



Fiery Patch Release Notes

General information

Defect ID number	1-18OY91
Product name	Fiery Color Integrated Controller For Xerox Color 550/560 Printer
Release date	September 24, 2010

Files included in this release

File name	File size
1-18OY91.ps	4688KB

Issues addressed with this release

1. Patch 1-18K6VL: Bootup, LPD, Scan, PnP fixes
2. Unable to print Calibrator measurement pages with Coated 3 or Heavyweight 3 & 4
3. "Invalid Argument is encountered" when mapping Paper Catalog
4. Step 12 in the Colorcal scanning instructions for Scanner Cal & Colorcal is missing text
5. Selecting the Colorcal measure button from the Fiery icon on UI without initiating the scan first makes the LCD unresponsive
6. ColorCal instructions page fails to print from CWS5>Calibrate
7. Text/Graphics Quality option Best isn't applied correctly when Text/Graphics Enhancement is ON
8. Text/Graphics Enhancement feature is ON by default but not being applied to print jobs
9. Paper Catalog is missing 8 profiled media entries
10. Brazilian Portuguese & French missing Secure Print Tab on Fiery icon
11. WebLCD ColorCal Measure Page crashes Fiery.
12. Default server name changes to "XC-560".
13. Several finishing options fault at the Fiery, requiring SEF paper to be loaded in the printer.
14. Bi-Fold finishing options are not set at the Fiery.
15. System Descriptor returned by a SNMP query is incorrect.
16. Equitrac Office can't retrieve JBA data.



Steps to reproduce the issues

1. Patch 1-18K6VL

- a. Boot up slow – With this Fiery Controller, Secure Erase is enabled by default. When Secure Erase was enabled the Fiery Controller would boot up slow. With this patch it speeds up the boot up time. Or you could just disable Secure Erase to speed it up as well.
- b. LPD – When printing from a Mac using the LPD port the jobs would not print. They would disappear.
- c. Scan – When doing any network scan, the scan would think it was successful but would not show up where you would want it
- d. Point and Print – If the printer is set up with Point and Print, the jobs would not print. They would disappear.

2. Unable to print Calibrator measurement pages with Coated 3 or Heavyweight 3 & 4

- a. Place Coated 3 or Heavyweight 3 or 4 media in Tray 5
- b. Confirm settings on the printer LCD panel
- c. Open Command Workstation and connect to the Fiery
- d. Select the Calibrate button to open Calibrator
- e. From the print measurement page UI, select Tray 5
- f. Print the measurement page

Result: The measurement page doesn't print.

Note 1: There is no indication as to why the job doesn't print. The only bit of data a user can obtain is from the Job Log. The Job Log just states the job has been canceled.

Note 2: The reason the job fails is because Coated 3 and Heavyweight 3 and 4 requires Face Up printing...the default appears to be Face Down.

3. [FieryCentral] "Invalid Argument is encountered" when mapping Paper Catalog

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

4. Step 12 in the Colorcal scanning instructions for Scanner Cal & Colorcal is missing text

- a. Print the scanning instructions when users want to use Scanner Cal and Colorcal.

Result: Step 12 is missing a section of text.

Note 1: This occurs for the instruction set from Fiery icon and Command Workstation.

Note 2: For the Fiery icon instructions, text is missing between words "according" and "is."

Note3: For the Command Workstation instructions, text is missing after the last word, "Page," in the sentence.



5. Selecting the Colorcal measure button from the Fiery icon on UI without initiating the scan first makes the LCD unresponsive

- a. Open the Calibration module from the Fiery icon on UI.
- b. Start the Colorcal calibration process.
- c. From the Measurement Settings screen, select the Continue button.
- d. From the next screen, Print Measurement Page, either select Skip Printing or Print.
- e. From the next screen, Colorcal, select Measure Page.

Results: The control panel displays "in progress/busy" indicator. This is indicating that the Fiery is waiting for the scan to be initiated from the printer.

6. ColorCal instructions page fails to print from CWS5 > Calibrate

- a. Connect to the server via Command Workstation 5 and navigate to Menu>Server>Calibrate
- b. Calibrator will launch. Switch to Expert view
- c. Under 1. Select Measurement Method", select ColorCal
- d. Under 3. Generate Measurement Page", press [Print]
- e. Print Options will launch. Do the following:
 - i. Check/enable the "Print instructions for scanning" checkbox
 - ii. Check/enable the "Print scanner calibration" checkbox
 - iii. Press [Print]
- f. The following 3 pages will print:
 - i. ColorCal Page
 - ii. Scanner Calibration Page
 - iii. Scanner and ColorCal Calibration Instructions Page
- g. Close Calibrator
- h. Go to the printer's LCD panel and click the Fiery icon
- i. Go to the Tools tab
- j. Press [Calibrate]
- k. Login as Administrator
- l. At the ColorCal measurement Settings page, press [Continue]
- m. At the Print Measurement Page
 - i. Enable/check the "Scanner Measurement Page" checkbox
 - ii. Enable/check the "Print Instructions" checkbox
 - iii. Press the [Print] button
- n. Exit Calibrator
- o. Repeat Steps a-f.

