PRISMAsync for Canon Color Devices
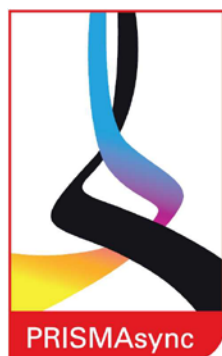
Canon U.S.A., Inc.

Technical Connections

Field Seminars

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PRISMAsync Technical Connections Seminar
1st Edition, July, 2015

Technical Connections Seminar

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Disclaimer
Information in this Guide is based on material available prior to publication.

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Chapter

1

Model Focus Issues

This portion of the Technical Connections Seminar material will focus on known issues for the PRISMAsync Controller for the imagePRESS C800 Family Devices that you should be aware of. Any differences from the imagePRESS C7000VPS Family and the imageRUNNER ADVANCE C9075S Family Devices are pointed out in the Appendix. Remember that Product Knowledge is one of the guidelines of a strong Troubleshooting Game Plan.

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Settings Editor

The Settings Editor is a web-based application that is accessible via an Internet Browser. The Settings Editor is the primary utility which allows access to the PRISMAsync Controller and the Host Engine for the management of settings, or to display information in these areas:

- Media
- Color
- Preferences
- Workflow
- Configuration
- Support

📝 **NOTE:**

More current version PRISMAsync configurations allow access via the User Interface.

Accessing Settings Editor

To use the Settings Editor you need the IP Address or Hostname of the PRISMAsync Controller and the Service (675756) or Key Operator Password (13524).

There are two (2) methods of access to Settings Editor:

1. Via a remote PC connected to the Client Network
2. Via a Laptop directly connected to the PRISMAsync Controller

1. Access via Client Network:

- The PC and the PRISMAsync Controller are connected to the Client Network
- On the PC open an Internet Browser (e.g.: Microsoft Internet Explorer)
- In the address bar, type the IP Address or the Hostname of the PRISMAsync Controller and press Enter. As a result the Settings Editor will open.

2. Access via Direct Connection to PRISMAsync Controller:

Sometimes you cannot access Settings Editor via the Client Network. In such a case, it is preferable to connect a PC/Laptop directly to the PRISMAsync Controller.

Procedure:

1. Disconnect the cross-over Ethernet Cable from the Host Engine and connect it to the Ethernet Port on your Laptop.
2. Set the IP Address of your Laptop to 134.188.254.101.
3. Set the Subnet Mask of your Laptop to 255.255.255.0.
4. On the Laptop, open an Internet Browser (e.g.: Microsoft Internet Explorer).
5. In the Address Bar type: http://134.188.254.11 and hit enter.
6. The Settings Editor will open in your Internet Browser.

It is now possible to manage settings in Settings Editor for the areas listed above.

Media

Information for the Media Catalog, Media Families and Media Settings are attained by utilization of the Settings Editor for the PRISMAsync Controller. To accomplish this, navigate to the tab named Media [1] in the Settings Editor.
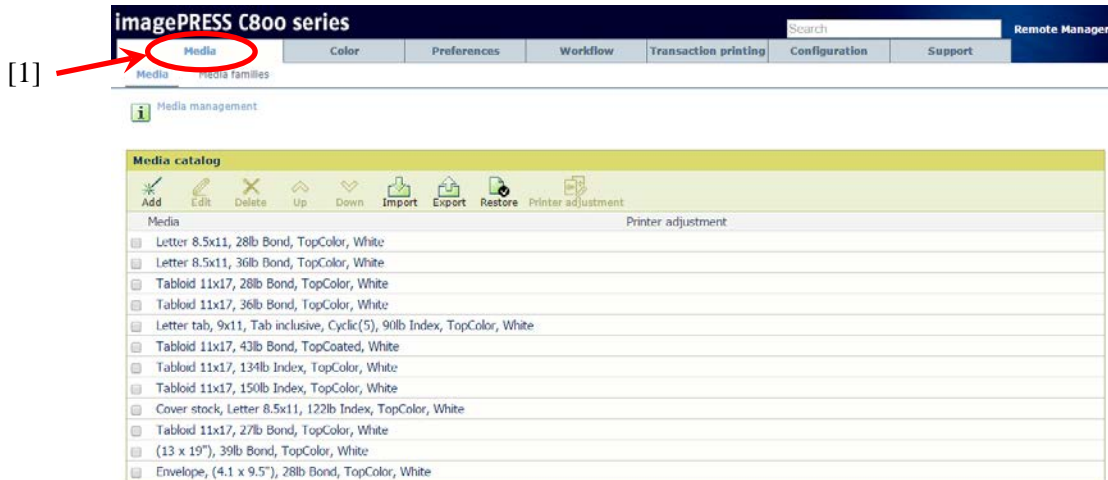
Media Catalog

You can find the Media Catalog on the PRISMAsync Controller using Settings Editor. To accomplish this, navigate to the tab named Media [1] and select 'Media' [2].
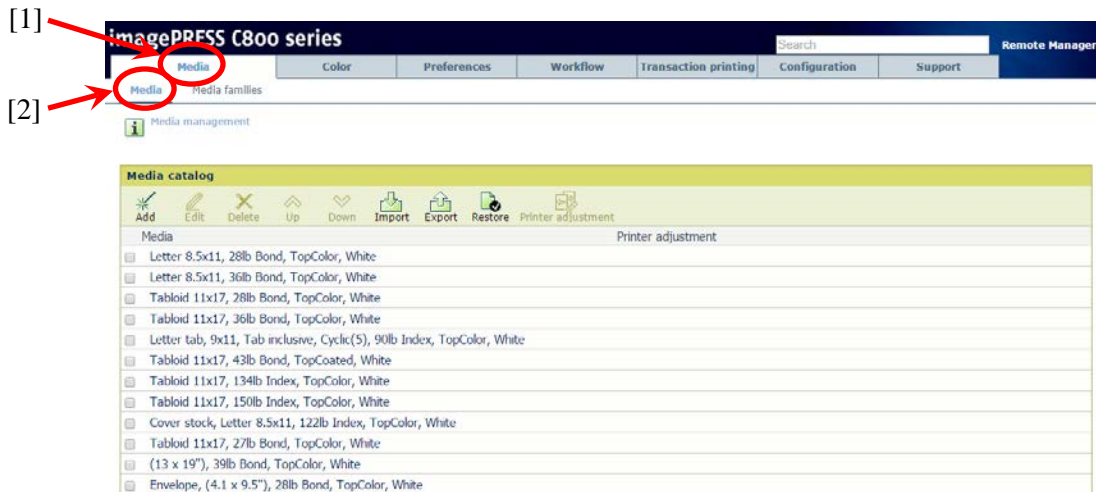
🛑 **IMPORTANT!**

When Media is selected the Media Catalog is displayed. It is from the Media Catalog that almost all Media changes must be performed.

Additional Adjustments for Media Settings

The Media Catalog option on the Operator Panel offers three (3) options to optimize Media Handling by the Host Engine (i.e. Skew Correction, Media Registration (Image Location), and Curl Correction).

The Media Registration Procedure consists of two (2) parts:

1. Image Location Adjustment (Skew and Angle Correction) in the Engine Service Manual
2. Registration of the image on a specific media with the Wizard

Procedure:

1. Setup Skew and Angle Correction for all media on Engine level
2. Register the Image on the media via the Wizard

Did you know…..?

The Media Registration is independent from the tray and can be adjusted during a print job via the Operator panel by changing the values in 'System' > 'Media'. These adjustments include:

1. Curl Correction
2. Registration of the Media
3. Stitch Position

The subsequent Advanced Media Parameters are available and editable in the Settings Editor > Media Catalog > Printer Adjustment[1]:

1. Curl Correction	8. Toner Amount
2. Gloss and Fine Black Adjustment	9. Paper Separation from the Intermediate Transfer Belt
3. Automatic Correction of Alignment	10. Image Clear Level Adjustment
4. Fixing Speed	11. Paper Curve
5. Fixing Pressure	12. Paper Realignment Speed
6. Paper Separation Fan Level	13. Lead Margin
7. Antistatic Bias	14. Correct Image for Scratching

In the Front and Back Settings:

1. X and Y Shifts	4. Trapezoids and Diamond Shapes
2. Elongations	5. Tail End White Patch Correction Threshold
3. Skew	6. Secondary Transfer Voltage

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[1] All of the functionality mentioned in this list is not available on some PRISMAsync Connected Engines.

Media Families

A Media Family [1] is a group of media that uses the same output profile and calibration. Default Media Families are Coated and Uncoated. For most media the pre-installed Media Families are sufficient.

[1]

When Media Family is selected the Media Family information is displayed. It is from the Media Family that all Edits, Copies, Additions, and Deletions must be performed.

IMPORTANT!

Whenever you create a Media Family proper configuration of the Media Settings is essential. Data collected from the field and analyzed indicates that Coated and Uncoated Mismatch's are a primary concern.

Why Create a New Media Family?

The criteria to create a new Media Family are:

- The Surface Texture or Color of the media does not produce acceptable output using the pre-installed Media Family's (e.g.: yellow pearl like surface).
- The pre-installed Media Family Default Output Profiles do not generate the desired image output on the preferred media.
- The End User wants to use Device Link Profiles. Device Link Profiles are assigned to a Media Family; therefore using Device Link Profiles requires a new Media Family.

Before the creation of a new Media Family for any media, perform the recommended Engine Calibration Procedures. Then, use one of the preinstalled Media Families to examine the image quality of the required print job on the desired media. If the desired output is not achieved, then one might consider creation of a new Media Family. As a rule, a Key Operator should only create a new Media Family for a specific group of media which requires its own unique Calibration Settings.

IMPORTANT!

Only create a Media Family when it is absolutely needed! It is not necessary, nor is it at all desirable, to create Media Families for different paper sizes or paper weights.

Calibration

Due to external environmental circumstances, like temperature and humidity, print quality will change over time. These changes affect the color quality of the printed documents. Although the imagePRESS and imageRUNNER ADVANCE Series Host Engines performs automatic image quality adjustments on a regular basis, *it is strongly recommended to perform a manual calibration of the entire configuration on a regular basis.* As a reminder, the PRISMAsync Controller enables the Service Engineer or End User the ability to set Alert Timers [1] for Shading Correction and Auto Gradation Calibration [2] in Settings Editor.
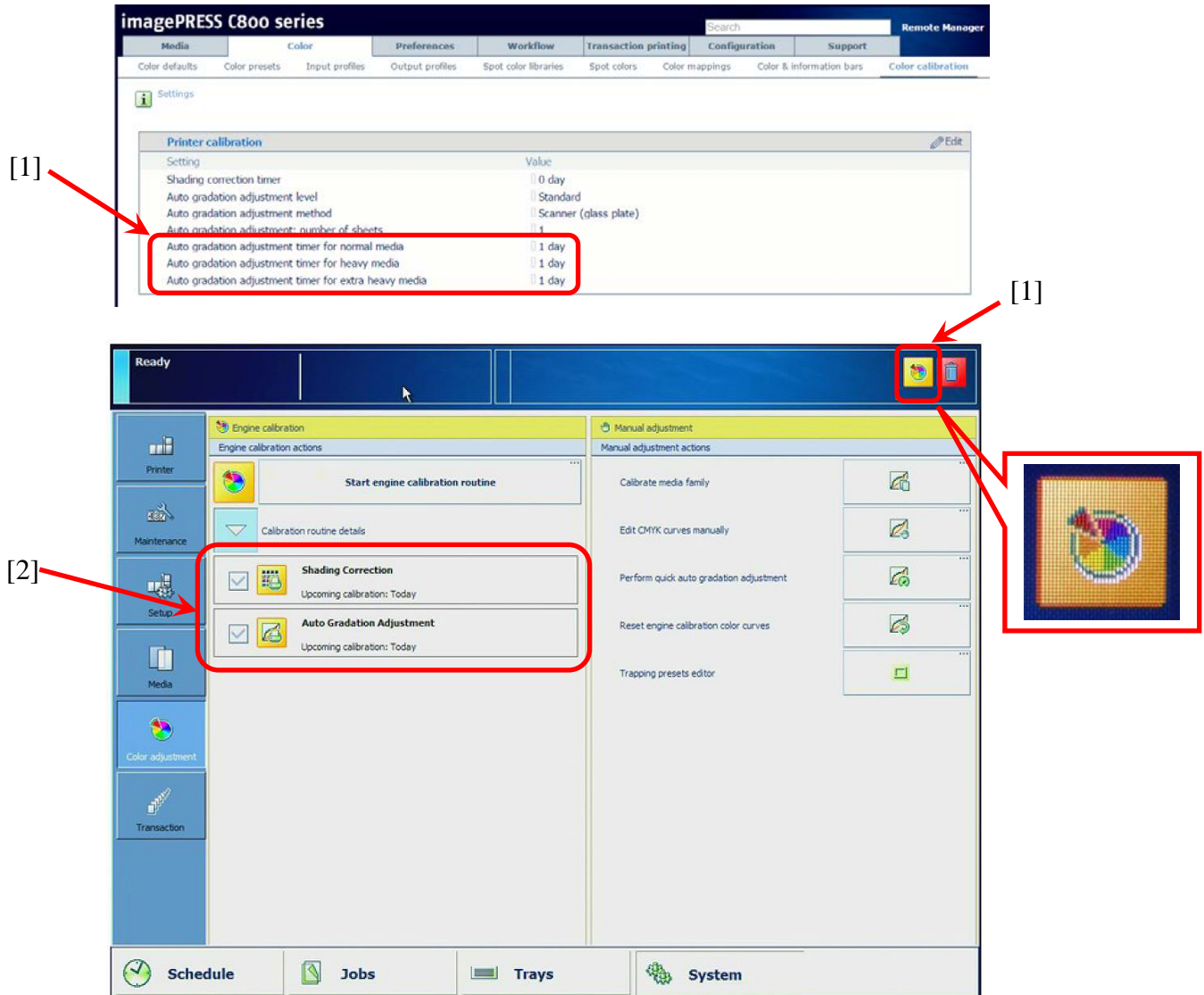
The Calibration Procedure is model specific and must be performed in the correct order. See the Appendix for additional details.

The Shading Correction and Media Family Calibration are executed by use of an X-Rite® i1 Photo Spectrometer.

Auto Gradation

Auto Gradation is a precise calibration of the Gradation, Density, and Color Settings of devices.

Shading Correction

Shading Correction corrects slight density unevenness that occurs in the horizontal direction in the Halftone density area on the printed image. Shading Correction assures consistent color levels over the entire print.

Media Family Calibration

The PRISMAsync Controller Media Family Calibration generates the highest quality Output Profile for each Media Family and for each Halftone (Normal, Fine, and Error Diffusion) [1].
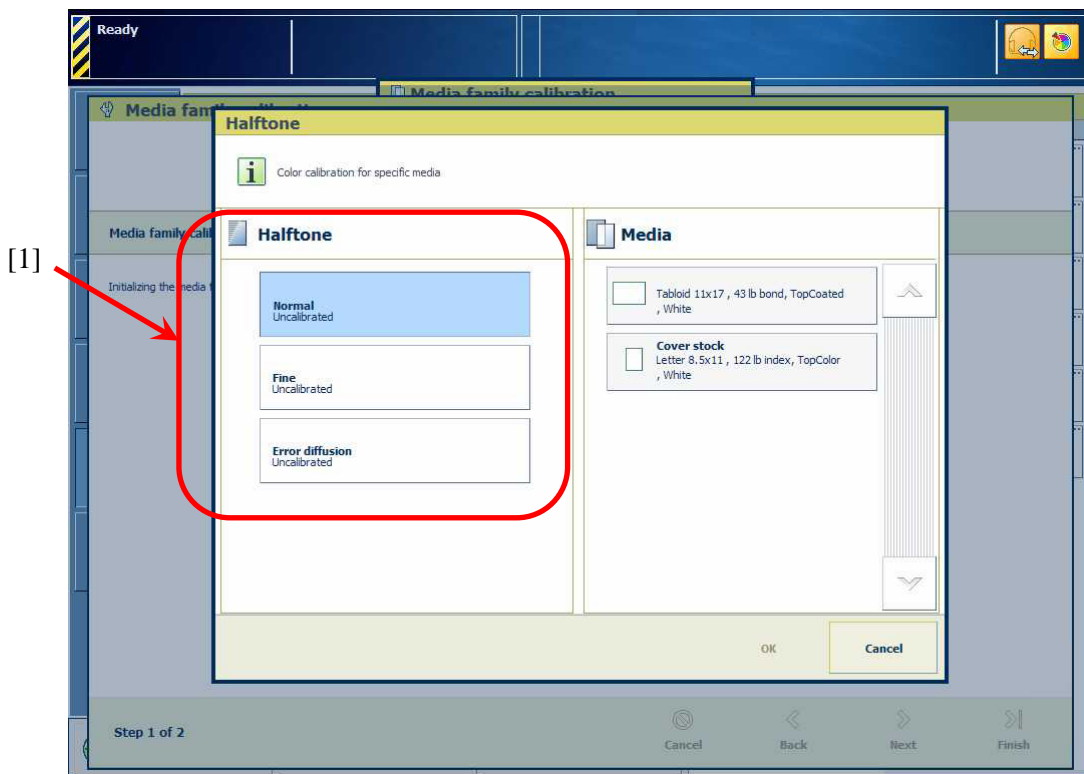
Error Logs
Why Collect Errors Logs?

The information collected in the Datadump, Trace File, and the Configuration Report is critical for analysis of the system behavior and critical in diagnosis of system problems. These logs are generated from Settings Editor. For more information on creation and retrieval of these files see the Appendix section named **System Log Files**.

Datadump File

When an error occurs, you can create a Datadump file. The Datadump file is a .zip file that contains detailed technical information about the system including counters, versions and errors.

Trace File

The System can also store Trace Log files in .zip files. The Trace Log File contains very detailed system information about the data and event flow of the PRISMAsync software. This information is crucial for the analysis of the system behavior and to determine the root cause of the error.

Configuration Report

The Configuration Report contains information about the configuration of your printing system, for example; information about the System Configuration, Controller Configuration and Network Settings.

What Error Logs Should be Collected?

Whenever a support case is escalated to CUSA, the Data-Dump, Trace File (with or without engine logging), the Configuration Report, and a P-PRINT should be collected for the Investigation.

What Else Should Be Collected?

When applicable:

- Steps to reproduce
- Any known issue that lead to the occurrence
- Service History
- Actual user job files being printed and sample prints on users media
- Media info
- Blank sheets of media
- Engine Print samples (on Hammermill 28lb 11" x 17") should be of the PG variety:

Chart	Type	Density				Color				Qty
		Y	M	C	K	Y	M	C	K	
1) PG	5	255	255	255	255	1	0	0	0	2
		255	255	255	255	0	1	0	0	2
		255	255	255	255	0	0	1	0	2
		255	255	255	255	0	0	0	1	2
2) PG	5	128	128	128	128	1	0	0	0	2
		128	128	128	128	0	1	0	0	2
		128	128	128	128	0	0	1	0	2
		128	128	128	128	0	0	0	1	2
3) PG	5	64	64	64	64	1	0	0	0	2
		64	64	64	64	0	1	0	0	2
		64	64	64	64	0	0	1	0	2
		64	64	64	64	0	0	0	1	2
4) PG	5	128	0	128	0	1	0	1	0	2
5) PG	5	64	0	64	0	1	0	1	0	2
6) PG	6	255	255	255	255	1	1	1	1	2
7) PG	4	255	255	255	255	1	0	0	0	2
		255	255	255	255	0	1	0	0	2
		255	255	255	255	0	0	1	0	2
		255	255	255	255	0	0	0	1	2
8) PG	47	128	128	128	128	1	1	1	1	2

How to create a Datadump File

A Datadump file contains system information about counters, versions, and errors. It is valuable to analyze the system behavior.

