



# A Guide to Troubleshooting QuarkXPress 9

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## Introduction

<b>About this book</b>	<b>vii</b>
What we're assuming about you	vii
What you'll see	viii

## 1 What is troubleshooting?

<b>The process of troubleshooting</b>	<b>1</b>
<b>How do I troubleshoot?</b>	<b>2</b>
<b>The three-world model</b>	<b>2</b>
<b>The binary method</b>	<b>3</b>
<b>Troubleshooting random problems</b>	<b>3</b>

## 2 Crashing, quitting, and freezing

<b>Reporting crash problems on Mac OS</b>	<b>4</b>
<b>Reporting crash problems on Windows</b>	<b>5</b>
<b>Project-level problems</b>	<b>5</b>
Appending layouts into a different project	5
Dragging pages between projects in Thumbnails view	6
Crashing while opening projects	8
Crashing while importing graphics (Mac OS)	8
Crashing while printing graphics	8
Fonts	10
Using font management utilities	11
QuarkXPress elements	11
PPDs	12
<b>Application-level problems</b>	<b>12</b>
Isolating QuarkXPress	12
<b>Testing system-level files</b>	<b>14</b>
Fonts	14
PPDs	14
<b>System-level problems</b>	<b>15</b>
Logging on as a different user on Mac OS X	15

<b>3</b>	<b>Printing</b>	
	<b>Changing the printer driver</b>	<b>16</b>
	Changing the printer driver on Mac OS X	16
	Changing the printer on Windows	17
	<b>PostScript errors</b>	<b>17</b>
	Common PostScript errors	18
	<b>Common printing problems</b>	<b>19</b>
	Graphics print at low resolution	19
	Orientation prints incorrectly to PostScript printers	19
	Color projects print black and white	20
	Slow printing to non-PostScript printers	20
	<b>Printing error checklist</b>	<b>22</b>
	Questions to ask	22
<b>4</b>	<b>Fonts</b>	
	<b>Supported and unsupported fonts</b>	<b>24</b>
	Fonts not supported	24
	Font families versus font instances	24
	Font storage	25
	<b>Font management utilities</b>	<b>25</b>
	<b>Font substitution in printed output</b>	<b>25</b>
	Font substitution when printing a project with missing fonts	25
	Courier substitution in EPS pictures	26
	Courier substitution on Windows	26
<b>5</b>	<b>Error messages</b>	
	<b>Messages associated with damaged projects</b>	<b>27</b>
	Bad File Format [-70]	27
	Unexpected end of file encountered [-39]	28
	Out of Memory [-108]	28

<b>Recovering damaged projects</b>	<b>28</b>
Recovering a damaged project	29
Minor repairs	29
<b>Other error messages and alerts</b>	<b>30</b>
This project can't be opened by this version of QuarkXPress. [17]	30
Non-QuarkXPress document	30
"Some settings saved with this project are different from those in the XPress Preferences file" (Nonmatching Preferences alert)	31

## **6 Contacting Quark Technical Support**

<b>Creating a system profile report</b>	<b>33</b>
<b>Sending files to Quark Technical Support</b>	<b>34</b>

# Introduction

Use this troubleshooting guide to solve problems you might encounter with QuarkXPress® software. If you still need help after following these instructions and researching Quark® Tech•Notes on [www.quark.com](http://www.quark.com), your next step entails gathering information about your system before contacting Quark Technical Support.

This guide assumes that you are familiar with the basic functionality of QuarkXPress, as well as most Mac OS® X or Windows® operations, particularly print issues and font management. Each section begins with general information, followed by platform-specific information (if necessary).

## ABOUT THIS BOOK

*A Guide to Troubleshooting* provides quick access to reference information, as well as an overview of troubleshooting techniques.

### WHAT WE'RE ASSUMING ABOUT YOU

You are familiar with your computer and know how to:

- Launch an application
- Open, save, and close files
- Use menus, dialog boxes, and palettes
- Use the mouse, keyboard commands, and modifier keys
- Print documents
- Manage fonts
- Use your operating system

If you need help in any of these areas, consult the documentation resources provided with your computer, or refer to other resources.

### WHAT YOU'LL SEE

This book uses various conventions to help you find information quickly:

#### *BOLD TYPE STYLE*

The names of QuarkXPress menu commands, dialog boxes, and other controls are set in bold type. For example: “Choose **Print** from the **File** menu.”

#### *REFERENCES AND ARROWS*

Whenever a feature is mentioned, a reference shows how to access that feature. For example: “The **Usage** dialog box (**Utilities** menu) lets you view the fonts and pictures used in the layout.” In some cases, arrows represent the menu path to a feature. For example: “Choose **Utilities** > **Usage** > **Fonts** to view the fonts used in the layout.”

#### *NOTES*

Notes provide helpful information about particular features.



# Chapter 1:

## What is troubleshooting?

Troubleshooting is the process of systematically eliminating variables to determine the cause of a problem.

### THE PROCESS OF TROUBLESHOOTING

If you've never troubleshooted a computer problem before, don't be intimidated. We often perform troubleshooting in our daily lives, and chances are you've seen troubleshooting in action more often than you realize.

If you've ever had someone repair your home or car, you have experienced troubleshooting. Assume that you have a leaky sink. Your repair professional will first ask where the leak is (from the faucet? from the handle?), how it leaks (a drop or two? a flood?), how often it leaks (every day? only after you water the garden?), and when it began to leak. Once you have answered these questions, the repair professional may move on to a different series of questions based on the information you have provided. If the leak began suddenly, he or she may ask if you recently made any changes to your sink or pipes. Next, he or she will probably perform a series of tests such as turning other faucets on, tightening or loosening screws, or removing faucets. Using these questions and test results, the repair professional can make a diagnosis of rotted packing around the faucet threads or a problem with the pipes. He or she may perform or recommend further tests or prescribe specific remedies such as replacing the packing or changing the pipe connectors. The leak may disappear forever or appear again later.

When you are testing a computer- or software-related problem, you assume the role of the repair professional, performing tests to determine what the problem is, narrowing your focus to find the probable cause, and then finding a temporary or permanent solution.

## HOW DO I TROUBLESHOOT?

Troubleshooting is a very logical process that often requires asking and answering questions. Below is a general overview of troubleshooting.

Before you can determine what causes the problem, you must get a clear understanding of what the problem is. If your layout prints poorly, what does “poorly” mean? Is the color wrong or missing? Are the fonts incorrect? Are big black lines appearing on the page?

Once you have identified the problem, you can begin systematically eliminating variables. If the problem is color, have you tried using a different printer? Can you print from other applications? Can you print from other QuarkXPress projects?

As you systematically eliminate variables, you begin to get meaningful results and start to form a reasonably strong suspicion of what might be causing the problem. Continue testing until you have proven your theory so you can find a remedy. Once you have applied the remedy, you are usually done troubleshooting that problem. However, if you apply a workaround or a short-term solution, you may end up troubleshooting the problem again.

## THE THREE-WORLD MODEL

When you test problems related to QuarkXPress, you can accelerate the process by following the “three-world” model, which divides testing into three areas — project, application, and operating system. The three-world model works best on problems that are reproducible.

Let’s say you have a chronic crashing problem. Try testing the project world first by creating a new project and repeating the action that caused the problem. If the problem does not occur in a new project, then the problem is unique to the original project. You will need to further test the problem project.

If the problem occurs in a new project, move on to testing the application world. Does the problem occur when the QuarkXPress application is isolated? (Instructions for isolating QuarkXPress are located in “Application-level problems” in Chapter 2, “Crashing, Quitting, and Freezing.”) If it does not, test the XTensions® software and other auxiliary files in the QuarkXPress folder and Quark Preferences folder. If the problem continues to occur, it’s time to test the system world.

