

Contents

Page 1-5	Check My System
Page 6.....	Customers with Multiple Magazines
Page 7-8	JAVA Issues
Page 9.....	Gray Screen
Page 10.....	Flash
Page 11.....	Preflight Reports
Page 12.....	Rejecting Pages

Check My System

PageMaster Browser Check

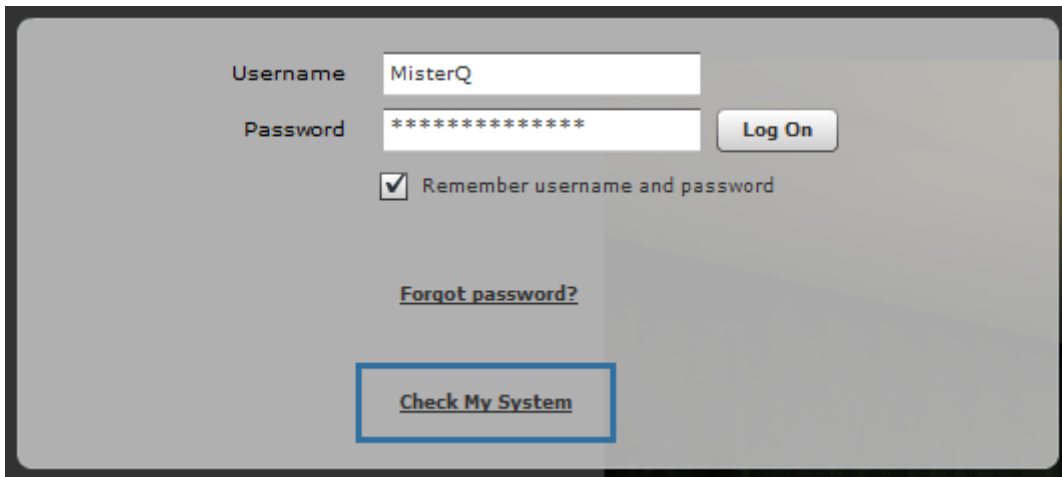
How It Works:

Browser Check is a useful diagnostic tool within PageMaster that checks several features and plug-ins within the current browser to ensure proper operability with the Portal system. For example, it checks the java version. If the version is sufficient, it returns a check mark. If java is missing or the version is unsupported, an X is returned within the Browser Check dialog.

The Browser Check tool helps your customers ensure they have what they need to interact with your Portal system. When they encounter issues, the Browser Check report helps you diagnose the problem.

To run the Browser Check:

1. Navigate to your Portal PageMaster logon page.
2. Click the "Check My System" button to start the Browser Check.



The screenshot displays a web form for logging into the PageMaster system. It includes a 'Username' field with the text 'MisterQ', a 'Password' field with masked characters '*****', and a 'Log On' button. Below the password field is a checkbox labeled 'Remember username and password' which is checked. A link for 'Forgot password?' is positioned below the checkbox. At the bottom of the form, the 'Check My System' button is highlighted with a blue rectangular border.

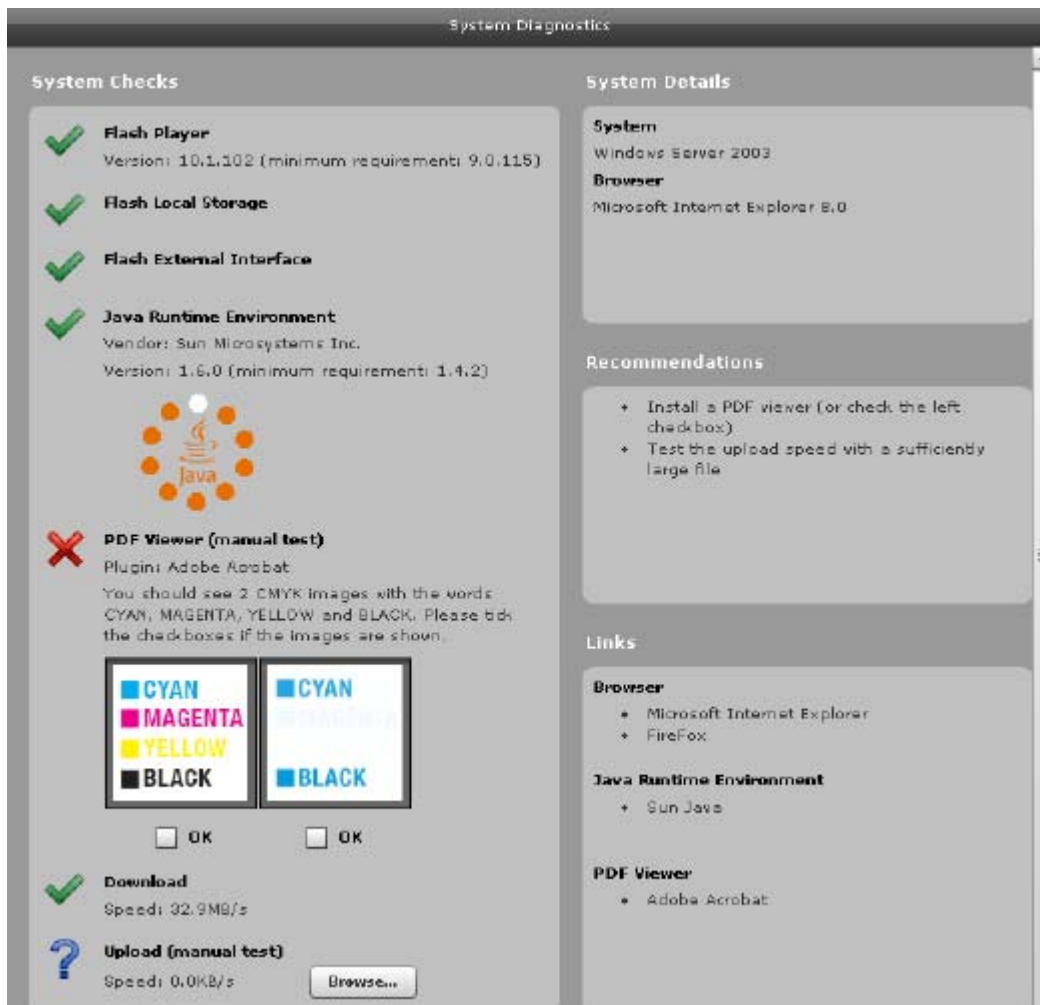
3. After a few moments, the System Diagnostics report is returned.



