

Known bugs and limitations

Email address field character limitation

User email address and Secure Link email address fields are limited to 80 and 90 characters respectively.

The PressProof client will need to be updated manually if SSL is in use

The PressProof client will not detect that a software update is available if SSL is in use. To update the PressProof client, on your Mac, you will need to mount the Installer share from your InSite Prepress Portal server and install the PressProof client.

Downloading multiple files

When 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).

Bypass Login does not support certain characters in passwords

Bypass Login functionality does not support the use of special characters in user passwords. The unsupported characters include < >.

For passwords, the following characters are supported: ~!@#\$%^&*()_+{|:~;.,/-=[]\

For usernames when using Bypass Login, this restriction does not exist and all of the following characters are supported: ~!@#\$%^&*()_+{|:~;.,/-=[]\< >

Upload and download does not support certain characters in file names

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, an error message is displayed and the upload will not proceed.

Upload and download fails with long file names

For uploads, the overall maximum file name length is determined by the system's maximum allowed file path length of 259 characters, comprised of the Prinergy Server Name, Job Share Name, Job Name, and other names.

For downloads, the maximum file path length is 122 out of 259 characters including the file name. To minimize any upload or download issues, short file names should be used.

Upload Processing Rules using Prinergy Workflow Templates no longer supported

Prinerger Workflow Templates can no longer be selected for Upload Processing Rules. Customers who upgraded from InSite Prepress Portal version 8.x will no longer see their Upload Processing Rules. As a workaround, use RBA to manage jobs through the Prinerger/InSite workflow; or, use a Copy rule instead of a Refine rule, copying to a Prinerger Hot Folder that uses the Workflow Template.

Limiting access to certain color targets or setting a default target for color customers is not supported in InSite Prepress Portal 9.x

When you create or edit a customer and you have the appropriate user rights, you can select the **Use Matchprint Virtual** option, but you cannot limit the color targets for use by a customer or set a default target.

This option will not be supported until a future release.

Separations viewed in PressProof will render using D50 light source only

If you use the GTI or JNL light source for viewing color accurate surfaces, when you turn separations off and click **Apply**, only the D50 light source is used to render in Separations view. When you turn on all the separations again and want to review color accurately, you will need to return to Window mode and select **Regenerate View**. If you use the GTI or JNL light source, this will render the surface again using the correct light source.

Light source will be displayed as none in PressProof client for LPV jobs

If you are viewing surfaces of LPV jobs, while the designated light source that you have configured will be applied for color accurate viewing, in window mode, it will show the light source as none.

Error layer not viewable in Smart Review for LPV jobs

If error layers are created in a Prinerger LPV job, the error layer is currently not displayed as a separate layer in Smart Review or Pressproof. Review your LPV jobs carefully in Prinerger to make sure nothing is on the error layer. (INST-13623)

Page aliases in Prinerger are not compatible with InSite Smart Review and PressProof

If page aliases are created in a Prinerger job, the alias cannot currently be displayed in Smart Review or Pressproof. They will appear as grey boxes. (INST-13530)

Login to IPP Enterprise satellites on iPad application is not supported

If you use the iPad application with IPP Enterprise, you must use the URL of the Enterprise to log in and access jobs.

"Remember me on this computer" checkbox only remembers the user name

Due to the security enhancements in InSite Prepress Portal 9.x, "Remember me on this computer" checkbox on the login page only remembers the user name.

Greek translations are no longer available

Greek translations are no longer available in the UI, but e-mails will still be displayed in Greek if user selects Greek for e-mail.

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.

PressProof Client: M1 chipset not supported

Mac computers with the M1 chipset do not support the PressProof client application at this time.