Console to shut down abruptly and then fail.

This has now been fixed.

GDAPI improvements

The GDAPI server has been improved to prevent disconnections. Although these disconnections are very infrequent, they require a restart of Print Console to continue servicing workflow clients. The changes include:

- Improved error checking, to avoid a restart of Print Console
- Improved logging, to catch details if a problem does occur

Logging improvements

PR 8794 LogManager now restarts automatically if it encounters problems. It will also log its own problems.

PR 7106 The logging verbosity for JPS has been reduced, and the default size of Print Console's log files has been increased.

Include SCSI Utility in installer

PR 8607 Recent Microsoft security updates may cause the SCSI connection to fail—they prevent you from establishing the SCSI data path between Print Console and the output device. For releases before Print Console 3.16.2, you could download the SCSI Access Rights Utility from TechPlanet to solve this problem. Starting with Print Console 3.16.2, this utility is included in the installer and does not have to be downloaded.

For more information, see Creo Technical Bulletin 734-00140A-EN, *SCSI Access Problem*, available on TechPlanet.

Log callbacks to JPS clients

PR 8583 The PLIS workstation was not receiving some of the "image complete" synchronization callback messages. This now works as expected.

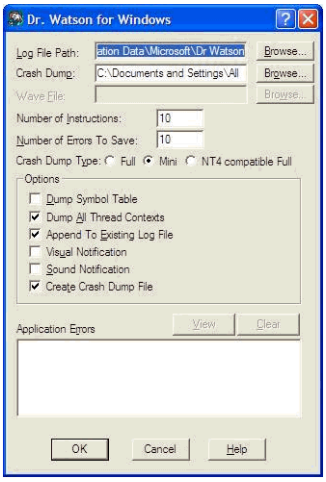
Print Console did not automatically restart when the Optiplex workstation was configured incorrectly

PR 7521

When Print Console was restarted after a failure on an Optiplex workstation, a Dr. Watson Program Error dialog popped up, followed by a Print Console error dialog that reported `Configuration information is missing...Setting Device to ...`. The operator had to click **OK** to restart Print Console properly.

The workaround that turned off the visual notifications so that the operator was not forced to respond to this message was the following:

1. Open **C:\Windows\System32\drwtsn32.exe**.
2. Clear the **Visual Notification** check box and click **OK**.



Known Problems With Workarounds

This section lists known problems in Print Console software that have workarounds you can use until they are fixed.

Job stuck (no parameter update) after losing communication with the device

PR 8938

If device communication is lost while a job is imaging, the next job will get stuck after loading.

Workaround: Restart Print Console.

No message displayed in JPS console window

PR 8902

The Job Processing Server (JPS) console window should display JPS messages at run time, but it is blank after startup.

Workaround: Until this is fixed, you can make a change in the registry so that messages will display in the console window. In **HKEY_LOCAL_MACHINE\SOFTWARE\Creo\JobProcessingServer\TraceLevel**, change the value for **trace** from **0** (zero) to **4**.

Note: If the blank screen is not a problem for you, this workaround is not required. This workaround does not change the functionality of the Job Processing Server—only the display of messages.

Problems with Print Console shutdown

PR 8824

For clients of the Job Processing Server, such as the Plate Imaging Station (PLIS) or Synapse News Manager (SNM), if the operator exits Print Console while the client is queuing jobs, then one of the following may happen:

- Print Console will shut down properly, but the client cannot disconnect from Print Console.
- The operator receives a popup dialog: `UItoDMInterface has terminated unexpectedly`; when the operator clicks **OK**, Print Console still does not shut down. The operator must exit Print Console again to make Print Console exit and the client disconnect properly.

Workaround: Shut down Print Console when there are no new jobs being queued from the client of the Job Processing Server.

Windows freezes

PR 8613

This problem occurs only when the SoundMax driver is installed (currently only on Optiplex 280 machines). Its symptoms include the following:

- In Windows Task Manager, the system process does not go below 50% (this is the most significant symptom)
- Internet Explorer does not shut down properly
- Print Console does not shut down properly
- Windows Explorer does not shut down properly
- The workstation does not finish Restart (various processes fail to shut down and the operating system displays an End Task dialog)
- The workstation has trouble shutting down (as above), but will eventually shut down
- All sounds stop playing (all system sounds, window clicks, music)

The SoundMAX driver seems to be interfering with other drivers. As sound capability is not required for CTP functionality, the driver was removed and audio functionality was turned off in the BIOS on workstations that were shipped after the problem was identified.

Workaround: If a workstation was shipped before this solution was found, you can fix this problem in the field by removing the SoundMAX driver and disabling audio functionality in the BIOS:

1. Select **Start > Settings > Control Panel > Add/Remove Programs**.
2. Select **SoundMax** from the list of programs, select **Change/Remove**, and follow the instructions in the wizard.

   When you click **Finish** in the wizard, the computer will restart.
3. During the Windows restart, press **F2** to enter the BIOS setup.
4. In the left pane, use the down arrow to highlight **Onboard Device** and then press **Enter**.
5. Select **Integrated Audio** from the list under **Onboard Device**.

   In the right pane, you will see that it is **On**.
6. Click **Enter**, use the arrow key to select **Off**, and click **Enter**.
7. Press **ESC** and select **Save/Exit**.

   The Windows restart continues and the problem should be solved.

If you did not press **F2** in time to enter the BIOS setup, the setup program will attempt to reinstall the driver.

1. Click **Cancel** in the dialog about reinstalling the driver.
2. When the workstation has restarted, select **Start > Settings > Control Panel > Administration Tools > Computer Management > System Tools > Device Manager > Sound, video and game controllers**.
3. Right-click SoundMAX and select **Properties**.

4. In the **Device usage** box at the bottom of the **General** tab, select **Do not use this device (disable)** and click **OK**.
5. Disable audio functionality in the BIOS as described in steps 3 to 7 above.

Job stuck in Active queue

PR 7681

This problem occurs as follows:

- A job in the queue is suspended before loading.
- The operator resets the device from the Print Console Device menu, but the job remains in the **Active** queue.
- The print session has already been cancelled, so the **Cancel** button in the **Active** queue is not available.

Workaround: The operator must restart Print Console to get rid of the job.

JPS Client failed to receive correct reply

PR 7500

If a job is suspended with the message T`imeout waiting for CRC data from workstation`, a subsequent job will be cancelled during queueing, and all later jobs will be queued as **Unapproved**.

Workaround: Clear the suspend on the job that received the suspend notice. All subsequent jobs will be queued as approved.

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.

Incorrect imaging time on blank plate jobs

PR 7597

Print Console displays the correct imaging time when only one panorama blank plate job is submitted. However, it displays incorrect times if the operator submits a panorama job and one blank plate job at the same time or submits a panorama job and one blank plate job at the same time while previous jobs are still in the **Active** queue.

Query and Reinitialize device menu items sometimes unavailable

PR 7537

During job processing, operators sometimes cannot access the **Query** and **ReInitialize** menu items. These items are always available while the device is in Idle state.

This is actually a feature that prevents problems with the Magnus device, which can take a long time to reinitialize. If the operator requests a second reinitialization or a query while the first reinitialization is still in progress, the bay data is corrupted and the bays must be reconfigured. This can take 20 minutes.

Print Console restarts during a normal shutdown

PR 7509

This may occur on single-headed machines, after changing the **Language** preference in the **Preferences** panel.

No distinction between Device message and Suspend prompt in History panel

PR 7473

All warning and error messages, including the suspend prompt, are displaying as “Device message” in the History panel.

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 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.