

# ***Xerox DigiPath Production Software***

***Customer Software Release Document***

**701P35172**

**Version 2.0**

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# 1. Introduction

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## Overview

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DigiPath Production Software (DigiPath) 2.0 has been installed on your system.

This *Customer Software Release Document (CSRD)* is issued with DigiPath 2.0 in order to provide customers with DigiPath information specific to this release of software.

This document is designed to provide a high-level description of the DigiPath hardware and software. In this chapter, you will find charts describing compatibility requirements for using third-party software and Xerox print servers with DigiPath 2.0.

### What is DigiPath Production Software?

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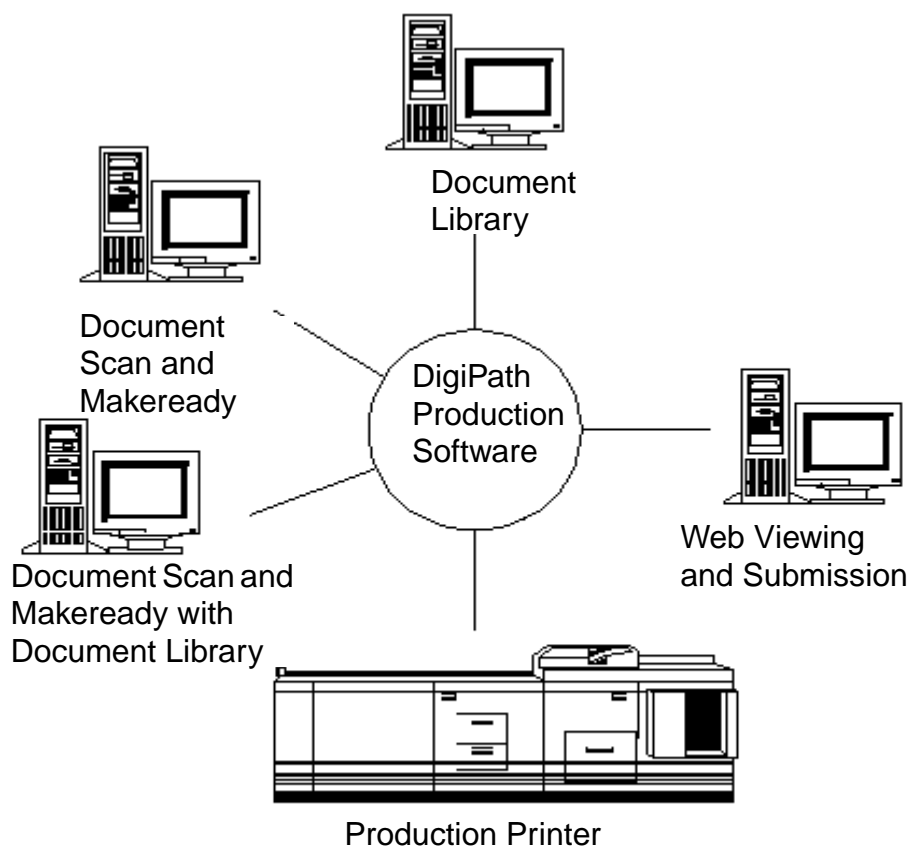
DigiPath is a network-based image capture and retrieval system. It allows you to scan hardcopy documents to create electronic images, assemble images into digital documents, edit and enhance digital documents, store, catalog and retrieve digital documents, and submit digital documents which produce high-quality output.

DigiPath is a suite of individual software applications previously available under the product names XDOD (Xerox Documents On Demand) and DocuWeb. DigiPath includes new versions of these software products, with many added features and functionality. Highlights of the new features of these software products are included in this document.

## DigiPath Production Software configurations

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As a suite of individual software components, DigiPath can be installed in a variety of configurations to meet the needs of your print production workflow.



DigiPath configurations



## **Obtaining additional support**

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Customers can obtain additional DigiPath support documents, including solutions to common work process problems, as well as hints and tips for enabling optimal use of the equipment, from Xerox C&TS Electronic Services.

Call X-PRESS FAX at 1-800-979-9709 and request document number 256000 to receive a complete index of the DigiPath supporting documentation, along with complete instructions.

A DigiPath FAQ (Frequently Asked Questions) Xerox web site is available for customers. To access the FAQ, go to <http://www.xerox.com>. Search on the word digipath, then select Xerox DigiPath Production Software to go to the main DigiPath area. Select the support option from the pull-down list. Then, select FAQ on the support page.

## Compatibility

In order for the DigiPath software and hardware to operate correctly, it is necessary that the ancillary software on the PC client and the print server be at the proper software revision level.

### Software compatibility matrix

Table 1 lists the software revision level required for PC client compatibility with DigiPath.

**Table 1. Software compatibility**

Software Application	Revision Level
Oracle	8i
Microsoft Windows NT *	4.0 (build 1381 with Service Pack 5)
Hummingbird Maestro NFS Client *	6.1
Hummingbird NFS Server *	6.1
RAID Enterprise Storage Manager (optional)	1.0, 2.1 - 001
RAID Autologic StorageView (optional)	2.3
Adaptec EZ-SCSI ASPI driver	4.00c
Adobe Acrobat *	4.0
WFTP Daemon Pro *	2.40
ARCserveIT for Windows NT **	6.61
Microsoft Internet Explorer	5.x

\* Licensing for these products is provided for use with DigiPath only. As such, support for these products is provided by the Xerox Customer Support Center (XCSC), not by the manufacturers. Any other use of these products is not supported.

