Xerox DigiPath Production Software

Customer Software Release Supplement

701P41346

Version 4.1

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1. Introduction

Overview

This *Customer Software Release Supplement (CSRS)* is issued with DigiPath 4.1 to provide customers with DigiPath information specific to this release of software. This document is a true supplement to the Customer Software Release Document (CSRD) which was issued with DigiPath 4.0, and should be read in conjunction with that document. This is the only customer documentation issued with DigiPath 4.1 software.

In this introductory chapter you will find a software compatibility matrix for DigiPath 4.1 and a list of production printers supported for use with DigiPath 4.1. In the following chapters you will learn about what is new in DigiPath 4.1, updates that have been made to your DigiPath documentation and about Hints and Tips which apply in this software version.

Hardware components

This section contains the required hardware components for the DigiPath 4.1 workstation and server configurations.

DigiPath 4.1 workstation platform

Table 1-1 lists the required hardware components for the workstation platform of the following DigiPath workstation configurations:

*   DigiPath Xpress

*   DigiPath Professional Document Scan and Makeready

Table 1-1. Workstation platform required hardware components

Digipath 4.1 workstation platform	Description
Dell Precision 650	The DigiPath 4.1 workstation platform consists of: • 2.8 GHz Intel Xeon P4-Class CPU • 1 GB of memory • Dual 120 GB ATA-100 7200 RPM Hard Disks • AGP Graphics Slot w/Nvidia Quadro FX500 64 MB Graphics Controller • Adaptec Dual Port 39160 SCSI Adapter Card • TR5 10/20 GB Tape Drive • V90 56K PCI Modem • 1.44 MB Floppy Disk • 48x/24x/48x CD-RW • 10Base/T-100/1.0 GB Base-TX Network Controller • 5 PCI Slots (3* PCIx 64b/100 MHz, 2 * 32b/33 MHz) • Microsoft Windows XP Professional operating system • Microsoft Internet Explorer
Dell P1130 21 inch monitor	DigiPath 4.1 supports the 21 inch color monitor.

DigiPath 4.1 server platform

Table 1-2 lists the required hardware components for the server platform of the following DigiPath Professional server configurations:

- Document Library server
- Web Services server

Table 1-2. Server platform required hardware components

Digipath 4.1 server platform	Description
Compaq W8000	The DigiPath Professional server platform consists of: • Dual 2.2 GHz Intel Xeon P4-Class CPUs • 1.5 GB of memory • Dual 18 GB 15K RPM SCSI Hard Disks • AGP Graphics Slot w/Nvidia Quadro 2EX Graphics Controller • TR5 10/20 GB Tape Drive • V90 56K PCI Modem • 1.44 MB Floppy Disk • 48x CD-ROM • Integrated Intel PRO/100+ Management Adapter • 6 PCI Slots (2* PCIx 64b/66 MHZ, 4 * 32b/ 33 MHz) • Microsoft Windows Server 2003 Server Standard Edition operating system • Microsoft Internet Explorer
Compaq P1220 21 inch monitor	The DigiPath Professional supports the 21 inch color monitor.

Print server compatibility matrix

NOTE: This table of supported production printers replaces the table of supported production printers on page 1-15 of the DigiPath Production Software Customer Software Release Document, Version 4.0

This section provides a list of supported production printers, local printers, updated print paths for DigiPath 4.1, and compatible printers supported with DigiPath 4.1.

Supported production printers

Table 1 lists the supported production printers for use with DigiPath 4.1.

NOTE: The following abbreviations represent different DigiPath applications:

- *DL — Document Library*
- *DSM — Document Scan and Makeready*
- *QP — Quick Print*
- *S&P — Scan and Print*
- *WS — DigiPath Web Services*

