

Customer Release Notes

Splash G640 Color Server, version 4.0 for the Xerox DocuColor 12 series

This document contains information about Splash G640 Color Server server software, version 4.0. Before using the Splash G640 Color Server with version 4.0, make a copy of these *Customer Release Notes* and distribute them to all users.

NOTE: The term “Splash G640” is used in this document to refer to the Splash G640 Color Server. The term “Windows 9x” is used in this document to represent Windows 95 and Windows 98.

Before printing to the Splash G640:

- Make sure system software version 4.0 is installed on the Splash G640.
- Install user software onto client computers. For instructions, see the *User Guide*.

Server

-199 Error

In unusual circumstances, the Splash G640 may display a message stating that a -199 error has occurred. This error occurs when a corrupt spool file is found in the spool folder. To workaroud this problem, remove all of the spool files from the Spool folder, start the Splash G640, and then drop the spool files into the Drop Folder. Drop the files individually to isolate the corrupt file, and then delete it from the Spool folder. To perform this procedure, we recommend that you stop the Splash G640 after it automatically starts.

Thumbnails

Thumbnails may still be present after the job has printed and left the Active queue. The thumbnail disappears upon any mouse action or a new job entering the queue.

Printer status during Energy Saver Mode

When the printer is in Energy Saver mode, the Splash G640 reports the printer status as Online. When a job is printed to the Splash G640, the server brings the printer out of Energy Saver mode and prints the job. If the printer is turned off while the printer is in Energy Saver mode, the Splash G640 continues to report the printer status as Online until the printer is turned on.

Error message after Energy Saver Mode

When a job starts printing while the printer is in Energy Saver Mode, the Splash G640 may display the error message stating “Printer is Not Responding” for a few seconds. Once the printer is fully out of Energy Saver Mode, the error message disappears.

Changing tray contents while printer in Energy Saver Mode

The Splash G640 does not detect changes in tray contents while the printer is in Energy Saver Mode. This may cause jobs to error if they request the page size that was changed. If this occurs, bring the printer out of Energy Saver Mode before resubmitting the job.

Disk space and saving image files

If jobs are printed with the Save Images option selected, the Splash G640 may run low on disk space, which may affect the processing of subsequent jobs. We recommend that you delete image and spool files regularly.

Out of disk space while printing

If the Splash G640 runs out of disk space while printing jobs, it may stop printing. To correct this problem, move the jobs from the Active queue into the Hold queue, delete image files or other files from the hard drive, and then resubmit the jobs to the Active queue.

Folder icons

If you uninstall the Splash G640 software and some components cannot be removed, the folder icons for the Splash folder and Splash utilities folder revert to standard folder icons and the Splash folder icon may disappear entirely.

Windows test page errors with Secure Access enabled

If Secure Access is enabled at the Splash G640, the test page printed from a Windows computer when the Splash print driver is installed errors at the server with a message stating that some required Secure Access field is incorrect. To correct the problem, edit the job at the Splash G640.

Installer replaces 'httpdconfig' file

The Splash G640 installer replaces the httpdconfig file. This file sets up certain properties for Web access to the server Mac OS. If you are installing onto a Mac which has previously had Web access set up, you will need to reconfigure the previous Web access after installing the Splash G640.

Monitor resolution

In full screen mode, the Splash G640 requires the monitor resolution to be at least 1024x768. If the server is in full screen mode and the monitor resolution is changed to less than 1024x768, the full screen user interface appears clipped. To work around this, set the monitor resolution to at least 1024x768 or put the Splash G640 into partial screen mode.

For partial screen mode to display without clipping, the monitor resolution must be set to at least 800x600. If the resolution is set below 800x600, the partial screen user interface appears clipped.

Server IP Address Changes

If the Splash G640 IP address is changed either by a DHCP server or by manually editing the IP address in the Network system preference, the server cannot receive jobs over the network and remote users cannot connect via the web interface. Quit the Splash G640 and start it again.

