

enfocus PITSTOP PRO 2020

Quick Start Guide

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enfocus

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2. Introduction

2.1. How to use this guide

This Quick Start guide is designed to help you get installed and working with PitStop Pro as quickly as possible.

The material contained within this guide, is designed to teach you the basics of working with the core functionality of the software.

2.2. Overview of the PitStop Pro documentation

The complete PitStop Pro documentation consists of multiple parts.

Part	Description/location
Quick Start Guide	Describes how to install and activate PitStop Pro and gives a brief introduction to the PitStop Pro features. *http://www.enfocus.com/manuals/QuickStartGuide/PP/20/enUS/home.html*
Reference Guide	Describes the PitStop Pro features in detail. *http://www.enfocus.com/manuals/ReferenceGuide/PP/20/enUS/home.html*
Action List Library Action Manual	Library with Action Lists available for download: *http://www.enfocus.com/en/support/downloads/pitstop-action-lists* Gives an overview of all available Actions: *http://www.enfocus.com/manuals/Extra/Actions/20/home.html*
Global Changes Manual	Gives an overview of all available Global Changes: *http://www.enfocus.com/manuals/Extra/GlobalChanges/20/home.html*
Preflight Profile Library	Library with Preflight Profiles available for download: *http://www.enfocus.com/en/support/downloads/pitstop-preflight-profiles*
Preflight Checks	Overview of the available checks in a Preflight Profile.

Part	Description/location
	http://www.enfocus.com/manuals/Extra/PreflightChecks/20/home.html
Customizing Report Templates	Describes how you can customize Preflight Report templates, e.g. add a company logo, change the header or colors used in the Report, ... *http://www.enfocus.com/manuals/Extra/CustomReportTemplate/20/home.html*
Preflight Report Help	Explains the meaning of the messages that can be found in the Preflight Report and descibes how issues can be fixed. *http://www.enfocus.com/manuals/Extra/PreflightReportHelp/20/home.html*
Training material, such as interactive eLearning courses, product movies, webinars and recorded workshops.	Go to the 'Learn' section of the Enfocus website and search for the PitStop courses. You can indicate your level (beginner, intermediate, or advanced) and the type of course you want to take (eLearning, movie, webinar, or workshop). *https://www.enfocus.com/learn*
Solution articles	*https://www.enfocus.com/en/support/known-issues-and-solutions*

3. Installing PitStop Pro

PitStop Pro is a plug-in for Adobe Acrobat Standard, Pro and DC, and therefore, Adobe Acrobat should be closed before installing PitStop Pro.

Note: Adobe Acrobat Reader DC is not supported. For more details and version info, refer to the *system requirements on the Enfocus website*.

To install PitStop Pro:

1. Do one of the following:
   - Insert the Enfocus Product CD-ROM or DVD into your CD-ROM/DVD-ROM drive.
   - Download PitStop Pro from the Enfocus website following the instructions you received when purchasing PitStop Pro.
2. If necessary, double-click the installer.
3. Follow the on-screen installation instructions.

   PitStop Pro must be installed in the Acrobat installation folder. PitStop automatically detects the latest version, but you can change the installation folder as required (e.g. if you have different Acrobat versions installed):
   - On Windows, you can simply select a different folder.
   - On Mac, you can select the Acrobat installation of your choice.

Once you have installed PitStop Pro, when you open Adobe Acrobat, you'll find PitStop Pro in the menu bar of the application. Clicking a PitStop Pro entry, will open the About Enfocus PitStop Pro panel.

You now have to activate PitStop Pro. Refer to *Activating PitStop Pro* on page 7.

4. Activating PitStop Pro

Before you can start working with PitStop Pro, you must activate the product.

The procedure depends on the license type you've bought:

- In case of a **traditional, perpetual license**, you have to activate the product key you received at the time of the purchase. Refer to *Activating PitStop Pro (traditional license)* on page 7.
- In case of a **subscription**, you have to activate your subscription ID to start your contract term. Refer to *Activating a subscription ID (subscription)* on page 18.

  Note that subscription licenses are not available for Japanese and Chinese.

Enfocus ID

For most Enfocus products, you need an Enfocus ID. This is a free account that is used for all communication with Enfocus. You can create one through the *the Account section* on the Enfocus website (clicking the **Get an Enfocus ID** link).

4.1. Activating PitStop Pro (traditional license)

After installing Enfocus PitStop Pro, you can activate it from the PitStop Pro dialog. This dialog pops up automatically when using Enfocus PitStop Pro for the first time. If it is not opened automatically, you can open it yourself. Refer to *Opening the About Enfocus PitStop Pro dialog* on page 8.

You now have two options:

- If you want to try the application before you buy it, you can **activate a trial version**. This version remains active for 30 days.
- If you have purchased the application, you should **activate your permanent license**.

There are several **methods** to activate Enfocus PitStop Pro:

- If you only want to activate the trial version, refer to *Activating the 30-day trial version* on page 8.
- If you installed Enfocus PitStop Pro on a computer without internet access, refer to *Activating PitStop Pro (offline method)* on page 9
- If you installed Enfocus PitStop Pro on a computer with internet access, refer to *Activating PitStop Pro (online method)* on page 8.
- If you have a volume license product key instead of a regular product key, you can activate multiple systems over your network without physically going to each computer. Refer to *Activating PitStop Pro using a command-line tool (Windows)* on page 14 or *Activating PitStop Pro using a command-line tool (Mac OS)* on page 13.

PitStop Pro and Workgroup Manager

Enfocus PitStop Workgroup Manager manages licenses and resources (example: Action Lists and Preflight Profiles) centrally. When you use PitStop Pro in combination with Enfocus PitStop Workgroup Manager, PitStop Pro can retrieve a floating license from Enfocus PitStop

Workgroup Manager. In that case, you don't have to activate PitStop Pro. For more information, refer to the Enfocus PitStop Workgroup Manager documentation.

