



# **enfocus** **CONNECTOR**<sup>12</sup>

User Guide

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## 2. Using Connectors

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A Connector is a standalone application you create from Connect. A Connector contains all the functionality you define in the Connector Project. This includes capturing Job Tickets, PDF creation, PDF Preflight and delivery of any file to remote servers. Connect ALL/SEND allow Connectors to be distributed to internal and external users, whereas Connect YOU produces Connectors that only run on a single workstation.

If you have any questions on the settings of the Enfocus Connector, please contact the supplier of your Connector.

### 2.1 Using an Enfocus Connector

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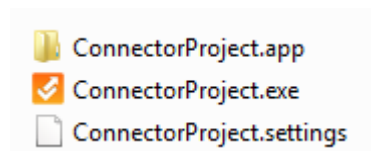
Using a Connector is very easy.

Have a look at the high-level overview below. Note that each of these steps is further explained in detail.

1. Set up your Connector as follows:

- Download (if required) and locate the Connector (.app on Mac or .exe on Windows) on a local hard drive.
- Double-click the Connector application to launch it. If a Virtual Printer or Plug-in support is enabled, you will be prompted to install these services.

See [Setting up an Enfocus Connector](#) on page 8.



2. Submit one or more files to the Connector:

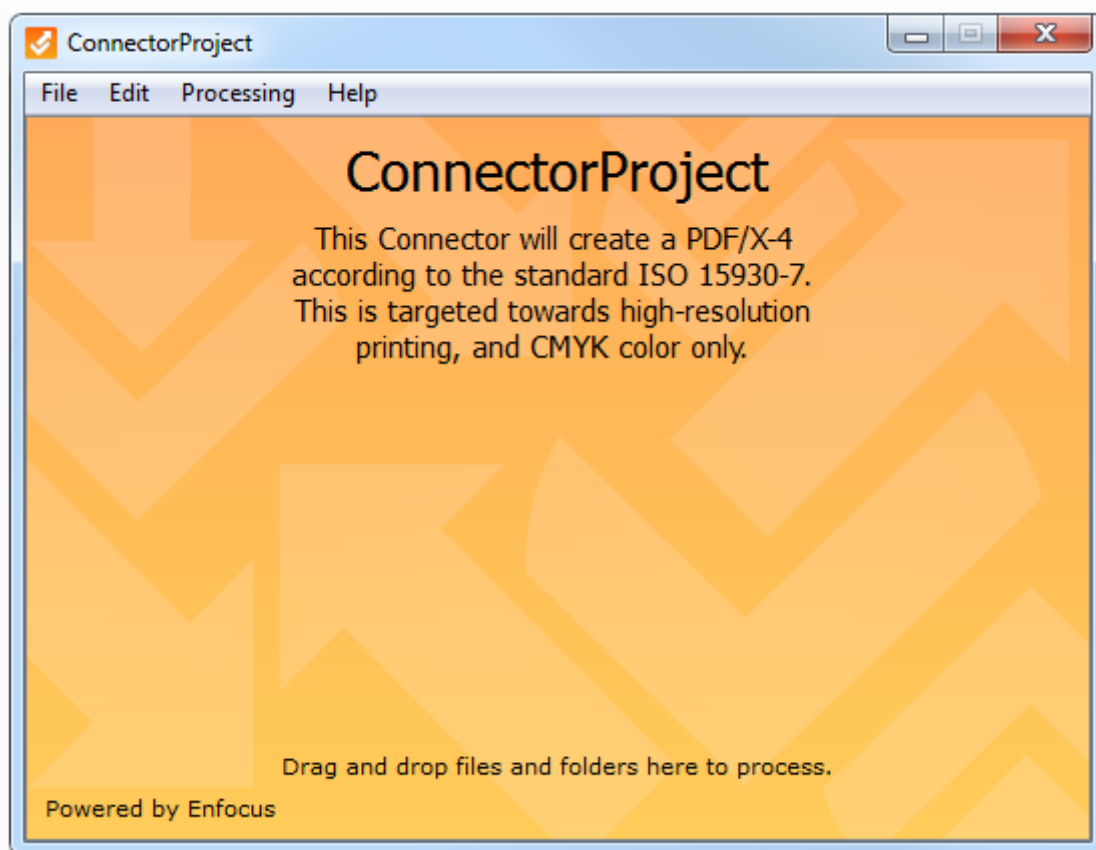
- Drag and drop files or folders,
- Print (if configured) or
- Export from the Plug-in (if configured)

on the Connector application icon or in the Connector window to start processing.



