## Adobe InDesign CS3 Troubleshooting



#### Legal notices

For legal notices, see <u>http://help.adobe.com/en\_US/legalnotices/index.html</u>.

#### A note to our customers

Adobe provides this searchable PDF of archived technical support documents as a service to our customers who own and continue to enjoy older, unsupported versions of our software products. The information in these documents is not updated, and will become increasingly less accurate as hardware, browsers, and operating systems continue to evolve. Please be aware that these archived documents reflect historical issues and solutions for products that are no longer supported. Adobe does not warrant that the information in this document is accurate.

## Contents

Bleed settings are incorrect when you export to PDF (InDesign CS3, CS4)1
Cannot open PDF file in Acrobat created from InDesign or Illustrator (Mac, InDesign and Illustrator)
Can't print to non PostScript Epson printer from Illustrator or InDesign
Can't save InDesign documents to an earlier version
Disable access to CS4 service extensions   System administrator
Error "Cannot Open File. InDesign Content Manager cannot open '[filename].indd. Please upgrade your plug-ins to their latest versions or upgrade to the latest version of Adobe InDesign." Indesign CS-2
Error "Critical Errors were found in Setup" when you install InDesign CS3
Error "File name too long" when you export InCopy stories from InDesign
Error "fonts are not currently available"   InCopy, InDesign
Error "The PageMaker document is damaged" when you open a PageMaker document in InDesign CS2 on Windows Vista
Error "The Adobe Print Engine has failed"   Print   InDesign  CS, CS2, CS3
What to expect when you export to XHTML/Dreamweaver from InDesign CS3
"Failed to Export PDF" when you downsample large images while exporting to PDF (InDesign)
InCopy assignment links are missing or cannot be edited when working in cross-platform workflow (InCopy CS3 - CS5) . 23
InDesign crashes when you open an Open, Place, Import Export or Save dialog (CS2, CS3 on Mac OS 10.5 - 10.5.3) 25
InDesign crashes upon launch while attempting to recover a damaged document
InDesign CS2 starts when you double-click on an InDesign CS3 file
InDesign CS3 documents reflow unexpectedly when opened in InDesign CS4
InDesign CS3 or CS4 documents with placed InDesign files fail to update links to placed InDesign files
InDesign CS4 or earlier crashes when opening documents when FontExplorer X Pro is enabled (Mac OS X)
InDesign fails to respond to show or hide commands or disappears while its process continues (Mac OS X 10.5-10.5.5) 30
InDesign Links panel fails to show actual/effective ppi for Photoshop EPS files (CS3 and later)
InDesign preferences and support file locations
InDesign Server instances freeze at launch
English menus in localized versions
After you place a digital photograph into InDesign, the Actual ppi value is higher than the expected image resolution 38
Printing multiple copies of a multi-page document from InDesign CS3 is very slow (Intel-based Macintosh)
Printing tints of black with Color Management enabled to "Composite Gray" PostScript produce different tint values 40
Problems when printing multiple copies (InDesign CS3 on Intel-based Macintosh)
Some faces of Type 1 fonts, such as Helvetica Neue, aren't available in InDesign on Mac 10.6
Some hyphenated URLs do not work when exported to PDF (InDesign CS3)
Supported File Formats for InDesign CS4
Supported file formats for InDesign CS5
Troubleshoot printing problems (InDesign)

### Bleed settings are incorrect when you export to PDF ( InDesign CS3, CS4)

#### Issue

When you export an InDesign document with bleed settings as a spread to PDF, the bleed appears incorrectly in the PDF.

For example, the PDF does not show the outside bleed of a spread, or the last page has a bleed incorrectly added.

#### Reason

The Use Document Bleed And Slug Settings option in the InDesign PDF Export settings is unreliable when you export as Reader Spreads.

#### Solution

#### Solution 1: Specify the Bleed and Slug settings manually

- 1 In the PDF Export dialog box, go to Marks And Bleeds.
- 2 In the Bleeds And Slug section, deselect Use Document Bleed And Slug Settings.
- **3** Enter values for Bleed and Slug.
- 4 Specify other export settings as desired.
- **5** Click Export.

#### Solution 2: Export to PDF with single pages

- 1 In the PDF Export dialog box, go to General.
- 2 In the Pages section, deselect Spreads.
- **3** Finish the other export settings as desired.
- 4 Click Export.

### Cannot open PDF file in Acrobat created from InDesign or Illustrator (Mac, InDesign and Illustrator)

#### Issue

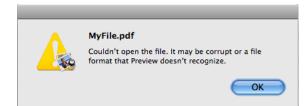
When trying to open a PDF generated from InDesign or Illustrator, Acrobat displays the following error message:

"Acrobat could not open '[name of file]' because it is either not a supported file type or because the file has been damaged (for example, it was sent as an email attachment and wasn't correctly decoded).

To create an Adobe PDF document, go to the source application. Then print the document to Adobe PDE."

X	Acrobat could not open 'MyFile.pdf' because it is either not a supported file type or because the file has been damaged (for example, it was sent as an email attachment and wasn't correctly decoded).
	To create an Adobe PDF document, go to the source application. Then print the document to Adobe PDF.
	ОК

Using Apple Preview, the error is, "Couldn't open the file. It may be corrupt or a file format that Preview doesn't recognize."



#### Reason

The file was created by selecting the option "Save as PDF" from the Mac OS Print dialog.

This workflow is not supported.

#### Solution

#### Solution 1:Use the Export PDF (InDesign) or Save As > Adobe PDF (Illustrator) methods InDesign

- 1 Choose File > Export and select Adobe PDF as the Format.
- 2 Select the desired PDF options.

#### 3 Click Export.

#### Illustrator

- 1 Choose File Save and select Adobe PDF as the Format.
- 2 Select the desired PDF options.
- **3** Click Save PDF.

#### **Solution 2: Print to Adobe PDF**

InDesign and Illustrator

- 1 Choose File > Print.
- **2** Select Adobe PDF [version] from the Printer list.
- **3** Select the desired printer options.
- 4 Click Print.

# Can't print to non PostScript Epson printer from Illustrator or InDesign

#### Issue

When you try to print to a non-PostScript Epson printer from Adobe Illustrator or InDesign, the file appears in the printer's list of jobs, but one of the following problems occurs:

- The file doesn't print.
- The file disappears from the list of print jobs but doesn't print.
- The file disappears from the list of print jobs and doesn't print, and the printer returns an error message, such as "Job Stopped."

#### Reason

You are printing on Mac OS X v10.3.9 or earlier, or you are printing borderless from Mac OS X v10.4.2 or earlier.

#### Solution

Do one or more of the following solutions:

#### Solution 1: Install Adobe InDesign CS3

• To purchase an upgrade from Adobe, visit the Adobe Store at http://store.adobe.com/store/, click [product type], and choose [Product].

 To locate an authorized reseller, visit the Adobe website at www.adobe.com/store/customerregistration/other\_places.jhtml.

#### Solution 2: Print with a page size other than borderless.

Illustrator CS, CS2 and InDesign CS, CS2 are unable to print borderless to some non-PostScript Epson printer models.

Important: Solutions 2 through 5 will not allow you to print borderless.

#### Solution 3: Upgrade to Mac OS X v10.4.8

For upgrade information, visit the Apple website at http://www.apple.com

#### Solution 4: Choose Defined By Driver in the Print dialog box. (InDesign only on Mac OS X v10.3.9 or earlier)

- 1 In InDesign, choose File > Print.
- 2 Select Setup from the list on the left.
- **3** From the Paper Size menu, choose Defined By Driver, and then click Print.

#### Solution 5: Select the printer in the Page Setup dialog box. (Illustrator only on Mac OS X v10.3.9 or earlier)

- **1** In Illustrator, choose File > Print.
- 2 Click Page Setup in the bottom left corner.
- **3** Select Continue if the operating system returns a warning.

From the Format For menu, choose the Epson printer model, and then click OK.

#### Solution 6: Print the file as a PDF file. (Mac OS X v10.3.9 or earlier)

Convert the file to PDF, open the resulting PDF file in Adobe Acrobat or Adobe Reader, and then print it. You can download the latest version of Adobe Reader from the Adobe website at http://www.adobe.com/products/acrobat/readstep2.html

To create a PDF file:

- In Illustrator, choose File > Save As, choose Adobe PDF (pdf) from the Format menu, and then click Save.
- In InDesign, choose File > Export, choose Adobe PDF from the Save As Type menu, and then click Save.

#### **Additional Information**

#### **Background information**

Illustrator CS, CS2 and InDesign CS, CS2 are unable to print borderless to some non-PostScript Epson printer models. There are incompatibilities between Illustrator CS, CS2 and InDesign CS, CS2 when printing to some non-PostScript Epson printer models on Mac OS X v10.3.9 or earlier.

## Can't save InDesign documents to an earlier version

#### What's covered

#### Moving content to previous versions of InDesign Working with more than one version of InDesign

Adobe InDesign 2.x - CS3 can neither open documents that were created with a later version of InDesign, nor can it save documents in a previous InDesign format (for example, InDesign CS3 cannot save documents in InDesign CS2 format).

You can, however, open InDesign CS3 documents saved in InDesign Interchange format in InDesign CS2. To do this, export the document to the InDesign Interchange (INX) format in InDesign CS3, and then open the INX file in InDesign CS2. To open an InDesign CS2 file in InDesign CS, you must first install the Adobe InDesign CS 3.0.1 April 2005 update [CS2 Compatibility Update].

To check what version of InDesign you have installed:

- 1 Click on the Apple Menu (Mac OS) or Help Menu (Windows).
- **2** Choose About InDesign.
- **3** The version number appears in the window.

#### Moving content to previous versions of InDesign

To move content from a later version of InDesign into an earlier version, do one of the following:

- Export the document in InDesign as an INX file.
- Export the document to an Adobe PDF file, and then place each page of the PDF file on a different page of a new document.
- Export the text from the original document, place images and text in the new document, and then format as appropriate.
- Export the document to XML, and then import the XML and structure into an InDesign 2.x document.

#### To export the document to INX:

- 1 In InDesign, choose File > Export.
- **2** Choose InDesign Interchange from the Save As Type menu (Windows) or the Format menu (Mac OS), and then click Save..
- **3** Start InDesign and choose File > Open.
- **4** Select the INX file and click OK (Windows) or Open (Mac OS).

#### Working with more than one version of InDesign

If you want to use more than one version of InDesign, Adobe recommends that you install each version on a separate system to avoid confusion about the documents they create.

In Mac OS, all versions of InDesign use the same file type and creator type. As a result, after you install InDesign CS on a system that has InDesign 1.x-2.x installed, all InDesign documents on the system become associated with InDesign CS and appear with the InDesign CS icon. If you then double-click an InDesign document, including those created in InDesign 1.x-2.x , InDesign CS opens them. To open a document in InDesign 1.x-2.x , you must choose File > Open from within InDesign.

#### **Additional Information**

Adobe InDesign CS2 supports backwards compatibility with InDesign CS by using the Export command, not the Save As command. If you want to open an InDesign CS2 document in InDesign CS, then export a document to the InDesign Interchange Format rather then saving the document to InDesign CS format.. Please note that InDesign CS must have the Adobe InDesign CS 3.0.1 April 2005 (CS2 Compatibility) Update patch installed to open these INX files. Also, InDesign CS does not support new InDesign CS2 features, so some changes may occur when you open these INX files in InDesign CS. To determine if you have the update installed, see "Determine if you have installed InDesign or InCopy CS 3.0.1 April 2005 update" (TechNote 331403 ).

# Disable access to CS4 service extensions | System administrator

Adobe Creative Suite 4 offers a number of services that connect to the Internet to provide enhanced functionality. These services can also download updates automatically. In certain circumstances, system administrators want to disable these connections and updated downloads. The document lists the changes required in the registry (Windows XP, Vista) or preference files (Mac OS X) to disable these network activities. This document applies to the following Creative Suite 4 services:

- Kuler (Extensions > Kuler)
- Adobe ConnectNow (File > Share my Screen)
- Service Manager (Extensions > Connections)
- Search for Help (Search field in the app bar)
- Help > [Product Name] Help

## Deactivate the Adobe Online Services and Service Update preferences at a system level

Set the following data values to deactivate the Adobe Online Services and Service Update preferences at a system level. When these connections are disabled at the system level, it overrides the users' ability to enable connections or updates through the user interface. When online access for Help search is disabled, this feature and the Help > [Product] Help command searches .html Help files on the local hard disk.

#### Windows XP, Vista, or Windows 7 32-bit systems

- HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\ AdobeOnlineDefault; Controls online connections for Search for Help and Help > [Product Name] Help
- HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\CSXSPreferences\ AdobeOnlineDefault; Controls online
  connections for the other services UpdatesAllowed; Controls download of updates to these service extensions

#### Windows XP, Vista, or Windows 7 64-bit systems

- HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Adobe\AdobeOnlineDefault; Controls online connections for Search for Help and Help > [Product Name] Help
- HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Adobe\CSXSPreferences\ AdobeOnlineDefault; Controls online connections for the other services UpdatesAllowed; Controls download of updates to these service extensions

Do the following:

- 1 Choose Start > Run and type **regedit** to open the registry editor.
- **2** Navigate to the locations listed above.
- **3** If the string value AdobeOnlineDefault does not exist, create one (right-click the container object, and choose New > String Value).
- **4** Double-click this string value and set its Value Data to "0" to disable it. Click OK.

