<u>INTEROFFICE MEMORANDUM</u>

<u>DATE:</u>   September 11, 1991   <u>FROM:</u> Info. Center
<u>PRODUCT:</u>   WordPerfect   <u>VERSION:</u>   ALL
<u>RELEASE DATE:</u>   ALL
<u>SUBJECT:</u>   General Troubleshooting Steps

General Troubleshooting Steps

1.   Can the problem be consistently duplicated? Can the problem be duplicated from a clear screen? Make a note of the specific keystrokes or procedures. This will determine if the problem is isolated to a specific document or can be easily duplicated.

2.   Can the problem be duplicated on another machine?
        If the problem cannot be duplicated on another machine using the same software, it may be specific to the hardware configuration.

3.   Check startup options.

4.   Exit the program, and come back in and try again.

5.   Is the customer on a network? If so, is everyone having the same problem, or is it isolated to specific work stations?

6.   Run CHKDSK (Do Not Use CHKDSK On Networks).

7.   Are any third party programs resident? Run Vanilla.
        Check their AUTOEXEC.BAT and CONFIG.SYS files.

        The easiest way to do this is by running WPINFO (or DRINFO) from DOS. (This will give useful hardware information as well.)
        Remove commands for any "terminate stay resident" (TSR) or other third party programs from the AUTOEXEC.BAT and CONFIG.SYS files. (Be sure to make a backup copy of the original files).

8.   Re-install the program. Recopy the masters and/or create a new directory on the hard drive and copy the program into it.

        Rename the .SET file. If renaming the .SET file solves the problem, restore the old .SET file and see if the problem returns. Test the problem in the new directory.

9.   Try running FIXBIOS.
Source: Other

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