

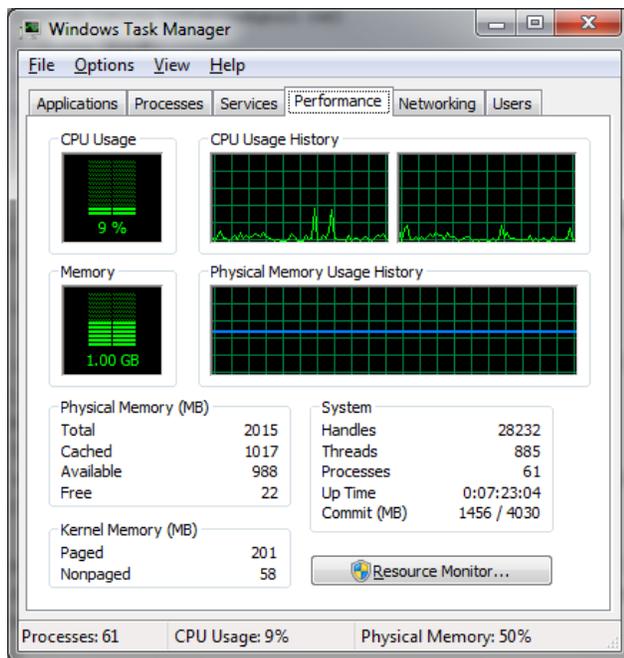
## ElecRoc 5 FAQ

ElecRoc 5 is an integrated JDF/PDF pre-press workflow solution, it contains Trap, Preflight, EcoInk, Ganging, Load balancing, 3D Preview, Proofing, etc. Please visit our website for more details, [www.founder.com.cn/en](http://www.founder.com.cn/en). Here are some FAQ of ElecRoc 5.

### About server configuration and installation

The best operating system to use for ElecRoc server is Windows Server 2008 R2 64 bit. The advantages to running 64 bit OS is that it works better with computer hardware, e.g. chips, and it can manage more RAM.

The recommended RAM is 4 GB. It's hard to say the speed advantage of more RAM. If the server runs out of the memory, check it from Windows Task Manager, as following figure, you need to add additional RAM.



High speed SCSI hard driver is better for the server.

The recommended hardware for server:

- Dual-core Xeon 2.66GHz CPU

- 4 GB RAM

- Windows Server 2008 R2 64 bit

The recommended hardware for high-end user:

- 4 CPU, quad-core Xeon 2.66GHz or above

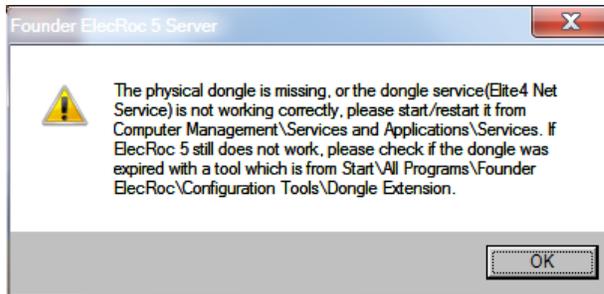
- 8 GB RAM

- Windows Server 2008 R2 64 bit

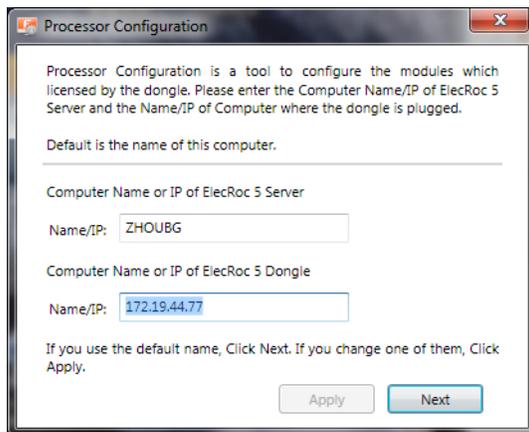
With the high-end computer, ElecRoc screen load balancing can be used, and screening speed is

quicker one times or more than before.

1. Windows 7 is NOT the recommended OS for ElecRoc server. When you install server on Windows 7, please confirm that user amount is less than 5, and the processing speed may slow. When backup the resources, please use Selective Backup, and deselect PDF & Signature as well as 1-bit TIFF.
2. If the error appears as following when you run ElecRoc 5, please run RestartService from Installer DVD/Tools/Restart Dongle Service, or do it as the report says.



If Elite4 Net Service is running, but the report appears again (as above), please go to Start\All Programs\Founder ElecRoc\Configuration Tools\Processor Configuration (as following figure), copy the Server name and paste into Dongle name's dialog. Then click Apply, and click exit in the next dialog.



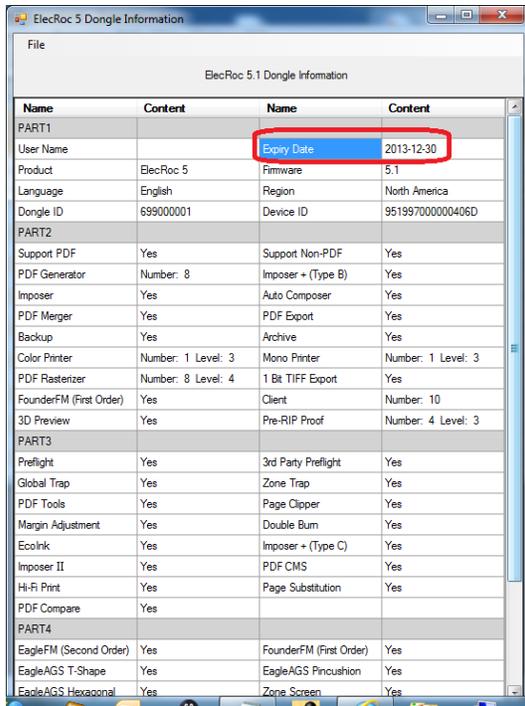
3. If the operating system of server was updated automatically, you need to exit ElecRoc server and restart the computer.
4. If you use a non-English Windows system to install ElecRoc server, you must install the English OS first, then install ElecRoc, after that, change the system language from English to others, such as Spanish, Portuguese, etc.

