

ILLUSTRATOR TROUBLESHOOTING

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WHAT THIS GUIDE IS ABOUT

This guide is designed to help outline some troubleshooting steps for when Adobe Illustrator is not sending files correctly to the Universal Control Panel (UCP).

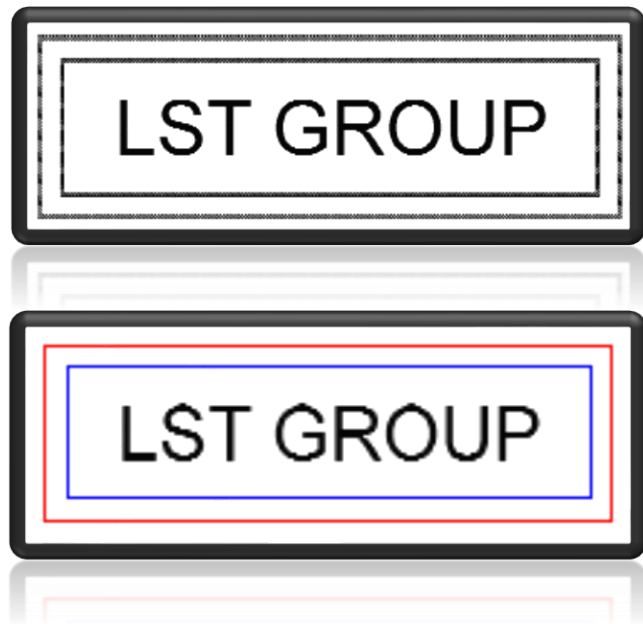
The most common problems with Adobe Illustrator result in the jobs that are sent through to the UCP not appearing correctly or at all. The common symptoms are the red vector cut lines and blue vector engrave lines appearing black or dotted in the UCP.

This guide assumes the user has basic knowledge of Adobe Illustrator and the UCP, if you require information on how to set up Adobe Illustrator for use with your Universal Laser System please see the Illustrator Template guide.

If you require further help with the information contained in this guide, please contact the LST Group support department at support@lstgroup.com.au

THE PROBLEM

An example of the problem is shown in the following two images, these are both seen within the Universal Control Panel (UCP). The top image shows the error occurring while the bottom shows the desired output.



DOCUMENT COLOUR MODE

The most common error is an incorrectly set “Document Colour Mode.” This can occur when first creating the file or when certain settings are imported. You can view the colour mode you are currently in at the top of your project page, as shown below:



If something other than RGB is displayed, please complete the following:

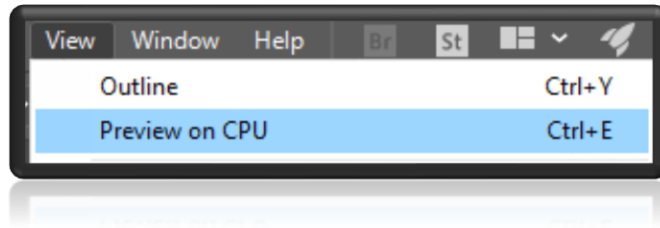
- 1- Click **FILE**
- 2- Click **DOCUMENT COLOR MODE**
- 3- Select **RGB COLOR**

INVISIBLE LINES

Depending on your computer and the default settings of your Illustrator installation, when creating a vector with a “hairline” or 0.001mm thickness, the vectors seem to disappear and can only be seen when selected.

To correct this behavior:

- 1- Click **VIEW**
- 2- Click **PREVIEW ON CPU**



IMPORTED IMAGES

When importing or placing an image into an Illustrator document, the document colour mode may change to CMYK and this does not present in the usual fashion outlined above.

To correct this error:

- 1- Select the image.
- 2- Click **OBJECT** then click **RASTERIZE**
- 3- A window will appear, click **OK**.

Complete the above for each image you have placed in your project. There are several options that can be modified in the window, though are not required to complete this correction.

LINE TYPE

While the correct selections for both the line weight and colour may have been chosen, Illustrator has a few other line options that may affect the process if they have been changed from the defaults. Next to the stroke selection box, the two following boxes should display Uniform and Basic, as seen here:



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