
POLKADOTS SOFTWARE

Send-it 3.x Practical Guide

How to work with Send-it in a workflow without PrePage-it Web

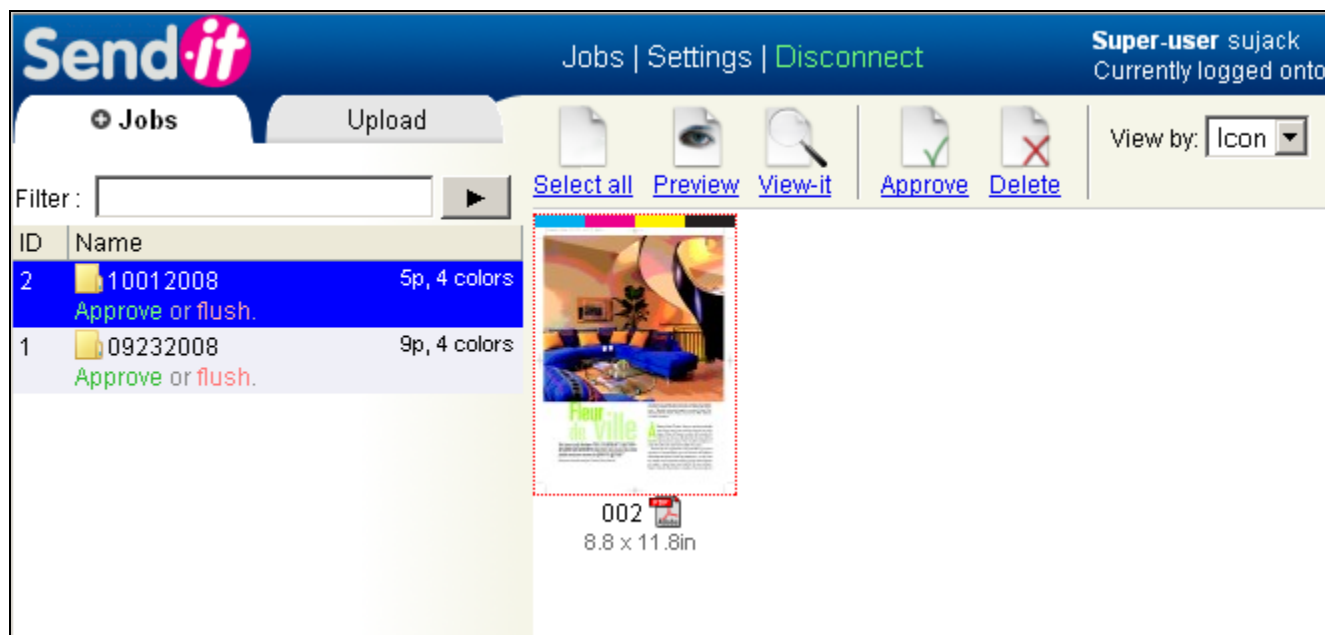


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Introduction

Important information about this guide

The *Send-it 3.x Practical Guide* documents the **Send-it software when installed and used without the PrePage-it Web module**. This is typically the case when Send-it is integrated into a NEWSflo installation, although it may also be incorporated into other workflows where PrePage-it Web is not installed.

If you need information about Send-it when it is installed and used together with the PrePage-it Web module (which is typically the case with workflow products such as PrePage-it '09), please consult the separate *PrePage-it Web QuickStart Guide*.

Note that this guide is based on Send-it v.3.0.1.0.

What is Send-it?

Send-it is an optional module that may be added to an existing Polkadots workflow such as NEWSflo. Send-it is designed for remote job submission, e-proofing and job approval. It gives external customers or suppliers the ability to submit files to *your* RIP for preflighting and RIPping. It also allows them to remotely softproof and approve/reject their own jobs. Once they approve a job, it will appear in your workflow just like jobs that your own operators RIP internally at your company. Once jobs have been approved by external customers, you may take any necessary actions to complete and output the job. In a typical NEWSflo setup, for example, you would set up your publications in whatever way you are accustomed to doing and the remotely submitted pages will then be paired up and output.

Send-it can be accessed by any internal operator who has a Send-it user account. All jobs submitted by external customers via Send-it will be visible to internal operators, who will be able to softproof them. In addition, operators can also verify status information about submitted jobs, such as: who submitted it? when? in which queue? who approved or deleted a job? etc.

How to use this guide

Chapter 1 – [Send-it for external customers / suppliers](#) (p.5) - contains basic, practical explanations and procedures for external customers / suppliers, namely:

- how to submit jobs via Send-it
- how to softproof them, and
- how to approve/reject jobs

External customers/suppliers log on to Send-it with Super-User or User accounts. Note that virtually everything that an external customer/supplier can do in Send-it, an internal operator also has the authority to do. Therefore most of the information in this chapter applies both to external customers/suppliers as well as internal operators.

Chapter 2 – [Send-it for internal operators](#) (p.20) – contains information pertaining specifically to internal operators, that is, operations which external customers/suppliers are not authorized to do. This includes:

- verifying the status of jobs submitted by any user (and verifying accompanying softproofs if necessary)
- creating Send-it accounts for external customers/suppliers

As mentioned above, since internal employees log on to Send-it with an Operator account, they automatically have the authority to do virtually anything an external customer/supplier can do.

Technical information

Send-it works as a Client-Server application. The Server application is installed on the server machine where PrePage-it is installed. Send-it Clients can then be launched from any web browser on any machine, both internally at the company and externally at any of the company's customers/suppliers.

When Send-it is coupled with NEWSflo (for newspaper production), the workflow can be configured so that jobs submitted via Send-it automatically appear in the PrePage-it Client. A detailed technical explanation of this setup can be found in the tech note *How to set up Send-it with NEWSflo*.

Chapter 1 - Send-it for external customers / suppliers

This chapter contains basic, practical explanations and procedures necessary for external customers / suppliers to work with Send-it, as summarized in the list below. Since an internal operator has the authority to do virtually everything that an external customer/supplier can do in Send-it, most of the information in this chapter also applies to internal operators.

External customers/suppliers log on to Send-it with Super-User or User accounts (see [User Accounts](#) on p. 22 for more information about Send-it accounts).

Reminder

The features and options you see in the Send-it interface depend on (i) which Send-it options were purchased and (ii) which user account you are currently logged on with. Therefore your Send-it interface may not show all options/features mentioned in this guide. For more information, see [User Accounts](#) on p. 22 and [View-it](#) on p.28.

What can external customers / suppliers do with Send-it?

Send-it allows external customers / suppliers to:

- submit jobs to be pre-flighted and RIPped
- see list of RIPped jobs
- view softproofs: low-res **Previews**, PDF softproofs (optional), and **View-it** hi-res softproofs (optional)
- approve/flush pages & jobs
- write and read annotation comments in a View-it softproof
- receive e-mail notifications of events (e.g. approved jobs, errors)
- more (depending on user account permissions and purchased options)

