Getting Started with QuarkXPress 10.5

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Related Documents

For more information about using QuarkXPress, reference the other QuarkXPress documentation/resources listed below.

Document/Item Name	Description	Where to find
QuarkXPress User Guide	A guide written for the end user of QuarkXPress. Use the guide to quickly look up information, find out what you need to know, and get on with your work	*www.quark.com/support/documentation*
QuarkXPress What's New	A summary of new features in QuarkXPress.	
A Guide to App Studio	A guide to using App Studio in QuarkXPress.	

System requirements

System requirements: Mac OS X

Software

- Mac OS X® 10.8.x (Mountain Lion), Mac OS X 10.9.5 or higher (Mavericks), Mac OS X 10.10.x (Yosemite)

Hardware

- Intel processor with dual cores or more
- 4GB RAM or higher (minimum 2GB available for QuarkXPress)
- 2GB hard disk space for installation

Other

- An Internet connection for activation

Optional

- DVD-ROM drive for installation from DVD (not required for installation from download)

System requirements: Windows

Software

- Microsoft® Windows® 7 SP1 (32 and 64 Bit), Windows 8 (32 and 64 Bit) or Windows 8.1 (32 and 64 Bit)
- Microsoft .NET Framework 4.0 or later

Hardware

- CPU with dual cores or more
- 4GB RAM or higher (minimum 2GB available for QuarkXPress)
- 2GB hard disk space for installation

Other

- An Internet connection for activation

Optional

- DVD-ROM drive for installation from DVD (not required for installation from download)

Installing: Mac OS X

To install QuarkXPress:

1. Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file, then disable your virus detection software.
2. Double-click the installer icon and follow the instructions on the screen.

Adding files after installation: Mac OS X

To add files after installation, double-click the installer icon. Use the **Custom Install** list to select the items to install.

Installing: Windows

To install QuarkXPress:

1. Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file, then disable your virus detection software.
2. Double-click the installer icon and follow the instructions on the screen.

Performing a silent installation

The silent installation feature lets users install QuarkXPress on their computers over a network without having to follow step-by-step instructions. This feature is useful for large group installations when performing manual installations is cumbersome.

Preparing for silent installation: Windows

To enable Windows users to perform a silent installation on their computers, an administrator must make the following modifications:

1. Copy everything from the disc or disk image that contains the installer to an empty folder on the local hard disk.
2. Using the local copy of the installer, install QuarkXPress on the local hard disk. The installer creates a "setup.xml" file in the folder where the installer is located.
3. Open the "silent.bat" file in a text editor and make sure the path of the "setup.xml" file is in the first line as follows: `'[network path of setup.exe file]' /s /v'/qn'`
4. Share the folder that contains the installer and the "setup.xml" file with users who are licensed to install QuarkXPress.

Silent installation: Windows

To perform a silent installation on Windows, an end user must follow these steps:

1. Navigate to the shared folder that contains the "setup.xml" and "silent.bat" files.
2. Double-click the "silent.bat" file and follow the instructions on the screen.

Adding files after installation: Windows

To add files after installation:

1. Double-click the "setup.exe" icon.

   The **Setup** dialog box displays.

2. Click **Next**.

   The **Program Maintenance** screen displays.

   - Click **Modify** to choose the files to install. You can install new files or remove previously installed files.
   - Click **Repair** to correct minor issues related to installed files. Use this option if you experience issues with missing or damaged files, shortcuts, or registry entries.

3. Click **Next**.

   - If you clicked **Modify** in the previous dialog box, the **Custom Setup** screen displays. Make the appropriate modifications, then click **Next**. The **Ready to Modify the Program** screen displays.
   - If you clicked **Repair** in the previous dialog box, the **Ready to Repair the Program** screen displays.

4. Click **Install**.
5. Click **Finish** when the system notifies you that the process is complete.

Upgrading

To upgrade QuarkXPress to this version:

1. Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file, then disable your virus detection software.
2. Double-click the Installer icon and follow the instructions on the screen.

- *Windows:* When the **Validation Code** screen displays, choose **Upgrade** from the **Installation Type** drop-down menu. If you have your upgrade validation code, enter it in the **Enter your validation code** fields. If you do not have an upgrade validation code, click **Get validation code** to go to the Quark Web site, follow the instructions on the screen to get the validation code, and then enter the validation code in the **Enter your validation code** fields.
- *Mac OS X:* You will not be asked at this time for the **Validation Code**. This will be done at first launch of the application.

3. Click **Continue** and follow the instructions on the screen.

➡ The installer installs a new copy of QuarkXPress. It does not replace the earlier version (i.e. QuarkXPress 10.x will not replace QuarkXPress 9.x.).

Updating

The installer will update earlier versions of QuarkXPress 10.x to this version. To update QuarkXPress:

1. Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the Installer and then disable your virus detection software.
2. Make a copy of the application folder on your hard drive to ensure that you have a working copy of the software if you encounter issues during the update.
3. Make sure the names of the application folder and the application have not changed since installation.
4. Double-click the Installer icon and follow the instructions on the screen.

