Customer Release Notes

Canon imagePRESS Server H300, version 1.0

This document contains important information about this release. Be sure to provide this information to all users before proceeding with the installation.

This document supplements the documentation for the version 1.0 software, and describes new features and updated information.

The term "imagePRESS Server" in this document refers to the Canon imagePRESS Server H300.

Installation

Time Zone on printer control panel

If you do not find the correct time zone when you set it from the printer control panel, use Configure > Fiery Server > Regional Settings > Time Zone.

Changing the server language

When you change the server language from the printer control panel (Tools > Setup > Server > Select language > Server Language) and restart the imagePRESS Server, the monitor attached to your imagePRESS Server may display additional shared printers in the Devices and Printers window, such as several instances of Sequential or Print.

Installing printer driver on Mac OS

If you run the Fiery printer driver Installer.dmg on Mac OS to install a second version of the imagePRESS Server printer driver, you will see a message that the previously installed printer driver will be deleted. If you do not want to remove existing printers, use the Add Printer function on Mac OS instead.

Changing language in Fiery QuickTouch does not change Date, Time, and Regional settings

Changing the language in Fiery QuickTouch does not automatically change the Date, Time, and Regional settings. Change them separately after rebooting.

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Setup

Printing USB Media to Direct queue

When you print with USB Media to Direct queue, the Duplex print option will not be valid.

Changing default settings after a job is processed

If you change any default settings in Configure that affect job properties after a job has been processed and held, you must resubmit the job for processing to apply the new settings.

Status displayed on Fiery Ticker

When you complete a large number of printing jobs, the status displayed on Fiery Ticker may not return to Idle, even if the jobs are completed correctly.

Print status on Fiery Ticker

To confirm the status of the printer on Fiery Ticker, check the printer.

Configuration

User name for SNMP

Use 31 characters or less for a user name for Unsecure and Secure User Username for SNMP. If the user name includes 32 or more characters, you may not be able to acquire or edit MIB (Management Information Base) values.

2-byte characters with MIB objects

Specify 1-byte characters for MIB objects. Specifying 2-byte characters for MIB objects may cause errors.

Disabling Web Services causes problems in displaying Fiery QuickTouch

Disabling Web Services from the printer control panel (Fiery > Tools > Setup > Network > Web Services) causes problems in displaying Fiery QuickTouch.

Print options

ImageViewer Curves information may not be displayed correctly

When you create a Virtual Printer with an ImageViewer Curves setting, this setting may not be displayed correctly in the Virtual Printer information.

Printing a cover page with Same as job

If you use the setting Same as job when you print a cover page, the cover page is printed with the same output paper size, paper source, and media type as the last sheet of the job.

Printing A4 size tab paper

When you print with A4 Tab paper, the imageable area may not be correct. This means that some of the content at the extreme edge of the page may not print fully or correctly.

Specifying smallest paper size for custom size paper

If you specify the custom paper size as the smallest paper size available for the printer, some settings such as finishing options or media type may not be specified.

Virtual printer options

Virtual printer options should be locked to produce the intended effect.

Mixed Paper Size option through virtual printers

You cannot specify mixed paper size feature through a virtual printer. If you want to specify mixed paper size, you need to print from the printer driver or override the print option from Command WorkStation Job Properties.

Setting print options in printer driver and virtual printer

When you specify 2-up and Finishing print options in the printer driver, you will get different output results from when you specify those print options in a virtual printer.

Binding orientation with Gangup style

If 2-sided printing is specified in Fiery Impose and Fiery Compose, the binding orientation specified becomes invalid. The following binding orientation is applied:

- For Portrait job: Long edge binding
- For Landscape job: Short edge binding

Custom Size for Saddle Stitch printing

When you want to print a saddle stitch booklet, and if you want to set the smallest height of 210.0mm, you need to specify 211.0mm in the printer driver or Command WorkStation Job Properties window. Or you can enter a Y value of 210.0mm in Registering Irregular Size on the printer control panel.

