

Installation

Updated May 17th, 2016

This document is designed to help CtrlPrint users with installing the different components needed to use the system. It is intended for all users and its aim is to help reduce potential issues.

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1. What are the system requirements for CtrlPrint?

Operating system:

Windows 7, 8, 10

Mac OSX 10.8, 10.9, 10.10, 10.11

Web browser:

We recommend that you have a modern web browser that is kept up to date, such as Chrome, Firefox, Internet Explorer/Edge and Safari.

Text editing software:

All users working on the same project must have the same CS or CC version of Adobe InCopy or Adobe InDesign. We support CS6 and higher, and recommend CC2015. (Limited support for CS5 and CS5.5 will be available until autumn of 2016.)

Bandwidth:

We recommend an absolute minimum speed of 10 Mbps for uploading and downloading of documents.

Internet connection:

We recommend you have a stable internet connection capable of handling the uploading and downloading of large files.

Memory:

We recommend at least 4GB of RAM.

Firewall:

Open for http (80), https (443).

For a complete list of current system requirements please see the page found here: [Guide: What are the system requirements for CtrlPrint?](#)

2. What needs to be installed?

CtrlPrint is a system that uses different components and requires the installation of two pieces of software as well as any fonts that are being used. In addition our plug-ins are installed automatically when a document is downloaded from the system. The following need to be installed to be able to use CtrlPrint:

1. Adobe InCopy (or Adobe InDesign)

An application developed by Adobe (makers of Photoshop) which is used to edit documents. In some cases users will use Adobe InDesign – the application used for typesetting and designing documents.

If InCopy/InDesign is not installed users will not be able to edit documents and will receive an error message when trying to download a file.

2. CtrlPrint Transfer Manager

This is a small application that is used for downloading and uploading files to the server.

Without this application users will not be able to download documents for editing.

3. Fonts

Fonts are decided on between the client and the agency designing the documents. If you have not received the font files for installation you should contact the agency you are working with.

Without the correct fonts installed the user can still work, however InCopy/InDesign will use replacement fonts. This can cause changes to the typesetting and the PDFs created for the system will be incorrect.

4. CtrlPrint Plug-ins

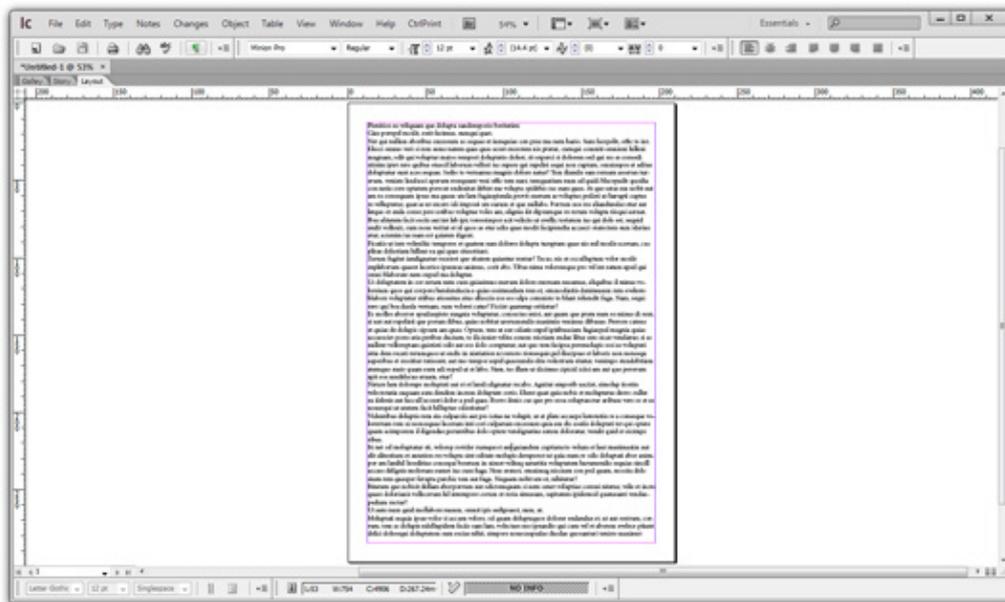
These are automatically installed when a document is downloaded from the system. They are used to communicate between InCopy/InDesign and the server where documents are stored.

Without the plug-ins users will not be able to open documents for editing.

IMPORTANT!

There are different versions of Adobe InCopy and the version that should be installed will be based on which version the documents are created for. *If you are unsure which version you should install you should contact the agency you are working with.*

A user will not be able to edit a document that is created for a different version other than the one which is installed.



Adobe InCopy is used to edit documents when using CtrlPrint.

3. How do I install Adobe InCopy?

There are different versions of Adobe InCopy, we support CS6 and higher. As stated above the document format is version specific, so if the documents are created for CS6 they will not be editable with the CC2015 version of InCopy. All users working on a project need to have the same version of the software.

General information about InCopy can be found on Adobe's website here: <http://www.adobe.com/products/incopy.html>

If you are using Adobe InCopy CS6:

1. InCopy CS6 can be downloaded directly from Adobe's website on the following page: [Download Creative Suite 6 Applications](#)

Instructions, system requirements and troubleshooting links can also be found on the same page.

