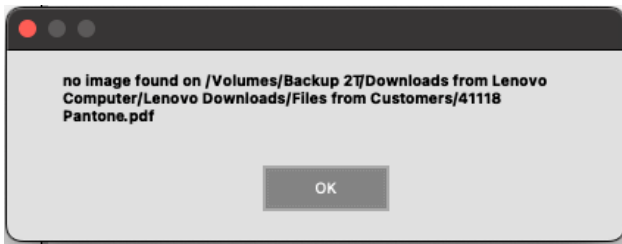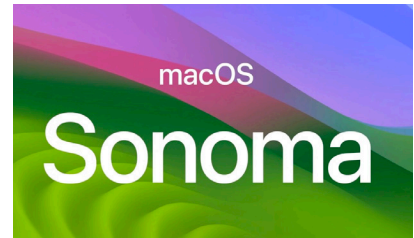# GO ColorMate™ Sonoma Update Issues

Errror Opening Files in Mac iOS Sonoma.

This bulletin describes the Step-by-Step Guide to work around while opening files from Illustrator with the latest Mac Sonoma iOS.
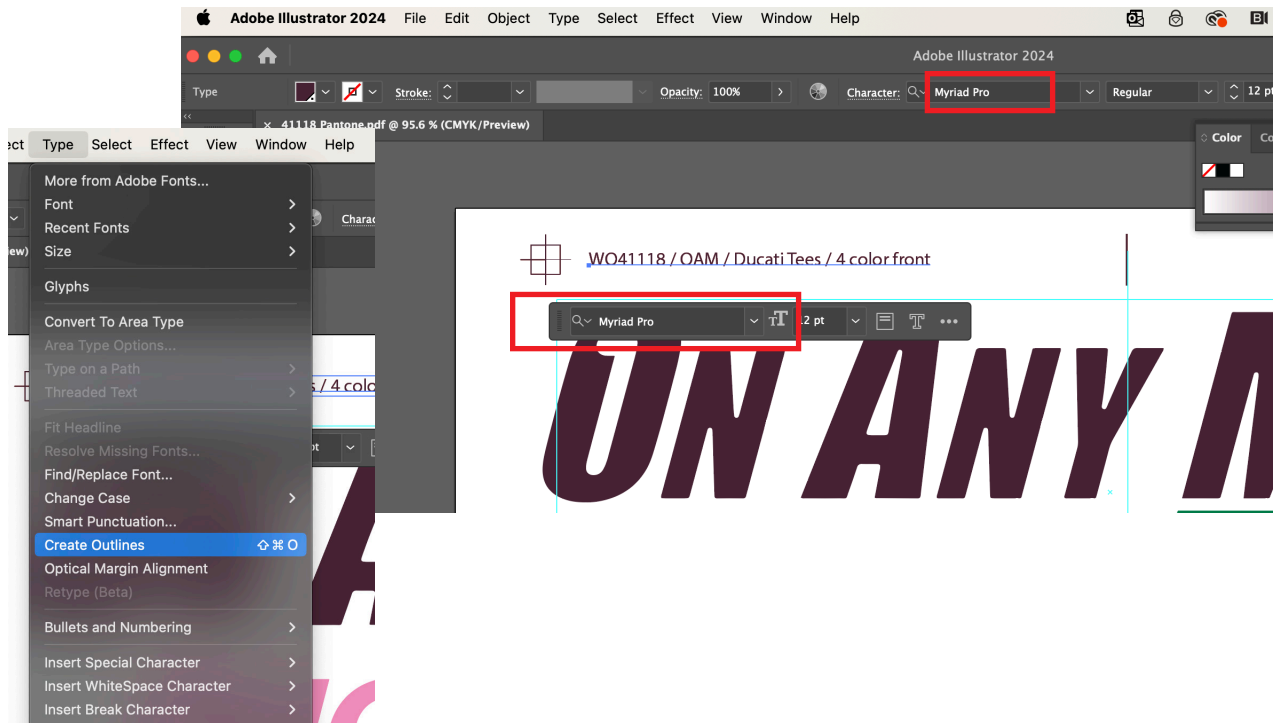
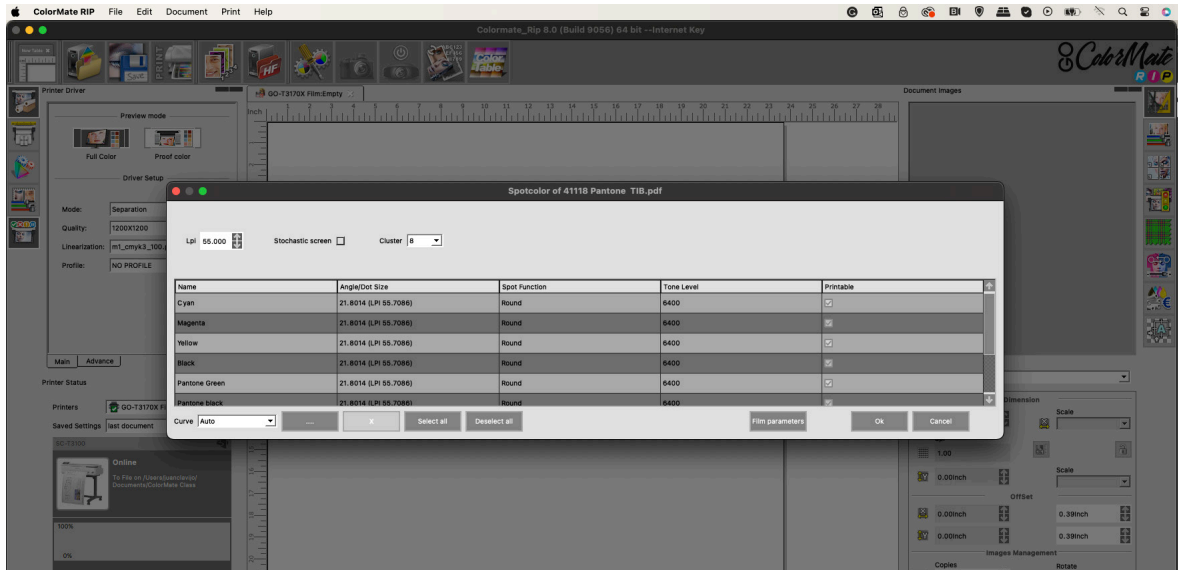When opening a file you may see this error message while opening the image.

