**XEROX**®

Xerox Document Services Platform
DocuSP Controller version 50.xx

# Getting Started
# Guide

**XEROX**®

# Product Recycling and Disposal

If you are managing the disposal of your Xerox product, please note that the product contains lead, mercury and other materials whose disposal may be regulated due to environmental considerations in certain countries or states. The presence of lead and mercury is fully consistent with global regulations applicable at the time that the product was placed on the market.

## European Union

Some equipment may be used in both a domestic/household and a professional/business application.

### Domestic/Household Environment

Application of this symbol on your equipment is confirmation that you should not dispose of the equipment in the normal household waste stream.

In accordance with European legislation end of life electrical and electronic equipment subject to disposal must be segregated from household waste.

Private households within EU Member States may return used electrical and electronic equipment to designated collection facilities free of charge. Please contact your local disposal authority for information.

In some Member States when you purchase new equipment your local retailer may be required to take back your old equipment free of charge. Please ask your retailer for information.

### Professional/Business Environment

Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national Procedures.

In accordance with European legislation end of life electrical and electronic equipment subject to disposal must be managed within agreed procedures.

Prior to disposal please contact your local dealer or Xerox representative for end of life take back information.

# Table of Contents

# 1. Overview

Your Document Services Platform (DocuSP) product has just been installed or upgraded. This document will familiarize you with the functions and new features available with this system.

## User Documentation

The user documentation for your DocuSP-based products consists of the following:

♦ Getting Started: the Getting Started manual is this document, which is delivered as part of the user guide kit. This document explains the product for new customers and details the new features and feature changes in the DocuSP software for current customers. It also lists the notes and caveats for working with the DocuSP software, and gives directions on how to access and print the user guides.

♦ User documentation on CD ROM: The CD ROM user guides contain the following:

- The Adobe Acrobat Reader executable for Windows, Macintosh, and Solaris platforms. By loading the Acrobat Reader, you can access and view the user guides delivered in Adobe Acrobat PDF format. Instructions for loading the Acrobat Reader software are in Chapter 5 of this document. Procedures for printing the user guides from the CD ROM are located in the Printing the User Guides section, which follows this section.

- A folder containing the DocuSP user guides. These guides are for use with the DocuSP controller regardless of the attached printer. The DocuSP controller user guides consist of:

  o System Guide (system.pdf): Contains system level information covering security, accounting, backup and restore procedures.

  o Getting Ready for the DocuSP Installation (getready.pdf): Contains installation worksheets to be filled in by the customer working with a Xerox representative in preparation for the DocuSP software installation. The PDF version provided on the CD allows the DocuSP user to print additional copies of this document as necessary.

- Using the lp utilities for Solaris (using lp.pdf): Contains the syntax and commands for using the Unix lp print command to submit jobs to the DocuSP controller.

- Using the lpr utilities for DOS and UNIX (using lpr.pdf): Contains the syntax and commands for using the command line lpr from either UNIX or DOS to submit jobs to the DocuSP controller.

♦ Product specific folder(s): One or more product specific folders are available on the user guide CD ROM. The folders contain documents such as the printer Operator Guide, Installation Planning Guides for electrical and space requirements, plus additional documents as necessary for the smooth operation of your printer. Access the folder that matches the printer type you are using.

♦ DocuSP Online Help: The DocuSP software contains an on-line Help system accessed from the various Help buttons and pull-down menus on the DocuSP interface.

*NOTE: Additional features not documented in the Online Help are documented in the DocuSP 42.xx to 50.xx Differences document.*

In addition, a PDF version of the content of the on-line Help is available on the DocuSP by accessing the Help pull-down menu on the DocuSP user interface (UI). To print on-line:

1. On the DocuSP UI, select the Help pull-down menu and select Print Help Documentation.
2. Select a queue from the pull-down menu, and select OK.
3. Send the documentation to a hold queue in order to program the job properties, or send the job to a queue with the following job properties set as overrides:

   - Sides imaged = 2-sided

   - Finishing = none

   - Paper stock = 8 1/2 x 11 or A4; drilled if the document is to be placed in a binder.

4. In Job Manager, locate the job and program the job properties. Then, release the job to print.

## Printing the user guides

Use the procedure below to print the user guides located on the User Guides CD ROM.

1. Be sure that Adobe Acrobat Reader, Version 4 or later, is loaded on your personal computer. It is also <u>strongly</u> recommended that the Xerox custom print driver for your printer be installed on the personal computer. Refer to Chapter 5 of this document for instructions on loading the Adobe Acrobat Reader from the User Guides CD ROM.
2. Place the User Guides CD ROM in the CD ROM driver of the computer.
3. Open the CD ROM and any required folders. Locate the document you wish to print.
4. Using the Adobe Acrobat Reader, you can view the document, print the entire document, or print selected pages of the document.
5. Select File: Print and select the printer to which the document is to be sent for printing. You can program the job properties at either the personal computer or at the DocuSP controller.

# 2. DocuSP 50.xx New Features and Enhancements

## All DocuSP – Based Products

### Solaris 10

DocuSP 50.xx introduces the new Solaris 10 operating system for all DocuSP controller platforms.  Solaris 10 is an open-standards based operating system that is the latest state-of-the-art offering from Sun Microsystems.

Solaris 10 offers performance, security, and compatibility improvements to the customer's complex networking environments.  Some existing Solaris applications have been retired, redesigned, or replaced with more efficient and robust applications designed to be more user friendly and compatible with other operating systems.

