

Print Artist 3.0 Classic for Windows 3.0
Last Minute Info
1/31/97

This document contains late-breaking information, and answers to frequently asked questions concerning Print Artist 3.0 Classic for Windows.

On-Line Help and the User Manual

Check the On-line help from within Print Artist 3.0 Classic for the most current information and features.

If you need additional assistance

If you are in need of additional assistance, contact Sierra to receive a Print Artist troubleshooting document. You can download this document from the following sources:

- Print Artist Help on the Print Artist 3.0 *Classic* CD.
- America On-Line: Use keyword SIERRA and choose "Software Libraries", then "Troubleshooting Guides & FAQ's"
- CompuServe: Use go SIERRA, choose "The Sierra On-Line Forum", then search the "Help Documents" library.
- Go to our home page on the World Wide Web at <http://www.sierra.com> and follow the on-screen information.

Additionally, you can get your document via our automated faxback service. Call (206) 644-4343, choose to use the automated technical support system and follow the voice instructions provided. You will be faxed a catalog of all of the documents that we have to offer and you will then be able to get the documents you need. If you prefer, you can also fax us at (206) 644-7697 with your document request.

If you prefer to get assistance from a technician, Sierra Technical Support will be happy to assist you. All of the online services listed above are staffed by Sierra technicians. Additionally, you can send e-mail to support@sierra.com.

Anti-Virus Software

If you have any anti-virus software running on your system, you should disable it temporarily for purposes of installing Print Artist; otherwise the Setup program may crash.

Installing onto a Compressed Hard Drive

If you are using Stacker, DoubleSpace or similar drive compression technology software, be aware that Print Artist is already very compressed. This means that you may have to free up more hard disk space than the minimum requirements for Print Artist before it will install correctly. For example, installing the Small version of Print Artist may require up to 20 megabytes of free space on a compressed drive instead of the 10 megabytes needed on a normal uncompressed drive.

Hard Drive Space Requirements for the CD-ROM version of Print Artist

Depending on your available disk space, you can install several different versions of Print Artist. The Large installation requires 67 MB of free space, the Medium 20 MB, and the Small installation takes up only 10 MB of space.

The Large version installs over 6,700 pictures to your hard drive, including over 200 JPEG bitmap images. It doesn't need the Print Artist CD-ROM to run after installation. The Medium version

installs 2,300 pictures to your hard drive, and lets you get the rest from the CD-ROM if you want. The Small version installs only the program to your hard drive, and requires that the CD-ROM be mounted each time you run the program. With the Medium version, you may either run the program partially from the CD-ROM or entirely from the hard drive. The Medium Partial version will install only 2,300 pictures, but does not require the CD-ROM to be mounted each time you run the program. The Medium Entire version will bring your graphic count up to 6,700, but requires that the CD-ROM be mounted each time you run the program.

Windows 95 and Print Area

When your documents are not printing centered on the page, you can use Print Artist to correct this problem for all your Windows programs. Run Print Artist, select any ready-made sign, then choose Print from the File menu. Click on the Print Area button, then click on the Printable Area Test button. Windows will print a test page that you can measure for proper alignment. Make sure that the Use Printable Area Values check box is unchecked, then Cancel from the Setup Printable Area dialog and the Print Control Panel / Preview dialog. Quit Print Artist, then click on the Start button, and choose Settings, Printers. Select the default printer with your mouse, then choose Properties from the File menu. Click on the Paper tab, then click on the Unprintable Area button. The Printable Area Test page from your printer should be measured for unprintable area, according to the instructions on the page. Enter these measurements in the Unprintable Area dialog box and click on OK. Click on the OK button in the printer Properties dialog to permanently save your settings. The settings you just set will help all your Windows programs, including Print Artist, to print accurately on the paper.

Older Versions of Print Artist

We recommend that you read this section if you are upgrading from an older version of Instant Artist or Print Artist. Be sure to back up your machine before doing any of the items below.

Because the Print Artist 3.0 program always will install into C:\SIERRA\PA, your older installation of Instant Artist or Print Artist will not automatically be affected or deleted when you install Print Artist 3.0. If you want to use your old documents or graphics with the new program, you will need to copy or move the document and graphic files from where they currently exist into C:\SIERRA\PA. You should do this AFTER finishing installation of Print Artist 3.0.

What's the difference between copying and moving the old files?

If you have lots of storage space on your hard disk, you may want to keep around the older version of Print Artist until you are sure everything is moved into the old version. In this case, use the "Copy Old IA or PA Documents and Graphics" icon in the Sierra folder to only copy the older files from your previous version.

