



BL CTS BULLETIN

BL CTS Application Note

Enfocus Switch - Canon PRISMAsync app bundle for PRISMAsync Print Server mark 8.1 or higher

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More information

[PRISMAsync Enfocus Switch app bundle v5](#)

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What's in this application note?

In this application note all settings are described of the Enfocus Switch - Canon PRISMAsync app bundle in separate chapters and the prerequisites for a PRISMAsync Print Server.

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1 Background information

Enfocus Switch connects everything with everything. Enfocus Switch is a true workflow automation platform. The integration with the Enfocus Switch – Canon PRISMAsync app bundle is based on the generic JDF/JMF interface of PRISMAsync.

2 Integration prerequisites

In order to be able to integrate with the Canon PRISMAsync apps the following prerequisites apply:

- PRISMAsync Print Server mark 8.1 or higher. The PRISMAsync mark level can be found within the settings editor in the Support/About tab.
- Access rights to the required settings of the PRISMAsync Print Server
- Basic PRISMAsync knowledge
- Knowledge how to setup automated workflows on a PRISMAsync Print Server
- Enfocus Switch version: 2021 Fall or higher on MacOS/Windows
 - The Switch Metadata module is a prerequisite module for the app bundle to work.

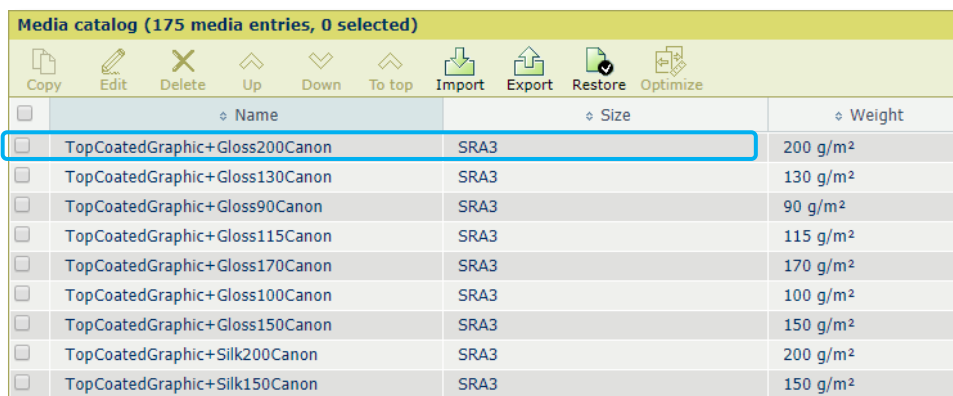
3 Preparation of the PRISMAsync device

For the next settings please open the PRISMAsync settings editor and log in as a system administrator.

3.1 Media settings

- The PRISMAsync media catalog must be prepared for usage with the Enfocus Switch - Canon PRISMAsync apps. All the media entries in the PRISMAsync media catalog must have a media name (preferably an unique name). Entries with no media name will **not** be visible in the Canon PRISMAsync app bundle.

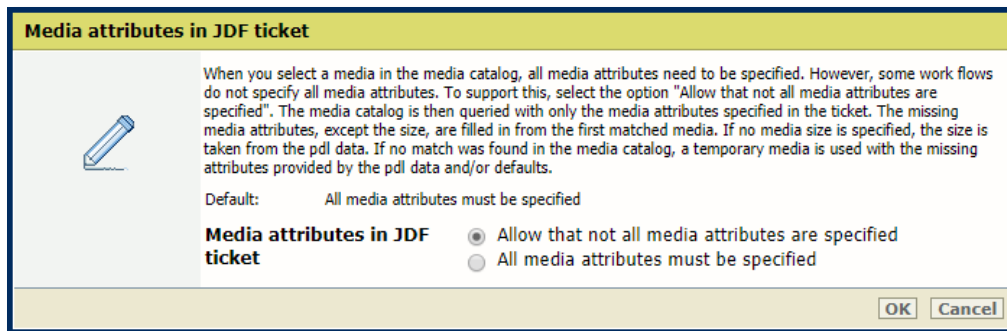
Unique media names example:



The screenshot shows a media catalog interface with a toolbar and a table of media entries. The toolbar includes icons for Copy, Edit, Delete, Up, Down, To top, Import, Export, Restore, and Optimize. The table has columns for Name, Size, and Weight. The first entry is highlighted with a blue border.

<input type="checkbox"/>	Name	Size	Weight
<input type="checkbox"/>	TopCoatedGraphic+Gloss200Canon	SRA3	200 g/m ²
<input type="checkbox"/>	TopCoatedGraphic+Gloss130Canon	SRA3	130 g/m ²
<input type="checkbox"/>	TopCoatedGraphic+Gloss90Canon	SRA3	90 g/m ²
<input type="checkbox"/>	TopCoatedGraphic+Gloss115Canon	SRA3	115 g/m ²
<input type="checkbox"/>	TopCoatedGraphic+Gloss170Canon	SRA3	170 g/m ²
<input type="checkbox"/>	TopCoatedGraphic+Gloss100Canon	SRA3	100 g/m ²
<input type="checkbox"/>	TopCoatedGraphic+Gloss150Canon	SRA3	150 g/m ²
<input type="checkbox"/>	TopCoatedGraphic+Silk200Canon	SRA3	200 g/m ²
<input type="checkbox"/>	TopCoatedGraphic+Silk150Canon	SRA3	150 g/m ²

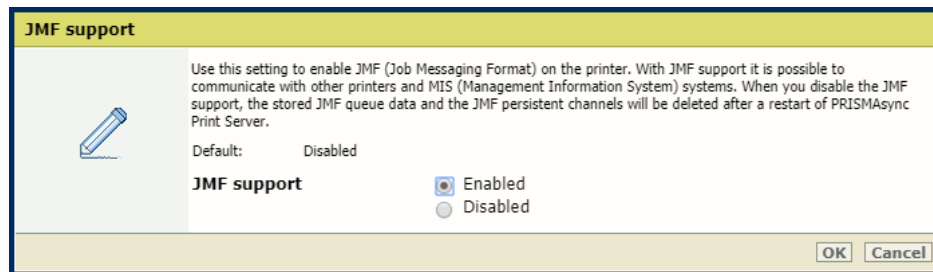
- Use the following required setting in the PRISMAsync settings editor:
Media/Configuration/Media attributes in JDF ticket: “Allow that not all media attributes are specified”



This setting is important to get an optimal media matching behavior.

