enfocus CONNECT 2021

Connector Deployment and Support Guide

06 - 2021

enfocus

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2. Connector Overview

2.1. About Enfocus

Enfocus is a leading software company specializing in the development of tools to **control the quality of PDF files** for print and to **automate workflow processes** in the **graphic arts** industry. The company's innovative solutions streamline the workflow throughout the complete production chain – from design to final print – thereby connecting printers, publishers and designers.

Enfocus was founded in 1993, is headquartered in Ghent, Belgium. Well-known brands include PitStop, Switch, and Connect.

Enfocus is a business unit of **Esko**, a global supplier of integrated solutions for packaging and labels, sign and display, commercial printing and publishing industries. Esko employs around 1200 people worldwide. Its direct sales and service organization covers Europe, Middle East and Africa, the Americas and the Asia Pacific, Japan and China regions and is complemented by a network of distribution partners in more than 50 countries. Esko is a **Danaher** company (*www.danaher.com*).

2.2. What is an Enfocus Connector?

A Connector is a standalone application created from the Enfocus Connect application. It can perform a variety of predefined tasks, such as:

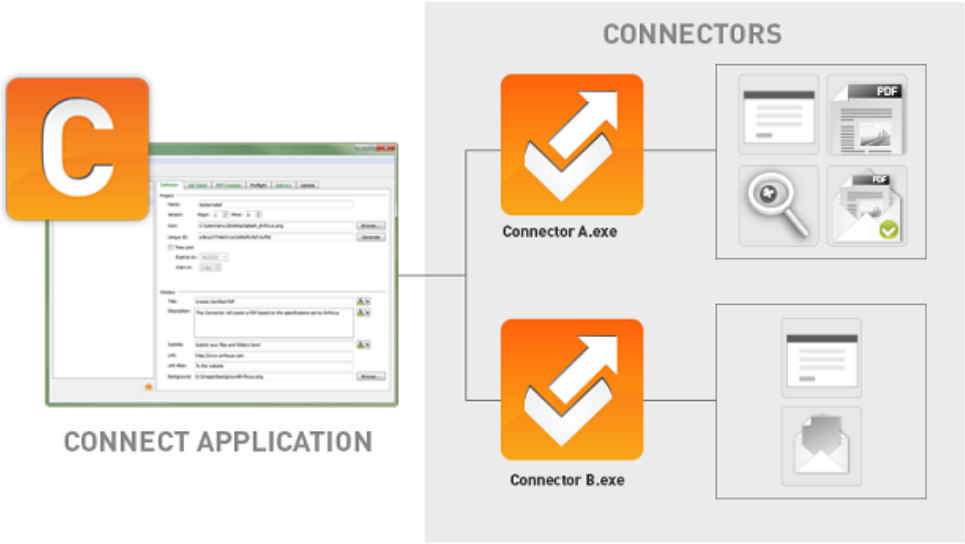
- Create PDFs
- Verify (preflight) PDFs
- Correct common PDF problems
- Collect and deliver Job Ticket information
- Deliver any file type to a remote server

Any combination of the functions listed above can be defined within a Connector.

Examples

One Connector could be used to create and verify PDF files from InDesign, and another one just to deliver all file types to a specific FTP site.

The image below is an example of the Connect application used to create two Connectors: Connector A includes the functionality to collect Job Tickets and create/preflight PDFs, whereas Connector B only allows to collect Job Tickets. Both Connectors are configured to deliver files to the same printer.



Using a Connector

A Connector is an executable (Windows) or an .app (Mac) that you place somewhere on your system.

As a user, you submit the appropriate files to the Connector; these files will be processed and delivered automatically, based on the properties configured by the supplier of the Connector.

For example, if the Connector is configured to deliver the files to an FTP server, this will happen without interference of the user. Only if the files must be delivered locally, you will be asked to select a directory, the first time the Connector is launched.

2.3. How does it work?

Connector properties defined by the supplier of the Connector

The supplier of the Connector defines and creates the Connector. Definitions include:

- The name and the look and feel of the Connector, e.g. the background image, the icon and the colors used.
- Whether or not users of the Connectors have to supply additional customer or job information (called "Job Tickets") when they submit files to a Connector.
- Whether or not the Connector creates a PDF, either through a Virtual Printer, or through supporting Plug-ins for Adobe InDesign or Illustrator.

Plug-in support is always enabled when PDF creation is activated for a Connector. The Virtual Printer does not have to be active for Plug-in support to be enabled and Plug-in support alone does not require user authentication to install.

Plug-in support means that all the background components for PDF creation through the supporting Plug-ins are installed upon the first launch of the Connector by the end user. Once installed, the Connector will be available in

the **Export to Connector** file menu selection within InDesign or Illustrator. It is recommended to use the Plug-ins (as opposed to the Virtual Printer method) for PDF creation in these applications. The Plug-ins take advantage of the internal "Export" function of Illustrator and InDesign allowing features such as transparency to be supported.

