

Peiritsch ROES FAQ

I CAN'T GET ROES TO INSTALL

There are several possible reasons why the PCI ROES will not start up, or in some cases not transmit to the lab. We have found it best to go through this list in order and finish with clearing out your Temporary Internet Files.

- 1. Windows XP Service Pack 2:** Setting of the new Windows Firewall can prevent the client from launching or creating an FTP connection. Try turning off the Firewall or setting it to prompt for exceptions such as FTP.
- 2. Various Anti-Virus Applications:** We have found that the home versions of the Norton Internet Security/Antivirus and McAfee Security applications can prevent the client from starting. Try disabling these temporarily if the ROES will not start and turning them back on after successfully starting and installing shortcuts. To do this, open Control Panel, and Administrative Tools and go into Services. Find the Norton or McAfee security services, right click on them and select stop.
- 3. Internet Security (IE) Security Settings:** If set to high may block the ActiveX calls made during the ROES launch. Try resetting Internet Explorer's security levels (found in IE under Tool-Internet Options-Security tab) to default.
- 4. Internet Explorer Pop-up Blocker:** This is a new feature that installs with Windows XP SP2. Try turning this off on Internet Explorer under Tools-Pop-up Blocker.
- 5. Clear out your Internet Explorer Cache:** This can be done in IE under Tools-Internet Options. On the General tab, look in the section marked Browsing History and click on Delete tab. The section marked Temporary Internet Files, click on the Delete files tab. Click OK on the confirmation window, then click Close on the window. Here are other ways to clear out your cache:

PC Internet Explorer: Tools -> Internet Options -> General Tab -> Delete Files

Mac Internet Explorer: Explorer -> Preferences -> "Web Browser" section -> Advanced Options -> Empty Cache

PC and Mac Netscape: Edit -> Preferences -> Advanced -> Cache -> Clear Cache

PC and Mac Mozilla: Edit -> Preferences -> Advanced -> Cache -> Clear Cache

PC and Mac Firefox: Tools -> Options -> Privacy -> Cache -> Clear Cache

Mac Safari: Safari -> Empty Cache

Once you've cleared your caches, restart your computer.

I DON'T KNOW WHAT ROES ACCOUNT NUMBER IS?

If you have ordered from PCI ROES before you should have an account number on previous receipts. The account number will be the four digit number under Customer Info. If this is the first time simply type "NEW CUSTOMER" under account number.

I DIDN'T RECEIVE MY ORDER CONFIRMATION EMAIL?

There are two reasons why you may have not received your confirmation email. The first is that your spam folder has identified it as spam. Check where your spam emails are contained for your confirmation email. The second reason is that your order has not been received or processed by us yet. If you have not received your email, you can give a call at 800-486-6149 to check. Please be aware that our hours are 8:00am-5:00pm. Do not resend your order unless you have confirmed with us that we have not received it.

WHAT IMAGE TYPES DOES PCI ROES ACCEPT?

PCI-ROES can only use .JPG or .TIFF files. There will be an extra conversion charge if Photoshop .psd or Camera RAW files are sent.

HOW CAN I LET YOU KNOW ABOUT SPECIAL INSTRUCTIONS THAT GO WITH MY ORDER?

If you have any special instructions to add to your order, click on the "Instructions" tab in the PCI-ROES Review Order page.

WHAT CHARACTERS CANNOT BE USED IN IMAGE FILE NAMES?

Do not use the following characters when naming you file:

/ : ' , ? " < > ~ ! () © ^ & * ` |

I CANNOT COMBINE PROOF ORDERS AND FINISHED PRINTS IN THE SAME ORDER. WHY IS THIS?

Finished prints follow a different workflow that involves Quality Control (QC) in addition to printing and checking of the order prior to shipping. For this reason Proof Orders and Reorders cannot be combined.