



# QuarkXPress Server 10.1 ReadMe

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# QuarkXPress Server 10.1 ReadMe

QuarkXPress® Server is a high-fidelity content-composition and rendering server application. It is built on multiple technologies derived from QuarkXPress. Through a network connection and a browser, QuarkXPress Server can return rendered versions of QuarkXPress layouts and QuarkCopyDesk articles in a variety of formats. This document provides information about QuarkXPress Server software.

# Related Documents

For more information about using the QuarkXPress Server, you may need to reference the other QuarkXPress Server documentation/resources listed below.

Document/Item Name	Description	Where to find
QuarkXPress Server User Guide	A guide written for the end user of the QuarkXPress Server. Contains all of the QXPS documentation, including documentation for QXPSM, and Modifier schema. This guide also contains all of the information which previously was contained in the Web Intregation Guide.	<a href="http://support.quark.com/documentation/Server">support.quark.com/documentation/Server</a>
XDK	This is the C/C++ XTensions Developer Kit. It is comprised of XTension Headers, libraries and documentation.	
QXPSM Javadocs	This set of javadocs provides information about the QuarkXPress Server Manager java interface. This documentation is available with the QuarkXPress Server Manager installer.	Once installed, javadocs are available from the home page of QuarkXPress Server Manager: <a href="http://&lt;servernameorip&gt;:8090/">http://&lt;servernameorip&gt;:8090/</a>

# System requirements

## **System requirements: Mac OS X**

### **Software**

- Mac OS X 10.7.x (Lion™), Mac OS X 10.8.x (Mountain Lion™), or Mac OS X 10.9 (Mavericks™)
- Java J2SE™ Runtime Environment (JRE™) 1.5.x or 1.6.x

### **Hardware**

- 1 processor core and 2GB of RAM for each renderer
- 10GB of additional disk space per renderer for temporary files

## **System requirements: Windows**

### **Software**

- Microsoft® Windows® Server 2008 R2, Windows® Server 2012 and Windows® Server 2012 R2 64-bit versions.

### **Hardware**

- 1 processor core and 2GB of RAM for each renderer
- 10GB of additional disk space per renderer for temporary files

# Installing QuarkXPress Server

The topics below describe how to install QuarkXPress Server.

## Installing QuarkXPress Server: Mac OS X

To install QuarkXPress Server:

- 1 Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file and then disable your virus detection software.
  - 2 Double-click the Installer icon and follow the instructions on the screen.
  - 3 When prompted, enter the validation code.
- ➔ Do not discard the validation code. You will need it if you have to reinstall.
- 4 In the **Quark License Server Details** screen, enter the IP address and port number of the main Quark® License Administrator (QLA) server in the **License Server Host Name/IP Address** and **License Server Port** fields. Optionally, enter the IP address and port number of a backup QLA server in the **Backup License Server Host Name/IP Address** and **Backup License Server Port** fields.
  - 5 In the **Port and Folder Settings** screen, enter a value in the **Port** field and specify the location of the QuarkXPress Server document pool.
  - 6 In the **Subrenderer Configuration** screen, enter the number of renderers you want to run. The number of available renderers is determined by the QLA license file.
  - 7 Complete the installation.
- ➔ After its initial launch, QuarkXPress Server creates a "Preferences" folder for each renderer. For example, if you have two renderers, QuarkXPress Server creates two folders named "Preferences sub1" and "Preferences sub2". QuarkXPress Server creates preferences files at the following location:

```
[drive]/Users/[user name]/Library/Preferences/Quark/QuarkXPress Server Renderer
9.1
```

## INSTALLING QUARKXPRESS SERVER

### Installing QuarkXPress Server: Windows

To install QuarkXPress Server:

