

QuarkXPress 8 Known and Resolved Issues

Known Issues as of QuarkXPress 8.5.1

Following is a list of known issues in QuarkXPress® 8.5.1.

- [The “Configurable preferences location” feature described in the QuarkXPress 8.5.1 ReadMe works only for Windows. \(81144\)](#)
- *(Mac OS 10.6.5 only)* Duplex printing to some printers does not work. **This issue is fixed in Mac OS 10.6.6.** (64830)
- *(Windows only)* If you save a large picture (6” x 9” or larger, 72dpi or greater) from Photoshop in grayscale color mode as an EPS file with an 8-bit TIFF preview, then import that picture into QuarkXPress, QuarkXPress may unexpectedly quit. (64027)
- *(Windows only)* On some computers, QuarkXPress may unexpectedly quit during launch if certain Windows default PPD (PostScript® printer description) files are installed and an 8100 series HP printer is selected as the default output device. (26879)
- *(Windows only)* QuarkXPress unexpectedly quits while saving a page in EPS format if the page contains an imported BMP picture. (52005)
- If you use two or more East Asian fonts in a layout, export the layout as a PDF without embedded fonts, and then try to import the resulting PDF into a box, the import fails. (54317)
- If you create a layout that displays a discretionary hyphen at the end of one line and an automatic hyphen at the end of the next, export that layout in PDF format, open the PDF in Acrobat Pro, and choose **Document > Reduce File Size**, a space is added before the discretionary hyphen in the reduced-size PDF. (57387)
- In the **Job Jackets® Manager** dialog box, if you drag a grid style or a mojigumi set onto a Job Jackets structure, Job Ticket, or project that already has a grid style or mojigumi set with the same name, no alert is displayed and the existing grid style or mojigumi set is overwritten. (31567)
- If you open a project that was last saved in a previous version of QuarkXPress, and that project uses a linked or embedded Job Jackets structure that includes [kinsekunon-breaking character set](#), grid style, mojigumi, or master page grid resources, QuarkXPress may either unexpectedly quit or lose the link to the linked Job Jackets file. (34048, 34047, 31230)
- *(Mac OS 10.6.2 only)* If you launch QuarkXPress with the **Font Previews** preference on (**QuarkXPress/Edit > Preferences > Fonts > Font Previews > Show in Font Menu**), create a document using PostScript Type 1 fonts, and then open an existing document created on a version of Mac OS X prior to 10.6, Type 1 fonts used in the existing document may reflow.

Workaround: Turn off the **Font Previews** preference, then quit and relaunch QuarkXPress.

- *(Windows 7 only)* If you create a project on Windows Vista®, import an Adobe Illustrator file from a shared network location, open the file on Windows 7, update the Illustrator file’s status in picture usage (**Utilities > Usage > Pictures pane**), and then either output the layout or close and reopen the project, the Illustrator file shows a **Status** of **Wrong Type**. (Note that the file can be output without a problem.) (9434)

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- *(Windows 7 only)* If you export an Interactive layout that contains a Video object using the **Windows Projector** export type, the resulting file and folder erroneously include “.swf” in their names. (7069)
- *(Mac OS X 10.6 only)* If you try to display the Help for QuarkXPress, the error message "HVURLHandlerErrorDomain error 1002" displays.

Workaround: Download an updated copy of the Help file from the Quark Web site. You can download an updated Help file [here](#).

- ~~If you import a vector EPS file in which the upper left corner is 100% transparent, and then export the layout in PDF format with OPI turned on, a small, vertically flipped copy of the EPS image may display in the upper left corner of the picture in the resulting PDF. Note that if you process the layout with an OPI server, this problem will not be visible in the final output. (19906)~~

