Platform 9.5.4 Known and Resolved Issues

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Resolved Issues: Platform 9.5.4

Following is a list of issues resolved in Platform 9.5.4. Note that the following is not an exhaustive list of all fixes in this version.

Platform Client

- **RESOLVED**: *(Mac OS X only)*: User can hide the toolbar but cannot unhide it in the Workspace Browser. (161615)

Platform Server

- **RESOLVED**: You will unable to edit an existing Role or create a new role after migration if Platform Server is running with Oracle database. (159608)

- **RESOLVED**: The Web Reader will not launch if the **.aps** file has only a single orientation. (165214)

Platform XTensions Software

- **RESOLVED**: If you **Get** a copy of an article that has a style sheet applied and the style sheet has been updated, the article will not reflect the updated style. (162621)

- **RESOLVED:** *(Mac OS X only):* In QuarkXPress, if you Check-out a project on one system, override that Check-out and then Check-in the project on a second system, when you attempt to Check-out that project again on the first system, a **The Project is locked, Changes cannot be saved** message is shown and QuarkXPress crashes. (162826)

- **RESOLVED:** If you have a project containing an image, and you attempt to perform a **Collect for Output,** the Asset ID is being appended to the image file name. (125047)

Platform Web Client

- **RESOLVED:** *(IE 8 only):* Unable to Copy and Paste content from Word or Notepad to Article or Project created in WebEditor. (159428)

- **RESOLVED:** Text component is getting generated wrongly for some content types if an asset is checked-in from Web Client. (133975)

Platform Adapter for InDesign/InCopy CS6

- **RESOLVED**: *(Windows only):* InDesign crashes on quit. (162648)

Quark XML Author for Quark Publishing Platform

- **RESOLVED**: A component reference is lost when refreshing an XML reference if the language

input mode is set to Japanese. (165766)

- **RESOLVED**: The ability to inject the component **productLine** when creating components. (164471)

- **RESOLVED**: Saved search display modes are not honored. (165424)

- **RESOLVED**: You are not able to Check-in an XA document if the Content Type is named **Chapter** or **Section**. (163990)

- **RESOLVED**: When checking in a revision of an asset that contains a relationship from XML Author, the relationship is removed. (164037)

- **RESOLVED**: While creating document from server template, DITA id of all the components do not reset. (158562)

Resolved Issues: Platform 9.5.3

Following is a list of issues resolved in Platform 9.5.3. Note that the following is not an exhaustive list of all fixes in this version.

Platform Client

- **RESOLVED**: The Platform Client hangs and an unhandled exception is thrown if it gets disconnected from the server. (145473)

- **RESOLVED**: *(Windows only)*: After logging on to the Quark Publishing Platform Client and attempting to select an asset from a collection, an exception is thrown. (144837)

- **RESOLVED**: *(Windows only)*: After logging on to the Quark Publishing Platform Client and attempting to navigate to a collection, an exception is thrown. (144828)

- **RESOLVED**: *(Windows only)*: The Platform Client hangs when the user deletes an asset. (143448)

Platform Server

- **RESOLVED**: *(Windows only)*: A preview and thumbnail will not be generated of some .wmf files. (153471)

- **RESOLVED**: *(Windows only)*: If you change the template in a single page XML document so that text now flows to a second page, when you open the XML in a workspace and perform a **reindex**, the preview of the document will still show the old preview containing the single page. (153723)

Platform XTensions Software

- **RESOLVED**: If you have the same article attached to multiple projects, the project check-in time takes longer and longer until you receive a **Timed out** message and the project will not be checked-in. (143947)

- **RESOLVED:** If you attempt to revert to or obtain a read-only copy of an older version of a project that has many versions, QuarkXPress hangs. (145722)

- **RESOLVED:** If you attempt to quit QuarkXPress when the Callout XT is disabled, QuarkXPress crashes. (149167)

Platform Web Client

- **RESOLVED:** A related asset is not shown in the **Relationship Information** dialog if the **Relation Attributes** list is empty. (145730)

- **RESOLVED:** If you attempt to revert a document to a previous version and that previous version contained attachments that were deleted in subsequent versions, relations with those referenced components are not created. 148573)

- **RESOLVED:** If you right-click on an asset in the Platform Client in order to bring up the contextual menu, the check-out button becomes enabled for InCopy Articles and InDesign documents. If you click this button to check-out the Article or Document, it will be downloaded but the related documents will not be. (143579)

Quark XML Author for Quark Publishing Platform

- **RESOLVED**: You do not have the ability to check out and edit a document offline, and then check it back in or perform other server operations when you are back online (with or without references). (151339)

Resolved Issues: Platform 9.5.2

Following is a list of issues resolved in Platform 9.5.2. Note that the following is not an exhaustive list of all fixes in this version.