- 1 Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file and then disable your virus detection software.
  - 2 Double-click the Installer icon and follow the instructions on the screen.
  - 3 In the **Software Verification** screen, enter the validation code.
- ➔ Do not discard the validation code. You will need it if you have to reinstall.
- 4 When the **License Server Details** screen displays, enter the IP address and port number of the main Quark License Administrator (QLA) server in the **Host Name or IP Address** and **License Server Port** fields. Optionally, enter the IP address and port number of a backup QLA server in the **Backup Host Name or IP Address** and **Backup License Server Port** fields.
  - 5 When the **Configuration Settings** screen displays:
    - Enter a port number for QuarkXPress Server.
    - To install QuarkXPress Server as an automatic service that launches when the computer starts up, check **Install QuarkXPress Server as a service**. You can choose **Local** or **Domain** from the **Choose System** drop-down menu. If you choose **Domain**, enter values in the **Domain**, **User**, and **Password** field.
  - 6 When the **Destination** screen displays:
    - The screen displays the drive and folder where QuarkXPress Server will be installed. To install QuarkXPress Server elsewhere, click **Browse** and navigate to the desired folder.
    - In the **Number of renderers to launch** field, enter the number of renderers you want to run. The number of available renderers is determined by the QLA license file.
  - 7 Complete the installation.
  - 8 When the installation completes, click **Finish**.
- ➔ After its initial launch, QuarkXPress Server creates a "Preferences" folder for each renderer. For example, if you have two renderers, QuarkXPress Server creates two folders named "Preferences sub1" and "Preferences sub2". QuarkXPress Server creates preferences files at the following location:

*Windows 2008 R2, Windows 2012 and Windows 2012 R2 64-bit versions running normally as a batch file or as a service under a standard domain account:* [boot drive]\Users\[user name]\AppData\Roaming\Quark



*Windows 2008 R2, Windows 2012 and Windows 2012 R2 64-bit versions running as a service under a local account:* [boot

```
drive]:\Windows\System32\config\systemprofile\AppData\Roaming\Quark\QuarkXPRESServer Renderer 9.1
```

*Windows 2008 R2, Windows 2012 and Windows 2012 R2 64-bit versions under a local account*

[boot

```
drive]:\Windows\SysWOW64\config\systemprofile\AppData\Roaming\Quark\QuarkXPRESServer Renderer 9.1
```

# Deploying QuarkXPress Server Manager

There are three ways to deploy QuarkXPress Server Manager:

- As a standalone server. To deploy QuarkXPress Server Manager in this manner, install the software as described in "[Installing QuarkXPress Server Manager](#)," then double-click the `server/QXPSMServerStart.command` (Mac OS X) or `server/QXPSMServerStart.bat` (Windows) file in the QuarkXPress Server Manager application folder.
- As an independent Web application in an existing Tomcat Web container. For more information, see "[Deploying QXPSM in external Tomcat](#)."
- As a Web application that shares the same Spring context. For more information, see "[Deploying QXPSM in a shared Spring context](#)."

## Installing QuarkXPress Server Manager

QuarkXPress® Server Manager coordinates rendering requests in a multiple QuarkXPress Server instance environment, using load-balancing, fail-safe, and caching capabilities to determine which server in the pool can best process each document request. If the first QuarkXPress Server instance in an array is unable to process a render request, QuarkXPress Server Manager sends the request to another instance. QuarkXPress Server Manager also provides an object-oriented programming environment for working with QuarkXPress Server, and it exposes a set of Web services and Web objects that can be used in any SOAP-compatible environments such as .NET, JavaScript™, Java™, and Objective-C.

The QuarkXPress Server Manager installation includes three primary components:

- QuarkXPress Server Manager Server (the server application that provides services for load-balancing, fault-tolerance, and the SOAP server that allows third-party communication with QuarkXPress Server instances through Web services)
- The QuarkXPress Server Manager Web-based administrative client.
- The QuarkXPress Server SDK, which includes Web services API documentation; Web service stubs and samples for .NET, Java, and Objective-C; and an Extensibility Tool for generating custom stubs. This component is helpful for developing client-side solutions using the QuarkXPress Server Manager Web services and servlet interface.

