Print On-Demand Solutions Group
P. O. Box 10193
Petach Tikva 49002 Israel
Tel: +972.3.916.7222
Fax: +972.3.928.6000
www.creoservers.com

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Technical bulletin

Installing the Update 1.2 patch for the Xerox CX Print Server for the Xerox Color 550/560 Printer

Problem description

1. Sometimes, a job is frozen in the print queue and a message is not displayed. **Update_1.2_For_CX560_v1.0** fixes this problem and now a message is displayed. However, if a job is frozen and a drum cartridge is empty, an additional patch (**DRUM_Patch_For_CX560_v1.0)** is also required in order to continue printing.

2. You cannot select the **Offset** option for the Booklet Maker Stacker output tray. The **Offset** checkbox should appear in the job parameters window on the **Finishing** tab under **Booklet Maker Stacker tray**.

3. Sometimes, after you submit a job to the print queue when the printer is in hibernate mode, the printer starts, and then requests that you load the job media to an empty tray when other trays already exist with the correct media.

4. When a black toner and any color (C, M, or Y) toner are empty, the **Out Of Toner** message for color toner is not displayed on the printer. The **Out Of Toner** message appears only for black toner, although it is not necessary to replace the toner since there is another black toner that the printer can use.

5. The user guide, which you can open from the CX print server **Help** menu, always appears in English even if another language is selected. The user guide is translated into the following languages: German, Spanish, Italian, French, Dutch, Brazilian Portuguese, Russian and Chinese.

To resolve these problems, install the **Update_1.2_For_CX560_v1.0** update.

Installing the patch

1. In the CX print server workspace, from the **File** menu, select **Exit**.
2. Download and save the **Update_1.2_For_CX560_v1.0.exe** file to any location.
3. On the CX print server, locate and then double-click the **Update_1.2_For_CX560_v1.0.exe** file.
4. When the installation is completed, click **Finish**

5. Start the CX print server software.

6. To verify that the **Update_1.2_For_CX560_v1.0** is installed, perform the following actions:

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

   b. In the **Updates** box, make sure that **Update_1.2_For_CX560_v1.0 1-Oct-2010** appears.

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 http://www.creoservers.com.

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