

Appendix A—Problems/Solutions

This appendix provides a quick reference source for all the problem items, descriptions, and solutions found in Preflight Pro.

Each Problem Item listed here is a Profile item available on the indicated Section tab in the Profile dialog (*for details refer to chapter 5, “Working with Profiles”*). You can copy these pages and use them to create a template for Profiles as you design and create them, or just refer to the appropriate Problem Item when looking for help with document problems.

General profile items

Flag	Problem Item	Description / Solution
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Incorrect number of printing inks in the document as compared to the document Output Instructions.	An incorrect number of printing inks will result in the output of extra plates when printing separations. This item compares the files selected in the job jacket to the Output Instructions configured for the document. Change all colors defined as spot, that should be process, to process by clicking the “process separation” box in the Color dialog. Don’t forget to also change colors in EPS graphics.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Page size does not match trim size listed in document Output Instructions.	The pages in these files are larger or smaller than expected. This item compares the document page size to the Trim Size you specify in the Job Jacket Output Instructions. Call the originator of the job. If necessary, change the page size in the document to match the job trim. Outputting at a reduced or enlarged size may also be an option.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Blank pages exist in the document.	Blank pages in the document will output if the “Include Blank Pages” checkbox is checked in the Print dialog. For film, this is usually not wanted. For press impositions it is preferred if the job actually has blank pages that will be part of the final book. If you do not need blank placeholders in the digital file, uncheck the “Include Blank Pages” checkbox in the Print dialog.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Output is set to be reduced or enlarged.	The document will output smaller or larger than the page size if the “scale” value in Page Setup is not 100%. This may be done just to fit the page on a laser printer with marks. If this job is not being output reduced or enlarged, mark the output as not the correct size. If the lasers will be used for determining scaling for scanning, output new laser pages at the correct size.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Output is set for low resolution or rough.	If “low resolution” is chosen in the Print dialog, the document output may show an incorrect effect that can not be output on a high resolution device. EPS bitmaps (black and white) are likely to show transparency that will not exist when output is set to normal. Some grayscale and CMYK EPS files may also exhibit this effect.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Overflowed text box exists in document.	Overflowed text boxes contain type that disappears at the bottom of a text box. Line breaks may also change. This can be caused by a font that is a different version than the one used to create the document, a missing font, a text edit, an element move or by bad layout habits (in which case the overflow may not be a problem). After checking that the correct font is in use, call the document creator to check if they are aware of the overflow.

Fonts profile items

Flag	Problem Item	Description / Solution
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Screen font is missing.	The job will print incorrectly. To ensure accuracy and reduce the chance of reflow, you should get the font that was used to create the job. See the manual for legal issues on fonts.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Printer font is missing.	A missing printer font may output as Courier, or as a bitmap (jaggie) version of the font. If a font with the same name is present on the RIP that font will be used. Customized characters in the original font may not be in the font on the rip.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	TrueType font has been used.	TrueType fonts do not print to PostScript only output devices such as imagesetter RIPS. If "included" in the PostScript print stream or file on a Mac, the LaserWriter printer driver converts them to usable PostScript outlines that image correctly
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Multiple Master font has been used.	Multiple Master fonts may result in an output error because programmers did not plan for fonts that are 300k or larger. Use updated font management tools and include the font in the PostScript print stream or file. Most issues have been fixed.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Font has been menu styled as "outline."	An "outline" styled font prints well to a laser printer but the outlines become much thinner on a high resolution output device and may not look as good as expected.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Font has been menu styled as "shadow."	A "shadow" styled font prints well to a laser printer but the shadows become much lighter on a high resolution output device and may not look as good as expected.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Font has been menu styled and the corresponding printer font is missing.	A menu styled font, bolded or italicized from a style menu, may call to a font that you did not think you choose. e.g. Helvetica Light bolded invokes Helvetica Black. Documents will not output correctly if the printer font is not available for output.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Font is sized below x points. _____ <i>points</i>	A small point sized font may reproduce badly on press and be difficult to read.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Font color problem exists. _____ <i>points</i> _____ <i>plates</i>	A small point sized font, colored with screen tints, may reproduce badly on press and be difficult to read.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Font only used in an unused style sheet.	Upon opening a document, QuarkXPress will list missing fonts in unused Style Sheets as well as other missing fonts in the document. Font Usage will not report them as needed. This confuses operators as to what they need to output the job.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Font only used on a master page.	Upon opening a document, QuarkXPress will list missing fonts on Master pages as well as other missing fonts in the document. Font Usage will not report them as needed. This confuses operators as to what they need to output the job.