The report is divided into four sections: System Checks, System Details, Recommendations and Links. At the bottom of the System Diagnostics window are "Restart Test" and "Close" buttons.

- The **System Details** area (upper right) reports the operating system and the browser. If you use multiple browsers, you should check all of them.
- The **Recommendations** area (middle right) provides feedback for correcting any items from the System Checks area (left side) that need attention. If the Browser Check returns no errors in the System Checks area, the Recommendations area will be blank.
- The **Links** area (lower right) contains useful links for common items. You'll find links for multiple browsers, Sun Microsystems's Java Runtime Environment and Adobe's Acrobat Reader. On Mac, the Browser and Java links checks aren't available.
- The **Systems Check** portion is the most important portion of the System Diagnostics window. It shows you, in a clear and concise manner, what's correct and what needs attention.

In the example below, the items that pass the check are represented by a large green check mark. Items that require your attention display a large red X mark. Items that are untested are shown with a large blue question mark.

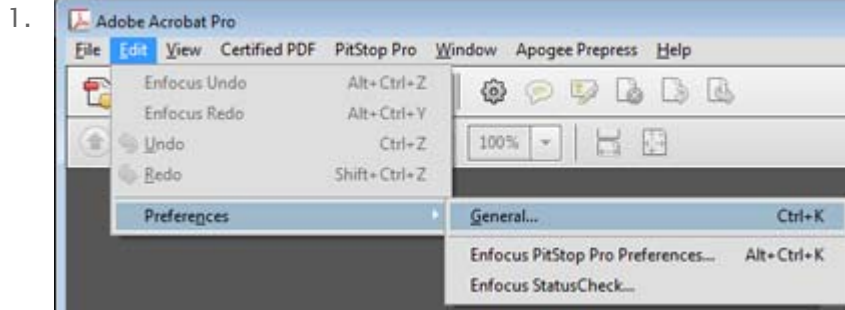


This System Diagnostics report shows an issue with correctly displaying PDFs in the current browser. The result explains you should see two boxes, both showing Cyan, Magenta, Yellow and Black, in those respective colors. For boxes that show correctly, click the box directly below. For those that don't, the issue needs to be corrected.

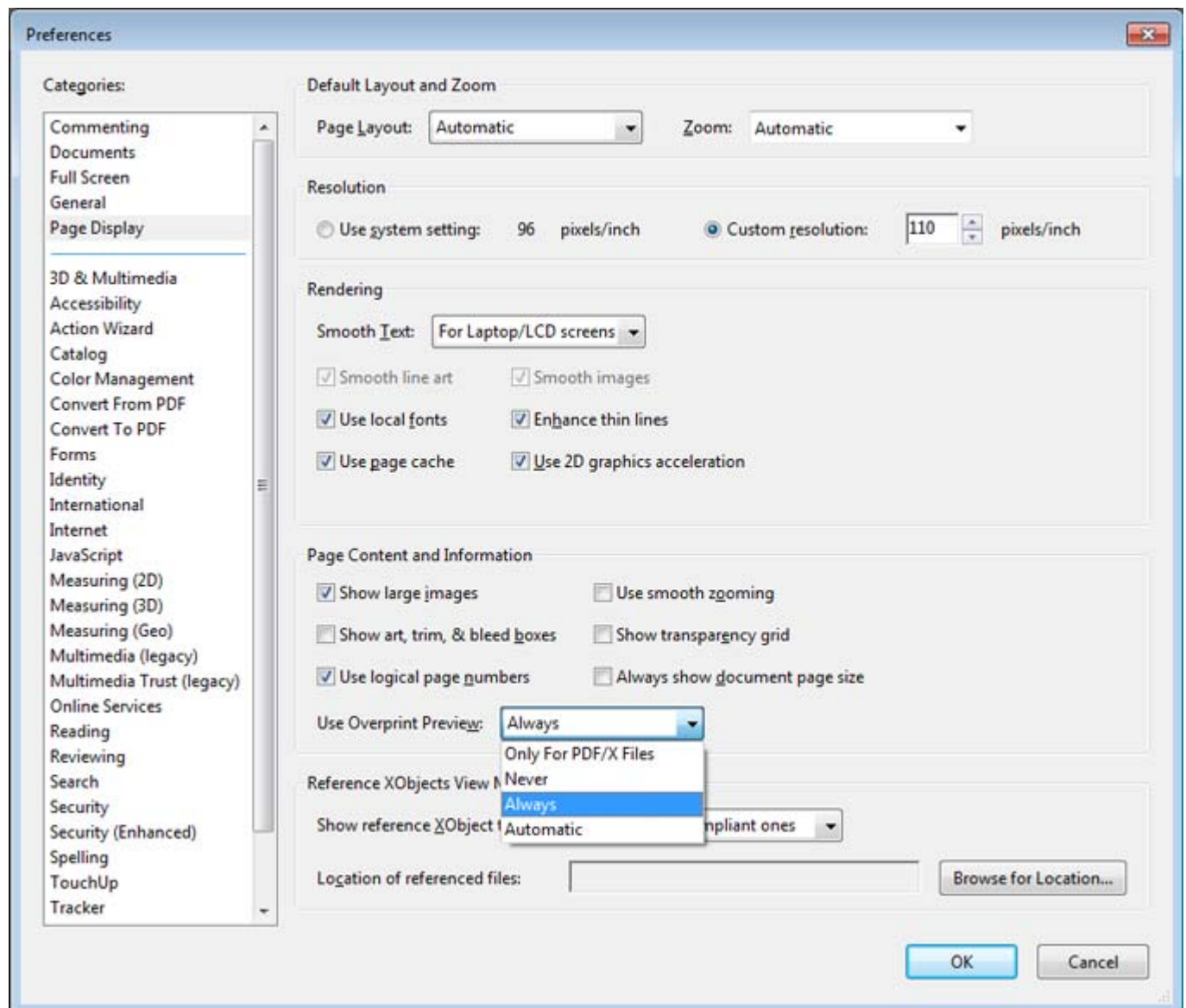
This is the most common issue encountered in Portal PageMaster and it's caused by incorrect Overprint Preview settings in Adobe Acrobat. For Windows users, there's likely only one version of Acrobat on the system. For Macintosh users, there may be multiple versions. To correctly set the overprint preview in Acrobat, you need to first determine which version of Acrobat is being used by the browser.

