

INSTALLATION/UPDATES

Problem/Error Message	Cause	Possible Solution(s)
What are the system requirements to run WP?		<p>4.2: 256K - 2 floppy drive.</p> <p>5.0: 2 floppy(360K), 384 Kb free memory. Suggest hard disk especially if user has a laser printer.</p> <p>5.1: 2 floppy(720K drive), 384kb free memory. Strongly suggest hard disk.</p>
When I try to run 5.x, I get the message: "Insufficient File handles"	WP needs a minimum of 15 file handles free to run.	<p>The file handles are handled on bootup through the CONFIG.SYS file.</p> <p>1. If you have a CONFIG.SYS file, then go to the root directory of the boot disk (A: or C:) and type TYPE CONFIG.SYS and see what the FILES= are set to. Also, if the user has 5.1 go to the WP51 directory, invoke WPINFO.EXE and see how many file handles are available. Exit WPINFO and go to the root then type: COPY CONFIG.SYS+CON CONFIG.SYS FILES = (number of files shown + number of files needed to run WP)<Enter> {F6}<Enter></p> <p>2. If there is no CONFIG.SYS file at the root directory of the boot disk then type [d]:\>COPY CON CONFIG.SYS Files = 20<Enter> {F6}<Enter></p> <p>3. After Modifying the CONFIG.SYS file then REBOOT the system.</p>
Computer locked up, how to save/recover document	Various causes for lock-up, lack of understanding about timed document backup	<p>Attempt to free up computer (Sometimes CTRL-Break may work). Otherwise, reboot may be necessary.</p> <p>Try to resolve why the computer locked:</p> <p>a) wp 5.1, 3/30/90 .EXE and .LEX files, VGA graphics and Auto-selected Text Screen Type --- bug was fixed (!?) with 4/27/90 speller. Work-around involves manually selecting a VGA 80 x 25 16 color Text Screen Type. (May also work with later versions)</p> <p>b) Expanded memory incompatibilities --- test to see if /32 or /NE resolves the locking problem. /NE may also be helpful in some cases dealing with Extended memory as well.</p> <p>c) possible conflict with timed backup -- do lockups occur during timed document backups</p> <p>d) TSR programs and/or system incompatibilities --- start-up switches /NC, /NK, /NF, etc. or does removing TSR's (booting vanilla) help?</p> <p>e) possible program file (.EXE, .FIL, etc) corruption --- does reinstalling the program files help? Usually, it is wise to do this in conjunction with a DOS CHKDSK of the non-network drive on which WP is to be reinstalled.</p> <p>f) other possible reasons --- there may be many other reasons as well. It may have just been a fluke, there may have been a power fluctuation, etc. Document CORRUPTION is always a possibility (can it be pinpointed to a specific spot in the particular document?)</p> <p>File recovery often depends on status of automatic timed backup option (default = ON in 5.1 and OFF in earlier versions).</p>
5.1 Locking up when trying to enter WP using Expanded memory.	Memory conflict.	<p>Before 3-30-90. Update</p> <p>After 3-30-90. Use /32 as a startup option. If this works then put SET WP=/32 in the AUTOEXEC.BAT file. Otherwise, try /ne. If /ne works, then the problem is with the memory manager and not WP. User should then contact the manufacturer and try and get an update.</p>
	Memory conflict on a network. Possible conflict in upper memory between the Network card and VGA/EGA cards.	See Above first. Look at the page frame address (Usually a EMM device driver parameter) and the address of network card. The page frame is 64K and there could be a conflict between the two cards. (NOVELL type IPX I, the address will be at <i>Memory Base Address</i> .)
Trying to get WP to run on an AT&T 6300		use /nc/nk
Trying to get WP to run on a multi-tasking system (PC-MOS 386,	These are unsupported network types. Possible interrupt conflicts.	use /nc/nk. and help as much as possible.

ALLOY, Concurrent DOS, etc.)		
Tutor -- File not Found	Missing Path Statement	Path = [d]:...\wp5x
US.LEX not found	The document is being spell checked on a Canadian version of WP.	Put UK as the language code in the document ({Shift}{F8},4,4.