XEROX

Xerox Nuvera®
288 Digital Perfecting System

Hints and
TIPS
Including Software 3.0.29.xx Release Notes

Version 3.0
March 2, 2007

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

Table of Contents

Introduction

This Hints & Tips document is a guide to the known operating limitations of the Xerox Nuvera 288 Digital Perfecting 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 software*	CP.5370.73 MK 3.0.29.0x
IPDS	CP.5370.73
DocuSP Remote Workflow	CP.5364.52 (English) CP.5370.83 (Multinational)
Drivers **	PS & PCL: Center Ware 6.xx Network Print Drivers for Xerox Nuvera (02.060.14) Windows driver version: 5.20.0.0

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

* *Note: The print drivers included with the system do not support Microsoft Windows Vista. Check the driver download page at www.xerox.com for future updates.

New Capabilities for the 3.0 software release

The Following features are unique to the Xerox Nuvera 288 Digital Perfecting System:

- A Sheet Enhancement Module has been added to configuration. This is a mandatory module on the Xerox Nuvera 288 Digital Perfecting System and the Nuvera FX Production System.

- A second print engine is added (print engines A1 and A2) to produce 288 impressions per minute on 8.5x11 inch or A4 paper.

- A new Pass Through Mode (PTM) allows one of the print engines to run. This mode is selected in diagnostics.

- There is no scanner module; scanning is available only as part of the Xerox FreeFlow scanning solution.

- The Xerox Nuvera 288 Digital Perfecting System uses EA Toner only.

- A new Tab Optimization Mode is available and is selected from the Printer menu.

- A new diagnostic routine, Image Quality Matching dC965, has been added.

- A Page Parallel RIP feature has been added.

The Following features, which are supported on other Nuvera products, are **not** supported on the Xerox Nuvera 288 Digital Perfecting System:

- Copying is not supported. There is no ADF on the Xerox Nuvera 288 Digital Perfecting System.

- Annotation in DocuSP is not supported.

- MICR / MX printing is not supported.

Issues resolved with this release

The Xerox Nuvera 288 Digital Perfecting System is a new product. Differences from this first release will appear in the next version of this document.

System Hints and Tips

Subtopic	CQ#	Hint / Tip Resolved

Networking Hints and Tips

Subtopic	CQ#	Hint / Tip Resolved

Operating Feature Hints and Tips

Subtopic	CQ#	Hint / Tip Resolved

System Hints & Tips

Optimizing System Performance

Subtopic	Description and Recommended Actions
External Finishing (DFA)	If a DFA finisher is attached to the system, the following hints should be noted: On the external finisher profile GUI, there is a selection for a device profile. The Device Profile now has a new Device type field between the Name & Finisher Type. There are 2 things a customer will experience that can be adjusted with this selection. These problems only occur with DFA finishers. • 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. • 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 **Stacker** the resultant behavior is: • Pause - immediate • Banner sheet delivery - to the same destination as the job body If Device Type is set to **Finisher** 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 re-render 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 jobs	Tabs jobs are delivered to the finisher face down in 1 to N order. As such, the following must be noted: • Tabs need to be loaded in the feeder tray in 1 to N order (commonly referred to as forward ordered tabs) • 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.)

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 both engines – before closing doors for cycle up.
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.
Change the default Save directory	19367	To change the default save directory in DocuSP: 1. Open System Preferences. 2. Select the Save tab. 3. Enter a parent directory (either the actual directory you want, or one that you can browse from). 4. 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). 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.
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 in **Appendix A** 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.
CD-RW media	Use of CD-RW media can cause read problems when written on one drive and read from another.

Tab media for use with Tabs mode

The 288 Perfecting System Tabs mode will support the Xerox tab media listed in the following tables. If the customer uses tabs other than those listed below, results are questionable.

