AccXES Firmware 9.0, Customer Release Notes

Build 180

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XES
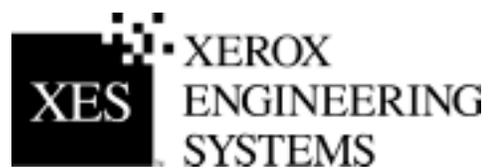
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Table of Contents

1 Introduction

The AccXES Controller Firmware Release 9.0 provides multinational software for the Synergix Print Systems 8825, 8830, 8850, 8855, 510dp, 721p, the Synergix Color Print System X2-TECH and for their XES Synergix scanners. The languages supported are English, Deutsch, Espanol, Francais, Italiano, and Portugues.

This document presents the following information about the AccXES Controller Release 9.0.

- Release deliverables

- Recommended configurations

- Installation procedures

- Release Notes to present supplemental information and known issues that are not mentioned in the published customer user documentation.

- New features

   WARNING: *Regarding Job Accounting: If you are currently using the legacy Job Accounting feature of a version of AccXES **firmware less than 7.5, you must save your printer's data first, or the data will be lost** when you install this version of firmware. BEFORE installing the 9.0 firmware, refer to the* Account Management Tool Administrator's Guide *for information on saving the pre 7.5 data and for how to import this data into the new Job Accounting format which requires an external print system, like the Account Management Tool (AMT).*

1.1 FEATURE KEYS:

Existing feature keys are no longer useable with version 9.0 firmware. New keys must be acquired from the XES website to use your system.

Regarding Scanner firmware revisions: If you are upgrading the firmware of a system containing a scanner, you must also ensure the scanner firmware is upgraded to the following version:

- ***7346 or 7356 Scanner – 0072 or greater.***

- ***Synergix Scanner – version 2.2.4 or greater.***

1.1.1 Feature Key Descriptions

Print and Copy Feature Keys are standard with AccXES 9.0 firmware. However, with the new installation of AccXES 9.0 firmware, **the following functions will be unavailable until the appropriate feature key is loaded**. See the Feature Key Instructions and Coupon Exchange screens on the xes.com website.

- AccXES Firmware V8.0 Activation

- Job Accounting (enables tracking media usage data. AMT, or some other external accounting tool, is used to assign User Id, Account Id, Printer Id associations, then collects and tallies the stored data from the printers)

- Color Enablement – AccXES (allows color scanning when scan to net license is present)

- PostScript

- HFT Controllers Only: Versatec Raster Formats, VCGL Format, CGM Format

- Synergix Scanner Features:

  Scan To Net (to create an electronic file from a scanned image)

  Scan to Print (to scan, create a preview, and send to the scanned image to the printer when Scan-to-Net is present)

  Color Enablement – XEScan (allows color scanning on XEScan system)

  Speed Enhancement Turbo II – AccXES (4 ips for 36" wide)

  Speed Enhancement Turbo III – AccXES (HFT Controller only: 7.33 ips in Copy Mode)

  Speed Enhancement Turbo II – XEScan (4 ips for 36" wide)

  Speed Enhancement Turbo III – XEScan (faster gray scale and color scanning - It will depend upon the customer's PC as to how much speed improvement a person will actually get.)

- 510dp Synergix Print System Only:

  Speed Enhancement - IOT 7D/Minute (7 ANSI D per minute, long feed)

  Speed Enhancement - IOT 10D/Minute (10 ANSI D per min., long feed, must have 7D loaded)

  Speed Enhancement Upgrade- IOT 5D to 10D/Minute (upgrade the 5D to the10 ANSI D per minute)

  Drawer Enablement - IOT 2 Drawer (drawer 2 gets installed then needs to be enabled)

  Drawer Enablement - IOT 3 Drawer (drawer 3 gets installed then needs to be enabled)

  Drawer Enablement Upgrade - IOT 1 to 3 Drawer (drawers 1,2,3 get installed then need to be enabled)

2 Release Deliverables

2.1 Synergix Print Systems 8825, 8830

The following executables are provided for the Synergix Print Systems 8825, 8830, 8850, 510dp and support the Synergix Scan Systems, the XES 7346, and the XES 7356 scanners.

> *NOTE: Release 5.99 must be loaded first if your current Firmware version is below 6.0.*

CNG Controller – Release 9.0 disk boot executable (file size = 9,271,300 bytes)

EV4 Controller – Release 9.0 disk boot executable (file size = 9,371,792 bytes)

HFT Controller – Disk boot executables as follows:

Release 9.0 disk boot executable (file size = 7,426,880) for 8830

N5T Controller – Flash and disk boot executables as follows:

Release 5.99, Non-PostScript Flash files (file size = 5,089,629 bytes)

Release 5.99, PostScript Flash files (file size = 9,283,935 bytes)

Release 9.0 disk boot executable (file size = 9,271,300 bytes)

2.2 Synergix Print Systems 8850, 510dp

CNG Controller – Release 9.0 disk boot executable (file size = 9,271,300 bytes)

HFT Controller – Disk boot executables as follows:

Release 9.0 disk boot executable (file size = 7,426,595) for 8850 and 510dp

2.3 Synergix Print Systems 8855

The following set of executables are provided for the Synergix Print Systems 8855, 721p and support the Synergix Scan Systems, the XES 7346, and XES 7356 scanners.

