Customer Release Notes

DocuColor Server, system software version 1.0 for Xerox digital copier printers

These notes contain information about the DocuColor Server that was not available when the customer documentation was printed. Prior to using the DocuColor, please read these release notes and distribute them to all DocuColor users.

Write your support phone number here for reference.

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DocuColor Color Server

Power cycling the DocuColor

When you power on, you should first turn on the copier and then turn on the DocuColor.

If you need to power cycle (power off and then back on) either the copier or the DocuColor, make sure that the DocuColor is either Idle or flashing red.

After power cycling the DocuColor several times, the System Time and System Date may be incorrect. Reset them in Control Panel Setup.

Terminating the DocuColor

You must use the terminator included with your DocuColor as follows:

- If the DocuColor is not connected to a CD-ROM drive, terminate the SCSI port on the server.
- If there is a CD-ROM drive connected to the DocuColor, terminate the open SCSI port on the CD-ROM drive.

Control Panel Setup

The first time you set up the DocuColor from the Control Panel, you must do Server, Network, and Printer Setup in that order. If you later change information in one of the Setups, you must open the other Setup menus to make sure that changes take effect properly—even if you do not need to change any settings.

Language Setup

If you want to change the language in which messages appear after your initial language selection, you must reinstall system software.

Messages on the Control Panel appear in English until you select a language. In addition, no matter what language you select, messages and menus for the Format Disk and Install Software commands always appear in English.

Unexpected printing results

Corrupted job files sent to the DocuColor may cause unexpected printing results. If this happens, power cycle the DocuColor. If problems persist, use the Clear Server command from the Control Panel. See the *User Guide* for details.

Clear server

If the DocuColor hangs after the Clear Server command is executed, power cycle the DocuColor and choose the Clear Server command again.

Suspend/Resume Printing

When you need to interrupt print jobs to make copies, wait until the DocuColor is not printing (the print icon is *not* displayed on the LCD) and use the Suspend Printing and Resume Printing commands on the Control Panel. The Interrupt Job key on the copier is for interrupting copy jobs only.

Laptop computers

With certain models of laptop computers (for example, IBM ThinkPad), you should always disconnect the parallel port cable before shutting down the computer.

Manual feed printing

Make sure that you load the correct page size for manual feed printing. If you specify Manual Feed for the page source, the document will be printed on the pages you load even if they are not the size specified in the document.

Manual feed tray printing

Although the DocuColor supports transparency printing (from the bypass tray), in order to print from that tray you must select manual feed in the Print dialog box.

LPR printing

When sending multiple jobs with the LPR command from SGI workstations and possibly other client workstations as well, the jobs may be combined into a single LPR transfer. In this case only the first job in the transfer block prints—the others do not print.

SMB printing

If an Invalid Handle message is reported with SMB printing it means that the job timed out. This is most likely to occur when printing to the Direct connection, which accepts only one job at a time, but may also occur when printing to the Print queue if multiple connections to the DocuColor are active.

If both the Ethernet and Token Ring ports are enabled, SMB broadcasts only on the Ethernet segment. To allow for SMB broadcasting on the Token Ring segment, you must disable the Ethernet *port* (not just the Ethernet IP address) in Setup (see the *Administrator Guide*).

Postcard paper size

When printing jobs for which a Postcard paper size is specified with an Adobe printer driver from Macintosh or Windows computers, the job may print as Letter instead of Postcard. If this occurs with a Macintosh computer, open the System Folder>Preferences folder and delete the folder named Printer Prefs. If it occurs on a Windows computer, delete and then reinstall the Adobe printer driver as described in the README file for the driver (on the User Software CD).

User Guide, Appendix D

On page D-3 of the *User Guide*, there is a list of media types supported that includes nine items. Although the DocuColor 5750 supports these media types, the DocuColor does not. This list should include only the following media types supported by the DocuColor:

- Plain Paper
- Thick Paper
- Transparency
- Interleaved

Novell Banner page

If printing of both the Novell banner page and the DocuColor cover page is enabled, printing may be suspended after the cover page has printed. To avoid this problem, enable printing of only one of these pages.

Character Set options

There are three possible settings (Windows, DOS, and Macintosh) for the Character Set Setup option. The Macintosh setting is not documented in the *Administrator Guide*. This option affects the display of filenames only. It has no effect on the job when it prints out.

Job Log

Auto Clear. To protect you from accidentally deleting records, the Auto Clear Job Log after 55 jobs is not available unless you also enable Auto Print Job Log after 55 jobs in Job Log Setup on the Control Panel.

The Job Log records the DocuColor cover page as a separate page in the page count columns.

Reporting of canceled jobs. When you cancel a multiple-page, multiple-copy job from the Print status screen after the first page has finished printing, the copy count in the Job Log (Originals, Color, B&W, and Total) may be incorrect depending on when you pressed Cancel.

