

Trouble

COLLABORATORS

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Chapter 1

Trouble

1.1 Troubleshooting

CONTENTS

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

This topic is divided into several sections, if you cannot find what you want in a specific section, look in General.

- General
- Editing & Formatting
- Fonts
- Printing

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

1.2 General Problems

General Problems

Problem 1 After I quit Wordworth, the amount of memory available seems to have decreased.

Problem 2 I have a 2MB Amiga 1200 with a hard disk, and Wordworth will not let me Open, Save or Print my documents properly.

Problem 3 When I try and Save my document to floppy disk, I get the message 'Wordworth5 disk full'. I am running from floppy disks.

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- Problem 4 When I try and place a picture which is in PCX format (or indeed IMG, GIF, TIF or BMP), the screen flashes and the picture is not opened.
- Problem 5 When I draw a circle on screen, it appears as an oval.
- Problem 6 I have drawn a square in DPaint and placed it in my document, but it appears as a rectangle.
- Problem 7 Do I have to be in a 256 colour screen mode to see and print my 256 colour picture which has been placed in a Wordworth document?
- Problem 8 Is there any way to reduce the disk swapping when running Wordworth from a floppy disk based system.
- Problem 9 I have formatted my document into facing pages but I can only see one page at a time on screen.
- Problem 10 I have created a 'Double Page Spread' document and I am viewing it in a 'Two Pages Across' view mode, but I cannot see my page.
- Problem 11 I am running Wordworth from floppy disk and I cannot open a document I saved from my PC at work. It keeps telling me that it cannot understand the file.
- Problem 12 When I a open an RTF document saved from my PC, Wordworth uses the wrong fonts.
- Problem 13 Why can't I use documents created in Wordworth 5 with my friends earlier version, 3.0b.
- Problem 14 I am running Wordworth from floppy disk and I cannot place a PCX picture I bought from a Public Domain library.
- Problem 15 The mouse-pointer freezes and I am unable to continue using Wordworth whenever I click on one of the popup gadgets.
- Problem 16 My ARexx script doesn't work.
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1.3 General Problem 1

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

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

However, Wordworth 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'.

1.4 General Problem 2

I have a 2MB Amiga 1200 with a hard disk, and Wordworth will not let me Open, Save or Print my documents properly.

Unfortunately, as soon as a hard disk is installed into your machine, about 500Kb of memory disappears. This is used by the disk caches, system variables and the hard disk itself.

Because 500Kb of memory has gone as soon as the machine has been turned on, you are left with only 1.5Mb of memory to run Wordworth. Unfortunately, Wordworth requires 2Mb of free memory to run effectively.

The problems you are experiencing seem to be due to this lack of memory and the only real solution would be to buy a RAM expansion to go in the trap door under your machine.

If you are going to buy any more memory, we suggest you purchase 32BIT Fast Ram as this will make your machine about 7-8 times quicker in overall speed.

1.5 General Problem 3

When I try and Save my document to floppy disk, I get the message 'Wordworth5 disk full'. I am running from floppy disks.

By default, Wordworth saves all documents to a drawer called Documents on the Wordworth5 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:

Creating A Separate Document Disk and
Saving Your Document Onto A Separate Floppy Disk
for information on how to do this.

1.6 General Problem 4

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

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

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

\textdegree{} The filter for the picture format is not in the Picture drawer (Filters drawer, Ww5Outlines disk).

The filters are used by Wordworth so it can understand all of the many different graphic and text formats. If the filter does not exist, the file cannot be deciphered.

If you installed Wordworth on floppy disk, only the IFF and CGM filters are enabled, all of the other filters are disabled by being installed into a Storage drawer.

If you wish to use these other types of graphics, you must enable them by dragging the appropriate icon out of the Storage drawer ('Filters/Picture' drawer, Ww5Outlines disk).

1.7 General Problem 5

When I draw a circle on screen, it appears as an oval.

With a normal 'PAL High Res' screen mode (a mode used by TV's and less expensive monitors) the screen height is half that of the screen width.

This means that the pixels used to make up a

screen display are elongated vertically. Graphics drawn in this mode will therefore appear 'stretched' on screen, but will printout as you expect.

The Circle drawing tool is provided so that you can achieve a perfect circle for printing, even with a less effective screen mode.

The addition of a good quality MultiScan monitor would eliminate these problems, as alternative screen modes would be available that have the same number of pixels in the height and width.

1.8 General Problem 6

I have drawn a square in DPaint and placed it in my document, but it appears as a rectangle.

With a normal 'PAL High Res' screen mode (a mode used by TV's and less expensive monitors) the screen height is half that of the screen width.

