

Prinergy 2.1

Onsite Client Installation

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1. INTRODUCTION

This document describes how to install Prinergy Workshop on a Macintosh or Windows machine to create a Prinergy client that is part of a Prinergy system at a customer's site. It includes information about configuring the client machine's operating system and installing Adobe® Acrobat®, plug-ins, Prinergy Workshop, and related software.

Before you configure any client machines and set them up as Prinergy clients, you will have already installed Prinergy on the primary and secondary servers, integrated the customer's system, and the customer will have configured the operating systems on the tertiary and file server(s).

The *site preparation document* is usually the production order, but a presite worksheet may have additional information about the system you are installing.

License Keys Needed

Depending on the requirements at the customer site, you will have a number of license keys requested through Order Management. If you need to confirm or query a particular license key, or extend a license key, contact *LicenseKey@creo.com*.

1.1 Procedure Overview

Step	Mac	Windows	License
1. Ensure that the client machine meets the minimum requirements.	✓	✓	
2. Disable virtual memory.	✓		
3. Configure TCP/IP.	✓	✓	
4. Set the network adapter.		✓	
5. Install Adobe Acrobat.	✓	✓	✓
6. Install Prinergy Workshop 2.1.0.0 using the Prinergy Workshop Installer on the primary server.	✓	✓	
7. Install any applicable 2.1.0.y minor updates and Adobe Acrobat plug-ins using the Client Auto Update (CAU) Utility.	✓	✓	
8. If required, install Harmony.		✓	
9. Install any desired optional or companion software: • TrapEditor • Enfocus Pitstop • Seps2Comp • Step-and-repeat application (Pandora or Signapack) • QC Toolkit • Preps (used for page impositions/layout)	Depends on software	Depends on software	✓
10. If necessary, increase the memory allocated to Adobe Acrobat.	✓	✓	
11. Perform a spot check to verify the successful installation of the software.	✓	✓	

1.2 Prinergy Client Software

Product	Powerpack Converter 2.1	Powerpack Full Prepress 2.1	Connect 2.1
Prinergy Workshop	2.1.0.x (includes TrapViewer)	2.1.0.x (includes Advanced TrapEditor)	2.1.0.x (includes TrapViewer)
Adobe Acrobat	5.0.5	5.0.5	5.0.5
Pandora	1.5	1.5	-
Signapack	7.06	7.06	-
Enfocus Pitstop	5.02	5.02	5.02
QC Toolkit (CTK Viewer)	4.0	4.0	-
Seps2Comp plug-in	1.7	1.7	1.7
Harmony	1.2	1.2	1.2

2. MINIMUM REQUIREMENTS

The following tables describe the minimum requirements for Macintosh and Windows client machines. The customer's actual client configurations should in all cases meet or exceed the following guidelines, where applicable.

Macintosh Client Requirements

Component	Powerpack 2.1	Connect 2.1
Processor/speed	Mac G4 500 MHz	Mac G3 300 MHz
Operating system	Mac OS 9.2 (recommended), or Mac 10.1.3 or later, as qualified by Creo	Mac OS 9.2 (recommended), or Mac 10.1.3 or later, as qualified by Creo
Memory (to run Adobe Acrobat, VPS, and Workshop)	512 MB RAM	512 MB RAM
Disk Space	As much as reasonable	As much as reasonable
Network/protocol	100 Base T	100 Base T
Java engine	• Mac OS 9.x requires MRJ 2.2.5 • Mac OS 10.1.3-10.1.5 requires MRJ 3.2 • Mac OS 10.2 requires MRJ 3.3	• Mac OS 9.x requires MRJ 2.2.5 • Mac OS 10.1.3-10.1.5 requires MRJ 3.2 • Mac OS 10.2 requires MRJ 3.3
Drivers	Apple Laser Writer 8.7	Apple Laser Writer 8.7
Monitor	17" or larger	

Note: Internet Explorer 5.0 or later must also be installed on each Macintosh client in order to run Prinergy Workshop online help.