NOTE: To correctly view PDF overprint on Mac we suggest to use Firefox with the Adobe Acrobat and Adobe Reader Mac plug-in for Mozilla Firefox.

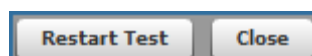
To change the overprint preview settings, change the preference in your version of Acrobat. Depending on which version and whether it's a full version or Reader, this setting is located in different places. We've provided screen shots below for your convenience from Acrobat X Pro:



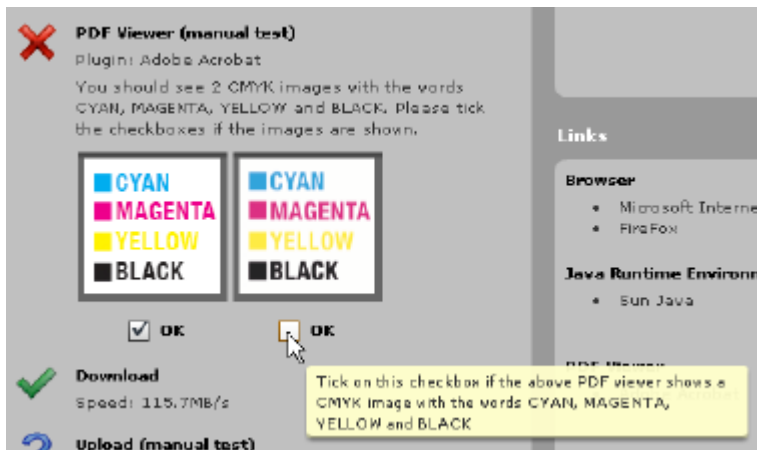
2. Locate the Overprint Preview selection â it's toward the bottom of the dialog. From the drop down list, select Always.



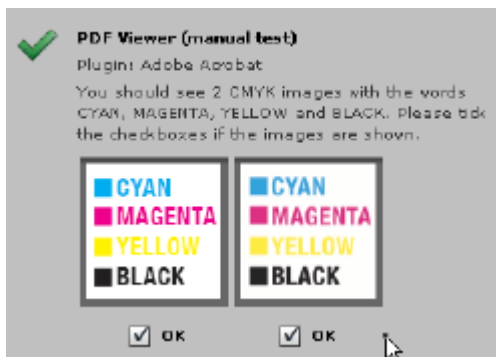
3. Click OK, then Quit/Exit the application.
4. When you've corrected the issue. click the "Restart Test" button.



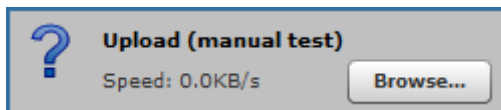
5. Now that the overprint issue has been addressed, the System Diagnostics report now looks like this:



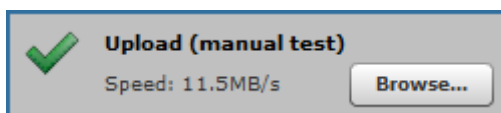
6. Notice there's still a large red X next to the PDF Viewer item? When you confirm both boxes correctly display, it will change to a large green check, as seen below.



7. The last unresolved issue in the report is the upload speed. It is not critical to resolve this, but for anyone who will be uploading files to your system, this provides a benchmark for them. To run the test, click the Browse button and select a PDF file. You should use one that's 'average' in size – not too big, not too small. The file should be representative of what is typically uploaded to your system.



8. When the upload test is complete, the System Diagnostics report will display the upload speed from the test and display a large green check mark.

