



QPS 9.2.0.1 Known and Resolved Issues

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Resolved Issues: QPS 9.2.0.1

Following is a list of issues resolved in QPS 9.2.0.1. Note that the following is not an exhaustive list of all fixes in this version.

QPS Server

- **RESOLVED:** (*Windows only*) If the Java Runtime Engine is not installed, the QPS Server 9.2 Updater does not update an HSQL QPS database. (97756)
- **RESOLVED:** If you update QPS Server to 9.2, and the “LDAPtemplates.xml” file does not specify an LDAP port, QPS Server will not launch after the update. (97759)
- **RESOLVED:** The `getFileFromDocpool(docName)` function in the sample script “QxpsmFunctions.js” throws an exception when run. (98355)

QPS Client

- **RESOLVED:** If the “Quark.QPS.Client.config” file contains settings that allow users to log on to QPS regardless of Web proxy settings, those settings do not work for the QuarkXPress and QuarkCopyDesk QPS XTensions modules. (96917)

Resolved Issues: QPS 9.2

Following is a list of issues resolved in QPS 9.2. Note that the following is not an exhaustive list of all fixes in this version.

QPS XTensions Software

- **RESOLVED:** If you select any item plus a Composition Zones item that contains a QPS attachment, and then press Delete or choose **Item > Delete**, the Composition Zones item is deleted without any warning message. If you then try to check the project into QPS, the following message displays: “CANNOT_DELETE_LAYOUT_HAVING_ATTACHMENTS”. (88245)
- **RESOLVED:** If you use the **Update** button in the **Digital Publishing** pane of the **Usage** dialog box to update a missing QPS asset that is used in an App Studio enrichment, the asset is not updated. (AQ-185)
- **RESOLVED:** If you log on to QPS, then use an asset from your local file system in an App Studio enrichment, The Check In Other button remains enabled even after you log off. If you click it, the application unexpectedly quits (Mac OS) or nothing happens (Windows). (AQ-246)
- **RESOLVED:** If you change the name of a QPS asset that is used in an App Studio interactive object when you check that asset in, and then you export the layout or layout family in AVE format, the renamed asset is not included. If you want the asset to be included, you must select the renamed asset in the **App Studio** palette. (AQ-524)
- **RESOLVED:** If you check out a picture file that is attached to a picture box and edit it in an image-editing application, the updated picture displays correctly in QuarkXPress but outputs blank (for PSD and EPS pictures) or in low resolution (for pictures in other formats). (89374)

- **RESOLVED:** If you drag a picture from the **Workspace Browser** palette toward a picture box, but the mouse cursor passes over a text box before it gets to the picture box, the picture cannot be dropped on the picture box. (89739)
- **RESOLVED:** If you put a project that includes App Studio interactivity in the document pool of a QuarkXPress Server instance that is running on Mac OS, then try to export an App Studio issue from that project using QPS, the resulting .zave file has a size of 0KB. (91787)

QPS Connect Client

- **RESOLVED:** Previews in Filmstrip view are very small for images that are less than 192 pixels high or wide. (96918)

QPS Web Hub

- **RESOLVED:** If a QPS installation's QuarkXPress Server instance is running with a locale other than English, boxes in QuarkCopyDesk articles do not display correctly in Web Hub. (95894)

Resolved Issues: QPS 9.1

Following is a list of issues resolved in QPS 9.1. Note that the following is not an exhaustive list of all fixes in this version.