Windows Client Requirements

Component	Powerpack 2.1	Connect 2.1
Processor/speed	2 x Pentium3 1.0 GHz	P3 300 MHz
Operating system	Windows 2000	Windows 2000
Memory	512 MB RAM (to run Adobe Acrobat, Adobe Acrobat plug-ins, QC Toolkit, Signapack, and Workshop)	512 MB RAM (to run Adobe Acrobat, Adobe Acrobat plug-ins, and Workshop)
Disk space	System disk: 9 GB or higher Data disk: 9 GB or higher	System disk: 9 GB or higher Data disk: 9 GB or higher
Network/protocol	100 Base T	100 Base T
Monitor	1024 x 768 resolution	1024 x 768 resolution

Note: Internet Explorer 5.0 or later must also be installed on each Windows client in order to run Prinergy Workshop online help. Internet Explorer is installed by default as part of the Windows operating system installation on Windows clients.

For more information about configuring the client's operating system, see *Windows 2000 Installation for Prinergy 2.x (72-3476B)* or the manufacturer's documentation.

3. DISABLING VIRTUAL MEMORY (MACINTOSH ONLY)

Virtual memory is hard disk space that the system uses as if it was RAM. Since hard disk access is slower that RAM, it may cause some applications to run slower. It is generally recommended to disable Virtual Memory.

1. Launch the **Memory Control Panel**.
2. Click **Disable Virtual Memory**.

For more information about configuring the client's operating system, see the manufacturer's documentation.

4. CONFIGURING TCP/IP

Prinergy uses TCP/IP protocol for communication. It is important that you configure TCP/IP to ensure optimal performance. Client machines require a switched 100BaseT connection.

Static IPs are recommended, although using DHCP to assign IP addresses is also acceptable. The client should be on the **same subnet** as the Prinergy server. This is to ensure that routers do not add additional overhead when the client is communicating to the primary server. Router and Name server (DNS) addresses are not required.

To configure TCP/IP on a Macintosh client:

1. If you are using static IP addresses, obtain these from the network administrator.
2. Launch the **TCP/IP Control Panel**.
3. Enter the **IP address** and **Subnet mask**.

Router and **Name server** are optional parameters.

4. Click the **Options** button. The TCP/IP Options dialog box appears.
5. Select **Active** and uncheck **Load only when needed**.

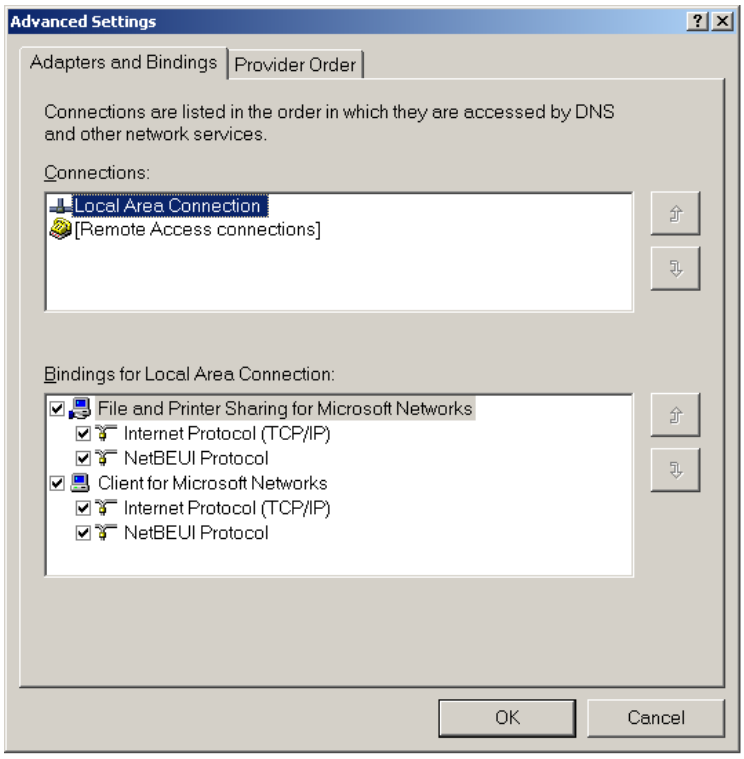
To configure TCP/IP on a Windows client:

1. Log in as an Administrator.
2. On the desktop, right-click **My Network Places** and select **Properties.** The Network and Dialup Connections dialog box appears.
3. Right-click **Local Area Connection** and select **Properties**. The Local Area Connection Properties dialog box appears.
4. In the **Components checked are used by this connection** box, select **Internet Protocol** and click **Properties**. The Internet Protocol (TCP/IP) Properties dialog box appears.
5. You may need to contact the network administrator for the following information:
   - IP Address
   - Subnet Mask
   - Default Gateway (not necessary)
   - Preferred DNS (not necessary)
   - Alternate DNS (not necessary)
6. Click **Advanced**. The Advanced TCP/IP Settings dialog box appears.
7. On the **WINS** tab, ensure that **Enable NetBIOS over TCP/IP** is selected.
8. Click **OK** three times to exit.