UP8 Controller – Flash and Disk Boot executables as follows:

Release 5.99, Non-PostScript Flash files (file size = 5,089,629 bytes)

Release 5.99, PostScript Flash files (file size = 9,283,935 bytes)

Release 9.0 disk boot executable (file size = 9,271,300 bytes)

2.4 Synergix Print Systems 721p

HFT Controller – Disk boot executables as follows:

Release 9.0 disk boot executable (file size = 7,383,563)

2.5 Synergix Color Print System X2-TECH

The following executables are provided for the Synergix Color Print System X2-TECH and support the Synergix scanner.

KLF Controller – Release 9.0 disk boot executable (file size = 16,611,333 bytes)

HFT Controller – Release 9.0 disk boot executable (file size = 11,033,216)

3 Recommended Configurations

Table 1: Minimum (Min.) and Recommended (Rec.) RAM Configurations (MB)

	N5T, CNG, & UP8 Controllers		EV4 Controller		KLF Controllers		HFT Controller	
	Min.	Rec.	Min.	Rec.	Min.	Rec.	Min.	Rec.
Monochrome Printer - no PostScript	64	128	64	128	N/A	N/A	128	256
Monochrome Printer - with PostScript	64	128	64	128	N/A	N/A	128	256
Monochrome DIGITAL SOLUTION - no PostScript	64	128	64	128	N/A	N/A	128	256
Monochrome DIGITAL SOLUTION - with PostScript	64	128	64	128	N/A	N/A	128	256
Monochrome Printer - with PostScript and PDF	64	128	64	128	N/A	N/A	128	256
Monochrome DIGITAL SOLUTION - with PostScript and PDF	64	128	64	128	N/A	N/A	128	256
Monochrome DIGITAL SOLUTION - with PostScript, PDF, and Color Enablement	128	192	128	192	N/A	N/A	128	256
Color Printer - no PostScript	N/A	N/A	N/A	N/A	192	192	256	256
Color Printer - with PostScript	N/A	N/A	N/A	N/A	192	192	256	256
Color DIGITAL SOLUTION - no PostScript	N/A	N/A	N/A	N/A	192	192	256	256
Color DIGITAL SOLUTION - with PostScript	N/A	N/A	N/A	N/A	192	192	256	256
Color Digital Solution - with PostScript and PDF	N/A	N/A	N/A	N/A	192	192	256	256

Table 2:Minimum and Recommended Disk Configurations (GB)

	N5T, CNG, & UP8 Controllers		EV4 Controller		KLF Controller		HFT Controller	
	Min.	Rec.	Min.	Rec.	Min.	Rec.	Min.	Rec.
Synergix Print System - no PostScript	2.0	9.3	4.5	9.3	9.3	18	18	40
Synergix Print System - with PostScript	2.0	9.3	4.5	9.3	9.3	18	18	40
Synergix Scan System - no PostScript	2.0	9.3	4.5	9.3	9.3	18	18	40
Synergix Scan System - with PostScript	2.0	9.3	4.5	9.3	9.3	18	18	40
Synergix Print System - with PostScript and PDF	2.0	9.3	4.5	9.3	9.3	18	18	40
Synergix Scan System - with PostScript and PDF	2.0	9.3	4.5	9.3	9.3	18	18	40

AccXES Firmware Customer Release Notes

4 Release Installation

NOTES:

Existing feature keys are no longer useable with version 9.0 firmware. New keys must be acquired from the XES website to use your system.

If the AccXES Firmware version 6.0 is not currently loaded, and your current version is at least 4.0, then version 5.99 needs to be loaded first, before loading 9.0.

Job Accounting: If you are currently using the Job Accounting feature of a version of AccXES firmware less than 7.5, do NOT immediately install this version of firmware, or your Contoller's job log file accounting data will be deleted when upgrading to firmware 7.5 or higher. Instead the Account Management Tool (AMT) is replacing the legacy accounting system. Refer to the Account Management Tool Administrator's Guide for how to save the pre 7.5 data. The AMT is installed by your AMT Administrator, using a password, from the same CD-ROM as the AccXES Client Tools.

Scanner firmware revisions: If you are upgrading the firmware of a system containing a scanner, you must also ensure the scanner firmware is upgraded to the following version:

- ▪ *7346 or 7356 Scanner – 0072 or greater.*
- ▪ *Synergix Scanner – version 2.2.4 or greater.*

4.1 Download from website

The AccXES 9.0 Firmware can be downloaded from the www.xes.com website to your file system. Select **Product** or **Support > Downloads**. From the drop down menu, choose your product family. Under the heading for your printer type, select AccXES Version 9.0. The step by step installation instructions that appear will include upgrading the scanner firmware, obtaining the AccXES 9.0 Activation Coupon, upgrading the AccXES firmware to 9.0, obtaining feature keys, installing Postscript fonts, WebPMT help files, Windows Drivers, AccXES Client Tools (ACT, AMT), and linking to the customer user documentation.

