Release Notes

English

Print Console 4.6

Internal 739-00315A-EN Rev A

graphics.kodak.com

Kodak

Copyright



© 2006 Kodak. All rights reserved.

Creo and Prinergy, Prinergy Connect, Brisque, and Magnus are trademarks of Kodak.

Adobe, Acrobat, Adobe Illustrator, Distiller, Photoshop, PostScript, and PageMaker are trademarks of Adobe Systems Incorporated.

PANTONE, Hexachrome, PANTONE Hexachrome, and PANTONE MATCHING SYSTEM are the property of Pantone, Inc.

http://graphics.kodak.com/

739-00315A-EN Rev A

Revised October 2006

Contents

Introduction 1

What Is in These Release Notes ... 1
Conventions Used ... 1

New Features 2

New Functionality and Appearance ... 2
Changes in Functionality ... 2
Reduced Plate Waste ... 2
Reduced Job Cancellation ... 3
Queues ... 3
TIFF Management ... 3
Changes in Appearance ... 3
Supported Workflows ... 4
Migration Tool ... 5
Feedback on What the Device is Doing During Startup ... 5
Aids for Dealing With Errors ... 5
Internationalized User Interface ... 5

Fixed Problems 6

Fixed Installation and Upgrade Problems ... 6
Unable to perform upgrade ... 6
Problems with upgrades from Print Console 3.x to Print Console 4.6 ... 6
After upgrading to version 4.6, users had to revalidate plate sources after deleting a media size ... 6
After upgrading to version 4.6, changes to cassette data cause Print Console to fail ... 6
Migration exception in Print Console Data Migration Exporter ... 6
Problem running Print Console on newly-created Administrator account ... 6
Fixed Device Communication Problems ... 7
Print Console lost communication with the device: “Input string was not in correct format” ... 7
DCAPI sometimes forcefully unreserved and disconnected Print Console 4 ... 7
DCAPI clients needed to gracefully handle a server shutdown ... 7
Job not suspended when SCSI cable was not connected ... 7
Fixed Startup and Shutdown Problems ... 7
Print Console engine did not shut down completely ... 7
Print Console started automatically every time the user logged in ... 7
Print Console failed during initialization ... 7
Print Console Application Error occurred while Print Console shut down ... 8
Print Console still running in Task Manager after the operator shuts it down ... 8
Print Console 4.0 continued to run in the background ... 8
Magnus VLF error recovery poor when device powered up with emergency stop button on ... 8
Fixed Configuration Problems ... 8
Thickness validation problem if media name is not selected ... 8
Incorrect VMR limit in Device Configuration tool ... 8
Device Configuration tool cleanup ... 9
User not allowed to enter a plate thickness value for which the device was licensed ... 9
Print Console Load prompt had a mix of measurement units ... 9
Unable to change media type in cassettes ... 9
Problems reporting media quantity ... 9
Changed parameters for Registration and Virtual Punch Location did not immediately display ... 10
Fixed Imaging Problems ... 10
Media Tool disabled when it should have been available ... 10

Firmware hung during job processing 10
Image was rotated when imaging at VMR resolution 10
Couldn't image jobs after stopping Print Console during imaging and then reconnecting 10
Plate not rescheduled after Prinergy workflow cancelled the active separation 10
Cancelled job in Prinergy Evo kept rescheduling back to queue until Print Console restarted 11
Job stuck in unloading stage waiting for image parameter 11
Print Console stuck in Working state 11
When focus learn failed, the device unloaded the plate instead of suspending operation 11
Fixed Message Problems 11
PSRM Error 102010 11
Print Console message says to click Resume, but only Eject is available 11
Incorrect wording on message 201001 12
Print Console error message dialog displayed too many significant digits 12
Incorrect suspend message for error 35783 12
Loading prompt message was cut off 12
Unhandled exception on Message History window 12
Unhandled exception when user clicked scroll bar on Message tab 12
Print Console message prompt window won't go away 12
InvalidCastException occurred on Print Console shutdown after a firmware failure 13
Fixed Logging Problems 13
Convert dimensions to inches before logging to stat logs 13
Logging problems 13
GDAPI.dll did not properly close the socket connection to the Log Message Culvert 13
Firmware had six different connections to Stat Event Culvert 13
Only unsuccessful calls to GDAPI function were logged 13
Incorrect Separation ID in Print Session Callback 13
StatEventCulvert should read the port number from the CreoBoot.ini file 14
Fixed Documentation Problems 14
No error message for user if translated online help is not installed 14
Some online help topics were not available in translations 14
Print Console rebranded with new Kodak logo 14
Troubleshooting information not easily accessible 14
Fixed Service Tool Problems 14
Machine name not set in creo_device.ini 14
In Test Plot Applet, the number of strips did not have autosize feature 14
Fixed Crashing Problems 15
PPrinterJTP crashed on workstations with both Prinergy and Prinergy Evo running 15
Print Console sometimes failed when DCAPI failed 15
Print Console failed if operator exited during start up when DCAPI was not detected 15

