



► **Support Story of the Week: A problem, four vendors and one solution provider**

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

Paula,

Now that I have some files to work with, I am able to duplicate your Save crashes here.

Remember when I said in my very first e-mail about this problem: "Perhaps some ad previews saved with the document are corrupt"? Well, questionable ad previews indeed appear to be the cause of your crashes. Let me explain....

I was first able to duplicate your Save crashes with your C2 page ("10627365.qxp"). Like Wolfi found, if I used "SCS/LinX"'s "Place Images" command to place the ad images, then saved the document, QuarkXPress would likely crash.

During one of my tests, I noticed that the image for Tim Shea Nursery ("387835.eps") came in all black--obviously incorrect--leading me to suspect that something was wrong with that particular image. Most times it came in OK, but occasionally QuarkXPress drew it all black.

So I removed "387835.eps" from my Ad Images Folder, and then I could "Place Images" and Save the document time and time again with no problem at all.

I then narrowed the problem down further, removing "LinX" (and "Falcon") from the picture. I created a brand new, blank QuarkXPress document, drew a picture box on it, and then attempted to place the Tim Shea Nursery ad into it. QuarkXPress

crashed as soon as I selected "387835.eps" in QuarkXPress's "Import Picture" dialog!

I tried this a few more times. Sometimes I could select "387835.eps" OK, sometimes not, but un-selecting, then re-selecting "387835.eps" a number of times in the "Import Picture" dialog eventually caused QuarkXPress to crash.

I have narrowed the problem down even further. Suspecting troublesome EPS TIFF previews, since QuarkXPress sometimes incorrectly drew the Tim Shea Nursery ad all black, I manually deleted the TIFF preview from "387835.eps," then re-saved the image.

With the TIFF preview gone, I can now "Place Images," "Save," and "Import Picture," time and time again on page C2 and the Tim Shea Nursery ad with no problem at all.

Finally, it looks like your ad images are all processed by "Asura," so "Asura" is what would be creating those TIFF previews. Moreover, it looks like you are using "Asura" 9.0, which, according to a OneVision press release, was released in December 2007. Did you by any chance upgrade to "Asura" 9.0 this June, which is when you say these Save crashes started? Is a newer version of "Asura" available? Does "Asura" have any options that control TIFF preview generation?

Charles