~~*Workaround:* Turn off OPI before exporting the PDF.~~

- If you place an anchored box in a text box that either has a vertical story direction or is rotated, the anchored box displays incorrectly when printed to a non-PostScript printer. (19534)
- *(Mac OS 10.6 only)* Due to a change in Apple's APIs, text that uses Type 1 fonts may display increased vertical spacing when you open a project in Snow Leopard.
- *(Mac OS 10.6 only)* In an Interactive layout, if you create a Video object and choose a local (not external) movie file, then export the layout as an SWF file, the video displays incorrectly in the SWF file. (12450)
- *(Mac OS 10.6 only)* You cannot print a layout that includes an imported raster EPS file to an HP Color LaserJet 5500 PS. (11549)
- If you import a PDF with native transparency and then print the layout, problems such as lost overprints or incorrect flattening may occur. Although such imported PDFs will print correctly in many cases, Quark® recommends that you do not import them in QuarkXPress. If you need to import an image of a QuarkXPress layout, export that layout in flattened EPS or PDF format. (7835)
- *(East Asian and Plus editions only)* If you scale a facing-page layout with a vertical story direction using Scale XTensions® software (formerly available separately as ALAP XPert Scale XTensions software), the story direction changes to horizontal and the first page may switch from left-facing to right-facing. (10384)
- *(Mac OS only)* If **FileVault** is turned on (System Preferences application > **Security** > **FileVault** tab), previews for imported Adobe® Illustrator® and PDF files do not always update correctly when the files change. (3535)
- *(Windows® only)* If you print from QuarkXPress to one of several HP printers, not all of the printer's features are available. (8976)

Workaround: Change the name of the QuarkXPress executable from “QuarkXPress.exe” to “QuarkXPress 8.exe.”

- If you create a table with Auto Fit turned on for rows and columns, enter content into that table until it expands, and then scale the table up with Scale XTensions software (**Window** > **Scale**), the table scales incorrectly. (3606)
- *(Mac OS only)* You cannot copy a picture using AppleScript®. (9529)

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- In an Interactive layout, if you create a Video object and choose a local (not external) .mov file with a non-ASCII character in its name, the message “The path is not supported by QuickTime®” displays. (3646)

Workaround: Either convert the file path to ASCII-only characters or reference the movie externally.

- If you create a layout with an imported PDF with native transparency, then output the layout with a too-high flattening resolution, QuarkXPress incorrectly displays the following message: “The PDF file “[name]” is damaged and will not be output at low resolution.” (The definition of “too-high” depends on the content of the layout.) (5366)

Workaround: Either flatten the PDF before you import it, or reduce the **Flattening Resolution** value for **Transparent Objects in Imported PDF & AI Files** (output options > **Transparency** pane).

- If you import a TIFF or SCT picture, change the picture’s opacity or apply an alpha mask to it, and then export the layout as a PDF file with native transparency with the **OPI Active** option checked (**File > Export > Layout as PDF > Options > OPI > OPI Active**), the picture is corrupted in the resulting PDF file. Regular OPI output is not affected. (11863)
- You may experience incorrect output if you import a duotone EPS file, export the layout in PDF format, import the resulting PDF, and then print to PostScript or export a PDF, particularly if you are using native transparency. (5062, 5838)
- If you try to export a PDF of a layout with an extremely large number of imported EPS files, QuarkXPress may not be able to complete the export. (7941)

Workarounds: Export the layout page by page, or export the layout as a PostScript file and then distill it in Acrobat.

- If you export a layout containing an imported 1-bit image and specify a **Downsample to** value for **Monochrome Images** (**File > Export > Layout as PDF > Options > Compression**), the image is instead downsampled using the **Downsample to** value specified for **Grayscale Images**. (10717)
- If you use Adobe Illustrator to create a PDF or Illustrator file containing rounded letters (such as C or G) in front of a colored object with an opacity less than 100%, import the PDF in QuarkXPress, and then output the layout, some of the letters may be clipped across the top. (3634)

Workaround: Flatten the file in Illustrator before importing it.

Resolved Issues: QuarkXPress 8.5.1

Following is a list of issues resolved in QuarkXPress 8.5.1. Note that the following is not an exhaustive list of all fixes in this version.