\*\* Customers who have an AIT tape drive must upgrade the ARCserveIT software from ARCserveIT 6.60 to ARCserveIT 6.61. To order the upgrade CD, go to the web page [http://www.cai.com/upgrade/universal\\_upgrade.htm](http://www.cai.com/upgrade/universal_upgrade.htm) or by calling 1-801-264-6391. Allow 7 to 10 days to receive the upgrade.

Table 2 lists the software revision level required for PC client compatibility in a Web Viewing and Submission configuration.

**Table 2. WVS software compatibility**

Software Application	Revision Level
Microsoft Windows NT Server	4.0 (build 1381 with Service Pack 5)
Microsoft Internet Explorer	5.x
Microsoft Option Pack with IIS 4.0	4.0
Netscape Navigator	4.08
Netscape Communicator	4.61
Media Player	6.4
Java Virtual Machine	5.0

## Print server compatibility matrix

Table 3 lists the software revision level required for print server compatibility with DigiPath.

**Table 3. Print server compatibility**

Printer / Print Server	Revision Level
DocuTech 90, 135 with Network Server	1.4x or above
DocuTech 135 with NS PLUS	2.0 with patches #4, A and G, or 2.1 with patch 2 and B
DocuPrint	1.6 or above and NPS 7.0
DocuTech Publisher, Models 6135 and 6180	DocuSP 1.33 or above
DocuTech Publisher, Model 6100	DocuSP 1.33 or above
DocuTech Publisher, Model 65	DocuSP 1.33 or above
NSPLUS Server Series for DocuTech 135 and DocuColor 40	1.1 or above
Extended Connectivity Print Job Manager (EC-PJM)	1.3
Xerox DocuJob Converter	2.1
DocuStation DP 301	Print Services 1.x
DocuPrint 180 Enterprise Printing System	DocuPrint 180 EPS - DocuSP
DocuColor 70/100	EFI
Sfida 45/60	EFI
DocuCentre 235, 265	N/A

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## 2. New features

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### Overview

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This section describes the new features and functionality of the DigiPath software components.

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### What's new in DigiPath 2.0

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#### Document Scan and Makeready

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Document Scan and Makeready has the following new features:

- Virtual cabinets allow you to divide your database into separate spaces (cabinets). You can open a cabinet object from Document Scan and Makeready (DSM) and save a Raster Document Object (RDO) directly into a cabinet; previous versions of DigiPath required you to interact with the Windows NT file system to include objects in the DigiPath database.
- PDF export for a range of pages allows you to create PDF files composed of a range of pages in an RDO or composed of a non-contiguous selection of pages. This feature is similar to how PostScript files can be created from the content of an RDO.
- Section level headers, footers, and page numbers can now be specified within tags (sections) of an RDO. Page numbers can be specified to appear on all pages of the document or manual page numbers can be applied to specific pages. Page numbers can also be specified automatically for tags within an RDO.
- Use the mouse to drag headers, footers, and page numbers in the DSM View window.
- You can scan hard copy documents on any Document Centre device and use the scanned image in an RDO.

- Document Scan and Makeready now enables precise WYSIWYG tab stock viewing.
- You can import and catalog full color PDF and PostScript documents in the Document Library database.
- You can import PDF files into RDOs; if not converted to TIFF files, PDF files appear as “tagged” groups of pages in the DSM structure window.
- Image editing features, including the Transparent Mode option and the Invert operation, are now available in the DSM View window.
- Page level indexing within RDOs is now enabled. Using Optical Character Recognition (OCR) technology, this version of DigiPath can do a full-text search of a document.
- Paper color and custom stock type (if applicable) are preserved when you set paper stock to 8.5 x 11 (A4) and select booklet signature, pamphlet signature, calendar signature, or N-up as the job type.
- You can select the preferred destination printer in Document Scan and Makeready. This allows you to program RDO features that are supported by a particular printer and prevents you from selecting a printer that does not support the features you select.
- You can now define a paper tray as an “Interposer” tray so stock from that tray does not go through the fuser and is not counted as a printed page. Define the Interposer stock by selecting the Direct Insert Page option from the Insert menu in Document Scan and Makeready.
- Document Library Lite allows you to open and search for documents in the Windows NT file system. This application is crucial to proper management of the complex objects (RDOs) created in DigiPath.
- 2-Up Flip Right is supported for production printing. If duplex mode is enabled, the left portion of the back page of a 2-Up Flip Right document is flipped. This capability does not support RDOs containing PostScript or PDF files.
- Production printing of 2-Up, 4-Up, 8-Up, and 16-Up (N-Up) jobs in Document Scan and Makeready is now supported.
- Autofit during printing and scanning allows you to use content from multiple legacy documents and allows you to save production printing information into an RDO using the autoscale function in the Job Ticket.

- The enhanced guide option in Document Scan and Makeready helps you align images on the pages of an RDO more easily.
- You can paste color and grayscale images and images with unsupported resolutions from the Clipboard into a page in an RDO. The import functionality allows you to import color and grayscale images and TIFF images with unsupported resolutions into an RDO. Imported color images are converted to black and white images.
- Common job submission supports a quicker PostScript file submission.
- You can delete Decomposition jobs at the workstation using Decomposition Services, rather than at the DocuTech, in Windows NT Explorer, or in Document Library.
- Using OCR technology, you can search for documents by querying the content of documents in DigiPath cabinets using either Library Search or Web Viewing and Submission.
- You can now submit multiple files to print as a single job from Quick Print and Document Library.
- You can use Optical Character Recognition (OCR) for automatic and batch document indexing in Document Library. The results of indexing an object can be stored as an attribute of the object, which allows you to perform a full text search on the content of an object.
- You can scroll up and down when dragging the first and last item in the Structure window when dragging an image near the edge of the View window.
- Document Scan and Makeready now includes Undo and Redo functionality.
- You can now view unconverted PDF images in color.
- The Page Number Wizard allows you to choose if you want to automatically update page numbers in documents or not using the Automatic and Manual Page Mode options in Document Properties.
- The Annotate Text dialog box now contains Rotate and Opaque attribute options.
- You can now fuse merged images and/or merged fills using the Include Merge items in the Fuse dialog box.
- You can select whether to apply Scale, Frame/Fill/Crop, Fuse, Move, and Merge Fill to All Pages, Front Pages only, or Back Pages only within the document.