1-up Perfect Binder

When printing a booklet cover with the 1-up perfect binder, you must select Edit for Cover Paper Size menu and then select OK after changing the Content Input from Pre-Printed to Front&Back Separately.

1-up Perfect binding job with customizing cover media

When you want to print a 1-up Perfect binding job with custom cover media size, you might get your job cancelled at the printer. In this case, enter the appropriate cover size again.

Insert a blank page for 1-up perfect binding with Right binding edge job

If you want to print 1-up Perfect binding job with Right binding edge, and try to insert a blank page with Mixed Media, the page may not be inserted in correct position.

Maximum printing range

The maximum printing range for certain paper sizes is as follows:

- Maximum printable range: 12.72 inches x 18.69 inches (323.00 mm x 474.6 mm)
- Guaranteed range: 12.44 inches x 18.69 inches (316.00 mm x 474.6 mm)

The maximum printing range for long size papers is as follows:

- Maximum printable range: 12.72 inches x 29.69 inches (323.00 mm x 754.00 mm)
- Guaranteed range: 12.44 inches x 29.69 inches (316.00 mm x 754.00 mm)

Define custom page sizes as follows:

- Width: 3.94 to 13.00 inches (100.00 to 330.20 mm)
- Height: 5.83 to 30.00 inches (148.00 to 762.00 mm)

Note: If you use values outside the range, your job will not print properly. Although some applications provide the custom page size feature, make sure to set up a custom page size from the printer driver. Do not use the custom page size specified from within the application in use. This may cause the imagePRESS Server to specify a regular page size after printing a job, or the maximum or minimum values of the width and height displayed in the printer driver may differ from the values actually used for printing a custom page size job. Instead, enter values greater than the values displayed in the printer driver for the minimum values, and enter lesser values than the values displayed for the maximum values.

Imposed job with saddle stitch

When you print an imposed job with saddle stitch binding, you need to make it an even number of pages.

Printing custom paper size in landscape orientation

If you specify a custom paper size for a landscape job in the printer driver using Media > Mixed media > New Page Range, the specified page range is printed in portrait orientation.

Cover Media from Paper Catalog with Booklet

When you print a document in booklet layout with the Cover > Content input print option set to Pre-Printed, do not select the Cover Media print option using the Select from Paper Catalog option. If you do, your document may not print correctly.

Cover Media with Content Input

When you print documents in booklet layout with the Cover > Content input print option set to Pre-Printed, and also specify Booklet Cover Source to select the tray that contains the cover media, the Cover Media option setting becomes invalid.

Spot Color Matching

When Spot Color Matching is set to On, banding (visible steps between the shades in a color gradient) or bands of color that are missing altogether might result in the printed image. Also, if you print separations, pages might be printed in color, instead of black and white. These undesirable effects depend on the application. As a workaround, set Spot Color Matching to Off.

Resolution print option

When Adobe Illustrator pattern tiles are applied to a large area of a job's object, a part of the object might not print correctly with Resolution set to 1200dpi. In this case, set Resolution to 600dpi.

Enable Halftone Simulation

If you enable the Halftone Simulation print option, unnecessary patterns or moiré patterns may occur. If this happens, click Halftone Simulation from Command WorkStation > Device Center > Color Setup, and change the Angle, Frequency (LPI), and Dot Shape settings. The problem may also be minimized by changing the Resolution print option from the Image icon in the printer driver.

Numbers of copies for offset option with Group

If you set Sorter mode to Group or Group without shift in the Windows XP or Mac OS printer driver, selecting Number of copies for offset has no effect.

Sorter Mode with Stapler

If you select the Stapler Mode print option and set Sorter Mode to Collate without Shift or Group without Shift, the images may shift when your job is printed.

Multiple copies of a variable data job

When you print multiple copies of a variable data job with less than 60 duplex pages or 30 one-sided pages (pages per record x number of records), the first page of the job may take a while to print.

Creating a FreeForm Master with Print as Image from a PDF

When you create a master document with Landscape PDF, the job will not print.

As a workaround, in Adobe Acrobat, use the Print as Image feature to create a FreeForm master. From the application, or in the Windows printer driver on the Document Settings tab, select the Landscape orientation.