Platform Client

- **RESOLVED**: *(Mac OS X only)*: (CAS-191152-B9H6L9) The ability to drag assets from one collection and drop it onto another collections content area (list of assets). (119998)

- **RESOLVED**: (30026-16474) (*Mac OS X 10.8 only*) The month and year of the due date are not visible when the user clicks the Due Date attribute on the **Check In** or **Edit Attributes** dialog boxes. (140050)

Platform XTensions Software

- **RESOLVED**: *(Windows7 and Windows XP only)*: If you import a 1-bit image into a picture component of a QuarkCopyDesk article or a QuarkXPress project and change any of the following: Picture color, picture background color, shade value or opacity, then after attaching the article to a project, the picture preview will be empty. Additionally in QuarkXPress, if you select the picture box and attempt to apply **Full Resolution**, QuarkXPress will crash. (137602)

- **RESOLVED:** If you have a QuarkXPress project open and the **Workspace Browser** window open and you select a text box that has been assigned as an article, the article is not getting selected in the **Workspace Browser**. (137215)

- **RESOLVED:** If you have a QuarkXPress project that contains more than 1 Article with picture components, neither the **Geometry Differs** nor the **Content Differs** state displays in the **Update State** column of the **Workspace Browser** window for the article. (142532)

Platform Web Client

- **RESOLVED:** (30026-17727) If you attempt to check out a QuarkCopyDesk article containing text that has been deleted with the redline tracking on, you will receive an error. (141673)

Platform Adapter for InDesign/InCopy CS6

- **RESOLVED**: If you are logged in to the Platform Server through InDesign, you will be unable to detach an article component attached to an InDesign document using the PLATFORM menu, the detach option is disabled in the PLATFORM menu. (104366)

  Workaround: Select the article component to be detached in the **Workspace Browser** and detach it through the detach button in the **Workspace Browser** toolbar.

- **RESOLVED**: If you are logged into InDesign or InCopy and select either **Check Out Document/Article** or **View Revisions > For All Documents/Articles,** the dialog containing the results will display files besides the supported document types of .indd, .indt (InDesign) and .icma, icmt (InCopy). (140093)

- **RESOLVED**: *(Windows only)*: When checking out a document in InDesign, the document is not being checkout out to the location defined in the preferences. (139224)

Quark XML Author for Quark Publishing Platform

- **RESOLVED**: You have the ability to open cross referenced XML components from within the parent document. (136607)

- **RESOLVED**: *(Windows only)*: The **goto** operation is not working correctly for inline images. (142467)

- **RESOLVED**: *(Windows only)*: If the user has access to a several child collections but not the home collection, and attempts to Check out a document from one child collection and Check in that document to a second child collection, the collection path from where the Check-out was done is not remembered. (142634)

Resolved Issues: Platform 9.5.1.1

Following is a list of issues resolved in Platform 9.5.1.1. Note that the following is not an exhaustive list of all fixes in this version.

Platform XTensions Software

- **RESOLVED**: *(MAC only)* The **Auto Update Page Picture On Check In** preference is not working in QuarkXPress if the programming language is changed to any language other than English. (135277)

- **RESOLVED:** *(Mac OS X only)*: QuarkXPress crashes and an exception is thrown if the Platform server has gone down unexpectedly while the user is saving a revision of a QuarkXPress project. (122505)

- **RESOLVED:** *(Mac OS X only)*: While attempting to update the preview of an asset, both QuarkXPress and QuarkCopyDesk are crashing randomly. (134845)

- **RESOLVED:** (CAS-163004-Y99Z0X) If an image is attached to several different projects, and you have one of those project checked out, and select the picture on the layout, the picture entry is shown under the first project that it was attached to, instead of the active project. (90531)

- **RESOLVED:** QuarkXPress crashes when you attempt to attach an article to any box other than the first box in a linked chain of boxes. (135012)

- **RESOLVED:** *(Mac OS X only)*: (30026-13881) When German is set as the program language in QuarkCopyDesk, and you check out an article from the Platform server and navigate to **Component > New**, the component types listed on the **Component Type** drop down will be listed in English. (136434)

- **RESOLVED:** (30026-13610) If the **Auto Update page picture on Check In** preference is selected and some changes are made to the Page Picture of a project, when you check in the project, the Page Picture files are getting created in the Check Out location. (136477)

- **RESOLVED:** If the **Auto Update page picture on Check In** preference is selected, and you have a project containing 2 layouts, if you resize a box on the 2nd layout and then attempt to perform a Save Project revision on the 2nd layout QuarkXPress crashes after showing and **Unable to find asset at specified location** alert when attempting to update geometry. Only works if you perform the update geometry manually. (136744)

Platform Server

- **RESOLVED**: Using the XA Client, if you import a TIF image into an XA document from the Platform server and click on the **Live Preview** tab from the **Server Task** window, the preview generated is incorrect. The image has lost all colors. (121982)

- **RESOLVED**: *(Windows 2008 R2 only)*: If a text or picture component type is deleted while it is still being used by older versions, the database upgrade will fail. (136491)

