Known problems and limitations

The light source correction is not applied to RGB elements

The light source correction is applied only for elements with CMYK/spot colors. It is not applied to elements with RGB color.

Integrated system: Options under Edit Customer dialog is not accessible from Web UI

For the system integrated with InSite Prepress Portal, the **Edit Customer** menu item under the **Customer** menu in InSite Creative Workflow navigates you back to the **Customers** menu in InSite Prepress Portal. Therefore, the options for customers that are available only in the **Edit Customer** dialog of InSite Creative Workflow are not accessible. The options include the **Enable 3D Preview** and **Enable Content Check** check boxes. In order to enable those features, you have to directly access the login page of the InSite Creative Workflow system and open the the **Edit Customer** dialog.

Color approval task, color separation information, and the densitometer annotation tool in Smart Review are not available for EPS files

The default color profile (if specified) will not be assign to EPS files upon upload, and you cannot manually assign profile either. Smart Review is no longer able to retrieve the color separation information from EPS files. The Separations panel does not display the color information, and the densitometer annotation tool does not show the color information for EPS elements. You cannot create a color-approval task with an EPS element.

The separated/multi-file EPS file is not processed and can not be opened in Smart Review

There is an old DCS file type which consists of an .eps file and .C .M .Y .K files; often called the Separated EPS or the Multi-file EPS file format. Smart Review no longer supports that format file. When you attempt to open such file, the Smart Review progress indicator spins endlessly.

Position of Content Check annotations on .txt file do not align with contents

Spell Check and Text Compare annotations generated by the Content Check feature on .txt files are not properly positioned to appear on the contents. They may be several or more pixels off depending on the location in the canvas area.

Contents of MS Word documents (.doc/.docx) seen in Smart Review may not match with the original documents

Rendering process done (by LEADTOOLS) for MS Word documents may end up modifying the contents, such as images, fonts, and layout.

In Managed Services (Azure) environment, Content Check feature needs new license after virtual machine de-allocation

For InSite Creative Workflow server hosted in the Managed Services (Azure) environment, the GlobalVision License key, which is a necessary software license key to run the Content Check feature, is reset every time the virtual machine is stopped and de-allocated.

Proof Report creation fails if Task name contains "&" character

Proof Report creation for a task fails if the name of the task contains an "&" character. You can edit the task name after the fact, and the Proof Report can be created successfully.

Proof Report creation for old revisions fails if Task has a removed user

Proof Report creation (with *Task Status* option checked) for old revision(s) fails if you have previously removed a task user.

User created via Invite User method cannot login after password reset

The *Invite New User* feature is not working properly. Users created via the *Invite New User* method is not able to login after going through the password reset procedure. Use the *Create User* method instead.