

Q&A

Your questions answered: solutions, tips, and techniques

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Here are the answers to some questions recently asked about Adobe products, assembled by members of Adobe's technical-support group and the staff of *Adobe Magazine*.

We're always looking for good tips. Send us your favorite, and if we print it we'll send you an *Adobe Magazine* T-shirt. E-mail your tips to magazine.editor@adobe.com, or send them to Editor, *Adobe Magazine*, 411 First Avenue South, Seattle, WA 98104-2871. Please include your name and phone number in case we need more information. Although *Adobe Magazine* is happy to consider technical questions for inclusion in our Q&A sections, we generally aren't able to respond personally to such queries. Please contact Adobe technical support if you need help with one of the products covered here—phone-support options are listed on pages 118–19 of this issue.

PageMaker Q&A

PC

Q I've got some text that has a color applied to it, and when I print it to a black-and-white printer, the text comes out solid black instead of the shade of gray that I'm expecting. What can I do?

A First, you should click on the "Color" button in the "Print Document" dialog box to check whether you've got "Print colors in black" selected. If you do, deselect that option, and you're probably home free.

If not, chances are that your problem has to do with printing TrueType fonts to a PCL printer. When PageMaker prints colored TrueType fonts to a black-and-white PCL printer, the characters are rasterized (converted to a series of dots your printer understands) by the Windows Graphical Device Interface (GDI), a Windows subsystem that controls many printing and display functions. The GDI rasterizes colored text as either black or white instead of approximating the color saturation using a shade of gray. Fortunately, it's pretty easy to get around this, using one of the following methods.

- ▶ Rotate or skew the text block to force the text to print correctly—even .01 degree will do it, and it won't be noticeable. Black-and-white PCL printers use a different set of GDI commands to process transformed text than they do for regularly set text.
- ▶ Reformat the text using a PostScript Type 1 font (installed via Adobe Type Manager). Type 1 fonts are generally bypassed by the GDI, so they won't experience the symptoms commonly seen with TrueType fonts.
- ▶ Print to a PostScript or color PCL printer, if one's available.

PC/Mac

Q When I type text into a publication, the individual characters overlap one another instead of wrapping to the next line on screen. Sometimes I also get this effect when I print my documents. What is happening, and how do I fix it?

A A few different scenarios can cause this behavior in PageMaker. Generally, text refuses to wrap for one of two reasons. There may be no space characters for PageMaker to use to break the line of text, or the words may be very long (fundamentally the same problem). Or an internal or external factor (for example, type-specifications settings or options chosen in a type manager, respectively) is interfering with the process of breaking the line. Check the following things, listed from most common and easily overlooked to more arcane system-related matters, and see if one of them doesn't solve the problem for you.

- ▶ Make sure you've used the space bar on your keyboard to place breaking space characters on each line.
- ▶ Make sure the "Line End" option is set to "Break" in the "Type Specifications" dialog box. When the "Line End" option is set to "No Break," the text cannot break or wrap; characters will overlap or stack on top of each other rather than wrap to the next line when the end of the line is reached.
- ▶ In a copy of the publication, select the pointer tool and perform a global recompose (Ctrl + "Hyphenation..." on a PC, Option + "Hyphenation..." on a Mac) to ensure that the text is composed with correct font metrics. A global

micro tip

Got a problem you can't solve? Check out Adobe's Technical Solutions database on the World-Wide Web. This database contains over 4,000 records of information and solutions to common and some not-so-common issues you might encounter when you're using Adobe products. To reach it, point your Web browser to <http://www.adobe.com/supportservice/custsupport/tssearchdb.html>.

recompose is not to be confused with a diagnostic recompose, which is Ctrl + Shift + "Hyphenation..." on a PC, Option + Shift + "Hyphenation..." on a Mac. A diagnostic recompose, in addition to recomposing text, also checks all links and external connections; that's not necessary in this case.

▶ Assign a different typeface to the text that won't break. If it then breaks, it may indicate that the original font is damaged, either as applied to a particular piece of text or at a system level. Delete the nonbreaking text, do a "Save As," and then recompose your file, or, for possible system-level font damage, remove and reinstall the typeface.