To create a Datadump File:

1. Open the Setting Editor by entering the name of your system or the IP Address or System Name of the PRISMAsync in the address bar of your internet browser (e.g. Internet Explorer). In this example the IP Address is entered.

2. Perform the following steps:
    1. Select "Support".
    2. Select "Troubleshooting".
    3. Select "Create a new Datadump file".
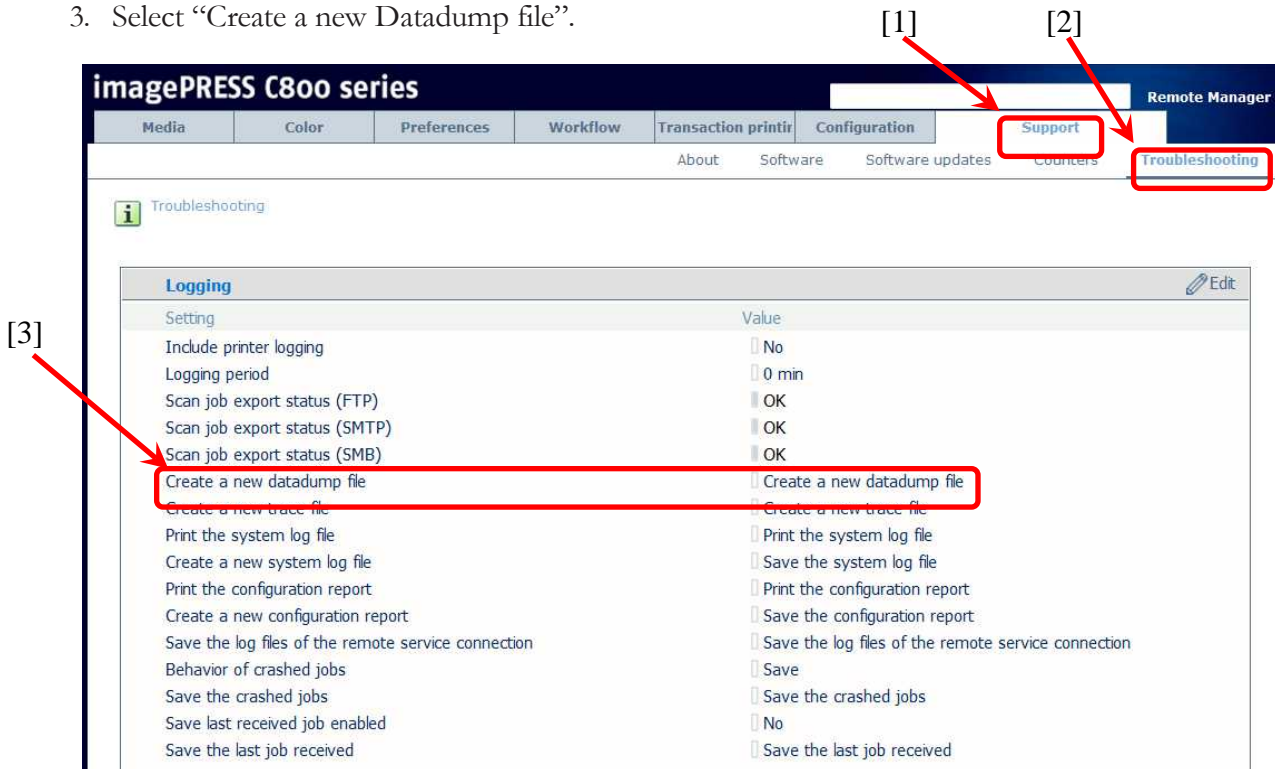
3. To download the file you have to be logged in as a "Key Operator" or "System Administrator". Select the correct "Username" [1] and enter the 'Password" [2], then select Login [3].
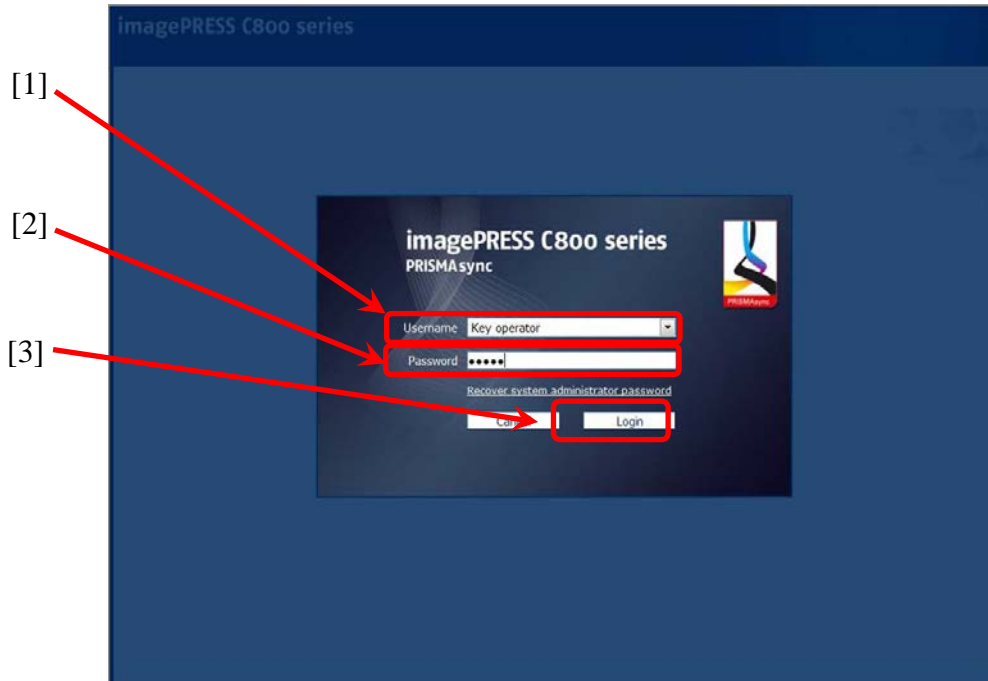
4. Select "Create a new Datadump File" to create the new Datadump File. The name of the new file appears in the window. It is possible that a name was already present, but to ensure that the most recent version is captured it is recommended to execute this step.
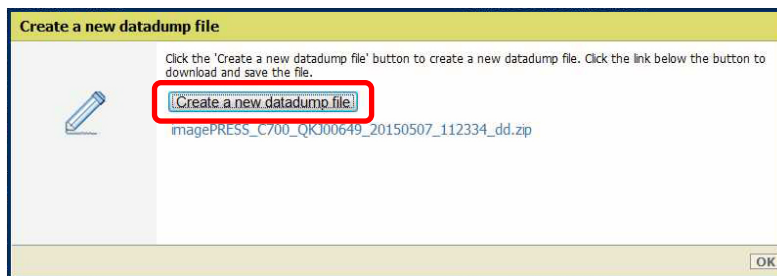
5. Select the Datadump File which you want to download.
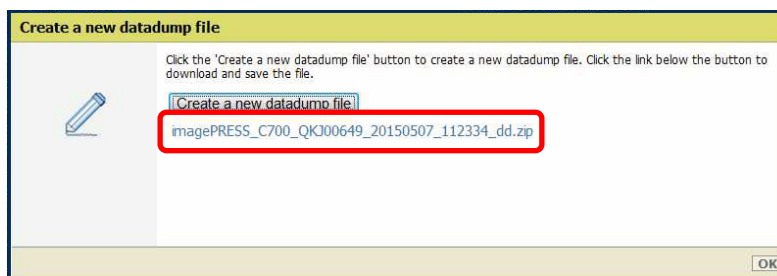
6. Select "Save", enter a file name of your choice (or use the default), and select "Save" again to confirm your choice.
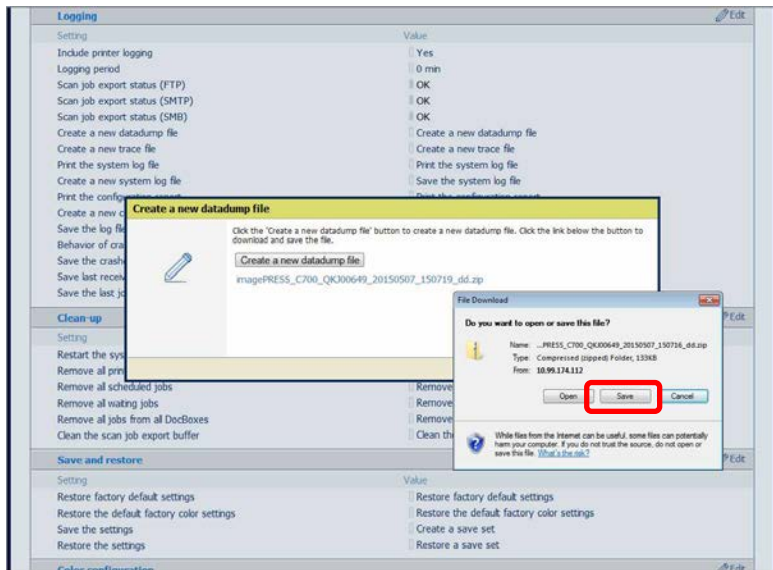
7. Select "OK" to close the window.

How to Create a Trace File

A trace file provides detailed system information about the data and event flow of the PRISMAsync software. This information is necessary for the analysis of the system behavior and to determine the cause of errors.

To create a Trace File:

1. Open the Setting Editor by entering the name of your system or the IP Address or System Name of the PRISMAsync in the address bar of your internet browser (e.g. Internet Explorer). In this example the IP Address is entered.
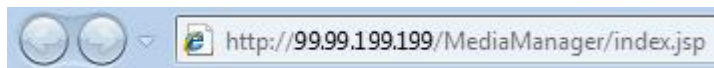
2. Perform the subsequent steps:

   1. Select "Support".

   2. Select "Troubleshooting".

   3. Select "Create a new Trace File".
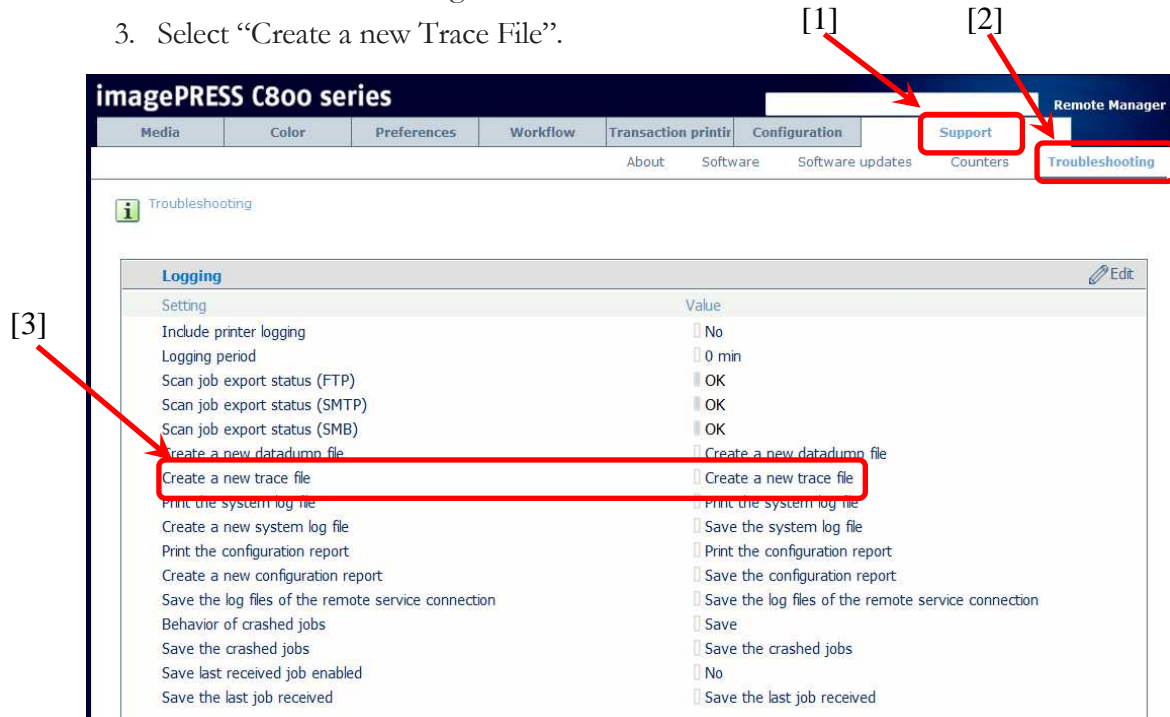
4. To download the file you have to be logged in as "Key operator" or "System administrator". Select the correct "Username" [1] and enter the "Password" [1], then select Login [3].

5. Select "Create a new trace file" to create a new trace file.
A new file is created and added at the top of the list. Trace files are also be generated due to the occurrence of an error and normal logs. If an error occurs and a Trace file is generated, the Error Code will be present in the name of the Trace file.
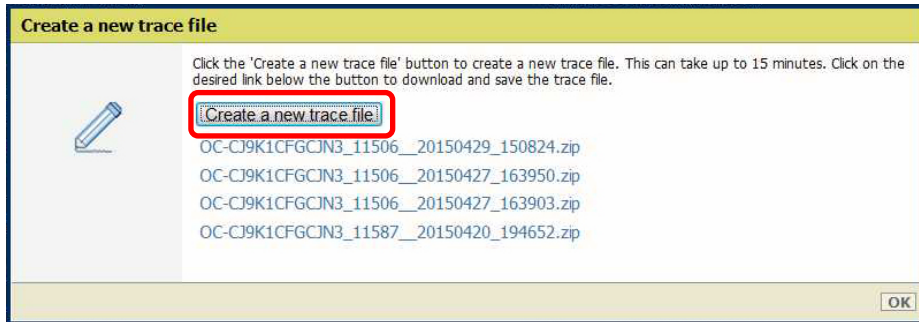
6. Select the Trace file which you want to download.
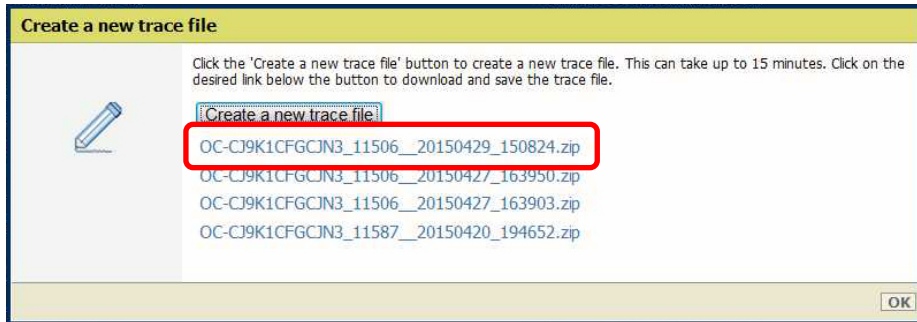
8. Select "Save", enter a file name of your choice (or use the default), and select "Save" again to confirm your choice. Repeat this procedure if you are required to download more than one file.
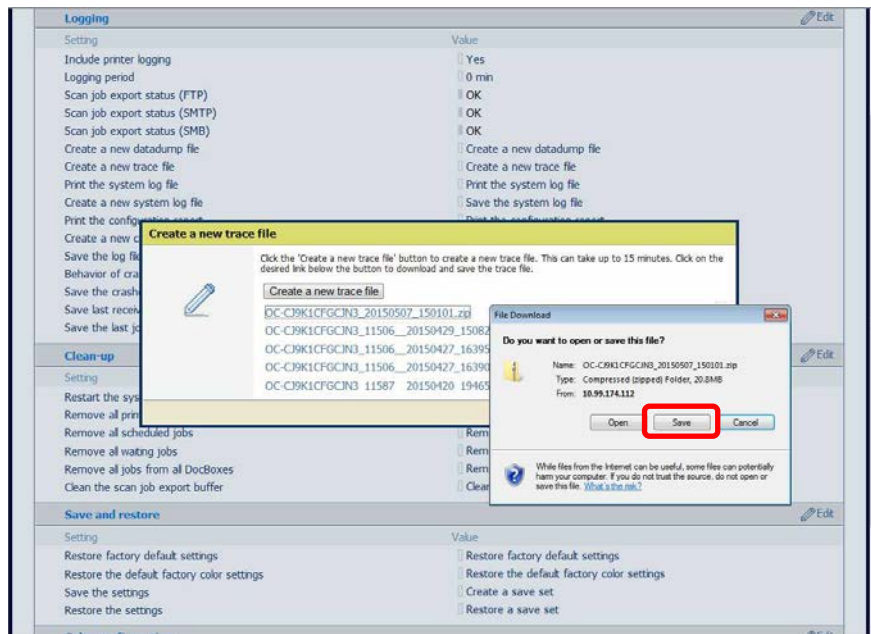
7. Select "OK" to close the window.
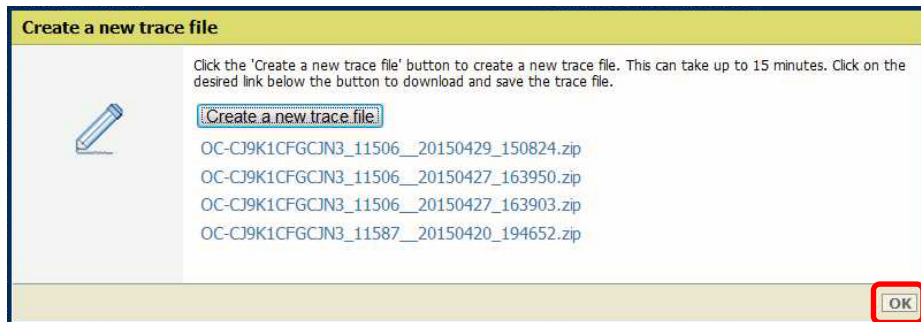
How to Create a Trace File Including the Printer Logging

🖉 **NOTE:**

When the Printer Log is included it makes the trace file much larger.