## **Production Printing**

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The following production printing enhancements have been added:

- 2-Up Flip Right is supported for production printing. If duplex mode is enabled, the left portion of the back page of a 2-Up Flip Right document is flipped. This capability does not support RDOs containing PostScript or PDF files.
- Production printing of 2-Up, 4-Up, 8-Up, and 16-Up (N-Up) jobs in Document Scan and Makeready is now supported. Autofit during printing and scanning allows you to use content from multiple legacy documents and allows you to save production printing information into an RDO using the autoscale function in the Job Ticket.
- Common print path conflict checking provides DigiPath with the ability to provide its own conflict messages.
- Printer, queue, and job status information for DocuSP-based printers can now be obtained at the workstation. Previously, that information was only accessible at the printer.
- Common PostScript generation enables applications to convert RDO to PostScript level 2 for printing.
- Using Printer Administration, you can assign Network Agents to automatically retrieve jobs from DocuSP queues or scan to file locations. The Network Agent queue works much like the Decomposition Services queue, but the output of the Network Agent queue is an RDO. Also, Network Agent does not require Hummingbird NFS to set it up.

## **Batch Tool**

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Batch Tool has been enhanced for automatic and batch document repository (database) indexing that allows you to schedule DigiPath tasks to execute at times you specify.

You can now copy, move, print, convert, and OCR RDOs using Batch Tool. You can also import and export documents into and out of cabinets using Batch Tool.



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## Web Viewing and Submission

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The following Web Viewing and Submission enhancements have been made:

- Web Viewing and Submission now supports a variety of Secure Socket Layer (SSL) certificates, available commercially, to enable you to protect your private data more carefully.
- Web Viewing and Submission now enables automatic compression of single and multiple files, including RDOs, on upload and decompression of files upon receipt by WVS.
- You can now submit multiple files to print as a single print job, using Quick Print, Document Library, and Web Viewing and Submission.
- Web Viewing and Submission now provides a banner message to operators when new print jobs are received at the server.
- You can now share jobs across multiple Web Viewing and Submission servers using HTTP to allow print shops to load balance and manage jobs more efficiently.
- Web Viewing and Submission administrators now have additional capabilities which enable them to perform some accounting tasks for the print submissions, reprints, uploads, and other services they enable for clients.
- Web Viewing and Submission clients and administrators can display a summary page listing the print job ticket options.
- Web Viewing and Submission clients can submit print jobs to a default WVS print queue, which is specified by the WVS administrator.
- You can obtain job status information for DocuSP-based printers at the Web Viewing and Submission server.
- The Web Viewing and Submission GUI has been redesigned to make the application more user-friendly. The Administration screen, Printer Administration screen, Upload screen, Collection Management, and Job Preview/Correction functions have been modified to simplify the WVS workflow.
- You can now view full color PDF and PostScript documents on the web, using the Web Viewing and Submission server.

## Library Search

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The Library Search application has been simplified to allow you to search for documents by querying the content of documents or the database. You can define the search parameters for objects, then search mounted cabinets that reside on a variety of media. The location of the object(s) and all attribute information are stored in the DigiPath cabinets and can be displayed in the results list of this application.

## Document Library

---

Document Library is a new application that is used for database management. Previously Document Library was used for both database management and file system management.

DigiPath 2.0 Document Library now runs on the Oracle 8.01 database.

Document Library uses “cabinets” as virtual containers for documents and folders. This allows you to set up each cabinet in a logical tree hierarchy, much like directories are set up in Windows NT Explorer. You can have multiple cabinets on both removable and non-removable media.



*NOTE: Document Library treats RDOs as single objects, so all RDO file operations (move, copy, rename, delete) must be performed using Document Library or Document Library Lite and not Windows NT Explorer.*

## **Document Library Lite**

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Document Library Lite is now used to manage objects on a local workstation or on DigiPath peers. Similar to Windows NT explorer, Document Library Lite provides extensive file management capabilities, including copying, moving, deleting, and renaming objects in the DigiPath system.

Document Library Lite is similar in form and function to the previous DigiPath 1.x Document Library application.

## **Library Administration Tool**

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The Library Administration Tool application has been combined with the previous Library Administration and Library Search Criteria applications.

The Library Administration Tool enables you to perform the following functions: add and maintain cabinets, create and edit attribute sets, edit attributes of existing cabinets, add and remove users and groups, create workgroups for remote document storage, define the accessible storage areas for local and remote data, defragment cabinets, and set up the Document Conversion Service.

## **Quick Print**

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The Stand-Alone Quick Print application will be distributed on CD-ROM.

## **DigiPath scanner**

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A new DigiPath scanner is available with DigiPath 2.0. The DigiPath scanner provides a new interface and an integrated Help system, and the document handler capacity is 100 pages per minute. In addition, there is a new Scan and Print application that operates with the new scanner.