- **RESOLVED**: *(Windows 2008 R2 only)*: If System type attributes are being mapped to a different asset type during the migration, the DB upgrade to Platform 9.5.1 will fail. (136492)

- **RESOLVED**: If you attempt to run a script which executes a query more than 100 times, a **TOO MANY USER WATCHED QUERIES** exception is shown. (136530)

Platform Client

- **RESOLVED**: *(Mac OS X only)*: (CAS-175464-C0M6L1) If Lazy Loading is ON and you select a search which returns 200 or more assets and you change any asset property (for example, **routed to**) or delete any assets that are contained in the search results, an unhandled exception will be thrown. (100426)

- **RESOLVED**: *(Windows only)*: If a user who has some Modify Collection privileges disabled, attempts to select a collection/collection template and edit it, an unhandled exception will be thrown. (106383)

- **RESOLVED**: *(Mac OS X only)* : (CAS-198790-X9C6B9) You cannot select and drag and drop an image in Thumbnail/Film strip views using one click. You must first select and then you will be able to drag and drop the image to the project. (112562)

- **RESOLVED**: *(Windows only)*: The access keys for **Check in New File** and **Check in New Folder** are the same **(ALT + 1 + T)**. (134843)

- **RESOLVED**: When attempting to replace a picture using a query that groups the pictures by an attribute (For example attribute A1), if you change the display mode to **List View**, you will be unable to expand the A1 attribute node and you will be unable to select a picture. (134680)

XA Adapter

- **RESOLVED**: You will receive a **The Asset is not locked** error message when attempting to delete an XA document that contains a cross reference to itself. (137257)

- **RESOLVED**: *(Windows only)*: XML Author Adapter: If you have an XML document with a missing reference and attempt to go to the missing reference by double clicking on the missing reference entry in the **Reference Missing** section of the **References** pane, MS-Word will crash. (134992)

- **RESOLVED**: *(Windows only)*: Core Adapter: No menus are visible in the ribbon for DITA Maps. (136155)

- **RESOLVED:** DITA: 2007: The icon for Quark XML Author is missing. (136340)

Resolved Issues: Platform 9.5.1

Following is a list of issues resolved in Platform 9.5.1. Note that the following is not an exhaustive list of all fixes in this version.

Platform XTensions Software

- **RESOLVED**: If you create a layout with the **ePUB** layout type, attach a picture to the cover or to a picture component in **Reflow** view, check out the picture and make some changes, check the updated picture back in, and then export the layout in **ePUB** format, no alert displays indicating that the picture needs to be updated in the layout, and the exported **ePUB** file contains the old version of the picture. (95742)

- **RESOLVED**: If you create a QuarkXPress document, import an image file and then Check in and Check out the document with the attachment and perform a **Collect For Output**, the image size after the **Collect For Output** is double the original image size. (124899)

- **RESOLVED**: *CAS-202087-P2M7S7*: Using QuarkCopyDesk, if you check out an article with components containing either text that overflows or text that is Copy Fit, and you are in **Galley** or **Full Screen** view, QuarkCopyDesk will crash if you attempt to delete this component. (125632)

- **RESOLVED**: *(Windows 2008 only):* (30026-1787) In QuarkCopyDesk, the pixel height and width values of JPGs and TIFs are not appearing in the **Edit Attributes** dialog. (126460)

Resolved Issues: Platform 9.5

Following is a list of issues resolved in Platform 9.5. Note that the following is not an exhaustive list of all fixes in this version.

Platform XTensions Software

- **RESOLVED**: If a Platform project contains picture boxes with App Studio enrichments and/or ePUB interactivity, and two of those picture boxes uses two different files that have the same name, problems can occur. If you save a revision of such a project and then export the layout in ePUB or AVE format, one of the same-named files is downloaded twice and displays in both picture boxes. (96671, 96672, 96673)

- **RESOLVED**: If you attach a picture to a master page, duplicate the layout that contains that master page, and then try to delete the picture from the master page in the duplicate layout, an error message displays and you cannot delete the picture. (71635)

- **RESOLVED**: *(Mac OS® only)* If you try to check in an article without specifying a component type, an error message displays. If you then cancel the check-in, QuarkXPress unexpectedly quits. (50690)

- **RESOLVED**: If you assign an article from QuarkXPress, update it in QuarkCopyDesk, update the article's content in QuarkXPress, and then choose **Edit > Undo Lock** twice, the article becomes unlocked and can be edited in QuarkXPress. (66046)

- **RESOLVED**: When you create a picture, image slideshow, or video interactive object with the **App Studio** palette, you can select Platform assets in formats that App Studio does not support. If you select a file in an unsupported format, the **App Studio** palette displays a progress bar and never shows a preview (AQ-227)

- **RESOLVED**: (CAS-170031-RGGZ33 :[QCD 9.1] feature request: keyboard shortcut for create from Template has been escalated CRM:0001259) Assign short cut to "Article from template" and "Project from Template".(98297)