#### Solaris Management Console

Solaris 10 has retired several popular GUI applications commonly used by support personnel.  Admintool, commonly used to add hosts, users, printers, and other administrative tasks has been replaced by a new more powerful System Administration utility called Solaris Management Console, or smc, and a separate Printer Manager.  In addition, a new GUI text editor, dtpad, has replaced textedit.  All other command line utilities used to perform common administrative tasks are still available.

SMC provides the following management tools:

♦ System Status tool to manage functions such as System Information, Performance, and Processes.

♦ System Configuration tool to manage functions such as Add Users & Groups, Manage shared services, Storage and Data Management.

♦ Services tool to manage shared services such as add cron jobs to perform tasks.

♦ Storage tool to manage functions such as Configure share and mount points, check current disk and volume configuration and usage.

- ♦ <u>Devices tool</u> to view or configure devices and hardware such as serial ports.

- ♦ <u>Print Manager</u> to configure local and network printers, add access to remote printer

Solaris Management Console is only available when the Security setting is set to "None".

Note - Although SMC may be used to manage Users & Groups, the more appropriate place to manage user accounts is via the DocuSP Users & Groups. It provides a more secure and robust interface to assign and manage the DocuSP group for each user.

## Security updates

In a continuing process to provide enhanced security features to our customers, DocuSP 50.xx contains the following new features:

- ♦ Strong passwords: Strong passwords can be enabled by the System Administrator through the Users and Groups Management.  Strong passwords must contain all of the following:

  - • At least 8 characters

  - • One capital letter

  - • One number

  - • One special character (i.e. !, @, #, $, etc.)

- ♦ Login attempts: The System Administrator can also control the number of times a login attempt is made before the account attempting to login is disabled.  The number allowed is 1 through 6.

- ♦ Password expiration: password expiration can be set using the command tool or by editing the passwd file.

- ♦ System logging: When the security profile is set to High or Medium, the Solaris Basic Security Module (BSM) is also enabled.  BSM logs a set amount of information, including login/logout activities of the DocuSP and network login/logout.

The Strong Passwords and Login Attempts Features apply only to users created through the DocuSP Users & Groups interface, not those created through smc or other mechanisms provided by Solaris 10.

Further information on DocuSP Security can be found in the DocuSP System Guide.

## Queue management

The following enhancements have been made to the queue management functionality.

♦ Copy queue allows the administrator to select any existing queue and make a copy of it. The Copy feature can only be used locally on the DocuSP. However, queues can be copied to other similar DocuSP systems by using the Configuration Backup and Restore functionality.

The Copy queue functionality allows the customer to set up customized queues with specific properties and overrides, then copy the property settings to one or more new queues. Copy queue is especially useful in color printing environments with customized color settings.

To copy a queue using the Configuration Backup and Restore functionality, select Backup, Configuration - from the System pull-down menu. In the list of options select the option to backup select queues. Save the configuration backup file to a network location accessible by the DocuSP controllers or to portable media. At the destination DocuSP, Restore the Configuration file. Restored queues are added to the current queues list already existing on the system. Note that this process overwrites any currently existing queues that have the same name as the restored queues on the destination DocuSP.

♦ Three predefined queues are now automatically created on the system when the DocuSP software is installed. The queues are setup for PRINT (release), HOLD, and SAVE. The queue default settings are: HOLD Queue is set to Release=No, SAVE and PRINT are Release=Yes. Default Queue settings are changeable. The SAVE queue on a color system includes defaults to save FRF formats, DRI, and Gather. The three queues allow the system to be immediately available for job submission and verification.

NOTE: The Xerox Nuvera C/P remains a single queue system.

♦ An attribute report is now available as an option on both the Job and Queue properties. The attribute report is printed with each job and prints the queue settings and job properties set at the time the job is printed.

- For full color products, the report includes the color version, color selections, user TRC selections, source and output color selections, Pantone processing, and interpolation method.

- For highlight color products, the report includes the highlight printing color, mapping color, mapping algorithm, and mismatch action.

- For monochrome products, the report includes the appropriate job and queue attributes.

## Site management

Several new features have been added or enhanced to expand the capabilities of the managing the customer's site.

♦ Disk usage indicator icons are now part of the DocuSP menu bar. This function allows operators and administrators to monitor the state of any of the DocuSP system disk partitions. The icons provide a visual indication of disk usage, with warning and error indicators.

- A full interface is provided to show detailed disk partition information, such as disk size, used space, free space, usage percentage, and partition name or path.

- Fault messages are raised depending upon the threshold usage value. For example, 80% usage of a disk partition raises a warning message, 95% disk partition usage raises an error message.

- The System Disk Properties window provides an option to remove waste files created by system crashes, for example core files.

♦ The Retain PDL feature has been expanded.

- Jobs printed using a streaming queue can be retained. Previously, only spooled jobs were retained.

- To control disk usage, the user has three options to choose from: maximum percent of spool capacity, time period for job retention, and the number of jobs retained. These three options interact to control the overall number of jobs that can be retained on the system. The size, complexity, and number of jobs printed and retained by the site may require some experimentation on the part of the customer to select the optimum combination of these settings for their workflow.

- The default setting has been increased from 50 to 200 jobs when enabled. A command line tool is available to increase the number of retained jobs to 500 if required by the site.

## Datastreams

♦ The VIPP Core software has been updated and included with the DocuSP software. In addition, VIPP Project Manager has also been upgraded.

