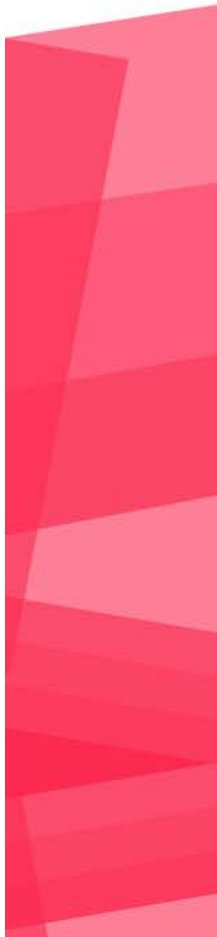




# Getting Started with QuarkXPress 2020



# Contents

<b>Related Documents .....</b>	<b>1</b>
<b>System requirements .....</b>	<b>2</b>
System requirements: macOS .....	2
System requirements: Windows .....	2
<b>Installing: macOS.....</b>	<b>4</b>
<b>Installing: Windows .....</b>	<b>5</b>
<b>Performing a silent installation .....</b>	<b>5</b>
Preparing for silent installation: Windows.....	5
Silent installation: Windows .....	5
<b>Adding files after installation: Windows.....</b>	<b>5</b>
<b>Installing XTensions modules.....</b>	<b>7</b>
<b>Preferences .....</b>	<b>8</b>
<b>Upgrading .....</b>	<b>9</b>
<b>Activation .....</b>	<b>10</b>
<b>Activating.....</b>	<b>10</b>
<b>Activation troubleshooting .....</b>	<b>11</b>
<b>Reactivating .....</b>	<b>11</b>
<b>Dual activation policy.....</b>	<b>11</b>
<b>Demonstration mode .....</b>	<b>13</b>
<b>License transfer .....</b>	<b>14</b>
<b>Uninstalling.....</b>	<b>15</b>
<b>Uninstalling: macOS .....</b>	<b>15</b>
<b>Uninstalling: Windows.....</b>	<b>15</b>

<b>QuarkXPress (App Store).....</b>	<b>16</b>
<b>Troubleshooting .....</b>	<b>20</b>
<b>QuarkXPress Document Converter.....</b>	<b>22</b>
<b>Contacting Quark.....</b>	<b>23</b>
<b>  In the Americas .....</b>	<b>23</b>
<b>  Outside the Americas .....</b>	<b>23</b>
<b>Legal notices .....</b>	<b>24</b>

# Related Documents

For more information about using QuarkXPress, reference the other QuarkXPress documentation/resources listed below.

Document/Item Name	Description	Where to find
QuarkXPress User Guide	A guide written for the end user of QuarkXPress. Use the guide to quickly look up information, find out what you need to know, and get on with your work.	<a href="http://www.quark.com/support/documentation">www.quark.com/support/documentation</a>
What's New in QuarkXPress	A summary of new features in QuarkXPress.	
Digital Publishing with QuarkXPress	A guide to Digital Publishing with QuarkXPress.	
Getting Started with Flex Layouts	A guide to Flex Layouts in QuarkXPress.	

# System requirements

## System requirements: macOS

### Software

- macOS® 10.14.6 (Mojave), macOS® 10.15.x (Catalina) and macOS® 11.0.1 (Big Sur).

### Hardware

- CPU with dual cores or more
  - 4GB RAM available for QuarkXPress
  - 3GB hard disk space for installation
- ➔ For better performance when working with complex (graphic heavy) and long documents, it is recommended that you use more powerful hardware specifications and have more RAM available for QuarkXPress.

### Other

- An Internet connection for activation

## System requirements: Windows

### Software

- Microsoft® Windows® 8.1 with April 2014 update roll up update (KB2919355) and March 2014 servicing stack update (KB2919442) (64 Bit), Windows® 10 Version 1903 (64 Bit) or later
  - Microsoft .NET Framework 4.0 or later
- ➔ An update for Universal C Runtime is required on Windows 8.x. Please follow the link for more info: [support.microsoft.com/en-in/kb/2999226](https://support.microsoft.com/en-in/kb/2999226)

### Hardware

- CPU with dual cores or more
- 4GB RAM available for QuarkXPress

- 3GB hard disk space for installation
- ➔ For better performance when working with complex (graphic heavy) and long documents, it is recommended that you use more powerful hardware specifications and have more RAM available for QuarkXPress.

