

SPAR#725993695: When Image Quality Is Set to High, Job Fails and RIP NT Error Appears

Problem Description

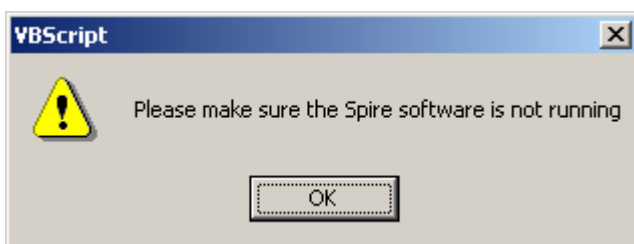
On rare occasions when printing jobs with the image quality set to high, the job fails to print and the error message `RipNT.exe` appears. When the image quality is set to normal, the job prints successfully.

Relevancy to the Spire Color Server Version

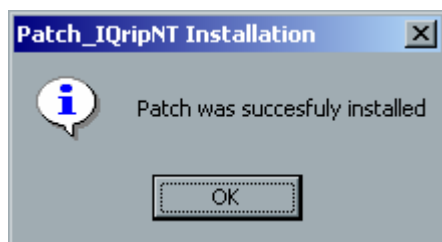
This solution is available for installation on top of Spire™ CXP3535/CXP3535e color server 2.0.

Installation Procedure

1. Shut down the Xerox® DocuColor 3535 Printer-Copier.
2. Shut down the Spire CXP3535/CXP3535e color server software.
3. Unzip the patch file, **IQRipNT.zip**, to the desktop.
4. Double-click the **IQRipNT.exe** file.
5. When the following message appears, make sure that the software is not running and click **OK**.



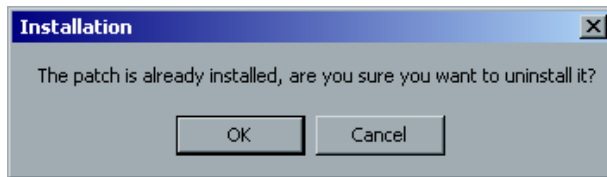
6. When the following message appears click **OK**.



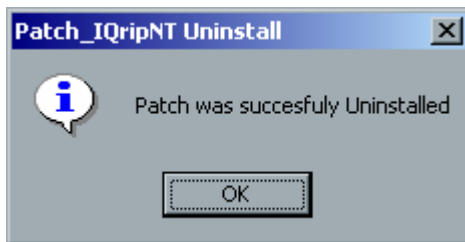
7. Start the Spire CXP3535/CXP3535e color server software and wait until the workspace appears.
8. Turn on the Xerox DocuColor 3535 Printer-Copier.

Notes:

1. The patch will be included in Service Pack 1 for Spire CXP3535/CXP3535e color server 2.0.
2. To uninstall the patch, perform the following steps:
 - a. Shut down the Xerox DocuColor 3535 Printer-Copier.
 - b. Shut down the Spire CXP3535/3535e color server software.
 - c. From the patch's unzipped directory, run the **IQRipNT.exe** file. When the following window appears, click **OK**.



- d. A confirmation message appears. Click **OK**.



- e. Start the Spire CXP3535/3535e color server software and wait until the workspace appears.
 - f. 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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