

## Corel Visual CADD Service and Support

Corel is committed to providing customers with high quality, real-time technical support. We recognize that support needs vary from user to user, and offer a wide range of choices when you need answers to technical queries and problems which may arise from the use of this application.

If you have a question about Corel Visual CADD features and functions, look in the User's Manual or consult the online Help.

You can also find late-breaking updates and technical information by double-clicking the Readme File.

If you cannot find the answer in these locations, you can speak to a Technical Support Representative located in North America or in Europe.

If you have problems after hours or on weekends or holidays, you can contact *IVAN* - our Interactive Voice Answering Network or the Automated FaxBack System.

We also offer Electronic Support Services from our Bulletin Board, Internet World Wide Web site, and our FTP site.

[How to reach Corel in North America](#)

[How to reach Corel worldwide](#)

[Electronic support options](#)

[How to use Automated FaxBack System](#)

## Unexpected Condition Error Messages

Please check the following items after restarting your machine:

- Can you repeat the error?
- Does it occur at the same time consistently?

If the answer to either question is yes, please make note of the steps taken to reproduce or cause this error, along with information about your system and its setup and call Technical Support.

If the answer is no, try using the suggestions provided in the [Diagnosing Invalid Page Faults \(IPF's\) and system lockups in Windows '95](#) troubleshooting Section.

# How to reach Corel in North America

## Technical Support

Corel is committed to providing customers with high quality real-time technical support. We recognize that support needs vary from user to user, and offer a wide range of choices when you need answers to technical queries and problems which may arise from the use of this application. This document will introduce you to the variety of support services we provide.

## Warranty Technical Support Services

### 1-613-728-6418 (North America Only)

Free technical support is available on a toll line for 30 days from the day you place your first call to technical support. Corel Visual CADD support personnel are available to respond to your call from Monday to Friday, 8:30 a.m. to 7:30 p.m. Eastern Standard Time. During and after your warranty support period, you can also use the basic services listed below.

## Extended Technical Support services

To request an up-to-date listing of Corel's Authorized Support Partners world-wide, and a copy of Corel's extended technical support policy, please contact Corel Technical Support at the number listed above.

## Basic Services

Corel Visual CADD offers the following technical support options, most of which are available 365 days of the year, 24 hours a day. These services are useful if you prefer not to pay for support or encounter problems during off-hours.

## IVAN (Interactive Voice Answering Network)

Ivan contains answers to commonly asked questions and is available 24 hours a day, 365 days a year. IVAN is regularly updated with the latest information, tips, and tricks. You can request that IVAN's solutions be faxed to you.

## Calling IVAN

Dial 613-728-6418. There is no charge for this service other than the cost of the telephone call.

## Automated Faxback System

Technical Support maintains an automated faxback system of numbered documents that contain up-to-date information about common issues, tips, and tricks. This service is available 24 hours a day, 365 days a year.

## Calling the Automated FaxBack System

Dial 613-728-0826, extension 3080. You will be asked for a document number and your fax number. The document you request is automatically sent to you. To have a catalogue of documents faxed to you, call the automated FaxBack System and request document 2000.

## Before You Call

Before calling Technical Support, please have the following information available. It will assist the Technical Support Representative in helping you with your problem quickly and efficiently:

- A brief description of the problem including the exact text of any error messages received, and the steps to re-create it.
- Type of computer, monitor, pointing device (e.g., mouse, tablet), printer and video card (display adapter) in use.
- The versions of Microsoft Windows and Corel Visual CADD in use. Choose the About Windows 95 command from the Help menu in Explorer to find which version of Windows you are running.
- A list of any programs loaded into RAM (e.g., TSRs). Check the Startup folder in the Programs menu to determine if you are running any other programs.

If you are calling Technical Support for assistance with Corel Visual CADD API, please note that Technical Support Representatives can only answer questions on API commands, statements, functions and syntax. They cannot evaluate your script for soundness or efficiency, nor can they debug your script.

