



Xerox Nuvera® EA Digital Production System

# Hints and TIPS

Including Software 8.0.27.xx Release Notes



Version 8.0 April 2, 2007

The most recent version of this document can always be found in GSN Library # 5187

#### Prepared by:

Xerox Corporation Global Knowledge & Language Services Webster, New York

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### Introduction

This Hints & Tips document is a guide to the known operating limitations of the Xerox Nuvera EA Digital Production System.

The information presented in this document consists of the following:

- Software Release version numbers
- Overall System Hints & Tips
- Networking (Connectivity) Hints & Tips
- Operating Feature Hints & Tips

### **Software Versions**

This document corresponds to the following software versions:

Item	Version Number
DocuSP / Tigris System software *	RV 8.0.27.xx
	CP.5370.73
IPDS (must match DocuSP version)	CP.5370.73
DocuSP Remote Workflow	CP.5370.73
Drivers **	PS & PCL:
	Centre Ware 6.xx Network Print Drivers for Xerox Nuvera EA (02.060.14)
	Windows driver version: 5.20.0.0

<sup>\*</sup>Note: The UI indicates DocuSP version 5.1 SP2, but the version 5.3 License file is required to run the release.

<sup>\* \*</sup>Note: The print drivers included with the system do not support Microsoft Windows Vista. Check the driver download page at <a href="https://www.xerox.com">www.xerox.com</a> for future updates.

### **New Capabilities for the 8.0 release**

The Following features are new to the 8.0 Xerox Nuvera EA Digital Production System:

- The new EA toner is enabled. The smaller particle size improves overall image quality and a lower operating temperature requirement improves system reliability. Performance improvement will be realized across the supported media range and fewer service calls will be required. Image quality improvements include: sharper text, sustained halftone uniformity, no image scatter on coated stocks / Mylar tabs, and no toner puffs.
- EA systems include one toner bottle, yielding 200K images at 6% coverage. A customer can purchase an optional second toner bottle.
- The new Sheet Enhancement Module (SEM) improves system reliability and stacking performance and is standard on configurations that include the BFM or FTM finishing modules.
- Two BFM Plus modules can be combined with downstream 3<sup>rd</sup> party finishing via the Finishing Transport Module.
- A base offering of DocuSP has a single queue and simplified media programming. The
  Productivity Pack is an optional upgrade that enables multiple queues and enhanced media
  management using the Stock Library.
- Due to DocuSP unbundled DataStreams support, PostScript and PCL are both optional and licensed independently.
- A base image quality offering has a single 125 lpi halftone screen. The optional Enhanced IQ upgrade also includes 85, 106, 134, and 156 lpi halftone screens.
- With a BFM configuration, a jam recovery offset sheet enables easy stack inspection at each jam occurrence within a run.
- The new Multifunction Finisher Pro Plus includes a new interface module that has an insertion tray and enables hole punching. The insertion tray can deliver sheets to the top tray, main tray and the booklet maker. Hole-punched sheets can be delivered to the top tray and main tray only. The hole punch cartridges come in two configurations: 2/4 (punches 2 or 4 holes) and 2/3 (punches 2 or 3 holes). The MFF Pro Plus is available with the 100 and 120 ppm print engines only.
- The new Multifunction Finisher Pro Plus includes a post process covers insertion module that can be used for inserting pre-printed covers, tabs, and inserts.
- A new IQ Package is available. The customer can purchase the optional license to get enhanced line screens.
- For 8.0, the following BFM configurations are supported:
  - One BFM module only
  - One BFM Plus module and one BFM module
  - Two BFM Plus modules

### Issues resolved with this release

The Xerox Nuvera EA Digital Production Systems replace the previous Copier / Printer and Production System models. The following tables include Nuvera issues that were present in the 7.0 systems but do not apply to Nuvera 8.0 systems.

#### **System Hints and Tips**

Subtopic	CQ#	Hint / Tip Resolved
Booting	17193	The System appears hung for almost 3 minutes while booting. While booting, after the Solaris splash screen, a blank desktop appears for almost 3 minutes. There is no hourglass, or any other indication that the boot process is progressing. Be patient, and avoid the temptation to power off the system since there is a possibility of corrupting the file system.
Mouse movement	35748	Mouse movement is too sensitive.
Mouse pauses	30617	No video Driver in OS, causes Mouse pause.
CFA Cancel	37578	The CFA cancel button is unavailable for auto MDT.
Remote Services Transfer log	38056	In the Remote Services transmission log, Remote Monitoring transactions that have been initiated by Xerox are listed as being "Machine Data Transfer" operations.

#### **Networking Hints and Tips**

Subtopic	CQ#	Hint / Tip Resolved

#### **Operating Feature Hints and Tips**

Subtopic	CQ#	Hint / Tip Resolved
Required Stock Not Loaded message	20589	You may receive an unexpected Required Stock Not Loaded message when describing media by its attributes only (size, color, type and weight). The preferred and recommended way is to name all media when loading it instead of allowing unspecified as a name value.
Background forms: Image alignment	32842	Program the image alignment for background forms opposite (negative) of what you want printed. For example, if you want +2mm and +3mm in the horizontal and vertical directions, program -2mm and -3mm respectively.
Background Forms: Offset with LEF and SEF	28890	Background forms are saved with a slight offset depending on whether the media for the form was loaded as long edge feed (LEF) or short edge feed (SEF) at the time of creation. If the LEF paper was loaded, the form should only be used with LEF jobs. If a SEF job is used with the form, there will be a slight misalignment of about 1/8 of an inch. To work around this, save the form after disabling all LEF trays that contain the media that the form needs, and program a tray with the SEF version of the media. This form can be used for your SEF prints and there will not be any misalignment with the form and the data.

Dual DS5000: Job integrity	29898	Dual DS5000 configuration: Last sheet not delivered to finisher 2 stack when finisher 2 is full and the system switches to finisher 1 (closest to machine) and the system continues printing to finisher 1. (Worse with duplex jobs)  Caveat: Turn off DS5000 cycle up feature or the customer has to remove last sheet not on finisher 2 and put it on the stack in finisher 2.
Dual DS5000: Job integrity	29929	Dual DS5000 configuration: Stacker changing before reaching the full/near full state after an image quality adjustment or SFM jam. Potential job integrity.
		Caveat: Turn off DS5000 cycle up feature or when sheet delivery is diverted, customer must remove all sheets delivered to the previous stacker.
Scanner Size Sensing	35888	When redefining a zone using the Scanner Size Sensing feature, perform a restart to make the change take affect.
Bypass jams	26715	Jobs sent to the "Bypass" output may jam if no external device profile is enabled and online and there is a DFA device physically attached to the Finishing Transport Module output. Workaround - when sending output to External Finisher, select "System Specified" as the Output Location Destination.
DS5000 keyboard lockup	29850	The DS5000 becomes inoperable, due to keyboard lockup, after a jam in the entrance of the DS5000 if FTM is cleared before the DS5000. POPO required
		Caveat: Turn off DS5000 cycle up feature or clear system from the right to the left and drop DS5000 tray first.

# **System Hints & Tips**

# **Optimizing System Performance**

Subtopic	Description and Recommended Actions
External	If a DFA finisher is attached to the system, the following hints should be noted:
Finishing (DFA)	When you select [Printer Manager: Finishing: Finisher button: External Finisher], a new DFA Configuration management screen will appear. This is different from the previous software releases. A list of Xerox certified configurations is listed for the SA or CSE to select. Under each configuration, there is a list of profiles that can be enabled. SAs or CSEs may also copy a profile and change attributes without having to retype in all the timing numbers.
	The Device Profile has a Device type field. The possible selections are "Stacker" and "Finisher." There are 2 things a customer will experience that can be adjusted with this selection. These problems only occur with DFA finishers.
	<ul> <li>Customers may notice banner sheets being delivered to the Top Tray rather than to the stacker with their job output. If they prefer them delivered to the main stacker they configure the DFA device to be a 'stacker' as noted below.</li> </ul>
	Customers may notice long delays before the printer stops when Pause is selected, especially when running a job that is one long stream as opposed to multiple sets. This is because the system is attempting to get to a set boundary before stopping. If they prefer it to stop sooner, they configure the DFA device to be a 'stacker' as noted below. Caution: The DFE is going to do a set terminate when the pause occurs, this may not be handled correctly by finishing type DFA devices such as booklet makers.
	The Device Type options are Finisher and Stacker. Default is Finisher. The setting configures different Pause behavior and Banner Sheet delivery.
	If Device Type is set to <b>Stacker</b> the resultant behavior is:
	Pause - immediate
	Banner sheet delivery - to the same destination as the job body
	If Device Type is set to <b>Finisher</b> the resultant behavior is:
	Pause - next set boundary
	Banner sheet delivery - to the FTM top tray
	If a Queue specifies DFA sheet rotation and letter size banner sheets, jobs sent to the DFA Rotate Queue go faulted with the DocuSP Required Media Not Loaded message when both LEF and SEF letter source media is available for paper feeding. When the DS5000 is set to be a stacker, banner sheets are delivered to the main stacker. With sheet rotation, letter media must be fed SEF to satisfy the DS5000 minimum input cross process dimension of 10 inches. When tested, the system was attempting to select LEF letter for the banner sheet, when rotated, the cross process dimension is 8.5 inches.
	Note: Disabling the LEF letter paper tray allowed the job to print, or disabling Banner Pages allows the job to finish even if both trays are enabled. When the DS5000 is set to be a finisher, banner sheets are delivered to the top tray and LEF letter for the banner sheet top tray delivery does not cause a fault.

# Negative impacts on throughput

There are several things that affect the performance of the system and RIP speed when processing print jobs. The following is a list of common situations that negatively can impact throughput.