- *Windows:* The installer locates your installed copy of QuarkXPress and updates it to this version.
- *Mac OS X:* If your installed copy of QuarkXPress is in the default location, the installer updates it. If your installed copy of QuarkXPress is not in the default location and you want to update it, click the **Customize** button when it displays, click in the **Location** column for the application, choose **Other**, and navigate to the location of the existing installation.

Installing or upgrading with QLA

Quark® License Administrator (QLA) is software that manages licensed Quark products. If you purchased an educational site license or a commercial site license, you most likely received a QLA CD-ROM when you purchased QuarkXPress. QLA must be installed on your network before you install QuarkXPress.

If QLA is already installed and you are installing QuarkXPress, the **License Server Details** dialog box displays after you enter your registration information. Before proceeding, verify that you have the information you need to enter values in the following fields:

- **License Server Host Name or IP Address**: Enter the IP address or server name for the server you have designated as the license server. The license server handles requests from license clients.
- **License Server Port**: Enter the value for the license server port. This number is determined when the QLA software is registered online. The license server port is the port through which license server requests flow.
- **Backup License Server Host Name or IP Address**: Enter the IP address or server name for the server you have designated as the backup license server.
- **Backup License Server Port**: Enter the value for the backup license server port.

Registering

To register your copy of the application, visit the "Online registration" page of the Quark Web site (see *Contacting Quark*). If you cannot register online, see *Contacting Quark* for contact information.

Activation

After you install QuarkXPress® with a valid alpha-numeric validation code, you must activate the software.

Activation is a process that authorizes QuarkXPress to run indefinitely on the computer on which it was installed. During activation, an *installation key* is generated and sent to Quark. This installation key contains a representation of your hardware configuration. Quark uses the installation key to generate and return an *activation key*, which is used to activate your copy of QuarkXPress

➡ For a thorough description of **Validation** codes, **Installation** codes and **Activation** codes, visit *Quark Support Knowledgebase*.

A valid (non-evaluation) copy of QuarkXPress will run for 30 days without being activated. If you do not activate QuarkXPress within 30 days, it goes into demonstration mode (for more information, see "*Demonstration Mode*.").

An activated copy of QuarkXPress can run only on the specific computer on which it was activated. If you want to move a copy of the software to a different computer, you can use the License Transfer feature. For more information, see "*License transfer*."

➡ If you are using Quark® License Administrator (QLA) to monitor QuarkXPress usage, you do not need to activate QuarkXPress.

➡ An evaluation copy of QuarkXPress will run in fully functional mode for 30 days. After that, the software will not launch unless you enter a valid validation code.

Activating

If you have a single-user copy of QuarkXPress, you must activate it. If a valid copy of QuarkXPress has been installed on your computer but has not yet been activated, a dialog box displays each time you launch the software. To begin activation, click **Activate Now** *(Windows)* or **Continue** *(MAC OS X)*. The **Product Activation** dialog box displays.

- To activate your copy of QuarkXPress automatically over the Internet, click **Continue**.
- If the computer on which you installed QuarkXPress does not have Internet access, click **Other Activation Options**. QuarkXPress displays the option for activating through a Web browser. The webpage used to generate the activation code can be opened on any computer that has an internet connection.

If you do not want to activate QuarkXPress when you launch it, click **Cancel**.QuarkXPress presents the option to activate it each time you launch the application until you activate it.

If you do not activate QuarkXPress, you can use it for 30 days after installation; after 30 days, the product runs in demonstration mode and must be activated before it will run as a full version.

➡ If you cannot activate online, see *Contacting Quark* for contact information.

Activation troubleshooting

If automatic activation fails, the **Activation Failed** screen displays.

- To activate using a Web browser, click **Activate from the Quark Web Site**, click **Continue**, and then follow the instructions on the screen.

  If Web activation activation fails, contact Quark Technical Support (see "*Contacting Quark*"). Meanwhile, QuarkXPress will run in fully functional mode for 30 days. After that, it will run in demonstration mode until successfully activated (see "*Demonstration Mode*.").

  If your copy of QuarkXPress has not been activated, and you change the computer's date so that it falls outside the grace period or set the computer's date to a year greater than 2038, the application will run only in demonstration mode. To resolve this issue, set the computer's date back to the current date.

  The Quark activation system supports only basic proxy server authentication. Internet activation will not work if you use a proxy server with something other than basic authentication. If this is the case, use online Web activation (see one of the links listed below) to activate the product. Be sure to delete the activation key page from the Web browser history to maintain your privacy.