"Last Calibrated" Message

The "Last Calibrated" message on the Splash G640 UI does not automatically update after calibration. To update the message, put the server in the background or quit and restart the server.

Network

Printing via Novell from Windows 2000

In order to print from a Windows 2000 computer to either a Novell NDS queue, you must install and configure Client Services for Netware from the Windows 2000 CD.

NOTE: Novell Client from Novell is not currently supported on Windows 2000.

Canceling jobs in a Novell Print Server queue

If a Novell NDS Print Server is attached to a Splash G640, canceling a job in the Novell Print Server Queue can cause the Splash G640 to crash. To avoid printing a job spooled to a Novell server, drag the job to the Hold queue on the Splash G640 and delete it.

Cannot print to Server via AppleTalk

The Splash G640 does not appear in the list of AppleTalk printers on the server. To work around this problem, enable Enterprise Networking and configure a TCP/IP printer using the Splash G640 IP address.

Enterprise Networking

If the Splash G640 is moved to a new subnet on a network, Enterprise Networking may fail to establish a connection to the network. To remedy this, quit the Splash G640, quit the Classic environment, and then restart the Splash G640. It may be necessary to repeat this process two or three times. If this fails to correct the problem, re-install the Splash G640 software.

Printing

LPR printing setup

LPR setup may error upon accepting a printer name. Try repeating the procedure or restarting the computer.

Unstapled jobs

On printers with an attached finisher, all unstapled, uncollated jobs are delivered to the center output tray. Collated jobs are delivered to the finisher tray regardless of staple setting.

Driver and application Collation options

Most print drivers and some applications support a Collate option. To receive properly collated or stapled output from the Splash G640 at the highest possible output speed, disable the Collate feature in the print driver and application and enable the Splash G640 Collate feature.

Heavyweight duplex from Trays 2, 3, 4, and 6

Duplexing of heavyweight paper from Trays 2, 3, 4, and 6 is not supported by the printer. Attempting to print duplex pages on heavyweight paper from Trays 2, 3, 4, and 6 will cause paper jams. To print duplexed documents on heavyweight paper, print using manual duplex from Tray 5.

4-Up LaserWriter 8 print jobs

Jobs sent to the Splash G640 with the LaserWriter 8.x driver that have 4-Up printing selected show incorrect information in the Pages Printed field in the Job Info window at the Splash G640. The Job Info window appears when you double-click the job spool file in the Splash G640 window. The Splash Job Log records the correct number of printed pages for the job.

Feed direction with duplex alignment

Some DocuColor 12 printers can be out of alignment beyond what is normally expected (25–30 pixels). Entering an offset to correct the alignment can worsen the situation. To remedy this problem, manually adjust the feed direction alignment by entering different values into the Feed Direction Offset option of the Duplex Alignment dialog box. Print verification targets to determine when the misalignment is corrected. Although duplex alignment works for all page sizes, negative offsets in the feed direction on A3 bleed may have no effect.

Printer timeout settings

The maximum DocuColor 12 timeout settings recommended for use with the Splash G640 are as follows:

- Job Completion Timeout—1 minute
- Job Program Incomplete Timeout—1 minute
- Network Controller Job—15 seconds
- Network Controller Job Complete—15 seconds

Setting these timeouts higher than the recommended maximums can result in jobs which fail to print completely or jobs which display long delays between printing pages. The timeouts may be lower than the recommended maximums.

Mailbox Full

When a job is printed to one mailbox bin while another mailbox bin is full, a message stating that the mailbox is full appears. The job continues to print while the message is on the screen.

Orientation setting for dropped graphics files

If the orientation of a TIFF or EPS file, either portrait or landscape, does not match the setting in the Graphic pane of the default job options, clipping of the graphics file may occur, especially with full page graphics files. If clipping occurs, edit the job options to change the orientation setting in the Graphic pane.

“Printer Is Warming Up or In Use” message

On some printers, you may occasionally see an error message stating that the “Printer is warming up or in use” while you are printing the job. The printer will recover shortly and resume printing the job.