The firmware can be loaded to your printer's controller by using the Document Submit Tool feature of the AccXES Client Tools, the Synergix Web PMT, or Unix **as described in the Appendix of this document,** by each type of controller.

4.2 Download from AccXES 9.0 CD-ROM

The AccXES 9.0 Firmware can be downloaded to your printer's controller directly from the CD entitled "AccXES 9.0 System Firmware CD-ROM". The files may be found in the directories on the CD named "\Controller_Files\8825_8830", "\Controller_Files\8850_510dp", "\Controller_Files\8855", "\Controller_Files\721p", or "\Controller_Files\X2_tech". Select the appropriate directory for your type of controller. The file names are listed in the next section.

5 New Features of 9.0

5.1 Feature Keys new to 9.0

Print and Copy Feature Keys are standard with AccXES 9.0 firmware. However, with the new installation of AccXES 9.0 firmware, **the following functions will be <u>unavailable</u> until the appropriate feature key is loaded**. See the previous page for a complete list of feature keys definitions. Go to the Feature Key Instructions and Coupon Exchange screens on the xes.com website.

- HFT Controllers Only: Versatec Raster Formats, VCGL Format, CGM Format

- Scan to Print (to scan, create a preview, and send to the scanned image to the printer when Scan-to-Net is present)

- Speed Enhancement Turbo III - XEScan(faster gray scale and color scanning - it will depend upon the customer's PC as to how much speed improvement a person will actually get.)

- 510dp Synergix Print System Only:

  Speed Enhancement - IOT 7D/Minute (7 ANSI D per minute, long feed)

  Speed Enhancement - IOT 10D/Minute (10 ANSI D per min., long feed, must have 7D loaded)

  Speed Enhancement Upgrade- IOT 5D to 10D/Minute (upgrade the 5D to the10 ANSI D per minute)

  Drawer Enablement - IOT 2 Drawer (drawer 2 gets installed then needs to be enabled)

  Drawer Enablement - IOT 3 Drawer (drawer 3 gets installed then needs to be enabled)

  Drawer Enablement Upgrade - IOT 1 to 3 Drawer (drawers 1,2,3 get installed then need to be enabled)

5.2 Synergix Scan System

- **Scan-to-Print**: A Scan-to-Print feature key is required. This feature prints a sample page of your Scan-to-Net document, including a color document on the X2-Tech printer. (Select the Mode button to get to the "Ready to Scan" screen. Press the Sample button. On the scanner screen, select Scan Image to Printer > Enter button > Exit button. Then scan your document/image.)

5.3 Web PMT

- **New Printers:** AccXES firmware supports the new Synergix Print Systems 510dp and 721p.

- **Configuration Page**: (Select Utilities > Configuration.) "IOT HW Address" has been added.

- **Feature Configuration Page:** VCGL, Versatec Raster, CGM are optional for the HFT Controller.

6 New Features of 8.5

See the Web PMT help files, or the Web Print Manager Tool User Guide for details of the below features.

6.1 Synergix Scanner

- **Adaptive Contrast**: This requires a color feature key for your Synergix scanner. Selecting this feature will darken a washed out color scan. (Select MENU > CONFIGURATION > IMAGE ENHANCEMENT. In the Color IQ list, press the Next button to show ADAPTIVE CONTRAST. Press the Enter button to select it, then the Exit button.)

6.2 Web PMT

- **Raster Error Diffusion**: Although using this feature takes more process time, it produces a cleaner, smoother image. (Select PRINTER DEFAULTS > PROCESSING DEFAULTS > Rendering >Raster Halftone. From the drop down list, select Error Diffusion.)

- **Configuration Page**: (Select Utilities > Configuration.) Additions are Scanner HW Address, and Board Support Package (BSP) Version. The License Configuration section has been moved to a new page named Feature Configuration.

- **Feature Configuration Page**: (Select Utilities > Feature Configuration.) All of the available feature keys are listed on this page. If the license isn't installed, "Not Present" will show. If it is a temporary license, the word "temporary" will show in the "Installed" column and the amount left on the license will show in the "Notes" column. The Scanner Features section lists speed and color enablement feature keys. (Feature keys can be purchased and downloaded from the http://www.xes.com/ website. Select Support > Downloads. In the "Choose Product Family" drop down list select AccXES. Select Feature Keys to go to the Feature Keys page.)

- **HPGL Page**: (Select Printer Defaults > Emulations > HPGL.) Additions are: "Ignore PS command" and "Force round line ends".

- **PostScript Page**: (Select Printer Defaults > Emulations > PostScript.) The "%% Bounding Box Enabled" is changed to "EPS enabled" because true EPS support is now available in AccXES.

- **Transform Page**. (Select Printer Defaults > Process > Transform.) "Line Scale Mode" has been added, which determines whether line widths are to be scaled. If "Off" is selected, line widths are not scaled. If "On" is selected, line widths are scaled along with the rest of the drawing. The default is "Off".

- **(X2 Tech Color Printer Only)**
  Media Specific Settings Page: (Select Processing Defaults > Media > Media Specific Settings.) The Display button is being replaced with two buttons – Adjust Settings (Text Form) and Adjust Settings (Graphical UI). A Java plug-in needs to be installed to use the graphical color settings page if you are connected to an inkjet color printer.