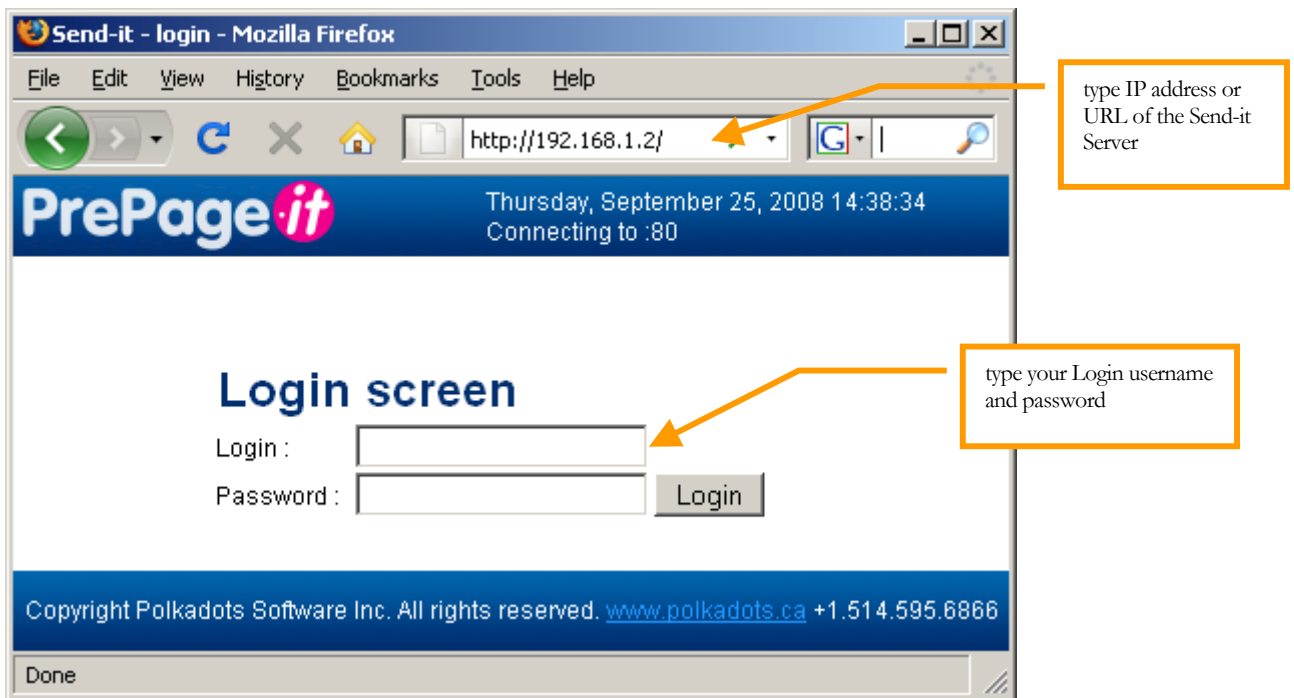
Launching Send-it

Note

Send-it Clients can be launched from any workstation equipped with one of the following operating systems: Win XP Pro (or higher), Mac OS 10.4 (or higher).

Send-it Clients can be opened in any web browser on any workstation by:

1. Typing the IP address or URL of the Send-it Server.
2. Logging on with your Send-it Login username/password.



IP address

An external customer/supplier must use the external, public IP address or URL of the Send-it Server (add port number if other than port 80).

Internal operators should use the internal, private IP address or URL of the Send-it Server (add port number if other than port 80).

Web browsers

- Firefox 2 or 3 (Mac or PC)
- Internet Explorer 7 (PC)

- Safari v.3 (Mac OS 10.4 or higher)

Browser tips

- it is recommended to use recent versions of web browsers, as listed in the previous section
- if you will be doing file uploads via the Java Applet, you will need to install Java on each workstation where you will be using Send-it
- avoid adding extra toolbars and add-ons (e.g. Google toolbar, etc.)
- pop-up blockers can prevent some Send-it windows from being displayed

How to create a job

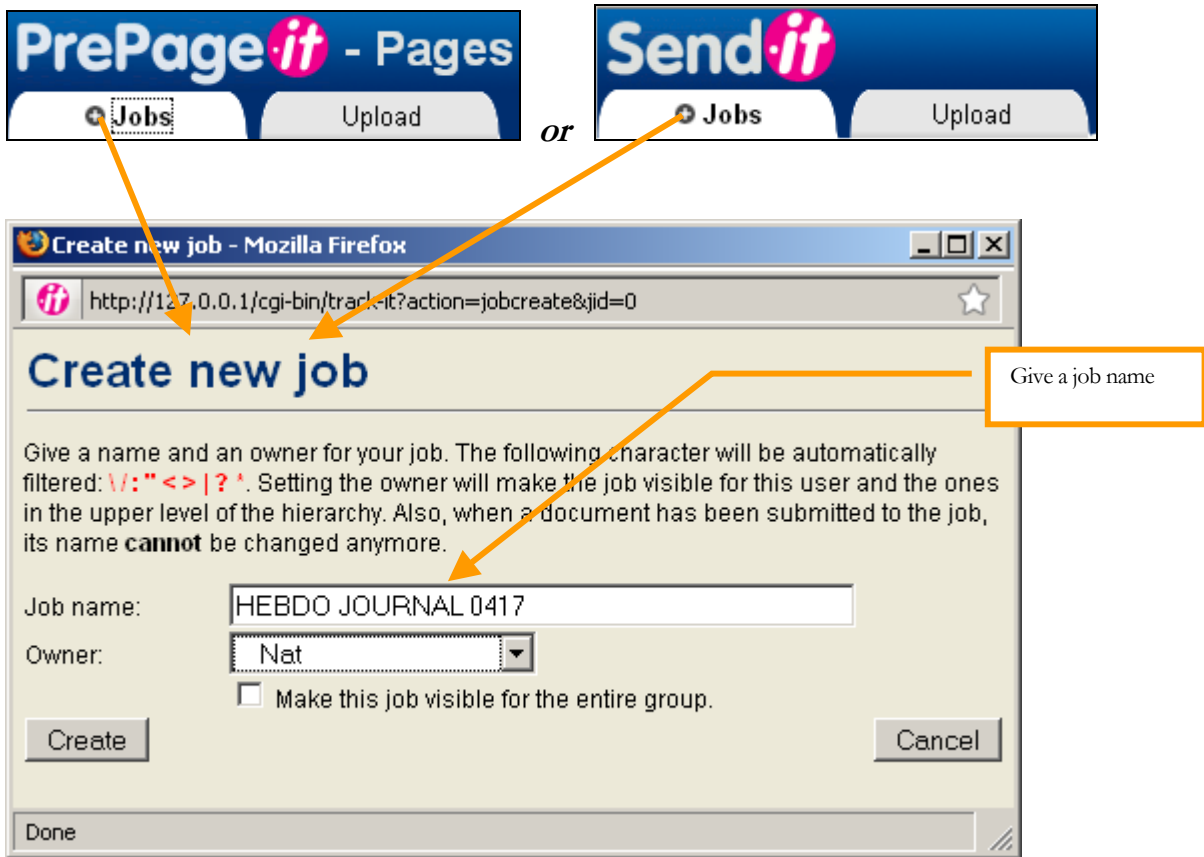
The procedure below describes how to create a job with Send-it, including how to upload, softproof, and approve/reject job files.

Note

If you are using the PrePage-it Upload or PrePage-it Printer to submit jobs, refer to the section [Printing tools](#) on p. 14 to know how to use these tools.

Create a job name

1. To create a new job name/folder, click the "+" to the left of the **Jobs** link and type a name for the new job.



Tip

If an operator creates a job and they want that job to be visible to a particular customer, then select that customer as the **Owner**. In addition, you can make a job visible to every user under the **Owner** by checking the box **Make this job visible for the entire group**.