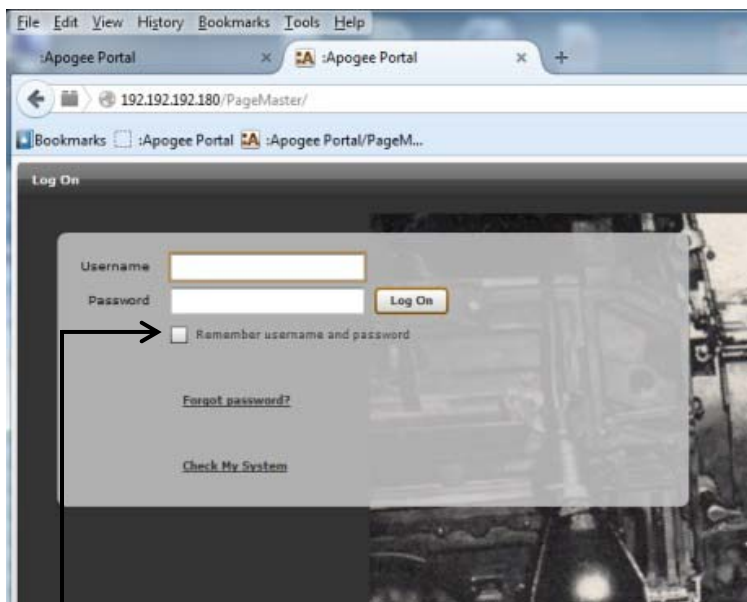


Keep in mind when you run the upload test internally, you'll see different (faster) speeds than your customers will see. The numbers your customers achieve is dependent on their internet and network connectivity.

Why is this Important?

This tool does two things – it checks a system against standard Portal PageMaster criteria for successful interaction and it provides a troubleshooting tool for you when issues arise. Instead of hoping your customer updates their system to your specifications, this tool allows them to see for themselves if any deficiencies exist.

Customers with Multiple Magazines



Customers trying to log in but are being automatically taken to another magazine, please try the following:

1. Log out of Portal
2. Now you will call the log in screen back up
3. Before logging in – make sure that the box
"Remember username and password" is NOT checked
4. Log in as usual

JAVA - Update Issues

Recently Oracle released a new update of JAVA 7 (1.7.0_51). This update can cause an Apogee Stream Proof loading issue with some Portal client browsers.

Not all systems display the issue, but for those that do, we advise clients to add the website URL of Apogee to the Exception Site List field in the Security Tab of the JAVA Program Preferences.

Adding JPA's Portal Website to Exception Site List for PCs

Under the start menu of your computer click on Control Panel

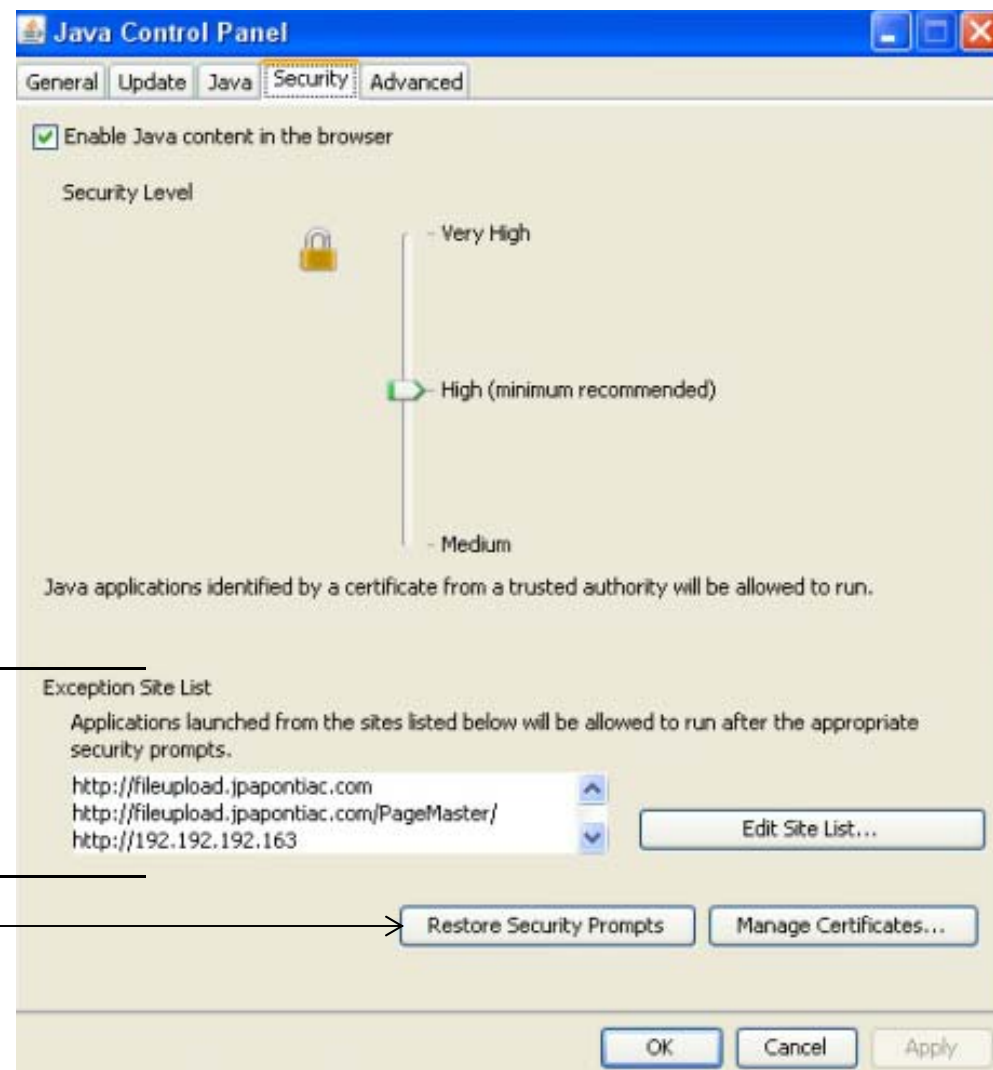
In your Control Panel double click on icon for JAVA

