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Content Manager Ingestion Stalled (eText Support Request for CM50648736 / 0000)[Change Subscription](#)**Original Message**

(Posted just now - 12:31pm Mar 13, 2012 EST)

by [eText_Support_Requests](#) (Posts: 1) (IP: IP not logged)

Your support request has been submitted and will be processed through the Knowledge Base at http://kb.pearsoned.com/eText_Production/.

Here is your confirmation email with the information you provided on the eText Support Request form.

Thanks!

Contact Name: Rajeev Parmeer

Contact Phone: 000-000-0000

Contact Email: Rajeev.Parmar@aptaracorp.com

Additional Email: pnayal@aptaracorp.com; elhi5@aptaracorp.com; etext_aptara@aptaracorp.com

BookID: 0000

GlobalBookID: CM50648736

Identifier: at_SE_B2_T6 on PPE

Username:

Password:

Issue: We are unable to publish ebook on eText Content Manager. Attached is the screenshot for reference.

<http://ppe.ebookcm.pearsoncmg.com/ebook/workflow/lookup/display.do>

Please look into the matter and do the needful.

Regards,
Rajeev Parmar

Messages 1 - 4 of 4 [View as OutlinePost Message](#)☐ Select/Deselect All [Delete Selected](#) [Move Selected](#)

(Msg # 1. : Posted Mar 13, 2012 2:55 pm)

by [Erik Unhjem](#) (Posts: 789)

(IP: 74.36.17.34)

Hi Rajeev,

The eText developers report that for the last two days, the PPE Content Manager has crashed while processing this title. An analysis of the PPE Content Manager server log for this event indicates that the Aptara team was trying to process three titles (Global Book IDs - CM49210405, CM51770267, CM50648736), all having one problematic PDF (000155_MTH13_SE02_0328701475.pdf) of about 17 MB in size. While the size is well under the single-page PDF limit of 30 MB, there's obviously something wrong with it.

It appears to me that this file was not optimized prior to ingestion, as it should have been. I downloaded a copy of the file and optimized it with Acrobat. Here's the file before optimization:

Audit Space Usage**Results**

Description	Bytes	Percentage
Thumbnails	3,318	0.02 %
Images	13,019,547	73.20 %
Content Streams	1,079,343	6.07 %
Fonts	191,085	1.07 %
Document Overhead	3,461,846	19.46 %
Color Spaces	221	0.00 %
X Object Forms	14,214	0.08 %
Shading Information	1,611	0.01 %
Extended Graphics States	2,901	0.02 %
Cross Reference Table	11,880	0.07 %

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Total	17,785,966	100 %
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OK

Note the inclusion of thumbnails , and the percentage of overall size allocated to document overhead. Here's the same file post-optimization in Acrobat:

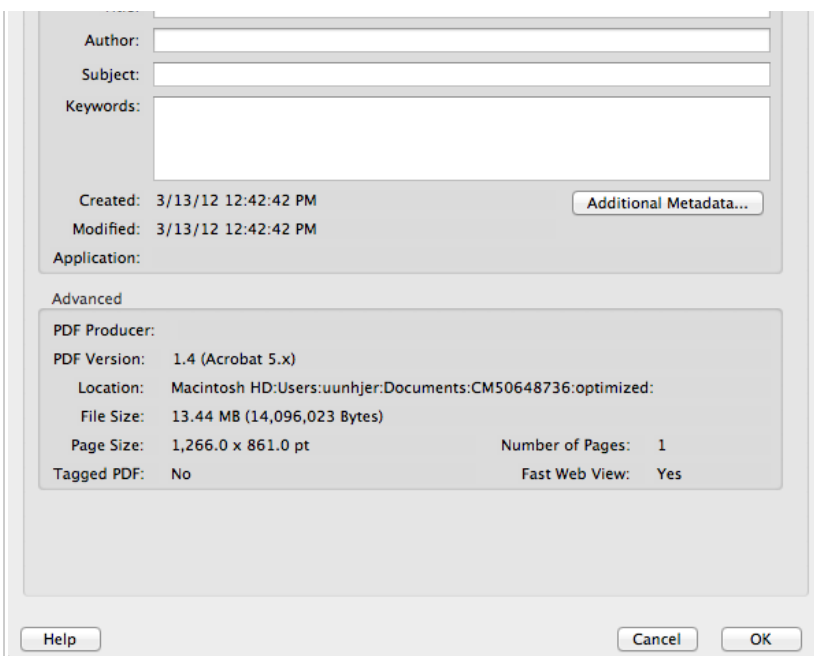
Audit Space Usage		
Results		
Description	Bytes	Percentage
Images	12,719,158	90.23 %
Content Streams	1,132,964	8.04 %
Fonts	205,231	1.46 %
Document Overhead	12,910	0.09 %
Color Spaces	221	0.00 %
X Object Forms	14,506	0.10 %
Shading Information	1,611	0.01 %
Extended Graphics States	2,902	0.02 %
Cross Reference Table	6,520	0.05 %
Total	14,096,023	100 %