#### Mac OS X

On Mac OS, you can find these keys in a file in the following Property List (.plist) files:

- /Library/Preferences/com.adobe.AdobeOnlineHelp.plist AdobeOnlineDefault; controls online connects for Search for Help and Help > [Product Name] Help
- /Library/Preferences/com.adobe.CSXSPreferences.plist AdobeOnlineDefault; controls online connections for the other services UpdatesAllowed; controls download of updates to these service extensions

#### Do the following:

- 1 Open the Apple Property List Editor (supplied with the Apple SKD) or other property list editor application.
- 2 Open /Library/Preferences/com.adobe.CSXSPreferences.plist.
- **3** Select Root to see the subentries.
- 4 Change the value of the key AdobeOnlineDefault to "0" to disable it.
- 5 Change the value of the key UpdatesAllowed to "0" to disable it.
- 6 Open /Library/Preferences/com.adobe.AdobeOnlineHelp.plist.
- 7 Select Root to see the subentries.
- 8 Change the value of the key AdobeOnlineDefault to "0" to disable it.
- 9 Save the plist file.
- 10 Restart the Adobe application.

If any of these keys does not exist, then complete the following steps:

- 1 Select the Root object in the applicable plist file and click the triangle to display its contents.
- 2 Click the New Child button and name it "AdobeOnlineDefault" or "UpdatesAllowed" as appropriate.
- **3** For Class, select String.
- **4** Set the value to "0" to disable it.
- 5 Save the plist file.
- **6** Restart the Adobe application.

#### Sample plist files and registry keys

Attached below are sample plist files and registry keys that you can use as reference, or in place of manually performing the steps above. To add the plist files, navigate to the locations indicated in the steps above. Replace the files with those files supplied in the attached .zip file. To add the registry keys, double-click the registry files in the provided .zip file, authenticate with an administrative password, and click Yes to add the entries.

- PlistFiles.zip (Mac OS)
- RegEntries.zip (Windows)

**Note:** For information about disabling the CS3 or CS4 Adobe Update Manager (Help > Product Updates), see Disable Adobe Update Manager for CS3 or CS4 applications, for system administrators (kb408711).

#### **Additional Information**

• User Settings are controlled through the application Interface. For example, the Connections panel has the commands "Check for Updates," "Update Preferences" and "Offline Options" in its pop-up menu. These options don't appear if the system-level registry entries or plist keys have disabled the functions.

- If the Administrator disables AdobeOnlineDefault in the CSXS preferences, the Connections panel displays the following: "This feature is disabled. Please contact your internal IT for more information."
- If the User preference is set through the application interface, it affects the application immediately. If an Administrator changes it in the registry, it affects the application immediately. If an administrator changes it in a plist file, it doesn't have an affect until the application is relaunched.
- · Setting only the UpdatesAllowed key doesn't restrict the services from accessing the Internet.
- These settings do not affect other online connections from features such as:
  - Resource Central
  - Help > Online Registration
  - Help > Product Updates
  - Help > Adobe Product Improvement

#### **More Help topics**

Disable CS Live internet access from CS5 applications for system administrators

### Error "Cannot Open File. InDesign Content Manager cannot open '[filename].indd. Please upgrade your plug-ins to their latest versions or upgrade to the latest version of Adobe InDesign." Indesign CS-2

#### lssue

When you try to open an Adobe InDesign CS3 document in a previous version of InDesign, InDesign returns the error message:

"Cannot Open File. InDesign Content Manager cannot open '[filename].indd.' Please upgrade your plug-ins to their latest versions or upgrade to the latest version of Adobe InDesign."

#### Reason

InDesign CS and CS2 cannot open native InDesign CS3 documents. The InDesign 4.0.5 update allows InDesign CS2 to open InDesign CS3 files that have been saved in .inx format.

#### Solution

Do one of the following solutions:

#### Solution 1: Install InDesign CS3.

- To purchase an upgrade from Adobe, visit the Adobe Store at http://store.adobe.com/store/.
- To locate an authorized reseller, visit the Adobe website at www.adobe.com/store/customerregistration/other\_places.jhtml.

## Solution 2: Install the most recent InDesign CS2 update, and then open the document as an InDesign Interchange (.inx) file.

1. Install the Adobe Indesign CS2 4.05

Download the update from the Adobe website at www.adobe.com/support/downloads.

To open the document in InDesign CS2, you must first export the document from InDesign CS3 as an InDesign Interchange (.inx) file. Features that are specific to InDesign CS2 (for example, footnotes and object styles) may be modified or omitted when you open the INX file in InDesign CS 2

To export the file as an .inx file:

- 1 Open the document in InDesign CS3
- 2 Choose File > Export.
- 3 Choose InDesign Interchange from the Save As Type or Format menu, and then click Save.
- 4 Then open the file in Adobe Indesign CS2

# Error "Critical Errors were found in Setup" when you install InDesign CS3

#### lssue

When you install Adobe InDesign CS3, you receive the error message, "Critical Errors were found in Setup."

#### Reason

A pre-release version of InDesign CS3 is currently, or was previously, installed on your computer.

#### Solution

Do one or more of the following solutions:

#### Solution 1: Remove previous versions of InDesign CS3.

- 1 Remove the application by starting the installer located in /Applications/Utilities/Adobe Installers (Mac OS) or Add/Remove Programs Control Panel (Windows).
- 2 Follow the on-screen instructions to remove InDesign CS3.

#### Solution 2: Run the Adobe CS5 Cleaner Tool before you install InDesign CS3.

The CS5 Cleaner Tool helps resolve installation problems for C5, CS4, and CS3 products. For information on downloading and running it, see Resolve installation problems with CS5 Cleaner Tool (cpsid\_82947). Follow the onscreen instructions to remove InDesign CS3.

#### **Additional Information**

If the prerelease version of InDesign CS3 was not fully removed or is still installed, the retail version cannot install. Running the Adobe CS3Clean script removes the previous version and enables installation of the retail version.

## Error "File name too long..." when you export InCopy stories from InDesign

#### lssue

When you export multiple stories to Adobe InCopy from Adobe InDesign, InDesign returns the error message, "Error - cannot copy the file [file name]. File name too long or invalid character."

#### Detail

You are exporting files to an AFP server.

#### Reason

When multiple InCopy stories are exported in InDesign format, part of the story name is added to the file name so that you can differentiate the exported files.

The AFP protocol has a 31-character file name limit. InCopy stories with appended file names that were exported from versions of InDesign earlier than 4.0.2 often exceed this limit.

#### Solution

Do one or more of the following solutions:

#### Solution 1: Install InDesign CS3.

- To purchase an upgrade from Adobe, visit the Adobe Store at http://store.adobe.com/store/.
- To locate an authorized reseller, visit the Adobe website at www.adobe.com/store/customerregistration/other\_places.jhtml.

If you need to continue using InDesign CS2, do one of the following solutions:

#### Solution 2: Install the latest InDesign CS2 update.

The update and installation instructions are available on the Adobe website at www.adobe.com/downloads .

**Note:** In order for this update to resolve the issue, you must also download and run the Microsoft Internationalized Domain Names (IDN) Mitigation APIs file. Find the file at

www.microsoft.com/downloads/details.aspx?FamilyID=AD6158D7-DDBA-416A-9109-

07607425A815&displaylang=en or by searching the Microsoft website for "Microsoft Internationalized Domain Names (IDN) Mitigation APIs". Please contact Microsoft if you have questions about downloading or installing the file.

#### Solution 3: Use NFS shares instead of AFP.

Use NFS shares instead of AFP to connect a Mac OS X system to a Windows server.

#### Solution 4: Manually export the stories to InCopy.

When you manually export each story, you can name the story without creating a file name that is too long.

To export a story manually:

1 In InDesign, select a story with either the Selection tool or the Text tool.

- 2 Choose Edit > InCopy > Export > Selection (InDesign CS2) or Edit > InCopy Stories > Export Selected Stories (InDesign CS).
- 3 Choose a destination for the story and give it a name with fewer than 31 characters. Click Save.

#### **Additional Information**

331822 : Error "Network connection has been lost" when you open files from SMB share (InDesign CS, CS2)

### Error "...fonts are not currently available..." | InCopy, InDesign

#### lssue

When you open a document, import text or graphics, or convert PageMaker 6.5 - 7.x or QuarkXPress 3.3x - 4.1 files, you recieve the following error:

"The document [filename] uses one or more fonts which are not currently available on your system. The text will use a substitute font until the original font becomes available."

#### Details

- The application displays a list of missing fonts with the alert message.
- The missing fonts appear in the Missing section at the top of the Font menu.
- Text that uses the missing fonts could be highlighted in pink.

#### Solution

Do one or more of the following solutions:

#### Solution 1: Install or activate the missing fonts.

Install the missing fonts (see "Installing fonts" in InDesign or InCopy Help for more information). If the fonts are already installed and you use a font management utility, make sure that the fonts are activated. If you use a font management utility, then consult the documentation included with the utility for instructions.

#### Solution 2: Install the font style or use only installed font styles.

InDesign and InCopy support only installed font styles. Some fonts, such as Critter, don't include bold or italic styles. In such cases, select the plain version of the font in InDesign or InCopy. Make sure that the font style (for example, Tekton Bold, Optima Oblique) is installed or change the font style to one that's available in InDesign or InCopy.

#### Solution 3: Reinstall missing fonts.

Make sure that the font appears in another application to verify that the font is installed correctly. If the font doesn't appear in another application, reinstall the font. After you install a font, it is sometimes necessary to restart the computer for the font to become available.

**Note:** Mac OS X installs and manages fonts differently than previous versions of Mac OS. For more information, see Troubleshoot font problems (Mac OS X) or see the Apple Support article "Mac OS X: Font Locations and Their Purposes" on the Apple website at http://docs.info.apple.com/article.html?artnum=106417.

#### Solution 4: Replace missing fonts.

Use the Find Font command to replace each instance of the missing font with an installed font.

The Find Font command doesn't replace fonts contained in imported graphics. If the missing font is in a placed EPS or PDF file, install the missing fon. Or, re-create the EPS or PDF file and embed the font.

**Note:** Replacing a font can change the appearance of the document if the installed font takes up more or less space than the missing font.

To replace a missing font:

- **1** Open the document.
- **2** Choose Type > Find Font.
- 3 In the Find Font dialog box, select the missing font from the Fonts In Document list.
- 4 Choose a new font style and font family from the Replace With menus.
- **5** Click Find First and then Change or Change/Find to highlight and change individual instances of the missing font, or click Change All to replace all occurrences of the missing font.

#### Solution 5: Make sure that Type 1 (PostScript) fonts have an outline and bitmap file.

If the missing font is a Type 1 (PostScript) font, make sure that both an outline file and a bitmap file are in the following system-level folders:

**Note:** If you use a font management utility, such as ATM Deluxe, fonts can be stored elsewhere on the hard drive. ATM has not been tested on Vista and is not officially supported on the Vista operating system.

On Windows XP:

- Outline files (.pfm): X:/Windows/Fonts, where "X" is the system drive
- Bitmap files (.pfb, .afm): X:/Windows/Fonts, where "X" is the system drive

#### On Windows 2000:

- Outline files (.pfm): X:/Winnt/Fonts, where "X" is the system drive
- Bitmap files (.pfb, .afm): X:/PSFONTS, where "X" is the system drive

On Mac OS X:

**Note:** Adobe Type 1 (PostScript) bitmap files use the font name. Outline files use a shortened version of the font name (for example, "Isabe" for the Isabella font). To verify whether a file is a Type 1 Outline, Bitmap, Suitcase file, a TrueType file, or an OpenType fonts from Adobe file, select the file. Then choose File > Get Info in the Finder and look at the Kind field.

- Library/Fonts
- System Folder/Fonts
- User/Library/Fonts
- User/Library/Application Support/Adobe/Fonts
- · Applications/Adobe InCopy [Version] /Fonts
- Applications/Adobe InDesign [Version] /Fonts

#### Solution 6: Re-create the Adobe font list files.

On Windows:

1 Quit all Adobe applications.

- **2** Choose Start > Search > For Files or Folders.
- **3** Search for the font list files:
  - On Windows XP and Windows Vista, type "Adobefnt\*.lst" (including the quotation marks) in the All Or Part Of The Filename box, and then click Search.
  - On Windows 2000, type "Adobefnt\*.lst" (including the quotation marks) in the Named box, and then click Find Now.
- **4** Select all files listed, and choose File > Delete. (If you delete a font list file for another Adobe application, the file is re-created the next time the Adobe application is started.)
- **5** Restart InCopy or InDesign. The font list files are re-created during startup.

On Mac OS X:

- **1** Quit all Adobe applications.
- **2** Choose File > Find, and do one of the following:
  - On Mac OS X v10.4.x, click the Computer button, type **Adobefnt** in the text field beside File Name Is, and then click Enter.
  - On Mac OS X v10.2.x-v10.3.x, choose Local Disks from the Search In menu, type **Adobefnt** in the box beside File Name Is, and then click Search.
- **3** Select the file, and choose File > Move to Trash.
- 4 Repeat steps 2-3 for the files Adobefnt05.lst and Adobefnt06.lst.
- 5 Restart InCopy or InDesign. The font list files are re-created during startup.