Most people want to conserve their hard disk space and delete unnecessary older files and programs that they don't want anymore. Use the "Move Old IA or PA Documents and Graphics" icon in the Sierra folder to move the older files from your previous version to the current version of Print Artist. You can only run this once, so do it only after you are satisfied with the installation of PA 3.0.

How do I copy my old documents and graphics into Print Artist 3.0?

If the older version of PA was in C:\PA, just double-click on the "Copy Old IA or PA Documents and Graphics" icon in the Sierra folder after finishing installation. When the copy is finished, close the currently opened window and run Print Artist.

If PA 2.0 or 2.5 is not in C:\PA, you will need to change the command line for the "Copy Old IA or PA Documents and Graphics" icon in the Sierra folder. To change the command line, highlight the

icon with the mouse and then press Alt-Enter. If you are using Windows 95, click on the Program tab to reveal the command line. Change the part that says "C:\PA" at the end of the line to the directory where your old Print Artist installation is stored, then click on OK. Now, re-run the Copy command by double-clicking on the icon.

Usually, the path to an older version of Print Artist is C:\PA or D:\PA.

How do I move my old documents and graphics into Print Artist 3.0?

Follow the instructions above, only double-click on the "Move Old IA or PA Documents and Graphics" icon in the Sierra folder instead.

Font Limitations

The Print Artist program has a limit of 1200 vertices per polygon. TrueType or PostScript Type 1 font characters are allowed only one polygon, so the entire character must have no more than 1200 points. Furthermore, curve splines in the font data are broken up into separate points along the curve. There are very few fonts that can't work with PA (for example, a complicated font with a wood-cut effect, or one with frilly vines creeping in and out of the letters may be a bit too complex.)

Import Limitations

When importing EPS and WMF images (or pasting from the clipboard), Print Artist will sometimes say that the image is too complex to bring in. Try reducing the complexity of the image by using a 3rd. party drawing program to remove unnecessary curves and lines. Also, make the image smaller on your drawing program page before you make the EPS or WMF file.

Mouse Problems

Some users may experience problems when using Print Artist for Windows with Microsoft Mouse driver version 9.00. These problems entail the mouse cursor jumping from one location to another when opening or using the palettes. Sometimes users may find that going to the Mouse Control Panel and turning off the "Locate" command will fix this situation; otherwise, upgrading to version 9.01 of the driver should fix it.

Also, a program called "Animouse" that tries to take control of the mouse cursor is incompatible with Print Artist, and should not be run in conjunction with it.

Printer Notes

If you have a problem with perforation skipping when using the Epson 2550 driver under Windows 3.1, check its version number and make sure you have the latest one. The latest Epson 2550 driver from Microsoft (which is Universal Printer Driver V3.1.4, Epson LW 2550, v2.11) doesn't have this problem, and it also supports 360 x 360 printing.

If you are using a Citizen GSX 140 printer, you should use the latest Epson 2550 driver instead of the usual Citizen driver.

Print Artist does not automatically support nonstandard (not 8.5 x 11) tractor feed paper sources (for example, continuous business card or phone index card stock). If you are able to fit more than one business card on a standard size document, you might have luck manually aligning them to fit the cardstock you are using. Often, special stock length is evenly divisible by 11 inches, so you could fool the program into thinking it is dealing with regular tractor-feed paper and get the job done. In the Windows Printer Driver Setup in the Control Panel, choose "Cut Sheet on Tractor" under paper size.

Banner Printing

When you print a banner, check your Print Options to make sure that Margins are set to minimal and Rotate is set to Automatic. Also, make sure that the Use Printable Area Values in the Setup Printable Area dialog box is not set.

General Document Printing

The message "Click and drag to position document" on the Hot Preview status line means that you have additional control over where your document print area will actually be printed to a sheet of paper. You can print your document in the Center of a sheet, against the upper left margin, against the upper center margin, or against the upper right margin, depending on the value chosen for Percent Size. Larger sizes mean fewer options.

Of Font Interest

The number of fonts you are shown when you use the Count button of Directory Setup is the MINIMUM number of fonts you have. Not shown in this count are any TrueType fonts you may have. These fonts will be available to you in Print Artist and can be accessed from the font palette. All effects are possible on them.

Cutting and Pasting

When you Cut or Copy any part of a Print Artist document, you put your work into a buffer which can then be pasted into any Windows application document which has a Paste menu item in the Edit menu. Such applications include (but are not limited to) word processors, spread sheets, and paint programs. However, colors of what you cut and paste will most likely be different than what they were in Print Artist, because each application has it's own particular color palette.

See Import Limitations above for more information.

If the pasted graphic is too complex the image either may fail to paste or an error message may occur when the document is saved. If this happens remove the pasted graphic, make the original simpler or smaller in the source program, and add the graphic again through copy and paste.