- The nature of printing is that the complexity of images is non-deterministic until those images are being processed so that rated speed of the engine is not guaranteed during RIP. Note that when printing multiple sets of a document, Nuvera retains all images after RIP for all subsequent sets therefore any performance penalty encountered will only be experienced during the first set Note: that the default print resolution is 1200 dpi. 600 dpi printing may be adequate for your needs so you can try setting that resolution to improve RIP performance of complex 1200 dpi jobs. 1200 dpi results in 4 times the internal image data of a comparable 600 dpi image that has to be transferred through the system. When the print resolution is changed from 1200 to 600 dpi, the stroke thickening value may also need to be changed from 1 to 0 to avoid excessive line thickening.
- It is common to embed logos and watermarks in submitted print files. These are typically bitmap images that when embedded in a print stream (such as PostScript) can take a long time to process. Note also that resolution selections (e.g. 600 dpi vs. 1200 dpi) can have a significant further impact to processing of these types of embedded images. Consider the design of documents and impacts to printing speed in such cases. There are methods available, through PostScript for example, to cache these embedded images, process them once, and retain them as a resource for application on each page without having to render and scale them for each page. Refer to your PostScript reference manuals and DocuSP reference manuals for information about caching.
- Submission of multiple TIFF images simultaneously is a common application. There are several batch printing tools available on the market that enable this and most require the selection of a print driver for the target printer that these images files are submitted through. In these cases the TIFF files are converted to a Printer Description Language (PDL, such as PostScript) by the batch tool by using the printer driver and then submitted to the printer, which in turn RIP that PDL and rerender the TIFF bitmap images back into bitmaps. This is an inefficient process and can significantly slow the machine down. Nuvera includes a native TIFF interpreter and it can process TIFF files sent to it directly. Some of the batch tools on the market support a native TIFF submission capability. It may be referred to as a bypass mode or something similar. If such a capability is available the Nuvera's performance can be significantly improved by taking advantage of that. (Note that the TIFF interpreter does not automatically determine the embedded image size and apply it to an appropriate paper size. You can accomplish though by using printer and queue defaults programming)

#### Tab behaviors for MFF systems

On systems with an MFF, tab jobs are delivered to the finisher face up in N to 1 order. All sheets in tab jobs are inverted in the paper path prior to entering the finisher. As such, the following must be noted:

- Tabs need to be loaded in the feeder tray in N to 1 order (commonly referred to as reverse ordered tabs)
- If drilled paper is being used in the job, the drilled paper for the main body of the job must be rotated in the tray such that the holes are on the leading edge of the paper (to the left), opposite of what the tray labels indicate.
- If pre-printed stock is included in a tab job, the pre-printed stock must be rotated 180 degrees in the feeder tray, opposite of what the tray labels indicate.

Additional information for running tab jobs appears in the *Operating Feature Hints & Tips* section of this document.

Tab behaviors for Non-MFF	On Non-MFF systems, tab jobs are delivered to the finisher face down in 1 to N order. As such, the following must be noted:		
systems only	<ul> <li>Tabs need to be loaded in the feeder tray in 1 to N order (commonly referred to as forward ordered tabs)</li> </ul>		
	There are no special loading instructions required for drilled or pre-printed stock, load those stocks according to the labels on the feeder trays. (Note: if the labels indicate that drilled paper is to be loaded with the holes along the trailing edge (to the right), then the incorrect labels are installed on the feeder module. Contact service for a replacement.)		
	Additional information for running tab jobs appears in the <i>Operating Feature Hints &amp; Tips</i> section of this document.		

# **General System Hints & Tips**

Subtopic	CQ#	Description and Recommended Action
A new jam clearance procedure		An unclearable jam situation may occur that requires service intervention. To minimize this occurrence, for any jam condition, the operator should clear the offending jam and then check and clear area 6 of the print engine – before closing door for cycle up.
Customer diagnostics		Entering and exiting customer diagnostics very quickly may cause the system to be stuck in diagnostic mode. As a workaround, enter and then exit diagnostics to clear this condition.
Customer diagnostics	22707	If a customer diagnostic routine is currently running (e.g image quality setup), do not interrupt that routine and shut the machine down until it completes. Also, do not select "No" upon exiting. The system may be stuck in a diagnostic mode upon restarting and no additional customer jobs can be run until service gets the machine out of that diagnostics mode.
DocuSP Remote Workflow		DocuSP Remote Workflow 5.1 software supports version 4.1, 4.2, 5.0, and 5.1. If an earlier version of DocuSP is being used, you can install an older version of DocuSP Remote Workflow.
DocuSP Remote Workflow		DocuSP Remote Workflow 5.0 software supports version 4.1, 4.2 and 5.0. The implication is that the Xerox software supports the current release and two past major releases. 3.8 will no longer be visible to the 50 DRW software. An alternative is to run two applications on the desktop.
Engineering data push	13045	While doing an Engineering data push, system resources are used extensively during the DocuSP Customer Outload portion of the collecting and transmitting states. The system is able to continue running, however, sometimes the UI appears to slow down or not update while printing jobs for up to several minutes. This will correct itself after resources are freed up.
Envelopes	21743	Conflicts for envelope jobs with finishing selected are not defined nor implemented.
Fault 01-4135		A 01-4135 fault (indicating loss of power to the LVPS) may occur after a system restart. This is normal if a power outage has occurred, or if the white power button was used to cut power to the machine. In some cases this fault may be incorrectly declared after a normal shutdown. If the machine is operating normally, please clear this fault and continue.

Fault 10-2725		A 10-2725 fault (indicating that the fuser stripper fingers failed to home) may occur after a system restart. Clearing the fault should permit normal machine operation.
Finisher paper sizes	08993, 9270	Paper sizes currently supported by the finisher are stated on page 24 of this document.
Fonts	34864	After adding/deleting fonts, DocuSP must be restarted before the fonts are successfully added/deleted.
Job forwarding	30530	If you forward a job from one machine to another, the forwarded jobs will lose their Printer Darkness setting.
Job recovery	26395	After an uncontrolled system reboot (e.g. power outage/tripped breaker, kernel panic, or power cycle using the white button), job recovery does not always work correctly. In those cases, the recommended procedure is to open the job properties and set the Pages to Print values to the range of pages remaining to be marked.
Licensing	34005	Do not Deactivate an entire license package to disable one feature (such as AppleTalk in the Ethernet package). The individual features of license packages can be enabled or disabled by right clicking on the feature line, selecting Properties, then selecting Enable or Disable.
Restart	27197	If the system is restarted during printing of a very long job, the system may take a long time to recover the job approximately 1 minute for each 10,000 pages in the job.
Solaris		Solaris 10 has retired several popular GUI applications commonly used by support personnel. Admintool, commonly used to add hosts, users, printers, and other administrative tasks has been replaced by a new more powerful System Administration utility called Solaris Management Console, or smc and a separate Printer Manager, or printmgr. Dtpad is the new GUI text editor that has replaced textedit. All other command line utilities used to perform common administrative tasks are still available.  Note: Solaris Management Console is only available with
		Security setting set to None.
Subset programming	26871	Subset offset and finishing can be programmed in the Job manager or on a Queue. This works fine for simplex jobs. It will also work for duplex jobs, as long as the request is for an even number of images. But if the request is for a subset that would require a duplex page to be split, then the request will fail.

### **CD Media Selection**

CD-R media	Use only high quality CD-R media to store jobs and make Configuration Back-ups. 'Bargain' CD-R media can be problematic and adversely affect the ability to store and retrieve information. This also applies to CD-RW media.
CD-RW media	Use of CD-RW media can cause read problems when written on one drive and read from another.
DVD/CD RW	The DVD/CD RW drive only supports writing to CD. The drive does not support writing to DVD.

# **User Interface Hints & Tips**

Subtopic	CQ#	Description and Recommended Actions
Annotation	30531	When forwarding jobs that contain Imposition / Annotation programming, the Imposition / Annotation programming will not be forwarded with the job.
Copying / moving job ticket file	31716	If you are copying / moving a job ticket file and it's associated file (.pdf, .tif, .ps) from Saved Jobs to a UNIX File System directory, you may receive a dialog box that says "Cannot move saved job." However, if you hit OK you will see that the files are successfully moved. To prevent this message from appearing, select only the job ticket file and the associated file will automatically be copied / moved with it.
File type filters	17560	The system is case sensitive when using file type filters in Print from File.  Example: The PostScript filter will only display files with a .ps extension and not those with a .PS extension.
Minimize / restore User Interface	13723	Pressing the Open button on the system's keyboard minimizes the User Interface to icon size. Double-click on the icon to restore the User Interface to full size.
Mouse speed setup		Select Setup, Security Profiles, Set Security to None, Select Shutdown,     Restart the machine for Security to take effect
		<ol> <li>Right click on the desktop and select the "Applications" sub-menu</li> <li>Select the "Applications Manager" option under the applications sub-menu</li> </ol>
		Double click on the "Desktop Controls"
		5. Double click on the "Mouse Style Manager"
		6. Set up the mouse controls Acceleration to desired values and click ok
		7. Double click on "Startup Style Manager"
		<ol> <li>Click "Set Home Session", Select OK, Select OK</li> <li>Select Setup, Security Profiles, Set Security to Desired Profile, Select Shutdown, Restart the machine for Security to take effect</li> </ol>
Printer Off		Users should not use Printer Off, since Printer On is only available to System Administrators. If a user does use it and needs to exit, select Restart and the system will come up to ready.
Job Properties on a Job in the Job Log	40996	If you are unable to select the job properties of a completed job in the Job Log by right clicking on that job, then double click on the job for the properties window to display.
Sample Printing	39437	If you are using the Print From File service and would like to sample the current job, you will have to either send the job to a Hold queue, select [Printer: Sample Current Job] and program the sample printing attributes or you can add Sample Print to a Queue as an override.
Paper Tray properties and changing Stock Type	40611	If you are changing the Stock Type for a unique Stock Name within the Paper Tray properties window, select the OK button instead of the Apply button. If you first select Apply and then the OK button, a "No Stock Information Available" message may display.

### Remote Services (Now a licensed feature)

Subtopic	CQ#	Description and Recommended Action
Capture / Transfer	37366	Canceling job data push (Capture / Transfer) is unavailable through the right mouse click menu.

### **LCDS**

Subtopic	Description and Recommended Action
Edge marking	Edge marking is not supported.
Loading resources	LCDS resources can be loaded via tape, CD, USB, or over the network (there is no floppy drive).
Offset recovery	Offset Recovery is not supported when a DFA device is attached. There will be no offset on the output to indicate where the fault had occurred. It will only work when there is a BFM or MFF attached.
Offset with DFA	Only offset by job boundary or set boundary is supported with the third party inline DFA finishing devices. DFA devices do not support single page offsetting specified within the LCDS job or report. Single page job or report will be offset.