Single Pages

2. Make sure you are in **Pages** mode (Operators only).



3. Select the required job folder from the **Jobs** list.

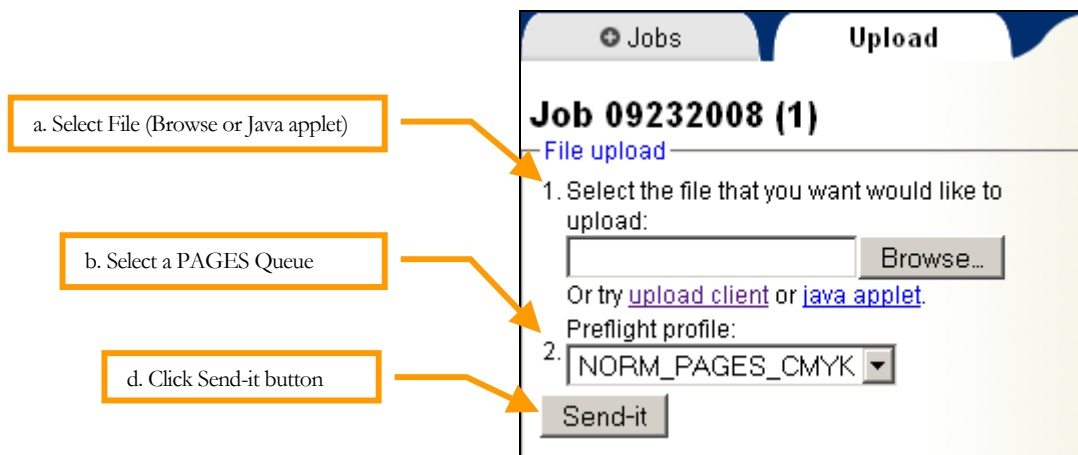


or




4. Upload single pages for preflight and RIPping from the **Upload** tab.

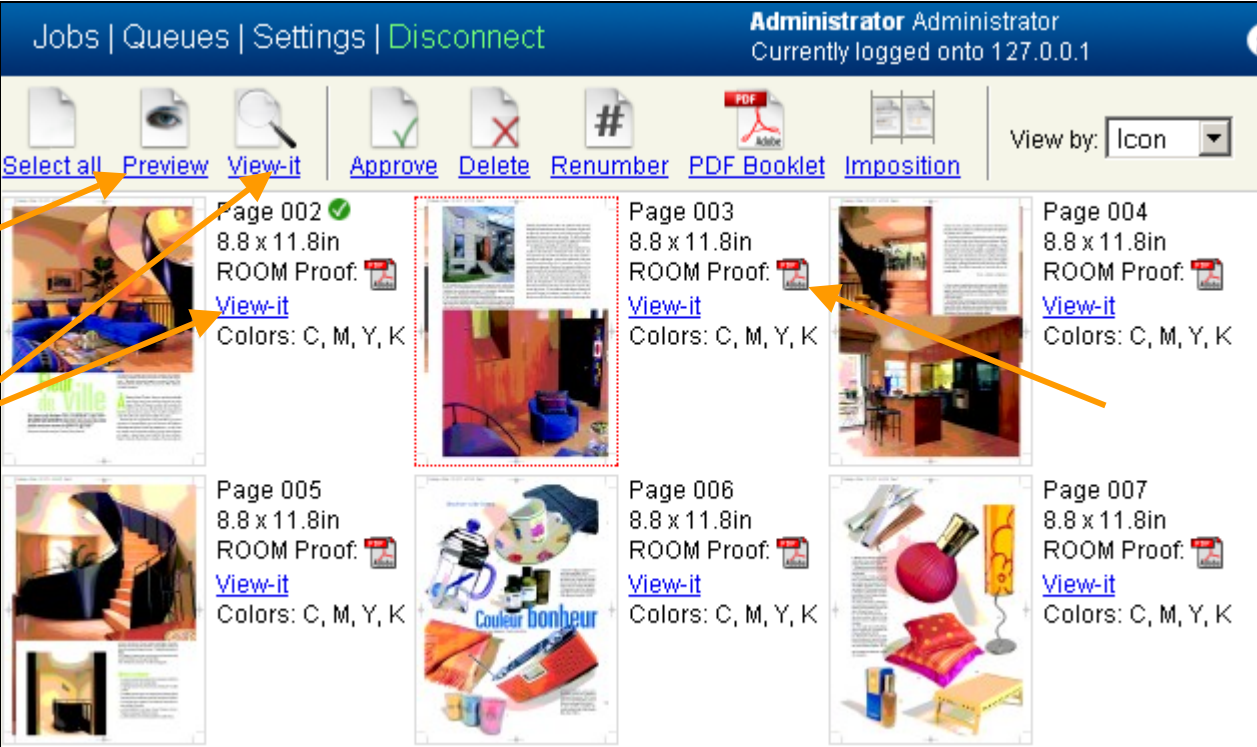
Follow the instructions provided.



Reminder

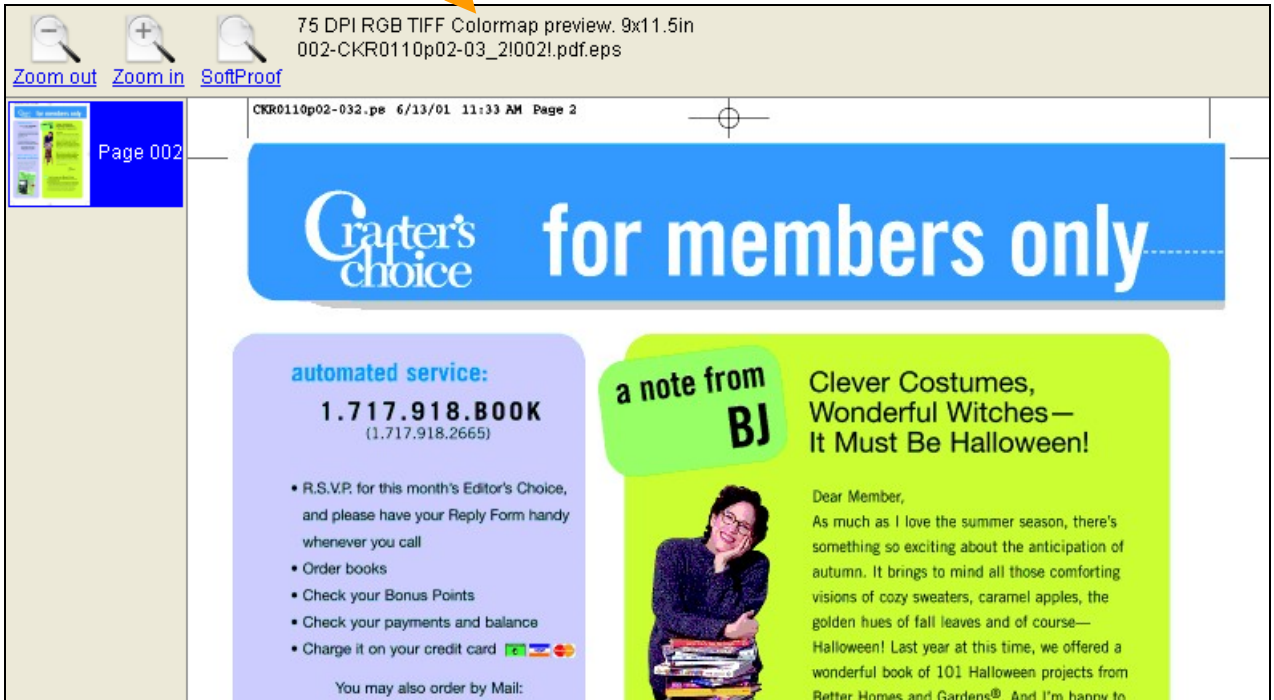
Uploads via the Java applet requires Java to be installed on the Send-it Client workstation.

5. Softproof single pages from the **Jobs** tab in one of the following formats:
 - a low-res **Preview**
 - b med-res PDF (optional - click PDF icon  if available)
 - c hi-res **View-it** softproof (optional – click View-it link if available)



The screenshot displays the 'Jobs' tab in the Send-IT 3.X software. The interface includes a top navigation bar with 'Jobs | Queues | Settings | Disconnect' and a user status bar showing 'Administrator Administrator' and 'Currently logged onto 127.0.0.1'. Below the navigation bar is a toolbar with icons and links for 'Select all', 'Preview', 'View-it', 'Approve', 'Delete', 'Renumber', 'PDF Booklet', and 'Imposition'. A 'View by:' dropdown menu is set to 'Icon'. The main area shows a grid of job thumbnails. Each thumbnail includes a preview image, a page number (e.g., Page 002, Page 003, Page 004, Page 005, Page 006, Page 007), dimensions (8.8 x 11.8in), a 'ROOM Proof' status with a PDF icon, a 'View-it' link, and color information (Colors: C, M, Y, K). A red dotted box highlights the 'View-it' link for Page 003. Orange arrows point to the 'View-it' link for Page 002, the 'View-it' link for Page 003, and the 'View-it' link for Page 004.