**Note:** For Mac OS 10.5x, if no adobefnt.lst file is found, then make sure that you add system files in the search criteria in the File > Find dialog box.

- 1 Select Other in the in the Kind drop down menu and wait for the Select a Search Attribute dialog to come up
- 2 Type system.
- **3** Select System Files from the list and then click OK.
- 4 Also check the In Menu box if you want System Files to appear in your criteria in the future.

#### Solution 7: Reduce the number of active fonts or troubleshoot damaged fonts.

InCopy or InDesign may not recognize fonts if there are too many fonts or if one or more fonts are damaged. For more information on reducing the number of fonts or checking for damaged fonts, see one of the following documents:

- Troubleshoot font problems (Mac OS X)
- Troubleshoot font problems (Windows)

#### **Additional Information**

InCopy and InDesign check for missing fonts when opening files or importing text or graphics. If the application cannot locate a font, it returns an alert and lists the font in the Missing section of the Font menu. By default, InCopy and InDesign highlight in pink all text that uses a substituted font. To disable this highlight, choose File > Preferences > Composition (Windows) or InDesign > Preferences > Composition (Mac OS X), and then deselect Substituted Fonts.

InDesign can find Adobe fonts in either the system-level fonts folder, or the Adobe application-specific fonts folders. InDesign installs fonts to the locations listed below.

#### Fonts that InDesign and InCopy CS2 install

InDesign CS2 and InCopy CS2 install the following OpenType fonts from Adobe in [Macintosh HD] /Library/Application Support/Adobe/Fonts/ (Mac OS) or Program Files/Common Files/Adobe/Fonts/ (Windows):

- Adobe Caslon Pro
- Adobe Garamond Pro
- Adobe Jenson Pro
- Adobe Ming Std
- Adobe Myungjo Std
- Adobe Song Std
- Caflisch Script Pro
- Kozuka Gothic Pro
- Kozuka Gothic Std
- Kozuka Mincho Pro
- Kozuka Mincho Std
- Letter Gothic Std
- Lithos Pro
- Myriad Pro Condensed
- Poplar Std
- Ryo Text Std
- Trajan Pro
- Ryo Display Std

#### Fonts that InDesign and InCopy CS3 install

InDesign CS3 and InCopy CS3 install the following OpenType fonts from Adobe in [startup drive] /Library/Fonts/ (Mac OS) or [startup drive]\Windows\Fonts\ (Windows):

- Adobe Caslon
- Adobe Garamond
- Arno
- Bell Gothic
- Bickham Script
- Birch
- Blackoak
- BrushScript
- Chaparral
- Charlemagne
- Cooper Black
- Eccentric
- Garamond Premier Pro
- Giddyup

- Kozuka Gothic
- Kozuka Mincho
- Letter Gothic
- Lithos
- Mesquite
- Minion
- Myriad
- Nueva
- OCR-A
- Orator
- Poplar
- Prestige Elite
- Rosewood
- Stencil
- Tekton
- Trajan

### Error "The PageMaker document is damaged..." when you open a PageMaker document in InDesign CS2 on Windows Vista

#### lssue

When you attempt to open an Adobe PageMaker 7.x or 6.5 document in Adobe InDesign CS2 on Windows Vista, you receive the error message, "The PageMaker document is damaged and cannot be recovered."

#### Reason

Microsoft has changed the behavior of some of the APIs on Windows Vista, preventing InDesign from properly reading the PageMaker document information.

#### Solution

Do one of the following solutions:

#### Solution 1: Install InDesign CS3 or CS4.

• To purchase an upgrade from Adobe, visit the Adobe Store at http://store.adobe.com/store/, click Print Publishing, and choose either InDesign CS3 or Adobe Creative Suite 3 Premium or Standard.

 To locate an authorized reseller, visit the Adobe website at www.adobe.com/store/customerregistration/other\_places.jhtml.

Solution 2: Open and save your PageMaker documents in InDesign CS2 or InDesign CS on either Windows XP or 2000, and then open the newly updated documents in InDesign on Windows Vista.

#### **Additional Information**

InDesign CS2 was released before Windows Vista became publicly available and was not designed for or fully tested on this new operating system. For more information about InDesign on Windows Vista, see "How Adobe Products Support Windows Vista" at www.adobe.com/support/products/pdfs/adobe\_products\_and\_windows\_vista.pdf.

## Error "...The Adobe Print Engine has failed..." | Print | InDesign |CS, CS2, CS3

#### lssue

When you try to print, InDesign returns the following error:

"Printing Error: The Adobe Print Engine has failed to output your data due to an unknown problem."

#### Solutions

Do one or more of the following:

#### Solution 1: Re-create the InDesign preferences file.

- 1 Quit InDesign.
- **2** Rename the InDesign SavedData file and the InDesign Defaults file (for example, to InDesign SavedData.old, InDesign Defaults.old) in the following location:
  - Windows XP: C:/Documents and Settings/[user name]/Application Data/Adobe/InDesign/[Version]
  - Windows 7/Vista: C:/Users/[user name]/AppData/Roaming/Adobe/InDesign/[Version]
  - Mac OS: /Users/[user name]/Library/Preferences/Adobe InDesign/[Version]
- 3 Start InDesign. InDesign creates preference files.
- **4** If the problem persists, you can restore the original preferences by deleting the new files and renaming the old preference files back to their original names.

#### Solution 2: Re-create the gradient so that spot colors are from the same color space.

If you print an EPS file exported from an InDesign document with a gradient, make sure that spot colors in the gradient are from the same color space, and then re-export the EPS. (For example, make sure that the gradient doesn't contain one RGB spot color and one LAB spot color.)

#### Solution 3: Change print options in the Print dialog box.

Change the settings in the Print dialog box as follows:

- If you print a section that contains only one odd page, deselect Even Pages Only.
- If you print a section that contains only one even page, deselect Odd Pages Only.

#### Solution 4: Replace out-of-range colors with in-range colors.

If you print an InDesign document that contains imported tagged text, check to see if the tagged text file contains an out-of-range color. Out-of-range colors appear in the Swatches palette with an appended value, such as "+5," that indicates the nearest in-range value.

To replace an out-of-range color with an in-range color, do the following:

- Define a new color swatch in InDesign and then use the Find/Change feature to replace the color in the tagged text file with the new color.
- Redefine the color value in the tagged text file and then reimport the file into InDesign. The color values are defined with a color table tag (<Color Table>). For more information about Tagged Text color definitions and tags, see the Tagged Text PDF file on the InDesign CD-ROM.

#### Solution 5: Export the file to PDF and then print from Adobe Acrobat 5 or later.

Export the file to PDF and then print the PDF file from Adobe Acrobat 5 or later or Adobe Acrobat Reader 5.0 or later.

#### Solution 6: Remove OPI 2.0 comments from the PDF file.

Remove OPI 2.0 comments from the PDF file, place the PDF file into InDesign, and then print the document.

To remove OPI 2.0 comments, do one of the following tasks:

- In Adobe Acrobat, manually remove the OPI 2.0 comments and then re-create the PDF file.
- In Acrobat, use Enfocus Pitstop to remove the OPI 2.0 comments.
- Use OPI 1.3 comments.
- In Acrobat Distiller, choose Settings > Edit Adobe PDF Settings, click the Advanced tab, deselect Preserve OPI Comments, and then distill the PDF file.
- Use a proxy OPI workflow and embed proxies in the PDF (no Omit).
- In InDesign, select the PDF and apply a transparency option. See "Specifying transparency" in InDesign Help for instructions.

#### Solution 7: Replace the PDF file with an EPS image.

Use an image-editing application such as Adobe Photoshop to save the PDF file as an EPS image. Then place the EPS image into the InDesign document.

#### Solution 8: Use Ink Manager to convert all spot colors to process colors.

To verify the number of spot colors you are using, open your Swatches palette. Swatch names followed by a square with a gray circle in it are spot colors.

To convert all colors to process colors via Ink Manager, do the following:

- **1** Open the Swatches palette.
- 2 Select Ink Manager from the menu.

3 Select All Spots To Process in the lower left corner of the dialogue box and click OK.

If you select the Output page in the Print dialog, you see that only Cyan, Magenta, Yellow, and Black inks are listed in the Inks section.

**Note:** This problem only occurs when you print to a PostScript printer. If you have access to a non-PostScript printer, you can use it to print composites of your file.

#### Solution 9: Save the source file to a different file format.

Open the source file in the application that created it and save it to a format other than PDF. For more information, see the documentation included with the application.

## Solution 10: Export the document to InDesign Interchange (.inx)format, and then check the font information.

- 1 In InDesign CS, choose File > Export, and choose InDesign Interchange from the Save As Type menu.
- 2 Click Save.

#### Solution 11: Export the PDF file from InDesignas a JPEG file.

Place the PDF file in a new InDesign document. Export the PDF file as a JPEG file, and then place the JPEG file in the original InDesign document.

- **1** Create an InDesign document.
- **2** Choose File > Place, select the PDF file, and click Open.
- **3** Click the page to place the PDF file.
- **4** While the PDF file is selected, choose File > Export.
- **5** Choose JPEG from the Format menu, name the file, and then click Save.
- 6 Select the export options you want, and then click Export.
- 7 Open the original InDesign document that wouldn't print.
- 8 Choose File > Place, select the JPEG file that you saved in step 5, and click Open.
- **9** Click the page to place the JPEG file.

#### Solution 12: Use the Convert To PDF tool in Microsoft Office to create the PDF file.

- 1 Open the document in Microsoft Excel, Microsoft PowerPoint or Microsoft Word.
- **2** Click Convert To Adobe PDF in the toolbar.
- **3** Name and save the PDF file.

#### Solution 13: Create a PostScript file and convert it to PDF by using Adobe Acrobat Distiller.

To create a PostScript file in the source application, see the documentation included with the application.

To convert a PostScript file to a PDF file, do the following:

- 1 Start Acrobat Distiller.
- 2 Choose a setting from the Default Setting menu.
- **3** Choose File > Open.
- 4 Select the PostScript file and choose Open. A PDF file appears in the same location as the PostScript file.

#### Solution 14: Check for font damage.

To determine if the problem is related to a damaged font, try switching all fonts used in the document to a standard font. (For example, change Arial or Times New Roman.)

If the problem recurs after you switch fonts, then it is not font-related. If the problem doesn't recur, then the original font could be damaged or out-dated (that is, created before 1992). Try reinstalling the font or obtaining an updated version from the font manufacturer.

#### Solution 15: Re-create the Adobe font list files.

On Windows:

- **1** Quit all Adobe applications.
- **2** Choose Start > Search > For Files Or Folders.
- **3** Search for the font list files:
- On Windows XP and Windows Vista, type "Adobefnt\*.lst" (including the quotation marks) in the All Or Part Of The File Name box, and then click Search.
- On Windows 2000, type "Adobefnt\*.lst" (including the quotation marks) in the Named box, and then click Find Now.
- 1 Select all files listed, and choose File > Delete. (If you delete a font list file for another Adobe application, the file is re-created the next time the Adobe application is started.)
- 2 Restart InCopy or InDesign. The font list files are re-created during startup.

On Mac OS X:

- **1** Quit all Adobe applications.
- **2** Choose File > Find, and do one of the following:
- On Mac OS X v10.4.x, click the Computer button, type **Adobefnt** in the text field beside File Name Is, and then click Enter.
- On Mac OS X v10.2.x-v10.3.x, choose Local Disks from the Search In menu, type **Adobefnt** in the box beside File Name Is, and then click Search.
- 1 Select the file, and choose File > Move To Trash.
- 2 Repeat steps 2-3 for the files Adobefnt05.lst and Adobefnt06.lst.
- **3** Restart InCopy or InDesign. The font list files are re-created during startup.

**Note:** For Mac OS 10.5x, if no adobefnt.lst file is found, then add system files in the search criteria in the File > Find dialog box.

- 1 Select Other in the Kind pop-up menu and wait for the Select a Search Attribute dialog to display.
- **2** Type system.
- **3** Select System Files from the list and click OK.
- 4 Also check the In Menu checkbox if you want System Files to appear in your criteria in the future.

#### **Additional information**

This error has several potential causes. Re-creating the preference files corrects the most common causes, which include the following:

• Printing to a non-PostScript printer immediately after printing to a PostScript printer with Scale To Fit selected.

- Canceling a print job during the printing or spooling process.
- Printing with damaged preference files.

Other potential causes include the following:

- Printing a PDF file that contains OPI 2.0 comments.
- Printing a gradient that contains spot colors from different color spaces.
- Printing a tagged text file that uses out-of-range colors.
- Printing without having selected a printer in the Chooser.
- Printing with the Chooser open after making a printer selection.

In some cases, printing a PDF version of the file is a workaround. The error doesn't always occur with InDesign 1.5 or later because those versions include many printing enhancements.

InDesign returns an error when you try to print OPI 2.0 comments. The error can occur when you place PDF files that were created in QuarkXPress 5.x into an InDesign document. The issue doesn't occur with OPI 1.3 comments. Most proxies don't contain OPI 2.0 comments.

# What to expect when you export to XHTML/Dreamweaver from InDesign CS3

#### What's covered

- InDesign document content that will appear in an XHTML file exported from InDesign CS3
- InDesign document content that is not exported to an XHTML file from InDesign CS3
- InDesign document content that may appear differently in an XHTML file exported from InDesign CS3

The export to XHTML/Dreamweaver feature in Adobe InDesign is designed to allow you to move InDesign document content to the web by exporting content to a format that is supported by web development applications such as Adobe Dreamweaver.