Interrupt button

Using the Interrupt button on the printer when printing collated documents causes the output to offset when it resumes printing. If this happens in the middle of a set, you must align the output manually.

Also, if the Interrupt button is pressed on the printer before a job from the Splash G640 starts to print, the job prints. The Interrupt button only has an effect while the Splash G640 is printing a job.

Job log fields

Very long document names and account numbers appear clipped when the job log is printed. 20 to 25 characters will print depending on the exact characters in the document name or account number.

Use Custom Page Size to print ISO B4 from Tray 5

The B4 paper size supported by Splash is JIS B4. When printing ISO B4 from Tray 5 using the Splash B4 paper size, the printer cycles down after every print. To print from Tray 5, use a custom page size to define ISO B4.

Duplex alignment offsets

The duplex alignment offsets boxes allow three digit positive numbers to be entered, but only two digit negative numbers. While inconsistent, it is not expected that three digit negative numbers will ever be required.

Print time in job log for canceled jobs

Even if no pages are printed for a job, the print time in the job log may not be zero. This happens most often when a job errors because of some condition at the printer, such as an out-of-paper condition.

Document set blank pages

The blank pages inserted into document sets to make duplexed jobs have an even number of pages are displayed in the print status in the server UI while printing. They are not logged as printed pages.

Apparent delay in printing job

When a RIPping job is above all Print Pending jobs in the Active queue, it becomes the next job to print. This can cause a delay in printing while the RIPping job readies its pages for printing.

Dropped files error

Some PDF, PSD, TIFF-IT, PDF-X, and CT-LW files error with a message stating that you can only print SRA3 from Tray 5. This occurs when the Relaxed Fit server preference is on and the file is designed to be printed on a page size larger than SRA3. To print the page, enable the Force Paper Size option on the Page page of Job Edit, select an installed page size, and enable Scale to Paper Size, and then release the job.

Duplex alignment instructions in English

Regardless of which language preference is selected for the server, the instructions for the Duplex Alignment Test and Verify pages are in English.

Print Info strip

Depending on page size selected and duplex binding edge selected, the Print Info strip may print upside down on the second side of duplex jobs. There is no workaround for this problem.

Dropped PDF

Landscape PDF may error with a message that indicates the page size does not match the page size of the PDF if the page size matching the PDF is not installed in the printer. If the page size is installed in the printer, the job prints on the correct page size.

Print Options**Progressives**

Jobs printed with the Progressives option ignore the Process and Hold option and print. The image files are saved.

Flip Vertical and Flip Horizontal

In certain cases, when the Flip Horizontal or Flip Vertical check boxes in Page Setup Options are selected, they either have no effect or their actions reverse (that is, Flip Vertical causes the object to flip horizontally, and Flip Horizontal causes a vertical flip).

Print Queues**Held job goes to Error queue**

If a RIPping job which is mapped from Letter to A4 or vice-versa or from Tabloid to A3 or vice-versa is held, the job goes to the Error queue with a warning message that the job printed, but the page size was mapped.

Jobs return to Hold queue

Jobs that are Print Pending or Processing return to the Hold queue when Stop Processing is selected at the Splash G640. You must transfer them to the Active queue to process and print when processing is restarted.

TIFF-IT Converter

For some TIFF-IT files, the TIFF-IT generates additional output files beyond the necessary ones. These files have names like “xxx.fp.4”. They immediately go to the Error queue. Delete these files.

Calibration**Calibration target**

While printing the calibration targets from ColorCal or CopyCal, a message may appear warning that a tray is out of paper. The message disappears when the target finishes printing.

Tray 5

In the tray selection dialog box of ColorCal and CopyCal, you can select Tray 5 only if there is paper in Tray 5. To enable Tray 5, put paper into Tray 5 before starting calibration.

ColorCal

While printing or scanning, the ColorCal window does not redraw correctly. If another window is moved in front of ColorCal, the ColorCal window does not update until the print or scan is complete.

