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From: IRHelp
Sent: Friday, January 14, 2011 9:20 AM
To: IR Users
Subject: ImageRight Defect - View Page shows Red X

Issue:

Viewing a page displays a red X in the Image Viewer window and this error pops up, "The following error has occurred: Parameter is not valid."

Cause:

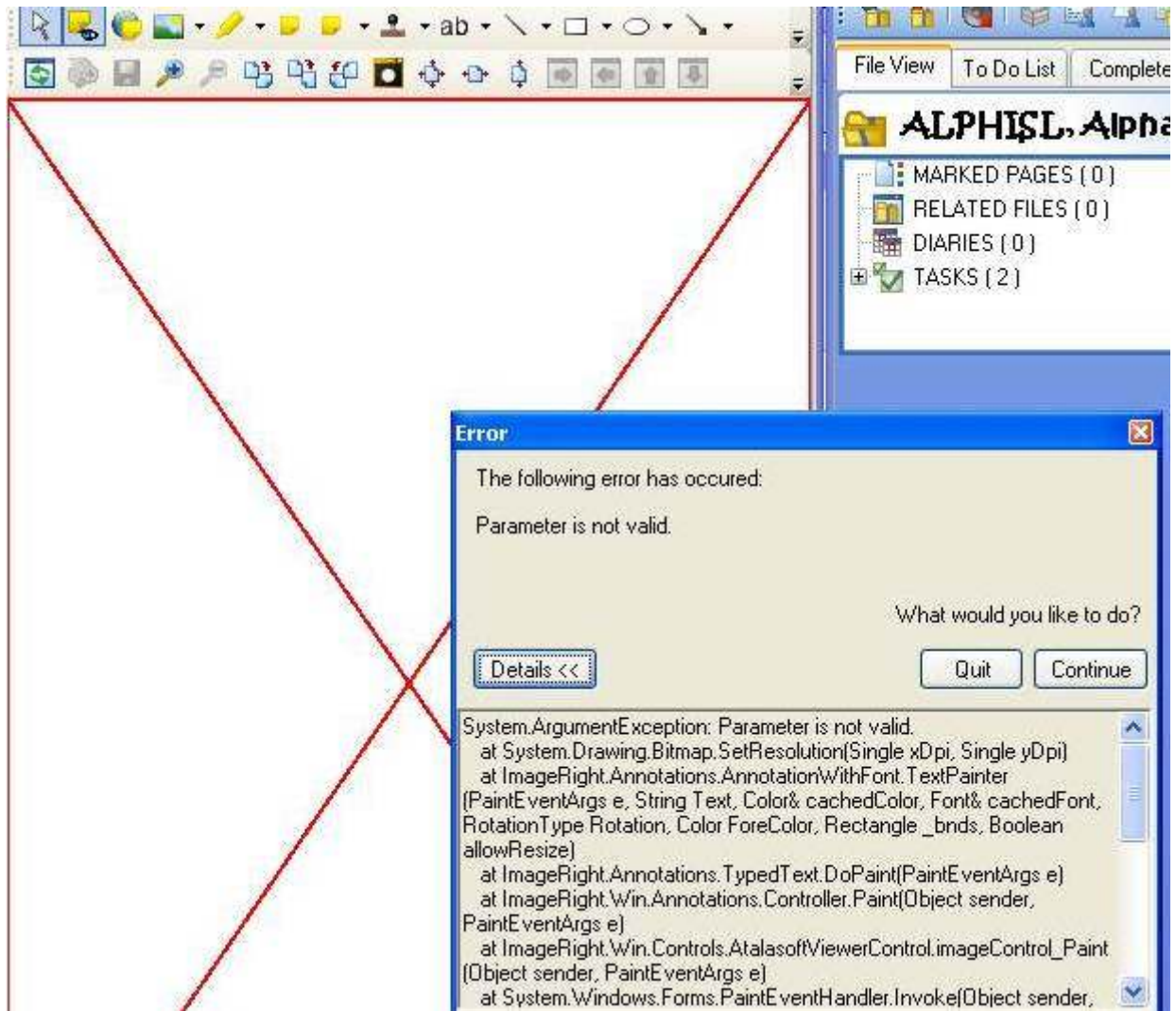
Defect. When attempting to apply an annotation, error is caused by 3rd party product not setting properly the DPI resolution units on the images.

Resolution:

Fixed in next upgrade version 5.x

Workaround until Upgrade:

Select the page or document, right click, select Copy, select Physical Copy without Annotations, and paste it back into the file. Change Task Target if an open task is attached to the page being moved.



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