US Tab Stock – All 9 x 11 inches

Type	Weight	Bank	Color	Single Straight	Single Reverse	Double Reverse
Xerox Tabs	90	3	White		3R5422	3R5420
		4	White		3R5426	
		5	White	3R4417	3R4415	3R4405
			Blue	3R5312	3R5308	3R5306
			Gray		3R5322	3R5320
			Ivory		3R5316	
		8	White		3R5713	3R5711
	110	5	White		3R5717	
Saver Tabs	90	5	White	3R12325	3R12175	3R12173
Plastic Reinforced	90	5	Clear	3R5709	3R5520	3R5518
			Red		3R5689	
			Blue		3R5693	
			Rainbow		3R5650	
Ring-Tuff Tabs	90	5	White			
Xpressions+ Tabs	60	5	White	3R12368	3R12366	

RX Tab Stock – All 223 x 297 millimeters (A4 based)

Type	Weight	Bank	Color	Single Straight	Single Reverse	Double Reverse
Standard Tabs	160	3	White		3R90871	
		4	White		3R90872	
		5	White	3R91012	3R90873	3R90957
			Rainbow	3R91025	3R90878	3R90947
		6	White	3R91013	3R91000	
			Rainbow		3R93992	3R91391
		8	Rainbow		3R93990	
		9	Rainbow			3R93993
		10	White	3R91014	3R91001	3R90901
			Gray	3R91023		
			Rainbow	3R91390	3R93988	
		12	White	3R91015	3R91002	
			Rainbow		3R93987	
Laminated Tabs	160	5	White		3R97229	
			Rainbow	3R97234	3R97233	
		10	White		3R97230	
Colotech Tabs	200	5	White		3R972310	
		10	White		3R97232	

User Interface Hints & Tips

Subtopic	CQ#	Description and Recommended Actions
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 movement	CQ35748	Mouse movement is too sensitive.
Mouse pauses	CQ30617	No video Driver in OS, causes Mouse pause.
Mouse speed setup		1. Select Setup, Security Profiles, Set Security to None, Select Shutdown, Restart the machine for Security to take effect 2. Right click on the desktop and select the "Applications" sub-menu 3. Select the "Applications Manager" option under the applications sub-menu 4. 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" 8. Click "Set Home Session", Select OK, Select OK 9. Select Setup, Security Profiles, Set Security to Desired Profile, Select Shutdown, Restart the machine for Security to take effect
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.

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.
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.
Tracking number	35873	The first Remote Monitoring transmission may have no tracking number in the transmission history window after first enabling remote services. Ignore missing information.

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. There will be no offset on the output to indicate where the fault had occurred.
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 **should not** 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. **Avoidance:** 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 Printer Tray values	IPS Manager Printer Tray values are not intended for editing. **Avoidance:** 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. **Avoidance:** 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. **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 not supported	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. **Do not use the DocuSP Reposition Output dialog with IPDS jobs.**
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 messages	Specific printer status problems are not described with Intervention Required messages. Only a generic message is sent. **Customer Action** –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. **Customer Action:** 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 name	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.

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	CQ32547	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 problem	32234	You may have a problem with the DNS entry for the device when DDNS is 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 enable	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 leave it or delete it.

HTTP (Web Services)

Subtopic	CQ#	Description and Recommended Action
HTTP 500 error	(CQ29562	You will get an HTTP 500 error when accessing Web Services and all queues are set to "not accept jobs".
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 28925	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/XP 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).
Poor description of finishing capabilities	30797	The SNMP Agent/MIB does not provide an adequate description of the finishing capabilities associated with each tray (prtOutputDescription). The user should reference the local user interface to determine the exact set of finishing capabilities associated with a Finisher Output Tray.

TCP/IP

Subtopic	CQ#	Description and Recommended Action
Hostname	CQ31228	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 or Secondary 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 instead of reboot	18498	You must "shutdown" instead of "reboot" anytime you perform a Restore Defaults ALL, or IP defaults only.