To configure the TCP/IP protocol binding order on a Windows client:

The binding order reflects the protocol preference for network connections. In a Prinergy system, TCP/IP is the primary protocol and must be bound first.

1. From the Windows **Start** menu, select **Settings > Network and Dial-up Connections**. From the **Advanced** menu, select **Advanced Settings**. The Advanced Settings dialog box appears.
2. In the **Connections** section, ensure **Local Area Connectio**n is first on the list. If not, select it and use the up arrow to bring it to the top of the list.
3. In the **Bindings for Local Area Connection** section, **TCP/IP** should be bound first. If not, use the up arrow to bring it to the top of the list.



4. On the **Provider Order** tab, under **Network Providers**, ensure **Microsoft Windows Network** is at top of the list. Usually there is only one provider listed. If Microsoft Windows Network is not at the top of the list, use the up arrow to bring it to the top.

5. Click **OK** to close the dialog box.

5. SETTING THE NETWORK ADAPTER (WINDOWS ONLY)

By default, the network adapter is set to auto-detect the link speed and communication mode. Incorrectly set network cards may result in slow network performance. There is no one correct setting; it depends on how the switch is configured onsite. In most cases, auto-detect should be acceptable, but you should confirm transfer rates using the Netperf utility.

To change the network adapter setting:

1. From the Windows **Start** menu, select **Settings > Control Panel > Network.**

2. On the **Adapters** tab, edit the properties of the adapter.

3. Set the **Network Speed** to match the settings to the port on the hub that the server is connected to (for example, 100 Mbps).

4. Set the **Duplex** setting be the same as the port on the hub (for example, Half-duplex or Full-duplex).

5. Use Netperf to check transfer rates. Change the setting as necessary.

6. INSTALLING ADOBE ACROBAT

Adobe Acrobat is used to create and edit PDFs and comes standard with Prinergy. You should install Adobe Acrobat before installing Prinergy Workshop to ensure that the Client Auto Update (CAU) Utility can later install Adobe Acrobat plug-ins and Adobe Acrobat Distiller job options in the appropriate folder.

To install Adobe Acrobat on a Macintosh client:

1. Remove Adobe® Acrobat® Reader® if it is installed on the client.
2. Ensure that you have the Adobe Acrobat serial numbers available.

   Each client machine must have a unique serial number for the Adobe Acrobat installation.
3. Insert the **Prinergy Macintosh Client CD** in the CD-ROM drive.
4. Browse to the **AcrobatMac** folder and double-click **Acrobat** to expand the installer to the desktop.
5. Click **Continue** when the software credits message appears. The files expansion resumes and can take several minutes.
6. On the desktop, open the **Adobe Acrobat** folder and then open the **Acrobat** folder. Double-click the **Acrobat Installer** icon.
7. Follow the installer instructions, entering the serial number and accepting the default selections.

   Note: The installer copies program files to the **Applications** folder by default. We recommend that you keep the default settings, or the CAU Utility may have a problem finding Adobe Acrobat.
8. After the files have been copied, Adobe Acrobat installer launches the Adobe registration dialog box. Click **Cancel** and **Yes,** then quit the installer.

   Adobe Acrobat is now installed.
9. Click **Restart** or **Continue** when the Restart dialog box appears.

   Since you are going to restart after installing Workshop, it is not necessary to restart at this time.
10. Delete the **Acrobat** folder from the desktop.

To install Adobe Acrobat on a Windows client:

1. Remove Adobe Acrobat Reader if it is installed on the client.
2. Ensure that you have the Adobe Acrobat serial numbers available.

   Each client machine must have a unique serial number for the Adobe Acrobat installation.