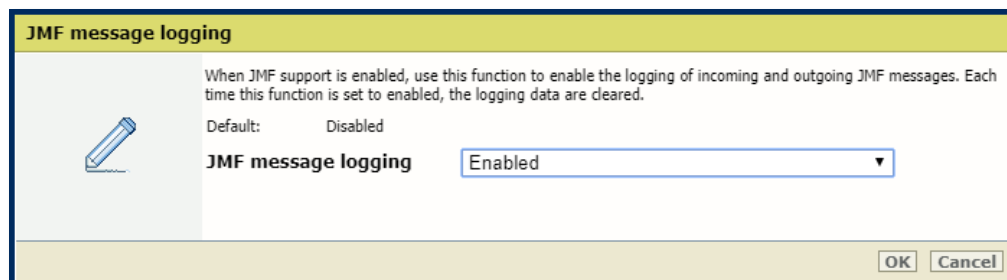
3.2 JMF settings

- Enable JMF support in: *Configuration/Connectivity/JMF support*. Leave the other JMF related settings in their default values.

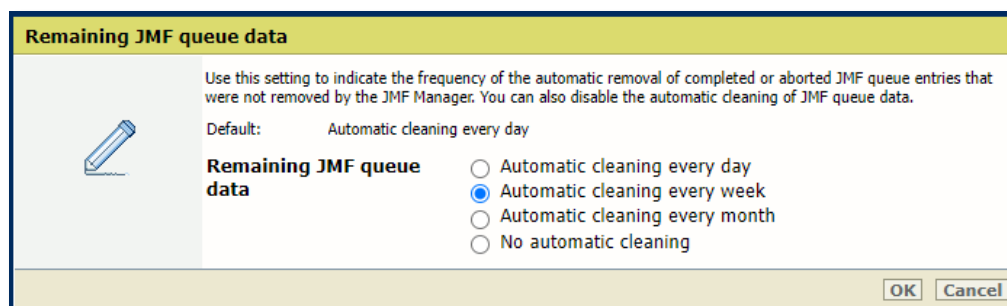


Note: JMF over HTTPS is not supported in combination with Enfocus Switch.

- For debugging purposes you can optionally enable JMF logging in: *Support/Troubleshooting/Logging and reports/JMF message logging*



- Please adjust the Remaining JMF queue data setting to "Automatic cleaning every week" at least when the PRISMAsync status app will be used. See: *Configuration/Connectivity/Remaining JMF queue data*



4 Enfocus Switch - Canon PRISMAsync app bundle

The Canon PRISMAsync apps are developed to support a more controlled workflow within Enfocus Switch. Canon does not only provide an app for submission but also two complementary apps which add more value in a Graphic Arts workflow. The PRISMAsync app bundle consists of the following three apps:

4.1 PRISMAsync submit app

In this app the JDF ticket is created and submitted via JMF to PRISMAsync devices. The JDF options are not only dynamic per device but can also be driven by variables from datasets. Standalone JDF creation for further workflow processing related to PRISMAsync devices is also included.

4.2 PRISMAsync status app

Check the status of already submitted print jobs or the device status by JMF communication.

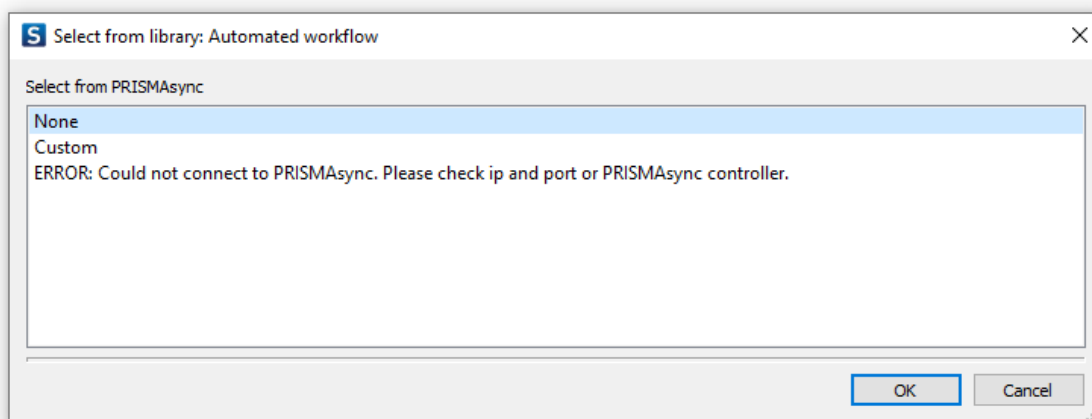
4.3 PRISMAsync resources app

Retrieve device capabilities to let Enfocus Switch users pre-select a list of settings to be used for creating automated print jobs. An example is the retrieval of the device media catalog for Enfocus Switch checkpoint usage.

5 Configuration of the Enfocus Switch - Canon PRISMAsync apps

5.1 Setup of the PRISMAsync submit app

Within the PRISMAsync submit app some of the job settings are dependent on the type of printer which is connected. The printer dependent settings are fetched by JMF and shown as “Select from library”. If the library is empty the printer doesn’t support that setting. If there is an error message the JMF connection is not working properly.



In the following paragraphs all settings are described what they do and if they are fixed or printer dependent.

5.1.1 PRISMAsync controller IP address

This is the IP address of the PRISMAsync device which needs to be connected.

Note: Entering a host name is not supported.

5.1.2 PRISMAsync controller JMF port

This is by default port 8010. This setting can be different per printer and customer. Please check if JMF support is enabled and for which HTTP port. This can be checked within the configuration tab of the settings editor.