The problem is caused by the font management in Sonoma,

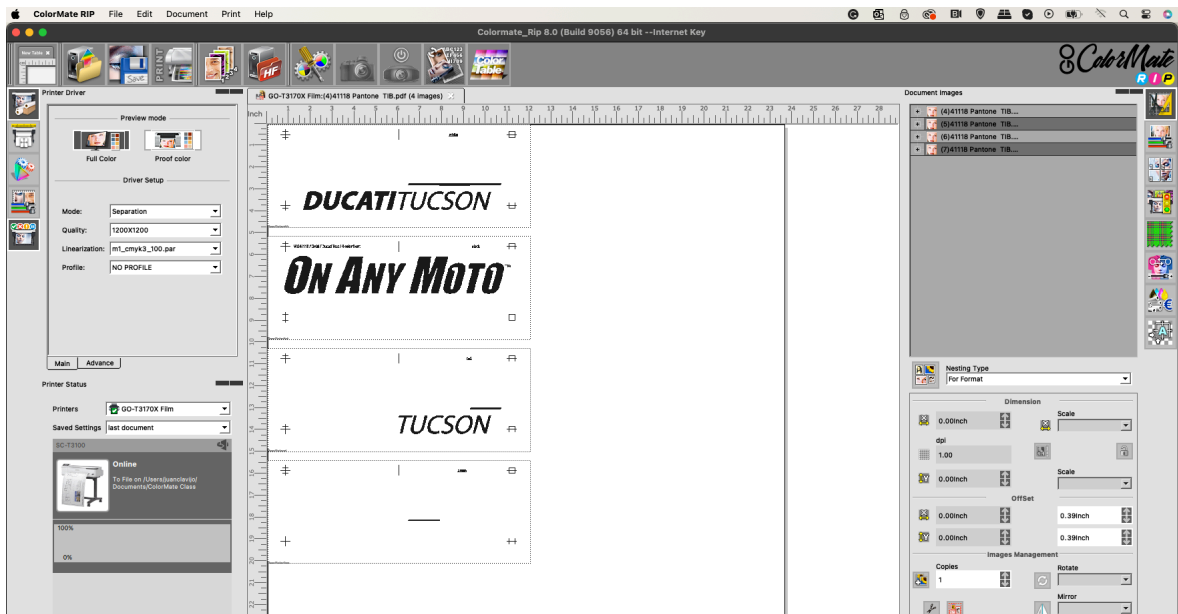To solve this error, you must do the following:

1. Identify the font texts on the file and convert them to outlines.

2. Once the fonts are converted to outlines, save the file and open it on ColorMate™ SP RIP.

3. ColorMate™ will open the color plates, and the file can be printed.

For additional information please **contact us**.