♦ IPDS is now supported on the Sun AMD (x86) platform for those products that support IPDS and the x86. In addition, IPDS is now supported on the DocuColor 7000/8000 and iGen3 products. The launch timeframes for IPDS on color products are determined by the Operating Companies.

♦ DocuSP 50.xx IPDS supports single or double byte fonts.

The On-line Gateway management functionality is different between the IPDS and LCDS options.

♦ For IPDS the channel online gateway management software and interface is bundled with IPDS.

♦ For LCDS the online gateway is used to manage the Online Interface. The online gateway is unique to LCDS.

♦ Both IPDS and LCDS require the Online Interface Hardware Option to function in the IBM Channel environment. Only one Option is required if both require IBM Channel connectivity.

## LCDS updates

### LCDS Tape Client updates

DocuSP 50.xx enables users to select and print single or multiple LCDS reports from the DocuSP Tape Client GUI. If multiple reports are desired, the reports must be specified in ascending order with a position relative to the beginning of the container.

The Tape Client GUI is modified to support Reporting. The File Ranges panel is renamed to Tape File Selection. Users can make selections from the available options within this panel.

♦ Selecting All: the Tape Client GUI prints all files on the tape as in DocuSP 4.1.

♦ Selecting Range: the Tape Client GUI prints a range of files on the tape as in DocuSP 4.1.

♦ Selecting Reports: The Tape Client GUI prints reports listed on the Reports Range table.

The user can specify a range of reports for printing via the Report Range option in the Tape Client panel. The maximum length for the report range is set to 120 characters.

Note: The Report Range table has a maximum of 100 rows. If the user wants to process more than 100 reports the job must be submitted in at least two parts. For example, if the file contains 150 reports, the first job would process reports 1-100 and the second job would process reports 101-150.

### LCDS Resource protection

This feature allows the operator or system administrator to change the access mode of non-permanent LCDS resources to be protected (read only) or to be overwritten during the import of new resources. The option is available on the LCDS Resource Manager interface. Select a resource and access the

right-click menu to select Access Mode. The access mode of each resource is displayed as:

- o System for system reserved, read-only resources. The access mode cannot be changed.

- o Read only for files that are protected from deletion or from being overwritten by import. The access mode can be changed.

- o Write for files that can be overwritten. The access mode can be changed.

## Adobe Acrobat PDF

DocuSP 50.xx supports the Adobe Acrobat 6 feature set. An error page is printed when a unique Acrobat 7 command is encountered during the processing of a pdf. The job prints to completion.

A previous pdf file size limit has been removed from this release of DocuSP. Large pdf files, particularly large color variable information files, typically would encounter an intermediate file size limitation during processing. This intermediate file size limitation has been removed.

## DocuSP License

The DocuSP software now requires a new license for each major release of the software. Only the DocuSP main license is affected with this change. The Xerox Service Representative obtains the license string prior to or during the DocuSP installation.

## Sun W1100z/2100z (AMD) platform

The Sun x86 (AMD) platform is being offered on additional printer families in this release.

The DocuSP IPDS gateway is now available on the Sun x86 platform for those products that support IPDS.

## Backup and Restore

The ability to backup and restore Remote Services data has been added to the Configuration menu.

## DocuSP Remote Services

DocuSP Remote Services provides the following new features:

- ♦ The ability to select to transfer controller or printer data during problem reporting sessions. Printer data is not available for transfer on the DocuColor products.

- ♦ DocuSP Remote Services is now bundled with the DocuSP

software and is automatically installed when DocuSP is installed.

♦ The on-line distribution of license files is now enabled to allow quick access to license files by the Xerox service representative.

♦ The ability to "capture" jobs. Remote Services software is limited to capturing spooled jobs only.

♦ DocuSP Remote Services Capture service has a maximum limit of 200 MB. If the capture exceeds 200 MB, Remote Services prompts the user to enter a CD.

DocuSP Remote Services now supports the DocuColor family of products.

In addition, DocuSP Remote Services on-line registration is now available in some European countries.

## Set recovery support

The DocuTech 61xx family of printers has supported extensive Document Finishing Architecture (DFA) options. With this release of DocuSP, the same options are now available for the DocuPrint EPS and DocuTech HighLight Color products as well.

Automatic set recovery ensures that each set of a job is completely delivered to the finishing destination. The finisher is monitored to ensure that any sets not delivered to the final destination are automatically reprinted by the system. Automatic set recovery is especially important to customers using inline set-oriented DFA finishers with variable data, such as LCDS or IPDS, jobs. Without this feature, customers must reprint any damaged sets. For LCDS and IPDS jobs, this requires resubmitting the entire job.

The new features are:

♦ Time between sets allows the user to determine and set the time lapse between the printing and delivery of each set to the finisher to allow time for the finisher to complete the task. This information is typically found in the documentation available with the finisher.

♦ Set recovery behavior allows the user to specify the recovery behavior, sheet or set, for incomplete sets interrupted by a finisher jam.

♦ If sheet recovery is selected, the job recovers to the first undelivered sheet in the job. This is the default and is normal jam recovery behavior.

♦ If set recovery is selected, the job is positioned to the beginning of the first incomplete set and printing resumes from there.

This feature is only intended for collated jobs and cannot be activated for uncollated jobs. Maximum set sizes that can be accommodated is approximately 2000 sheets. For some very small jobs with automatic set recovery enabled, the system may require extra time to reset the system due to a necessary number of skipped pitches.

## No Longer Supported

Token Ring and the Sun Ultra2 controller are no longer supported.