4.1.1. Opening the About Enfocus PitStop Pro dialog

The About PitStop Pro dialog allows you to activate PitStop Pro.

To open this dialog

1. Do one of the following:
   - Mac OS:
     - From the menu bar, select **Acrobat** > **About Third-Party Plug-Ins** > **About Enfocus PitStop Pro**, or
     - Press ⌥⌘J.
   - Windows:
     - From the menu bar, select **Help** > **About Third-Party Plug-Ins** > **About Enfocus PitStop Pro**, or
     - Press Alt+Ctrl+J.
2. To manage your licenses, switch to the **License** tab.

4.1.2. Activating the 30-day trial version

To activate the 30-day trial version

1. Open a PDF document in Adobe Acrobat Pro.
2. Click any of the PitStop Pro entries.

   For example, click **PitStop Pro** > **Action Lists** .

   The **About PitStop Pro** dialog opens.
3. In the **About Enfocus PitStop Pro** dialog box, on the **License** tab, enter your Enfocus ID and password.

   The Enfocus ID is a new account that replaces all former Enfocus accounts (the webshop, product activation and support portal account). If you don't have one yet, click the **Create Enfocus ID** link and follow the on-screen instructions.
4. Click **Sign in**.
5. Click **Start Trial**.

4.1.3. Activating PitStop Pro (online method)

Before you start:

- Your system must have internet access to communicate with the Enfocus web server.
- You must have a product key.

- If you're using a firewall, make sure to allow PitStop Pro to communicate with *https://licensingservices.esko.com* using ports 80 and 443.

To activate PitStop Pro

1. In the **About Enfocus PitStop Pro** dialog box, on the **License** tab, enter your Enfocus ID and password.

   The Enfocus ID is a new account that replaces all former Enfocus accounts (the webshop, product activation and support portal account). If you don't have one yet, click the **Create Enfocus ID** link and follow the on-screen instructions.

2. Click **Sign in**.
3. Click **Activate Product Key**.
4. Enter your product key by doing one of the following:
   - Type or copy-paste your product key in the **Activated licenses** field.
   - Browse to your product key license file (for example: LicensesBackup.html) or drag it to the **Activated licenses** field.
5. Click **Activate**.
   Your system communicates with the Enfocus webserver and activates PitStop Pro.
6. To close the dialog, click **Close**.

4.1.4. Activating PitStop Pro (offline method)

Before you start:

- In addition to your offline system on which PitStop Pro is installed, you must have a system with internet access to communicate with the Enfocus web server.
- You must have a product key.
- If you've never installed an Enfocus product before, you have to initialize the application first! See *Initializing PitStop Pro (offline)* on page 11.

To activate PitStop Pro

1. On your offline system with PitStop Pro:
   a. In the **About Enfocus PitStop Pro** dialog box, on the **License** tab, enter your Enfocus ID and password.

      The Enfocus ID is a new account that replaces all former Enfocus accounts (the webshop, product activation and support portal account). If you don't have one yet, click the **Create Enfocus ID** link and follow the on-screen instructions.

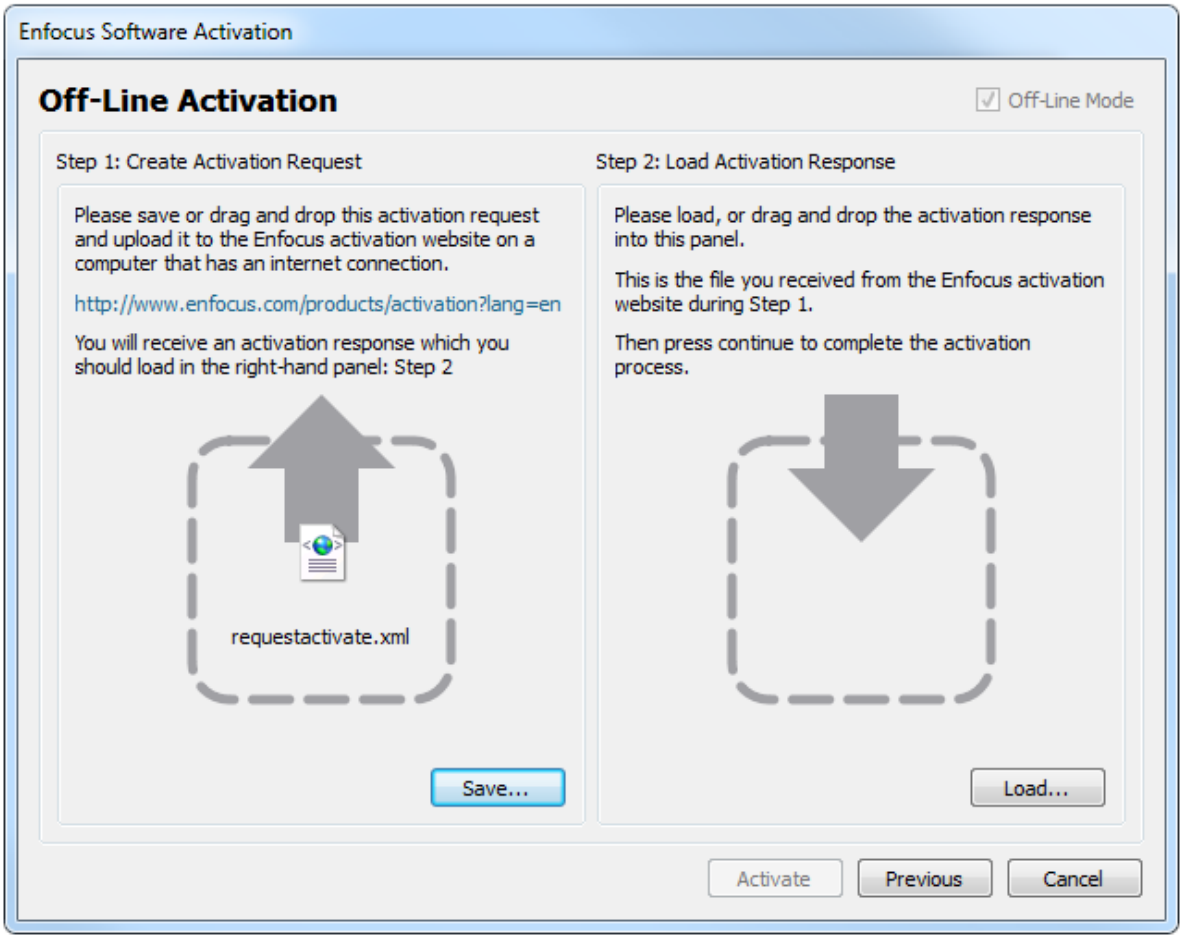
   b. Click **Sign in**.
   c. Click **Offline Activation**.