To test the system world, disable fonts, start-up items, and any other items controlled by the system, such as video drivers. Log in as the default user or boot the computer in safe mode. Does the problem happen now? If it does not, a system-level component is contributing to your problem. If it continues to happen, try testing the QuarkXPress application on another system.

## THE BINARY METHOD

If you have called or written to technical support in the past, you may have encountered the binary method, a common tactic for troubleshooting fonts and XTensions software.

Let's assume you have determined that a damaged font causes a problem but you don't know which font is responsible. Using the binary method, you would disable half the fonts and repeat the action that caused the problem. This tells you which half the problem font is in. If the problem happens again, the problem font is in the enabled set. If it does not, the problem font is in the disabled set. Once you've identified the group that contains the problematic font, you can disable fonts by smaller and smaller halves until you find the cause of the problem.

## TROUBLESHOOTING RANDOM PROBLEMS

Random problems are problems that have no discernible pattern. Because it's hard to tell what causes them, they can be very difficult to test.

Although the three-world model and binary method work very well for reproducible problems (that is, problems you can recreate by following the same steps every time), random problems are more difficult to test. Because different actions may cause the same result, isolating the cause may take much longer. For example, if your computer frequently crashes or freezes in different documents while using different applications, it's hard to know where to start. Begin by testing to see if the problem is at all reproducible. If it is not, try noting when a problem occurs, what project was open, what action you were performing, and what other applications were running at the time. You may begin to see a pattern. Perhaps your computer freezes only when a specific application is open in the background, or within a certain time frame. You may also discover that all of the crashes are related to graphics or to fonts.

Take notes when you begin testing. These can be very valuable when you conduct variations of your tests, and if you need to contact Quark Technical Support, this information can help solve the problem as quickly as possible.

# Chapter 2: Crashing, quitting, and freezing

Troubleshooting unexpected crashes, quits, and freezes requires a logical, systematic process. First, determine if the problem can be reproduced and note the steps required to reproduce the problem. Then troubleshoot the source of the problem by systematically eliminating variables and repeating the steps that reproduce the problem, until you isolate the cause.

Crashes, quits, and freezes can often be classified as a project-level, application-level, or system-level issue. Sometimes, fixing a project solves the problem. At the application level, a problem may be caused by related files, such as XTensions software, the “XPress Preferences” file, or other supplementary files. System-level problems may be caused by a resource at the system level, such as a control panel or font.

## REPORTING CRASH PROBLEMS ON MAC OS

Mac OS X includes the Console utility to create a crash report when an application unexpectedly quits. If you are running Mac OS 10.4 or later, crash reporting is always turned on by default.

If QuarkXPress unexpectedly quits, a crash log file is updated and available for viewing in the Console utility, located via “/Applications/Utilities.” In the **Logs** list, look for user application crash reports at the following location: “~/Library/Logs/CrashReporter/QuarkXPress.crash.log.” System application crashes are located in “/Library/Logs/CrashReporter.” Keep the report handy when you call Quark Technical Support, and you can send the \*.log file in an e-mail message.

## REPORTING CRASH PROBLEMS ON WINDOWS

The crash log file is updated any time QuarkXPress unexpectedly quits. You can view QuarkXPress crash logs — called “Error.log” — in the QuarkXPress program folder. You can reference the logs when you call Quark Technical Support, and you can also send the log file (or the text of the log file) in an e-mail message.

When an application crashes on Windows, a dialog box gives you a chance to send information to Microsoft®. Quark works closely with Microsoft to examine these problems, so it helps future development if you send this information.

## PROJECT-LEVEL PROBLEMS

Project-level crashing is specific to one project or a group of projects. Project-level problems can be caused by something in the project itself, such as a picture, font, or QuarkXPress item. The first step in solving the problem is to determine its category. To begin, return your computer to the state it was in before the crash. Then repeat the actions performed when the last quit, crash, or freeze occurred. If the problem can be reproduced, you will see a pattern and can determine whether it occurs when opening or working in a project or when printing.

Even if you solve the problem, if you can send the original project to Quark Technical Support, Quark can gather information that will help the development process for future versions of QuarkXPress. The project content is kept strictly confidential. See “Contacting Quark Technical Support” for information about sending files to Quark.

### APPENDING LAYOUTS INTO A DIFFERENT PROJECT

Before you test individual pictures, fonts, QuarkXPress elements, and PPDs to reveal the source of your problem, you may want to try appending the problem layout into a different project. To do so:

- 1 Close the project containing the problem layout.
- 2 Create a new project.
- 3 Choose **File > Append**, select the project containing the problem layout, and then click **Open**. The **Append** dialog box displays.
- 4 Click **Layout** in the list on the left, select the problem layout in the **Available** list, and then click the right arrow button to move the layout into the list on the right.
- 5 Click **OK**. The problem layout is added to the new project.

### DRAGGING PAGES BETWEEN PROJECTS IN THUMBNAILS VIEW

If the problem persists after you append a layout, you may want to try dragging pages between projects in thumbnails view (also called a “thumbnail drag” or “dragging thumbnails”).

Dragging thumbnails is helpful for recovering pages of damaged projects, as well as copying master pages to a new project. Dragging thumbnails copies existing elements and pages to a new project structure. The project you are dragging pages from is referred to as the “source project.” The project to which you are dragging pages is referred to as the “target project.”

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\*\*\* You can display multiple views of layouts to drag pages between layouts in a project (**Window > New Window**).

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#### DRAGGING THUMBNAILS

To drag thumbnails:

- 1 Open the source project and take note of the layout setup (**Layout > Layout Properties**).
- 2 Create a target project that is the same size or larger and has the same setup (facing or nonfacing pages) as the source project.

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\*\*\* An alert will display if you try to drag pages to a layout with a smaller page size or if you try to drag facing pages to a nonfacing-page layout.

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- 3 In both layouts, choose **View > Thumbnails**.
- 4 Choose **Window > Tile** (horizontal or vertical).
- 5 Select the page(s) you want to move in the source layout as follows:
  - To select one page, click that page.
  - To select a range of pages, click the first page, press Shift, and click on the last page in the range.
  - On Mac OS X, select nonsequential pages by pressing Command and clicking each page.
  - On Windows, select nonsequential pages by pressing Ctrl and clicking each page.
- 6 Drag the pages to the desired location in the target layout.

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\*\*\* When you drag thumbnails from the source layout to the target layout, the arrow pointer will change at the point where you are able to place the pages. If placing the new pages will not force existing pages to move, one of three page icon pointers (single-sided, left-facing, or right-facing) will display. If placing the new pages will force existing pages to move, one of three arrow pointers (force left, force right, or force down) will be displayed. You will not be able to drag the pages unless you see one of these icons.

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- 7 If you are dragging thumbnails to recover pages from a damaged layout, delete the blank page that was the original first page of the target layout (**Page > Delete**), since this page is no longer needed.
- 8 Save the new layout and try to print, scroll, or work in it. If the layout no longer crashes, the problem was in the original layout structure. However, the page structure remains the same, so if your layout had damaged pages, it may still crash.

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\*\*\* Any style sheets, colors, dashes and stripes, or hyphenation and justification specifications used in any items in the source project are added to the target project. (Unused specifications are not included.) However, lists, hyperlinks, font families, menus, meta tags, and cascading menus are not copied from the source project to the target project. To copy these specifications from the source project to the target project, choose **File > Append** in the target project.

If any of the source project's specifications have the same name as the specification in the target project, the target project's specifications are used. (For example, if a color has the same name but is defined differently, the item will be the color specified in the target project.)

