MacOS Troubleshooting Guide for ImagePrint v13 BLACK and ImagePrint R.E.D.

Updated September 2026

Despite our best efforts, when computers, software, printers and color management come together, somewhere along the line problems may occur. This guide will help to solve the majority of issues that users run into as well as answer common questions regarding the use of ImagePrint BLACK v13 and ImagePrint R.E.D. v13.

Note: This guide is designed for users of ImagePrint v13 BLACK and R.E.D. and may not apply to earlier versions of the software. Users of previous versions can access trouble-shooting in the back of their user's manual or as a separate PDF file within their ImagePrint folder.

Starting with 13.0.10 build, ImagePrint v13 Black and ImagePrint v13 R.E.D. are compatible with OS 13 (Ventura), 14 (Sonoma), 15 (Sequoia), 26 (Tahoe), 27 (Golden Gate). Rosetta 2 has to be installed on MacOS 27 (Golden Gate). Please note, as Apple releases new macOS version and software developer tools are updated to comply with the latest macOS, ImagePrint may lose compatibility with the oldest macOS on the list. Please check with imageprint_support@colorbytesoftware.com for the latest compatibility information.

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Contacting Technical Support

Most issues with ImagePrint can be solved by consulting this Troubleshooting guide, however, there are times you need a helping hand to get past some problems. For that, there's ColorByte's technical support department.

ImagePrint R.E.D. comes with 90 days email support.

ImagePrint Black comes with 1 year email and phone support.

ColorByte's email support is among the best in the business, and responses are typically quick and accurate. (In fact, email response times are often much quicker than those for phone calls). Please consult the following guidelines when corresponding with our support dept. to receive a solution to your problem more quickly. ColorByte's support dept. can be reached via an email link by going to www.colorbytesoftware.com and choosing the Support and then IP RED or IP BLACK menus at the top of the screen. You can also email support directly at: imageprint_support@colorbytesoftware.com. Please remember: If you are not on the current version of ImagePrint or under a maintenance contract you may no longer be eligible for support. If unsure of your support status, please contact the ColorByte Sales dept. at imageprint_sales@colorbytesoftware.com.

Emailing ColorByte Support

When emailing ColorByte Support, always include the following information:

• Your name and 6-digit number from your ImagePrint dongle

• The printer you are using and how the computer is connected to it.

• The version and build number of ImagePrint (this can be found by choosing “About ImagePrint” under the mail ImagePrint menu)

• The platform (Mac or PC) and the OS (i.e., MacOS 13.2, or Windows 11).

• A brief (but detailed) description of the problem you are having. Make sure to include any error messages exactly as they appear (please email the screen grab of the entire SpoolFace window if the error is reported there). Some questions you may wish to include answers for are:

- Is this a brand-new installation of ImagePrint on this computer?

- Has anything changed on your system prior to the problem?

- How are you connected to the printer?

- Have you reproduced the problem, or did it just happen once?

- Does the problem only happen with certain images? (If possible, try printing the “sample portrait.tif” image that is located in the Test Images folder in /Applications/ImagePrint folder as a test.)

- What have you already done to try to correct the problem?

Other Information that may be helpful to include in the email:

• Job File: - This is typically the most valuable diagnostic information we can receive if you are emailing about a problem related to printing. Job files are the files sent to SpoolFace when you click PRINT and contain all the information about that print job.

To get a job file:

- In SpoolFace, move the failed print job from the Active Jobs down into the Saved Jobs (unless it was already moved there automatically).

- Double-click the failed job--a text window will appear

- Highlight all of the text in the window (scroll down to get it all)

- Copy and paste this information into your email.

Things not to include in a support email

• Vague or very general information, such as “I get an error”, without specifying what it is. These types of emails require another round of emails as we ask for specifics.

• Pricing and sales questions. Our support department is not able to answer specific questions on pricing. Those are best sent to our sales dept. at: imageprint_sales@colorbytesoftware.com

Support Availability

Colorbyte Technical Support is available during regular business hours: 9:00 am to 5:00 pm, Eastern Standard Time. Most emails are responded to within 2 hours of receipt (often much more quickly) however volume received and other factors may affect response times. If you have not received a response within 24 hours, please resend the email.

If you are no longer using the current version of ImagePrint, you may no longer be eligible for support. If you are not on the current version of ImagePrint or under a maintenance contract you may receive an automatic response from support detailing your support options.

Where can I go to learn more about ImagePrint?

Training Movies: The numerous training movies can be located via ImagePrint Video Tutorials link on the Support page on our web site: www.colorbytesoftware.com.

Workshops, trade shows, seminars: While ColorByte doesn’t currently produce workshops or seminars, there are existing ones that utilize and teach with ImagePrint. Also, ColorByte personnel sometimes appear at industry trade shows or participate in dealer seminars. For information on upcoming events in your area, contact the sales department at: imageprint_sales@colorbytesoftware.com.

Updates: Choose Check for Updates from ImagePrint’s HELP menu to update the software to the latest revision. If you need to reinstall, or install on a new system, the latest build of ImagePrint R.E.D. or ImagePrint BLACK can be found at the ColorByte web site via the following links:

http://print-red.info

http://print-black.info

Which Macintosh versions are ImagePrint v13 R.E.D. and Black compatible with?

Starting with build 13.0.10, ImagePrint v13 Black and ImagePrint v13 R.E.D. are compatible with OS 13 (Ventura), 14 (Sonoma), 15 (Sequoia), 26 (Tahoe), 27 (Golden Gate). Rosetta 2 has to be installed on MacOS 27 (Golden Gate). Please note, as Apple releases new macOS version and software developer tools are updated to comply with the latest macOS, ImagePrint may lose compatibility with the oldest macOS on the list. Please check with imageprint_support@colorbytesoftware.com for the latest compatibility information.

Installation, Uninstallation Issues

This section is devoted to issues related to installing or uninstalling ImagePrint.

I downloaded the installer and it doesn't launch

Make sure you're launching ImagePrint correctly: The installer will be downloaded as a Macintosh disk image (.dmg). This type of file simulates a physical drive like a cd-rom. Once you have downloaded the installer, double click it and the disk image will "mount", just as if you put a cd in your cd drive (you'll see an icon on your desktop appear, similar to the way a cd icon appears when you insert a cd). You should also see a window open up with the 'ImagePrint Installer" application in it--double-click that file to begin the installation process.

The installer says the software cannot be installed on the current hard drive

This message is reported if you are trying to install ImagePrint v13 on an older macOS system, which ImagePrint v13 is no longer compatible with. Please check with imageprint_support@colorbytesoftware.com for the latest compatibility information.

Uninstalling ImagePrint

To uninstall ImagePrint, simply drag the ImagePrint folder from its location in your Applications folder to the Trash. If you are using ImagePrint BLACK and plan to reinstall the software you may want to preserve any custom Template Files, Color Correction settings Files, Border Browser files, Presets or Color Profiles you may have added before throwing the ImagePrint folder away. These files are kept in folders within the ImagePrint folder:

Templates are kept in the folder called Templates.

Color Correction settings are kept in the folder called ClrCorrect

Borders are kept in the folder called Borders.

Color profiles are kept in the folder called Color.

Presets are kept in the folder called Presets.

To back up any of these folders, simply copy the folder from the ImagePrint folder to your desktop. You can then delete the ImagePrint folder and, after installing the new copy of ImagePrint, copy the folder from your desktop to the new ImagePrint folder (within the Applications folder), overwriting any new folder of the same name.

No ImagePrint icons appear on my dock

Dock Shortcuts are NOT created automatically during installation. In order to create dock icons, you should navigate to the ImagePrint folder, which is located in the Applications folder. Within the ImagePrint folder you should locate the ImagePrint application, and drag it to the dock. Be careful--only drag the icon to the dock, do NOT drag the application to the desktop or a folder or you will have improperly moved ImagePrint from its required location.

How do I update/upgrade my software?

Already on ImagePrint v13 R.E.D. or BLACK?

Updating ImagePrint v13 R.E.D. or Black is easy. The latest update of ImagePrint is always available from within the software via the Help -> Check for Updates command in the Main menu. If, for some reason, the UPDATE process does not work (or you are not connected to the internet on your ImagePrint computer) you can manually download the current ImagePrint Installer and apply it. Running the v13 Installer on top of a current installation of ImagePrint v13 R.E.D. or Black will update it to the latest revision without affecting your settings or job files. To get the latest installer, go to www.colorbytesoftware.com and choose SUPPORT, then IP RED or IP Black from the menu at the top of the screen. Look for the downloads link at the top of the Support page.

Upgrading from an older version of ImagePrint?

!! IMPORTANT: Do not upgrade to ImagePrint v13 BLACK or R.E.D. if you do not already have an ImagePrint v13 license for the new version or the software will run in demo mode (putting the word DEMO on your prints). Please contact the ColorByte sales dept. at imageprint_sales@colorbytesoftware.com with your 6-digit dongle number for information and pricing on upgrading to Black or R.E.D.

- Upgrading from ImagePrint Black/R.E.D. v12.1, or v12 to ImagePrint Black/R.E.D. v13: To upgrade you can use the ImagePrint v13 R.E.D./Black installer--it will update the software to ImagePrint v13 while attempting to preserve old job files and your installed printer(s) though some settings may need to be reapplied.

- Upgrading from ImagePrint Black/R.E.D. v11 to ImagePrint Black/R.E.D. v13: To upgrade you can use the ImagePrint v13 R.E.D./Black installer on top of existing v11, but clean installation is recommended, especially if you had older ImagePrint versions prior to v11 (in this case delete ImagePrint folder from the Applications folder).

- Upgrading from ImagePrint 10 or earlier to ImagePrint v13 BLACK/R.E.D.: Upgrading on top of a previous ImagePrint 10 or earlier installation is not supported. You must remove old ImagePrint prior to installing ImagePrint v13 BLACK/R.E.D.:

1) Go to the LIBRARY folder off your hard drive (not your users library folder, but the one right off the root of your hard drive). You can get there by selecting Go->Go_To_Folder in the Finder menu and entering /Library in the destination field. In the Library folder, open the folder called “Frameworks” and delete “libicc.framework” (at this point your computer should prompt to enter your computer password to complete this step). Once this step is completed, you should no longer see libicc.framework in the Frameworks folder.

2) Delete ImagePrint folder from the Applications folder.

Networked Printer Setup -- Getting your Printer’s IP Address

For some printers you will need to provide the IP Address of the printer to IPSetup during installation so ImagePrint can communicate with it at print time. You can usually find the ip-address from the printer--although different printers vary in the exact steps, some method of accessing the ip address will be available.

Front Panel: Most printers allow you to see or print the IP Address via the front panel controls on the printer. Consult your printer’s manual for instructions for how to do this.