This means that the pixels used to make up a screen display are elongated vertically. Graphics drawn in this mode will therefore appear 'stretched' on screen, but will printout as you expect.

The addition of a good quality MultiScan monitor would eliminate these problems, as alternative screen modes would be available that have the same number of pixels in the height and width.

1.9 General Problem 7

Do I have to be in a 256 colour screen mode to see and print my 256 colour picture which has been placed in a Wordworth document?

No. When Wordworth prints graphics, it prints using the original graphic size and number of colours.

This therefore means that you can use any screen mode, with any number of colours and you will always get a perfect printout of the graphic.

NOTE: This is different to previous versions of Wordworth, as they printed graphics using the size and colours used on screen.

If you wish to see the graphic in its full glory on screen, you will need to increase the number of colours available from the "Screen Settings" requester ("Change Settings" command, Settings menu). But doing this will greatly decrease your Amiga's operation speed.

1.10 General Problem 8

Is there any way to reduce the disk swapping when running Wordworth from a floppy disk based system.

Yes buy a hard disk. Hard disks are mass storage devices which can be placed inside your machine and can store from 20 Mb to 1 Gb (1000 Mb). Compared to your floppy disk which can only hold around 800 Kb, this is a lot of information.

Hard disks are relatively cheap now and can be installed easily. If you do decide to buy a hard disk, ensure you purchase and have it installed by an authorised Commodore dealer.

Alternatively, you could purchase an extra floppy disk drive (to make it 3) and you should encounter very few disk swaps.

1.11 General Problem 9

I have formatted my document into facing pages but I can only see one page at a time on screen.

You will need to choose the Zoom-Other command (View menu) and select 'Two Pages Across' to see your document in a facing pages view.

1.12 General Problem 10

I have created a 'Double Page Spread' document and I am viewing it in a 'Two Pages Across' view mode, but I cannot see my page.

'Double Page Spread' documents, like 'Facing Page' documents, always start on a right hand or odd page.

This means that you will have to move the horizontal slider to the right to see the first page. All subsequent pages will be left then

right, and so on.

1.13 General Problem 11

I am running Wordworth from floppy disk and I cannot open a document I saved from my PC at work. It keeps telling me that it cannot understand the file.

By default, you will only be able to open Wordworth, ASCII or RTF documents, as the other file filters will have been installed into a Storage drawer (to disable them).

To use the other document formats, just drag the appropriate filters out of the Storage drawer (found in the 'Filters/Text' drawer, Ww5Outlines disk) into the 'Filters/Text' drawer and re-run the program.

1.14 General Problem 12

When I a open an RTF document saved from my PC, Wordworth uses the wrong fonts.

To get Wordworth to use the correct fonts, you will need to edit a text file called 'FontTranslations' which is in the 'WwFonts/UFST' drawer.

This file informs Wordworth which font it should map the documents fonts to, as fonts on different systems are named slightly differently.

1.15 General Problem 13

Why can't I use documents created in Wordworth 5 with my friend's earlier version, 3.0b.

If you wish to save a document so that it can be used on earlier versions of Wordworth 3, then choose "Save As" (Project menu) and select the 'Wordworth 3.0' format from the list.

A separate format is used because from version 3.1 of Wordworth, a new fast loading file format is used and it is therefore incompatible with earlier versions.

1.16 General Problem 14

I am running Wordworth from floppy disk and I cannot place a PCX picture I bought from a Public Domain library.

By default, you will only be able to use IFF and CGM pictures, as the other picture filters have been installed into a Storage drawer (to disable them).

To use the other picture formats, just drag the appropriate filters out of the Storage drawer (found in the 'Filters/Pictures' drawer, Ww5Outlines disk) into the 'Filters/Pictures' drawer and re-run the program.

1.17 General Problem 15

The mouse-pointer freezes and I am unable to continue using Wordworth whenever I click on one of the popup gadgets.

This may be because of a Public Domain program called 'Sleeping Pointers' (or a similar program), which changes the normal busy pointer into an animated hour-glass. Programs that interfere with the operating system and do things they shouldn't do can cause problems for programs like Wordworth.

If you remove this program from your system, you should find this cures the problem.

1.18 General Problem 16

My ARexx script doesn't work.

This is usually caused by an error in the ARexx script. ARexx can be quite strict, and any small error can cause the script not to work.

Check the script carefully for errors, and refer to the notes at the top of the ARexx Commands section for things to watch out for.

1.19 Editing And Formatting Problems

Editing And Formatting Problems

Problem 1 When I move my insertion point to

the middle of a word, the letters in front of the insertion point disappear as I type.

