

Quark Tips

TROUBLESHOOTING POSTSCRIPT ERRORS

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GLOSSARY

Postscript Error A

Postscript error is a message from the output device that indicates the document cannot be printed in its current state.

If you discover that you have a corrupted QuarkXpress file (especially if you're getting postscript errors when printing), and you've ruled out the possibility of a corrupted font, then the problem is probably a corrupted object in a document. Here is a simple technique to narrow down the offending culprit:

1. If the document has more than one page, print one page at a time to narrow down the page.

2. If you're getting postscript errors on all pages, look for elements that may appear on all pages, such as a common image in a master page.

3. Once you have a page narrowed down, select all the elements on the page and suppress printout. If you can print the page now (a blank page should print) then you know it's one of the suppressed objects.

4. Now comes the tedious part: Start unsuppressing printout for one object at a time, and printing out a page each time. You will eventually unsuppress the offending culprit and get the postscript error.

5. Now that you know what object is causing the problem, try to recreate the element. For example,

sometimes the problem can be fixed as easily as re-importing an image into a new picture box. At other times, an imported EPS or TIFF file may need to be checked for any problems (if you have a corrupted Photoshop file, try selecting the whole image, copying, and pasting into a new document).

Other common problems include overly complex paths in Illustrator EPS files, corrupted style sheets in QuarkXpress, and errors in embedded images in Illustrator EPS files.