To create a Trace File that includes the Printer Logs:

1. Open the Setting Editor by entering the name of your system or the IP Address or System Name of the PRISMAsync in the address bar of your internet browser (e.g. Internet Explorer). In this example the IP Address is entered.
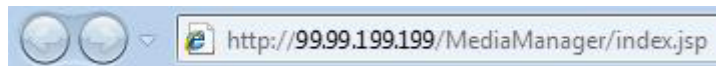

2. Select the following steps:
    1. Select "Support".
    2. Select "Troubleshooting".
    3. Select "Include Printer Logging".
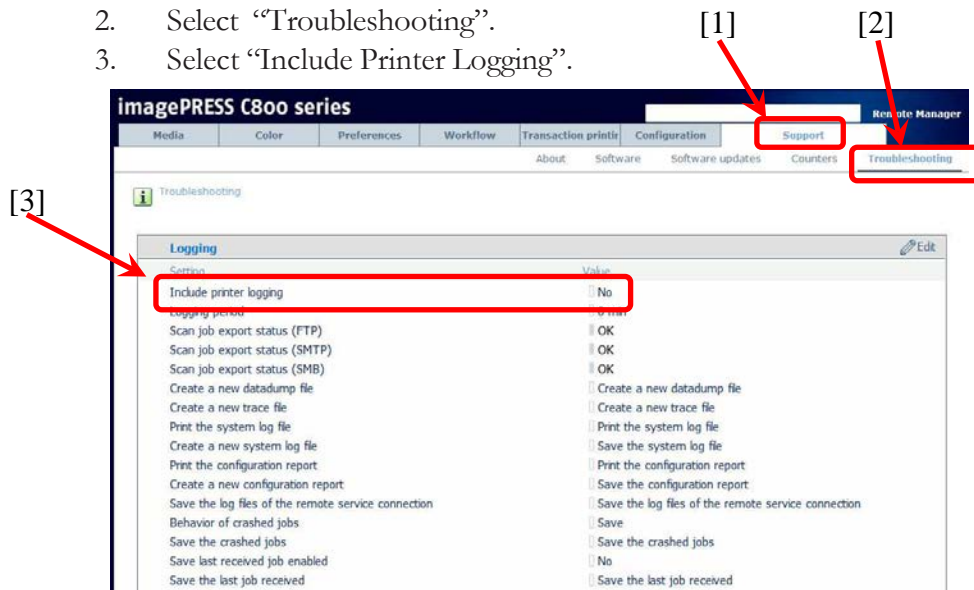
4.   To change this setting you must be logged in as "Key operator" or "System administrator". Select the correct "Username" [1] and enter the "Password" [1], then select Login [3].
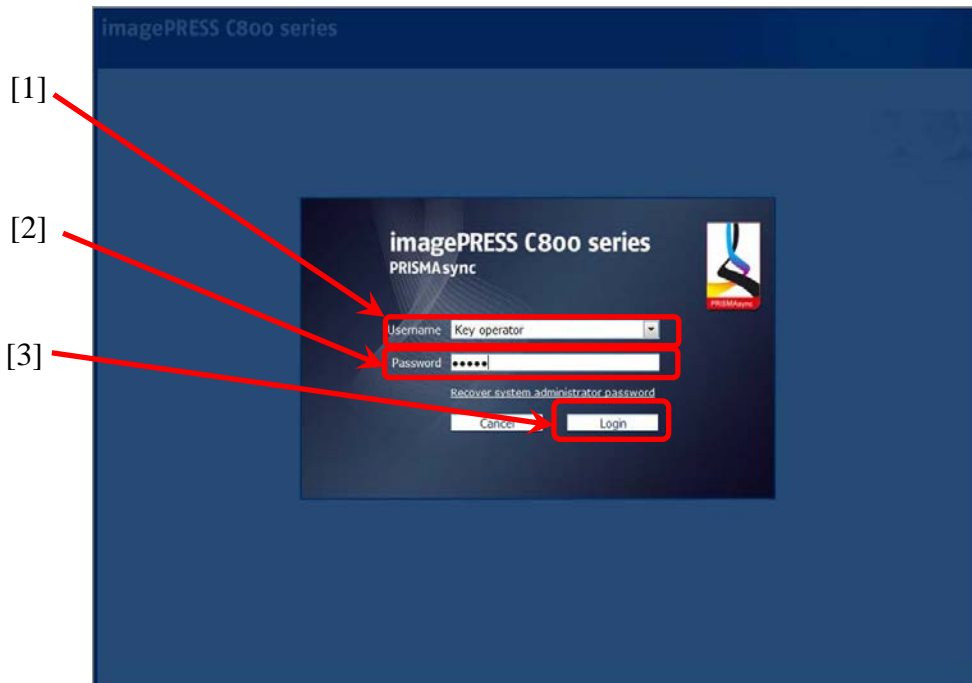

5.   Select "Yes" from the dropdown menu [1] to include the Printer Log in the Trace File.
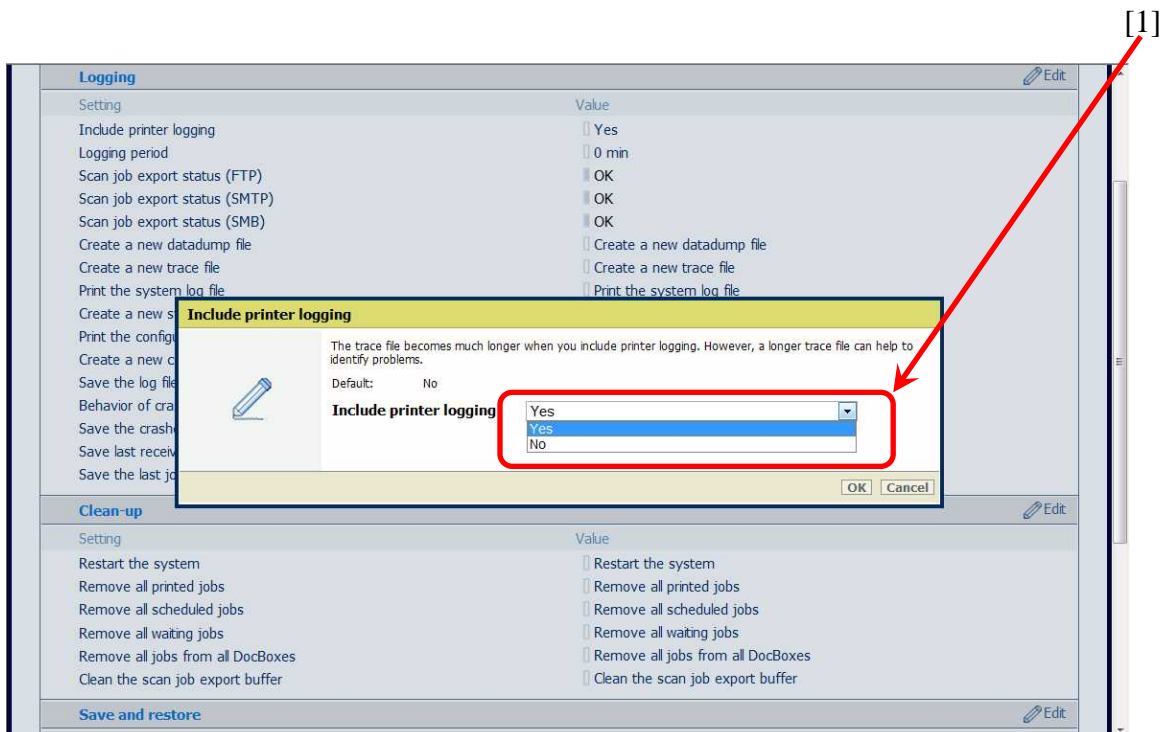
6. Select "Create a new trace file" to create a new trace file. A new file is created and added at the top of the list. Trace files are also generated due to the occurrence of an error. If an error occurs and a Trace file is generated, the Error Code will be present in the name of the Trace file.
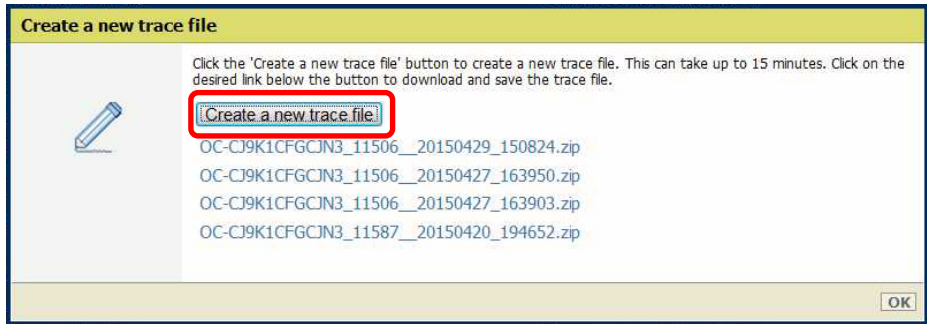
7. Select the Trace file which you want to download.
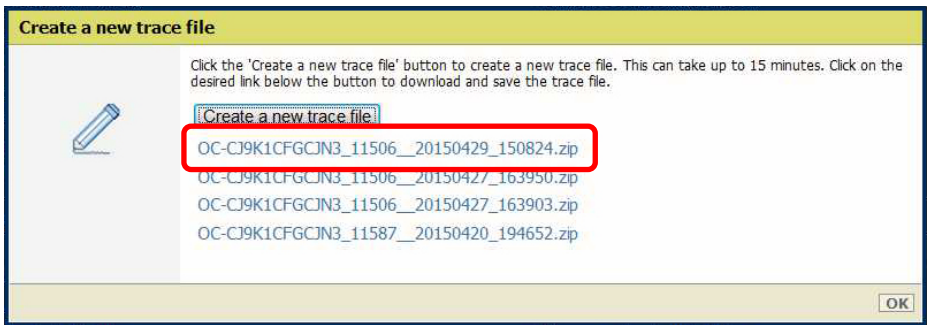
9. Select "Save", enter a file name of your choice (or use the default), and select "Save" again to confirm your choice. Repeat this procedure if you are required to download more than one file.
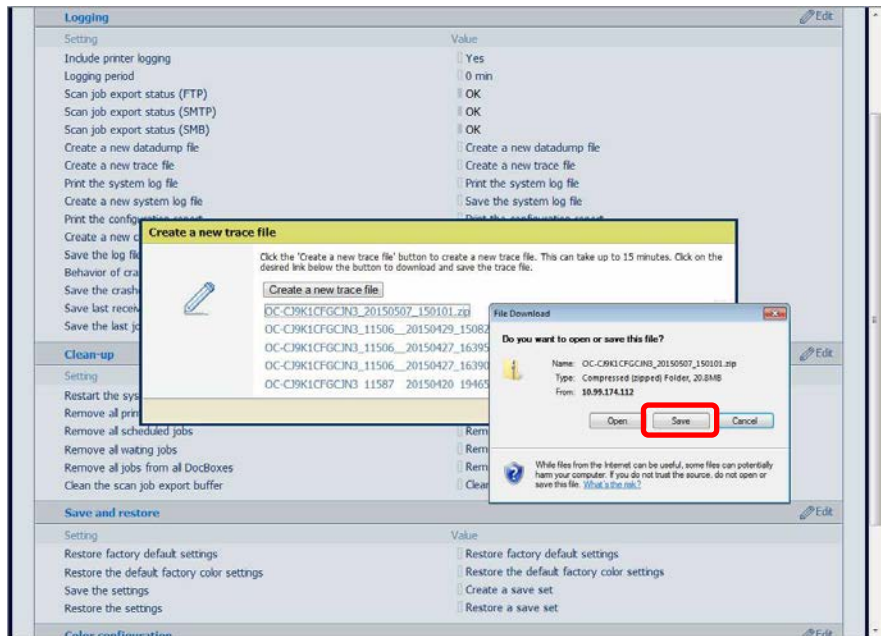
8. Select "OK" to close the window.
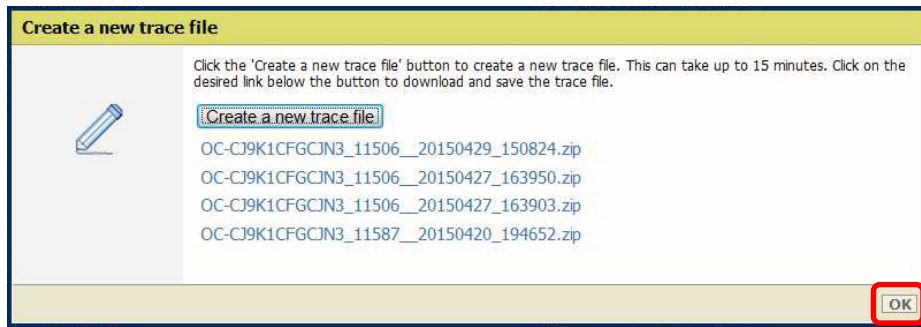
Automated Workflows

An Automated Workflow is a method to apply and save defined attributes to different jobs. In the Workflow Tab [1], under Automated Workflow [2], you enter the job settings in a new Workflow by selecting Add [3].
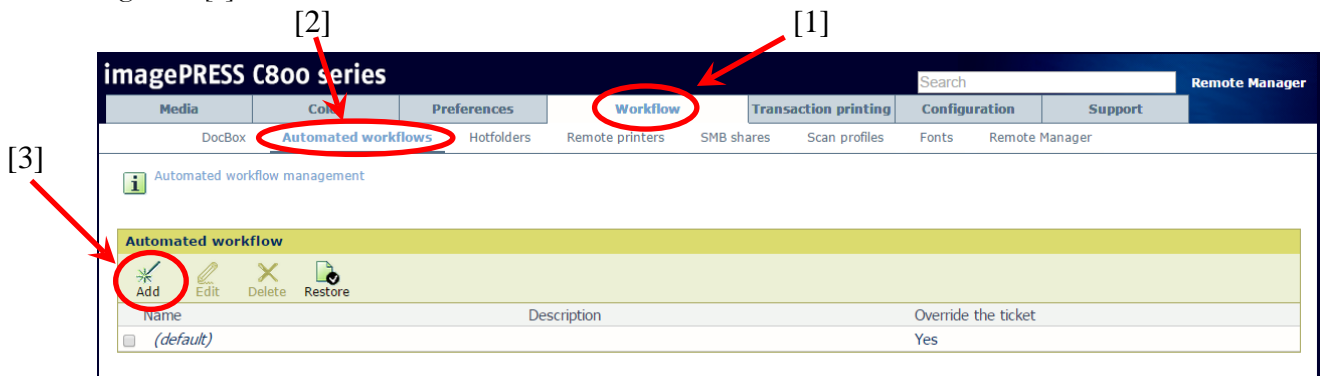
Once created, the Workflow is now accessible by three (3) methods:

1. Map the Host Engine to an LPR Print Queue with the name of the Automated Workflow
2. Via a Hotfolder
3. Enter the name of the Automated Workflow in the label field, in the Workflow section of the driver

 **Did you know…..?**

When an Automated Workflow is created, and the Overrule the Job Ticket setting is selected, and one of the three (3) methods of access is used to print, <u>all other settings are ignored and ONLY the settings of that Automated Workflow are used.</u>

For example, if the End User experiences consistent unexpected behavior when they print to the LPR queue, it would be logical to examine the Automated Workflow settings for the cause of the unexpected behavior.

PRISMAsync Configuration for the U.S.A. Market

After installing the PRISMAsync Controller Software the system is ready for use in all countries except for the U.S.A. and Japan. For use in the U.S.A., and with the end users approval, the subsequent additional steps are recommended:

1. Navigate to Settings Editor and perform the subsequent changes:

- Preferences > System Settings > Regional Settings >Region >USA
- Preferences > System Settings > System of Measurement > Imperial
- Preferences > Print Job Defaults > Separator Sheet > Letter 28 lb.
- Preferences > Print Job Defaults > Front Cover > Letter 28 lb.
- Preferences > Print Job Defaults > Back Cover > Letter 28 lb.
- Preferences > Print Job Defaults > Banner > Letter 28 lb.
- Preferences > Print Job Defaults > Calibration Media > Tabloid 28 lb.
- Preferences > Print Job Defaults > Calibration Media Heavy > Tabloid 134 lb.
- Preferences > Print Job Defaults > Calibration Media Extra Heavy > Tabloid 150 lb.
- Preferences > PostScript > Media > Letter 28 lb.
- Preferences >PDF > Media > Letter 28 lb.
- Color > Color Defaults > Machine CMYK input profile > US Web Coated SWOP
- Color > Color Defaults > Default Media Family > Uncoated US
- Color > Color Presets > Photographic Content > Machine CMYK Input Profile > US Web Coated SWOP
- Media > Select[2] > Edit > Media Family > Depending on Region[3]

✎ **NOTE:**

For Optimization Purposes:

- Use Uncoated Media Family in the US (or Japan) when the media is Mondi paper (or similar, like Océ TopColor)
- Use Uncoated US Media Family in the EU (or Japan) when the media is Hammermill Color Copy Digital paper (or similar)
- Use Uncoated JP Media Family in the US (or EU) when the media is GF-C081 paper (or similar)

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[2] *All Uncoated Media*

[3] *Use Uncoated US Media Family for Uncoated Media in the U.S.A.*

2. On the Operator Panel

   • Change the language on the Operator Panel to English-US

3. On any connected PC

   • In Control Panel > Region and Language change the Regional Setting to English-US

4. In the UPD Printer driver

   • Printing Preferences > Paper Letter-28

5. Enter Media Weights:

 IMPORTANT!

When the end user chooses to use Imperial as the measurement system, the media weights must be entered in Bond or Index in accordance with the table below (green[4]). When the end user chooses to use Metric as the measurement system, the media weights must all be entered in Grams per Square Meter (g/m^2) in accordance with the table below (yellow).

Bond	Offset Text	Cover	Tag	Index	Points	Caliper (inches)	Millimeters	g/m^2
16	40	22	37	33	3.2	0.0032	0.0810	60.20
18	45	24	41	37	3.6	0.0036	0.0920	67.72
20	50	28	46	42	3.8	0.0038	0.0970	75.20
24	60	33	56	50	4.8	0.0048	0.1200	90.30
28	70	39	64	58	5.8	0.0058	0.1470	105.35
29	73	40	62	60	6.0	0.0060	0.1520	109.11
31	81	45	73	66	6.1	0.0061	0.1550	116.63
35	90	48	80	74	6.2	0.0062	0.1570	131.60
36	90	50	82	75	6.8	0.0068	0.1730	135.45
39	100	54	90	81	7.2	0.0072	0.1830	146.73
40	100	56	93	83	7.3	0.0073	0.1850	150.50
43	110	60	100	90	7.4	0.0074	0.1880	161.78
44	110	61	102	92	7.6	0.0076	0.1930	165.55
47	120	65	108	97	8.0	0.0078	0.1980	176.83
53	135	74	122	110	9.0	0.0085	0.2160	199.41
54	137	75	125	113	9.0	0.0090	0.2290	203.17
58	146	80	134	120	9.5	0.0092	0.2340	218.22
65	165	90	150	135	10.0	0.0095	0.2410	244.56
67	170	93	156	140	10.5	0.0100	0.2500	252.08
72	183	100	166	150	11.0	0.0110	0.2890	270.90
76	192	105	175	158	13.0	0.0130	0.3300	285.95
82	208	114	189	170	14.0	0.0140	0.3560	308.52
87	220	120	200	180	15.0	0.0150	0.3800	312.00

---

[4] *Media weights up to 161.78 g/m^2 must be entered in Bond and media with a higher weight must be entered as Index.*

PRISMAsync Hardware

Did you know…..?

- The PRISMAsync is equipped with three (3) 250GB, 3.5" SATA II HDD @ 7200rpm Hard Disk Drives.

- One of the drives is used for the System Software. The other two (2) drives are for Data

- The two (2) Data Drives are Raid0 configured. This means that if one (1) disk crashes, all the data will be lost.

- If one (1) HDD should fail, always replace all three (3) drives simultaneously.

- All the Hard Disk Drives integrated in one system must all be the same Brand and Model.

- All the Memory Modules integrated in one system must all be the same Brand, Model, Organization, and Layout.

Updating Software on the PRISMAsync Controllers

PRISMAsync Controllers have System Software pre-installed. In some cases it is necessary to re-install the System Software. In order to re-install or update the PRISMAsync System Software, a 16GB USB Stick (Part number 1060084290) is required for the newest models. The USB Stick will need to be pre-programmed. Before updating the PRISMAsync System Software, be certain to print a Configuration Page, and Back-up all Settings and Licenses *on a separate USB Stick*.

To pre-program the PRISMAsync System Software USB Stick, the USB-Creation Tool called CreateUSB is used. The USB-Creation Tool, which is included in the ISO Image of the PRISMAsync Controller System Software and is available for download on the Canon e-Support Web Site, differs from Model to Model. Ensure the use of the appropriate USB-Creation Tool in respect to the Engine and PRISMAsync.

Procedure to Pre-program the USB Stick:

1. Check if .NET 4.5 is installed on the laptop. If .NET 4.5 is not installed, download and install.NET 4.5 framework.
2. Insert the USB Stick in a USB Port on the laptop and start the CreateUSB Tool.
3. Fill out the fields in the CreateUSB Tool. Once the ISO files are selected the tool will check if a newer version of the CreateUSB Tool is available (in the ISO file). If there is a new version available it will install this version and overwrites the old one.