Problem 2 When I move my cursor to the header or footer and type some letters, the screen flashes and nothing appears.

Problem 3 The Speech facility does not seem to work at all. I have an Amiga A4000/030 with Workbench 3.0.

Problem 4 I am using Wordworth 5 on floppy disks, on my Amiga 2000, and the characters seem to take ages to appear on screen after pressing the keys.

Problem 5 I have highlighted some text and wish to 'Drag and Drop' it to a different paragraph. But when I click on the selected block, the text is deselected.

1.20 Editing And Formatting Problem 1

When I move my insertion point to the middle of a word, the letters in front of the insertion point disappear as I type.

You seem to be in 'Overtyping' mode. Press the 0 key on the numeric keypad so that the word Overtyping disappears from the Status Bar.

1.21 Editing And Formatting Problem 2

When I move my cursor to the header or footer and type some letters, the screen flashes and nothing appears.

There is not enough room in the header or footer for any characters.

Ensure that the Header and Footer Margins ("Document Options" requester, Format menu) plus the height of your characters, is less than the Top or Bottom Margin (Document command, Format menu).

For example:

If you are using 14pt text (0.2 inches in height) and your Header margin is 0.2 inches. Your Top margin should be at least 0.5 inches.

1.22 Editing And Formatting Problem 4

The Speech facility does not seem to work at all.
I have an Amiga A4000/030 with Workbench 3.0.

Workbench 2.1 and above users unfortunately will
not be able to use the Speech facility in
Wordworth.

This is because Commodore/Amiga Technologies does
not allow Software houses to distribute the
Workbench Speech files with their products, as was
originally allowed.

One solution would be to contact your local Public
Domain library to see if there are any third party
speech programs that can be used instead.

If you have access to an old Workbench 2.0 or below
disk, for example from an old Amiga 500+, then it
is possible to copy the necessary speech files onto
your system.

Hard-disk users

Turn on your Amiga with no floppy-disks inserted, so
it boots from the hard-disk. When the Workbench
screen appears, double-click the Workbench (System)
partition icon, double-click the System drawer icon
and double-click the Shell icon, to open a Shell
window.

Insert the old Workbench 1.2/1.3/2.0 disk into the
internal disk-drive, and type the following lines,
pressing Return at the end of each one.

```
Copy DF0:L/Speak-Handler To Sys:L
Copy DF0:Devs/Narrator.device To Sys:Devs
Copy DF0:Devs/Mountlist To Sys:Devs
Copy DF0:Libs/Translator.library To Sys:Libs
Copy DF0:C/Mount To Sys:C
```

Finally, you will need to add a line to the Workbench
Startup Sequence, type the following:

```
Ed S:Startup-Sequence
```

This will load your Startup Sequence into a text
editor. Scroll down the file until you see some lines
of text which begin with the word 'Mount', add a new
line to the end of these which says:

```
Mount >NIL: Speak
```

Once you have done this, choose Save (Project menu),

and then Quit (Project menu). Reset your Amiga by holding down Ctrl and the two Amiga keys, then load Wordworth, and you should find you are able to use the speech feature.

Floppy-disk users

Turn on or reset your Amiga with your normal Workbench disk in the internal disk-drive. When the Workbench screen appears, double-click the Workbench disk icon, double-click the System drawer icon and double-click the Shell icon, to open a Shell window.

Insert the old Workbench 1.2/1.3/2.0 disk into the internal disk-drive, if you have a second disk-drive then insert the Wordworth5 disk into this. Type the following lines, pressing Return at the end of each one.

```
Copy DF0:L/Speak-Handler To Wordworth5:L
Copy DF0:Devs/Narrator.device To Wordworth5:Devs
Copy DF0:Devs/Mountlist To Wordworth5:Devs
Copy DF0:Libs/Translator.library To Wordworth5:Libs
Copy DF0:C/Mount To Wordworth5:C
```

Finally, you will need to add a line to the Workbench Startup Sequence, type the following:

```
Ed Wordworth5:S/Startup-Sequence
```

This will load your Startup Sequence into a text editor. Scroll down the file until you see some lines of text which begin with the word 'Mount', add a new line to the end of these which says:

```
Mount >NIL: Speak
```

Once you have done this, choose Save (Project menu), and then Quit (Project menu). Insert the Wordworth5 disk into the internal disk-drive and reset your Amiga by holding down Ctrl and the two Amiga keys, Wordworth will load automatically, and you should find you are able to use the speech feature.

1.23 Editing And Formatting Problem 5

I am using Wordworth 5 on floppy disks, on my Amiga 2000, and the characters seem to take ages to appear on screen after pressing the keys.

