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Fiery X3e

RELEASE NOTES
For CF1501/CF2001



Release Notes

Fiery X3e 20C-M Color Server, version 1.0

This document contains information about Fiery X3e 20C-M Color Server version 1.0. Before using the Fiery X3e 20C-M Color Server with version 1.0, make a copy of these *Release Notes* and distribute them to all users.

NOTE: This document uses the term “Fiery X3e” to refer to the Fiery X3e 20C-M Color Server.

Before printing to the Fiery X3e:

- Make sure that system software version 1.0 is installed on the Fiery X3e.
- Install user software version 1.0 onto client computers. For instructions, see *Getting Started*.

Copier

Shutting down the copier

To shut down the copier properly, use the instructions in the *Job Management Guide*. If you do not shut down the copier properly, severe system problems may result, including the loss of saved jobs and current default settings.

Printer drivers

Readme file

After installing the AdobePS driver, read the README.WRI file located on the User Software CD in the same directory as the other printer files. This file contains information about potential conflicts between the Adobe driver and other software applications.

Copier options in Windows 2000 printer driver

The options on the Installable Options tab (such as Duplex and Staple) do not accurately reflect the options installed on the copier. If the options are properly installed, their functionality is not affected.

Point and Print installation of the printer driver

The Point and Print method of installation of the printer driver is not supported. If you print a job with a driver installed by this method, you cannot configure the installable options (such as finisher type).

Editing device settings

To change print defaults in a driver that was downloaded from the Fiery X3e using WINS printing (SMB), the permissions for the Print queue on the Fiery X3e server must be set to Full Control for the user “Everyone.” Once you are logged in with Administrator privileges, you can allow a user or all users to change print defaults in the driver by enabling Full Control in the Properties/Security/Permission tab.

Setup

Renaming the server

If you rename the server, the name must be fewer than 10 characters.

Fiery Setup

To run Setup from the Control Panel, you must log in with Administrator privileges.

Fiery Server Setup

If a connection to the Fiery X3e fails after changing settings in the General or Printer Setup tab of the Fiery Server Setup dialog box, the WorkGroup name and the Domain name may be the same. To resolve this problem, use different names.

Remote Setup for Bindery and NDS

When configuring Bindery or NDS in Network Setup using WebSetup or the Command WorkStation from a client computer, enter a password in order to make changes. For Bindery Setup, log in as Admin, Supervisor, or Guest with the appropriate password. For NDS, select the appropriate login and password.

IPX Auto Frame Type

If you select Yes to enable IPX Auto Frame Type in Setup, the Fiery X3e will bind only to the first frame type it finds, which is typically 802.2. To ensure that all available frame types are bound, select each one individually. After the Fiery reboots upon exiting Setup, print the Configuration page to verify that all selected frame types were successfully bound.

TCP/IP and DHCP servers

In some cases Mac OS computers may crash when attempting to obtain an IP address from a DHCP server while loading the TCP/IP driver. Check the TCP/IP Control Panel to make sure that you have a valid IP address and that the router and DNS server addresses are valid before running applications such as ColorWise Pro Tools.

Windows Setup (WINS Printing) from the Fiery X3e Control Panel

Depending on your selections for setting a domain for WINS printing, the Fiery X3e prompts you that it will reboot. Choose OK when prompted. This allows the Fiery X3e to retrieve a current list of domains. Allow the Fiery X3e to reboot and return to Setup to finish making the settings.

Cover Page (PS Setup)

When you print a job with a Cover Page to multiple bins, the Cover Page is printed to the last bin.

E-mail Setup

To set up E-mail Services, use the Fiery X3e Control Panel, not Fiery WebSetup.

System

Restore Backup

Fiery X3e system software resides on the hard disk drive and is backed up the first time you power on the Fiery X3e. If necessary, you can retrieve a backup of the system software using the Restore Backup command. Press the first line selection button on the Control Panel during diagnostics to display the Restore Backup menu and select Restore Backup. Selecting Restore Backup restores the system software to the factory default configuration.

Fiery X3e passwords

The Fiery X3e password used to access Setup, as well as the password required to log in to the Fiery X3e, are case-sensitive and must be entered exactly.

Maximum number of users for SMB

Windows NT 4.0 supports a total of 10 simultaneous SMB connections, including the Direct, Print, and Hold queues.