### Installing QuarkXPress Server Manager: Mac OS X

- ➔ You must uninstall the previous version of QuarkXPress Server Manager before installing this version. See "[Uninstalling](#)" for more information.

To install QuarkXPress Server Manager:

- 1 Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file and then disable your virus detection software.
- 2 Double-click the Installer icon and follow the instructions on the screen.
- 3 In the **QuarkXPress Server Manager Server Port Settings** screen, enter a port number for the QuarkXPress Server Manager server's Tomcat server and specify the location of the QuarkXPress Server Manager cache folder. (The cache folder will store temporary copies of content generated by the QuarkXPress Server instances that are managed by this QuarkXPress Server Manager server.)
- 4 Complete the installation.

### Installing QuarkXPress Server Manager: Windows

To install QuarkXPress Server Manager:

- ➔ You must uninstall the previous version of QuarkXPress Server Manager before installing this version. See "[Uninstalling](#)" for more information.

- 1 Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file and then disable your virus detection software.
- 2 Double-click the Installer icon and follow the instructions on the screen.
- 3 When the **Destination Folder** screen displays:
  - The screen displays the drive and folder where QuarkXPress Server will be installed. To install QuarkXPress Server elsewhere, click **Browse** and navigate to the desired folder.
  - Enter a port number for QuarkXPress Server Manager.
  - Specify a cache folder location. (The cache folder will store temporary copies of content generated by the QuarkXPress Server instances that are managed by this QuarkXPress Server Manager server.)
  - To install QuarkXPress Server Manager Server as a service, check **Install QuarkXPress Server Manager Server as a Service**.
- 4 Complete the installation.

### Deploying QXPSM in a shared Spring context

In this type of deployment, QuarkXPress Server Manager can be embedded in a Spring application and can share the same Spring container instance and Spring context. This deployment model also allows the consuming of QuarkXPress Server Manager services (`RequestService` and `AdminService`) as POJOs (plain old Java objects).

- ➔ This type of deployment model is possible only when the application in which QuarkXPress Server Manager is to be embedded is a Spring application and is deployed with an embedded or external Tomcat Web container.

To install QuarkXPress Server Manager in a shared Spring context:

- 1 Copy the `qxpsm` and `qxpsmadmin` Web application to the `webapps` folder for your existing application, so that QuarkXPress Server Manager can be recognized as a Web application in the existing Web container.
  - Set `cacheFolderContextFile` to the path of the "cache.xml" file relative to the current working directory.
  - Set `serverXmlFilePath` to the path of the "Server.xml" file relative to the current working directory.
- 2 Copy all QXPSM-dependent jar files from `[QXPSM_Home]/Server/dependencies` and `[QXPSM_Home]/Server/lib` to a common location, then add all of these jar files to the application classpath so that they are available to other Web applications that want to use the QuarkXPress Server Manager API locally.
- 3 Import the QuarkXPress Server Manager Spring context file, "ManagerContainerConfig.xml," into the existing application Spring context.
- 4 Create a Java class named `CustomContextLoaderListener` that extends `org.springframework.web.context.ContextLoaderListener`. Override the method `loadParentContext()` as shown here:

```
public class CustomContextLoaderListener extends
org.springframework.web.context.ContextLoaderListener {
    private static final Logger logger =
Logger.getLogger(GlobalContextLoaderListener.class);
    public void contextInitialized(ServletContextEvent servletContextEvent) {
        super.contextInitialized(servletContextEvent);
        String contextName =
servletContextEvent.getServletContext().getServletContextName();
    }
    protected ContextLoader createContextLoader() {
        return new CustomContextLoader();
    }
    class CustomContextLoader extends ContextLoader {
        protected ApplicationContext loadParentContext(ServletContext servletContext)
        {
            //=====
            //Here, return the spring context to be used as parent context
            //=====
            return com.xyz.myapplication.MyApplicationContext.getContext();
        }
        protected WebApplicationContext createWebApplicationContext(
ServletContext servletContext, ApplicationContext parent) {
            return super.createWebApplicationContext(servletContext, parent);
        }
    }
}
```

```

    }
  }
}