Note: JMF over HTTPS is not supported in combination with Enfocus Switch.

5.1.3 JDF submission method

MIME package to PRISMAsync

In this default setting the JMF, JDF and PDF file will be packed together in the MIME package and send via HTTP.

Existing JDF to PRISMAsync (Passthrough)

Within the PRISMAsync submit app there is a possibility to send an existing JDF file to a PRISMAsync device. The JDF is not touched by the app. The JDF is send via JMF to the PRISMAsync device in a MIME package (JMF+JDF).

The JDF file will be checked on two things:

- It must be a JDF file (MIME: application/xml)
- The XML root must have JDF (written in capital letters)

Note: The JDF settings are not validated.

JDF with URL to PDF to PRISMAsync

Besides embedding a PDF resource in the MIME package there is also the possibility to link to the PDF resource via a http(s) link. The job is send as MIME package with JMF and JDF included. The PDF file will be fetched separately by the PRISMAsync controller.

JDF with URL to PDF for workflow

For further workflow processing the app can create a standalone JDF ticket in which the link to the PDF resource is embedded via a http(s) link. This JDF can be send via another PRISMAsync submit app in the flow with the setting: Existing JDF to PRISMAsync. Output is a file with a JDF extension.

JDF and PDF concatenated for hotfolder

An option for hotfolder or LPR submission is a JDF ticket concatenated to the PDF content file. Output is a file with a JDF extension. Since the output is JDF + PDF further processing is outside the PRISMAsync app bundle and must be done with other Enfocus Switch flow elements.

5.1.4 URL to PDF file

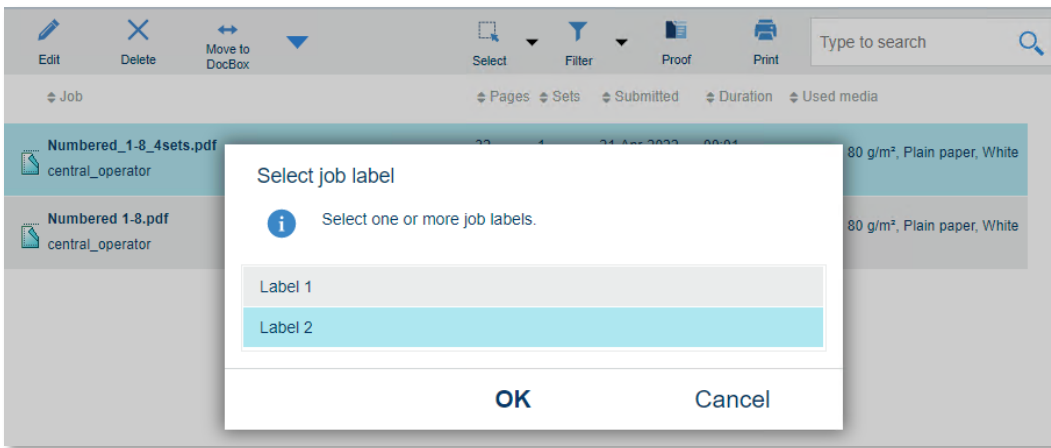
This setting is only visible for certain types of job submission. This URL can be a entered manually or filled by a text with variables. Such as XML elements or attributes.

5.1.5 Job name

By default (Default) the file name will be used as the job name. But this can also be entered manually or filled by a text with variables. Such as XML elements or attributes.

5.1.6 Automated workflow

A list of Automated workflows (AWF) is retrieved by JMF from the PRISMAsync device. An AWF can be selected from the library. The AWF name will always be used as a job label, even when the AWF doesn't exist. Job labels can be used as a filter or to select jobs in the queue lists.



Note: To make use of Automated Workflows an additional Multiple-Queue license is needed on PRISMAsync.

Note: Functionality which is not available in the PRISMAsync submit app can be applied via an AWF.

5.1.7 User name

The user name can be entered manually or filled by a text with variables. Such as XML elements or attributes. The user name is shown in the job columns. Therefore it can also be used to show a project or order number.

5.1.8 Job queue

The job queue can be selected from the library. In the library also the DocBox names are presented. These can also be selected. The job is then placed in the selected DocBox.

Note: Please be aware that DocBoxes can be locked with a pin code and that not all devices have a license to use DocBoxes.

5.1.9 Operator instruction

The operator instruction can be entered manually or filled by a text with variables. Such as XML elements or attributes.

5.1.10 Copies

The copies value can be entered manually or filled by a text with variables. Such as XML elements or attributes.

5.1.11 Sheet order

The sheet order values are fetched via JMF from the device and can be selected from the library. Most applications will be printed with the default setting: SameOrderFaceDown.

5.1.12 Page numbering

For the page numbering first the position on the page needs to be selected (top or bottom). After that selection the following settings will become visible. The position is a fixed list.

Justification

The justification is the placement on the left, center or right side of the page. The justification is a fixed list.

Prefix

The prefix is placed before the actual page number. This a manually entered string.

Suffix

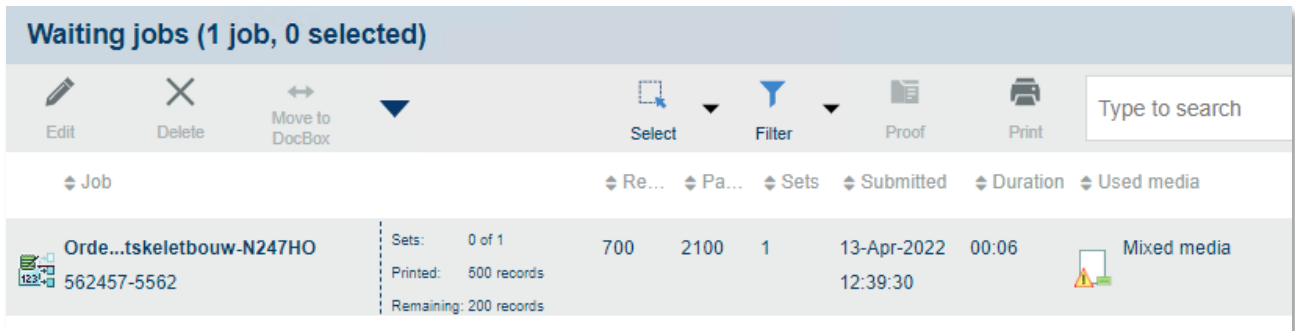
The suffix is placed after the actual page number. This a manually entered string.

