

PGS.TRO

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Chapter 1

PGS.TRO

1.1 Troubleshooting

Installation and Startup Problems

- Program doesn't load all the way
- Preferences aren't loaded when started from a shell
- Can't use the Navigator for 15-30 seconds after loading

Font Problems

- Compugraphic fonts don't work

Printing Problems

- Can't print to LaserJet with PostScript cartridge

Menu Problems

- Shift selecting menu command doesn't open requester
- Hide/Reveal view commands don't work properly

Screen Redraw Problems

- The screen didn't redraw correctly
- Closing a window didn't redraw the window beneath it

General Problems

- Gadgets overlap in the Edit palette
- Mouse pointer hotspot is in wrong position
- Objects are too tall or too short
- Requesters don't fit on screen
- Vertical guides aren't visible

1.2 Troubleshooting

- Objects are too tall or too short

If your objects are half as tall as they should be, you need to change your display resolution. Choose the Settings/Screen command. Change the Display DPI to X:65 Y:55 for most NTSC monitors (North America), or X:65 Y:70 for most PAL monitors (other continents).

If your objects are twice as tall as they should be, you probably have it set to X:65 Y:55 (NTSC) or X:65 Y:70 (PAL) when it should be set to X:65 Y:27 (NTSC) or X:65 Y:35 (PAL).

To set the Display DPI accurately, you should measure the size of your screen display with a ruler (in inches). Divide this by the display size in pixels to calculate the horizontal and vertical Display DPI. (i.e., 640 pixels \div 9.5 inches = 67 dpi)

Refer to page 483 of the manual for more information. (Note that the 75x75 dpi recommendation for PAL on page 484 is incorrect. It should read 65x70.)

1.3 Troubleshooting

Requesters don't fit on the screen

Are some requesters and the toolbox too large to fit on your Workbench screen? PageStream requires a screen size of at least 640 x 281 pixels for its interface. This is larger than the normal NTSC HiRes screen size of 640x200 or the PAL HiRes screen size of 640x256. If you attempt to use one of these small screen modes on a custom screen, PageStream will automatically create an autoscrolling virtual screen of the minimum size so that you can see the entire interface. If you choose to run the program on the Workbench or an existing public screen, however, there is nothing PageStream can do to make its interface fit, so some requesters will be cut off.

You should never use PageStream on the Workbench or an existing public screen smaller than 640x281.

1.4 Troubleshooting

Compugraphic fonts don't work

If you cannot get your Compugraphic Intellifonts to display, you are probably missing the Fonts:_Bullet/plugin.types file. This file is included with AmigaDOS and is required by PageStream's Compugraphic font engine. If you have removed it from your hard drive to save space, you must reinstall it from your AmigaDOS disks to use Compugraphic Intellifonts with PageStream3.

1.5 Troubleshooting

Edit palette font

Is the font used in your Edit palette (and other palette scrolling lists) the same font as used in requesters (Topaz 8)? It should be the SoftLogik 8 font, which is a thin version of Topaz 8. If you don't have this and the other two sizes of the SoftLogik font available, the PageStream3 interface will not look as good as it should.

These three fonts are stored in the SoftLogik:Fonts directory. This must be assigned with the following command in your S:User-Startup file for the fonts to be available to AmigaDOS and PageStream3:

```
assign Fonts: SoftLogik:Fonts add
```

Some symptoms of not having this assign are:

- Text in the About requester will be cut off.

and some gadgets will overlap others.

- Text in the Plate Control requester will overlap.

- Numbers in the rulers will be too large.

1.6 Troubleshooting

Program doesn't load all the way

If the program doesn't load further than the About requester (the requester with the PageStream3 picture in it), then you probably don't have enough memory to load PageStream3.

You should have used the 3MB installation option when installing PageStream3. If you already installed the program (and you probably have if you're reading this :-) you can remove some files to free up memory. See Hints for Saving Memory

Note: the ADDASSIGN public domain utility has been found to cause problems loading PageStream3. If you have this utility, remove it before using PageStream3.

1.7 Troubleshooting

Vertical guides aren't visible

If the vertical guides are not visible, and if the guides are not set to white with the Show Guides requester, then you are probably using a Picasso board. This fault lies with the Picasso software and hardware and is not a fault of PageStream.

1.8 Troubleshooting

Shift selecting menu command doesn't open requester
Text}

Several PageStream commands open a requester if you select the command while holding down a Shift key. The Settings/Toolbox is an example of a command that does not open a requester unless you hold down a Shift key while selecting it.

This feature does not work with all options in the popular MagicMenu utility. If you try to Shift select a menu command that should open a requester when Shift selected, and the requester does not open, you must change your Pop Up Menu option in the Magic Menu configuration requester from Press Once to either Standard or Select.

1.9 Troubleshooting

Preferences aren't loaded when started from a shell

If you run PageStream3 from a Shell (CLI), you must change to the PageStream3: directory before running the program. i.e.,

```
PageStream3:PageStream3      <- don't do this!
```

```
cd PageStream3:              <- do this instead.  
PageStream3
```

1.10 Troubleshooting

Can't use the Navigator for 15-30 seconds after loading

If you cannot use the Navigator after the tip appears when you first start PageStream3, and are using the public domain QMouse utility, you should disable QMouse. On some systems, QMouse has been found to cause delays when using PageStream3 and BME2.

1.11 Troubleshooting

Mouse pointer hotspot is in wrong position

This problem is common with certain third party graphic boards such as the Retina and EGS boards. It is not a problem with PageStream. You should report the problem to the board manufacturer.

1.12 Troubleshooting

Can't print to LaserJet with PostScript cartridge

Some people have had a problem printing to HP LaserJet printers with a PostScript cartridge using the appropriate PPD file. Soft-Logik has not been able to reproduce this problem, but we have found that the users having this problem can successfully use the AppleLaserWriterPlusv42 or .General PPD files.

1.13 Troubleshooting

Hide/Reveal view commands don't work properly

These menu commands can be confused by the use of the MagicMenus utility. Soft-Logik highly recommends removing MagicMenus from your system because it interferes with several features of PageStream3.

1.14 Troubleshooting

The screen didn't redraw correctly

It is possible for the screen not to be correctly updated at all times. You can force a window redraw with the Macros/Refresh Window command. If you have not changed the defaults, you can just press F10 to do this.

1.15 Troubleshooting

Closing a window didn't redraw the window beneath it
Text}

If you have a Retina graphic board, your problem is due to a bug in the Retina software. Add the following line to your PageStream3:PageStream3.prefs file with a text editor:

```
REFRESH SIMPLE
```

This will turn off smart refreshing and will solve your problem. Screen refreshes will be a bit slower, but this is the only solutions since the Retina software does not support smart refreshes.