## Microsoft NT Y2K Updates

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All versions of the Xerox Corporation developed DigiPath software has been certified Year 2000 compliant. The DigiPath solution is made up of the DigiPath software, Microsoft Windows NT 4.0 (workstation or server) with Service Pack 5, and third party software.

DigiPath customers who want to load the associated Y2K patches and the Java VM update must work with Microsoft to do so. You should use the Microsoft web site ([www.microsoft.com](http://www.microsoft.com)), following the links to "Microsoft Year 2000 Resource Center". If you do not have access to the Microsoft web site or you are having difficulties, call Microsoft at (800) 360-7561.



*NOTE: You should monitor the Microsoft web site for the latest updates.*

## Read-only access workstation

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The read-only access workstation is no longer a supported configuration.

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## 3. Caveats

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### New caveats

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The caveats in this section have been written to support the launch of DigiPath 2.0 Production Software. They are arranged according to DigiPath application. Look for the potential problem and the conditions creating the problem. Look, too, for ways to avoid the problem and ways to recover.

#### Installation

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##### Installing Windows NT Service Pack 5 removes functionality from N32 printer

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**Condition** When installing Microsoft's NT Service Pack 5 on your NT workstation the following settings are missing from the Print Properties dialog of the N32 printer: duplex settings, paper sizes including 11x17 inch and Tabloid, and the Paper/Output only lists upper.

**Workaround** Copy the old xerxpcl.dl file over the new xerxpcl.dll file.  
To do this:

1. Change the attributes of the  
c:\windows\system32\spool\drivers\w32x86\2\xerxpcl.dll  
(dated 10/15/98) to not read-only.
2. Copy the old xerxpcl.dll (dated 11/11/97) over the new one:  
copy c:\windows\system32\spool\drivers\w32x86\xerxpcl.dll to  
c:\windows\system32\spool\drivers\w32x86\2\xerxpcl.dll

**Avoidance** Install the N32 printer drivers after installing Microsoft NT Service Pack 5.

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**Installing Microsoft Y2KSETUP.EXE removes functionality from the N32 printer**

---

**Condition** When installing the Microsoft NT Y2K fixes on your NT workstation, the following settings are missing from the Print Properties dialog box of the N32 printer: duplex settings and paper sizes (including 11 x 17 inch and Tabloid). The Paper/Output only lists upper.

**Workaround** Copy the old xerxpcl.dll file over the new xerxpcl.dll file.  
To do this:

1. Change the attributes of the  
c:\windows\system32\spool\drivers\w32x86\2\xerxpcl.dll  
(dated 10/15/98) to not read-only.
2. Copy the old xerxpcl.dll (dated 11/11/97) over the new one:  
copy c:\windows\system32\spool\drivers\w32x86\xerxpcl.dll to  
c:\windows\system32\spool\drivers\w32x86\2\xerxpcl.dll

**Avoidance** Install the N32 printer drivers after installing Microsoft Y2K fixes.

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**Web Viewing and Submission (WVS)**

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**A single invalid file appears on the web server**

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**Conditions** This happens while you are uploading a directory via Web Viewing and Submission.

**Avoidance** Do not upload a directory. Upload individual files within a directory.

---

**Another print job is generated when selecting the browser Back button**

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**Conditions** When submitting a job to the release queue and selecting the Back button on the browser toolbar, another copy of the job is submitted to the release queue.

**Avoidance** Do not press the Back button on the browser toolbar after submitting a job to the queue.

---

**Unknown characters appear in paper stock list window**

---

**Conditions** The paper stock list window on the Stocks tab of a job ticket contains unknown characters on the Type and Color column when selecting the Printer icon next to a document in a collection.

---

**WVS User Administration access does not enable the Administration option on the Navigation Bar**

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**Conditions** When creating a user in WVS with WVS User Administration access rights, the Administration option does not appear on the Navigation Bar.

**Workaround** Enable the WVS Site Administration access right and the WVS User Administration access right when creating a user who will be administering users in WVS.

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**Document Scan and Makeready**

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**Exception pages are applied incorrectly**

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**Conditions** When printing a duplex job with page exceptions and a simplex front cover to an NS 1.x or NS PLUS server, the page exceptions may not be applied to the correct pages. (Page exceptions can be any supported stock type, including tab stocks.)

**Avoidance** Do not combine a simplex front cover with page exceptions in a duplex document when submitting to NS 1.x or NS PLUS servers.

**Recovery** Insert a blank page after page 1, and set the front cover to print on both sides.

**Image truncation and head to toe rotation problem**

---

**Conditions** When scanning a document head to toe, the image is rendered in the landscape mode rotated 90 degrees instead of 180 degrees and image data is truncated and lost on the top of the document.

**Avoidance** Manually impose a 90 degree rotation.

**The header autoscales with the image**

---

**Conditions** The header autoscales with the image in legacy jobs.

**Avoidance** Use legacy autofit only when reprinting a legacy RDO that has autofit saved in the job ticket of the RDO.

**Creating large volumes of PDFs fails in DSM**

---

**Conditions** When saving large RDOs as PDF files and thumbnails are enabled, the system appears to hang.

**Workaround** Disable thumbnails or break up the job by creating several PDF files.

**Avoidance** Do not use the Save As option from DSM if the RDO is large or if there is not enough disk space in the temp directory to save the file.