3. Insert the **Prinergy Intel Client CD** in the CD-ROM drive.
4. Browse to **AcrobatIntel\Acrobat** and double-click **Setup.exe**.
5. Follow the installer instructions, entering the serial number and accepting the default selections.

   Note: The installer copies program files to the **Program Files** folder by default. We recommend that you keep the default settings, or the CAU Utility may have a problem finding Adobe Acrobat.
6. After the files have been copied, Adobe Acrobat installer launches the Adobe registration dialog box. Click **Cancel** and **Yes**.

7. INSTALLING PRINERGY WORKSHOP

Prinergy Workshop is installed on the client via an installer on the primary server.

Note: The installer is also on the **Intel Client Installer CD** (for Windows clients) and the **Mac Client Installer CD** (for Mac clients). However, in most cases it is more convenient to run the installer from the primary server.

The installer that you use depends on the operating system that the client is running:

- Windows
- Mac OS 9.2
- Mac OS 10.1.3 or later

To avoid visiting each Workshop client twice, perform the procedure described in this section, and then, on the same client, perform the procedure described in *Section 8, Installing Applicable Minor Updates and Plug-ins*. Once you have completed both procedures on the first client, repeat the procedures on the next client, and so on. Do not start the installer on the next client until the installer on the previous client has reached the Prinergy Workshop Installer window; otherwise, the installation will fail.

7.1 Starting the Workshop Installer

The procedure for starting the installer depends on the operating system that the client is running: Windows, Mac OS 9.2, or Mac OS 10.1.3 or later.

To start the installer on a client running Windows:

1. Log on to the client machine as a user with administrative rights.
2. Browse to **PrinergyWkspInstall_2.1.0** on the primary server.
3. In the **PrinergyWorkshopIntel\Workshop** folder, double-click **PrinergyWorkshopInstaller.exe** to start the installer.

   The Prinergy Workshop Installer window appears.

Important: Do not start the installer on the next client until the installer has reached this screen; otherwise, the installation will fail.

4. Go to *Section 7.2,Completing the Workshop Installation.*

To start the installer on a client running Mac OS 9.2:

1. Log on to the client machine as a user with administrative rights.
2. Mount a share and browse to **PrinergyWkspInstall_2.1.0** on the primary server.
3. In the **PrinergyWorkshopMac\MacOS** folder, double-click **PrinergyWorkshopInstaller** to start the installer.

   The installer checks the currently-installed Mac Runtime for Java (MRJ) applet. If the MRJ version is 2.2.4 or earlier, the MRJ 2.2.5 installer starts.
4. If prompted to continue with the installation of MRJ version 2.2.5, click **Yes**.

   A dialog box appears, indicating that the system will be restarted once the MRJ is installed. However, this only applies to client machines running Mac OS 8.6. If the client is running Mac OS 9.1 or later, your system will not be restarted. Instead, you must restart the installer.



5. Click **OK**.
6. Follow the MRJ installation instructions, keeping the default selections.
7. Click **Quit** to finish the MRJ installation and return to the desktop.
8. Go to the **PrinergyWorkshopMac\MacOS** folder, and then double-click **PrinergyWorkshopInstaller** to start the installer.

   This time, you are not prompted to install the MRJ.

   The Prinergy Workshop Installer window appears.

   Important: Do not start the installer on the next client until the installer has reached this screen; otherwise, the installation will fail.
9. Go to *Section 7.2, Completing the Workshop Installation*.

To start the installer on a client running Mac OS 10.1.3:

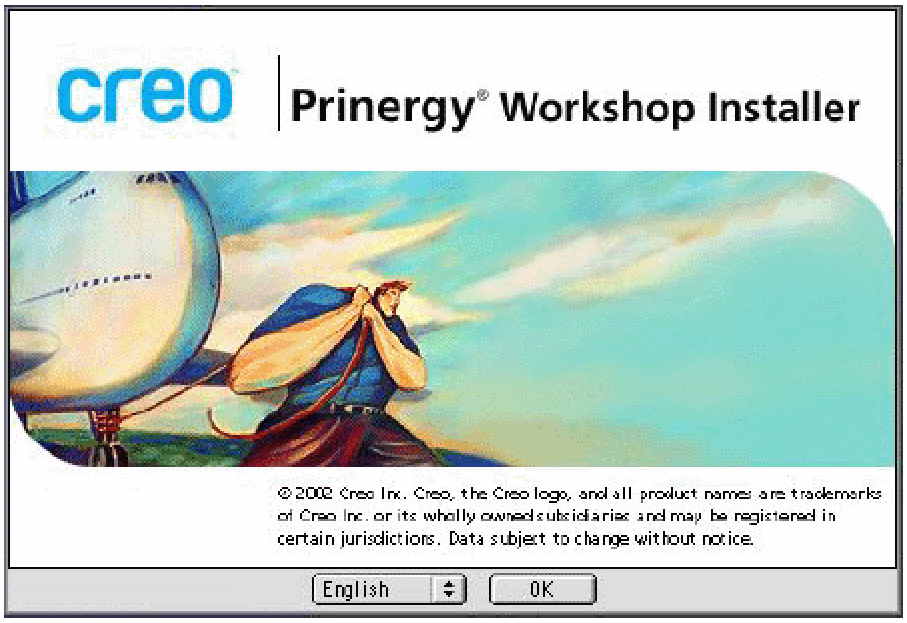
1. Log on to the client machine as a user with administrative rights.
2. Mount a share and browse to **PrinergyWkspInstall_2.1.0** on the primary server.
3. In the **PrinergyWorkshopMac\MacOSX** folder, double-click **PrinergyWorkshopInstaller** to start the installer.

   The Prinergy Workshop Installer window appears.

   Important: Do not start the installer on the next client until the installer has reached this screen; otherwise, the installation will fail.
4. Go to *Section 7.2, Completing the Workshop Installation*.

7.2 Completing the Workshop Installation

1. In the Prinergy Workshop Installer window, from the language menu, select your preferred language, and then click **OK**.



   The Introduction window appears.
2. Click **Next**.

   The Choose Install Folder window appears.
3. Click **Next** to accept the default location.

   Note: If the installer is running on a Mac client, ensure that the installation folder is a system-wide applications folder, NOT a user-specific applications folder.

   The Choose Product Features window appears.
4. Select the type of installation that you want: **Minimal**, **Typical**, or **Custom**.

In most cases, you will select **Typical** to install Workshop, Sentinel Drivers, VPS (on Mac clients only), and Prinergy Refiner.

Select **Minimal** if you only want to install Workshop and Prinergy Refiner.

Select **Custom** if you want to specify a combination of the components to install.

5. Click **Next**.

   If you selected **Custom**, the Choose Product Components window appears. Select any or all of the following components to install:

   - **Creo VPS** (Mac clients only)
   - **Prinergy Refiner**
   - **Sentinel Drivers**
   - **Workshop**

6. Click **Next**.

   The Pre-Installation Summary window appears, indicating which components will be installed, where they will be installed, and how much space they require.

7. Click **Install**.

   An Information dialog box appears, indicating that the installation may take a long time on slower machines.

8. Click **OK**.

   The Installing Prinergy Workshop window appears, showing a status bar that indicates the progress of the installation. The installation may take several minutes (for example, as few as three minutes or as many as 20 minutes). Please be patient.

   When the installation is complete, a dialog box appears, prompting you to confirm completion of the installation.

9. Click **OK**.

   The Install Complete window appears.

10. Click **Done**.

8. INSTALLING APPLICABLE MINOR UPDATES AND PLUG-INS

In *Section 7, Installing Prinergy Workshop*, you installed the 2.1.0.0 version of Workshop on the client. Now you must complete the Workshop installation by running the Client Auto Update (CAU) Utility. The CAU utility enables the client to detect when a newer version of the Workshop client software is available on the primary server and to update to the newer version. The CAU utility also installs the following Prinergy plug-in files:

Component	Used for…
Geometry Editor plug-in	Visually setting the trim size (geometry) for a page.
Separator Viewer plug-in	Viewing the individual color separations of a PDF page.
Separation Repair plug-in	Correcting normalized PDF files where separations are incorrectly grouped.
TrapViewer plug-in	Checking traps on a page that was refined in Prinergy, using Adobe Acrobat.
View Accelerator plug-in	Speeding up the display of PDF pages by using low-resolution images.

To install the minor updates and plug-ins:

1. Ensure that the primary server is running.
2. On the client, start Workshop.

   The Workshop logon dialog box appears. You do not have to specify a user name or password at this point.
3. From the **Primary host** menu, select the primary server.