QPS Connect Client

- **RESOLVED:** The following privileges do not work: **General > Collection Templates**. (62617)

QPS XTensions Software

- **RESOLVED:** If you change the focus in the **Navigation** pane, layout-specific buttons (such as **Assign**, **Detach**, and **Update**) become disabled, even if an item is selected in the layout. (52281)
- **RESOLVED:** If you check out a read-only copy of a library and then quit QuarkXPress, the library is not deleted from the computer. If you then relaunch QuarkXPress and try to check out the same library in read-only mode, QuarkXPress unexpectedly quits. (65456)
- **RESOLVED:** Audio alerts in QuarkXPress and QuarkCopyDesk don't work if the **Dialog Box Alerts** preference is unchecked, even if the **Audio Alerts** preference is checked (**QuarkXPress/Edit > Preferences > Quark Publishing System > General > Notification** pane). (68286,74362)
- **RESOLVED:** (*Mac OS 10.5.x only*) If you quickly select back and forth between various assets in the **Workspace Browser** palette's Preview pane, without allowing those assets' previews to load completely, QuarkXPress and QuarkCopyDesk sometimes unexpectedly quit. (81150)
- **RESOLVED:** If you lose the connection with QPS Server in such a way that the logoff alert does not display, QuarkXPress unexpectedly quits when you close the **Workspace Browser** window, and you are not logged off. (82745)
- **RESOLVED:** If you check out a project and assign an article from the project or attach an article to the project, then another user starts editing the project's attributes, and then you cancel the

checkout of the project, the boxes that were assigned incorrectly remain flagged as having attachments. If you subsequently try to delete or assign pictures to these boxes, QuarkXPress may unexpectedly quit. (59676)

- **RESOLVED:** If you assign an article with more than 100 components, the exception "HTTP_TRANSPORT_EXCEPTION" (Mac OS) or "Operation Timed Out" (Windows) occurs. (59674)
- **RESOLVED:** If you select a box that contains a callout anchor that is associated with a callout, assign the box as an article, and then duplicate or copy-and-paste the box, the duplicate callout associated with the duplicate box is locked and cannot be unlocked. (70338, 70478)

QPS Web Hub

- **RESOLVED:** If you paste text from Word that contains a hyperlink in the text-editing dialog box using the **Paste from Word** button, and then click **Apply**, an error message displays and the operation fails. (70182)
- **RESOLVED:** (*Chrome on Mac OS only*) If you change the location of a callout anchor that has an associated callout and then try to save the changes, the changes are not saved, and you must refresh the text-editing dialog box before you can edit the article again. (66808)

Resolved Issues: QPS 9.0

Following is a list of issues resolved in QPS 9.0. Note that the following is not an exhaustive list of all fixes in this version.

QPS Server

- **RESOLVED:** You cannot log on to QPS Server if your password contains certain combinations of alphanumeric characters. (62114)
- **RESOLVED:** You cannot rename a script in QPS Script Manager. (43601)
- **RESOLVED:** You cannot see previews and thumbnails for all the layouts in a QuarkXPress project. (62103)

QPS Connect Client

- **RESOLVED:** (*Windows only*) It is difficult to drag and drop an asset to a different place in the collection tree if scrolling is involved. (47025)
- **RESOLVED:** (*Windows only*) When you drag and drop a collection or search to the **Favorites** area, it is difficult to tell where the collection or search will be placed. (38390)
- **RESOLVED:** Changing the status of an asset sometimes changes the **Route to** value even if no auto-routing rule applies. (44229)
- **RESOLVED:** You cannot add buttons with drop-down menus to the Quick Access Toolbar. (50979)

QPS XTensions Software

- **RESOLVED:** Text formatting changes when you copy and paste it between articles, even if those articles have the same resources (style sheets, H&Js, colors, etc.). (42467)
- **RESOLVED:** (Windows only) If your Windows user name contains East Asian characters, you cannot create a project from a QPS Job Ticket. (67850)
- **RESOLVED:** If you check out an assigned article in QuarkCopyDesk, make a text component overflow, check the article back in, and then attach the article to a project, a new text box is created for the overflow text. (51182)
- **RESOLVED:** Command+A/Ctrl+A does not select all assets in the Workspace Browser window. (73273)
- **RESOLVED:** If you try to replace an invalid picture with a different picture, QuarkXPress unexpectedly quits. (69639)
- **RESOLVED:** If you add a color profile to QuarkXPress after assigning an article from the active layout, and then try to check in a checked-out article elsewhere in the same layout, the following alert displays: "Eunknown exception caught from QCD filter API while updating geometry." (36467)
- **RESOLVED:** (Windows only) In a new project, if you create a spot color using one of the supplied color models (such as PANTONE, TOYO, and DIC), apply that spot color to text in a text box, and assign the text box as an article, the project loses its relationship with the article. As a result, the article does not display in the **Project Attachments** palette and the **Attachments** tab of the **Search Results** palette, and QuarkXPress may unexpectedly quit when you use QPS features. (31460)

