

# Supplement to Customer Release Notes

## Fiery EXP6000 Color Server, version 1.0, SP2 for the Xerox DocuColor 6060 series

This document contains supplemental information about Fiery EXP6000 Color Server™ server software version 1.0, SP2. See also the *Customer Release Notes* provided on CD-ROM and distributed with your Fiery EXP6000.

### System

#### Restart Server

If you choose Restart Server from the FieryBar when the Fiery EXP6000 is idle and the copier is exiting sleep mode, choosing Restart Server again will cause the Fiery EXP6000 to stop responding. The monitor displays a blue screen. To avoid this problem, make sure the copier has exited sleep mode before you choose Restart Server.

### Network

#### Novell NDPS Driver upload limitation

The Fiery EXP6000 uses long file names for some of its Windows 2000/XP printer driver files. In some NDPS configurations, the long file names are converted to the DOS 8.3 naming format, which causes printer driver installations to fail.

If you have trouble with the NDPS Automatic printer driver download, install the latest Novell Service Pack on the NetWare server. For Windows 2000/XP computers, also verify that you are using the latest Novell Client for Windows 2000/XP. After these requirements have been met, use NWAdmin with Windows 2000/XP to upload the Windows 2000/XP printer drivers into NDPS. If you use Windows 9x/NT 4.0/2000/XP, use the iManage utility from iPrint to upload the printer drivers into NDPS.

#### Token Ring

To enable Token Ring networking on the Fiery EXP6000, you must manually enable the Token Ring card driver on the Windows NT Network properties (bindings):

1. **Install the Token Ring NIC card.**
2. **Using the Fiery Advanced Controller Interface, open the Network control panel properties.**
3. **Enable Token Ring and disable Ethernet on the Bindings tab.**
4. **Restart the Fiery EXP6000.**

### Printing

#### Changing a custom page size

In Windows XP, use the following procedure to access the Edit Custom Page button and window:

1. **In the application, set Page Setup to Custom Size.**
2. **Select Print > Properties > Layout > Advanced.**
3. **Select PostScript Custom Page Size.**

The PostScript Custom Page Size Definition appears.

**4. Edit the Width and Height and then close the window.****5. Click the Fiery Printing tab and select Paper Source > Paper Size.**

The size is changed to PostScript Custom Page Size.

**Cover Page displays User and Document as Unknown for TIFF documents**

When you import a TIFF image to the Print queue or Hold queue, do not select the “Showpage” option. Otherwise, the Cover Page displays “Unknown” for User and Document names.

**Copies not collated for duplex subset finishing job**

If you print collated copies with duplex subset finishing, the pages are not collated.

**Delays while adjusting image quality**

When you print large jobs, especially multiple collated copies, the Fiery EXP6000 may pause periodically while the message “Adjusting image quality” is displayed. However, the jobs are eventually printed.

**DFA support**

To obtain DFA support, install on the Fiery EXP6000 the CD-ROM titled “Fiery EXP6000 User Documentation v1.0 (System CD 3 of 3),” Part Number 45030416.

**DFA Finishing**

For French, Italian, German, and Spanish systems, the DFA Finishing print option displays the “Both” setting in English. The correct setting names are as follows:

French—Toutes les deux

Italian—Entrambi

German—Beide

Spanish—Ambos

**Processing PDF with error jobs waiting**

If the Fiery EXP6000 encounters PostScript errors in a job, subsequent processing of PDF jobs causes the Fiery EXP6000 to stop responding. To avoid this problem, process jobs and print them one at a time.

**Screen saver**

If a screen saver is activated on the Fiery EXP6000 while the Fiery EXP6000 is printing a job, the error message “16-375” is displayed. Turn off the screen saver and reprint the job.

**HotFolders****Imposed jobs print incorrectly**

If you send a job containing imposition settings to a HotFolder, the font and image are printed incorrectly. To print correctly, do not send jobs with imposition settings to a HotFolder.

**Tab printing****Print option settings**

To print tabs successfully, use these print option settings:

- Page Size: Letter SEF or A4 SEF
- Page Order: N to 1

- Face-Down Printing: Off (otherwise, a paper jam will occur)
- Placement of tabs in tray: SEF (Tabs Up)
- If you use Reverse Collated Tabs, set the Document Reading Order to “Right to Left.”
- If you use Forward Collated Tabs, set the Document Reading Order to “Left to Right.”

### **Tab sequence not retained after paper jam**

If a paper jam occurs while you are printing tabs, the tab sequence is not retained after a paper jam. Consequently, the remaining tabs are not printed, even after the paper jam is cleared. You must reprint the remaining tabs.

### **Insert Tabs dialog box is not always displayed**

The Insert Tabs dialog box is not always displayed when you select a job and choose Insert Tabs. Sometimes the “Thumbnails generated” message is displayed. Eventually, the Insert Tabs window disappears from the screen without producing the tabs.

If you retry this procedure, occasionally the system will fail to respond (USER.EXE error). If this occurs, save your work in any open windows, if possible, then close Command WorkStation, and restart the Fiery EXP6000.

### **Order of tabs for incomplete tab jobs**

If you print only some of the tabs in a tab job right-to-left (for example, 7 of 10 tabs), the tabs are printed as follows:

			<b>1</b>	<b>2</b>
<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

The reason for this output order is that the tabs are printed N-to-1. Therefore, tab 7 is the first tab printed.

## **Fiery Spooler for Mac OS**

### **RIP and Print window does not refresh**

If you download a file to the Fiery EXP6000, and then cancel the job from Command WorkStation™ on another computer, the job is canceled. However, Fiery Spooler™ still shows the job as printing.

### **Job name in Thumbnail A**

When you save a job in Thumbnail A, the name of the job in Thumbnail A is changed to the name of the job currently RIPping. Verify the file name before saving the file.

