

Aspen Troubleshooting Guide

Document v1.1 16Feb16. [Master is in SVN.](#)

Q1. My job in the Press Stitched Output workflow shows "**Job cancelled due to error in Plugin/Durango/Press.**".

Q2. On a two-head printer, **I need to adjust the overlap of the left and right halves** of the page.

Q3. On a two-head printer, the data for the left head (from the RIPs on the PC running Navigator) look OK, but **pages printed by the right-hand head are blank.**

Q4. The Press Coordinator Action is showing the **wrong head configuration**, for instance only one head rather than two.

Q5. **Only one of the two heads is printing.** The RIPs for the other head are reporting errors.

Q6. **I can't find the Durango Spooler dialog.**

Q7. The **RIPs are offline** even though a press is on the network (or it not, Fake Borrego is running and correctly configured).

or

The job errors with status '**An unidentified error condition has occurred**' in the Stitched Press Output workflow.

Q8. **Unexpected behaviour.**

Q9. When I start Navigator Server, an **additional unexpected RIP launches.**

Q10. When I click the '**Refresh Configs**' button when editing a Direct Output Action step in a workflow, it completes almost immediately and the '**Configuration**' list is **not updated.**

Q11. I submitted a job with spot colors to a workflow outputting to a four-color press and an error was reported.

Q12. I printed a **Swatch Sheet**; it **did not come out**; "Error -23010" was reported.

Q13. On a two-head printer, the **left and right sides of the document come out swapped over on the press.**

Q14. I pressed "**Refresh Configs**" when configuring a Direct Output Action, and the progress meter is **not reaching completion.**

Q1. My job in the Press Stitched Output workflow shows "**Job cancelled due to error in Plugin/Durango/Press.**".

A. In a File Explorer window, go to

C:\Users\<username>\AppData\Roaming\Xitron\Plugins\Aspen

and open Aspen.ini in a text editor. You should see

```
OverlapAdjust=16
```

Now go to

C:\Users\user\AppData\Roaming\Xitron\Navigator

and open XiflowServer.ini in a text editor. You should see

```
[PFA]
```

```
StitchOverlap=16
```

If this is less than the `OverlapAdjust` figure above, the Aspen plugin will error.

Q2. On a two-head printer, **I need to adjust the overlap of the left and right halves** of the page.

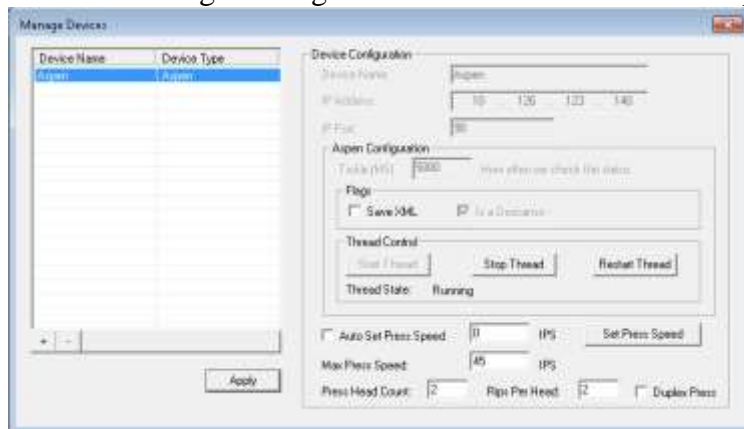
A. Adjust the `OverlapAdjust` and `StitchOverlap` values shown in the answer above to suit the actual alignment of the heads on your printer. Ensure that `StitchOverlap` is not less than `OverlapAdjust`.

Q3. On a two-head printer, the data for the left head (from the RIPs on the PC running Navigator) look OK, but **pages printed by the right-hand head are blank**.

A. Pages for the right-hand head are processed by the RIPs on the second PC. Check that the Page Filter Action settings in the RIP Manager Server are set to **Stitching** mode, as shown in the screenshot for Step 6 above.

Q4. The Press Coordinator Action is showing the **wrong head configuration**, for instance only one head rather than two.

