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Upgrading Customers to the Creo PDF Trapper

Creo Releases New Trapping Software

Creo has developed replacement trapper software for the Heidelberg (HDPP) Trap JTP and Acrobat TrapEditor plug-in that are no longer available to us with the ending of our Joint Venture (JV) in May 2003. The new Creo PDF Trapper is delivered in the same configurations: a Trap JTP and Acrobat trapping plug-ins used by the Prinergy workflow. For more information about the Creo PDF Trapper, see the Creo PDF Trapper Release Notes, part number 717-00108A, available on the Tech Planet and eCentral.

Upgrading New Prinergy Customers

As of April 2003, new Prinergy systems shipped with trapping enabled include the Creo PDF Trapper, and not the HDPP Trapper. The Creo PDF Trapper runs on a minimum Prinergy 2.1.0.14 system and requires a new trapping license key.

Upgrading Existing Prinergy Customers

For an existing Prinergy customer, there are several options:

- **Upgrade to Prinergy 2.2 and to the Creo PDF Trapper:** A customer can obtain the Creo PDF Trapper by upgrading to the Prinergy 2.2 major update and requesting an update to the Creo Trapper. (Free for a customer under a service contract, chargeable for time and materials customers.) The customer will be given a new Prinergy license key that enables the Creo PDF Trapper and that also leaves the current HDPP Trap JTP enabled for several months. The customer can use their current HDPP TrapEditors indefinitely.
- **Upgrade to the Creo PDF Trapper only**: If purchasing a trapping upgrade to existing Heidelberg (HDPP) trapping by, for example, adding another trapping plug-in or upgrading to advanced trap editing then a customer must upgrade the entire trapping system to the Creo PDF Trapper. PWS Production will perform these commercial Upgrade Requests automatically.
- **Upgrade to the Creo PDF Trapper if a hot site:** A Prinergy 2.1 customer may be upgraded to the Creo Trapper without upgrading to Prinergy 2.2 if they are deemed a hot site by the CSC-PSMs or CSC-PMMs. A hot site for a CSC-PSM is defined as one where the HDPP Trapper has a bug without

a suitable workaround, or if a multi-site installation has a mix of Prinergy 2.1 and 2.2 sites and needs multi-site trapping compatibility. A hot site for a CSC-PMM is defined as one where a sale of new equipment is delayed because the customer wants the new trapper.

- **Upgrade to Prinergy 2.2 only, no upgrade to the Creo PDF Trapper:** A customer can also continue to use the HDPP Trapper in either version of Prinergy.

Upgrading a Hot Site

To upgrade customer software at a PSM Hot Site, contact your CSC-PSM. Explain why you think this customer's software should be upgraded. If the CSC-PSM is in agreement, forward a request, including Prinergy Dongle ID and License information, to LicenseKey@creo.com. A new key is generated and emailed back. This key will enable the Creo PDF Trapper with the same trap options the customer currently has, and change any HDPP Trap JTPs to time-limited licenses.

Reporting HDPP Trapper Bugs

Please continue to have customers report HDPP trapping bugs. Heidelberg is committed to supporting the product for several more years. Do NOT use the upgrade to Creo trapping as a quick fix for HDPP trapping problems.

About Creo

Creo is a world leader in solutions for the graphic arts industry. Core product lines include image capture systems; inkjet proofers; thermal imaging devices for films, plates and proofs; professional color and copydot scanning systems; and workflow management software. Creo is also an Original Equipment Manufacture supplier of on-press imaging technology, components for digital presses, and color servers for high-speed, print-on-demand digital printers.

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