### Token Ring

Token Ring is no longer supported directly with this release of DocuSP. A bridge box is now required for those customers that require token ring.

### Ultra 2

The Sun Ultra2 controller is no longer supported with this release of DocuSP. The speed and technology of the Ultra2 controller is too old to support the advancements in the DocuSP software. Please contact your Xerox representative to discuss options for replacing the Ultra2 with more current Sun controller hardware.

## Nuvera Unique Additions

### Xerox Nuvera™144 Production System

Announcing the Xerox Nuvera 144 Production System. The Xerox Nuvera 144 produces 144 impressions per minute for letter-size and smaller media. It is currently the only product in the Nuvera family that is controlled by DocuSP running on the W1100z.

### Secure FTP Scan to Network

Image scan save to Network via secure FTP. This enables scanning to network using the Secure FTP protocol. Secure FTP is an industry standard filing protocol built on FTP that enables encryption of the data.

### Font Download on Queue

Transfer CID/Doublebyte to a queue for autoload.

### Dynamic Sample Print

This allows users to send a sample print to the top tray at any time during a print run.

### Stacker Unload behavior change after and interrupt job

When an active job is interrupted with a Print Now or Proof, the system will pause the current job and prompt the user to remove current job from output tray.  After the interrupt job prints, the user is prompted to remove the interrupt job from the output tray.  The interrupted job will resume printing.

### Basic Finishing Module improvements

Basic Finishing Module Improvements include

♦ Automatic bin limits and improved bin recovery. This feature automatically controls the number of sheets collected and compiled in the finisher when running unfinished sets to optimize the set drop performance.

♦ Stack mixed size output. This feature enables stacking of output within a single job that contains different sizes, both in the process and cross-process dimension.

♦ Automatic stack height limits for small sets. This feature automatically limits the number of stacked stapled sets to 100 when set size is 15 or less. It unloads automatically when the limit is reached.

### Low Power Mode (Production System)

This enables a site to use power saver Low Power Mode on Production System configuration.

### Copier-Printer configurable tray pop-ups

This allows the customer to decide whether they want the tray re-loading confirmation window to display or not.  By default, any time a tray is opened/closed on a CP configuration, the confirmation window is displayed.

### DFA configuration

This addition allows configuring an attached DFA device such as a DS5000 as a stacker or a finisher via the Device Setup dialog window.  This replaces the command line utility DFA_IsStacker used in previous versions.

### Printer On/Off

The Nuvera printer now has the option to power off the printer independent of the digital front end.

## DocuTech 180/155/128 Highlight Color Unique Additions

### VIPP: Black Overprint

The VIPP 5.3a software or higher is loaded in DocuSP 5.0. This VIPP software contains a new capability to handle black

(K) over the highlight color (HLC). Overprinting K objects on top of HLC in most VIPP jobs now results in desirable image quality.  Previously, these jobs would have "knock-out" artifacts between the highlight and black print areas.

## Monochrome RIP performance enhancement

A monochrome only RIP has been added to the HLC system that significantly improves the RIP performance to more closely match the RIP performance of monochrome only printers with the same software and hardware platform.  The monochrome only RIP is activated when the Mapping Algorithm is set to Monochrome in the Image Quality tab.  This is set on a queue basis in Queue Properties or on a job basis in Job Properties.

## DFA Finishing Set Recovery Support (41xx, HLC family)

Products such as the DocuTech 61xx family have supported the capability for expansive document finishing architecture (DFA) options.  This release introduces the same options to the EPS/41xx and Highlight Printer family.

# Color Product Unique Additions

## Advanced Settings:  Color Profile Selections Consolidation (all color)

In previous release, the Input Profile and Output Profile options were visible on at least two distinct tabs within the DocuSP interface.  In 5.0, Advanced Color profile options have been moved to a single "Advanced" screen.  The "Input Color Setup" is available on the left side of the screen and the "Output Color Setup" is displayed on the right side of the screen.

## DocuColor® 240/250 Digital Color Copier/Printer

Announcing the newest color printer, the Xerox DocuColor 240/250 Digital Color Copier/Printer. The DC240/250 introduces new production features to low volume markets.

The DC 240/250 contains an integrated scanner that supports a Scan Out feature, which allows the user to scan documents using scan job templates and store them on an image repository through FTP. DocuSP supports this feature by providing a job template pool and hosting a scan job image repository.

The DC240/250 is available with a choice of 3 standalone color servers:

♦ Xerox FreeFlow DXP250 (new)

♦ EFI Fiery EXP250

♦ Creo Spire CX250

## Tray Programming Confirmation options

♦ **None.** This is current legacy behavior with no automatic Tray confirmation pop up. Trays must be programmed at the DocuSP GUI.

♦ **When Tray Settings Change.** This is similar to the current Nuvera Non-Production (office) behavior. A tray confirmation pop up window appears when the size changes. Even if the size stays the same, the system assumes a re-load. NOTE: On DC250 you also get a confirmation message if you change a tray attribute at the printer (such as stock type, or size).

♦ **After Every Tray Cycle.** This is the current Nuvera office behavior of a tray pop up any time you cycle a tray. NOTE: On DC250 you also get a confirmation message if you change a tray attribute at the printer (such as stock type or size).

♦ **Auto Accept Settings Changes**. The DocuSP DFE automatically accepts and confirms whatever the printer sends. For example, if you reload a tray with a different size, the DFE accepts the new size and the tray remains "ready".

