Troubleshooting I-Trap™

Support incidents

1. Protection problems: the Trapping plug-in does not start in the Rip.

Problem: Lucid Trapping plug-in does not start and writes a message into the Rip window "Lucid dongle is absent or expired. Lucid license is absent or expired".

The cause (1) can be that license manager service was not started and/or dongle driver was not installed. Generally trial version of I-Trap™ is protected by Lucid license and the full version is protected by the dongle.

Solution: run the program from the shortcut in your computer Start menu
/Lucid Dream Software/Support tools/Create report about Lucid Dreams' common files. The text file is created where you can read the information about the license manager service and the dongle driver installed on your machine. In case they are missing you can install them manually using the shortcuts in the Start menu
/Lucid Dream Software/License Manager/Install license server
/Lucid Dream Software/Dongle Manager/Install sentinel dongle driver.

If the license service is running the cause (2) can be missing license file.

Solution: first you have to create Locking codes for your computer using the shortcut in the Start menu /Lucid Dream Software/License Manager/Create locking codes.

Send this file to Lucid support team. You will get the license file back and have to install it.

You can install the license file generated by Lucid using the shortcut in the Start menu /Lucid Dream Software/License Manager/Install license.

2. Problems with pre-separated jobs

Problem: occurs on the first pass; the rip does not process the job with some kind of PS error message logged into the Rip window.

The cause (1) can be the old Rip version (see warning 9).

Solution: update the Rip.

The cause (2) can be that the option "Recombine pre-separated jobs" is *Off* in the Trapping plug-in setup for Color style configuration.

Solution: switch the option *On*.

If neither helps: run this job through the default page setup in your Rip. Make sure that the "Recombine pre-separated jobs" option is *On* in the color management settings dialog for the default page setup.

If the job fails in the default page setup you need to rebuild the job, the Rip is unreliable on pre-separated jobs, see Warnings 7-10.

If the job processes through the default setup, then complete the incident report as required in the section below.

Problem: occurs on the second pass, the Rip does not process the job in final output device queue, there is a rip VM error or PS error logged into the Rip window.

The cause is insufficient memory for the second pass.

Solution: (1) switch the option "Recombine pre-separated jobs" *Off* in the setup for Color style configuration in your output device setup.

Solution: (2) if the (1) does not help. Add memory for the Rip in the dialog /ScriptWorks/ConfigureRIP../Options/. See Warning 6.

3. Missing traps on the final output

Problem: You trap the job in the I-Trap™ Viewer and see fine looking traps (or you trap the job in the automated workflow), send the job to the Rip for final output and no traps are present.

The cause of the problem is that traps raster file is not interpreted by the Rip.

Solution: (1) if the job was pre-separated. See the section 2, and try to apply one of the suggested solutions. If neither helps, prepare an incident report as required in the section below.

Solution: (2) if the job was composite check the used page setups and make sure that they comply with the requirements explained in the Step-by-step configuration of trapping queues guide. Pay attention to the issues concerned with the color styles configurations (User manual, chapter 6, Configuring the trapping queues). Make sure that Trapping plug-in page setup configuration of the color styles allows other colors in job and requires Not blank separations.

If neither helps, then complete the incident report as required in the section below.

4. Misplacement of traps in final output

Problem: You trap the job in the I-Trap™ Viewer and see fine looking traps (or you trap the job in the automated workflow), send the job to the Rip for final output where traps are misplaced, or there is a hairline outside trapped line, or traps look like a fringe.

The cause of the problem is that in the page setups for trapping and final output resolutions do not match.

Solution: read the Appendix and follow the instructions as described in the example 1 workflow configuration.

5. White traps in final output

Problem: You trap the job in the I-Trap™ Viewer and see fine looking traps (or you trap the job in the automated workflow), send the job to the Rip for final output where traps are white instead of real color.

The cause of the problem is that in the page setups for trapping and final output color styles' settings do not match.

Solution: read the Appendix and follow the instructions as described in the example 2 workflow configuration.

6. How to preserve screen angles (or dot shape, or frequency) that you set for a job in your application

Problem: When you process the job with tuned screen angles (dot shape, frequency) only through the rip, the screen angles (dot shape, frequency) are correct. When it is processed through I-Trap, the screen angles (dot shape, frequency) are not preserved.