low-res Preview



Med-Res PDF softproof





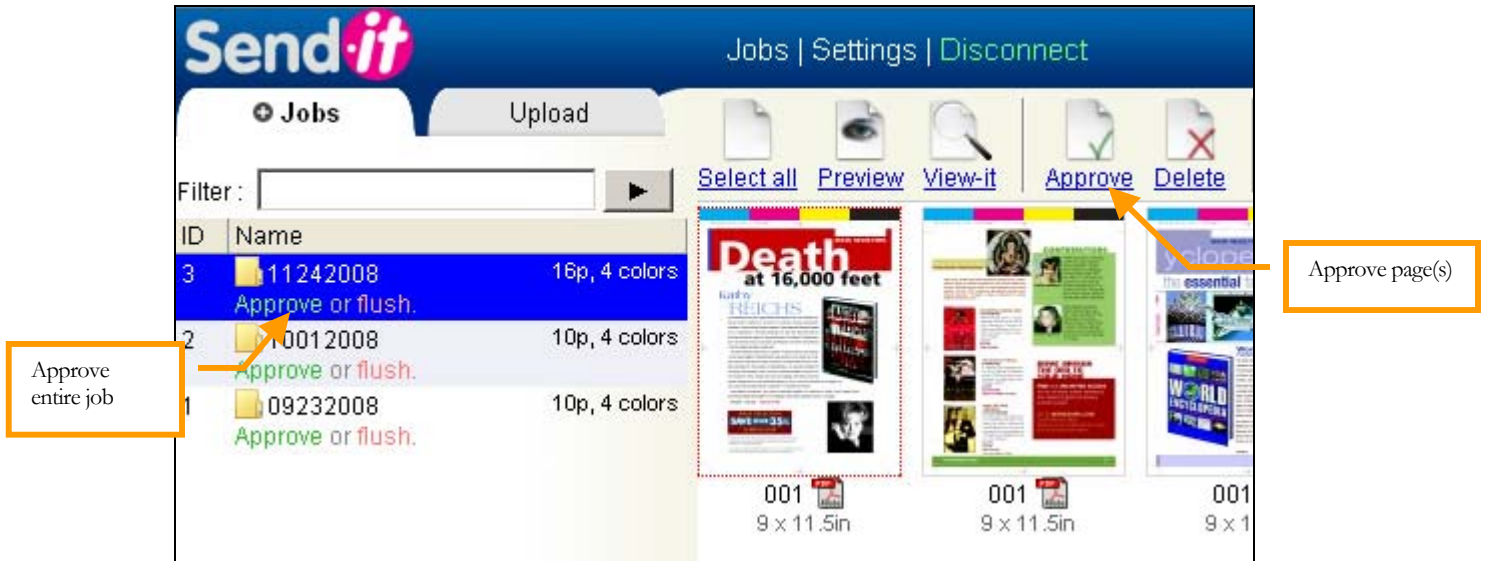
Hi-Res View-it softproof

Note

Med-Res PDF proofing files are available for softproofing from the **PDF** icon on the condition that they have been already produced by the PrePage-it queue during RIPping.

6. Approve pages / jobs in the following way:

- a If you are set up with page approval, then select one or more pages and click the **Approve** button.
- or*
- b If you are set up with job approval, then when all pages are ok, **Approve** the whole job.



Note

Send-it approval may be configured on a per-job or per-page basis. If you are set up with page approval, then rather than approving the entire job, you must approve one page at a time. You will not have the option of approving the entire job as shown in the figure above.

Tip

As an alternative, a page may also be approved from within the **View-it** softproof window.

Important

When the terms **Flush** / **Reject** / **Delete** are used in reference to a page or job, they all have the same meaning i.e. the RIPped files will actually be deleted from the hard disk.

Printing tools

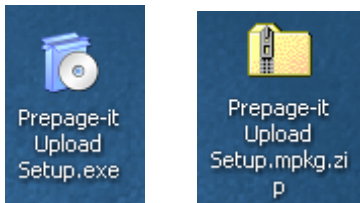
Send-it allows you to submit jobs via the **Upload** tab, either by clicking the **Browse** button or with the **Java Applet**. In addition to this, it is also possible to submit jobs without logging on to the Send-it Client. This can be done via two separate tools called PrePage-it Upload and PrePage-it Printer. PrePage-it Upload allows you to submit PS or PDF jobs to RIP queues by dragging and dropping them to the **PrePage-it Upload** window. The PrePage-it Printer tool creates a printer called **ToPrePageitServer**, which you can use to print jobs to RIP queues from any application. These tools can be installed and used on any Mac or PC workstation. They provide more convenient ways of submitting jobs and are explained in more detail in the following sections.

Note

The PrePage-it Upload and PrePage-it Printer tools can be used on Windows XP Pro (or higher) and Mac OS 10.4 (or higher).

Installing PrePage-it Upload / Printer

The PrePage-it Upload Setup is an installer which installs both the PrePage-it Upload and PrePage-it Printer tools. It must be installed on each workstation where these tools will be used. There are two installers – one for Mac (zip) and one for PC (exe).



These installers can be downloaded by clicking the link **Upload Client** in the Send-it **Upload** tab.

File upload

1. Select the file that you want would like to upload:

Or try [upload client](#) or [java applet](#).

2. Preflight profile:

3. User:

(The document will be visible to the user you selected)

To install, launch the PrePage-it Upload Setup and follow the instructions provided.

When prompted with the following window, you should provide the Send-it **Host** information i.e. the IP address or URL of the server machine.

The screenshot shows a Windows-style dialog box titled "Prepage-it Upload Setup". The main heading is "Enter information about Prepage-it-Web configuration". The dialog is divided into three sections:

- Scratch Folder:** A text box contains "C:\PPIT_Upload_temp" and a browse button (three dots).
- Prepage-it-Web:** A "Host:" text box is empty, and a "Port:" text box contains "80".
- Service:** A "Printer" text box contains "65515".

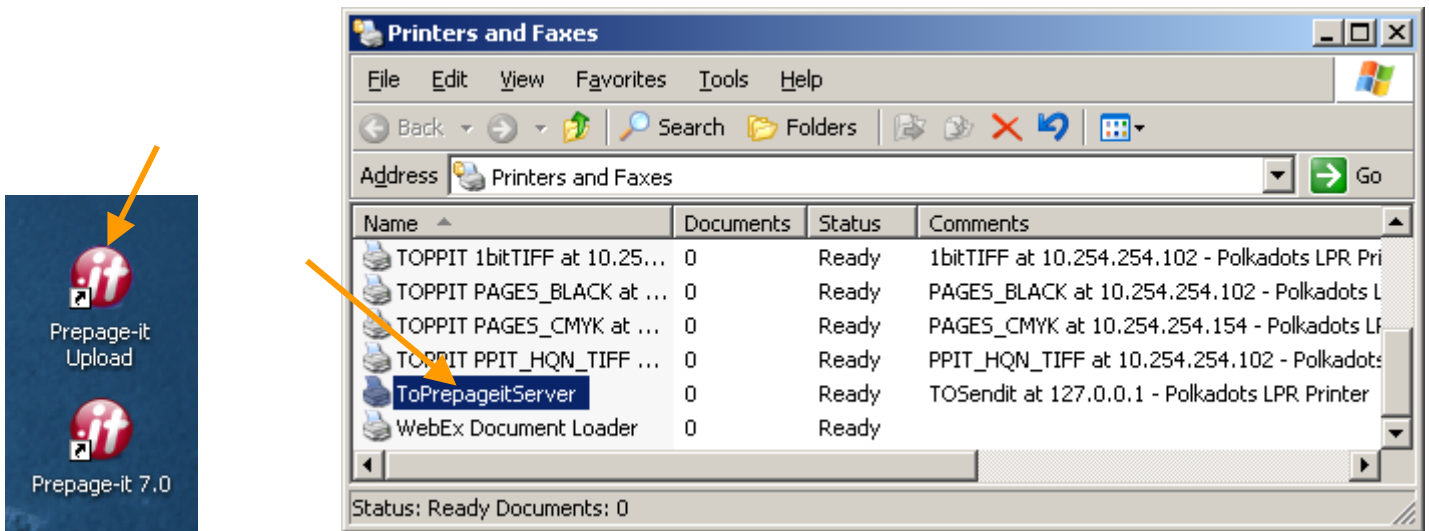
At the bottom left, it says "Nullsoft Install System v2.38". At the bottom right, there are three buttons: "< Back", "Install", and "Cancel".

