Customer Release Notes

Fiery EXP8000 Color Server, version 2.0

This document contains information about the Fiery EXP8000 Color Server software version 2.0.

Before using the Fiery EXP8000 Color Server with version 2.0, make a copy of these *Customer Release Notes* and distribute them to all users.

These *Customer Release Notes* are also available online at: http://services.efi.com/support/vfigs/9019710383/

NOTE: This document uses the term "Fiery EXP8000" to refer to the Fiery EXP8000 Color Server.

Before printing to the Fiery EXP8000, make sure that user and system software version 2.0 are installed on the Fiery EXP8000.

Issues fixed in this release

PitStop

A blank page is created when you impose a cropped PitStop job.

Command WorkStation page ranges

Page ranges specified from Command WorkStation Job Properties are not applied when you print the job.

Printer driver properties

If you select all three print queues of the Fiery EXP8000 on the server, right-click and select Properties, three error messages will display. If you click OK to exit the error messages, you will no longer be able to access the Fiery EXP8000 Unidriver. If this occurs, reboot the Fiery EXP8000.

Paper jams with mixed media tab jobs

If you print a mixed media tab job and a paper jam occurs on the first tab, when you clear the jam and continue to print, the tab order will be incorrect and text will not be printed on the tabs. The tab stock must be replenished and placed in the correct order for the job to complete successfully.

Downloading PPML, VIPP, or VPS files

If you download a PPML, VIPP, or VPS file to the Direct connection, it is automatically rerouted to the Print queue.

VDP Search Path

The Command WorkStation override field limit for the VDP Search Path is 128 characters.

Reordering jobs

Job Reorder does not update the "Waiting to print" tab with all active jobs.

Suspend-on-Mismatch

Suspend-on-Mismatch only applies to jobs sent to the Print queue.

Suspend-on-Mismatch does not suspend jobs when:

- The first page of the job is a cover page.
- The job is printed to the Direct connection.
- The mismatch occurs after the first page of the job.

Imposed TIFF files

TIFF files that are downloaded to an Imposition-enabled Hot Folder will result in an error when you select the file and choose Impose from Command WorkStation.

Known Issues

Documentation

Accessing Fiery EXP8000 documentation

If your computer does not have a DVD drive, use the User Documentation CD to download the Fiery EXP8000 documentation.

System information

Fiery EXP8000 specifications

To view the amount of memory, and the software options installed on the Fiery EXP8000, print the Configuration page.

Fiery EXP8000 Setup

Secure Erase

Use Secure Erase to have the Fiery EXP8000 overwrite the data stored on the hard disk numerous times to prevent the recreation of deleted data.

Fiery EXP8000 Setup shortcut icon

The Fiery EXP8000 version 2.0 has a Fiery EXP8000 Setup shortcut desktop icon available from the Fiery Advanced Controller Interface. Use this shortcut to access Fiery EXP8000 Setup. Additionally, you can access Fiery Setup from the FieryBar and the Command WorkStation Server menu.

Changing the Fiery EXP8000 date and time

Change the date and time only when the Fiery EXP8000 is not processing or printing jobs and displays Idle. After you change the date and time, restart the Fiery EXP8000.

Supported languages

If you insert DVD1 into the Fiery EXP8000 and reboot the Fiery EXP8000, you will be prompted to select one of 15 languages to install. However, the Fiery EXP8000 only supports the following languages:

- English

- French

- Italian

- German

- Spanish

- Dutch

- Brazilian Portuguese

Custom Media

Custom Media set up

You must load the custom media, specify the tray, and specify the custom media profile on the digital press when you print using Custom Media. For more information, see the documentation that accompanies your digital press.

The "Custom Media 1-10" in the "Appear in driver as" menu only works with custom media.

Media defined profiles with custom media will not work properly if:

• The output profile does not have an "Appear in driver as" association.

• The output profile is associated with an option other than "Custom 1-10."

• The output profile is associated to the wrong "Custom Paper." For example, if the output profile's association is set to "Custom Paper-1," but "Appear in driver as" is set to "Custom Paper-2," then the output will fail to use the correct profile.