### **Other**

- An Internet connection for activation

# Installing: macOS

To install QuarkXPress:

1. Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file, then disable your virus detection software.
2. Double-click on the installer dmg. Drag the QuarkXPress app (a single App bundle) to the “Applications” folder or to a directory of your choice.

# Installing: Windows

To install QuarkXPress:

1. Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file, then disable your virus detection software.
2. Double-click the installer icon and follow the instructions on the screen.

## Performing a silent installation

The silent installation feature lets users install QuarkXPress on their computers over a network without having to follow step-by-step instructions. This feature is useful for large group installations when performing manual installations is cumbersome.

### Preparing for silent installation: Windows

To enable Windows users to perform a silent installation on their computers, an administrator must make the following modifications:

1. Using the local copy of the installer, install QuarkXPress on the local hard disk. The installer creates a “setup.xml” file in the folder where the installer is located.
2. Open the “silent.bat” file in a text editor and make sure the path of the “setup.xml” file is in the first line as follows: `'[network path of setup.exe file]' /s /v'/qn'`
3. Share the folder that contains the installer and the “setup.xml” file with users who are licensed to install QuarkXPress.

### Silent installation: Windows

To perform a silent installation on Windows, an end user must follow these steps:

1. Navigate to the shared folder that contains the “setup.xml” and “silent.bat” files.
2. Double-click the “silent.bat” file and follow the instructions on the screen.

## Adding files after installation: Windows

To add files after installation:



## INSTALLING: WINDOWS

1. Double-click the “setup.exe” icon.

The **Setup** dialog box displays.

2. Click **Next**.

The **Program Maintenance** screen displays.

- Click **Modify** to choose the files to install. You can install new files or remove previously installed files.
- Click **Repair** to correct minor issues related to installed files. Use this option if you experience issues with missing or damaged files, shortcuts, or registry entries.

3. Click **Next**.

- If you clicked **Modify** in the previous dialog box, the **Custom Setup** screen displays. Make the appropriate modifications, then click **Next**. The **Ready to Modify the Program** screen displays.
- If you clicked **Repair** in the previous dialog box, the **Ready to Repair the Program** screen displays.

4. Click **Install**.

5. Click **Finish** when the system notifies you that the process is complete.

# Installing XTensions modules

QuarkXPress ships with a default set of XTensions modules. You can also install additional XTensions software developed by Quark or by third-party companies.

Most XTensions come in two parts, one file for the functionality of the XTensions module, and another file for its user interface. The name of the user interface module typically ends in “UI”. XTensions modules that do not have any user interface do not have to have a UI file.

## macOS

QuarkXPress 2020 is released as an “App Bundle” for macOS. In order to make this possible, all the supporting folders, including the default XTensions, have been moved inside the self-contained app bundle. QuarkXPress 2020 will load third party XTensions from the following two locations:

- `~/Library/Application Support/Quark/QuarkXPress 2020/XTensions`
- `/Library/Application Support/Quark/QuarkXPress 2020/XTensions`

If the XTension is placed in the main library path, it will be available to all the users on that Mac. If deployed in the user’s library path, the XTension will only be available to that particular user. If the same XTension exists in both of these locations, then the one in the user’s library location will get the precedence.

- ➔ The XTensions must be placed in one of these folders for QuarkXPress2020 to load them. Do not make a change in the QuarkXPress app bundle. Newly installed XTensions modules will load the next time you launch.
- ➔ The `XTensions Disabled` folder was deprecated with QuarkXPress 2020 on Mac and will no longer be supported. The disabled XTensions will be recorded in the following file: `~/Library/Application Support/Quark/QuarkXPress 2020/XTSettings.plist`.

## Windows

To install XTensions modules on *Windows*, place them in the `XTensions` folder within your application folder. Newly installed XTensions modules will load the next time you launch.