If the Nonmatching Preferences alert displays when you open the source project, clicking **Keep Project Settings** may result in different preference settings in the source and target projects, which may cause text reflow in the target project.

---

Master pages cannot be displayed in **Thumbnails** view. However, when you drag project pages, any master pages applied to those project pages are copied into the target project. (Unused master pages are not copied.) If a master page in the source project has the same name as a master page in the target project, the master page will be renamed after it is copied. To rename or delete a master page, display the **Page Layout** palette if it is not already visible (**Window > Page Layout**). To rename a master page, click the master page name and enter the new name. To delete a master page, click the master page to select it and then click the delete icon.

### CRASHING WHILE OPENING PROJECTS

If QuarkXPress crashes when you open a particular project, you can trigger a project validation process that allows QuarkXPress to try to fix any inconsistencies in the file.

- 1 Choose **File > Open**.
- 2 Select the problem project, and press Control+Shift+Option+Command (Mac OS) or Ctrl+Alt+Shift (Windows) before clicking **Open** in the **Open** dialog box. (Note that this may cause reflow.)
- 3 If the project opens successfully, use the thumbnail drag procedure to create a new project.

### CRASHING WHILE IMPORTING GRAPHICS (MAC OS)

If QuarkXPress crashes when you import a picture, you might check the file extension to make sure it's a supported file type. If a file has the wrong extension, it might crash QuarkXPress during import.

### CRASHING WHILE PRINTING GRAPHICS

Some pictures can cause crashes or freezes. If the problem occurs when printing, try printing the project without pictures. To do so:

- 1 Choose **File > Print**. Click the **Pictures** pane.
- 2 In the **Picture Options** area, choose **Rough** from the **Output** drop-down menu. If the project then prints, a damaged picture may be causing the crash.

If this is the case, continue with the next steps to determine which picture is causing the problem:

- 3 Choose **File > Print** again. Click the **Pictures** pane, select the **Output** drop-down menu, and choose **Normal**.
- 4 Click **Capture Settings**.
- 5 Choose **Utilities > Usage** and click the **Pictures** pane.
- 6 Press Shift and select all the picture names in the **Name** column. Click the **Print** menu and select **No** to remove all the checkmarks; this suppresses the printout of all pictures.

You can then check one picture at a time and try to print, or you can use the binary method to test the pictures. When the print job unexpectedly quits, you can pinpoint the cause within the last unsuppressed picture or group of pictures. Once you locate the problem picture, first try reimporting it into a new project and printing. If the problem recurs, try opening the picture in its source application and saving it with a new name or a new file format. Import the new picture and try to print the project again. If this does not solve the problem, then the picture may be damaged and you might need to re-create and reimport it.





Before recreating the picture, you may want to open it in your image-editing application, copy all its contents, paste them into a new file, save it, and then import the new file into your QuarkXPress project.

The **Full Res Preview** feature can sometimes address damaged preview problems. In the **Application Preferences** dialog box (**QuarkXPress/Edit** menu), click **Full Res Preview** and specify a “Preview Cache” location for storing preview files. When **All Full Resolution Previews** is selected in the **Application Preferences** dialog box (the default setting), all pictures in the project that are set to display at full resolution will be displayed at full resolution. Uncheck **Disable Full Resolution Previews on Open** to make sure that pictures for which **View > Full Res Previews** is checked will use the preview cache files when opening your project.

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### **CRASHING WHEN SCROLLING**

If you notice that you are crashing or freezing when you scroll to a certain area of a project, this could also be a symptom of a damaged picture. This problem can also be caused by damaged picture previews. If you suspect that more than one preview is damaged, choose **File > Open** and navigate to the project. While clicking **Open**, press Command/Ctrl. This will build new previews for TIFFs and JPEGs and reimport previews for the EPS files.

If reimporting the previews does not work, test for damaged pictures. To test a project for damaged pictures, start by greeking all pictures in the project. To do so:

- 1** Choose **QuarkXPress/Edit > Preferences**. In the **Print Layout, General** pane, check **Greek Pictures**. This will prevent all the pictures in your project from displaying until you click them. Instead of the picture preview, you will see a gray box.
- 2** Once the pictures are greeked, continue scrolling or working in the project, repeating the actions that preceded the crash or freeze. If you crash or freeze with the pictures greeked, you may need to test the fonts or QuarkXPress elements (see the “Fonts” and “QuarkXPress Elements” sections later in this chapter).

If you are able to scroll or work in your project with the pictures greeked, the source of your problem is probably a damaged picture preview or a picture itself. It may also be a damaged picture box. Scroll through the project, clicking on each picture to display it. If you experience a crash immediately after displaying a particular picture, that picture is probably the source of the problem. You may need to delete the picture box and reimport the picture.

### WORKING WITH “UNDELETABLE” ITEMS

If you are unable to delete the picture or the picture box before crashing, you may want to try the “palette trick.” Although this procedure works with any QuarkXPress default palette, the most commonly used palettes are the **Colors** palette and the **Page Layout** palette. The idea is to “hide” the page behind the palette. If there is a damaged picture or picture preview that causes the crash, it is not drawn on-screen and you should be able to delete the picture.

- 1 Make a copy of the project you are testing. (This ensures you can return to the original project.)
- 2 Launch QuarkXPress without opening any projects.
- 3 Choose **Window > Colors**.
- 4 Move and resize the **Colors** palette so that it covers the entire screen.
- 5 Open the copy of the problematic project. The project and its pictures will display behind the **Colors** palette. If the project continues to crash at this point, it is probably not a display issue. If it doesn’t crash, continue to step 6.
- 6 Choose **Utilities > Usage > Pictures** to select the picture that you suspect is the problem.
- 7 Click **Show**. This selects the picture without displaying it on-screen.
- 8 Close the **Usage** window. Select the **Item** tool and choose **Item > Delete** to remove the picture and its box. If you want to delete the picture but keep the box, select the **Content** tool and choose **Edit > Clear/Edit > Delete**.
- 9 Slowly resize or shrink the palette a small amount at a time; if you selected the right item, the project will no longer crash. If not, you will have a better idea of which picture to target when you repeat the steps.

### FONTS

If pictures are not the cause of your problem, you can start testing fonts. You can test fonts associated with a particular project, or you can test all of the fonts associated with your system.

To test project-specific fonts, you can either disable the fonts before you launch QuarkXPress or replace the fonts in the project.

To replace fonts in a QuarkXPress project:

- 1 Make a copy of the project you are testing. (This ensures you can return to the original project.)
- 2 If you can, open the copy and choose **Utilities > Usage > Fonts**. Select all the listed fonts and click **Replace**. Replace the fonts with a “standard” font, such as Times, Helvetica, or Arial, or with any font that you know is working properly.



When you replace all of the project fonts with your selected testing font, fonts used in imported Encapsulated PostScript (EPS) pictures will not be affected.

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- 3 Close the **Usage** dialog box. Try scrolling or printing the project again. If the crash or freeze does not occur, there was probably a damaged font in the project. If the project still exhibits the same problem, you may want to look at the previous section on pictures or the next section on QuarkXPress elements.

Use the binary method to identify the damaged font. Either make a copy of the original project or return to the previous copy. Change half of the fonts to the fonts you were originally using and leave the other half in the test font. Then print or scroll through the project again. If the problem occurs again, the damaged font is in the unchanged font group. If it does not occur, the problem is in the fonts you changed to the test font. Continue replacing fonts by halves until you locate the damaged font.

Once you locate the damaged font, remove it from your system and reinstall it from the original media.



Check **More Information** in the **Usage** dialog box to locate the font file, as well as its version and PostScript and TrueType® names. When multiple users share a system, a QuarkXPress project can contain multiple versions of a font, particularly on Mac OS. **More Information** can help you identify the correct font.

