

Troubleshooting0

These tables describe common problems that you might encounter when calibrating monitors or proofing files for color accuracy and suggest a solution for each problem.

Table 1: Problems when calibrating monitors

Symptom	Causes and solutions
After you start calibration, the following message appears: Communication error - try unplugging and replugging EyeOne	Confirm that the measuring device is connected. Firmly plug it into the computer. Do not plug it into the USB connector on the keyboard. If the message still appears, the measuring devices may be damaged. Try another measuring device.
After you start calibration, the following message appears: Calibration failed. Please check if the EyeOne is connected. And the logs show: Calibration failed : New integration time: No light.	1. Make sure that the shutter on the calibration plaque was open to expose the white tile when you "zero" the measuring device. 2. Do not use Active USB Extension/Repeater cables when connecting the measuring device to the computer.
You start the calibration, but the monitor does not calibrate successfully, or one of the following messages appear: • Unable to setup monitor according to vendor instructions. • Error setting up display pixels for accurate color.	1. Ensure that the monitor's image data cable and USB control cable are securely connected. 2. Ensure that the measuring device cable is securely connected. 3. Check the fixed luminance setting. The monitor may be unable to achieve the set value. If so, lower the setting and recalibrate. Note: Replace the monitor when it can no longer achieve a luminance level of 120. 4. Ensure that you "zero" the measuring device on its calibration plate. Any light leakage will cause problems. Note: If you use the iOne Display 3, you do not need to perform the "zero" step. 5. Check the measuring device for damage. If it is damaged, try a different measuring device.
The monitors can no longer calibrate.	Calibrate all monitors to maximum luminance and use the lowest maximum luminance value as the reference point for setting a new fixed luminance.

You start the calibration using the iOne Display 3 colorimeter and the following message appears: Calibration failed New integration time: Too little light	To perform a successful calibration, make sure that the cover of the colorimeter is open.
After you start calibration, the following message appears: The black measurement has drifted too much - must recalibrate measurement device	This message might appear due to any of the following: • The EyeOne Pro colorimeter is not seated perfectly in the calibration plaque during the black calibration performed at the beginning. • The EyeOne Pro is older than Rev B or is malfunctioning. • Long waiting times have been encountered during the calibration process. Solution 1. Quit the MVCalibrator application. 2. At the Dock, click the Matchprint Virtual folder icon. 3. Select MVCalibrator and in the MV Calibrate window that appears, on the right-hand side, click blocked URL. 4. Make a note of the Fixed Luminance value and any changes that you made to the White Point. 5. Switch to Max luminance. Click Save. 6. Immediately switch back to the Fixed Luminance value and enter the value that you recorded. Click Save. 7. If you are using multiple monitors, select the other monitor in the Calibrator settings window and perform steps 5 and 6 for it. 8. Click Calibrate to start over. Note: After you calibrate successfully, if you need to adjust the white point, re-enter the values for it.
You start the calibration using the iOne Pro colorimeter and the following message appears: White calculation: Sensor is saturated.	To perform a successful calibration, make sure that you open the protective slider until it clicks into place to access the white reference ceramic tile on the calibration plate.

You start calibration and the following message appears: Monitor not allowing white point to be set.	If you are using a NEC UHD type monitor, the video signal might not be set properly. Solution: 1. Check the video level setting on the display and set to expand if necessary. 2. Verify that the DV Mode is standard and the color mode is Programmable.
You start the calibration and it succeeds on one of the monitors in a multiple monitor configuration but the other monitor fails to calibrate.	The calibration on the successful monitor(s) is untouched and remains valid. You do not need to start over at monitor 1 for calibration. If you have not quit the MVCalibrator app, you can continue to recalibrate the monitor that failed until it is calibrates successfully. If you quit MVCalibrator app, you can restart the app and drag it to the failed monitor directly and recalibrate it until it calibrates successfully.
For a dual monitor system using NEC EA series monitors, you start the calibration and it succeeds on the first monitor, but the second monitor unexpectedly fails to calibrate with the following error message: Monitor will not allow white point to be adjusted .	This is a symptom seen in a dual monitor system specifically with the NEC EA series monitors. To avoid the error, you can do two calibrations separately. 1. Complete a successful calibration on the first monitor. The Matchprint Virtual window automatically moves to the second monitor's desktop. 2. Quit Matchprint Virtual. 3. Open Matchprint Virtual again and manually bring the window to the second monitor's desktop. 4. Open  and ensure that the second monitor is selected. 5. Calibrate the second monitor. Once the calibration is completed successfully, the window moves to the first monitor. 6. Quit Matchprint Virtual because the first monitor has already been calibrated.

Table 2: Problems when performing monitor proofing

Symptom	Causes and solutions
The monitor appears to have a ghosted or burned-in image.	A burned-in image indicates an imperfection in the monitor. If the monitor is under warranty, replace it. Note: Ensure that you use a screen saver when the monitor is not in use.

Color alignment is poor between the virtual proof and the hard copy proof.	1. Ensure that the correct light source is selected. 2. Ensure that you are viewing the image at actual size (1:1). 3. Ensure that the monitor is calibrated. In PressProof, check the lower-left corner of the window to ensure that the monitor's status is Calibrated. 4. Ensure that the correct color target is assigned to the file. Contact your system administrator for assistance. 5. Ensure that the correct luminance values are set on the monitor and that your viewing booth is adjusted correctly. See the <i>Matchprint Virtual Best Viewing Practices Guide</i>. 6. Use the Matchprint Virtual reference proof to verify that the virtual system is working correctly. Contact your system administrator to obtain the reference proof. If the reference proof matches, your hard copy reference may be incorrect. If your virtual proof still does not match your hard copy proof, you may need to adjust the white point because your monitor is aging. Contact your system administrator for assistance.
A message appears, stating that you must recalibrate.	The status of monitor calibration is set to uncalibrated, and you must recalibrate the monitor under any of the following conditions: • The calibration has expired for your monitor. • The contrast or brightness of the monitor was manually adjusted.
The surface is not displayed.	1. In Prinergy workflow, make sure that the RBA rule, Prerender of surface, is selected and working. 2. Make sure that the pages are assigned to the imposition. 3. In TIFF workflow, if the image is too large, recreate TIFF at 200 dpi 8 Bit.