## About the dongle

5. Plug the dongle in computer before power on the PC. When ElecRoc 5 is running, do not

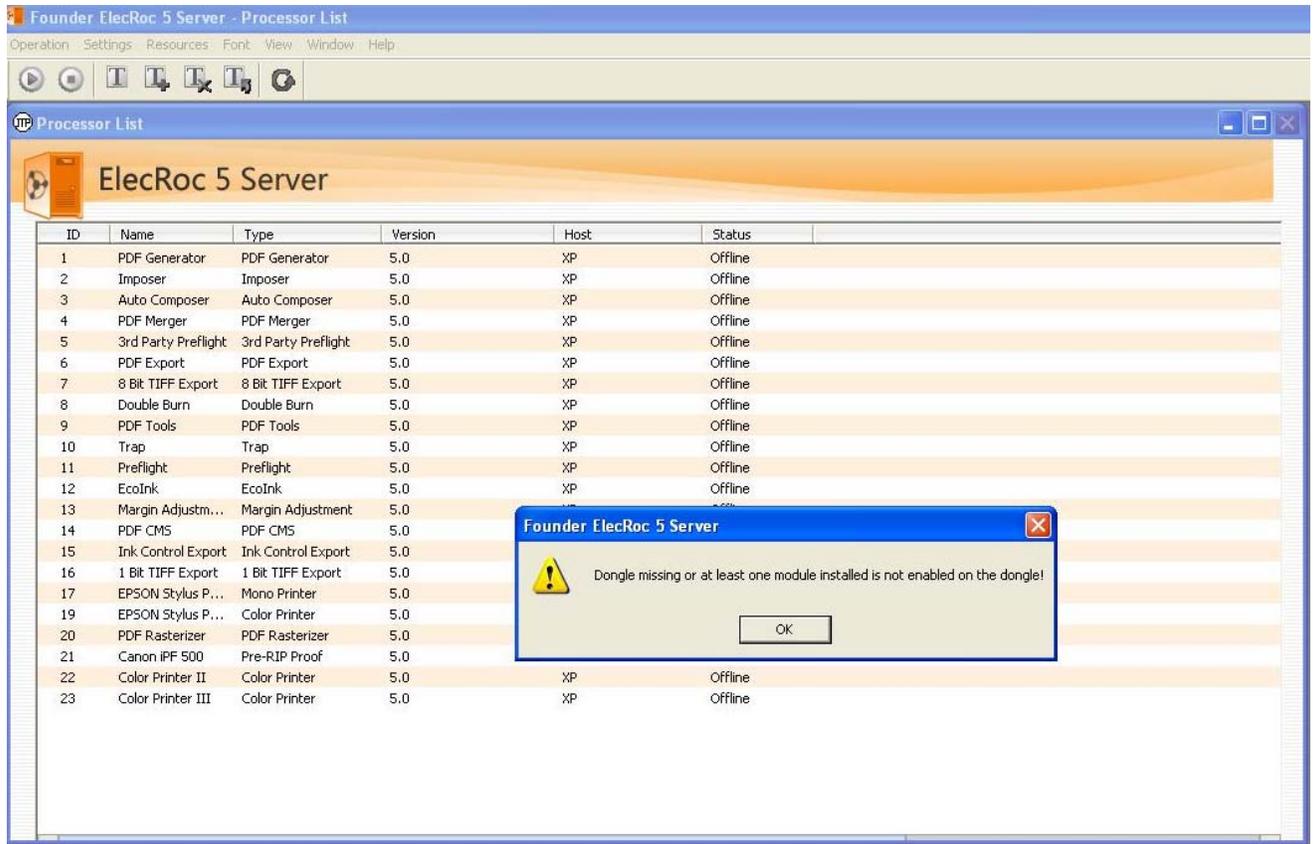
unplug the dongle from computer.

6. If the dongle was expired, please check the dongle information from ElecRoc server\Help, as following, to see the Expiry Date, then send the information to your local supporter.



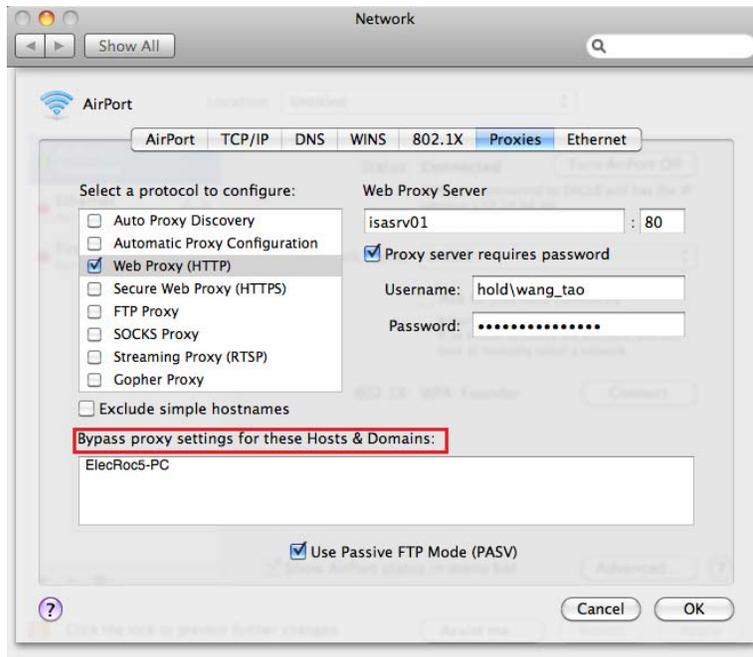
Name	Content	Name	Content
PART1			
User Name		Expiry Date	2013-12-30
Product	ElecRoc 5	Firmware	5.1
Language	English	Region	North America
Dongle ID	639000001	Device ID	95199700000406D
PART2			
Support PDF	Yes	Support Non-PDF	Yes
PDF Generator	Number: 8	Imposer + (Type B)	Yes
Imposer	Yes	Auto Composer	Yes
PDF Merger	Yes	PDF Export	Yes
Backup	Yes	Archive	Yes
Color Printer	Number: 1 Level: 3	Mono Printer	Number: 1 Level: 3
PDF Rasterizer	Number: 8 Level: 4	1 Bit TIFF Export	Yes
FounderFM (First Order)	Yes	Client	Number: 10
3D Preview	Yes	Pre-RIP Proof	Number: 4 Level: 3
PART3			
Preflight	Yes	3rd Party Preflight	Yes
Global Trap	Yes	Zone Trap	Yes
PDF Tools	Yes	Page Clipper	Yes
Margin Adjustment	Yes	Double Bum	Yes
EcoInk	Yes	Imposer + (Type C)	Yes
Imposer II	Yes	PDF CMS	Yes
Hi-Fi Print	Yes	Page Substitution	Yes
PDF Compare	Yes		
PART4			
EagleFM (Second Order)	Yes	FounderFM (First Order)	Yes
EagleAGS T-Shape	Yes	EagleAGS Pincushion	Yes
EagleAGS Hexagonal	Yes	Zone Screen	Yes

7. If the error appears as following when you run ElecRoc server, the error is Dongle missing or at least one module installed is not enabled on the dongle! Please check if you have installed additional module which is not included in the dongle. Maybe these modules are PDF Generator, Color Printer, Mono Printer, PDF Rasterizer, Pre-RIP Proof, or Post-RIP Proof, etc. When you check the modules which list on the server UI, please compare with the number # that is on the dongle information from Founder ElecRoc 5 Server\Help\ElecRoc 5 Dongle Information.



