

PGS.TRO

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REVISION HISTORY

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Chapter 1

PGS.TRO

1.1 Troubleshooting

Installation and Startup Problems

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

PageLiner won't load all the way

PageStream won't load all the way

Preferences aren't loaded when started from a shell

Font Problems

Compugraphic fonts don't work

Font names are different than other programs

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., $640 \text{ pixels} \div 9.5 \text{ inches} = 67 \text{ dpi}$)

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.
- Text in the Edit palette will too wide when the Text tool is selected, 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

PageStream won'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. The only solution is to add more memory or remove background utilities.

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

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 or MultiCX utilities, you should disable them. On some systems, these utilities have been found to cause delays when using PageStream3 and BME2.

Some users have found that by turning Show Date, Show Time or Show Memory on with the Screen command allows them to continue using these utilities.

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

Font names are different than other programs

Your fonts contain font names, typeface names and style names. i.e.,

Font name: Times Bold

Typeface name: Times

Style name: Bold

Many programs use the font name, but PageStream uses the typeface and style names because of its enhanced Font requester. Unfortunately, some people have designed fonts with incorrect typeface and style names. They probably didn't notice this error because their programs didn't use these names. Agfa brand fonts are notorious for incorrect style names.

For example, Agfa's "Revue Light" has a style name of Normal instead of Light, and "Revue Shadow" has a style name of ExtraBold.

These problems can't be avoided by PageStream because the fonts are the problem. You can fix the fonts with a font editor such as TypeSmith.

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

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 solution since the Retina software does not support smart refreshes.

1.16 Troubleshooting

PageLiner won't load all the way

Is the public domain screen blank ASwarm installed? This program is known to conflict with PageLiner. We recommend removing ASwarm.