Printing

Fiery X3e domain configuration

In order to add the Fiery X3e to a domain in configurations that do not include the Fiery X3e Advanced Controller option, you need to add the Fiery X3e from another Windows NT 4.0 server on the network using the Server Manager utility.

UNIX printing

There may be incompatibility problems with some UNIX environments.

Scan size

The scan size of a job scanned to the hard disk drive of the copier is always 330x210mm, regardless of the size you select in Service Mode > System Input > FLS Paper menu.

Disk full error message

When the hard disk drive on the Fiery X3e is full, any print jobs sent to the Fiery X3e will not print until the current job is finished. You can remove completed jobs from the Printed queue to free up more disk space.

Windows NT 4.0

If you make settings in Properties > Device Settings tab > Installable Options for the Windows NT 4.0 printer driver, these settings are not reflected on the Configuration tab.

Some paper sizes are listed twice, but with different names. For example, Tabloid and 11"x17" are both listed, but refer to the same paper size.

Watermarks are not supported.

The Print Page Borders function is not supported.

With some combinations of Layout (for example, 2-up, 6-up, etc.) and Stapling, the staple position is incorrect.

Paper size label in Windows NT/2000 printer driver

The paper size Tabloid in the Windows NT 4.0 printer driver appears as 11"x17" in the Windows 2000 printer driver.

Rotated Landscape in Windows 2000

Jobs will not print with the specified orientation when you select Rotated Landscape in the Windows 2000 printer driver.

Opening the LCT door while a job is printing

If the LCT door is opened while a job is printing, the job will be RIPped but will not print. To resume printing, reboot the server, and power the copier off and then on.

Copies in Windows 2000

Although you can enter 9999 for the number of copies, the Fiery X3e prints the true maximum of 999 copies and the copier returns to Ready. The Command WorkStation, however, reports 9999 copies were printed.

Duplex jobs with mixed paper sizes

If you print a duplex job with mixed paper sizes, the job may not be printed at all. If any of the job is printed, the job is printed on only one side of the paper and the orientation of the job is incorrect.

Duplex jobs with 2-up or 6-up layout

When you print a duplex job with a 2-up or 6-up layout in Windows NT 4.0, the Top-Top and Top-Bottom settings give the opposite result from what you intended. For example, Top-Top gives output that is actually Top-Bottom, and vice versa. To avoid this problem, choose the setting that is opposite of what you intend.

Tray selection in Windows 2000

When you select a specific paper tray to print from with the Windows 2000 printer driver, the Fiery X3e prints from any tray that has the correct size paper, not necessarily the tray you have specified.

Load Paper Size message

If a paper tray has only one piece of paper and you print a one-page job, the message “Load Paper Size” appears. The job, however, is printed correctly, and the message disappears after printing is complete.

Font substitution

In the printer drivers for Windows 9x, font substitution is not supported.

Mail Bin Sorter

When a sort bin is full, jobs printed to the bin may not be properly ejected from the copier. Remove the contents of a bin when it is full.

If there is any output in a bin, you must first remove the output before printing another job to the bin.

Paper size

When sending a job from an application (such as Microsoft Word) that allows you to specify paper size in the Print dialog box, be sure to select the same paper size in both the application's Page Setup dialog box and the printer's Properties dialog box.

Paper Source

The Paper Source option displays both “Automatically Select” and “Auto Select.” To allow the copier to select the paper source automatically, use “Auto Select.”

Postcard media type

To print on postcard media, use the selection “Thick Paper 2.”

Scale setting

The scale settings for a job that has been scaled using the printer driver are not reflected in the job's Properties dialog box.

If you print a job on Legal (11x14), 11x17, A3, or 12.25x18 size paper with a scaling factor of more than 350%, the job may be printed as a blank page instead of the expected output.

Negative

For the Negative printer driver option to function, turn off the Black Overprint and Pure Black Text and Graphics options.

Negative, Mirror, and Unprintable Area printer driver options are not supported on Windows NT 4.0.

CMYK Simulation Profile

Depending on the image you print, there may be a gap in color gradations, sometimes known as *banding*.

Stapling

To get stapled output, you must first choose a Sorter Mode.

If you print in Portrait orientation with either an N-up or Duplex setting and also specify a Staple setting, the job may not be stapled correctly. To avoid this problem, print the job in Landscape orientation.