Table 1. Supported production printers

Printer	Configuration/Revision Level	DigiPath Application
DocuTech / DocuPrint 65	DocuSP 2.0 (TCP/IP) (Netware) DocuSP 2.1 (TCP/IP) (Netware)	DL, DSM, QP, S&P, WS
DocuTech / DocuPrint 75	DocuSP 3.7 (TCP/IP) (Netware) DocuSP 3.8 (TCP/IP) (Netware)	DL, DSM, QP, S&P, WS
DocuTech / DocuPrint 90	DocuSP 3.7 (TCP/IP) (Netware) DocuSP 3.8 (TCP/IP) (Netware)	DL, DSM, QP, S&P, WS
DocuStation DP 301	Print Services 1.x (TCP/IP)	DL, DSM, QP, S&P
DocuTech 135	Network Server (TCP/IP) (Netware) Network Server J 1.4.0 (TCP/IP) NS Plus 2.1 (TCP/IP) NS+ Server Series 4.x (TCP/IP)	DL, DSM, QP, S&P, WS
DocuTech Publisher — 6100 6115 6135 6155 6180	DocuSP 3.7 (TCP/IP) (Netware) DocuSP 3.8 (TCP/IP) (Netware) DocuSP 1.4J (TCP/IP) (Netware) for 6135/ 6180 only	DL, DSM, QP, S&P, WS
Xerox DocuTech 100/120 C/P	DocuSP Server 4.0 (TCP/IP) (Netware)	DL, DSM, QP, S&P, WS
DocuPrint with NPS server DocuPrint 92C DocuPrint 96 DocuPrint 180 DocuPrint 4050 DocuPrint 4090 DocuPrint 4635 DocuPrint 4850 DocuPrint 4890	DocuPrint Server (TCP/IP) (Netware)	DL, DSM, QP, S&P, WS
DocuPrint with DocuSP DocuPrint 100 DocuPrint 115 DocuPrint 135 DocuPrint 155 DocuPrint 180	DocuSP 3.7 (TCP/IP) (Netware) DocuSP 3.8 (TCP/IP) (Netware)	DL, DSM, QP, S&P, WS

Table 1. Supported production printers

Printer	Configuration/Revision Level	DigiPath Application
DocuPrint Continuous Feed DocuPrint 350/700 DocuPrint 500/1000 DocuPrint 425/850 — DocuSP 3.8 only	DocuSP 3.7 (TCP/IP) DocuSP 3.8 (TCP/IP)	DL, DSM, QP, S&P, WS
EX2101	EFI V2.0 (TCP/IP)	DL, DSM, QP, S&P, WS
DocuColor 2045/2060	EFI (TCP/IP) CSX2000 V2.0 (TCP/IP) DocuSP 3.7 (TCP/IP) (Netware) DocuSP 3.8 (TCP/IP) (Netware)	DL, DSM, QP, S&P, WS
Document Centre — 220/230/240/255/265 Document Centre — 332/340 Document Centre — 420/432/440/460/470/480/490	TCP/IP	DL, DSM, QP, S&P, WS
DocuColor 6060	DocuSP Server 3.8 (TCP/IP) (Netware) EXP6000 V2.0 (TCP/IP) CXP6000 V3.0 (TCP/IP)	DL, DSM, QP, S&P, WS
DocuColor 5252	DocuSP Server 3.8 (TCP/IP) (Netware) CXP6000 V3.0 (TCP/IP) EFI Server 1.21A (TCP/IP)	DL, DSM, QP, S&P, WS
DocuColor iGen3	Creo Spire Server (TCP/IP) DocuSP Server 3.8 (TCP/IP) (Netware)	DL, DSM, QP, S&P, WS
Generic PostScript Printer	TCP/IP	DL, DSM, QP, S&P, WS
Extended Connectivity Print Job Manager (EC-PJM)	EC-PJM 1.3 EC-PJM 2.0	DL, DSM, QP, S&P, WS
Xerox DocuJob Converter	XDJC 2.1	DL, DSM, QP, S&P

NOTE: Novell Netware configurations do not support RDO printing, except for legacy Network Server to DocuTech 135.

Compatible printers supported with DigiPath 4.1

Table 2 lists the compatible printers that are supported with DigiPath 4.1 and the supported print path to use.

Table 2. Compatible printers

Compatible printer / DFE	Supported print path to use
DocuColor 12 with EFI	DocuColor 2060:EFI

2. New features

Overview

This section describes the new features and functionality of the DigiPath 4.1 Production Software.

Software

This section introduces new software that is supported by DigiPath 4.1.

Hummingbird NFS Maestro Server

Hummingbird NFS Maestro Server 8.0 software is now provided along with the Hummingbird NFS Maestro Client software to support VIPP workflows.

Contact your Xerox Representative for more information on Hummingbird NFS Maestro software.

Standalone Quick Print

The Quick Print application is now available as a Standalone Quick Print application. Contact your Xerox Representative for information on ordering the Standalone Quick print application.