### **IPDS**

Subtopic	Description and Recommended Action
Canceling IPDS jobs	IPDS jobs cannot be deleted or canceled from the DocuSP Job Manager. Instead, it is necessary to cancel the current IPDS job using the "Cancel Incoming Job" button on the IPS Manager GUI. If standard IPDS processing, using the IPS Manager Cancel button, is not able to complete, or if there is some reason to clear the job from DocuSP without canceling it at the host, the user may invoke the Restart IPDS Gateway feature from the IPS Manager to force DocuSP to cancel the job internally. Note, however, that the host will continue trying to transmit the job after this operation, unless the user also deletes the job from the host job queue.
DocuSP features not supported	The following DocuSP features <b>should not</b> be applied to IPDS jobs: Job Forwarding, Save Jobs, Proof, Promote, Preview, Exception Pages, Covers, and Inserts.
Environments supported	The Currently supported environments are Z/OS (MVS) with PSF, OS400 with PSF, AIX with InfoPrint Manager and Windows with InfoPrint Manager. In addition, the Emtex VIP Front End Processor (FEP) is supported, but only for monochrome or highlight color data, at this time. Some other environments or FEPs may work successfully, but interoperability cannot be guaranteed.
Image shift affects banners	Image shift affects banners as well as application. IPDS host banners are not distinguished from other application pages. <b>Avoidance:</b> Although they do not affect DocuSP banners, queue and job based Image Shift and Alignment values apply to host banners, just as they do to other
	application pages. If host banners are shifted to an inappropriate position, but other application data is printing correctly, revise the host application so that both application data and banners can be positioned correctly on DocuSP without an added image shift or alignment value.

Importing	DocuPrint IPS 7.x Input Groups and 8.x Virtual Printer Media Lists cannot be imported into DocuSP IPDS. DocuSP IPDS Job Setups must be recreated.
IOCA Tile objects	IOCA Tile objects which don't contain IOCA image does not work reliably.
-	Customer Action: Avoid using above feature.
IPS Manager	IPS Manager Printer Tray values are not intended for editing.
Printer Tray values	<b>Avoidance:</b> Do not attempt to edit values in the 'Printer Trays' column of the IPS Manager, 'Tray/Bin Mappings' tab. Characters input into this column, though allowed by the GUI, have no effect on system operation, and will NOT be registered by the IPS Manager. This field is intended for read-only use.
N-1 job hangs	N-1 job hangs if greater than IPDS throttling 160-page limit.
	Customer Action: Restart IPDS Gateway from the IPS Manager GUI.
	<b>Avoidance:</b> Select Print Job Unfinished (vs. Fault Job) for Overlimit Finishing or print 1-N when feasible. If N-1 printing and faulting over limit jobs is required, set the maximum set size for the finishing device to at least the size of the largest jobs or sets that will be handled. Doing so forces the throttling limit to twice the maximum set size and ensures that throttling will not cause a deadlock.
Offset and DFA	Only Offset at job or set boundary is supported with the third party inline DFA finishing devices. DFA devices do not support single page offsetting specified within the IPDS job or set. Single page job or set will be offset.
Output order	IPDS jobs cannot be processed 1-N with N-1 finishing in Nuvera.
Output Reposition not supported	Customer Action: Resubmit the job after setting the finishing equipment for 1-N, if possible.  Avoidance: Set both queue and finishing for the same output order. If it is necessary to use N-1 for the finisher, send individual sets as separate jobs, to ensure that the source job will not exceed the length of the IPDS throttling limit.  Output Reposition is not supported for IPDS jobs. As with Sample current job, this feature would also cause incorrect page counts to be reported to the host. However, host operator commands can be used for forward and backward space within a job. In the IPDS environment, the host operator is expected to effect repositioning commands from the host platform (for example, JES2 \$f and \$b commands for forward and backward spacing respectively). The DocuSP IPDS
	implementation manages this repositioning on the basis of the current set of IPDS counters returned by the printer. <b>Do not use the DocuSP Reposition Output dialog with IPDS jobs.</b>
Pause feature	The pause feature should not be used with IPDS as a way to continue RIPping while deferring printing. It is not feasible to RIP a large print run ahead of printing for IPDS, since throttling will limit the number of committed sheets in excess of the number of stacked sheets.
Printer status	Specific printer status problems are not described with Intervention Required
messages	messages. Only a generic message is sent.
	<b>Customer Action</b> –Operator should ensure that their management process for this system does not depend on the printer providing a specific description of what is wrong (e.g. Check the printer for the specific problem vs. relying on the host message.).
Refresh to update mappings	The IPS Manager is not automatically informed when physical tray contents are changed at the DocuSP printer manager. Instead, you must use the Refresh mechanism provided by the IPDS Tray/Bin Mappings dialog to display the latest mapping information.
Remote Workflow	DocuSP Remote Workflow (DRW) does not support the IPS Manager.

Sample Current Job not supported	Sample current job is not supported for IPDS jobs. The IPDS host presumes full control over the job's output, and this feature would cause incorrect page counts to be reported to the host. The DocuSP GUI currently only supports this capability at the Printer Manager level, and is not able to set this capability for individual jobs or queues. Therefore, the DocuSP GUI does not prevent selecting Sample Current Job. However, the request will not be honored for an IPDS job, and no warning message will be provided.
Slow performance	Performance may be slow for jobs requiring large amounts of image data, especially when printing at 600 dpi.
	<b>Customer Action:</b> Schedule extra print time for jobs that require many large images, or reduce the size and number of images required for an application.
Spooling mode not supported	Spooling mode is not supported for IPDS jobs. Ensure IPDS queues are set up for Streaming input.

# **Networking (Connectivity) Hints & Tips**

### **AppleTalk**

Subtopic	Description and Recommended Action
AppleTalk printer name is queue	The AppleTalk printer name will be the device's Queue name. The queue name is comprised of the device's hostname with VP added at the end. Example: joeVP.
name	

### **Connectivity Hardware (Ethernet)**

Subtopic	CQ#	Description and Recommended Action
Ethernet	23214	If using a Gigabit Ethernet connection, use "AUTO" speed setting in Network Config. The 1000 speed setting does not work. "AUTO" is the default.

### **DHCP/BOOTP**

Subtopic	CQ#	Description and Recommended Action
BOOTP	08912	BOOTP is not supported.
DHCP	41118	If the machine will not initialize the DocuSP GUI and the device is in DHCP mode, make sure the cable is plugged in and/or a DHCP server is available. Reboot in both cases when they are fixed.
DHCP	30541	If a device is switched from DHCP to static mode and WINS is enabled, the WINS entry on the WINS server for the pervious DHCP address needs to be deleted. You may experience printing problems from clients that use hostnames in their printer configurations if this is not done.

#### **DNS/DDNS**

Subtopic	CQ#	Description and Recommended Action
DNS entry	32234	You may have a problem with the DNS entry for the device when DDNS is
problem		enabled and you switch from DHCP mode to STATIC.
NetWare and Linux DHCP servers	25646	NetWare and Linux DHCP servers cannot make Dynamic DNS (DDNS) updates on behalf of the DocuSP system. This happens when the device is DHCP and DNS enabled and the DHCP server is configured to make the DNS updates on behalf of the device. Workaround: Enable DDNS on the device itself, and allow it to make the updates.
Text record with DDNS	31686	A "text" record gets registered with the DNS server when the device has DDNS enable. The text record means nothing and does nothing. You can
enable		leave it or delete it.

# HTTP (Web Services)

Subtopic	CQ#	Description and Recommended Action
Internal Server Error		You may get an "Internal Server Error" when accessing the Web Services when the service is not ready yet. This can be up to 10 minutes after cold boot or restart.

### **SNMP**

Subtopic	CQ#	Description and Recommended Action
Change the language	20180	The user may change the language of SNMP Agent/MIB data by changing the localization setting via the SNMP Gateway configuration page. This feature is only available if the user has installed the language pack of their choice into the DocuSP software.
Consumable part numbers not displayed	26915	The SNMP Agent/MIB will not report to the user the part number when a consumable is low or has been depleted. Once a consumable is reported as low or depleted the users should re-order the part they require using the part number from the low/depleted consumable.
Incorrect Printer status from Windows client	27914	When a Windows NT/2000 client printing using Port 9100 or LPR with SNMP enabled will receive incorrect Printer status from their Windows client. The Windows client print driver with SNMP enabled does not support the new standard 2-byte hrPrinterDetectedErrorState, instead choosing the old 1-byte hrPrinterDetectedErrorState implementation. Thus the Windows monitor will display to the user that the printer is down and will not allow the release of jobs to the printer in questions. As a work around the user should disable SNMP in the "Port Settings" segment of their driver properties.
Incorrect system disk size	26913	The SNMP Agent/MIB will incorrectly display the size of the system hard disk. Typically there will be a 2 GB discrepancy between the physical size of the hard disk and the hard disk size that is reported through SNMP/MIB.
Number of toner bottles displayed	23782	The SNMP Agent/MIB will always display to the user that 2 toner bottles are present (via the prtMarkerSuppliesTable), regardless if the system contains 1 toner bottle (Nuvera C/P) or 2 toner bottles (Nuvera PS).

### TCP/IP

Subtopic	CQ#	Description and Recommended Action
Hostname	31228	Do not use ALL numeric values as the TCP/IP hostname. Solaris does not support this and will cause the time/date of the machine to be reset and all licensing disabled.
IP addresses	24065	Do not use IP addresses for this device in the following range: 10.40.101.0 to 10.40.101.255. The printer uses this address range for internal communications.

### **WINS**

Subtopic	Description and Recommended Action
Broadcast mode	Enabling WINS and without specifying a Primary WINS server will cause the device to use broadcast mode.
WINS registration	Support for WINS registration only.

### **Restore Defaults All or IP Defaults Only**

Subtopic	CQ#	Description and Recommended Action
Shutdown	18498	You must "shutdown" instead of "reboot" anytime you perform a Restore
instead of reboot		Defaults ALL, or IP defaults only.

# **Operating Feature Hints & Tips**

### **Printer Hints & Tips**

#### Stock

Subtopic	CQ#	Description and Recommended Action
Jam in feeder area 2 message	30162	If the system is declaring a jam in the feeder at area 2, check area 2 and area 1 as the sheet may be stuck in between.
Loading tabbed stock	30505	The message for loading tabbed stock into a SFM tray should be displayed as: For the BFM, be sure to use single forward collated tabs. For the MFF, be sure to use single reverse collated tabs.
Marks on tabbed stock		On Tab stock, intermittent marks from photoreceptor seams may be seen on the tabbed area of the media.
Required Stock Not Loaded message	26059	A Required Stock Not Loaded message may occur if a default stock name is specified in the Queue Manager, and a job is sent from a non-Xerox driver using the Nuvera PPD file. This occurs because the stock size supplied by the driver (for example, US Legal) will take effect, but the queue default stock name (e.g. Letter, 75, plain) will be used. There are no stocks in the system that have the name "Letter, 75, plain" and size "US Legal." The recommended workaround is to leave the queue default stock name as "Unspecified."