      This button appears if PitStop Pro detects that there is no internet connection. If for any reason this button is not available, select the **Offline mode** checkbox at the bottom of the tab.

   d. Click **Activate Key**.
   e. Enter your product key by doing one of the following:
      - Type or copy-paste your product key in the **Product key** field.

- Browse to your product key license file (example: LicensesBackup.html) or drag it to the **Product key** field.

f. Click **Activate**.
The following dialog box opens:



g. In **Step 1**, click **Save**.
PitStop Pro creates a file: requestactivate.xml.

2. Make requestactivate.xml available on your online system.

Example: You can copy requestactivate.xml to a USB stick, and connect the USB stick to your online system.

3. On your online system:

a. Go to *http://www.enfocus.com/products/activation?lang=en*
b. Upload requestactivate.xml, and click **Continue**.
c. Fill in your Enfocus ID password, and click **Continue**.
d. Click **Continue** to confirm.
The Enfocus web server creates a file: activation-response.xml.
e. Download the file.

4. On your offline system with PitStop Pro:

a. In **Step 2**, upload activation-response.xml.

b. Click **Activate**.
Your system activates PitStop Pro.

c. To close the confirmation dialog, click **Close**.

4.1.4.1. Initializing PitStop Pro (offline)

This procedure describes how to initialize PitStop Pro. Note that this is only required:

- If it is the first time you're activating an Enfocus product on a particular computer.
- If you want to activate PitStop Pro offline, i.e. on a computer *without internet access*. In case of online activation, initialization is done automatically in the background.

Prerequisites:

- You need an additional computer with internet access to communicate with the Enfocus web server.
- You need an Enfocus ID. To create an Enfocus ID (on a computer with internet access), go to the Account section of the Enfocus website and follow the on-screen instructions. After completing the form, you will receive an e-mail with your Enfocus ID and password.

How it works:

Initializing PitStop Pro consists of three steps:

1. Create an initialization request on the computer on which you installed PitStop Pro.
2. Save this file on another computer with internet access and upload it to the Enfocus activation website. Enfocus will provide you with a response file.
3. Upload the response file to the computer on which you installed PitStop Pro.

Each of these steps is explained below.

To initialize PitStop Pro

1. On your offline system with PitStop Pro:
   a. In the **About Enfocus PitStop Pro** dialog box, on the License tab, enter your Enfocus ID and password.

   The Enfocus ID is a new account that replaces all former Enfocus accounts (the webshop, product activation and support portal account). If you don't have one yet, click the **Create Enfocus ID** link and follow the on-screen instructions.

   b. Click **Sign in**.

   c. Click **Offline Activation**.

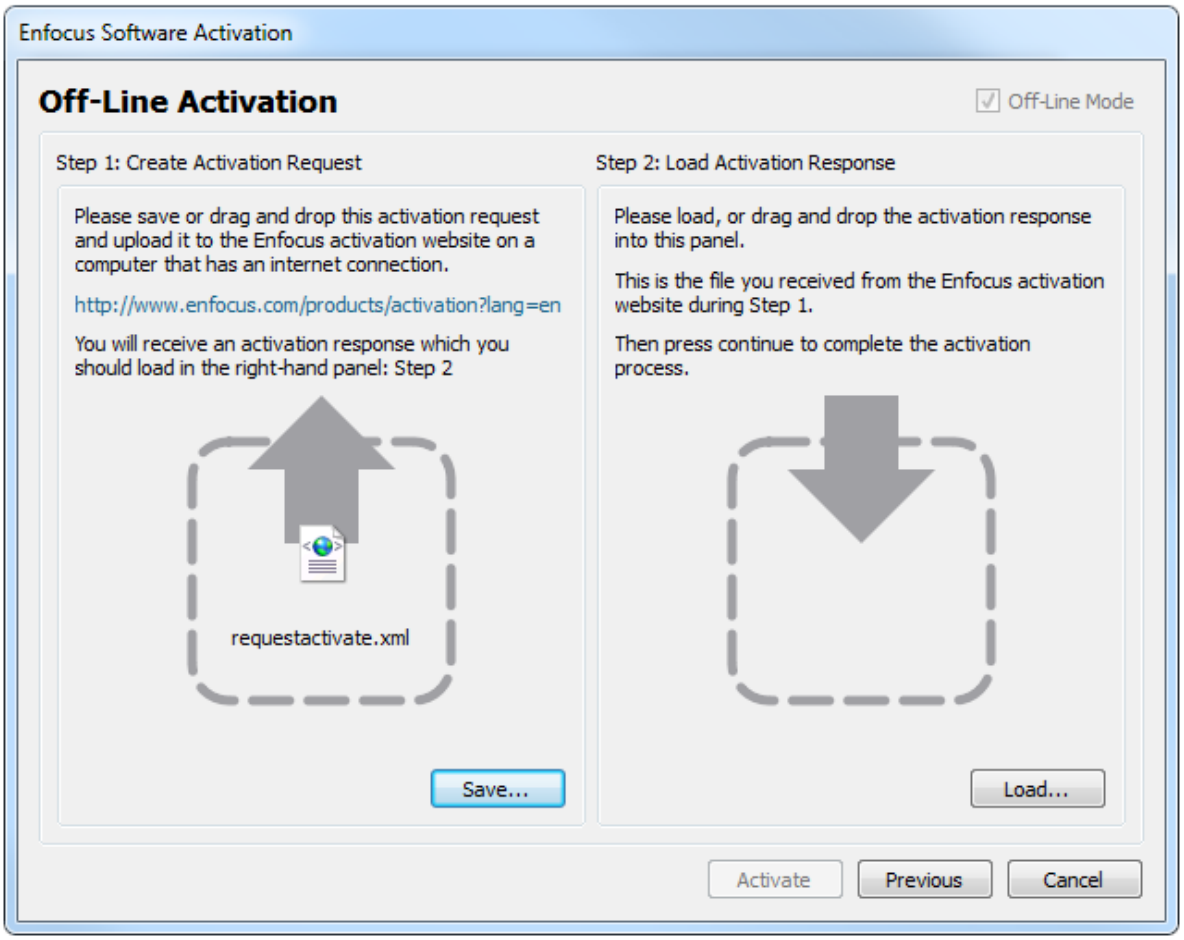
   This button appears if PitStop Pro detects that there is no internet connection. If for any reason this button is not available, select the **Offline mode** checkbox at the bottom of the tab.