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## USING FONT MANAGEMENT UTILITIES

Font management tools for Mac OS and Windows can help you clean up font caches and activate or deactivate partial font families. Different vendors provide font management utilities for both platforms. See Chapter 4, “Fonts” for more information.

## QUARKXPRESS ELEMENTS

If you are having difficulty printing or working in a QuarkXPress project, and you have determined that the pictures and fonts are not the issue, there may be some element in the project that is causing the problem.

QuarkXPress elements include text boxes, text paths, picture boxes, Bézier boxes, lines, frames, style sheets, hyphenation and justification specifications, tables, and pages.

To test QuarkXPress elements, make a copy of the project. Working in the copy, systematically delete elements or pages from the project until the problem disappears. The binary method can assist you in finding the problem element.

### PPDS

If a project continues to crash when you print and you have eliminated pictures, fonts, and QuarkXPress elements, try changing the PPD (PostScript® Printer Description) that the project uses. A PPD describes the capabilities of the printer to the printer driver. For example, the PPD can describe the printer as having color and tabloid capabilities. When the project is sent to the printer, the printer driver will use this information to assist in outputting the project. If the PPD is damaged, it can result in a crash during printing.

To change the PPD that a project uses:

- 1 Choose **File > Print** and click the **Device** pane.
- 2 Select the **PPD** drop-down menu and change your PPD to **Generic B&W**, **Generic Color**, or **Generic Imagesetter** for testing. If the project prints with the new PPD, there is a problem with the original PPD. You can reinstall it or get an updated version from the printer manufacturer.



PPDs are created by printer manufacturers and are usually supplied with PostScript printers. Contact the appropriate printer manufacturer for information.

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## APPLICATION-LEVEL PROBLEMS

If you have determined that your crash, quit, or freeze is not project-related, you can start testing the QuarkXPress application. Generally, if you crash when you launch QuarkXPress and not when opening a specific project, the problem is related to the application in some way. These types of crashes may be caused by an item in the QuarkXPress folder, Preferences folder, Application Data folder, or a system-level file.

### ISOLATING QUARKXPRESS

If you are having difficulty launching the QuarkXPress application, perhaps an auxiliary file is causing the problem. Auxiliary files can include (among others) QuarkXTensions® software or third-party XTensions software, the “XPress Dictionary” file, or the “XPress Preferences” file. You will need to isolate QuarkXPress from auxiliary files.

*TO “HIDE” XTENSIONS SOFTWARE FOR QUARKXPRESS:*

- 1 Navigate to the “XTensions” folder in your QuarkXPress program folder. The default location is “Hard Drive\Applications\QuarkXPress” (Mac OS) and “C:\Program Files\Quark\QuarkXPress” (Windows).

- 2 Enter “z” before “XTensions” in the folder name. This will disable all the active XTensions software modules while keeping the previously disabled XTensions software modules within the “XTensions Disabled” folder.



If QuarkXPress fails to launch, you may need to run the “For System” installer to reinstall the system files that QuarkXPress needs.

If you suspect that a required component is the cause of your problem, do not remove it from its folder; instead, reinstall it from the QuarkXPress CD-ROM.

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### **PREFERENCES**

QuarkXPress maintains a number of files that contain program default settings for style sheets, colors, hyphenation and justification specifications, hyphenation exceptions, dashes and stripes, print styles, and other settings. Preferences may be stored in a number of locations, and QuarkXPress looks through locations in a certain order to find the files during launch. If QuarkXPress finds preferences files from an earlier version of the software within the QuarkXPress folder, the software will convert these specifications to QuarkXPress 7 format. If QuarkXPress does not find preferences files in the application folder, it will create them in the user’s profile (~/Library/Preferences/Quark on Mac OS or Document and Settings/user/Application Data/Quark on Windows).

However, this automatically generated set of preferences will use default settings, so any custom settings will be lost and you will need to reset them. Once you reset your preferences, it’s a good idea to make a backup copy of the preferences files for future use. To make a backup copy, simply copy the files to any volume or drive, preferably not the same volume where your QuarkXPress application is located. Also, you can write down specifications as your personal guidebook in case you need to specify them again.

### **TO “HIDE” QUARKXPRESS PREFERENCES:**

If you already have a “Preferences” folder within your QuarkXPress application folder, rename it. Then create a new folder called “Preferences.” If you don’t have a “Preferences” folder, simply create a new folder called “Preferences” within your QuarkXPress application folder. QuarkXPress will look here first when you launch the software, and new files will be generated. If this isn’t the problem, you can simply delete the new folder and rename your old folder “Preferences” again.

## TESTING SYSTEM-LEVEL FILES

If isolating QuarkXPress does not solve your crash-at-launch problem, you can start testing system-related files. Before testing, return your QuarkXPress application to its original settings, and make sure the auxiliary files are back in place.

### FONTS

If a font is damaged or poorly constructed, it may cause QuarkXPress to crash at launch. To test for a damaged font, disable the fonts through the system or through any font utility you are using.

To disable fonts using the system:

- 1 Navigate to the “Fonts” folder:
  - Mac OS: (**Users > Library > Fonts**) or the “Library” folder (**Library > Fonts**). Only administrators can make changes to the “Library” folder.
  - Windows: (**Start > Settings > Control Panel > Fonts**).
- 2 Create a new folder on your desktop and drag approximately half the font files to this new folder.
- 3 Launch QuarkXPress.
- 4 Continue until you identify the problematic font.

### PPDS

If your font tests do not reveal the source of the problem, you can also test the PPDs (PostScript Printer Descriptions). When you launch QuarkXPress, it loads the PPDs. If a PPD is damaged or conflicts with QuarkXPress, it can cause a crash.

To test the PPDs:

- 1 Open the “Printer Descriptions” folder
  - Mac OS: (**Users > Library > Printers > PPDs**) or the “Library” folder (**Library > Printers > PPDs**). Only administrators can make changes to the “Library” folder.
  - Windows: (**C:\WINDOWS\system32\spool\drivers\w32x86\**).
- 2 Move approximately half the items in the “Printer Descriptions” folder to the desktop. If you can successfully launch QuarkXPress, one of the PPD files is causing the problem. You can use the binary method to locate the problem PPD.



PPDs are created by printer manufacturers and are usually supplied with PostScript printers. Contact the printer manufacturer for more information.

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## SYSTEM-LEVEL PROBLEMS

If testing projects and isolating QuarkXPress using the steps described above has not solved your problem, there may be a system issue.

To verify that the problem is in the system, try performing the same test on another system, preferably an identical system. One way to do this is to log on to Mac OS X as a different user, or to start the computer from an alternative system on Windows. Logging on as a different user on Mac OS X invokes different system-related files, enabling you to confirm whether the problem is in the system files assigned to a specific user or if the problem pervades the entire system. On Windows, an alternative system generally contains only the minimum files needed to run the operating system and has the advantage of being “clean,” meaning that it does not contain damaged or conflicting files.

### LOGGING ON AS A DIFFERENT USER ON MAC OS X

- 1** If you do not have multiple users set up, choose **Apple Menu > System Preferences > Accounts** to create a new user. (For more information about creating users, consult your Mac OS X documentation.)
- 2** Choose **Apple Menu > Log Out**.
- 3** Log on as another user and repeat the test. If the problem persists, it is related to a root-level system file. If the problem does not recur, it is probably related to a user-specific file; use the binary method to check the files in the **User > Library** folder.

# Chapter 3: Printing

If you are receiving unexpected output when you print, or perhaps an error message (but not crashing), the information in this chapter will help you determine the cause of the problem. Unexpected output may include pictures printing at low resolutions, color projects printing in black and white, and fonts printing incorrectly (see “Fonts” for information about font problems and printing). This chapter also lists common printing problems and suggestions for resolving them.