If the printer sends a new stock attribute, any Settings that the printer does not specify (for example ordered stock) is set to their default state. This mode is useful in that the operator does not have to program tray stocks at the DocuSP GUI.

## Xrite DTP 20 and Calibration Improvements

An enhanced spectrophotometer and adjusted calibration process has been introduced with the DC250 product. The DTP-20 from X-Rite enables an accurate and speedy calibration.

This handheld unit plugs into the USB port. It allows the user to control the speed. Therefore, the time to read calibration strips is normally faster as compared to other X-Rite models.

The calibration / characterization process involves just a few procedures. One must:

1. Print the target

2. Initialize the instrument

3. Measure the target

4. Download the data

## DC 240/250 Calibrate Spectrophotometer

In addition to the standard feature set, the DocuSP 5.0 calibration libraries offer the ability to calibrate the instrument via the GUI. To calibrate the instrument, the user must place

the instrument over the calibration chip, which is built into the "Pathfinder" guide.  A small black plastic cover protects the calibration chip.  Once the instrument is in the appropriate location, make sure the USB cable is connected, select the instrument calibration option from the GUI, and follow the provided directions.

## DC 240/250 Reset Spectrophotometer Features

For the DTP-20, this feature completely clears the instrument's volatile RAM, resets the microcontroller, and resets the USB controller.  This procedure essentially powers off the instrument.  To restore the instrument to a functional state, actuate the power switch on the backside of the instrument.

# 3. DocuSP 50.xx Software Release Information

## Notes and Caveats

The sections in this chapter cover known issues with the DocuSP 50.xx software and supporting applications.

### DocuSP Controller

The following table details the caveats for the DocuSP 50.xx software and indicates which, or all, printer products to which the caveat applies.

The fix to these caveats is planned in a future release of the DocuSP software. If you encounter one of these caveats that impact your print production, contact your Xerox support representative.

| Caveat | Applicable printer product |
|---|---|
| Use of the xrxusr account in DocuSP 50.xx may result a number of unexpected behaviors (e.g, error messages), if DocuSP's security profile is set to anything besides "none". When the security level is not "none", the xrxusr account is locked. To avoid locking the account, you must set the security profile to "none". If security is desired then any use of xrxusr is highly discouraged and the administrator should set up a new user account to enable remote access to the system (e.g, for NFS, or Freeflow/Digipath-initiated ftp). | All |
| Remote Services captures spooled jobs only. This is a limitation of the Remote Services software. | All |
| Remote Services capture/data transfer is limited to 200 MB. The Remote Services User Guide lists the limit at 400 MB. | All |
| Configuration Backup does not compress tar files during the backup procedure. | All |
| Configuration Backup and Restore does not restore certain links, specifically the hosts link to /inet/etc. | All |

| Caveat | Applicable printer product |
|---|---|
| A PDF job has a PS to PS conversion Error: the page has a watermark annotation. Send the job to a queue with 1up imposition. | All |
| The "Select All" option is grayed out in the Stock Library menu after selecting Hide Entries and Show entries. | All |
| Accounting files are not successfully exported to CD even though the DocuSP message box reads, "Logs successfully exported". | All |
| The Network diagnostics field allows users to enter special characters and blank spaces. This results in an error message. | All |
| An error message appears when entering Diagnostics after switching DocuSP into a language other than English. | All |
| The "accounting log export" changes (;) into (:) for Dutch and French languages. This error exports all the fields into one column. | All |
| Disabling the gateway licenses in License Manager does not remove the tabs of the disabled licenses. | All |
| The "Export" button remains in a grayed out state in the Accounting log when an invalid job ID is entered. | All |
| There is a slight shift in the printed output of the Accounting Report log. | All |
| Invalid Stock Name can be created in System Preferences. An error message appears when invalid stock is selected. | All |
| Interrupted "RIP" jobs do not resume when RIP is resumed. | All |
| The Backspace/Delete key does not work properly for X86. Highlight the text to be deleted and type over it or turn the num lock off. | All |
| DocuSP hangs while trying to load fonts from a non-font directory name (Unix file system). | All |
| Long banner messages or job info strings can cause GUI to hang. Restart/reboot the system to recover. | All |
| The Xerox CSE login fails. The Diagnostics password is not synchronized with DocuSP/CSE login password. Manually keep the passwords in sync. | All |
| Select All in Job Manager does not work. Instead, right click to bring up select all option or use Control-A. | All |

| Caveat | Applicable printer product |
|---|---|
| After a faulted job is released for printing, the fault message may not clear.  Ignore the message. | All |
| Some incorrectly formatted UDFS CDs cause the DocuSP to hang.  Some PC applications may produce UDFS CDs that cause the DocuSP to hang.  Reboot the DocuSP and avoid using the application that created the CD. | All |
| Renaming a CD used for configuration backup causes the system to be unable to perform a restore from the CD.  Do not rename a configuration backup CD. | All |
| GetTiff does not process Adobe PhotoShop TIFF files with JPEG compression. | All |
| Imposition: Current Stock Size field in the Layout FAB does not reflect a newly selected stock size.<br><br>Solution: Be sure to select [Apply] after selecting a new stock size. | All |
| Data Overwrite aborts due to insufficient storage space.<br><br>Avoidance: Backup saved jobs and/or resources to a network repository. When Data Overwrite is run, be sure to select [Overwrite Saved Jobs and Resources]. When the Data Overwrite is complete, restore the saved jobs and resources from the network. | All |
| All jobs sent via IPP on MAC fault with "unknown format" message. Recovery: use LPR instead. | All |
| The DocuSP on-line help search feature is not working reliably. Inconsistent and erroneous results occur when searching the on-line help for a topic. | All |
| LCDS marker process not working on 1-N job. | All |
| System backup and restore is not working. Do not use this feature.  Do a scrape install and configuration restore. | All |

