PrintShop Mail

Troubleshooting Tips

Print errors &/or blank pages:

* Printer Settings:

1) Make sure the printer selected is a postscript printer.

In the printer properties can you see a Postscript tab?

2) Check the Postscript Output format settings in the printer properties (Win Only)

PSM 4.1 - Set to **Archive Format.**

PSM 98 - Set to **Optimize for Portability.**

3) Mac - Turn Background Printing off.

4) Print To File the PSM job & use Acrobat-Distiller to distill the postscript file to a PDF.

A - If a PDF is made & it looks good, contact RIP &/or printer vendor.

B - If the postscript file can NOT "distill" continue with the steps below.

> **IMPORTANT - THIS MAY SAVE YOUR NECK!**
>
> *How much time do you want to spend troubleshooting?*
>
> If you can make a "good" PDF of PSM output. Why not Print To File the "whole" job, distill it to a PDF and use Acrobat to send this file to the printer. This will at least get the job done. Then you and Atlas "support" can spend "quality" time figuring out what is going wrong.

* Job Elements:

5) What file format is the "static" document? An EPS or PDF file? How was it made?

Bad: PDF made with PDFWriter.

FIX: PDF-Print To File from "native" program, then Acrobat-Distill it to a PDF.

Use the "PDF Creation Rules" sheet for step-by-step instructions for the PDF setup.

EPS-Save As or Export As options from the native program are OK.

6) DPI of the "static" & variable image files?

Bad: DPI size is higher than the printer's maximum DPI capability.

FIX: Resave at printer's maximum DPI or under.

7) Scans - "Static" &/or variable image files created from a scan?

FIX: Make sure to scan at 300 DPI or less.

8) Are there any TIF images embedded in the EPS/PDF file or used as variables?

Bad: TIF file created with LZW compression turned on.

FIX: Resave without LZW Compression.

More Tips

PrintShop Mail *(logo)*

Slow printing: - Go through the previous check list. Then try the instructions below.

* PrintShop Mail Settings:

    1) What Print Technology is used?

Mac:	**Edit>Preferences>Printer>Technology**
PSM 4.0:	**Edit>Preferences>Print Job>Print Technology**
PSM 98:	**File>Preferences>Print Technology**

    Remember, Standard PostScript perfoms the same as a mail merge.
    The EPS/PDF template will be re-ripped for every record.
    FIX: Use Optimized Postscript or any other print technology that is compatible with the print system.

    2) Check Formscache size

Mac:	**Edit>Preferences>Printer>Cache Size** (uncheck **Use printer's hard disk**)
PSM 4.0:	**File>Print>Custom Cache Size** (uncheck **Store forms on the printer's hard disk**.)

    Set it to **64,000** (64 megs). *If you get an error, subtract 4,000 from the 64K = (60K) and*
    work your way backwards until the error disappears or adjust your printer's memory settings.

* Job Elements

    3) Database file used?
        DBF files tend to be big because of their "fixed" length properties.
        FIX: Try using a CSV (comma delimited) file. It will be a quarter of the DBF's size.

    4) Variable image file format (B&W printers only)
        Try RGB black instead of Grayscale.

* PrintShop Mail Functions:

    4) Use the Splitjob function to create smaller output files.
        Mac: **File>Print>Split job every**
        Win 4.0: **File>Print>Record Range>Split job every**

        Try dividing the output into quarters.
        Example for 10,000 records set Split job to "2,500".
        If you use an "Hold" que you will see four individual output files.

    5) Is the RIP or printer capable of printing the output from front-to-back and back-to-front?
        If yes, check to see if it is set for back-to-front (end-to-1).
        This would mean that the "whole" job must be spooled before printing.
        PSM is capable of sending front-to-back and back-to-front.

        If you would like to have the 1st record of the database on "top" of the output stack,
        make sure that the printer is set to print front-to-back (1-to-end). Then go to:
        Mac-**Edit>Preferences>Printing Order>Priorities>Back to Front**
        Win-**Edit>Preferences>Repetition>Priorities>Back to Front**

PrintShop Mail Support: support@printshopmail.com