# Preferences

QuarkXPress Preferences for each user is stored in their user's profile. If you have multiple versions of QuarkXPress installed, you will see separate folders for each version.

If you create a folder called `Preferences` on the same level as the QuarkXPress 2020 app bundle (in the `Application` folder), then QuarkXPress will use this folder as a global Preferences folder (which is used by all users of the machine).

If you do not want the `Preferences` folder in the `Application` folder, create a subfolder, **QuarkXPress 2020** and place the application (bundle) and `Preferences` folder there.

# Upgrading

To upgrade QuarkXPress to this version:

1. Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file, then disable your virus detection software.
2. On *Windows*: Double-click the Installer icon and follow the instructions on the screen.

On *macOS*: Drag QuarkXPress 2020app bundle from the DMG to your `Applications` folder.

- *Windows*: When the **Validation Code** screen displays, choose **Upgrade** from the **Installation Type** drop-down menu. If you have your upgrade validation code, enter it in the **Enter your validation code** fields. If you do not have an upgrade validation code, click **Get validation code** to go to the Quark Website, follow the instructions on the screen to get the validation code, and then enter the validation code in the **Enter your validation code** fields.
  - *macOS*: When the **Validation Code** screen displays, choose **Upgrade** from the **Installation Type** drop-down menu. If you have your upgrade validation code, enter it in the **Enter your validation code** fields. If you do not have an upgrade validation code, click **Get validation code** to go to the Quark Web site, follow the instructions on the screen to get the validation code, and then enter the validation code in the **Enter your validation code** fields.
3. Click **Continue** and follow the instructions on the screen.
- ➔ The installer installs a new copy of QuarkXPress. It does not replace the earlier version (i.e. QuarkXPress 2020 will not replace QuarkXPress 2019, 2018, 2017, 2016 or 2015).

# Activation

After you have installed QuarkXPress®, you must activate the software.

Activation is a process that authorizes QuarkXPress to run indefinitely on the computer on which it was installed. During activation, an *installation key* is generated and sent to Quark. This installation key contains a representation of your hardware configuration. Quark uses the installation key to generate and return an *activation key*, which is used to activate your copy of QuarkXPress

An activated copy of QuarkXPress can run only on the specific computer on which it was activated. If you want to move a copy of the software to a different computer, you can use the License Transfer feature. For more information, see "[License transfer](#)."

A free trial copy of QuarkXPress will run for 7 days but with limited functionalities (i.e. Save, Print and Export functions will not work). Whenever the user tries to use the Save, Print and Export features in a free trial copy, an alert will be displayed to buy and activate the copy.

## Activating

You must activate your copy of QuarkXPress. If a valid copy of QuarkXPress has been installed on your computer but has not yet been activated, the Product Activation dialog box displays each time you launch the software. The activation process requires an internet connection. To activate your copy of QuarkXPress:

- Choose QuarkXPress as your product configuration
- Enter your validation code
- Click Continue.

Canceling the activation dialog will quit the application.

- ➔ If you cannot activate online, see [Contacting Quark](#) for contact information.

## Activation troubleshooting

If automatic activation fails, contact Quark Technical Support (see “[Contacting Quark](#)”).

The Quark activation system supports only basic proxy server authentication. Internet activation will not work if you use a proxy server with something other than basic authentication.

## Reactivating

After activation, QuarkXPress verifies the validity of the activation key each time it is launched. If QuarkXPress fails to detect a valid activation key, you must reactivate the software by contacting Quark customer service, submitting the online form, or faxing the reactivation form.

You must reactivate QuarkXPress if you make a significant hardware change (such as changing the Ethernet address on a Mac or changing the computer processor) or if the activation mechanism is damaged in some way.

If QuarkXPress detects that the activation data has been modified or is missing or corrupt, the application displays the **Activate QuarkXPress** dialog box and prompts you to reactivate QuarkXPress.

If you plan to make significant hardware changes to your computer, use the License Transfer feature deactivate QuarkXPress first and then reactivate it on the same computer making the hardware changes. For more information, see “[License Transfer](#)”.