Picture Box profile items

Flag	Problem Item	Description / Solution
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture located on the pasteboard.	A picture located on the pasteboard will be listed in Picture Usage even though it is not used on any printed page. It can also add colors to the document's color palette that may not be used. Remove pictures located on the pasteboard.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture only used on an unused master page.	A picture that is only on a Master page will not print. However, it will be reported in the Picture Usage dialog just as any other picture. This adds to file clutter. Remove a picture that is only on a master page.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture is set to suppress on output.	Pictures set to "Suppress Printout" in the Modify dialog, or Picture Usage list window will not be printed. Call the document originator and verify that they do not want these pictures printed. Either enable printing or remove the picture.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Effective resolution of a color or grayscale picture is less than x times the line screen. _____ x line screen	The resolution of a grayscale or color picture after scaling in the page layout program is too low, pixels may be prominent on output and the graphic can appear jagged. Rescan the image, if rescanning is not an option, call the customer and see if they will accept data resampled in Photoshop. The correct resolution is 1.5 to 2 times the output line screen at the final image size after scaling in a page layout program.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Effective resolution of a color or grayscale picture is more than x times the line screen. _____ x line screen	The resolution of a grayscale or color picture after scaling in the page layout program is more than the specified number times the final output line screen. It will take longer to output than necessary. Excess resolution does not result in a quality increase. If there are many of these or if the excess resolution is significant, investigate sampling the data down in Photoshop. The correct resolution is 1.5 to 2 X the output line screen at the final image size after scaling in a page layout program. Excessive and significant need to be defined for each shop.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Effective resolution of a bitmap picture is below x ppi or over y ppi. below _____ ppi above _____ ppi	If resolution of a bitmap picture after scaling in the page layout program is too low, the graphic can appear jagged. If it is too high it will take longer to output than necessary. Each shop or customer may have their own acceptable range. A general minimum is 300 DPI. The maximum is usually around 2400 dpi (or the writing engine resolution). The most common range is between 800 and 1200 dpi. Rescanning is the preferred fix.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Style or contrast has been applied to picture.	Most style settings applied to pictures in QuarkXPress are not able to be processed when going to composite color output like an Iris or Scitex RIP. These effects should be applied in an image editing program prior to processing the file through these type of RIPs.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture box or picture rotated or skewed.	A rotated or skewed picture adds time to the output process. If this effect is applied to many pictures the increase can be significant. Occasionally these features activate bugs in OPI servers or imposition programs that cause items not to print or to move out of position at print time. Check with the developers of the program(s) you use.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture flipped horizontally or vertically.	Some OPI servers do not handle pictures that have been flipped in picture boxes correctly. The high resolution picture may not be flipped when the low resolution "for placement" picture has been flipped in the picture box.

Picture Box profile items (continued)