## Customer Service in North America

Customer Service Representatives answer questions about specifications and pricing, sell Corel products, and issue replacement disks. There is no charge for calling Customer Service.

General customer service and product information can be accessed through the MSN and WorldWide Web at <http://www.Corel.com>

**United States and Canada**

1-800-772-6735

**Internet**

custserv@Corel.com

**Customer Service**

Corel Corporation, c/o UCA&L  
P.O. Box 3595  
Salinas, California  
93912 - 3595

## How to reach Corel worldwide

### Worldwide Technical Support

Customer Service Worldwide is handled by Alexander and Lord, Dublin, on behalf of Corel Corporation. Customer service for any countries not listed below is handled on a toll-line at +(353)1 706 3912

### Telephone Numbers for Corel Technical Support

Austria 0660 5875  
Belgium 0800 11930  
Denmark 800 18755  
France 0590 6512  
Germany 01 308 15074  
Holland 0602 22084  
Italy 1678 74791  
Norway 800 11661  
Spain 900 953538  
Switzerland 155 8224  
Sweden 0207 91085  
United Kingdom 0800 581028

### Corel Corporation

49 B Bracken Road  
Sandyford Industrial Estate  
Sandyford, Dublin, Ireland

### Customer Service in Australia

Micromatch Pty. Limited 1-800-658-850  
7B Green Street  
Brookvale, NSW  
2100, Australia

### WorldWide Support

Corel customers residing outside of North America can contact Corel Technical Support representatives in Dublin, Ireland, or a local *Authorized* Support Partner. The Corel Support Representatives in Ireland handle calls in the following languages: German, French, Spanish, Italian, Dutch, and English. Calls are handled on toll lines. A charge will appear on your telephone bill, but there is no charge for the technical support.

### Warranty Support

Free technical support is available to you for 30 days from the day you place your first call to technical support. If you require technical support beyond your warranty period, see "Extended Technical Support Services" listed or call 1-613-728-6173.

### Access Numbers for Corel Technical Support

Dutch +(353) 1-708-2266  
English +(353) 1-708-2333  
French +(353) 1-708-2355  
German +(353) 1-708-2344  
Italian +(353) 1-708-2377  
Spanish +(353) 1-708-2388

### Australian Authorized Support Partner

Support 24 07-55-918-0043

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### See also

[Electronic Support Options](#)

[How to use Automated Fax System](#)

## How to use the Automated FaxBack System

Technical Support maintains an Automated FaxBack System of numbered documents that contain up-to-date information about common issues, tips, and tricks. This service is available 24 hours a day, 365 days a year.

### Calling the Automated FaxBack System

Dial **613-728-0826, extension 3080**. You will then be prompted for a document number and your own fax number. The document you request is automatically sent to you. To fax a catalogue of documents to yourself, call the Automated FaxBack System number and request #2000. Fax this listing to yourself to reference documents that may assist you with system configuration and the use of Corel Visual CADD.

## **Electronic support options**

### **BBS**

Technical Support operates a BBS service that allows you to download program files that have been modified between releases. A Technical Support representative may request that you upload troublesome files to the BBS.

### **Calling the BBS**

Dial 613-728-4752 or (613) 761-7798. Both lines are set for 8 bit word, 1 stop bit, no parity. The supported speeds on these Hayes 288 modems are 2400-28,800 baud.

### **CompuServe**

Corel representatives will respond from 8:30 a.m. to 5:00 p.m. Eastern Standard Time, from Monday to Friday, excluding holidays. Type GO Corel for access.

### **To Access the Corel Forum in the MSN**

In the MSN Central, go to the Edit Menu. Click on GoTo. Choose Other Location. Type Corel. Click on OK.

### **Internet Services**

#### **WorldWide Web Site (WWW)**

For late breaking technical news and information on all Corel products, visit our WWW home page at <http://www.Corel.com>. From the home page, you can access Corel's Technical Knowledge base, as well as corporate, marketing, and product information.

### **FTP**

You can download updates, patches and utilities by accessing our anonymous FTP site at <ftp.corel.com>.