Note

For external customers/suppliers who install PrePage-it Upload, the Send-it **Host** information must be the external, public IP address or URL of the server machine. Internal operators must provide the internal, private IP address or URL of the Send-it server.

The **Scratch Folder**, **Port** and **Printer Service** settings can usually be left at their defaults. If you need to specify a custom port or change one of the settings, you may do so at this point.

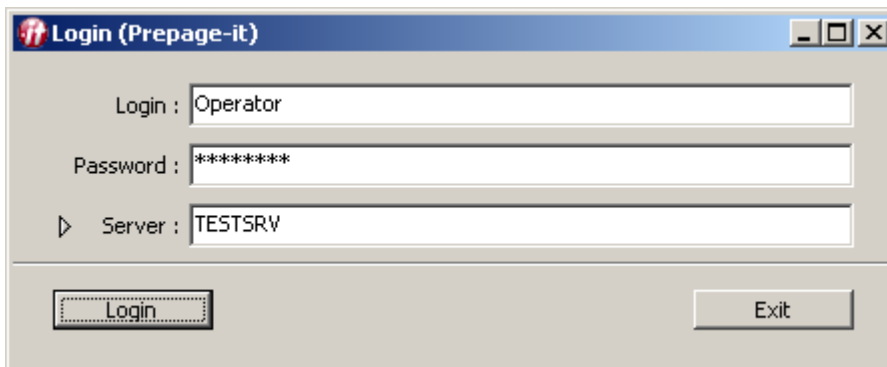
After a successful installation, you will see two items added: the **PrePage-it Upload** application (on the Windows desktop or the Mac **Applications** folder) and a printer called **ToPrePageitServer**.



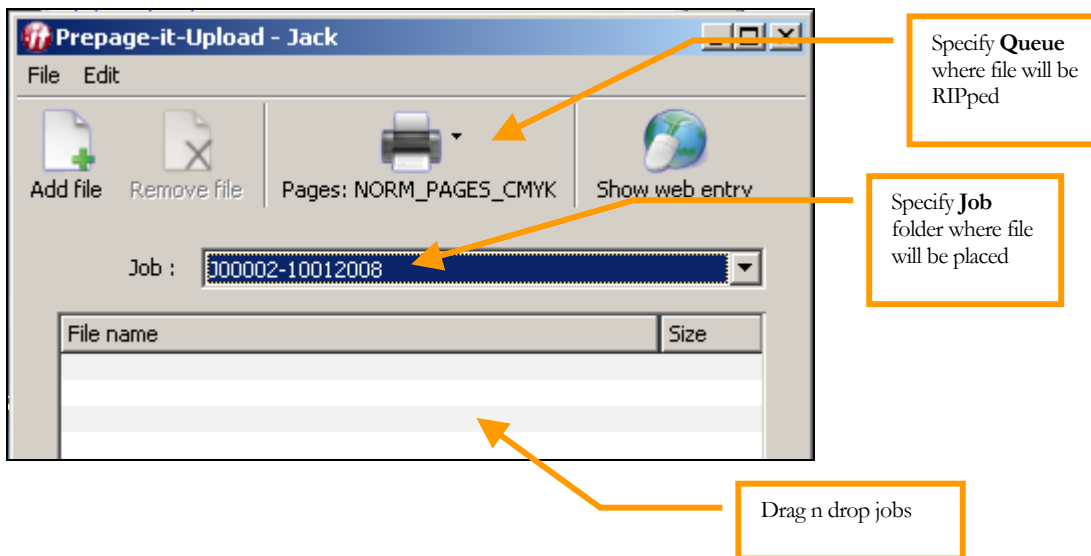
PrePage-it Upload and PrePage-it Printer

The following procedure outlines how to submit jobs via the PrePage-it Upload or PrePage Printer. This single procedure describes both tools.

1. Launch the PrePage-it Upload application and log in with your Send-it account. If necessary, click the **Server** arrow and select your server.



2. In the **PrePage-it Upload** window shown below, specify the **Job** and **Queue** where you want to submit a file. If necessary, create a new **Job** folder by clicking **File > Add Job**. Note that what you select here applies whether you drag and drop files or print them using the PrePage-it Printer.



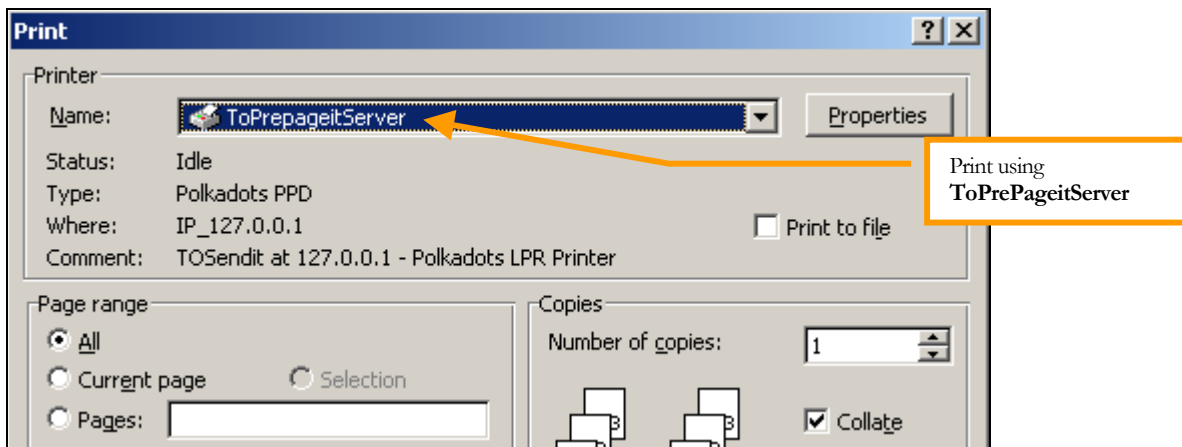
Tip

The **PrePage-it Upload** application window should always be kept open when you are submitting jobs, whether by drag n drop *or* by printing.

3. **Drag and drop.** If you want to drag and drop PS or PDF files, drag them unto the **PrePage-it Upload** window.

-or-

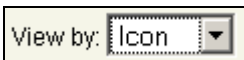
Print. To print a file from an application, select the **ToPrePageitServer** printer when printing from your application.



Tip

To automatically open the Send-it window, click the **Show Web Entry** button.

View modes



Jobs can be viewed in one of the three following modes, as selected in the **View By** dropdown menu (shown above):

- **View by Icon**
- **View by List**
- **View by Status** (only internal operators have access to this view)

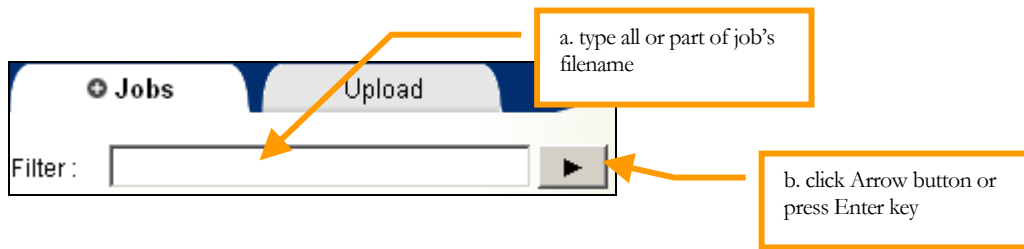
View by Icon shows the thumbnail preview of pages.

View by List displays information about pages without showing any preview. Information includes original filename and size. This view allows you to list many more pages at once.

View by Status displays the **Upload History** and **Operation History** of the selected job.

Job Filter

The Job Filter helps you to find a job quickly when your job list has become too long to scan through quickly.



In the **Filter** box found inside the **Jobs** tab, you can filter out the job list by typing all or part of a job name. After typing the filter characters, press **Enter** or click the **Arrow** button.

