

This document would help you to solve the 2 mostly reported problems encountered by our customers after a quick installation of NCS MagiSign.

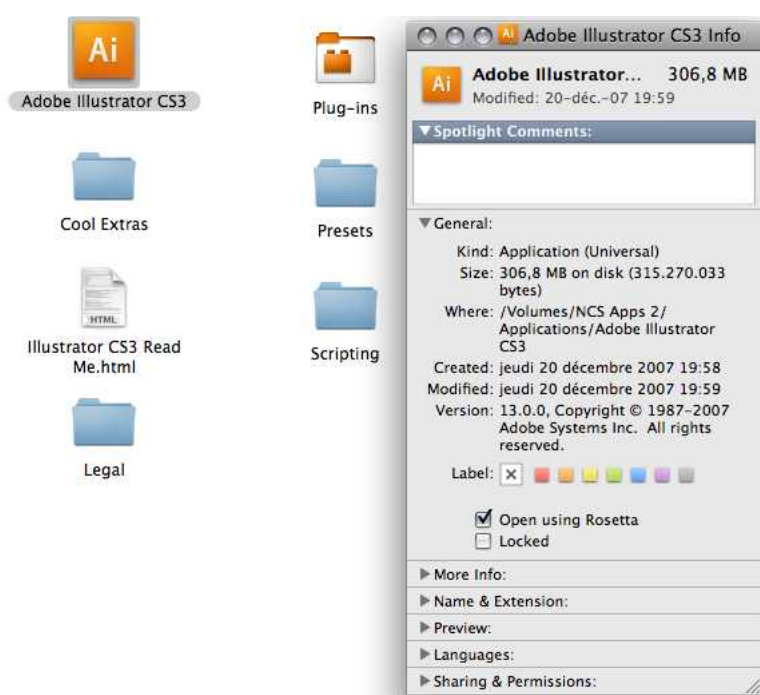
Question 1 :

Adobe Illustrator CS3 refuses to start once NCS MagiSign is dropped in the Plug-in folder of the application (this does not occur on G4 or G5, but well on any MacIntel)

Some of the NCS MagiSign libraries still use Carbon and requires Rosetta environment to be launched on MacIntel computers.

This is quite simple to fix : select Adobe Illustrator **CS3** application by a single clic on its icon BEFORE to launch it and set the Finder in front of any other process and activate « File->Get info » menu item. Check the « Open with Rosetta » option at the bottom of the « General » subdivision of the Get Info window. Close this window and start Adobe Illustrator : all done !

To start Adobe Illustrator with Rosetta could slowdown the startup of this application, but we don't have been notified of any further important slowdown later in the process.



Question 2 :

The NCS MagiSign is visible in Adobe Illustrator, but no port (nor USB or serial) appears in the « Port setup » dialog and the plug-in appears to be always in demo mode while the protection key is plugged on a Mac USB port...

To communicate with the USB or serial ports, NCS MagiSign requires the installation of the NCSMagiSignCS3Foundation.bundle, a piece of codes that you will find in the same folder that our plug-in.



You must drop this bundle in the <users><active user home><Library><Application support> folder (not to confuse with the <Library><Application support> at the root of your main disk). Repeat the process for any users on the same Mac that have to drive your cutting plotter.

Keep in mind you will have to replace the Foundation simultaneously with our plug-in in case of any update of our solution to avoid any communication troubles while using NCS MagiSign.

If no port appears while you are sure that the Foundation is rightly installed, please check the name of the cutting plotter at the top of the palette : if your own model is not listed there, select the right brand and series through the menu you will find AT THE TOP RIGHT CORNER of the NCS MagiSign plug-in palette.

A more complete document describes the installation of the current version of NCS MagiSign. You will find him in the US Document folder on your MagiSign CD as into the downloaded folder from our website.

I keep myself at your disposal for any further infos.

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