Some object types, features, and attributes that are supported in an InDesign document are not supported or are supported in limited ways by XHTML. This document covers most content types exported from InDesign.

Note: This document is not all-inclusive.

#### InDesign document content that will appear in an XHTML file exported from InDesign CS3

The following types of InDesign content will be exported to XHTML from an InDesign document:

- InDesign stories
- Linked graphics: Linked graphics are exported according to options selected in the export dialog.
- Embedded graphics: Embedded graphics are exported according to options selected in the export dialog.
- Style names: All Style names applied to InDesign content are exported as CSS Declarations. This includes Paragraph, Character, Table, Cell, and Object Style names.
- Bulleted and numbered lists: These lists are exported according to options selected in the export dialog.
- Text variables: Text variables are converted to text.
- Text range hyperlinks: Hyperlinks that jump to text within the exported document are maintained in the exported XHTML.

- Footnotes: Footnotes are exported as bidirectional hyperlinks.
- SWF files

**Note:** Please see the InDesign Help files for more detailed information on the options for bulleted and numbered lists, images, CSS, and JavaScript in the XHTML Export Options dialog.

#### InDesign document content that is not exported to an XHTML file from InDesign CS3

The following types of InDesign content will not appear in XHTML exported from InDesign CS3:

- Style definitions: Only style names are exported as CSS declarations. The definitions assigned to those style names are not exported. Web styles can be defined and associated to the style names for ease of formatting in Dreamweaver. Some style attributes that can be applied in InDesign are not supported on the web and can't be applied through CSS declarations..
- InDesign drawn objects: Drawn objects such as rectangles, ovals, and stars will not be exported to XHTML.
- Movie files: With the exception of SWF files, movie files (for example, QuickTime, MPEG, and AVI) will not be exported to XHTML.
- Unsupported characters: Some special characters used in an InDesign document are not supported in XHTML and are deleted from text on export (for example, frame breaks, indent to here, SING glyph)

#### InDesign document content that may appear differently in an XHTML file exported from InDesign CS3

Although most document content will be exported to XHTML from InDesign, some content will be altered when translated from InDesign document format to XHTML format due to differences the various technologies:

- Document content may not appear in the expected order in the XHTML document: The document content will be exported in order from left to right and top to bottom. The resulting XHTML will be arranged in a continuous page from top to bottom. As a result some content may appear in an unexpected order in the resulting XHTML.**Note:** In the Japanese version of InDesign, the order is read from right to left.
- Grouped and Nested objects: Objects that have been grouped or nested will appear within a single <div> tag in the resulting XHTML. Objects within the <div> tag will be will be exported from InDesign in order from left to right and top to bottom. The resulting XHTML will be arranged continuously from top to bottom.
- Tables: On export, a table will retain it's structure (in accordance with selected export options), but the table will not retain visible strokes around cells, columns, and rows. These attributes can be reapplied by defining the table style declaration in the associated CSS.
- White space characters: Many special white space characters (for example, thin space, hair-space) will be replaced by a regular space in the XHTML file.
- Common special characters: Common special characters are replaced with the expected entity string (for example, & is replaced with & amp; in the XHTML code).
- Non-breaking hyphen: Non-breaking hyphens are replaced with regular hyphens.

#### **Additional Information**

Please see the InDesign Help files for additional information on the Cross-media Export to XHTML/Dreamweaver option in InDesign CS3.

# "Failed to Export PDF" when you downsample large images while exporting to PDF (InDesign)

#### lssue

When you export an InDesign documnent to PDF with downsampling enabled, large images can require large amounts of memory. If the memory needs exceed the amount of system and virtual memory available, then the export might fail with the message, "PDF Export Failed."

#### Reason

This is typically caused by placing images, or graphics that contain images, and scaling them down significantly. This causes their effective resolution to increase. For example, a 600 dpi image scaled to 50% has an effective resolution of 1200dpi. But placing a large, high resolution image without scaling could also require more than the available memory, depending on your system configuration and state, and the downsampling settings.

#### Solution

#### Solution 1: Install the InDesign CS4 6.0.1 update.

Download updates from the Adobe website at http://www.adobe.com/downloads/updates.

- For Mac OS:http://www.adobe.com/support/downloads/product.jsp?product=31&platform=Macintosh
- For Windows:http://www.adobe.com/support/downloads/product.jsp?product=31&platform=Windows

#### Solution 2: Downsample the images after export using Acrobat.

- 1 Choose File > Export and select PDF as your format, choose a location and click Save.
- 2 In the Export PDF dialog box, disable the image downsampling options.
- **3** Open the resulting PDF in Acrobat.
- **4** Choose Advanced > PDF Optimizer.
- **5** Set the downsampling options you desire in the Image Settings pane.
- **6** Disable any other options that are not needed.
- 7 Click OK and choose the name and location to save the file.

## Solution 3: Downsample the images prior to export using Photoshop (or another photo editing tool).

- 1 Context-click on the image in the layout, or the links panel, and choose Edit Original.
- 2 Once the image has opened in Photoshop, choose Image > Image size.
- **3** Ensure that Resample Image, and Constrain Proportions are enable.
- 4 Adjust the document size values to the needs of your layout.
- 5 If the image resolution is larger than what is required by your final output, adjust the value here.

#### Last updated 11/12/2015

- **6** Save and close the image.
- 7 Return to InDesign.
- 8 Update the link if necessary.

### InCopy assignment links are missing or cannot be edited when working in cross-platform workflow (InCopy CS3 -CS5)

#### lssue

When you open an .indd file in InDesign, links to \*.icml files are shown as missing, and cannot be checked in.

Or...

When opening an \*.icma or other file with links to \*.icml files in InCopy, the assignments are shown as missing and cannot be checked out.

#### Solution

#### Solution 1: Upgrade to InDesign/InCopy CS5

This issue has been addressed in the CS5 release of InDesign and InCopy.

#### Solution 2: Rename \*.icml files and edit links in the \*.icma file

**Note**: At some point, the \*.icml files moved from one type of file system to another where the font encodings were different. This move caused remapping of a character in the \*.icml filename. Due to this change in the filename, the link from the InCopy Assignment file cannot find the \*.icml content file. Remapping of one or more filename characters occurs in workflows where some users are on Mac OS X and others on Windows systems, or when files were moved via a remote file server, e-mail server, FTP server, or other. Characters affected by this issue are usually extended or Upper ASCII characters, like Umlauts or accented characters.

Perform both of the following procedures:

#### Finder (Mac) or Windows Explorer

- 1 Edit the \*.icml files in the so that they contain no extended characters, like Umlauts or accented characters.
- 2 Remove all spaces.
- **3** Note the filename for use when modifying the content of the .icma files in the next part of this solution.

**Note:** Removing all spaces and other non-alphanumeric characters makes it easier to write a matching name in the \*.icma file.

#### **Text Editor**

1 Open the \*.icma file in a text editor and search for all instances of "<link".

- **2** Locate the portion of the path that is the filename. Replace it with the new name you created in the first part of this solution.
- **3** Save the file.
- 4 Open the .indd file that contains links to the .icml files.
- **5** Choose > WIndows > Links to display the Links panel.
- **6** Selelct the affected .icml file, and click the Relink button and select the renamed file.

## Solution 3: Recreate your assignment content so that it does not contain non-lower ASCII characters

- 1 Unlink the \*.icml.
- 2 Resave the \*.indd so that it has more than 26 characters that are all lower ASCII.
- **3** Re-export the assignments.

#### Solution 4: Compress your files before moving them through another file system

Compress the files, for example, as a \*.zip, before sharing it on a different operating system, uploading it to an FTP server, e-mailing it, or distributing it in any other way.

**Example:** If all users are on Mac, but the files are distributed via Windows file server, keep the files compressed during this transfer. Unzip them when they reach the destination workstation that uses the same character encoding as the others workstations involved with the files.

#### **Additional Information**

InDesign CS3-CS4 automatically names \*.icml files that it creates in the Contents folder while generating InCopy Assignment files (.icma), using this formula:

Trim to 26 characters ([.indd file name] + [story text]) + .icma

If the INDD filename is 26 characters or greater, then the story text never contributes to the names of the .icma, and the subsequent .icma files in the same Assignment file are clipped and incremented, for example:123456789a123456789b123456.icml123456789a123456789b1234-2.icml...123456789a123456789b123-10.icmlEtc...

If your InDesign filename is less than 26 characters, and if the algorithm takes text from your story content and the story content has non-lower ASCII characters, you run the risk that cross-platform workflow modifies the filenames due to platform font encoding differences. Thus the link object in the \*.icml points to something like:

LinkResourceURI="file:/Users/joe/Desktop/InCopyTest%20Assignments/content/InCopyTest-Upp%C3%A9r%20ASCII.icml"

But the string %C3%A9, which resolves to an accented e (é), makes the file not found because the file on disk has gone from:InCopyTest-Uppér ASCII.icmlto:InCopyTest-Upper ASCII.icml or...InCopyTest-Upp[notdef char]r ASCII.icml

### InDesign crashes when you open an Open, Place, Import Export or Save dialog (CS2, CS3 on Mac OS 10.5 - 10.5.3)

#### lssue

When you open a dialog that allows you to navigate folders on your system, such as the Place, Open, Import, Save or Export dialogs, InDesign crashes.

#### Details

- This issue is specific to early versions of "Leopard" (Mac OS X 10.5 10.5.3) and InDesign.
- This issue is similar to, but not resolved by "Adobe Creative Suite 3 products crash when you save, open, or place a file, after installing the Version Cue CS3 3.1.0 update (Mac OS X v10.4.x-10.5) (Technote kb402521).

#### Reason

This issue was introduced in Mac OS X v.10.5 with changes to the Mac OS X navigation services utilized by InDesign. The release of Mac OS 10.5.4 appears to have resolved the issue.

#### Solution

#### Solution 1: Run the Mac OS X Software Update utility to update to Mac OS X version 10.5.4.

- 1 From the Apple menu, choose Software Update.
- 2 From the list of available updates, choose Mac OS X Update v.10.5.4, or Mac OS X Update Combined v.10.5.4.
- **3** Click Install.
- 4 When prompted, restart your system and wait for the installation to complete.

If you are not able to update to Mac OS X v.10.5.4, then try the other solutions in this document.

#### Solution 2: Uninstall Version Cue or Version Cue Server.

Note: There is new uninstall functionality on Macintosh. Do NOT drag applications to the trash to uninstall.

- **1** To safely uninstall Version Cue or Version Cue Server on Mac OS X, double-click the product installer in Applications/Utilities/Adobe Installers.
- 2 Authenticate as an administrator, then select Uninstall Components and follow the on-screen instructions.

#### Solution 3: Invoke the Place dialog from a new document.

**Note:** This solution applies only to crashes when you use the InDesign Relink dialog, and not other dialogs or scenarios where Bridge or Version Cue are involved.

For every time you launch InDesign:

- 1 Before you open an existing document, choose File > New > Document.
- 2 Choose File > Place to invoke the Place dialog, then cancel out of it.
- **3** If you have to quit InDesign, repeat the steps above after relaunching.

#### Solution 4: Invoke the Mac OS X Save as PDF dialog from the InDesign Print dialog.

**Note:** A number of customers have reported reducing their encounters with this issue by performing these steps, but this has not been verified by Adobe.

For every time you launch InDesign:

- 1 Before opening an existing document, choose File > New > Document.
- 2 Choose File > Print and click on the Printer button at the bottom of the Print dialog. This will invoke the Mac OS X Print Driver UI.
- 3 Click and hold to select "Save as PDF" from the PDF button/menu. This will invoke a Save dialog.
- 4 Press Cancel, then Cancel twice more, until you are back to your blank new document.
- 5 If you have to quit InDesign, repeat the steps above after relaunching.

### InDesign crashes upon launch while attempting to recover a damaged document

#### Issue

InDesign continues to crash each time you try to re-start.

#### Reason

Documents can become damaged while working on them in InDesign, or they can contain damaged information, for example, due to hard drive or other disk read/write errors. The situation can occur when InDesign opens the file initially, but then cause a crash because InDesign tries to read or write from or to a damaged portion of the file.

The InDesign document recovery feature tries to automatically open InDesign documents which were open during the time of an application crash. If the document it is trying to open is damaged, then it can cause InDesign to crash each time you restart InDesign.

#### Solution

#### Remove the file or files from the document recovery folder.

Move these files to your desktop, and attempt to recover them using the methods described in, "Troubleshoot damaged InDesign documents" (TechNote kb403982).

You can change the document recovery folder in the user preferences. The default path is listed below, but check the location in Preferences > File Handling > Document Recovery Data to be certain.

- On Mac OS: /[Hard Drive]/Users/[User Name]/Library/Caches/Adobe InDesign/Version [#.0]/InDesign Recovery
- On Windows XP: C:\Documents and Settings\[User Name]\Local Settings\Application Data\Adobe\InDesign\Version [#.0]\en\_US\Caches\InDesign Recovery
- On Windows Vista and Windows 7: C:\Users\[User Name]\AppData\Local\Adobe\InDesign\Version [#.0]\en\_US\Caches\InDesign Recovery

## InDesign CS2 starts when you double-click on an InDesign CS3 file

#### lssue

When you try to open an Adobe InDesign CS3 file by double-clicking the icon or file in Windows Explorer, Adobe InDesign CS2 starts. You may see the following error message:

"Cannot Open File. InDesign Content Manager. Cannot Open "[filename] .indd". Please upgrade your plug-ins to the latest version of Adobe InDesign."