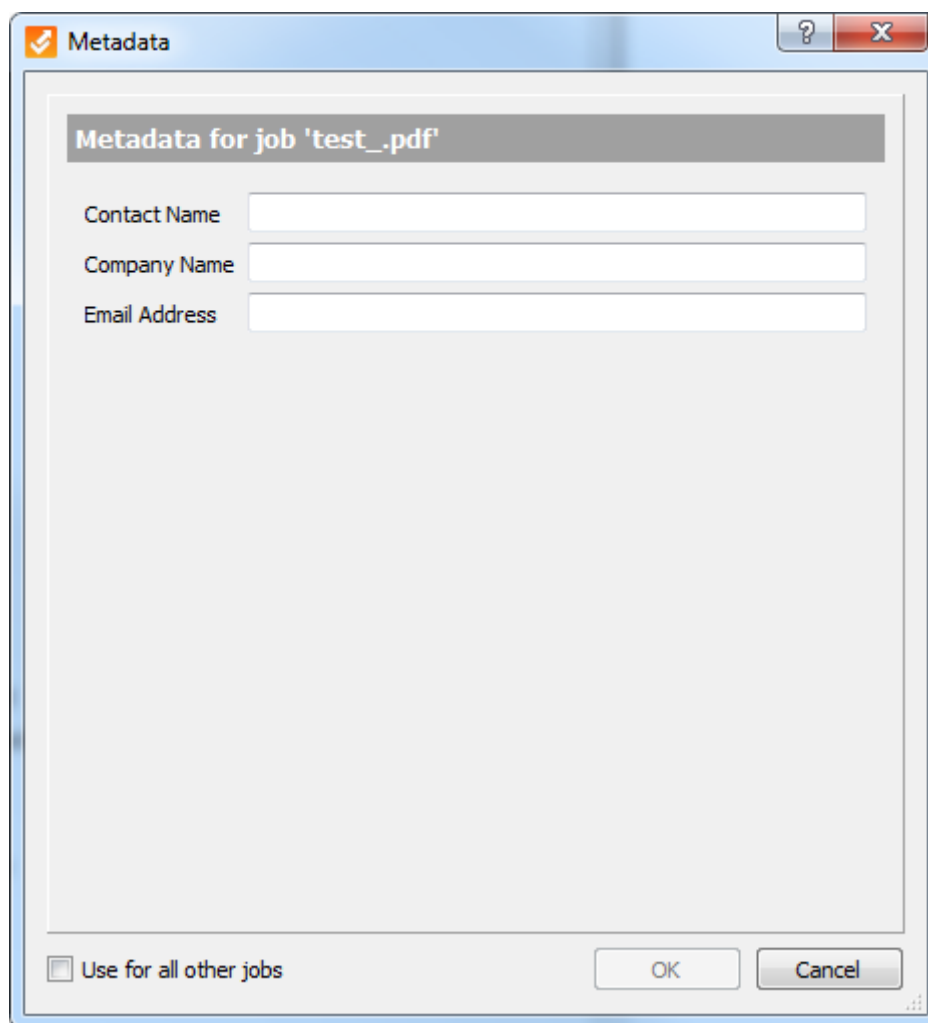
**Note:** If the Connector has a local directory defined for a Delivery Point you will be prompted to select the destination folder.

See [Submitting files to an Enfocus Connector](#) on page 10.



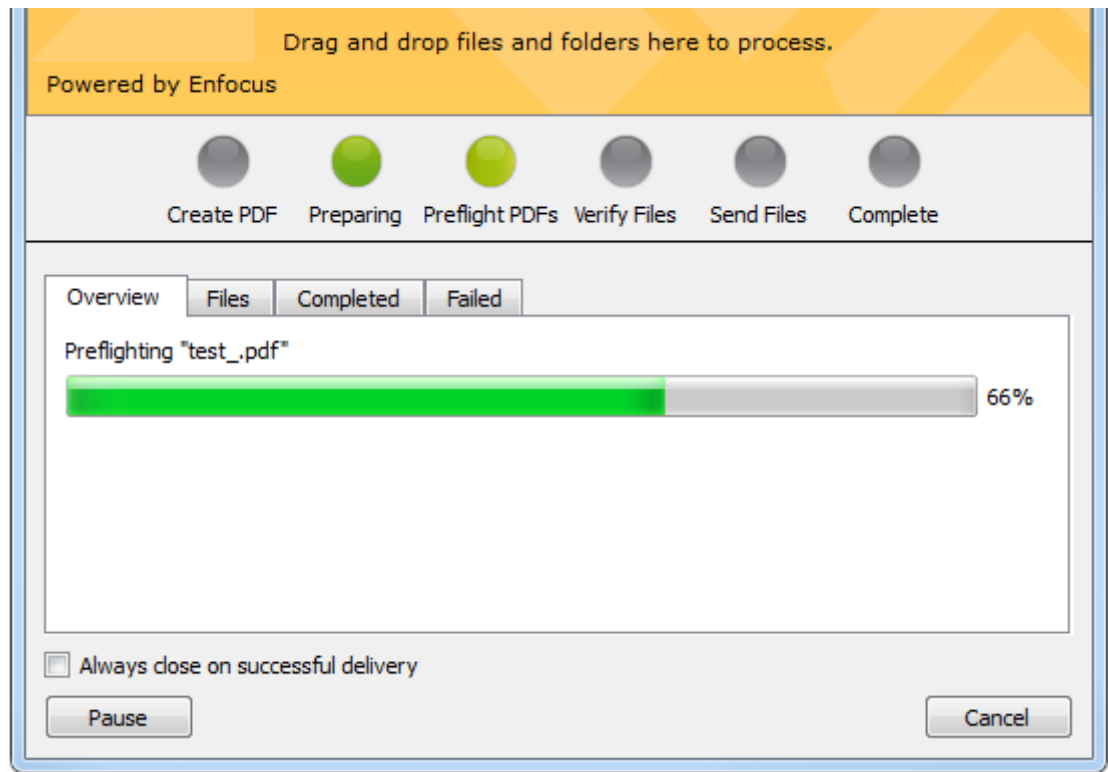
3. Depending on the Connector settings, one or more dialogs may pop up, asking you to enter additional information, such as credentials for delivery to a server, or job-related information (e.g. the name of your company, your email address...see screenshot) The job-related data (*metadata*) is sent along with the processed job (in the background) as an XML, TXT or CSV file, and is called the *Job Ticket*.

See [Entering additional information](#) on page 14.