Known Problems 16

Installation and Upgrade Problems 16
Intermittent problems updating the path variable in Print Console installations 16
USB Serial Port set up before driver is installed 16
Host Configuration Wizard needs better message about when to reboot 16
Controlled Release installer should compare only selected install options 16
Problems downgrading from version 4.8 17
Feature Licensing Problems 17
CRC generation not supported (problem for TMCE only) 17
CFL problem: Prinergy Evo and CFL not responding 17
CFL problem: Device doesn't allow current plot to finish if customer dongle removed 17
Startup and Shutdown Problems 17
Print Console should query bay content and update GUI on startup 17
Unhandled exception when Print Console shut down after firmware reset during job processing 17
Configuration Problems 18
Operator can get stuck in a tool parameter validation 18
Can't create or edit media sizes with nonEnglish regional and language settings 18

Imaging Problems 19
Images grouped by workflow can get cancelled when one image fails 19
Print Console grouping not correct on a Magnus SA device 19
Status lights do not work as described in operator guides 19
Restriction on punch functionality 19
Dual-plate job freezes if only one plate left in bay 19
Firmware error recovery poor when bridge panel opened during imaging 19
Message Problems 20
Error Messages 20
TH3 head error 44302 20
Customer message poor when clearing a flyoff 20
Air pressure message 35772 sometimes uses a Release button and sometimes does not 20
Magnus VLF: Unclear error message 20
Error 40269 has misleading message 20
Suspend prompt not shown in Print Console 21
Message tab not automatically selected if a device suspend occurs during startup 21
Service Tool Problems 21
Device stops processing jobs and Service Shell stops logging 21
Service Shell stopped logging 21
Service Shell online help outdated 21
Internal error after reconfiguring IPaddress on Service Host 21
No validation error on COM port in Host Configuration Wizard 21
BART duplicates information on MCENVS.TXT backup file 21
Files installed on another drive must be renamed 22

Introduction

We are pleased to send you the latest revision of *Kodak* Print Console software. These release notes highlight the changes and improvements that were made to release 4.6 of Print Console software. Where appropriate, they refer you to the Print Console online help for more information. Changes made after the online help was published are described in detail in these release notes.

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.

"Fixed Problems"—lists problems that have been fixed since the last release of Print Console software.

"Known Problems"—lists problems that are not yet resolved. Some of these problems may have workarounds that serve as temporary solutions until the problem can be resolved.

Conventions Used

A reference number for each known or fixed problem is indicated in the left margin.

New Features

This section lists features that were added in the new release of the *Kodak* Print Console software. Print Console 4.6 is a new stream of device control software that can be used with:

- *Kodak Prinergy* workflow management software, *Kodak Prinergy* Evo software, and *Kodak Brisque* software 5.2 (*Brisque* requires *Kodak* Screen2Go digital file-imaging software and *Prinergy* Evo software)
- Turbo-screening Master Control Electronics (TMCE) and Gigabit Master Control Electronics (GMCE)
- Delicate Media
- Devices using a Thermal 3 Head or a Thermal 2 Head

New Functionality and Appearance

If you have used a previous version of the Print Console software(1.x, 2.x, or 3.x), you will notice some significant differences in the software's functionality and appearance.

Changes in Functionality

Some of the functions previously handled by the Print Console software have moved to the workflow software:

- The workflow software shows the status of each image sent to the output device. You will configure job options, set job priority, submit jobs, and cancel jobs in the workflow software.
- The Print Console software shows the status of plates as they move through each stage of an output device.

Print Console software now provides a **Mini View** mode so that you can view the status of both the plate (in the Print Console software) and the job (in the workflow software) at the same time.

The Print Console software no longer supports the PC Operator account.

Other changes include:

Reduced Plate Waste

If you cancel a job before its plate is loaded on the drum, Print Console now uses that plate for the next job (if the next job uses the same media size). This feature saves plates and processor chemicals when you need to cancel a job.

Reduced Job Cancellation

In previous versions of the Print Console software, if a picking or loading error occurred before the plate assigned to an image was loaded on the drum, the plate had to be discarded and the job had to be resubmitted from the workflow software. The Print Console software can now reassign the image to the next plate rather than cancel the job. You will be prompted to retry or put the workflow offline (while you investigate the cause of the error). This feature saves you the effort of having to resubmit the job from the workflow software.

Queues

Queue management of jobs has moved to the workflow software.

TIFF Management

All TIFF features have moved to the workflow software. This includes the queues, hot folders, and print setups.

Changes in Appearance

The user interface in the Print Console software has been redesigned to simplify operations.

