



WoodWing in Media24 Magazines

Quick Wins
(Improving Performance)

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Table of Contents

1. Background	2
2. Purpose of this document	2
3. Focus Areas to Increase Performance	3
3.1 Layout Template Versions.....	3
3.2 Layout Colour Profiles	3
3.3 Layout Pre-flighting.....	4
3.4 Layout Links.....	4
3.5 Sizing of Images	4
3.6 Missing Fonts	5
3.7 Cabled Network Connection Preferred	5
4. Getting Support while using WoodWing	6
5. Troubleshooting Guidelines	7
6. The Knowledge Base and some of its Contents	8
7. Additional Help and FAQ's	9



WoodWing Quick Wins

1. Background

As we roll WoodWing out we learn more and more about this product. For instance, certain actions may significantly slow down or speed up your experience in WoodWing. These and other learnings are tabled in this document and can be quickly applied to obtain improved performance.

2. Purpose of this document

This document provides you with important information about how to best use WoodWing to maximize your experience using the system and steer clear of avoidable frustration. It is in effect additional self-help to supplement your initial training and subsequent experience. It is key that every WoodWing user be familiar with the contents herein.

The issues and recommendations described should become part of your work routine and it's a good idea to revisit this guide from time to time, as it's likely to change and grow.

This and other documents may be found on the *website* at:

<http://media24magswoodwingprogramme.yolasite.com/ref-material.php>

3. Focus Areas to Increase Performance

3.1 Layout Template Versions

Issue:

Old CS4 layout templates are known to slow down InDesign CS5.5 (checking out / checking in / working) and cause file corruption. ***In some cases this can be 100 times slower than it could otherwise be.***

Recommendation:

Use only templates created in CS5.5 and avoid any documents that started out in CS4. To transfer layouts from CS4, create a new document or template in CS5.5, select all the content from the CS4 document or template and “Paste in place” in the CS5.5 layout. What you must **not** do is open the old CS4 layout and then “Save as New template”.

3.2 Layout Colour Profiles

Issue:

Checking-out layouts linked to images that have colour profiles, which are not **Adobe RGB** or **FOGRA 39**, can be excruciatingly slow. This is because in these cases, the high-resolution images are downloaded and also converted to these two colour profiles. This takes time and the *check-out* will appear to be slower than normal. ***In some cases where this can be 80 times slower than it could otherwise be.***

To confirm the issue:

To confirm and diagnosis a “colour profile” issue, you should switch off your colour profile in InDesign and do the *check-out* again. If it is now significantly faster than before, then you know that you are dealing with non-standard colour profiles.

Recommendation:

A workflow has been introduced that enforces the correct colour profile being used. Ensure that all your production staff (especially picture gatherers) knows about this and how to use it correctly.

Note: Follow the process as outlined the *Colour Profiles Process overview* and *Image management process once in WoodWing* documents (you can request this from the M24 Magazine support team by logging a call at helpdesk@media24.com).



3.3 Layout Pre-flighting

Issue:

The InDesign *WoodWing* pre-flighter interrogates your layout (on the fly) and highlights potential issues with items (such as images and fonts) so that you can address them earlier than later. So, when the InDesign *WoodWing* pre-flighter option is on, you can expect the performance of InDesign to slow down.

Recommendation:

If you find InDesign appears to be slower than normal, switch off the WoodWing pre-flighter while working, but remember to switch it on later to pre-flight your layout prior to creating your PDF for the factory.

3.4 Layout Links

Issue:

The InDesign layout holds the links to all your associated images and articles that are held within WoodWing. Theoretically, the limit is 9999 such links. However, the *check-out* is painfully slow if you have more than 50 links, especially if there are big images that need to be converted (refer to the Colour Profiles item). ***The performance deterioration does not appear to be linear, but rather exponential, falling off rapidly as you exceed 50.***

Recommendation:

Ensure that your layouts have less than 50 links.

But what about say maps with many links for all the captions, labels etc.? How to handle that? In that case, flatten the maps into a PDF. In this way, you reduce the number of links and all the text remains as text & so remains editable.