#### Reason

- You have both InDesign CS2 and InDesign CS3 installed on your system.
- You installed or reinstalled InDesign CS2 after you installed InDesign CS3.

#### Solution

Do one of the following solutions:

#### Solution 1: Change the file association for INDD files.

To ensure that your InDesign files open in InDesign CS3, set the file association for all INDD files to InDesign CS3. File association is a Microsoft Windows function and is outside the area for which we can provide support. However, as a courtesy, Adobe provides TechNote 315812, "How to change file associations (Windows XP, 2000)."**Note:** Only one version of InDesign can be associated with INDD files in Windows.

#### Solution 2: Remove and reinstall InDesign CS3.

- 1 Choose Start > Control Panel > Add Or Remove Programs.
- 2 Select Change/Remove Adobe InDesign CS3.
- **3** In the Adobe InDesign CS3 Installer Welcome window, select the Remove Adobe InDesign CS3, and then click Next.
- 4 Follow the on-screen instructions to remove InDesign CS3.

#### **Additional Information**

The version of InDesign that you install last determines the file association for all InDesign files. For example, if you install InDesign CS2 after you install InDesign CS3, then double-clicking an INDD file will open it in InDesign CS2.

# InDesign CS3 documents reflow unexpectedly when opened in InDesign CS4

#### Issue

When you open documents created in InDesign CS3 or earlier in InDesign CS4, the document's text reflows unexpectedly. This is likely to affect text with Eastern European languages applied, such as Russian, Polish, and Ukrainian.

#### Reason

The Hyphenation Limit is getting incorrectly set to zero.

#### Solution

#### Install the InDesign CS4 6.0.1 update.

Download updates from the Adobe website at http://www.adobe.com/downloads/updates.

- For Mac OS:http://www.adobe.com/support/downloads/product.jsp?product=31&platform=Macintosh
- For Windows:http://www.adobe.com/support/downloads/product.jsp?product=31&platform=Windows

# InDesign CS3 or CS4 documents with placed InDesign files fail to update links to placed InDesign files

#### Issue

When you work with InDesign CS3 or InDesign CS4 documents that contain large numbers of placed native .indd files, some links to those native files may fail to update.

#### Details

Printed output for the affected artwork might image as a low resolution proxy when you print or export to PDF.

#### Reason

This issue is caused by a limitation in the number of InDesign documents that can be open at one time (150). When InDesign opens a book or document that contains links to placed .indd files, it needs to open those .indd files in the background in order to have high resolution data to draw to the screen, or to print, or toexport. The solution involves opening some of the files, reading the necessary data, closing them, then repeating the process. This avoids the 150 open document limit.

#### Solution

#### Install the InDesign CS4 6.0.1 update.

Download updates from the Adobe website at http://www.adobe.com/downloads/updates.

- For Mac OS:http://www.adobe.com/support/downloads/product.jsp?product=31&platform=Macintosh
- For Windows:http://www.adobe.com/support/downloads/product.jsp?product=31&platform=Windows

### InDesign CS4 or earlier crashes when opening documents when FontExplorer X Pro is enabled (Mac OS X)

#### lssue

When opening a document on Mac OS X, Adobe InDesign CS4, CS3, or CS2 crashes, hangs, or freezes.

**Note:** Typically this problem occurs if you have the FontExplorer X Pro InDesign Plug-in 3.0.5 or earlier installed, and if the document you are opening contains an EPS or PDF graphic that has references to non-embedded fonts.

#### Solution

Download and install the InDesign CS2/CS3/CS4 Plug-in Version 3.0.6 for FontExplorer X Pro. Be sure to download the file that matches your version of InDesign:

For InDesign CS4: http://fex.linotype.com/download/mac/plugins/FEX\_InDesign\_CS4\_6503.zipFor InDesign CS3: http://fex.linotype.com/download/mac/plugins/FEX\_InDesign\_CS3\_6357.zipFor InDesign CS2: http://fex.linotype.com/download/mac/plugins/FEX\_InDesign\_CS2\_6370.zip

The new plug-in fixes the problem of InDesign crashing when opening a document that contains graphic elements such as EPS and PDF with non-embedded fonts.

To install the plug-in:

- 1 Quit FontExplorer X Pro.
- 2 Remove the FontExplorer X Pro InDesign Plug-in 3.0.5 from the InDesign CS2/CS3/CS4 Plug-in folder (/Applications/Adobe InDesign CSx/Plug-Ins/).
- 3 Quit InDesign.
- 4 Copy the downloaded file into /Applications/Adobe InDesign CSx/Plug-Ins/.
- **5** Double-click the .zip file to unpack the plug-in (optionally delete the .zip file afterward or remove it from the Plug-in folder and store elsewhere).
- 6 Restart FontExplorer X Pro.
- 7 Open the Plug-in Manager from the Tools menu and check that the Plug-in Version 3.0.6 is installed **Note:** Do not press the Downgrade button; clicking Downgrade installs Plug-in Version 3.0.5 again.

#### **Additional Information**

If this solution doesn't solve your problem, contact the FontExplorer X Pro team via their web contact form:

http://www.fontexplorerx.com/support/

InDesign fails to respond to show or hide commands or disappears while its process continues (Mac OS X 10.5-10.5.5)

#### Issue

Adobe InDesign CS3 or CS4 fails to respond to the show or hide commands when you use the Cmd+H keyboard shortcut or the "Hide InDesign" or "Show All" commands on the Application menu on Mac OS X10.5.x.

InDesign may enter into a hidden state and cannot be made visible again. This can occur when switching context from or to InDesign. For example, clicking on the desktop to switch to the finder, or using the Command+Tab keys to switch between InDesign and another application.

You might also have problems maximizing or minimizing the application.

#### Reason

Adobe Engineering is working with Apple to address this issue.

#### Solution

Do one of the following solutions:

#### Solution 1: Update your Mac operating system to 10.5.6.

For more information on how to upgrade your operating system, please refer to http://www.apple.com/downloads.

#### Solution 2: Quit and Restart InDesign before the issue appears.

When you first start InDesign, before this issue appears, quit and restart InDesign. Many customers have found this prevents the issue from occurring later in their application session.

#### Solution 3: Restart InDesign after the issue appears.

If InDesign is still visible, but not responding to the Hide command (Command+H), then quit InDesign and restart the application.

If InDesign has become hidden, and cannot be made active again, then do one of the following:

#### Quit using the Dock

- 1 Control+Click the InDesign icon in the Dock and choose Quit.**Note:** If there are open unsaved documents, this will not work as the save confirmation dialog will be invoked and cannot be dismissed because the user interface (UI) is hidden.
- 2 Relaunch InDesign.

#### Force quit

- 1 Press Command+Option+Escape to invoke the Mac OS X Force Quit Applications dialog box.
- 2 Select InDesign and click the Force Quit button.
- **3** In the next dialog box, click the Force Quit button again to confirm your selection.
- **4** Restart InDesign and use the Document Recovery feature to recover any unsaved changes to documents which were open when you forced quit.

# InDesign Links panel fails to show actual/effective ppi for Photoshop EPS files (CS3 and later)

#### lssue

InDesign Links panel fails to report actual, or effective, ppi for Photoshop EPS files.

#### Solution

Use the InDesign CS4 Preflight panel to create a Preflight profile that checks for resolutions within your needed range. Observe for errors that indicate an image's effective resolution is out of that range.

- 1 Choose Window > Output > Preflight.**Note:** If you don't see these menu commands, choose "Show All Menu Items" from the bottom of each menu and submenu.
- 2 From the Preflight panel menu in the upper right, choose Define Profiles.
- **3** Click the "plus" button at the bottom of the list of existing profiles.
- **4** Give your profile a name.
- **5** Expand the Images and Objects section.
- **6** Select Image Resolution.
- 7 Expand the Image Resolution section.
- 8 Enable the Color Image Maximum Resolution and give it a value.
- 9 Enable the Color Image Minimum Resolution and give it a value.
- 10 Repeat Steps 8 and 9 for Grayscale images and 1-bit images.
- 11 Click Save.
- 12 Click OK to exit the Preflight Profiles dialog box.

13 Turn on the Preflight feature, and choose your custom profile in the Preflight panel.

**Note:** The Preflight feature only reports on the effective resolution of an image. For example, for an image with 72 ppi, scaled down to 25% of its original size, Preflight reports its effective resolution of 288 ppi (4 x 72).

#### **Additional Information**

For other file formats, InDesign reads the image resolution while importing for the firs time, or when updating an existing link. It then caches the information in the document for quick reference later. The Photoshop EPS import function does not have methods for caching the resolution information.

Currently this issue is a designed limitation for InDesign.

Resolution information may also be missing for PDF files that contain multiple images with different resolutions, or that contain no images.

### InDesign preferences and support file locations

#### InDesign preferences and support files

The preference and support files for InDesign have similar locations. These files are primarily grouped into three locations, though there is data in additional locations as noted below.

- The Application folder: At the location of the application, or executable, are subfolders for presets and other support files. These subfolders are typically where the "canned" presets are located.
- The application "roaming data folder." This folder is intended for "normal" preference data that you would want to roam from machine to machine in a roaming profile environment.
- The application "local cached data folder." This folder is designed for large data caches that you don't want to roam from machine to machine in a roaming profiles environment on Windows. It is also for data that can easily be regenerated if deleted.

#### Mac OS X

#### **Application "Roaming Data Folder"**

/Users/[User Name]/Library/Preferences/Adobe InDesign/Version #

Preference files saved into this location include the following:

- Color Settings
- Composite Fonts
- Find-Change Queries
- InDesign Defaults
- Scripts
- Workspaces

Preference files saved into this location include the following:

- Color Settings
- · Composite Fonts
- Find-Change Queries
- InDesign Defaults
- Scripts
- Workspaces

Preference files saved into this location include the following:

- Color Settings
- Composite Fonts
- Find-Change Queries
- InDesign Defaults

- Scripts
- Workspaces

Preference files saved into this location include the following:

- Color Settings
- Composite Fonts
- Find-Change Queries
- InDesign Defaults
- Scripts
- Workspaces

Preference files saved into this location include the following:

- Color Settings
- · Composite Fonts
- Find-Change Queries
- InDesign Defaults
- Scripts
- Workspaces

# Application "local cached data folder"

/Users/[User Name]/Library/Caches/Adobe InDesign/Version [#]

# Windows

# Windows XP

Roaming Data Folder:

• C:\Documents and Settings\[User Name]\Application Data\Adobe\InDesign\Version [#]

Local Cached Data Folder:

• C:\Documents and Settings\[User Name]\Local Settings\Application Data\Adobe\InDesign\Version [#]

## Windows 8/Windows 7/Windows Vista

Roaming Data Folder:

• C:\Users\[User Name]\AppData\Roaming\Adobe\InDesign\Version [#]

Local Cached Data Folder:

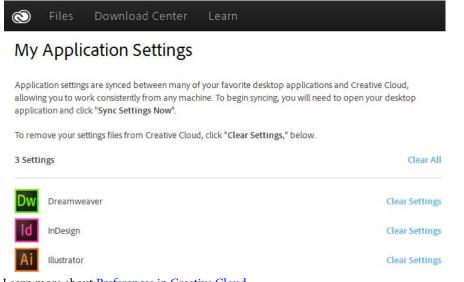
• C:\Users\[User Name]\AppData\Local\Adobe\InDesign\Version [#]\en\_US\Cache

# **Reset preferences in Creative Cloud**

To clear the preferences store in the Cloud, follow the steps below:

- 1 Go to creative.adobe.com and Sign in with your adobe ID.
- 2 Click the icon **T** in the upper-right corner of the page.
- 3 Click My Application Settings to see a list of Applications who's preferences are stored in the cloud.

4 Click Clear Settings next to the application name to remove the preferences stored in the Cloud.



Learn more about Preferences in Creative Cloud.

# **Delete InDesign preferences with shortcuts**

You can delete the replaceable InDesign SaveData and InDesign Defaults files by holding down the following keys while InDesign is launching:

- Windows: Shift+Ctrl+Alt
- Mac OS: Shift+Control+Option+Command

# InDesign version and preferences version number

- InDesign CS3 Version 5.0
- InDesign CS4 Version 6.0
- InDesign CS5 Version 7.0
- InDesign CS5.5 Version 7.5
- InDesign CS6 Version 8.0
- InDesign CC Version 9.x

# **Additional information**

Here is a brief Description of what is stored in different locations:

# Local Cached Data folder

- InDesign Recovery folder (+data)
- Scripting Support folder
- FindChangeData
- FindChangeDataTmp
- FontMask

- · Cacheidletask log
- InDesign ClipboardScrap
- InDesign DragDropScrap
- InDesign SavedData

### **Roaming Data folder**

- Color Settings
- · Composite Fonts
- Find-Change Queries
- · InDesign Defaults
- · InDesign Scripts folder
- · Workspaces folder
- · Menu Sets folder

Also attached is a PDF document that contains further information of a range of preferences and their functions. This document was written for InDesign and was posted on indesignsecrets.com.

Adobe believes that the information in this document is correct. However, Adobe cannot give support on the accuracy of the content.