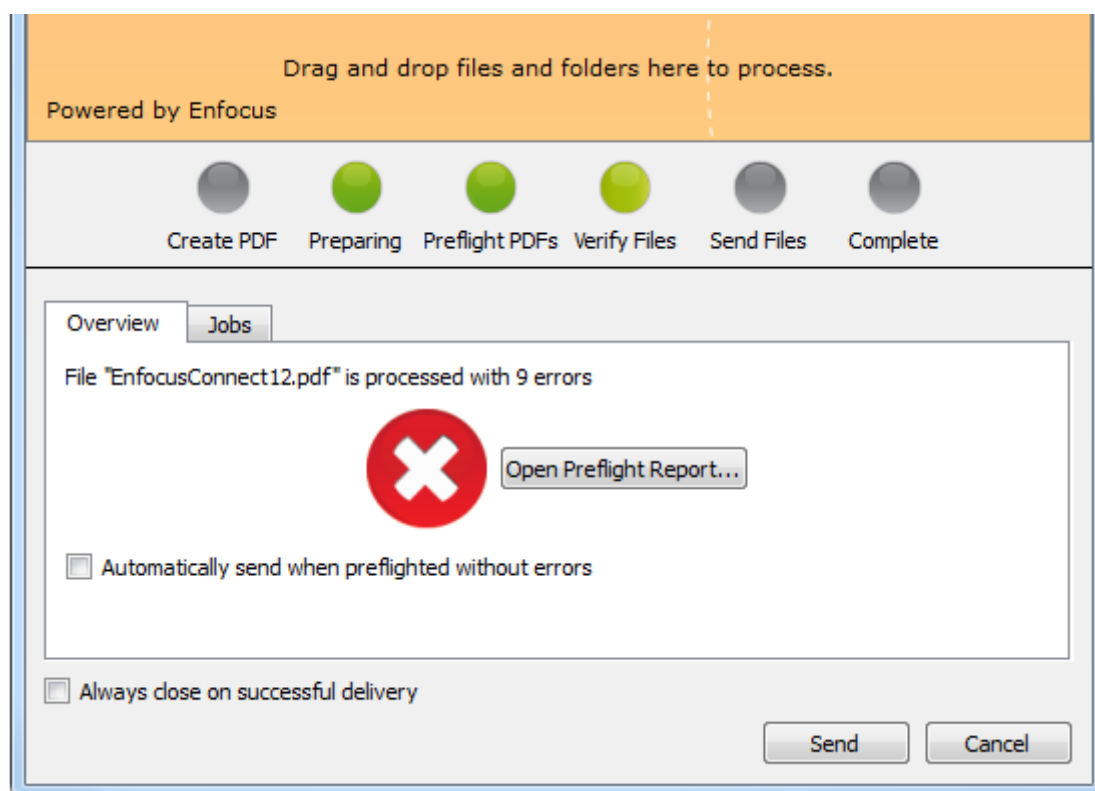
The image shows a dialog box titled "Metadata" with a question mark icon and a close button (X) in the top right corner. The main content area is titled "Metadata for job 'test\_.pdf'". Below this title are three text input fields labeled "Contact Name", "Company Name", and "Email Address". At the bottom left of the dialog, there is a checkbox labeled "Use for all other jobs". At the bottom right, there are two buttons: "OK" and "Cancel".

4. Check the file progress in the bottom part of the main Connector window.  
See [Checking the file progress](#) on page 15.



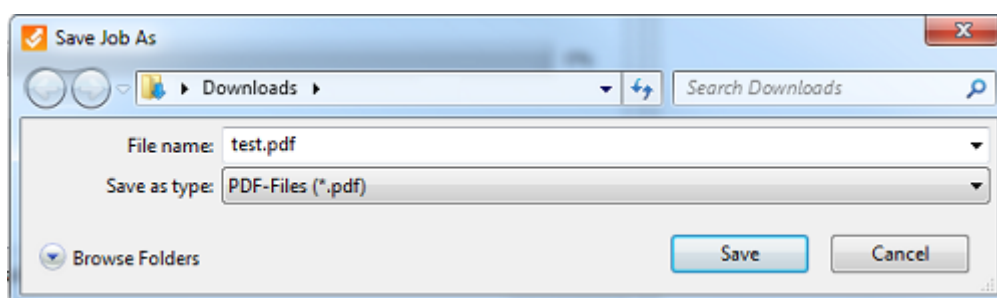
5. If the Connector is configured to preflight and verify PDF files, the Preflight results are shown. You have the opportunity to review the Preflight Report (unless the creator of the Connector has disabled this feature).

See [Verifying the Preflight result](#) on page 17.



Depending on the Connector settings, the processed file will be delivered automatically, or you will be asked to save it, if local file saving is enabled. Note that the destination is remembered from the last time the **Save as** button was shown.

The screenshot below shows the dialog that appears if the processed file should be saved locally.



## 2.1.1 Setting up an Enfocus Connector

To set up your Enfocus Connector

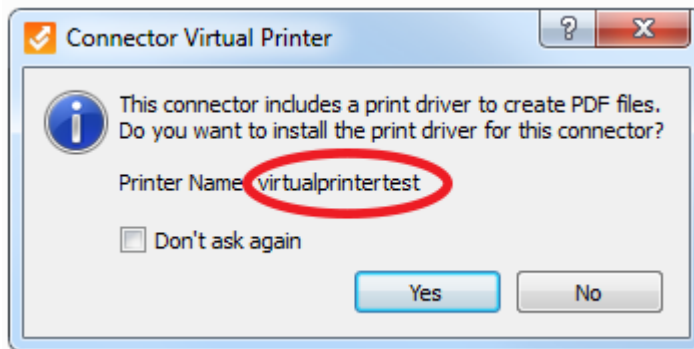
1. Download or create the Enfocus Connector to a desired location on your computer.
2. Double-click the Enfocus Connector (.exe or .app) to start using it.