Status light turns yellow and flashes when operator action is required

Change the viewing mode to suit your work:

- Use **Status** mode to view the overall status of plates as they move through the device
- Use **Tools** mode for tasks that you do occasionally, such as configuring new settings
- Use **Mini View** mode to reduce the size of the Print Console screen

Use the Operations buttons to start frequently-used device operations

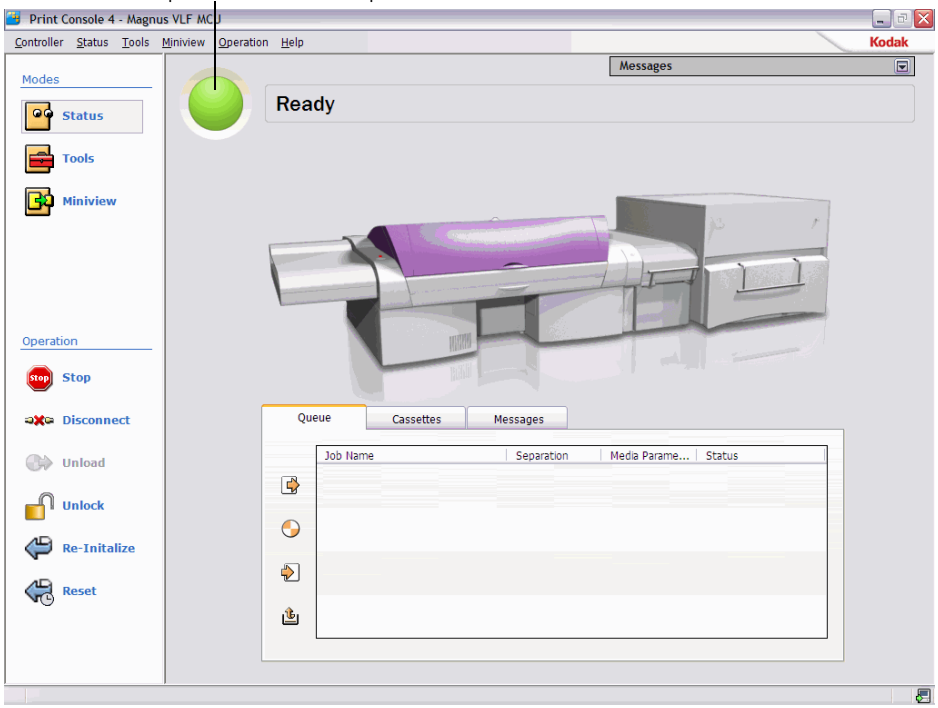


Figure 1: New user interface in Print Console 4 software

Tool tips and online help are available to provide more information about the different parts of the user interface. In addition, error messages and online help are available in English, Dutch, French, German, Italian, Japanese, Polish, Simplified Chinese, Spanish, and Swedish.

Supported Workflows

Print Console 4.6 software supports TMCE and GMCE configurations of the Magnus VLF.

Workflow	Input file formats	Supported	Data path supported	
		Controlled releases with Print Console 4 software will support this configuration after:	SCSI **TMCE**	Gigabit Ethernet **GMCE**
Kodak Prinergy Connect software	• PDF • PS • DCS • EPS • CT/LW • TIFF/IT	December 2005	Yes	Yes
Kodak Prinergy Evo software Normalize		December 2005	Yes	Yes
Prinergy Evo software output from *Adobe PostScript* language	PS	December 2005	Yes	Yes
Prinergy Evo software TIFF	1-bit TIFF	December 2005	Yes	Yes
Kodak Brisque software via *Kodak* Screen2Go digital file-imaging software and *Prinergy* Evo TIFF Hot Folders	• CT/LW • PDF • ICF • TIFF (1-bit, IT, 8-bit)	December 2005	Yes	Yes
Kodak NewsManager software	• PDF • 1-bit TIFF	TBD	Yes	Yes
Third-party workflows via *Prinergy* Evo TIFF Hot Folders	Third-party file formats	December 2005	Yes	Yes

Migration Tool

For output devices migrating from Print Console 3.x software, there is a tool in Print Console 4 software that migrates settings from Print Console 3.x to either Print Console 4 or the workflow, depending on where the various types of functionality now reside. See the *Print Console 4.6 Installation Guide* (731-00826A-EN) for the migration procedure.

Feedback on What the Device is Doing During Startup

Print Console 4 software has an area in the top right of the screen when you receive information about processes that are occurring in the device. At startup, you will receive confirmation that the device is initializing.

Aids for Dealing With Errors

Operator prompts are now linked to help topics, for detailed information about how to recover from an error.

Internationalized User Interface

The user interface in Print Console 4 software is being translated into several languages:

Early versions will offer translated help messages and online help topics. Eventually all GUI elements will be available in multiple languages.

Fixed Problems

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

Fixed Installation and Upgrade Problems

Unable to perform upgrade

PR 10588

Some sites have not been able to upgrade because **C:\CreoSupt** contained an incompatible version of **PrintConsoleGdapi.dll** and this directory was the first item in the system PATH variable.

