

# Known bugs and limitations

## **Preview and Arrange Pages work only when the Main Enterprise server has been upgraded**

All the satellite servers must be upgraded to version 8.0 prior to the main enterprise server. In a closed topology when the main enterprise server is still running version 7.0.1, Preview and Arrange Pages will not work on the satellite servers that have been upgraded to version 8.0.

Open topology is not subjected to this limitation.

## **Downloading multiple files**

When the HTML5 downloader is downloading multiple files, a compressed single (.zip) file is created, so that only a single file is transferred at a time. If the multiple files were transferred separately, the user would have to click **OK** (or otherwise acknowledge or allow the transfer) for each individual file. This might not be an issue if only two or three files are being downloaded, but for dozens or hundreds of pages at a time it is highly undesirable behavior. This behavior of the download process is due to internet security procedures and protocols. If you cannot extract the \*.zip file with the OS embedded unzip tool, use a third-party tool, such as iZip (Mac) and 7-zip (Windows).

## **Matchprint Virtual 8.0 must be used with InSite Prepress Portal and PressProof version 8.0**

It is necessary that you use Matchprint Virtual 8.0 with InSite Prepress Portal 8.0 and PressProof 8.0 to achieve color accuracy. Matchprint Virtual versions prior to 8.0 will not be supported.

## **Custom color targets used for color approval workflow must be manually updated after the upgrade to InSite Prepress Portal and PressProof version 8.0**

It is necessary to manually update any custom color targets that you use with Smart Review or PressProof to allow for the proper light sources to be accessed. There is no need to edit any settings, you only need to click the **Update** button. For InSite Administrators, see the the *Modifying Color Targets* section in the *InSite Prepress Portal System Administration Guide*.

## **Incorrect color when viewing pages that were approved in Smart Review before the upgrade to InSite Prepress Portal version 8.0**

When you color approve pages in earlier versions of InSite Prepress Portal, the pages are locked down. If you view these same color-approved pages using InSite Prepress Portal 8.0 with Matchprint Virtual 8.0, the color conversion is not taking place because the previous color target is still assigned and does not access the proper light sources that are now on the server side.

**Workaround:** If you want to re-confirm color specifically in InSite Prepress Portal 8.0 with Matchprint Virtual 8.0, you need to reset the page status.

## **Incorrect color when viewing Surfaces of Prinergy jobs in PressProof that were pre-rendered before the upgrade to PressProof version 8.0**

If you view any surfaces that were pre-rendered before the upgrade to version 8.0 in the PressProof 8.0 client with Matchprint Virtual 8.0, the color conversion is not taking place because the previous color target is still assigned and does not access the proper light sources that are now on the server side.

**Workaround:** In the PressProof client lower-left corner, if the time or date stamp shown for the Color Target is earlier than the date of the upgrade to version 8.0, you need to remove the cached surface files within the Prinergy job and re-open the job in PressProof for the surfaces to regenerate.

## **HTML5 does not support invalid characters in file names for uploads/downloads**

HTML5 uploads/downloads do not support the use of special characters in the file names. These characters include (but are not limited to): / \ \* | ? < > ,

**Note:** If these characters appear in the filename, the upload will finish with no errors but it will not process when completed.