QPS Web Hub

- **RESOLVED:** If you log in to QPS Server with a user name that includes an apostrophe or quotation marks, you cannot checkout an article. (61345)
- **RESOLVED:** In the German program language, the **Cancel Checkout** button is translated incorrectly. (60720)
- **RESOLVED:** The **Status** and **Route to** fields are enabled even when the privileges to access these fields are not granted. (29754)
- **RESOLVED:** Changing the status of an asset sometimes changes the **Route to** value even if no auto-routing rule applies.(44229)

QPS SharePoint Repository Adapter

- **RESOLVED:** You cannot define SharePoint as a QPS repository on a computer that is running Windows Server 2008 R2 and is configured as the domain controller. (58149)
- **RESOLVED:** If you use QPS Connect Client to create a collection that creates a document library in the QPS Home library, the SharePoint Word parser is disabled for that library. (55353)
- **RESOLVED:** You cannot define a SharePoint repository on a computer running SharePoint Services if SSL is enabled in IIS. (66340)

Known Issues as of QPS 9.2

Following is a list of known issues in QPS® 9.2.

QPS Server

- If a user who was imported from LDAP has checked an asset into QPS, you cannot delete the LDAP profile that was used to import that user, even if you delete all of the users in that LDAP profile from QPS. (96363)
- You cannot assign more than 4GB of RAM to QPS Server on a 32-bit or 64-bit computer. (86807)

Workaround: Install the latest 64-bit Java Service Wrapper on the QPS Server computer.

- The Copytasting feature incorrectly displays RTF files containing East Asian characters. (6771)
- Portions of the Korean and Japanese in QPS Server installer have not been localized. (10986, 11573)
- (*Windows® only*) To run the QPS Server in an external instance of Tomcat, the operating system must be 64-bit. (73367)
- Temporary files created in `[drive]:\Windows\Temp\poifiles` are not automatically deleted and can accumulate to many gigabytes if not manually deleted. (55283)
- When updating the QPS database, you cannot configure the `CreateSectionWorkflows` setting in the file “UpgradeConfiguration.xml”. (49475)

Workaround: Use a database script to update the legacy database:

1. Copy the “Database” folder from the QPS Server installer to the computer where the QPS Server database is.
 2. Navigate to `Database/[database type]/Update` and open the “UpgradeConfiguration.xml” file.
 3. Change the property “CreateSectionWorkflows” to false.
 4. Save and close the file.
 5. Update the database with the update script instead of the update application. This will create publication workflows, but no section-level workflows will be created.
- Some saved searches’ criteria may change after you update from QPS 8.1 to QPS 8.5. (59697)
 - If you save a picture that has IPTC information in Photoshop® CS5, and then check it into QPS, the IPTC information does not display in QPS. If the file is a JPEG, the following alert may display when you try to edit its attributes or check it in: “There is an error in XML Document (1, 16023)” (55973)

QPS Connect Client

- You cannot replicate assets between two systems if the name of a system-defined mandatory attribute (such as Name, Workflow, or Status) is different between the two systems. (88250)
- If you revert to a prior revision of a replicated or restored project, the project’s attachments are detached. (86027)
- QuarkXPress projects archived with revisions from a previous version of QPS cannot be restored in QPS 9.1. (89127)