If a new version is installed the subsequent dialogue may appear:

CreateUSB	X
⚠ A new version has been found and installed. The application will be terminated.	
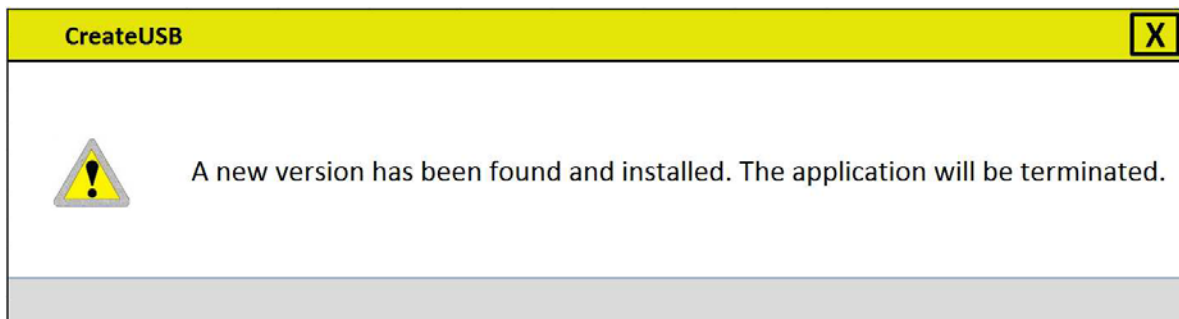
4. Restart the Create USB Tool and make the settings as indicated.
    A. **Installation media:** Browse to the location where the media .iso-image is located and select it.
    B. **Product:** Select the applicable product.
    C. Installation of GPL media: Browse to location where the GPL media .iso-image is located. This image file contains the firmware for engine and accessories.
    D. **USB drive to use:** Select the USB drive for writing the software to.
    E. **Legacy file system:** Some antivirus software intervenes with the CreateUSB tool. To ensure the USB-stick is created correctly enable the legacy file system.
    F. **Select Start**.
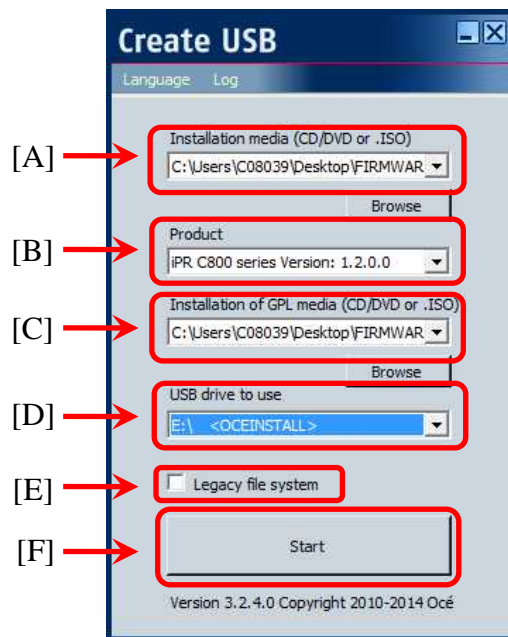
NOTE:

At this time the CreateUSB Tool will check that .NET 4.5 Framework is installed. If the message indicated pops-up, install .NET 4.5 Framework.
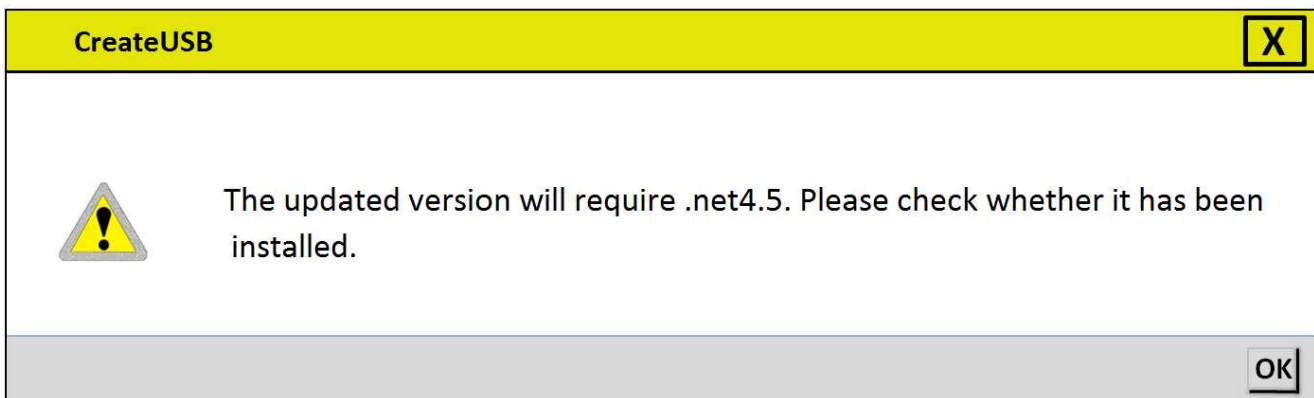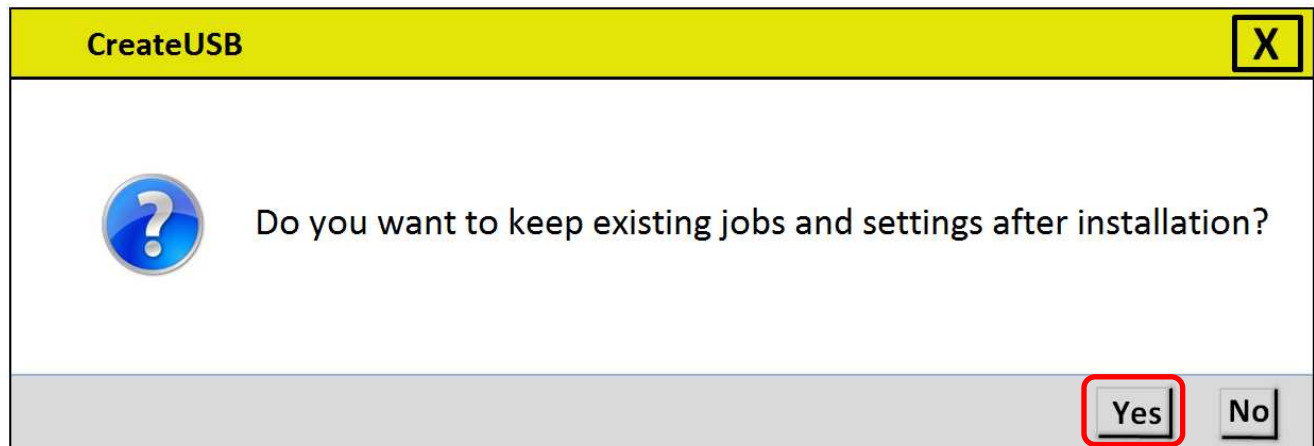
B. Select "Yes" to store existing jobs and settings, and to restore them automatically after the installation.

✎ **NOTE:**

For the imagePRESS C800 Series, do not select "Yes" when the PRISMAsync Software Version is v1.1 or lower. For the imagePRESS C7010VPS Family, do not select "Yes" when the PRISMAsync Software Version is v3.1.x or lower. This will result in failure of the upgrade.

C. After making the selection, the process will start and the iso-image is programmed to the stick. Please wait until the CreateUSB Tool indicates that the USB Stick is ejected and the process is ready

6. Remove the USB Stick from the PC. The USB Stick is now ready for use. The name of the stick is OCEINSTALL.

Procedure to Update**:**

1. Print a Configuration Page.

2. Make a Back-up of the Settings and Licenses.

3. Insert the USB Stick that contains the System Software into a USB-port (ensure you insert the USB Stick while the PRISMAsync Controller is switched ON. The Operating System has to recognize the stick and install the driver).

4. Restart the PRISMAsync Controller.

    The PRISMAsync Controller will now boot from the USB Stick. This can take a few minutes because the system will inspect the contents of the USB Stick. A message will be displayed to inform you that it this inspection is in progress. After some time the PRISMAsync Controller will reboot again and the process will start. Status messages are displayed on the Operator Panel. The PRISMAsync Controller will reboot a few times during installation. Do not switch OFF the PRISMAsync Controller during the installation process. At the end of the process the PRISMAsync Controller will switch OFF. The total process will take approximately 30 minutes. When the PRISMAsync Controller turns OFF, it is safe to remove the USB Stick.

5. With the release of the latest version of PRISMAsync firmware for the imagePRESS C800 Series Devices, the PRISMAsync can now query the engine and verify the correct version of Engine and Accessory firmware, and update it accordingly.

NOTE:

If the installation does not start, switch the PRISMAsync OFF and ON again.

6. Switch ON the PRISMAsync Controller.
7. Restart the PRISMAsync Controller and the Host Engine.
8. Restore the System Settings and Licenses.
9. If necessary install any Patches.
10. Make a new backup of the System Settings.

TECH TIP!!!

See the Tech Tip in the Appendix of this document which refers to older PRISMAsync Controller versions!

Reuse an USB Stick after an Installation:

It is possible to re-use the USB Stick after an installation. You can check if a USB-stick is ready or not. A USB stick that is ready for installation is called "OCEINSTALL". When it is used, the name is "USEDKEY". Please take the subsequent steps to re-use the data on the USB Stick.

Procedure:

1. Put the USB Stick into a USB Port on your computer.
2. Open Windows Explorer.
3. Check if the name of the USB-stick is "USEDKEY" [1].
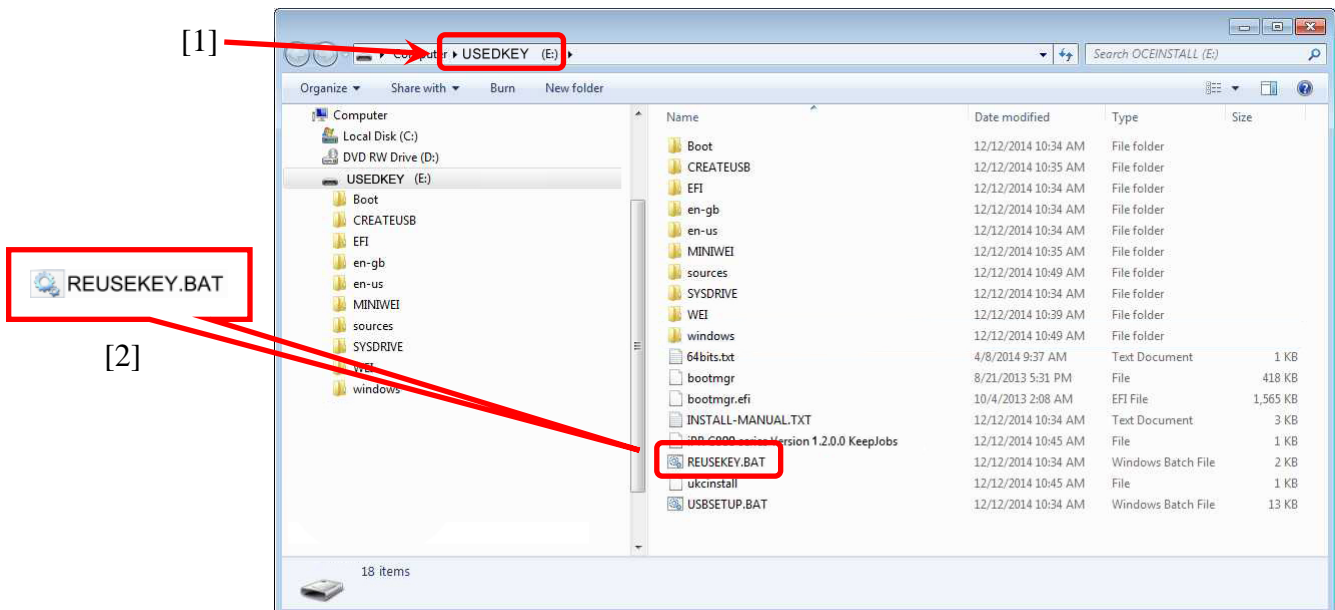
4. To prepare the USB-stick for re-use open the contents of the stick in Windows Explorer. Double-click the "REUSEKEY.BAT" file [2].
5. Ensure (in your Windows Explorer screen) the name of the USB Stick has changed to "OCEINSTALL".

6. If the name did not change it might be required that you remove the USB Stick, reinsert it, and execute "REUSEKEY.BAT" again.

7. Your USB Stick is now ready for a new installation.

NOTE:

Settings that are selected at the creation of the USB Stick (e.g. "Keep existing jobs and settings after installation") will be used again after the USB Stick is prepared for reuse.

Service Mode

IMPORTANT!

In Service Mode, you should NOT use the Button for Updater. This function is NOT supported via the PRISMAsync Controller. If used, the results are unpredictable. The other buttons functions are described in the Engine Service Manual.
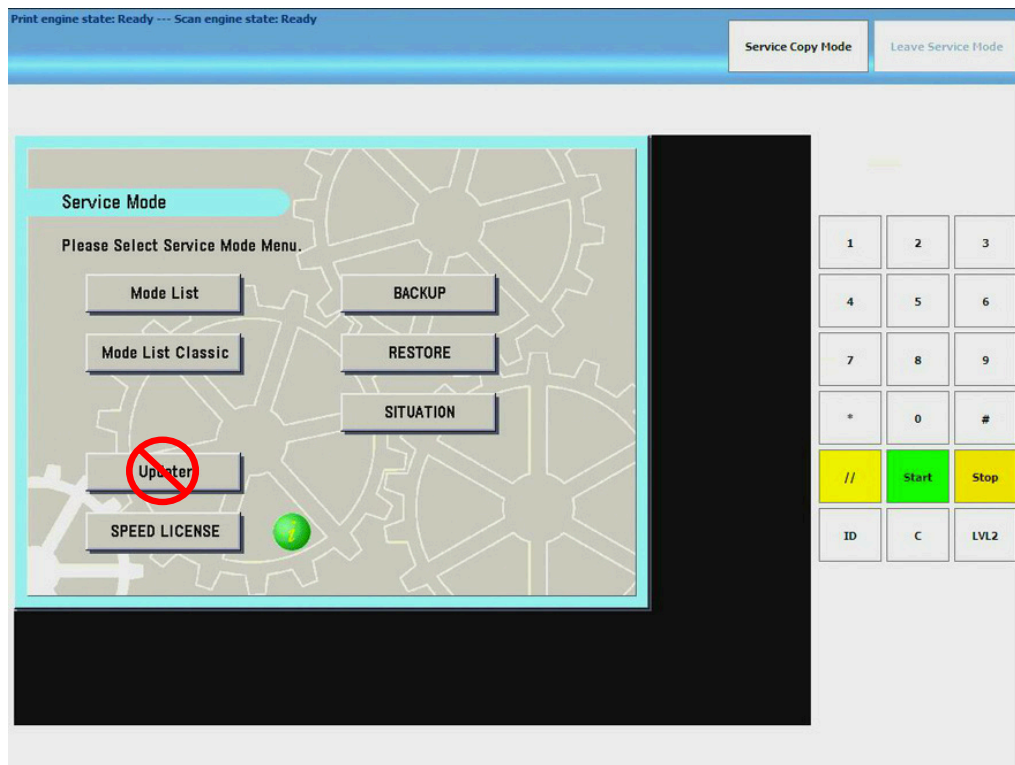
When it is necessary to perform these functions, use the Service Support Tool or a USB Stick for Update of the Engine System Software.

Firmware Upgrade Settings

With the release of PRISMAsync v1.2.0.0 for the imagePRESS C800 Series, the PRISMAsync Controller is now capable to upgrade the firmware of Engine and Accessories[5]. Make certain to upgrade the PRISMAsync Software before upgrading the Engine and Accessories. The PRISMAsync Software also contains the compatible firmware for the Engine and Accessories. The PRISMAsync will upgrade the Engine and Accessory firmware as necessary after reboot (default setting).

NOTE:

The default settings ensure the firmware installed on the engine and accessories are compatible with the PRISMAsync software, and guarantee the correct operation of the system.

Firmware Upgrade Policy Settings

There are two (2) Upgrade Policy Settings:

1. **Manual Upgrade Disabled (default):**

By default "Manual Upgrade" is disabled. At startup the PRISMAsync controller verifies the installed firmware on Engine and Accessories. If the installed firmware differs from the firmware stored on the PRISMAsync, the firmware of the Engine and Accessories will either be upgraded or downgraded with the version on the PRISMAsync. This setting ensures the compatibility between Engine firmware, Accessories firmware and PRISMAsync software.

---

[5] Not supported on the imagePRESS C7010VPS/C7011VPS Series devices.

2. **Manual Upgrade Enabled:**

After "Manual Upgrade" is enabled, the PRISMAsync will no longer check the firmware versions on Engine and Accessories at startup. A firmware update of the Engine and Accessories can be done by using a USB Stick (created with SST tool) which contains the firmware files.
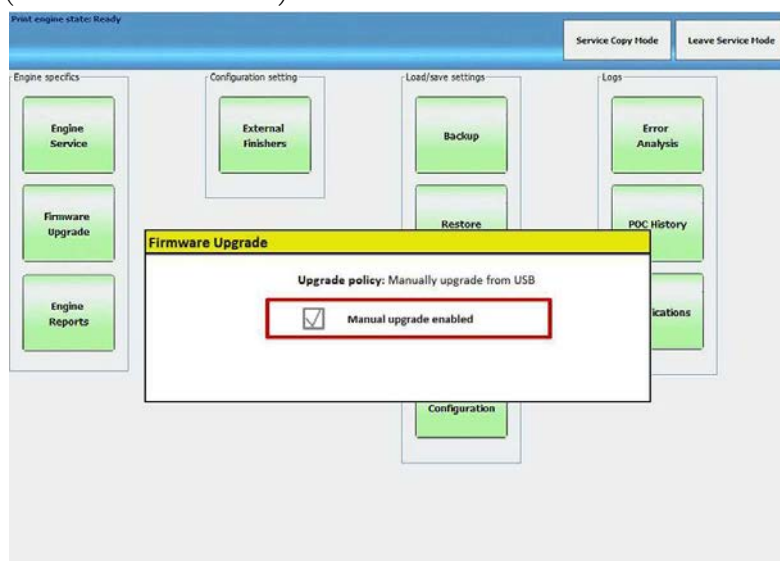
✎ **NOTE:**

   Enabling "Manual Upgrade" could lead to incompatibilities of firmware between the Engine, Accessories, and the PRISMAsync Controller.