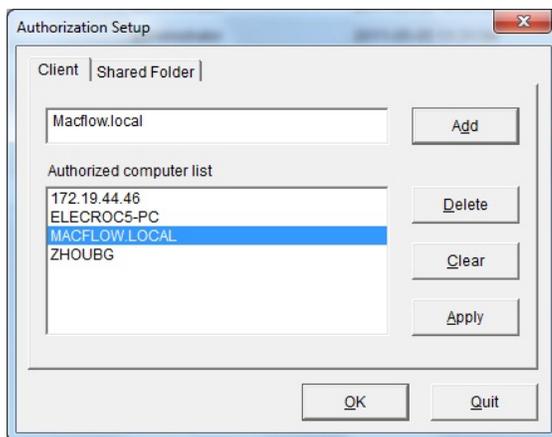
## About MAC client and log on

8. Mac client doesn't support zone trap, navigator preflight.
9. Please exit Mac client first when you want to quit ElecRoc system.
10. When ElecRoc client login server from Mac computer, error appears: Cannot connect to the selected server, please check if
  - 1) there is no intranet/internet access.
  - 2) turn off Firewall on ElecRoc server;
  - 3) enter the computer name of ElecRoc 5 server into <Bypass proxy settings for these Hosts & Domains:> from System Preference>Network>Ethernet>Advanced>Proxies on Mac, as following:



11. When ElecRoc client login server from Mac computer, error appears: This machine has no authority to access the server, please check if

- 1) the correct Mac computer name was input on server, from Server\Settings\Authorization Settings, as following, and *.local* should be added to the end of Mac name.



- 2) if the name is correct, please copy Auth.ini and paste into folder conf, where ElecRoc client was installed on Mac.

12. On Mac client, you can save error report within the function of "Send Error Report", but you cannot send email attached with the report automatically.

13. You need to use the computer name when connect Mac client to server, IP address is forbidden to use.

## **ElecRoc MAC log on problem**

### **Cannot connect to server:**

- 1) logon Mac with administrator user, this user should have password
- 2) run terminal
- 3) type cd /
- 4) type cd etc
- 5) type sudo vi hosts
- 6) input password---attention, when input pw, nothing happen in window, donot care about that, just finish input and return
- 7) there appear host database window
- 8) type i to enable input in this window
- 9) move input symbol under ::1 localhost
- 10) type ipaddress of Pc, space, Pc computer name---attention, the format should be same as upper
- 11) click esc
- 12) type :wq to save and quit
- 13) quit terminal
- 14) ping Pc with computer name
- 15) if it is Ok, please go to system preference>network>ethernet>advanced>proxies, deselect web proxy
- 16) run ElecRoc client and logon with computer name

### **No authorized**

- 17) run terminal

- 18) type `uname -n`
- 19) type `sudo hostname XXX`
- 20) type `uname -n`, you can get the computer name
- 21) input Mac name **.local** into ElecRoc Server\Settings\ Author Control

BTW, ElecRoc v5 supports Java v1.5 and above. Please check it by Run `java-version` on Mac client.

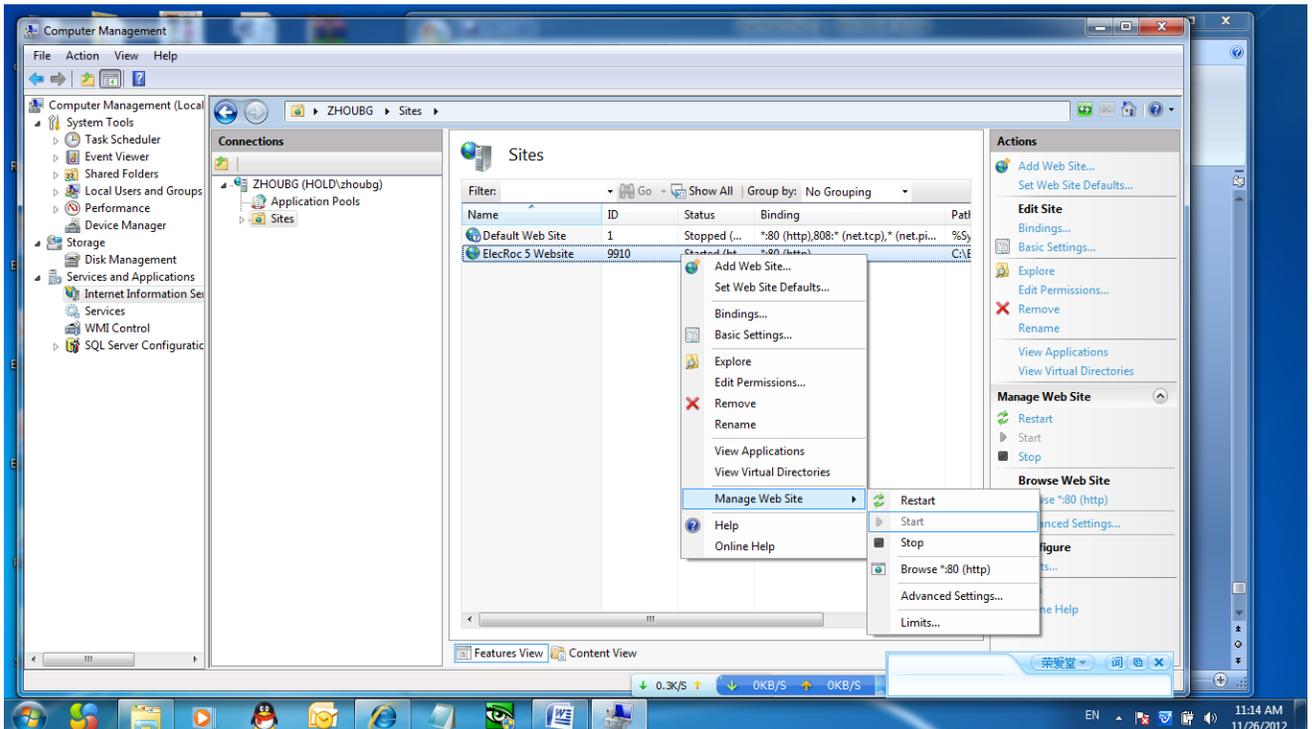
## How to find out your Mac's name?

