

## Customer Release Notes

### EFI Fiery® Color Server for Xerox DocuColor 242/252/260, version 2.0

This document contains information about the EFI Fiery Color Server for Xerox DocuColor 242/252/260, version 2.0.

Before using the EFI Fiery Color Server for Xerox DocuColor 242/252/260, make copies of these *Customer Release Notes* and the *Quick Connect Guide* and distribute them to all users.

**NOTE:** This document uses the term “Fiery Color Server” to refer to the EFI Fiery Color Server for Xerox DocuColor 242/252/260. The term “copier” refers to the DocuColor 242/252 and DocuColor 260 copiers.

## System

### System software installation

If you install system software from a client computer over the network, and the installation fails because of connection timeout, exit any applications and disable any virus protection software or pop-up blocker on the client computer.

### After installing, upgrading, or reinstalling software

After installing, upgrading, or reinstalling your system software, you must reboot the Fiery Color Server.

### Server loses connection or unresponsive

If you are using an older keyboard and mouse with PS-2 type connector, the Fiery Color Server may not restart properly or may lose connection. This is caused by PS2-style components which are not supported. EFI recommends using keyboard and mouse with USB connector.

## OS support

### OS support on client workstations

In addition to the operating system support listed in *Welcome* (on User Documentation CD), the following operating systems are now supported: Intel-based Mac, Windows XP (64-bit), and Windows Vista (32- and 64-bit).

### Intel-based Mac

#### System requirements

- G3 800 MHz
- 500 MB RAM
- At least 80 MB of hard disk space for installation (500 MB recommended for writing full previews of raster files and handling large PostScript and PDF files).
- At least 1024 x 768 monitor resolution

### **Supported browser**

- Safari 1.2

**NOTE:** The Intel-based Mac supports only Mac OS 10.4.x or higher.

### **Windows XP (64-bit) and Windows Vista (32- and 64-bit)**

#### **System requirements**

- A PC with a Pentium III processor or higher (1.0 GHz or faster) for use with the Windows operating system
- At least 256 MB of RAM for printing and to operate the utilities (512 MB recommended)
- At least 200 MB of hard disk space for installation of the different client applications (500 MB recommended for operation)
- At least 1024 x 768 monitor resolution.

#### **Supported browsers**

- Microsoft Internet Explorer 7.x
- Mozilla Firefox 1.5 and later.

#### **Client Utilities**

The EFI Utilities (Command WorkStation, Hot Folders/Virtual Printers, Fiery Remote Scan, and ColorWise Pro Tools) are fully supported on Windows XP (64-bit) and Windows Vista (32- and 64-bit) operating systems.

For information about earlier supported operating systems and system requirements, see the *Welcome* PDF file on the User Documentation CD.

#### **Legacy support**

Windows 98/Me, Windows NT 4.0, and Mac OS 9 are no longer supported.

For more information on Mac OSX-related issues, see [page 40](#).

## **User documentation**

#### **User documentation available online**

For user documentation in all supported languages, see the following website:

<http://services.efi.com/support/vfigs/9019710383>

## User Software CD

### Color files

The following color files are *not* included for Norwegian, Finnish, Swedish, and Danish:

#### Windows English color files

- CMYK.PS
- PANTONE.PS
- RGB\_01.DOC
- RGB\_02.PPT
- Custom21.ps
- Custom34.ps
- Stand21.ps
- Stand34.ps

#### Mac OS English color files

- CMYK Color Reference.ps
- PANTONE Book.ps
- RGB page 01
- RGB page 02
- custom21.ps
- custom34.ps
- standard21.ps
- standard34.ps

## Copier

### Copier touch panel Keyboard Caps and Shift keys

On the copier touch panel keyboard, the Caps key and Shift key work in the same manner. Both convert all characters to upper-case. However, the Shift key also converts numbers and symbols.

### Black toner levels

The copier contains two black toner cartridges (K1 and K2), however, the printer driver displays only the supply levels of the second black toner (K2), not (K1). To view both black toner levels, press the Machine Status button on the copier control panel, and then select Supplies.

**No out-of-toner message on copier while printing**

If a toner must be replaced while a job is printing, a message appears in Command WorkStation, but the copier does not display a message until it is finished printing. You can replace toner while the copier is printing.

**Copier trays****Tray 5 (Bypass Tray)**

To print a job using the Bypass Tray, you must specify Tray 5 (Bypass Tray) at print time in the printer driver. There is no Setup option by which the administrator can set a default.

**Tray 6 (Oversized) and Media type**

Printing a job with Media Type set to Tab Stock 1 or Tab Stock 2 is not supported when printing from Tray 6 (Oversized). Use Tray 5 (Bypass) to print with Tab Stock 1 or Tab Stock 2. For printing thick media from Tray 6 (Oversized), set the Media Type to Heavyweight 1, Heavyweight 2, Heavyweight 3, Coated 1, Coated 2 or Coated 3.

**Tray 8 (Inserter)**

The Inserter tray is used to insert blank or pre-printed pages which will bypass the copier's fuser. Tray 8 (Inserter) may be used to insert blank sheets for the Slip Sheet Paper Source, Transparency Interleave Source, and the Mixed Media Insert Blank options. Tray 8 (Inserter) may also be used for pre-printed pages, Tab stock, or any media that should not pass through the fuser.

**NOTE:** Tray 8 (Inserter) is *not* supported for the following Mixed Media options: Define Cover and Define Page Range.

**NOTE:** There is no Tray 7 (by product design).

**Setup****General Setup using copier touch panel**

When you select General setup (Setup > Printer Setup > General) from the copier touch panel, the Save and Cancel buttons appear outside the General screen. To access the Save and Cancel buttons, you need to scroll to the bottom-left of the screen.

**Fiery Color Server device name**

For DocuColor 242/252 and DocuColor 260 copiers, the Fiery Color Server device names are DC250 or DC260 respectively. Use these device name when starting applications such as Command WorkStation and ColorWise Pro Tools.

**Server name**

You cannot assign the server the same name as the device name (DC250 or DC260). If you assign the same name, utilities may not function properly.

**Point and Print default printer driver**

You can specify the type of printer driver (PostScript or PCL) that is installed by the Point and Print feature in WebTools Configure. Before you change this setting, delete all printer drivers on client computers (using the Fiery Printer Delete Utility). Otherwise, existing printer drivers on client computers may become corrupted.

**Changing time in setup**

For the DocuColor 242/252 and DocuColor 260, changing the date and time on the Fiery Color Server sets the copier time. (The time on the Fiery Color Server is shown in the header of reports such as the Job Log and the Configuration page.) If you change the time on the copier, there is no effect on the Fiery Color Server.

**Web Services cannot be disabled in WebTools**

The Enable Web Services option cannot be disabled in WebTools Configure. If you disable Web Services and then reboot the Fiery Color Server, Web Services is once again enabled automatically. To disable remote access to Web Services, you must block Port 80 on the TCP/IP Security page.

**AppleTalk zones**

To set the AppleTalk zone, you must first enable AppleTalk in Network setup. You must wait a few seconds while the Fiery Color Server searches for all available AppleTalk zones. Once the search is complete, you can select desired the AppleTalk zone from the list.

There is an approximately 10 second delay between enabling AppleTalk and when the AppleTalk Zones field populates, depending on the size and configuration of AppleTalk network.

**FTP Proxy Setup**

To use the FTP Proxy service, you must first enable FTP Services.

**Job Log Setup**

You must enable both Auto Print Job Log After 55 Jobs and Auto Clear Job Log After 55 Jobs for them to function properly. Disabling either one of them results in both features not working properly.

**Error History Report**

The Error History Report shows the error “027-741 Job Template Server Connect Fail” each time the Fiery Color Server is rebooted. This message is triggered as part of the normal start-up sequence and does not indicate an error condition.

### SNMP limitations

If you change the community name or disable SNMP, WebTools does not work. For your changes to take effect, you must shut down the Fiery Color Server through its Control Panel, wait 10 seconds, and then power it back on by pressing the power button on the front panel.

If you disable SNMP, the automatic search for the Fiery feature in Command WorkStation, which is based on SNMP, does not work.

If you disable SNMP, the following features are affected:

- Two-Way Communication
- All Fiery Color Server applications that search for Fiery Color Server controllers using SNMP (Command WorkStation, Remote Scan, and Client Driver Two-way communication)
- Job monitoring
- Xerox CentreWare
- Xerox MIBs

### Login window for SNMP

After you change and save the community name, a Login window appears. To validate the changes, enter “Admin” as the User Name and the Administrator password in Command WorkStation.

### Disabling IPP printing

IPP printing version 1.0 (rfc 2566) can use the IPP (port 631) or HTTP (port 80) protocols.

To disable IPP printing on the Fiery Color Server, open WebTools and go to Network Services, Web Setup. Clear the Enable IPP option.

