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Technical Bulletin

Installing the Print_patch for the Xerox CX Print Server for the Xerox Color 550/560 Printer

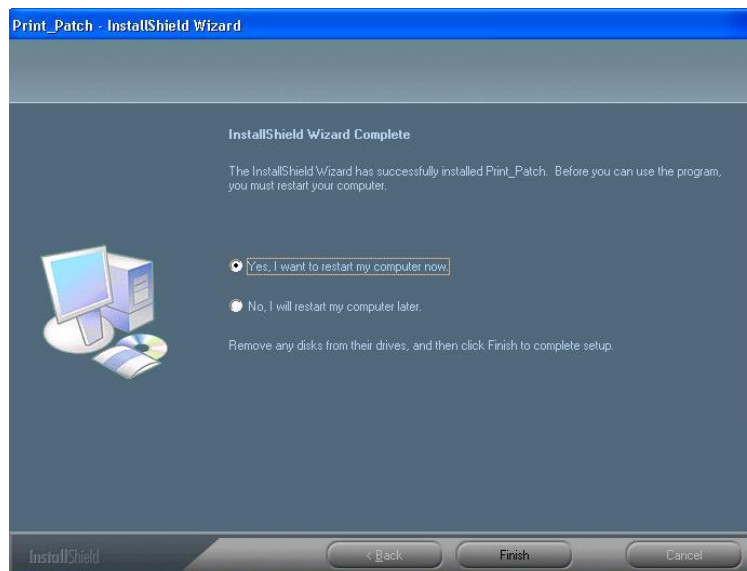**Version 1.0 Service Pack 1**

Problem description

The Print_patch resolves 045-36x error messages that might occur when you are printing files that include many graphics and images, or while using the Windows Remote Desktop Connection during printing.

Solution

Install the **Print_patch** on the CX print server software.

Installation procedure

1. Exit the CX print server software.
2. Copy the **Print_patch.zip** file to the CX print server, and extract the file.
3. Double-click the **Print_patch.exe** file.

4. When the installation is complete, click **Finish**.
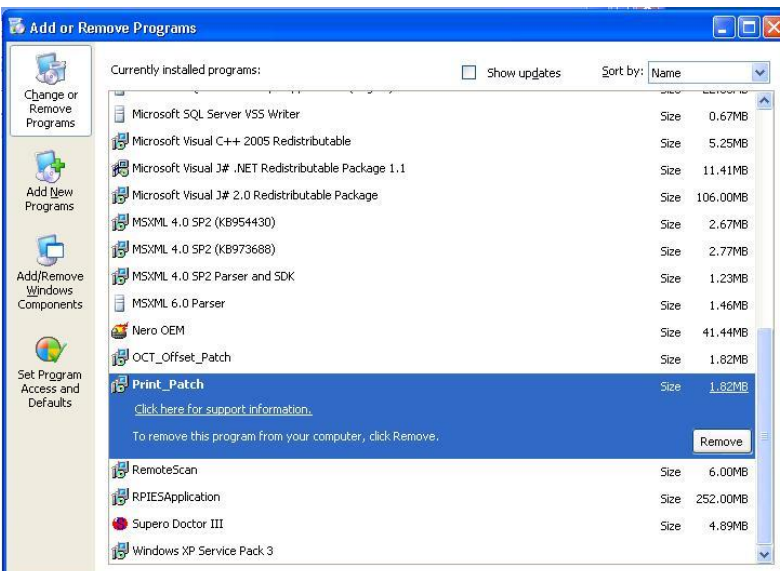5. Make sure that you restart the CX print server.

6. Verify that the patch was installed successfully:

    a. From the **Help** menu, select **About**.

    b. In the **Updates** box, make sure that **Print_Patch 26-June-11** appears.

Uninstalling the patch

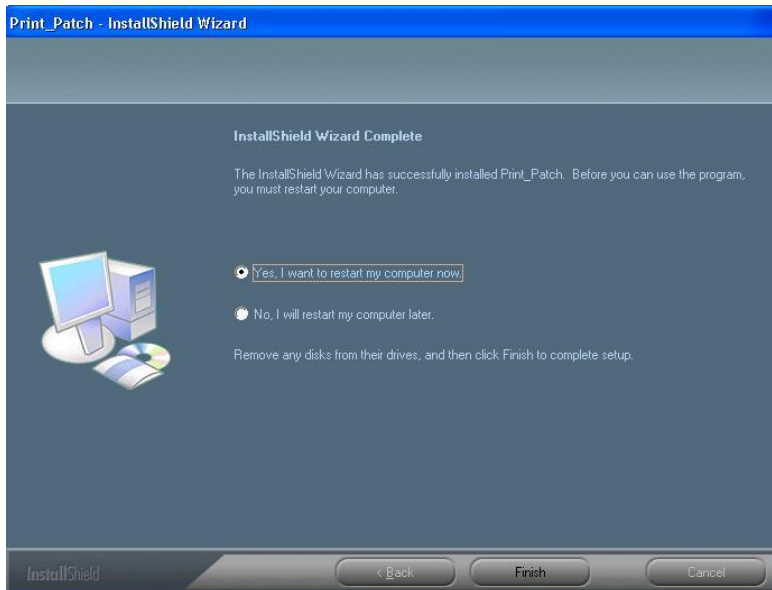Perform the following procedure to uninstall the **Print_Patch**.

1. Exit the CX print server software.
2. From the **Start** menu, select **Control Panel**, and then click **Add or Remove Programs**.

3. From the **Currently installed programs** list, select the **Print_Patch** and then click **Remove**.

4. Click **Yes**, to confirm removing the patch.

5. When the patch is uninstalled, click **Finish**.
6. Start the CX print server software.
7. From the **Help** menu, select **About** and verify that the patch was successfully removed.

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About Print On-Demand Solutions Group

The Print On-Demand Solutions Group develops high-performance CREO Color Servers and workflow solutions for a wide range of digital production printers and presses. CREO Color Servers offer the digital printing industry leading workflow connectivity solutions. They utilize intelligent, JDF-enabled automation of all print-production steps to help drive business performance and profit.

This independent unit of Eastman Kodak Company continues to unlock the power of print on-demand to maximize customers' success in digital printing and workflow solutions.

For more information about CREO Color Servers, visit www.creoservers.com.