Platform Server

- **RESOLVED**: CAS-184971-Q8R5M5: Text indexing status and Number of pages attributes are shown as blank for PDFs saved in Acrobat 9.0.(108292)

- **RESOLVED**: If a user who was imported from LDAP has checked an asset into Platform, you cannot delete the LDAP profile that was used to import that user, even if you delete all of the users in that LDAP profile from Platform. (96363)

- **RESOLVED**: jconsole does not launch from Platform server console.(113071)

Platform Web Client

- **RESOLVED**: CAS-171291-Q6B6N6 : *(Mac OS® only)* "Publish as PDF" does not works from the workspace Browser for attached QXP document.(99220)

- **RESOLVED**: (CAS-176846-B0Q1X0) Incorrect translation of String "Duplicate Asset" in German Language.(111131)

- **RESOLVED**: (CAS-192167-L7N3Y6) Article text alignment when used via style sheets is different in ckeditor and preview. (115245)

- **RESOLVED**: (CAS-193413-Q8L7R0)[Chrome-Legacy] InCube: All paragraphs (except first) are applied with 'Normal' style sheet even if the text component is related with a specific style sheet.(116819)

- **RESOLVED**: 'Asset is attached to another project or article' message while deleting a project from Web Client [CAS-200706-W2H1P4].(123936)

- **RESOLVED**: Favicon is missing in case of admin page as well in Quark Publishing platform page in browser.(117487)

Platform Client

- **RESOLVED**: (CAS-172883-D7V0F8) Unable to generate PDF from Platform Client & XTs using an output style containing special characters (umlaut).(98783)

Resolved Issues: QPS 9.2.0.1

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

QPS Server

- **RESOLVED:** *(Windows only)* If the Java Runtime Engine is not installed, the QPS Server 9.2 Updater does not update an HSQL QPS database. (97756)

- **RESOLVED:** If you update QPS Server to 9.2, and the "LDAPtemplates.xml" file does not specify an LDAP port, QPS Server will not launch after the update. (97759)

- **RESOLVED:** The `getFileFromDocpool(docName)` function in the sample script "QxpsmFunctions.js" throws an exception when run. (98355)

QPS Client

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

Resolved Issues: QPS 9.2

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

QPS XTensions Software

- **RESOLVED:** If you select any item plus a Composition Zones item that contains a QPS attachment, and then press Delete or choose **Item > Delete**, the Composition Zones item is deleted without any warning message. If you then try to check the project into QPS, the following message displays: "CANNOT_DELETE_LAYOUT_HAVING_ATTACHMENTS". (88245)

- **RESOLVED:** If you use the **Update** button in the **Digital Publishing** pane of the **Usage** dialog box to update a missing QPS asset that is used in an App Studio enrichment, the asset is not updated. (AQ-185)

- **RESOLVED:** If you log on to QPS, then use an asset from your local file system in an App Studio enrichment, The Check In Other button remains enabled even after you log off. If you click it, the application unexpectedly quits (Mac OS) or nothing happens (Windows). (AQ-246)

- **RESOLVED:** If you change the name of a QPS asset that is used in an App Studio interactive object when you check that asset in, and then you export the layout or layout family in AVE format, the renamed asset is not included. If you want the asset to be included, you must select the renamed asset in the **App Studio** palette. (AQ-524)

- **RESOLVED:** If you check out a picture file that is attached to a picture box and edit it in an image-editing application, the updated picture displays correctly in QuarkXPress but outputs blank (for PSD and EPS pictures) or in low resolution (for pictures in other formats). (89374)

- **RESOLVED:** If you drag a picture from the **Workspace Browser** palette toward a picture box, but the mouse cursor passes over a text box before it gets to the picture box, the picture cannot be dropped on the picture box. (89739)

- **RESOLVED**: If you put a project that includes App Studio interactivity in the document pool of a QuarkXPress Server instance that is running on Mac OS, then try to export an App Studio issue from that project using QPS, the resulting .zave file has a size of 0KB. (91787)

QPS Connect Client

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

QPS Web Client

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

Resolved Issues: QPS 9.1

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

QPS Connect Client

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

QPS XTensions Software

- **RESOLVED:** If you change the focus in the **Navigation** pane, layout-specific buttons (such as **Assign**, **Detach**, and **Update**) become disabled, even if an item is selected in the layout. (52281)

- **RESOLVED:** If you check out a read-only copy of a library and then quit QuarkXPress, the library is not deleted from the computer. If you then relaunch QuarkXPress and try to check out the same library in read-only mode, QuarkXPress unexpectedly quits. (65456)

- **RESOLVED:** Audio alerts in QuarkXPress and QuarkCopyDesk don't work if the **Dialog Box Alerts** preference is unchecked, even if the **Audio Alerts** preference is checked

(**QuarkXPress/Edit > Preferences > Quark Publishing System > General > Notification** pane). (68286,74362)

