

Matchprint Professional Server

What's new this week, June 21, 2002?

1. "No Printer plugins were found", error message when starting the MPS RIP application. Page 10
2. Does Version 2.0.X support O/S X for the MAC, page 10
3. How to contact KPG support, page 1
4. Dell monitors being shipped as monitor replacement, page 7
5. Black line banding. Page 11
6. New hardware version begins shipping in June, 2002, page 3
7. Version 2.0.3 Update Instructions page 11.


Matchprint Professional Server System Troubleshooting –06/21/2002

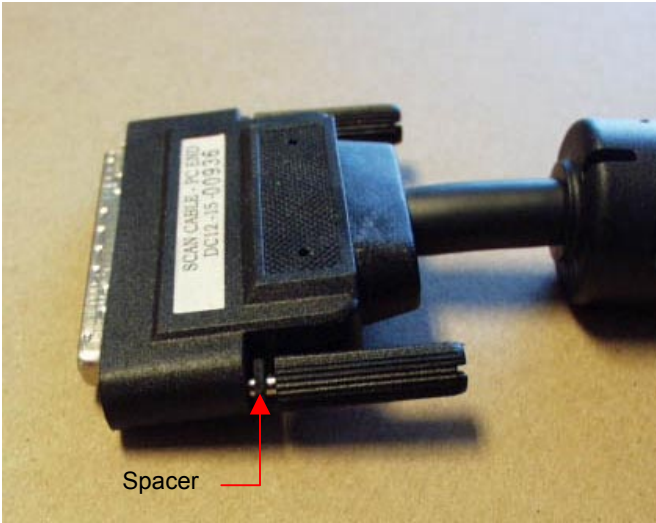
- Make sure all cable connections are secure.
- Make sure the DocuColor12 copier is powered on.
- Make sure the Matchprint Professional Server is powered on.
- If both systems are on and the server is still not responding correctly, power off then power on the DocuColor12 copier. Then power off and power on the server.

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| Support | |
|--|---|
| Problem | Solution |
| Unable to get to Kodak Polychrome Graphics Support group for the Matchprint Professional Server. | KPG has incorporated their Call Center support under Tech Services International. If you are Xerox Customer Support you can dial the same number as before 1- 800-328-1303 but enter 5 then 1 to reach the KPG support for MPS. Remember that a Xerox Log number is required to speak with the KPG representative. |

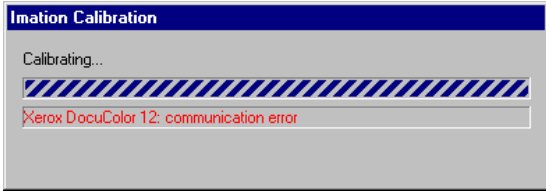
| Delivery | |
|--|--|
| Problem | Solution |
| Equipment not arriving on time. | TXC is responsible for all deliveries. Please contact Don Howarth at 310-333-2342. |
| Equipment looks used. | TXC is responsible for all deliveries. Please contact Don Howarth at 310-333-2342. |
| Rigger (installer) just dropped off the MPS server, but only setup the DC12. | <ol style="list-style-type: none"> 1. Contact your sales CBU. 2. Walk the customer through the Hardware Installation and Quick Start Guide to get system usable. |
| The MPS RIP version on a new system is v1.1. | <p>See MPS version 2.0 installation section in this document.</p> <p>The currently shipping MPS software version is 2.0.</p> |
| What is Version 2.0.2 | <p>Matchprint Professional Server Version 2.0.2. is a patch release. The features are:</p> <ol style="list-style-type: none"> 1. Auto Printing of Separations to a Hot Folder 2. Printing multiple copies from a Hot Folder 3. Correct a "Communications Error" message when doing a calibration. |
| New P4 Version 3.0 compatible hardware is now shipping. | <p>Starting in June 2002, the new hardware platform will be a Pentium 4 system.</p> <ul style="list-style-type: none"> ◆ Intel P4 1.9 GHz ◆ 1 Gb RAM ◆ Various drive configurations ◆ Hardware Install Guide P4 |