- **RESOLVED:** If you try to import a vertical-orientation grayscale EPS file saved from Photoshop with an 8-bit TIFF preview, QuarkXPress unexpectedly quits. (62047)
- **RESOLVED:** An “Out of Memory -108” alert displays randomly in some projects that use item styles. (70936)
- **RESOLVED:** If you create a Job Jackets file on one platform, and then use it on the other platform, fonts in a style sheet or font set may show up as missing in the Job Ticket if they have different names on Mac OS and Windows. (3964)
- **RESOLVED:** If you replace a Mojigumi set in a Job Jackets file with a same-named Mojigumi set that has different settings, no **Append Conflict** dialog box displays. The same issue occurs with non-breaking character sets. (15360)

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- RESOLVED: If, when exporting a layout as a PDF, if you choose PDF/X-1a: 2001 verification and then turn off registration marks, the resulting PDF includes an incorrect mediabox. (49935)
- RESOLVED: If you import a PDF file from a network server, update the PDF file, and then update the picture in QuarkXPress, the PDF's preview is not updated. (76879)
- RESOLVED: If you import a vector EPS file in which the upper-left corner is 100% transparent, and then export the layout in PDF format with OPI turned on, a small, vertically-flipped copy of the EPS image may display in the upper-left corner of the picture in the resulting PDF. Note that if you process the layout with an OPI server, this problem will not be visible in the final output. (19906)
- RESOLVED: If you create a project from a Job Ticket that includes a paragraph style sheet that locks the text to the baseline, then export that project in QuarkXPress 7 format, the paragraph style sheet in the exported project locks text to the topline. (74005)
- RESOLVED: If you copy and paste multiple text boxes, and one of the text boxes includes an anchored item, the anchored item initially displays in the wrong place at low view percentages. (53795)
- RESOLVED: During spell checking, the application sometimes recommends unlikely alternative spellings for misspelled words. (58995)

Resolved Issues: QuarkXPress 8.5

Following is a list of issues resolved in QuarkXPress 8.5. Note that the following is not an exhaustive list of all fixes in this version.

- **RESOLVED:** When German is the active program language, the keyboard shortcuts for “Cycle through project windows” and “Cycle through layouts” do not work. (11075)
- **RESOLVED:** During spell checking, QuarkXPress incorrectly flags Russian words that contain the character ë. (16992)
- **RESOLVED:** Anchored items in rotated boxes and in boxes with a vertical story direction output incorrectly to non-PostScript printers. (19534)
- **RESOLVED:** (*Mac OS 10.6.3 only*) If the default display profile is still selected in **System Preferences (Displays > Color tab > Display profile)**, the following alert displays at launch: “‘Application’ uses profiles not installed in your System.” If you click **Continue**, some color library swatches (including PANTONE® GoeBridge™ Coated, PANTONE® color bridge CMYK UP, TRUMATCH, and FOCOLTONE) will display black. (39199)
- **RESOLVED:** (*Mac OS 10.6.3 only*) If you launch QuarkXPress on an iMac, the following alert displays at launch, even if you have an iMac display profile installed: “‘Application’ uses profiles not installed in your System.” (39234)
- **RESOLVED:** QuarkXPress sometimes stops responding if you delete two consecutive paragraph returns. (39608)
- **RESOLVED:** (*Mac OS only*) On Snow Leopard (Mac OS 10.6.3), if you import a picture and then choose **View > Proof Output > [color profile name]**, the display does not change to show the desired preview. (40272)
- **RESOLVED:** You cannot drag an item from one view of a layout to another view of the same layout. (48178)

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- **RESOLVED:** If you lock a box's text to a grid, apply a rule to that text with an offset greater than the text's leading, and then move an item in front of the text, QuarkXPress may stop responding. (48539)
- **RESOLVED:** (*Mac OS only*) EPS pictures saved from Adobe Photoshop CS5 do not display correctly in QuarkXPress if they have been saved with one of the **Macintosh** preview options. Instead of the image, a gray box displays, with the text "PostScript Picture." The image, however, prints correctly. (49349)
- **RESOLVED:** When you export a PDF, if you choose **PDF/X-1a: 2001** from the **Verification** drop-down menu and turn off registration marks, the application adds a CropBox parameter and incorrectly calculates the MediaBox parameter. (49935)
- **RESOLVED:** If you try to output a project with a missing image (on Windows) or with a missing 1-bit or grayscale image (on Mac OS), QuarkXPress may unexpectedly quit. (50925)
- **RESOLVED:** (*Mac OS only*) If you choose **Project.pdf** from the **Default Name** drop-down list in the **PDF** pane of the **Preferences** dialog box, and then generate a PDF from a project that has a file name with a three-character suffix other than ".qxp" (such as ".123"), QuarkXPress omits the suffix from the file name in the exported PDF. (51375)

Resolved Issues: QuarkXPress 8.1.6.2

Following is a list of issues resolved in QuarkXPress 8.1.6.2. Note that the following is not an exhaustive list of all fixes in this version.