Flag	Problem Item	Description / Solution
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	<p>X&Y scaling of a picture differs by more than x%.</p> <p>_____ %</p>	<p>If a picture has been scaled disproportionately, it may affect the picture quality. Sometimes this is accidental and the document originator would like to be notified of this condition. Other times this was done to correct the fit of a picture if it falls short in one direction. There is no issue with reproducing these images. Note that depending on the amount of disproportionate scaling that has been done, the resolution on one direction may fall below the recommended minimum in one direction.</p>
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	<p>An EPS picture is cropped more than x%.</p> <p>_____ %</p>	<p>EPS files with raster data can be very large. When processed through page layout programs, all EPS data is preserved in the file even if only a small portion is visible through a picture box. This results in much more data being included in the print stream or PostScript file. If a clipping path or other EPS specific effect is not needed, a TIFF file format may be a better choice because TIFFs are actually cropped prior to the data being written into the print stream.</p>
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	<p>Picture box with background "none" contains a color/ grayscale TIFF, or EPS without a clipping path.</p>	<p>If the background image data of TIFFs, CT's, or EPS images without clipping paths, drops to 0%, these areas may output jaggie, pixelated edges. The rest of the image will look fine. This is very noticeable on rotated picture edges. This is a QuarkXPress "Feature". To fix this problem, change the picture box background to white or 0% of a color. If the picture is over a colored background, a clipping path must be created and the image saved as an EPS.</p>
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	<p>Picture box with background "none" contains a bitmap EPS picture without a transparent background.</p>	<p>When the background of the picture box containing a bitmap EPS is set to "none", the video monitor will display parts of the screen image as transparent. These parts will not print transparent unless the picture is saved with "Transparent Whites."</p> <p>Special caution: If the laser proof has been printed with "low res" enabled in the print dialog, this prints the screen display only. So the proof is not a predictor of the high res output.</p>

Picture File profile items

Flag	Problem Item	Description / Solution
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Incorrect picture file format. ___ <i>PICT</i> ___ <i>EPS</i> ___ <i>Scitex CT</i> ___ <i>TIFF</i> ___ <i>DCS</i> ___ <i>Other</i>	File formats other than TIFF, EPS, and CT's are not recommended for imagesetter output and may cause an output problem.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture is missing. ___ <i>LZW TIFF</i> ___ <i>EPS JPEG</i>	Missing pictures will cause Quark to output the low resolution previews. This is usually caused by graphics being moved after they were placed in the document, or or they may have been renamed or not sent with the job.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture is modified.	A modified picture may have been edited after it was placed in the document. The picture may output in a different position in the picture box due to the edit not being updated. Another cause is system clocks not in sync on machines working the job.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture is compressed.	LZW compression is very slow to output on a Level 1 PostScript output device. EPS files with JPEG compression Fail on Level 1 devices. Some level 2 clones also have problems with JPEG compression in an EPS and are very slow to output the files.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture saved with custom transfer curve.	Pictures saved with a non linear transfer curve do not output like they preview on screen. These curves are ignored if the image is sent to a composite color RIP like a Scitex VIP or PS2.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture saved with custom line screen.	If a picture is saved with a custom line screen, it will be output at that line screen. This setting can differ from the line screen the document and other pictures will be output as.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Disk file for an embedded picture is missing.	If the original disk file for an embedded picture is missing on disk, changes can not be made to the picture. These are usually PICT screen captures and may also be RGB.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	A TIFF picture has extra channels.	A TIFF picture with extra channels will cause some output device RIPS to error.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture with clipping path has a flatness less than x or more than y. <i>less than</i> ____ <i>more than</i> ____	Too high of a flatness setting for a path may cause a picture to print with edges that are flat or angular on output, instead of rounded. Most Level 2 RIPs have made flatness setting unnecessary.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Vector picture contains a linked (not embedded) picture.	If a vector picture contains a linked (not embedded) picture, it will not print through QuarkXPress. It is also likely not to be collected and will be missing. QuarkXPress will output their low resolution previews. (Some OPI servers can relink these.)
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Five-file DCS picture is missing a plate file.	This type of file format consists of a preview file, and 4 plate files. All pieces are needed for output. When printed composite, the preview file is sent to the output device. The plate files are printed when separations are sent.