| Installation | |
|---|--|
| Problem | Solution |
| <ol style="list-style-type: none"> Unit was just dropped off - the system isn't up and running. What can the customer do to finish installation? Once the MPS is connected and powered up, what do we do next? | <ol style="list-style-type: none"> The Rigger (installer) contracted by Xerox is to setup the server with cables connected to the DC12 and Power Plug connected and then stop. Follow the hardware installation/setup Guide to complete the setup. Find the Quick Start Guide that came with the Server or find the Guide on the MPS Version 2.0 CD in the IMPS documentation folder. Be sure to cancel the installation process which starts automatically |
| Network Setup information? | <p>See the network setup information in the Network Guide located in the documentation folder on the MPS Version 2.0 CD.</p> <p>If you insert the MPS Version 2.0 CD be sure to cancel the installation process which starts automatically</p> |
| <p>If you have an LP and receive a software error before calibration from the MPS calibration software similar to the following:</p> <p><i>Running SpectroCam version 15 must revert to version 13</i></p> | See process in Calibration troubleshooting area. |
| <p>A surge protector was shipped with my system, what do I do with it.</p> <p>DO NOT UNDER ANY CIRCUMSTANCES PLUG THE XEROX DOCUCOLOR 12 INTO THE SURGE PROTECTOR.</p> |  <ol style="list-style-type: none"> If you have DocuColor 12 CP (scanner) then plug the Server and Monitor into the Surge Protector If you have DocuColor 12 LP (no copier) then plug the Server and a power strip (with monitor and SpectroCam) into the Surge Protector. |

| Cables | |
|-----------------------------|--|
| Problem | Solution |
| Cables do not appear tight. | <p>Do the cables have the fiber spacer between the black handle of the cable connector thumbscrew and the connector housing?</p>  <p>Spacer</p> |
| | |

| Installing Version 2.0 MPS software | |
|-------------------------------------|---|
| Problem | Solution |
| Before installing V2.0 over V 1.X | Uninstall V1.X from the Start>Program files>Imation>Uninstaller . |
| Before installing V2.0 over V1.2 | Run the Save/Restore configuration application prior to uninstalling the current version or before loading the update version. Run the Save/Restore configuration program from Start>Program files>Imation>Imation Save RIP configuration . |
| Before installing V2.0.2. | MPS V2.0.2 is a patch not a fully installable version of software. V 2.0 must be installed and rebooted at least once prior to installation. |

| Monitor | |
|--|---|
| Problem | Solution |
| What is the monitor's normal operation? | <p>Monitor lights indicate the following:</p> <p>No lights = Off</p> <p>Amber = Monitor on and server is off or no sync signal applied</p> <p>Green = Monitor on with sync.</p> |
| Nothing appears on the monitor display. | <ol style="list-style-type: none"> 1. Is the monitor plugged into a power outlet? 2. Is the cable connected to the back of the monitor? 3. Is the cable connected to the video card port? 4. Test monitor on a Laptop or another computer equipped with a video card, which supports a LCD display. |
| <p>Nothing appears on the monitor display.</p> <p>The firmware of the newer monitor can be reset.</p> | <p>To distinguish between the two versions of monitors:</p> <ol style="list-style-type: none"> 1. When there is no video signal, the older version will display the "no video signal" message in a RED rectangular box. 2. The newer version displays the same message in an elongated MAGENTA box. Serial number range W116100XXX. <p>How to reset the NVM to factory settings on the newer Model</p> <ol style="list-style-type: none"> 1. Be sure the display cable is disconnected from the Server. 2. Turn on the display 3. Immediately press the "LEFT" button 4. The older version will display the firmware level 5. The newer version will display a diagnostic menu from which you can reset the NVM values. |
| Dell 15" LCD monitors are shipping as replacement monitors for failed units. | The Dell monitor is not exactly like for like as the monitor does not have built in speakers. External speakers are shipping with the monitor and are connected via the server speaker connection. |

| Calibration on DC12 CP with Version 2.0 MPS | |
|---|--|
| Problem | Solution |
| <p>"Communication Error" message appears while calibrating or in a calibration pop-up window.</p>  | <ol style="list-style-type: none"> 1. The Communication Error message is real-time message labeled incorrectly, if this message lasts up to 15 sec., this is normal. 2. Calibration completes. 3. If customer insists on corrective action send the customer the v2.0.2 patch. |
| Cannot print 12" x 18" test form. | <ol style="list-style-type: none"> 1. Reboot the MPS server. 2. If still unable to print, restart the DC12. At the RIP Printer menu, delete the DC12 printer, and then re-add the printer. 3. Restart the calibration process |
| <p>Unable to calibrate 12" x 18" media - calibration does not stop.</p> <p>Having difficulty calibrating 12" x 18" media.</p> | <ol style="list-style-type: none"> 1. Cancel the calibration through the Task Manager (Ctrl + Alt + Del) and select End Task. 2. Power down and Restart the server. 3. Calibrate to normal bond letter size media first. Next, calibrate with 12 x 18 media, when setting the 12 x 18 calibration page on the scanner, offset the page to the right about 1 inch. |
| Having difficulty with the MPS Version 2.0 calibration process. | <p>This basic procedure that can be used by all customers:</p> <ol style="list-style-type: none"> 1. If you generally use only bond media or are having extreme problems with the calibration application, check the "apply to all" box when calibrating to normal bond, letter size media. Calibrate to normal bond letter size media. 2. If you need to calibrate with 12 x 18 media. When setting the 12 x 18 calibration page on the scanner, offset the page to the right about 1 inch. |
| The calibration process requires an increased number of iterations over the past month or two. | <ol style="list-style-type: none"> 1. If MPS Version 2.0 was installed over a previous version of MPS software (1.1 or 1.2), the installation may have been done improperly. Please refer to the MPS Version 2.0 installation instructions to uninstall and reinstall the MPS RIP software. 2. Be sure to run the Save configuration application and follow recommended cautions noted in the installation guide and V2.0 readme file. |

