QuarkXPress CopyDesk

Getting Started with QuarkCopyDesk 2021

November 2021

Contents

Related Documents

For more information about using QuarkCopyDesk, reference the other QuarkCopyDesk documentation/resources listed below.

Document Name	Description	Location
QuarkCopyDesk User Guide	A guide written for the end user of QuarkCopyDesk. Use the guide to quickly look up information, find out what you need to know, and get on with your work.	*www.quark.com/support /documentation*

System Requirements

System requirements: macOS

Software

- macOS 12.0.1. (Monterey), 11.6.1 (Big Sur) and 10.15.7 (Catalina)

Hardware

- CPU with dual cores or more
- 4GB RAM available for QuarkCopyDesk
- 3GB hard disk space for installation

➡ For better performance when working with long, complex (graphic-heavy) documents, it is recommended that you use more powerful hardware with greater RAM for QuarkCopyDesk.

Other

- An Internet connection for activation

System requirements: Windows

Software

- Windows 11 Version 21H2 (64 bit) or later, Windows 10 Version 21H1 (64 bit) or later, Microsoft Windows 8.1 with April 2014 update rollup update (KB2919355), and March 2014 servicing stack update (KB2919442) (64 bit)
- Microsoft .NET Framework 4.0 or later

➡ An update for Universal C Runtime is required on Windows 8.x. Please follow the link for more information: *support.microsoft.com/en-in/kb/2999226*

Hardware

- CPU with dual cores or more
- 4GB RAM available for QuarkCopyDesk
- 3GB hard disk space for installation

For better performance when working with long, complex (graphic-heavy) documents, it is recommended that you use more powerful hardware with greater RAM for QuarkCopyDesk.

Other

- An Internet connection for activation

Installation for macOS

To install QuarkCopyDesk for use with the appropriate macOS:

1. Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file, then disable your virus detection software.

2. Double-click on the installer dmg. Drag the QuarkCopyDesk app (a single App bundle) to the "Applications" folder or to a directory of your choice.

Installation for Windows

To install QuarkCopyDesk for use with the appropriate Windows OS:

1. Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file, then disable your virus detection software.

2. Double-click the installer icon and follow the instructions on the screen.

Performing a silent installation

The silent installation feature lets users install QuarkCopyDesk on their computers over a network without having to follow step-by-step instructions. This feature is useful for large group installations when performing manual installations is cumbersome.

Preparing for silent installation: Windows

To enable Windows users to perform a silent installation on their computers, an administrator must make the following modifications:

1. Using the local copy of the installer, install QuarkCopyDesk on the local hard disk. The installer creates a "QuarkCopyDesk Setup.xml" file in the folder where the installer is located.

2. Open the "silent.bat" file in a text editor and make sure the path of the "QuarkCopyDesk Setup.xml" file is in the first line as follows:

"[network path of setup.exe file] /s /v"/qn ALLUSERS=1"

"[network path of vcredist_x64.exe file]" /q

3. Share the folder that contains the installer and the "QuarkCopyDesk Setup.xml" file with users who are licensed to install QuarkCopyDesk.

Silent installation: Windows

To perform a silent installation on Windows, an end user must follow these steps:

1. Navigate to the shared folder that contains the "QuarkCopyDesk Setup.xml" and "silent.bat" files.

2. Double-click the "silent.bat" file and follow the instructions on the screen.

Adding files after installation: Windows

To add files after installation:

1. Double-click the "setup.exe" icon.

The **Setup** dialog box displays.

2. Click **Next**.

The **Program Maintenance** screen displays.

- Click **Modify** to choose the files to install. You can install new files or remove previously installed files.

- Click **Repair** to correct minor issues related to installed files. Use this option if you experience issues with missing or damaged files, shortcuts, or registry entries.

3. Click **Next**.

- If you clicked **Modify** in the previous dialog box, the **Custom Setup** screen displays. Make the appropriate modifications, then click **Next**. The **Ready to Modify the Program** screen displays.