   d. Click **Activate Key**

   e. Enter your product key by doing one of the following:

   - Type or copy-paste your product key in the **Product key** field.
   - Browse to your product key license file (example: LicensesBackup.html) or drag it to the **Product key** field.

   f. Click **Activate**.
   The following dialog box opens:



g. In **Step 1**, click **Save**.
PitStop Pro creates a file: requestinitialize.xml.

2. Make requestinitialize.xml available on your online system.

Example: You can copy requestinitialize.xml to a USB stick, and connect the USB stick to your online system.

3. On your online system:

a. Go to *http://www.enfocus.com/products/activation?lang=en*

b. Upload requestinitialize.xml, and click **Continue**.

c. Fill in your Enfocus ID password, and click **Continue**.

d. Click **Continue** to confirm.
The Enfocus web server creates a file: response.xml.

e. Download the file.

4. On your offline system with PitStop Pro:

a. In **Step 2** (right part of the dialog), upload response.xml.

b. Click **Initialize**.
Your system initializes PitStop Pro.

Once you have initialized PitStop Pro, the Off-Line Activation dialog appears. You can immediately go on with the last substep of step 1 (save requestactivate.xml) of the *offline activation procedure*.

4.1.5. Activating PitStop Pro using a command-line tool (Mac OS)

Use this task to activate multiple systems over your network without physically going to each computer.

You must have:

- An Enfocus ID. If you don't have one yet, go to the Account section of the Enfocus website and create one.
- A **volume license** product key
- *ActivationTool.zip* (Click the link to download the tool.)

To activate PitStop Pro using a command-line tool

1. Extract ActivationTool.zip to a temporary folder.
2. Create a script with the following syntax:

```
#!/bin/sh
`dirname $0`/ActivationTool -act -pk <product_key> -a <account_name>
 <account_password>
```

Where:

Entry	Description
<product_key>	Your volume license product key.
<account_name>	Your Enfocus ID
<account_password>	Your Enfocus ID password.

3. Save the file with the .command extension in the ActivationTool folder.
4. Open the terminal (**Applications** > **Utilities** > **Terminal**) and enter the following command:

```
chmod 755 <file_path_and_name>
```

Where <file_path_and_name> is the file path and name of your script.



Tip: Instead of typing <file_path_and_name>, you can drag your .command file to the command line.

5. Copy the ActivationTool folder to the system where the product needs to be activated.
6. In the copied folder, double-click the .command file to activate PitStop Pro on that system.
7. Repeat steps 5 and 6 for all other systems where you want to activate PitStop Pro.

Note: The maximum number of activations is limited by your volume license product key.

4.1.6. Activating PitStop Pro using a command-line tool (Windows)

Use this task to activate multiple systems over your network without physically going to each computer.

You must have:

- An Enfocus ID. If you don't have one yet, go to the Account section of the Enfocus website and create one.
- A **volume license** product key
- *ActivationTool.zip* (Click the link to download the tool.)

Use this task to activate multiple systems over your network without physically going to each computer.

To activate PitStop Pro using a command-line tool

1. Extract ActivationTool.zip to a temporary folder.
2. Create a script with the following syntax:

```
ActivationTool -act -pk <product_key> -a <account_name> <account_password>
```

Where:

Entry	Description
<product_key>	Your volume license product key.
<account_name>	Your Enfocus ID.
<account_password>	Your Enfocus ID password.

3. Save the file with the .bat extension in the ActivationTool folder.
4. Copy the ActivationTool folder to the system where the product needs to be activated.
5. In the copied folder, double-click your .bat file to activate PitStop Pro on that system.
6. Repeat steps 4 and 5 for all other systems where you want to activate PitStop Pro.

4.1.7. Managing your Enfocus licenses

Once you have installed Enfocus PitStop Pro, you can manage your Enfocus PitStop Pro license from within the application. You can for example check the status of your other Enfocus licenses, deactivate or repair your PitStop Pro license, export license information, and so on.