### **Extended Technical Support Services**

For details on the support options available after your warranty support expires, please contact Corel Technical Support at 613-728-6418.

## Diagnosing Invalid Page Faults (IPF's) and system lockups in Windows '95

Make sure that you have a WINDOWS 95 STARTUP DISK prior to any troubleshooting process. This can be created either during the installation process of Windows 95 or by selecting "Start \ Settings \ Control Panel \ Add-Remove Programs \ Startup Disk \ Create".

For recovery purposes, you may also want to copy the SYSTEM.DAT, CONFIG.SYS, AUTOEXEC.BAT, WIN.INI and SYSTEM.INI files, plus any CD-ROM or other device drivers to a subdirectory on the STARTUP diskette, or to another diskette if there is not enough disk space.

1. If the lockup occurred while typing text of any kind, re-install that particular font. Remove the font from the Control Panel | Fonts list, then re-install the font from the original source.
2. Exit from all applications. Select "Shut Down... | Restart the computer". Try to duplicate the error which caused the original failure. The error condition may not re-appear if it was caused by a momentary memory conflict. If the error is re-produced, proceed to step #4.
3. Verify that the system conforms to Corel's minimum hardware/system requirements.
4. Check for a valid SET TEMP statement in the AUTOEXEC.BAT file or from the Command Prompt, type SET. The TEMP directory must be located on a drive with ample space for expansion. Windows 95 supports TEMP files on compressed drives by default. Try relocating the TEMP directory to an uncompressed drive by modifying or constructing appropriate statements in the AUTOEXEC.BAT file, i.e. SET TEMP=D:\TEMP SET TMP=D:\TEMP
5. Optimize each partition of the hard drive. Run the "Start \ Programs \ Accessories \ System Tools" Perform a Scandisk with "Automatically fix errors" selected to repair lost clusters and corrupted sectors on the drive. Perform Disk Defragmentation for each partition to consolidate the information stored on the hard disk and prevent file I/O errors.
6. Check system resources, "Start \ Programs \ Accessories \ System Tools \ Resource Meter". This will place the meter in the bottom right hand corner. Double-clicking on the icon will display the statistics. Low values for System resources, User Resources, or GDI Resources indicate that system performance is deficient, and may be the cause of IPF errors.
7. Restart the system. When the "Starting Windows 95" message appears, press F8. Choose Step-by-Step Confirmation. Select YES for all lines EXCEPT select NO for processing the AUTOEXEC.BAT and CONFIG.SYS files.
8. Install the standard VGA display driver. Select "Start \ Settings \ Control Panel \ Display \ Settings \ Change Display Type... \ Adapter Type Change \ Show all devices \ Standard Display types \ Standard Display Adapter (VGA)". If the video card installed on the system is not supported by Windows '95, have a backup copy of the driver on hand.
9. Verify that all devices (CD-ROM, Display Adapters, Monitor, Mouse, Sound) are operating properly. Select "Start \ Settings \ Control Panel \ System \ Device Manager". By double-clicking on a device and viewing the properties of that device the Device Status may be viewed. Any device with a memory conflict will display a yellow 'flag' with an exclamation point inside it. System performance will be impaired until this condition has been corrected.
10. Select Control Panel \ System \ Performance. Select Advanced Settings and try the following changes to system configuration:
  - File System: Change the Typical role of this machine to Network server, Read-ahead optimization to either None or Full (try both).
  - Graphics: Turn OFF any hardware acceleration
  - Virtual Memory: Specify your own settings. Choose a NON-COMPRESSED drive with adequate space for virtual memory. Set virtual memory to a minimum of 10MB and a maximum of 30MB (increase as necessary).
11. Uninstall the application. Select "Start \ Settings \ Control Panel \ Add-Remove Programs" Select the application to uninstall. Reinstall the application when finished.
12. Safe mode removes all specific system configuration settings, and loads generic Windows '95 device drivers. It is a method of determining if system settings and/or device-specific drivers, etc., are interfering with the normal operation of hardware and software. To operate in Safe Mode, Re-boot the system. When the "Starting Windows 95" message appears, press F8. Choose Safe Mode. This will bypass the startup files including the Registry, CONFIG.SYS, AUTOEXEC.BAT files and the [Boot] and [386Enh] sections of the SYSTEM.INI file. The Standard VGA display driver will also be installed at this time. If the installed video card is not supported by Windows '95, be sure to have a backup copy of the driver on hand. **Note: The user will notice reduced system speed and lower display resolution during this test. Safe Mode may also disable any CD-ROM devices. RE-booting the computer will return the computer to default configuration at any time.**
13. Re-boot the computer. When the "Starting Windows 95" message appears, press F8, and select Command prompt only. Start Windows by entering these commands on consecutive re-boots, or enter either of these commands if a specific condition is suspected:
  - WIN /D:F This disables 32 bit disk access. \*\* Use this for disk access problems \*\*.
  - WIN /D:X This disables the adapter area (from A000 to F7FF) which Windows 95 scans for unused space. This may resolve memory problems on systems using video accelerator cards.
14. For 16 bit applications, Windows '95 can enhance compatibility with the 32 bit environment. To troubleshoot 16 bit