To disable IPP printing only at port 631, browse the information at this address:

`http://<ipaddress>/cgi-bin/ss_cgi/ss.cgi`

and use the Port Blocking feature to block IPP printing port 631. IPP printing at port 80 is still enabled in this case.

**NOTE:** You can disable IPP printing by clearing the Enable IPP option in Fiery Setup (Network > Services > Web). You can also disable IPP Printing by clearing the Enable IPP option at the copier touch panel Web Applications, Setup, SMB, LPD, Web screen. After you reboot the server, Web Services comes back on by default, but IPP printing stays disabled.

## Networking

### Changing network settings

If you change any network settings in Setup from the copier control panel, the Fiery Color Server reboots. The Fiery Color Server loses connection with the copier until it has finished restarting, which takes a minute or two. You can determine whether the connection has been restored by pressing the All Services button on the copier touch panel. If the Network Scanning button is grayed out, the connection has not yet been restored.

### Printing over IPv6

To print to the Fiery Color Server over IPv6, use the `lpr` command from the Command Prompt in Windows. For example, use this syntax:

```
lpr -S <IPv6 address or name> -P print <file name>
```

Printing with SMB over IPv6 is not supported.

### IP Sec Preshared key cannot be reset

If you enable IP Sec (Internet Protocol Security) and enter and save a Preshared key in Network setup, the Preshared key cannot be reset and the field cannot be returned to the blank default. If you attempt to reset the Preshared key (regardless of whether or not the IP Sec option is enabled), you receive an error message of invalid entry for this field.

### GSSAPI authentication

GSSAPI is always used for WebTools Docs, WebTools Scan Settings and Driver Authentication.

In LDAP configuration, specify “Kerberos realm” in the domain field.

The WebTools Docs and Driver User Authentication login for LDAP requires the user name entry to be in the following format: `kerberosRealm\username`

**NOTE:** Using “windows domain name” instead of the kerberos realm may not necessarily work all the time. The Fiery Color Server tries to map similarly named Windows domain name and Kerberos realm, but it does not work in all the cases. For example, the Company A Windows domain name (coma) and Kerberos realm (US.COMPANY.NET) are different, and it can be difficult to map one to another:

Other limitations to using GSSAPI authentication are:

- The time set on the Fiery Color Server and the LDAP server should be within five minutes.
- The Fiery Color Server must be able to resolve LDAP server name.
- Kerberos realm name must be upper-case.

### **User names in LDAP contact list**

The LDAP account used in the Fiery Color Server's LDAP configuration should have sufficient privilege to access LDAP attribute "samaccountname," or "uid" which stores the individual's Windows login name. If the Fiery Color Server does not have this privilege, the Contact List in Users and Groups is unable to display a user's Windows login name, in which case, the Contact List displays only the user's full name without a user name, for example: John Doe (.). With correct privileges established, both the full name and user name display when the Fiery Color Server queries the LDAP server, for example: John Doe (jdoe).

### **Ethernet speed**

The Ethernet speed setting under Network Setup on the copier control panel lists two choices that are not supported: 10BASE-TX (Full Duplex) and 100BASE-TX (Full Duplex). It does not list a choice for a 1-gigabit speed. To use 1-gigabit speed, select Auto Detect (10/100/1000) in WebTools or Auto on the copier touch panel.

### **Maximum number of users for SMB**

The Fiery Color Server supports a total of eight simultaneous SMB connections, including the Direct connection, Print queue, and Hold queue.

### **Creating an SMB port in Windows 2000/XP**

To create an SMB port in Windows 2000/XP, you must first establish a connection to the Fiery Color Server by its IP address. Choose Start and select Run. At the prompt, enter "\\\" followed by the Fiery Color Server IP address, and then click OK. After you make the connection, follow the instructions to create an SMB port on Windows 2000/XP.

### **Windows 2000 and LPR availability**

When you perform a clean installation of Windows 2000 on a client computer, no LPR services are available by default. Your only option is to print through a standard TCP/IP port or use SMB printing. However, if you converted a Windows NT 4.0 computer to Windows 2000, LPR printing services are retained.

### **Banner Page on NetWare networks**

We recommend that you disable the NetWare banner page. Instead, configure the Fiery Color Server in Setup to use the Cover Page with each job.

### **User name on Cover Page from Netware**

The Cover Page displays the complete NetWare context for the user name.

### **Hot Folders and User Authentication**

When printing a job to EFI Hot Folders, the print job bypasses User Authentication, even when "Allow user to print without authentication" is set to Off in WebTools Configure (Users and Groups). In order to restrict printing access from Hot Folders, you must also deselect "Enable Hot Folders" by clicking Launch Configure (on the WebTools Configure tab), and then selecting Server > General in the left-hand pane.



## WebTools

### Banner message in WebTools

When you start WebTools Configure, Internet Explorer 5.x-7.x displays a banner message: “Press SPACEBAR or ENTER to activate and use this control.” This action is not necessary to use WebTools Configure. You should disregard this message. Clicking anywhere in the WebTools Configure window removes the banner message.

### WebTools Certificates

The Certificates available via WebTools are only supported as X.509 with Base 64 encoding. The P7b and P12 Certificates are not supported.

### WebTools Home page

On the WebTools Home page, the heading incorrectly reads “Capabilities” where it should read “Installed Options.”

### Exiting WebTools

Closing the window for an individual WebTool does not exit the browser. To exit WebTools completely, close the WebTools window and your browser.

### Date/Time Zones on Configuration page

The selected time zones appear incorrectly on the Configuration page when set using the copier touch panel. Please use and refer to the time zone settings available in WebTools.

To access time zones via WebTools, use the following procedure:

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#### TO SET TIME ZONES IN WEBTOOLS

- 1 Start your Internet browser.**
- 2 Type the IP address or DNS name of the Fiery Color Server.**  
The Fiery Color Server home page appears.  
**NOTE:** If the home page for the copier appears instead of the WebTools page, click the WebTools link.
- 3 Click the Configure tab, and then click Launch Configure.**
- 4 Enter User Name and Password for the Fiery Color Server, and then click OK.**
- 5 Select Server > General.**
- 6 Select Date and Time > Set.**
- 7 Choose the correct time zone for the Fiery Color Server from the pull-down menu.**

### **Date and time stamps for jobs**

**NOTE:** You should set the time and date on the Fiery Color Server, which will control the time and date on copier.

You can print the following reports:

- Job Status
- Scan Mode Settings
- Copy Mode Settings
- Network Controller Jobs Report

All jobs in Job Status, Scan Mode Settings, and Copy Mode Settings use the date and time on the copier.

You can print the following reports from Network Controller Jobs Report:

- Job History Report
- Error History Report
- Fonts List
- System Settings List

The Job History Report, Fonts List, and System Settings List use the date and time on the Fiery Color Server. The Error History Report uses the date and time on the copier (except for error codes from the Fiery Color Server).

### **Time Server IP/Name**

When you specify “pool.ntp.org” from the copier touch panel(Setup > General > Time server), the Configuration displays “World” as the Time Server IP/Name., which is correct for pool.ntp.org (the Worldwide time server). All the other settings are regional.

### **Daylight Savings Time**

In WebTools, the option to automatically adjust the clock for daylight saving time appears grayed-out, however, the option functions and is automatically enabled.

On the copier touch panel, there is no Daylight Savings Time option. The Daylight Savings Time adjustment is automatically enabled in WebTools.

## Printer driver

### Configuring the Windows printer drivers

To use the printer driver on Windows 2000/XP/Server 2003, you must first configure the print and spool options on the Advanced tab of the printer driver after installation is complete.

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#### TO CONFIGURE THE OPTIONS ON THE ADVANCED TAB

- 1 **Windows 2000:** Click Start, choose Settings, and then choose Printers.  
**Windows XP:** Click Start and choose Printer and Faxes.  
**Windows Server 2003:** Click Start, choose Control Panel, and then choose Printers and Faxes.
- 2 **Click the Fiery Color Server icon and choose Properties from the File menu.**
- 3 **Click the Advanced tab.**
- 4 **Select the following options:**
  - Spool print documents
  - Start printing immediately
  - Print spooled documents first
- 5 **Clear the following option:**
  - Enable advanced printing features.
- 6 **Click Apply to save your changes and click OK.**

#### Job Monitor

When you install a Windows printer driver, Job Monitor is automatically installed.

#### Incorrect information in Windows PostScript driver

In the Windows PostScript driver Properties window of the printer driver (Properties > General) the Features area incorrectly lists No next to Double-sided. However, double-sided (duplex) printing is supported.

#### Choosing PPD for Mac OS X printer driver

When you configure the Mac OS X printer driver (using the Printer Setup Utility), we recommend that you select the printer model (XXXX PS) from those listed under Xerox. If you select the model using Other, be sure you browse to the <Startup disk>:Library:Printers:PPDs:Contents:Resources:<language>.proj folder to select the PPD and not to the folder that contains the installer.