| Calibration with SpectroCam on DC12 LP | |
|---|---|
| Problem | Solution |
| White reference does not work in MPS RIP calibration application. | <ol style="list-style-type: none"> 1. Be sure the SpectroCam device is seated squarely on the plaque and the plaque is CLEAN. 2. Load the SpectroStar SpectroCam software onto the server, do the white reference procedure, then quit. 3. Return to the MPS RIP calibration application and read patch data. 4. Fill out SPAR report and submit to KPG. |
| Must use white reference procedure with SpectroStar software everytime. | <ol style="list-style-type: none"> 1. Talk customer through procedure - this is a work-around for now! 2. Fill out SPAR report and submit to KPG. |
| SpectroCam is not reading data correctly and is difficult to use. | <ol style="list-style-type: none"> 1. Reboot MPS server, reprint test page (if necessary), and re-calibrate test page. 2. Reinstalled MPS version 2.0. |
| <p>If you have an LP and receive a software error before calibration from the MPS calibration software similar to the following:</p> <p>Running SpectroCam version 15 must revert to version 13</p> <p>Do the following:</p> <p>The SpectroStar (company name) SpectroCam CD that comes with the device explains the full procedure. Find the old DLL's on the server, rename and copy the replacement from the SpectroCam CD:</p> <p>SpectroCam spectrophotometers shipped after 1-26-02 require new versions of drivers.</p> | <ol style="list-style-type: none"> 1. Quit the MPS RIP application. 2. Install the SpectroCam Application (SpectroCam CD) on the server 3. From the menu Start> Program>Spectrocam "Find old Library" and press "Find now." Your computer is searched for the old DLL library file. 4. Rename each file that is found in the list (right click and select rename) to e.g. SpecOld.dll 5. Then copy: Specstar.DLL, SpectroC.DLL and Supercom.DLL from the directory: c:\program files\spectrocam\ into the Matchprint Pro Server Application Folder, C:/Program files>Imation>Imation Matchprint Professional Server. 6. Restart the MPS RIP. |

| Basic Operation | |
|---|--|
| Problem | Solution |
| All jobs are on hold due to a printer "communication error" in the Printer Status window. | <p>If Service has recently been done on the DC12 then</p> <ol style="list-style-type: none"> 1. Delete the printer from the "Add Printer" menu, then add a NEW printer and configure the trays for proper media. Release waiting jobs. When service is done on the DC12 the fingerprint may have changed resulting in the communication problem with the printer. 2. Shut down Server, NOT restart. Power on Server and RIP application, release jobs. |
| | |

| Spoolers – Hot Folders | |
|---|---|
| Problem | Solution |
| Deleted spooler from MPS RIP but it remains on the network | <ol style="list-style-type: none"> 1. Restart the Server, (Power down sequence) 2. Delete printer from NT. Start>Settings>Printers. 3. Wait for Network refresh to occur. |
| The first file sent to Hot Folder or Spooler starts Ripping then stops for ~10 minutes and does not give any information back to the customer. It then continues and processes the job. Or "Calculating Device Link" is displayed in the Spooling window. | <p>If the effected Hot Folder or Spooler is using "Advanced Color Mode" the CFM (Color Fidelity Module) needs to create a Device Link between the Source and Destination Color Spaces (ICC Profiles) chosen. It does this for the First file sent to an individual Hot Folder and/or Spooler. From that point forward the newly calculated Device link is used by the CFM for color transformation.</p> |

| Network - PPD | |
|---|--|
| Problem | Solution |
| Where do I get a driver (PPD) for Win XP? | <p>MPS Version 2.0 was not designed to support Win XP. The alternative to spooler files to a network printer would be to use LPR/WLPR printing.</p> <p>We have not tested Windows XP WLPR printing and cannot comment to it working or not. We will attempt to test the week of May 20.</p> |
| Where do I get a driver (PPD) for Apple O/SX? | <p>To print from Apple O/S X to the MPS Server you must install the standard printer PPD as follows:</p> <ol style="list-style-type: none"> 1. In Classic mode install the PPD from the Version 2.0 CD as normal. Reboot in O/S X. 2. The PPD will be located in the System/extensions/Printer Descriptions folder. 3. Move the PPD to the Printing resources used by O/SX. More info can be found at |