```

- 5 Create a file named "applicationContext.xml" in `webapps/qxpsm/WEB-INF` and fill it with the the following content:

```

<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE beans PUBLIC "-//SPRING//DTD BEAN//EN"
"http://www.springframework.org/dtd/spring-beans.dtd">
<beans default-lazy-init="false" default-autowire="no"
default-dependency-check="none">
</beans>

```

- 6 Open the QuarkXPress Server Manager "web.xml" file and update `contextConfigLocation` and `listener-class` as follows:

```

<context-param>
  <param-name>contextConfigLocation</param-name>
  <param-value>/WEB-INF/applicationContext.xml</param-value>
</context-param>
<listener>
  <listener-class>CustomContextLoaderListener</listener-class>
</listener>

```

- 7 If the existing application is already using Spring's `PropertyPlaceholderConfigurer`, open "ManagerContainerConfig.xml" and specify the parent in the `placeholderConfig` bean as follows:

```

<bean id=" placeholderConfig " parent="placeholderConfig"
class="org.springframework.beans.factory.config.PropertyPlaceholderConfigurer">

```

# Deploying in an external Web container

For development, and simple test deployments, QuarkXPress Server and QuarkXPress Server Manager are provided pre-installed in an instance of Apache Tomcat. However, for production deployment alongside other Web applications, QuarkXPress Server and QuarkXPress Server Manager can be deployed in an existing Tomcat, WebSphere, or JBoss Web container.

### Deploying QXP Server in external Tomcat

To install QuarkXPress Server as an independent Web application in an existing Tomcat Web container:

- 1 Verify that Tomcat 6.0.18 is installed.
- 2 Set up the following environment variables:
  - `JAVA_HOME` = Java installation folder. For example: `E:\Program Files\Java\jdk1.6.0_12`
  - `CATALINA_HOME` = Tomcat installation folder. For example: `E:\apache-tomcat-6.0.18`
- 3 Locate the Tomcat installation folder (referred to here as `[Tomcat_Home]`).
- 4 Locate the QuarkXPress Server external Tomcat installation folder (referred to here as `[QXPS_Tomcat]`).
- 5 Rename the `[QXPS_Tomcat]/webapps/qxps` folder to `ROOT`.
- 6 Copy the `[QXPS_Tomcat]/webapps/qxpsadmin` and `[QXPS_Tomcat]/webapps/ROOT` folders to the `[Tomcat_Home]/webapps` folder.
- 7 Copy the `[QXPS_Tomcat]/conf` folder to the `[Tomcat_Home]/bin` folder.
- 8 (*Windows only*) Open the file `[Tomcat_Home]/qxps/conf/ServerApp.properties` and make the following change:
  - `qxpswebserver.embeddedwebcontainer=false`

- 9 *(Mac OS X only)* Open the file `[Tomcat_Home]/qxps/conf/ServerApp.properties` and make the following changes:
  - Uncomment the Mac OS X settings section.
  - Comment out the Windows settings section.
  - `qxpswebserver.embeddedwebcontainer=false`
- 10 Open the file `[Tomcat_Home]/qxps/conf/Qla.properties` and make the following changes:
  - Enter the IP address or hostname of the QLA Server in the `QlaServer.machinename=` field.
  - Enter the port number of the QLA Server in the `QlaServer.port=` field.
  - If you have a backup QLA server, enter the IP address (or hostname) and port number in the `Backup.QlaServer.machinename=` and `Backup.QlaServer.port=` fields.
- 11 *(Windows only)* Execute the "vcredist\_x86.exe" file (in `[QXPS_Tomcat]`).
- 12 To start QuarkXPress Server, double-click the "startup.sh" (Mac OS X) or "startup.bat" (Windows) file.
  - *(Mac OS X):* Launch Terminal, remove all the permissions on .sh files in the Tomcat "bin" folder using the command `chmod 755`, and then enter `run catalina.sh`.
  - *(Windows, installed instance of Tomcat:)* Double-click "tomcat6w.exe" to launch QuarkXPress Server as a service, or "tomcat6w.exe" to launch it as an application.
  - *(Windows, drag-copied instance of Tomcat:)* Double-click "startup.bat".

