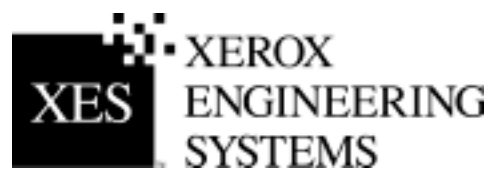


**XES Synergix 8825/8830  
Firmware  
Version 01.13.07  
Customer Release Notes**

December 2002



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# Trademark Acknowledgements

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# 1 Introduction

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The XES Synergix 8825 / 8830 Firmware Release 1.13.7 provides multinational software for XES Synergix 8825 and 8830 printers that are part of the XES Synergix Digital Solution. The languages supported are English, Deutsch, Espanol, Francais, Italiano, and Portugues. When downloading the firmware, download the appropriate primary and secondary language files also.

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## 2 Release Deliverables

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### 2.1 XES Synergix 8825 / 8830 Printer

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The following upgrade file is provided for the XES Synergix 8825 / 8830: 01130718.bin

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## 3 Recommended Configurations

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This firmware works with all XES Synergix 8825, 8830 printers.

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## 4 Release Installation

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### 4.1 Download from website

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The XES Synergix Printer Firmware can be downloaded from the [www.xes.com](http://www.xes.com) website to your file system. From there it 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 below.

#### **4.1.1 Installation for CNG/HFT Controller, XES Synergix 8830 Printer**

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

##### **AccXES Client Tools**

Download the file named "01130718.bin". A printed status sheet will indicate that the download was successful.

##### **Web PMT**

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the Browse button to select the "01130718.bin" file. Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

##### **Unix**

Download the software using LPR with the following command line:

```
lpr -P printername 01130718.bin
```

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

## **4.1.2 Installation for EV4 Controller, XES Synergix 8825 Printer**

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

### **AccXES Client Tools**

Download the file named "01130718.bin". A printed status sheet will indicate that the download was successful.

### **Web PMT**

Select PRINTER DEFAULTS > UTILITIES > Upload File. Use the Browse button to select the "01130718.bin" file. Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

### **Unix**

Download the software using LPR with the following command line:

```
lpr -P printername 01130718.bin
```

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

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## 5 New Features

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There are no new features provided in this XES Synergix 8825 / 8830 Printer firmware 01.13.07-18.

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## 6 Release Notes

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### 6.1 Printer

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#### 6.1.1 Several potential PRINTING lockups were fixed, RFA 22155

There were a number of conditions where the PRINTER was not promptly sending back the print complete message during fault conditions. These have been eliminated. Since there are several known causes for this problem and it is considered to not be reproducible, it is impossible to say how effective these fixes are.

There is still a known way to create the PRINTING lockup, and that is by turning off the PRINTER while it is printing, or a print command is out-standing. The correction for that problem is to avoid it and reboot the controller if it does occur. This PRINTER software attempts to reduce the possibility of these lockups by promptly sending back the print complete message whenever it shuts down with a fault.

#### 6.1.2 GFI fold complete – Print Response messages reported correctly now.

The PRINTER was not keeping track of the job number in the GFI fold complete messages and therefore reporting the wrong jobs were printed when it shutdown in an out-of-media condition with several prints in process. The result was that the recovery may have recovered the wrong number of prints. This has been corrected. Also, we are less likely to end up with a good print bypassed from the folder because we are aborting only the prints that we need to.

The PRINTER now sends down a job number to cancel when we get out-of-media conditions, that results in better job integrity.

#### 6.1.3 Area Billing problems with PRINTER test print fixed, ATO log#1554.

The PRINTER was not billing correctly for PRINTER test prints, this was reported as ATO log#1554. This problem caused the PRINTER to bill the wrong number of square feet if you printed an PRINTER test print prior to sending down a print.

#### 6.1.4 Stop Button Operation fixed

There were some problems with handling the [STOP] button on the PRINTER, or canceling Web PMT jobs as they are printing. This has been corrected.

Also, we now avoid printing a sheet of media if the print is cancelled prior to the print arriving at the registration point.

### **6.1.5 False E4.02 faults due to canceling a job have been corrected**

There was a bug that sometimes caused false E4.02 status codes to appear after a job was cancelled. This has been corrected.

### **6.1.6 Real-time print length of extremely long prints corrected**

For prints longer than 400", the printer cuts when the controller sends the requested number of lines of image. Due to the machine geometry, this results in nearly 2" of white space at the end of the print. Using this technique guarantees that all of the image will end up on the print, but the white space results.

For prints shorter than 400", the printer calculates the time to feed and cuts when the time is up.

The recent change was to use the technique of waiting for the image to complete even in real-time mode. The code wasn't using that technique in real-time mode on long documents. The code has always used the technique of waiting for the image to complete in non-real-time mode on long documents.

### **6.1.7 Print counting with short prints on out-of-media fixed.**

With the old code, the PRINTER sometimes reprinted an extra sheet if the machine got an out-of-media shutdown with short prints. This was corrected.

### **6.1.8 Stuck roll condition changed.**

Before, if a roll stuck with media in the print path, the machine would flash all of the rolls as if they were open. This was changed to only flash the roll LED that is stuck. The indication to the controller is that the rolls that have their feed-in sensor blocked and below are out of media.

For example, if rolls 1 and 3 are fine but something happens to roll 2 and the roll 2 feed-in sensor is blocked, the roll 2 LED will flash, the display message will direct the operator to replace media in roll 2, and the PRINTER will tell the controller that roll 1 is OK but rolls 2 and 3 are empty. By doing this, the machine can still print using media from roll 1.



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