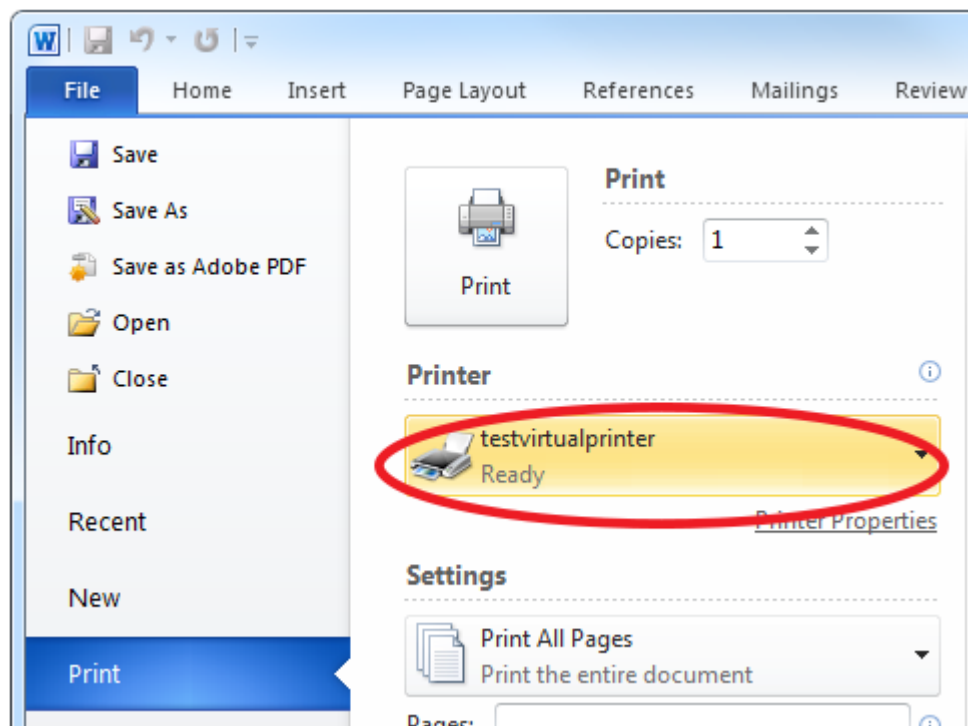
3. If the Connector includes a **Virtual Printer**, the Connector will suggest to install the print driver the first time you launch the Connector. Click **Yes**.

A Virtual Printer allows you to print files from any application directly into the Connector. If you have installed the print driver included in your Connector, you will find the Connector printer name in the Printer list of any application.

In the example below, the Printer Name is *virtualprintertest*.



You will find this name in the Printer list of any of your applications, for example in Microsoft Word.



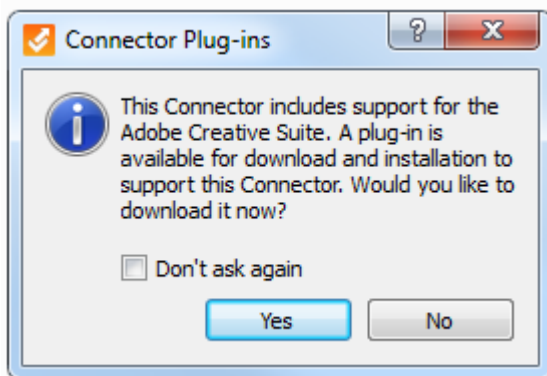
**Note:**

- If a Virtual Printer is installed, Plug-in Support (see next step) is always available, but you may not get a notification for download and installation of the Plug-ins (this depends on the Connector properties).

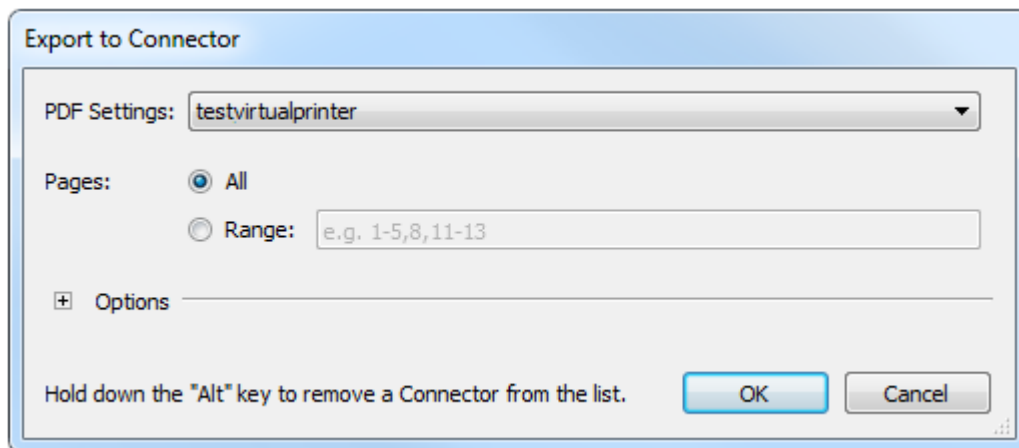
- To uninstall the Enfocus Connector, simply remove it from your computer. Any Virtual Printers can be removed like any other printer.

4. If the Connector is configured to enable **Plug-in Download**, (and the Plug-ins are not already installed) the Connector will provide a link to a web site with instructions and a list of Plug-ins available for download and installation (this depends on the Connector properties). Click **Yes** and follow the on-screen instructions.

Plug-in support means that you can create PDF files from within specific third party applications such as Adobe InDesign or Adobe Illustrator, using their internal PDF Export function, and submit them directly into a Connector for additional processing.



For example, if you have installed the Plug-in for InDesign, in InDesign, an extra option will be available in the File menu, i.e. the option **Export to Connector**. When clicking this option, you will see the following dialog.



The Connector is now ready to be used.

## 2.1.2 Submitting files to an Enfocus Connector

You can submit files in the following ways:

- Drag and drop files or folders on the Connector icon or into the Connector window. See [Manually submitting files to an Enfocus Connector](#) on page 11.
- If a Virtual Printer has been installed for the Connector, you can directly print files from another application into the Connector. See [Printing a file into a Connector](#) on page 11.
- If Plug-in Support is enabled for the Connector (by default the case if PDF creation was enabled), you can export files from within another application and directly submit them into the Connector. See [Submitting a file using Plug-in Support](#) on page 12.



**Note:** If Job Ticket delivery has been enabled in the Connector, you can deliver the Job Ticket, without submitting a job. See [Delivering only a Job Ticket](#) on page 13.