- **RESOLVED:** *(Mac OS 10.5.x only)* If you quickly select back and forth between various assets in the **Workspace Browser** palette's Preview pane, without allowing those assets' previews to load completely, QuarkXPress and QuarkCopyDesk sometimes unexpectedly quit. (81150)

- **RESOLVED:** If you lose the connection with QPS Server in such a way that the logoff alert does not display, QuarkXPress unexpectedly quits when you close the **Workspace Browser** window, and you are not logged off. (82745)

- **RESOLVED:** If you check out a project and assign an article from the project or attach an article to the project, then another user starts editing the project's attributes, and then you cancel the checkout of the project, the boxes that were assigned incorrectly remain flagged as having attachments. If you subsequently try to delete or assign pictures to these boxes, QuarkXPress may unexpectedly quit. (59676)

- **RESOLVED:** If you assign an article with more than 100 components, the exception "HTTP_TRANSPORT_EXCEPTION" (Mac OS) or "Operation Timed Out" (Windows) occurs. (59674)

- **RESOLVED:** If you select a box that contains a callout anchor that is associated with a callout, assign the box as an article, and then duplicate or copy-and-paste the box, the duplicate callout associated with the duplicate box is locked and cannot be unlocked. (70338, 70478)

QPS Web Client

- **RESOLVED:** If you paste text from Word that contains a hyperlink in the text-editing dialog box using the **Paste from Word** button, and then click **Apply**, an error message displays and the operation fails. (70182)

- **RESOLVED:** *(Chrome on Mac OS only)* If you change the location of a callout anchor that has an associated callout and then try to save the changes, the changes are not saved, and you must refresh the text-editing dialog box before you can edit the article again. (66808)

Resolved Issues: QPS 9.0

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

QPS Server

- **RESOLVED**: You cannot log on to QPS Server if your password contains certain combinations of alphanumeric characters. (62114)

- **RESOLVED:** You cannot rename a script in QPS Script Manager. (43601)

- **RESOLVED:** You cannot see previews and thumbnails for all the layouts in a QuarkXPress project. (62103)

QPS Connect Client

- **RESOLVED:** *(Windows only)* It is difficult to drag and drop an asset to a different place in the collection tree if scrolling is involved. (47025)

- **RESOLVED:** *(Windows only)* When you drag and drop a collection or search to the **Favorites** area, it is difficult to tell where the collection or search will be placed. (38390)

- **RESOLVED:** Changing the status of an asset sometimes changes the **Route to** value even if no auto-routing rule applies.(44229)

- **RESOLVED:** You cannot add buttons with drop-down menus to the Quick Access Toolbar. (50979)

QPS XTensions Software

- **RESOLVED:** Text formatting changes when you copy and paste it between articles, even if those articles have the same resources (style sheets, H&Js, colors, etc.). (42467)

- **RESOLVED:** (Windows only) If your Windows user name contains East Asian characters, you cannot create a project from a QPS Job Ticket. (67850)

- **RESOLVED:** If you check out an assigned article in QuarkCopyDesk, make a text component overflow, check the article back in, and then attach the article to a project, a new text box is created for the overflow text. (51182)

- **RESOLVED:** Command+A/Ctrl+A does not select all assets in the Workspace Browser window. (73273)

- **RESOLVED:** If you try to replace an invalid picture with a different picture, QuarkXPress unexpectedly quits. (69639)

- **RESOLVED:** If you add a color profile to QuarkXPress after assigning an article from the active layout, and then try to check in a checked-out article elsewhere in the same layout, the following alert displays: "Unknown exception caught from QCD filter API while updating geometry." (36467)

- **RESOLVED:** *(Windows only)* In a new project, if you create a spot color using one of the supplied color models (such as PANTONE, TOYO, and DIC), apply that spot color to text in a text box, and assign the text box as an article, the project loses its relationship with the article. As a result, the article does not display in the **Project Attachments** palette and the **Attachments** tab of the **Search Results** palette, and QuarkXPress may unexpectedly quit when you use QPS features. (31460)

QPS Web Client

- **RESOLVED:** If you log in to QPS Server with a user name that includes an apostrophe or quotation marks, you cannot checkout an article. (61345)

- **RESOLVED:** In the German program language, the **Cancel Checkout** button is translated incorrectly. (60720)

- **RESOLVED:** The **Status** and **Route to** fields are enabled even when the privileges to access these fields are not granted. (29754)

- **RESOLVED:** Changing the status of an asset sometimes changes the **Route to** value even if no auto-routing rule applies.(44229)

QPS SharePoint Repository Adapter

- **RESOLVED:** You cannot define SharePoint as a QPS repository on a computer that is running Windows Server 2008 R2 and is configured as the domain controller. (58149)

- **RESOLVED:** If you use QPS Connect Client to create a collection that creates a document library in the QPS Home library, the SharePoint Word parser is disabled for that library. (55353)

- **RESOLVED:** You cannot define a SharePoint repository on a computer running SharePoint Services if SSL is enabled in IIS. (66340)

Known Issues as of Platform 9.5.4

Following is a list of known issues in Platform® 9.5.4.

