



Customer Release Notes

ComColorExpress FS2000C, 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 "FS2000C" in this document refers to the ComColorExpress FS2000C.

Setup

Establishing FS2000C and printer communication

The FS2000C and printer communication is established after the FS2000C starts up and idle, and is connected to the printer. The recommended start up sequence is to turn on the printer first followed by the FS2000C. If the FS2000C is started up first before the printer, then it is recommended to restart the FS2000C after the printer has started up. This ensures the communication is established properly.

If there is any network disconnection or network outage in the environment which disrupts the printer and FS2000C communication, then the FS2000C has to be restarted after the network connectivity is resolved.

Installation

Changing the FS2000C language

After changing the language from a non-English language to English on the FS2000C in Configure, a few settings in the Network and Sharing Center Control Panel, specifically network connections such as Ethernet and Ethernet 2, are displayed in the non-English language.

Restrictions on the server language change

After changing the language from English to another supported language on the FS2000C in Configure, some options, settings, and words remain in English. As a workaround, you must reboot the server twice.



System

Windows 10 Firewall message

The Windows 10 Firewall message is shown continuously on the FS2000C, which requires you to keep closing it. If you tap the message window, then the firewall is enabled and connecting to the FS2000C from other client computers will be blocked. Be sure to close the message window with the close button (X) located in the upper right corner.

The FS2000C has EFI's own firewall, please ignore Windows message in regard to the firewall and make sure Windows Firewall is not turned on at any time.

Download as Softfont as the system default

For the Download as Softfont option to take effect as the system default, you must access the printer driver once from the Devices and Printers Control Panel since the Fiery PS Driver plug-in modifies Microsoft PS core printer driver defaults in this workflow.

To modify the defaults correctly, click Apply in the PS printer driver window after installation, then the setting will take effect until the printer driver is uninstalled. This is a prerequisite for custom defaults to work correctly.

Fiery applications support on localized languages

The language of the client locale (OS) should be the same as the language of the FS2000C printer driver or Fiery application installed on the client computer.

Printer driver

Unavailable Output tray options are shown in the Fiery Driver for Mac OS

If a specific output tray is not connected to the printer, the corresponding Output tray print option settings are not grayed out by default in the Fiery Driver for Mac OS. If a setting is selected, a constraint message is shown.

Sheet count in Job Log

The sheet count will be incorrect in the Job Log for Mixed media duplex jobs.

Booklet jobs with top binding

When the FS2000C prints a duplexed top binding job that includes a cover page, the back side of the cover page is printed as duplexed top-top output. This is expected behavior when printing a booklet with top binding and a cover page.

Document size vs. Paper size on the FS2000C

The FS2000C will override the Document size setting in the original job and print on the Paper size selected in the printer driver or Command WorkStation Job Properties.

Printing jobs with Microsoft Word

When you print a Microsoft Word document using the Fiery Driver, the Fiery Driver Document size print option settings will be overridden by the Microsoft Word Document size print option settings.

Mac OS X printer driver and IPv6 support

The Fiery Driver for Mac OS X does not support IPv6.

Enable enhanced FreeForm option in the VDP tab of printer driver

The Enable enhanced FreeForm print option is not available from the VDP tab of the Fiery Driver for Mac OS. The Enable enhanced FreeForm print option is available in the Job Properties window of Command WorkStation.

Printing

Job information details displayed on the printer do not match the FS2000C

The printed job information details displayed on the printer are different than the information displayed on the FS2000C.

PCL Test Page and PCL Font List page are not printing in the respective language of the operating system

The PCL Test Page and PCL Font List page print in English for some non-English languages.

Printing slip sheets with output delivery specified

When you print a job with slip sheets and select one of the settings for the Output delivery print option, the slip sheet should be defined per the output delivery specified.

Test Page prints on Letter instead of A4 from International (EU) printer driver

When you install the International (EU) printer driver on the client computer and print the Test Page to test the installation of the printer driver, the default paper size shows Letter LEF instead of A4 LEF as set in the Printing Preferences dialog box of the printer driver. As a workaround, select Printer's default for the Paper size print option on the Media tab of the printer driver and then reprint the Test Page.

Slip sheets for N-copies

When the Slip sheet print option is turned on, it cannot be printed because the FS2000C cannot support slip sheets for multiple copies. A constraint dialog box is displayed on the FS2000C.

Long edge feed (LEF) and short edge feed (SEF) images are not printed on the correct paper size

Due to a limitation on the printer, the printer is not able to print LEF/SEF images on the correct paper size. If the image rotation setting is not set to Auto and if it is not aligned with the paper loaded in the tray, the printer displays a load paper message. If the image rotation setting is set to Auto, the image is rotated to match the paper feed direction of the selected tray.

Slip sheet is not printed on the requested paper size

The slip sheet does not print on the paper size specified when the paper source is the same for both the main job and slip sheet. Paper size mismatch and Media type mismatch will be ignored if a particular input tray is specified.