Also with a DC 12 LP, sometimes the software does not recognize that the scanner is attached. When this occurs, ColorCal displays the message, “Can’t find scanner”. When this occurs, cancel the scan, quit ColorCal, and then press the Scan button on the scanner. Wait a few seconds, and then restart ColorCal.

CopyCal

CopyCal allows an empty string as a profile name. This results in the creation of a profile with no name. The profile can be used by the Splash G640 and located in the Finder, but is visually distracting.

ColorTuner**ColorTuner substitution**

If you select the color menu in the color substitution dialog box of ColorTuner immediately after printing a proof, the menu may display all colors as either black or red. If this occurs, wait a few seconds, and then access the menu again.

ColorTuner global sliders

The sliders for global RGB and CMYK color correction stop at the value 99, even though 100 is a legal value. To enter 100, type it in the text edit field.

Previous tuning

If you select to ColorTune a job that has been previously tuned, ColorTuner applies the previous tuning, regardless of the setting selected in Enable Color Tuner on the Quality pane of Job Edit. To workaroud this problem, before tuning or deleting the changes in the ColorTuner dialog box, clear ColorTuner from the job.

Spot Color**Hexachrome colors**

Type P Hexachrome colors appear twice in the list of colors in the Spot Color Editor, once in lower case letters, once in all caps. To guarantee that desired changes to a hexachrome color take effect, edit both versions to the desired new settings.

Selected family

The Spot Color Editor does not remember the last selected spot color family across restarts of the application. If you quit the Spot Color Editor, and restart it, the spot color family will always reverts to the default, Type P.

Spot Color test page in English

Regardless of which language preference you select for the Splash G640, the Spot Color Test Page is in English.

Imposition**Imposition files error**

Some imposition files error with the message, "The output does not fit on page size selected". This means that the input page size was too big to be imposed on the selected output page size. To impose the file, do one or more of the following:

- check to make sure Crop Marks or Registration Marks are selected if the application supports them
- select a larger output paper size
- select the imposition option, Scale To Fit
- select a smaller page size in the Page Setup dialog

In addition, some imposition files error with a message stating that the Splash G640 does not recognize the application that generated the spool file. When this happens, contact technical support to get the latest update to the imposition software. If this fails to correct the problem, technical support may ask for a copy of the spool file for evaluation.

Imposing landscape jobs errors

Imposing a letter landscape job onto Tabloid errors with the message, “Output Does Not Fit”. The landscape pages cannot be properly imposed on the Tabloid selected. Shrink the input pages to a size smaller than letter or use the Scale To Fit imposition option.

Imposing PDF with mixed pages

Imposing a dropped PDF with mixed landscape and portrait pages imposes the document, but the landscape pages appear clipped. To workaroud this problem, print the document from Acrobat.

Profile Loader**All Files option**

When using Profile Loader with the All Files option selected, the files in the file list sometimes remain grayed out. The files are selectable, however.

Watched Folders**PSD Converter**

The PSD Converter preferences report that the default watched folder is in the Applications folder. The PSD Drop Folder is actually in the Splash folder. Files placed in the PSD Drop Folder are processed and printed correctly.

Canceling change of Watched Folder

In the CT-LW converter, canceling the dialog box which selects the new Watched Folder results in a change to the selected Watch Folder. Always select the desired Watched Folder in this dialog box.

User Name**Drop-Printed files**

The user name field on the cover page of drop-printed TIFF and PDF files is incorrect. For TIFF files, the field is blank. For PDF files, the user name is “PDF File.” This field may also be blank for drop-printed EPS files depending on file contents.

Jobs from Windows NT 4.0

Jobs printed from a Windows NT 4.0 computer may show the IP address of the computer as the user name for the Splash spool file instead of the user name from the computer.

Jobs from Windows NT and Windows 2000 via AppleTalk

When printing to the Splash G640 from a Windows NT or Windows 2000 computer via a port configured with AppleTalk, the user name for all jobs appears as either “Not Known” or “Unknown”, depending on the application.