- **RESOLVED:** QuarkXPress unexpectedly quits while exporting a PDF if the layout contained missing images. (43401)

Resolved Issues: QuarkXPress 8.1.6.0

Following is a list of issues resolved in QuarkXPress 8.1.6.0. Note that the following is not an exhaustive list of all fixes in this version.

- **RESOLVED:** If you select a single paragraph return and try to replace it by inserting a new character, the paragraph return is not deleted. (13158)
- **RESOLVED:** If you create a paragraph that has **Keep Lines Together** with a **Start** value of 2 and an **End** value of 2, position the paragraph so that it spans two text boxes in a story, delete the space before the first word in the second box, and then reinsert the space, the last line in the first text box displays incorrectly. (16823)
- **RESOLVED:** If you open a layout created in a previous version of QuarkXPress, and the layout uses an H&J that specifies an **R Char** value of -1%, inserting a special space (such as an em space) after the first character of a paragraph that uses that H&J may cause the paragraph to break incorrectly. (20170)
- **RESOLVED:** (*Mac OS only*) If you open a project that was created in a previous version of QuarkXPress, and the project contains an imported EPS file, QuarkXPress may unexpectedly quit when you try to print the layout or export it in PDF format. (13470)
- **RESOLVED in Mac OS 10.6.2:** (*Mac OS 10.6.x only*) When you try to export a layout in PDF format, the layout prints to the default printer. (7731)
- **RESOLVED:** You cannot save or open QuarkXPress files on a Helios SMB volume. (24481)

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- **RESOLVED:** If you apply a font set to text, override the scaling and baseline shift values for that text, and then make a change to the font set, the local scaling and baseline shift values are lost. (11932)
- **RESOLVED:** If you change the fonts for Han or Kana in a font set, rubi text that uses that font set is not updated unless the rubi or the base text begins with Roman or numeric characters. (13460)
- **RESOLVED:** Font sets are applied incorrectly to text during text entry. Note that even though this defect is now fixed, if you open a project that was created in a previous version of QuarkXPress and manually reapply the same point size to text that uses a font set, the text may reflow. (14464)
- **RESOLVED:** (*Windows only*) Text drag-and-drop does not work under Windows Vista and Windows 7, even if you are logged in as an administrator.
- **RESOLVED:** (*Windows only*) The **User Account Control** dialog box displays when you launch QuarkXPress under Windows Vista and Windows 7.

Resolved Issues: QuarkXPress 8.15

Following is a list of issues resolved in QuarkXPress 8.15. Note that the following is not an exhaustive list of all fixes in this version.

- **RESOLVED:** (*Mac OS only*) On some newer Macs, QuarkXPress unexpectedly quits during activation. This issue occurs only on computers where the FireWire MAC address begins with a non-zero, and only with copies of QuarkXPress that require activation. To determine whether your computer is affected:
 1. Choose **Apple > About This Mac**. In the dialog that displays, click **More Info** to launch System Profiler.
 2. Choose **File > Save As** and save the system profile to your hard disk.
 3. Open the resulting file in a text editor and locate the first occurrence of the string "IOFireWireController".
 4. Beginning at this location, find the next occurrence of "IOMACAddress". The line should include a value similar to <0067f0abcde37dc6>. If the first digit after the < is not a zero, your computer is affected by this issue. To fix it, download and run the QuarkXPress 8.15 updater.

Resolved Issues: QuarkXPress 8.12

Following is a list of issues resolved in QuarkXPress 8.12. Note that the following is not an exhaustive list of all fixes in this version.