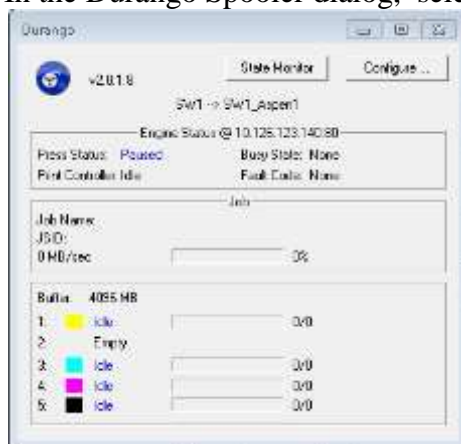
A. On the PC Running Navigator Workflow, choose **Server Setup → Manage Devices...** Select the 'Aspen' device from the list of devices, and check the Press Head Count and RIPs Per Head settings. Change them to the correct values and press **Apply**.



Q5. Only one of the two heads is printing. The RIPs for the other head are reporting errors.

A. Check that the Borrego address in the two Durango Spoolers is unique:


In the Durango Spooler dialog, select **Configure...**



In the Durango configuration dialog, check that the Borrego IP address is correct and unique. To change it, press the 'Stop Spooler' button if it is available. Enter the IP address and port number of the Borrego, and press 'Set'. Then 'Start Spooler'. Close the Durango Configuration window, and leave Durango running (if you minimize it, it will not be shown in the Taskbar and can be found in the System Tray).



Q6. I can't find the Durango Spooler dialog.

A. If you minimize it, it will not be shown in the Taskbar and can be found in the System Tray with the icon shown below. Right-click it and select 'Show Durango...'.


Q7. The RIPs are offline even though a press is on the network (or it not, Fake Borrego is running and correctly configured).

or

The job errors with status '**An unidentified error condition has occurred**' in the Stitched Press Output workflow.

- A.** 1. This error occurs if Durango is not running. Open the Durango Spooler configuration dialog; press Stop Spooler and then Start Spooler.
 2. In Navigator Server, select Server Setup->Manage Devices..., click the Aspen device and check that the correct IP address and port number for the device has been configured, and that the thread is running. If you need to make any changes, **Stop Thread**, make the changes, **Start Thread** and click **Apply**.

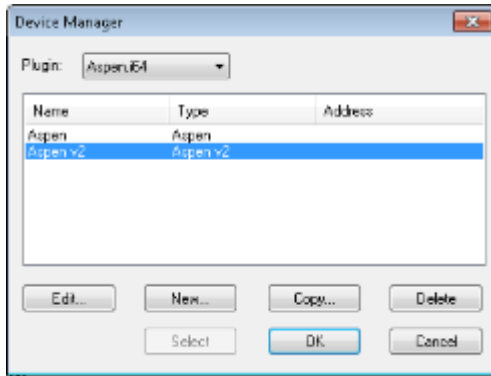
3. Another reason for this error message is that an incorrect license key has been entered for the Aspen RIP plugin. In this case, the error will be shown in the RIP log, for instance:

```

%$Job(4) page(1): "Spot Color Remix Test Forms 1_S1.pdf" started on: Mon
Jan 25 16:56:00 2016
%$No license key found for this product
%$Writing Results File '4_results.ini' with error 0x1062.
%$Aspen error: An unidentified error condition has occurred.
%%[ PrinterError: Interface card failed ]%%
  
```

Q8. Unexpected behaviour.

A. Check that the Aspen v2 device you created in the RIP's Device Manager is named *exactly* 'Aspen v2'. It must be the exact same name as the plugin device selected when creating the Aspen v2 device, from the RIP's 'Select Output Device' menu. A Page Setup which uses a wrongly-named device will behave in an unspecified way.



Q9. When I start Navigator Server, an **additional unexpected RIP launches**.

A. After configuring RIP instances 1 and 2 in the Multi-RIP Utility, the next step is to clear instance 0. If you don't do this, instance 0 will launch when the Server is started.