Problems with upgrades from Print Console 3.x to Print Console 4.6

PR 10673

These upgrades now work properly.

After upgrading to version 4.6, users had to revalidate plate sources after deleting a media size

PR 10414

After a user edits the **Media** tool to delete a media size that is being used by a plate source, they press the **Apply** button. When the changes are applied, the operator should receive a message indicating that some plate sources have been taken offline because they no longer have valid media sizes. This was not happening for some devices that had upgraded from a previous version of Print Console 4.

This now works as expected and the message provides information about how to correct the problem.

After upgrading to version 4.6, changes to cassette data cause Print Console to fail

PR 10721

This now works properly.

Migration exception in Print Console Data Migration Exporter

PR 10759

This happened while upgrading from Magnus VLF Controlled Release 2.0 to Controlled Release 4.0.

This now works properly.

Problem running Print Console on newly-created Administrator account

PR 10174

When the user logged on to a new Administrator account, they could not find Print Console in the **Start** menu.

This now works as expected.

Fixed Device Communication Problems

Print Console lost communication with the device: "Input string was not in correct format"

PR 9714

This happened while *Prinergy* Evo was experiencing a problem.

This now works properly.

DCAPI sometimes forcefully unreserved and disconnected Print Console 4

PR 10045

DCAPI could independently unreserve and disconnect Print Console 4 software while Print Console was reserving the device. This sometimes happened when the workstation was started and *Prinergy* software, Print Console 4 software, and DCAPI were all starting up together, consuming many system resources.

This now works as expected.

DCAPI clients needed to gracefully handle a server shutdown

PR 9693

When the communications layer (DCAPI) was shutting down, Print Console software sometimes crashed.

This now works as expected.

Job not suspended when SCSI cable was not connected

PR 10065

This now works as expected.

Fixed Startup and Shutdown Problems

Print Console engine did not shut down completely

PR 10785

The Print Console engine sometimes did not shut down completely when the operator exited.

This has been fixed. When Print Console starts, it detects and shuts down any previous instances.

Print Console started automatically every time the user logged in

PR 10018

Users did not find this helpful, so the installer no longer adds the shortcut to Print Console to the startup folder in the operating system. If you *do* want Print Console to start automatically when you log in, add the shortcut to **C:\Documents and Settings\All Users\Start Menu\Programs\Startup**.

Print Console failed during initialization

PR 10769

When Print Console was started, this message appeared: `One instance of Print Console is already running. Do you want to end the existing Print Console instance and start a new one?` Print Console would then fail and the crash message displayed. This now works properly.

Print Console Application Error occurred while Print Console shut down

PR 10259

This now works as expected.

Print Console still running in Task Manager after the operator shuts it down

PR 9497

Print Console did not shut down properly after experiencing communication problems with the device. Print Console remained in Task Manager and continued to reserve the device. A side effect of this problem is that the workflow could still be connected to an unresponsive Print Console, resulting in hung jobs.

This now works properly.

Print Console 4.0 continued to run in the background

PR 9384

Print Console 4.0 did not always shut down. When an operator tried to run another instance of Print Console, they received a message that another instance was already running and were instructed to go to the Task Manager.

The message now provides a button that allows the operator to shut down the previous instance and allow the new instance to continue to start up.

Magnus VLF error recovery poor when device powered up with emergency stop button on

PR 10594

This now works properly.

Fixed Configuration Problems

Thickness validation problem if media name is not selected

PR 10475

If users created a new media size in the Media tool and tried to enter a valid **Thickness** value before selecting a **Media name**, they would get validation errors on **Thickness** until they selected a **Media name**.

If the **Media Name** is not selected, Print Console 4 will now defer the **Thickness** validation to when the **Apply** button is clicked.

Incorrect VMR limit in Device Configuration tool

PR 10573

This happened because the VMR limit in the Device Configuration tool did not have units appended to the value. Depending on the Measurement Units setting in the **Preferences** tool, the VMR limit may have been displayed in DPI or DPCM.

The VMR maximum is now displayed only in DPI.

Device Configuration tool cleanup

PR 10388

In Print Console 4 software, the (read-only) Device Configuration tool lists the properties of your device. The Media Stages category that was in previous releases of Print Console 4 has been removed. The list of items now includes film thickness limits for Trendsetter 400/800 semiautomatic, ContinuousLoad, and Autoloader devices and indicates whether the device has the following options:

- Multi-stack plate storage
- Side-edge registration
- Edge-detect camera
- Rotator
- Punch
- Variable mainscan resolution

User not allowed to enter a plate thickness value for which the device was licensed

PR 10290

This happened because the range of allowed plate thicknesses was being read from the firmware rather than the Print Console configuration. Print Console now validates against the plate range defined by CTP Feature Licensing.

