

GMG SupportNews

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Dear Sir or Madam,

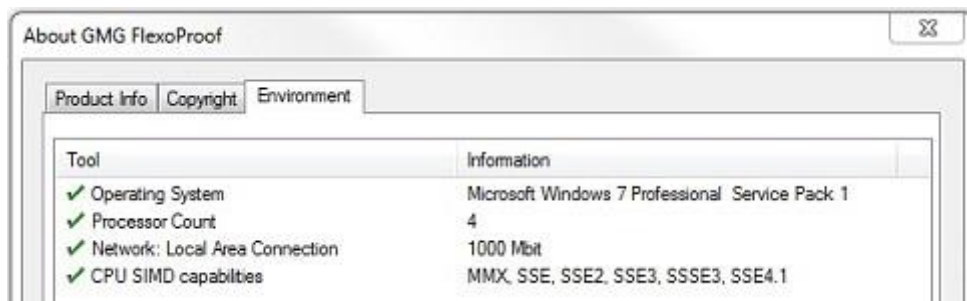
Today we would like to inform you of the following tips & tricks:

- CPU related unexpected behaviour in ColorProof
- How to configure the Microsoft Windows Defender
- Run ColorProof as standard windows user
- PC Admin name contains a blank character

Tips and Tricks: CPU related unexpected behaviour in ColorProof

Old, virtual or non-Intel-CPU's (e.g. AMD CPU) might not support all SSE instructions which are required to run ColorProof. CPU's that do not support all SSE instructions developed by Intel can cause processing errors in ColorProof.

You can check in the *About* window whether your CPU meets the requirements (ColorProof > Help > About > Environment). The green check mark for "CPU SIMD capabilities" shows that the criteria for the CPU are fulfilled.



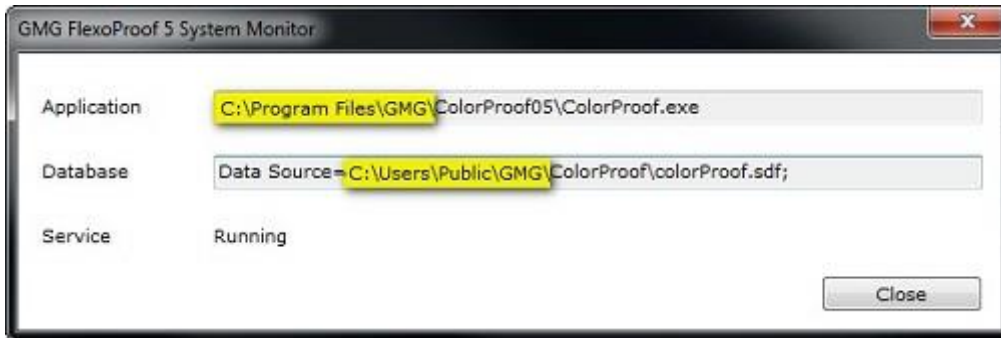
We recommend that the CPU is exchanged by an Intel CPU when the last check mark (for "CPU SIMD capabilities") is red. On the homepage you can find the minimum [requirements](#) for the hardware.

Tips and Tricks: How to configure the Microsoft Windows Defender

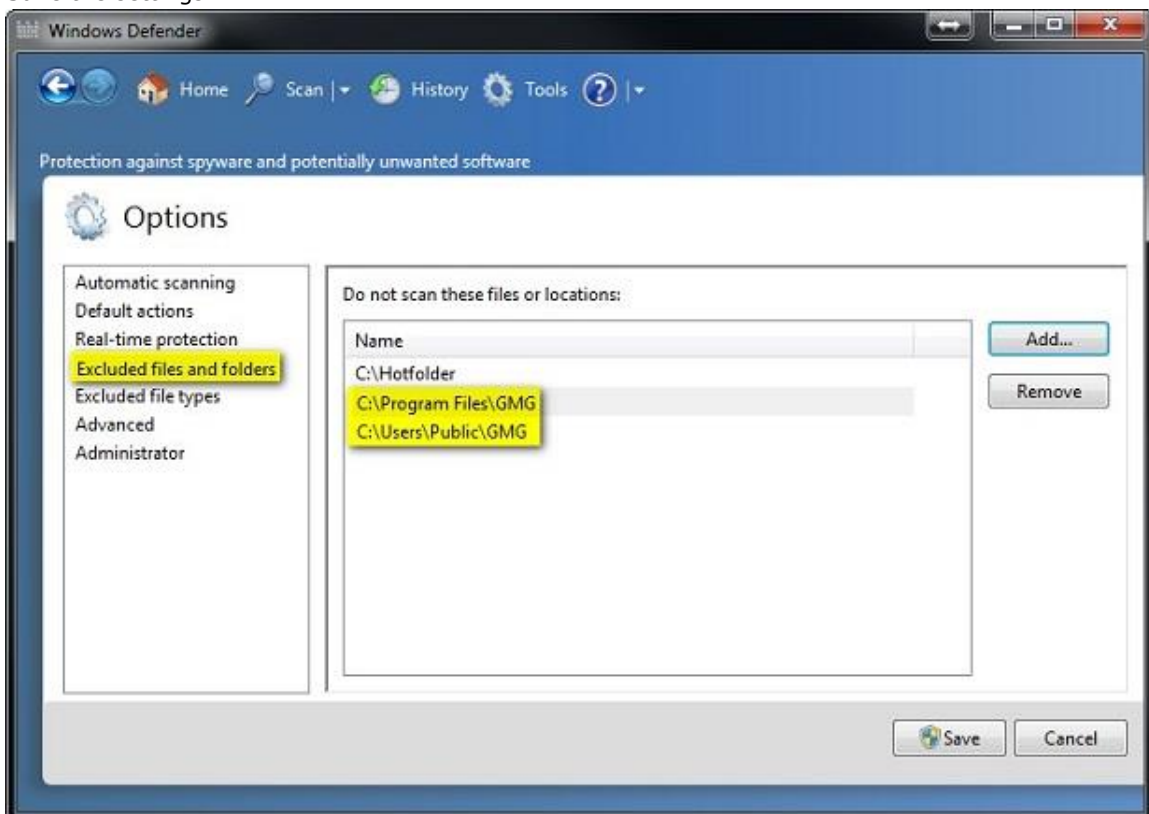
Using Windows Defender's real time protection on ColorProof files can cause errors in the application. Please avoid that ColorProof folders are scanned.