Status Page – for older printers with an optional Ethernet card: In cases where you are not able to use the front panel to find the IP Address, check for a small or recessed button beside the port where the network cable plugs into the printer. Pushing this button for one second will cause most printers to output a page showing their current settings, including the IP Address. (Make sure to load scrap paper on the printer--not expensive art paper!)

Checking TCP/IP connectivity

Once you have the printer’s IP Address, type it into the address field of a web browser (like Internet Explorer, Chrome, Safari or Firefox). Just type the 4 numbers of the ip address, separated by periods, into the address field--no other text (like http://) is needed. You should see the Printer’s HTML setup screen. Using a web browser in this way is a good test of your computer’s TCP/IP connectivity to the printer--if the browser fails to show the printer’s setup screen, then you know you have a TCP/IP communications problem and ImagePrint will not be able to reach the printer using this ip address.

License, Dongle and Demo Mode Issues

ImagePrint licensing questions, problems and solutions are listed in this section

How do I get my license code?

In order to enable your software to print in non-demo mode, you must first license it. Licensing is done via a license (sometimes called “encryption”) code that is 19 to 20 digits in length with a letter at the end. This code is specially made for your unique dongle number and the printer(s) you are using with a specific version of ImagePrint. It can be entered into the LICENSE field of IPSetup when installing the printer or entered later by launching IPSetup and clicking the LICENSE PRINER button. In IPSetup your printer will be labeled as “Licensed” and you’ll be ready to print.

To get your license code, you must use the ColorByte license server web page. This server is available on the internet 24 hours a day, 7 days a week. To use the ColorByte license server you will need 3 things:

1. Your unique 6-digit dongle number. This number is provided on the dongle itself, as well as on the label on the back of the dongle case. It will also be listed in any upgrade emails you receive from ColorByte.

2. The 6-letter login ID for each printer type you will be using with ImagePrint. This login ID can be found in your ImagePrint shipment or in the upgrade email you received from ColorByte. Remember--login IDs are specific to the version of ImagePrint you are using--do not use an older login ID to get a license number for a later version of ImagePrint or you will just re-receive the previous versions license code and it will fail to license the software. If installing multiple printers, you’ll get a separate license for each printer size but-- if you have purchased multiple printer licenses for the same size of printer (for example, two 17 inch printers such as a Canon Pro 1000 and an Epson 5000) then you will be provided one single login ID that is good for two printers.

3. A valid email address

Log on to the ColorByte license server by going to www.colorbytesoftware.com and choosing either IP RED or IP BLACK from the menu at the top, then click on “Activate Software” to access the license activation web page. You will be taken to a page containing fields for the 6-digit dongle number, the 6-letter login ID, and the email address the license number should be sent to. After filling out those fields, click Submit to have the license number emailed to you. You will usually receive the email within 1 minute. Also, the next page will display your license code[s] below “Thank You” message. If you don’t receive the email: Check for any junk mail filters on

your computer or in use by your Internet Service provider---in almost all cases, instances where the encryption email is not received are due to it being misinterpreted as junk (spam) mail by such systems.

There is no limit to the number of times you can use the encryption server, and you can use it with a different email address if you have problems with your original email one. Just make sure to use the right login ID for your version of ImagePrint (i.e., don't use your version 10.0 login ID if installing version 13 BLACK).

Dongle number not seen in IPSetup. "NO DONGLE ATTACHED" displayed at the top.

If the 6-digit dongle number does not appear at the top of IPSetup, try plugging the dongle into a different USB port, try different adapter, or a USB hub if available. Make sure to quit and restart IPSetup after trying a different port so it will recheck for the dongle.

Important: If using OSX 10.15 (Catalina) or newer macOS, older dongles may not work due to changes in the Mac System architecture. In that case the dongle may need to be exchanged. Please visit https://www.colorbytesoftware.com/IMAGEPRINT_FAQ_for_Catalina_Update.shtml to download the Dongle Checker to test the dongle and for the dongle upgrade instructions. If you have questions about the Dongle Checker, please contact ColorByte Support at imageprint_support@colorbytesoftware.com for more information. If you have questions about the shipping and payment options, please contact ColorByte Sales at imageprint_sales@colorbytesoftware.com.

Regarding the dongle light. The red dongle "pin hole" light does not stay on all the time so not seeing the light is not necessarily an indication that the dongle is malfunctioning.

If the dongle number still fails to appear after trying a different port/hub/adapter, restarting IPSetup and restarting the computer there may be a problem with the dongle, or with the USB bus on your computer. If possible, try installing ImagePrint as a test on another computer to confirm the dongle can still not be seen (for test purposes, no printer need be attached to the other computer--just specify any printer within during installation).

Another thing to try for older dongles: it's possible in some cases that the dongle contacts have developed an oxidized coating on their contacts preventing a solid connection to the computer. You can take a small flat head screw driver--or even an unfolded, sturdy paperclip--and vigorously scratch the 4 contacts visible within the opening of the dongle where it plugs into the computer. In several cases that has brought a seemingly dead dongle to life.

If none of the above attempts cause the dongle to be seen in IPSetup, the dongle may have malfunctioned (this is rare, but can happen due to physical or electronic damage). Contact ColorByte at imageprint_sales@colorbytesoftware.com or your ImagePrint dealer in this case.

NOTE: Until the dongle number can be seen by the computer your license can not be successfully entered. Without a license, the software will either run in DEMO mode (printing DEMO watermark on all output) or will not print at all!

Dongle number is seen, but my license number doesn't license the installed printer in IPSetup

The IPSetup program is used to both set up and license your printers. If, after entering your license num ber the installed printer(s) don't show as LICENSED in IP Setup, check the following:

1. **Make sure the 6-digit dongle number is showing within the dongle number field of the IPSetup window.** If the dongle field shows "0", then the system is not currently seeing the dongle. Check the previous entry in this guide entitled: "Dongle not seen in IPSetup"

2. **If the dongle number is showing up correctly in IPSetup, but the printer still won't license, check each of the following points**:

• **Make sure you are using the right license for your version of ImagePrint**.

If upgrading from a previous version, typically, the new license retrieval information is included when you receive your upgrade information via email. (**Do not use your old login code to receive your license number from ColorByte's activation web page, as it will just send you the old version's license again!**)

• Make sure you installed the correct printer model for your ImagePrint license (for example, if you have 17-inch printer license, it will not work to license 24-inch printer installed in IPSetup).

• Delete "ip_auth" file from /Applications/ImagePrint folder and then use IPSetup again to license the installed printer.

• **If on MacOS 27 (Golden Gate), install Rosetta**.

• If you have more than one printer, make sure to try all of the licenses you have received. IPSetup will automatically apply the correct license number to the installed printer it was created for. If that printer type has not been installed yet, the license will be stored and automatically applied when the printer is installed.

• If you have multiple printers of the same category (for instance, two 44-inch printers) then you will have received a single "multiple printer" license. Enter this encryption in the License window as you install each printer of that type.

DEMO appears on all prints or NOTHING prints with red error messages appearing in the right (status) section of SpoolFace

"DEMO" mode occurs when the dongle is not "seen" by the computer and/or the proper printer license not being in place. In DEMO mode, NOTHING will print if you are currently set to "Do not Print in Demo" mode under SpoolFace's QUEUE -> Demo Behavior menu, or you'll see a DEMO watermark on all of your output if set to "Do Print in Demo" under SpoolFace's QUEUE -> Demo Behavior menu.

Always check SPOOLFACE's status area, on the right side, for licensing messages (typically in RED) to confirm this condition).

If no red messages appear, and licensing appears to be correctly set up, yet nothing prints, then this may be a printing problem unrelated to licensing or the dongle. See the PRINTING ISSUES section of this document to troubleshoot.

If you do see messages in spoolface that refer to licensing or dongle issues:

1. **Make sure that an ImagePrint dongle is attached to your computer.** You may want to try plugging the dongle into another USB port, or a USB hub. You can check to see if the dongle is being seen by launching the IPSetup program from the ImagePrint folder, and checking that the 6-digit dongle number appears at the top of the window. If it doesn't, see the earlier section (The Dongle is not seen in IPSetup) on resolving issues with the dongle not being detected.
2. Make sure that a valid license has been entered in the IPSetup utility. If, even after entering the license number, the installed printer(s) doesn't show as LICENSED, see the entry in this guide entitled: License doesn't work in IPSetup.
3. If the dongle is connected to your computer or USB hub, the printer has been licensed in IPSetup, and DEMO still appears on prints, double-check in IPSetup that the dongle is still seen. (Sometimes, plugging other USB devices in or unplugging them can cause the dongle to not be seen temporarily).
4. If none of the above suggestions apply and the previous print failed due to file access issue or data processing issue, the license error is a secondary error and the main issue is the failed print. Usually, when a print fails there is an error code reported in the lower left of the SpoolFace window, in the Status text line. Look for the error code in "SpoolFace error codes" section in this guide for more information. The following steps, help in many cases - drag all active prints down to the Saved Jobs section, go to the Queue menu to un-pause the queue, make sure all image files are still at the same place they were opened from, make sure psd files (if printing psd) contain flattened image, verify printer profile was applied in the Dashboard window, then send a new print.

Problems starting or using ImagePrint

Problems related to launching or using the ImagePrint v13 interface are listed in this section.

ImagePrint won't launch

• No printer(s) Installed in IPSetup: Make sure that you have installed at least one printer via the IPSetup utility.

• Moved ImagePrint folder: Make sure that the ImagePrint folder has not been moved or renamed. This folder must stay in your Applications folder or the software will not run.

• **If on MacOS 27 (Golden Gate), install Rosetta**

• Bad Preferences File: If you are getting an "Unexpectedly Quit" message, try deleting the ImagePrint preferences file using the procedure outline later in this chapter under the heading: Deleting the ImagePrint Preferences File.

• Reinstall: If none of the above suggestions resolve the problem, something may be corrupt in ImagePrint's files or settings. Follow the instructions in the Installation Issues section of this guide to remove ImagePrint, then reinstall using the instructions in the Installation section of the manual or the Step by Step guide on the ImagePrint R.E.D. or ImagePrint Black Download page at: www.colorbytesoftware.com.

ImagePrint v13 Crashes when opening files right after the upgrade from version 10 or older

Opening files immediately CRASH the software -- This is usually caused after upgrading to version 13 of ImagePrint from a very old version 10, if our color management library was not removed prior to the upgrade and could not be overwritten by the new installer. Go to the LIBRARY folder off your hard drive (not your users library folder, but the one right off the root of your hard drive). A quick way to get there is by choosing "Go to Folder" from your Finder's GO menu in the Mac's main Finder menu at the top of the screen. In the window that pops up after choosing "Go To Folder" type in: /library and click GO. That will open the proper Library folder. In the Library folder, open the folder called "Frameworks" and delete the file within it called "libicc.frame work". Next, delete ImagePrint folder from the Applications folder. Now, go to the ColorByte web site and download our installer (from the IP Black or IP R.E.D. download page). Run the installer and it should put the proper color management library in place along with the matching ImagePrint version and the crashing problem will be resolved.