Upgrade Auto Settings
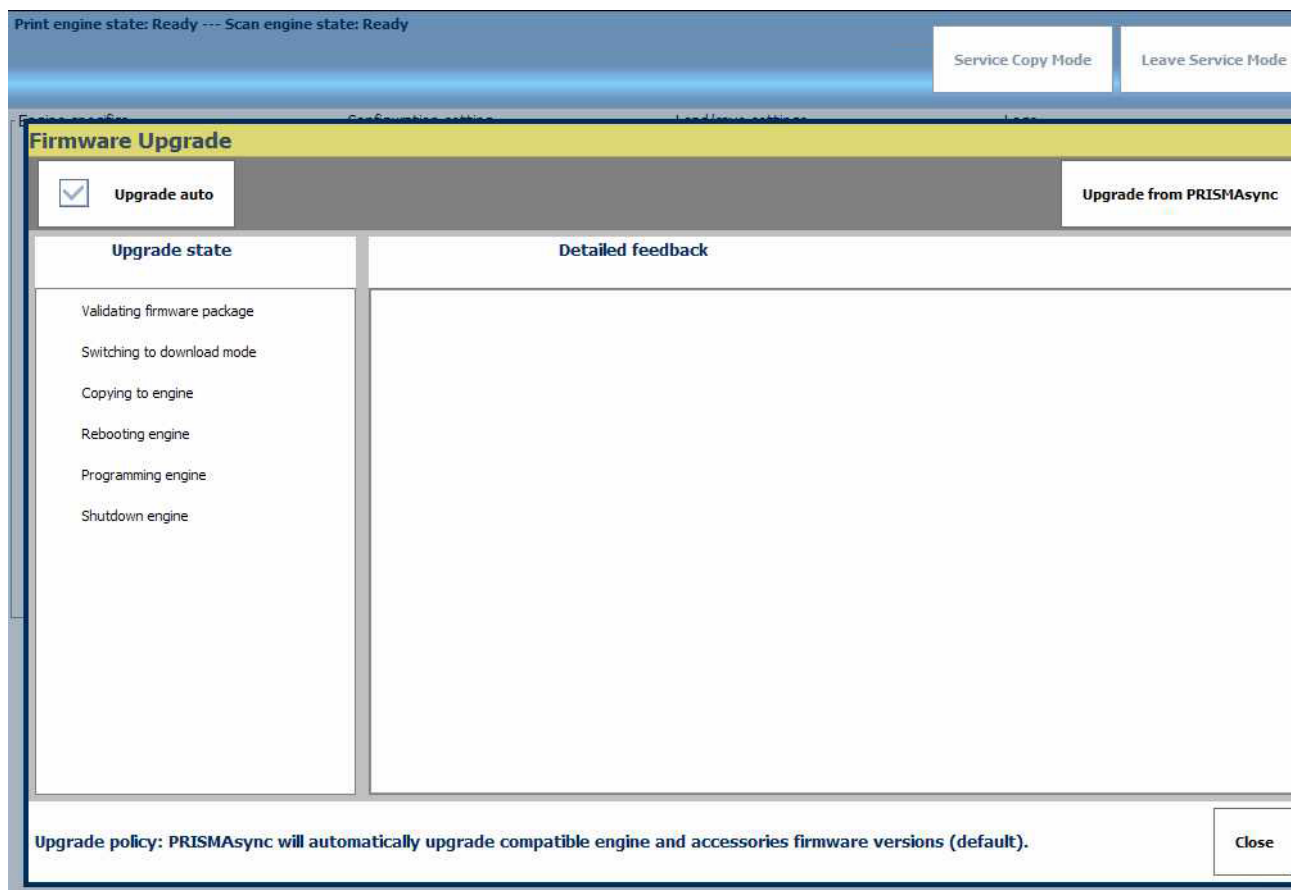
Upgrade Auto determines how an upgrade or downgrade is executed. There are two (2) settings.

Upgrade Auto Enabled (default):

Only firmware files which differ from the installed firmware on engine and accessories are transferred to and installed onto engine and accessories (incremental firmware update).

Upgrade Auto Disabled:

All firmware files are transferred to engine and accessories even if the same version is already installed (overwrite all).

Host Engine Download Modes

There are two (2) Download Modes available, Normal Download Mode and Safe Download Mode. To accomplish different tasks, such as Firmware Updates and Formatting of the Hard Disk Drive (HDD) on the Host Engine, one of these Download Modes will be utilized.

Normal Download Mode

This is the preferred method to deploy firmware updates to the Host Engine and Accessories. By default, Normal Download Mode is entered automatically on the PRISMAsync Controller. This is indicated by the Check Mark in the box next to the Upgrade Auto Icon [1].
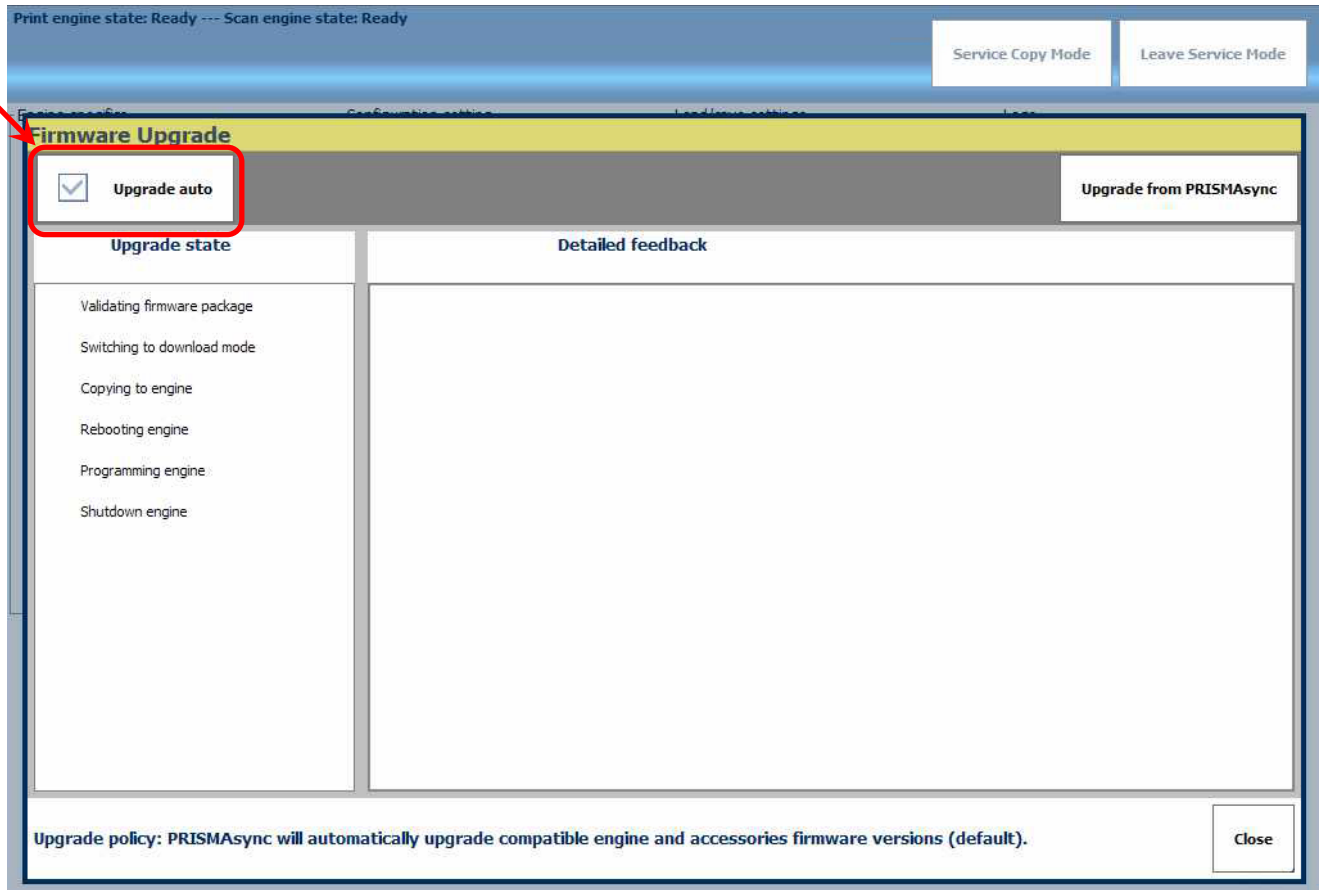
IMPORTANT!

During an Automatic Update firmware files on the PRISMAsync that have a version that is the **same** as currently installed on the Host Engine or Accessories will **not** be copied or upgraded. Firmware files with a *lower or a higher version will* be transferred and installed to the Host Engine and Accessories.

Safe Download Mode

Safe Download Mode is used to force the installation of Engine Firmware in exceptional situations.

Firmware Update in Normal Mode via the PRISMAsync

Procedure:

1. Create a USB Stick with the Service Support Tool (see the Host Engine Service Manual for details).
2. Insert USB Stick in the USB Port on the PRISMAsync Controller or the Host Engine Operator Panel.
3. Navigate to the Service Mode on the Operator Panel and Log In.
4. Select 'Firmware Upgrade' [1].
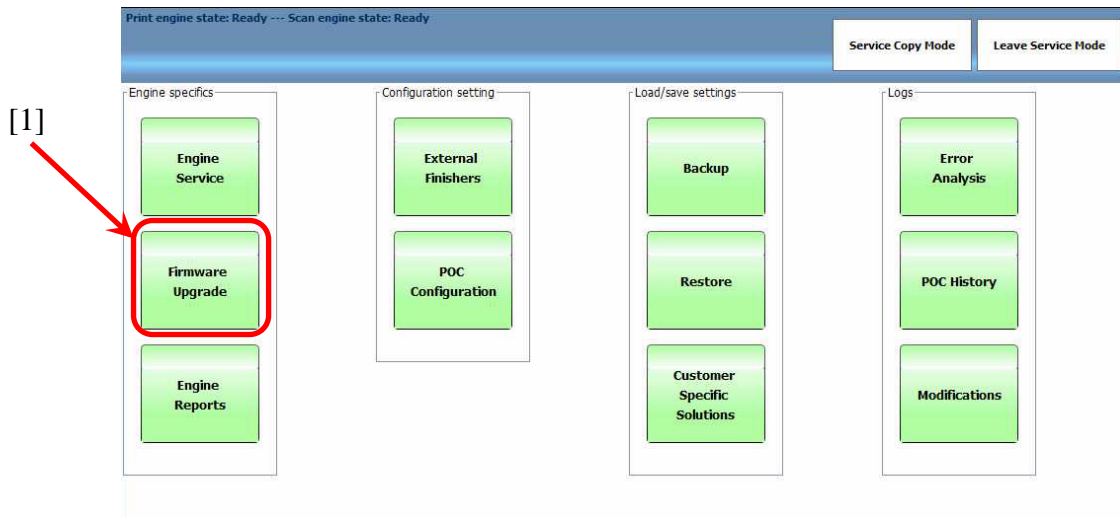
5. Leave the Check Box selected (default) and select the Upgrade Button [1] to start the upgrade process.
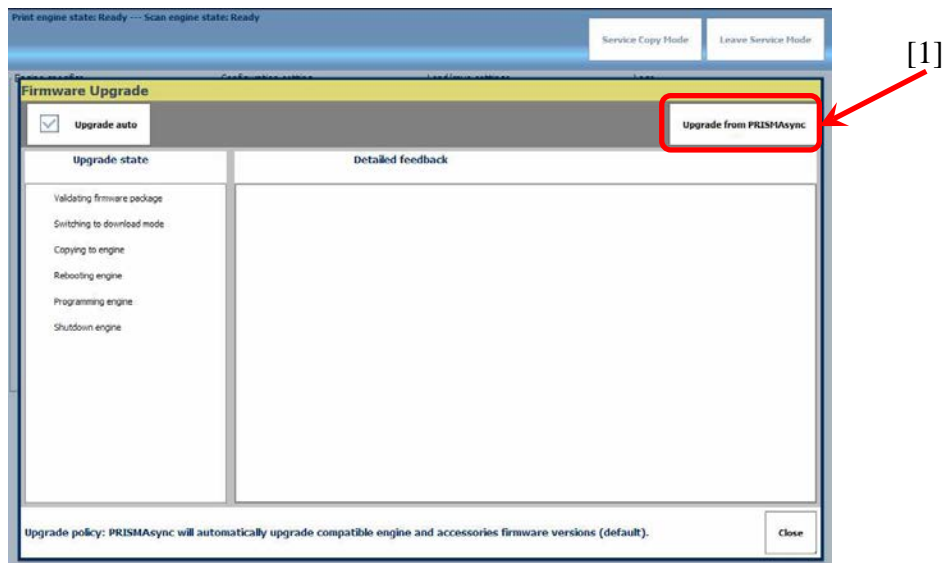
✏️ **NOTE:**

The subsequent six (6) steps (6~11) are performed automatically by the PRISMAsync Controller.

6. The PRISMAsync Controller will validate the firmware folder on the USB Stick.
7. The process will automatically switch to Normal Download Mode.
8. Firmware files are transferred to the Host Engine HDD.
9. The Host Engine is rebooted.
10. Programming of the new firmware begins.
11. When the programing process has completed the message PRISMAsync Upgrade READY [1] is displayed.
12. Select 'Close' [2] to leave the firmware upgrade and return to the Service Mode screen.

Print engine state: Ready --- Scan engine state: Ready

| | Service Copy Mode | Leave Service Mode |

Firmware Upgrade

☑ **Upgrade auto**   **Upgrade from PRISMAsync**

Upgrade state	**Detailed feedback**
Validating firmware package	PRISMAsync: Checking files for module INTRO, installed version(s): None
	PRISMAsync: Checking files for module AEAGT, installed version(s): None
Switching to download mode	PRISMAsync: Checking files for module NLS, installed version(s): None
	PRISMAsync: Checking files for module TSP, installed version(s): None
Copying to engine	DLM, COUNT DOWN: 10
	DLM, COUNT DOWN: 9
	DLM, COUNT DOWN: 8
Rebooting engine	DLM, COUNT DOWN: 7
	DLM, COUNT DOWN: 6
Programming engine	DLM, COUNT DOWN: 5
	DLM, COUNT DOWN: 4
Shutdown engine	DLM, COUNT DOWN: 3
	DLM, COUNT DOWN: 2
	DLM, COUNT DOWN: 1
	DLM, COUNT DOWN: 0
	DLM, !!! REBOOT !!!
	PRISMAsync Upgrade READY

Upgrade policy: PRISMAsync will automatically upgrade compatible engine and accessories firmware versions (default).   Close

[1]   [2]

👍 **OK!**

Safe Download Mode (imagePRESS)

Safe Download Mode is used for exceptional situations such as a HDD Format, to utilize functions on the Service Support Tool (SST) to access the Host Engine, or to force Firmware to load on the Engine. In addition, all available Firmware files will be transferred and installed to the Host Engine (and/or Accessories). In order to access Safe Download Mode DIP-SW 1 must be set to ON [1].

✏️ **NOTE:**
   These images here are from an imagePRESS C800 Series Device. Always refer to the Service Documentation for the Engine Model being serviced.

[1]

Firmware Update in Safe Mode:

1. Create a USB Stick with the SST (see the PRISMAsync v1.2 for imagePRESS C800 Service Manual for details).
2. Power ON only the PRISMAsync Controller (make certain the Engine is OFF).
3. On Start Screen select 'Go to Service Mode' [1].

[1]

TECHNICAL CONNECTIONS
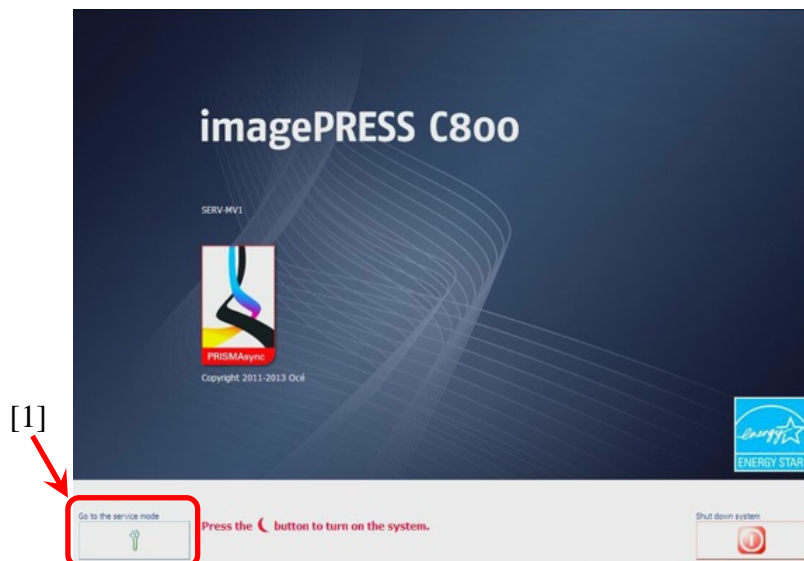
4. Insert the USB Stick with the firmware in USB Slot on Operator Panel.
5. Set DIP SW 1 to ON [1] on the Engine.

[1]
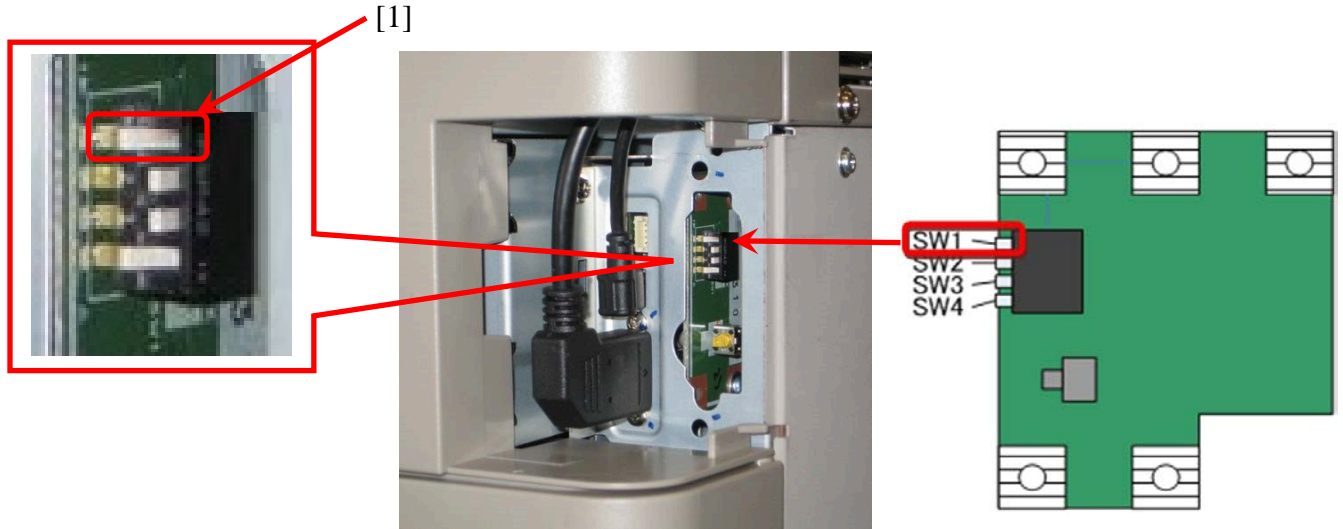
6. Switch ON the Engine.