If you need to reactivate your copy of QuarkXPress, reactivate it immediately. Otherwise, it will run only in demonstration mode (see “**Demonstration mode**” section below).

- ➔ You can uninstall and reinstall an activated copy of QuarkXPress on the same computer as many times as you want without reactivating the application.
- ➔ There is no grace period for activation after installation, a significant hardware change or for damage to the activation mechanism.

## Dual activation policy

A single-user license of QuarkXPress allows the primary registered user to install and use the software on two computers (a primary computer and secondary computer). To take advantage of this, simply install and activate QuarkXPress on both computers.

## ACTIVATION

The dual activation policy is platform independent, so you can use it on two computers running macOS, two computers running Windows or two computers, one running macOS, the other running Windows.

# Demonstration mode

Demonstration mode imposes the following limitations:

- Files cannot be saved/downsaved.
  - The **Revert to Saved** feature is disabled.
  - The **Export As EPS**, **Export As Image** and **Export Picture** features are disabled.
  - You can edit settings in the **Save** pane of the **Preferences** dialog box (**QuarkXPress/Edit** menu), but layouts will not be auto-saved or backed up using these settings.
  - The **Collect for Output** feature is disabled.
  - You cannot create a library.
  - You cannot create a book.
  - Print layouts display the words “QuarkXPress Demo” on each page when printed.
  - In PostScript® files, the words “QuarkXPress Demo” are embedded in each page of the PostScript.
  - You can export a maximum of five pages of a QuarkXPress layout in PDF format, and the words “QuarkXPress Demo” display on each page.
  - Only five pages will print at a time.
  - Digital Layouts cannot be exported as HTML5/ePub/Kindle/iOS App/Android App.
  - The **Preview HTML5 Publication** option is disabled.
- ➔ If QuarkXPress runs in demonstration mode immediately after it is installed, you must activate it before you can work with its full functionality.



# License transfer

You can move an activated copy of QuarkXPress to a new computer on your own using the License Transfer process. This process entails deactivating the software on one computer and then reactivating it on another computer.

- ➔ You also need to transfer your license if you substantially change the hardware configuration of your computer.
- ➔ If you want to transfer your license without contacting Quark Technical Support, you must have an Internet connection.

To use the License Transfer feature:

1. Launch QuarkXPress
2. Choose **QuarkXPress/Help > Deactivate QuarkXPress.**
3. Follow the directions on the screen.

# Uninstalling

## Uninstalling: macOS

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

## Uninstalling: Windows

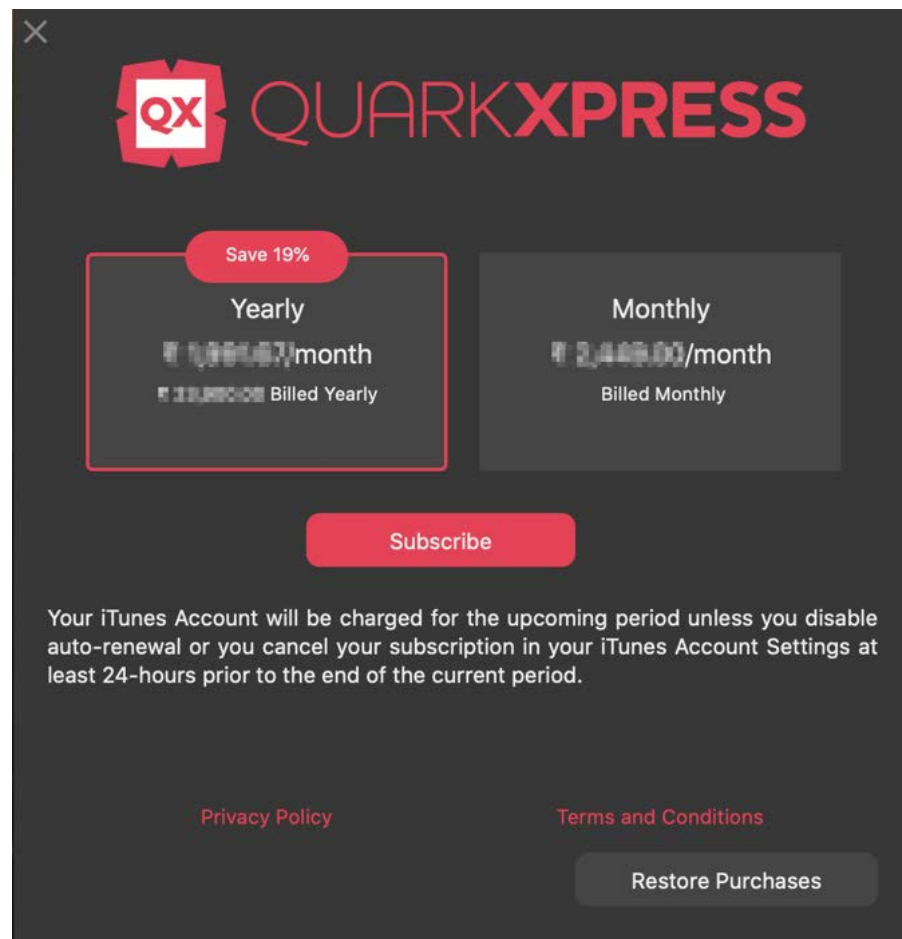
To uninstall QuarkXPress:

1. Choose **Start > All Programs > QuarkXPress 2020 > Uninstall**.
2. Click **Yes**. The uninstaller gathers the information necessary for uninstalling and then an alert displays to notify you that the contents of the QuarkXPress application folder will be deleted.
3. Click **Yes** to continue or **No** to cancel.
1. You can also uninstall by running the installer again.
2. If the uninstaller detects a running instance of the application, an alert displays. Close the application before you begin to uninstall.

# QuarkXPress (App Store)

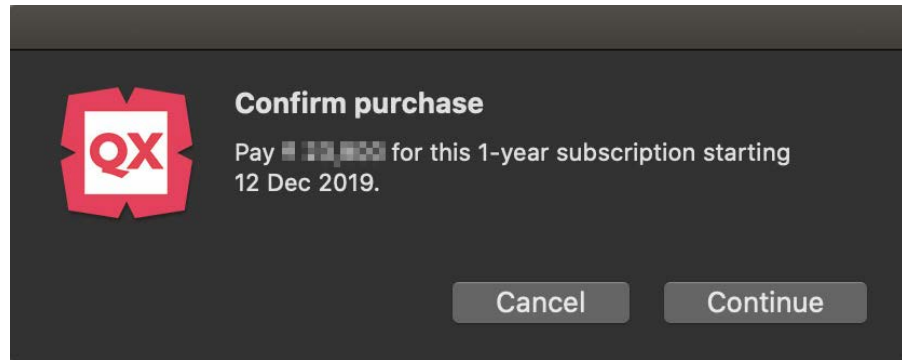
QuarkXPress (App Store) differs from the standard version in the following ways:

- QuarkXPress (App Store) is a subscription-based version of QuarkXPress.
- After downloading it from the AppStore, launch the app. A **Subscription dialog** is displayed and you can choose either a **Monthly** or a **Yearly** subscription plan.



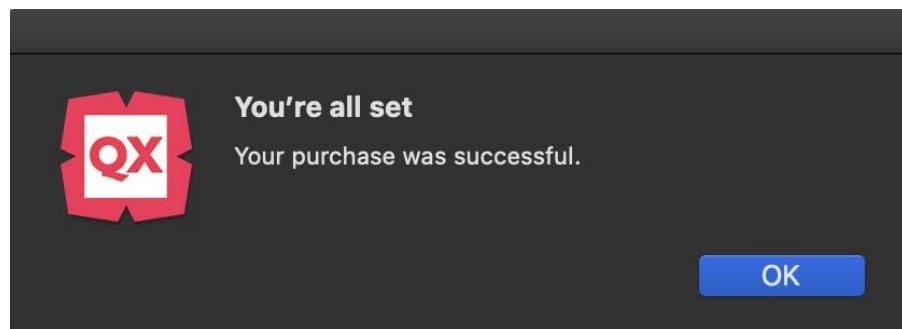
Subscription Screen

- Once you click **Subscribe**, purchase confirmation alert will be displayed.