Platform Server and Migration

- *(Mac OS X only):* A preview and thumbnail will not be generated of some .wmf files. (156200)

- If you reference duplicate topics in a single document, you will be unable to publish the document.(123422)

- Errors/Exceptions are being thrown while shutting down the Platform server. You may observe some error/warning messages in Platform server logs after shutting down the Platform server. These logs have error/warning messages stating that there are some memory leaks in the server.(106689)

- WebLogic: Unable to run scripts on script manager. The script manager should not be used if Platform server is deployed in the Weblogic application server running externally. (122990)

- Platform Server components are unable to communicate with the QLA Server. (118373)

- You will not be able to "Publish to PDF" for a DITA document checked into CMS if the name contains the "<" or ">" characters.(113442)

- You will not be able to generate ePub/AVE for a project which contains two different interactivity files with same name.(96673)

- Weblogic: Indexing status failed for Dita assets. The rendition generation of a Dita asset type will fail if the Platform server is deployed in a Weblogic application server running externally. (122382)

- You cannot assign more than 4GB of RAM to Platform Server on a 32-bit or 64-bit computer. (86807)

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

- The Copytasting feature incorrectly displays RTF files containing East Asian characters. (6771)

- Portions of the Korean and Japanese in Platform Server installer have not been localized. (10986, 11573)

- *(Windows® only)* To run the Platform Server in an external instance of Tomcat, the operating system must be 64-bit. (73367)

- Temporary files created in `[drive]:\Windows\Temp\profiles` are not automatically deleted and can accumulate too many gigabytes if not manually deleted. (55283)

- When updating the Platform database, you cannot configure the `CreateSectionWorkflows` setting in the file "UpgradeConfiguration.xml". (49475)

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

  1. Copy the "Database" folder from the Platform Server installer to the computer where the Platform Server database is.

  2. Navigate to `Database/[database type]/Update` and open the "UpgradeConfiguration.xml " file.

  3. Change the property "CreateSectionWorkflows" to false.

  4. Save and close the file.

  5. Update the database with the update script instead of the update application. This will create publication workflows, but no section-level workflows will be created.

- Some saved searches' criteria may change after you update from Platform 8.1 to Platform 8.5. (59697)

- If you save a picture that has IPTC information in Photoshop® CS5, and then check it into Platform, the IPTC information does not display in Platform. If the file is a JPEG, the following alert may display when you try to edit its attributes or check it in: "'There is an error in XML Document (1, 16023)" (55973)

- *(Windows only)* When you run the database updater to update Platform from 9.5 to 9.5.1.0, the second screen will prompt the user for folders for the Job Jackets and Scripts. This screen is unnecessary, as the Job Jackets and Scripts are already in the database. (133562)

- *(Windows only)* When attempting to start a server installed on Windows 7 or Win 2003 32, the user receives an **Error occurred during Initialization of JVM** error. (134605)

  Workaround: Adjust the Heap size and the Pergen size to the following:

  - Heap Memory Size: 1450m
  - Pergen Size: 128m

- *(Windows only)* After copying text from a word document, extra name spaces are added which are not removed by the XACLeanup XLST when the copied text ends up in a document that is being referred to from a parent topic. This leads to the following: When an XML document created in XA, containing text copied from a Word document is imported as a component into a second XML document created in XA, the referred document (component) is not rendered in the reference pane. (144179)

  Workaround: Contact Quark support to obtain a hotfix for this issue.

Platform Client

- *(Mac OS X (Mavericks) only):* When updating the Platform Client to 9.5.4, the message ("Accessibility services are not enabled") is displayed even if they have been enabled. (163448)

- Special characters (/,>,<,**>(,)^,#) are being allowed in the file name when checking in to the Platform server, but when publishing, all the publishing channels will fail as special characters are not allowed in file names. (147007)

- QuarkXPress projects archived with revisions from a previous version of Platform 9.0 or earlier cannot be restored in Quark Publishing Platform (89127)

- *(Windows only)* If you select a project and its attached articles when archiving, but only select the project when restoring, the article is not restored. Similarly, if you select both an article and its attached pictures when archiving, but only select the article when restoring, the pictures are not restored. (87665)

- *(Windows only)* The **Print** and **Print Preview** commands are disabled in List view, Filmstrip view, and Snippet view. (51301)

  Workaround: Use the **Export Search Results** command.

- The **Select All** command in Platform Connect Client does not select all assets when used with a search that returns a large number of assets. On Windows, the arrow and Page Up/Page Down keys do not work in search results. (47048, 58763)

  Workaround: Open the "com.quark.qpp.Quark Publishing Platform.client.QPPconfig.plist" file (Mac OS) or "Quark Publishing Platform Client.exe.config" file (Windows) and set `LazyLoadingMode` to `NO_LAZYLOADING`.