   The version of Workshop running on the client is automatically compared to the Prinergy version running on the primary server. If the versions are different, the **Finish Installation** button is available.
4. Click the **Finish Installation** button.

   The CAU utility attempts to connect to the **ClientAutoUpdate** share on the primary server.
5. If the share is automatically mounted, a dialog box appears, prompting you to connect to the primary server. Type a **Name** and **Password**, and then click **Connect**.

   Or:

   If the share is not automatically mounted, a dialog box appears, prompting you to mount a share. Mount a share to **ClientAutoUpdate** on the primary server, and then click the **Finish Installation** button again.

   Workshop automatically shuts down.

   On the Mac, a dialog box may appear, prompting you to locate the Adobe Acrobat folder.
6. Click the **Other** button and select the **Applications\Adobe Acrobat 5.0** folder.

   The Prinergy Client Auto-Update dialog box appears, showing the progress of the installation. Applicable 2.1.0.y minor updates are installed, and the Prinergy plug-ins are installed in the **Prinergy Plug-ins** folder.

   Once the installation is complete, a message appears, indicating that the installation was successful.
7. Click **OK** to start Workshop.

The Workshop logon dialog box appears. The **Finish Installation** button is renamed **No Update** and is unavailable, because all applicable minor updates installed on the primary server have now been installed on the client.

8.1 Reinstalling Plug-ins

In the event that you need to reinstall the Adobe Acrobat plug-ins (because Prinergy was installed before Adobe Acrobat or you re-installed Adobe Acrobat after installing Prinergy Workshop), you can manually rename the 2.1.0.y.ver file to trick the CAU utility into thinking that no 2.1.0.y minor updates or plug-in files have yet been installed on the client machine.

1. Browse to the **cau** folder:
   - On a Mac client: **Applications\Prinergy Workshop\Contents\Resources\cau**
   - On a Windows client: **Program Files\Workshop\Content\Resources\cau**
2. Rename the file **2.1.0.y.ver** (where **2.1.0.y** is the Prinergy version currently installed on the client, for example **2.1.0.9.ver**) to **2.1.new.ver**.

   This tricks the CAU utility into thinking that Workshop is a fresh 2.1 installation and that no 2.1.0.y minor updates or plug-in files have yet been installed.
3. Start Prinergy Workshop. In the login dialog box, click the **Finish Installation** button.
4. Follow steps 4-7 in *Section 8, Installing Applicable Minor Updates and Plug-ins* to complete the reinstallation of the plug-ins.

9. INSTALLING HARMONY (WINDOWS ONLY)

If required, install Harmony as specified in the *site preparation document*, using the installation wizard on the Prinergy CDs. Harmony is considered standard software for use with Prinergy.

Harmony can be installed on any Windows 2000 client in a Prinergy system, as long the client can access the primary server. There are two parts to Harmony: the **Harmony database** that stores calibration curves (always on the primary server) and the **Harmony application** that is used to edit curves in the database. The Harmony installer places the Harmony database on the primary server, even if you install the Harmony application on a secondary server or a client machine.

CAUTION: Only one version of Harmony application should be installed on a Prinergy system. This ensures that the Harmony database is kept intact. Multiple copies of Harmony software on a system may result in the Harmony database being overwritten. However, multiple render JTPs may read the Harmony database at any given time.

There are a number of advantages to installing the Harmony application on a client instead of on the primary or secondary server:

- It frees up the primary and secondary server(s) for rendering.
- The software can be installed on a dedicated calibration station—for example, next to a viewing station with a good light source.
- The software can be installed on a less expensive machine than is required to run Prinergy.
- If Harmony is installed on a client machine, it enables access to Harmony software and Prinergy Workshop from the same machine.

Note: During factory installation, the Harmony application is installed on the primary server, so you must uninstall Harmony from the primary before installing it on a client.

CAUTION: Regardless of where you install Harmony, the Harmony database will always reside on the primary server. The following procedure will result in the Harmony database residing on the primary server.

To install Harmony software on a Windows client:

1. Insert the Prinergy CD containing Harmony.
2. Browse to the **Harmony** folder and double-click **Setup.exe**. The Welcome dialog box appears.
3. Click **Next**. The Setup Option dialog box appears.
4. **Prinergy RIP** is selected by default. Click **Next**. The Setup Option dialog box appears.
5. Choose the server that you want Harmony to reside on. Select **Harmony Application** and click **Next**. The Primary Server dialog box appears.