- If you clicked **Repair** in the previous dialog box, the **Ready to Repair the Program** screen displays.

4. Click **Install**.

5. Click **Finish** when the system notifies you that the process is complete.

Upgrading

To upgrade QuarkCopyDesk to this version:

1. Disable any virus protection software. If you are concerned about a virus infecting your computer, run a virus check on the installer file, then disable your virus detection software.

2. On *Windows*: Double-click the Installer icon and follow the instructions on the screen.

On *macOS*: Drag QuarkCopyDesk app bundle from the DMG to your Applications folder.

- *Windows:* When the **Validation Code** screen displays, choose **Upgrade** from the **Installation Type** drop-down menu. If you have your upgrade validation code, enter it in the **Enter your validation code** fields. If you do not have an upgrade validation code, click **Get validation code** to go to the Quark Website, follow the instructions on the screen to get the validation code, and then enter the validation code in the **Enter your validation code** fields.

- *macOS:* When the **Validation Code** screen displays, choose **Upgrade** from the **Installation Type** drop-down menu. If you have your upgrade validation code, enter it in the **Enter your validation code** fields. If you do not have an upgrade validation code, click **Get validation code** to go to the Quark Web site, follow the instructions on the screen to get the validation code, and then enter the validation code in the **Enter your validation code** fields.

3. Click **Continue** and follow the instructions on the screen.

➡ The installer installs a new copy of QuarkCopyDesk. It does not replace the earlier version (i.e. QuarkCopyDesk 2021 will not replace QuarkCopyDesk 2020, 2019, 2018, 2017, 2016 or 2015).

Installing or Upgrading with QLA

Quark® License Administrator (QLA) is software that manages licensed Quark products. If you purchased an educational site license or a commercial site license, you will have received a QLA license for your copy of QuarkCopyDesk. You may also download QLA from our website: *https://qlaweb.quark.com*. QLA must be installed on your network before you install QuarkCopyDesk.

If QLA is already installed and you are installing QuarkCopyDesk, the **License Server Details** dialog box displays after you enter your registration information. Before proceeding, verify that you have the information you need to enter values in the following fields:

- **License Server Host Name or IP Address**: Enter the IP address or server name for the server you have designated as the license server. The license server handles requests from license clients.

- **License Server Port**: Enter the value for the license server port. This number is determined when the QLA software is installed.

- **Backup License Server Host Name or IP Address**: Enter the IP address or server name for the server you have designated as the backup license server.

- **Backup License Server Port**: Enter the value for the backup license server port.

Activation

After you have installed QuarkCopyDesk®, you must activate the software.

Activation is a process that authorizes QuarkCopyDesk to run indefinitely on the computer on which it was installed. During activation, an *installation key* is generated and sent to Quark. This installation key contains a representation of your hardware configuration. Quark uses the installation key to generate and return an *activation key*, which is used to activate your copy of QuarkCopyDesk.

An activated copy of QuarkCopyDesk can run only on the specific computer on which it was activated. If you want to move a copy of the software to a different computer, you can use the License Transfer feature. For more information, see "*License transfer*."

An evaluation copy of QuarkCopyDesk will run in fully functional mode for 7 days. After that, the software will not launch unless you enter a valid validation code.

Activating

You must activate your copy of QuarkCopyDesk. If a valid copy of QuarkCopyDesk has been installed on your computer but has not yet been activated, the Product Activation dialog box displays each time you launch the software. The activation process requires an internet connection. To activate your copy of QuarkCopyDesk:

- Choose QuarkCopyDesk as your product configuration
- Enter your validation code
- Click Continue.

Canceling the activation dialog will quit the application.

➡ If you cannot activate online, see *Contacting Quark* for contact information.

Activation troubleshooting

If automatic activation fails, contact Quark Technical Support (see "*Contacting Quark*").

The Quark activation system supports only basic proxy server authentication. Internet activation will not work if you use a proxy server with something other than basic authentication.

