

KB172014089: Bitmap Viewer - Files not merging even after choosing one of the files

Summary

Even though the toggle to automatically merge files upon open is on, files are not merged automatically.

Symptoms

Files not merging automatically, even if the toggle is on to automatically merge files upon open.

Solution

The Bitmap Viewer merging is purely name based and it will only merge files if it recognizes the channel names. Normally, the problem is that the channels are not known by the viewer (palette).

The format is the "FlexRIP format": <base name>_<ink name>.tif or <base name>_<ink name>.len

For process colors and PANTONE, some built-in short names exist: e.g.: 372 instead of PANTONE 372 C, but for custom ones there has to be a direct match.

Article information	
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