The Standalone Quick Print application is a full featured print utility that allows the comprehensive programming of printing attributes for a broad array of Xerox Production Printing and Publishing devices.

The Standalone Quick Print application allows you to program basic printing features, selective page programming, notes and special instructions, page inserts, covers, image quality adjustments, full Xerox Job Ticketing, and more. The selected printer determines the extensibility of the printer features displayed. You also have the ability to concatenate jobs together to form a single job with a single job ticket or multiple jobs with similar printing attributes for each job. Mixed jobs of varying print ready formats may also be concatenated.

The Standalone Quick Print application provides a method to access print ready documents and submit them as one job for printing.

The system requirements for the DigiPath 4.x Standalone Quick Print application are as follows:

- 733 MHz CPU

- Windows XP Professional operating system

- 256 MB RAM minimum

- 200 MB of free hard drive space for application installation

- Free hard drive space for application use

    NOTE: The space required for application use is dependent on the size of the jobs.

For more information on using the DigiPath 4.x Standalone Quick Print application, refer to:

- DigiPath 4.x Quick Print online Help system

- *DigiPath 4.x Standalone Quick Print READ ME FIRST* letter, 701P41088 contained in the DigiPath 4.x Standalone Quick Print Kit, 701S01854

Converting documents to PDF

The PDF Conversion feature is an accessory of the DigiPath 4.1 software that enables you to convert the following document types to Adobe PDF for viewing and/or printing; MS Office, Photoshop, JPG, BMP, TIFF, and text.

NOTE: Contact your Xerox Representative for more information on the PDF conversion feature.

You must have the following third-party software installed on your DigiPath machine to convert the following document types to viewable PDF and/or printable PDF renditions:

• Conversion of MS Office document requires MS Office 2003. Xerox does not provide MS Office 2003.

• Conversion of Photoshop documents requires Photoshop CS

Complete the following procedure for all DigiPath 4.1 systems that have PDF Conversion:

1. Select [Start: Settings: Printers and Faxes] from the desktop.

2. Highlight Acrobat Distiller and select [Printing Preferences] from the right mouse menu options. The Acrobat Distiller Printing Preferences dialog opens.

3. Select the [Adobe PDF Settings] tab.

4. Clear the [Do not send fonts to Distiller] check box.

5. Select [Apply].

6. Close the Printers and Faxes window.

If you have the PDF Conversion feature, the following sections provide detailed procedures for scheduling viewable and/or printable PDF conversion in Library Administration Tool, converting/viewing the converted Adobe PDF documents in Document Library, DigiPath Web Services, Library Search, and Batch Tool, and printing the converted printable Adobe PDF documents using Quick Print.

Scheduling viewable and/or printable PDF conversion in LAT

Use the Conversion tab in Library Administration Tool to schedule viewable and/or printable PDF conversion for all Document Library cabinets, on a per server basis. Use the following PDF conversion options to specify viewable and printable PDF conversion in LAT:

- The Printable PDF Conversion option allows you to enable the batch conversion service to create printable Adobe PDF renditions of all documents that you want converted to Adobe PDF in the repository. The converted printable Adobe PDF can be printed via Production Print or Quick Print.

- The Viewable PDF Conversion option allows you to enable the batch conversion service to create a viewable Adobe PDF rendition of all documents that you want converted to Adobe PDF in the repository. The converted viewable PDF renditions are viewable in the Preview Pane in Document Library.

To schedule viewable and/or printable PDF conversion in Library Administration Tool:

1. Select [Start: Programs: Xerox DigiPath Production Software: Library Administration Tool] from the Windows desktop.

2. Log into Library Administration Tool.

3. From the servers drop-down list, select the local or remote server you want to enable printable PDF conversion.

4. Select the [Conversion] tab.

5. Mark the [Viewable PDF Conversion] check box to view converted Adobe PDF documents.

6. Mark the [Printable PDF Conversion] check box to enable printable PDF conversion.

7. Specify any other document conversion settings as desired.

   NOTE: For more information on using document conversion, refer to the DigiPath online Help system.

8. Select [Apply] to apply the conversion settings.

9. Select [File: Exit] to close the Library Administration Tool.

PDF conversion in Document Library

PDF conversion in Document Library enables you to dynamically convert or schedule the conversion of non-print ready documents in the repository to viewable and/or printable PDF documents. The converted viewable PDF renditions are viewable in the Preview Pane. The converted printable PDF renditions are printable through production printing and/or Quick Print. A copy of the printable PDF rendition can be saved to a specified location for later use.