Steps:

1. First check the location of the installation directory and the application data directory (ColorProof tray icon in the task bar > right mouse click > Properties)



2. Open Windows Defender (Start > Control Panel > Windows Defender) and go to Tools > Options > Excluded files and folders.
3. Add both paths into the options of Windows Defender, so that these files and folders are excluded from scanning.
4. Add as well the ColorProof hotfolders.
5. Save the settings.



Tips & Tricks: Run ColorProof as standard windows user (without admin rights)

The current ColorProof version can run in user mode, however:

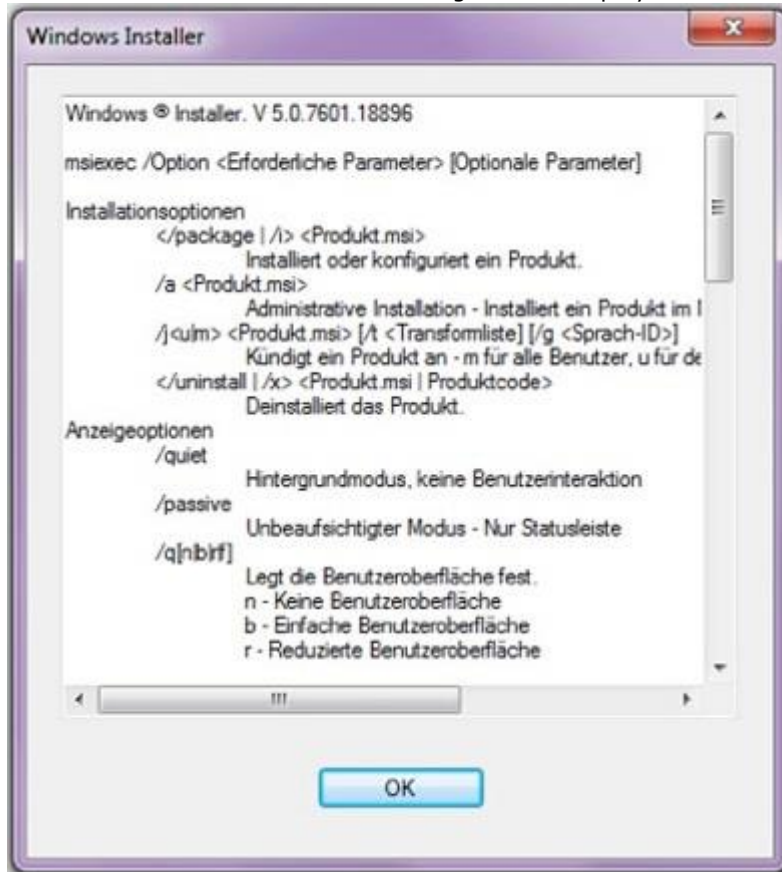
- ColorProof still needs to be installed in administrator mode
- ColorProof can be started in user mode. The administrator password will however need to be entered at each start of the application.

Tips & Tricks: PC Admin name contains a blank character

Please note that the ColorProof installation will be aborted when the Windows administrator name contains a blank character, e.g. "Test User".

Error

A window with this kind of error message will be displayed.



Solution

Use an administrator name without a blank character.

Questions? Feedback? Comments? Please, let us know!

With kind regards from Tübingen

Jochen Moehrke
Manager Customer Support