| Caveat | Applicable printer product |
|---|---|
| The Tray Code column of the PCL Paper Sources numbers 1 through 6 are correct. But beginning at 7, the Tray Codes do not reflect the correct HP paper tray select codes <esc>&lxH where x is 8 for tray 7 and 20 for tray 8 etc.  Refer to the DocuSP 4.1 to 4.2 Differences Document for a table detailing the correct HP paper tray codes. | All |
| In Printer Manager, the tab button does not work when a tray has multiple stocks.  Use the arrow keys to move through the Printer Manager dialog. | All |
| Meter Assistant is not available in DocuSP 50.xx | All |
| Print and save is not saving. Need to do a Print then a Save as a two-step process. | All monochrome printers |
| Some X86 controllers default to the Xsun server. | All monochrome printers All |
| The Sun X86 is not powering up at the Start of shift. The problem can be overcome during boot up by pressing F2 as soon as the BIOS screen appears, then waiting (2 minutes) before pressing F10 and allowing the boot to continue. | All monochrome printers |
| CDs not available for installation. DVD only. | All monochrome printers |
| Tape drives do not work on x86; cannot print from tape. | All monochrome printers |
| Data overwrite does not work on x86. | All monochrome printers |
| TGBackup not supported on Solaris 10 or x86. | All monochrome printers |
| Jobs fault following a jam. | All monochrome printers |
| The Online Gateway may log a misleading message stating that there is a JDL/JDE problem when SYS files are missing.  When compiling or adding JSLs to a library, do not delete the files first. | All monochrome printers |
| Copy-Sensitive CME jobs print with extra pages.  Avoidance: Program a Copy-Sensitive CME in the START JDL, even if it is a CME CONSTANT to print a space. The output prints correctly. | All monochrome printers |

| Caveat | Applicable printer product |
|---|---|
| Unable to enter "comments" while creating a new TRC. | All color printers |
| In "Image Adjustments", Lightness, Saturation, and Contrast text boxes are enabled when Xerox Consistent Color mode is selected. These should be disabled. | All color printers |
| An error message appears when entering 100,0  or  0,100 for TRC control points. | All color printers |
| In IPDS Manager, the Current Job Setup changes are not saved. | All color printers |
| Jobs print in serial mode when the administration pages and Page Parallel RIP are enabled.  In order for jobs to print in parallel mode, disable the administration (banner and error) pages. | All color printers DocuPrint CF |
| The "More Information..." link on the Associations tab for Color Management opens a window that displays a scroll bar only. | All color printers |
| Stock attributes are not displayed correctly by the IPS Manager if the stock name contains an "=" character. Do not use the "=" character in stock names used by the IPS Manager. | IGen3 |
| When printing the RDO with Special pages, the job becomes fault job. | IGen3 |
| While IPDS jobs are processing, the Reposition Output screen is selectable. Do not use the Reposition Output Screen while IPDS jobs are processing. | IGen3 |
| Changing values in the IPS Manager Printer Tray list does not result in permanent changes to the list. The changes are NOT registered by the IPS Manager. | IGen3 |
| Submission of a PPML job causes an error when printing to a queue with Variable Data disabled. To recover, select properties on the queue that the PPML file is submitted to, under PDL Settings Tab, enable the Variable Data setting. To avoid this problem leave Variable Data caching enabled. | IGen3 |
| The Diagnostics Call For Assistance screen is blacked out. Reboot to clear this problem. | DocuTech 6180 |
| Unable to launch DocuSP after changing system date beyond license expiration date. | DocuTech 180/155/128 HLC |
| When the Tray Confirmation value is set to "None", the tray confirmation window still appears when drilled stock is loaded. | DC250 |

| Caveat | Applicable printer product |
|---|---|
| Peripheral manager not recognizing any tape format | Xerox Nuvera PS |
| A fatal system error occurs when using a halftone that is not supported for the rip resolution in use. Hold or delete the job, restart the system, modify the halftone programming, then release the job. | Xerox Nuvera |
| In a Gettiff job - certain letters in a character string of printed text, are not correctly translated / printed. | DC250 |
| Booklet fold prints to stacker with no fold. | DC250 |
| HTTP/IPP gateway crashes when saving a template with long descriptions. Limit template descriptions to no more than 100 characters. | DC250 |
| Printer Stacking setting for "all stackers" does not work. Select settings for each stacker and make the change manually for each one. | DocuPrint 1xx EPS |
| Device profile fields may show up as zeros after install. A restart should correct the problem. | 41xx |
| 4mm tape drive prevents DVD from booting. To avoid, turn off tape drive when booting from DVD. 65155 | 41xx |
| Upgrade through diagnostics causes fatal system error. Upgrade from the media as a workaround. | 41xx |
| RemoteUI: Error message appear when Remote GUI is opened on Solaris. | DocuTech 61xx |
| Other - Disk Overwrite not working on X86. | |
| LCDS. Job hangs after printing first output. | DocuTech 61xx |
| Customer diagnostics buttons are black. | DocuTech 61xx |
| LCDS: TRANSPARENCY jobs will not print on DT 61xx. Change the face value for the job with a JDL change to FACEUP=YES, or this can be done on the queue as a Faceup override. | DocuTech 61xx |