### Deploying QXPSM in external Tomcat

To install QuarkXPress Server Manager as an independent Web application in an existing Tomcat Web container:

- 1 Verify that Tomcat 6.0.18 is installed.
- 2 Locate the Tomcat installation folder (referred to here as `[Tomcat_Home]`).
- 3 Locate the QuarkXPress Server Manager external Tomcat installation folder (referred to here as `[QXPSM_Tomcat]`).
- 4 Drag the contents of `[QXPSM_Tomcat]/conf` to `[Tomcat_Home]/conf`.
- 5 Drag the contents of `[QXPSM_Tomcat]/webapps` to `[Tomcat_Home]/webapps`.
- 6 Drag `[QXPSM_Tomcat]/qxpsm` to `[Tomcat_Home]`.
- 7 Open the file `[Tomcat_Home]/conf/ManagerContainerConfig.xml` and make the following changes in the `ContainerAdapter` bean:

## DEPLOYING IN AN EXTERNAL WEB CONTAINER

- Set `cacheFolderContextFile` to the path of the "cache.xml" file relative to the current working directory.
  - Set `serverXmlFilePath` to the path of the "Server.xml" file relative to the current working directory.
- 8 Open the file `[Tomcat_Home]/conf/Catalina.properties` and specify the path of the shared class loader. For example:  
`shared.loader=${catalina.home}/qxpsm/lib/*.jar,${catalina.home}/conf`
  - 9 Open the file `[Tomcat_Home]/conf/Catalina/localhost/cache.xml` and set the `docbase` attribute to the path of the appropriate cache folder.
  - 10 Double-click the "startup.sh" shell file (Mac OS) or the "startup.bat" file (Windows). These files can be found in the `TOMCAT_HOME/bin` folder.

### Deploying QXP Server in WebSphere

To install QuarkXPress Server as an independent Web application in an IBM WebSphere Web container:

- 1 Locate the QuarkXPress Server installation folder (referred to here as `[QXPS-BUILD]`).
- 2 Navigate to the administrative console page for your server and log in.
- 3 Under **Applications**, click **New Application**.
- 4 Click **New Enterprise Application**.
- 5 Upload the `[QXPS_BUILD]\QXPS-EAR\qxps-9.5.ear` file and begin installing it using the default options.
- 6 On the **Map modules to servers** page, check **QuarkXPress Server**. If you want to also install the admin interface, also check `qxpsadmin`.
- 7 On the **Map virtual hosts for Web modules** page, check **QuarkXPress Server**. If you want to also install the admin interface, also check `qxpsadmin`.
- 8 Complete the installation in the WebSphere admin client. Be sure to save your changes to the master configuration.
- 9 Locate the WebSphere installation folder for your profile (for example, `C:\Program Files\IBM\WebSphere\AppServer\profiles\AppSrv01`). This location will be referred to here as `[WebSphere_Home]`.
- 10 Copy the `[QXPS_BUILD]/conf` folder to the `[WebSphere_Home]` directory.
- 11 In the `[WebSphere_Home]` directory, open the file `conf/ServerApp.properties` and make the following changes:
  - `qxpswebserver.embeddedwebcontainer=false`
  - `qxps.webapp.context.name=/qxps`



If you are installing on Mac OS X, comment out the following lines:

- `qxpserver.serverRendererExecutableName=QuarkXPress Server Renderer.exe`
- `qxpserver.DocumentRootFolder=C:\\\\QuarkXPress Server Documents`

If you are installing on Mac OS X, uncomment the following lines:

- `qxpserver.serverRendererPath=./webapps/ROOT/QuarkXPressServer  
Renderer/QuarkXPress Server.app/Contents/MacOS`
- `qxpserver.serverRendererExecutableName=QuarkXPress Server`
- `qxpserver.DocumentRootFolder=/Users/talyn/Desktop/DocPool`

**12** In the current WebSphere directory, open the file `conf/Qla.properties` and make the following changes:

- Enter the IP address or hostname of the QLA Server in the `QlaServer.machinename=` field.
- Enter the port number of the QLA Server in the `QlaServer.port=` field.
- If you have a backup QLA server, enter the IP address (or hostname) and port number in the `Backup.QlaServer.machinename=` and `Backup.QlaServer.port=` fields.