   If you are installing Harmony on the primary server, the installation wizard automatically detects the server name. Otherwise, type **\\PrimaryServerName** (or **\\ServerIPAddress**) so that the application will know where to find the database.
6. Click **Next**. The Harmony Destination Path dialog box appears.

   Harmony is installed in **%ExtremeHome%\bin\harmony**. Do not change the destination.
7. Click **Next**. The Select Program Folder dialog box appears.
8. Click **Next**. The Confirm Installation dialog box appears.
9. Click **Next**. Setup will begin copying files. Once complete, the Setup Complete dialog window appears.
10. Click **Finish**.

To perform a spot check to ensure Harmony has been correctly installed:

1. From the Windows **Start** menu, launch the **Harmony** application.

   Harmony should start and no warning messages should appear.

2. From the **File** menu, select **Import Curve** or **New Curve**.

3. Start Prinergy and open an output process plan.

4. Ensure that the new Harmony curve is available in the process plan.

Note: If the customer has an existing Harmony database that they would like to use with Prinergy, migrate it now.

For more information about using Harmony, see the *Harmony 1.2 User Guide* (03-4022C).

10. INSTALLING OPTIONAL AND COMPANION SOFTWARE

A Prinergy workflow can include standard, optional, and companion software. Adobe Acrobat, Workshop, and Harmony are examples of standard software: they are "bundled" with Prinergy. Optional software includes Prinergy Backup. Companion software includes products that may be used with Prinergy such as Preps or Print Console.

For an overview of the software components in a Prinergy system, see the *Prinergy 2.1 System Administration Guide* (03-4116F).

For information about installing software not covered in this section, see the manufacturer's documentation.

10.1 Installing TrapEditor

TrapEditor is an Adobe Acrobat plug-in that can be used for checking and editing traps on a page (or 1-up artwork) that was trapped during a Prinergy refine process. It is also used to add traps to a page that is not trapped. The TrapEditor is a licensed option, so you must connect a dongle and enter a license key for full access to the plug-in.

If the TrapEditor is not licensed for use by this client computer, only the TrapViewer is available. In this case, the TrapEditor tool on the Adobe Acrobat toolbar will open the viewer instead of the editor.

To install the TrapEditor on a Mac client:

1. Connect the dongle to the USB or keyboard connection for the Macintosh computer.

2. Launch Adobe Acrobat.

3. From the **Apple** menu, select **About Plug-ins > Prinergy TrapEditor**. The TrapEditor License dialog box appears.

4. Fill in the **License ID** and **License Key** fields.

5. Click **OK**.

The TrapEditor is now available from Adobe Acrobat's **Plug-ins** menu or from the TrapEditor tool on the Adobe Acrobat toolbar.

To install the TrapEditor on a Windows client:

1. Connect the dongle to the parallel port of the Windows computer.
2. Launch Adobe Acrobat.
3. From the **Help** menu, select **About Plug-ins > Prinergy TrapEditor**. The TrapEditor License dialog box appears.
4. Fill in the **License ID** and **License Key** fields.
5. Click **OK**.

The TrapEditor is now available from Adobe Acrobat's **Plug-ins** menu or from the TrapEditor tool on the Adobe Acrobat toolbar.

10.2 Installing Pitstop

Enfocus Pitstop is third-party licensed software for editing PDF files. Pitstop is considered standard software for use with Prinergy.

1. Insert the Pitstop CD.
2. Navigate to the **Pitstop** folder.
3. Double-click the **Setup US** executable. The installer launches.
4. Follow the installer instructions, accepting the default selections.

   You may need to browse to the **Adobe Acrobat** folder where Pitstop should be installed.

Pitstop is now available from Adobe Acrobat.

When you launch Pitstop for the first time, you will be prompted to enter the license key.

10.3 Installing Seps2Comp

Seps2Comp is licensed software used to re-combine separated PDF files into composite PDF.

1. Insert the CD containing Seps2Comp.
2. Browse to the **Seps2Comp Mac** or **Seps2Comp Win** folder.
3. Double-click the installer executable.
4. Follow the installer instructions, accepting the default selections and entering the license number when prompted.