### 2.1.2.1 Manually submitting files to an Enfocus Connector



**Note:** You can submit multiple files (PDF or non-PDF) at a time, or even a folder with several files.

To submit files to a Connector

Do one of the following:

- Drag and drop your file(s) and/or folders on the Connector main window, or on the Connector icon.
- In the Connector window, choose **File > Drop** and select the file(s) you want to submit.

To select multiple files, while selecting, hold down the **Ctrl** key.



**Note:** The creator of a Connector can restrict the Connector to only accepting PDF files. If this restriction has been enabled, you will receive an error message when non-PDF files are submitted.

### 2.1.2.2 Printing a file into a Connector

If you have installed a Virtual Printer for the Connector (see [Setting up an Enfocus Connector](#) on page 8), you can print files from any application on your system into the Connector. Files printed will be converted to a PDF according to the specifications defined in the Connector.

This will save you time, because you can directly print the file from the application used to create or design it.

To print a file into a Connector

1. Open the application concerned.
2. Open the file you want to submit to the Connector.
3. Open the Print dialog.
4. From the Printer list, select the name of the Virtual Printer installed for the Connector.
5. Click **Print**.  
The Virtual Printer will create a PostScript file, convert it to PDF using Adobe Normalizer, and submit it to the Connector. The Connector main window is opened automatically.

Depending on the Connector settings, you will be asked to enter additional information or to verify the preflight result.

### 2.1.2.3 Submitting a file using Plug-in Support

If the Connector includes PDF creation, you can create PDF files from within InDesign or Illustrator (if you have installed the Plug-in), and directly submit them into the Connector. See [Setting up an Enfocus Connector](#) on page 8.

By using the Plug-in with InDesign or Illustrator, Connect will take advantage of the *Export* function allowing special features such as transparency to be supported. In addition, by using the Plug-in, you can enable direct access to settings such as printer marks or bleeds.

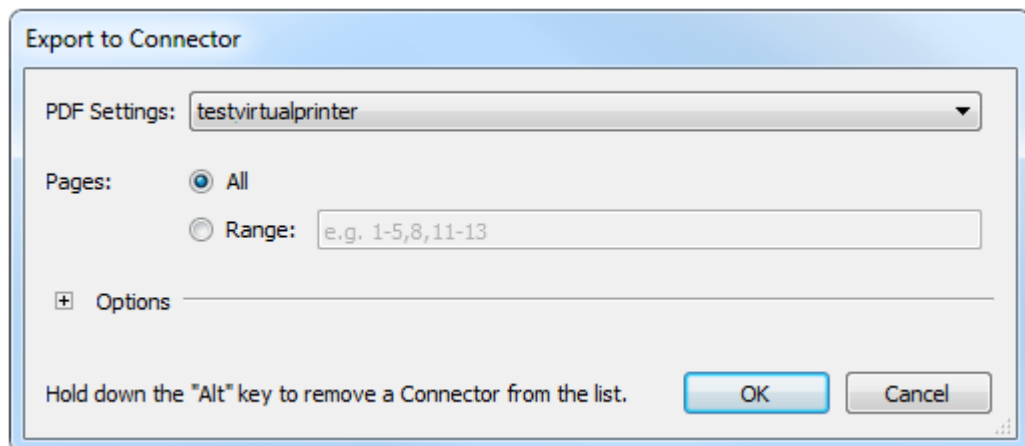
To submit a file using Plug-in Support

1. Open the third party application concerned, e.g. Adobe InDesign.
2. Open the document that needs to be sent to the Connector.
3. Select **File > Export to Connector**.



**Note:** This option is only available if the Plug-in for the third party was installed.

The **Export to Connector** dialog appears.




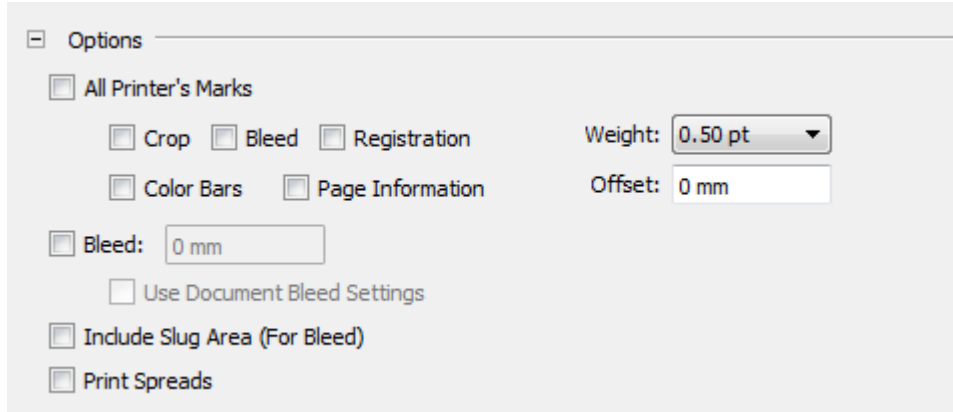
4. In the **PDF Settings** dropdown, select the PDF Settings name of the Connector to submit the file to.



**Note:** If you want to remove a PDF Settings name from the **PDF Settings** list in the third party application, you can select it in the PDF Settings list, and hold the Alt key. The **OK** button will change to **Remove**. Click it, and the currently selected Settings file will no longer be available in the list.

5. Indicate which **Pages** should be exported:
  - To export the whole document, select **All**.
  - To export only a part of the document, select **Range** and define a page range, e.g. 1-5.

6. If available, click  to expand the **Options** section and select the appropriate settings. It depends on the Configurator settings whether or not this section is available. If these options are not available, the PDF Settings defined in the Connector are used.



7. Click **OK**.

The file will be exported as PDF using the application's *Export* function. Once the PDF is created in the background by the Plug-in, it is submitted directly to the Connector for additional processing such as preflight and delivery. The Connector main window is opened automatically.