- When articles are expanded in the search results pane, their components are included in the asset count in the status bar. (52060)

- *(Mac OS only)* If you try to check in one of several checked-out picture files that are open in Photoshop CS4, all of the files are closed. Also, if you check in an open picture file while its tab is not selected in Photoshop CS4, the picture file does not close after check-in. (10899)

  Workaround: Uncheck the **Open Documents as Tabs** option in Adobe Photoshop CS4 (**Preferences > Interface** pane) and Adobe Illustrator CS4 (**Preferences > User Interface** pane).

- Platform Connect Client administrators cannot specify privileges for individual East Asian formatting features in QuarkCopyDesk. (467229)

- You cannot remove the first row of a search with multiple rows. (4851)

- The following privileges do not work: **Allow Collection Browsing** (under **Workspace**, **Platform XTensions for QuarkCopyDesk**, **Platform XTensions for QuarkXPress**, and **Platform Web Client**). (66952)

- *(Mac OS only)* **Workspace Browser** is shown as blank in **QuarkCopyDesk** when you log on to the server without enabling access for assistive devices. (121514)

- User is allowed to select a project to attach as a picture to the picture box in the **Asset Picker**. (113904)

- You will not be able to restore **QuarkCopyDesk** articles that contain picture components of type **Body**.(111502)

- CAS-197412-D7H7T9: When the Platform Server is shut down, the Platform Client will display an "Unhandled Server Exception" message (120879)

- When editing the attributes of an asset, the horizontal scrollbar will not appear in the **Asset Form** when showing all attributes of the asset. (120260)

- Replication is not supported in 9.5

- *(Mac OS only)* An exception will be thrown when moving multiple assets from one collection to another. (124371)

Platform Client Installer

- *(Mac OS X only):* An incorrect message ("To Open "Quark Publishing Platform Client 9", Installer

must quit and reopen"), is shown when attempting to install Platform Client. (163310)

Platform XTensions software

- If you copy/paste article picture components, the attachments will not be created. (156339)

- A **QuarkCopyDesk** article window changes size and position on screen after a **QuarkCopyDesk** user acknowledges an updated geometry notice from **QuarkXPress**. (464541)

- Assets entry is getting removed from **Usage** dialog for interactivity assets deleted while project checked in. (123608)

- Unable to update missing image from **Usage** dialog in checked out Article. (119706)

- Changed component ordering is not reflected in the **Check in** dialog. (115684)

- **Global Attachment/Local Attachment /Relationship** status attributes are showing incorrect information until the user performs a **Save Project Revision** after assign/attach. Also an **Incorrect Local Attachment** icon is being shown for articles after getting detached. (112390, 112711)

- Anchored Boxes in a **Callout** item are not getting locked on assigning parent Box. (104942)

- *(Mountain Lion)* Platform Installer does not recognize QCD 9.5, if it is not launched once. (120418)

- *(Mac OS X only)* **Check-out** button remains enabled in Workspace browser on check-out of picture files in QuarkXPress. (121459)

- The Platform **Check In Project with Pictures** command is disabled when a master page is active. (30011)

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

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

- If you disable the PDF Filter XTensions® module (**Utilities > XTensions Manager**) in QuarkXPress or QuarkCopyDesk®, Platform XTensions software will not load. (8035)

- If you get a copy of a project that includes App Studio interactivity that uses Platform assets, those assets do not display in the **Digital Publishing** pane of the **Usage** dialog box (Utilities menu). Consequently, there is no way to update those assets. (86782)

- If a Platform project contains picture boxes with App Studio enrichments and/or **ePUB** interactivity, and two of those picture boxes use two different files that have the same name, problems can occur. If you save a revision of such a project and then perform **Publish** as **ePUB** or **AVE** format, one of the same-named files is downloaded twice and displays in both picture boxes. (96673)

- When you create a BUSDOC document containing an audio and a video file, check that document into the Platform server and attempt to publish the BUSDOC either from XA or a Workspace browser, the overlay attachments are not listed in the usage dialogue under Digital Publishing. (131913)

- If you have an App Studio Layout project that has audio/video interactivity attached from the Platform server, and you change the name of the interactivity in the server and publish as Ave, the interactivities will now longer be collected. (128852)

- *(MAC only)* If a QuarkXPress or QuarkCopyDesk user is logged off from the server through a forced log off from the server Admin, or an idle time log off, QuarkXPress or QuarkCopyDesk crashes when the user logs back on to server and any collection accessible to the user is edited from any Windows client. (134520)

- If you copy/paste a picture box with **Picture Zoom** interactivity applied to it into a new project, and try to upload HTML of the new project before performing a **Save Project Revision**, the **Picture Zoom** interactivity asset will not be collected on output. This will work only after performing a **Save Project Revision** of the new project. (130671)

QuarkCopyDesk with Platform XTensions software

- A QuarkCopyDesk article window changes size and position on screen after a QuarkCopyDesk user acknowledges an updated geometry notice from QuarkXPress. (464541)