3.5 Sizing of Images

Issue:

Often when images are retouched they increase significantly in file size. These high-resolution images are then used 'as-is' in layouts even though:

- They need to be only a fraction of the original dimensions, or
- They do not require such a high resolution.

This means a much bigger file size than needed and puts additional strain on disk space, network traffic and production time.



Recommendation:

Layout artists should clearly specify what is needed from the Retouchers, advising especially how images can be resized, cropped or retouched at lower resolution. For instance, if the layout artist knows a particular image will be used in the magazine as a postage stamp size, then ask the Retoucher to down-sample and not to keep it at A3 size.

3.6 Missing Fonts

Issue:

It is possible for a layout to fail on the “Layout to PDF” status even though all seems in order on the user’s desktop computer. This typically happens when some fonts used in the layout are not loaded on the InDesign server (which produces the PDF). This can cause a production bottleneck on a late stage of production.

Recommendation:

Ensure that all your team members *only* have the required InDesign server fonts loaded on their desktops. Log a call with Helpdesk to have the WoodWing Support Team perform this font cleanup/standardization. In addition, ensure that all team members have read and understand the document *Process for adding fonts - with Consequences*. This can be found on the Media24 Magazines WoodWing website – <http://bit.ly/WqQN3m>.

Troubleshooting:

To troubleshoot Missing Fonts, refer to the *Extended Error Messages* section in the list of *Important Items* under *Knowledge Base*. The Knowledge Base can be accessed on the following link - <http://bit.ly/UjYC5j>.

What if I have a font that simply has to be used – but we don’t own the font?
Then, convert the font to outlines. This effectively converts the shape into a graphic, which legally is no longer a font, and also does not require InDesign server to have that font.

3.7 Cabled Network Connection Preferred

Issue:

A Wi-Fi connection is less stable and is slower than a network cabled connection. So, while at work, one uses a cabled or wired network connection. However, the issue is that if the Wi-Fi connection is turned on while working with a wired connection, we see poor performance and corrupted files.



Recommendation:

When working in WoodWing, use a cabled network connection and make sure your Wi-Fi connection is turned off. A document (*Turning Off Wireless*) can be found on the Media24 Magazines WoodWing website – <http://bit.ly/WqQN3m>.

4. Getting Support while using WoodWing

Support Resources

If you encounter an issue using WoodWing and you require support, please first try to resolve this by following the *Troubleshooting Guidelines* (next section) and by consulting the following resources:

- The **Training Manuals** on <http://bit.ly/WqQN3m>.
- The **APS Knowledge Base** on <http://bit.ly/UjYC5j>.
- The latest version of the **Quick Wins** document.
- The **Golden Rules / Critical Notes** document on <http://bit.ly/WqQN3m>.

Requesting Support

If your preliminary investigation fails to resolve the issue, then you may log a support ticket. And depending on which phase of rolling out WoodWing your magazine is, there are two different routes to take:

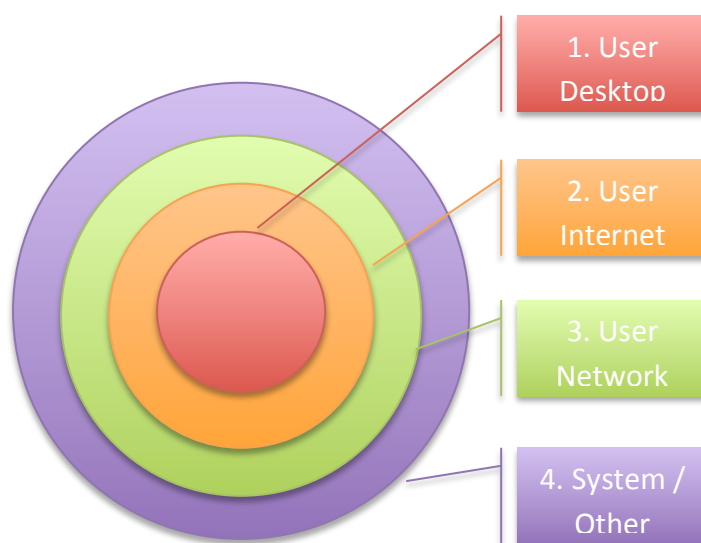
- a) **Before “Go-Free” project phase**
If you are engaged in handholding (before “Go-Free”), then send an email to support@automatedpublishing.co.za.
- b) **After “Go-Free” project phase**
After your magazine has finally signed off and on “Go-Free” then, email Helpdesk@Media24.com.

