

Fiery Patch Release Notes

General information

Defect ID number	1-1A3PAH
Product name	Fiery Controller for Xerox Color 550/560 v1.0
Release date	February 1, 2011

Files included in this release

File name	File size
1-1A3PAH.exe	3.08 MB

Issue(s) addressed with this release

- 1-199K2P: Tray 5 size mismatch requires job cancellation and resubmitting.
- 1-19HPAR: Black and white or grayscale jobs do not print at rated speed.
- 1-1A3PAH: Scanning while heavy printing causes Fiery to crash.
- 1-1A3P9C: Fiery is non-responsive after clearing a paper jam.

Steps to reproduce the issue(s)

- **1-199K2P: Tray 5 size mismatch requires job cancellation and resubmitting.**
 1. Before sending any jobs to print, ensure that 8.5x11 LEF Plain is loaded in Tray 5 and confirmed at the printer LCD screen.
 2. Next, submit a job that requires 12x18 SEF Plain to be pulled from Tray 5.
 3. Next, observe that the printer LCD displays error message 024-958 which states the following:

"The Paper Size/Orientation currently loaded in Tray 5 is different from the setting: 12x18 SEF. Load 12x18 SEF in the tray and check the Paper Guide adjustment."
 4. Remove the 8.5x11 LEF Plain media is from Tray 5. The message on the printer LCD changes to 024-954, which states the following:

"Tray 5 is out of paper. Load the following paper in the tray. Paper Size: 12x18 SEF. Paper Type: Plain. Paper Color: White."
 5. Load 12x18 SEF Plain media in Tray 5.
 6. Observe that after loading the required media, the message on the printer LCD reverts to 024-958, as seen in step 3, and the job does not begin printing.
 7. The user must cancel the print job.
 8. The user must removed the media in Tray 5, reload it, and confirm the size and type as 12x18 SEF Plain at the printer LCD.

9. Resubmit the print job from a remote client or Command WorkStation and observe that the job begins printing and completes successfully.

Result: Tray 5 size mismatch requires job cancellation and resubmitting.

- **1-19HPAR: Black and white or grayscale jobs do not print at rated speed.**
 - a. Through the Fiery, submit a print job for 10 sets of a 20-page black and white document.
 - b. Using a stopwatch, determine the speed of printing.

Result: The job prints slower than the rated 55/65 pages per minute.

- **1-1A3PAH: Scanning while heavy printing causes Fiery to crash.**
 1. Print large jobs.
 2. Scan jobs to the Fiery.

Result: The Fiery crashes occasionally.

- **1-1A3P9C: Fiery is non-responsive after clearing a paper jam.**
 1. Open the door to the engine during a print job.
 2. Remove the jam.

Result: Fiery is non-responsive.

Before installing 1-1A3PAH.exe



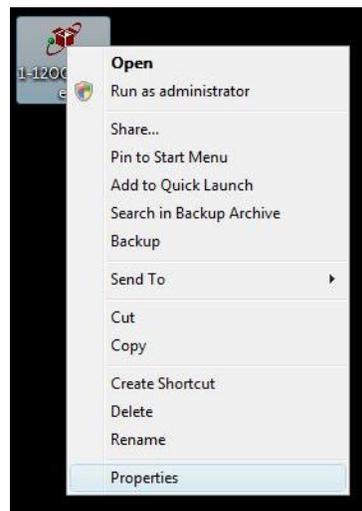
1. This patch is not exclusive, it can be applied to the server along with other patches concurrently, and one server restart is sufficient for all patches to take effect on the system.
2. If any prerequisites listed below, they must be installed in the order specified before applying the **1-1A3PAH.exe** patch:
 - 1-18OY98**
 - 1-18TDCT**
 - 1-18WR6X**
 - 1-19121X**
 - 1-18ZL1L**
3. If any known issues listed below, read before installing **1-1A3PAH.exe** patch:
 - Do NOT install any of the following patch(es) after installing the **1-1A3PAH.exe** patch. If you are required to install any of the patch(es) below,

do so before installing the **1-1A3PAH.exe** patch. The functionality of all patches below are contained within the **1-1A3PAH.exe** patch.

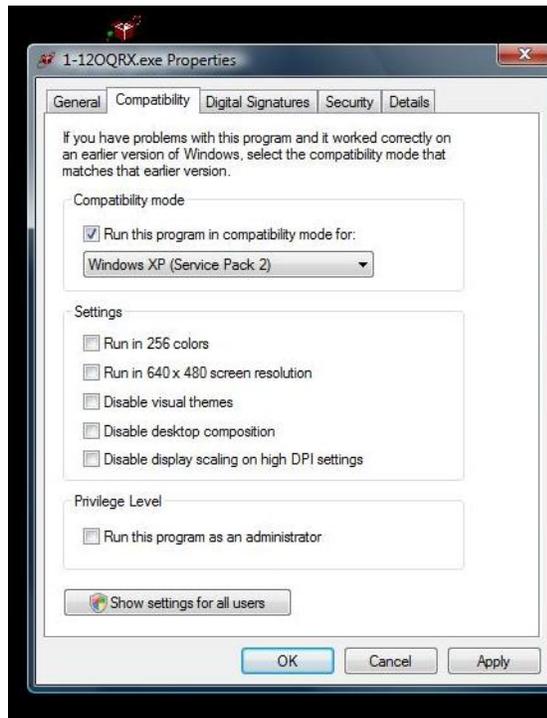
- 1-199K2P
- 1-19HPAR

Patch installation instruction

1. Make sure the Fiery is idle.
 2. Execute **1-1A3PAH.exe** and follow the instructions in the Fiery Patch Downloader.
 3. Notes about the Fiery Patch Downloader
 - a. Login must be admin. This is fixed and cannot be modified.
 - b. Password is the Fiery administrator login password.
 - c. Hostname can be either the IP address or the Fiery server name.
 4. After the patch is downloaded, and when prompted by the Fiery Patch Downloader, choose Restart now or Reboot. *(If you choose to Restart later, make sure you manually reboot the server for changes to take effect)*
 5. Wait until the Fiery comes to Idle and print the configuration page.
 6. Verify that the **System update Log** contains the patch number **1-1A3PAH**.
- To run this patch downloader on a Vista 32bit or 64bit client, follow the steps below:
 - Right-click on 1-1A3PAH.exe and select 'Properties'



- Select 'Run this program in compatibility mode for: Windows XP' and click 'OK'



- Double-click the program and follow the instruction to install the patch.