A menu will come up with the following tabs –

General – Update – Java – Security – Advanced

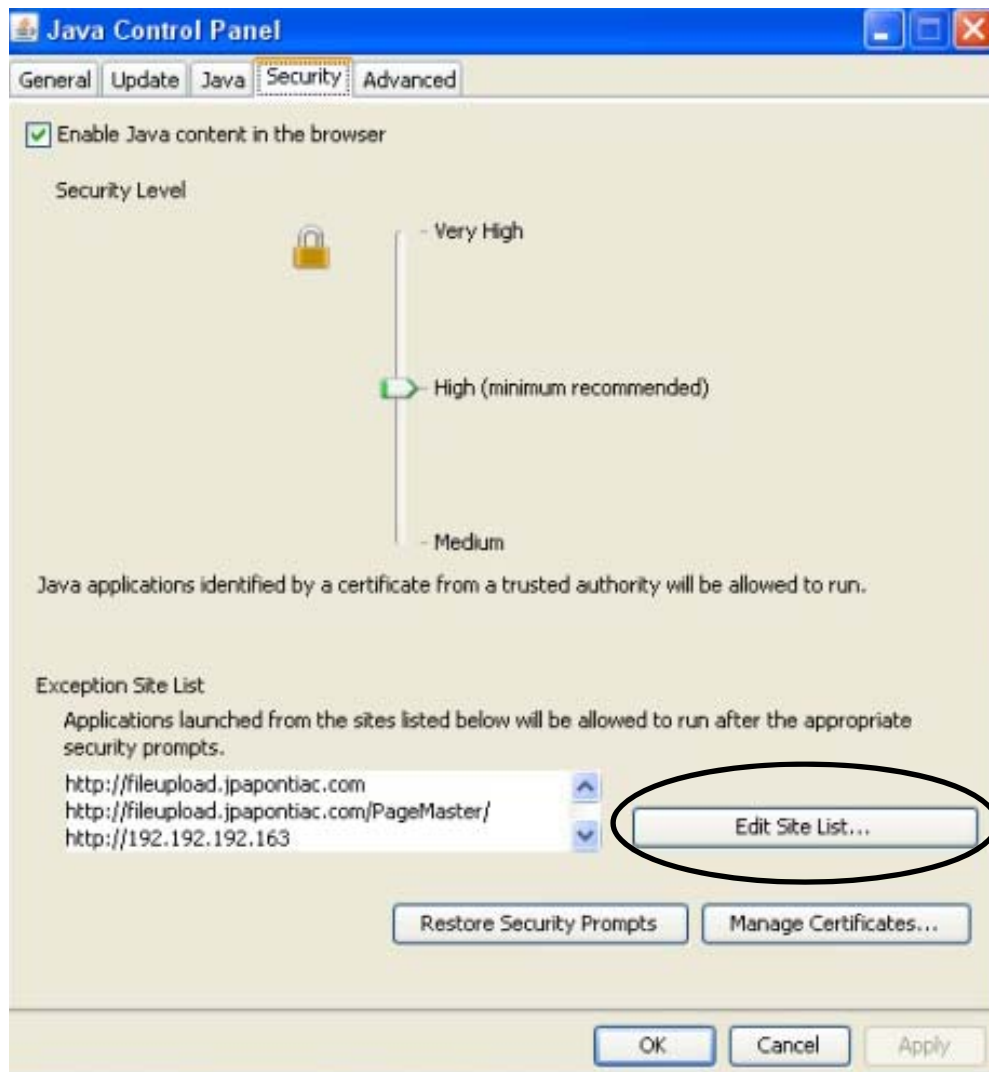
Click on Security and the image on the right will appear. Enable JAVA content in browser – Security level should be High - and now in the Exception Site List is where you will add JPA Portal website.

For Macintosh Users – the JAVA Controls are found under the System Preferences of the computer. There will be a JAVA Control Panel. Some Mac operating systems, the JAVA Control Panel is located in the “other” section. Follow the procedure as outlined for PCs. If there is no JAVA Control Panel, it means that JAVA is not installed or is not active in the browser.



If this is not on screen, it is an indication that JAVA is not installed or is not properly enabled in the browser.

Click on the Restore Security Prompts. This will allow your prompts to show on screen.



Select Edit Site List and the box below will appear.
Select– Add – and type in the following –