Media Defined Profiles

If you use Custom Media, Media Defined Profiles will not work if the screen is set to anything other than 200 dpi. To avoid this, from ColorWise Pro Tools select Use Output Profile for the output profile, and assign the correct output profile for each job.

Printing

B4 ISO SEF print jobs

If you try to print a B4 ISO SEF job, the Fiery EXP8000 requests that you load B4 ISO SEF paper in any tray, even when the correct paper is loaded. To work around this, load B4 ISO SEF paper as custom paper in the Fiery EXP8000 tray.

Virtual Printing

If you change only one job property setting for your virtual printer, additional printer settings may display changed under the Details information in the virtual printer.

Virtual printer via LPR

Job comments do not display from Windows XP computers that use virtual printers via LPR.

12.6x19.2 page size jobs

Printing 12.6x19.2 page-size jobs face down is not supported. If a 12.6x19.2 page-size job is printed face down, the printer driver will not display a constraint message and the job will result in a PS (PostScript) error.

LEF tabs

LEF tabs may print tab text off the tab or too low. To work around this, use Tray Alignment prior to printing tabs to ensure that the Fiery EXP8000 places text in the correct area.

Page order

If you print Fiery EXP8000 jobs to a Velocity server, the job will always print the page order from 1-N, even if you specify a different page order setting from Command WorkStation overrides.

Out of staples

The Fiery EXP8000 will not report an error message when the digital press runs out of staples. If this occurs, refer to the message displayed on the digital press.

B4 page size

The B4 page size is only supported as a custom page size on the Fiery EXP8000.

Number of copies

The digital press displays Quantity as one, regardless of the number of copies being processed on the Fiery EXP8000. Additionally, Pages displays the total number of pages generated for the job. For example, a 10-page duplex job displays five pages.

Cancelling a job

You cannot cancel a job from Command WorkStation if the Fiery EXP8000 displays an error message and the digital press is inactive. If you cancel the job from Command WorkStation, the job will not clear until the error message is resolved. To work around this, either cancel the job from the digital press, or clear the error message and then cancel the job from Command WorkStation.

Mixed Media

Incompatible settings

Settings that are not supported with certain Mixed Media combinations are not displayed in the printer driver and the Command WorkStation Mixed Media interface. For example, when Face Down printing is set to On or Printer's Default, 221-330gsm paper is not displayed as a setting for Media Type.

Cover

Print transparency and heavy paper (221-300gsm) covers on one side only. This is constrained in printer properties.

Mixed duplex and single-sided jobs

If your Mixed Media job consists of both duplex and single-sided pages, only use media that is supported for duplex jobs. For example, do not use heavy paper (221-300gsm) for single-sided covers if part of your job is duplexed, because heavy paper (221-300gsm) is not supported for duplexing. This is constrained in printer properties.

Media loaded on the digital press

The digital press does not start printing Mixed Media jobs until all required media for that job is loaded on the digital press.

Job Log

The Job Log for Mixed Media lists incorrect numbers for originals.

Tabs

The second or third line of tab text may be clipped if the font is too large and the text is too long to accommodate the area of the tab.

When you load tab media into the digital press for a single-sided job, load tabs in with the first tab on the right.

The second and third line of tab text may print off the tab if you rotate the tab text 180 degrees with middle text alignment, and with a 10 point font.

Preview

You can add tabs and blank pages in Mixed Media and preview these additions in the Mixed Media Preview without processing the job first. Disregard the text "Tabs and blank inserts are only displayed in the preview window after processing" that appears in the Mixed Media Preview window.

Quick Doc Merge

Supported files

Quick Doc Merge supports .ps and .pdf files.

Imposition

Imposed jobs

Scheduled printing and rush printing options support imposed jobs.

Uninstalling Impose

Use Add/Remove Programs to uninstall Impose from your computer.

Imposition layouts with 10 rows and 10 columns

Avoid using complex images for imposition layouts that use 10 rows and 10 columns. Doing so may cause the digital press to stop responding. Imposition layouts that use 10 rows and 10 columns should be reserved for simple applications, such as business cards.

