

Document: SPAR

Internal Bug #: 18493

SPAR #: 194115073

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Technical bulletin

Print Jobs do not Print After Making Copies

Problem Description

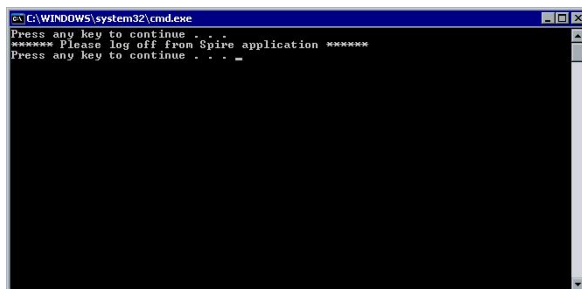
After using the copier function on the Xerox® DocuColor 3535 Printer-Copier, the printer does not revert back to files waiting in the print queue.

Relevancy to the Spire Color Server Version

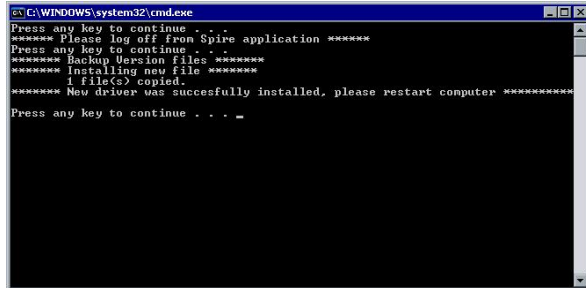
This solution is available for installation on top of the Spire™ CXP3535/CXP3535e color server 2.0_SP1 software.

Installation Procedure

1. Shut down the Xerox® DocuColor 3535 Printer-Copier.
2. Unzip the compressed utility file, **CopyModeFix.zip**, to the desktop.
3. Double-click the **CopyModeFix.exe** file.
4. Follow the instructions in the following window.



5. Please log off from the Spire application and press ENTER to continue.



```
C:\WINDOWS\system32\cmd.exe
Press any key to continue . . .
***** Please log off from Spire application *****
Press any key to continue . . .
***** Backup Version Files *****
***** Installing new file *****
1 file(s) copied.
***** New driver was successfully installed, please restart computer *****
Press any key to continue . . .
```

6. After the files are installed, press ENTER to continue and please restart the computer.
7. When the Spire Application software is running, turn on the Xerox DocuColor 3535 Printer-Copier.

About Creo

Creo is a world leader in solutions for the graphic arts industry. Core product lines include image capture systems; inkjet proofers; thermal imaging devices for films, plates, and proofs; professional color and copydot scanning systems; workflow management software; and proofing and printing consumables. Creo is also an original equipment manufacture supplier of on-press imaging technology, components for digital presses, and color servers for high-speed, print-on-demand digital printers. Creo trades under the symbols CREO on NASDAQ and CRE on the Toronto Stock Exchange. www.creo.com

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