Start with number

Enter the page number where the page counter should start with. If 5 is the number entered, the first page number will start with 5. Next page will be 6 and so on.

5.1.13 Force VDP behavior

Any print job can be forced to behave as a VDP job. This can have benefits if there is a need for stopping and starting a job on a record boundary.



Pages per record

With this number of pages per record, the amount of records will be calculated by PRISMAsync. If the pages per record is 3 and the total number of pages is 300, there will be 100 virtual records created.

Repeat Page programming

The page programming can be repeated when set to yes. This means that if the pages per record is 3, the page program of the first 3 pages will be repeated. This also includes finishing settings like stapling.

Note 1: PDF-VT record information will be overridden with these settings.

Note 2: A maximum of 4 pages per record can be used together with Repeat Page programming

5.1.14 Separator sheet

Select the media from the library for the separator sheet. This sheet will be placed in front of every set. The media can also be defined via other options see chapter 5.1.22.

Separate by x set(s)

The separator sheet can also be used per x sets. So a number of 5 will result in a separator sheet every 5 sets.

5.1.15 Banner page



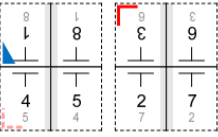
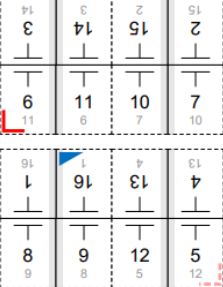


Select the media from the library for the banner page. The media can also be defined via other options see chapter 5.1.22.

Banner type

The banner type will give you a choice of a header or trailer banner page. A header page will be put in front of the whole job. A trailer page will be put after a whole job.

5.1.16 Imposition template

The imposition template values are fetched via JMF from the device and can be selected from the library. The following imposition templates can be selected:

F4-1	
F4-2	
F8-7	
F16-6	
F16-7	
F16-8	

Binding edge

The binding edge is a fixed list with Left, Right and Top. The orientation of the imposition and the imposition scheme itself will be adjusted by this setting.

Number up (only for F4-1 and F4-2)

Choose "2-1" or "1-2" as the number up value for the booklet imposition.

5.1.17 Output bin

The output bin will give you a possibility to decide where the sheets will be delivered. The output bin values are fetched via JMF from the device and can be selected from the library. The list in the library is device dependent.

5.1.18 Punching










The punching functionality is dependent on which device is connected. The punching options are fetched via JMF from the device and can be selected from the library.

Location

The location where the punch holes are placed. This list is fixed.

5.1.19 Folding

The folding functionality is dependent on which device is connected. Folding options are fetched via JMF from the device and can be selected from the library.

Folding scheme	Outside	Inside
F4-1 is half-fold		
F6-1 is tri-fold out		
F6-4 is tri-fold in		
F6-7 is Z-fold <i>Note: By default the option Z-Fold large sheets only is used. This can't be changed.</i>		
F8-2 is parallel fold		

Direction

A choice for Inside or Outside folding. See pictures above.

Finishing order

FoldGather is folding sheet by sheet. Gatherfold is gathering the sheets first and then fold the whole set (only in combination with F4-1).

5.1.20 Stapling

The stapling functionality is dependent on which device is connected. The stapling options are fetched via JMF from the device and can be selected from the library.

Location

The location on the sheet where the staples are placed. This list is fixed.

Note: For saddle stitching an extra multi half-fold setting is needed. So folding must be set to F4-1 with finishing order GatherFold.

5.1.21 Offset stacking

The option “None” doesn’t jog the output. The “Alternate” option will do an offset stack of job copies. This is a fixed list.

5.1.22 Media

Media can be selected from the PRISMAsync media catalog, defined as custom media or retrieved from the PRISMAsync resources app.

- Selection from PRISMAsync media catalog.
 - When selecting “Select from library” the PRISMAsync media catalog is shown below the options “Custom” and From “PRISMAsync resources”
- Custom media.
 - When you select “Custom” after opening the library, the media properties will be shown after clicking the OK button. There are 9 properties to fill if needed. After applying the right settings in chapter 3, there is only 1 unique attribute needed to select a media from the PRISMAsync media catalog.
- From PRISMAsync resources.
 - When you select “From PRISMAsync resources” after opening the library, the media will be retrieved from the PRISMAsync resources app. In the resources app pre-selections can be made for media.

This applies for all 4 media definitions and for the banner and separator page.

5.1.22.1 Default media

Select the default media from the library, or define the media via the other options mentioned in this chapter. The default media will be applied to the whole document. Unless page ranges will be used for the second, third or fourth media.

Color output

Define the colour output for the default media. The colour output will be applied to the whole document. Unless page ranges will be used for the second, third or fourth media.

Sides to print

Define the sides to print for the default media. The sides to print setting will be applied to the whole document. Unless page ranges will be used for the second, third or fourth media.

Choices:

OneSidedFront	1-sided, content on front (default)
OneSidedBackFlipX	1-sided, content on back, flip over X-axis
OneSidedBackFlipY	1-sided, content on back, flip over Y-axis
TwoSidedFlipX	2-sided, content on front and back, flip over X-axis
TwoSidedFlipY	2-sided, content on front and back, flip over Y-axis

Note: X and Y refer to the JDF coordinate system of the media, not the content.

Dimension of the media is defined by "X Y", where X and Y are respectively the width (horizontal edge) and height (vertical edge) of the media.