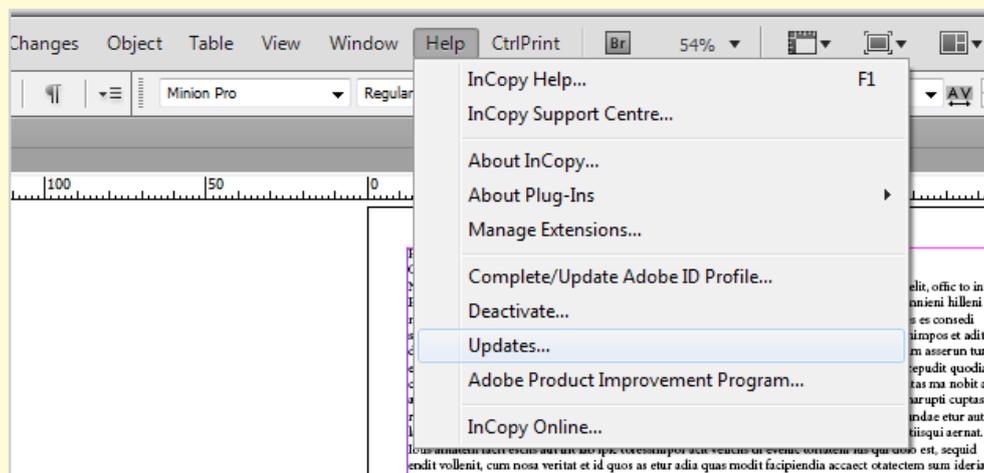


2. You will need a serial number to license the application.

Note that this serial number is language and operating system specific.

You can purchase a license from CtrlPrint if you require one.

3. You will also need to enter an "Adobe ID" when licensing InCopy, if you do not have one you can create one when prompted. This is a basic login account and consists of an email address and password.



It is very important that you update InCopy CS6 to the latest version (8.1) after it is installed. This update fixes a number of serious bugs that can cause problems when editing documents. To update InCopy use the "Updates" option found under the "Help" menu.

If you are unsure which version you currently have use the option called "About InCopy" which is also under the "Help" menu. (This is found under the "InCopy" menu on a Mac.) The version number will be shown on the about window that appears.

...Adobe InCopy (Continued)

If you are using a Creative Cloud version of Adobe InCopy (CC, CC2014 and CC2015)

Creative Cloud uses a subscription model where users can pay monthly or annually for the applications they need. If you need to create an account and purchase a subscription you can do so directly from Adobe here:



<http://www.adobe.com/creativecloud.html>

Before installing Creative Cloud make sure that you have agreed with the agency you are working with which version you will use. With a Creative Cloud account you can install CS6, CC, CC2014 and CC2015. *(Note however that you will only have access to the latest version if you are using a trial version of the software.)*

1. Download links, installation instructions and system requirements for the Creative Cloud desktop app can be found on Adobe's website here: [Install Creative Cloud Desktop App](#)
2. After the Creative Cloud desktop app is installed you can use it to install the correct version of Adobe InCopy. Instructions for installing applications can be found here: [Download and Install Apps](#)
3. You should perform any updates available after you complete installation. Information about how to do this can be found on Adobe's website here: [Update Creative Cloud apps](#)

4. How do I install CtrlPrint Transfer Manager?

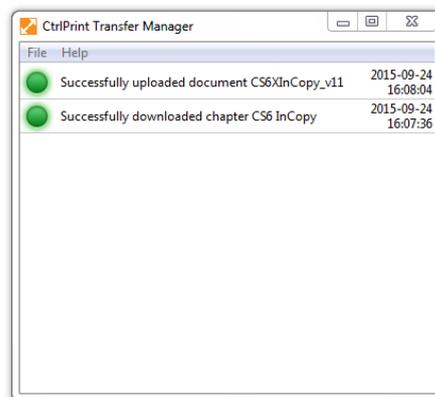


After you have installed Adobe InCopy (or if you are using InDesign) you will need to install the CtrlPrint Transfer Manager. All versions of InCopy and InDesign use the same version of Transfer Manager.

Transfer Manager for Windows

The installer for the Windows version of Transfer Manager can be downloaded [here](#).

If you need assistance installing Transfer Manager you can find further instructions [here](#).



Transfer Manager for Mac

The installer for the Mac version of Transfer Manager can be downloaded [here](#).

If you need assistance installing Transfer Manager you can find further instructions [here](#).



By default Transfer Manager will automatically check for any available updates. More information about Transfer Manager can be found on our support site [here](#).

5. How do I install fonts?

If you have an administrator's account on your computer you can usually install font files by double-clicking (or right-clicking) on them and selecting "Install". For additional assistance use the links below.

Windows

For information about how to install fonts for InCopy when you are not an administrator please see the page found on our support site here: [Guide: Installing Fonts for Windows](#)



Microsoft's instructions for installing fonts at a system level can be found on their website here: [Install or uninstall fonts](#)

Mac OSX

For information about installing fonts on a Mac using "FontBook" please see Apple's support page [here](#).



