CREO™

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Document Written By: Ran Lev

Memo

SPAR#589970820: Sets in jobs do not offset when printing multiple copies in collating mode.

Problem Description

When the Tray **Offset** option is selected in the collation mode, there are unexpected results.
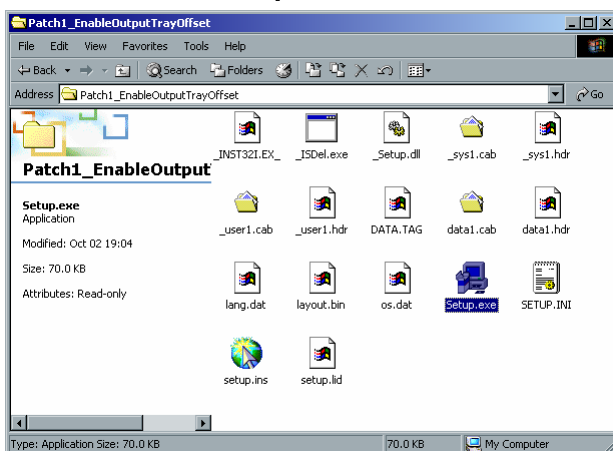
Problem Solution

Install patch P1_OutputTrayOffset

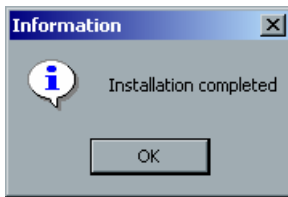## Relevant to Spire Color Server Version

Spire CXP3535 color server version1, and also suitable for installation on all future service packs of this primary version
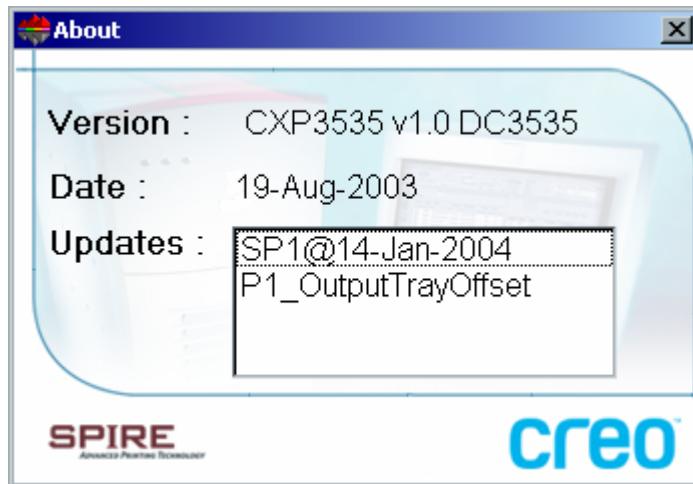
Installation Procedure

1. Shut down the Spire CXP3535 Color Server.

2. Unzip the patch file, **Patch1_EnableOutputTrayOffset.zip** to the desktop.

3. Double click the **Setup.exe** file.

4. When the "Installation completed" message appears, click **OK**.

5. Start the Spire CXP3535 color server application.

6. Select **Help>About** to verify that the patch installation was successful (as shown below).

Notes

1. When you install the Spire CXP3535 color server patch 1, the settings for the three default virtual printers (**ProcessPrint**, **ProcessStore**, and **SpoolStore**) revert to the factory defaults.

2. To create a new virtual printer with the **Offset** option available, select one of the default virtual printers from the **Based on** list. If you don't create the new virtual printer based on one of the default virtual printers, the **Offset** option will be unavailable.

3. After you install the patch, the **Offset** option in the output trays is available only for new jobs that are imported or spooled through:

   - one of the three basic virtual printers

   - a new virtual printer that is based on one of the default printers

   This patch does not affect stored jobs when you reprint them, or archived RTP jobs that you retrieve.

4. To uninstall the patch, perform the complete uninstall/install process on CD-ROM #2.