#### Printing

Subtopic	CQ#	Description and Recommended Action
Job fault after switching queues	24707	If a job faults after moving it from one queue to another, and the fault indicates something to the effect that queue attributes are corrupted, and that a restart is required, yet a restart does not solve the problem, the cause is likely that the job's paper size is in conflict with the programming attributes of the queue. For example, the job may contain paper sizes that are not supported by the output destination programmed in the queue.
Landscape Right staple option	34761	For Copy 'Save' or 'Print and Save' jobs, if you are using the Landscape Right staple option, the saved ticket will show no staple. When reprinting the job, please be sure to change it back to Landscape Right.
PCL driver and paper size	35886	DocuSP will display the "queue default paper size" for the paper size of jobs sent from the PCL driver. The same will happen for PS jobs sent using a custom paper size. The job will print on the correct size paper in both cases. This is just a display issue.
Percent complete indicator	26586	For very long jobs, the percent complete indicator may not be correct. Use the Pages Printed indicator to monitor job progress against the known size of the job.
Print to File with DocuTech emulation	24618	If you want to Print To File a PS or PDF job with DocuTech Emulation enabled, select a save type of PDF. You will then be able to reprint the job with DocuTech Emulation enabled and the job will print as expected.

Staple print with two stock sizes	20726	If you want to staple print a job that requires two sizes of SEF stocks, and one of them is also loaded LEF, program both the stocks that you want to use with the same custom Type. When sending the job, select the custom Type and the job will use the correct paper and staple. If you do not do this, the job will fault because it will attempt to use LEF paper and won't be able to staple.
Tab job – landscape with tabs at top	22918	When submitting a landscape job that contains tabs running across the top, enable the 180 rotate option to get the proper orientation of the image on the tabs.
Tab job with drilled paper (MFF configs. only)	18504	For MFF configurations only: When running a tab job with pre-drilled paper for the main body pages, the pre-drilled paper must be loaded with the holes leading, which is opposite of what the label on the tray indicates.
Tabs in a "Print and Save" Build Job	27381	For a 'Print and Save' Build Job, when scanning tabs on the platen, scan the tabs with the tab leading and use a Manual Original size of 9x11. If you do not do this, the images on the tabs will be upside down when reprinted.
When paper runs out, do not restart or shut down	35440	When printing a job, if it runs out of paper, do not restart/shutdown the machine. If you do, the job may resume on the wrong orientation paper. Example: If your job was printing on Letter LEF and ran out, the system was restarted, the job may resume printing on Letter SEF. As a work around, disable any trays of the wrong orientation before the restart/shutdown or fill the correct tray before the restart/power up completes.

### Imposition

Subtopic	CQ#	Description and Recommended Action
Job Forwarding	30531	When forwarding jobs that contain Imposition/Annotation programming, the Imposition/Annotation programming will not be forwarded with the job.
No support for PDF annotation	34780	DocuSP Imposition does not support PDF annotations. The job will print without the annotation after the imposition is applied.
Queue for imposition	11189	DocuSP supports automatic creation of Signature Booklets and other multi- up imposition formats. This can be done from any Print job in the active or inactive job list or from the Print from File pathway. This is supported for jobs submitted from print drivers and from print ready print submission tools such as FFPM and the WebUI. Suggested workflow for creating such jobs is to do one of the following:
		Hold the job and reprogram it to perform the desired imposition.
		<ol><li>Setup a queue with the default Layout set to the desired imposition. Submit the job directly to that queue and the imposition will be applied to the job.</li></ol>

#### **Background Forms**

Subtopic	CQ#	Description and Recommended Action
Image Shift	28889	When using the Image Shift option with a job that also uses a Background Form, both the data portion and the background form will be shifted by the Image Shift values.
Saving to and importing from CD	30008	Background Forms can be saved to CD but a Background Form cannot be used directly from a CD. The background must be imported from the CD into the Background Form Repository using the Background Form Manager and then it will be available for use.
Supported job programming	34131	The only job programming settings that can be applied to a background form are Imposition, Annotation, and form programming. If you save the form with other programming (such as image shift and special pages), the Sample Background Form option will not produce output that matches what you will see if you use the form in an actual job.
Variable data	34677	Do not mix copy background forms with print variable data if the background form contains imposition. Every other page will have the form and the data 180 degrees off from each other.

### **Copy and Scan to File Hints and Tips**

### Covers and Exception Pages

Subtopic	CQ#	Description and Recommended Action
Booklet layout and covers	33753	If you are running any Print and Save job with Booklet Layout and upon reprint add imaged Front / Back covers, the job will not print correctly. As a work around, when you save the job, be sure to have the cover programmed in.
Duplex copy job with Exception pages		For a duplex copy job, if your originals are flipped on short edge, do not program a simplex exception page because the output after the exception will be upside down if the exception is programmed at an odd page. If it is programmed at an even page, the exception page will be upside down.
Duplex copy job with Exception pages		For a duplex copy job, if your originals are flip on short edge, do not program a simplex exception page because the output after the exception will be upside down.
Duplex copy job with Inserts		For a duplex copy job, if your originals are flip on short edge, do not program an insert at an odd page because the output after the insert will be upside down
Duplex scan to file job	26397	For a duplex scan to file job, if your originals are flip on short edge, then the 2nd sheet may not be optimal upon reprint. If possible scan long edge feed. For a duplex scan to file job, if you have to scan short edge feed, the images may not be optimal. To correct this, program in 180-degree rotation and/or rotate side 2 180 degrees when reprinting.
Multiple-up layout	29709	Covers multiple-up layout on Copy Imposition does not work.

Program a tab job using 2-sided originals for tab images	To program a tab job using 2-sided originals with images for the tabs, program as special page exceptions on tab stock:
	Special page exception programming applies to the printed output; exception pages do not affect scanned input. Programming a 1-sided exception page for the tab image tells the system to print the page as 1-sided output, which automatically forces the next image to be on the next side 1 in the output. To successfully program the job:
	<ol> <li>Create a set of 1-sided originals to use in the SDDF using 2-sided to 1-sided output. Remove the excess side 2 blanks from the stack, load them in the SDDF, and program the job using 1-sided to 2-sided output. (This is how the job would be run on a 5090.)</li> </ol>
	<ol> <li>Scan the 2-sided input with all of the Copy job and exception page programming. However, instead of printing the job, save it. Then use the Editor feature to remove the excess blank pages prior to printing the job.</li> </ol>
Scan to File to a	To scan a job to USB:
USB thumb drive	<ol> <li>One-time setup: Go to System Preferences, Save tab and set the default Save Location to the root directory ("/").</li> </ol>
	Insert the thumb drive into an available USB port.
	3. Under Scan to File, select the [Save Location] button.
	Select [Unix File System] from the drop down list.
	<ol><li>Navigate to the directory "/USB" then to the subdirectory named for the USB device.</li></ol>
	6. Click [OK] and then scan the job.

### Copy Save and Scan to File

Subtopic	CQ#	Description and Recommended Action
19-2100 faults	37414	For 144ppm Machines Only: Letter/A4 Copy jobs with > 150% R/E may cause 19-2100 faults. As a work around, save the job and reprint it later.
Auto Proof – Productivity Pack only	30570	With Productivity Pack only: Copy jobs can be sent to any queue. Send a copy job to a queue that does not have Auto Proof selected (or your output will not be as expected). Scan To File jobs can only be directed to the default queue. Do not select Auto Proof on the default queue or your output will not be as expected.
Booklet job with covers		System faults when processing a Booklet job with Covers. 'System Error occurred while attempting to process this job.' After this error, some jobs may fault to the same error. A Restart is required.  Workaround: For a Copy Save job with Booklet Imposition do not program with Covers. If this is done, the system may have generated a processing error and will need to be restarted.
Browsing to a Solaris FTP server	25264	Browsing for files to a Solaris FTP server doesn't list the directory links. (e.g. you don't see /bin or /lib because they are links to /usr/bin and /usr/lib)

	1	
Change the default Save	19367	To change the default save directory in DocuSP:
directory		Open System Preferences.
		Select the Save tab.
		<ol><li>Enter a parent directory (either the actual directory you want, or one that you can browse from).</li></ol>
		<b>Note</b> : While it is possible to save jobs to the root directory and/opt directory, you will not be able to reprint from there with operator privileges. It is strongly recommended that a new directory be created that can be accessed by the operator in which jobs can be saved for reprint.
		<ol> <li>Select the save directory from the tree view (needs to be highlighted and this will change the unlabeled path at the bottom of the window which happens to be the saved directory).</li> </ol>
		5. Click [OK].
		Even though the top text box is labeled Parent Directory, people may not read that correctly, and just enter the value they want for the saved directory and press Enter. This will just change the root of the tree view below it. The user still has to click on the directory that they want.
Copy Save – Account ID overwritten	28163	When performing a Copy Save the 'Account ID' text will be overwritten by the 'Account Info' text. So if you are saving a copy job and need the 'Account ID' please put it in the 'Account Info' Field.
Copy Save and Auto Center	27689	Currently, when using Copy Save, if a user saves a job that has Auto Center on, the job will not be centered when reprinted. The current workaround is to set System Preferences -> Job Processing -> TIFF Image Position from 'Normal' to 'Centered on Page'.
Copy Save and Landscape Left staple option	30981	When using Copy Save with the Landscape Left staple option, the saved ticket has the finishing as Portrait Right. If you scanned your originals in Long Edge Feed (LEF) and are printing LEF, change the finishing to the Landscape Left staple option. If you scanned your originals in LEF and are printing SEF, program a 180-image rotation from the Image Edit tab. If you scanned in SEF, you can reprint with the ticket as it is.
Copy Save and Landscape staple options	27036	If using Copy Save with any Landscape Staple option, when reprinting the saved job ticket the images may be upside down. To be sure it is OK proof the job. If it is upside down, program with 180-image rotation from the Image Edit tab.
Landscape Right staple not saved in ticket	34761	For Copy 'Save' or 'Print and Save' jobs, if you are using the Landscape Right staple option, the saved ticket will show no staple. When reprinting the job please be sure to change it back to Landscape Right.
Mount an NFS server for scan to file		Set up Instructions for Scan To File with NFS (Network File System)  NOTE: You must be logged in as root (or sufficiently privileged other user) on your local Linux/UNIX system in order to perform this operation successfully.
		From the Linux/UNIX remote storage system
		As root, use the documentation provided with your version of Linux/UNIX operating system to create a NFS share directory in which you wish to store scanned images.
		2. Record the IP address and full path to the NFS share. The IP address