- (Windows only) If you select a project and its attached articles when archiving, but only select the project when restoring, the article is not restored. Similarly, if you select both an article and its attached pictures when archiving, but only select the article when restoring, the pictures are not restored. (87665)
- (Windows only) The **Print** and **Print Preview** commands are disabled in List view, Filmstrip view, and Detailed Thumbnails view. (51301)
Workaround: Use the **Export Search Results** command.
- The **Select All** command in QPS Connect Client does not select all assets when used with a search that returns a large number of assets. On Windows, the arrow and Page Up/Page Down keys do not work in search results. (47048, 58763)
Workaround: Open the “com.quark.qpp.client.QPS Connect Client.config.plist” file (Mac OS) or “QPS Connect Client.exe.config” file (Windows) and set `LazyLoadingMode` to `NO_LAZYLOADING`.
- When articles are expanded in the search results pane, their components are included in the asset count in the status bar. (52060)
- (Mac OS only) If you try to check in one of several checked-out picture files that are open in Photoshop CS4, all of the files are closed. Also, if you check in an open picture file while its tab is not selected in Photoshop CS4, the picture file does not close after check-in. (10899)
Workaround: Uncheck the **Open Documents as Tabs** option in Adobe Photoshop CS4 (**Preferences > Interface** pane) and Adobe Illustrator CS4 (**Preferences > User Interface** pane).
- QPS Connect Client administrators cannot specify privileges for individual East Asian formatting features in QuarkCopyDesk. (467229)
- You cannot remove the first row of a search with multiple rows. (4851)
- The following privileges do not work: **Allow Collection Browsing** (under **Workspace**, **QPS XTensions for QuarkCopyDesk**, **QPS XTensions for QuarkXPress**, and **QPS Web Hub**). (66952)

QPS XTensions software

- If you create a layout with the ePUB layout type, attach a picture to the cover or to a picture component in Reflow view, check out the picture and make some changes, check the updated picture back in, and then export the layout in ePUB format, no alert displays indicating that the picture needs to be updated in the layout, and the exported ePUB file contains the old version of the picture. (95742)
Workaround: Manually update the picture before export.
- If you save a revision of a QPS project while working in Reflow view, the cover layout becomes active. (95769)
- If a QPS project contains picture boxes with App Studio enrichments and/or ePUB interactivity, and two of those picture boxes use two different files that have the same name, problems can occur. If you save a revision of such a project and then export the layout in ePUB or AVE format, one of the same-named files is downloaded twice and displays in both picture boxes. (96671, 96672, 96673)
- If you installed QPS Client 9.0 at a custom location (for example, `Applications/ABC`), the Connect Client application was installed inside of the “QPS Client” folder at that location (for example, `Applications/ABC/Quark Publishing System/QPS Client/QPS Connect`

[Client.app](#)). If you run the QPS 9.1 installer/updater and choose the same installation location, the installer/updater does not update Connect Client – instead, it installs Connect Client 9.1 in that installation location (for example, [Applications/ABC/QPS Connect Client.app](#)). (87132)

Workaround: Choose the parent folder of the existing Connect Client application (for example, [Applications/ABC/Quark Publishing System/QPS Client](#)) as the installation/update folder.

