Release Notes

English

Print Console

version 2.5.1

739-00204A-EN Rev A

www.creo.com

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Contents

Introduction 1

What Is in These Release Notes 1
Conventions Used 1

New Features 2

File Overwrite Option 2
Support for Unicode TIFF File Names 2
Media Inventory 2
Variable Mainscan Resolution (VMR) Support for Lenticular Printing 2

Problems Fixed 4

Problem with MPE VLF AL getting stuck 4
Problem with more than one bay load operation on MPE VLF AL 4
TIFF Downloader license fix for Dell 2800 workstations 4
Print Console sometimes sent too many active images to the device, causing it to hang 5
Automatic devices such as VLF AL could not use auto media selection 5
Print Console stopped processing jobs 5
SCSI access problems 5
Banding on press 5
Intermittently, Print Console did not send media type to media inventory 6
Insufficient feedback to operator when job cancelled while picking 6
No error checking of image size for VMR 6
Red cross in jobs when files in working folder before Print Console starts up 6
Color identification issue in Print Console for Trendsetter Spectrum 7
PCOperator account not created when workstation is member of a domain 7
Unable to remake jobs if multiple copies and File Grouping used 7
Device narrow mode was mapped to imaging mode Normal instead of imaging mode FM 7
Bay problems 7
GDAPI race condition 8

Known Problems 9

Print Console GUI doesn't update plate count 9
Problem cancelling jobs 9
MPE Spectrum devices don't receive FM imaging mode parameters 9
Problems caused by a suspend during a flush 9
Jobs pointing to Failed folder get stuck in Active queue 9

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 2.5.1 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.

File Overwrite Option

Users can now specify, on a per hot folder basis, whether they want Print Console to overwrite files in the working folder if they submit files with identical names to the spool folder.

To configure a hot folder to overwrite an existing job when you submit a new job with the same file name to the hot folder, select the check box next to **Overwrite duplicate files waiting in the pending queue** in **Configuration > Hot Folders**.

Support for Unicode TIFF File Names

Print Console now supports file names in any language (Unicode characters). TIFF tags must still be expressed in "narrow characters" for each locale.

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 sales representative contact you when your media supply needs replenishing.

Contact a sales representative for details about the Inventory Assist feature.

Variable Mainscan Resolution (VMR) Support for Lenticular Printing

The VMR option allows operators to make a mainscan scaling adjustment to stretch or shrink the image for lenticular imaging. It adds the following functionality to Creo's Trendsetter output device:

- Ability to change the pixel resolution of the device in the around-the-cylinder (mainscan) direction
- Ability to make fine adjustments (± 3 percent) by stretching or shrinking the pixel count to fit minor variations to the resolution of the image
- Enable resolutions from 1200 dpi up to 4800 dpi

The GDAPI now provides support for VMR for direct connections from Brisque or Prinergy. The VMR feature must be licensed in Print Console to allow a workflow to submit VMR jobs.

Please contact a Creo representative to determine the availability of VMR support in Brisque or Prinergy and to obtain a VMR license for Print Console.

Problems Fixed

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

Problem with MPE VLF AL getting stuck

For the following device errors, the user must adjust the plates in the cassette by doing a bay load operation before pressing **Resume** in the operator prompt. If the user pressed **Resume** before doing a bay load operation, the device would get stuck and require a reset. Print Console now makes the **Resume** button unavailable until the user has completed a bay load operation.

```
22273 Autoloader2: Pcups failed to lift plate
22205 Autoloader2: Plate not detected on picker plate-vacuum
cups
22407 Autoloader2: No slipsheet detected between plates
(delicate media) (check Next plate for scratches)
```

Problem with more than one bay load operation on MPE VLF AL

MPE VLF AL devices cannot process more than one bay load operation at a time. If the user submits a bay load request from Print Console while the device is processing another, the result is unpredictable. The device may reject the bay load request or it may cease to respond to subsequent commands and require a reset to recover.

Print Console now prevents the user from loading a bay while the device is processing another bay load operation. Once the operation is completed, or the device is reset, Print Console will once again allow the user to load the bay.

TIFF Downloader license fix for Dell 2800 workstations

TIFF Downloader was failing during start-up while validating the license. This happened frequently on Dell 2800 workstations, but now works as expected.

Print Console sometimes sent too many active images to the device, causing it to hang

This happened if a processor was used. This now works as expected.

Automatic devices such as VLF AL could not use auto media selection

Print Console now provides support for auto media selection for automatic devices.

For auto media selection, Print Console compensates for rounding errors by adding a “tolerance” value. If the image is larger than the plate size by less than this tolerance value, Print Console will consider it a match. The default tolerance value is 1.32 inch. It is stored in the registry in microns. It can be changed to a smaller value if necessary.

Print Console stopped processing jobs

GDAPI jobs that were cancelled in the Active queue did not send a cancel message to the client (Brisque or Prinergy). This meant that the workflow would not move to the next job.

This now works as expected.

SCSI access problems

Windows 2003 and some Windows 2000 service packs have security features that restrict access to the SCSI device. Print Console now has a utility that will change access to the SCSI port so that Power Users can image on the device.