## **E-mail printing**

### **Job name changes during processing**

If you use the E-mail Port Monitor to print a job, the job name is changed to “printer name, job number” in the Active jobs window.

### **E-mail without attachment gives error and fails to print**

If you send an e-mail without an attachment to the Fiery EXP6000, you receive an error message:

```
Error: %%[ Error: undefined; OffendingCommand: From: ]%%
```

You also receive an e-mail response that the job (that is, the body of the e-mail) was accepted, which is incorrect. Finally, you receive a “job not printed” e-mail. You cannot print the body of the e-mail; the e-mail must have an attachment.

#### **Unsupported e-mail attachments print as miscellaneous characters**

If you send an e-mail with an unsupported attachment type to the Fiery EXP6000, the Fiery EXP6000 sends an e-mail response that the job was printed and contains no errors. However, the job is printed as miscellaneous characters, and no error message is displayed.

### **Member Printing/ Printing Groups**

#### **Processed/Held jobs in Active Jobs window are printed**

If the Printing Groups feature is not enabled when you send jobs to be processed and held, and then later enable Printing Groups, the jobs can be printed without specifying a Printing Group.

#### **Cannot print Job Log and list of active jobs while Printing Groups is enabled**

If the Printing Groups feature is enabled, you cannot print the Job Log and list of active jobs in Command WorkStation. To print these pages, either choose Server>Print Pages in Command WorkStation or disable Printing Groups.

### **Command WorkStation**

#### **Preview shows blue background around images**

If another job is selected to print, you may see a blue background around images when you preview a Processed/Held job. Disregard the background; the image will print correctly.

#### **Preview fails for remote archived job with raster**

If you search for an archived job containing raster information and right-click the job and select Preview, the message “Error occurred while getting page 1” is displayed.

#### **Cannot disconnect from Windows Me computer when restarting printer**

After you make a change to Setup from a Windows Me computer, occasionally you will receive the Disconnect Error message when you restart the printer.

#### **Cancelling jobs while processing**

If you cancel a job that is currently processing and then print another job, the system memory can sometimes become full. If you attempt to cancel the job currently being processed, the job may not cancel.

With English and Dutch systems, if you choose Cancel Processing for multiple jobs that have previews and the Start Page enabled, the copier stops responding. To proceed, restart the Fiery EXP6000, and cancel the jobs again.

#### **FieryBar “Printing” status always displays the last job printed**

After you have printed a job, the Printing status area of the FieryBar continues to display the name of the last job printed until another job is sent. Refer to the messages displayed in Command WorkStation, not the FieryBar.

#### **Suspend/Resume Printing produces extra copies of jobs**

If you suspend a job and later resume printing, jobs that have already been printed may occasionally be printed again.

**Rasterized jobs from archive are duplicated when printed**

If you select a processed/held job that contains raster information and archive it to an external location (that is, a location other than the local Fiery EXP6000), the job is printed. However, a duplicate of the raster job is displayed in the Active queue. This does not occur with processed/held jobs in the active queue that were never archived to a remote location.

**Renaming Archive jobs without raster information**

You cannot rename an Archive job that does not contain raster information.

**Number of copies for uncollated jobs is reported inaccurately**

For multiple copies of uncollated jobs, the page icon reports the accurate number of copies. However, the copy icon in the Printing window displays “1 of *n*” the entire time, where *n* is the number of copies.

**Incorrect status in Activity window for large jobs**

For large jobs, the Activity window reports that the first page is processing, even when the job eventually begins printing.

**Thumbnails incorrectly display printing status**

Thumbnails incorrectly display the page number in the job that is currently being processed and printed. For accurate status information, see the Activity window.

**Cancelling jobs from the FieryBar**

Occasionally you may not be able to cancel large jobs (typically, jobs over 1,000 pages) from the FieryBar. To resolve this, suspend printing and then cancel the job.

**Jobs are not displayed in Job Log**

After you print a job, the Job Log tab does not always display the job immediately. If this occurs, close Command WorkStation and restart it. The job is now displayed in the Job Log.

**Printing duplex FreeForm master jobs**

Printing a 2-page FreeForm master Head-to-Head is not supported. If you print such a job Head-to-Head, the resulting print is Head-to-Toe. This issue occurs with 11x17 and A3 page sizes.

**Previewing FreeForm master jobs with Cover Page option**

If you turn on the Cover Page option and preview a master job in the FreeForm tab, the preview is not generated. To generate the preview, do not use the Cover Page option.

**Changing the paper source**

In Command WorkStation if you change the paper source for a job already sent to the Fiery EXP6000, the job is processed, but not printed. To print the job, you must retain the original paper source setting.

**Imposing or previewing multiple jobs at the same time**

When imposing or previewing jobs, select only one job at a time. Imposing or previewing multiple jobs at the same time gives the “PDF conversion error.”

## **DocBuilder Pro**

### **Imposing more than one job at a time**

If you impose one job, and while it is distilling impose a second job, neither job is imposed. The message “Error preparing distilling” is displayed.

### **Saving imposed jobs (Dutch systems)**

On Dutch-language systems, saving imposed jobs is not supported.

## **ColorWise Pro Tools**

### **Monitor profiles**

Monitor profiles (used for soft proofing) for NEC monitors contain “EFI” as part of the name. This is to distinguish between the monitor profiles provided by EFI with ColorWise Pro Tools™, and the ones provided by other manufacturers.

## **Applications**

### **Adobe FrameMaker**

When you print a document in FrameMaker 5.5 or 6.0 from a Mac OS computer, a long list of errors (“Expecting ProcessBlack, ProcessCyan, ProcessMagenta, etc.”) is displayed. However, the file prints correctly.