

Known problems and limitations

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. 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.

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.

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.

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 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.

OS type and version may not be recognized correctly on System Diagnostics

System Diagnostics may show an incorrect Mac OS and Windows OS version on the Operating System field.