- 1) To see your current computer name, Local Hostname, or network address, open the Sharing pane of System Preferences.
- 2) Check the option of File Sharing, the name is listed under File Sharing: On

## PC client log on

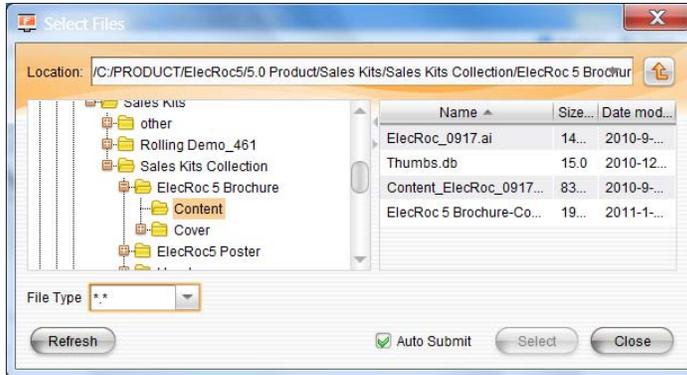
14. If both server and client installed on the local computer, but the client cannot connect with the server:

- 1), maybe when installing ElecRoc server, the user account was not the Administrator.
- 2), if the user is Administrator, please check Computer Management\Services and Applications\Internet Information Service\Sites\ElecRoc 5Website, to see if its Start or not, as following:



## About processors and other questions

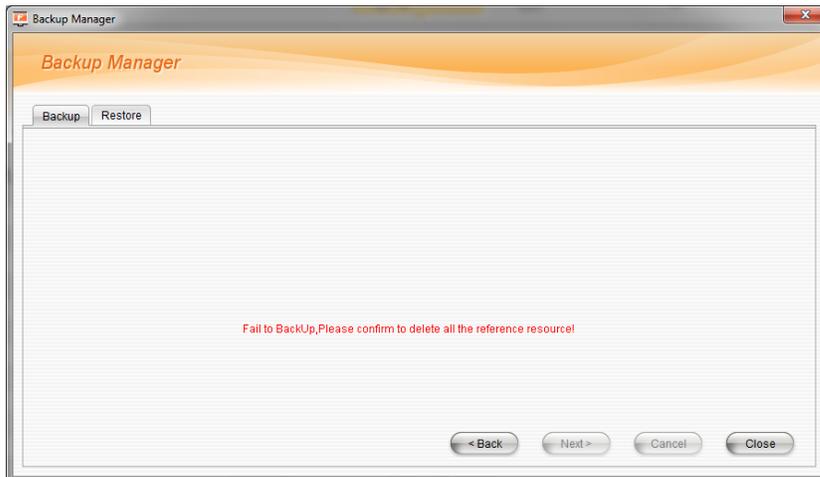
15. Please select \*.\* from File Type in Select Files, if the job doesn't appear in the destination folder.



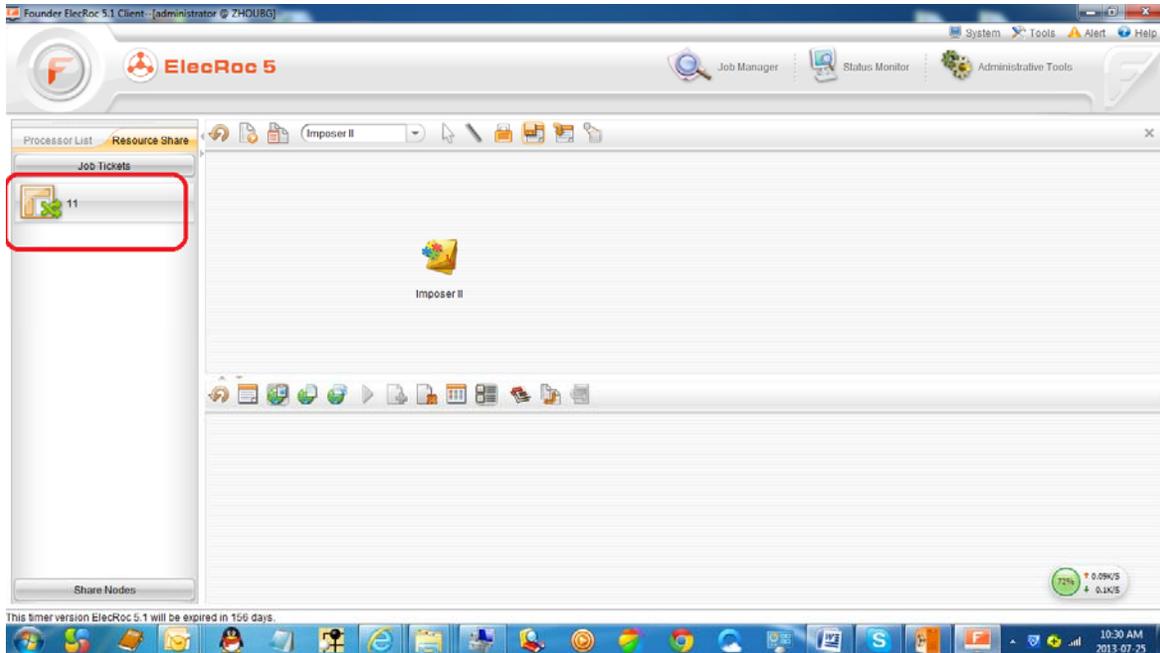
16. If your computer has more than 4 cores (at least 4 processors), you could enable screen load balancing or proof load balancing, otherwise please don't use load balancing because the efficiency will be lower down.

17. If the job name contains some reserved symbol, such as +-、~!@#\$\$%^&\*(){}[];:' "<>?\\/,|, ElecRoc 5 cannot process this job. Please change the job name before you submit the jobs to ElecRoc 5.