Virtual Printer means that users of the Connector can use the print function from any application (e.g. Microsoft Word) to convert their files to PDF and automatically submit them into the Connector. The Virtual Printer is installed the first time a Connector is launched on an end user system (authentication required). Once installed, the Connector will be selectable in the Print dialog from any application like a traditional printer.

- Whether or not the supplied files are preflighted. Preflight allows PDF files to be checked and corrected based on a particular Enfocus PitStop Preflight Profile and (optionally) on a number of selected Action Lists.
- Whether or not processed files are delivered to an external or internal server or folder:
  - A file can be delivered *locally* or *remotely*, i.e. uploaded to (S)FTP, HTTP(S), email or an Enfocus Switch Submit point, ...
  - A file can be delivered to *more than one location* (e.g. one version to Switch and a copy to a local folder), or different job files can be sent *to different locations* ("delivery points") (e.g. job files to one location and job files and the preflight report to another location).
- If the Connector is updated automatically when a newer version is available. (See further)

Changes that can be made by the user of the Connector

Although the Connector properties are defined by the supplier of the Connector, users of the Connector can make a few adjustments, via the Connector preferences. Users can:

- *Change the proxy settings* (important in case of a firewall)
- *Change the email settings* (important in case of a firewall)
- *Reset notifications*
- Define or change where jobs are saved when "Local Folder" delivery is defined as a delivery point.

Actions that can be made by the user of the Connector

In case of problems with the Connector, users can:

- *View the log*
- *Reset the Connector*

Security

Enfocus Connectors are trusted applications, developed by a company with more than 20 years of experience in the graphic arts industries (see *About Enfocus* on page 5). However, because Connectors are created by the Connect (ALL/YOU) application owner, they are usually not "signed" applications and may cause some virus protection software and OS Settings to respond.

Note that:

- Functions performed by a Connector when installing functionality locally are all independent and won't affect other system functions or operations.
- Files transmissions by Connectors are secure when connecting to a secure server such as an HTTPs server.
- Files can be compressed and password protected for additional security.

3. Distributing Connectors

Deciding who Connectors will be provided to and how the Connectors are distributed to end users is a very important part of an overall deployment strategy and plan.

There are two basic kinds of Connectors you can create. One would be a generic Connector that any customer could use, and the other would be a custom Connector that is built for a specific customer.

Generic Connectors, would be distributed to end users differently than custom Connectors. As well, the functions provided in a generic Connector may be more general in order to appeal to more customers. Whereas custom Connectors may have specific customer requirements built in, or may be provided so that the delivery point for that customer can be controlled.

Once you've decided on the types of Connectors you want to provide, then you need to decide how you're going to supply those Connectors to the intended customer.

Generic Connectors will more than likely be used by any customer, so they can be posted to a web site for download, or placed in a public area on a FTP server where any customer can navigate to download the Connector. Options for general distribution of generic Connectors include:

- Posting on a website.
- Distribution through an e-mail link.
- Email of remote download applet when using the remote distribution server.
- Posting to a public folder on an FTP server.

Custom connectors require a more secure distribution system in order to keep other customers from accidentally obtaining the Connector. Distribution methods can include:

- E-mail of remote download applet to a specific contact when the remote distribution server is used.
- Posting of the connector to a private folder on an FTP server.
- Delivery to client on removable media.

4. Signing Connectors

Connectors generated by the Enfocus Connect application are *not signed* digitally. This means they have no digital signature attached to them to identify the distributor of the file and to ensure that the contents is safe. As a consequence, users installing a Connector on Windows, will get a UAC message stating that the publisher of the Connector is unknown; users on Mac may won't be able to install the Connector if they have enabled Gatekeeper (a tool that blocks un-identified apps).

Enfocus Connect does not have a mechanism to sign the Connectors it generates; to do so, it should be able to identify the application owner, and that is not possible/desirable for privacy reasons. However, the application owners can easily sign the Connectors themselves, before distributing them.

4.1. Signing Connectors on Windows

Signing a Connector means that you attach a digital signature to your Connector to identify yourself and to assure your customers that the Connector is safe. This also avoids that your customers get an "Unknown Publisher" security warning when installing the Connector.

To sign a Connector on Windows, you need:

- A **digital signature** (a trusted certificate), which can be obtained from a third-party vendor or authority (CA), such as VeriSign, Thawte, ...
- A **tool** to attach your digital signature to your Connector, for example the **SignTool**, a free tool provided by Microsoft as part of the Windows SDK.

More info can be found on the Microsoft website in the chapter on *Cryptography Tools*.