▶ Using Adobe Type Manager (ATM) 3.0.1 or earlier with PageMaker 6.0 in Windows 95 may cause text to display or print with incorrect character spacing. If you have this configuration, remove your copy of ATM and install ATM 3.0.2, which is included on the PageMaker 6.0 Deluxe CD-ROM. (For instructions on deinstalling ATM 3.0 or earlier, send an E-mail to techdocs@adobe.com and request document 341402, or obtain FaxY! document 341402.) Versions of ATM prior to 3.0.2 are not compatible with Windows 95.

To check which version of ATM you have installed, click the Windows 95 "Start" button, then navigate to the ATM Control Panel (from the Main submenu of the Programs menu). You should see the version number in the upper-left corner of the "ATM Control Panel" window.

▶ If you're printing from PageMaker 5.0x and Windows 3.1x to a Hewlett-Packard LaserJet III printer using the Universal printer driver 3.1.2 and mini-driver 2.0, select the text, then choose "Paragraph..." from the Type menu and click the "Spacing..." button. In the "Paragraph Spacing Attributes" dialog box, deselect the "Pair kerning" check box, or enter a pair-kerning value for "Auto above" that's greater than the point size of the text. This will effectively disable pair kerning for the selected text.

PageMaker Tip PC/Mac

Get out your magnifying glass

It's hard to imagine, but we've been told by many customers that sometimes 6-point type just isn't small enough. (We picture this category of users as including lawyers and the publishers of Lilliputian newspapers.)

Here's a way to shrink text further and keep it editable. Create and lay out your type at 6 points. Then choose "Select All" from the Edit menu and "Type Specs..." from the Type menu. Choose "Superscript" from the "Position" drop-down list, then click "Options..." In the "Type Options" dialog box, change the "Super/subscript size" setting to a percentage that fits your needs, and set the "Superscript position" to 0 percent to keep the text on the baseline.

—Submitted by Christopher Drum of Raleigh, N.C.

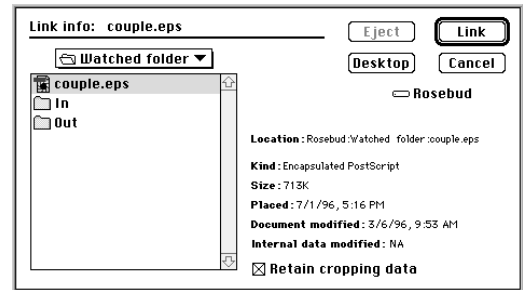
PC/Mac

Q When I'm importing a graphic, I often receive the message "The graphic in the document would occupy [size] Kbytes in the publication. Include complete copy in the publication anyway?" I usually just click "Yes," but I'm never sure if this is the right choice. What difference does it make?

A Clicking "Yes" could make a big difference if you plan to import many large graphics into a PageMaker publication; as is often the case, you have to consider the trade-offs inherent in your choices. The question you describe above really asks you: "Do you want to make your PageMaker publication much larger, but not have to keep track of your original graphic files, or would you prefer to keep your publication small but have to monitor the graphic files?" Links are at the core of this discussion, so we'll review them here.

Whenever you import something into PageMaker using the "Place..." command, it creates a link to the original file, regardless of what kind or size of text document or graphic you are importing. This link consists of a path that tells PageMaker where the file is located. To see the path, choose "Links..." from the File menu, click on one of the links, and then click the "Info..." button. Look at the "Location" information on the right side of the window. That's the path.

Links are created for two basic reasons. One is that links allow you to dynamically update information that has been



placed into your publication. For instance, say you place a graphic into PageMaker on Tuesday, and then on Wednesday you open up that graphic in Photoshop, make some changes, and save it. The next time you open the PageMaker publication containing that graphic, PageMaker will notice that the graphic has been modified since the publication was last opened. You can set PageMaker to automatically update a graphic whenever changes are made to it so that you don't have to re-import the modified graphic into PageMaker. See "Managing linked text and graphics," which starts on page 304 of the *Adobe PageMaker User Guide*.