Copy Set Numbering with Booklet

When you print a document in booklet layout, specify the Copy Set Numbering print option to ensure that the copy number prints in the right direction.

Paper Size does not include Tab Paper (Letter) on Mac OS X

When you choose File > Page Attributes for Settings > Page Setup, Tab Paper (Letter) does not display as a Paper Size option.

To print the job on Tab Paper (Letter), select the 9 × 11 Envelope option.

Remove white PPT background on Mac OS

The Remove white PPT background and Use master print options have no effect on print jobs created with Microsoft PowerPoint when you select No for Remove white PPT background.

Remove white PPT background overrides from Command WorkStation also have no effect.

To print a job with a FreeForm master, select Yes for Remove white PPT background in the Mac OS printer driver.

Chapter Start Page on 1-up Perfect binding jobs

The Chapter Start Pages option in Mixed Media from the printer driver or Command WorkStation Properties is not supported on 1-up Perfect binding jobs.

Mac OS 10.10 and above printer driver may take up to 10 minutes to reflect media change

Even after you turn Two-Way Communication off and on, a change to media information may take up to 10 minutes to be reflected in the printer driver on Mac OS 10.10 and above, although the change has been made.

Output to an external finisher

When outputting to an external finisher, select Use device setting in Output delivery. If the output is not in the desired order, change the Output delivery setting.

Printing

WSD printing on Windows computers

When sending Microsoft Word jobs to the imagePRESS Server with the WSD (Web Services for Devices) protocol, make sure that firewall settings on the Windows client computer are set to Off in the WSD configuration. For more information, check the documentation for your Windows computer. For more information about WSD printing support on the imagePRESS Server, see *Configuration and Setup*.

PostScript printer driver (Windows)

Options displayed in Microsoft Office print dialog

When you print with the imagePRESS Server printer driver, you need to confirm that Pages per Sheet, Sorter mode, and 2-sided printing options are correct in the imagePRESS Server Printer Properties window. The settings displayed in the Microsoft Office print dialog may not reflect the settings correctly.

General tab in Properties

In the Windows printer driver, Function on the General tab in the Properties dialog box does not appear correctly.

Incorrect Job Log displayed through the Direct connection

Jobs printed to the Direct connection might list the user information as Unknown on the Cover Page. The Job Log window displays the information correctly.

Security Update MS16-087

If you apply the MS16-087 Security Update to a client computer and install the printer driver using Point & Print, you will need to enter the administrator password and click Yes.

PostScript printer driver (Mac OS)

External finisher not recognized

When you install the Mac OS X printer driver and click Options & Supplies to see details of a printer, the information for External finisher is not obtained, and "Not installed" is displayed even if the external finisher is installed.

Specifying page options in Mixed Media from Mac OS X v10.7 or v10.8 printer drivers

Depending on the applications, Define Media for Page(s) in Page/Page Range Media dialog or Page Number in Insert Blank may not be specified from printer drivers on Mac OS X v10.7 or v10.8 computers. If this happens, close and re-open the dialog box to resolve the problem.

Job with mixed paper sizes

A job that includes mixed paper sizes will not be printed correctly from Mac OS.

Custom Page Size jobs with Standard Size paper

On Mac OS X, you cannot print a custom pager size job with standard size paper by specifying the Paper Size print option.

Resident printer fonts on Mac OS X

You can use resident printer fonts only from applications such as QuarkXPress, Adobe Illustrator, Adobe InDesign, or Adobe Acrobat.

Incorrect display of job name and user name sent from Mac OS X

You can monitor, edit, and control print jobs sent to the imagePRESS Server with Command WorkStation. However, job names and user names might be displayed incorrectly, displayed as Unknown, or not displayed at all.

Job View on Mac OS X printer driver

When you set print options from the Mac OS X printer driver, Job View does not display the settings correctly.

Accessing Full Properties in Mac OS X 10.7 and 10.8 printer driver

When you add a printer with a Bonjour connection for the Mac OS X 10.7 and 10.8 printer driver, you cannot access Full Properties in the printer driver. In this case, clear the Two-Way Communication option, or add a printer with the LPD connection.