Calibration

AutoCal. After you print the Measurements Page from the Control Panel, make sure that the copier display says "Ready to Copy" before you select Yes for Measure Page. If you click Yes before the page is finished printing, the message "Page Scan Error: 8" may appear and the page may not be printed correctly.

Novell (IPX) Networks

You will not be notified when the maximum number of users connected to a Novell server is reached until you attempt to print to the DocuColor. Remove any users who are not printing and print the job again.

Frame type. When you set up the DocuColor for your IPX (Novell) network, make sure that the frame type you select is the correct one for your network. The DocuColor does not automatically select the frame type that matches your network.

If you are using Windows 95, make sure that the frame type selected in Windows 95 matches the one selected on the DocuColor. See *Getting Started* for instructions.

Windows NT 4.0

Because of a problem with Microsoft's PostScript driver for Windows NT 4.0, some valid PPD selections are not allowed and the setting is ignored. Features supported in the Windows NT 4.0 PPDs require the Adobe PSPrinter driver for Windows NT, which is not available from Adobe at this time.

Disk drive full error message

The DocuColor requires up to 200MB hard drive workspace in addition to the amount required for any specific job. Make sure you have at least 200MB plus the size required by your current job.

You can free up disk space by deleting old jobs.

WebTools

WebSpooler and Installer buttons

The first time the WebTools are accessed, the WebSpooler and Installer buttons may not be available. To make them available, click the Configure button and enable both WebTools.

RIPped jobs in WebSpooler

Jobs that have already been RIPped (rasterized) do not respond to a double-click command. These jobs are queued for printing and their job properties cannot be viewed or edited.

Tray selection is not supported in the WebSpooler Override Print Settings dialog box on Windows NT 4.0.

Windows software

Adobe PostScript Printer Driver for Windows

To avoid potential problems upgrading driver versions, follow the instructions for removing a printer driver in the README file *before* starting to install a new version of driver.

With version 4.2 of the Adobe PostScript Printer Driver for Windows 95, the Paper tab does not display the A6 paper size icon. You are, however, able to select the A6 paper size by clicking on the area where the icon should appear.

Do not click Add Printer in the Printers Control Panel to set up the DocuColor. This sets up the printer for the Windows PostScript Printer Driver.

Pattern fills may not print correctly with some applications. Try printing with the Windows PostScript Printer Driver or a different application.

Changing colors on monitor

If your monitor is set to 256 or fewer colors, you may notice some color palette changes on the screen when you are connecting to printers with a remote utility. A color bar in a random color may also appear across the bottom of the screen. You can ignore the monitor color changes. Colors print normally.

User Intervention error with Windows 95

If you encounter a User Intervention error, wait until the DocuColor status is Idle, restart the DocuColor, and finally restart Windows 95.

Remote utilities

Several files with the extension .dll are installed into the Windows/System directory when a remote utility (Downloader or Spooler) is installed. These files are needed for proper functioning of the utilities and should not be deleted.

Downloader

When you download a PS file created using the Adobe PSPrinter Driver for Windows, you cannot change the number of copies in the Download dialog box.

Spooler

If using the Option key to copy a job to a different queue does not work, duplicate the job and copy the duplicate to a different queue, or click on the Duplicate and Print icon.

In order to override the Brightness print option using Spooler, the job must have been printed with the Printer's Default Brightness setting.

If your document name is longer than 31 characters, it will overlap the user name area of the Spooler Job Log window and you will not be able to see the user name for the job.

Jobs that have already been RIPped (rasterized) do not respond to a double-click command. These jobs are queued for printing and their job properties cannot be viewed or edited.

Parallel port printing

When you print with the parallel port, be sure to attach the parallel cable *before* you enable the port in the server Setup. You can see if the parallel port is enabled by printing a Configuration page.

Applications

Compressed images in PageMaker and QuarkXPress

Compressed images pasted into Adobe PageMaker or QuarkXPress may not display changes in rendering style.

Printing from PowerPoint

When you send a print job from Microsoft PowerPoint, the Job Notes dialog box may be hidden behind your document window. To print, bring the Job Notes dialog box to the front.

If you are printing a files from PowerPoint and you select 2-up prints in the Print dialog box, you may see lines running through images that have been imported into the document.

Printing from Persuasion (Windows)

If you are printing from Adobe Persuasion using the Adobe printer driver, an extra blank page is printed. (For more details, see the application release notes.)

Printing from Excel

When you are printing transparencies from Microsoft Excel, the last page of the job may print from the paper tray. If you experience this problem, add an extra blank page to the file before you attempt to print transparencies.

When you send a print job from Excel and select the entire workbook, you may experience unpredictable results, such as features do not apply to all pages, or some sheets fail to print. To resolve the problem, select and print each worksheet individually.