It will filter the job list down to only those jobs containing the specified filter characters anywhere in the job name.

To return to the full job list, empty the **Filter** box and press **Enter**.

Chapter 2 - Send-it for internal operators

This chapter contains explanations and procedures which internal operators should know regarding Send-it. This includes:

- verifying the status of jobs submitted by any user (and verifying accompanying softproofs if necessary)
- creating Send-it accounts for external customers/suppliers

Internal operators log on to Send-it with Operator accounts (see [User Accounts](#) on p. 22 for more information about Send-it accounts).

Reminder

Most of the information contained in Chapter 1 (starting on p.5) applies both to external customers/suppliers as well as internal operators, therefore it is recommended reading for operators.

What can internal operators do with Send-it?

Send-it allows internal operators to do virtually everything external customers/suppliers can do, plus some additional functions, as listed below:

- submit jobs to be pre-flighted and RIPped
- see **Upload History** (list of submitted files / users / dates / queues)
- see **Operation History** (list of actions executed by users e.g. approval, deletion, overwrite a page)
- see list of RIPped jobs
- view softproofs: low-res **Previews**, PDF softproofs (optional), and **View-it** hi-res softproofs (optional)
- approve/flush pages & jobs

- write and read annotation comments in a View-it softproof
- create user accounts for external customers / suppliers
- receive e-mail notifications of events (e.g. approved jobs, errors)

Software updates

After the initial installation, you may at some point in the future be supplied with a Send-it software update. When applying an update to Send-it keep the following in mind:

- the update must always be executed on the server machine where the Send-it Server and PrePage-it Viewer / RIP are installed, not on an operator's workstation
- you can use a Send-it v3.x updater to update from a Send-it v2.2, but not from Send-it v2.1

Queue types

Send-it lists two types of queues: **Pages (Normalize)** and **Upload Only**.

Pages queues

```
NORM_PAGES_CMYK
NORM_PAGES_K
NORM_PAGES_SPOT
```

These queues preflight and process single-pages, RIPping them into rasterized, contone pages. Each RIPped page includes:

- hi-res separations (for output)
- med-res component (for proofing)
- low-res page (for imposition or page pairing / containing OPI link to hi-res)

Upload Only

```
NORM_PAGES_CMYK
NORM_PAGES_CMYK
NORM_PAGES_K
NORM_PAGES_SPOT
Upload only
```

The **Upload Only** queue provides a way of exchanging files between Users/Super-users (external suppliers/customers) and Operators (internal company). Similar to an FTP Client, it can be used to upload and download files between a company and its suppliers. Anyone with a Send-it account can upload any type of file. This means that not only can users transfer PS or PDF jobs, but also files that cannot be sent directly to a RIP e.g. native Quark/InDesign/Text files.

Before a file is submitted to the **Upload Only** queue, you still need to select a **Job** folder, as is the case for all job submissions.

Job 10012008 (2)

File upload

1. Select the file that you want would like to upload:

C:\Miscellaneous\Test f

Or try [upload client](#) or [java applet](#).

Preflight profile:

2.

File upload history

K0110_p30-31_30.pdf	download
sujack on Nov 20, 2008 17:35:41	

When a job is submitted to the **Upload Only** queue, it will appear in the **File Upload History** list with 2 options: **Flush** (red “x”) or **Download** (see screenshot above):

- clicking **Download** allows you to save the file on your hard disk
- the file will remain in the **File Upload History** until it is flushed (i.e. deleted) by clicking on the red “x”

Tip

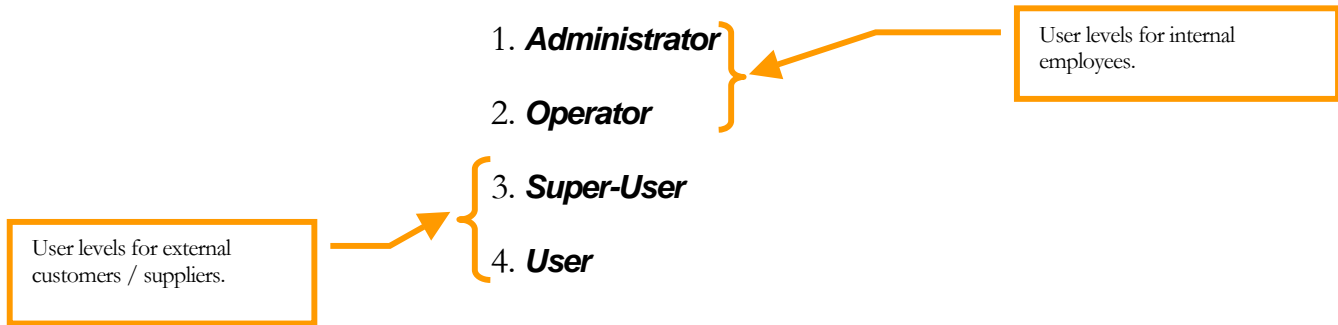
You can prevent a customer/supplier from submitting jobs directly to a RIP queue by hiding all queues except the **Upload Only** queue.

User Accounts

General info

Send-it has 4 levels or “classes” of users: Administrator, Operator, Super-User and User.

From highest to lowest rights/permissions:



Levels 1 and 2 (Administrator and Operators) are internal employees of the company who purchased Send-it.

Levels 3 and 4 (Super-Users and Users) are their customers/suppliers.

Note

For more information on setting up your customers, refer to the section [How to set up your external customers/ suppliers to use Send-it](#) on p.25.

Note that *all* levels of users can:

- create jobs
- submit files to Pages and Upload Only queues

Administrator

There is one Send-it Administrator. The administrator can:

- create any type of user account i.e. Operator/Super-User/User
- set general Send-it preferences in the **Settings** tab:
 - visibility of queues (for all users)
 - e-mail (staff) notifications
 - server configuration
- list/softproof/approve/reject all jobs
- do everything Operators/Super-Users/Users can do

Note

Administrator configuration should only be performed by personnel who are technically trained with Send-it and Polkadots workflows in general.

Operators

Operators are company employees. They can:

- list/softproof/approve/reject all jobs
- do virtually everything Super-Users/Users can do
- create Super-User accounts
 - decide which queues a Super-User can see (**Queue Visibility**)
 - decide if a Super-User has the power to change the status of approved/rejected jobs

Super-Users

A Super-User works for a supplier or client of the main company. In addition to doing what any User can do, Super-Users can also manage Send-it user accounts for their own employees (i.e. Users).

They can:

- create Users
 - decide if a User is allowed to accept/reject jobs or only to view them
- list/softproof/approve/reject jobs from their own user group (i.e. jobs submitted by themselves or a User they have created)
- list and submit files to Pages and Upload Only queues (except hidden queues)

Users

Users also work for a supplier or client of the main company. However, unlike the Super-User, they cannot manage user accounts.

They can:

- list/softproof only their own jobs

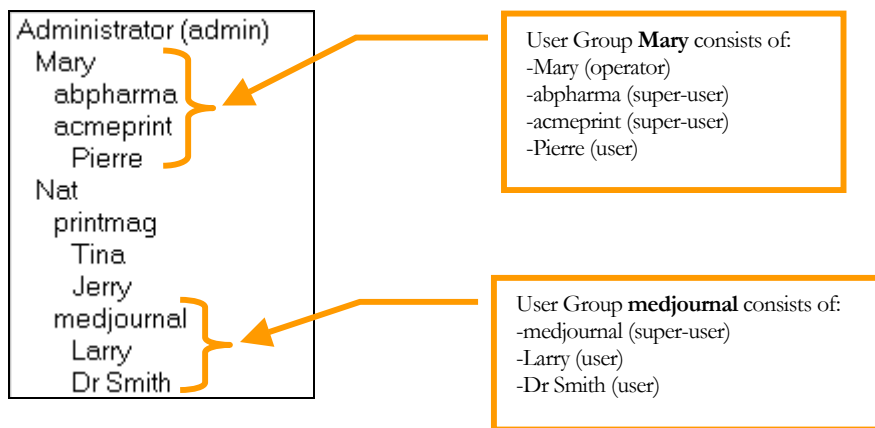
- approve/reject jobs (if authorized by Super-User or Administrator)
- list and submit files to Pages queues and Upload Only queues (except hidden queues)

Tip

To see the Send-it interface that your customers/suppliers are using when they submit jobs to you, create a Super-User or User account and log on with that account.