Typing characters in printer driver on Mac OS X v10.7/v10.8

When you print from some Mac OS X v10.7/v10.8 applications and type characters in text fields under Full Properties in the printer driver, the characters may not be shown. In this case, close and reopen the Full Properties window, and then type the characters again.

Fiery Command WorkStation

Display of Rush Print Jobs

When a Rush Print job is initiated, the progress display of print jobs on the Command WorkStation may not be updated until printing the Rush Print job is complete. If a job is canceled while printing a Rush Print job, the printed pages of the canceled job on the job log display might be different from the actual printed pages.

Changing the Print Range for a processed job

When you re-specify a Print Range for a processed job, the job may not print the correct pages in the range.

Auto Search cannot find server

When you allow Command WorkStation on Mac OS X to search automatically for imagePRESS Server servers, the search may return no results.

Paper size displayed in Command WorkStation

When you set the Brazilian Oficio size of paper in a tray, the paper size information in Command WorkStation is displayed as Legal.

Length of User Name

When assigning users for a User Account in Configure, you can specify up to 64 characters in a user name.

Toner remaining in Consumables section

The toner remaining shown in Consumables section in Command WorkStation may be different from the toner information shown in the printer's Status Monitor/Cancel. Follow the message shown on the printer to replace toner cartridges.

Apply Workflow with server preset

If you select the Apply Workflow feature for your job and specify a server preset, settings such as Tab Text or number of copies may not be properly applied to your job. In this case, open the Job Properties window from Command WorkStation and specify the required server preset. Before printing the job, preview or check if the settings are properly applied to the job.

Job Log cannot be printed

When you print the Job Log from Job Center > Logs > Print > Fiery, you may get a RIP error and cannot print the Job Log if your imagePRESS Server system environment is set to a language other than English. To print the Job Log, specify a local printer or print it from File > Print > Log of Recent Jobs.

Job Log may not be printed correctly

When you print the Job Log from Job Center > Logs > Print > Fiery using Mac OS, the Job Log may not be printed correctly if your imagePRESS Server system environment is set to a language other than English. To print the Job Log, specify a local printer or print it from File > Print > Log of Recent Jobs.

Local Preset name not retained

When you apply a Local Preset to a job, it becomes part of the job but the name of the preset is not retained. When the Server Preset is applied to a job, it becomes part of the job, along with the name of the Server Preset being used.

Changing the connection to printer

When you change the connection to another printer, your held/printed jobs and job logs are deleted from Command WorkStation.

PDF printing including transparencies with APPE

When you print a file including transparency data, such as PDF/X-4, using Adobe PDF print Engine (APPE), it may take longer than usual to print.

Locked settings in Server Presets

You may get imported jobs to Command WorkStation with locked print settings even if you unlock settings in a Server Preset. In this case, print to a virtual printer.

No response from Command WorkStation

When you disconnect and re-connect the imagePRESS Server, Command WorkStation may fail to respond. If you need to disconnect first and then re-connect, wait at least 30 seconds between disconnecting and re-connecting.

Overriding the 4-holes punch print option

To override the Swedish 4-holes punch print option, the language of the imagePRESS Server and Command WorkStation must be the same. If you are using Command WorkStation in English, use UK English on the imagePRESS Server.

RGB source profile setting of Device Link Profiles

If you set the RGB source profile to Apple Standard for a device link profile imported as a RGB profile, the setting will not be saved when it is exported.

Incorrect page count in Job Log

When you specify a Separator Page and number of copies for a print job, pages are counted incorrectly in the Command WorkStation Job Log window. The counter on the printer counts printed pages correctly.

Range option becomes invalid in ImageViewer

The Range option in the Print dialog box may become invalid once the job has been printed from ImageViewer. If you want to specify a print range, set print options from Job Properties instead of ImageViewer.

Job status in Cover Page of imposed VDP job

The job status may not be fully printed on the Cover Page of an imposed VDP job. For items not printed on the Cover Page, refer to the Job Log.