Proceed as follows:

1. Download the **SignTool** from *the Microsoft website*.
2. Install it.

   The default installation folder is the *bin* folder of the Microsoft Windows Software Development Kit (SDK) installation path, for example: C:\Program Files (x86)\Windows Kits \8.0\bin\x86.
3. Obtain a certificate if you don't have one yet.

   Tip: You can use the Microsoft **MakeCert** tool to create a demo certificate for testing purposes. This tool is also part of the Windows SDK. More info about the syntax can be found on *https://msdn.microsoft.com/en-us/library/windows/desktop/aa386968(v=vs.85).aspx*.

   Example of the command line (resulting in a certificate named "DemoCert")

   ```
   >Makecert -r -pe -sr localMachine -ss demostore -n "CN=DemoCert"
    democert.cer
   ```
4. Sign the Connector using the SignTool.

Example of the command line (using the demo certificate "DemoCert")

```
> Signtool Sign /v /s demostore /n DemoCert /t http://timestamp.verisign.com/
scripts/timestamp.dll <my_connector_to_sign>.exe
```

5. Verify the signature in the Connector Properties:
   a. Open the context menu of the Connector you just signed and click **Properties**.
   b. Switch to the **Digital Signatures** tab.
      Here you'll see the name of the attached certificate ("DemoCert" if you used the demo certificate) and the timestamp.
   c. Click the **Details** button.
   d. Check the digital signature details and click the **View Certificate** button to see the actual certificate.

4.2. Signing Connectors on Mac OS

Signing a Connector means that you attach a digital signature to your Connector to identify yourself and to assure your customers that the Connector is safe. This also avoids issues on Macs that have Gatekeeper enabled; Gatekeeper blocks apps and installer packages from non-identified developers.

To sign a Connector on Mac, you need:

- A **Developer ID** - You must be enrolled in the Apple Developer Program, otherwise you are not allowed to create a digital signature.
- A digital signature, i.e. a **Developer ID certificate**

Proceed as follows

1. Enroll in the Apple Developer Program and add your Apple ID in Xcode.
   For the full procedure, refer to *the App Distribution Guide on the Apple website*.
2. Create a Developer ID certificate, download and install it.
   For the full procedure, refer to *the App Distribution Guide on the Apple website*.
3. Sign the Connector using the **codesign** command tool.
   For the syntax, refer to *the description of the tool in the Mac Developer Library on the Apple website*.
4. Verify the signature in the Connector Properties:
   a. Open the context menu of the Connector you just signed and click **Properties**.
   b. Switch to the **Digital Signatures** tab.
      Here you'll see the name of the attached certificate ("DemoCert" if you used the demo certificate) and the timestamp.
   c. Click the **Details** button.
   d. Check the digital signature details and click the **View Certificate** button to see the actual certificate.

5. Installing and setting up a Connector

Before you can start working with a Connector, you must first install and/or set up the Connector. There are two types of Connectors that can be provided:

- One is a complete Connector that has everything included and is ready to be installed and set up. Refer to*Setting up a Connector* on page 13).
- The other is a remote download applet (starts with "remote_") that is small in size and when launched, initiates the download of the complete Connector and starts the installation process. Refer to *Starting with a remote download Connector* on page 12.

Note: During the setup of a Connector, you may be notified of Connect Plug-ins for InDesign and Illustrator. This depends on the way the Connector has been configured. However, you can afterwards still download and add these Plug-ins, as explained in (*Adding Connect Plug-ins for InDesign and Illustrator* on page 14).

5.1. Starting with a remote download Connector

Note: This procedure only applies if you received or downloaded a remote download Connector (of which the name starts with "remote_").

A remote download Connector is a reduced version of a Connector that is designed to be easily distributed through communication channels such as e-mail.

To install a Connector using a remote download Connector

1. Download the remote download Connector.

   The name of a remote download Connector starts with "remote": **remote_<connector name>.exe** (Windows) or **remote_<connector name>.app**.

   Note: The remote download Connector may be delivered as a compressed (.zip) file and may be password protected in order to pass by virus protection software.

2. Double-click it.

   Download progress is shown in the task bar (Windows) or the top menu bar (Mac).

   In the background, the remote download Connector connects to the update server and downloads the required background files.

   After the download is finished, the complete Connector is created on the desktop of your workstation.