| Caveat | Applicable printer product |
|---|---|
| For optimal operation of the DocuSP IPDS, follow these guidelines:<br>1. Do not Pause the printer to continue RIPping a job while deferring printing. Continue the processing and printing of an IPDS job before attempting to print another job.<br>2. Do not use Reposition Output on an IPDS job.<br>3. Select 1 to N printing as a default. If N to 1 printing is necessary, set the maximum set size for the finisher to the actual finisher capacity, and do not direct jobs to the finisher that are larger than the finisher can accommodate. | All applicable IPDS printers |
| IPDS crashes with a C03-308 Fatal System Error. To avoid the problem, increase the IPDS Shared Memory Space in the IPDS Manager. Recommended sizes are 32MB for monochrome printers, 128MB for color printers. The setting can be as high as 1024MB depending upon the complexity of the jobs. | All applicable IPDS printers |
| MaxiCode, 2d Data Matrix bar codes, and GSCD (graphic set character direction) do not work reliably. | All applicable IPDS printers |
| Long jobs that are simplex with a solid highlight color image in the same location on each page may cause staining on the fuser that appears on subsequent jobs. Contact the Xerox customer support center for assistance. | DocuTech 180/155/128 HLC |
| Jobs programmed with front covers do not print.<br>Avoid programming front covers at this time. | DocuTech 180/155/128 HLC |
| Programming a negative shift with JIS B4 stock causes a misalignment between the black and highlight color images. | DocuTech 180/155/128 HLC |
| Use of DHCP is not recommended. Assign a static IP address for the system. | DocuTech 180/155/128 HLC |
| DocuSP Remote Workflow does not run in the Solaris operating system. Use Remote Workflow on a Windows platform only. | DocuTech 180/155/128 HLC |
| Restarting DocuSP causes Remote Services to restart. Do not restart DocuSP while capturing or transferring data. | DocuTech 180/155/128 HLC |
| The DocuSP 4.x UI functions much slower on a Sun Ultra 2. | DocuTech 61xx |

| Caveat | Applicable printer product |
|---|---|
| The Reposition Output display only shows the end of the job and does not show the end of the set. | DocuPrint 1xx EPS |
| External finishing cannot be selected at the client using the IPP or HTTP gateways. Submit the job to the printer without any finishing, and select the external finisher at the DocuSP. | DocuPrint 1xx EPS<br>DocuTech 61xx |
| Missing the license.dat file on CD-R when a Configuration Backup was performed. | DocuColor 2045/2060/6060/5252/8000 |
| Missing the notrouter file on the CD-R when a Configuration Backup was performed. | DocuColor 2045/2060/6060/5252/8000<br>DocuColor 3xx |
| During Configuration Backup/ Restore some files that were on the CD-R were not restored. | DocuColor 2045/2060/6060/5252/8000<br>DocuColor 3xx |
| Cannot backup configuration with a CD-R that already has a small amount of data stored on it. | DocuColor 2045/2060/6060/5252/8000 |
| hostname* shows up gray (unselectable) in the Configuration Restore GUI. | DocuColor 2045/2060/6060/5252/8000<br>DocuColor 3xx |
| Jobs with a Layout custom template and 1 Up may complete with errors. | DocuColor 8000 |
| Using a streaming queue is not recommended. Jobs hang with a status of "Waiting for RIP." | DocuColor 2045/2060/6060/5252/8000 |
| After clearing a faulted job, the fault message is not erased. | DocuPrint 1xx EPS<br>DocuTech 61xx |
| Configuration backup to CD fails if more than one CD is needed.<br>1) Select a backup destination other than CD<br><br>2) Select fewer categories to backup so that the backup fits on one CD.<br>This step can be repeated as many times as needed to get all of the categories backed up. If multiple backups are performed, then multiple restores will be needed to restore the entire configuration. | DocuPrint 1xx EPS<br>DocuTech 61xx |
| The Remote UI preference setting is not persistent after an upgrade.<br>Recovery: reset the preferences for the Remote UI. | DocuPrint 1xx EPS<br>DocuTech 61xx |

# 4. Tools and Utilities

This chapter includes the various software tools and utilities used with the DocuSP software.

## Ability to Bind 128 Pages

A UNIX command line utility included allowing the ability to bind more than 125 sheets of paper for the DocuTech 61xx printers only.

### Changing the Binding Limit

Perform the following steps to modify the number of pages that can be bound from 125 to 128.

1. In the background, right-click to open the menu. Open a terminal window.

2. Login as root user.

3. Type: `/opt/XRXnps/bin/setBind128 -f #` and press <Enter>, where # equals 1 to set the limit for bind jobs to 128 and # equals 0 to set the limit for bind jobs to 125.

4. Close the terminal window. Restart the DocuSP software.

## Set Retain PDL

♦ The Set Retain PDL feature on the DocuSP is limited to retain only 200 completed jobs for future printing. Depending on the size of retained jobs and the size of the internal hard drives; a lower value may be more appropriate for some customers.

♦ A UNIX utility named setretainPDL has been added to the DocuSP to allow the user to specify the number of jobs to be retained within a range of 1 to 500.

♦ Customers who use the Set Retain PDL feature must be aware that monitoring the disk capacity is the responsibility of the end-user. The DocuSP does not have a process for indicating when the disk is full. Increasing the number of retained jobs should only be done if the customer is confident that this will not fill the controller hard drive. Approaching disk capacity can prevent job transmission or otherwise impact system behavior.

