
Readme for RW-480 PLOTBASE April 2005

This document provides complementary or latest information to supplement the RW-480 PLOTBASE and RW-480 Clients documentation.

Anti-Virus Software

Since this product RW-480 is designed to work in a network, we recommend to use current virus protection software!

The setup of RW-480 PLOTBASE tunes your system and installs necessary drivers, which might confuse some anti-virus software.

Therefore we recommend to stop the anti-virus software temporarily during installation.

RW-480 WINPRINT

- a. **Effect:**
Pen settings on WINPRINT HPGL-file take no effect.
Reason:
WINPRINT uses HPGL data as internal data format.
Workaround:
User must not and need not change any data on WINPRINT internal data.
Do not change internal data format.
- b. **Effect:**
Unexpected character in WINPRINT Dialog of Color Adjustment. Character "@" should be character "x".
Reason:
RW-480 PLOTBASE is using DLL for this dialog that comes with OS.
Many other drivers from other manufactures have same problem because this is related to OS.
- c. **Effect:**
Save button in WINPRINT -> ADVANCED -> Halftone Color Adjustment -> Properties does not work as expected:
Reason:
At this dialog a BITMAP is saved, not the settings itself.
Behaviour of WINPRINT is as same as printer driver from other manufacture.
- d. **Effect:**
Default button in RW-480 WINPRINT -> ADVANCED -> Halftone Color Adjustment -> Properties Does not work.
Reason:
Button only applies to R/G/B values, does not apply to other items of this page.
- e. **Effect:**
An image data of Word or Excel is printed as a blank paper from Windows 9x.

Reason:

Microsoft WINDOWS(c) UNIDRV.DLL has problem when certain part of image is "out of sight" (= out of printable area).

This is common problem to other printer driver of other manufacture also.

Workaround:

Make sure all printable contents are within printable area.

f. Effect:

No access to RW-480 WINPRINT from WINDOWS 95/98/ME clients but RW-480 WINPRINT is installed at RW-480 PLOTBASE.

Reason:

While setup of RW-480 WINPRINT on RW-480 PLOTBASE the support for 16 bit OS (WINDOWS 95/98/ME) possibility was not installed.

Workaround:

1. Start RW-480 WINPRINT Setup from c:\RW-480\PLOTBASE\tools\
 2. Enter 'EraseThisPort' at dialog 'Enter PortName'.
 3. Enter 'EraseThisPort' at dialog 'Printer Name'.
 4. Enter 'DontUseThisPrinter' at dialog 'Shared printer name'.
 5. Commit "Warning Box" with 'Yes'.
 6. At dialog 'Windows 9x or Windows Me Printer Driver' choose 'Yes'.
 7. Enter "Win9x CD" at CD-ROM drive.
- The RW-480 WINPRINT driver is now finished (Message Box 'Installation successful')
8. Open Printer Dialog (Start->Settings->Printers)
 9. Delete printer 'EraseThisPrinter'.
 10. Display the settings of a local installed printer driver.
 11. At Port menu delete 'EraseThisPort'.
- End

g. Effect:

A job with copy count bigger 999 was sent to RW-480 PLOTBASE, but only one page was printed.

Reason:

Some application allow to input a copy count that is bigger than 999 at RW-480 WINPRINT. Because maximum copy count of RW-480-PLOTBASE is 999 the copy count will be set to one. This is standard behavior for printer driver on WINDOWS© applications.

Workaround:

Do not set the copy count to a bigger amount than 999.

h. Effect:

A plot, which was printed by RW-480 WINPRINT, appears several times at RW-480 PLOTBASE.

Reason:

Some application take their own responsibility to handle copy counts (for example MS Excel). In that case the application sends as many jobs to RW-480 PLOTBASE as copy count was inserted at RW-480 WINPRINT.

i. Effect:

RW-480 WINPRINT installed on WINDOWS 9x / Me is able to print large formats up to C0 (917mm x 1297mm). But often Windows 9x / Me applications have problems with printing formats larger than A2 (420mm x 594mm) in 'production' quality.

Reason:

Try to avoid this Problem using 'draft' quality. There is no general rule when printing problems occur with large formats.

j. Effect:

Using RW-480 WINPRINT on Windows NT an error message appears: "The dynamic link library mgmtapi.dll could not be found in the specific path..."

Reason:

The necessary SNMP service is not available (not part of standard installation of Windows NT)

Workaround:

Install the SNMP service manually

k. Effect:

Documents that do not fit plotter capabilities do not stay within plotter queue of WINPRINT even if Windows printer option "Hold mismatched documents" is activated.

Reason:

RW-480 PLOTBASE itself takes care of the jobs that are printed via WINPRINT. Jobs can easily be restarted in PLOTBASE itself after the printer environment has been changed manually. If SNMP functionality is enabled, the user is warned, too, about necessary changes before sending the job.

l. Effect:

If you scale printouts bigger than A3 in Windows 9x/ME you might get images with faulty filled parts.