3. Follow the instructions in *Setting up a Connector* on page 13.

4. Delete the remote download Connector.

5.2. Setting up a Connector

To set up a Connector

1. Place the Enfocus Connector in a desired location on your computer.
2. Double-click the Enfocus Connector (.exe or .app) to start using it.
3. If the Connector includes a Virtual Printer, the Connector will suggest to install the print driver the first time you launch the Connector. Click **Yes**.
   If you have installed the print driver included in your Connector, you will find the Connector printer name in the Printer list of any application.
4. If the Connector is configured to enable Plug-in Download, (and the Plug-ins are not already installed) the Connector will provide a link to a web site with instructions and a list of Plug-ins available for download and installation (this depends on the Connector properties). Click **Yes** and follow the on-screen instructions.For information on plug-ins available for Connect, refer to *Adding Connect Plug-ins for InDesign and Illustrator* on page 14.
   Installing a Plug-in for Adobe Illustrator or InDesign will enable an extra option in the File menu: **Export to Connector**. This option allows you to create PDF files from within the third party application and to submit them directly into the Connector for additional processing.

The Connector is now ready to be used.

5.3. Setting up a Connector on multiple account computers

If a Connector should be used by different people making use of the same machine, you should take into account the following guidelines.

To set up a Connector for multiple users

1. Place the Enfocus Connector in a folder that all users have full read/write access to.

   Note: Do not place the Connector in the Applications/Program folder; usually not all users have full access to this folder.

2. Log in as user A (one of the users that need access) and install the Connector.
3. Switch to user B and **launch** the Connector.
   Authentication may be required in some cases.
4. Repeat the previous step for all users that need access to the Connector.

5.4. Adding Connect Plug-ins for InDesign and Illustrator

You can at any time update or install Plug-ins for InDesign and/or Illustrator. The latest version can be found on the Enfocus website: *http://www.enfocus.com/en/products/connect/plug-ins/*.

Note that you can freely distributes these Plug-ins to your customers or even post them on your website.

To add Connect Plug-ins for InDesign and Illustrator

1. Download the desired Plug-in installer from the Enfocus website.
2. Double-click the installer and follow the on-screen instructions.
3. Launch the Creative Suite product for which you installed the Plug-in.
   The **File** > **Export to Connector** option is now enabled.

6. Resetting a Connector

If you have problems with a Connector, it may be good to reset it, to be able to run the Connector in a clean environment.

Resetting the Connector removes all background files of the Connector, e.g. the installation files for the Plug-ins and the Virtual Printer.

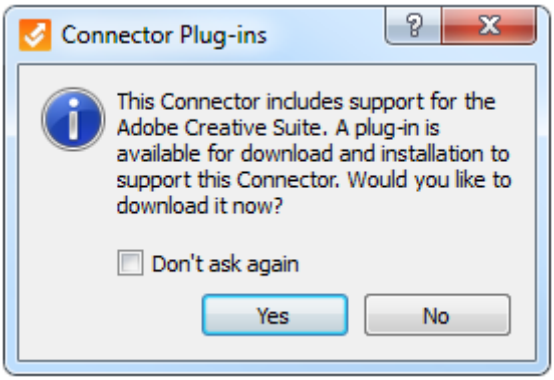
Note: Before resetting the Connector, if the Connector supports PDF creation, be sure to delete the Connector Virtual Printer from the printer list, and delete the Connector from the Plug-in listing. These will get reinstalled when the Connector is re-launched afterwards.

To reset a Connector

1. Do one of the following:
   - Launch the Connector from the taskbar and click **Delete**.
   - Launch the Connector somewhere on your system and select **Processing** > **Reset Connector**. Click **Continue**.
2. Relaunch the Connector to re-install all services associated with that Connector including the Virtual Printer, listing in the Plug-in menu and local folder delivery.

7. Resetting the notifications

If you launch a Connector for the first time, you are informed about the possibility to download a plug-in or to install a Virtual Printer (see image below). If you don't want to see these messages anymore, you can select the option **Don't ask again** and they won't be shown anymore.



However, if you afterwards change your mind, you can reset the notifications, so they are displayed again.

To reset the notifications

1. Launch the Connector.
2. Choose **Edit** > **Preferences** > **General**.
3. Click **Reset Notifications**.

8. Viewing and resetting the log file

The log file is a text file that provides you with information about the jobs processed by the Connector, such as the name of the processed files, and the date and time the job was started and finished.

In case of problems, you will find meaningful error messages in the log file, for example: "Error copying file X. The process cannot access the file because it is being used by another process".

1. To view the content of the log file, launch the Connector and click **Processing** > **Open log**.
2. To reset the log file, i.e. to make it empty, launch the Connector and click **Processing** > **Clean log**.
   The menu options **Open log** and **Clean log** will remain grayed out, until a new job is submitted to the Connector.

9. Working with firewalls

In some cases a Connector given to you by an outside vendor may not work behind your firewall, causing the connection to an outside server or sending an e-mail notification to fail.

To help protect your network security and fix connection issues caused by a firewall, Proxy settings and e-mail settings can be adjusted within the Connector.

