

If you're having problems obtaining PDF/A compliance,

1. Make sure you have followed precisely the directions for compliance. The directions were written for the latest version of Acrobat Professional (currently 8.0+). If you don't have access to this version in your lab, you can use designated computers in the GEB Computer Lab or in the library's E-Classroom or Multimedia Lab.
2. Any annotations by the format reviewers (usually a transparent yellow highlight) must be removed.
3. Color must be in RGB format, not CMYK. Most graphic software will allow you to save your graphics in either format; use RGB.
4. Images must be flattened and saved as RGB. Multiple layers in images will cause transparency errors. Programs such as Adobe Photoshop and Elements allow you to flatten image layers. When exporting graphics from Adobe Illustrator or Freehand flatten all transparency before exporting.
5. If you copied and pasted a URL into your document (e.g., from PubMed), you will need to delete it and retype it. Copying/pasting includes underlying HTML that will not allow compliance.
6. If you used a nonstandard font (e.g., Wingdings), it will not be embedded and will not allow compliance. For Greek and other similar scientific notation, use the Insert menu in Word for special characters. Most standard fonts (e.g., Times, Times New Roman, Arial, and Helvetica) are automatically embedded. On a PC, you may need to change a preference to ensure embedded fonts.
7. Images need to be compressed using ZIP compression, not LZW compression. Photoshop or similar programs use ZIP compression.
8. Adding "A1b" to the file name can sometimes help (for example, File_Name_A1b.pdf).
9. Even the recommended fonts can create problems. The fonts in your document must be TrueType fonts. If you are getting a noncompliance error message because of fonts, try changing the font to Book Antiqua (or another recommended font).
10. In Acrobat, select the Advanced menu, then Preflight. Expand PDF/A compliance and Convert to PDF/A-1b (sRGB); then execute. If you still get a noncompliance message, try the next step.
11. If you receive an error in compliance, a red X, do the following: In the Preflight dialog box under the results tab, open a folder within the list of errors. Double-click on the icon in front of the error message and this will show you the exact location of the error.

Additional technical help

For assistance with PDF/A compliance, contact

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