User groups

A User Group refers to a “user” and all others below him in the user hierarchy, as illustrated in the examples below.

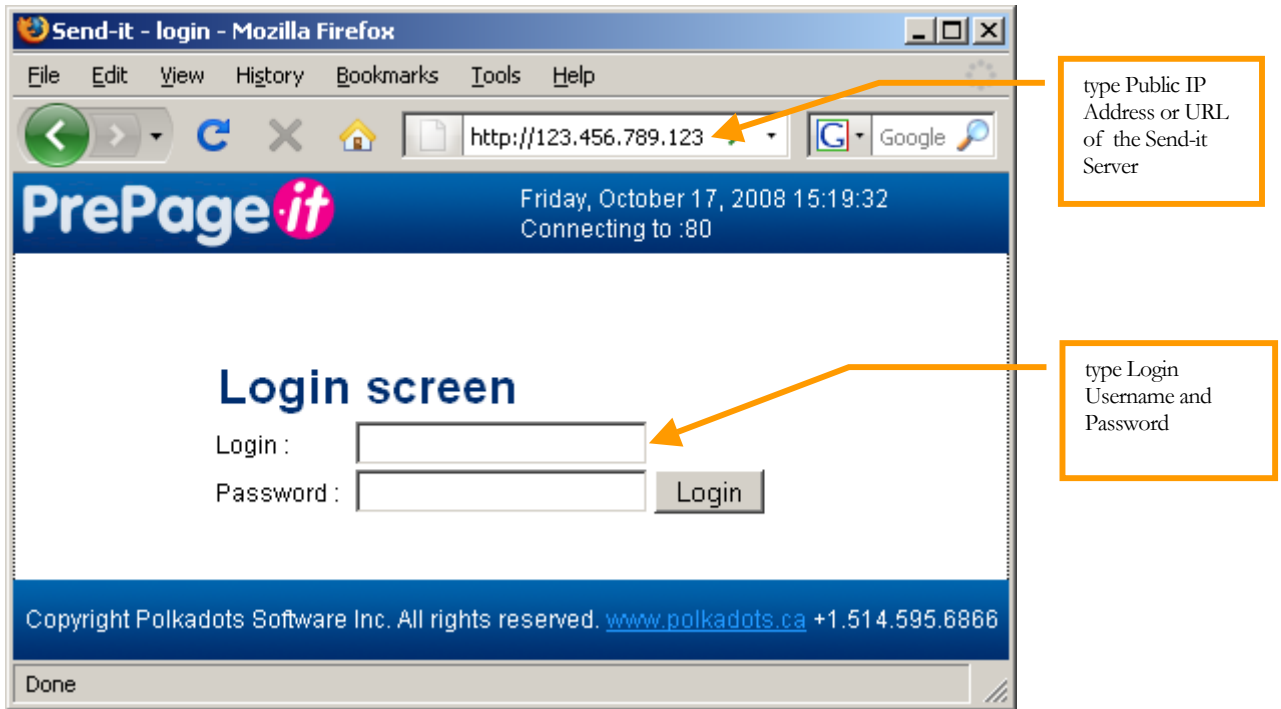


How to set up your external customers/ suppliers to use Send-it

The following is a summary of the main points regarding (i) how to set up Send-it for your customers/suppliers and (ii) some specifics on how they can work with it:

- each one of your customers/suppliers should be assigned at least one Super-User account
- the Super-User can manage user accounts for his own company, that is he can create User accounts for any other employee of his company who needs to submit jobs, softproof them, etc.
- if you prefer, the Administrator can create User accounts for a customer/supplier rather than letting the Super-User do this

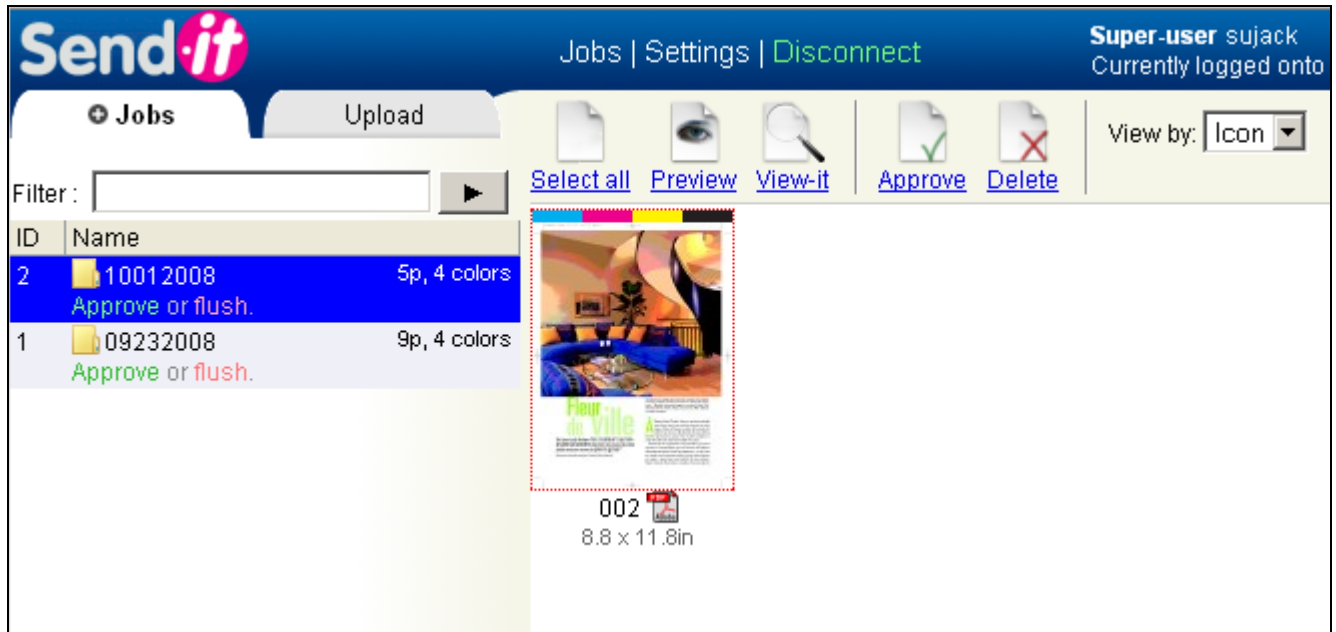
- all Super-Users and Users will be able to log on to Send-it from their own workstation by (i) typing your Send-it Server's External, Public IP Address or URL into any web browser and (ii) logging on with their Login name and Password



Tip

If you don't know the external, public IP address of your Send-it Server, open a web browser directly on the server machine and go to the following web site: <http://www.whatismyip.com/>. If in doubt, please refer to your network administrator.

- the Send-it interface for external customers is similar to internal operators, except that the Send-it logo is shown in the top left corner and Super-Users and Users have limited access and functionality



- Super-Users and Users will be able to submit pages to your PrePage-it/RIP queues, softproof them and approve/reject them, just like your own internal operators do

Tip

If you wish to prevent some Super-Users and Users from submitting jobs directly into a PrePage-it queue, you can hide the queues and ask them to submit via the [Upload Only](#) queue (see p.21 for details).

- internal operators will also be able to softproof and approve/reject jobs that have been submitted by external customers/suppliers
- annotation comments can be written by anyone directly in a View-it softproof and will be visible to everyone
- once a job is approved, internal operators can take over and complete the job in whatever way they are accustomed to doing, depending on the workflow setup:
 - in a NEWSflo setup: create and enable a publication in the Publication Planner, then let NEWSflo pair the pages together
 - or*
 - in a commercial setup: impose the low-res pages in your usual imposition application, then print/resend your imposition back to PrePage-it in order to create the 1-bit TIFFs and output the plates

View-it

View-it is an optional module that may be added to your workflow.