**System crashes when using DSM and Adobe Acrobat**

---

**Conditions** When importing a PDF file in DSM, if the same file is open in Adobe Acrobat, the system crashes.

**Workaround** Reboot the system and import the PDF file without opening the Adobe Acrobat application.

**Avoidance** Do not use the Adobe Acrobat application when using any DigiPath application.



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**An imported PostScript file generates an error page**

---

**Conditions** When importing a PostScript file to DSM and printing to a DocuSP printer, an error page occurs.

**Workaround** Create the PostScript file using the Binary Setting.

---

**N-up jobs display as 1-Up after JPG conversion**

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**Conditions** When previewing an N-up job after converting it to a JPG file, only one cell displays.

**Workaround** Send the job to the Decomposition Service queue.

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**Page numbers displayed on the document are lost**

---

**Conditions** When changing page numbering from automatic to manual, page number properties and all page numbers in the document are lost.

**Workaround** Use automatic page numbers.

---

**Unable to delete an imported RDO from a new RDO**

---

**Conditions** After importing an RDO into a new RDO, you cannot delete the the imported RDO.

**Workaround** When importing an RDO into a new RDO, select the page or pages of the RDO which you want to import, not the tag name.

---

**The properties section of the Paste Merge dialog box is disabled for a merged TIFF file**

---

**Conditions** When copying a merged TIFF file from an RDO, you cannot modify the merge properties using Paste Merge.

**Workaround** Set the merge properties from the property sheet.

---

**File is positioned at cursor when dragged and dropped**

---

**Conditions** When dragging and dropping an image file into an RDO, the position of the image shifts down and to the right.

**Workaround** Drag the image to where you want it.

**Avoidance** Drop the image in the Structure view.

---

**Creating too much text in an annotation**

---

**Conditions** When creating an annotation that does not fit within the selected image or page, you receive an error message and lose the annotation input.

**Workaround** Reduce the text size of the annotation by changing words or by reducing the font size, type, and/or style.

**Avoidance** Do not create long annotations or use fonts too large for the selected image.

---

**Applications are unusable due to a full c:\temp directory**

---

**Conditions** If you use Task Manager to shut down a DSM process, the files you are using are saved in the c:\temp directory. DSM then fails to start.

**Workaround** Delete all unused files in the c:\temp directory after rebooting.

---

**XDCJ creates incorrect signature output**

---

**Conditions** When submitting a converted RDO from the Document Converter Job out box directory to a DT135 printer, the output is printed in the wrong orientation.

**Avoidance** Do not use Document Job Converter to print signature jobs after they are converted from Document Converter Job.

**The revert button in page numbering is not enabled**

**Conditions** When you are inserting pages into an RDO and make changes to the page numbers using the Page Numbering wizard, the Revert button is disabled if you accidentally select the Delete key.

**Workaround** Re-enter the information into the Page Numbering wizard.

**Fills, Inverts, and Annotates rotate 90 degrees**

**Conditions** When updating a 17 x 11 inch job in Document Scan and Makeready, selecting Fills, Inverts, and/or Annotates in the Edit Tool rotates the job 90 degrees.

**Workaround** Rotate the image again from Document Scan and Makeready.

**Avoidance** Save the job before editing.

**Fusing pages causes an error message**

**Conditions** When fusing a job with 427 images, an error message displays.

**Workaround** Fuse pages in groups of 100 pages or less.

**Opening an imported RDO with divided pages and OCR enabled causes errors**

---

**Conditions** Opening an imported RDO with divided page and OCR indexing may cause errors.

**Workaround** Before saving the document, disable OCR. Enable OCR the next time the document is opened.

**Avoidance** Do not save a document which contains divided pages and has OCR enabled.

**Exporting PDF to PostScript causes DSM to exit to the desktop**

---

**Conditions** Importing a PDF file with no conversion and exporting the PDF to PostScript causes DSM to exit to the desktop.

**Avoidance** Do not export an imported PDF file to PostScript.

**DSM Printing**

---

**8.5 x 11 inch Signature Bookmode, Signature Calendar, and 2 Up/ 2 Up Flip jobs sent to DocuTech 65 do not print properly**

---

**Avoidance** Send these jobs to a 2-sided override queue to print properly.

---

### Rotation problem with exception pages on DocuTech 65

---

**Conditions** Paper stock exception pages (inserts or tabs where the stock size is different than the rest of the print job) print rotated 90 degrees out of phase in the printed output if you send the print job from a DigiPath workstation to a DocuTech 65.

**Workaround** Set up the DocuTech 65 stock tray such that the page exceptions will print correctly.

1. At the DocuTech 65, program the stock tray for the page exceptions as **custom <length x width>** where length is the dimension of the long edge of the paper and width is the dimension of the short edge of the paper.
2. At the DocuTech 65, place the page exception stock in the stock tray appropriately, short edge feed.
3. At the DigiPath workstation, open the job ticket for the desired file.
4. In the job ticket, select each page exception in the print job and specify a paper stock of **custom <length x width>**, where **custom <length x width>** matches the stock you programmed at the DocuTech 65.
5. Submit the print job. When the print job is received at the DocuTech 65, the job will fault.
6. At the DocuTech 65, change the page exception stock properties to **custom <length x width>**.
7. Clear the fault to release the job to print, and all job pages print correctly.

**Printing a PDF file on DocuPrint does not work**

---

**Conditions** When submitting a PDF file to a DocuPrint printer, a printing status displays with a submission completed message. The server status completes with a warning and zero pages printed.

