Print Console

version 3.4

Release Notes

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Introduction

These release notes highlight the features of Print Console 3.4, and describe any known problems you may encounter. Where appropriate, these release notes refer you to the Print Console online help for more information.

What Is in These Release Notes

The release notes include the following sections:

- *What Is Print Console?*—defines Print Console, outlines the Print Console documentation set, describes interface options (GDAPI/TIFF), and lists supported devices.
- *New Features*—lists new features in this version.
- *Known Problems*—lists issues and problems that have not yet been resolved.
- *Problems Fixed*—lists problems that existed in previous Print Console software releases that have now been resolved.

Conventions Used

This section describes how fonts are used in these release notes:

Frutiger bold is used to refer to buttons and other items in a dialog box, file names, folders, menu names, and menu commands.

Minion Italic is used to refer to other chapters in the manual, book titles, and titles of other manuals.

Frutiger is used for figure and table captions.

`Letter Gothic` is used for messages on your computer screen and for information that you must type.

SMALL CAPS is used for a key or key combination on your keyboard.

What Is Print Console?

Print Console software controls output devices. It works with raster image processing (RIP) software to deliver RIPed files to an output device for imaging onto media to create digital halftone proofs, film, or plates. It interfaces with a number of workflows and RIPs and images to a number of Creo output devices.

Print Console Documentation

Print Console documentation includes:

- Print Console online help
- Print Console Quick Start Guide
- Technical Bulletins for specific systems; for example, Prinergy

The Print Console online help describes Print Console concepts, dialog boxes, windows, menus, system and job configuration, and contains software procedures for managing active, pending and processed jobs through the Queues and Status windows in Print Console. The online help is available from within Print Console.

The Quick Start Guide describes fundamentals of how to use Print Console to submit jobs to the device. A PDF version of this manual is located in the \PrintConsole\pdf directory on the CD containing the Print Console software, or in the \PrintConsole\pdf folder on the drive where Print Console is installed.

Supported Platforms and Operating Systems

Print Console is qualified for the Windows 2000 operating system (Professional edition for Dell OptiPlex workstations and Server edition for Dell 2500 and 2600 servers) running on Intel platforms.

Output Device Support

Print Console is now released as part of a package of output device, software, and firmware. This controlled release for any particular output device will contain only those components that have been tested and approved for that output device.

While Print Console is designed to support all MCE output devices, please check with your Product Service Representative if you are unsure about the qualification of this version of Print Console with your output device.

New Features

This section briefly describes the new features in this version of Print Console. For more information on these new features, see the Print Console online help.

Booksetter Support

Two additional features were added to support the Booksetter output device:

- Portrait loading
- Featureless edge detect

ThermoFlex II Support

Additional options are available to support the new ThermoFLex II device. In the Print Setup > General tab, there are options for enabling Sleeves and Plate on Sleeves.

Media Management

Media Inventory now reports to Synapse Link. This feature is useful for the management and tracking of media usage.

SCSI Path Initialization

The SCSI path initialization process has been improved in this version of Print Console. Print Console operations will be suspended until the SCSI path initialization to the output device is complete.

Other New Features

- The ability to remake single separations and make multiple copies of remake jobs.
- The manual unload feature in Device Media.
- The File Overwrite option is now configurable via a radio button. When submitting jobs with the same file name to the hot folder, you can choose to overwrite the existing job or have the second job be suspended until the first instance of that file name has been processed.

Features Re-enabled

Two features that did not operate correctly in the past, have been fixed and have been re-enabled in this version of Print Console:

- Web growth
- Plate Ganging

Known Problems

This section lists known limitations of this version of Print Console. The problems are divided into one or more of the following sections:

- General problems
- Autoloader device problems
- Manual device problems
- Direct connection problems
- TIFF Connection problems

General problems

This section describes problems that are not specific to devices or input mechanisms (TIFF Downloader/GDAPI). That is, the following problems may occur on any device connected to any workflow or RIP.

Separations do not inherit the job properties of the 1st sep after grouping

Problem 3460 Subsequence separations do not inherit the job properties (TDL settings) of the 1st sep after grouping.