Image Files won't open

Files won't open (but don't cause a crash) Problems with images failing to open (but not crashing the software) is often due to an illegal character in the file name OR THE NAME OF ANY OF THE FOLDER(S) (also known as the PATH) THAT THE FILE IS IN. A LOT of people check the filename for bad characters but not the folders the file is in so be very sure that no illegal characters are in the filename OR the names of the folders the file is in!

For example: if your file is called test.tif, and it's in the following folder path:

/ my files / images / photo group #2 / vacation pics / test.tif

The "#" in folder "photo group #2" would prevent any files within the above path from opening.

Check the name of the file (and every folder and sub-folder along the file's path) for any character that is not a letter, number, underline, hyphen or space. Check the entire path of folders--any problem character in any folder in the file path will cause the image not to open. Again--don't simply check the file name--check each folder, and sub-folder, along the path containing the file for illegal characters.

Problem characters include (but are not restricted to): parenthesis (), pound signs #, apostrophes ', amper sands &, commas , , dollar signs $ and bullets •. Also--make sure your files have the proper extensions in the file name for their format. (.tif (or .tiff), pdf., .psd, .jpg) or they will not be recognized as image files by ImagePrint. As a test, try renaming your file to a simple name (i.e., test.tif, test.jpg or test.psd) and move it to your local computer's desktop. Then try to open it in ImagePrint. If it opens, then either something in the filename or pathname is causing an issue, or permissions on the original folder or drive the image was located in was the culprit. If the image still fails to open, check the sections of this guide pertaining to problems with the file type you are working with (JPEG, PDF, PSD or TIFF).

Note: Remember that ImagePrint only opens JPEG (8bit and 16bit RGB or 8bit CMYK), PNG, SVG, PDF, PSD and TIFF files. Other formats such as PostScript, EPS, GIF, or Raw files are not supported.

JPEG files won't open (or open very slowly)

Try re-saving the JPEG file from Photoshop, and make sure a valid source profile is checked to be embedded and don't use "PROGRESSIVE" as the JPEG compression format in the SAVE dialog.

TIFF files won't open (or open very slowly)

• Make sure to check the general question regarding File Names earlier in this document--nothing but letters, spaces, underlines, hyphens and periods should be in the file name.

• LAYERS: ImagePrint cannot guarantee support for Photoshop layers. Many layers work fine, but if you have problems opening or printing tiff files, the first thing to do is flatten the image to remove any layers.

• The Pixel Order can also cause images not to open, or to open and display incorrectly or to open and print very slowly. In Photoshop's "Save As..." dialog, in the TIFF options section, make sure the Pixel Order is always INTERLEAVED, never "Per Channel".

• Alpha Channels: ImagePrint does not support non-color channels in TIFF files. Make sure that no extra channels are present in your image. To check for extra channels, open the file in Photoshop. Choose CHANNELS under the Photoshop Windows menu. In the Channels palette that appears, you should only see the standard color channels (i.e., R,G,B for an RGB image). Delete any extra channels and save a copy of your image for printing.

PSD (Photoshop) files won't open (or print slowly)

• Make sure to check the general question regarding File Names earlier in this document--nothing but letters, spaces, underlines, hyphens and periods should be in the file name

• In many cases, problems opening Photoshop files can be resolved by flattening the image in Photoshop prior to opening it in ImagePrint. While layers often are fine, there are some layers that can cause problems--this is especially true of "vector" type layers, like clipping paths or live text.

• Also, make sure that no extra (non-color) channels exist in the image. To check for extra channels, open the file in Photoshop. Choose CHANNELS under the Photoshop Windows menu. In the Channels palette that appears, you should only see the standard color channels (i.e., R,G,B for an RGB image). Delete any extra channels and save a copy of your image for printing.

• Try saving the file as a TIFF, or JPEG to avoid any issues with the Photoshop image format (which can sometimes have Photoshop specific information that doesn't work well with non-Adobe applications)

Some windows (such as the Image Browser, Dashboard, etc) or SpoolFace not appearing when chosen

Display Change: If you are using a new monitor with a different resolution, or have recently changed the resolution on your current monitor, or have gone from two monitors down to one, it's possible that the window is being placed outside of your current displayed area. To fix the problem, temporarily reset your monitor to the old resolution and then manually move the windows back into range.

A quick fix may be simply to launch ImagePrint, and under the VIEW menu choose “Reset Window Positions”. That will return all of the ImagePrint windows to their default locations.

If a change in your display is definitely not the problem, or it is not possible to go back to your previous display configuration, you may need to delete ImagePrint’s Preferences file - click on “Go” in the Finder’s menu, if you don’t see the Library entry in this menu, hold the “Options” key and once you see Library entry in this Go menu, click on Library to get to this folder, then double-click on the Preferences folder and delete all files that start with “com.colorbytesoftware.” in their names. Note: deleting these files will revert most ImagePrint settings back to their defaults and user defined page sizes will be deleted. Make sure that ImagePrint and SpoolFace are NOT running before deleting preferences.

The Profile Valet doesn’t show any profiles! (ImagePrint BLACK only)

1. The Profile Valet does not work with some older printers due to changes in the way the profiles are indexed. The Epson 9600, 7600, 4000 and 2200 (and older) printers do not work with the Profile Valet. For those printers, the Custom Profile Setup tab in the Media Management section of the Dashboard window can be used instead, and new profiles can be downloaded via a ftp-client software – please contact ImagePrint support at imageprint_support@colorbytesoftware.com for details.

2. If you are using a supported printer and the Profile Valet shows no profiles, the profile index files may be corrupt. Delete the indexes and relaunch ImagePrint as follows: Open your ImagePrint folder, which is in the Applications folder on your hard drive. Find the folder called “pindices” within the ImagePrint folder. Delete the entire pindices folder. Relaunch ImagePrint and try the Profile Valet again.

3. Check in ImagePrint’s PREFERENCES window (accessed via the ImagePrint menu within ImagePrint) that, in the General Section, “Set Profile Valet Offline” is NOT checked.

4. If none of the above solutions help, it is very likely that ImagePrint’s access to our Profile site is being blocked.

The Profile Valet uses FTP protocol, which some routers, firewalls or security software may restrict or block. Check your router/firewall/security software settings for any restrictions on “Passive FTP” protocol.

If using a VPN (virtual private network) you may also experience problems accessing the Profile FTP site. As a test, you can try accessing the site via an FTP program like FileZilla. The ftp host address is:

ftp.colorbytesoftware.com

and both the username and password are: profiles

If that also fails to connect (or the connection is intermittent) then it is probable that ftp communication is being blocked on your computer or network.

If you can't open access via your router or firewall, a workaround to a network that blocks access to our site might be to temporarily tether or "hot spot" your computer's wifi to your phone to use the phone's internet connection, thus avoiding your local network, when downloading profiles.

Deleting the ImagePrint Preferences File

ImagePrint maintains many of its settings in its preferences file. If these settings become corrupt, problems may result, including issues with the Image Browser, or settings windows that no longer appear on screen. In these cases, deleting the preferences file may solve the problem. The preferences file will be rebuilt the next time ImagePrint is launched with default settings in place.

NOTE: Any custom page sizes you have created will be lost as a result of deleting the preferences and will need to be recreated via the User Defined page size window within ImagePrint. Also, your current Color Management selections will be returned to their default state, so you will need to re-select your profiles and settings within the Preferences window and the Dashboard window after deleting the preferences. (You may want to record those settings before proceeding so you can easily re-select them afterwards).

IMPORTANT: Make sure to close ImagePrint and SpoolFace before removing the Preferences file.

The ImagePrint Preferences file is called com.colorbyte-software.imageprint 13.0 plist and is in the user specific folder:

~ / Library / Preferences

The preference file for the SpoolFace is called com.colorbytesoftware.SpoolFace.plist.

On Macs, the user specific Library folder is a hidden folder. Hold down your keyboard's OPTION key and choose GO from the Finder menu at the top of your Mac screen. With Option pressed, the hidden option "LIBRARY" will be available in the list of folders in that menu. Choose "Library" to open your Library folder, then open the PREFERENCES folder and find the com.colorbyte-software.imageprint 13.plist file. Delete it, and try ImagePrint again to see if the problem is solved.

Note: Since the preferences file is created when ImagePrint is closed, if you have never successfully launched ImagePrint, the Preferences file may not yet exist.

Printing Problems- ImagePrint BLACK

Problems and questions related to printing and printing errors with ImagePrint BLACK are listed in this section

The Nothing Prints! Checklist

Note: Many of these items require you to have launched SpoolFace (the ImagePrint print spooler) by choosing it from ImagePrint FILE menu or via the printer icon in the top right of the ImagePrint Dashboard. SpoolFace shows the status of your printing and any error messages that occur.

• **No Dongle or No License?** DEMO printing occurs when ImagePrint is running in "DEMO" mode due to the USB dongle not being detected, a proper printer license not being in place or to due critical issues with a previous print that failed. You will either get no output from the printer if a license issue is detected and you are set to "Do not print in Demo" mode in SpoolFace under the Queue menu, or, if "Do Print in Demo" is selected in the menu you will get a DEMO watermark on your output. Check the status area on the right side of the SpoolFace window to see if an encryption/licensing issue is reported. Usually License and Dongle related messages are reported in RED. The most recent messages will be listed lowest in the status area. If you see license or dongle related errors, see the earlier section of this document (Licensing Issues) for trouble-shooting tips.

• **What's the code?** If there is an error when SpoolFace processes the print job, a status with a numeric code will appear in the VERY bottom left corner of the SpoolFace window. It will be in the form: Job ## Finished with error ###. This code can be very helpful in determining the cause of the problem. A list of the most common numeric error codes that may appear in SpoolFace appears later in this guide: SpoolFace Error Codes. If you do not see that status area, the bottom of the screen may be blocking it--try dragging the SpoolFace window up a bit. There will ALWAYS be some status shown in the bottom left corner of the SpoolFace window, even if just "Printer Idle", so if you don't see the status area keep looking--it's there.

• **Paused?** Click the Queue menu at the top of the SpoolFace window and make sure that printing is not paused. The spooler will pause all jobs if it encounters an error (such as running out of ink or paper) and it is important that you un-pause the spooler after correcting the problem or nothing new will be sent to the printer. If the queue is paused there will be a check mark next to the word PAUSE under the Queue menu at the top of the SpoolFace window, and

the status message in the bottom left corner of SpoolFace will say “Paused” along with the last error code (if any). Un-pause the queue by simply selecting the PAUSE entry under the QUEUE menu (Be careful! Once you un-pause the queue, any jobs at the top of SpoolFace will be in line to print--clear out any jobs you don’t want from the top by dragging them down to the Saved Jobs part of SpoolFace).