## 2.1.2.4 Delivering only a Job Ticket

If a Connector has been configured to deliver Job Tickets, you can initiate and deliver the Job Ticket without submitting a job. This is useful to create a new record or modify an existing record in an MIS or other job tracking system; the Connector will send the Job Ticket to a predefined folder or server, where it can be picked up and processed by another database system.



**Note:** In the Connector properties, a Job Ticket and a Delivery Point that supports delivery of a Job Ticket must be defined to enable Job Ticket only delivery. If the Connector does not support Job Ticket only delivery, the **File > Send Job Ticket** option (see step 1 of this procedure) is disabled.

To deliver the Job Ticket

1. In the Connector main window, click **File > Send Job Ticket**.



**Note:** Alternatively, you can use the shortcut Ctrl+J (Windows) or Cmd+J (Mac).

The Metadata dialog pops up.

2. Enter the required details.



**Note:** To use the same values for all jobs that will be submitted to this Connector, select the **Use for all other jobs** checkbox.

3. Click **OK**.

A dialog appears, informing you that the Job Ticket was delivered successfully.

4. To close the dialog, click **OK**.

## 2.1.3 Entering additional information

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When submitting files to a Connector, you may be prompted to enter additional information.

The creator of the Connector defined in the settings of the Connector what information is requested, and how. Some information may be required and will stop the Connector if the information is not entered.

You may be prompted for:

### 1. File delivery settings

If you have submitted multiple files, the Files delivery dialog will pop up.

Enter the following information:

- Indicate whether or not the files must be processed as separate jobs or as one job.  
If sent as one job (and Job Tickets are enabled in the Connector), you will only get one Job Ticket displayed, whereas if you submit them as separate jobs, you will get a Job Ticket for each file processed.
- If you've chosen to process the files as one job, enter a name for the job.  
If you don't enter a name, the name of the first file in the list is used. The processed files will be compressed into a zip file with this name.
- If you want to have all your files processed as configured in this dialog, select **Always use these settings**.  
Next time the dialog pops up, the chosen setting (separate jobs or one job) will be the default one.

### 2. Folder Delivery Settings

If the Connector is configured to deliver files to a local folder, you will be asked to select a Primary (and optionally a Secondary) output folder for the processed files. The chosen folder has to be set only once, i.e. the first time you're submitting files to the Connector. Note that you can afterwards change the settings in the Connector preferences (by selecting **Edit > Preferences > Folder Delivery** ).

3. **Job Tickets** (Metadata). In that case, the Metadata dialog will pop up, allowing to enter additional information about the job. Enter the values as necessary, and click **OK**.

The content of the dialog can be customized by the creator of the Connector, and will vary from what's shown here.

Metadata

Metadata for job 'test\_.pdf'

Contact Name

Company Name

Email Address

Use for all other jobs

OK Cancel



**Note:** To use the same values for all other jobs that will be submitted to this Connector, select the **Use for all other jobs** checkbox.

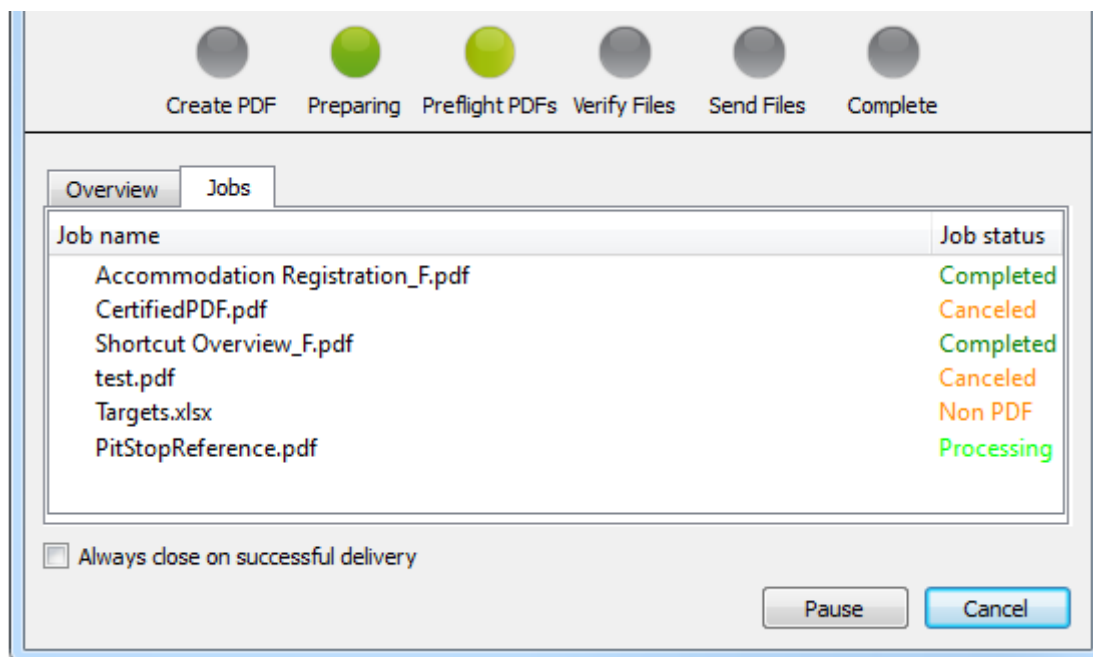
4. **Log-on information** for file transfer. If the user name and/or password for the delivery server is not defined in the Connector, you will be asked to enter these credentials. If the logon credentials are embedded, you will not be asked.

## 2.1.4 Checking the file progress

Once you have submitted a file to the Connector, the bottom part of the Connector main window gives information about the file that is being processed:

- The gray/green circles refer to the different steps the files are going through. If a file is being processed, the current step is blinking.
- There are 2 tabs with information about the file(s) being processed:
  - The **Overview** tab shows information on the current step, for example the Preflight information (when applicable), etc.