**ID Preferences PDF** 

# InDesign Server instances freeze at launch

Sometimes, after a server maintenance is complete and the server restarts, InDesign server instances stop responding to SOAP requests. With Windows Server OSes 2003 Server/2008 R2, the task manager Process tab shows that the InDesign server instances are consuming a lot of memory. And, the memory consumption goes up on an incremental basis. This issue happens because the server instances can't load one or more corrupt PDF job options files at startup.

### Troubleshoot the freeze at launch issue for InDesign Server instances

Important: These troubleshooting steps apply to all InDesign Server versions starting from CS3 - CS6.

#### Windows Server

- **1** Quit all the instances running in the background.
- 2 Launch Task Manager and click the Processes tab.
- 3 Right-click an InDesign Server instance process and click End Tree.
- **4** Repeat step 3 for all running InDesign Server instances.
- 5 Navigate to C:\Users\user name\AppData\Roaming\Adobe\Adobe PDF\Settings
- 6 Create a backup folder on the desktop and move all the .joboptions files from the above folder to the backup folder.
- 7 Restart InDesign server instances one-by-one.

### **Mac OS Server**

- **1** Quit all the instances running in the background.
- 2 Launch / Applications/Utilities/Activity Monitor and click the Processes tab.

#### Last updated 11/12/2015

- 3 Right-click an InDesign Server instance process and click Quit/Force Quit if needed.
- 4 Repeat step 3 for all InDesign Server instances running.
- 5 Navigate to location /HDD/Users/Username/Library/Application Support/Adobe PDF/Settings
- 6 Create a backup folder on the desktop and move all the .joboptions files from the above folder to the backup folder.
- 7 Restart InDesign server instances one-by-one.

# **English menus in localized versions**

# lssue

The menus in localized versions of Adobe InDesign are in English.

# Solution

Do any of the following:

# Solution 1: Set permissions for all users to have full control on the InDesign registry key.

*Note:* Adobe does not provide support for making edits to registry keys. This information is provided as is. For support in making modifications to your system registry, consult Microsoft Technical Support.

NOTE: Adobe does not provide support for making edits to registry keys. This information is provided as is. For support in making modifications to your system registry, please consult Microsoft Technical Support.

- 1 Choose Start > Run (XP only), then type regedit and press return.
- 2 Navigate to HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\InDesign
- 3 Right-click on the InDesign element and choose Permissions.
- 4 Select the group "Users" then select the checkbox for Allow under the permission Full Control
- 5 Click OK.
- **6** Delete the InDesign preferencefiles (refer to Solution 2)and restart InDesign.
- 7 If you still get the issue, check the permissions above for the following reg keys:HKLM\SOFTWARE\Adobe\InDesignHKLM\SOFTWARE\AdobeHKLM\SOFTWARE

### Solution 2: Re-create the InDesign preference files.

Re-creating the InDesign preference files restores settings to their defaults. Make sure to close InDesign before you recreate the preference files or InDesign may behave unexpectedly.

To re-create the InDesign preference files in Windows:

- 1 Quit InDesign.
- **2** Choose Start > Search > For Files or Folders.
- 3 Type"InDesign SavedData" (including the quotation marks) in the Named text box, and then click Find Now.
- 4 Select the InDesign SavedData file in the list that appears, and choose File > Rename.
- 5 Rename the file (for example, tobackup SavedData) so that you can restore it later if desired.

- 6 Start InDesign. InDesign re-creates the preference file.
- 7 If the problem recurs, repeat this procedure for the InDesign Defaults file.

To re-create the InDesign preference files in Mac OS X:

- 1 Quit InDesign.
- **2** Choose File > Find.
- 3 Type Indesign SavedData in the text box (Mac OS X v10.3.x) and then click Search.
- **4** Select and rename the InDesign SavedData file (for example, tobackup SavedData) so that you can restore it later if desired.
- 5 Start InDesign. InDesign re-creates the preference file.
- 6 If the problem recurs, repeat this procedure for the InDesign Defaults file.

# Solution 3: Restart the system and log in as an Administrator.

### Solution 4: Delete theAdobeESDGlobalApps.xml file.

- **1** The file can be found at:
  - Windows: C:\Documents and Settings\All Users\Application Data\Adobe\Updater
  - Mac OS: Library/Application Support/Adobe/Updater
- 2 Delete the InDesign preference files (refer to Solution 2) and restart InDesign

# **Additional Information**

This issue occurs when you are logged into Windows as a User. After InDesign launches, you may get a gray window with no menus or palettes and the window title bar says "K2."

The user prefs are probably also now invalid. Anytime the language gets changed, the prefs need to be deleted or else the user will experience another problem mentioned in these case notes: the app will launch, but all you will get is a "gray window" with NO menus or palettes and the window titlebar will say "K2" in it. You need to delete the prefs to launch Indesign normally.

If the "Read" permission does not have a check mark in the "Allow" checkbox (WIN), then InDesign will run in English because it cannot read the "User Interface Locale Setting" registry value in the "4.0" folder. English is the default.

The AdobeESDGlobalApps.xml file contains the AUM application registration information.

# After you place a digital photograph into InDesign, the Actual ppi value is higher than the expected image resolution

# Issue

When you place a digital image into Adobe InDesign, the info palette displays a much higher actual ppi value (for example, 288) than the expected 72ppi resolution.

# Reason

- Your image was captured at high resolution and with low compression. For example, Large format or high pixel values and fine quality.
- Your image was not edited and/or saved from Adobe Photoshop.
- Your image was saved at a resolution of 72ppi.

# Solution

Do one or more of the following solutions:

# Solution 1: Use photo editing software to save the image at the desired size and resolution before placing the image into InDesign

- 1 Prior to placing your image into InDesign determine the appropriate physical dimensions (for example, 5x7").
- **2** Open your image in an image editing application such as Adobe Photoshop and resample the image to the correct ppi resolution at the correct physical dimensions (for example, 5x7" and 72ppi).
- **3** Place the image into InDesign.

# Solution 2: Open and resave the image from Adobe Photoshop

- **1** Open your image in Photoshop.
- 2 Choose File > SaveAs and save your file to a new name or the same name.**Note**: If the image is not resampled before being saved it will be quite large when placed into InDesign.

# **Additional Information**

Some digital cameras omit data that applications use to generate a preview for the image. In some cases, ommission of the preview data results in a preview that is saved at a ppi resolution of 72ppi. High resolution images typically contain millions of pixels. When those pixels are mapped to a low pixels-per-inch ratio, such as 72ppi, the physical dimensions of the image preview are quite large.

For example, if your image was captured at a pixel depth of 2560 wide by 1920 high and then those pixels are mapped to a ppi resolution of 72ppi, the physical dimensions of the image become 35.5556" wide by 26.6667" high.

When a high resolution image mapped to a low ppi resolution is placed into InDesign it will usually need to be resized. Resizing an image in InDesign does not resample the image. This means that no pixels are lost when the image is decreased in size after placement into InDesign. Since the image contains the same total number of pixels (eg: 2560 X 1920) when you reduce the size of the image each inch of image will contain more pixels.

For example, if you reduce your 35.5556x26.6667" image in InDesign by 50% so that it is 17.7778x13.333", the number of pixels per inch doubles to 144ppi. If you reduce your original image to 25% of its original size the image dimensions will be 8.8889 X 6.6667 and the ppi resolution will be 288ppi.

# Printing multiple copies of a multi-page document from InDesign CS3 is very slow (Intel-based Macintosh)

# Issue

When you print multiple copies of a multi-page document from Adobe InDesign CS3 on an Intel-based Macintosh, the job takes a very long time to print.

In addition, duplexing causes the same content to print on the front and back of the paper. For example, the first 5 sheets of paper have page 1 on both front and back, the next 5 have page 2 on front and back, and so on.

# Details

When you print 10 copies of a 10 page document, 10 images of each page are downloaded to the printer.

# Solution

### Install the most recentInDesign update.

Download the update from the Adobe website at www.adobe.com/support/downloads.

# **Additional Information**

This issue does not affect Windows users or PowerPC Mac OS users.

# Printing tints of black with Color Management enabled to "Composite Gray" PostScript produce different tint values

# lssue

Tints of the "[Black]" swatch, or CMYK color definitions in which only black contributes (for example, C=0, M=0, Y=0, K=60) will print with slightly different tint values in Composite Gray PostScript output from InDesign if Color Management is enabled in the Color Settings.

# Example

Print an InDesign document that contains a rectangle filled with an 80% tint of the swatch "[Black]" to the Adobe PDF printer with "Composite Gray" as the Color option in the Output panel of the Print dialog box.

Place the resulting PDF file back into InDesign and view with the Separations Preview enabled (Window > Output > Separations Preview). Hover over the rectangle in the placed PDF and you'll see that it contains approximately a 73% tint of black, depending on your Color Management setup.

# Reason

You have Color Management enabled. InDesign is converting your source color numbers to the active document profile space prior to the conversion to grayscale.

# Solution

Do one of the following:

# Solution 1: Disable color management.

- 1 Choose Edit > Color Settings
- 2 Change the Settings selection to "Emulate Adobe InDesign 2.0 CMS Off"
- 3 Click OK
- 4 Print the document with "Composite Gray" Color option in the Output pane

# Solution 2: Print with "Composite Leave Unchanged".

**Note:** This will produce DeviceCMYK colorspace for your black objects, which could produce different numbers based on down-stream processes in your workflow. Also, this doesn't convert any non-black colors to grayscale so you'll need to set your printer or other RIP to convert the colors to grayscale.

- 1 In the Print dialog box, set the Color setting to "Composite Leave Unchanged"
- 2 Ensure the Print dialog box's Color Management setting is set to "No Color Management"

# Solution 3: Convert to Grayscale in Acrobat.

- 1 Print with "Composite Leave Unchanged"
- 2 Distill with "Leave Unchanged" in the Acrobat Distiller color settings
- 3 Use the Advanced > Print Production > Convert Colors command to bring up the Convert Colors command
- **4** Set all colors to be converted to the destination space
- **5** Set the destination space to a grayscale profile.**Note:** Most grayscale profiles will cause a shift in the values of CMYK blacks. To avoid this, you'll need to use a custom profile that meets your needs.

# Problems when printing multiple copies (InDesign CS3 on Intel-based Macintosh)

# lssue

When you are printing multiple copies of a document from InDesign CS3 on an Intel Macintosh, you encounter one of the following issues:

- The spool file for multiple copies is much larger than the spool file for one copy. If you open the spool file in a text editor, it will have multiple pages. For example, if you print 50 copies, when open the spool file in a text editor, it has multiple pages with the content repeated fifty times.
- Printing multiple copies duplex results incorrect printing page order.

# Reason

You are printing from a Mac Intel computer.

# Solution

# Install the latest InDesign CS3 update.

You can dlownload the latest InDesign updates for Mac OS X on the Adobe website at http://www.adobe.com/support/downloads/product.jsp? product=31&platform=Macintosh.

# Some faces of Type 1 fonts, such as Helvetica Neue, aren't available in InDesign on Mac 10.6

# Issue

Some Type 1 (PostScript) fonts don't appear in the InDesign fonts lists on Mac OS 10.6 and later. For example, when you look at the font Helvetica Neue in the Font submenu of the Type menu, you see Medium Italic, but no Medium. The missing faces do appear under the TrueType version of the font.

Faces listed under Type 1 Helvetica Neue

Faces listed under TrueType Helvetica Neue

# Solution 1: Update to InDesign CS5 7.0.2

Install the InDesign CS5 7.0.2 update. This can be found by choosing Help > Updates from any CS5 application, or by downloading from http://www.adobe.com/downloads/updates/.

# Solution 2: Use the InDesign Font Folder

Put the affected Type 1 font files into the Adobe InDesign application font folder, for example:

- CS3: /Applications/Adobe InDesign CS3/Fonts
- CS4: /Applications/Adobe InDesign CS4/Fonts
- CS5: /Applications/Adobe InDesign CS5/Fonts

# **Additional information**

InDesign has an order of preference for dealing with font conflicts. For fonts with the same PostScript name (as with Helvetica Neue), the /System/Library/Fonts folder is preferred over the /Library/Fonts folder. Additionally, a preference is made in favor of other fonts when conflicts include a .dfont type font. In earlier versions of Mac OS, /System/Library/Fonts was always populated with .dfont type fonts. Now with other types of fonts included, the preference is to suppress the Type 1 face when it conflicts with the System TrueType version.

# Some hyphenated URLs do not work when exported to PDF (InDesign CS3)

# Issue

Some URLs that are hyphenated by InDesign CS3, do not work after you export the file to PDF. If you create a Hyperlink that contains a hyphen, but without the "http://" protocol prefix, then the link in the resulting PDF file points to a file, not to a website.

# Reason

The hyphen is retained as part of the URL and thus doesn't match the true URL. For example:

· http://en.wikipedia.org/wiki/Category:Lists\_of\_ambiguous\_human\_names

becomes:

http://en.wikipedia.org/wiki/Category:Lists\_of\_ambi-guous\_human\_names

# Solution

Solution 1: Manually edit the hyperlink destination in Acrobat to remove the hyphen form the hyperlink destination.

Solution 2: Disable automatic hyphenation in InDesign for the URLs in question.

Solution 3: Use "http:// " as part of your web link in InDesign.