Secure Access

Secure Access user names are case sensitive. Creating users John Doe, john doe, and JOHN DOE is valid. Because the sorting of user names is case sensitive as well, The names may not appear next to each other in the list of users.

Fonts**Downloaded fonts**

If you attempt to print a document that uses a downloaded font immediately after downloading the font, the font may print as a bitmap. Wait a few seconds after downloading before printing a document containing the font.

Mac OS

Downloading fonts with Adobe Downloader

Downloading fonts using Adobe Downloader may crash the Splash G640. Download fonts with the Apple Printer Utility instead.

Auto Tray selection

In the Print dialog box for Mac OS applications other than PageMaker, Auto Tray selection is listed twice. Either selection correctly selects automatic tray selection at the Splash G640.

Client password and Energy Saver

On all clients, the password in the Secure Access dialog box or Doc Info window is normally not displayed in clear text. On Mac OS clients if the Secure Access dialog or Doc Info window is onscreen when the Mac OS enters Energy Saver mode, the password appears as clear text when the system wakes up.

Custom Page sizes (Mac OS X)

The currently released version of the OS X print driver does not support custom page sizes. There is no workaround for this problem.

Secure Access (Mac OS X)

Secure Access does not currently work correctly on the OS X print driver. The driver prompts for the Secure Access information, but the information is not transferred to the Splash G640 with the job, so the print job errors. To print the job, you must re-enter the information at the Splash G640.

Uninstall reports (Mac OS X)

The uninstall procedure reports an error removing some files when in fact the uninstall completed successfully.

Unable to delete custom driver (Mac OS X)

Attempting to delete the Splash Mac OS X custom driver via the Finder fails because of a permissions error. To delete the custom driver, use the Mac OS X installer program's Uninstall option.

Installing from a Windows NT/2000/XP server (Mac OS X)

On some systems and networks, installing the Splash G640 or OS X client can cause the system to hang or crash at the end of the install process. This only occurs if the installer resides on a Windows NT/2000/XP server. If a hang or crash does occur, reboot the system. To avoid the hang, copy the installer from the Windows NT/2000/XP server to the local hard drive before installing. The problem does not occur with Mac OS servers.

Custom install (Mac OS 9.x)

The Custom install options for the different languages in Mac OS 9.x do not fully replace any previous Easy install or Custom install. Some screens still appear in the previous language. To correct this, open the Extensions folder and delete the AdobePS and Adobe Printing Library files and the Watermarks folder, and reinstall the desired language.

Custom Page Size (Mac OS 9.x)

On the Mac OS 9.x Brazilian Portuguese print driver, the Custom Page Size option is named "Pagina p+".

Windows OS

Custom Page Size

On Windows computers, Automatic and Trays 1 through 4 and Tray 6 are enabled when a custom page size is selected. However when printing custom page sizes, always select Tray 5. Selecting any other tray usually results in the job erroring with a message stating that custom page sizes must be printed from Tray 5.

Canceling from Secure Access

On all Windows platforms, when you select Cancel in the Secure Access dialog box, some applications display an error message. Click OK and continue.

Path names in server window (Windows NT)

When printing from some applications on Windows NT, the job name that appears in the Splash G640 window is the complete path name on the disk where the job originated, including the file name. This does not affect printing of the file.

Point and Print jobs (Windows NT)

Some color jobs printed from Windows NT using Point and Print print in grayscale. Printing from the application itself corrects this problem.

Printer properties warning dialog (Windows 2000)

After installing the Splash custom print driver for Windows 2000, select the printer icon, and then select the Printer Properties option. A message appears stating that options cannot be displayed and you are prompted to install the driver. Selecting Yes causes the Add Printer Wizard to execute again, and a warning message informs you that the driver is not tested by Microsoft (Choose "No" to display the printer properties). The Splash G640 options are always available in applications on Windows 2000 and can be accessed by clicking the Printer icon and choosing Printer Preferences>Advanced.