9.1. Configuring the Proxy settings of a Connector

If the Connector is configured to deliver files via HTTP, HTTPS, SFTP or FTP, it is important that the connection is not blocked by your firewall. To avoid this, you can adjust the proxy settings of the Connector.

To configure the Proxy settings

1. Launch the Connector.
2. Choose**Edit** > **Preferences** > **Proxy**.
3. Select the appropriate option.

Preference	Meaning
No Proxy	The system Proxy settings are ignored (no Proxy configuration).
Auto-detect proxy setting	The Proxy settings are read from the system (default setting).
Manual proxy configuration	The Proxy settings are set manually. Enter the required details: • SSL Proxy: IP address of the Proxy server • Port: Port number of the Proxy server These settings will override the system Proxy settings.

4. Click **OK**.

9.2. Configuring the e-mail settings of a Connector

If the Connector is configured to deliver files by sending an email (with the processed files attached), you should make sure the details of the mail server are correct. Moreover, you should make sure that the connection to the mail server is not blocked by the firewall.

To configure the e-mail settings

1. Launch the Connector.

2. Choose**Edit** > **Preferences** > **Email**.

3. Enter the appropriate details:

Preference	Meaning
SMTP Server	Name of the mail server
Port	Port of the mail server
Authentication required	If disabled, no user credentials are required. If enabled, user credentials are required. The Account Name and Password field become active and should be filled in.

4. Click **OK**.

Note: To undo your changes and to return to the settings configured in the Connector, use the **Restore Defaults** button.

10. Automatically updating Connectors

Connectors can be configured to be updated automatically when a newer version is available. As a user, you don't have to do anything; whenever a new version is available, you'll be notified and the update can be installed by just clicking the OK button.

However, to be able to tackle issues if any, it's important to understand how this works.

10.1. About the Automatic Updating System

Connect provides the possibility to automatically update Connectors. This section explains how this system works. For more detailed information on how to set up an update server, refer to the Connect User Guide on the Enfocus website.

How it works

For any Connector project, you can enable the Update server function. This server will store a copy of the Connector, in a specific folder, called after the unique ID of the Connector.

Once the first version of the Connector is distributed to end users, the Connector will continue to check the server every time it's launched for an update. As the publisher of Connectors, if you need to update any settings of an external Connector, you just make the changes and allow Connect to update the update server. From there, changes will be pushed out to the Connectors as they are used:

- If the version is the same, the users of the Connector can continue using the Connector.
- If there is a new version, the users will receive a notice informing them that an update is available and that they can download and install it.

How it works - technically

Files involved

When a Connector with the Automatic Update System enabled is created, a folder with the name of the unique ID of the Connector is created on the server, for example *a3bb69ef4de511e3ffeaf01faf15cf0d*. This folder contains the following files:

- <connector name>.version contains version information and is used to compare the server version with the customer's Connector.
- <connector name>.settings is a binary file which contains general information about the Connector, such as the icon, background, description,...
- <connector name>.exe is the actual Connector on Windows
- <connector name>.zip contains the actual Connector on Mac.

The settings file holds:

- Login/server information:
  - The server address, login credentials for uploading (to the server) and downloading the Connector.
  - A login for Enfocus Connect to *upload* the Connector and version information (Read/Write access).

  - A login for the Connectors (to check versions, and allow customers to *download* new versions) (Read access).
- Information to identify the Connector:
  - The unique ID of the Connector, for example: *a3bb69ef4de511e3ffeaf01faf15cf0d*, that identifies the Connector for the update server.
  - The Identity of the Connector, which identifies the Connector on the update server.

    Note: The name of the Connector is not used to identify the Connector in the update system. Changing the name of the Connector will not break the update mechanism for that Connector.
- Configuration details

Update mechanism on a multiple user account machine

If a Connector is used by different users on one machine, each of the users has its own "version" of the Connector. This means that user 1 can decide to download the latest version, whereas user 2 can decide not to download the update, so they can have a different version of the Connector.

To make sure all users are up-to-date, the Connector must be launched and upgraded under each user account.

10.2. Automatic updating: features versus updated components

The following table gives an overview of what files get updated on the update server/at the customer's site, if a Connector changes.

Updated feature in Connect	Updated on the update server
Updating printer*	Entire Connector
Enabling/disabling PDF creation	Entire Connector
Changing PDF presets	Entire Connector
Enabling/disabling Preflight	Entire Connector
Changing delivery method	Entire Connector
Changing delivery path/settings	Settings file only
Changing time limit	Settings file only
Changing title or subtitle	Settings file only
Changing description	Settings file only
Changing icon	Settings file only
Changing link or link alias	Settings file only
Changing background	Settings file only
Enabling/disabling Job Tickets	Settings file only

Updated feature in Connect	Updated on the update server
Changing Job Ticket Group	Settings file only
Enabling/disabling Plug-in download	Settings file only
Enabling/disabling Local file saving	Settings file only
Using Variable file names	Settings file only
Enabling/disabling PDF Settings adjustment	Settings file only
Changing Preflight Profile, Action Lists, Variable sets	Settings file only
Enabling/disabling Color Management	Settings file only

*: Connector users are not notified if the Virtual printer is updated; only if the printer is removed, you'll be asked if you want to install it.