- The **Jobs** tab shows all active files in the Connector, along with their status, for example:
  - **Completed** if the jobs were processed and delivered successfully.
  - **Canceled** if the job was canceled manually.
  - **Processing** if the job is currently being processed.
  - **Failed** if the job could not be processed or delivered for any reason, for example because it exceeds the allowed file size.

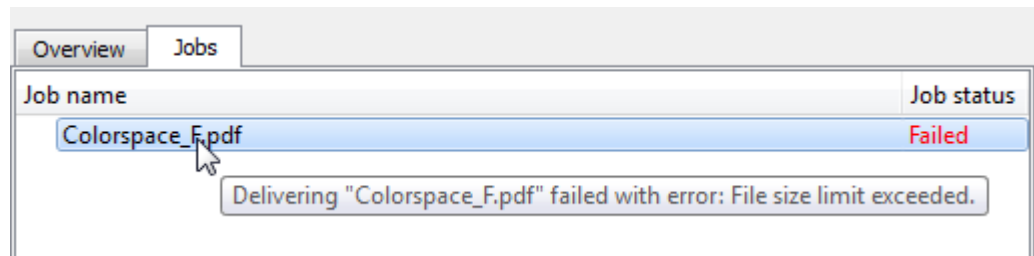


- If files are delivered successfully, there is probably no need to check them. If you select the **Always close on successful delivery** checkbox, the Connector window closes automatically after delivering a file. You can also enable or disable this option via the **Processing** menu.
- You can use the **Cancel** button to stop processing active jobs. You will have the choice to cancel the active job only (i.e. the file currently being processed), or all jobs in the queue (i.e. all jobs submitted to the Connector).
- The **Pause** button allows you to stop processing for a couple of minutes. The **Pause** button becomes a **Resume** button. To go on with the job, click **Resume**.



**Tip:** To learn why a job failed, move your mouse over the name of the job and check the tooltip.

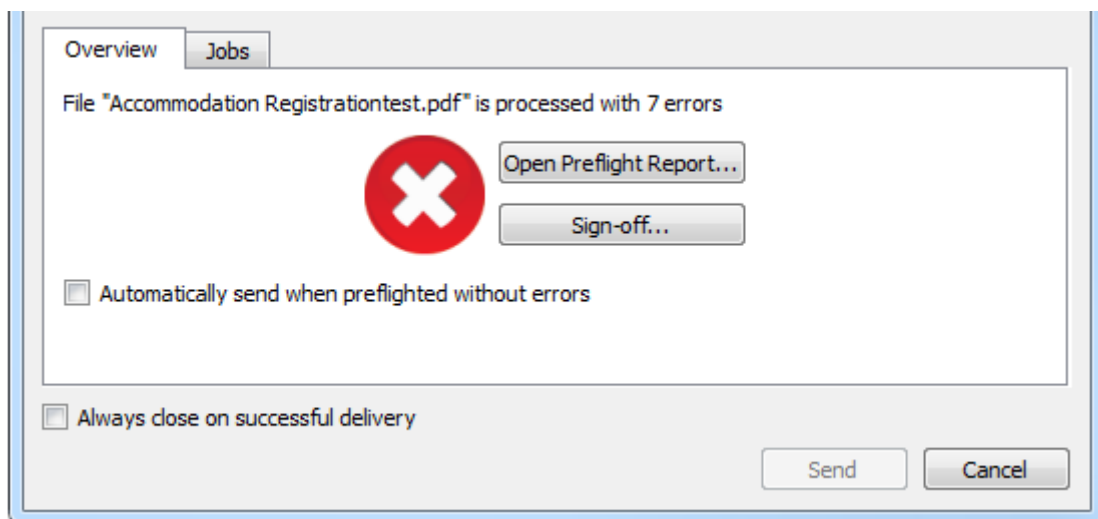




## 2.1.5 Verifying the Preflight result

If PDF preflight has been enabled for the Connector, the Connector will use the Enfocus PitStop technology to verify settings and other factors of the PDF files being processed. The settings for what is checked are configured by the creator of the Connector and may include over 100 different quality checks.

If Preflight Verification is not enabled, preflight will take place, but the Connector will not pause for user verification.



- To view the Preflight Report, click the **Open Preflight report** button.
- To sign off on specific errors, click the **Sign Off** button.



### Note:

- The **Sign Off** button is only available if it was set in the Preflight Profile, and allowed by the creator of the Connector.
- If you sign off on an error, the error is treated as a warning and it does not block a file from being preflighted successfully. This is a useful feature to allow the document creator to approve an error condition, or communicate additional information for an error.

1. Click the **Sign Off** button. The Sign-off window will open.

2. Click **Sign Off** to sign off on all errors at once. Optionally, provide a reason for the sign-off.
  3. Select one or more errors in the list, and click **Sign Off selected** to only sign off on the selected errors. Optionally, provide a reason for the sign-off.
- To skip the *Verify Files* step if the file was preflighted without errors, enable **Automatically send when preflighted without errors**. Note that you can also enable this feature via the **Processing** menu.
  - To deliver the files, click the **Send** button.



**Note:** In case the Connector only allows the delivery of PDF files that passed preflight, the **Send** button will be disabled if the file contains errors. Either sign off on the errors first, or click **Cancel**, correct the errors in the file and submit the file again.

## 2.2 Setting the Connector preferences (optional)

As a user of an Enfocus Connector, you can also set a number of preferences.

To set the Connector preferences

1. In the Connector main window, select **Edit > Preferences**.
2. In the **User preferences** dialog, select the appropriate category:
  - **General**
  - **Email**
  - **Proxy**
  - **Folder Delivery**

The corresponding preferences are shown in the right part of the dialog.