Cover Page

Selecting the Cover Page option in the Mac OS printer driver may produce unexpected results and may prevent the Duplex options from functioning correctly. If a cover page is required on Mac OS systems, use the Fiery X3e cover page, which the Administrator specifies in PS Setup on the Fiery X3e Control Panel.

Account Number

When you configure the copier for using an Account Number for job identification, use a number between 1 and 998, inclusive.

If the copier has been configured for using Account Numbers, you cannot print from a Windows 2000 computer. To print from Windows 2000, either remove the Account Number configuration, or print from a computer with a supported operating system other than Windows 2000.

Page Range

You cannot access the Page Range option from the printer driver. Use the application page range option or change the setting for this option from the Command WorkStation, Fiery Spooler, or Fiery WebSpooler.

Printer fonts

Printing the Euro currency symbol—Windows 2000

The Fiery X3e supports the following PostScript fonts for printing the Euro currency symbol: Courier, Times Roman, Helvetica, and Arial.

Fiery Downloader

PDF files

If you download a PDF file and specify more than one copy and that the output be sorted, the output is not sorted. To get sorted output, open the file in Adobe Acrobat and print the job with one of the printer drivers provided on the User Software CD.

ColorWise Pro Tools

Printing the Comparison page

You cannot calibrate the Fiery X3e for media other than plain paper.

Fiery Spooler

Connecting to the Fiery X3e

You can connect to only one Fiery X3e at a time.

Override settings

If the Notes1 field is empty when you send the job to the Fiery X3e, you can add information to this field in Fiery Spooler.

Fiery WebSpooler

Job processing time

The job processing time displayed from WebSpooler is different from the actual time to process the job.

Thumbnails

On Mac OS, Thumbnails are not available in WebSpooler when you use Internet Explorer.

Override settings

If you override job settings from Fiery WebSpooler, verify all settings before you reprint the job. Some settings may be changed from their original settings.

If the Notes1 field is empty when you send the job to the Fiery X3e, you can add information to this field in Fiery WebSpooler.

Command WorkStation

Override settings

Selecting Command WorkStation override settings may cause a print job to process incorrectly. If you override a specific setting for an option from the Command WorkStation and then open the job settings again to replace that setting with Printer's Default, you may get unexpected printing results. To avoid this, do not choose Printer's Default when you override print settings from the Command WorkStation or remove the original raster file before you override print settings again.

Cancel Printing

If you choose Cancel Printing from the Server menu and you restart the Fiery X3e before the cancel function has been completed, you will lose the connection to the Fiery X3e and unknown errors may be displayed.

PageMaker job properties

In PageMaker the job property for paper source may be displayed as inputslot instead of tray.

Downloading PDF files

Downloading PDF files to the Direct connection is not supported. Instead, use either the Print queue or the Hold queue.

When you download a large PDF file, the RIP bar shows the amount of the file processed as "0 KB." Despite this, the file RIPs and prints correctly.

Fiery Link

Status

Status information displayed in Fiery Link may require extra time to update. Therefore, the status displayed in Fiery X3e Link may not match the status displayed in the Command WorkStation.

Fiery X3e processor information

The Fiery X3e is equipped with a Pentium III processor (or dual processors if the Fiery X3e has the upgrade) running at 500MHz. This information is not displayed when you select the Fiery X3e Info icon.

Edit My Fiery List

When you have the Edit My Fiery List window open and you click the Advanced button or the Refresh button, the Edit My Fiery List window may hide new dialog boxes. To prevent this, move the Edit My Fiery List window off to one side before you click either the Advanced button or the Refresh button.

Fiery Scan

Scanning while a print job is processing

It is not recommended you begin scanning a job while a job is in process. Wait until the current job has finished printing before using Fiery Scan.

Prescanning a job

When you prescan a job, the Fiery X3e incorrectly displays the message “Copies */*”.

When you prescan a job and trim it by selecting only a portion of the job to be scanned, a black line may appear on the scanned image near the right-hand side of the area that was trimmed. To avoid this black line, scan the entire image and do not select a portion of the job after prescanning it. You can then trim the image in an application such as Adobe Photoshop.

Canceling a scan

If two or more pages are loaded in the ADF (Auto Document Feeder), you cannot cancel any processing prescan or scan job. If you want to cancel ADF scanning altogether, first remove any pages remaining in the ADF; then click Prescan to eject pages located on the copier glass and in the ADF takeup roller. Alternatively, you can wait for approximately two minutes after the current page is scanned and ejected; the remaining pages are automatically ejected from the ADF.