## CHANGING THE PRINTER DRIVER

To test for a problem or conflict with the printer driver you are using, switch to another printer driver. Different printer drivers may not have exactly the same features as your current driver, but they should be adequate for testing.

### CHANGING THE PRINTER DRIVER ON MAC OS X

To change the printer driver:

- 1 Open the System Preferences application (**Applications > System Preferences**).
- 2 Click **Print & Fax**.
- 3 Under the printer list, click the + button to add a different printer driver.
- 4 In Mac OS 10.4, choose the new printer’s name from the **Selected Printer in Print Dialog** drop-down menu. In Mac OS 10.5, choose the printer’s name from the **Default Printer** drop-down menu.
- 5 Close the System Preferences application and return to QuarkXPress. Repeat the test. If the problem does not recur with the new printer driver, there may be a conflict with the old driver or the old driver may be damaged. You should be able to download or obtain a new or updated driver from the printer manufacturer or from Apple®, or reinstall the driver.



## CHANGING THE PRINTER ON WINDOWS

To change the printer on Windows:

- 1 Click the **Start** button on the Windows taskbar and choose **Settings > Printers and Faxes**.
- 2 If necessary, choose **File > Add Printer** and use the wizard to select a different printer.
- 3 Right-click the printer you want to use for testing and choose **Set As Default**. Setting the printer as your default printer means that all applications will automatically print to this printer, so you may want to reset your default printer as soon as you are finished testing.
- 4 Return to QuarkXPress. Repeat the test, verifying that the printer listed in the **Print** dialog box (**File > Print**) is the one you just set as your default printer. If the problem does not happen with the new printer driver, there may be a conflict with the old driver or the old driver may be damaged. You should be able to download or obtain a new or updated driver from the printer manufacturer, or reinstall the driver.

## POSTSCRIPT ERRORS

A PostScript error is a message from your printer that indicates the project cannot be printed in its current state. PostScript errors have two parts: The error and the offending command (OFC). For example, a PostScript error might be, “limitcheck; ofc: stroke.”

A PostScript error can be caused by a number of things, such as a font, a picture, or a QuarkXPress element. A PostScript error does not necessarily mean that the project or any of its components are damaged. The error might occur due to memory conditions or driver problems.

Generally, the exact PostScript error is not crucial to troubleshooting; using the steps for testing specific projects should identify the cause of the problem. However, some PostScript errors are associated with fairly specific situations, and knowing their causes can save you time when finding the problem.

You can use the **PostScript Error Handler** to quickly identify the problem. To use the **PostScript Error Handler**:

- 1 Choose **File > Print** and click the **Device** pane.
- 2 Check **PostScript Error Handler**. If this is checked, your project will print normally until it encounters a problem. The project stops printing immediately before the problem element, but will print one more page that displays a bounding box encompassing the problem element. The top of the page will identify whether the error came from a picture box, a text box, a line, or another element. This allows you to identify and determine how to deal with the element.

### COMMON POSTSCRIPT ERRORS

Below are some common PostScript errors and suggestions for preventing or addressing them.

- “limitcheck; ofc: image or colorimage”  
This error is generally caused by a TIFF picture. If the error occurs with a color TIFF image, the error will be “ofc: colorimage.” Decrease the lpi (lines per inch) using the **Frequency** drop-down menu (**File > Print > Colors**) or decrease the TIFF’s dpi (dots per inch) in its source application or by using the **Resolution** drop-down menu (**File > Print > Device**). You can also try unchecking **Full Resolution TIFF Output** (**File > Print > Pictures**).
- “limitcheck; ofc: clip”  
This error is usually caused by an EPS picture with an embedded clipping path. Open the EPS file in the program that created it and simplify the path or increase its flatness. If you have created a QuarkXPress clipping path using the controls in the **Item > Clipping** tab, you can also increase the **Smoothness** (**Item > Clipping** tab) of the clipping path, manually reduce its number of points, or both.
- “limitcheck; ofc: stroke or fill”  
This error is usually caused by a complex EPS file. Open the EPS file in its source application and simplify it. Several applications allow you to increase the flatness value of the EPS file or split long paths.

### VMERRORS

Every PostScript output device has a built-in processor that translates PostScript commands to the actual printed page. The processor in a printer relies on its own internal RAM (Random Access Memory) to complete the translation. Different PostScript printers have different amounts of installed RAM. If the printer does not have enough RAM to render the page, a “VMerror” occurs. Generally, the solution to a “VMerror” is to simplify the page, reduce the size of the media (paper or film), or send the project to an output device with more memory.



Printing to non-PostScript printers can lower the quality of EPS picture output, and many options in the **Print** dialog box will be unavailable.

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## COMMON PRINTING PROBLEMS

This section lists a number of common printing problems and offers suggestions for addressing them. These solutions do not replace troubleshooting; rather, they are steps to take before embarking on involved testing.

### GRAPHICS PRINT AT LOW RESOLUTION

If you find that a particular picture is printing at lower resolution than expected, or if several pictures are printing at low resolution, first try printing that picture in a new project. If the picture prints correctly in a new project, try replacing the picture in the original project.

If the picture does not print correctly in the new project:

- 1 Choose **File > Print > Device** tab.
- 2 Check the **Resolution** field. If the resolution is set correctly, you may want to rescan the picture (if applicable) and reimport it into your QuarkXPress project.



Remember that the maximum resolution for printing is determined by the resolution of the printer. If the printer's maximum resolution is 600 dpi, you cannot print at 1200 dpi.

If the picture is an EPS file:

- 1 Verify that the picture is printing to a PostScript printer.
- 2 Verify that you are using a PostScript driver. EPS pictures are intended for output to PostScript printers (using PostScript drivers). If you print an EPS file to a non-PostScript printer, it may print at a resolution lower than the printer is capable of.
- 3 If you are printing color separations, check the PostScript level setting for compatibility by choosing **File > Print** and then clicking the **Advanced** pane in the **Print** dialog box. If your printer does not support PostScript level 3, change the setting in the **PostScript Level** drop-down menu to **PostScript Level 2**.



Your LPI setting may also affect the apparent resolution of your printed graphics.

### ORIENTATION PRINTS INCORRECTLY TO POSTSCRIPT PRINTERS

If a project is printing with an incorrect orientation, first try a new project to see if the results can be reproduced in the new project. If the new project prints correctly, check the settings in the original project by choosing **File > Print > Pages** pane. Make sure the correct orientation is selected.

If the settings are correct and the project still does not print correctly, try changing the PPD. To change the PPD that a project uses:

- 1 Choose **File > Print > Device** tab.
- 2 In the **Printer Description** drop-down menu, change your PPD to **Generic B&W**, **Generic Color**, or **Generic Imagesetter** for testing. If the project prints with the new PPD, there may be a problem with the original PPD.



PPDs are created by printer manufacturers and are usually supplied with PostScript printers. Contact the printer manufacturer for more information.

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### COLOR PROJECTS PRINT BLACK AND WHITE

This problem will often manifest itself as EPS files printing in color with everything else in the project printing as black and white. This happens because the contents of an EPS file cannot be manipulated by QuarkXPress, but QuarkXPress can affect the contents of TIFFs in some ways. If you are experiencing this problem:

- 1 Choose **File > Print > Device** tab.
- 2 Choose the **PPD** drop-down menu and make sure the PPD listed is a color PPD. If the PPD listed is color, try changing to **Generic Color** as a test. If the **Generic Color** PPD works, there may be a problem with the original PPD. You can contact the printer manufacturer to obtain a new or updated copy of that PPD.
- 3 With QuarkXPress, PPDs do not control color output. Instead, users specify output color settings through the **Color** pane of the **Print** dialog box, as well as the **Mode** and **Model** settings in the **Edit Output Setup** dialog box (**Edit > Color Setups**). If you continue to have output problems after adjusting your PPD, adjust the output setup settings.

