

AdobeSM Customer Services

Troubleshooting Adobe Acrobat Distiller Problems

This technical note offers solutions to problems you might encounter using the Macintosh version of Acrobat Distiller to convert PostScript files into PDF (Portable Document Format) files.

TO CREATE ERROR-FREE PDF FILES, THE DISTILLER PROGRAM NEEDS:

Valid PostScript files

Users must make sure that a document prints correctly to a PostScript™ printer before they create a PostScript file for the document. Documents that do not print correctly do not distill correctly.

Access to the PostScript Type 1 fonts used in the documents

Depending on a number of factors, Type 1 fonts might or might not be included in the PostScript file created for a document. When a Type 1 font is not included in the PostScript file, the Distiller program must be able to find the Type 1 font in another location to process the PostScript file correctly.

Determining file integrity

Errors that are not font related are usually caused by invalid PostScript code in the file that is being distilled. To determine file integrity follow these steps:

Verify that the original file prints correctly

Open the original file in the application that it was created in, and print it to a PostScript printer. If there is a printing problem, it needs to be corrected before you create a PostScript file for the Distiller.

Verify that the PostScript file prints correctly

You can use a utility such as Font Downloader (included with Adobe Typeface packages) or LaserWriter Utility (included with Apple PostScript printers) to download PostScript files to your PostScript printer.

Note: *If you created the PostScript file using specific printer features such as “Level 2 Only,” be sure to download it to a compatible printer.*

- 1 Open the Chooser, select a PostScript printer, and close the Chooser.
- 2 Launch the Font Downloader (or similar program).
- 3 Select Download PostScript File... from the File menu.
- 4 Select your PostScript file and click Open.
- 5 Watch the screen for feedback from the printer.
- 6 If there is a printing problem, re-create the PostScript file from the original application.

SYSTEM 6.0.5 USERS

If you are generating PostScript files under system 6.0.5, you must use version 7.0 or later of the LaserWriter driver. PostScript files generated using LaserWriter driver versions prior to 7.0 will not distill correctly. Version 7.1.2 of the LaserWriter driver is included on disk 1 of the Adobe Printer Driver (PSPrinter 8.0). You may install it two ways:

Using the PSpriater Installer to install the LaserWriter software

This method will replace your existing LaserWriter software. If you are part of a Macintosh network that shares printers, all members will have to update their LaserWriter software to avoid reinitializing the printer between print jobs.

- 1 Insert Disk 1 of the Adobe Printer Driver and launch the PSpriater Installer.
- 2 Click OK on the title screen, then select Customize
- 3 Select LaserWriter Driver and click Install.
- 4 When installation is finished, restart your Macintosh.

Manually installing the LaserWriter software

This method will not replace your existing LaserWriter software. You will still be able to print using your System 6 LaserWriter driver and will not reinitialize shared printers.

- 1 Insert Disk 1 of the Adobe Printer Driver, open the LaserWriter folder, and drag the LaserWriter file to your hard drive. Do not drag it directly to your System Folder.
- 2 Rename the copy on your hard drive to "LaserWriter 7."
- 3 Drag LaserWriter7 to your System Folder, then restart your Macintosh.

When you want to create a PostScript file, select LaserWriter7 in the Chooser and print to a PostScript File. When you want to print to your printer, select LaserWriter in the Chooser and print as usual.

SYSTEM 6.0.7 USERS

If you are generating PostScript files under System 6.0.7, you must use the PSpriater driver or the LaserWriter driver version 7.0 or later. PostScript files generated using LaserWriter versions prior to 7.0 will not distill correctly. Version 7.1.2 of the LaserWriter is included on disk 1 of the Adobe Printer Driver (PSPrinter 8.0).

- To install the PSpriater, see the PSpriater User Guide on disk 2 of the Adobe Printer Driver.
- To install the LaserWriter, follow the steps in the previous section, "System 6.0.5 Users."

VERIFYING FONT AVAILABILITY

If the Distiller cannot find a font referenced in a PostScript file, it will report that it could not be found and Courier is being substituted. To avoid this problem, verify that the Type 1 fonts are installed properly and that Distiller can find them.

The Macintosh Distiller looks for Type 1 fonts in these locations:

- In the System Folder. With System 7, the Distiller also looks in the Extensions and Fonts folders within the System Folder.
- In a Fonts folder within the Distiller application folder.
- In folders you specify using the Font Locations dialog box in Distiller.
- A mounted Font Folio or Type On Call CD-ROM, if any.
- If Suitcase or a similar program is installed, the Distiller uses the program to locate the outlines for fonts in open suitcases.

To see the list of folders Distiller searches through for fonts, select Font Locations from the Distiller menu.

Folders are listed by full pathname. A bullet in front of the name indicates that it is being accessed. Folders on remote volumes, such as file servers, removable disks, and CD-ROMs, that are not mounted will not have a bullet and will not be accessed.

If the font appears to be installed correctly but is still not being recognized by the Distiller:

- Rebuild the desktop. While restarting the computer, press and hold the Command and Option keys until you see a message asking if you want to rebuild the desktop.
- Reinstall the font. You need only reinstall the outline font, not the bitmaps. If the font is in a remote folder, try moving it to the Fonts folder in the Distiller application folder.

LIMITCHECK AND VMERRORS

These errors are usually caused by insufficient RAM. By default, Distiller is set up to use 6144K of RAM. Long documents or graphics-intensive documents may require more memory to process. You can increase the amount of RAM allocated to the Distiller up to the free amount on your system.

To increase the amount of memory used by the Acrobat Distiller:

- 1 Quit all applications and restart your computer.
- 2 After restart, select About This Macintosh from the Apple menu.
- 3 Record the Largest Unused Block.
- 4 Select the Acrobat Distiller program by clicking on it once to highlight it.
- 5 Select Get Info from the File menu.
- 6 Subtract a few hundred K from the Largest Unused Block and enter that number in the Preferred Size field (Current Size field in system 7.0, 7.0.1). For example, if the Largest Unused Block is 16,339K, you should enter a value of no greater than 16,000K. This is to ensure that your system software can get additional RAM if necessary.
- 7 Close the Get Info window and launch the Distiller as normal.

LIMITCHECK ERRORS USING THE RUNFILE PROCEDURE

Multiple PostScript files can be distilled into one PDF file by using the RunFile procedure. One drawback to this is that all of the PostScript files included are loaded into the Distiller's RAM partition and can cause a Limitcheck error. You can force the Distiller to flush its RAM after processing each PostScript file by using the following procedure instead of the RunFile procedure.

```
/prun {/mysave save def dup = flush RunFile clear cleardictstack  
mysave restore} def
```

This defines a new operator “prun”. Correct usage is shown in the following example.

```
%!  
/prun {/mysave save def dup = flush RunFile clear cleardictstack  
mysave restore} def  
(Diskname:Location:Partname.ps) prun (Diskname:Location:Partname.ps)  
prun (Diskname:Location:Partname.ps) prun  
%EOF
```