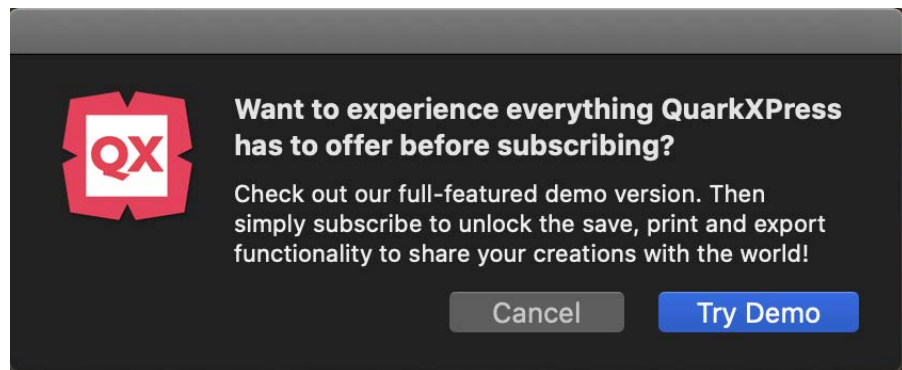


Subscription Confirmation Screen

- The subscription will automatically auto-renew unless the subscription is canceled at least one day prior to end of the subscription period.

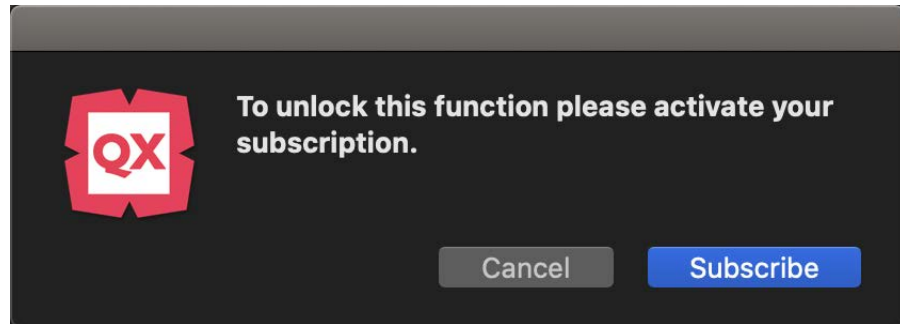


- In case, the user doesn't wish to subscribe at that time, he can choose to cancel the subscription dialog by clicking on the 'X' button. An alert for 'Demo mode' will be displayed and the user can choose the **Try Demo** option to run the full-featured demo version.

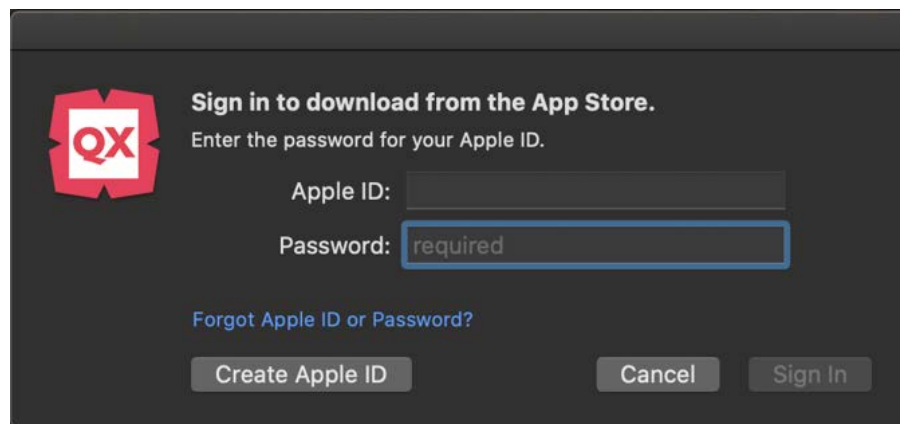


Demo Mode

- Whenever the user tries to use save, print and export functionalities in a **demo version**, an alert to **unlock the functionality** will be displayed. The user can choose the **Subscribe** option and the subscription dialog will be displayed.