To avoid unexpected errors, remove any paper from the ADF before scanning.

TextBridge Pro 9.0/Pagis 3.0

Fiery Scan does not support TextBridge Pro 9.0 or Pagis 3.0.

Fiery WebScan

TIFF files and Photoshop

On Windows operating systems, 256MB of RAM is required to open scanned documents in TIFF format.

TIFF files that have been created using Fiery WebScan are saved using a special compression method. These files can only be opened using PhotoShop 5.5.

To open a scanned file on a Mac OS computer, start Photoshop first, and then open the file from the File menu in Photoshop.

Placing an image on the copier glass

Images placed in the upper left corner of the copier glass do not scan correctly. To be sure to scan the entire image, shift the image on the copier glass at least 1 mm horizontally, and 5 mm vertically before scanning.

Scan to DocBuilder

Working with scanned jobs

Images that are scanned from the copier using the Scan to DocBuilder function appear in the Hold queue of Command WorkStation. These images can then be manipulated using DocBuilder. For more information on DocBuilder, see the *Job Management Guide*.

The page size of images in the Hold queue of Command WorkStation that have been scanned using the Scan to DocBuilder function does not display correctly. These images are displayed as Letter size, rather than their actual size.

For scanned jobs, the Job Log displays User Name, Page Size, and Media as “Unknown.”

Scan to HDD

Availability of scanning

Sometimes the copier is unable to scan a job to the hard disk drive (HDD). The copier displays the message “Cannot scan; confirm print controller is working.” The Fiery X3e displays the message “Please wait.”

Applications

All

If a collate option or a scaling option is available and selected within the application or printer driver, unexpected results may occur. Make sure collation or scaling is not selected within the application, and then select the feature within the Fiery X3e printer driver.

In particular, if you send a job to the Fiery X3e to be stapled, the job is not stapled if you have selected the Collate option in the application.

When you print a black-and-white job duplex, set the Color Mode to Grayscale in the Fiery X3e print options. This gives proper reporting of the number of black-and-white pages on the Job Log.

When selecting a paper size in some applications, you have two choices for “Autoselect.” In this case, use the second “Autoselect.”

Not all applications support the options Negative, Mirror, and Orientation.

Microsoft Office

Microsoft Word 97—In Microsoft Word 97 on Windows 95/98, when printing jobs of more than 1000 pages in reverse order, the first 1000 pages are RIPped and printed before the remaining pages are RIPped and printed.

In Microsoft Word 97 on Windows NT 4.0, when printing jobs with Pure Black Text and Graphics print settings set to Off, the job is printed with black only text.

Microsoft Excel

Printing Workbooks—If you choose Entire Workbook in the Print dialog box from Microsoft Excel for Windows, the job may print as separate jobs. This is because Excel sends each worksheet to the copier as a separate job. Print settings such as Duplex and Sorter Mode will be applied to the first worksheet and ignored for the rest. To apply print settings, you need to select each sheet, go to Page Setup/Options, and select the print option settings for your job. To print the Entire Workbook, select all sheets in the workbook. Click the first worksheet tab at the bottom of the Excel page, hold down the Shift key, and click on the last worksheet tab. Select Print from the File menu. In the Print area of the Print dialog box, select Active Sheets, and the job will print correctly.

If you print as duplex an Excel workbook in which one worksheet uses a paper size that can be printed duplex (such as Letter), but another worksheet uses a paper size that cannot be printed duplex (such as Invoice), the latter worksheet is not printed at all. To avoid this problem, print each worksheet separately.

Multiple copies—If you select a number larger than one for the Number of Copies option in Microsoft Excel 97 and the Collate box is also checked, Excel will send multiple, identical jobs to the Fiery X3e. You must uncheck the Collate box before you send multiple copies from Excel.

Quark XPress

Windows version—The N-Up, Watermark, Mirror Image, and Negative Image options do not function in Quark XPress for Windows.

PageMaker

Printer's Default—Do not choose Printer's Default when printing from PageMaker. PageMaker does not recognize the Printer's Default information in the Fiery X3e PPD. Selecting Printer's Default in PageMaker may cause unexpected printing results.

Corel Draw

In Windows NT, the PPD feature for the number of copies may display corrupt characters.

