GRAMMATIK TROUBLESHOOTING GUIDE

If you receive a call from a customer experiencing problems with Grammatik V and WPWin 5.2 ask the customer the following questions <u>before</u> trying to troubleshoot the problem:

1.   **Did you receive an error during the installation of Grammatik? If so, what was the exact error that you received?**

> If the customer received an error, refer immediately to the "Grammatik Error Messages" memo for detailed information on Grammatik error messages and the necessary actions. If the customer does not report an error, please continue with the steps below.

2.   **Were you prompted during the installation of Grammatik V to modify your AUTOEXEC.BAT and WPC.INI files? If so, did you answer Yes or No? If you answered "No" did you manually modify the files?**

> If the customer did not modify the files, follow the steps below to make the necessary modifications-an STR is not needed.

Below is the list of troubleshooting steps:

After Grammatik has been installed, check the following to ensure that Grammatik V installed properly:

1.   Make sure that the customer rebooted their computer after installing so that the changes made to the AUTOEXEC.BAT and *.INI files are read.

2.   Check the AUTOEXEC.BAT file for the following information. NOTE: During the installation process the path to Grammatik V is added to the user's PATH statement in their AUTOEXEC.BAT file. Development has indicated that the path to the Grammatik directory is not necessary to run Grammatik within WPWin 5.2 and the reason that the path is being added is because other programs supported by Grammatik V require the path to Grammatik in order to run. However, if the path to Grammatik is missing, you can determine that the installation was not completed. Source: BUGWPW10 #: 34949

>   a.   Make sure there is a SET statement equating GMKW5 to the full path of the Grammatik directory and that it is listed prior to any menu programs. **(e.g. SET GMKW5=C:\GMKW) NOTE: The installation process creates the SET statement in the user's AUTOEXEC.BAT exactly as indicated in the example above (though the path may vary). If you find that the SET statement has been manually entered in a different case (lowercase vs. uppercase) and that making the**

case identical to the example above corrects the problem, (without making any other changes) please write a complete STR. All hardware/DOS/BIOS information will be needed.

      b.   Check the SET statement (SET GMKW5=C:\GMKW) for a trailing backslash at the end of the path. If the customer answered "No" when installing Grammatik to update their AUTOEXEC.BAT file and then made the changes manually using the Grammatik Reference Manual, an error in the manual that instructs the customer to add a backslash at the end of the SET statement (SET GMKW5=C:\GMKW\). Action: No STR is necessary. If the customer is experiencing this problem, help them in removing the trailing backslash and rebooting their PC to correct the problem. SOURCE: BUGWPW10 #: 34906

3.   Check the WPC.INI file for the following information (this change occurs while installing WPWin 5.2, not while installing Grammatik V):

      a.   There should be a [WPWP-3rd] section. If this section does not exist, create one.

      b.   This section should include a line giving the full path to the WPWPGM5.DLL file. **(GM5=C:\WPWIN\WPWPGM5.DLL)**

      c.   If the user selected a Custom Install and did not mark the field "Grammatik Interface Module" the WPWPGM5.DLL file will not be installed. The user will have to go through the installation process again and mark this field in order for the WPWPGM5.DLL file to be installed.

4.   Check the WIN.INI file for the following information (this change occurs while installing Grammatik V). NOTE: The section is not necessary for Grammatik to run, but if the WIN.INI has not been modified this is an indication that the installation did not fully complete itself. (Source: Toolkit/WPWin 5.2 Development/Grammatik) The [Extensions] section in the WIN.INI file is only used when a user double-clicks on a file with a .PRF extension, this will automatically launch Grammatik:

      a.   There should be an [Extensions] section.

      b.   This section should include a line referring to the path of the Grammatik directory. **(PRF=C:\GMKW ^.PRF)**

5.   The Grammatik files should be in the directory referred to in steps 1 and 3 above. **(C:\GMKW should be the actual directory where the customer has installed Grammatik V.)**

6.   The WPWPGM5.DLL file should be in the directory referred to in step 2b

above. **(C:\WPWIN should be the actual directory where the customer has installed WPWin 5.2.)**

7.   If you helped the customer make changes to the WPC.INI, WIN.INI, or AUTOEXEC.BAT files, make sure that the customer has rebooted their computer and has re-entered Windows after the modifications.

8.   Make sure there is a document or some text on the editing screen before trying to invoke Grammatik from within WPWin 5.2. NOTE: If the customer has not saved the document on the editing screen prior to invoking Grammatik, WPWin will automatically bring up the Save As Dialog Box.

9.   If the steps above do not work, try exiting Windows and manually typing the SET statement from a DOS prompt and re-entering Windows. **(e.g. SET GMKW5=C:\GMKW)** If this corrects the problem, have the customer exit Windows, reboot their machine, then type SET at a DOS prompt. If SET does not list the GMKW5 environment variable, it indicates that the SET GMKW5 environment variable is not being recognized either due to insufficient environment space caused by other environment variables being loaded first or because it is listed in the AUTOEXEC.BAT file after a menuing program it will never be read.

10.   If Grammatik **DID NOT** fully install (the minimum number of files (12) are not present in the Grammatik directory):

        a.   Try booting vanilla before re-installing Grammatik V to make sure there are no TSRs conflicting with the installation.

        b.   Try re-installing Grammatik V.

11.   Try running Grammatik from the Grammatik Icon.

12.   Check the version and date of WPWin, make sure that the customer has installed WPWin 5.2 and that they are not trying to run Grammatik in WPWin 5.1 (it is not supported by WP in WPWin 5.1).

Please write up a complete STR if after trying **all** of the troubleshooting steps listed above and Grammatik V still will not run. Be sure to indicate results of the steps. Please request files from your customer.

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