7. In the blue bar at the top of the Operator Panel the message will read "Print engine state; Un-configured".
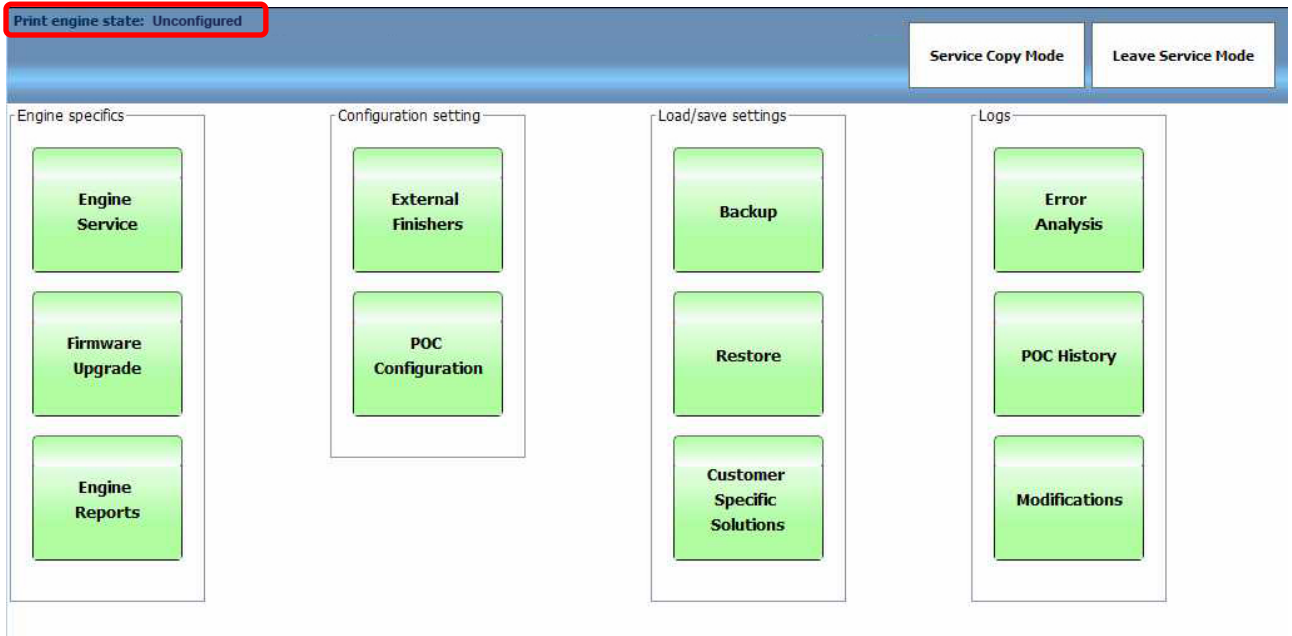
8. Select 'Firmware Upgrade".
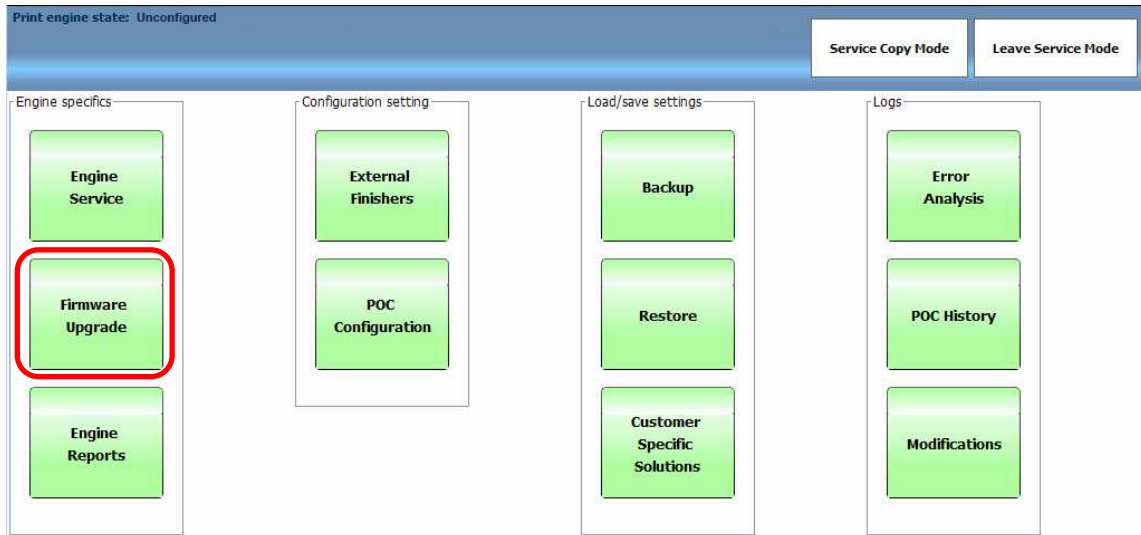
9. Enable Manual Update to upgrade from a USB Key or disable it for Auto Update [1] via the PRISMAsync Controller.
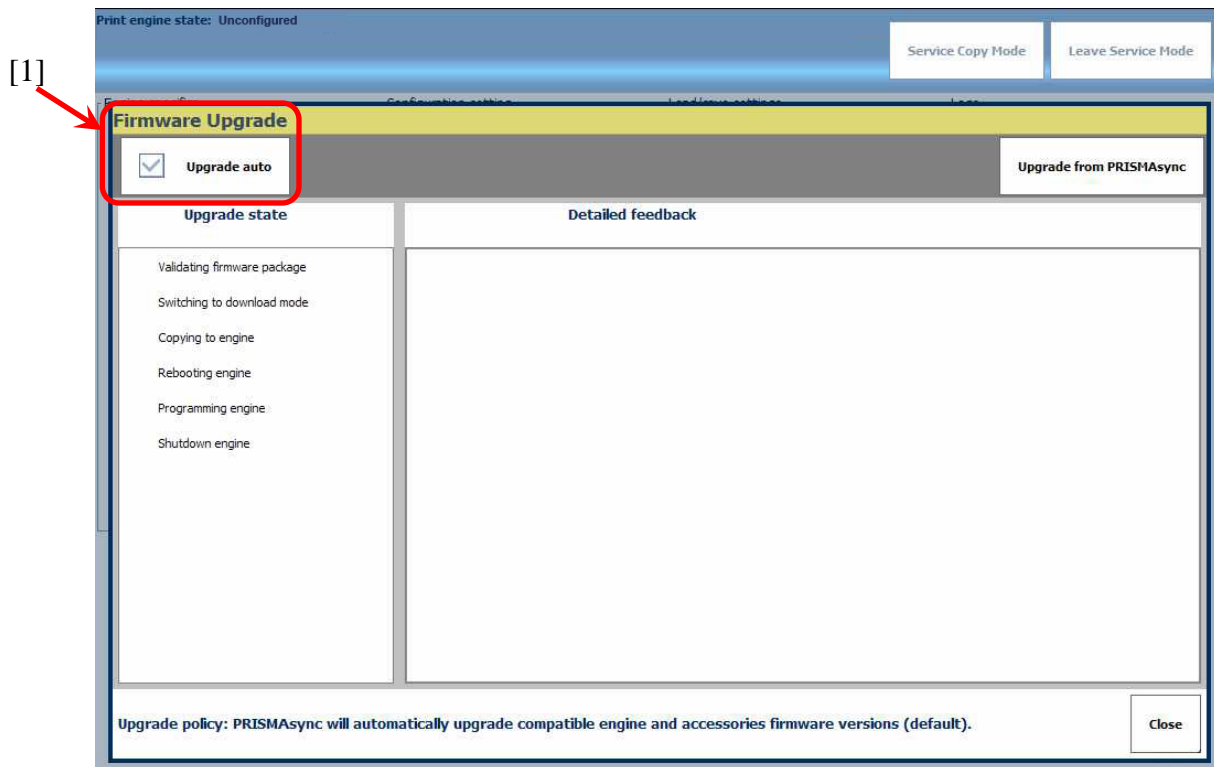
10. Select or deselect "Upgrade auto".

11. Select "Upgrade from PRISMAsync" or "Upgrade from USB".

✏ **NOTE:**

> The subsequent five (5) steps (12~16) are performed automatically by the PRISMAsync Controller.

12. PRISMAsync will validate the firmware.

13. The process will automatically switch to Download Mode.

14. Firmware files are transferred to the Host Engine HDD[6].

🛑 **IMPORTANT!**

> Auto Upgrade:
>
> In Safe Download Mode only Engine firmware is transferred and installed.
> To install accessories execute firmware upgrade in Normal Mode afterwards.
>
> Non-Auto Upgrade:
>
> In Safe Download Mode all Engine and Accessory firmware files on the USB Stick will be transferred to the engine and installed.

15. The Host Engine is rebooted.

16. When all the files are transferred to the Engine a pop-up message will appear. Set DIP SW 1 from ON to OFF.

---
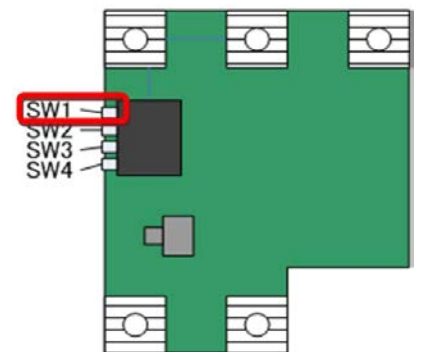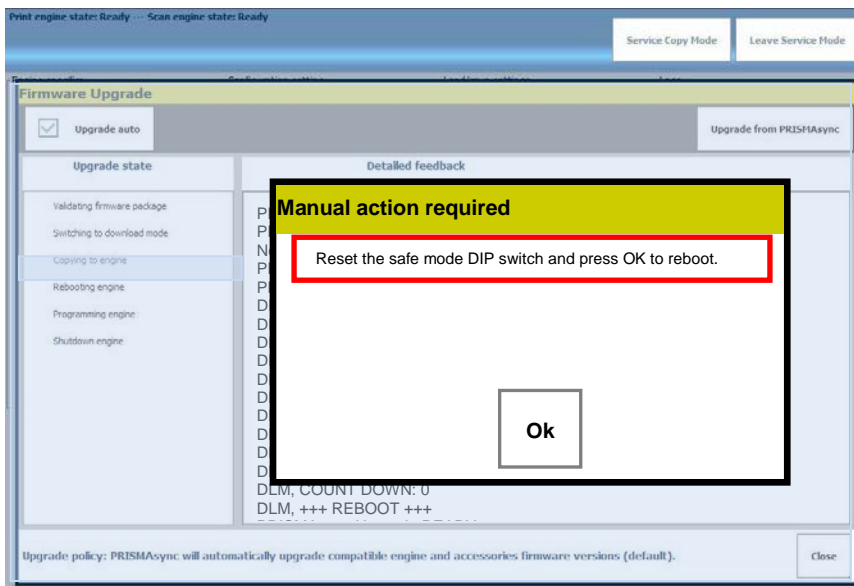
[6] Depending on the "Upgrade auto" setting an incremental update or a full overwrite of the firmware files is performed.

17. To reboot the Engine press "OK".
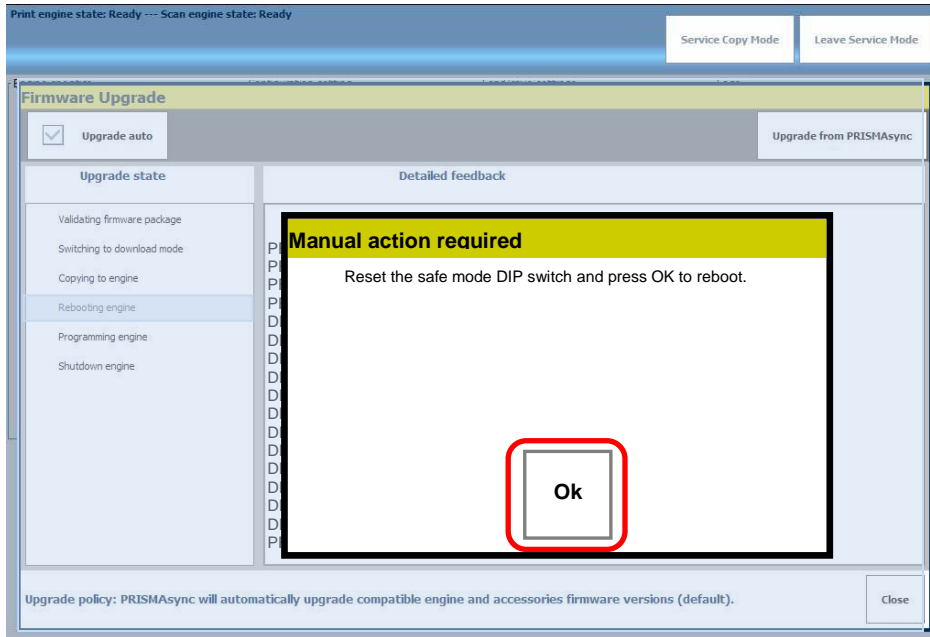
18. Programming of the new firmware begins.

19. When the programing process has completed the message PRISMAsync Upgrade READY [1] is displayed.

20. Select 'Close' [2] to leave the firmware upgrade and return to the Service Mode screen.

👍 OK!
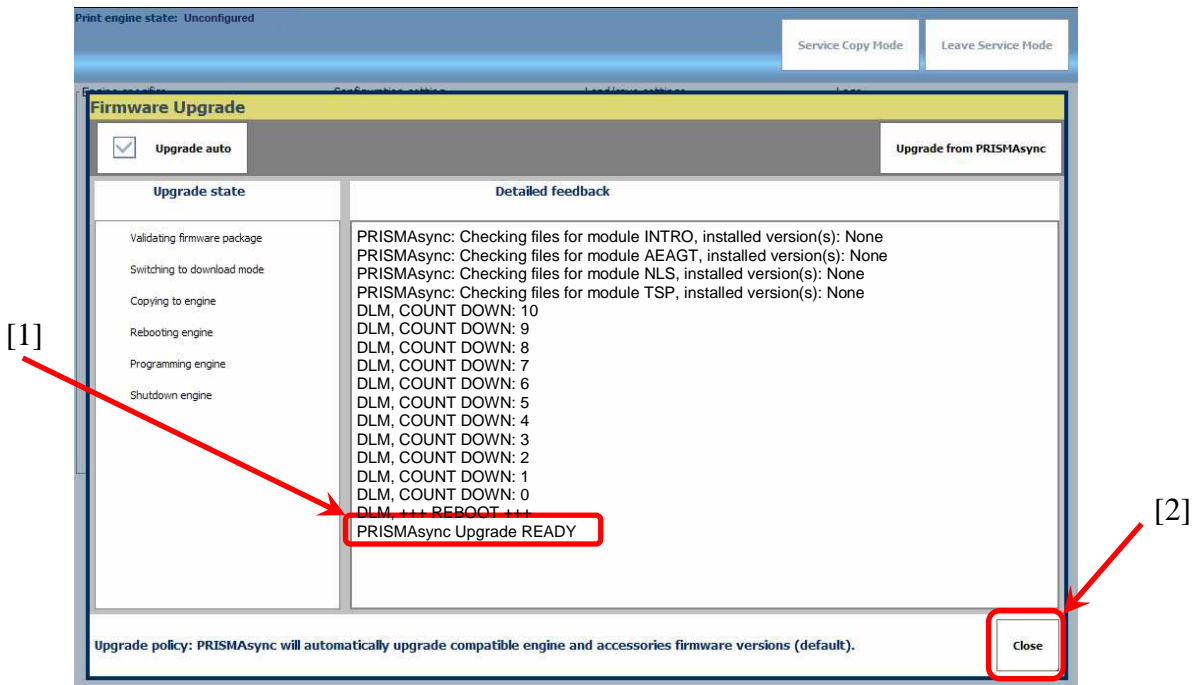
Installing Patches

There are two (2) supported methods to install a Patch:

1. If the Patch resides on a PC/Laptop, the upgrade is done via the Settings Editor.

2. If the Patch is on a USB Stick, the USB Stick is inserted into the PRISMAsync Controller or the Operator Panel and the upgrade is done via the Operator Panel.

How to Install a Patch from a PC via the Settings Editor:

Procedure:

1. Ensure the Patch is installed on your PC/Laptop.

2. In your web browser open the Settings Editor and navigate to the Software Upgrade section (Support>Software).

3. Navigate to the location of the Patch, and select 'Upload'.

4. Select 'OK'.

5. If necessary, repeat the Upload for any other packages.

6. Select 'Start Upgrade' in the Settings Editor.

7. In the next window select 'Start'.

8. Select 'OK'.

9. Restart the PRISMAsync Controller and the Host Engine.

How to Install a Patch with a USB Stick via the Operator Panel:

Procedure:

1. Copy the Patch to a USB Stick.

2. Insert the USB Stick in the USB Port on the PRISMAsync Controller or Operator Panel.

3. In the System section of the Setup Tab, navigate to Local Key Operator Settings>About>Upgrade Software (from USB).

4. Navigate to, and select the Patch file.

5. Select 'Upgrade' on the Operator Panel.

6. When the installation has finished the message "Installation Successful" is displayed.

7. Restart the PRISMAsync Controller and the Host Engine.

What is Trapping?

Trapping is a licensed feature that provides a method to compensate for any unexpected misalignment of the primary colors (C, M, Y and K) in the print Host Engine. Trapping extends the C, M, Y and K lay down in such a way that a small overlap is created to fill the white gap.
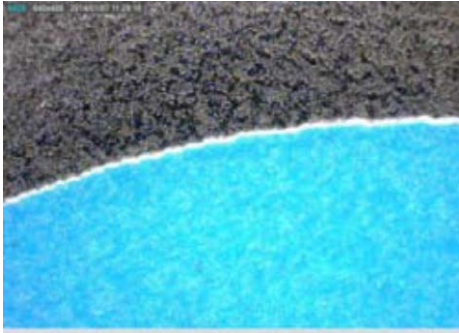
Misaligned	Correct by Trapping

In the example above, the misalignment between Black (K) and Cyan (C) is compensated for by Trapping. As a result, there is a small overlap area that is far less visible and troublesome than a white gap.

When needed, there is one pre-defined setting for Trapping; "Standard". By default Trapping is OFF and no Trapping is performed.