**Workaround** Convert the PDF file to a PostScript file. Then use Quick Print to submit the PostScript files to print.

**Avoidance** Do not submit PDF files to DocuPrint printers.

**Back cover prints to top tray**

---

**Conditions** When setting up a job with subset finishing and specifying both a front and back cover, the front cover is stapled as specified but the back cover comes out on the top tray at the DocuSP.

**Avoidance** Do not specify front and back covers with subset finishing when printing to a DocuSP.

**17 x 11 inch (A3) 2-Up Flip Left prints 90 degrees at DT135**

---

**Conditions** When submitting a 2-Up Flip Left job programmed with autoscale to a DT135 through Novell 1.4 and using 8.5 x 11 inch or 17 x 11 inch paper, the job is in the 2-Up Left Flip position, but is rotated 90 degrees.

**Workaround** Enable the Header/Footer/PageNumber option to force the job printed through the PostScript path.

---

**Some legacy jobs are printed with an error page**

---

**Conditions** When printing a legacy PostScript job without embedded fonts or importing the PostScript file into an RDO without converting it to a TIFF, an error message displays at the DocuSP server.

**Workaround** Convert PostScript files to TIFF files when importing PostScripts into RDOs before printing.

**Avoidance** Use embedded fonts with all PostScript files.

---

**RDOs fail at the NSSeries server**

---

**Conditions** When sending RDOs to the Network Server Series 2.1.5.0a0 printers, the RDOs fault at the server with a Limitcheck error or process testcases as blank pages.

**Workaround** Upgrade to the new release of NS+ server series.

**Avoidance** Do not print RDOs to the Network Server Series 2.1.5.0a0 printers.

---

**Several pages of 17 x 11 inch signature pamphlet jobs printed head to toe**

---

**Conditions** When printing a 17 x 11 inch signature pamphlet job at DocuSP 1.4 printers, the job prints head to toe rather than head to head.

**Workaround** Create a 2-sided override queue and submit the 11 x 17 inch signature pamphlet job to the DocuSP 1.4 printer.

---

**Printing problems with subset finishing**

---

**Conditions** When printing a job with subset finishing as a duplex document, covers, inserts, page exceptions, a blank page, and a loose back cover was sometimes generated at the printer.

**Workaround** Proof the job before sending it to the printer and add blank page inserts in DSM where necessary. Reprogram the job.

---

**ASCII job faults with cover programming error at DocuSP**

---

**Conditions** When submitting an ASCII job to the DocuSP printer using IPX, the job faults with a covers programming error.

**Workaround** Submit the job using TCP/IP.

---

**A 9 x 12 inch job with covers faults at the DocuSP 1.3**

---

**Conditions** When submitting a 9 x 12 inch job with covers to the DocuSP printer, the job faults at the printer with an error message stating that the images are larger than cover stock.

**Workaround** Program the covers in the job to be the same size as the main document.

---

**Signature book printing prints out as signature pamphlet**

---

**Conditions** When printing an autoscaled book from WVS, the job printed as a pamphlet.

**Workaround** Use Quick Print to print the job.

**Avoidance** Verify the orientation (portrait/landscape) is correct for the job type and paper stock type.

---

**DocuPrint printers do not support cover stocks**

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**Conditions** The FrontCoverMedia and BackCoverMedia registry items in the JobTicket Properties have incorrect media listed.

**Avoidance** Do not program cover stocks when sending a job to DocuPrint printers.



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**4-Up/8-Up/16-Up Headers, Footers, and Page Numbers print incorrectly if autofit is disabled**

---

**Conditions** When printing 4-Up, 8-Up, and 16-Up images on any paper stock with autofit disabled, the Headers, Footers, and Page Numbers print incorrectly.

**Workaround** Enable autofit when printing 4-Up, 8-Up, and 16-Up images.

**Avoidance** Do not print 4-Up, 8-Up, and 16-Up images with Headers, Footers, or Page numbers on any paper stock with autofit disabled.

---

**Sending a job to a printer that is off-line causes DSM to crash**

---

**Conditions** Sending a job to a printer that is off-line may cause DSM to crash.

**Workaround** Use Task Manager to end the DSM task and restart DSM. Send the job to a printer that is on-line.

**Avoidance** Do not send a job to a printer that is off-line. Verify that the printer to which you want to send a job is on-line before sending the job.

---

**Printing 2-Sided autofit 16-Up document to DT65 causes output image to be distorted**

---

**Conditions** When printing a 2-sided autofit 16-Up document to a DT65 printer, the back side (side 2) has distorted images for the following paper sizes; 8.5x14, 17x11, A3, 8.5x13, and 223x297mm.

**Avoidance** Do not print a document 2-sided 16-Up using 8.5x14, 17x11, A3, 8.5x13, or 223x297 paper sizes.

## **Document Library**

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### **Errors occur when shutting down the workstation**

---

**Conditions** When shutting down the workstation, the DigiPath services do not shut down correctly causing errors.

**Workaround** Stop the DigiPath services using the **<drive>:\digipath\XSTOPDGP.bat** utility before shutting down the workstation.

1. Select [Start: Run] from the windows desktop. The Run dialog box opens.
2. In the text box, enter **<digipath>:\digipath\XSTOPDGP.BAT**
3. Select [OK] to run the batch file.
4. Shut down the workstation.

### **Document Library intermittent hang or crash**

---

**Conditions** Intermittent hangs or crashes occur while performing various Document Library operations such as importing, searching, assigning properties, etc.

**Workaround** Do the following steps:

1. Reboot the system.
2. After rebooting the system. if you are not able to log into Document Library, go to the Control Panel and select the Services utility to stop the DigiPath Document Library Server service and Visuall Recall Application service.
3. Restart the Visuall Recall Application service and the Digipath Document Library Server service.
4. Log in to Document Library.