Operating Feature Hints & Tips

Printer Hints & Tips

Stock

Subtopic	CQ#	Description and Recommended Action
Auto-switching between stocks	40567	If *Allow Duplicate Names* is enabled on the system under *System Preferences: Stocks and Trays: Stock Names*, select the [Save As New Stock] option when creating new stocks. If you don't select [Save As New Stock], you run the risk of creating stocks with the same attributes, which prevents auto-switching between those stocks.
Cannot program tray with Loaded Stock option	40566	Problem: Unable to program a tray using the Loaded Stock option when the named stock is not in the Stock Library. Solution: Either use Unspecified stock names or select the option "Save As New Stock" before closing the properties window.
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 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	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.
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 '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.
Pass Through Mode	38905	If you are using Pass Through Mode, printing with the A2 Print Engine, and are printing simplex, do not use 12.5 x 18.5 paper or you will get 08-1120 LE late to S1 faults on the A2 Print Engine.
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.
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: 1. Hold the job and reprogram it to perform the desired imposition. 2. 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.

Background Forms

Subtopic	CQ#	Description and Recommended Action
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.
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.
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.
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.

Finishing

BFM Plus / BFM

Subtopic	CQ#	Description and Recommended Action
Feeder decals		The default decals for the Sheet Feeder Module (SFM) are for non production machines. New feeders come with extra decals that describe the orientation of how the different types of media are to be loaded. Please make sure the correct decals are attached to the production machine feeders. This will prevent any problems with the 12-1105 faults on the BFM.

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" • Slow Blink: Stacker preparing to unload. • Fast Blink: Ready to Unload • Steady Off: Not in use
Maximum stapled set thickness		Maximum-stapled set thickness is 100 sheets or equivalent (see table below). The operator must limit number of sheets in stapled jobs depending on paper weight. <table><tr><td colspan="3">100 Sheet Cartridge Limits</td></tr><tr><td>Weight</td><td>gsm</td><td>No. of sheets</td></tr><tr><td>20#</td><td>75 gsm</td><td>100 sheets</td></tr><tr><td>28#</td><td>105 gsm</td><td>80 sheets</td></tr><tr><td>32#</td><td>120 gsm</td><td>70 sheets</td></tr><tr><td>65#</td><td>244 gsm</td><td>30 sheets</td></tr></table> <table><tr><td colspan="3">30 Sheet Cartridge Limits</td></tr><tr><td>Weight</td><td>gsm</td><td>No. of sheets</td></tr><tr><td>20#</td><td>75 gsm</td><td>30 sheets</td></tr><tr><td>28#</td><td>105 gsm</td><td>24 sheets</td></tr><tr><td>32#</td><td>120 gsm</td><td>21 sheets</td></tr><tr><td>65#</td><td>244 gsm</td><td>10 sheets</td></tr></table>
Opening stacker front door		**<u>Do not</u>** attempt to open the front door until the LED on the door is 'FAST' blinking indicating that the stacker is ready to unload. Failure to do so may cause a 12-2415 or 12-2410 fault. Follow the instructions for clearing the faults. Make sure the elevator tray is all the way in and close the front door. **<u>Restarting the system is now not required.</u>** If problem persists, call for service **(Refer to BFM Front Door and Covers Operation at the end of this document).**
Paper sizes to main tray		Paper sizes supported with this release to the main tray (stapled and unstapled)**:** • Process direction 7.0 - 18.5 in. (178 mm - 470 mm) • Cross Process direction 8.0 -12 in. (203 mm - 305 mm) • The above paper sizes plus A5, SRA3, and Statement can be run to the top tray. • Paper weights supported with this release: Plain papers 56 -250 gsm, coated papers 90 -250 gsm. • Envelopes can be run to the top tray. Envelopes should be open flap trailing and limited to 15. • Transparencies can be run. A separator sheet is recommended.
Registration with tabs and covers	27918	Tabs and oversized covers registration is not optimized. This includes stapled and unstapled sets. **The first 200 - 500 sheets from a cold start may exhibit this problem. Machines left in standby recover much more quickly.**
Small stapled sets		When running small-stapled sets (less than or equal to 15 sheets), the quantity is automatically limited to 100 sets (for staple build up). After

		100 sets, the BFM will unload regardless of the chosen stack limits.
		Choose offset when running small (less than or equal to 15) stapled sets.
		Coated papers are recommended to be unloaded after 50 small-stapled sets.
Stacker limits		Stacker limits: See Appendix A Stacker Limits for details regarding the Improve Set Registration, Improve Initial Pages Within a set, Bindexer, and Main Capacity settings. These settings can be used to optimize performance of the BFM for different conditions.

