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Technical bulletin

Remakes of read-only TIFF jobs fail in Print Console 2.1.1

Symptom

When you submit a read-only TIFF file (for example, **joba.tif**) to Print Console by dropping it in the hot folder, if the job processes correctly, Print Console moves the finished job to the **Done** folder.

If you submit a new version of **joba.tif**, the job still processes correctly, but the finished job does not replace the older version in the **Done** folder. The following happens:

- PC 2.0.2.7 - the new file is deleted after imaging
- PC 2.1.1.24 - the new file is put into the **Working** folder after imaging

If you try to remake **joba.tif**, Print Console uses the old version of the file in the **Done** folder.

Cause

This is a known problem in Print Console 2.0.2.7 and 2.1.1. It has been fixed in version 2.2.1 where the new file replaces the old file in the **Done** folder after imaging.

Solution

To work around this problem, ensure that all submitted TIFF jobs are not read-only before dropping them in the hot folder. To check a job's file properties:

1. In Windows Explorer, navigate to the folder that contains the TIFF job.
2. Right-click the TIFF file. From the right-click menu, select Properties.
3. In the General tab, ensure that the Read-only check box in the Attributes section is cleared.
4. Click OK.

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