Merged VDP job in ImageViewer

When you merge a VDP job in ImageViewer, the merged job may not be correctly printed.

Print Cover Page with multiple copies

When you specify Yes to the Print Cover Page Setup option and print multiple copies of a job, you may get multiple copies of the cover page, and also the number of pages printed may differ from the number of pages displayed in the Job Log.

CMYK Source Profile default setting

The default setting of CMYK Source Profile may not be appropriate when you first install the imagePRESS Server system software. To set the appropriate settings, use the following procedure.

1. Open Command WorkStation and click Device Center.
2. Proceed to Color Management from Color Setup.
3. Click Factory Defaults and then click Apply.

Specify Normal option for an imposed job

To apply the Rotate 180 option to an imposed job, select Normal in the Layout tab of Job Properties, and then select Rotate 180. Then select Impose mode again, select a template from the Template pull-down menu, or press the Edit Impose Template button to open the Edit window and close it.

Apply Image Enhance custom settings

When you select Apply Image Enhance and a Sharpness setting from the Properties windows, images may become distorted. In this case, clear or adjust the Sharpness setting.

Profile Management on Mac OS X

On Mac OS X, you cannot edit an output profile setting after it has been saved.

Downloading profiles from Spot Colors

From Device Center > Resources tab, if you download a profile from Spot Colors, use only letters A-Z (uppercase or lowercase), numbers, or spaces for the file or folder name of the profile. If the profile name contains other characters, the profile may not be found or correctly downloaded.

Maximum number of characters for profile names

For profile names, you can enter up to 100 one-byte characters.

Incorrect Job Log display

When you print multiple numbers of a VDP job, the number of cover pages displayed in Logs from Job Center in Command WorkStation may be different from the actual number.

Blank Pages in Job Log

In the Command WorkStation Job Log window, blank pages are counted as black-and-white pages.

Red-Eye Correction on Image Enhance

When you change the Red-Eye Correction settings from Command WorkStation > Device Center > Image Enhance > Edit, the setting may not be reflected properly.

Auto button for Levels

When you enable the Auto button for Levels in the Adjustments pane of Image Enhance Visual Editor, the color of the image on the Preview pane may reflect slight changes, but the printed result is affected.

In addition, even if you change the values of Brightness and Contrast while the Auto button is enabled, the Auto button color remains blue. In this case, press the Auto button twice to reset the values to the default settings.

Changing Measurement method and Patch layout settings

If you change both the Measurement method and Patch layout in Command WorkStation > Device Center > Tools > Calibrate > Preferences, only the last settings that you made before pressing Save are retained.

Calibration setting name

If you make a new calibration setting from Command WorkStation > Device Center > Tools > Manage button in Calibrate, choose a short name. If you set a long calibration setting name, the text in the confirmation pane may not fully appear on Windows computers.

Calibration patch layout

The calibration patch set available from the Calibrator preference in Command WorkStation has changed as follows:

- 21 sorted patches
- 21 unsorted patches
- 51 sorted patches
- 51 unsorted patches (default)

Displaying server configuration

If you display General Info or Server Configuration from Device Center > General, it may take several seconds.

Images with Adobe PDF Print Engine option

When you select the Adobe PDF Print Engine Preferred print option (APPE), and set Composite Overprint to On, you may get incorrect output for your image. In this case, clear Adobe PDF Print Engine Preferred option.

Fiery Impose/Fiery Compose

Saving Media information in Fiery Impose templates

The media information that is configured as user-defined paper in Paper Catalog will not be saved in a Fiery Impose template.

Saving Impose templates

Settings in Media dialog box shown by pressing Edit button in Sheet option may not be properly saved in the Impose templates.

Incorrect version information detected during installation procedure

If you try to install Acrobat from PDF Support Application CD to a Windows computer when a different version of Acrobat is already installed, a warning dialog appears during the installation and the version shown is incorrect.

Blank Page Text and Booklet jobs

For Impose, you can only apply the Blank Page Text option to Booklet jobs. You cannot apply it to Gangup jobs.