How to use Trapping

Procedure:

1. On the Operator Panel, select a Job.

---
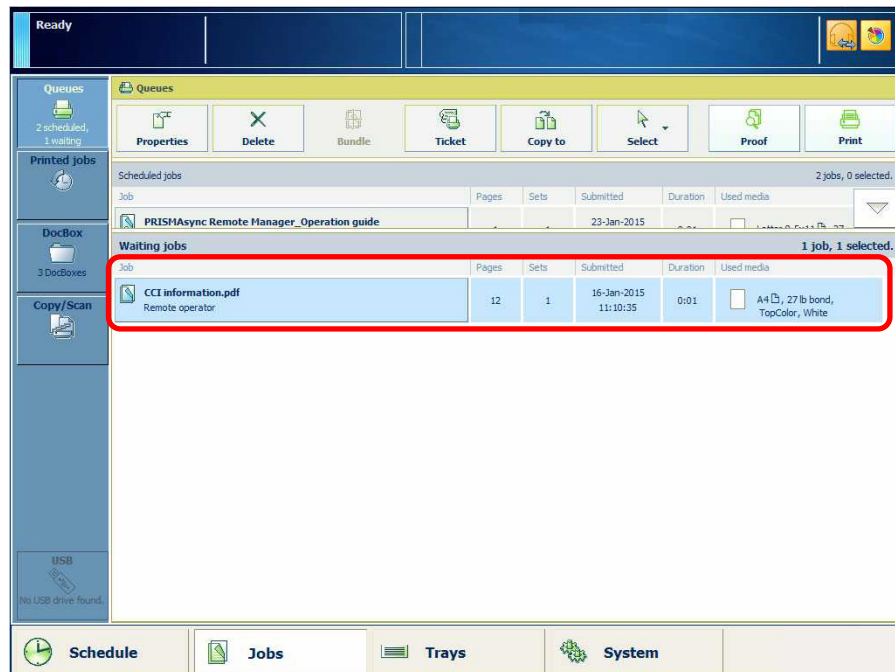
2. Select 'Properties'.
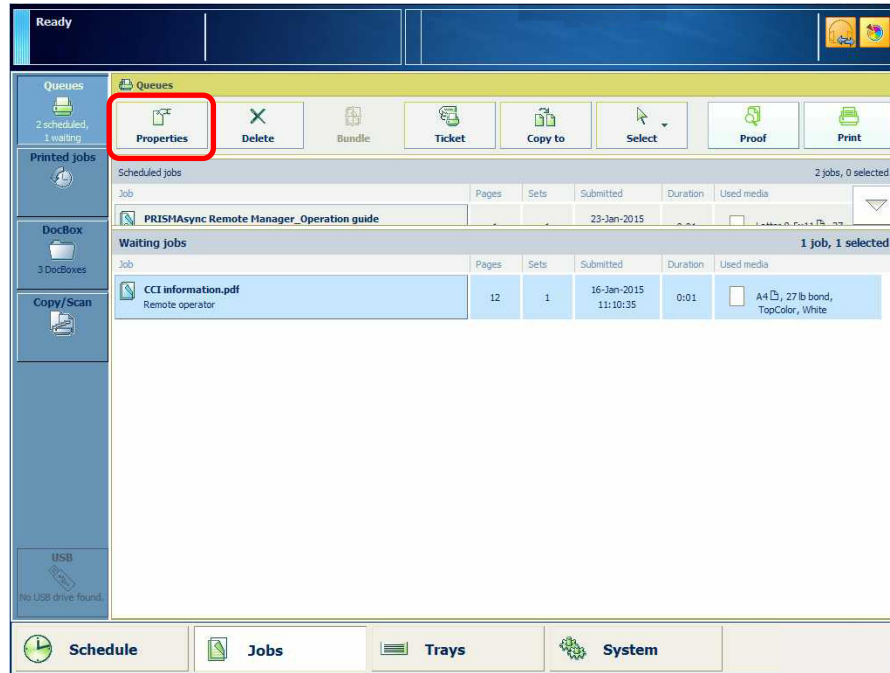
3. Select 'Color/ Black & White'.
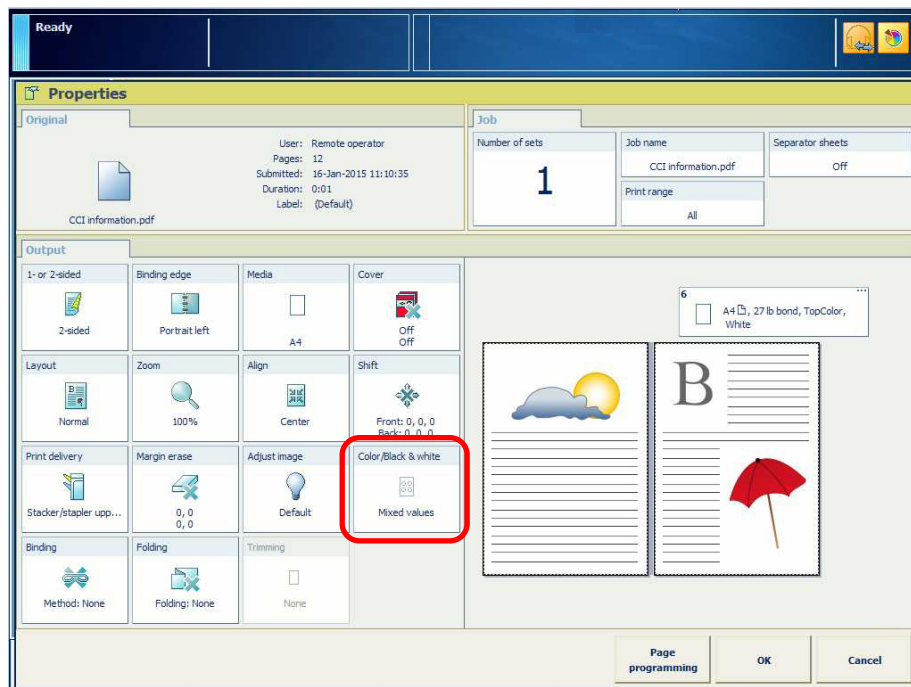
4. In Trapping, select 'Standard'.
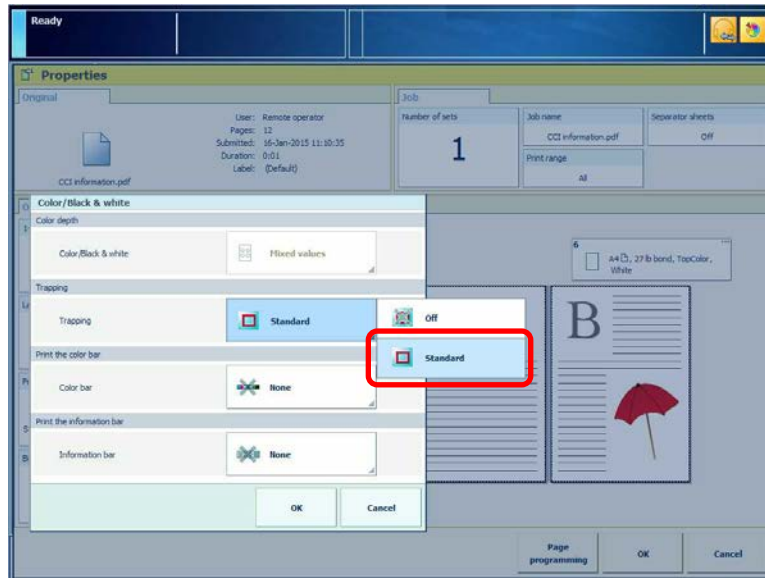
5. Select 'OK' twice. The job will be re-ripped with the Standard Trapping Settings.

How to Create a New Trapping Preset

Procedure:

1. On the Operator Panel, select "System".
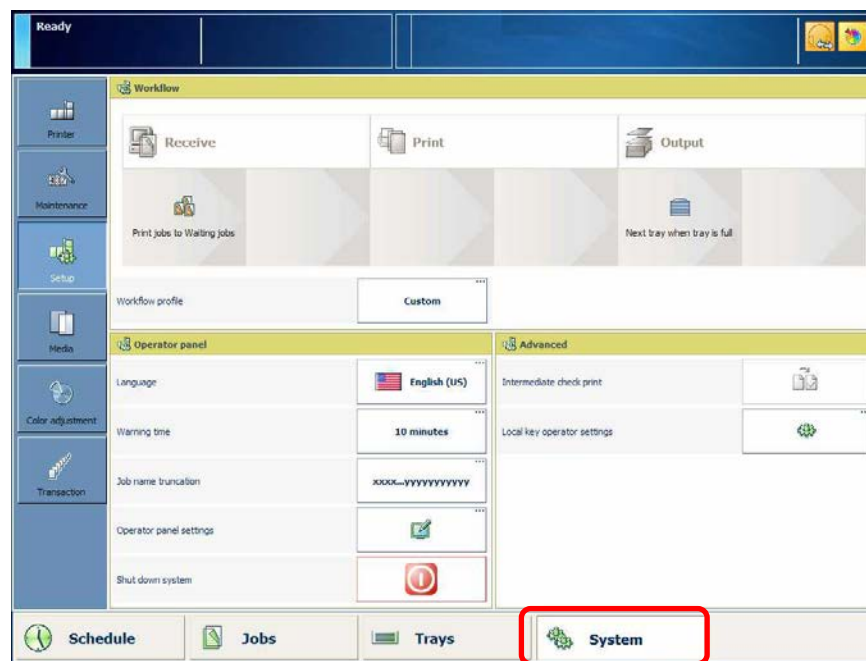
2. Then select "Color Adjustment".
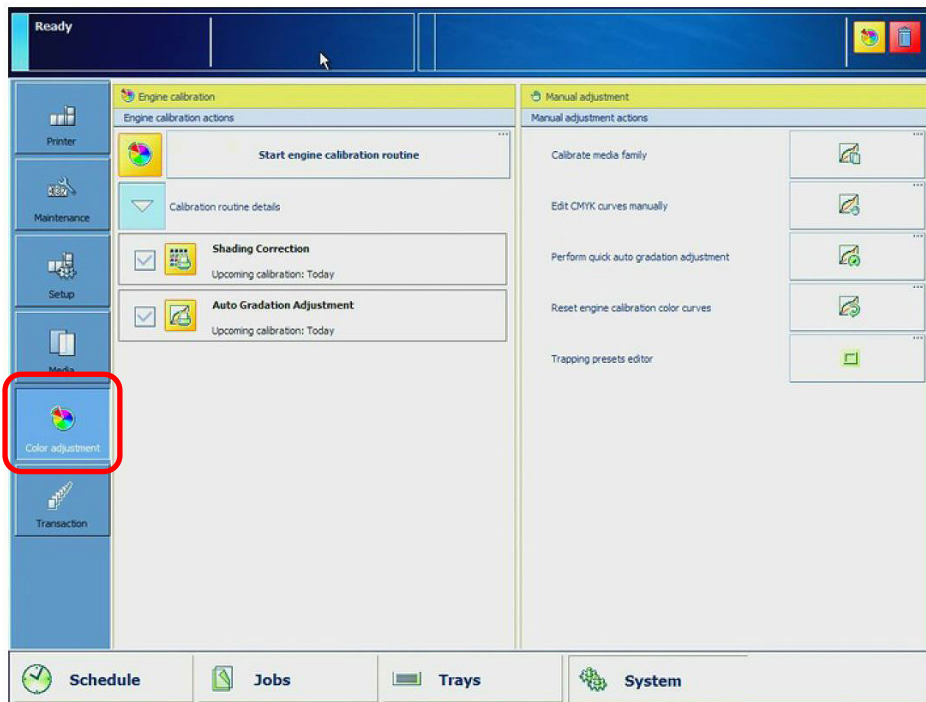
3. On the right-hand side, select "Trapping Preset Editor".
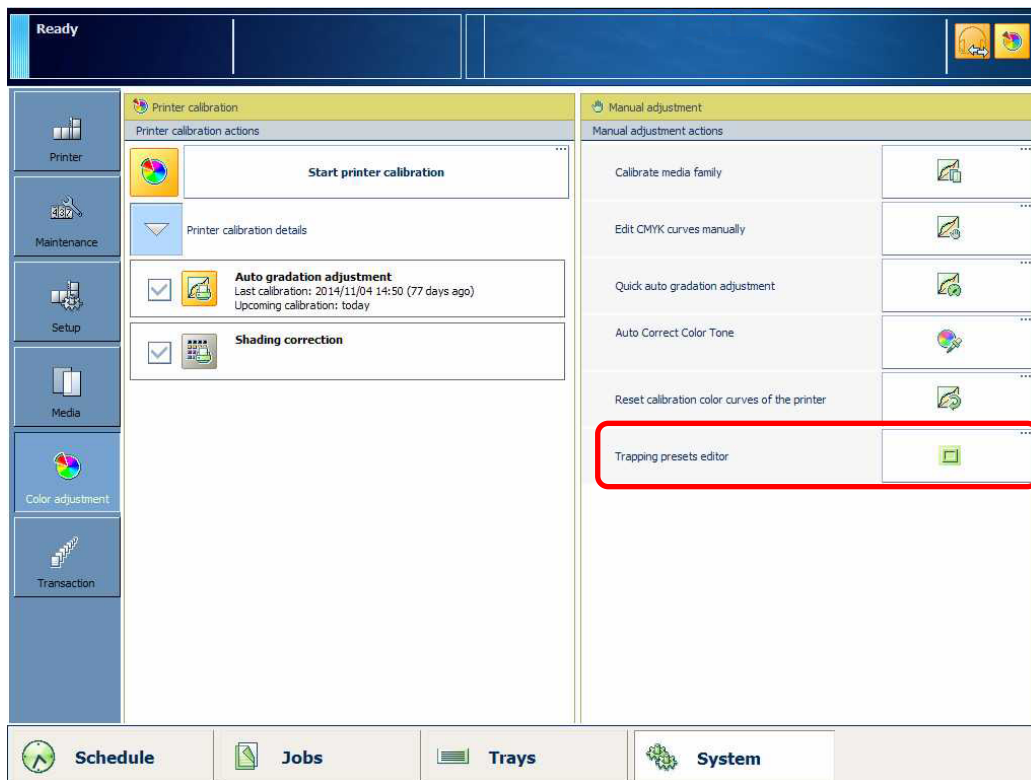
4. The Trapping Preset Editor window appears with the (default) settings.
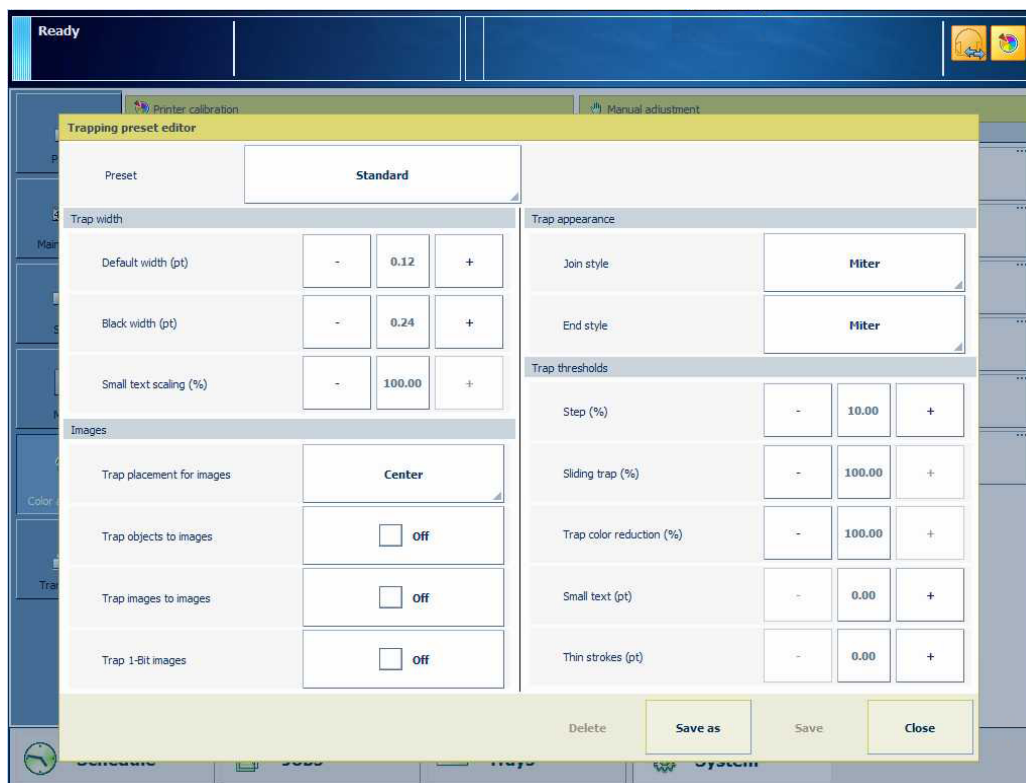
✏ **NOTE:**

These default settings are in line with Adobe Trapping Settings[1].

5. Modify the Settings of your choice.
6. Select 'Save' to save the new Trapping Preset with a Custom Name.

✏ **NOTE:**

1. *The new Trapping Preset is available on the Operator Panel, in the Automated Workflows and in Hotfolders.*
2. *Default width (pt) defines the overlap between the colors C, M, Y and K. The default overlap in the Standard' Trapping Preset is 0.12 pt. The maximum overlap is 6 pt.*

Chapter

2

Model Troubleshooting

This portion of the Technical Connections Seminar material will focus on particular troubleshooting techniques you can use when diagnosing a problem on the PRISMAsync for the imagePRESS C800 Family Devices. Any differences from the imagePRESS C7000VPS Family and the imageRUNNER ADVANCE C9075S Series Devices are pointed out in the Appendix. As discussed with the Digital Solutions Specialist presenting this seminar, remember the important elements of a Troubleshooting Game Plan:

1. *Product Knowledge*

2. *Identify Problem Area(s)*

3. *Have Access To and User Reference Materials*

4. *Have needed tools with proper knowledge of tool use*

5. *Separate Device into subassemblies (identify which subassemblies could or could not affect the issue)*

6. *Test subassemblies to verify fault*

7. *Correct or Replace verified fault*

WHAT'S WRONG WITH THIS PICTURE?

Click here for the answer.

ANSWER: When the Schedule Button is not visible it indicates that the License is not installed.
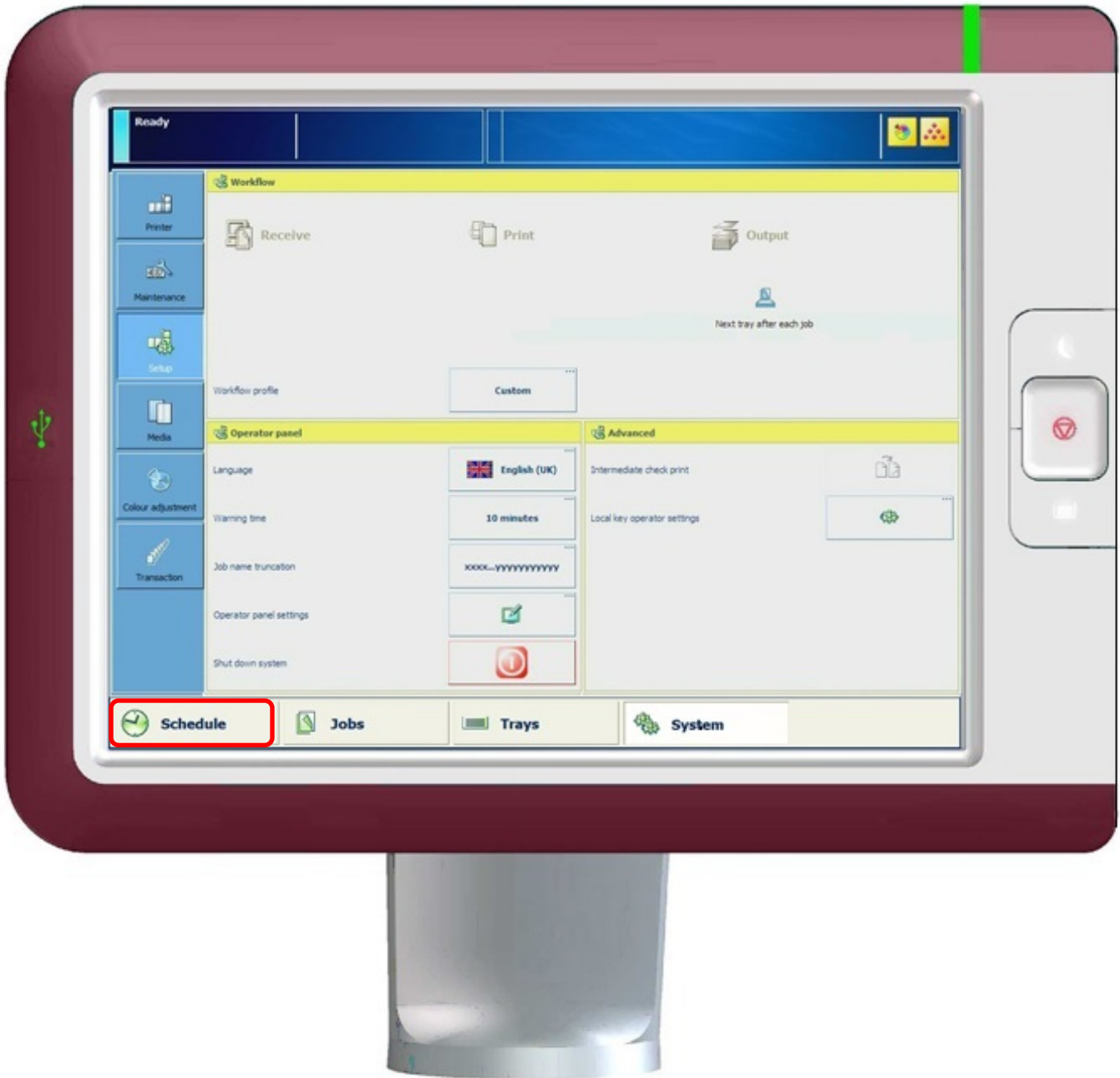
Diagnostic LED's

Network Status LED's:

Next to each Ethernet Connector there are two (2) LED's. These LED's indicate network activity. When data is transferred, the appropriate LED will blink to indicate network activity.
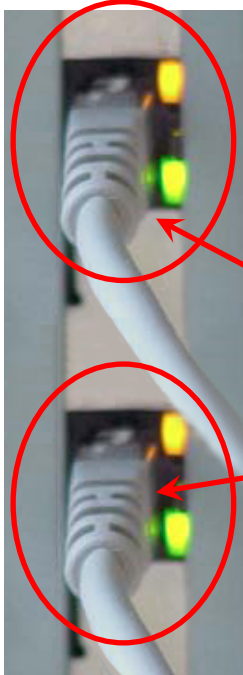
A solid green Network Status LED indicates that the network interface is connected and receiving a signal. If the green LED is flashing, this is an indication of data being sent or received. If there are no lights or the lights are orange or red it indicates the network interface is not receiving a signal, the network interface may be bad, or that a cable is not connected properly.