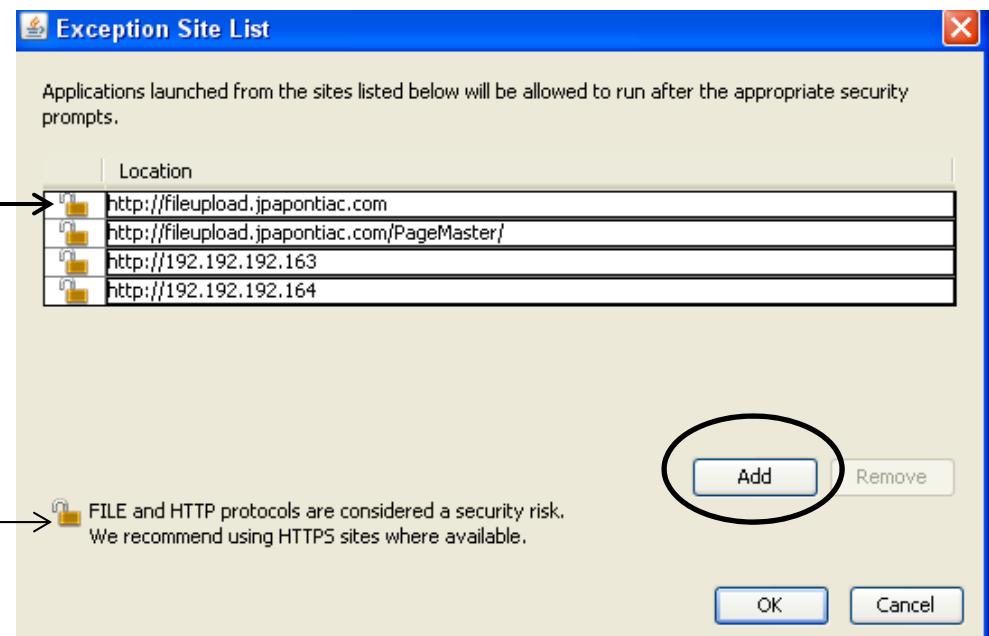
<http://fileupload.jpapontiac.com>

Select OK.

The URL will appear in the Exception Site List
once OK is selected.

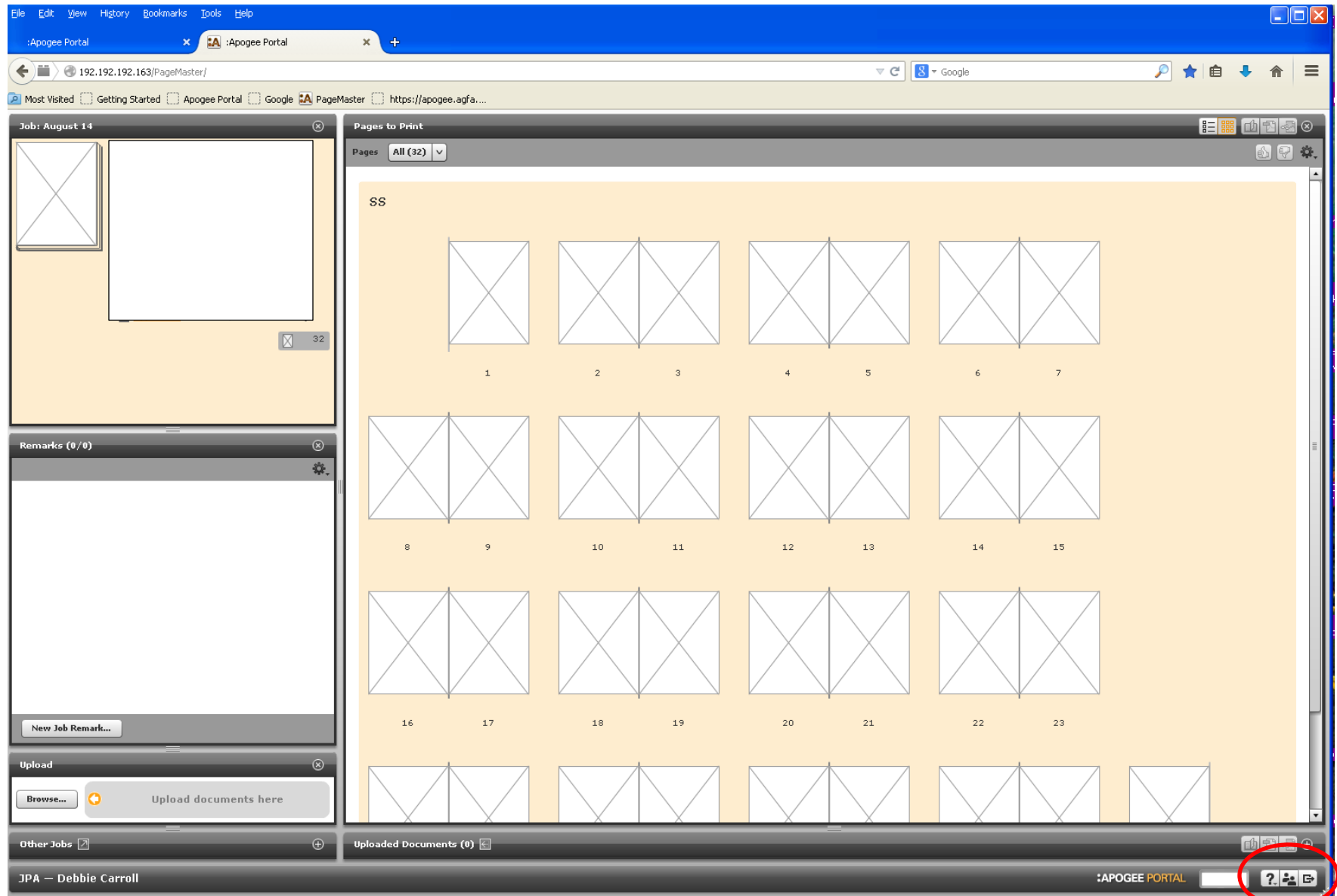
You will need to restart your browser.

Make sure this is unlocked.