Print Console Load prompt had a mix of measurement units

PR 10198

The Load prompt displayed mainscan and subscan dimensions in millimeters and thickness in inches. This happened because the media size parameter in the Media tool was configured with metric units and inches, and the measurement display parameter in the Preferences tool was configured as inches.

The Load prompt now displays the media size dimensions in the measurement units specified in the Preferences tool.

Unable to change media type in cassettes

PR 10389

When the operator tried to edit the **Cassettes** tab to change the media type in one of the locations, Print Console continued to display the original media type.

This now works properly.

Problems reporting media quantity

PR 10394

This problem was as follows:

1. According to the firmware, bay 4 had 500 plates, but when the operator started up Print Console, they received a message that "'244' is not a valid value for 'value'".
2. In the **Cassette** tool, the media size name was set to blank. If the operator changed it to something else and clicked **Apply**, they received the same message.
3. If the operator changed the media quantity, an "invalid media quantity error" occurred.

This now works properly.

Changed parameters for Registration and Virtual Punch Location did not immediately display

PR 10476

When a user edits dimension parameters without specifying units in the General section, the units should be immediately displayed after moving off the box. This didn't happen for dimension parameters in the Registration and Virtual Punch Location sections. This now works properly.

Fixed Imaging Problems

Media Tool disabled when it should have been available

PR 10644

The **Media Tool** is designed so that operators cannot change media settings while there are active jobs going through the queue stages. Sometimes, however, it was also unavailable when the device was idle. This occurred when a message in the **Messages** tab set the status to Attention.

Firmware hung during job processing

PR 10822

With this problem, COM4 communication with the device was lost. There was no device prompt and the device stopped after loading. The operator had to power cycle the device to recover.

Image was rotated when imaging at VMR resolution

PR 10562

The plot started correctly on the leading edge, but the vertical lines on the image rotated slightly towards the away edge as they progressed towards the trailing edge.

This now works properly.

Couldn't image jobs after stopping Print Console during imaging and then reconnecting

PR 10539

If an operator clicked **Stop** while a hot folder job was imaging, the device would quit imaging and eject the plate. Print Console, however, would show a plate in the loading stage with a yellow **X** (error during loading) beside it. The device appeared to be in **Read**y state, but all subsequent images coming from the hot folders would fail. The only way to recover was to reinitialize the device.

This now works properly.

Plate not rescheduled after Prinergy workflow cancelled the active separation

PR 10093

When an image is cancelled from the *Prinergy* workflow after a plate has been loaded but before imaging has started, Print Console software should reschedule the next image to the loaded plate. However, Print Console was displaying the message `Plates are on the drum waiting for a workflow job` when there were images lined up in the queue.

This now works as expected.

Cancelled job in Prinergy Evo kept rescheduling back to queue until Print Console restarted

PR 9794

If you submitted a job from *Prinergy* Evo software and then cancelled it while it was still in the *Prinergy* Evo queue, the job would be cancelled in *Prinergy* Evo, but not cancelled in Print Console software. Print Console continually attempted to reschedule it. The workaround was to restart Print Console and *Prinergy* Evo software to get out of the rescheduling loop. This now works as expected.

Job stuck in unloading stage waiting for image parameter

PR 10172

Print Console software sent a group of jobs and:

- One image was stuck in the unloading stage; the device was idle waiting for the image parameter.
- The next image was found in the drum stage with the image parameter that the first image was waiting for.
- The operator pressed **Stop** to cancel all jobs.
- The image on the drum was cancelled, but the image in the unloading stage was still active.
- The operator had to restart Print Console software to clear all the jobs.

This now works as expected.

Print Console stuck in Working state

PR 10545

If an operator opened a panel during unloading, the device could resume and show a Ready state, but Print Console would hang when a new job was submitted. The device would grab the plate with the vacuum cups, but no suspend appeared.

This now works properly.

When focus learn failed, the device unloaded the plate instead of suspending operation

PR 8802

This now works properly.

Fixed Message Problems

PSRM Error 102010

PR 10718

This error was caused by the workflow software unexpectedly terminating flow control to PSRM.

PSRM now attempts to reconnect.

Print Console message says to click Resume, but only Eject is available

PR 10584

If an operator opened and then closed a panel while the device was imaging, the device would suspend operation and the operator would receive a message to click **Resume** to try to suspended operation again. However, only an **Eject** button was available.

This now works properly.

Incorrect wording on message 201001

PR 10569

This message read:

```
Print Console has recovered from a media error. Do one of the
following actions:
Click RETRY to attempt imaging the job again.
Or, click DISCONNECT to take the workflow offline.
```

However, the only buttons available were **Retry** and **Workflow Offline**. **Disconnect** was not available.

This now works properly.

Print Console error message dialog displayed too many significant digits

PR 10206

It now displays numbers to three decimal places.

Incorrect suspend message for error 35783

PR 10098

This has been corrected.

Loading prompt message was cut off

PR 10125

This now works as expected.

