1. Q. Every time I try preview my document by choosing Print Preview from
   the File menu, I get an unrecoverable application error (UAE). I
   press OK and am returned to Windows. Sometimes my system completely
   locks up. What is happening?

  A. This behavior is known to occur if you have installed PC Tools
   version 7.0 from Central Point Software. The following four-step
   procedure will remove PC Tools version 7.0 from Windows 3.0:

   a. To correct this problem, start Microsoft Windows. Once Windows has
      been started, choose Run from the Program Manager File menu. In
      the Command Line dialog box, type in SYSEDIT. This will run the
      Microsoft System Configuration Editor.

   b. Once SYSEDIT has loaded, you will see four windows titled
      CONFIG.SYS, AUTOEXEC.BAT, SYSTEM.INI, and WIN.INI. Choose the
      WIN.INI window by clicking the window title using your mouse or by
      selecting WIN.INI from the Window menu.

   c. The line modified by PC Tools is the LOAD= line. LOAD= is normally
      the second line in the WIN.INI file. If you do not see this line,
      select the Search menu, choose Find, type in LOAD= and select Next
      or press ENTER.

   d. Once you have found the LOAD= line, comment out this line by
      placing a semicolon followed by a space before the line. Save the
      file by choosing then Save from the File menu. Exit the System
      Configuration Editor. Exit Windows and then restart Windows. You
      should now be able to install Microsoft Excel 3.0.

2. Q. Every time I print my worksheet to my HP LaserJet Series III or my HP
   DeskJet, the row and column headings and the gridlines print but the
   cell contents do not. How can I correct this problem?

  A. If you are receiving either incomplete print jobs or fonts that are
   different when printed than when they are previewed using an HP
   LaserJet Series III or an HP DeskJet, the following three-step
   procedure may resolve the problem:

   a. Exit Excel. Start the Windows 3.0 Control Panel by double-clicking
      the Control Panel icon in the Program Manager.

   b. From the Control Panel, double-click the Printers icon. Then,
      making sure your printer is selected in the Printers list, choose
      Configure and then Setup. In the Setup dialog box, change Graphics
      Resolution to 75 dots per inch. Now select OK, then OK again, and
      then OK a third time. You should now be back to the Control Panel.

   c. From the Control Panel, double-click the Printers icon. Then,
      making sure your printer is selected in the Printers List, choose
      Configure and then Setup. In the Setup dialog box, change Graphics
      Resolution to 300 dots per inch. Now select OK, then OK again, and

then OK a third time. You should now be back to the Control Panel. You may now close the Control Panel by choosing Exit from the Settings menu. Now restart Excel.

This procedure will make the necessary changes to your WIN.INI file for correct printing from Excel.

3. Q. I want to change my paper size from letter to legal. The "Microsoft Excel User's Guide," on page 531, tells me to choose Page Setup from the File menu, and change the options I want. However, when I do so, several of the options are grayed and unavailable for selection. What am I doing wrong?

   A. If certain document settings are grayed and unavailable under the File, Page Setup option (such as Paper Orientation or Fit to Page), then the printer driver for your printer does not support this extended option. The HP LaserJet Series III and the Epson drivers are among those that do not support extended settings.

   If you are using an HP LaserJet Series III and cannot select Paper Size or Paper Orientation, Microsoft will send you a maintenance release for Excel for Windows 3.0 that corrects the problem.

   The Reduction/Enlargement and Fit to Page options are available only with PostScript printers.

   To receive this maintenance release of Excel version 3.0, contact Microsoft Product Support at (206) 635-7070.

4. Q. I am using a LaserJet Series III and am trying to print using legal size paper and landscape orientation. However, when I try to print, I am only getting a partial print out as if Excel was still printing using letter size paper even though I have selected legal. Am I doing something wrong?

   A. Documents printed from Microsoft Excel 3.0 to the Hewlett-Packard (HP) LaserJet III may print in the incorrect orientation and/or paper size. This problem is inconsistent and appears in print preview as well.

   Microsoft has confirmed this to be a problem with the HP LaserJet III printer driver for Excel version 3.0. This problem was corrected in a maintenance release of Microsoft Excel for Windows version 3.0 and the HP LaserJet Series III driver version 3.86.

   If you are using an HP LaserJet Series III and cannot print using legal size paper and landscape orientation, Microsoft will send you the maintenance release of Excel for Windows version 3.0 and the HP LaserJet Series III driver. Please contact Microsoft Product Support at (206) 635-7070.

5. Q. I am trying to plot an Excel chart on my Windows-supported plotter. Everything works fine except that the text I have attached to the X and Y axis or the chart title isn't plotted. Can Excel plot chart text?

   A. This is a confirmed problem with Excel version 3.0. Microsoft has corrected this problem in a maintenance release of Excel for Windows

version 3.0. To receive this maintenance release of Excel version
3.0, please contact Microsoft Product Support at (206) 635-7070.

6. Q. Whenever I try to change printer settings, Excel tells me that it
can't open the printer driver. Is the printer driver damaged?

A. You will receive this message if your printer has been switched from
Active to Inactive in the Windows Control Panel. The following two-
step procedure will correct this problem:

a. Exit Excel and start the Windows 3.0 Control Panel by double-
clicking the Control Panel icon in the Program Manager.

b. From the Control Panel, double-click the Printers icon. Then,
making sure your printer is selected (highlighted) in the Printers
list, change the printer's status from Inactive to Active by
selecting the active button with your mouse and clicking OK.

You may now close the Control Panel by choosing Settings and Exit.
Restart Excel.

If this procedure does not correct this problem, your printer driver
may be corrupt and should be reinstalled. For help reinstalling your
printer driver, please refer to the "Microsoft Window's User's
Guide," page 161.

7. Q. When I try to print an Excel worksheet, my print titles print twice
on the first page of the print job. What has gone wrong?

A. You have included the Print Title Rows in the Print Area. To correct
this, select the data you want to print excluding the rows or columns
you have designated as print titles. Then select Options, Set Print
Area.

For more information regarding Print Titles, please refer to pages
533-534 of the "Microsoft Excel User's Guide."