applications, enter "MKCOMPAT.EXE" at the Start | Run Command line.

Select "Lie about Window 's version number" to allow the 16 bit application to operate under Windows 3.1 parameters.

Select "Give application more stack space" to provide DOS file buffering.

15. Empty the Recycle Bin (if activated) of unwanted files.

16. If none of these steps resolve the problem, please contact Technical Support for further assistance.

## OLE Problems

OLE stands for Object Linking and Embedding. Designed by Microsoft, and first introduced in Windows 3.1, OLE allows you to transfer information from one application to another. You can edit this information from within the second application, meaning you no longer have to delete and re-copy objects. Embedding means that information from one application resides in a second document and is stored with it. Linking describes the condition where information from a document in one application is tied to a second document. It is updated when changes are made in the originating document, but that information is not actually stored with the second file.

### **OLE features in Corel Visual CADD:**

Corel Visual CADD can only function as a server application, meaning you can link or embed Corel Visual CADD drawings into other applications but cannot embed or link data from other applications into Corel Visual CADD.

**"Drag and Drop"** - This feature allows you to click on an image in one Windows application and drag it into another application, into another file, a different spot within the same file, or onto the desktop.

Occasionally the registry file in Window '95 becomes damaged, and generates OLE Error Messages in Corel Visual CADD. If you encounter these error messages, or notice corrupted objects are being produced during cut and paste operations between applications, close Corel Visual CADD. Select Start | Run and type "REGEDIT.EXE" at the command prompt to open the Registry Editor. Locate the application which had the OLE problem and delete it from the list. You can do this by highlighting the item, then clicking on Edit and Delete File Type. Exit from the Registry Editor and restart Windows. Open and close Corel Visual CADD to re-register the application in the Windows registry.

## Enhancing System Performance

Here are a number of considerations for improving the performance of Corel Visual CADD:

- The microprocessor and clock speed are important performance considerations. e.g., a Pentium 90 with 32 mbs RAM will run applications more quickly than a 486-33.
- Be certain you have at least 10 megabytes of free disk space on the drive where Window \*.TMP files will be created ( you can determine the location of this directory by running the SET command at the DOS prompt).
- Ensure that you have 50-100 megabytes of free disk space on the drive where you store your files.
- Follow the suggestions in the chapter on 'Optimizing Windows' in your Windows 95 or Windows NT User's Guide.
- Establishing a SWAP file to provide Windows with 'extra memory'. See your Windows 95 or Windows NT User's Guide for more details.
- Consider adding a video card with extra memory to your system to shorten screen re-draw time.

## Troubleshooting Techniques

While working in Corel Visual CADD, you may encounter problems printing, saving files, opening files, etc. Each individual problem may have a different cause, but there are some general steps to follow in attempting to troubleshoot your problem. In many cases it can save you a call to Technical Support !