The second reason that PageMaker creates a link will address your original question. In order to help you maintain your publications at a manageable size, PageMaker provides you the option of not including the graphic as part of the publication. Every graphic that you store in the publication will add its own size to the total publication size. So if you have a graphic that is 500 K and you add it to a 150-K publication by clicking "Yes" to the question above, your

total publication size would then become approximately 650 K. If you click "No" to the question above, the publication will include only a low-resolution bitmap or screen image as a placeholder, so the total publication size would increase only slightly—say, to approximately 200 K.

Smaller publications take up less RAM and less of your computer's resources, which adds up to better performance while you're working in that publication. Smaller publications also have less chance—even on a purely statistical basis—of becoming damaged or having read/write problems when being opened, closed, or moved, especially in a network environment.

Given this, the answer to your question seems obvious, right? Well, not exactly. You still have to weigh the advantages and disadvantages.

You've already seen some of the benefits of saying "No"—of not including a copy of graphics in your publication. The disadvantage is that PageMaker becomes completely dependent on that link to the original image. If that link is ever broken, the image may not print properly. (Links are broken when the original image is no longer at the loca-

tion specified in the "Links" dialog box, because it has been moved, renamed, or—heaven forbid— deleted.) The good news is that PageMaker will warn of this danger automatically when you try to print a document containing broken links critical for printing, and will give you a choice of printing anyway or canceling the job. As a result, when you store graphics outside of your publication, you must manage your links carefully; moving or renaming files will cost you in time down the line if nothing else (although PageMaker has thoughtfully included an "All linked files" option in the "Save As" dialog box for just those occasions when you need to gather up your files for remote printing).

One of the primary advantages of clicking "Yes" to store images in the publication is the relative freedom of not having to manage your links (unless the graphics change). Because the image is included as part of the publication, PageMaker no longer depends on the link to print the image. The original can be moved, renamed, or deleted, and, in most cases, PageMaker will still be able to print the image properly. If your graphics seldom change, all the better.

In general, if you are working with a large number of graphics (say, around 20 or more per publication), or graphics larger than 1 MB, you should avoid including a copy of the graphics in the publication. If you have only a few graphics in your publication, and they're fairly small, they won't significantly increase the size of your publication. Under these circumstances, it might be to your advantage to embed the graphics. Another time to consider linking graphics is when including them would cause your file to be very large. "Very large" is a matter of personal preference and experience, perhaps influenced by how often you have to move your files to different locations. As a very general starting point, we suggest that 5 MB is a suitable threshold over which to consider linking.

Here are a few ways that PageMaker can help you customize the way that you handle storing graphics on a publication-specific or application-wide basis.

- ▶ Adjust the size threshold for automatically storing graphics (by default, 256 K). Select "Preferences..." from the File menu, then click "More..." and change the value in the "Alert when storing graphics over" box. To make this the default setting for any document you subsequently create in PageMaker, make the change without any PageMaker documents open.
- ▶ Tell PageMaker whether or not you'd like to automatically store everything in the publication by default. Choose "Link Options..." from the Element menu, making sure no element is selected. Leave "Store copy in publication" checked to automatically include copies of all graphics (remembering that PageMaker will still alert you when placing graphics larger than the size you designated under "Preferences") or unchecked to keep the full graphics outside the publication. By default, this option is checked for all new publications you create.
- ▶ In PageMaker 6.01, use the new Global Link Options Plug-in (from the Utilities menu) to further customize your graphics storage options on a page-by-page basis. The Global Link Options Plug-in also lets you change from in-

PageMaker Tip Mac only

Avoid last-minute printing worries

When you're planning a long-awaited vacation, you may tend to ignore, until the last minute, the mundane process of packing. It's not that different when you're knee-deep in an important design job—consumed with the creative process, the last thing you're thinking about is what you need to bring with you to get it printed, and how you're going to get it there. It's wise to have a checklist when you're preoccupied and packing, and it's wise to have the CheckList utility when you're packing up a big job for the service bureau.