### SLOW PRINTING TO NON-POSTSCRIPT PRINTERS

When QuarkXPress prints to a non-PostScript printer, it cannot use PostScript, so it uses system components to rasterize the page for output. If there is not enough memory to rasterize the page or enough drive space to store the resulting raster file and send it to the printer, it can take a long time to print.

#### *SLOW PRINTING ON MAC OS X*

When you print QuarkXPress projects to a non-PostScript printer on Mac OS X, QuarkXPress and Quartz (a screen language used by Mac OS X) each rasterize certain elements. The resulting raster file must be stored (temporarily) on the hard drive and sent to the printer.

To help speed non-PostScript printing on Mac OS X:

- 1 Verify that as much drive space is available as possible, so that there is room to store the raster file.
- 2 Make sure that other applications are not open, since open applications take up RAM needed to send the file to the printer.

#### *SLOW PRINTING ON WINDOWS*

When an application is running on Windows, it creates a temporary file with a .tmp (pronounced “temp”) extension. This file behaves almost as virtual memory does, holding and shuffling changes as you work. When the application shuts down, the temporary files should be deleted automatically. However, sometimes these files are not deleted. If there are many temporary files on your system, it can significantly slow non-PostScript printing.

To remove temporary files:

- 1 Exit all open applications.
- 2 Click the **Start** button on your taskbar and choose **Find Files or Folders**. In the **Named** field, enter \*.tmp. This will locate all files with a “.tmp” file extension.
- 3 Click **Find Now**. If the number of temporary files found is large (more than 25), select the found files in the **Find** window and delete them. However, you may not want to delete any folders that may appear, as they may be the default temporary directory.

If deleting the temporary files does not help, try defragmenting your hard drive. When QuarkXPress rasterizes the pages, it may need a large amount of continuous free space in order to create and send the raster file. If the drive is fragmented, there may not be enough continuous free space to create the files. Defragmenting the drive may create enough space for this to occur. Additionally, defragmenting the drive is good maintenance.

To defragment your drive:

- 1 Exit all open applications. Click the **Start** button on the taskbar and choose **Programs > Accessories > System Tools > Disk Defragmenter**.
- 2 Select the drive you want to defragment, and click **OK**. You may receive an alert stating that the drive is at a low level of fragmentation and doesn’t need to be defragmented now. Continue defragmenting; even if the fragmentation is low (5% or less) it could affect your printing.

Defragmentation may take some time, and it is not a good idea to run any applications while the drive is being defragmented, so you may want to start the process before a lunch break or meeting.

## PRINTING ERROR CHECKLIST

This section includes a sequence of checks for examining output results.

### QUESTIONS TO ASK

- 1 Is the printer powered on?
- 2 Does the printer have paper and toner or ink?
- 3 Can the printer print a status page?
- 4 Is the printer connected to the local network and/or the computer running QuarkXPress?
- 5 Can other computers print on the printer?
- 6 Can other applications on the computer running QuarkXPress print successfully?
- 7 Can QuarkXPress print any projects to the printer?
- 8 Can QuarkXPress print some pages in the problem project but not others?
- 9 Can QuarkXPress print the problem page or project when certain fonts, images, PDFs, or EPS files are not included?
- 10 If a font, image, PDF, or EPS file is the problem, can the font, image, PDF, or EPS print from other applications?
- 11 Can the problem project be printed with other output setups (for example, composite RGB or CMYK)?
- 12 Can you print the problem project with a different printer?
- 13 If the printer is a PostScript printer, was a PostScript error reported?
- 14 If the problem generated a PostScript error, what is the name of the error and what is the offending command (OFC)?
- 15 If the problem generated a PostScript error, is the error familiar? If so, what were the conditions that generated the error in the past?
- 16 Can you print the problem project (or a similar project) with an earlier version of QuarkXPress?
- 17 Can the problem project be printed to a PostScript file and converted to PDF with Adobe® Distiller®?
- 18 If Adobe Distiller returns an error, what is the error name and offending command?
- 19 If Adobe Distiller does not return an error, can you send the PostScript file directly to the printer?
- 20 Can QuarkXPress export the problem project as a PDF file?

- 21** If QuarkXPress can export the problem project as a PDF file, can the PDF be viewed and printed from Acrobat?
- 22** Verify the following file sizes:
- the problem project
  - related fonts, images, PDF, and EPS files
  - the PostScript file generated from the problem project
  - the PDF file generated from the problem project
- 23** Verify the timeframes for:
- opening the project in QuarkXPress
  - printing the project (or, if it fails to print, the time elapsed before receiving the error message)
  - exporting the project as a PDF (or, if it fails to export, the time elapsed before receiving the error message)
- 24** Was it possible to print an earlier version of the project without an error?
- 25** If so, what were the changes made to the project between successful output and the time of the error message?
- 26** If the problem is not an error that prevents the project from being output, what is the nature of the problem?
- 27** If the problem is a printing quality issue, what is the difference between expected and actual output?
- 28** Does the problem happen consistently or intermittently?
- 29** Have you discovered any methods or techniques that seem to mitigate the problem?
- 30** Does the problem happen only with a particular project or a class of projects?
- 31** Does the problem always happen the same way, or have there been multiple quality problems and/or error messages?

# Chapter 4: Fonts

When fonts don't work properly, it can affect screen display and printing operations, and it's not always clear which part of a font causes problems. QuarkXPress provides font tracking functions, but since fonts are system-level resources shared by separate applications, your success may hinge on your font management abilities at the operating-system level. Mac OS and Windows provide font controls, and many software vendors produce font management utilities.

## SUPPORTED AND UNSUPPORTED FONTS

As font manufacturers and technologies evolve, users enjoy more choices, but they also have more variables to address when fonts cause problems.

### FONTS NOT SUPPORTED

If you're not sure of a font's format, you can use a font management utility to determine the font type. And on Mac OS, it's more than a matter of format support. Some scripts are not supported by OS X Carbon font manager, such as Devanagari and Hebrew. If your font is a Mac Suitcase font and the FOND resource ID is in this range of unsupported scripts, your font will not be loaded.

### FONT FAMILIES VERSUS FONT INSTANCES

The fonts listed in the QuarkXPress font menus are font families, not font instances. Most (but not all) font families typically have four font instances — plain, bold, italic, and bold italic. Use the **Style** menu or type style button in the **Measurements** palette to specify the correct font instance.

If a font instance is not available in a font family, QuarkXPress simulates that instance. For example, if a font family does not include an italic font instance, QuarkXPress simulates the italic instance by skewing the plain instance.

In some cases, a missing font instance is enough for QuarkXPress to display alerts indicating that an entire font is unavailable.



## FONT STORAGE

Particularly on Mac OS, storing fonts for multiple users on the same computer can complicate the search for troubled fonts. You may find yourself asking which version of a particular font is the root cause. One approach to simplify font storage on Mac OS is to put all your fonts in the “Shared” folder within the “Users” folder.

## FONT MANAGEMENT UTILITIES

As the number of fonts and font management techniques continues to grow, the options for font management utilities increase. These utilities can help you identify and solve many font problems.

A corrupted font can cause QuarkXPress to crash. Using a font management tool (or the binary search method), you can identify corrupted fonts. And many font management utilities can repair damaged fonts.

If the text you type in a certain font does not display on-screen, it may indicate a damaged font table or resource within a font. Again, a font management tool may help identify and repair the damaged font.