	1	is recommended as it will always work assuming the default revitor and
		is recommended as it will always work, assuming the default router and other network settings are correct, even without a name service running.
		EXAMPLE: <ipaddress> /local/var/spool/data</ipaddress>
		<b>NOTE:</b> Be aware that this file system should have enough free space to store the scanned images and regular backup and purge of old images is important.
		From the Copier/Printer
		<ol> <li>From the main DocuSP screen, login as System Administrator with the correct password.</li> </ol>
		2. Select the System menu and then select UNIX terminal window.
		3. When the terminal window appears, TYPE:
		su [RETURN]
		<ol><li>Enter the superuser password and press the [RETURN] key. The system will display a "#" prompt.</li></ol>
		5. Enter the command cd /etc to change to the /etc directory.
		6. Enter the command cp vfstab vfstab.bak to make a backup copy of the vfstab file.
		7. In this step, substitute the actual IP Address of the remote system for < paddress> and substitute the actual directory path on the remote system for /local/var/spool/data. Enter the command all on one line. There are 6 [TAB] characters (press the TAB key do not type [TAB]) separating each of the seven entries listed between the quotation marks.
		echo " <ipaddress>:/local/var/spool/data[TAB] - [TAB] /var/spool/XRXnps/saved [TAB] nfs [TAB] - [TAB] yes [TAB] soft,bg,retry=5" &gt;&gt; vfstab</ipaddress>
		8. Enter the command poweroff to power the printer off.
		9. Wait 30 seconds then power the printer back on. The mount will now be active.
		<b>Note:</b> If the mount fails due to an error in the vfstab entry, the original vfstab may be restored by entering the command cp /etc/vfstab.bak /etc/vfstab from the command line when logged in as root or superuser.
Multi-page TIFF file size limit	20941	Files saved as Multi-page TIFF are limited to 2GB in size. This limit may be reached after a few hundred images if the scanned originals contain a lot of halftone content and are scanned at 1200x1200 resolution. When a job reaches this size, a message may be displayed indicating that the disk is full. To save large jobs, use the save format of Single Page TIFF.
PDF with rotated thumbnails	17480	Saved PDF files contain thumbnail images that can be displayed by Acrobat Reader. When viewing a PDF file saved from Scan to File, those images are rotated 90 degrees clockwise from the orientation of the full-size page images.

Scan jobs – do not set Print with override	15988	Scan jobs can only be directed to the default queue. Do not set the disposition to "Print" with "override" also set. This will disable Image Save since those jobs will always print instead. This also causes Mixed Size Original (MSO) jobs not to run because a fault will always appear requesting the stock to be loaded even if it is properly loaded.		
Scan to network job abort	27037	Scan to network: Large scan jobs (200+ pages) occasionally abort.		
Scan to network job fault	28084	If a large scan to network job faults, when the fault is cleared it may appear that the job is stuck in a "Scheduling" state. In fact the job is active, but it takes a long time to reach the "Being Saved" state (approximately 40-60 seconds per each 100Mb).		
Stapling option displayed on UI	16796	When setting up and saving a copy job with stapling, the resulting stapling choice for the saved job may not match what was originally programmed. The UI may display an equivalent stapling selection but the job will apply the proper stapling location. This applies to the following:  • "1 Staple Landscape Right" displays as "1 Staple Portrait Left".		
		<ul> <li>Setting a job with 2 staples portrait right results in the job being saved with 2 staples landscape bottom.</li> </ul>		
		<ul> <li>2 staples portrait left results in the job being saved with 2 staples landscape top.</li> </ul>		
		2 staples landscape left results in 2 staples portrait top.		
		2 staples landscape right results in 2 staples portrait bottom.		

### Other

Subtopic	CQ#	Description and Recommended Action	
Build Job and image orientation	27052	Build Jobs with landscape images will have orientation problems if segments are scanned from both the SDDF and the platen. When the job is reprinted (using Copy Save), the platen images will appear upside down. If a Build Job will be saved, scan <b>all</b> segments from either the SDDF or the platen.	
Build Job and stapling	24816	When using Build Job and trying to staple Letter and Legal, disable any Letter Long Edge Feed trays to prevent a programming conflict.	
Build Job with image orientation	26975	When using Build Job with Imposition (ex. booklet), with all Landscape mages, and scanning from the platen, rotate the paper 180 degrees on the platen to get the proper output.	
Copies in document handler	20536	When making copies, ensure the documents are in the document handler for at least 1 second before pressing the start button.	
Copy job with imposition / annotation	24800	If a copy job with Imposition is held, modified to not have imposition, then released, the output will not be scaled properly. If a copy job with Imposition is saved, the saved ticket will not reflect the correct imposition attribute (instead it will show 'None') however the job will reprint with the correct imposition. If a copy job with Annotation is saved, the saved ticket will not reflect the correct annotation attribute (instead it will show 'None') however the job will reprint with the correct annotation.	
Duplex – front to back alignment	18848	If an image size is less than the output paper size, and the image is duplex copied, the images will not align from front to back. Perform an image shift on one of the sides, or use Auto Center to get them to align.	

Fault caused by modified attribute	37250	If you hold or proof a copy job and modify an attribute that will cause it to fault (ex. request an unsupported staple) the job will go aborted and you will need to rescan the job. As a work around, save the job and then when you print it, if it faults, you can change the offending attribute, and then release it.
Imposition functions with Copy MSO / Build Job	24803	Do not use imposition functions on Copy Mixed Size Original (MSO) or Build Jobs that contain multiple sizes, or the output will be unpredictable. This includes any jobs that were held or saved and have more than 1 paper size. If you use Build Job with Signatures (Booklets), all of the segments must be the same size and orientation. If you scan in long edge feed on the SDDF, you must also scan in long edge feed on the platen. You must also have the same output stock selected for each segment.
Percent complete	16913	When Sending a booklet layout copy job, the Percent complete increments half as fast as the job completes.
R/E with Scan to File	31982	If you use Scan to File with the system supplied Reduce/Enlarge rates, the saved job ticket will have a custom stock size. (example: A Scan to File job with and RE value of 64% (Ledger->Letter) will save a job with a custom size rather than Letter.) When you reprint the job, you will need to choose Letter stock. If you want the saved job to come out to exactly the correct size for reprinting, use Copy Save instead of Scan to File.

### **Finishing**

#### BFM Plus / BFM

Subtopic	CQ#	Description and Recommended Action		
Feeder decals		The default decals for the Sheet Feeder Module (SFM) are for machines with the MFF installed. New feeders come with extra decals that are to be used on machines with a BFM and/or FTM installed. These decals describe the proper orientation on how to load the different types of media. Make sure the correct decals are attached to the feeders. Refering to these decals will also help you to correctly load the lead edge of the stock in the SFM so it prints correctly to the BFM. The decals for the MFF configuration are different so make sure to use the correct decals for your system.		
Front door LED behavior		The LED on the Front door has a new behavior. The intent was to provide to the customer feedback as to which stacker is being used when 2 BFM's are attached. The states are:		
		Steady On: Stacker is "In Use"		
		Blink: Ready to Unload		
		Steady Off: Not in use		
		LED State Change: By selecting the Unload button, the LED will change state.		
		If it is off, it will turn on for the duration that the button is depressed.		
		If it is on, it will turn off for the duration that the button is depressed.		
		This request can occur when an unload is needed prior to the BFM finishing a set or the machine is cycled down due to being out of paper and needs to finish the set before the unload request is honored.		

Maximum stapled set thickness		Maximum-stapled set thickness is 100 sheets or equivalent (see table below). The operator must limit the number of sheets in stapled jobs depending on paperweight.				
			100	Sheet Cartrid	lge Limits	7
			Weight	gsm	No. of sheets	1
			20#	75 gsm	100 sheets	
			28#	105 gsm	80 sheets	1
			32#	120 gsm	70 sheets	
			65#	244 gsm	30 sheets	
			30 \$	Sheet Cartrid	ge Limits	1
			Weight	gsm	No. of sheets	=
			20#	75 gsm	30 sheets	1
			28#	105 gsm	24 sheets	1
			32#	120 gsm	21 sheets	]
			65#	244 gsm	10 sheets	
Paper sizes to top tray	07040	<ul> <li>Cross P</li> <li>Paper w coated y</li> <li>Transpa</li> <li>Paper sizes</li> <li>The abortop tray.</li> <li>Envelop trailing a</li> </ul>	Process direct veights supported was supported was been can be ruled and limited to	ion 8.0 -12 in. orted with this is 50 gsm. oe run. A sepaith this release es plus A5, SF on to the top training.	ıy. Envelopes shou	ommended.  It can be run to the all be open flap
Registration with tabs and covers	27918	stapled and may exhibit quickly.	unstapled se t this proble	ts. The first 2 m. Machines		om a cold start cover much more
Small stapled sets		quantity is a	utomatically l	imited to 100	than or equal to 15 sets (for staple bui the chosen stack	ld up). After 100
		Choose offs	et when runn	ing small (less	s than or equal to 1	15) stapled sets.
			ers are recon staple marks.		e unloaded after 50	) small-stapled
Stacker limits		Improve Set Main Capac	t Registration city settings.	, Improve Initia	r Limits for details al Pages Within a s can be used to op anditions.	set, Bindexer, and

#### 12-2505 Faults

Subtopic	CQ#	Description and Recommended Action
Auto unload		You may experience unloads before reaching stack limits. Curl in the paper may trigger 12-2506, 12-2507, 12-2508, 12-2561, 12-2562, 12-2563 faults and will result in an auto unload. If this occurs, move the SEM automatic slider to the right to reduce the amount of up-curl in your output.
Blocked sensors cause automatic unload		Further improvements have been made to the 12-2505 faults. There are 3 set drop sensors that when all 3 sensors are blocked, a 12-2505 fault will be declared. This behavior is already known. The improvement that was made is that when one or two sensors are blocked, the system will finish the current set that is printing and will do an automatic unload. A message will be displayed to the user describing the premature unload due to curl. Instructions will be given to help reduce the frequency of the fault. Initially, try to move the SEM automatic slider to the right to reduce the amount of up-curl in your output.
		Refer to Appendix A for additional information about how the BFM operates and for suggestions to optimize it's performance for your specific needs.
Recovery procedure		The recovery procedure for 12-2505 is improved. The jam clearance procedure instructs the operator to unload the main stacker. <b>These sheets are now all considered good.</b> After closing the front door, the system will instruct the user to open the clamshell and remove and discard the sheets of paper sitting on the shutters. After the sheets have been removed, close the clamshell. The system will purge any other sheets in the system before resuming the job.
		If any sheets on the stack are damaged or poorly stapled, the operator may have to remake those sheets/set when the job is done.
		Note: There are a few rare cases in which sheets can fall from the shutters onto the stacker. Please make sure you check your output for any duplicates. The status message informs the user to mark the stack and check output for duplicates.

