

# KB107610904: ColorTone - Does not see Ink Books after upgrading to Suite 14

## Summary

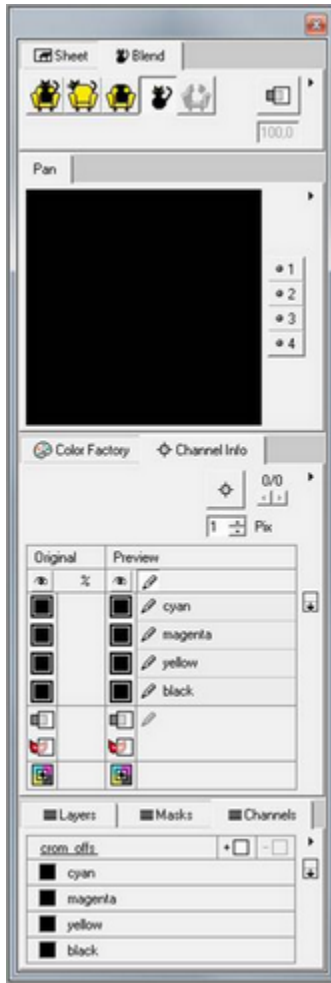
ColorTone can access the old Ink Books, but not new ones.

## Symptoms

Problem starts following an upgrade of ColorTone 7 workstation (Windows 7) to the latest version (found on 10 Assembly 2 media) in combination with the upgrade of the system to Suite 14.

ColorTone previously could access all Ink Books.

The color palette shows all colors in black:



## Solution

Edit the **BG\_DATA\_CMS\_V010** System Environment variable on the computer to use the UNC path to the central CMS data server.

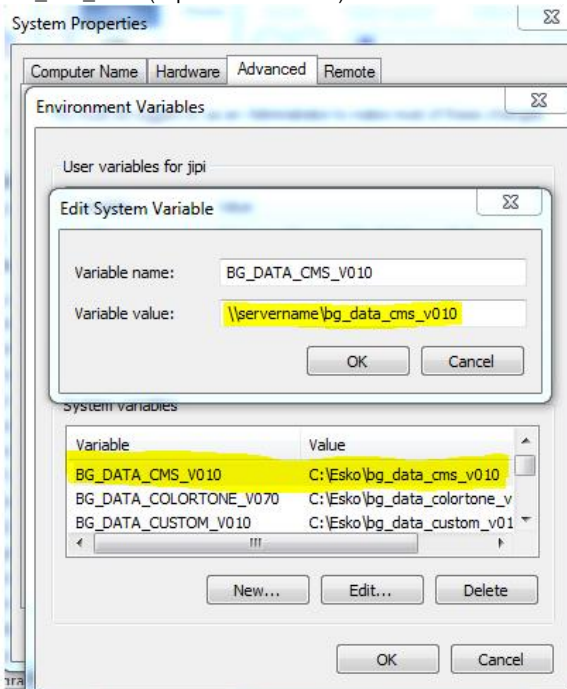
1. Right-click on your computer icon from desktop or Start menu and select **Properties**.
2. Click **Advanced System Settings > Environment Variables...**

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3. Find the variable **BG\_DATA\_CMS\_V010** and edit to use the format `\\YourServerName\bg_data_cms_v010` (in place of `C:\Esko\...`)



4. Click **OK** to apply the change.

Now start ColorTone and access all Ink Books.