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| | http://www.info.apple.com/user/macosx/ |
|--|---|

| System Level Error messages | |
|---------------------------------|---|
| Problem | Solution |
| "No Printer plugins were found" | <p>This error occurs when you start the MPS RIP application. There are a number of things to check when this error occurs.</p> <p>When NT starts it checks for:</p> <ol style="list-style-type: none">1. Communication boards, the cables to the DC12 are connected to these boards at the Server. The error will not occur if the cables are disconnected.2. The printer drivers have not started. The drivers will not start if the communication boards are not found. The error will occur if the boards are not plugged into the PCI slots on the motherboard or are loose.3. The PPD is missing from RIP application. |

| Included documents | |
|-----------------------------------|--|
| Version 2.0.3 Update Instructions | |
| NVM 11_50_3 | |
| | |

DocuColor 12(46), DCCS 50(39)
T4525-08-31

SUBJECT: Image Quality Black Line Banding with v11.50.3 software
OPERATIONAL GROUPS: NASG-US, NASG-Canada, ESG, DMO
PROBLEM:

The DC 12 and DCCS 50 with 11.50.3 IOT SW (Tag 39) may produce black line banding from the Lead Edge (LE) to Trail Edge (TE). The defect may appear on mid to high density image areas in almost regular intervals in the Color Print Mode and in the B/W Copy Mode. The width, the interval, and the density of the black line banding may vary from image to image.

CAUSE:

The IOT software may set an inappropriate parameter for the image screen.

SOLUTION:

If 11.50.3 IOT SW is installed set NVM location 720-368 to 0.

NOTE: When a NVM initialization is performed NVM location 720-368 will be changed to the default value of 4 and must be manually changed to 0.

Manufacturing is now setting NVM Location 720-368 to 0 on machines beginning with the September 2001 build.

SERVICE BULLETIN

SERVICE BULLETIN

e-mail: xxx@usa.xerox.com Intelnet: 8* Bulletin Contact: xxx
page • PAGE •2• of 2 Date: NASG SLDS Code(s): xxx

Bulletin Contact: Tom Krissel Intelnet: 8*227-3234 e-mail:
Tom.Krissel@usa.xerox.com
NASG SLDS Code(s): QT, RG, VC, 5W, 7K August 31, 2001

V2.0.3 Installation Instructions

Imation Matchprint™ Professional Server

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What's in this Release

V2.0.3 contains all the changes in V2.0.2* and incorporates the following fixes to the calibration application:

- **Calibration no longer requires multiple attempts on DC12 CP.**
- **Spectrocam white reference no longer fails with MPS RIP V2.0.** The MPS calibration software would not perform a white reference calibration if the SpectroCam was not performing near factory settings.
- **Added Spectrocam changes for new Spectrocam library with SpectroCam V2.0.** Since January 2002, the MPS RIP software has not supported the SpectroCam Version 2.0 model.
- **“Communication Error” message no longer a status display in Calibration window.**

***V2.0.2** included changes to allow hot folders to specify the number of copies to print and also allows pre-separated files to print as individual separations, with each separation printed in grayscale mode.

Software Installation Overview

The enclosed CD-ROM contains version 2.0.3 software for the **Imation Matchprint™ Professional Server**. This is a full release update and replaces all previous releases of software.

- A. Save Your Current Settings**
- B. Installing V2.0.3 Software**
- C. Restoring Your Previous Settings**

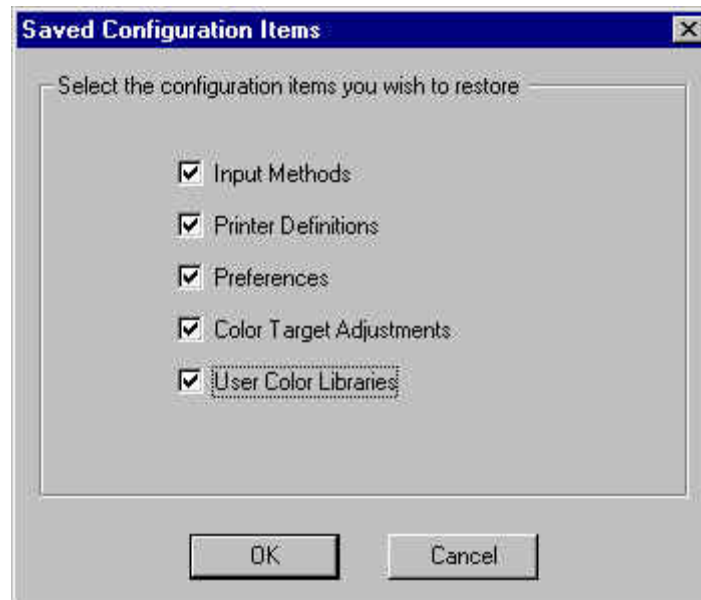
A. Save Your Current Settings

There are three steps to restoring your system configuration:

- **Save Configuration** to a diskette using the Save/Restore Configuration steps included in this procedure.
- After software is reinstalled, restore the configuration you saved to diskette using the steps included in this procedure.
- You must manually move (using Windows NT Explorer) any custom ICC Profiles and Device Links* from the temp folder (**Program Files/Imation/Imation Matchprint Professional Server/temp.**) back into the proper locations.