#### DS5000

Subtopic	CQ#	Description and Recommended Action		
Duplicate sheets	31302	When switching from stacking in the right stacker to the left stacker the DS5000's do not send the Sheet Delivered for all sheets in the vicinity of the switch, thus when there is a pause in printing (i.e. upstream jam, skipped pitches or any cycle down) a duplicate page could be delivered when printing resumes. When this problem occurs, the system will declare fault codes:		
		-12-3210 "Sheet Delivery Signal (S3) was not received within the allowed time interval and without fault line being raised by 3rd Party device" and -12-3200 "FTM detected an External DFA Device Fault".		

Jamming with lightweight papers		Lightweight papers can cause degraded performance (jam rate to stacking performance). HintCheck for excessive paper curl, adjust decurler as needed. Other recommendations include:
		Check ↓↑ orientation in feeder loading (flip stack). Run in rotated mode. Avoid < 60 GSM (16#). Use good quality paper.
PCL job with job separator command	27837	To print and finish a job that contains the PCL job separator command (&I1T), send the job to a queue that does not have an override set for finishing. A default value is okay - just make sure there is no override. Setting an override for Finishing results in all job level finishing options being ignored and the default finishing option being applied to the full job. The PCL job separation command falls into finishing category.

### MFF (for both Professional and Pro Plus)

Subtopic	CQ#	Description and Recommended Action	
Finisher Unload Button	10402	You do not need to press the Finisher Unload Button to remove output from the finisher. When you press the Finisher Unload Button, the finisher cycles down. Press the Finisher Unload Button again to re-enable marking.	
C or Z fold jobs rotated 180 degrees	19879	If landscape C-fold or Z-fold jobs printed from print clients, or the SDDF LEF scan, are rotated 180 degrees, select 180 degree rotation from the Advanced tab in Print Drivers at the PC application or from the Image Edit tab, Image Rotation, at the Copier/Printer user interface.	
PostScript Jog command	24772	The PostScript Jog command, when used within a job, does not perform as described in the Adobe PostScript specifications. Changes to the Jog value create subsets to which the job or queue level finishing selections are applied. For example, if a job specifies<> setpagedevice on page 1 and <>setpagedevice on page 5, then pages 1 through 4 will be finished as a unit and pages 5 through the end of the job will be finished as a separate unit. This is the same behavior as other Xerox production printers, such as the DocuTech 6180.	

#### MFF Pro Plus

Subtopic	CQ#	Description and Recommended Action	
Free Flow Print Manager (FFPM)	40370	Free Flow Print Manager does not provide a method to combine staple and hole punch for a job. As a work around, hold the jobs and update your finishing selection using "Multiple Finishing".	
Punching heavy weight paper	40269	If you do not have the Productivity Pack license and you are hole punching Heavy weight paper, do not run paper greater than 200 gsm. This is a documented machine limitation.	
Hole Punching with mixed sizes	41192	If you are using Copy Services and are hole punching a job with paper sizes of both LEF and SEF, the pages will print and hole punch correctly. However, if you save the job and reprint it later, the job will fault since the Print Services cannot currently hole punch mixed sizes.	
2/3 and 2/4 Punch dies	39409	If you have a MFF with hole punch and both the 2/3 and 2/4 hole punch dies, any job programmed for 2 hole punch will punch with either die loaded. Be sure the appropriate hole punch die is loaded before submitting the job. On a 2/4 hole punch, the two center holes are 80 mm apart. On a 2/3 hole punch, the two center holes are 70 mm apart.	

### Security

Subtopic	CQ#	Description a	nd Recommended Action	
Account names		Under Users and Groups, the system displays the built-in accounts using friendly names, instead of the actual user names:		
		Friendly name	Actual user name	
		User Operator	user operator	
		System Administrator	sa	
		Customer Service Engineer	cse	
ADS and NIS cannot be used at the same time	27998	in the UNIX world, the other in t cannot be used at the same tim	ovide network authentication services, one he Windows 2000 and later world. They e. In order to ensure that the Microsoft ADS ly, NIS needs to be disabled in the Network	
ADS logon failure	24670	The Microsoft ADS authentication feature uses the Kerberos security protocol. Kerberos authentication mandates that the difference between the local times on the Nuvera system and the local time on the domain controller be within a reasonable range. This range is configurable at the domain controller and it is 5 minutes by default.		
			nan the configured range, the logon will fail hat the failure was caused by the time	
			arent reason, make sure that the local th the domain controller time (within 5	
		controller over NTP (network tin synchronization is unlikely to ha controller not acting as a reliabl	time synchronization with the ADS domain ne protocol), therefore the lack of appen. When it happens, the domain e NTP time source could have caused it. tation for information on how to configure the liable NTP time source.	

### **Print Drivers**

#### Installation

Subtopic	CQ#	Description and Recommended Action	
New drivers	22921	When downloading a new version of the driver from Windows Update, be aware that some features may not be supported in the current level of DocuSP software that you are running. New drivers are made available when a new release of DocuSP is available.	

### Stock Selection

Subtopic	CQ#	Description and Recommended Action	
Imposition in print driver	10747	The Imposition features in the print drivers offer slightly different options and produce different output than the Imposition features available in the Print from File pathway on the machine.	

### Imaging

Subtopic	CQ#	Description and Recommended Action	
Booklet Layout		To use Booklet Layout successfully, set the body Paper Size to the size of the image. Then turn Margins off in the Image Layout Tab to prevent 98% scaling. Now go to the Layout/Watermark tab and select Booklet Layout. This will automatically select the 2-sided printing for the job. Finally select the paper size you would like the output printed on in the Fit to New Paper Size list and then print the job.	
PCL drivers	26202	If jobs take a long time to process when printing from PCL drivers, change the Graphics Mode, on the driver's Image Options tab, from Vector to Raster, then resend the job.	
PDF Booklets		Proper programming to create booklets using Adobe Acrobat PDF files:	
		To create an 11x17 folded booklet out of 8.5x11 size originals from PDF files, program the job for 8.5x11 paper and use Fit to new Paper Size and choose 11x17 as follows:	
		In the Nuvera Print Driver:	
		Paper/Output tab	
		Set Paper Size to size of the job (8.5x11).	
		Select booklet fold if you want it	
		Image Options tab	
		Set Margins = None	
		Layout/Watermark tab	
		Page Layout = Booklet Layout	
		Check Fit to New Paper Size and set it to output paper size (11x17)	
Suppressing default margins	13932	The default behavior in the print drivers is to impose a 4mm margin on all four edges and some applications scale the output to fit within that margin. This prevents image loss due to edge cropping in the Print Engine. In some cases, this may not be the desired behavior (for example, when printing scanned images, or when output scale is critical). If the default margins are not desired, they can be suppressed by choosing a Margins setting of "None" in the Image Options tab in the print driver.	
Cover size setting	37765	When submitting a job from your application through the Xerox print driver and Print on Side 2 is selected from the Add Covers window of the Special Pages tab, you must select the paper size from the Back Cover Paper drop down menu instead of using the default Use Job Setting. If you select Use Job Setting as the paper size, the job faults at the DocuSP.	

### Other

Subtopic	CQ#	Description and Recommended Action	
Booklet Layout	28048	You will not be able to use Booklet Layout with an Encrypted or Password Protected PDF using the print driver. To workaround this, send the PDF directly to DocuSP using one of the web submission tools or LPR and hold it. At DocuSP, program the Booklet Layout option and release the job. The job will print in booklet form.	
Job submission with PCL drivers	26157	If you are unable to submit a job from Acrobat Reader using the PCL drivers, either send the job with the PostScript drivers or use the WebUI or FFPM.	
Landscape duplex options reversed	12945	When printing a landscape document using the PCL driver, select the opposite duplexing option than the one you want. "2 Sided Print" and "2 Sided Print, Flip on Short Edge" are reversed. This also breaks booklet layout for landscape jobs. So to print a booklet using a landscape job, send the job to DocuSP and hold it. Program the Booklet Layout in the job properties and release it.	
Nuvera drivers and XCAP import	22464	Nuvera drivers do not have the XCAP import capability. The drivers must be manually configured using the driver properties.	
PCL job classified as ineligible	10164	Any PCL job may be classified as ineligible if: Resource-Based Scheduling is enabled, and the job requests a non-default paper size (e.g. legal) and the printer default media (e.g. letter) is not loaded. This is due to the fact that the scheduler cannot determine the paper sizes in the driver's Page Description Language (PDL) so it applies the queue default when scheduling the job. Several possible workarounds include: manually releasing the job; turning off RBS (select FIFO instead); printing using a PostScript driver; or loading the default media in the printer.	
		Similarly, any PCL job may be classified as ineligible if: Resource-Based Scheduling is enabled, and the job requests a non-default paper size (e.g. legal) and color (e.g. blue). This is again due to the fact that the scheduler cannot determine the paper sizes in the PDL so it applies the queue default when scheduling the job. In this case, the scheduler would be looking for blue letter paper, instead of blue legal paper. Workarounds include: manually releasing the job, turning off RBS, or printing using a PostScript driver.	
Print drivers and stapling positions	27628	When printing landscape images onto short edge feed paper, using the following stapling or hole punch positions with the associated driver, you will need to use the Rotate 180 option to get the staple/hole punches in the expected location.	
		PS Driver - Top Left	
		PCL Driver - Top Right - Bottom Right - Bottom Left - 2 Staples Right - 2 Staples Left - Hole Punch Right - Hole Punch Left	
Printing from CorelDRAW with PCL driver	26169	When printing a 2 sided, odd number of pages, job from CorelDRAW, using the PCL driver, there may be an extra blank image (page) added to the end. This blank image will "print" on the backside of the last page unless there is special pages programming. If the job requires special pages programming, use the Pages to Print option and select "1 - Number of Pages" for the range to get the job to print without the extra blank page at the end.	
Time to print a PDF	26095	Printing a PDF from Adobe Reader, using the Windows 2000 PS drivers, may take a while to send. If the time it takes to submit the job is too long, submit the PDF directly using the WebUI or FFPM.	

