

Trouble

COLLABORATORS

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REVISION HISTORY

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Chapter 1

Trouble

1.1 Datastore: Troubleshooting Contents

Troubleshooting Contents

This section will help you find a solution to a problem so that you can solve it yourself.

General Problems

Problem 1

After I quit Datastore, the amount of memory available seems to have decreased.

Problem 2

When I try and Save my database to floppy disk, I get the message 'DS-Files disk full'. I am running from floppy disks.

Problem 3

When I try and place a picture which is in PCX format (or indeed BMP, or JPEG), the screen flashes and the picture is not opened.

Problem 4

I am running Datastore from floppy disk and I cannot import a database ASCII file that I saved from my PC at work.

If a solution to your problem does not appear in any section, then contact Technical Support.

1.2 General Problem 1

After I quit Datastore, the amount of memory available seems to have decreased.

When Datastore quits, it returns as much of the memory to the system as it can.

However, Datastore uses many system libraries which are kept in memory until such a time as more memory is needed, they are then flushed out.

You can flush out the libraries manually by opening up a Shell tool (Workbench System drawer) and typing 'avail flush'.

1.3 General Problem 2

When I try and Save my database to floppy disk, I get the message 'DS-Files disk full'. I am running from floppy disks.

By default, Datastore saves all database files to a drawer called Databases on the DS-Files disk.

If this message appears, the disk has been filled up with your documents and there is no space left to save another.

You will therefore need to create a separate disk which can be used for any further documents.

Please refer to the sections:

New Database Disk

Opening Files From a Separate Disk

Saving Files To a Separate Disk

Deleting Database Files

1.4 General Problem 3

When I try and place a picture which is in PCX format (or indeed BMP, or JPEG), the screen flashes and the picture is not opened.

This often occurs when the graphic file is not understood by Datastore for one of two reasons:

\textdegree{} The picture is corrupt in some way, due to a faulty disk or incorrectly saved file.

\textdegree{} The picture format is not understood by Datastore.

Workbench 3 Users

Datastore uses a Workbench 3.0 facility called Datatypes for its graphics handling.

By default, Datastore only ships with one Datatype which it uses to understand the standard amiga IFF graphic format.

If you wish to use any other type of graphic, you will need to have a datatype for that file format copied into the Datatypes drawer (refer to your Workbench manual, or the Read.me file supplied with the Datatype).

There are many different types of datatype in the Public Domain which are can be used with Datastore.

Workbench 2 Users

Unfortunately, Workbench 2 users do not have Datatypes as part of the operating system and therefore you will only be able to use standard IFF pictures.

If you try and use any other type of picture. Datastore will not understand it.

1.5 General Problem 4

I am running Datastore from floppy disk and I cannot import a database ASCII file that I saved from my PC at work.

The Amiga can only understand a floppy disk that was formatted by the Amiga.

If you try and insert a PC disk into your Amiga, you will only see a disk icon with the following beneath it, "DF0:????".

To enable the Amiga to understand a PC disk, you will need a program called CrossDOS (Workbench 3 users have this program, as part of the operating system).

Install and enable the CrossDOS program and PC disks will have "PC0: <diskname>" beneath them.