Printing from the Windows NT or Windows 2000 Custom Driver

For jobs printed from the Windows NT or Windows 2000 Custom Driver, the number of pages is displayed at the Splash G640 as ???. The correct number of pages is displayed for jobs printed with the PageMaker PPDs from Windows NT and Windows 2000.

Test page (Windows 98)

The logo on the Microsoft Windows printer test page prints in black and white the first time it is printed. On subsequent prints of the test page, the logo is in color.

Web Interface

Check marks in Web interface

Check marks on jobs in the Splash Web interface disappear when the automatic refresh occurs. Reselect the jobs to edit.

Preview images in Web Queue Manager

If an error message appears on the screen, the previews may disappear. To view them again, click Preview.

Turn off Caching in browser

When viewing the Splash G640 via the Web interface, turn off caching in the browser. Caching occasionally causes out of date information to appear in the Web interface.

TO TURN OFF CACHING

- **Netscape**—In the Netscape preferences, choose Category: Advanced: Cache. For “Document in cache is compared to document on network”, select “Every Time”.
- **Internet Explorer 4.5 (Mac OS)**—Choose Edit Menu: Preferences: Web Browser: Advanced: Cache. For “Update Pages”, select “Always”.
- **Internet Explorer 5.0 (Windows)**—From the Tools Menu, choose Internet Options> General>Temporary Internet Files. Click Settings, and for “Check for newer version of stored pages”, select “Every visit to the page”.

Some jobs display incorrect name

Jobs with a ‘%’ character in the name display incorrectly in the list of jobs on the Web interface. No damage to the file is caused by this problem; however, to avoid this problem, rename the job removing the ‘%’ character.

Web interface updates with Internet Explorer 4.0

On some Windows systems, Internet Explorer 4.0 may display out of date information in the Splash Web interface. If this occurs, make sure the cache setting is set to “Every visit to the page.” If this does not correct the problem, upgrade to Internet Explorer 5.0.

Applications

General

Stapled output printing from Microsoft applications on Windows—When printing landscape documents from Microsoft Word, PowerPoint, or Excel from Windows 9x, Windows NT, or Windows 2000, you must select the Microsoft Rotate print option or the Splash Rotate print option in order to receive output with the staples in the proper position. The Rotate option is not necessary when printing for other applications from Windows or from Mac OS.

Print separations in color option—Some applications, including FreeHand, Canvas, and CorelDRAW, provide an option to print separations in their own colors. Selecting this option causes the Splash G640 to either output the individual separations in color or improperly composite the separations, depending on the application. For correct output from the Splash G640, deselect this option.

Microsoft Excel

Number of copies—Sometimes when printing multiple copies from Microsoft Excel on a Mac OS computer, only one copy prints instead of the requested number of copies. Resend the document or change the job handling option to something other than Print and Delete so you can set the number of copies at the Splash G640 if the correct number fails to print.

Page size scaling—The page size scaling set in Excel overrides the page size scaling set in the print driver. Use Excel to set the desired scaling.

QuarkXPress

Scaling pages—To scale pages when printing from QuarkXPress, use the Scaling option in the Quark print options window. The Scaling option in the print driver has no effect.

Secure Access—When printing from QuarkXpress on a Mac OS computer, you must click the Printer button in the QuarkXPress print dialog box in order to be prompted for Secure Access information. Then when you select “Print” to return to the Quark print dialog box, you are prompted for Secure Access information. If you do not click the Printer button, the job spools to the Splash G640 with the information was last entered for Secure Access or in the Document Info window.

Adobe Acrobat

Stapled Output—When printing landscape documents from Acrobat or Acrobat Reader from Windows 9x/Me or Windows NT/2000/XP, you must select the Splash “Rotate” print option in order to receive output with the staples in the proper position.

Adobe FrameMaker

Printing collated documents—When printing multiple copies of a document from FrameMaker, the application always outputs multiple copies of each page in the print job sent to the Splash G640. This means that features, such as stapling and offsetting, do not work correctly. To print a properly stapled or offset job from FrameMaker, select one copy in the print driver, and then edit the job at the Splash G640 to set the desired number of copies.

