Fiery Patch Release Notes

General information

Defect ID number	1-1AEG52
Product name	Fiery EX Controller for Xerox Color 550/560
Release date	2/24/2011

Files included in this release

File name	File size
1-1AEG52.exe	7.85 MB

Issue(s) addressed with this release

1-1AEG52: Composite Patch release for Fiery Controller Xerox Color 550-560.

1. 1-18OY98: Server side PLP Patch.

    A. Version string is truncated in PCL Test Page, displayed as "1."

    B. Brazilian Portuguese & French missing on Secure Print tab in Fiery icon.

    C. "Invalid Argument is encountered" when mapping Paper Catalog.

    D. Text/Graphics Quality option Best isn't applied correctly when Text/Graphics Enhancement is ON.

    E. Equitrac Office can't retrieve JBA data.

    F. Several finishing options fault at the Fiery, requiring SEF paper to be loaded in the printer.

    G. Bi-Fold finishing options are not set at the Fiery.

    H. System Descriptor returned by a SNMP query is incorrect.

2. 1-18TDCT: Patch to address the following issues:

    A. Issues with connecting to the Xerox Communication Server to register the printer for accurate automated meter reading and automatic supplies replenishment. (Xerox eSolutions)

    B. CentreWare Internet Services link from Fiery Webtools does not open if network passes through a proxy server.

3. 1-18WR6X: Patch to address the following issues:

    A. Paper Catalog is mapping to "Transfer" paper for Media Type by default.

    B. XDM Compliance: SNMP changes to support different product territories.

C. Startup Page takes five minutes to print if crossover (scan) cable is disconnected.

D. Text Sharpness degradation issue observed after PLP Patch.

4. 1-19121X: Command WorkStation freezes.

5. 1-18ZL1L: Contouring in gradient sweeps.

6. 1-1A3PAH: Cumulative patch for the following defects:

A. Tray 5 size mismatch requires job cancellation and resubmitting.

B. Black and white or grayscale jobs do not print at rated speed.

C. Making scans while there are a series of jobs printing or waiting for printing.

D. Fiery is non-responsive after clearing a paper jam, resulting in 127-211 faults.

7. 1-1A23JL: Printer with Offset Catch Tray attached loses connection with the Fiery, resulting in 127-211 faults.

8. 1-1AEGLP: "My Docs server is down" message when retrieving scan jobs from server.

Steps to reproduce the Issue(s)

1. **1-18OY98: Server side PLP Patch.**

    A. **Version string is truncated in PCL Test Page, displayed as "1."**

        1. Print the PCL Test Page from a Fiery EX Controller 1.0 server.
        2. View Version entry.

        Result: Version string is "1."

    B. **Brazilian Portuguese & French missing on Secure Print tab within Fiery icon.**

        1. Connect Fiery in French (or Brazilian Portuguese) to the printer.
        2. On the printer's LCD screen, select the Fiery icon.
        3. Select the jobs (taches) tab.

        Result: Jobs printed from English driver with Secure Print do not show up on the LCD - unable to enter code to print.

    C. **"Invalid Argument is encountered" when mapping Paper Catalog.**

        1. Right-click the EFI Fiery Central Bar and select Paper Catalog Map.

    D. **Text/Graphics Quality option Best isn't applied correctly when Text/Graphics Enhancement is ON.**

1. Print job with Print Driver or from Job Properties in Command WorkStation.
2. Select the Image tab.
3. Ensure Text/Graphics Enhancement is ON.
4. Set Text/Graphics Quality to Best.
5. Print the file.

Result: The edge of text and line objects is not as smooth as expected.

Note 1: When Text/Graphics Enhancement is ON, Text/Graphics Quality mode Best functions as expected...the edges of text and line objects are smooth.

E. Equitrac Office can't retrieve JBA data.

When Equitrac Office retrieves JBA data, it depends on a https redirection to handle the fact that the device might or might not have SSL enabled.

When the Fiery is configured and Equitrac Office attempts to retrieve the JBA data via a http call, the Fiery device returns a HTTP 500 error. When Fiery is not configured correctly, the device automatically redirects to https.

F. When using FreeFlow Print Manager applications, several finishing options fault at the Fiery, requiring SEF paper to be loaded in the printer.

1. In Printer Registration, add the Xerox Color 550/560.
2. In the Free Flow Print Manager application, set the added printer as Target Destination.
3. Load a letter size multiple page document.
4. For Finishing, select '2 Staples - Top Portrait'.
5. Select Submit All.
6. At the DFE, select the job and Print.

Observation: The job will fault with the error 'Finishing not possible for selected paper feed direction

7. Select 'View Properties'.
8. Select the Media tab.
9. The 'Paper Size' drop-down will be empty. From the drop-down, select '8.5x11 Letter SEF'.
10. Select Print.