**13** Execute the "vcredist\_x86.exe" file (in `[QXPS_WebSphere]/Server(External Web Container)`).

**14** To start QuarkXPress Server, start WebSphere.

### Deploying QXP Server in WebLogic

To install QuarkXPress Server as an independent Web application in an Oracle WebLogic Web container:

- 1** Locate the QuarkXPress Server installation folder (referred to here as `[QXPS-BUILD]`).
- 2** Navigate to the administrative console page for your server (<http://localhost:7001/console>) and log in.
- 3** Go to domain structure > **Deployments** > **Install** > **Upload Your Files**, then select the QuarkXPress Server EAR file (`[QXPS_BUILD]\QXPS-EAR\qxps-9.5.ear`) and upload it. Leave all other settings at their default value.
- 4** Copy the `[QXPS_BUILD]\conf` directory to the appropriate WebLogic directory (for example, `...Oracle\Middleware\user_projects\domains\base_domain\bin`).
- 5** If you are running WebLogic on Windows, open the file `conf/ServerApp.properties` and make the following change:
  - `qxpswebserver.embeddedwebcontainer=false`

## DEPLOYING IN AN EXTERNAL WEB CONTAINER

- `qxps.webapp.context.name = /qxps`

**6** If you are installing on Mac OS X, comment out the following lines:

- `qxps.serverRendererExecutableName=QuarkXPress Server Renderer.exe`
- `qxps.DocumentRootFolder=C:\\\\QuarkXPress Server Documents`

Also, uncomment the following lines:

- `qxps.serverRendererPath=./webapps/ROOT/QuarkXPressServer  
Renderer/QuarkXPress Server.app/Contents/MacOS`
- `qxps.serverRendererExecutableName=QuarkXPress Server`
- `qxps.DocumentRootFolder=/Users/talyn/Desktop/DocPool`

**7** Open the file `conf/Qla.properties` and make the following changes:

- Set `QlaServer.machinename` to the IP address or hostname of the QLA server.
- Set `QlaServer.port` to the port number of the QLA server.
- If you have a backup QLA server, set `Backup.QlaServer.machinename` and `Backup.QlaServer.port` to its IP address or hostname and port number.

**8** If you are running WebLogic on Windows, execute the file `vcredist_x86.exe`

### Deploying QXP Server in JBoss

To install QuarkXPress Server as an independent Web application in a JBoss Web container:

- 1** Locate the QuarkXPress Server installation folder (referred to here as `[QXPS-BUILD]`).
- 2** Copy the `[QXPS_BUILD]/webapps/qxps` and `[QXPS_BUILD]/webapps/qxpsadmin` folders to the `[JBoss folder]\server\default\deploy` folder and rename them to `qxps.war` and `qxpsadmin.war`, respectively.
- 3** Remove the following files from the `qxps.war/WEB-INF/lib` folder.
  - `catalina-6.0.18.jar`
  - `el-api-6.0.18.jar`
  - `geronimo-jta_1.0.1B_spec-1.0.1.jar`
  - `jasper-6.0.18.jar`
  - `jasper-el-6.0.18.jar`
  - `jasper-jdt-6.0.18.jar`