### 1. Can you duplicate the problem?

Repeat the operation which caused the error condition again. This is the first step in troubleshooting. Occasionally, a temporary memory problem will interrupt a program function. Re-trying the operation may allow you to complete the task while determining whether or not the error condition is temporary or chronic .

#### No

It is difficult to identify the cause of problems that can't be reproduced. Use the application normally until the error condition repeats itself.

#### Yes

If you can duplicate the problem, it may be specific to a file, program, or the system. Note all details of system/software use and configuration in effect at the time the error condition occurred. This will provide Technical Support with information to assist you more effectively if you decide to call. Proceed to Step 2.

### 2. Is the problem system specific?

It is often a good idea to determine if the problem occurs on only one system. If you have access to another computer, try the function or file there. If the problems are printing related, use a different printer. If the error condition is present on more than one system, troubleshoot file specific issues. If not, review the system settings, installation configuration, and hardware operation.

If you do not have access to another system running Corel Visual CADD, proceed to the next step.

### 3. Is the problem file specific?

If you can reproduce the problem consistently, the problem will be found within the file itself, the Corel Visual CADD program, or on your computer system. This step attempts to determine which of these three areas is responsible for the error condition.

If you are having problems saving, printing, etc., try opening another file of the same type and perform the same function. If the new file works properly, you are most likely dealing with a file that contains one or more corrupted objects, or the file may be too complex for the particular function you are trying to perform. Review the notes below on Dealing With Corrupted Objects or Files.

The goal is to determine whether the problem is contained in the file, or caused by something external to the file.

### 4. Is the problem software specific?

If the problem is not file specific, it is being caused by either the Corel Visual CADD program, other software on the system e.g., drivers, Windows, etc., or by the system hardware.

If possible, use the same files and functions on another system running Corel Visual CADD to determine if the problem is system specific as opposed to being software generated. If this test is not possible, try to determine if the problem occurs only in the Corel Visual CADD application. You can do this by performing similar functions, i.e. printing or importing, into other Windows applications. If problems persist in other applications, then the cause is within the computer system, rather than being generated by Corel Visual CADD. Sometimes video or printer drivers can cause erratic computer operation. There may be errors caused by a particular Windows setup.

## Dealing With Corrupted Objects or Files

- Open the problem file. Select one object, then use Shift+Tab to scroll through the objects on the page. Sometimes a very small object that you didn't notice will become selected. This object may be corrupted. Delete the object or drag it off the page. Save the remaining objects using 'Selected Only' on the Save screen.
- Another way to locate a corrupted object within a file is to marquee-select half the objects, then print, save, export as required, using the Selected Objects Only feature. If a problem occurs again, marquee-select a smaller number of objects until the corrupted object has been located by process of elimination. Delete the object, and replace it if necessary.

- For large files, the error condition can be reproduced by selecting the corrupted object and isolating it on the clipboard. Marquee-select half the objects on your page and copy them to the clipboard. If no error occurs, marquee-select another area and repeat the same steps. When the image section which contains the corrupted object has been identified, select fewer objects from that area and continue with the copy to clipboard process until you have located the corrupted object. Delete the object, and replace it if necessary.

## Tips & tricks for troubleshooting

### **Regenerating the Corel Visual CADD "DEFAULT.VCD" file**

This file contains all default settings that are established in Corel Visual CADD. It may become corrupted over time and cause a number of problems. Delete or rename this file. Corel Visual CADD will regenerate it with default settings when you re-open the program. You will find it in a subdirectory. Make sure you have closed Corel Visual CADD before you delete this file.

### **Damaged Program Files**

If you suspect problems with program files, including import and export filters, run the SETUP program again, and re-install the portions of the program that may be causing problems.

## **My Truetype fonts print at the wrong rotation.**

With some printers, Truetype fonts will print at the negative of their rotation angle set on the drawing. To correct this, close Corel Visual CADD and open the registry editor, located in your \Windows\ directory . (You can just double click on the regedit file from Explorer or File Manager and it will open automatically). Double click on HKEY\_CURRENT\_USER\Software\Corel\Visual CADD\2.0\Print Settings, and double click on TT Rotate. Change the value from 0 to 1.