**Avoidance** Once a client Document Library application is started (Document Library, Library Search, Library Administration Tool, or Batch Tool), do not shut down the application. Instead, minimize the application.

---

**Import fails while printing a DJO job**

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**Conditions** After importing a DJO job into a cabinet, dragging and dropping to submit the job to print fails.

**Workaround** Submit the DJO job for printing from the cabinet instead of tape.

**Avoidance** Do not drag and drop the DJO job to the same cabinet if the DJO is already imported into a cabinet.

---

**Cannot cancel importing an RDO into a cabinet**

---

**Conditions** If importing an RDO into a Document Library cabinet, you cannot cancel the import process.

**Workaround** Allow the import process to complete, then delete the RDO from the cabinet.

---

**Do not move jobs when importing into a cabinet**

---

**Conditions** When importing jobs into Document Library, copy the jobs, rather than moving them. If Document Library locks up, then you may not be able to see jobs that reside in cabinets. If you copy the jobs instead, you will not lose the information.

**Workaround** Copy a job when importing the job into a cabinet.

**Avoidance** Do not move a job when importing the job into a cabinet.

---

**Cabinet creation fails when entering too many characters in Description field**

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**Conditions** When entering too many characters in the Description field of the Create Cabinet dialog box, the cabinet creation fails.

**Workaround** Limit the cabinet description to 250 characters in the Description field.

## **DigiPath Scanner**

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### **Some image types appear excessively grainy when printed on the DocuTech 6180**

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**Conditions** Excessive graininess has been seen in the Auto mode in continuous tone areas and in the Auto - Course halftone mode with course Half Tone images (such as, newspaper) when printed on the DocuTech 6180.

**Workaround** Use a different image quality mode.

### **The resultant image is not scaled to fit within the specified rectangle**

---

**Conditions** When using Scan to Fit in Document Scan and Makeready to scale an image to fit within the specified rectangle, the image does not scale.

**Workaround** Calculate the required image size and set the appropriate scaling in the DigiPath scanner software interface.

**Avoidance** Do not use the Autofit function in Document Scan and Makeready.

### **Unexpected results when using the RDO wizard**

---

**Conditions** When using the RDO wizard to set scan programming for the DigiPath scanner, unexpected result may occur.

**Avoidance** Do not use the RDO wizard to set scan programming for the DigiPath scanner.

**Scanner Support 620s**

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**Scanner Support 620s does not start when logged in as a user**

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**Conditions** Scanner Support 620s does not start when logged in as a user.

**Workaround** Log in as the administrator and start Scanner Support 620s.

**Batch Tool**

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**Cannot send job to DTNS 1.4 Network Server printer**

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**Conditions** When sending a job to the DTNS 1.4 Network Server printer from Batch Tool, the job fails and crashes the DTNS server

**Workaround** Submit the job using Quick Print and then print using Batch Tool.



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## 4. SPARs addressed

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### SPARs addressed in DigiPath 2.0

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This section lists Software Problem Action Requests (SPARs), by number and problem statement, which are included in this 2.0 release.

#### Document Scan and Makeready (DSM)

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- |                                |                                                                                                       |
|--------------------------------|-------------------------------------------------------------------------------------------------------|
| <b>100000024</b>               | The problem with merge images not displaying after an “undo” is performed on a tilt is fixed.         |
| <b>714076366<br/>826717717</b> | The problem with black lines appearing down a page when a PostScript file is imported is fixed.       |
| <b>430806851<br/>979574334</b> | The problem with the screen not refreshing after an image is cropped is fixed.                        |
| <b>040069942</b>               | The problem with linked landscape RDOs appearing portrait is fixed.                                   |
| <b>332368078</b>               | The problem with the RDT template file not holding properties for custom stock type is fixed.         |
| <b>722816800</b>               | The problem with importing a job into a new RDO and adding an odd character line to the job is fixed. |
| <b>235828885</b>               | The problem with an outline appearing from an inserted image is fixed.                                |
| <b>751503676</b>               | The problem with the application shutting down when importing tiff images is fixed.                   |

- 912493674** The problem with receiving an interpreter error when importing a PostScript file is fixed.
- 439981259** A problem with PostScript files importing with rasterized lines is fixed.
- 605635429** A problem with PostScript files importing with streaks is fixed.
- 100000030** A problem with a crash occurring when pasting into a divided page is fixed.
- 307237719** A problem with not being able to import legacy PostScript files is fixed.
- 031189293** A problem with a cropped image rotating 90 degrees when imported is fixed.
- 100000034** A problem with not being able to drag and drop multiple decomp folders is fixed.
- 100000035** A problem with images moving in the wrong direction when using the arrow keys is fixed.
- 464201538** A problem with gray boxes appearing in place of graphics when a PostScript file is imported is fixed.
- 499039755** A problem with not being able to import PostScript files created on a Macintosh is fixed.
- 638188669**  
**259265865** A problem with receiving a fault 13-599 error at the printer when changing paper stock is fixed.
- 655194245** The problem with images not registering correctly is fixed.
- 612229024** The problem with not being able to import TIFF images greater than 1200 DPI is fixed.
- 142267861** The problem with not being able to permanently change the paper stock size to metric for foreign users is fixed.
- 440162419** The problem with DSM crashing when importing one or more PostScript files into an existing RDO is fixed.



