

## *Hanging with Multiple prints*

### *EX12 2.0*

#### **Problems Addressed:**

When printing more than one print of a complex Acrobat or PowerPoint file will cause the Fiery EX12 to hang or cause a paper jam. (EFI Bug # 1-77JBE)

#### **Solution:**

Download the enclosed 1-77JBE.ps to the Fiery.

This update consists of the following file:

File Name	File Size
1-77JBE.ps	185 KB

#### **Installation Instructions:**

1. Download 1-77JBE.ps file via the Fiery Downloader or Web Downloader to the Print queue or if using the import function of CWS 4.x, import to the Hold queue, then print.
2. In Command Workstation/Spooler (web), verify that 1-77JBE.ps is in the printed queue.
3. Wait 60 seconds.
4. Reboot the Fiery server from the Fiery Control Panel.
5. After the server has restarted, please wait until it goes to idle and print a Configuration Page to verify that the file has been received. The Update Information should contain the patch number 1-77JBE.ps.

#### **Important Note:**

This patch requires and was tested with composite patch 1-7QU5B pre-installed.