Reason:

Windows 9x/ME limits the virtual memory to 500 MB. Instead of cancelling the print out only fragments and errors are printed.

Workaround:

To reduce the amount of data when scaling, you can try three settings: change the dither mode to "coarse" or reduce the brightness settings to the value "166" or change both at the same time.

m. Effect:

Photos are printed too dark and breakdown occurs in processing of graphics and text.

Reason:

The "halftone matrix" assigned in Windows to the printer WINPRINT is not the optimum for the image.

Workaround:

The "halftone matrix" can be changed on client side as follows: Open "Start - Settings - Printers". Click on "RW-480WP" with the right mouse button and select "properties". On the tab "Device Settings" click button "Halftone Setup..." and change halftone pattern from "6x6" to "16x16 enhanced".

Please note following rule for the best halftone setting: A small matrix (6x6) has many details but less gray levels. A bigger matrix (16x16) results in less details but many gray levels.

On Windows 2000/XP the default setting is "Super Cell Enhanced". This halftoning pattern creates better results in most cases, but is not available on earlier Windows OS versions.

n. Effect:

The paper format that is requested in the manual feed does not correspond to the custom paper format that has been created in WINPRINT.

Reason:

If the custom paper format, that has been created in WINPRINT, is smaller than the smallest possible format of the plotter, PLOTBASE requests the smallest possible format.

Workaround:

About the useable size of paper for the printer, please see the manual of engine.

o. Effect:

On Windows NT4.0 with Word 2002 printing of bold characters in Chinese can result in non-bold characters.

Reason:

Limitation in Windows NT4.0 GDI.

Workaround:

Update to Windows 2000 or Windows XP.

p. Effect:

Bitmaps or fonts printed by Microsoft Office are not printed correctly when using Windows 95, 98 or ME

Reason:

Microsoft WINDOWS(c) UNIDRV.DLL has problem when certain part of image is "out of sight" (= out of printable area).

Workaround:

Within WINPRINT switch quality from "production" to "draft"

q. Effect:

(Chinese) Fonts are not printed or printed wrong when printed on client computer.

Reason:

Server does not have correct font installed.

Workaround:

Install application used on client pc also on server pc to ensure that fonts used on client pc are available on server pc, too.

r. Effect:

Printing with WINPRINT on Windows95, Windows98 or ME yields missing parts on output.

Reason:

Insufficient memory management of underlying 16 bit OS

Workaround:

Switch dithermode in WINPRINT from "error diffusion" to "greyscale" or "coarse".

RW-480 PLOTCLIENT:**a. Effect:**

Client does not check whether stamp fits on image.

Reason:

The check is made at RW-480 PLOTBASE.

b. Effect:

After executing RW-480 PLOTCLIENT an error message appears about MTOOLSRA.dll that does not fit to COMCTL32.DLL (WIN95 or WIN NT4.0).

Reason:

RW-480 PLOTCLIENT needs latest version of MICROSOFT COMCTL32.DLL to run properly.

Workaround:

>From the RW-480 program CD launch the file 401comup.exe, located in the directory <CD Drive>:\tools\win95Tools\

c. Effect:

After executing RW-480 PLOTCLIENT an error message appears that WS2_32.DLL could not be found.

Reason:

The WINSOCK version that was originally shipped with WIN95 OS had network based problems and has to be updated.

Workaround:

>From the RW-480 program CD execute the file W95ws2setup.exe, located in the directory <CD Drive>:\tools\win95Tools\

RW-480 PLOTBASE:**a. Effect:**

In file-select box of Postscript settings, mouse clicking cannot select file from folder "Font".

Reason:

Folder %SystemRoot%\Fonts is special protected by Windows OS Operating System.

Files in this folder cannot be selected by standard "file select box".

This behavior is common to all windows programs.

Workaround:

- 1) Copy the font(s) you want to install into temporary folder and install the font(s) from this folder.
- 2) Type in the font(s) name manually

b. Effect:

Netscape cannot be used for PLOTCLIENT/WEB .

Reason:

This is technically not correct: Netscape can be used with PLOTCLIENT/WEB .

It is well known to "internet community" that NETSCAPE Browser Version 6.0 is very very slow. That's why user has to wait long time and some users might not wait for browser operation to finish.

Workaround:

On RW-480 PLOTBASE: Use Microsoft Internet Explorer higher than 5.0.

On RW-480 Client side: Use any other browser except NETSCAPE 6.0.

c. Effect:

WMF cannot be printed.

Reason:

Different sub-types of WMF exist, some are called "WMF" but do not comply with MS definition.