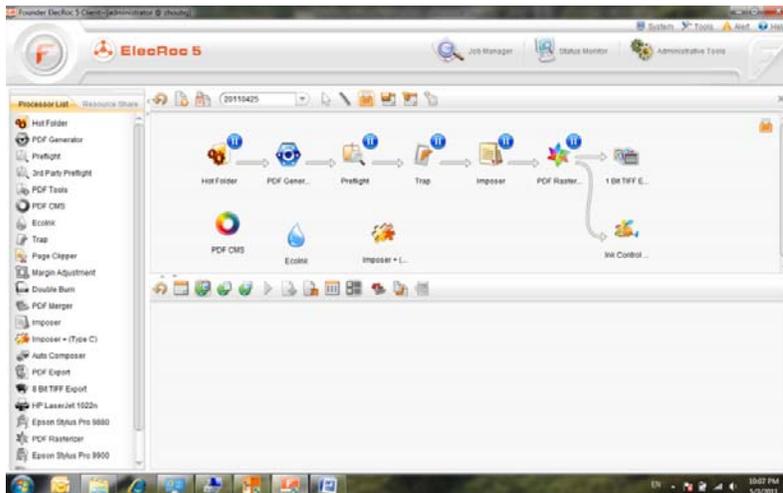
18. If error appears as following when backup the resources, maybe



a) Some job has shared, remove it.



b) One or more the job tickets were locked, find it out, and click .



19.If the folder name contains some special character, error appears as following, please change the folder name before submit the jobs to ElecRoc 5.



20.If the dongle driver wasn't installed properly, please uninstall it from

Computer\Manage\Device Manager, and then run Advanced.vbs from Installer\Tools\Restart Dongle Service according to the guider.

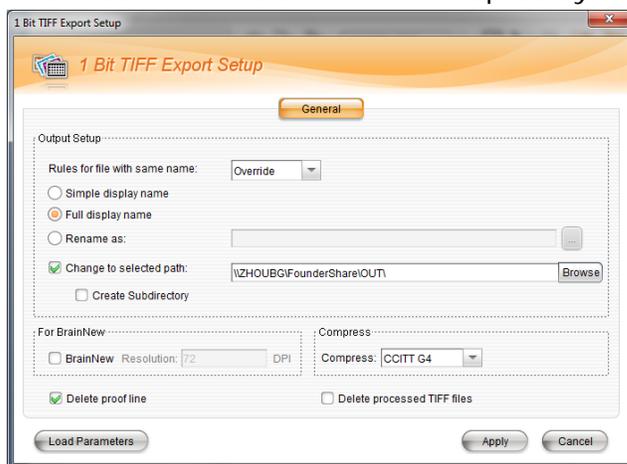
21. When you use zone trap or navigator preflight in Acrobat, you need to close the job from Acrobat and then submit it to any processor in ElecRoc.
22. FounderFM is the first order FM screening, it has some limited while processing jobs. For example, it uses different screen algorithm for images and graphics, in order to achieve better quality. So if the images locate together with the graphics in a job, please don't use the first order FM. While EagleFM, the second order FM, is the upgrade of FounderFM, and it has more compatibility for all the jobs, and better quality for every elements, and of course it is more suitable for press.
23. When you edit Default Step Limit in Trap Rules, please reload default.ink in Ink Settings, thus step limit will be taken effect.

## Hot folder

24. The jobs remain in the hot folder after processing, you can delete them by manually. If you have to submit the file with same name into hot folder, please delete the previous.

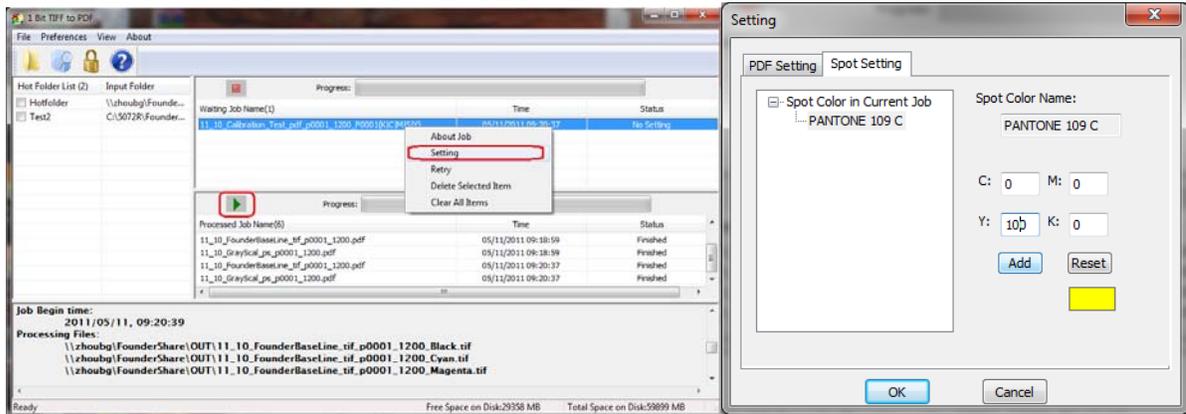
## 1 Bit TIFF to PDF

25. This tool can be installed on any PC computer of ElecRoc client, or on ElecRoc server, when you launch the tool at the first time, please input the computer name or IP where ElecRoc dongle was plugged.
26. 1 Bit TIFF files created by ElecRoc 5, please select Full display name in TIFF Export module. Otherwise the TIFFs cannot be accepted by 1Bit to PDF Tool.



27. If the job has spot color(s), please click , and change it into , then right click the job and select Setting. Edit the values for the spot color then click Add. Next, click and

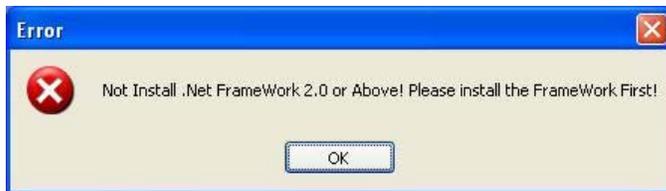
change  into , then right click the job, and select Retry, the job with the spot color will be processed.



28. When open the PDF in Acrobat, (Acrobat version must be 8.0 or above). Please check Simulate Overprinting from Advanced\Print Production\Output Preview.... In Acrobat 8.0, please check on Simulate Overprinting from Advanced\Print Production.

29. If you want to install the tool on other computer, not on Server, in ElecRoc intranet system, please install .Net FrameWork 3.5 before running the tool. Otherwise the error appears as following.

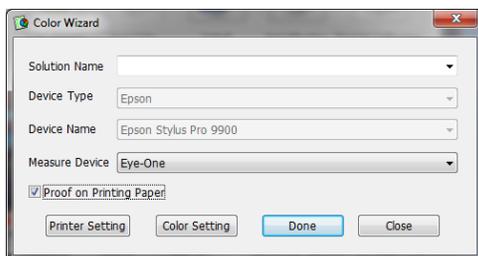
.Net FrameWork 3.5 is located in the folder Installer\APPS\



## Proof on Printing Paper

30. Proofing module supports proof on printing paper with Epson printers, and we suggest to use the matte black ink on these printers.

