INTEROFFICE MEMORANDUM

DATE: August 1989   FROM: Information
Center
PRODUCT: WordPerfect   VERSION: 5.1
RELEASE DATE: ALL
SUBJECT: 5.1 Troubleshooting Guide - General
Troubleshooting

GENERAL TROUBLESHOOTING

The key to solving most problems is to isolate the cause of the problem. Read through the tips below to help you isolate the problem you are having with WordPerfect. If you have read through them and are still experiencing the problem, gather the information listed in the Information Gathering section, **be at your computer**, and call Customer Support. If the problem is related to installation or printing, refer to those sections before moving to the Information Gathering section.

TROUBLESHOOTING TIPS

1.   Restate the problem and then review the feature in the Reference Section of the manual to insure that the feature is fully understood.

2.   Check the Index of the WordPerfect Workbook for specific examples of the feature being used.

3.   Has the feature ever worked correctly? If so, are you doing something differently now than when it did work?

4.   Is the problem only occurring within one document? If so, try duplicating the problem by creating a similar document (with the same formatting codes) from a blank screen.

5.   Does the same problem develop when creating a similar document from a blank screen?   Does it happen consistently? In these cases, continue through this list of questions. If you cannot resolve the problem, refer to the Information Gathering section.

6.   Check in the Reveal Codes Screen (Alt-F3). Are duplicate codes listed? Are Page formatting codes (those found in the Format:Page menu (Shift-F8, **P**age)) placed before any text on the page? (See Reveal Codes in Reference)

7.   Have you changed any of the WordPerfect default settings?
        Initial Codes (Shift-F1, Initial Settings, Initial Codes) or Document Initial Codes (Shift-F8, Document, Initial Codes).

8.   Are you receiving any Error Messages? (Refer to the error message section, page

#) Are there any error messages in Control Printer or on the printer?

9.   Was the file created with WordPerfect or another program? If another program, did the conversion work correctly? Try to convert again. (See Convert in the reference section)

10.   Have you specified through WordPerfect Setup where your auxiliary files are located? (Shift F1, Location of Auxiliary Files). The directories listed here tell WordPerfect where to find the Speller, Thesaurus, Printer files, etc.

11.   If the printer is selected properly, does the document appear correctly in View Document (Shift-F7, View Document)?

12.   Try to duplicate the problem on another computer (running the same release dates of the software if possible). If the problem is printer related, try another printer cable or printer. Does the problem remain?

13.   Are there any programs running at the same time as WordPerfect? Terminate and Stay Resident programs (TSR'S) are programs which are loaded into memory as your computer starts up or at some other time before you start an application software program. If you have TSR's or any other program or device that is loaded into memory before WordPerfect is executed, WordPerfect may be affected by it.

    If you run TSR programs and are experiencing problems with WordPerfect, boot your machine using a DOS disk (Format a floppy disk using the /S option, and create a CONFIG.SYS file on it containing the FILES=20 command - See DOS documentation or the Installation section at the beginning of this documentation for more information). This allows you to run WordPerfect free of any influence from the TSR program. If the problem clears up under these circumstances, there is a conflict, and the TSR should not be run with WordPerfect. You may want to contact the manufacturer of the TSR program to see if they have any information on running the program in conjunction with WordPerfect.

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