TDL registers before the device is ready

Problem 3440

TDL registers before the device is ready, auto approved jobs do not re-approve after the device is ready.

Job failed in Internal Error when file > Plate in Auto Media selection

Problem 3434 ThermoFlex II - Job failed in Internal Error when file > Plate in Auto Media selection. The job is approved but then fails in "Internal Error" instead of "Can't find media".

Next job gets stuck after cancelling the previous job

Problem 3414 ThermoFlex II - After cancelling the previous job in the Variable media prompt, the next job gets stuck because no command is sent to the device to start the image.

During an upgrade, the existing logs get moved to the backup directory

Problem 3411 The event logs should be copied back (originals left in the backup directory) after an upgrade so that the stats do not change.

The Approve option not available for a hot folder job

Problem 3409

The job shows up in the pending queue, but the Approve option iss not available on either the context menu or the buttons at the top of the queue.

Re-starting Print Console fixes the problem.

Configuration Button resets to "Display" after Print Console restarts

Problem 3403

Configuration Button resets to "Display" after Print Console restarts.

Padding not set properly in a web growth job if Invert Raster is selected

Problem 3400

As web growth is applied after all the orientation and positioning is done, the distorted area is NOT inverted and leaves a black strip on the border of the padded image.

Image position is off on jobs with Web Growth

Problem 3399

In MPE devices, the image shift is done by TDL padding out the raster in the leading and home edges. The final image size is then included the pre-padded area in both dimensions for -ve media. With Web Growth, the distortion applied is larger than what's expected on the actual image as it included also the padded area. If full centre is selected, the final image will no longer be centered after web growth is applied.

LogManager and StatisticEventManager Shut Down

Problem 3352

Both LogManager and StatisticEventManager exit after starting up a second instance of Print Console.

Job fails because the color is not mapped to a proper device color

Problem 3326

An Internal Error occurs because the color is not mapped to a proper device color - no prompt for the mapping occurs. This only happens if the Job Properties dialog is set to Plates and not Proofs.

Large files freeze Print Console when cancelled

Problem 3283

Large files freeze Print Console for about four minutes when cancelled.

Autoloader device problems

This section describes problems we encountered when Print Console drives autoloading devices (devices that automatically load and unload plates).

Bay loading and Suspension prompts don't clear

Problem 3374

The Bay loading prompt and the Suspension prompt do not clear after cancelling the job in the active queue.

Should query device for min plate size on bay loading

Problem 3367

According to the product specifications of the Trendsetter 400/800 AL, the min along drum size is 330mm (13") for manual bypass and 508mm (20") for auto loading. Print Console should query the device to get the min size for bay loading, and bring up the invalid plate size error prompt during bay loading.

Manual device problems

This section describes general problems we have discovered when Print Console drives manual devices (devices that require you to manually load plates).

After unloading, Print Console does not load the next plate

Problem 3404

Submit a multiple separation job from Brisque. After the 2nd or 3rd plate has finished unloading, the plate door closes and Print Console reports a "Ready" state. The plate door should open again and prompt for the next plate, but Print Console is stuck in the Ready state.

Auto Media Selection for Proofing Jobs - says Imation only mostly

Problem 3378

The Job Properties of a Proofing Job are changed to Auto Media Selection. The appropriate size of media is picked (4up - the size of the image). But when the job is moved to the Active Queue, it displays "Imation" and not "4up".

Direct connection problems

This section describes problems we have discovered when Print Console receives files via a direct connection.

No problems logged in this category.

TIFF Connection problems

This section describes problems encountered by systems using hot folders to submit pre-screened, 1-bit TIFF files to TIFF Downloader in Print Console. This includes systems connected to Prinergy, for proofs, and the Brisque via Screen2Go, as well as other third party workflows and RIPs.

TDL registered before both heads finished initializing

Problem 3291

On a dual-head output device, the TIFF Downloader registers before both heads finish initializing. The result is that dual head jobs are plotted using only a single head.