### Mac OS X and Use Media Defined Profile

To set the Output Profile option to Use Media Defined Profile on Mac OS X, you must first make sure that Two-Way Communication is not enabled, and then select Use Media Defined Profile from the drop-down list for Output Profile. If you need to be able to select specific downloaded output profiles, enable Two-Way Communication. For information about establishing Two-Way Communication, see *Printing from Mac OS*.

### Printer image

The printer image in the printer driver does not display properly if it is viewed in 24-bit screen resolution. To display the image properly, change the screen setting to 16-bit or 32-bit resolution.

### Windows default settings

In the Windows printer driver, if you change the default settings for print options in the printer driver, those settings apply to your computer only. To change the default settings for all users, change the default settings on the Fiery Color Server server.

### Entering an IP address

In the Properties dialog box, pressing Enter after you type an IP address closes the dialog box. To move between fields, press Tab or use the mouse, and fill in all options before you press Enter or click OK.

## Printing

### Printing on Tab stock

After each document using tabs is finished printing, the paper tray holding the tab media will automatically discard all unused tabs in the set. This is by product design to ensure that a full set of new tabs is available for the next document.

### Scale and N-up layout option

When you select *two or more* pages per sheet for page layout (N-up Layout option), the Scale option is disabled (grayed out) because this combination of print settings is not supported. You may be able to define settings to the same effect in your source application, for example, using the “Pages per sheet” option in Microsoft Word or “Thumbnails” in Adobe InDesign CS2.

### Image Shift not available from applications

The print options related to Image Shift are not available in the Print dialog box of the application you print from. You must set Image Shift options in the Fiery printer driver (Finishing tab).

### **Manual Duplex**

The Manual Duplex option is not designed for use with product finishing options, certain folding or stapling options, or for use with some Mixed Media features. When using the Manual Duplex option, observe the following limitations:

#### **Manual Duplex with mixed page sizes**

Printing jobs that have mixed page sizes using the Manual Duplex option is not supported.

#### **Manual Duplex Quantity/Pages displays incorrectly**

While a Manual Duplex job is printing, the number of copies and number of pages may display incorrectly at copier touch panel.

#### **Manual duplex**

When printing a Manual duplex job from Tray 5 (Bypass), the on-screen instructions do not indicate that before reloading paper for Side 2, you must *first* remove any unused paper from the Tray 5, otherwise the job will not continue.

#### **Fasten Mode**

For a folded and stapled booklet, the maximum number of sheets is 15 (a 60-page booklet).  
For a folded, unstapled booklet, the maximum number of sheets is 5 (a 20-page booklet).  
If your booklet is larger than 60 pages and you choose folding and stapling, the finisher will not staple it and will output the job in multiple sets of 5 folded sheets.

#### **Imposition Reduction**

The Imposition Reduction option is supported in the PostScript printer driver only.  
For booklet printing from the PCL printer driver, Imposition Reduction is always enabled.

#### **Centering Adjustment and Creep Adjustment and Booklet Maker**

The Centering Adjustment and Creep Adjustment options apply only to booklet printing.  
You must set the Booklet Maker option before you can set these options.

#### **Printer Screen Mode and color objects**

If you set the Printer Screen Mode option to Enhanced Text & Graphics or Enhanced Text, you might see a color difference between text, graphics, and image objects. If this occurs, set the Printer Screen Mode option to 200 Cluster Dot or 200 Rotated Line instead.

#### **Printer Screen Mode and large text**

If a document contains text in a large font size, set the Printer Screen Mode to Enhanced Text & Graphics, 200 Cluster Dot, or 200 Rotated Line instead of Enhanced Text. This ensures that the same screen is applied to small text objects and large text objects.

### **Black Overprint and uneven color**

If you use the default setting for the Black Overprint option, which is Text/Graphics, you might see uneven color in some jobs. If this occurs, set the Black Overprint option to Off instead.

### **CMYK Simulation Method and color gradation**

If you find that color gradations are not printed smoothly, try setting the CMYK Simulation Method to Full (Source GCR).

### **CMYK Simulation Profile and black-and-white bitmapped TIFF images**

If black-and-white bitmapped TIFF images appear overtoned and embossed when printed, change the CMYK Simulation Profile from ISO-Coated (the default profile) to SWOP-Coated.

### **CMYK Simulation Profile and fuzzy graphics**

Certain image files, especially those with fine lines and small text, may occasionally appear blurry or fuzzy because of toner reduction. (Toner reduction is a necessary feature that limits the amount of toner to prevent over-saturation.) In some cases, toner reduction causes image to appear blurry, in which case, make the following adjustments:

- **Select ColorWise > Expert Settings, and change the CMYK Profile from the default ISO-Coated to the SWOP-Coated profile.**
- **Select ColorWise > Expert Settings, and set Black Overprint to Off and Black Text/Graphics to Normal.**

### **Duplex with Single fold on Windows XP or Windows Vista**

If you send a PDF file duplexed with single page folding from Windows XP or Windows Vista, duplexing may be reversed, with Top-Bottom when Top-Top is selected and Top-Top when Top-Bottom is selected. The workaround is to *reselect* the Landscape or Portrait orientation for the job in the printer driver.

### **Duplex image alignment**

When printing a duplex print job in color, the recto-verso alignment may be off by as much as 3mm (height) and 2mm (width).

### **Folding and Heavyweight 2 paper**

The Folding option is not supported with Heavyweight 2 (177-220 gsm) paper. The single exception is when Heavyweight 2 paper is used for a *blank* booklet cover sent to Booklet Output tray, in which case, folding Heavyweight 2 paper is a valid option. In other cases, if you select this combination, the server will prompt you for plain paper.

### **Layout option and line widths**

If you print with the Layout option (N-up Layout) set to any setting besides 1-up, some line widths may vary.

### **Media Type selections grayed (Windows)**

In the Windows printer drivers, a Media Type setting appears dimmed if there are other print options selected that would be in conflict with that Media Type setting. You can still select a dimmed setting, and you can have the printer driver resolve the conflict automatically.

### **Custom page size and Face-Down Printing**

If you print to a custom page size and set the Face-Down Printing option to Face Down, the page dimensions must be within the following ranges, otherwise the job is printed Face Up:

- Width: 139.7 to 330 mm (approx. 5.5 to 13 inches)
- Length: 182 to 488 mm (approx. 7.17 to 19.2 inches)

### **Paper size**

When you send a job from an application (such as Microsoft Word) that allows you to specify paper size in the Print dialog box, select the same paper size in *both* the application's Page Setup dialog box and the printer's Properties dialog box.

Before printing your job, verify that the paper size selection in Document Setup and Page Setup are the same. This resolves problems with the printed output, such as image clipping and unintentional scaling.

### **Custom page sizes**

To print custom page sizes, for example, Statement-size (5.5 x 8.5 in), you must select PostScript Custom Page Size (PS) or Custom Page Size (PCL) in the printer driver (or source application) and for the copier tray selection.

When printing Custom page sizes, there may be an approximately 60-second delay between job request and start time.

For general information about printing Custom pages sizes, see *Printing from Windows* and *Printing from Mac OS*. For OS-related details, see the following sections:

### **Custom page size (Windows)**

When you specify a custom page size in the Windows printer driver, make sure that the custom size matches the page size specified in your application. If the page sizes do not match, the custom page size may not print correctly.

You can print to a custom page size from Tray 1, Tray 2, or Tray 5 (Bypass). For Tray 1 or Tray 2, set the page dimensions at the copier under Setup > Paper Tray Attributes. If the document that you want to print has a page size of 220x297 mm, for example, set x=220

and y=297. For Tray 5 (Bypass), load the paper so that the short end of the page feeds into the copier. Note that the message that prompts you to load paper has the dimensions reversed (297 x 220 instead of 220 x 297).

All custom page sizes sent to the DocuColor 242/252 and DocuColor 260 must be created SEF (Short Edge Feed).

### **Custom page size (Mac OS X v10.2.8)**

When you print from the Mac OS X v10.2.8 printer driver using a custom page size, the custom page can have a maximum width of 33 cm (approx. 12.9 inches) and a maximum height of 48.8 cm (approx. 19 inches). If you specify a page size that exceeds either or both of these limits, the page size is not accepted and the job is set to print with the default page size. To use a page size that exceeds the maximum width or height allowed by the printer driver, you can print the job to the Hold queue and set the page size in Command WorkStation.