To convert non-print ready documents to viewable and/or printable Adobe PDF documents in Document Library:

1. Select [Start: Programs: Xerox DigiPath Production Software: Document Library] from the Windows desktop.

2. Log into Document Library.

3. Select the desired non-print ready document from the repository.

4. Select [File: Convert] from the main menu. The Convert dialog displays.

5. Mark the [Viewable PDF Conversion] check box to view converted Adobe PDF documents

6. Mark the [Printable PDF conversion] check box to convert the document to a printable PDF.

7. Select the Save copy to [...] button to choose the location you want to save the converted PDF. The Choose Location dialog box displays.

    a. Select the cabinet to which the converted PDF should be placed.

    b. Select [OK]. The Convert dialog box displays and the location displays in the Save copy to text box.

8. Specify any other conversion options.

    NOTE: You may schedule the document for conversion at a specific date and/or time.

9. Select [OK] to close the Convert dialog box and convert the document. The converted PDF displays in the Preview Pane in Document Library.

    NOTE: To view converted PDF documents, you must have the Preview Pane enabled. Select [View: Preview Pane] from the main menu to enable the Preview Pane.

PDF conversion in Library Search

PDF conversion in Library Search allows you to search on a non-print ready document in the repository, then convert the document to viewable and/or printable PDF documents. The converted viewable PDF renditions are viewable in the Preview Pane of Document Library. The converted printable PDF renditions are printable through production printing and/or Quick Print. A copy of the printable PDF rendition can be saved to a specified location for later use.

To convert non-print ready documents to viewable and/or printable PDF renditions in Library Search:

1. Select [Start: Programs: Xerox DigiPath Production Software: Library Search] from the Windows desktop.

2. Log into Library Search.

3. Perform a search on the desired non-print ready document(s).

4. In the Search results, highlight the non-print ready document(s), and select [Convert] from the context-sensitive menu. The Convert dialog displays.

   NOTE: The [Convert] option is only available in the context-sensitive menu which is accessed by right-clicking of the mouse on the highlighted job.

5. Mark the [Viewable PDF Conversion] check box to view converted Adobe PDF documents

6. Mark the [Printable PDF conversion] check box to convert the document to a printable PDF.

7. Select the Save copy to [...] button to choose the location you want to save the converted PDF. The Choose Location dialog box displays

   a. Select the cabinet to which the converted PDF should be placed.

   b. Select [OK]. The Convert dialog box displays and the location displays in the Save copy to text box.

8. Specify any other conversion options.

   NOTE: You may schedule the document for conversion at a specific date and/or time.

9. Select [OK] to close the Convert dialog box and convert the document. The converted PDF displays.

   NOTE: To view converted PDF documents, you must have the Preview Pane enabled. Select [View: Preview Pane] from the task bar to enable the Preview Pane.

PDF conversion in Batch Tool

PDF conversion in Batch Tool allows you convert a non-print ready document in the repository, then convert the document to viewable and/or printable PDF documents. The converted viewable PDF renditions are viewable in the Preview Pane of Document Library. The converted printable PDF renditions are printable through production printing and/or Quick Print. A copy of the printable PDF rendition can be saved to a specified location for later use.

To convert a non-print ready document to a viewable and/or printable PDF rendition in Batch Tool:

1. Select [Start: Programs: Xerox DigiPath Production Software: Batch Tool] from the Windows desktop.

2. Log into Batch Tool.

3. Select [Job: Add: Convert] from the main menu. The Convert dialog displays.

4. Mark the [Viewable PDF Conversion] check box to view converted Adobe PDF documents

5. Mark the [Printable PDF conversion] check box to convert the document to a printable Adobe PDF.

6. Select the Save copy to [...] button to choose the location you want to save the converted PDF. The Choose Location dialog box displays

   a. Select the cabinet to which the converted PDF should be placed.

   b. Select [OK]. The Convert dialog box displays and the location displays in the Save copy to text box.

7. Specify any other conversion options.

   NOTE: You may schedule the document for conversion at a specific date and/or time.

