

# Limitations

## **USB connection for qualified monitors**

Qualified monitors cannot be connected to a keyboard USB port or to a self-powered USB hub. The monitor must be connected directly to a USB port on the computer.

## **Changing Mac computer user accounts is not supported**

Matchprint Virtual stores calibration information in the Mac computer user account. To avoid the possibility of needing to recalibrate the monitor prior to calibration expiry, disable fast user switching and create a user account for exclusive use by all users of Matchprint Virtual.

## **Parental controls on the Mac computer are not supported**

Matchprint Virtual stores calibration information on the system in addition to user account folders. To avoid permissions issues when storing this information, it is recommended that you use alternate methods to prevent access to the Internet and other applications on the Mac computer.

## **Calibration software other than Kodak Matchprint Virtual on the Mac computer is not supported**

If you install other calibration software on your Mac computer, there is the potential of conflicts when performing calibration and on creating and accessing the monitor profile.

## **The Firefox and Chrome browsers are not supported**

You can only use the Safari software for color approval workflow when you use InSite Prepress Portal 9.x or InSite Creative Workflow 9.x.

## **Full Screen mode does not allow the user to annotate the page**

The Safari browser does not allow keyboard input due to security issues. To view existing annotations in full screen mode, in Smart Review Preferences window, select the **Allow annotation** check box.

## **The i1 Display 3 colorimeter is not supported with UHD (Ultra-High-Definition) monitors**

UHD (Ultra-High-Definition) monitors can only be calibrated using the i1 Pro type supported colorimeters.

## **USB connection for qualified measuring devices**

Active USB Extension/Repeater cables are not supported for use with the qualified measuring devices. Do not connect the measuring device to a keyboard USB port, a self-powered USB hub, or monitor. The measuring device must be connected directly to a USB port on the computer.

## **NEC EA series monitors: Calibration fails for the second monitor in dual monitor system**

If you have a dual monitor system with NEC EA series monitors, a calibration for the second monitor will often fail.

To avoid this problem, perform the calibrations separately. After completing a successful calibration on the first monitor, quit Matchprint Virtual, re-launch Matchprint Virtual, manually bring the window to the second monitor's desktop and calibrate the second monitor.

### **Safari uses significant amount of memory for high-definition monitors**

Safari may show a warning message - *"This website is using significant memory. Closing it may improve the responsiveness of your Mac."* when you continuously open heavy-contents pages in Smart Review with a high-definition monitor. You may need to (repeatedly) close and re-launch Safari.

### **M1 chipset not supported**

Mac computer with M1 chipset is not supported.

### **6K and 8K resolution monitors not tested**

Matchprint Virtual has not been thoroughly tested with 6K and 8K resolution monitors. Kodak cannot guarantee functionality. You may try to lower the resolution of the monitor to 4K, but this is untested.