***Applies to V1.2 migrating to V2.0.3 only: Device Links** - New device links for Business Graphics, Internet Graphics and US Web SWOP are provided in the 2.0 (and higher) release. Do not restore these device links from a previous version. Use the new Business Graphics, Internet Graphics and US Web SWOP device links installed with this software. Recreate any color target adjustments made to these three device links.

The **Save/Restore Configuration** feature saves the following information:



- Input Methods = Spoolers and Hot Folders
- Printer Definitions = DC12 printer setup
- Preferences = **File > Preferences** settings
- Color Target Adjustments
- User Color Libraries

Save/Restore Configuration Procedure

You will require a formatted diskette to save backup files for this procedure.

1. Insert a blank diskette, then go to **Start > Programs > Imation > Imation Save RIP Configuration**. Click on **Save Configuration**.
2. Once the data has been saved, select **OK**. Label and store the disk in a convenient place.

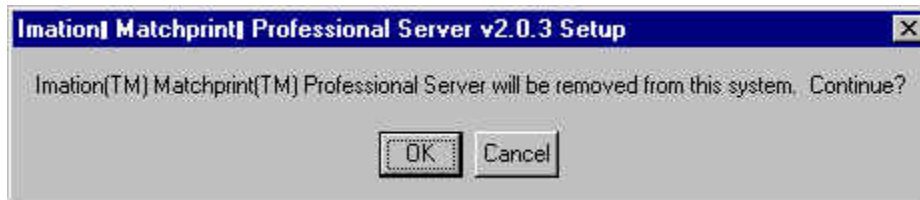
B. Installing Software Version 2.0.3

1. Power cycle the MPS Server prior to inserting the v2.0.3 installation CD into the drive. This allows Windows NT to save certain files to disk. After the computer has restarted, you can insert the v2.0.3 installation CD.
2. Insert the CD-ROM. The installer launches automatically. If it doesn't launch automatically, locate the **Setup.exe** file on the installation CD and double-click to launch.

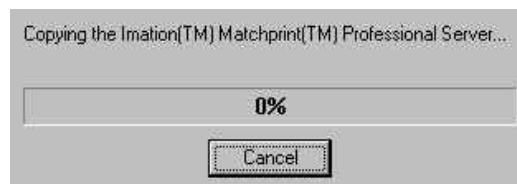
The **Choose Setup Language** window displays:

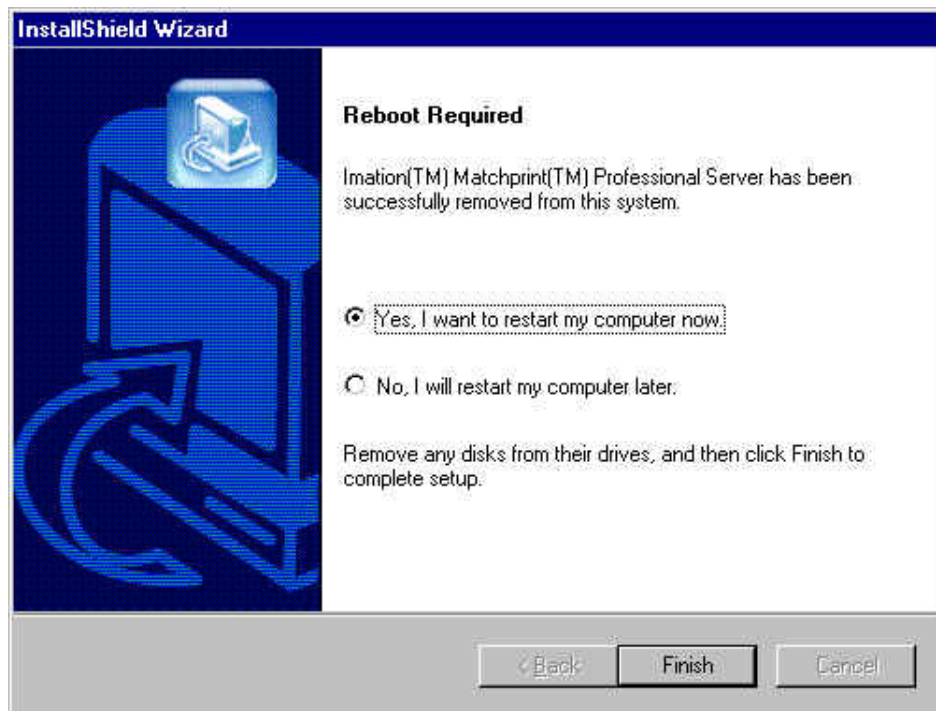


3. Select your language, then click **OK**.



4. Click **OK** to continue. A progress bar appears, followed by the **Reboot Required** screen.



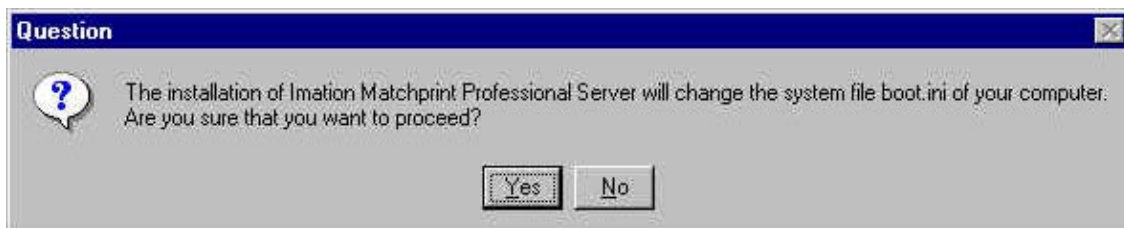


5. Select **Yes, I want to restart my computer now.**
6. Remove the installation CD from the drive.
7. Click **Finish.**
8. When the system fully reboots, insert the installation CD into the drive again.

The **Choose Setup Language** window displays:

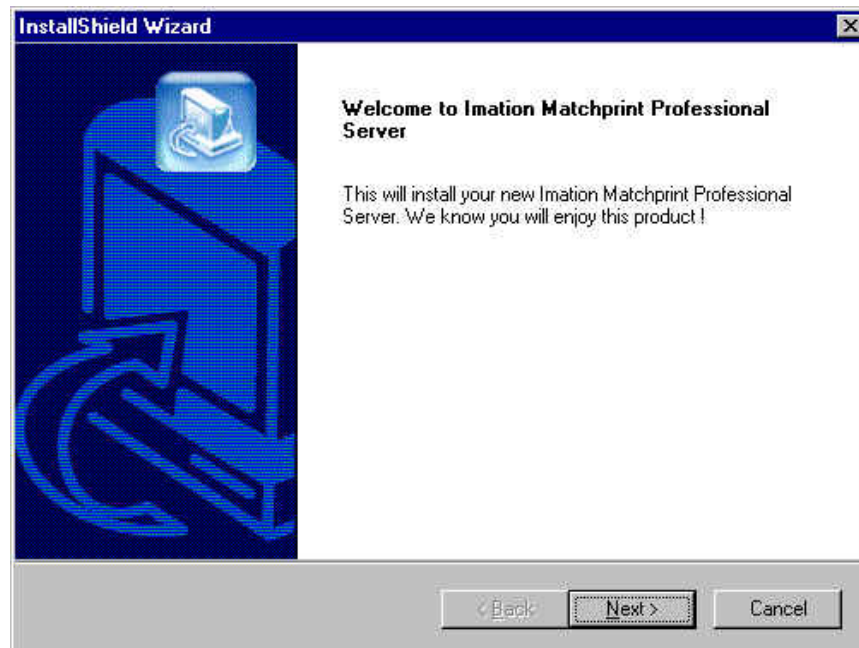


9. Select your language, then click **OK.**



10. Click **Yes.**

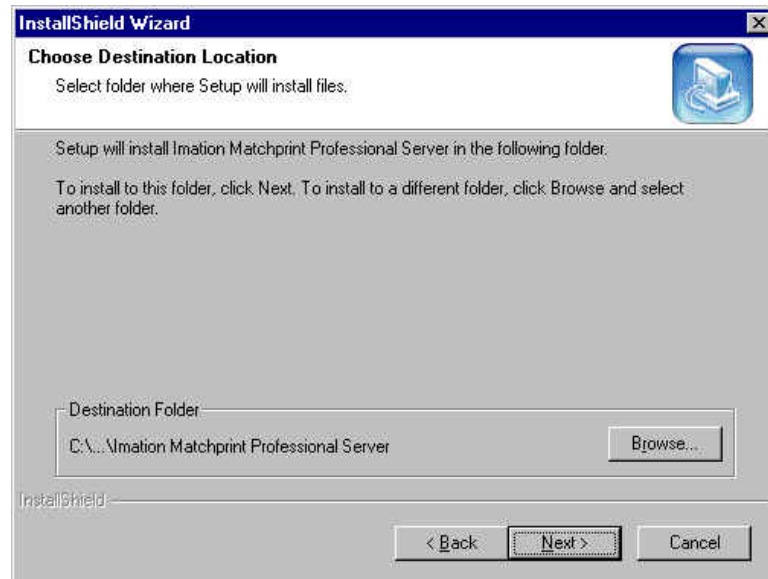
The **Welcome** screen displays:



11. Click **Next**. The **License Agreement** appears:

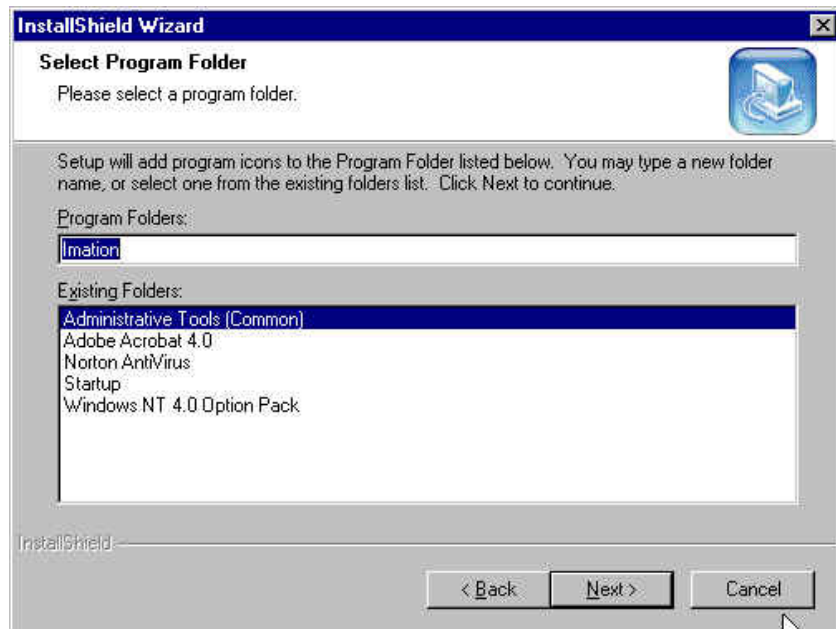


The **Choose Destination Location** window displays:



12. Leave the **Destination Folder** unchanged. Click **Next**.

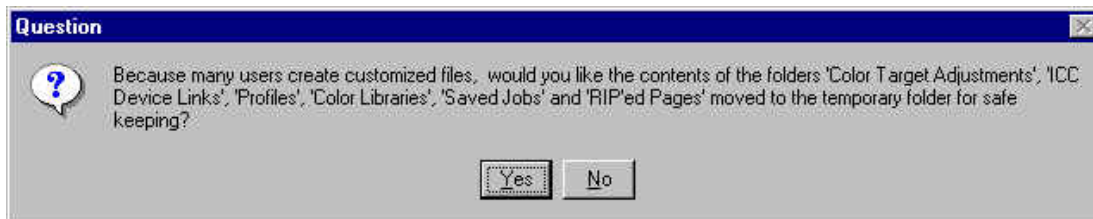
Note: We recommend leaving default settings unchanged because all instructions here and in the user guide depend on files being in default locations.



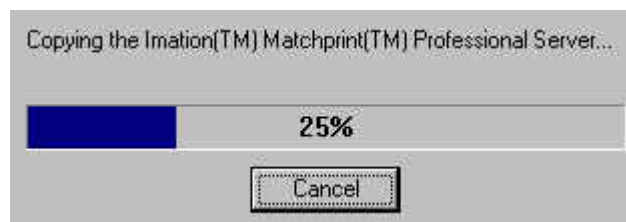
13. Leave the **Select Program Folder** window unchanged. Click **Next**.



14. Click **Yes** to delete this directory prior to installing.



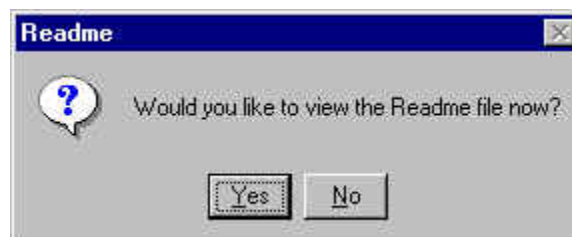
15. Click **Yes** to save configuration settings to a temporary folder.