# **Supported File Formats for InDesign CS4**

# What's Covered

- File > Open formats
- File > Save As formats
- File > Export formats
- File > Place formats ( Import in graphics and text files)
- Save for InCopy
- Other

The tables list the file formats that Adobe InDesign CS4 supports for various functions.

### Last updated 11/12/2015

For more information on settings and option when opening, importing and exporting, and saving files, see Adobe InDesign CS4 Online Help.

# File > Open

Extention	File Name	Version	Comments
indd	InDesign document	all versions	
indl	InDesign Library	all versions	
indt	InDesign Template	all versions	
pmd	Adobe PageMaker	6.0 - 7.0	
хqх	QuarkXPress Passport	4.1.x	newer versions need to be save in Quark to these accepted versions
хqх	QuarkXPress	3.3 - 4.1.x	newer versions need to be save in Quark to these accepted versions

# File > Save As

Extention	File Name	Version	Comments
indd	InDesign document	all versions	
indl	InDesign Library	all versions	libraries are save from the Library panel
indt	InDesign Template	all versions	

# File > Export formats

Extention	File Name	Version	Comments
xlf	Adobe Flash CS4 Pro	only for Flash CS4 Pro	
txt	Adobe InDesign Tagged Text		
pdf	Portable Document Format		
eps	Encapsulated PostScript		
incx	InCopy CS3 Interchange	for IC CS3	can also be read by IC CS4
icml	InCopy document	CS4 only	
inx	InDesign CS3 Interchange	for ID CS3	can also be read by ID CS4
			See note below.
idml	InDesign Markup Language	CS4 only	
jpg	JPEG		
rtf	Rich Text Format		
swf	Flash	all versions	
txt	Text only		
xml	XML		

**Note:** For backwards compatibility export to INX. INX is only supported to be opened by InDesign CS3, however, it might open and function correctly in previous versions to ID CS3.

Extention	File Name	Version	Comments
tiff	Tagged Image File Format		
gif	Graphic Interchange Format		
jpg, jpeg	Joint Photographic Experts Group		
bmp	Bitmap		
eps	Encapsulated PostScript		
dcs	Desktop Color Separation		
pict	Picture file format ( Mac)		
wmf	MS Windows Metafile		
emf	MS Windows Enhanced Metafile		
рсх	PC Paintbrush File format		
png	Portable Network Graphic		
sct	Scitec CT		
swf	Flash		
ai	Adobe Illustrator		
psd	Adobe Photoshop		
pdf	Portable Document Format		since ID CS3 support of multipage PDFs
indd	InDesign document		
txt	Text documents		
doc, docx	Microsoft Word document		
xls, xlsx	Microsoft Excel documents		
rtf	Rich Text Format		

File > Place formats ( Import in graphics and text files)

## Save for InCopy

Edit> InCopy> Export, or options from Link or Assignment panels.

Extention	File Name	Version	Comments
icma	Assignment file	CS4	used to be .inca in ID CS3
icml	Content file, Exported file	CS4	used to be .incx in ID CS3
ісар	Package for InCopy	CS4	used to be .incp in ID CS3
idap	Package for InDesign	IC CS4	used to be .indp in ID CS3

**Note:** Any InCopy CS4 file format will not be openable in versions prior to InCopy CS3, or InDesign CS3. However, files from InCopy CS2, for example, can be opened in InDesign and InCopy CS4.

# Other

Extention	File Name	Version	Comments
xml	Extensible Markup Language		File > Import XML
epub	Open Publication Structure eBook		File > Export for Digital Edition
html	Hypertext Markup Language		File > Export for Dreamweaver

# Supported file formats for InDesign CS5

# What's Covered

- File > Open formats
- File > Save As formats
- File > Export formats
- File > Place formats (Import in graphics, media, and text files)
- Save for InCopy
- Other

These tables list the file formats that Adobe InDesign CS4 supports for various functions.

For more information on settings and option when opening, importing, exporting, and saving files, see Adobe InDesign CS4 Online Help.

# File > Open

Extension	Filename	Version	Comments
indd	InDesign document	CS5 and earlier	
indl	InDesign library	CS5 and earlier	
indt	InDesign template	CS5 and earlier	
indb	InDesign book	CS5 and earlier	
inx	InDesign interchange	CS4 and earlier	
idml	InDesign Markup Language	CS5 and earlier	
pmd	Adobe PageMaker	6.0 - 7.0	
хqх	QuarkXPress Passport	4.1.x	save newer versions in Quark to these accepted versions
хqх	QuarkXPress	3.3 - 4.1.x	save newer versions in Quark to these accepted versions

## File > New

Extension	Filename	Version	Comments
-----------	----------	---------	----------

indd	InDesign document	CS5	
indl	InDesign Library	CS5	
indb	InDesign Book	CS5	

# File > Save As

Extension	File name	Version	Comments
indd	InDesign document	CS5	
indt	InDesign template	CS5	

# File > Export formats

Extension	Filename	Version	Comments
pdf	Portable Document Format	PDF 1.3 - 1.7	
eps	Encapsulated PostScript	PS level 2 - 3	
fla	Flash CS5 Professional	CS5	
swf	Shockwave Flash	10.x	For Flash Player
idml	InDesign Markup Language	CS5	
gqi	JPEG		
xml	Extensible Markup Language		
txt	Adobe InDesign Tagged Text		
icml	Adobe InCopy document	CS5	
rtf	Rick Text Format		
txt	Text only		

**Note:** For backwards compatibility to InDesign CS4 export to InDesign Markup Language (idml). For backwards compatibility to InDesign CS3, open the .IDML in CS4 and export as InDesign CS3 Interchange (inx).

# File > Place formats (Import in graphics and text files)

Extension	Filename	Version	Comments
tiff	Tagged Image File Format		
gif	Graphic Interchange Format		
jpg, jpeg	Joint Photographic Experts Group		
bmp	Bitmap		
eps	Encapsulated PostScript		
dcs	Desktop Color Separation		
pict	Picture file format (Mac)		
wmf	MS Windows Metafile		

emf	MS Windows Enhanced Metafile	
рсх	PC Paintbrush File format	
png	Portable Network Graphic	
sct	Scitec CT	
ai	Adobe Illustrator	
psd	Adobe Photoshop	
pdf	Portable Document Format	since ID CS3 support of multipage PDF files
indd	InDesign document	
txt	Text documents	
doc, docx	Microsoft Word document	
xls, xlsx	Microsoft Excel documents	
rtf	Rich Text Format	
swf	Shockwave File	
flv, f4v	Flash Video	
mp4	MPEG-4 Video	H.264 encoding
avi	Audio Video Interface	
mov	QuickTime Video	H.264 encoding
mp3	MPEG Audio Layer	

# Save for InCopy

Edit> InCopy> Export, or options from Link or Assignment panels.

Extension	Filename	Version	Comments
icma	Assignment file	CS5	is .inca in ID CS3
icml	Content file, Exported file	CS5	is .incx in ID CS3
ісар	Package for InCopy	CS5	is .incp in ID CS3
idap	Package for InDesign	CS5	is .indp in ID CS3

# Other

Extension	Filename	Version	Comments
xml	Extensible Markup Language		File > Import XML
N/A	Buzzword Document		File > Place from Buzzword
epub	Open Publication Structure eBook		File > Export for > EPUB
html	Hypertext Markup Language		File > Export for > Dreamweaver
N/A	Buzzword document		File > Export for > Buzzword

# **Troubleshoot printing problems (InDesign)**

## What's Covered

- Determine the level of the problem
- Troubleshoot printing problems at the document level
- Troubleshoot printing problems at the application level
- Troubleshoot printing problems at the printer level
- Resolve problems printing to a PostScript printer
- Resolve problems printing to a non-PostScript printer
- Troubleshoot printing problems at the system level

This document can help you resolve problems that occur when you print from Adobe InDesign. To get the most from this document, perform the tasks in order. Keep track of the tasks you perform and the results of each one, including errors or other problems. Adobe Technical Support can use this information to better assist you, should you need to call.

Known printing problems and solutions to specific errors are documented in the Adobe Support Knowledgebase on the Adobe website at www.adobe.com/support/. If you can't find a specific solution to your problem, follow these procedures to isolate and resolve the issue.

When you attempt to resolve a printing issue, the first step is to determine the conditions under which the problem occurs. For example, was the error a one time problem or can it be reproduced consistently when printing all documents, some documents or a specific document. The steps and tests below will help you define how and when your printing issue occurs so that a solution can be found.

### Determine the level of the problem

You should first verify whether the problem is a recurring issue. If the issue recurs consistently, then you can whether it is caused at the document, application, or system level.

### 1. Restart the computer and try printing again.

If the error doesn't occur, it may have been caused by a temporary communication problem, low system resources, or other temporary environmental factors. If you can print without error when you first restart the computer, but the error occurs again later, troubleshoot the issue at the system level.

### 2. Turn off the printer, turn it back on, and then try printing again.

If the error doesn't occur, an issue with the printer's memory may have caused the problem. If the error recurs further troubleshooting is required.

### 3. Create a new document, draw a box on the page using the Rectangle tool, and print the document.

If you can print a new document, but not the original document, troubleshoot the error at the document level.

## 4. Print from another application.

If you can print from another application (for example, WordPad or TextEdit) but not from InDesign, troubleshoot the problem at the application level.

## 5. Print to another printer.

If another printer is available, then try printing the document to another printer. If you can print to a different printer, then check to make sure that the original printer is turned on and is online. Remove and reconnect the printer cables, ensure that they are connected properly, and then run a self-test on the printer to check for mechanical failure or damaged cables. If none of these steps identify the problem, then troubleshoot the error at the system level.

## Troubleshoot printing problems at the document level

If the error doesn't occur when you print a new document, the document's print settings may be invalid, a particular object or font used in the document may be damaged, or the structure of the document may be damaged. Do one or more of the following tasks to troubleshoot an error that occurs only when you print a particular document.

Note: Problems that occur at the system level may appear to be document-specific if they occur due to the complexity of the document.

# 1. If you print to a PostScript printer, send the PostScript error handler to the printer.

Windows:

- 1 Choose File > Print.
- **2** Click the Setup button.
- **3** Right-click the printer and choose Properties.
- 4 In the General tab, click Printing Preferences.
- **5** Click Advanced.
- **6** Expand Document Options and then expand PostScript Options. If Send PostScript Error Handler is not set to Yes, click it and choose Yes from the pop-up menu.

Mac OS X:

- 1 Choose File > Print.
- **2** Click the printer.
- **3** Choose Error Handling from the menu below the Presets menu.
- 4 Select Print Detailed Report, and then click Print.
- **5** Click Print.

If a PostScript error is causing the problem, the PostScript error handler prints a page with error information. For help interpreting PostScript errors, see document 328515, Troubleshoot PostScript errors."

### 2. Exclude graphics when you print the document.

To exclude graphics when you print the document:

- 1 Choose File > Print.
- **2** Click Graphics, and then choose None from the Send Data menu.
- **3** Click Print.

If the document prints successfully, one or more of the graphic elements on the page may be damaged. Remove the graphics one at a time, and print the document after you remove each graphic to determine whether a damaged graphic is causing the print error. Delete and replace any damaged graphics. You may need to re-export a graphic from the application in which you created it.

A successful print job may also indicate inadequate printer memory. Common symptoms of insufficient printer memory include fonts being substituted and missing data. Simplify the publication to see if it will print with fewer graphics.

**Note:** If the document contains only graphical elements, then you will receive a blank page when you print only if the option to print blank pages is enabled in InDesign (select Print Blank Pages in the General section of the Print dialog box).

## 3. If you print to a PostScript printer, exclude fonts when you print.

If you choose to exclude fonts when you print from InDesign, the printer substitutes printer-resident fonts for fonts that are specified in the document instead of downloading the fonts to the printer.

To exclude fonts when you print:

- **1** In InDesign, choose File > Print.
- 2 Click Graphics.
- **3** In the Fonts section, choose None from the Download menu.

If the document prints, the printing problem may be related to one of the fonts used in the document. If the document uses a large number of fonts, excluding the fonts makes the document less complex. Test the fonts that are specified in the document one at a time in a new document to determine if one or more of the fonts is damaged.

### 4. Verify that links in the document are valid.

When you place graphic and text elements in a document, InDesign creates a link to the original graphic. InDesign relies on the original graphic to obtain information it uses to display and print the file correctly.

To view the status of links, choose Window > Links. Unlink or relink any files where the file name is preceded by a question mark or other symbol. For an explanation of the various symbols that may appear in the Links dialog box, see "About the Links palette" in InDesign Help. For additional information about links in InDesign, see "Managing links and embedded graphics" in InDesign Help.

### 5. Use the Console utility to identify software conflicts. (Mac OS)

If the problem causes InDesign to freeze, the Console utility can identify software that causes the conflict.

To use the Console utility to identify software conflicts:

- 1 Choose Go > Applications, open the Utilities folder, and then double-click Console.
- 2 Choose Console > Preferences
  - For Mac OS 10.4.x and earlier, click the Crashes tab and select Log Crash Information in ~/Library/Logs/, and then select Automatically Display Crash Logs.
  - For Mac OS 10.5.x and later, select the Bring log window to front option.
- **3** Restart InDesign, and try to re-create the problem. If the problem recurs, reinstall or update the software identified in the crash log.
- 6. Troubleshoot third-party plug-ins.