Changing Layout Orientation in Impose

When you change Layout Orientation in Impose, Staple print options may not be applied correctly. To avoid this, select Process and Hold for the selected job and preview the orientation of the image. Apply the Staple print option to this preview image orientation.

Re-imposing a job

You can re-impose jobs already imposed. However, do not change the Duplex setting when re-imposing a job.

Printer's marks

The location of Printer's marks on the printed job may differ from the location that appears in the Imposition window, depending on the Orientation setting specified in the Sheet area.

Printer's marks of a reprocessed imposed job

The job label date and time is updated when a job is reprocessed.

A4 size documents with a template

In Impose, if you print an A4 size document and apply a template, part of the Job Label may be missing. To avoid this, after you apply the template, select the A4 size again.

Landscape jobs

Depending on the application, you can impose landscape jobs that have both portrait and landscape pages.

Other requirements, constraints, information for using Fiery Impose

The following print option settings specified for the original pre-imposed PostScript or PDF file remain in effect for printing, even after the job is saved as an imposed job:

- Copies
- Paper source

Imposed jobs using 2-up Saddle layout

You cannot print an imposed job using 2-up saddle layout correctly if the Booklet print option is specified.

Merging a job in the Preview window

Merging printed and held jobs that have different resolutions (600 and 1200 dpi) in the Preview window is not supported. To merge jobs with different resolutions, first change the resolution of one job to be the same as the other job.

PitStop tools may not be available with Fiery Impose

When you open the Imposition window, right-click a sheet, and then choose Edit Page from the menu, PitStop tools may not be available. In this case, start Adobe Acrobat first, and then open the Imposition window again.

Mixed paper sizes job with punch and stapler

When you use Fiery Compose to specify punch and stapler options with mixed paper sizes, you need to specify punch and stapler options from Fiery Compose, and then specify mixed paper sizes option from Command WorkStation Job Properties.

Cover Pages in Fiery Compose

In Fiery Compose, when you apply cover pages to single-sided printing for body page, the page order may be incorrect. To avoid this, specify cover pages from Mixed Media.

WebTools

Preview image on Printed Docs tab

The preview image on the Printed Docs tab from the Docs WebTools may not be clear.

Fiery Hot Folders

Using Hot Folders on a MacOS computer

When you use Hot Folders with TIFF/IT-P1 filter, you might get incorrect prints depending on the job setting on a Mac OS computer.

Hot Folders console with multiple hot folders

After changing the application language in Edit > Preferences, when you create multiple hot folders, it may take a long time to shut down the Hot Folders console. Do not restart Hot Folders until the shut down process is complete.

Changing the server name

After you change the imagePRESS Server name, there might be a delay before you can connect to the imagePRESS Server using Fiery Hot Folders.

File name convention with 1-bit TIFF

Follow the file naming convention that you specify, even if you use the 1-bit TIFF filter and select the Extract color information from the file header if not present in file name option.

Cover Media setting in template

When you create more than two templates including the Cover Media setting with Fiery Hot Folders and Fiery Impose, your setting is not retained. You must reset the cover media template when you use it.

Paper Catalog

Printing range for custom paper entry

When you apply a saddle stitch option to custom size media entries in Paper Catalog, specify the printing range as follows:

- Upper limit: 330.30 mm x 487.70 mm
- Lower limit: 210.08 mm x 297.40 mm

Using Custom Paper

When you use Custom size paper entries in Paper Catalog for printing, a printer feature that automatically rotates the image will not be applied to the job. In such case, some Finish settings will become invalid.

Paper Catalog medium size

Paper Catalog works with integer values in PS points. Small variations may occur in mapping of JDF jobs due to rounding of non-integer values.

Paper Catalog entry selected for a job

If a Paper Catalog entry is selected for a job in the Held or Printed list in Command WorkStation, you may be able to edit the entry, but you cannot save it.

Paper Catalog setting on virtual printers

When you create a virtual printer by specifying the Paper Catalog setting, the setting may not be valid.

Mixed Media print options and registered media in Paper Catalog

After configuring a new media entry, if you print a job using the new media for body pages and you specify Insert Blank Pages with a different media (from the Mixed Media print option), the imagePRESS Server may require you to use the same body page media for the blank pages.