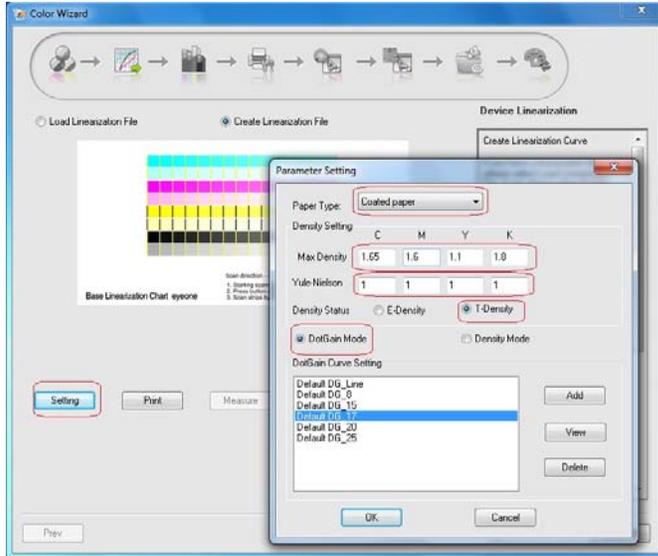
31. Select the option of Proof on Printing Paper from Console\Properties...\Colors Tools\Color Wizard, when you make a new color solution, as following fig. We strongly suggest you use the matte black ink in your printer if it is possible.



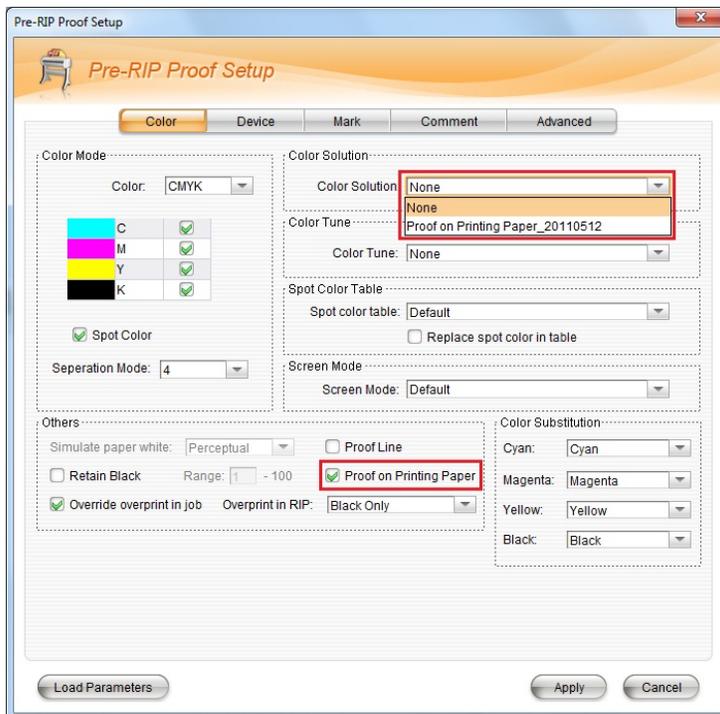
If Epson 7900/9900 was used, please select Enhanced Matte Paper from Printer

Setting\Advanced \Media Type, and also switch Photo Black to Matte Black on machine screen.

32. When you create a color solution for coated paper, if some of the charts are wet on linearization, you need to reduce the density values of process ink, as following.

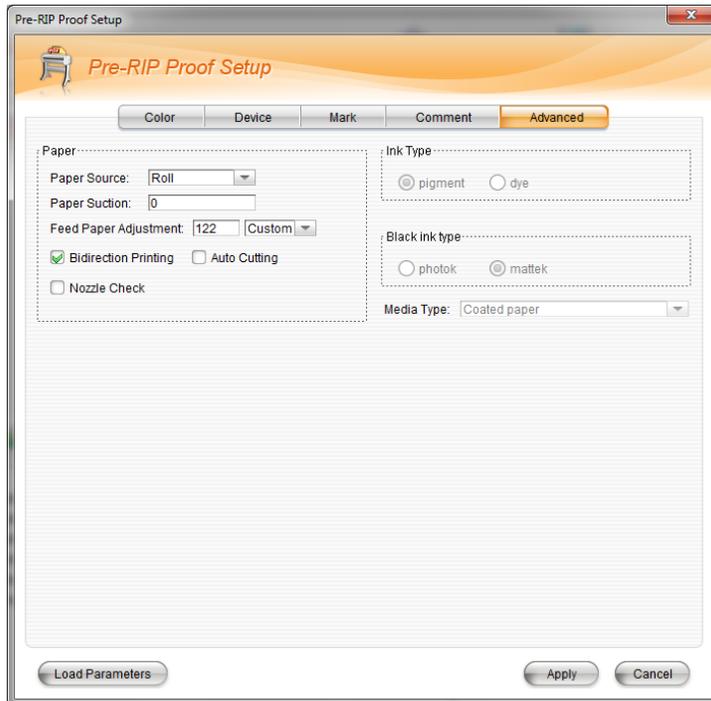


33. After finishing the color calibration, select Proof on Printing Paper, the color solution will appear in the dialog, as following.



34. When you use Proofing on Printing Paper, you can select Bidirection Printing, printing speed

should be faster.



35.If you use the matte black ink on the printer, maybe the black on the proofer is easy to dirty. So please care about the proofer after printing.

### RGB image with transparence

36.If the job includes RGB image with transparence, when converting to CMYK in PDF Rasterizer, it may occur abnormal things, so you need to convert RGB to CMYK in PDF CMS processor with an ICC profile before sending to PDF Rasterizer.

### Recalibration

37.If you want to use Recalibration, you need to make a new color solution in ElecRoc 5 at first, some color solutions embedded in v5 cannot be used in recalibration, because they were made in v4.61.

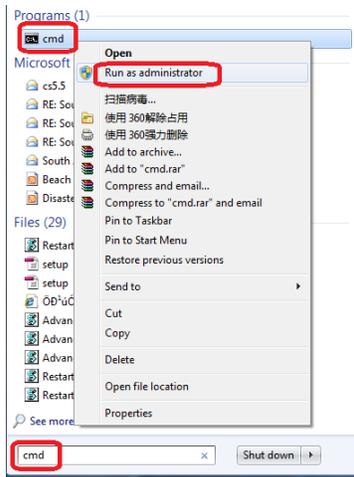
### Remote Calibration

38.Like recalibration, you should make a new color solution in ElecRoc 5 at first before you want to use remote calibration. Then please go to client site, click Export Remote Proof Color to export the solution from client\Administrative Tools\Proof Management\Color Solution.

