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Technical bulletin

Installing the patch for Creo CX700 version 1.5 HCS Patch

Problem description

1.When pressing the sample button on the HCS the sample sheets number is as expected but when the jobs completes, it do not leaves the print queue, the status bar don't clears from the DFE and remains at 98%.

2. The finished job in stacker is missing sheets.

Solution

Install the HCS Patch.

Installation Procedure

1. Exit the CX7000 version 1.5 application
2. Copy the **HCS_Patch.zip** file to the CX700 DFE and extract it,
3. Double-click the **HCS_Patch.exe** file.

4. In the InstallShield Wizard, click **Finish**.
5. Start the application
6. Open Help - About and make sure the update **HCS_Patch 7-May-2009** is there.

Uninstall the HCS Patch

Log off the CX700.

Copy the HCS_Patch.exe to the CX700.

Open the Windows XP command line, Open Start → Run type CMD then Enter.

Drag the HCS_Patch.exe to the command line and add the –U switch as the below screen capture and click Enter.

In the InstallShield Wizard, click Finish

About Print On-Demand Solutions Group

The Print On-Demand Solutions Group develops and supports high-performance CREO Color Servers and key workflow solutions for a range of digital production printers and presses. It also develops advanced on-demand applications to enable the creation of personalized direct mail, targeted catalogs and other powerful one-to-one marketing communications tools.

This independent unit of Kodak's Graphic Communications Group will continue to help its customers leverage their investment in digital printing.

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

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