## Changing the Retain PDL Setting

Perform the following steps to modify the number of PDLs that can be retained on the DocuSP.

1. On the DocuSP interface, select Setup and System Preferences. Select the Job Policy tab.

2. Ensure that the setting for Retain PDL files of last 200 jobs is set as enabled.

3. Select [OK]. Do not restart the system if you are prompted to do so.

4. In the background, right-click to open the menu. Open a terminal window.

5. Login as root user.

6. Type: /opt/XRXnps/bin/setretainPDL # and press <Enter>, where # is a number between 0 and 500. A value of 0 maintains the current setting.

7. Close the terminal window. Restart the DocuSP software.

## Reset the Xrite Spectrophotometer

Two options are added to the DocuSP Calibration screens. The options should be used if the DTP spetrophotometer fails to calibrate after standard resets (e.g., restarts).

- ♦ Reset DTP: This option resets the X-Rite DTP to factory defaults. In some cases, the unit has incorrect firmware values (e.g, unit used on another DFE). This option resets the unit.

- ♦ Erase Calibrations: This option removes all calibrations from the system and resets the tray settings to empty.

After the reset is complete, follow the standard procedure to calibrate the spectrophotometer.

## Nuvera Stacker/Finisher Script

For the Nuvera family of printers, you must use the following script to set up Stackers and/or Finishers:

1. Open a terminal window.

2. Login as root.

3. Type **cd /opt/XRXnps/bin/DFA_IsStacker**.

4. Press <Enter>.

5. Type **./set –f 0** OR **./set –f 1**. Use the value 0 if the attached DFA device is a finisher, or use the value of 1 if the attached DFA device is a stacker. Note that there are spaces before and after the –f switch.

6. Restart DocuSP.

   *NOTE: This setting is lost on an upgrade or a scrape install and must be recreated using this procedure.*

## LPR gateway behavior for document title

Prior to DocuSP 4.0, the controller applied the LPR gateway filename to submitted documents as opposed to the internally set document name.  Starting with DocuSP 4.0, the controller applies the internal document name to the job.

To set the DocuSP to the pre-4.0 behavior, run the following script:

1. Open a terminal window.

2. Login as root.

7. Type **/opt/XRXnps/bin/enablePre40LPRBehavior True**

8. Press <Enter>.

9. To disable the pre-4.0 LPR behavior, type **/opt/XRXnps/bin/enablePre40LPRBehavior False**

10. Press <Enter>.

11. Restart DocuSP.

   *NOTE: A document name set in the job ticket has a higher precedence than the LPR gateway and internal document attributes.*

## TGBackup

TGBackup is an interim tape backup tool that supplements the DocuSP System Backup utility. Backing up to tape is not yet available in the Backup and Restore feature in DocuSP. TGBackup provides the ability to backup the system files to a tape.

The Xerox service representative installs TGBackup on the DocuSP controller. For more information, refer to the TGBackup.htm file on the TGBackup CD or DVD (x86).

# 5. Adobe Acrobat Reader

To install the Acrobat Reader, follow the instructions below. The Reader software is available on the customer documentation CDROM for Windows 95/98/NT/XP, Macintosh, and Solaris.

## For Windows and Macintosh

1. Insert the documentation CDROM into the CDROM reader on your workstation.
2. Open to folder labeled ACROREAD.
3. Open the folder that is specific to your workstation, either Windows or Mac.
4. Windows: Double click on the .exe file. Follow the instructions on the screen to install the reader.
5. Macintosh: Copy (select and drag) the .bin file to the desktop. Double click on the file and follow the instructions on the screen to install the reader.

## For Solaris

1. Insert the documentation CDROM into the CDROM reader on the DocuSP controller.
2. In the background, select and open a terminal window.
3. Logon as the root or super user.
4. Change directory to the CDROM, Acroread directory.
   Copy the .tar file to the /tmp directory.
5. Change to the /tmp directory:
   cd /tmp
6. Untar the file:
   tar –xf xxxxx.tar

   Run the install script.
7. The license agreement is displayed. Use the [Enter] key to scroll through the agreement, and type **accept** to accept the agreement.
8. The screen asks for the installation directory for the reader. Press the [Enter] key, and then type Y to create the Acrobat4 directory.
9. When the installation is complete, you can start the Acrobat Reader by typing:
   /opt/Acrobat4/bin/acroread – iconic
10. The Adobe Acrobat Reader is started and placed as an icon on the desktop. Open the Reader, and select [File], [Open]. Enter the path to the customer documentation CDROM

(/cdrom/65docs) to open one of the PDF files on the documentation CDROM.

> *NOTE: Steps 9 and 10 will have to be performed every time the system is shutdown and restarted unless a path is set up to the Adobe Acrobat Reader executable.*

> *NOTE: If an icon does not appear, refer to the next procedure.*

In order to launch the Adobe Acrobat Reader from the CDE console, located in the bottom center of the screen, perform the following steps:

1. Open the File Manager.
2. Change to the /opt/Acrobat/bin folder.
3. Open the folders pop up menu by selecting the up arrow above the file drawer icon on the CDE console.
4. Use the left mouse button to select and drag the acroread file from the File Manager window to the Install Icon on the Folders pop up menu. This will install an icon that can be selected to launch Acrobat Reader.
5. When the Acrobat Reader icon is selected, a window titled Action:Run opens. Select [OK] and a run window opens, then Acrobat Reader opens. Minimize the Run window if desired; closing the Run window closes the Acrobat Reader.