   You may need to select the **Destination** as the **Acrobat Plug-ins** folder.

Seps2Comp is now available from Adobe Acrobat.

Next, install the appropriate step-and-repeat application (**either** Pandora or Signapack).

10.4 Installing Pandora

For instructions on installing the step-and-repeat application Pandora, see the technical bulletin *Installing and Configuring Pandora 1.5 with Workshop* (78-0171A), available from the Pandora TechPlanet site.

10.5 Installing Signapack (Powerpack only)

Signapack is an optional step-and-repeat application (the customer may want to install this instead of Pandora). For instructions on installing this application, see the technical bulletin *Installing Signapack 7.0* (78-0152A), available from the Signapack v7.0 CD and the Prinergy Powerpack 2.1 TechPlanet site.

10.6 Installing Quality Control (QC) Toolkit (Windows only)

This procedure describes how to install QC Toolkit, if required. QC Toolkit is a version of the Copydot Toolkit Viewer licensed software and is used for viewing TIFF files.

1. Insert the CD containing QC Toolkit.

5. Double-click **tiny.exe** to install the latest Copydot Toolkit Viewer.

2. Click **Settings**.

3. Select the **License** tab and enter the license key.

11. INCREASING MEMORY FOR ADOBE ACROBAT

If you are running a plug-in such as Pitstop, Separation Viewer, or TrapEditor with Adobe Acrobat 5.0.5 on a Mac OS 9.x client, and Adobe Acrobat exits after trying to initialize the plug-in, you may need to increase the memory allocated to Adobe Acrobat. The default memory allocated is 16 MB, but this is insufficient to run some plug-ins.

To increase the memory allocated to Adobe Acrobat 5.0.5:

1. Click the **Acrobat 5.0.5** icon.

2. From the **File** menu, select **Get Info > Memory**.

   The Info dialog box appears.

3. Under **Memory Requirements**, increase the allocated memory to **100 MB**.

4. Close the dialog box.

12. TESTING THE CLIENT INSTALLATION

This is a quick spot check of the client installation. This should be done on each of the client machines to ensure that the software installation was successful.

1. Ensure Prinergy is running on the primary server.
2. On the client machine, mount the **Jobs** volume from the primary server.
3. Start Workshop on the client machine. The Login dialog box should appear with the primary host field populated.

   If you receive an error at this point, check the TCP/IP settings and ensure that you can see the primary server.
4. Log on using a valid user name and password. The Job Finder window should appear.
5. Create a new job and add an input file.
6. Refine the input file.
7. In Job Manager, from the **File** menu, select **New Layout** to ensure that the step-and-repeat application (Pandora or Signapack) launches.
8. Once the file has been normalized, launch Adobe Acrobat by double-clicking the page (or 1-up artwork) in Workshop. Adobe Acrobat should launch and the page should open.
9. In Adobe Acrobat, check the following:
   - Prinergy Adobe Acrobat plug-ins are visible in the toolbar.
   - Pitstop plug-ins are visible in the Adobe Acrobat toolbar (if Pitstop is installed).
   - You can start the TrapEditor plug-in (if TrapEditor is licensed).
   - Seps2Comp is available via Adobe Acrobat (if installed).

13. TROUBLESHOOTING PROBLEMS WITH ONLINE HELP

Try accessing **Prinergy Online Help** from the Workshop **Help** menu on each client machine. If the online help does not open correctly (for example, doesn't open at all or displays an error message that Internet Explorer can't be found), try the following:

Possible Cause	Solution
Internet Explorer 5.0 or later is not installed, is not working properly, or is not set as the default browser.	Ensure that Internet Explorer 5.0 or later is installed, working properly, and set as the default browser.
The share **ClientAutoUpdate** is not mounted.	Mount a share to **ClientAutoUpdate** on the primary server before accessing the online help.
The HTML files with the extension .htm do not have the correct **Type/Creator**, preventing the client machine from launching Internet Explorer.	See the troubleshooting item *Opening Workshop online help on a Mac results in error "Could not find Internet Explorer.[1099029]* on the Prinergy TechPlanet Troubleshooting page under the keyword **online help** (*http://techplanet.creo.com/software_solutions/workflow_software/prinergy/content/troubleshooting/SYOA-0000412.htm*).