8. Add the document from the repository that you wish to convert by selecting the [Add] icon in the documents list box.

9. Select [OK] to close the Convert dialog box.

Printing a converted PDF document in Quick Print

To print a converted PDF document in Quick Print:

1. Select [Start: Programs: Xerox DigiPath Production Software: Quick Print] from the Windows desktop. The Quick print application opens.

2. In the Input area, select the document you wish to print.

   NOTE: You can select a document that has already been converted or, a document that has not been converted. If you select a document that has not been converted, the document will automatically be converted before printing. The converted PDF is not saved.

3. Specify other print options as desired.

4. Select [Print]. The document is successfully printed.

Printing multiple converted PDF documents in Quick Print

To print multiple converted Adobe PDF documents in Quick Print:

1. Select [Start: Programs: Xerox DigiPath Production Software: Quick Print] from the Windows desktop. The Quick print application opens.

2. In the Input area, select the document you wish to print.

   NOTE: You can select a document that has already been converted or, a document that has not been converted. If you select a document that has not been converted, the document will automatically be converted before printing. The converted PDF is not saved.

3. Mark the [List multiple files to print] check box to print multiple documents as a single job.

4. Mark the [Print as one job] radio button.

5. Select [Add] to add the selected documents to the job.

6. Specify other print options as desired.

7. Select [Print] to submit the documents to the specified production printer.

PDF conversion in DigiPath Web Services

PDF conversion in DigiPath Web Services enables you to dynamically convert non-print ready documents in the repository to viewable and/or printable PDF documents.

- The converted viewable PDF documents are viewable in both the Online Library and when submitting a job for print.

- The converted printable PDF documents are printable through print submission in Print Documents from Your Computer and Print Document from Online Library. When submitting a converted document to print, the printable PDF document is submitted to the printer.

Specify the following Document Configuration options for viewable and printable PDF conversion:

- Specify the document conversion settings on the Conversion Service page.

- Specify the document viewing options on the View Configuration page if you want a viewable PDF document created.

Print Documents from Your Computer

To view and print a converted Adobe PDF document from Print Documents from Your Computer:

1. Open your web browser.

2. If necessary, enter the URL for the desired DigiPath WS server.

3. From the DigiPath WS home page, login to the DigiPath WS application using the appropriate Username and Password. Then select [Login]. The Print Document page displays.

   NOTE: If the Print Document page does not display, select [Print Document] from the Navigation bar.

4. Select [Start Order] in the Print Documents from Your Computer section. The Select a Document page opens.

5. In step 1, select the non-print ready document you wish to submit.

6. In step 2, select [Upload] to upload the document.

   A PDF Status message box opens displaying the status of the PDF conversion progress displaying the following icons:

   • Upload icon - Displays during the upload process. When upload is complete, the blue check mark appears above the icon and the icon changes from grayed out to colored.

   • Import icon - Displays during the import process. When import is complete, the blue check mark appears above the icon and the icon changes from grayed out to colored.

   • Convert icon - Displays during the convert process. When conversion is complete, the blue check mark appears above the icon and the icon changes from grayed out to colored.

   This PDF Status message dialog automatically closes when the processing completes.

7. In the Document Uploaded section, select the document title to view the converted PDF document. The Viewing Document page opens with the selected document.

NOTE: An underlined document title indicates that the document is viewable. A non-underlined document title indicates that the document is not viewable.

   a. Select [Done] to close the Document Viewing page and return to the Select a Document page.

NOTE: A check in the Previewed column indicates that the document has been viewed.

8. Mark the [Approve all documents for print] check box to approve all documents for printing.

NOTE: If you do not select this check box before printing, an error message displays when you continue the submit process. You must approve all documents for printing before you continue in the process.

9. If you have a step 3, select the print queue to which you want to submit your document(s).

NOTE: Step 3 is available only for users assigned the advanced print options.

10. Select [Continue].

11. In the Job Setup page, enter the appropriate job setup information and select [Continue].

NOTE: An underlined document title indicates that the document is viewable. Select the underlined document title to view the document in the Viewing Document page. Then, select [Done] to return to the Job Setup page and continue processing the job.

12. In the Delivery page, enter the appropriate delivery information and select [Continue].

13. In the Order Summary page, verify that your document, print options, delivery, and billing information are correct. Select [Confirm] to submit your job.

14. From the Receipt Page, print the receipt for your records and select [Done].

Setting Opacity when inserting Shared Files

You can now set the opacity when inserting a shared image from file by selecting Opaque or Transparent options in the Opacity section of the Shared Image dialog.