- **(X2 Tech Color Printer Only)**
  Internal support has been provided for the following new media types. These types appear in any UI and documents can be specified to be of these types. Documents which are specified as "ANY" will be captured to these types IF they are within the over/under margins. The implication of these types is that documents within the over/under margin of these types will print on sheets of these types, just like any other type previously supported.

Line-Art-Paper-360   90-gm-High-White-360

160-gm-Presentation-360   Backlit-Film-360 Inkjet   Backlit-Film-720 Inkjet

NOTE: *To view the current list of paper and roll types and sizes for your printer, in the Web PMT, select PRINTER DEFAULTS > PROCESSING DEFAULTS > Media > Media Size and Media Type drop down menus.*

7 Release Notes

The following information supplements the 9.0 customer user guides.

7.1 Controller

7.1.1 HFT and KLF Controller on the Synergix Color Print System X2 TECH Rebooting procedure

When the Controller is rebooted, the X2-TECH printer must also be rebooted. This is due to communication along the SCSI chain. If the controller is in the middle of a SCSI command at the time it is rebooted, the printer no longer communicates.

Note that the proper power on sequence for an Synergix Color Print System X2 TECH is X2-TECH printer, then scanner (if so equipped), then Controller.

7.1.2 Serial Port Cable

On the HFT and EV4 controllers, only the 15-pin end is used when connecting an XES 7346 or XES 7356 scanner. The second cable is not necessary to connect to the controller. The serial ports on the controller are for the use of technical service personnel.

7.1.3 Firmware Installation of a Device Failed

If a firmware installation fails, repeat the installation procedure. Occasionally, other events may interrupt the firmware installation on the AccXES controller.

7.1.4 AccXES firmware 7.5 or earlier

When upgrading to, or downgrading from AccXES revisions 7.5 or earlier, the time and date may be erroneously changed. To check this, and to reset it, go to Printer Defaults > Printer Setup > Date/Time.

7.1.5 Stamp does not appear

If the user tries to upload a stamp files that contains an invalid format, or if the Accounting Mode is set to "Enabled", no error message will be displayed. The Web PMT screen will display a message that the file was uploaded successfully and the stamp's filename will not appear in the "Printer Resident Stamps" list. To avoid this situation, set the Job Accounting mode to "Optional". The Web PMT has no knowledge of the validity of any file that is sent to the printer. File validation and error handling is done on the printer by the AccXES controller. The Web PMT only reports that the file was sent to the printer successfully.

7.2 Synergix 721DP Printer only

Banner page is not folding: When the customer uses the AccXES Client Tools and requesting a banner page, the banner page will not fold. The workaround is to set the folding options in

WebPMT to be the same as the folding options in the AccXES Client Tools during the printing of the job. Then reset those folding settings in WebPMT once the job is complete.

Job Cancel from the 721p Control Panel: The current job can be cancelled using the 721 Control Panel.   Please note that if you wish to cancel the next job in the queue, you must put the printer back on-line and then take it off-line again. The Job Cancel feature only cancels one job at a time, the current job.

7.3 Scanner

7.3.1 Clear Last Image

When the "Clear Last Image" feature is selected on the XES 7346, XES 7356, or Synergix Scan System, it may take a few minutes for a Photo or Color mode scanned document to clear out. After scanning a document, this feature is accessed by selecting the "C" key on the scanner. It will bring up the "CLEAR SCANNED IMAGE" screen. Use the "Next" button to select "CLEAR LAST IMAGE", then press "ENTER".

7.3.2 Invert Feature and Recall Last Job

Scan a document. Press the Transform key. Select "Recall Last Job". If the Invert feature (changes dark to light and vice versa) is selected before printing the recalled document, the document will not be inverted. It will need to be rescanned to get the inverted image.

7.3.3 Upgrade Test Print

After upgrading to the latest scanner firmware, check the Scanner Configuration section at the bottom of the Configuration Test Print. If "None" shows for the values of Type, Product, Firmware, and Vendor, then print out another test print to view the correct values.

7.3.4 Directory Naming

The 8825/8830/8850/8855 System Introduction erroneously states a value of 15 alphanumeric characters for the Scan Directory name that can be entered with the keypad of the Scanner Control Panel in the Quick Start for Scanning to Net. The correct value is 16 characters.

7.4 Manual Feed

7.4.1 Manual feed media source will be ignored when used with the AccXES Client Tools' page composition feature.

Go to AccXES Client Tools > Job Option tab > Composition tab > Select Overlay Images > Media Source drop down menu. Although "Manual Feed" is listed as a choice of media source for page composition jobs, the print job will be treated as if AUTO media source was selected. If an appropriate roll of media is available, it will be printed on that media; otherwise, the job will query until the correct roll media is installed. In addition, other Media Source selections will be treated as AUTO if an appropriate roll of media is available in a different roll.