3. Fill in the preferences as required.  
See:
  - [Connector preferences - General](#) on page 18
  - [Connector preferences - Email](#) on page 19
  - [Connector preferences - Proxy](#) on page 19
  - [Connector preferences - Folder Delivery](#) on page 20
4. Click **OK**.

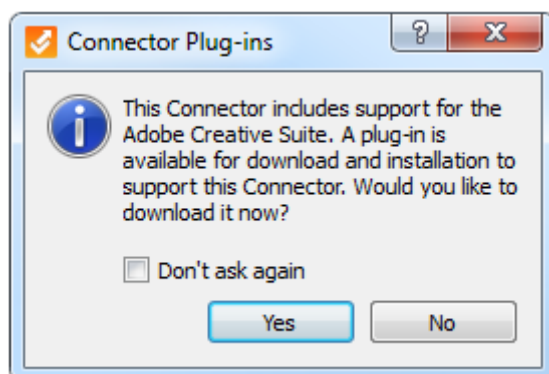
### 2.2.1 Connector preferences - General

The table below gives an overview of the Connector preferences in the category **General**.

| Preference          | Meaning   |
|---------------------|---|
| Reset Notifications | This option resets any warnings, such as the message to download a Plug-in or to install a Virtual Printer. |

### Example

If you have selected **Don't ask again** in the Connector Plug-ins notification, this message won't pop up again, unless you click the **Reset Notifications** button in the Preferences pane.



## 2.2.2 Connector preferences - Email

The table below gives an overview of the Connector preferences in the category **Email**.



**Note:** You can only change these preferences if the Connector is configured to deliver files by sending an email (with the processed files attached). You cannot change the preconfigured delivery method; you can only change the preconfigured mail server.

| Preference              | Meaning   |
|-------------------------|---|
| SMTP Server             | Name of the mail server   |
| Port                    | Port of the mail server   |
| Authentication required | If disabled, no user credentials are required.<br>If enabled, user credentials are required. The Account Name and Password field become active and should be filled in. |



**Note:** Use the **Restore Defaults** button to undo your changes and to return to the settings configured in the Connector.

## 2.2.3 Connector preferences - Proxy

The table below gives an overview of the Connector preferences in the category **Proxy**.



**Note:** These preferences are only relevant if the Connector is configured to deliver files via HTTP, HTTPS, SFTP or FTP.

| Preference                 | Meaning   |
|----------------------------|---|
| No Proxy                   | The system Proxy settings are ignored (no Proxy configuration).   |
| Auto-detect proxy setting  | The Proxy settings are read from the system (default setting).  |
| Manual proxy configuration | The Proxy settings are set manually. Enter the required details: <ul style="list-style-type: none"> <li>• SSL Proxy: IP address of the Proxy server</li> <li>• Port: Port number of the Proxy server</li> </ul> These settings will override the system Proxy settings. |

## 2.2.4 Connector preferences - Folder Delivery

The table below gives an overview of the Connector preferences in the category **Folder Delivery**.



**Note:** These preferences are only relevant if the Connector is configured to deliver files to a local folder. The first time the Connector is launched, you are asked to select an output folder for each configured Delivery Point. The chosen folder(s) are displayed here. You can change them as required.

| Preference | Meaning   |
|------------|---|
| Primary    | Output folder to be used as the Primary Delivery Point.   |
| Secondary  | Output folder to be used as the Secondary Delivery Point. If no Secondary Delivery Point was configured, this field will remain grayed out. |

## 2.3 Troubleshooting

### ***You get an error when trying to open the Connector***

First check if you have the correct Connector for your operating system: .exe for Windows, .app for Mac OS. If so, contact the supplier of the Connector.

### ***You get one of the following configuration errors when submitting a file:***

- **Could not connect to the Enfocus Switch server**
- **Could not connect to the FTP server**
- **Submit point not active anymore**

In all the cases above, the selected Delivery Point is not available or the Connector can not connect to that server. This could be because the server is not available, the internet connection is down, or settings on the server side have changed.

Be sure to check your local internet connection first to ensure the Connector can communicate externally. Otherwise, you may want to wait a short time and try resubmitting the file/job. If the problem persists, contact the supplier of the Connector and state the specific error message you received.

***You get an error stating "Password was not filled in or wrong password was given" when submitting a file***

Please fill in the correct password and proceed.

***The file contains Preflight errors***

If you receive a Preflight error, do one of the following:

- Click **Cancel**. Correct the errors in your source file or correct your PDF file using PitStop Pro (see [www.enfocus.com](http://www.enfocus.com) > **Products** > **PitStop Pro**). Drop the new or corrected file on the Connector.
- Click **Sign-off...** to Sign off on the Preflight error(s), allowing the PDF to pass preflight.
- Click **Continue** to proceed to deliver the file (only possible if authorized by the creator of the Connector).

For more information, visit the Support section of the Enfocus website at [www.enfocus.com](http://www.enfocus.com).

***Working behind a Firewall - Settings override***

In some cases a Connector given to you by an outside vendor may not work behind your firewall, causing the connection to an outside server or sending an e-mail notification to fail. To help protect your network security and fix connection issues caused by a firewall, Proxy settings and e-mail settings can be adjusted within the Connector. See [Setting the Connector preferences \(optional\)](#) on page 18.

***Still problems?***

If none of the mentioned solutions solves your problem, you can try the following:

- Inspect the log file, by selecting **Processing** > **Open log** .
- Reset the log file, by selecting **Processing** > **Clean log** , and try using the Connector again.
- Remove all background files (e.g. installation files for the Plug-ins and Virtual Printer), by selecting **Processing** > **Reset Connector** . This allows the Connector to run in a clean environment. When you relaunch the Connector, you'll be able to re-install any Plug-in and/or Virtual Printer.

If this didn't solve the problem, contact the supplier of your Connector, who may ask you to provide version information or other details about the Connector that can be found in the About panel. To open the About panel, click **Help** > **About** .