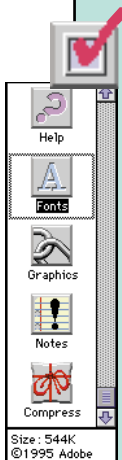
CheckList 2.6 reports on font usage, printer settings, style sheets, and linked graphic files in PageMaker 6.0x publications. It also analyzes font and print-setting information for EPS files and PostScript print-to-disk files. The analysis can then be printed in a report form, or pasted to another application. In short, CheckList provides you with an easy way of gathering information about the contents of your publications before taking them to be printed at a remote location, such as a service bureau.

CheckList has an integrated "Packager," which can compress publications and then split the compressed file across several disks. The Packager can also include necessary graphics, screen and printer fonts, tracking values, and prep files in the compressed package. The resulting compressed file is self-expanding, so CheckList needn't be present to unpack the information.

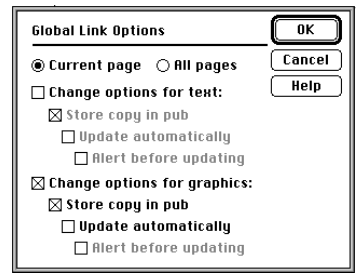
Even if you don't ever print your documents remotely, CheckList can still be useful to you. CheckList can download EPS and PostScript files, with the option to download all necessary fonts first. The downloader can query the printer for installed fonts before the download, so only the missing fonts are downloaded. In addition, you can use CheckList to help you manage your fonts. CheckList will automatically generate a report indicating damaged, duplicate, or conflicting fonts, or the presence of competing font technologies (for example, TrueType and PostScript versions of the same typeface).

And it's free.

CheckList 2.6 comes with PageMaker 6.01 for the Macintosh. You can find it in the "Utilities" folder, which is inside the "Adobe PageMaker 6.01" folder.



ternal to external (or vice versa) at any time. If you switch from internal storage to linking, remember to then use “Save As...” so PageMaker can purge the stored graphics from the publication.



PC/Mac

Q In the March/April issue of your magazine, you had a question about a Build Booklet problem in PageMaker where you receive the error “Invalid state for requested operation.” I followed the instructions, but that hasn’t solved my problem. What else could it be?

A If the problem isn’t solved by checking for overset text or locked items—common reasons for the error you mention—then the publication may be too large, or it may contain at least one problematic graphic or text block on one of the pages. The best method of systematically troubleshooting this type of situation is to break the publication down into progressively smaller and smaller pieces until the problem element has been isolated. Here’s a recipe for solving the thorniest of Build Booklet problems.

Step 1: Divide and conquer. First, divide the problem document into two equal halves. The easiest method of doing this is to make two copies (in Explorer, File Manager, or Finder) and remove half the pages from one copy, then the other. Run the Build Booklet Plug-in separately on each of the two new publications. If both halves work independently, it’s likely that the size of the document was causing the error message. (This doesn’t mean that there is a specific size limit when using Build Booklet; it means that Build Booklet makes interim copies of the file as it creates the new spread, and it needs two to three times the file’s size in free disk space to function properly.) If one or both of the newly divided test copies of the publication fail, then proceed to the next step.

Step 2: Find the problem page(s). Divide the test publication(s) that failed into halves again, and run Build Booklet on each. Discard any file that runs Build Booklet without error; repeat the step with the files that fail. Do this until you have narrowed the problem down to the individual pages that don’t work with Build Booklet.

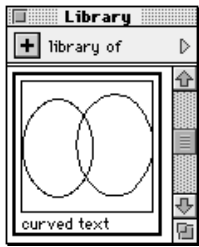
Step 3: Isolate the problem element(s). Once you’ve found the problem page(s), look at the pages for common graphics, styles, or any other elements. Try to “jog” elements you suspect—for instance, change fonts, or relink, reimport, or recreate elements. Or just start dropping objects from the page(s), one by one, and running Build Booklet between each step (after having made a backup copy, of course). When Build Booklet runs on all pages, go to the backup and address problems with the deleted object(s). If the element is a graphic, try re-placing it into the document or, if necessary, re-export the graphic from the application that created it first. If the problem is with a PageMaker-created object, such as text or a shape, try re-creating the object.