An operator prompt has been added that will let the user know if they don’t have access to the SCSI port. The operator prompt cannot be dismissed. It will tell the user that they need to run the Set SCSI Access utility.

Banding on press

PR 8137

One possible cause for banding on press was that the stroke shift was not being set when the color was not defined in the TIFF tag. Stroke shift improvements have been made through enhancements to file pattern matching.

This now works as expected.

Intermittently, Print Console did not send media type to media inventory

7631

This was a problem for systems using the Inventory Assist feature.

This now works as expected.

Insufficient feedback to operator when job cancelled while picking

PR 7476
Fixed in firmware version 1.54.11

If a job was cancelled while the plate was being picked on an automatic device, the device loaded the plate and then suspended. The job, however, moved to the **Processed** queue, because no suspend was displayed in Print Console. The operator had no feedback from Print Console about what to do next.

This now works as expected.

No error checking of image size for VMR

PR 7443

When using the Variable Mainscan Resolution (VMR) feature for lenticular printing, the device stretches the image if the target resolution is less than the file's mainscan resolution.

Previously there was no warning if the scaled image became larger than the plate. There is now a warning generated in the **Pending** queue if the scaled image exceeds plate size. The job will not be auto-approved when this error is detected unless you allow oversized images in the print setup.

Red cross in jobs when files in working folder before Print Console starts up

PR 7440

If you sent files to a hot folder and then exited Print Console while the files were still in the working folder, then the next time that you started Print Console the jobs appeared in the **Pending** queue with a red cross. This indicated that the device medium were not configured.

Print Console now blocks job submission until the device is ready (that is, initialization is complete). At that time, Print Console has finished querying the device and has information about what device media are configured.

Color identification issue in Print Console for Trendsetter Spectrum

PR 7407

TIFF files sometimes do not have color tags, even though the color was identified correctly in the **Pending** queue. For TIFF files with undefined color tags, Print Console will no longer add "Untitled" to the proof color table. This will prevent Print Console from generating operator prompts for each separation or messages about mismatched RIP and device colors.

PCOperator account not created when workstation is member of a domain

PR 7400

Print Console now creates the PCOperator account with a default password that complies with most password policies. See *Password Changes for Print Console Accounts* (719-00298A) on TechPlanet for more information. If you do not have access to TechPlanet, call your Creo service representative.

Unable to remake jobs if multiple copies and File Grouping used

PR 7392

The Job Remakes feature was not supported for MPE devices if multiple copies and file grouping were used.

The remake of jobs with multiple copies is now supported. The remake of grouped jobs is not.

Device narrow mode was mapped to imaging mode Normal instead of imaging mode FM

PR 7075

The imaging mode was set up backwards. A print setup that was configured for narrow mode before a Print Console upgrade should become a print setup for FM imaging mode after the PC 2.3 upgrade.

Bay problems

PR 6730

Bay GUI flashes when it shouldn't

If an operator remakes a job, but decides to perform a manual bypass and use a plate type that is not loaded in a bay, the bay GUI flashes when the load prompt appears.

PR 6740

Operator prompted to load bay after submitting a two-separation job on two bays loaded with same plate, where the first bay is empty

If an operator submits a two-separation job on a bay that is empty, the firmware will send the bay to the next available cassette. The firmware will then pick a plate and start to image the first separation. The second separation will suspend with the message `Bay empty. Please load cassette`. The operator must load the cassette twice after this point to have the firmware load from the cassette that was not empty in the first place.

Both of these bay issues now work as expected.

GDAPI race condition

PR 6455

A GDAPI client queues multiple images with Print Console. Print Console groups these images according to different rules, one of which uses a front/back tag on each image. When the front/back tag does not match the previous image, Print Console starts a new group. There was a problem when:

GROUP_1

Image 1 - front imaged

Image 2 - front imaged

GROUP_2

Image 3 - back imaged

Image 4 - back pending and stuck

The GDAPI client was able to start processing Image 3 before Print Console had created GROUP_2, which meant that the job would become stuck.

This now works as expected.

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 GUI doesn't update plate count

PRs 7950 and 7970

Intermittently Print Console does not update the plate count after loading a bay.

Problem cancelling jobs

PR 7658

A cancelled job may get stuck in the **Active** queue. Its status is reported as cancelled, but it does not move to the **Processed** queue and the load prompt continues to display. The operator must reset to recover.

MPE Spectrum devices don't receive FM imaging mode parameters

PR 7103

If you specify **Override Imaging Mode to FM** in the **Imaging Options** tab for a print setup, Print Console doesn't send FM imaging mode parameters for MPE Spectrum devices when Media Manager is enabled. When Media Manager is disabled, the device does receive the FM imaging mode parameters.

The same problem occurs with GDAPI jobs.

Problems caused by a suspend during a flush

PR 7049

If a suspend occurs during a flush, Print Console will wait indefinitely for the device to finish initialization.

Jobs pointing to Failed folder get stuck in Active queue

PR 6956

A job that had been previously cancelled and then remade may sit indefinitely in the **Active** queue with the status bar reading **Ready**. If you cancel the job, it reports that it is cancelled in the **Active** queue, but the status bar continues to read **Ready**.