OK

Document overhead is dramatically reduced and the thumbnails have been removed. Overall file size is smaller.

I also note that at 1266 pixels wide, the PDF is oversize and will need to be scaled in the Content Manager:

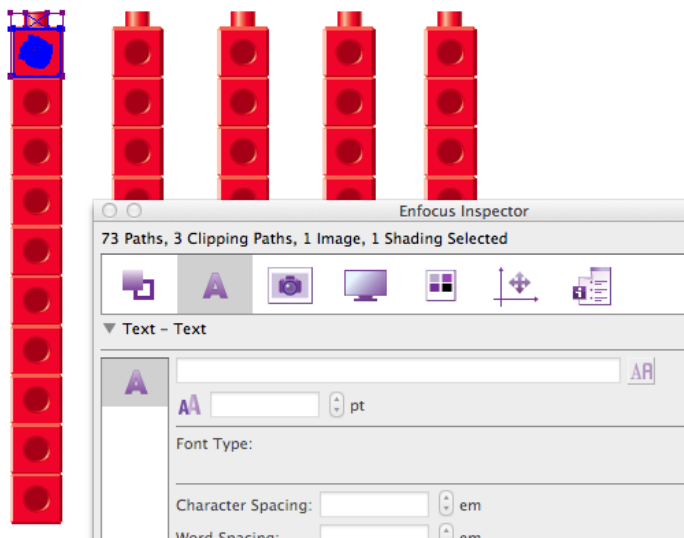
Document Properties	
Description	Security Fonts Initial View Custom Advanced
Description	
File:	000155_MTH13_SE02_0328701475.pdf
Title:	



Looking at the problematic page, nothing appears unusual until all of the elements are selected using PItStop, and the Inspector panel reveals an unusually high number of objects and clipping paths:



Closer examination of the artwork elements in the lower right, middle right and upper left parts of the page reveal that there are multiple "intense vector graphics". For example, looking at just one of the elements in the middle right and upper left sections reveals that there are 73 paths used in each "building block", and that artwork is repeated 200 times on the page:



This file needs to be properly optimized prior to uploading, and the artwork rasterized to simplify the graphics either in Photoshop before ingestion, or by using the Content Manager's optimization routine, which would rasterize these intense vector graphics. We'll need to wait for the eText developers to restore the Content Manager to service and await their further analysis before attempting any additional ingestions, so that the system isn't interrupted again.

In any event, the file currently does not meet our PDF guidelines.

Regards,

Erik

eText Systems Product Manager

Re: Content Manager Ingestion Stalled (eText Support Request for CM50648736 / 0000)
(Msg # 1.1 : Posted Mar 13, 2012 8:58 pm)
by **Erik Unhjem** (Posts: 789) (IP: 74.36.17.34)

Hi Rajeev,

I have successfully ingested both the PDF that I "split" to rasterize in Photoshop (<http://auth.ppe2.ebookplus.pearsoncmg.com/ebook/launchViewer.do?bookID=1009542&globalBookID=CM45180106&invokeType=authoring&launchType=teacher>), as well as the PDF that I optimized in Acrobat before uploading to the CM FTP (<http://auth.ppe2.ebookplus.pearsoncmg.com/ebook/launchViewer.do?bookID=1009543&globalBookID=CM76954894&invokeType=authoring&launchType=teacher>).

If your colleagues created the original PDF, please closely examine how the page and the PDF were created for any anomalies.

Regards,

Erik

eText Systems Product Manager

PPE2
(Msg # 2. : Posted Jun 6, 2012 12:16 pm)
by **Dan Sabroff** (Posts: 9) (IP: 66.84.140.10)

Laserwords - Madison

PPE2
(Msg # 3. : Posted Jun 6, 2012 12:18 pm)
by **Dan Sabroff** (Posts: 9) (IP: 66.84.140.10)