- *FlipX means that the sheet tumbles over the X-axis*
- *FlipY means that the sheet tumbles over the Y-axis*

Alignment

Define the alignment for the default media. The alignment setting will be applied to the whole document. Unless page ranges will be used for the second, third or fourth media.

5.1.22.2 Second, third and fourth media

Select the second media from the library, or define the media via the other options mentioned in this chapter. With the second media exception pages can be defined for the whole job.

Color output

Define the colour output for the second media. The colour output will be applied to the page range.

Sides to print

Define the sides to print for the second media. The sides to print setting will be applied to the page range.

Alignment

Define the alignment for the second media. The alignment setting will be applied to the page range

Page range

Define the page range for the second media. Page ranges can have the following definition:

Single pages: 1,4,8,-2,-1 (-1 is the last page)

Page range: 1~2, -2~-1 (-2 is the second last page)

Combination: 1~4,6,8,10,12~16,-4~-1

Note: Page ranges must not overlap.

5.1.22.3 Custom media attributes

When “Custom” is selected to define the media at least one attribute must be filled. This is the “custom media name”. To have an optimal media matching behavior on the PRISMAsync device please fill more attributes in this section.

5.1.23 Specific booklet creation settings

This is a combination of an imposition template, folding and stapling. See settings below:

Imposition template	F4-1
Number up	1 2
Binding edge	Left
Folding	F4-1
Direction	Inside
Finishing order	GatherFold
Stapling	Saddle

5.2 Setup of the PRISMAsync status app

The PRISMAsync status app is able to monitor the status of a PRISMAsync device or status of a job. This behavior can be selected per PRISMAsync status instance. You can use multiple PRISMAsync status flow elements in one flow.

5.2.1 PRISMAsync controller IP address

This is the IP address of the PRISMAsync device which needs to be connected.

Note: Entering a host name is not supported.

5.2.2 PRISMAsync controller JMF port

This is by default port 8010. This setting can be different per printer and customer. Please check if JMF support is enabled and for which HTTP port. This can be checked within the configuration tab of the settings editor.

Note: JMF over HTTPS is not supported in combination with Enfocus Switch.

5.2.3 Status check

The status check option will check for:

- PRISMAsync status (device status)
- Job status

5.2.3.1 PRISMAsync status

If the app is set to PRISMAsync status the status of the device is monitored. The output level of the flow element is the following:

Output level	Alert Light	JMF DeviceCondition
Success	Off	Offline
Success	Off	OK
Success	Green	OK
Warning	Orange	NeedsAttention
Error	Red	Failure

5.2.3.2 Job status

The job status check option will monitor the status of the job by its unique QueueEntryID received from the PRISMAsync device after submission. Based on the job status smart decisions can be made.

Example:

- Check if the job is actually printed and not only submitted
- If a job is aborted by the operator sent an email to the print floor manager for checking purposes

Settings:

- Check interval
- QueueEntryID
- Release status
- Remove JMF administration when done

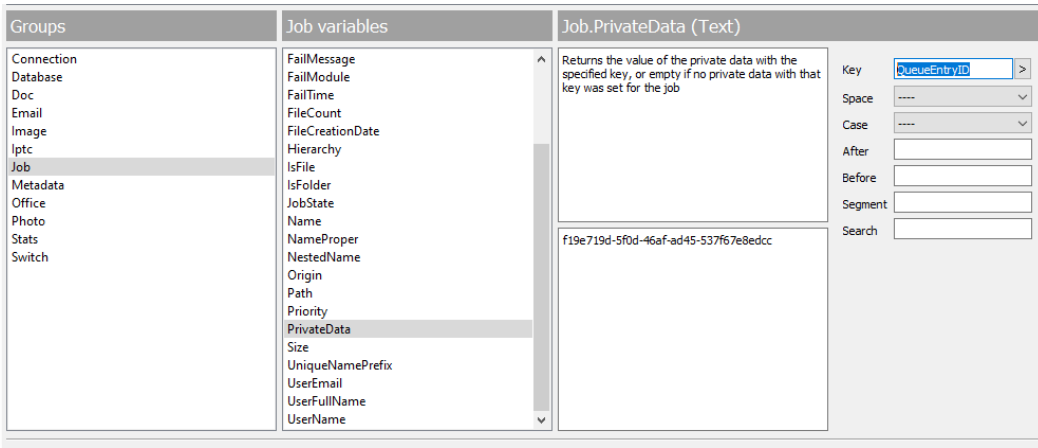
Check interval

The interval time for checking the job status (default is 30 seconds). An interval of 3 seconds and lower will add a warning in the messages log. For high volumes of jobs please use an interval of 5 minutes or higher.

QueueEntryID

The QueueEntryID is used to check the status of that specific job. Automatic is in most cases the best option. It is possible to retrieve the QueueEntryID after submission from the PrivateData of the job. The value of the QueueEntryID can be used as a variable within this setting.

QueueEntryID from PrivateData:



Release status

There are two choices for the release status:

- Running
- Completed

Running

Job is in printing state

Completed

Job is fully printed

The output level of the flow element can be configured as follows:

Output level	Job status
Success	Completed
Success	Running
Warning	Unknown QueueEntryID
Error	Aborted

Note:

- “Aborted” means that the job is deleted on the device. This can be done remotely or on the user interface of the device.
- Jobs printed from a DocBox will never reach the status “Completed”. In fact, no JMF feedback is send by the device after the job is being send to a DocBox.

Remove JMF administration when done

The jobs can be automatically removed from the PRISMAsync device after being aborted or completed. This will complete the JMF/JDF job administration from the PRISMAsync submit app. Default is **No**.

Note: A JMF "RemoveQueueEntry" message will be send to the device. Please be aware that after that message only one file related to that job will pass the PRISMAsync status flow element.

Any other file will give an error message:

"PRISMAsync Submit error: PRISMAsync status: Queue entry not in queue: [<QueueEntryID>]"

5.2.4 Fetching the PRISMAsync auditlog information

The PRISMAsync auditlog information is stored in a dataset when a job becomes in the completed or in the aborted state. The dataset has a fixed name: **PRISMAstatus**.