7.4.2 Landscape vs. portrait when using manual feed – for 8825, 8830, 8850, 510dp only

There is a problem with choosing the combination of manual feed and an ANSI_A, ARCH A, ISO A4, or ISO B4 size media. This is true whether manual feed, or the paper size, is selected on the scanner, or within Web PMT, the Document Submit Tool, a driver, or PJL. When the short edge sheet of paper is inserted into the manual feed slot of the printer, the image will be printed in landscape view with the image clipped. This is because AccXES wants to print the long edge first even though the Synergix Print Systems 8825 and 8830 are limited to processing these paper sizes short edge first. If the sheet of paper is inserted with the long edge first, it will not get processed by the printer correctly due to the placement of the rollers not being able to feed it through the machine. To avoid this problem, choose a roll size instead, or insert a larger piece of paper into the manual feed and trim it after it is printed.

7.4.3 Length of Manually fed media

The Synergix Print System 8855/721p requires that manually fed sheets of media be sufficiently long enough to accept all the printed material of a file. If the media length is insufficient, the printer will attempt to repeatedly print the job. To cancel the printing go to the Main Page of the Web PMT.

- Press the **Get Status** button to update the Job Queue List.

- Click on an active print **Job Name** (the name is a hypertext link) and the Selected Print Job page will display.

- Press the **Cancel** button to cancel the selected print job. The Canceled Print Job page will display, showing that the job was canceled, or is in the process of being canceled.

7.5 Web Print Manager Tool (Web PMT)

7.5.1 Printer Queue – Main WebPMT Screen

The AccXES firmware supports a maximum of 128 active jobs in the printer queue. If subsequent jobs are sent before the 128 print, ports will refuse connections and there can be scan errors; when there are fewer jobs in the queue, the jobs can then be resubmitted or scanned. To avoid these issues, keep the number of active print jobs to under the 128 limit.

NOTE: More than 128 files can be sent from the Document Submit Tool as one print job, but all of the files in the print job must have printed before sending subsequent jobs, or the jobs will be refused.

7.5.2 Backlit-Film media type

If you are using the Backlit-Film-360 media type in your printer, WebPMT lists it as Backlit-Film-360/720 to accommodate legacy versions of AccXES. If you select Backlit-Film-360/720 as the media type in WebPMT, you must have the Backlit-Film-360 media loaded in the printer and identified as Backlit-Film-360 at the printer, or you will create a mismatch. If you are using the Backlit-Film-720 media type, both the printer and WebPMT will list it as Backlit-Film-720.

7.5.3 Netscape 6.1 users only

It is recommended to use Netscape 7.0 or newer.

- Netscape 6.1 does not support the adjusting of the color graph settings for the POLY_CLOTH_360 media. This is located on the Web PMT. Select PRINTER DEFAULTS >

PROCESSING DEFAULTS > Media > Media Specific Settings drop down list. Choose POLY_CLOTH_360. Select the Adjust Settings (Graphical UI) button. When you adjust the color graph lines, the changes will not be saved when you apply the Update Printer button.

- When Netscape 6.1 is used, the pen patterns do not appear to load correctly, and the browser exhibits erroneous behavior. However, if the Stop (browser) button is pressed and the patterns page is viewed, the new pen pattern will appear as expected.

- HTML code may appear on the Media page after pressing the Update Printer button, when Netscape 6.1 is used. The changes will, however, be kept.

7.5.4 Netscape 7.0 users only

A "Document contains no data" message may appear on the Main WebPMT page after rebooting the printer and pressing the Get Status button. If so, click the OK button on the message box and again select the Get Status button.

7.5.5 German users only

Zum Drucken von Etiketten mit Umlauten DRUCKERVORGABEN > DRUCKER-EINSTELLUNG > Plot-Etiketten wählen.
Anschließend im Dropdown-Menü für Fonts einen der folgenden Fonts wählen: HP2 Stick Font Latin - 1 oder HP2 Stick font Latin - 1 – Proportional.

7.5.6 Large Scaling Factors

Images set to scale beyond the largest installed roll will not scale beyond the largest width unless a specific roll is selected, a specific page size is selected, or mismatch mode is set to something other than scaling. This is a behavior that has changed from previous releases (prior to 9.0).

For example: The largest roll installed is 36". Scaling is set to 999%. Submit an ARCH E sized drawing (Media Size = Any, Mismatch = Scaling). The drawing will not be scaled.

In order for the output to exhibit the desired scaling factor, one of the following conditions must be met:

What to do:

- Set Mismatch Mode to Substitute

- Request a Media Size of ARCH E via WebPMT, ACT, or the Driver

- Request a Media Size 36" Roll via WebPMT, ACT, or the Driver

7.5.7 Pen Palettes

For Internet Explorer version 5.00.3105.0106, when you try to save a pen palette it opens instead; you might have to manually copy and paste the pen palette information into a file. (To locate your Internet Explorer version number, select Help > About in your browser toolbar.)"

7.5.8 HPGL Page – End of File

If the files are streamed via any port on the system, these are treated as a single job and no reset is done between them. However, if one uses the LPD protocol to send the files one at a time, the effect is that the printer is reset after each job. If the "Reinitialize after EOF" is set to be on, the AccXES firmware will reset the printing parameters after each plot file that is received by a serial port or a parallel port. To reset the HPGL parameters on the Web PMT, select Printer Defaults > Emulations > HPGL. Click on the box in front of "Reinitialize after EOF". Click on the "UPDATE PRINTER" button.