### **Custom page size and Tray 6 (Oversized) on Mac OS X**

When you print from Mac OS X using a custom page size, set up the page size as follows to enable the Fiery Color Server to display the correct page size in messages:

- 1 Open the file and choose Page Setup from the application's File menu.**
- 2 For Settings, choose Page Attributes. For Format for, choose the Fiery Color Server.**
- 3 For Paper Size, choose Manage Custom Page Sizes.**
- 4 Enter the specifications for the custom page size and click OK.**
- 5 Click OK to close Page Setup.**
- 6 Choose Print from the application's File menu.**
- 7 Choose the Fiery Color Server as your printer.**
- 8 Choose Paper Handling from the drop-down list, select Scale to Fit Paper Size, and choose the custom page size you created.**
- 9 Choose Paper Feed from the drop-down list, select All Pages From, and choose Tray 6 (Oversized).**
- 10 Click Print.**

### **Custom Page Sizes and Hole Punching**

Hole Punching is not supported for Custom page sizes of certain dimensions. The supported range is length that is equal to a standard-size page and width from 182.0 to 432.0 mm (approximately 7.2 to 17 inches). If your job exceeds the supported range, the Hole Punching option is canceled.

### **Paper Source set to Auto Select**

If you print a job with Auto Select as the paper source, the copier uses any of the Trays 1-4, or Tray 6. It does not use Tray 5, which is the Bypass Tray.



**Page Range**

You cannot access the Page Range option from the printer driver. Use the application page range option or change the setting for this option in Command WorkStation.

**Layout (N-up Layout) and Print Page Borders**

If you print an N-up job, where N is greater than 1, from the PCL printer driver, you can control whether the borders of the pages are printed, using the Print Page Borders option. If you print from the PostScript printer driver, page borders are always printed.

**Offset Mode and Page Size**

If you enable Offset Mode (Finishing tab) for your print job, do not select A5 LEF and B5 SEF as Page Size

**Finishing Options****Stapler Mode and Punch Position**

Stapling and punching require that a finisher is installed on the copier. The finisher type determines the *number* of holes (2, 3, or 4) punched. Use the Punch Position print option to specify the *position* of punching. Use the Stapler Mode print option to specify the number (1 or 2) and position of staples.

**Finishing Options on the Advanced or Professional Finisher**

Neither stapling nor punching are supported for the following page sizes on the Advanced or Professional Finisher:

4 x 6 SEF, 5 x 7 SEF, A5 SEF, A5 LEF, B5 SEF, 12 x 18 SEF, SRA3 SEF, 13 x 19 SEF

For which stapling and punching options are available for each supported page size, see the following tables.

**For no Hole Punch (Punch Position set to None):**

Page Size		Stapler Mode								
		None	Upper Left	Upper Right	Lower Left	Lower Right	Two Left	Two Right	Two Top	Two Bottom
Portrait	B5 LEF	-	S	S	S	S	S	S	-	-
	A4 SEF	-	S	S	S	S	-	-	S	S
	A4 LEF	-	S	S	S	S	S	S	-	-
	Letter SEF	-	S	S	S	S	-	-	S	S
	Letter LEF	-	S	S	S	S	S	S	-	-
	8.5 x 13 SEF	-	S	S	S	S	-	-	S	S
	Legal SEF	-	S	S	S	S	-	-	S	S
	B4 SEF	-	S	S	S	S	-	-	S	S
	A3 SEF	-	S	S	S	S	-	-	S	S
	11 x 17 SEF	-	S	S	S	S	-	-	S	S
	Letter Cover LEF	-	S	S	S	S	S	S	-	-
	A4 Cover LEF	-	S	S	S	S	S	S	-	-
	Landscape	B5 LEF	-	S	S	S	S	-	-	S
A4 SEF		-	S	S	S	S	S	S	-	-
A4 LEF		-	S	S	S	S	-	-	S	S
Letter SEF		-	S	S	S	S	S	S	-	-
Letter LEF		-	S	S	S	S	-	-	S	S
8.5 x 13 SEF		-	S	S	S	S	S	S	-	-
Legal SEF		-	S	S	S	S	S	S	-	-
B4 SEF		-	S	S	S	S	S	S	-	-
A3 SEF		-	S	S	S	S	S	S	-	-
11 x 17 SEF		-	S	S	S	S	S	S	-	-
Letter Cover LEF		-	S	S	S	S	-	-	S	S
A4 Cover LEF		-	S	S	S	S	-	-	S	S

S = Stapling supported

- = Not supported

## For 2 Hole Punch:

Page Size		Stapler Mode								
		None	Upper Left	Upper Right	Lower Left	Lower Right	Two Left	Two Right	Two Top	Two Bottom
Portrait	B5 LEF	-	S	S	S	S	S, P(l)	S, P(r)	-	-
	A4 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S
	A4 LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	Letter SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S
	Letter LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	8.5 x 13 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S
	Legal SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S
	B4 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S
	A3 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S
	11 x 17 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S
	Letter Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	A4 Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
Landscape	B5 LEF	-	S	S	S	S	-	-	S,P(t)	S
	A4 SEF	P(l,r)	S, P(l)	S, P(r)	S,P(l)	S,P(r)	S,P(l)	S, P(r)	-	-
	A4 LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S
	Letter SEF	P(l,r)	S, P(l)	S, P(r)	S,P(l)	S,P(r)	S,P(l)	S, P(r)	-	-
	Letter LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S
	8.5 x 13 SEF	P(l,r)	S, P(l)	S, P(r)	S,P(l)	S,P(r)	S,P(l)	S, P(r)	-	-
	Legal SEF	P(l,r)	S, P(l)	S, P(r)	S,P(l)	S,P(r)	S,P(l)	S, P(r)	-	-
	B4 SEF	P(l,r)	S, P(l)	S, P(r)	S,P(l)	S,P(r)	S,P(l)	S, P(r)	-	-
	A3 SEF	P(l,r)	S, P(l)	S, P(r)	S,P(l)	S,P(r)	S,P(l)	S, P(r)	-	-
	11 x 17 SEF	P(l,r)	S, P(l)	S, P(r)	S,P(l)	S,P(r)	S,P(l)	S, P(r)	-	-
	Letter Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S
	A4 Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S

S = Stapling supported

P = Punch supported in positions shown (l = left, r = right, t = top)

- = Not supported

**For 3 Hole Punch:**

Page Size		Stapler Mode								
		None	Upper Left	Upper Right	Lower Left	Lower Right	Two Left	Two Right	Two Top	Two Bottom
<b>Portrait</b>	B5 LEF	-	S	S	S	S	S, P(l)	S, P(r)	-	-
	A4 SEF	-	S	S	S	S	-	-	S	S
	A4 LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	Letter SEF	-	S	S	S	S	-	-	S	S
	Letter LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	8.5 x 13 SEF	-	S	S	S	S	-	-	S	S
	Legal SEF	-	S	S	S	S	-	-	S	S
	B4 SEF	P(t)	S	S	S	S	-	-	S, P(t)	S
	A3 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S
	11 x 17 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S
	Letter Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	A4 Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
<b>Landscape</b>	B5 LEF	-	S	S	S	S	-	-	S,P(t)	S
	A4 SEF	-	S	S	S	S	S	S	-	-
	A4 LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S
	Letter SEF	-	S	S	S	S	S	S	-	-
	Letter LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S
	8.5 x 13 SEF	-	S	S	S	S	S	S	-	-
	Legal SEF	-	S	S	S	S	S	S	-	-
	B4 SEF	P(l,r)	S	S	S	S	S,P(l)	S,P(r)	-	-
	A3 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	11 x 17 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	Letter Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S
	A4 Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S

S = Stapling supported

P = Punch supported in positions shown (l = left, r = right, t = top)

- = Not supported

## For 4 Hole Punch:

Page Size		Stapler Mode								
		None	Upper Left	Upper Right	Lower Left	Lower Right	Two Left	Two Right	Two Top	Two Bottom
Portrait	B5 LEF	-	S	S	S	S	S	S	-	-
	A4 SEF	-	S	S	S	S	-	-	S	S
	A4 LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	Letter SEF	-	S	S	S	S	-	-	S	S
	Letter LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	8.5 x 13 SEF	-	S	S	S	S	-	-	S	S
	Legal SEF	-	S	S	S	S	-	-	S	S
	B4 SEF	-	P(t)	-	-	-	-	-	-	-
	A3 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S
	11 x 17 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S
	Letter Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	A4 Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
Landscape	B5 LEF	-	S	S	S	S	-	-	S	S
	A4 SEF	-	S	S	S	S	S	S	-	-
	A4 LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S
	Letter SEF	-	S	S	S	S	S	S	-	-
	Letter LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S
	8.5 x 13 SEF	-	S	S	S	S	S	S	-	-
	Legal SEF	-	S	S	S	S	S	S	-	-
	B4 SEF	P(l,r)	-	-	-	-	-	-	-	-
	A3 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	11 x 17 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-
	Letter Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S
	A4 Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S

S = Stapling supported

P = Punch supported in positions shown (l = left, r = right, t = top)

- = Not supported

### Finishing Options on the Light Production Finisher

Neither stapling nor punching are supported for the following page sizes on the Light Production Finisher:

4x6 SEF, 5x7 SEF, A5 SEF, A5 LEF, B5 SEF, 12x18 SEF, SRA3 SEF, 13x19 SEF

For which stapling and punching options are available for each supported page size, see the following tables.