Copy numbering fails to print on VDP jobs

The Copy numbering feature does not print on variable data printing (VDP) jobs. The feature works only for PS and PDF jobs.

Remaining ink message displayed in Command WorkStation shows incorrect information

When a specific color of ink is completely gone, the message shown on the printer control panel is correct but the message displayed in Command WorkStation is showing a low percentage, for example 9%, instead of showing 0%.

Printing jobs with a cover page

When you print jobs with a cover page and Auto tray select or Top tray is specified for the Output tray print option, the following types of jobs will not print:

- Z-fold jobs with a cover page.
- Z-fold mixed size jobs with a cover page.
- Mixed media jobs with a cover page.

As a workaround, select a specific tray for the Output tray print option.

Supported Z-fold mixed size page combinations

The FS2000C supports the following Z-fold mixed paper size combinations:

- A3 SEF and A4 LEF
- B4 and B5 LEF
- Tabloid(Ledger) SEF and Letter LEF
- 8K SEF and 16K LEF

Supported binding edges with Z-fold fold style

Portrait Z-fold jobs with SEF paper and the Z-fold mixed size print option selected can be bound along the top edge. Left and right edge binding are not supported.

Landscape Z-fold jobs with SEF paper and the Z-fold mixed size print option selected cannot be bound on the top edge, only left and right edge binding are supported.

Printing Z-fold jobs

When you print Z-fold jobs in either portrait or landscape orientation with the Raw Protocol on Windows client computers, it may take more than two minutes to print such that printing subsequent jobs will be delayed. As a workaround, print jobs with the LPR Protocol.

Change setting options in Thumbnail view on the printer

If you change the settings in Thumbnail view on the printer, you must press the Start key to apply the changes.

Custom paper size handling with metric settings

When the custom paper size metric settings are changed on the printer control panel, the same settings will not be reflected in the Fiery Driver. The Fiery Driver metric settings are based on the client computer locale. If you want to match the settings on the printer, you need to change the settings manually in Command WorkStation and then print the job from Command WorkStation.

Printing with the default Duplex_staple server preset

The server preset, Duplex_staple, is not supported for FS2000C. If you print a job with this preset from Command WorkStation, the job prints without a staple.

Printing a job with the Collate: Group and Copy numbering options

When a job is printed with the Collate: Group and Copy numbering options, the number of copies printed is correct such that the job is printed as Collate: Sort.

Printing landscape 1-up Perfect booklet jobs

When you print a landscape 1-up Perfect booklet job, you need to specify Top Binding for the binding method to achieve the correct rotation in the output.

Printing 1-up Perfect booklet jobs with Chapter Start

The FS2000C does not support printing a 1-up Perfect booklet job with more than one finishing set. A finishing set is determined by the Chapter Start setting for the Mixed media print option on the Media tab of the printer driver and the Job Properties window in Command WorkStation. In this mode, you can encounter a paper jam due to the specification of printer for 1-up Perfect bind jobs.

Printing slip sheets between jobs

To select multiple jobs in the Held or Printed list in Command WorkStation for the FS2000C, use Shift-click, Ctrl-click (on Windows), or Cmd-click (on Mac OS X); then click Properties. After the multiple jobs have opened, specifying a value in the Job Properties window in Command WorkStation applies it to all jobs by default.

To achieve adding slip sheets "between jobs", for the Slip sheet print option on the Finishing tab in the Job Properties window in Command WorkStation, specify Every is set to 1 and select Sets from the drop-down menu.

The workaround is valid only if all the jobs have one copy. If the jobs have more than one copy, then the slip sheet will be printed for every copy.

Printing a job with a slip sheet

When a job is printed with Letter LEF and a Letter SEF slip sheet, or any combination of LEF and SEF paper sizes, to a specified tray, the job will be cropped.

Using the Halftone mode print option High speed setting

When the High speed setting for the Halftone mode print option is selected, jobs are processed at 300 dpi.

The following features cannot be used along with the High speed setting:

- Draft mode
- Monochrome printing
- Max ink volume

Max ink volume for Self-sealing form media

The Max ink volume for Self-sealing form media type can be achieved by selecting the CMY profile in Expert Settings on the Color tab of the Job Properties window.

Printing 1-up Perfect booklets with a cover sheet

When you print a 1-up Perfect booklet with right binding and a cover sheet, the images on the front and back sides of the cover sheet will be misaligned when the cover size is more than the body size. This does not occur when printing a 1-up Perfect booklet with left binding and a cover sheet.

As a workaround, use the Cover Position print option for 1-up Perfect binding on the Layout tab in the printer driver and the Job Properties window in Command WorkStation to adjust the cover page. For example, if the cover page is 40 mm more than double the body size, set the Cover Position value to 40 mm to shift the image on cover page.

Secure Erase jobs displayed on the printer control panel

Jobs that are printed with the Secure Erase feature turned on are displayed in the Finished tab on the printer control panel since Secure Erase is a Fiery only feature, such that the jobs are erased from the FS2000C hard disk. If you want to print a secure job, it is recommended that you use the Secure print option in the printer driver or print to the Direct connection to avoid having jobs show on the printer control panel.