The cause of the problem is that the requirements to not override your application settings should be placed in both page setups for trapping and final output color styles.

Solution: open the Page Setup for "LucidTrap" device and uncheck the "Override angles in job" ("Override dot shape in job", or "Override frequency in job") in edit style for "CMYK Composite" which is the only possible style for this device. Do exactly the same changes to the Page Setup style for your final output device. Remember, that these settings should always coincide in the LucidTrap and the final output device Page setups.

7. Problems with PostScript PageMaker jobs from the Macintosh

Problem: PS jobs created on the Mac in PageMaker and printed to the Apple Talk channel to the Rip pass through the automated Lucid trapping plug-in setup and are not picked up by the final output channel. Or a job stays unprocessed by the second pass until other job is printed to the same trapping setup queue.

The cause Mac PageMaker adds some PS wrapper to the source file that impacts the rip runtime environment and the trapping plug-in cannot access necessary data to create the control file.

Solution: it is recommended to create PDF files instead.

8. Rip error "setpattern"

Problem: the rip errors on the first (and maybe on the second pass) with the following message in the log window:

%%[Error: configurationerror; OffendingCommand: setpattern; File:

The job is aborted by the rip.

The cause: separations style in the trapping page setup enables "*recombine jobs*" option which prevents the rip to process this page with any such setup.

<u>Solution</u>: if the job is not pre-separated you can disable the "*recombine jobs*" option. For pre-separated job it is recommended to create PDF file to process it.

Problems that do not fall into the items above

If you have a problem with I-Trap™ that falls out of the listed above it is necessary to collect the information presented in Table 1 and/or 2 and supply it with the problem report to the trapping support team. The Table 1 should be filled in if the problem occurs with the rip trapping first or second passes. All version numbers should be taken not from the installer history file but from the actual directories.

A support program is installed with the I-Trap™ as the shortcut in your computer Start menu /Lucid Dream Software/Support tools/Create report about Lucid Dreams' common files. The text file is created where most of the required information is present.

Table 1

1	Computer OS (NT 4, W2K, XP), version
2	Computer RAM size
3	Rip name
4	Rip version number (if it is OEM rip what HQ version this number corresponds to)
	Memory allowed in the rip
5	Problem job type (PS / PDF)
6	Preseparated (Yes / No)
7	Creator of the job (Mac/PC, what application)
8	How the job is sent to the rip (Apple print, NT print, hot folder, directly)
9	Zip archive of the following files from the folder <rip dir>/SW/Config/: <Inputs>; <ConfigureRIP>; <PageSetupManager> and the whole subfolder <PageSetups> The names of required files and folder are in angle braces.
10	What is the used workflow (Automated / Interactive). Give details if any.
11	Rip Trapping plug-in version number (take from the rip log window at startup)
12	Itrap.dll version number (take from the OS Properties window clicking on the file in /<I-Trap™ viewer directory>/plugins/itrap.dll)

13	Description of the problem in step by step fashion

Lucid will shortly create a support tool program that would archive the rip's configuration files, and install it with the software.

The support team would not be able to help you solve the problem effectively if your problem report doesn't contain such information.

If the information in the table above is not sufficient to figure out how to solve the problem then next step would be to upload the source file.

Make a zip archive of your source PS or PDF file. Optionally you can include screen shots that illustrate the problem.

Point your browser to the URL

> http://www.luciddream.com/manager/itrap.phtml

> login: itrap

> password: itrap

Upload the archive.

Support team receives the upload message automatically.

If the problem is in I-Trap™ Viewer the information we need should contain

Table 2

1	Computer OS (NT 4, W2K, XP), version
2	Computer RAM size
3	I-Trap™ Viewer version number (take from the about box)
4	I-Trap™ plugins names/versions (take from the /Options/PluginsInfo menu)
5	Itrap.dll version number (take from the OS Properties window clicking on the file in /<I-Trap™ Viewer directory>/plugins/itrap.dll)
6	The problem job TIO file (take full path from the Page manager info and collect the file)
7	Description of the problem in step by step fashion

Requirements and warnings

1. Operating system needs to be NT 4.0 with service pack 5 or 6; or W2K with service pack 2 or higher; or Windows XP

2. Installer runs only under Administrator's rights

3. It is recommended that the computer has MS Internet Explorer 5.0 or higher installed; or otherwise the TCP/IP protocol is enabled