7.5.9 Updating the Network Settings Requires a Reboot of the Controller

For the settings to take effect, all AccXES controllers now require a power off and power on sequence when the IP Number, Gateway, or Subnet Mask is changed. If the 8855/721p controller has any of these settings updated from the Web PMT, the Web PMT will not respond until after the controller power is turned off and turned on.

7.5.10 Display of Media Usage

The Web PMT Linear Media Usage displays the Media Usage in METERS. The mechanical meters used on the Synergix Print Systems 8855, 721p IOT can be programmed using the XES Synergix 8855, 721p diagnostics and are determined by which mode (ANSI or ISO) that the XES Synergix 8855, 721p is programmed to operate in. The units of measurement may not be the same.

7.5.11 Saved Parameter Settings

When changing an Active User Setup Parameter and then pressing the "UPDATE PRINTER" button, all the settings on the Miscellaneous Page become part of that Active User parameter set. (On the Web PMT, go to Printer Defaults > Printer Setup > Miscellaneous > Active User Setup Field.) A user can change parameters on this Miscellaneous page, put in a number into the Active User Setup parameter field, then select the "UPDATE PRINTER" button to save the changes. When that same number is put into the Active User Setup field later, the same parameters should appear. However, at the present time the selections on the Miscellaneous Page transfer to other Active User numbers also. For example, if you put in an Active User Setup number of 0, then select the Nesting Length to be 60 cm and press "UPDATE PRINTER", that setting becomes the Nesting Length setting for Active User 0. If you then enter Active User Setup 1 and select "UPDATE PRINTER", the Nesting Length for Active User 1 was also changed to 60 cm.

7.5.12 Default PostScript Page Size

If a PostScript job does not specify a page size (either by using a compatibility operator such as "letter", or "a4", or by using the setpagedevice operator /PageSize parameter), the page size used is the one specified by the Default PostScript Page Size parameter available via the printer user interface, or via the Web PMT.

7.5.13 "Show Active Jobs" checkbox

Once you select the "Show Active Jobs" checkbox on the Web PMT Job Queue page, it will revert back to the unchecked state anytime you leave the Job Queue page for another page and then return to the Job Queue page. This is due to the "stateless" nature of http Web PMT transactions. The web server has no knowledge of user selections once the page has been returned to the client (user). The "Show Active Jobs" checkbox is not a global parameter that is maintained within the printer.

7.5.14 String value of "0" in Text Fields

A string value of "0" cannot be assigned to text fields. This affects the following fields: NETWORK-EtherTalk Zone, NETWORK-NetBEUI Group, NETWORK-NetBEUI Remark, NETWORK-IPX Primary Server, NETWORK-IPX NDS Tree, NETWORK-IPX Context Name, PRINTER SETUP-Plot Label-label.

A bug in the server treats a null entered string as having a length=1 and a value="0". Thus, the Web PMT cannot distinguish between a text entry of "0" and a text entry of NULL. Because being

able to blank out a text field string is a much more common operation, it takes precedence over entering "0".

7.5.15 "Printer has been updated" message

If the user presses the "UPDATE PRINTER" button without actually making changes first, the Web PMT will still return a message that the printer was updated. The Web PMT cannot distinguish a page that has been modified from one that has not been modified. This is because of the "stateless" nature of the http protocol and the fact that no events are generated (html) when text values are entered or items are selected. When the "UPDATE PRINTER" button is pressed, all the data on the form is gathered and sent to the server. If the data is valid, the printer is updated and "The printer was updated successfully." message is returned. If inappropriate data is sent, an error message is returned. To verify valid changes to printer settings, a test print can be printed to view the changed settings.

7.5.16 Pen Patterns

7.5.16.1 SAVED PEN PATTERN DIALOG WINDOW DOESN'T APPEAR IN INTERNET EXPLORER 5.5

Attempting to save a selected pen pattern results in the pattern appearing alone in the Internet Explorer window instead of a dialog window appearing.

7.5.16.2 NEW PEN PATTERNS NOT SHOWING UP IN PEN PATTERN TABLE WHEN USING NETSCAPE

After loading any of the custom user patterns (50-63), the user must press the Refresh button on the browser in order to view the pattern just loaded (for both Netscape and Internet Explorer). Once the user exits the Pen Patterns page and then returns to it, the custom pattern should automatically be displayed. **This occurs when using Netscape, Version 4.5.** Due to the way caching is implemented in Netscape, each time the user returns to the Pen Patterns page, the "Refresh" button on the browser must be pressed to display the current custom patterns correctly.

7.5.16.3 IF YOU ARE USING INTERNET EXPLORER 4.0 ON A WINDOWS NT SYSTEM

You may encounter difficulty saving pen patterns. On the Web PMT go to Printer Defaults > Pen Patterns. When you choose the "Save Pattern" button, Internet Explorer may choose to automatically open your pattern in Microsoft Paint instead of the option of saving it to a file. If the pattern is opened in Paint, any attempt to save the file will result in Paint crashing and no file saved.