## FONT SUBSTITUTION IN PRINTED OUTPUT

When printing to a PostScript device, Type 1 PostScript fonts that are not resident in the printer’s memory must be downloaded to the printer. If the necessary Type 1 PostScript font is not downloaded, one of the following types of font substitution — also known as Courier substitution — may occur:

### FONT SUBSTITUTION WHEN PRINTING A PROJECT WITH MISSING FONTS

When the alert “‘project\_name’ uses fonts not installed on your system” displays, you have two choices: **List Fonts** or **Continue**. Clicking the **List Fonts** button allows you to replace any missing fonts with fonts installed on your system. Clicking **Continue** preserves the missing font information in case the project is transferred to another computer with the necessary fonts or you install the fonts at a later time. However, if you print the project without replacing the missing fonts, the printer-resident Courier font will print in its place.

If you do not click **List Fonts** when the alert displays, you can specify a font replacement later by choosing **Utilities > Usage > Fonts**. Also, you can selectively download fonts through the **Print, Save Page as EPS**, and **Export as PDF** dialog boxes.

### COURIER SUBSTITUTION IN EPS PICTURES

An Encapsulated PostScript (EPS) file contains code that enables a PostScript device to print the file at a high resolution. EPS files may also include information about the fonts used within the file. If a Type 1 PostScript font referenced in the EPS cannot be located on either the computer or printer, Courier substitution will occur.

When you import an EPS file into QuarkXPress, it is represented on-screen by a low-resolution preview — you're not actually viewing the PostScript information. Even though your preview may display correctly on-screen, Courier substitution can still occur when printing.



QuarkXPress automatically scans imported EPS pictures and will inform you of missing fonts when printing the file.

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### COURIER SUBSTITUTION ON WINDOWS

If you are experiencing Courier substitution on Windows, start by generating a list of fonts used within your project. To do so:

- 1 Open the problem project.
- 2 Choose **File > Collect for Output**. In the **Collect for Output** dialog box, check **Report Only**. This will generate a report containing useful information about the active layout. The report will be created as an XPress Tags file.
- 3 After generating the report, import the XPress Tags file into a new QuarkXPress project.
- 4 Refer to the “Layout Fonts” section of the imported text file for a list of the fonts used in your layout as well as in any imported EPS pictures.



If you are unfamiliar with the **Collect for Output** feature, please refer to *A Guide to QuarkXPress*.

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You also can determine the fonts used within a layout by choosing **Utilities > Usage > Fonts** tab. All fonts used in the layout will be listed here. This list includes fonts used in style sheets, even if the style sheets are not applied, but it does not provide information about fonts used within EPS files.

Once you have a list, make sure all the fonts used in your layout are correctly installed on your system. If you are using a font utility to manage your fonts, consult the utility's documentation for instructions on installing and opening fonts.

If Courier substitution still occurs, the printer font files may be damaged. You may need to reinstall the fonts from the manufacturer's original disk(s) or CD-ROMs.

# Chapter 5: Error messages

This chapter describes common error messages and suggestions for solutions.

If you are experiencing PostScript errors while printing, please see the “PostScript errors” section in Chapter 3, “Printing.”

## MESSAGES ASSOCIATED WITH DAMAGED PROJECTS

QuarkXPress projects, like any form of electronically stored data, can become damaged. The damage can generate a wide variety of symptoms, but the problem is the same: The data cannot be interpreted by the application or the operating system.

All of the data that makes up a project is susceptible to damage, from objects the file contains, such as the picture previews or QuarkXPress elements, to the file structure itself, such as the header information or the Mac OS X resource fork.

Whether a file can be recovered depends on where the damage lies. If the damage is to the essential project structure, chances are slim; if the damage lies in an object within the file, the chances are better.

You can get an idea of what type of damage you’re dealing with by checking the error message. Any of the following messages are usually an indication of structure damage:

- Bad File Format [-70]
- Unexpected end of file encountered [-39]
- Out of Memory [-108]

### **BAD FILE FORMAT [-70]**

This is a system-level error message that indicates a file header has become damaged. Project damage at this level is very difficult to overcome.

As always, prevention is the best cure. Keep regular backups under a separate name. Run a clean system, using only safe, commercially available extensions and control panels. Allocate adequate memory to QuarkXPress. If a project exhibits strange behavior, try to use the thumbnail drag procedure to move pages to a separate project.

You can also try opening the project in QuarkXPress on another platform. Since QuarkXPress for Mac OS X and QuarkXPress for Windows access the file header differently, you may be able to open the project on one platform and not the other.

### **UNEXPECTED END OF FILE ENCOUNTERED [-39]**

An unexpected end of file encountered [-39] means that either the end of file marker is damaged or missing, or the end of file data does not reach the location defined by the end of file marker.

Unfortunately, project damage at this level is very difficult to overcome. If the file size after you receive the error message is dramatically lower than the original size, the chances of recovery are minimal. You should use a backup copy if one is available.

You can also try copying the file to a different volume. Also, try opening the file on the other platform. This will sometimes rewrite the header information on the new volume.

### **OUT OF MEMORY [-108]**

Out of Memory [-108] can be somewhat deceptive. It may actually mean that the application does not have enough memory to open the project. This could occur if the application does not have enough memory allocated, there was not enough system memory to allocate, or the computer simply does not have the memory to accommodate the application or project.

This error message can also mean that the project is damaged. When QuarkXPress identifies the file and begins to open the project, the application encounters an error condition and cycles continuously through the project until the available memory is used up. The error condition can occur in any portion of the file: An item or its contents, the page level data, or in the essential project structure itself.

This error message can sometimes be caused by a damaged font. Try disabling the fonts and then opening the project.

## **RECOVERING DAMAGED PROJECTS**

Files can become damaged if you save a project to damaged media or if the media becomes damaged at a later time. Depending on the cause of the damage or degree of damage, you may be able to recover the project.

To ensure that you do not lose valuable data, back up your projects at regular intervals, preferably to external media or a different drive on your system. You can also do the following to reduce the likelihood of file damage:

- 1 If a project exhibits strange behavior, try the thumbnail drag procedure to move pages to a separate project.

- 2 Perform regular disk maintenance on your hard drive or other media using a disk utility. Windows users should defragment their drive(s) regularly.
- 3 If you use the **Auto Backup** feature in QuarkXPress, one of the backup files may be accessible. When this application preference is enabled (**QuarkXPress/Edit > Preferences > Save** tab) and you have a damaged project, you can use the backup file.

### RECOVERING A DAMAGED PROJECT

If you do not have a backup copy of your project and want to try recovering the project, try the steps below as well as the steps suggested for each error message.

- 1 Try isolating QuarkXPress. For instructions, see “Application-level problems” in Chapter 2, “Crashing, quitting, and freezing.”
- 2 Try opening a copy of the project in a word processing application such as Microsoft Word. This will strip out all project attributes and graphics, but it may retain some usable text.
- 3 Try the steps outlined in “Project-level problems” in Chapter 2, “Crashing, quitting, and freezing.” Not all steps may apply to your damaged project.
- 4 Try copying the project between volumes. By dragging the project to a different disk or drive, you may be able to reopen the project after it is rewritten.
- 5 If you have access to QuarkXPress on another platform, try to open the project on that platform. Sometimes, the project will open without any problem on a different platform. Then, the project can be resaved and brought back to the original platform.

### MINOR REPAIRS

When you open a project, if you receive a message identifying damage that requires minor repairs, QuarkXPress will attempt to remedy problems in the file by addressing multiple issues. If a project opens successfully after QuarkXPress repairs it, be sure to verify the following:

- The text flows as you expect, and the text attributes have not changed.
- The **Colors** dialog box displays all the colors in your project
- The **H&Js** dialog box includes all specifications (with the settings you specified).
- The **Style Sheets** dialog box also includes all style sheets as you specified them.
- All anchors in Web layouts retain their original content and position. (An anchor is a marker attached to a specific place in a Web layout.)