#### For no Hole Punch (Punch Position set to None):

Page Size		Stapler Mode												
		None	Upper Left	Upper Right	Lower Left	Lower Right	Two Left	Two Right	Two Top	Two Bottom	Left Center	Right Center	Top Center	Bottom Center
Portrait	B5 LEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	A4 SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	A4 LEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	Letter SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	Letter LEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	8.5 x 13 SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	Legal SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	B4 SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	A3 SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	11 x 17 SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	Letter Cover LEF	-	S	S	S	S	S	S	-	-	S	S	S	S
A4 Cover LEF	-	S	S	S	S	S	S	-	-	S	S	S	S	
Landscape	B5 LEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	A4 SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	A4 LEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	Letter SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	Letter LEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	8.5 x 13 SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	Legal SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	B4 SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	A3 SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	11 x 17 SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	Letter Cover LEF	-	S	S	S	S	-	-	S	S	S	S	S	S
A4 Cover LEF	-	S	S	S	S	-	-	S	S	S	S	S	S	

S = Stapling supported

- = Not supported

## For 2 Hole Punch:

Page Size		Stapler Mode												
		None	Upper Left	Upper Right	Lower Left	Lower Right	Two Left	Two Right	Two Top	Two Bottom	Left Center	Right Center	Top Center	Bottom Center
Portrait	B5 LEF	-	S	S	S	S	S, P(l)	S, P(r)	-	-	S	S	S	S
	A4 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	A4 LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	Letter SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	Letter LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	8.5 x 13 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	Legal SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	B4 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	A3 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	11 x 17 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	Letter Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	A4 Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	-	-	-	-
Landscape	B5 LEF	-	S	S	S	S	-	-	S, P(t)	S	-	-	-	-
	A4 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	A4 LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	Letter SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	Letter LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	8.5 x 13 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	Legal SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	B4 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	A3 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	11 x 17 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	Letter Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	A4 Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S

S = Stapling supported

P = Punch supported in positions shown (l = left, r = right, t = top)

- = Not supported

## For 3 Hole Punch:

Page Size		Stapler Mode												
		None	Upper Left	Upper Right	Lower Left	Lower Right	Two Left	Two Right	Two Top	Two Bottom	Left Center	Right Center	Top Center	Bottom Center
Portrait	B5 LEF	-	S	S	S	S	S, P(l)	S, P(r)	-	-	S	S	S	S
	A4 SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	A4 LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	Letter SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	Letter LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	8.5 x 13 SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	Legal SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	B4 SEF	P(t)	S	S	S	S	-	-	S, P(t)	S	S	S	S	S
	A3 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	11 x 17 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	Letter Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
A4 Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)	
Landscape	B5 LEF	-	S	S	S	S	-	-	S,P(t)	S	S	S	S	S
	A4 SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	A4 LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S	S, P(t)	S, P(t)	S	S
	Letter SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	Letter LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S	S, P(t)	S, P(t)	S	S
	8.5 x 13 SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	Legal SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	B4 SEF	P(l,r)	S	S	S	S	S,P(l)	S,P(r)	-	-	S	S	S	S
	A3 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	11 x 17 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	Letter Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S	S, P(t)	S, P(t)	S	S
A4 Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S,P(t)	S	S, P(t)	S, P(t)	S	S	

S = Stapling supported

P = Punch supported in positions shown (l = left, r = right, t = top)

- = Not supported



## For 4 Hole Punch:

Page Size		Stapler Mode												
		None	Upper Left	Upper Right	Lower Left	Lower Right	Two Left	Two Right	Two Top	Two Bottom	Left Center	Right Center	Top Center	Bottom Center
Portrait	B5 LEF	-	S	S	S	S	S	S	-	-	Upper Left	Upper Right	Lower Left	Lower Right
	A4 SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	A4 LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S	S	S	S
	Letter SEF	-	S	S	S	S	-	-	S	S	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	Letter LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S	S	S	S
	8.5 x 13 SEF	-	S	S	S	S	-	-	S	S	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	Legal SEF	-	S	S	S	S	-	-	S	S	S	S	S	S
	B4 SEF	-	P(t)	-	-	-	-	-	-	-	S	S	S	S
	A3 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	P(t)	-	-	-
	11 x 17 SEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S
	Letter Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(t)	S, P(t)	S	S
A4 Cover LEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)	
Landscape	B5 LEF	-	S	S	S	S	-	-	S	S	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	A4 SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	A4 LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S	S	S	S
	Letter SEF	-	S	S	S	S	S	S	-	-	S, P(t)	S, P(t)	S	S
	Letter LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S	S	S	S
	8.5 x 13 SEF	-	S	S	S	S	S	S	-	-	S, P(t)	S, P(t)	S	S
	Legal SEF	-	S	S	S	S	S	S	-	-	S	S	S	S
	B4 SEF	P(l,r)	-	-	-	-	-	-	-	-	S	S	S	S
	A3 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	-	-	-	-
	11 x 17 SEF	P(l,r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	S, P(l)	S, P(r)	-	-	S, P(l)	S, P(r)	S, P(l)	S, P(r)
	Letter Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(l)	S, P(r)	S, P(l)	S, P(r)
A4 Cover LEF	P(t)	S, P(t)	S, P(t)	S	S	-	-	S, P(t)	S	S, P(t)	S, P(t)	S	S	

S = Stapling supported

P = Punch supported in positions shown (l = left, r = right, t = top)

- = Not supported

### **Printing Mixed Media jobs with tabs from Windows XP**

When you print a job that contains tabs from Mixed Media, the non-tab pages may not print on the correct media.

### **Print Options in Windows Features pane**

When viewing print options (such as Page size) in the Microsoft Windows Features pane, the information is abbreviated. The Windows interface does not have adequate space to display complete lists of Fiery Color Server features. For complete information, always use the Fiery Color Server printer driver Printing Preferences.

### **Print options not supported on Direct connection**

The following print options are not supported when printing to the Direct connection, only when printing to the Print queue or Hold queue: Collate, Booklet Maker, Fasten Mode, Mixed Media, Print Size, Stapler Mode, Face-Down Printing, Create Master, Use Master, Print Master, Remove White PPT Background.

### **PDF files sent to Direct queue**

If you send a PDF file to the Direct queue, the print job prints and then is displayed in the Printed Jobs list when the job is complete. The Direct queue is not designed to save data to hard disk. In most cases, jobs sent to the Direct queue that require hard disk space for spooling (such as PDF) are redirected to the Print queue.

### **Job status information**

When you make photocopies, information about the job is displayed on the copier. However, the same kind of information is not displayed while the Fiery Color Server is printing a job. To see information about a job sent to the Fiery Color Server, print the Job Log, or view in Command WorkStation.

### **Incomplete printout with I/O error**

When you print from a Windows PostScript driver, if your job does not finish and an Error page prints that indicates “ioerror,” try reprinting the job with the PostScript output format set to PostScript (optimized for portability - ADSC) rather than PostScript (optimized for speed).

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#### **TO SET THE POSTSCRIPT OUTPUT FORMAT**

- 1 Print the job from the application, select the Fiery Color Server as the printer, and click Properties.**
- 2 Click the PostScript tab.**
- 3 Choose PostScript (optimized for portability - ADSC) under PostScript Output Format.**

In this format, each page of the document is sent as a self-contained, independent page description.

**PCL printing and Novell systems**

If you print a job with Novell, the PCL Separator Page does not work.

**Suspend Printing message**

If you suspend printing, Command WorkStation and the Fiery Color Server do not display the copier as offline immediately. The printer offline message is not displayed until the copier has finished printing that portion of the job.

**Preview image of server**

When viewing a print job in full screen mode, the preview image of the server is clipped.

**AutoSelect and Out-of-paper message**

If you set the Paper Source option to AutoSelect, the Fiery Color Server selects the tray according to its priority list. If a tray runs out of paper in the middle of a job, the Fiery Color Server requests that you load paper in the first tray on its priority list, but you can load paper in any tray that supports the paper size needed.

**Booklet Maker****Booklet Maker and Page layout**

When you enable the Booklet Maker option, the page layout option (N-up Layout) must be set to 1-up. If page layout is set to 2-up or greater, the Booklet Maker option will automatically switch to Off (without a conflict pane indicating the constraint between these settings).

**Booklet Maker on Mac OS X**

In the Mac OS X printer driver, if the list of Booklet Maker selections is grayed-out, make them selectable by doing the following:

- 1 Set the Duplex option to Top-Top and set Face Down Printing to Face Up.**
- 2 Go to the Summary tab, and then return to the Printer Features tab.**
- 3 Select the Fasten Mode and Booklet Maker options.**

**Booklet cover single-sided if job is single-sided**

If Duplex is Off, a cover cannot be printed on the back side, even if you set Front Cover or Back Cover to Print on Back or Print on Both. If the job is single-sided, the cover will not print duplex.