7.5.17 Printer Password

The printer password appears in the location (address) bar of the web browser. When a user types in a password in the text box, an asterisk is displayed for each digit entered. However, when the "UPDATE PRINTER" or "Submit" button is pressed, the password value is displayed on the web page in the location bar of the browser.

The initial release of the web server only supports http "GET" protocols. The result of this is that any data entered on any field of a web page will show up in the location box of the browser once the "UPDATE PRINTER" or "Submit" button is pressed.

7.5.18 Print Job Priority

Modifying the print job priority with the Web PMT reports that the priority was changed successfully but the job queue on the Web PMT main page shows the original priority unchanged.

If a user modifies the job priority, the Web PMT only guarantees that the parameter in the printer that specifies the job priority value has been changed successfully. It does not guarantee that the printer will be able to accommodate the new priority. The print job may be at a point in the printing process at which any new priority request is ignored.

7.6 Netscape and Unix

Open Dialog will not see recently saved files

When using Netscape on a Unix system, the browser will not list any files within the open dialog that have been saved within the same browser session. The unlisted files can still be accessed by typing their names in the field, but you will not be able to simply select them in the open dialog. If the browser is restarted, the saved files will show up normally. For example, if you saved a pen pattern using the save pattern feature, then immediately selected one of the custom patterns in an attempt to load the just saved pen pattern, you would encounter this problem. The open dialog would not show the recently saved file and you would have to type in the exact name into the dialog in order to load the pattern or restart your browser.

8 Appendix

8.1 CNG Controller Installation for the Synergix Print System 8830

IMPORTANT NOTE: The controller will only accept the installation when there are no active jobs being processed.

8.1.1 AccXES Client Tools

Download the file named "CNG_8830_90b180.disk.bin". A status sheet will be printed and indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.1.2 Web PMT

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the Browse button to select the "CNG_8830_90b180.disk.bin" file. Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.1.3 Unix

Download the software using LPR with the following command line:

> lpr –P *printername* CNG_8830_90b180.disk.bin

A status sheet will be printed and indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.2 HFT Controller Installation for Synergix Print System 8830

IMPORTANT NOTE: The controller will only accept the installation when there are no active jobs being processed.

8.2.1 AccXES Client Tools

Download the file named "HFT_8830_90b180.disk.bin". A status sheet will be printed and indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.2.2 Web PMT

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the Browse button to select the "HFT_8830_90b180.disk.bin" file. Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.2.3 Unix

Download the software using LPR with the following command line:

lpr –P *printername* HFT_8830_90b180.disk.bin

A status sheet will be printed and indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.3 CNG Controller Installation for Synergix Print System 8850

IMPORTANT NOTE: The controller will only accept the installation when there are no active jobs being processed.

8.3.1 AccXES Client Tools

Download the file named "CNG_8850_90b180.disk.bin". A status sheet will be printed and indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.3.2 Web PMT

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the Browse button to select the "CNG_8850_90b180.disk.bin" file. Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.3.3 Unix

Download the software using LPR with the following command line:

lpr –P *printername* CNG_8850_90b180.disk.bin

A status sheet will be printed and indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.4 HFT Controller Installation for Synergix Print System 8850 and 510dp

IMPORTANT NOTE: The controller will only accept the installation when there are no active jobs being processed.

8.4.1 AccXES Client Tools

Download the file named "HFT_8850_510dp_90b180.disk.bin". A status sheet will be printed and indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.4.2 Web PMT

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the Browse button to select the "HFT_8850_510dp_90b180.disk.bin" file. Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.4.3 Unix

Download the software using LPR with the following command line:

> lpr –P *printername* HFT_8850_510dp_90b180.disk.bin

A status sheet will be printed and indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.5 EV4 Controller Installation for Synergix Print System 8825

IMPORTANT NOTE: The Controller will only accept the installation when there are no active jobs being processed.

8.5.1 AccXES Client Tools

Download the file named "EV4_8825_90b180.disk.bin". A status sheet will show that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.5.2 Web PMT

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the Browse button to select the "EV4_8825_90b180.disk.bin" file. Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.5.3 Unix

Download the software using LPR with the following command line:

> lpr –P *printername* EV4_8825_90b180.disk.bin

A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.6 N5T Controller Installation for Synergix Print System 8825/8830

IMPORTANT NOTE: The controller will only accept the installation when there are no active jobs being processed.

If version 6.0 is currently loaded, go to the section below entitled "Installation of 9.0 for N5T".

If version 6.0 is not currently loaded, and your current version is at least 4.0, the controller MUST be upgraded to 5.99 BEFORE attempting to upgrade to 9.0.

8.6.1 Installation of 5.99

NOTE: Install this only if your current Firmware version is less than 6.0 and at least 4.0. If your current Firmware is less than 4.0, you need to first upgrade to 4.0 (available on the xes.com website's download section- 8825,8830 page), then 5.99, then 9.0.

Make a Configuration Test Print to determine whether the optional PostScript license is installed. If the license is not installed, download the non-PostScript firmware file. If the license is installed, download the PostScript version of the firmware file.