Deactivating a license is required before you can move the license to another system. This is also required if you want to move from one system to another using a system image.

Repairing a license can be necessary, if the hardware characteristics of your computer have changed, for example, if you added memory or a new network card.

4.1.7.1. Deactivating PitStop Pro (online method)

Use this task when you want to move the license to another system.

To deactivate PitStop Pro

1. In the **About Enfocus PitStop Pro** dialog box, on the **License** tab, select the product key you want to deactivate.
2. Enable the **Export license information during deactivation** option.
   This enables you to download the license file, so that you can reactivate it on another system.
3. Click **Deactivate**.
4. Browse to a download location, and click **Save**.
   PitStop Pro creates a license file: LicensesBackup.html. Your system deactivates PitStop Pro.
5. Click **Close**.

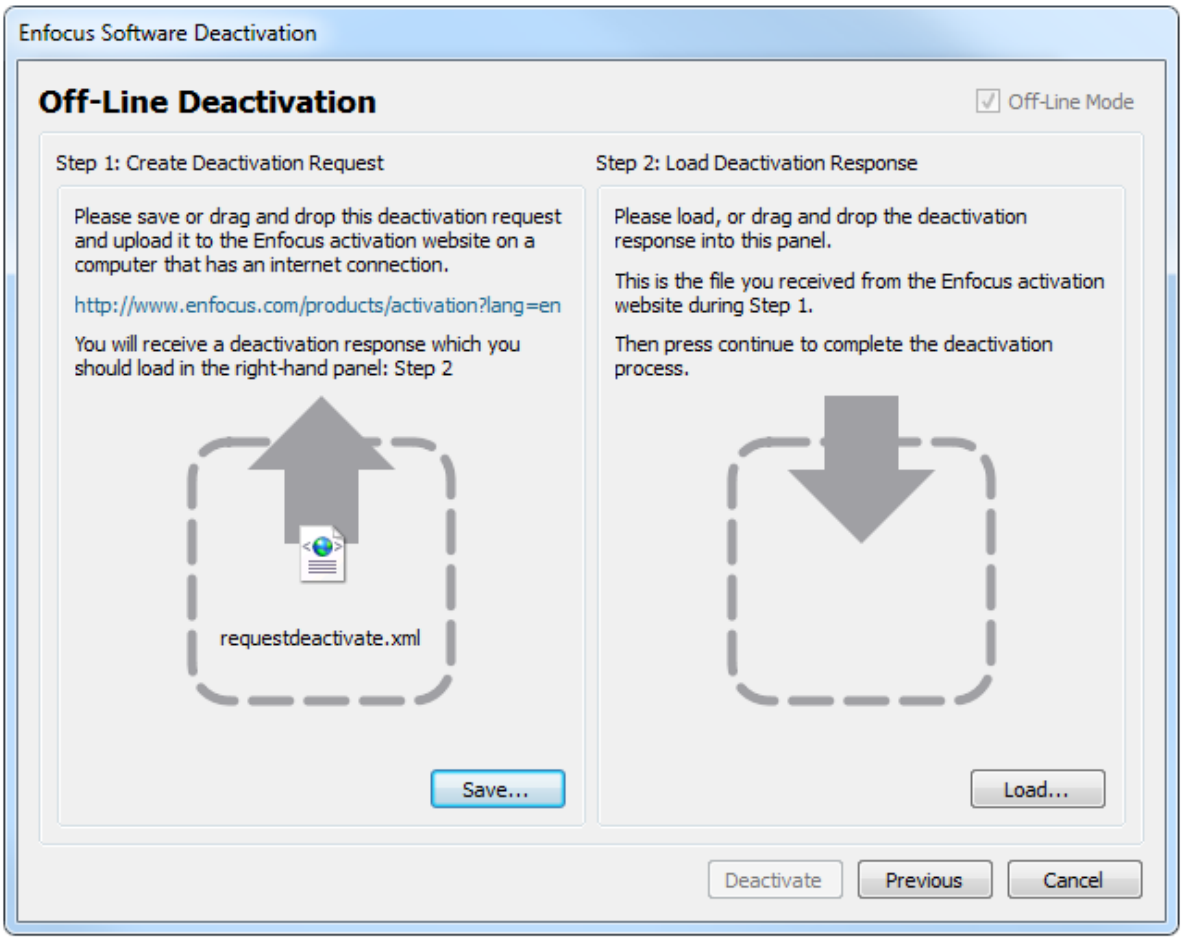
4.1.7.2. Deactivating PitStop Pro (offline method)

Use this task, for example, when you want to move the license to another system.

In addition to your offline system on which PitStop Pro is installed, you must have a system with internet access to communicate with the Enfocus web server.

To deactivate PitStop Pro

1. On your offline system with PitStop Pro:
   a. In the **About Enfocus PitStop Pro** dialog box, select the product key you want to deactivate.
   b. Enable the **Off-Line Mode** option at the bottom of the pane.
   c. Enable the **Export license information during deactivation** option.
      This enables you to download the license file, so that you can reactivate it on another system.
   d. Click **Deactivate**.
   e. Browse to a download location, and click **Save**.
      PitStop Pro creates a license file: LicensesBackup.html, and opens the following dialog box:



f. In **Step 1**, click **Save**.
PitStop Pro creates a file: requestdeactivate.xml.

2. Make requestdeactivate.xml available on your online system.

Example: You can copy requestdeactivate.xml to a USB stick, and connect the USB stick to your online system.

3. On your online system:

a. Go to *http://www.enfocus.com/products/activation?lang=en*

b. Upload requestdeactivate.xml, and click **Continue**.

c. Click **Continue** to confirm.
The Enfocus web server creates a file: deactivation-response.xml.

d. Download the file.