- **RESOLVED in Mac OS 10.6.2:** Text using a Type 1 font can shift position when opened on Mac OS X Snow Leopard, affecting the leading and vertical position of the text, as well as any drop shadows applied to the text.
- **RESOLVED:** If a picture box with a runaround completely overlaps the left edge of a text box containing text that occurs after a right tab, the text may flow outside of the box. (18970)
- **RESOLVED:** Right-aligned tabs may not be honored in lines that include a flex space (**Utilities > Insert Character > Special** or **Special (nonbreaking) > Flexible Space**). (14867)

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- **RESOLVED:** If you have two text boxes positioned so that one is above the other, and you place an item with a runaround between them so that it overlaps both, deleting a character from the text may cause text to overlap other text. (14885)
- **RESOLVED:** If you delete returns before text that has rubi applied in a story that spans multiple linked boxes, the rubi may display incorrectly. (14935)
- **RESOLVED:** If text in a box extends into a second box, and only one or two lines of text display in the second box, the text in the second box may display with incorrect spacing. (16641)
- **RESOLVED:** If you insert a tab in the middle of a single line of text, the text may display outside the box. (16644)
- **RESOLVED:** In some documents that were last saved in a prior version of QuarkXPress, if **Lock to Grid (Style > Formats)** is checked for a paragraph and the text wraps around an obstruction, the line after the obstruction is positioned too far down and causes reflow. (18084 - introduced in 8.1)

Resolved Issues: QuarkXPress 8.1

Following is a list of issues resolved in QuarkXPress 8.1. Note that the following is not an exhaustive list of all fixes in this version.

- **RESOLVED:** If you import a picture from a Xinet® OPI server with **Use OPI** checked, export the layout in PDF format with **OPI Active** checked and **Include Images** unchecked, and then process the resulting PDF with the Xinet server, the PDF comes out blank. (3179)
- **RESOLVED** (*Windows Vista only*) On a 64-bit computer running Windows Vista, the QuarkXPress **Print** dialog box sometimes fails to display when you choose **File > Print**. (3850)
- **RESOLVED:** If you try to print two duplexed copies of a layout to a Konica® Minolta® C451 printer with the Konica Minolta PPD installed, only one copy prints and it is not duplexed. (3569)
- **RESOLVED** (*East Asian and Plus editions only*) If you use QuarkXPress 8 to open a QuarkXPress 4.x document that uses a negative optimal justification value for East Asian punctuation (**Edit > H&Js > EA Punct**), the text in the layout may reflow. (11996)
- **RESOLVED:** If you choose a source setup that uses a particular input profile and has **Color Manage RGB/CMYK Sources to RGB/CMYK Destinations** checked, import a picture that uses the same profile, and then export the layout in PDF, EPS, or PostScript format, the colors in the image change. (5421)
- **RESOLVED** (*East Asian and Plus editions only*) Tabs may not work correctly in a paragraph with an H&J that has a minimum **R Space** value less than zero. (11600)
- **RESOLVED:** You cannot select an item behind a table or group by Command+Option+Shift-clicking/Ctrl+Alt+Shift-clicking the table or group. (3968)
- **RESOLVED:** If you open a layout created in a previous version of QuarkXPress, images in anchored picture boxes are not included the first time you send the layout to output. (4498)
- **RESOLVED:** Overprint is not honored for semitransparent items in imported Adobe Illustrator and PDF files. (3632)
- **RESOLVED** (*Mac OS only*) If you print a layout containing text to some HP LaserJet® printers, some of the letters in the text print incorrectly. (7200)

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- **RESOLVED:** If you try to save a Job Jackets® structure that contains a character style sheet with a **Language** setting of **None**, QuarkXPress unexpectedly quits. (4034)
- **RESOLVED** (*Mac OS only, East Asian and Plus editions only*) If you create a layout with a vertical story direction and an East Asian font, export that layout in PDF format with the font excluded (**File > Export > Layout as PDF > Options > Fonts** pane > uncheck font name), import the resulting PDF file in a different layout, and then send the layout to output, the message “The PDF file is damaged and will output in low resolution” displays and the resulting output is blank. (12430)