

Fiery Patch Release Notes

General information

Defect ID number	1-1A5GUN
Product name	Fiery Color Integrated Controller For Xerox Color 550/560 v1.0
Release date	February 1, 2011

Files included in this release

File name	File size
1-1A5GUN.ps	1.74 MB

Issue(s) addressed with this release

- 1-191L19: Tray 5 size mismatch requires job cancellation and resubmitting.
- 1-19HPAG: Black and white or grayscale jobs do not print at rated speed.
- 1-19ILP1: Color drums rotate for black and white jobs submitted as color.
- 1-1A5GUJ: Making scans while there are a series of jobs printing or waiting for printing.
- 1-1A5GUN: Fiery is non-responsive after clearing a paper jam.

Steps to reproduce the issue(s)

- **1-191L19: Tray 5 size mismatch requires job cancellation and resubmitting.**
 1. Before sending any jobs to print, ensure that 8.5x11 LEF Plain is loaded in Tray 5 and confirmed at the printer LCD screen.
 2. Next, submit a job that requires 12x18 SEF Plain to be pulled from Tray 5.
 3. Next, observe that the printer LCD displays error message 024-958 which states the following:

"The Paper Size/Orientation currently loaded in Tray 5 is different from the setting: 12x18 SEF. Load 12x18 SEF in the tray and check the Paper Guide adjustment."
 4. Remove the 8.5x11 LEF Plain media is from Tray 5. The message on the printer LCD changes to 024-954, which states the following:

"Tray 5 is out of paper. Load the following paper in the tray. Paper Size: 12x18 SEF. Paper Type: Plain. Paper Color: White."
 5. Load 12x18 SEF Plain media in Tray 5.
 6. Observe that after loading the required media, the message on the printer LCD reverts to 024-958, as seen in step 3, and the job does not begin printing.
 7. The user must cancel the print job.

8. The user must removed the media in Tray 5, reload it, and confirm the size and type as 12x18 SEF Plain at the printer LCD.
9. Resubmit the print job from a remote client or Command WorkStation and observe that the job begins printing and completes succussfully.

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

- **1-19HPAG: Black and white or grayscale jobs do not print at rated speed.**

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

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

- **1-19ILP1: Color drums rotate for black and white jobs submitted as color.**

Fix for improving drum life.

- **1-1A5GUJ: Scanning while heavy printing causes Fiery to crash.**

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

Result: The Fiery crashes occasionally.

- **1-1A5GUN: Fiery is non-responsive after clearing a paper jam.**

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

Result: Fiery is non-responsive.

Before installing 1-1A5GUN.ps

1. This patch is not exclusive, it can be applied to the server along with other patches concurrently, and one server reboot or restart is sufficient for all patches to take effect on the system.
2. If any prerequisites listed below, they must be installed in the order specified before applying the **1-1A5GUN.ps** patch:
 - **1-18OY91**
 - **1-18TDCY**
 - **1-18WR77**
 - **1-18XUFB**



- 1-18ZL1Q
 - 1-18FEO8
 - 1-19KUVC
3. If any known issues listed below, read before installing **1-1A5GUN.ps** patch:
- Do **NOT** install any of the following patch(es) after installing the **1-1A5GUN.ps** patch. If you are required to install any of the patch(es) below, do so before installing the **1-1A5GUN.ps** patch. The functionality of all patches below are contained within the **1-1A5GUN.ps** patch.
 - 1-191L19
 - 1-19HPAG
 - 1-19ILP1

Patch installation instructions

- 1 Make sure that the Fiery is Idle.
- 2 Import the patch file **1-1A5GUN.ps** using Command Workstation to the Direct queue.
- 3 You must wait until the file finishes processing and CWS or LCD show Idle. This ensures the patch file is completely processed. User should wait **60 seconds** 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 **1-1A5GUN**.