Unfortunately, this is a drawback with floppy disks.

When a character is typed, the letter is read in

from the disk and 'cached' (stored in memory). This process will occur for each character typed.

However, once a letter has been cached and the key is pressed again, it will appear on screen almost instantly because it does not have to access the disk.

1.24 Editing And Formatting Problem 6

I have highlighted some text and wish to 'Drag and Drop' it to a different paragraph. But when I click on the selected block, the text is deselected.

This could be for two reasons:

~\textdegree{} Firstly, the 'Drag and Drop' facility has probably not been turned On from the "Text Settings" requester (Change Settings" command, Settings menu).

\textdegree{} Secondly, the double-click delay in the Workbench Input preferences is set too long. Lower the delay value to eliminate the problem.

1.25 Font Problems

Font Problems

Problem 1 I have a PostScript font that I bought from the public domain, but when I try and type using this font nothing appears.

Problem 2 I cannot seem to install the fonts I got with my previous version of Wordworth.

Problem 3 I cannot get TrueType fonts to work on my Amiga.

Problem 4 I can't seem to delete a font that I have installed for use with Wordworth 5.

1.26 Font Problem 1

I have a PostScript font that I bought from the public domain, but when I try and type using this font nothing appears.

This may be because the font does not use 'Adobe Standard Encoding', which means that Wordworth cannot locate the correct character when a key is pressed.

Wordworth 5 will hopefully be updated in the future to accommodate these non-standard encoded fonts.

1.27 Font Problem 2

I cannot seem to install the fonts I got with my previous version of Wordworth.

Read [Installing Additional Fonts](#) for information on how this can be done.

1.28 Font Problem 3

I cannot get TrueType fonts to work on my Amiga.

My machine is a 68000 Amiga 2000 with hard disk.

Unfortunately, due to unavoidable machine restrictions, TrueType fonts are unavailable on pre-68020 processor machines.

1.29 Font Problem 4

I can't seem to delete a font that I have installed for use with Wordworth 5.

You will need to follow this procedure:

\textdegree{} Firstly, delete the font file from its appropriate drawer (on hard-disk this will normally be in the Intellifont drawer, which is in Wordworth's WwFonts drawer).

\textdegree{} Double-click 'InstallFonts', WwTools drawer (floppy disk users will find this drawer on the Ww5Extras disk).

\textdegree{} When asked if you want to add to the old fontlist or overwrite it, click the 'Overwrite' button, then click 'Install' when asked to select the fonts drawer.

1.30 Printing Problems

Printing Problems

- Problem 1 When I print my document, some elements of my page are missing. Such as a couple of letters from the heading, or the TextEffects object I have as a logo.
- Problem 2 When I print my document, there are blank spaces between the top and bottom half of the text.
- Problem 3 When I print my document, a blank sheet of paper is fed through after each page is printed.
- Problem 4 When I print out my document, the printout is very poor, with the text looking extremely 'jaggy'.
- Problem 5 When I print using my expensive PostScript printer, the busy light flashes so I know it is receiving information. Then Wordworth finishes and returns me to the document, but nothing comes out of the printer.
- Problem 6 I am trying to use the Rotate option from the "PostScript Setup" requester with my PostScript printer but a blank page keeps getting thrown out.
- Problem 7 I have several text frames in my document and I am printing using the 'Internal Printer Font' method. Why does the text in my text frames appear with large gaps between each line.
- Problem 8 I have just printed out a document that I created in Wordworth 3.0b and a blank page was ejected after each page. I am using the same "Print Borders" as Wordworth v2 and v3.0b.
- Problem 9 I have a document I have created which contains Compugraphic fonts, and I have
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the 'Download Agfa Fonts' option (Print Setup requester) set to download 'Every Time', but when I print to my HP LaserJet 5L printer, it does not download the fonts.

Problem 10 When I try to background print my document, it doesn't work.

1.31 Printing Problem 1

When I print my document, some elements of my page are missing. Such as a couple of letters from the heading, or the TextEffects object I have as a logo.

The most common cause of this problem is due to lack of memory.

To print a very smooth quality printout requires a lot of memory because all of the text and graphics on screen are scaled up about five times larger.

You can increase the amount of memory available to the system for printing by following the items mentioned in Chapter Nine of the Instruction Book, 'Customising and Optimising Wordworth'.

Alternatively, the amount of memory needed for the print job can be decreased by lowering the Density level ("Print Setup", Project menu). This will cause the printout to be printed in a lower quality, but will use less memory.

1.32 Printing Problem 2

When I print my document, there are blank spaces between the top and bottom half of the text.