• **Old Job(s) in the way?** The top job in the top (Active Jobs) section of SpoolFace is only job currently attempting to print. If that top job had or has a problem no other jobs under it will be able to print until that job is cancelled (usually by dragging it down to the Saved Jobs section of SpoolFace).

• **Wrong setting in ImagePrint?** Sometimes printing problems are the result of an incorrect setting within ImagePrint. Actually--not many wrong settings can stop printing cold, but NOT having applied a profile for your media can. So--make very sure you have chosen and APPLIED a Printer profile for your media in the Media Management of the Dashboard. The currently applied printer profile will always show in Blue beside the word Media Management in the Dashboard--if you don’t see your profile in blue there it is not applied. With no paper profile applied printing will fail, often with an error 513 in SpoolFace.

• **Nothing appears in SpoolFace?** If nothing prints AND you’re getting no job added to the top (Active Jobs) part of SpoolFace when you click PRINT in ImagePrint, check the following section: Nothing appears in SpoolFace (and nothing prints!)

• **Print to File?** Make sure the Print to File option is not selected in ImagePrint Preferences – select ImagePrint->Preferences in the menu to see the status of this option on the first tab there. With Print to File enabled, no printing will take place--instead a TIFF file containing the layout will be created.

• **Printer or connection issue.** Check if the printer prints when a print is sent from other program using system printer driver. If this fails, follow the troubleshooting suggestions from the printer manufacturer. If you have to reinstall the printer driver as a part of troubleshooting, make sure to download the printer driver installer from the printer manufacturer’s web-site.

• **Wrong System Printer Driver.** ImagePrint may need to retrieve the connection information from the system printer driver (depending on printer model). Go to System Settings -> Printers&Scanners, click the driver for your printer and look for “Kind” of this driver. If the Kind is listed as Air Print, remove the driver, then click to Add Printer, when adding the printer make sure to choose “Select Software” in “Use” drop-down, select your printer software and then add the printer. The “Kind” of the driver should match the model of the installed printer.

• **Error on the Printer?** If prints are failing and you're getting an error on the printer, see the entry later in this section Common Printer Error Messages.

• **Nothing Obvious?** Contact ImagePrint support at imageprint_support@colorbytesoftware.com (follow the format described in the section Emailing Colorbyte Support above).

Nothing appears in SpoolFace (and nothing prints!)

1.) **Are you sure that nothing appears in SpoolFace?** Sometimes it may seem like no job went into SpoolFace, but in fact it just moved to the Saved (bottom) very quickly. If the job is actually hitting the top (active) side and then moving to the bottom quickly, there may be some error status (like a Licensing/ Dongle issue) on the right side of SpoolFace that sheds light on what's happening.

2.) **Wrong Printer?** If you have multiple ImagePrint printers installed, make sure you have the right one selected under the PRINTERS menu in SpoolFace. Only jobs from the selected printer will show.

3.) **Anti-virus software?** It's not uncommon for anti-virus software to block, delete or quarantine parts of ImagePrint. Even if you've had no problem, an update can cause an anti-virus program to suddenly mis identify an ImagePrint component as suspicious and block, quarantine or even delete it. Try disabling any anti-virus software as a test--Note: because disabling often leaves anti-virus components still running, you may need to uninstall the anti-virus software as a test to ensure it is still not blocking the printing processes.

Repair the Damage: If you suspect your anti-virus has deleted or quarantined some component of ImagePrint, you can try a repair (After disabling the anti-virus software!) by selecting Help->Check_for_updates in ImagePrint menu and clicking on "Download and Run installer". That will put back many ImagePrint components and may fix the problem.

Make an Exclusion: Most Anti-virus software programs let you designate folders and programs to be excluded from virus scanning. If yours does, you should tell the anti-virus software not to scan these folders and their sub-folders to prevent future problems

/Applications/ImagePrint

4.) **OS Update?** ImagePrint libraries may have been overwritten in a recent Operating System update. To restore trashed items, select Help->Check_for_updates in ImagePrint menu and click on "Download and Run installer".

Common Printer Error Messages

The below messages may appear on the front panel of your printer when a print job fails

“Load ROLL” (or Sheet) Paper -- This message appearing on the printer means that ImagePrint Black is set to a paper type (sheet or roll) that is not currently loaded in the printer. Make sure the matching setting, “sheet” or “roll”, is selected in the ImagePrint Dashboard in the Printer Selector section. Once you have set the sheet/roll trigger correctly, cancel any old failed jobs in SpoolFace by dragging them down to the SAVED section, un-pause the QUEUE via the QUEUE menu at the top of the SpoolFace window and make sure the printer is back to a Ready before trying a new print. In addition to the above, for some printers you will need to make sure the printer’s control panel (on the front of the printer) is set to the right mode for the currently loaded paper type. (Often, pressing the Roll/Sheet button on the printer when this error occurs will let the job continue).

“Reload Paper”/”Paper Out” -- “Reload Paper” messages often mean the paper loaded in the printer is NARROWER than the page size specified in ImagePrint, or a sheet of paper is loaded in a paper feeder that does not match the one selected in ImagePrint. Make sure the page size and/or tray in the Printer Selector in the Dashboard window matches size of paper loaded on the printer and the paper feeder used. “Paper Out” messages, or the paper feeding through the printer without printing, typically occurs if the paper in the printer is SHORTER than the page size specified in ImagePrint, if the paper is too small for the selected tray. To correct, specify a page size in ImagePrint that is the same as the physical paper’s length or shorter. (Double check by measuring the actual paper--some manufacturers can be slightly inaccurate in the dimensions specified on the box). Check the printer’s manual to make sure the paper is not too small for the selected tray, reload paper into the tray that supports this size and select the matching tray in ImagePrint. Another cause of paper feeding right through the printer without printing is a paper sensor issue. Make sure to use a clean sheet of paper, as the printer’s sensors check for paper white and can be fooled by previously printed images on a page.

Common Errors when launching SpoolFace

Check the below suggestions when SpoolFace fails to launch or generates an error when launched

“Cannot establish connection to local host” or **“Cannot connect to 127.0.0.1”**. This error is reported when a critical background process (xinetd) is not running. If using ImagePrint v13 on macOS 14 and newer, go to System Settings -> General -> Login Items & Extensions -> look in "Allow in the Background" section and see if "ColorProof Software" is listed there and if the

slider next to it is in "On" position. If the slider is in "Off" position, then macOS will not allow the background process, xinetd, to start automatically when the computer is turned on or restarted. If "ColorProof Software" is missing from the "Allow in the Background" section, or is there and is turned on while the error is reported, then it is possible some macOS update trashed some component of ImagePrint configuration. To fix this, go to Help->Check_for_updates menu in ImagePrint application, click on “Download and Run Installer” button to reinstall.

“No Printers Found” error when launching SpoolFace

You may see a “No Printers found” message if you are on an ImagePrint CLIENT computer and are launching SpoolFace for the first time. This is normal behavior as SpoolFace defaults to look for a printer on the local computer instead of a networked HOST computer. To correct the problem, just choose COMPUTER (from the SpoolFace menu), and pick the IP Address of the ImagePrint HOST computer. If there is no PRINTER or COMPUTER menu at the top of the screen when SpoolFace is active, there is a problem with the installation. Close SpoolFace and ImagePrint, then re-launch IPSetup (from the ImagePrint folder), remove and reinstall the printer(s) using the corresponding buttons in the window.

“Cannot connect to [ip-address of the host computer]” message in SpoolFace

This error occurs when printing from an ImagePrint CLIENT to an ImagePrint HOST computer if the two computers cannot see each other via the TCP/IP network protocol. Firewalls or anti-virus software may prevent the Client from communicating with the Host. You should also check via the Activity Monitor (go to /Applications/Utilities folder to launch it and select View -> All Processes in its menu) that the “xinetd” process is running on both the Host or Client. If ip-address of the host has changed since a remote printer was added in IPSetup on the client, then SpoolFace on the client will not be able to communicate with the host. Make sure that ImagePrint and Spoolface are not running on the client, launch IPSetup, remove the printer and add it back entering the current ip-address of the host.

Extra print jobs sent to SpoolFace

This is the result of additional pages existing in the ImagePrint layout window. This can happen if AutoFlow is enabled and you have added images to your layout without first deleting previous images via the scissors tool--new pages are generated for new images when there is no room on the current page. By default, ALL images on ALL pages will print when PRINT is selected. Autoflow can be turned on and off via the AutoFlow checkbox in the Dashboard’s Layout Settings section. To delete ALL images from all pages, click the Red scissors icon in the Tools bar.

Couldn’t Set Up Watch folder error message in SpoolFace

If printing from a networked CLIENT computer, this message typically means the PRINTER NAME used when installing ImagePrint on the CLIENT doesn't exactly match the PRINTER NAME used when installing on the host. Launch IP Setup from your ImagePrint folder on the CLIENT and make sure the installed printer matches that shown on the HOST. If not, remove and reinstall the printer on the client with the correct name. Also, confirm the same version of ImagePrint is installed on both the client and the host computers. If you are NOT on a remote Client and you see the "Couldn't Set Up Watch" error, that typically means your printer spool folder structure is corrupt; possibly due to a failed printer installation that couldn't write files to your hard drive because it did not have permissions, or pre-existing files it needed to overwrite were busy when IP Setup was run. Usually, removing and reinstalling the printer via IPSETUP will correct this problem (you will lose your old spooled jobs however when removing the printer). Make sure ImagePrint and SpoolFace were closed before using IPSetup to remove and then add the printer.

Problems when printing from a networked client

A Client installation of ImagePrint will run the normal ImagePrint interface, but, when Print is selected, will send all of its jobs to the ImagePrint HOST computer (the Host is always the computer with the DONGLE attached). When installing a client, remember that the Client does not need to be licensed in IPSetup. All licensing is handled by the HOST at print time, so only the HOST computer needs to be licensed.

Below are things to check if you experiencing problems printing from a client to a host:

1.Make sure that the Host computer can print directly to the printer first to rule out a problem with printing in general.

2.Make sure that the Client computer can access the Host across the network via normal networking (using the ip-address of the host computer).

3.Firewall settings, on either the Host or Client, can block ImagePrint from sending jobs. Try printing from the Client with the Firewall disabled on both systems. Also, security software or anti-virus software, may be blocking the TCP/IP port that ImagePrint uses for network communication. (ImagePrint uses port 1 for its client/host printing).

4.If the Host can print fine locally, but jobs from the Client do not appear in the Host's SpoolFace window, make sure that you correctly specified the ip-address of the Host computer when installing ImagePrint on the Client. To double-check, launch IPSetup and see what setting is listed in the HOST column for the printer. If it does not show the proper IP Address of the host computer, delete the printer using the DELETE PRINTER button in IPSetup and then re-add the printer by clicking ADD PRINTER and following the prompts to add a new client (remote) printer. Make very sure to pick "Remote Client" as the install type in the Printer Parameters window and use the same printer name as used on the HOST computer. Also, make sure to use the correct IP

Address for the HOST computer when prompted to Specify the Host Computer. (The HOST computer is the computer with the USB dongle attached).