Paper Catalog changes from printer control panel

When you register a new paper type or change any attributes of the Paper Catalog database from the printer control panel, you must wait at least one minute for the changes to take effect.

Number of characters for new media

In the New Media window in Paper Catalog, you can enter up to 100 characters in the Name and Description fields.

Import Destinations

When you export Paper Catalog data from the imagePRESS Server, you cannot import it to another imagePRESS Server connected to a different printer model from the one you are currently using.

Fiery JDF

Supported applications

The JDF feature supports only Adobe Acrobat 9, 10, and 11 Professional.

Default JDF setting and action

If you specify a Job action and select Override JDF job with the above settings, and select Use Job settings from virtual printer in Job Submission > JDF Settings from Configure, the specified virtual printer settings become valid and the Job action setting is ignored.

Profile Name when using Fiery JDF

When using JDF, use single-byte characters and numbers only for ICC Profile Name.

Applications

Copies option setting from Acrobat X Pro

When you print a PDF file from Acrobat X Pro and specify the Copies option with printer's properties, it may not be reflected. As a workaround, specify the Copies option from Acrobat X Pro Print dialog box.

Adobe Acrobat 9 on Mac OS X v10.7 and v10.8

With Acrobat 9 on Mac OS X v10.7 and v10.8, PDF is not available as a conversion method for Output file type in Fiery Hot Folders. In this case, upgrade the Acrobat 9 to Acrobat X.

Specifying Pages per Sheet from Adobe Acrobat on Mac OS computers

When you specify the Pages per Sheet print option on the Layout tab in Adobe Acrobat on Mac OS computers, the job will not print correctly. As a workaround, select Copies & Pages, Advance, PostScript Option, Font and Resource Policy, and select Send for Each Page.

Character colors printed from Adobe Acrobat

When you print from Adobe Acrobat, the color of some characters may be erratic. To fix the problem, set the Advanced Smoothing print option to Off.

PDF job with transparencies

When you print a PDF job with transparencies, a black square box may appear in your color image. As a workaround, set the Print Gray using Black Only print option to Off and the Black Text/Graphics option to Normal, and then reprint the job.

Fonts embedded in PDF files

The following CJK fonts must be embedded in PDF files. Otherwise, they will not be correctly printed or will cause a printing error.

- Chinese Simplified
- Chinese Traditional
- Japanese
- Korean

Printing PDF files to Direct connection

Notes and stamps added to PDF files do not print when the PDF files are printed to the Direct connection. To print annotations, stamps, and frame lines added to a PDF file, print the file from Adobe Reader, Adobe Acrobat, or other Acrobat applications.

Printing from Adobe PageMaker or Adobe Illustrator

When printing from page layout applications, such as Adobe PageMaker, or illustration applications, such as Adobe Illustrator, you might see white gaps between the text in the foreground and the image in the background. To remove the gaps, choose On for the Auto Trapping print option.

Registration marks in Quark XPress or Adobe PageMaker

When you specify printer's marks or registration marks in QuarkXPress or PageMaker, the marks might be partially cut off on the output image, even if you select the following options:

- Reduce image to match paper in QuarkXPress.
- Reduce to fit in PageMaker.

If this occurs, adjust the reduction ratio.

Printing custom page size jobs from QuarkXPress or Adobe PageMaker

When printing a custom page size job from QuarkXPress or PageMaker, specify the custom page size from within the application. Note the following:

- Select Transverse when the job is landscape-oriented with respect to the paper feeding direction.
- If the job is portrait-oriented with respect to the paper feeding direction, you cannot use the Stack Bypass.
- The imagePRESS Server might specify a regular page size after printing a job. Enter values greater than the minimum values displayed in the printer driver and less than the maximum values.

Printer Resolution in Output option in Adobe Illustrator

In Adobe Illustrator's Output option, the default setting of Printer Resolution may show as 600dpi, or show an incorrect value. This represents the Color separation set and does not represent the RIP resolution. The Printer Resolution option in Illustrator can be enabled only if you set the Halftone Simulation print option to Application Defined from the Image tab in the imagePRESS Server printer driver. Enter the values for the Frequency and Angle in Illustrator.