Unhandled exception on Message History window

PR 10279

This now works as expected.

Unhandled exception when user clicked scroll bar on Message tab

PR 9941

This now works as expected.

Print Console message prompt window won't go away

PR 10865

Print Console displayed a message window asking that the operator push the cassette drawer back into the MCU. When the operator pushed the drawer back in, the message window went blank but did not go away.

This problem only occurred if the message was automatically removed while the Print Console 4 window was minimized—when the window was restored, the blank message prompt window appeared.

Operators could drag the window out the way and continue working with Print Console. Operators could also click on the blank window to make it disappear, or it would go away by itself the next time a message was displayed and then removed while Print Console was not minimized.

This now works as expected.

InvalidCastException occurred on Print Console shutdown after a firmware failure

PR 10608

After restarting the Prinergy server, the firmware failed. The firmware failure caused Print Console to lose communication with the device ("No machine" state). If the operator shut down Print Console while it was in No machine state, the Print Console GUI was dismissed, but after a few seconds, the exception dialog appeared.

This now works properly.

Fixed Logging Problems

Convert dimensions to inches before logging to stat logs

PR 10205

A new feature in Print Console 4 software allows users to enter plate dimensions in either inches or millimeters. If users defined some parameters in inches and others in millimeters, it caused problems for Statilyzer.

Print Console software now converts all dimensions to inches before reporting them to the stat logs.

Logging problems

PR 9972
PR 10208

Print Console 4 software would sometimes stop logging.

The logging functionality now works as expected.

GDAPI.dll did not properly close the socket connection to the Log Message Culvert

PR 10226

When a client (for example, *Prinergy* Evo software) loaded the GDAPI DLL, it made a connection to the Log Message Culvert that was never properly closed. If Print Console software wasn't running, the client would try to connect again at a later time, and each time it loaded the GDAPI DLL, it created a new connection and the Log Message Culvert ended up with many open socket connections.

This now works properly.

Firmware had six different connections to Stat Event Culvert

PR 10221

It should have had one.

This now works properly.

Only unsuccessful calls to GDAPI function were logged

PR 10563

Some GDAPI function calls that only logged a message to the internal logs when they failed now also log a message for a successful call. Previously, users could not be sure whether the lack of a message indicated that the call was successful or that it didn't happen.

Incorrect Separation ID in Print Session Callback

PR 10503

This affected the internal log files.

This now works properly.

StatEventCulvert should read the port number from the CreoBoot.ini file

PR 10458 This now works properly.

Fixed Documentation Problems

No error message for user if translated online help is not installed

PR 10391 If a user tried to access help through the **F1** button (context help) or the **Help** menu (**Online Help**) when the translated online help was not installed, Print Console software displayed an Internet Explorer window ("Page cannot be found"). Print Console now displays an error dialog if the file for the online help topic is not found.

Some online help topics were not available in translations

PR 10276 The online help topics for these features were not translated:

- Retain message history
- PPD preferences
- Virtual Punch location parameters

They are now available in all translations.

Print Console rebranded with new Kodak logo

PR 10456 The new logo is used in the splash screen, the About box, the main window, the Mini View, and the Introduction Wizard. Some of the documentation associated with the rebranded software may still be in the Creo template. The documentation rebranding process is underway.

Troubleshooting information not easily accessible

PR 9207 The online help, which is accessible from the Print Console Help menu, has a "book" devoted to troubleshooting issues.

Fixed Service Tool Problems

Machine name not set in creo_device.ini

PR 10593 This now works properly.

In Test Plot Applet, the number of strips did not have autosize feature

PR 10668 This feature has now been added. This affects Service Tool users.

Fixed Crashing Problems

PPrinterJTP crashed on workstations with both Prinergy and Prinergy Evo running

PR 9919

At sites where the workflow configuration includes both *Prinergy* and *Prinergy* Evo, PPrinterJTP crashed frequently. Operators had to stop *Prinergy* Evo software while *Prinergy* software was running.

This now works properly.

Print Console sometimes failed when DCAPI failed

PR 10565

This now works properly.

Print Console failed if operator exited during start up when DCAPI was not detected

PR 10894

If you run Print Console 4 without DCAPI running, you will get the Print Console 4 main window and a prompt indicating that DCAPI must be running for Print Console 4 to start. The only button available in the message is **Quit**.

This crash occurred when operators pressed the close window button for the Print Console 4 main window and answered **Yes** to the `Exit Print Console?` message instead of pressing **Quit** in the prompt.

This now works properly.

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.

Installation and Upgrade Problems

Intermittent problems updating the path variable in Print Console installations

PR 9956

Sometimes *Prinergy* workflow software does not pick up the correct GDAPI DLL after a Print Console software installation.

Workaround: Confirm that you have the correct path variable after a Print Console 4.6 installation. Follow the procedure in the Print Console 4.6 installation guide for *Checking the Path Variable*.