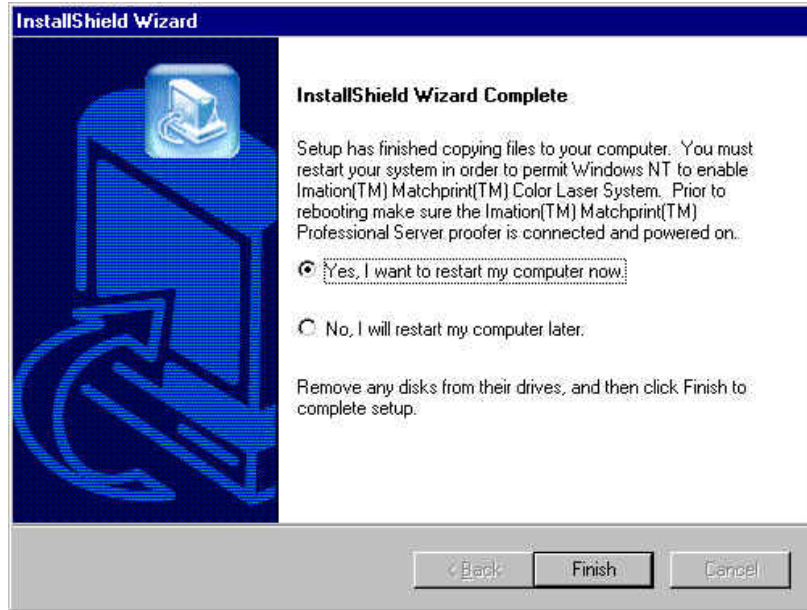
A progress bar appears as files are saved, then the following window regarding the location of the temp folder appears:



16. Click **OK** to continue. The view **Readme** file window displays:



17. Select **Yes** to view the Readme file now or select **No** to continue.

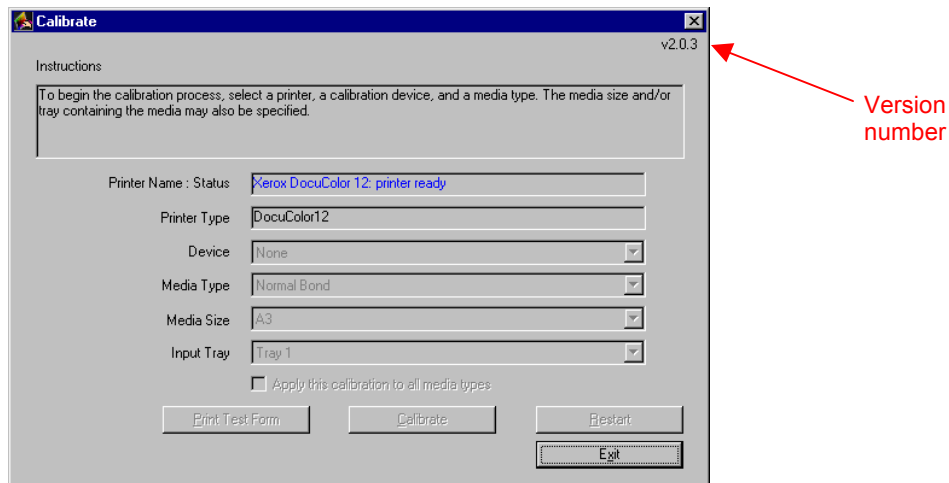


18. Select **Yes**.
19. Remove the CD from the drive.
20. Click **Finish** to restart your computer.

Check Version Number

The V2.0.3 version number only appears on the first Calibration window. To make sure the 2.0.3 is loaded, check the version number as shown in the following steps:

1. Launch the IMPS software.
2. Go to **Printer > Add printer**. Setup the printer parameters.
3. Click **OK**.
4. Reselect the Printer just added. (Go to **Printer** and select the printer from the drop-down list.)
5. Click on the **Calibration** button and select **Perform Printer Calibration**. The Calibration window appears as follows with the V2.0.3 in the upper-right corner of the window:



C. Restore Your Previous Settings as Needed

1. Put the Saved RIP Configuration diskette into the drive.
2. Go to **Start>Programs>Imation>Imation Save RIP Configurations**.
3. Click on **Restore Configurations**, then follow the prompts to restore settings.
4. Using Windows NT Explorer manually restore individual custom ICC Profiles and adjusted Device Links from the **Program Files/Imation/Imation Matchprint Professional Server/temp** to the proper folders.

Troubleshooting Information

If you have image area problems, you may be trying to run the Expanded Printer Image Area when your printer is only capable of Normal.

To enable the Expanded Printer Image Area feature requires specific system setup instructions. Please refer to this on-line topic for complete instructions. Launch the software, then go to **Help > Read the User's Guide**. From the navigation bar, select **Getting Started >Enabling Expanded Printer Image Area** to access instructions.

For technical assistance, call Xerox customer support at 1-800-821-2797.