Impose error message

Impose may display an error message depending on the order in which you specify Impose options. For example, if you impose a job with options set in the following order, you can save and print the job:

- Rows: 2

- Columns: 2

- Scale: Scale to Fit

However, if you impose the same job with the same options, but set the options in the following order, an Impose error message will display:

- Columns: 2

- Scale: Scale to Fit

- Rows: 2

Variable Data Printing (VDP)

Imposing VDP jobs

If you download a VDP job to the Command WorkStation Hold queue, impose it, select preview and then apply imposition changes, you will not be able to specify to print all records from the application. If you want to print all records, leave the Records field blank.

If you remove raster data from an imposed VDP job, the imposition settings will also be removed.

VDP Search Path

If you specify an incorrect VDP search path and download a VDP job, only the first page of the job will print and the digital press will not respond. If this happens, reboot the Fiery EXP8000.

The VDP Search Path does not recognize subdirectories. To work around this, enter the network file path exactly for the VDP Search Path.

Mac OS X File Search Path

The File Search Path appears under Owner Information in the Mac OS X printer driver.

Invalid Page Size error

The Fiery EXP8000 will not process VDP custom page size jobs that exceed minimum or maximum digital press custom page size support.

Fonts

Missing fonts

The digital press fonts disappear from the Font menu in Microsoft Word after you create a point-and-print (PnP) printer driver. This occurs on a Windows 2000 computer when you delete all printer drivers with the Fiery Printer Delete Utility and then reinstall the Fiery EXP8000 printer driver.

Command WorkStation

Duplicating PDF files

If you import a file with less than 10 pages to the Hold queue in Command WorkStation, duplicate it, and then select both files to process and hold, an error message is displayed. To work around this, remove the raster data from the first file, duplicate it again, and then choose process and hold.

Orientation override

If you change a job's orientation in the printer driver and print the job, you will not be able to override the orientation of the job from Command WorkStation.

Previewing files

Large files may take a long time to preview because Adobe Acrobat Distiller must first generate the files.

Complicated bitmaps may take a long time to render thumbnails if the Fiery EXP8000 is performing multiple tasks.

If and administrator installs Acrobat on a Windows XP computer, logs out, and reboots the computer, and then a user logs into the computer and tries to preview a job from Command WorkStation, an error message will display stating that Acrobat is not installed.

Fiery Downloader

Downloading TIFF files

If you download TIFF files with Fiery Downloader, the Options feature is not available. To avoid this, download TIFF files with Command WorkStation instead.

Suspend-on-Mismatch

Suspend-on-Mismatch prevents a job from printing if its settings do not match the current Fiery EXP8000 settings. For example, if you print a job to the Print queue that specifies extra heavy coated paper, the job is suspended if the digital press is not loaded or configured with extra heavy coated paper at the time the job is sent.

The mismatch job is suspended and the job is highlighted in red in Command WorkStation. If you double-click this job in Command WorkStation, a mismatch error message is displayed. The job can be re-printed once the Fiery EXP8000 settings are changed to match the job settings.

Suspend-on-Mismatch checks for mismatches only on the first page of the job when:

- The requested paper is not loaded (no paper, wrong paper size, correct paper size but wrong media).

- The output destination is full.

Suspend-on-Mismatch does not suspend jobs when:

- The job is a Rush job.

- The job consists of Control Panel pages (for example, Configuration page, Test Page, Font List).

Hot Folders

Hot Folders does not apply any job constraints between Job Settings and Imposition Settings. The following is a list of options that you should *not* modify in Hot Folder Job Settings when Imposition Settings are also used.

- Duplex

- Orientation

- Rotate-180

- Paper Size

Tab printing

Tab jobs with tab text sent through Hot Folders must be set to N-1 and face down. An alert message will not display if you send an N-1 tab job face up. Instead the job will print, but without tab text printed on the tabs.

Connecting to Fiery EXP8000 servers

If you try to connect to a Fiery EXP8000 that is not available, an error message is displayed to alerts you to this situation. However, the message may take more than one minute to appear.

Uninstalling Hot Folders

After you uninstall Hot Folders software with Add/Remove Programs, you must still manually delete the Hot Folders and all subfolders you created.