Remove third-party plug-ins from the InDesign [version] Plug-ins folder, and then restart InDesign. If the problem recurs, move the plug-ins back to the InDesign Plug-ins folder. If the problem doesn't recur, identify conflicting plug-ins.

To identify conflicting plug-ins:

- 1 Choose Help > Configure Plug-Ins (Windows) or InDesign > Configure Plug-Ins (Mac OS).
- **2** Select All Plug-Ins for the Set and then deselect all the options in the Display section except Third Party. Create a list of these Plug-Ins.
- **3** Quit InDesign and move one third-party plug-in back to the InDesign plug-ins folder:
  - Windows: C:\Program Files\Adobe\Adobe InDesign [version]\Plug-Ins
  - Mac OS X: [Computer]/[Hard Drive]/Applications/Adobe InDesign [version]/Plug-Ins
- **4** Restart InDesign and try to re-create the problem:
  - If the problem doesn't occur, repeat steps 3-4.
  - If the problem recurs, contact the developer of the plug-in you last moved to inquire about an update.

### 7. Print from within a new user account.

Occasionally, a user account can become corrupted and prevent the installer from accessing or creating the necessary files and folders. Create a new account, log in to the new account, and then try to install or run the Adobe application. Do not delete your existing Windows account & acirc;" the new account is only for testing purposes, and you can revert back to your original Windows account after you finish testing. Once you have the new account setup, login to it and see if you can reproduce the problem.

On Windows: On Windows XP, you can create a new user account by going to Start button > Settings> Control Panel > User Accounts. For Windows Vista, see the "Create new local administrator account" section of "Common Microsoft Windows Vista procedures" (TechNote kb401275).

For more details on creating a new Windows user account, consult with your IT administrator or the Windows documentation.

On Mac OS X v10.5.x:

- 1 From the Apple menu, choose System Preferences.
- 2 Click Accounts.
- **3** Click the lock icon in the lower-left corner of the window and enter your administrator password, then click the OK button.
- 4 Click the plus sign toward the bottom of the window on the left.
- 5 Set the Account type to Administrator.
- 6 Enter the user name (for example, type test). Make sure to enter a password that you'll remember, such as test,
- 7 Click the Create Account button, and then close the Accounts window.
- 8 Choose Log Out from the Apple menu.
- **9** When the log in screen displays, choose the test user.

On Mac OS X v10.3.x - 10.4.x:

- 1 From the Apple menu, choose System Preferences.
- 2 Click Accounts.

- **3** If the lock icon in the lower-left corner of the window displays as locked, click it and enter your administrator password, then click the OK button.
- 4 Click the plus sign toward the bottom of the window on the left.
- 5 Enter the user name (for example, type test). Make sure to enter a password that you'll remember, such as test.
- 6 Click the Security button (OS 10.3.x only)
- 7 Select the checkbox next to Allow User To Administer This Computer. This makes the test user an administrator.
- 8 Click the Create Account button, and then close the Accounts window.
- 9 Choose Log Out from the Apple menu.
- **10** When the log in screen displays, choose the test user.

#### 8. Troubleshoot the document as a damaged document.

Perform the tasks listed in document kb403982, "Troubleshoot damaged InDesign documents (CS3, CS4)".

#### Troubleshoot printing problems at the application level

If you receive an error when you print any InDesign document, one of the InDesign resource files may be damaged, or InDesign may be incompatible with the printer driver, video driver, or another device driver on the system. Do one or more of the following tasks to identify the cause of an application-wide problem.

### 1. Rename or delete the InDesign Defaults and the InDesign SavedData files.

**Note:** Re-creating the InDesign preference files restores settings to their defaults, so you will lose custom settings associated with the old preference files. Make sure to close InDesign before you re-create the preference files or InDesign may behave unexpectedly.

To re-create the InDesign preference files automatically:

- 1 Quit InDesign.
- 2 Now launch the application and immediately hold down the appropriate keys for your OS:
  - Mac OS X: Control + Option + Command + Shift
  - Windows: Control + Alt + Shift
- 3 A dialog will pop up asking you if you would like to "Delete InDesign Preference Files?" Click Yes.
- 4 InDesign will now launch with defaults and regenerated Preferences

To re-create the InDesign preferences files manually:

- 1 Delete or rename the preferences files.
  - On Mac OS X: InDesign SavedData Users/[user]/Library/Caches/Adobe InDesign/Version 5.0/InDesign SavedData InDesign Defaults Users/[user]/Library/Preferences/Adobe InDesign/Version 5.0/InDesign Defaults
  - On Windows XP: InDesign Defaults C:\Documents and Settings\[user]\Application Data\Adobe\InDesign\Version 5.0 InDesign SavedData C:\Documents and Settings\[user]\Local Settings\Application Data\Adobe\InDesign\Version 5.0\Caches
  - On Windows Vista: InDesign Defaults C:\Users\labuser\AppData\Roaming\Adobe\InDesign\Version
    5.0\InDesign Defaults InDesign SavedData C:\Users\labuser\AppData\Roaming\Adobe\InDesign\Version
    5.0\Caches\InDesign SavedData
- 2 Restart InDesign. InDesign creates new preference files.

If the problem persists, then you can restore the original preferences by deleting the new files and renaming the old preference files back to their original names.

# 2. Make sure that you have the most recent printer driver installed for the printer to which you're printing. (Windows only)

Install the most recent driver for the printer to which you print:

- If you print to a PostScript printer, download the Adobe Universal PostScript Windows Driver Installer from the Adobe website at www.adobe.com/support/downloads/ .
- If you print to a non-PostScript printer, contact the printer manufacturer for the latest version of the driver for the printer.

### 3. If you print to a PostScript printer, optimize PostScript for speed. (Windows only)

- 1 Choose File > Print.
- 2 Click Setup, and do one of the following tasks:
  - In Windows Vista or XP, click Setup, select a printer, click Preferences, and then click Advanced.
  - In Windows 2000, click the Layout tab, and then click Advanced.
- **3** Expand Document Options, and then expand PostScript Options.
- 4 Choose PostScript Output Option.
- **5** Choose Optimize for Speed from the pop-up menu, and then click OK.
- 6 Click OK and then click Print.

# 4. Disable the Page Protection feature.

See the documentation included with the printer for instructions on how to disable this feature.

# 5. If the problem occurs when you print over a network, connect the computer directly to the printer and try printing again.

If you can't connect directly to the printer, then save the document as a PostScript file and then send the file to the printer from a command line on a computer that can be connected directly to a printer. For more information about creating a PostScript file, see "Creating a device- and driver-dependent PostScript file" in InDesign Help.

### 6. Make sure the printer to which you're printing supports the current printing operations.

For example, you shouldn't print color separations of EPS graphics to a non-PostScript printer. For more information about the printer's capabilities, contact the printer manufacturer.

#### 7. Ensure that you've installed any available updates for the version of InDesign you use.

Adobe posts updates and bug fixes to InDesign periodically on its website at www.adobe.com/support/downloads/.

#### Troubleshoot printing problems at the printer level

Determine whether you are using a Postscript or a non PostScript printer. Once you have determined which kind of printer you are using, follow the appropriate steps below.

To verify that you are using a Postscript printer, check the printer properties (Windows only):

**Note:** If you are using a Macintosh computer, then check your printer documentation or contact your printer manufacturer to determine if your printer is a Postscript device.

- **1** Open the Printers control panel.
- 2 Right-click the desired printer and choose Properties.
- **3** Choose the Device Setting tab.
- 4 Right-click the driver name at the top of the tree and choose About.

### Last updated 11/12/2015

If you are using a PostScript printer, "PostScript Printer Driver" appears at the top of the window along with the driver version, the PPD name, and the PPD version.

### Resolve problems printing to a PostScript printer

If you have problems printing to a PostScript printer, do one or more of the following tasks, printing after each task:

#### 1. Use an updated printer driver.

Use the Universal Installer (WinInstaller) to automatically install the PostScript printer driver that is compatible with your version of Windows. The most recent version of the Universal Installer is available on the Adobe website at www.adobe.com/support/downloads/main.html.

**Note:** If you use a network printer, then the print server may not be set up to run alternate drivers for different operating systems on client computers. You may be using a printer driver that is compatible with the print server's operating system but not with your computer's operating system. To install a printer driver that is compatible with your operating system, reconfigure the network printer using the Add Printer Wizard. For instructions, see task 6 below, "Install a printer driver that is compatible with your operating system."

#### 2. Use an updated PPD file.

A PostScript Printer Description (PPD) file describes the capabilities of a PostScript printer for settings such as margins, color, and resolution. Incorrect or outdated PPD files can increase print times. Configure your printer in the Printers Control Panel with the PPD file recommended by the printer manufacturer.

To obtain a PPD file for your device, contact the printer manufacturer or visit www.adobe.com/support/downloads/main.html.

### 3. Set up the printer driver to output optimized PostScript code. (Windows only)

If you set up the printer driver to output PostScript code that's optimized for portability and in binary format, the amount of scaling the driver must do is minimized, thus preventing it from losing portions of images.

- 1 Choose Start > Settings > Printers.
- 2 Right-click the printer, and choose Properties.
- **3** Click the General tab.
- 4 Click Printing Preferences, and then click Advanced.
- 5 Expand the Document Options, and then expand the PostScript Options.
- 6 Set PostScript Output Option to Optimize For Portability.

#### 4. Create more free disk space.

Make sure that plenty of free hard disk space is available: Adobe recommends that free space is equivalent to three to five times the size of the file you print. To create more space, search for and delete temporary (.tmp) files on your computer, and clear the disk cache that the web browser uses. For instructions about clearing the disk cache, see the documentation for the browser. You can also free up disk space bypassing the spool file, which stores temporary files to the system disk during printing. For instructions for bypassing the spool file, see the documentation included with Windows.

#### 5. Print from a local printer.

If you print to a network printer, try printing the file from a computer that is connected directly to a local printer. If the file prints correctly, network-related issues may be the cause. Contact the network administrator for assistance.

#### 6. Install a printer driver that is compatible with your operating system.

If you use a network printer, then install a printer driver that is compatible with your operating system. Print servers don't always provide drivers for operating systems running on client computers, so you may be using a printer driver that is appropriate for the print server's operating system but not for your computer's operating system.

- 1 Choose Start > Settings, and then double-click Printers And Faxes (Windows XP) or Start > Control Panel > Hardware > Printers (Windows Vista).
- **2** Right-click the network printer, and then choose Delete.
- 3 Double-click Add Printer, and then click Next.
- **4** Select Local Printer Attached To This Computer, deselect Automatically Detect And Install My Plug And Play Printer, and then click Next.
- 5 Select Create A New Port.
- **6** Choose Local Port from the Type of Port menu, and then click Next.
- 7 In the Port Name dialog box, type the path for the print server and printer (for example, \\printservername\printername), and then click OK.
- 8 Follow the onscreen instructions to install a driver that matches the brand and model of your network printer.

### Resolve problems printing to a non-PostScript printer

If you have problems printing to a non-PostScript printer, do one or more of the following tasks, printing after each task:

**Disclaimer:** Some of these solutions require you to change the printer driver properties. The locations for specific properties vary by printer and by printer driver. Therefore, Adobe Technical Support cannot provide detailed information about the location for each property. Contact the printer manufacturer or refer to the printer documentation for more information.

# 1. Try printing as bitmap

By default, InDesign uses GDI commands to print to non-PostScript printers on Windows, and PostScript to print to the Mac OS X CUPS printing architecture, which passes the data as PDF to the printer driver to convert to it's native drawing language. Where possible, InDesign offers an option to send each page as bitmap data encapsulated within standard non-Postscript printing protocols. To enable this option

- 1 Choose File > Print.
- **2** Click the Advanced pane.
- 3 Check the Print as Bitmap checkbox. Select an appropriate resolution for your printer.

### 2. Ensure that the printer has enough memory.

Ensure that the printer has enough memory to print all page elements. To print at 300 dpi, the printer should have at least 2 MB of available RAM. To print at 600 dpi, the printer should have at least 4 to 6 MB of RAM. For instructions on determining available printer memory, see the printer documentation.

### 3. Use the printer's PostScript mode.

If the printer has a PostScript option, use the PostScript mode. For details, see the printer documentation.

### 4. Switch to the standard SVGA driver.

Switch to the standard Windows SVGA driver to determine if your third party video driver causes the problem. If the error doesn't occur when you use the standard SVGA driver, then contact the video card manufacturer for an updated driver. If you already use the current version, then try using a different video resolution (for example, 1024 x 768 rather than something higher).

#### Troubleshoot printing problems at the system level

If nothing prints from any application, then contact Apple Technical Support, Microsoft Technical Support, or the printer manufacturer. Always check the physical connection between the printer and the computer before calling, as the solution may be as simple as reconnecting a loose cable.

Also, consider what has changed on the system recently that may be impacting the printing process. For example, have you performed any of the following tasks:

- Updated your hardware
- Added new software
- Updated existing software
- Deleted software
- Installed or deleted fonts
- · Added or removed hardware components
- Recently connected to a network
- · Cleaned up the hard drive, or erased unused files
- Encountered random system errors
- · Encountered errors in any other applications

Often, a change to the system directly corresponds to the appearance of a printing problem. You should keep a record of changes made to the system as a resource for troubleshooting printing and other problems.

# **Additional Information**

kb403982: Troubleshoot damaged InDesign documents (CS3,CS4)