10.3. Moving a Connector to a different update server

This topic explains how you can move one or more Connectors from one update server to another, for example for maintenance reasons.

1. In Enfocus Connect, duplicate the Connector Project.
2. Copy the Unique ID from the original Connector project under the **Definition** tab.
3. In the **Definition** tab of the new (duplicated) Project, replace the new (automatically generated) unique ID with the one you copied from the original Connector Project.

   The unique ID in the Update tab automatically changes as well.
4. Change the update server in the **Update** tab.

   Note: Make sure to change the server address in the Update *Preset(s)*. That way, all Connector Projects that use this Preset are changed automatically.
5. Create the new Connector (so the data is available on the new update server).
6. Copy the contents of the Connector folder from the new update server to the old update server.
   As soon as a Connector in the field connects to the update server, its properties are updated (including the new server details) and next time it will connect to the new update server.

Remark: When entering the update server in the Update tab, we recommend using the update server's DNS alias instead of its IP address. In that way, even if the IP address changes, the link between the update server and the Connector(s) in the field is maintained.

11. Removing a Connector

11.1. Removing a Connector (basic removal)

Note: Removing the Connector application does not remove the Connector Virtual Printer, or Plug-in support.

1. Select the Connector and move it to the trash.
2. Empty the trash.

11.2. Removing a Virtual Printer

1. Open your Printer Control Panel.
2. Select the printer you want to delete, e.g. "CMYK PDF for Print".
3. Select the **Remove** button, or use the delete key.

11.3. Removing a Connector from the Plug-in

1. Open the Plug-in in Illustrator or InDesign, by selecting **File** > **Export to Connector**.
2. Select the Connector you want to delete in the list, e.g. "CMYK PDF for Print".
3. Hold down the Option/Alt key.
   The **OK** button will change to **Remove**.
4. Click the **Remove** button.

11.4. Removing all files installed with a Connector (total removal)

To remove all traces of a Connector from your system

1. Follow the instructions in the previous topics to remove the basic components of the Connector.
2. Locate and remove all the files listed based on the platform used.
   For an overview of all files, refer to:

- *Files on Windows* on page 25
- *Files on Mac* on page 26

12. File overview

Below you'll find an overview of the files that are created or installed when setting up and using an Enfocus Connector.

12.1. Files on Windows

File	Location
PrinterProcessorWin.exe **EnfocusPortMonitor64.dll** These files get installed when a Printer/CS Plug-in enabled Connector is launched for the first time. The PrinterProcessor supports virtual printing and the Plug-in functionality. **Note:** Only one PrinterProcessor should be running at the same time. Check the Windows Task Manager.	C:\Users\<user>\AppData\Roaming\Enfocus\Connector\Printer
ConnectorData.zip This is a password protected zip file that contains all the files bundled with the Connector. When the Project settings change, this zip file will be updated.	C:\Users\<user>\AppData\Roaming\Enfocus\Connector\Cache\Settings\<the Connector's unique ID>
Connector.exe This is the Connector cache. *Every time a Connector is launched*, it is copied to the Cache folder with the appropriate build number.	C:\Users\<user>\AppData\Roaming\Enfocus\Connector\Cache\<build number of the Connect application from which the Connector was created>
<printer name>.ppd This file is created during the installation of the Virtual Printer.	C:\Windows\System32\spool\drivers\x64\3\<printer name>.ppd
<job name>.ps This is the Postscript file that is created when a job is sent to a Virtual Printer. The PostScript file is afterwards converted to PDF using Adobe Normalizer.	C:\Windows/Temp\<user name>\<Connector name>\<job name>.ps

12.2. Files on Mac

File	Location
PrinterProcessor.app **EnfocusConnectorBackend** These files get installed when a Printer/CS Plug-in enabled Connector is launched for the first time. The PrinterProcessor supports virtual printing and the Plug-in functionality. **Note:** Only one PrinterProcessor should be running at the same time. Check the Activity Monitor.	Users/<user>/Library/Application Support/Enfocus/Connector/Printer
ConnectorData.zip This is a password protected zip file that contains all the files bundled with the Connector. When the Project settings change, this zip file will be updated.	/Users/<user>/Library/Application\ Support/Enfocus/Connector/Cache/Settings/<the Connector's unique ID>
Connector.app This is the Connector cache. Every time a *Virtual Printer or CS Plug-in is enabled*, the Connector is copied to the Cache folder with the appropriate build number.	Users/<user>/Library/Application\ Support/Enfocus/Connector/Cache/<build number of the Connect application from which the Connector was created>
<printer name>.ppd This file is installed during the installation of the Virtual Printer.	/private/etc/cups/ppd/<printer name>.ppd
<job name>.ps This is the Postscript file that is created when a job is sent to a Virtual Printer. The PostScript file is afterwards converted to PDF using Adobe Normalizer.	/private/tmp/EnfocusPrintData/<user>/<Connector name>/<job name>.ps