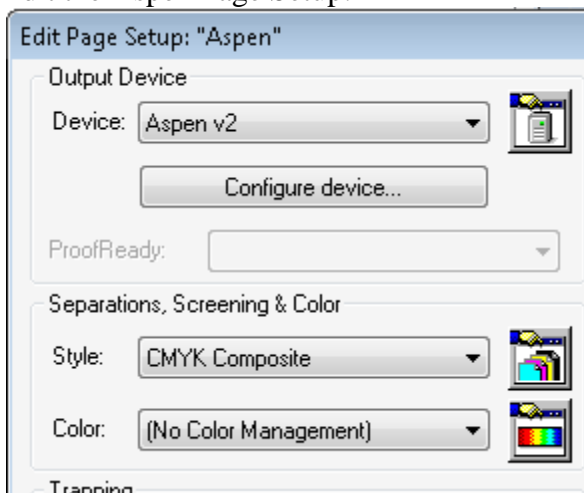
Q10. When I click the '**Refresh Configs**' button when editing a Direct Output Action step in a workflow, it completes almost immediately and the '**Configuration**' list is **not updated**.

A. Check that you do not have any dialogs open in the RIPs apart from the base 'Navigator - SOAR' dialog containing the RIP log. Any open dialogs inhibit RIP Manager from communicating with the RIP.

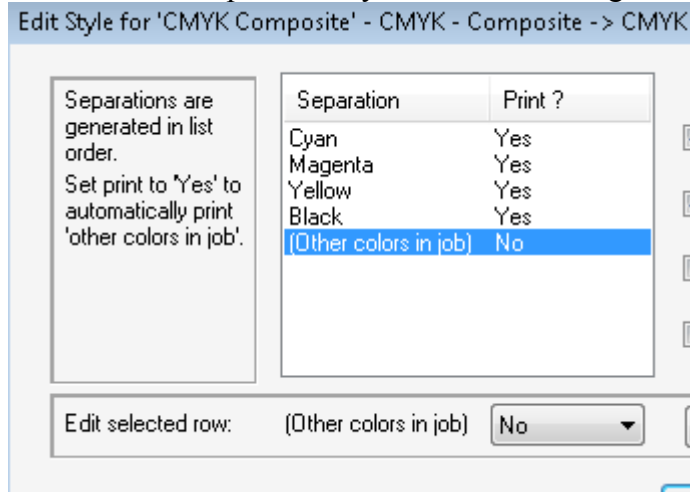
Q11. I submitted a job with spot colors to a workflow outputting to a four-color press and an error was reported.

A. Change the RIP Page Setups so that the Separation Style has '(Other colors in job)' set to 'Not blank'. Then, spot colors will be converted to CMYK by the RIP, and it will not output spot channels.

Edit the Aspen Page Setup:



Click the 'Edit separation style' button to the right of 'CMYK Composite':



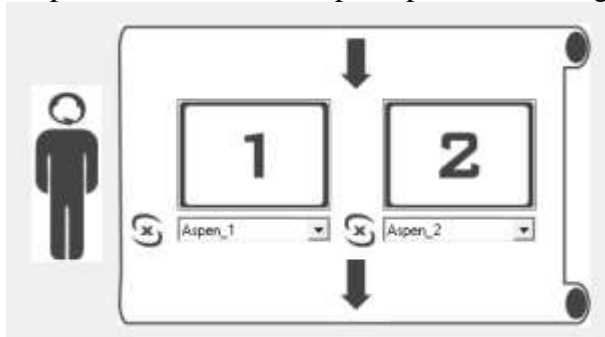
Set the separation style to '(Other colors in job) No'.
OK all the dialogs.

Q12. I printed a **Swatch Sheet**; it **did not come out**; "Error -23010" was reported.

A. Make sure you have a Stabilizer Action before the Ink Remap Action.

Q13. On a two-head printer, the **left and right sides of the document come out swapped over on the press**.

A. In Navigator Server, look at the into the Press Coordinator step in the Press Stitched Output workflow and swap the platform settings on the heads. They should be like this:



Q14. I pressed "**Refresh Configs**" when configuring a Direct Output Action, and the progress meter is **not reaching completion**.

A. Check that the RIP does not contain any dialogs open other than its main window.