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, enable Curl Improvement Mode.
Blocked sensors cause automatic unload		Further improvements have been made to the 12-2505 faults. There are 3 curl 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. 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. **These sheets are now all considered good.** 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
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.
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). Hint...Check 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.
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.
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.
PCL job with job separator command	27837	To print and finish a job that contains the PCL job separator command (&l1T), 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.

Other

Subtopic	CQ#	Description and Recommended Action
BDFx	40119	When running with a BDFx, if the job completes printing but the Job Progress percentage shows a value other than 100%, check the job for integrity and restart the machine.

Security

Subtopic	CQ#	Description and 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 user Operator operator System Administrator sa Customer Service Engineer cse
ADS and NIS cannot be used at the same time	27998	Both NIS and Microsoft ADS provide network authentication services, one in the UNIX world, the other in the Windows 2000 and later world. They cannot be used at the same time. In order to ensure that the Microsoft ADS authentication performs correctly, NIS needs to be disabled in the Network Configuration.
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. If the time difference is higher than the configured range, the logon will fail but there will be no indication that the failure was caused by the time difference. If an ADS logon fails for no apparent reason, make sure that the local system time is synchronized with the domain controller time (within 5 minutes by default). The system supports automatic time synchronization with the ADS domain controller over NTP (network time protocol), therefore the lack of synchronization is unlikely to happen. When it happens, the domain controller not acting as a reliable NTP time source could have caused it. Consult the Microsoft documentation for information on how to configure the domain controller to act as a reliable 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.

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.

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.
Imposition in print driver	10747	The imposition features in the print drivers offer slightly different options and produce different output from the imposition features available in the Print from File pathway on the machine.
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 positions with the associated driver, you will need to use the Rotate 180 option to get the staple in the expected location. PS Driver - Top Left PCL Driver - Top Right - Bottom Right - Bottom Left - 2 Staples Right - 2 Staples Left
Printer Default values for Plex and Collation	22943	Printer Default values for Plex and Collation do not work correctly. When printing to a Production system, set an override on the queue for Plex and Collation, if you want these options to be set to something other than 1 Sided and Collated.

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 is…Delete 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 is...**When 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. Workaround…if 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
Accounting log status		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 Print Engine decurler is also very helpful. It is recommended that you start with the decurler set to a value of 2 and only increase it one notch at a time as the decurler roll wears and you start to experience jamming in the decurler. If your 1-sided output is excessively down-curled, or your 2-sided output is excessively up-curled, try adjusting the Print Engine decurler down to a lower setting. If a Sheet Enhancement Module is present, the proper setting of the sheet flatness adjustment can help significantly. The BFM will perform best with the adjustment on the positive side of the scale. Careful

attention is required, though, to avoid setting it too strong, which will result in sheets with down curl that can get caught up in the BFM entrance baffle. This is accessible by selecting *Adjust sheet flatness…* in the Printer drop down menu.