**Booklet Output Tray and Folding**

If you select the Booklet Tray as Output Tray (Finishing tab), the Single Page Folding option must also be set to Single Fold.

**Booklet Output Tray and Cover Page**

If you print a job to the Booklet Output Tray, the job does not print with a cover page, regardless of the Cover Page setting.

**Booklet Output Tray and Media Type**

If you select the Booklet Tray as Output Tray (Finishing tab), do not select Heavyweight 2 as Media type.

**Booklet Maker not supported for printing to Direct connection**

The Booklet Maker option is not supported for printing to the Direct connection. To use the Booklet Maker option, you must print to the Print queue or Hold queue.

For information about Booklet Maker and Booklet printing work-flows, see *Print Options*.

**FreeForm/VDP****FreeForm Master on Mac OS**

When using FreeForm to create variable data Master documents on Mac OS, the document names of FreeForm Master files appear only as numerals (1 through 15). To create Master documents with descriptive file names, you must use FreeForm on a Windows platform.

**Mixed Media****Mixed Media with Heavyweight paper**

Heavyweight paper (for example, Heavyweight 2 or Coated 2) can only print Face Up, whereas thinner paper automatically prints Face Down. To print Mixed Media jobs which use varying weights of paper, you must select Face Up (printer driver Finishing tab) for the *entire* print job.

**Mixed Media and Manual duplexing**

Mixed Media treats a job with the manual duplex property as a simplex (single-sided) job when inserting pages into a job. However, the Fiery Color Server sends this job to the copier as a manual duplex job, such that any pages Mixed Media inserts are treated as inserted sheet surfaces, instead of inserted duplexed sheets.

**Mixed Media, printing via LPR**

If you send a Mixed Media job to the Fiery Color Server Direct queue *via LPR*, the jobs fails. This is because Mixed Media jobs require intermediate processing and saving data to the disk. The Direct queue is not designed to save data or job-related information. In most cases, jobs sent to Direct queue that require disk space are redirected to the Print queue. However, print jobs sent to the Direct queue *via LPR* will fail. To print a Mixed Media job via LPR, send the job to the Print queue (when you want to print the job and save raster data for quick reprinting) or to the Hold queue (when you want to process the job, but not print right away).

**Mixed Media and collation**

To collate a job when you print using Mixed Media settings, you must set the Collate option in the Fiery printer driver (Finishing tab), *not* the Collate option in your application's Print dialog box.

**Mixed Media, Duplex, and Orientation**

For a Mixed Media job in which some pages are oriented Portrait and others are oriented Landscape, duplex pages might not print with the correct orientation.

**E-mail printing****SMTP services**

You must enable SMTP services on your network's e-mail server.

**E-mail account password**

E-mail printing does not work if the Fiery Color Server e-mail account does not have a password. To receive e-mail print jobs, you must set a password for the e-mail account that the Fiery Color Server is configured to use.

**Attachments supported formats**

The supported file attachments for e-mail printing are PostScript, PRN (Windows printer file), PDF (version 1.6), and TIFF (version 6).

JPEG and Microsoft Office documents are not supported as attachments.

**TIFF documents**

If you print a TIFF file through e-mail, by attaching the file to an e-mail message sent to the Fiery Color Server, and the TIFF file was compressed using G3MH or G4MMR, the file is printed correctly but no e-mail notifications are sent.

When you send a TIFF document to the Fiery Color Server as an e-mail attachment, no cover page is printed.

**USB printing****Printing files using a USB drive**

Users can save printable files to the optional USB drive and print those files on the Fiery Color Server. To print files automatically when you connect the USB drive to the Fiery Color Server, you must save the files to specific folders on the USB drive. To set up your USB drive, use the following procedure:

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#### TO SET UP THE USB DRIVE AND PRINT FILES

- 1 Create folders at the top level (root level) of the USB drive for each print connection (Print, Hold, and Direct) that you want to use.**

Use the Direct connection to print a job without retaining it.

Use the Print queue to print a job and retain it for possible reprinting.

Use the Hold queue to hold a job on the server for modification and printing later.

- 2 Name the folders as follows: Print for the Print queue, Hold for the Hold queue, and Direct for the Direct connection.**
- 3 Copy the file(s) (PS, EPS, PCL, TIFF, and PDF) from your computer to the folder on the USB drive that corresponds to the print connection to use for the file(s).**
- 4 Remove the USB drive from the computer and connect it to the USB port on the Fiery Color Server.**

When you connect the USB drive to the Fiery Color Server, the files are automatically downloaded to the corresponding print connection on the Fiery Color Server.

For information about enabling print connections, see *Configuration and Setup*.

## Scanning

### TWAIN plug-in does not support mixed page size jobs

The Remote Scan TWAIN plug-in does not support transferring mixed original size scan jobs to applications such as Adobe Photoshop. However, the Remote Scan application supports retrieving mixed scan jobs from mailboxes and distributing these jobs through e-mail or saving them to a local hard disk.

### Supported applications

The following applications support the TWAIN plug-in: Photoshop versions 5.5 and 6.0 for Mac OS and Windows, Adobe Acrobat version 6.0 for Mac OS and Windows, and EFI Desktop SE.

### Initiating a scan job

Initiating a scan job remotely is not supported. To initiate a scan, you must use the interface on the copier. You can, however, retrieve and distribute scan jobs remotely.

### Deleting default scan templates in Scan Settings

If you log into Scan Settings as an administrator and delete the COLOR0GUEST, GRAYSCALE0GUEST, and BW0GUEST default scan templates and reboot the Fiery Color Server, you will not be able to access Scan Settings when you restart WebTools. Instead you receive the error message “The MyDocs service is down”. To access Scan Settings, reboot the Fiery Color Server again.

**NOTE:** If you delete the default scan templates, the templates are no longer available.

### **Duplex scanning**

The Remote Scan application and TWAIN plug-in provide an option to select double-sided or single-sided to retrieve a scan. This option does not have any effect. The Mailbox/Job Template used for the scan job specifies whether the scan is double-sided or singled-sided.

### **Default Mailboxes/Job Templates**

The following default Mailboxes/Job scan templates are predefined on the copier:

(ColorCal)  
(color)  
(bw)  
(grayscale)  
COLOR0GUEST  
BW0GUEST,  
GRAYSCALE0GUEST

The first four templates (in parentheses) cannot be modified. The last three templates (uppercase letters) can be modified.

### **Mailbox/Job Template display order**

The default templates are always listed before any user-defined templates. User-defined templates are listed in ASCII order. If you add a new user-defined template, any templates listed after it are renumbered.

### **Scan to FTP not supported for all FTP servers**

Scan to FTP is not supported for all FTP servers. If an FTP server does not reply to a NLST command with a 4xx or 5xx response, scan to FTP from the Fiery Color Server does not work correctly. The WS\_FTP server is known to have this issue.

### **FTP passwords not saved on export**

When you export mailbox settings in the Mailbox Utility, Scan to FTP passwords are not saved. After importing the mailbox settings back to the server, you must input FTP passwords with Mailbox Utility again. We recommend that you perform validation after entering FTP passwords.

### **Check Scanner message**

If a message appears in Command WorkStation that says to “check scanner power and cable,” check the link light on the crossover cable connecting the Fiery Color Server to the copier. If it is not lit (green), try replacing the cable.

### Exiting Remote Scan version 5.x on Mac OS X

To quit Remote Scan version 5.3 and 5.4 on a Mac OS X computer, use your mouse to close the Remote Scan application window. You cannot quit the application from the main menu or by pressing Command+Q.

### Supported formats

The following table shows the supported formats for scanning:

		Scan Color Mode		
		Color	Grayscale	Black-and-White
JPEG	Single Page	Supported	Supported	Not supported
	Entire Job	In Remote Scan, you can generate multiple JPEG files, each of a single page.	In Remote Scan, you can generate multiple JPEG files, each of a single page.	Not supported
TIFF	Single Page	Generates TIFF files that can be opened by Microsoft Office 2003 (Microsoft Office Document Imaging). Photoshop 6 or above can open this file format.	Generates TIFF files that can be opened by Microsoft Office 2003 (Microsoft Office Document Imaging). Photoshop 6 or above can open this file format.	Supported
	Entire Job	Generates TIFF files that can be opened by Microsoft Office 2003 (Microsoft Office Document Imaging). Photoshop 6 or above can open this file format, but only shows one page.	Generates TIFF files that can be opened by Microsoft Office 2003 (Microsoft Office Document Imaging). Photoshop 6 or above can open this file format, but only shows one page.	Generates a single multiple page TIFF file.
PDF	Single Page	Supported	Supported	Supported
	Entire Job	Generates a single multiple page PDF file.	Generates a single multiple page PDF file.	Generates a single multiple page PDF file.