The Opacity setting has the following limitations:

• The Transparency option is not available for color or grayscale images including TIFF files, JPEG files, or images embedded in PS and PDF files.

• The Transparency and Opaque options are not available for Insert File, Insert scanned images, or insertion via drag and drop.

• Transparency does not get preserved for GIF files pasted from the clipboard.

• Transparency does not get preserved for color or grayscale images pasted from Adobe Photoshop.

• Transparency does not get preserved for monochrome TIFF images that are exported.

3. Documentation Updates

Overview

This section contains documentation updates which include a detailed procedure for using Windows Update to install critical Microsoft Windows updates on your DigiPath 4.1 system.

Using Windows Update

It is recommended that you use Microsoft's Inherent Windows Update capability to install critical Microsoft Windows updates on your DigiPath 4.1 system.

The details surrounding this process are as follows:

- Only critical individual and cumulative updates are approved for download via Windows Update. This includes updates for the operating system., supported DigiPath release versions of Internet Explorer, IIS, and VM.

- New Service Packs and applicable non-critical patches will still require formal approval by DigiPath and should only be installed by a Xerox Representative.

- When appropriate, special announcement bulletins will be distributed for security issues requiring immediate communication. Critical security information will also be captured on the www.xerox.com/security web site per the Carnegie Mellon University CERT/CC advisories.

- On a monthly basis, a summary of DigiPath applicable critical Microsoft security patches that should have been installed on your DigiPath system will be communicated on the www.xerox.com/security web site under "Other Security News and Advisories".

- Each DigiPath site should determine who is responsible for routinely running Windows Update. Due to the time criticality of installing many of the Microsoft patches, it is recommended that the customer perform this task. Customers requiring Xerox assistance to install updates per Windows Update should contact the hotline or make arrangements with their Xerox Representative.

- Microsoft Update may need to be run multiple times to install all eligible updates.

To run Windows Update on your DigiPath 4.1 system:

1. Create a new Microsoft System Restore point.

   a. Select [Start: Programs: Accessories: System Tools: System Restore] from the desktop. The Welcome to Restore window opens.

   b. Mark the [Create a restore point] radio button.

   c. Select [Next].

   d. Follow the instructions to create a new restore point.

2. Ensure that a full TapeWare system backup exists.

3. On a weekly basis, run Microsoft Windows Update.

   a. Log into the system using the DPAdmin account.

   b. Use the DigiPath batch utility to stop the DigiPath services.

      i. Select [Start: Run] from the Windows desktop. The Run dialog box opens.

      ii. In the Open text box, enter **e:\digipath\xstopdgp.bat**

      iii. Select [OK] to run the batch file.

      iv. Reply [Y] to all queries.

   c. Open Internet Explorer and select [Tools: Windows Update] from main menu.

   d. If the Security Warning window opens to install the latest Windows Update software, select [Yes] to install and run Windows Update.

   e. In the Microsoft Windows Update page, select the [Scan for Updates] link in the center of the page.

f. In the left Windows Update tree, select [Critical Updates and Service Packs]. The Critical Updates and Service Packs page opens in the right window pane.

g. Select the [Review and install updates] link.

h. Remove any service packs from the list of downloads.

NOTE: Microsoft operating system and Internet Explorer service packs are not to be installed via this process.

i. Select [Install Now] to download all Microsoft critical updates needed for your system.

j. Select [Accept] to accept the Microsoft license agreement. The update will be downloaded and installed.

k. If prompted, select [OK] to restart your system.

NOTE: Restarting the system will also restart the DigiPath services.

4. Hints and Tips

Hints and Tips

The Hints and Tips in this section have been written to support the launch of DigiPath 4.1 Production Software. They are arranged according to DigiPath application. Look for the potential problem and the conditions creating the problem. Look, too, for ways to avoid the problem and ways to recover.

Installation/System/Migration

Administrator Notes not migrating

Condition   When migrating from a DigiPath 3.0.x WVS system to a DigiPath 4.0 WS system, the Administrator Notes from the Administrator Options page do not migrate.

Workaround   Re-enter the Administrator Notes in the Administrator Options page on the DigiPath 4.x WS system.

Avoidance   Migrate from the base level of DigiPath 3.0 WVS to DigiPath 4.x WS system.

