

Information and error messages

If PDF Compare encounters a problem during the compare process, one of the following messages may appear:

Error message	Possible causes
You have selected a file to be compared against itself, please select two unique files.	The files that you selected for comparison may have the same file name and location. You can select two files with the same file name, but one file must be in a different folder. Select two files with unique file names and/or unique locations.
PDF Compare failed to create a temporary file to store the output document.	The workstation may not have enough available memory to generate the temporary comparison file, or available disk space may be low. Free up some memory and/or disk space on the workstation, and try the compare again.
PDF Compare encountered an error while opening the file: <i><file name></i>	The file specified in the error message may be corrupt, locked, or already in use. Alternatively, the selected file may not be a PDF file. PDF Compare can only compare PDF files.
The selected input documents do not have the same number of pages.	The two PDF files that you have selected for comparison do not have the same number of printed pages. Select two files with the same number of printed pages.
PDF Compare could not successfully match the separated pages in the selected input documents.	If you are comparing two separated PDF files, the separation order in one file may not match the separation order in the other file. If this is the case, PDF Compare cannot compare the two files. Alternatively, one file may be a separated PDF while the other is a composite PDF. PDF Compare can only compare separated with separated, or composite with composite.

PDF Compare has encountered an unexpected error while processing your documents: CSEP_DeviceRGB Converter can't separate images yet.	One or both of the selected files contains RGB images. PDF Compare does not support RGB images. Refine the files with the color convert option selected to convert any RGB images, and then try the compare again.
PDF Compare has encountered an unexpected error while processing your documents: Failed to load the required CMap <file name> for CID font : Failed to locate CMAP <file name> on resource search path: Font Search Path	Some font resources may not have been properly installed or were removed from the Acrobat folder, or permissions may have been set such that the required file cannot be read. Install the required resource (as indicated by <file name> in the error message) or alter the permissions of the required file so that it can be read.
No licenses for PDF Compare are available.	There may be no PDF Compare licenses installed on any of your servers, or the network cable may be unplugged from the workstation.

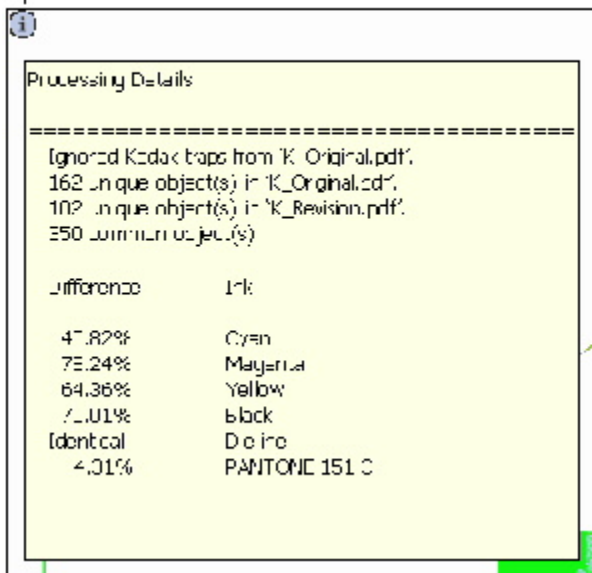
Once PDF Compare completes the comparison process and generates the temporary comparison file, the comparison file appears in the Adobe Acrobat window. In the upper-left corner of the file, an **Information**  or **Error**  icon appears.

Information icons appear when the comparison was successful and no problems were encountered. Error icons appear when the comparison encountered a problem.

When an **Information** icon is visible, you can click it to open the Processing Details dialog box that displays details about each of the PDF files being compared. (Note that you must click the Acrobat **Hand** tool before you can click the icon to open the dialog box.)

The details of the dialog box include the number of objects that are unique to the original PDF file, unique to the revised PDF file, and common to both. If you chose to highlight ink differences instead of object differences when comparing the files, the dialog box also provides details about the separations that make up each file and the percentage of change for each separation. Separations that remain unchanged between PDF files are listed with a **Difference** of **Identical**. If you chose to ignore Kodak-generated traps when comparing the files, the dialog box also indicates that traps were ignored.

Information icon



Processing Details dialog box

Tip: If the **Information** icon is not visible, select **Comments > Show Comments List**.

In addition, the dialog box may also contain the following messages:

Information message	Meaning
Inputs print different inks.	The same separations are not contained in both PDF files. For example, the original PDF file might have CMYK separations only while the revised PDF file also has spot colors.
Failed to locate unembedded font .	One of the PDF files is missing the font specified in the information message.
All objects are unique.	There are no objects common between the two PDF files.
All objects are common.	There are no object differences between the two PDF files. The revised PDF file may not actually have been changed from the original.
Ignored Kodak traps from <file name>.	When specifying the two PDF files to compare in the Prinergy Compare Documents dialog box, you selected Ignore Kodak generated traps .

When an **Error** icon is visible instead of an **Information** icon, the dialog box opens automatically to display details about the problems that PDF Compare encountered. The following error message may appear:

Error message	Meaning
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Insufficient available
memory to compare pages.

The workstation may not have enough available memory
to generate the temporary comparison file.
Free up some memory on the workstation and try the
compare again.