### Scanned image rotation, PDF vs JPEG

The orientation of scanned images may differ when saved as PDF v. JPEG. The Fiery Color Server creates PDF files which apply an automatic rotation to images when saved as PDF. However, this Auto Rotate function is not available for other file formats, such as JPEG. At present, the only workaround is to manually rotate the image in a third party application, or to save files as PDF.



## Command WorkStation

### Command WorkStation Macintosh Edition, multiple server access

Command WorkStation, Macintosh Edition is designed for the graphic arts user in a single server environment. Using Command WorkStation, Macintosh Edition, you cannot access multiple Fiery servers simultaneously (however, simultaneous access is possible using Command WorkStation, Windows Edition, which is designed for a production printing environment).

### Job size

Command WorkStation displays job size in kilobytes, regardless of the size of the file. Other tools may show job size in megabytes or kilobytes.

### Job Log

Save and clear the Job Log regularly. After the Job Log accumulates a large number of entries (approximately 16,000 jobs), the Fiery stops responding when you start Command WorkStation.

### Activity Monitor

When you print more than one copy of a job, the Activity Monitor reports that Copy 2 is printing, and then Copy 2, Copy 3, Copy 4, and so on. Although the Activity Monitor does not start counting with Copy 1, the correct number of copies prints.

### Available memory

The General Info section displays the amount of memory available for Command WorkStation and other Fiery software, whereas the Configuration page displays the amount of memory available for Command WorkStation, other Fiery software, and the Fiery system software.

**NOTE:** The “Memory 100%” displayed in the upper-right corner of the copier display is the copier memory. The memory bar in Command WorkStation is the Fiery Color Server memory.

### Combine Separations

If you send a job with Combine Separations set to On, you may see an error message in Command WorkStation. To avoid the error message, set Combine Separations to Off, or send a Separations job.

### Offset values not in Impose template

When you save a template in Impose, the X and Y offset values are not saved.

**File formats for downloading**

Using Command WorkStation, you can import or download only files of the following formats to the Fiery Color Server: PostScript (PS), EPS, TIFF, PDF, PCL, PJJ, and text. Downloading files of unsupported formats results in an error message or an unusable printout.

**Incorrect display for FrameMaker jobs**

When you print a job with multiple copies from Adobe FrameMaker, the number of copies shown in Command WorkStation on Windows platforms is incorrectly displayed as 1.

**Recovering jobs after server interruption**

If the Fiery Color Server is shut down, any job in the Print queue that has been RIPPed but not printed is sent to the Hold queue. Any job that has not yet been RIPPed remains in the Print queue.

**Profile selections not updated on Mac OS X**

On Mac OS X, if you download a profile using ColorWise Pro Tools, the new profile does not appear as a selection in the job properties in Command WorkStation, Macintosh Edition unless you quit and restart Command WorkStation, Macintosh Edition. Alternatively, you can use Command WorkStation on Windows to select the new profile, because on Windows, Command WorkStation uses Two-Way Communication to get the new profile setting.

**Tray Alignment not supported on Mac OS**

The Tray Alignment feature is not supported in Command WorkStation, Macintosh Edition. Tray Alignment is supported in Command WorkStation, Windows Edition.

**Custom page size not supported on Mac OS**

Creating a custom page size is not supported in Command WorkStation, Macintosh Edition. You can use the printer driver to specify a custom page size for a job.

**Menu selections incorrectly enabled for processing job**

In Command WorkStation, Macintosh Edition, it is possible to select Print and Hold or Print for a job that is already being processed. However, these menu selections are not supported.

**Merging jobs with duplex printing**

If you merge two jobs that have duplex printing, the orientation of each page in the job cannot be changed because you are merging the raster data. However, the page orientation that is correct for the individual jobs may not be correct for the merged job. Therefore, you might need to reorient one or more pages before merging the jobs.

If the jobs use an LEF page size and you want the merged job to print Top-Top, make sure both of the original jobs are printed Top-Top. If the jobs use an SEF page size and you want the merged job to print Top-Top, set Top-Top in both jobs and set the Rotate 180 option for the second job.

## ColorWise Pro Tools

### Color defaults

To set defaults for color printing options, use Color Setup in ColorWise Pro Tools. The exception is Color Mode, which cannot be set in Color Setup, nor in Setup from Command WorkStation or WebTools. However, you can set the color mode for a job at print time when you print from the printer driver.

### ColorCal

When you calibrate from the copier touch panel, make sure that the Original Orientation (Layout Adjustment tab) is set to Sideways Image and that the ColorCal patch pages are positioned following the arrows at the top of the page, with the short edge at top and long edge along left side of the copier platen.

When you print measurement pages for ColorCal, an instruction page also prints. To ensure good results after calibration, follow these instructions.

### Calibration using the ES-1000

In ColorWise Pro Tools, if you calibrate the Fiery Color Server using an ES-1000 spectrophotometer with Random patches selected, but the patch page you use actually contains Sorted patches, Calibrator does not notify you of the error. To reset the system to the proper color state, reset all color settings to their defaults.

### Calibrating before Start Page is printed

Allow the Start Page to print before performing calibration. This ensures that the Fiery Color Server has fully completed its startup process.

## Applications

### Adobe Acrobat Reader, Black-and-white vs. Color accounting

When you print a mixed (black-and-white and color) job using Acrobat Reader, the black-and-white pages may incorrectly register as color pages for accounting purposes. This is a limitation of Acrobat Reader.

### Adobe Acrobat, blank pages with Acrobat 7.0.0

When printing multi-copy print jobs on Windows 2000, Acrobat 7.0.0 may generate unintended blank pages. If you encounter this problem, upgrade to Acrobat 7.0.8 or later.

### **Adobe Acrobat, Multiple-copy jobs with Acrobat 7.0.0 to 7.0.3**

When printing multiple-copy jobs with a large number of pages (for example, 999), Acrobat versions 7.0.0 through 7.0.3 may not print pages correctly on Windows platforms. If you encounter problems, upgrade to Acrobat 7.0.4 or later.

### **Adobe Acrobat 6.0 and Mirror image**

When you print a PDF file from Acrobat 6.0 with the Mirrored image option selected, the PDF does not print properly mirrored. To print the mirror image of a job, you must *also* select Print as Image, by using the following procedure:

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#### **TO PRINT PDF FILE AS AN IMAGE**

- 1 In Acrobat, select File > Print, and then click Advanced.**
- 2 Check Print as Image, and then define any other advanced print settings.**
- 3 Click OK to close the Advanced Print Setup dialog box, and then click OK again.**

**NOTE:** When you print a PDF file as an image, it may take longer to process and print.

You may also find information about related mirror image issues in Acrobat at the following location on the Adobe website: <http://www.adobe.com/support/techdocs/312730.html>

### **Adobe Acrobat and Mixed Media**

If you print a document in Acrobat on Windows and use the Mixed Media print option in the printer driver to insert a blank page before or after the last page, the page is not inserted. To insert a blank page before or after the last page, download the document to the Hold queue and insert the page using the Mixed Media feature in Command WorkStation.

### **Adobe Acrobat and PCL printer driver**

If you print a PDF document from Acrobat using the PCL printer driver, an embedded text box might be printed as a black box. To avoid this problem, print using the Windows PostScript printer driver or download the PDF file to the Fiery Color Server using Command WorkStation.

### **Adobe InDesign and Booklet Maker**

If you print from InDesign CS v2.0 or v2.5 on Windows XP, the Booklet Maker option is not supported using the PostScript printer driver. Use the PCL printer driver instead.

**NOTE:** Booklet Maker is supported when printing from InDesign v1.5 on Windows and InDesign v3.0 on Mac OS.

### **Adobe InDesign and Mirror option**

Printing from InDesign using the Mirror option is not supported. If you print from InDesign with this setting enabled, the job prints without mirroring.

**Adobe InDesign CS2, Duplex printing**

When printing duplex with InDesign CS2, using InBooklet SE, the duplex print settings produce the opposite result. When you select Top-Top, for example, the image prints Top-Bottom, and vice versa. This problem is caused by the application incorrectly parsing the PPD (printer description file) for the Fiery Color Server. At present, the only workaround is to assign an Orientation override in Command WorkStation job properties (Layout tab).

**Adobe InDesign CS2 and transparency**

When printing images with transparent layers, the color output in a PDF file (created in InDesign CS2) may not properly reproduce a transparent image. (This is because true transparency is not supported with current versions of Adobe PostScript.) When processing such files, the Fiery Color Server automatically performs spot color matching, which applies a tint to the image area designated as transparent. To work around this problem, turn Spot Color Matching Off, to force the Fiery Color Server to use the correct CMYK alternate in generating color output. To access Spot Color Matching in printer driver, select ColorWise > Expert Settings.