IMPORTANT!

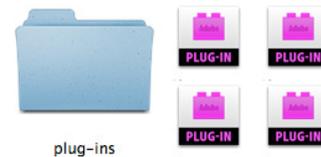
Please note that CtrlPrint does not distribute or sell fonts. It is up to every company to decide which fonts they will use with the help of their agency. We recommend using only OpenType (OTF) fonts.

In some instances we simplify the installation process by providing fonts (sent to us by an agency) directly to an IT department who are installing the components used by CtrlPrint.

However, it is the responsibility of each company, and the agency they are working with, to make sure all users have the correct fonts installed. More information about fonts can be found [here](#).

6. How do I install the CtrlPrint plug-ins?

When you download a document for the first time from the system the CtrlPrint plug-ins will automatically be downloaded and installed for InCopy/InDesign. You will need an account and access to a document to do this.



If you do not have an account or access to a file you should contact a project manager or your agency.

If you need to download and install the CtrlPrint plug-ins to be able to upload a document using InDesign please see the instructions found here:

Windows

[Guide: Manually install CtrlPrint plug-ins for InDesign](#)

Mac OSX

[Guide: Manually install CtrlPrint plug-ins for InDesign](#)

IMPORTANT!

Make sure that Adobe InCopy/InDesign is not running when you download a document to install the plug-ins – or if you manually install them – otherwise you will receive a message indicating that you need to restart the application if it is running.

Once the plug-ins are installed you will see a message indicating so in Transfer Manager. You will also see an additional menu called “CtrlPrint” in Adobe InCopy/InDesign.

7. How can I test my installation?

Once you have installed all the components needed to use CtrlPrint...

- **Adobe InCopy (or InDesign)**
- **CtrlPrint Transfer Manager**
- **Fonts**

...you can follow these steps to test your installation:

1. To test your installation simply download any document from the CtrlPrint server. Information about how to do this can be found here: [Guide: How to download a chapter for editing](#)
2. If the file opens correctly in InCopy/InDesign and you do not receive any warnings about missing fonts you can save it back to the server to complete the testing. Information about how to do this can be found here: [Guide: How to save your work](#)
3. If you can successfully download and upload the document then everything is installed correctly.

8. How do I uninstall CtrlPrint?

Complete instructions for uninstalling the components used with CtrlPrint can be found on our support site here:

[Guide: How do I uninstall CtrlPrint?](#)

9. Troubleshooting

Q: Why is my serial number not being accepted by Adobe InCopy?

A: The most common reason for this is that the serial number is for a different version of InCopy. Such as a different language or a different operating system. More info about this can be found on our support site [here](#).

Q: Why can't I update InCopy CS6 to version 8.1?

A: If you are unable to select the "Updates..." option under the "Help" menu in InCopy (or the update fails) please see the page on Adobe's forum that offers a solution [here](#).

Q: Why doesn't anything happen when I choose to edit a chapter?

A: This is usually caused because Transfer Manager is not installed. It can also be related to a setting in the browser you are using. More information can be found [here](#).

Q: Why is my download in Transfer Manager stopping at 5% or showing an error about downloading a parameter file?

A: This error is usually due to your local network security settings, firewall, proxy etc. You will probably need the assistance of your IT department to resolve this. More information can be found [here](#).

Q: Why am I getting an error that says, "Error: Couldn't find the application associated with application id"?

A: This indicates that the document that is being downloaded is for a version of InCopy/InDesign that is not installed. This may be that no version is installed, or a newer or older version is installed that is not compatible with the document. More information can be found [here](#).

Q: Why am I getting a message that says, "You are already editing this chapter. Save the chapter and try again."?

A: Information about this message and solutions can be found on our support site [here](#).

...Troubleshooting (Continued)

Q: Why am I getting a message that says, “Error: An error occurred when launching the application”?

A: The above error is usually the result of an earlier installation of a Creative Cloud application on the computer which has since been removed. (For example if CC2015 was installed and removed and then CC installed.) Information about how to resolve this can be found on our support site [here](#).

Q: Why is Adobe InCopy CS6 crashing or freezing up when I try to open a document?

A: This indicates that InCopy CS6 has not been updated to version 8.1. Information about this and how to resolve it can be found [here](#).

Q: Why can't I select any text to edit in InCopy CS6?

A: This indicates that InCopy CS6 has not yet been updated. Information about updating InCopy can be found [here](#).

Q: Why am I getting a message that says, “Document is read only and can't be uploaded. Save to server is disabled!”?

A: This can occur the very first time you open a file in InCopy, it may also indicate that you've used a different method other than “Edit chapter” to download the file. More information can be found [here](#).

Q: Why am I getting a message about missing fonts even though I installed the fonts I received?

A: This indicates that there are still fonts in the document(s) that have not been installed. It may also indicate that there is a font being used by the typesetters that should not be in the file. The best solution is to contact either a project manager or the agency you're working with. More information about missing fonts can be found [here](#).

Q: Where can I get more help?

A: More answers to common issues can be found [here](#).

For more help with installation please see the list of articles on our support site found on the page [here](#).