Depending upon the size of the document, this can be an arduous process. However, it’s relatively foolproof and practically guarantees that once you’ve reached the end, you’ll have an answer to your problem.

Q When I select “Create Adobe PDF...” in PageMaker, the “Distill now” option is grayed out in the “Create Adobe PDF” dialog box. Why is this happening?

A Most likely because PageMaker can’t find Acrobat Distiller. Distiller is the engine that converts PageMaker’s PostScript files into PDF form for

PageMaker Tip PC/Mac



The text to the right was wrapped using the pair of ovals above. We left the graphic black so you could see it, but when you assign "Paper" or "None" to it, it will appear as an empty box in the Library palette, so remember to give it a descriptive name.

Wrap it to go

Use PageMaker's text wrap feature to create reusable wraps for text effects. You can create different shapes or lines either in PageMaker or in a graphics program, apply text wrap to them, and then adjust the boundary so that it conforms to the contour of the object. Click with the pointer tool on the dotted boundary line that defines a text wrap to create individual points that serve as anchors. Using an object as a kind of template, you can then drag these anchor points into position along the edge of the form or object. (For more detailed instructions on text wrap, see page 178 of the *Adobe PageMaker User Guide*.)

After you're done, apply the color "Paper" to the graphic or "None" to its line style to make it disappear, leaving just the dotted boundary line that you can use to shape text in your layout. Send the graphic to the back to avoid possible printing conflicts. When you're finished, add your new shapes to the Library palette for use in other publications.

If you're using an imported graphic as your template, make sure you save it as a black-and-white bitmap before you import it into PageMaker and create your customized text wrap—otherwise you may not be able to hide it by applying the color "Paper" to it.

viewing in Acrobat Reader or Exchange. For PageMaker to automatically convert the document into PDF form, it has to know where the Acrobat Distiller application resides on your hard disk. If PageMaker can't find Distiller for some reason, the "Distill now" option will be unavailable. Resolving the problem is a matter of getting PageMaker to locate the Distiller application. In the short term, don't worry—you can write your PostScript file to disk now, if you

like, and distill later.

There are a few reasons why PageMaker may not be able to find Distiller. Before you try anything else, make sure that Adobe Acrobat Distiller version 2.0 or later has been installed. This program

is included with PageMaker 6.0x, or you may have installed it separately. If you can't locate the Distiller program on your hard disk, install it from your PageMaker CD or disk set and then make sure it launches. If the "Distill now" option is still dimmed at this point, browse through the following list.

If you use PageMaker 6.x with Windows 3.1 or Windows 95:

- ▶ Quit PageMaker, then delete the files "CreatPDF.ini" and "CreatPDF.prf" in the PM6\RSRC\USENGLSH\PLUGINS directory.
- ▶ Hold down the Shift key while choosing "Create Adobe PDF..." from the File menu, then go to the Distiller application when

prompted (ACRODIST.EXE or ADISTPE.EXE).

The path information pointing to the Distiller application is stored in the "CreatPDF.ini" file. The directions listed above are two ways to force PageMaker to relocate the application and re-create the correct path.

If you use PageMaker 6.x on a Macintosh:

- ▶ Quit PageMaker, then delete or rename the "Create Adobe PDF.prf" file in the "Plugins" folder in the "RSRC" folder in the "Adobe PageMaker 6.0" folder.
- ▶ Rebuild the desktop file by holding down the Command and Option keys while re-starting. Keep holding down the keys until you receive the message "Are you sure you want to rebuild the desktop file on the disk [diskname]?" Click "OK." If you are using System 7.5 or later, use the Extensions Manager to turn off all Extensions except Macintosh Easy Open before you rebuild the desktop. A corrupt or out-of-date desktop may not correctly report or locate installed applications, and if your Macintosh can't find it, PageMaker won't be able to find it.
- ▶ Before you launch the Create Adobe PDF Plug-in, move the Acrobat Distiller application file to the desktop. After the Create Adobe PDF Plug-in has launched, you can move the Acrobat Distiller application file back to its original location, if desired. Moving Distiller to the desktop may bypass a damaged folder or system that can't properly report its location. ▶





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