Software Consulting Services, LLC

Support Story of the Week: Going to the ends of the earth (well, Estonia)

We thought you might enjoy a look behind the scenes at SCS. Below is an actual support e-mail.

Mary Graham,

Paginating the Sunday 9/28/03 paper we had a page (#9) that would not RIP for our film machines. We have two HP DesignJet 1050C proofers. Page #9 would RIP and print on one, but not the other. The only difference in the setup for these two machines is the resolution. The resolution for the one on which Pg. 9 would RIP/print was set to 600 dpi. The resolution for the one on which Pg. 9 WOULD NOT RIP/print was set to 1200 dpi as are our film machines.

A page that RIPs on one device but not on another usually means that the device where the files does not RIP has some sort of limitation.

I compared the "southern states text 9-03" logo (that works on all devices) with the "southern states text bw" logo (that fails at 1200 dpi). In the listings, "<" is the 9-03 logo and ">" is the bw logo.

The new logo that works better was created with a newer version of Photoshop.

< %%Creator: Adobe Photoshop Version 6.0
>> %%Creator: Adobe Photoshop Version 5.5

The previews are different, but that should not matter because the previews are postscript comments that are ignored by the RIP.

< %BeginPhotoshop: 29580
< % 3842494D03E90A5072696E7420496E666F000000007800030000004800480000

>> %BeginPhotoshop: 29092
>> % 3842494D03E900000000007800030000004800480000000002D80228FFE1FFE2

The actual postscript is fairly similar except for a few lines at the end.

The file with problems calls "flattenpath", which replaces curves by line segment approximations. Postscript painting and clipping operators automatically call flattenpath, so it is usually not necessary to call it explicitly. There is an additional "setflat" operator that controls the size of the line segments. I think that the higher resolution device has a flatness parameter that is causing it to make so many line segments that it is running out of memory. The parameter could either be a default value in the RIP or calculated by the EPS code in the logo.

< { eoclip } stopped
>> { flattenpath eoclip } stopped
>> flattenpath

It looks like the flatness problem is a known bug in old versions of Photoshop. You might want to print out the page below:
http://www.quite.com/ps/errors.htm

The page below describes how the flatness parameter works. It is in Estonian (similar to Finnish with some old low German mixed in) so it is hard to read, but it has some good diagrams.
http://marvetaarium.uniprint.ee/stories/storyReader$16

William

Software Consulting Services, LLC
630 Selvaggio Drive, Suite 420
Nazareth, PA 18064
Sales: 1-800-568-8006
Fax: 610-746-7900
E-mail: sales@newspapersystems.com
www.newspapersystems.com

SCS BUILDS TRUSTED NEWSPAPER SYSTEMS.