Result: The job will print successfully on SEF paper.

Note 1: This was observed with '2 Staples - Top Portrait', '2 Staples - Bottom Portrait', 'Center Staple - Top Portrait', 'Center Staple - Bottom Portrait', 'Punch - Top Portrait' and 'Punch - Bottom Portrait'. Apparently these all required SEF stock, so the EFI IPP server should be automatically mapping these jobs to SEF media on the Fiery.

Note 2: A similar issue was observed with 'C Tri-Fold - Print Inside', 'C Tri-Fold - Print Outside', 'Z Tri-Fold - Print Inside' and 'Z Tri-Fold - Print Outside'. These jobs will fault at the DFE with the error 'Finishing not supported by media selected.' If '8.5x11 Letter SEF' is selected in the job properties, the jobs will print on SEF paper

G. When using FreeFlow Print Manager applications, Bi-Fold finishing options are not set at the Fiery.

1. In Printer Registration, add the Xerox Color 550/560.
2. In the Free Flow Print Manager application, set the added printer as Target Destination.
3. Select a multiple page document.
4. Select the Job Setup tab.
5. For Finishing, select 'Bi-Fold - Multiple Sheets'.
6. Select Submit All.
7. At the DFE, open the submitted job properties.
8. Select the Finishing tab.

Result: The 'Fold Style' option is set to 'Off'. The printed job will have no finishing.

Note: The issue occurs with the four Bi-Fold finishing options:
- Bi-Fold - Multiple Sheets
- Bi-Fold - Multiple Sheets Stapled
- Bi-Fold - Print Inside
- Bi-Fold - Print Outside

H. System Descriptor returned by a SNMP query is incorrect.

When querying the Fiery for a System Descriptor, the Fiery should return: "Xerox Color 560/550 with Xerox EX560/550 Fiery Controller"

2. 1-18TDCT Patch.

A. Issues with connecting to the Xerox Communication Server to register the printer for accurate automated meter reading and automatic supplies replenishment (Xerox eSolutions).

1. Go to WebTools via IP of the Fiery.
2. Click on Xerox CentreWare link.
3. Go to Properties.
4. Select Services.
5. Select Xerox Services.
6. Click on Xerox Communication Server.
7. Click on Test Communication.

  B. **CentreWare Internet Services link from Fiery Webtools does not open if network passes through a proxy server.**

    1. Setup network with a proxy server.
    2. Using a browser (set to above proxy) launch Webtools.
    3. Click on Xerox CentreWare link.

    Result: Page will fail to launch since IP address 100.100.100.102 is not resolved by the proxy server.

 3. **1-18WR6X Patch.**

  A. **Paper Catalog is mapping to "Transfer" paper for Media Type by default.**

    1. Create a new Paper Catalog entry.
    2. The pull down for Type Details is blank.
    3. If "Plain" is not specified in this pull down, the default mapping will be to "Transfer" paper.

    Result: The default mapping should be set to "Any".

  B. **Xerox Device Management (XDM) Compliance: SNMP changes to support different product territories.**

    Brazilian Portuguese, French, Italian, German, and Spanish languages were not listed as choices for Multinational screens for Printer Language and Console Language. This will allow for setting those individual languages on the Xerox Color 550/560 via XDM. It will allow for remote language changes of the fleet via XDM.

  C. **Startup page takes too long to print if crossover (scan) cable is disconnected.**

    1. Disconnect the crossover cable that attaches the Fiery Controller to the printer.
    2. Reboot the Fiery server.

    Result: The Startup Page takes a long time to print after the Fiery reaches idle.

  D. **Text Sharpness degrades issue observed after PLP Patch.**

    After the PLP patch (1-18OY98) was loaded, text sharpness degraded.

 4. **1-19121X: Command WorkStation freezes.**

    1. Submit many jobs in a variety of sizes to the Fiery.
    2. Change job properties of the jobs using Command WorkStation.
    3. Over time, note that Command WorkStation becomes slower to respond.

Result: Command WorkStation eventually becomes unresponsive and the Fiery requires rebooting.

5. **1-18ZL1L: Contouring in gradient sweeps.**

1. Print a color image with a single color background going from dark to light

Result: Color transition from dark to light is not smooth. This is more obvious in certain colors.