After restarting Print Console, the first auto-approved job might be sent as a single head job, i.e. the second plate will not be imaged. This is a timing issue with the initialization of two TIFF Downloaders that happens intermittently.

TIFF Splitting Limitation

Problem 3272

If you submit a file smaller than half the subscan size of the panorama plate and TIFF Splitting is enabled, the job fails in the RIP with the following errors on head two:

- Creo TIFF Downloader margins, cropping, and/or shifts too large
- Creo TIFF Downloader Input(0) thread failed

Problems Fixed

This section lists the problems from previous versions of Print Console that have been fixed in Print Console 3.4.

- General problems fixed
- Autoloader Device problems fixed
- Manual device problems fixed
- Direct connection problems fixed
- TIFF connection problems fixed

General problems fixed

Proof Colour Table not working. New entries not added.

From version 3.2.1.3
Problem 3227 & 3379

When outputting spot color proofs, a color mapping assigned to the RIP color does not get added to the Proof Color Table when the "add new RIP color to proof color table" box is checked in the Print Setup. The same problem occurs on the color assigned on the device prompt as well as the color assigned in the job properties.

Approved jobs not moved to the active queue after resetting device

From version 3.3.1.8
Problem 3373

Approved jobs not moved to the active queue after resetting the device.

Improper Firmware and Hardware Version reported

From version 3.2.2.9
Problem 3350

Improper Firmware and Hardware Version reported in EventLog (1.# instead of 1.0#)

Inconsistency in moving files with multi-copies on failed job

Problem 3194

Case 1: Remaking a job

Error message: Cannot remake this job because file error (2).

The second file was not found in failed folder after the job was cancelled, but the data path was set to failed folder on all copies and cannot remake this job later.

Case 2: New job

Error message: Job 26-a fresh process of a job with 2 files (3 copies) from the hot folder.

Although all three copies of the 1st file were processed successfully, it was still moved and pointed to the failed folder.

Autoloader Device problems fixed

Jobs stay active if the device is re-initialized during job processing

Problem 3372

Jobs stay active if the device is re-initialized during job processing or before the suspend prompts are cleared.

Device is stuck during initialization

Problem 3371

If a job is submitted (single or multi-seps) to the active queue and you exit Print Console while the job is processing, the output device gets stuck during initialization when you restart Print Console. To solve this you must reset the output device.

Upgrade should not migrate the 400-800 base/AL CurrentDeviceNumber

From version 3.3.1.8
Problem 3370

Upgrade TS 800 AL (named TS 400-800 AL in 3.1.0.42) to 3.3.1.8.

Before starting up PC, the CurrentDeviceNumber in registry was migrated from 3.1.0.42 as "18". After PC starts up, the following error prompts pop up:

"Can't open default image D:\PrintConsole\bin\Images\TS 400-800 AL\I000.bmp.

Re-install Print Console."

"The last time PC was connected to Trendsetter 400-800 AL, and now it is connected to a Trendsetter 800 AL...."

Single head job stuck after cancelling previous dual head job during loading

Problem 3300

Single head job stuck in "The RIP is generating image data" after cancelling previous dual head job during loading.

Single head job is sent to Head 2

Problem 3293

A single head job is sent to head 2 after a remake from previous seperations plotted on head 2.

A job remake will not work properly if the user ungroups the separations or changes the number of copies from the previous grouped job.

Manual device problems fixed

Intermittently getting a blank StatisticEventManager warning

From version 3.2.2.9
Problem 3351

Intermittently getting a blank StatisticEventManager warning dialog during start up .

Direct connection problems fixed

No problems fixed in this category.

TIFF connection problems fixed

TIff Splitting job stuck in working folder after processing

Problem 3297

TIff Splitting job (failed in RIP - TDL input thread failed) stuck in Working folder after processing. If you submit a file smaller than half the subscan size of the panorama plate and TIFF Splitting is enabled, the job fails in the RIP - see Problem 3272.

In addition, the file gets stuck in the working folder and cannot be deleted after deleting the processed job from the queue. After restarting Print Console, the file loops back to the queue and fails again in the RIP.