Customer Tips

… for the user

Supplying Source Files for Macintosh SPAR Investigation

Purpose

This document helps you identify the Macintosh files to supply to Xerox for SPAR submission packages and investigations of problems that involve a Document Centre or WorkCentre and a desktop publishing or office application. This document covers Macintosh OS 8x-9x and OS X.

Desktop Publishing Applications

It is often more difficult for Xerox customer support engineers to understand problems that occur between a Document Centre or WorkCentre Pro and a desktop publishing application such as QuarkXpress and PageMaker than word processing applications such as Microsoft Word or WordPerfect. Diagnosis of desktop publishing application issues may require more than a print ready or PostScript file. You may need to send the source file and other files with the SPAR submission package so that we can determine the cause of the problem.

The following paragraphs described some of the areas where problems can occur in desktop publishing applications. If you have similar problems, include the files discussed and the application source file with the SPAR submission package.

Fonts

Specialized fonts are not loaded with the Macintosh operating system. Typically, applications such as PageMaker or QuarkXpress install specialized fonts. Include specialized fonts with the document in question when you submit a SPAR. You can find fonts under the hard drive root in the System/Fonts folder on OS 8x-9x. Fonts for OS X are typically found in the root/Library or "username"/Library folder.

Embedded Graphic Files

Embedded graphic files include any inserted, placed, imported, or embedded graphics such as TIFF, EPS, jpeg, Pict, or PhotoShop files.

These files are separate from the application source file. You may think the graphic file is not required because it displays in the desktop publishing application. Keep in mind that the display on the monitor is only the application's rendering of that embedded file. If there are imaging/printing issues with that application source file, it may be caused by the imported or embedded graphic file. Include the graphic file in the SPAR submission package.

This document applies to these Xerox products:

x	**WC Pro 32/40 Color**
x	**WC Pro 65/75/90**
x	**WC Pro 35/45/55**
x	**WC M35/M45/M55 (only if optional PS driver used)**
x	**DC 555/545/535**
x	**DC 490/480/470/460**
x	**DC 440/432/425/420**
x	**DC 340/332**
x	**DC 265/255/240**
x	**DC 230/220**
x	**DCCS 50**

Stand Alone Print Ready Files

A print-ready or PostScript file created with the driver(s) that exhibits the problem is often very helpful for SPAR investigation. See the DC Tip *Creating Print Ready Files for the Macintosh* available at http://xerox.com/documentcentrefamily/tips for instructions.

NOTE: An EPS file is **not** a stand alone print ready file.

Corruption of the Source File or Application Issue

If the source file exhibits the same problem when printing to a Document Centre or WorkCentre using Xerox printer drivers and to a printer of another manufacturer such as HP using HP printer drivers, the problem is either corruption of the source/embedded files or an application issue.

Application/Driver Interaction

Desktop applications and word processing applications interact with the printer driver differently. Desktop applications such as PageMaker or QuarkXpress that have their own printing sub-system, bypass the default printer driver. These types of applications allow you to access the Document Centre or WorkCentre Pro custom or generic PPD but not always the custom Macintosh driver itself. In OS X the Print Center is based on one universal print driver and vendors provide custom PPD's for specific printer models.

Custom drivers or PPD's are available with PageMaker in Mac OS 9x or earlier. Hold down the option key and perform a File/Print function so that the application bypasses the printing sub-system and allows you access to the custom driver in the Chooser. Adobe has not developed PageMaker for native OS X printing. You can use Classic Mode in OS X but may encounter issues. Please visit www.adobe.com for more information.

Office Applications for Macintosh

Office applications such as Microsoft Word, Excel or WordPerfect, usually produce less complex printing issues. In general, sending a print-ready or PostScript file along with the source application file is sufficient to diagnose the issue.

Font substitutions occur for the test engineers if you do not include specialized fonts with the source file. Include the specialized font files in the SPAR submission package to eliminate possible assumptions about the real issue.

Additional Information

Xerox Customer Service welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA),
TTY 1-800-855-2880 or at http://www.xerox.com.

Other Tips about Xerox multifunction devices are available at the following URL:
http://www.xerox.com/DocumentCentreFamily/Tips.

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