Measurement units

If you specify a custom page size in inches from Filter Settings, the size of the custom page is correct. However, the measurement units are displayed in points.

Job settings

Hot Folders includes the option Job Settings. If Job Settings is not selected, the job is processed using default Fiery EXP8000 settings. To create or edit job settings other than the default Fiery EXP8000 settings, click the Define button.

The default setting in Hot Folders for all options that are not specified for numeric and range fields (for example, Copies), is Preserve Document Setting. When an option is left with the default Preserve Document Setting, the setting within the document is honored.

For example, if you create a Hot Folder and would like all the jobs sent to it to have five copies printed and the media type to be heavy stock, select Job Settings and change Copies to 5 and Media Type to Heavy. Leave all other settings as default. The only settings overridden by Hot Folder Job Settings are the number of copies and media type. Everything else remains as it was specified in the source document.

However, if an option uses Preserve Document Setting and the document does not have a value specified for that setting, the Printer's Default setting is used.

Only settings changed to a value other than Preserve Document Setting are applied to the job by Hot Folders. Once changed, the selection is remembered the next time you return to the Job Settings for that folder.

Advanced search

When you connect to a Hot Folder, you can now click the Advanced button to choose an IP range or a subnet to restrict the search for an available Fiery EXP8000 on the network.

Mac OS X

Saving PDF or PS files

When you set Image Shift with duplex settings, save the file as PDF or PS, and then print the file, the job prints single-sided without the Image Shift settings. If you print the settings with the driver without saving the file as PS or PDF, your job prints with the correct settings.

Applications

QuarkXPress

Jobs may not print properly if you specify the printer driver *N*-up Layout option from QuarkXPress.

If you print multiple copies in QuarkXPress 6.0 from the printer driver, your copies will not separate correctly. Additionally, your copies may staple as one document. To avoid this, override the number of copies and stapling from Command WorkStation.

Tray Alignment may not work correctly from QuarkXPress.

Corel Draw

If you are using Mixed Media from the printer driver with Corel Draw, you will not be able to insert a blank page before the last page of your print job. To avoid this, download the file directly to the Fiery EXP8000, override the job from Command WorkStation, and specify the blank pages to insert.

Specifying Layout and Mirror print options for a Corel Draw job will have no effect.

Tray Alignment may not work correctly from Corel Draw.

Macromedia FreeHand

Tray Alignment may not work correctly from Macromedia FreeHand.

Adobe Acrobat

Modifying the last page of a Mixed Media PDF job is not supported. If you are using Mixed Media from the printer driver with Adobe Acrobat 5.0.5, you will not be able to insert a blank page before or after the last page of your print job. To work around this, download the file directly to the Fiery EXP8000, override the job from Command WorkStation, and specify the blank pages to insert.

Adobe InDesign

Tray Alignment may not work correctly from Adobe InDesign.

Adobe PageMaker

If you print a stapled PageMaker job and use Autoselect as the output destination, the job will not print. To work around this, specify the correct output tray when you print stapled PageMaker jobs.

Adobe FrameMaker

Mixed Media settings do not work properly when you print a FrameMaker document.

An error message might display when you print from Mac OS FrameMaker. Ignore the error message and the file will print correctly.

If you print multiple copies in FrameMaker from the printer driver, your copies will not separate correctly. Additionally, your copies may staple as one document. To work around this, override the number of copies and stapling from Command WorkStation.

Help

Help files

Help files for the Fiery utilities are developed for use with Microsoft Internet Explorer v5.5 and above. If you use other browsers, such as Safari or previous versions of Internet Explorer, the help might not display properly.

With Microsoft Internet Explorer on a Windows XP Service Pack 2 computer, the help files might not display or display properly in the following situations:

- If your browser uses a pop-up blocker, it might block the help files. If this happens, temporarily disable your pop-up blocker to display the help file.

- If your browser has the advanced Internet option enabled to display notifications about script errors, it might display a warning window before displaying a help file page. To avoid the warning window, clear the "Display a notification about every script error" option on the Advanced tab in the Internet Options dialog box.

- A warning message might also appear in the Status bar, but the content of the help file is not affected by this error.