## OTHER ERROR MESSAGES AND ALERTS

### THIS PROJECT CAN'T BE OPENED BY THIS VERSION OF QUARKXPRESS. [17]

The error message “This project can’t be opened by this version of QuarkXPress. [17]” will display under one of the following circumstances. In most cases, you can open the project with the proper version of QuarkXPress.

#### NON-QUARKXPRESS DOCUMENT

In QuarkXPress for Windows, you will receive the error message “This project can’t be opened by this version of QuarkXPress. [17]” if you attempt to open a non-QuarkXPress document using **File > Open**. You can also receive this error message if you double-click a non-QuarkXPress document that was inadvertently named with a QuarkXPress file extension, such as “.qxp” or “.qpt.”

See the **File Type** field in the **File > Open** dialog box to make sure the file you are attempting to open is indeed a QuarkXPress project.



A project saved in QuarkXPress for Windows may not display in the **File > Open** dialog box if it does not have the correct three-character extension.

A non-QuarkXPress document inadvertently saved on the Windows platform with a QuarkXPress extension, such as “.qxp” or “.qpt,” may be assigned a QuarkXPress project type and creator code when copied onto a Mac OS X computer or when copied to a Windows NT® server. When you attempt to open this document in QuarkXPress for Mac OS X, you will receive the error message “This project can’t be opened by this version of QuarkXPress. [17].”

#### COMPRESSED FILE

Files are often encoded or compressed for transmission over the Internet or to conserve space. If you try to open a compressed or encoded file in QuarkXPress, you will receive error message [17]. Be sure to decompress or decode files before you attempt to open them in QuarkXPress.

#### DAMAGED PROJECT

Damaged projects can cause any number of error messages or alerts to display, including the error message “This project can’t be opened by this version of QuarkXPress. [17].” Try the steps in “Recovering damaged projects” to try to recover the project.

#### DEMONSTRATION VERSION OF XTENSIONS SOFTWARE INSTALLED

A fully functional version of QuarkXPress may launch in demo mode if a demonstration or evaluation copy of XTensions software is loaded. (An alert will display if QuarkXPress is launched in demo mode.) Projects saved while QuarkXPress is in demo mode will not open in a fully-functional version of QuarkXPress. However, you can reopen the projects with the same demonstration XTensions software loaded.

For information about demonstration XTensions software functioning with QuarkXPress, consult the manufacturer or the XTensions software documentation.

#### *PROJECTS SAVED IN NEWER VERSION OF QUARKXPRESS*

Projects saved in newer versions of QuarkXPress cannot be opened using earlier versions. However, this does not apply to minor revisions and patches made for a particular version.

For example, a QuarkXPress 8.5 project could be opened in QuarkXPress 8.1 (or vice versa), but a QuarkXPress 9 project cannot be opened in QuarkXPress 8.

#### **“SOME SETTINGS SAVED WITH THIS PROJECT ARE DIFFERENT FROM THOSE IN THE XPRESS PREFERENCES FILE” (NONMATCHING PREFERENCES ALERT)**

When you open a project that contains kerning table or tracking table information, hyphenation exceptions, or frame data that does not match the current settings in the QuarkXPress preferences files, QuarkXPress displays the **Nonmatching Preferences** alert.

Settings in the following areas will trigger the **Nonmatching Preferences** alert if they do not match the settings in the QuarkXPress preferences files:

- Customized kerning/tracking table information (**Utilities > Kerning Table Edit** or **Utilities > Tracking Edit**)
- Customized hyphenation exceptions (**Utilities > Hyphenation Exceptions**)
- Customized dashes and stripes (**Edit > Dashes & Stripes**)

The top portion of the alert indicates which preference settings do not match the current “XPress Preferences” file. For example, it may display “Some settings saved with this project are different from those in the ‘XPress Preferences’ file.”

- Kerning/tracking does not match.
- Hyphenation exceptions do not match.

The lower portion of this dialog box offers two options:

- **Use XPress Preferences.** This option uses the information in the active QuarkXPress preferences files. Any custom settings (including custom frames) previously stored in the project will be discarded once the project is saved. This may cause text within the project to reflow. Any changes made to the kerning table, tracking table, and hyphenation exceptions will be saved to the QuarkXPress preferences files and will be available for use with other projects.
- **Keep Project Settings.** This option uses the preference settings stored within the project. All custom settings will be retained and text flow will remain the same. In addition, any changes made to the kerning table, tracking table, and hyphenation exceptions will be saved with that project only and not in the QuarkXPress preferences files.

If nonmatching preferences create a problem in your workflow, you might want to create a master set of QuarkXPress preferences files and distribute it to everyone in your group. Instruct all users not to modify the kerning or tracking tables, the hyphenation exceptions, or the custom frame data. Also, keep a backup copy of this master set of QuarkXPress preferences files.

QuarkXPress creates a set of QuarkXPress preferences files with default settings if it can't find a set of QuarkXPress preferences files file when the application launches.



# Chapter 6: Contacting Quark Technical Support

After you try the troubleshooting techniques described in this guide, if you still have a problem you can search the Technical Support Database on [www.quark.com](http://www.quark.com) for possible solutions. If you still require assistance, you should gather information about your working environment in order to improve the quality of your contact with Quark Technical Support and potentially provide a quicker solution.

## CREATING A SYSTEM PROFILE REPORT

You can generate a system profile report that lists key information about your working environment with QuarkXPress.

You will need to identify the versions of key components — for example, QuarkXPress, Mac OS, Windows, XTensions software, and printer files. You will also need your serial number.

To generate a system profile report:

- 1 Display the **QuarkXPress Environment** dialog box by pressing Option before choosing **QuarkXPress > About QuarkXPress** (Mac OS) or pressing Alt before choosing **Help > About QuarkXPress** (Windows).
- 2 The **QuarkXPress Environment** dialog box displays the version number, patch level, and build number for your copy of QuarkXPress, as well as your serial number, the OS language, your default printer and printer driver, network services, and a list of XTensions software modules.

To generate an operating system profile report for Mac OS:

- 1 Choose **Apple menu > About This Mac**. The **About This Mac** dialog box displays.
- 2 Click **More Info...** in the **About This Mac** dialog box. The **System Profiler** application launches with a window that displays detailed information about your hardware, software, and network settings.
- 3 Choose **File > Save As** to create a separate file with this information. Format options include XML, Rich Text Format (RTF), or plain text.

To generate an operating system profile report for Windows:

- 1** Choose **Start > Programs > Accessories > System Tools > System Information**. The **System Information** window displays with information about your hardware resources, components, software environment, Internet settings, and Microsoft Office applications.
- 2** Choose **File > Export**. The **Export As** dialog box displays.
- 3** Choose a location for the text file.

## SENDING FILES TO QUARK TECHNICAL SUPPORT

If your problem persists after using troubleshooting techniques on your own, you'll probably need to contact Quark Technical Support and send files. Although you can send small files within e-mails to Quark Technical Support, you will need to upload larger files.

- 1** Create a folder and copy your problem project to it.
- 2** Create a system profile, export it as a text file, and copy it to the folder created in step 1.
- 3** If applicable, copy any crash log files to the folder.
- 4** Compress the file using one of the many file compression utilities for Mac OS or Windows, for example, WinZip.
- 5** Upload the compressed file to the following location: [euro.quark.com/en/service/desktop/support/fileupload/](http://euro.quark.com/en/service/desktop/support/fileupload/).