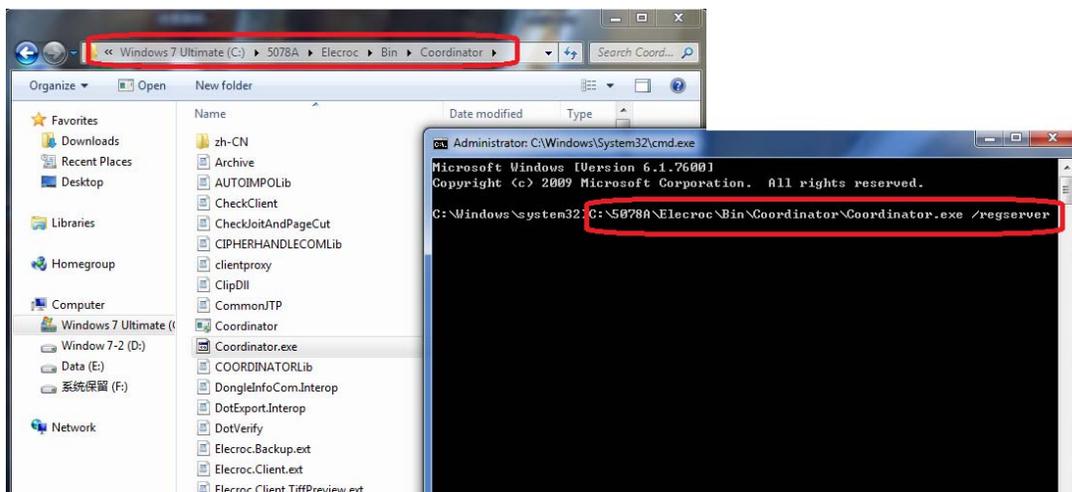
## ElecRoc 5 startup failure

39. If the error, ElecRoc 5 startup failure, appears when starting ElecRoc Server, please check the following 3 parts:

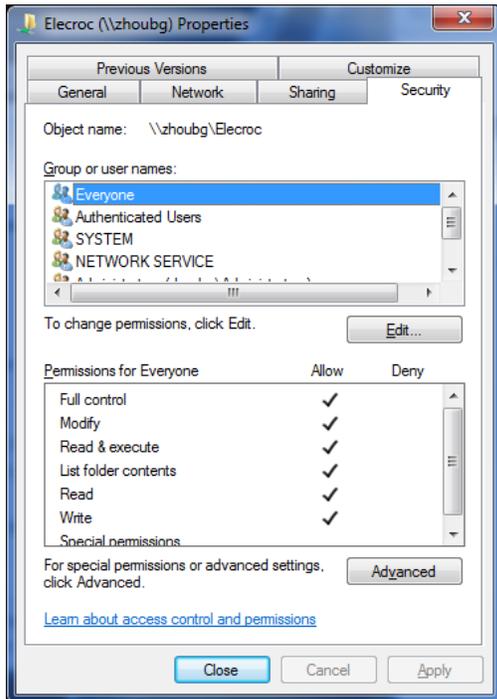
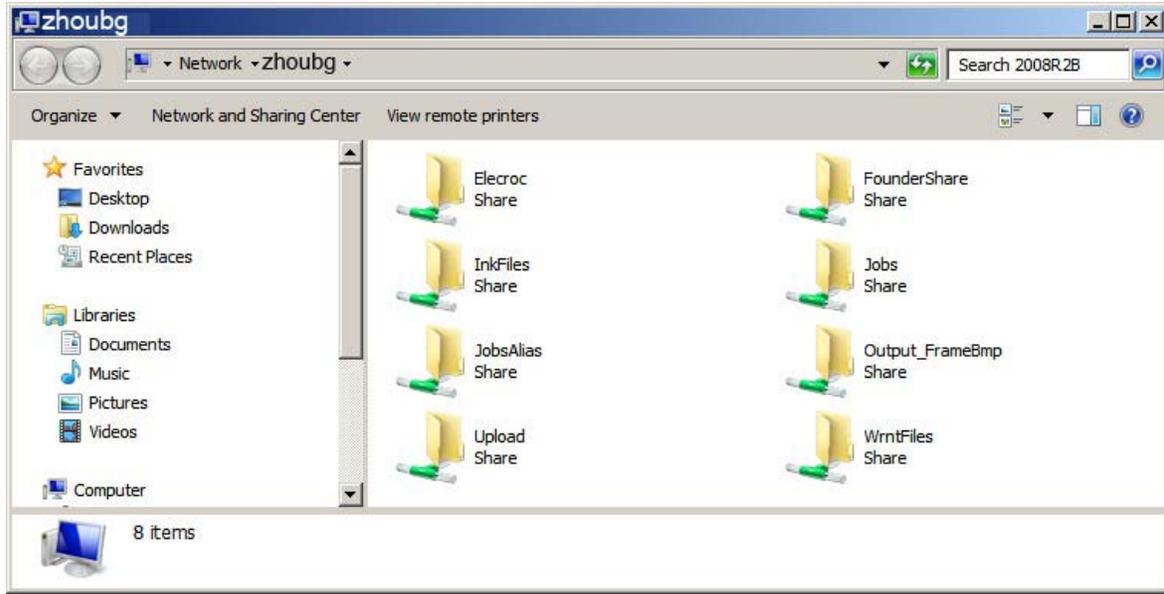
1), Start\cmd, Run as administrator, as following figure



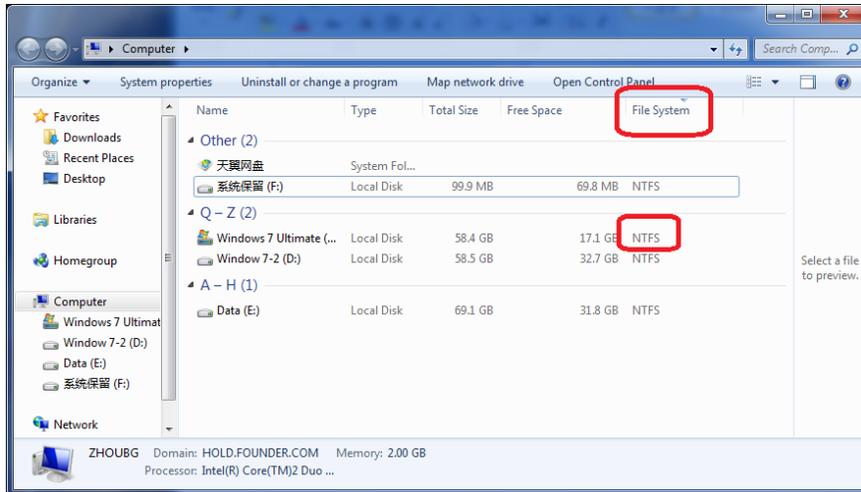
Input the path of installed Coordinator.exe into CMD, and enter `Coordinator.exe /regserver` at the end of the path, as following figure. Then press Enter button on keyboard.