Color profile items

Flag	Problem Item	Description / Solution
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	The color palette contains unused colors.	Older versions of QuarkXPress actually generated plates for these extra colors even though they were not used. This problem has been fixed but some shops still like to check for possibility. Unused colors can be deleted in the Color dialog.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Color is only used on a master page.	Colors only used on a Master page will cause plates to list in the color palette and in the print dialog but none will print. In older versions of QuarkXPress (<3.3X) this was a problem.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	The color "registration" is used in a printing element.	The color "registration" is meant to be used for items that need to print on all plates. These are usually marks of some kind. The color is often chosen accidentally because it looks like black in the color palette. If the element is not intended to print on all plates, it should be changed to black.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Mismatched colors exist.	Colors that have the same names, but different CMYK definitions will be output differently. This occurs when a spot color defined in an EPS picture is redefined in the document as process, and its CMYK values are changed.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	RGB mode picture is used in the document.	RGB pictures must be converted to CMYK before they are output. It is best if the user controls this process in a program like Photoshop. EFI color or a Scitex RIP will convert the values automatically, but the results may not be the best for your process.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Indexed mode picture is used in the document.	Index color graphics usually come from the internet or other lower quality processes. They need to be converted to CMYK but the data lost when the image was originally made index color is not regenerated. The image may print posterized.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Monotone, duotone, tritone, or quadtone picture is used in this document.	Images saved in this color mode have been known to print as grayscale, or error on some composite RIPs.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	TIFF picture is colorized in the document.	A colorized TIFF causes some OPI servers and composite color RIPS to fail and the image does not colorize on output. Test with your systems.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Picture box with colored background contains a TIFF picture.	A colorized background in a box containing a TIFF causes some OPI servers and composite color RIPS to fail and the image does not colorize on output or the top picture cannot be set to overprint the image so trapping is a problem. Test with your systems.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Total ink coverage of a color is greater than X%. _____ %	The traditional printing process, to an offset or gravure press, has limits to the amount of ink that prints best in flat tint colors. This setting allows a shop to be alerted to values above their preferred settings. Color values can be changed for a color in the Color dialog, if needed.

Trapping profile items

Flag	Problem Item	Description / Solution
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Auto Method preference is not set to: absolute/proportional ___ <i>abs</i> ___ <i>pro</i>	The default Auto Method trap setting is usually too small for most offset printing processes. This allows the shop to set an alert if the trap is other than their preference. This setting can be changed in the document's Trapping Preferences under the QuarkXPress Edit menu.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Auto Amount preference is not X points. _____ <i>points</i>	The default Auto Amount trap setting is usually too small for most offset printing processes. This allows the shop to set an alert if the trap is other than their preference. This setting can be changed in the Trapping Preferences under the QuarkXPress Edit menu.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Indeterminate preference is not X points. _____ <i>points</i>	The Indeterminate trap preference default is usually too small for most offset printing processes. This allows the shop to set an alert if the trap is other than their preference. This setting can be changed in the document's Trapping Preferences under the QuarkXPress Edit menu.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Overprint Limit preference is not X%. _____ %	This preference controls when colors, identified in the Color dialog as Overprint, are set to a value other than the shop preference. Black by default is the only color set to overprint. It will do so over 95%. This setting can be changed in the document's Trapping Preferences under the QuarkXPress edit menu.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Ignore White preference is not checked.	Without this preference checked, white is treated as a color and when trying to trap items, you may not be able to set the values you want if an element to be trapped overlaps a white object and another colored object. This preference can be changed in the document's Trapping Preferences under the QuarkXPress Edit menu.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	Process Trap preference is not checked.	"Process trap" caused a variety of undesired results in versions of QuarkXPress prior to 3.3X. If checked, it traps colors on a plate by plate basis. This preference varies by shop. This preference can be changed in the document's Trapping Preferences under the QuarkXPress Edit menu.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	A color is saved with a custom trapping pair.	This alert indicated whether or not someone has edited traps or attempted to edit traps in the Edit Colors dialog on a color by color basis. Custom trapping pairs can be edited in the Color dialog.
 <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	A page element has one of the following traps applied to it: ___ <i>Overprint</i> ___ <i>AA +</i> ___ <i>Knockout</i> ___ <i>AA -</i> ___ <i>Custom</i>	Trapping value preferences vary by shop and printing process. This setting allows alerts to be given for trapping that has been set on specific page elements. Check the elements that contain the custom traps to be sure they match your requirements.