The auditlog file will be saved as an XML file (which is part of the original JMF response from PRISMAsync). The auditlog file stores a lot of valuable information like ink and media usage of the job. Valuable information to report back to MIS systems. The data in the auditlog can be retrieved via an "Export metadata" flow element.

Property	Value
Element type	Export metadata
Name	Export Auditlog
Description	
Dataset name	PRISMAstatus
Filename body	Job name
Filename extension	Data model
Remove dataset	No

After the "Export metadata" flow element the actual XML file is available for processing the content.

5.3 Setup of the PRISMAsync resources app

The PRISMAsync resources app can be used together with a Checkpoint flow element to select job settings in an interactive way. These job settings can be retrieved by JMF from the PRISMAsync device and are stored in the PRISMAsync PrivateData Keys.

5.3.1 PRISMAsync PrivateData Keys

The following PrivateData Keys are available for creating choice lists in the Checkpoint:

- PRISMAqueue (combined list of print queues and DocBoxes)
- PRISMAsheetorder (SameOrderFaceUp/SameOrderFaceDown/ReverseOrderFaceUp/ etcetera)
- PRISMAimpositiontemplate (F4-1, F4-2, etcetera)
- PRISMAmedia (media catalog from the device)
- PRISMAcolor (DeviceCMYK/DeviceGray)
- PRISMAcolorpresets (color preset for the whole job)
- PRISMAworkflows (List of automated workflows)
- PRISMASides (OneSidedFront, TwoSidedFlipY, etcetera)
- PRISMAoutput (output bin selection)
- PRISMAstapling (stapling options)
- PRISMAfolding (folding options)
- PRISMAPunching (punching options)

An example of using a PrivateData Key for a variable in a Switch flow:

```
[Job.PrivateData:Key="PRISMAmedia"]
```

5.3.2 PRISMAsync controller IP address

This is the IP address of the PRISMAsync device which needs to be connected.

Note: Entering a host name is not supported.

5.3.3 PRISMAsync controller JMF port

This is by default port 8010. This setting can be different per printer and customer. Please check if JMF support is enabled and for which HTTP port. This can be checked within the configuration tab of the settings editor.

Note: JMF over HTTPS is not supported in combination with Enfocus Switch.

Resources choice

- Attach resources
- Pre-select media

5.3.4 Attach resources

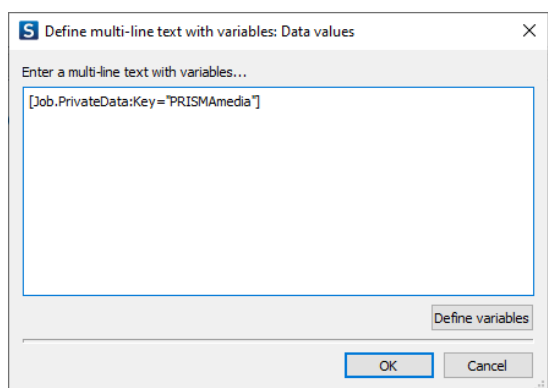
Selecting this option will enable all supported PrivateData Keys to be used in the Checkpoint flow element.

5.3.4.1 How to configure the Checkpoint element

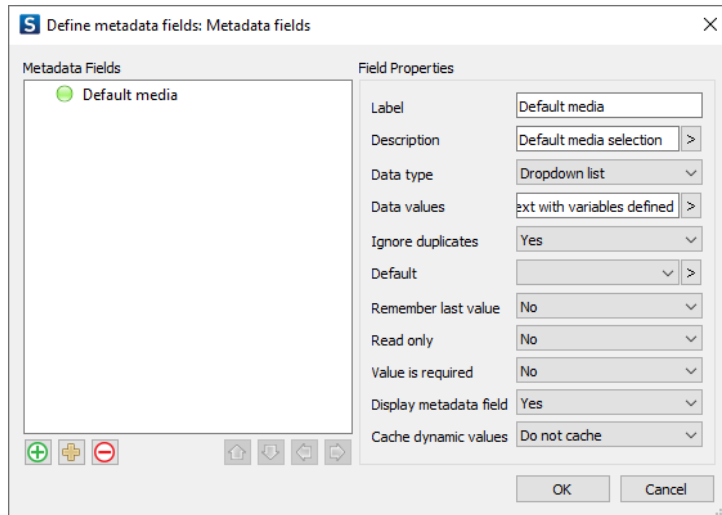
- Add a folder to start a flow.
- Add the PRISMAsync resources app with additional outgoing folder.
- Add a Checkpoint flow element and connect the last folder to the Checkpoint (give a descriptive name to this element).
- Set “Enter and display metadata” veld to ‘Yes’.
- Give the dataset a unique name

Enter and display metadata	Yes
Metadata fields	Metadata fields defined
Dataset name	CheckPointData
Invalidate user metadata cache on login	Yes

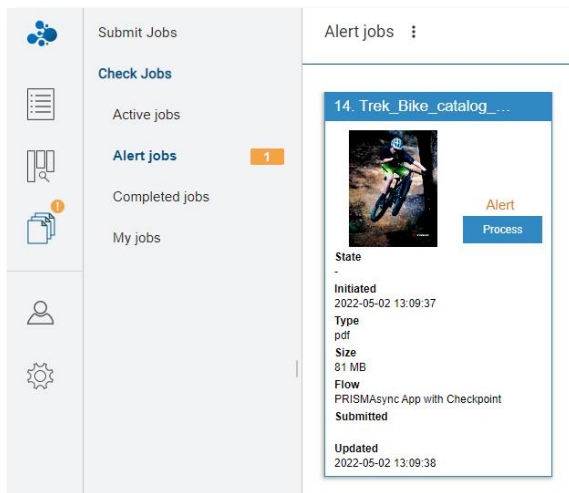
- Click on ‘Metadata fields’ and add a field like the media catalog.
- Configure the name and the description and for ‘Data type’ choose “Dropdown list”
- For ‘Data values’ choose “Define multi-line text with variables”.
- Add the specific PrivateData key for the dropdown list (example is PRISMAmedia):