4. On your offline system with PitStop Pro:

a. In **Step 2**, upload deactivation-response.xml.

b. Click **Deactivate**.
Your system deactivates PitStop Pro.

c. Click **Close**.

4.1.7.3. Repairing PitStop Pro (online method)

Use this task when you try to use PitStop Pro, but it tells you that you need to repair your license.

To repair PitStop Pro

1. In the **About Enfocus PitStop Pro** dialog box, on the **License** tab, select the product key you want to repair.
2. Make sure the **Off-Line Mode** option is disabled.
3. Click **Repair**.
   Your system communicates with the Enfocus web server and repairs your license. If it fails, please contact Enfocus via the Enfocus Support Portal *http://www.enfocus.com/en/supportportal*
4. Click **Close**.

4.1.7.4. Repairing PitStop Pro (offline method)

Use this task when you try to use PitStop Pro, but it tells you that you need to repair your license.

In addition to your offline system on which PitStop Pro is installed, you must have a system with internet access to communicate with the Enfocus web server.

To repair PitStop Pro

1. On your offline system with PitStop Pro:
   a. In the **About Enfocus PitStop Pro** dialog box, on the **License** tab, select the product key you want to repair.
   b. Enable the **Off-Line Mode** option.
   c. Click **Repair**.
      A new dialog box opens.
   d. In **Step 1**, click **Save**.
      PitStop Pro creates a file: requestrepair.xml.
2. Make requestrepair.xml available on your online system.

   Example: You can copy requestrepair.xml to a USB stick, and connect the USB stick to your online system.
3. On your online system:
   a. Go to *http://www.enfocus.com/products/activation?lang=en*
   b. Upload requestrepair.xml, and click **Continue**.
   c. Fill in your Enfocus ID password, and click **Continue**.
   d. Click **Continue** to confirm.
      The Enfocus web server creates a file: response.xml.
   e. Download the file.

4. On your offline system with PitStop Pro:
   a. In **Step 2**, upload response.xml.
   b. Click **Repair**.
      Your system repairs PitStop Pro. If it did not work, please contact Enfocus via the Enfocus Support Portal (*http://www.enfocus.com/en/supportportal*).
   c. Click **Close**.

4.2. Activating a subscription ID (subscription)

If you have bought PitStop Pro subscription, you have received a subscription ID. This ID has to be activated in order to start your contract term.

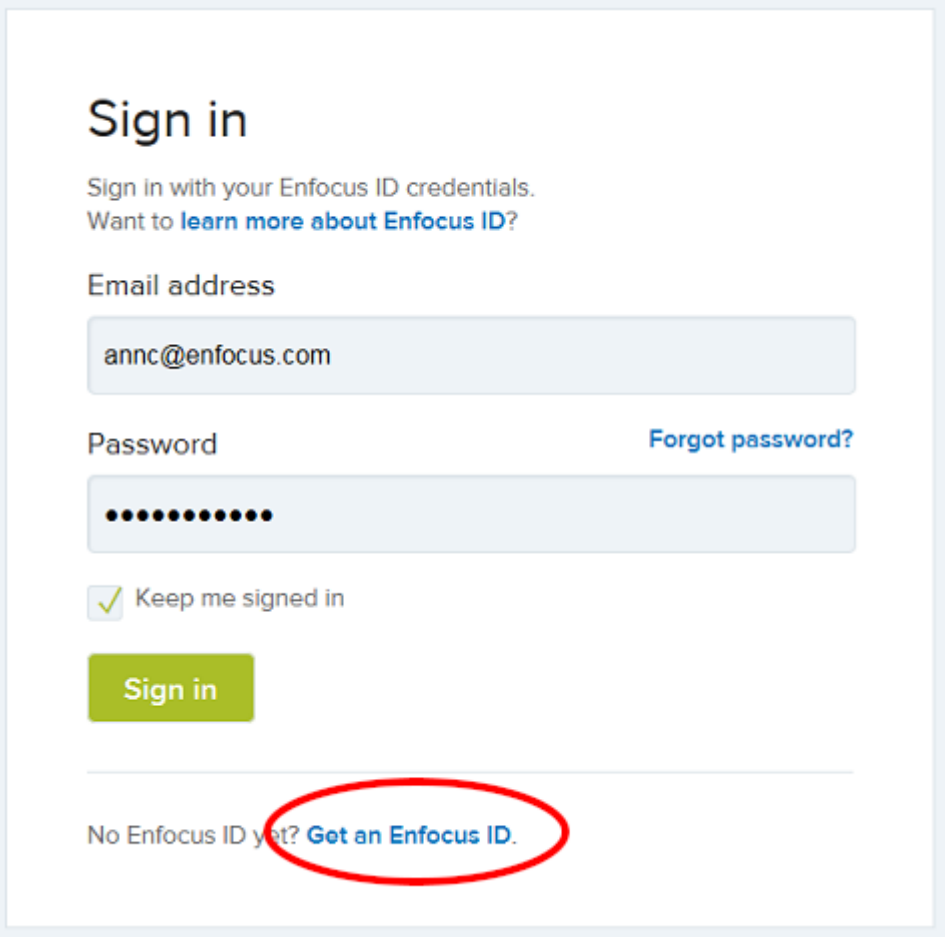


Note: Your Enfocus subscription will be checked by an Esko license server. Therefore, make sure your Proxy server and firewall settings (if any) allow access to *.esko.com for both the HTTP and the HTTPS protocol.

To activate your subscription ID

1. Go to *the Account section* on the Enfocus website.
2. Sign in using your Enfocus ID.

   The Enfocus ID is a new account that replaces all former Enfocus accounts (the webshop, product activation and support portal account). From now on, there's only one account for all communication with Enfocus. Note that there is no way to convert older accounts into an Enfocus ID; even if you have already an Enfocus activation account, you are asked to register once again. Registering is very easy; just click the **Get an Enfocus ID** link and follow the on-screen instructions.