4. **Rip version** needs to be **5.3r4 and higher**. If this is OEM Rip the version number should correspond to that of Harlequin ScriptWorks v. 5.3r4 or higher

5. Computer RAM size for correct working of I-Trap™ Trapping plug-in for Harlequin rip should be greater or equal 256 Mb

6. Memory assigned for the Rip should be **100 Mb** or higher

7. Processing PDF files needs in general more memory than processing the same job in PS format

8. Using *Recombine pre-separated jobs* option in the rip Color management settings for the trapping plug-in requires a lot more memory than other options because the rip in this case does not write to page buffers on disk

9. Using *Recombine pre-separated jobs* option in the rip Color management settings for the trapping plugin produces incorrect results on the second pass when set in **Harlequin rip** versions less than **5.5r0**. In rips v.5.5r0 and higher most jobs process fine but complex jobs can be a problem. (In the rip versions prior to 5.5 pre-separated jobs do not process correctly even without trapping enabled because the rip does not provide correct CMYK equivalents for spot colors. If the reason for using pre-separated jobs is to set individual ink parameters, angles, etc., the suggestion is to use the rip options instead of the job authoring application to set those and _not_ use pre-separated jobs with Harlequin rip trapping. Problems with pre-separated jobs are rip ones rather than trapping ones.)

10. Using *Recombine pre-separated jobs* option in the rip Color management settings for the final output page setup would cause memory shortage problems. It should be switched *Off* in the final output page setup.

11. You should not use any of the page features or special rip features in the page setup for the Trapping plug-in.

APPENDIX. Trapping Workflow

Background

Both automated and interactive workflows consist of two passes through the Rip. On the first pass traps are created, and a control file. Trapping plug-in and interactive trapping in the I-Trap™ Viewer do not apply traps directly. They create the PostScript file that contains all traps for a page (trap raster file) and a PostScript control file that would instruct the Rip how to interpret and merge source page data and traps together. This is done on the second pass before output to the printing device.

The traps file and control file are written to the folder that needs to be defined as ***Output Folder*** in the Trapping plug-in configuration dialog. This folder becomes the input spool folder for the final output queue. The Rip spool folder mechanism is used to pass the files from this folder to the final output device and trapping second pass starts processing the job only when inputs are started in the Rip.

Trapping and output page setups should be configured to correspond one another in such a way that their resolutions coincide and color space styles configurations match. This is required because if traps were created for a page at a certain resolution and with a certain number of inks, they would be correctly merged with the source page only if it would be interpreted again with the same parameters. On the first pass the page is ripped at the resolution defined in the page setup for the Trapping plug-in device Lucid Trap. Placement of traps on this page depends on the resolution because traps are calculated on the raster data. Placement is fixed in the traps raster file. On the second pass source page raster should be created in the same way (with the same resolution and color style settings) as it had been generated on the first pass, or otherwise traps cannot be positioned correctly.

With the above said, it is clear that in order to be able to output pages with different resolutions it is necessary to create a number of output folders for trapping queues to spool these jobs to separate folders and not mix them together for second pass final output. In the Rip Input controller there should be created a number of input channels for those spool folders, and the output device setups used in them should relate to corresponding resolutions and color space styles.

Trapping engine operates on the color space created by the Rip on the first pass and thus the number of separations that are taken into account to calculate trap color depend on the setting in the Color management dialog for trapping device. On the second pass the source page should be ripped under the same conditions or otherwise created traps would not match the new generated separations and either white traps or traps of incorrect color occur.

So first thing to do is to decide what final output device setups will be used and **create the number of page setups for final output devices with different resolutions and different color styles**. Based on that, you create the same quantity of trapping page setups with corresponding resolutions and color styles and then tie those into workflow queues using the rip spool folder mechanism defined in the *Input Controller* dialog.

Examples below illustrate possible workflows. The instructions how to configure the page setups and input channels are contained in the Step-by-step configuration guide document.

Example 1: workflow with matching resolutions

For instance, you have the device that supports resolutions 1219 dpi, 1829 dpi and 2438dpi. Create three page setups for your output device as shown in row 1 of the table below.