- **English (in the Americas)**: *https://accounts.quark.com/Activation/RetrieveActivationCode.aspx?lang=EN*
- **English (outside the Americas)**: *https://accounts.quark.com/Activation/RetrieveActivationCode.aspx?lang=EN*
- **German**: *https://accounts.quark.com/Activation/RetrieveActivationCode.aspx?lang=DE*
- **French**: *https://accounts.quark.com/Activation/RetrieveActivationCode.aspx?lang=FR*
- **Japanese**: *https://jstore.quark.com/QuarkStore/Activation/RetActCode.asp?*

  If QuarkXPress detects that the activation data has been modified or is missing or corrupt, the application displays the **Activate QuarkXPress** dialog box and prompts you to reactivate QuarkXPress. If QuarkXPress is running in the grace period, the grace period expires.

Reactivating

After activation, QuarkXPress verifies the validity of the activation key each time it is launched. If QuarkXPress fails to detect a valid activation key, you must reactivate the software by contacting Quark customer service, submitting the online form, or faxing the reactivation form.

You must reactivate QuarkXPress if you make a significant hardware change (such as changing the Ethernet address on a Mac® or changing the computer processor) or if the activation mechanism is damaged in some way.

➡ If you plan to make significant hardware changes to your computer, you might want to use the License Transfer feature deactivate QuarkXPress first and then reactivate it on the same computer after you make the hardware changes. For more information, see "*License transfer*."

If you need to reactivate your copy of QuarkXPress, reactivate it within 30 days. After 30 days, it will run only in demonstration mode (see "*Demonstration Mode*.").

➡ You can uninstall and reinstall an activated copy of QuarkXPress on the same computer as many times as you want without reactivating the application.

➡ The grace period for activation after installation or for certain types of peripheral hardware changes is 30 days. There is no grace period for a significant hardware change or for damage to the activation mechanism.

Dual activation policy

A single-user license of QuarkXPress allows the primary registered user to install and use the software on two computers (a primary computer and secondary computer). To take advantage of this policy, simply install and activate QuarkXPress on both computers.

Demonstration mode

Demonstration mode imposes the following limitations:

- Files cannot be saved/downsaved.
- The Revert to Saved feature is disabled.
- The Save Page as EPS feature is disabled.
- You can edit settings in the **Save** pane of the **Preferences** dialog box (**QuarkXPress/Edit** menu), but layouts will not be auto-saved or backed up using these settings.
- The Collect for Output feature is disabled.
- You cannot create a library.
- You cannot create a book.
- Print layouts display the words “QuarkXPress Demo” on each page when printed.

- In PostScript® files, the words “QuarkXPress Demo” are embedded in each page of the PostScript.
- You can export a maximum of five pages of a QuarkXPress layout in PDF format, and the words “QuarkXPress Demo” display on each page.
- Only five pages will print at a time.
- Reflow article cannot be exported as ePUB.
- Reflow article cannot be exported as Kindle.

If QuarkXPress runs in demonstration mode immediately after it is installed, you must activate it before you can work with its full functionality.

License transfer

You can move an activated copy of QuarkXPress to a new computer on your own using the License Transfer process. This process entails deactivating the software on one computer and then reactivating it on another computer.

➡ You also need to transfer your license if you substantially change the hardware configuration of your computer.

➡ If you want to transfer your license without contacting Quark Technical Support, you must have an Internet connection.

To use the License Transfer feature:

1. Launch QuarkXPress
2. Choose **QuarkXPress/Help > Transfer QuarkXPress License**.
3. Follow the directions on the screen.

Uninstalling

➡ If the uninstaller detects a running instance of the application, an alert displays. Close the application before you begin to uninstall.

Uninstalling: Mac OS X

To uninstall QuarkXPress, open the "Applications" folder on your hard drive (or the folder in which QuarkXPress was installed) and drag the QuarkXPress folder to the trash.

Uninstalling: Windows

To uninstall QuarkXPress:

1. Choose **Start** > **All Programs** > **QuarkXPress** > **Uninstall**.
2. Click **Yes**. The uninstaller gathers the information necessary for uninstalling and then an alert displays to notify you that the contents of the QuarkXPress application folder will be deleted.
3. Click **Yes** to continue or **No** to cancel.

➡ You can also uninstall by running the installer again.

Contacting Quark

The support portal allows you to log support tickets, track tickets, receive status notifications, chat with a technical support representative, search the Knowledge Base, and access product documentation.

With direct access to documentation across all Quark software - from QuarkXPress and App Studio to Quark Enterprise Solutions - you can find answers to your questions at your convenience. Our support team is also available to help, either through our support portal, or via phone for our maintenance contract customers.

If you are a Quark customer and have a current maintenance or support contract your account has already been created for you using your registered email address. If you do not have a support contract you can purchase a single support incident to get your problem resolved. If you have purchased or registered a supported product, you are eligible for free support for the first 90 days.

In the Americas

For more details, please check out our support website *www.quark.com/support*

Outside the Americas

For countries outside the Americas, please visit the following sites to access your support account:

Support Website

- France - *www.quark.com/fr/support*
- Germany - *www.quark.com/de/support*

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