DigiPath 4.1 Web Services (WS)

Collection descriptions not reflected in exported reports

Condition   When exporting data from the Collection report, the collection description does not display in the exported report.

Workaround   Run the Collection report via DigiPath WS to view the collection descriptions.

Print queue options return to default

Condition   After selecting the [Back] button on the Job Setup page, the printer queue information is set back to the default printer queue instead of the printer queue that you would like to print to.

Workaround   Re-select the print queue that you want to print your document to.

Files names have .aspx extension

Condition   When using the Netscape browser on a Windows platform to download a document from the Online Library, the document downloads with an .aspx extension.

Workaround   When prompted for the file name, remove the .aspx file extension from the suggested file name.

Avoidance   Use either Microsoft Internet Explorer on windows operating system or use Netscape on LINUX operating system.

404.3 error message displays

Condition   When viewing a non-supported file type, you may receive a 404.3 "The page cannot be found." error message.

Workaround   Add the file name extension to the defined MIME Type in IIS for the non-supported file type by completing the following:

NOTE: You must be a member of the Administrator group on the local computer to perform the following procedure.

1. Right-click on [My Computer], and select [Manage]. The Computer Manager console opens.

2. Expand [Services and Applications].

3. Highlight [Internet Information Services (IIS) Manager], and select [Properties] from the right mouse menu options. The Internet Information Services (IIS) Manager Properties dialog box opens.

4. Refer to the online Help in IIS (IIS) Manager for procedures on adding MIME Types and add the correct MIME Type for the non-supported file type. Search on "Working with MIME Type". in the IIS (IIS) manager online help system.

Variable Scaling should not be allowed for any signature or n-up jobs

Condition   When selecting a document to be a signature job or a 4/8/16 up job, the Scale To field is not disabled, which should be disabled. If you select the [**Continue**] button an error message displays letting you know that you must correct the error before continuing to the next page.

Workaround   Change the Job Type to Standard Job Type. Or, de-select Variable Scaling.

Avoidance   Do not program Variable Scaling for any signature Job Types or 4/8/16 up jobs in WS Job Setup.

Document Library

PDF conversion not working

Condition   When converting non-print ready documents, MS Word, Excel, and Power Point, the viewable and printable PDF conversions fails.

Workaround   Complete the following procedure for all DigiPath 4.1 systems that have PDF Conversion:

1. Select [Start: Settings: Printers and Faxes] from the desktop.

2. Highlight Acrobat Distiller and select [Printing Preferences] from the right mouse menu options. The Acrobat Distiller Printing Preferences dialog opens.

3. Select the [Adobe PDF Settings] tab.

4. Clear the [Do not send fonts to Distiller] check box.

5. Select [Apply].

6. Close the Printers and Faxes window.

Enumeration request not satisfied during concurrency test

Condition   During Document Library enumeration concurrency testing, the clients intermittently do not return from the request to enumerate a directory. The application status at the bottom of the dialog does not refresh to indicate the number of objects retrieved.

Workaround   Select another folder or refresh to update the application status to reflect the number of jobs retrieved.

Avoidance   Do not run concurrent enumeration.

Unable to move or copy a document from the MainCollection into a shortcut folder

Condition   When trying to move or copy a document from the MainCollection into a shortcut folder, the document does not move or copy.

Workaround   Do not copy or move documents into a shortcut folder.

Cannot import files that have an "=" in the name

Condition   When trying to import a file with an "=" in the file name, a "Database error" message displays and the file will not import.

Workaround   Import files that do not contain the "=" character in the file name.

Avoidance   Do not use an "=" in a file name that you want to import.

Document Scan and Makeready (DSM)

Selecting a page after a selected tag selects a tag

Condition In the Structure window, a tag is also selected when selecting pages after that tag.

Workaround When an extra section is also selected, re-select the first page of the selection desired.

Subset finishing preview of landscape is incorrect

Condition The staples being displayed in DSM to represent the subset finishing are not exactly how the final printed output's staples display.

Avoidance Do not save the job ticket information into the document or ignore the preview of the staple placement.

Incorrect menu item displays

Condition When the cursor is highlighting or placed over a menu item, then using [Alt] + [F] to expand the File menu displays the Options menu.

Workaround Select the File menu using the mouse.

Avoidance Make sure the cursor is not highlighting or placed over any other menu item when using [Alt] + [F] to select the File menu.