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 set drop faults. 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**"**.
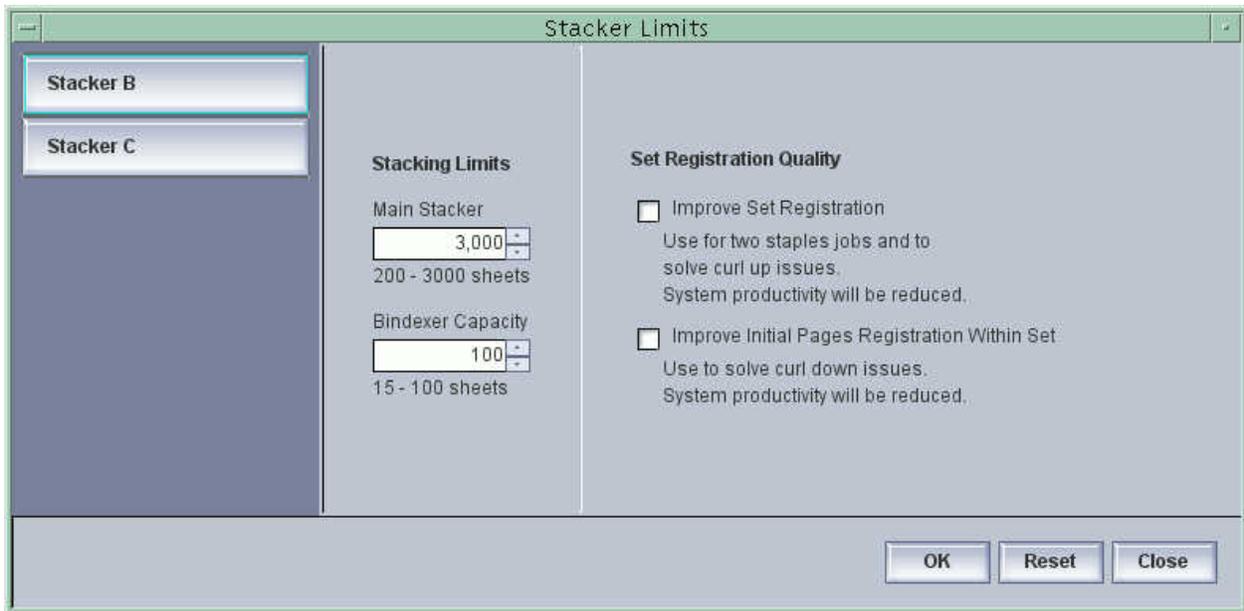
Fig. 1 – Stacker Limits dialog, accessible via the Printer Manager pathway on the Stacking tab

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)	• To create more convenient stacks for unloading • To compensate for curl build up on large stacks	• 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)	If the Sheet Enhancement Module is not present • Flat paper gives best performance in BFM. • Start with 0 for 2-sided output. • Start with 4 for 1-sided output.	• As decurler wears increase this number for each.

4	**Sheet flatness adjustment** (in Printer: Adjust sheet flatness…)	If the Sheet Enhancement Module is present • Flat paper gives best performance in BFM. • Set Print Engine decurler to minimum engagement. • Set sheet flatness adjustment to the positive side of the scale.	• Reduce if down curl is causing jams in the BFM entrance baffle.
5	**Reduce Up-Curl for 2-Sided Jobs** (in User Diagnostics: System Optimizations, not available in Nuvera Digital Perfecting System)	• Excessive Up Curl on 2-sided jobs.	• Turn off to get maximum output throughput or when using side-dependent stocks (letterhead, carbonless, etc.)
6	**Variable Shaped Tray**	• Papers less than 140 gsm.	• Papers greater than 140 gsm. • Some papers will run better without tray especially if little or no curl exists.
7	**Bindexer Setting** (in Printer Manager: Stacking tab, right click on a Finisher)	• Lower value for curled sheets. • Lower value improves stacking of some papers. • Improves jam rate with heavy papers. • Reduce to 35 for most problem jobs.	• Adjust if set size is equal to bindexer plus 1 to 4 sheets. (i.e. If setting is 35 and job is 37 sheets increase the bindexer to 37 or greater)
8	**Improve Set Registration** (in Printer Manager: Stacking tab, right click on a Finisher)	• When excessive curl is causing tamping errors in the compiler. • Staple jobs using 2 staples with buckle or pucker between the staples.	• Turn off when not required to maximize BFM component life and reduce service.
9	**Improve Initial Pages Registration within Set** (in Printer Manager: Stacking tab, right click on a Finisher)	• Improve performance when curl exists on paper.	• Productivity is better when not selected.

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 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.

   - The LED will be blinking slowly green while the stacker lowers.

   - The LED will blink quickly when the door is ready to open.

   - **Only pull on the door when the LED is blinking quickly.**

2. Using the UI.

   - Choose Unload button (top right on UI)

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

   - The LED will be blinking slowly green while the stacker lowers.

   - The LED will blink quickly when the door is ready to open.

   - **Again, only pull on the door when the LED is blinking quickly.**

During jam clearance follow the instructions on the UI. Trying to open the door before instructed may cause problems and may require a restart.

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 Stacker

-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.