# **Print Submission Tools Hints & Tips**

### FreeFlow Print Manager / IPP

Subtopic	CQ#	Description and Recommended Action	
FFPM and canceling job submission		Selecting Cancel from FreeFlow Print Manager, while a job is being submitted to the system, does not completely cancel the job. The workaround isDelete the canceled job at the printer, which appears in the Completed Jobs list as "completed with errors."	
FFPM and job ticket attributes for custom stock		Hint to avoid confusion when using the FreeFlow Print Manager application to specify job ticket attributes for custom stock. The workaround is from FreeFlow Print Manager, when you are adding a custom stock, you should connect to the target printer and in Job Setup, use the Stock pull down menu (rather than the "Stocks" button) and select "New." The window will limit the selection of the stock attributes to those that are settable for the connected printer. You should be cautious when using the "Stocks" button to add new stock. When using the "Stocks" button, changes made to non-applicable attributes will be ignored. This printer only allows the following media attributes to be specified: Size, Type, Color, Weight.	
FFPM and media size names		When using FreeFlow Print Manager to program a job with a media size for either of the size names: Spanish (XE) or Foolscap (XE), the pull-down menu for "Main Paper Stock" in "Job Setup" will not contain these size names.	
		The Workaround isWhen specifying Paper Type in Job Setup of FreeFlow Print Manager or Internet Services, the following media sizes do not appear unless the paper is currently loaded in one of the trays at the printer: Spanish (XE), Foolscap (XE). To program one of these sizes, perform the following:	
		Load the paper in one of the trays and then, from the Main Paper Stock pull-down menu, choose the Tray with the desired paper stock, or	
		From the Main Paper Stock pull-down menu, select "New". Then from the "New Stock" menu, select a size of "Custom (.in)" and enter the appropriate dimensions for width and height: Spanish (XE) - 8.46 x 12.4 in., Foolscap (XE) - 8.5 x 13.0 inches. Note that programming of any job attributes other than Size, Type, Color and Weight will be ignored by the printer.	

#### Internet Services / HTTP

Subtopic	CQ#	Description and Recommended Action	
Mac operating systems	14568	No web based job submission is available for older Mac operating system software. The workaround is to install Mac OS X.2.6 or higher, the 1.4.1 version of Java Runtime Environment (JRE) and the Safari browser. Then use Xerox Document Submission (XDS) Plus "Job Submission Applet."	
Programming custom stock size		When programming custom stock size, if the stock size programmed is out of range, the warning message does not indicate the valid stock size range. Workaroundif possible, program custom stock size at the Nuvera printer.	

### DigiPath 4.1

Subtopic	CQ#	Description and Recommended Action
Adding the Nuvera printer		When adding the Nuvera printer, select the corresponding name from the Add Printer drop down list. E.g. to add the "Nuvera 120 DPS" printer, select the "Xerox DocuTech 120 Pro." To add the "Nuvera 120 DC/P" printer, select the "Xerox DocuTech 120 C/P".
Invalid Finishing option fault	23520	There will be an "Invalid Finishing option" fault raised when submitting DigiPath 4.1 jobs to the FTM when output = top tray and finishing = printer default.
Optimizing an image from the scanner		When optimizing an image from the Scanner, select the corresponding name from the "Optimized Image for" drop down list. E.g. to optimize the image for the "Nuvera 120 DPS" printer, select the "Xerox DocuTech 120 Pro." To optimize the image for the "Nuvera 120 DC/P" printer, select the "Xerox DocuTech 120 C/P".
Upgrade from DigiPath 4.0		Customers with DigiPath 4.0 who wish to print to the Nuvera printer should contact Xerox Service for a free upgrade to DigiPath 4.1.

# Accounting

Subtopic	CQ#	Description and Recommended Action	
status V		The Accounting Log in DocuSP can contain from 400 to 1000 entries. When this log becomes 80% full, a status will appear that indicates this has happened. When the system reaches this state, a fault is declared and logged in the system logs. After the 80% level is reached, each job that is run will cause another fault. The status can be cleared by exporting or purging the log from the Administration menu. Faults will not occur if the log is routinely purged or exported.	
		This is normal operation for the system. If the operator takes no action, the log files can fill and make local and remote troubleshooting more difficult. Accounting information will be overwritten if the log is allowed to completely fill	
		The Accounting function has several capabilities that will prevent this from happening.	
Automatic log export		The Accounting Log can be automatically exported when it reaches the 80% level. This feature can be configured from the Accounting function under the Administration menu. The exported file will be automatically named and the purge done. With this feature enabled, the status message and subsequent fault should not occur.	
Disable Accounting		Accounting can be disabled and no information is recorded about any jobs.	
Export and purge Accounting log		Operators or Administrators can export the log manually and then purge. This will remove the status and the log will then be populated again as jobs run.	

# Foreign Interface (FDI) Hints & Tips

Subtopic	CQ#	Description and Recommended Action	
Accumulator device timed out	24082	After a Jam, the operator must re-enter their account number on the Auditron/Accumulator in order to continue their job if the accumulator device times out before the operator clears the jam. This is working as expected and can be avoided by increasing the accumulator timeout or disabling it altogether. Note: the machine is disabled correctly when this log out occurs.	
Deleting jobs	22040	Foreign Device has an inherent problem "crediting" when a job is deleted directly from the queue (as DocuSP is unable to inform PSIP of this occurrence). Do not delete jobs controlled by the Foreign Interface Device directly from the queue. Allow the Cancel Job Timer to delete them when it expires.	
Multi-Up jobs	24914	Multi-Up print jobs controlled by the Foreign Device Interface cannot be charged a premium or double-counted.	
Wizard messages covered	31237	Status messages from the Foreign Device Configuration Wizard can be covered by other messages on the DocuSP main screen. To prevent this, when installing or changing the configuration of a Foreign Device, the system should be in an idle state. This can be easily accomplished by pausing the system.	

### **Appendix A:**

#### **Optimize BFM performance**

You can improve your experience with your Nuvera system by customizing the BFM's behavior to meet your needs and by using some relatively simple strategies to improve the quality of your output and the overall productivity of the system. The techniques presented here should provide you with:

- improved stacking quality with better in-set registration of each sheet
- improved productivity through reduced interruption due to jamming and intermittent stacker unloading
- improved operability by customizing stacker unloading to meet your needs

A tabular summary of the strategies is provided at the end of this document. You can refer to that as a quick reference but taking the time to read the detailed explanations and getting a thorough understanding of the BFM's capabilities can provide tremendous benefit in optimizing the performance. The following topics are covered:

- Operational summary of the Stacker
- Controlling the stack height limit
- Managing paper curl
- Use of the variable shaped tray
- Use of the bin limit setting
- Use of the scuffer
- Disabling buffering

#### Compiling and Stacking principles of operation

In the BFM, the act of collecting sheets of a set is referred to as compilation and the area those are collected in is referred to as the compiler. The compiler physically can only collect the equivalent of 100 sheets of 20 lb paper. The limit compiled sheets is determined automatically based on the paper properties. When stapling, the bin limit is equal to size of the stapled set. The BFM will collect sheets in the compiler up to the lesser of the bin limit or size of a set and then will drop that collection set onto the stack below.

There is an array of 3 optical sensors that are used to determine if a successful drop has occurred. At the occurrence of a set drop, the set drop sensor array is checked. When curl is present in sheets and building up as a stack accumulates, typically one or two of the set drop fault sensors become blocked before all three become blocked. As each set drop occurs, the set drop array is checked and if only one or two of the sensors are blocked, the system completes the next chunk/set that is currently in progress (it had already started before the drop completed) and then schedules an orderly unload of the stacker at the next chunk/set boundary. In those cases, the operator simply needs to unload the stacker, discard nothing, and the system resumes. In dual BFM systems, the job will automatically switch to the other available empty stacker and continue with no impact to productivity. If at the time of the drop, all sensors are blocked, a 12-2505 set drop fault is declared. In this case the operator will need to unload the stacker and then open the top transport clamshell and remove and discard any sheets in the compiler and any compiled collections that remained hung up during the set drop operation. The set which failed to drop will not be remade, only sheets left in the compiler or transports will be remade.

#### Control the stacking limit

The BFM is designed to stack up to the equivalent of 3000 sheets of 20 lb paper. The BFM detects when it's getting close to full and automatically schedules an unload at completion of the next set or compiling eject. A 3000-sheet stack can become unwieldy to unload. Also, 3000 sheets of oversized 11x17 or A3 paper can be excessively heavy to lift off of the stacker and transport for downstream processing. You can customize the stacking limit through the GUI in the Stacking tab of the Printer Manager pathway. On the Stacking tab right click on one of the finishing devices presented and select **Stacker Limits** from the menu. Use this to set stacker unloading to a more comfortable stack size. Use it also to combat the effect of accumulating up curl in very large stacks to avoid unnecessary interruptions that require more complex operator intervention in recovery. With two BFM's productivity is maintained with automatic stacker switching when one becomes full. Figure 1 below presents the dialog that is available for doing this. Note that the stacker limit can be set unique for each stacker if you happen to have more than one. You might find this useful if you want to run letter sized jobs and ledger size jobs each with different stacking limits; direct each job to their specific stacker. This stacking limit can be changed as often as desired.

The system will count sheets delivered to the stacker and will either unload when the limit is reached or when it detects it's full; whichever comes first. Note that this limit you've set is not a precise limit. It's more specifically a "do not exceed" limit and the system factors in the set size or compiling limit of the current set in progress and will schedule an unload when it determines that the next set to be processed could exceed the limit.

# Improve stacking quality and BFM reliability through management of paper curl

To achieve the best quality stacks and to get the optimum performance out of the BFM it is crucial to minimize the amount of curl in the paper that is delivered to the stacker. A variety of factors contribute to the amount of curl in your output including quality of paper being used, grain direction in the paper, temperature of the fuser and orientation of the output in the stack. Curl is primarily an issue in lighter weight papers less than 20 lb or 75 gsm. There are several things you can do to minimize curl in your output and some of those are mentioned here. For a more thorough understanding of curl contributors and countermeasures please review the topic in the Nuvera User Guide and Training Aid.

The Nuvera system is designed to optimize fusing performance across the entire range of paper weights and types that it is specified to support. A key capability is intelligent control of the fusing temperature to maintain optimal fuse fix performance for each paper that passes through the system. This *Automatic Image Permanence for All Stock Weights* control (AIP) relies on accurate input of paper weight and type information so it is critical to properly enter these properties for each paper loaded in the machine. In particular, lighter weight papers will be over stressed if they're programmed with heavier weights. *Automatic Image Permanence for All Stock Weights* is enabled by default and is accessible through User Diagnostics in the System Optimizations dialog. You can turn off AIP in which case all media will be fused at a lower temperature optimal for lighter weight papers. Then you can also select *Heavy-Weight Stock Jobs - Enhanced Image Permanence* in which case media will be fused at a higher temperature suitable for heavier media but the risk of curl on lighter weight media will result. Note also that the BFM uses paper weight to optimize sheet in-set registration and compiling operation. Taking the time to properly program paper weight information when loading trays will result in optimum overall system performance and reliability.