Some colors do not display as expected

Condition   When inserting a fill and changing the fill type to colorized, some colors do not display as expected.

Workaround   Use the Custom Color Picker to select the appropriate color.

Fusing an RDO on a remote client does not work

Condition   When opening an RDO on a remote client, fusing of a page does not work.

Workaround   Copy the RDO to the local system or local cabinet, then open the RDO and perform the fuse.

Avoidance   Do not fuse an RDO on a remote client.

Edit/Share feature not working correctly

Condition   The "Remove the shared item from any pages not specified above" feature is not working correctly. The original shared item is not deleted.

Workaround   Select the shared image in the Structure Window that you would like to remove and then select [Edit: Delete].

Avoidance   Do not use the "Remove the shared item from any pages not specified above" option to delete shared images.

Page numbers are not updated

Condition   Page numbers are not updated when applied to multiple sections at the same time.

Workaround   Use the Page Numbering wizard so the page numbers are updated for all sections.

Paper stock not changing for paired pages

Condition   The paper stock is not changing for paired pages when the second page is changed first.

Workaround   Select both the first paired pages and second paired pages. Then, change the paper stock so they are the same.

Linked images become unlinked

Condition   Linked images inserted into a PDF page become unlinked once the page is reassembled.

Avoidance   Do not link images into PDF pages.

Sections are being applied to every page

Condition   When using the Format/Headers/Footers/Page Numbers wizard, sections are applied to every page when attempting to apply a range of pages.

Workaround   Select the pages you would like to create a section of in the Structure window. Then, select [Insert: Tag Section].

Edit mode places blue crop lines in the wrong position

Condition   When edit mode and rescan are used together, the new portion of the image may have the wrong orientation, or have distorted scaling.

Workaround   In DSM select the image without enabling Edit mode, then place the new image on the scan bed to make sure the image is updated, and rescan the image.

Avoidance   Do not use Edit mode and rescan together.

Scan and Print

Same as original stock size incorrect

Condition   When switching between multiple custom original page sizes with [Same as original] as the output stock, the resulting output paper size does not change.

Workaround   Select the same target custom size two consecutive times.

Location text box not editable

Condition   The Location text box should be an editable text box.

Workaround   Use the [Browse] button to locate and select the save location.

DigiPath Scanner

Optimize Image not updating

Condition   The Optimize Image does not update the resolution field for which different printers are optimized.

Workaround   After changing the printer selection, check the displayed resolution value. If necessary, change the value.

Xerox DoculMage 620S Scanner

Scanned image not displaying with DL Light Image

Condition   When scanning an image with DL Light Image as the Original Type, the scanned image does not display.

Workaround   Change the Original Type to "Course Halftone" and adjust the brightness setting to -10 to produce a readable scanned image.

Production Printing

Print Status and Print Submission completed do not display

Condition   The Print Status window and Print Submission Completed do not display when printing from DigiPath File Manager.

Workaround   The Print Completion dialog is behind the main DigiPath File Manager window when a file is selected for Production Print. You can either minimize or move the DigiPath File Manager window to see the Print Submit Complete notification.

PostScript files not printing in Batch Tool or DL

Condition   PostScript files that are generated in DSM do not print through Batch Tool or Document Library when printing to the DocuTech 135 NS+ Server series 4.0 production printer.

Workaround   Import the PostScript file into DSM and print through DSM.

Avoidance   Do not print PostScript files created in DSM through Batch Tool or Document Library on a DocuTech 135 NS+ Server Series 4.0 production printer.

GDI Printing

Enable background printing does not work

Condition   When selecting the "Enable background printing" option in DSM Options: Settings: Printing in DSM does not work.

Workaround   Select a Xerox High Speed PostScript Generation printer for faster processing of jobs.

Avoidance   Do not select the "Enable background printing" option.

Job Manager

Job Manager did not display the correct Printer Status information

Condition   Job Manager displays a "Paused" message instead of the current message that is displayed at the IGEN3 server/printer.

Workaround   Go to the IGEN3 printer to determine what particular attention the printer needs.

Output Location in Job Manager is different from DocuSP Queue Manager

Condition   In DigiPath, the value for Output Location is System Specified while in DocuSP Queue Manager, the value for Output Location is Top Tray.

Workaround   Check the Queue Properties at the DocuSP to verify that the Output Location is set to System Specified.