USB Serial Port set up before driver is installed

PR 10757

When installing a controlled release on a new workstation, there may be problems with the install order. The Host Configuration wizard is run before the firmware installer is run. Because the firmware installer installs the driver for the USB serial port, the Host Configuration wizard is unable to find the USB serial connection and the controlled release fails because it is unable to communicate with the device.

Host Configuration Wizard needs better message about when to reboot

PR 10919

A new TCP/IP configuration is not completed until the workstation is rebooted. You cannot test the TCP/IP connection until the configuration is complete (that is, until after the reboot). However, the Host Configuration wizard sets up the TCP/IP configuration and then tries to test the connection. When the test fails, the HCW fails and ends the tasks that it normally performs after a TCP/IP configuration setup.

The Host Configuration wizard should:

- Set up the TCP/IP configuration.
- Advise the user that the configuration requires a reboot, but warn them not to reboot until the controlled release installation is complete.
- Continue with the other installation tasks it must perform.

Controlled Release installer should compare only selected install options

PR 10931

After an installation, Versioner should compare only those components that are selected in the install options. It is currently comparing all the firmware components.

Problems downgrading from version 4.8

PR 10899

There are database files changes in Print Console 4.8 that make the database incompatible with previous versions of Print Console 4. Do not use the Fireball.Media.xml file from Print Console 4.8 or later with Print Console 4.6.

Feature Licensing Problems

CRC generation not supported (problem for TMCE only)

PR 9027

The generation of the CRC value is not supported for validating image data.

CFL problem: Prinergy Evo and CFL not responding

PR 11017

Some of the Evo and CFL processes can take close to 100% of the CPU. The recovery involves restarting the workstation.

CFL problem: Device doesn't allow current plot to finish if customer dongle removed

PR 9721

If the customer dongle is removed while the device is imaging, the print session is cancelled. What *should* happen is:

- The current image completes imaging.
- The next jobs are not imaged until the CFL problem is resolved.

Startup and Shutdown Problems

Print Console should query bay content and update GUI on startup

PR 9912

If a bay contains a different plate size than what is indicated in the Print Console software user interface, no warning message displays and the job fails.

Workaround: Select the loaded media size name from the Print Console 4 UI. It is not necessary to reload.

Unhandled exception when Print Console shut down after firmware reset during job processing

PR 10851

If firmware is reset during job processing and Print Console is shut down, you may get this unhandled exception:

```
System.ApplicationException
Unhandled Exception: Unsupported recorder type.
```

Configuration Problems

Operator can get stuck in a tool parameter validation

PR 10710

Some **Media Tool** parameters are not validated until you click the **Apply** button because they depend on other parameters for their validation. Print Console software does not always take this into account, and the operator receives validation errors. For example:

1. In the device, create a new device media (for example, "MediaA") and click the **Reinitialize** button in the **Operations** pane in Print Console software.
2. In the **Media Tool** in Print Console software, create and save a new media size (for example, "TestMediaA") using MediaA as the device media.
3. In the device, remove MediaA as a device media and click the **Reinitialize** button in the Print Console **Operations** pane.
4. In the Print Console 4 **Media Tool**, select a different device media and enter an invalid thickness (for example, 0.5 inches).
5. Click **Apply** in the **Media Tool**.
   You will get a validation error about the thickness.
6. Click the **Cancel** button.
   The thickness will be displayed as the previous valid value.
7. Click **Apply** in the **Media Tool**.
   You will get a validation error about the thickness. The user interface shows the previous valid value, but the **Media Tool** is still using the new invalid value (0.5 inches) as the current value.

To get rid of this problem, a service representative must delete a media configuration in the Firmware.

Workaround: In the **Media Tool**, click the **Revert** button to undo all changes. Configure the media size with valid settings and click **Apply**.

Can't create or edit media sizes with nonEnglish regional and language settings

PR 10921

If the operating system on the workstation has its regional and language settings configured for anything other than US English, the user cannot define or modify media sizes.

Imaging Problems

Images grouped by workflow can get cancelled when one image fails

PR 10188

In dual stack devices, this scenario is sometimes encountered:

- Both separations failed
- The workflow cancelled both, but sent Print Console a cancel print session message for only one of the separations
- Print Console software timed out waiting for the second job

Workaround: Until this problem is resolved in the workflow, the temporary solution is that Print Console software now checks when the cancel print session message was sent. Print Console can then determine if the job has actually been done. If it hasn't been done, Print Console software will cancel the print session.

Print Console grouping not correct on a Magnus SA device

PR 11029

If you submit 4 or more separations in a single job, they will be grouped incorrectly. The first two separations are grouped together, and the following separations are sent as single plates.

Status lights do not work as described in operator guides

PR 10265

Status lights remain flashing green after a plate has been unloaded from the device.