8.6.1.1 ACCXES CLIENT TOOLS

Download the Non PostScript file named "N5T_599B107_nps.flash.bin", or the PostScript file named "N5T_599B107_ps.flash.bin". A status sheet will show that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.6.1.2 WEB PMT

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the Browse button to select the Non PostScript file named "N5T_599B107_nps.flash.bin", or the PostScript file named "N5T_599B107_ps.flash.bin". Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.6.1.3 UNIX

Download either the Non PostScript or PostScript software using LPR.

Non PostScript   lpr –P *printername* N5T_599b107_nps.flash.bin

PostScript   lpr –P *printername* N5T_599b107_ps.flash.bin

A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.6.2 Installation of 9.0 for N5T

The installation of 9.0 follows the same process as the installation of 5.99 EXCEPT that the same file is used for both PostScript and Non PostScript. The 9.0 file is named "N5T_8830_90b180.disk.bin." This installation will place the executable on the controller's hard drive.

8.7 UP8 (Tower) Installation for Synergix Print System 8855

IMPORTANT NOTE: The controller will only accept the installation if there are no active jobs being processed. Since the controller automatically generates a test print at power-up, there must be a printer attached to the controller to print the test print. Otherwise the test print job will remain as an active job and the installation will not work.

If version 6.0 is currently loaded, go to the section below entitled "Installation of 9.0 for UP8"

If version 6.0 is not currently loaded, and your current version is 5.0, the printer's controller MUST be upgraded to 5.99 BEFORE attempting to upgrade to 9.0.

8.7.1 Installation of 5.99

Install this only if your current Firmware version is 5.0.

Make a Configuration Test Print to determine whether the optional PostScript license is installed. If the license is not installed, download the non-PostScript file. If the license is installed, download the PostScript version of the file.

8.7.1.1   ACCXES CLIENT TOOLS

Download the Non PostScript file named "UP8_599b107_nps.flash.bin", or the PostScript file named "UP8_599b107_ps.flash.bin". A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.7.1.2   WEB PMT

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the "Browse" button to select the Non PostScript file named "UP8_599b107_nps.flash.bin", or the PostScript file named "UP8_599b107_ps.flash.bin". Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.7.1.3   UNIX

Download either the Non PostScript or PostScript software using LPR.

Non PostScript: lpr –P *printername* UP8_599b107_nps.flash.bin

PostScript: lpr –P *printername* UP8_599b107_ps.flash.bin

A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.7.2 Installation of 9.0 for UP8

The installation of 9.0 follows the same process as the installation of 5.99 EXCEPT that the same 9.0 file is used for both PostScript and Non PostScript. The file is named "UP8_8855_90b180.disk.bin". This installation will place the executable on the controller's hard drive.

8.8 HFT Controller Installation for Synergix Print System 721p

IMPORTANT NOTE: The 721p requires a 40 GB hard drive. The controller will only accept the installation when there are no active jobs being processed.

8.8.1 AccXES Client Tools

Download the file named "HFT_721p_90b180.disk.bin". A status sheet will be printed and indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.8.2 Web PMT

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the Browse button to select the "HFT_721p _90b180.disk.bin". Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.8.3 Unix

Download the software using LPR with the following command line:

> lpr –P *printername* HFT_721p _90b180.disk.bin

A status sheet will be printed and indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.9 KLF Controller Installation for the Synergix Color Print System X2 TECH

IMPORTANT NOTE: The controller will only accept the installation if there are no active jobs being processed. Since the controller automatically generates a test print at power-up, there must be a printer attached to the controller to print the test print. Otherwise the test print job will remain as an active job and the installation will not work.

8.9.1 AccXES Client Tools

Download the Non PostScript file named "KLF_X2_90b180.disk.bin". A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.9.2 Web PMT

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the "Browse" button to select the file named "KLF_X2_90b180.disk.bin". Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

NOTE: Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.

8.9.3 Unix

Download the software using LPR.

> lpr –P *printername* KLF_X2_90b180.disk.bin

A printed status sheet will indicate that the download was successful.

8.10 HFT Controller Installation for Synergix Color Print System X2 TECH

IMPORTANT NOTE: The controller will only accept the installation when there are no active jobs being processed.

8.10.1   AccXES Client Tools

Download the file named "HFT_X2_90b180.disk.bin". A status sheet will be printed and indicate that the download was successful.

NOTE: *Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.*

8.10.2   Web PMT

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the Browse button to select the "HFT_X2_90b180.disk.bin" file. Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

NOTE: *Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.*

8.10.3   Unix

Download the software using LPR with the following command line:

> lpr –P *printername* HFT_X2_90b180.disk.bin

A status sheet will be printed and indicate that the download was successful.

NOTE: *Make sure that the connection to the scanner is enabled. This is done on the Web PMT, by going to Printer Defaults > Printer Setup. Select the "DDS Enabled" box. Reboot the controller.*

NOTE: *Regarding Digital Solutions with Synergix scanners: When upgrading a Digital Solution which includes a Synergix scanner to Firmware 9.0 from firmware releases prior to 9.0, the Synergix scanner may go through a second reboot. The scanner Control Panel will display "ISO packet size changed….rebooting".*

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