3. Click **My Products** > **My products**.
4. Click **Activate a subscription**.
5. Enter the subscription ID and click **Activate**.



The new subscription is displayed in the overview. You can immediately start working with PitStop Pro.

6. Open Adobe Acrobat and click a PitStop Pro tool (or an entry in the PitStop Pro menu in the toolbar of Adobe Acrobat).

The About Enfocus PitStop Pro dialog pops up.

7. In the License tab, enter your My Enfocus ID credentials (email address and password) and click **Sign In**.
   In the background, PitStop Pro checks your license and allows access to the software as long as the contract term hasn't expired. If it has expired (because the subscription has been cancelled), you will get a warning.

   Note that you remain signed in with your Enfocus ID: you won't have to enter your credentials next time you launch PitStop Pro. However, if you haven't used the software for a longer period (more than one month), you may be asked to sign in again, so PitStop Pro can check if your license is still valid.

   Note: If you want to use your subscription license on another computer, you should just sign out (from within PitStop Pro), which frees up your license, and sign in on that other computer.

5. Getting Support

5.1. Managing your Enfocus ID

An Enfocus ID is an account you need for all communication with Enfocus. It was introduced in 2015 and is required for all product activations as of version 13.

Where to find your account information?

1. Go to the Enfocus website (*https://www.enfocus.com/en*).
2. In the top right corner of the screen, click **Sign in**. If you don't have an account yet, you can create one through the **Get an Enfocus ID** link.
3. Enter your email address and password and click **Sign in**. Your name will appear in the top right corner of the screen.
4. Click your name. This will open a menu with submenus that give access to your account.
5. Click an option in this menu, for example **My Products** > **My Products**. You're now in your account: you'll see a black menu bar with the options from the menu, allowing you to switch from one section to the other.

My Enfocus account

The Enfocus account consists of the following sections:

- **My Dashboards**: Here you can find your Enfocus dashboards, which give an overview of your usage of PitStop and/or Switch (on condition that you have opted in explicitly via the software). For example, on the PitStop dashboard, you can see how many files were preflighted by you, how many failed and how many passed, etc.

- **My Products**: Here you'll find an overview of all Enfocus products (both traditional licenses and subscriptions) and payments linked to your Enfocus ID. Here you can also buy a new license or renew an existing subscription, activate a subscription ID you purchased before, ...

- **My Appstore**: The Enfocus Appstore is a webshop where you can buy apps for use in Switch. Here you can find an overview of all available apps, buy and manage the apps you need and manage your subscriptions. For more information, refer to the Switch user documentation or the Switch product page on the Enfocus website.

  Note: When you're in the Enfocus Appstore, the black menu bar turns blue. To switch back to the other sections of your Enfocus account, click your name in the top right corner and select the option of your choice from the menu.

- **My Account**:

  - On the **My Account Details** page, you can change your password and contact details and indicate if you want to receive Enfocus product information and promotions.

  - Under **My Support Cases** you can log a case if you have a problem with the Enfocus software (using the **Create New Case** link just below the Home tab). Or switch to the Cases tab for an overview of earlier submitted cases.

Note: Before logging a new case, we recommend consulting our *Known issues and solutions* database. To do so, click the **Solutions** tab or go to *https://www.enfocus.com/en/support/known-issues-and-solutions*.

5.2. What to do in case of problems

If you have problems, please proceed as follows:

1. Consult the documentation on the Enfocus website:
   - The **Activation Troubleshooting Guide** clearly explains how to solve problems related to the activation of the software: *http://www.enfocus.com/manuals/Extra/ActivationTroubleshooting/home.html*
   - The **manuals on the PitStop Pro product page** provide information about the software and related topics such as working with Action Lists, customizing PitStop Report Templates and understanding Preflight Report messages: *http://www.enfocus.com/en/support/manuals/pitstop-pro-manuals*. You can also access this information from within the software, by selecting **Help** > **Plug-In Help** > **Enfocus PitStop Pro Help** > **Online Documentation**.
2. Consult our *Known issues and solutions database*. You can also access this information from within the application, by selecting **Help** > **Plug-In Help** > **PitStop Pro Help** > **Solution Articles**.
3. Ask your local reseller. Contact information can be found on the Enfocus website: *http://www.enfocus.com/en/support/resellers/*
4. Contact Enfocus Customer Support. Refer to *Reporting a problem* on page 23.

5.3. Finding support information

To find information about the version of the Enfocus product you're currently using

1. Do one of the following:
   - On Windows, choose **Help** > **About Third-Party Plug-Ins** > **About Enfocus PitStop Pro**
   - On Mac, choose **PitStop Pro** > **About Third-Party Plug-Ins** > **About Enfocus PitStop Pro**

   The **About Enfocus PitStop Pro** dialog appears.
2. Click the **Support info** tab.

   You can see all the relevant information about your version of the software and about the configuration of your computer system.

If you want to provide this info to the Enfocus Support Team, click the **Copy to Clipboard** button and paste the content into the Description field of your case in the *Enfocus Support Portal* .

5.4. Reporting a problem

Before reporting a problem

- We recommend checking *our Solution Articles*. You may find the solution to your problem in our database.
- Check if free support is included in your license: *Support Policy*

To report a problem

1. Do one of the following:
   - Go to the *Enfocus Support Portal* on the Enfocus website.
   - In the software, choose **Help** > **Plug-In Help** > **Enfocus PitStop Pro Help** > **Get Support** The Support section of the Enfocus website appears. Under Contact, click **Report a problem**.
2. Log in using your Enfocus ID (usually your email address) and your password.
3. Click the **Create New Case** link.
4. Fill out the online form.
   If you don't know the version number, refer to *Finding support information* on page 22.
5. Click the **Submit** or **Submit & Add Attachment** button.