- 293337157** The problem with text being deleted when importing a .prn file is fixed.
- 208849711** The problem with image editing causing unwanted rotation is fixed.  
**011677169**
- 176856321** The problem with Scale displaying incorrectly is fixed.
- 490095687** The problem with TIFF misplacing the two dots for German Umlaut is fixed.

### **Web Viewing and Submission (WVS)**

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- 706381180** The problem with 100% of the CPU being used when uploading a small file is fixed.
- 438601769** The problem with a time out occurring when uploading PostScript files is fixed.
- 639835456** The problem with not being able to convert jobs with long file names is fixed.
- 270526436** The problem with the WVS server stopping when viewing the properties of objects with an Abstract field with content greater than 409 characters is fixed.
- 359693584** A problem with the paper size changing from A4 to Letter when a job is submitted in WVS is fixed.
- 894475024** A problem with jobs being uploaded to the wrong place when the system times out is fixed.
- 880817940** A problem with the WWW service intermittently stopping is fixed.  
**173804834**  
**080983863**  
**448393974**  
**103030575**  
**665022561**  
**844033517**  
**363924213**  
**860692834**

- 574859134**    The problem with receiving a time-out when uploading a large  
**201308847**    file is fixed.
- 229839710**    The problem with dynamic conversion not being able to create a  
PDF file is fixed.
- 276677033**    The problem with drilled not showing on job in Administer Web  
**675748577**    Queues is fixed.  
**312935152**
- 838001537**    The problem with the service stopping or hanging when  
searching collections is fixed.
- 583065374**    The problem with the changes made in the Job Ticket Mask  
Template not taking affect is fixed.

### **Production printing**

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- 810499736**    The problem with not being able to print 2 stocks to a high  
**012757409**    capacity stacker on a DocuSP type printer is fixed.
- 325255244**    The problem with not being able to program 2-sided or custom  
ordered stock on a DTNS type printer is fixed.
- 248124450**    The problem with the blank inserts not updating correctly when  
selected is fixed.
- 153715568**    The problem with the decomp directory being hidden when a job  
**937167737**    is decomped with a Job Name greater than 40 characters is  
fixed.
- 666367153**    The problem with GFI directories not being deleted after  
scanning and printing is fixed.
- 142681589**    The problem with the banner message being lost when a  
decomp job is reopened is fixed.
- 941222511**    The problem with images on 8.5x11 pages shifting up when  
mixed with 8.5x14 inch paper stock is fixed.

- 887251714** The problem with legacy XDOD files taking too long to process on a DocuSP is fixed.
- 100000027** A problem with A3 documents taking longer to print if imported with Optimize for Production Printing selected is fixed.
- 100000026** A problem with the second image for a 2 Up job shifting 1 mm is fixed.
- 681157889** A problem with an error message not being posted when submitting an 8.5x14 job with portrait staple at a DT65 is fixed.
- 429295590** A problem with an error message not being posted when  
**426713321** submitting a mixed stock job with portrait staple at a DT65 is fixed.
- 100000025** A problem with a crash occurring when 65000 is entered in both the From and To fields on a DocuSP-J printer is fixed.
- 953681948** The problem with not being able to print properly from DSM to a 6180 printer using 9x11 inch stock is fixed.
- 720047883** The problem with printed files disappearing when submitting a job to print at a DocuSP queue is fixed.
- 606974516** The problem with A3 documents printing landscape, although the orientation is set for portrait, is fixed.
- 720507305** The problem with the fault code 13-602 occurring when selecting  
**949766734** the total number of pages to be 3-100, collated, and stapled is fixed.
- 671405290** The problem with special pages changing to default document stock is fixed.

### **Batch Tool**

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- 290592765** The problem with PDF A3 images being cropped to A4 images when printing through Batch Tool is fixed

## Scan Tool

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**101691222** The problem with the scan counter and message screens  
**911573844** appearing behind the Scan Tool window is fixed.  
**068939949**

## Scan and Print

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**198590599** The problem with receiving a Dr. Watson error when scanning in  
7 or 23 originals in Scan and Print is fixed.

## Documentation

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**565959672** The problem associated with the inability to format side B of a  
MOD has been addressed in documentation.

**328324193** The problem associated with PDF files created using the Save  
**610853342** As option in DigiPath not printing on non-supported DigiPath  
printers has been addressed in documentation.

**666169807** The error in the documentation regarding backing up the  
database using the xdbbackup utility has been fixed.

**610721563** The problem associated with a signature job with covers printing  
incorrectly when submitted through an EC-PJM to a DocuSP has  
been addressed in documentation.

**277867705** The problem in the documentation regarding the incorrect step to  
select the "File" option instead of the "Edit" option has been fixed.

**207533927** The error in the documentation stating all files would be  
displayed in the decomp output area has been fixed.

**559598428** The problem regarding merging a fill using a selection rectangle  
has been addressed in documentation.

**618257214** The problem with stopping the SQL database causing job names  
to list as internal catalog ID numbers when the database is  
restarted is fixed.

- 870304528** The problem with a time-out error occurring in WVS when downloading any files with an .exe extension is fixed.
- 598166347** The problem with fonts being displaced when scanning a document using deskew has been addressed in documentation.
- 025713118** The problem when having the conversion service enabled and trying to convert an RDO to a PDF file has been addressed in documentation.
- 224431578** The problem with not being able to print through a Novell Server has been addressed in documentation.
- 205342385** The problem with scanning a job with deskewed tabs and when viewing the job in XDOD the tabs are skewed has been addressed in documentation.
- 100000023** The problem with the image not being able to move correctly when enhancing a document containing halftone images has been addressed in documentation.