Result: The ColorCal and Scanner Calibration pages print but the Instructions Page does not print.

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

- a. Print job with Print Driver or from Job Properties at CWS
- b. Select the Image tab
- c. Ensure Text/Graphics Enhancement is ON
- d. Set Text/Graphics Quality to Best
- e. Print the file



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

8. Text/Graphics Enhancement feature is ON by default but not being applied to print jobs.

- a. Print a test file

Result: The edge of 100% black text and line objects are not as smooth as expected.

9. Paper Catalog is missing 8 profiled media entries.

Paper Catalog is missing the following profiled media:

Xerox Digital Color Elite Silk 100lb Text (140gsm):
Tabloid 003R11775
12x18 003R11776

Xerox Digital Color Xpressions+ 80lb Cover (216gsm):
Letter 003R11770
Tabloid 003R11771
12x18 003R11772

Xerox Digital Colour Colotech+ Gloss Coated 210gsm
A4 003R97583
A3 003R97584
SRA3 003R97585

10. Brazilian Portuguese & French missing on Secure Print Tab on Fiery icon

- a. Connect Fiery in French (or Brazilian Portuguese) to the printer
- b. On the printer's LCD screen, select the Fiery icon
- c. Select the jobs tab

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

11. WebLCD ColorCal Measure Page crashes Fiery

- a. Go to printer's LCD screen > Home > Fiery > Tools > Calibrate
- b. Continue > Select a tray with paper > Print
- c. Press "Measure Page" after (or before) ColorCal page and instruction page prints

Result: Fiery WebLCD freezes, and then server freezes. "!" is displayed on the WebLCD.

12. Default server name changes to "XC-560".

- a. Set engine default paper size to A4
 - i. Log into printer's LCD screen as admin



- ii. Set Machine Status>Tools>System Settings>Common Service Settings>Other Settings>04.Default Print Paper Size
- b. Reboot Fiery Controller
- c. The Start Page prints upon reaching idle

Result: Notice Fiery name on start page. Fiery name might already be "XC-560" on first boot. If Fiery name is not "XC-560", reboot/restart/power on and power off the server a few times. Eventually the Fiery name will change to XC-560.

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

- a. In Printer Registration, add the Xerox Color 550/560
- b. In the Free Flow Print Manager application, set the added printer as Target Destination
- c. Load a letter size multiple page document
- d. For Finishing, select '2 Staples - Top Portrait'
- e. Select Submit All
- f. At the Fiery Controller CWS, select the job and Print

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

- g. Select 'View Properties'
- h. Select the Media tab
- i. The 'Paper Size' drop-down will be empty. From the drop-down, select '8.5x11 Letter SEF'.
- j. Select Print

Observation: 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.

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

- a. In Printer Registration, add the Xerox Color 550/560
- b. In the Free Flow Print Manager application, set the added printer as Target Destination
- c. Select a multiple page document
- d. Select the Job Setup tab
- e. For Finishing, select 'Bi-Fold - Multiple Sheets'
- f. Select Submit All

- g. At the Fiery Controller CWS, open the submitted job properties
- h. Select the Finishing tab

Observation: 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

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

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

16. Equitrac Office can't retrieve JBA data.

When Equitrac Office retrieves JBA data, it depends on 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 an http call, the Fiery device returns a HTTP 500 error. When Fiery is not configured correctly, the device automatically redirects to https.

Before installing 1-18OY91.ps

1. This patch is exclusive, it must be installed by itself, and the server must be rebooted once. After that, other patches can be applied to the server.
2. If any prerequisites listed below, they must be installed in the order specified before applying the "1-18OY91.ps" patch:
 - None
3. If any known issues listed below, read before installing 1-18OY91.ps patch:
 - None



Patch installation instructions

1. Make sure that the Fiery is Idle.
2. Import the patch file 1-18OY91.ps using Command Workstation to the Direct queue.
3. You must wait until the file finishes processing and CWS or Printer LCD show Idle. This ensures the patch file is completely processed. User should wait 5 minutes for complete installation of patch.



4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Shut down -> Reboot System.
5. Wait until the Fiery comes to Idle and print the configuration page.
6. Verify that the **System Update Log** contains the patch number **1-18OY91.ps**.