2), Check the shared folders on ElecRoc server computer, it should have eight folders as following, and also check the folder Elecroc, it must have full permissions for Everyone.

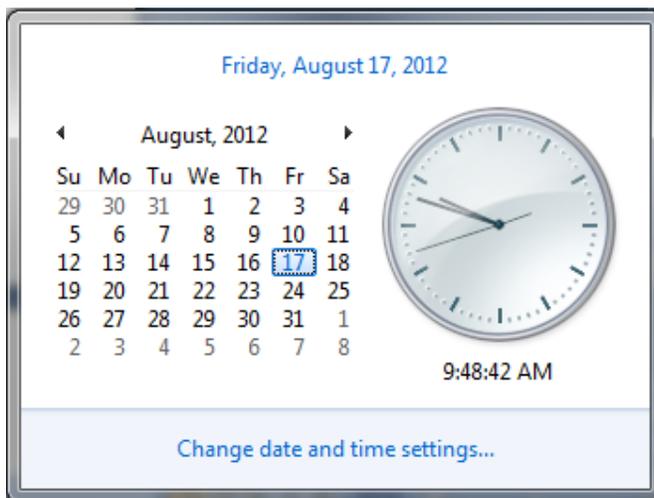


3), Check the File System on Server, the disk installed ElecRoc server must be NTFS, not FAT, as following:



## File not found

40. If the job you created, but can't appear on the Mac or PC client when re-login the client, please check the *date and time settings* of Windows server, as below, to see if the date is real time or not. Please set the date of server same as client.



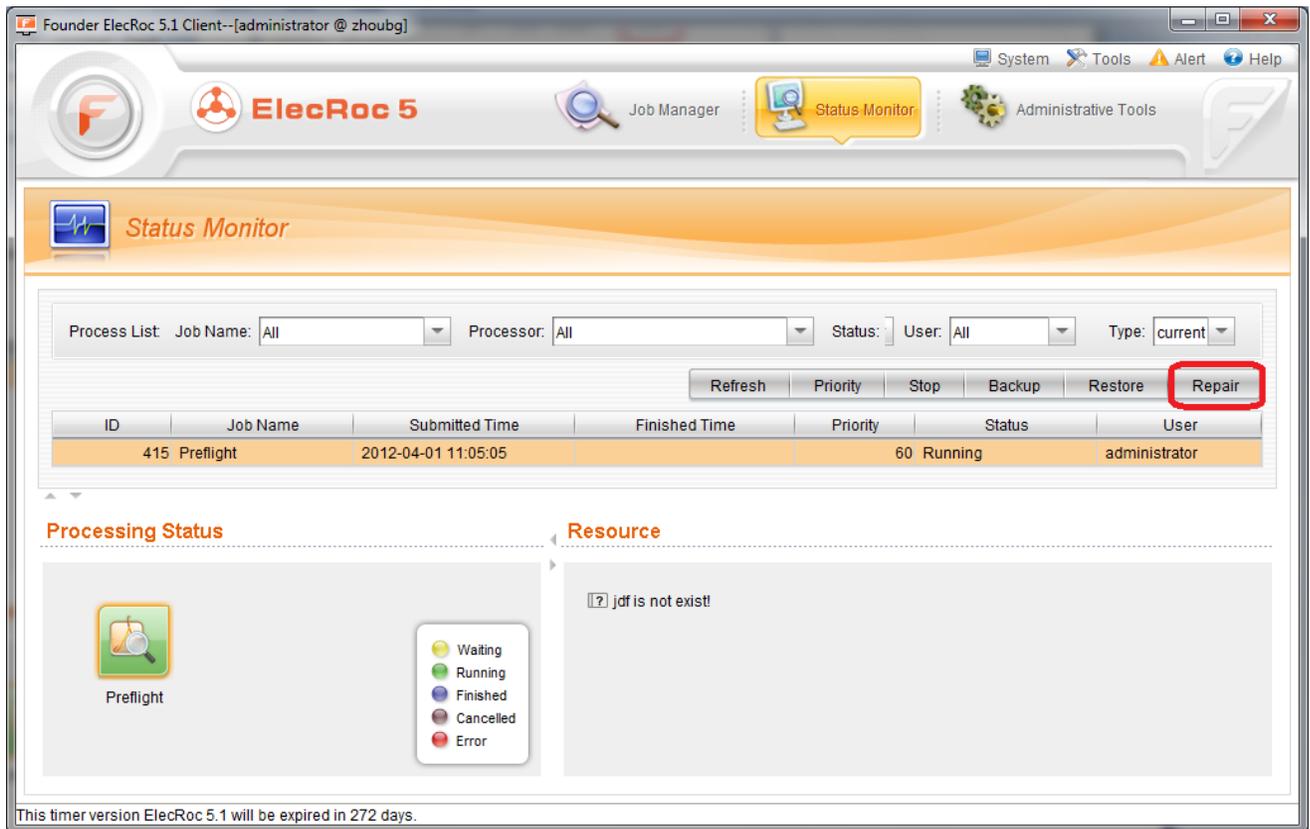
## Still running

41. If the processor keeps running, status is Green always, and cannot stop. Maybe the problem is that the server and client are not the same version, for example, server is version 5.11 and client is v5.02. It happens on an un-completely upgrade. We strongly suggest to update ElecRoc after uninstall / delete all the folders of previous version.



## Can't backup

42. While backing up, the error "Stop the jobs to replace, and then continue!" appears. It is because some jobs are running. Please click Stop Running, then click Repair the job in Status Monitor. At last, run backup.



## Some strange errors

43. If some errors appear, please check if the .exe was running by administrator, if not please change: Select *Run this program as an administrator* in Privilege Level from \Properties\Compatibility\Change settings for all users\

## Slower operation on a remote PC client

44. Normally the slow is because of network, it is very slow when getting a server's IP address through DNS.

Resolved type:



Edit the file of hosts.ini on the remote PC from C:\Windows\System32\drivers\etc (use administrator to open it)

Add **【Server IP】【Space】【Server name】**

For example [172.19.43.67](#) [ElecrocServer1](#)

Save and close the file

Restart the remote PC

*End*

*July 15, 2013*