Setting Stapler Mode to Adobe InDesign job

For the jobs created using Adobe InDesign, the setting from Basic: Stapler Mode may not be applied and stapled with incorrect stapling position.

Duplex print job in QuarkXPress for Windows

When printing a duplex print job using the Tray Alignment feature, the alignment values specified for Side 2 will be applied to both Side 1 and Side 2.

Stapling for QuarkXPress files on Windows

The stapling position might not be reflected correctly on a QuarkXPress print job. As a workaround, set Rotate 180 to On in the printer driver.

Specify custom page size from Microsoft Word

When you print custom size pages job from Microsoft Word, user-defined custom size paper may not be reflected in the printed job.

1. From the Start button, select Devices and Printers.
2. Choose the imagePRESS Server for which you want to register the custom paper size, and then click Properties.
3. Click the Form tab and select Create a new form.
4. Type the information and click Save Form.

Example of 220mm x 330mm:

- Form name: 22cm x 33cm
- Width: 22cm
- Height: 33cm

Note: Width should be less than the Height regardless of paper direction (SEF/LEF).

5 Page Setting on application
Example of Portrait:

- Orientation: Portrait
- Paper Size: 22cm x 33cm (Width < Height)

6 Fiery driver setting

- Document Size: PS Custom Size (Width < Height)
- Page Size:
  - For LEF paper, Width > Height
  - For SEF paper, Width < Height

7 Click OK.

8 Select Print from the application, and choose the imagePRESS Server from Printer Name. Click Properties for the imagePRESS Server.

9 Click the Media tab in Fiery Printing.

10 Choose the custom paper size that you registered in step 5 on page 20.

Setting Watermark in Microsoft Word

If you choose Background and printed Watermark from the Format menu, and print a job with Watermark specified from Microsoft Word, each character may be printed in different colors. If this occurs, set the Print Gray using Black only (RGB) option to Text/Graphic, or set the Printer's Halftone option to Error diffusion.

Print quality in Microsoft Excel for Windows

To specify print quality in Microsoft Excel for Windows, you can only select 600 dpi for Print quality in Page tab from Page Setup dialog box.

Printing more than one copy in Microsoft Excel for Mac OS X

To print more than one copy, choose Print from the File menu, and specify the Copies setting in the Print dialog box.

PowerPoint document with A4 size

When you print a Microsoft PowerPoint document with A4 size paper, an unnecessary white line appears on your image.

Printing PDF files created from Microsoft PowerPoint

When you convert a PowerPoint file to PDF, or any trimming PDF file from Adobe Acrobat, and print to the imagePRESS Server directly, you may require an incorrect paper size. In this case, change the Paper size from Command WorkStation Job Properties window before printing.

Fiery Graphic Arts Package Premium Edition

ImageViewer Color Adjust

The ImageViewer Color Adjust setting might not be correctly reflected on a print job in the Preview window. However, the job prints in colors adjusted by the Color Adjust setting.

Creating a Control Bar

If you specify a file exceeding 10MB as a custom Color Bar EPS file, Command WorkStation might be disconnected while you are creating a Control Bar with the attached monitor, keyboard, and mouse.

Using Paper Simulation

When you set Paper simulation option to On, you need to set Composite overprint option to On as well.

Printer

Send Booklet with cover to Mail Box

When you send a booklet job with a cover from a printer driver to a printer Mail Box, settings specified from the printer driver may not be reflected in the Mail Box.

When you print the job from the Mail Box, confirm the settings are specified on the job from the Change Print Settings screen of the Mail Box before pressing Start Printing.

Job Log

If you select Group without shift, Cross-Group, or Group in the Sorter Mode option of the Finishing tab in the printer driver, the number of pages in each copy set (Sheet) and number of sets (Copies) appears reversed in the Printer log. The number appearing as the number of pages in each copy set is the number of sets, and vice versa.