Adobe Freehand

Windows NT and 2000— When printing from FreeHand versions 8 and 9 on Windows NT and Windows 2000, Splash job options cannot be modified. To set job options for FreeHand, modify the printer’s defaults in the Printer Properties dialog box and then print from FreeHand.

Application field on Info pane—For some jobs printed from FreeHand 8 and Photoshop 5.5, the Application Field on the Info pane contains the document name rather than the application name.

Adobe Illustrator

Illustrator 9 dropped PDFs —Landscape files saved as PDF in Illustrator 9 appear clipped when printed at the Splash G640 or viewed in Acrobat. To print the file correctly, open it in Illustrator and print to the Splash G640.

Fonts—Illustrator downloads many fonts even if they are already installed at the Splash G640. The fonts print correctly and do not bitmap.

Adobe InDesign

Printing separations—When printing separations from Adobe InDesign, selecting the In-RIP separations option causes the plates to print as individual grayscale pages. To properly composite separations, do not select this option.

Adobe PageMaker

Windows—On Windows 9x, Windows NT, and Windows 2000, you must copy the Splash G640 PPD to the PPD4 folder inside the PageMaker folder. For instructions, see PageMaker documentation.

Mac OS—When printing from PageMaker, if you have removed PPDs from your system after previously using them in PageMaker, the warning message “XXX PPD cannot be found. Using default.” appears, where XXX is the name of the printer model. Click OK and continue printing.

Also, the Reset button in the PageMaker print dialog box does not reset the Splash job options to their defaults. You must set the Splash options individually to default values.

Atlas PrintShop Mail

Variable data jobs—jobs printed using the Forms option from PrintShop Mail version 3.1.5 on a Mac OS and PrintShop Mail version 2.2 or prior on Windows 98 error with a PostScript error. The jobs may print some pages before erroring. To print variable data jobs properly from these applications, use the Splash VI option.

PrintShop Mail version 97I—if you are running PrintShop Mail version 97 on Windows 9x, the Splash VI option does not appear. When you print a variable data job to Splash, the application reports an “invalid restore” PostScript error. If this happens, use the following procedure to adjust the settings in the Windows Printers control panel.

TO ADJUST THE PRINTERS CONTROL PANEL SETTINGS

1. **Double-click the My Computer icon on the desktop.**
2. **Double-click the Printers folder.**
3. **Select the printer icon for your Splash printer.**
4. **Choose Properties from the File menu.**
5. **Click the Postscript tab.**
6. **In the Postscript output format list, select Postscript (optimize for portability – ADSC).**
7. **Click the Fonts tab and then click the Send Fonts as button.**
8. **In the Send True Type fonts as list, select Type 4.**
9. **Click OK in all open Printer properties windows to save your changes.**

You can now print to the Splash G640 from PrintShop Mail.

Transparent data and Splash VI—When using transparent data, use the Optimized PostScript option rather than Splash VI. While this is usually slower than Splash VI, transparent data does not print properly with Splash VI enabled.

CorelDRAW

Using the custom driver on Windows NT/2000—When printing with CorelDRAW 8 on Windows NT/2000, using the Splash custom print driver cause CorelDRAW to crash. To use the Splash custom print driver, use the noncustom PPD with CorelDRAW 8 or upgrade to CorelDRAW 9.

Number of copies—When printing from CorelDRAW, set the number of copies in the application's print window. The number of copies in the print driver window are not sent to the Splash G640.

Corel PrintOffice

Number of copies—When printing from Corel PrintOffice, set the number of copies in the application's print window. The number of copies in the print driver window are not sent to the Splash G640.

Deneba Canvas

Imposition files—Files printed from Canvas with the Saddle Stitch, Perfect Bound, or Step and Repeat options selected error at the Splash G640. There is currently no workaround for this problem.

Foreground printing—If you select the printer driver's Foreground Printing option, printing from Canvas on Mac OS 9 fails. The job returns to the Hold queue without printing. Use the Background Printing option instead.