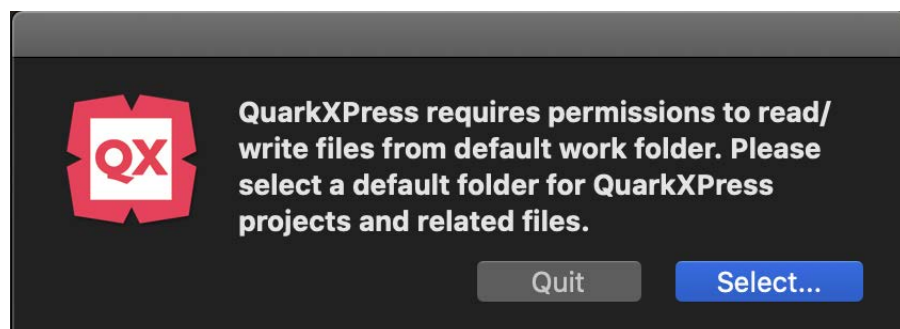


- If you wish to use the purchased App on multiple machines, you can choose the **Restore Purchase** option in the Subscription dialog. You will be prompted to input the Apple account details for the purchased app. Family sharing feature makes it easy for up to six family members to share a purchased app.

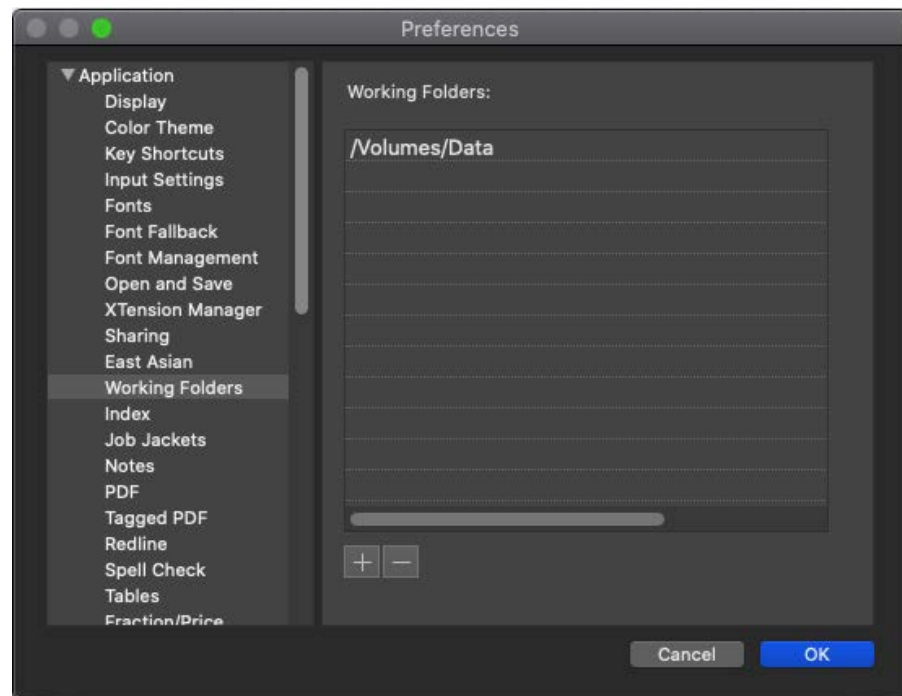


Restore Purchase

- Introduced new **Working Folders** concept to provide access to work files that include QuarkXPress projects and all linked images and media files.
    - When the App is launched for the first time, you will be asked to select a default Working Folder.
- ➔ *You must have at least one working folder to run the App. If you delete all of your working folders, you will see this message again, the next time you launch the App.*



- Once you launch the application, you can add more Working Folders in application Preferences under Application > Working Folders.



- Quark Cache Cleaner is not supported.
- eBooks export is limited to ePub format only. The direct Kindle export is not supported, but you can convert ePub files to Kindle using KindleGen or other conversion tools.
- App resources like Preferences, XTensions and other dependencies are located under ~/Library/Containers/com.quark.quarkxpress.infinity/Data/Library.