6. Introduction to PitStop Pro Tool Set

PitStop Pro is a production solution for verifying (preflighting), editing and correcting PDF files for a variety of output medias. Within PitStop Pro there are five primary ways you can process and work with your PDF documents. Each function addresses different objectives such as PDF preflight, editing or file correction.

Below is a table showing what primary tools can be used for each.

Function	Preflight	Correction	Editing
Editing Tools		✔	✔
Preflight Profile	✔	✔	
Global Changes		✔	
Action Lists	✔	✔	✔
Quick Runs	✔	✔	✔

Understanding what each primary function does and why you would use it will help you select the right tool for the right type of job. Following is an overview of each tool.

6.1. Tools overview

6.1.1. Editing Tools

Checking or editing a page element:

Example scenarios

- *I want to change one objects spot color from a one spot color to another.*
- *I need to move one object that is out of alignment.*
- *I need to edit some text to correct a misspelling.*

Description
The Inspector allows you to select an element, or small group of elements on a page and modify their parameters such as:

- Modify color
- Edit text
- Move elements
- Adjust image resolution

plus more element controls.

6.1.2. Preflight Profile

Checking an entire document for problems and corrections:

Example scenarios

- *I want to check every element within a document looking for objects defined with RGB colors.*
- *I want to check a document for total ink coverage.*
- *I want to find images that may be too low of resolution for printing.*

Description

Preflight Profiles can check a page or an entire document for parameters defined within the profile, make common corrections, and report on any problems that need attention.

PitStop Pro ships with many pre-defined profiles covering most common checks, however you can edit any profile and make adjustments to the checks and corrections to meet your production needs. Common settings include:

- Checking for PDF/X or GWG compliance
- Checking fonts
- Replacing or remapping fonts
- Checking colors
- Checking overprint or layers
- Image resolution
- Checking total ink coverage

plus more..



Note: Action Lists can be used within a Preflight Profile and expand the corrections possible when running a Preflight Profile. See the Reference Guide for more information on how to use Action Lists within a Preflight Profile.

6.1.3. Global Change

Changing an attribute or set of attributes on an entire document:

Example scenarios

- *I need to change all occurrences of fonts defined as Courier to another font.*
- *I want to clean up all the blacks and grays used in my document.*
- *I want to add a graphic to all pages of the document.*

Description

Global Changes are predefined changes supplied by Enfocus that can be applied to a element, page, or an entire document. Global Changes can not be modified, but many have settings that can be changed to meet your modification criteria. Common Global Changes include:

- Changing color models
- Remap fonts

- Converting fonts to outlines
- Add page numbers
- Extend bleeds
- Resample images

6.1.4. Action Lists

Changing the parameters of a single object type throughout a document:

Example scenario

- *I want to change only text that's colored "Blue" to 100% Black (K).*
- *I want to select all even pages and move them to the left and all odd pages to the right.*
- *I want to convert a prepress ready PDF document to a PDF document that is optimized for a tablet computer.*

Description
Action Lists are the most powerful part of PitStop Pro as they contain all the checks, selections and adjustments available for PitStop Pro. With an Action Lists, you build a list of actions to make your final function based on stacking the actions in the correct logical order, similar to building a macro.

In the case of our example, the Action list would be built with a function to find all text with the color "Blue". Then a second function would convert the color from "Blue" to PMS 300. This Action List could then be saved and reused in the future.

6.1.5. QuickRun

Creating production macros for your most used functions:

Example scenario

- *There are several functions we use on most jobs that I would like fast access, or keyboard shortcut access to.*

Description
With QuickRuns, your most common PitStop Pro functions can be quickly applied to a job.

QuickRuns allow you to build macros of Preflight Profiles, Global Changes, and Action Lists. These can be saved to your Favorites in the tool bar and accessible by keyboard shortcuts automatically assigned by PitStop Pro.

6.1.6. Variable Set

Define variable values that can be overridden at the time of processing:

Example scenarios

- *I want to create a single Preflight Profile that allows me to check for any possible page size.*

- *I want to create a Preflight Profile value which can be adjusted at runtime if desired so I can accurately check the number of color separations contained in a file.*

Description

Smart Preflight is a functionality that unlocks the full potential of a Preflight Profile to be able to check and also fix a PDF file. Without Smart Preflight a PitStop Pro user would need to create many different profiles to handle different job types and specifications, however with Smart Preflight this is no longer the case.

Smart Preflight does this by allowing users to define variable values that can overridden at the time of processing or a rule based check can be defined allowing other conditions in a job to affect the outcome for a specific check.

A Variable Set contains all your Smart Preflight variables that can be used within your Preflight Profiles. You can create more than one Variable Set and each set can have multiple variables defined. However, you can only run one "active" Variable Set at a time within PitStop Pro. It is recommended that you keep all your variables within one Variable Set unless you are also working with PitStop Server. There are three primary types of variables for PitStop Pro:

- Constant
- Rule Based
- Calculation Based

7. Getting Started eLearning courses

We recommend taking the following **free** courses, available on the Enfocus website under **Learn** (*https://www.enfocus.com/en/learn*):

Getting Started with PitStop Pro	Content
Module 1	Installing and activating a trial
Module 2	Exploring the user interface
Module 3	Presets (Action Lists, Global Changes, QuickRuns)
Module 4	Preflighting

These courses offer **basic knowledge** for users who are new to PitStop Pro.

Want to know more?

Check out the other "beginner" courses (webinars, product movies and monthly workshops), for example the PitStop Monthly Workshop of July 2015 (a general introduction) or the PitStop Monthly Workshop of June 2015 (about Preflight).