Restriction on punch functionality

PR 10516

Magnus VLF CR 4.0 does not support dual-plate punching. To prevent problems, Print Console will not group two images into to single job when punch is enabled for those jobs.

Dual-plate job freezes if only one plate left in bay

PR 9859

The freeze occurs if the one remaining plate has a slipsheet under it (although all ship sheets should have been removed before the plates were placed in the bay). The picker release sequence is invoked, but the cassette release sequence is not, and the output device cannot continue operation.

Firmware error recovery poor when bridge panel opened during imaging

PR 10687

If the operator opens the bridge panel during imaging, the output device cannot unload the plate. It cannot determine the plate's position and thus cannot flush the plate when Print Console restarts. The operator must manually remove the plate from the drum and move the magnetic clamps to park position.

The suspend message informs the operator that operation is blocked while the drum is in motion, but it would be more helpful to notify the operator when the drum has stopped and the plate can be unloaded.

Message Problems

Error Messages

Background

Many error messages have been re-written to provide recovery instructions, rather than simply a description of the error. When error messages are displayed, they are often accompanied by a number of buttons which are used to recover from the error.

Problem

The current implementation has a few problems:

- The number of buttons for a given error message can vary. While the buttons vary, the recovery instructions do not currently adjust to the change in buttons.
- A specific error can apply to more than one device. Recovery messages have been written to describe the recovery for multiple devices, which is not ideal.
- A specific error can apply to more than one part of the device. This can be misleading and will be fixed in a future release.

TH3 head error 44302

PR 10513

This error indicates that the head stopped operation because the PSRM server (on the head) detected that either the IP address or the UDP port has changed on the PSRM client (on the workstation). This cannot be corrected by the head, although this problem may also include an unexpected head reset.

Customer message poor when clearing a flyoff

PR 10713

When aflyoff is detected, the operator cannot clear it and continue operation. The firmware seems to be caught in a loop, telling the operator to unlock the door, clear the plate, lock the door, and click the **Media Removed** button.

Air pressure message 35772 sometimes uses a Release button and sometimes does not

PR 10347

The recovery message needs to mention that the **Release** button is optional.

Magnus VLF: Unclear error message

PR 10674

If you load a 770 x 1030 plate on the home side (pins 1 - 3) of a device that uses side edge registration, you may receive this message: `Midposition too small for subscan media size`. The message should be rewritten for clarity.

Error 40269 has misleading message

PR 11028

Error 40629 currently says: `The fetcher failed to reach the target position. Click RELEASE to reinitialize the system`. In fact, the firmware uses this error ID to report errors for multiple stepper motors. It may not always be the fetcher.

Suspend prompt not shown in Print Console

PR 10268

If, for example, a plate is on the drum, the drum is spinning, but imaging does not start, there is no suspend prompt displayed in Print Console software.

Message tab not automatically selected if a device suspend occurs during startup

PR 9985

The normal Print Console 4 behavior during a device suspend is as follows:

- If you are in **Tools** mode, but Print Console 4 *is not* the active window, Print Console jumps to the **Messages** tab in **Status** mode so that you can view the suspend information.
- If Print Console 4 *is* the active window and you are editing in **Tools** mode, Print Console remains in **Tools** mode so that you can continue editing.

However, if Print Console was in **Tools** mode when you shut down, and if there is a device suspend during the next startup, Print Console will open in **Tools** mode rather than display the **Messages** tab with the suspend information. The yellow attention button will be blinking, however, to alert you that you should select **Status** mode and view the suspend information in the **Messages** tab.

Service Tool Problems

Device stops processing jobs and Service Shell stops logging

PR 10130

The job is stuck in the Print Console queue, Service Shell stops logging, and the device is not suspended.

Service Shell stopped logging

PR 10281

Service Shell stopped logging. After restarting the client, the log data came back.

Service Shell online help outdated

PR 10677

Service Shell 3.1 online help needs to be updated.

Internal error after reconfiguring IPaddress on Service Host

PR 10828

When a user runs Host Configuration to change the IPaddress, the configuration dialog completes all processes successfully. However, when the user clicks **Finish**, this error pops up: `An internal error occurred: Function: GetCellText`.

No validation error on COM port in Host Configuration Wizard

PR 10861

The Host Configuration Wizard should give the warning/validation error during validation when COM3 and COM 4 are not connected to the device.

BART duplicates information on MCENVS.TXT backup file

PR 10685

BART is mistakenly capturing the first few lines of the GMCE NVS ascii output. This can be confusing when using BART to compare previous GMCE NVS backups.

Files installed on another drive must be renamed

PR 10708

Patches\ServiceShellScripts\FileLocationsMagnusVLF*.txt are files that specify the settings for the **FirmwareUpgrade** script. They are created with the assumption that they will be installed on **drive** D, but the controlled release installer may install Service Shell on another drive. The CR installer should edit these files to reflect the appropriate drive after copying them to the installed Service Shell folder.