- If you Get a copy of a project that includes App Studio interactivity that uses QPS assets, those assets do not display in the **Digital Publishing** pane of the **Usage** dialog box (**Utilities** menu). Consequently, there is no way to update those assets. (86782)
- If you rename the QuarkXPress application file before you run the QPS 9.1 Client installer/updater, QPS XTensions software is not installed in the QuarkXPress application folder. Instead, it is installed in the “For QuarkXPress” folder in the QPS Connect Client application folder. If this occurs, you can manually install these XTensions in the “XTensions” folder in the QuarkXPress application folder. (88331)
- If you use a picture file from QPS in an App Studio interactive object, then check the picture file out, modify it, and check it back in, the picture correctly shows as **Modified** in the **Digital Publishing** tab of the Usage dialog box (**Utilities** menu). However, if you then select the picture and click **Update**, the picture’s status does not change to **OK** and the preview in the **App Studio** palette is not updated, even though the modified picture outputs correctly. (AQ-186)
- When you create a picture, image slideshow, or video interactive object with the **App Studio** palette, you can select QPS assets in formats that App Studio does not support. If you select a file in an unsupported format, the **App Studio** palette displays a progress bar and never shows a preview (AQ-227)
- If you attach pictures to two or more picture boxes on a master page, then select the boxes and press Shift+Delete, QuarkXPress® unexpectedly quits. (29840)
- (Windows 7 only) If you increase display DPI scaling to 125% or 150%, the user interface for QPS preferences (**[Application Name]/Edit > Preferences > QPS**) displays incorrectly, the **Read Only** button does not display in the **View Revisions** dialog box for a checked-out asset (**QPS > View [Asset] Revisions**), and the **OK** and **Cancel** buttons do not display in the **Save Revision** and **Check In** dialog boxes. (11918, 11919)
- If you disable the PDF Filter XTensions® module (**Utilities > XTensions Manager**) in QuarkXPress or QuarkCopyDesk®, QPS XTensions software will not load. (8035)
- If a QuarkXPress project that has been created or modified in QPS 8.1 or above includes an article with a picture component, QuarkXPress shows **Geometry Differs** when you check out the project for the first time after updating to 8.1.6.2. (This issue does not occur if [allow.pic.formatting.without.article.checkout = Yes](#) in the [conf/ServerApp.properties](#) file.)

Workaround: Update the geometry. This will not cause text reflow or content loss.

- If you check out an article with a picture component in QuarkCopyDesk; then check out the picture for that component in QuarkXPress, change an attribute such as scaling, and check the picture back in; and finally check the article back in from QuarkCopyDesk; the image scaling change is lost, (4087)

- If you create a picture box on a master page, attach an image, Control-click/right-click the picture box and choose **Edit Original**, edit the picture file, and then update the picture in picture usage (**Utilities > Usage**), a new attachment is created for the updated picture on every page that is derived from this master page. Also, the picture boxes on the derived pages lose their link to the picture boxes on the master page. (35120)
- The **QPS > Check In Project with Pictures** command is disabled when a master page is active. (30011)

Workaround: Navigate to a layout page and then choose this command.

- If you replace the geometry of an article with the geometry of an article template, and then try to revert to a revision of the project that was saved before the geometry was replaced, QPS displays a “problem attachment” dialog box and detaches the article from the layout. (25979)
- If you drag an article onto a blank part of the page and then cancel the attachment, resources from the article (such as style sheets and colors) are nevertheless added to the project. (23653)
- You cannot view the definition of a conditional style in a checked-out article by Control+clicking/right-clicking the conditional style name in the **Conditional Styles** palette and choosing **Edit**. (64541)
- (*Mac OS® only*) If you try to check in an article without specifying a component type, an error message displays. If you then cancel the check-in, QuarkXPress unexpectedly quits. (50690)
- If you assign an article from QuarkXPress, update it in QuarkCopyDesk, update the article's content in QuarkXPress, and then choose **Edit > Undo Lock** twice, the article becomes unlocked and can be edited in QuarkXPress. (66046)
- If you attach a picture to a master page, duplicate the layout that contains that master page, and then try to delete the picture from the master page in the duplicate layout, an error message displays and you cannot delete the picture. (71635)

QuarkCopyDesk with QPS XTensions software

- A QuarkCopyDesk article window changes size and position on screen after a QuarkCopyDesk user acknowledges an updated geometry notice from QuarkXPress. (464541)
- If you do not have the **Accept and Reject Changes (Selected/Displayed/All)** privilege, you cannot use the Rubi and Grouped Character features in a vertical story when Redlining is on. (70826)
- If you delete a component from an article in which another component has a callout anchor with a callout, the callout in the second component is deleted. (73176)

QPS Web Hub

- If you create a picture box, import a picture, share the picture box, add the picture box to an article with Multiple Article XTensions software, check in the project, check the project out in Web Hub, replace the picture, check in the project, and then check out the project in QuarkXPress, the new picture does not display. (86057)
- You cannot remove local character formatting with the **Apply Style Sheet and Remove Local Formatting** command if the selection includes a word in the middle to which no local formatting

has been applied. (80263)

- (Microsoft Internet Explorer, Google Chrome only) If you copy and paste text in a component and then click **Apply**, the pasted content does not display in the page preview.(67271)

Workaround for Microsoft Internet Explorer: Choose **Tools > Internet Options**, click the **Security** tab, click **Internet**, click **Custom Level**, locate the **Scripting** section, and click **Disable** for **Allow Programmatic Clipboard access**. Then return to the **Security** tab, click **Local Intranet**, and do the same thing there.