Gray Screen

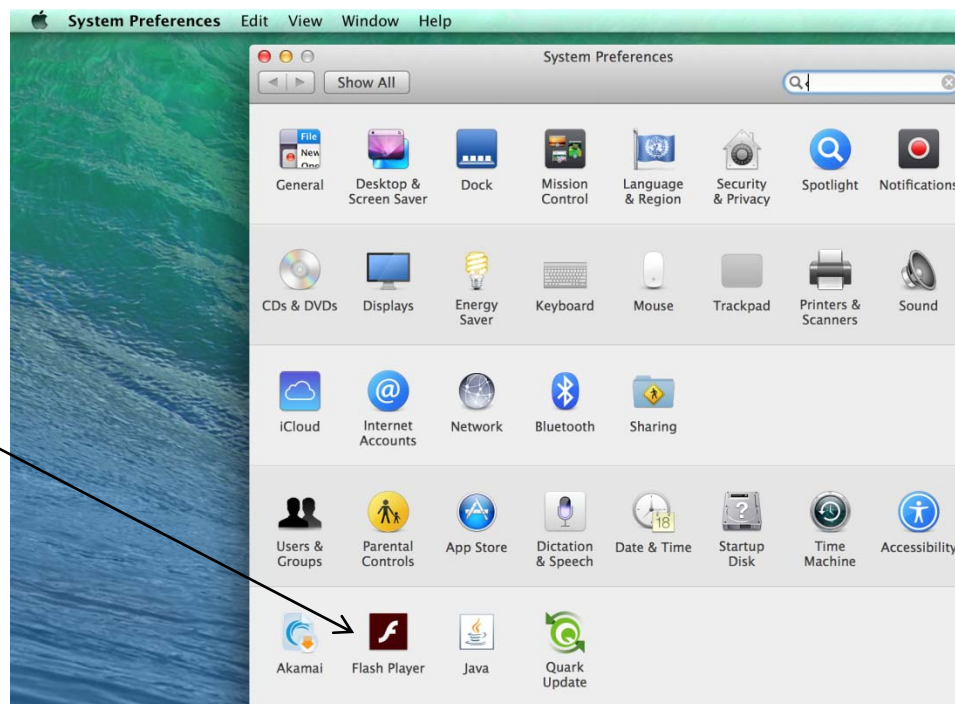
Sometimes when a customer logs in (for some reason) they will only see a gray screen and not the screen below with their pages showing ready for upload. If this happens, there are 3 icons in the lower right side of this screen – Question Mark – 2 People – Right Arrow. **Click on the 2 people**. A screen will appear that has their **User Information** on it. There will be a **Close** button in the lower right side. Click on **Close** and the screen below should appear.



Downloading Flash on Mac

Download Flash – Once it is downloaded – go to your Apple Icon (upper right hand corner of computer)

System Preferences – Click on Flash icon



This window will come up – You will see 3 things to choose from:

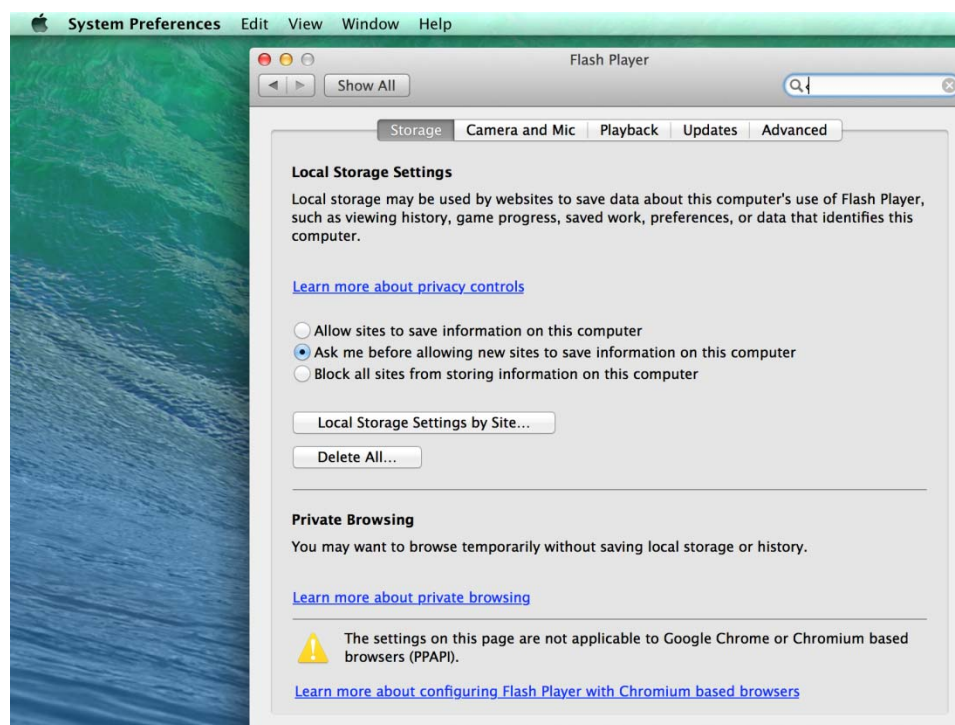
Allow site... - Ask me before... - Block all sites...

Ours is set to “Ask me before...” but you can use any of them so long as you go to – Local Storage Settings by Site – then once there you will look to see if IP address – 97.64.192.147 is listed.

If so, be sure Storage Access is set to “Allow”.

If you don’t see that site in the list, click on the + button and add it, being sure to allow Storage Access.

Close out of this and re-launch Safari.



Preflight Reports

Our system has the ability to Preflight your documents. Preflighting is a process of running checks for known problems such as low resolution images, missing fonts, etc. If a problem is detected, an icon appears below the page thumbnail. Depending on the severity of the issue, one of these icons is displayed:

 Preflight Warnings Report – The page can be processed but it has one or more issues that should be corrected for optimal output – JPA preflights for RGB elements and images 190 dpi or lower.