Workaround:

Convert the file with Paint Shop pro or Corel photo paint by saving with different settings.

d. Effect:

Job state is "Invalid"

Reason:

If a Job is sent by the client side and leads to the status "invalid" the checking of plausibility (media type not available or no entries selected within a set) has led to an error.

Workaround:

Double click on the job in the job history and watch out the error state to change the responsible setting.

e. Effect:

Starting up RW-480 PLOTBASE needs very long time, engine capabilities are not correct.

Network connection between client and RW-480 PLOTBASE server pc can not be established.

Reason:

DHCP server is not running or is misconfigured.

Workaround:

W1: Configure your network connection manually to work on specified internet protocol (IP) adress.

W2: Request your system administrator to configure the DHCP server properly.

f. Effect:

If you send a DWG/DXF plot job you will see a message box before each plot job in RW-480 PLOTBASE that stops your active plotting operation.

Reason:

As a standard in AutoCAD 2005 the "Background Processing" option "Publishing" is activated.

Workaround:

In AutoCAD 2005 disable the option "Publishing" under "Tools - Options - Plot and Publish - Background Processing Options".

g. Effect:

Documents with embedded fonts are displayed correctly within their Windows application but can show problems when being printed. This problem is related to all documents in which fonts have been embedded as for example Microsoft Office documents.

Reason:

In some cases embedded fonts cannot be transfered to the print server. For example Windows XP to Windows XP works fine, but Windows 2000 to Windows XP and reverse does not.

Workaround:

If possible use same operating system both on server and on client side.

RW-480 PLOTCLIENT WEB:**a. Effect:**

User has impression that Netscape cannot be used for PLOTCLIENT/WEB on client side.

Reason:

Netscape can be used with PLOTCLIENT/WEB . It is well known to "internet community" that NETSCAPE Browser Version 6.0 is very very slow.

That's why user has to wait long time and some users might not wait for browser operation to finish.

Workaround:

Do not use Version 6.0 of Netscape Browser.

Same effect is on Server side; we recommend using Microsoft Internet Explorer 5.5

b. Effect:

Values smaller than minimum or bigger than maximum are not checked by the program.

Reason:

Aside from Netscape 6.0 all browsers function in the right way. Internet Explorer 5.5 upward and Netscape 6.1 upwards have enlarged functions:

- Entered values are converted to Inch or Millimeter.
- File formats are checked
- Min/Max values are checked.

c. Effect

Security problems regarding SNMP

Reason:

You won't have any problems if you use a local network. If you use an external network please note the information of the following Internet page: <http://www.cert.org/advisories/CA-2002-03.html>

d. Effect

Viewer for viewing job entries does not show anything.

Reason:

The delivered viewer Watermark Plugin can only be used with Windows NT 4.0 but not with Windows 2000 / Windows XP! These operating systems automatically offer their own viewers.

e. Effect:

Image is not opened when pressing "View" button in RW-480 PLOTCLIENT WEB if using Windows 2000 plus ServicePack 4 or Windows XP.

Reason:

If another inappropriate file viewer is installed by customer this step cannot be resetted as the program "Imaging" is not able to rewrite itself registry settings properly to be the preferred viewer for tif files.

Workaround:

Please ensure, that the registry settings are as follows:

```
[HKEY_CLASSES_ROOT\tif]
"Standard"="Imaging.Document"
"Content Type"="image/tiff"
[HKEY_CLASSES_ROOT\tiff]
"Standard"="Imaging.Document"
"Content Type"="image/tiff"
```

f. Effect

How to configure Internet Explorer 6 SP1 to display files using the View button within

PLOTCLIENT WEB.

Reason:

Microsoft decided to disable local file viewing from sites in the "Internet Zone". If your client is not in the same DNS domain as the PLOTCLIENT WEB host, the Internet Explorer assumes, that this host belongs to the "Internet Zone". However, you can manually tell the Internet Explorer that your PLOTCLIENT Web host belongs to your "Intranet Zone".

Workaround:

1. Run Internet Explorer
2. Open "Tools - Internet Options..." from the menu.
3. Open the Security page.
4. Select "Local intranet" and click the Sites button.
5. Select "Advanced..."
6. Enter the Hostname or IP-Address of your PLOTCLIENT WEB host into the Edit field and push Add button.
7. Close all open dialogs with OK.
8. Now you are able to view local files within PLOTCLIENT WEB.

RW-480 PLOTCLIENT HDI/ADI:

a. Effect:

"Non-standard paper formats" are not available at RW-480 PLOTCLIENT HDI/ADI:

Reason:

ACAD itself supports definition of Custom defined paper formats.

Workaround:

Step by step description is available at:

C:\RW-480\PLOTBASE\HELP\WildformatsAtAutoCADGB.txt.

Errata for
RW-480 PLOTBASE and RW-480 CLIENTS
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