View-it is a high-resolution softproof of the RIPped data, showing the actual rasterized job as it will be printed on the plate. The proof is shown in a web browser and includes a number of tools for easy viewing (zooming, rotating), color information, approval/rejection, measuring (angles, distance) and annotation comments. Colors can be viewed individually or together.

The View-it module integrates seamlessly into the Send-it interface. The View-it softproof is mentioned in various parts of this manual, most notably in the section [How to create a job](#), starting on p.7.

Troubleshooting & Tips

This section includes some basic troubleshooting guidelines and tips in a question and answer format.

***Q:** If portions of the Send-it interface are displayed incorrectly or missing?*

A1: Try to **Reload/Refresh** the web page. Web browsers generally have a Reload or Refresh command (see figure below).

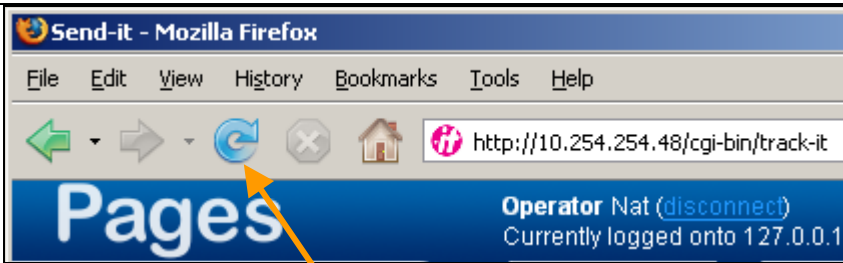
A2: As a last resort, try erasing the web browser's cache and then **Reload/Refresh** the web page. Try this if you notice a display problem occurring after a software update.

To do so:

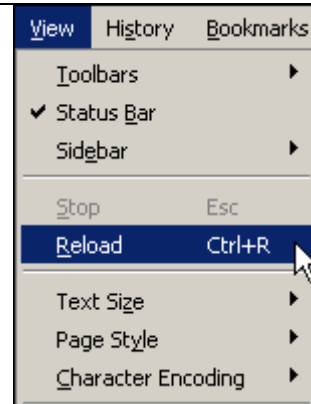
- Firefox: click **Tools > Clear Private Data**
- Internet Explorer: click **Tools > Internet Options > Browsing History > Delete**
- Safari: click **Safari > Reset Safari**

Refresh / Reload the web page

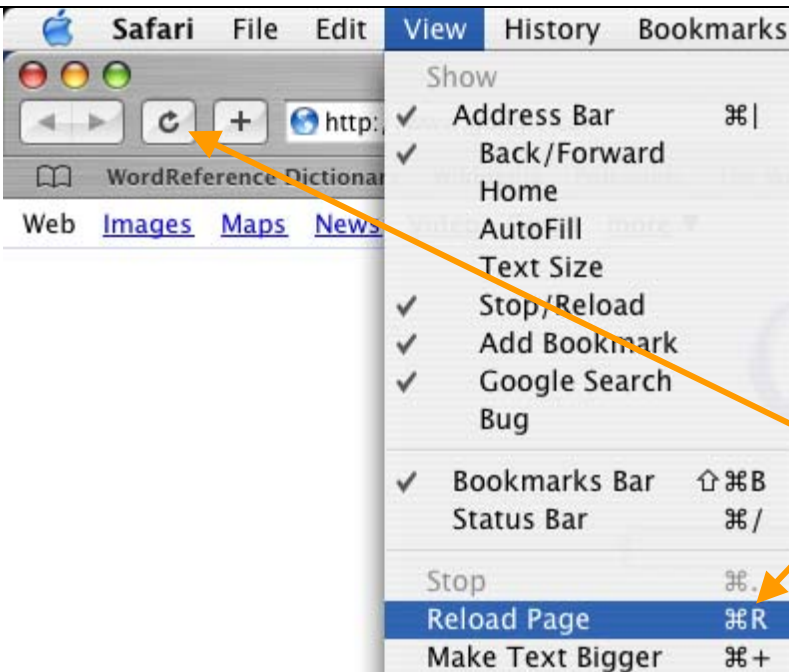
FIREFOX



**Reload button or
CTRL+R (PC) or
Command+R (Mac)**

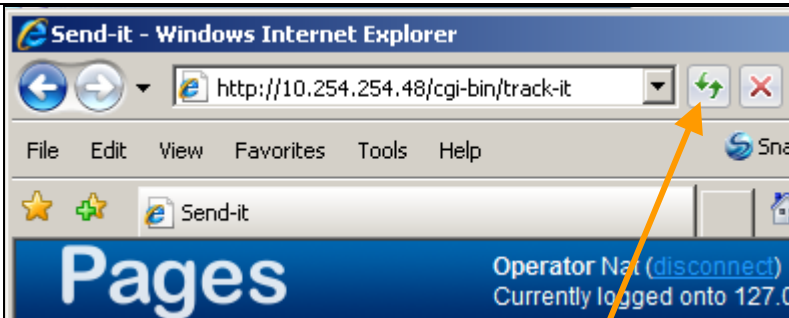


SAFARI

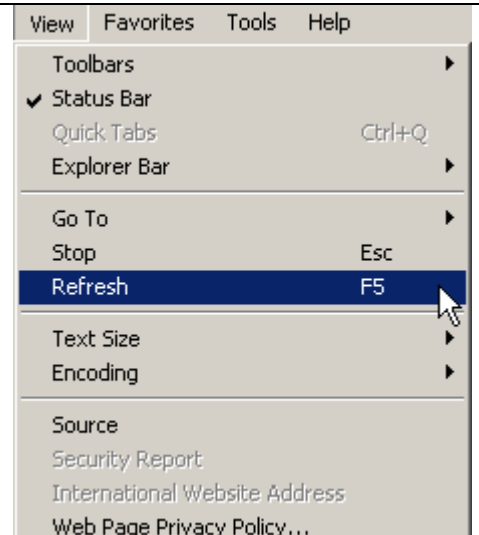


**Reload button or
Command+R (Mac)**

INTERNET EXPLORER



Refresh or F5

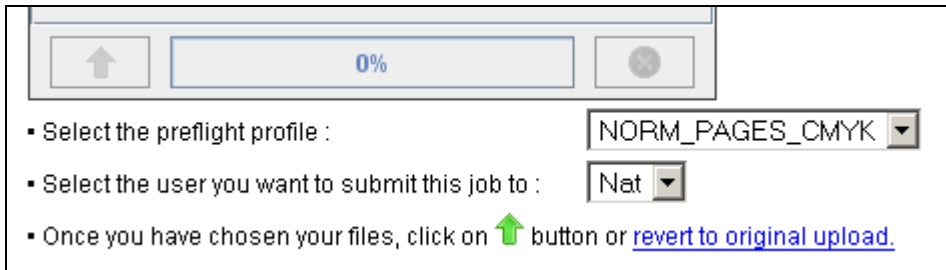


Q: *If dragging & dropping a file using the Java applet causes problems?*

A1: Make sure that Java is installed on every Send-it Client workstation where you will be doing file uploads via the Java Applet.

A2: Uninstall Java, then download and install the Java version: Java v6r3.

A3: Click the link **Revert to original upload**, then use the **Browse** button to upload files *or* try the **PrePage-it Upload** utility.



Q: *Some windows are not opening when you click a link in the Send-it Client?*

A1: Make sure you are using recent versions of web browsers.

A2: Pop-up blockers can prevent some Send-it windows from being displayed – try de-activating them.

A3: Avoid adding extra toolbars and add-ons (e.g. Google toolbar, etc.).

Q: *In a workflow which includes a dedicated Send-it Server and the PrePage-it Client: if 2 customers submit jobs with identical filenames, the second job may show up in the same PrePage-it Client folder as the first job.*

A: If this occurs, you should do the following in the PrePage-it Client:

1. Rename the files from the second job.
2. If necessary, manually create a new job folder for the second job.
3. Now drag & drop the RIPped pages belonging the second job over to the correct folder.



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