 Preflight Error Report – The page has one or more fatal issues and cannot be processed as is. The problem must be corrected and a new PDF supplied – if fonts are not embedded, the page will error.

Double clicking the report icon will open the preflight report which details any issues detected on the page.

Enfocus
PitStop 4
Library

**Preflight Report**

**Warnings**

 Resolution of color or grayscale image is less than 149 dpi (1x on page 1)
 RGB color is used (30x on page 1)

:APOGEE PREPRESS

Apogee Prepress
Version 6.0
Apogee PreflightTP v 1.41.0.18
Preflighted on 6/5/2009

Preflight Report

Apogee Preflight
Report
Our_World_Brochure_EN.pdf

Errors

- RGB color is used (48x on pages 3, 6)
- Color/grayscale images have resolution below 300 dpi (21x on pages 1-8)

Warnings

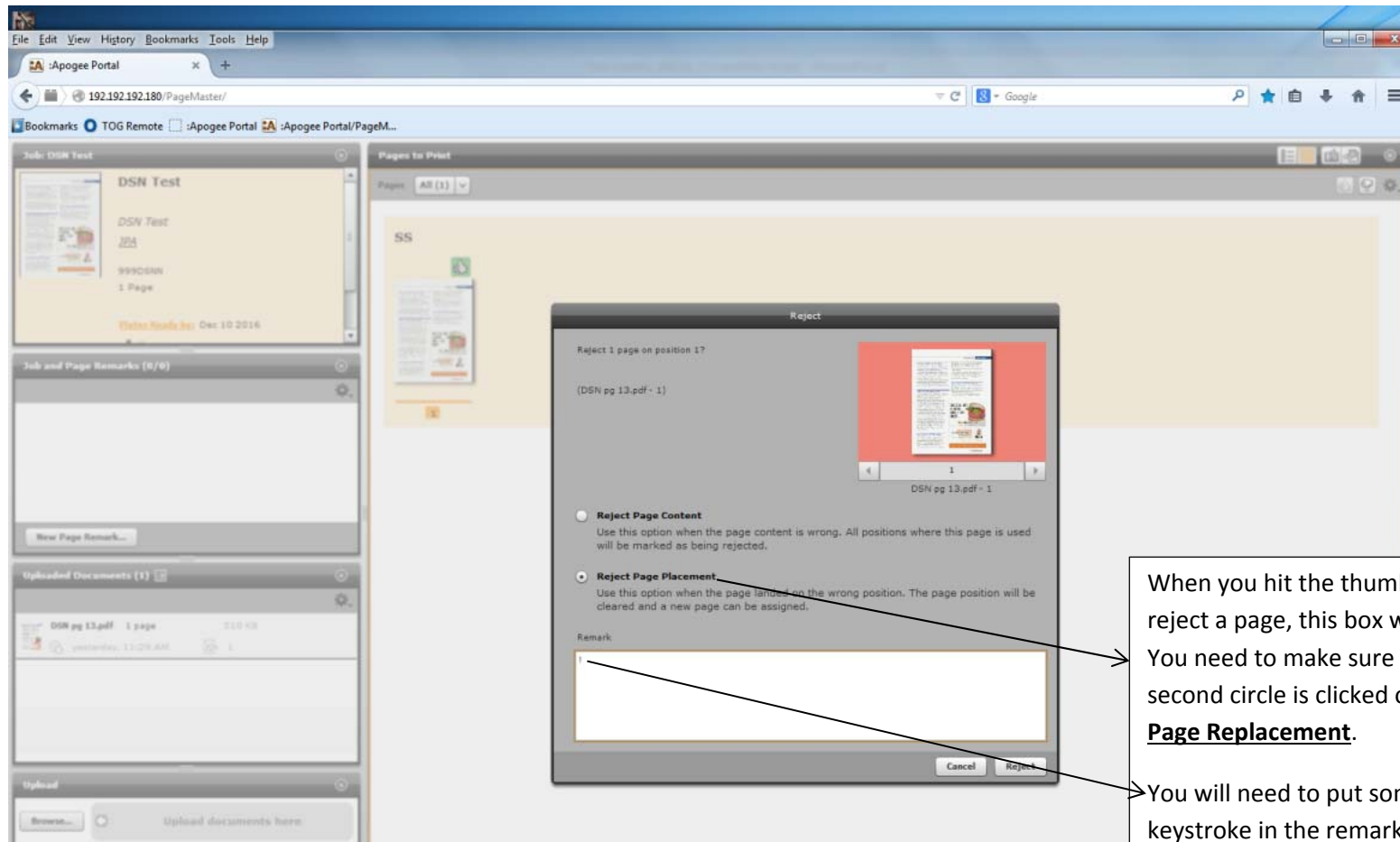
- Text size is smaller than 4 (19x on page 4)

When in grid view, the preflight report appears below the pages as a clipboard with a yellow rectangle. Click on solid yellow rectangle for a summary or click on clipboard for an Enfocus Preflight Report.

Streamproof give you the ability to zoom in, check bleeds, check 4/c blacks, type to trim violations and display separations.

The online proof is prepared by the very same interpreter that prepares the final plate files for press, so you will see what we see.

Rejecting a Page in Portal PageMaster



When you hit the thumbs down to reject a page, this box will appear. You need to make sure that the second circle is clicked on – **Reject Page Replacement**.

You will need to put some kind of keystroke in the remarks box for this to take effect.