Close the registry editor and restart Corel Visual CADD. Truetype rotation problems should now be corrected.

## How do I set up a plotter in Windows?

When plotting to a serial device within Windows and not using the Corel Visual CADD plotter driver, the following general settings should be set up for the plotter driver. However, if you encounter problems, please refer to your plotter documentation or contact your plotter manufacturer for specifics regarding Windows communication. Make sure your plotter is set as a printing device in Control Panel, Printers.

These settings apply to serial devices only and can be set in Control Panel, Printers, Connect:

Baud Rate: 9600  
Data Bits: 8  
Parity: None  
Stop Bits: 1  
Handshake: Hardware

If you are using the Roland plotter driver 1.02, please turn off display of linewidths from Utility, Settings, System, Display. There is a problem sending Windows generated linewidths to this plotter driver.



## **My fonts don't plot the way they look on the screen**

If you are using TrueType fonts, they will not plot to an HPGL device and some other Vector devices. When a drawing is sent to the plotter or output device, the fonts will be translated to a plotter font by the plotter driver. (One of the side effects of this is the translated fonts do not rotate and appear in one direction only.) To correct this, use Visual CADD's vector fonts.

## **My fonts don't rotate on my plotter**

TrueType fonts when sent to a vector device such as HPGL plotters, will not rotate correctly. To correct this, use Corel Visual CADD's vector fonts.

## **Part of my drawing does not print.**

This can be for several reasons. First, if you are printing a color drawing to a monochrome device, some of the lighter hued colors, such as yellow and cyan, will be dithered. These colors will print as dotted or light gray or sometimes not at all. To correct this, choose "ALL COLORS TO BLACK" located in Corel Visual CADD's Print dialog.

Second, LaserJets with less than a 1.5 MB of printer memory, will not be able to print a page of graphics at 300 dpi. This often is exhibited as only half or part of the drawing being printed.

## **I get a blank page when I print.**

This can happen for several reasons. If you are printing to a laser printer, make sure the printer is physically in PORTRAIT mode (even if you are printing in landscape). This can generally be set on the printer itself. Also make sure the drawing is setup to print on the page. Check this by clicking on the "PREVIEW" button. Fit to Page and Center Drawing will automatically fit the drawing to the current paper size.

## **I get an Error 21/Print Overrun on my HP LaserJet 4.**

This error tends to happen when sending graphics to an HP 4 in HPGL/2 mode. To correct this, click on Print Setup, Options, Options and change the Graphics mode to RASTER.

## **The icons on my tool palette disappear after a while.**

Programs that reprogram or control mouse buttons, such as Logitech's LogiButtons(tm), can interfere with Corel Visual CADD's icon display. To correct this, disable the mouse program.

## How to stop a redraw?

The ESCAPE key will generally stop a redraw.

## **I cannot select an object.**

Your search tolerance may be set to 0, which would make it impossible to select a single object without using a Windows or Crossing method. To correct this, make sure the search tolerance has not been set to 0, in the System tab under Utilities menu, Settings.



## **How do I change my default tool?**

The default Corel Visual CADD tool can be changed in the Utilities Menu, Settings, System tab.

## **I can't snap to an object.**

This could conceivably happen for several reasons. First, if All Layer Edit or Snap All Layers has been toggled off, only entities on the current layer may be snapped to or edited. These options are located in the General tab under Utilities, Settings.

## **My objects disappear upon redraw.**

The objects are probably on a hidden layer. To check this, open the Layer Manager and display all layers then redraw again.

**I've programmed NP to my third mouse button using Assign Script.  
When I use one of the shortcuts (WE, WM, etc.), it does not function. Why?**

The shortcuts, WE, WM, OE etc., are in fact scripts themselves and Corel Visual CADD does not have the capability to run a script within a script. To correct this, reassign the third mouse button and use the default of SHIFT-RMOUSE or RMOUSE.

