

# FTP File Preparation

When uploading files, call or email your RR Donnelley Project Coordinator or Salesperson to let them know that the files have been transferred. They will need to know the name of the files to process your job in a timely manner.

## Compressing Files

Compress your file(s) into an archive. Fonts and some images will not arrive intact unless they are compressed before sending.

- File names must be under 31 characters.
- File names must not contain spaces or special characters, ie; % &.

### Macintosh Platform

Use the built-in OSX zip utility feature.  
(Hold your CTRL button and select your collected project/job folder. A menu should display, select "Compress..."; this will create a ".zip" archive file.)

### Windows Platform

WinZip is an excellent shareware program to compress files.

**Primary FTP Instructions** Host: ftp.rrd.com User Id: 42-post-ac Password (case sensitive): Printuser07

- Open your FTP software.\*

### Macintosh Tested Software

FileZilla Fetch Cyberduck

### Windows Tested Software

FileZilla WS FTP Server Smart FTP

\* Many other FTP applications also work, but these have been tested. These shareware programs require you to purchase them if you continue their use.  
<https://cyberduck.io/?l=en> [www.fetchworks.com](http://www.fetchworks.com) [www.filezilla-project.org](http://www.filezilla-project.org) [www.ipswitch.com](http://www.ipswitch.com) [www.smartftp.com](http://www.smartftp.com)

- To upload files: Open the "In" folder. Upload your files to this folder. Once the files are posted you will no longer be able to see the files, as they are immediately transferred to our secure internal server.
- To download files: Open the "Out" folder. Locate and download your files from this folder.  
(Note: Files older than 14 days are automatically removed from the "Out" folder.)

## Secondary Insite Instructions

**Host:** https://insite2.comprint.rrd.com **User Id:** 42-post-ac **Password (case sensitive):** Printuser08

- Begin by following the compression steps above.
- Select the "Customer\_Uploads".
- Select "Upload Files".
- When upload window is open fill in customer name or CSR name in "Upload Name" area.
- Drag and drop your files, or click "Add" button.
- Click "Upload" when all information is entered. When upload is complete status will read "Upload Complete".

**Insite troubleshooting:** There are a few common issues users have when using Insite. most can be quickly and easily resolved by following one or more of these steps.

- Run "System Diagnostics", located in the lower left corner on Insite. This will run a few tests to make sure your OS and browser are certified to run Insite. It will also make suggestions on how to resolve issues it finds.
- Empty browser cache, temporary files, cookies, etc.
- For Mac OS 10.6, Safari needs to be set up to open in 32-bit mode.

# File Instructions

## Preferred Platform

- We prefer files to be created on the Macintosh platform with one of the following software programs.

Adobe Acrobat  
Adobe Illustrator  
Adobe InDesign  
Adobe Photoshop  
Quark XPress

## Windows Platform

- We can accept files from the PC platform, however, please keep in mind that most PC files will be converted to the Mac platform, which may cause font issues.
- Converting these PC platform documents to a press optimized pdf before submission will increase the possibility of maintained integrity. Otherwise these documents may often incur extra expense to reconstruct in an appropriate application for output.

Apple iWork  
Microsoft Publisher  
Microsoft Word  
Word Perfect

- When supplying hard-copy color composite laser proofs, please print at 100% from the files being provided, if possible.
- When supplying hard-copy proofs with custom ink colors, please provide color separated lasers of each page.

## Collected Files

- Include all fonts and supporting graphics, including placed images and logos. You may also convert fonts to outlines if sending them is not an option.

## Color

- We prefer files built in CYMK format.
- Files built with RGB color will be converted to GraCol7 standards, which is a much larger color gamut that allows us the ability to reproduce gray balance much more closely than with SWOP.
- Ink densities should not exceed 320%.

## Bleed

- A minimum .125" bleed is required.

## Trap

- We would prefer you NOT trap your job. Our pre-press technicians will set all trapping parameters that will yield the highest quality final product.

## DPI Resolution

- For optimal quality, all graphics should be minimum of 300 dpi at 100% for grayscale or color images.
- Black and white images and line art should be minimum of 1200 dpi.

## Minimum Text Size

- Sheet-Fed jobs, minimum 7 pt.