Your printing problems seem to be due to the printer automatically sending a line feed, after the computer has already told the printer to move on a line. This combination will cause large gaps in your printout.

On most printers there is a facility called 'DIP Switches' which are used to set up the printer. Some newer printers have a LCD screen and menu system for the same thing.

There is usually a DIP Switch or menu item for 'Automatic Line Feed', 'CR causes Line Feed', 'Send CR/LF' or something similar. These options are used to tell the printer what to do at the end of each line.

You must set this option to OFF or 'LF Only', to stop the printer sending another line feed and thus eliminate a blank space between two strips of printing.

1.33 Printing Problem 3

When I print my document, a blank sheet of paper is fed through after each page is printed.

Because printers have what is termed an 'Unprintable area', you must inform Wordworth that it shouldn't print on certain parts of the page.

This can be done by entering values into the "Print Border" text gadgets ("Print Setup", Project menu).

If you already have values in the text gadgets, increase the Bottom-"Print Border" until the problem goes away. If there are no values in the text gadgets, try the following values:

Top - 0.25 in
Bottom - 0.75 in
Left - 0.25 in
Right - 0.25 in

1.34 Printing Problem 4

When I print out my document, the printout is very poor, with the text looking extremely 'jaggy'.

Your document most probably contains a few 'Amiga Bitmap Fonts'.

Amiga fonts are termed 'bit-mapped' because they are drawn in preset sizes using a matrix of dots.

This means that the font cannot be scaled, like an Outline font, to match the resolution of the printer and thus the quality of the whole printout will be poor.

To rectify this problem, choose "Select All" (Edit menu) and select the 'Shannon Book' font from the

font pop-up on the Ruler Tools.

Next, choose "Change Settings" (Settings menu) and select Text from the list. Turn off the 'Bitmap Fonts' option from the 'Displayed Fonts' group.

This will not display any of the poor quality bitmap fonts in the font requester and you will not be able to select one of these fonts by accident.

1.35 Printing Problem 5

When I print using my expensive PostScript printer, the busy light flashes so I know it is receiving information. Then Wordworth finishes and returns me to the document, but nothing comes out of the printer.

There could be several reasons for this:

\textdegree{} The printer needs to have the "Send EOF" option turned on from the "PostScript Setup" requester.

\textdegree{} The printer is not setup correctly to receive information from the Amiga.

\textdegree{} If the PostScript printer is using the Serial port then you may need to set your Serial Prefs from your Workbench Preferences drawer.

Check that the options are correct for your printer by referring to your Printer's User Manual.

\textdegree{} The printer cable is faulty. Try another cable by borrowing a friends or exchanging it at your local computer dealer.

1.36 Printing Problem 6

I am trying to use the Rotate option from the "PostScript Setup" requester with my PostScript printer but a blank page keeps getting thrown out.

When using the Rotate operation, you must remember that the rotation is carried out anti-clockwise around the bottom left corner of the page.

This means that your document page is actually off to the side of the printout. You will therefore need to Offset the page back so that it will be printed.

For example:

Rotate an A4 page 90\textdegree{} and you will need to Offset it Horizontally by '11.713 inches'.

1.37 Printing Problem 7

I have several text frames in my document and I am printing using the 'Internal Printer Font' method. Why does the text in my text frames appear with large gaps between each line.

In 'Internal Printer Font' mode, you must only use a 'Line Spacing' of 6 lpi or 8 lpi.

This is because no custom line feed values can be sent to the printer to allow any other values. Therefore Auto spacing should not be used.

NOTE: You also cannot use Paragraph-'Space Before' or 'Space After'.

1.38 Printing Problem 8

I have just printed out a document that I created in Wordworth 3.0b and a blank page was ejected after each page. I am using the same "Print Borders" as Wordworth v2 and v3.0b.

This is due to an improvement in the printing technology. On some printers, the "Print Borders" may have to be changed to eliminate these blank pages being ejected.

1.39 Printing Problem 9

I have a document I have created which contains Compugraphic fonts, and I have the 'Download Agfa Fonts' option (Print Setup requester) set to download 'Every Time', but when I print to my HP LaserJet 5L printer, it does not download the fonts.

This option will not work with all types of Compugraphic fonts, only true Agfa Compugraphic fonts. We supply several font packs of Agfa Fonts, see the Wordworth Extras section for more details of these.

Also, the page will be printed in the normal

graphics method if it contains anything other than plain text, see the HP LaserJet Printing section for more details of this.

1.40 Printing Problem 10

When I try to background print my document, it doesn't work.

This is probably due to a lack of available memory. Wordworth needs to make another copy of the document in memory before it can background print it, and if there is not enough memory available to do this, it cannot background print the document.