Fiery Command WorkStation

Command WorkStation consumables information does not match between Guest and Administrator users

When you are logged on as a Guest user or Admin user to Command WorkStation, the consumables information shown is not the same between the logon accounts.

Printing Form A, Form B, and Form C with Mail making

Form A, Form B, and Form C can be printed only when the Mail making print option is turned on and when the Wrapping envelope finisher is installed on the printer. This feature allows you to create a mail job and send it in the form of an envelope.

Printing queue progress bar shows incorrect sheet and copy information for Copy numbering jobs

Sheet information and copy information are shown incorrectly on the Printing queue progress bar for when printing with the Copy numbering watermark for jobs. As a workaround, view the Preview or Job Log for the correct number of pages printed.

Previewing multiple copies with the Copy numbering option

When a job with multiple copies and the Copy numbering option is turned on, the image is rotated 180 degrees after the first copy is shown in the job preview window. The job prints correctly.

Specialty Colors tab is seen in Command WorkStation Device Center

The Specialty Colors tab option can show up in Command WorkStation Device Center to indicate the support for the fifth color ink on the FS2000C. This is the Fiery application's design for toner-based products. For inkjet products, the Specialty Colors tab in Command WorkStation will not offer any functionality.

Unable to start Configure from Command WorkStation or WebTools

Configure requires printer related information to be loaded before it starts. Configure should be started after the connection between the FS2000C and the printer is established.

Fiery Impose

Print on inside of cover fails to print from an imposed VDP job

When you print on the inside of a cover for an imposed VDP job, the inside cover page does not print.

Fiery Ticker

Fiery Ticker limitation

Fiery Ticker displays the print time remaining for the jobs that are waiting to be printed on the printer. The value is set by the FS2000C and is displayed in seconds. Fiery Ticker converts the value from seconds to an appropriate display time like minutes, hours or days. The calculation for the remaining time is based on the "total sheets" divided by the average number of "total sheets printed" event. For the process and print scenario (where many sheets are being processed), the "total sheets" is not final, therefore the calculation shown is inaccurate in Fiery Ticker.

PrintMe

PrintMe displays the CMYK+ color option

When PrintMe is connected to a FS2000C gray system, the CMYK+ print option is displayed for a selected job. The CMYK+ option should not be shown on a gray system. There is not any difference when a job is printed with color and CMYK+ print option.

Scanning

Fiery scan behavior when the printer is in sleep mode

When the printer is in sleep mode (low power mode) and you perform a scan on the FS2000C, the scan will fail with a "Scan failed" message. This is expected behavior for the printer and per its specification.

Scan JPEG data as black-and-white

When you scan from the FS2000C and save the scan as JPEG, you must select Color or Grayscale for the Color mode since Black & White mode with JPEG will result with a scan failed message. JPEG is supported only on 8-bit color systems.

Scanning from Fiery Remote Scan when the printer is busy

If the scanner on the printer is busy, then scan requests from Fiery Remote Scan will fail with scan failed message.

Prerequisite to start and stop Fiery Scan

To initiate the scan process, you must be at the Home screen on the printer control panel or use FS2000C WebTools. The scanning operation can be stopped by pressing the Stop button on the printer.

Scanning a job when the printer is in sleep mode

When you use Fiery Scan, make sure the printer is not in sleep mode. To wake up the printer for scanning, open the platen cover on the scanner.

Scanned jobs from WebTools or Fiery Remote Scan with paper size set to Auto

When scanning jobs, the printer expects the scan paper size to match the mm or inch unit settings on the printer control panel. If a paper size, in mm, is scanned when inches is set on the printer control panel, the scanned job that was saved would be incorrect. This applies also to scanning a paper size, in inches, when mm is set on the printer control panel.

WebTools

Security certificate

When you access WebTools or the Fiery Setup Wizard, a security certificate error occurs. A common security certificate that works for all network environments cannot be installed on the FS2000C, which results in the certificate error. This is expected behavior. You can safely continue and proceed with your work.

Other applications

Printing from Adobe Acrobat 11 and Adobe Reader 11

If you select the Choose paper source by PDF page size check box in the Print dialog box of Adobe Acrobat 11 or Adobe Reader 11, and then print landscape documents, the print area of the pages for the second page onwards may be reduced in size. As a workaround, clear the Choose paper source by PDF page size check box, and then print the job.

Mixed media job in Adobe Acrobat for Mac OS

Mixed page size documents are not printed correctly from Adobe Acrobat for Mac OS because of issues with large page sizes and orientation. To print the job correctly, print from Command WorkStation or the Windows printer driver.

Mixed media job in Microsoft Word for Mac OS

Mixed page size documents are not printed correctly from Microsoft Word for Mac OS because of issues with large page sizes and orientation. To print the job correctly, print from Command WorkStation or the Windows printer driver.