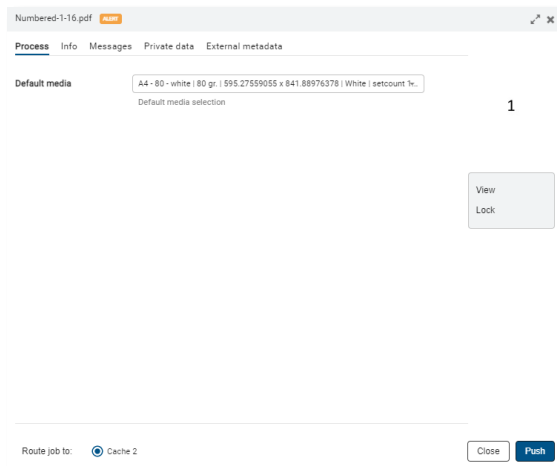
Click OK or add more metadata fields



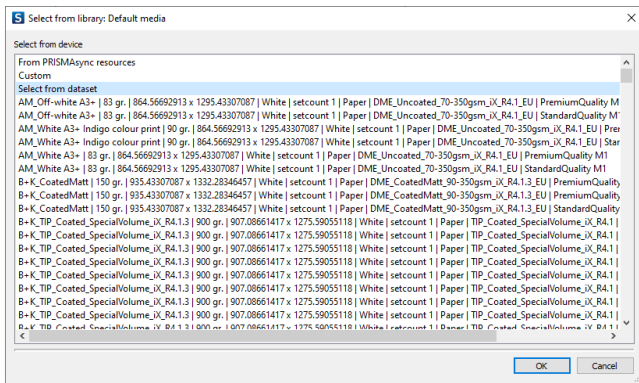
- After adding the metadata fields add a folder after the Checkpoint flow element.
- Add a PRISMAsync submit flow element and the extra folders which are needed.
- Put the connection on hold before the PRISMAsync submit flow element.
- Save and activate the flow.
- Place a PDF in the input folder of the flow.
- Open with a browser the following URL: <http://localhost:51089> and log in with the user credentials. By default this is Administrator without a password.
- Wait until the file reaches the Checkpoint (Alert jobs in browser will become orange).



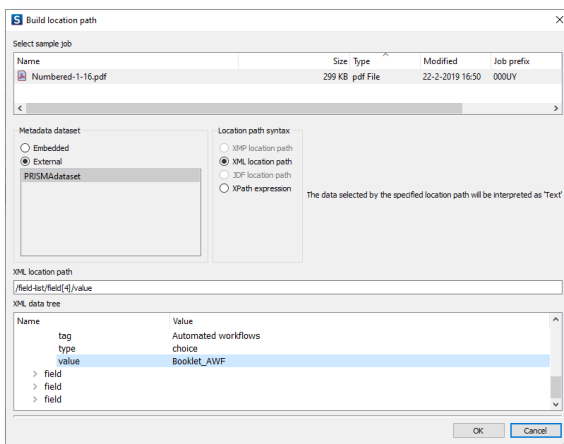
- Process the job in the browser, select the media and click on “Push”.



- The file will stop at the folder before the PRISMAsync submit flow element.
- Stop the flow and configure the PRISMAsync submit flow element.
- For the default media setting, select “Select from dataset” (dataset from Checkpoint).

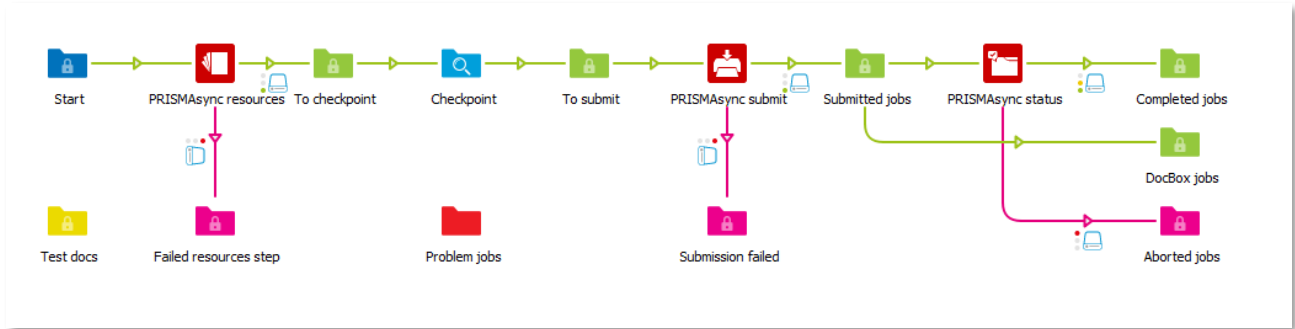


- Other job settings in the PRISMAsync submit flow element coming from the Checkpoint can directly be defined by selecting “Define single-line text with variables”.
- Example: Automated workflow. Click on the arrow on the right “<”.
- Select the option “Define single-line text with variables”.
- From Groups select “Metadata”, for Metadata variables select “Text”.
- For Path select “Build location path”. A new window will be opened.
- Select the example job and the external dataset name defined in the checkpoint.

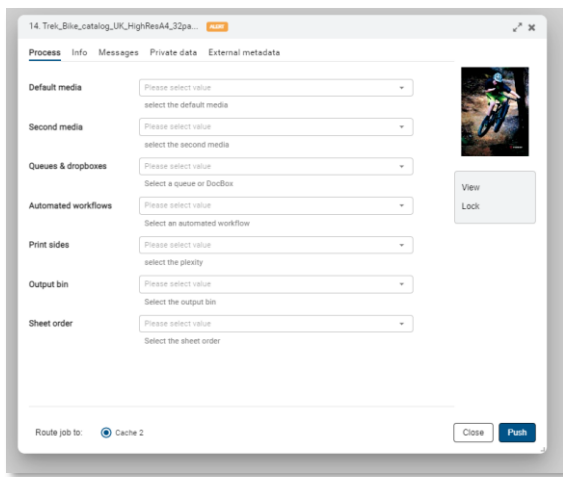


- Open the field-list in the XML data tree. Go to field en select the value for Automated workflows. This value is the selected AWF from the Alert job. Click OK.
- After coming back to the “Define single-line text with variables window” click on “Insert variable”.
- The variable is now defined. After clicking the OK button the PRISMAsync submit flow element is shown again. Be aware of pre-filled text that needs to be removed manually.
- Configure the PRISMAsync submit flow element for all other options.
- Release the connection from folder to the PRISMAsync submit flow element.
- The flow is now ready to be used with a Checkpoint flow element.