5.Couldn't set up Watch Folder: If you receive this error in SpoolFace it's likely the PRINTER NAME you specified when installing ImagePrint on the CLIENT does not exactly match the name you used on the HOST. Re-add the printer via IPSetup making sure to use the exact same printer name used on the host computer. Also confirm the same version of ImagePrint is installed on both the client and the host computers.

6.The process "xinetd" must be running on Mac computers, both client and the host . You can confirm xinetd is running by launching the Activity Monitor from /Applications/Utilities folder and selecting View -> All Processes. If xinetd is NOT listed under "PROCESSES" follow the procedures earlier in this guide to correct the problem: SpoolFace reports **"Cannot establish connection to local host"** error.

Job doesn't move to the bottom (SAVED Jobs) side of SpoolFace when dragged down

Normally, dragging a job from the top ("Active Jobs") pane to the bottom ("Saved Jobs") pane should cancel it. If the job will not move down (it pops back up), it means that the printing process is not being allowed to quit normally by macOS. To force the job over, PAUSE the queue by choosing Queue->Pause from the SpoolFace menu and then reboot the computer. The job should drag down with no problem when the system comes back up. (It is important to pause the queue first to make sure the spooler doesn't attempt to print again as soon as the system reboots.) After rebooting and moving the job down, remember to re-enable the queue by choosing "Pause" from the same menu to get rid of the check mark beside the Pause entry.

Old ip-addresses appear in my SpoolFace Computers menu on the client computer

This can happen if you've installed ImagePrint as a Client to a HOST computer that's no longer available on your network. Reinstalling the printer to point to the new HOST computer may leave the old computer entries in the COMPUTERS menu, which can be an annoyance. To remove any old computer names from the SpoolFace COMPUTERS menu, close SpoolFace and locate the file "ip hosts" located in the Spool folder within the ImagePrint folder. Edit the "ip_hosts" file using a standard text editor such as TextEdit, delete any lines containing unwanted ip-addresses and resave the file, then relaunch SpoolFace. (Make sure to leave no empty lines in the file including at the very bottom).

Printing Problems- ImagePrint R.E.D.

Problems and questions related to printing and printing errors with ImagePrint R.E.D. are listed in this section

The Nothing Prints! Checklist

There could be many reasons for your jobs not to make it to the printer. Here are the things to check when you are unsure of the problem. Carefully stepping through this list should solve the vast majority of printing issues with ImagePrint R.E.D.

Note: Many of these items require you to have launched SpoolFace (the ImagePrint print spooler) by choosing it from ImagePrint FILE menu or via the printer icon in the top right of the ImagePrint Dashboard. SpoolFace shows the status of your printing and any error messages that occur.

• **No Dongle or No License?** DEMO printing occurs when ImagePrint is running in "DEMO" mode due to the USB dongle not being detected or a proper printer license not being in place. You will either get no output from the printer if a license issue is detected and you are set to "Do not print if Demo" mode in SpoolFace under the Queue menu, or, if "Do Print if Demo" is selected in the menu you will get a DEMO watermark on your output. Check the status area on the right side of the SpoolFace window to see if an encryption/licensing issue is reported. Usually License and Dongle related messages are reported in RED. The most recent messages will be listed lowest in the status area. If you see license or dongle related errors, see the earlier section of this document (Licensing Issues) for trouble-shooting tips.

• **What's the code?** If there is an error when SpoolFace processes the print job, a status with a numeric code will appear in the VERY bottom left corner of the SpoolFace window. It will be in the form: Job ## Finished with error ###. This code can be very helpful in determining the cause of the problem. A list of the most common numeric error codes that may appear in SpoolFace appears later in this guide: SpoolFace Error Codes. If you do not see that status area, the bottom of the screen may be blocking it--try dragging the SpoolFace window up a bit. There will ALWAYS be some status shown in the bottom left corner of the SpoolFace window, even if just "Printer Idle", so if you don't see the status area keep looking--it's there.

• **Paused?** Click the Queue menu at the top of the SpoolFace window and make sure that printing is not paused. The spooler will pause all jobs if it encounters an error (such as running out of ink or paper) and it is important that you un-pause the spooler after correcting the problem or nothing new will be sent to the printer. If the queue is paused there will be a check mark next to the word PAUSE under the Queue menu at the top of the SpoolFace window, and the status message in the bottom left corner of SpoolFace will say "Paused" along with the last

error code (if any). Un-pause the queue by simply selecting the PAUSE entry under the QUEUE menu (Be careful! Once you un-pause the queue, any jobs at the top of SpoolFace will be in line to print--clear out any jobs you don't want from the top by dragging them down to the SAVED part of SpoolFace).

• **Old Job(s) in the way?** The top job in the top (active) section of SpoolFace is only job currently attempting to print. If that top job had or has a problem no other jobs under it will be able to print until that job is cancelled (usually by dragging it down to the SAVED section of SpoolFace).

• **Nothing appears in SpoolFace?** If nothing prints AND you're getting no job added to the top (Active) part of SpoolFace when you click PRINT in ImagePrint, check the following section: Nothing appears in SpoolFace (and nothing prints!)

• **Print to File?** Make sure the Print to File option is not selected in ImagePrint Preferences (see ImagePrint -> Preferences in the menu, General tab). With Print to File enabled, no printing will take place--instead a TIFF file containing the layout will be created.

• **Error on the Printer?** If prints are failing and you're getting an error on the printer, see the entry later in this section Common Printer Error Messages.

• **Permissions Problem?** A Permissions problem can be a little hard to diagnose. Generally, printing fails with no error, or possibly you'll see some License related errors in SpoolFace even though IPSetup shows your printer as licensed. This problem can seem to happen out of the blue, though usually it's after a macOS update or after the system printer driver was reinstalled. Try removing all printer files from /Applications/ImagePrint/Contexts folder while ImagePrint and SpoolFace are closed. Once the Contexts folder was cleared, launch ImagePrint, click on "Setup…" button in the Printer Selector section in the Dashboard to configure print settings for the system printer driver. If using ImagePrint on a system with several user accounts, make sure all users have full read/write access to all folders inside /Applications/ImagePrint folder.

System Printer Driver Problems: The final common printing issue involves problems with the System Printer Driver for your printer. ImagePrint R.E.D. utilizes the driver supplied by your printer manufacturer to communicate with the printer, and many settings--such as Page Size, Borderless behavior and Media Type are taken from their driver. Any incorrect setting there--or any problem with the System Printer Driver itself--can cause your prints to fail. Check the following section for suggestions on correcting issues due to the macOS System Driver: System Printer Driver - Connectivity and Settings Issues.

System Printer Driver - Connectivity and Settings Issues

• **Check the System Driver Settings** In ImagePrint R.E.D., click the Setup... button in the Printers section of Dashboard to access your printer's macOS Driver. It's vital that you have correctly set

the key elements: page size, media type and color management (ICM) mode for your printer before printing. (In addition, settings like borderless mode, auto-cut mode should be correctly configured although they are less likely to cause a print to fail.)

• **Check the System Driver Queue** If jobs have failed to print with no obvious error in the SpoolFace, they may be "stuck" in the system printer's spooler. Go to System Settings -> Printers&Scanners, select to open the print queue for your printer. Once the system printer queue opens, select Jobs -> Show Everyone's Jobs in the menu to see the full list. If there are jobs listed, try deleting them and printing again. (Note that any errors listed in this window may indicate a printer issue that needs to be corrected according to the printer manufacturer's instructions.)

• **Try printing from another application** Try printing to the printer from another application to be sure there's no problem with the system printer driver. If other applications can't print as well, you may need to reinstall the printer driver according to your printer manufacturer's instructions (typically you would remove the driver from System Settings -> Printers&Scanners, then go to the printer maker's web site, download the driver and reinstall it). After reinstalling the printer driver, delete all printer files from /Applications/ImagePrint/Contexts folder while ImagePrint is closed, then launch ImagePrint again and use the Setup… button in the Printer Selector section in the Dashboard window to select the reinstalled printer and its settings.

• **Wrong Kind of the Driver** Go to System Settings -> Printers&Scanners, click the driver for your printer and look for "Kind" of this driver. If the Kind is listed as Air Print, remove the driver, then click to Add Printer, when adding the printer make sure to choose "Select Software" in "Use" drop-down, select your printer software and then add the printer. The "Kind" of the driver should match the model of the installed printer. After reinstalling the printer driver, delete all printer files from /Applications/ImagePrint/Contexts folder while ImagePrint is closed, then launch ImagePrint again and use the Setup… button in the Printer Selector section in the Dashboard window to select the reinstalled printer and its settings.

Nothing appears in SpoolFace (and nothing prints!)

1.) **Are you sure that nothing appears in SpoolFace?** Sometimes it may seem like no job went into SpoolFace, but in fact it just moved to the Saved (bottom) very quickly. If the job is actually hitting the top (active) side and then moving to the bottom quickly, there may be some error status (like a Licensing/Dongle issue) on the right side of SpoolFace that sheds light on what's happening. If there's definitely no errors there and the job is moving down without printing, check the System Printer Driver - Connectivity and Settings Issues entry earlier in this document.

2.) **Wrong Printer?** If you have multiple ImagePrint printers installed, make sure you have the right one selected under the PRINTERS menu in SpoolFace. Only jobs from the selected printer will show.

3.) **OS Update?** ImagePrint libraries may have been overwritten in a recent Operating System update. To restore them, go to ImagePrint's Help menu, select Check For Updates and click the button to Download and Run Installer.

4.) **Anti-virus software?** Although not usually an issue with Macintosh computers, it's not uncommon for anti-virus software to block, delete or quarantine parts of ImagePrint. Even if you've had no problem, an update can cause an anti-virus program to suddenly misidentify an ImagePrint component as suspicious and block, quarantine or even delete it. Try disabling any anti-virus software as a test--Note: because disabling often leaves anti-virus components still running, you may need to uninstall the anti-virus software as a test to ensure it is still not blocking the printing process es. Make an Exclusion: Most Anti-virus software programs let you designate folders and programs to be excluded from virus scanning. If yours does, you should tell the anti-virus software not to scan the ImagePrint folder (in your Applications folder) and its sub-folders to prevent future problems.