Upper Ethernet Connector:
The Upper Ethernet Connector indicates Communication between the End Users LAN and the PRISMAsync. If there is no LED activity on the Upper Ethernet Connector, there is no connection to the customer network.

Lower Ethernet Connector:
The Lower Ethernet Connector indicates Communication between the PRISMAsync and the Print Engine. If there is no LED activity on the Lower Ethernet Connector, there is no connection to the between the PRISMAsync and the Print Engine.

➢ **No LED activity on the Upper Ethernet Connector:**

INSPECT!

- The Cables for proper connection to the PRISMAsync and LAN wall outlet.
- Ensure the Cables are not defective.
- Ensure that Normal and Crossover Ethernet Cables are not switched.
- Verify the End Users network is functioning.

➢ **No LED activity on the Lower Ethernet Connector:**

INSPECT!

- The Cables for proper connection to the PRISMAsync and Print Engine.
- Ensure the Cables are not defective.
- Ensure that Normal and Crossover Ethernet Cables are not switched.

LED in the Power Button:

The Power ON/OFF Button on the front side of the PRISMAsync has an LED integrated into the Button.

If the PRISMAsync is switched ON the LED is illuminated in the color blue.

If the LED stays OFF:

INSPECT!

- Does the PRISMAsync switch ON?

  There is probably an open connection in the LED wiring.

- The PRISMAsync cannot be switched ON or OFF.

  There is either a problem with the wiring of the ON/OFF Button or with the Power Supply.

LED's on the AUX Control Board:

On the AUX Control Board, there are four (4) LED's. These LED's indicate the presence of power on the board. All the LED's should be illuminated green. If one (1) of the LED's is OFF, the board will not function.
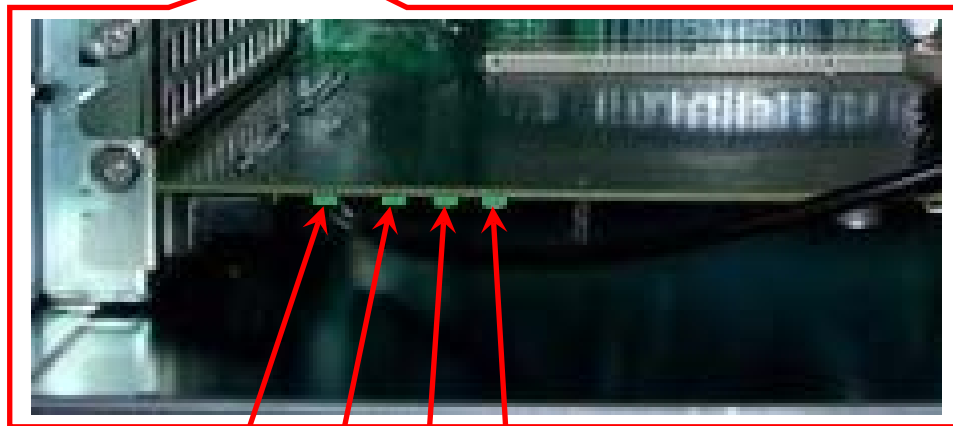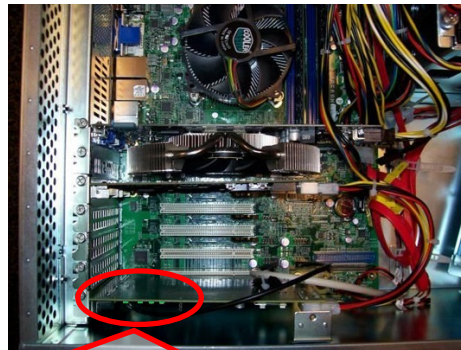
LED 1   LED 2   LED 3   LED 4

If the LED's do not light properly:

INSPECT!

- All Connectors and the Cables (before replacement of the AUX Control Board)

- LED 1 = 3.3 Volts present

- LED 2 = 5 Volts present

- LED 3 = 12 Volts present

- LED 4 = 24 Volts present

NOTE:

The AUX Control Board is mounted upside down in the PRISMAsync, so it might be difficult to inspect the LED's.

LED's on the DDI Control Board:

INSPECT!

The DDI Control Board LED's indicate the workings of the board. The LED's are situated on the bottom side of the DDI Control Board.
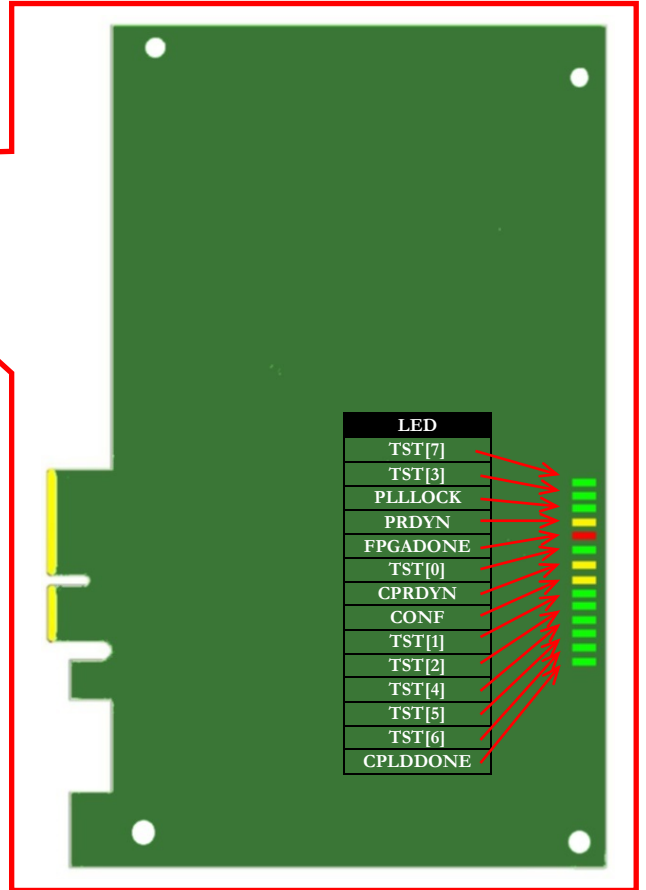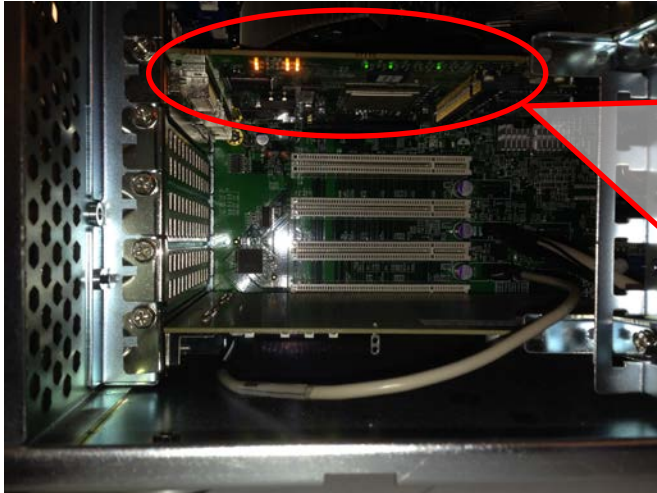
LED	Color	Function
TST[7]	Green	Flashing when PCI Express clock is detected.
TST[3]	Green	OFF when SOFT RST Button Pushed
PLLLOCK	Green	Is ON when clock synchronization between Controller PC and Engine / Test PC was successful.
PRDYN	Yellow	Is OFF when PRDYN is active. Indicating that the Engine / Test PC is ready.
FPGADONE	Red	Is ON as long as the FPGA is not booted successfully
TST[0]	Green	Always ON (PCI Express link status is tied high)
CPRDYN	Yellow	Is OFF when CPRDYN is active. Indicating that the Controller PC is ready.
CONF	Yellow	Is ON, Indicating cable length of 3 m - 5.5 m
TST[1]	Green	Is ON when Serial link between Controller PC and Engine / Test PC is initialized correctly.
TST[2]	Green	ON when DDR is initialized
TST[4]	Green	OFF when HARD RST Button pushed
TST[5]	Green	Always ON
TST[6]	Green	Always ON
CPLDDONE	Green	Is ON when CPLD is powered and programmed

Post Beep Codes

If the PRISMAsync will not start up, or unknown errors (11504[7]) are generated, it is possible for the PRISMAsync Controller to perform internal hardware checks. The result of the hardware check is given by a specific number of beeps during the Boot Process of the system.

LISTEN!

If you are not able to determine the error, reboot the system and listen if Beep Codes are generated during startup.

Post BIOS Beep Codes	
Number of Beeps	**Description**
1	Memory refresh timer error
2	Parity error in base memory (first 64K block)
3	Base memory read/write test error
4	Motherboard timer not operational
5	Processor error
6	8042 Gate A20 test error (cannot switch to protected mode)
7	General exception error (processor exception interrupt error)
8	Display memory error (system video adapter)
9	AMIBIOS ROM checksum error
10	CMOS shutdown register read/write error
11	Cache memory test failed.

Troubleshooting Post BIOS Beep Codes	
Number of Beeps	**Description**
1,2 or 3	Reseat the memory, or replace with known good module
4-7, 9-11	Fatal error indicating a serious problem with the system. Consult your service representative. Before declaring the motherboard beyond all hope, eliminate the possibility of interference by a malfunctioning add-in card. Remove all expansion cards except the video adapter. • If beep codes are generated when all other expansion cards are absent, consult your service representative. • If beep codes are not generated when all other expansion cards are absent, one of the add-in cards is causing the malfunction. Insert the cards back into the system one at a time until the problem happens again. This will reveal the malfunctioning card.
8	If the system video adapter is an add-in card, replace or reseat the video adapter. If the video adapter is an integrated part of the system board, the board may be faulty.

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[7] *An 11504 Error indicates a software error in the PRISMAsync from which it cannot be restored. This can range from a Firmware Mismatch to Print Jobs that cannot be printed.*

Appendix

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imageRUNNER ADVANCE C9075S PRO Family Device Calibration Order

1. Shading Correction (imageRUNNER ADVANCE C9075S PRO)
2. Auto Gradation (imageRUNNER ADVANCE C9075S PRO, Plain, Heavy 1/ Heavy 2, Heavy 3/ Heavy 4)
3. Media Family Calibration (PRISMAsync Controller)

imagePRESS C7010VPS Family Device Calibration Order

1. Shading Correction (imagePRESS C7010VPS)
2. Auto Gradation (imagePRESS C7010VPS)
3. Media Family Calibration (PRISMAsync Controller)

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imagePRESS C800 Family Device Calibration Order

1. Auto Gradation (imagePRESS C800)
2. Shading Correction (imagePRESS C800)
3. Media Family Calibration (PRISMAsync Controller)

CAUTION!
FIRE HAZARD!

Never store anything (Media, USB Keys, or Reports) inside the PRISMAsync Controller!

Updates for Older Controllers

imagePRESS C7000VPS Family Devices with older version PRISMAsync Controllers:

In order to upgrade from v1.2.0.0, v1.3.1.0, or v1.3.4.0 to v2.1.0.0, it is required to first upgrade to v1.4.1.0.

At this time, *a new back-up must be made while the controller is at the v1.4.1.0 level*. The reason for the need to create a back-up at v1.4.1.0 is back-ups made previous to v1.4.1.0 cannot be restored in v2.1.0.0.

IMPORTANT!

Upgrade of the PRISMAsync Controller to v2.1.0.0 is only possible under the subsequent conditions:

Current Version	Update to
v1.2.x.x	v1.4.1.0
v1.3.1.x	v1.4.1.0
v1.3.4.x	v1.4.1.0
v1.4.1.x	v2.1.0.0
v2.1.x.x	v3.1.0.0
v3.1.x.x	v3.2.0.0

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Image Adjustment Execution Frequency

Item	Guideline for Use	Frequency - iPR C800	Frequency - iR-ADVANCE C9200/C7200
Auto Gradation	~ When installed at a user site ~ When notable uneven density occurs ~ When replacing parts related to Image Formation.	Everyday	Everyday
Shading Correction	~ When installed at a user site ~ When notable uneven density occurs ~ When replacing parts related to Image Formation.	When Necessary	Everyday
Auto Correct Color Tone Settings	~ When installed at a user site ~ When notable color displacement occurs ~ When replacing parts related to Image Formation.	When Necessary	This item is not implemented.
Media Family Calibration	~ When installed at a user site ~ When a new Media Family is created. ~ When replacing parts related to Image Formation.	When Necessary	This item is not implemented.

imageRUNNER ADVANCE C9075S Family Devices with older version PRISMAsync Controllers:

IMPORTANT!

Upgrade of the PRISMAsync Controller to v2.1.0.0 is possible under the subsequent conditions:

Current Version	Update to
1.1.x.x	1.2.0.0
v1.2.x.x	v2.1.0.0

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Hansiplast Procedure

Hansiplast is the name of a procedure that is automatically started after three (3) consecutive 11504 crashes of the PRISMAsync Controller as a result of unsuccessful startups (e.g. the software has become corrupt).

An image of the software is present on the PRISMAsync. During the Hansiplast Procedure this image is restored. The restore is equivalent to a new installation of the software and all jobs will be lost. The display will show that Windows is installing. The total procedure will take approximately 45 minutes to complete. After completion the settings will be restored just like when you do a manual restore after a backup.

NOTE:

Do not switch OFF the PRISMAsync during this procedure or you will have to manually reinstall the software.

What to do if Power is Lost While Updating Firmware

 CAUTION!

Never turn OFF the power while the download or write process is in progress. Turning OFF, or loss of power, to the engine or the Laptop, while in the download or write process may result in a failure of Host Engine to start-up properly at power ON. If this occurs, start the Host Engine in Safe Download Mode. When the Host Engine is successfully started in Safe Download Mode, format the BOOTDEV Partition, and retry downloading the System Software.

The Stop Button

Question….

What happens when the Stop Button is pressed once?

The job will stop at the end of the current set.

Question….

What happens when the Stop Button is pressed twice?

The Host Engine will stop as soon as possible.

KNOWN ISSUES!

Description	Workaround
PRISMAsync displays message: "Initializing scanner…"	Shutdown the engine with the main power switch. After it is completely off, switch the engine on again.
Open papertray button on Local User Interface is disabled when one tray is already opened. So you cannot open another tray from the LUI.	Default behavior in software is that it is not allowed to open multiple trays at the same time in one Paper Input Module. Manually (by pressing on the open button on the papertray), you can open all remaining trays (multiple paper trays can be open).
Cannot print on Postcard. LUI shows the messages: "Load B5, 100g/m2, TopColor, White"	None. Postcard as a media-type is not supported.
Error 11573 & E677-0080	Adjusting the system time in the Settings Editor while a job is currently printing can result in these errors. Do not make system time adjustments while printing.
When a trace-file is being created using the Settings Editor, which includes the engine-logging, this will take quite a long time. When the PRISMAsync sleep-timer comes in during the engine-logging creation, this results in a wrong system behavior.	Set sleep-timer value PRISMAsync to a big enough value so it will not expire within engine-logging creation time (for example set it to 60 minutes or bigger).
For the non-quick auto gradation adjustment procedure with internal scanner, if the procedure is started with an almost empty tray and stops because of an out-of-paper situation, the procedure can only be cancelled by turning the engine off and back on again.	It is recommended to never cancel the procedure but simply refill the tray. The procedure will automatically continue.
Scanner media size recognition from glass platen sometimes returns strange detected values.	Manually choose the correct size.
When a user either (a) starts Auto Gradation Adjustment with an empty toner bottle or (b) when the toner in the printer becomes empty during Auto Gradation Adjustment, a hangup situation occurs. On the UI, the empty toner situation is visible through the red empty toner icon on the dashboard and via the red alert light.	For situation (a) the best remedy is to not start the Auto Gradation Adjustment when a toner is empty. First refill the toner with a new toner bottle. For situation (b) the user needs to restart the system (engine/controller), after which the toner can be refilled with a new toner bottle.

PRISMAsync Error Codes

Error Code	Problem	Action
11115	Incorrect installation configuration	Create new [USB] key with system software. Re-install the software
11501	Message "No OS found"	Replace HDDs and re-install system software
11502	Message "HDD2 failure"	Replace HDDs
11504	Software failure	Reboot the system. Check in error history (Service Mode) the description. Contact your Service representative. Also see *11504 Error behavior (R2.1)* on page 125.
11506	Lost logical command connection with engine	Check your Ethernet crossover cable. Reboot the system.
11520	No Logical Command Connection with Print Engine	Check your Ethernet crossover cable. Reboot the system.
11526	Lost Physical Command Connection with Print Engine	Check your Ethernet crossover cable. Reboot the system.
11529	No Physical Connection with On/Off Controller	Check connection between operator panel and PRISMAsync.
11530	Lost Physical Connection with On/Off Controller	Check connection between operator panel and PRISMAsync
11531	SRA error	Reboot the PRISMAsync. Problem with IPDS.
11535	Software failure	Software failure in copier firmware. Reboot the system. Re-install the firmware. If problem persists contact your service representative.
11558	No VGA connection with UI Panel	Check connection between operator panel and PRISMAsync. Check GPU PCB.
11559	No-Lost Physical Connection With UI Panel	Check connection between operator panel and PRISMAsync.
11560	No-Lost Logical Connection with UI Panel	Check connection between operator panel and PRISMAsync.
11561	System error at the printer module. Invalid configuration.	Check the version of the printer firmware. Upgrade to the latest level.
11563	No Logical Connection with On/Off Controller	Reboot the system. Check connection between Operator panel and PRISMAsync
11564	Lost Logical Connection with On/Off Controller	Reboot the system. Check connection between Operator panel and PRISMAsync
11570	Upgrading the touch screen failed	Reboot the system. Check connection between Operator panel and PRISMAsync
11571	Printer Interface board hardware failure	Check the DDI board in the PRISMAsync and the interface board in the copier.
11572	Scanner Interface board hardware failure	Check the interface board of the scanner.

Error Code	Problem	Action
11573	Printer Interface board software failure	Re-install the software of the PRISMAsync
11574	Scanner Interface board software failure	
11575	Engine boot failure	Check LEDs and hardware of engine. This is not a PRISMAsync failure
2259990	Machine recoverable error in copier	Check the description that comes with this code. It describes where in the copier, the error occurred.
2259992	Machine recoverable error in scanner	Check the description that comes with this code. It describes where in the scanner, the error occurred.
2279991	Operator recoverable error in copier	A normal error in the copier, like a paper jam. It also comes with a description to determine where the error occurred.
2279993	Operator recoverable error in scanner	A normal error in the scanner, like a paper jam. It also comes with a description to determine where the error occurred.

QUESTIONS?

Thank you!