13. Verifying the Preflight Report

If PDF preflight has been enabled for the Connector, the Connector will use the Enfocus PitStop technology to verify settings and other factors of the PDF files being processed. The settings for what is checked are configured by the creator of the Connector and may include over 100 different quality checks.

To learn the meaning of the errors and warnings that may occur in the Preflight Report, refer to: *http://www.enfocus.com/manuals/extra/PreflightReportHelp/home.htm*

14. Troubleshooting

14.1. Virtual Printer not installing or working

Problem

The Virtual Printer is not installing or working.

You may get the following error: **Unable to load print processor**.

Possible cause

The Print Processor is missing or has not been installed correctly.

Basic solution

Reset the Connector. This will remove all components of the Connector, including the Virtual Printer. When you afterwards re-launch the Connector, you'll be asked to re-install the Virtual Printer.

Retry the Connector. If the problem isn't fixed, restart the computer and try the printer again.

Advanced solution

If the above does not solve the problem, check the Task Manager (Windows) or the Activity Monitor (Mac) to see if the Print Processor is running:

- If it is running, select the process and stop it or quit the process. Then restart the computer and see if the problem is fixed.
- If it is not running, you can manually start the Print Processor:
  - **Procedure on Mac:**
    1. Open the terminal.
    2. Type: `Run sh /Users/<user name>/Library/Application/Support/Enfocus/Connector/Printer/PrinterProcessor.app/Contents/MacOS/PrinterProcessor`
  - **Procedure on Windows:**
    1. Locate the Print Processor at C:\Users\<user name>\AppData\Roaming\Enfocus\Connector\Printer\PrinterProcessorWin.exe.
    2. Launch it.

14.2. PDF creation fails when using the Virtual Printer

Problem

PDF creation fails when you try to print a PDF from a design layout application into the Connector.

You will get the following PostScript error: **typecheck; OffendingCommand: setdistillerparams**.

Possible cause

The Adobe PDF Settings file used in the Connector may be specifically for use with Adobe InDesign or Illustrator and contain settings that are not compatible with the Virtual Printer.

Solution

Do one of the following:

- Use a different Adobe PDF Settings file in your Connector.
- Open the offending Adobe PDF Settings file in Adobe Distiller, re-save it to a new name and re-import the new Settings file into your Connector.

Note:

- If an Adobe PDF Settings file has "IND4" at the end of the Settings name, it is specific for use in InDesign and needs to be re-saved from Distiller to work with the Virtual Printer in Connect.
- To view the specific error that occurs during PDF processing, open the log file (See *Viewing the log file)*. The error will be listed in the last few lines in the log.

14.3. Connector unable to connect to the server

Problem

The Connector cannot connect to the server defined for delivery, i.e. the Enfocus Switch server or the FTP server.

Possible cause

This issue can have different causes:

1. The internet connection may be down.
2. The server settings may have changed.
3. A firewall on the client side may be blocking the connection.

Solution

Depending on what the problem is, try the following:

1. Check the internet connection. If it is restored, check the log file for any specific causes (See *Viewing the log file)*.

2. If the server settings have changed, you will have to modify the delivery settings in the Connector and re-create the Connector again.

   Note: If the update function is enabled, the already distributed Connectors will be updated automatically.

3. If a firewall on client side is blocking access, the Proxy settings can be adjusted on the client side under the Connector Preferences. See *Configuring the Proxy settings of a Connector* on page 18 or *Configuring the e-mail settings of a Connector* on page 18.

14.4. Connector not updating

Problem

The Connector is not updating even though a new update has been posted on the update server.

Possible cause

This issue can have different causes:

1. The internet connection may be down.
2. The update server settings (i.e. IP address, user name, password) may have changed.
3. A firewall on the client side may be blocking the connection.
4. The unique ID in the Connector project may have changed.

Solution

Depending on what the problem is, try the following:

1. Check the internet connection.
2. If the server settings have changed, you will have to create a new Connector and distribute it to the end users.
3. If a firewall on client side is blocking access, the Proxy settings can be adjusted on the client side under the Connector Preferences. See *Configuring the Proxy settings of a Connector* on page 18 or *Configuring the e-mail settings of a Connector* on page 18.
4. The Unique ID assigned to a Connector project is what's used by the Connector to link to the correct Connector on the update server. After a Connector has been published and distributed to end users, the **Unique ID should not be changed**. If it has been changed, reverting back to the original Unique ID (if possible) will reestablish the connection with distributed Connectors. If that is not possible, you will have to create a new Connector.