Common Printer Error Messages

The below messages may appear on the front panel of your printer when a print job fails

"Load ROLL" (or Sheet) Paper -- This message appearing on the printer means that ImagePrint RED is set to a paper type (sheet or roll) that is not currently loaded in the printer. Make sure you have selected the right type in the Printer Driver – click on the "Setup…" button in the Printer Selector section in the Dashboard window to verify the printer driver settings. Before printing again, you should check the System Printer Driver's queue (go to System Settings -> Printers&Scanners, select to open the print queue for your printer, select Jobs -> Show Everyone's Jobs in the menu to see the full list) and clear any failed jobs from it along with any error messages the driver may show. In addition to the above, for some printers you will need to make sure the printer's control panel (on the front of the printer) is set to the right mode for the currently loaded paper type. (Often, pressing the Roll/ Sheet button on the printer when this error occurs will let the job continue).

"Reload Paper"/"Paper Out" -- "Reload Paper" messages often mean the paper loaded in the printer is NARROWER than the page size specified in system printer driver in ImagePrint RED, or a sheet of paper is loaded in a paper feeder that does not match the one selected in that driver. Click on the "Setup…" button in the Printer Selector section in the Dashboard window to verify the printer driver settings. To correct, specify a page size in the driver that is the same as the physical paper's width and length. (Double check by measuring the actual paper--some

manufacturers can be slightly inaccurate in the dimensions specified on the box). Check the printer's manual to make sure the paper is not too small for the selected tray, reload paper into the tray that supports this size and select the matching tray in the printer driver. Another cause of paper feeding right through the printer without printing is a paper sensor issue. Make sure to use a clean sheet of paper, as the printer's sensors check for paper white and can be fooled by previously printed images on a page.

Common Errors when launching SpoolFace

Check the below suggestions when SpoolFace fails to launch or generates an error when launched

"Cannot establish connection to local host" or **"Cannot connect to 127.0.0.1"**. This error is reported when a critical background process (xinetd) is not running. If using ImagePrint v13 on macOS 14 and newer, go to System Settings -> General -> Login Items & Extensions -> look in "Allow in the Background" section and see if "ColorProof Software" is listed there and if the slider next to it is in "On" position. If the slider is in "Off" position, then macOS will not allow the background process, xinetd, to start automatically when the computer is turned on or restarted. If "ColorProof Software" is missing from the "Allow in the Background" section, or is there and is turned on while the error is reported, then it is possible some macOS update trashed some component of ImagePrint configuration. To fix this, go to Help->Check_for_updates menu in ImagePrint application, click on "Download and Run Installer" button to reinstall.

Extra print jobs sent to SpoolFace

This is the result of additional pages existing in the ImagePrint layout window. This can happen if AutoFlow is enabled and you have added images to your layout without first deleting previous images via the scissors tool--new pages are generated for new images when there is no room on the current page. By default, ALL images on ALL pages will print when PRINT is selected. Autoflow can be turned on and off via the AutoFlow checkbox in the Dashboard's Layout Settings section. To delete ALL images from all pages, click the Red scissors icon in the Tools bar.

Job doesn't move to the bottom (SAVED Jobs) side of SpoolFace when dragged down

Normally, dragging a job from the top ("Active Jobs") pane to the bottom ("Saved Jobs") pane should cancel it. If the job will not move down (it pops back up), it means that the printing process is not being allowed to quit normally by macOS. To force the job over, PAUSE the queue by choosing Queue->Pause from the SpoolFace menu and then reboot the computer. The job should drag down with no problem when the system comes back up. (It is important to pause the queue first to make sure the spooler doesn't attempt to print again as soon as the system

reboots.) After rebooting and moving the job down, remember to re-enable the queue by choosing “Pause” from the same menu to get rid of the check mark beside the Pause entry.

SpoolFace error codes

When there is a problem printing, SpoolFace usually reports a text or numeric error code that can be referenced in this section.

Where is the error code?

The bottom left corner of SpoolFace shows the current spooler status or the error code of the most recent failed job. (If you don't see this status area, move the SpoolFace window up a bit so it's not blocked by the bottom of the screen. A status message will ALWAYS be in the very bottom left corner of the window, even if it's not reporting an error.) Also--be sure to check the right (Log) side of SpoolFace for information regarding printing errors, going from the bottom up. Look for anything in RED, and any messages that clearly state that a licensing/dongle error has occurred.

ERROR 527 (ImagePrint BLACK only)

This indicates a problem communicating with the printer. Make sure the printer is on and online (it is a good idea to check the printer status using System Settings -> Pritners&Scanners). Restart the computer. Make sure that you specified the correct connection setting when installing ImagePrint (you can double-check this by launching IPSetup and seeing what is listed in the Installed Printer's area for your printer). For networked printer, print the network status sheet from the printer's menu to see its current ip-address or find ip-address via the touch screen of the printer and see if IPSetup was told to use the same ip-address for the connection. If the connection type is incorrect, remove and then reinstall printer using IPSetup while both ImagePrint and SpoolFace are closed. If you're sure the connection was specified correctly and you still get the error, you may have a device driver problem. Try printing from the printer manufacturer's driver via the Test Page option within the system driver for that printer. If that also fails, switch connection cables to ensure there is no problem there, and make sure to reboot both the printer, and the computer to reset both interfaces.

ERROR 609

This is usually a file access problem—the spooler is not able to access the file to be printed. Make sure the file(s) to be printed is still accessible. Deleting a file or moving it from its folder after clicking PRINT in ImagePrint before the image has actually printed can cause this condition as the Spooler will not be able to access the file. Having your files on a thumb drive, and ejecting the drive before the printing takes place, will cause this as well. All the images on the page must remain in their original location while the page is printing. If your images are located across a network, try moving them to a local directory and reprinting these local copies of

images to confirm a network access issue is not the cause. Make sure all user accounts have full access to the drive where the images are located.

If the error is reported when printing psd or tiff files, make sure these files do not contain extra channels and psd files should contain flattened image.

ERROR 513

Error 513 can have a few causes. Below are the most common ones:

Paper Profile issue -- Make sure you have selected a paper profile via the Profile Valet in the Dashboard window in Image Print and applied it. If the paper profile was selected on the Profile Valet but was not applied (by clicking the Apply (or Download and Apply) button), the printer driver will be missing critical print parameters and a job will fail, possibly with error 513.

Profile Valet index not available (ImagePrint Black for printers that are supported by the Profile Valet) -- Each time ImagePrint is launched, the Profile Valet connects to ColorByte's online profile site via FTP (File Transport Protocol) and downloads "index" files containing settings to use with each available paper profile. Without these index files, you may get error 513 when attempting to print. Double-check that the profile valet is working correctly in the dashboard (if you see profiles listed, it's working).

Printer is offline – make sure the printer is on and the connection cable is connected, go to System Settings -> Printers&Scanners to verify the status of the printer and follow printer's troubleshooting guide if the printer appears offline in that window.

Communication issue - *Problems specific to the Epson SureColor P700/900/5000/5300/6000/7000/7500/8000/9000/9500/10000/20000 and Canon printers*

Wrong driver selected in IPSetup -- For these newer printers, you must have the manufacturer's system printer driver installed in order for ImagePrint to "find" the printer. This is done during printer setup via ImagePrint's IPSetup utility. If an incorrect choice was made (for example, if using desktop P700 and in IPSetup you chose the driver for large format P7000) you may see an error 513 when attempting to print.

Wrong system driver selected in IPSetup as the Connection -- For these newer printers, you must have the manufacturer's system printer driver installed in order for ImagePrint to "find" the printer. This is done during printer setup via ImagePrint's IPSetup utility. If an incorrect choice was made (for example, system printer driver was reinstalled and its name no longer matches the one selected as the Connection in IPSetup window) you may see an error 513 when attempting to print. Remove and reinstall the printer via IPSetup while both ImagePrint

and SpoolFace are closed in order to pick the current system driver name as the connection for the printer.

Wrong Kind of the system printer driver installed - Go to System Settings -> Printers&Scanners, click the driver for your printer and look for “Kind” of this driver. If the Kind is listed as Air Print, remove the driver, then click to Add Printer, when adding the printer make sure to choose “Select Software” in “Use” drop-down, select your printer software and then add the printer. The “Kind” of the driver should match the model of the installed printer in order for ImagePrint to be able to retrieve the actual connection information for this printer from Mac system entries.

Malfunctioning manufacturer’s driver -- As mentioned, for the above listed printers, the Epson/Canon native printer driver should be installed on the computer. You should also confirm that the driver is able to produce a test print. If the printer is unable to produce a test print, you may need to redownload it from Epson or Canon and reinstall it. Then remove/re-add the printer in IPSetup to re-establish ImagePrint’s connection.

Printer Sleep issue -- If your Epson P##### printer was in energy saver mode when the very first print was sent from Image Print, the print request will wake up the printer, but the printer may fail to respond in time and error 513 may occur. Simply un-pause the QUEUE in the Spool Face and try printing again. (If you see issues sometimes when printing to a printer when it is asleep, wake up the printer by touching a button on the printer before clicking Print).

ERROR 768

This error can have a few causes:

File access problem – on newer MacOS - Make sure the file(s) to be printed is still accessible. Deleting a file or moving it from its folder after clicking PRINT in ImagePrint before the image has actually printed can cause this condition as the Spooler will not be able to access the file.

If images were opened from an external hard drive, this error may indicate some permissions issue. Copy the images to the internal hard drive (for example, a folder on the Desktop) and use these local files for printing from ImagePrint. Also, make sure your ImagePrint v13 is up-to-date – older builds of v13 may not be able to print images opened from an external hard drive after the latest MacOS security updates. While SpoolFace is closed and there are no active print jobs, use Help->Check_for_updates in ImagePrint menu to download and run the latest update. In most of the cases, the latest build of ImagePrint v13 is able to print images opened from an external hard drive, if the drive does not have some specific restrictions on user permissions.

A special symbol in a file name or a folder name - Check the name of the file (and every folder and sub-folder along the file’s path) for any character that is not a letter, number, underline,

hyphen or space, delete any special symbols from the file path, open renamed file in ImagePrint, drag failed print from Active Jobs in the SpoolFace down to the Saved Jobs, un-pause the print queue using the Queue menu in the SpoolFace and send a new print from ImagePrint.

Paper Profile issue -- Make sure you have selected a paper profile via the Profile Valet in the Dashboard window in Image Print and applied it. If the paper profile was selected on the Profile Valet but was not applied (by clicking the Apply (or Download and Apply) button), the printer driver will be missing critical print parameters and a job will fail, possibly with error 768.

Profile Valet index not available (ImagePrint Black for printers that are supported by the Profile Valet) -- Each time ImagePrint is launched, the Profile Valet connects to ColorByte's online profile site via FTP (File Transport Protocol) and downloads "index" files containing settings to use with each available paper profile. Without these index files, you may get error 768 when attempting to print. Double-check that the profile valet is working correctly in the dashboard (if you see profiles listed, it's working).

Invalid or missing source profile – if you get error 768 when printing a color image that was emailed to you, it may be missing an embedded profile or may have a corrupted source profile tag. Open it in Photoshop, go to Edit->Convert to profile, select sRGB or Adobe RGB (1998) profile, save the file, open this file in ImagePrint and try printing it after moving the failed print down to the Saved Jobs section and un-pausing the print queue in the SpoolFace.

