

# Roland VersaWorks®

RIP & PRINT MANAGEMENT SOFTWARE

## Known Issue & Workaround (Ver.5.1.1)

- Problem 1** When you persist the "Roland Grapac Bri-o-coat Library", "Roland Metallic Texture System Library", and "Roland Texture System Library" of the swatch libraries, the illustrator can not be restarted.
- Workaround** The problem occurs only when the swatches are persistent. If the illustrator can not be restarted, delete the ai file containing the swatches.
- Problem 2** In Variable Data Printing, some PDF files cannot be recognized as a Variable job.
- Workaround** Add the file to the Job List after saving it in PS or EPS format.
- Problem 3** Even if Margin for EPS is set in 0.35mm, the cutting line for a certain EPS data cannot be previewed.
- Workaround** Not avoidable. This happens only on preview. If EPS margin is set in 0.35mm, actual cutting will be performed correctly.
- Problem 4** When a tile is rotated 90 degrees, the size of "Overlap" unexpectedly changes from specified value, under following conditions. "Top-Left" or "All Corners" is selected for "Overlap" of "Clip and Tile" function and "Trim Marks" is active on "Marks" of "Mark" function.
- Workaround** Not use "Trim Marks" when "Top-Left" or "All Corners" is selected for "Overlap". Or, print the tile without rotating 90 degrees.
- Problem 5** Some part of PhotoshopEPS data more than 21839 pixel in the feed direction is previewed/printed black.
- Workaround** Convert the file into the Tiff or JPEG format or make it less than 21839 pixel.
- Problem 6** A JPEG file which Format Option selected when it is saved is [Progressive] cannot be added to the Job List.
- Workaround** Save the file again selecting [Baseline (Standard)] or [Baseline Optimized].
- Problem 7** JPEG-compressed Tiff and ZIP-compressed Tiff files are not supported.
- Workaround** Convert the file into the Tiff format without compression or LZW Tiff].
- Problem 8** After printing with "Center on the Media" and with Crop Marks, you remove this printed media once. Even if the printer detects their Crop

**Marks to start cutting, printing and cutting do not match. (Only for Print&Cut machines.)**

**Workaround** "Center on the Media" is to centerize the printing to the media width, that is detected by the positions of the pinch rollers. If their positions are changed, since the media width is also changed, printing and cutting do not match. After reloading the media, perform cutting without "Get Media Width", or perform both printing and cutting without "Center on the Media."

**Problem 9** **When the contour line is created with activating the [Align Stroke to Inside] or [Align Stroke to Outside] in [Align Stroke] on the Illustrator CS2/CS3/CS4, the contour line is not recognized as the contour line.**

**Workaround** Set [Align Stroke] to [Align Stroke to Center].

**Problem 10** **The overlapped object may not be totally printed when some object overlaps the SpotColor object ([RDG\_WHITE] or [RDG\_GLOSS] or [RDG\_MetallicSilver]).**

**Workaround** Use [Overprint Fill] option in [Attributes] window on the SpotColor object, or set the unprinted object to the foreground.

**Problem 11** **The estimated ink consumption is not calculated when a number of files are added to Job List in quick succession or all at once.**

**Workaround** Add a file one by one at interval.

**Problem 12** **Unnecessary black line or white line is printed if a big file sized image is included in Job data.**

**Workaround** Reduce the file size by changing to a low resolution.

**Problem 13** **Composed TIFF job is not processed correctly if [Mirror] in [Layout] tab is checked.**

**Workaround** Use a TIFF data which reversed an image beforehand.

**Problem 14** **The object which is overlapped by an object painted with a pattern fill using Roland Texture System Library may not be printed.**

**Workaround** Set the object painted with a pattern fill using Roland Texture System Library to the background.

**Problem 15** **With LEC-series, even if "Single Color Limit" of GL ink is changed at Calibration Settings in Media Explorer, the changed limit cannot be applied to a job that is composed of two TIFF files.**

**Workaround** To change and apply the "Single Color Limit" for GL ink, change also the limit for WH ink to the same percentage.

**Problem 16** **If you change the IP Address of a printer that is listed in [Printer Settings] menu > [Printer List] into other printer's IP Address from Printer Settings menu, unexpected problem may occurs.**

**Workaround** When connecting a printer, click [Add New Printer] button in [Printer Settings] menu and then set IP Address.

**Problem 17** **When continuously adding PDF files EPS files to the Job List, Roland**

**VersaWorks may display alert message [The file is corrupted.].**

Workaround    Add a file one by one at interval. When you can not add a job file, restart the Roland VersaWorks.