Next create three folders to write traps and control files made with different resolutions, for instance, **C:\traps1219\, C:\traps1829\, C:\traps2438\,** as shown in row 2 of the table. If we want to trap in both interactive and in automated modes it is more convenient to create separate page setups for those, e.g. **Trap_Auto_1219** and **Trap_Inter_1219**, but both can point to one output folder as their resolution coincide (see rows 3 and 4). Next step is to tie the page setups through the Rip Input controller mechanism using trapping output folders as input spool folders for the final output queue. Thus, in our example (row 7) three input channels are created, one for every resolution, and the corresponding output device page setups are assigned to those channels (row 8). In the configuration dialog for the spool folder of the channel the spool folder name should be defined (row 9) that is the output folder of the corresponding trapping queue.

N	Resolution	1219 dpi	1829 dpi	2438 dpi
1	Page setups created for output device with different resolutions	Output_1219	Output_1829	Output_2438
2	Output folders created for Trapping output	C:\traps1219\	C:\traps1829\	C:\traps2438\
3	Trapping page setup name for automated workflow (Prepare-for-I-Trap unchecked)	Trap_Auto_1219	Trap_Auto_1829	Trap_Auto_2438
4	Trapping page setup name for interactive workflow (Prepare-for-I-Trap checked)	Trap_Inter_1219	Trap_Inter_1829	Trap_Inter_2438
5	Output folder path defined in Trapping for automated setup dialog	C:\traps1219\	C:\traps1829\	C:\traps2438\
6	Output folder path defined in Trapping for interactive setup dialog	C:\traps1219\	C:\traps1829\	C:\traps2438\
7	Input channel (queue) name	Queue_1219	Queue_1829	Queue_2438
8	Final page setup used in Input queue	Output_1219	Output_1829	Output_2438
9	Spool folder used in Input queue	C:\traps1219	C:\traps1829	C:\traps2438

Example 2: workflow with matching color styles

For instance, you have the page setups for your output devices TIFF and Celix. The color style configurations are setup in Separations manager dialog. TIFF output device requires CMYK

separations (Contone) monochrome. In its dialog all separations are *Not Blank* and other colors in job are allowed and *Not Blank* too. Celix output device requires CMYK separations style with CMYK separation *Yes* and other colors in job *No* settings.

Note that Color style setting to *Recombine preseparated jobs* should be *Off* for the final output device.

The Trapping plug-in device name is Lucid Trap and its color style is CMYK composite always. So in order to be able to create corresponding to output color styles trapping page setups you need to create two devices of Lucid Trap style in the device manager. Let's name them Trap1 and Trap2. Next create two modifications of the CMYK composite color styles for every trapping device. The style for Trap1 device should require the same settings as the TIFF device: all separations and other colors in job are *Not Blank*. The style for Trap2 device should require the same settings as the Celix 8000 device: CMYK separation *Yes* and other colors in job *No.* Now you are ready to create page setups for trapping with different color styles that should match your existing output devices.

N	Color style settings	CMYK & other Not blank	CMYK Yes, other No
1	Names of page setups created for output devices	TIFF_out	Celix_out
2	Color styles used in the trapping page setups	Trap1	Trap2
3	Output folders created for Trapping output	C:\traps4tiff\	C:\traps4celix\
4	Trapping page setup name for automated workflow (Prepare-for-I-Trap unchecked)	Trap_Auto_4tiff	Trap_Auto_4celix
5	Trapping page setup name for interactive workflow (Prepare-for-I-Trap checked)	Trap_Inter_4tiff	Trap_Inter_4celix
6	Output folder path defined in Trapping for automated setup dialog	C:\traps4tiff\	C:\traps4celix\
7	Output folder path defined in Trapping for interactive setup dialog	C:\traps4tiff\	C:\traps4celix\
8	Input channel (queue) name	Queue_4tiff	Queue_4celix
9	Final page setup used in Input queue	TIFF_out	Celix 8000_out
10	Spool folder used in Input queue	C:\traps4tiff	C:\traps4celix

Note that your output device plug-in can be implemented in such a way that it would not create blank output separations even if the color style were set to *Yes*. With that said, it is recommended that traps are created under the settings *Not blank* instead of *Yes* for all separations that needs to be output.

Now the job can be printed to one of the trapping page setups using any existing rip mechanism (Apple talk, NT print, direct printing with *print* menu command) and it will then be output by the appropriate device setup.