An example of a flow with a Checkpoint flow element:

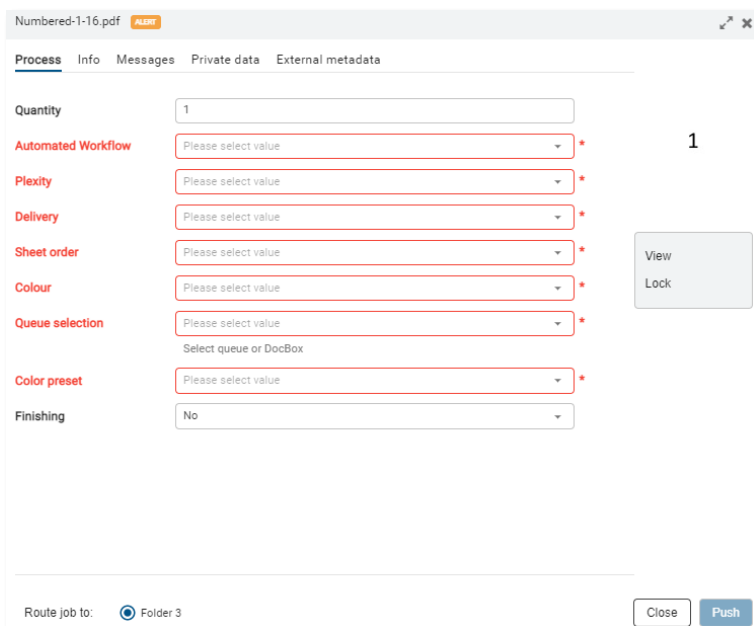


An example of multiple pre-selections in a Checkpoint:



Note: Values from a dataset used in the checkpoint must always have a selected value. Otherwise this can lead to an error.

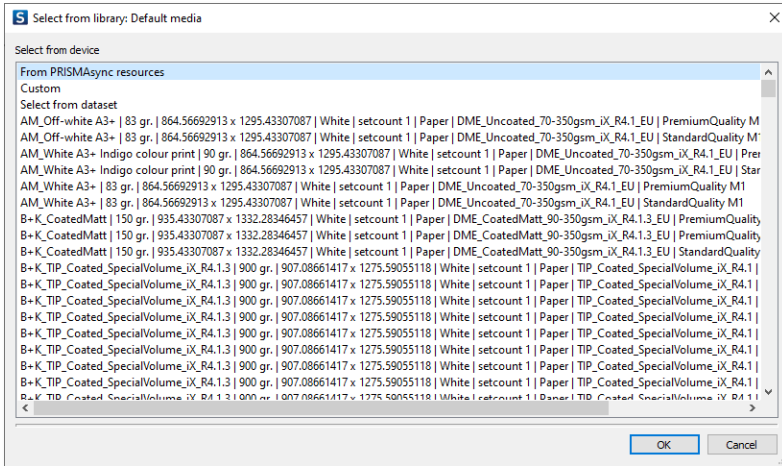
Make these fields required to avoid possible issues:



5.3.5 Pre-select media

Selecting this option will enable the option to pre-select the media for the PRISMAsync submit app. Besides the option to pre-select the media also the supported PrivateData Keys are enabled for using a Checkpoint flow element. A checkpoint is not needed when only pre-selected media is used.

To use the pre-selected media in the PRISMAsync submit app just select the option: “From PRISMAsync resources”



Default media	From PRISMAsync resources
Second media	None
Third media	None
Fourth media	None

6 Reserved dataset names

Within the Canon PRISMAsync app bundle the following dataset names should not be used in a flow:

- PRISMAstatus
- PRISMAdataset

7 Documentation

Within the Enfocus Switch portal for the Canon PRISMAsync apps you will find all related documentation to work with the app bundle.

See link: <https://www.enfocus.com/en/appstore/product/canon-prismasync-0>

8 Release notes

PRISMAsync app bundle V5 Release notes:

PRISMAsync status app:

- Status control will be resuming after a PRISMAsync connection error.
- Jobs with an unknown QueueEntryID will be moved to the “Warning out” connection.

All apps:

- JMF error messages received from PRISMAsync print server will be visible in the Enfocus Switch log
- All log messages will be prefixed with “PRISMAsync:”

9 Known issues

9.1 PRISMAsync status app stops job status monitoring

When the PRISMAsync status app is being used for job status monitoring a queue administration will count the jobs which status needs to be checked. If jobs are deleted from the folder in front of the status app the queue administration will not be able to do a recount. And the number will never decrease. The number of jobs to be checked by the status app is shown in the Enfocus Switch message log:

```
PRISMAsync status          PRISMAsync: Processing 369 PRISMAsync jobs.  
PRISMAsync status          PRISMAsync: Status queue check started.
```

If jobs are deleted on a regular basis, the number of jobs can exceed the maximum of 10.000 jobs per request. The result is that the status app will stop monitoring.

9.1.1 Reset the queue administration

To reset the queue administration the status app must be removed from the flow and the flow must be saved. After that first step the status app can be added again. After saving and starting the flow the queue administration is set to 0.

10 Feedback, suggestions and issues

10.1 Feedback and suggestions

For feedback and suggestions please send an email to the following email address:
cts-professionalservices@cpp.canon

10.2 Reporting issues

Issues can be reported via your local Canon sales organization.