# Troubleshooting

If you experience issues with QuarkXPress, there are you several things you can try out:

- **Delete the image cache and preferences using the Quark Cache Cleaner tool**

Windows:

1. Quit QuarkXPress, if running.
2. Navigate to `QuarkXPress 2020 folder/Tools`
3. Run **QuarkCacheCleaner** and click **Yes**.

➔ If you want to also delete Preferences, check the **Preferences** option.

macOS:

1. In QuarkXPress access the **Quark Cache Cleaner** from the **QuarkXPress** menu.
2. You will be asked to save any open projects.

➔ If the QuarkXPress application is closed and the application has been added to the Dock, then you can invoke the context menu for the QuarkXPress application from the Dock and run the QuarkCacheCleaner.

- **Delete preferences manually**

macOS:

1. Quit QuarkXPress, if running.
2. Navigate to `Macintosh HD/Applications/QuarkXPress 2020`. Delete the “Preferences” folder, if any. (Do not create the Preferences folder again)
3. Hold down the option key, and click **Go -> Library**. Then go to Preferences, then Quark. Delete the “QuarkXPress 2020” folder with all of its content.
4. Re-launch QuarkXPress.

If everything runs fine, make a backup of the “QuarkXPress 2020” folder and the next time you experience issues, you won’t need to delete the folder, you can just replace its content with the backup.

For QuarkXPress (App Store version):

1. Quit QuarkXPress, if running.

2. Navigate to  
~/Library/Containers/com.quark.quarkxpress.infinity/Data/Library/Preferences/Quark. Delete the “QuarkXPress 2020” folder with all of its content.
3. Re-launch QuarkXPress.

Windows:

1. Quit QuarkXPress, if running.
2. Open `C:/Program Files/Quark/QuarkXPress 2020`. Delete the “Preferences” folder, if any. (Do not create the Preferences folder again)
3. Go to **Start > Run** and type `%localappdata%`, enter.
4. Go to the Quark folder. Delete the folder named “QuarkXPress 2020” with all of its content.
5. Re-launch QuarkXPress.

If everything runs fine, make a backup of the “QuarkXPress 2020” folder and the next time you experience issues, you won’t need to delete the folder, you can just replace its content with the backup.

If you are still experiencing issues, please visit [www.quark.com/support](http://www.quark.com/support) for further options.



# QuarkXPress Document Converter

QuarkXPress 2020 can open documents created in QuarkXPress 9 and later. If you want to open documents from QuarkXPress 6 or earlier, please use the QuarkXPress Document Converter to convert the files to version 9 first.

The QuarkXPress document converter only converts legacy QuarkXPress 3.x- 6.x documents to QuarkXPress 9.1 but does not upgrade its flow version. When a user opens such a converted document in QuarkXPress 2020, then the text flow version will get upgraded and it will become equal to the document version. Hence, the text will reflow. The same behavior occurs if the user updates the text flow version of a legacy version document in QuarkXPress 9.x, (by opening the document by pressing Option/Alt key) and then saving it.

The QuarkXPress Document Converter can be found here:

macOS: <https://quark.box.com/shared/static/2kfqq7ffiywqe639p1xri5xsw8sa6ri3.dmg>

Windows: <https://quark.box.com/shared/static/kq90rnq8fi2elteny36pjgtb4fkogdwr.zip>

Supported platforms:

- macOS: Yosemite (10.10.5), El Capitan (10.11.6), Sierra (10.12.6), High Sierra (10.13.6), Mojave (10.14.6)
- Microsoft® Windows® 7 SP1 (64 Bit), Windows® 8.1 (64 Bit), Windows® 10 Version 1903 (64 Bit) or later

➔ Microsoft® Windows® 7 users must install Microsoft .NET Framework 4 or higher to run this application.

➔ New updates for QuarkXPress Document Converter are now available through Quark Auto Update.

# Contacting Quark

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

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

With QuarkXPress Advantage, you not only get access to all upgrades and updates, but also unlimited technical support during the life of your plan (12/ 24/ 36 months).

## In the Americas

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

## Outside the Americas

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

Support Website

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

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