Layers in PSD file - If this error is reported when printing PSD files, make sure an image was flattened (use Layers->Flatten Image menu in Photoshop) and extra channels were removed before file is saved for printing.

Output Quality Issues

Look in this section if you are able to print, but you have questions regarding the quality of the output.

My output is darker than it appears on screen

Remember---ImagePrint is always soft proofing, meaning it is passing its display through the printer profile. Your display in ImagePrint should look close to your print if you are using a calibrated monitor and your settings are correct. As a test, always look at the display in ImagePrint and compare it to the print--don't just compare it to the display in Photoshop.

If colors are correct, but the overall print seems dark compared to the ImagePrint or Photoshop display, it is most likely caused by your monitor being too bright. Calibrating your monitor may ensure color accuracy, but by default the calibration software will not attempt to match the relatively dark look of a print (which has no nearly pure whites or blacks like those of a monitor display). Also, the brightness of the room you are viewing the print in is a factor that is very hard to compensate for. Many modern monitors are factory calibrated to be very bright. Even if you have custom calibrated your monitor, it is very likely that it is brighter than the "standard" CRT monitor of the past. One solution is to calibrate the monitor to a low luminance value, if your calibration software allows for that. A simpler solution is to physically dialing down the brightness of the monitor, using its on-screen controls. Make a print of an image, display the same image on the screen in ImagePrint, and then adjust the controls until the relative darkness of the image on the screen matches that of the print. Write down the monitor settings--you can use those whenever you are editing images for print, knowing that what you are seeing on screen is a relatively close match to the brightness of the print.

Another cause of images appearing too dark when printed--especially for matte media--is lack of soft proofing when displaying the image on screen in photo editing software, i.e. Photoshop or Lightroom. Softproofing simply means that the software you are using to view the image compensates for the Paper/Printer/Inks in generating its display. Typically, this is done via the Paper Profile you will be using to output the image. When softproofing, the viewing software passes the image through the paper profile to show you what the image will look like when printed. Typically, this means less bright whites, less dark blacks, and a reduced color gamut. If NOT soft proofing, the image is reproduced on your display without any compensation for how it will look when printed, and since you might be printing on anything from high gloss film to watercolor paper, that means the display may be a very inaccurate predictor of how your print will appear. Softproofing is important when editing your images for print so you can compensate for the limitations the printing process introduces. This is most true for matte papers which tend to reduce density and color gamut much more than photo papers. Make sure

to select printer/paper profile in Proof Setup feature in photo editing software when adjusting images.

• **Wrong side of the paper**: Don't be embarrassed by this one--it happens to us too. It's sometimes very hard to tell which side of the paper to print on. Make sure you are printing on the coated side (as a test, touch a wet finger to each side of the paper--the stickier side is usually the coated (printable) one).

Color cast in prints

Nozzles: As with any color issue, make sure you have done a nozzle check on the printer, and that all nozzles are clean. Nozzle issues are the chief cause of color cast problems. For some printer's it's not uncommon for an entire ink channel can be blocked so make sure to count that all inks are represented in the nozzle check print.

Incorrect ImagePrint Color Settings: Double-check your color management settings.

Output Profile Settings ImagePrint Black: In the ImagePrint Dashboard, in the MEDIA MANAGEMENT area (either the Profile Valet tab or the Custom Profile Setup tab) Make sure a correct printer/paper profile is selected for your paper and applied. The name of the applied printer/paper profile is displayed to the right from "MEDIA MANAGEMENT" section name. If you did not click on the "Apply" button after selecting a profile, previously applied profile will stay in use.

Output Profile Settings ImagePrint R.E.D.: In the ImagePrint Dashboard, in the PRINTER SELECTOR area make sure you are in the correct color management mode (typically "ImagePrint Manages Colors" and that you are set to the right profile in the Using Profile... menu. (If using a paper made by your printer maker, it should be Automatic--if using a 3rd party paper you should have the proper paper profile chosen.) Make sure the correct media type was selected in the Settings of the Printer Driver – click on "Setup…" button to access the properties of the driver.

Source Profile Settings: To confirm your source profile settings, in ImagePrint Preferences (found by choosing Preferences in ImagePrint menu), choose Default Profiles tab and:

- Make sure Embedded Profile Action is set to Apply (if you wish to see a prompt about an embedded profile, select Prompt, but you have to click "Yes" button every time you see a prompt about the embedded profile). NOTE: each image should contain the embedded source profile in properly colormanaged workflow.

- Make sure that your normal working spaces are selected in the Missing Profile/Untagged Images section for each color type. These will be used as defaults in the unlikely event when no embedded profile exists in an image.

- The Simulation Setup profile should be NONE unless you are intentionally trying to match your output to a press or some other printer model. In almost all cases, when printing photography, leave this setting at NONE (The Intent setting won't matter in such case).

- The Colorized Profile (ImagePrint Black only) should be empty in most cases unless you are using a gray printer profile and want some portions of y our image to use the color profile selected here. This feature is supported for older Epson printer models.

Profile temperature (ImagePrint Black only): Colored inks invariably show some differences when viewed under different lighting conditions. ColorByte makes multiple color profiles for each media we support in order to optimize the print for the environment it will be viewed in--for best results, you should use a profile built for the lighting it will end up in. The two most commonly used profile temperatures are DAYLIGHT (targeting a daylight viewing environment) and Mixed Cool (F3) (targeting a cool white fluorescent mixed with daylight lighting environment). The Mixed Warm (F2) profile targets standard fluorescent mixed with daylight viewing environment). CWF is optimized for Cool White Fluorescent lighting and TUNGSTEN profiles are optimized for viewing under tungsten lighting.

Images are not centered on the page

In the following, orientation is always relative to the observer **facing the front of the printer**. For example, **Top** refers to the leading edge of the paper as it comes out of the printer, **Left** refers to the left edge of the paper as it comes out of the printer.

• **Top/bottom differences on sheet paper:** Many printers by design have different top and bottom margins when using sheet paper. This can cause images to appear off center vertically when printed. (The Epson 2200, 2400, 3800, 3880, P600/800, P700/900 and Canon Pro 1000 and 1100 are exceptions. These printers allow equal top/bottom borders on sheet, but all other Epson and Canon printers have a 1/8th inch top and 5/8ths bottom margin on sheet). To compensate for this limitation:

If using **ImagePrint Black** you can choose **Center Margins** from the Printer Selector section of the Dashboard. This will cause the size of the smaller top margin to increase to that of the larger bottom mar gin, reducing the total printable area while compensating for the difference in margins. If you then choose to center your images, they should print with equal top and bottom borders, as long as images are short enough to fit within the white printable area of the page. Make sure to readjust any existing images on the page after changing this option, as the change in layout size will shift things. The Centered Margins setting has no effect when set to ROLL paper.

If using **ImagePrint R.E.D.** you will need to compensate for the difference in margins in the Printer Driver for your printer. Consult your printer manual if not sure how to set that option for your printer.

• **Roll or sheet setting incorrect**:

ImagePrint Black: Make sure you have made the right selection for roll or sheet in ImagePrint (via the Roll/Sheet buttons in the PRINTER SELECTOR section of the Dashboard) or centering issues may result. Also, make sure that the correct TRAY option is selected in the PRINTER SELECTOR section of the Dashboard when printing on sheet paper. (Typical tray options are: ASF (Automatic Sheet Feeder), Manual, Front, or Back).

If using **ImagePrint R.E.D.** Roll/Sheet options are specified in the Printer Driver for your printer. Consult your printer manual if not sure how to set that option for your printer.

• **White border on images**: Creating an image file with a white border around it is a common cause of centering problems. Remember, ImagePrint will treat the image in its entirety, and has no way of knowing that a white border is not part of the image. It will therefore place the image beginning at the edge of the white border, which may cause unexpected positioning results.

• **Paper size:** Make sure that the actual size of the page you are printing on matches the page size specified in ImagePrint Black (or in the MacOS Printer Driver if using ImagePrint R.E.D.). Surprisingly, papers some times are shipped from the manufacturer with slight size differences. These can result in non-centered printing. Measure the paper to ensure it is the correct size if you see an unwanted border. You can then use ImagePrint's User Defined page size window to define a page size that exactly matches the physical dimensions of your paper.

• **Incorrect paper loading**: How you load the paper in the printer can make a difference in the margins. Make sure that you are loading it according to the manufacturer's instructions.

• **Printer margin set incorrectly**: Many printers allow you to set the margin for roll paper on their front control panel. ImagePrint assumes this margin is at the lowest setting (typically 3 mm) or the top and bottom roll paper margins are set to be equal (for newer printers, like Epson SC-P7500/9500 Series).

I'm getting an unwanted margin on my borderless prints

In the following, orientation is always relative to the observer **facing the front of the printer**. For example, **Top** refers to the leading edge of the paper as it comes out of the printer, **Left** refers to the left edge of the paper as it comes out of the printer.

Borderless not set: If you want to print without any margin at all, make sure that borderless mode is enabled. This is done in the PRINTER SELECTOR section of the Dashboard if using

ImagePrint Black, or in the System Printer Driver itself if using **ImagePrint R.E.D.** (To access the System Printer Driver in ImagePrint R.E.D. click the **Setup...** button in the Printers Selector of the Dashboard.

Remember--most printers only allow full borderless printing on roll paper, not sheet, paper. Also, only certain paper widths will print with no borders. Check your printer manual for information on the borderless capabilities of your printer. Remember, if you see a pink border surrounding the layout area within ImagePrint then full borderless is not in effect. Full borderless mode will show no pink border.

1/8th inch margin on left or right side: A border on the left or right side when attempting to print in borderless mode is usually an indication that the image is incorrectly positioned on the page. This can happen if you switched to borderless mode after you have positioned your image on the page. In that scenario, the layout area will have changed but the image will still be positioned at the edge of the original (bordered) area. Always reposition (or remove and reopen) your images after making changes to the borderless setting in either the Printer Selector section of the Dashboard (ImagePrint Black) or the System Printer Driver (ImagePrint R.E.D.).

1 to 2 mm "hairline": Most inkjet printers can vary as much as 2 millimeters in the way they position the edge of the paper. This can cause a thin line to appear on the edge of your full bleed prints. The "Global Printer Compensation" controls, available in the Preferences window of ImagePrint (found under the ImagePrint menu) can correct for this hardware variability. Setting a positive (right) or negative (left) X value will move the entire layout at print time and allow you to correct for these "hairline" issues.

Cut Method for roll paper set incorrectly for Epson printer: If Normal cut method was left selected in Advanced Options in the Print Quality Settings in the Dashboard (ImagePrint Black) or in System Printer Driver (see Setup… in the Printer Selector in ImagePrint R.E.D.), then Epson printer will leave white non-printable margin on the leading and trailing edges of the print when cutting paper. Normal Cut should not be selected if 4-edge borderless is needed.