Platform Web Client and Web Admin

- When you attempt to download Assets with names that contain Unicode/umlaut characters, the name of the asset in the resulting **.zip** file will contain junk characters.(164450)

- The filename of a downloaded zip for multi-selected assets is not being properly localized to the selected language.(164421)

- If the default language of the browser is set as English (International), this is not being honoured when single sign on is enabled at the server and you try to access the Quark Publishing Platform Web Client. The language for the logged in user will instead default to English (United States). (156100)

- *(Windows only):* If you attempt to save a query when the criterion contains a large number of content types, an exception is thrown and the query does not get saved. (148761)

- If you create a picture box, import a picture, share the picture box, add the picture box to an article with Multiple Article XTensions software, check in the project, check the project out in Web Client, replace the picture, check in the project, and then check out the project in QuarkXPress, the new picture does not display.

- You cannot remove local character formatting with the **Apply Style Sheet and Remove Local Formatting** command if the selection includes a word in the middle to which no local formatting has been applied. (80263)

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

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

- An unknown error displays when you click **Apply** in the text-editing dialog box if you try to use a bullet, numbering, or outline style that includes two consecutive spaces in its name. (70196)

- *(Firefox only)* If you press the paste keyboard command (Command+V/Ctrl+V) twice very quickly before **Paste** dialog box displays, the editor window stops responding. (67271)

  Workaround: Refresh the browser window.

- If you apply a paragraph style sheet with a numbering style to text, then override the numbering style with a bullet style, then assign the story in an article, the icon for number styles displays in the text editing dialog box instead of the icon for bullet styles. (69564)

- If you create a project from a project template and then save a revision before you check in the project, some mandatory attribute fields (including **Collection** and **Workflow**) are disabled. (72118)

- If you create an article from a Job Ticket, apply a paragraph style that uses a bullet or numbering style to the text using a conditional style, and then increase the indent level of that paragraph, the Outline Plain style is applied to the paragraph.(70748)

- *(Internet Explorer only)* If you position a note, a grouped character, or text with a Rubi at the end of a paragraph, you cannot move the text cursor to a position after note, grouped character, or Rubi icon. (69790)

- You cannot preview or check out projects that contain Web layouts. (68277)

- *(IE and Firefox)* Paragraph breaks in content get converted to soft returns. (74357)

- Redline tracking and highlighting not working in *Safari 5.0.5* and *IE 8*. (92835)

- Right clicking on multiple selected records will deselect all the records except the records where the right click is done. (93484)

- *(Firefox)* Incorrect behavior on pressing the **Delete** button after moving to new line. (98075)

- **Rubi**, **Group character**, and **Note** Buttons get disabled after last character position of Redline Deletion. (103088)

- Newly added article components are not shown in Web Client. (11829)

Workaround: Change to **Display View** to show newly added components

- Unable to do multiple document check in if any one of the assets do not have privileges for check in. Before check in, a check is made to ensure that the user has the right to check in for all asset types. In case user does not have privileges for a content type, an error is thrown. (112706)

- *(IE9)* User is unable to work properly in article editing or project editing window. The issue is randomly happening only when the server is configured with security filters to enable windows authentications for URL accesses.(113510)

- All paragraphs (except the first) have the **Normal** style sheet applied to them, even if the text component has a specific style sheet applied to it. (116819)

- *(IE and Firefox):* **Forced** alignment is getting applied to a text box even if **Justified** alignment is applied to the box using a style sheet. (116846)

- An asset will be locked when performing improper actions on an article, even though the check-out of the article has already been cancelled. (22370)

- User cannot change a character style sheet in a web workspace under described condition. (23268)

- User is unable to log on to **Web Client** and **Web Admin** through *IE8* on *win XP*. (108642)

- User has the ability to select **Redline Color** by dragging the cursor on **Redline Color Section** window. (17340)

- Tri-state check box for showing mixed state of a node is not shown in **Add Constraints** dialog. (120228)

- User is unable to design forms with more than 25 rows of attributes in **Form Designer**.(120238)

- Style sheet information is lost in **CK editor** if you delete the text in the box (113945)

- Text becomes **Redline Highlighted** when you press **undo,** even when the **Redline Highlighting** feature is turned off. (92869)

- Text reappears twice on pressing **Undo** for Redline deleted text. (98949)

Quark XML Author for Quark Publishing Platform

- An **Object reference not set to an instance of an object** is exception thrown when you attempt to select any channel in the **Preview** pane after the network is disconnected. (155518)

- Strings for **Collect for Output** are not localized in French, Spanish or Japanese. (156449)

- DITA-document publishing fails if you have **Menu cascade**, **Option** or **Trademark** emphasis applied to text in a paragraph. (154968)

- Server references in a read-only document are not shaded. (143852)

- When the server disconnects, inconsistent error messages are being shown. (145649)

- If you create a business document from a server template and attempt to save the document to a server that contains a dot in its name, the document name will be corrupted, it will not be saved and an exception will be thrown. (145792)

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