Note: With this patch, gradients are not fully smooth, but are improved

6. **1-1A3PAH: Cumulative patch for the following defects 1-1A3PAH and 1-1A3P9C.**

A. **Tray 5 size mismatch requires job cancellation and resubmitting.**

1. Before sending any jobs to print, ensure that 8.5x11 LEF Plain is loaded in Tray 5 and confirmed at the printer LCD screen.
2. Next, submit a job that requires 12x18 SEF Plain to be pulled from Tray 5.
3. Next, observe that the printer LCD displays error message 024-958 which states the following:
4. "The Paper Size/Orientation currently loaded in Tray 5 is different from the setting: 12x18 SEF. Load 12x18 SEF in the tray and check the Paper Guide adjustment."
5. Remove the 8.5x11 LEF Plain media is from Tray 5. The message on the printer LCD changes to 024-954, which states the following:
6. "Tray 5 is out of paper. Load the following paper in the tray. Paper Size: 12x18 SEF. Paper Type: Plain. Paper Color: White."
7. Load 12x18 SEF Plain media in Tray 5.
8. Observe that after loading the required media, the message on the printer LCD reverts to 024-958, as seen in step 3, and the job does not begin printing.
9. The user must cancel the print job.
10. The user must removed the media in Tray 5, reload it, and confirm the size and type as 12x18 SEF Plain at the printer LCD.
11. Resubmit the print job from a remote client or Command WorkStation and observe that the job begins printing and completes successfully.

Result: Tray 5 size mismatch requires job cancellation and resubmitting.

B. **Black and white or grayscale jobs do not print at rated speed.**

1. Through the Fiery, submit a print job for 10 sets of a 20-page black and white document.
2. Using a stopwatch, determine the speed of printing.

Result: The job prints slower than the rated 55/65 pages per minute.

C. **Scanning while heavy printing causes Fiery to crash.**

1. Print large jobs.
2. Scan jobs to the Fiery.

Result: The Fiery crashes occasionally

D. Fiery is non-responsive after clearing a paper jam, causing 127-211 errors.

1. Open the door to the engine during a print job.
2. Remove the jam.

Result: Fiery can become non-responsive, and printer will show a 127-211 fault.

7. <u>**1-1A23JL: Printer with Offset Catch Tray attached loses connection to the Fiery, resulting in 127-211 faults.**</u>

1. Ensure the Offset Catch Tray is attached to the printer.
2. Load a few sheets of letter size paper in Tray 1.
3. Import any PDF file to the Command WorkStation hold queue.
4. Open Job Properties.
5. Set the following attributes in Job Properties.
   - No of copies =10
   - Duplex = Top-Top
   - Paper source = Tray 1
   - Paper Size = 8.5x11.
6. Print the Job. Allow tray 1 to run out of paper.
7. After reloading a few more sheets of paper, the printer may declare the 127-211 fault.
8. If the fault code doesn't appear after loading paper the first time, let it run out of paper again and reload again.

Result: The Fiery crashes when trying to restart after reloading the paper tray.

8. <u>**1-1AEGLP: "My Docs server is down" message when retrieving scan jobs from server.**</u>

1. In a web browser, enter the Fiery IP address, which launches Fiery Webtools. Select the Docs tab.
2. Scan many (~50) large jobs to the Fiery default scan template from the printer LCD.
3. In between each job, refresh the Fiery Webtools page in the web browser.

Result: Eventually, the Webtools page will not refresh, and the user will get a message stating that the My Docs service is down.

Before installing 1-1AEG52.exe

1. This patch is exclusive. It must be installed by itself, and the server must be rebooted or restarted once. After that, other patches can be applied to the server.

2. There are no prerequisites to the **1-1AEG52.exe** patch.

3. **Any combination** of the following patches may be installed before the **1-1AEG52.exe** patch. Do NOT install any of these patches after installing the **1-1AEG52.exe** patch.

   - 1-18OY98
   - 1-18TDCT
   - 1-18WR6X
   - 1-19121X
   - 1-18ZL1L
   - 1-199K2P
   - 1-19HPAR
   - 1-1A3PAH
   - 1-1A23JL
   - 1-1AEGLP

4. Please note that this cumulative patch does NOT contain the fixes provided by the following patches. If these fixes are needed, these can be installed separately, before or after 1-1AEG52:

   - 1-19QN74
   - 1-19OUUF
   - 1-19EFQQ

CAUTION

Patch installation instructions

1. Make sure that the Fiery printer controller reaches idle.

2. Execute **1-1AEG52.exe** and follow the instructions in the Fiery Patch Downloader.

3. Notes about the Fiery Patch Downloader

   a. Logon must be admin. This is fixed and cannot be modified.

   b. Password is the Fiery administrator login password.

   c. Hostname can be the IP address or the Fiery server name.

4. After the patch is downloaded, and when prompted by the Fiery Patch Downloader, choose Reboot. (If you choose to Restart later, make sure you manually reboot the server for the changes to take effect)

5. Wait until the Fiery reaches idle and print the Configuration page.

6. Verify that the System Update Log contains the patch number **1-1AEG52**.