Proper use of the Sheet Enhancement Module is also very helpful. The Sheet Enhancement Module (SEM) is designed to automatically determine an optimum control for your output, taking into account several factors including paper weight, paper type, and job programming characteristics. There are many things that affect curl, so adjustments are provided to assist you, if necessary. The SEM adjustments are accessible by selecting **Adjust Decurler...** in the Printer dropdown menu. It is best to enable automatic control, which will automatically account for the most common changes that affect the output (paper

weight, paper type, whether 1-sided or 2-sided output). If the default automatic setting is not providing flat enough output, it is possible to adjust the output and still maintain automatic control by moving the slider. Moving it to the right (a more positive setting) will reduce up-curl. Moving it to the left (a more negative setting) will reduce the amount of down-curl. If automatic control is still not providing adequate flatness, you can disable it, select manual control, and set the SEM to your desired value. As with the automatic slider, positive settings reduce up-curl and negative settings reduce down-curl. Careful attention is required, to avoid an overly strong setting, which can result in down-curl sheets getting caught in the BFM entrance baffle or transports. The Print Engine's internal Decurler should be set to a value of 2. It should only be increased one notch at a time due to roll wear that causes jamming in the decurler.

#### Improve stacking quality and performance through BFM optimization

Once all curl management techniques have been employed, additional actions can be taken specifically with the BFM to further improve stacking quality or performance.

#### Use of the shaped tray

If up curl continues to be a problem, the most effective option might be to employ the use of the optional shaped tray on the stacker tray. This insert assists in stacking when there is up curl present by breaking the beam strength of the up curl in each dropped set. It is very effective when stacking lighter weight stocks. Avoid using the insert when building stacks of heavier weight stocks more than 140gsm because they generally won't break over the shape of the tray resulting in an unstable stack. Also, these heavier weight stocks are generally immune to curl anyhow so the shaped tray is neither necessary nor beneficial.

#### Use of bin limit

As noted earlier, the BFM collects sheets for a set in the compiler up to an automatically determined bin limit. There may be times while running unfinished stacks when it may be advantageous to reduce this bin limit to create smaller set drops. This can be controlled via the *Bindexer Capacity* setting on the Stacker Limits dialog (see figure 1). It can be beneficial when there is extreme curl in the output by reducing the accumulated effect in the compiled sets/stacks. This can improve the success of set drops in those cases. Lowering the bin limit can also be used to reduce the amount of waste sheets left in the compiler at the occurrence of transport jams. Note that lowering the bin limit may result in stack quality problems due to the more frequent drops that occur.

#### Use of the scuffer

The BFM generally registers sheets in the compiler by tamping them from behind along the trailing edge. When running jobs that include oversized covers or precut tabs, this method of registration is not possible. In those cases an alternative registration method is used with a set of rotating wheels that lightly pull sheets from the lead edge into the registration position. These rotating wheels are referred as the scuffer. The scuffer is automatically employed when the job's construction requires it. Scuffer registration can also be enabled manually by selecting *Improve Set Registration* on the Stacker Limits dialog. This can be effective at improving in-set registration and compiling reliability when excessive up curl is preventing the tamping device from accurately pushing sheets into registration. Testing has shown this to be very effective when running lighter weight large stocks (11x17 and A3). It is also effective at eliminating or at least reducing the pucker that occurs between staples in a dual-stapled set. Note that enabling use of the scuffer may result in premature wear of this device and thus in more frequent service calls required to repair it.

#### Turn off buffering

The BFM buffers a few sheets in the transport that arrive during a set drop from the compiler of the previous chunk or set. This is done to avoid having to insert open pitches while the set drop is underway. Note that the BFM disables this buffering automatically for certain paper sizes such as 11x17. Buffering can also be disabled manually and can be useful if excessive down curl is causing those buffered sheets to float into the compiler and get mis-registered. Buffering can be

turned off by selecting *Improve Initial Pages Registration within Set* in the Stacker Limits dialog.

**Note**: With 7.0 SW, the "*Improve Set Registration*" and the "*Improve Initial Pages Registration within Set*" are controlled independently. Prior to 7.0 SW, checking the "Improve Set Registration" internally set the system into "Improve Initial Pages Registration Within Set".

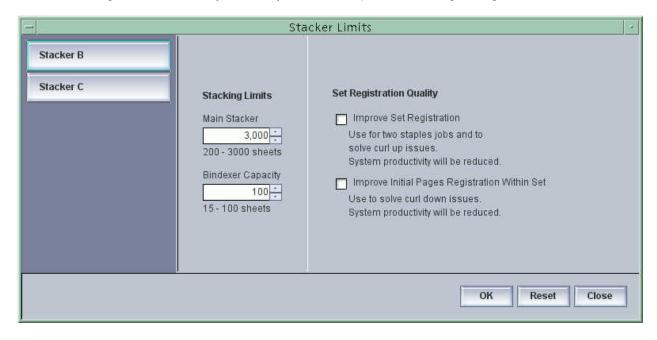


Fig. 1 – Stacker Limits dialog, accessible via the Printer Manager pathway on the Stacking tab

#### Using All the Adjustments Affecting the BFM

Note: Perform the actions / adjustments in the order in which they appear in this table.

	Action/Adjustment	When to Adjust	When to change
1	Stacking limit (in Printer Manager: Stacking tab, right click on a Finisher)	<ul> <li>To create more convenient stacks for unloading</li> <li>To compensate for curl build up on large stacks</li> </ul>	As needed per job and operator requirements
2	Automatic Image Permanence for All Stock Weights (in User Diagnostics: System Optimizations)	Use as default to achieve optimum fuse fix and minimum curl in output	Turn off to achieve maximum output productivity when running mixed weight papers.
3	Print Engine Decurler Adjustment  (Manual dial inside the right front door of the Print Engine)	Start with a value of 2.	As decurler wears, increase this number one notch at a time.

		If the Sheet Enhancement	. Adjust the guitamentic clister
		Module is present	<ul> <li>Adjust the automatic slider as needed; positive values</li> </ul>
4	Sheet flatness adjustment	<ul> <li>Flat paper gives best performance in BFM.</li> </ul>	reduce up-curl, negative values reduce down-curl.
	(in Printer: Adjust Decurler)	Use the automatic mode with it's default setting.	<ul> <li>Use Manual mode only if automatic mode is still not providing adequate sheet flatness.</li> </ul>
	Reduce Up-Curl for 2-Sided Jobs	Use only if you experience excessive Up Curl on 2-sided	<ul> <li>Turn off to get maximum output throughput or when</li> </ul>
5	(in User Diagnostics: System Optimizations, not available in Nuvera Digital Perfecting System)	jobs and it cannot be reduced or eliminated with the SEM.	using side-dependent stocks (letterhead, carbonless, etc.)
		Papers less than 140 gsm.	Papers greater than 140 gsm.
6	Variable Shaped Tray		<ul> <li>Some papers will run better without tray especially if little or no curl exists.</li> </ul>
		Lower value for curled sheets.	Adjust if set size is equal to     bindover plue 1 to 4
	Bindexer Setting	<ul> <li>Lower value improves stacking of some papers.</li> </ul>	bindexer plus 1 to 4 sheets. (i.e. If setting is 35 and job is 37 sheets
7	(in Printer Manager: Stacking tab, right click on a Finisher)	Improves jam rate with heavy papers.	increase the bindexer to 37 or greater)
		Reduce to 35 for most problem jobs.	
	Improve Set Registration	When excessive curl is causing tamping errors in the	Turn off when not required to maximize BFM     component life and reduce
8	(in Printer Manager: Stacking tab, right click on a Finisher)	<ul><li>compiler</li><li>Staple jobs using 2 staples with buckle or pucker between</li></ul>	component life and reduce service
		the staples	
9	Improve Initial Pages Registration within Set	Improve performance when curl exists on paper.	<ul> <li>Productivity is better when not selected.</li> </ul>
3	(in Printer Manager: Stacking tab, right click on a Finisher)		

#### BFM Front door and covers operations:

The 5 areas on the Purge BFM include:

- 1. The top left cover (swings up to left for jam clearance). Area 1 is located here.
- 2. The top right cover (swings up to right for jam clearance). Areas 2a and 2b are located here.
- 3. The top main cover (swings up from front to back for jam clearance). Area 3 is located here.
- 4. The front door is used for unloading paper.
- 5. The staple door is used to replace staples and clearing any staple problems.

The 7 areas on the Bypass BFM include:

- 1. The top left cover (swings up to left for jam clearance). Area 1 is located here.
- 2. The Bypass Top Cover (Lifts from the handle on top). Area 4 is located here.
- 3. The Bypass Main Cover (Lifts from a handle in front. Button pushes like a car door to open).

  Areas 2a and 2b are located here.
- 4. The Top Main Cover (swings up from front to back for jam clearance). Area 3 is located here.
- 5. The front door is used for unloading paper.
- 6. The staple door is used to replace staples and clearing any staple problems.
- 7. The IM Module front door (opens from the right and pulls forward). Areas 5a and 5b are located here.

Opening the front door can be accomplished in 2 ways:

1. Push the Unload button on the front door.

While the machine is running:

- The LED will change state from on to off for the duration of the button press.
- When the set is complete, the machine will cycle down, lower the stacker and unlock the front door.
- The LED will blink when the door is ready to open.

While the machine is cycled down:

- The LED will change state from off to on for the duration of the button press.
- The stacker will lower and the door will unlock.
- The LED will blink when the door is ready to open.
- 2. Using the UI.

Choose Unload button (top right on UI)

If multiple BFMs are present, select the BFM to unload.

While the machine is running:

- The LED will change state from on to off for the duration of the button press.
- When the set is complete, the machine will cycle down, lower the stacker, and unlock the front door.
- The LED will blink when the door is ready to open.

#### While the machine is cycled down:

- The LED will change state from off to on for the duration of the button press.
- The stacker will lower and the door will unlock.
- The LED will blink when the door is ready to open.

#### If the LED on the front door is blinking and the front door won't open:

- -Push the top left corner of the door closed.
- -The magnet must be engaged for the door to open.
- -Push the unload button again and the latch will release.

#### Unload while running a job:

If the Unload button is pushed while running a job, the system may run up to 100 sheets before allowing the unload. If a jam occurs or the machine runs out of paper at this time, the jam must be cleared or paper added to allow this to finish. The unload will not happen until these last sheets are completed.

Note: The top cover and staple drawer can also be opened using the UI.

- -Choose Printer
- -Choose Unlock Finisher
- -Choose top cover or staple drawer to unlock.
- -The front door and staple drawer cannot be opened at the same time.
- -Opening and closing the opened cover will allow the next cover to be opened.

#### The staple door won't open:

- Open and close the top cover; remove any found paper.

Stack tray faults 12-2410 and 12-2415. (No longer requires restarting the system).

- -Check that the front door is closed and the elevator tray is in.
- -If fault persists, call for service.