- 4** (*Windows only*) Open the file `qxps.war/WEB-INF/classes/ServerApp.properties` and make the following changes:
  - `qxpswebserver.embeddedwebcontainer=false`
  - `qxps.webapp.context.name = /qxps`
- 5** Open the file `qxps.war/WEB-INF/classes/Qla.properties` and make the following changes:
  - Enter the IP address or hostname of the QLA Server in the `QlaServer.machinename=` field.
  - Enter the port number of the QLA Server in the `QlaServer.port=` field.
  - If you have a backup QLA server, enter the IP address (or hostname) and port number in the `Backup.QlaServer.machinename=` and `Backup.QlaServer.port=` fields.
- 6** (*Windows only*) Execute the "vcredist\_x86.exe" file (in [QXPS\_Tomcat]).
- 7** To start QuarkXPress Server, double-click the "startup.sh" (Mac OS X) or "startup.bat" (Windows) file.

# Introduction to QLA Server

QLA Server is the software component that issues licenses to the Quark application clients. After you install Quark License Administrator Server, download your license file from the Quark Web site. The server can be any computer on the network that meets the minimum system requirements. The server monitors license usage over the network and grants licenses to the client computers.

QLA clients are the computers on which Quark applications are installed — for example, QuarkXPress, Quark Publishing System® (QPS®), or QuarkXPress Server software. When a user attempts to launch a Quark application on a client computer, the client sends a request to the QLA Server. The server, which is always listening for requests, determines whether there is an available license. If there is, then the server grants a license and the client computer can launch the Quark application. If no licenses are available, the server does not grant a license. When this occurs, the Quark application does not launch.

In the QLA Control Panel application, the **Configuration Options** tab lets you specify how QLA monitors licenses. This tab includes the **Server Configuration** area and the **Extended Check-out Configuration** area. In the **Server Configuration** area:

- The **Heartbeat Interval (Seconds)** value lets you specify the number of seconds between attempts by the client to reach the server. If a Quark application fails to successfully connect to the server within this time, then that application automatically attempts to reconnect.
- The **Heartbeat Retries** field lets you specify the number of times a client can attempt to make a connection before reporting a connection failure.

For example: If the **Heartbeat Interval (Seconds)** value is 3600 (one hour) and the **Heartbeat Retries** value is 10, the system waits 10 hours before failing. If the client is able to successfully connect with the server on or before the tenth attempt, outstanding licenses are restored. If not, the application checks in all allocated licenses.

# Uninstalling

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

## Uninstalling: Mac OS X

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

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

## Uninstalling: Windows

To uninstall QuarkXPress Server or QuarkXPress Server Manager:

- 1 Choose **Start > All Programs > QuarkXPress Server 9 > Uninstall** or **Start > All Programs > QuarkXPress Server Manager 9 > Uninstall**.
- 2 Click **Yes**. The uninstaller gathers the information necessary for uninstalling and then an alert displays to notify you that the contents of the application folder will be deleted.
- 3 Click **Yes** to continue or **No** to cancel.

# Changes in this version

This section will cover the various changes introduced in different versions of QuarkXPress Server .

➔ For details about all of these changes, see *A Guide to QuarkXPress Server*

## New for 10.1

Following are the changes in version 10.1:

- 1 QuarkXPress Server is now a 64-bit application on Windows. On Mac OS X, it is still a 32-bit application.
- 2 Added support in deconstruct and modifier for additional App Studio interactivities:
  - 360° image
  - Animation
- 3 App Studio output now supports unbounded pages for vertical and horizontal layout.

# Known and resolved issues

For lists of known issues and resolved issues in this version of the software, visit the Quark Web site at [www.quark.com](http://www.quark.com), [euro.quark.com](http://euro.quark.com), or [japan.quark.com](http://japan.quark.com). Product documentation, including lists of known and resolved issues, is available under **Support > Product Documentation**.

# Contacting Quark

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

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

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

## In the Americas

For more details, please check out our support website [www.quark.com/support](http://www.quark.com/support)

## Outside the Americas

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

Support Website

- France - [www.quark.com/fr/support](http://www.quark.com/fr/support)
- Germany - [www.quark.com/de/support](http://www.quark.com/de/support)



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