**Adobe PageMaker and Booklet Maker**

The Booklet Maker option is not supported for printing from PageMaker.

**AutoCAD images in Microsoft PowerPoint**

If you copy and paste an AutoCAD image into a PowerPoint presentation, you may find the image does not print darkly enough. This is a limitation of the AutoCAD file, not the settings on the Fiery Color Server. To resolve this problem, use one of the following methods:

- In PowerPoint, select the AutoCAD image, right-click and select Format picture. On the Color tab, set Brightness to 25% and Contrast to 90%. This may be the quickest solution.
- In ColorWise Pro Tools, create a new color profile that makes adjustments for this type of file and imported graphic(s). The new color profile should have higher intensity for highlight areas, to darken the light gray lines in the AutoCAD image. You will need to experiment to see what adjustments yield the desired result.

**Adobe Freehand MX, PostScript vs. PCL printer driver**

To print from Freehand on a Windows system, use the PostScript printer driver rather than the PCL printer driver.

**Adobe FreeHand MX, Vector fonts**

In files generated in FreeHand MX, vector fonts (or “outline fonts”) may appear blurry when compared to fonts in the rest of the document. This is a limitation of the application, where vector fonts appear to be thicker than equivalent bitmap fonts.

### **Microsoft Excel and PCL printer driver**

If you print from Excel using the PCL printer driver, and the document contains bold characters in a font that does not have a separately defined bold font, set the following options in the PCL printer driver on the Fonts tab:

- Select Auto Match
- Select Outlines under Font downloading

### **Microsoft Excel and multiple copies**

If you print multiple copies of a file from Excel, all the pages are combined into a single copy. Therefore, if the job is stapled, all the pages are stapled together, and if the job is printed as a booklet, all the pages are combined into one booklet. If duplex printing is enabled, the first page of one copy might print on the back side of the last page of the previous copy.

To print multiple copies from Excel, print to a file, and then download the file using Command WorkStation.

If you want collated copies, you must clear the Collate option in Excel (in the Print dialog box) and select the Collate option on the Fiery Printing tab.

### **Microsoft Excel and Hole Punching**

If you select Hole Punching for an Excel document, make sure that the document orientation is Portrait. The default orientation of an Excel document is Landscape, but Hole Punching is not supported with Landscape orientation in Excel.

### **Microsoft Word collation**

To collate a job when you print from Word, do not set the Collate option in the Print dialog box. Instead, set the Collate option in the Fiery printer driver (Finishing tab).

To collate a job when you print from CorelDRAW or Microsoft Internet Explorer version 5 or 5.5, use the Collate option in the printer driver *in addition to* the Collate option within the application.

### **Landscape duplex**

When you print a landscape job as duplex, some applications, such as PageMaker and Acrobat 4, produce Top-Top output when you select Top-Bottom, and vice versa. For Acrobat 5 jobs, select the Auto Rotation option for duplex printing.

### **Microsoft Word Booklet printing**

If you print a document as a booklet from Word, you must set the page size in the application (in Page Setup) *and* the page size on the Fiery Printing tab to the same size.

For information about printing booklets in Word, see *Print Options*.

**Microsoft Word Graphics**

If a Word document contains a graphic object with a white background, and the background prints as black instead of white when you print the document using the PCL printer driver, select the object in Word and change the background from No Fill to White.

**Microsoft PowerPoint 2003 on Windows 2000**

When you print from PowerPoint 2003 on Windows 2000, you might see repeated images or images that are reduced in one dimension in the printed output. The output prints correctly if you print from Windows XP or from PowerPoint 2000.

**Printing a job with Z-Fold/C-Fold from Microsoft Word**

When you print a job with Z-Fold/C-Fold from Word, you must select an SEF (“short edge feed”) page size in Page Setup.

**Printing N-up Layout jobs from Adobe Acrobat and Microsoft Word**

When you print a job with the N-up Layout print option from Acrobat or Word, the page sizes are maintained but some pages may print blank or surrounded only by a line.

If you print a job with the N-up Layout option from Acrobat, clear the Choose Paper Source by PDF page size check box. The N-up job prints correctly, but the page sizes are not maintained.

**Quark XPress Scaling causes images to disappear**

The scaling option in Quark XPress 4.1 and 5.x likely causes images to disappear or “drop out” of the file. Furthermore, the scaling option in Quark XPress may not produce the same dimensions as the scaling option set in the Fiery Color Server printer driver. This defect is triggered when you combine scaling with certain page sizes (for example, SRA3 paper). To work around this problem, change the centering option in Quark XPress to Left edge and set the scaling percentage in Quark XPress, leaving the Fiery Color Server at 100%, or vice versa. If viable, you may also try changing the page size.

**Quark XPress v5.0 and page layout**

When using Quark XPress v5.0, you cannot use the page layout (N-up Layout) option in the Windows (PS and PCL) printer drivers. This is a limitation of the application’s PostScript driver. Currently, there is no workaround.

**Visio 2003 and PCL printer driver**

If you print from Visio 2003 using the PCL printer driver, select “Always use host fonts” on the Fonts tab of the printer driver.

## Mac OS related

### Constrained Mac printer driver

At install, you may select either Fast (to use the Unconstrained Mac printer driver) or Comprehensive (to use Constrained Mac printer driver). The Unconstrained driver functions more quickly by not checking for constraints between conflicting print options and print settings. The Constrained driver takes extra time to check for print option constraints. When in conflict, mutually exclusive print settings will be grayed-out (unselectable) in printer driver.

When working with the Constrained Mac driver, the following additional steps are required:

- Media size needs to be selected from your application's Page Size option (for example, Letter SEF).

**NOTE:** For Acrobat files, however, you should set the Page size in the Fiery printer driver.

- Each time you set or change print options, you must reselect the Summary pane for the changes to take effect. Depending on number of feature sets, you may need to switch to the Summary pane several times when preparing a single print job.
- When printing Z-Fold print jobs, Offset Mode (Finishing 2) must be set to Off.

**NOTE:** There are no Constraint messages (a.k.a. "Conflict panes") for the Mac printer drivers. When working with the Mac drivers, you need to be familiar with print settings and document workflow.

### Preview on Mac OS X

If you print a PDF document using Preview on Mac OS X v10.4, the job name might be different from the name of the PDF file. If you print the same document using Preview on Mac OS X v10.3 or Acrobat Reader, the job name is the same as the file name.

### Resolving print option conflicts in the Mac OS X v10.4 printer driver

When you change print options in the Mac OS X v10.4 printer driver, specifically in the Printer Features pane, the print option conflicts are not resolved automatically.

For example, if you select a setting for the Booklet Maker print option, the Duplex print option must be set to On before the Booklet Maker print options can be selected. The Booklet Maker print options are dependent on the Duplex print option.

In previous Mac OS versions, the print option conflicts were automatically resolved. For Mac OS X, to resolve the print option conflicts in the Printer Features pane, use the following procedure:



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**TO RESOLVE PRINT OPTION CONFLICTS IN THE PRINTER FEATURES PANE****1 Select a different pane.**

For example, if you were in the Printer Features pane, select the Summary pane.

After you refresh the Printer Features pane, there is a mismatch between the selected Feature Set group and the print options that are displayed. For example, if the last Feature Set that you changed was Image Quality 1, it is now displayed with the print options for the first Feature Set, such as Finishing 1.

**2 Reselect the Feature Set group (for example, Layout 1 or Media 1) to refresh the print options displayed.**

**NOTE:** You may need switch panes more than once when preparing a single print job.

**3 Select the appropriate print options and print the job.****Hot Folders v2.x on Mac OS 10.4.x**

The format of a file submitted to Hot Folders v2.x on a local Mac OS 10.4.x computer or a network location may not be recognized, even though the file is correct and valid. This commonly occurs if the files are in a network folder that is accessed via the Apple Filing Protocol (AFP). This does not occur if the files are in a network folder that is accessed via SMB.

To work around this, set all submitted Hot Folders files with permissions to “Read and Write” or “Read.”

- If your files are on the network, move them to your local computer, change the file permissions, and then resubmit the files to Hot Folders.

If you are working from a Mac OS computer, you must first unlock and change the file permissions. Save the new file attributes as unlocked, or change the file back to locked and then save the attributes.

- If your files are on your local computer, review and modify file permissions as necessary and then submit the files to Hot Folders.

**Backing up and restoring fonts**

With Command WorkStation, you can back up and restore fonts. This feature is described incorrectly in Command WorkStation Help.

Observe these guidelines and restrictions before backing up or restoring fonts:

- You must restore fonts only to the same Fiery Color Server server from which the fonts were originally backed up.
- Do not back up fonts to an internal hard drive that also contains the Fiery Color Server system software.
- You can back up and restore *only* PostScript fonts.