Reactivating

After activation, QuarkCopyDesk verifies the validity of the activation key each time it is launched. If QuarkCopyDesk fails to detect a valid activation key, you must reactivate the software by contacting Quark customer service, submitting the online form, or faxing the reactivation form.

You must reactivate QuarkCopyDesk if you make a significant hardware change (such as changing the Ethernet address on a Mac or changing the computer processor) or if the activation mechanism is damaged in some way.

If QuarkCopyDesk detects that the activation data has been modified or is missing or corrupt, the application displays the **Activate QuarkCopyDesk** dialog box and prompts you to reactivate QuarkCopyDesk.

If you plan to make significant hardware changes to your computer, use the License Transfer feature deactivate QuarkCopyDesk first and then reactivate it on the same computer making the hardware changes. For more information, see "*License Transfer*".

If you need to reactivate your copy of QuarkCopyDesk, reactivate it immediately. Otherwise, it will run only in demonstration mode (see "**Demonstration mode**" section below).

➡ You can uninstall and reinstall an activated copy of QuarkCopyDesk on the same computer as many times as you want without reactivating the application.

➡ There is no grace period for activation after installation, a significant hardware change or for damage to the activation mechanism.

Dual activation policy

A single-user license of QuarkCopyDesk allows the primary registered user to install and use the software on two computers (a primary computer and secondary computer). To take advantage of this, simply install and activate QuarkCopyDesk on both computers.

The dual activation policy is platform independent, so you can use it on two computers running macOS, two computers running Windows or two computers, one running macOS, the other running Windows.

License Transfer

You can move an activated copy of QuarkCopyDesk to a new computer on your own using the License Transfer process. This process entails deactivating the software on one computer and then reactivating it on another computer.

➡ You also need to transfer your license if you substantially change the hardware configuration of your computer.

➡ If you want to transfer your license without contacting Quark Technical Support, you must have an Internet connection.

To use the License Transfer feature:

1. Launch QuarkCopyDesk

2. Choose **QuarkCopyDesk/Help > Transfer QuarkCopyDesk License.**

3. Follow the directions on the screen.

Uninstalling

Uninstalling: macOS

To uninstall QuarkCopyDesk, open the "Applications" folder on your hard drive (or the folder in which QuarkCopyDesk was installed) and drag the QuarkCopyDesk App to the trash.

Uninstalling: Windows

To uninstall QuarkCopyDesk:

1. Choose **Start > All Programs > QuarkCopyDesk 2022 > Uninstall**.

2. Click **Yes**. The uninstaller gathers the information necessary for uninstalling and then an alert displays to notify you that the contents of the QuarkCopyDesk application folder will be deleted.

3. Click **Yes** to continue or **No** to cancel.

1. You can also uninstall by running the installer again.

2. If the uninstaller detects a running instance of the application, an alert displays. Close the application before you begin to uninstall.

Contacting Quark

The support portal allows you to log support tickets, track tickets, receive status notifications, chat with a technical support representative, search the Knowledge Base, and access product documentation.

With direct access to documentation across all Quark software - from QuarkXPress and App Studio to Quark Enterprise Solutions - you can find answers to your questions at your convenience. Our support team is also available to help, either through our support portal, or via phone for our maintenance contract customers.

In the Americas

For more details, please check out our support website *www.quark.com/support*

Outside the Americas

For countries outside the Americas, please visit the following sites to access your support account:

Support Website

- France - *www.quark.com/fr/support*
- Germany - *www.quark.com/de/support*

Quark is the basis for content creation, automation and intelligence. Since 1981, the company has been a pioneer in graphic design, digital publishing and content automation. Today, customers rely on Quark for closed-loop content lifecycle management to deliver optimized content to meet their desired use cases – from digital magazines that entertain to documents that demonstrate regulatory compliance. Headquartered in Grand Rapids, Mich., we serve more than 100 enterprise customers and 50,000 users worldwide. Quark. Brilliant content that works. For more information, visit www.quark.com.