If you are uncertain as to the phase your magazine is in, contact your WoodWing Champion or the WoodWing Project Office.

5. Troubleshooting Guidelines

If you're having trouble while working in WoodWing, troubleshoot using the "onion ring" approach - from the inside out. This means you start with the local environment i.e. the desktop hardware and software, then the local Internet connection, followed by the network, and lastly the system.

Troubleshooting Diagram



Troubleshooting Steps

When you want to troubleshoot an issue, please follow these steps:

- 1. Read and wait:** If you have an error message, read it carefully and take action if required. If there's no error message and your desktop is stalling, wait for a few minutes to see if the problem or issue resolves itself.
- 2. Take screenshots:** If possible, take a screenshot in case you have to log the problem.
- 3. Free up resources:** Close any other applications you are not using to free up system resources.
- 4. Phone a friend:** Speak to colleagues about the problem – they may be able to help or may even be experiencing the same problem.
- 5. Connectivity test:** If the problem appears to be network or Internet related, test your connectivity by opening your browser and connecting to a news website, or try to send yourself email. Also, ensure your network cable is plugged in and your wireless connection is turned off.



6. **Application test:** If possible, save and log out or exit the problematic application and open it again. Now repeat the action(s) you had a problem with. If it persists, log a ticket with the appropriate support team.
7. **Desktop computer test:** If possible, save and log out or exit the problematic application and reboot your desktop computer. Now repeat the action(s) you had a problem with. If you cannot reboot or if the problem persists, log a ticket with the appropriate support team.
8. **Logging your problem:** It is vital that you give as much detail as possible when logging your issue, including:
 - A **short description** of the problem and the application used,
 - The **date and time** of the problem,
 - The **type of desktop** you have (PC or Mac), and
 - A **screenshot** or any other info that will be helpful.
9. **Follow up:** Check regularly on the status of your problem by sending an email or calling the relevant support entity.

6. The Knowledge Base and some of its Contents

There is an online Knowledge Base, which contains valuable WoodWing learnings and is growing constantly. The Knowledge Base can be accessed on the following link - <http://bit.ly/UjYC5j>.

Below is a selection of important items that can be found on the Knowledge Base. These items will certainly be of assistance and will help WoodWing users. Please note that the items below is not as important as the items listed under the *Focus Areas to Increase Performance* section of this document.

Important items

- **Check-In hangs** – click <http://bit.ly/Tez6nc>.
- **Creating InDesign Library elements** – click <http://bit.ly/TezAtp>.
- **Image links missing** – click <http://bit.ly/PDwfD6>.
- **Missing Fonts error** – click <http://bit.ly/S53FZN>.
- **Multiple check-in of images using Content Station** – click <http://bit.ly/XrCGZM>.
- **Placing new MS Word copy onto a layout** - click <http://bit.ly/U7CAaV>.
- **Snippet Error** – click <http://bit.ly/RVRtIL>.
- **Spot Covers to PDF** – click <http://bit.ly/TvKcyp>.
- **Using Extended Error Messages** - click <http://bit.ly/V9dQe3>.



7. Additional Help and FAQ's

The official Adobe site houses a Frequently Asked Questions section, which will be useful. This may be accessed at <http://adobe.ly/Qv2GOP>.

Notice to the user

The author of this document has used his best efforts in preparing this manual by combining input from various sources. It is important to notice that this document will adapt to a changing production environment and grow with new learnings. The best practice will be to always refer to the latest version of this document as can be found on the Media24 Magazines WoodWing website – <http://bit.ly/WqQN3m>.