14.5. Issues with Plug-ins for Illustrator and InDesign

Problem

It is not possible to export files directly to the Connector from within Adobe Illustrator or InDesign. The Connector may not be listed, or the function may simply not work.

Possible cause

This issue can have different causes:

1. The Plug-in is not fully installed (i.e. the **Export to Connector** option is available, but the Connector is not listed or nothing happens when the Connector is used).
2. The Connector has not been installed yet on a local workstation.
3. The Connector has not been configured for use with Plug-ins, i.e. does not have **PDF creation** enabled.

Solution

Depending on what the problem is, try the following:

1. Plug-ins for Illustrator and InDesign should be installed when the applications are not running. If you suspect they may have been installed while the application was running, quit the application, re-open it and try again.
2. Launch the missing Connector to ensure it has been installed.
3. Check the Connector project to ensure **PDF Creation** is enabled. All Connectors with **PDF Creation** enabled should be available with the Creative Suite/Cloud plug-ins.

14.6. Unable to drag and drop files on a Connector (Windows only)

Problem

It is not possible to drag and drop files on a new Connector, or one that was updated recently. This problem occurs on Windows systems only.

Possible cause

The Connector is installed or updated using "Run as Administrator". When an application is run as an Administrator, the drag and drop functionality is not allowed by the Windows OS, because the User Account Settings (UAC) is set too high.

Basic solution

Close the Connector, re-launch it and try again to drag and drop the files on the Connector.

Advanced solution

1. Run the Connector as a normal user.
2. Set the UAC settings to "low" (See **Control Panel** > **User Accounts** > **Change User Account Control Settings**).

See also *Unable to launch Connector as a standard user (Windows only)* on page 33.

14.7. Issues with the Remote Downloader

Problem

The Remote Downloader is not launching, installing, or downloading the Connector.

Possible cause

This issue can have different causes:

1. The internet connection may be down, or the server may not be available.
2. A firewall on the client side may be blocking the connection.

Solution

Depending on what the problem is, try the following:

1. Check the internet connection on the user side. Ensure the Update server is available and the server settings (i.e. IP Address, user name, password) have not changed.
2. If a local firewall is blocking the Remote Downloader, distribute a full Connector to the end user.

Note: If the Remote Connector fails during download, an error message will be displayed providing more information on the cause.

14.8. Anti-virus software quarantining the Remote Downloader

Problem

Norton 360 anti-virus application quarantines the Remote Downloader.

Possible cause

Connectors (both Remote Connectors and full Connectors) are unsigned applications causing anti-virus software to block or quarantine the application.

Solution

Open the anti-virus application 360 and restore the Remote or full Connector from quarantine.

Note: If you suspect anti-virus settings blocking the download or use of the Remote Connector you can:

- Turn off the anti-virus software to download and install the Remote Connector and turn it back on after the full Connector is installed.
- Compress (ZIP) the Remote Connector with a pasword before distribution.

14.9. Unable to send Remote Connectors through e-mail

Problem

The Remote Connectors you're trying to e-mail are rejected by the e-mail server.

Possible cause

Anti-virus settings on the e-mail server are rejecting the Remote Connectors.

Solution

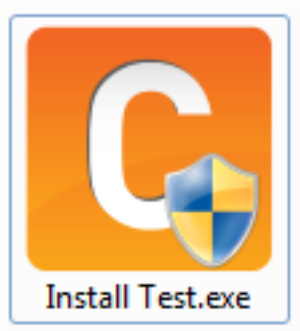
To bypass most anti-virus settings on e-mails servers, you can do one of the following (in order of ease):

- Compress (ZIP) the Remote Connector.
- Compress (ZIP) the Remote Connector with a pasword.
- Remove the ".exe" or ".app" from the Remote Connector file name and compress (ZIP) the Connector with a password. This will require the end user to add the ".exe" back to the uncompressed Remote Connector (Windows only).

14.10. Unable to launch Connector as a standard user (Windows only)

Problem

The Connector can only be run by an administrative user. The Connector is marked with an administrator icon (see image below).



Possible cause

The Connector is not recognized as an executable, because the Connector name contains keywords, such as "update", "install", "setup", ... For more information, refer to *http://technet.microsoft.com/en-us/library/cc709628%28WS.10%29.aspx*.

Solution

If you have access to the Connector Project, rename the Project in Connect (i.e. enter a new name in the **Name** field on the **Definition** tab).

If you're using a remote Connector, contact the provider of the Connector.