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What to do if I still get a watermark after activating my printer



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Introduction

This document describes how to remove watermark in printer-centric mode, provided you have a valid printer activation code. As you may know, the term *printer-centric* refers to documents that are executed on the printer. Basically, there are two possible causes to the problem of having an activated printer still adding a watermark to print jobs :

- The printer is not activated, contrary to what's asserted.
- Existing PlanetPress documents executing on a newly activated printer have not been updated with the printer's new activation code.

The remaining of this document consists of procedures to diagnose and resolve such problems. Basically, you must 1) activate your printer and 2) re-install your existing PlanetPress Design documents.

Step 1 : Verifying printer(s) activation

The first step is to make sure that the printer has been activated. A list of currently activated printers can be found under the **Help | Printer activation** tab of PlanetPress Design and PlanetPress Watch. As these two lists may be different, it is suggested to check on both.

To confirm that a printer is effectively activated, you can create a simple PlanetPress Design document and print it with the activated printer. The following is a procedure to achieve this.

1. Open the document with PlanetPress Design.
2. Add a box object on the page.
3. Choose **File | Print**, from the menu option (or press Ctrl + P). The Print dialog box appears.
4. Select an activated printer and click **OK**.
5. Look at the printout. If there is no watermark, then the printer has been activated properly.

If you still get a watermark when printing directly from PlanetPress Design, please contact our activations department via email at activations@ca.objectiflune.com.

Step 2 : Re-installing document(s)

PlanetPress Design documents that are intended to work with a newly activated printer must be re-sent to their respective host, be it the actual printer, PlanetPress Server, or any other host (e.g. OMD System). This is because a PlanetPress Design document contains information on a printer's activation code. If this information is incorrect, a watermark will appear.

The remaining of this section consists of procedures for correctly re-installing (i.e. re-compiling, re-sending) a PlanetPress Design document into various hosts types. If you have multiple documents, remember that there exists a 'batch send to' wizard in PlanetPress Design (Choose **File | Batch Send to...**) that can install several documents in a single operation. For more information, please refer to PlanetPress Design User Guide.

Re-installing a printer-resident document using PlanetPress Design

1. Open the document with PlanetPress Design.
2. Choose **File | Send to | Printer** (or press CTRL+ALT+P). The Send to Printers dialog box appears.
3. In the **Send to Printers** dialog box, set the options for the install. Note : If Printer storage = RAM, then a printer power off will delete the document from the printer.
4. Click **OK**.

Re-installing a document to an accessible PlanetPress Server

1. Open the document with PlanetPress Design.
2. Choose **File | Send to | PlanetPress Watch** (or press CTRL+ALT+W). The Send to PlanetPress Watch dialog box appears.
3. In the **Send to PlanetPress Watch** dialog, select the installations of PlanetPress Watch in which you want to install the document.
4. Click **OK**.

Re-installing a document to an inaccessible PlanetPress Server

1. Open the document with PlanetPress Design.



2. Choose **File | Send to | PlanetPress Watch** (or press CTRL+ALT+W). The Send to PlanetPress Watch dialog box appears.
3. In the **Send to PlanetPress Watch** dialog, click **Save PTK File**. The Save PTK File dialog appears.
4. In the **Save PTK File** dialog, enter the name of the file in which you want to save the PTK version of the document and click **Save**. PlanetPress saves the PlanetPress Talk (PTK) version of the document to the specified file.
5. Do either of the following to save the .ptk file in the folder:
 - a. Move the file to the **Documents** folder of the PlanetPress Watch installation in which you want to execute the document. This makes it available in PlanetPress Watch.
 - b. Move the file to a folder accessible from the computer on which you run PlanetPress Watch, then import the document into PlanetPress Watch. Import a document (.PTK) from PlanetPress Watch by selecting **File | Import Document**, then browse to the .PTK file you want to import (install).

Re-installing a document to a Host (e.g. an OMD system)

1. Open the document with PlanetPress Design.
2. Choose **File | Send to | Host** (or press CTRL+ALT+H). The Send to Host dialog box appears.
3. Click on **Save Host File**. Browse to the folder where you want to store the Postscript document on the host (e.g. a Forms folder in an OMD system).
4. Click on **Save** and exit that window.

Conclusion

This document described how to remove watermark in printer-centric mode by activating printers and re-installing PlanetPress Design documents. For more information on printer activation and document installation, please refer to the PlanetPress Suite documentation.

If you still get a watermark when printing directly from PlanetPress Design, please contact our activations department via email at activations@ca.objectiflune.com.

Finally, if you experience problems similar to those addressed in this FAQ but still haven't been able to solve them, please report an issue at our web site. Go to



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www.objectiflune.com, then click on the link under the tab "Report an issue via the web" and follow the mentioned steps.



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