I'm getting a wasted strip of paper between each print

This usually means you are not set to the correct cut mode for your printer.

For ImagePrint BLACK, that setting is in the Advanced Options window (accessed by clicking ADVANCED in the Print Quality Settings at the bottom of MEDIA MANAGEMENT section of the Dashboard).

For ImagePrint R.E.D. cut mode is set within the System Printer Driver for your printer (if available).

“Normal-cut” is usually the safest mode--you’ll get a small border at the end of your prints, but little to no waste. “Double-cut” mode will usually cut each page precisely at top and bottom, but it does result in a few inches of wasted paper between prints. “Single-cut” (for printers that support that option) attempts to cut borderless prints exactly at top/bottom without a wasted strip of paper between prints. Single-cut mode is often a bit finicky and, in our experience, often reverts to double-cut mode on many printers.

My print is too long or too short

ImagePrint Black: Print-length issues are typically due to problems with the printer’s paper feeding controls.

Media Feed Adjustment (available for large format Epson printers): If available, increasing the Media Feed Adjustment setting (also in the Dashboard -> MEDIA MANAGEMENT -> Print Quality Settings -> Advanced button) can have the effect of lengthening the print by increasing the distance between printer passes. This slider rarely needs to be adjusted, but for very long prints on heavy papers (like canvas) it can help to compensate for problems with the printer’s paper feeding.

Large format **Canon printers** have feed adjustment options on the front panel menu. See the printer’s manual for the instructions.

ImagePrint R.E.D. Controls that affect print length of handled by the System Printer Driver for your printer and can vary from printer to printer.

The last few lines of my prints fade or don’t print

Wrong paper size (length): This condition can be caused by an incorrect page size setting. If the page size you have selected is larger than the sheet loaded in the printer, the sheet may eject before the last bit of the image is printed. Measure the physical sheet to make sure it came from the manufacturer at the correct length--papers are often slightly smaller than the specified size (in which case you can specify a smaller page size in ImagePrint’s User Defined page size dialog box for the Black version or in the settings of system printer driver for ImagePrint R.E.D.).

Jobs print distorted or as negatives

Layers: Flatten your image and try printing again.

Channels: Prints that appear reversed or negative may be due to extra channels in the image (open the image in Photoshop and check, in the Channels window, that only the normal color channels appear)

Pixel Order: For Tiff files, make sure the PIXEL ORDER setting is interleaved (NOT “per channel”). This can be checked in the Photoshop SAVE dialog.

Corrupt File: Rarely, a corrupted file can print with distorted results. Make sure to try printing a different file, such as one of the sample images within the TEST IMAGES folder within your ImagePrint folder.

Nozzles: You may also get this result if there is a severely clogged nozzle. Do a nozzle check on the printer to ensure the nozzles are all clean.

Incorrect Printer/Paper profile (ImagePrint BLACK only): Choosing a “Phatte black” profile when you are not using the Phatte black ink set can cause distorted prints, as can doing the opposite (printing with a non phatte black profile when you ARE configured for Phatte black).

No source profile or incorrect source profile: If your images don’t have embedded profiles, make sure you have a valid profile setting for untagged/uncolormanaged images in the Default Profiles section of ImagePrint’s Preferences window.

Prints show banding (lines)

Nozzles: The first thing to check if you are experiencing banding issues is the nozzles of the printer. This is by far the most common cause of this problem. Even one missing or incorrectly firing nozzle can cause unpredictable banding. Run a nozzle check, and, if nozzles are missing or incorrectly aligned, run printer cleanings until it is corrected. (Note that ImagePrint, due to its enhanced ability to render detail, may show banding due to nozzle issue when the standard manufacturer’s driver doesn’t).

Media Feed Adjustment:

Media Feed Adjustment (available for large format Epson printers in ImagePrint Black): If available, decreasing the Media Feed Adjustment setting (also in the Dashboard -> MEDIA MANAGEMENT -> Print Quality Settings -> Advanced button) can help when thin white lines are visible between print passes.

Large format **Canon printers** have feed adjustment options on the front panel menu. See the printer’s manual for the instructions.

ImagePrint R.E.D. Click on “Setup…” button in the Printer Selector section of the Dashboard window and look for a feed adjustment parameter in the System Printer Driver for your printer (can vary from printer to printer).

Low Print Quality Setting: If you see banding when printing at a lower print quality setting, select the highest quality setting. See the Dashboard -> MEDIA MANAGEMENT -> Print Quality

Settings -> Quality in **ImagePrint Black** or print quality setting in System Printer Driver ("Setup…" button in the Printer Selector section in the Dashboard window) in **ImagePrint R.E.D.**

Profiles

I can’t find the paper profile I need (ImagePrint Black)

First, make sure to select correct Black ink in the Profile Valet tab (Matte black - for matte media profiles and Photo black - for photo media profiles) in the Media Management section of the Dashboard window. If you don’t see a profile for the paper you are using in the Profile Valet, we may not have it. Send an email to the ColorByte Support dept. at imageprint_support@colorbytesoftware.com with the exact paper name, the printer you plan to use the profile with, and your 6-digit dongle number. We will check to see if we have the profile available (maybe we just haven’t uploaded it yet), and if we have the paper to make the calibration prints--if not, we may ask you to send us some of it so we can generate a profile. ColorByte may generate profiles for free if:

We don’t already have a profile available

The media you wish to have profiled is a valid one for your printer

You can supply us with some of the paper (we will email the instructions) in perfect condition to use for the generation of the profile.

IMPORTANT: Even if the above applies, we do not create profiles for uncoated papers, transparencies, or most “unusual” media such as metals.

In some cases, rather than get samples of the media, we will ask you to output our profiling targets and send them to us--ColorByte will let you know exactly how to do that if it is necessary.

I can’t find the paper profile I need (ImagePrint R.E.D.)

ImagePrint R.E.D. does not supply paper profiles. Instead, it uses profiles made by the paper manufacturer. Check with your paper maker for the paper profiles for your particular media. Usually, they are downloadable from their website. Note that ImagePrint R.E.D. typically only needs the ICC profile--not the media configuration file the paper maker may offer.

The profile should go in the user specific location for profiles on macOS:

~ / Library / ColorSync / Profiles

On Macs, the user specific Library folder is a hidden folder, so it can be tricky to access. To get there, hold down your keyboard’s OPTION key and choose GO from the Finder menu at the top of your Mac screen. With Option pressed, the hidden option “LIBRARY” will be available in the list of folders in that menu. Choose “Library” to open your Library folder, then navigate into

ColorSync and finally Profiles folder. Once the profile is in the proper location, it can be chosen in ImagePrint R.E.D. via the “Using Profile” menu in the Printer Sector section of the Dashboard. Remember, you’ll also need to select the correct Media Type for the paper you are using in your printer’s System Driver by clicking Setup... in the Printer Sector of the Dashboard.

What are the LIGHTING designations within the profiles? (ImagePrint Black)

The designations at the end of the printer/paper profile name refer to the lighting temperature the print will be best suited to be displayed in.

Inkjet printers often exhibit color inconstancy (which is the characteristic of a print changing its appearance as it is moved to different lighting conditions) so ColorByte gives you a few choices to enable you to pick the conditions that most closely will match where the print will be viewed. (Although you can’t always know where a print will be viewed, having the ability to choose the temperature can make a big difference. If you know your print is going to viewed in a museum that uses Tungston lighting, you can pick the profile that will show it best there. If you are planning on hanging your print near a window, the Daylight profile would show it best.).

The current temperature abbreviations are:

TUNG Tungsten

DAY Daylight (Most printer drivers only supply daylight optimized profiles, so this type may be best for an “apples to apples” comparison of ImagePrint prints to prints done via other methods).

CWF Cool White Fluorescent

F2 - Mixed Warm - profile targets standard fluorescent mixed with daylight viewing environment (this version is a bit less warm than our standard CWF profile, some people, especially portrait photographers, prefer it).

F3 - Mixed Cool - targeting a cool white fluorescent mixed with daylight lighting environment. This the best profile to use for general lighting conditions, such as that found in offices.

ImagePrint preview doesn’t match my image in Photoshop! (ImagePrint Black)

This entry addresses the use of soft proofing within Photoshop to ensure the Photoshop display is compensating for the printer, ink and media being used when printing.

By default, Photoshop does nothing to compensate for how an image can print on a given output device. It has no idea of the printer’s gamut, or the media (matte or gloss), or what ink you are using, or even the capabilities of the RIP--even though all of those factors have a tremendous effect on what colors and densities you will be able to print. Photoshop just

displays the image as best as it can within the gamut of the monitor. It's therefore no wonder that Photoshop won't automatically match the output of your printer, especially if you are using a RIP (like ImagePrint) that maximizes the output capabilities of the device rather than restrict it to a monitor-like color space.

You can, however, tell Photoshop to use ImagePrint's color profiles when creating its display, allowing you to work in a Photoshop environment that reflects more closely how ImagePrint will print your files. This is called Soft Proofing, and is done via the PROOF SETUP feature of Photoshop.

To cause Photoshop to pass its display through ImagePrint's printer profile, you must first copy the printer profile you are using in ImagePrint into the color profile folder used by Photoshop. While in ImagePrint, select the printer profile on Custom Profile Setup tab in Media Management section in the Dashboard and click on the "Install for Proofing" button and ImagePrint will copy that profile from its own Color folder into ~ / Library / ColorSync / Profiles, where Photoshop can see it. If not using "Install for Proofing" button in ImagePrint's Dashboard, you can manually copy the profiles from /Applications/ImagePrint/Color folder into ~ / Library / ColorSync / Profiles. Note: To get to the user specific Library location, hold down your keyboard's OPTION key and choose GO from the Finder menu at the top of your Mac screen. With Option pressed, the hidden option "LIBRARY" will be available in the list of folders in that menu. Choose "Library" to open your Library folder, then navigate into ColorSync and finally Profiles folder.

Once in place, this profile can be selected within Photoshop via Photoshop's Proof Setup option. By choosing View->Proof Setup->Custom menu in Photoshop, you can select the Imageprint profile in Device to Simulate, causing Photoshop to bring it's display within the gamut of the printer/paper/ink and RIP.

Note: There are other options within the Proof Setup window that may or may not have an effect on matching your output (such as simulate paper white). The best way to determine which features to turn on is to print a sample image from ImagePrint, then compare it to the screen display of Photoshop with Proof Setup in effect. Try the different options, and use the ones that cause the dis play to most closely match the print.

If you find that ImagePrint shows more shadow detail than you are used to in Photoshop, you can increase the darkness of the prints, at the possible expense of losing some shadow detail via the Shadow Point Compensation slider, located in the Image Properties section of the Dashboard window.