- An unknown error displays when you click **Apply** in the text-editing dialog box if you try to use a bullet, numbering, or outline style that includes two consecutive spaces in its name. (70196)
- (Firefox only) If you press the paste keyboard command (Command+V/Ctrl+V) twice very quickly before **Paste** dialog box displays, the editor window stops responding. (67271)

Workaround: Refresh the browser window.

- If you apply a paragraph style sheet with a numbering style to text, then override the numbering style with a bullet style, then assign the story in an article, the icon for number styles displays in the text editing dialog box instead of the icon for bullet styles. (69564)
- If you create a project from a project template and then save a revision before you check in the project, some mandatory attribute fields (including **Collection** and **Workflow**) are disabled. (72118)
- If you create an article from a Job Ticket, apply a paragraph style that uses a bullet or numbering style to the text using a conditional style, and then increase the indent level of that paragraph, the Outline Plain style is applied to the paragraph.(70748)
- (Internet Explorer only) If you position a note, a grouped character, or text with a rubi at the end of a paragraph, you cannot move the text cursor to a position after note, grouped character, or rubi icon. (69790)
- You cannot preview or check out projects that contain Web layouts. (68277)

QPS SharePoint Adapter

- If you check in an article that includes an attached picture, make a copy of the article with the **Create a Non-QPS copy** command, assign the copy to QPS, check out the copy on a Mac, and then try to save a revision of the file, an alert indicates that the attached picture has a status of **Missing**. (96136)
- If you install SharePoint without creating a home site, then create a site collection, you cannot use the SharePoint installation as a repository for QPS. (79937)

Workaround: Create a site at the home SharePoint URL so that you can access SharePoint with a URL like <http://computername>.

- (Internet Explorer 9 only) After you preview or edit an article or project, you cannot navigate back to the parent window. (87944, 87945)
- You cannot create a non-QPS copy of a .docx file that was assigned from QuarkXPress. Also, even if you use the context menu to delete such a file from QPS, it still shows as a QPS asset. (87283)

- If you check a QuarkXPress file into a collection, check it out, save a revision, and then try to check it into a different collection, the message "Asset is locked" may display. (87278)
- If you are using SharePoint as a repository, you cannot duplicate a QPS asset with a name that ends in an exclamation mark (for example, "File!.qcd"). (84876)
- You cannot create a SharePoint repository if the connection string uses the SharePoint computer's IP address rather than its hostname. (82632)
- If you are using SharePoint as a repository, and you move a collection or copy a collection with assets from a non-SharePoint client, the change is not reflected in the SharePoint site hierarchy. (84836)
- If the SharePoint Word parser is enabled, you cannot successfully use the SharePoint **Create a Non QPS Copy** and **Delete from QPS** commands on .docx files. (64356, 64694)
- If the SharePoint Word parser is enabled, you cannot create a minor version of .docx file using the **Edit in Microsoft Word** command. Also, if you select any option other than first one (for example, **Document**) while checking a document in from Microsoft Word, an error message displays. (64549, 68590).
- Some operations do not work correctly for QPS assets in Datasheet View, Gantt View, and Access view. (52718)
- The SharePoint Manage Copies feature does not work for assets in a document library that is in the QPS Home library. (50924)
- If the SharePoint Inline Editing feature is enabled for a SharePoint view in the QPS Home library, an erroneous alert may display if you try to discard checkout of a picture or check in a checked-out picture. (50905)
- If you select Explorer view (**Library > Open with Explorer**) in a QPS library, you can make changes to assets that are not checked out, and the changes are not reflected in SharePoint. (55822)

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